

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

Virtual meeting: RIPTA Webex Thursday, April 1, 2021 MEETING MINUTES

Participants: Rui Cabral (Chair), Benny Bergantino, Jean Bousquet, Liza Burkin, Kerry Clark, Frank Cummings, Vincent DeJesus, Laurie Diorio, Monica Dzialo, Elisabeth Hubbard, Grace Pires, Ed Soares, Angelina Stabile, Mark Susa.

RIPTA Staff: Sarah Ingle, Joelle Kanter, Greg Nordin, Joe Solomon.

I. Call to Order

Chairman Rui Cabral called the Accessible Transportation Advisory Committee (ATAC) meeting to order at 4:10 PM.

Angie Stabile motioned to approve the minutes from the February 4, 2021 meeting. Frank Cummings seconded the motion, and all were in favor.

II. RIPTA Reports

- Key performance indicators: Joe Solomon shared RIdE data from January and February 2021. In January, RIdE provided 9,811 trips for 13,666 passengers including 6,777 recurring and 3,034 demand trips. 8,852 trips were for ambulatory service, and 959 involved wheelchairs. Of the 4,049 passengers approved to use RIdE, 548 were active over a 90 day period.

In February, RIdE provided 11,933 trips for 12,447 passengers including 8,552 recurring and 3,381 demand trips. 10,910 trips were for ambulatory service and 1,023 involved wheelchairs. Of the 4,049 customers approved to use RIdE, 569 were active over a 90 day period.

The number of RIdE program participants is about 80% of pre-COVID totals, and the number of RIdE passengers per month is about 50% of pre-COVID totals. RIdE staff has sent reminders about renewing to people who were previously enrolled in the program and can assist them with submitting their applications. Joe encouraged people to email ride@ripta.com with questions.

He also noted that RIdE has been using cabs to support overflow trips. 34 trips were on cabs in January, and 25 were on cabs in February, comprising a small % of the total.

RIPTA staff shared fixed-route on-time performance data as well. In January, 371,999 time points were sampled. 83% were on time, 10.7% were early, and 6.3% were late. In February, 363,427 time points were sampled. 84.1% were on time, 8.6% were early, and 7.3% were late.

- One-Call/One-Click update:

Joelle Kanter reported on the One-Call/One-Click study, which began with transportation consumer focus groups in the fall and continued with a close look at existing One-Call/One-Click systems in other states. These systems combine information about all transportation providers available in a given geographic area and aim make that information readily available to the public, with a particular focus on accommodating older adults and individuals with disabilities.

The consulting team received 7 responses to an online survey and followed up with interviews of 4 systems with different levels of functionality: GATRA (RideMatch), PennDOT (Find My Ride PA), Cornell's Way 2 Go system in Tompkins County, NY, and Transportal in Jacksonville, FL.

The consultants created a report summarizing this information and highlighting lessons learned, which is available on RIPTA's website and will be emailed to the group. RIPTA staff is now discussing preliminary recommendations for a work plan with the consulting team and will keep the committee informed about progress.

III. RIPTA service feedback discussion

- The group discussed their experiences using the Ride service. With lower traffic volumes on the roads, trips are usually on time. Angie Stabile noted a recent trip where her pickup happened at the end of the ready time window along with another trip that was assigned to a cab.
- Angie also mentioned a few issues with the Reveal app. She has reported to Ride that she does not receive texts about trips consistently, but the information has been accurate on the website. Most people prefer using the app, but the web option is also available: rider.revealportal.com/#/login.

IV. Q & A

- Monica Dzialo asked whether Ride passengers would soon be able to call to request same-day trips. RIPTA is actively exploring dynamic same-day scheduling and hopes to pursue software upgrades to enable it. Currently, the software system processes trips as a batch the night before.
- Rui asked about the status of integrating Ride into the Wave system. Greg Nordin

responded that the Wave platform will need to integrate with Ride's scheduling software, Reveal. Meanwhile, riders can continue to order Ride tickets from RIPTA's website or by calling customer service, and they do not have to pay shipping fees. They can also get Wave cards through the website and customer service. The committee asked for Wave to be an agenda item at the next ATAC meeting.

- Another question related to RIPTA's Free and Reduced Fare Bus Pass Program. Older adults and individuals with disabilities who are enrolled in the program will start receiving Wave cards pre-loaded with 2 year passes when they apply to renew their passes as they approach expiration. The application process has moved online.
- In response to a question about when the committee will meet in person, RIPTA staff explained that the office remains closed to the public, and for now, meetings will continue to be held on Zoom.

The meeting adjourned at 5:04 PM.