

# RI Public Transit – Human Services Transportation Coordinated Plan

Public Strategy Sessions

July 19, 2022

July 27, 2022

# Your Hosts

## **RI Human Services Transportation Coordinating Council**

- Sarah Ingle, AICP, Director of Long-Range Planning (RIPTA)
- Joelle Kanter, AICP, Project Manager (RIPTA)

## **Consultant Team**

- Bill Schwartz, AICP, Project Manager (Nelson\Nygaard)
- Anne Galbraith, AICP, Facilitator (ASG Planning)

# How to Participate

## Zoom video participants

1. Go to: [Reactions / Raise Hand](#) if you wish to speak during the discussion.

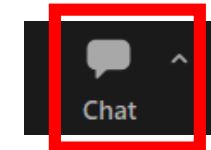
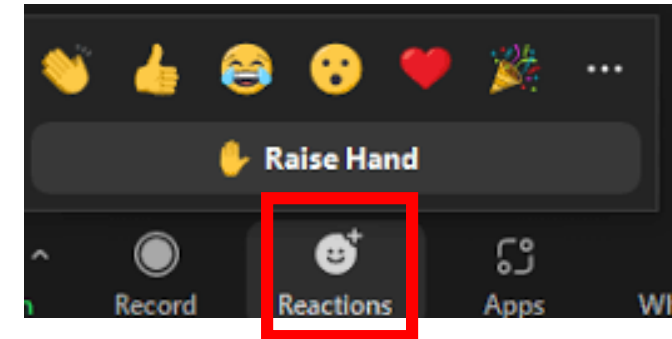
Be sure to **Unmute**. **Lower Hand** when done speaking.

2. Use: [Chat](#) to speak only with the hosts

Submit a written comment

Submit a question

Ask about a technical issue



## Phone participants

Press \*6 to mute/unmute and \*9 to raise hand

# How to Participate

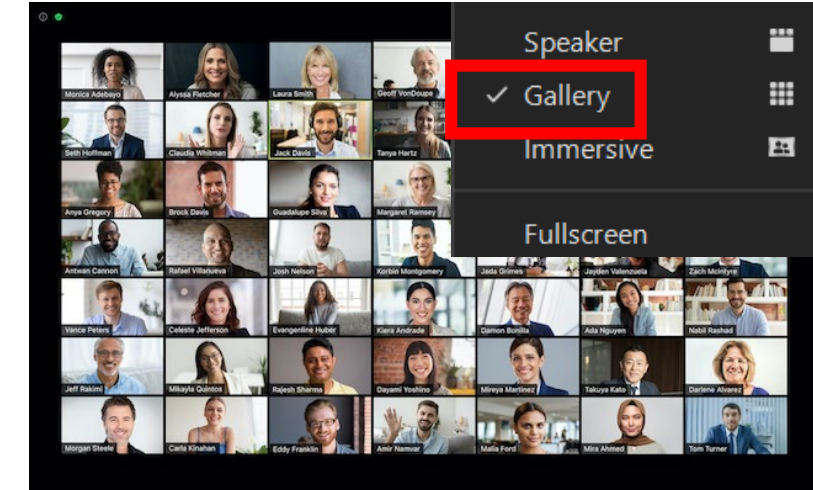
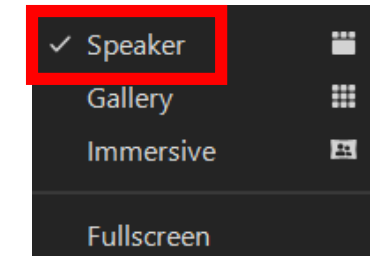
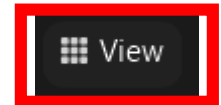
## Zoom video participants

Select **View** to change what you see on screen

- Top right on a PC or Mac
- Upper left on iPad

Click **Speaker** to see the speaker and slides

Click **Gallery** to see all participants





# What Are We Covering Today?

- 1 Coordinated Plan Overview
- 2 Services and Needs
- 3 Strategies and Feedback
- 4 Next Steps



# What is a Coordinated Plan?

# What is a Coordinated Plan?

Coordinated Plan is a short name for:

## Public Transit – Human Services Transportation Coordinated Plan

- Required by the Federal Transit Administration (FTA)
- Must be updated every five years

# Funding Priorities (FTA Section 5310)

- The Plan is a requirement of FTA's Section 5310 program

## Enhanced Mobility of Seniors and Individuals with Disabilities

- Projects receiving this funding **must be** included in a local Coordinated Plan
- RIPTA's role:
  - Designated Statewide Mobility Manager
  - Designated recipient of Section 5310 funds
  - Convene and staff the RI Human Services Transportation Coordinating Council





















# Plan Elements

1. Inventory of transportation services
2. Transportation needs assessment: needs, gaps and inefficiencies
3. Strategies and projects to address these needs
4. Prioritization of strategies and projects, informed by public input



# Schedule for 2022 Plan Update

9-month schedule with 2 rounds of public sessions and regular check-ins with the Human Services Transportation (HST) Coordinating Council

Task	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Public Engagement									
HST Coordinating Council Updates									
Inventory									
Needs Assessment									
Strategy Development									
Plan Development									



# Inventory of Transportation Services

# Statewide Transportation Inventory

- Developed in concert with 1-Call/1-Click project
- RIPTA website will soon host a **Community Transportation** page
  - Will list known transportation services in each RI municipality
  - Will serve as a reference for individuals, RIPTA Customer Service, and other organizations



# Welcome to **YOUR** Ride!

TRIP PLANNER

WHERE'S MY BUS?

SERVICE ALERTS

Starting Point

Address

Destination

Address

Travel Preference

Leave now ▾

Departing Day

07/13/2022



Time

4:24 PM



Get Directions

DRAFT



Purchase  
Fares



Reload  
Wave Account



Statewide  
System Map



Bus  
Schedules



Transportation in  
Your Community



**ALERT:** Due to the current COVID-19 public health crisis, many RIPTA Offices and transit centers are closed. [Details >>](#)



# Transportation in Your Community

## Transportation Services

Click on the links below to learn about transportation options available in communities throughout Rhode Island. In addition to RIPTA services, these pages include information about local transportation services, volunteer driver programs, Non-Emergency Medical Transportation, taxi providers, and other resources. Contact each service directly to schedule trips, and call RIPTA's customer service department for general information at [\(401\) 781-9400](tel:4017819400)

