

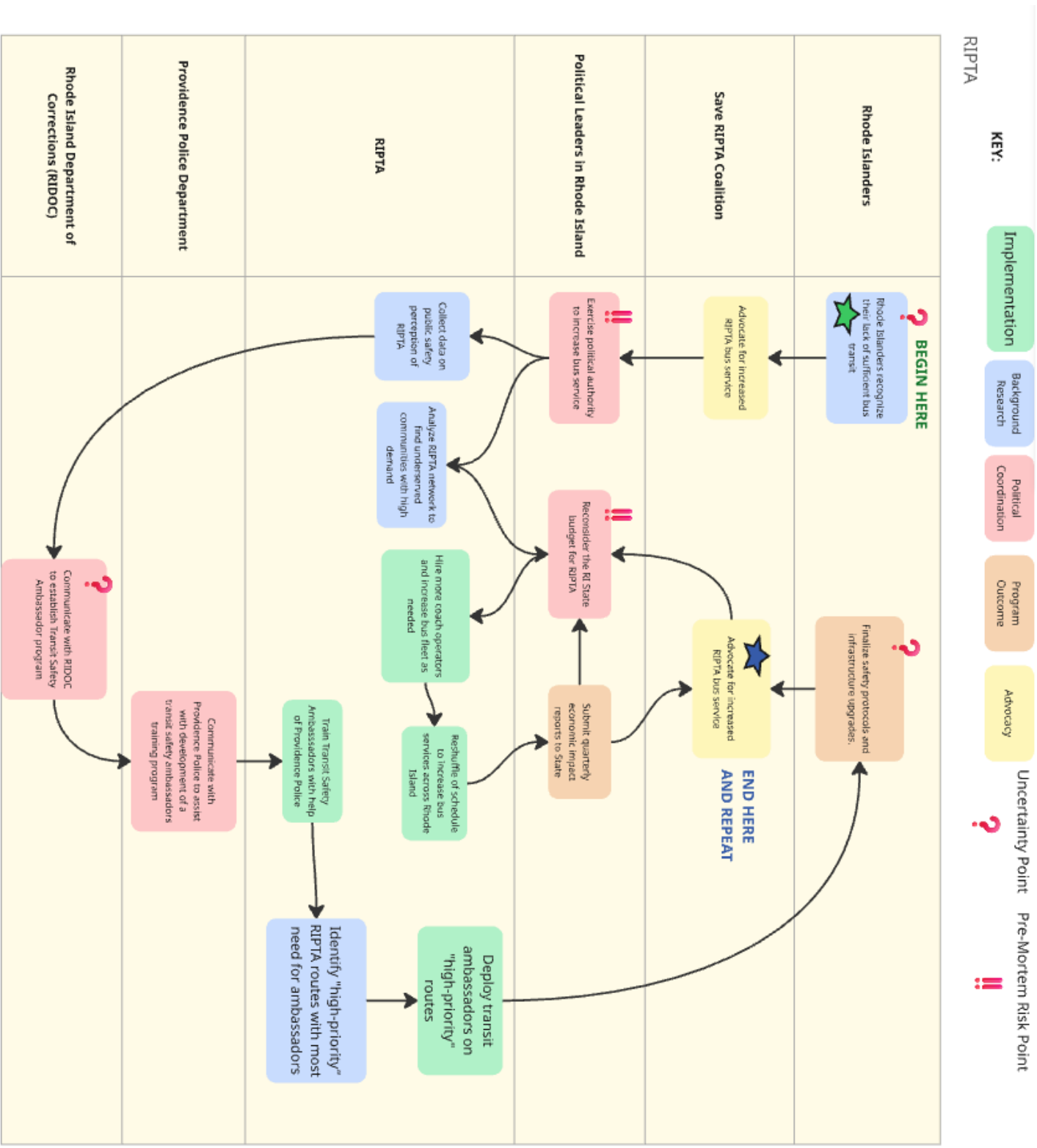
Group 14: Creating a Safe & Reliable RIPTA Transit System that Meets Rhode Island's Needs.

Process Flow Diagram Statement: Our group focused on the Community-Based Safety Ambassador Program and the Schedule Reshuffling initiative. These efforts are key planned reforms designed to reduce the 70% rate at which buses skip stops and rebuild the public confidence that our Logic Model shows has declined.¹ The flow diagram provides a step-by-step, interconnected system of activities required for the successful implementation of RIPTA's "Reliability and Restoration Action Plan."

