



Accessible Transportation Advisory Committee

Meeting Date: 2/28/16
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 January 2016 Meeting
2. Follow Up from Previous Meeting
3. Fare Update – Karen DiLaurio
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, January 28, 2016
4:00 PM – 6:00 PM**

Attendees: Angie Stabile (Chair), Barry Humphries, Pamela Amaral, Ed Soares, David Barlow, Mark Susa, Monica Dzialo, Deanne Gagne, Tanja Blicher-Ucranj, Heather Shay, Rui Cabral, Barbara Henry, Vincent De Jesus, Kelly Richards, John Carvalho, Leslie Fairall, Jane DeMelo, John Gaffney and Michael Moan.

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

MEETING MINUTES

I. CALL TO ORDER

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

II. FOLLOW UP FROM PREVIOUS MEETING

No discussion.

III. ATMS UPDATE – ARIEL MERCEDES

Ariel Mercedes reported that the ATMS system is not perfect, but the IT Department is making a lot of headway to make sure that each bus is making announcements. There are several types of issues related to hardware and software that may cause disruptions in the performance of the auto-announcements system. However, these issues are being addressed. Ariel urged ATAC members to report any and all issues they experience with the auto-announcements system. He stated, from a software perspective, a likely contributor to the challenge of standardizing the performance of the auto-announcements system is that a unique 'announcement pattern' must be defined for each route. For the current winter schedule, there are nearly 300 such patterns. To maximize the usefulness of the auto-announcements system, adjustments to any announcement are best handled by manually entering information into the system. Ed Soares reported that some of the announcements are made too early and some too late. An ATAC member asked if every bus stop that has a shelter is required to have an automated announcement. Ariel stated that is not criteria for an announcement. At the bare minimum, announcements are scheduled for time points. If an ATAC member feels that a particular location is important and needs to be announced, please let Cristy know and he can review it for possible addition. A route and

destination announcement is supposed to be made when the bus doors are opened, but bus operators need to be logged on to system. Ariel noticed drivers opening the doors before the bus stop, thus triggering an early announcement. Vincent DeJesus stated that the announcement volume is low. Barbara Henry stated that some Route 31 trips are standing room early and extremely loud; ATMS announcements on those trips need to be louder. Ariel stated that drivers should not be able to control volume levels. He will look into volume levels to confirm that they are locked and at an audible level.

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:

- 106 bus trips were monitored in December.
- Of those 106 trips, 100 of the automated announcements worked (95% functioning).
- 4 bus drivers made zero announcements when the ATMS malfunctioned.

- **Wheelchair Lift Failure**

Mark Therrien reported one wheelchair failure for December.

V. RIDE/RIPTA SERVICE FEEDBACK

- **New Ride Fare Ticket**

Mark Therrien stated that RIPTA will be producing a new Ride ticket worth \$4 and will be sold in a package of 6. This is what was discussed and agreed upon at the last meeting. The front of the ticket shows the Ride logo with three waves and the following text: Ride Fare. Valid for one trip on the Ride program. Present to driver upon boarding. The back of the pass shows the RIPTA logo with the following text: Ride Fare. Ticket valid on Ride service only. Valid for one trip on the Ride Program. Copying or duplicating this pass is illegal. RIPTA is not responsible for lost or stolen tickets. Ticket is non-refundable.

ATAC members would like confirmation on which retail outlets fare products will be available for sale. In particular, they would like confirmation on where the Ride ticket will be distributed and specifically inquired about CCRI.

•**Bus Pass Program for Seniors and People with Disabilities**

Jane DeMelo stated that RIPTA has been advertising the fare product changes occurring on March 1, but hasn't seen anything regarding changes to the Bus Pass Program for Seniors and People with Disabilities. Cristy Raposo stated that although the Board did vote to change that program and charge .50¢ to pass holders who have not had to pay a fare, Governor Raimondo directed the R.I. Department of Human Services, the R.I. Department of Behavioral Healthcare, Developmental Disabilities and Hospitals, and the R.I. Division of Elderly Affairs to work with RIPTA to find a solution that balances the needs of these riders with RIPTA's fiscal constraints. Cristy stated that once the information regarding this program is finalized, RIPTA will make it publicly available and will inform all passengers.

John Gaffney asked if a study was done to determine the impact of this fare increase for people with disabilities. There needs to be special outreach to this community. He asked if there was a study done to determine whether or not this fare increase would cause passengers to shift from fixed-route service to the RIde program and the subsequent financial impact.

Mark Therrien stated that RIPTA did do a Title VI fare analysis on the impact the changes would have on minority and low-income communities. The fare study did not consider the number of people that might be pushed from fixed-route to the RIde program. Michael Moan stated that this issue may have been covered under "environmental justice" – which deals with disproportionate impacts on minority and low-income populations. Mark Therrien stated that RIPTA will look at some of the earlier sections in the ADA Handbook.

•**Interactive Voice Response (IVR)**

IVR is a telephony technology in which someone uses a touch-tone telephone to interact with a database to acquire information. On Monday, the Board of Directors approved the installation of Revel's Software Management's IVR system. By the end of February, this new IVR system will be up and running. IVR will automatically call passengers the night before their scheduled trip with their pick-up window confirmation (you can opt out of this feature). Passengers will be able to cancel trips the night before and the day of up to two hours before the scheduled trip time using the IVR. Agencies, like the Trudeau Center, will be able to track their clients and know van arrival times using this software. This software is not Apple compatible.

An ATAC member asked if the new IVR system will notify passengers when a RIde van is running late. Mark will look into this.

•**RIde Scheduling**

Mark stated if you are having difficulty with a Ride trip, please call Diane Cappalli.

- **Pick-Up Window**

Mark Therrien stated that pick-up windows have been changed to make it easier for Ride passengers. Pick-up window times will now be 10 minutes before and 10 minutes after. Ride will hold customers responsible to this.

- **No Show Policy**

Mark stated that Ride will be making slight changes to the No Show Policy. The current policy states that “A Practice of No Shows” is considered when No Shows total 7.5% or more of a customer's total trips in a rolling 30-day period. This percentage does not make sense for our riders and is resulting in unfounded penalties. The new policy will be based on the number of incidents, not a percentage, within a 30-day period.

The definition of a late cancellation is not changing. A passenger that does not call to cancel a specific scheduled trip at least 2 hours prior to the pick-up window will be treated as a No Show.

Mark Therrien stated with the IVR, passengers will not have to worry about getting through to a customer Service agent to cancel their trip. Ride passengers will be able to use IVR to cancel their trips on the same day.

VI. OTHER BUSINESS AND MEMBER REPORTS

John Carvalho made a motion to end the meeting at 5:59pm. 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 Monday, February 22, 2016 to reserve your ride (raposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 2/25/16
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 January 2016 Meeting
2. Follow Up from Previous Meeting
3. Fare Update – Karen DiLaurio
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, February 25, 2016
4:00 PM – 6:00 PM**

Attendees: Angie Stabile (Chair), Barry Humphries, Ed Soares, David Barlow, Mark Susa, Monica Dzialo, Deanne Gagne, Tanja Blicher-Ucranj, Heather Shay, Rui Cabral, Paul McNeil, Kelly Richards, Jane DeMelo and John Gaffney.

