

RHODE ISLAND PUBLIC TRANSIT AUTHORITY
BOARD OF DIRECTORS
MINUTES of Monday December 19, 2016

Board Members

Present: Wayne Kezirian; Director Peter Alviti; Maureen Martin; Joshua Brumberger; Karen A. Santilli; and Mark Susa

Absent: Princess Sirleaf Bomba; and Stephanie Ogidan Preston

Also Present: Raymond Studley, CEO; Attorney Benjamin Salzillo, In-House Counsel; Attorney Christian Capizzo, Outside Counsel; Elizabeth Silvestre, Executive Assistant; Malkia Brown, Human Resource Office Assistant; Other members of RIPTA's staff; and members of the public.

Agenda Item 1: **Approval of the November 21, 2016 Board Minutes**

Ms. Martin makes a motion to approve the minutes of the November 21, 2016 Board meeting. Mr. Brumberger seconds and it passes unanimously.

Agenda Item 2: **Public Comment**

Mr. Kezirian chooses to pass on this item for now, and resume once all agenda items have been addressed.

Agenda Item 3: **Chairman's Report**

1. Reduced Fare program/Implementation:

Mr. Kezirian discusses the new fare is currently scheduled to be implemented on January 1, 2017. While RIPTA is not a financial position to not increase fare costs, he would like to defer the new fare to February 1, 2017.

Ms. Martin makes a motion to defer the implementation of the new fare for February 1, 2017. Director Alviti and Mr. Brumberger second, and it passes unanimously.

2. Board Schedule Meetings:

Mr. Kezirian informs the board of the new Board Meeting Schedule for 2017: February 20, April 17, June 26, August 21, October 16, and December 11

3. Kennedy Plaza Update

Mr. Kezirian thanks Director Alviti and DOT for efforts and will continue meeting to attempt compiling a plan regarding concerns over conditions at Kennedy Plaza and complaints of various land owners. Mr. Kezirian also thanks Mayor Elorza and the City of Providence for the enhanced security at Kennedy Plaza.

4. Downtown Transit Connector Update

Mr. Kezirian informs the board that the DRC connector is still in process and that RIPTA held its first public listening session and one more is expected.

Agenda Item 4: **CEO's Report**

1. Update on Quonset Transit Development

PowerPoint presentation from Planning Dept. by Seth Morgan and Amy Pettine. Mr. Morgan discusses the need for a connection from Quonset to Providence, based on

housing and work statistic presented. Ms. Pettine and Mr. Morgan explain some options for transportation such as: vanpooling and carpooling. Ms. Santilli asks about the locations of the potential employees that are projected to use the new transit methods outlined. Mr. Studley, Ms. Pettine, Mr. Brumberger discuss a potential service plan pitch to employers of the area for cost-sharing. Mr. Kezirian and Director Alviti question the target, goal and method of execution for the plan, and discuss the need for specific goals and metrics with Mr. Morgan and Ms. Pettine. Ms. Pettine also discusses with Director Alviti the goal of reducing single occupancy vehicle use and the transit dependent population with limited employment access to Quonset.

2. Update on RIPTA's Strategic Plan

Mr. Studley explains details for a new Strategic Plan that is being worked on, which includes a 10-year transit works plan, similar to what Director Alviti has done with the DOT, a 20-year long range transportation plan with the Governor's office and Statewide planning. Ms. Pettine discusses the 3-year Strategic/ Operational plan set in place in preparation for the 10- year plan to establish more long term goals. Mr. Kezirian discusses RIPTA's available benchmarking data through ABBG, and expresses concern over ABBG's restrictions on confidentiality agreement, preventing the ability to share ABBG reports in public meetings. Ms. Pettine discusses performance metrics, setting targets for initiatives, and the four main agency goals:

Focus on customers

Ms. Ingle presents customer satisfaction data, which is at 64% for this year. Mr. Kezirian discusses the need for further market research in order to establish overall general public satisfaction as well as the riders who are surveyed. Ms. Santilli questions the comparison of data from other agencies similar to RIPTA on the ABBG report, and discusses the similarity in size and service of the other comparable agencies with Mr. Studley, Ms. Pettine, and Ms. Ingle. Mr. Brumberger questions RIPTA's position in comparison to others on the chart. Mr. Studley, Director Alviti and Mr. Brumberger discuss how to improve customer satisfaction and what other agencies being compared are doing as well.

