

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

RIPTA Transportation Conference Room
269 Melrose Street, Providence, Rhode Island 02907
Thursday, January 19, 2012
10:30 AM – 12:30 PM

RIPTA Staff in attendance: Charles Odigmbé, Mark Therrien, Ed Scott, Liz Harvey, Al Pontarelli, James Dean, Anne LeClerc, Doug Wood and Cristy Raposo

RIPTA Board Members in attendance: Anna Petra Liebenow

Attendees: Anna Petra Liebenow (co-chair), Angie Stabile (co-chair) Leo Canuel, Wheeler Clemons, Mary Jane Fry, Deanne Gagne, Victoria Hardy, Barry Humphries, Nicole Miale, Michael Moan, Will Potter, Patricia Scarry, and Ed Soares

MEETING MINUTES

I. CALL TO ORDER

Attendees introduced themselves.

Angie Stabile made a motion to approve the December meeting minutes. **Barry Humphries** seconded the motion. All were in favor.

II. CEO'S COMMENTS

Charles Odigmbé anticipates an effective transition of Bill Inlow's duties with the support of the local group. RIPTA will work hard to be just as supportive as Bill Inlow was in his position as ADA Coordinator. In regard to ADA Stop Announcements, there are still individuals who are not complying. Odigmbé wants all RIPTA operators to comply 100% with stop announcements. He cannot wait for the ATMS project to be complete so that the announcements are done all the time automatically.

Anna Petra Liebenow thanked Odigmbé; the issue is very important.

III. QUESTIONS FROM LAST MEETING

Outstanding issues fall under the remaining agenda items.

IV. BUS PASS POLICY REVIEW

Anne LeClerc reviewed the proposed changes to the bus pass policy. Changes the committee had suggested in December have been made.

A question had been raised in December about the lack of a specific definition of disability. Anne explained that there are many different definitions of disability in various federal and state programs. Rather than choose one, RIPTA's policy will be to accept whatever definitions of disability are used by the accepted partner agencies or federal/state programs providing documentation. The committee accepted this approach.

Angie Stabile stated that explains why the disabilities are not being clarified in the policy.

There was discussion about what agencies were included or not included, particularly ORS, and whether agencies had been approached about the changes. **Anne LeClerc** answered that the Vocational Rehabilitation and Services for the Blind divisions of ORS are listed; they will be deleted and the Office of Rehabilitation Services will be added to cover all services offered by ORS. RIPTA has not met with all the agencies yet, and is open to adding new agencies to the current approved list. Committee members can inform her of any agencies they would like to see added to the list. The policy needs to be approved by the Board before adding agencies.

Mark Therrien explained that the policy needs to be approved first. The procedures will be further discussed in the committee. By passing this policy, RIPTA and the committee are able to make changes to the procedures without having to hold public hearings and then receive board approval. This process will be quicker and more efficient. In response to *a concern regarding the fares not listed in the policy*, Therrien further explained that the fares are covered under RIPTA's Fare Policy. RIPTA cannot change any fares on a whim.

Anne LeClerc stated that if you are 65 years of age and older, you qualify for the Senior Half Fare Bus Pass by showing proof of age. This is an easier process than obtaining proof of disability

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Nicole Miale asked what happens in the event that an individual obtains a Half Fare Bus Pass, but would qualify for a No Fare Bus Pass during the 5-year period. **Mark Therrien** stated that passengers can re-apply at any time during the approval period if their circumstances change. They would have to pay the new pass fee, not a replacement fee

V. STOP ANNOUNCEMENT COMPLIANCE UPDATE

James Dean defined a "working suspension" as when a note is written in the operator's file but he/she is allowed to work. He stated that operators are being suspended with loss of pay; there are no working suspensions.

Angie Stabile expressed concern that the operator can mitigate the situation so that he/she works on their scheduled off day and avoid losing pay.

James Dean stated that is possible, but the operator would receive straight time pay if they work on their scheduled day off and not time and a half pay as they normally would in that situation. Progressive disciplinary actions are in place with the final action being termination. Any operator who scores 50% or below compliance is automatically reevaluated. He reported that for the month of December, the following actions were taken:

- 16 Operators received a verbal warning
- 19 Operators received a written warning
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James Dean explained that operators must score at least 80% Compliance or be subject to disciplinary action. There has been some improvement. Last January, the number of operators not complying was in the teens. This year, that number is in the single digits.

Al Pontarelli confirmed that RIPTA has been speaking to every individual operator about this issue.

Angie Stabile is concerned the union will consider the disciplinary action of termination to be a breach of contract. **Mark Therrien** stated that the union will always arbitrate a termination. RIPTA offers retraining as a last step before termination in order to ensure that the driver understands the specific requirements of how and when to do stop announcements, the seriousness of noncompliance, and that, if he/she continues to be noncompliant, the next action is termination. This should support RIPTA's termination action during arbitration

Leo Canuel asked what happens when a driver returns from retraining and then 6 months later is under 80% compliance. **James Dean** answered that the operator would be terminated. He said that RIPTA is considering some sort of redemption program, where the longer an operator is in 100% compliance, RIPTA will remove a disciplinary action from their file. **Mark Therrien** said that the committee will have the opportunity to comment on such a program.

Deanna Gagne stated that it sounds like we are never going to get to the point a termination. **James Dean** stated that RIPTA is at the point now and is holding firm; the union has filed a grievance about the process.

Leo Canuel is concerned that drivers will do a great job, but then slack off. He suggests that they be monitored for 6 months in order for the habit of announcing stops to form. He is concerned that operators who are in compliance aren't being monitored consistently like the operators who are not complying.

James Dean stated that every operator is reviewed randomly three times per year. The reporting company submits 120 reports per month.

Mark Therrien asserted that he will be meeting with James Dean on this issue.

James Dean reported 5 wheelchair lift failures in October 2011, 5 wheelchair lift failures in November 2011 and zero failures in December 2011. RIPTA responds to wheelchair failures immediately. The average response time for October 2011 was 24.4 minutes; November 2011 was 14 minutes.

In response to the question "*Why is the response time so high*", **Al Pontarelli** answered that a lot has to do with location. When a wheelchair failure happens in Woonsocket, it takes longer for a supervisor to respond than if it happened in Providence.

Leo Canuel assumed that the majority of wheelchair lift failures occur on older buses.

Angie Stabile is concerned about wheelchair lift failure rates during the cold winter season.

Victoria Hardy recounted an incident that occurred to her in November 2011. She attempted to board a Route 60 Inbound bus at Hope and State Streets in Bristol, but was told by the operator that the wheelchair lift did not work. The operator told Victoria that the bus was sent out to run the route that morning with a malfunctioning lift. Victoria was instructed by the operator to wait for the next bus. She inquired as to why a bus with a broken wheelchair lift would be sent out.

Al Pontarelli affirmed that RIPTA does not send buses out in that state. Operators are supposed to inspect the wheelchair lift before their run. Any malfunctions are supposed to be reported at the time of inspection. Following protocol, the operator should have notified dispatch and then communicated to Victoria that a supervisor was on the way.

Ed Scott apologized to Victoria on behalf of RIPTA. He urged her to call RIPTA immediately the next time something of that nature happens.

VI. OTHER RIPTA UPDATES

Anne LeClerc stated that Angie mentioned there are issues with the Interactive Voice Response (IVR) System.

Doug Wood tested the system. You can schedule a ride at least 48 hours in advance with IVR. However, in order to do so, you must call in advance and speak to a representative first to set up and save your preferred destinations. Doug suggested that committee members try it out and provide feedback to RIde. **Anna Petra Liebenow** asked how many people are using IVR. Doug Wood replied that many people have been using it, though there have been some problems. He believes most of these problems have been addressed. He urged the committee to try it and provide feedback.

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Wood presented the issue to both RouteMatch (scheduling software) and LogicTree (IVR company); this is a programming and interface issue that is going to take some time for them to figure out.

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Accessible Transportation Advisory Committee

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Meeting Time: 10:30 AM – 12:30 PM
Location: RIPTA
269 Melrose Street, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Agenda Review/Additions
 - Review and approval of Minutes from 1/19/12 meeting

2. Stop Announcement Compliance Update

3. Accessible Cab Update

4. New RIPTA Website

5. Other Business and Member Reports

NOTE

**The Ride van will leave Kennedy Plaza
from the Bonanza stop
at 10:00AM for the ATAC meeting.**

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

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RIPTA Board Members in attendance: Anna Petra Liebenow

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MEETING MINUTES

I. CALL TO ORDER

Anna Petra Liebenow commented that the January meeting minutes looked great; however she found the bold text distracting. She requested that names not be in bold.

Angie Stabile pointed out that she was not complaining at the last meeting that the door in the RIPTA lobby was locked; she was noting it. Liz Harvey informed the group that the policy is to keep the door locked; she recommended banging on the door when you arrive or calling ahead so that someone will open the door before the start of the meeting

Angie Stabile made a motion to approve the January meeting minutes. Gary Brandyberry seconded the motion. All were in favor.

II. STOP ANNOUCEMENT COMPLIANCE UPDATE

Liz Harvey introduced herself as the Director of Transportation. She reported that from last April 2011 to December 2011, overall ADA compliance is at an average of 70%. Overall ADA compliance for January 2012 is 76%; that is up 6% from December. In January 2012, 50 of the bus operators were at 100% compliance.

Doug Wood noted that is a big jump from the previous month, where only 35 bus operators were at 100% compliance.

Liz Harvey reported the following for January 2012:

- 7 bus drivers were at 0% compliance
- 7 verbal warnings issued
- 13 written warnings issued
- 11 cautions issued
- 7 1-day suspensions issued

No retraining or termination due to ADA non-compliance; no driver is at that level of reprimand as of yet.

Liz Harvey reported that system-wide, drivers were at an overall compliance of 73% in November 2011 and up to 76% in January 2012.

Anna Petra Liebenow asked if the driver who was issued a 5-day suspension in November had served it. Liz Harvey reported that the driver has been out for quite a while on medical leave; check back with her in a month for an update on his status. Angie Stabile asked if his medical issues could impact his ability to make ADA announcements; Liz Harvey answered no.

Gary Brandyberry asked if the seven drivers who were issued a 7-day suspension had served it; Liz Harvey confirmed they did.

Victoria Hardy asked about the status of the driver who was issued a suspension and retraining. Liz Harvey answered that the driver she is referring to is the same one that is currently out on medical leave; he is due to be retrained.

Anna Petra Liebenow stated that at the RIPTA board meeting two months ago, talking about ADA announcements was actually on the agenda. Board members were concerned about not being able to follow that information. Anna Petra Liebenow wanted to make sure that information is being shared with the board on a regular basis; that did not happen this month.

Liz Harvey noted that RIPTA normally reports this information on a quarterly basis to ATAC. RIPTA reported this information last month and this month. She asked if ATAC wants a monthly or quarterly report. Angie Stabile requested a monthly report.

Mary Jane Fry asked if the bus drivers know who the ADA compliance monitors are. Liz Harvey answered that almost 90% of the time, the drivers do not know they are being monitored.

Angie Stabile indicated that there appears to be an improvement. RIPTA didn't have progressive discipline prior to April 2011. Liz Harvey noted that RIPTA hasn't seen 76% compliance in a while; Angie Stabile stated not since June 2010.

Liz Harvey informed that ATMS (Advanced Transit Management System) will be here a year from now; bus stop announcements will be made automatically. Angie Stabile stated that ATMS system is still a machine that could malfunction. She said that drivers should know that if the system fails, that they are then responsible for the ADA announcements. Liz Harvey agreed. Charlie St. Denis said that is the biggest mistake the MBTA made; drivers thought that because the auto announce is installed, they don't have to make announcements even when the equipment failed. Angie Stabile recalled an incident on AMTRAK where the auto announce did not work. The conductor made the announcements on the microphone and also walked through all the cars and announced the stop.

A) Wheelchair Lift Failure

Liz Harvey reported 3 wheelchair lift failures for January 2012; the average wait time was 21 minutes. Doug Wood stated that considering what that number used to be, 3 is a good number; wheelchair lift failures were previously in the double digits.

