



Accessible Transportation Advisory Committee

Meeting Date: 1/23/2014
Meeting Time: 10:00 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 12/19/13 Meeting

2. Follow Up from Previous Meeting

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

4. Kennedy Plaza – Proposed Changes

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 1/19 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, January 23, 2014
10:00 AM – 12:00 PM

Attendees: Angie Stabile (Chair), Barry Humphries, Michael Moan, Deanne Gagne, and Fredericka Athanas.

RIPTA Staff in attendance: Jamie Pereira, Anne LeClerc, Paul Laflamme, James Vincent, Mark Therrien and Cristy Raposo.

MEETING MINUTES

I. CALL TO ORDER

Barry Humphries made a motion to approve the December meeting minutes. Fredericka Athanas seconded the motion. All were in favor.

II. FOLLOW UP FROM PREVIOUS MEETING

•Stop Announcement Compliance

The ATAC sent RIPTA CEO Ray Studley a letter regarding their concern that bus drivers and the new Automated Voice Announcements (AVA) are no longer being monitored. Mark Therrien stated that the CEO is taking their concern very seriously. RIPTA will formally respond to the committee within two weeks.

Mark introduced Jim Vincent, RIPTA's Compliance Officer. He will be attending these meetings regularly to make sure your concerns are being addressed. He also introduced Anne LeClerc as RIPTA's new Chief Information Officer. She will be monitoring the progress on this situation. Anne LeClerc apologized that the new automated stop announcement system is not yet operational and RIPTA; RIPTA should not have stopped third party monitoring. This will be a priority for the next two weeks. RIPTA needs a third party to monitor the new AVA system also and prove that it is working correctly while we're in this transitional phase. She is hoping that the drivers will report on the AVA.

Fredericka Athanas stated that the AVA on has announced "Wayland Square, "well after the bus has pulled away from Wayland Square. She relies on stop announcements because of her limited sight and thinks it's wonderful when it works.

Jamie Pereira, Chief Security Officer stated that RIPTA has identified the issue and is taking action to correct it. Anne stated that if you are not hearing the driver or the bus make a stop announcement, please contact Cristy Raposo directly at craposo@ripta.com or 784-9500 x242 and let her know immediately.

Paul LaFlamme, ATMS Project Manager, announced that all the vehicles have been installed with the software. Drivers have started to receive training; we're hoping to have all the drivers trained by February. The system is still being tested.

III. RIPTA REPORTS

• Wheelchair Lift Failure

Cristy Raposo reported zero wheelchair lift failures for December 2013 compared to zero in November 2013. The average wait time in December was zero minutes compared to zero minutes in November 2013.

IV. KENNEDY PLAZA – PROPOSED CHANGES

Mark Therrien discussed the upcoming proposed changes coming to Kennedy Plaza. The Governor is proposing the creation of two additional transit hubs – one next to Amtrak and one at the Garrahy Judicial Complex. The issue is that most of our passengers want to go to Kennedy Plaza. You'll be able to vote on this bond issue come election time.

The other proposed change is led by the Downtown Parks Conservancy and will be paid by monies from the City of Providence road construction projects. RIPTA hired an architectural firm to create a design with our passengers in mind. Bus shelters will be designed to provide better protection from the elements; trees will be added to provide additional shelter. This proposed \$2.4 million dollar project will create a new Kennedy Plaza. Stops may be further apart and there will be improved amenities in the Plaza area. Bus stops will be moved to Exchange Terrace and Parcel 12, the piece of land located next to the old Post Office. Passengers will be encouraged to walk through Burnside Park to their bus stop. Approximately 30% of passengers transfer in Kennedy Plaza; 500 – 1,000 passengers will need to walk up and down the hill to transfer to the newly located stops.

The ATAC is concerned about the walking distance between moved bus stops, as well as traveling safely through the park. The ATAC would like to discuss this further and present their advisory opinion to the Board of Directors. Barry Humphries made a motion to move the ATAC meeting to take place on February 20, 2014 (before the next Board of Directors meeting). Fredericka Athanas seconded the motion. All were in favor.

The presentation, along with a detailed description, will be e-mailed to the ATAC.

V. RIDE PROGRAM UPDATE

•Automated Voicemail System (AVR)

Ride is installing a new automated and advanced phone system at RIPTA. Unfortunately, we had to shut down the original automated system during this transition. We appreciate your patience understanding during this time.

•ADA Comparable Paratransit Service “No Show” Policy

RIPTA will held a public hearing on Wednesday, January 22, 2014 to receive public comment on the proposed policy. No one attended; one person submitted the following comment:

I think the policy is a good idea, but there should be a dedicated line just for cancellations. When I call to cancel my ride, I sometimes am on hold for two hours.

Fredericka Athanas asked, “How many reservationists are there?” She too has experienced long wait times when calling the Ride Program. Mark stated that the peak, there are 10 reservationists. Ride experiences a high volume of calls between 3pm and 4:30pm. In order to increase the productivity of our Customer Service Agents, all electronic devices have been banned from their desks.

Earlier this year, RIPTA sent out 400 letters to passengers who had excessive no shows in November and December alerting them to the new policy. RIPTA does not want to suspend people; we want people to call and cancel their trips. Mark stated that if you cancel your trip, and your ride still shows up, please let us know; that’s something we need to fix.

