

2024

2027

TITLE VI PROGRAM



RHODE ISLAND PUBLIC TRANSIT AUTHORITY

RIPTA Title VI Program: 2024-2027

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INTRODUCTION

This document constitutes Rhode Island Public Transit Authority's 2024 Title VI Program, as approved by the Board of Directors at its March 28, 2024 meeting. The Board Resolution approving the Program is attached as Exhibit A.

Title VI of the Civil Rights Act of 1964 provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance." To fulfill this basic civil rights mandate, each federal agency that provides financial assistance for any program is authorized and directed by the United States Department of Justice to apply provisions of Title VI to each program by issuing applicable rules, regulations, or requirements. The Federal Transit Administration (FTA) of the United States Department of Transportation issued guidelines on May 26, 1988, FTA C 4702.1, describing the contents of Title VI compliance programs to be adopted and maintained by recipients of FTA-administered funds for transit programs. On October 1, 2012, these guidelines were updated with the publication of FTA C 4702.1B, which now requires that Title VI compliance programs include income status in addition to minority status.

CHAPTER ONE

GENERAL REQUIREMENTS

TITLE VI POLICY

It is the policy of the Rhode Island Public Transit Authority (RIPTA) to utilize its best efforts to ensure that all programs and services are implemented without discrimination and with the inclusion of minority and protected-class interests through its civil rights policies and procedures. RIPTA's Title VI policy, in accordance with Title VI of the Civil Rights Act of 1964, assures that no person or groups of persons shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by its departments. RIPTA has a zero-tolerance policy prohibiting any form of unlawful discrimination against its customers. Discrimination, harassment, or retaliation against our customers is strictly prohibited.

Toward this end, it is the objective of RIPTA to:

1. Ensure that the level and quality of transportation service is provided without regard to race, color, national origin, or other protected characteristics;
2. Identify and address issues of environmental justice based on income status;
3. Promote the full and fair participation of all affected populations in transportation decision-making;
4. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
5. Ensure meaningful access to programs and activities by persons with limited English proficiency, disability, and veteran status.

The Chief Executive Officer of the Authority has overall responsibility for carrying out RIPTA's commitment to the Title VI program. In April 2013, RIPTA created a new position of Compliance Officer to oversee the Authority's EEO, DBE, ADA and Title VI Programs. The Compliance Officer has been delegated the responsibility of coordinating program procedures, overseeing implementation, and monitoring and reporting on the progress attained. The Title VI program is an Authority-wide initiative, and all managers, supervisors, and employees share the responsibility of identifying and reporting civil rights violations. Appropriate training is provided to customer support representatives, supervisors, superintendents, and other employees. Department managers (or their designees) are responsible for receiving and investigating complaints, which come through various intake venues, including the Customer Service department, and coordinating with the Compliance Officer on the disposition of such complaints.

RIPTA has developed a complaint procedure related to Title VI and other civil rights complaints. However, this procedure does not deny a complainant the right to file formal complaints directly with the Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation, or retaliation of any kind that is prohibited by law.

NOTIFICATION TO BENEFICIARIES OF PROTECTION UNDER TITLE VI

A Notification to Beneficiaries of Protection Under Title VI is available as a brochure (Appendix, Exhibit B) in English and Spanish at the following locations: RIPTA transit centers in Downtown Providence and Newport, and RIPTA's Elmwood Avenue operations and management facility. All fixed-route buses and paratransit vehicles have Title VI Notification Interior Bus Cards. The Notice is also available on RIPTA's website in the nine safe harbor languages: Spanish, Portuguese, Haitian, Chinese (incl. Cantonese and Mandarin), Khmer, French, Italian, Thai, Lao, or other Tai-Kadai languages, and Arabic.

PROCEDURES FOR FILING AND INVESTIGATING CIVIL RIGHTS COMPLAINTS

The following procedures are employed for the investigation and resolution of all Title VI and other civil rights complaints received by RIPTA.

1. Any person or groups of persons who believe that they have been aggrieved by unlawful harassment, retaliation, or other discriminatory practice or have been excluded from participation in, denied the benefits of, or subjected to harassment, retaliation, or other forms of discrimination based on race, color, or national origin under Title VI or based on protected characteristics pursuant to other civil rights statutes, under the program of transit service delivery or related benefits, may file a complaint with RIPTA. Complaints may be filed by contacting the Compliance Officer, or by visiting the Civil Rights section of the RIPTA web site at <http://www.ripta.com/civil-rights--title-vi> and downloading a copy of the complaint form in the applicable language and submitting it to RIPTA via U.S. Mail (Appendix, Exhibit C).

To receive consideration, complaints need not use the key words "complaint," "civil rights," or "discrimination," or their near equivalents. It is sufficient if such allegations imply any form of harassment, retaliation, or unequal treatment in one or more of RIPTA's programs or services to be considered and processed as an allegation of a discriminatory practice.

2. All complaints, written or verbal, shall be accepted. In the event a complainant sets forth allegations verbally and refuses to reduce such allegations to writing, the person to whom the complaint is made shall reduce the complaint to writing. Complaints should include the following information:

- Name, address, and telephone number of the complainant, if provided;
- Basis of the complaint: race, color, national origin, sex, age, or disability, for example;
- Date(s) on which the alleged discriminatory event(s) occurred;
- Nature of the incident that led the complainant to believe that discrimination was a factor;
- Location, date, time, and other identifying information; employee badge number; and number of vehicles, if known;
- Names, addresses, and telephone numbers of persons (witnesses) who may have knowledge of the event; and
- Other agencies or courts where a complaint may also be filed and a contact name for each.

All complaints received by any department should be forwarded to the Compliance Officer. Complaints will then be transmitted to the appropriate administrative staff for investigation, as deemed appropriate.

3. The appropriate staff person shall investigate regular civil rights complaints and assist the Compliance Officer in investigations of more serious and egregious complaints. Investigations may include identifying and interviewing persons with knowledge of the alleged civil rights violation (*e.g.*, the person making the complaint, witnesses, or anyone identified by the complainant) or anyone with relevant information. The person who has been accused of discriminating or committing a prohibited act will be notified and will be permitted to respond to the allegation. If necessary, additional information may be requested from the complainant and witnesses.
4. If warranted, meetings may also be held with the complainant to resolve the complaint. The investigator may request guidance from Compliance Officer, as deemed necessary.
5. Upon completion of the interviews and investigation, the investigator will develop a final report based on the facts and submit it to the Compliance Officer. The

report will contain the investigation team’s findings and conclusions concerning the complaint as well as recommendations for corrective action and discipline, if necessary. If a civil rights violation is found to exist, appropriate action will be taken, monitored, and reported. Any actions taken as a result of the investigation team’s findings and conclusions are the responsibility of the concerned department and other officials involved. If no violation is found and the complainant is not satisfied, complaints may be filed with FTA’s Office of Civil Rights.

- 6. The complainant will receive a letter from RIPTA that summarizes the findings, conclusion, and whether corrective action was taken.
- 7. The Compliance Officer will maintain a log of complaints, including those pertaining to Title VI, accessibility, and other customer complaints of discrimination, harassment, or retaliation; the date the complaint was filed; a summary of the allegation(s); the status of the complaint; and the actions taken in response to the complaint.
- 8. Should RIPTA receive a Title VI complaint in the form of a formal charge or lawsuit, RIPTA’s Legal Counsel will be responsible for the investigation and for maintaining the log as described herein.

INVESTIGATIONS, COMPLAINTS, AND LAWSUITS: 2021-2023

Title VI Complaint Log

| Complainant | Alleged Person Discriminated | Basis of Alleged Discrimination | Date Complaint Filed | Date of Incident | Date Investigation Began | Status of Investigation / % Complete | Description of Alleged Discrimination | Date Investigation Completed | Result of Investigation |
|-----------------|------------------------------|------------------------------------|----------------------|------------------|--------------------------|--------------------------------------|--|------------------------------|---|
| REDACTED | Self | Race, Color and/or National Origin | 5/18/2022 | 10/18/2021 | 10/26/2021 | 100% | Denied equal access to services based on Hispanic origin; filed complaint with RICHR on 05.18.2022 | 2/28/2023 | Complaint filed with RICHR resulted in a no probable cause determination. |
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PLAN FOR PROVIDING MEANINGFUL ACCESS FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY

On August 11, 2000, President William J. Clinton signed an executive order, **Executive Order 13166: Improving Access to Service for Persons with Limited English Proficiency**, to clarify Title VI of the Civil Rights Act of 1964. Its purpose was to ensure accessibility to programs and services to eligible persons who are not proficient in the English language.

This executive order states that individuals who do not speak English well and who have a limited ability to read, write, speak, or understand English are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter. It reads in part:

Each Federal agency shall prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency's programs and activities.

Not only do all federal agencies have to develop Limited English Proficiency (LEP) Plans, but as a condition of receiving federal financial assistance, recipients must also comply with Title VI and LEP guidelines of the federal agency from which funds are provided. Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance. Recipients of federal funds range from state and local agencies to nonprofits and other organizations. Title VI covers a recipient's entire program or activity. This means all components of a recipient's operations are covered. Simply put, any organization that receives federal financial assistance is required to follow this Executive Order.

Who is an LEP Individual?

According to the United States Census Bureau, an LEP individual is any individual who speaks a language at home other than English as their primary language, and who speaks or understands English less than "very well." In compliance with guidance and rules issued by the U.S. Department of Transportation, and Title VI of the Civil Rights Act of 1964, RIPTA will take reasonable steps to ensure that all persons have meaningful access to its programs, services, and information at no additional cost.

The LEP Plan starts with an assessment to identify LEP individuals who need assistance. Implementation includes the development of language assistance measures, staff training, notification measures to LEP individuals, and monitoring of the plan.

Determination of Need – Four-Factor LEP Analysis

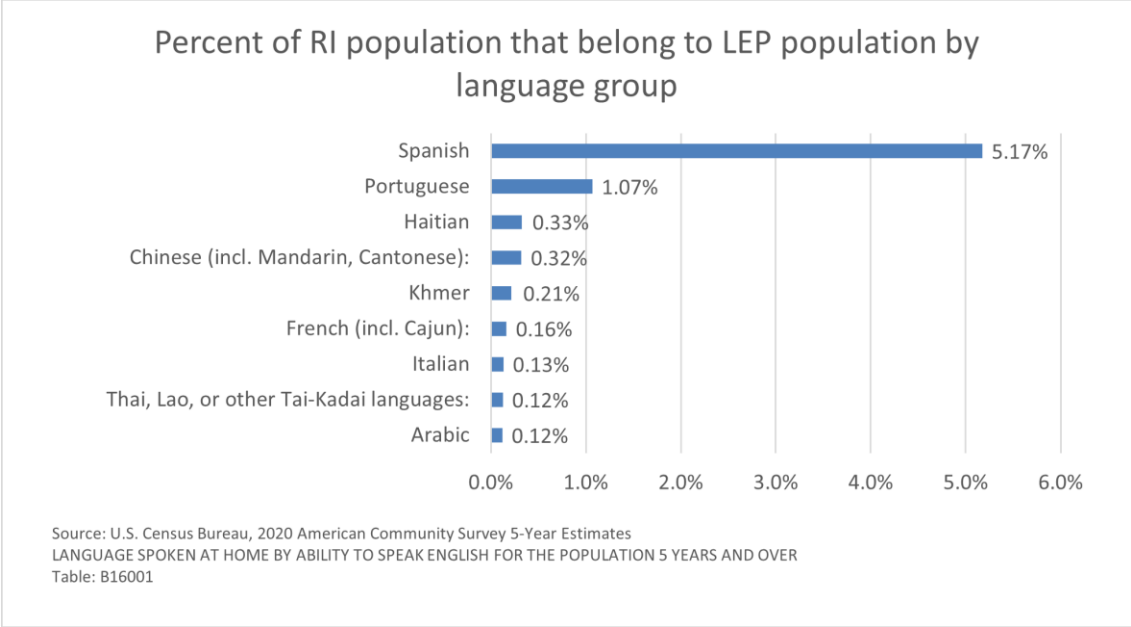
In order to develop this policy, RIPTA has followed the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a RIPTA program, activity or service;
2. The frequency with which LEP persons come in contact with RIPTA programs, activities or services;
3. The nature and importance of programs, activities or services provided by RIPTA to the LEP population; and
4. The resources available to RIPTA and overall costs to provide LEP assistance.

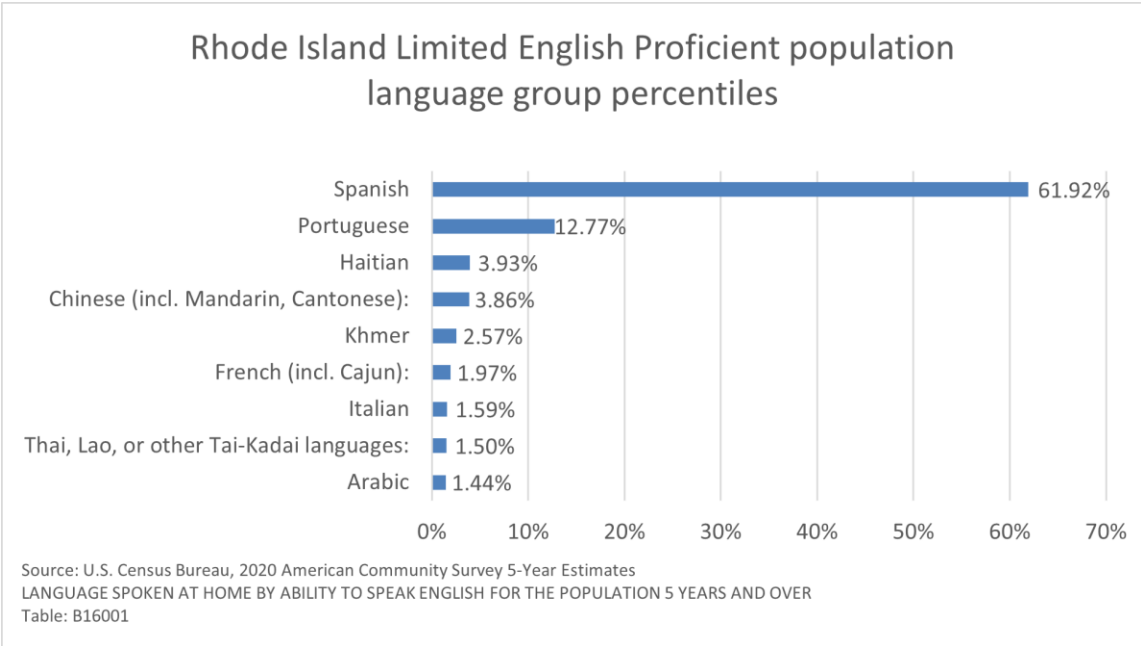
Factor 1:

The number and proportion of LEP persons served or encountered in RIPTA’s service area.

RIPTA’s service area is the entire State of Rhode Island, which has an estimated total population of 1,003,110, excluding children under age five according to the 2020 American Community Survey 5-Year Estimates. RIPTA has determined the percentage of the State’s LEP population by consulting the 2020 American Community Survey by the U.S. Census Bureau. The survey shows that 8.4%, or 83,804 individuals five years and older in Rhode Island have limited English proficiency because they speak English less than “very well.”



According to the 2020 American Community Survey 5-Year estimates of Rhode Island’s population five years and older, Spanish and Portuguese speaking LEP Persons (5.17%, and 1.07% of the state’s population, respectively) are the two groups that represent more than 1% of Rhode Island’s total population. The next highest language groups were Haitian (0.33%), Chinese (including Mandarin and Cantonese) (0.32%), Khmer (0.21%), French (0.16%), Italian (0.13%), Thai, Lao, or other Tai-Kadai languages (0.12%), and Arabic (0.12%). No other language group accounts for more than .10% of Rhode Island’s total population.



Factor 2:

Frequency of contacts of LEP individuals with RIPTA's programs, activities, and services.

RIPTA has three data points for assessing how often and in what ways LEP populations interact with the RIPTA system: (1) the use of RIPTA's translation services; (2) the results of an internal RIPTA survey; and (3) the results of an external survey.

Interpreting Services

Since December of 2021, RIPTA has contracted with Pinpoint Translation Services to provide 24/7 interpreting service in over 200 languages. From December 2021 to December 2023, RIPTA made a total of 1,528 calls to Pinpoint. This equates to an average of 764 calls per year or roughly 14 calls per week requesting interpreting services into twelve different languages.

Spanish was overwhelmingly the most requested language. During the two-year period, Spanish made up 97.4%, Portuguese 1.1%, Arabic 0.8% and Russian 0.6%.

Internal RIPTA Survey

In December 2023, an LEP survey was developed and distributed to RIPTA administrative and customer service staff, and RIPTA drivers (fixed-route and paratransit) in order to obtain information about frequency of contact with LEP individuals. These RIPTA employees are the most likely to come into contact with the LEP population on a daily basis. The surveys were divided among four groups (1) Customer Service staff (11 surveys completed); (2) Administrative staff (42 surveys completed); (3) Fixed-Route Drivers (51 surveys completed); and (4) Paratransit Drivers (80 surveys completed). The following are the highlights of the customer service and administrative staff survey results:

- On average, customer service staff assists LEP customers 5.4 times per week, with a range of zero to 15 times per week.
- On average, administrative staff assists LEP customers 1.7 times per week, with a range of zero to 20 times per week.
- Spanish was reported as being by far the most frequent language encountered by customer service and administrative staff. Portuguese, though less often, is also encountered regularly. Other languages, including Haitian Kreyol, Cape Verdean Crioulo, French, Chinese, Cambodian (Khmer), Nigerian, Russian, Arabic, Italian, and Vietnamese were encountered on an irregular basis.

- 45% of customer service and 14% administrative respondents reported that they are able and qualified to translate English into another language. The reported languages include Spanish, Portuguese, Cape Verdean Crioulo, French, and Hindi.
- 73% of customer service respondents and 36% of administrative respondents reported that they have used translation assistance on the job. Of those respondents who provided answers to this question, they reported using the following translation methods:

| | Customer Service | Administrative |
|--------------------------------------|-------------------------|-----------------------|
| Co-Worker | 25% | 71% |
| Pinpoint Translation Services | 75% | 7% |
| Internet | 38% | 36% |

Surveys were also distributed to fixed-route drivers and paratransit drivers. They were asked how often they assisted LEP customers, and to identify which languages they most encountered. Below are the results of the surveys:

- Fixed-route drivers assist LEP customers an average of 17.1 times per week, with a range of zero to a hundred times per week. Paratransit operators assist LEP customers an average of 2.6 times per week, with a range from zero to ten times a week.
- Fixed-route and paratransit drivers most frequently encounter Spanish, Portuguese, Cape Verdean Crioulo, Haitian Kreyol, and Chinese (including Mandarin or Cantonese).
- Other languages mentioned by fixed-route and paratransit drivers as being encountered, with lesser frequency, were Arabic, French, Russian, Lebanese, Polish, Swahili, Cambodian, and sign language.

These survey results are consistent with data provided by the U.S. Census with Spanish and Portuguese being the most commonly encountered languages in RIPTA’s service area. At an average of 17.1 times per week, fixed-route drivers had the most encounters with LEP individuals.

External LEP Survey

RIPTA provided sixty-four community organizations¹ who work with LEP populations with a survey in order to obtain information on specific languages spoken by the LEP population; population trends of LEP groups; LEP persons' awareness of the various programs and service offered by RIPTA; transit needs of LEP individuals that are not being met; and barriers to the use of transit. Sixty-four surveys were sent out and twenty-three were completed for a response rate of 36%. Following are the highlights of the questionnaire responses:

- The survey evaluated the importance of different RIPTA Programs and Services. The following shows those programs and services ranked from most important (#1) to least important (#11) to the organizations' clients:
 1. Low/no fare pass programs for qualifying seniors and persons with disabilities
 2. RIPTA's Wave smart card and app for easier payment, boarding, and fare capping
 3. The availability of translation services through RIPTA's customer service
 4. The availability of schedules and maps on RIPTA.com
 5. The availability of a trip planner tool RIPTA.com
 6. RIPTA's regular fixed bus route service
 7. Ride Paratransit service
 8. Flex Service
 9. Express service to Quonset Business Park
 10. Transportation resources listed by community on RIPTA.com
 11. Downtown Transit Connector (DTC)

¹ Those organizations are African Alliance of Rhode Island, AKA Sorority, Andean Cultural Center of RI, Amos House, ARISE, Blackstone Valley Community Action Program, Cape Verdean Community Development Corporation (CACD), Cape Verdean Heritage Committee, Cape Verdean Progressive Center, Center for Southeast Asians, Central Falls City Hall, Central Rhode Island Chamber of Commerce, Children's Friend, Colombian Association, Community Action Partnership of Providence, Community Care Alliance, Comprehensive Community Action Program, Delta Sigma Theta Sorority, Direct Action For Rights and Equality, Dorcas International, East Bay Community Action Program, East Providence Chamber, Ebenezer Baptist Church, Genesis Center, Ghana Association, Guatemalan Center of New England, Haitian Community Center, Hispanic Business Association, Hope and Change for Haiti, Jamaican Association, Jewish Collaborative Services, John Hope Settlement House, The King's Cathedral Church, The King's Tabernacle Church, Latino Policy Institute, League of Women Voters of RI, Liberian Association, Muslim Dawah Center, NAACP Newport County Branch, NAACP Providence Branch, Narragansett Indian Tribe, New Bridges for Haitian Success, Nigerian Community of RI, Oasis International, Progreso Latino, Peru Association, Prince Hall Masons, Providence Chamber of Commerce, Quisqueya in Action, Refugee Dream Center, Rotary Club of Providence, Rhode Island Black Business Association, RI Family Literacy Initiative, Rhode Island Indian Council, Roman Catholic Diocese of Providence, Rhode Island Latino Arts, Rhode Island Mexican Association, South Providence Neighborhood Association, Southside Cultural Center, Tri County Community Action Agency, Warwick Rotary, West Bay Community Action, West End Tabernacle Church, and Zeta Sorority.

- The survey asked which destination requests are most frequently sought by the organizations' clients. The following table shows the percentage of respondents that selected the listed destinations. In addition to these, write-in responses included libraries, basic services, and access to food and medical care.

| Percent of responses that chose the following destinations as frequently sought by LEP clients | |
|--|-----|
| Commuting to work | 91% |
| School | 57% |
| Shopping | 52% |
| Family or community | 43% |
| Daycare | 43% |
| Religious events | 35% |
| ESL classes | 30% |
| Recreation | 17% |

- The most commonly cited barriers to the LEP population's use of transit included affordability, language barriers and transit reliability and frequency.
- Some organizations mentioned specific transit needs of their LEP clients. Comments included:
 - More frequent, fast, and reliable service;
 - More affordable fares;
 - Extended evening and morning hours;
 - Addressing language barriers and fear of not being able to communicate or ask questions;
 - Translated transit materials and schedules;
 - Distribution of paper route maps and schedules;
 - More direct routes and routes that go around the city rather than through downtown;
 - Bus passes for low-income individuals;
 - Service connection to shelters for unhoused people;
 - Increased ease of learning and understanding how to navigate system for LEPs;
 - Assistance to seniors for handling bags and carts;
 - Access to computer and internet for service information;
 - Transportation to medical care.

Factor 3:**Assess the importance of RIPTA's programs, activities, and services to the LEP population.**

As stated in the U.S. Department of Transportation's *Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons*, RIPTA operates in full agreement that an LEP person's inability to effectively utilize public transportation may adversely affect his or her ability to obtain health care, or education, or access to employment. While public transit is not considered an essential service, as are police, fire and medical emergency services, public transit is a key means of achieving mobility for many LEP persons.

According to the 2020 Census, 9.6% of LEP individuals aged 16 years and over reported use of public transit as their primary means of transportation to work. Recent immigrants to the United States (including those persons who may not be LEP) use public transit at higher rates than native-born adults. However, public transit use among recent immigrants decreases with length of residence in the United States.

Most of RIPTA's services run through its central hub in Providence, which is an urban core and, therefore, contains a higher LEP population relative to more suburban and rural areas. As a result, RIPTA is mindful that its services are critical to the LEP population.

Factor 4:**The resources available to RIPTA and the costs.**

RIPTA is committed to employing resources to reduce the barriers that limit access to its information and services by LEP persons. RIPTA prioritizes financial and staff resources to meet compliance goals and fulfill the provisions of the LEP program on an as-needed basis. RIPTA currently employs the following resources to help provide language assistance. These resources are funded with RIPTA's operating funds.

Dedicated Compliance Officer

RIPTA employs a dedicated Compliance Officer who oversees RIPTA's LEP Program. One of the primary functions of this officer is to communicate with the LEP population on a regular basis to determine how RIPTA can provide this population with language assistance so that it can access the RIPTA system. The Compliance Officer does this, primarily, by regular communication with groups who have significant LEP constituents. Communication may be done through internal and

external meetings, phone calls, emails and surveys. The goals of these communications are to identify documents, such as pages of the website or public timetables that would assist LEP persons in accessing RIPTA programs and services.

Marketing & Communications Department

RIPTA's Marketing & Communications Department, working closely with the Compliance Officer to coordinate communication to the LEP population, is responsible for RIPTA's external communications. Communication efforts include the distribution of print materials in RIPTA's transit facilities and vehicles, in-person public outreach; on board digital advertisements and facilitating public hearings and comments on RIPTA's services. This department uses virtual tools and platforms, such as social media and RIPTA.com, to enhance and broaden the reach of public engagement efforts by making participation more convenient and affordable for greater numbers of people. Virtual tools provide increased transparency and access to transportation planning activities and project development and decision-making processes. A variety of social media platforms (including Facebook, Twitter, Instagram and LinkedIn) are used to share information about meetings, transportation related events and news items, and to respond to followers' questions and comments. These platforms are also used to advertise opportunities for participation in the planning process.

Customer Service Department

RIPTA's Customer Service Department receives questions, requests for information and assistance and complaints. All Customer Service representatives are trained in how to direct callers who need language assistance to Pinpoint Translation Services (Pinpoint), which RIPTA uses to provide interpreting help to all LEP individuals. These services are described in greater detail below.

LANGUAGE ASSISTANCE PLAN

Based on the four-factor analysis above, RIPTA has determined that the Spanish LEP population needs the most language assistance because it represents 61.92% of Rhode Island's total LEP population. Portuguese is second at 12.77% of the LEP population. All other languages each represent less than 5% of the LEP population.

RIPTA provides language assistance to Rhode Island's LEP populations as described below.

Interpreting Services

As noted above, any LEP individual can obtain interpreting services by calling RIPTA's Customer Service Department, where they are transferred to Pinpoint. Pinpoint provides interpreting

services in over 260 languages with 24/7 availability. (See Appendix, Exhibit D for the procedures used by RIPTA staff to connect LEP callers to Pinpoint.)

Written Translations

RIPTA follows DOT's Safe Harbor Provision with respect to the written translation of documents. This Provision requires written translation of vital documents for language groups that constitute either 5% or 1,000 individuals within RIPTA's service area. According to the U.S. Census Bureau, 2020 American Community Survey (ACS), Spanish and Portuguese speaking LEP Persons (5.17%, and 1.07% of the state's population, respectively) are the two groups that represent more than 1% of Rhode Island's total population. The next highest language groups, which have at least 1,000 LEP individuals in RIPTA's service area according to the 2020 ACS, were Haitian (0.33%), Chinese (including Mandarin and Cantonese, 0.32%), Khmer (0.21%), French (0.16%), Italian (0.13%), Thai, Lao, or other Tai-Kadai languages (0.12%), and Arabic (0.12%). No other language group accounts for more than .10% of Rhode Island's total population.

RIPTA has identified its vital documents as (1) How to Ride Guide, (2) Overview of the RIPTA Bus Pass Program for Seniors and People with Disabilities, (3) Application for RIPTA ADA Paratransit Service Certification, (4) Ride ADA brochure, (5) Public Hearing Notices, (6) Title VI brochure, and (7) Civil Rights - Title VI complaint form. RIPTA provides translations of these documents into the nine safe harbor languages on its website, RIPTA.com. As noted above, translation of non-vital documents is provided, upon request, by Pinpoint Translation Services.

Language Assistance Cards

RIPTA has created Language Assistance Cards that state, in each of the nine safe harbor languages and Vietnamese, how to contact RIPTA for language assistance. The cards are placed in all transit centers and RIPTA vehicles; it may also be viewed on RIPTA's website. (The current language assistance card can be viewed in the Appendix at Exhibit E.)

Google Translate

The RIPTA website (RIPTA.com) was updated in February 2012 to include the Google Translate application directly on the site; the application automatically can translate the entire RIPTA website into each of the safe harbor languages. If Google Translate does not translate to the satisfaction of the customer, the customer can contact RIPTA's Customer Service Department, who may utilize Pinpoint Translation Services for a better translation.

Other Language Assistance

RIPTA has open lines of communication with organizations that work with LEP populations. These organizations are aware of how to contact RIPTA to obtain language assistance. RIPTA also analyzes census data and community profiles to determine whether language assistance might be needed in certain settings, such as having public meeting notices translated in safe harbor languages when meetings occur in areas where data suggests that translations are needed. RIPTA also honors requests for translations at our public meetings, when such requests are made at least 72 hours prior to the meeting.

MONITORING AND EVALUATING LANGUAGE ASSISTANCE PLAN

RIPTA has and will continue to conduct the following to monitor and evaluate the effectiveness of its Language Assistance Plan and will make improvements where needed.

- Solicit input and feedback from the LEP community and RIPTA frontline staff, including drivers and customer service representatives;
- Measure changes in the number and proportion of LEP persons eligible to be served by examining updates from Pinpoint, the U.S. Census and any available data from the public school districts in the RIPTA service area;
- Assess the demographic profile of public meeting attendees for whether language services are needed;
- Consider measuring actual frequency of contact by LEP persons by collecting information from the Customer Service Department, the RIPTA website, frontline employees, and through surveys of customers who request language assistance services;
- Conducting rider surveys to specifically collect LEP information;
- Assess any and all LEP complaints to improve access.

RIPTA's monitoring efforts are reflected in the Pinpoint data and the results of the External and Internal LEP Surveys described in the Factor 2 section above.

RIPTA will make changes to its Language Assistance Plan as needed, but at a minimum, it will be updated every three years to coincide with RIPTA's Title VI submittal to the Federal Transit Administration (FTA).

RIPTA also has developed a policy regarding subrecipients notifying them of their responsibility under Title VI to take reasonable steps to insure access to LEP populations. RIPTA will monitor their performance and compliance.

LEP TRAINING

As of December 2023, RIPTA has 525 front line employees identified as the most likely to come in contact with LEP individuals. These employees are found in the following categories:

| Department | Count |
|--------------------------|--------------|
| Fixed-Route Bus Operator | 377 |
| Ride Bus Operator | 106 |
| Supervisor | 22 |
| Customer Service | 20 |

All these employees are trained to be aware and assist LEP individuals during their Diversity Training. They are also instructed to direct LEP individuals to RIPTA Customer Service, which will then connect them to Pinpoint. In addition, all vehicle operators carry Language Assistance cards written in the safe harbor languages, which also provide information on how to contact RIPTA Customer Service. These cards are also available at RIPTA stations and ticket windows.

PUBLIC PARTICIPATION PLAN

The Public Participation Plan (PPP) is a guide for RIPTA's ongoing public participation endeavors. Its purpose is to ensure that RIPTA utilizes effective means of providing information and receiving public input on transportation decisions from low income, minority and LEP populations.

Under federal regulations, transit operators must take reasonable steps to ensure that LEP persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

RIPTA's public involvement process aims to give the public ample opportunities for early and continuing participation in critical transportation projects, plans and decisions, and to provide full public access to key decisions. Engaging the public early and often in the decision-making process is critical to the success of any transportation plan or program and is required by numerous state and federal laws.

I. INTRODUCTION

A. Rhode Island Public Transit Authority (RIPTA)

RIPTA is a quasi-public, independent authority. Established in 1966, RIPTA is authorized to operate public transit services throughout the State of Rhode Island. The agency is governed by a governor-appointed nine member Board of Directors. RIPTA operates 3,159 daily trips on 57 statewide fixed bus routes. RIPTA provides discounted fares for seniors and persons with

disabilities. Children ages 5 and under ride free when accompanied by an adult. RIPTA provides a variety of written and oral language assistance services.

B. Purpose of the Public Participation Plan (PPP)

RIPTA developed the PPP to guide public involvement efforts and enhance access to RIPTA's transportation decision-making process by low income, minority and LEP populations. The PPP describes the overall goals, guiding principles and appropriate outreach methods that RIPTA could use to reach out to low income, minority and LEP populations.

Pursuant to FTA Title VI regulatory guidance, federal funding recipients and subrecipients should seek out and consider the viewpoints of minority, low income and LEP populations in the course of conducting public outreach and involvement activities.

To meet these requirements, RIPTA developed the PPP, a document intended as a guide for how RIPTA will deepen and sustain its efforts to engage diverse community members throughout its service area. The PPP aims to offer early, continuous and meaningful opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at RIPTA. These examples have proven successful for RIPTA in doing outreach to these populations.

II. PUBLIC PARTICIPATION METHODS

A. Introduction

RIPTA will be successful in reaching out to low income, minority and LEP populations by utilizing a variety of methods to provide information, invite participation and seek input. Regardless of the method, RIPTA will select the most appropriate and feasible methods to support each public participation activity. Care should be taken to ensure that the selected methods are implemented in a manner that specifically targets the participation of low income, minority and LEP populations as well as the general public.

B. Methods and Considerations for Enhancing Participation

I. Methods and Considerations for Enhancing Participation from Low Income Populations

1a. Meeting Considerations

Meeting organizers will carefully consider meeting locations and times in order to enhance participation from low-income communities. RIPTA will coordinate meeting times with transit schedules ensuring that evening meetings occur while return transit trips are readily available. Meetings will be held in accessible meeting locations, near or on a RIPTA bus line.

1b. Methods for Publicizing Participation Opportunities

Publicity at RIPTA stations and/bus stops would be one of the more effective methods for publicizing participation opportunities to low-income populations. RIPTA will publicize opportunities at Kennedy Plaza and the transit hubs in Pawtucket and Newport. On occasion, RIPTA posts at local bus stops in English and Spanish when publicizing a change along a particular section of a route—such as a detour.

II. Methods and Considerations for Enhancing Participation from LEP Populations

The availability of interpreters at meetings and translated outreach materials is crucial to enhancing participation from LEP populations.

2a. Meeting Considerations

Meeting organizers will try to consider meeting location, time and accessibility in order to enhance participation from LEP communities.

2b. Methods for Publicizing Participation Opportunities

Publicize participation opportunities to LEP populations at RIPTA bus stations. RIPTA will also use ethnic media sources and online notices to publicize meetings.

III. Methods and Considerations for Enhancing Participation from Minority Populations

RIPTA will do outreach at community events and through neighborhood notices via email, Facebook posts and Tweets. RIPTA has developed productive working relationships with community organizations that serve people of color.

C. Menu of Public Participation Methods

The following menu of methods includes those used to inform, reach out and invite participation and seek public input.

1. Printed and Electronic Materials Produced by RIPTA

Outreach information can be publicized through materials produced by RIPTA such as newsletters, flyers and posters. RIPTA newsletters include the monthly RIPTA e-newsletter. Vital information in printed materials is currently translated into Spanish. In accordance with the FTA Title VI Circular “safe harbor” guidance, RIPTA provides written translation of vital documents in the nine safe harbor languages identified at the bottom of its website. RIPTA also distributes notices/flyers through community partners.

2. Printed Materials Produced by Other Organizations

Coordinating with community partners can be cost-effective and can help partner organizations provide information that is of interest to the groups they represent. Information can be publicized in local and regional community newsletters, church bulletins, flyers and other publications.

2a. Local Service Providers

Local service providers regularly communicate with community members through their newsletters to provide information about local services and activities of interest. For example, Housing Authorities communicate regularly with the community they serve through rent notices. Other service providers identified by community members included: emergency food and housing centers, daytime drop-in service providers, food banks, travelers' aid groups, veterans' organizations and drop-in service providers.

2b. Local Schools, Community Colleges and Universities

RIPTA may be able to reach parents of school children by coordinating with local schools. Notices and flyers can be provided to the school, with students taking the notices home to their parents. RIPTA may also provide translated materials as recommended by school officials.

3. RIPTA Website

RIPTA's website (www.RIPTA.com) is a communications tool that provides substantial information about RIPTA policies, strategies, programs and services. The website is translatable to the nine safe harbor languages: Arabic, simplified Chinese, Khmer, Lao, Spanish, Portuguese, French, Creole and Italian. RIPTA also uses social networking applications such as Instagram, Facebook and Twitter.

If Google Translate does not translate to the satisfaction of the customer, then they may contact RIPTA Customer Service, and utilize Pinpoint, our translation services provider, to obtain a better translation. Pinpoint provides translation and interpreting services in over 260 languages, with 24/7 availability.

4. Station Information Resources

RIPTA bus stations can provide information about RIPTA public participation opportunities, beyond basic fare and schedule information. RIPTA users can stay up to date on RIPTA public participation opportunities while they wait for their bus. Providing this information in multiple languages assists those with limited English proficiency. RIPTA currently provides printed brochures in English and Spanish.

Information resources located in RIPTA stations that are used to communicate schedule and service can also be used to conduct outreach. RIPTA newsletters, bulletin boards, information kiosks and other information stations will also be used to promote participation opportunities.

5. Media Targeted to Ethnic Communities

Participation opportunities can be publicized through radio, television and newspapers that serve both English speaking and language-specific audiences, especially Spanish. Some local news or radio shows and local publications, such as free neighborhood weekly papers, are good sources of information and events in the immediate area. RIPTA will tailor its message to the appropriate audience. RIPTA will continue outreach to numerous media outlets in the area that are targeted or appeal to ethnic communities. RIPTA will continue and expand advertising and outreach to

local and ethnic media sources, including TV public service announcements, radio, print and web-based outlets.

6. Coordination with Community Events

In cooperation with community organizations, RIPTA, mostly through its Commuter Resource RI staff, will continue its current practice of hosting information tables that provide materials about RIPTA service and outreach methods at community events and activities. These events can range in scale from large city-wide events to localized activities. Most community events can help RIPTA reach specific audiences such as seniors, youth, families with children, commuters and others.

7. Coordination with Other Agencies

RIPTA will develop partnerships with agencies that regularly communicate with local residents. RIPTA will identify agencies who serve low income, minority and LEP populations and where they convene. RIPTA will reach out to the following types of agencies: faith-based, geographic-specific such as tenant associations, neighborhood and community, education, social services, recreation, environmental, political, youth- and senior-oriented organizations. RIPTA can work with these partners to provide information about public participation opportunities, included in notices and regular mailings sent by these agencies.

8. Regular Meetings of Civic and Community Organizations

RIPTA will provide updates on its policies, projects, strategies and methods by participating periodically in scheduled meetings of local civic and community organizations. These gatherings provide an opportunity to make a presentation and answer questions. RIPTA does this on a limited basis—usually related to specific issues.

9. Community Meetings

Meeting formats are tailored to help achieve specific public participation goals. Some meetings are designed to share information and answer questions. Others are designed to engage the public in providing input, establishing priorities and helping to achieve consensus on a specific recommendation.

For all meetings, the venue will be a facility that is fully accessible for persons with disabilities and, preferably, is served by public transit. The venue should be a location that is familiar and comfortable for the target audience. If a series of meetings are scheduled on a topic, RIPTA will consider different meeting locations, since no one location is usually convenient to all participants.

9a. Community Meeting Formats

i. Open House

This format provides opportunities for participants to receive information at their own pace by visiting a series of information stations that may include tabletop displays, maps, photographs, visualizations and other tools. Individual questions are responded to by staff and technical

experts. Some open houses include a short educational presentation and comment period at a designated time. Participants are often given comment cards so they can provide written comments. Staff may be assigned to take verbal comments and transcribe them to provide a written record. The open house format can be effective when RIPTA is seeking to introduce a new concept or when a lengthy process has been finalized and RIPTA is sharing the final results.

ii. Large Group Discussion

These meetings are usually focused on a specific topic and feature an informational presentation followed by a comment period. The comment period can be formal or informal depending on the number of participants and the meeting venue. Individual comments are often limited to 2-3 minutes, especially when there are a large number of people wanting to comment. This format can also include some interactive techniques suitable for a large group such as electronic or show of hands polling or short questionnaires or surveys.

9b. Community Meeting Considerations

i. Scheduling

RIPTA staff will coordinate the scheduling of community meetings with community partners to minimize conflicts. However, some scheduling conflicts may be unavoidable when a public participation activity is urgent or linked to a time-sensitive topic.

ii. Meeting Locations

Convenient and comfortable meeting locations are key to soliciting active public participation, particularly in low income, minority and LEP communities. RIPTA can host meetings in venues including the local branch libraries, YMCA, local school or community colleges, churches and many others. It is important that meetings are held in different venues since it is unlikely that no one location is ideal for all community members. Meeting locations can be rotated to ensure access for as many community members as possible. Community partners should be reminded that regardless of the popularity or convenience of a venue, RIPTA is required to conduct all public participation methods in locations that are fully accessible to persons with disabilities and the venues should be served by public transit.

iii. Meeting Times

Public participation methods can be scheduled at varying times of day and on different days of the week, especially weeknights after traditional work hours.

10. Focus Groups /Stakeholder Meetings

RIPTA will continue to host discussion groups with small, targeted groups of participants on an as needed basis. Focus groups can provide in-depth information about projects, plans or issues that may impact a specific group or community. These groups can be both formal and informal and can be conducted in a specific language. RIPTA will proactively include low income, minority and LEP communities.

11. Special Events

RIPTA will develop special events to announce, highlight or kick-off its outreach about a policy, program, project or activity. Events can be region-wide or focus on a specific station or area.

12. Walking Tours and On-Site Meetings

RIPTA can host walking tours and on-site meetings specific to locations that interest the public in order to highlight an initiative, project or facility. Walking tours can be primarily educational and RIPTA may ask participants to complete a survey or questionnaire during or after the tour. Walking tours may be helpful in helping RIPTA collect community opinion on issues such as station improvements and proposed extensions. RIPTA can work with community partners to host language specific meetings. For example, meetings can be held for specific populations in Spanish-only and Portuguese-only.

13. Telephone Information and Comment Line

All RIPTA Customer Service Agents have access to Pinpoint Language Services, which is an over-the-phone interpretation (OPI) service. The service allows RIPTA Customer Service Agents to call Pinpoint when a customer has limitations in speaking English. The professionally trained and tested OPI interpreters listen to the customer, analyze the message and accurately convey its original meaning to the RIPTA staff member, then respond to the customer in his/her own language. Pinpoint offers interpretation in over 150 languages.

D. RIPTA's Ongoing Public Participation Methods

RIPTA will continue to promote and enhance the use of its ongoing public participation methods to reach out to low income, minority and LEP populations. RIPTA is committed to reducing the barriers encountered by LEP persons in accessing its services and benefits, to the extent resources are available.

RIPTA will conduct proactive outreach to expand the reach, inclusivity and effectiveness of these ongoing methods. Examples of these existing methods include:

- RIPTA website (RIPTA.com);
- RIPTA social media accounts (Facebook, Instagram, X (formerly Twitter));
- Regular newsletters/flyers distributed through RIPTA stations and bus stops;
- Regular communications with media;
- RIPTA Board meetings;
- Focus groups;
- Partnerships with Community Based Organizations;
- Digital boards and televisions;
- Communication with elected officials;
- Press briefings and news releases;
- Regular emails to community members;
- Participation in community fairs and festivals;

- Sponsorship of major community events;
- Passenger bulletins in stations;
- Educational tours and briefings;
- Pinpoint Over the Phone Interpretation (OPI) Service;
- Language interpreters at public meetings; and
- Written language assistance services.

PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES

In its public outreach efforts, RIPTA works to involve customers and the general public, including the minority, low-income, and LEP populations. RIPTA utilizes a variety of approaches to communicate with interested parties and members of the public at large, and the agency is continually working to improve its outreach.

Over the past three years, we have worked on a variety of projects that have involved public outreach and examples are below.

Outreach for Proposed Service Improvements (West Bay and South County)

In May 2021, RIPTA announced proposed service changes to Routes 8X, 13, 14, 21, 22, 29, 30, 62, 66, 203, 210 and 231 as part of a long-range plan to improve service in West Bay and South County communities. Public outreach included the following:

- Media release issued to press
- Passengers notified via social media and e-newsletter
- Onboard digital ads (English and Spanish)
- Dedicated website (RIPTA.com/Fall2021) with Google Translate available in 28 languages
- Notices posted at bus stops and major transit hubs (English and Spanish)
- On May 20, 2021, one virtual public workshop was held

Outreach for Onboard Passenger Survey

In September 2021, RIPTA launched an onboard passenger survey as it worked to gather detailed data to help the transit authority improve current service and plan future routes that best meet the public's needs. Surveyors were on RIPTA buses from Monday, September 27, 2021, through mid-November. Some of the demographic questions – including race, household income, and language proficiency – were asked to help the transit authority comply with Title VI of the Civil Rights Act.

Public outreach included the following:

- Media release issued to press
- Passengers notified via social media and e-newsletter
- Onboard digital ads (English and Spanish)

- Information available online at RIPTA.com
- Bilingual staff who speak English and Spanish were available on some routes; when necessary, passengers who speak other languages were given an opportunity to complete the survey later by phone in their native language.

Outreach for Full Transition to Wave

In December 2021, RIPTA announced that it would fully transition to its new smart fare technology system – Wave. Starting January 15, 2022, paper fare products, including transfers, would no longer be accepted onboard and all trips would be exact change only as part of this transition. Public outreach included the following:

- Media release issued to press
- Passengers notified via social media and e-newsletter
- Onboard digital ads (English and Spanish)
- Notices posted at bus stops and major transit hubs (English and Spanish)
- Advertisement in the January 2022 Service Changes Flyer (English and Spanish)
- Information available online at RIPTA.com

Outreach for East Side Tunnel Project

In September 2022, RIPTA announced the East Side Tunnel project, which is intended to create safer pedestrian travel zones, full accessibility at bus stops, and improved passenger amenities while preserving the tunnel’s historic architecture. RIPTA shared conceptual designs for the tunnel entrances with the public and hosted a discussion on what community members want to see at the areas around the tunnel entrances. Public outreach included the following:

- Media release issued to press
- Passengers notified via social media and e-newsletter
- Onboard digital ads (English and Spanish)
- Dedicated website (RIPTA.com/tunnel) with Google Translate available in 28 languages
- Notices posted at bus stops and major transit hubs (English and Spanish)
- Communication with various stakeholder groups including municipal officials, RIPTA Riders Alliance, nearby universities, and business leaders
- On September 20, 2022, one virtual public workshop was held

Outreach for Proposed Service Improvements (West Bay, Pawtucket and Newport)

In March 2022, RIPTA announced proposed service changes to Routes 1, 13, 29, 71, 73, 75, 76, 78, 80 and the R-Line, and the addition of three new routes (Routes 16, 23 and 68). These improvements were part of a long-range plan to improve service in West Bay, Pawtucket and South County communities. Public outreach included the following:

- Media release issued to press
- Passengers notified via social media and e-newsletter
- Onboard digital ads (English and Spanish)
- Dedicated website (RIPTA.com/MovingTransitForward) with Google Translate

available in 28 languages

- Notices posted at bus stops and major transit hubs (English and Spanish)
- Three virtual public workshops were held on March 14, March 15 and March 16, 2022.

Outreach for Dorrance St. Transit Center

In light of the City of Providence's proposed changes to reimagine Kennedy Plaza, RIPTA – along with RIDOT - began focusing on the development of a new transit center on Dorrance Street in February 2022. RIPTA held virtual and in-person public meetings for the public to submit their input. Public outreach included the following:

- Media release issued to press
- Passengers notified via social media and e-newsletter
- Onboard digital ads (English and Spanish)
- Dedicated website (RIPTA.com/TransitCenter) with Google Translate available in 28 languages
- Three virtual public meetings with ASL Interpreters were held; one on February 24, 2022 and two on March 8, 2022.
- At the request of riders, an in-person meeting was held on Monday, March 21, 2022.
- Discussion with RIPTA's Accessible Transportation Advisory Committee (ATAC) in February and March 2023
- Communication with various stakeholder groups including municipal officials, RIPTA Riders Alliance, Grow Smart RI, and business leaders

Outreach for R-Line Free Fare Pilot Program

On September 1, 2022, RIPTA launched a free fare pilot program on the R-Line, RIPTA's most frequent and highest-ridership route, connecting Providence and Pawtucket. The pilot program, which ended on September 30, 2023, presented a unique opportunity to study the benefits and potential drawbacks of fare free transit service in Rhode Island. Public outreach included the following:

- Media release issued to press
- Passengers notified via social media and e-newsletter
- Onboard digital ads (English and Spanish)
- Digital social media campaign (English and Spanish)
- Notices posted at bus stops and major transit hubs (English and Spanish)
- Advertisement in the January 2022 Service Changes Flyer (English and Spanish)
- RIPTA conducted two rounds of community engagement, first in Fall 2022 and again in Spring 2023. This extensive outreach consisted of:
 - 2 rider surveys conducted on-board and online (English and Spanish); the survey included questions about travel behavior, RIPTA usage, and demographics
 - 2 rider focus groups – October 2022 (English and Spanish)

- 8 interviews with elected officials, RIPTA Board members, and other state leaders
- 11 social service organizations surveyed
- 29 local organizations visited along the R-Line including Gustoso Market, Washington Public Library, La Broa Pizzeria and Oak Street Health Clinic
- 2 advisory discussions held (Accessible Transportation Advisory Committee and Human Services Transportation Coordinating Council)
- 10 hours of pop-up events held at five high-ridership bus stops with bilingual staff and materials along the corridor

Outreach for Pawtucket-Central Falls Transit Center

On Monday, January 23, 2023, RIPTA's Pawtucket Transit Center moved from Roosevelt Avenue to Pine Street and Goff Avenue. Routes 1, 71, 72, 73, 75, 76, 78, 80, QX and the R-Line were adjusted to service the new Pawtucket-Central Falls Transit Center, connecting passengers with MBTA Commuter Rail service to Boston and Providence. Route 78 and the R-Line will continue to serve Roosevelt Avenue. Public outreach included:

- Media release issued to press
- Passengers notified via social media and e-newsletter
- Onboard digital ads (English and Spanish)
- Notices posted at Pawtucket transit hub (English and Spanish)
- Targeted social media ad campaign (English, Spanish, Portuguese and Haitian Creole)
- Targeted digital advertisements (English, Spanish, Portuguese and Haitian Creole)
- Bus shelter advertisements in Pawtucket and Central Falls (English and Spanish)

Outreach for Customer Satisfaction Survey

In 2021, 2022, and 2023, RIPTA invited customers to take the annual American Bus Benchmarking Group (ABBG) Customer Satisfaction Survey, available online in English and Spanish. The survey dates were from Monday, April 12, 2021 through Sunday May 9, 2021; Monday, March 28, 2022, through Sunday, May 1, 2022; and again Monday, March 27 through Sunday, April 30, 2023. Surveys like these help RIPTA better understand its customers' opinions of existing service and priorities areas that need improvement. Public outreach included the following:

- Onboard digital ads (English and Spanish)
- Targeted social media ad campaign (English and Spanish)
- The NAACP Providence Branch, Progreso Latino, Southeast Asian Community Center, African Alliance of Rhode Island, Dorcas International, Genesis Center, and East Bay Community Action Program were contacted for help in reaching diverse populations
- RIPTA.com was updated with the survey information
- Media release issued to press
- Passengers and community partners notified via social media and e-newsletter
- Posted on Transit app

Outreach for Service Changes (2021 – 2023)

RIPTA makes regular service adjustments three times a year in response to seasonal changes and/or passenger use. Public outreach included the following:

- Media release issued to press
- Passengers notified via social media and e-newsletter
- Onboard digital ads (English and Spanish)
- Dedicated website (RIPTA.com/ServiceChanges) with Google Translate available in 28 languages
- Notices posted at bus stops and major transit hubs (English and Spanish)
- Service Changes Flyer distributed in-person to passengers at major transit hubs (English and Spanish)
- Schedules distributed in-person to passengers at major transit hubs (English and Spanish)

CONSTRUCTION PROJECTS

Since 2015, RIPTA has not undertaken construction of facilities meeting the definition provided in Circular 4702.1B, Section III (13), Determination of Site or Location of Facilities. Any planning or construction of facilities undertaken in the future will be evaluated for potential Title VI or Environmental Justice impacts.

