

The Rhode Island Public Transit Authority



ANNUAL REPORT
Fiscal Year 2008

**Rhode Island Public Transit Authority
Annual Report Fiscal Year 2008**

TABLE OF CONTENTS

A Letter from the General Manager

RIPTA at a Glance 1

Board of Directors 2

Significant FY 2008 Accomplishments 3

Other FY 2008 Activities 7

Ongoing RIPTA Programs 9

Employees & Employee Training 14

Financial Statement 16

Legal Matters 17

Major Activities Anticipated for FY 2009 18

Recommendations for Improvement 21

Rhode Island Public Transit Authority

MISSION STATEMENT

To provide safe, reliable and cost-effective transit service with a skilled team of professionals responsive to our customers, the environment and committed to transit excellence.



October, 2008

The Honorable Donald L. Carcieri
The Honorable Members of the RI General Assembly
RI State House
Providence, RI 02903

Dear Sirs and Madams:

On behalf of the Rhode Island Public Transit Authority (RIPTA), I am pleased to provide you with a copy of RIPTA's *Annual Report for FY 2008*, covering the period July 1, 2007 to June 30, 2008. This report has been posted on the RI General Assembly website, meeting the requirements of RIGL § 39-18-18 and § 42-20-8.2.

This year, we provided our 42nd consecutive year of statewide service, carrying more than 25 million passengers on our buses, trolleys, ferry and paratransit services. Other noteworthy accomplishments from FY 2008 include:

- Implementation of advanced technologies to increase our operational efficiency and reduce expenses. These include new software to provide for more effective scheduling and dispatch of paratransit services, a high-capacity fueling system to reduce vehicle wait time at the pump, and management controls to limit inventory on-hand and associated expenses.
- Efforts to address our growing ridership base and to reduce overcrowding by improving trip times, eliminating service redundancies, and through-routing bus service to limit passenger transfers. We have also adjusted bus routes throughout the system to provide new access to key locations and major Rhode Island employers.
- The installation of an automated electronic fare system and new convenient fare products. Together, these improvements enhance trip convenience for our customers, reduce RIPTA's revenue handling costs, and provide us with more accurate ridership counts.
- Continuous efforts to ensure the safety and security of RIPTA passengers and facilities. We have completed a comprehensive safety and security evaluation of all RIPTA operations and properties, evaluated alternative on-board technologies to enhance safety for our Paratransit customers, and updated our Driver Safety Training Program.
- Serving as RI's Mobility Manager by working with RIDOT, human service agencies, local municipalities, private businesses and non-profit groups to improve transportation services for *all* Rhode Island residents – whether by transit, auto, carpool or bike.

RIPTA is aware of the challenges we face in FY 2009 and is committed to seeking new operational efficiencies, allowing us to continue to improve the availability and delivery of transportation services throughout Rhode Island.

Very truly yours,

Alfred J. Moscola

Alfred J. Moscola
General Manager

Rhode Island Public Transit Authority Annual Report Fiscal Year 2008

RIPTA AT A GLANCE

The Rhode Island Public Transit Authority (RIPTA) is a quasi-public, independent authority. Established in 1966, RIPTA is authorized to operate public transit services throughout the State of Rhode Island.

- RIPTA has provided 42 years of public transit service in Rhode Island (1966-2008)
- Governed by an 8-member appointed Board of Directors
- Serves 38 of 39 Rhode Island communities
- Operates 7 days a week
- Operates about 3,355 daily trips on 58 fixed bus routes throughout the state
- Operates ADA Paratransit Service throughout the state
- Administers the statewide RIdE program for seniors and people with disabilities
- Operates 6 Flex service zones serving 10 Rhode Island communities
- Provides Park n' Ride Service at 27 sites around the State of Rhode Island
- Operates seasonal Ferry service between Providence and Newport, Rhode Island
- Operates 9.2 million fixed-route vehicle miles annually
- Maintains a fleet of 240 fixed-route buses, 135 paratransit vans and 17 Flex vans
- Utilizes about 2.6 million gallons of diesel fuel per year
- Employs 840 people
- Offers free transit service on Air Quality Alert Days
- Operates and maintains two facilities in Providence and one in Newport

■ RIPTA's FY 2008 Approved Budget Expenses:	\$88,915,883
State funding:	39.0%
Federal funding:	20.5%
Other:	40.5%

■ FY 2008 Ridership:	
Fixed-Route Bus	24,269,064
Providence/Newport Ferry	46,962
Flex Services	309,677
RIdE Senior/ADA/Disabled Program	<u>670,429</u>
Total:	25,296,132

Rhode Island Public Transit Authority Annual Report Fiscal Year 2008

BOARD OF DIRECTORS

RIPTA is governed by an eight (8) member Board of Directors; seven (7) members are appointed by the Governor, with the Director of the RI Department of Transportation serving in an ex-officio role.