¹ Providence Streets Coalition. (2026, January). *2025 Service Cuts Impact Report: Assessing the Crisis in Rhode Island Transit*.

https://pvdstreets.org/wp-content/uploads/2026/01/Service-Impacts-Report_package.pdf

Process Flow Diagram



Technical Appendix: Pre-Mortem Risk and Uncertainty Assessment

!!Pre-Mortem Risk Points (High Risk of Failure)

- **“Exercise political authority to increase bus service”:** Failure is likely at this stage because Rhode Island's government has long placed transit expansion low on its agenda and reacts only when events force action. If elected officials do not place RIPTA service at the center of the debate, the legislative push called for in the "Reliability and Restoration Action Plan" will not materialize, and every subsequent operational step will stall.
- **“Reconsider the RI State Budget”:** This step is a critical pre-mortem risk point because the State's limited resources and the Governor's electoral priorities create a high probability that the requested funding for RIPTA will be deprioritized.² If the \$32.6 million shortfall remains unaddressed, it will lead to an immediate operational failure, as the agency will lack the capital to hire new operators or maintain the expanded fleet required by the "Reliability and Restoration Action Plan."

? Uncertainty Points (Significant Unknowns)

- **Public Awareness versus Action (Rhode Islanders Lane)**
 - Significance: It is unknown whether public recognition of scarce transit options will catalyze political lobbying or lead to a permanent shift toward private vehicle ownership.
 - Information Needed - Longitudinal rider sentiment surveys and participation records from groups like the Providence Streets Coalition. This information will inform the decision of whether to reallocate resources from direct implementation toward more aggressive public advocacy campaigns.
- **System Effectiveness and Perception (Rhode Islanders Lane)**
 - Significance: A significant gap remains regarding whether the "Safe and Effective System" proposal aligns with riders' actual safety priorities.
 - Information Needed - Safety results from transit programs in comparable mid-size metro areas. This data will tell us directly which safety protocols and infrastructure upgrades we should place first in the initial rollout.
- **RIDOC Candidate Eligibility Criteria (RIDOC Lane)**

² Shea, C. (2025, December 17). *RIPTA Once Again Counts on Gov. McKee to Fill its Budget Gap*. *Rhode Island Current*.

<https://rhodeislandcurrent.com/2025/12/17/ripta-once-again-counts-on-gov-mckee-to-fill-its-budget-gap/>

- Significance: The specific rules for selecting misdemeanor candidates for the Ambassador program remain unknown, making it unclear which traffic offenses are compatible with a public-facing role.
 - Information Needed - Internal RIDOC screening manuals and a formal legal liability assessment. This information is essential to determine whether the currently available group of applicants will meet the staffing targets for the "high-priority" routes.
- **RIDOC Partnership to Establish Transit Safety Ambassador Program (RIDOC LANE)**
 - Significance: The proposed RIPTA-RIDOC partnership depends on inter-agency collaboration and the capacity to implement a new program, which will require resource allocation and staff training to operationalize it.
 - Information Needed - Rhode Island Department of Corrections' interest in collaborating on such a program, along with capacity building, staff training, and organizational changes needed to successfully implement and maintain the program

Artificial Intelligence (AI) Statement: This assignment has been created without the assistance of AI tools.

Contribution Appendix

In accordance with the assignment instructions, included below is a brief summary of the work each team member performed to finish the process flow diagram and the pre-mortem.

- **Areeb:** Contributed to the narrative statement and the technical appendix. Authored the detailed significance and information requirements for all identified uncertainty points and operational risks. After the draft was complete, I carried out the final quality assurance check to ensure that every item in the grading rubric was met.
- **Carlos:** Contributed to the general creation, design, and finalization of the Process Diagram Flow. Aided the assignment lead in organizing the Process Diagram Flow, as well as doing a pre-submission check of the assignment. Met with the team lead outside of the scheduled meeting time to get ahead of the assignment and give the assignment a second revision prior to further work during the meeting time.
- **Nathalia:** Contributed to the creation of the process diagram flow; helped select stakeholders, actions, and uncertainty points/pre-mortem risk points. Provided feedback throughout the assignment process, posing questions and suggestions for clarification, readability, and overall improvement. Collaborated with team members and attended meetings to complete the assignment. Proofread and edited the document.
- **Ryan:** Led team effort to organize meetings and lead the collaborative efforts to complete the assignment; Contributed as one of the team members by organizing the process flow diagram and connecting the many boxes to one another, and improving the order of operations.