

NEW - FLEX ON DEMAND!

Get ready for public transit like you've never experienced before with RIPTA's new pilot program - Flex On Demand! Book a ride from wherever you are in the service area, and we'll come to you. Affordable, on-demand transit is now at your fingertips.



On-Demand App

Request a ride at any time right on your phone through our Flex On Demand app. We operate on your schedule wherever you travel in the service area.



Curb-to-Curb Service

We'll pick you up and drop you off anywhere in the 203 Flex Zone, from your front door to your favorite restaurant and anywhere in between!



Same Low Price

At \$2 per ride, you'll love this budget-friendly alternative to mainstream ridesharing options. Simply pay with cash or Wave when you board.

How Does It Work?

This on-demand rideshare service allows passengers to use a smartphone app to request a ride to and from anywhere they wish to travel within the Flex Zone.

1. Get the App

Download Flex On Demand from the App Store or Google Play Store and create an account.

2. Book Your Ride

Enter your pick-up and drop-off addresses. You will be grouped with passengers headed in the same direction for quick and efficient trips.

3. Start Your Trip

The app will tell you exactly where to board the Flex van and when it is on its way.

4. Pay Your Fare

Pay your \$2 fare when you board using cash (exact change only) or Wave.

5. Enjoy Your Ride

Thank you for trying RIPTA's new on-demand pilot service!

PAY YOUR FARE

RIPTA Cash Fares*

Full Fare • Tarifa Básica..... \$2.00

Children under 5 ride free when accompanied by an adult.
Children ages 5 - 12 pay full fare and must be accompanied by an adult.



RIPTA Wave Fares

Available as either a smart card or mobile app, Wave is a contactless, convenient way to ride.

Full Fare • Tarifa Básica

(1 hour of unlimited rides)..... **\$2.00**

Day Pass • Pase Diario..... \$6.00

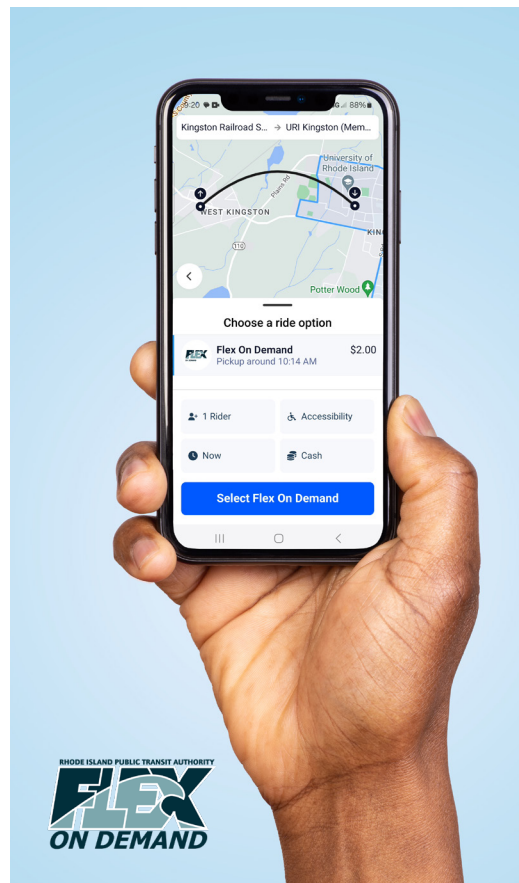
Monthly Pass • Pase Mensual..... \$70.00

Visit RIPTA.com/wave for more information.

RIPTA offers a **Reduced Fare Bus Pass Program** for Seniors, People with Disabilities, and Medicare Card Holders. Please visit www.RIPTA.com/ReducedFare for details.

RIPTA ofrece un **Pase de Tarifa Reducida** a los Adultos Mayores, Personas con Discapacidades y cualquier persona con una una Tarjeta de Identificación de Medicare. Para más información, visite www.RIPTA.com/ReducedFare.

* Subject to Change



FAQS

It's easy to ride around URI, Narragansett, and South Kingstown with Flex On Demand!

When does Flex On Demand run?

Passengers can book trips Monday - Friday, from 7:50am - 5pm, and weekends/holidays from 10am - 5pm.

Service does not operate on New Year's Day, Thanksgiving Day, and Christmas Day. Some restrictions apply. Want to travel within the 203 Flex Zone after 5pm? Take RIPTA Route 69 to Peacedale, Wakefield, Salt Pond Shopping, Rte. 108, Scarborough, Eastward Look, Sand Hill Cove, and Galilee.

Is Flex On Demand wheelchair accessible?

Yes, all Flex vans are wheelchair accessible. Please note that you are only able to book one wheelchair space per trip. Parties traveling with multiple wheelchairs must book individual trips for each wheelchair space needed.

I don't have a smart phone. How do I book a ride?

One of our reservationists can book your Flex On Demand ride for you. Reservationists are available Monday through Friday from 8:30am - 4:30pm at 401-784-9500, ext. 1220.

How long does it take to get a Flex On Demand ride?

Most passengers wait between 5 to 15 minutes, although during busy times, wait times may be slightly longer.

How many people will I share a ride with?

The number of passengers you will share a ride with varies depending on who is headed in the same direction at the same time. Vehicles and bookings are limited to a capacity of 12 riders with space for 1 wheelchair.

How do I know where to meet my driver?

After you enter your pick-up location, such as the name of a business or a street address, the app will display the exact spot to board the Flex On Demand van. With curbside service, there's no need to wait at a bus stop - we come to you!

Can I transfer to/from a RIPTA bus to a Flex van?

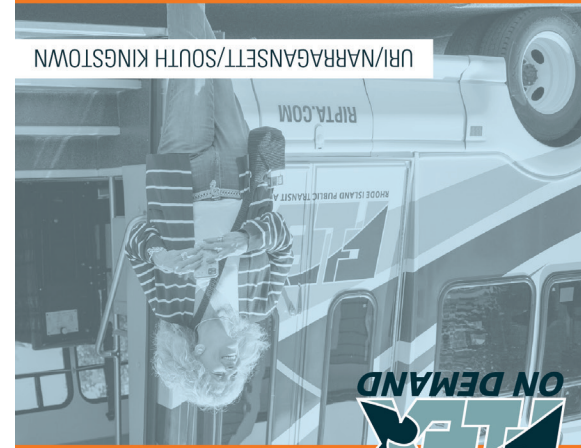
Yes! Flex On Demand vans can connect riders to areas outside of the 203 Flex Zone such as:

- **Newport:** Take Route 64 to Newport, available Monday through Saturday.
- **Providence:** Take Route 66 to Kennedy Plaza, available Monday through Sunday.
- **Warwick:** Take Route 66 to CCR1 Warwick, available Monday through Sunday.
- **West Bay:** Take Route 14.
- **Westerly:** Flex Route 204.



Enjoy on-demand, curb-to-curb rides with this NEW pilot service from RIPTA!

ON DEMAND PUBLIC TRANSIT



203 FLEX



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CustomerService@RIPTA.com



RIPTA.com



1-877-906-Flex (3539)
401-784-9500, ext. 1220



401-222-5300 (Deaf/HOH customers)



WAVE



RIPTA is fully compliant with the requirements of the Americans with Disabilities Act (ADA)