Prioritize Safety

Ms. Ingle discusses prioritizing safety and how the perception of safety is tracked. Ms. Santilli questions the perception of safety versus actual accidents, and how the metrics align to the initiatives, and discusses these concerns with Ms. Pettine.

Increase Ridership

Ms. Ingle discusses increasing ridership and the successes of the U-pass and Eco-pass programs in comparison to RIPTA's peers, along with on time performance rates at 77.7%. Ms. Pettine, Ms. Ingle, and Mr. Studley discuss the different methods used by other companies to measure these metrics.

Ensure Stability

Ms. Ingle discusses ensuring stability, financial stability, workforce training, and bus operating costs per revenue hour, currently at \$163.14 per hour, which includes operating costs, plus maintenance and administrative costs.

3. Review of American Bus Benchmarking Group (ABBG) data

Mr. Kezirian and Ms. Santilli discuss the ABBG report, and making the metrics available to the Finance Committee. Mr. Kezirian indicated that currently members of the Finance Committee would have to sign a confidentiality agreement to review that information.

Agenda Item 5: **Consideration of Approval of Recommendations from RIPTA**
Procurement Department: Wheelchair Accessible Taxi(s)

Mr. Mike McGrane introduces a request to award a contract to Herb Chambers of Burlington, MA to supply and deliver up to five wheelchair accessible taxis, with an option of an additional five, contingent upon funding. The unit cost per taxi is \$55,378.78. Two companies submitted bids on November 29: Herb Chambers, and Mobility Works of Attleboro, MA. Mobility Works' bid was deemed non-responsive for technical specifications. Single bid analysis was done for Herb Chambers' proposal, and their price was deemed fair and reasonable. No RIPTA money is used to fund this project.

Ms. Santilli makes a motion to approve, Mr. Brumberger seconds and it passes unanimously.

Agenda Item 6: **Executive Session**

Voted: To convene the Board into Executive Session pursuant to Rhode Island General Laws section §42-46-5(a)(2) related to litigation, collective bargaining and approval of executive session minutes from November 21, 2016. Mr. Capizzo reads the law to go into Executive Session.

Ms. Martin moves to convene in Executive Session. Director Alviti seconds, and it passes unanimously.

Meeting returns to open session and Mr. Capizzo reports that a unanimous vote was taken in executive session to approve the executive session minutes of the November 2016 meeting and to seal the minutes of the December 19, 2016 meeting. A motion is made by Ms. Santilli to seal the minutes of the current executive session, Ms. Martin seconds and it passes unanimously. Mr. Kezirian announces that no other votes had been taken in executive session.

Agenda Item 2 Continued:

PUBLIC COMMENT:

1. Ricardo Quiñonez: Expresses concern over the new cost of .50¢ for a reduced fare.
2. Erick Viñas: Expresses concern over the new cost of .50¢ for a reduced fare.
3. Barbara Henry: Expresses concern over the new cost of .50¢ for a reduced fare.
4. Cecilia Tamayo: Expresses concern over the new cost of .50¢ for a reduced fare.
5. Ele Felaco: Expresses concern over the new cost of .50¢ for a reduced fare.
6. Don Rhodes: Mentions he is pleased with the extended winter hours at Kennedy Plaza.
7. George Thomas: Expresses concern over the new cost of .50¢ for a reduced fare.
8. Angel Morales: Expresses concern over the new cost of .50¢ for a reduced fare.
9. Clarice Gothburg: Expresses concern over the new cost of .50¢ for a reduced fare.
10. Barbara Freitas: Expresses concern over the new cost of .50¢ for a reduced fare.
11. Cheryl Dimarzio: Expresses concern over the new cost of .50¢ for a reduced fare.
12. Randall Rose: Expresses concern over the 2017 bimonthly Board meetings.
13. Marie Robideau: Expresses concern over the new cost of .50¢ for a reduced fare.
14. Wendy Thomas: Expresses concern over the new cost of .50¢ for a reduced fare.
15. Amanda Carr: Expresses concern over the new cost of .50¢ for a reduced fare.
16. Renee Brown: Expresses concern over the new cost of .50¢ for a reduced fare.
17. Thomas Cute: Expresses concern over the new cost of .50¢ for a reduced fare.

Agenda Item 7: **Adjournment**

Ms. Santilli makes a motion to adjourn, Ms. Martin seconds, and it passes unanimously.

Respectfully submitted,

Maureen Martin, Secretary