For clarification of this requirement, “facilities” does not include bus shelters, as these are transit amenities and are covered in Chapter IV, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the National Environmental Policy Act (NEPA) process. The definition of facility under Title VI includes, but is not limited to, storage facilities, maintenance facilities, operations centers, etc.

If construction of a “facility” is proposed, RIPTA shall consider environmental justice by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations. In addition, the recipient shall complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin.

Regardless of the project’s classification, all RIPTA employees will follow and operate under RIPTA’s policy for Title VI. If a RIPTA employee, or vendor contracted by RIPTA, is found noncompliant, RIPTA Human Resources, RIPTA Legal, and/or RIEEO should be notified. Before a vendor can be issued a contract, the RIEEO must approve that vendors EEO policy.

From project conception to completion, regular discussions with RIPTA’s Executive Director of Federal Programs and Compliance will be held internally to make sure compliance is maintained throughout the project.

CHAPTER TWO

DEMOGRAPHIC DATA & MAPS

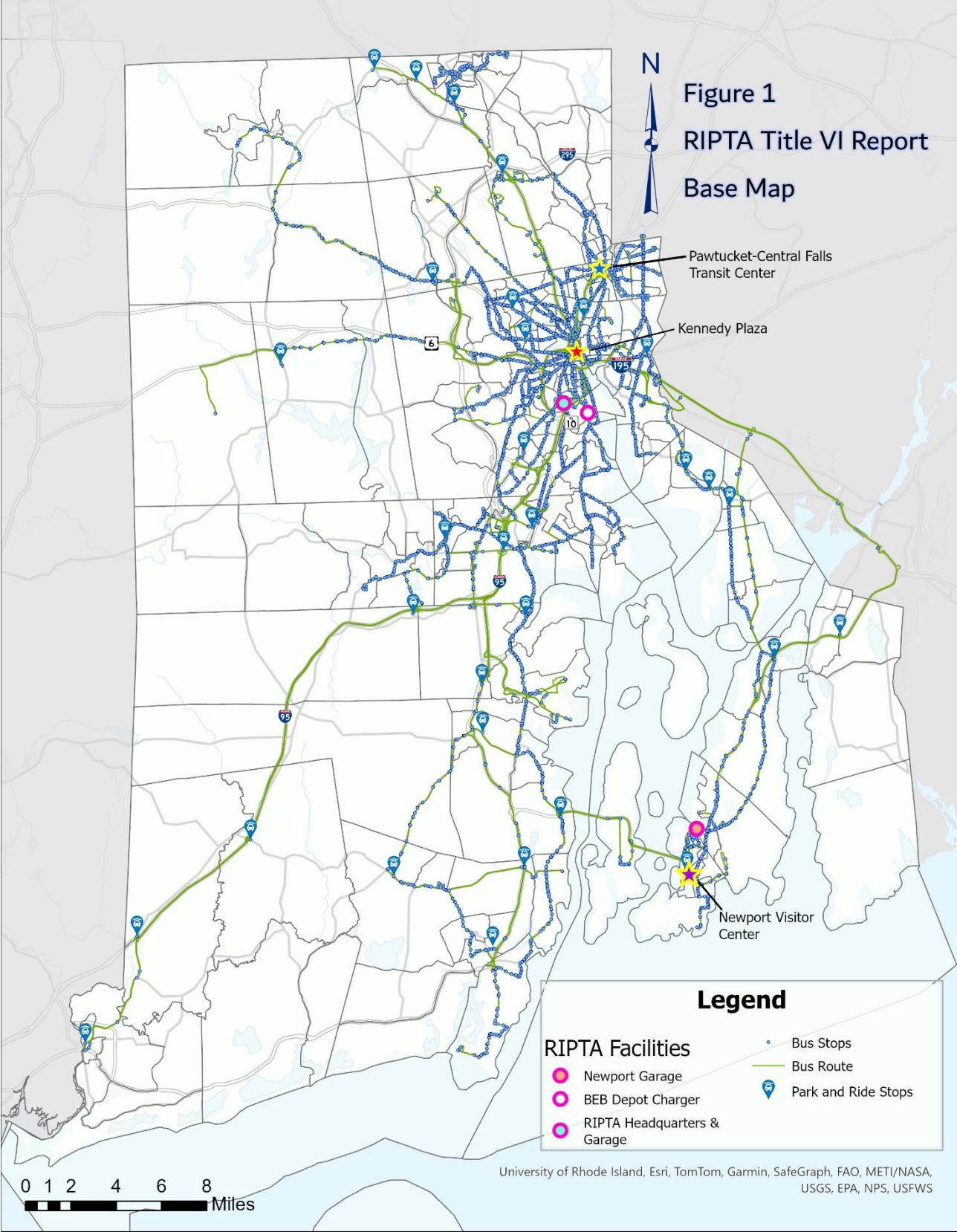
DEMOGRAPHIC AND SERVICE PROFILE MAPS AND CHARTS

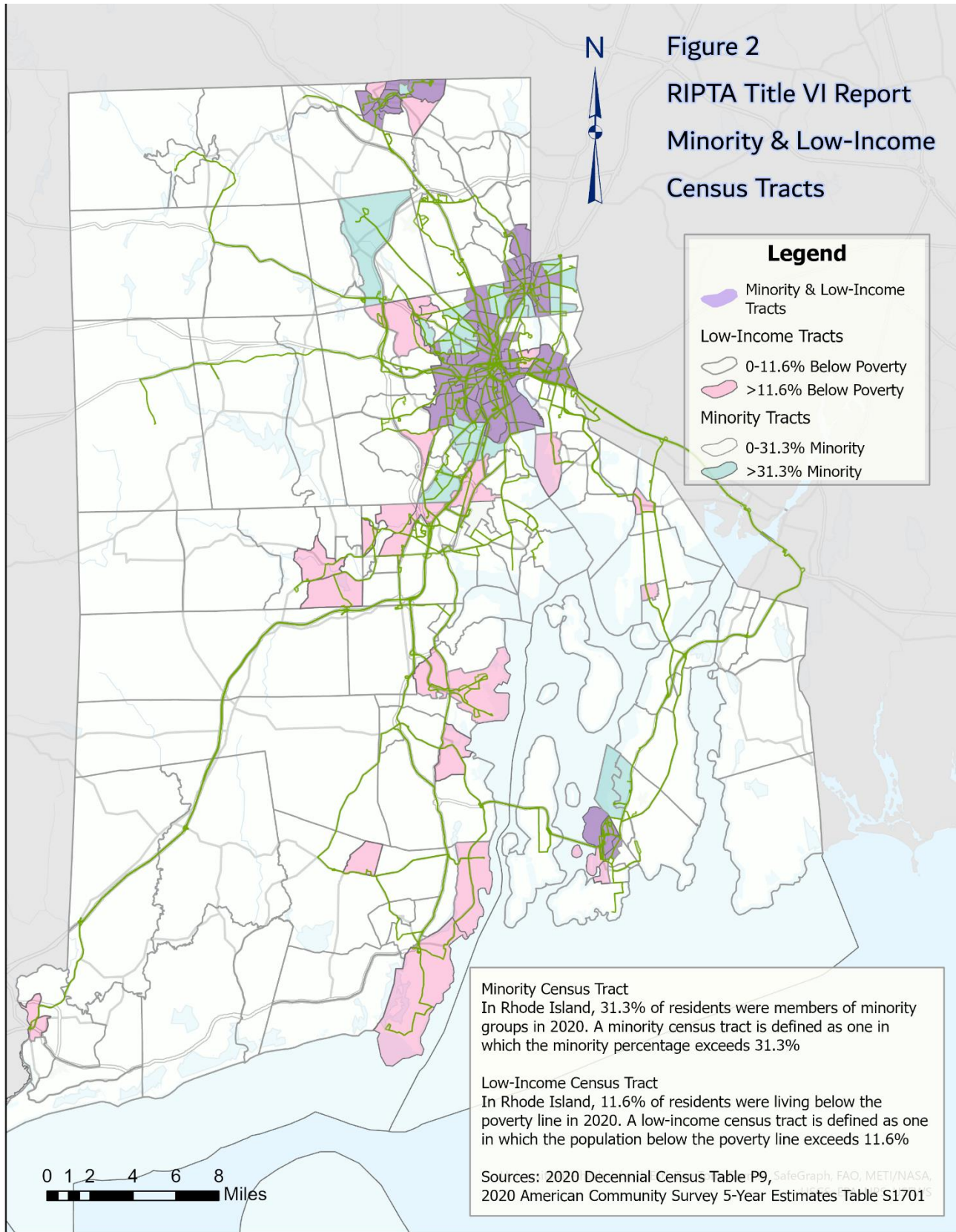
In 2020, the U.S. Decennial Census identified 1,097,379 residents in Rhode Island. Rhode Island's minority population includes African Americans, Asians, American Indians and Alaskan Natives, Pacific Islanders, people of Hispanic or Latino origin, other non-white races, and persons of two or more races. According to the 2020 Decennial Census, 31.3% of Rhode Island residents were members of minority groups.

The 2020 American Community Survey reports that 11.6% of people in Rhode Island live in poverty. Figure 2 below illustrates all of the census tracts in the state that have a poverty rate of 11.6% or higher and/or a minority population of 31.3% or higher. Most of the minority and low-income populations are concentrated in the Providence metropolitan area, Newport and Woonsocket. These are also localities that receive the bulk of RIPTA services.

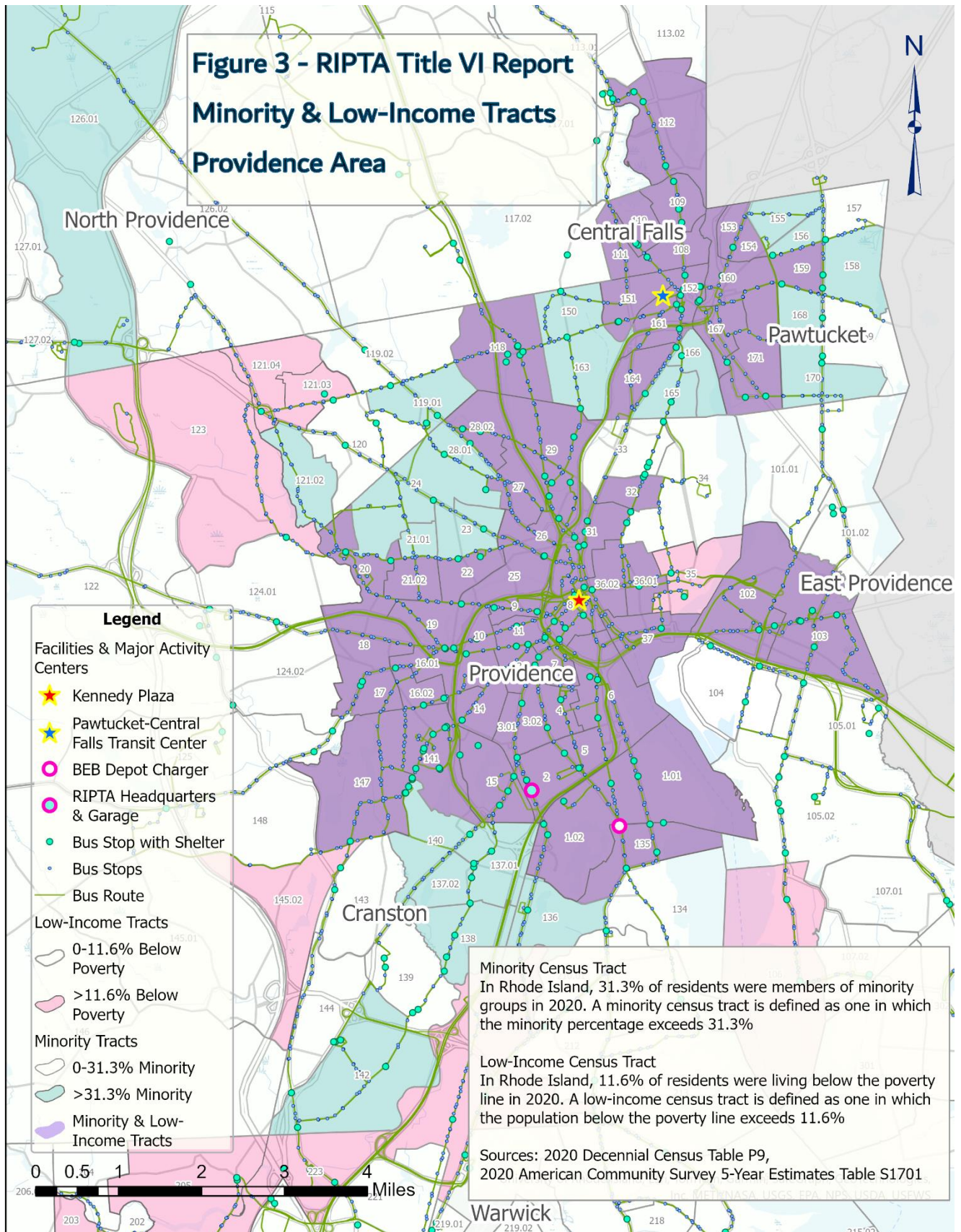
The following maps show the distribution of minority and low-income populations in Rhode Island:

1. Figure 1: Base Map
2. Figure 2: Minority and Low-Income Census Tracts
3. Figure 3: Minority and Low-Income Census Tracts, Providence Area





**Figure 3 - RIPTA Title VI Report
Minority & Low-Income Tracts
Providence Area**



Minority Census Tract
In Rhode Island, 31.3% of residents were members of minority groups in 2020. A minority census tract is defined as one in which the minority percentage exceeds 31.3%

Low-Income Census Tract
In Rhode Island, 11.6% of residents were living below the poverty line in 2020. A low-income census tract is defined as one in which the population below the poverty line exceeds 11.6%

Sources: 2020 Decennial Census Table P9,
2020 American Community Survey 5-Year Estimates Table S1701

DEMOGRAPHIC RIDERSHIP AND TRAVEL PATTERNS

In 2021, RIPTA conducted an on-board survey and collected 3,565 surveys. Questions were asked regarding customer satisfaction, rider frequency, fare type used, origin and destination, mode of transportation to/from bus stop, transfer activity, years as a RIPTA customer, frequency of system use, trip planning method, as well as demographics, including household income, age, gender, race/ethnicity, language spoken at home, access to a smartphone, access to vehicles, employment/student status, driver's license, and number of employed household members. This survey report can be viewed at Appendix, Exhibit F.

MINORITY REPRESENTATION ON PLANNING BODIES AND ADVISORY BODIES

The Rhode Island Accessible Transportation Advisory Committee (ATAC)

RIPTA's Accessible Transportation Advisory Committee (ATAC) assists with compliance to the Americans with Disabilities Act (ADA) and other civil rights laws as they apply to Rhode Island's public transportation system.

Any person who has a disability or who represents an organization concerned with disability issues can be an ATAC member. Membership is established twice a year; new members are voted in by the ATAC.

To encourage membership of minorities on this committee, RIPTA has utilized its website, email list, and a promotional flyer. The committee currently has 18 members and includes individuals with visual, hearing, and cognitive impairments; people facing mobility challenges, and professionals who provide support services. To bring more diversity to the ATAC, RIPTA will continue to assist in the recruitment of potential members from minority groups by reaching out to our community partners and also to groups who serve people with disabilities.

The Equal Opportunity Advisory Committee (EOAC)

RIPTA's Equal Opportunity Advisory Committee (EOAC) is formed and designed to review RIPTA's Equal Opportunity policies and procedures, monitor Equal Opportunity goals and advise the Chief Executive Officer (CEO) on ways to improve and enhance RIPTA's Equal Opportunity efforts. The EOAC is not an investigative or disciplinary body. Instead, the EOAC is focused on ensuring RIPTA's compliance with Equal Opportunity laws and regulations and acts as an advisory resource for RIPTA's CEO.

Duties and responsibilities of the EOAC include the following:

- Develop short-term objectives promoting equal opportunity;
- Identify areas of possible discrimination;

- Quarterly review of pertinent policies and procedures and monitor progress of goals and programs created to promote equal opportunity;
- Assist with the preparation of the Affirmative Action Plan as needed;
- Prepare and submit a quarterly progress report to the CEO.

The EOAC shall comprise of nine (9) active members and 5 (five) alternatives. We are currently recruiting 2 (two) additional members. RIPTA’s Diversity Liaison shall serve as Chairperson of the EOAC, ex-officio. The Chairperson shall prepare the agenda and preside over the committee meetings. The Chairperson shall also be responsible for submitting and presenting any committee recommendations to the CEO. The CEO shall review and acknowledge all recommendations of the committee. The EOAC Secretary shall be appointed by the CEO. The Secretary shall preside over the committee meetings in the absence of the Chairperson. The Secretary shall also be responsible for recording minutes of each meeting and preparing the minutes for distribution.

Membership is voluntary and shall be continuous until such time of resignation and/or at the sole discretion of the CEO. Members shall be selected from employed volunteers and approved by the CEO. Active membership vacancies shall be first offered to the alternate members. If an alternate member does not fill the vacancy, the opening will be publicized, RIPTA-wide, via notification affixed to employee paystubs.

Currently, the EOAC membership is as follows:

| RIPTA Department | Gender | Ethnicity |
|--------------------------|---------------|------------------|
| Maintenance | Male | Hispanic |
| Transportation | Male | Black |
| Paratransit | Male | Black |
| Human Resources | Female | White |
| Human Resources | Female | White |
| Human Resources | Female | Hispanic |
| Compliance | Female | Asian |
| Administration | Female | White |
| Transportation Alternate | Male | White |
| Maintenance Alternate | Female | White |
| Admin Alternate | Male | White |
| Admin Alternate | Male | White |

The EOAC shall meet quarterly at RIPTA Headquarters, located at 705 Elmwood Avenue, Providence, RI 02907 with the annual meeting schedule set at the last meeting of the previous

calendar year. Meeting minutes shall be kept by the Secretary or by a designated proxy in the absence of the Secretary.

SUBRECIPIENT COMPLIANCE

RIPTA is committed to ensuring that our subrecipients are in compliance with FTA Title VI regulations and meet the requirements of FTA Circular 4702.1B. To this end, RIPTA is working towards formalizing training and monitoring procedures for our subrecipients. RIPTA shall verify compliance by requiring subrecipients to submit their Title VI plans at a frequency set by RIPTA. Currently, RIPTA has one subrecipient, the Quonset Development Corporation (QDC).

RIPTA shall provide continuous assistance and guidance to our subrecipients throughout the life of the associated project. We shall provide sample Title VI documents and assist in the organization of their Title VI plan, as necessary. Each Title VI plan submitted by a Subrecipient will undergo a comprehensive compliance review. RIPTA will work with the Subrecipient to resolve any defects in the plan. The approved Title VI plan will be filed electronically in RIPTA's Compliance Department.

CHAPTER THREE

SERVICE STANDARDS AND POLICIES

SYSTEMWIDE SERVICE STANDARDS

To prevent discriminatory service design or operation, the FTA circular requires transit agencies to adopt system-wide service standards for vehicle load, vehicle headway, on-time performance, and service availability.

VEHICLE LOADING

RIPTA will design its services to keep the number of passengers on its vehicles at a comfortable level, always within the limits of safety. In peak periods, this means that some passengers may be expected to stand for part of the trip. In off-peak periods and for service that operates for long distances, service will be designed to try to provide a seat to all customers.

Two different techniques are used to keep passenger loads within acceptable levels. The first is to match vehicle types with ridership levels, and to use larger vehicles on higher ridership routes. The second method is to provide more frequent service, with service frequencies set to keep passenger loads within the limits presented in Table 1.

The vehicle load standard is calculated on the basis of an average for both peak and off-peak periods, at the busiest point on the route. For instance, if a service operates at 15-minute frequency, then four buses would pass the busiest point in an hour. The average number of passengers for these four buses must fall within the service standards, even though any one bus may be more crowded than the average. If the standard is exceeded for the average calculation, RIPTA will consider more frequent service or larger vehicles to improve the situation.

TABLE 1 | AVERAGE VEHICLE LOADING MAXIMUMS

| | RAPID BUS | KEY CORRIDOR | URBAN RADIAL | NON-URBAN/ SUBURBAN/ CROSSTOWN | REGIONAL | EXPRESS | FLEX |
|--|-----------|--------------|--------------|--------------------------------------|----------|---------|------|
| Average Maximum Passenger Loading (as a percentage of seating capacity) | | | | | | | |
| Peak | 120% | 120% | 120% | 120% | 100% | 100% | 100% |
| Off-Peak | 100% | 100% | 100% | 100% | 100% | — | 100% |

Note: Maximums are averages over one-hour periods; individual trips may exceed averages.

TABLE 2 | VEHICLE CAPACITIES

| | 60' ARTICULATED BUS | RAPID BUS | 40' BUS | 35' BUS | 35' TROLLEY | FLEX VEHICLE |
|---------------------------------|---------------------------|-----------|---------|---------|-------------|-----------------|
| 100% of Seating Capacity | 55 | 36 | 36 | 28 | 28 | 16 |
| 120% of Seating Capacity | 66 | 43 | 43 | 34 | 34 | n/a |

Note: RIPTA does not currently operate articulated vehicles but may do so in the future.

MINIMUM SERVICE FREQUENCIES

Service frequency (the time interval between two vehicles traveling in the same direction on the same route) has a major influence on transit ridership; high frequency service is often considered a key characteristic for attractive service. At the same time, frequency has a significant impact on operating costs, and service requirements increase exponentially with improvements in service frequency.

Because of the expense of high frequency service, transit service frequency is normally based upon existing or potential demand. This often translates into variations in service frequency throughout the day, with higher frequency in peak periods, and less frequent service outside of the peak.

In general, frequencies are established to provide enough vehicles past the maximum load point(s) on a route to accommodate the passenger volume and stay within recommended loading standards. Minimum service frequency guidelines are presented in Table 3. Note that when a corridor is served by multiple routes, effective service frequencies in the corridor would be more frequent than those for individual routes. For certain routes serving outlying areas of the state, service areas may be reduced to maintain satisfactory farebox recovery ratios. As with all standards, this service frequency matrix should be considered a guide, not an absolute measure.

TABLE 3 | MINIMUM SERVICE FREQUENCY GUIDELINES (MINUTES)

| | RAPID BUS | KEY CORRIDOR | URBAN RADIAL | NON-URBAN/ SUBURBAN/ CROSSTOWN | REGIONAL | EXPRESS/ COMMUTER | FLEX |
|------------------|-----------|--------------|--------------|--------------------------------------|----------|----------------------|------|
| Weekdays | | | | | | | |
| Early AM | 30 | 30 | 60 | 60 | 60 | — | n/a |
| AM Peak | 10 | 15 | 30 | 60 | 60 | 3 trips | n/a |
| Midday | 10 | 20 | 60 | 60 | 60 | — | n/a |
| PM Peak | 10 | 15 | 30 | 60 | 60 | 3 trips | n/a |
| Night | 30 | 30 | 60 | 60 | 120 | — | n/a |
| Saturdays | | | | | | | |
| All Day | 15 | 30 | 60 | 60 | — | — | n/a |
| Sundays | | | | | | | |
| All Day | 15 | 30 | 60 | 60 | — | — | n/a |

Note: “—” indicates that the guideline does not apply. Also, the guidelines apply to services that are provided, and do not imply that all services will be provided at all times.

Clock-face service intervals (e.g. every 10, 12, 15, 20, 30 or 60 minutes) are easier for passengers to remember and can help facilitate better transfer connections between routes. Whenever possible, frequencies should be set at regular clock-face intervals. However, there are two key exceptions:

- Where individual trips must be adjusted away from clock-face intervals to meet shift times, work times, transfer connections, or other special circumstances; and
- Where the desired frequency of service causes round trip recovery time to exceed 20% of the total round trip vehicle time, leading to inefficient service.

ROUTES SHOULD OPERATE ALONG A DIRECT PATH

Passengers and potential passengers alike prefer faster, more direct transit services. In RIPTA’s quest to remain competitive with the automobile, special attention should be placed on designing routes to operate as directly as possible to maximize average speed for the bus and minimize travel time for passengers while maintaining access to service. Routes should not deviate from the most direct alignment unless there is a compelling reason. Directness of service is affected by a series of factors, some under RIPTA’s control, and others due to the environment in which service operates. Some of these factors include:

SERVICE FACTORS WITHIN RIPTA’S CONTROL

- Directness of individual routes (meandering)
- Connectivity throughout route network (transfers)
- Operating characteristics (number of stops, express/local operation, etc.)

ENVIRONMENTAL FACTORS BEYOND RIPTA’S CONTROL

- Traffic congestion
- Geography
- Accessibility of streets from adjacent areas
- Street geometry and turning movements
- Traffic signals and controls

ROUTE DEVIATIONS SHOULD BE MINIMIZED

As described above, service should be relatively direct. The use of route deviations—the deviation of service off of the most direct route—should be minimized.

However, there are instances when the deviation of service off of the most direct route is appropriate, for example to avoid a bottleneck or to provide service to major shopping centers, employment sites, schools, etc. In these cases, the benefits of operating the route off of the main route must be weighed against the inconvenience caused to passengers already on board. Route deviations should be implemented only if:

1. The deviation will result in an increase in overall route productivity.
2. The number of new passengers that would be served is equal to or greater than 25% of the number of passengers who would be inconvenienced by the additional travel time on any particular deviated trip.
3. The deviation would not interfere with the provision of regular service frequencies and/or the provision of coordinated service with other routes operating in the same corridor.

In most cases, where route deviations are provided, they should be provided on an all-day basis. Exceptions are during times when the sites that the route deviations serve have no activity—for example route deviations to shopping centers do not need to serve those locations early in the morning before employees start commuting to work.

ON-TIME PERFORMANCE

On-time performance is a measure of runs completed as scheduled. RIPTA measures on-time performance at every timepoint, on every trip, every day, barring equipment malfunctions. On-time performance is reported and evaluated by route. Due to unavoidable variability in conditions, a bus will be considered on-time if it passes a timepoint between 1 minute early and 5 minutes late. RIPTA strives for the best on-time performance possible, but will view a bus route to be meeting minimum on-time performance standards if it meets or exceeds the average on-time performance of a group of peer agencies known as the American Bus Benchmarking Group (ABBG). Currently, the ABBG average is 79% on-time, though this number will adjust over time.

SERVICE COVERAGE

RIPTA's enabling legislation provides RIPTA with the authority to operate transit service throughout Rhode Island. As the state's designated Mobility Manager, RIPTA receives many requests for service from citizens who are not within walking distance of any route, or who desire that existing routes be expanded to serve new destinations. Transit cannot be effective and productive in all environments, but RIPTA does strive to provide service in all transit-supportive areas.

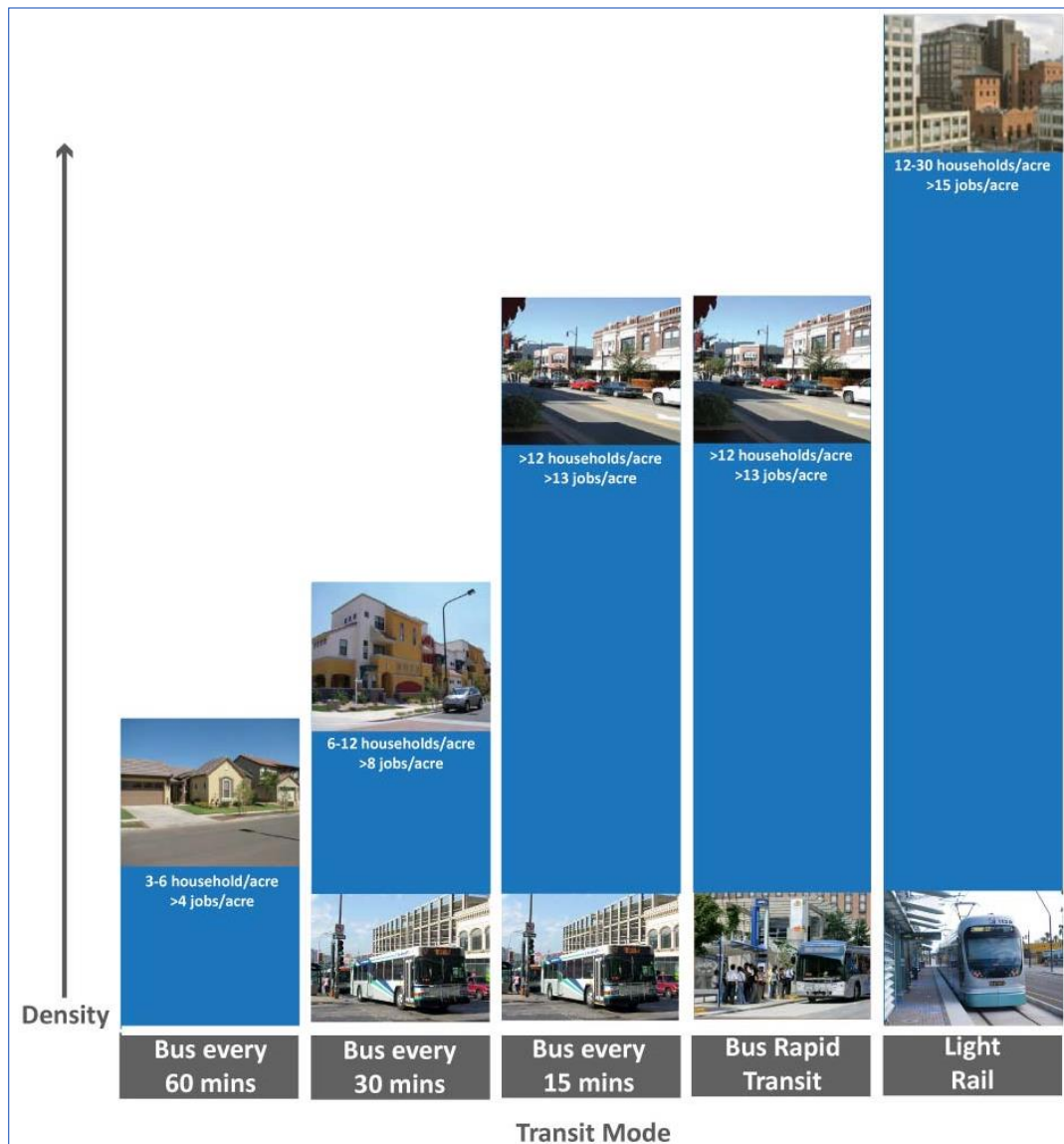
Population and employment densities are one of the strongest indicators of potential transit demand. Figure 1 below provides a general guideline for where different levels of transit service may be warranted. Once densities begin to exceed three to six households per acre or four jobs

per acre, fixed-route bus services may be viable. More densely developed areas may warrant higher levels of transit service.

Population and employment density should be used to evaluate the potential for service. If densities are relatively high along a continuous corridor, or if the corridor connects major activity centers or hubs, a higher level of service may be warranted. If densities meet the minimum guidelines, but only exist in small or scattered areas, travel demand may not be sufficient to support transit. Or, a lower level of transit – such as Flex or on-demand services – may be warranted.

Other factors must also be considered when deciding whether an area can support productive transit service. These include demographic data within the corridor, such as the number of transit dependent individuals and household incomes. State goals, including whether the area falls within RI's designated growth boundary or is a designated activity center, should be considered. Other local conditions, such as the cost of parking, can increase transit demand. Note that these guidelines only apply to the evaluation of potential service; existing service should not be evaluated with these service coverage guidelines.

FIGURE 1 | TRANSIT SUPPORTIVE POPULATION AND EMPLOYMENT DENSITIES



Source: Composite data compiled by Nelson\Nygaard from various sources.

STOPS SHOULD BE SPACED APPROPRIATELY

The distance between stops is of key concern to RIPTA. More closely spaced stops provide customers with more convenient access as they are likely to experience a shorter walk to the nearest bus stop. However, transit stops are also the major reason that transit service is slower than automobile trips, since each additional stop with activity requires the bus to decelerate, come to a complete stop, load and unload riders, and then accelerate and re-merge into traffic. Since most riders want service that balances convenience and speed, the number and location of stops is a key component of determining that balance.

RIPTA provides different types of transit services that are tailored toward serving different types of trips and needs. In general, services that emphasize speed (e.g. Rapid Bus or Express routes) should have fewer stops, while services that emphasize accessibility should have more frequent stops.

The minimum stop spacing (or maximum stops per mile) are shown in Table 4. Where multiple routes operate in the same corridor, the standard for the higher service type applies. Express/commuter services are not required to serve every stop in a corridor. Exceptions to these guidelines should only be made in locations where walking conditions are particularly dangerous, significant topographical challenges impede pedestrian access, and factors compromise safe bus operations and dwelling.

TABLE 4 | BUS STOP SPACING GUIDELINES

| | RAPID BUS | KEY CORRIDOR | URBAN RADIAL | NON-URBAN/ SUBURBAN/ CROSSTOWN | REGIONAL | EXPRESS/ COMMUTER | FLEX |
|------------------------------------|--------------|-----------------|-----------------|--------------------------------------|----------|----------------------|------|
| Minimum Stop Spacing (feet) | | | | | | | |
| Moderate to High Density Areas | 1,100 | 900 | 900 | 660 | 900 | 900 | n/a |
| Low Density Areas | 1,300 | 1,300 | 1,300 | 1,100 | 1,100 | 1,100 | n/a |
| Maximum Stops per Mile | | | | | | | |
| Moderate to High Density Areas | 5 | 6 | 6 | 8 | 6 | 6 | n/a |
| Low Density Areas | 4 | 4 | 4 | 5 | 5 | 5 | n/a |

Notes: Moderate to high density = greater than or equal to 4,000 persons per square mile; low density = less than 4,000 persons per square mil

SYSTEMWIDE SERVICE POLICIES

The FTA circular requires system-wide service policies for vehicle assignment and distribution of transit amenities. Policies differ from standards in that policies are not necessarily based on a quantitative threshold.

DISTRIBUTION OF TRANSIT AMENITIES

The FTA circular defines transit amenities as items of comfort, convenience, and safety that are available to the general riding public. FTA requires RIPTA to set policy to ensure equitable distribution of transit amenities across the system. The circular requires that RIPTA maintain service policies for the distribution of various transit amenities, including seating, bus shelters, provision of information, escalators, elevators and waste receptacles. The following policies address how amenities are distributed within RIPTA’s system.

a. Seating

All of RIPTA’s shelters have seating at the time of installation. RIPTA does not currently have a program to provide benches at other bus stops.

b. Bus Shelters

A major concern of transit riders, especially regarding inclement weather, is the amount of time spent on the street exposed to the elements. Cold and windy conditions are of particular concern in Rhode Island.

The placement of shelters and the development of a priority location program will be based on the number of boarding and/or transferring passengers at a specific stop, as well as equity, health, employment, and education factors and physical feasibility. Shelters should be prioritized at stops which serve 100 or more boarding and/or transferring passengers or which serve concentrations of seniors or residents with disabilities.

Additional guidance for bus shelters is provided in the 2017 Bus Stop Design Guide. This document establishes clear guidance on how to consider and better integrate transit into the roadway network throughout the state and improve bus operations and the passenger experience at bus stops.

c. Provision of Information

Timetables are provided at all transit hubs in the RIPTA system. RIPTA does not provide timetables at other bus stops. RIPTA's Customer Service Department will mail schedules to passengers upon request.

d. Escalators

RIPTA does not have any escalators located at fixed guideway stations.

e. Elevators

RIPTA does not have any elevators located at fixed guideway stations.

f. Waste Receptacles

RIPTA provides waste receptacles at all transit hubs. RIPTA does not currently have a program to provide waste receptacles at other bus stops.

VEHICLE ASSIGNMENT

Vehicle assignment refers to the process by which vehicles are placed into service throughout the system. Vehicles are assigned to routes based on ridership demands, with newer vehicles being rotated across all routes. The age and quality of vehicles assigned to routes will not be determined on the basis of race, color, or national origin.

Specific vehicles may be assigned to routes when required by operating conditions, such as cases where a smaller bus is required to provide service on narrower streets, and in instances where a bus has special branding for a specific route or service type. In addition, hybrid buses, which operate more efficiently in an urban setting, whenever possible, will be assigned to routes in which the majority of the route miles are located within urban areas on local streets, characterized by frequent stopping, as opposed to being used on Express routes and other routes that operate on highways or rural areas with few stops.

CHAPTER FOUR

SERVICE AND FARE CHANGES

SERVICE CHANGE EQUITY ANALYSIS

It is the policy of RIPTA to assess the potential for discriminatory impacts of service changes, to conduct equity analyses, and to mitigate negative impacts appropriately.

Determining When an Equity Analysis is Needed

Major Service Changes

Changes to bus service typically encompass one or more of the following four main components: 1) frequency, 2) span of service, 3) service coverage, and 4) travel time. Frequency is the time interval between two vehicles traveling in the same direction on the same route. Span of service is the number of hours each day that a route operates measured as the time of the first trip to the time of the last trip. Service coverage is the geographic measure of the area within walking distance of a bus stop. Travel time is the time it takes to travel between two points on a route. These four metrics together have a major influence on transit accessibility, convenience and, ultimately, ridership.

Major service changes are evaluated to determine whether they will result in a disparate impact on minority riders or a disproportionate burden on low-income riders. RIPTA defines major service changes as the following:

- a. Within an 18-month period, a cumulative increase or decrease of more than 25% in the average peak frequency, weekday, Saturday, or Sunday.

Example: A route has proposed weekday peak frequency reduction from every 15 minutes to every 18 minutes.

Formula: $[(\text{New Frequency} - \text{Old Frequency}) / \text{Old Frequency}] * 100$

Result: $[(18 - 15) / 15] * 100 = -20\%$ This is not a major service change.

- b. Within an 18-month period, a cumulative increase or decrease of more than 25% in the average off-peak frequency, weekday, Saturday, or Sunday.

Example: A route has proposed Saturday frequency increase from every 25 minutes to every 20 minutes.

Formula: $[(\text{New Frequency} - \text{Old Frequency}) / \text{Old Frequency}] * 100$

Result: $[(20 - 25) / 25] * 100 = 20\%$ This is a major service change.

NOTE: Improved frequency results in a negative number, but we are looking at the absolute value.

- c. Within an 18-month period, a cumulative increase or decrease of more than 10% in the span of service, weekday, Saturday, or Sunday.

Example: A route has proposed span reduction from 18 hours to 16 hours.

Formula: $[(\text{New Span} - \text{Old Span}) / \text{Old Span}] * 100$

Result: $[(16 - 18) / 18] * 100 = -11\%$ This is a major service change.

- d. Removal of a bus stop that results in a walk of over 1/2-mile to the nearest bus stop from the former stop.
- e. Rerouting or route extensions that result in a walk of over 1/2-mile to the nearest bus stop from the former stop.
- f. Route elimination.
- g. Establishment of a new route.

Rationale: In establishing this definition, RIPTA considered the nature of service provided throughout its statewide system, and the manner in which service changes are implemented. RIPTA conducts ongoing service monitoring and, pursuant to this monitoring, implements incremental service changes which tend to be relatively small rather than sweeping and bold. In order to protect riders from the incremental erosion of service over time – for instance on a low-performing route – it was decided that the cumulative impact of changes should be tracked over an 18-month period to ensure that a series of relatively small changes do not result in major changes over time.

A 10% threshold was selected for service span changes, and 25% for frequency changes based on a review of RIPTA routes in terms of span, frequency, and the number of vehicles being operated on each route. These thresholds allow for flexibility in implementing periodic minor service changes based on evolving passenger demands, demographics, and economic development opportunities, while ensuring RIPTA's accountability for changes resulting in greater impacts to passengers. The thresholds protect both equity and RIPTA's ability to make simple service adjustments designed to maximize route productivity.

Exceptions: major service changes exclude changes to service that are caused by:

1. Discontinuance of a temporary or demonstration service change that has been in effect for less than 180 days.
2. Routine seasonal service changes, such as modifications to accommodate student ridership.
3. An adjustment to service levels for new routes that have been in revenue service for less than one year (allowing RIPTA to respond to actual ridership levels observed on those new routes).
4. Discontinuation of a contracted service.
5. Forces of nature, such as, but not limited to, flooding and earthquakes.
6. Failures of infrastructure like bridges, tunnels, or highways.
7. A reduction in transit revenue vehicle miles on one route that is offset by an increase in revenue vehicle miles on the overlapping section of another route.

Adverse Effect

Once a major service change has been identified, that change is evaluated to determine if the change is positive or adverse in nature. If a change is determined to be adverse, RIPTA will then complete an equity analysis.

For the purpose of this policy, RIPTA considers an adverse effect to be a geographical or time-based reduction in service impacting more than 20 passengers that includes (calculations for the changes below are the same as calculations for identifying a major service change):

- a. Span of service decrease of more than 10%, weekday, Saturday, or Sunday.
- b. A 25% decrease in the average peak frequency on a route, weekday, Saturday, or Sunday.
- c. A 25% decrease in the average off-peak frequency on a route, weekday, Saturday, or Sunday.
- d. Removal of a bus stop that results in a walk of over 1/2-mile to the nearest bus stop from the former stop.
- e. Rerouting or route extensions that result in a walk of over 1/2-mile to the nearest bus stop from the former stop.
- f. Route elimination.

Based on input from affected communities, RIPTA may conduct an equity analysis on a service change anticipated to generate adverse effects below the thresholds noted above.

Disparate Impact Policy

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations.

A disparate impact for a major service change occurs when more than 72.1% of the population bearing adverse effects belongs to minority groups. This policy is designed to reflect populations that meaningfully exceed RIPTA’s system-wide average of 62.1% minority ridership, based on the most recent rider survey in 2021 and subject to change after completion of 2024 and/or subsequent rider surveys. Minority routes are as follows:

| MINORITY ROUTES | |
|------------------------|-------------------------|
| Route | Minority Percent |
| 80 | 87.5% |
| 18 | 84.4% |
| 19 | 83.1% |
| 50 | 78.9% |
| 11/R | 76.9% |
| 78 | 76.5% |
| 20 | 73.9% |

In the course of performing a Title VI Equity Analysis, RIPTA analyzes how a proposed action would impact minority as compared to non-minority populations. In the event a proposed action has a negative impact that affects minorities more than non-minorities, with a disparity that exceeds the above disparate impact thresholds, RIPTA evaluates whether there is an alternative that has a more equitable impact. Otherwise, RIPTA will take measures to mitigate the impact of

the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished by a less burdensome alternative.

When service to multiple routes is being changed, RIPTA will either (a) evaluate the proposed changes in the aggregate, if the routes are geographically proximate or otherwise interconnected; or (b) conduct a separate equity analysis for each route, if service changes to one will not generate adverse impacts to the other(s).

Disproportionate Burden Policy

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations.

RIPTA defines a disproportionate burden as occurring when more than 58% of the population bearing adverse effects belongs to low-income groups. This policy is designed to reflect populations that meaningfully exceed RIPTA’s system-wide average of 48% low-income individuals, based on the most recent rider survey in 2021 and subject to change after completion of the 2024 and/or subsequent rider surveys.

| LOW-INCOME ROUTES | |
|--------------------------|---------------------------|
| Routes | Low-Income Percent |
| 231 Flex | 100% |
| 282 Flex | 100% |
| 29 | 85.2% |
| 281 Flex | 80% |
| 75 | 77.5% |
| 64 | 76.5% |
| 71 | 72.7% |
| 20 | 72.5% |
| 24L | 72.4% |
| 63 | 72.3% |
| QX | 70.9% |
| 11/R | 63.0% |
| 34 | 58.3% |
| 16 | Unknown* |
| 23 | Unknown* |
| 68 | Unknown* |

* Routes 16, 23 and 68 were all established in June 2022, after the most recent on-board rider survey was conducted in October 2021. Therefore, ridership data for these routes is not available. However, based on an analysis of Census data and comparison with the ridership profile of similar routes, it has been determined that Routes 16, 23, and 68 meet the criteria for status as low-income routes.

Finding of Disparate Impact or Disproportionate Burden

If the equity analysis determines that proposed service changes will create a disparate impact on minority populations or a disproportionate burden on low-income populations, RIPTA will consider modifications to the changes and analyze the modified proposals to determine whether a non-discriminatory or less discriminatory option exists.

To keep affected populations and the general public informed of and engaged in this process, RIPTA will provide public notice of any finding of disparate impact or disproportionate burden and will solicit suggestions and feedback regarding (1) modifications and alternatives under consideration; and (2) measures that may be implemented to mitigate against the negative impacts for the changes.

RIPTA's board of directors may elect to approve service changes even when these changes will create disparate impacts or disproportionate burdens. In approving a change that creates a disparate impact, RIPTA must clearly demonstrate that (a) there is a substantial legitimate justification for the proposed service change; AND (b) no alternatives are available that would have a less disparate impact on minority riders while also accomplishing RIPTA's legitimate program goals. RIPTA must adopt the least discriminatory alternative available.

Implementing Service Changes

In implementing service changes that will have a disparate impact or disproportionate burden, RIPTA will seek to mitigate the negative impacts of these changes on minorities and low-income individuals to the maximum extent possible, incorporating into its mitigation efforts the input received during the above-referenced public engagement process.

FARE CHANGE EQUITY ANALYSIS

It is the policy of RIPTA to assess the potential for discriminatory impacts of fare structure changes or changes in fares by fare payment method, to conduct equity analyses, and to mitigate negative impacts appropriately.

Determining When an Equity Analysis is Needed

To determine whether a fare change would have a discriminatory impact on the basis of race, color or national origin, RIPTA first determines if the proposed change includes a change in the fare structure or a change in fares by fare payment method.

Any proposal that involves a change to fare structure or to relative fares by fare payment method is assessed to determine whether it would have a disparate impact on minority riders or a disproportionate burden on low-income riders.

A fare change that results in a differential percentage change of greater than 10% by customer fare category or payment method is evaluated to determine whether it would have a disparate

impact on minority riders or a disproportionate burden on low-income riders. For instance, an increase on cash fare payment compared to monthly passes of 10% or more would be evaluated to determine whether it would have a disparate impact or a disproportionate burden.

Exceptions: (1) promotional fare reductions lasting no longer than six months; (2) temporary fare reductions mitigating construction or other activities disrupting rider travel patterns; and (3) declared “fare free” days such as Air Quality Alert days.

Equity Analysis

If the average percentage fare increase for minority riders is five percentage points, or more, higher than the average percentage fare increase for non-minority riders, the fare change would be determined to have a disparate impact. Similarly, if the average percentage fare increase for low-income riders is five percentage points, or more, higher than the average fare increase for non-low-income riders, the fare change would be determined to have a disproportionate burden.

RIPTA will conduct the following steps in accordance with this policy:

1. Determine the number and percentage of overall riders, minority and low-income users of each fare category being changed;
2. Review current fares vs. proposed fare change;
3. Compare the statistical percentage differences for each particular fare media between minority users and overall users; and
4. Compare the statistical percentage differences for each particular fare media between low-income users and overall users.

Alternatives Analysis:

Alternative fare payment methods or fare media available for individuals affected by the proposed changes will be presented and analyzed. This analysis will compare the fares paid by the proposed changes with fares that would be paid through available alternatives and will provide the location of fare media distribution points relative to that of impacted populations.

Finding of Disparate Impact

If the equity analysis determines that proposed fare changes will have a disparate impact on minority populations, RIPTA will consider modifications to the changes and analyze the modified proposals to determine whether a non-discriminatory or less discriminatory option exists.

To keep affected populations and the general public informed of and engaged in this process, RIPTA will provide public notice of any finding of disparate impact and will solicit suggestions and feedback regarding (1) modifications and alternatives under consideration; and (2) measures that may be implemented to mitigate against the negative impacts for the changes.

RIPTA’s Board of Directors may elect to approve fare changes even when these changes will have a disparate impact on minorities. In so doing, RIPTA must clearly demonstrate that (a) there is a

substantial legitimate justification for the proposed fare changes, AND (b) an alternatives analysis shows that the proposed changes are the least discriminatory alternative. RIPTA must adopt the least discriminatory alternative available.

Implementing Fare Changes

In implementing fare changes that will have a disparate impact or disproportionate burden, RIPTA will seek to mitigate the negative impacts of these changes on minorities and low-income individuals, incorporating into its mitigation efforts the input received during the above-referenced public engagement process. Mitigation measures may include adjusting the timing of fare increases, providing discounts on passes to social service agencies that serve the impacted populations, or other measures as appropriate.

