



# Accessible Transportation Advisory Committee

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Meeting Date: 1/24/2013  
**Meeting Time: 10:00 AM – 12:00 PM**  
Location: RIPTA  
269 Melrose Street, Providence

## AGENDA

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1. Call to Order
  - Establish Quorum/Attendance/Introductions
  - Agenda Review/Additions
  - Review and Approval of Minutes from 12/6/13 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
  - Stop Announcement Compliance Update
  - Wheelchair Lift Failures
4. Discuss Quarterly Meeting
5. Membership
6. Comprehensive Operational Analysis (COA) Presentation
7. Ride/RIPTA Service Feedback
8. Other Business and Member Reports

### NOTE

**The Ride van will leave Kennedy Plaza from the Bonanza stop  
at 9:30AM for the ATAC meeting.**

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**  
by 1/22 to let her know you'll be using the van from Kennedy Plaza.

**ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE**

**RIPTA Transportation Conference Room  
269 Melrose Street, Providence, Rhode Island 02907  
Thursday, January 24, 2012  
10:00 AM – 12:00 PM**

**Attendees:** Anna Petra Liebenow (co-chair), Angie Stabile (co-chair), Wheeler Clemmons, Deanne Gagne, Barry Humphries, Vincent DeJesus, Barbara Henry, Michael Moan, Leo Canuel, and Will Potter

**RIPTA Staff** in attendance: Mark Therrien, Anne LeClerc and Cristy Raposo

**RIPTA Board Members** in attendance: Anna Petra Liebenow

**MEETING MINUTES**

**I. CALL TO ORDER**

Barry Humphries made a motion to approve the December meeting minutes. Leo Canuel seconded the motion. All were in favor.

**II. FOLLOW UP FROM 12/6/12 MEETING**

At the last meeting, Nicole Miale alerted RIPTA to an issue with a bus stop on Main Street. There were cars parked in front of the bus stop, so the bus driver was unable to see a passenger using a wheelchair waiting at the stop. Vincent DeJesus stated that he had a similar problem at a different location. Cristy Raposo will look into this.

Cristy Raposo determined the bus stop Nicole mentioned; it is located at Main Street and Vale Street in Pawtucket. Planning Department's Greg Nordin will be meeting with the City of Pawtucket; he will ask if they can put up a No Parking sign at that stop. Cristy Raposo has been in contact with Vincent DeJesus to determine the exact location of the stop.

**III. RIPTA REPORTS**

**• Stop Announcement Compliance Update**

Cristy Raposo reported the following for December 2012:

- ADA compliance for December 2012 was 73% compared to 70% in December 2011.
- 8 bus drivers were at 0% compliance (compared to 10 in December 2012).

- **Wheelchair Lift Failure**

Cristy Raposo reported 2 wheelchair lift failures for December 2012 compared to 6 in October 2012. The average wait time was 6 minutes in December 2012 compared to 14.17 minutes in November 2012.

The ATAC is concerned by the ADA announcement reports. Why has the number of drivers making zero announcements increased? The ATAC also reported that some drivers who do make the announcements need to speak louder and clearer; some are not using the microphone. Mark Therrien suggested inviting James Dean, Director of Transportation, to the next ATAC meeting to ask him directly why these numbers are trending up. Mark Therrien also reported that RIPTA is very close to implementing the automatic stop announcements on the entire fleet; passengers should start hearing the new system by June 2013. The automatic announcements will be fully implemented and working properly by December 2013.

#### **IV. DISCUSS QUARTERLY MEETING**

The ATAC discussed what should constitute a quarterly meeting. After much discussion, ATAC and RIPTA agreed that designated “Quarterly Meetings,” will be issue-orientated, proactive meetings. At the meeting before the Quarterly Meeting, the ATAC will discuss which issues they would like addressed by RIPTA personnel at the Quarterly Meeting. Mark Therrien will ensure that the proper RIPTA representative is at the Quarterly Meeting to directly answer the ATAC’s questions regarding that hot topic. The first Quarterly Meeting is scheduled for March 28, 2013.