RIPTA Staff in attendance: Mark Therrien, Jim Vincent, Karen DiLauro and Cristy Raposo.

MEETING MINUTES

I. CALL TO ORDER

Monica Dzialo made a motion to approve the January meeting minutes. Rui Cabral seconded the motion. All were in favor.

II. FOLLOW UP FROM PREVIOUS MEETING

No discussion.

III. FARE UPDATE – KAREN DILAURO

RIPTA's Director of Finance, Karen DiLauro spoke to the ATAC regarding the upcoming fare changes. She announced that RIPTA had secured Stop & Shop and Shaw's Supermarkets as sales outlets for the new fare products. However, Stop & Shop will not be able to sell the new fare products until mid-April because of a new computer system installation. CCRI and Rhode Island College have also agreed to sell the new Ride Fare Ticket. RIPTA is building a network of places where to sell passes. RIPTA will also offer passes for tax-exempt agencies to purchase in bulk in order to best serve their clients. The Ride Fare Ticket will be available online at RIPTA.com for purchase as well. Karen DiLauro informed the ATAC that although RIPTA will no longer sell RIPTIKs as of March 1, we will continue to accept them on board all vehicles. RIPTA has instructed supermarkets to continue to sell their supply of RIPTIKs until they run out. Grocery stores will not accept RIPTIKs, or any other RIPTA fare products, in exchange for cash.

The ATAC asked about changes to the Bus Pass Program for Seniors and People with Disabilities. Karen stated that pass holders can continue to use their Senior/Disabled Bus Pass until July 1, 2016. The RIPTA Board of Directors approved an increase from no fare to .50¢ cents for this program. However, RIPTA is meeting with Governor's Office to plan for implementation and final

resolution. No changes will be made to the Senior/Disabled Bus Pass until July 1, 2016

Heather Shay asked if Ride drivers will continue to accept RIPTIKs. Mark Therrien stated that yes, both Ride and taxi drivers will accept RIPTIKs and the new Ride Fare ticket.

John Gaffney stated that at the last ATAC meeting, he asked if the Transit Fare Study researched the impact of charging fares on people with disabilities. Did the study consider the impact that raising fares would have on Ride users? John Gaffney then read a list of recommendations that he asked the ATAC to vote on and send to the RIPTA Board of Directors and CEO. Deanne Gagne made a motion to approve the list of recommendations. Kelly Richards seconded the motion. Two members were opposed.

The Accessible Transportation Advisory Committee (ATAC) submits the following recommendations to the RIPTA Board of Directors and RIPTA CEO:

- 1. That no fare increases for seniors or passengers with disabilities be enacted until a full analysis of such increases upon the mobility of these customers has been completed and reviewed by this committee and the RIPTA Board;*
- 2. That by this analysis or otherwise, the projections of any increased fare recovery be analyzed in comparison to the potential increased use of Ride services and overall possible losses or gains;*
- 3. That RIPTA make efforts to reduce its overall costs of providing transportation to these customers by undertaking more extensive travel training programs aimed at encouraging the use of fixed-route services, with no marginal costs, over very expensive paratransit Ride service; and*
- 4. That RIPTA examine, in consultation with this committee and before any fare increase for these customers, other potential means of cost savings such as trip-by-trip eligibility determination for the Ride service.*

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:

-113 bus trips were monitored in January.

- Of those 113 trips, 105 of the automated announcements worked (93% functioning).

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

Jim Vincent reported that Director of Transportation, James Dean is disciplining drivers as a result. The ATAC requested that Mr. Dean attend the March meeting.

- **Wheelchair Lift Failure**

Mark Therrien reported one wheelchair failure for January with an average wait time of 14 minutes.

V. RIDE/RIPTA SERVICE FEEDBACK

- **Department of Behavioral Healthcare, Developmental Disabilities and Hospitals (BHDDH)**

Effective March 1, 2016, RIPTA will be receiving \$8.70 cents for each directional ride provided to BHDDH clients. RIPTA's Ride Program will provide each client with up to ten trips from home to their day sites, as long as the starting and end points fall within the ADA corridor. This new arrangement will help track the true cost of moving people from their job site/day care to their home. Mark Therrien stated that additional drivers will not be hired. RIPTA is not bringing on new clients; these clients were already using ADA. Scheduling will become more efficient as a result of this.

- **Interactive Voice Response (IVR)**

IVR is a telephone technology in which someone uses a touch-tone telephone to interact with a database to acquire information. Mark Therrien reported that Reveal's Software Management consultants visited last week. The IVR system will be up and running the last week of March. RIPTA may reach out to you to ask if we can use your phone number for IVR testing.

- **Drug Testing for Ride Drivers**

Rui Cabral asked if Ride drivers are drug tested. He recently smelled marijuana on a Ride van.

Mark Therrien answered yes, all Ride drivers are drug and alcohol tested. RIPTA's Drug and Alcohol Program is administered under regulations set forth by the Federal Transit Administration.

All new hires have a pre-employment drug and alcohol test. All employees are screened for the following: Marijuana (THC), Cocaine, Amphetamines, Opiates, and Phencyclidine (PCP) prior to employment.

Once an employee is hired, they are added to safety-sensitive drug and alcohol testing pool for random testing. The testing is random. An employee can be tested once a year or several times a year. It is random.

The first time an employee tests positive for drugs and/or alcohol, they are removed from safety-sensitive and referred to a substance abuse professional for evaluation and treatment recommendations. If the same employee tests positive a second time, their employment is terminated.

If a Ride driver is suspected of drug use, the patron should contact RIPTA and RIPTA would send a trained Supervisor to the driver immediately.

• **Reduced Fare Bus Pass Program**

Jane DeMelo asked for details regarding the reapplication process. RIPTA does not have those details confirmed at this time. Monica Dzialo asked which definition will be used for “disability” under the new Reduced Fare Bus Pass Program. She stated that she will provide what the Office of Rehabilitation Services (ORS) uses as a definition for disability. Monica made a motion for the ATAC to review which definition should be used for eligibility for the Reduced Fare Bus Pass Program. The emphasis should be on functional ability, not disability. Rui seconded the motion. All were in favor.

FOLLOW-UP: Monica provided the following information via email:

Disability is a physical, medical, sensory, mental, emotional or learning impairment which significantly impacts one’s functional capacity. Disability limits one’s ability in the following life skilled areas: mobility, communication, interpersonal, self-care, self-direction and work skills. This refers to, but is not limited to, vision, hearing, speech, reasoning, climbing, stamina, physical tolerance or endurance, balance, distinguishing between sounds or speech, inability to read signs or written directions/instructions, travel in unfamiliar areas, self-reliance, controlling one’s impulses, inability to ask for assistance or directions on one’s own, frequently requires supervision or assistance, personality or mood disorders, possessing poor social skills, failure to comprehend and the inability to handle stress or stressful situations.

These are only a few of the conditions or functional limitations that the Office of Rehabilitation Services uses to determine eligibility for services for their Vocational Rehabilitation (VR) program.