PUBLIC INVOLVEMENT

RIPTA initially developed the policies detailed in this chapter in 2015 with the participation of members of Rhode Island's minority, low income, and LEP communities. The thresholds and data sets were prepared by RIPTA technical staff, then thoroughly vetted through a public process that included a formal public comment period and a Community Leadership Group Workshop.

On August 4, 2015, RIPTA held its Community Leadership Group Workshop. The objectives of this workshop were to (1) spread the word about Title VI protections; (2) explain the requirement to conduct service and fare equity (SAFE) analyses; (3) present the draft SAFE policies; (4) discuss whether the process or process should be modified in any way; and (5) seek general comment and input regarding RIPTA's equity program.

Eleven community organizations that represent Rhode Island's minority and Limited English Proficient communities and a significant percentage of its low-income population were invited to the workshop. Those organizations were:

- 1) Dorcas International
- 2) Progreso Latino
- 3) Latino Policy Institute
- 4) Center for Southeast Asians
- 5) African Alliance of Rhode Island
- 6) Cape Verdean Community Development
- 7) Narragansett Indian Tribe
- 8) Community Action Partnership of Providence
- 9) East Bay Community Action Program
- 10) Unified Solutions
- 11) NAACP Providence Branch

Despite several meeting reminders to the eleven organizations invited, representatives of just three organizations attended the workshop:

- 1) Dorcas International
- 2) Progreso Latino
- 3) East Bay Community Action Program

Dorcas International is Rhode Island's lead organization serving refugees, and works with all of our Limited English Proficiency (LEP) communities. Progreso Latino is Rhode Island's premier social service agency serving primarily Latinos. East Bay Community Action Plan is Rhode Island's largest community action program servicing up to 33% of the state's low-income population including significant Portuguese, Cape Verdean and African American populations.

RIPTA staff present at the workshop were the Executive Director of Planning and the Compliance Officer/ Title VI coordinator.

The group was informed that under Title VI, transit authorities were now required to have "disparate impact" and "disproportionate burden" policies developed before initiating major service changes or fare increases. Disparate impact and disproportionate burden were defined. The draft policies established thresholds and data sets to determine when impacts of major service changes and fare changes disproportionately and adversely affect minority and low-income populations. RIPTA was seeking community feedback prior to the thresholds and policies being adopted. A number of questions were addressed including how organizations representing minority and low-income populations could be engaged in the ongoing SAFE analyses so as to better understand impacts. Subsequent to the workshop, RIPTA received additional feedback from Dorcas International and the Cambodian Society of Rhode Island. RIPTA's Board of Directors adopted the SAFE policies and procedures at its June 2016 meeting.

In 2020, in conjunction with the updating of its overall Title VI program, RIPTA proposed a number of clarifications to its SAFE policies and procedures for public discussion. The goal of these updates was to be more specific about when service changes rise to the level of requiring a Title VI review. In the current updated policy, RIPTA is now spelling out, and giving examples, of the formulas it uses to calculate when a service change is 'major,' and therefore subject to a Title VI review.

In the section on determining whether a service change might create a disproportionate burden on low-income residents, RIPTA has added a table listing routes in our system that have a high percentage of low-income riders. A similar table was previously provided in the section pertaining minority populations, which continues to be included as well.

Two public meetings were held on December 9, 2020 in which eight individuals representing five community-based organizations participated. Outreach for these meetings included the Community Leadership Group members noted above, plus the organizations invited to participate in RIPTA's External LEP Survey noted in Chapter 1. The proposed updated SAFE language was also posted on the RIPTA website for public comment from December 18, 2020

through January 13, 2021. Based on input received at the December 9th meetings, the updated language was slightly modified. No additional input was received during the public comment period.

In development of this document, RIPTA proposed the walk radius for determining a major service change be reduced from 1/2-mile to 1/4-mile when a bus stop is removed. Additionally, RIPTA proposed the definition for major service change be redefined from a 1/2-mile walk to a 5-minute walk when a bus route is rerouted. RIPTA received comment from the RI Department of Transportation on January 19, 2021. Based on input received from RIDOT, the existing Title VI Language was retained. This includes the definition of a major service change defining the acceptable walk distance for a removed bus stop at 1/2-mile and defining the impact of the rerouting of a bus route to a 1/2-mile walk radius.

RIPTA is committed to maintaining an ongoing relationship with the LEP community, including sharing SAFE analyses of any major service or fare changes should such changes arise.

SERVICE AND FARE CHANGE EQUITY ANALYSES

See Appendix, Exhibit G.

CHAPTER FIVE

SERVICE MONITORING

REQUIREMENT TO MONITOR TRANSIT SERVICE

The revised FTA Title VI circular, FTA C4702.1B, Chapter IV.6, requires that, to comply with Title VI, providers of public transportation that operate 50 or more fixed-route vehicles in peak service, and that are located in an urbanized area (UZA) of 200,000 or more in population, must monitor the performance of their transit system relative to their systemwide service standards and policies not less often than once every three years.

To comply with the requirement to monitor transit service, RIPTA has selected a sample of minority and non-minority bus routes to determine compliance with systemwide service standards and policies. RIPTA has defined minority transit routes based on rider survey data gathered through a 2021 on-board customer survey. A route with minority ridership exceeding RIPTA’s systemwide average of 52.2% minority ridership by at least ten percentage points is considered by RIPTA to be a minority route. The bus routes selected as a sample are shown in Table 5-1 below and include route types from all of the RIPTA Family of Services as outlined in the Service Guidelines adopted in April 2015.

Table 5-1. Selected Routes for Service Monitoring

| Route | Minority/Non-Minority | Route Type |
|--------------------------------------|-----------------------|----------------------|
| R-Line | Minority Route | Rapid |
| 13 Coventry/Arctic/CCRI | Non-Minority Route | Urban Radial |
| 19 Plainfield/Westminster | Minority Route | Urban Radial |
| 20 Elmwood Ave/T.F. Green Airport | Minority Route | Key Corridor |
| 50 Douglas Ave/Bryant University | Minority Route | Key Corridor |
| 60 Providence/Newport | Non-Minority Route | Regional |
| 63 Broadway/Middletown Shops | Non-Minority Route | Suburban & Crosstown |
| 65X Wakefield | Non-Minority Route | Express |
| 78 Beverage Hill/East Providence | Minority Route | Suburban & Crosstown |
| 92 RI College/Federal Hill/East Side | Non-Minority Route | Key Corridor |

Disparate Impacts

The FTA requires that a policy or procedure be used to determine whether disparate impacts exist on the basis of race, color, or national origin, and that it be applied to the results of the monitoring activities. For the purposes of service monitoring, a disparate impact occurs when

the performance of service provided to minority routes pass the service standard at a rate less than eighty percent (80%) of the service provided to non-minority routes.

VEHICLE LOAD

RIPTA will design its services to keep the number of passengers on its vehicles at a comfortable level, always within the limits of safety. In peak periods, this means that some passengers may be expected to stand for part of the trip. In off-peak periods and for service that operates for long distances, service will be designed to try to provide a seat to all customers.

Two different techniques are used to keep passenger loads within acceptable levels. The first is to match vehicle types with ridership levels, and to use larger vehicles on higher ridership routes. The second method is to provide more frequent service, with service frequencies set to keep passenger loads within the limits presented in Table 5-2.

The vehicle load standard is calculated on the basis of an average for both the peak and off-peak periods, at the busiest point on the route. For instance, if a service operates at 15-minute frequency, then 4 buses would pass the busiest point in an hour. The average number of passengers for these 4 buses must fall within the service standards, even though any one bus may be more crowded than the average. If the standard is exceeded for the average calculation, RIPTA will consider more frequent service or larger vehicles to improve the situation.

Table 5-2 Average Vehicle Loading Maximums

| | RAPID BUS | KEY CORRIDOR | URBAN RADIAL | NON-URBAN/ SUBURBAN/ CROSSTOWN | REGIONAL | EXPRESS | FLEX |
|--|-----------|--------------|--------------|--------------------------------------|----------|---------|------|
| Average Maximum Passenger Loading (as a percentage of seating capacity) | | | | | | | |
| Peak | 120% | 120% | 120% | 120% | 100% | 100% | 100% |
| Off-Peak | 100% | 100% | 100% | 100% | 100% | — | 100% |

Table 5-3 presents the vehicle load performance of all the routes evaluated. Two services do not meet the guidelines: R-Line off-peak service and Route 92 peak service. On September 1, 2022, the Rhode Island state legislature enacted and funded a pilot program to make the R-Line service free. The free service ended on September 30, 2023. Due to being free, the route experienced higher than normal ridership levels. RIPTA staff is currently monitoring ridership to see if it drops now that the program has ended. Route 92 ridership has experienced an unexpected increase, which is exacerbated by the frequency reduction from fall of 2022 caused by a driver shortage. RIPTA plans to reinstate service once driver staffing levels improve.

Table 5-3 Vehicle Load Performance

| Route | Minority / Non-Minority | Average Max Load - Peak | Average Max Load - Off-Peak |
|--------------------------------------|-------------------------|-------------------------|-----------------------------|
| R-Line | Minority | 110% | 113% |
| 13 Coventry/Arctic/CCRI | Non-Minority | 25% | 23% |
| 19 Plainfield/Westminster | Minority | 102% | 92% |
| 20 Elmwood Ave/T.F. Green Airport | Minority | 61% | 51% |
| 50 Douglas Ave/Bryant University | Minority | 105% | 51% |
| 60 Providence/Newport | Non-Minority | 97% | 59% |
| 63 Broadway/Middletown Shops | Non-Minority | 20% | 18% |
| 65X Wakefield | Non-Minority | 36% | 33% |
| 78 Beverage Hill/East Providence | Minority | 31% | 33% |
| 92 RI College/Federal Hill/East Side | Non-Minority | 123% | 72% |

NOTE: RED indicates that the guideline is not currently being met; all others meet or exceed the guidelines.

As shown in Table 5-4, the ratio of minority routes that met the target to non-minority routes that met the target is 1.00. This ratio is greater than the 0.80 threshold. No disparate impact is found.

Table 5-4 Vehicle Load

| Route Classification | Number of Routes* | Number of Routes Meeting the Target | Percent of Routes Meeting the Target |
|-----------------------------------|-------------------|-------------------------------------|--------------------------------------|
| Minority | 10 | 9 | 90% |
| Non-Minority | 10 | 9 | 90% |
| Ratio of minority to non-minority | | | 1.00 |
| Disparate impact threshold | | | 0.80 |

*Peak and off-peak combined

VEHICLE HEADWAY

Service frequency (the time interval between two vehicles traveling in the same direction on the same route) has a major influence on transit ridership; high frequency service is often considered a key characteristic for attractive service. At the same time, frequency has a significant impact on operating costs, and service requirements increase exponentially with improvements in service frequency.

Because of the expense of high frequency service, transit service frequency is normally based upon existing or potential demand. This often translates into variations in service frequency

throughout the day, with higher frequency in peak periods, and less frequent service outside of the peak.

In general, frequencies are established to provide enough vehicles past the maximum load point(s) on a route to accommodate the passenger volume and stay within recommended loading standards. Minimum service frequency guidelines are presented in Table 5-5. Note that when a corridor is served by multiple routes, effective service frequencies in the corridor would be more frequent than those for individual routes. For certain routes serving outlying areas of the state, service areas may be reduced to maintain satisfactory farebox recovery ratios. As with all standards, this service frequency matrix should be considered a guide, not an absolute measure.

Table 5-5 Minimum Service Frequency Guidelines (Minutes)

| | RAPID BUS | KEY CORRIDOR | URBAN RADIAL | NON-URBAN/ SUBURBAN/ CROSSTOWN | REGIONAL | EXPRESS/ COMMUTER | FLEX |
|------------------|-----------|--------------|--------------|--------------------------------------|----------|----------------------|------|
| Weekdays | | | | | | | |
| Early AM | 30 | 30 | 60 | 60 | 60 | — | n/a |
| AM Peak | 10 | 20 | 30 | 60 | 60 | 3 trips | n/a |
| Midday | 10 | 20 | 60 | 60 | 60 | — | n/a |
| PM Peak | 10 | 20 | 30 | 60 | 60 | 3 trips | n/a |
| Night | 30 | 30 | 60 | 60 | 120 | — | n/a |
| Saturdays | | | | | | | |
| All Day | 15 | 30 | 60 | 60 | — | — | n/a |
| Sundays | | | | | | | |
| All Day | 15 | 30 | 60 | 60 | — | — | n/a |

Table 5-6 presents the vehicle headway schedules of all the routes evaluated for weekday, Saturday, and Sunday.

Table 5-6 Current Vehicle Headways

| Route | Weekday Headway | | | Saturday Headway | Sunday Headway |
|--|-----------------|----------|-------|------------------|----------------|
| | Peak | Off-Peak | Night | | |
| R-Line | 10 | 10 | 20 | 15 | 15 |
| 13 Coventry/Arctic/CCRI | 60 | 60 | 60 | 60 | 60 |
| 19 Plainfield/Westminster | 34 | 34 | 50 | 50 | 50 |
| 20 Elmwood Ave/T.F. Green Airport | 15 | 15 | 25 | 30 | 30 |
| 50 Douglas Ave/Bryant University | 27 | 27 | 45 | 30 | 45 |
| 60 Providence/Newport | 30 | 30 | 58 | 30 | 45 |

| | | | | | |
|---|---------|-----|-----|-----|-----------|
| 63 Broadway/Middletown Shops | 40 | 40 | 40 | 45 | 85 |
| 65X Wakefield | 3 Trips | --- | --- | --- | --- |
| 78 Beverage Hill/East Providence | 50 | 50 | 50 | 45 | 90 |
| 92 RI College/Federal Hill/East Side | 30 | 30 | 30 | 30 | 30 |

NOTE: **RED** indicates that the guideline is not currently being met; all others meet or exceed the guidelines.

RIPTA’s Service Guidelines state that the guidelines are “designed to—within limits—provide flexibility to respond to varied customer needs and community expectation in an accountable, equitable, and efficient manner.” The document also states that “adherence to these service guidelines is dependent upon resource availability, and in particular, the amounts of funding provided by RIPTA’s local partners. In the event of constrained resources, RIPTA will meet these guidelines as closely as possible and will work to achieve consistency as resources permit.”

Due to a severe driver shortage that caused numerous missed trips in the summer of 2022, RIPTA was forced to reduce service on 19 of the 58 bus routes. Peak service frequency on Route 19 was increased from 30 to 34 minutes. Route 50 frequency changed from 20 minutes to 27 minutes. These were the only changes that affected minority routes; the remaining 17 service reductions were changes to non-minority routes. It is RIPTA’s intention to reinstate all services once driver staffing levels are restored (budget permitting).

As shown in Table 5-7, the ratio of minority routes that met the target to non-minority routes that met the target is 0.84. This ratio is greater than the 0.80 threshold. No disparate impact is found.

Table 5-7 Vehicle Headway

| Route Classification | Number of Routes* | Number of Routes Meeting the Target | Percent of Routes Meeting the Target |
|-----------------------------------|--------------------------|--|---|
| Minority | 25 | 19 | 76% |
| Non-Minority | 21 | 19 | 90% |
| Ratio of minority to non-minority | | | 0.84 |
| Disparate impact threshold | | | 0.80 |

*Peak, off-peak, night, Saturday and Sunday service combined.

ON-TIME PERFORMANCE

To determine on-time performance, RIPTA’s standard is based on the average of all of the transit agencies included in the American Bus Benchmarking Group, which is 78%. RIPTA’s Service Guidelines define a trip as being on time if it is one minute early and up to 5 minutes late. Table 5-8 below shows the on-time performance for the routes in this evaluation.

Table 5-8 On-Time Performance

| Route | Minority / Non-Minority | Observed Performance 2022-2023* |
|---|-------------------------|---------------------------------|
| R-Line | Minority | 81.9% |
| 13 Coventry/Arctic/CCRI | Non-Minority | 78.0% |
| 19 Plainfield/Westminster | Minority | 73.3% |
| 20 Elmwood Ave/T.F. Green Airport | Minority | 83.7% |
| 50 Douglas Ave/Bryant University | Minority | 83.9% |
| 60 Providence/Newport | Non-Minority | 77.2% |
| 63 Broadway/Middletown Shops | Non-Minority | 82.3% |
| 65X Wakefield | Non-Minority | 83.7% |
| 78 Beverage Hill/East Providence | Minority | 79.7% |
| 92 RI College/Federal Hill/East Side | Non-Minority | 84.4% |

*NOTE: On-Time Performance data shown was collected between July 1, 2022 and June 30, 2023.

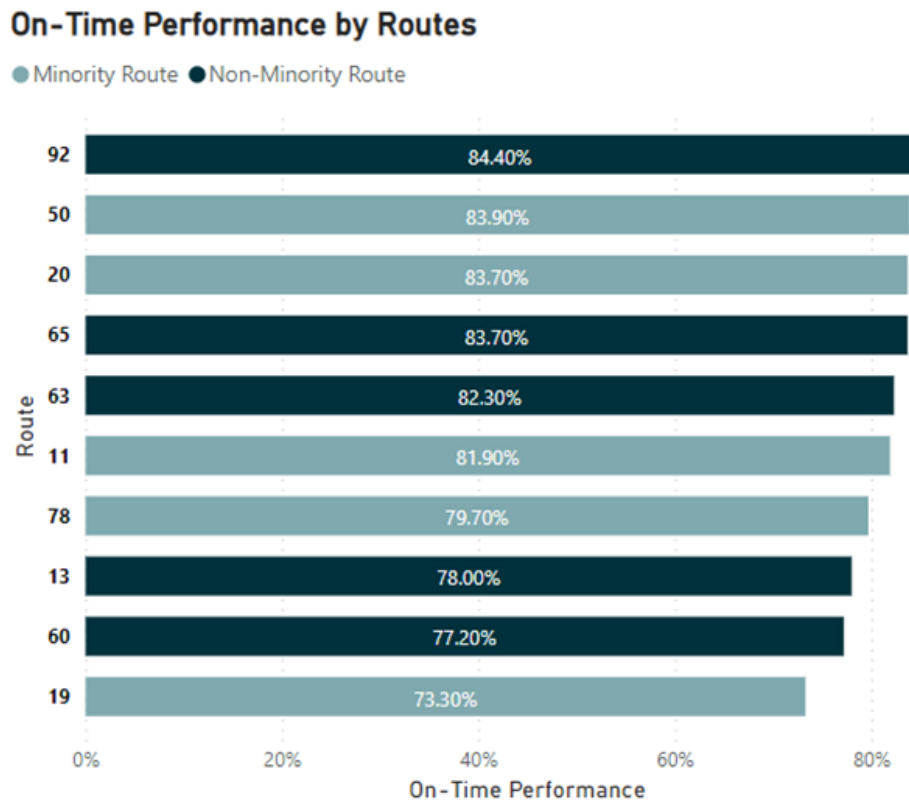
As shown in Table 5-8, Route 19 is the one minority route that is not meeting the on-time performance standard, and Route 60 is the one non-minority route that does not meet the standard. The minority routes average 80.5% on time, while non-minority routes average 81.1% on time.

Table 5-9 shows that on weekdays 4 of the 5 minority routes (80%) met the target, and 4 of the 5 non-minority routes met the target. The ratio of minority routes that met the target to non-minority routes that met the target is 1.00. This ratio is greater than 0.80. No disparate impact is found.

Table 5-9

| Route Classification | Number of Routes* | Number of Routes Meeting the Target | Percent of Routes Meeting the Target |
|-----------------------------------|-------------------|-------------------------------------|--------------------------------------|
| Minority | 5 | 4 | 80% |
| Non-Minority | 5 | 4 | 80% |
| Ratio of minority to non-minority | | | 1.00 |
| Disparate impact threshold | | | 0.80 |

Figure 5-1 On-Time Performance by Routes



DISTRIBUTION OF TRANSIT AMENITIES

a. Seating

RIPTA does not currently have a program to provide benches at bus stops.

b. Bus Shelters

The placement of shelters is based on the number of passenger boardings at a specific stop, as well as equity, health, economic, and education factors and physical feasibility. Stops with 100 or more passenger boardings, or which serve concentrations of seniors or residents with disabilities, are prioritized for shelters.

As shown in Tables 5-10 and 5-11 below, 96 of 423 (23%) of the bus stops on minority routes have shelters, and 86 of 673 (13%) of stops of the selected non-minority routes have shelters. The ratio of minority to non-minority shelters is 1.77, which is above the disparate impact threshold of 0.80. No disparate impact is found.

Table 5-10 Shelter Placement

| Route | Minority / Non-Minority | Number of Bus Stops | Number of Stops with Shelters | % of Stops with Shelters |
|--------------------------------------|-------------------------|---------------------|-------------------------------|--------------------------|
| R-Line | Minority | 64 | 33 | 52% |
| 13 Coventry/Arctic/CCRI | Non-Minority | 115 | 12 | 10% |
| 19 Plainfield/Westminster | Minority | 79 | 15 | 19% |
| 20 Elmwood Ave/T.F. Green Airport | Minority | 97 | 20 | 21% |
| 50 Douglas Ave/Bryant University | Minority | 92 | 9 | 10% |
| 60 Providence/Newport | Non-Minority | 323 | 31 | 10% |
| 63 Broadway/Middletown Shops | Non-Minority | 97 | 25 | 26% |
| 65X Wakefield | Non-Minority | 54 | 6 | 11% |
| 78 Beverage Hill/East Providence | Minority | 91 | 19 | 21% |
| 92 RI College/Federal Hill/East Side | Non-Minority | 84 | 12 | 14% |

Table 5-11 Combined Shelter Placement

| Route Classification | Number of Bus Stops | Number of Stops with Shelters | % of Stops with Shelters |
|----------------------|---------------------|-------------------------------|--------------------------|
| Minority | 423 | 96 | 23% |
| Non-minority | 673 | 86 | 13% |

c. Provision of Information

- a. *Printed Signs, System Maps, & Schedules.* Timetables and system maps are provided at transit hubs in the RIPTA system. RIPTA does not provide printed signs, system maps, or timetables at other bus stops.
- b. *Digital Signs.* Real time signage is provided at transit hubs in the RIPTA system. Most recently, digital signage was installed as part of the Pawtucket-Central Falls Transit Center project, an FTA funded project. The transit center serves nine RIPTA routes and the MBTA commuter rail, connecting the city to northern Rhode Island and Boston. Real time signs are also planned to be installed soon at the newly upgraded CCRI Warwick bus station. RIPTA does not yet have an ongoing real time signage program.

d. Escalators

RIPTA does not have any escalators located at fixed guideway stations.

e. Elevators

RIPTA does not have any elevators located at fixed guideway stations.

f. Waste Receptacles

RIPTA provides waste receptacles at all transit hubs. RIPTA does not currently have a program to provide waste receptacles at other bus stops.

VEHICLE ASSIGNMENT

Vehicle assignment at RIPTA is fairly simple because there is very little variation in the fleet. There are 14 battery electric buses recently purchased in 2023 that are branded and will be used exclusively on the R-Line rapid route beginning in January 2024, and RIPTA employs smaller 35-foot buses on routes that operate in areas with difficult turning movements. However, the remaining buses are nearly all low-floor vehicles assigned to the remaining routes. Table 5-12 is the current composition of the RIPTA fleet.

Table 5-12 RIPTA Fleet

| Fleet | Number in Fleet | % of Fleet | Vehicle Age |
|----------------------------|-----------------|------------|-------------|
| 2010 35' Hybrid | 10 | 4.3% | 13 |
| 2010 40' Hybrid | 18 | 7.7 | 13 |
| 2010 35' Diesel | 1 | 0.4 | 13 |
| 2013 40' Diesel | 49 | 20.9 | 10 |
| 2016 40' Diesel | 42 | 17.9 | 7 |
| 2018 40' Battery Electric* | 3 | 1.3 | 5 |
| 2019 40' Diesel | 33 | 14.1 | 4 |
| 2020 40' Diesel | 15 | 6.4 | 3 |
| 2020 29' Diesel | 9 | 3.8 | 3 |
| 2022 35' Diesel | 12 | 5.1 | 1 |
| 2023 40' Diesel | 28 | 12.0 | 0 |
| 2023 40' Battery Electric | 14 | 6.0 | 0 |
| Total | 234 | 100% | |

*Leased electric buses.

To assess bus vehicle age assigned to minority classified routes and nonminority classified routes, RIPTA compared the average age of buses assigned to runs on each route. Table 5-13 shows the average age of buses operating on each route. The average age for buses operating on minority routes is 6.7 years. The average age for buses operating on non-minority routes is 6.1 years. It

should be noted that the R-Line has a dedicated, branded fleet of buses, and that a new fleet of electric buses is scheduled to be implemented on this route in January 2024.

The ratio of non-minority to minority average vehicle age is 0.90, which is above the disparate impact threshold of 0.80. No disparate impact is found.

Table 5-13 Bus Vehicle Age*

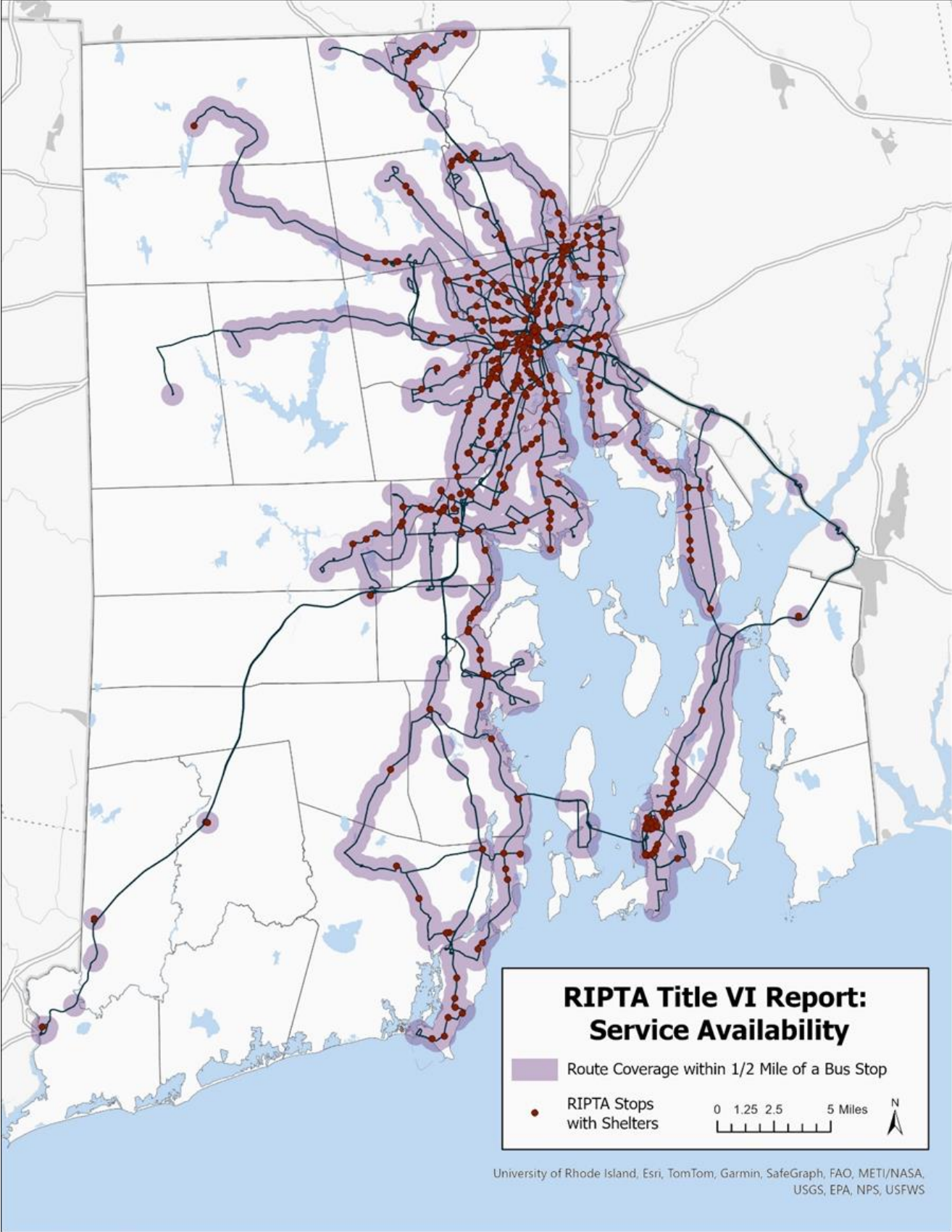
| Route | Minority / Non-Minority | Weighted Average Age* |
|--------------------------------------|-------------------------|-----------------------|
| R-Line | Minority | 6.8 |
| 13 Coventry/Arctic/CCRI | Non-Minority | 6.3 |
| 19 Plainfield/Westminster | Minority | 7.1 |
| 20 Elmwood Ave/T.F. Green Airport | Minority | 6.5 |
| 50 Douglas Ave/Bryant University | Minority | 6.6 |
| 60 Providence/Newport | Non-Minority | 6.2 |
| 63 Broadway/Middletown Shops | Non-Minority | 5.4 |
| 65X Wakefield | Non-Minority | 6.1 |
| 78 Beverage Hill/East Providence | Minority | 6.7 |
| 92 RI College/Federal Hill/East Side | Non-Minority | 6.6 |

*Vehicle assignments between July 1, 2022 and June 30, 2023.

SERVICE AVAILABILITY

RIPTA uses population and employment density to evaluate the potential for service. If densities are relatively high along a continuous corridor, or if the corridor connects major activity centers or hubs, a higher level of service may be warranted. If densities meet the minimum guidelines, but only exist in small or scattered areas, travel demand may not be sufficient to support transit. Or, a lower level of transit, such as Flex, is considered.

Areas with higher population densities need more transit service than sparsely populated areas. Rhode Island comprises 1,034 square miles of land, and 260 square miles, or 25%, are within a half mile of a RIPTA bus stop. The state is densely settled, and the majority of the state’s population is close to a bus stop. The 2020 Decennial Census data shows that 802,819 people, or 73% of Rhode Island’s population, live within a half mile of a RIPTA bus. The following map depicts RIPTA’s current service coverage area.





HOW TO REACH US

401 784 9500
705 ELMWOOD AVENUE
PROVIDENCE, RI 02907

CALL CENTER HOURS OF OPERATION

MONDAY TO FRIDAY 8:30AM – 4:30PM

www.RIPTA.com

APPENDIX

Exhibit A

Board of Directors Resolution – March 2024

**RESOLUTION BY THE BOARD OF DIRECTORS
OF THE RHODE ISLAND PUBLIC TRANSIT AUTHORITY**

WHEREAS, the Rhode Island Public Transit Authority ("RIPTA") is a body corporate and politic created by R.I.G.L. § 28-18, *et seq.* for the purpose of providing statewide public transit services;

WHEREAS, RIPTA operates fixed-route bus service, flexible service, and paratransit throughout the state;

WHEREAS, RIPTA, as the recipient of federal funds from the Federal Transit Administration (the "FTA"), must submit reports, every three years, to the FTA regarding RIPTA's compliance with Title VI of the Civil Rights Act of 1964 and all FTA regulations relating thereto;

WHEREAS, RIPTA's 2024-2027 Title VI Program must be submitted to the FTA;

WHEREAS, per FTA regulations, RIPTA's Board of Directors must approve the Title VI Program before it can be submitted to the FTA;

WHEREAS, RIPTA staff has prepared and approved RIPTA's 2024-2027 Title VI Program, and submitted it for approval by the Board of Directors as an agenda item at the Board's March 28, 2024, meeting;

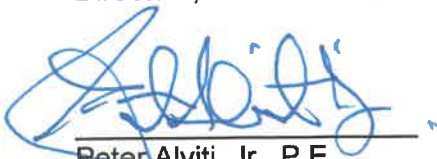
WHEREAS, RIPTA's Board of Directors wishes to approve RIPTA's 2024-2027 Title VI Program and direct its submission to the FTA;

WHEREAS, RIPTA's Board of Directors wishes to specifically acknowledge the Board's consideration, awareness and approval of the following elements of RIPTA's 2024-2027 Program:

- Service Standards
- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy
- Service and Fare Equity Analysis
- Service Monitoring Results

NOW, THEREFORE, in light of the foregoing, it is hereby RESOLVED by the Board of Directors of the Rhode Island Public Transit Authority to approve submission of RIPTA's 2024-2027 Title VI Program to the FTA.

On behalf of the Rhode Island Public Transit Authority, the Chairman of the Board of Directors, has executed this Resolution as of the 28th day of March, 2024.



Peter Alviti, Jr., P.E.

Chair, Rhode Island Public Transit Authority

APPENDIX

Exhibit B

Notification to Beneficiaries
of Protection Under Title VI Brochure



TITLE VI

RIPTA WELCOMES YOUR FEEDBACK
RIPTA is committed to providing safe, efficient and quality transportation services to all the communities we serve.

If you have any suggestion on how we can improve on our commitment to non-discrimination, or how we can better serve the needs of customers who are not proficient in English, we would like to hear from you.

RIPTA.COM • 401-781-9400



RHODE ISLAND PUBLIC TRANSIT AUTHORITY

TITLE VI
YOUR RIGHTS UNDER THE
CIVIL RIGHTS ACT OF 1964

WHAT IS TITLE VI?

Title VI of the Civil Rights Act of 1964 is a federal statute declaring that no person shall be discriminated against or denied benefits on the basis of race, color, or national origin, in programs and services that receive federal financial assistance. To ensure that Rhode Island Public Transit Authority (RIPTA) customers are not discriminated against, we have adopted policies that promote equal access and quality service for all our customers.

WHAT DOES TITLE VI MEAN TO YOU?

RIPTA hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities.

Public transit agencies, such as RIPTA, are required to provide services in a fair and equitable manner to all passengers without regard to their race, color, or national origin. Title VI also requires RIPTA to reduce language barriers that may impede access to important services by customers who may not be proficient in English. If you would like to obtain additional information about RIPTA's Title VI obligations, please visit our website at RIPTA.com or send a letter to RIPTA, Civil Rights Compliance, 705 Elmwood Avenue, Providence, Rhode Island 02907.

RIPTA also has a zero-tolerance policy prohibiting any form of unlawful discrimination.

WHAT SERVICES ARE AVAILABLE TO CUSTOMERS WHO ARE NOT PROFICIENT IN ENGLISH?

Under Title VI, customers who are not proficient in English are entitled to assistance to help them access critical RIPTA information. If translation assistance is needed, we can contact a third-party interpreter, which can provide telephone translation services in many languages.

WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by RIPTA may file a Title VI complaint with RIPTA by sending a letter, calling or completing and submitting a Title VI complaint form, as indicated below. RIPTA investigates complaints received no more than 180 days after the alleged incident. RIPTA will process complaints that are complete.

Once the complaint is received, the complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated. If more information is needed to resolve the case, RIPTA may contact the complainant. If the RIPTA investigator is not contacted by the complainant or does not receive the additional information within 10 business days, RIPTA may administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

Once the investigation is complete, RIPTA will issue a letter to the complainant with the findings of the investigation and whether or not a Title VI violation was found. If the complainant is not satisfied with the findings, he/she may file a complaint directly with the Federal Transit Administration Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

- **SEND A LETTER**

Civil Rights Officer
Rhode Island Public Transit Authority
705 Elmwood Avenue
Providence, RI 02907

- **CALL CUSTOMER SERVICE AT (401) 784-9500 x2012**

Monday – Friday: 7 AM – 6 PM
Saturday: 9 AM – 5 PM

- **VISIT RIPTA.COM**

Download a copy of the Title VI Complaint Form to fill out and mail to the above address.



APPENDIX

Exhibit C

Rhode Island Public Transit Authority
Civil Rights/Title VI Complaint Form



Rhode Island Public Transit Authority

Civil Rights Complaint Form

RIPTA is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, national origin, or other protected characteristics, as provided by Title VI of the Civil rights Act of 1964, as amended, and other civil rights statutes. **Complaints must be filed within 180 days from the date of the alleged discrimination.**

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact Customer Service by calling (401) 781-9400. The completed form must be returned to RIPTA via e-mail: jwilliford@ripta.com OR mail to: 705 Elmwood Avenue, Providence, RI 02907, ATTN: Compliance Officer.

PERSON COMPLETING FORM:

| | | |
|--|------------------------|-------------|
| Your Name: | Phone: | Alt. Phone: |
| Street Address: | City, State, Zip Code: | |
| Accessible Format Requirements: <input type="checkbox"/> Large Print <input type="checkbox"/> Audio <input type="checkbox"/> TDD <input type="checkbox"/> Other _____ | | |
| Are you filing this complaint on your own behalf? <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| If No, please describe your relationship with the person for whom you are filing this complaint: | | |

AGGRIEVED PERSON OR GROUP FOR WHOM YOU ARE FILING THIS COMPLAINT:

| | | |
|---|------------------------|-------------|
| Name: | Phone: | Alt. Phone: |
| Street Address: | City, State, Zip Code: | |
| Do you have permission from this aggrieved party to file this complaint on their behalf? <input type="checkbox"/> Yes <input type="checkbox"/> No | | |

ALLEGED DISCRIMINATION:

Which of the following best describes the basis of the alleged discrimination? (Select all that apply)

| | |
|---|--|
| Title VI: <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin (Limited English Proficiency) <input type="checkbox"/> Religion <input type="checkbox"/> Sex/ Sexual Orientation/ Gender Identity <input type="checkbox"/> Age | <input type="checkbox"/> Disability <input type="checkbox"/> Veteran Status <input type="checkbox"/> Retaliation <input type="checkbox"/> Other _____ Date of alleged discrimination: _____ |
|---|--|

Complete reverse side of form

Have you previously filed a civil rights complaint with this agency? ___ Yes ___ No

If Yes, please provide the date, brief description and the resolution of the complaint:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State Court?

If Yes, please provide the following information:

Agency: _____ Contact Name: _____

Street Address, City, State & Zip Code: _____

Phone: _____

I affirm that I have reviewed and read all of the information provided on this form and any attached documentation and attest that it is all true to the best of my knowledge, information and belief.

Complainant's Signature Date

Print or Type Name of Complainant

| |
|----------------------|
| Date Received: _____ |
| Received By: _____ |

Additional page if needed:

APPENDIX

Exhibit D

Pinpoint Translation Services Instructions



Pinpoint Translation Services Instructions

When receiving a call from a passenger requesting a translator, please follow the instructions below.

1. Using your Shortel desktop telephone, press the "Conference Button." This will place the passenger on hold.
2. Dial 1-844-723-6288.
3. You'll hear a greeting welcoming you to Pinpoint Translation Services followed by a series of prompts.
4. Enter RIPTA's PIN (41600790) followed by #.
5. You will be asked to speak the language or enter three letters of the language needed to be translated followed by #.
6. Press 1 to confirm your selected language.
7. You will be asked to speak or enter three letters of your client's name.
8. Press "1" or say yes to confirm.
9. Please respond by speaking or typing your name.
10. Recorded input in Name. Press "1" or say YES to confirm or press "0" or say NO to try again.
11. Next, you will hear a recording indicating a search for an interpreter has been initiated.
12. The recording will stop, and an interpreter will identify themselves by name and interpreter ID.
13. Please introduce yourself (name and RIPTA) and explain that you have a passenger in need of translation services.
14. Using the attached translation recording sheet, please record the following:
 - Date
 - Time Received
 - Interpreter ID
 - Nature of call (route information, complaint, WAVE account etc.)
 - Language Translated
 - Wait time
 - Total Duration of Call
15. At the conclusion of the call, please thank the interpreter and passenger.

APPENDIX

Exhibit E

Language Assistant Cards

located in all transit centers and RIPTA Vehicles

**IF YOU WOULD LIKE TO RECEIVE ASSISTANCE IN YOUR LANGUAGE,
PLEASE CALL CUSTOMER SERVICE AT 401-784-9500, EXTENSION 2012.**



Se pretender receber assistência em português, telefone, por favor, para o Serviço de Apoio ao Cliente através do 401-784-9500, extensão 2012.



Si vous avez besoin d'aide en français, veuillez appeler le service à la clientèle au 401-784-9500, poste 2012.



如果你需要接受 汉语 的帮助，请拨打客服电话 401-784-9500, 2012



Se desideri ricevere assistenza in italiano, contatta gentilmente il nostro servizio di Assistenza Clienti al 401-784-9500, int. 2012.



Si desea recibir asistencia en español, llame a Servicio de Atención al Cliente al 401-784-9500, extensión 2012.



ຖ້າທ່ານຕ້ອງການທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານ, ກະລຸນາໂທຫາຝ່າຍບໍລິການລູກຄ້າທີ່ເບີ 401-784-9500, ສ່ວນຂະຫຍາຍ 2012.



إذا كنت ترغب في الحصول على مساعدة باللغة العربية ،
يرجى الاتصال بخدمة العملاء على 401-784-9500 ، داخلي 2012



ប្រសិនបើអ្នកចង់ទទួលបានជំនួយជាភាសាខ្មែរ
សូមទូរស័ព្ទទៅផ្នែកសេវាអតិថិជនតាមលេខ 401-784-9500
ផ្នែកបន្ថែម 2012។



Nếu bạn muốn nhận hỗ trợ bằng ngôn ngữ của mình, vui lòng gọi bộ phận dịch vụ khách hàng theo số 401-784-9500, số máy lẻ 2012.



Si ou ta renmen resevwa èd nan lang ou, tanpri rele sèvis kliyan nan 401-784-9500, esttansyon 2012.

APPENDIX

Exhibit F

Rider Survey Report

2021 Rhode Island Public Transit Authority (RIPTA) On-Board Survey

FINAL REPORT
APRIL 2022



Prepared for The Rhode
Island Public Transit
Authority (RIPTA)
by ETC Institute

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EXECUTIVE SUMMARY

The 2021 Transit On-Board Origin-Destination (OD) Survey was conducted by ETC Institute on behalf of The Rhode Island Public Transit Authority (RIPTA). The data collection began on September 25, 2021 and ended November 5, 2021. This report will provide an overview and detailed description of the 2021 On-Board OD Survey process. The report covers the survey findings, purpose/background, design, sampling, administration methodology, and quality control process.

OBJECTIVES

The primary objectives for the survey were as follows:

- ▲ Compile statistically accurate information about the use of transit in the region by RIPTA passengers for future planning.
- ▲ Collect and provide valid and current transit rider travel patterns, demographic information for Title VI reporting, and transit service characteristics.

SURVEY METHODOLOGY SUMMARY

ETC Institute conducted the onboard passenger intercept interviews survey using tablet PCs (tablets). ETC Institute developed the survey in cooperation with RIPTA. Passengers were selected for participation using a random sampling protocol built into the survey programming with passenger's responses captured in real time. For those passengers who elected to participate, the survey was administered in two portions.

The first portion captured a detailed account of the passenger's complete one-way trip and the second to capture various usage and demographic data. In the initial section, the survey program's mapping function allowed for geocoding of addresses using information provided by the passenger. Passengers were able to see on-screen maps and confirm the accuracy of the location data collected. At the end of the first portion, passengers confirmed a comprehensive summary of their complete origin-to-destination one-way trip.

In the second portion passengers were asked questions pertaining to their transit usage, personal, and household demographics. Upon completion of the survey passengers were thanked for their time and willingness to participate.

ETC Institute interviewers were available to answer passenger questions, the most common of which involved the need to ask for personal information and how the information gathered would be used. Passengers were assured all information collected would be kept strictly confidential, that RIPTA intended to use the information for research purposes designed to improve their system, and that the information would never be used for any commercial purpose.

WEEKDAY TRANSIT TRIP CHARACTERISTICS AND PASSENGER PROFILE

The following bullets describe RIPTA's passengers' profile for weekday (Monday through Friday) riders.

- Home is the key place type for both passengers' origin (51%) and destination (39%). The second key place type is workplace which is only 14 percent of passengers origin and 18 percent of passengers destination.
- The majority of passengers walk from their origin location to their first bus (95%) and walk to their destination from their last bus (97%).
- Forty percent of passengers pay cash fare and forty percent of passengers use a wave card to pay fare. Seventy-four percent of passengers use a smart phone to plan their trip.
- Forty-one percent of passengers have been riding RIPTA for more than six years and 59 percent of RIPTA passengers ride five days a week or greater.
- Seventy percent of RIPTA passengers live in households with three persons or less while 50 percent of passengers live in households without any available vehicles.
- The typical weekday passengers are White (39%), Male (55%), and do not possess a valid driver's license (64%).

WEEKEND TRANSIT TRIP CHARACTERISTICS AND PASSENGER PROFILE

The following bullets describe RIPTA's passengers' profile for weekend (Saturday and Sunday) riders. These numbers are very similar to weekday riders surveyed.

- Home is the key place type for both passengers' origin (48%) and destination (36%). The second key place type is workplace which is only 12 percent of passengers origin and 16 percent of passengers destination.
- The majority of passengers walk from their origin location to their first bus (91%) and walk to their destination from their last bus (95%).
- Forty-three percent of passengers pay cash fare and twenty-seven percent of passengers use a wave card to pay fare. Seventy-one percent of passengers use a smart phone to plan their trip.
- Fifty-three percent of passengers have been riding RIPTA for more than six years and fifty-eight percent of RIPTA passengers ride five days a week or greater.
- Seventy-nine percent of RIPTA passengers live in households with three persons or less while sixty-four percent of passengers live in households without any available vehicles.
- The typical weekend passengers are White (39%), Male (53%), and do not possess a valid driver's license (60%).

Chapter 1. SURVEY METHODOLOGY

SAMPLING PLAN

To ensure the distribution of completed surveys mirror the distribution of RIPTA passengers, ETC Institute and RIPTA established proportional sampling goals. ETC Institute developed a sampling plan that would attempt the completion of the weekday OD survey by 3,000 passengers, a five percent sampling rate and weekend OD survey by 435 passengers, or 3,435 surveys total. The source of this ridership was September 2019 data, the last year and season prior to the global COVID-19 pandemic. Overall, a total of 2,967 weekday surveys and 598 weekend surveys were collected, or 2,565 total.

Table 1 shows the sampling goals used to guide the collection by route, time period, and direction. Tables 2 – 3 show the sampling goals for Saturday and Sunday at the route level.

