



Accessible Transportation Advisory Committee

Meeting Date: 1/22/15
Meeting Time: 10:00 AM – 12:00 PM
Location: RIPTA
705 Elmwood Avenue, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Review and Approval of Minutes from 12/4/14 Meeting
2. Follow Up from Previous Meeting
3. Quarterly Evening Meetings
4. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
5. Ride/RIPTA Service Feedback
6. Other Business and Member Reports

NOTE

**The Ride van will leave Kennedy Plaza from the Bonanza stop
at 9:30AM for the ATAC meeting.**

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**
by 1/20 to let her know you'll be using the van from Kennedy Plaza.

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, January 22, 2015
10:00 AM – 12:00 PM

Attendees: Angie Stabile (Chair), Barry Humphries, Ed Soares, Monica Dzialo, Lorna Ricci, Deanne Gagne, Mark Susa, Tanja Blicher-Ucranj, Fredericka Athanas, and Michael Moan

RIPTA Staff in attendance: Mark Therrien, Ariel Mercedes, Sarah Ingle, Jim Vincent, Amy Pettine and Cristy Raposo.

MEETING MINUTES

I. CALL TO ORDER

Barry Humphries made a motion to approve the December meeting minutes. Ed Soares seconded the motion. All were in favor.

II. FOLLOW UP FROM PREVIOUS MEETING

• Automated Transit Management System

Ariel Mercedes provided an update on the Automated Transit Management System (ATMS). RIPTA's system is required to announce major stops and intersections, and sometimes landmarks. He stated that only about 25% of the fleet has the announcements loaded. There is a 1 in 4 chance that your bus will have the correct announcements loaded. Ariel is committed to having all the announcements loaded (on buses that are free of hardware issues) by Monday. The drivers should be reporting when the automatic announcements do not work. He will provide an update at the next meeting.

Stop Announcement Compliance

Jim Vincent, RIPTA's Compliance Officer, is overseeing the Request for Proposal (RFP) for an outside third party to monitor RIPTA's performance. The scope of work includes all ADA compliance requirements, including stop announcements, wheelchair securement, use of the lift/ramp, and basic customer service functions.

Jim reported that the Professional Security Services of Cranston has been selected as the winning bid. RIPTA will present this to the Board of Directors on Monday for approval of this firm. Each driver will be monitored three times per year.

III. QUARTERLY EVENING MEETINGS

Angie Stabile proposed that ATAC schedule quarterly evening meetings to accommodate members who cannot otherwise attend. She suggested that the first quarterly meeting take place from 4pm-6pm in April.

Angie Stabile made a motion to approve the new meeting time

Fredericka Athanas seconded the motion. All were in favor

Update: The March 26, 2015 meeting has been rescheduled to 4pm.

IV. RIPTA REPORTS

- **Wheelchair Lift Failure**

Mark Therrien reported zero wheelchair lift failures for December 2014.

V. RIDE/RIPTA SERVICE FEEDBACK

- **Ride**

-Angie Stabile is concerned that she received three different pick-up windows.

Mark Therrien stated that Ride is aware of the issue; it hasn't yet been resolved, but RIPTA has identified items to fix the issue.

-The ATAC reported extremely long hold wait times for phone calls.

- Fredericka Athanas requested Ride change the music played while on hold for a Customer Service Agent.

- **Kennedy Plaza**

Mark Therrien announced that Kennedy Plaza has reopened to the public. RIPTA will schedule a bus tour for ATAC in the spring.

VI. OTHER BUSINESS AND MEMBER REPORTS

Angie Stabile made a motion to end the meeting at 11:48am. Deanne Gagne seconded the motion. All were in favor.

***There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on Monday, March 23, 2015 to reserve your ride (craposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 3/26/15
Meeting Time: 4:00PM – 6:00PM
Location: RIPTA
705 Elmwood Avenue, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Review and Approval of Minutes from 1/22/15 Meeting
2. Follow Up from Previous Meeting
3. Election of Vice Chair
4. Statewide Planning Public Participation Plan Update
5. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
6. Ride/RIPTA Service Feedback
7. Other Business and Member Reports

NOTE

**The Ride van will leave Kennedy Plaza from the Bonanza stop
at 3:30PM for the ATAC meeting.**

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**
by 3/20 to let her know you'll be using the van from Kennedy Plaza.

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, March 26, 2015
4:00 PM – 6:00 PM

Attendees: Angie Stabile (Chair), Barry Humphries, Ed Soares, Heather Schey, Barbara Henry, Vincent De Jesus, Grace Pires, Barbara Ringland, Jack Ringland, Siera Leone, Arlene Gralinski, Milagro Urizar, Yuberelis Montas-Robillard, Leslie Fairall, Kelly Richards, David Barlow, Pam Amaral, John Carvalho, Pat Stein, Deanne Gagne, Mark Susa, Tanja Blicher-Ucranj, and Michael Moan

RIPTA Staff in attendance: Mark Therrien, Ariel Mercedes, Jim Vincent, Will Potter and Cristy Raposo.

MEETING MINUTES

I. CALL TO ORDER

Cristy Raposo read the January minutes to the attendees. Angie Stabile made a motion to approve the January meeting minutes. Ed Soares seconded the motion. All were in favor.

II. FOLLOW UP FROM PREVIOUS MEETING

• Automated Transit Management System

Ariel Mercedes provided an update on the Automated Transit Management System (ATMS). RIPTA's system is required to announce major stops and intersections, and sometimes landmarks. Ariel reported that there was an issue with the mechanism which is used to push announcements out to the buses. This issue was addressed the week after the January ATAC meeting. He can't guarantee that every bus will be functioning correctly with the ATMS. Ariel working closely with the contractor to make sure there are functional speakers and that the ATMS equipment is fully functional. For buses with speaker issues, they will require repair or replacement by RIPTA's maintenance department. However, because maintenance can be a very busy department, Ariel will work with Maintenance to help prioritize such repairs and replacements. He is hopeful that 80% of buses in revenue service will be up and running by the end of April.

Barbara Henry stated that RIPTA bus #1056 did not state the location when she pulled the cord for a stop request. The driver was not helpful. She reported the incident. Other members contributed similar experiences regarding driver attitudes. Attendees stated that drivers need sensitivity training.

