



Accessible Transportation Advisory Committee

Meeting Date: 06-28-18
Meeting Time: 4:00PM – 6:00PM
Location: RIPTA
705 Elmwood Avenue, Providence

AGENDA

1. Call to Order
 - Establish Quorum/Attendance/Introductions
 - Review and Approval of Minutes from May 2018 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
 - Stop Announcement Compliance Update
 - Wheelchair Lift Failures
 - Ride Call Center
4. Smart Fare Card Technology Update
5. Transportation Coordinating Council Update
6. Ride/RIPTA Service Feedback
7. Other Reports

NOTE

When calling to schedule your Ride to the ATAC meeting, please be sure to tell the Customer Service Agent that you are going to and from the ATAC meeting so that you will not be charged.

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, June 28, 2018
4:00 PM – 6:00 PM

Attendees: Rui Cabral (Chair), Heather Schey, Angie Stabile, Jeanne Ouellette, Monica Dzialo, Benny Bergantino and Mark Sousa

RIPTA Staff in attendance: Mark Therrien, Jim Vincent, Greg Nordin, Kevin Perry, Greg Harris and Michelle Lafond

MEETING MINUTES

I. CALL TO ORDER

Rui called meeting to order. Introductions were made.

II. RIPTA REPORTS

- **Stop Announcement Compliance**

Jim Vincent, RIPTA's Compliance Officer, is overseeing Professional Security Services, the company that monitors RIPTA's fixed-route performance. All ADA compliance requirements, including stop announcements, wheelchair securement, use of the lift/ramp, and basic customer service functions, will be monitored and documented.

Jim Vincent provided the April/May RIPTA Bus Monitoring and ADA Announcement Compliance Report (attached).

- **Wheelchair Lift Failure**

Mark Therrien, reported there were zero wheelchair lift failures for the month of May. Mark will provide call center statistics at next meeting.

III. Smart Fare Card Technology Update

Kevin Perry, gave update on smart fare card technology.

- Project timeline – 18 months
- Project budget – \$5.5 million
- Anticipated launch date – Fall 2019

Benefits:

- Allows RIPTA fare collection equipment to scan newer generation, cash reloadable, re-usable smart cards instead of paper tickets.
- Allows RIPTA to scan QR codes on smart phones via a mobile app, to act as bus passes instead of paper tickets.

- Allows passengers to digitally buy tickets or load funds to smart cards or smart phones, you no longer need to pick up a monthly passes or have them mailed to you.
- More reliable equipment (fare boxes always jam and have lots of moving parts). This new scanning equipment has no moving parts and is far more reliable.
- Allows RIPTA to monitor fare collection equipment in real time, as the new scanners have cell modems built-in.

We also needed ATAC feedback on the location of where the scanners will eventually be installed on RIPTA buses. We asked them to view two possible locations; one option was to the left of the door as you enter the bus mounted above a grab-bar, the other option was to the right of the door as you enter the bus next to the existing fare box. The ATAC community reported they preferred the option where it will be mounted on the right, next to the existing fare box. RIPTA decided to mount the equipment to the right as ATAC preferred. This was also the manufacturer's recommendation.

IV. TRANSPORTATION COORDINATING COUNCIL UPDATE

Greg Nordin gave the group a update on June meeting. The working group is seeking funding sources for the no fare bus fare program. They will be meeting monthly until the report is due to the legislature (November 1, 2018).

Rui Cabral asked the number of free bus passes 5 years ago. Greg Nordin to provide at next meeting.

V. OTHER BUSINESS AND MEMBER REPORTS

- Benny Bergantino, from Statewide Planning creating new committee and looking for volunteer from ATAC group. Angie Stabile has agreed to serve on committee.

July Meeting

Rui Cabral made a motion to cancel July ATAC meeting. Angie Stabile seconded the motion. All the rest were in favor.

Rui Cabral made a motion to end the meeting at 5:37pm. Angie Stabile seconded the motion. All were in favor.