Board Members*

Mr. John Rupp, *Chairperson*
Mr. Thomas E. Deller, *Vice-Chairperson*
Mr. Edward Field, *Secretary*
Mr. John J. McDonald, *Treasurer*
Mr. William C. Kennedy
Ms. Rochelle Bates Lee
Mr. Michael Lewis, *Director, RI Department of Transportation (ex-officio)*

* 1 Board position vacant.

The Board is responsible for establishing RIPTA policy, providing strategic direction and exercising fiscal oversight. The Pension Board and Finance Committee serve as subcommittees.

FY 2008 Board Meetings

- July 16, 2007
- September 24, 2007
- November 19, 2007
- December 17, 2007
- January 28, 2008
- February 25, 2008
- April 7, 2008
- April 21, 2008
- May 19, 2008
- June 16, 2008
- June 30, 2008

All Board meetings were held at RIPTA's Elmwood Division in the Transportation Conference Room, located at 265 Melrose Street in Providence, Rhode Island. Meeting agendas and minutes can be found on the RI Secretary of State's public information site: <http://www.state.ri.us>.

SIGNIFICANT FY 2008 ACCOMPLISHMENTS

In FY 2008, RIPTA provided our **42nd year of statewide public transit service**. We carried an estimated 25,296,132 passengers in FY 2008, or roughly 2 million passengers each month, representing **a 5.3% increase in total ridership over the previous year**.

Other notable achievements from FY 2008 include:

■ Installation of New Electronic Fare Collection System

RIPTA installed a new, state-of-the-art, replacement fare collection system. Electronic fareboxes now provide automated on-board ticket processing, magnetic swipe capability and associated revenue collection equipment. The more advanced system allows customer to pay fares using magnetic tickets with deductible stored value. Other project benefits include:

- Increased customer convenience and faster vehicle boarding.
 - Improved accuracy of ridership estimates and daily revenue data.
 - Reduced revenue handling costs.
 - Improved security; with electronic passes RIPTA can cancel a pass if it's stolen, eliminating its street value and the incentive for theft.
- *FY 2008 Outside Technical Support for design specifications related to the new fare collection system: \$1,867*

■ Improved Paratransit Scheduling & Dispatch Capabilities

In April 2008, RIPTA installed new scheduling and dispatch software for its Paratransit and Flex divisions, providing for the more efficient and productive operation of RIDE and ADA services. Long-term project benefits will include:

- Improved scheduling, routing, and sequencing tools resulting in more efficient customer grouping and more productive service trips.
- Improved dispatching tools to provide greater control of vehicles; improved response to canceled trips, no-shows, late clients or vehicle breakdowns; and improved communications with van operators resulting in added safety and security for our passengers.
- Improved customer interfaces, such as automated trip confirmation and the ability to track more comprehensive client information (e.g. complete passenger service history, special service requirements, billing sponsors, and frequent destinations). This will, in turn, enable RIPTA to more easily determine service cost and improve service billing.

SIGNIFICANT FY 2008 ACCOMPLISHMENTS (continued)

■ **Service Improvements**

In an ongoing effort to provide safe, reliable and cost-effective transit service that is responsive to customer needs, RIPTA planners are continually evaluating service enhancements throughout the system. Improvements made in FY 2008 include:

- Increased capacity on Routes 27, 28, 50, 99, 11 and 60 to reduce overcrowding.
- Adjustments on Routes 27, 76, 18, 72 and 54, to reduce overall travel time.
- Trip deviations to enhance access to large schools or major employers such as the Naval Undersea Warfare Center in Middletown; Brown University and Adelaide Avenue High School in Providence; and Bryant University and Fidelity Investments in Smithfield. These adjustments have increased ridership on certain routes (i.e. Routes 60, 22 and 52).
- Service enhancements in Pawtucket, including increased service to Memorial Hospital and Park Plaza, new service to Stop & Shop and through-routing of service to Kennedy Plaza (eliminating the need to transfer to reach downtown Providence).
- An extension of Route 67 to serve Bellecourt Castle in Newport.
- Enhanced service in the Narragansett and South Kingstown area, allowing for passenger connections between the University of Rhode Island and downtown Providence, CCRI Warwick, and residential areas of Narragansett. In addition, Route 66 now provides regularly scheduled service from Woonsocket, North Providence, Central Falls, Pawtucket and Providence to Narragansett beaches. New connections can also be made between the Block Island Ferry and Kingston rail station.

