

## ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

Virtual meeting: RIPTA Zoom

Thursday, May 6, 2021

MEETING MINUTES

**Participants:** Rui Cabral (Chair), Benny Bergantino, Jean Bousquet, Liza Burkin, Frank Cummings, Vincent DeJesus, Monica Dzialo, Elisabeth Hubbard, Grace Pires, Heidi Showstead, Ed Soares, Angelina Stabile, Lisa Stamp, Mark Susa.

**RIPTA Staff:** Nate Hannon, Sarah Ingle, Joelle Kanter, Greg Nordin, Kevin Perry, Joe Solomon.

**Consultant:** Anne Galbraith.

### I. Call to Order

Chairman Rui Cabral called the Accessible Transportation Advisory Committee (ATAC) meeting to order at 4:05 PM.

Frank Cummings motioned to approve the minutes from the April 1, 2021 meeting. Lisa Stamp seconded the motion. Heidi Showstead abstained, and all others voted in favor.

### II. RIPTA Reports

- Key performance indicators: Joe Solomon shared Ride data from March 2021. Ride provided 11,725 trips for 16,361 passengers (including personal care attendants). Of the 3,986 passengers approved to use Ride, 642 were active over a 90 day period. On-time performance was at 93.8% for the month. Additional data points were outlined in a report that was emailed to the group in advance.

RIPTA staff shared fixed-route on-time performance data as well. In March, 386,819 time points were sampled. 84.2% were on time, 7.4% were early, and 8.5% were late.

- Free trips to vaccine appointments: Approved Ride customers should notify customer service agents about their trip purpose when booking rides to get their vaccines, and they will not be charged. Other passengers who call RIPTA customer service to request free fixed-route bus trips to their vaccine appointments will receive Wave cards containing the value of two round trips.
- Wave update  
Anne Galbraith, ASG Planning, provided the group with an update on Wave, RIPTA's account-based fare system that launched in September 2020. Riders can add RIPTA fare

products or value to the plastic smart cards or a mobile app, which serves as a virtual Wave card. Customers who do not have credit cards may add value at retail outlets across the state which are listed on RIPTA's website.

Customers may also share their Wave account information with up to 10 organizations, such as schools or social service providers, who may distribute fare products to their Wave cards virtually. In addition, customers who qualify for RIPTA's free/reduced fare bus pass program will keep their current cards until they expire and will transition to Wave when they apply for new photo IDs.

RIPTA is currently working with two software vendors, INIT and Reveal, on plans to incorporate RIdE service into the Wave system. Staff anticipates that it will take a few months to review cost proposals, develop the program, and test the system before it goes live. This committee will be informed as more details about the timeline are made available.

In response to questions from the group, additional information was shared:

- The process for customers to pay for RIdE trips on taxis through Wave has not been finalized.
- RIdE passes will not apply toward the Wave Earn As You Go feature because RIdE does not offer day passes or monthly passes.
- Customers should choose to use either a virtual card or a plastic card. If individuals use both, they would actually add funds to separate Wave accounts. They may link both cards through a family account.
- Cards may store up to \$250 in fare value, and customers can set up an auto-reload feature to add value when the balance dips below a specified amount.
- RIPTA is no longer selling fare products on buses and will stop selling monthly passes altogether at the end of June. Customers may continue to use current fare products on buses through the end of October when fareboxes will no longer be available.
- ATAC members may contact RIPTA staff to request Wave cards at no cost. At some point, RIPTA plans to begin charging customers for the cards.
- Customers who add stickers to distinguish the Wave card from other flat cards in their wallet should be careful about covering the barcode.

### **III. RIPTA service feedback discussion**

- Angie Stabile said that RIdE trips were going well, and she has had several trips on cabs. She also noted that some RIdE trips have had several passengers sitting right in front of each other, filling all rows.

- In response to Angie's question about whether RIPTA plans to send customers on shared taxi trips, Greg Nordin said that RIPTA is talking to the Dept. of Health about easing COVID restrictions, but no changes will happen until things progress further. RIde trips remain limited to 4 passengers per vehicle, including personal care attendants.
- Lisa Stamp has experienced some problems using the automated IVR system for RIde trips. She also suggested that RIde should notify customers about the name of taxi providers in advance.

#### **IV. Q & A**

- The group will schedule a separate meeting to prepare a written letter in response to plans for a multi-hub system in downtown Providence.

The meeting adjourned at 5:32 PM.