#### **V. MEMBERSHIP**

Everyone present at the meeting indicated that they wanted to be a member. Cristy Raposo will send out a mass e-mail to asking those who could not attend today’s meeting if they want to be ATAC members. Mike Moan and RIPTA staff in attendance are considered ex officio nonvoting members.

#### **VI. COMPREHENSIVE OPERATIONAL ANALYSIS (COA) PRESENTATION**

Mark Therrien read through the Comprehensive Operational Analysis (COA) presentation. The presentation is available online at <http://www.ripta.com/atac>

The COA being conducted by RIPTA includes detailed Route Evaluations of each of RIPTA’s 58 bus routes, as well as our eight Flex zones. Proposed changes include moving and eliminating bus stops to increase service efficiency, eliminating deviations, and more. Keep in mind that these are not final recommendations, but simply ideas that have been proposed and are under consideration.

The study has undertaken a detailed review process to identify where people

live and work, how each bus route is performing today, and where changes might possibly be made to better serve riders. Ideas under consideration can be found on the Projects page of RIPTA's website at <http://www.ripta.com/featured-project>. Members of the public can go online to review and provide comment on two alternative service scenarios, letting RIPTA know which ideas they like best. Each scenario is designed to work within RIPTA's existing budget, and the intent is to direct transit resources where they would be most effective.

Public input has been a key part of the COA. In August and September, RIPTA surveyed nearly 10,000 users of the bus system in order to better understand where people need to travel, and what type of services they desire. Throughout the fall, over 700 people posted comments on RIPTA's website, providing feedback on detailed evaluations of each bus route.

Community meetings are another opportunity to learn more about proposed changes and for the public to provide input on what might work best for them. Please attend one of the following community meetings:

• **Community Meeting Schedule**

**University of Rhode Island  
Feinstein Providence Campus**  
Auditorium  
80 Washington Street  
Providence, RI 02903  
**Monday, February 25, 2013**  
**12:00PM – 2:00PM**

**Warwick City Hall**  
Council Chambers  
3275 Post Road  
Warwick, RI 02886  
**Monday, February 25, 2013**  
**5:00PM-7:00PM**

**Narragansett Town Hall**  
Assembly Room  
25 Fifth Avenue  
Narragansett, RI 02882  
**Tuesday, February 26, 2013**  
**5:00PM-7:00PM**

**CCRI Newport Campus**  
Auditorium  
One John H. Chafee Blvd.  
Newport, RI 02840  
**Wednesday, February 27, 2013**  
**5:00PM-7:00PM**

**RIPTA Headquarters**  
705 Elmwood Avenue  
Providence, RI 02907  
**Thursday, February 28, 2013**  
**5:00PM-7:00PM**

**Glocester Senior Center** 1210 Putnam  
Pike Chepachet, RI 02814  
**Monday, March 4, 2013**  
**6:00PM-8:00PM**

**Barrington Public Library**  
2nd Floor Auditorium  
**Wednesday, March 6, 2013**  
**6:00PM – 8:00PM**

## **VII. RIDE/RIPTA SERVICE FEEDBACK**

### **• ADA Eligibility**

The ATAC is concerned that users of ADA Service are not aware when their eligibility will expire. Most ATAC members have disabilities that are permanent and will not change; why must they go to the doctor to be recertified for a permanent disability? Anne LeClerc agrees that RIPTA needs to address this issue. Mark Therrien kindly asked that the ATAC hold this conversation for 6-9 months while RIPTA revamps the Ride Program; RIPTA will work on this. Mark Therrien stated that RIPTA has to change the entire practice of how passes are distributed. In New York, 25% of applicants did not come in to renew their pass when they were asked to come in for a functional assessment interview.

### **• RIPTA.COM Search Engine**

The ATAC is concerned that when a user types in “ride” in the RIPTA.com search engine, the Ride Program web page does not show up in the results list. RIPTA’s Marketing Department will investigate this.

### **• Ride Program Concerns**

The ATAC would like to be able to email requests for Ride service. Also, they would like to see the e-mail complaint process updated. There needs to be multiple ways to access the system. Deanne Gagne stated that Lori, a Ride Customer Service agent is magnificent – she works hard to try to fix issues and figure out what went wrong.

