RHODE ISLAND GUIDE TO MOBILITY MANAGEMENT

A Resource Guide for Meeting Individual Transportation Needs and Improving Rhode Island’s Transportation Options
ACKNOWLEDGMENTS

This guide was developed through funding from the Joblinks Demonstration Grant awarded to the Rhode Island Public Transit Authority for “Improving Employment-Related Transportation Information & Planning in Rhode Island”.

The National Joblinks Employment Transportation Initiative (Joblinks) addresses the vital issue of employment transportation with the idea that employment and training networks and transportation networks can work together to overcome the transportation barriers of those entering the workforce. Through Joblinks, the Community Transportation Association of America (CTAA), with funding from the Federal Transit Administration (FTA) and the U.S. Department of Labor (DOL), has provided demonstration funding to communities for testing various transportation strategies in support of local initiatives at Department of Labor One-Stop Centers and other job development activity centers. Demonstration projects were to demonstrate solid coordination among agencies responsible for the provision of job development, transportation, and family assistance.

Many thanks goes to the Worklink Task Force/Rhodes to Independence Transportation Subcommittee, which acted as the advisory committee for the Joblinks grant and contributed invaluable support in the concept and design of this guide. We also wish to thank the Rhodes to Independence Steering Committee for its support.

The Rhode Island Department of Human Services, the Rhode Island Department of Labor & Training, and the Rhode Island Department of Education were also involved in this effort, and will continue to work with RIPTA to address transportation issues affecting employment and job readiness.

For more information about this guide, please contact RIPTA at:

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The intent of this guide is to serve as a reference and training tool for human services staff and job developers in working with transportation disadvantaged clients. We have made significant efforts to make this manual a useful reference, with a detailed table of contents and dividers. We have also produced this manual in a three-ring binder, so that agencies may add additional materials as they may need, or may copy and distribute pages to clients and other staff.

The following is an example of how this manual could be used for reference. A One-Stop Center is working with someone with a disability who does not have access to a personal vehicle. The staff member uses various sections of this manual to:

- Learn more about transportation options, including transit options, driver training options, vehicle adaptation, and possible benefits that would help the individual save for a car.
- Contact resources on disabilities for additional information and to find out what other types of resources might be available.
- Help the individual determine the impact that transportation options will have on the employment search.
- Help counsel the individual on their transportation-related rights and responsibilities under the ADA.

While much of the material contained in this manual is original work, there are places where we have adapted materials from other sources. When we have used materials that are not original work, we have clearly indicated so, and provided full acknowledgment and credit to other sources. If there have been any inadvertent oversights in this regard, please let us know, and we will make any necessary corrections and additions in future editions.

If you have questions or feedback concerning the material in this manual, please contact RIPTA at (401) 784-9500 extension 135 (voice); (401) 784-9523 (fax); or at customerrelations@RIPTA.com (e-mail).

THE GUIDE TO MOBILITY MANAGEMENT can be a part of your overall assessment of an individual’s skills, education, needs, and barriers. These assessments can also serve as evidence of the need for additional transportation options. We ask that you and your agency share your findings with the Rhode Island Public Transit Authority, the Rhode Island Department of Labor & Training, the Rhode Island Department of Human Services, and other community representatives.
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MEETING TRANSPORTATION NEEDS
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WHAT IS MOBILITY MANAGEMENT?

During the past 25 years, jobs, particularly entry-level jobs, have been increasingly locating outside of the center city, in the suburbs. At the same time, the overall number of jobs in rural areas has declined. As a result distances between jobs sites and where people live have greatly increased, and many job seekers face a daunting challenge to access available suburban and dispersed rural jobs. This spatial mismatch between jobs and the people who want these jobs is only one of the transportation barriers to employment that job seekers might face.

Transportation barriers can cut across all segments of society. Some job seekers may not be able to drive. Some may not be able to afford a car, or share a car with other family members. Still others may face an unexpected permanent or temporary loss of the ability to drive, either due to injury, aging, or legal loss of a driver’s license.

The key to successfully assisting someone entering, re-entering, or attempting to stay in the workforce lies at the local level, and ultimately the burden to assist individuals in reaching employment sites will fall on various types of local caseworkers. In this light, the opportunity for job developers, job coaches, social workers, and other employment specialists to become “mobility managers” becomes essential to successful employment placements. Their ability to connect clients to jobs through reliable transportation could mean greater job options and higher job retention rates. Mobility managers understand the benefits and limitations of available transportation options and can work with individuals to access the transportation they need.

The crucial role of caseworkers as managers of the employment-related mobility needs of their job-seeking clients is sometimes recognized only after a person finds a desirable job but cannot take it because of a transportation barrier. Creative solutions are sometimes possible, but sometimes there is no solution for a particular individual.

Public transit in Rhode Island provides more options than is widely recognized, but does not meet all needs. The commuting time may be prohibitive, with numerous transfers, or service may not be available during late night, early morning, or weekend hours. In addition, many people have the extra challenge of transporting their children to and from daycare centers, which are often not located near public transit.

By taking an assessment of the transportation needs of the participants in your program, you will be better able to assist them in overcoming the transportation challenges they face. You and your agency are also in the position of gathering information about the employment transportation needs in our state, which can be used to improve transportation planning and implementation, ultimately lowering the transportation barriers to employment in Rhode Island.
TRANSPORTATION NEEDS IN EMPLOYMENT

Transportation to work is an issue for people with disabilities, low-income individuals, and seniors who wish to work but can no longer drive. Without reliable, safe, and efficient transportation, many people are unable to obtain needed services, such as childcare, or to participate in work or work-related activities. Agencies must deal with transportation barriers if clients are to remain or become economically self-sufficient.

Since transportation is an issue for many job seekers, agencies may find it helpful to maintain a comprehensive listing of local transportation resources and work with local transportation officials and other agencies to address barriers affecting many different populations.

Lack of transportation is one of the most significant barriers to employment for people with disabilities who don’t drive. Options that are typically used by the general population (mass transit, car pooling, etc.) are often accessible to people with disabilities. Additionally, many areas maintain specialized transportation services for people with disabilities, such as paratransit. However, given the limited resources and flexibility of specialized transportation, it is recommended that other alternatives be initially considered.

Transportation barriers are defined in the following three ways: (1) inadequate public transportation, (2) lack of personal transportation, and (3) spatial mismatch. Issues of affordability underlie all three.

- **Inadequate public transportation** means (1) limited or infrequent transit service, or (2) limited service area covered by transit operation.
- **A lack of personal transportation** means there is no privately owned car available for travel to work. This creates a problem particularly for people in areas with limited public transportation. People without cars often face unreliable or untenable alternatives, such as having to rely on transportation provided by a neighbor or having to take three or four buses each way to work.
- **Spatial mismatch** refers to the location of suitable jobs in areas that are inaccessible by public transportation. This is a result of the recent growth of new jobs in areas outside the city.

The critical components to addressing transportation barriers to employment are (1) identifying which clients are in need of what services, (2) determining the program or services available, (3) identifying and sharing information about gaps in services and unmet needs, and (4) coordinating efforts to address transportation barriers.

**Client Identification**

Agency approaches to identifying which clients need what services can range from one that places the burden of finding transportation directly on the shoulders of the client,
with assistance provided only upon explicit request, to an approach that uses manual or electronic systems to map and match job locations with transportation systems.

**Local Needs Identification**

Agencies must develop a clear understanding of what their clients need, beginning with an assessment of specific needs and following with an inventory of existing transportation services. This should lead to a clear understanding of the real source of transportation gaps. Agencies should provide input into the need for, funding of, and design of transportation services. This process of needs assessment applies not only to the design of a new transportation initiative, but to the day-to-day interactions between caseworkers and clients as well. Caseworkers need to address clients’ individual transportation barriers through this same process of understanding needs, reviewing existing options, and addressing gaps in services.

Agencies have access to information that, if gathered and consolidated from a number of agencies, can provide transit agencies with much needed data about their services. Information about areas and times with unmet need, particularly impacting employment rates, can assist local, state, and transit planners with long-range plans and funding requests. Information and feedback about useful services that are working well are also important.

**Coordination**

If transportation options are to be expanded, agencies must devote time to develop coordinated partnerships. Many transportation initiatives rely upon coordination between two or more agencies or groups, including the local public transit authority, public and nonprofit organizations, employers, and other community representatives. Unless agencies devote resources to developing smooth procedures for coordination, transportation initiatives are likely to be undermined by lack of information supporting the need for new services, misunderstanding, inappropriate or unnecessary services (often through duplication of effort), or insufficient funding.

**Program Funding**

A number of sources are available for funding local transportation initiatives, including many federal sources other than the Federal Transit Administration of the Department of Transportation. In addition, federal tax law has established the Transit Benefit Program, which allows employers to claim a tax deduction if they provide employees with transportation assistance. Finding appropriate and additional local matching funds can bring more federal funding into the state, and the combined pot can benefit everyone more than separated funding streams.
TRANSPORTATION AND AGING

As individuals age, changes in vision, physical strength and cognition can contribute to a loss of self-confidence and ability to operate a motor vehicle leading to loss of a drivers license and use of a privately own vehicle. Faced with this situation, some older adults risk personal injury rather than give up their driver’s license and the sense of freedom it offers. Many older adults do not understand their transportation options, and have a negative view of public transit that is often based more on misperception than on first-hand experience. The loss or limitation of driving without an acceptance of alternatives can impact a senior’s ability to perform necessary tasks such as grocery shopping, and limit social and volunteer or paid work activities. If work is affected, the loss of purpose, social aspects of work, and income may further isolate an older adult.

In the 2000 census, Rhode Island had the 6th highest percentage of population over age 65 and the 5th highest for people age 85 and over. Rhode Island’s percentage of people age 65 and over living in poverty is higher than the national average. Over 20% of Rhode Islanders over age 65 have no vehicle available, and 93% of all seniors live in urban areas. Rhode Island’s transportation planning must predict and prepare for future mobility needs of seniors. Services will need to be designed to be usable by seniors who may be unable to walk long distances to and from bus stops. New transit services such as Flex Service are plausible alternatives for seniors but they also require planning, funding, and a community education effort on how to use the service.

Other agencies and services must also plan for the mobility needs of seniors. Many senior services do not plan for anything other than personal cars. Assisted living facilities for persons too frail to live alone are being developed across our state, particularly in rural and suburban areas with few transportation alternatives, but often transit vehicles cannot access main entrances or the path to the bus stop on the street is too long and steep for the seniors who live there. Retail and other developments also are built for access by cars, not people, and may not be designed to be served by public transit vehicles or allow pedestrians easy, or any, access.

As Dave O’Connell wrote in his article “Planning to Meet the Needs of Seniors” in the Community Transportation Magazine, “Future generations need to face the challenge of mobility as a community. The cost to society when demand for mobility is underestimated or ignored is cumulative and socially objectionable. Limiting access to services and restraining mobility choices can only lead to a loss of individual freedom and vapidity for life in later years. The best transit plan that can be developed is built on a full community assessment of transportation needs and the identification of barriers that must be removed in order to create that future envisioned by all.”

Meaningful communication with people who have transportation needs is crucial. Your agency has direct access to the people who can provide information about what transportation is needed, what is working, and what is not working. Please gather and share that information. It is difficult to meet the transit needs of a community without knowing them.

3Community Transportation Association of America Magazine, September-October 1998, “Planning to Meet the Needs of Seniors” by Dave O’Connell
The Americans with Disabilities Act (ADA) is a civil rights law passed by Congress in 1990 which makes it illegal to discriminate against people with disabilities in employment, services provided by state and local governments, public and private transportation, public accommodations and telecommunications.

**Basic Requirement**

Titles II and III of the Americans with Disabilities Act provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of complementary paratransit service.

**Key transportation provisions of the ADA**

- All new public transportation buses and rail cars must be accessible to the mobility, hearing, and sight-impaired.
- Paratransit services must be accessible to, and usable by, people with disabilities. The system must provide a level of service equivalent to that provided non-disabled persons. The provider must ensure that all persons with disabilities who need the service can use it. “Paratransit service” generally means reservation-based service provided in small buses.
- All demand-response service provided to the general public must purchase accessible vehicles only, unless it can be shown that service is accessible when viewed in its entirety.
- New bus and rail terminals must be accessible. In altered facilities, the area remodeled must be accessible to the maximum extent feasible.
- Amtrak stations must be accessible by 2010.

**RIPTA’s Fixed Route and Paratransit ADA Service**

The ADA covers both fixed route transit and paratransit services.

All RIPTA vehicles are wheelchair accessible and fixed route vehicles can kneel to lower the first step height. In case the lift on a vehicle malfunctions while the vehicle is in service, it is RIPTA’s policy to immediately fix the lift, if possible, or replace the vehicle with one with a working lift as soon as possible. If a passenger is unable to board a bus due to a malfunctioning lift, the driver will inform dispatch and a supervisor will arrive within 30 minutes to transport the passenger in place of a bus.

As required by the Americans with Disabilities Act, fixed route bus drivers must make stop announcements along the routes, including at all stops where passengers can transfer to other buses.

Paratransit service provided under ADA is available for an individual whose disability either prevents independent use of the fixed route system or prevents travel to or from bus stops. Under federal regulations, ADA Paratransit Service must operate within a ¾-mile corridor on either side of a fixed route. ADA service operates during the same hours that the fixed route bus runs. All ADA trips must start and end in the corridor. (See pages 31-32 for a description of Rhode Island’s ADA service provided by the RItde Program.)

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MYTHS AND REALITIES ABOUT PUBLIC TRANSIT

Myth: Transit is subsidized. Highways and roads are not.

**Reality:** Both are subsidized. Funding sources such as gasoline taxes, vehicle registration fees, general fund revenues, and general sales taxes subsidize both transit and roadways. Federal subsidies also support both highways and transit, though not equally. Federal outlays for highways from 1980 to 1994 stayed about even (1987 dollars), while outlays for transit decreased by 35.4%.

Myth: Only transit riders benefit from transit subsidies.

**Reality:** Benefits to motorists and society in general exceed benefits to riders. For every dollar that taxpayers spend on supporting public transit systems, the economic return on that investment is at least three to one. In rural areas studies have shown the return on investment to be over four to one. Public transit systems add capacity to existing roadways, which reduces congestion and benefits motorists and the state in general.

Myth: Transit ridership is declining.

**Reality:** National transit ridership is up 5%. Public transit ridership in Rhode Island increased by more than 15% between 1992 and 2000, or more than 2 million boardings.

Myth: Transit only works in metropolitan areas.

**Reality:** Even more than in urban areas, the lack of reliable public transportation in small cities, towns, and rural areas can be a barrier to getting a job, meeting basic needs, socializing, or maintaining independence. Transit models may need to be different outside of metropolitan areas, but transit can work. Flex Service is an example of a successful way of providing public transit in Rhode Island’s suburban and rural communities.

Myth: People with cars won't use transit.

**Reality:** Like any other service, people with a choice will use a quality service if offered. It’s no news that millions of auto owners choose transit in major metropolitan areas like Chicago, New York, Boston, and Washington, D.C. But in recent years, transit has begun to attract the "choice" rider in smaller markets like Rhode Island. Congestion and parking constraints may be incentives to riders to switch to transit, but generally only if the transit alternative is attractive. RIPTA has improved its services and has successfully begun attracting the "choice" rider.

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5 Dollars and Sense: The Economic Case for Public Transportation in America, Donald H. Camph, 1997.
Myth: Transit is basically for the poor, the aged, the young, and the disabled.

**Reality:** The data say otherwise. Data collected by the American Public Transit Association (APTA) found that 72.4% of transit riders have household incomes over $15,000, and 17% have incomes over $50,000. Other studies have also shown a wide income range in those using transit. Moreover, 82.8% of transit ridership nationally is between the ages of 18 and 65. And a higher percentage of trips on transit are for work than is the case for highways. According to the American Public Transit Association (APTA), 54.4% of trips on transit are for the purpose of "earning a living," compared to only about half that amount for trips made in cars. People of every income level and demographic group choose to use transit, and transit provides access to critical labor pools for a wide variety of businesses in cities, suburbs, and rural areas.

Myth: Transportation decision-makers use the same criteria for judging transit investments as they do for highways.

**Reality:** Historically, that hasn't been the case. Think about this. When a new freeway opens, and there's no traffic, everyone says it's great. When a new bus line starts, ridership isn't given time to build before people start complaining. The completion of the Interstate System was the major goal of state transportation departments for nearly forty years, and new freeways and arterials were essential to the suburbanization of America. Meanwhile, public transit has often been regarded as nonessential except in a few metropolitan areas.

That has begun to change. It's not so much that people no longer think that the highway system is important, although people are getting a better understanding of the true costs to society of motor vehicle use. Rather, it's that elected officials and business and community leaders are gaining a better understanding of transit's role in a multimodal transportation investment strategy, and how transit benefits riders, motorists, and society alike.

Myth: A lot of the justification for transit is based on qualitative benefits that are hard to measure, so they shouldn't be counted.

**Reality:** Many of transit's benefits (and the auto's costs, or "disbenefits") are "external" to the actual use of transit services. The list of the automobile's external costs is quite familiar. Congestion, traffic-related deaths, injuries and accidents, air pollution, even urban sprawl have real economic costs associated with them. Less familiar may be transit's external benefits. Enhanced economic development, greater worker productivity, better access to labor markets, and more focused land use patterns have real economic benefits associated with them.

In recent years, a variety of economists and other analysts have developed increasingly sophisticated methods for attaching dollars values to the "externalities" of transit in reducing costs and increasing benefits. The result is the conclusion that it is motorists and society in general who derive the greater part of the total net benefits from public expenditures on transit, and the evidence strongly suggests that the current level of investment is far below what it should be.
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SUMMARY OF TRANSPORTATION OPTIONS IN RHODE ISLAND
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RIPTA operates a variety of public transportation services to give Rhode Islanders an easy, reliable, safe, and inexpensive way to get around.

All RIPTA vehicles are wheelchair accessible and can kneel to lower the first step height. In case the lift on a vehicle malfunctions while the vehicle is in service, it is RIPTA’s policy to immediately fix the lift, if possible, or replace the vehicle with one with a working lift as soon as possible. If a passenger is unable to board a bus due to a malfunctioning lift, the driver will inform dispatch and a supervisor will arrive within 30 minutes to transport the passenger in place of a bus.

As required by the Americans with Disabilities Act, fixed route bus drivers must make stop announcements along the routes, including at all stops where passengers can transfer to other buses.

RIPTA services are described in detail in the following pages. **Fixed Route Service** is provided with large buses that run on regular schedules on set routes. **Flex Service** is a community circulator designed for residents needing public transportation in suburban and rural communities. Flex Service will take you anywhere within the Flex Zone or connect you to one of RIPTA’s fixed route bus stops so that you can travel outside of a Flex Zone. Flex Service is only available in certain areas of the state. Check RIPTA’s website (www.ripta.com) or call Flex Service at (877) 906-3539 for information about Flex Zones.

RIPTA also offers other services to assist Rhode Islanders with their transportation needs through the **Express Travel Program**, including carpool matching and tax benefits. See the section on Financial Resources beginning on page 49 for more information about the commuter tax benefits.

**RIPTA Customer Service**

RIPTA welcomes any complaints, compliments, or suggestions. To submit comments, either:

- Call (401) 784-9500 extension 180;
- Email RIPTA at customerrelations@ripta.com; or
- Go to the RIPTA website at www.ripta.com/contact/

A complaint/compliment form can be found in the application section at the end of the guide to assist passengers in providing all of the needed information about a service problem.
Express Travel: The “One Stop Shop” for RI’s Commuter Needs

Express Travel is the Rideshare program for Rhode Island. Any individual who registers with the Express Travel program will receive a Ride Guide that will provide them with all their commuting-to-work options such as:

- **Commuter Benefits** – pre-tax transportation benefit to be used to purchase monthly RIPTA transit passes or RIPTIK’s (see RIPTA Fares on page 17). This program can be processed with or without the company subsidizing the cost. The benefit can be processed in-house or out sourced to a third party administrator (Wage Works or Commuter Check). See the section on Financial Resources beginning on page 49 for more information about the commuter tax benefits.

  A commuter benefit saves both the employee and the employer money, due to the fact that neither pays taxes on the monies used for public transportation up to $100.00 per month $1,200.00 per year.

- **Carpooling** – Express Travel will ride match participants and supply them with potential carpooling individuals. Any individual who chooses to carpool into work and registers with the Express Travel program will receive two Guaranteed Rides Home per carpool per year for emergency purposes. All of these services are free.

- **RIPTA Transit** – As part of the program Express Travel provides all registered individuals with their commuting options. Participants will be mailed bus and/or Flex schedules they will need to get to work.

- **Park N’ Rides** – These are parking lots throughout the state that are available for individuals to park their cars outside the city and ride the bus to work. At this time there are 17 free parking lots throughout the state.

- **Vanpool** – Although Express Travel does not have any vans at this present time, the program can put interested people in touch with either Easy Street of Connecticut or VPSI of Massachusetts, which both operate vanpools in Rhode Island. See the Phone Numbers section beginning on page 77 for contact information for these programs.

- **Rail/Bike/Walk** – Individuals can use commuter benefits to ride the commuter rail in from Massachusetts. Express Travel is working with Bike Downtown, to help create biking programs throughout the state for the individuals who choose to ride their bikes to work. Express Travel is also working to promote walking to work.

- **Guaranteed Ride Home** – Available to those individuals who choose to carpool or vanpool. There is also the biker’s bailout available to those who choose to ride their bikes to work. Two cab rides a year are provided free of charge to people who need to leave work at a time different from their regular carpool.

Call Express Travel at 1-888-88-RIPTA for more information on any of these programs.
Flex Service

Flex Service is an accessible community circulator designed for the general public. Anyone can use it for any reason. It goes into neighborhoods, providing “a bus stop at the end of your driveway”. Flex Service will take passengers anywhere within the Flex Zone or connect them to one of RIPTA's fixed route bus stops for travel outside of a Flex Zone. Vehicles do not leave their designated zone. Flex Service is only available in certain areas of the state. Check RIPTA’s website (www.ripta.com) or call Flex Service at (877) 906-3539 for information about Flex Zones. See pages 24-25 for information on how to use Flex Service.