<a href="#">Barrington</a>	<a href="#">Bristol</a>	<a href="#">Central Falls</a>	<a href="#">Charlestown</a>
<a href="#">Coventry</a>	<a href="#">Cranston</a>	<a href="#">Cumberland</a>	<a href="#">East Greenwich</a>
<a href="#">East Providence</a>	<a href="#">Exeter</a>	<a href="#">Foster</a>	<a href="#">Glocester</a>
<a href="#">Hopkinton</a>	<a href="#">Jamestown</a>	<a href="#">Johnston</a>	<a href="#">Lincoln</a>
<a href="#">Little Compton</a>	<a href="#">Middletown</a>	<a href="#">Narragansett</a>	<a href="#">New Shoreham (BI)</a>
<a href="#">Newport</a>	<a href="#">North Kingstown</a>	<a href="#">North Providence</a>	<a href="#">North Smithfield</a>
<a href="#">Providence</a>	<a href="#">Providence</a>	<a href="#">Providence</a>	<a href="#">Providence</a>
<a href="#">Warren</a>	<a href="#">Warwick</a>	<a href="#">West Greenwich</a>	<a href="#">West Warwick</a>
<a href="#">Westerly</a>	<a href="#">Woonsocket</a>		



**ALERT:** Due to the current COVID-19 public health crisis, many RIPTA Offices and transit centers are closed. [Details >>](#)



## Other Transportation Services

### MBTA

The MBTA provides commuter service to Boston from Wickford Junction, TF Green Airport, and Providence

[MBTA](#)

### Amtrak

Amtrak provides Northeast Corridor Service with stations in Providence, Kingston, and Westerly

[Amtrak](#)

### Intercity Bus

Multiple carriers provide Intercity bus service from Providence (2 locations), TF Green Airport, and Portsmouth to multiple cities

[Intercity Bus](#)

### Ferries

Jamestown-Newport, Bristol-Providence Island, Quonset Point-Martha's Vineyard, Block Island

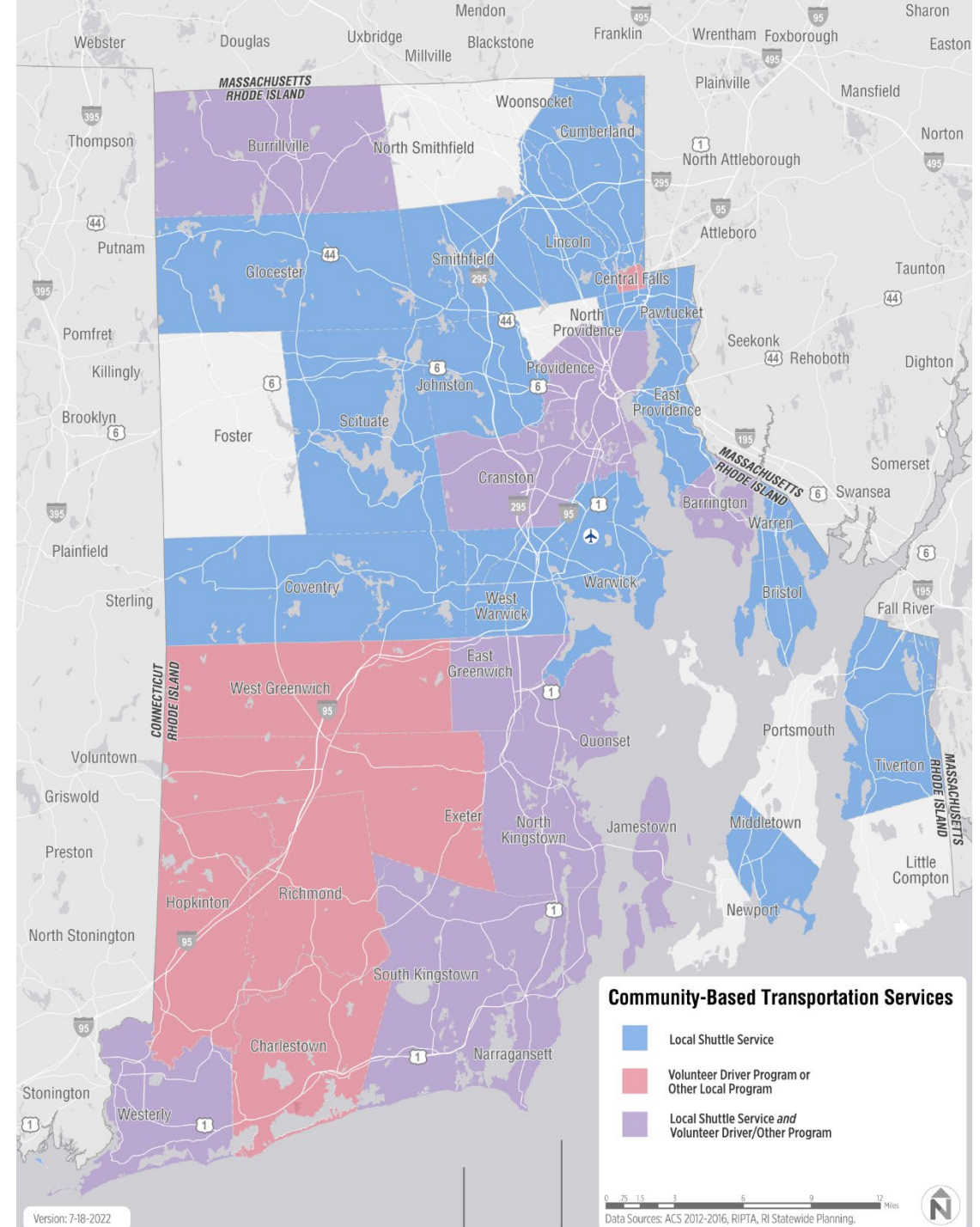
[Ferries](#)