VI. RIDE/RIPTA SERVICE FEEDBACK

•Ride Reservations

Fredericka Athanas doesn’t understand why Ride does not pick her up at the exact time she reserves. Mark stated that this is a misunderstanding; RIPTA does not lock in exact times. By law, we have the right to work within a one hour window. When we’re scheduling 3,500 trips per day, not every person can get their exact trip time. RIPTA needs to do a better job explaining the rules and how trips are scheduled to our customers. Although the call center is open past 4:30PM, RIPTA is unable to make changes to reservations after 4:30PM.

ATAC member Will Potter recently reviewed the Ride brochures and provided feedback. At the next meeting, we will review the Ride brochures and go over the rules.

•Primary Phone Number

For years now, Fredericak Athanas has unsuccessfully requested to have her cell phone number listed on the manifest in the event the Ride Program needs to

contact her. Mark Therrien stated that her cell phone is not listed on the manifest because her home number is listed as her primary number. Mark stated that Customer Service Agents are reviewing and updating information going forward. In addition, the Ride Program will begin collecting email addresses and phone numbers for those individual who want to receive email and text notifications.

VII. OTHER BUSINESS AND MEMBER REPORTS

No discussion.

Barry Humphries made a motion to end the meeting at 11:54am. 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 Tuesday, February 18, 2014 to reserve your ride (craposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 2/20/14
Meeting Time: 10:00 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 1/23/14 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
4. Kennedy Plaza – Proposed Changes
 - Discuss advisory opinion to present to the Board of Directors
5. Review Ride Brochures
6. Ride/RIPTA Service Feedback
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 2/18 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, February 20, 2014
10:00 AM – 12:00 PM

Attendees: Angie Stabile (Chair), Barry Humphries, Deanne Gagne, Ed Soares, Kim Genereux, Pierre Jobin, Chris Taylor and Mark Susa.

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

MEETING MINUTES

I. CALL TO ORDER

Barry Humphries made a motion to approve the January meeting minutes. Deanne Gagne seconded the motion. All were in favor.

II. FOLLOW UP FROM PREVIOUS MEETING

•Stop Announcement Compliance

Mark Therrien read a letter from RIPTA CEO Raymond Studley in response to the ATAC's correspondence addressing their concern that bus drivers and the new Automated Voice Announcements (AVA) are no longer being monitored. The letter is attached to the minutes.

Jim Vincent, our Compliance Officer, will oversee the development of a Request for Proposal (RFP) for an outside third party to monitor RIPTA's performance. Based on our discussions about the issues, we have decided to expand the scope from the prior contract to include all ADA compliance requirements, including stop announcements, wheelchair securement, and use of the lift/ramp. If the ATAC has any additional suggestions as to what the third party company should be monitoring, please email jvincent@ripta.com. The CEO has requested that two members from the ATAC are on the RFP selection committee. Angie Stabile and Ed Soares will be on the committee; Deanne Gagne will also attend if available.

In addition to third party monitoring, we are working to reinforce the drivers' responsibility for stop announcements, including the accuracy of automated stop announcements, which has been added to the vehicle defect card the drivers must fill out. A copy of the form is attached. Anne LeClerc stated that a report will be available at the next meeting.

RIPTA urged the ATAC to provide feedback on whether announcements are being made correctly by the driver and/or the AVA system. RIPTA will compare it to what the drivers are reporting. Please email craposo@ripta.com with your feedback.

Angie Stabile urged the committee not to bother the CEO with complaints that can be handled by RIPTA staff members.

III. RIPTA REPORTS

• Wheelchair Lift Failure

Cristy Raposo reported two wheelchair lift failures for January 2014 compared to zero in December 2013. The average wait time in January was fifteen minutes compared to zero minutes in December 2013.

IV. KENNEDY PLAZA – PROPOSED CHANGES

The ATAC is concerned about the proposed changes to Kennedy Plaza, in particular the walking distance between moved bus stops, as well as traveling safely through the park. Barry Humphries made a motion for the Chair to work on a letter with RIPTA staff addressed to RIPTA’s Board of Directors regarding the ATAC’s concerns. Deanne Gagne seconded the motion. All were in favor. Attached to these minutes is a copy of the letter that will be presented to the Board of Directors at the March Board Meeting.

V. REVIEW RIDE BROCHURES

The ATAC received copies of the ADA Paratransit Eligibility and Overview brochure and the ADA Paratransit Guide. These brochures will be e-mailed to the ATAC as well. The ATAC has been instructed to review the brochures and email craposo@ripta.com with suggested edits.

VI. RIDE/RIPTA SERVICE FEEDBACK

•Senior Disabled Bus Pass Program

Deanne Gagne requested that RIPTA redesign the Disabled Bus Pass so that it no longer reads “Disabled” in large lettering. Mark Therrien stated that RIPTA has plans to revamp this program including renaming it.

•Winter Weather

Mark Therrien stated that RIPTA received many complaints that service was running late during winter snowstorms. During the last snowstorm, all taxis were pulled out of service. RIPTA will cancel non-vital Ride trips during adverse weather; we will not cancel ADA trips.

VII. OTHER BUSINESS AND MEMBER REPORTS

No discussion.

Barry Humphries made a motion to end the meeting at 11:57am. Mark Susa seconded the motion. All were in favor.