Table 1 – OD Sampling Goals Weekday

| ROUTE SURVEYED | overall_weight_submittal | | | | | sample_goals | | | | | | |
|---|--------------------------|----------------------|------------------|---------------------|-----------------|--------------|---------------------|----------------------|------------------|---------------------|-----------------|-------------|
| | 1 = AM [Before 9am] | 2 = MIDDAY [9am-3pm] | 3 = PM [3pm-6pm] | 4 = EVE [After 6pm] | Direction Total | Route Total | 1 = AM [Before 9am] | 2 = MIDDAY [9am-3pm] | 3 = PM [3pm-6pm] | 4 = EVE [After 6pm] | Direction Total | Route Total |
| 1 Eddy/Hope/Benefit NORTHBOUND | 19 | 35 | 21 | 11 | 86 | 177 | 14 | 23 | 16 | 5 | 57 | 177 |
| 1 Eddy/Hope/Benefit SOUTHBOUND | 21 | 40 | 15 | 15 | 91 | | 16 | 26 | 13 | 5 | 61 | |
| 10X North Scituate Park-n-Ride INBOUND | 1 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 1 |
| 10X North Scituate Park-n-Ride OUTBOUND | 0 | 0 | 1 | 0 | 1 | | 0 | 0 | 0 | 0 | 0 | |
| 12X Arctic/117 Express Park-n-Ride INBOUND | 4 | 0 | 0 | 0 | 4 | 7 | 1 | 0 | 0 | 0 | 1 | 4 |
| 12X Arctic/117 Express Park-n-Ride OUTBOUND | 0 | 0 | 3 | 0 | 3 | | 0 | 0 | 1 | 0 | 1 | |
| 13 Coventry/Arctic/Warwick Mall INBOUND | 3 | 5 | 2 | 0 | 10 | 20 | 2 | 2 | 1 | 0 | 5 | 16 |
| 13 Coventry/Arctic/Warwick Mall OUTBOUND | 2 | 4 | 2 | 2 | 10 | | 1 | 2 | 2 | 1 | 6 | |
| 14 West Bay INBOUND | 3 | 5 | 3 | 0 | 11 | 30 | 3 | 4 | 2 | 0 | 8 | 25 |
| 14 West Bay OUTBOUND | 6 | 7 | 4 | 2 | 19 | | 2 | 3 | 2 | 1 | 8 | |
| 17 Dyer/Pocasset INBOUND | 8 | 10 | 7 | 3 | 28 | 54 | 6 | 6 | 3 | 1 | 16 | 50 |
| 17 Dyer/Pocasset OUTBOUND | 4 | 8 | 8 | 6 | 26 | | 2 | 7 | 6 | 3 | 17 | |
| 18 Union Ave INBOUND | 8 | 5 | 3 | 1 | 17 | 32 | 6 | 3 | 2 | 1 | 11 | 30 |
| 18 Union Ave OUTBOUND | 3 | 4 | 6 | 2 | 15 | | 2 | 2 | 4 | 1 | 9 | |
| 19 Plainfield/Westminster INBOUND | 9 | 12 | 9 | 9 | 39 | 75 | 7 | 9 | 5 | 2 | 22 | 66 |
| 19 Plainfield/Westminster OUTBOUND | 6 | 12 | 9 | 9 | 36 | | 4 | 9 | 6 | 3 | 22 | |
| 20 Elmwood Ave/T.F. Green Airport INBOUND | 15 | 30 | 14 | 13 | 72 | 147 | 11 | 22 | 9 | 3 | 45 | 137 |
| 20 Elmwood Ave/T.F. Green Airport OUTBOUND | 14 | 27 | 23 | 11 | 75 | | 10 | 21 | 11 | 4 | 46 | |
| 203 URI / Narragansett / S. Kingstown | 0 | 3 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 1 |
| 204 Westerly Flex | 1 | 3 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 4 |
| 21 Reservoir/Garden City/CCRI INBOUND | 6 | 13 | 11 | 6 | 36 | 65 | 5 | 9 | 5 | 2 | 21 | 62 |
| 21 Reservoir/Garden City/CCRI OUTBOUND | 6 | 12 | 6 | 5 | 29 | | 4 | 9 | 5 | 3 | 20 | |
| 22 Pontiac Ave INBOUND | 8 | 16 | 10 | 6 | 40 | 81 | 6 | 9 | 6 | 2 | 24 | 76 |
| 22 Pontiac Ave OUTBOUND | 10 | 14 | 10 | 7 | 41 | | 6 | 11 | 6 | 3 | 27 | |
| 231 South Aquidneck Flex | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| 242 West Warwick/Coventry Flex | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| 24L Newport/Fall River/Providence INBOUND | 0 | 0 | 0 | 2 | 2 | 6 | 0 | 0 | 0 | 0 | 1 | 3 |
| 24L Newport/Fall River/Providence OUTBOUND | 0 | 0 | 3 | 1 | 4 | | 0 | 0 | 1 | 0 | 1 | |
| 27 Broadway/Manton INBOUND | 15 | 15 | 9 | 6 | 45 | 84 | 11 | 11 | 5 | 1 | 29 | 81 |
| 27 Broadway/Manton OUTBOUND | 6 | 14 | 11 | 8 | 39 | | 3 | 10 | 8 | 3 | 25 | |
| 28 Broadway/Hartford INBOUND | 9 | 14 | 6 | 4 | 33 | 73 | 7 | 9 | 5 | 2 | 23 | 70 |
| 28 Broadway/Hartford OUTBOUND | 8 | 11 | 9 | 12 | 40 | | 5 | 9 | 7 | 3 | 24 | |
| 281 Woonsocket Flex | 0 | 5 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 5 |
| 282 Pascoag/Slatersville Flex | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| 29 Coweset/Kent County EASTBOUND | 5 | 5 | 5 | 0 | 15 | 30 | 2 | 3 | 2 | 0 | 7 | 22 |
| 29 Coweset/Kent County WESTBOUND | 4 | 8 | 3 | 0 | 15 | | 3 | 3 | 2 | 0 | 8 | |
| 3 Oakland Beach INBOUND | 4 | 4 | 4 | 1 | 13 | 28 | 3 | 3 | 2 | 0 | 8 | 25 |
| 3 Oakland Beach OUTBOUND | 3 | 7 | 4 | 1 | 15 | | 2 | 3 | 3 | 0 | 8 | |
| 30 Arlington/Oaklawn INBOUND | 5 | 5 | 4 | 3 | 17 | 40 | 3 | 4 | 2 | 1 | 10 | 29 |
| 30 Arlington/Oaklawn OUTBOUND | 6 | 8 | 5 | 4 | 23 | | 2 | 4 | 3 | 1 | 9 | |
| 31 Cranston St INBOUND | 13 | 22 | 15 | 6 | 56 | 106 | 10 | 15 | 7 | 3 | 34 | 101 |
| 31 Cranston St OUTBOUND | 10 | 18 | 15 | 7 | 50 | | 6 | 13 | 10 | 5 | 33 | |
| 32 E. Prov/Wampanoag/Seekonk Sq. INBOUND | 3 | 4 | 3 | 2 | 12 | 24 | 2 | 3 | 2 | 0 | 7 | 20 |
| 32 E. Prov/Wampanoag/Seekonk Sq. OUTBOUND | 2 | 3 | 4 | 3 | 12 | | 2 | 2 | 2 | 1 | 7 | |
| 33 Riverside INBOUND | 9 | 17 | 11 | 2 | 39 | 70 | 5 | 10 | 4 | 2 | 20 | 58 |
| 33 Riverside OUTBOUND | 5 | 16 | 7 | 3 | 31 | | 4 | 8 | 5 | 2 | 19 | |
| 34 East Providence/Seekonk Square INBOUND | 2 | 4 | 5 | 2 | 13 | 31 | 1 | 3 | 3 | 1 | 9 | 28 |
| 34 East Providence/Seekonk Square OUTBOUND | 4 | 7 | 4 | 3 | 18 | | 2 | 4 | 2 | 2 | 10 | |

| ROUTE SURVEYED | overall_weight_subtotal | | | | | sample_goals | | | | | | |
|--|-------------------------|----------------------|------------------|---------------------|-----------------|--------------|---------------------|----------------------|------------------|---------------------|-----------------|-------------|
| | 1 = AM [Before 9am] | 2 = MIDDAY [9am-3pm] | 3 = PM [3pm-6pm] | 4 = EVE [After 6pm] | Direction Total | Route Total | 1 = AM [Before 9am] | 2 = MIDDAY [9am-3pm] | 3 = PM [3pm-6pm] | 4 = EVE [After 6pm] | Direction Total | Route Total |
| 35 Rumford/Newport Ave INBOUND | 5 | 4 | 4 | 0 | 13 | 27 | 2 | 3 | 2 | 0 | 8 | 25 |
| 35 Rumford/Newport Ave OUTBOUND | 3 | 6 | 4 | 1 | 14 | | 2 | 3 | 3 | 0 | 9 | |
| 4 Warwick Ave INBOUND | 6 | 6 | 2 | 1 | 15 | 28 | 2 | 3 | 1 | 0 | 6 | 19 |
| 4 Warwick Ave OUTBOUND | 2 | 6 | 4 | 1 | 13 | | 1 | 2 | 2 | 1 | 6 | |
| 40 Butler/Elmgrove INBOUND | 2 | 2 | 3 | 1 | 8 | 16 | 1 | 2 | 1 | 0 | 4 | 11 |
| 40 Butler/Elmgrove OUTBOUND | 3 | 2 | 2 | 1 | 8 | | 1 | 1 | 1 | 0 | 4 | |
| 49 Camp St/Miriam Hospital INBOUND | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| 50 Douglas Ave/Bryant University INBOUND | 16 | 19 | 7 | 5 | 47 | 85 | 8 | 10 | 4 | 3 | 25 | 72 |
| 50 Douglas Ave/Bryant University OUTBOUND | 11 | 11 | 11 | 5 | 38 | | 4 | 9 | 7 | 4 | 23 | |
| 51 Charles St/Twin River/CCRI INBOUND | 8 | 13 | 5 | 4 | 30 | 69 | 6 | 9 | 3 | 2 | 21 | 62 |
| 51 Charles St/Twin River/CCRI OUTBOUND | 8 | 16 | 10 | 5 | 39 | | 4 | 8 | 6 | 3 | 21 | |
| 54 Lincoln/Woonsocket INBOUND | 10 | 19 | 9 | 9 | 47 | 98 | 7 | 15 | 7 | 4 | 32 | 90 |
| 54 Lincoln/Woonsocket OUTBOUND | 13 | 16 | 13 | 9 | 51 | | 5 | 12 | 7 | 4 | 28 | |
| 55 Admiral/Providence College INBOUND | 6 | 7 | 7 | 3 | 23 | 45 | 5 | 5 | 2 | 2 | 14 | 44 |
| 55 Admiral/Providence College OUTBOUND | 4 | 7 | 7 | 4 | 22 | | 2 | 5 | 5 | 3 | 15 | |
| 56 Chalkstone Ave INBOUND | 13 | 18 | 15 | 6 | 52 | 105 | 11 | 14 | 6 | 3 | 33 | 103 |
| 56 Chalkstone Ave OUTBOUND | 7 | 22 | 16 | 8 | 53 | | 5 | 14 | 11 | 5 | 35 | |
| 57 Smith St INBOUND | 7 | 10 | 5 | 6 | 28 | 56 | 5 | 6 | 2 | 1 | 14 | 46 |
| 57 Smith St OUTBOUND | 5 | 8 | 8 | 7 | 28 | | 2 | 5 | 6 | 3 | 16 | |
| 58 Mineral Spring/North Providence INBOUND | 3 | 4 | 2 | 1 | 10 | 23 | 2 | 3 | 1 | 0 | 7 | 21 |
| 58 Mineral Spring/North Providence OUTBOUND | 2 | 5 | 5 | 1 | 13 | | 1 | 2 | 2 | 1 | 7 | |
| 59X N.Smithfld/Lncn Mall Park-n-Ride INBOUND | 3 | 0 | 0 | 0 | 3 | 5 | 1 | 0 | 0 | 0 | 1 | 4 |
| 59X N.Smithfld/Lncn Mall Park-n-Ride OUTBOUND | 0 | 0 | 2 | 0 | 2 | | 0 | 0 | 1 | 0 | 1 | |
| 6 Prairie/Roger Williams Park Zoo INBOUND | 4 | 10 | 5 | 0 | 19 | 34 | 1 | 5 | 2 | 0 | 9 | 28 |
| 6 Prairie/Roger Williams Park Zoo OUTBOUND | 3 | 7 | 3 | 2 | 15 | | 2 | 5 | 2 | 0 | 10 | |
| 60 Providence/Newport INBOUND | 15 | 27 | 17 | 16 | 75 | 153 | 10 | 12 | 8 | 7 | 37 | 108 |
| 60 Providence/Newport OUTBOUND | 16 | 31 | 21 | 10 | 78 | | 10 | 11 | 9 | 5 | 35 | |
| 61X Tiverton/East Bay Park-n-Ride INBOUND | 2 | 0 | 1 | 0 | 3 | 5 | 1 | 0 | 0 | 0 | 2 | 4 |
| 61X Tiverton/East Bay Park-n-Ride OUTBOUND | 1 | 0 | 1 | 0 | 2 | | 0 | 0 | 1 | 0 | 1 | |
| 63 Broadway/Middletown Shops INBOUND | 2 | 9 | 6 | 2 | 19 | 34 | 2 | 6 | 3 | 1 | 11 | 32 |
| 63 Broadway/Middletown Shops OUTBOUND | 2 | 8 | 4 | 1 | 15 | | 2 | 5 | 2 | 1 | 10 | |
| 64 Newport/URI Kingston INBOUND | 6 | 4 | 2 | 0 | 12 | 19 | 1 | 1 | 1 | 0 | 3 | 7 |
| 64 Newport/URI Kingston OUTBOUND | 1 | 4 | 2 | 0 | 7 | | 0 | 1 | 1 | 0 | 2 | |
| 65X Wakefield Park-Ride INBOUND | 4 | 0 | 0 | 0 | 4 | 7 | 2 | 0 | 0 | 0 | 2 | 7 |
| 65X Wakefield Park-Ride OUTBOUND | 0 | 0 | 3 | 0 | 3 | | 0 | 0 | 2 | 0 | 2 | |
| 66 URI/Galilee INBOUND | 4 | 12 | 13 | 5 | 34 | 78 | 4 | 10 | 5 | 4 | 23 | 62 |
| 66 URI/Galilee OUTBOUND | 20 | 15 | 5 | 4 | 44 | | 5 | 8 | 3 | 3 | 19 | |
| 67 Bellevue/Salve Regina Univ. INBOUND | 2 | 15 | 8 | 1 | 26 | 53 | 1 | 12 | 3 | 1 | 17 | 45 |
| 67 Bellevue/Salve Regina Univ. OUTBOUND | 1 | 17 | 6 | 3 | 27 | | 1 | 9 | 2 | 1 | 13 | |
| 71 Broad St/Pawtucket Ave NORTHBOUND | 2 | 5 | 4 | 1 | 12 | 27 | 2 | 4 | 1 | 0 | 7 | 24 |
| 71 Broad St/Pawtucket Ave SOUTHBOUND | 4 | 6 | 5 | 0 | 15 | | 2 | 5 | 2 | 0 | 9 | |
| 72 Weeden/Central Falls INBOUND | 10 | 12 | 9 | 4 | 35 | 75 | 7 | 10 | 4 | 1 | 22 | 69 |
| 72 Weeden/Central Falls OUTBOUND | 7 | 13 | 12 | 8 | 40 | | 4 | 10 | 7 | 2 | 23 | |
| 73 Mineral Spring/Twin River/CCRI INBOUND | 1 | 4 | 2 | 0 | 9 | 20 | 1 | 2 | 1 | 0 | 3 | 10 |
| 73 Mineral Spring/Twin River/CCRI OUTBOUND | 3 | 6 | 2 | 0 | 11 | | 1 | 2 | 1 | 0 | 3 | |
| 75 Dexter/Lincoln Mall INBOUND | 2 | 4 | 2 | 0 | 8 | 21 | 1 | 2 | 1 | 0 | 3 | 11 |
| 75 Dexter/Lincoln Mall OUTBOUND | 4 | 7 | 2 | 0 | 13 | | 1 | 2 | 1 | 0 | 4 | |
| 76 Central Ave INBOUND | 1 | 2 | 1 | 0 | 4 | 9 | 0 | 1 | 1 | 0 | 2 | 6 |
| 76 Central Ave OUTBOUND | 1 | 3 | 1 | 0 | 5 | | 0 | 1 | 1 | 0 | 2 | |
| 78 Beverage Hill Ave/East Providence INBOUND | 4 | 6 | 7 | 4 | 21 | 47 | 4 | 5 | 3 | 2 | 14 | 41 |
| 78 Beverage Hill Ave/East Providence OUTBOUND | 8 | 8 | 6 | 4 | 26 | | 3 | 5 | 3 | 2 | 13 | |
| 80 Armistice Blvd INBOUND | 1 | 2 | 1 | 0 | 4 | 9 | 1 | 1 | 0 | 0 | 2 | 5 |
| 80 Armistice Blvd OUTBOUND | 1 | 2 | 1 | 1 | 5 | | 0 | 1 | 0 | 0 | 2 | |
| 87 Fairmount/Walnut Hill EASTBOUND | 6 | 9 | 7 | 3 | 25 | 47 | 3 | 7 | 3 | 1 | 14 | 36 |
| 87 Fairmount/Walnut Hill WESTBOUND | 4 | 9 | 8 | 1 | 22 | | 2 | 6 | 2 | 1 | 10 | |
| 92 RI College/Federal Hill/East Side EASTBOUND | 11 | 29 | 10 | 6 | 56 | 116 | 9 | 15 | 8 | 4 | 36 | 111 |
| 92 RI College/Federal Hill/East Side WESTBOUND | 11 | 27 | 13 | 9 | 60 | | 8 | 16 | 8 | 6 | 38 | |
| 95X Westerly Park-n-Ride INBOUND | 3 | 0 | 0 | 0 | 3 | 8 | 2 | 0 | 0 | 0 | 2 | 6 |
| 95X Westerly Park-n-Ride OUTBOUND | 1 | 0 | 4 | 0 | 5 | | 0 | 0 | 1 | 0 | 2 | |
| 9X Pascoag Park-n-Ride INBOUND | 4 | 1 | 2 | 0 | 7 | 16 | 1 | 1 | 0 | 0 | 2 | 6 |
| 9X Pascoag Park-n-Ride OUTBOUND | 4 | 0 | 5 | 0 | 9 | | 1 | 0 | 1 | 0 | 2 | |
| QX Quonset Express INBOUND | 0 | 0 | 4 | 0 | 4 | 7 | 0 | 0 | 1 | 0 | 1 | 2 |
| QX Quonset Express OUTBOUND | 3 | 0 | 0 | 0 | 3 | | 1 | 0 | 0 | 0 | 1 | |
| R Line Broad/North Main NORTHBOUND | 43 | 81 | 49 | 49 | 222 | 427 | 32 | 59 | 29 | 18 | 138 | 406 |
| R Line Broad/North Main SOUTHBOUND | 41 | 73 | 42 | 49 | 205 | | 29 | 59 | 29 | 16 | 133 | |
| Totals | 670 | 1123 | 733 | 441 | 2967 | 2967 | 414 | 724 | 416 | 185 | 1738 | 2620 |

Table 2 - OD Sampling Goals Saturday

| ROUTE_SURVEYED | weight | goal |
|--|-------------|-------------|
| | Route Total | Route Total |
| 1 Eddy/Hope/Benefit NORTHBOUND | 16 | 13 |
| 1 Eddy/Hope/Benefit SOUTHBOUND | | |
| 13 Coventry/Arctic/Warwick Mall INBOUND | 5 | 2 |
| 13 Coventry/Arctic/Warwick Mall OUTBOUND | | |
| 14 West Bay INBOUND | 3 | 2 |
| 14 West Bay OUTBOUND | | |
| 17 Dyer/Pocasset INBOUND | 6 | 5 |
| 17 Dyer/Pocasset OUTBOUND | | |
| 18 Union Ave INBOUND | 2 | 2 |
| 18 Union Ave OUTBOUND | | |
| 19 Plainfield/Westminster INBOUND | 11 | 7 |
| 19 Plainfield/Westminster OUTBOUND | | |
| 20 Elmwood Ave/T.F. Green Airport INBOUND | 12 | 8 |
| 20 Elmwood Ave/T.F. Green Airport OUTBOUND | | |
| 21 Reservoir/Garden City/CCRI INBOUND | 8 | 6 |
| 21 Reservoir/Garden City/CCRI OUTBOUND | | |
| 22 Pontiac Ave INBOUND | 9 | 8 |
| 22 Pontiac Ave OUTBOUND | | |
| 27 Broadway/Manton INBOUND | 9 | 7 |
| 27 Broadway/Manton OUTBOUND | | |
| 28 Broadway/Hartford INBOUND | 10 | 6 |
| 28 Broadway/Hartford OUTBOUND | | |
| 29 Coweset/Kent County EASTBOUND | 2 | 2 |
| 29 Coweset/Kent County WESTBOUND | | |
| 3 Oakland Beach INBOUND | 6 | 2 |
| 3 Oakland Beach OUTBOUND | | |
| 30 Arlington/Oaklawn INBOUND | 6 | 3 |
| 30 Arlington/Oaklawn OUTBOUND | | |
| 31 Cranston St INBOUND | 10 | 9 |
| 31 Cranston St OUTBOUND | | |
| 33 Riverside INBOUND | 8 | 6 |
| 33 Riverside OUTBOUND | | |
| 34 East Providence/Seekonk Square INBOUND | 5 | 5 |
| 34 East Providence/Seekonk Square OUTBOUND | | |
| 35 Rumford/Newport Ave INBOUND | 3 | 2 |
| 35 Rumford/Newport Ave OUTBOUND | | |
| 4 Warwick Ave INBOUND | 2 | 1 |
| 4 Warwick Ave OUTBOUND | | |
| 50 Douglas Ave/Bryant University INBOUND | 8 | 7 |
| 50 Douglas Ave/Bryant University OUTBOUND | | |
| 51 Charles St/Twin River/CCRI INBOUND | 12 | 7 |
| 51 Charles St/Twin River/CCRI OUTBOUND | | |
| 54 Lincoln/Woonsocket INBOUND | 12 | 10 |
| 54 Lincoln/Woonsocket OUTBOUND | | |
| 55 Admiral/Providence College INBOUND | 13 | 4 |
| 55 Admiral/Providence College OUTBOUND | | |
| 56 Chalkstone Ave INBOUND | 9 | 8 |
| 56 Chalkstone Ave OUTBOUND | | |
| 57 Smith St INBOUND | 5 | 5 |
| 57 Smith St OUTBOUND | | |
| 58 Mineral Spring/North Providence INBOUND | 3 | 2 |
| 58 Mineral Spring/North Providence OUTBOUND | | |
| 6 Prairie/Roger Williams Park Zoo INBOUND | 4 | 1 |
| 6 Prairie/Roger Williams Park Zoo OUTBOUND | | |
| 60 Providence/Newport INBOUND | 15 | 12 |
| 60 Providence/Newport OUTBOUND | | |
| 63 Broadway/Middletown Shops INBOUND | 10 | 3 |
| 63 Broadway/Middletown Shops OUTBOUND | | |
| 64 Newport/URI Kingston INBOUND | 0 | 0 |
| 64 Newport/URI Kingston OUTBOUND | | |
| 66 URI/Galilee INBOUND | 10 | 7 |
| 66 URI/Galilee OUTBOUND | | |
| 67 Bellevue/Salve Regina Univ. INBOUND | 11 | 5 |
| 67 Bellevue/Salve Regina Univ. OUTBOUND | | |
| 71 Broad St/Pawtucket Ave NORTHBOUND | 7 | 2 |
| 71 Broad St/Pawtucket Ave SOUTHBOUND | | |
| 72 Weeden/Central Falls INBOUND | 10 | 6 |
| 72 Weeden/Central Falls OUTBOUND | | |
| 75 Dexter/Lincoln Mall INBOUND | 3 | 1 |
| 75 Dexter/Lincoln Mall OUTBOUND | | |
| 76 Central Ave INBOUND | 5 | 1 |
| 76 Central Ave OUTBOUND | | |
| 78 Beverage Hill Ave/East Providence INBOUND | 16 | 5 |
| 78 Beverage Hill Ave/East Providence OUTBOUND | | |
| 87 Fairmount/Walnut Hill EASTBOUND | 1 | 1 |
| 87 Fairmount/Walnut Hill WESTBOUND | | |
| 92 RI College/Federal Hill/East Side EASTBOUND | 12 | 7 |
| 92 RI College/Federal Hill/East Side WESTBOUND | | |
| R Line Broad/North Main NORTHBOUND | 43 | 43 |
| R Line Broad/North Main SOUTHBOUND | | |
| Totals | 342 | 235 |

Table 3 – OD Sampling Goals Sunday

| ROUTE SURVEYED | weight | goal |
|--|-------------|-------------|
| | Route Total | Route Total |
| 1 Eddy/Hope/Benefit NORTHBOUND | 12 | 11 |
| 1 Eddy/Hope/Benefit SOUTHBOUND | | |
| 13 Coventry/Arctic/Warwick Mall INBOUND | 8 | 2 |
| 13 Coventry/Arctic/Warwick Mall OUTBOUND | | |
| 17 Dyer/Pocasset INBOUND | 4 | 4 |
| 17 Dyer/Pocasset OUTBOUND | | |
| 19 Plainfield/Westminster INBOUND | 8 | 6 |
| 19 Plainfield/Westminster OUTBOUND | | |
| 20 Elmwood Ave/T.F. Green Airport INBOUND | 7 | 7 |
| 20 Elmwood Ave/T.F. Green Airport OUTBOUND | | |
| 21 Reservoir/Garden City/CCRI INBOUND | 6 | 4 |
| 21 Reservoir/Garden City/CCRI OUTBOUND | | |
| 22 Pontiac Ave INBOUND | 9 | 7 |
| 22 Pontiac Ave OUTBOUND | | |
| 27 Broadway/Manton INBOUND | 6 | 6 |
| 27 Broadway/Manton OUTBOUND | | |
| 28 Broadway/Hartford INBOUND | 4 | 4 |
| 28 Broadway/Hartford OUTBOUND | | |
| 3 Oakland Beach INBOUND | 8 | 2 |
| 3 Oakland Beach OUTBOUND | | |
| 30 Arlington/Oaklawn INBOUND | 6 | 4 |
| 30 Arlington/Oaklawn OUTBOUND | | |
| 31 Cranston St INBOUND | 11 | 11 |
| 31 Cranston St OUTBOUND | | |
| 33 Riverside INBOUND | 6 | 5 |
| 33 Riverside OUTBOUND | | |
| 34 East Providence/Seekonk Square INBOUND | 7 | 5 |
| 34 East Providence/Seekonk Square OUTBOUND | | |
| 35 Rumford/Newport Ave INBOUND | 2 | 2 |
| 35 Rumford/Newport Ave OUTBOUND | | |
| 4 Warwick Ave INBOUND | 5 | 1 |
| 4 Warwick Ave OUTBOUND | | |
| 50 Douglas Ave/Bryant University INBOUND | 5 | 5 |
| 50 Douglas Ave/Bryant University OUTBOUND | | |
| 51 Charles St/Twin River/CCRI INBOUND | 8 | 5 |
| 51 Charles St/Twin River/CCRI OUTBOUND | | |
| 54 Lincoln/Woonsocket INBOUND | 10 | 9 |
| 54 Lincoln/Woonsocket OUTBOUND | | |
| 55 Admiral/Providence College INBOUND | 5 | 3 |
| 55 Admiral/Providence College OUTBOUND | | |
| 56 Chalkstone Ave INBOUND | 5 | 4 |
| 56 Chalkstone Ave OUTBOUND | | |
| 57 Smith St INBOUND | 6 | 5 |
| 57 Smith St OUTBOUND | | |
| 6 Prairie/Roger Williams Park Zoo INBOUND | 1 | 1 |
| 6 Prairie/Roger Williams Park Zoo OUTBOUND | | |
| 60 Providence/Newport INBOUND | 16 | 11 |
| 60 Providence/Newport OUTBOUND | | |
| 63 Broadway/Middletown Shops INBOUND | 2 | 2 |
| 63 Broadway/Middletown Shops OUTBOUND | | |
| 66 URI/Galilee INBOUND | 9 | 7 |
| 66 URI/Galilee OUTBOUND | | |
| 67 Bellevue/Salve Regina Univ. INBOUND | 11 | 9 |
| 67 Bellevue/Salve Regina Univ. OUTBOUND | | |
| 71 Broad St/Pawtucket Ave NORTHBOUND | 3 | 2 |
| 71 Broad St/Pawtucket Ave SOUTHBOUND | | |
| 72 Weeden/Central Falls INBOUND | 7 | 7 |
| 72 Weeden/Central Falls OUTBOUND | | |
| 75 Dexter/Lincoln Mall INBOUND | 3 | 1 |
| 75 Dexter/Lincoln Mall OUTBOUND | | |
| 78 Beverage Hill Ave/East Providence INBOUND | 4 | 4 |
| 78 Beverage Hill Ave/East Providence OUTBOUND | | |
| 87 Fairmount/Walnut Hill EASTBOUND | 2 | 2 |
| 87 Fairmount/Walnut Hill WESTBOUND | | |
| 92 RI College/Federal Hill/East Side EASTBOUND | 3 | 3 |
| 92 RI College/Federal Hill/East Side WESTBOUND | | |
| R Line Broad/North Main NORTHBOUND | 47 | 41 |
| R Line Broad/North Main SOUTHBOUND | | |
| Totals | 256 | 203 |

SURVEY INSTRUMENT

The survey was designed to obtain information in four major categories: OD travel patterns, usage information, rider demographics, and rider satisfaction. Once the survey questionnaire was finalized, ETC designed a tablet-based intercept interview survey as the primary survey medium. The weekend survey was designed to mimic the weekday OD survey but did not capture location coordinates for riders' origin, destination, boarding(s), and alighting(s). The survey was created to ensure Title VI requirements were met and to provide additional information on riders. A copy of the survey instrument is included as Appendix A.

The tablet survey methodology utilized the tablets on-screen mapping features allowing for real-time geocoding of addresses and locations using exact address, intersections, and/or place names. The riders would then confirm the geocoded location on the screen map via an indicator icon. The interviewers used the mapping feature to collect the global positioning system (GPS) coordinates of all survey locations (home address, origin address, destination address, boarding location(s), and alighting location(s)). This allowed the interviewer to answer any questions as well as ensure the accuracy of the data collected. The respondent was allowed to select the answers to some demographic questions directly on the tablet to allow for more privacy (e.g. household income, gender).

Respondents who did not have time to complete the survey during their trip were given the ability to receive a call back to complete the survey.

Chapter 2. SURVEY ADMINISTRATION

LABOR RECRUITMENT AND TRAINING

Assembling a team of high-quality surveying staff was one of the most important steps in the OD administration process. ETC collaborated with a staffing firm to provide interviewers for the OD survey and utilized survey supervisors in surveying efforts as well.

The training session focused on the survey purpose and objectives, the survey instrument, scripts on how to respond to passengers' questions, how to use data collection tools correctly, the random sampling protocol, instructions on how to conduct themselves when working with the public, and safety training. Survey staff were instructed to understand that while they were not RIPTA employees, they were representing the agency while on transit vehicles or property and that they needed to act in a manner that always reflected positively on RIPTA. There was a total of two training sessions conducted throughout the data collection process.

Maximizing participation and legitimizing the survey among passengers depended on the public response to the survey staff. To support a good public image, ETC imposed strict dress code standards that required survey staff to wear clean, appropriate clothing to present a casual, yet neat, appearance that ensured professionalism and comfort. Survey staff were provided with interviewer badges and vests to identify interviewers to RIPTA staff and passengers to further legitimize their appearance. The badge and dress code standards promoted a professional appearance and reinforced survey legitimacy, which increased passengers' trust in the interviewers and the process.

TRAINING OD INTERVIEWERS

The ETC Field Supervisor created the necessary training materials and conducted the OD training. The classroom training session included a PowerPoint presentation to explain the purpose and objectives of the survey, questionnaire content, interviewer procedures and requirements, random sampling protocol, survey logistics, how to maximize response rates (including difficult-to-survey passengers), and the data collection process in a step-by-step format. Other goals of the training included building interview staff confidence, helping interview staff feel that they are an important part of the survey's success and helping them understand the importance of the survey and the long-term benefits to their community.

ETC ensured that the training addressed the following details:

- ▲ Tips on intercepting/interacting with non-English speakers and passengers with limited English proficiency.
- ▲ Cultural sensitivity.
- ▲ Importance of understanding the intent of the questions.
- ▲ Instructions on conveying the purpose of the survey to passengers.
- ▲ Importance of adhering to our random sampling protocol at the outset of every survey.
- ▲ Procedure for properly recording all refusals and completing a short observational assessment of the refusing passenger for internal purposes.

- ▲ Importance of data confidentiality and instruction on how to address passenger concerns regarding same.
- ▲ Overview of the RIPTA system covering all topics covered in the tablet questionnaire with route-specific instruction as needed.
- ▲ How to handle passenger comments and complaints.
- ▲ Safety training.

Toward the end of training, interviewers conducted mock interviews using the survey tablets. This allowed ETC staff to gauge each interviewer’s comprehension of the survey and instrument and provide feedback as needed. After the training, interviewers were tested on items discussed in training.

Following classroom training, applicants got a chance to conduct interviews under the supervision of an experienced ETC supervisor. Supervisors oversaw interviewers and provided feedback on performance throughout the day.

Interviewers who were conducting the survey properly could go to the next phase of field training. Interviewers who needed more help but showed promise were asked to spend a second day in the field under direct supervision. Once an interviewer had demonstrated proficiency under direct supervision, he/she was given a field test during which the prospective interviewer conducted surveys on his/her own. During this period, the interviewer’s productivity and data quality were remotely assessed by ETC’s staff.

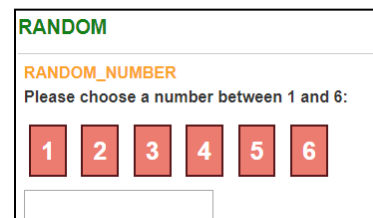
SURVEY ADMINISTRATION

SELECTION OF PARTICIPANTS

For the OD interview the tablet generated a random number (shown in Figure 1) to determine which passengers were asked to participate in the survey after boarding the vehicle.

If four people boarded a bus, the tablet randomly generated a number from 1 to 4. If the tablet responded 2, the second person who boarded the bus was asked to participate in the survey. If the tablet responded 1, the first person was asked to participate in the survey, and so forth. The selection was limited to the first six people who boarded a bus or train at any given stop to ensure the interviewer could keep track of the passengers as they boarded.

Figure 1 - OD Survey Random Number Generator



For example, if 20 people boarded a vehicle, the tablet program would randomly pick one of the first six people for the survey. If the interview was refused by the randomly selected passenger, then the passenger who boarded before the passenger selected would be attempted.

Respondents who did not have time to complete the survey during their bus trip, or who spoke a language different from the interviewer, were given the option of providing their phone numbers to conduct the survey at another time. Those who provided their phone numbers for call backs were then contacted by ETC Institute’s call center to complete the survey. Interviewers that spoke the foreign language of the passenger translated the English tablet version during the interview and indicated which language the interview was conducted in.

OD SURVEY PROCEDURE

Interviewers selected passengers in accordance with the sampling procedures previously described. The interviewer then:

- ▲ Approached the passenger identified and asked him/her to participate in the survey.
- ▲ If the passenger refused, the interviewer ended the survey, excused themselves and completed three observational questions (age, race, and gender).
- ▲ If the passenger agreed to participate, the interviewer asked the passenger if he/she had at least 5 minutes to complete the survey.
- ▲ If the passenger did not have at least 5 minutes on the bus, the interviewer asked the passenger to provide his/her name and phone number for a call back in the event that they alighted prior to completing the survey. The interviewer continued to capture data until the passenger alighted the vehicle. A phone interviewer from ETC Institute's call center contacted the respondent and asked him/her to provide the remaining information by phone if the interview was not completed on the vehicle. This methodology ensured that people who completed short trips on public transit were well represented. The vast majority of records were able to be completed on-board with only a nominal number of records completed by phone.
- ▲ If the person had at least 5 minutes on the bus, the interviewer completed the survey on the vehicle.

IN-FIELD QUALITY ASSURANCE/QUALITY CONTROL

ETC Institute field supervisors reviewed each interviewer's data reviewing the following elements to ensure they were administering the interview properly:

- ▲ Distribution of surveys by demographics.
- ▲ Distribution of surveys by trip characteristics.
- ▲ Length of each survey in minutes.
- ▲ Percentage of refusals.
- ▲ Percentage of short trips.

In addition to daily reviews of demographic responses, the field manager created a comprehensive weekly report.

Chapter 3. DATA REVIEW PROCESS

Many of the monitoring processes described previously in the report are essential elements of the overall quality assurance/quality control (QA/QC) process that was implemented throughout the survey. The establishment of specific sampling goals and procedures for managing the goals ensured that a representative sample was obtained. The geocoding tools embedded in Google map searches, ETC Institute Visual Review program, and Caliper® Maptitude geographic information system (GIS) software, allowed for the geocoding accuracy that was achieved.

The following subsections describe the QA/QC processes that were implemented after the data were collected.

PROCESS FOR IDENTIFYING COMPLETE RECORDS

To classify a survey as being completed, the record must contain all elements of the one-way trip. ETC Institute has classified required trip data as containing complete answers to the following:

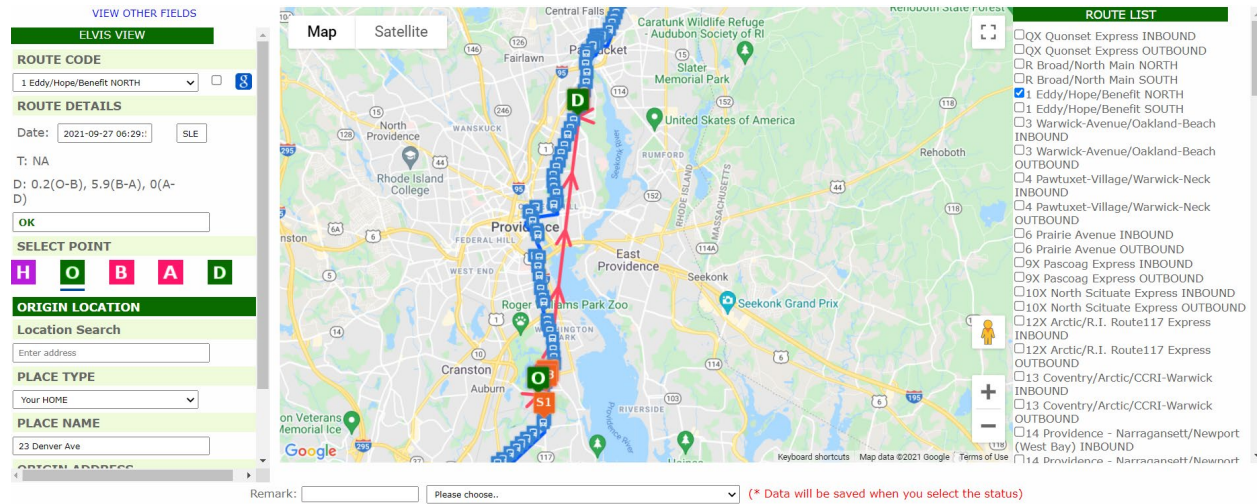
- ▲ Route/Direction
- ▲ Time of trip
- ▲ Transfers made
- ▲ Home address
- ▲ Origin address
- ▲ Destination address
- ▲ Origin place type
- ▲ Destination place type
- ▲ Access mode
- ▲ Egress mode
- ▲ Boarding location
- ▲ Alighting location

In addition to the required trip-data questions, an interview must be considered complete by the online survey program. This occurs if the interviewer navigates through all questions from the survey, including demographics.

ONLINE VISUAL REVIEW TOOL

ETC Institute online visual review tool allowed for the review of all completed records. The tool displayed all elements of the one-way trip, as well as a series of distance ratio checks. After directions were finalized, each record went through speed/distance/time checks. Figure 2 shows an example of the online visual review tool.

Figure 2 - Online Visual Review Tool (Editable Version)



PRE-DISTANCE CHECKS

The series of distance and ratio checks were contained in the online visual review tool for ETC Institute’s Transit Review Team (TRT) to systematically approach the reviewing of completed records. The TRT process for editing surveys is described later in this section. *Note: The distance and ratio checks described are meant to alert the reviewer that closer evaluation may be needed. However, this does not indicate the record was inaccurate or unusable.*

The distances for the checks are created using the great-circle distance formula that is based on a straight line from point A to point B that considers the curvature of the earth. Some of the distance checks run are listed below:

- Access/Egress-Mode Distance Check (distances from origin to boarding and alighting to destination).
- Origin-to-Destination Check (distance from origin to destination).
- Boarding-and-Alighting Distance Check (distance checks from boarding to alighting location).

PRE-RATIO CHECKS

After all transfer reviews were conducted, three QA/QC ratio checks were conducted. First, the distance between the boarding and alighting location was divided by the distance between origin and destination. Second, the distance between origin and boarding location was divided by the distance between origin and destination. Third, the distance between the alighting location and destination was divided by the distance between origin and destination.

TRANSIT REVIEW TEAM

The TRT reviewed all completed records, paying special attention to records that were flagged by the previously described checks. Typically, around 10 percent of all records receive an automatic flag. The issues listed in Table 4 result in actions that allow about 30 percent of those records that are flagged to be retained.

Table 4 - General Issues

| Issue | Description of Issue | Action |
|--------------------------------|--|--|
| Origin/Destination Condition 1 | Origin/Destination appears incorrect because the wrong location of a multiple-location organization was selected | If, for example, an Origin/Destination appears illogical based on the college campus that was selected, but an appropriate campus of the same college does appear logical given the other points and answer choices of the trip, then the appropriate campus will be selected. |
| Origin/Destination Condition 2 | Origin/Destination appears to have been geocoded to the incorrect city/state | If for example, an Origin/Destination appears illogical based on the city/state that was geocoded, but the address/intersection is logical within the trip if the city/state are changed. This occurs occasionally because the interviewer selects the wrong choice from the list of address choices that appear in the online survey instrument, then the appropriate address information will be inserted. |
| Access/Egress Mode | Access/Egress Mode seems illogical based on trip | If the access/egress mode involves the use of a vehicle and the distance from either origin to boarding or alighting to destination is less than 0.2 miles, then the access/egress mode is recoded to walk/walked and that change will be reflected in the database. |
| Directionality of Record | Boarding and alighting locations indicate that the trip is going in the opposite direction of what was selected by the interviewer | Change direction of route selected and, if necessary, update boarding and alighting locations based on appropriate direction. |

POST-PROCESSING ADDITIONAL CHECKS

After records were reviewed by the TRT, the next step involves the application of QA/QC non-trip checks. Non-trip related checks included:

- ▲ Ensuring the respondents who indicated they were employed reported that at least one member of the household was employed.
- ▲ Ensuring the time-of-day a survey was completed was reasonable given the published operating schedule for the route.
- ▲ Ensuring that the appropriate fare type was used given the age of respondent.
- ▲ Removing personal information to protect the anonymity of the respondents.

Once all records complete the pre-processing and post-processing QA/QC checks, those deemed complete and usable are appended to the completion report to ensure that goals are met. After the final review is completed, a data dictionary was created to describe the data in the database.

Chapter 4. SURVEY WEIGHTING AND EXPANSION

RIPTA weekday records were expanded by route, direction, time-of-day. RIPTA weekend records were expanded at the route level only. This section describes the methodology used to develop the unlinked expansion factors. The purpose of developing goals is to ensure an appropriate number of interviews be expanded to represent the total average weekday ridership of each route, time period, and direction. The data was expanded using October 2021 ridership.

LINKED TRIP EXPANSION FACTORS

The linked-trip expansion factor helps to account for the number of transfers that were made by each passenger. Linked expansion factors are generated after the unlinked expansion factors are created. The equation that is used to calculate the linked trip multiplying factor is shown below:

$$\text{Linked Trip Multiplying Factor} = [1 / (1 + \# \text{ of transfers})]$$

If a passenger did not make a transfer, the linked trip factor would be 1.0, because the person would have only boarded one vehicle. If a person made two transfers, the linked trip expansion factor would be 0.33 because the person would have boarded three transit vehicles during his/her one-way trip. An example of the linked trip expansion factors is provided in Figure 5.

Figure 3 - Sample Calculations of Linked Trip Multiplying Factors

| Number of Transfers | Calculation [1/(1+Number of Transfers)] | Linked Trip Multiplying Factor |
|---------------------|---|-----------------------------------|
| 0 | [1/(1+0)] | 1 |
| 1 | [1/(1+1)] | 0.5 |
| 2 | [1/(1+2)] | 0.33 |
| 3 | [1/(1+3)] | 0.25 |

Once the linked trip multiplier is created, it is multiplied by the unlinked expansion factor to create the linked expansion factor.

LINKED TRIP DECOMPOSITION ANALYSIS

Decomposition analysis measures the overall representativeness of the survey records relative to linked and unlinked trips on an individual route basis. Self-enumeration surveys have historically suffered from substantial errors in route level boarding levels when linked trips were determined by simply dividing the boarding factor by one plus the number of transfers.

The advent of the personal interview, coupled with tablet technology, and more effective management of surveyors has reduced this issue. The decomposition analysis examines each record and the recorded sequence of routes and tabulates boardings for each route using this information. After all records have been examined, total boardings by route are summarized and

compared with the observed level of boardings. The result of this analysis will help to determine the relationship between observed and estimated boardings by route.

The decomposition analysis below and on the following pages show the summed link factors for the routes for which the survey was conducted along with the summed linked weight factors for those same routes that was captured in transfer information for both previous transfers and transfers that would occur after the rider alighted the route they were being surveyed on. The findings from the decomposition analysis show that the overall results for the on-board survey do an excellent job of representing the system. In fact, at the overall level, there is .20% difference between the total boardings calculated from the summed linked weight factors and the observed ridership for weekday surveys and 1.49 percent for Saturday and Sunday. The routes that deviate the farthest from the summed linked factors compared to the observed counts are typically the routes that are expected to deviate the most as they are low volume ridership routes and therefore have a higher inherit error probability.

The table below shows the results at the route level.

Table 5 – Decomposition Analysis - Weekday

| WEEKDAY - ALL ROUTES | | | | | | | | |
|----------------------|---|----------------|----------------|---------------------|--------------------|------------------|--------------|--|
| day_of_week | route_name | Route Surveyed | Transfer Route | Total Summed Linked | Observed Boardings | Total Difference | % Difference | |
| WEEKDAY | 1 Eddy/Hope/Benefit | 2465.71 | 846.10 | 3311.81 | 2962.98 | -348.84 | -11.77% | |
| WEEKDAY | 10X North Scituate Express | 12.98 | 4.53 | 17.50 | 12.98 | -4.53 | -34.90% | |
| WEEKDAY | 12X Arctic/R.I. Route117 Express | 21.06 | 3.55 | 24.61 | 26.79 | 2.18 | 8.16% | |
| WEEKDAY | 13 Coventry/Arctic/CCRI-Warwick | 148.85 | 56.44 | 205.28 | 177.18 | -28.11 | -15.86% | |
| WEEKDAY | 14 Providence - Narragansett/Newport (West Bay) | 200.20 | 115.28 | 315.48 | 277.11 | -38.36 | -13.84% | |
| WEEKDAY | 17 Dyer/Pocasset/Westminster | 797.64 | 218.99 | 1016.63 | 1176.69 | 160.06 | 13.60% | |
| WEEKDAY | 18 Union Avenue | 274.47 | 38.52 | 312.99 | 381.42 | 68.43 | 17.94% | |
| WEEKDAY | 19 Plainfield/Westminster | 834.21 | 211.62 | 1045.83 | 1186.65 | 140.82 | 11.87% | |
| WEEKDAY | 20 Elmwood/Airport | 1047.09 | 393.95 | 1441.04 | 1456.81 | 15.77 | 1.08% | |
| WEEKDAY | 203 URI / Narragansett / S. Kingstown | 21.67 | 9.88 | 31.54 | 26.00 | -5.54 | -21.31% | |
| WEEKDAY | 204 Westerly Flex | 69.13 | 4.33 | 73.46 | 79.00 | 5.54 | 7.01% | |
| WEEKDAY | 21 Reservoir/Garden-City/CCRI-Warwick | 633.03 | 224.76 | 857.79 | 884.54 | 26.75 | 3.02% | |
| WEEKDAY | 22 Pontiac Avenue | 787.35 | 324.91 | 1112.26 | 1039.02 | -73.24 | -7.05% | |
| WEEKDAY | 231 South Aquidneck Flex | 12.00 | 0.00 | 12.00 | 24.00 | 12.00 | 50.00% | |
| WEEKDAY | 242 West Warwick/Coventry Flex | 28.00 | 0.00 | 28.00 | 28.00 | 0.00 | 0.00% | |
| WEEKDAY | 24L Providence/Fall-River/Newport Express | 39.67 | 7.92 | 47.60 | 45.69 | -1.90 | -4.16% | |
| WEEKDAY | 27 Broadway/Manton | 751.66 | 295.05 | 1046.71 | 1015.11 | -31.60 | -3.11% | |
| WEEKDAY | 28 Broadway/Hartford | 965.12 | 237.55 | 1202.67 | 1316.81 | 114.14 | 8.67% | |
| WEEKDAY | 281 Woonsocket Flex | 91.87 | 9.00 | 100.87 | 106.00 | 5.13 | 4.84% | |
| WEEKDAY | 282 Pascoag/Slatersville Flex | 9.00 | 0.00 | 9.00 | 18.00 | 9.00 | 50.00% | |
| WEEKDAY | 29 Kent County (Covesett Corners - Conimicut) | 165.84 | 56.39 | 222.23 | 218.27 | -3.96 | -1.82% | |
| WEEKDAY | 3 Warwick-Avenue/Oakland-Beach | 254.91 | 152.25 | 407.16 | 409.25 | 2.10 | 0.51% | |
| WEEKDAY | 30 Arlington/Oaklawn | 233.62 | 121.64 | 355.26 | 327.42 | -27.84 | -8.50% | |
| WEEKDAY | 31 Cranston Street | 1403.85 | 385.43 | 1789.28 | 1894.66 | 105.38 | 5.56% | |
| WEEKDAY | 32 East Providence/Wampanoag Trail | 151.97 | 44.87 | 196.83 | 276.03 | 79.20 | 28.69% | |
| WEEKDAY | 33 Riverside | 598.37 | 179.60 | 777.96 | 840.53 | 62.57 | 7.44% | |
| WEEKDAY | 34 East-Providence/Seekonk-Sq. | 279.89 | 101.79 | 381.67 | 384.25 | 2.58 | 0.67% | |
| WEEKDAY | 35 Newport Avenue (S. Attleboro MBTA Station) | 235.56 | 90.56 | 326.12 | 361.68 | 35.56 | 9.83% | |
| WEEKDAY | 4 Pawtucket-Village/Warwick-Neck | 201.38 | 70.61 | 271.99 | 317.20 | 45.21 | 14.25% | |
| WEEKDAY | 40 Butler/Elmgrove | 161.66 | 56.23 | 217.89 | 235.46 | 17.57 | 7.46% | |
| WEEKDAY | 49 Camp Street | 17.69 | 41.17 | 58.86 | 17.69 | -41.17 | -232.80% | |
| WEEKDAY | 50 Douglas Avenue | 981.27 | 401.76 | 1383.03 | 1256.12 | -126.91 | -10.10% | |
| WEEKDAY | 51 Charles Street (Providence - CCRI-Lincoln) | 680.32 | 279.38 | 959.70 | 928.74 | -30.96 | -3.33% | |
| WEEKDAY | 54 Providence - Lincoln/Woonsocket | 823.98 | 275.25 | 1099.23 | 1106.62 | 7.40 | 0.67% | |
| WEEKDAY | 55 Admiral Street (Providence College & RI College) | 486.59 | 201.97 | 688.56 | 690.58 | 2.02 | 0.29% | |
| WEEKDAY | 56 Chalkstone Avenue | 1300.05 | 511.48 | 1811.53 | 1766.50 | -45.02 | -2.55% | |
| WEEKDAY | 57 Smith Street | 463.20 | 178.62 | 641.82 | 670.56 | 28.74 | 4.29% | |
| WEEKDAY | 58 Mineral Spring Avenue (North Providence) | 309.62 | 184.39 | 494.01 | 438.81 | -55.20 | -12.58% | |
| WEEKDAY | 59X North-Smithfield/Lincoln Express | 27.67 | 3.26 | 30.94 | 27.67 | -3.26 | -11.78% | |
| WEEKDAY | 6 Prairie Avenue | 83.28 | 118.29 | 201.58 | 111.70 | -89.88 | -80.47% | |
| WEEKDAY | 60 Providence - Newport (East Bay) | 1244.70 | 322.78 | 1567.48 | 1654.37 | 86.89 | 5.25% | |
| WEEKDAY | 61X Tiverton/East Bay Express | 31.52 | 0.00 | 31.52 | 51.28 | 19.76 | 38.53% | |
| WEEKDAY | 63 Broadway (Newport-Middletown) | 514.44 | 21.52 | 535.96 | 556.06 | 20.09 | 3.61% | |
| WEEKDAY | 64 URI-Kingston - Newport | 130.62 | 34.49 | 165.11 | 147.87 | -17.24 | -11.66% | |
| WEEKDAY | 65X Wakefield Express | 59.96 | 0.00 | 59.96 | 72.97 | 13.01 | 17.83% | |
| WEEKDAY | 66 Providence - URI-Kingston/CCRI-Warwick | 517.80 | 208.18 | 725.98 | 703.67 | -22.31 | -3.17% | |
| WEEKDAY | 67 Bellevue/Mansions/Salve Regina University | 282.04 | 74.31 | 356.35 | 343.43 | -12.92 | -3.76% | |
| WEEKDAY | 71 Pawtucket Avenue & Broad Street (Pawtucket) | 262.39 | 84.47 | 346.87 | 311.57 | -35.29 | -11.33% | |
| WEEKDAY | 72 Weeden Street (Central Falls) | 1171.50 | 260.38 | 1431.88 | 1589.09 | 157.22 | 9.89% | |
| WEEKDAY | 73 Mineral Spring Avenue (Pawtucket - CCRI-Lincoln) | 104.27 | 56.62 | 160.90 | 126.23 | -34.67 | -27.47% | |
| WEEKDAY | 75 Dexter Street (Lincoln Mall) | 145.75 | 32.40 | 178.15 | 163.68 | -14.47 | -8.84% | |
| WEEKDAY | 76 Central Avenue | 66.18 | 34.50 | 100.68 | 76.80 | -23.89 | -31.10% | |
| WEEKDAY | 78 Beverage Hill (East Providence & Pawtucket) | 425.41 | 150.42 | 575.83 | 592.81 | 16.98 | 2.86% | |
| WEEKDAY | 80 Armistice Boulevard | 37.88 | 0.00 | 37.88 | 57.44 | 19.56 | 34.06% | |
| WEEKDAY | 87 Fairmount/Walnut Hill | 456.34 | 35.11 | 491.45 | 485.47 | -5.98 | -1.23% | |
| WEEKDAY | 92 East Side/Federal Hill/RI College | 1274.32 | 352.28 | 1626.60 | 1673.87 | 47.26 | 2.82% | |
| WEEKDAY | 95X Westerly Express | 57.03 | 20.72 | 77.75 | 67.34 | -10.41 | -15.46% | |
| WEEKDAY | 9X Pascoag Express | 63.07 | 16.60 | 79.67 | 73.40 | -6.26 | -8.53% | |
| WEEKDAY | QX Quonset Express | 15.82 | 31.62 | 47.45 | 22.89 | -24.56 | -107.29% | |
| WEEKDAY | R Broad/North Main | 4686.20 | 1143.68 | 5829.88 | 5743.93 | -85.95 | -1.50% | |
| | | 29618.64 | 9337.41 | 38956.05 | 39034.66 | 78.62 | 0.20% | |