Stop Announcement Compliance

Jim Vincent, RIPTA's Compliance Officer, is overseeing the Request for Proposal (RFP) for an outside third party to monitor RIPTA's performance. The scope of work includes all ADA compliance requirements, including stop announcements, wheelchair securement, use of the lift/ramp, and basic customer service functions.

Jim Vincent reported that RIPTA's Board of Directors did approve Professional Security Services of Cranston to monitor fixed-route buses. Drivers will be monitored not only for stop announcements, but courtesy as well. Fixed-route drivers will begin being monitored possibly within the next month. RIPTA was required to get approval from the State's Equal Employment Opportunity Commission as well. Jim reported that drivers will be randomly monitored three times a year. Monitors will be as anonymous as possible. The CEO wants to give warning that the bus monitoring program is launching and there will be progressive discipline. If a driver doesn't make any stop announcements, drivers will be monitored again; it will be considered an egregious offense. RIPTA is taking this very seriously. It is a one year contract with the option to renew for four years.

III. ELECTION OF VICE CHAIR

The election of a Vice Chair was discussed. Angie Stabile made a motion to elect Barbara Henry as Vice Chair. Barry Humphries seconded it. All were in favor.

IV. STATEWIDE PLANNING PUBLIC PARTICIPATION PLAN UPDATE

Michael Moan reported that the Statewide Planning Public Participation Plan takes into consideration what times are good for the public to meet so that they can get your input. Statewide Planning has formed a Planning Public Participation (PPP) advisory committee. OSCIL needs to be added to the committee. Under federal regulations, a PPP is required. This plan helps to ensure that Statewide Planning is committed and able to involve the public in the decision process. Michael stated that Statewide Planning needs to increase their outreach to social justice communities.

The ATAC suggested making Transportation Advisory Committee (TAC) meeting times and locations more accessible so that ATAC members can attend. Michael asked the ATAC to let him know which groups and organizations that he should be reaching out to. His email is Michael.Moan@doa.ri.gov. Attached to these minutes are copies of the documents Michael handed out at the meeting.

V. RIPTA REPORTS

- **Wheelchair Lift Failure**

Mark Therrien reported zero wheelchair lift failures for January and February 2015. This reduction in wheelchair lift failures is attributed to the fact that there are very few buses with lifts in service.

VI. RIDE/RIPTA SERVICE FEEDBACK

- **Ride Program System Failure**

Mark Therrien reported that last Friday the RIPTA computer system for Ride went down around 3pm. Information coming in from the computer room never went to the software provider's system in Kansas. Brooks Almonte stayed through the night to help remedy the situation. Ride had to manually schedule everything. We were missing 300-400 trips. RIPTA's Public Relations team immediately communicated this information to the public. Ride data needs to back up every 30 minutes. Due to IT issues, this wasn't happening. RIPTA is now notified if system isn't updated and backed up.

- **Ride Customer Service Issues**

Heather Schey reported that her pick-up window changed and no one told her. Different Customer Service Agents are giving out different information. Mark Therrien stated that they are supposed to be giving you a pick-up window.

- **Mobile App**

Mark Therrien announced that the new Ride mobile application is in testing stages right now. Some ATAC members have had the opportunity to try it and give feedback. In about a month, it will be available to everyone. With the app, Ride passengers will not have to call to ask about their ride. The app tells you when your trip is scheduled for. About 45 minutes to an hour before your scheduled trip time, the app will track your vehicle in real-time.

ATAC asked why the information isn't available on the app until 1am the day of the trip and not the day before. Also, can the app alert the passenger as to whether a RIPTA van or a taxi is providing the transportation? Mark Therrien is going to look into this.

Update: The new Ride mobile app will alert passengers to the type of vehicle picking them up. Also, trip information will be available on the app as of 6pm instead of 1am.

- **Kennedy Plaza**

ATAC reported that the bus letter is in Braille, but the route numbers servicing that stop are not in Braille.

- **Winter Weather**

ATAC members reported that it was very challenging this winter to take a bus. Mark Therrien reported that if there is not a shoveled path to the door, the driver can drive away but he/she must call it in. Drivers aren't required to climb through the snow to retrieve passengers due to safety concerns.

VII. OTHER BUSINESS AND MEMBER REPORTS

- **Quarterly Evening Meetings**

Based on the tremendous attendance to this evening meeting, Angie Stabile proposed that ATAC reschedule all meetings to 4pm permanently. She hopes the enthusiasm continues and that people to continue to attend and voice concerns. She hopes the ATAC will work with RITPA together to get things done. Angie Stabile made a motion to approve the new 4pm – 6pm meeting time Barbary Henry seconded the motion. All were in favor.

Angie Stabile made a motion to end the meeting at 6:06pm. Barry Humphries seconded the motion. All were in favor.

***There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on Monday, April 20, 2015 to reserve your ride (craposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 4/23/15
Meeting Time: 4:00PM – 6:00PM
Location: RIPTA
705 Elmwood Avenue, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Review and Approval of Minutes from 3/26/15 Meeting
2. Follow Up from Previous Meeting
3. Transit Fare Study Presentation
4. Tactile Map of Kennedy Plaza
5. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
6. Ride/RIPTA Service Feedback
7. Other Business and Member Reports
 - New Federal Regulations on Modifications to the ADA (if time allows)

NOTE

**The Ride van will leave Kennedy Plaza from the Bonanza stop
at 3:30PM for the ATAC meeting.**

Please call **Cristy at 784-9500 x242** or email at **Raposo@ripta.com**
by 4/20 to let her know you'll be using the van from Kennedy Plaza.

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

**RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, April 23, 2015
4:00 PM – 6:00 PM**

Attendees: Angie Stabile (Chair), Barry Humphries, Ed Soares, Barbara Henry, Vincent De Jesus, Grace Pires, Arlene Gralinski, Leslie Fairall, Jane DeMelo, Rui Cabral, Jay McBride, and Monica Dzialo.

RIPTA Staff in attendance: Mark Therrien, Greg Nordin, Jim Vincent, Will Potter and Cristy Raposo.

MEETING MINUTES

I. CALL TO ORDER

Angie Stabile made a motion to approve the March meeting minutes. Barbara Henry seconded the motion. All were in favor.