***There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on Tuesday, March 25, 2014 to reserve your ride (craposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 3/27/14
Meeting Time: 10:00 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 2/20/14 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
4. Kennedy Plaza Redesign Update
5. Review Ride Brochures
6. Ride/RIPTA Service Feedback
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 2/18 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 27, 2014
10:00 AM – 12:00 PM**

Attendees: Angie Stabile (Chair), Leo Canuel, Barry Humphries, Deanne Gagne, Ed Soares, Kim Genereux, Tanja Blicher-Ucranj, Kevin Nerney, Mark Susa, Fredericka Athanas, Georgia Guiney, and Tim Flynn.

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

MEETING MINUTES

I. CALL TO ORDER

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

II. FOLLOW UP FROM PREVIOUS MEETING

•Stop Announcement Compliance

Jim Vincent, our Compliance Officer, will oversee the development of a Request for Proposal (RFP) for an outside third party to monitor RIPTA's performance. Based on our discussions about the issues, we have decided to expand the scope from the prior contract to include all ADA compliance requirements, including stop announcements, wheelchair securement, use of the lift/ramp, and basic customer service functions. Cristy Raposo will email the scope of work and score sheet to the ATAC committee for review. The CEO has requested that two members from the ATAC are on the RFP selection committee. Angie Stabile and Ed Soares will be on the committee; Deanne Gagne will also attend if available.

The ATAC asked if people with disabilities will be working for this company. Mark Therrien stated that it is being encouraged, but RIPTA cannot demand it.

In addition to third party monitoring, RIPTA is working to reinforce the drivers' responsibility for stop announcements, including the accuracy of automated stop announcements, which has been added to the vehicle defect card the drivers must fill out. RIPTA urged the ATAC to provide feedback on whether announcements are being made correctly by the driver and/or the AVA (Automated Voice Announcement) system. RIPTA will compare it to what the drivers are reporting. Please email craposo@ripta.com with your feedback. Drivers will be disciplined if they do not report AVA failures and inconsistencies.

Mark Therrien reported that the AVA system has been installed on the entire fleet. However, only 85% of the drivers have been trained on how to properly use it. RIPTA will be refining the AVA system for the next 3-4 months.

Members of the ATAC reported AVA inconsistencies. Cristy Raposo documented these and will send to the ATMS Project Manager.

III. RIPTA REPORTS

• Wheelchair Lift Failure

Cristy Raposo reported three wheelchair lift failures for February 2014 compared to two in January 2014. The average wait time in February was 16.67 minutes compared to fifteen minutes in January.

Mark Therrien reported once supervisor vehicles reach their useful life, RIPTA will replace some of them with wheelchair lift equipped vans.

IV. KENNEDY PLAZA REDESIGN UPDATE

ATAC's letter regarding the Kennedy Plaza redesign project was sent to the RIPTA Board of Directors and CEO. Currently, there is a snow melt system installed under Kennedy Plaza. It's expensive to run and even more expensive to expand it. However, it provides significant benefits. The expansion of the snow melt system has been a sticking point in this whole process with the City of Providence. If the proposed multi-hub bond issue passes, there will not be as many buses in Kennedy Plaza; many people will be boarding at other locations. Based on these factors, RIPTA decided it was more important to dedicate dollars to installing a smooth, even surface throughout the plaza for year-round safer passage than expanding the snow melt.

RIPTA's CEO agrees with the ATAC – surface is important. A smooth surface is more important long-term than a snow melt system. If the bond issue passes, we'll be abandoning bus stops on Exchange Terrace and everything will be moving through Kennedy Plaza. Buses will stop, pick up passengers, and go; there will be no dwell time.

The ATAC is concerned about safe passage to Exchange Terrace. Mark Therrien reported that the Downtown Providence Parks Conservancy (DPPC) received a Champlin Foundation Grant to create a pedestrian gateway within Burnside Park. The DPPC has not allowed RIPTA to participate in the designer selection process. RIPTA will request to participate in the design review process.

V. REVIEW RIDE BROCHURES

The ATAC received copies of the ADA Paratransit Eligibility and Overview brochure and the ADA Paratransit Guide. These brochures will be e-mailed to the ATAC again. The ATAC has been instructed to review the brochures and email craposo@ripta.com with suggested edits.

VI. RIDE/RIPTA SERVICE FEEDBACK

•LogistiCare

The Executive Office of Health & Human Services contracted LogistiCare to be the state's medical transportation broker. They are now responsible for arranging transportation for Medicaid recipients through its provider network. RIPTA will be one of the providers in their network. All non-ADA trips will be handled by LogistiCare, not RIPTA. LogistiCare has requested that RIPTA provide them with all our current passenger information by May 1, 2014 so that they can take over all non-ADA trips. RIPTA has requested a start date of June 1, 2014.

All non-Ride service will be going through LogistiCare. If you are making a medical appointment, you will no longer call Ride. DHS is responsible for developing a communications plan to inform the public of this change.

The ATAC asked if Ride looking to dodge providing day trips to agencies. Mark Therrien stated that RIPTA is negotiating with DD centers what we charge for trips to centers. We are simply looking to cover costs, not to make money.

•One Hour Window

Fredericka Athanas asked about how the one hour pick-up window was determined. She's always either extremely early or late.

Mark Therrien answered that Congress established the ADA laws and regulations; they determined the one hour window. The quality of service is defined by the money RIPTA has to run it. Closing that one hour window is costly; RIPTA cannot make that judgment just because it's beneficial to our passengers. That's a financial decision on how to spend public funds.