VI. OTHER BUSINESS AND MEMBER REPORTS

Heather Shay made a motion to end the meeting at 5:31pm. Ed Soares 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 21, 2016 to reserve your ride (raposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 3/24/16
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 February 2016 Meeting
2. Follow Up from Previous Meeting
3. ATMS Driver Issues: Jimmy Dean
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, March 24, 2016
4:00 PM – 6:00 PM**

Attendees: Angie Stabile (Chair), Barry Humphries, Barbara Henry, Ed Soares, David Barlow, Mark Susa, Ele Felaco, Pam Amaral, Tanja Blicher-Ucranj, Heather Shay, Paul McNeil, Kelly Richards, Chris Byers, Michael Moan and John Gaffney.

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

MEETING MINUTES

I. CALL TO ORDER

Barry Humphries made a motion to approve the February meeting minutes. Kelly Richards seconded the motion. All were in favor.

II. FOLLOW UP FROM PREVIOUS MEETING

Cristy Raposo reported that the bus stop info post on Elmwood Avenue has been replaced per Mark Susa’s request.

III. ATMS DRIVER ISSUES

Jim Vincent reported that drivers have received verbal warnings; no written warnings have been issued. He reported that drivers, who are repeatedly in violation of making announcements, will be suspended. The ATAC would like for bus drivers to take this issue seriously.

Barbary Henry relayed an incident that she reported to RIPTA’s Customer Service Department. She told a bus driver that she would like to disembark at a certain stop. The driver instructed her to pull the cord and then told her “Well, if I can remember.” Jim Vincent stated that RIPTA will be launching diversity training.

The ATAC requested that the ATMS system announce Ocean State Center for Independent Living (OSCIL) on Route 3B (Warwick Ave). Heather Shay will ask Lorna Ricci for suggestion on how the announcement should be made.

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:

-107 bus trips were monitored in February.

- Of those 107 trips, 99 of the automated announcements worked (93% functioning).

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

• **Wheelchair Lift Failure**

Mark Therrien reported two wheelchair failures for February with an average wait time of 10 minutes.

V. RIDE/RIPTA SERVICE FEEDBACK

• **Rider Hygiene**

Barbara Henry was disturbed by the way another passenger left the Ride van smelling. Mark Therrien stated that a rider's hygiene is not a legal reason to remove he/she from a bus or van.

• **Electric Bus**

New Flyer, a manufacturer of heavy-duty buses in the U.S. and Canada will be at RIPTA on Thursday, March 31, 2016 to present their new electric bus. ATAC members are invited to a presentation and viewing with New Flyer. Cristy will email details.

• **Interactive Voice Response (IVR)**

IVR is a telephone technology in which someone uses a touch-tone telephone to interact with a database to acquire information. Mark Therrien reported that the IVR system will be up and running in April. RIPTA may reach out to you to ask if we can use your phone number for IVR testing.

• **Bill (H 7937)**

Ele Felaco is concerned about Bill (H 7937). She asked Cristy to send a link to the bill via email to the ATAC. She invited ATAC members to join the Rhode Island Organizing Project (RIOP) for a RIPTA No Fare Meeting on Tuesday, March 29, 2016 at 9am at Mathewson Street Church, 134 Mathewson Street, Providence to discuss the bill.

• **Reduced Fare Bus Pass Program**

John Gaffney reported that Massachusetts may be raising fares, but they are first doing an analysis on how will it affect low income and people with disabilities. He is concerned that RIPTA is violating FTA laws. Mark Therrien reported that he is waiting for RIPTA's Planning Department to reply to the ATAC's inquiries.

Mark asked that the ATAC wait for a RIPTA response before going to the FTA. In the past, any time the ATAC has requested to be added to the RIPTA Board Meeting Agenda, they have been added.

- **Pick-Up Window**

Barbara Henry reported that the Ride van arrived very early before the pick-up window. Mark stated that the driver should not be there before the pick-up window. If the driver is early, you are not required to board until your pick-up window.

- **Ride Fare Ticket**

Heather Shay is very disappointed in the quality of the product; it is just paper. She's concerned that people will illegally duplicate it. Mark Therrien explained that it would be extremely easy for RIPTA to identify who on the Ride system was using fake tickets. Cristy Raposo stated that RIPTA had an issue with fake tickets on fixed-route – and that paper was of much higher quality.

Angie would like a spreadsheet report of where Ride Fare Tickets are distributed and how many are allocated to each location.

- **Route 57 - High Service Road**

The ATAC reported accessibility issues near Fatima Hospital on High Service Road, RIPTA Route 57. There is a bus shelter on end of line coming out. Going in, it is impossible to get off the street to the stop. Some of the bus drivers don't let John Gaffney get on at end of outbound run. The driver forced him to cross road. There are no curb cuts on the inbound.

Follow-up: According to the Planning Department, the bus shelter in front of Fatima Hospital is both the last bus stop on the outbound and the first bus stop on the inbound. Drivers need to allow passengers on at this stop.

VI. OTHER BUSINESS AND MEMBER REPORTS

Angie Stabile made a motion to end the meeting at 5:59pm. Ed Soares 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, April 24, 2016 to reserve your ride (raposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 4/28/16
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 March 2016 Meeting
2. Follow Up from Previous Meeting
3. Membership
4. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
5. Ride/RIPTA Service Feedback
6. Other Reports

NOTE

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

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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, April 28, 2016
4:00 PM – 6:00 PM**

Attendees: Angie Stabile (Chair), Barry Humphries, Barbara Henry, Ed Soares, David Barlow, Mark Susa, Heather Shay, Kelly Richards, John Carvalho, John McBride, Deanne Gagne, Leslie Fairall and John Gaffney.

RIPTA Staff in attendance: Mark Therrien and Jim Vincent

MEETING MINUTES

I. CALL TO ORDER

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

II. FOLLOW UP FROM PREVIOUS MEETING

Mark Therrien reported that per the ATAC’s request, the ATMS system now announces Ocean State Center for Independent Living (OSCIL) on Route 3B (Warwick Ave).

III. MEMBERSHIP

Paul McNeil, John Gaffney, and Heather Shay were voted in as new members.

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:

- 112 bus trips were monitored in March
- Of those 112 trips, 102 of the automated announcements worked (91 % functioning).
- 11bus drivers made zero announcements when the ATMS malfunctioned.

• Wheelchair Lift Failure

The ATAC would like Cristy Raposo to email this report.

V. RIDE/RIPTA SERVICE FEEDBACK

•Interactive Voice Response (IVR)

IVR is a telephone technology in which someone uses a touch-tone telephone to interact with a database to acquire information. Mark Therrien reported that the RIPTA will begin work on the IVR system in the next few weeks. Angie Stabile, Barbara Henry, Heather Shay, Rui Cabral, Leslie Fairall, Arlene Fernandez, Will Potter and John Carvalho will participate in the testing.