■ **Introduction of New Fare Products**

In an effort to further enhance customer convenience and to facilitate system use by tourists and other visitors to Rhode Island, a variety of new fare products were introduced in FY 2008. In addition to the single fare, monthly pass and 10-ride RIPTIK, RIPTA now offers a 1-day pass, a 7-day pass and a 15-ride ticket.

➤ *FY 2008 Outside Technical Support in support of Fare Change Analysis: \$5,507*

■ **Paratransit Safety Demonstration Project**

In response to state legislation, RIPTA completed a demonstration project to evaluate safety enhancements on paratransit vehicles. This effort included the installation and evaluation of alternative monitoring camera equipment, allowing RIPTA to assess the costs and benefits of these technologies.

SIGNIFICANT FY 2008 ACCOMPLISHMENTS (continued)

■ **Greater Kennedy Plaza Working Group**

Through a partnership with the City of Providence, local police, and private businesses, RIPTA is participating in efforts to improve the Greater Kennedy Plaza area. These efforts have helped to transform Kennedy Plaza into a more lively area with increased public activity, including farmer's markets, artist programs and other events. RIPTA reconstructed the Plaza and created a new state-of-the-art Intermodal Transportation Center in 2002.

■ **Enhanced Driver Safety Training**

All new vehicle operators hired by RIPTA must attend a compulsory driver safety training course. In FY 2008, RIPTA developed and implemented an updated training course program and manual for Fixed-Route drivers (following a similar update made for the Paratransit/Flex driver training program in FY 2007).

➤ *FY 2008 Outside Technical Support for Driver Safety Training: \$93,885*

■ **Commuter Resource Rhode Island (CRRI) – Program Expansion**

Commuter Resource Rhode Island (CRRI) is co-sponsored by RIPTA and the RI Department of Transportation, and funded by the Federal Highway Administration. CRRI provides trip information to commuters and students throughout Rhode Island, and offers programs to support commuters (whether using public transit, carpool, or bike). Significant FY 2008 accomplishments include:

- Creating a brochure to provide downtown companies with information on Rhode Island's new *Parking Cash Out Program* which requires major employers to offer a RIPTA transit pass in lieu of parking benefits. Two major employers (Blue Cross/Blue Shield RI and GTECH) joined this program in FY 2008.
- Working closely with downtown businesses and major employers, including the State of RI, to encourage alternative transportation options for their employees' daily commutes (e.g. carpooling, bus, discounted carpool parking, etc.).
- Achieving traffic reduction targets established as part of the *Keep Eddy Moving* project in 2005. These goals were met in FY 2008, when an estimated 2,200 cars (or 4400 trips) were diverted from the Eddy Street / I-195 construction area.
- Enrolled additional schools in *School Pool*, CRRI's program to encourage parents to carpool on school trips. Twenty (20) schools are now enrolled.

SIGNIFICANT FY 2008 ACCOMPLISHMENTS (continued)

■ **Expanded UPASS Program**

This program, funded by participating colleges and universities, provides free or discounted transit passes to students, faculty and/or staff. In FY 2008, Roger Williams University extended its UPASS participation to include all students, faculty and staff. RIPTA also transitioned seven of eight participating schools to swipe technology, providing for more accurate accounting of student use and improved billing.

■ **Coordinated Plan for Public Transit - Human Services Transportation**

In accordance with new federal legislation, Rhode Island was required to coordinate and develop a local plan to identify the needs of individuals with disabilities, older adults and people with low incomes. RIPTA established an advisory committee with state human services agencies to develop strategies and priorities for meeting these needs. A *Coordinated Plan for Public Transit – Human Services Transportation in Rhode Island* was published in February 2008, ensuring the continuity of certain federal funding programs in Rhode Island.

➤ *FY 2008 Outside Technical Support for Coordinated Planning: \$21,125*

OTHER FY 2008 ACTIVITIES

■ Construction of a New Paratransit Operations & Support Center

RIPTA has solicited bids for construction of a new Paratransit Operations & Support Center on Elmwood Avenue. Contract award and project kickoff are anticipated for FY 2009. Upon completion, this new operations center will:

- Accommodate RIPTA's bus and paratransit fleets indoors, eliminating the need for overnight engine idling and complying with the RI Anti-Idling Act.
- Meet the inspection, repair and maintenance needs of the paratransit, Flex and non-revenue fleets.
- Provide a second fueling station at RIPTA's primary bus facility, alleviating current facility congestion and providing a back-up for the existing 16-year-old fueling station.

➤ *FY 2008 Outside Technical Support for facility design and environmental site remediation: \$2,153,235*

■ Safety & Security Technology Improvements

As part of a continual effort to assess and enhance systemwide security for RIPTA passengers and employees, as well as security at RIPTA facilities, a comprehensive safety and security evaluation of all RIPTA operations and properties was performed. A final report was issued in June 2008. Final recommendations are under evaluation to identify potential future actions which may further enhance system safety and security.