Angie Stabile stated that there was some confusion last month when wheelchair lifts were discussed. The committee received two conflicting answers: 1) RIPTA never sends a bus that has a broken wheelchair lift on a route. If a lift is broken, the driver informs a dispatcher to take care of the situation. 2) RIPTA prefers not to send out buses with broken wheelchair lifts, but sometimes RIPTA has no choice. Liz Harvey informed the committee that RIPTA tries exceptionally hard not to send a bus out with a non-working wheelchair lift. However, in an emergency situation, if the only bus available is a bus with a non-working wheelchair lift, RIPTA will send it out. The driver is instructed to notify dispatch if they have to miss a passenger in a wheelchair. In the event RIPTA must send out a bus with a non-working wheelchair lift, RIPTA tries to use that bus on a Park n' Ride route; these routes tend to have the minimal amount of wheelchair passengers.

Liz Harvey instructed the committee to call RIPTA if they are ever passed by a bus or told by a driver that a lift is not working. Angie Stabile stated that is a good reminder for everyone; if you have a problem, report the problem to RIPTA immediately. Doug Wood agreed, stating that it is much easier to track down the situation if it is reported sooner rather than later.

B) Ride Program

Angie Stabile asked if Mark Therrien is overseeing the Ride Program. Doug Wood answered that there has been a reorganization and Mark Therrien is overseeing Ride program. Liz Harvey stated that Doug Wood is overseeing Ride scheduling. She and Jimmy Dean will

oversee the actual RIde drivers. Ed Scott is in charge of Safety, Training, and Claims. Doug Wood added that Mark Therrien is still in charge of Planning, but will no longer be overseeing IT.

Deanne Gagne's organization deals with people who use RIde; she asked who is taking those calls now. Deanne shared that her neighbor needed an ADA application; she called Diane Chapel. Doug Wood stated that they can call anyone. All phone calls to Bill Inlow's extension are forwarded to the RIde call center. Call the basic RIde number at 461-9760.

Liz Harvey reiterated that if you call Bill Inlow's number, your call will be automatically forwarded to the reservationist.

Anna Petra Liebenow asked how long is it taking for the application process; how long is it before an applicant hears from RIPTA. Doug Wood answered that there is a 2 week turnaround on all applications. However, if RIde receives what is considered an emergency application, such as someone getting out of hospital that needs to go to radiation or dialysis right away, their application is processed immediately.

Angie Stabile asked about the renewal process; she stated that it is foolish to resubmit an entire application again when you are already in the system. Doug Wood answered that he has asked Anne LeClerc to set up a system to notify RIde when ADA eligibility is about to expire so they can receive a renewal notification. RIPTA needs to come up with a definite process for renewals, keeping in mind, that we still need official proof. Charlie St. Denis stated that previously Bill Inlow was able to renew his pass for him since he was already in the computer system.

III. ACCESSIBLE CAB UPDATE

Doug Wood was informed that there are two accessible taxis in the RIde maintenance facility today; per Anne LeClerc these cabs will be in service after March 1st. Liz Harvey confirmed that drivers are in training today learning how to use the wheelchair lift.

Anna Petra Liebenow asked about the anticipated arrival date for the rest of the accessible cabs. Doug Wood answered the remainder of the order typically arrives soon after the first delivery.

Doug Wood stated that drivers have to be trained how to use them properly. RIPTA's Training Department is training cab drivers today so that everyone knows how to operate wheelchair lifts and tie downs.

Gary Brandyberry asked if the accessible cabs are side or rear loaders.

Doug Wood answered that they appear to be rear loaders, but he was not sure. *Follow-up: After the meeting, Doug Wood confirmed that the accessible cabs are rear loaders.*

Anna Petra Liebenow stated that these accessible taxis are a sign that doing all this work can be a tedious slow process, but it is relevant. These cabs are something they have been working for and hoping for years. Knowing there are two ready in the back, ready to go out is wonderful. All this work takes time; you start something, and you don't know what the result is going to be or how long it will take.

Doug Wood stated that many cities have these accessible cabs. Part of the issue for RIPTA was coming up with funding to help provide these cabs. 80% of these cabs are funded by federal funding; 20% are paid for by the cab company. It's a good deal for the cab company and the consumers. This project took a lot of cooperation between RIPTA and the cab companies. Doug Wood informed the committee that there will not be statewide coverage with these accessible taxis. Doug Wood stated that there will be no accessible cab coverage in South County. Overall, this is a huge step forward, but there is still room for improvement.

Angie Stabile asked which cab companies purchased accessible taxis. Doug Wood did not have that information readily available. He stated that there is coverage in Woonsocket, northern RI, metro Providence, Newport and limited coverage in Kent County. There will be some pockets where it will be a challenge. Doug Wood stated that there are federal regulations that go with these cabs; some companies are not used to more extensive reporting and monitoring as regulated by the federal law. *Follow-up: Anne LeClerc confirmed that Airport Taxi, Big Daddy Taxi, Corporate Taxi, Economy Cab, Valley Cab, Orange Cab, and Rainbow Cab purchased accessible taxis.*

IV. NEW RIPTA WEB SITE

Dan Bannister presented the new RIPTA web site to the committee. He stated that the new site is more user-friendly; you can access information quicker. The former site was 8 years old. On the new web site, you can purchase bus passes directly online. Real time information, when ready, will be available on the web site. Currently, viewers can see bus routes and maps using Google maps on the site; longitude and latitude information is available. Viewers can actually see where the bus stops are. It is now easier to contact RIPTA, download applications and more. The average user time spent on the site is less because viewers can find information easier. RIPTA.com is now available on the mobile phone. Dan Bannister stated that RIPTA is still tweaking the site. When the web site was launched, the text

was white on a light grey background. After receiving complaints from the visually impaired community, we changed to the colors to dark grey and blue to make it easier to read.

Angie Stabile stated that the graphics need to be labeled; she cannot tell what is what. Dan Bannister said that the homepage is the most graphic heavy page on all of RIPTA.com.

Angie Stabile liked the ability to save bus schedules as PDF documents. Ed Soares stated that the bus schedules can be saved as PDFs in Internet Explorer 9.

Liz Harvey stated that Mark Therrien wants the committee to know that RIPTA is still tweaking the web site and making improvements.

Anna Petra Liebenow stated that at first it was hard for her to view the site and now it is not.

Dan Bannister shared that it took a year to build this new web site. He requested and compiled information from different departments. There will be more changes in the next two weeks. He urged the committee to inform him of any changes they would like to suggest.

Liz Havey asked if ADA applications are available online. Dan Bannister answered yes and pointed out that the ADA Application is at the bottom of the Accessibility page. Deanne Gagne asked if the link to the ADA application can be listed at to the top of the webpage. Deanne Gagne stated that some of the people she works with cannot read the site. Doug Wood said that one of the reoccurring comments received by RIPTA was that the lettering was tough for people to read; it has been updated.

Dan Bannister demonstrated how the maps are plotted out. Not all of the schedules have been plotted; RIPTA is working on it now. The maps are static and not in real time. Sheryl Cripps in RIPTA's Planning Department plots all the latitude and longitude coordinates of all the bus stops in our system. Dan Bannister then demonstrated where to click on ripta.com to purchase e-fares. He noted that there is a \$4 shipping fee. He assured the committee that transactions are safe and secure.

Angie Stabile asked if a confirmation email is sent out after a purchase. Dan Bannister confirmed that someone from the Finance Department emails a confirmation.

Anna Petra Liebenow asked if it can be noted on the Accessibility page that can you say that fixed-route buses are accessible. Doug Wood

answered that under Accessibility, it is mentioned that all buses have wheelchair lifts or ramps.

Angie Stabile stated that as a blind person, when she sees the word 'accessibility,' she assumes that it would make it speech friendly. Victoria Hardy agreed stating that the word 'accessibility' is ambiguous. She suggested changing it to 'Transit Accessibility' or 'Accessible Transit.' Liz Harvey suggested renaming the webpage 'Paratransit.' Anna Petra Liebenow suggested changing the heading to 'RIPTA accessibility.' Angie Stabile reported that on mbta.com, the webpage is titled 'MBTA Accessibility.' Dan Bannister stated that it seems redundant to name the webpage 'RIPTA Accessibility' when you are already on the RIPTA web site. Doug Wood stated that this topic requires discussion. Dan Bannister stated that the webpage title is 'Accessibility' per Anne LeClerc's request; he is more than happy to make any changes. Doug Wood requested that the committee research the issue and then email suggestions to Anne LeClerc or him.

Victoria Hardy informed the committee that she is an aspiring application and web developer; she asked what type of applications is RIPTA soliciting. Dan Bannister stated that RIPTA is soliciting schedule apps. RIPTA will review all apps submitted; if it is worthwhile, we will post it. Transit date is available online.

Dan Bannister stated that the new policy for the Bus Pass Program for Seniors and People with Disabilities will be posted on ripta.com once it has been posted on the Secretary of State's web site for 20 days. He also pointed out that there is now a section just for community meetings and public hearings on the new site. Using Google Translate, the new web site is available in Spanish, French, Italian, Portuguese, and Chinese - the top 5 languages spoken by RIPTA passengers.

Gary Brandyberry is very impressed. He stated that RIPTA has come a long way.

Dan Bannister urged the group to contact Cristy Raposo with any suggested changes.

Anna Petra Liebenow recalled a difficult experience she had trying to purchase RIPTIKs. First she went to Stop & Shop, but they did not have RIPTIKs. Then, she went to Shaw's Supermarket only to find out that they were closed. She is glad to see that RIPTIKs are available online for purchase.

Angie Stabile asked if there a maximum number of RIPTIKs you can purchase online in one order. Dan Bannister answered no; there is no limit to the amount of e-fare products you can purchase.

V. OTHER BUSINESS AND MEMBER REPORTS

Angie Stabile asked Cristy Raposo if she would be permanently working with ATAC. Cristy Raposo answered as far as she knew, yes.

Deanne Gagne pointed out that the monthly meeting calendar is incorrect; the April date listed is a Saturday. Liz Harvey left Anne LeClerc a message to correct that. Anna Petra Liebenow likes having the calendar on RIPTA letterhead. She is going to ask Anne LeClerc for an explanation of what ATAC is and who we are and have that printed on RIPTA letterhead.

Anna Petra Liebenow stated that at past meetings, other agencies discuss what has been going on. She invited those at the meeting to share their reports.

Angie Stabile, Vice President of the National Federation of the Blind's Greater Providence Chapter, just returned from DC. She was there lobbying the delegation on different issues that affect the blind of America. She had positive interaction with Rhode Island legislators. She met with Representative Langevin and legislators' staff members. She is lobbying for three particular issues: 1) Support legislative priorities regarding fair wages for people with disabilities by repealing Section 14(c) of the Fair Labor Standards Act (FLSA), 2) obtaining minority status for blind business owners and 3) trying to make technology for the home accessible, such as flat panel stoves and refrigerators for the blind. Locally, Governor Chaffee wants to revamp educational funding for blind and deaf children. It is not a good funding formula that he is proposing. Angie Stabile is at the State House all the time for various things.

Deanne Gagne works with PAL and Advocates in Action, an advocacy organization for both families and people with disabilities. She stated that people with cognitive disabilities have faced a lot of cuts to the DD system. Along with what Angie Stabile said, people with disabilities – cognitive or otherwise – are having trouble getting dental care.

Governor Chaffee has proposed a bill that would make it even more difficult for people with disabilities to obtain dental care. People already have trouble getting dentists due to Medicare or Medicaid; this bill would totally eliminate dental care for them. She urged the committee to call their legislators and let them know that this is unacceptable. It's hard to get a dentist now. She stated that people that are looking for jobs in this economy - how many toothless people do you know that are easily hired? With this new bill, dentists will not be paid what they should be paid.

Deanne invited the committee attend to the Advocates in Action

“Speak Up For Yourself” meeting at the Crowne Plaza Hotel in Warwick on March 26, 2012 from 7pm – 9pm. Learn, talk, share about ways to speak up and make a difference. This is a free event, but space is limited.