Mark Therrien stated that the problems with Ride aren’t about the individuals that work there – the issue is managers are not holding people accountable. The system has collapsed; we need to rebuild the system. RIPTA has a plan in place.

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

There was no discussion for this agenda item.

Angie Stabile made a motion to end the meeting at 12:02pm. Barbara Henry seconded the motion. All were in favor.

**\*There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on February 26, 2013 to reserve your ride ([craposo@ripta.com](mailto:craposo@ripta.com) or 784-9500 x242).**



# Accessible Transportation Advisory Committee

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Meeting Date: 2/28/2013  
**Meeting Time: 10:00 AM – 12:00 PM**  
Location: RIPTA  
269 Melrose Street, Providence

## AGENDA

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1. Call to Order
  - Establish Quorum/Attendance/Introductions
  - Agenda Review/Additions
  - Review and Approval of Minutes from 1/24/13 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
  - Stop Announcement Compliance Update
  - Wheelchair Lift Failures
4. Discuss Issues to Present at Quarterly Meeting
5. Comprehensive Operational Analysis (COA) Presentation
6. Ride/RIPTA Service Feedback
7. Other Business and Member Reports

### **NOTE**

**The Ride van will leave Kennedy Plaza from the Bonanza stop  
at 9:30AM for the ATAC meeting.**

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**  
by 1/22 to let her know you'll be using the van from Kennedy Plaza.

## ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

RIPTA Transportation Conference Room  
269 Melrose Street, Providence, Rhode Island 02907  
Thursday, February 28, 2012  
10:00 AM – 12:00 PM

**Attendees:** Anna Petra Liebenow (co-chair), Angie Stabile (co-chair), Wheeler Clemmons, Deanne Gagne, Barry Humphries, Georgia Guiney, Ed Soares, Mary Jane Fry, Mark Souza, Barbara Henry, Michael Moan, and Will Potter

**RIPTA Staff** in attendance: Amy Pettine, Anne LeClerc and Cristy Raposo

**RIPTA Board Members** in attendance: Anna Petra Liebenow

### MEETING MINUTES

#### I. CALL TO ORDER

Angie Stabile made a motion to approve the January meeting minutes. Will Potter seconded the motion. All were in favor.

#### II. FOLLOW UP FROM 1/24/12 MEETING

Georgia Guiney was accidentally not listed on the attendee list for the January meeting. Her name has been added to the minutes and reposted on the RIPTA web site.

##### •RIPTA.COM Search Engine

The ATAC was concerned that when a user types in “ride” in the RIPTA.com search engine, the Ride Program web page does not show up in the results list. RIPTA’s Marketing Department contacted the web hosting company to address this issue. The Ride Program now appears in the results list; however, it’s not listed as the first result. Marketing is looking into this.

##### •Ride Complaints

Passengers can e-mail complaints about the Ride Program to RIPTA’s Customer Service Department at [CustomerService@RIPTA.com](mailto:CustomerService@RIPTA.com).

#### III. RIPTA REPORTS

##### • Stop Announcement Compliance Update

Cristy Raposo reported the following for January 2013:

- ADA compliance for January 2013 was 70% compared to 76% in January 2012.
- 8 bus drivers were at 0% compliance (compared to 8 in December 2012).

- **Wheelchair Lift Failure**

Cristy Raposo reported 5 wheelchair lift failures for January 2013 compared to 2 in December 2012. The average wait time in January was 20.20 minutes compared to 6 minutes in December 2012.

The ATAC would like to know if the wheelchair lift failures were a result of cracked ramps, snow or some other cause. Cristy Raposo will look into this and follow up with the committee.

#### **IV. DISCUSS ISSUES TO PRESENT AT QUARTERLY MEETING**

The ATAC would like the following issues addressed by RIPTA personnel at the March Quarterly Meeting:

- An update on the ATMS Project
- Why are wheelchair lift failures trending up?
- Why is the number of drivers at zero compliance trending up?
- Feedback on the disciplinary program. Is it effective?