■ Intelligent Transportation System (ITS) Project

RIPTA is moving forward to implement Intelligent Transportation System (ITS) technology throughout its system. In FY2008, a Request for Proposals was issued to solicit design and installation services for ITS equipment on RIPTA vehicles. These enhancements will improve RIPTA vehicle dispatch and the efficiency of vehicle operations, as well as provide real-time schedule information for customers at Kennedy Plaza and other selected transit hubs.

➤ *FY 2008 Outside Technical Support in support of ITS Project: \$52,163*

■ Vehicle Replacement

In an ongoing effort to improve service reliability, RIPTA purchased three new road service trucks. These vehicles carry bus parts, air compressors and fluids for road call assistance. Two of these service vehicles will be based out of RIPTA's Elmwood facility; the third will be based out of the Newport garage.

OTHER FY 2008 ACTIVITIES (continued)

■ **Improvements in Inventory and Parts Accounting**

In FY 2008, RIPTA was able to reduce its inventory in both stored chemical products (e.g. bus wash cleaner, glass cleaners) and spare bus parts. With a vendor now delivering chemical products as needed, RIPTA reduced expenses in this area by \$175,000 over FY 2007. Furthermore, RIPTA has been working to reduce the overall value its bus parts inventory by reducing excess and obsolete parts and has introduced a bar coding system for more accurate accounting.

■ **Upgraded Fuel Pumping System**

A new high-volume fuel pumping system has been installed at RIPTA's Elmwood garage. This system has an increased pumping capacity that allows for faster fueling and reduced vehicle wait time, as well as a more environmentally friendly spill-proof technology.

■ **Support of RIDOT for I-Way Grand Opening**

RIPTA provided bus operations support to the RI Department of Transportation on the day of the new I-195/Iway project grand opening.

■ **Google Trip Planner**

RIPTA has partnered with Google, sharing bus route and schedule information and allowing bus schedule information to be displayed as a result of routing requests in RIPTA's service area.

■ **Increased Advertising Revenue through Bus Wrapping Program**

The use of bus wrapping technology to cover RIPTA buses in graphic advertisements was expanded in FY 2008. Total sales under this program were significantly increased, with annual revenues growing to \$230,000 (compared to FY 2007 revenues of \$102,000).

■ **New RIPTA System Map**

RIPTA published and distributed a new statewide system map in FY 2008.

ONGOING RIPTA PROGRAMS

■ Fixed-Route Bus Service

RIPTA currently operates 58 fixed passenger bus routes with 240 vehicles. A total of 3,355 trips are operated throughout the state on a daily basis (June 2008). This includes traditional fixed-route service and special fixed-route services (e.g., Park n' Ride express services and the Providence LINK Trolley).

■ FLEX Services

RIPTA's Flex service is a reservation-based circulator using 17 smaller vehicles in suburban and rural communities. This service operates in six service zones where traditional fixed-route service would not be effective due to population density, terrain, passenger travel patterns or other factors:

RIPTA Flex Service Zones

- Woonsocket
- West Warwick/Coventry/Warwick
- Westerly
- Narragansett
- Tiverton/Portsmouth/Bristol
- Kingston (centered on the URI campus).

Flex service is operated on separate time schedules depending on the travel demands in individual zones.

■ Ride Senior/ADA/Disabled Services

RIPTA provides ADA complementary paratransit service during the same hours as fixed-route service. RIPTA is one of three Ride service operators selected through a public bid process administered by the Rhode Island Department of Administration. RIPTA operates service in four out of the six paratransit service zones in Rhode Island using 106 vehicles.

- *FY 2008 Outside Technical Support to meet ADA mandated guidelines for on-board monitoring of service announcements: \$13,209*

■ Providence to Newport Ferry

RIPTA operates seasonal ferry service under the authority of a Memorandum of Understanding with the Rhode Island Department of Transportation, which receives Federal Highway Administration funding for operation of the ferry. The ferry operates from May to October, seven days a week. A total of 46,962 passengers used this service in FY 2008, an increase of 9% over FY 2007 ridership.

ONGOING RIPTA PROGRAMS (continued)

■ **Ride Program Brokerage**

The Ride Program is Rhode Island's statewide, coordinated paratransit service coordinating specialized transportation services for seniors, individuals with disabilities, low-income citizens and the general public. Ride also serves clients of the Rhode Island Departments of Elderly Affairs, Human Services and Mental Health, Retardation and Hospitals. The agencies determine eligibility of passengers for participation in the transportation programs.

