

## **ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE**

**RIPTA Transportation Conference Room  
705 Elmwood Avenue, Providence, Rhode Island 02907  
Thursday, December 7, 2017  
4:00 PM – 6:00 PM**

**Attendees:** Rui Cabral (Chair), John Gaffney, Angie Stabile, Barry Humphries, John Carvalho, Monica Dzialo, Heather Schey, Kelly Richards and Lisa Stamp  
**RIPTA Staff** in attendance: Mark Therrien, Jim Vincent and Cristy Raposo

### **MEETING MINUTES**

#### **I. CALL TO ORDER**

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

#### **II. FOLLOW UP FROM PREVIOUS MEETING**

At the October meeting, the ATAC asked what is preventing the ATMS system from functioning 100% of the time. Jim Vincent read the following email from Ariel Mercedes, RIPTA's Operations Technology Specialist:

Unfortunately, there are multiple potential reasons why the automated announcements system may not work at all times. The following is a short list:

- An automated announcement may be located too far from a bus actual route (for example, due to a detour.);
- The data-radio signal is not available;
- The data radio onboard a bus has malfunctioned;
- The speakers are damaged, improperly connected, or low in volume;
- An automated announcement may be missing from the ATMS hard drive onboard a bus.

On a related note, a review of RIPTA's fixed-route automated announcements is expected to be finished this Friday, with an updated file of automated announcements taking effect next Monday.

#### **III. 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:

83 bus trips were monitored in November

Of those 83 trips, 78 of the automated announcements worked (94 % functioning).

5 bus drivers made zero announcements when the ATMS malfunctioned.

The ATAC stated that they dislike the term “courtesy stop.” It is not a courtesy for the driver to announce a stop, it is required.

- **Wheelchair Lift Failure**

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

#### **IV. REVIEW PROPOSED ADA APPLICATION**

In order to use RIPTA’S Ride Paratransit Program, you must fill out an ADA Application. The ADA application has been revised in order to provide an application consistent with present-day ADA eligibility practices currently implemented in mid-sized transit systems.

Mark Therrien reviewed the updated draft application and the edits that had been made based on the feedback received at the last ATAC meeting and the public meeting held at RIPTA. He stated that the new final approved application would go into effect on February 1, 2018. The ATAC reviewed the updated draft application and provided the following feedback:

#### **Part 5: HEALTH CARE PROVIDER ASSESSMENT AND VERIFICATION**

**Question 6:** Why does RIPTA need to know if an applicant has a current patient care plan? Mark agreed this should be removed.

#### **ADDITIONAL COMMENTS:**

The ATAC requested that RIPTA notify passengers 90 days before their pass and or application expires.

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

- **Ride Reservation Line**

Heather Schey reported that she called Ride before 4:30pm and was placed on hold. She was placed on hold for so long that her call was not answered by 4:30pm and she was automatically sent to the answering service. She stated that whoever calls in to Ride and is in the call queue before 4:30pm, should be answered by a Ride employee – not the answering service. Mark is going to look into this.

The voicemail on the reservation line states that reservations cannot be made on a Sunday. Mark is going to check the voicemail.

•**Scheduling Error**

Heather Schey reported that the scheduler put her home address for pick-up instead of her work address. When the driver called her from the wrong pick-up location, she asked him to pick her up at the correct address, but he refused. Mark Therrien stated that the drivers are not allowed to make changes to the manifest.

•**Governor’s Commission on Disabilities**

The ATAC brought up that this address has two entrances. Members never know which entrance they will be picked up at. Mark Therrien stated that RIPTA will send a supervisor out to review the area and determine which is the best entrance for Ride vehicles to pick up and drop off passengers.

**VI. OTHER BUSINESS AND MEMBER REPORTS**

•**Appeal Process**

Mark Therrien stated that Ride will be changing their appeal process. Ride will create an appellate committee to review this. Monica volunteered to be on the committee. Mark stated this will be discussed in depth at the January ATAC meeting.

•**ATAC 2018 Meeting Calendar**

Cristy Raposo asked if the ATAC would like to mimic the 2017 meeting calendar for 2018. The ATAC agreed.

**Angie Stabile made a motion to end the meeting at 5:40pm. 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.**