The Providence LINK

The downtown Providence LINK consists of two routes of vintage-style trackless trolleys that run on compressed natural gas. It is the first clean fuel fleet in RIPTA's system. See the section on RIPTA fares, page 17, for LINK fares. Newport trolleys are not part of the Providence LINK and have the same fares as regular Newport bus routes.

Ferry Service

The Providence-Newport Ferry runs daily from May 1 through October 31 with stops at Providence’s Point Street Landing and Newport’s Perrotti Park. The ferry is accessible. Bikes can be brought on board. Reservations are recommended. Call (401) 453-6800 or reserve seats at www.nefastferry.com. Tickets are non-refundable and non-transferable. For more information, please call (401) 781-9400.

RIPTA Providence LINK trolleys marked “Kennedy Plaza” meet the ferry at the Point Street Landing 10 minutes after the boat docks to go to downtown Providence. RIPTA trolleys and buses depart regularly from the Gateway Visitors Center just down the street from the Perrotti Park ferry dock.

Ozone Alert Program

RIPTA offers free rides on its bus and trolley routes and Flex Service on Ozone Alert Days.

Ozone Alert Days occur when ozone levels are likely to be unhealthy and unsafe. Ozone is caused when emissions from factories, businesses, consumer products, and vehicles combine in the atmosphere and react to sunlight and high temperatures. On some days, usually during the summer, ozone levels reach heights that are unhealthy and unsafe.

Ozone is a powerful respiratory irritant that can cause shortness of breath, wheezing, coughing and throat irritation. Everyone is vulnerable to ozone’s effects, but children, the elderly, people with respiratory conditions, and those who work, exercise, or play strenuously outdoors are especially at risk.

To reduce ozone, the RI Department of Environmental Management (DEM), the RI Department of Transportation (DOT) and RIPTA sponsor an annual Ozone Alert Program. Under this program, the DEM forecasts Ozone Alert Days and RIPTA provides free service on its regular fixed routes and Flex Service. Special services such as Beach Bus and the Providence-Newport ferry are not included in Ozone Days.
**University Pass Program**

Funded by participating colleges and universities, the University Pass Program allows students at participating schools to use their student IDs as a bus and trolley pass anywhere in RIPTA's system during the academic year. For more information, call RIPTA's Express Travel Program at 784-9500, extension 121. Participating institutions of higher education include Johnson & Wales, Katharine Gibbs, Providence College, and Salve Regina. The University of Rhode Island participates, but access with the pass is limited to the Kingston Connection (Flex #211) and the Kingston Flex Zone (Flex #210).

**Rack n’ Ride**

RIPTA offers bike racks on its buses so Rhode Islanders can make bike riding part of their regular commute. Loading and unloading bikes on the racks is easy and there is no extra cost for bringing a bike.

The rack, attached to the front of the bus, holds two bicycles. The racks have simple instructions posted on them. Bikes in the rack don't touch each other, the bus, or other vehicles. Each bike can be loaded and unloaded independently. You don't need to move one bike to reach the other. The rack holds most wheel and frame sizes, including children's bikes.

**Rack n’ Ride Policies**

- Bike racks can be used all year long
- Available throughout the day and evening
- No certification necessary
- Passengers under age 16 using the bike rack must be accompanied by an adult

**How to Use Bike Racks**

RIPTA buses have a bike rack labeled Sportworks. Be sure to check the label and follow the directions for the bike rack you’re using.

**Loading Your Bike on the Sportworks Bike Rack**

- Approach rack from curbside.
- Face rack and pull up the handle labeled “Rack Lock”.
- Pull the rack down until it’s horizontal.
- Lift your bike into the outside bike slot (unless it’s already filled) and fit wheels into the slots labeled for front and rear wheels. Always load your bike into the outside rack unless it is already filled.
- Pull spring-loaded “Support Arm” (it’s labeled) over the bike’s front tire.

**Unloading your bike from the Sportworks Bike Rack**

- Approach rack from curbside.
- Release “Support Arm”.
- Remove bike from rack.
- Fold bike rack up by releasing “Rack Lock”.
RIPTA Fares, Ticket Sales, and Transfer Centers

<table>
<thead>
<tr>
<th>Fares</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Fare for Bus and Flex</td>
<td>$1.25</td>
</tr>
<tr>
<td>Transfer for Bus and Flex</td>
<td>$0.10</td>
</tr>
<tr>
<td>Short Zone</td>
<td>$0.50</td>
</tr>
<tr>
<td>Student Token</td>
<td>$1.06</td>
</tr>
<tr>
<td>Student Token 10-pack</td>
<td>$10.60</td>
</tr>
<tr>
<td>Monthly Pass for Bus and Flex</td>
<td>$45.00</td>
</tr>
<tr>
<td>RIPTIKS 10-pack Use on RIPTA Bus/Flex (fare=1 RIPTIK) and RIde (ADA fare=2 RIPTIKS)</td>
<td>$11.25</td>
</tr>
<tr>
<td>Low Income Senior/Disabled Fare with No Fare ID Card*</td>
<td>No Charge</td>
</tr>
<tr>
<td>Senior/Disabled Fare (Off-Peak) with Half-Fare Card*</td>
<td>$0.60</td>
</tr>
<tr>
<td>Senior/Disabled Transfer (Off-Peak) with Half-Fare Card</td>
<td>$0.05</td>
</tr>
<tr>
<td>ADA Fare on RIden</td>
<td>$2.50</td>
</tr>
<tr>
<td>Providence LINK Base Fare</td>
<td>$1.00</td>
</tr>
<tr>
<td>Providence LINK Transfers</td>
<td>None</td>
</tr>
<tr>
<td>Providence LINK Tokens 10 pack</td>
<td>$9.00</td>
</tr>
<tr>
<td>Providence LINK Senior/Disabled (Off-Peak) with Half-Fare Card</td>
<td>$0.50</td>
</tr>
<tr>
<td>RIPTA monthly passes, No-Fare and Half-Fare ID Cards, and RIPTIKS can be used on the LINK</td>
<td></td>
</tr>
</tbody>
</table>

*Low-income persons with a disability or age 65 and above may ride free of charge with a RIPTA No Fare ID Card. All other persons age 65 and above or with a disability pay full fare during RIPTA peak hours of service (7am-9am and 3pm-6pm) on weekdays and pay 1/2 fare all other times upon presentation of a RIPTA Senior/Disabled ID Pass or a Medicare ID Card.

Information about the No-Fare and Half-Fare Passes may be found beginning on page 54. These passes may not be bought at sales outlets.

Sales Outlets

The following outlets sell RIPTA fare products such as monthly passes, RIPTIKS, and student tokens. See Phone Numbers-RIPTA Sales Outlets on page 84 for addresses.

People using RiteCare to obtain monthly bus passes must go to one of the grocery stores; RiteCare cards cannot be used at the bookstores or RIPTA locations.

- Stop & Shop, Shaw’s, and Rojack’s supermarkets
- Bookstores at Community College of RI, University of RI, and Brown University
- Kennedy Plaza, Newport Gateway Center, and RIPTA Transfer Centers in Pawtucket and Woonsocket.

Information Outlets

- Kennedy Plaza
- RIPTA Photo ID Office
- Pawtucket Transit Center
- Providence Place Mall
- URI Providence campus
- Dunkin Donuts Center
- Newport Gateway Visitors Center
- Newport Harbor Master Building
- Greater Providence Chamber of Commerce
- Amtrak (Providence Station)

Schedules may also be found at locations such as libraries, town halls, NetworkRI offices, other locations served by individual bus routes, and RIPTA’s website at www.ripta.com. Information outlets do not sell fare products unless they are listed under Sales Outlets.
Kennedy Plaza

Kennedy Plaza, the main hub for RIPTA’s bus routes, offers a safe, convenient, accessible, and pedestrian-friendly passenger terminal. It offers:

- Indoor waiting area with public restrooms
- City of Providence Police Security Office
- RIPTA photo ID office
- Video monitor displays for departing bus times
- An electronic kiosk with information on local and regional transportation services, including Amtrak, MBTA, and T.F. Green Airport, plus information about Rhode Island restaurants and events
- Ticketing for RIPTA bus, trolley, and ferry services, for Bonanza and Greyhound buses, and for Amtrak
- The Arts and Business Council of RI arts and entertainment ticketing office
- A coffee cafe
- Vending machines
- Bike racks
- ATM machine

Kennedy Plaza Hours of Operation

<table>
<thead>
<tr>
<th>Service Location</th>
<th>Everyday Hours</th>
<th>Mon - Fri Hours</th>
<th>Sat Hours</th>
<th>Sun/Holidays Hours</th>
<th>Fri-Sun and Holidays Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kennedy Plaza Passenger Terminal</td>
<td>6 am-8 pm</td>
<td>7 am - 6 pm</td>
<td>9 am - 12 pm &amp; 1 pm - 5 pm</td>
<td>closed</td>
<td>9 am - 12 pm &amp; 1 pm - 4 pm</td>
</tr>
<tr>
<td>RIPTA Ticket Windows</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RIPTA Photo ID Office</td>
<td>Mon - Thurs</td>
<td>9 am - 12 pm &amp; 1 pm - 4 pm</td>
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<td></td>
</tr>
</tbody>
</table>
**Newport Gateway Center**
23 America's Cup Ave., Newport, RI  
The Gateway Visitor's Center is run by the Newport County Convention & Visitor's Bureau and is open 7 days a week from 9:00am - 5:00pm. It offers information on attractions in Newport and around Rhode Island and has a gift shop. Public restrooms, vending machines, and ATMs are available. A RIPTA transit room is open 7 days a week from 9:00am - 7:00pm, and shares space with a Bonanza and Greyhound terminal.

**Pawtucket Transfer Center**
175 Main St. Pawtucket, RI  
The Visitor's Center in Pawtucket is run by the Blackstone Valley Tourism Council and is open 7 days a week from 9:00am - 5:00pm. It includes the Pawtucket Collaborative Art Gallery and a RIPTA transit room indoor waiting area that are both also open 7 days a week from 9:00am - 5:00pm. A coffee shop is open Tuesday through Saturday from 10:00am – 3:00pm. Public restrooms, vending machines, and bike racks are available. No RIPTA fare products are sold here.

**Woonsocket Transfer Center**
1 Depot Square, Woonsocket, RI (corner of Main Street and Railroad Street)  
The Woonsocket Transfer Center, located in the renovated railroad station, will provide an indoor waiting area with public restrooms. Bike racks and benches are available outside. The Transit Center will be operated by a local Woonsocket company, “The Extra Mile”, which will provide transit information and sell monthly RIPTA passes and RIPTIKs, as well as manage a snack shop offering newspapers, bottled water and soda, and snacks such as chips, candy, and cookies. The transit center will be open Monday through Friday from 6:00am to 6:00pm, Saturday from 8:00am to 2:00pm, and will be closed Sundays. It is expected to open in 2004.

**Other Transfer Points**
RIPTA has other locations that are not official transfer centers, but do offer the opportunity to transfer between routes as well as a number of amenities in a public location. These locations include the Warwick Mall and the Wakefield Mall.

**Park and Ride Lots**
Park n’ Rides are strategically located parking lots, either privately or state owned, that are free of charge to anyone who parks a vehicle and commutes by transit or in a carpool. All vehicles are parked at the owner's risk.

For Park n’ Ride service to Providence schedule information, pick up one of the Park n’ Ride schedules or call RIPTA at 781-9400 (24 hours a day, 7 days a week).
How to Read a RIPTA Bus Schedule

Always try to have a copy of the schedule, or timetable, before you start waiting for the bus. Unless your bus is very frequent and you know exactly where you are going ahead of time, it is well worth your while to find out when the bus is coming and where it is going. Schedules are available at Kennedy Plaza and many libraries, town halls, and shopping centers.

Read your schedule carefully. Most routes operate regular hours on weekdays and more restricted hours or not at all on Saturdays, Sundays, and holidays. A schedule only lists arrival/departure times for a limited number of stops, so try to pinpoint the location listed which is closest to your bus stop, and then make a careful estimate of travel time between the stop listed and yours. When in doubt, take the time for the last stop listed before yours as the arrival time for your stop.

Bus schedules have very simple maps, which may not exactly show the streets as they really are. Unless you are getting off at the end of the line, you should consult a road map of the area and try to trace the bus route on it. When traveling to a new location be careful of street numbers so that you can get off at the closest stop.
**Route Name and Direction:**

Inbound = toward Kennedy Plaza
Outbound = leaving Kennedy Plaza

Map of Route
Stop number 13 is only served when the bus starts from Auburn.
Stops 9, 10, and 12 are only served when the bus starts at the airport.

**Schedule for Day of Week**

Example:
If you need to be at work downtown by 8:30am from a bus stop near Elmwood Ave. and Park Ave., you would need to be at your bus stop around 7:50am. The bus is at Elmwood & Wellington, the stop on the schedule that is before yours, at 7:50am. The bus arrives in Kennedy Plaza at 8:16am.

**Bus Starts From**

Route Direction:
When there is no time under a bus stop listing, the bus does not go by that stop for this route direction.

**Guide to Mobility Management April 2004**

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How to Use RIPTA Bus Service

1. Get all the information you will need to get you to your destination, like bus route information, departure and arrival times and fare information by either:
   - calling the RIPTA information line at 781-9400
   - obtaining a bus schedule at the RIPTA Information Booth in Kennedy Plaza
   - searching our online schedules at www.ripta.com

2. Once you know when your bus will arrive, look for one of the RIPTA signs that indicate our bus stops. Be sure to be at the stop at least 5 minutes before your bus is scheduled to arrive.

3. Watch for your bus. When the bus approaches, first look at the destination sign (located above the windshield) for a route number and name. If this is your bus it should have the same number and route name as listed on your schedule. If you are unsure, ask the bus driver if he or she is going to your destination.

4. Wave when you see your bus. If you do not wish to board an oncoming bus, please stand away from the stop or remain seated at the shelter.

5. Give the passengers getting off the bus a chance to exit before you board.

6. If you need to use the lift to board, let the driver know. Once other passengers have boarded and paid their fares, the driver will lower the lift. Most RIPTA buses have lifts at the rear door.
   a) Back your wheelchair onto the lift, or stand on the lift and hold the side bars.
   b) Apply the wheelchair brakes. If you have a power wheelchair, please turn the power off to prevent sudden jerks.
   c) Once the lift is raised, position your wheelchair into the securement area, or ask the driver for assistance if needed.
   d) The driver will secure your wheelchair with a four-point securement system attached to the floor. Waist and shoulder seat belts are available if you wish to use them.
   e) To get off the bus, please wait for the driver to remove the securement straps. Apply the wheelchair brakes as when boarding so the driver may lower the lift.

7. Have your exact cash fare, pass, or token ready when you board the bus.

8. Place your money in the farebox or show your pass to the driver as you get on the bus. RIPTA drivers and fareboxes do not make change.

9. If your trip requires a transfer, deposit the transfer fare and ask the driver for a transfer slip. A transfer is good for continuing a one-way trip on the next connecting bus. Transfers may not be accepted if torn or mutilated. Transfers cannot be used for your return trip.

10. Take a seat, relax, and watch for your stop.

11. About one block before you want to get off the bus, signal the driver by pulling the overhead cord or pushing the rubber strip once to ring the bell and turn on the "Request to Stop" light.

12. When exiting the bus, make sure the bus comes to a complete stop and the doors are fully opened before getting off.
RIPTA Riding Guidelines

Please be sure to observe the following rules when riding RIPTA:

• Leave front seats open for seniors and passengers with disabilities.

• Fold strollers and carriages before boarding and do not block the aisle with personal items.

• Smoking, eating and drinking are not permitted on the bus.

• Radios may be used with earphones only.

• Standing is permitted only behind the yellow line.

• Animals are not permitted except for service animals that are with passengers with disabilities.

• Weapons, explosives, car batteries, flammable liquids or other hazardous materials are not permitted on RIPTA vehicles.

• In Kennedy Plaza always use the pedestrian crosswalks, remember to look both ways and do not block the spaces reserved for passengers in wheelchairs.

• Loitering is not permitted (RI General Laws 11-36-5) in the Kennedy Plaza passenger terminal.

• Make sure you have not left any packages behind you.

• In Kennedy Plaza, board at the front doors of the bus and exit through the rear doors.

• Do not touch or pick up any abandoned packages or suspicious substances left behind on the bus or in the passenger terminal--notify the bus operator or RIPTA supervisor immediately.
Making a RIPTA Flex Service Reservation

To use Flex Service, you can make a reservation 48 hours in advance by calling the toll-free Flex Line at 1-877-906-FLEX (3539) or (401) 784-9500, ext. 220 or, you can hop aboard at any Flex Stop within a Flex Zone and ask to be brought anywhere within the zone. You can make reservations between 8:30 am and 4:30 pm, Monday through Friday. The Flex office is closed on weekends and holidays.

In order to make a reservation, you will need the date you want to travel, your starting address, your destination address, and either the time you want to leave your starting address or the time you need to arrive at your destination. You cannot provide both times. Please have exact street addresses. Your trip may not be able to be scheduled at the exact time you request but the Flex Scheduler will work with you to find a time that works. You may need to call back later to find out the time your trip is scheduled.
How to Use RIPTA Flex Service

1. Get all the information you will need for your trip. If you are getting on at a Flex Bus Stop without a reservation, check that your destination is within the zone.

2. Call for a reservation (see above) or get on at a Flex Bus Stop.

3. Whether you are boarding at a bus stop or getting picked up by reservation, know the time your bus is due to arrive and be ready and at the stop a few minutes in advance. If you are getting picked up at home or another location, treat the service like “a bus stop at the end of your driveway”. Like regular bus service, the bus won’t wait beyond the scheduled time.

4. Give any passengers getting off the bus a chance to exit before you board.

5. Have your exact cash fare ($1.25), pass, or 1 RIPTIK ready before you board the bus.

6. If you need to use the lift to board, let the driver know. Once other passengers have boarded and paid their fares, the driver will lower the lift. All RIPTA Flex buses have lifts at the back.
   a) Back your wheelchair onto the lift, or stand on the lift and hold the side bars.
   b) Apply the wheelchair brakes. If you have a power wheelchair, please turn the power off to prevent sudden jerks.
   c) Once the lift is raised, position your wheelchair into the securement area. If needed, the driver can provide assistance.
   d) The driver will secure the wheelchair with a 4-point system attached to the floor. Waist/shoulder seatbelts are available if you wish to use them.
   e) To get off the bus, please wait for the driver to remove the securement straps. Apply the wheelchair brakes as when boarding so the driver may lower the lift.

7. Place your exact fare or RIPTIK in the farebox or show your pass to the driver as you get on the bus. RIPTA drivers and fareboxes do not make change.

8. If your trip requires a transfer, deposit the transfer fare and ask the driver for a transfer slip. A transfer is good for continuing a one-way trip on the next connecting bus. Transfers may not be accepted if torn or mutilated. Transfers cannot be used for your return trip.

9. If you are boarding with a transfer slip, hand the transfer to the driver.

10. If you are boarding without a reservation, tell the driver the address of where you want to go. The driver cannot leave the zone boundaries.
Planning a Bus Trip

1. Identify the nearest bus stops to your home and destination.
   - Call 781-9400 if you need help finding a close bus stop.

2. Map out the route from your home to the bus stop.
   - Map out the sidewalks, street crossings, traffic lights, and curb cuts.
   - Look for obstacles and accessibility.
     - Barriers or obstacles such as broken sidewalks, hanging tree branches
     - Walkways and islands in the street for safe crossing
     - Construction and other detours
     - Curb cuts at intersections
   - Check your destination.
     - Route from bus stop to entrance to building
     - If needed, accessible entrance, ramps

3. If needed, measure the distance to the bus stop, and how long it would take to travel
   to the bus stop.

4. Check the times you need to travel and the bus schedule.
   - Decide what time you need to arrive at your destination.
   - Look for the time the bus arrives at your destination to decide which trip you want.
   - Look back on the bus schedule for the time the bus trip you want leaves.
   - If no arrival time is necessary, decide what time you would like to leave, and plan
     your trip from there.

5. Prepare for the trip.
   - Comfort and preparation for weather conditions
     - Weather forecast
     - Snow or ice
     - Comfortable shoes
     - Rain poncho, umbrella
     - Needed accessories
   - Places to wait
     - availability of bus shelters or store awnings or some other
     - protection from the weather
     - benches or other places to sit and rest along the way

6. If needed, identify landmarks and places to go in case of emergency
   - Safety (See pages 28-30 for information on safety)
     - Public telephones along the route
     - Stores and shops
     - Pedestrian traffic

7. Carry the phone number of a cab company or personal contact with you or program
   it into your cellular phone in case you get stranded.

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6 developed from Buses and Trains for Everyone Instructor Training Guide, developed by the Director and Staff of the Travel Training Program, District 75, New York City Board of Education in collaboration with the New York Coalition for Transportation Safety. Published by Easter Seals/Project ACTION.
**Guidelines and Resources for Teaching People to Use Public Transit**

If your agency wants to teach your clients about public transit, here are a few ideas for you to use to develop a program.

1. Become familiar with RIPTA services. RIPTA can provide assistance and training to your staff.

2. Become familiar with the myths and realities of using public transit.

3. Decide what to offer your clients:
   a. One-on-one or group classes;
   b. In-agency orientation.; and/or
   c. Hands-on experience with staff or volunteers on the street and on the bus.

For many people, a group orientation may be enough and may fit into a program your agency already offers. Your agency may not be able to offer a hands-on, one-on-one experience, but may be able to do quarterly group field trips for people who understand the idea of using transit, but are intimidated by doing it alone the first time. You may be able to refer a client to other resources for a more personalized program.