DRAFT



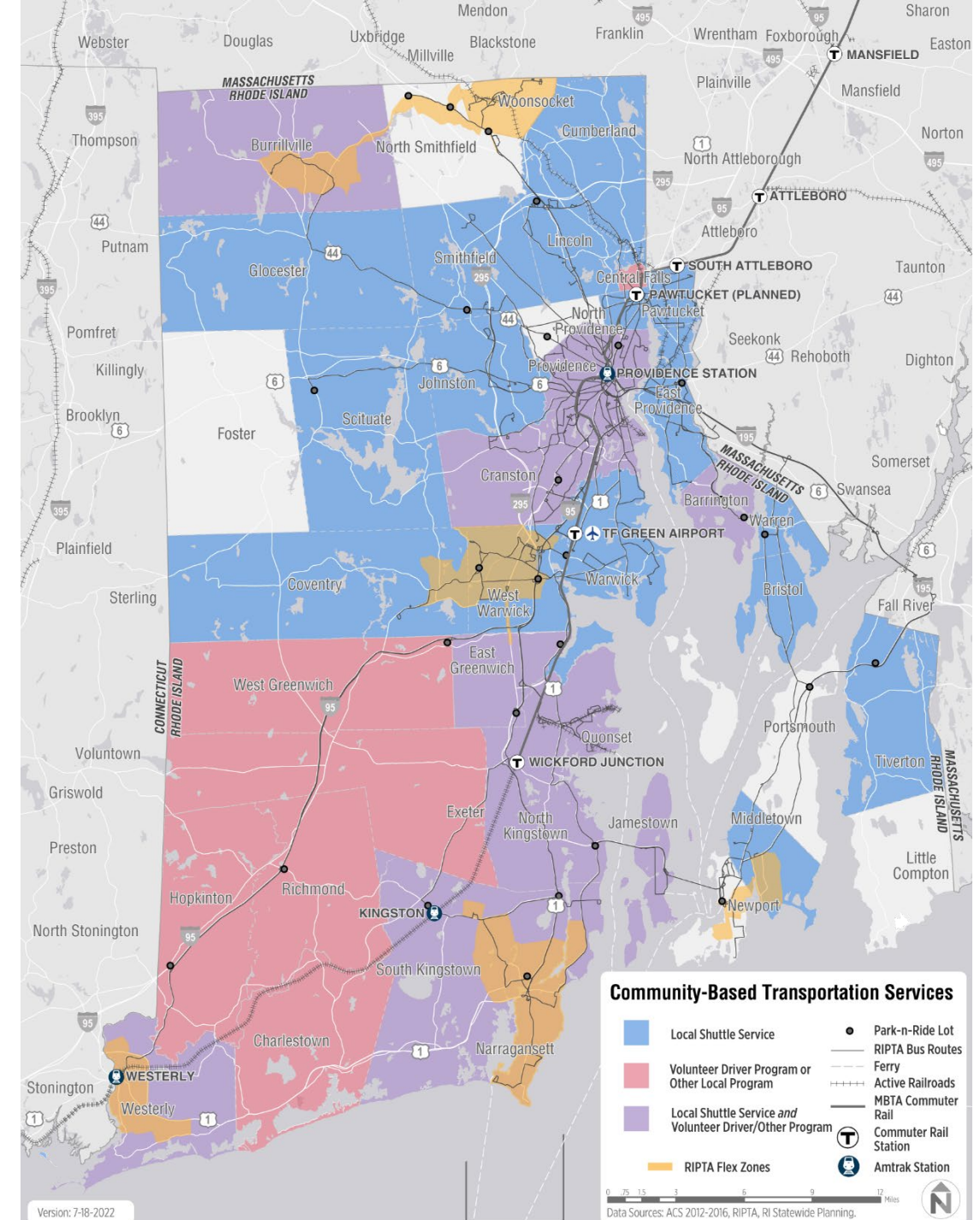
# Local Services

Includes local shuttles, and  
volunteer programs



# All Services