II. FOLLOW UP FROM PREVIOUS MEETING

•Stop Announcement Compliance

Jim Vincent, RIPTA's Compliance Officer, is overseeing the Request for Proposal (RFP) for an outside third party to monitor RIPTA's performance. The scope of work includes all ADA compliance requirements, including stop announcements, wheelchair securement, use of the lift/ramp, and basic customer service functions.

Jim Vincent reported that he met with Transportation Director James Dean to go over all the forms that Professional Security Services of Cranston will use to monitor fixed-route buses. Professional Security Services hired four bus monitors who understood the routes well. Unfortunately, two out of four monitors quit and the company has to recruit two more people. As a result, this has delayed the monitoring program.

Drivers will be monitored not only for stop announcements, but courtesy as well. Fixed-route drivers will begin being monitored possibly within the next month. RIPTA was required to get approval from the State's Equal Employment Opportunity Commission as well. Jim reported that drivers will be randomly monitored three times a year. Monitors will be as anonymous as possible. The CEO wants to give warning that the bus monitoring program is launching and there will be progressive discipline. If a driver doesn't make any stop announcements, drivers will be monitored again; it will be considered an

egregious offense. RIPTA is taking this very seriously. It is a one year contract with the option to renew for four years.

III. TRANSIT FARE STUDY PRESENTATION

RIPTA'S Principal Planner Greg Nordin discussed RIPTA's Transit Fare Study, which will provide recommendations for short-term and long-term changes. RIPTA is reviewing all fare products and pricing to determine what's not working, what is working and how to improve. RIPTA is examining how transfers work and all the different fare products we offer. The goal is to determine what is successful and what should be implemented here at RIPTA. RIPTA will need to replace the fareboxes in the next 2-3 years. For example, launching a smart card option where money is stored on the card so a passenger wouldn't have to dig for cash or offering a mobile phone payment option. Should RIPTA go toward a cashless, prepaid system? Greg urged the committee to take the online Transit Fare Study Survey available at RIPTA.com. Cristy Raposo will email a link to the survey to the group. RIPTA has held and will hold community meetings on this topic to solicit public input. Mark Therrien noted that if RIPTA's fixed-route system were to go to distance based fares, it would affect Ride Program users as well.

ATAC members would like a RIPTIK pack to come with 12 RIPTIKs instead of 10. Members also expressed interest in smart cards for paratransit. Barbara Henry doesn't understand why RIPTA allows 2 hours for a transfer. Greg stated that RIPTA is reviewing how transfers work and whether or not they make sense for our passengers.

RIPTA is also examining the Senior/Disabled Bus Pass Program, including how the pass is issued and requirements for half-fare and no fare. The ATAC was urged to provide any ideas on how it could work better.

In response to the Transit Fare Study, the ATAC proposes the following resolution: The ATAC requests access to a prepaid fare system and the packaging of prepaid tickets to reflect round trips usage, 6 round trips = 12 tickets. The ATAC is concerned about changing to a distance based fare system because of the potential cost increase for persons with disabilities. Barry Humphries made a motion to adopt the resolution from ATAC. Barbara Henry seconded the motion. All were in favor.

IV. TACTILE MAP OF KENNEDY PLAZA

Barbara Henry made a motion for RIPTA to produce and install a tactile map of Kennedy Plaza. Barry Humphries seconded the motion. Mark Therrien stated that RIPTA will look into this, but it is costly.

V. RIPTA REPORTS

• Wheelchair Lift Failure

Mark Therrien reported zero wheelchair lift failures for March 2015. This reduction in wheelchair lift failures is attributed to the fact that there are very few buses with lifts in service.

VI. RIDE/RIPTA SERVICE FEEDBACK

•Ride Mobile App

Leslie Fairall used the new Ride mobile app. Although it told her she would be picked up by a taxi that morning, it did not tell her which taxi company. Will that information be available via the app soon?

Will Potter stated that based on a conversation with the app developer, it's not possible at this time. RIPTA is working on getting all the taxi companies to provide the same quality of service. RIPTA will be meeting with them regarding policies and procedures that need to be put into place to improve quality control.

•Ride Issues

Jane DeMelo reported issues with taxis smelling like cigarette smoke – either the cab drivers are smoking in the vehicle or they are allowing passengers too. Mark directed Jane to call Dianne Chappel immediately if there is an issue with a taxi. Jane had questions regarding window pick-up times. Things change and Ride users are not notified. Mark Therrien stated that Ride needs to do a better job of communicating to their passengers. Will Potter explained that the Ride Program's goal was to have a passenger dropped off at their destination 10 minutes before their appointment. For example, if an appointment is at 8:00am, Ride will try to drop you off at 7:50am. This 10 minute early window concept is also applied to the pick-up time or in many cases an individual's return trips. So if you request to be picked up at 1:30pm, Ride can show up at 1:20pm. Ride suggests scheduling returns 10 minutes after the time you would be available for pick-up. In the example here, you would want to request to be picked up at 1:40pm.

• Ride Reservation

Barbara Henry would like to be able to make a reservation using her Ride ID number and not her name. Will Potter informed Barbara that is not a problem; it actually takes less time for a Customer Service Agent to look up a passenger by their ID Number than their name. He provided her with her Ride ID after the meeting.

- **Wheelchair Ramp**

Mark Therrien stated that a driver must put down a ramp for a passenger if he/she asks. If a driver does not put the ramp down, please report it to RIPTA immediately.

- **Kennedy Plaza**

ATAC reported that the bus letter is in Braille, but the route numbers servicing that stop are not in Braille.

VII. OTHER BUSINESS AND MEMBER REPORTS

- **RIPTA's Procedures for ADA Accommodation Requests and Complaints**

Mark Therrien reported that in accordance with ADA regulations, RIPTA must have an avenue for people to make a reasonable accommodation to its services. This executive order goes into effect on July 13, 2015 and it supports what RIPTA was already doing. An example of an accommodation request would be a passenger asking for special handrails or to sit in the front sit, which RIPTA can deny. Mark will report quarterly to the group on these accommodation requests and whether or not they were granted.

Angie Stabile made a motion to end the meeting at 6:02pm. Rui Cabral seconded the motion. All were in favor.