4. **Orientation Topics** (see pages 13-27 for resources you can hand out)
   - Getting a bus pass
   - Where do the buses go and how to plan a trip using printed information, telephone information line, and/or the website
   - How to use the bus
   - Bus riding etiquette
   - Public transit versus personal vehicles, taxis, and personal drivers
   - What to do if there is a problem
   - Safety considerations (see pages 28-30)
   - Complaints, compliments, and comments (see RIPTA comment form in the application section)

5. **Hands-on Training Topics**
   - All of the orientation topics
   - Identifying bus stops and landmarks
   - Arriving at the bus stop early
   - Identifying the bus you want
   - Boarding and paying the fare
   - Identifying your stop, signaling the bus to stop, and disembarking
   - Common locations such as Kennedy Plaza

Review the “References” on page 89 for resources. Although many of the resources developed to teach people how to use transit have been targeted for people with disabilities, especially children with disabilities, the content can be modified for other audiences.
SAFETY AND SECURITY ON PUBLIC TRANSIT

It is safe to ride the bus. RIPTA is committed to providing safe, reliable, high quality bus service to Rhode Island. All RIPTA drivers are expected to handle daily activities as well as emergencies with an emphasis on the safety of our passengers.

Safety and security features of the RIPTA system include:

- All drivers have radio contact with RIPTA dispatch in case of any problems.
- RIPTA fixed route dispatchers are located at Kennedy Plaza.
- The Providence police have a substation at Kennedy Plaza and 6 police officers are on duty in Kennedy Plaza weekdays from 2:00pm-6:00pm, and there is police coverage, including mounted police, around Kennedy Plaza at other times of the day, including late nights.
- There is video surveillance in Kennedy Plaza.

A review of RIPTA crime statistics below shows that the system is safe. Offenses such as fare evasion, drunkenness, and disorderly conduct are among the most common types of crime, with the most common being vandalism of RIPTA property. Drivers are more at risk of injury due to violent crime than passengers. It is a felony to assault a bus driver (RI General Laws Title 11 Chapter 5 Section 5).

RIPTA 7-year Profile (1997-2003)

<table>
<thead>
<tr>
<th>Year</th>
<th>Violent CrimesA</th>
<th>Nonviolent CrimesB</th>
<th>Other OffensesC</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>1 aggravated assault</td>
<td>5 cases of theft</td>
<td>24 other offenses; 55 offenses of vandalism</td>
</tr>
<tr>
<td>2002</td>
<td>No violent crimes reported</td>
<td>8 cases of theft</td>
<td>19 other offenses; 48 offenses for vandalism</td>
</tr>
<tr>
<td>2001</td>
<td>2 aggravated assaults on employees; No violent crimes on patrons</td>
<td>2 cases of larceny/theft</td>
<td>35 other offenses; vandalism</td>
</tr>
<tr>
<td>2000</td>
<td>1 patron robbery; 7 aggravated assaults on patrons and 4 on employees</td>
<td>6 burglaries</td>
<td>4 other offenses</td>
</tr>
<tr>
<td>1999</td>
<td></td>
<td>No nonviolent crimes</td>
<td>20 other offenses</td>
</tr>
<tr>
<td>1998</td>
<td>21 aggravated assaults on employees; 12 aggravated assaults on patrons</td>
<td>No nonviolent crimes</td>
<td>15 other offenses</td>
</tr>
<tr>
<td>1997</td>
<td>2 aggravated assaults on employees</td>
<td>1 theft</td>
<td>12 other offenses</td>
</tr>
</tbody>
</table>

Definitions

A Violent crimes, which are defined as homicide, forcible rape, robbery, and aggravated assault. The number includes crimes against patrons, employees, and others. Aggravated assault is the unlawful attack on a person wherein the offender uses or displays a weapon, or the victim suffers an obvious severe bodily injury. Robbery is the taking or attempt to take something of value from another person under confrontational circumstances, by force or threat of force. As of 2002, crimes were no longer divided by impact on employee, patron, or other.

B Nonviolent crimes, which are defined as larceny/theft, burglary, and motor vehicle theft. Burglary is the unlawful entry into a building or other structure with intent to commit a felony or theft. Larceny/theft is the unlawful taking away of property from the possession of another person. There are no weapons, injury, or threat involved in nonviolent crimes.

C Other offenses include fare evasion, disorderly conduct, drunkenness, vandalism, trespassing, drug abuse violations, and assault. Assault in this case is defined as an unlawful attack or attempt by one person upon another where no weapon was used or which did not result in serious injury. It includes simple assault, intimidation, coercion, and hazing.
Safety Considerations When Walking to and from RIPTA Bus Stops

- Walk with confidence.
- Be alert to your surroundings.
- Avoid taking short cuts or walking in unlit areas.
- Be aware of places where you can get help on your route, like open stores, restaurants, and public telephones.

Avoid Pickpockets
- Be alert to what's happening around you. Crowds are popular places for the pickpocket.
- Beware of loud arguments, bumps, or other incidents. They may be staged to distract you while a thief takes your wallet or handbag.
- Try not to show money or jewelry in public.
- Have your fare ready before you go out.
- Carry your wallet in a place other than your back pocket.
- If you carry a handbag, use one that closes tightly and keep it close to the front of your body, especially when carrying other bags or heavy items.

- Never walk directly in front of or behind a stopped bus. Other drivers may not see you.
- Always obey traffic signals and cross the street at corners.
- Never run out in front of or behind a RIPTA vehicle. Wait until the bus moves away before you step into the street so that you can clearly see other traffic.

Commuter Parking Safety
Auto theft is a problem in any parking lot, so please be aware of the following crime prevention tips when parking your vehicle.

- Lock all valuables in your trunk.
- Completely close and lock doors and windows.
- Turn your wheels to the side to make it harder to tow.
- Never hide a spare key in the vehicle; thieves know where all the hiding spots are.
- Report persons who appear to be loitering in the lot, as they may be looking for their next theft target.
- Use theft prevention devices (e.g. visible steering wheel lock, ignition/fuel kill switch, tire/wheel locks, hood lock, theft alarm, or a vehicle-tracking device).
Street Safety and Dealing with Emergencies

I. Prevention
   ➢ Planning your trip will allow you to decide the safest route possible.
   ➢ Knowing your surroundings will help you to feel comfortable with your journey.
   ➢ Looking confident will make you look less vulnerable.
   ➢ NEVER walk in alleys, abandoned lots, construction sites, dark areas or deserted buildings.

II. Uncomfortable Situations
   ➢ When a person invades your space, move away and ignore them.
   ➢ When being harassed, walk to a safe area, enter a store or other public building. Try to ignore if possible.
   ➢ When confronted by someone in an elevator, get off or push the emergency button. If you're getting on the elevator and someone you feel is suspicious looking is already on it, wait for the next available elevator car.
   ➢ Check restrooms and stairwells for suspicious looking people.
   ➢ If you're being followed by a pedestrian or a vehicle, cross the street and change the direction of your travel.
   ➢ Remember, if the uncomfortable feeling continues or your feel threatened, GET HELP!
   ➢ If you are being followed while driving, continue driving to a police, fire or gas station and get help. NEVER get out of your car and NEVER get into a stranger's car.

III. Handling Emergencies
   ➢ Remain calm.
   ➢ Try to get an accurate description of the person.
   ➢ Give the person what they want.
   ➢ GET HELP. CALL 911

IV. Bus Emergencies
   ➢ If a bus is missed, wait for the next one.
   ➢ If a bus stop is missed, notify driver.
   ➢ If a wrong bus is boarded, notify driver and follow directions.
   ➢ If you're in a wheelchair and the lift, malfunctions, listen to driver instructions. Wait for another bus.

If you get lost, find a police officer or other community helper or a phone and call people on emergency phone list.

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THE RIDE PROGRAM

RIde provides transportation for individuals with disabilities and seniors based on the eligibility requirements of several state agencies’ programs. Certification for each program is required and is performed by the agency that funds the program. Each program that funds trips on RIde is described below.

Reservations are required for all paratransit services. Reservation procedures are described under “Trip Scheduling” beginning on page 33. Eligible passengers who require the services of a Personal Care Assistant (PCA) will be certified to have a PCA travel with them for free.

All paratransit services—except those provided under the Americans with Disabilities Act (ADA)—provide free door-to-door service throughout the state, but are available only on weekdays and trip purpose is limited mainly to medical, meal site, and sheltered workshop trips. ADA service does not limit trip purpose, but is available only within ¾-mile of the fixed route bus service.

RIPTA’s Americans with Disabilities Act (ADA) Complementary Paratransit Service

Paratransit service provided under ADA is available for an individual whose disability either prevents independent use of the fixed route system or prevents travel to or from bus stops.

Under federal regulations, ADA Paratransit Service must operate within a ¾-mile corridor on either side of a fixed route. ADA service operates during the same hours that the fixed route bus runs. All ADA trips must start and end in the corridor.

When making a reservation, ADA passengers may request that escorts travel with them from their origin to their destination. Escorts must take the same trip as the ADA passenger and are allowed to ride only if there is room on the bus. Escorts must pay the same fare as the ADA passenger.

Requirements for Certification

You may be eligible for ADA Service on the basis of a permanent or temporary disability. According to federal regulations, you must fall into one of three categories to be eligible.

**Category 1:** Your disability prevents you from getting on and off the bus or riding the bus.

**Category 2:** Because of your disability, you need the assistance of a lift to board the bus, but there is no bus with a lift available. (Please note that Category 2 does not apply to RIPTA’s system because all buses are equipped with lifts.)

**Category 3:** Your disability prevents you from traveling to or from a bus stop in RIPTA’s system. This could be due to distance, weather, terrain, or architectural barriers.

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8 Fixed route service is bus service that has a predetermined route with specified stops that conform to a timetable.
**How to Apply for ADA Complementary Paratransit Certification**

Anyone with a disability that prevents use of the fixed route bus system must apply to RIPTA's ADA Coordinator for certification for ADA trips. To obtain an application, either call RIPTA's ADA Coordinator at (401) 784-9500 extension 153, send a letter to the ADA Coordinator (c/o RIPTA, 265 Melrose Street, Providence, RI 02907), visit the RIPTA offices in person, or email customerrelations@ripta.com.

Completed applications may be submitted by mail or in person. Within 21 days of receiving the completed application, RIPTA will let you know whether or not you have been found eligible. If you have not received a response within 21 days, you will be eligible for service until and unless RIPTA denies the application.

**Appeals**

All applications are reviewed by the ADA Coordinator. If the ADA Coordinator feels that an application should be denied, the application is sent to an outside consultant for additional review. If the consultant agrees that the application should be denied, you will receive a letter explaining the reasons for the denial and the appeal process. Requests for an appeal must be received by RIPTA within 60 days of the denial. A hearing officer will set up a time for an appeal hearing, during which you can present any additional information. You will not be eligible for service pending the decision of the appeal. RIPTA will respond within 30 days of the appeal hearing.

**ADA Complementary Paratransit Service for Visitors to Rhode Island**

Individuals visiting Rhode Island from other states are eligible for ADA Service for 21 days without submitting an application to RIPTA if they present documentation certifying their eligibility for ADA Service in their own state. The total of 21 days may be consecutive or accrue over several visits to Rhode Island. Any visitor wanting service for more than 21 days must complete an application and be approved for RIPTA ADA Service.

**Department of Elderly Affairs (DEA) Service**

DEA's service is for individuals aged 60 or over or low-income disabled individuals whose income qualifies them for DHS medical assistance. DEA-funded transportation is provided on weekdays only for the purposes listed below. Contact DEA at (401) 462-3000 for more details.

**Dialysis**

Renal Centers approve the trips and notify RIde. Trips are available weekdays regardless of age.

**Adult Day Care**

Adult Day Care Centers approve the trips and notify RIde. Trips are available for seniors on weekdays only.

**Senior Nutrition**

Senior Centers approve the trips and notify RIde. Trips are available for seniors on weekdays only.
**Non-Emergency Medical Appointments**

Seniors are eligible for trips to general medical appointments. People with disabilities as well as seniors are eligible for on-going special medical treatments such as radiation or physical therapy.

General medical trips for seniors are available only during certain hours on weekdays. Special medical trip availability varies by city. There are no medical trips on weekends or holidays.

Individuals must call RIde directly 2-3 weeks in advance of the trip date, and at times more advance notice is needed. Space is limited and on a first-call, first-served basis.

Please call RIde for DEA-eligible times for medical appointments by city. It is best to call RIde for specific information regarding medical trips.

**ARC Service**

ARC agencies arrange group transportation to workshops for individuals with developmental disabilities. Trips are available on weekdays only. Contact your ARC agency for more details.

**Department of Human Services**

The Department of Human Services has two programs that fund transportation under the RIde Program.

**RIteCare Service**

RIteCare is a Department of Human Services program for medical consumers registered in participating HMOs. Transportation is authorized by HMOs for medical appointments when bus service is unavailable or when the patient has medical reasons for door-to-door service. Some same day trips are possible through RIteCare. RIteCare participants are also eligible for free monthly bus passes so that they can use RIPTA bus service to get to and from medical appointments. Talk to your HMO or RIteCare Administrator for more information.

**The Office of Rehabilitation Services (ORS)**

The Department of Vocational Rehabilitation funds transportation for eligible clients for travel to job training or rehabilitation programs.

**Other Services**

The RIde Program also provides some transportation for other agencies and some towns. The Town of Coventry is one example.

**Trip Scheduling**

Each program served by RIde has different requirements for scheduling trips, but most programs require advance reservations. Some same day trips are possible only through RIteCare. ADA trips can be scheduled for any purpose as late as the day before you want to travel, and cannot be denied by federal regulation. Medical trips must be scheduled at least two weeks in advance and may be limited to the closest provider. Medical trips are provided with a set budget, and some days may be closed to trips because the budget limit has been reached. Subscription trips, which are trips that occur on a daily or
weekly basis such as trips to senior meal sites, adult day care, or ARC programs, can be made once many months in advance.

**Reserving Your Ride**

To make a reservation, call 461-9760 between 7:00 am and 4:30 pm from Monday through Friday and between 8:30 am and 4:30 pm on Saturdays. On Sundays and holidays, *ADA passengers only* may make reservations between 8:30 am and 4:30 pm by leaving their name, address, and destination as well as the desired arrival time and desired return time on an answering machine. Someone will call you to confirm your trip the next morning.

If you are eligible to ride under more than one program, please let the RIde Reservationist know what program will cover the trip you are requesting.

In order to make a reservation, you should have the following information:

The date you want to travel.

1. Your **starting address** – where you want to get on or board the bus. Please have the exact street address.
2. Your **destination address** – where you want to get off the bus. Please have the exact street address.
3. The time you want to leave your starting address or the time you need to arrive at your destination.

Your trip may not be able to be scheduled at the exact time you request. The RIde Reservationist will work with you to find a time that works. You may need to call back later to find out the time your trip is scheduled.

ADA reservations can be made as late as the day before you wish to travel. The advance notice required for other programs varies.

All trip requests must be made with RIde. No other agency is allowed to take reservations or schedule trips for the RIde Program.

**Getting Ready**

The RIde Reservationist will give you a 30-minute window during which your ride will arrive. You will not be given a specific time. You must be ready at any time during this 30-minute period. Please do not call the office to check on your ride during this 30-minute period. All of our buses display the RIde name. Watch for the bus and please be ready to go.

**Driver Wait Time**

To avoid delaying other passengers, drivers can only wait 5 minutes for you. Please be ready to leave when your driver arrives.

**Fares**

Fares differ depending on the program under which you are traveling. ADA service requires a fare of twice the base fare of RIPTA service for each one-way trip, which is $2.50 as of this printing. This fare will change if RIPTA fares change. As of November 2003, no other program serviced by RIde charges a fare.
A carpool or vanpool is a group of people who live and work near each other and share similar commuting schedules.

**Carpools**

Carpools usually occur in a vehicle owned by one of the carpool members. There are no hard and fast rules on how to run a carpool. Each carpool is set up according to the schedules and preferences of its members. Carpoolers can choose to ride with others as few or as many times per week, and some carpools alternate drivers.

**Vanpools**

A vanpool is a group of 5 to 15 people who commute together on a regular basis in a van. Vanpools are more formal than carpools because more riders are involved and the vehicle is not owned by any of the members, but rather by a vanpool company. One person volunteers to be the driver/coordinator of the van and this person’s fare is usually free in exchange for operating the van. The other riders pay a vanpool fare, which covers the costs of operating the van, including gas, maintenance and insurance.

Each vanpool tailors its schedule around the group’s needs, with all members deciding on the pick-up and drop-off locations and times. Riders usually meet at a designated pick-up location like a shopping center parking lot or a Park n’ Ride location. Some vans have more than one pick-up point, some don’t. And it’s the same with drop-off points at the destination. It all depends on the nature and needs of the vanpool group.

**Cost**

Because you share the cost with other people, carpooling or vanpooling is typically much less expensive than driving yourself to work. In addition, participants are eligible to receive special Federal tax incentives for carpooling or vanpooling. Vanpoolers generally pay around 10 cents a mile to commute on a van, and carpoolers don’t pay much more.

**Carpooling and Vanpooling Etiquette**

- Know where your pick-up point is and meet the van on time. Remember other riders are counting on you. Most vanpool groups set a time limit on how long they'll wait.
- Know who to contact, when to contact, and how to contact the designated individual if you won't be riding on any given trip. Make sure you have the appropriate phone numbers and e-mail address.
- Be prompt with your share of the total monthly vanpool payment. Make sure you know who to pay and what the preferred form of payment is.
- Most vanpoolers decide as a group if the radio will be played and on what station.
- Many groups assign seats based on some agreed upon format (seniority, pick up/drop off origin, etc.), while some groups rotate seats on a regular basis. Know what your group does and stick to the plan.
- Follow the Golden Rule. Simply treat your fellow passengers as you yourself would like to be treated.
Other Bus Service

Charter Bus

Charter service is a bus transporting a group of persons who, pursuant to a common purpose, and under a single contract at a fixed price, have acquired the exclusive use of a bus to travel together under an itinerary. See listings of Rhode Island charter bus companies on page 85.

Intercity Bus

High-speed, long-distance service between two cities provided with a bus with front doors only, high-backed seats, separate luggage compartments, and usually with restroom facilities. Bonanza and Greyhound are examples of intercity buses. See contact listings on page 85.
CAB RATES AND REGULATIONS

For a list of taxicab companies see the section on cab companies under “Phone Numbers”.

The Division of Public Utilities and Carriers of the Rhode Island Public Utilities Commission maintains statutory authority over carriers transporting passengers within the State of Rhode Island. Such carriers include, but are not limited too, taxicabs, limited public motor vehicles, jitneys, and water carriers. The Division also oversees motor carriers transporting property.

**Cab Rates Approved by the RI Public Utilities Commission 09/2002**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>First one-tenth (1/10) mile (drop charge)</td>
<td>$2.00</td>
</tr>
<tr>
<td>Each succeeding one-tenth (1/10) mile</td>
<td>up to $0.25</td>
</tr>
<tr>
<td>Waiting time (per hour)</td>
<td>$25.00</td>
</tr>
<tr>
<td>Each additional passenger beyond two (2) passengers</td>
<td>$1.00</td>
</tr>
<tr>
<td>Each footlocker or other large item</td>
<td>$5.00</td>
</tr>
</tbody>
</table>

**Emergency Fuel Surcharge**

The Rhode Island General Assembly passed Senate Bill 01-0978, as amended, which was enacted on July 13, 2001 as Public Law Chapter 307. This law amends RI General Laws §39-12-13 and requires the Administrator of the Division of Public Utilities and Carriers to implement a gasoline price emergency surcharge program allowing taxi companies and towing companies to assess a surcharge, not to exceed fifty cents ($0.50) per fare or towing job, during periods when it is determined that the average price of gasoline in this state exceeds one dollar and fifty cents ($1.50) per gallon.

**Obtaining a License to Drive a Taxi in Rhode Island**

There are several things you must do before you can be approved to drive a cab. The following items must be obtained in order for the Division to review your application to drive:

a) You must have a Class I Chauffeur’s license or a Commercial Drivers License.

b) Obtain a Certified Copy of your Driving Record from Operator Control Section of the RI Division of Motor Vehicles, 286 Main St., Pawtucket, RI 02860. The Fee is $16.00.

c) Obtain a Criminal History Record (BCI) check from the Office of the Attorney General, 150 South Main St., Providence, RI 02903. The fee is $5.00 payable by either check or money order.

Once you’ve obtained the above-mentioned documents you bring everything to the Division of Public Utilities, Motor Carriers Section, 89 Jefferson Blvd., Warwick, RI 02888. When you come into the office you’ll be asked to fill out a short one-page application form available at the front desk. Assuming you have no extensive criminal record or bad driving history you’ll receive approval immediately to drive a cab in Rhode Island. There is no fee for this process.
New Driver’s License/Permit

Limited Instruction Permit

If you are between the ages of 16 - 18, you need to have completed a 33 1/2-hour driver education course certified by the Community College of Rhode Island (see the section on Driver Education Programs, page 46). See Table 1 for details about the graduated license system.

If you have completed an out-of-state driver education course it must be approved by the Community College of Rhode Island (www.ccri.edu). Once you have completed the course and passed the written exam you will be given a certificate. You need to submit that certificate along with a completed permit application to the DMV.

Applicants for permits must show:
- A certified birth certificate (not a copy)
- Driver Education certificate
- A Social Security card

Your parent, legal guardian, licensed foster parent, or adult spouse must accompany you and sign the permit application. Your parent, guardian, or foster parent must show ID. If you have a legal guardian or licensed foster parent, they must have documentation to verify this.

This permit is valid for one year. The fee for a limited instruction permit is $10.00

Instruction Permit

If you are 18 or older, and have never held a driver’s license in Rhode Island, or if your license has expired over three (3) years, you must apply for an Instruction Permit. You are not required to take any driver education course. You ARE required to take and pass the written exam given by the DMV.

Applicants for permits for a new driver's license must show (see next section for details):
- Identity document
- Signature document
- Proof of Rhode Island residency

The fee for an instruction permit is $5.00.