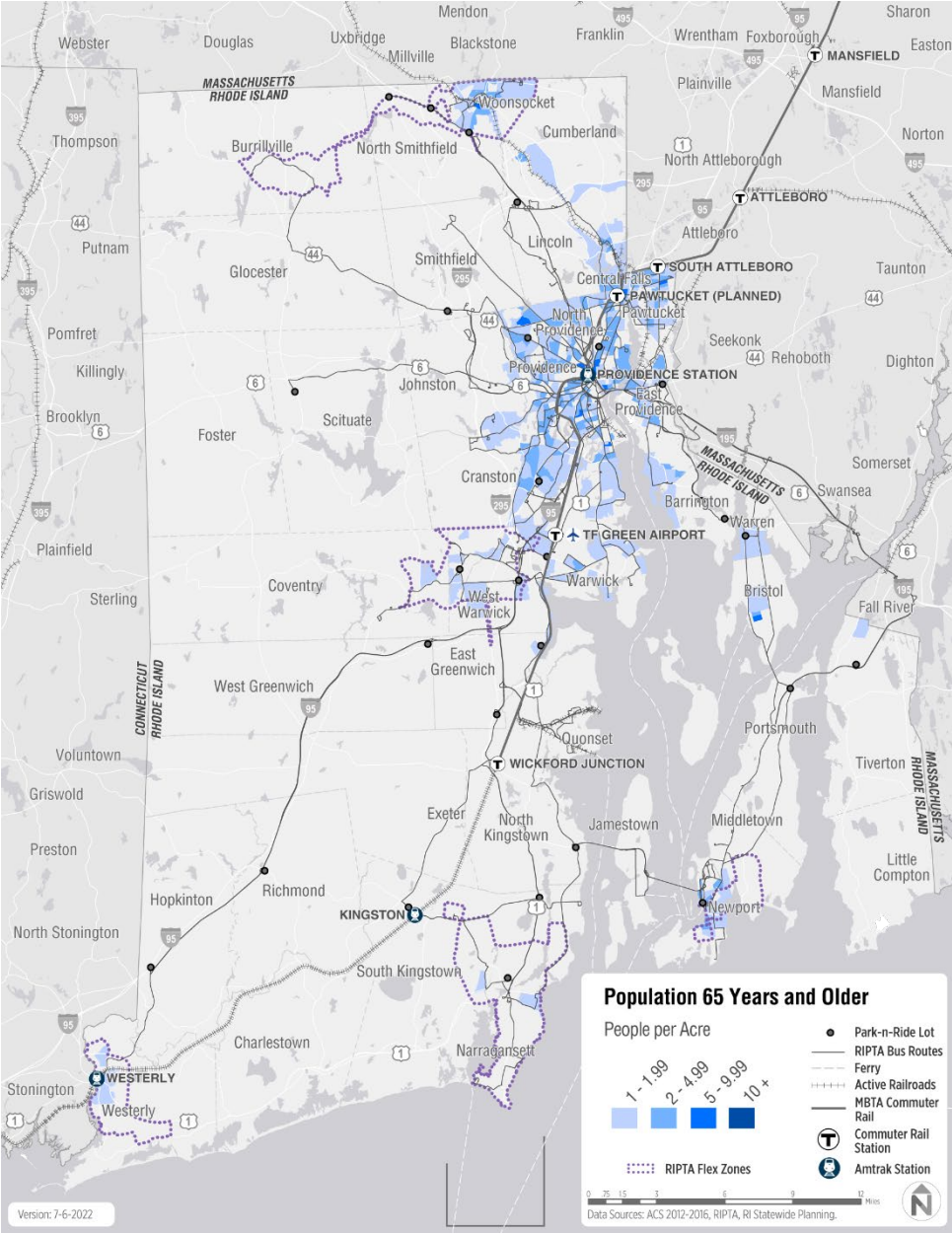
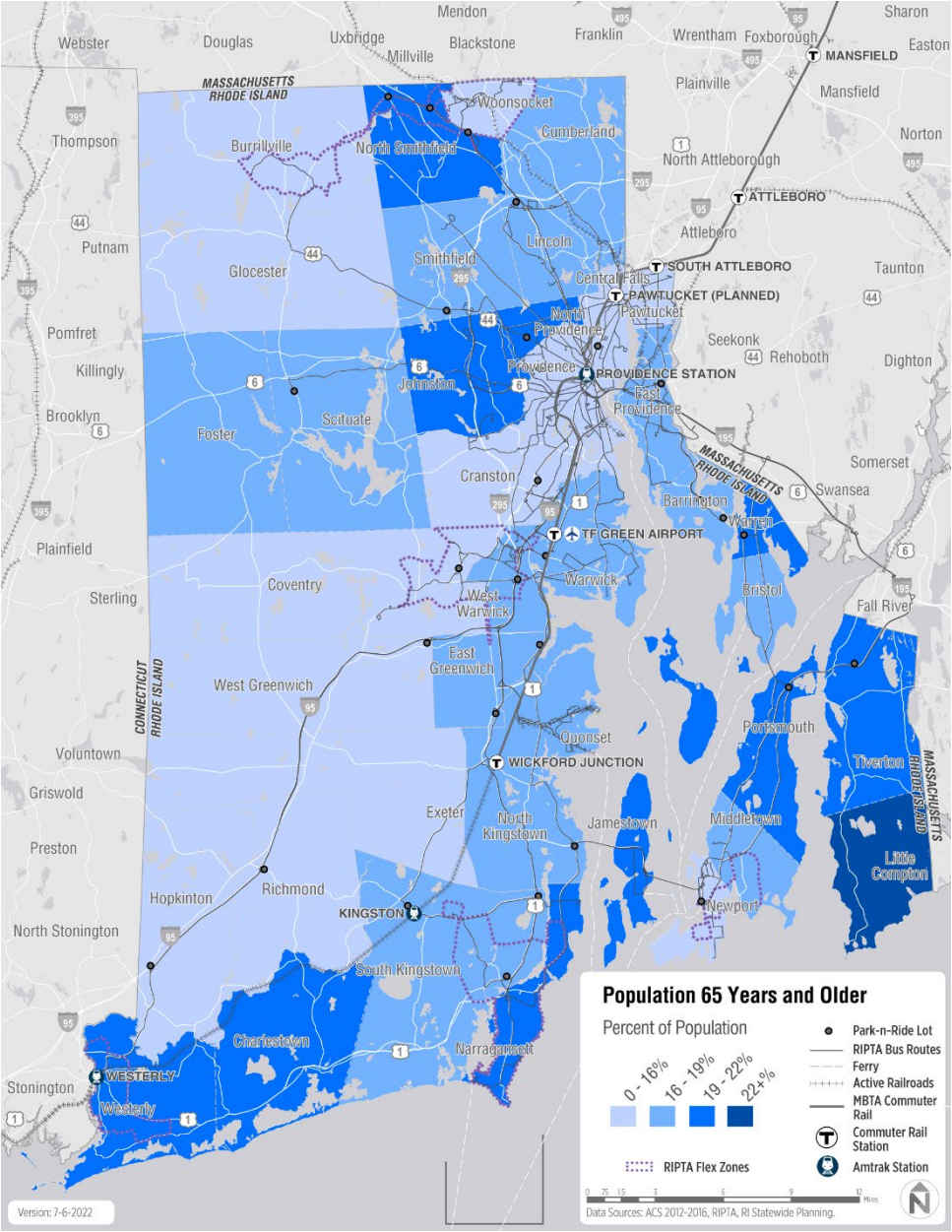
Includes local shuttles,  
volunteer programs, and  
RIPTA services