***There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on Tuesday, May 26, 2015 to reserve your ride (raposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 5/28/15
Meeting Time: 4:00PM – 6:00PM
Location: RIPTA
705 Elmwood Avenue, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Review and Approval of Minutes from 4/23/15 Meeting
2. Follow Up from Previous Meeting
3. ATAC Membership
4. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
5. Ride/RIPTA Service Feedback
6. Other Business and Member Reports

NOTE

**The Ride van will leave Kennedy Plaza from the Bonanza stop
at 3:30PM for the ATAC meeting.**

Please call **Cristy at 784-9500 x242** or email at **Raposo@ripta.com**
by 8/25 to let her know you'll be using the van from Kennedy Plaza.

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

**RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, May 28, 2015
4:00 PM – 6:00 PM**

Attendees: Angie Stabile (Chair), Barry Humphries, Ed Soares, Barbara Henry, Vincent De Jesus, Arlene Gralinski, Leslie Fairall, Jane DeMelo, Rui Cabral, John Carvalho, Evelyn Carvalho, Mark Susa, Paul, Monica Dzialo, and Michael Moan

RIPTA Staff in attendance: Mark Therrien, Ariel Mercedes, Jim Vincent, Sarah Ingle, Will Potter and Cristy Raposo.

MEETING MINUTES

I. CALL TO ORDER

Barbara Henry made a motion to approve the April meeting minutes. Barry Humphries seconded the motion. All were in favor.

II. FOLLOW UP FROM PREVIOUS MEETING

•Stop Announcement Compliance

Jim Vincent, RIPTA's Compliance Officer, is overseeing the Professional Security Services, which will monitor RIPTA's fixed-route performance. All ADA compliance requirements, including stop announcements, wheelchair securement, use of the lift/ramp, and basic customer service functions will be monitored and documented.

Jim Vincent reported that he will receive his first weekly report on Monday, June 8. It will be documented so that we can match up the driver number to the bus number. He thinks that the drivers will soon understand that this job requires excellent customer service. How the driver secures a wheelchair will also be monitored and documented.

•ATMS

Ariel Mercedes reported that every bus is supposed to make an external announcement when the door is open. In the past month, Xerox has been adjusting the auto gain control, which controls volume inside and outside of the bus. An error has occurred with the external announcements as a result. We are working to fix this.

The ATAC requested that RIPTA fixed-route drivers be more diligent in announcing bus stops when the ATMS fails. Shoppers Town is a perfect example

of where there are issues with announcements. The ATAC requests that a supervisor monitor that bus stop. John Carvalho made a motion to pass the resolution. Rui Cabral seconded the motion. All were in favor.

•Transit Fare Study

Mark Therrien stated that RIPTA will be hosting transit fare study community meetings. He offered a complimentary Ride to and from the meeting for all ATAC members. The ATAC members requested the meetings be held at 4:30pm. Cristy will email meeting times and dates once they are confirmed.

III. ATAC MEMBERSHIP

Cristy read aloud Article IV: Membership of the ATAC Bylaws. Angie proposed that after an individual comes to 3 out of 6 ATAC meetings in a 6 month period, he/she can then be voted in. The individual would have to make an application to committee and then it would be eligible. Barry Humphries made a motion to accept this proposal. Barbara Henry seconded it. All were in favor.

Angie also proposed that everyone at today's meeting be sworn in as a voting member. Barbara Henry made a motion to approve the proposal. Ed Soares seconded it. All were in favor.

IV. RIPTA REPORTS

• Wheelchair Lift Failure

Cristy Raposo reported three wheelchair lift failures for April 2015 compared to zero in January, February, and March 2015. The average wait time in April was 14 minutes compared to zero minutes in March.

V. RIDE/RIPTA SERVICE FEEDBACK

•Ride Scheduling Issues

Leslie Fairall should have arrived at the ATAC meeting at 4pm. Leslie wasn't picked up until 4:15pm. Her pick-up window was 3:35pm-4:05pm. The pick-up window should have been 3:20pm-3:50pm. Why would Ride schedule the window so that it overlapped the time it is supposed to be at destination? Mark Therrien will check on this. Ride is supposed to get you to your destination 10 minutes prior to your requested time.

• Ride Call Center

ATAC stated that Ride is not able to provide taxi information up until 8am. In addition, the answering service only takes cancellations and helps with stranded passengers; they do not have information on their rides. Will Potter will look into this, however, Ride does not legally have to answer phones until 8:30am. Will Potter suggested the following: If your ride is after 7 the next day, call the next

day. If your ride is after 7am, call the following day in the morning. Check the RIdE mobile app after 6pm. This will help reduce your wait times.

Mark Therrien stated that software will be updated the week of June 27. The goal is to increase speed tremendously and have updates closer to 5pm instead of 6pm.

•**Taxis**

The ATAC reported multiple issues with Checker Cab. Mark Therrien stated that RIdE has used more taxis in last month or so because we've been short on drivers. Christopher McKenna has set up meetings with all the cab companies we use. We will review our standards with them. If they do not comply, RIdE will cancel contracts.

VI. OTHER BUSINESS AND MEMBER REPORTS

•**Braille**

Monica Dzialo offered to run the meeting minutes and agenda in Braille for anyone who would like a copy.

John Carvalho made a motion to end the meeting at 6:05pm. Barbara Henry seconded the motion. All were in favor.

***There will be a RIdE bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on Monday, August 24, 2015 to reserve your ride (raposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 10/27/15
Meeting Time: 4:00PM – 6:00PM
Location: RIPTA
705 Elmwood Avenue, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Review and Approval of Minutes from May 2015 Meeting
2. Follow Up from Previous Meeting
3. Newport Gateway Exterior Repairs & Resiliency Project
4. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
5. Ride/RIPTA Service Feedback
6. Other Business and Member Reports

NOTE

**The Ride van will leave Kennedy Plaza from the Bonanza stop
at 3:30PM for the ATAC meeting.**

Please call **Cristy** at **784-9500 x242** or email at **Raposo@ripta.com**
by Monday of that week to let her know you'll be using the van
from Kennedy Plaza.

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

**RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, August 27, 2015
4:00 PM – 6:00 PM**

Attendees: Angie Stabile (Chair), Barry Humphries, Ed Soares, Ele Felaco, Heather Shey, Barbara Henry, Vincent De Jesus, Arlene Gralinski, Leslie Fairall, Kelly Richards, Jane DeMelo, Jay McBride, Fredericka Athanas, John Carvalho, Evelyn Carvalho, Mark Susa, Monica Dzialo, and Michael Moan

RIPTA Staff in attendance: Mark Therrien, Jim Vincent, Will Potter and Cristy Raposo.