Identification Requirements and Acceptable Documents for New Licenses

All applicants must provide one document from the "Identity" section, one document from the "Signature" section, and one document from the "Residency" section. Additionally, all applicants must comply with the provisions of the "Social Security" section. At least two separate documents must be presented. No photocopies will be accepted as proof of identification.

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9 For more information see the website of the Registry of Motor Vehicles at www.dmv.ri.gov.
Identity Documents

Identity documents must provide legal name and date of birth. Government issued Marriage Certificate/License is required to prove name change from primary identity document.

- Valid U.S./U.S. Territory or Canadian Driver's License with photograph, signature, and date of birth (may not be expired for more than one year).
- Birth certificate (must be original or certified copy, have a seal, and be issued by an authorized government agency such as the Bureau of Vital Statistics; hospital issued certificates are not acceptable).
- Baptismal certificate (must be original or certified copy, be issued by a church in the U.S., have an issue date of within one year of applicant's birth, and contain the date of birth).
- U.S. or foreign passport (B1, B2 and expired passports are not acceptable).
- U.S. Naturalization Certificate
- INS form I-94 (document showing entry into U.S.).
- INS form I-688 (Temporary Resident Identification Card).
- U.S. Active Service, Retiree, or Reservist Military ID Card.

Signature Documents

- Valid U.S./U.S. Territory or Canadian Driver's License with photograph, signature, and date of birth (may not be expired for more than one year).
- U.S. or foreign passport (B1, B2, and expired passports are not acceptable).
- Social Security Card.
- Work or school ID.
- U.S. Active Service, Retiree, or Reservist Military ID Card.

Proof of Residency Documents

- Valid Voter Registration Card.
- Utility bill (gas, electric, telephone, cable, oil) in your name or in the name of an immediate family member with the same last name.
- Personal check or bank statement with your name and address (no P.O. Box).
- Valid original lease agreement with your name and address. (Landlord's name, address, and telephone number also must be provided.)
- Payroll check with your name and address.
- Welfare check stub or food stamp card with your name and address.
- Insurance policy for your home/apartment with your name and address.
- Property tax bill for your residence.
- If a minor, school records and parent’s license/ID with same address accepted.

Social Security Number

The DMV by law is required to record Social Security Numbers for all applicants for a Driver's License. All applicants must provide an official Social Security Card (laminated or metal cards are not acceptable). All Social Security Numbers are verified electronically with the Social Security Administration. If you do not have a valid Social Security Number, you must present a foreign passport and appropriate visa or documentation to validate the ineligibility for a Social Security Number.
License Renewal

You can renew your drivers' license in any DMV branch office during regular business hours. To renew your license, appear in person at a DMV branch office with your current license and renewal form. If you did not receive a renewal form in the mail, just bring your current license. You need to bring your Social Security card with you to renew your license if applicable. To change or correct your address on your license at the time you are renewing, you need to bring proof of your new address.

Licenses are valid for a maximum of five (5) years. If you are 70 years old or older, your license will only be valid for two (2) years. Renewal fees are $30.00 for five years, and $8.00 for those 70 and over.

See the Phone Numbers section beginning on page 77 for DMV branch locations and hours.

Selective Service

If you are between the ages of 18 - 25 and male, you must register for Selective Service. At the time your photo is taken, the DMV clerk will ask you a question regarding Selective Service in order to register you.

License Exam

The written exam is available in 17 languages other than English at the Pawtucket office only. An oral exam is also available, but permission must be granted to take the exam orally. The application for an oral exam is in the Application section or at DMV’s website.

Parking Privilege Placard Information

Those persons whose mobility is impaired due to a permanent or temporary condition, and meet the established criteria, may apply for a handicap placard. A parking privilege placard is issued to an individual, not to a vehicle. It allows the holder of the placard to be transported in any vehicle, theirs or someone else’s, and to be allowed to use accessible parking.

Part one of the application is to be filled out and signed by the applicant; part two is to be completed and signed by the attending physician. Your application will be brought before the Medical Review Board for approval. The Board meets once a month, so please allow sufficient time for your application to be approved and processed.

Applications may be obtained in person from:
Division of Motor Vehicles
Disability Parking Office
286 Main Street Room #204
Pawtucket, RI 02860

The three-page application is included in the Application section or can be obtained on DMV’s website. Call (401) 588-3008 for more information.

AAA Registry Services

AAA is able to offer some registry services to its members, including license and registration renewal, address changes for registration, and plate cancellations. Check branch listings for registry services offered.
### Table 1: Rhode Island's Graduated Licensing System

<table>
<thead>
<tr>
<th>Level 1: Limited Instruction Permit</th>
<th>Privileges</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Requirements</strong></td>
<td><strong>Conditions:</strong></td>
</tr>
<tr>
<td>You must:</td>
<td>the permit holder must be in possession of the permit</td>
</tr>
<tr>
<td>be 16-18 years old</td>
<td>a supervising driver must be seated beside the permit holder</td>
</tr>
<tr>
<td>successfully complete the</td>
<td>in the front seat of the vehicle when it is in motion</td>
</tr>
<tr>
<td>Rhode Island Driver Education</td>
<td>no person other than the supervising driver may be located</td>
</tr>
<tr>
<td>course or its equivalent</td>
<td>in the front seat</td>
</tr>
<tr>
<td>pass the state approved written</td>
<td>every person occupying the vehicle must be properly</td>
</tr>
<tr>
<td>examination</td>
<td>fastened by a seat belt or child restraint system</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level 2: Limited Provisional License</th>
<th>Privileges</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Requirements</strong></td>
<td><strong>Conditions:</strong></td>
</tr>
<tr>
<td>You must:</td>
<td>the license holder may drive a motor vehicle</td>
</tr>
<tr>
<td>have held a limited instruction</td>
<td>without supervision from 5:00am to 1:00am or at other times</td>
</tr>
<tr>
<td>permit for at least six months</td>
<td>when driving to or from work</td>
</tr>
<tr>
<td>without conviction</td>
<td>when driving to or from an activity of a volunteer fire</td>
</tr>
<tr>
<td>of motor vehicle moving violation</td>
<td>department, rescue squad, or emergency medical service if the</td>
</tr>
<tr>
<td>or seat belt infraction</td>
<td>driver is a member of such organization</td>
</tr>
<tr>
<td>pass the motor vehicle road test</td>
<td>with a supervising driver seated beside the provisional license</td>
</tr>
<tr>
<td></td>
<td>holder in the front seat of the vehicle when it is in motion.</td>
</tr>
<tr>
<td></td>
<td>IMPORTANT: The license holder must be in possession of the</td>
</tr>
<tr>
<td></td>
<td>limited provisional license while driving and every person</td>
</tr>
<tr>
<td></td>
<td>occupying the vehicle must be properly fastened by a seat belt</td>
</tr>
<tr>
<td></td>
<td>or child restraint system.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level 3: Full Operator's License</th>
<th>Privileges</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Requirements</strong></td>
<td><strong>Conditions:</strong></td>
</tr>
<tr>
<td>You must:</td>
<td>you may drive a motor vehicle without</td>
</tr>
<tr>
<td>be 17 1/2-18 years old</td>
<td>Level 1 and 2 restrictions concerning time of</td>
</tr>
<tr>
<td>have held a limited provisional</td>
<td>driving, supervision, and passenger limitations.</td>
</tr>
<tr>
<td>license for at least twelve</td>
<td></td>
</tr>
<tr>
<td>months without conviction for</td>
<td></td>
</tr>
<tr>
<td>motor vehicle moving violation or</td>
<td></td>
</tr>
<tr>
<td>seat belt infraction for six</td>
<td></td>
</tr>
<tr>
<td>months</td>
<td></td>
</tr>
</tbody>
</table>
Accessing Community Transportation (ACT)

Accessing Community Transportation (ACT) is a peer-training program that helps people with disabilities learn to use the Rhode Island Public Transit Authority (RIPTA) buses. ACT assesses the person’s travel experiences and needs, and creates an individual Travel Plan based on the trainee’s travel choices. They then instruct trainees on the skills they will need to travel and the specific bus routes they will use. They ride with trainees on the bus or other transportation until they learn all of the needed skills. Once the person knows how to travel his or her route, ACT will follow the rider from a short distance to make sure she or he retains the new skills. For people who cannot read written bus maps and schedules, ACT can generate “Tripix”, photographs and pictures to help them remember their route. ACT offers workshops for agencies, schools, and public transit systems. The workshops teach about transportation requirements under the Americans with Disabilities Act. To learn more about Accessing Community Transportation, call (401) 461-5494.

Agency-Provided Travel Training

A number of agencies provide some transportation and/or transit travel training to the people who use their services. Contact agencies you deal with to check on the services they provide. If there are any you think should be included in this guide, please contact us. See page ii “How to Use this Guide” for contact information.

Services for the Blind and Visually Impaired

Specialized mobility training for individuals who are blind is provided by Services for the Blind and Visually Impaired unit of the Department of Human Services, Office of Rehabilitation Services for both vocational and independent living purposes.
AAA Lifelong Safe Mobility Program\textsuperscript{10}

AAA’s “Lifelong Safe Mobility” campaign was designed to help seniors stay mobile for as long as safely possible. The campaign focuses on senior-friendly road design, driver-screening tools, vehicle safety improvements and alternative transportation options. Through its Safe Driving for Mature Operators program, AAA offers practical advice for drivers over age 55. Rhode Island offers insurance discounts for seniors who complete courses such as this. See AAA’s website at www.aaaexchange.com for more information.

Rx for Safe Driving

Mature drivers are the most likely to drive while taking multiple medications. Taking medications doesn’t mean you can’t drive. It just means there’s more planning involved in driving responsibly. Protect your health and safety by following these guidelines.

- Avoid driving if you’re not sure how a drug will affect you.
- Take medications only at prescribed levels and dosages.
- Plan driving around dosages or when side effects are less likely.
- Do not drive when you feel ill, tired or disoriented.
- Never drink and drive, and never combine medication and alcohol.
- Consult with your doctor or pharmacist about medications that may impair driving.
- In case of an emergency, carry with you a list of all medications you are taking, including names and dosages.

Fine-Tune Driving Skills

As you age, sight, hearing, judgment of speed and distance and reflexes diminish. The aging process also affects strength, flexibility and coordination - abilities we draw on when we drive. These changes may occur so gradually you may not notice the impact on your driving until you are in a crash. The most common factors in crashes involving mature drivers are:

- Failure to yield right-of-way.
- Improper left turns.
- Confusion in heavy traffic.
- Inattention.
- Complications while backing up.
- Failure to maintain a proper speed.
- Hesitation in responding to new traffic signs, signals or pavement markings.

Five Pointers

1. Move into an intersection only after checking the area for pedestrians, cyclists, hazards and other motor vehicles. Don’t allow other drivers to pressure you into sudden moves.
2. Limit conversation and keep the radio volume low to minimize distractions.
3. Don’t drive when you are tired, depressed or in the grips of a strong emotion, such as anger.
4. Never drink and drive. As metabolism changes with age, even one drink can make driving unsafe at any speed.
5. Ensure your windshield is clean and visibility is clear. If you smoke, refrain from lighting up inside the vehicle.
Is it Time to Stop Driving?

No one wants to give up the freedom and convenience of driving, but aging can cause a decline in the ability to:

- Judge speed of oncoming vehicles.
- Notice objects at the outer edges of your field of vision.
- Shift focus to different objects that may appear such as signs or pedestrians.
- Perceive detail and differences in color and contrast.
- Accurately judge distances.

If you are unsure of your performance, ask a trusted friend or family member to monitor your driving. The decision to stop driving is a tough one, but most of us want to make a responsible choice that protects ourselves and others.

Assess Your Status as a Driver

In the past few months, have you:

- Suffered a stroke, heart attack or diminished eyesight?
- Experienced difficulty negotiating sharp turns and intersections?
- Hesitated over right-of-way decisions or situations you once took for granted?
- Been surprised by the sudden presence of other vehicles or pedestrians?
- Received negative feedback from other drivers?
- Become lost on familiar routes?
- Felt nervous or exhausted after driving?
- Been cited for traffic violations or found at fault in crashes?

If the answer to any of these questions is yes, it may be time to consider moving from the driver's seat to the passenger seat.
Driver Education Programs

Driver Education courses are offered through CCRI's Division for Lifelong Learning at various locations throughout the state, including most high schools and CCRI's four campus locations. Rhode Island law requires 33 hours of classroom driver education for individuals between the ages of 15 years, 10 months and 18 years of age. Students must attend all 33 hours. See the section on Driver's License/Permits beginning on page 38 for details about Rhode Island’s graduated license system.

Students can register for a class through the CCRI website. Students can register well in advance as long as they will be the required age by the first day of class. Proof of age must be presented on the first night of class. Proof of age can be documented by providing a birth certificate, passport, or baptismal record. Students who register but do not meet the minimum age requirements by the first night of class will not be admitted to the class and will not be refunded their money.

Individuals who need interpreter services for the hearing impaired or other special services are requested to make these needs and preferences known 48 hours prior to the registration date.

A separate driver training program is offered for each special needs student whose Individual Education Plan (IEP) states the necessity of a program that is different from that provided for students without IEPs. Classes for special needs students are included on the CCRI website.

The Community College of Rhode Island must provide a driver training program for physically disabled drivers to be instructed in the usage of adapted vehicles. The vehicles are to be provided by the disabled individual. A licensed physician must certify that an individual is physically disabled and possesses sufficient potential to become a competent motor vehicle operator. CCRI is responsible for establishing a tuition fee sufficient to cover the cost of the program. See the next section for information about other adapted driver education resources.

Rhode Island Driver Education Program Contact Information
Program Coordinator
Monica Russell
Division for Lifelong Learning
400 East Avenue, Room 0034
Warwick, RI 02886
Phone: (401) 825-2182
Fax: (401) 825-1116
Email: mrussell@ccri.edu

The schedule of classes can be found on CCRI’s website at www.ccri.edu.
Adapted Driver Evaluation and Education Programs

Adapted Driver Evaluation Programs will assess the ability of persons with disabilities to drive and the need for any equipment modifications. Adapted Driver Education will teach an individual with a disability how to utilize assistive devices and operate modified vehicles. Most adapted driver education programs offer pre-driver evaluations, including cognitive/perceptual evaluations, and in-vehicle evaluations, in-car and in-van driving lessons, and vehicle evaluation for transportation services.

A driving evaluation should include:

- Vision Perception
- Functional Ability
- Reaction Time
- Behind-the-wheel evaluation

Below are some adapted driver evaluation and education providers. Listing does not imply endorsement. The Community College of Rhode Island also provides adapted driver education; see the previous section for more information about CCRI.

**Kent County Memorial Hospital**
Occupational Therapy Department
455 Tollgate Road
Warwick, RI 02886
Phone: (401) 736-4298
Email: info@kentri.org
Web: www.kenthospital.org/

**Rhode Island Hospital**
Physical & Occupational Therapy
Ambulatory Patient Center, APC-2
Providence, RI 02903
Phone: (401) 444-5418
Fax: (401) 444-5089
Web: www.lifespan.org/partners/rih/

**South County Hospital**
Occupational Health Program
100 Kenyon Avenue
Wakefield, RI 02879
Phone: (401) 789-2044
Web: www.schospital.com/index.htm

**Easter Seals**
CEDARR Family Center
5 Woodruff Avenue
Narragansett, RI 02882
Phone: (401) 284-1000
Toll Free Phone: (800) 874-7687
Fax: (401) 284-1006
E-mail: cedarr@eastersealsri.org
Web: www.ct.easter-seals.org

**Office of Rehabilitation Services**
Motor Vehicle Modification Coordinator
40 Fountain Street
Providence, RI 02903
Phone: (401) 421-7005 ext. 376 (Voice)
(401) 421-7016 (TTY)
(401) 272-8090 (Spanish)
Fax: (401) 222-3574
Web: www.ors.ri.gov/

**ABC/ACE Driving Schools**
29 Rhodes Avenue
Riverside, RI 02915-2428
Phone: (401) 433-0060
Fax: (401) 433-0065

**Adaptive Driving Program, Inc.**
250 Milton St. #LL002
Dedham, MA 02026-2904
Phone: (718) 329-6656
Fax: (718) 329-6390
Email: TW4ADP@aol.com

**Crotchet Mountain**
1 Verney Drive
Greenfield, NH 03047
Phone: (603) 547-3311 ext. 480
Web: www.cmf.org
Vehicle Modifications are any mechanical or structural changes to a passenger car or other motor vehicle that permit an individual with a disability to safely drive or ride as a passenger. They include wheelchair or scooter loaders which mount on the roof, in the passenger area, or in the trunk or other storage areas of a car or other motor vehicle. Automotive adaptive control devices added to a standard motor vehicle to enable an individual with mobility restrictions to control the accelerator, foot brake, turn signals, dimmer switch, steering wheel, and/or parking brake.\footnote{from the State of Rhode Island Department of Human Services Office of Rehabilitation Services booklet on Vehicle Modifications.}

Adaptive equipment and vehicle modifications for wheelchair access are available for some full-size and mini vans; however, all vans are not suitable for modifications. A driver rehabilitation specialist can assist in making the correct van choice. He/she can provide a comprehensive evaluation to determine a person’s ability to drive. The Assessment should include: vision, visual perception, functional ability, reaction time, and behind-the-wheel evaluation. See the section on “Adapted Driver Evaluation and Education Programs” on page 46 for more information.

See the “Financial Resources” section beginning on page 49 for information about funding assistance for vehicle modifications.
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FINANCIAL RESOURCES
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TAX BENEFITS FOR TRANSPORTATION

The Commuter Tax Benefit Program
A pre-tax transportation benefit to be used to purchase monthly RIPTA transit passes or RIPTIKs. This program can be processed with or without the company subsidizing the cost, but the company must offer the program. Individuals cannot enroll without their employer’s participation. The benefit can be processed in-house or outsourced to a third party administrator (Wage Works or Commuter Check). A commuter benefit saves both the employee and the employer money, due to the fact that neither pays taxes on the money used for public transportation – up to $100.00 per month $1,200.00 per year. Contact RIPTA’s Express Travel Program for more information at (401) 784-9500 extension 126.

Motor Vehicle Modifications for People with Disabilities
Sales of "specially adapted motor vehicles" to persons with disabilities are not subject to sales tax in Rhode Island.

VEHICLE MODIFICATION FUNDING SOURCES

Office of Rehabilitation Services
The Office of Rehabilitation Services (ORS) provides vehicle modifications for eligible individuals when required to enter or maintain employment. Modifications are limited to those that are necessary for safe operation of the vehicle, which generally means the minimum driving system required. ORS does not purchase or lease motor cars or vans for consumers, nor does the agency participate in the purchase of automobile devices which are available from the manufacturer as factory-installed items.

Motor Vehicle Modification Coordinator
Office of Rehabilitation Services
40 Fountain Street
Providence, RI 02903
(401) 421-7000 (voice) or (401) 421-7016 (TTY).

The Veteran’s Administration
The Veteran’s Administration provides financial assistance for veterans with service-connected disabilities who require vehicle modifications.

The Veterans Affairs Office
600 New London Avenue
Cranston, Rhode Island 02910
(401) 462-0350
These Social Security Work Incentives can be used to help offset the costs of transportation.

**Blind Work Expenses (BWE)**

A person who is blind can deduct the full cost of expenses related to work, including transportation. In essence, they will receive full reimbursement for transportation expenses.

**IRWE (Impairment Related Work Expense)**

Individuals who receive Social Security disability benefits – Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) – can use an Impairment Related Work Expense (IRWE) to help offset the cost of assistive technology or work accommodation.

- IRWE’s have no time limit.
- For people on SSI, an IRWE will cover only half the cost of an expense. The rest of the expense will have to be paid by the individual. However, for individuals on SSDI, transportation expenses may reduce an individual’s income below the substantial gainful activity limit of $740 [2001 figure] (this level is higher for individuals who are blind) and allowing them to maintain their SSDI check.

**Transportation expenses for which an IRWE can be used**

- The cost of structural or operational modifications to a vehicle which the person needs in order to drive to work, even if the vehicle is also used for non-work purposes.
- The cost of driver assistance or taxicabs where such special transportation is not generally required by unimpaired individuals in the community.
- Mileage expenses for an approved vehicle at a rate determined by the Social Security Administration. Only travel related to employment can be reimbursed.

**Transportation expenses for which an IRWE cannot be used**

- The cost of a vehicle, whether modified or not.
- The cost of a modification to a vehicle that is not directly related to the impairment or critical to the operation of the vehicle (e.g. paint or decor preferences).
- The cost of travel necessary to obtain medical items or services.

Note: This information is directly from documents provided by Social Security. These are just examples and guidelines. Ideas on how PASS’s and IRWE’s can be used for transportation expenses should not be limited to the examples given here.
PASS (Plan for Achieving Self Support)

Individuals receiving SSI can use a Plan for Achieving Self Support (PASS) to offset the entire cost of assistive technology, equipment, or accommodations. PASS’s require an application process and typically take approximately 30 to 60 days to be approved. While PASS’s are complicated, PASS Cadres (experts on the PASS program) are available to help. PASS’s can only be used by people who receive Supplemental Security Income (SSI). However, PASS’s can sometimes be used to qualify individuals for SSI by reducing the income that Social Security “counts”.

- PASS’s are time-limited. Although there is no specific time limit on PASS’s, they are typically approved in 18-month increments, and subject to regular review.
- PASS’s reimburse the individual for the entire expense.

Transportation expenses for which a PASS can be used

- Hire of private or commercial carriers
- Lease, rental, or purchase of a private vehicle plus registration fees and cost of insurance premiums
- Public transportation and common carriers (private transportation companies which run regularly scheduled service available to the general public)

For additional information on PASS, IRWE, or BWE, contact your local Social Security office.