Statewide Ride services are coordinated through a centralized management service. RIPTA manages this service for the State: receiving calls, verifying passenger eligibility, scheduling trips, monitoring service operators, transmitting daily manifests to service operators, billing funding agencies, paying service operators, and providing all required data to funding agencies in requested formats.

■ **Vehicle & Facilities Maintenance**

RIPTA conducts a comprehensive, ongoing program for vehicle and facilities maintenance in order to ensure the safety of both RIPTA passengers and employees and to extend the useful life of all fixed assets.

- *FY 2008 Outside Technical Support for miscellaneous engineering and technical support for the maintenance program: \$17,980*

■ **Ride Program Statewide Vehicle Maintenance**

RIPTA owns and maintains all 135 vehicles in the statewide Ride fleet. RIPTA purchased these vehicles with federal funding, using local matching funds provided by a dedicated portion of the fees for service provided by the statewide brokerage. RIPTA retains title to the vehicles and requires that all vehicles, including those operated by other Ride service providers, be maintained at RIPTA facilities.

■ **RIDOT Vehicle Maintenance**

RIPTA performs maintenance, repair services and state inspections on RI Department of Transportation (RIDOT) vehicles and equipment, under the authority of a Memorandum of Understanding dated July, 2005 (and subsequently approved by FTA). RIDOT is responsible for covering the full salary and benefit costs of the RIPTA employees assigned to this program and for reimbursing RIPTA for parts and fluids used on RIDOT vehicles. RIPTA has increased the productivity of this program, and is now maintaining 68 vehicles using the same number of maintenance personnel.

ONGOING RIPTA PROGRAMS (continued)

■ **Tri-annual Service & Scheduling Modifications**

RIPTA planners are continuously working to evaluate and enhance existing services, modifying RIPTA services to meet passenger needs, to provide access to major employment centers, to address community concerns and to improve operational efficiency. Schedule and route enhancements are implemented three times a year.

■ **Air Quality Alert Days**

In coordination with the RI Department of Environmental Management (DEM) and the RI Department of Transportation (DOT), RIPTA sponsors the annual Air Quality Alert Program. Free RIPTA service is offered on Air Quality Alert Days when ozone levels are likely to be unhealthy and unsafe. An estimated 316,227 passengers took advantage of this program on Air Quality Alert Days in FY 2008.

■ **Commuter Resource Rhode Island (CRRI)**

This program, co-sponsored by RIDOT, performs outreach to commuters to support carpooling and transit use in Rhode Island. CRRI provides trip planning support and information on bus schedules, commuter parking and carpooling. Additional programs include:

▪ *Keep Eddy Moving*

Launched in 2006, this program mitigates the impacts of I-195 construction in the Eddy Street area. The program offers enhanced RIPTA services and discounted fares for commuters in the RI Hospital area. In FY 2008, an estimated 14,487 Monthly Passes, 8,487 RIPTIK books and 2,153 15-Ride passes were sold. The CCRI and URI campuses in Providence also participate by purchasing bulk passes for sale to students at discount rates.

▪ *Parking Cash Out Program*

This program helps businesses comply with a new law requiring certain employers to offer a RIPTA transit pass in lieu of a subsidized parking space.

▪ *Guaranteed Ride Home*

When an emergency arises, this program gives carpoolers a free taxi ride that takes the hassle out of carpooling.

▪ *School Pool*

A free service providing parents a secure and reliable network of families interested in sharing the responsibilities of the school day commute.

ONGOING RIPTA PROGRAMS (continued)

■ **University Pass Program (UPASS)**

Funded by participating colleges and universities, the University Pass Program (UPASS) allows students at participating schools to get free or reduced fare transit. In FY 2008, over 2.4 million trips were taken by students and faculty eligible for this program. A total of eight educational institutions participate:

- Johnson & Wales University
- Gibbs College
- Providence College
- Salve Regina University
- Rhode Island School of Design
- University of Rhode Island
- Brown University
- Roger Williams University

■ **Employee Drug & Alcohol Testing**

In accordance with FTA program regulations, (49 CFR Part 655), safety sensitive employees must be randomly tested for the use of controlled substances. RIPTA uses an outside vendor to perform these tests.