• Reduced Fare Bus Pass Program

At the February ATAC Meeting, John Gaffney read a list of recommendations that he asked the ATAC to vote on and send to the RIPTA Board of Directors and CEO. The ATAC approved the motion and the recommendations were sent to the CEO. Mr. Gaffney chastised RIPTA for still not having responded to the ATAC comments and recommendations on the planned fare changes. He also requested a digital report of the Transit Fare Study. *Follow-up: Cristy Raposo emailed the report to Mr. Gaffney on May 9, 2016.*

• ATMS Issues

Barbara Henry reported an incident on fixed-route in which the operator did not announce the bus stop when the ATMS failed. The operator left her in the wrong location. Mark Therrien will follow-up with Customer Service.

• Call Wait Times

Mark Therrien reported that the wait times have gone down dramatically. There are now six phone room employees and Diane Chappell. Calls are being monitored for quality assurance.

• Ride Vans

A question came up regarding the low step on the van which was a problem to some. Mark Therrien stated that RIPTA is aware of the issue and will not be purchasing that type van again. RIPTA will be switching from gas to diesel vans.

•Photo ID Office

Barbara Henry complimented Olginia Dos Santos for her professionalism in Kennedy Plaza. Mark Therrien said her supervisor will be informed of the compliment.

VI. OTHER BUSINESS AND MEMBER REPORTS

• Strategic Plan

Mark Therrien discussed the new RIPTA Strategic Plan that is being created. He reviewed the inclusive process being used to gain insight from staff, Board members, operators and the public. The ATAC is being ask to review and

comment on a draft of the plan. The Planning Department will present a copy of the draft at the May ATAC meeting. Members asked that the draft or the presentation be sent via e-mail in advance so it could be reviewed prior to the meeting. Once finalized, Cristy Raposo will send the Strategic Report to the ATAC, as well as the five focus areas of the Strategic Plan.

- **Ride On Time Performance (93.3%)**

A conversation ensued on how the Ride system is performing. Numerous members stated that vehicles have been arriving very close to scheduled time. MT stated that on-time performance was 93.3% for the month of March and that Saturday is the lowest performing on-time performance day of the week.

- **BHDDH Experience**

Mark Therrien reviewed the how the BHDDH pilot has been operating.

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

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Accessible Transportation Advisory Committee

Meeting Date: 5/26/16
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 April 2016 Meeting
2. Follow Up from Previous Meeting
3. Strategic Plan Discussion of Five Focus Areas:
 - Focus on Customers
 - Innovate
 - Prioritize Safety
 - Ensure Stability
 - Deliver Mobility
4. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
5. Ride/RIPTA Service Feedback
6. Other Reports

NOTE

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ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

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Thursday, May 26, 2016
4:00 PM – 6:00 PM**

Attendees: Angie Stabile (Chair), Barry Humphries, Will Potter, Ed Soares, David Barlow, Mark Susa, Heather Shay, Kelly Richards, John Carvalho, Leslie Fairall, John Gaffney, Jeanne Ouellette, Tanja Blicher-Ucranj, Paul McNeil, Grace Pires, Pam Amaral, and Monica Dzialo.

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

MEETING MINUTES

I. CALL TO ORDER

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

II. FOLLOW UP FROM PREVIOUS MEETING

No discussion.

III. STRATEGIC PLAN DISCUSSION OF FIVE FOCUS AREAS

The ATAC discussed areas where RIPTA needs to improve.

FOCUS ON CUSTOMERS

- There should be accountability for both RIde and the customer
- RIPTA needs to do a better job of training employees on how to interact with passengers
- Better communication with email, texting, etc. No adequate communication on paratranist side
- Keep customers informed of changes, service parameters – better technology to better and more frequently communicate with customers
- Ongoing training for RIde employees who interface with RIde customers
- Both fixed-route and paratransit customers should receive the same level of customer service
- Employees should undergo mandatory training on a biannual basis
- Training should involve REAL riders. NOT just textbook. There needs to be a humanistic component
- RIPTA should incorporate Easter Seals Project Action training into their materials

INNOVATE

- Invest in technology to improve current customer communication systems and tracking.
- New phone system
- Ability to make same day reservations, as well as same day trip adjustments should be available
- Utilize technology to collect fares for RIde and fixed-route (electronic fare system)

PRIORITIZE SAFETY

- Wheelchair straps must be secured. Where straps are stored on van need to be secured better.
- Platform lifts rattle too much; replace this option.
- Improve seatbelts for customers in RIde. Shoulder harness is preferred over lap belt. Better restraint systems on RIde fleet on window seats.

ENSURE STABILITY

- Secure a stable funding source.
- Expand on mobility management role to include human services transportation so that the nightmare of Logisticare doesn't happen again.

DELIVER MOBILITY

- Bus stops are too far apart. This is difficult for people with mobility issues.
- Better and more sensitive placement of bus stops.
- Improved bus stop placement design and maintenance.
- Need more hubs. Too many transfers.
- Better design and invest in amenities at hubs for example: Stop & Shop hub in East Providence needs to be improved.
- Decrease wait time; long time to wait.
- Better coordination of arrival and departure times like at an airport hub.
- Improved amenities at hubs
- More information at hubs; how far away is the next bus? Expand the real-time information system to other hubs.
- Do not put hubs out in the middle of the parking lot. If you want to go to mall, you have to cross parking lot. Not safe.
- RIPTA should work with municipalities to ensure safe passage. Work with them on path of travel issues.
- Grow Flex system to cover underserved areas.

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, 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:

- 131 bus trips were monitored in April
- Of those 131 trips, 129 of the automated announcements worked (99 % functioning).
- 2 bus drivers made zero announcements when the ATMS malfunctioned.

Jim Vincent was pleased to announce that RIPTA had a record number of monitored trips in April. 131 trips were monitored. ATMS was working 99% of the time. Only two operators failed to make announcements when it was required. This was the best month since we started monitoring. Those two cases have been referred to Jimmy Dean for a verbal warning.

• **Wheelchair Lift Failure**

Cristy Raposo reported two wheelchair lift failures in March and one in April. Wait times were not recorded.

V. RIDE/RIPTA SERVICE FEEDBACK

• **Interactive Voice Response (IVR)**

IVR is a telephone technology in which someone uses a touch-tone telephone to interact with a database to acquire information. Mark Therrien reported that they are currently testing the voice used for IVR. Three Ride computers must be upgraded before RIPTA can begin fully testing the IVR. Mark Therrien reported that passengers will soon be receiving calls letting you know what time your next day trip is. Will Potter stated that Phase 2 of IVR testing will be texting or email. If you do not want to receive IVR phone calls, please let a CSA know. If you have any issues, please email ride@RIPTA.com or call. If you tried to cancel a trip and it did not work, contact Ride.

If you need to cancel a trip the day before, call Ride, use the app, or use IVR.

• **June Agenda Recommendations**

John Carvalho would like to discuss complimentary Rides to ATAC meetings for members at the next meeting. John Gaffney would like to discuss having an ATAC liaison to the Board of Directors.

• **Reduced Fare Bus Pass Program**

At the February ATAC Meeting, John Gaffney read a list of recommendations that he asked the ATAC to vote on and send to the RIPTA Board of Directors and CEO. The ATAC approved the motion and the recommendations were sent to the CEO. *Follow-up: Cristy Raposo read RIPTA's response to the ATAC.*

• **RIPTA Board of Directors**

The ATAC asked for information on Mayor Avedisian's board resignation and how to join the Board. Mark Therrien reported that Stephen Durkee is acting Board Chair.