• E-Mail Reservations and Mobile Applications

Mark Therrien stated that Reveal, the new software company, does provide e-mail reservations and mobile applications. Unfortunately, those are two packages RIPTA did not purchase yet due to budgetary constraints. RIPTA purchased the minimum Reveal software packages (customer service, scheduling, dispatch, billing) just to get up and running. RIPTA's objective is to roll in the other two packages in the future.

- **Ranger**

Leslie Fairall was unable to attend the meeting and asked that the following e-mail be included in the minutes: *I have a concern that van drivers from the Ride program are not reading the "view details" screen. Many riders are not dropped off or picked up in the very front of a building for safety and other reasons. I have had numerous van drivers not dropping me off at the right spot recently. They are claiming that they are not told where I need to be picked up or dropped off, but if you go into the "view details" screen, it is clearly there. This issue needs to be resolved. Thank you.*

Mark Therrien stated that RIPTA is experiencing issues with the Rangers. Most of the drivers do not have that detailed information on the manifest. RIPTA is working to correct this issue.

VII. OTHER BUSINESS AND MEMBER REPORTS

No discussion.

Leo Canuel made a motion to end the meeting at 12:01pm. 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 Tuesday, April 22, 2014 to reserve your ride (craposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 4/24/14
Meeting Time: 10:00 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 3/27/14 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
4. Brooks Almonte, Ride Program
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 2/18 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 24, 2014
10:00 AM – 12:00 PM**

Attendees: Angie Stabile (Chair), Barry Humphries, Deanne Gagne, Ed Soares, Erica Ascione, Tanja Blicher-Ucranj, Russell Gifford, Fredericka Athanas, and Tim Flynn.

RIPTA Staff in attendance: Mark Therrien, Brooks Almonte and Cristy Raposo.

MEETING MINUTES

I. CALL TO ORDER

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

II. FOLLOW UP FROM PREVIOUS MEETING

• Stop Announcement Compliance

Jim Vincent, RIPTA's Compliance Officer, was unable to attend today's meeting. He is overseeing the Request for Proposal (RFP) for an outside third party to monitor RIPTA's performance. The scope of work includes all ADA compliance requirements, including stop announcements, wheelchair securement, use of the lift/ramp, and basic customer service functions.

Follow-up: Mr. Vincent is ascertaining a source of RIPTA funds for the project. He is also putting together a list of potential bidders.

III. RIPTA REPORTS

• Wheelchair Lift Failure

Cristy Raposo reported five wheelchair lift failures for March 2014 compared to three in February 2014. The average wait time in March was 8.4 minutes compared to 16.67 minutes in February. She also reported that four out of the five failures were because the lifts needed to be properly cleaned.

IV. BROOKS ALMONTE, RIDE SUPERINTENDENT

Brooks Almonte, RIPTA new Ride Superintendent, introduced himself to the ATAC. He has worked at RIPTA for over 15 years in various roles including a bus operator, lobbyist, scheduler and planner. His focus is on keeping RIPTA employees to a high standard. His main priority has been the transition of Ride passengers to LogistiCare.

Brooks explained that the Executive Office of Health & Human Services contracted LogistiCare to be the state's medical transportation broker. LogistiCare is now responsible for arranging transportation for Medicaid recipients through its provider network. RIPTA will be one of the providers in their network. Effective May 1, 2014, the Ride Program WILL NO LONGER schedule trips to and from dialysis appointments, senior day care centers, senior meal sites, methadone centers and Medicaid medical appointments. Passengers must call LogistiCare at 1-855-330-9131 to arrange transportation for these needs; RIPTA is unable to transfer calls directly to LogistiCare. Ride ADA customers, those paying \$4 for a ride, should continue to call the Ride Program at 461-9760. Brooks has been working closely with LogistiCare to make sure that the data RIPTA is providing them with is clean and to minimize any problems that may occur during the transition period.

V. RIDE/RIPTA SERVICE FEEDBACK

•Ride Update

Mark Therrien reported that in the next 4-6 weeks, Ride will be launching new scheduling software. The system will be much faster and more reliable. The new tablets will allow drivers to use Google maps to navigate to their destination. Driver manifests will also be available on the new tablet. Drivers will be required to explain if a trip is taking longer than scheduled. In addition, on-board surveillance videos will be turned on in the next few months.

Mark also reported that Dan Bannister, RIPTA's Marketing & Outreach Manager, is leading a performance measurement system for our Customer Service Departments, including Ride. RIPTA's goal is to improve our Customer Service operations.

•Ride Incident

Fredericka Athanas reported a Ride operator traveling on the wrong side of the road; she notified Dianne Chappel of the incident. Brooks Almonte will follow up on this. Mark Therrien reported that 40 rangers are currently nonfunctional, making it difficult for drivers to know exact pick-up and drop-off instructions. New tablets will be arriving in the near future that will increase operation efficiency.

•No Show Policy

RIPTA has been enforcing the No Show Policy. RIPTA only has authority to enforce the policy on the ADA side. Mark Therrien reported that there has been one person suspended.