MEETING MINUTES

I. CALL TO ORDER

Leslie Fairall made a motion to approve the May meeting minutes. John Carvalho seconded the motion. All were in favor.

II. FOLLOW UP FROM PREVIOUS MEETING

• Stop Announcement Compliance

Jim Vincent, RIPTA's Compliance Officer, is overseeing the Professional Security Services, which will monitor RIPTA's fixed-route performance. All ADA compliance requirements, including stop announcements, wheelchair securement, use of the lift/ramp, and basic customer service functions will be monitored and documented.

Jim Vincent reported issues with the current monitoring company. He stated that the kinks have been worked out and he will be able to provide a report for the group at the next meeting.

• ATMS

Ariel Mercedes was unable to attend the ATAC meeting, but provided the following statement which was read to the group:

The issue that prevented the route-destination announcements from broadcasting on the external speaker of buses, back in May, was caused by a technical oversight. The issue has been resolved, and the focus now is to complete a review of each RIPTA bus-route to ensure that automated announcements are properly programmed and pronounced as clearly as is possible.

For questions and comments regarding the automated announcements system (e.g., a timepoint announcement is missing), feel free to email mercedes@ripta.com, and Ariel will attempt to respond on a timely basis.

Fredericka Athanas reported that announcements at Shoppers Town in East Providence are never made by the drivers and the system is inaudible. At the last ATAC meeting, the committee requested that a supervisor monitor that bus stop. Mark Therrien reported that RIPTA Supervisors were out there in 4 hour shifts reminding drivers that they must make announcements when the ATMS system fails. Drivers indicated that they understand the directive. ATAC members were encouraged to report any issues with announcements immediately to either Cristy or Ariel.

III. RIPTA REPORTS

• Wheelchair Lift Failure

Cristy Raposo reported zero wheelchair failures for May, 1 for June and 3 for July. The failures in July were due to a wheelchair constraint not working and mechanical issues.

IV. IMPORTANT ISSUES

• RIPTA Transit Fare Study

Cristy Raposo announced that LTK Engineering, the Transit Fare Study consultants, will present to the ATAC at the next meeting.

• Senior/Disabled Bus Pass Program

Mark Therrien reported that Planning Director, Amy Pettine, presented report to the Board of Directors in July. Currently, qualified passengers can pay \$25 for a Senior/Disabled Bus Pass which is valid for 5 years and allows the pass holder to ride RIPTA for free. Recently a state budget amendment passed, allowing RIPTA to meet the federal standard; federal law requires transit agencies to charge income-eligible disabled and elderly passengers no more than half fare in off-peak hours.

The report stated the following:

- The Senior/Disabled Pass Program offers low-income persons with a disability, or age 65 and older, the opportunity to ride free of charge on a RIPTA bus with a RIPTA no-fare bus pass. All other persons age 65 and older, or persons with a disability, pay full fare from 7:00 to 9:00 AM and from 3:00 to 6:00 PM on weekdays, and pay half-price at all other times, with the presentation of a RIPTA Senior/Disabled Pass, or a Medicare ID card.

- 1 in 4 peak travel time RIPTA riders are senior/disabled pass holders who ride for free. This increase to nearly 1 in 3 during off-peak hours.

- The Senior Disabled Bus Pass Program includes ½ fare cards and no-fare cards.
 - o Less than 1% of pass users are 1/2-fare: 13,000 trips
 - o Over 99% of pass users are no-fare: 5,600,000 trips

- The State has given RIPTA the authority to begin charging up to half fare to Reduced Fare pass holders who have been riding for free.

- Free rides for low-income senior and disabled persons have been in place for so long in Rhode Island that we've come to think it's the norm. But in comparison with other states and other transit agencies, RIPTA (and Rhode Island) is an outlier. Additionally, this program provides free medical trips that could otherwise be reimbursed through other federally funded state programs.

- Medical and Other Senior Trips Remain Free Under Existing State Programs
 The vast majority of Reduced Fare Pass holders are also Medicaid recipients. Under the State's Medicaid Transportation program, FREE transportation is available for the any medical/health services (physician visits, tests, treatments). RIPTA fare media can be obtained through this program.

- To improve RIPTA's ability to manage and oversee this program, the following program elements are being reviewed:
 - Fare Change
 - Valid Pass Term
 - Cost of Bus Pass (new and replacement)
 - Income Verification
 - Age & Disability Verification
 - Intake Process

Mark Therrien stated that RIPTA may change its program so that pass holders pay ½ fare during off peak hours. Fare changes could affect service. For example, RIPTA runs extra service around noon time on Elmwood Avenue because of McCauley House down the street; passengers are traveling there for lunch. We had to add buses, thus adding cost, without receiving additional revenue as most passengers traveling there are using a no fare card. Charging a fare will change the structure of the system. With 30% of riders riding for free, some routes may change.

Barbara Henry asked if this applies to the RIdE Program. Mark Therrien stated no. The fare structure for the RIdE Program is separate from fixed-route. Federal law allows RIPTA to charge twice the regular fare. However, if the fixed-route base fare does increase, RIPTA is able to increase the cost of a RIdE trip.

Heather Shey stated that people who use RIdE are disabled and on very fixed incomes. Her sister is on a \$700 per month fixed income. A trip to the grocery store and back costs her \$8. RIPTA should consider the concerns of people who actually use the system before they think about a profit margin.

V. COMMITTEE ACTION RELATED TO AGENDA ITEM 4 DISCUSSION

Angie Stabile proposed a motion that as more information on Senior/Disabled Bus Pass Program becomes available, a Senior/Disabled Bus Pass Program subcommittee will meet on a Thursday from 4pm-6pm, outside the regularly scheduled ATAC meeting. The formal subcommittee members are Angie Stabile, Barbara Henry, and Fredericka Athanas. All members are welcome to attend the subcommittee. Leslie Fairall made a motion to approve the motion. John Carvalho seconded the motion. All were in favor.