Doug Wood stated that with these government cuts, RIPTA is seeing a big increase in ridership; 9% increase over last year. People were getting Medicaid sponsored ambulance rides to workshops and other locations. The state is shifting that task and cost to RIPTA, however some of these people are difficult to transport; they need and require medical transport by ambulance. Angie Stabile stated that Mark Therrien had brought this issue up. She asked if group homes are affected by this. Doug Wood answered that there are people who apply, but then do not qualify because they do not live 3/4 mile within the ADA corridor. It is not pleasant information to give to them.

Angie Stabile recalled hearing a 78-year-old woman testify at a public hearing; her 50-something-year-old autistic son is not eligible for a group home, yet he can't ever be alone.

Liz Harvey excused herself from the meeting; she encouraged the committee to contact her in the event they need anything.

Ed Soares asked if committee members have to call to get a shuttle from Kennedy Plaza to the monthly ATAC meeting. Doug Wood answered that you must contact Cristy Raposo to confirm your ride to the ATAC meeting. A Ride van can only accommodate two wheelchairs, so RIPTA needs to know in advance so we can prepare accordingly. Doug Wood informed the committee that RIPTA will be receiving 4 new Ride vans that can accommodate 4 wheelchairs at a time when necessary. These Ride vans will have seats that flip up to accommodate additional wheelchairs. Ed Soares asked if RIPTA will be doing the same on fixed-route buses. Doug Wood confirmed that all fixed-route buses already have flip seats to accommodate 2 wheelchairs.

Anna Petra Liebenow stated that the Ocean State Center for Independent Living Conference is in May. She will pass along the information to Doug Wood. *Follow-up: The Conference is on Wednesday, May 23rd from 8:30am – 3:30pm at Rhodes on the Pawtucket. Also OSCIL is hosting a symposium about Macular Degeneration on Thursday, May 31st from 1pm to 4pm at the Radisson in Warwick.*

Victoria Hardy recently joined the Coalition for Transportation Choices. At last month's meeting, Ride passengers expressed concern regarding the programs being run and the level of service being offered. This issue will be further discussed at their next upcoming

meeting on Thursday, March 1st at 55 Dorrance Street in Providence.

Michael Moan, Office of Statewide Planning, commented on the draft TIP program. The draft Transportation Improvement Program (TIP) will be submitted to the Transportation Advisory Committee on Thursday, March 1st at the Department of Administration. Projects and services mentioned by Mark Therrien at the last meeting in regard to RIPTA will be included in the draft. ADA projects included in the TIP Program are under the Highway program funding budget, specifically under ADA and ADA projects done by DOT. DOT often looks to the Governor's Commission on Disabilities for assistance in prioritizing ADA projects. There are numerous ADA projects; RIDOT has the list. There may be discussion about increasing the annual ADA line item funding; that line of funding may be increased from \$1 million to \$1.5 million.

Anna Petra Liebenow made a motion to end the meeting at 12:06pm. Barry Humphries seconded the motion. All were in favor.

***There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on March 20, 2012 to reserve your ride (craposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 3/22/2012
Meeting Time: 10:30 AM – 12:30 PM
Location: RIPTA
269 Melrose Street, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Agenda Review/Additions
 - Review and approval of Minutes from 2/23/12 meeting

2. Follow Up from 2/23/12 Meeting
 - Meeting Calendar; Website questions; Accessible Cabs; ATAC description

3. Presentation of Proposed RIPTA Logos and Bus Stop Signs for ATAC feedback

4. Coalition for Transportation Choices

5. Stop Announcement Compliance Update

6. Other Business and Member Reports

NOTE

**The Ride van will leave Kennedy Plaza
from the Bonanza stop
at 10:00AM for the ATAC meeting.**

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

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

RIPTA Transportation Conference Room
269 Melrose Street, Providence, Rhode Island 02907
Thursday, March 23, 2012
10:30 AM – 12:00 PM

Attendees: Anna Petra Liebenow (co-chair), Angie Stabile (co-chair), Gary Brandyberry, Mary Jane Fry, Deanne Gagne, Russell Gifford, Victoria Hardy, Barry Humphries, Patricia Scarry, Charlie St. Denis, Ed Soares, and Alex Spidelman.

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

RIPTA Board Members in attendance: Anna Petra Liebenow

MEETING MINUTES

I. CALL TO ORDER

Angie Stabile made a motion to approve the February meeting minutes. Mary Jane Fry seconded the motion. All were in favor.

The Ride van was a little late picking up ATAC members in Kennedy Plaza, but the members did arrive in time for the meeting.

II. FOLLOW UP FROM 2/23/12 MEETING

- **Meeting Calendar** – Everyone by now should have the updated correct ATAC meeting calendar.
- **Website Questions** – The committee stated that last month's presentation on the new RIPTA.com web site was very helpful. Mark Therrien stated that there will be more changes on accessibility going on the web site; there will be more to report next month. The anticipated changes are based on national accessibility standards.
- **Accessible Cabs** – Mark Therrien reported that four accessible cabs have been delivered and transferred from RIPTA to four different cab companies. Two more cabs have been delivered to RIPTA; seven more will be delivered next week. RIPTA accepts the accessible cabs and then transfers them to the cab companies to be customized with paint, stripes and logos.

Cristy Raposo reported that Marketing is working with Senator Reed's office to schedule a press event announcing the arrival of accessible cabs to Rhode Island. The event is tentatively scheduled for Friday, April 13th. ATAC will be notified once a date and time is confirmed by Senator Reed's office.

Follow-up: Airport Taxi, Big Daddy Taxi, Corporate Taxi, Economy Cab, Valley Cab, Orange Cab, and Rainbow Cab have purchased accessible taxis. Below is a chart listing the area covered by the corresponding taxi service with accessible cabs.

Area	Company
Barrington Bristol N. Providence Warren	Big Daddy Taxi
Cranston	Big Daddy Taxi Corporate Taxi Economy Cab
Cumberland N. Smithfield Woonsocket	Valley Cab
Jamestown Tiverton	Orange Cab
Johnston	Big Daddy Taxi Economy Cab
Lincoln	Big Daddy Taxi Valley Cab
Middletown Newport Portsmouth	Orange Cab Rainbow Cab
Providence	Airport Taxi Big Daddy Taxi Corporate Taxi Economy Cab
Warwick	Airport Taxi Corporate Taxi
TF Green Airport	Airport Taxi

- **ATAC Description** – At the February meeting, Anna Petra Liebenow requested that Anne LeClerc print a description of ATAC on RIPTA letterhead. Mark Therrien reported that Anne LeClerc is working on that, but due to time sensitive grant projects, she was not able to complete this for the March meeting. It will be ready for the next meeting.

III. PRESENTATION OF PROPOSED RIPTA LOGOS & BUS STOP SIGNS FOR FEEDBACK

Greg Nordin, RIPTA Planning Department, reported that RIPTA is currently working with the City of Providence to improve the five highest ridership corridors in RIPTA's system. Bus routes that serve these five corridors currently operate at a high frequency, 7 days a week, to meet passenger demand. As part of this Key Bus Route Improvement Program, RIPTA will be reducing the number of bus stops along particular routes. Underused, unsafe and non-compliant ADA bus stops will be removed. The goal is to provide remaining bus stops with better amenities and improved bus shelters. This should have no affect on the Ride program at all. Bus routes are not changing; bus stops do not affect ADA corridor, bus routes do.

Route 11/99 will be rebranded as part of this project; this bus route will have its own signature name and bus stop sign design. RIPTA is currently in the design phase of this project and would like to take ATAC's feedback into consideration. Currently, RIPTA is considering a vibrant green and white color for the bus stop signs; the buses will not be changing. Greg Nordin will present draft designs at a future ATAC meeting. ATAC provided the following feedback:

- Bus stop signs should be highly visible at night. - *Ed Soares*
- The information should be on both sides, so that you can see it from the back. Sometimes it's a no parking sign, and you don't know unless you position yourself in front of it. - *Anna Petra Liebenow*
- List which routes stop at the bus stop directly on the sign. If you do not know the system, it can be tricky to figure out. - *Victoria Hardy*
- Address the issue of cars parking in front of RIPTA bus stops. - *Ed Soares*
- The bus stop signs should be bright and high contrast. - *Victoria Hardy*
- Bus shelters need to be more wheelchair-friendly. - *Angie Stabile*
- Design shelters so that a person with total visual impairment can identify it correctly. Incorporate sound if possible. - *Charlie St. Denis*
- Research the use of beacons in a transit system. The visually impaired community could have beacons that would start beeping as you got closer to your bus shelter. - *Mark Therrien*

RIPTA does not currently mount bus stop signs on the side like a flag, but it is something to consider. RIPTA is also considering making the size of the bus stop signs bigger. RIPTA is planning on including the routes served on the bus stop sign. RIPTA is currently working with local police and city administration to ticket vehicles parked in front of RIPTA bus stop signs. Part of the issue is that the space reserved for the bus at bus stop has not been defined. To alleviate this issue, starting with Elmwood Avenue, streets will be striped in front of a bus stop with the universal no parking zone stripes.

Route 11/99 is being branded with its own color, name and bus stop design because it is a distinctive route; it carries 20% of RIPTA's ridership. RIPTA will be running trips

on that route with limited stop service in an effort to resolve complaints that trips from Pawtucket or the Cranston city line into Providence take too long. Trips will be more efficient; the Route 11/99 bus will stop at major bus stops and get downtown faster. As a result, this route will be branded as its own line. Major transit authorities are branding routes like this to make transit more attractive to people so they will want to use it; MBTA's Silver Line is an example.

RIPTA is focused on a better looking but functional shelter. At heavily used bus stops, RIPTA is pushing for larger bus shelters; RIPTA wants larger shelter to protect wheelchair users.

Mark Therrien reported that the City of Providence has put up a considerable amount of money through grants to install bus shelters in Providence. RIPTA cannot afford to build as many as we need quickly; RIPTA will be asking communities to follow Providence's lead.

Route 11/99 Schedule Concern - Pat Scarry stated that the Route 11/99 schedule is confusing for students; they can ride the bus independently, but cannot read the schedule. Instead of "every 10 minutes," the schedule – at least the on-line version – should list the specific times.

Follow-up: Beginning March 31st and going forward, ALL Route 11/99 time points will be listed on RIPTA.com.

IV. COALITION FOR TRANSPORTATION CHOICES

The Coalition for Transportation Choices is a group that has been strongly supporting changing the funding for RIPTA among other things. Last year, there was a proposed legislative bill that would have increased automobile registration fees; the money would then be distributed between RIDOT and RIPTA. Unfortunately, the bill was not passed. At the last RIPTA Board meeting, the President of the CTC informed the Board that their top legislative priority this session is the Public Transit Investment Act, H7581. Under the bill, RIPTA would receive 35% of the money in the transportation trust fund, as well as monies from an automobile registration fee increase. The CTC is asking for the public to support this bill.

Mark Therrien reported that RIPTA will be presenting to the House Finance Committee next week to ask for funding because the Governor has not included additional funding for RIPTA in his budget. RIPTA has made as many cuts as possible in order to keep service. The RIPTA Board voted 7 to 1 on a resolution allowing RIPTA officials to approach the state legislation and ask for that the Governor's budget decisions regarding RIPTA be overruled. ATAC members were urged to contact their representatives and demand support for H7581; ask friends and family to do the same. H7581 is extremely important to RIPTA.

RIPTA is funded by the gas tax; that yield that RIPTA receives is decreasing every

year. This year, RIPTA has experienced a 10% ridership gain; fewer people are using their vehicle which means fewer people are buying gas. However that means, less funding for RIPTA. It costs approximately \$4.00 to transport one person; with discounts and free rides RIPTA receives approximately \$1.40 per person. Part of RIPTA's funding crisis is that the Authority needs to get away from the gas tax, hence why RIPTA supports automobile registration fees going to RIDOT and RIPTA. 35% of transit systems in country are funded this way. It is hard to fix, but it should be fixed. RIPTA has no place to economize; RIPA has cut everything in house. Those cuts can't be made this year, because they already have. RIPTA has an \$8 million dollar problem – the Authority can run debt until bankruptcy or cut service.