Table 6-A – Decomposition Analysis – Saturday and Sunday

| WEEKEND - ALL ROUTES | | | | | | | |
|----------------------|---|----------------|----------------|---------------------|--------------------|------------------|--------------|
| day_of_week | route_name | Route Surveyed | Transfer Route | Total Summed Linked | Observed Boardings | Total Difference | % Difference |
| WEEKEND | 1 Eddy/Hope/Benefit | 1049.91 | 891.30 | 1941.21 | 1694.56 | -246.66 | -14.56% |
| WEEKEND | 13 Coventry/Arctic/CCRI-Warwick | 123.08 | 68.64 | 191.72 | 188.57 | -3.15 | -1.67% |
| WEEKEND | 14 Providence - Narragansett/Newport (West Bay) | 69.71 | 182.38 | 252.09 | 104.57 | -147.52 | -141.08% |
| WEEKEND | 17 Dyer/Pocasset/Westminster | 423.65 | 181.41 | 605.06 | 725.27 | 120.21 | 16.57% |
| WEEKEND | 18 Union Avenue | 59.25 | 43.95 | 103.20 | 118.50 | 15.30 | 12.91% |
| WEEKEND | 19 Plainfield/Westminster | 760.47 | 345.01 | 1105.48 | 1084.40 | -21.08 | -1.94% |
| WEEKEND | 20 Elmwood/Airport | 525.24 | 572.29 | 1097.53 | 722.20 | -375.33 | -51.97% |
| WEEKEND | 21 Reservoir/Garden-City/CCRI-Warwick | 518.93 | 386.72 | 905.65 | 955.48 | 49.84 | 5.22% |
| WEEKEND | 22 Pontiac Avenue | 674.16 | 123.64 | 797.80 | 892.87 | 95.06 | 10.65% |
| WEEKEND | 27 Broadway/Manton | 445.98 | 490.69 | 936.66 | 679.60 | -257.06 | -37.83% |
| WEEKEND | 28 Broadway/Hartford | 520.54 | 188.96 | 709.50 | 841.48 | 131.99 | 15.69% |
| WEEKEND | 29 Kent County (Cowesett Corners - Conimicut) | 99.68 | 53.59 | 153.27 | 149.52 | -3.75 | -2.51% |
| WEEKEND | 3 Warwick-Avenue/Oakland-Beach | 262.20 | 346.76 | 608.96 | 363.58 | -245.38 | -67.49% |
| WEEKEND | 30 Arlington/Oaklawn | 192.84 | 125.28 | 318.12 | 268.28 | -49.84 | -18.58% |
| WEEKEND | 31 Cranston Street | 1243.28 | 601.50 | 1844.79 | 2059.87 | 215.08 | 10.44% |
| WEEKEND | 33 Riverside | 570.70 | 93.56 | 664.26 | 992.66 | 328.41 | 33.08% |
| WEEKEND | 34 East-Providence/Seekonk-Sq. | 444.66 | 81.14 | 525.80 | 763.78 | 237.98 | 31.16% |
| WEEKEND | 35 Newport Avenue (S. Attleboro MBTA Station) | 173.81 | 173.48 | 347.30 | 296.88 | -50.42 | -16.98% |
| WEEKEND | 4 Pawtuxet-Village/Warwick-Neck | 184.65 | 190.31 | 374.97 | 238.85 | -136.12 | -56.99% |
| WEEKEND | 50 Douglas Avenue | 672.75 | 390.68 | 1063.43 | 913.03 | -150.40 | -16.47% |
| WEEKEND | 51 Charles Street (Providence - CCRI-Lincoln) | 811.13 | 246.98 | 1058.12 | 1139.68 | 81.56 | 7.16% |
| WEEKEND | 54 Providence - Lincoln/Woonsocket | 802.33 | 788.27 | 1590.60 | 1307.25 | -283.35 | -21.68% |
| WEEKEND | 55 Admiral Street (Providence College & RI College) | 520.52 | 296.00 | 816.53 | 749.10 | -67.43 | -9.00% |
| WEEKEND | 56 Chalkstone Avenue | 969.36 | 388.86 | 1358.22 | 1578.80 | 220.58 | 13.97% |
| WEEKEND | 57 Smith Street | 410.79 | 194.52 | 605.31 | 655.45 | 50.14 | 7.65% |
| WEEKEND | 58 Mineral Spring Avenue (North Providence) | 171.98 | 50.22 | 222.20 | 257.97 | 35.77 | 13.86% |
| WEEKEND | 6 Prairie Avenue | 206.66 | 117.40 | 324.06 | 228.22 | -95.84 | -41.99% |
| WEEKEND | 60 Providence - Newport (East Bay) | 1310.19 | 546.80 | 1856.98 | 2253.64 | 396.66 | 17.60% |
| WEEKEND | 63 Broadway (Newport-Middletown) | 458.75 | 217.18 | 675.93 | 508.00 | -167.93 | -33.06% |
| WEEKEND | 66 Providence - URI-Kingston/CCRI-Warwick | 448.49 | 45.81 | 494.30 | 756.00 | 261.69 | 34.62% |
| WEEKEND | 67 Bellevue/Mansions/Salve Regina University | 660.10 | 101.76 | 761.87 | 853.26 | 91.39 | 10.71% |
| WEEKEND | 71 Pawtucket Avenue & Broad Street (Pawtucket) | 256.24 | 298.06 | 554.30 | 297.36 | -256.94 | -86.41% |
| WEEKEND | 72 Weeden Street (Central Falls) | 1227.10 | 349.55 | 1576.65 | 1924.07 | 347.42 | 18.06% |
| WEEKEND | 75 Dexter Street (Lincoln Mall) | 114.64 | 58.06 | 172.70 | 214.98 | 42.28 | 19.67% |
| WEEKEND | 76 Central Avenue | 32.42 | 28.81 | 61.24 | 54.04 | -7.20 | -13.32% |
| WEEKEND | 78 Beverage Hill (East Providence & Pawtucket) | 517.69 | 17.87 | 535.56 | 677.72 | 142.16 | 20.98% |
| WEEKEND | 87 Fairmount/Walnut Hill | 431.83 | 59.37 | 491.20 | 431.83 | -59.37 | -13.75% |
| WEEKEND | 92 East Side/Federal Hill/RI College | 942.63 | 353.89 | 1296.52 | 1249.47 | -47.06 | -3.77% |
| WEEKEND | R Broad/North Main | 4634.05 | 1522.15 | 6156.20 | 6486.90 | 330.70 | 5.10% |
| | | 23942.43 | 11212.85 | 35155.28 | 35677.66 | 522.38 | 1.49% |

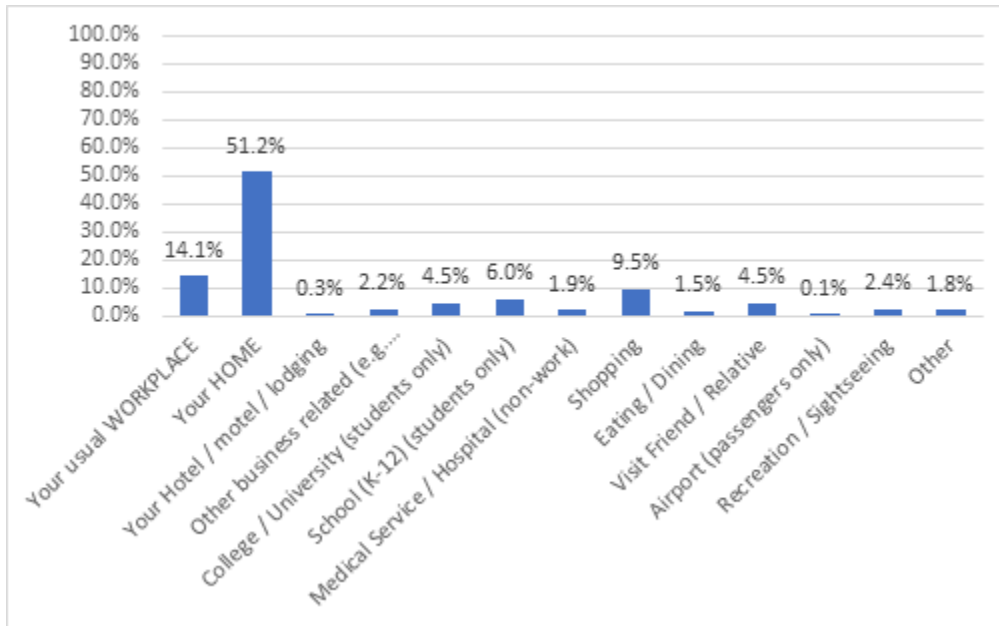
Chapter 5. WEEKDAY OD SURVEY SYSTEM RESULTS

TRIP INFORMATION

WHAT TYPE OF PLACE ARE YOU COMING FROM NOW? (THE STARTING PLACE FOR YOUR ONE-WAY TRIP)

Series below shows the top types of places RIPTA Passengers are coming from. Based on the Survey results, more than half of RIPTA Passengers (51.2 percent) selected “Your HOME” for where their trip originated from. Another top choice was “Your usual WORKPLACE” with 14.1 percent of RIPTA Passengers. An additional 9.5 percent of RIPTA Passengers reported they were coming from “Shopping.”

Table 5-1: What type of place are you COMING FROM NOW? (the starting place for your one-way trip)

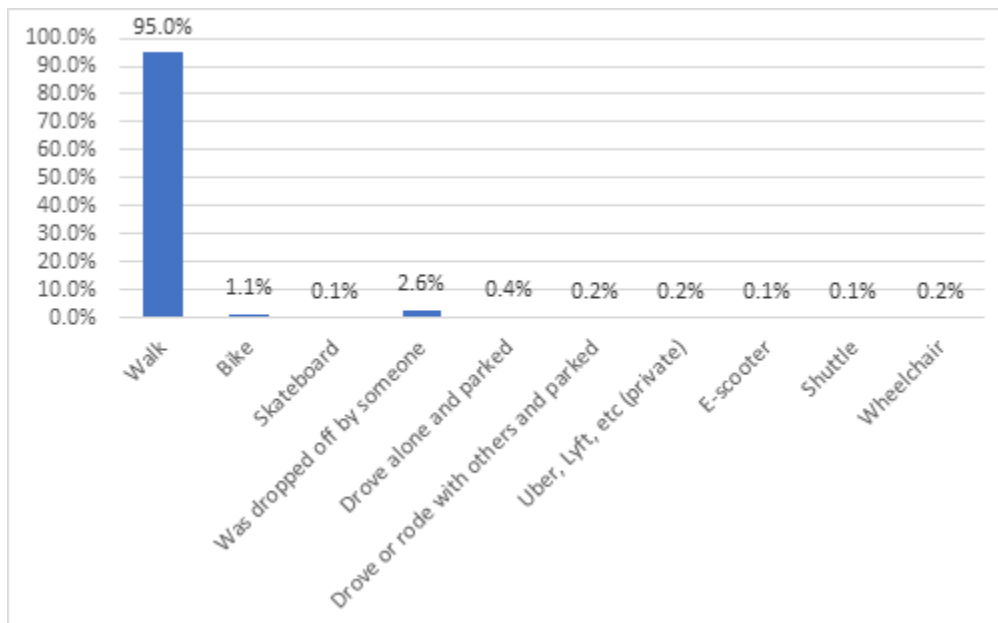


| What type of place are you COMING FROM NOW? (the starting place for your one-way trip) | Weight Factor (%) |
|--|-------------------|
| Your usual WORKPLACE | 14.1% |
| Your HOME | 51.2% |
| Your Hotel / motel / lodging | 0.3% |
| Other business related (e.g. meeting, delivery) | 2.2% |
| College / University (students only) | 4.5% |
| School (K-12) (students only) | 6.0% |
| Medical Service / Hospital (non-work) | 1.9% |
| Shopping | 9.5% |
| Eating / Dining | 1.5% |
| Visit Friend / Relative | 4.5% |
| Airport (passengers only) | 0.1% |
| Recreation / Sightseeing | 2.4% |
| Other | 1.8% |

HOW DID YOU GET FROM YOUR ORIGIN?

Series below shows how Passengers first access public transit for their one-way. A large majority of all RIPTA Passengers (95.0 percent) selected that they accessed public transit by “Walk,” compared to next highest (2.6 percent) of RIPTA Passengers who reported “Was dropped off by someone going someplace else.” An additional 1.1 percent of RIPTA Passengers reported they accessed first access public transit by “Bike.”

Table 5-2: How did you GET FROM your origin

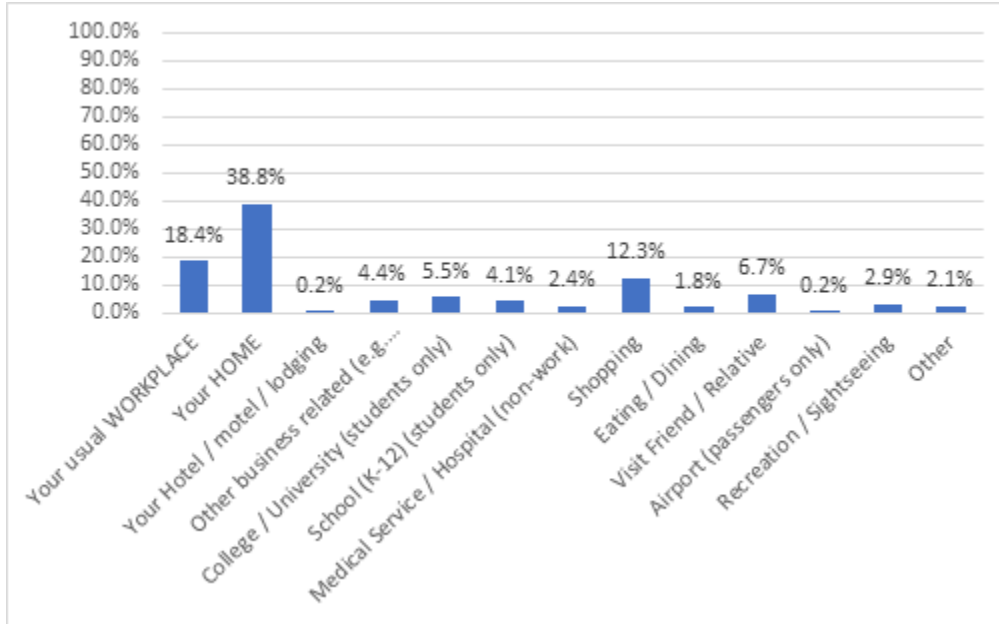


| How did you GET FROM your origin | Weight Factor (%) |
|--------------------------------------|-------------------|
| Walk | 95.0% |
| Bike | 1.1% |
| Skateboard | 0.1% |
| Was dropped off by someone | 2.6% |
| Drove alone and parked | 0.4% |
| Drove or rode with others and parked | 0.2% |
| Uber, Lyft, etc (private) | 0.2% |
| E-scooter | 0.1% |
| Shuttle | 0.1% |
| Wheelchair | 0.2% |

WHAT TYPE OF PLACE ARE YOU GOING TO NOW?

Series below shows the top types of places RIPTA Passengers are going to. Based on the Survey results, 38.8 percent of RIPTA Passengers selected “Your HOME” for where they were headed on this trip. Another top choice was “Your usual WORKPLACE” with 18.4 percent of RIPTA Passengers. The third top choice was “Shopping” with 12.3 percent of RIPTA Passengers.

Table 5-3: What type of place are you GOING TO NOW?

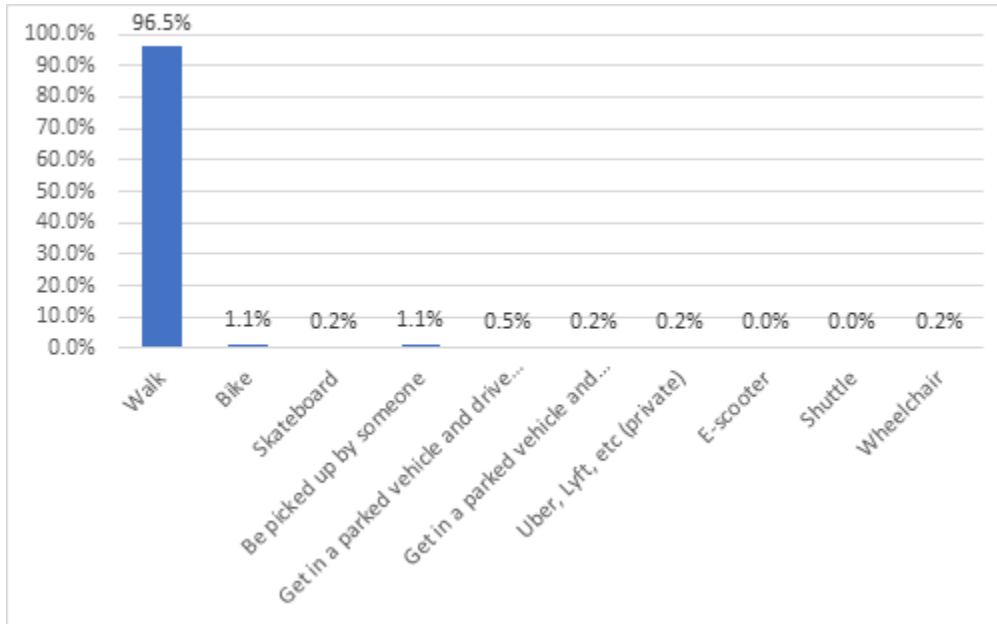


| What type of place are you GOING TO NOW? | Weight Factor (%) |
|---|-------------------|
| Your usual WORKPLACE | 18.4% |
| Your HOME | 38.8% |
| Your Hotel / motel / lodging | 0.2% |
| Other business related (e.g. meeting, delivery) | 4.4% |
| College / University (students only) | 5.5% |
| School (K-12) (students only) | 4.1% |
| Medical Service / Hospital (non-work) | 2.4% |
| Shopping | 12.3% |
| Eating / Dining | 1.8% |
| Visit Friend / Relative | 6.7% |
| Airport (passengers only) | 0.2% |
| Recreation / Sightseeing | 2.9% |
| Other | 2.1% |

HOW WILL YOU GET TO YOUR DESTINATION?

Series below shows how Passengers traveled from transit to their final destination. The majority of all transit Passengers (96.5 percent) selected “Walk” for their egress mode type to their final destination after using public transit, compared to the next highest (1.1 percent) of RIPTA Passengers that selected either “Bike” or “Be picked up by someone.”

Table 5-4: How will you GET TO your destination



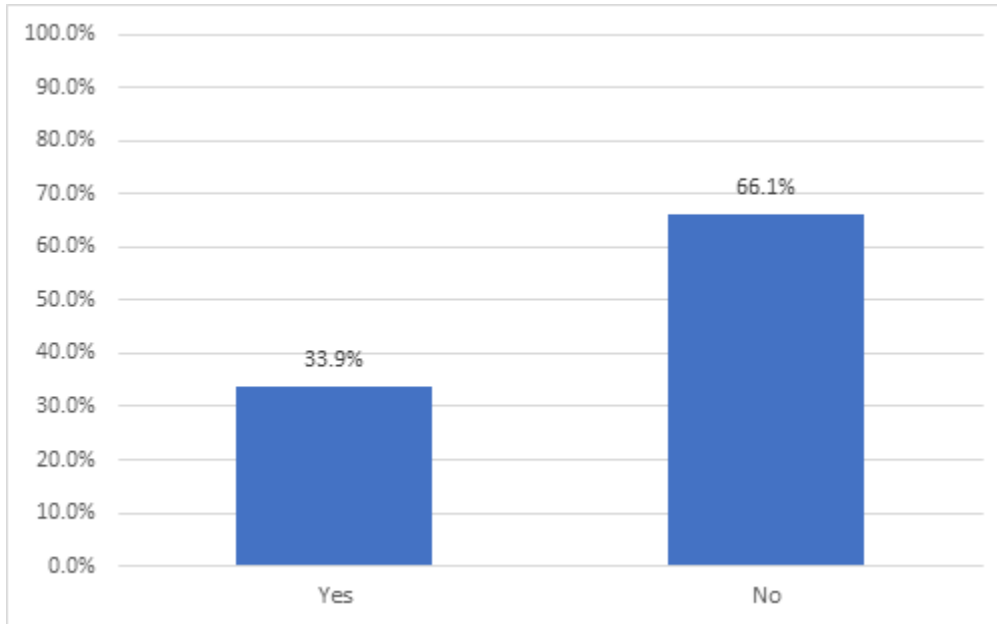
| How will you GET TO your destination | Weight Factor (%) |
|---|-------------------|
| Walk | 96.5% |
| Bike | 1.1% |
| Skateboard | 0.2% |
| Be picked up by someone | 1.1% |
| Get in a parked vehicle and drive alone | 0.5% |
| Get in a parked vehicle and drive/ride w/others | 0.2% |
| Uber, Lyft, etc (private) | 0.2% |
| E-scooter | 0.0% |
| Shuttle | 0.0% |
| Wheelchair | 0.2% |

FARE/RIDING INFORMATION

DID YOU PAY FOR THIS TRIP USING WAVE?

Series below shows if a RIPTA Passenger pay for this trip using Wave. As shown in these visuals, “No” was the most widely used payment type as indicated by Passengers for RIPTA (66.1 percent), compared to “Yes” (33.9 percent).

Table 5-5: Did you pay for this trip using Wave?

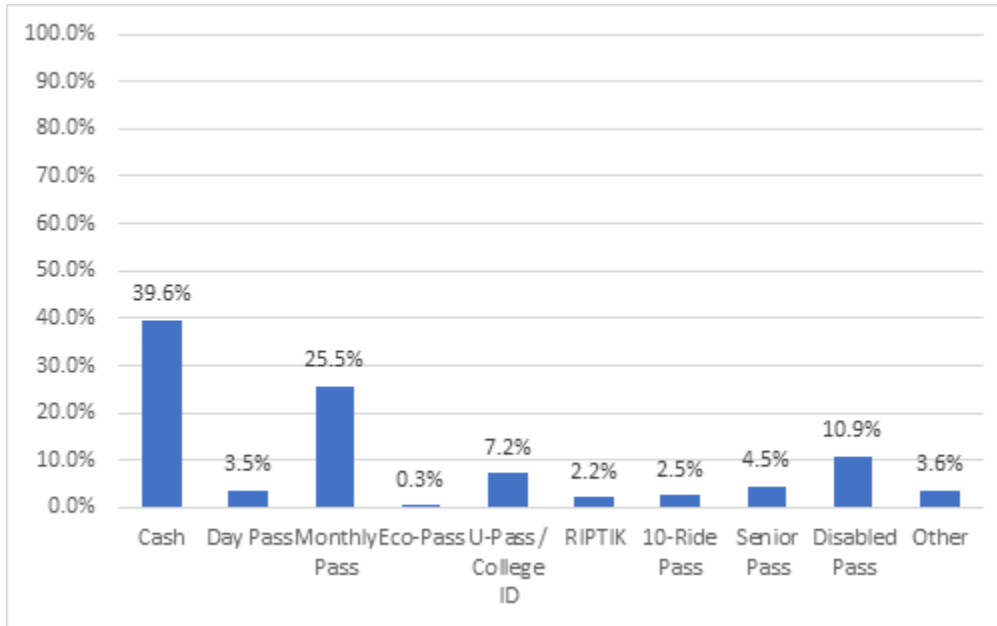


| Did you pay for this trip using Wave? | Weight Factor (%) |
|---------------------------------------|-------------------|
| Yes | 33.9% |
| No | 66.1% |

WHAT TYPE OF FARE DID YOU USE FOR THIS ONE-WAY TRIP?

Series below illustrates the fare payment used by RIPTA Passengers. As shown in these visuals, “Cash” was the most widely used fare payment type as indicated by Passengers for RIPTA (39.6 percent), compared to the next highest, “Monthly Pass” (25.5 percent).

Table 5-6: What type of fare did you use for this one-way trip?

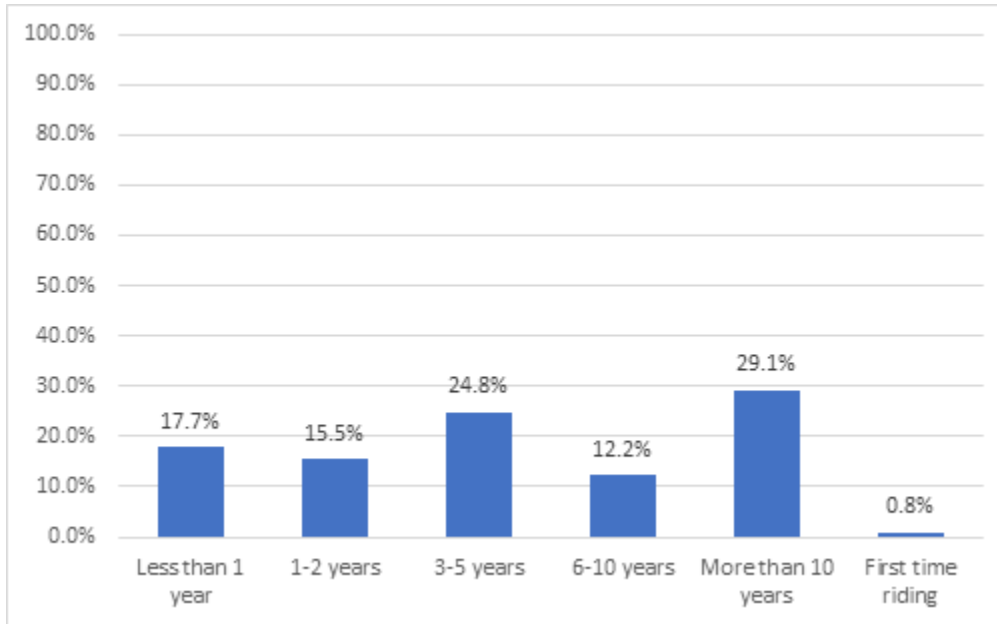


| What type of fare did you use for this one-way trip? | Weight Factor (%) |
|--|-------------------|
| Cash | 39.6% |
| Day Pass | 3.5% |
| Monthly Pass | 25.5% |
| Eco-Pass | 0.3% |
| U-Pass / College ID | 7.2% |
| RIPTIK | 2.2% |
| 10-Ride Pass | 2.5% |
| Senior Pass | 4.5% |
| Disabled Pass | 10.9% |
| Other | 3.6% |

HOW MANY YEARS HAVE YOU BEEN RIDING RIPTA?

Series below illustrates the length of RIPTA service usage reported by the respondent. As shown in this visual, “More than 10 years” was the largest length of used service by RIPTA Passengers (29.1 percent) compared to the next highest “3 to 5 years” (24.8 percent).

Table 5-7: How many years have you been riding RIPTA?

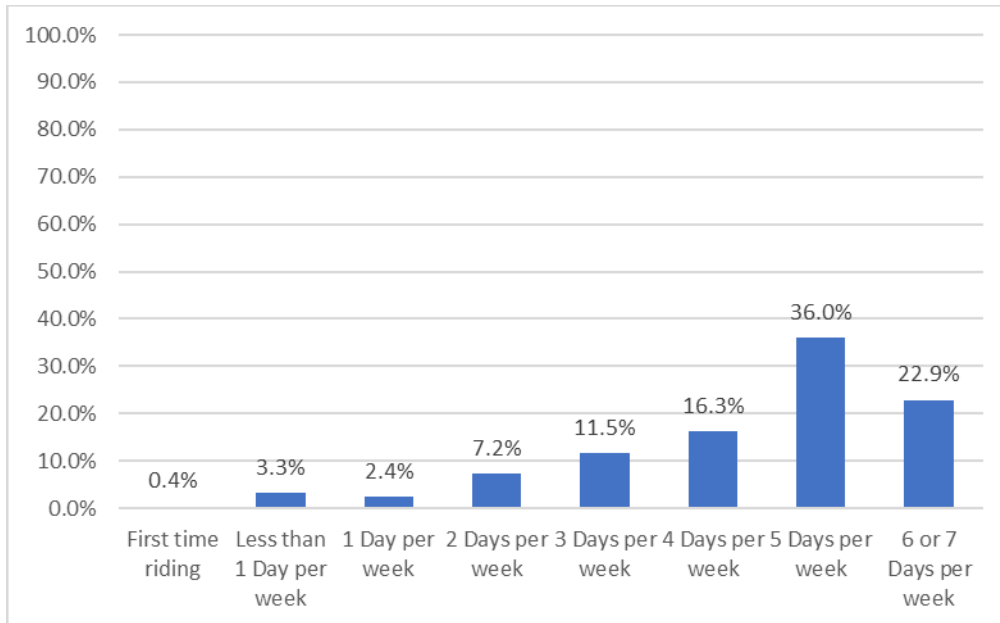


| How many years have you been riding RIPTA? | Weight Factor (%) |
|--|-------------------|
| Less than 1 year | 17.7% |
| 1-2 years | 15.5% |
| 3-5 years | 24.8% |
| 6-10 years | 12.2% |
| More than 10 years | 29.1% |
| First time riding | 0.8% |

HOW OFTEN DO YOU TYPICALLY RIDE RIPTA?

Series below shows the RIPTA frequency usage reported by the Passenger. Over one-third of the RIPTA Passengers (36.0 percent) indicated they ride RIPTA 5 days a week compared to the next highest “6 or 7 Days per week” (22.9 percent).

Table 5-8: How often do you typically ride RIPTA?



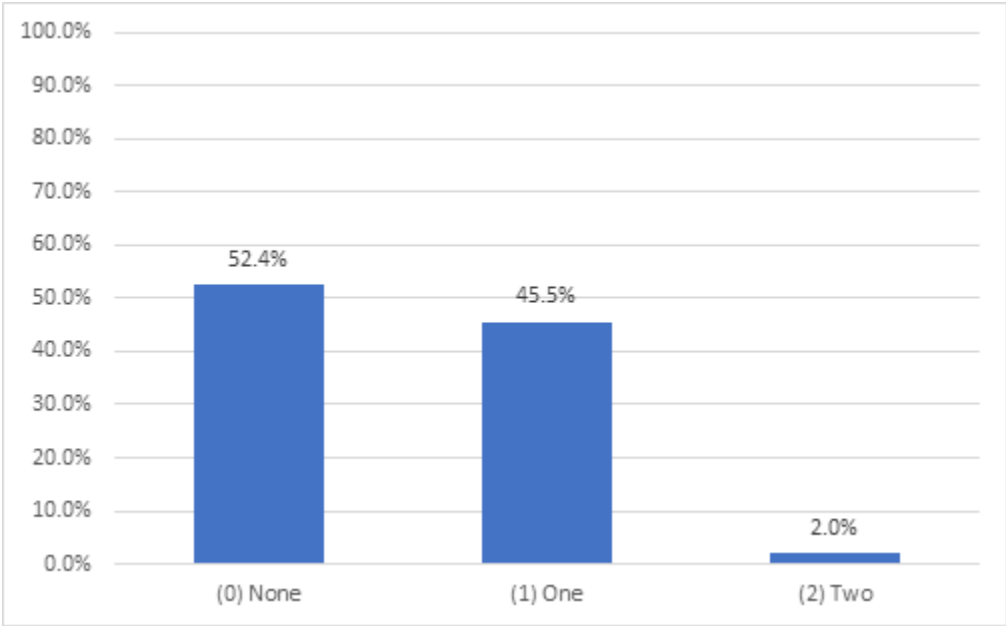
| How often do you typically ride RIPTA? | Weight Factor (%) |
|--|-------------------|
| First time riding | 0.4% |
| Less than 1 Day per week | 3.3% |
| 1 Day per week | 2.4% |
| 2 Days per week | 7.2% |
| 3 Days per week | 11.5% |
| 4 Days per week | 16.3% |
| 5 Days per week | 36.0% |
| 6 or 7 Days per week | 22.9% |

RIDER INFORMATION

TOTAL NUMBER OF IN-SYSTEM TRANSFERS

Series below shows the total number of system transfers used in the one-way trip by RIPTA Passengers. Most RIPTA Passengers (52.4 percent) used zero RIPTA System transfers to make their current trip, compared to, 45.5 of RIPTA Passengers that used one RIPTA System transfer during their trip. *Transfer percentages were based on the unlinked expansion.*

Table 5-9: Total number of in-system transfers

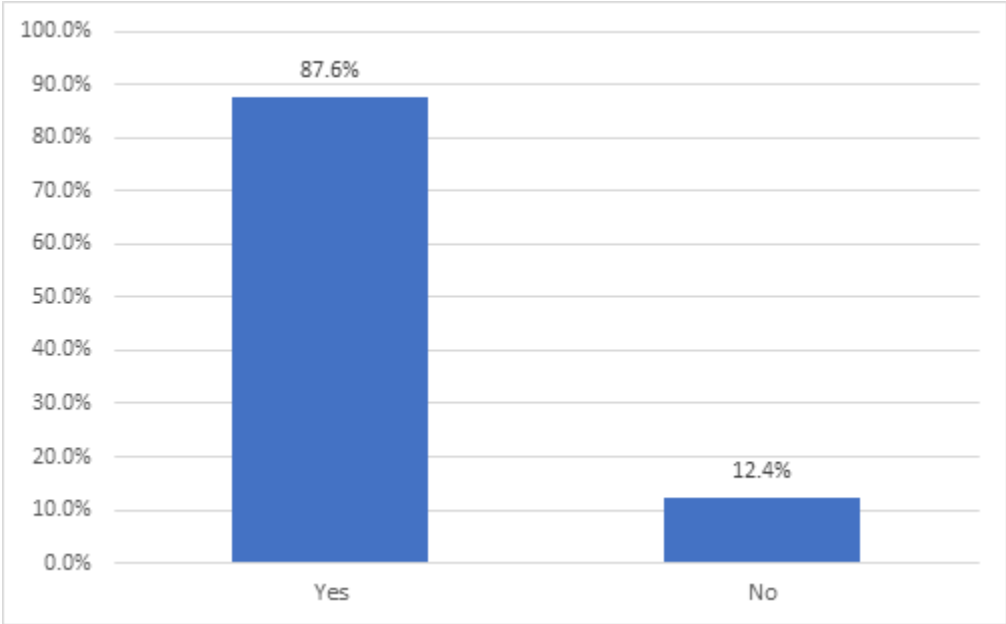


| Total number of in-system transfers | Weight Factor (%) |
|-------------------------------------|-------------------|
| (0) None | 52.4% |
| (1) One | 45.5% |
| (2) Two | 2.0% |

DO YOU HAVE A WORKING SMART PHONE WITH A DATA PLAN?

Series below illustrates most RIPTA Passengers (87.6 percent) indicated they have a working smart phone with a data plan.

Table 5-10: Do you have a working smart phone with a data plan?

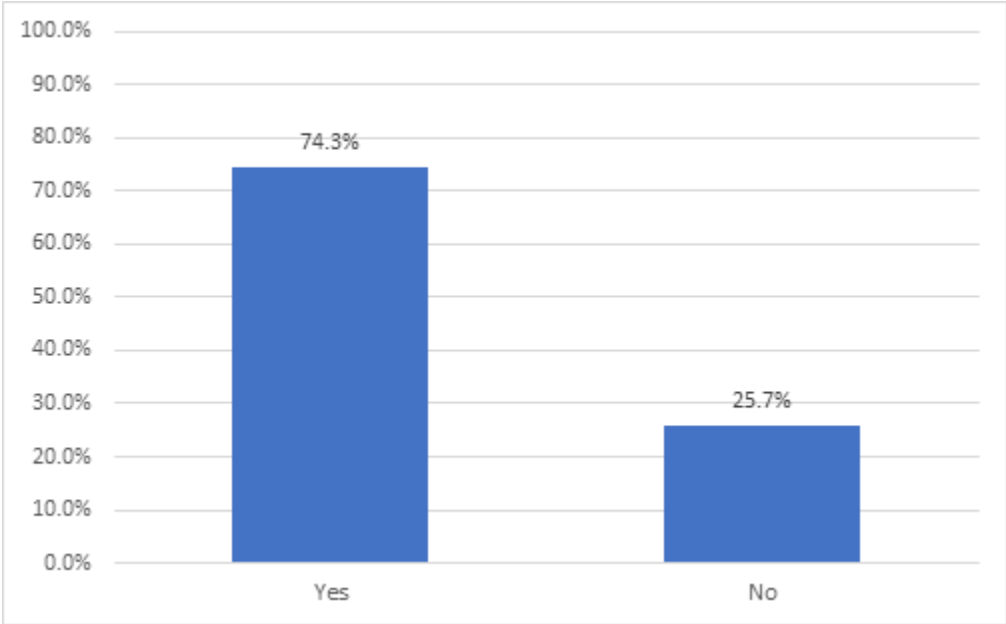


| Do you have a working smart phone with a data plan? | Weight Factor (%) |
|--|--------------------------|
| Yes | 87.6% |
| No | 12.4% |

DO YOU USE YOUR SMART PHONE TO HELP PLAN YOUR TRIP?

Series below illustrates most RIPTA Passengers (74.3 percent) indicated they used their smart phone to help plan their one-way trip,

Table 5-11: Do you use your smart phone to help plan your trip?

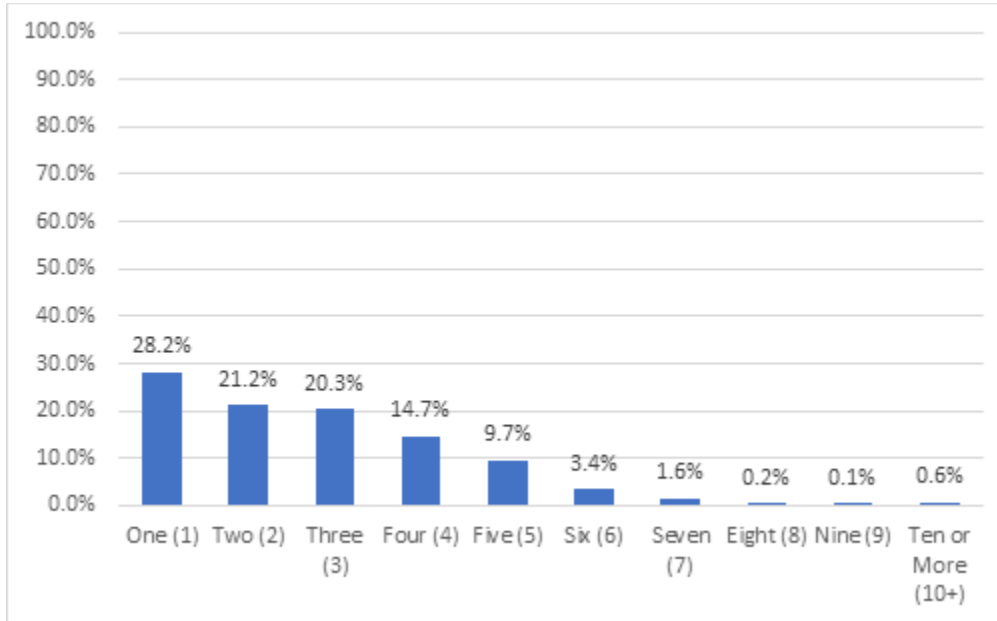


| Do you use your smart phone to help plan your trip? | Weight Factor (%) |
|---|-------------------|
| Yes | 74.3% |
| No | 25.7% |

INCLUDING YOU, HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD?

The total number of household members for RIPTA Passengers' household is shown below. About half of RIPTA Passengers (49.4 percent) are in a one or two-member household, compared to 35.0 percent of RIPTA Passengers with three or four members in the household.

Table 5-12: Including YOU, how many people live in your household?

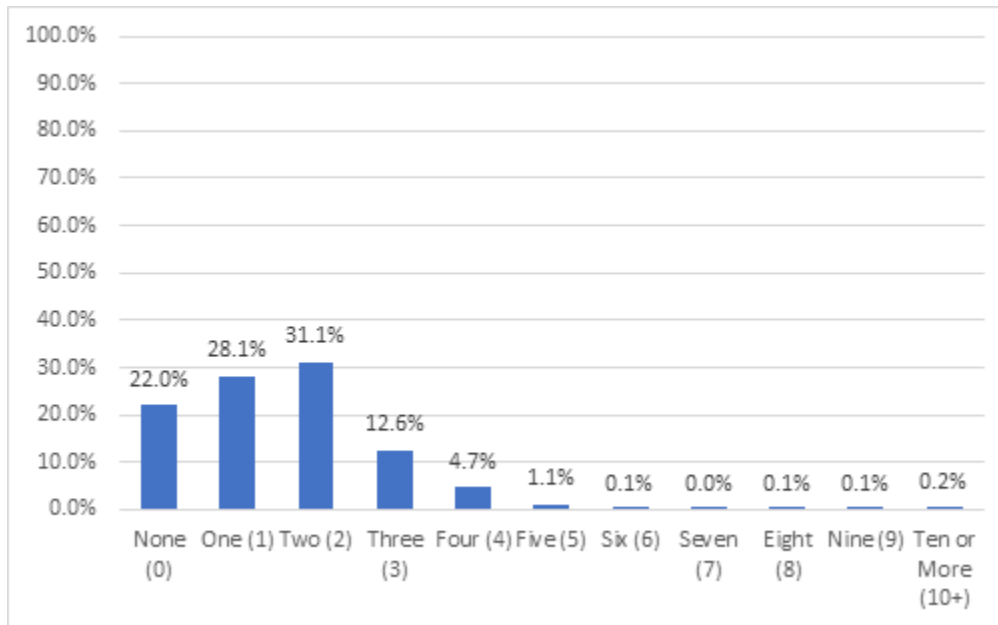


| Including YOU, how many people live in your household? | Weight Factor (%) |
|--|-------------------|
| One (1) | 28.2% |
| Two (2) | 21.2% |
| Three (3) | 20.3% |
| Four (4) | 14.7% |
| Five (5) | 9.7% |
| Six (6) | 3.4% |
| Seven (7) | 1.6% |
| Eight (8) | 0.2% |
| Nine (9) | 0.1% |
| Ten or More (10+) | 0.6% |

INCLUDING YOU, HOW MANY PEOPLE (OVER AGE 15) IN YOUR HOUSEHOLD ARE EMPLOYED FULL OR PART-TIME?

The total number of employed household members for RIPTA Passengers' household is shown below. About half of RIPTA Passengers (59.2 percent) are in a household with one or two-member employed, compared to 22.0 percent of RIPTA Passengers with zero employed members in the household, and 17.3 percent of RIPTA Passengers with three or four employed members in the household.

Table 5-13: Including YOU, how many people (over age 15) in your household are employed full or part-time?

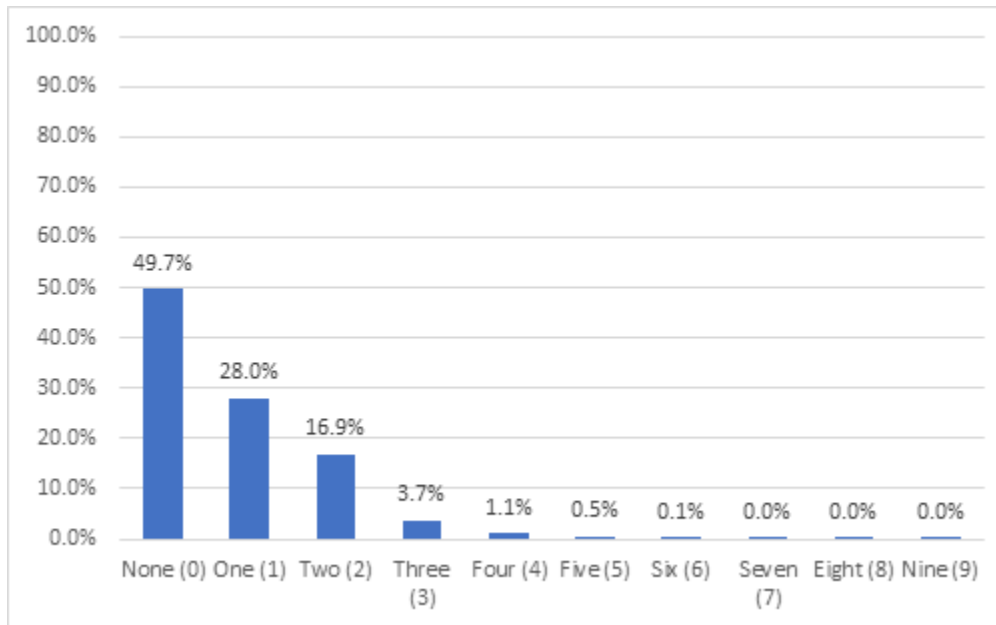


| Including YOU, how many people (over age 15) in your household are employed full or part-time? | Weight Factor (%) |
|--|-------------------|
| None (0) | 22.0% |
| One (1) | 28.1% |
| Two (2) | 31.1% |
| Three (3) | 12.6% |
| Four (4) | 4.7% |
| Five (5) | 1.1% |
| Six (6) | 0.1% |
| Seven (7) | 0.0% |
| Eight (8) | 0.1% |
| Nine (9) | 0.1% |
| Ten or More (10+) | 0.2% |

HOW MANY VEHICLES (CARS, TRUCKS, OR MOTORCYCLES) ARE AVAILABLE TO YOUR HOUSEHOLD?

Series below illustrates the number of household vehicles for RIPTA Passengers' household. About half (49.7 percent) of RIPTA Passengers indicated they are without a working vehicle in their household, compared to 28.0 percent of Passengers with one working vehicle in their household, and 22.3 percent of Passengers with two or more working vehicles in their household. Of those Passengers who indicated they have a vehicle in their household, majority (69.5 percent) indicated their vehicle was not available for this one-way trip.

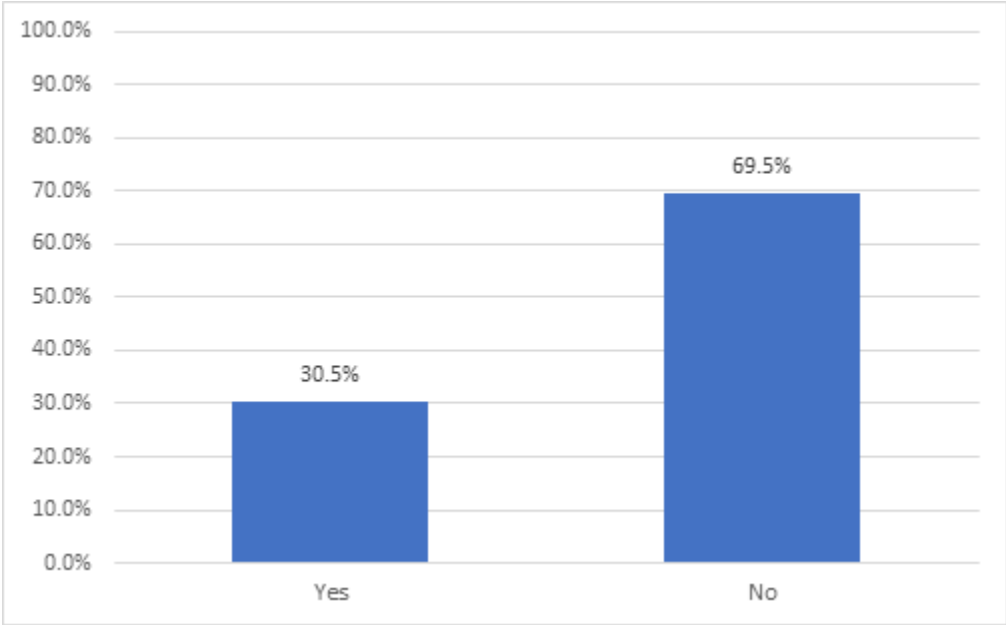
Table 5-14: How many vehicles (cars, trucks, or motorcycles) are available to your household?



| How many vehicles (cars, trucks, or motorcycles) are available to your household? | Weight Factor (%) |
|---|-------------------|
| None (0) | 49.7% |
| One (1) | 28.0% |
| Two (2) | 16.9% |
| Three (3) | 3.7% |
| Four (4) | 1.1% |
| Five (5) | 0.5% |
| Six (6) | 0.1% |
| Seven (7) | 0.0% |
| Eight (8) | 0.0% |
| Nine (9) | 0.0% |

COULD YOU HAVE USED ONE OF THESE VEHICLES TO COMPLETE THIS TRIP?

Table 5-15: Could you have used one of these vehicles to complete this trip?