- **AVA (Automated Voice Announcement) System**

Members of the ATAC reported AVA system failures. RIPTA urged the ATAC to immediately report whether announcements are being made correctly by the driver and/or the AVA system. RIPTA will compare it to what the drivers are reporting. Please email craposo@ripta.com with your feedback; do not wait until the next ATAC meeting to report the incident. Drivers will be disciplined if they do not report AVA failures and inconsistencies.

- **Door-to-Door Service**

Mark Therrien asked the group to discuss the idea of RIPTA going from door-to-door service to curb-to-curb service. The driver would no longer go to the door to get the passenger, nor would he/she push a passenger in a wheelchair to the door.

VI. OTHER BUSINESS AND MEMBER REPORTS

No discussion.

Angie Stabile made a motion to end the meeting at 11:35am. Fredericka Athanas seconded the motion. All were in favor.

***There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on Tuesday, June 24, 2014 to reserve your ride (craposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 6/26/14
Meeting Time: 10:00 AM – 12:00 PM
Location: RIPTA
269 Melrose Street, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Review and Approval of Minutes from 4/24/14 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
4. Ride/RIPTA Service Feedback
5. Update from Chief Information Officer Anne LeClerc
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 6/24 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 26, 2014
10:00 AM – 12:00 PM

Attendees: Angie Stabile (Chair), Barry Humphries, Ed Soares, Tanja Blicher-Ucranj, Russell Gifford, Fredericka Athanas, Evelyn Carvalho, John Carvalho, Pamela Amaral Kelly Richards, Barbary Henry, Georgia Guiney, Mark Susa and Michael Moan.

RIPTA Staff in attendance: Mark Therrien, Anne LeClerc, Jim Vincent, Brooks Almonte and Cristy Raposo.

MEETING MINUTES

I. CALL TO ORDER

Barry Humphries made a motion to approve the April meeting minutes. Fredericka Athanas seconded the motion. All were in favor.

II. FOLLOW UP FROM PREVIOUS MEETING

• Stop Announcement Compliance

Jim Vincent, RIPTA's Compliance Officer, is overseeing the Request for Proposal (RFP) for an outside third party to monitor RIPTA's performance. The scope of work includes all ADA compliance requirements, including stop announcements, wheelchair securement, use of the lift/ramp, and basic customer service functions. He reported that after July 22, 2014, RIPTA will have a better overview of the companies that submitted proposals. Angie Stabile, Deanne Gagne, and Ed Soares will sit on the RFP review committee.

III. RIPTA REPORTS

• Wheelchair Lift Failure

Cristy Raposo reported one wheelchair lift failures for May 2014 compared to five in April 2014. The average wait time in May was 13 minutes compared to 18 minutes in April.

IV. RIDE/RIPTA SERVICE FEEDBACK

• Ride Update

Brooks Almonte, Ride Superintendent, reported that the implementation of new scheduling software is still on track; implementation should be finalized by the end of August. The system will be much faster and more reliable. He also reported that the new tablets have arrived. All the new tablets are on site and

will be fully installed by September 1, 2014. The new tablets will allow drivers to use Google maps to navigate to their destination. Driver manifests will also be available on the new tablet. The phone system is a year out from being replaced.

Mark Therrien reported that a mobile app will soon be available for Ride. Passengers will be able to put in their ID # and know when their ride is going to arrive. RIPTA will release information on this as it gets closer.

•Ride Incidents

Fredericka Athanas reported that some of the Ride vans need to be repaired. Brooks Almonte stated that RIPTA is looking to hire a Director of Vehicle Maintenance. Also, RIPTA is going out to bid for fleet replacement.

Mark Therrien stated that Fredericka had previously reported a driver talking on his cell phone while driving. That driver no longer works for RIPTA. Please be assured that RIPTA takes each and every complaint seriously.

•E-Cigarettes

The ATAC asked if Ride drivers are allowed to smoke e-cigarettes while driving. Brooks Almonte will look into this.

•T.F. Green Airport

The ATAC asked why Ride vehicles aren't allowed to pull up to the T.F. Green entrance for drop-offs. Brooks Almonte will look into this.

•Kennedy Plaza Update

Mark Therrien reported that Cardi Corporation won the bid to complete construction in Kennedy Plaza. Construction will start July 14. RIPTA will move bus stops out of the Plaza on July 12. RIPTA compromised the demand for snowmelt in exchange for a flat surface in the Plaza. Once construction is completed, RIPTA will be reducing the number of bus stops in the Plaza to nine. Kennedy Plaza will remain open during construction.

Barbara Henry asked if anyone has mentioned brailing the bus stops to make it easier to identify. Mark Therrien stated that is possible to have the letter and bus stop number brailled on the stop.

•No Show Policy

RIPTA has been enforcing the No Show Policy. Mark Therrien reported that two individuals have received warnings.

- **AVA (Automated Voice Announcement) System**

Members of the ATAC reported AVA system failures. Anne LeClerc urged the ATAC to immediately report whether announcements are being made correctly by the driver and/or the AVA system. RIPTA will compare it to what the drivers are reporting. Please email craposo@ripta.com with your feedback; do not wait until the next ATAC meeting to report the incident. Drivers will be disciplined if they do not report AVA failures and inconsistencies.

V. UPDATE FROM CHIEF INFORMATION OFFICER, ANNE LECLERC

Anne LeClerc reported that there have been some issues with RIPTA's ATMS project. There were some issues on Saturday with the implementation of summer service changes because there are buses that still need to download the new announcements. Some of the external announcements are also wrong because of this. Please report any missed or incorrect announcements to Cristy Raposo. ATAC asked about antivirus protection; Anne stated that buses can only download what RIPTA sends out.