Follow-up: Visit <http://rhodeisland.sierraclub.org>, scroll down to "Get Involved" and then click on the link "[Send a letter to your Representative](#)" asking for their support of the Public Transit Investment Act" to support this bill. Or e-mail the CTC at info@rictc.org if you're interested in finding out how to do more.

V. STOP ANNOUNCEMENT COMPLIANCE UPDATE

Liz Harvey reported that overall ADA compliance is improving; overall ADA compliance is up 3% from January 2012. The driver that is scheduled to be retrained is still out on medical leave.

Liz Harvey reported the following for February 2012:

5 bus drivers were at 0% compliance

No retraining or termination due to ADA non-compliance; no driver is at that level of reprimand as of yet.

Mark Therrien announced that Stop Announcement Compliance reports will be listed under RIPTA's Key Performance Indicators in every board report going forward.

A) Wheelchair Lift Failure

Liz Harvey reported 2 wheelchair lift failures for February 2012; the average wait time was 24 minutes. The higher average wait time for February is related to the fact that there are now five fewer RIPTA street supervisors; there are fewer people to respond.

VI. OTHER BUSINESS AND MEMBER REPORTS

Anna Petra Liebenow reported that the Ocean State Center for Independent Living (OSCIL) is hosting a Living with Macular Degeneration Symposium on Thursday, May 31, 2012 from 1:00 pm to 4:30 pm at The Radisson Airport Hotel, 2081 Post Road, Warwick, RI 02886. A panel of physicians will provide the latest information on this condition. You must register for this event in advance. The Independent Living

Conference is on Wednesday, May 23rd from 8:30am – 3:30pm at Rhodes on the Pawtucket. The RI Statewide Independent Living Council wants to know more about services for people with disabilities in Rhode Island. They have put together a survey that is available online. Please visit www.RISILC.org to fill out the survey or call the office if you would prefer a mailed copy. This survey will gather information on how the needs of people with disabilities are being met – or not met. Survey results will be used for the Statewide Living Plan.

Angie Stabile, Vice President of the National Federation of the Blind's Greater Providence Chapter, reported that the Museum of Fine Arts in Boston is hosting an art tour on April 1st at 10:30am for the blind community. If anyone is interested, contact her.

Deanne Gagne reported that Advocates in Action will host their "Speak Up for Yourself" 2012 Annual Statewide Self-Advocacy Meeting on Monday, March 26, 2012 from 7:00pm-9:00pm at the Crowne Plaza Hotel in Warwick. The annual "No Talent Show, Dinner and Dance" is on Thursday, April 19th, 2012 from 5:30pm to 9:30pm at the Kelley-Gazzerro Post, 1418 Plainfield Street, Cranston. \$20 per ticket; includes Chicken Dinner, Show and DJ Dance Party. PALS is asking those who receive DD services from behavioral health and hospitals to share how life has been affected due to DD cuts. Please email or call PALS with your story.

Gary Brandyberry reported that the MS Dream Center sees about 35 people per day. They are currently in negotiations with St. Elizabeth's for a more permanent location. The MS Society has approached the Dream Center to broker a deal to get them involved. RIDE has been great for the Dream Center in getting more and more people to it. The Dream Center is a day program for people with MS; it's open on Monday and Wednesday from 9am-3pm. There are activities all day long; visitors can work out, take a yoga class, play in a Wii tournament, exercise and more.

Mark Therrien announced that at the May meeting, he will announce what changes are happening within the RIDE program. New policies and procedure are being implanted to make the program more efficient and effective.

Angie Stabile made a motion to end the meeting at 12:30pm. Mary Jane Fry 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 April 24, 2012 to reserve your ride (craposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 04/26/2012
Meeting Time: 10:30 AM – 12:30 PM
Location: RIPTA
269 Melrose Street, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Agenda Review/Additions
 - Review and approval of Minutes from 3/22/12 meeting
2. CEO's Comments
3. Follow Up from 3/22/12 Meeting
4. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
5. ATAC Presentation to RIPTA Board
6. Other Business and Member Reports

NOTE

**The Ride van will leave Kennedy Plaza
from the Bonanza stop
at 10:00AM for the ATAC meeting.**

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

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

**RIPTA Transportation Conference Room
269 Melrose Street, Providence, Rhode Island 02907
Thursday, April 26, 2012
10:30 AM – 12:30 PM**

Attendees: Anna Petra Liebenow (co-chair), Dawn Burke, Wheeler Clemmons, Mary Jane Fry, Deanne Gagne, Victoria Hardy, Barry Humphries, Michael Moan, Janice Musco, Kelly Richard, Patricia Scarry, Charlie St. Denis, and Ed Soares.

RIPTA Staff in attendance: Mark Therrien, Ed Scott, Al Pontarelli, Anne LeClerc, James Dean, Liz Harvey, and Cristy Raposo

RIPTA Board Members in attendance: Anna Petra Liebenow

MEETING MINUTES

I. CALL TO ORDER

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

The Ride van was late dropping off ATAC members from Kennedy Plaza to the meeting due to a vehicle malfunction.

For follow-up: An official quorum must be established. Anne LeClerc will meet with ATAC Board Co-chairs to go over by-laws.

II. CEO's COMMENTS – presented by Mark Therrien

Mark Therrien informed the group that 618 ATU was holding a peaceful rally outside focused on the cleanliness of the system and the CEO.

Mark Therrien reported that, due to internal restructuring, the Ride call center and scheduling is now under Planning. A review what works and doesn't work is beginning. RIPTA is unique in having a paratransit program that coordinates ADA, Medicaid, elderly and other human service programs. While Ride works fairly well, it needs more formalized processes, and staff needs some additional training. Any changes to Ride at this point will involve internal policies and procedures. These initial changes will not affect service levels. Before any changes that affect customers are put into effect, the ATAC will be presented with the options and expected impacts in order to provide feedback to RIPTA.

The committee mentioned some concerns with RIde:

- Very few people use the automated voice system because it is difficult to use, particularly for someone who is visually impaired
- The automated system should tell you whether a taxi or van is picking up a passenger; it is essential to know, especially for people who are visually impaired.
- The voice recognition system has trouble understanding voice commands.

III. FOLLOW UP FROM 3/22/12 MEETING

- **Meeting Length** – The committee discussed reducing the meeting by 30 minutes since the last two meetings ended at noon. Mark Therrien stated that RIPTA staff would like to attend more often, but the meetings need to be shorter to fit into RIPTA managers' schedules.

There were some concerns about not having enough time to discuss items on the agenda. Also, RIde passengers rely on preset rides and do not have the open flexibility of staying late if a meeting runs late. Going forward, topics will be prioritized on the agenda by order of importance to ensure that they are discussed at the meeting. If members feel a meeting should be longer, they can contact the ATAC Board Chair to request a time change.

Wheeler Clemmons made motion to reduce the base meeting time to 1.5 hours and adjust as the committee sees fit beginning with the May meeting. Charlie St. Denis seconded the motion. All were in favor.

IV. RIPTA REPORTS

- **Stop Announcement Compliance Update**

James Dean reported that overall ADA compliance is consistently improving. ADA compliance for March 2012 was 81% compared to 61% in March 2011. This is the highest rate since RIPTA started monitoring announcements.

James Dean reported the following for March 2012:

- 4 bus drivers were at 0% compliance
- 3 1-Day Suspensions
- 9 verbal warnings
- 9 written warnings
- 8 cautions

Out of the 108 reports filed in March 2012 by Clear Code (the monitoring agency), 56 bus drivers were at 100% compliance.

No retraining or terminations due to ADA non-compliance have happened yet; the one driver that is at the discipline stage to be

retrained is out of work with no return date at this point.

James Dean also reported seven 1-day suspensions in January, six 1-day suspensions and two 3-day suspensions in February.

James Dean explained that different batches of bus operators are monitored each month. Unless a driver receives a score of 50% or less, he/she will not be monitored again this year. Drivers are being suspended quicker in response to their non-compliance score. RIPTA continues to apply pressure on drivers to make announcements; this system is working. James Dean is committed to maintaining the high level of ADA compliance. Improving ADA announcement compliance was driven by ATAC. This is a great example of RIPTA and ATAC working together to fix a problem.

Mark Therrien announced that Stop Announcement Compliance reports will be listed under RIPTA's Key Performance Indicators in every board report.

• **Wheelchair Lift Failure**

James Dean reported 5 wheelchair lift failures for March 2012. The average wait time was 14.2 minutes, compared to 24 minutes in February 2012.

V. ATAC PRESENTATION TO THE RIPTA BOARD

Anna Petra Liebenow reported that RIPTA Board Chair Mayor Scott Avedisian invited groups that work with RIPTA as advocates to present to the Board. Recently, the Coalition for Transportation Choices presented to the Board on their transit advocacy activities. ATAC has the same opportunity to present to the Board at the July board meeting. The committee discussed the presentation.

The following items will be included in the 20-minutes maximum presentation:

- History of ATAC
- ATAC accomplishments and what needs to be accomplished
- Why ATAC exists
- The role of ATAC at RIPTA – advocacy, safety & monitoring, reporting, reviewing, and training RIPTA customers
- Increase funding for RIPTA
- ATAC speaks for the general public and disabled community
- ATAC provides feedback on all RIPTA services

Cristy Raposo will design the PowerPoint presentation along with Angie Stabile and Victoria Hardy. Anne LeClerc will meet with ATAC Board Co-chairs to go over by-laws. The goal of this presentation is for ATAC to secure a stronger relationship with the RIPTA Board, including a scheduled bi-annual report to the Board. The committee still needs to decide who will do the presentation. Anna Petra Liebenow is on the RIPTA Board; it would be a conflict of interest if she presented. A draft

presentation will be available for the May ATAC meeting. The goal will be to have a dry run of the completed presentation at the June ATAC meeting, and present to the Board in July.

VI. OTHER BUSINESS AND MEMBER REPORTS

Anna Petra Liebenow reported that the Independent Living Conference on Wednesday, May 23rd has been cancelled due to a lack of vendor participation. The RI Statewide Independent Living Council wants to know more about services for people with disabilities in Rhode Island. They have put together a survey that is available online. Please visit www.RISILC.org to fill out the survey or call the office if you would prefer a mailed copy. This survey will gather information on how the needs of people with disabilities are being met – or not met. Survey results will be used for the Statewide Living Plan.

Barry Humphries reported that the National Federation for the Blind National Convention 2012 is coming up on June 30-July 5 in Texas. A few people from RI will be attending.

Deanne Gagne reported that Advocates in Action and other agencies were at the State House because the House Finance was in session to discuss bills related to the DD community. These agencies are advocating for the restoration of \$24 million in cuts made to the DD community back in July, as well as to avoid future cuts. The new policy of allocating funds to the DD community on a quarterly basis is not conducive to quality living.

Fixed-Route Service Comments

- **Schedules** - Dawn Burke stated that when RIPTA schedules change, new schedules should be available at Kennedy Plaza. Also, the phone system needs to be updated sooner to reflect those changes. There were problems with both in the last seasonal schedule change.
- **Priority Seating** - Dawn Burke reported that many young passengers do not give up their priority seating for elderly or disabled passengers; bus drivers do not address the situation. She asked if passengers with a cane, walker or wheelchair are allowed to board first. James Dean informed the committee that although there is no rule about priority boarding, drivers do try to load any wheelchair passengers first. There is a rule regarding priority seating which is listed on the *RIPTA's Rules of Riding* interior bus cards. Drivers can ask passengers to move, but they cannot force passengers to move. *Follow-up: On May 10th, stickers were affixed to bus operator paychecks reminding them to verbally enforce priority seating.*

•**RIPTA Bus Driver Training** – Kelly Richard and Dawn Burke would like to attend the next driver training session. *Follow-up: Another training class will not be scheduled until June. Once the dates are set, Kelly Richard and Dawn Burke will receive an invitation to observe the training.*

•**Cell Phone Use**- Kelly Richard reported that she still sees bus drivers talking on their cell phones while driving. James Dean stated that is unacceptable. He urged the committee to report any incidents such as this to him immediately (see below).