Local Social Security Offices

Providence Office, 380 Westminster Street, Providence, RI
(800) 772-1213; (401) 528-4501; (401) 273-6648 TTY

Newport Office, 130 Bellevue Avenue, Newport, RI
(800) 772-1213; (401) 849-3487; (401) 849-0057 TTY

Pawtucket Office, 55 Broad St., Pawtucket, RI
(800) 772-1213; (401) 724-9611; (401) 729-1896 TTY

Warwick Office, 30 Quaker Lane, Warwick, RI
(800) 772-1213; (401) 822-1463; (401) 823-0453 TTY

Woonsocket Office, 2168 Diamond Hill Road, Woonsocket, RI
(800) 772-1213; (401) 766-8423; (401) 765-1620 TTY
RIPTA’s No-Fare Pass Program provides no-fare bus passes to low-income persons with a disability or who are over age 65.

Persons over age 65 or with a disability who do not meet the income requirements for a No-Fare Pass may qualify for the Half-Fare Pass Program. Passengers with this pass pay full fare during RIPTA peak hours of service (7am-9am and 3pm-6pm) on weekdays and pay ½ fare at all other times upon presentation of the pass or of a Medicare ID Card.

For people with disabilities, the passes cost $2.00 and are valid for 2 years. For seniors, the passes cost $5.00 and are valid for 5 years. The ID will indicate whether the passenger is approved to have an accompanying Personal Care Assistant. PCAs ride free.

**Guidelines for Certification for the Pass Programs**

Seniors and people with disabilities must show proof of age or disability to qualify for the pass programs. Certification of age or disability qualifies a person for the Half-Fare Pass Program. In order to qualify for a No Fare Pass, a person must have certification of age or disability AND certification of income eligibility.

People age 65 years and older must present one of the following as proof of age:

- Rhode Island Driver's License
- Birth Certificate
- Hospital Card, if it shows date of birth
- State Identification Card
- Passport
- Citizenship Papers
- Green Card
- Medicare Card

Disability may be certified in one of the three following ways:

1. **With proof that you are receiving a disability benefit.** Valid identification includes one of the following:
   - Medicare Card
   - Current (within the past year) Social Security Disability Award Letter, Benefit Verification Letter, or Cost of Living Adjustment Notice (Letter must indicate the individual is receiving disability benefits)
   - Veteran Administration Letter with a disability rating at or above 70%
   - Letter from Employer or Employer's Disability Insurance provider with a disability rating at or above 70%

2. **A letter from a Social Service Agency that certifies that you have a disability.** Currently, approved organizations are:
   - Easter Seals Society
   - School for the Deaf
   - Services for the Blind
   - Vocational Rehabilitation
   - United Cerebral Palsy
   - Muscular Dystrophy Association
   - Multiple Sclerosis Society
   - RI Hospital Hearing and Speech Center
   - RI Infantile Paralysis Society
3. **Completed Application for Reduced Fare Program for Person with Disabilities.**
   - All questions on the application must be answered completely and verified by your physician/health care professional. RIPTA will notify you within 21 days of receiving your completed application whether you qualify or not.
   - Certification letter from RIPTA must be presented at the RIPTA Photo ID office in order to receive a Disabled ID.

**No Fare Pass Income Verification**

In order to qualify for a no fare pass, you must meet the low-income eligibility requirements established by the State of Rhode Island's Department of Elderly Affairs. The income requirements are the same for people with disabilities and people age 65 or older.

You must present valid identification showing proof of income eligibility to qualify for the No Fare Pass. This identification must be presented at the RIPTA Photo ID office in addition to the age/disability certification listed above. Acceptable forms of identification include one of the following:

- RI Pharmaceutical Assistance for the Elderly Card (RIPAE Card 8018 only)
- Medical Assistance Card (Medicaid Card)
- No Fare Certification Letter from the Department of Elderly Affairs.

**Obtaining a No Fare Certification Letter from the Department of Elderly Affairs**

Any qualifying seniors or persons with a disability who do not possess a Medicaid Card but believe they meet the income requirements must go to the Department of Elderly Affairs (DEA) to be certified. For verification purposes you must present proof of income to DEA. Documentation needed by DEA for proof of income eligibility include one of the following:

- Current Social Security Award Letter
- Current Veterans Administration Award Letter
- Copy of current check, and/or bank statement, and/or pension statement

DEA is located at the Pastore Center, 35 Howard Ave, Building #55 (2nd floor), Cranston.

If a person is found eligible, DEA will issue a certification letter that must be brought to the RIPTA Photo ID office. Specific questions concerning income eligibility requirements must be directed to the Department of Elderly Affairs at (401) 462-3000.

**Where to Obtain a No-Fare or Half-Fare Pass**

**RIPTA Photo Identification Office**
Kennedy Plaza, Providence
(401) 784-9500 ext. 604
Office Hours: Monday-Thursday 9:00am to 12:00pm and 1:00pm to 4:00pm.

**Road Trip Community Outreach Program**

In an effort to improve transportation and mobility options, the RIPTA Photo Identification Office travels to communities and senior centers throughout Rhode Island on Fridays to enroll eligible residents. Call 784-9500 ext. 604 for specific dates and times, or visit our website at www.ripta.com.
RIteCare/RIteShare Transportation Program

The Rhode Island Department of Human Services and RIPTA have partnered to provide accessible transportation for Rhode Islanders enrolled in the RIteCare/RIteShare health insurance program. Through this partnership, RIPTA provides monthly bus passes to all RIteCare/RIteShare members identified as eligible by the RI Department of Human Services. These passes enable families to access reliable transportation to medical services and preventive healthcare, including visits to doctors, hospitals, and labs.

How Does the Transportation Program Work?

- You must be enrolled in the RIteCare/RIteShare program (see below) to be eligible for RIteCare/RIteShare transportation services.
- Each eligible family member enrolled in the RIteCare/RIteShare program receives a RIPTA monthly bus pass. Eligible participants will need to get a bus pass each month.
- RIPTA monthly passes are available to eligible RIteCare/RIteShare participants at the customer service desk of any Rhode Island Stop & Shop, Shaw’s, or Ro-Jack’s supermarket sales outlet upon presentation of the program Medicaid Card. They are not available at RIPTA offices. See the Phone Numbers section beginning on page 77 for the supermarket locations.
- Bus passes become available on the 25th of each month for the next month's bus pass. Bus passes cannot be re-issued for the month if lost.
- RIPTA monthly passes must be presented upon boarding a RIPTA bus.

Guidelines for RIteCare/RIteShare Eligibility

Eligibility for both RIteCare and RIteShare are determined by the RI Department of Human Services. Persons eligible for RIteCare and RIteShare include: families with children under age 18, children up to age 19, pregnant women, foster children, and licensed family child care providers and their children under age 18.

RIteCare is Rhode Island’s health insurance program, providing eligible uninsured participants with comprehensive healthcare through one of three participating health plans: Neighborhood Health Plan of RI, United Healthcare of New England and Blue Chip. Families enroll in the health plan of their choice.

RIteShare is a premium assistance program that helps families get health insurance coverage through their employer. If a family qualifies under criteria established for the RIteCare program, RIteShare will pay for all or part of the employee’s share of the health insurance premium. RIteShare also pays for co-payments in the employer’s health insurance plan.

Applying for the RIteCare/RIteShare Transportation Program

Please contact a DHS representative at:
RIteCare Info Line
(401) 462-1300 English
(401) 462-1500 Spanish
(800) 745-5555 TDD
DEVELOPING
PERSONAL
TRANSPORTATION
PLANS
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**Plan for Achieving Transportation Goals**

**Buying a Car**
- develop a savings plan using any assistance possible, e.g. PASS program,
- determine how long it would take to save for the car, insurance, and other expenses.
- determine how to get around until the car can be bought.

**Housing Search for Transit-Dependent People**
- identify which neighborhoods have bus service.
- identify the bus trips to get from different neighborhoods to work, childcare, or other desired locations to see if the trips are acceptable (e.g. not too long, not too many transfers, bus runs at needed times, etc.).

**Employment Search for Transit-Dependent People**
- identify convenient bus routes from home
- identify times the bus routes run
- identify other locations, such as childcare, that need to be considered in the trip to work
- identify the areas that would be convenient to work in
- research employment opportunities in target areas

**Create A Personalized Transportation Plan**
Use the forms at the end of the toolkit to:
- Summarize transportation needs, including needed travel times.
- Summarize the ability to afford various transportation options.
- Make eligible financial assistance available.
  - Possible assistance may include:
    - Arranging for the employer to take advantage of the Commuter Tax Benefit program.
    - Buying a monthly bus pass from the local transit agency
    - Reimbursing eligible individuals for public transit fares or carpool expenses, such as gas or mileage.
    - Obtaining a bus pass from available program.

Once a plan is created, work one-on-one with participants to ensure that they have a working knowledge to successfully use the designated transportation services and are comfortable with carrying out their personal plan.
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ADDRESSING TRANSPORTATION NEEDS IN YOUR PROGRAM (FORMS)
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### Travel Arrangements

1. Are you able to drive? If no, skip to #8.  
   - Yes ☐  No ☐
2. Do you have a driver’s license?  
   - Yes ☐  No ☐
3. Do you own a car?  
   - Yes ☐  No ☐
4. Are you planning to get a license or car?  
   - Yes ☐  No ☐
5. If so, what do you need to do to get a license or a car? (see pp.38-41 for DMV information)  
   - Yes ☐  No ☐
6. Do you have a disability that requires vehicle adaptations? (see p.47)  
   - Yes ☐  No ☐
7. Do you need adapted driver education or have an IEP for driver education? (see pp.45-46)  
   - Yes ☐  No ☐
8. What are your transportation options? How do you get around? (Bus, ride from family/friend)  
   - Yes ☐  No ☐
9. Is the transportation reliable?  
   - Yes ☐  No ☐
10. Is the transportation available when needed? If no, please explain.  
    - Yes ☐  No ☐
11. If family members or friends drive you, what do you do if they are not available?  
    - Yes ☐  No ☐
12. Are there any difficult or special accommodations/trips you need in transportation? If yes, please explain.  
    - Yes ☐  No ☐
13. Would you use the bus or consider it as backup? If no, why not?  
    - Yes ☐  No ☐
14. Do you use the bus now or have you ever used it?  
    - Yes ☐  No ☐
15. Do you know how to use the bus? (see pp.20-23)  
    - Yes ☐  No ☐
16. Is there a bus route near your home?  
    - Yes ☐  No ☐
17. Is there a bus route near your work?  
    - Yes ☐  No ☐
18. Is there a bus route near your childcare?  
    - Yes ☐  No ☐
19. Is there a bus route near your shopping?  
    - Yes ☐  No ☐
20. Do you use Flex Service or have you ever used it? (see pp.13, 24-25)  
    - Yes ☐  No ☐
21. Do you live in a Flex zone? (call 1-877-906-3539 for information)  
    - Yes ☐  No ☐
22. Do you know how to use Flex Service? (see pp.24-25)  
    - Yes ☐  No ☐
23. Would you consider using Flex Service if it were available? If no, why not?  
    - Yes ☐  No ☐
24. Do you have a RIPTA bus pass?  
    - Yes ☐  No ☐
25. Do you know which RIPTA bus pass programs you qualify for? (see pp.54-56)  
    - Yes ☐  No ☐
26. Do you know how to obtain a bus pass? (see pp.12, 54-56)  
    - Yes ☐  No ☐
27. Do you have a disability that prevents use of the bus or travel to/from bus stops? (see pp.31-32)  
    - Yes ☐  No ☐

**NOTES:**

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Guide to Mobility Management April 2004
## Compare Costs of Transportation Alternatives

**Car**

<table>
<thead>
<tr>
<th>Cost</th>
<th>Monthly Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upfront cost of buying the car, including taxes and registration</td>
<td>one-time cost</td>
</tr>
<tr>
<td>Monthly car payment</td>
<td>$</td>
</tr>
<tr>
<td>Annual Insurance Cost</td>
<td>$ / 12 = $</td>
</tr>
<tr>
<td>Weekly gas budget</td>
<td>X 4.33 = $</td>
</tr>
<tr>
<td>Maintenance and repair</td>
<td>$</td>
</tr>
<tr>
<td>Annual taxes</td>
<td>/ 12 = $</td>
</tr>
</tbody>
</table>

Total Monthly Cost of Car $

**Taxi**

<table>
<thead>
<tr>
<th>Cost</th>
<th>Monthly Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost per trip</td>
<td>X____ (trips per month) = $</td>
</tr>
</tbody>
</table>

Total Monthly Cost of Taxi $

**Carpool**

<table>
<thead>
<tr>
<th>Cost</th>
<th>Monthly Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly payment to driver</td>
<td>$</td>
</tr>
<tr>
<td>Estimated cost of taxis for times the carpool driver is unavailable</td>
<td>$</td>
</tr>
<tr>
<td>Check if employer offers commuter benefits</td>
<td>subtract benefit -$</td>
</tr>
</tbody>
</table>

Total Monthly Cost of Carpool $

**Bus**

<table>
<thead>
<tr>
<th>Cost</th>
<th>Monthly Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly bus pass</td>
<td>$</td>
</tr>
<tr>
<td>Check if employer offers commuter benefits</td>
<td>subtract benefit -$</td>
</tr>
</tbody>
</table>

Total Monthly Cost of Bus $
Simply following a route is not enough to ensure safe travel. Individuals must demonstrate three general skills before traveling in real life situations. These are:

1. An awareness of personal space, meaning a clear idea of where their personal space ends and that of others begins.
2. An awareness of their environment.
3. The ability to recognize and respond to danger.

Although bus users find it useful to be able to read, tell time, and calculate simple math, these skills are not mandatory for independent travel, and no individual should be denied access to the bus if she or he lacks these skills. Even individuals who may not be able to navigate the full bus system and make transfers may be able to use the bus for trips along a single bus route. The following list demonstrates all the skills an individual needs to possess in order to travel independently.

- Leave the place of origin and arrive at the bus stop on time.
- Cross streets safely, with and without traffic signals.
- Travel to and from the bus stop using his/her route of choice.
- Stand at the bus stop in an appropriate place.
- Carry a bus pass and take out the correct fare.
- Identify the correct bus (through number, color, style, inquiry).
- Signal to the driver the desire to board.
- Board at the front entrance in turn or know how to board the lift securely.
- Show the driver the bus pass or transfer and deposit the correct fare in the box.
- Ask the driver for a bus transfer, if needed.
- Select a seat or a proper place to stand.
- Obey the rules of the bus and exhibit appropriate bus behavior.
- Watch for landmarks and recognize a landmark near the desired bus stop.
- Signal for exiting at the proper time.
- Exit the bus through the proper door.
- Travel to any transfer points/destinations through the most direct or safest route.
- Respond and act correctly in emergency situations.
- Recognize and avoid dangerous situations and obstacles.
- Recognize the need for assistance and request help from an appropriate source.
- Follow directions.
- Maintain appropriate behavior and deal appropriately with strangers.
- Handle unexpected situations, such as re-routed buses or getting lost.

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13 from “Travel Training for Youth with Disabilities”, The National Information Center for Children and Youth with Disabilities (NICHCY) Transition Summary, Vol. 9, June 1996 and Curriculum to Introduce Travel Training to Staff Who Work with People with Disabilities, PEOPLE ACCESSING COMMUNITY TRANSPORTATION (PACT), The Kennedy Center, Inc., 184 Garden Street, Bridgeport, CT 06605, August, 1993
Name________________________________

TRANSPORTATION ASSESSMENT

Profile:

Home Location:

Destination:

Work/Training Schedule:

Childcare Arrangements and Location:

Shopping Times and Locations:

Financial Ability:

PERSONAL TRAVEL PLAN

Travel to Work:

Travel to Child Care:

Travel to Training:

Travel to Shopping:

Funding for Travel:

TRANSPORTATION ASSESSMENT AND TRAVEL PLAN EXAMPLES
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HYPOTHETICAL SITUATION 1 (FLEX SERVICE)

A HYPOTHETICAL SITUATION—PART A
Transportation assessment of Carol

Profile: A single mother of three children, ages 6 years, 2 years, and 14 months. No access to a reliable car.

Home: Woonsocket.

Work schedule: Monday-Friday, varies (retail job), but Carol has been promised no closing shifts or shifts ending after 7:00pm. She will have to work weekends at least once a month. Destination: Northeast part of city.

Childcare: For two children, Monday-Friday, varies. Location: Her mother’s house. For oldest child, Monday-Friday, picked up by bus by 8:00am. School bus will drop child off at mother’s house in the afternoon. Location: Neighborhood elementary school.

Shopping: On weekdays or weekends depending on work schedule.

Financial ability: Eligible for RIteCare bus pass.

A HYPOTHETICAL SITUATION – PART B
Personal travel plan for Carol

Travel to work and childcare: Carol can make a reservation with Woonsocket Flex Service to take her and her children to school, childcare, and work. The Flex bus will wait for her while she brings her oldest child into school. While she is in her mother’s house dropping off the two younger children, the bus will pick up another passenger close by and return within 15 minutes to pick Carol up to finish her trip to work. Carol’s afternoon trip will include a stop at her mother’s house to pick up her three children and then drop them off at home.

Because her schedule will vary weekly, Carol will call Flex Service on Thursdays with her hours for the next week. Flex Service in Woonsocket only runs weekdays from 6:00am – 7:00pm.

When Carol has to work weekends, a friend who lives in the neighborhood will watch the children, and she will take the fixed route bus to her job, get a ride, or she will walk. She cannot afford a taxi.

Shopping: The monthly bus pass allows Carol to go shopping at her convenience, but she must use the fixed route service on Saturdays. There is no bus service on Sundays.

Funding for travel: RIteCare will pay for a monthly bus pass for each eligible family member.

A HYPOTHETICAL SITUATION – PART C
Carol’s travel plan: follow up

Carol has made her reservations for this week. Her schedule will vary each week at her retail job. Carol was instructed in using Flex Service and making reservations. She understands that she must call Flex Service if she needs to cancel her scheduled trip, and that, according to the Flex policy, she will be suspended from the service if she fails to cancel three unneeded trips.
A HYPOTHETICAL SITUATION—PART A
Transportation assessment of Ben

Profile: A man who uses a manual wheelchair. Unable to afford a car.

Home: Warwick

Work schedule: Monday – Friday, 8:30 a.m. until 4:30 p.m. Destination: West Warwick

Shopping: After work and on weekends.

Financial ability: Wants to save for a personal vehicle that will require modifications.

A HYPOTHETICAL SITUATION – PART B
Personal travel plan for Ben

Travel to work: Ben can take the #29 bus, which is less than ¼-mile from his home, at about 7:15am to Cowesett Corners (Stop & Shop), arriving at 8:05am. He must make a standing order reservation with Flex Service to pick him up at Stop & Shop and take him to his job in the West Warwick Industrial Park.

Flex Service is a single bus operating in the West Warwick-Coventry area and is first-come, first-served. It offers priority trips for people with disabilities or people in the Family Independence Program who are going to work, but is already in service for this purpose at the time Ben needs. If it becomes available, Flex Service could pick him up at 8:15am and drop him off at 8:23am. However, at this time it cannot pick him up after 7:45am.

Ben’s options are 1. Take the earlier bus, which would get him to Stop & Shop at 6:50am. Flex Service can accommodate him at 6:55am and drop him off at work at 7:05am. 2. Take a taxi. There are no accessible taxis in the area, but Ben can transfer into the cab. The trip would cost at least $6.75 not including tip. 3. Speak with his employer about possibly changing his hours to 7:30am–3:30pm.

In the afternoon, Ben will have to make a standing order reservation with Flex Service, which can pick him up at 4:45pm and drop him off at Stop & Shop at 5:00pm. The next #29 bus is at 5:25pm and arrives at his home stop around 6:20pm. If his hours change, Flex can pick him up at 3:45pm and drop him off at Stop & Shop at 3:55pm. The next #29 bus is at 4:10pm and gets to his stop at about 5:10pm.

Shopping: The monthly bus pass allows Ben to go shopping at his convenience. He also has a 25-minute wait each day at Stop & Shop.

Funding for travel: Ben is not eligible for a No-Fare bus pass for people with disabilities because he does not meet the income requirements. A $45 monthly bus pass is more cost-effective than using the half-fare pass.

A HYPOTHETICAL SITUATION – PART C
Ben’s travel plan: follow up

Ben has made his standing order reservation. He was instructed in using Flex Service and understands that he must call Flex Service if he needs to cancel his scheduled trip, and that, according to the Flex policy, he will be suspended from the service if he fails to cancel three unneeded trips.