The Governor's appointments (with advice and consent of the Senate) are identified in both RIPTA's Bylaws and RIGL 39-18-2.

The RIPTA Board of Directors consists of eight (8) members. Seven (7) members are appointed by the Governor with the advice and consent of the Senate for a term of three (3) years. One member shall be the Director of the Department of Transportation.

As of April 2016, there are currently 4 openings on the Board of Directors. The law states that the Board should try to have someone on the Board who has a disability and someone who is a senior citizen. If you have a recommendation, please reach out to Governor Raimondo's office.

Board member responsibilities include:

- Attend monthly meeting at 1:30pm on a Monday at RIPTA
- Serving on one or more of the following subcommittees: RIPTA's Pension System, Finance, and Strategic Plan
- Review and monitor RIPTA's budget
- Approve all purchases over \$50,000

Follow-up: There are currently bills pending in the General Assembly (Senate Bill 2373 and House Bill 7329) regarding potential changes to that section of the law concerning board appointments.

• **Photo ID Office**

The ATAC requested that the Photo ID Office at Elmwood Avenue remain open during the June meeting so that members can have their IDs processed.

VI. OTHER BUSINESS AND MEMBER REPORTS

• **Bus Stop Design Guide Community Meetings**

Cristy Raposo reported that RIPTA is currently developing bus stop design guidelines for use by RIPTA, the Rhode Island Department of Transportation, municipalities and others, when roads with RIPTA bus routes are reconstructed

or otherwise improved. Your input is valuable in helping to set guidelines describe where and how a bus stop should be built. RIPTA invites the ATAC to attend the scheduled community meetings. John Gaffney stated that there are very clear ADA Guidelines on bus stop design; RIPTA should follow those and expand upon it.

Ms. Raposo read the following questions aloud. These are some topics that may be discussed at the community meetings:

- Are you able to safely travel on the sidewalk or path to your bus stop?
- Was it easy to cross the street to reach your bus stop?
- Does the street have striped crosswalks or traffic signals?
- Do parked cars block your view of traffic?
- Do trees or plants block your view of traffic?
- Describe the condition of the sidewalk. Is there a sidewalk? Does it need a curb ramp?
- Is there enough color contrast, sound, light and shade to accentuate travel paths between shelter, sidewalk and bus boarding areas?
- Is there a trash receptacle at your bus stop?
- Which type of trash receptacle installation would you like to see? Attached to the shelter. Free standing. Garbage bag. Bolted to sidewalk. Other?
- Are there problems with the trash receptacle and surrounding area?
If YES, please describe the issue: Trash can very full. Graffiti at bus stop. Bus stop littered. Grocery carts left at stop. Trash cannot be securely installed. Adjacent property littered.
- What information would you like available at a bus stop?

John Gaffney made a motion to end the meeting at 6:00pm. Heather Shay 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, June 21, 2016 to reserve your ride (raposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 6/23/16
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 2016 Meeting
2. Bus Stop Design Guide – Greg Nordin
3. Follow Up from Previous Meeting
4. Complimentary Rides to ATAC meetings
5. ATAC Board of Directors Liaison
6. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
7. Ride/RIPTA Service Feedback
8. Other 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, June 23, 2016
4:00 PM – 6:00 PM

Attendees: Angie Stabile (Chair), Barry Humphries, Rui Cabral, Mark Susa, Heather Schey, Kelly Richards, John Carvalho, Deanne Gagne, Jeanne Ouellette, Paul McNeil, Fredericka Athenas, Pam Amaral, and Monica Dzialo.

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

MEETING MINUTES

I. CALL TO ORDER

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

II. BUS STOP DESIGN GUIDE – GREG NORDIN

Greg Nordin reported that RIPTA's Planning Department is currently developing bus stop design guidelines for use by RIPTA, the Rhode Island Department of Transportation, municipalities and others, when roads with RIPTA bus routes are reconstructed or otherwise improved. RIPTA held community meetings to gather public feedback on the project. Meeting materials were emailed to the ATAC and are available online. RIPTA is accepting feedback through July 15, 2016.

The Bus Stop Design Guide will address the following:

- How can RIPTA improve the process of working with RIDOT?
- How can RIPTA make sure passengers have some level of the same amenities on all projects? For example, a bus stop in Westerly should have common elements to other bus stops across the state.

Greg reported that RIPTA has hired a consultant to make sure bus stops are functional for our passengers. The consultant will analyze:

- Stop locations, placement (Is the bus stop located at the far side or near side of an intersection?)
- Stop configuration (How everything is arranged. Minimize impact to parking. Situated at locations where cars cannot park so bus can get to curb.)
- ADA accessibility
- Where does signage go? What information is posted on the signage?

- How do bus stops interact with bike lanes?
- When do we include bike maps, schedules, benches, shelters?
- How does the bus figure into bus priority? When do we have key jump or bus priority lanes?

Greg stated that RIPTA is very interested in passenger feedback. Are we missing the mark on anything? Is there anything we can do differently? Greg stated that Barbara Henry attended one of the public meetings and had asked if RIPTA could differentiate the pavement treatment so she would know when she is at a bus stop.

Rui Cabral expressed concern regarding maintenance. Greg Nordin stated that RIPTA does not want to build a bus stop that will not be maintained. RIDOT would build the bus stop; it's the municipality's responsibility to maintain it. RIPTA's primary partner on this project is RIDOT, but we have been reaching out to municipalities.

Monica Dzialo inquired as to how a bus stop is determined. Greg replied that RIPTA tries to locate bus stops as close to any major destinations as possible (Walmart, doctor's office, etc). RIPTA will then have to consider parking impacts, shelter considerations, and ADA accessibility. The bus stop must be in a safe and convenient location.

Jeanne Ouellette stated that there are standard bus stops along a street where there is parking. Some of them are marked with yellow on the curb where cars aren't supposed to park there; she would love to see that enforced. Greg stated that as part of this process, we're opening up new avenues of communication with people we don't have communications with normally. RIPTA recently spent some time discussing parking enforcement with the Department of Public Works' Chief Engineer. We're also working with the Providence Police Department on signage to enforce no parking at bus stops.

III. FOLLOW UP FROM PREVIOUS MEETING

No discussion.

IV. COMPLIMENTARY RIDES TO ATAC MEETINGS

At the last ATAC meeting, John Carvalho requested ATAC members receive complimentary Ride transportation to ATAC meetings. Mark Therrien discussed this with RIPTA's CEO, Raymond Studley. Mr. Studley approved the request; any ATAC member can travel to and from the meeting at no charge on Ride. Will Potter will figure out the logistics. The complimentary ride from Kennedy Plaza to ATAC meetings will remain free. Monica stated that the committee should send a thank you to the CEO. Angie will send an email.

V. ATAC BOARD OF DIRECTORS LIAISON

Angie Stabile does not think the ATAC needs a liaison to RIPTA’s Board of Directors. People can read the Board minutes on the website. Deanne Gagne thinks it is a good idea. Mark Therrien stated that legislation passed which will require having a passenger with a disability on the RIPTA Board of Directors. There are no board appointments until January 2017. The ATAC agreed to table the discussion for now. Mark does represent the ATAC. If there is something specific the committee would like addressed, it can be added to the Board agenda.

