

## ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

RIPTA Transportation Conference Room  
705 Elmwood Avenue, Providence, Rhode Island 02907  
Thursday, June 6, 2019

**Attendees:** Benny Bergantino, Rui Cabral (Chair), John Carvalho, John Gaffney, Deanne Gagne, Janice Musco, Rhonda O'Donnell, Jeanne Ouellette, Heidi Showstead, Angie Stabile, Lisa Stamp, and Mark Susa.

**RIPTA Staff in attendance:** Mark Therrien, Joelle Kanter, Matt Biskey.

### I. Call to Order

Chairman Rui Cabral called the meeting to order at 4:10 PM.

Angie Stabile motioned to accept the May 2, 2019 meeting minutes, and John Carvalho seconded. All were in favor.

### II. Marketing Opportunities

- **Review of draft ATAC outreach materials:** By creating a brochure, the committee hopes to bring more people to the table, define committee goals, and stay active. The group reviewed a designed draft, suggested minor content changes, and recommended making it voiceover readable for those who want to scan it or download it from RIPTA's website.

RIPTA plans to display the brochures at Kennedy Plaza, the office at 705 Elmwood Avenue, the Pawtucket transit center and Gateway Center in Newport. The Commuter Resources team will also bring them to events, and the customer service team can bring them to road shows for the bus pass program. Other suggested venues will be taken into consideration.

- **Report on website content recommendations:**  
Rui Cabral mentioned the challenge of finding information on RIPTA's website about the reduced fare bus pass program. Jeanne Ouellette also noted an issue related to proof of disability for the bus pass program, and staff will follow up on her suggestion.

### III. RIPTA Reports

- Monthly Wheelchair Lift Failures: Between May and November 2018, there were no wheelchair lift failures. From December 2018 through March 2019, there were 2 failures each month. In April 2019, that number increased to 5. Staff will follow up about this.
- Stop Announcement Compliance: In April, 111 trips were monitored, including 108 from

Providence and 3 from Newport. 791 announcements were required, and 100% were made. Professional Security Services added two new monitors to its staff, meeting RIPTA's expectations.

- On-time performance: In March 2019, RIPTA's on-time performance averaged 81%, in April 2019, it averaged 80.8%, and in May, it averaged 78.6%. The American Bus Benchmarking Group (ABBG) average is 79%.
- Customer service inquiries: Joelle Kanter now receives emails from RIPTA's customer service department about ADA-classified issues. She also reviewed all ADA-related complaints from the past year, totaling 14. Details will be shared with the committee as needed moving forward.
- Ride key performance indicators: In August, RIPTA will share Ride statistics for April, May, and June 2019.
- Other RIPTA announcements:
  - RIPTA will give ATAC members an opportunity to review fare validator sounds that will be used in the new account based system.
  - Mark Therrien described the standard usage plan for caravans. They will not be deployed for wheelchairs, but ambulatory passengers may experience more rides on caravans for long trips.
  - RIPTA hopes to start using the 25 new Ford Transits, which use diesel fuel, in October. They will be smaller than existing paratransit shuttles, but they will have the same aqua blue graphics as the caravans.

#### **IV. Upcoming Meetings**

RIPTA encourages ATAC members to participate in public meetings about Transit Forward RI 2040, the state's transit master plan, which sets up capital funding for projects. Staff will share information once the schedule is finalized. Ride will cover the fare specifically for ATAC members to travel to and from these meetings, as well as the public forums organized by the Governor's Commission on Disabilities.

ATAC will not meet in July. The next committee meeting is scheduled on Thursday, August 1<sup>st</sup>.

#### **V. Ride/RIPTA Service Feedback**

Mark noted that the most frequent complaints about Ride service involve the limitations of pick-up locations. RIPTA stays within clear ADA standards, serving people located within ¼ mile of a fixed route. He added that most Ride issues are resolved immediately, so customers rarely contact RIPTA customer service to make ADA-specific complaints.

Lisa Stamp mentioned an issue with the interactive voice response (IVR) system, which had an incorrect address for her destination. To avoid this in the future, people suggested using her account information to connect to the IVR and hear all of her upcoming trips. The next version of Reveal will have a web interface, which Kansas City is currently testing. RIPTA may get the software upgrade this fall.

Angie Stabile noted that a fixed-route bus driver recently denied her request to use a ramp. Ramps should be lowered whenever customers request them, and RIPTA staff will talk to the customer service team to make sure that drivers and supervisors are educated about these standards.

## **VI. Other Reports**

Joelle will meet with John Gaffney for a Kennedy Plaza site visit.

The meeting adjourned at 6:00 PM.