•**Securement Issues**- Several members reported problems with securement, or lack of securement, of mobility devices on fixed route buses. James Dean urged members to report these incidents (see below).

•**Reporting Fixed Route Service Issues**– include the date, time of incident, bus route, and bus number (the 4-digit number on the inside front and exterior of the bus, e.g. 0805). If you have the driver number or description, please include that as well. James Dean can be reached at 784-9500 x145 or contact his secretary Cathy at x179. Issues can also be reported to Customer Service through the website, email, or at x180.

•**Stand Behind the Yellow Line** – Dawn Burke reported many passengers stand behind the yellow line. James Dean stated that for safety reasons no one should stand behind that line. However, because of the stairs in the back of the new hybrid buses, many passengers are reluctant to go back there. As a result, they congregate at the front of the bus. Drivers do tell passengers to move to the back of the bus.

•**Transit Hubs**- Anne LeClerc informed the group that the Woonsocket Transit Hub is not reopening. At the present time, the Pawtucket Transit Center will remain open and is not moving.

Barry Humphries made a motion to end the meeting at 12:30pm. Mary Jane Fry 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 May 22, 2012 to reserve your ride (craposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 05/24/2012
Meeting Time: 10:30 AM – 12:00 PM
Location: RIPTA
269 Melrose Street, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Agenda Review/Additions
 - Review and Approval of Minutes from 4/26/12 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
 - Stop Announcement Compliance Update
4. ATAC Presentation to RIPTA Board
5. Other Business and Member Reports

NOTE

**The Ride van will leave Kennedy Plaza
from the Bonanza stop
at 10:00AM for the ATAC meeting.**

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

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

**RIPTA Transportation Conference Room
269 Melrose Street, Providence, Rhode Island 02907
Thursday, May 24, 2012
10:30 AM – 12:00 PM**

Attendees: Anna Petra Liebenow (co-chair), Angie Stabile (co-chair), Mary Jane Fry, Deanne Gagne, Barry Humphries, Michael Moan, Janice Musco, Will Potter, Kelly Richards, Ed Soares, and Mark Susa.

RIPTA Staff in attendance: Mark Therrien, Anne LeClerc, and Cristy Raposo

RIPTA Board Members in attendance: Anna Petra Liebenow

MEETING MINUTES

I. CALL TO ORDER

Angie Stabile made a motion to approve the April meeting minutes. Mary Jane Fry seconded the motion. All were in favor.

II. FOLLOW UP FROM 5/24/12 MEETING

In response to concerns regarding priority seating enforcement, Cristy Raposo reported that on May 10th, stickers were affixed to bus operator paychecks reminding them to verbally enforce priority seating.

ATAC members indicated that they would like to sit in and observe a RIPTA Bus Driver Training Class. Cristy Raposo reported that the next training class dates have not been set yet. Once training dates are set, Cristy Raposo will notify the committee and invite them to observe the training.

III. RIPTA REPORTS

• Stop Announcement Compliance Update

Mark Therrien reported the following for April 2012:
ADA compliance for April 2012 was 77% compared to 70% in April 2011.
7 bus drivers were at 0% compliance (up from 4 in March 2012)

No retraining or terminations due to ADA non-compliance have happened yet; the one driver that is at the discipline stage to be retrained is out of work with no return date at this point.

Mark Therrien further reported that a second driver has reached the dismissal point. Jim Dean has requested that the Training Department develop a stern last chance 8 hour retraining program for drivers who reach this level of discipline; the retraining program will be structured so it can stand up to arbitration and legal reviews. After a driver goes through the retraining program, they will return to driving. If they receive another reprimand following retraining, they will be dismissed. After 6 months of 100% compliance, the driver then receives a clean slate.

- **Wheelchair Lift Failure**

Mark Therrien reported 1 wheelchair lift failures for April 2012 compared to 5 in March 2012. The average wait time was 20 minutes; however, that number represents the wait time for the one wheelchair lift failure.

Mark Therrien stated that the average wait time response for wheelchair lift failures has been very good. Only three wheelchair lift failures took over 30 minutes to respond to over the past year. The declining statistics have a lot to do with new buses that are equipped with low-floor lifts and features. RIPTA has 50 more buses on order that have these features. RIPTA is fading out buses with wheelchair lifts in the fixed-route system.

IV. ATAC PRESENTATION TO THE RIPTA BOARD

The committee reviewed, discussed and edited the draft ATAC presentation to the RIPTA Board. The goal of this presentation is for ATAC to secure a stronger relationship with the RIPTA Board, including a scheduled bi-annual report to the Board.

The committee decided that Angie Stables, Will Potter, and Victoria Hardy will do the presentation. Anna Petra Liebenow is on the RIPTA Board; it would be a conflict of interest if she presented. A dry run of the completed presentation will take place at the June ATAC meeting, and present to the Board in July.

RIPTA will hold a photo shoot to take photos of ATAC members using the bus; these photos will replace the current stock photos used in the presentation. ATAC will be notified when the photo shoot date is set.

Follow-up: The photo shoot is set for Tuesday, June 19, 2012.

V. OTHER BUSINESS AND MEMBER REPORTS

Will Potter suggested adding an ATAC page to the RIPTA web site.

Follow-up: On June 4, a page labeled ATAC was created under the RIPTA Bus Accessibility section of RIPTA.com.

•**Rainbow Cab Company**- According to the *Providence Journal*, the State Division of Public Utilities and Carriers (PUC) has ordered the Rainbow Cab Co. of Newport to pay a fine of \$90,000 and take its fleet off the road by May 31 after determining that the company committed a number of violations. Rainbow Cab has been operating in areas where they do not have a license. The ATAC is concerned about the wheelchair accessible taxi in possession of the cab company.

Mark Therrien informed the ATAC that until the Rainbow Cab Company goes to court, nothing is happening; they have not yet completely lost their license. RIPTA owns 80% of the wheelchair accessible taxi and will protect the federal investment. RIPTA will request that the vehicle remains on RIPTA property during their suspension. He mentioned that although the Ride Program uses Rainbow Cab, Ride service will not be affected. Orange Cab also serves the area, and has two accessible cabs. Mr. Therrien also reported that both Orange Cab and Cozy Cab in Newport contacted RIPTA about wheelchair accessible cabs.

Follow-up: To answer ATAC's question, Rainbow Cab Company is in possession of two wheelchair accessible taxis.

Angie Stables made a motion to end the meeting at 12:04pm. Deanne Gagne seconded the motion. All were in favor.

***There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on June 26, 2012 to reserve your ride (craposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 06/28/2012
Meeting Time: **10:30 AM – 12:30 PM (PLEASE NOTE MEETING TIME)**
Location: RIPTA
269 Melrose Street, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Agenda Review/Additions
 - Review and Approval of Minutes from 5/24/12 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
 - Ride Report
4. ATAC Presentation to RIPTA Board
5. Change Meeting Time
6. Other Business and Member Reports
7. Comprehensive Operational Analysis (COA) Interview/Focus Group

NOTE

**The Ride van will leave Kennedy Plaza from the Bonanza stop
at 10:00AM for the ATAC meeting.**

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**
by 6/26 to let her know you'll be using the van from Kennedy Plaza.

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

**RIPTA Transportation Conference Room
269 Melrose Street, Providence, Rhode Island 02907
Thursday, June 28, 2012
10:30 AM – 12:30 PM**

Attendees: Anna Petra Liebenow (co-chair), Angie Stabile (co-chair), Dawn Burke, Leo Canuel, Barry Humphries, Michael Moan, Will Potter, Kelly Richards, and Ed Soares.

RIPTA Staff in attendance: Mark Therrien, Doug Wood, and Cristy Raposo

RIPTA Board Members in attendance: Anna Petra Liebenow

MEETING MINUTES

I. CALL TO ORDER

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

II. FOLLOW UP FROM 5/24/12 MEETING

ATAC members requested a page on RIPTA.com dedicated to the ATAC. Cristy Raposo reported that as of June 4, 2012 a page labeled ATAC was created under the RIPTA Bus Accessibility section of RIPTA.com. This page features a description of the ATAC, meeting minutes and agendas.

Cristy Raposo reported that members of the ATAC attended a RIPTA photo shoot on June 19, 2012. Photos from the shoot will be used in ATAC's presentation to the RIPTA Board on Monday, July 16, 2012 as well as in future marketing materials. ATAC members who would like a complimentary Ride from Kennedy Plaza to the RIPTA Board Meeting must contact Cristy Raposo by noon on Friday, July 13th.

RIPTA REPORTS

RIPTA reports have been compiled into a one page color handout. This month's report highlighted the past three months; ATAC requested that future reports highlight the previous six months.

• Stop Announcement Compliance Update

Mark Therrien reported the following for May 2012:

ADA compliance for May 2012 was 75% compared to 70% in May 2011.
9 bus drivers were at 0% compliance (up from 4 in March 2012)

No retraining or terminations due to ADA non-compliance have happened yet; the one driver that is at the discipline stage to be retrained is out of work with no return date at this point. Going forward, disciplinary actions related to ADA non-compliance will not be reported at ATAC meetings, unless a driver has reached the termination point.

Mark Therrien stated that upon Jim Dean's request, the Training Department has developed a stern 8 hour retraining program for drivers who reach this level of discipline.

- **Wheelchair Lift Failure**

Mark Therrien reported 4 wheelchair lift failures for May 2012 compared to 1 in April 2012. The average wait time was 18.75 minutes in May 2012 compared to 20 minutes in April 2012.

Doug Wood stated that these reports are amazing; these figures were previously in the double digits. Mark Therrien stated that RIPTA is fading out buses with wheelchair lifts in the fixed-route system; RIPTA is scheduled to receive 50 new buses by December 2012. Wheelchair lift failures are occurring on older buses that unfortunately, still need to be in service.

- **Ride Report**

Doug Wood reported that the amount of ADA trips has increased 10% from last year; Ride has transported 50,000 more passenger trips this year alone. This increase is attributed to more Medicaid users now using the Ride Program; this has put a lot of strain on the system. RIPTA is transporting more passengers on Ride while still using the same resources. The new software is saving time and money by coordinating trips more efficiently; more passengers are being picked up by vans instead of taxis. Taxi rides are approximately \$5 to \$6 more than a van ride, however in some cases, it is cheaper to use a wheelchair accessible taxi. Ride is undergoing many structural changes to run more efficiently; ATAC will be notified in advance of any changes that would affect them.

Doug Wood also stated that there is a policy in place regarding behavior when using the Ride program; RIPTA recently suspended a developmentally delayed woman with behavioral problems after speaking with her agency. RIPTA has not suspended Ride passengers often, but will do so when necessary.

- ***Expiration Policy***

ATAC inquired as to what is the procedure for letting someone know that their Ride Program eligibility is about to expire. Currently, there RIPTA does not have a policy in place. When a passenger calls to schedule their ride, a pop up window alerts the reservationist that the caller's eligibility has expired. RIPTA

informs the caller and extends their eligibility by two months.

RIPTA will run a report to cross check expiring passes with the amount of usage; ATAC recommended that any person that has utilized the RIde program within one year should be contacted. ATAC suggested that the reservation system is reconfigured so that a pop up window alerts the reservationist that the caller's eligibility is about to expire three months prior to their expiration date; Doug Wood will look into this.

-Program Renewal Policy

ATAC requested that RIPTA review the renewal policy, in particular for those with permanent disabilities. Mark Therrien reported that within the next two years, RIPTA will change the system for people being declared eligible; RIPTA will look at automated renewals versus functional assessment.

-Scheduling Issues

Leo Canuel informed the group that a co-worker has a standing order with RIde; however, at least once a week, RIde fails to pick him up. He doesn't understand how this is happening if the reservationist is entering the data in correctly. Doug Wood is going to investigate this. Mark Therrien stated that the problem may be the reservationist and not the software. It's important that ATAC reports these incidents so that RIPTA can review each case by case; RIPTA will hold reservationists accountable for repeated errors.