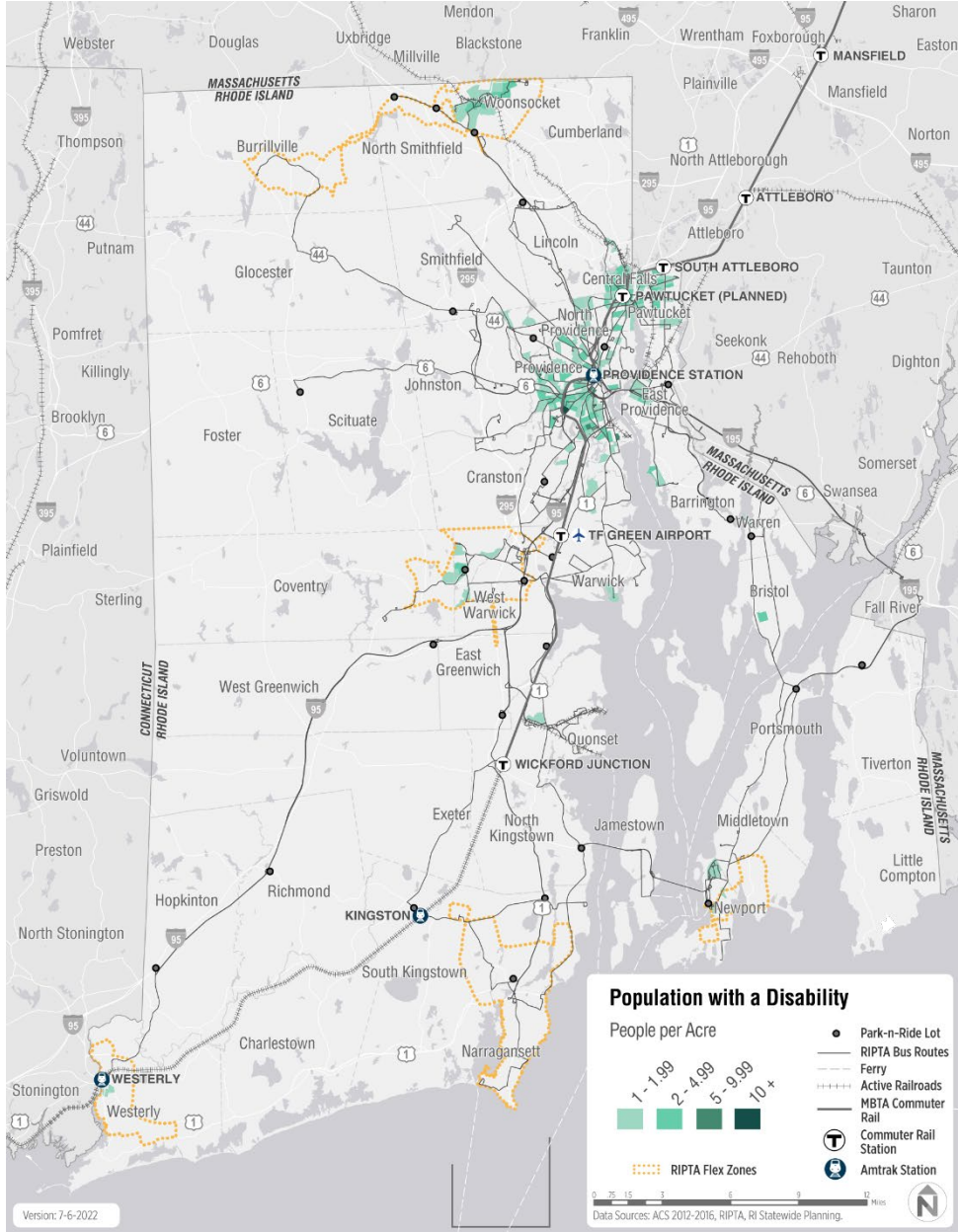
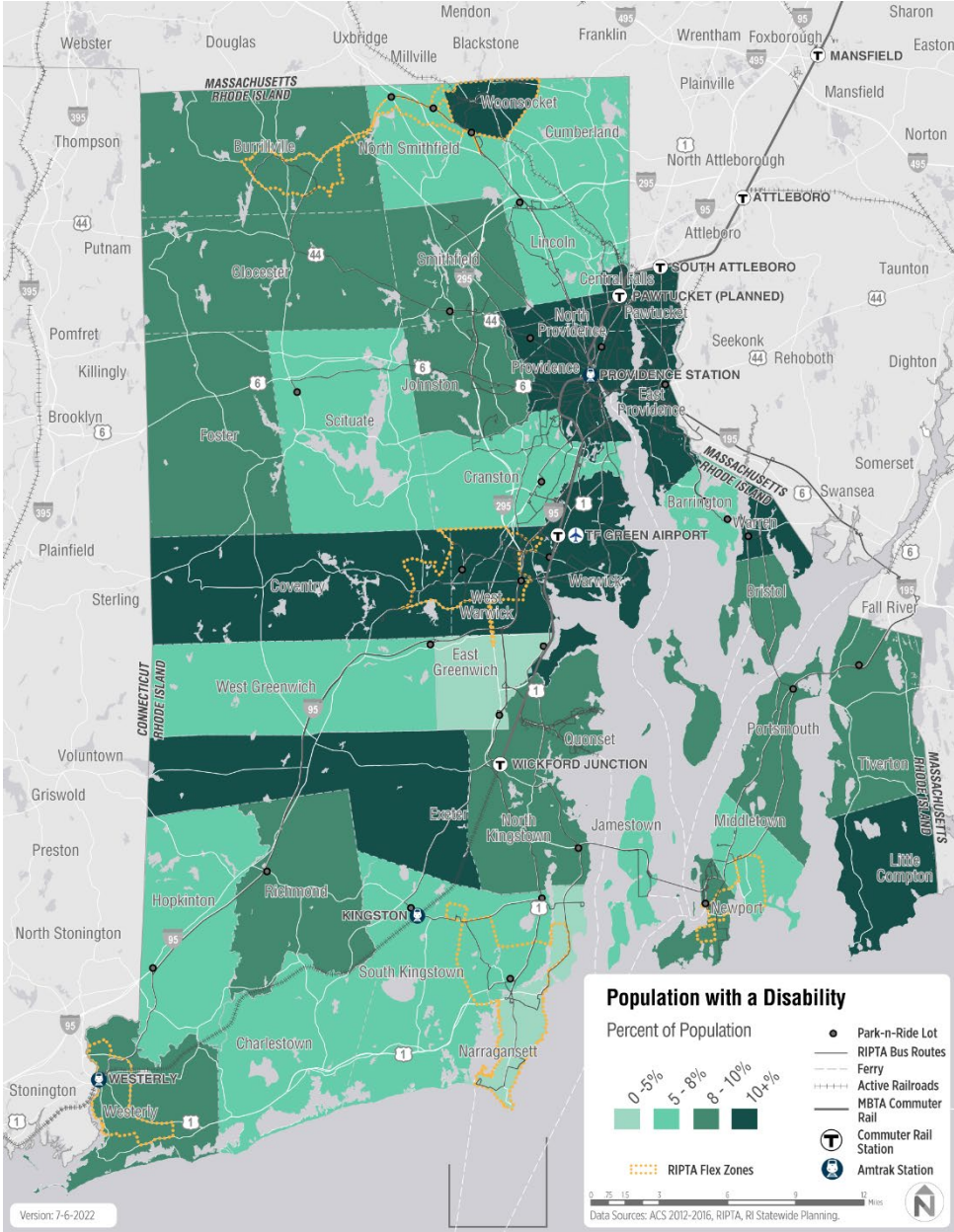