Ben finds that he cannot get to the bus stop in his neighborhood due to snow in the winter. He applies for ADA approval for the RIdE Program and is found eligible for the winter. He still must transfer to Flex Service at Stop & Shop to get to his employer, which is outside of the ADA corridor. His fare on Flex Service is waived, but the ADA fare is $2.50 each way. The monthly bus pass cannot be used on RIdE.
**HYPOTHETICAL SITUATION 3 (FIXED ROUTE)**

| A HYPOTHETICAL SITUATION—PART A  
Transportation Assessment of Abby |
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>Profile:</strong> A mother of two children age 1½ and 3. She has no access to a reliable automobile.</td>
</tr>
<tr>
<td><strong>Home:</strong> East Providence</td>
</tr>
</tbody>
</table>
| **Work schedule:** Tuesday-Saturday, 3:00 p.m. to 11:00 p.m.  
**Destination:** Hotel in Downtown Providence |
| **Childcare:** Tuesday through Friday. Needed from 1:30 p.m. until 7 p.m. (when children can be picked up by their father or aunt). Saturday the children will be home with their father.  
**Location:** East Providence |
| **Shopping:** Flexible hours before work and on weekends. |
| **Financial ability:** Eligible for RIteCare-paid monthly bus pass until covered by employer’s insurance.  
Will earn $8/hour. |
| **Other Considerations:** |
| • Older child will start preschool next fall at same childcare site, but begin earlier. |
| • Children age 5 and under ride the bus free; there are no fare discounts for children over age 5. |
| • Abby and her family will lose the RIteCare bus pass once they are covered by her employer’s health insurance and will have to buy monthly bus passes. Bus passes for all 4 family members will cost $180 each month. Operating expenses for a car, including insurance, gas, maintenance, and parking in downtown Providence, would average at least $300 per month, not including car payment. |

| A HYPOTHETICAL SITUATION – PART B  
Personal travel plan for Abby |
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Travel to work and childcare:</strong> Abby can take the #34 bus from near her home to Kennedy Plaza. The hotel she will work in is within walking distance of Kennedy Plaza.</td>
</tr>
<tr>
<td>On weekdays, Abby must catch the 1:34 p.m. bus from her home to the next stop (arriving 1:42 p.m.) and walk with her children about 1/3-mile to the childcare center. She will walk back to the same bus stop in order to catch the bus to Providence at 2:29pm. She will arrive in Kennedy Plaza at 2:56pm. Each evening, her husband or sister will pick up the children from childcare. On Saturdays, Abby can take the #34 bus at 2:25 p.m. and get to Kennedy Plaza at 2:59 p.m. Abby’s employer has agreed that she can be a few minutes late each day as long as she takes the time out of her lunch break.</td>
</tr>
<tr>
<td><strong>Shopping:</strong> The monthly bus pass allows Abby to go shopping at her convenience. There is a grocery store on every fixed route.</td>
</tr>
<tr>
<td><strong>Funding for travel:</strong> RIteCare will pay for a monthly bus pass for each eligible family member.</td>
</tr>
</tbody>
</table>

| A HYPOTHETICAL SITUATION – PART C  
Abby’s travel plan: follow up |
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Abby has been given weekday and weekend bus schedules for using the bus, as well as guidelines for using fixed-route bus service.</td>
</tr>
<tr>
<td>When she and her family are no longer eligible for RIteCare because they will be covered by her employer’s health insurance program, Abby will be able to afford the $90 per month for bus passes for herself and her husband, since both of their children are under age 5 and ride free. Once both children are over age 5, the cost will rise to $180/month. She will work with her caseworker on maintaining a budget that accounts for the monthly transportation expenses she will assume after she no longer receives financial assistance.</td>
</tr>
</tbody>
</table>
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PHONE NUMBERS
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Relay Rhode Island

What is a TTY?

A TTY is a typewriter-like device that sends typed messages over the telephone line to another TTY. It allows people with a hearing or speech loss to communicate over the phone with other TTY users.

Relay Rhode Island

Relay Rhode Island (RRI), or sometimes known as RI Relay, is a public service offered to all Rhode Island residents. RRI serves as a communication link between Text Telephone (TTY) users and those who use a traditional telephone. The service is provided 24 hours a day, every day. There is no charge to access RRI and all calls are handled in strict confidence.

To place a Relay call, dial:
TTY 1-800-745-5555
Voice 1-800-745-6575
ASCII 1-800-745-1570

SPANISH RELAY (Servicio de Relevo de AT & T)
TTY 1-800-855-2884
Voice 1-800-855-2885
ASCII 1-800-855-2886

If you need additional information about RRI, call Customer Service:
TTY 1-800-682-8786
Voice 1-800-682-8706

Speech-to-Speech

STS is a form of Relay Services that provides Communications Assistants (CAs) for people with speech disabilities who have difficulty being understood on the phone. STS CAs are trained individuals familiar with many different speech patterns and language recognition skills. The CA makes the call and repeats the words exactly. Individuals using STS include those with cerebral palsy, Parkinson’s disease, a laryngectomy, ALS, stuttering, muscular dystrophy, stroke, and other conditions affecting clarity of speech. Call the number and ask the CA to dial the number you wish to call. For inquiries or concerns about STS contact the FCC via Email at fccinfo@fcc.gov.

English 1-800-229-5746
Spanish 1-866-260-9470
State Agencies

DEPARTMENT OF EDUCATION
www.ridoe.net
(401) 222-4600

DEPARTMENT OF ELDERLY AFFAIRS
www.dea.ri.gov
Main Information (401) 462-3000
Customer Information Referral & Assistance Center 462-4000 (Voice/TTY)
Senior Workforce Development (401) 462-0541

DEPARTMENT OF HUMAN SERVICES
www.dhs.ri.gov
Main Information (401) 462-5300

DHS Local Offices
Cranston DHS
600 New London Avenue, Cranston, RI
(401) 462-6500

DHS Family Center
110 Enterprise Center, Middletown, RI
(401) 849-6000 or (800) 675-9397

Johnston DHS
1514 Atwood Avenue, Johnston, RI
(401) 222-5666

North Kingstown DHS
7734 Post Road, North Kingstown, RI
(401) 267-1030 or (800) 862-0222

Pawtucket DHS
24 Commerce Street, Pawtucket, RI
(401) 729-5400

Providence Regional Family Center
206 Elmwood Avenue, Providence, RI
(401) 222-7000; (401) 222-7032 TTY

Warwick Family Center
195 Buttonwoods Avenue, Warwick, RI
(401) 736-6511 or (800) 282-7021

Woonsocket DHS
450 Clinton Street, Woonsocket, RI
(401) 235-6300; (800) 510-6988; (401) 235-6490 TTY

Office of Rehabilitation Services
(401) 421-7005; (401) 421-7016 TTY;
(401) 272-8090 Español
Disability Determination (401) 222-3182
Services for the Blind and Visually Impaired
(401) 222-2300

The Veterans Affairs Office
(401) 462-0350
Providence Veterans Medical Center Travel Service
Must be veteran without any other means of transportation.
(401) 273-7100

DEPARTMENT OF LABOR & TRAINING
www.dlt.ri.gov
Main Information (401) 462-8000

NetworkRI Offices (continued)
Pawtucket Center
175 Main Street, Pawtucket, RI
(401) 722-3100; (401) 222-3450 TTY

Providence Center
One Reservoir Ave, Providence, RI
(401) 462-8900; (401) 462-8966 TTY

Wakefield Center
4808 Tower Hill Road, Wakefield, RI
(401) 789-9721; (401) 222-3450 TTY

West Warwick Center
1330 Main Street, West Warwick, RI
(401) 828-8382; (401) 828-8927 TTY

Woonsocket Center
219 Pond St., Woonsocket, RI
(401) 762-9010; (401) 762-6020 TTY

DEPARTMENT OF MENTAL HEALTH, RETARDATION, & HOSPITALS
www.mhrh.ri.gov
Main Information (401) 462-3201; (401) 462-6087 TDD
Division of Developmental Disabilities
(401) 462-3234
Division of Behavioral Health Care
(401) 462-2338

DIVISION OF MOTOR VEHICLES
www.dmv.ri.gov
Main Information for all offices (401) 588-3020
Directions to Offices (401) 222-5664

Offices and Hours
286 Main Street, Pawtucket 8:30am-3:15pm M-F
73 Valley Road, Middletown 8:30am-3:30pm M-F
Stedman Center, Wakefield 8:30am-3:30pm W-Th
1 Joyce Street, Warren 8:30am-3:30pm Tu-W
Rhode Island Mall, Warwick 12pm-7:30pm Tu-F &
12pm-4:30pm Sat
1237 Main Street, West Warwick 8:30am-3:30pm M-F
62 Franklin St., Westerly 8:30am-3:30pm M,Tu,F
162 Main Street, Woonsocket 8:30am-3:30pm M-F

SOCIAL SECURITY ADMINISTRATION LOCAL OFFICES
www.ssa.gov
24-hour Information Line (800) 772-1213

Newport Office
130 Bellevue Avenue, Newport, RI
(800) 772-1213; (401) 849-3487; (401) 849-0057 TTY

Pawtucket Office
55 Broad St., Pawtucket, RI
(800) 772-1213; (401) 724-9611; (401) 729-1896 TTY

Providence Office
380 Westminster Street, Providence, RI
(800) 772-1213; (401) 528-4501; (401) 273-6648 TTY

Warwick Office
30 Quaker Lane, Warwick, RI
(800) 772-1213; (401) 822-1463; (401) 823-0453 TTY

Woonsocket Office
2168 Diamond Hill Road, Woonsocket, RI
(800) 772-1213; (401) 766-8423; (401) 765-1620 TTY
Local and Private Agencies Providing Transportation

Town Services

**Barrington Senior Center**
281 County Road, Barrington, RI  
(401) 247-1926
Barrington residents 55+ years of age. Trips within town only.

**Bristol - Benjamin Church Senior Center**
1020 Hope Street, Bristol, RI  
(401) 253-8458
Seniors within Bristol and Warren only. M-F 9am-3pm.

**Burrillville Department of Public Works**
(401) 568-4440
Burrillville offers the services of their own van for medical appointments for those 62+ years of age or people with qualifying disabilities. M-T-Th 9 am-2 pm. Call at least 24 hours in advance. First come, first served.

**Central Falls YMCA Community Center & Senior Transport**
361 Cowden Street, Central Falls, RI  
(401) 724-6021
Central Falls residents 55+ years of age or with disabilities. Call in advance to schedule. Round trip for YMCA members: $1 in city; $2 to Pawtucket; $2.50 to Providence. (50 cents higher for non-members)

**Charlestown Senior Center**
Ninigret Park, Charlestown, RI  
(401) 789-2362
Charlestown uses the transportation services of Seniors Helping Others for medical appointments, hospital visits, and the occasional errand.

**Coventry Department of Human Services**
50 Wood Street, Coventry, RI  
(401) 822-9144
Within town transportation to medical appointments and shopping for Coventry residents 60+ years of age and those with disabilities. Weekdays. Schedule 2 weeks in advance.

**Cranston TransVan**
1070 Cranston Street, Cranston, RI  
(401) 943-3341
Transportation for Cranston seniors age 60+ anywhere Monday through Friday, including shuttles to malls, and transportation to doctors, nursing homes, and hospitals.

**Cumberland Senior Center**
1464 Diamond Hill Rd, Cumberland, RI  
(401) 461-9760
Cumberland provides transportation services as some Lions Club Volunteers.

**East Greenwich Community Services**
125 Main Street, East Greenwich, RI  
(401) 886-8651
East Greenwich utilizes the transportation services of RIde and West Bay Community Action.

**East Providence Senior Center**
610 Waterman Avenue, East Providence, RI  
(401) 435-7800
East Providence utilizes the transportation services of RIde.

**Gloucester Town Van**
(401) 934-0679, Call Director of Human Services for info.  
(401) 568-2533, Call Police Department to schedule.
Gloucester provides limited transportation services, as well as some RIde service, and the use of American Cancer Society volunteers. Call 3-5 days in advance to schedule.

**Hopkinton Welfare Director**
(401) 539-2865
Hopkinton utilizes the transportation services of Seniors Helping Others.

**Johnston Senior Center**
14 Priscilla Lane, Johnston, RI  
(401) 944-3343
Johnston utilizes the transportation services of RIde.

**Lincoln**
40 Chapel Street, Lincoln, RI  
(401) 723-3270
Lincoln Senior Center provides transportation to and from the Senior Center, to the meal sites, for shopping, and more. Call for more information or to schedule a pick up time.

**Middletown Senior Center**
650 Green End Avenue, Middletown, RI  
(401) 849-8823
Middletown utilizes the transportation services of RIde.

**Narragansett Senior Center**
53 Mumford Road, Narragansett, RI  
(401) 782-0675
Narragansett provides transportation with its Senior Van for medical appointments, shopping, swimming, and bingo. Tu 8:30 am-1:00 pm for medical appointments. Call at least 48 hours in advance to schedule.

**Newport - Edward King House**
35 King Street, Newport, RI  
(401) 846-7426
Newport utilizes the transportation services of RIde as well as some Lions Club Volunteers.

**North Kingstown Senior Services**
(401) 268-1590
North Kingstown residents 55+ years of age are eligible for free transportation services only within North Kingstown to Beechwood House, shopping, medical (pharmacy, office visits, labs), hairdresser, etc. Transportation available M-W-Th-F between 10:15am- 2pm. Special shopping trips also available: Tuesdays 1pm to Stop & Shop from Senior Center; Thursdays 10am to Dave’s Marketplace from your home; Second Monday of each month at 1pm to Wal-Mart from senior center.

**Pawtucket - Leon Mathieu Senior Center**
420 Main Street, Pawtucket, RI  
(401) 725-8220
The Senior Shuttle transports Pawtucket residents who are 60+ years of age to nursing homes, pharmacies and hospital visits. Weekdays. Call at least 48 hours in advance to schedule.

**Portsmouth Elder Information Specialist**
(401) 683-7943
Portsmouth utilizes the transportation services of RIde.
Scituate Senior Services
(401) 647-2662
Scituate provides transportation services with their own van for residents 60+ years of age or SSI. Mon. & Tues. 9:30am - 2pm. Call 1 week in advance to schedule.

Smithfield Senior Center
100 Lisa Ann Circle, Smithfield, RI
(401) 949-4590
Smithfield residents 60+ years of age or SSI disabled. Monday, Tuesday, Thursday. Call one week in advance to schedule, but will try to accommodate shorter notice.

South Kingstown Senior Center
25 St. Dominic Road, South Kingstown, RI
(401) 789-0268
60+ years of age South Kingstown residents. Weekdays. If necessary the center arranges transportation to medical appointments with RIde, Seniors Helping Others, or RIPTA Flex Service. Non-medical transportation also offered. Call 2-4 weeks in advance to schedule medical appointments. Call 48 hours in advance for other transportation.

Tiverton Senior Center
207 Canonicus Road, Tiverton, RI
(401) 625-6790
Tiverton utilizes the transportation services of RIde.

Warren Senior Center
20 Libby Lane, Warren, RI
(401) 245-8140 or (401) 247-1930?
Warren provides a town van for residents age 55+, within town only. Must call between 8 am-8:30 am.

West Greenwich Welfare Director
(401) 397-4234
West Greenwich utilizes the transportation services of RIde when able.

West Warwick Senior Center
20 Factory Street, West Warwick, RI
(401) 822-4450
West Warwick utilizes the transportation services of Ride, RSVP, and West Warwick's senior van.

Westerly Senior Center
39 State Street, Westerly, RI
(401) 596-2458
Westerly utilizes the transportation services of Seniors Helping Others and RIde.

Hospital and Medical Transportation

American Cancer Society Road to Recovery Program
(401) 243-2622
Volunteer drivers assist cancer patients and their families with transportation to and from treatment facilities. Available in most parts of the state. Weekdays.

Care New England Home Health
(401) 737-6050 or (800) 348-6417
Certified Nursing Assistants and Homemakers provide transportation to appointments throughout Rhode Island by appointment and available 24 hours a day, 7 days a week, 365 days a year as needed.

Echo
(401) 254-0610
Warren and Bristol residents for medical appointments only; M-F 9am to 12 noon; 7 to 10 day notice.

Koch Eye Associates
55 Dorrance Street, Providence, RI
(401) 861-0220
Lift van services available to eye appointments.

Rhode Island Hospital Shuttle
593 Eddy Street, Providence, RI
(401) 444-3842
Free shuttle service for patients who live in Rhode Island and nearby Massachusetts.

St. Anne's Hospital Transportation Service
(508) 675-5688 ext. 2770
Oncology transportation for qualifying patients receiving therapy at Hudner Oncology Center, St. Anne's Hospital, Fall River, MA.
### Volunteer and Private Transportation Providers

**Friends in Service to Humanity (FISH)**  
(401) 295-1121  
Exeter and North Kingstown residents without other means of transportation to medical and social services appointments in RI. Service is limited to 3 trips per month for each client. Usually weekdays 9-5. Call 2-7 days in advance to schedule. If only short notice is possible, FISH will still try to get drivers.

**Maher Regional Coach**  
916 Aquidneck Ave., Middletown, RI  
(401) 848-5710  
Service provider for the RIde Program.

**Northwest Transportation**  
644 Front Street, Woonsocket, RI  
(401) 765-3339  
Service provider for the RIde Program.

**Seniors Helping Others**  
(401) 789-2362  
Transportation to medical appointments, hospital visits and the occasional errand for residents of Washington County or Jamestown.

**Tap-In**  
(401) 247-1444  
Residents of Barrington, East Providence and Warren; Call weekdays between 9 am and 12 noon; Call at least one week in advance to schedule.

**Travelers Aid**  
177 Union Street, Providence  
(401) 351-6500 HelpLine  
Transportation directly provided from downtown to shelters at Pastore Center. Bus fare provided for a limited time for trips to work or related to a job search.

### Carpool and Vanpool Programs

**Easy Street**  
1-800-FIND-RIDE  
Vanpool commuter service sponsored by The Connecticut Department of Transportation and operated by The Rideshare Company designed to help people who live or work in Connecticut get to their jobs. Some service in Rhode Island.

**RIPTA Express Travel**  
(888) 88-RIPTA  
Rideshare carpool matching program.

**VPSI**  
1-800-VAN-RIDE (826-7433)  
Commuter transportation and mobility management programs including vanpools.

### Ferry Services

**Interstate Navigation Block Island Ferry**  
State Pier, Galilee (Narragansett, RI)  
(401) 783-4613  
www.blockislandferry.com  
Ferry service between Point Judith and Block Island is offered. The trip is approximately 1 hour in length. More frequent services are available in the summer months. Cars may be transported by reservation only.

**Block Island High Speed Ferry**  
#3 State Pier, Galilee (Narragansett, RI)  
(877) 733-9425  
www.islandhighspeedferry.com  
The ferry travels to and from Block Island. Service is available from shore to shore in less than 30 minutes. The catamarans feature many amenities and services. The ferries can reach up to 33 knots.

**Martha's Vineyard Fast Ferry**  
1347 Roger Williams Way, North Kingstown, RI  
(401) 295-4040  
www.vineyardfastferry.com  
Vineyard Fast Ferry is a state-of-the-art, high-speed ferry between Quonset Point, Rhode Island, and Oak Bluffs, Massachusetts. Plenty of dockside parking. Operates May-Oct. Reservations recommended. A fast and easy way to Martha’s Vineyard.

**RIPTA’s Providence-Newport Ferry**  
(401) 781-9400 information  
(401) 453-6800 reservations  
www.ripta.com or www.nefastferry.com  
Operated for RIPTA by New England Fast Ferry, the Providence/Newport Ferry runs daily from May 1 through October 31 with stops at Providence’s Point Street Landing and Newport’s Ferriotti Park. Reservations recommended, call 401-453-6800 or reserve seats at www.nefastferry.com.
### RIde

**Ride reservations, cancellations, or questions**  
(401) 461-9760  
(800) 479-6902

**Complaints or questions**  
RIde Manager  
(401) 461-9760  
RIPTA Director of Specialized Transportation  
(401) 784-9500 ext. 140

### RIPTA

**RIPTA Bus Service Information Line**  
(401) 781-9400

**RIPTA Flex Service Information & Reservations**  
(877) 906-3539 (in-state toll-free)  
(401) 784-9500 ext. 220

**RIPTA ADA Coordinator**  
ADA Paratransit Service information and applications  
(401) 784-9553 or (800) 745-5555 TDD

**Customer Service**  
(401) 784-9500 ext. 180

**Express Travel**  
(888) 88-RIPTA

**Ferry Reservation Line**  
(401) 453-6800

**Lost and Found**  
(401) 784-9500 ext. 133

**Photo I.D. Office**  
(401) 784-9500 ext. 604

**Reduced Fare Pass Programs**  
(401) 784-9524

**Website**  
www.ripta.com

**Wheelchair lift complaints**  
(800) 280-1399

### RIPTA Sales Outlet Locations

**Brown University Bookstore**  
244 Thayer Street, Providence

**Community College of RI Bookstores**

- Knight Bookstore  
  400 East Ave., Warwick
- Flanagan Bookstore  
  1762 Louisquisset Pike, Lincoln
- Liston Bookstore  
  One Hilton Street, Providence
- Newport Satellite at Newport Hospital  
  275 Broadway, Newport

**Rojack’s**

- 1810 Plainfield Pike, Cranston

**Shaw’s Markets**

- 186 County Road, Barrington
- 151 Sockanosset Crossroad, Cranston
- 575 Taunton Avenue, East Providence
- 1493 Hartford Avenue, Johnston
- 99 East Main Road, Middletown
- 15 Smithfield Road, North Providence
- 50 Ann Mary Street, Pawtucket
- 325 Valley Street, Providence
- 1050 Willett Avenue, Riverside
- 160 Tower Hill Road, Wakefield
- 1500 Bald Hill Road, Warwick
- 320 Warwick Avenue, Warwick
- 100 Franklin Street, Westerly
- 1500 Diamond Hill Road, Woonsocket

**Stop & Shop Supermarkets**

- 605 Metacom Avenue, Bristol
- 900 Tiogue Avenue, Coventry
- 200 Atwood Avenue, Cranston
- 204 Garfield Avenue, Cranston
- 70 Mendon Road, Cumberland
- 11 Commerce Way, Johnston
- Lincoln Mall, 622 Geo. Washington Hwy, Lincoln
- 1360 West Main Road, Middletown
- 91 Point Judith Road, Narragansett
- 199 Connell Highway, Newport
- 848 Bellevue Avenue, Newport
- 90 Frenchtown Road, North Kingstown
- 1128 Mineral Spring Avenue, North Providence
- 595 Smithfield Road, North Smithfield
- 675 Beverage Hill Avenue, Pawtucket
- 333 Adelaide Avenue, Providence
- 333 West River Street, Providence
- 850 Manton Avenue, Providence
- 3 Stilson Road (Rte. 138), Richmond
- 446 Putnam Pike, Smithfield
- 2470 Warwick Avenue, Warwick
- 300 Quaker Lane, Warwick
- 20 Post Road, Westerly

**University of RI Bookstore**

- Memorial Union Building, Kingston
Bus Lines

Bonanza Bus Lines* (Peter Pan affiliate)
www.bonanzabus.com
(888) 751-8800
1 Bonanza Way, Providence, RI
(401) 751-8800
1 Kennedy Plaza, Providence, RI
23 America's Cup Ave., Newport, RI (Gateway Center)
(401) 846-1820
Intercity Bus Service with regular routes serving Boston,
Fall River, Newport, Providence, and TF Green Airport

Greyhound Lines, Inc.*
www.greyhound.com
(800) 229-9424
1 Kennedy Plaza, Providence, RI
(401) 454-0790
23 America's Cup Ave., Newport, RI (Gateway Center)
(401) 846-1820
Intercity Bus Service with additional stops in Middletown,
Portsmouth, & TF Green Airport

Pawtuxet Valley Bus Lines* (Peter Pan affiliate)
www.pvbus.com
(800) 828-4101
76 Industrial Lane, West Warwick, RI
Charter bus service

First Student Transportation
3 Ricom Way, Providence, RI (401) 943-7536
Pawtucket, RI (401) 726-3090
Vans, Buses, Charters, Rentals

Conway Bus Service*
10 Nate Whipple Highway, Cumberland, RI
(401) 658-3411
Motor coach tour and charter bus, airport service

Classic Coach*
65 Nooseneck Hill Road, West Greenwich, RI
(401) 397-6660
Motor coach tour and charter bus

Flagship Charter Bus Lines
www.flagshipbus.com
(800) 672-6705 or (401) 737-6705
145 Longmeadow Ave., Warwick, RI
Group charters, including school trips, casino & convention
charters, ski trips, church and senior charters, sporting
events, corporate functions, weddings and private parties

My Coach/Townsend Tours
P.O. Box 264, Tiverton, RI
(508) 679-1109
Motor coach tour and charter bus

Rhode Island Bus Service
(401) 438-0005
Intercity Bus Service, Charters, Shuttle Buses

Viking Tours and Transportation
23 America's Cup Avenue, Newport, RI
(401) 847-6921
Minicoaches, Vans, Trolley Buses, Luxury Motorcoaches

Providence to New York City Bus Lines

Caminero Felix
703 Cranston Street, Providence, RI
(401) 274-7511
Door-to-door service between New York City and Providence

Fung Wah Bus
(401) 331-9688
www.fungwahbus.com
243 Atwells Ave., Providence, RI
Service between New York City and Providence departing
from 243 Atwells Avenue, Providence

Gerardo’s Bus Line
1089 Broad Street, Providence, RI
(401) 781-5507
Door-to-door service between New York City and Providence

Gonzalez Bus Line
454 Cranston Street, Providence, RI
(401) 831-5469
Door-to-door service between New York City and Providence

Manny’s Transportation
703 Cranston Street, Providence, RI
(401) 274-7511
Door-to-door service between New York City and Providence

San Miguel Transportation*
906 Broad Street, Providence, RI
(401) 272-6055
Door-to-door service between New York City and Providence

*Wheelchair accessible service available upon request
**Cab Companies**

Companies dispatched through the same phone number are listed together.