When calling to schedule your Ride to the ATAC meeting, please be sure to tell the Customer Service Agent that you are going to and from the ATAC meeting so that you will not be charged for your ride.

RHODE ISLAND PUBLIC TRANSIT AUTHORITY
ADA Monthly Compliance Report
(System Wide)
Elmwood - AGM of Transportation James F. Dean
Newport - Superintendent William King

SUMMARY OF MONTHLY DATA
APRIL 2018

Garage	Percentage Announcements Made	Percentage Trips In Full Compliance	Number of Trips Monitored	Number of Operators Monitored	Number of Announcements Made	Number of Announcements Required	Number of Trips In Full Compliance
Elmwood	96%	85%	67	60	444	464	57
Newport	85%	69%	16	14	116	136	11
Combined	93%	82%	83	74	560	600	68

TRIP COMPLIANCE BY MAJOR CATEGORIES						
Garage	Trips @ 0% Compliance	Trips @ 1% - 50% Compliance	Trips @ 51% - 70% Compliance	Trips @ 71% - 99% Compliance	Trips @ 100% Compliance	Total Trips Monitored
Elmwood	-	-	4	6	57	67
Newport	1	1	2	1	11	16
Combined	1	1	6	7	68	83

OPERATOR COMPLIANCE BY MAJOR CATEGORIES						
Garage	Operators @ 0% Compliance	Operators @ 1% - 50% Compliance	Operators @ 51% - 70% Compliance	Operators @ 71% - 99% Compliance	Operators @ 100% Compliance	Total Operators Monitored
Elmwood	-	-	4	6	50	60
Newport	1	1	1	1	10	14
Combined	1	1	5	7	60	74

SUMMARY OF AUTOMATED SYSTEM WORKING / FAILED						
	# of Trips	# of Drivers	# of Buses Tested	% of Buses Tested	Annc. Reg	Annc. Made
System Working	82	73	64	98%	595	560
System Failed	1	1	1	2%	5	0
Total	83	74	65	100%	600	560

RHODE ISLAND PUBLIC TRANSIT AUTHORITY
ADA Monthly Compliance Report
(System Wide)
Elmwood - AGM of Transportation James F. Dean
Newport - Superintendent William King

SUMMARY OF MONTHLY DATA
MAY 2018

Garage	Percentage Announcements Made	Percentage Trips In Full Compliance	Number of Trips Monitored	Number of Operators Monitored	Number of Announcements Made	Number of Announcements Required	Number of Trips In Full Compliance
Elmwood	95%	95%	75	63	504	531	71
Newport	100%	100%	12	10	103	103	12
Combined	96%	95%	87	73	607	634	83

*

* Software variance of 28%

TRIP COMPLIANCE BY MAJOR CATEGORIES						
Garage	Trips @ 0% Compliance	Trips @ 1% - 50% Compliance	Trips @ 51% - 70% Compliance	Trips @ 71% - 99% Compliance	Trips @ 100% Compliance	Total Trips Monitored
Elmwood	2	2	-	-	71	75
Newport	-	-	-	-	12	12
Combined	2	2	-	-	83	87

OPERATOR COMPLIANCE BY MAJOR CATEGORIES						
Garage	Operators @ 0% Compliance	Operators @ 1% - 50% Compliance	Operators @ 51% - 70% Compliance	Operators @ 71% - 99% Compliance	Operators @ 100% Compliance	Total Operators Monitored
Elmwood	2	2	-	-	59	63
Newport	-	-	-	-	10	10
Combined	2	2	-	-	69	73

SUMMARY OF AUTOMATED SYSTEM WORKING / FAILED						
	# of Trips	# of Drivers	# of Buses Tested	% of Buses Tested	Ann. Reg	Ann. Made
System Working	83	69	66	94%	605	605
System Failed	4	4	4	6%	29	2
Total	87	73	70	100%	634	607