# Needs Analysis

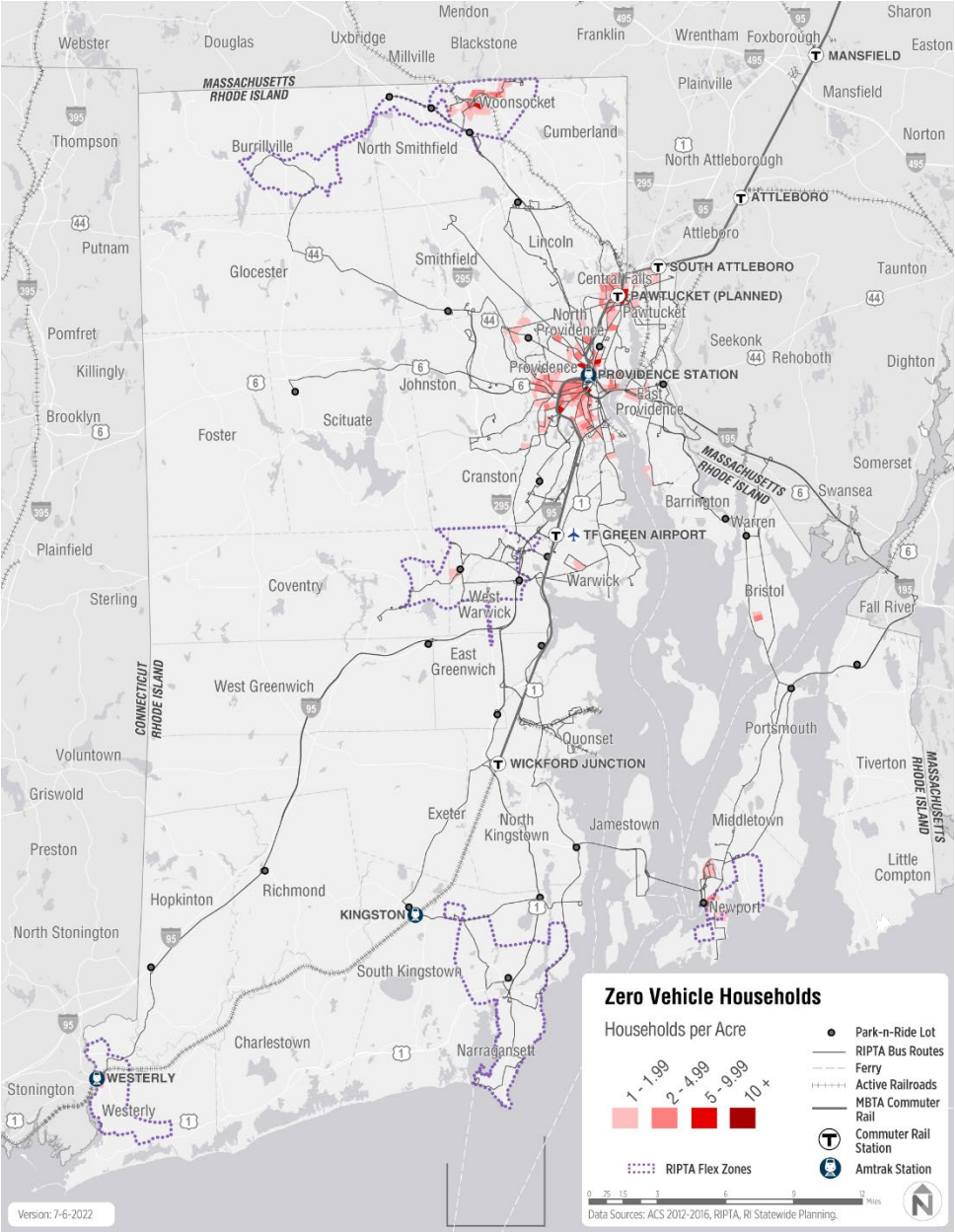
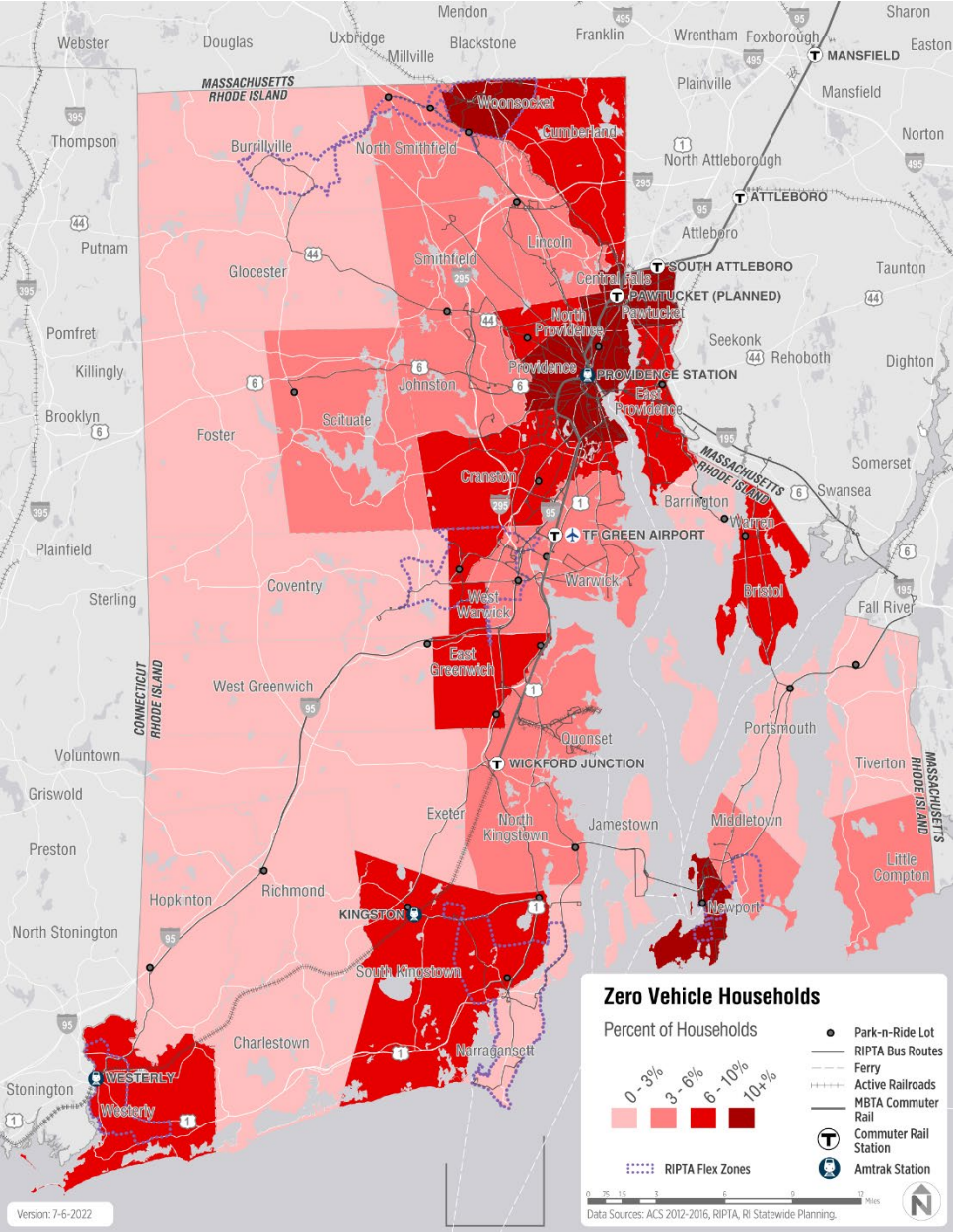
DEMOGRAPHICS – PEOPLE 65 OR OLDER