<table>
<thead>
<tr>
<th>CENTRAL FALLS, RI</th>
<th>CRANSTON, RI</th>
<th>EAST PROVIDENCE, RI</th>
<th>PROVIDENCE CONT'D</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality Cab</td>
<td>Checker Cab</td>
<td>All State Taxi</td>
<td>Fast Lane Transportation / Gonzales Taxi</td>
</tr>
<tr>
<td>(401) 725-3000</td>
<td>(401) 944-2000</td>
<td>(401) 434-6265</td>
<td>(877) 883-8700</td>
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<td></td>
<td></td>
<td>East Providence Cab Service</td>
<td>Patriot Taxi</td>
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<tr>
<td></td>
<td></td>
<td>(401) 434-2000</td>
<td>(401) 272-1999</td>
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<td></td>
<td></td>
<td>Checker Cab / Fox Point Cab / Wayland Square Cab</td>
<td>Starr Cab</td>
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<td></td>
<td></td>
<td>(401) 434-8181</td>
<td>(401) 480-1188</td>
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<td></td>
<td></td>
<td>Lion's Taxi Co</td>
<td>Yellow Cab Inc</td>
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<td></td>
<td></td>
<td>(401) 434-9600</td>
<td>(401) 941-1122</td>
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<td>HOPE VALLEY, RI</td>
<td>SMITHFIELD, RI</td>
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<td>Hope Valley Taxi</td>
<td>Corporate Taxi and Limousine</td>
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<td></td>
<td></td>
<td>(401) 539-8294</td>
<td>(401) 231-2228</td>
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<td>JOHNSTON, RI</td>
<td>WARREN, RI</td>
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<td>Capital Cab / Checker Cab</td>
<td>A Taxi</td>
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<td></td>
<td></td>
<td>(401) 944-2000</td>
<td>(401) 245-6684</td>
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<td>Economy Cab Inc</td>
<td>WARWICK, RI</td>
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<td></td>
<td></td>
<td>(401) 944-6700</td>
<td>Airport Taxi</td>
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<td>MIDDLETOWN, RI</td>
<td>(401) 737-2868</td>
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<td>ABR Transport</td>
<td>Apponaug Cab Inc</td>
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<tr>
<td></td>
<td></td>
<td>(401) 848-9729 or (401) 580-1003</td>
<td>(401) 737-6400</td>
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<td>Rainbow Cab</td>
<td>Bay Taxi</td>
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<td></td>
<td></td>
<td>(401) 849-taxi or (401) 849-1333</td>
<td>(401) 461-0780</td>
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<td></td>
<td>NARRAGANSETT, RI</td>
<td>Best Taxi/RNL Transportation Co.</td>
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<tr>
<td></td>
<td>Eagle Cab</td>
<td>Eagle Cab</td>
<td>(401) 781-0706 or (800) 310-1127 (toll-free)</td>
</tr>
<tr>
<td>(800) 339-2970</td>
<td>Eagle Taxi</td>
<td>(401) 783-2970</td>
<td>WEST WARWICK, RI</td>
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<td></td>
<td></td>
<td>Wright's Taxi</td>
<td>A-1 Local Cab</td>
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<tr>
<td></td>
<td></td>
<td>(401) 596-taxi or (800) 698-2941</td>
<td>(401) 821-3338</td>
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<td></td>
<td>Wright's Taxi</td>
<td>Friendly Cab</td>
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<tr>
<td></td>
<td></td>
<td>(401) 789-0400 or (800) 658-2941</td>
<td>(401) 821-2500</td>
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<td>WESTERLY, RI</td>
<td>WES TERLY, RI</td>
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<td>Eagle Taxi</td>
<td>Eagle Taxi</td>
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<td>(401) 596-7300</td>
<td>(401) 596-7300</td>
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<td>Wright's Taxi</td>
<td>Wright's Taxi</td>
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<td></td>
<td>(401) 941-1122</td>
<td>(401) 789-0400 or (800) 698-2941</td>
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<td>W OONSOCKET, RI</td>
<td>Valley Cab</td>
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<tr>
<td></td>
<td></td>
<td>Veterans Safe-T Cab Assn</td>
<td>(401) 762-5000 or (800) 508-5055</td>
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<tr>
<td></td>
<td></td>
<td>(508) 673-5843</td>
<td>Fall River, MA</td>
</tr>
</tbody>
</table>
### Airports and Rail Stations

<table>
<thead>
<tr>
<th><strong>Amtrak</strong></th>
<th><strong>Logan International Airport</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>(800) USA-RAIL</td>
<td>(800) 23-LOGAN</td>
</tr>
<tr>
<td>Stations in Providence, Kingston, and Westerly.</td>
<td>Boston, MA</td>
</tr>
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</table>

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<thead>
<tr>
<th><strong>T.F. Green Airport</strong></th>
<th><strong>Logan International Airport</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>(888) 268-7222</td>
<td>(800) 23-LOGAN</td>
</tr>
<tr>
<td>Warwick, RI</td>
<td>Boston, MA</td>
</tr>
</tbody>
</table>

### Connecticut Transportation Providers

<table>
<thead>
<tr>
<th><strong>Foxwoods Employee Shuttle</strong></th>
<th><strong>Northeast Connecticut Transit District</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Operates every 15 minutes from employee lot at junction of Routes 2 and 78. Employees only. Contact your employer for more information.</td>
<td><a href="http://www.new-england-public-transit.org/ct/Nectd/index.htm">www.new-england-public-transit.org/ct/Nectd/index.htm</a></td>
</tr>
<tr>
<td>(860) 886-2631</td>
<td>(860) 774-3902 or (860) 774-1253</td>
</tr>
<tr>
<td>Serving Stonington, Groton, Norwich, Ledyard, Griswold, Montville, Waterford, and East Lyme</td>
<td>Providing local bus service in Brooklyn, Killingly, Putnam, Thompson, and Pomfret on weekdays and Saturdays. Also operates a daily commuter bus to Foxwoods Casino.</td>
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</tbody>
</table>

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<tr>
<th><strong>SEAT (South East Area Transit)</strong></th>
<th><strong>Northeast Connecticut Transit District</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>(860) 886-2631</td>
<td>(860) 774-3902 or (860) 774-1253</td>
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<td>Serving Stonington, Groton, Norwich, Ledyard, Griswold, Montville, Waterford, and East Lyme</td>
<td>Providing local bus service in Brooklyn, Killingly, Putnam, Thompson, and Pomfret on weekdays and Saturdays. Also operates a daily commuter bus to Foxwoods Casino.</td>
</tr>
</tbody>
</table>

### Massachusetts Transportation Providers

<table>
<thead>
<tr>
<th><strong>MBTA (Massachusetts Bay Transportation Authority)</strong></th>
<th><strong>GATRA (Greater Attleboro Taunton Regional Transit Authority)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.mbta.com">www.mbta.com</a></td>
<td><a href="http://www.gatra.org">www.gatra.org</a></td>
</tr>
<tr>
<td>(800) 392-6100</td>
<td>(800) 483-2500</td>
</tr>
<tr>
<td>(617) 222-5000</td>
<td>(508) 824-7439 TDD</td>
</tr>
<tr>
<td>(617) 222-5146 TTY</td>
<td>GATRA’s Route 19 provides 4 trips a day between Taunton and Providence. GATRA provides public transportation services to Attleboro, Berkeley, Carver, Dighton, Kingston, Lakeville, Mansfield, Middleborough, North Attleboro, Norton, Plainville, Plymouth, Raynham, Rehoboth, Seekonk, Taunton, and Wareham.</td>
</tr>
<tr>
<td>Provides weekday commuter rail service between Boston and Providence. MBTA serves 175 cities and towns with bus, commuter rail, trolley, and ferry services.</td>
<td>Providing public transit to Acushnet, Dartmouth, Fairhaven, Fall River, Freetown, Mattapoisett, New Bedford, Somerset, Swansea, Westport</td>
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</tbody>
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<table>
<thead>
<tr>
<th><strong>SRTA (Southeastern Regional Transit Authority)</strong></th>
<th><strong>GATRA (Greater Attleboro Taunton Regional Transit Authority)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.srtabus.com">www.srtabus.com</a></td>
<td><a href="http://www.gatra.org">www.gatra.org</a></td>
</tr>
<tr>
<td>(508) 997-6767</td>
<td>(800) 483-2500</td>
</tr>
<tr>
<td>Providing public transit to Acushnet, Dartmouth, Fairhaven, Fall River, Freetown, Mattapoisett, New Bedford, Somerset, Swansea, Westport</td>
<td>GATRA’s Route 19 provides 4 trips a day between Taunton and Providence. GATRA provides public transportation services to Attleboro, Berkeley, Carver, Dighton, Kingston, Lakeville, Mansfield, Middleborough, North Attleboro, Norton, Plainville, Plymouth, Raynham, Rehoboth, Seekonk, Taunton, and Wareham.</td>
</tr>
</tbody>
</table>
**Driver Education**

**CCRI Rhode Island Driver Education Program**  
Division for Lifelong Learning  
400 East Avenue, Room 0034, Warwick, RI 02886  
www.ccri.edu  
(401) 825-2182

**Travel Training**

**Accessing Community Transportation**  
(401) 461-5494  
Peer-to-peer travel training for people with disabilities.

**Vehicle Modifications**

**Mobility Needs, Inc.**  
4 Grafton Street, Coventry, RI  
(401) 822-1123  
Rentals, Sales, Modifications

**Accessible Van Rentals**

**Adaptive Mobility Equipment (AME)**  
Somerset, MA  
(800) 311-2849  
Operates the area franchise for Wheelchair Getaways. A diverse fleet of vehicles can accommodate almost any type of wheelchair or scooter. At least one to two weeks’ notice is necessary to reserve a vehicle.

**Adapted Driver Education Programs**

**Kent County Memorial Hospital**  
Occupational Therapy Department  
455 Tollgate Road, Warwick, RI  
(401) 736-4298  
www.kenthospital.org

**Rhode Island Hospital**  
Physical & Occupational Therapy  
Ambulatory Patient Center, APC-2, Providence, RI  
(401) 444-5418  
www.lifespan.org/partners/rih/

**South County Hospital**  
Occupational Health Program  
100 Kenyon Avenue, Wakefield, RI 02879  
(401) 789-2044  
www.schospital.com/index.htm

**Easter Seals**  
CEDARR Family Center  
5 Woodruff Avenue, Narragansett, RI 02882  
(401) 284-1000 or (800) 874-7687  
www.ct.easter-seals.org

**Department of Human Services**  
**Office of Rehabilitation Services**  
40 Fountain Street, Providence, RI 02903  
Contact: Motor Vehicle Modification Coordinator  
(401) 421-7005 ext. 376 (Voice)  
(401) 421-7016 (TTY)  
(401) 272-8090 (Spanish)  
www.ors.ri.gov

**ABC/ACE Driving Schools**  
29 Rhodes Avenue, Riverside, RI 02915-2428  
(401) 433-0060

**Adaptive Driving Program, Inc.**  
250 Milton St. #LL002, Dedham, MA 02026-2904  
(718) 329-6656

**Crotchet Mountain**  
1 Verney Drive, Greenfield, NH 03047  
(603) 547-3311 ext. 480  
www.cmf.org
REFERENCES

Abilities Inc. at the National Center for Disability Services website, Vocational Training, Adapted Driver Education http://www.abilitiesinc.org/AdaptedDriverEd.shtm


Buses and Trains for Everyone Instructor Training Guide, developed by the Director and Staff of the Travel Training Program, District 75, New York City Board of Education in collaboration with the New York Coalition for Transportation Safety, published by Easter Seals Project ACTION.

Cerebral Palsy of New Jersey website, Transportation Opportunities, http://www.ucpanj.org/transportation%20candidate.htm


Community Transportation Association of America Magazine, September-October 1998, “Planning to Meet the Needs of Seniors” by Dave O’Connell


Department of Health and Human Services website, Inadequate Transportation http://aspe.os.dhhs.gov/hsp/isp/ancillary/N_2_


Vehicle Modifications, booklet developed and published by The State of Rhode Island Department of Human Services Office of Rehabilitation Services, 40 Fountain Street, Providence, RI 02903.
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APPLICATIONS
LIST OF APPLICATIONS

Application for Drivers License Oral Exam (1 page)

Application for Parking Privilege Placard (3 pages)
  Single-sided pages

ADA Application (8 pages)
  Double-sided pages

RIPTA Application for Reduced Fare Program for Persons with Disabilities (4 pages)
  Double-sided pages

RIPTA Complaint/Compliment Form (1 page)
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APPLICATION FOR ORAL EXAMINATION

PLEASE PRINT THE FOLLOWING INFORMATION

NAME IN FULL:   LAST    FIRST    MIDDLE

ADDRESS:       STREET & NUMBER    CITY    STATE    ZIP CODE

DATE OF BIRTH    MONTH    DAY    YEAR    TELEPHONE NUMBER

EDUCATION:
CIRCLE NUMBER CORRESPONDING TO HIGHEST
LEVEL OF EDUCATION:
ELEMENTARY - HIGH SCHOOL 8 9 10 11 12 OTHER

DO YOU HAVE A LEARNING DISABILITY?    SPECIAL EDUCATION?
YES  NO

HAVE YOU EVER FAILED A RHODE ISLAND WRITTEN EXAM FOR A LICENSE?
YES  NO  IF YES, HOW MANY TIMES?

HAVE YOU EVER TAKEN A RHODE ISLAND ORAL EXAM FOR A LICENSE?
YES  NO  IF YES, HOW MANY TIMES?

HAVE YOU EVER HELD AN OPERATOR’S LICENSE IN ANY OTHER STATE?
YES  NO  DID YOU TAKE AN ORAL EXAM?

IF YES, WHICH STATE?    EXPIRATION DATE    CURRENT STATUS (PICK ONE)

ACTIVE  EXPIRED  SUSPENDED

SIGNATURE    DATE

MAIL TO:
FIRST LICENSE DIVISION
DIVISION OF MOTOR VEHICLES
286 MAIN STREET
PAWTUCKET, RHODE ISLAND 02860

YOU WILL BE NOTIFIED BY MAIL!
APPLICATION FOR PARKING PRIVILEGE PLACARD

APPLICANT must be a Rhode Island resident. This application must be submitted within thirty (30) days of the physician’s certification. INCOMPLETE APPLICATIONS WILL NOT BE PROCESSED. Please note the information required in this application may affect your license status. You should allow for internal DMV processing time. Additional documentation may be required.

I hereby authorize the physician completing this form to discuss and release any or all my medical records to representatives of the Division of Motor Vehicles for the purpose of assessing my application.

<table>
<thead>
<tr>
<th>Signature of Applicant</th>
<th>Date</th>
</tr>
</thead>
</table>

Applicant should provide the following information: (Please Print)

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>MI</th>
<th>Date of Birth</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Address</th>
<th>City/Town</th>
<th>Zip Code</th>
<th>Telephone Number</th>
</tr>
</thead>
</table>

Currently employed? Yes___ No____ Occupation__________ License No:__________

NOTICE: It is a misdemeanor to knowingly make false statements to a public official and is punishable by fines up to $1,000.00 or up to one year in jail. Rhode Island General Law 11-18-1

FOR DIVISION OF MOTOR VEHICLE USE ONLY

☐ Approved Date:__________ Parking Permit No._____________________

☐ Disapproved Date:__________ Date Issued:_____________________

REASON FOR DENIAL

-1-
APPLICATION FOR PARKING PRIVILEGE PLACARD

APPLICANT must be a Rhode Island resident. This application must be submitted within thirty (30) days of the physician’s certification. INCOMPLETE APPLICATIONS WILL NOT BE PROCESSED. Please note the information required in this application may affect your license status. You should allow for internal DMV processing time. Additional documentation may be required.

I hereby authorize the physician completing this form to discuss and release any or all my medical records to representatives of the Division of Motor Vehicles for the purpose of assessing my application.

Signature of Applicant ___________________________ Date ____________

Applicant should provide the following information: (Please Print)

<table>
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<td></td>
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</tbody>
</table>

Address ___________________________ City/Town ______ Zip Code ______ Telephone Number ______

Currently employed? Yes___ No____ Occupation________________________ License No:________

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FOR DIVISION OF MOTOR VEHICLE USE ONLY

☐ Approved Date:__________ Parking Permit No.________________
☐ Disapproved Date:________ Date Issued:_____________________

REASON FOR DENIAL __________________________

-1-
Dear Doctor:

This is an application to allow your patient to display a parking privilege placard. This will allow your patient to park in specially designated “handicapped” parking spaces designed to increase access for people with impaired mobility.

The medical criteria you fill out below will enable the DMV to determine if your patient qualifies for the privilege of access to these parking spaces which are limited in number. Should your patient’s medical condition raise a concern as to his or her ability to drive safely, the DMV may request that the patient take a road test, or, if the patient poses an immediate threat, he or she may have their status reviewed.

The individual’s ability to maintain a driver’s license will not affect his or her ability to obtain a placard. If you determine that your patient’s medical condition renders him or her a threat to his or her own safety and to the safety of others using the roadways, please so indicate on this application.

Are you the primary physician? _____ How Long? _____ Date of Last Examination? ________________

Please check which conditions, if any, accurately describe the person applying for this permit: (Must be personally verified)

☐ Ambulatory range: With Rest ____________________ Without Rest ____________________ Please state clinical diagnosis and exact nature of impairment:

☐ Has been declared legally blind (please attach copy of certification). Applicants in this classification must surrender their driver’s license.

☐ If restricted by lung disease, what is their FEV1 (<one liter)? ________ Patient’s oxygen saturation level at rest _______ PO2 on room air ________ Uses portable O2? Yes _____ No _____

☐ Cardiac Classification according to the standards set by the American Heart Association .________

☐ Cannot walk without the assistance of another person, prosthetic aid, or other assistive device. Please state device used and exact nature of impairment.

☐ Has lost one or more limbs or permanently lost the use of one or more limbs which has impaired their ambulation. Please describe:

☐ Paralysis or paresis. Please describe.

☐ Other __________________________________________

If any of above conditions are due to an arthritis condition, please state:

Type of Arthritis Condition (classification guidelines) __________________________________________

All Joint(s) and/or all Limb(s) Affected (include X-rays reports) __________________________________

Symptoms Experienced (functional status) __________________________________________

-2-
LENGTH OF DISABILITY (Check One)

☐ Condition is temporary--expected duration (in months) _____ (minimum 2 months, maximum 12 months)
☐ Long Term one to three years.
☐ Condition is permanent (in excess of three years)

PHYSICIANS MUST CHECK ONE OF THE FOLLOWING STATEMENTS:

In my professional opinion and to a reasonable degree of medical certainty:
☐ The person applying for this permit is medically qualified to operate a motor vehicle safely.
☐ The person applying for this permit is not medically qualified to operate a motor vehicle safely.
Other comments: ____________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

PHYSICIAN CERTIFICATION

I hereby certify that the information I have provided herein is true, accurate, and complete.

Please Print

Certifying Physician’s Name ______________________________ R.I. Registration Number _____________________________

Address (City/Town/State Zip Code) ______________________________

Telephone Number ______________________________ Certifying Physician’s Signature _____________________________
The Americans with Disabilities Act (ADA) of 1990 requires comparable public transportation services for disabled persons unable to utilize fixed route bus service.

If you believe you have a disability that prevents you from using RIPTA bus services, please complete this application and return it to the address below. You may be found eligible for Complementary Paratransit Van Service for all your trip requests, or eligible for some trips but not for others. You may also be capable of using RIPTA’s accessible fixed route services.