Angie Stabile proposed a motion that as more information on the Transit Fare Study becomes available, a Transit Fare Study subcommittee will meet on a Thursday from 4pm-6pm, outside the regularly scheduled ATAC meeting. The formal subcommittee members are Angie Stabile, Ed Soares, and Fredericka Athanas. All members are welcome to attend the subcommittee. Leslie Fairall made a motion to approve the motion. John Carvalho seconded the motion. All were in favor.

VI. RIDE/RIPTA SERVICE FEEDBACK

• Ride Scheduling Issues

Heather Shey lives 5 miles from OSCIL, however she was on the van for over 2 hours due to data error for another passenger. Drivers should confirm drop-off information with passengers as they board, as well as inform passengers of their route.

• Ride mobile app

There are no current updates planned for the app, however RIPTA is happy to hear any suggestions you may have.

Arlene reported that the app crashes 3-4 times when she most needs it.

The ATAC would like to be able to cancel trips on the same day using the app.

• Taxis

Leslie Fairall is still being picked up by mostly taxis. Mark reported that RIPTA cut down on the number of drivers and vehicles on the road based on the number of scheduled Rides. That has left us short on some days; Ride is averaging 80 taxis per day. Mark will check to see why Leslie is being picked up by mostly cabs.

VII. OTHER BUSINESS AND MEMBER REPORTS

• Braille

Monica Dzialo offered to run the meeting minutes and agenda in Braille for anyone who would like a copy.

Angie Stabile made a motion to end the meeting at 6:02pm. John Carvalho seconded the motion. All were in favor.

***There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on Monday, September 21, 2015 to reserve your ride (raposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 9/24/15
Meeting Time: 4:00PM – 6:00PM
Location: RIPTA
705 Elmwood Avenue, Providence

AGENDA

1. Transit Fare Study Presentation
2. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Review and Approval of Minutes from August 2015 Meeting
3. Committee Discussion & Action Related to Agenda Item 1
4. Follow Up from Previous Meeting
5. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
6. Ride/RIPTA Service Feedback
7. Other Business and Member Reports

NOTE

**The Ride van will leave Kennedy Plaza from the Bonanza stop
at 3:30PM for the ATAC meeting.**

Please call **Cristy at 784-9500 x242** or email at **Raposo@ripta.com**
by Monday of that week to let her know you'll be using
the van from Kennedy Plaza.

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

**RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, September 24, 2015
4:00 PM – 6:00 PM**

Attendees: Angie Stabile (Chair), Barry Humphries, Francisco Sousa, Rui Cabral, Ed Soares, Ele Felaco, Barbara Henry, Vincent De Jesus, Kelly Richards, Jane DeMelo, John Carvalho, Evelyn Carvalho, Mark Susa, Monica Dzialo, Pamela Amaral, David Barlow and John McGee.

RIPTA Staff in attendance: Mark Therrien, Jim Vincent, Amy Pettine and Cristy Raposo.

MEETING MINUTES

I. TRANSIT FARE STUDY PRESENTATION

RIPTA's Direct of Planning, Amy Pettine, stated that RIPTA is participating in a fare study to analyze RIPTA's fare structure and policies. The goal of the study is to improve availability of fare products, simplify fare media, introduce needed products, make boarding a bus fast, convenient and reliable, implement new fare technologies, and maximize ridership and revenue. The goals of the fare study are very important. The fareboxes are coming to the end of their useful life and RIPTA must consider what the next step is to make our system more convenient.

After two rounds of public meetings and a detailed analysis, RIPTA is presenting four fare structure concepts for consideration. She asked the ATAC to provide feedback regarding each of these concepts and to help RIPTA determine which changes to our fare structure work best for our passengers.

John McGee of LTK Engineering, RIPTA's Transit Fare Study consultant, presented four fare options. The four options are intended to generate money for RIPTA; RIPTA is balancing a budget. It will take several months (or more) before any changes are implemented. First, RIPTA staff will analyze all comments and then make recommendations to RIPTA's Board of Directors. The Board of Directors will decide if they want to pursue any changes and, if so, formal public hearings will be scheduled. The Board would then take action after hearing further public comment from these hearings.

In all options, the base one-way fare of \$2.00 does not change. Premium X Routes to be considered include 8X, 9X, 10X, 12X, 59X, 61X, 65X and 95X. A rolling monthly pass is valid for 30 days from the first day it is used. For example,

a 30-day pass bought and used on May 19 would be good through June 17. A Smart Card is a card that allows you to put money it for future travel.

CURRENT FARES:

- One-Way Cash Fare \$2
- Cash Transfer .50 cents
- Day Pass \$6
- 7 Day Pass \$23
- 15 Ride Pass \$26
- RIPTIKs (package of 10) \$20
- Monthly Pass \$62
- Premium X Routes pay \$2 for one-way
- Bus Pass Program for Qualified Seniors and People with Disabilities ride free

OPTION A:

- Transfer will rise from .50 cents to \$1. Transfer will be valid for 3 hours from time of purchase to transfer to a new route.
- 7 Day Pass will rise from \$23 to \$26.
- Monthly Pass will rise from \$62 to \$72.
- Premium X Routes will rise from \$2 to \$4.

Bus Pass Program for Qualified Seniors and People with Disabilities:

A one-way trip will cost .75 cents. A transfer will cost .50 cents and will be valid for 3 hours from the time of purchase to transfer to a new route.

OPTION B:

- Transfer will rise from .50 cents to \$1. Transfer will be valid for 2 hours from time of purchase with no restrictions.
- Day Pass will cost \$6 if purchased on bus and will decrease to \$5.50 if purchased off bus.
- 7 Day Pass will rise from \$23 to \$25 if purchased on bus and will remain \$23 if purchased off bus.
- 15 Ride Pass will be discontinued.
- RIPTIKs will be discontinued.
- Monthly Pass will be replaced with a new rolling Monthly Pass which will cost \$70.
- Premium X Routes will rise from \$2 to \$3.
- A new 10 Ride Card will be introduced for \$20. It will be valid for 10 bus/trolley rides. Valid for unlimited travel for 2 hours; no restrictions.

Bus Pass Program for Qualified Seniors and People with Disabilities:

A one-way trip will cost \$1. A transfer will cost .50 cents and will be valid for 2 hours from the time of purchase for unlimited travel.

A new rolling Monthly Pass will be available for \$30.

