

**November 9, 2020 Meeting Minutes for the Rhode Island  
Human Services Transportation Coordinating Council**

The Coordinating Council meeting was held via Webex, a video conferencing platform, and was called to order at 2:05 PM. An attendance sheet is attached to these minutes.

Seena Franklin motioned to approve the minutes of the September 14, 2020 Coordinating Council meeting. Maria Cimini seconded the motion, and all were in favor.

Several RIPTA project updates were presented:

- Wave human services fare technology integration study: Consultant Anne Galbraith, ASG Planning, shared an overview of the Wave account-based fare system which launched in September, allowing customers to pay for trips through an app or smart card tied to an online account. Now, through the human services technology integration study, RIPTA is preparing to transition partner organizations to the Wave system in 2021. Instead of distributing paper fare products to their clients, organizations will begin managing portals linked to their clients' accounts, enabling them to add value or fare products online. In response to questions, Anne explained that organization staff will be able to see client names and serial numbers, but they will not have access to their travel history, account balance, or other personal information. In addition, RIPTA customers without internet access, a phone, or credit card will be able to add value to their Wave accounts with cash at one of RIPTA's retail partner locations. However, internet access is required for theft protection, trip tracking, and some other benefits.
  
- Reduced fare bus pass program applications: Joelle Kanter gave an update on RIPTA's program that allows qualifying low-income seniors (age 65 or over) and low-income individuals with disabilities to travel free for two years on the fixed route bus system. The program also enables seniors and persons with disabilities, regardless of income, to pay half-fare during off peak hours. Before COVID-19, people applied for new passes or renewed their expiring passes in person at one of RIPTA's photo ID offices or a

scheduled visit to a senior center. However, this spring, photo ID offices closed to the public and senior road trips were canceled. For a few months, RIPTA temporarily stopped accepting new applications but continued renewing passes by mail. Beginning in August, the application forms became available on RIPTA's website, allowing people to print and mail them in or submit them directly through an online form: <https://www.ripta.com/reduced-fare-bus-pass-program-for-low-income-seniors-and-people-with-disabilities/>. Moving forward, new bus passes will be issued on Wave cards featuring customer photos.

- One-Call/One-Click planning study: In her capacity as a subconsultant to Nelson\Nygaard, Anne Galbraith announced that RIPTA convened four transportation consumer focus groups in October. Over the next few weeks, local transportation providers will participate in focus group calls, and the consultant team will continue its review of best practices. Combined, this feedback will help determine the scope of a potential statewide one-stop resource for customized trip planning information, targeted to older adults, people with disabilities, and low-income individuals.

Joelle Kanter provided an update on plans to produce a Coordinating Council annual report. Since the project was mentioned at the last meeting, RIPTA has decided to incorporate some content into an agency-wide annual report instead of creating a separate document. Council members were encouraged to regularly share photos, data, and anecdotes through the seasonal newsletter.

Looking ahead to 2021, Council meetings will continue to be scheduled on the second Monday, every other month, at 2:00 PM. Materials will be emailed to participants in advance, and information will be available on the Secretary of State website and Human Services Transportation Coordination page on RIPTA's website. Dates are as follows: January 11<sup>th</sup>, March 8<sup>th</sup>, May 10<sup>th</sup>, July 12<sup>th</sup>, September 13<sup>th</sup>, and November 8<sup>th</sup>.

Members also shared the following updates:

- Catherine Taylor announced an Age-Friendly RI/AARP webinar on Redefining Livability in a Digital World on Tuesday, November 10<sup>th</sup>.

- Brooks Almonte reported that Ride service has been steady.
- Craig Dwyer announced that the Long Term Care Coordinating Council will meet on Wednesday, November 18<sup>th</sup>.
- RIVETS Director Kasim Yarn said that veterans continue to regularly request temporary RIPTA passes. A special Veterans Day event will be viewable online.
- Sarah Ingle noted that RIPTA is conducting a Mobility on Demand study and will present more information in the new year.

The meeting adjourned at 3:15 PM.



## Rhode Island Human Services Transportation Coordinating Council

### November 9, 2020 Attendance List

<b>Council Members</b>	<b>Organization</b>	<b>Present?</b>
Brooks Almonte	Ride	By phone
Tamara Burman	Woonsocket HEZ	By phone
Maria Cimini	RI Department of Human Services	By phone
Meghan Connelly	RI Office of Healthy Aging	By phone
Brady Dunklee	Integra	By phone
Craig Dwyer	Office of the Lieutenant Governor	By phone
Kristina Contreras Fox	RI Coalition for the Homeless	By phone
Seena Franklin	CCAP	By phone
Sarah Ingle	Rhode Island Public Transit Authority	By phone
Joelle Kanter	Rhode Island Public Transit Authority	By phone
Jason Lyon	RI Executive Office of Health & Human Services	By phone
Maureen Maigret	Long Term Care Coordinating Council	By phone
Mario Olivieri	RI Executive Office of Health & Human Services	By phone
Cathy Schultz	West Warwick HEZ	By phone
Catherine Taylor	Age-Friendly RI	By phone
Kasim Yarn	RI Office of Veterans Services	By phone

<b>Consulting Team</b>	<b>Organization</b>	<b>Present?</b>
Anne Galbraith	ASG Planning	By phone