

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

**RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, April 27, 2017
4:00 PM – 6:00 PM**

Attendees: Rui Cabral (Chair), John Gaffney, Angie Stabile, Barry Humphries, Pamela Amaral, Kelly Richards, Mark Susa, Jane DeMelo, and Heather Schey

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

MEETING MINUTES

I. CALL TO ORDER

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

II. FARE PRODUCTS – Q & A

The ATAC expressed concern about the new .50¢ fare and a possible pass product. Greg Nordin, RIPTA’s Planning Department, stated that at the current time RIPTA does not have plans to create a .50¢ fare product. RIPTA is open to reconsidering if there is reason for them to do so. In the future, RIPTA will implement a new fare collection system that will offer an account based system that will allow passengers to add money to an account.

John Gaffney asked if a Title VI analysis was conducted on RIPTA’s proposed increase to the Senior/Disabled Fare. Greg Nordin stated that the original proposal was to raise the fare to \$1.00. As a result of the Title VI review, RIPTA only raised the fare to .50¢ instead of the original proposed \$1.00 fare.

Rui Cabral asked if the future plan for reloadable fare products includes paratransit. Greg Nordin confirmed that it does; RIPTA wants to create a fare system that is intuitive and friendly for all passengers. RIPTA will discuss policies and practices with the ATAC as this plan comes to fruition.

Jane DeMelo advised ATAC members to use the stored value aspect of a change card instead of carrying cash. You MUST first tap your RIPTA Reduced Fare Bus Pass on the farebox. Once you hear a beeping sound, insert a \$20 bill (or other domination) into the cash insertion slot on the farebox. The farebox will deduct .50¢ and then print the remaining stored balance on a change card. Passengers can then use the Change Card to pay for their trips instead of carrying cash. Mark Therrien stated that you must always tap your Reduced Fare Bus Pass first and wait

for the beep, or the farebox will deduct \$2.00 instead of .50¢ for your trip. ATAC members requested that RIPTA publicize this option.

John Gaffney stated that he has not been charged in the last month or had his card swiped. Mark Therrien stated that this is skewing RIPTA's ridership data and he will look into this.

The ATAC asked Greg Nordin if transfers can be valid for three hours instead of two hours, especially on the weekends. Greg stated that the financial implications to changing this would probably not pass, but RIPTA will take it under advisement. He pointed out that RIPTA did loosen the transfer policy last March. Transfers now include unlimited travel within the system for two hours - as opposed to old policy which required switching to another route or not using the transfers for a return trip.

III. FOLLOW UP FROM PREVIOUS MEETING

• Crossing Elmwood Avenue

ATAC members requested that RIDOT update the pedestrian signal so that is audible. Passengers coming here for their bus passes are required to cross the street. Angie Stabile made a motion to send a letter to RIDOT and the Governor's Commission on Disabilities with this request. John Carvalho seconded it. All were in favor.

Follow-up: Rui Cabral sent a letter to RIDOT.

•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 has not yet received a response from the RIPTA Board.

IV. RIPTA REPORTS

•Ride Call Time Performance

Mark Therrien reviewed Ride's Call Center performance comparing the months of February 2016 to February 2017. The numbers are improving. However, at the end of the month, Ride switched phone systems which caused a few glitches. Attached is a copy of the report.

Angie Stabile reported that she noticed a decreased wait time and better music. ATAC members asked if there is a system in place to notify passengers when the carrier changes. Mark Therrien stated that there is not, but he will look into it.

•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 was unable to attend the April meeting, however he did provide Mark Therrien with the following RIPTA Bus Monitoring and ADA Announcement Compliance Report:

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

•**Wheelchair Lift Failure**

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

V. RIDE/RIPTA SERVICE FEEDBACK

•**Service Animals**

Heather Schey reported that a driver made her put her service dog between the seats; the dog could not fit and was uncomfortable. She asked if RIPTA driver training instructs drivers as to where service animals should sit and how the animals should be approached. Mark will look into this and RIPTA will reemphasize service animal training with a paycheck if necessary.

VI. OTHER BUSINESS AND MEMBER REPORTS

•**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 Ride is aware that there have been technical issues with IVR. The system will be updated next week. It is very important that ATAC members report any issues with the IVR to Ride.

•**Taxi Cabs**

Mark Therrien reported that Ride has cut down on the number of cab operators that they use. He also reported that Checker Cab is no longer doing business with RIPTA.

Mark stated that Ride removed all of the passenger phone numbers off the manifest Ride sends to the taxi companies. If you would like Ride to give your number to the cab company in the event that the taxi driver needs to get a hold of you, Mark will release your phone number.

Mark Therrien also reported that RIPTA is purchasing four more cabs that are accessible.

Angie Stabile made a motion to end the meeting at 6:05pm. Heather Schey 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, June 20, 2017 to reserve your ride (raposo@ripta.com or 784-9500 x1242).