

## **ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE**

**RIPTA board room, 705 Elmwood Avenue, Providence, RI**

**Thursday, October 7, 2021**

### **MEETING MINUTES**

**Participants:** Rui Cabral (Chair), Benny Bergantino, Robert Beauregard, John Carvalho, Kerry Clark, Vincent DeJesus, Monica Dzialo, Barbara Henry, Justin Henry, Barry Humphries, Janice Musco, Grace Pires, Heather Schey, Mark Susa.

**By phone:** Ed Soares, Angie Stabile.

**RIPTA Staff:** Marc Ebuña, Steve Fiorentini, Nate Hannon, Joelle Kanter, Greg Nordin, Joe Solomon.

#### **I. Call to Order**

Chairman Rui Cabral called the Accessible Transportation Advisory Committee (ATAC) meeting to order at 4:12 PM.

Monica Dzialo motioned to approve the minutes from the September 2, 2021 meeting. John Carvalho seconded the motion, and all were in favor.

#### **II. RIPTA Reports: Destination sign improvement program**

Marc Ebuña introduced potential changes to destination signs on the front and side of RIPTA buses, and he requested feedback from the group. The goals are to improve passengers' abilities to understand the destination to know where buses are going, and in which direction they are heading; and to convey information using fewer unconventional abbreviations.

Marc presented different layouts that comply with ADA standards, requiring a minimum letter height of 1". In all cases, the Route # will take up the full height of the sign and will show on each rotation of the destination program. The front sign will show the destination first, using a mix of capital and lower case letters, and subsequent sign rotations will use 2 lines with all capital letters featuring the final destination or municipality of the trip and 'via' to identify intermediate destinations. Signs on the sides of buses will try to replicate the messaging on the front signs.

In response to questions about the sign resolution and lighting, Greg Nordin said that RIPTA did research 5 years ago on contrast for accessibility, and replaced multicolor signs with amber light because it has the highest resolution and contrast.

The destination signs are coded by a sign program, not by drivers. If something is incorrect, riders should contact RIPTA customer service and track the bus #. Marc noted that RIPTA will

sort through the fixed route and Flex messaging over the next few months, and most buses should be updated by mid-2022.

The audible announcements are part of a different system, and he will work with RIPTA's IT department on those updates. Kerry Clark noted that the announcement volume can be low, particularly on newer buses.

### III. ATAC Election Planning

- Election: Rui reminded the group that officer elections are scheduled for the December meeting. While he can run for another term as chairperson, he is openly looking for someone else to express interest in the position. Angie Stabile requested a description of officer duties to help everyone understand their responsibilities. The chairperson and vice-chairperson descriptions were shared.

The group also recommended establishing membership at the November meeting to determine who is eligible to run in the election.

- By-laws: Heather Schey asked the group about the possibility of changing the ATAC by-laws to allow for online meetings. Rui expects other groups to work on amending the law during the next legislative session, and he encouraged everyone to advocate for this.

Another suggestion was made to change the phrase in the by-laws that references "odd and even numbered years" since the election will take place in 2022. All other comments should be submitted to Joelle Kanter by October 15<sup>th</sup>. She will send a new draft to RIPTA's legal department for review before a vote at the November 4<sup>th</sup> ATAC meeting.

### IV. RIPTA Reports

- Key performance indicators: Joe Solomon shared RIde data from August 2021. During that month, RIde provided 11,614 van trips and 456 taxi trips for 18,091 passengers (including personal care attendants). Of the 3,876 customers approved to use RIde, 763 were active over a 90 day period. On-time RIde performance was at 92.0% for the month. RIde also continued to provide community service trips, including 495 Meals on Wheels trips and 4 trips to vaccine appointments. Additional data points were outlined in a report that was emailed to the group in advance.
- Public hearings: proposed winter service changes: Greg Nordin announced that RIPTA is hosting 6 public hearings on fixed route service changes next week at the University of Rhode Island-Kingston, Warwick City Hall, and the Woonsocket Public Library. Impacted routes include 14, 20, 22, 28, 30, 54, 58, 63, 73, 75, 76, 80, and 87, as well as the Woonsocket Flex zone. A proposed new route, 16, will also serve Bald Hill Road, Route 2 in East Greenwich, and Quonset. RIPTA will not offer free RIde fares to ATAC members

who participate in the public hearings, but members may submit comments online or through customer service.

## V. Discussion

- RIPTA service feedback
  - John Carvalho described challenges with getting RIPTA fare products at Stop & Shop and Shaw's. Greg Nordin said that the agency is working through a communication breakdown with its retail partners.
  - Janice Musco asked about plans for integrating Wave into the Ride system. Greg noted that two software vendors are connecting to work on this. Once it's available, Ride passengers will be able to link credit cards to their Wave accounts and set up auto reloads.
- General discussion
  - Janice Musco suggested that a crosswalk is needed on Jefferson Boulevard near Insight Vision Rehabilitation. Since this is a state road, the recommendation should be directed to RIDOT.
  - The next ATAC meeting will be scheduled until 6:00 PM.
  - Participants can pre-order Ride tickets to purchase at the next ATAC meeting and can bring cash to pay for them.

The meeting adjourned at 5:30 PM.