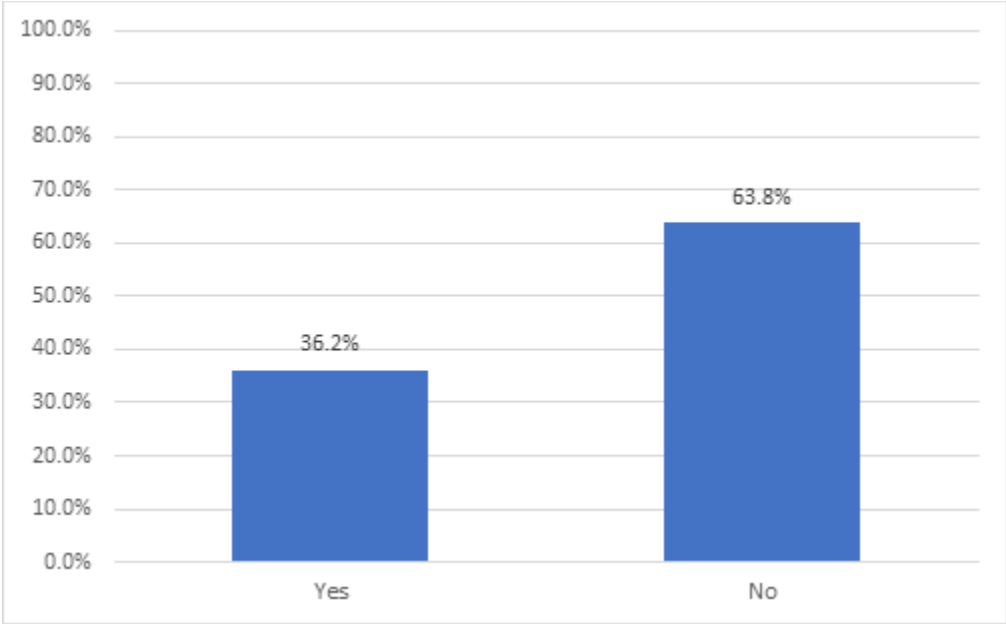


| Could you have used one of these vehicles to complete this trip? | Weight Factor (%) |
|--|-------------------|
| Yes | 30.5% |
| No | 69.5% |

DO YOU HAVE A VALID DRIVER'S LICENSE?

Series below shows if the Transit Passenger has a valid driver's license. Over half of RIPTA Passengers (63.8 percent) indicated they did not have a valid driver's license, compared to (36.2 percent) who indicated they had a valid driver's license.

Table 5-16: Do you have a valid driver's license?

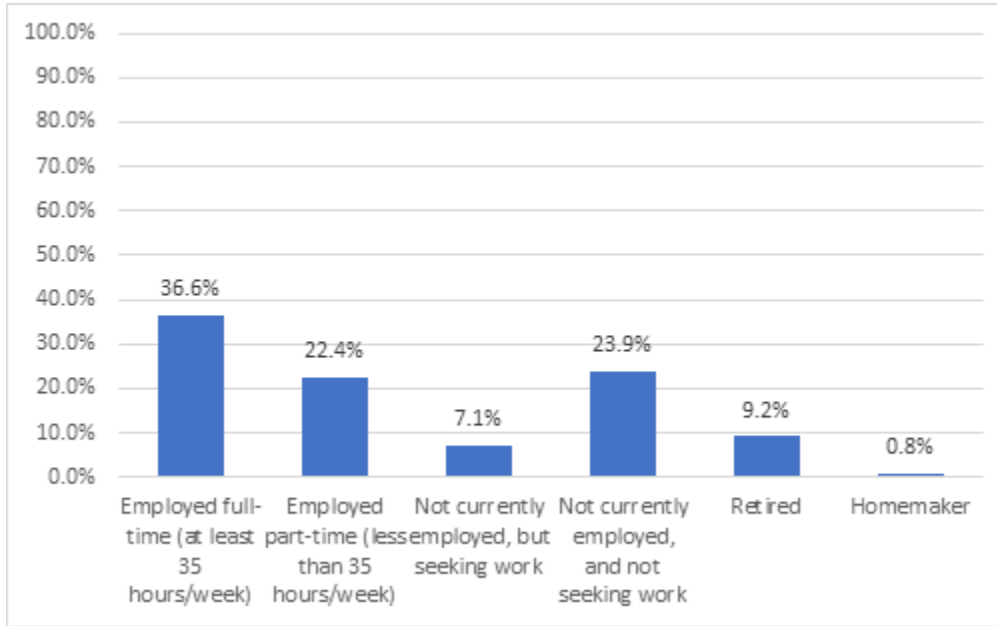


| Do you have a valid driver's license? | Weight Factor (%) |
|---------------------------------------|-------------------|
| Yes | 36.2% |
| No | 63.8% |

WHAT IS YOUR EMPLOYMENT STATUS?

Series below shows the employment status of RIPTA Passengers. Most RIPTA Passengers (59.0 percent) reported “Employed” (either full- or part-time) for employment status.

Table 5-17: What is your employment status? (Check the one response that BEST describes you)

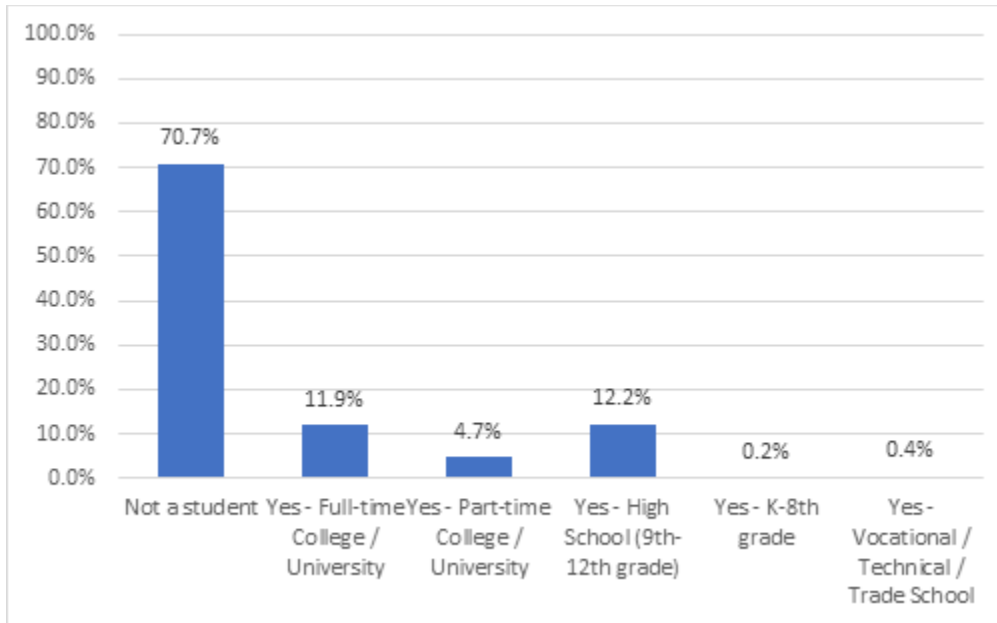


| What is your employment status? (Check the one response that BEST describes you) | Weight Factor (%) |
|--|-------------------|
| Employed full-time (at least 35 hours/week) | 36.6% |
| Employed part-time (less than 35 hours/week) | 22.4% |
| Not currently employed, but seeking work | 7.1% |
| Not currently employed, and not seeking work | 23.9% |
| Retired | 9.2% |
| Homemaker | 0.8% |

WHAT IS YOUR STUDENT STATUS?

Series below shows the student status of RIPTA Passengers. Majority of RIPTA Passengers (70.7 percent) reported “Not a student” for student status, compared to 16.6 percent of RIPTA Passengers that reported “College/University” as their student status.

Table 5-18: What is your student status? (check the one response that BEST describes you)

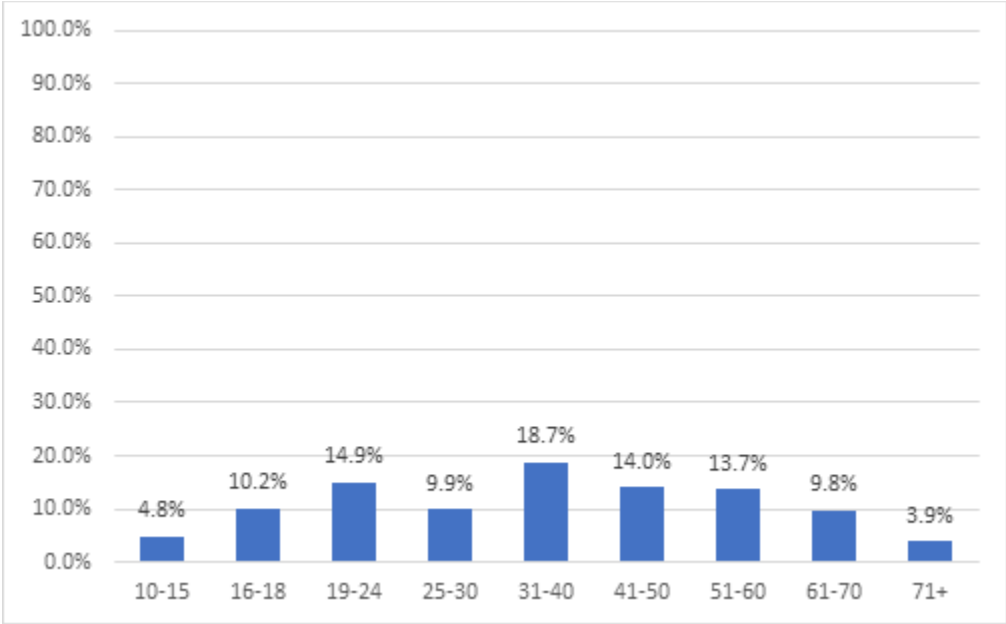


| What is your student status? (check the one response that BEST describes you) | Weight Factor (%) |
|---|-------------------|
| Not a student | 70.7% |
| Yes - Full-time College / University | 11.9% |
| Yes - Part-time College / University | 4.7% |
| Yes - High School (9th-12th grade) | 12.2% |
| Yes - K-8th grade | 0.2% |
| Yes - Vocational / Technical / Trade School | 0.4% |

WHAT IS YOUR AGE?

Table series illustrates the age of RIPTA Passengers. Nearly half (46.4 percent) of RIPTA Passengers indicated their age is between 31-60, compared to 39.8 percent of RIPTA Passengers indicated their age is below 31.

Table 5-19: What is your age?

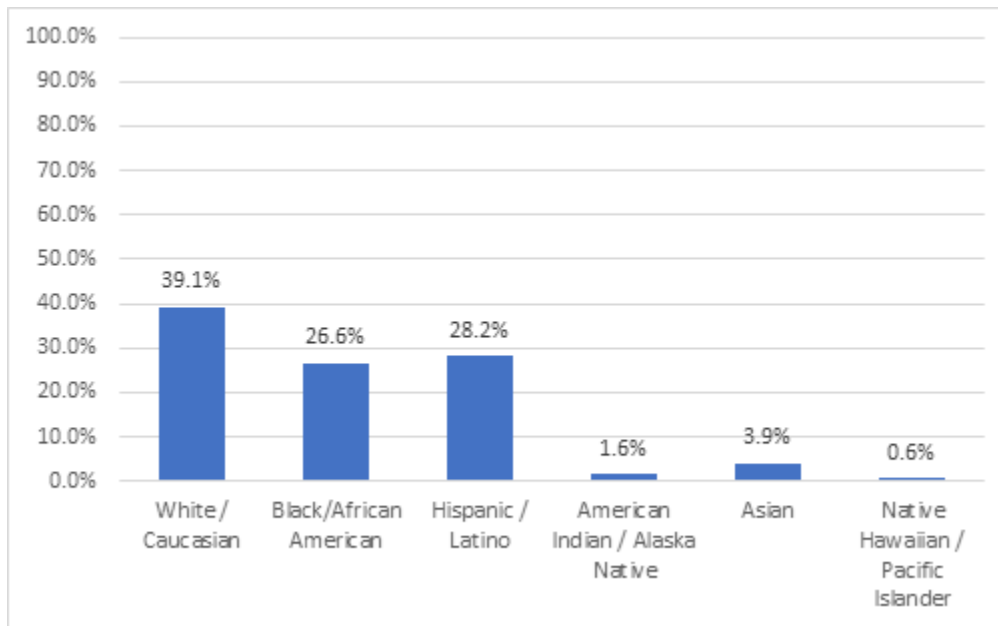


| What is your age? | Weight Factor (%) |
|-------------------|-------------------|
| 10-15 | 4.8% |
| 16-18 | 10.2% |
| 19-24 | 14.9% |
| 25-30 | 9.9% |
| 31-40 | 18.7% |
| 41-50 | 14.0% |
| 51-60 | 13.7% |
| 61-70 | 9.8% |
| 71+ | 3.9% |

IF RESPONDENT INDICATED THEY ARE... [RACE / ETHNICITY]

Table series below shows the race/ethnicity of RIPTA Passengers. RIPTA Passengers were able to select from ‘American Indian/Alaskan Native,’ ‘Asian,’ ‘Black/African American,’ ‘White/Caucasian,’ ‘Hispanic/Latino,’ or ‘Native Hawaiian/Pacific Islander.’ Totals add up to more than 100% because respondents were encouraged to check all answers that applied. Nearly forty percent of RIPTA Passengers (39.1 percent) indicated they were “White/Caucasian,” compared to the next highest (28.2 percent) of RIPTA Passengers who reported “Hispanic/Latino.”

Table 5-20: If respondent indicated they are... [Race / Ethnicity]

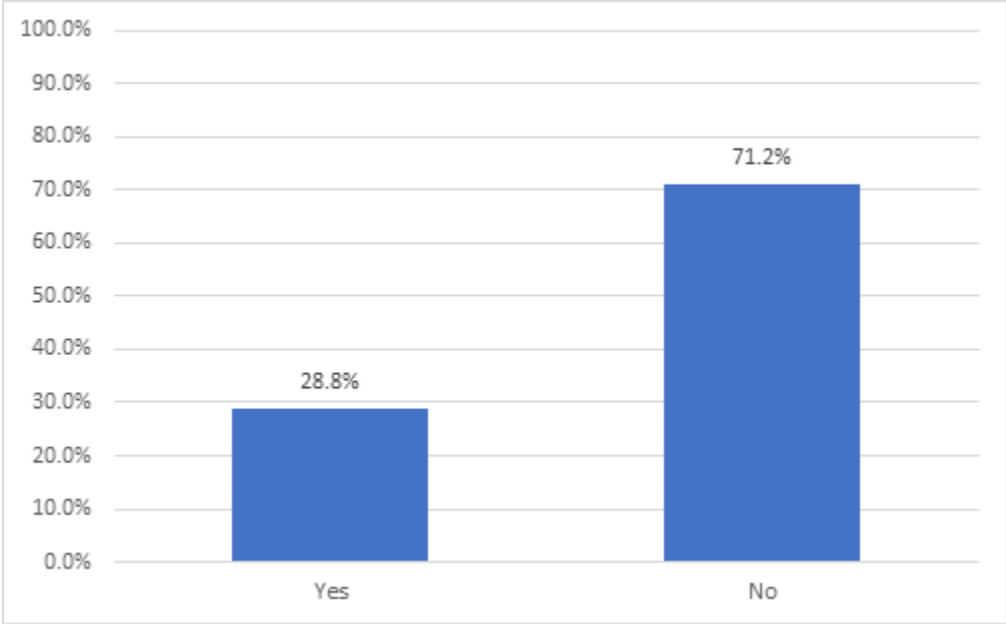


| If respondent indicated they are... | Weight Factor (%) |
|-------------------------------------|-------------------|
| White / Caucasian | 39.1% |
| Black / African American | 26.6% |
| Hispanic / Latino | 28.2% |
| American Indian / Alaska Native | 1.6% |
| Asian | 3.9% |
| Native Hawaiian / Pacific Islander | 0.6% |

DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME?

The language spoken at the home of RIPTA Passengers is displayed in the Table Series below. Majority (71.2 percent) of RIPTA Passengers indicated they spoke a language other than English at home. Of those RIPTA Passengers, about two-thirds (61.4 percent) indicated they spoke English “Very well” as shown the second chart in the series.

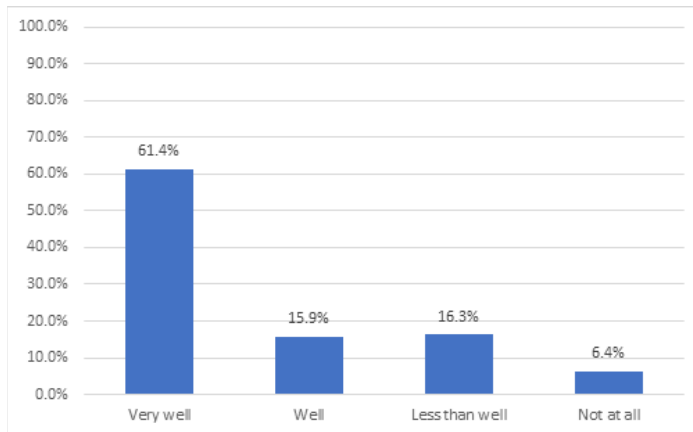
Table 5-21: Do you speak a language other than English at home?



| Do you speak a language other than English at home? | Weight Factor (%) |
|---|-------------------|
| Yes | 28.8% |
| No | 71.2% |

HOW WELL DO YOU SPEAK ENGLISH?

Table 5-22: How well do you speak English?



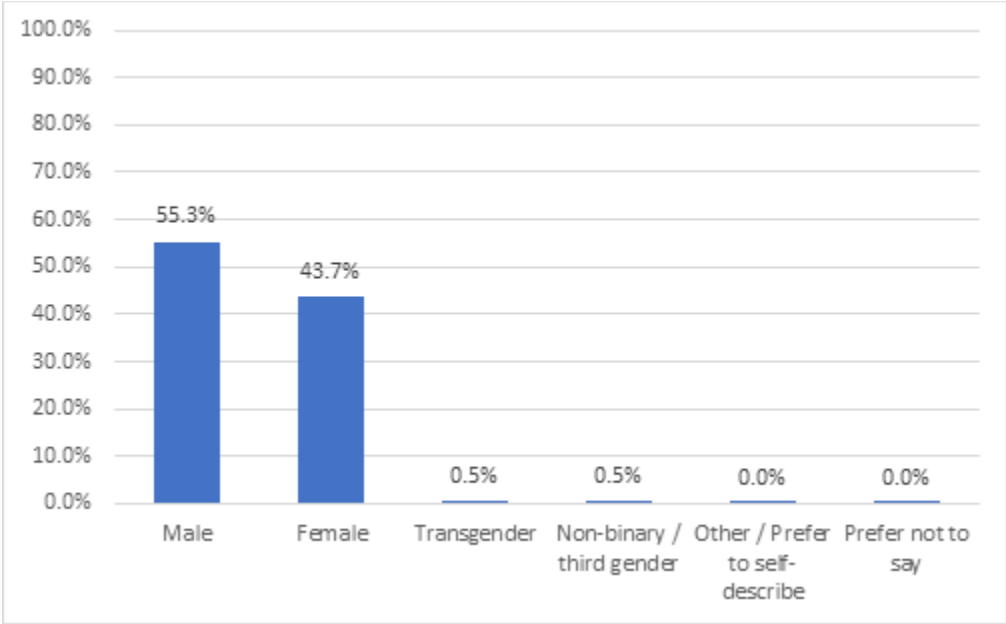
| How well do you speak English? | Weight Factor (%) |
|--------------------------------|-------------------|
| Very well | 61.4% |
| Well | 15.9% |
| Less than well | 16.3% |
| Not at all | 6.4% |

| Language respondent speaks at home other than English | Weight Factor (%) |
|---|-------------------|
| Spanish | 76.1% |
| Portuguese | 3.2% |
| Haitian Creole French | 3.2% |
| Other | 1.4% |
| Cape Verdian | 1.4% |
| Belize Creole | 1.3% |
| French | 1.1% |
| Arabic, Standard | 1.0% |
| Chinese, Mandarin | 0.9% |
| Chinese | 0.9% |
| Hindi | 0.9% |
| Italian | 0.8% |
| Korean | 0.8% |
| Not Provided | 0.6% |
| Assyrian Neo-Aramaic | 0.5% |
| Russian | 0.5% |
| Lao | 0.5% |
| German | 0.5% |
| Chinese, Cantonese | 0.4% |
| American Sign Language (ASL) | 0.4% |
| Turkish | 0.3% |
| Ukrainian | 0.3% |
| Vietnamese | 0.3% |
| Portuguese creole of Tugo | 0.3% |
| Japanese | 0.2% |
| Tagalog | 0.2% |
| Afrikaans | 0.2% |
| Swahili | 0.2% |
| Pidgin, Nigerian | 0.2% |
| Finnish | 0.2% |
| Armenian | 0.2% |
| Indonesian | 0.1% |
| Urdu | 0.1% |
| Khmer | 0.1% |
| Kriol | 0.1% |
| Romanian | 0.1% |
| Judeo-Portuguese | 0.1% |
| Akan | 0.1% |
| Amharic | 0.1% |
| Hebrew | 0.1% |
| Kannada, Ancient | 0.1% |
| Aragonese | 0.1% |
| Somali | 0.1% |
| Louisiana Creole French | 0.1% |
| Thai | 0.0% |
| Estonian | 0.0% |

DO YOU IDENTIFY AS?

The gender of RIPTA Passengers is presented in table series below. Over half of RIPTA Passengers (55.3 percent) indicated they were male, compared to (43.7 percent) who indicated they were female.

Table 5-23: Do you identify as?

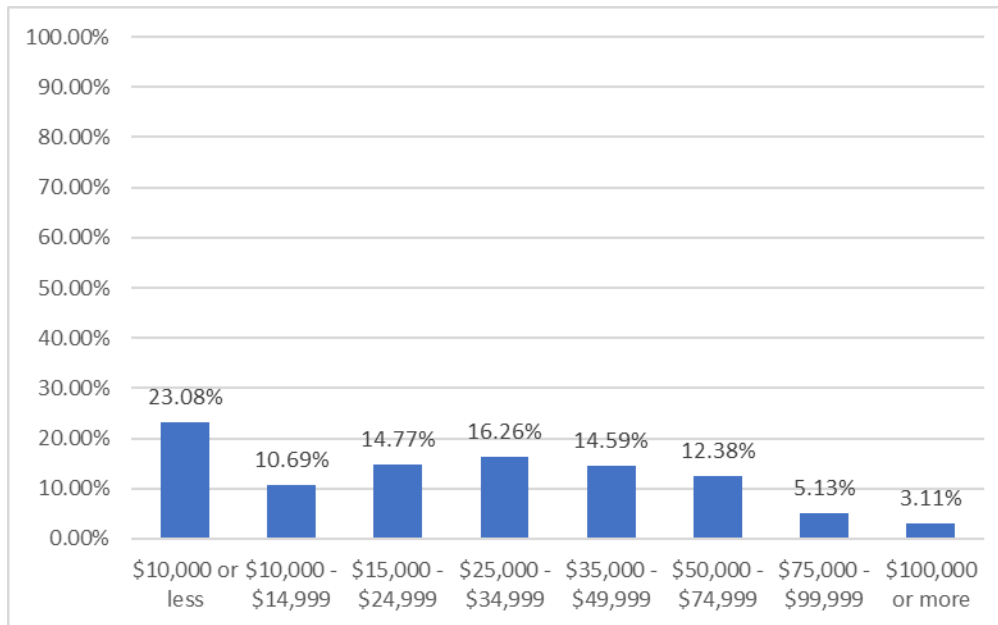


| Do you identify as? | Weight Factor (%) |
|---------------------------------|-------------------|
| Male | 55.3% |
| Female | 43.7% |
| Transgender | 0.5% |
| Non-binary / third gender | 0.5% |
| Other / Prefer to self-describe | 0.0% |
| Prefer not to say | 0.0% |

WHICH OF THE FOLLOWING BEST DESCRIBES YOUR TOTAL ANNUAL HOUSEHOLD INCOME IN 2020 BEFORE TAXES?

Table series below shows the Total Annual Household Income for RIPTA Passengers' household. Over half (53.5 percent) of RIPTA Passengers indicated their household income is below "\$35,000", compared to 22.3 percent of RIPTA Passengers with household income between "\$35,000 - \$75,000", and 6.8 percent of RIPTA Passengers with household income of "\$75,000 or more". Seventeen Percent (17.3%) refused or did not answer the question.

Table 5-24: Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2020 before taxes?

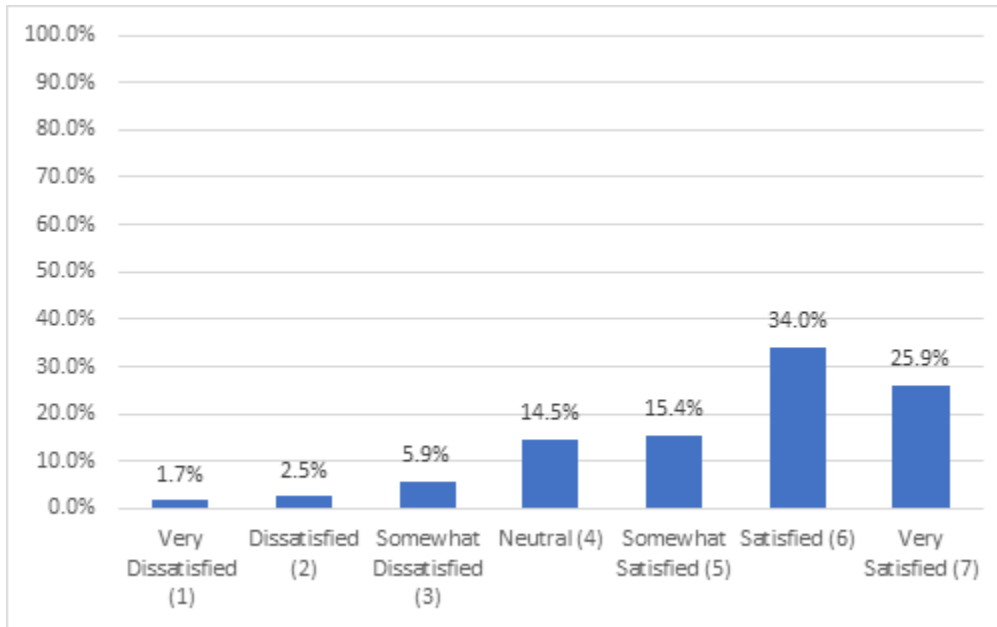


| Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2020 before taxes? | Weight Factor (%) |
|--|-------------------|
| \$10,000 or less | 23.08% |
| \$10,000 - \$14,999 | 10.69% |
| \$15,000 - \$24,999 | 14.77% |
| \$25,000 - \$34,999 | 16.26% |
| \$35,000 - \$49,999 | 14.59% |
| \$50,000 - \$74,999 | 12.38% |
| \$75,000 - \$99,999 | 5.13% |
| \$100,000 or more | 3.11% |

OVERALL, HOW SATISFIED ARE YOU WITH THE QUALITY AND LEVEL OF SERVICE OFFERED BY RIPTA?

Table series below illustrates how RIPTA passengers are satisfied with the quality and level of service provided by RIPTA. Overall, the large majority of RIPTA passengers (59.9 percent) rated that RIPTA service is either 'Very Satisfied' or 'Satisfied'.

Table 5-25: Overall, how satisfied are you with the quality and level of service offered by RIPTA?



| Overall, how satisfied are you with the quality and level of service offered by RIPTA? | Weight Factor (%) |
|--|-------------------|
| Very Dissatisfied (1) | 1.7% |
| Dissatisfied (2) | 2.5% |
| Somewhat Dissatisfied (3) | 5.9% |
| Neutral (4) | 14.5% |
| Somewhat Satisfied (5) | 15.4% |
| Satisfied (6) | 34.0% |
| Very Satisfied (7) | 25.9% |

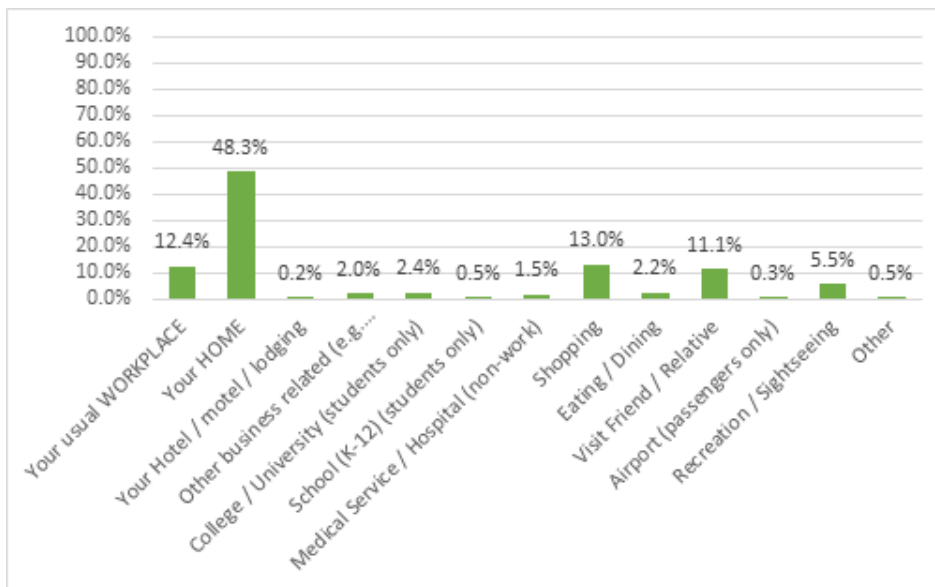
Chapter 6. WEEKEND OD SURVEY SYSTEM RESULTS

TRIP INFORMATION

WHAT TYPE OF PLACE ARE YOU COMING FROM NOW? (THE STARTING PLACE FOR YOUR ONE-WAY TRIP)

Series below shows the top types of places RIPTA Passengers are coming from. Based on the Survey results, nearly half of RIPTA Passengers (48.3 percent) selected “Your HOME” for where their trip originated from. Another top choice was “Shopping” with 13.0 percent of RIPTA Passengers. An additional 12.4 percent of RIPTA Passengers reported they were coming from “Your usual WORKPLACE.”

Table 6-1: What type of place are you COMING FROM NOW? (the starting place for your one-way trip)

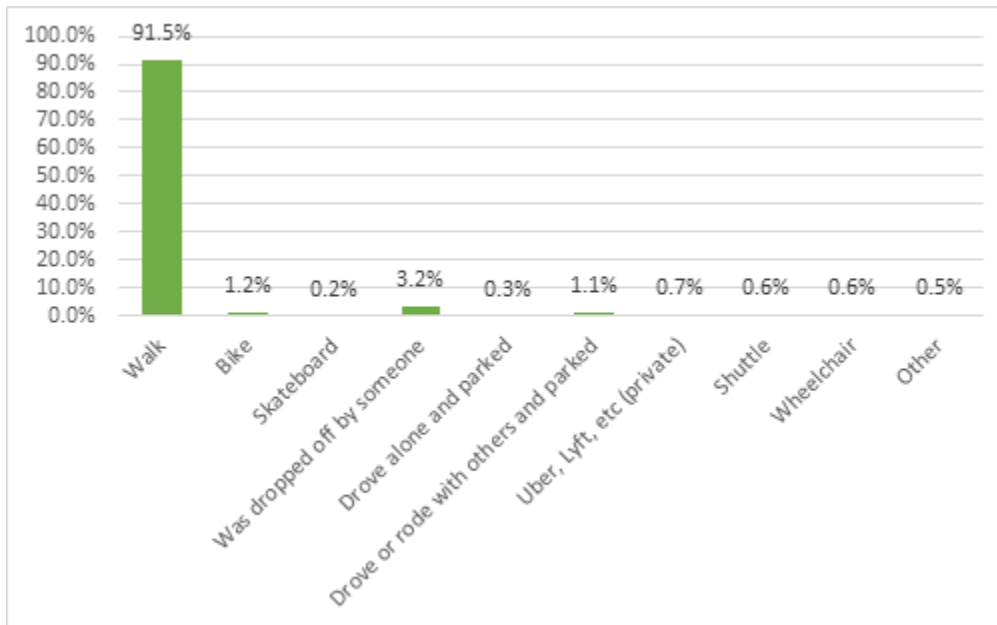


| What type of place are you COMING FROM NOW? (the starting place for your one-way trip) | Weight Factor (%) |
|--|-------------------|
| Your usual WORKPLACE | 12.4% |
| Your HOME | 48.3% |
| Your Hotel / motel / lodging | 0.2% |
| Other business related (e.g. meeting, delivery) | 2.0% |
| College / University (students only) | 2.4% |
| School (K-12) (students only) | 0.5% |
| Medical Service / Hospital (non-work) | 1.5% |
| Shopping | 13.0% |
| Eating / Dining | 2.2% |
| Visit Friend / Relative | 11.1% |
| Airport (passengers only) | 0.3% |
| Recreation / Sightseeing | 5.5% |
| Other | 0.5% |

HOW DID YOU GET FROM YOUR ORIGIN?

Series below shows How Passengers first access public transit for their one-way. A large majority of all RIPTA Passengers (91.5 percent) selected that they accessed public transit by “Walk,” compared to next highest (3.2 percent) of RIPTA Passengers who reported “Was dropped off by someone going someplace else.” An additional 1.2 percent of RIPTA Passengers reported they accessed first access public transit by “Bike.”

Table 6-2: How did you GET FROM your origin

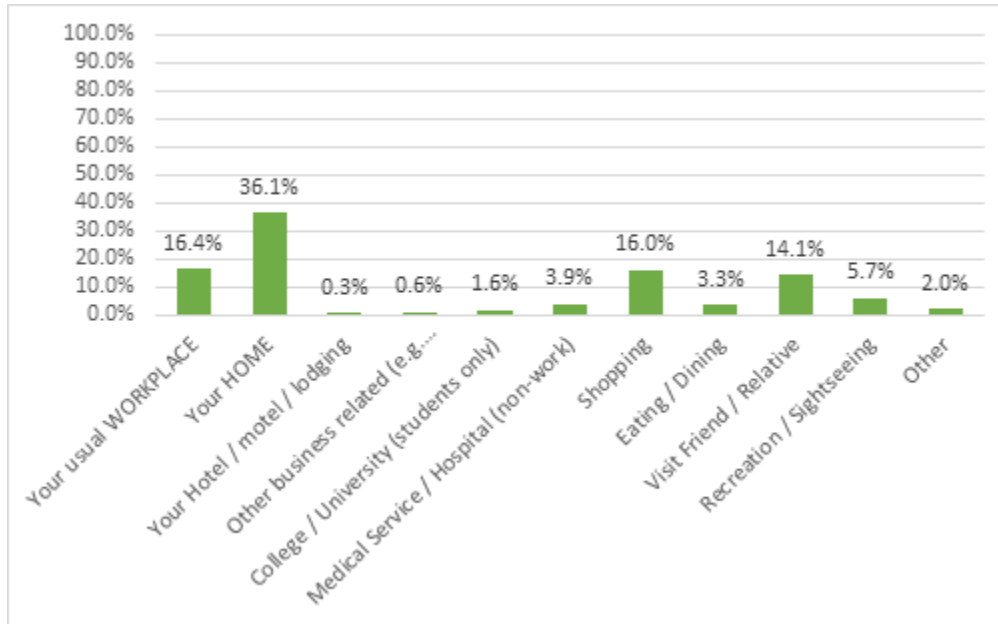


| How did you GET FROM your origin | Weight Factor (%) |
|--------------------------------------|-------------------|
| Walk | 91.5% |
| Bike | 1.2% |
| Skateboard | 0.2% |
| Was dropped off by someone | 3.2% |
| Drove alone and parked | 0.3% |
| Drove or rode with others and parked | 1.1% |
| Uber, Lyft, etc (private) | 0.7% |
| Shuttle | 0.6% |
| Wheelchair | 0.6% |
| Other | 0.5% |

WHAT TYPE OF PLACE ARE YOU GOING TO NOW?

Series below shows the top types of places RIPTA Passengers are going to. Based on the Survey results, 36.1 percent of RIPTA Passengers selected “Your HOME” for where they were headed on this trip. Another top choice was “Your usual WORKPLACE” with 16.4 percent of RIPTA Passengers. The third top choice was “Shopping” with 16.0 percent of RIPTA Passengers.

Table 6-3: What type of place are you GOING TO NOW?

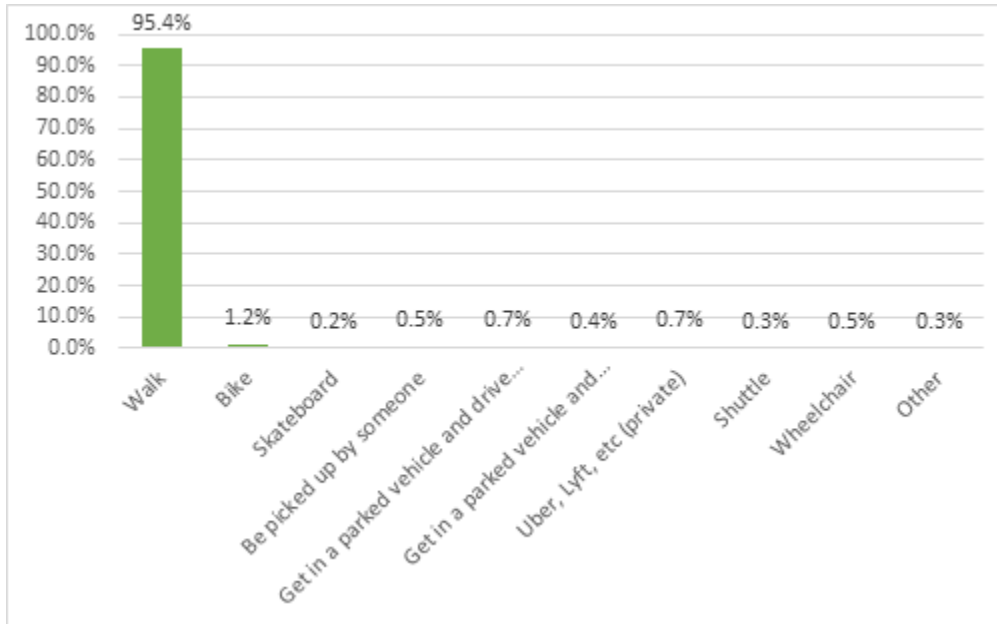


| What type of place are you GOING TO NOW? | Weight Factor (%) |
|---|-------------------|
| Your usual WORKPLACE | 16.4% |
| Your HOME | 36.1% |
| Your Hotel / motel / lodging | 0.3% |
| Other business related (e.g. meeting, delivery) | 0.6% |
| College / University (students only) | 1.6% |
| Medical Service / Hospital (non-work) | 3.9% |
| Shopping | 16.0% |
| Eating / Dining | 3.3% |
| Visit Friend / Relative | 14.1% |
| Recreation / Sightseeing | 5.7% |
| Other | 2.0% |

HOW WILL YOU GET TO YOUR DESTINATION?

Series below shows how Passengers traveled from transit to their final destination. The majority of all transit Passengers (95.4 percent) selected “Walk” for their egress mode type to their final destination after using public transit, compared to the next highest (1.2 percent) of RIPTA passengers that selected “Bike.”

Table 6-4: How will you GET TO your destination



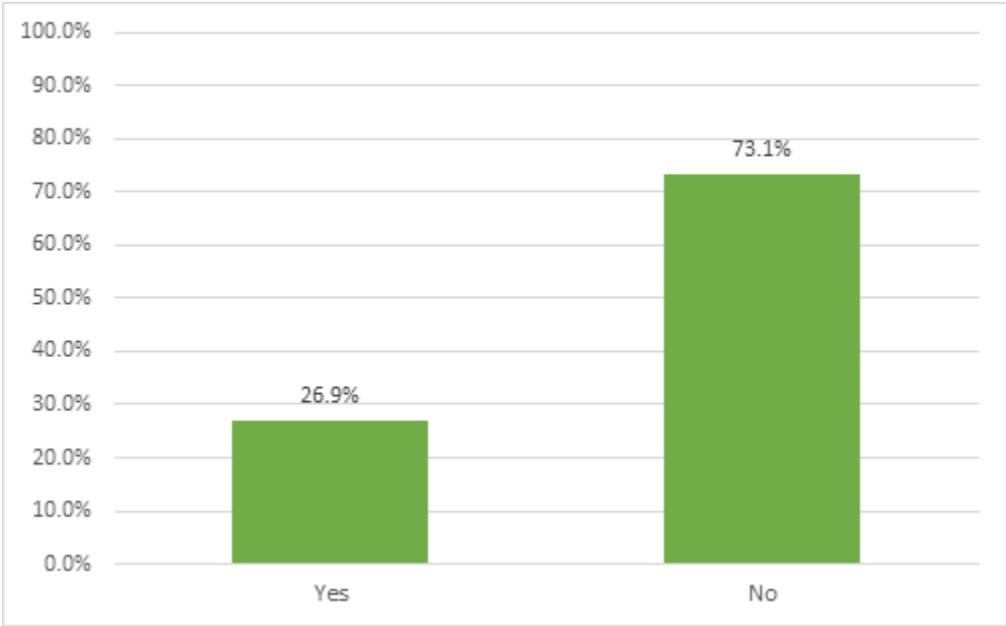
| How will you GET TO your destination | Weight Factor (%) |
|---|-------------------|
| Walk | 95.4% |
| Bike | 1.2% |
| Skateboard | 0.2% |
| Be picked up by someone | 0.5% |
| Get in a parked vehicle and drive alone | 0.7% |
| Get in a parked vehicle and drive/ride w/others | 0.4% |
| Uber, Lyft, etc (private) | 0.7% |
| Shuttle | 0.3% |
| Wheelchair | 0.5% |
| Other | 0.3% |

FARE/RIDING INFORMATION

DID YOU PAY FOR THIS TRIP USING WAVE?

Series below shows if a RIPTA Passenger pay for this trip using Wave. As shown in these visuals, “No” was the most widely used payment type as indicated by Passengers for RIPTA (73.1 percent), compared to “Yes” (26.9 percent).

Table 6-5: Did you pay for this trip using Wave?

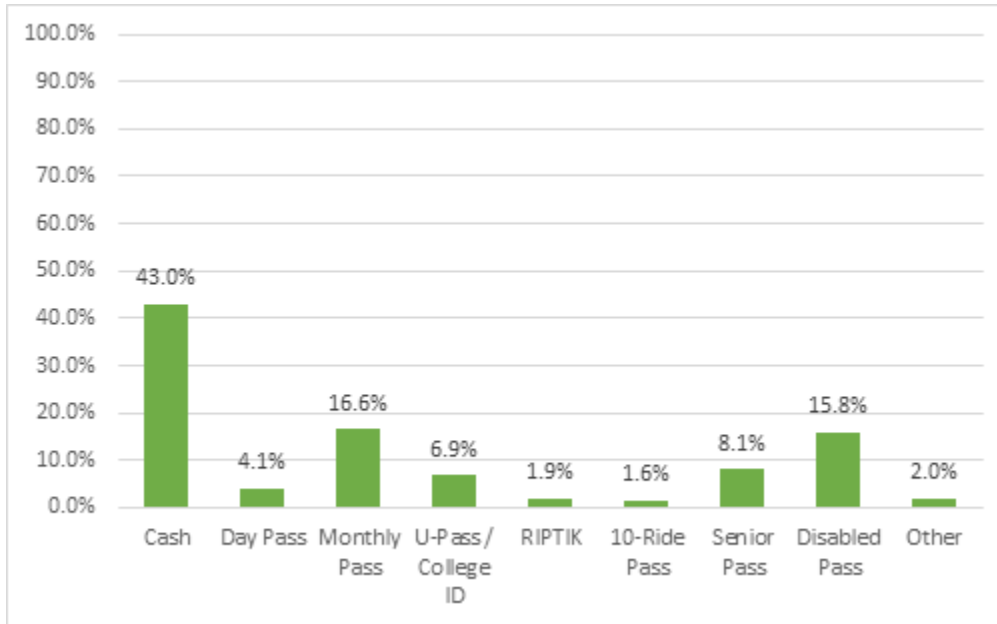


| Did you pay for this trip using Wave? | Weight Factor (%) |
|---------------------------------------|-------------------|
| Yes | 26.9% |
| No | 73.1% |

WHAT TYPE OF FARE DID YOU USE FOR THIS ONE-WAY TRIP?

Series below illustrates the fare payment used by RIPTA Passengers. As shown in these visuals, “Cash” was the most widely used fare payment type as indicated by Passengers for RIPTA (43.0 percent), compared to the next highest, “Monthly Pass” (16.6 percent).

Table 6-6: What type of fare did you use for this one-way trip?

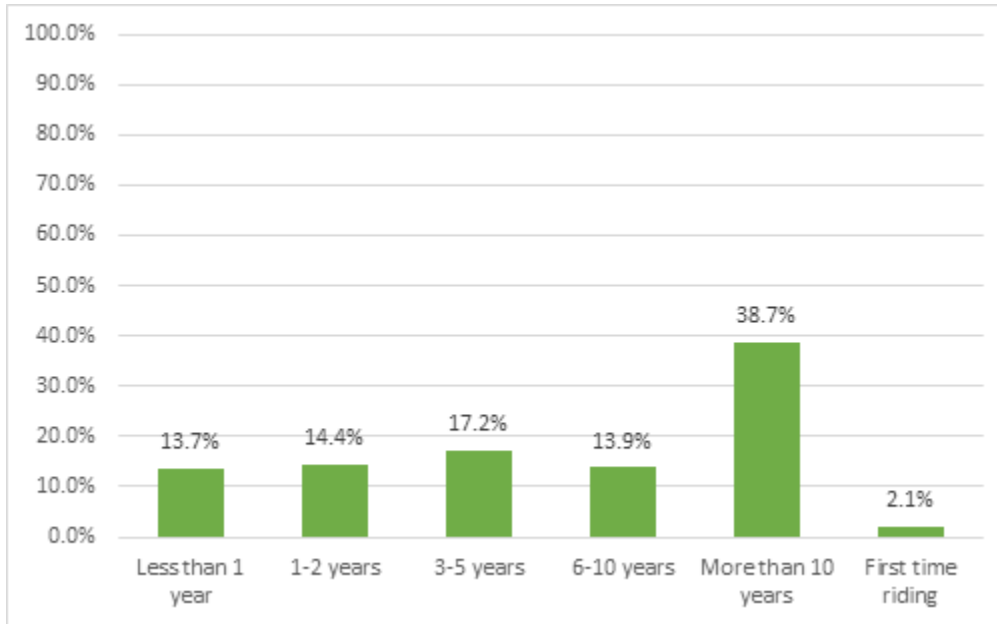


| What type of fare did you use for this one-way trip? | Weight Factor (%) |
|--|-------------------|
| Cash | 43.0% |
| Day Pass | 4.1% |
| Monthly Pass | 16.6% |
| U-Pass / College ID | 6.9% |
| RIPTIK | 1.9% |
| 10-Ride Pass | 1.6% |
| Senior Pass | 8.1% |
| Disabled Pass | 15.8% |
| Other | 2.0% |

HOW MANY YEARS HAVE YOU BEEN RIDING RIPTA?

Series below illustrates the length of RIPTA service usage reported by the respondent. As shown in this visual, “More than 10 years” was the largest length of used service by RIPTA Passengers (38.7 percent) compared to the next highest “3 to 5 years” (17.2 percent).

Table 6-7: How many years have you been riding RIPTA?

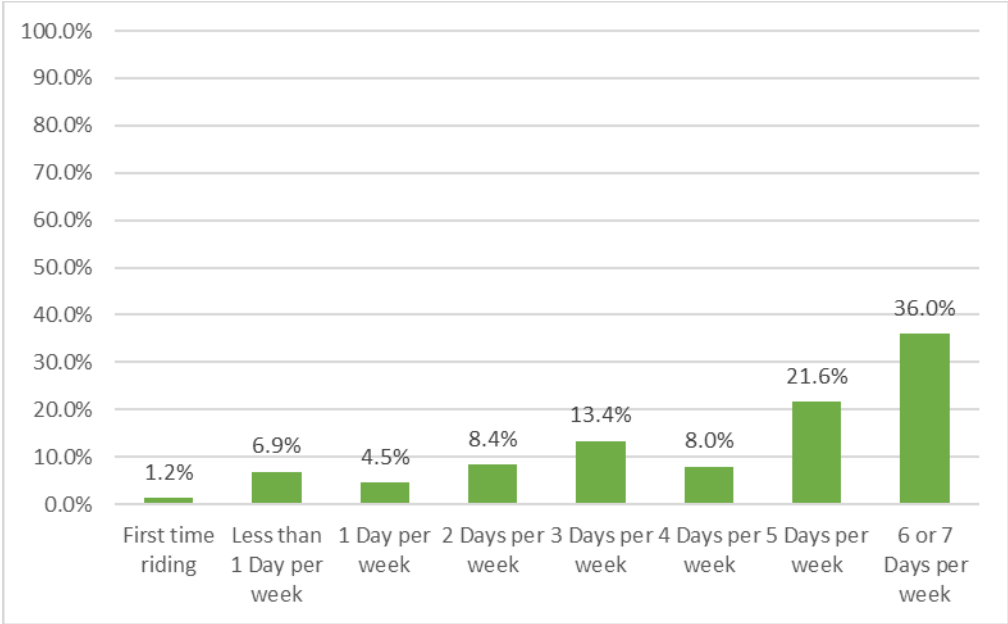


| How many years have you been riding RIPTA? | Weight Factor (%) |
|--|-------------------|
| Less than 1 year | 13.7% |
| 1-2 years | 14.4% |
| 3-5 years | 17.2% |
| 6-10 years | 13.9% |
| More than 10 years | 38.7% |
| First time riding | 2.1% |

HOW OFTEN DO YOU TYPICALLY RIDE RIPTA?

Series below shows the RIPTA frequency usage reported by the Passenger. Over one-third of the RIPTA Passengers (36.0 percent) indicated they ride RIPTA ‘6 or 7 Days per week’ compared to the next highest “5 Days per week” (21.6 percent).

Table 6-8: How often do you typically ride RIPTA?