VI. 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:

- 103 bus trips were monitored in May
- Of those 103 trips, 100 of the automated announcements worked (97 % functioning).
- 3 bus drivers made zero announcements when the ATMS malfunctioned.

Jim Vincent was pleased to report that RIPTA is making tremendous progress. Ariel Mercedes in IT has been made aware of each time the ATMS failed.

The ATAC reported that the ATMS is still not working near the Stop & Shop in Wampanoag Plaza. The announcement is muffled and incorrect. The ATMS announced “Taunton Avenue,” before pulling into Wampanoag Plaza. RIPTA will look into this and he will have a supervisor speak to the drivers.

• Wheelchair Lift Failure

Cristy Raposo reported three wheelchair lift failures in May. The average wait time was 7.33 minutes.

VII. RIDE/RIPTA SERVICE FEEDBACK

•Interactive Voice Response (IVR)

IVR is a telephone technology in which someone uses a touch-tone telephone to interact with a database to acquire information. Mark Therrien reported that they are currently testing the voice used for IVR. If you have any issues, please email ride@RIPTA.com or call.

•Ride Reservations

The ATAC discussed Ride scheduling issues including missed pick-up times and incorrect drop-off information. Mark Therrien reported that due to a recent upgrade to Ride's computer system, there were some glitches. He advised the committee that when scheduling a Ride, a passenger should state what time he/she needs to be dropped off at the location – not what time he/she wants to be picked up.

•Grant Opportunity

RIPTA is applying for a grant that will allow Ride to make technology upgrades. If awarded, the grant would allow Ride to provide same day service with available vehicles. Mark would like a letter of support saying that the disabled community would really like this. The software company has already agreed to put up 20% of the money. Rui Cabral made a motion to write a letter of support. John Carvalho seconded it. All were in favor.

•August Meeting Recommendation

Angie Stabile made a motion to cancel the August ATAC meeting. Rui Cabral seconded it. All were in favor.

• Reduced Fare Bus Pass Program

Cristy Raposo announced that RIPTA has extended the deadline to obtain new Reduced Fare Program Bus Passes. Passengers will now have until September 1, 2016 to obtain the new passes, rather than July 1, 2016. In addition, RIPTA will be continuing free and reduced fares for low income seniors and adults with disabilities through January 1, 2017.

VIII. OTHER BUSINESS AND MEMBER REPORTS

• Will Potter

Mark Therrien reported that Will Potter is no longer a member of ATAC; he is now a permanent RIPTA employee. He will be attending ATAC meetings going forward as a RIPTA representative.

John Gaffney made a motion to end the meeting at 6:00pm. Fredericka Athenas 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, September 12, 2016 to reserve your ride (raposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 7/28/16
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 June 2016 Meeting
2. Strategic Plan Presentation – Sarah Ingle
3. Follow Up from Previous Meeting
4. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
5. Ride/RIPTA Service Feedback
6. Other 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

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, July 28, 2016
4:00 PM – 6:00 PM

Attendees: Angie Stabile (Chair), John Gaffney, Ele Felaco, Jane Musco, Francisco Sousa, Tanja Blicher-Ucranj, Rui Cabral, Mark Susa, Leslie Fairall, Kelly Richards, David Barlow, Barbra Henry, John Carvalho, Deanne Gagne, Paul McNeil, Pam Amaral, Jane DeMelo, and Monica Dzialo.

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

MEETING MINUTES

I. CALL TO ORDER

John Carvalho made a motion to approve the June meeting minutes. Rui Cabral seconded the motion. All were in favor.

II. STRATEGIC PLAN PRESENTATION – SARAH INGLE

Sarah Ingle from RIPTA's Planning Department stated that she received a great list of questions and concerns from the ATAC regarding the Strategic Plan. The current Strategic Plan draft reflects the input of ATAC members, RIPTA employees at all levels, as well as the Board of Directors. A lot of what the ATAC suggested was already in the process of being addressed. Attached to these minutes is a copy of the presentation.

John Gaffney stated that RIPTA should consult with the Easter Seals Project Action and the The National Transit Institute, at Rutgers University; both are both great resources for ADA issues.

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:

- 109 bus trips were monitored in June
- Of those 109 trips, 106 of the automated announcements worked (97 % functioning).
- 3 bus drivers made zero announcements when the ATMS malfunctioned.

The ATAC asked if bus drivers are aware they are being monitored. Jim Vincent stated that Jim Tierney, Director of Operations, has reminded drivers that they must be mindful, courteous, and professional at all times. Jim Vincent confirmed that he will report to the ATAC if a bus driver is fired due to this bus monitoring program.

The ATAC reported that the ATMS is still not working on Route 51 and near the Stop & Shop in Wampanoag Plaza. Announcements have been inconsistent. How is this going to be resolved? Jim Vincent asked that the ATAC continue to report any issues they experience with ATMS.

- **Wheelchair Lift Failure**

Cristy Raposo reported two wheelchair lift failures in June. The average wait time was 2 minutes.

V. RIDE/RIPTA SERVICE FEEDBACK

- **Interactive Voice Response (IVR)**

IVR is a telephone technology in which someone uses a touch-tone telephone to interact with a database to acquire information. Brooks Almonte reported that the IVR is in beta testing mode. If you have any issues, please email ride@RIPTA.com.

- **Ride Reservations**

Kelly Richards reported that someone cancelled her Ride and it wasn't her. Brooks stated that it may have been caused by the IVR beta testing.

Jane DeMelo reported that one of her clients had to stop using Ride because it was undependable. No matter how early the Ride was scheduled, her client would arrive late. The same client had been stranded at Lowe's at night with no return trip. Brooks Almonte is going to follow up on this.

Leslie Fairall stated that paratranist has made a lot of improvements, but she is still having major issues with scheduling. She is interested in Ride's on-time performance. RIPTA will provide a report at the next meeting.

- **Ride e-newsletter**

Jane DeMelo stated that she loves RIPTA's e-newsletters. She requested that Ride send out more information via e-newsletter as well.

- **Kennedy Plaza**

The ATAC is extremely concerned by safety issues at Burnside Park. Burnside Park needs better lighting at night. Both Burnside Park and Kennedy Plaza should have emergency call boxes. The ATAC stated that during the Kennedy Plaza renovation, they specifically asked for better lighting and increased safety measures in both Kennedy Plaza and Burnside Park. ATAC members are also concerned about the loitering at the Kennedy Plaza doors. Barbara Henry asked if there are security cameras at the Ticket Window in Kennedy Plaza.

Mark Therrien reported that RIPTA has hired a security team to monitor Kennedy Plaza. The ATAC would like to know what their role is, their hours of operation, and what they are doing. The ATAC requested a monthly report on this.

The ATAC requested that route number for each stop is added in Braille. They also pointed out that the new electronic signage is useless for those with visual impairments. Will a voiceover be available?