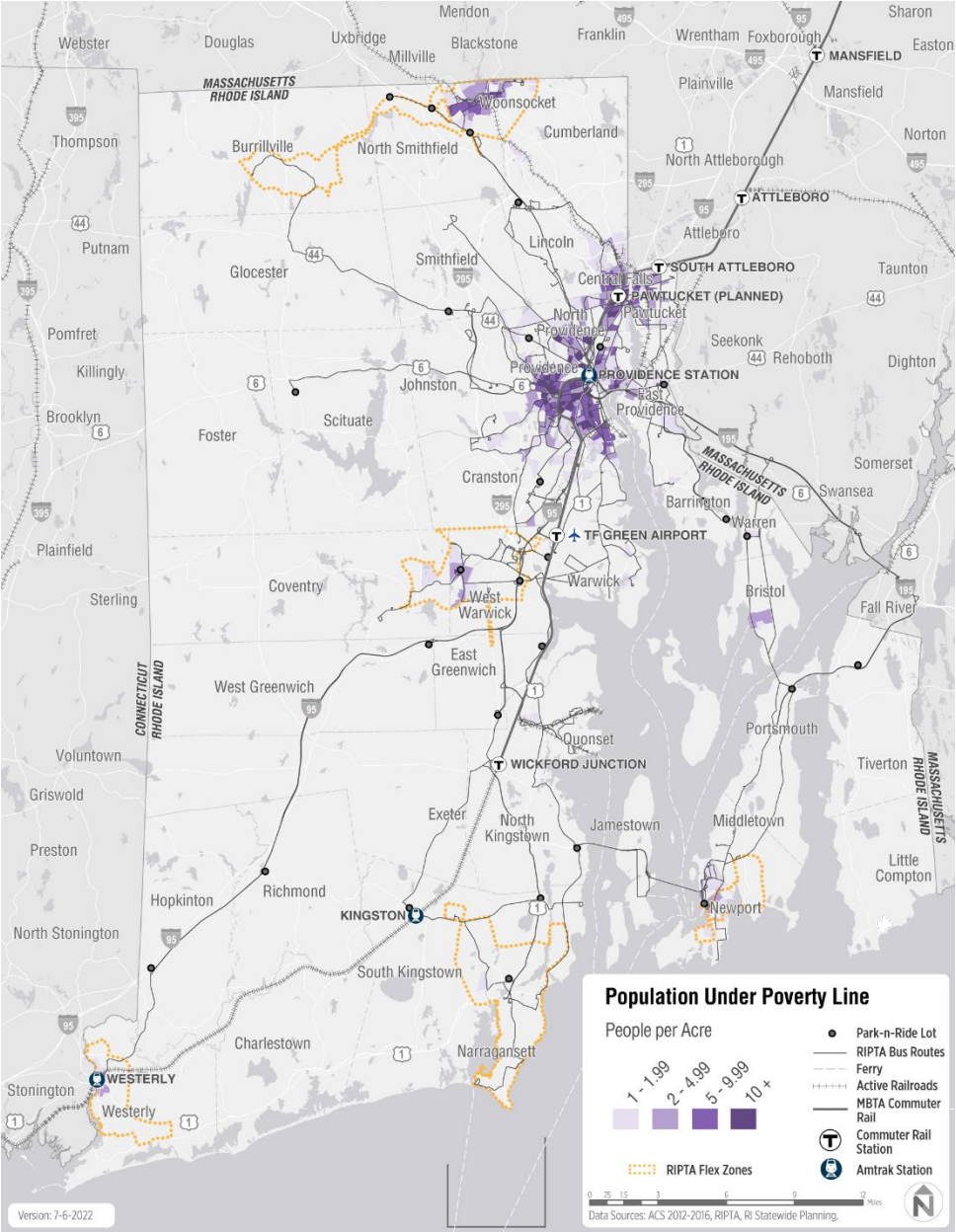
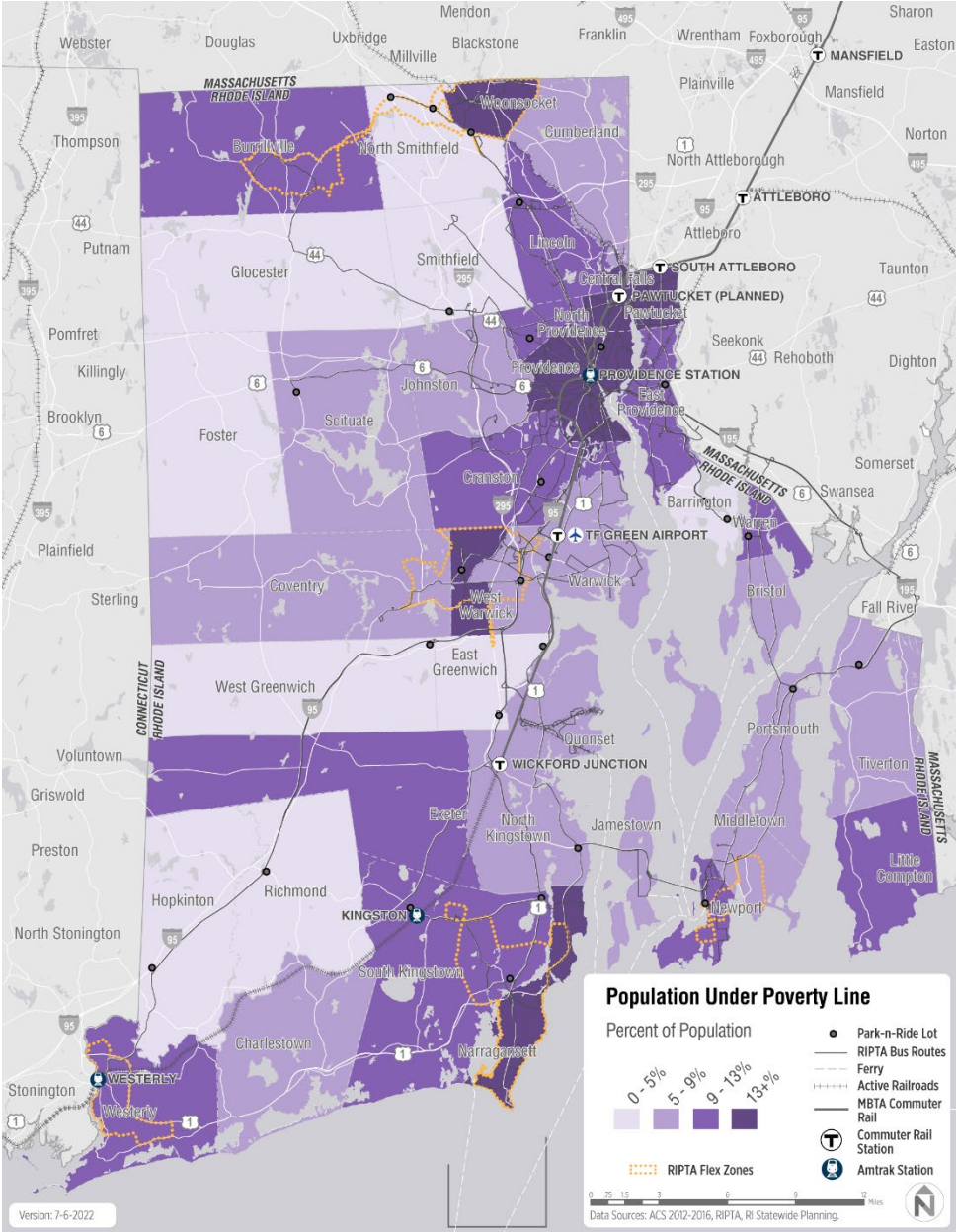
DEMOGRAPHICS – PEOPLE WITH DISABILITIES