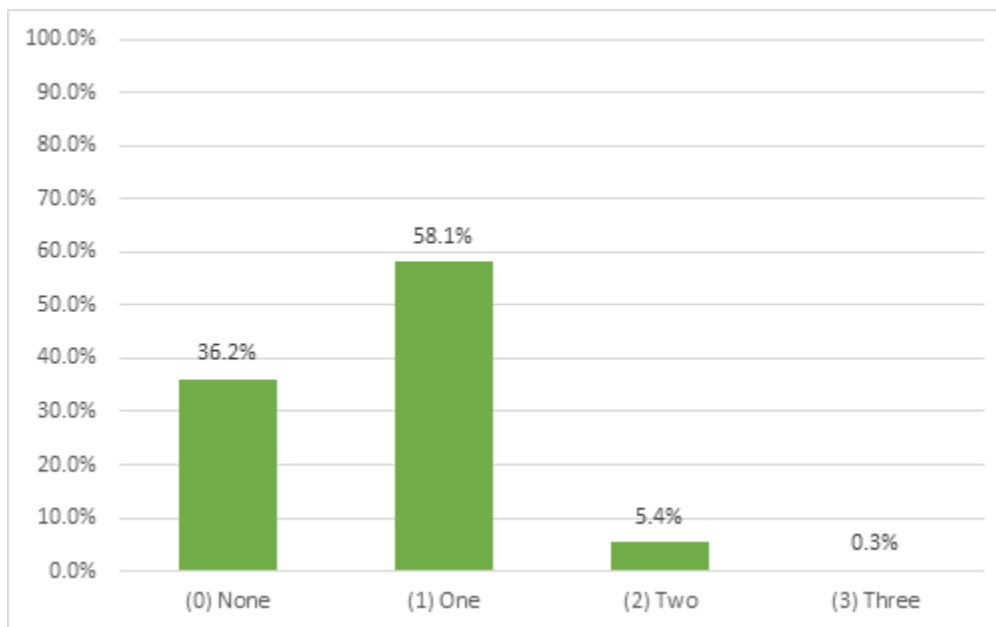
| How often do you typically ride RIPTA? | Weight Factor (%) |
|--|-------------------|
| First time riding | 1.2% |
| Less than 1 Day per week | 6.9% |
| 1 Day per week | 4.5% |
| 2 Days per week | 8.4% |
| 3 Days per week | 13.4% |
| 4 Days per week | 8.0% |
| 5 Days per week | 21.6% |
| 6 or 7 Days per week | 36.0% |

RIDER INFORMATION

TOTAL NUMBER OF IN-SYSTEM TRANSFERS

Series below shows the total number of system transfers used in the one-way trip by RIPTA Passengers. Most RIPTA Passengers (58.1 percent) used one RIPTA System transfer to make their current trip, compared to, 36.2 of RIPTA Passengers that used zero RIPTA System transfers during their trip. *Transfer percentages were based on the unlinked expansion.*

Table 6-9: Total number of in-system transfers

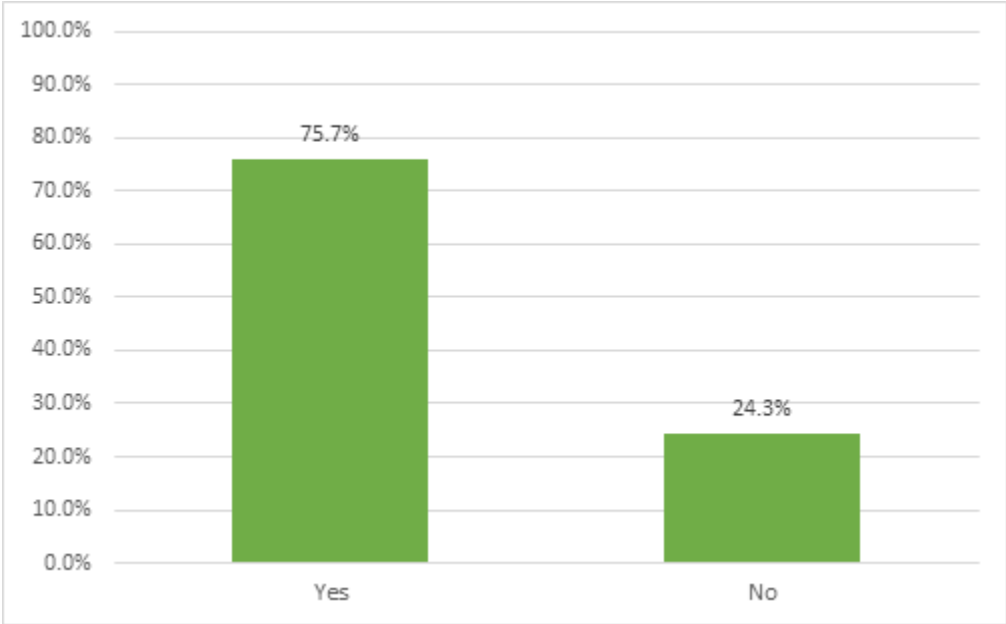


| Total number of in-system transfers | Weight Factor (%) |
|-------------------------------------|-------------------|
| (0) None | 36.2% |
| (1) One | 58.1% |
| (2) Two | 5.4% |
| (3) Three | 0.3% |

DO YOU HAVE A WORKING SMART PHONE WITH A DATA PLAN?

Series below illustrates most RIPTA Passengers (75.7 percent) indicated they have a working smart phone with a data plan.

Table 6-10: Do you have a working smart phone with a data plan?

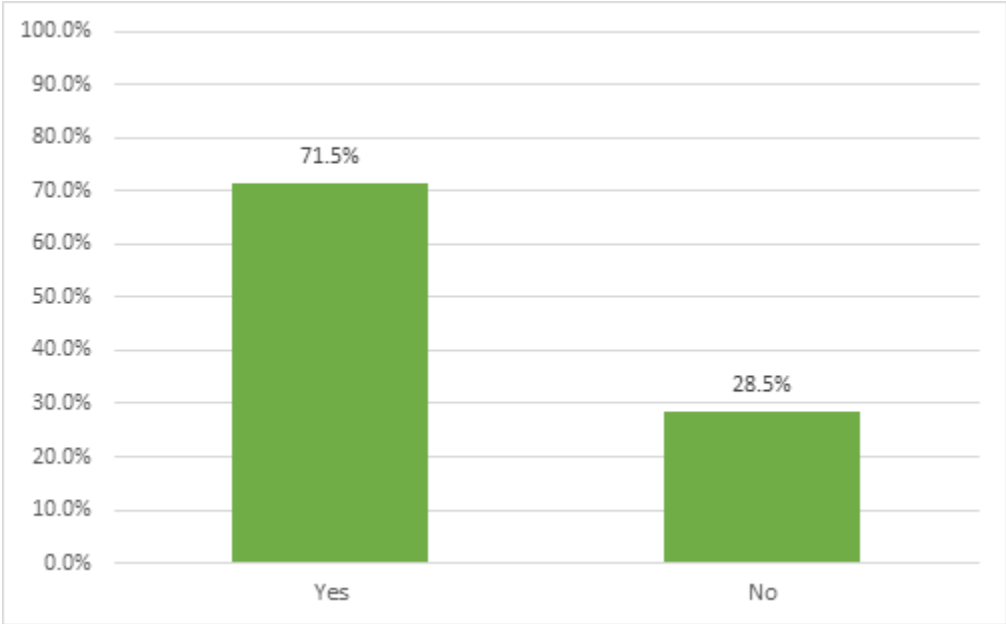


| Do you have a working smart phone with a data plan? | Weight Factor (%) |
|---|-------------------|
| Yes | 75.7% |
| No | 24.3% |

DO YOU USE YOUR SMART PHONE TO HELP PLAN YOUR TRIP?

Series below illustrates most RIPTA Passengers (71.5 percent) indicated they used their smart phone to help plan their one-way trip,

Table 6-11: Do you use your smart phone to help plan your trip?

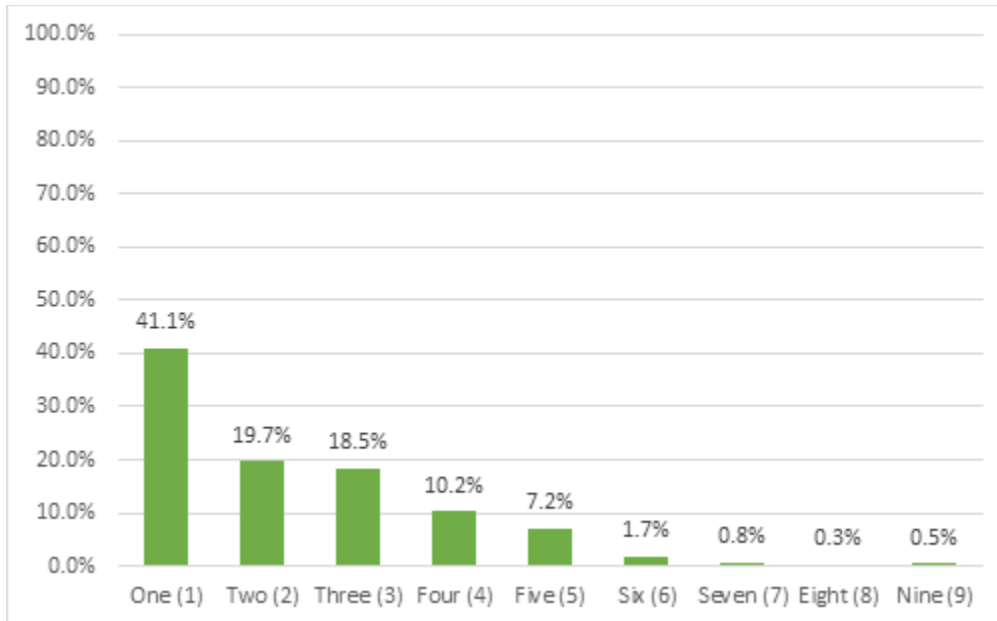


| Do you use your smart phone to help plan your trip? | Weight Factor (%) |
|---|-------------------|
| Yes | 71.5% |
| No | 28.5% |

INCLUDING YOU, HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD?

The total number of household members for RIPTA Passengers' household is shown below. About half of RIPTA Passengers (60.8 percent) are in a one or two-member household, compared to 28.7 percent of RIPTA Passengers with three or four members in the household.

Table 6-12: Including YOU, how many people live in your household?

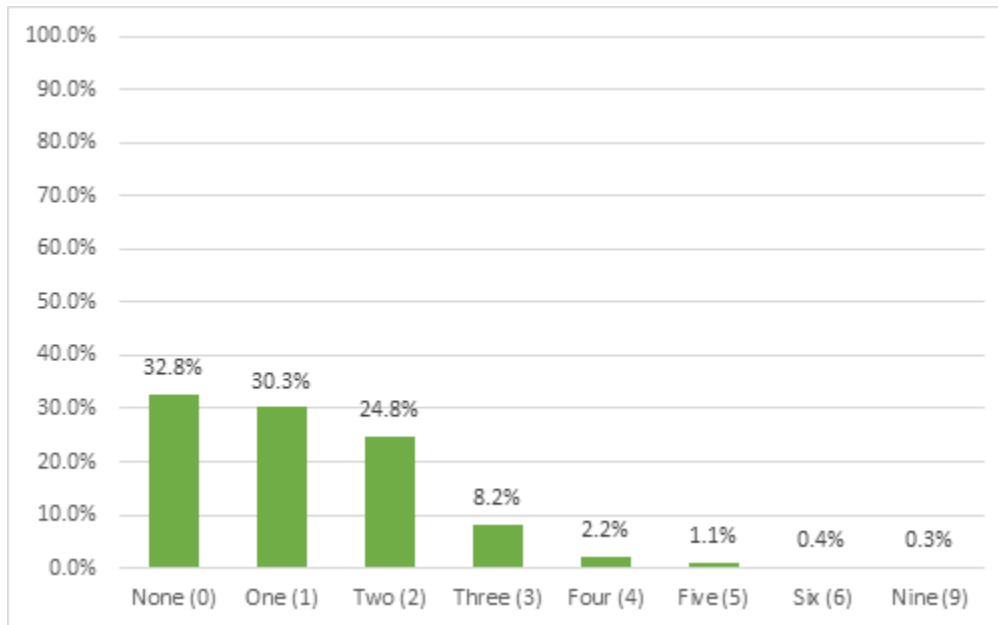


| Including YOU, how many people live in your household? | Weight Factor (%) |
|--|-------------------|
| One (1) | 41.1% |
| Two (2) | 19.7% |
| Three (3) | 18.5% |
| Four (4) | 10.2% |
| Five (5) | 7.2% |
| Six (6) | 1.7% |
| Seven (7) | 0.8% |
| Eight (8) | 0.3% |
| Nine (9) | 0.5% |

INCLUDING YOU, HOW MANY PEOPLE (OVER AGE 15) IN YOUR HOUSEHOLD ARE EMPLOYED FULL OR PART-TIME?

The total number of employed household members for RIPTA Passengers' household is shown below. About half of RIPTA Passengers (55.1 percent) are in a household with one or two-member employed, compared to 32.8 percent of RIPTA Passengers with zero employed members in the household, and 10.4 percent of RIPTA Passengers with three or four employed members in the household.

Table 6-13: Including YOU, how many people (over age 15) in your household are employed full or part-time?

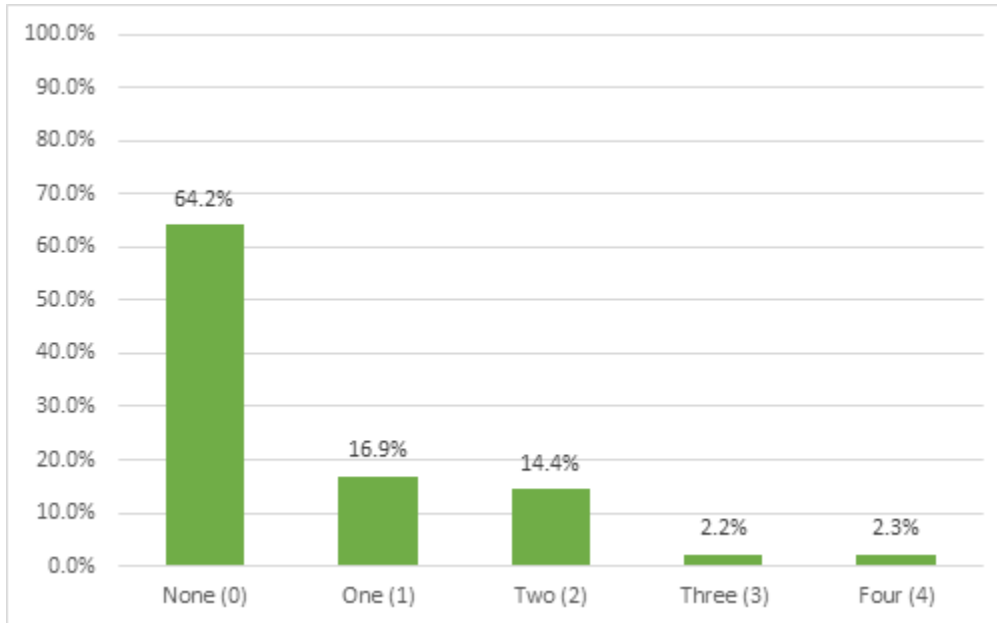


| Including YOU, how many people (over age 15) in your household are employed full or part-time? | Weight Factor (%) |
|--|-------------------|
| None (0) | 32.8% |
| One (1) | 30.3% |
| Two (2) | 24.8% |
| Three (3) | 8.2% |
| Four (4) | 2.2% |
| Five (5) | 1.1% |
| Six (6) | 0.4% |
| Nine (9) | 0.3% |

HOW MANY VEHICLES (CARS, TRUCKS, OR MOTORCYCLES) ARE AVAILABLE TO YOUR HOUSEHOLD?

Series below illustrates the number of household vehicles for RIPTA Passengers' household. Almost two-thirds (64.2 percent) of RIPTA Passengers indicated they are without a working vehicle in their household, compared to 16.9 percent of Passengers with one working vehicle in their household, and 18.9 percent of Passengers with two or more working vehicles in their household. Of those Passengers who indicated they have a vehicle in their household, majority (65.9 percent) indicated their vehicle was not available for this one-way trip.

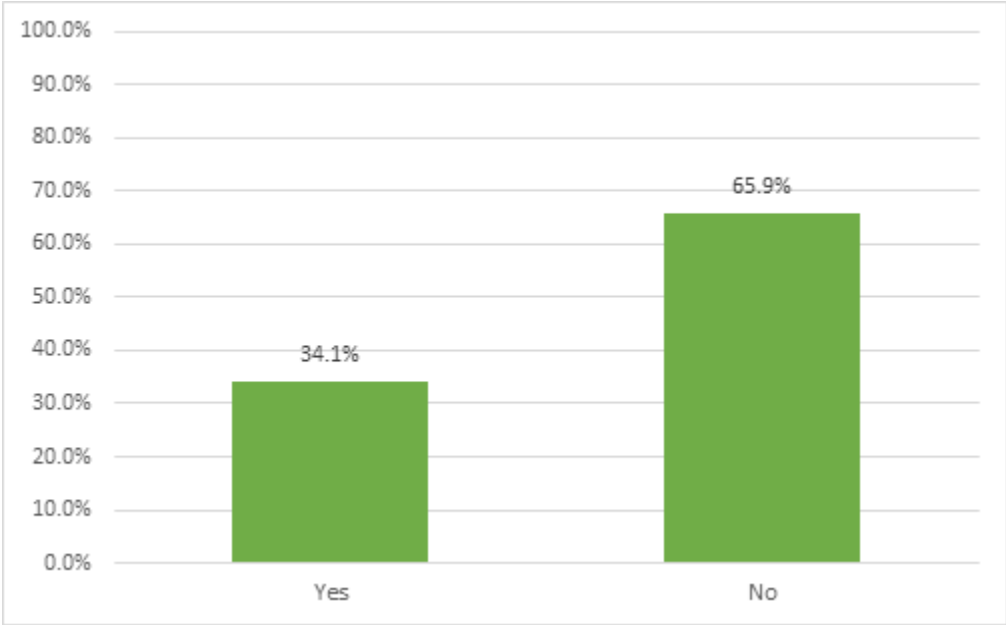
Table 6-14: How many vehicles (cars, trucks, or motorcycles) are available to your household?



| How many vehicles (cars, trucks, or motorcycles) are available to your household? | Weight Factor (%) |
|---|-------------------|
| None (0) | 64.2% |
| One (1) | 16.9% |
| Two (2) | 14.4% |
| Three (3) | 2.2% |
| Four (4) | 2.3% |

COULD YOU HAVE USED ONE OF THESE VEHICLES TO COMPLETE THIS TRIP?

Table 6-15: Could you have used one of these vehicles to complete this trip?

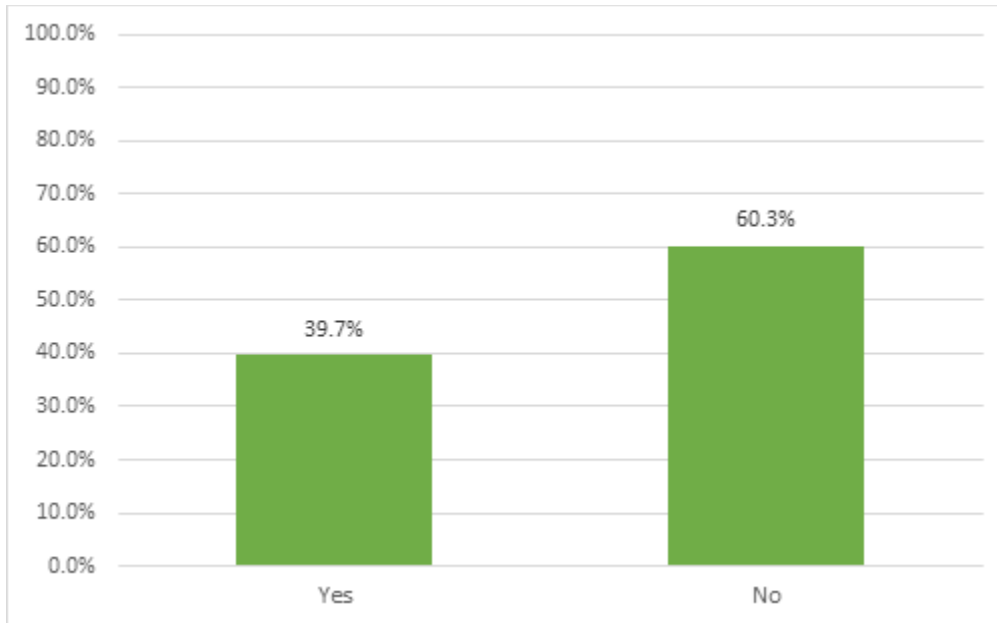


| Could you have used one of these vehicles to complete this trip? | Weight Factor (%) |
|--|-------------------|
| Yes | 34.1% |
| No | 65.9% |

DO YOU HAVE A VALID DRIVER'S LICENSE?

Series below shows if the Transit Passenger has a valid driver's license. Over half of RIPTA Passengers (60.3 percent) indicated they did not have a valid driver's license, compared to (39.7 percent) who indicated they had a valid driver's license.

Table 6-16: Do you have a valid driver's license?

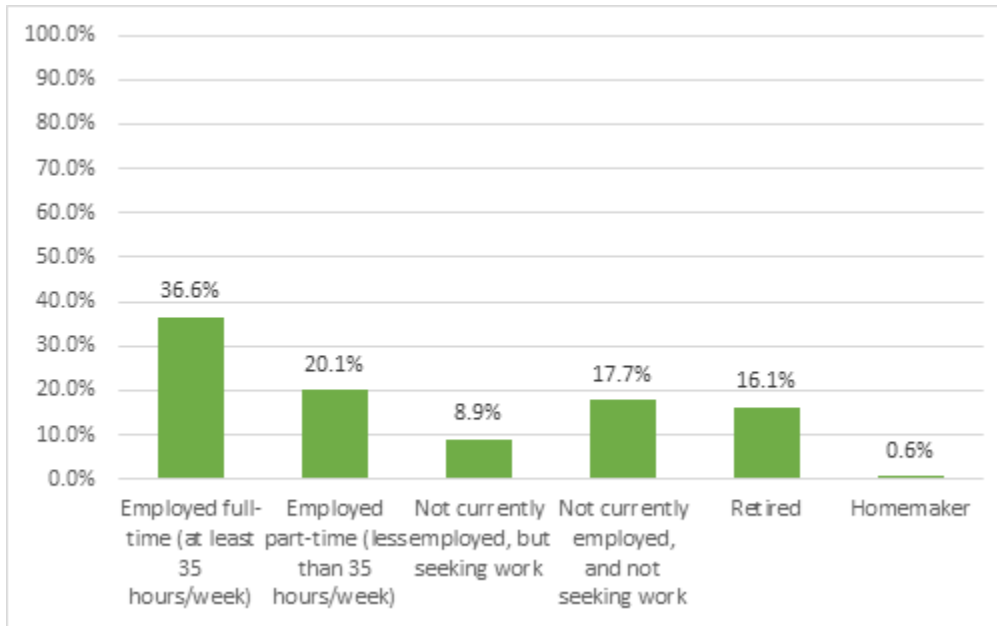


| Do you have a valid driver's license? | Weight Factor (%) |
|---------------------------------------|-------------------|
| Yes | 39.7% |
| No | 60.3% |

WHAT IS YOUR EMPLOYMENT STATUS? (CHECK THE ONE RESPONSE THAT BEST DESCRIBES YOU)

Series below shows the employment status of RIPTA Passengers. Most RIPTA Passengers (56.7 percent) reported “Employed” (either full- or part-time) for employment status.

Table 6-17: What is your employment status? (Check the one response that BEST describes you)

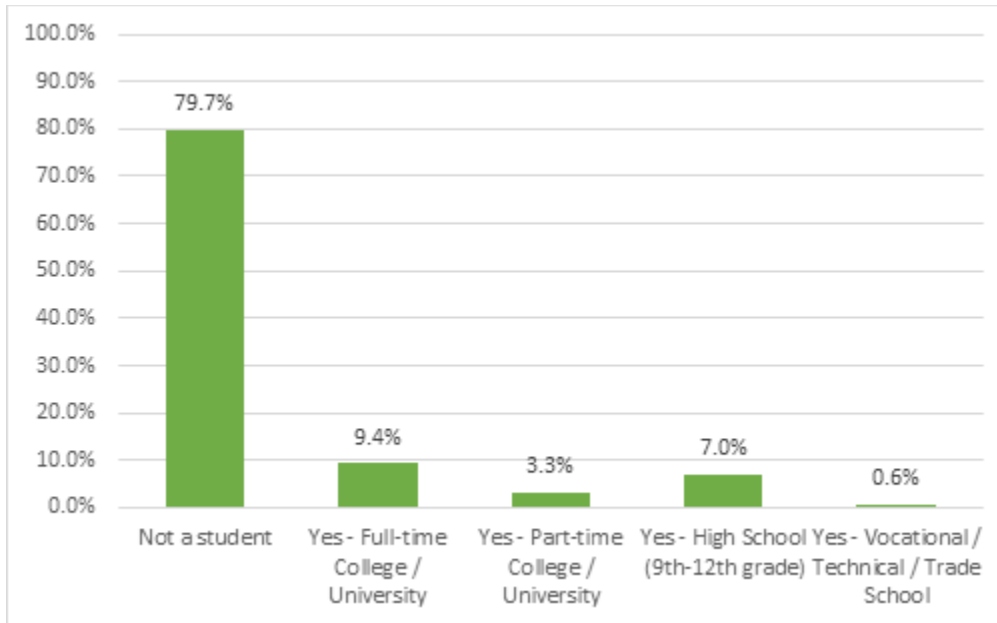


| What is your employment status? (Check the one response that BEST describes you) | Weight Factor (%) |
|--|-------------------|
| Employed full-time (at least 35 hours/week) | 36.6% |
| Employed part-time (less than 35 hours/week) | 20.1% |
| Not currently employed, but seeking work | 8.9% |
| Not currently employed, and not seeking work | 17.7% |
| Retired | 16.1% |
| Homemaker | 0.6% |

WHAT IS YOUR STUDENT STATUS? (CHECK THE ONE RESPONSE THAT BEST DESCRIBES YOU)

Series below shows the student status of RIPTA Passengers. Majority of RIPTA Passengers (79.7 percent) reported “Not a student” for student status, compared to 12.7 percent of RIPTA Passengers that reported “College/University” as their student status.

Table 6-18: What is your student status? (check the one response that BEST describes you)

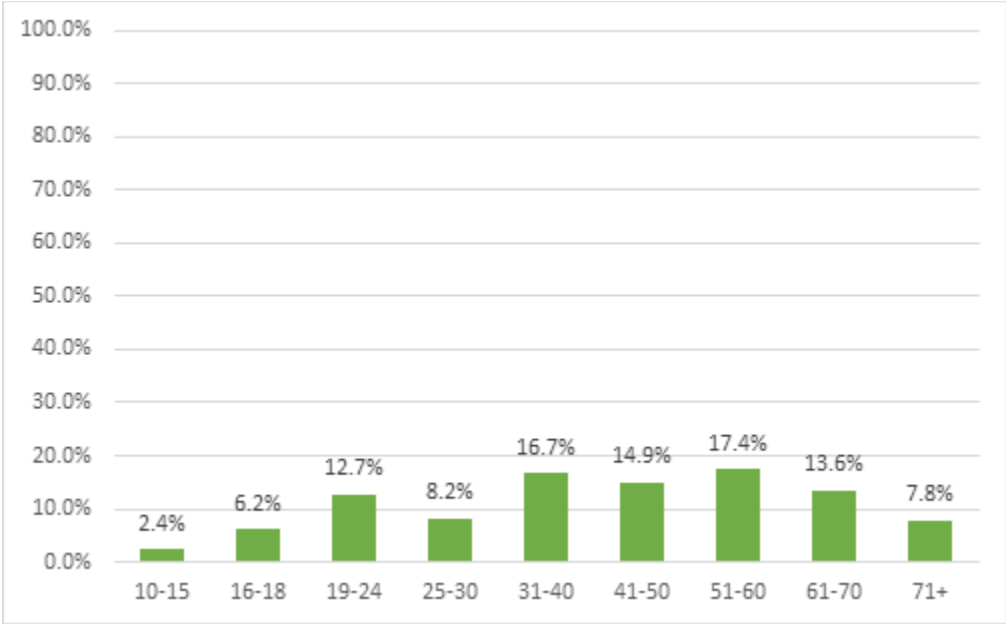


| What is your student status? (check the one response that BEST describes you) | Weight Factor (%) |
|---|-------------------|
| Not a student | 79.7% |
| Yes - Full-time College / University | 9.4% |
| Yes - Part-time College / University | 3.3% |
| Yes - High School (9th-12th grade) | 7.0% |
| Yes - Vocational / Technical / Trade School | 0.6% |

WHAT IS YOUR AGE?

Table series illustrates the age of RIPTA Passengers. Nearly half (49.0 percent) of RIPTA Passengers indicated their age is between 31-60, compared to 29.5 percent of RIPTA Passengers indicated their age is below 31.

Table 6-19: What is your age?

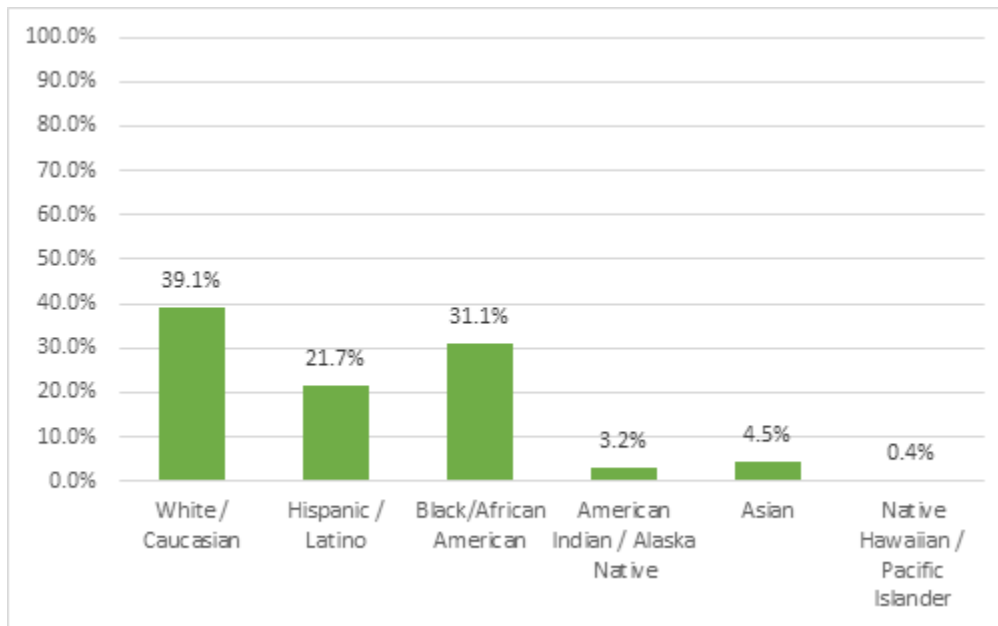


| What is your age? | Weight Factor (%) |
|-------------------|-------------------|
| 10-15 | 2.4% |
| 16-18 | 6.2% |
| 19-24 | 12.7% |
| 25-30 | 8.2% |
| 31-40 | 16.7% |
| 41-50 | 14.9% |
| 51-60 | 17.4% |
| 61-70 | 13.6% |
| 71+ | 7.8% |

IF RESPONDENT INDICATED THEY ARE... [RACE / ETHNICITY]

Table series below shows the race/ethnicity of RIPTA Passengers. RIPTA Passengers were able to select from ‘American Indian/Alaskan Native,’ ‘Asian,’ ‘Black/African American,’ ‘White/Caucasian,’ ‘Hispanic/Latino,’ or ‘Native Hawaiian/Pacific Islander.’ Totals add up to more than 100% because respondents were encouraged to check all answers that applied. Nearly forty percent of RIPTA Passengers (39.1 percent) indicated they were “White/Caucasian,” compared to the next highest (31.1 percent) of RIPTA Passengers who reported “Black/African American.”

Table 6-20: If respondent indicated they are...

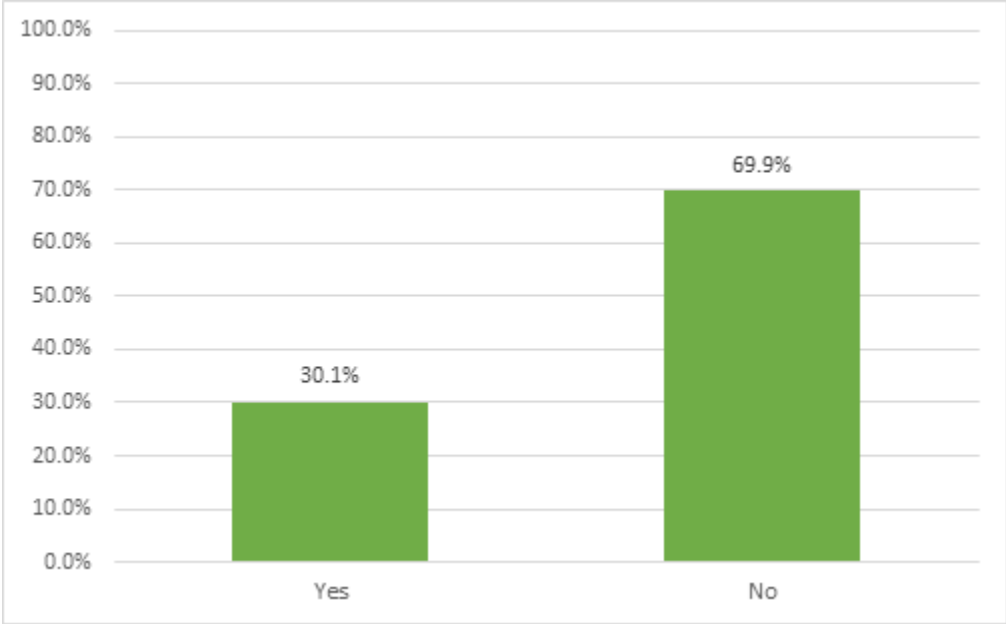


| If respondent indicated they are... | Weight Factor (%) |
|-------------------------------------|-------------------|
| White / Caucasian | 39.1% |
| Hispanic / Latino | 21.7% |
| Black / African American | 31.1% |
| American Indian / Alaska Native | 3.2% |
| Asian | 4.5% |
| Native Hawaiian / Pacific Islander | 0.4% |

DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME?

The language spoken at the home of RIPTA Passengers is displayed in the Table Series below. Majority (69.9 percent) of RIPTA Passengers indicated they spoke a language other than English at home. Of those RIPTA Passengers, about two-thirds (79.6 percent) indicated they spoke English “Very well” as shown the second chart in the series.

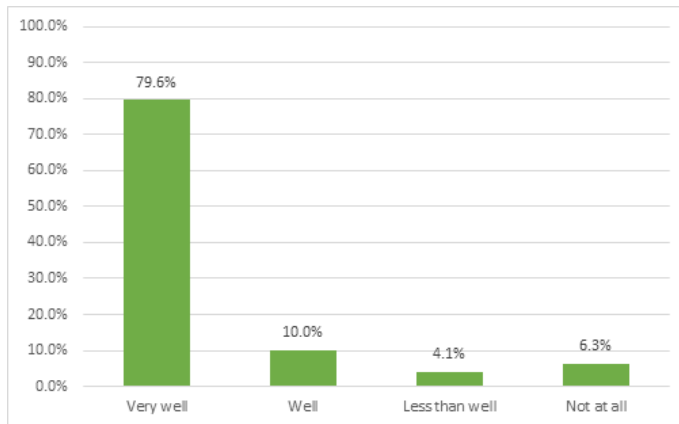
Table 6-21: Do you speak a language other than English at home?



| Do you speak a language other than English at home? | Weight Factor (%) |
|---|-------------------|
| Yes | 30.1% |
| No | 69.9% |

HOW WELL DO YOU SPEAK ENGLISH?

Table 6-22: How well do you speak English?



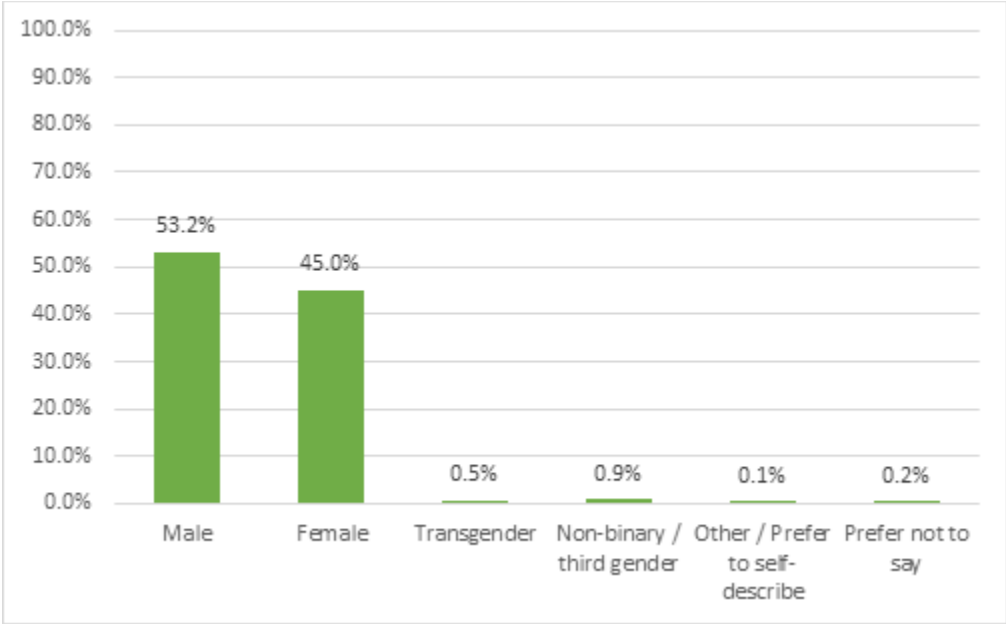
| How well do you speak English? | Weight Factor (%) |
|--------------------------------|-------------------|
| Very well | 79.6% |
| Well | 10.0% |
| Less than well | 4.1% |
| Not at all | 6.3% |

| Language respondent speaks at home other than English | Weight Factor (%) |
|---|-------------------|
| Spanish | 67.2% |
| Haitian Creole French | 7.9% |
| Not Provided | 7.4% |
| French | 2.6% |
| Chinese, Mandarin | 2.6% |
| Italian | 2.3% |
| Portuguese | 2.2% |
| Japanese | 1.1% |
| Hindi | 1.1% |
| Chinese | 0.9% |
| Russian | 0.8% |
| Korean | 0.8% |
| Cape Verdian | 0.6% |
| Indo-Portuguese | 0.6% |
| Indonesian | 0.5% |
| Jamaican | 0.4% |
| Farsi, Eastern | 0.4% |
| Acholi | 0.3% |
| Dutch | 0.1% |

DO YOU IDENTIFY AS?

The gender of RIPTA Passengers is presented in table series below. Over half of RIPTA Passengers (53.2 percent) indicated they were male, compared to (45.0 percent) who indicated they were female.

Table 6-23: Do you identify as?

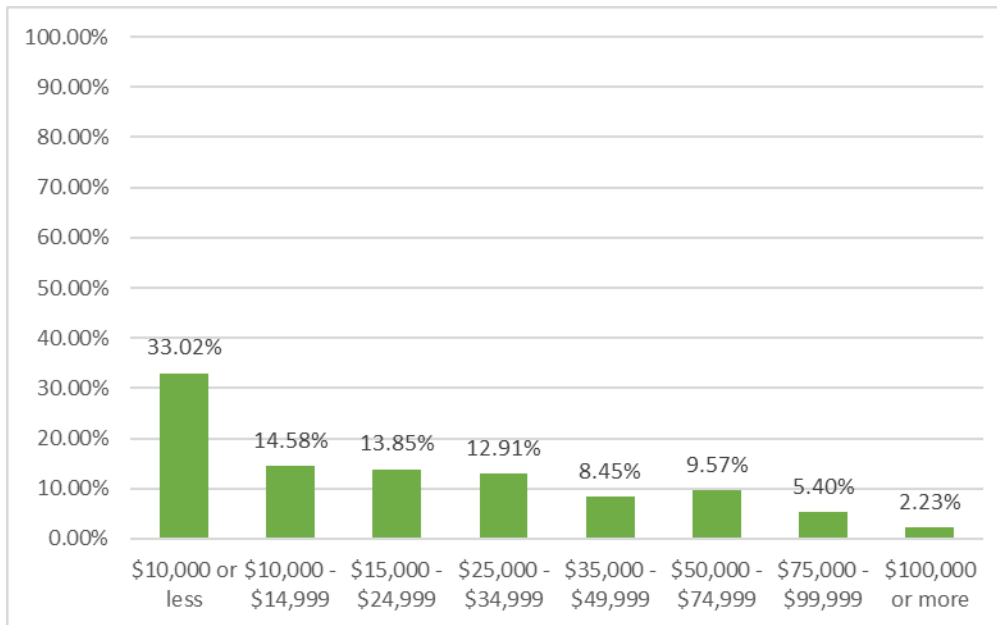


| Do you identify as? | Weight Factor (%) |
|---------------------------------|-------------------|
| Male | 53.2% |
| Female | 45.0% |
| Transgender | 0.5% |
| Non-binary / third gender | 0.9% |
| Other / Prefer to self-describe | 0.1% |
| Prefer not to say | 0.2% |

WHICH OF THE FOLLOWING BEST DESCRIBES YOUR TOTAL ANNUAL HOUSEHOLD INCOME IN 2020 BEFORE TAXES?

Table series below shows the Total Annual Household Income for RIPTA Passengers' household. Nearly two-thirds (64.2 percent) of RIPTA Passengers indicated their household income is below "\$35,000", compared to 15.6 percent of RIPTA Passengers with household income between "\$35,000 - \$75,000", and 6.6 percent of RIPTA Passengers with household income of "\$75,000 or more". Fourteen percent (13.7%) refused or did not answer the income question.

Table 6-24: Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2020 before taxes?

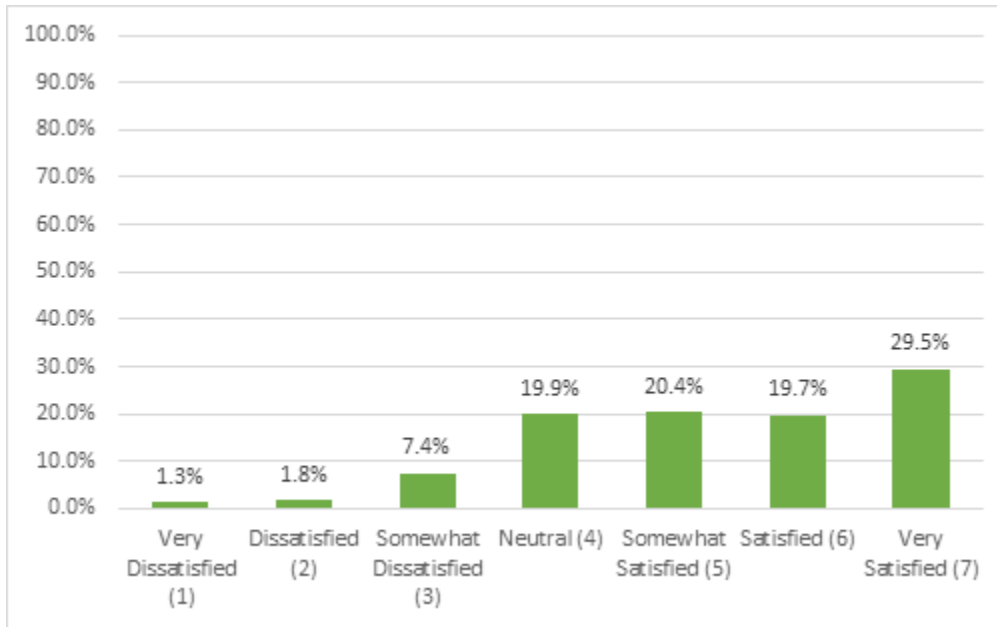


| Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2020 before taxes? | Weight Factor (%) |
|--|-------------------|
| \$10,000 or less | 33.02% |
| \$10,000 - \$14,999 | 14.58% |
| \$15,000 - \$24,999 | 13.85% |
| \$25,000 - \$34,999 | 12.91% |
| \$35,000 - \$49,999 | 8.45% |
| \$50,000 - \$74,999 | 9.57% |
| \$75,000 - \$99,999 | 5.40% |
| \$100,000 or more | 2.23% |

OVERALL, HOW SATISFIED ARE YOU WITH THE QUALITY AND LEVEL OF SERVICE OFFERED BY RIPTA?

Table series below illustrates how RIPTA passengers are satisfied with the quality and level of service provided by RIPTA. Overall, almost half of RIPTA passengers (49.2 percent) rated that RIPTA service is either 'Very Satisfied' or 'Satisfied'.

Table 6-25: Overall, how satisfied are you with the quality and level of service offered by RIPTA?



| Overall, how satisfied are you with the quality and level of service offered by RIPTA? | Weight Factor (%) |
|--|-------------------|
| Very Dissatisfied (1) | 1.3% |
| Dissatisfied (2) | 1.8% |
| Somewhat Dissatisfied (3) | 7.4% |
| Neutral (4) | 19.9% |
| Somewhat Satisfied (5) | 20.4% |
| Satisfied (6) | 19.7% |
| Very Satisfied (7) | 29.5% |

APPENDIX A: SURVEY INSTRUMENT

RIPTA 2021 On Board Transit Survey

(for office use only) Route Code: Dir: N S E W Time: am/pm Interviewer: Serial #:

Complete the questionnaire and have a chance to win \$70 added to your Wave Card!

Are you a visitor to Rhode Island? Yes No

What is your HOME ADDRESS?: (please be specific, ex: 123 W. Main St):

(If you are visiting Rhode Island, please list the **hotel name** or address where you are staying)

Street Address _____

City _____

State _____

ZIP Code _____

COMING FROM?

1. What type of place are you COMING FROM NOW? (the starting place for your one-way trip)

- Your usual Workplace
- Other business related (e.g., meeting, delivery)
- College / University (students only)
- School K-12 (students only)
- Medical Service / Hospital (non-work)
- Shopping
- Eating / Dining
- Visit Friend / Relative
- Recreation / Sightseeing
- Airport (passengers only)
- Your hotel/motel/lodging → Go to Question #4
- Your HOME → Go to Question #4
- Other: _____

2. What is the NAME of the place you are coming from now?

3. What is the EXACT STREET ADDRESS of this place? (OR Intersection if you do not know)

City: _____ State: _____ ZIP: _____

4. How did you GET FROM the place in Questions #1-3 TO THE VERY FIRST vehicle you used for this one-way trip?

- Walk (go to Q5)
- Bike (go to Q5)
- Wheelchair (go to Q5)
- Skateboard (go to Q5)
- Was dropped off by someone (answer 4a)
- Drove alone and parked (answer 4a)
- Drove or rode with others and parked (answer 4a)
- Uber, Lyft, etc. (private)
- Taxi
- E-scooter
- Shuttle
- Other Specify _____

4a. Where did you park/get dropped off before the FIRST vehicle you used for this one-way trip (Nearest intersection / Park-N-Ride lot below):

GOING TO?

5. What type of place are you GOING TO NOW? (the ending place for your one-way trip)

- Your usual Workplace
- Other business related (e.g., meeting, delivery)
- College / University (students only)
- School K-12 (students only)
- Medical Service / Hospital (non-work)
- Shopping
- Eating / Dining
- Visit Friend / Relative
- Recreation / Sightseeing
- Airport (passengers only)
- Your hotel/motel/lodging → Go to Question #8
- Your HOME → Go to Question #8
- Other: _____

6. What is the NAME of the place you are going to now?

7. What is the EXACT STREET ADDRESS of this place? (OR Intersection if you do not know)

City: _____ State: _____ ZIP: _____

8. How will you GET TO your destination (in Qs #5-7) after you get off the LAST vehicle you will use for this one-way trip?

- Walk (go to Q9)
- Bike (go to Q9)
- Wheelchair (go to Q9)
- Skateboard (go to Q9)
- Be picked up by someone (answer 8a)
- Get in a parked vehicle & drive alone (answer 8a)
- Get in a parked vehicle & drive/ride w/others (answer 8a)
- Uber, Lyft, etc. (private)
- Taxi
- E-scooter
- Shuttle
- Other Specify _____

8a. Where will you get your car/get picked up after the LAST vehicle you are using for this one-way trip (nearest intersection / Park-N-Ride lot below):

9. Did you transfer FROM another RIPTA vehicle BEFORE getting on this RIPTA vehicle? Yes No

10. Where did you GET ON THIS vehicle? Please provide the nearest intersection / station name / Park & Ride lot:

11. Where will you GET OFF THIS vehicle? Please provide the nearest intersection / station name / Park & Ride lot:

12. Will you transfer TO another RIPTA vehicle AFTER getting off this RIPTA vehicle? Yes No

13. Please list **BUS ROUTES** in the exact order you use them for this one-way trip.

START → → → → → END

1st Route 2nd Route 3rd Route 4th Route

Continue →

OTHER INFORMATION ABOUT THIS TRIP

14. What time did you **GET ON** this vehicle? _____ : _____ a.m. / p.m. (circle one)

15. Will you (or did you) make this same trip using the same transit routes in exactly the opposite direction today? No Yes - At what time did/will you leave for this trip in the opposite direction? _____:_____ am/pm (circle one)

16. Did you pay for this trip using Wave? Yes No

17. What type of fare did you use for this one-way trip?
 Cash/Stored Value Day Pass Monthly Pass Eco-Pass U-Pass/College ID
 RIPTIK 10-Ride Pass Senior Pass Disabled Pass Other _____

18. How many years have you been riding RIPTA?
 Less than 1 year 1-2 years 3-5 years 6-10 years More than 10 years First time riding

19. How often do you typically ride RIPTA?
 Less than 1 Day per week 2 Days per week 4 Days per week 6 or 7 Days per Week
 1 Day per week 3 Days per week 5 Days per week First time riding

20. Do you have a working smart phone with a data plan? Yes No

20a. [If #20 is YES] Do you use your smart phone to help plan your trip? Yes No

ABOUT YOU AND YOUR HOUSEHOLD

21. Including YOU, how many people **live** in your household? _____ people

22. Including YOU, how many people (over age 15) in your household are employed full/part-time? _____ people

23. How many vehicles (cars, trucks, or motorcycles) are available to your household? _____ vehicles

23a. [If #23 is ONE OR MORE] Could you have used one of these vehicles to complete this trip? Yes No

24. Do you have a valid driver's license? Yes No

25. What is your employment status? (*check the one response that BEST describes you*)
 Employed full-time (at least 35 hrs/wk) Employed part-time (less than 35 hrs/wk)
 Not currently employed, but seeking work Not currently employed, and not seeking work
 Retired Homemaker

26. What is your student status? (*check the one response that BEST describes you*)
 Not a student Yes - Full-time College/University Yes - Part-time College/University
 Yes - K - 8th grade Yes - 9th-12th grade Yes - Vocational/technical/trade school

27. What is your year of birth? _____

28. What is your Race / Ethnicity? (*check all that apply*)
 American Indian / Alaska Native Asian Black/African American Hispanic/Latino
 Native Hawaiian / Pacific Islander White Other: _____

29. Do you speak a language other than English at home? No Yes - Which language? _____

29a. [If #29 = Yes] How well do you speak English? Very well Well Not very well Not at all

30. Do you identify as? Male Female Transgender Non-binary/third gender
 Other/Prefer to self-describe Prefer not to say

31. Which of the following **BEST** describes your **TOTAL ANNUAL HOUSEHOLD INCOME** in 2020 before taxes?
 \$10,000 or less \$15,000 - \$24,999 \$35,000 - \$49,999 \$75,000 - \$99,999
 \$10,000 - \$14,999 \$25,000 - \$34,999 \$50,000 - \$74,999 \$100,000K or more

32. Overall how satisfied are you with the quality and level of service offered by RIPTA?
 Very Dissatisfied (1) Very Satisfied (7)

REGISTER TO WIN WAVE FARE (\$70) OR OTHER RIPTA GIFTS

People who submit a fully completed survey will be entered in a random drawing for \$70 loaded onto their Wave account and other RIPTA merchandise. You must provide your home address at the beginning of the survey questionnaire and answer all questions to be eligible for the drawings.