All information will be kept confidential. Only the information required to provide the services you request will be disclosed to the service providers (Van or Bus Companies). Upon request, information may also be shared with other Transit Providers to facilitate your travel in other states.

It is important to note that all parts of this application must be completed including the sections required by the health care professional. You as an applicant are responsible for the completion of this entire eligibility application. If for any reason your application is found to be incomplete, this form will be returned to you for you completion.

RIPTA will notify you within 21 days of receiving your completed application regarding your eligibility for Paratransit Service.

Copies Of This Application Are Available In Large Print, Braille And On Audio Tape By Request.

Please Send Completed Eligibility Application To:

ADA Coordinator
Specialized Transportation Department
265 Melrose Street
Providence, RI 02907

FAX NUMBER: (401)-784-9588

Email: winlow@ripta.com

Need ADA Questions Answered?
Call (401)-784-9553
TDD RI Relay 1-800-745-5555 or 711
Section 1
Personal Information

Please Print

1. Last Name:_____________________ First:_________________ M.I.:____

2. Address:_____________________________________________________

3. City:__________________________ State:______________ ZIP:_________

4. Date of Birth:______________________ Male        Female

5. Daytime Phone: _______________________

6. Social Security #:______________________

7. Language Ability (Please check all that apply)
   □ English □ Spanish □ Other (please specify):____________________

8. Emergency Contact Name:____________________ Relationship:_______

9. Emergency Contact’s Home Phone: ______________
   Work phone:________________________

10. Please describe your disability and explain how it prevents you from
    using RIPTA’s regular bus service:

    __________________________________________________________________
    __________________________________________________________________
    __________________________________________________________________
    __________________________________________________________________
    __________________________________________________________________

11. Is this condition temporary? □ YES □ NO
    If yes, expected duration?_________________________________________
12. Are there any other health conditions or disabilities which affect your ability to use the bus?  

☐  YES  ☐  NO  

If yes, please explain:_________________________________________________________
________________________________________________________________________
________________________________________________________________________

13. Which of these mobility aids or equipment do you use to help you get where you need to go?

☐  Cane  ☐  Manual Wheelchair  ☐  Service Animal
☐  White Cane  ☐  Power Wheelchair  ☐  Picture Board
☐  Walker  ☐  Power Scooter/Cart  ☐  Alphabet Board
☐  Crutches  ☐  None of the Above  ☐  Other: _________

14. Using a mobility aid, or on your own, how many blocks can you walk on level ground (1 block=500 feet)?

Number of Blocks:_________________________________________

15. Do you require an escort or an attendant when you travel?  

☐  YES  ☐  NO  

16. Does your mobility prevent you from getting to or from a bus stop?  

☐  YES  ☐  NO  

Please Explain:______________________________________________
________________________________________________________________________
17. Can you climb three 12-inch steps without assistance?
   ☐ YES ☐ NO

   Please explain: ________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________

18. Is your ability to travel or wait out-of-doors affected by extremes of hot
    or cold weather? (Note: inclement weather conditions [rain or shine] are
    not a consideration) ☐ YES ☐ NO

   If yes, please describe conditions you cannot tolerate:______________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________

19. Are you able to board or disembark from a standard transit bus with a
    wheelchair lift? ☐ YES ☐ NO

   Explanation if needed: __________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
Section II
Mobility Information (Continued)

20. Are you able to get around independently without assistance?
   [ ] YES  [ ] NO

   Are you able to ask for, understand and follow directions?
   [ ] YES  [ ] NO

21. If this application has been completed by someone other than the applicant, that person must complete the following:

   Name:___________________________________________________________
   Address:_________________________________________________________________
   City:___________________________ State:_____________ Zip:___________
   Phone #: _______________________ TDD Phone #:_____________________
   Signature:_________________________ Date:__________________

   You have now completed the applicant’s section of the eligibility application. Please give this entire application to the health care professional most familiar with your functional limitations.

In order to allow RIPTA to evaluate your request, it may be necessary to contact you health care professional who completed Section III of this application. Your signature below will provide that authorization.

I hereby certify that the information provided in this application is correct. I also authorize RIPTA to contact the health care professional who completed section III of this application.

SIGNATURE: __________________________________________

DATE: __________________
Section III
Health Care Professional Verification

This portion of the application form is to be completed by the health care or rehabilitation professional more familiar with the applicant’s physical limitations.

Section III is intended not as a verification of applicants medical condition, but to determine the effect of the medical condition on the applicants ability to independently use the public transportation system on his/her own.

Section III of this application will assist RIPTA in making a timely evaluation of the applicant’s request for transportation. All questions must be answered for this application to be considered complete.

Note: ALL RIPTA buses are equipped with a wheelchair lift.

THANK YOUR FOR YOUR COOPERATION IN THIS MATTER

22. Applicants name: ______________________________________________

23. Capacity in which you know this applicant: ________________________
   __________________________________________________________________

24. Medical diagnosis of condition causing disability that prohibits applicants ability to board or ride on a RIPTA bus on his/her own:
   __________________________________________________________________
   __________________________________________________________________
   __________________________________________________________________
   __________________________________________________________________
   __________________________________________________________________
25. If vision impaired, describe Acuity: _______________________________

26. Is condition temporary?    □ YES □ NO

Questions 27 & 28
If any answer is “unable”, please explain function limitation on page 8.

27. Is the applicant able or unable to perform the following activities?
   
   a. Able to climb 3 12-inch steps without assistance?
      □ YES □ NO
   
   b. Able to get to a bus stop without assistance?
      □ YES □ NO
   
   c. Able to board or disembark independently from a standard RIPTA bus with a wheelchair lift?
      □ YES □ NO
   
   d. Does the applicant require a personal care attendant when traveling?
      □ YES □ NO

28. If the applicant has a cognitive disability, is the person:
   
   a. Able to read informational signs, ask or follow directions?
      □ YES □ NO
   
   b. Able to get around independently?
      □ YES □ NO

   If no, please explain:_______________________________________
   _________________________________________________________

***continued on next page***
29.

Health Care Professional Name: __________________________
Health Care Professional Title: __________________________
Office Address: _______________________________________
City: _______________ State: ________ ZIP:_________
Office Phone Number:_________________________________
Signature: ____________________________ Date:__________

Applicant Notes
APPLICATION FORM (Form also available in Spanish)
REduced Fare Program for Persons with Disabilities

This application form is for people who wish to apply for disabled patron status. Individuals with disabilities that significantly limit their ability to use regular RIPTA fixed route services may be eligible to receive a disabled ID card and ride at a reduced fare.

I. WHO QUALIFIES

The Federal Transit Act, 53 USC, section 5307 defines those who qualify as follows: “Those individuals who by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability, including those who are nonambulatory wheelchair-bound and those with semi-ambulatory capabilities, are unable without special facilities or special planning or design to utilize mass transportation facilities and services as effectively as persons who are not so affected.” Financial need is not an allowable disability criterion.

II. HOW TO OBTAIN A REDUCED FARE DISABLED ID CARD

1. Read the entire application.
2. Fill out part A of this application.
3. Take the application to your healthcare professional for certification (Part B).
4. Return completed application to the ADA Coordinator, Specialized Transportation Department, 265 Melrose Street, Providence, Rhode Island 02907, fax completed application to (401) 784-9588, or e-mail completed application to winlow@ripta.com. For additional information about this application form, read Page 2 or call (401) 784-9553, TDD RI Relay, or visit our website at www.ripta.com (under RIPTA PROGRAMS/Senior/Disabled ID Program).
5. RIPTA will notify applicant within 21 days of receiving your completed application regarding your eligibility for a Disabled ID. Applicant is required to appear in person at the ID Booth at Kennedy Plaza for a Disabled ID.
6. If you have reached the age of 65, you qualify for a RIPTA Senior ID that offers the same fare discount as the Disabled ID. You will not be issued a Disabled ID.

III. WHO CAN CERTIFY

If your disability significantly limits your ability to use mass transportation, one of the following healthcare professionals, as appropriate to your case, may be able to certify you to qualify for a Reduced Fare Disabled ID Card (see Page 4 for guidelines):

- A licensed podiatrist can certify for Guideline 2, semi-ambulatory.
- A licensed optometrist can certify for Guideline 8, sight.
- A licensed audiologist can certify for Guideline 9, hearing.
- A certified school psychologist can certify for those applicants who are under the age of 21 years and for Guideline 14 only, neurological/mental retardation.

IV. CERTIFICATION PROCESS

1. Healthcare professionals must be guided by Part C, “Guidelines for Medical Professionals,” on Page 4 of this application and by the Federal Transportation Administration definition stated above in Item 1.
2. RIPTA may contact the certifying healthcare professional to verify the accuracy of the information.
3. RIPTA reserves the right to make the final determination as to an applicant’s eligibility.
4. The application must be filled out COMPLETELY for processing to occur.
Please Keep This Part of the Application for Future Reference Should You Need Information on the Following:

**GENERAL PROVISIONS**

The eligibility criteria are based on a person’s need and ability to use regular RIPTA fixed route services and presumes a level of personal mobility and independence to the degree that use of regular RIPTA fixed route services would be a reasonable expectation. Financial need is not an allowable disability criterion.

**LOCATION OF RIPTA ID OFFICE**

ID cards for people with disabilities are issued at the RIPTA ID Office located at Kennedy Plaza in Downtown Providence. The RIPTA Mobile Unit visits locations outside of Providence for the convenience of elderly and disabled persons. Call the RIPTA ID Office at (401) 784-9524, TDD RI Relay, or from our website at www.ripta.com (under RIPTA PROGRAMS/Senior/Disabled ID Program) for information about this service.

**RENEWING YOUR DISABLED ID CARD**

You must apply for a new card by completing a new application and submitting it to the RIPTA ADA Coordinator. Sixty days before your ID card expires, obtain a new application by calling the RIPTA ID Office at (401) 784-9524, TDD RI Relay, or from our website at www.ripta.com (under RIPTA PROGRAMS/Senior/Disabled ID Program). The new application must be certified by one of the healthcare professionals listed on the front page of the application.

**REPLACING LOST ID CARDS**

In the event your ID card is lost or stolen, you may obtain a replacement. A fee of $2.00 is charged for the first replacement, $10.00 for the second and third one, $15.00 for the fourth one, $20.00 for the fifth one. No additional replacements will be issued after the fifth one before a review of the replacement history and circumstances by a RIPTA official.

**ELIGIBILITY REQUIREMENTS FOR NO FARE STATUS**

Any person who qualifies for a disabled ID and holds a Medical Assistance Card (Medicaid Card), automatically qualifies for “no fare” status. If you do not possess a Medicaid Card, you must go to the Department of Elderly Affairs (DEA), located at 160 Pine Street, Downtown Providence, to be certified. The State of Rhode Island’s Department of Elderly Affairs establishes the income limits for a single person and married couples, and they determine if a person qualifies for “no fare” status. For verification purposes you must present the following to the DEA:

1. Letter from RIPTA which certifies eligibility for a disabled ID, and
2. Proof of income, which includes a copy of current tax return, copy of current check, and/or other documentation that denotes sources of income.

Specific questions concerning eligibility requirements must be directed to the Department of Elderly Affairs at (401) 222-2880.

If you qualify for “no fare” status, bring either your Medicaid Card or the No Fare Certification Letter from DEA, along with your certification letter from RIPTA, to the RIPTA ID Office for your disabled ID.

The Reduced Fare Disabled ID Card must be kept in the possession of the qualifying disabled patron at all times while riding RIPTA fixed route services. The Reduced Fare Disabled ID Card must be presented when boarding RIPTA buses. ID cards that are used in any other manner that is unlawful shall be confiscated.
PART A: APPLICANT INFORMATION AND RELEASE (MUST BE COMPLETE)

<table>
<thead>
<tr>
<th>Name (First, Last, Middle Initial): (Print or Type)</th>
<th>Social Security Number:</th>
<th>Date of Birth:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Address:</td>
<td>Apartment:</td>
<td>City, State, Zip:</td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
<td>Sex: Male Female</td>
</tr>
<tr>
<td>Day ( ) Evening ( )</td>
<td>Sex: Male Female</td>
<td>Previous/Current Disabled I.D. Holder? Yes No</td>
</tr>
<tr>
<td>1. In case of an emergency, is there someone in the local area who should be notified? Name: Address: Phone: Relationship:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. How can we best communicate with you about program changes? Include special facilities such as TDD telephones.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. I hereby authorize the healthcare professional completing this application to release to the Rhode Island Public Transit Authority information about my disability, in order to certify my eligibility for a Disabled Patron ID Card. Signature of Applicant: ___________________________ Date:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PART B: MEDICAL CERTIFICATION (MUST BE COMPLETED ENTIRELY FOR PROCESSING TO OCCUR)

| Part B is to be completed by a licensed/certified healthcare professional as described on Page 1. Information on this form will remain on file with the Rhode Island Public Transit Authority and is not subject to public review. |
| Healthcare Professional’s Name: (Print or Type) | License Number/St: | Phone: ( ) |
| Street Address:                                   | Apartment:          | City, State, Zip: |
| Check One: Physician:__________________________ (specialty) Podiatrist___ Optometrist___ Audiologist___ School Psychologist___ Nurse Practitioner___ |
| 1. From the Guidelines for Healthcare Professionals on Page 4, select the appropriate category and provide detailed information regarding the applicant's disability. (Specific DSM code may be used for mental illness.) Guideline No: ________ Specific Diagnosis: |
| 2. Review the FTA Act definition on page 1. Does the patient’s condition affect his/her capability to use public transportation, i.e., does his/her disability specifically impair his/her ability to use the bus? Financial need is not an allowable disability criterion. No Yes If yes, please describe how the disability impedes the patient’s ability to use the bus as compared to persons not so affected: |
| Note: Failure to provide how this disability affects their capability to use regularly scheduled RIPTA fixed route bus services renders this Application incomplete. |
| 3. Does the applicant require an attendant to utilize public transportation? Yes No |
| 4. Expected Duration of Disability: |
| Please check one: 3 months 6 months 9 months 1 year 15 months 18 months 2 years |
| Signature of Healthcare Professional: ___________________________ Date: |

False certification may be reported to the licensing agency under State of Rhode Island Code. RIPTA reserves the right to (1) verify the validity of the license of the healthcare professional providing the certification, (2) make the final determination on an applicant’s eligibility for the reduced fare program, and (3) have the applicant submit to an examination by a healthcare provider selected by RIPTA at the cost to RIPTA.
**PART C: GUIDELINES FOR HEALTHCARE PROFESSIONALS**

Below are listed qualifying definitions to be used in the evaluation of candidates for the RIPTA Reduced Fare Program for Persons with Disabilities. Those conditions that are in remission are excluded from discount fare eligibility. Persons whose mobility limitations are the result of pregnancy, obesity, alcoholic or illegal drug problems are not eligible for this program.

<table>
<thead>
<tr>
<th>1. NON-AMBULATORY:</th>
<th>10. INCOORDINATION:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Impairments that require individuals to use a wheelchair or similar device for mobility.</td>
<td>Faulty coordination or palsy from brain, spinal or peripheral nerve injury and any person with a functional nerve injury or illness; or functional motor deficit in any two limbs or who suffers manifestations which significantly reduce mobility, coordination and perceptiveness not accounted for in other categories. Diagnosis must be specific.</td>
</tr>
<tr>
<td>2. SEMI-AMBULATORY:</td>
<td>11. CEREBRAL PALSY – SEE #10</td>
</tr>
<tr>
<td>Conditions that cause individuals to use a leg brace, walker or crutches to achieve mobility.</td>
<td></td>
</tr>
<tr>
<td>3. MUSCULO-SKELETAL CONDITIONS:</td>
<td>12. EPILEPSY (CONVULSIVE):</td>
</tr>
<tr>
<td>Conditions such as muscular dystrophy, osteogenesis imperfecta or rheumatism restriction (rheumatoid arthritis).</td>
<td>Characterized by major motor seizures (grand mal or psychomotor) substantiated by EEG and occurring more frequently than twice in the past month in spite of prescribed medication.</td>
</tr>
<tr>
<td>4. AMPUTATION:</td>
<td>13. INFANTILE AUTISM</td>
</tr>
<tr>
<td>Persons who have amputation of (i.e., loss of major function due to degenerative changes associated with vascular or neurological deficits, traumatic loss of muscle mass or tendons and x-ray evidence of bony or fibrous ankylosis at an unfavorable angle, joint subluxation or instability):</td>
<td></td>
</tr>
<tr>
<td>a. Both hands; or</td>
<td>14. NEUROLOGICAL/MENTAL RETARDATION:</td>
</tr>
<tr>
<td>b. One hand and one foot; or</td>
<td>A syndrome characterized by learning, perceptual and/or behavioral disorders. This includes persons with severe gait problems who are restricted in mobility. Patient’s condition must be a significant learning disability; diagnosis must be specific such as mental retardation. Some conditions are excluded from eligibility such as ADD and dyslexia. School psychologists can certify for neurological conditions but cannot certify any other categories.</td>
</tr>
<tr>
<td>c. Amputation of lower extremity at or above the tarsal region (one or both legs).</td>
<td></td>
</tr>
<tr>
<td>5. CEREBROVASCULAR ACCIDENT (STROKE):</td>
<td>15. EMOTIONAL ILLNESS:</td>
</tr>
<tr>
<td>With one of the following post four-month CVA:</td>
<td>Individuals whose mental impairment substantially limits one or more of their major life activities, resulting in limited ability to learn, work, or care for oneself. Specific diagnosis is required. The patient’s disability must be chronic, severe and impede patient’s ability to learn, work or care for him/herself.</td>
</tr>
<tr>
<td>a. Pseudobulbar palsy; or</td>
<td>16. CHRONIC PROGRESSIVE DEBILITATING CONDITIONS: (DIAGNOSIS MUST BE SPECIFIC):</td>
</tr>
<tr>
<td>b. Functional motor deficit in any of two extremities.</td>
<td>Individuals who experience chronic and progressive debilitating diseases that are characterized by constitutional symptoms such as fatigue, weakness, weight loss, pain and changes in mental status that, taken together, interfere in the activities of daily living and significantly impair mobility. Such disorders include:</td>
</tr>
<tr>
<td>6. PULMONARY:</td>
<td>a. Progressive and uncontrollable malignancies (i.e., terminal malignancies or neoplasms being treated with aggressive radiation or chemotherapy).</td>
</tr>
<tr>
<td>Dyspnea occurs during such activities as climbing one flight of stairs or walking 100 yards on the level or less exertion, or even at rest. Individual may require use of portable oxygen.</td>
<td></td>
</tr>
<tr>
<td>7. CARDIAC:</td>
<td>b. Advanced connective tissue diseases (i.e., advanced stages of disseminated lupus erythematosus, scleroderma, or polyarteritis nodosa).</td>
</tr>
<tr>
<td>Cardiac disease resulting in marked limitation of physical activity. Less than anginal physical activity causes fatigue, palpitation, dyspnea, or anginal pain. For instance, inability to walk one or more level blocks or climbing one flight of ordinary stairs.</td>
<td></td>
</tr>
<tr>
<td>8. SIGHT:</td>
<td>c. Symptomatic HIV infection (i.e., AIDS or ARC) in CDC-defined Clinical Group IV, Subgroups A-E.</td>
</tr>
<tr>
<td>Visual acuity in the better eye, after correction, is 20/200 or less; or visual field is contracted (commonly known as tunnel vision):</td>
<td></td>
</tr>
<tr>
<td>a. To 10 degrees or less from a point of fixation; or</td>
<td></td>
</tr>
<tr>
<td>b. So the widest diameter subtends an angle no greater than 20 degrees.</td>
<td></td>
</tr>
<tr>
<td>9. HEARING (AUDIOGRAM IS REQUIRED):</td>
<td></td>
</tr>
<tr>
<td>Defined as:</td>
<td></td>
</tr>
<tr>
<td>a. Deafness or hearing incapacity that makes an individual unable to communicate or hear warning signals, including only those persons whose hearing loss is 70 dba or greater in the 500, 1000, 2000 Hz. Ranges (both ears) regardless of hearing aids.</td>
<td></td>
</tr>
<tr>
<td>b. People who rely on sign interpreters or TDD machines and are unable to comprehend normal speech.</td>
<td></td>
</tr>
</tbody>
</table>
RIPTA COMPLAINT / COMPLIMENT FORM

Please print

Name_____________________________ Phone# ____________________

Address______________________________

City________________ State____________ Zip Code________________

When did the incident occur? Date________________ Exact Time________________

Circle Day: Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

What bus were you on? Route________________________ Bus # __________

Bus number is the 4-digit number on the outside front, side, and back of the bus, and on the inside front of the bus.

Circle Bus Direction: Inbound    Outbound

Where did the incident happen? In what town, on which street, near which cross street?

__________________________________________________________

Describe the bus driver: Badge # __________ Circle One: Male  Female

__________________________________________________________

Please choose a category for your comments (check all that apply):

☐ Stop announcements not made  ☐ Dirty Bus  ☐ Other________________

☐ Bus ahead of schedule  ☐ No air conditioning  ☐ Cell phone use

☐ Bus late  ☐ No heat  ☐ Ejected passenger

☐ Driver’s attitude  ☐ Fumes  ☐ Bus maintenance

☐ Bus overcrowded  ☐ Wheelchair related  ☐ Fare

☐ Bus never came  ☐ Bus shelter damaged  ☐ Food and drink on bus

☐ Poor/erratic driving  ☐ Bus shelter needed  ☐ Routing issues

☐ Bus passed by customer  ☐ Bus shelter relocation  ☐ Scheduling frequency

☐ Not operating correct route  ☐ Bus stop sign needed

☐ Smoking  ☐ Bus stop relocation

☐ Unauthorized stops  ☐ Bus stop replacement

Please describe complaint or compliment

___________________________________________________________________________

___________________________________________________________________________

___________________________________________________________________________

Use back of sheet if necessary

Thank you for your feedback! Your comments will help to improve RIPTA.

Please send to: RIPTA Customer Service, 265 Melrose Street, Providence, RI 02907
or fax to: (401) 784-9588