DEMOGRAPHICS – ZERO-VEHICLE HOUSEHOLDS



DEMOGRAPHICS – LOW INCOME POPULATION

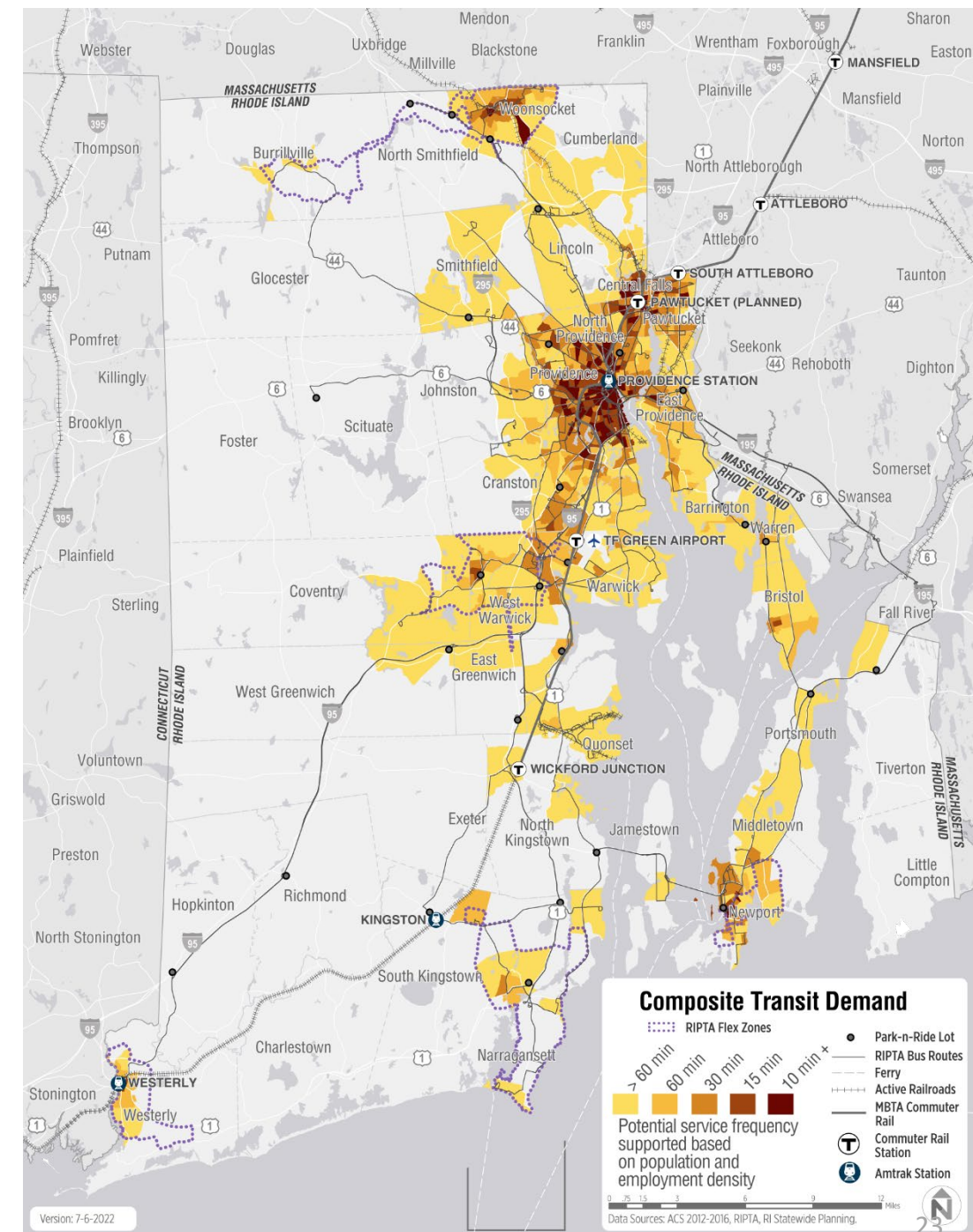


# Overall Transit Demand

From Transit Forward RI, the statewide transit master plan

- Shaded areas can support fixed-route transit
- Darkest shades can support transit services at 10-to-15-minute frequencies
- Areas with no shading:
  - Have insufficient population and/or employment to support fixed-route transit
  - But may include people that need transportation services

## QUESTIONS?





# Improvement Strategies

# Strategy Development Steps

## 1. Considered current services and gap analysis

- Service changes
- New services added



## 2. Sought public input (April/May)



## 3. Refined list of strategy focus areas



# Strategy Development Steps

4. Obtained guidance from HST Coordinating Council at July meeting



5. Seek additional input (this session)



6. Perform external research on best practices



7. Incorporate refined strategies into new RI Coordinated Plan



# Strategy Categories

- **Transportation Services:** Transportation service offerings such as RIPTA bus, Flex, RId, Non-Emergency Medical Transportation (NEMT), local services, and other shuttles
- **Mobility Management:** Programs that improve information sharing, trip planning, and access to transportation services among providers, other agencies, and riders
- **Training:** Programs that offer riders training on how to use transportation services and improve sensitivity training for staff that interact with riders
- **Information and Communications:** Resources that explain available transportation services and simplify the process of planning travel and obtaining rides
- **Vehicles and Infrastructure:** Support for the purchase and maintenance of vehicles and improving infrastructure at bus stops and key facilities that serve riders
- **Funding:** Resources for maintaining existing and expanding services, providing subsidies for low-income riders, and ensuring equity in service delivery
- **Coordination:** Programs that support ongoing coordination among providers and other agencies

# Strategy Focus Areas

- **Transportation Services:** Transportation service offerings such as RIPTA bus, Flex, Ride, Non-Emergency Medical Transportation (NEMT), local services, and other shuttles
- **Focus Area: Mobility Management:** Programs that improve information sharing, trip planning, and access to transportation services through coordination with providers, other agencies, and riders
- **Focus Area: Training:** Programs that offer riders training on how to use transportation services and improve sensitivity training for staff that interact with riders
- **Information and Communications:** Resources that explain available transportation services and simplify the process of planning travel and obtaining rides
- **Focus Area: Vehicles and Infrastructure:** Support for the purchase and maintenance of vehicles and improving infrastructure at bus stops and key facilities that serve riders
- **Funding:** Resources for maintaining existing and expanding services, providing subsidies for low-income riders, and ensuring equity in service delivery
- **Coordination:** Programs that support ongoing coordination among providers and other agencies

# Mobility Management

## Strategy Ideas:

- Develop a statewide network
- Involve transportation providers, agencies, advocates, and riders
- Collaborate on services and programs
- Hold annual mobility management conference
- Build support for more funding



*Source: National Rural Transit Assistance Program*

# Travel Training

## Strategy Ideas:

- Build upon RIPTA's current travel training program, which trains individuals on how to ride the bus
- Use FTA grant to develop a new curriculum
- Seek partnerships are with local providers
- Consider recruiting riders to become trainers/ride ambassadors



# Sensitivity Training

## Strategy Ideas:

- Offer to all staff who interact with riders, caregivers, and others
- Include customer service staff and drivers
- Include representative riders with different disabilities in curriculum development
- Consider producing a video
- Start with RIPTA but can offer to other providers (local senior centers, MTM, etc.)



# Vehicles and Infrastructure

## Strategy Ideas:

- Continue to fund Ride replacement vehicles
- Investigate using vanpools for rides other than commuting
- Seek and leverage additional funding for community-based vehicles
- Collect data and identify needs for upgrading priority bus stops to ensure accessibility and provide amenities
- Investigate other infrastructure improvements



# Discussion Questions

- Do you have any questions about the strategy?
- Do you agree with this focus area?
- Do you have additional ideas?
- What would you suggest for partnerships, resources, or initial next steps?

**If you have comments or questions, please put them in the chat or raise your hand to speak**



# Next Steps

- Review Best Practices
- Refine Strategies
- Draft Plan (*September*)
- Final Plan (*November*)



# How to Stay Engaged

- Visit [www.ripta.com/projects/ri-coordinated-plan/](http://www.ripta.com/projects/ri-coordinated-plan/)
- Read the 2018 Coordinated Plan
- Learn more about the Coordinating Council
  - <https://www.ripta.com/human-services-transportation-coordination/>
- Email us with any ideas or comments:
  - Joelle Kanter [jkanter@ripta.com](mailto:jkanter@ripta.com)
  - Anne Galbraith [anne@asgplanning.com](mailto:anne@asgplanning.com)



# Thank you!

[www.ripta.com/projects/ri-coordinated-plan/](http://www.ripta.com/projects/ri-coordinated-plan/)