-New Uniforms

Beginning July 2nd all RIde drivers will wear new uniforms. The new short-sleeve uniform is a 3-button polo golf shirt with the RIPTA logo embroidered on the upper left side and the company name, Rhode Island Public Transit Authority, embroidered on the upper right sleeve. The custom uniforms will be available in burgundy, light green, dark green, teal, grey, light blue and dark blue. The winter uniform is a long sleeve light blue oxford button-up dress shirt; the RIPTA logo is embroidered on the upper left side. Drivers will continue to wear navy dress pants with an option to wear cargo pants or shorts. This new uniform replaces the current white and blue striped button-up shirt that RIde drivers wear. The embroidered golf polo shirts are not only more comfortable for RIde drivers, but they are also cost-effective for RIPTA.

-Rainbow Cab Update

The company received a stay of suspension of service for operating outside of their assigned territory. Rainbow Cab is still servicing RIde; RIPTA is monitoring their situation closely. If the company is suspended, RIPTA will claim the two wheelchair accessible taxis in their possession.

-Future Ride Reports

ATAC requested the following information for future quarterly Ride reports:

- Mean distance between failures
- On-time performance
- Number of complaints
- Ridership numbers (monthly)

III. ATAC PRESENTATION TO THE RIPTA BOARD

Will Potter and Cristy Raposo presented the PowerPoint to the ATAC. The committee reviewed, edited, and approved the draft ATAC presentation to the RIPTA Board. The goal of this presentation is for ATAC to secure a stronger relationship with the RIPTA Board, including a scheduled bi-annual report to the Board.

Mark Therrien stated that the ATAC should be ready to answer questions from the Board. ATAC members are allowed to have audience members speak.

IV. CHANGE MEETING TIME

Angie Stabile suggested changing the meeting time to accommodate more ATAC members. After some discussion, Leo Canuel made a motion to change the meeting to 10AM-12PM. Will Potter seconded the motion.

V. OTHER BUSINESS AND MEMBER REPORTS

ATAC expressed concern about possible service cuts. Mark Therrien reported that although RIPTA has an \$8 million dollar shortfall for the coming year, the RIPTA Board will not cut service. However, RIPTA will run out of funding this year. RIPTA urges advocacy groups to contact state legislators and demand better funding for public transportation.

Mark Therrien reported the implementation of the R-Line, rapid bus transit, is about a year and a half out. Greg Nordin of RIPTA's Planning Department will do a full presentation on the topic to ATAC later this fall. ATAC will be able to give their input on the project at that time.

Since the ATAC will be presenting to the Board in July, the July ATAC Board Meeting has been canceled. The committee will meet again at 10AM on August 23, 2012.

VI. COMPREHENSIVE OPERATIONAL ANALYSIS (COA) INTERVIEW/FOCUS GROUP

RIPTA is conducting a Comprehensive Operational Analysis (COA) of its operations. This thorough analysis of our state's transit services will identify strengths as well as opportunities to create the best transit network possible for RIPTA customers within RIPTA's available budget. The goals of the COA are to

improve RIPTA's customer travel experience by reducing travel time, improve service frequencies and connections where possible, and to introduce new and innovative transit options. Successful implementation of the COA will result in improved transit services for Rhode Island.

The project will aim to maximize the impact of taxpayer funding for transit by gaining better knowledge of travel demand, improving the efficiency of services, and directing transit investment to where it is most needed.

Anne Galbraith, who is working with the COA team, attended the ATAC meeting to conduct a group interview. She is very interested in hearing ATAC's thoughts about the overall system and its accessibility; ATAC's input is extremely valuable to this study. The group interview will begin promptly at noon during the ATAC meeting and lasted 30 minutes. RIPTA staff was not in the room during the interview. Your input is extremely valuable to this study.

***There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the RIPTA Board meeting on Monday, July 16, 2012. You must contact Cristy Raposo by noon on July 13th to reserve your ride (craposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 08/23/2012
Meeting Time: **10:00 AM – 12:00 PM (PLEASE NOTE MEETING TIME)**
Location: RIPTA
269 Melrose Street, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Agenda Review/Additions
 - Review and Approval of Minutes from 6/28/12 Meeting

2. Follow Up from Previous Meeting
 - ADA disciplinary announcements

3. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures

4. ATAC Bylaws

5. Changes in Ride

6. Paratransit Vans
 - Color Scheme
 - Logo

7. Other Business and Member Reports

NOTE

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

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**
by 8/21 to let her know you'll be using the van from Kennedy Plaza.

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

RIPTA Transportation Conference Room
269 Melrose Street, Providence, Rhode Island 02907
Thursday, August 23, 2012
10:00 AM – 12:00 PM

Attendees: Anna Petra Liebenow (co-chair) via conference call, Angie Stabile (co-chair), Dawn Burke, Leo Canuel, Wheeler Clemmons, Mary Jane Fry, Deanne Gagne, Victoria Hardy, Barry Humphries, Barbara, McCrae, Michael Moan, Will Potter, Kelly Richards, and Ed Soares.

RIPTA Staff in attendance: Mark Therrien and Cristy Raposo

RIPTA Board Members in attendance: Anna Petra Liebenow via conference call

MEETING MINUTES

I. CALL TO ORDER

Mary Jane Fry made a motion to approve the June meeting minutes. Angie Stabile seconded the motion. All were in favor.

II. FOLLOW UP FROM 6/28/12 MEETING

Angie Stabile respectfully disagreed with Mark Therrien's decision to no longer report detailed disciplinary actions for ADA non-compliance. The ATAC considers the information to be important and valuable; it is helpful to monitor progress. A disciplinary system came about because nothing was being done; these reports confirm that actions are being taken by RIPTA.

Cristy Raposo explained that RIPTA prefers the meeting to focus on the bigger picture of improving service, and not on the particular details regarding the number of drivers that were written up or received a verbal warning. At times, the meetings tend to dwell on discussing this information instead of using the timeframe to go over major agenda items. Also, there are concerns that RIPTA may be overstepping Human Resource boundaries by giving out those particular details. RIPTA will continue to provide all other information, such as the monthly statistics. Cristy Raposo suggested a compromise: RIPTA will e-mail the ATAC with this information on a monthly basis instead of bringing it to the meeting. The ATAC agreed to the compromise.

III. RIPTA REPORTS

RIPTA reports have been compiled into a one page color handout. Per the ATAC's request, this month's report highlighted the past six months.

- **Stop Announcement Compliance Update**

Mark Therrien reported the following for July 2012:

ADA compliance for July 2012 was 73% compared to 67% in July 2011.
11 bus drivers were at 0% compliance (up from 5 in June 2012).

- **Wheelchair Lift Failure**

Mark Therrien reported 1 wheelchair lift failure for July 2012 compared to 1 in June 2012. The average wait time was 15 minutes in July 2012 compared to 45 minutes in June 2012.

IV. ATAC BYLAWS

ATAC reviewed and voted on proposed changes to the committee's bylaws. Accepted changes are underlined. Leo Canuel made a motion to table Article IV: Membership of the ATAC bylaws until the next meeting. Deanne Gagne seconded the motion. All were in favor.

- **Article II: Purpose/Mission**

The Rhode Island Accessible Transportation Advisory Committee (ATAC), an independent body not affiliated with RIPTA, strives to improve accessibility in the various forms of public transportation in Rhode Island. The ATAC is expected to assist and monitor the Rhode Island Public Transit Authority (RIPTA) Management with its compliance with all the applicable provisions of the Americans With Disabilities Act (ADA) and other civil rights laws as they apply to public transportation systems in Rhode Island.

Leo Canuel proposed adding language to Article II.

Deanne Gagne made a motion to approve proposed changes to Article II.

Kelly Richards seconded the motion. All were in favor.

- **Article V: Officers**

The ATAC shall elect a Chairperson and Vice Chairperson from among its members who have a disability at the last regular meeting of each calendar year. The terms shall be for two years, starting on January 1, of each odd and even numbered year, with re-election possible for two consecutive terms. Voting shall be by secret ballot.

Leo Canuel made a motion to approve proposed changes to Article V.

Will Potter seconded the motion. All were in favor.

- **Article VI: Staff Liason**

The RIPTA CEO, after consultation with the ATAC Chair and Vice Chair, shall designate a member of the RIPTA staff to act as liaison to the ATAC. The liaison will, in consultation with the Chair and Vice Chair, prepare and distribute meeting announcements, agendas

and other related information materials. The staff liaison will also be responsible for drafting minutes of all ATAC meetings, and other records related to the ATAC's operation, all of which must be approved by a vote of the ATAC. In the absence of the RIPTA staff liaison, the Chair and Vice Chair are responsible for the above tasks.

*Leo Canuel made a motion to approve proposed changes to Article VI.
Barry Humphries seconded the motion. All were in favor.*

•Article VII: Meetings

Regular meetings of the ATAC will be held monthly on an annual schedule provided in January of each year.

A minimum of 5 voting members shall constitute a quorum.

A simple majority is needed on all votes.

Meetings shall be conducted in accord with the Roberts Rules of Order.

~~All questions of meeting procedures not covered by these Bylaws will be determined according to the Robert's Rules of Order.~~

*Leo Canuel made a motion to approve all proposed changes to Article VII.
Mike Moan seconded the motion. All were in favor.*

•Article IX: Amendments

These Bylaws may be amended by a simple majority vote of the voting members of the ATAC. Bylaw changes must be presented at one meeting and voted on at the next meeting.

*Wheeler Clemmons made a motion to approve proposed changes to Article IX.
Kelly Richards seconded the motion. All were in favor.*

V. CHANGES IN RIDE

Currently, Ride dispatchers are reactive and make adjustments as Ride drivers notify them that they are running late. Ride is now going to be proactive using the scheduling software. Instead of waiting for drivers to call in and notify dispatch that they are running late, Ride dispatchers will be proactive and address the situation. Reveal Software, using GPS global positioning, will show Ride vehicles flashing red when a driver is falling behind schedule.

Mark Therrien reported that starting this week, RIPTA will use Ride scheduling software to go through cancellations made the night before in order to increase productivity. Instead of having gaping holes in trips from cancellations, Ride will proactively consolidate trips including sending a Ride van instead of a taxi.

In a few months, all staff will be brought in for customer service training. The goal is to have a script so that all calls are answered and handled in exactly the same manner.

VI. PARATRANSIT VANS

• Color Scheme

Mark Therrien stated that RIPTA recently completed a branding review. RIPTA has three different transportation functions: Flex Service, the Ride Program, and fixed-route service. There is no connection that they are all part of RIPTA. RIPTA needs to reflect through naming and colors, that all three services are part of one transportation system.

Twenty-five new Ride vans will be arriving in October 2012. These Ride vans will be painted in a bold green and dark blue instead of the traditional white and mauve colors. The new color scheme is meant to complement the current RIPTA color palette. The RIPTA logo and new Ride logo will be visible on all vans. Please note that both the old vans and new vans will be in service at the same time. This means that a white/mauve van may pick you up in the morning and then a green/blue van may pick you up in the afternoon.

• Logo

RIPTA presented a draft version of a new Ride logo, which incorporated a wheelchair (the universal symbol for access), to the ATAC. The ATAC does not want the wheelchair symbol as part of the logo and expressed concern over Ride users being accustomed to looking for the current Ride van with the current logo on it. The ATAC suggested making the Ride logo look like the current RIPTA logo with the wave, as well as using just a font. Cristy Raposo will email the committee with a few draft versions in September.

VII. OTHER BUSINESS AND MEMBER REPORTS

Mark Therrien just returned from an educational trip to the Rapid Bus Transit Conference in Las Vegas, Nevada; he shared his knowledge with the ATAC.

RIPTA is considering vending machines at bus stops to help speed up boarding times. On average it takes 19 seconds for a person to board a bus using cash versus 2 seconds for a person not using cash. 13% of customers pay with cash. With 11,000 passengers boarding per day, switching to a fare product would speed up boarding times.

