

**ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE**

**RIPTA Transportation Conference Room  
705 Elmwood Avenue, Providence, Rhode Island 02907  
Thursday, August 24, 2017  
4:00 PM – 6:00 PM**

**Attendees:** Rui Cabral (Chair), John Gaffney, Angie Stabile, Barry Humphries, Mark Susa, Barbara Henry, Justin Hardwright, John Carvalho, Deanne Gagne, Will Potter, Monica Dzialo, Cecile Sherman, Claire Sherman and Heather Schey

**RIPTA Staff** in attendance: Sarah Ingle, Mark Therrien, Jim Vincent and Cristy Raposo

**MEETING MINUTES**

**I. CALL TO ORDER**

Angie Stabile made a motion to approve the June meeting minutes. John Carvalho seconded the motion. All the rest were in favor.

**II. FOLLOW UP FROM PREVIOUS MEETING**

**• How to Engage the RIPTA Board**

Rui Cabral emailed the RIPTA Board Chair with a description of the ATAC and invited him to attend the May ATAC meeting. *Follow-up: Rui Cabral sent a follow-up email to the Board Chair and the CEO's administrative assistant. Rui has not yet received a response from the RIPTA Board.*

**• Bus Shelter Request**

At the June meeting, Barbara Henry requested that RIPTA install a bus shelter at the bus stop where she lives. *Follow-up: Barbara Henry presented Cristy Raposo with a petition signed by over fifty residents. Cristy will present the petition to RIPTA's Planning Department for review.*

**III. RI COORDINATED PUBLIC TRANSIT AND HUMAN SERVICES TRANSPORTATION PLAN**

Sarah Ingle from RIPTA's Planning Department, discussed Rhode Island's Coordinated Public Transit/Human Services Transportation Plan. RIPTA is working on updating the Coordinated Plan as required by federal regulations. The Coordinated Plan, which must be updated every five years, is intended to identify the transportation needs of senior citizens, persons with disabilities, and low-income individuals. It also creates an updated inventory of available transportation services for these populations – including transportation services provided by social service agencies and municipalities. The plan will identify gaps in services and prioritize options for addressing service needs. Public input will help with this process. Cristy Raposo will resend an electronic survey for the ATAC

to share their experiences with special needs transportation in the state. Comments do not have to be limited to RIPTA services as this study is intended to examine all transportation options, whether they are provided by municipalities, other state agencies or private vendors.

Sarah Ingle stated that RIPTA will not be preparing direct responses to individuals. RIPTA will compile a draft report with recommendations based on all the input received. Specific priorities will be identified with public input.

Cecile Sherman stated that the recent service cut to Simmons Village has made it difficult for the elderly to access fixed-route service. She also stated that service cuts to Route 28 force passengers to cross dangerous intersections on Atwood Avenue.

John Gaffney stated that the survey should have been developed for and targeted for passengers who use the system; the survey does not read as though it is targeted to the demographic RIPTA is requesting feedback from. John asked if the questions were run by actual users of the system before it was distributed. Sarah Ingle replied that unfortunately, the budget did not allow for focus groups. However, there was a separate survey distributed to service providers. Both were drawn from best practice agencies.

#### **IV. ADA USER GUIDE UPDATE**

Mark Therrien stated that RIPTA is reissuing the ADA User Guide. Minor edits and updates have been made including mentioning that a Ride app is now available. The new guide is available online at RIPTA.com.

#### **V. RIPTA REPORTS**

##### **• Stop Announcement Compliance**

Jim Vincent, RIPTA's Compliance Officer, is overseeing the Professional Security Services, the company that monitors 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:

91 bus trips were monitored in July

Of those 91 trips, 87 of the automated announcements worked (96% functioning).

3 bus drivers made zero announcements when the ATMS malfunctioned.

##### **• Wheelchair Lift Failure**

There were zero total wheelchair failures for the month of June and July.

## **VI. ATAC MEETING TRIPS FROM KENNEDY PLAZA**

Cristy Raposo requested that the ATAC make a motion to cancel the complimentary van ride from Kennedy Plaza to the ATAC meeting. The complimentary van ride was in place prior to the CEO approving free Rides for all ATAC members to and from the ATAC meeting. Angie Stabile expressed concerned that the new CEO may eliminate free rides to the ATAC meeting and then they will not have the complimentary van from Kennedy Plaza to fall back on. Mark Therrien assured the ATAC that the free rides to the ATAC meeting will not be revoked and having a van at Kennedy Plaza is a waste of resources. Angie Stabile made a motion to cancel the standing complimentary van ride from Kennedy Plaza to RIPTA Headquarters. John Carvalho seconded the motion. All were in favor.

## **VII. RIDE/RIPTA SERVICE FEEDBACK**

### **• Ride App**

Multiple ATAC members reported issues using the Ride app. Rui Cabral instructed users to download the new Ride app if they haven't already. The old app is null and void. Mark Therrien stated that if you have any issues with the app, please report it immediately to Chris McKenna at [cmckenna@RIPTA.com](mailto:cmckenna@RIPTA.com) or by calling Ride.

### **• Customer Service Hours**

Heather Schey expressed concern that with the reduced Customer Service Call Center hours of operation, her issues cannot be addressed until after 8:30am. She stated that she recently had an issue with an early morning Ride reservation. She called Ride and Dispatch informed her that they were unable to help her; she'd have to wait until the Customer Service Call Center opened. Mark Therrien stated that Dispatch should have helped her; he will address the issue immediately.

## **VIII. OTHER BUSINESS AND MEMBER REPORTS**

### **• The Future of RIPTA and Ride**

The ATAC would like to add this agenda item to the October meeting. The discussion will include what members would like to see from RIPTA and Ride in the future including options like same-day reservations, mobile fare payment options and more.

### **• Bus Stop Inventory**

John Gaffney requested that RIPTA compile an inventory of bus stops including accessibility information. Mark Therrien stated that RIPTA recently reviewed and consolidated bus stops. RIPTA will ask Greg Harris in RIPTA's Planning Department for an update on this.

- **Functional Assessment**

Mark Therrien stated that Ride will not implement a functional assessment process. Instead, Ride will improve its interview process and require individuals to apply in person.

Angie Stabile made a motion to end the meeting at 5:58pm. John Carvalho seconded the motion. All were in favor.

**When calling to schedule your Ride to the ATAC meeting, please be sure to tell the Customer Service Agent that you are going to and from the ATAC meeting so that you will not be charged for your ride.**