- **ATAC Leadership**

Angie Stabile stated that her term as Chair expires in January 2017. She will not be running for another term and offered to help whoever wins with the transition. She stated that the ATAC spearheaded getting wheelchair lifts at front of the bus. The committee is very important and does make a difference.

VI. OTHER BUSINESS AND MEMBER REPORTS

- **Complimentary Rides**

Mark Therrien reported that there were some glitches with the complimentary rides. He appreciates the ATAC's understanding and confirmed that RIPTA will not charge for any Rides to and from ATAC meetings.

At the June ATAC meeting, Mark Therrien reported that RIPTA's CEO, Raymond Studley approved the ATAC's request; any ATAC member can travel to and from the meeting at no charge on Ride. The complimentary ride from Kennedy Plaza to ATAC meetings will remain free. Angie Stabile sent an email to the CEO on behalf of the ATAC thanking him for this.

John Gaffney made a motion to end the meeting at 6:00pm. 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 Will Potter by 4:30pm on Tuesday, September 20, 2016 to reserve your ride (wpotter@ripta.com or 784-9500 x411).**



Accessible Transportation Advisory Committee

Meeting Date: 9/22/16
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 July 2016 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
4. Ride/RIPTA Service Feedback
5. Other Reports

NOTE

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

Please call **Will Potter** at 784-9500 x411 or email at wpotter@ripta.com

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

**RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, September 22, 2016
4:00 PM – 6:00 PM**

Attendees: Angie Stabile (Chair), Rui Cabral, Barbara Henri, Mark Susa, Heather Schey, Vincent Dejesus, Kelly Richards, John Gaffney, Jeanne Ouellette, Fredericka Athenas, Pam Amaral, and Monica Dzialo.

RIPTA Staff in attendance: Mark Therrien, William Potter, Jim Vincent

MEETING MINUTES

I. CALL TO ORDER

Angie Stabile made a motion to approve the July meeting minutes. Fredericka Athenas seconded the motion. All were in favor.

II. FOLLOW UP FROM PREVIOUS MEETING

No discussion.

III. RIPTA REPORTS

•Ride On Time Performance

Mark Therrien presented a chart of on time performance for Ride for the past fiscal year compared to the current year. August was at 96.5% on time for Ride. Members voiced appreciation for the new chart and John Gaffney praised the number indicating that they were very high. Mark Therrien indicated that the numbers reflected Ride vans only and did not reflect taxis.

Mark indicated to the ATAC that he would like the ATAC's assistance in filtering out what metrics Ride should use to measure performance. Rui Cabral asked if the call center data was tracked. Mark indicated that the calls were tracked by Brooks and that hold times were recorded. Rui requested that information.

•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:

- 100 bus trips were monitored in July
- Of those 100 trips, 98 of the automated announcements worked (98 % functioning).
- 1 bus driver made zero announcements when the ATMS malfunctioned.

Jim Vincent was pleased to report that RIPTA is making tremendous progress. Ariel Mercedes in IT has been made aware of each time the ATMS failed.

The ATAC reported that the ATMS is still not working near the Stop & Shop in Wampanoag Plaza. The announcement is muffled and incorrect. The ATMS announced “Taunton Avenue,” before pulling into Wampanoag Plaza. RIPTA will look into this and he will have a supervisor speak to the drivers. Additionally the ATAC reported that the announcement for “Kennedy Plaza” is announcing while inside the East Side Tunnel.

•**Wheelchair Lift Failure**

There were 4 total wheelchair failures for the month of July.

IV. RIDE/RIPTA SERVICE FEEDBACK

•**Interactive Voice Response (IVR)**

IVR is a telephone technology in which someone uses a touch-tone telephone to interact with a database to acquire information. Mark Therrien reported that they are beginning the process of enrolling customers in text messaging as well as the IVR. More details to come. Vincent asked William Potter to add him to the IVR test group.

•**Ride Reservations**

The ATAC discussed Ride scheduling issues including missed pick-up times and incorrect drop-off information. Mark Therrien reported that due to a recent upgrade to Ride’s computer system, there were some glitches. He advised the committee that when scheduling a Ride, a passenger should state what time he/she needs to be dropped off at the location – not what time he/she wants to be picked up.

Barbara Henry had two concerning trips over the past two months both occurring with Checker Cab. Barbara was extremely upset that a driver from checker approached her in Stop and Shop after an altercation several weeks previous. In addition, Barbara expressed frustration with Checker Cab’s inability to be on time. Mark indicated that Ride is reviewing its use of Checker Cab specifically due to concerns about timing.

Frederica Athinas also indicated she had a bad experience with Checker Cab

and that the individual that they sent to pick her up was deaf. Fredericka was also upset because the driver was unable to find their way to her destination after being late.

Henry, a new ATAC attendee, indicated that RIPTA bus operators should be retrained on stopping at bus stops. Henry was passed by on several occasions in Newport. Vincent DeJesus shared that he had had similar concerns and said he now carried a flashlight for nighttime trips and uses it to flag down operators.

•Ride Fare Ticket

Angie Stabile and Rui Cabral indicated that there are shortages of Ride Fare Tickets at Shaws and Stop and Shop. When Rui asked the managers to order more they indicated that RIPTA is reluctant to sell large quantities at a time. Mark Therrien will follow up with RIPTA's Finance Department to find a solution.

•Reduced Fare Bus Pass Program

Jeanne Ouellette expressed her frustration that Office for Rehabilitation Services had been removed from the list of approved qualifying agencies for the Reduced Bus Pass Program. Mark has advised Jeanne to follow-up with making a formal meeting with Customer Service to see how her students could be served better.

John Gaffney indicated that it would be counter intuitive to allow ORS to self qualify individuals for a bus pass. John indicated that it would become a "self serving" issue and would reduce the validity of having an independent agency.

V. OTHER BUSINESS AND MEMBER REPORTS

No discussion.

Heather Schey made a motion to end the meeting at 6:00pm. Angie Stabile 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. If you would like to take the complimentary Ride trip from Kennedy Plaza to the ATAC meeting, you must contact Cristy Raposo by 4:30pm on Tuesday, October 24, 2016 to reserve your ride (raposo@ripta.com or 784-9500 x242).



Accessible Transportation Advisory Committee

Meeting Date: 10/27/16
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 2016 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
4. Ride/RIPTA Service Feedback
5. Other Reports

NOTE

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. If you would like to take the complimentary the Ride van leaving Kennedy Plaza from the Bonanza stop at 3:30PM, please call Cristy Raposo at 784-9500 x242 or email raposo@ripta.com

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, October 27, 2016
4:00 PM – 6:00 PM

Attendees: Angie Stabile (Chair), Barry Humphries, Barbara Henry, John Carvalho, Heather Schey, Kelly Richards, David Barlow, John Gaffney and Pamela Amaral

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

MEETING MINUTES

I. CALL TO ORDER

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

II. FOLLOW UP FROM PREVIOUS MEETING

•Ride Fare Ticket

At the October meeting, Angie Stabile and Rui Cabral indicated that there are shortages of Ride Fare Tickets at Shaw's and Stop and Shop. When Rui asked the managers to order more they indicated that RIPTA is reluctant to sell large quantities at a time. *Follow-up: RIPTA has increased the amount of passes provided to the East Providence Shaw's.*

III. RIPTA REPORTS

•Ride Call Time Performance

Mark Therrien presented a chart of the Ride call center performance comparing the month of September 2015 to September 2016. He reviewed the number and percentage of calls abandoned. The number of calls abandoned will alert Ride if there is a problem going on. Mark will report on the percentage of calls abandoned each month. The Longest Wait Time in September 2016 was 22 minutes and 54 seconds. The Wait Time is measured from when the Ride system answers to when the Customer Service Agent (CSA) picks up your call.