➤ *FY 2008 Outside Technical Support for Drug & Alcohol Testing: \$26,220*

■ **RI Emergency Management Agency (EMA)/Statewide Emergency Planning**

RIPTA cooperates with RI EMA to coordinate statewide emergency response procedures and to conduct drills to practice these procedures. Efforts within FY 2008 included:

- Charlestown Police SWAT (Special Weapons and Tactics) Bus Hijack Training, Charlestown Police Headquarters (9/26/07)
- RIEMA and PEMA, Mass Evacuation and Injury Transportation, Disaster Drill, Providence Convention Center (9/30/07)
- Providence Police SWAT, Bus Hijack Training, RIPTA (5/1/08)
- Warwick Police SWAT, Bus Hijack Training, Warwick Police Headquarters (5/14/08)
- Port of Providence Evacuation Drill, RIEMA and PEMA, Mass Evacuation, Port of Providence (6/4/08)
- Hurricane Preparedness Tabletop Exercise, RIEMA and PEMA, Mass Evacuation, Johnson & Wales (6/10/08)

Rhode Island Public Transit Authority Annual Report Fiscal Year 2008

ONGOING RIPTA PROGRAMS (continued)

■ Marketing & Advertising

RIPTA performs ongoing marketing and communications in order to inform customers of special programs, route changes and other pertinent information. RIPTA also supports the annual operating budget through the placement of advertisements on or within RIPTA vehicles and facilities.

➤ *FY 2008 Outside Support for In-Trade and Paid Advertising: \$222,221*

■ RIPTA Pension Management

RIPTA maintains its own pension program for all employees. This program is overseen by RIPTA's Joint Pension Board, a subcommittee of the Board of Directors which is made up of management and labor representatives. The Joint Pension Board is supported by an outside technical pension advisor. Additionally, RIPTA contracts with an actuarial firm to conduct our annual pension valuation.

➤ *FY 2008 Outside Technical Support for Pension/Actuarial Matters: \$39,517*

■ Ongoing Insurance Coverage & Risk Management

RIPTA is self-insured for vehicle liability and holds insurance for all other fixed assets.

➤ *FY 2008 Outside Technical Support for Insurance & Risk Management: \$37,524*

EMPLOYEES & EMPLOYEE TRAINING

RIPTA Employees (as of June 30, 2008)

Bus/Van Operators	531
Maintenance Personnel	137
Operation Supervisors	47
Miscellaneous Operations	29
Clerical/Administrative	70
Management	<u>26</u>
Total FY08 Employees:	840

Employee Training

RIPTA provides Driver Safety Training for all new Fixed-Route Operators and Paratransit/Flex Operators. Driver Safety Training is also provided when drivers are transferred from Paratransit to Fixed-Route Operations. This training covers standard RIPTA operating procedures, as well as safety and security procedures. In addition, Paratransit/Flex Operators are provided with "Orange" Training, a program which covers wheelchair securement, customer sensitivity, disability awareness, defensive driving, and other RIPTA policies.

RIPTA provides annual environmental safety training in compliance with federal and state environmental and workplace safety regulations. Introductory environmental safety training, or "HAZCOM" training, is provided to employees who may be handling environmental materials as part of their job duties. This session covers OSHA compliance measures, employee "Right to Know" policies and personal protective equipment. Annual RCRA training is provided to personnel who are responsible for the pick-up, transfer or delivery of hazardous materials. Training in US EPA "Hazwoper" emergency response procedures and bloodborne pathogen response is provided to Street Supervisors.

Other training is provided on an as-needed basis.

- **FY 2008 Driver Safety Training: 61 employees**
 - Fixed-Route Driver Safety Training (26 employees)
 - Paratransit/Flex Driver Safety Training (35 employees)

- **FY 2008 "Orange" Refresher Training: 72 employees**
 - Paratransit/Flex Orange Refresher Training (72 employees)

- **FY 2008 Environmental Safety Training: 66 employees**
 - HAZCOM Environmental Safety/Right to Know Training (55 employees)
 - RCRA Hazardous Materials Training (7 employees)
 - CPR and Bloodborne Pathogen Training (4 employees)

EMPLOYEES & EMPLOYEE TRAINING (continued)

■ **Other Training in FY 2008:** **367 employees**

- New Fare Product Training (367 employees)

This training was held as a follow-up to the new farebox equipment training held in FY 2007. Operators were given instruction regarding the use and applicability of new fare products, as well as refresher training in the new farebox equipment.

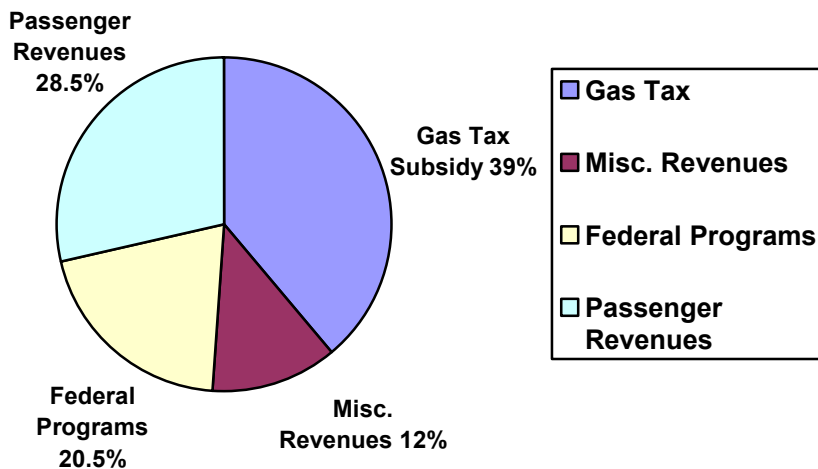
Rhode Island Public Transit Authority Annual Report Fiscal Year 2008

