

## **ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE**

**RIPTA Transportation Conference Room  
705 Elmwood Avenue, Providence, Rhode Island 02907  
Thursday, September 27, 2018  
4:00 PM – 6:00 PM**

**Attendees:** Rui Cabral (Chair) John Gaffney, Angie Stabile, Monica Dzialo, Benny Bergantino, Mark Sousa, Jean Ouellette, John Carvalho, Heather Shai, Deanne Gagne, Lisa Stamp, Kelley

**RIPTA Staff** in attendance: Mark Therrien, Jim Vincent, Greg Nordin, Kevin Perry, and Scott Avedisian

### **MEETING MINUTES**

#### **1. CALL TO ORDER**

John Gaffney, Vice Chair called the meeting to order.

#### **2. Introduction of CEO Scott Avedisian**

Mr. Avedisian introduced himself and thanked all ATAC members for volunteering to help RIPTA with accessible issues. He led a brief discussion on the electric buses that have been purchased with the new wheelchair restraint system. The committee voiced some concern about the lack of noise from the electric bus and were informed that the vehicles will emit some sound for safety. Mr. Avedisian also talked about where the vehicles will be assigned for service and that RIPTA is working with RIDOT on the autonomous vehicle project.

John Gaffney asked about future federal funding.

#### **3. Ripta Reports**

Jim Vincent informed that the automated system performed correctly on 99% of 87 trips monitored for the month of August. The one instance in which the system did not work the operator did one out of five announcements. The operator did not meet required standards and will be entered into the follow-up protocol.

Mark Therrien presented the Ride Call Center and Ride KPI Report. Overall Ride on time performance was 96.3% and answered calls were at 95.37%. The KPI Report needs some modification to provide comparable data and the committee needs to be provided the report electronically prior to the meeting.

#### **4. OTHER BUSINESS AND MEMBER REPORTS**

Members have encountered problems with the app and IVR providing a scheduled pickup time but the trip arrives at a much different time. This happens infrequently but causes confrontations with operators and stress for customers. The committee provided a few specific examples and were instructed to contact Chris McKenna with other examples as they occur. Ride will review for the next meeting.

John Carvalol made a motion to end the meeting at 5:59pm and Angie Stabile seconded the motion. All were in favor.

**When calling to schedule your Ride to the ATAC meeting, please be sure to tell the Customer Service Agent that you are going to and from the ATAC meeting so that you will not be charged for your ride.**