

RI ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

Thursday, December 1, 2022
MEETING MINUTES

Participants: Heather Schey (chairperson), Robert Beauregard, Benny Bergantino, Kerry Clark, Monica Dzialo (vice-chairperson), Devin Guirales, Elisabeth Hubbard, Catherine Sansonetti, Ed Soares, Angie Stabile, Mark Susa, Katherine Tennett.

By phone: Jean Bousquet, Heidi Showstead.

RIPTA: James Canty, Nate Hannon, Sarah Ingle, Joelle Kanter, Chris McKenna, Maribeth Pacillo, Joe Solomon.

Call to Order: Heather Schey called the ATAC meeting to order at 4:13 PM.

Approval of minutes: Angie Stabile motioned to approve the November meeting minutes. Bob Beauregard seconded the motion. All were in favor.

RIPTA updates:

- Department presentation: The presentation from RIPTA's Chief Technology Officer Gary Jarvis will be postponed until January.
- Key performance indicators:
 - Joe Solomon shared Ride paratransit statistics from August through October 2022. In August, Ride provided 16,093 trips (89% on vans); in September, 14,401 trips (87% on vans); and in October, 16,626 trips (88% on vans). On-time performance was 93% in August but dropped below 90% in September and October.
 - Joelle Kanter shared fixed-route on-time performance data. In October, 383,904 timepoints were sampled. 78.3% of those trips were on time, 6.0% were early, and 15.7% were late.
- Project updates:

Jim Canty, RIPTA's executive director of project management, shared highlights from his team's 17 projects.

 - He is still tracking comments on the CCRI hub project, which he presented to ATAC last month. Construction should be completed in summer 2023.
 - RIPTA is converting a gas station at 705 Elmwood Avenue to fuel new paratransit vehicles which will use gasoline instead of diesel fuel.
 - An additional 14 electric buses will soon join RIPTA's fleet to be used on the R-Line. RIPTA is building a station at the Broad Street/Cranston line with 4 fast charging units that will connect to the tops of buses.
 - Engineers have completed the design for East Side Bus Tunnel interior improvements. The tunnel will be closed in summer 2024, and buses will be rerouted while both

- interior and exterior improvements are underway.
- Beginning in January, 9 routes including the R-Line will stop at the new Pawtucket/Central Falls bus hub. Scoping is underway to construct building that will house a waiting area, restrooms, and a ticket window. More details about service changes will be presented at the next meeting, and when available, conceptual drawings will be presented to ATAC. Construction should begin in summer 2023.
 - RIPTA's Flex on Demand pilot will give riders another way to schedule trips in the West Warwick/Coventry Flex Zone. RIPTA staff are being trained before riders can test the system.
 - RIPTA is working with the Quonset Development Corporation to build a new facility.
- Paratransit expansion study: Sarah Ingle, RIPTA's director of long range planning, gave an update on the study which will be completed by the end of the year. The consulting team has analyzed current RIdE service and utilization and looked at data from other services to approximate future ridership. Additional resources would be required to expand service, such as drivers, vehicles, and garage space.
 - Wave/RIdE software integration: Chris McKenna reported that some Wave software updates were completed in October, but the updates on drivers' tablets have been challenging. He will reach out to the group about testing soon.

He also addressed some of the features that customers have requested on the Reveal app such as the ability to locate vehicles and a change to 2 factor notification for security. He explained that Reveal no longer supports the current version of the app, so these issues won't be resolved until RIPTA goes out to bid or renews the contract. He also said that the app should be able to specify the vehicle type scheduled for each trip, but some riders noted that it isn't always accurate. When taxis are scheduled to pick them up, they want to know in advance.

Discussion:

- Before the meeting, the group received a few questions by email encouraging them to reflect on the past year. When asked about the RIPTA projects that were most important to them, people responded with:
 - Wave/RIdE integration
 - Flex On Demand
 - Human Services Transportation Coordinated Plan
 - Free R-Line pilot
- When asked whether their feedback wasn't heard on certain topics, some people commented on the software issues discussed earlier. Others expressed interest in opportunities to use TNCs such as Uber and Lyft, and in response, Sarah suggested that RIPTA could study this (and other alternatives) further.
- The group also discussed hosting meetings online or in another accessible location.
- People would like RIdE tickets to be sold in more locations.
- Other updates:

- Grace Pires has been selected as a member of the board for the National Federation of the Blind.
- Heather Schey graduated from Southern New Hampshire University in November and was featured in a [local TV segment](#).
- Devin Guirales said that many people change their travel patterns in the winter, and he stressed the importance of sharing information with riders about delays.

The next ATAC meeting is scheduled on January 5, 2023.

The meeting adjourned at 5:59 PM.