FINANCIAL STATEMENT

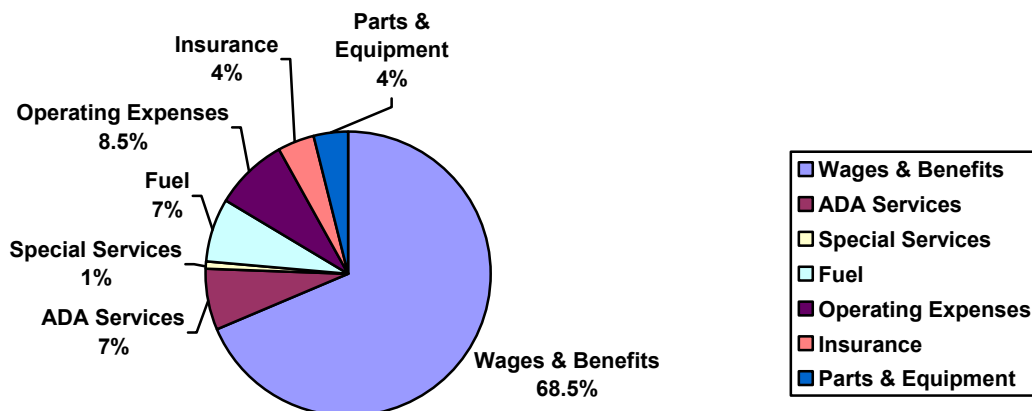
Each year, RIPTA's financial statements are audited by an Independent Auditor in accordance with standards issued by the Comptroller General of the United States. The Independent Auditor has found that RIPTA's basic financial statements for FY 2008 fairly present the financial position of the Authority as of June 30, 2008. A full copy of RIPTA's Independent Audit Report may be found via the RI Secretary of State's public information site: <http://www.state.ri.us>.

- *FY 2008 Outside Technical Support for Audit: \$32,000*

RIPTA FY 2008 Budgeted Operating Revenues



RIPTA FY 2008 Budgeted Operating Expenses



Rhode Island Public Transit Authority Annual Report Fiscal Year 2008

LEGAL MATTERS

General Counsel

RIPTA retains outside legal counsel to advise the Authority on all legal matters.

- *FY 2008 Outside Legal Support/General Counsel:* \$137,935

Labor Relations

RIPTA employees belong to one of three bargaining units:

- Amalgamated Transit Union 618
- Amalgamated Transit Union 618A
- Local Union 808

In FY 2008, a total of four (4) individual cases were brought to arbitration. These efforts were supported by outside legal counsel.

- *FY 2008 Outside Legal Support for Labor Relations:* \$131,690

Claims

A total of three (3) cases were brought before the Worker's Compensation Court by current or former RIPTA employees in FY 2008.

One (1) case remains pending.

Two (2) cases were closed with no monies paid by RIPTA.

A total of ten (10) litigated liability claims were settled in 2008, with total claims paid by RIPTA totaling \$528,348. All ten (10) claims were settled prior to trial.

- *FY 2008 Outside Legal Support for Claim Settlement:* \$227,701

MAJOR ACTIVITIES ANTICIPATED FOR FY 2009

■ Construction of RIPTA's New Paratransit Operations & Support Center

RIPTA has initiated construction of a new Paratransit Operations & Support Center on Elmwood Avenue. This facility is anticipated to be completed in FY 2010 and will address a variety of outstanding needs that cannot currently be met within the confines of RIPTA's existing Elmwood bus garage, namely:

- Indoor storage for up to 204 revenue vehicles, eliminating the need for overnight bus idling and complying with the RI Anti-Idling Act.
- An upgraded Paratransit/Flex maintenance facility.
- A second fueling and bus washing station.
- A new customer service center.

Completion of the project will provide significant operational benefits including increased vehicle service reliability, extended vehicle life and reduced fuel consumption.

■ Intelligent Transportation Systems (ITS) Project

RIPTA is moving forward to implement Intelligent Transportation System (ITS) technology throughout its system. Installation is anticipated to begin in FY 2009, and will include Computer Aided Dispatch and Automatic Vehicle Identification (CAD-AVL) devices, automated stop announcement capability and real-time customer information devices. These enhancements will improve RIPTA vehicle dispatch and the efficiency of vehicle operations, as well as provide real-time schedule information for customers at Kennedy Plaza and other selected transit hubs.

