

## ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

RIPTA Transportation Conference Room  
705 Elmwood Avenue, Providence, Rhode Island 02907  
Thursday, March 5, 2020

**Attendees:** Rui Cabral (Chair), Robert Beauregard, Benny Bergantino, Justin Cartwright, John Carvalho, Vincent DeJesus, Monica Dzialo, Deanne Gagne, Barbara Henry, Barry Humphries, Erin McCurry, Janice Musco, Jeanne Ouellette, Grace Pires, Heather Schey, Angela Stabile, Lisa Stamp, Francisco Sousa, Frank Susa, and Mark Susa.

**RIPTA Staff in attendance:** Dianne Chappel, Nate Hannon, Sarah Ingle, Joelle Kanter, Greg Nordin, and Joe Solomon.

### I. Call to Order

Chairman Rui Cabral called the ATAC meeting to order at 4:08 PM.

Angie Stabile motioned to accept the February 6, 2020 meeting minutes, and John Carvalho seconded. All were in favor.

### II. Election-Related Items

Monica Dzialo motioned to accept the revised ATAC by-laws which were emailed to the group in advance. Frank Susa seconded the motion, and all were in favor.

Angie Stabile motioned to approve the ATAC officer descriptions, and John Carvalho seconded. All were in favor. Joelle Kanter agreed to post the updated documents on the ATAC page on RIPTA's website.

### III. Election of Officers (Vote Required)

Active committee members voted for candidates for officer positions by secret ballot. Rui Cabral was re-elected as chairperson and Lisa Stamp was selected as vice-chairperson for two-year terms.

### IV. Update on RIPTA projects

- Passenger code of conduct: Joelle Kanter emailed a draft code of conduct for RIPTA passengers before the meeting and encouraged the group to review it and share feedback. Topics of special interest include proper fare for passengers, welcoming service animals, securing of mobility devices, and cooperation with moving from priority seating areas as needed. The code also mentions the basis for removal from RIPTA facilities and vehicles and outlines the notice for exclusion and appeal procedures.

- Downtown Transit Connector: Greg Nordin, RIPTA's chief of strategic advancement, announced that Downtown Transit Connector (DTC) shelters are being installed to support RIPTA's new high frequency service that opens access throughout downtown between the Providence train station and Rhode Island Hospital. Two shelters are located on Eddy Street by the waterfront park, two are located by the hospital, and another one is by the Johnson & Wales Yena Center on Dorrance Street, south of Weybosset. They are ADA compliant and have yellow tactile warning strips to mark the curbs. No new shelters will be constructed in Kennedy Plaza as part of this project.
- Service changes:
  - RIPTA's service improvements went into effect in January, providing later service along some routes (i.e. #3, #4, and #72) and increasing the span of service for paratransit trips nearby.
  - RIPTA is finalizing recommendations for summer changes including extended hours along routes #19 and #6. Some mid-day service should also be added along route #14. RIPTA plans to add 17 more electric buses to its fleet this summer, and work should begin planning for mobility hubs at URI and CCRI which have been funded through a federal grant.
- WAVE fare integration:
  - Beta testing has started on RIPTA's new fare collection project, and in response to feedback, the agency is addressing issues related to fareboxes, driver training, and public communication.
  - RIPTA is making progress on finding a solution to integrate paratransit service into the system. Greg reported that a team is working with the developer on a change order that would allow passengers to pay with a WAVE card when they board a paratransit vehicle.
  - At an upcoming ATAC meeting, RIPTA will plan to distribute cards and conduct a group training on the WAVE system.
  - Greg answered a question about the potential use of credit and debit cards for fare payment in a future phase. He also noted that most WAVE cards will not have the account holder's photo.
  - The base fare will remain the same at \$2 per trip, and transfers within the first hour will be free.
  - The WAVE cards have an earn-as-you-go feature that allows passengers to get the best daily and monthly rates without having to pay for daily or monthly passes upfront.
  - With the new system, personal care attendants will need their own WAVE cards, and both passengers will have to pay for each trip.
  - Card holders will be able to add cash value to the cards online, through the app, or at one of RIPTA's retail partners.
  - Several meeting attendees shared questions and comments. One stated that drivers have given out incorrect information about WAVE incentive programs, which RIPTA will address. Another asked about how the WAVE system will impact the reduced fare bus pass program for seniors and

individuals with disabilities. When current passes expire, qualifying applicants will replace them with WAVE cards. After two years, individuals can renew their passes again or add value on their own.

#### V. Presentation on RIPTA reports: Key performance indicators

- RIde KPIs: At the end of January 2020, 4,964 customers were approved to use RIde. Of that total, 980 or 19.7% used the service within the last 90 days. Passengers took a total of 24,917 trips in January including 21,380 van trips and 3,537 taxi trips. On time performance was 96.4%. The average number of passengers per revenue hour was 2.6, which was higher than previous months. RIde also had a total of 8,436 calls in January.
- On-time performance: Fixed route data for February was not available yet.

#### VI. RIPTA/RIde feedback

- Reveal app: This topic will be added to the agenda for the next meeting. RIde data analyst Joe Solomon noted that the app is not managed or serviced in-house, but his team is actively working with Reveal to fix issues.

Committee members mentioned these specific issues:

- Frequent log-outs (every 24-72 hours for security purposes).
- Incorrect or missing information about pick up times on the app (which sometimes differs from the website).
- An interest in having taxi companies identified before their trips.

The group discussed several solutions:

- If problems with the Reveal app arise during regular business hours (before 4:30 PM), RIde customer service agents may be able to make accommodations. Dispatch may be able to assist between 4:30 and 8:00 PM.
- RIPTA staff will share the link to the customer service form on its website again.
- Customers would like the ability to contact Reveal directly through a customer service line.
- Ready time window: An attendee asked about the scheduled paratransit pick up times which show a 20-minute range. Trips are considered on-time if they arrive anytime within that window, and drivers may wait 5 minutes for passengers before they are considered late. To clarify this issue, RIPTA staff will share a link to the ADA paratransit user guide with the group.
- Other issues:
  - Participants said that taxis are often late for pick-ups.

- One participant mentioned that he did not receive a copy of the ADA paratransit user guide when he initially applied for RIdE service. Others asked about guide distribution and commented that the information is difficult to understand. The group suggested that TTY information must be added and wants to discuss the guide in more detail.
- Someone mentioned that crossing the street near Lowe's on Route #31/Cranston Street seems dangerous. Greg Nordin will follow up about potential changes to that location.
- A meeting participant shared an experience on a crowded Route #33 bus when a driver loudly asked if she was heading home. She found this inappropriate and felt unsafe. Greg recommended filing a complaint through RIPTA customer service.
- A committee member asked about changes to cleaning buses and RIdE shuttles in response to the coronavirus. RIPTA has not issued an official statement yet, but it has intensified its cleaning protocols. When a statement is ready, RIPTA staff will circulate it to the group.

The meeting adjourned at 5:57 PM.