Name: _____
 Phone Number: (____) _____
 Email: _____

Are you willing to participate in future RIPTA research and may we email/text you? Yes No

Thank you for your help!

APPENDIX

Exhibit G

Service and Fare Change Equity Analyses

SERVICE & FARE CHANGE EQUITY ANALYSES, JANUARY 2021 – December 2023

Pursuant to FTA Circular 4702.1B, transit providers must include in their Title VI Programs the results of equity analyses for all major service changes and/or fare changes implemented since the last Title VI Program submission. In compliance with this requirement are the following:

- A list of major service or fare changes since the last Title VI Program submission.
- Copies of all service and fare equity (SAFE) analyses prepared in association with these changes.

Major Service Changes

RIPTA has implemented a total of 34 major service changes since the adoption of its previous Title VI Program in 2021. Below is a list of these major service changes. None were determined to adversely impact minority or low-income populations.

RIPTA Major Service Changes

| Major Service Changes | Minority Route | Low Income Route |
|--|----------------|------------------|
| Winter 2021 (No major service changes) | | |
| Summer 2021 (No major service changes) | | |
| Fall 2021 (Effective August 29, 2021) | | |
| 8X Jefferson | No | No |
| 13 Coventry/CCRI | No | No |
| 14 West Bay | No | No |
| 29 Coweset/Kent County | No | Yes |
| 30 Arlington | No | No |
| 66 URI/Galilee | No | No |
| 69 Narragansett | No | No |
| 203/210 Flex | No | No |
| Winter 2022 (Effective January 15, 2022) | | |
| 14 West Bay | No | No |
| 20 Elmwood | No | No |
| 22 Pontiac | No | No |
| 30 Arlington/Oaklawn | No | No |
| 87 Fairmount | No | Yes |
| Summer 2022 (Effective June 18, 2022) | | |
| 13 Coventry/Arctic/CCRI | No | No |
| New Route 16 | No | Yes* |
| New Route 23 | No | Yes* |
| Route 29 | No | Yes |
| 49 Camp St eliminated | No | No |
| New Route 68 | No | Yes* |
| Fall 2022 (Effective October 22, 2022) | | |

| | | |
|--|----|----|
| Route 21 | No | No |
| Route 22 | No | No |
| Route 27 | No | No |
| Route 28 | No | No |
| Route 50 | No | No |
| Route 51 | No | No |
| Route 54 | No | No |
| Route 55 | No | No |
| Route 57 | No | No |
| Route 60 | No | No |
| Route 63 | No | No |
| Route 65x | No | No |
| Route 67 | No | No |
| Route 92 | No | No |
| Winter 2023 (Effective January 21, 2023) | | |
| 78 Beverage Hill/East Providence | No | No |
| Summer 2023 (Effective June 17, 2023) No major service changes | | |
| Fall 2023 (Effective 8/26/2023) No major service changes | | |
| Winter 2024 (Effective 1/13/2024) No major service changes | | |

* Routes 16, 23 and 68 were all established in June 2022, after the most recent on-board rider survey was conducted in October 2021. Therefore, demographic information from ridership data for these routes is not available. However, based on an analysis of Census data and comparison with the ridership profiles of similar routes, it has been determined that Routes 16, 23, and 68 meet the criteria for status as low-income routes.

Fare Changes

The R-Line, which is RIPTA’s most heavily used route, was selected by the Rhode Island General Assembly for a year-long fare-free pilot program which began on September 1, 2022 and was discontinued on October 1, 2023. Approved fare changes include:

- No fare collected on the R-Line starting September 1, 2022
- \$2 fare reinstated on the R-Line starting October 1, 2023

Fare change equity analyses were conducted and are included here for both the implementation of the fare-free pilot in September of 2022 and its discontinuation in October of 2023. The fare change that came with the implementation of the fare-free pilot was found to have no disparate impact on minority riders or disproportionate burden on low-income riders. The fare change that came with discontinuing the pilot and resuming \$2 fare collection on the R-Line was found to have disparate impacts on minority riders and a disproportionate burden on low-income riders.

Service and Fare Equity (SAFE) Analyses

Following are RIPTA’s SAFE analyses for the above-referenced fare changes and 34 major service changes implemented since the adoption of the previous Title VI Program.



Title VI Review – Service Change

Choose-Up: Fall 2021

Description of Service Change:

Route 8X will be eliminated. Service coverage will be maintained with adjustments to routes 14 and 29. Eliminating route 8X enables a higher level of service on Jefferson Blvd with changes to route 14.

X Major Minor

Major Change Determination: This is a major change due to the route being eliminated.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2021

Description of Service Change:

Route 13 will be re-routed to terminate at the new CCRI Warwick bus hub (it will no longer serve Warwick Mall), and it will take over serving the Phenix Hotel in place of the current route 29 service. This is an improvement of service frequency for the Phenix Hotel area. In addition, by serving the new bus hub at CCRI in Warwick, the service change achieves significantly better connectivity to other routes that operate throughout the region.

X Major Minor

Major Change Determination: This is a major change due to the rerouting off of Providence St north of Wakefield St that results in a walk of over a half-mile to the nearest bus stop.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2021

Description of Service Change:

Route 14 will be re-routed to serve the new CCRI Warwick bus hub and Jefferson Blvd. All trips will operate local (no express trips offered). Service will be rescheduled with 60-minute frequency. This change reduces the number of variants on the route from six to two, which simplifies the service to make it more understandable for passengers. The change also helps to significantly improve connectivity between all bus routes in the region by connecting to the new bus hub.

X Major Minor

Major Change Determination: This is a major change due a 76% decrease in weekday peak frequency, a 37% increase in Saturday frequency, and a 34% increase in Saturday span.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Comparison Population: Ridership Census Population

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2021

Description of Service Change:

Route 29 will be re-routed to no longer service Warwick Mall or Phenix Hotel. Passengers can transfer at the CCRI bus hub to routes 21, 22, or 30 to get to Warwick Mall. Service frequency will increase from every 90 minutes to every 75 minutes. Phenix Hotel will receive better service on route 13, which operates every 60 minutes. These changes set up route 29 for additional service changes that will be proposed for the fall of 2022, which are designed to significantly improve connectivity throughout the region.

 X Major Minor

Major Change Determination: This is a major change due a 35% increase in Saturday service span.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2021

Description of Service Change:

Route 30 will be re-routed to terminate at the new bus hub at CCRI. This change enables transfers to all other routes in the region that serve the bus hub.

X Major Minor

Major Change Determination: This is a major change due a 25% decrease in weekday peak frequency, weekday off-peak frequency, Saturday frequency, and Sunday frequency.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2021

Description of Service Change:

Route 66 will be re-routed to terminate at URI in South Kingstown. Service between URI and Galilee will be replaced with new route 69. Service will be rescheduled to operate every 30-minutes so that current combined 62 and 66 frequency between Providence and URI is maintained. Routes 62 and 66 operate mostly on the same corridor, with small differences. The changes are designed to standardize the service to make it more understandable and predictable. Additionally, the development of a new bus hub at URI and the changes to route 66 allows for scheduling flexibility and improved on-time performance.

 X Major Minor

Major Change Determination: This is a major change due to a 50% increase in weekday peak and off-peak frequency

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2021

Description of Service Change:

Route 69 is a new route that will operate between URI and Galilee to replace route 66 service with equivalent frequency and span. The development of a new bus hub at URI and the changes to route 66 allows for scheduling flexibility and improved on-time performance.

X Major Minor

Major Change Determination: This is a major change due to it being a new route.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2021

Description of Service Change:

The 203 Kingston and 210 Narragansett Flex zones will merge into one Flex zone and be renamed 203 Narragansett/South Kingstown. Saturday and Sunday service will be added.

 X Major Minor

Major Change Determination: This is a major change due the addition of Saturday and Sunday service.

Is the route

Minority Route? Yes No

Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Winter 2022

Description of Service Change:

Route 14 - Sunday service between Newport and Providence has been added. Service will operate every 60 minutes from 7am-7pm.

X Major Minor

Major Change Determination: This is a major change due being new service on Sundays.

Is the route

Minority Route? Yes No

Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Winter 2022

Description of Service Change:

Route 20 - Service will operate every 30 minutes on Sunday from 9am-6pm; current service is every 45 minutes.

 X Major Minor

Major Change Determination: This is a major change due being a 33% increase in frequency on Sundays.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Winter 2022

Description of Service Change:

Route 22 - Service will operate until 11pm on Saturdays and 10pm on Sundays & Holidays.

X Major Minor

Major Change Determination: This is a major change due being a 17% Saturday and 15% Sunday increase in service span.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Winter 2022

Description of Service Change:

Route 30 - Service will operate until 11pm on Saturdays and 10pm on Sundays & Holidays.

X Major Minor

Major Change Determination: This is a major change due being a 20% Saturday and 13% Sunday increase in service span.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Winter 2022

Description of Service Change:

Route 87 - Service will now operate every 40 minutes from 7am-10pm on Saturdays, Sundays & Holidays. Current service frequency is 75 minutes.

 X Major Minor

Major Change Determination: This is a major change due being a 47% Saturday and 47% Sunday increase in frequency.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Summer 2022

Description of Service Change:

Route: 13 Coventry/Arctic/CCRI

As part of the continuing program of service improvements in the West Bay area, route 13 will be rescheduled and interlined with route 29, seven days per week.

X Major Minor

Major Change Determination: This is a major change due a 40% increase in Saturday and Sunday frequency, and 13% increase in Sunday service span.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Summer 2022

Description of Service Change:

Route: 16

As part of the continuing program of service improvements in the West Bay area, route 16 is a new route being introduced seven days per week offering service between the CCRI Warwick campus and Quonset Industrial Park in North Kingstown. The primary corridors include Bald Hill Rd and Post Rd.

 X Major Minor

Major Change Determination: This is a major change due to it being the establishment of a new route.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Summer 2022

Description of Service Change:

Route: 23

As part of the continuing program of service improvements in the West Bay area, route 23 is a new route being introduced seven days per week offering service between the CCRI Warwick campus and Center of New England in Coventry. The primary corridors include Toll Gate Rd, Tiogue Ave, New London Turnpike and Arnold Rd. This new route will serve some areas previously served by route 29, such as the Crompton neighborhood.

 X Major Minor

Major Change Determination: This is a major change due it being the establishment of a new route.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Summer 2022

Description of Service Change:

Route: 29

As part of the continuing program of service improvements in the West Bay area, route 29 will split into two routes, with new route 23 taking over most of the route west of CCRI in Warwick, while the West Warwick Flex zone maintains coverage on a segment of road that would not have fixed-route service. At CCRI, it will be interlined with route 13 and it will now operate seven days per week (route 29 Sunday service would be added).

X Major Minor

Major Change Determination: This is a major change due the addition of Sunday service, a 15% increase in weekday service span, a 22% increase in Saturday service span, and re-routing and bus stop removal that results in a walk of over a half mile to the nearest bus stop from the former bus stop (Cowesett Ave in Warwick).

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Summer 2022

Description of Service Change:

Route: 49 Camp St

Route 49 is a very low ridership route and would be eliminated. Alternative service, two high frequency routes, are located within 900 to 1,300 feet of route 49.

 X Major Minor

Is the route

Minority Route? Yes No

Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Summer 2022

Description of Service Change:

Route: 68

Route 68 would be a new route that was originally identified in the Transit Master Plan. It will connect the Newport north end neighborhood to the Middletown Department of Human Services facility in Middletown. It will also serve the Newport Transit Center and First Beach.

 X Major Minor

Major Change Determination: This is a major change due to it being the establishment of a new route.

Is the route

Minority Route? Yes No

Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2022

Description of Service Change:

Route: 21

Due to a severe driver shortage, RIPTA is temporarily reducing frequency on route 21. This is an emergency situation and once RIPTA is able to increase driver staffing, the service will be reinstated.

 X Major Minor

Major Change Determination: This is a major change due a reduction of peak frequency by 33%, and a reduction of off-peak frequency by 33%.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2022

Description of Service Change:

Route: 22

Due to a severe driver shortage, RIPTA is temporarily reducing frequency on route 22. This is an emergency situation and once RIPTA is able to increase driver staffing, the service will be reinstated.

 X Major Minor

Major Change Determination: This is a major change due a reduction of peak frequency by 33%, and a reduction of off-peak frequency by 33%.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2022

Description of Service Change:

Route: 27

Due to a severe driver shortage, RIPTA is temporarily reducing frequency on route 27. This is an emergency situation and once RIPTA is able to increase driver staffing, the service will be reinstated.

 X Major Minor

Major Change Determination: This is a major change due a reduction of peak frequency by 60%, and a reduction of off-peak frequency by 60%.

Is the route

Minority Route? Yes No

Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2022

Description of Service Change:

Route: 28

Due to a severe driver shortage, RIPTA is temporarily reducing frequency on route 28. This is an emergency situation and once RIPTA is able to increase driver staffing, the service will be reinstated.

 X Major Minor

Major Change Determination: This is a major change due a reduction of peak frequency by 60%, and a reduction of off-peak frequency by 60%.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2022

Description of Service Change:

Route: 50

Due to a severe driver shortage, RIPTA is temporarily reducing frequency on route 50. This is an emergency situation and once RIPTA is able to increase driver staffing, the service will be reinstated.

 X Major Minor

Is the route

Minority Route? Yes No

Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2022

Description of Service Change:

Route: 51

Due to a severe driver shortage, RIPTA is temporarily reducing frequency on route 51. This is an emergency situation and once RIPTA is able to increase driver staffing, the service will be reinstated.

 X Major Minor

Major Change Determination: This is a major change due a reduction of peak frequency by 50%, and a reduction of off-peak frequency by 50%.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2022

Description of Service Change:

Route: 54

Due to a severe driver shortage, RIPTA is temporarily reducing frequency on route 54. This is an emergency situation and once RIPTA is able to increase driver staffing, the service will be reinstated.

 X Major Minor

Major Change Determination: This is a major change due a reduction of peak frequency by 33%, and a reduction of off-peak frequency by 33%.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2022

Description of Service Change:

Route: 55

Due to a severe driver shortage, RIPTA is temporarily reducing frequency on route 55. This is an emergency situation and once RIPTA is able to increase driver staffing, the service will be reinstated.

 X Major Minor

Major Change Determination: This is a major change due a reduction of peak frequency by 33%, and a reduction of off-peak frequency by 33%.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2022

Description of Service Change:

Route: 57

Due to a severe driver shortage, RIPTA is temporarily reducing frequency on route 57. This is an emergency situation and once RIPTA is able to increase driver staffing, the service will be reinstated.

 X Major Minor

Major Change Determination: This is a major change due a reduction of peak frequency by 33%, and a reduction of off-peak frequency by 33%.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2022

Description of Service Change:

Route: 60

Due to a severe driver shortage, RIPTA is temporarily reducing frequency on route 60. This is an emergency situation and once RIPTA is able to increase driver staffing, the service will be reinstated.

 X Major Minor

Major Change Determination: This is a major change due a reduction of peak frequency by 100%.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2022

Description of Service Change:

Route: 63

Due to a severe driver shortage, RIPTA is temporarily reducing frequency on route 63. This is an emergency situation and once RIPTA is able to increase driver staffing, the service will be reinstated.

 X Major Minor

Major Change Determination: This is a major change due a reduction of peak frequency by 50% and a reduction of off-peak frequency by 50%.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2022

Description of Service Change:

Route: 65X

Due to a severe driver shortage, RIPTA is temporarily reducing frequency on route 65X. This is an emergency situation and once RIPTA is able to increase driver staffing, the service will be reinstated.

 X Major Minor

Major Change Determination: This is a major change due a 45% reduction in the number of peak trips.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2022

Description of Service Change:

Route: 67

Due to a severe driver shortage, RIPTA is temporarily reducing frequency on route 67. This is an emergency situation and once RIPTA is able to increase driver staffing, the service will be reinstated.

 X Major Minor

Major Change Determination: This is a major change due a reduction of peak frequency by 50% and a reduction of off-peak frequency by 50%.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Fall 2022

Description of Service Change:

Route: 92

Due to a severe driver shortage, RIPTA is temporarily reducing frequency on route 92. This is an emergency situation and once RIPTA is able to increase driver staffing, the service will be reinstated.

 X Major Minor

Major Change Determination: This is a major change due a reduction of peak frequency by 25% and a reduction of off-peak frequency by 25%.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



Title VI Review – Service Change

Choose-Up: Winter 2023

Description of Service Change:

Route: 78 Beverage Hill Ave / East Providence

In conjunction with the expected opening of a new transit center at 300 Pine St in Pawtucket, RIPTA is re-routing all service in downtown Pawtucket to the new facility. Route 78 will serve the new transit center and frequency will be increased on weekdays and Sundays.

 X Major Minor

Major Change Determination: This is a major change due to a 44% increase in weekday peak frequency; a 44% increase in weekday off-peak frequency; a 50% increase in Sunday frequency; a 16% increase in weekday service span; a 23% increase in Saturday service span; and a 34% increase in Sunday service span.

Is the route

Minority Route? Yes No
Low Income Route? Yes No

Major Service Changes Only:

Adverse Effect? Yes No

Disparate Impact on Minorities? Yes No

Disproportionate Burden on Low Income Individuals? Yes No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments: maps tables datasets additional narrative



RIPTA

R-LINE FARE-FREE PILOT TITLE VI FARE EQUITY ANALYSIS

June 16, 2023



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1.0 INTRODUCTION

In 2014, RIPTA introduced the R-Line, a bus route running from a northern terminus at Pawtucket, through Downtown Providence and Kennedy Plaza, and south to the city line between Providence and Cranston. As the most heavily used line in RIPTA's network, this service was selected by the Rhode Island General Assembly for a year-long fare-free pilot program, which began on September 1, 2022.

This report provides an evaluation of the existing and proposed fare changes based on FTA's Title VI Requirements and Guidelines for Federal Transit Administration Recipients (FTA C 4702.1B), section IV-6, Requirement to Evaluate Service and Fare Changes. This analysis focuses on the effects of the implementation of the fare-free pilot on the R-Line.

- DESCRIPTION OF FARE EQUITY ANALYSIS POLICIES AND PROCEDURES

1.1 TITLE VI, ENVIRONMENTAL JUSTICE AND FARE EQUITY ANALYSES

Under Federal Transit Administration regulations, agencies are required to adopt plans for compliance with Title VI of the Civil Rights Act of 1964 and Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations”. Title VI requires that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Discrimination refers to any action or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, subrecipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or national origin, including the denial of meaningful access for limited English proficient (LEP) persons. Environmental Justice is the principal that minority communities and low-income communities should not be subject to disproportionately high and adverse environmental effects, i.e., that there should be a fair distribution of the adverse impacts of, or burdens associated with, Federal programs, policies, and activities.

RIPTA’s Title VI Program 2021 – 2024, submitted April 1, 2018, sets forth its Service and Fare Equity (SAFE) Analysis policies and procedures, and describes the public involvement process that led to these policies. A brief description of these policies and the public process is set forth below.

1.2 DETERMINING WHEN AN EQUITY ANALYSIS IS REQUIRED

To determine whether a fare change would have a discriminatory impact on the basis of race, color or national origin, RIPTA first determines if the proposed change includes a change in the fare structure or a change in fares by fare payment method. Any proposal that involves a change to fare structure or to relative fares by fare payment method is assessed to determine whether it would have a disparate impact on minority riders or a disproportionate burden on low-income riders, unless it is subject to an exception. These exceptions are:

1. Promotional fare reductions lasting no longer than six months;
2. Temporary fare reductions mitigating construction or other activities disrupting rider travel patterns; and
3. Declared “fare free” days such as Air Quality Alert days.

A fare change that results in a differential percentage change of greater than 10% by customer fare category or payment method is evaluated to determine whether it would have a disparate impact on minority riders or a disproportionate burden on low-income riders. For instance, an increase on cash fare payment compared to monthly passes of 10% or more would be evaluated to determine whether it would have a disparate impact or a disproportionate burden.

1.3 DETERMINING WHEN A DISPARATE IMPACT OCCURS

Determining whether a fare change would have a disparate impact on minority riders is based on the following:

- If the proposed change includes a change in the fare structure or a change in fares by fare payment method that is close to equal across all fare categories and fare payment methods, there is a determination that there is no disproportionate impact. However, if a fare change includes a differential percentage change of greater than 10% by customer fare category or payment method it is examined further.
- If the average percentage fare increase for minority riders is five percentage points or more higher than the average percentage fare increase for non-minority riders, the fare change would be determined to have a disparate impact.

1.4 DETERMINING WHEN A DISPROPORTIONATE BURDEN OCCURS

Determining whether a fare change would have a disproportionate burden on low-income riders is based on the following:

- If the proposed change includes a change in the fare structure or a change in fares by fare payment method that is close to equal across all fare categories and fare payment methods, there is a determination that there is no disproportionate impact. However, if a fare change includes a differential percentage change of greater than 10% by customer fare category or payment method it is examined further.
- If the average percentage fare increase for low-income riders is five percentage points or more higher than the average percentage fare increase for non-low-income riders, then the fare change would be determined to have a disproportionate burden on low-income riders.

1.5 APPROACH FOR CALCULATING FARE IMPACTS

RIPTA's general approach for calculating the average percentage fare increase for any group of riders is as follows:

1. Determine the number and percent of overall riders, minority riders and low-income riders who use each fare category being changed;
2. Review current fares vs. proposed fare change;
3. Compare the statistical percentage differences for each particular fare media between minority users and overall users; and
4. Compare the statistical percentage differences for each particular fare media between low-income users and overall users.

Alternative fare payment methods or fare media available for individuals affected by the proposed changes will be presented and analyzed. This analysis will compare the fares paid by the individuals impacted by the proposed changes with fares that would be paid through available alternatives, and will identify the location of fare media distribution points relative to that of impacted populations.

1.6 PUBLIC PARTICIPATION PROCESS

RIPTA developed the policies detailed in this chapter in 2015 with the participation of members of Rhode Island's minority, low-income, and LEP communities. The thresholds and datasets were initially identified by RIPTA technical staff, then thoroughly vetted through a public process that included a formal public comment period and a community meeting (Community Leadership Group Workshop). Eleven community organizations that represent Rhode Island's minority and Limited English Proficient communities and a significant percentage of its low-income population were invited to the workshop. RIPTA worked with and received input from representatives of organizations representing the gamut of Title VI protected communities including African American, Latino, Cape Verdean, Portuguese, and refugee and newly-arrived immigrant communities.

Because of the complexity of these policies and procedures, RIPTA developed a comprehensive agenda for its Community Leadership Workshop to meaningfully engage key organizational representatives in the policy development and approval process. The objectives of this workshop were to (1) spread the word about Title VI protections, (2) explain the requirement to conduct service and fare equity (SAFE) analyses, (3) present the draft SAFE policies, (4) discuss whether the process or policies should be modified in any way, and (5) seek general comment and input regarding RIPTA's equity program.

The workshop was attended by representatives of three groups serving minority, low-income, and LEP populations from throughout RIPTA's service area. A number of questions were addressed including how organizations representing minority and low-income populations could be engaged in the ongoing review of SAFE analyses so as to better understand impacts. RIPTA committed to maintaining an ongoing relationship with the organizations, including sharing SAFE analyses of any major service or fare changes as part of the public comment process.

These policies and procedures were adopted by RIPTA's Board of Directors at its June 2016 meeting.

2.0 DATA

This analysis uses the data from RIPTA’s Onboard Passenger Survey conducted in 2021. A total of 3,565 riders completed surveys on weekdays and weekends. On a system-wide weekly ridership basis, this provided a 95% confidence level of $\pm 1.6\%$. This information was used to allocate riders using each fare product between Low-Income, Non-Low-Income, Minority, and Non-Minority categories.

RIPTA’s Title VI program does not include a locally developed threshold to define “low-income.” This definition therefore defaults to that included in FTA C4702.1B, Chapter 1, Section 5.m., to mean “a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.” The FTA does allow agencies to use higher thresholds and include more individuals in the definition of low-income but does not allow agencies to use lower thresholds.

Since the survey occurred during 2021, the relevant guidelines are those that applied during 2021 (Table 1). Since the 2021 survey placed household incomes into a limited set of categories—below \$10,000; \$10,000 to \$14,999; \$15,000 to \$24,999; \$25,000 to \$34,999; \$35,000 to \$49,999; and several higher categories— this table also shows the income range from the survey used for determining the definition of a low-income household.

TABLE 1. POVERTY LEVEL GUIDELINES

| SIZE OF HOUSEHOLD | POVERTY LEVEL GUIDELINE | INCOME CUT OFF FROM SURVEY |
|-------------------|-------------------------|----------------------------|
| 1 | \$12,880 | \$14,999 |
| 2 | \$17,420 | \$24,999 |
| 3 | \$21,960 | \$24,999 |
| 4 | \$26,500 | \$34,999 |
| 5 | \$31,040 | \$34,999 |
| 6+ | \$35,580 | \$49,999 |

Survey respondents were asked to describe their race/ethnicity and provided with 6 options: African American/Black, Asian, Hispanic/Latino, Native American Indian, White, and Other. Riders responding with one or more of the categories other than White were classified as minority. In other words, if a respondent selected “White” and “Hispanic” they were categorized as minority. Only riders responding that they were White only were classified as non-minority.

3.0 ANALYSIS OF CURRENT FARE PRODUCT USE

Table 2 shows fare usage by segment – minority v. non-minority, low-income v. non-low-income, and overall. Cash fare payment has been broken into three categories to assist with the analysis in which the R-Line is fare-free but trips on other routes or transfers to other routes still require payment. Therefore, Cash is separated into those paying Cash that are not R-Line users, those paying Cash who only use the R-Line for their trip and do not transfer, and those using R-Line for their trip that transfer to another route.

TABLE 2. FARE PAYMENT BY SEGMENT (WEEKLY RIDERSHIP)

| Pass Type | Low-Income | Non-Low-Income | Minority | Non-Minority | Overall |
|------------------------------|---------------|----------------|----------------|---------------|----------------|
| Monthly Pass | 15,806 | 19,625 | 30,402 | 15,378 | 45,780 |
| Day Pass | 2,961 | 2,684 | 5,026 | 2,170 | 7,196 |
| Disabled Pass | 17,675 | 3,752 | 11,623 | 12,145 | 23,768 |
| Senior Pass | 6,334 | 2,810 | 5,055 | 5,480 | 10,535 |
| U-Pass / College ID | 5,112 | 6,901 | 7,787 | 6,120 | 13,907 |
| Eco-Pass | 219 | 215 | 352 | 140 | 491 |
| 10-Ride Pass | 1,061 | 3,018 | 2,881 | 1,624 | 4,505 |
| RIPTIK | 1,735 | 2,291 | 2,649 | 1,524 | 4,173 |
| Other | 1,708 | 3,514 | 4,278 | 2,096 | 6,374 |
| Cash Non-R-Line Rider | 22,817 | 30,624 | 36,554 | 26,505 | 63,059 |
| Cash R-Line Only Rider | 5,439 | 3,861 | 8,646 | 2,517 | 11,163 |
| Cash R-Line Rider & Transfer | 1,825 | 1,865 | 3,406 | 1,622 | 5,027 |
| Total | 82,691 | 81,159 | 118,657 | 77,321 | 195,978 |

Table 3 shows the percentage of riders using each fare product in the minority, low-income, and overall segments. The table also shows the differential percentage change between the minority and low-income segments and overall riders; bolded percentages exceed the 10% threshold for a difference requiring further analysis based on the Title VI plan.

TABLE 3. FARE PAYMENT BY SEGMENT (PERCENTAGE BY SEGMENT)

| Pass Type | Low-Income | Minority | Overall | Difference (Low-Income) | Difference (Minority) |
|------------------------------|-------------|-------------|-------------|-------------------------|-----------------------|
| Monthly Pass | 19.1% | 25.6% | 23.4% | -18% | 10% |
| Day Pass | 3.6% | 4.2% | 3.7% | -2% | 15% |
| Disabled Pass | 21.4% | 9.8% | 12.1% | 76% | -19% |
| Senior Pass | 7.7% | 4.3% | 5.4% | 42% | -21% |
| U-Pass / College ID | 6.2% | 6.6% | 7.1% | -13% | -8% |
| Eco-Pass | 0.3% | 0.3% | 0.3% | 6% | 18% |
| 10-Ride Pass | 1.3% | 2.4% | 2.3% | -44% | 6% |
| RIPTIK | 2.1% | 2.2% | 2.1% | -1% | 5% |
| Other | 2.1% | 3.6% | 3.3% | -36% | 11% |
| Cash Non-R-Line Rider | 27.6% | 30.8% | 32.2% | -14% | -4% |
| Cash R-Line Only Rider | 6.6% | 7.3% | 5.7% | 15% | 28% |
| Cash R-Line Rider & Transfer | 2.2% | 2.9% | 2.6% | -14% | 12% |
| Total | 100% | 100% | 100% | | |

4.0 FARE EQUITY ANALYSIS

4.1 CURRENT AND PROPOSED FARE STRUCTURE

Table 4 presents RIPTA’s current fare products and the proposed changes. The R-Line serves higher proportions of Cash paying low-income and minority riders, meaning the introduction of free fares likely benefits these segments. The free-fare pilot does not have a cost impact on those using passes and only impacts riders using the R-Line. For those using only the R-Line for their trip, there is a \$2.00 fare savings, which amounts to a change of 100%. For those using the R-Line and transferring to another route, their fare would change from \$4.00 to \$2.00 (a \$2.00 savings) – which amounts to a change of 50%.

It should be noted that several of the fares that were available at the time of the 2021 survey, are no longer payment options (e.g., 10-Ride Pass, RIPTIK), and RIPTA’s Wave smartcard and automatic free transfers when using the card, have been introduced since. For the purposes of this analysis, no change in cost was assumed for removed fare types, and fare types introduced since 2021 have been not be included.

TABLE 4. CURRENT AND PROPOSED FARE CHANGES

| | Cost | | Change | |
|---|---------------|---------------|----------------|--------------|
| | Existing | Proposed | Absolute | % |
| Monthly Pass | \$70.00 | \$70.00 | \$0.00 | 0% |
| Day Pass | \$6.00 | \$6.00 | \$0.00 | 0% |
| Disabled Pass | \$0.00 | \$0.00 | \$0.00 | 0% |
| Senior Pass | \$0.00 | \$0.00 | \$0.00 | 0% |
| U-Pass / College ID | \$1.42 | \$1.42 | \$0.00 | 0% |
| Eco-Pass | \$1.77 | \$1.77 | \$0.00 | 0% |
| 10-Ride Pass | \$2.00 | \$2.00 | \$0.00 | 0% |
| RIPTIK | \$0.00 | \$0.00 | \$0.00 | 0% |
| Other | \$0.00 | \$0.00 | \$0.00 | 0% |
| Cash Non-R-Line Rider | \$2.00 | \$2.00 | \$0.00 | 0% |
| Cash R-Line Only Rider | \$2.00 | \$0.00 | -\$2.00 | -100% |
| Cash R-Line Rider & Transfer | \$4.00 | \$2.00 | -\$2.00 | -50% |

4.2 ANALYSIS OF IMPACTS

The R-Line serves low-income and minority populations at a higher rate than the system overall and these groups are more likely to pay cash and use only the R-Line for their trips than riders overall.

4.3 AVERAGE IMPACT ON LOW-INCOME AND MINORITY RIDERS IN COMPARISON WITH OVERALL RIDERS

RIPTA’s Title VI process requires a comparison of the average impact on low-income and minority riders compared with non-low-income and non-minority riders. Table 5 shows that average fares decrease for all groups, as expected since a free fare was introduced. Since low-income and minority riders use the R-Line in greater proportions than non-low-income and non-minority, and these riders tend to pay with

Cash and not transfer to other routes, the fare change has positively impacted these segments. In other words, low-income and minority riders benefit from this change more so than non-low-income and non-minority riders.

TABLE 5. CHANGE IN AVERAGE FARE BY SEGMENT

| | Low-Income | Non-Low-Income | Minority | Non-Minority |
|---|------------|----------------|----------|--------------|
| Average Fare Change | -\$0.18 | -\$0.14 | -\$0.20 | -\$0.11 |
| Proportion of Change in Average Fare Between Segments | 55.5% | 44.5% | 65.5% | 34.5% |
| Difference in Fare Change % Between Segments | 10.9% | | 31.0% | |

5.0 CONCLUSION

This analysis has demonstrated that there will be no disparate impact on minority riders or disproportionate burden on low-income riders of RIPTA's system from this proposed fare change.

RIPTA

**R-LINE FARE-FREE
DISCONTINUATION TITLE VI
FARE EQUITY ANALYSIS**

June 16, 2023





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6.0 INTRODUCTION

In 2014, RIPTA introduced the R-Line, a bus route running from a northern terminus at Pawtucket, through Downtown Providence and Kennedy Plaza, and south to the city line between Providence and Cranston. As the most heavily used line in RIPTA's network, this service was selected by the Rhode Island General Assembly for a year-long fare-free pilot program, which began on September 1, 2022.

This report provides an evaluation of the existing and proposed fare changes based on FTA's Title VI Requirements and Guidelines for Federal Transit Administration Recipients (FTA C 4702.1B), section IV-6, Requirement to Evaluate Service and Fare Changes. This analysis focuses on the effects of potentially discontinuing the fare-free pilot on the R-Line.

7.0 DESCRIPTION OF FARE EQUITY ANALYSIS POLICIES AND PROCEDURES

7.1 TITLE VI, ENVIRONMENTAL JUSTICE AND FARE EQUITY ANALYSES

Under Federal Transit Administration regulations, agencies are required to adopt plans for compliance with Title VI of the Civil Rights Act of 1964 and Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations”. Title VI requires that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Discrimination refers to any action or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, subrecipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or national origin, including the denial of meaningful access for limited English proficient (LEP) persons. Environmental Justice is the principal that minority communities and low-income communities should not be subject to disproportionately high and adverse environmental effects, i.e., that there should be a fair distribution of the adverse impacts of, or burdens associated with, Federal programs, policies, and activities.

RIPTA’s Title VI Program 2021 – 2024, submitted April 1, 2018, sets forth its Service and Fare Equity (SAFE) Analysis policies and procedures, and describes the public involvement process that led to these policies. A brief description of these policies and the public process is set forth below.

7.2 DETERMINING WHEN AN EQUITY ANALYSIS IS REQUIRED

To determine whether a fare change would have a discriminatory impact on the basis of race, color or national origin, RIPTA first determines if the proposed change includes a change in the fare structure or a change in fares by fare payment method. Any proposal that involves a change to fare structure or to relative fares by fare payment method is assessed to determine whether it would have a disparate impact on minority riders or a disproportionate burden on low-income riders, unless it is subject to an exception. These exceptions are:

4. Promotional fare reductions lasting no longer than six months;
5. Temporary fare reductions mitigating construction or other activities disrupting rider travel patterns; and
6. Declared “fare free” days such as Air Quality Alert days.

A fare change that results in a differential percentage change of greater than 10% by customer fare category or payment method is evaluated to determine whether it would have a disparate impact on minority riders or a disproportionate burden on low-income riders. For instance, an increase on cash fare payment compared to monthly passes of 10% or more would be evaluated to determine whether it would have a disparate impact or a disproportionate burden.

7.3 DETERMINING WHEN A DISPARATE IMPACT OCCURS

Determining whether a fare change would have a disparate impact on minority riders is based on the following:

- If the proposed change includes a change in the fare structure or a change in fares by fare payment method that is close to equal across all fare categories and fare payment methods, there is a determination that there is no disproportionate impact. However, if a fare change includes a differential percentage change of greater than 10% by customer fare category or payment method it is examined further.
- If the average percentage fare increase for minority riders is five percentage points or more higher than the average percentage fare increase for non-minority riders, the fare change would be determined to have a disparate impact.

7.4 DETERMINING WHEN A DISPROPORTIONATE BURDEN OCCURS

Determining whether a fare change would have a disproportionate burden on low-income riders is based on the following:

- If the proposed change includes a change in the fare structure or a change in fares by fare payment method that is close to equal across all fare categories and fare payment methods, there is a determination that there is no disproportionate impact. However, if a fare change includes a differential percentage change of greater than 10% by customer fare category or payment method it is examined further.
- If the average percentage fare increase for low-income riders is five percentage points or more higher than the average percentage fare increase for non-low-income riders, then the fare change would be determined to have a disproportionate burden on low-income riders.

7.5 APPROACH FOR CALCULATING FARE IMPACTS

RIPTA's general approach for calculating the average percentage fare increase for any group of riders is as follows:

5. Determine the number and percent of overall riders, minority riders and low-income riders who use each fare category being changed;
6. Review current fares vs. proposed fare change;
7. Compare the statistical percentage differences for each particular fare media between minority users and overall users; and
8. Compare the statistical percentage differences for each particular fare media between low-income users and overall users.

Alternative fare payment methods or fare media available for individuals affected by the proposed changes will be presented and analyzed. This analysis will compare the fares paid by the individuals impacted by the proposed changes with fares that would be paid through available alternatives, and will identify the location of fare media distribution points relative to that of impacted populations.

7.6 PUBLIC PARTICIPATION PROCESS

RIPTA developed the policies detailed in this chapter in 2015 with the participation of members of Rhode Island's minority, low-income, and LEP communities. The thresholds and datasets were initially identified by RIPTA technical staff, then thoroughly vetted through a public process that included a formal public comment period and a community meeting (Community Leadership Group Workshop). Eleven community organizations that represent Rhode Island's minority and Limited English Proficient communities and a significant percentage of its low-income population were invited to the workshop. RIPTA worked with and received input from representatives of organizations representing the gamut of Title VI protected communities including African American, Latino, Cape Verdean, Portuguese, and refugee and newly-arrived immigrant communities.

Because of the complexity of these policies and procedures, RIPTA developed a comprehensive agenda for its Community Leadership Workshop to meaningfully engage key organizational representatives in the policy development and approval process. The objectives of this workshop were to (1) spread the word about Title VI protections, (2) explain the requirement to conduct service and fare equity (SAFE) analyses, (3) present the draft SAFE policies, (4) discuss whether the process or policies should be modified in any way, and (5) seek general comment and input regarding RIPTA's equity program.

The workshop was attended by representatives of three groups serving minority, low-income, and LEP populations from throughout RIPTA's service area. A number of questions were addressed including how organizations representing minority and low-income populations could be engaged in the ongoing review of SAFE analyses so as to better understand impacts. RIPTA committed to maintaining an ongoing relationship with the organizations, including sharing SAFE analyses of any major service or fare changes as part of the public comment process.

These policies and procedures were adopted by RIPTA's Board of Directors at its June 2016 meeting.

8.0 DATA

This analysis uses the data from RIPTA’s Onboard Passenger Survey conducted in 2021. A total of 3,565 riders completed surveys on weekdays and weekends. On a system-wide weekly ridership basis, this provided a 95% confidence level of $\pm 1.6\%$. This information was used to allocate riders using each fare product between Low-Income, Non-Low-Income, Minority, and Non-Minority categories.

RIPTA’s Title VI program does not include a locally developed threshold to define “low-income.” This definition therefore defaults to that included in FTA C4702.1B, Chapter 1, Section 5.m., to mean “a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.” The FTA does allow agencies to use higher thresholds and include more individuals in the definition of low-income but does not allow agencies to use lower thresholds.

Since the survey occurred during 2021, the relevant guidelines are those that applied during 2021 (Table 1). Since the 2021 survey placed household incomes into a limited set of categories—below \$10,000; \$10,000 to \$14,999; \$15,000 to \$24,999; \$25,000 to \$34,999; \$35,000 to \$49,999; and several higher categories— this table also shows the income range from the survey used for determining the definition of a low-income household.

TABLE 6. POVERTY LEVEL GUIDELINES

| SIZE OF HOUSEHOLD | POVERTY LEVEL GUIDELINE | INCOME CUT OFF FROM SURVEY |
|-------------------|-------------------------|----------------------------|
| 1 | \$12,880 | \$14,999 |
| 2 | \$17,420 | \$24,999 |
| 3 | \$21,960 | \$24,999 |
| 4 | \$26,500 | \$34,999 |
| 5 | \$31,040 | \$34,999 |
| 6+ | \$35,580 | \$49,999 |

Survey respondents were asked to describe their race/ethnicity and provided with 6 options: African American/Black, Asian, Hispanic/Latino, Native American Indian, White, and Other. Riders responding with one or more of the categories other than White were classified as minority. In other words, if a respondent selected “White” and “Hispanic” they were categorized as minority. Only riders responding that they were White only were classified as non-minority.

9.0 ANALYSIS OF CURRENT FARE PRODUCT USE

Table 2 shows fare usage by segment – minority v. non-minority, low-income v. non-low-income, and overall. Cash fare payment has been broken into three categories to assist with the analysis in which the R-Line is fare-free but trips on other routes or transfers to other routes still require payment. Therefore, Cash is separated into those paying Cash that are not R-Line users, those paying Cash who only use the R-Line for their trip and do not transfer, and those using R-Line for their trip that transfer to another route.

TABLE 7. FARE PAYMENT BY SEGMENT (WEEKLY RIDERSHIP)

| Pass Type | Low-Income | Non-Low-Income | Minority | Non-Minority | Overall |
|------------------------------|---------------|----------------|----------------|---------------|----------------|
| Monthly Pass | 15,806 | 19,625 | 30,402 | 15,378 | 4,505 |
| Day Pass | 2,961 | 2,684 | 5,026 | 2,170 | 7,196 |
| Disabled Pass | 17,675 | 3,752 | 11,623 | 12,145 | 23,768 |
| Senior Pass | 6,334 | 2,810 | 5,055 | 5,480 | 491 |
| U-Pass / College ID | 5,112 | 6,901 | 7,787 | 6,120 | 45,780 |
| Eco-Pass | 219 | 215 | 352 | 140 | 6,374 |
| 10-Ride Pass | 1,061 | 3,018 | 2,881 | 1,624 | 4,173 |
| RIPTIK | 1,735 | 2,291 | 2,649 | 1,524 | 10,535 |
| Other | 1,708 | 3,514 | 4,278 | 2,096 | 13,907 |
| Cash Non-R-Line Rider | 22,817 | 30,624 | 36,554 | 26,505 | 63,059 |
| Cash R-Line Only Rider | 5,439 | 3,861 | 8,646 | 2,517 | 11,163 |
| Cash R-Line Rider & Transfer | 1,825 | 1,865 | 3,406 | 1,622 | 5,027 |
| Total | 82,691 | 81,159 | 118,657 | 77,321 | 195,978 |

Table 3 shows the percentage of riders using each fare product in the minority, low-income, and overall segments. The table also shows the differential percentage change between the minority and low-income segments and overall riders; bolded percentages exceed the 10% threshold for a difference requiring further analysis based on the Title VI plan.

TABLE 8. FARE PAYMENT BY SEGMENT (PERCENTAGE BY SEGMENT)

| Pass Type | Low-Income | Minority | Overall | Difference (Low-Income) | Difference (Minority) |
|------------------------------|-------------|-------------|-------------|-------------------------|-----------------------|
| Monthly Pass | 19.1% | 25.6% | 23.4% | -18% | 10% |
| Day Pass | 3.6% | 4.2% | 3.7% | -2% | 15% |
| Disabled Pass | 21.4% | 9.8% | 12.1% | 76% | -19% |
| Senior Pass | 7.7% | 4.3% | 5.4% | 42% | -21% |
| U-Pass / College ID | 6.2% | 6.6% | 7.1% | -13% | -8% |
| Eco-Pass | 0.3% | 0.3% | 0.3% | 6% | 18% |
| 10-Ride Pass | 1.3% | 2.4% | 2.3% | -44% | 6% |
| RIPTIK | 2.1% | 2.2% | 2.1% | -1% | 5% |
| Other | 2.1% | 3.6% | 3.3% | -36% | 11% |
| Cash Non-R-Line Rider | 27.6% | 30.8% | 32.2% | -14% | -4% |
| Cash R-Line Only Rider | 6.6% | 7.3% | 5.7% | 15% | 28% |
| Cash R-Line Rider & Transfer | 2.2% | 2.9% | 2.6% | -14% | 12% |
| Total | 100% | 100% | 100% | | |

10.0 FARE EQUITY ANALYSIS

10.1 CURRENT AND PROPOSED FARE STRUCTURE

Table 4 presents RIPTA’s current fare products and the proposed changes. The R-Line serves higher proportions of Cash paying low-income and minority riders and therefore will likely have greater impacts on these segments of the rider population. The free-fare pilot does not have a cost impact on those using passes and only impacts riders using the R-Line. For those using only the R-Line for their trip, there is a \$2.00 fare savings, which amounts to a change of 100%. For those using the R-Line and transferring to another route, their fare would change from \$4.00 to \$2.00 (a \$2.00 savings) – which amounts to a change of 50%.

It should be noted that several of the fares that were available at the time of the 2021 survey, are no longer payment options (e.g., 10-Ride Pass, RIPTIK), and RIPTA’s Wave smartcard and automatic free transfers when using the card, have been introduced since. For the purposes of this analysis, no change in cost was assumed for removed fare types, and fare types introduced since 2021 have been not be included.

TABLE 9. CURRENT AND PROPOSED FARE CHANGES

| | Cost | | Change | |
|---|---------------|---------------|---------------|---------------|
| | Existing | Proposed | Absolute | % |
| Monthly Pass | \$70.00 | \$70.00 | \$0.00 | 0% |
| Day Pass | \$6.00 | \$6.00 | \$0.00 | 0% |
| Disabled Pass | \$0.00 | \$0.00 | \$0.00 | 0% |
| Senior Pass | \$0.00 | \$0.00 | \$0.00 | 0% |
| U-Pass / College ID | \$1.42 | \$1.42 | \$0.00 | 0% |
| Eco-Pass | \$1.77 | \$1.77 | \$0.00 | 0% |
| 10-Ride Pass | \$2.00 | \$2.00 | \$0.00 | 0% |
| RIPTIK | \$0.00 | \$0.00 | \$0.00 | 0% |
| Other | \$0.00 | \$0.00 | \$0.00 | 0% |
| Cash Non-R-Line Rider | \$2.00 | \$2.00 | \$0.00 | 0% |
| Cash R-Line Only Rider | \$0.00 | \$2.00 | \$2.00 | 19999% |
| Cash R-Line Rider & Transfer | \$2.00 | \$4.00 | \$2.00 | 50% |

10.2 ANALYSIS OF IMPACTS

The R-Line serves low-income and minority populations at a higher rate than the system overall and these groups are more likely to pay cash and use only the R-Line for their trips than riders overall.

10.3 AVERAGE IMPACT ON LOW-INCOME AND MINORITY RIDERS IN COMPARISON WITH OVERALL RIDERS

RIPTA’s Title VI process requires a comparison of the average impact on low-income and minority riders compared with non-low-income and non-minority riders. Table 5 shows that average fares increase for all groups, as expected since a free fare would be potentially discontinued. Since low-income and

minority riders use the R-Line in greater proportions than non-low-income and non-minority, and these riders tend to pay with Cash, the fare change has more negatively impacted these segments. In other words, low-income and minority riders are impacted more by this change than non-low-income and non-minority riders.

TABLE 10. CHANGE IN AVERAGE FARE BY SEGMENT

| | Low-Income | Non-Low-Income | Minority | Non-Minority |
|---|------------|----------------|----------|--------------|
| Average Fare Change | \$0.18 | \$0.14 | \$0.20 | \$0.11 |
| Proportion of Change in Average Fare Between Segments | 55.5% | 44.5% | 65.5% | 34.5% |
| Difference in Fare Change % Between Segments | 10.9% | | 31.0% | |

10.4 ALTERNATIVES AND MITIGATION

While the proposed fare structure change will result in adverse impacts to minority and low-income R-Line riders, RIPTA is limited in what additional steps can be taken to avoid, minimize or mitigate impacts where practicable. The fare-free pilot was funded with one-time resources and without additional funding, could result in service reductions or fare increases elsewhere which could further increase adverse impacts to minority and low-income riders.

The introduction of Wave accounts and cards has eliminated transfers and introduced fare capping. This fare product and associated fare capping policy may mitigate the impacts to low-income riders. RIPTA could consider a program to work with agencies serving the low-income population that will waive or reduce the initial fees for establishing a Wave account for individuals who are below poverty level but not eligible for the RIPTA No Fare ID. Waiving fees for replacement cards is not recommended, as this would encourage riders to obtain multiple cards and potentially resell cards.

Additional alternatives considered but not recommended due to increased burden on RIPTA resources (resulting in service reductions) include:

- Fare free systemwide
- Any other fare free option (weekends, other city routes, etc.). This is because the R-Line is one of the lowest income and highest minority routes and making other routes fare free would have greater adverse impacts to these populations.

Alternatives that would likely mitigate impacts to minority and low-income riders may include that could be pursued long-term include:

- Service increases along low income and minority routes
- Modifying the Senior/Disabled pass program to be for all low-income individuals
- Introducing a new separate low-income pass program
- Expansion of the WAVE retail network along the R-Line, or increasing the number of institutions along the corridor that have institutional Wave accounts

11.0 CONCLUSION

This analysis has demonstrated that there are disparate impacts on minority riders and disproportionate burden on low-income riders of RIPTA's system from this fare change.