OPTION C:

- Transfer will be discontinued.
- New Smart Card available. Using the Smart Card, a one-way trip will cost \$2. Transfer will be included; valid for unlimited travel for 2 hours.
- Day Pass will cost \$6 if purchased on bus and will decrease to \$5 if purchased off bus.
- 7 Day Pass will rise from \$23 to \$30 if purchased on bus and will remain \$23 if purchased off bus.
- 15 Ride Pass will be discontinued.
- RIPTIKs will be discontinued.
- Monthly Pass will rise from \$62 to \$65.
- Premium X Routes will rise from \$2 to \$2.50 with no transfers.

Bus Pass Program for Qualified Seniors and People with Disabilities:

A one-way trip will cost \$1. No transfers.

A new Smart Card will be available. Using the Smart Card, a one-way trip will cost \$1; transfer included. Transfer valid for unlimited travel for two hours.

OPTION D

- Cash transfer will be discontinued.
- New Smart Card available. Using the Smart Card, a one-way trip will cost \$1.75. Transfer will cost .50 cents.
- Day Pass will decrease from \$6 to \$5.
- 7 Day Pass will rise from \$23 to \$25.
- 15 Ride Pass will be discontinued.
- RIPTIKs will be discontinued.
- Monthly Pass will rise from \$62 to \$70.
- A new 10 Ride Card will be introduced for \$20. It will be valid for 10 bus/trolley rides. Valid for unlimited travel for 2 hours; no restrictions.
- A new Weekend Pass will be introduced for \$9. Valid for unlimited statewide travel from 7pm on Friday through 2am on Monday.

Bus Pass Program for Qualified Seniors and People with Disabilities:

A one-way trip will cost \$1. No transfers.

A new Smart Card will be available. Using the Smart Card, a one-way trip will cost .75 cents. A transfer will cost .50 cents. A Day Pass will cost \$3.

John McGee stated that each scenario offers about the same revenue to RIPTA. Each of these options anticipates that people will change their behavior. Some passengers that buy transfers today may shift to a \$7 day pass. We built this behavior change into our model with the goal of potentially generating as much as 3.5 million dollars in additional fare revenue for RIPTA. Amy Pettine pointed

out that in Option C, the benefit of using a Smart Card is that it comes with a free transfer and in Option D, the Day Pass costs \$1 less. RIPTA wants to reward people for traveling more.

II. COMMITTEE DISCUSSION & ACTION RELATED TO AGENDA ITEM 1

The ATAC had the following questions and concerns:

- The ATAC recommends reimbursing passengers who just bought their card within a year of the new fare policy.
- The ATAC is concerned that the people with disabilities and seniors will need more than two hours to transfer. ATAC recommends that people with a pass have 3-4 hours to transfer.
- The 15 Ride Pass is an awkward number of trips.
- What is the difference between a Smart Card and a monthly pass? The passenger chooses how much money to put on the Smart Card. It is trip based travel similar to the Charlie Card in Boston
- How would we put money on a Smart Card? Can we do this online? How do we check the balance? No, you cannot go online and add money. Your new Senior/Disabled Bus Pass (with your photo ID) would act as a stored value card. As of today, you can reload the card with money on a bus, at a Ticket Vending Machine (TVM), and at the Ticket Window in Kennedy Plaza.

The ATAC requested that they have the ability to reload their cards at local supermarkets. In addition, RIde drivers should have their tablets updated to have reload capabilities.

- If RIPTIKs are going to be eliminated, ATAC requests a prepaid alternative that has 12 rides instead of 10. There should be a week's worth of prepaid ride tickets in the package. The ATAC would like to provide input on the design, packaging and availability of the product.
- Is there a provision for a state agency to buy a smart card at a lesser fee? It would be challenging for RIPTA to do that. The individual would have to be physically present with that card at a Point Of Sale (POS) location.
- Accommodate transitional travel training programs at a reduced rate. Travel Training programs help people who want to learn to travel independently using RIPTA's regular bus system, instead of relying on the RIde program.
- An ATAC subcommittee will meet to work with RIPTA toward a solution that is agreeable to both parties.

- Rui Cabral made a motion for the ATAC to submit a formal resolution to RIPTA. John Carvalho seconded the action. All were in favor.

III. CALL TO ORDER

John Carvalho made a motion to approve the August meeting minutes. Barry Humphries seconded the motion. All were in favor.

IV. FOLLOW UP FROM PREVIOUS MEETING

- **Stop Announcement Compliance**

Jim Vincent, RIPTA's Compliance Officer, is overseeing the Professional Security Services, which will monitor RIPTA's fixed-route performance. All ADA compliance requirements, including stop announcements, wheelchair securement, use of the lift/ramp, and basic customer service functions will be monitored and documented.

Jim Vincent provided the following RIPTA Bus Monitoring and ADA Announcement Compliance Report:

- 20 bus trips were monitored in August.
- Of those 20 trips, 13 of the automated announcements worked (65% functioning).
- 7 automated announcements system malfunctions were reported.
- Six bus drivers made zero announcements when the ATMS malfunctioned.

Jim Vincent reported that RIPTA issued paycheck stuffers reminding drivers to make announcements when the ATMS fails. RIPTA is taking this very seriously.

V. FOLLOW UP FROM PREVIOUS MEETING

VI. RIPTA REPORTS

- **Wheelchair Lift Failure**

Mark Therrien reported three wheelchair failures for August.

VII. RIDE/RIPTA SERVICE FEEDBACK

- **Bus Stop Visibility**

Francisco Sousa reported that Bus Stop X is not well lit. Crossing the Exchange Terrace to access that bus stop is dangerous. He asked what happened to making a well lit accessible pass from Kennedy Plaza through Burnside Park to Exchange Terrace. Burnside Park is dark and dangerous.

VIII. OTHER BUSINESS AND MEMBER REPORTS

- **Northwest Transportation Service, Inc.**

Mark Therrien reported that as of November 1, 2015, the Ride Program will no longer be using Northwest Transportation Service, Inc.

Angie Stabile made a motion to end the meeting at 6:00pm. John Carvalho seconded the motion. All were in favor.