Currently, three transit systems are equipped with passive restraints for wheelchair lifts. This new restraint system for wheelchairs and mobile devices enables users to simply wheel into place without operator assistance, greatly speeding up boarding time. The freedom of the passive restraint system has been quite popular with the

wheelchair community; drivers no longer have to strap users in. Although users are facing backwards, they will not fall forward. The passive restraint system is similar to a claw; it grabs a piece of your chair and holds you there safely. This option will be presented to the ATAC at a future date for discussion.

RIPTA is considering switching to articulated buses on our busiest lines. Articulated buses (those that look like a slinky) can seat 65 passengers – about twice as many as a current RIPTA bus. This will result in fewer drivers and faster boarding. Another major advantage of an articulated bus is better accessibility for wheelchair users

“Hot Swaps” is a new concept where the bus driver can be replaced with no interruption of service. The vehicles keep moving, but the driver gets a break, thus allowing bus serve to continue functioning seamlessly.

Dawn Burke is concerned that express trips on the Woonsocket schedule are not clearly marked.

Will Potter made a motion to end the meeting at 12:02pm. Dawn Burke 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 September 25, 2012 to reserve your ride (craposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 09/27/2012
Meeting Time: **10:00 AM – 12:00 PM (PLEASE NOTE MEETING TIME)**
Location: RIPTA
269 Melrose Street, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Agenda Review/Additions
 - Review and Approval of Minutes from 8/23/12 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
4. ATAC Bylaws
5. Other Business and Member Reports

NOTE

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

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**
by 9/25 to let her know you'll be using the van from Kennedy Plaza.

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

RIPTA Transportation Conference Room
269 Melrose Street, Providence, Rhode Island 02907
Thursday, September 27, 2012
10:00 AM – 12:00 PM

Attendees: Anna Petra Liebenow (co-chair), Angie Stabile (co-chair), Gary Brandyberry, Mary Jane Fry, Deanne Gagne, Barry Humphries, Barbara McCrae, Kelly Richards, and Ed Soares.

RIPTA Staff in attendance: Colonel Studley, Laura Hart, Mark Therrien, and Cristy Raposo

RIPTA Board Members in attendance: Anna Petra Liebenow

MEETING MINUTES

I. CALL TO ORDER

Angie Stabile made a motion to approve the August meeting minutes. Mary Jane Fry seconded the motion. All were in favor.

II. FOLLOW UP FROM 8/23/12 MEETING

Dawn Burke had stated that distinguishing express trips from other trips on a schedule is confusing because it does not say "express." After speaking with RIPTA's Scheduling Department, Cristy Raposo learned that express trips are identified on the schedule as "Direct Service." RIPTA does not use the term "express" on schedules because it confused some drivers; they assumed they would not have to stop. Cristy Raposo will work with the Scheduling Department to develop a better way to identify express trips on schedules.

Cristy Raposo thanked the ATAC for casting in their vote via e-mail on the proposed RIdE logos. The majority of the votes were for the RIDE sketch 1: The word RIdE is in all capital letters, similar to the current RIPTA logo. The sans serif font is thick. A wave is incorporated into the logo mimicking the current RIPTA logo. The wave lays over the text.

III. RIPTA REPORTS

• Stop Announcement Compliance Update

Cristy Raposo reported the following for August 2012:

ADA compliance for August 2012 was 72% compared to 70% in August 2011.
8 bus drivers were at 0% compliance (compared to 11 in July 2012).

- **Wheelchair Lift Failure**

Cristy Raposo reported 2 wheelchair lift failures for August 2012 compared to 1 in July 2012. The average wait time was 26.5 minutes in August 2012 compared to 15 minutes in July 2012.

IV. ATAC BYLAWS

At the August meeting, the ATAC reviewed and voted on proposed changes to the committee's bylaws except for Article IV: Membership which was to be discussed at the September meeting. Accepted changes are underlined.

- **Article IV: Membership**

Any person who has a disability or who represents an organization concerned with disability issues can be an ATAC member. Membership is established at the first ATAC meeting of the year; new members are voted in by the ATAC.

To be eligible to vote in an ATAC meeting, a person ~~must have attended~~ must be a voting member. Ex officio members are considered non-voting members.

Angie Stabile made a motion to approve proposed changes to Article IV. Barry Humphries seconded the motion. All were in favor.

Mark Therrien stated that Anne LeClerc was concerned about the language added to Article II: Purpose/Mission of the bylaws. Stating that the ATAC is "an independent body not affiliated with RIPTA" indicates that the ATAC is completely separate from RIPTA. Angie Stabile stated that the language is perfect.

Angie Stabile made a motion to approve all proposed changes to the ATAC bylaws. Barry Humphries seconded the motion. All were in favor.

V. OTHER BUSINESS AND MEMBER REPORTS

Interim RIPTA CEO Colonel Raymond Studley attended the meeting. The ATAC gave him a brief overview of their organization and purpose. Colonel Studley stated that accessibility is an issue very important to him. His mother lost her eyesight and was in assisted living; she used the Ride Program daily and experienced her own issues with the service. He is very concerned with driver training and retraining if necessary so that drivers are in compliance and understand the reasoning behind why ADA stop announcements are important.

- **Automated Transit Management System (ATMS)**

Colonel Studley explained that with the new Automated Transit Management System (ATMS) project, stop announcements will be automated. The ATAC would like to make sure that the operators know to make announcements in the event the automated announcement system is malfunctioning.

Cameras on all vehicles will be installed as part of the project; installation of cameras on paratransit vans will be installed October 2012. The recordings will be digital and will record over after 30 days. Paul LaFlamme, ATMS Project Manager, will do a presentation on ATMS for the ATAC at a future meeting.

•Training

Mark Therrien reported that Will Potter, former RIPTA intern and ATAC member, completed a module for the driving trainer program. From his experience, RIPTA learned that most of the drivers do not understand why they have to make ADA announcements and the reasoning behind it; this was never included in their training.

•Wheelchair Boarding Policy Concerns

Prior to the ATAC meeting, Victoria Hardy contacted Cristy Raposo to directly inform her of an issue she experienced with fixed-route service. On September 20, 2012, Victoria waited for the Route 21 bus in Kennedy Plaza. Route 21 is served by a smaller sized bus to accommodate weight restrictions on the Reservoir Avenue Bridge. Once the bus arrived, the driver boarded everyone else first and then informed Victoria that there was no room for her. He tried to call for a supervisor, but none were available. As a result, Victoria was unable to go to her scheduled appointment. This is a very serious concern and RIPTA is appreciative that Victoria brought this to our attention. Mark Therrien reported that he will be meeting with James Dean, Liz Harvey and Cristy Raposo to address the policy for boarding passengers.

•Ride Concerns

Deanne Gagne stated that on September 20, 2012 she was late for her meeting because the Ride driver picked up the wrong person; she was marked as a no-show. The driver mistakenly picked up another Ride user at her building. Drivers should be reminded to confirm the passenger name they are picking up. Mark Therrien will look into this incident to determine if it was a new hire.

Mark Therrien stated that Dianne Chapel handles customer service issues for the Ride Program; she is great at resolving issues, but doesn't always log them in. RIPTA needs to have a thorough log of all the complaints received in order to better analyze our system. The ATAC is concerned that Ride Program is handling incoming complaints about the program; it's a conflict of interest. The ATAC wants to see this system improved.

• Fixed-Route Safety Concerns

The ATAC expressed concern that fixed-route bus drivers do not wait for passengers to secure themselves after boarding; the driver simply takes off. This is a safety issue. Mark Therrien explained that because so many buses are carrying standing passengers, the courtesy of letting people sit first before

putting the vehicle in motion has fallen out of the system. Drivers are lacking courtesy training. The ATAC suggested installing hanging handrails or straps on fixed-route buses, particularly in the front.

Mark Therrien stated that RIPTA has changed how they purchase buses. Previously, mechanics were buying buses; passenger and driver concerns weren't that important. Now, a supervisor and bus driver are involved in the process. The ATAC can have a more influential role in the decision process of buying a fixed-route bus. The ATAC favors the idea, but would prefer if more than one person can be involved in that; each member has different accessibility challenges.

Mark Therrien reported that RIPTA, in conjunction with the City of Providence, will be striping designated street sections as "bus only – no parking" areas. This will allow RIPTA buses to easily access the curb in order to use the wheelchair lift or ramp, which is extremely important. As of today, RIPTA has only striped streets in Bristol. ATAC requested striping the bus stop in front of Newport City Hall. Mark Therrien stated that there is a RIDOT construction project in the works for that.

•**Kennedy Plaza**

The ATAC is concerned about safety issues in Kennedy Plaza.

Mark Therrien stated that RIPTA is requesting increased police presence and the ticketing of loiterers. There is programming in the park and food vendors to deter vandalism and illegal activities. RIPTA is constantly cleaning Kennedy Plaza and is currently renovating the public restrooms to make them less comfortable to loiter in. Soon RIPTA will launch a "Smoke Free in KP" campaign to deter smoking in the Plaza. Kennedy Plaza needs more policing, but it will take a community as a whole. It's a difficult challenge for RIPTA and there is not one answer. RIPTA welcomes any insight you may have as to how to make Kennedy Plaza a better and safer public space.

•**Passive Restraints for Wheelchair Lifts**

Mark Therrien just returned from an educational trip to the Rapid Bus Transit Conference in Las Vegas, Nevada where he learned about passive restraints for wheelchair lifts. Currently, three transit systems are equipped with passive restraints for wheelchair lifts. This new restraint system for wheelchairs and mobile devices enables users to simply wheel into place without operator assistance, greatly speeding up boarding time. The freedom of the passive restraint system has been quite popular with the wheelchair community; drivers no longer have to strap users in. Although users are facing backwards, they will not fall forward. The passive restraint system is similar to a claw; it grabs a piece of your chair and holds you there safely. This option will be presented to the ATAC at a future date for discussion.

•Route Evaluations

The current Comprehensive Operational Analysis (COA) being conducted by RIPTA includes detailed Route Evaluations of each of RIPTA's 58 bus routes, as well as our eight Flex zones. These evaluations are intended to identify where our system is performing well, and where changes might possibly be made to better serve our riders. Please visit <http://www.ripta.com/featured-project> to provide your valuable input. Click on a route to review suggested changes. Then, post a comment letting us know which ideas you like, or to add a suggestion of your own!

Proposed changes include moving and eliminating bus stops to increase service efficiency, eliminating deviations, and more. Keep in mind that these are not final recommendations, but simply ideas that have been proposed and are under consideration. Please give us your feedback - it matters!

Mark Therrien offered to present the Route Evaluations, along with Amy Pettine, at the next meeting. The ATAC welcomes the presentation.

The ATAC is concerned about stops being eliminated at the Dean's List building on Esten Avenue in Pawtucket; Advocates in Action and other groups meet there.

•Advocates in Action

The 17th Annual Statewide Self-Advocacy Conference will be held on Thursday, October 25, 2012 at the Crowne Plaza in Warwick. The conference is an opportunity for people who have a disability, family members, support staff, allies and friends to learn about important issues. For more information, please visit <http://www.advocatesinaction.org>.

Angie Stabile made a motion to end the meeting at 12:00pm. Barry Humphries seconded the motion. All were in favor.

Following the meeting, ATAC members were invited outside to view the new Ride van.

***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 November 6, 2012 to reserve your ride (craposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 11/08/2012
Meeting Time: **10:00 AM – 12:00 PM (PLEASE NOTE MEETING TIME)**
Location: RIPTA
269 Melrose Street, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Agenda Review/Additions
 - Review and Approval of Minutes from 9/27/12 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
4. Automated Transit Management System (ATMS) Presentation
5. Ride/RIPTA Service Feedback
6. Other Business and Member Reports

NOTE

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

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**
by 11/6 to let her know you'll be using the van from Kennedy Plaza.