VI. OTHER BUSINESS AND MEMBER REPORTS

Mark Therrien reported that ATAC member Mark Susa has been approved by the senate to be a board member for RIPTA.

Angie Stabile made a motion to end the meeting at 11:46am. Barbary Henry seconded the motion. All were in favor.

***There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on Tuesday, August 26, 2014 to reserve your ride (craposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 8/28/14
Meeting Time: 10:00 AM – 12:00 PM
Location: RIPTA
269 Melrose Street, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Review and Approval of Minutes from 6/26/14 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
4. Ride/RIPTA Service Feedback
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 8/26 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, August 28, 2014
10:00 AM – 12:00 PM**

Attendees: Angie Stabile (Chair), Barry Humphries, Ed Soares, Tanja Blicher-Ucranj, Fredericka Athanas, Pamela Amaral, Kelly Richards, Barbary Henry, Justin Henry, Mark Susa and Will Potter.

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

MEETING MINUTES

I. CALL TO ORDER

Will Potter made a motion to approve the June meeting minutes.
Kelly Richards seconded the motion. All were in favor.

II. FOLLOW UP FROM PREVIOUS MEETING

•Stop Announcement Compliance

Jim Vincent, RIPTA's Compliance Officer, is overseeing the Request for Proposal (RFP) for an outside third party to monitor RIPTA's performance. The scope of work includes all ADA compliance requirements, including stop announcements, wheelchair securement, use of the lift/ramp, and basic customer service functions. Angie Stabile, Deanne Gagne, and Ed Soares review the RFPs with RIPTA staff on Monday, September 15, 2014 at 11AM.

•E-Cigarettes

The ATAC asked if Ride drivers are allowed to smoke e-cigarettes while driving. RIPTA is looking into this.

•T.F. Green Airport

The ATAC asked why Ride vehicles aren't allowed to pull up to the T.F. Green entrance for drop-offs. RIPTA confirmed that the vehicles are allowed to pull up to the front entrance; drivers will be reminded of this.

III. RIPTA REPORTS

• Wheelchair Lift Failure

Cristy Raposo reported zero wheelchair lift failures for June and July 2014.

IV. RIDE/RIPTA SERVICE FEEDBACK

•Ride Update

Mark Therrien reported that the new software would be fully implemented on September 4, 2014. RIPTA will be able to see where Ride drivers have been all day. If a driver is falling behind schedule, it will automatically flag the system. This new software will make drivers fully accountable for their actions.

Mark Therrien reported that a mobile app will soon be available for Ride. Passengers will be able to put in their ID # and know when their ride is going to arrive. RIPTA will release information on this as it gets closer.

There will be a demonstration at the next meeting.

Mark reminded the ATAC that drivers should not be using the toggle switch on an electric wheelchair to load passengers; it is dangerous. Only the passenger or his/her aid should be using the toggle switch.

•Taxi Service Feedback

Barbara Henry reported a pleasant experience using Anytime, Anywhere Taxi. The driver Raymond was excellent. She was very impressed.

•Kennedy Plaza Update

Mark Therrien reported that Kennedy Plaza may be reopening in December. RIPTA will be moving some bus stops to East Approach to cut down the length people have to walk in order to transfer. Peter Pan and Greyhound buses will be relocating to Amtrak.

•Functional Assessment

Mark Therrien reported that most of country has gone to functional assessment. When your ADA application expires, you will have to attend an in-person evaluation rather than mailing in the application. This will eliminate passengers who do not belong on the system. Cristy Raposo read the following article to the group: <http://www.bostonglobe.com/metro/2014/08/22/for-elderly-passengers-newly-required-mbta-interviews-prove-challenging/iTgh31kxssf2MwWfGn1N/story.html>

• AVA (Automated Voice Announcement) System

RIPTA intern Ariel Mercedes stated that he has been trying to fix the automated system. RIPTA is still going through the routes in South County that need to be revised. There are a few issues to tweak and we're working with the contractor to rectify them. We're looking to improve the quality of the recordings. ATAC members stated that not all drivers are announcing bus stops. Mark Therrien stated that a request will be sent to the Transportation Department to reinstruct drivers to announce stops.

Fredericka Athanas requested that RIPTA monitor the Stop & Shop bus stop in East Providence. There is always an issue with announcements there.

V. OTHER BUSINESS AND MEMBER REPORTS

Barry Humphries made a motion to end the meeting at 11:49am. Barbary Henry seconded the motion. All were in favor.

***There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on Tuesday, October 21, 2014 to reserve your ride (craposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 9/25/14
Meeting Time: 10:00 AM – 12:00 PM
Location: RIPTA
705 Elmwood Avenue, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Review and Approval of Minutes from 8/28/14 Meeting
2. Tour of Ride
3. Follow Up from Previous Meeting
4. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
5. Ride/RIPTA Service Feedback
6. Other Business and Member Reports

NOTE

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

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**
by 9/23 to let her know you'll be using the van from Kennedy Plaza.