***There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on Monday, October 19, 2015 to reserve your ride (raposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 10/22/15
Meeting Time: 4:00PM – 6:00PM
Location: RIPTA
705 Elmwood Avenue, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Review and Approval of Minutes from September 2015 Meeting
2. Follow Up from Previous Meeting
3. Newport Gateway Exterior Repairs & Resiliency Project
4. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
5. Ride/RIPTA Service Feedback
6. Other Business and Member Reports

NOTE

**The Ride van will leave Kennedy Plaza from the Bonanza stop
at 3:30PM for the ATAC meeting.**

Please call **Cristy at 784-9500 x242** or email at **Raposo@ripta.com**
by Monday of that week to let her know you'll be using the van
from Kennedy Plaza.



Accessible Transportation Advisory Committee

Meeting Date: 12/03/15
Meeting Time: 4:00PM – 6:00PM
Location: RIPTA
705 Elmwood Avenue, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Review and Approval of Minutes from September 2015 Meeting
2. Follow Up from Previous Meeting
3. Fare Product Changes
4. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
5. 2016 Meeting Calendar
6. Accessibility Feedback regarding Newport Gateway Center
7. Ride/RIPTA Service Feedback
8. Other Business and Member Reports

NOTE

**The Ride van will leave Kennedy Plaza from the Bonanza stop
at 3:30PM for the ATAC meeting.**

Please call **Cristy at 784-9500 x242** or email at **Raposo@ripta.com**
by Monday of that week to let her know you'll be using the van
from Kennedy Plaza.

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

**RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, December 3, 2015
4:00 PM – 6:00 PM**

Attendees: Angie Stabile (Chair), Barry Humphries, Pamela Amaral, Sierra Leone, Heather Shay, Paul McNeil, Rui Cabral, Barbara Henry, Vincent De Jesus, Kelly Richards, John Carvalho, Evelyn Carvalho, Arlene Gralinski, John Pimental, Cheryl XXX, Don Rhodes, and Leslie Fairall.

RIPTA Staff in attendance: Mark Therrien, Jim Vincent, Greg Nordin and Cristy Raposo.

MEETING MINUTES

I. CALL TO ORDER

John Carvalho made a motion to approve the August meeting minutes. Barry Humphries seconded the motion. All were in favor.

II. FARE PRODUCT CHANGES

Greg Nordin, Principal Planner, announced that RIPTA will propose the discontinuation of RIPTIKs at the December RIPTA board meeting. The ATAC discussed what would be the best replacement for RIPTIKs. John Carvalho made the following motion:

- Replace a packet of 10 single ride RIPTIKs with a packet of 6 passes valued at \$4 each; one pass is valid for one trip on the Ride Program. The cost for a packet would be \$24 which is affordable for passengers.

Vincent DeJesus was opposed, Heather Shay abstained, and the rest were in favor.

Barbara Henry recommends implementing smart card technology which works on a debit system and would eliminate the need for passes. Greg Nordin stated that is the direction RIPTA is headed in, but will take a few years.

The ATAC discussed changing the transfer window from 2 hours to 3 hours. Don Rhodes stated that if there is inclement weather, seniors and people with disabilities need more time to transfer. Barbara Henry stated that service on the weekends is horrific and for that reason transfer windows should be extended. If one bus is late by two minutes, you will not be able to make your connection downtown. Mr. Nordin stated that the longer the window, the more opportunity RIPTA has to lose revenue.

Mark Therrien stated that at one point passengers were not allowed to transfer back in the opposite direction. The point of a transfer is to help passengers continue their trip. Not every bus runs every 15 minutes; you may have to wait 45 minutes to get on the next bus to Newport. Now, you will have two hours to go wherever you want; travel is unrestricted.

At the end of the discussion, the ATAC chose to endorse a 3 hour transfer window.

III. FOLLOW UP FROM PREVIOUS MEETING

No discussion.

IV. RIPTA REPORTS

• Stop Announcement Compliance

Jim Vincent, RIPTA's Compliance Officer, is overseeing the Professional Security Services, which will monitor RIPTA's fixed-route performance. All ADA compliance requirements, including stop announcements, wheelchair securement, use of the lift/ramp, and basic customer service functions will be monitored and documented.

Jim Vincent provided the following RIPTA Bus Monitoring and ADA Announcement Compliance Report:

-81 bus trips were monitored in October.

- Of those 81 trips, 70 of the automated announcements worked (86% functioning).

- 8 bus drivers made zero announcements when the ATMS malfunctioned.

• Wheelchair Lift Failure

Mark Therrien reported five wheelchair failures for October.

V. 2016 CALENDAR

The 2016 calendar was set and is available online at RIPTA.com/ATAC

VI. ACCESSIBILITY FEEDBACK – NEWPORT GATEWAY CENTER

The ATAC reported that the ramps are far apart; ramps need to better placement. There should be a different form of rock on the paths; it would be a good aid for a person that is visually impaired because they can tell the difference in texture. The sawtooth design is an issue. Audio announcement decibel levels should take into account that America's Cup Avenue is a very busy road. The ATAC would like to see a general tactile map be developed for the center. Mark Therrien stated that Lilly will return to present to the group again and Ariel needs to be a part of that redesign.

VII. RIDE/RIPTA SERVICE FEEDBACK

• Audio Announcements

Angie Stabile stated that she did not hear any announcements being made at Shoppers Town Plaza in East Providence. She suggested sending a RIPTA Supervisor undercover to monitor the situation.

• Sensitivity Training

Barbara Henry reported multiple incidents where a bus drivers and supervisors failed to identify themselves to her upon approaching her to help. She stated that it is important that you identify yourself to a visually impaired person; RIPTA employees should be trained on this. She also requested that RIPTA issue a policy to fixed-route drivers enforcing that if a passenger specifically asks for a bus stop to be announced, the driver must make that announcement – especially if the passenger states he/she is visually impaired. John Pimental, National Federation of the Blind, stated that this is a sensitivity issue and the preconceived notion of what blind is must be addressed. He stated that the NFB is willing to participate in any training sessions RIPTA has.

• Ride Scheduling Issues

Various ATAC members reported issues with pick-up times using the app. Mark Therrien instructed them to report any issues immediately.

VIII. OTHER BUSINESS AND MEMBER REPORTS

Angie Stabile made a motion to end the meeting at 6:15pm. John Carvalho seconded the motion. All were in favor.

***There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on Monday, January 25, 2016 to reserve your ride (raposo@ripta.com or 784-9500 x242).**