Accessible Transportation Advisory Committee

Meeting Date: 12/06/2012
Meeting Time: **10:00 AM – 12:00 PM (PLEASE NOTE MEETING TIME)**
Location: RIPTA
269 Melrose Street, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Agenda Review/Additions
 - Review and Approval of Minutes from 9/27/12 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
4. Automated Transit Management System (ATMS) Presentation
5. Ride/RIPTA Service Feedback
6. Other Business and Member Reports

NOTE

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

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**
by 11/6 to let her know you'll be using the van from Kennedy Plaza.

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

**RIPTA Transportation Conference Room
269 Melrose Street, Providence, Rhode Island 02907
Thursday, December 6, 2012
10:00 AM – 12:00 PM**

Attendees: Anna Petra Liebenow (co-chair), Angie Stabile (co-chair), Mary Jane Fry, Barry Humphries, Barbara McCrae, Janice Musco, Kelly Richards, Ed Soares, Vincent DeJesus, Nicole Miale, Barbara Henry, Michael Moan, Leo Canuel, Georgia Guiney, Jenn Shortall and Anthony Ricci

RIPTA Staff in attendance: Lt. Colonel Ray Studley, Mark Therrien, Anne LeClerc and Cristy Raposo

RIPTA Board Members in attendance: Anna Petra Liebenow

MEETING MINUTES

I. CALL TO ORDER

Leo Canuel made a motion to approve the August meeting minutes. Angie Stabile seconded the motion. All were in favor.

II. FOLLOW UP FROM 9/27/12 MEETING

Prior to the last meeting, Victoria Hardy contacted Cristy Raposo to directly inform her of an issue she experienced with fixed-route service. On September 20, 2012, Victoria waited for the Route 21 bus in Kennedy Plaza. Route 21 is served by a smaller sized bus to accommodate weight restrictions on the Reservoir Avenue Bridge. Once the bus arrived, the driver boarded everyone else first and then informed Victoria that there was no room for her. He tried to call for a supervisor, but none were available. As a result, Victoria was unable to go to her scheduled appointment. This is a very serious concern and RIPTA is appreciative that Victoria brought this to our attention.

Cristy Raposo reported that as a direct result of Ms. Hardy's report, RIPTA affixed stickers on all small buses reminding drivers to board passengers using a wheelchair first. Cristy began working on a wheelchair boarding policy which will reaffirm that all drivers must board passengers using mobility aids first; this has since evolved into a general boarding policy. Once a viable draft is complete, she will send relevant sections to the ATAC for review.

III. RIPTA REPORTS

• Stop Announcement Compliance Update

Cristy Raposo reported the following for November 2012:

- ADA compliance for November 2012 was 73% compared to 73% in November 2011.
- 10 bus drivers were at 0% compliance (compared to 8 in October 2012).

• Wheelchair Lift Failure

Cristy Raposo reported 6 wheelchair lift failures for November 2012 compared to 1 in October 2012. The average wait time was 14.17 minutes in November 2012 compared to 32 minutes in October 2012.

IV. AUTOMATED TRANSIT MANAGEMENT SYSTEM (ATMS) PRESENTATION

Paul LaFlamme, ATMS Project Manager, presented a PowerPoint on the new Automated Transit Management System (ATMS) project to the ATAC.

• Real-time Information

This program is the latest initiative to alert riders to the status of their commute in real time, with actual bus locations available on the web, by text message and email, and on your Smartphone. Every bus on RIPTA's system will have this new technology by 2014.

This system will take the guesswork out of waiting for the next bus ride through enhanced global positioning system (GPS) devices that triangulate bus locations in real time. Accessible through cell phones and other electronic devices, all passengers have to do is text us a code that will be prominently displayed at their bus stop. They will immediately receive a return text with the real-time locations of the next several buses.

All major transit hubs will feature LCD signs that will display bus arrivals and departures in real-time, so you'll know when the next bus is coming.

Real-time information will be accessible from any computer with an Internet connection. The site will present map-based moving images representing the real-time location of every RIPTA bus in service. The same information will be available through Smartphones, on a simplified website we've designed especially for mobile phone browsers. For a demonstration on how this works, visit <http://tracker.wegoniagarafalls.com/bustime/map/displaymap.jsp>

Street supervisors will have instant access to every bus in the system. They will be able to automatically see where a bus is and directions to its location. The ATAC prefers that supervisor vans that can board wheelchairs, receive this technology first.

- **Automated Stop Announcements**

As part of the ATMS project, RIPTA will implement an automated stop announcement system on-board its fleet. This system, which offers both audio and visual notification of the next scheduled stop, will be beneficial for individuals with disabilities, tourists, seniors, students and new residents. The volume of the announcements is automatically adjusted based on the noise level of the bus. Stops will be announced both internally and externally. When bus doors open, the bus speakers will announce which route the vehicle is on and where it is going. The recording will repeat for as long as the doors remain open. Announcements will be in both English and Spanish.

The bus driver will have the ability to play canned announcements; for example, he/she can play safety announcements reminding passengers to sit at the rear of the bus.

Paul LaFlamme stated that RIPTA will be testing out this new system next week. RIPTA is hoping that the Automated Stop Announcements will be fully implemented by Summer 2013.

- **Video Surveillance**

The ATMS project includes the installation of video surveillance cameras on RIPTA's fixed-route and paratransit fleet. These cameras will aid in protecting and reassuring passenger safety by reducing vandalism and other criminal activity. The cameras on the vehicles will be aimed at critical vantage points such as entrance door (which covers the wheelchair ramp and farebox).

Although the cameras are equipped with audio microphones, audio is NOT recording. Audio will only record in the event that there is an incident on the bus and the driver pushes an alarm button.

Stickers, in both English and Spanish, will be affixed on all vehicles to alert passengers that they are being recorded.

Cameras are installed on some buses, but they are NOT currently recording. RIPTA is currently drafting a Video Surveillance Policy. RIPTA will begin recording video only once the policy is implemented, the stickers are affixed, and the public has been thoroughly notified.

V. RIDE/RIPTA SERVICE FEEDBACK

Going forward, the agenda will include time to speak about issues/concerns/compliments that the ATAC has or has experienced with RIPTA's services. This will not be a gripe session; it's an opportunity for RIPTA to hear first-hand about issues that can be improved.

- **Wheelchair Boarding Concerns**

There is a big inundation of people boarding in Kennedy Plaza, making it difficult for a driver to control crowds and allow people utilizing wheelchairs to board first. The ATAC suggested installing signage reminding passengers to allow passengers using mobility devices to board first; an audio reminder would also be helpful.

- **Bus Stop Concerns**

Nicole Miale alerted RIPTA to an issue with a bus stop on Main Street. There were cars parked in front of the bus stop, so the bus driver was unable to see a passenger using a wheelchair waiting at the stop. Also, the cars were so tight at the stop that the driver had to travel down the road a bit in order to put the ramp down. Vincent DeJesus stated that he had a similar problem at a different location. Cristy Raposo will look into this.

Mark Therrien reported that RIPTA, in conjunction with the City of Providence, will be striping designated street sections as “bus only – no parking” areas. This will allow RIPTA buses to easily access the curb in order to use the wheelchair lift or ramp, which is extremely important. As of today, RIPTA has only striped streets in Bristol. RIPTA does try to install bus stops near fire hydrants where people do not park.

The ATAC stated that for people with visual impairments, it’s sometimes difficult to identify a RIPTA bus stop. They suggested wrapping the pole in a bright yellow color.

Follow-up: Cristy Raposo determined the bus stop Nicole mentioned; it is located at Main Street and Vale Street in Pawtucket. Planning Department’s Greg Nordin will be meeting with the City of Pawtucket; he will ask if they can put up a No Parking sign at that stop. Cristy Raposo has been in contact with Vincent DeJesus to determine the exact location of the stop.

- **FlexService Concerns**

Jenn Shortall stated that when making a FlexService reservation, the Customer Service Agent asked which mobility aid she’d be using for her trip. Ms. Shortall was unsure at the time, but the agent informed her that she needed to let RIPTA know before her scheduled trip. Since the Flex Van can only fit two wheelchairs at a time, the reservationist needs to know this information for scheduling purposes. However, Mark Therrien stated that this practice is too prying and must be changed. The Customer Service Agent should always assume the client is using the most limiting device.

FlexService is a first come, first served reservation-based system. Ms. Shortall has been told that she cannot go at her requested time because New England Tech students take priority. However, the Flex driver informed her that many of those students are no shows. Is RIPTA tracking no shows on FlexService? What is going on with the New England Tech students?

Follow-up: According to Ana Candelier, Jennifer Shortall was requesting a 9:30am drop off at Dave's Supermarket in Coventry. Ana informed her that the driver drops off at New England Tech and Met Life on Division Road in East Greenwich around 9:10am every Wednesday, thus making her 9:30am drop off request impossible. Ana has never told a passenger that New England Tech students take priority over any other rider. Flex is one vehicle in one service area and is based on first come, first served reservations. Ana monitors the no shows to the best of her ability; however, the driver may not be regularly reporting no shows to Flex. Mark Therrien has asked Liz Harvey to remind drivers to note the no-shows so Ana can verify if there is a problem; RIPTA will monitor the no shows much closer.

- **Taxi Company Concerns**

The ATAC expressed concerns about taxi cabs utilized by the Ride Program. Members shared instances where they did not feel safe, the taxi cab took much longer than necessary to transport the passenger to a location, and more. Some taxi companies use unmarked cars; for passengers with limited vision getting into an unmarked vehicle is a safety concern. The ATAC is concerned for people with cognitive disabilities; they are vulnerable and can be taken advantage of unknowingly. Taxi drivers should have proper training.

Mark Therrien reported that RIPTA has eliminated many cab companies due to quality control. Unfortunately, there are some cab companies we must do business with because of the area they service. However, drivers have been eliminated. He urges ATAC to report any and all cab related concerns directly to RIPTA. The unmarked taxis are called public cars; these vehicles are used for semi-limousine service.

- **Kennedy Plaza**

The ATAC is concerned about safety issues in Kennedy Plaza. Mark Therrien reported that RIPTA is working on a solution to this problem from an architectural structure perspective. Lt. Colonel Studley will be meeting with the Chief of Providence Police to determine how the police can have a bigger influence in the plaza. This could include proposing ordinance changes. It's a difficult challenge for RIPTA and there is not one answer. RIPTA welcomes any insight you may have as to how to make Kennedy Plaza a better and safer public space.

VI. OTHER BUSINESS AND MEMBER REPORTS

Interim RIPTA CEO Lt. Colonel Raymond Studley attended the meeting. Lt. Colonel Studley stated that he is committed to improving transit for our passengers. He wants transportation services to be easier to use and better for

the ATAC. He is very interested in hearing the committee's concerns.

- **Ride Program**

Mark Therrien stated that since the last meeting, the Ride Program is now logging in every single complaint.

- **Fixed-Route Wheelchair Ramps**

Mark Therrien reported that the wheelchair ramps on the new Gillig buses are malfunctioning. The ramps have a design flaw causing them to crack. Although a driver can pull up the ramp manually, he/she cannot if the ramp is cracked. Gillig is currently in the process of replacing all the ramps on these affected buses.

- **Route Evaluations**

The current Comprehensive Operational Analysis (COA) being conducted by RIPTA includes detailed Route Evaluations of each of RIPTA's 58 bus routes, as well as our eight Flex zones. These evaluations are intended to identify where our system is performing well, and where changes might possibly be made to better serve our riders. Please visit <http://www.ripta.com/featured-project> to provide your valuable input. Click on a route to review suggested changes. Then, post a comment letting us know which ideas you like, or to add a suggestion of your own!

Proposed changes include moving and eliminating bus stops to increase service efficiency, eliminating deviations, and more. Keep in mind that these are not final recommendations, but simply ideas that have been proposed and are under consideration. Please give us your feedback - it matters!

Mark Therrien, along with Planning Director Amy Pettine, will present the Route Evaluations at the next meeting.

Leo Canuel made a motion to end the meeting at 12:10pm. Anna Petra Liebenow 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 January 22, 2012 to reserve your ride (craposo@ripta.com or 784-9500 x242).**