■ Improved Paratransit Scheduling & Dispatch Capabilities

Building upon the capabilities introduced with new Paratransit Scheduling and Dispatch software in FY 2008, RIPTA plans to install on-board mobile data computers (MDC's) and Interactive Voice Response (IVR) on all vehicles in the statewide paratransit fleet. This will improve dispatching and allow for real-time scheduling modifications, better meeting customer needs. On-board MDC's will be fully compatible with RIPTA's proposed future installation of GPS/AVL (Global Positioning Systems/Automated Vehicle Location) on all vehicles.

■ Develop a "Providence Hipster" Transit Map

RIPTA is planning to design, produce and distribute the Providence Hipster, a small convenient fold-out map focusing on downtown Providence and major destinations.

MAJOR ACTIVITIES ANTICIPATED FOR FY 2009 (continued)

■ **Providence 2020 Transit Commission Study**

Working with the City of Providence, RIPTA plans to perform a study to evaluate and plan for future transit needs within the metropolitan region. In FY 2008, RIPTA issued an RFP for consultant services to evaluate the potential demand for enhanced transit services and to investigate the various costs and benefits of potential alternatives to meet this demand. It is anticipated that planning services will be initiated in FY 2009, with major tasks to include:

- Developing a vision for the future of transit in Rhode Island.
- Collecting data on travel demand and identifying major travel corridors and activity centers.
- Developing conceptual alternatives (e.g. improved headways on existing services, new bus routes or express services, dedicated rights of way, shuttles, Bus Rapid Transit (BRT), streetcars, light rail (LRT), etc.).
- Developing service plans, operating parameters and ridership projections.
- Evaluation additional incentives to support metropolitan transit usage.
- Recommending both short and long term alternatives for further consideration.
- Identify potential funding sources and strategies.
- Coordinating with the general public, local municipalities and other state agencies.

■ **Vehicle Replacement**

RIPTA anticipates replacing 30 RIde vans and 13 Flex vehicles in FY 2009. In addition, RIPTA has ordered 24 new 40-foot low-floor buses for delivery in the fall of 2010.

■ **Vehicle Acquisition**

RIPTA will be acquiring a Sprinter van for evaluation and consideration as a potential model for future RIde van acquisition. While this vehicle model is considered to be more fuel-efficient, RIPTA will also be evaluating its maintenance requirements and ability to safely and comfortably handle RIde passengers.

It is also anticipated that a new fleet of trolley vehicles will be ordered in FY 2009, with anticipated delivery in FY 2010 or 2011. These vehicles will be modern transit vehicles that maintain the vintage trolley look for use in downtown Providence and Newport.

RIPTA is considering an option to purchase additional low-floor Gillig buses for the fixed-route system. This option may be exercised in FY 2010.

■ **Trolley Rehabilitation**

RIPTA's trolley fleet will be painted and rehabilitated, including an engine replacement allowing for a transition from CNG to ultra-low sulfur/clean diesel technology. A total of five (5) trolleys are scheduled for rehabilitation in FY 2009.

MAJOR ACTIVITIES ANTICIPATED FOR FY 2009 (continued)

■ **Anti-Idling Campaign**

A new program is being developed to encourage RIPTA Operators to turn off buses and other service vehicles when idling or out of service. This effort is intended to reduce vehicle emissions and help improve overall air quality.

■ **Expand UPASS Program**

RIPTA is currently working with Bryant University and Lincoln Technical Institute to have these institutions participate in the UPASS program.

RECOMMENDATIONS FOR IMPROVEMENT

Over the past two years, three comprehensive reviews of RIPTA operations and programs have been independently conducted by outside parties:

- State Management and Triennial Review of RIPTA (*Federal Transit Administration, June 2006*)
- Special Legislative Commission to Study Transit Service in the State of Rhode Island: Summary Report and Recommendations (*RI General Assembly, May 2007*)
- Management Audit of RIPTA, (*prepared for the RI State Budget Office by Abrams-Cherwony, Associates, April 2007*)

Each of these reports presented detailed recommendations for improvement based upon in-depth and independent analyses of RIPTA operations. Since that time, RIPTA has been working to implement relevant recommendations in each of the identified program areas.

Furthermore, through an initiative sponsored by the City of Providence and downtown businesses in FY 2008, the Project for Public Spaces provided a series of recommendations to improve the Kennedy Plaza Intermodal Center and the immediately surrounding area. RIPTA has been cooperating with the City of Providence, local police, and private businesses to implement improvements intended to make the area a more vibrant and attractive public space.