Accessible Transportation Advisory Committee

Meeting Date: 10/23/14
Meeting Time: 10:00 AM – 12:00 PM
Location: RIPTA
705 Elmwood Avenue, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Review and Approval of Minutes from 8/28/14 Meeting
2. Tour of Ride
3. Follow Up from Previous Meeting
4. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
5. Ride/RIPTA Service Feedback
6. Other Business and Member Reports

NOTE

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

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**
by 10/21 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, October 23, 2014
10:00 AM – 12:00 PM

Attendees: Angie Stabile (Chair), Barry Humphries, Ed Soares, Tanja Blicher-Ucranj, Fredericka Athanas, Pamela Amaral, Kelly Richards, Barbary Henry, David Balo and Jay McBride

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

MEETING MINUTES

I. CALL TO ORDER

Mark Therrien read the August minutes to the ATAC.

Barry Humphries made a motion to approve the June meeting minutes.

Fredericka Athanas seconded the motion. All were in favor.

II. TOUR OF RIDE OFFICES

Mark Therrien provided a tour of the Ride Offices to the ATAC.

III. FOLLOW UP FROM PREVIOUS MEETING

•Stop Announcement Compliance

Jim Vincent, RIPTA's Compliance Officer, is overseeing the Request for Proposal (RFP) for an outside third party to monitor RIPTA's performance. The scope of work includes all ADA compliance requirements, including stop announcements, wheelchair securement, use of the lift/ramp, and basic customer service functions. Angie Stabile, Deanne Gagne, and Ed Soares review the RFPs with RIPTA staff on Monday, September 15, 2014 at 11AM.

Jim thanked everyone for being patient during this process. He reported that there was a huge price gap between the two companies who submitted bids. In addition, one company is from Arizona and the other is a local company. RIPTA reviewed the non-announcement requirements with each company before asking them to provide their best and final offer. Angie Stabile, and Ed Soares will review the RFPs with RIPTA staff on Tuesday, November 4, 2014. The goal is to present the winning bid to the RIPTA Board at the November Board Meeting for an official vote.

- **E-Cigarettes**

The ATAC asked if Ride drivers are allowed to smoke e-cigarettes while driving. RIPTA updated and reissued their Smoke Free Workplace Policy to include e-cigarettes. ATAC members are encouraged to report any RIPTA employee in violation of this policy. If a taxi smells like cigarette smoke, please notify RIPTA as well.

IV. RIPTA REPORTS

- **Wheelchair Lift Failure**

Mark Therrien reported one wheelchair lift failure for September 2014.

- **Organizational Changes**

Mark Therrien stated that organizational changes have occurred at RIPTA. He is now the Executive Director of Paratransit Services; he is no longer in the Planning/Fixed-Route division. Amy Pettine, who has been in Planning for several years, is the new Executive Director of Planning. Amy stated that she is committed to attending the ATAC meetings. In addition, she has hired a new Planning staff person who will focus on accessibility.

V. RIDE/RIPTA SERVICE FEEDBACK

- Ed Soares reported that visual ad signs on Route 54 weren't working too well. 2009 bus. Providence Street after 7:30am.

- **Functional Assessment**

Mark Therrien reported that most of country has gone to functional assessment. When your ADA application expires, you will have to attend an in-person evaluation rather than mailing in the application. This will eliminate passengers who do not belong on the system.

VI. OTHER BUSINESS AND MEMBER REPORTS

- **Articulated Bus Tour**

Amy Pettine stated that RIPTA staff recently attended the APTA Expo where they had an opportunity to look at new vehicles. RIPTA is considering purchasing an articulated bus for the R-Line, given the heavy ridership. An articulated bus can be described as an accordion - two 30 foot sections with a bendable middle. Amy invited ATAC members to view and ride a 60-foot articulated bus manufactured by New Flyer on Wednesday, October 29, 2014. RIPTA will have a sample articulated bus on its property from Rochester, New York in front of the Chafee Building at 750 Elmwood Avenue. She invited members to tour the bus and provide feedback about the accessibility and comfort of this vehicle.

- **Operation Outreach**

Jay McBride, a Vet to Vet Mutual Support Group Facilitator, from Operation Outreach introduced himself to the ATAC. He is interested in becoming a member. He realized that there was no support in state for amputees and people in wheelchairs. Jay is a disabled veteran who is working to establish a support group for veterans. Transportation is an issue for this demographic. This is a long-term initiative to find less expensive ways for this group to remain active and mobile.

- **Meeting Room Change**

Angie suggested that the meeting room location permanently change from 265 Melrose Street to 705 Elmwood Avenue. Barry Humphries seconded the motion. All were in favor.

Angie Stabile made a motion to end the meeting at 11:56am. 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 Tuesday, October 21, 2014 to reserve your ride (craposo@ripta.com or 784-9500 x242).**



Accessible Transportation Advisory Committee

Meeting Date: 12/04/14
Meeting Time: 10:00 AM – 12:00 PM
Location: RIPTA
705 Elmwood Avenue, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Review and Approval of Minutes from 10/23/14 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
4. Ride/RIPTA Service Feedback
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 12/2 to let her know you'll be using the van from the Convention Center.

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

**RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, December 4, 2014
10:00 AM – 12:00 PM**

Attendees: Angie Stabile (Chair), Barry Humphries, Kelly Richards, Barbary Henry, Grace Pires, Jay McBride, Mark Susa and Michael Moan

RIPTA Staff in attendance: Brooks Almonte, Barbara Polichetti, Jim Vincent, Amy Pettine and Cristy Raposo.