He explained that the Average Abandoned Time reflects how long the customer was waiting on the phone before they hung up. The Average Answer Rate reflects the number of calls answered of those who called into the system. In September 2016, 98% of the calls were answered.

The ATAC asked how is the Wait Time adjusted if the CSA puts you on hold? How

is that factored in? The ATAC would also like to see wait times for Saturdays. Mark stated he will get back to the ATAC on this.

•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 stated that there was some difficulty with the ATMS this month due to the service changes. He provided the following RIPTA Bus Monitoring and ADA Announcement Compliance Report:

- 100 bus trips were monitored in September
- Of those 100 trips, 82 of the automated announcements worked (82% functioning).
- 15 bus drivers made zero announcements when the ATMS malfunctioned.

•Wheelchair Lift Failure

There were zero total wheelchair failures for the month of September.

Mark Therrien stated that he will speak to Transportation regarding wheelchair access issues that may not be in the report.

•Mobile Applications

Mark Therrien reported that there is currently a statewide Hack-A-Thon underway. Participants are competing to see who can develop the best mobile application for fixed-route service. He also reported that a Reveal mobile application for iOS devices is currently in the works.

IV. RIDE/RIPTA SERVICE FEEDBACK

•Interactive Voice Response (IVR)

IVR is a telephone technology in which someone uses a touch-tone telephone to interact with a database to acquire information. Heather Schey reported issues with IVR; it is only providing information on her first trip, not her second trip. She’s reported this, but has not received a response. The ATAC reported issues with the IVR not recognizing their identification numbers. Mark Therrien stated that he will follow up with Chris McKenna on this.

• Taxis

Mark Therrien reported that RIPTA is no longer working with LogistiCare. As a result, more passengers will be moved from taxis to vans as a result. Going forward, all taxi companies must require that their employees are drug tested if they want to do business with RIPTA. The ATAC suggested RIPTA partner with Uber, however Mark stated that the quality dips from van to cab – what would

happen with Uber?

•**Photo ID Office**

The ATAC was extremely upset that the Photo ID Office was moved from Kennedy Plaza to 705 Elmwood Avenue without any input from the committee. Kennedy Plaza is more central and requires less travel time for most people. Elderly and people with disabilities have to cross Elmwood Avenue, which is a busy street. The ATAC suggested that RIDOT install a light and crosswalk closer to the entrance of RIPTA's headquarters. John Gaffney made a motion that the ATAC express concern to the RIPTA Board of Directors regarding the Photo ID Office location change and recommend that RIPTA return the office to Kennedy Plaza. If the Photo ID Office is to remain at the RIPTA Headquarters, then the pedestrian access needs to be improved and addressed. The ATAC agreed with John's motion.

Follow-up: The Photo ID Office will now be open at Kennedy Plaza on Monday and Wednesday of each week. It will be open Tuesday and Thursday of each week at RIPTA's headquarters at 705 Elmwood Avenue, Providence.

Operational hours will be the same at both locations: from 9:00 am to 12:00 pm and from 1:00 pm to 4:00 p.m. Both locations will be closed on Friday to accommodate road trips to senior centers throughout the state.

V. OTHER BUSINESS AND MEMBER REPORTS

No discussion.

Heather Schey made a motion to end the meeting at 5:52pm. Angie Stabile seconded the motion. All were in favor.

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Accessible Transportation Advisory Committee

Meeting Date: 12/01/16
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 October 2016 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
4. Functional Assessment
5. 2017 Calendar
6. Ride/RIPTA Service Feedback
7. Other Reports

NOTE

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ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

**RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, December 1, 2016
4:00 PM – 6:00 PM**

Attendees: Angie Stabile (Chair), Barry Humphries, Rui Cabral, Monica Dzialo, John Carvalho, Mark Susa, and John Gaffney

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

MEETING MINUTES

I. CALL TO ORDER

John Carvalho made a motion to approve the October meeting minutes with an amendment stating that average and mean vs. median are included in the reporting. Rui Cabral seconded the motion. All were in favor.

II. FOLLOW UP FROM PREVIOUS MEETING

III. RIPTA REPORTS

•Ride Call Time Performance

Mark Therrien presented a chart of the Ride call center performance comparing the month of October 2015 to October 2016. He reviewed the number and percentage of calls abandoned. The number of calls abandoned will alert Ride if there is a problem going on. Attached is a copy of the report.

Mark Therrien stated that now that IVR has launched, RIPTA will reassess which hours the phone room is open and how it is staffed.

•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 stated that there was some difficulty with the ATMS this month due to the service changes. He provided the following RIPTA Bus Monitoring and ADA Announcement Compliance Report:

-96 bus trips were monitored in October

- Of those 96 trips, 81 of the automated announcements worked (84% functioning).
- 15 bus drivers made zero announcements when the ATMS malfunctioned.

John Gaffney asked if they cycle the ramps; is part of the pre-check?

- **Wheelchair Lift Failure**

There were two total wheelchair failures for the month of October.

IV. FUNCTIONAL ASSESSMENT

Mark Therrien stated that when Ride Program applicants apply or reapply to be a part of the program, they will have to physically come to RIPTA for an in-house interview. He stated that if Ride requires in-house interviews, we will not go to functional assessment.

RIPTA needs two committees who can commit to meeting a little more often over the next six months to discuss policies, paperwork, interview forms and more. Will RIPTA pick you up for the interview? What questions should be on the interview form? These are examples of questions we will be discussing with the committees.

If RIPTA will go forward in this direction, we will hold a public meeting to present the new program requirements to the public.

The ATAC asked if a public hearing is required and whether or not ATAC minutes and meeting notices should be posted to the Secretary of State's website. Mark will follow-up on this.

Mark would like to be prepared to make a recommendation to the RIPTA Board of Directors on this topic in May with the final proposal endorsed by the ATAC.

V. 2017 CALENDAR

The ATAC agreed to mimic the 2016 calendar. The new calendar is posted on www.ripta.com/atac

VI. RIDE/RIPTA SERVICE FEEDBACK

- **Interactive Voice Response (IVR)**

IVR is a telephone technology in which someone uses a touch-tone telephone to interact with a database to acquire information. Heather Schey reported issues with IVR; it is only providing information on her first trip, not her second trip. She's reported this, but has not received a response. The ATAC reported issues with the IVR not recognizing their identification numbers. Mark Therrien stated that he will follow up with Chris McKenna on this.

VII. OTHER BUSINESS AND MEMBER REPORTS

Angie Stabile announced she will not be running for reelection.

Barry Humphries made a motion to end the meeting at 5:55pm. Rui Cabral seconded the motion. All were in favor.

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