MEETING MINUTES

I. CALL TO ORDER

Barbara Henry made a motion to approve the October meeting minutes.
Angie Stabile seconded the motion. All were in favor.

II. FOLLOW UP FROM PREVIOUS MEETING

•Stop Announcement Compliance

Jim Vincent, RIPTA's Compliance Officer, is overseeing the Request for Proposal (RFP) for an outside third party to monitor RIPTA's performance. The scope of work includes all ADA compliance requirements, including stop announcements, wheelchair securement, use of the lift/ramp, and basic customer service functions.

Jim reported that a company was not selected. RIPTA's CEO wanted some more details in terms of the program to make sure it will not have the same problems that the old program had as well as iron out details. The goal is to present the winning bid to the RIPTA Board at the January Board Meeting for an official vote. Jim will be meeting with the CEO and Security Director to outline potential weaknesses in the program. RIPTA is taking this very seriously.

Barbara Henry stated that the bus stop announcements are not working well at all. Instead of hearing her stop, the bus announced "this bus is out of service." Also, the bus didn't give any information when she pulled the cord. Jim Vincent stated that the Stop Announcement Compliance Monitoring company will have a system of checks and balances; this will be one of the elements. RIPTA will communicate to the Training Department that drivers must announce stops when the system fails.

Amy Pettine stated that RIPTA is learning something about the system every day. Ariel Mercedes, a Planning Department employee, is working through issues that still remain and exploring other ways we can use system. She will talk to Ariel to determine how much of the system is accurate. If he says we're 99% there, then we'll know something is wrong. She will provide a status update on how implementation is going at the next meeting.

III. RIPTA REPORTS

- **Wheelchair Lift Failure**

Cristy Raposo reported zero wheelchair lift failures for October 2014.

IV. RIDE/RIPTA SERVICE FEEDBACK

- **Ride to ATAC Meeting**

Barry Humphries lives five minutes away from Angie Stabile in the same city. He and Angie both had the same pickup window scheduled for the ATAC meeting; however he ended up with a separate Ride and is now very late. Angie finds the system to be inefficient. Brooks Almonte stated that Ride is tackling inefficiencies with the new software. He will look into to see why they weren't in the same vehicle.

- **Ride Scheduling**

Grace Pires, an Office of Rehabilitation Services (ORS) is concerned for their clients attempting to join the workforce. Scheduling Ride trips is an issue that affects their ability to work. Employers rely on their staff to arrive on time. She has had clients arriving late repeatedly on Ride to start a work training program; they will lose their ability to be independent if they cannot rely on transportation. Also, passengers are getting dropped off an hour early in cold temperatures before the building is open.

Brooks Almonte stated that due to bad data mining issues do occur. Ride is working diligently to prevent problems. If this is an ongoing issue, please report it to Brooks immediately.

- **Interactive Voice Response (IVR)**

ATAC members stated that they have been on hold for over an hour to book a trip. Why can't they use IVR to book a trip and avoid waiting for a CSA? Brooks stated that we are a year out from a new phone system with IVR.

- **ID Number**

Barbara Henry would like to be able to call Ride and identify herself using her ID number, not her name, as she has done in the past. When she is out in public,

she does not want to identify herself aloud due to safety concerns. Brooks will look into it.

- **New Holiday Reservation Policy**

In order to provide better service, RIdE has changed the reservation procedure for holiday service. RIdE will accept reservations for holidays only during the month the holiday falls on. Customer Service Agents will NOT accept reservations the month before a holiday falls on. For example, if you would like a RIdE on Memorial Day, Monday, May 25, 2015, you would call the RIdE office beginning May 1, 2015. Reservations will not be accepted in April 2015 for the May holiday. Standing orders do not apply to holidays. If you need your standing order trip on any of the holidays celebrated by RIPTA, you MUST contact RIdE in advance to book your trip for that particular holiday. Otherwise, your trip will not be scheduled.

V. OTHER BUSINESS AND MEMBER REPORTS

- **Statewide Planning**

Michael Moan, Statewide Planning, stated that his office is updating their Public Participation Plan (PPP). Statewide Planning is forming a review committee to assist with this effort. The Public Participation Plan will require input from several agencies including RIPTA. He'd like a representative from ATAC to be included on the review committee. The PPP directs how their staff goes out to the public and seeks input on key documents for transportation improvements with state and federal state money.

His office is responsible for the Transportation Improvement Program (TIP) and the long-range transportation plan (the Plan). The Plan determines where and what type of improvements and expansion of the transportation system occurs over a 20 year time frame. The TIP is a short term document that programs the design and construction of projects over a four year period with state and federal funding. All documents are reviewed and updated on a regular basis.

- **ATAC Meeting Time**

A few members requested that the ATAC meeting time change to 4:30pm – 6:30pm in order for more people to attend. Staffing evening meetings may be an issue for RIPTA. RIPTA will look into changing the meeting time for some, not all, of the meetings.

Angie Stabile made a motion to end the meeting at 11:32am. Barbara Henry seconded the motion. All were in favor.

***There will be a RIdE bus leaving Kennedy Plaza 30 minutes before the start of the**

next ATAC meeting. You must contact Cristy Raposo by 4:30pm on Tuesday, January 20, 2015 to reserve your ride (craposo@ripta.com or 784-9500 x242).