#### **V. COMPREHENSIVE OPERATIONAL ANALYSIS (COA) PRESENTATION**

Amy Pettine read through the Comprehensive Operational Analysis (COA) presentation. The presentation is available online at <http://www.ripta.com/atac>

The COA being conducted by RIPTA includes detailed Route Evaluations of each of RIPTA's 58 bus routes, as well as our eight Flex zones. Proposed changes include moving and eliminating bus stops to increase service efficiency, eliminating deviations, and more. Keep in mind that these are not final recommendations, but simply ideas that have been proposed and are under consideration.

The study has undertaken a detailed review process to identify where people live and work, how each bus route is performing today, and where changes might possibly be made to better serve riders. Ideas under consideration can be found on the Projects page of RIPTA's website at <http://www.ripta.com/featured-project>. Members of the public can go online to review and provide comment on two alternative service scenarios, letting RIPTA know which ideas they like best. Each scenario is designed to work within RIPTA's existing budget, and the intent is to direct transit resources where they would be most effective.

These proposed changes have minimal impact on ADA service. RIPTA will map ADA usage over the proposed scenarios before a final decision is made.

A bus stop every block is not good transit service. RIPTA isn't looking to cut stops; we're looking at how a stop on a route makes sense. The distance between stops is of key concern to RIPTA. More closely spaced stops provide



customers with more convenient access as they are likely to experience a shorter walk to the nearest bus stop. However, transit stops are also the major reason that transit service is slower than automobile trips, since each additional stop with activity requires the bus to decelerate, come a complete stop, load and unload riders, and then accelerate and re-merge into traffic. Since most riders want service that balances convenience and speed, the number and location of stops is a key component of determining that balance.

Bus stops themselves have no impact on the ADA corridor route.

ADA service to Jefferson Boulevard will not be affected. Buttonwoods will have an ADA impact, but this area could be a candidate for Flex Service. We're still looking at options.

Deanne Gagne is concerned about the proposed changes to Atwood Avenue. Will service to her building be cut off?

## **VI. RIDE/RIPTA SERVICE FEEDBACK**

### **• Snow Removal**

The ATAC is concerned about snow removal at bus stops and walkways. What is the policy when a paratransit van arrives at destination and the walkway is not shoveled? Anne LeClerc explained that snow removal at bus stops is an advocacy issue. Unfortunately, RIPTA does not have the manpower to shovel out each bus stop. It is the responsibility of cities and towns to shovel out the sidewalks and bus stops. Cristy Raposo suggested that passengers call the destination ahead of time and inquire as to whether or not the walkway is clear.

### **• Taxi Cab Issues**

Angie Stabile attended an event where several Ride passengers had attendants. One small cab arrived to pick up five people. Are attendants, as well as passengers, listed on the manifest that RIPTA sends the cab companies? Anne LeClerc stated that RIPTA does notify the cab companies whether or not an attendant is traveling with the passenger; she will investigate this.

### **• Ride Program Improvements**

Anne LeClerc informed the committee that RIPTA has brought in Scott Schoessel from an outside firm to manage the Ride Program for six to nine months. With the State bringing in a broker for Medicaid, we're not sure what effect that will have on RIPTA. The Ride Program has many internal issues that RIPTA needs to fix. New policies and procedures are being implemented to make the program more efficient and effective from geo-coding and customer service phone scripts to no show policies. In the new policy, late cancellations will be treated as no shows

- **Ride Phone System**

ATAC members are concerned about long wait times when calling the Ride phone system. Anne explained that the long wait times are due to a personnel issue; half of the Customer Service Agents are out. RIPTA cannot commit to new hires because we don't know what the brokerage is doing with the state. RIPTA is looking at alternative solutions.

Anne LeClerc encouraged the group to use the automated phone system, which is accessible 24/7. Barry Humphries stated that the automated system does NOT tell you if a cab or Ride van is picking you up; that information is crucial. RIPTA will provide additional education on how to use the automated system.

- **ADA Applications**

ADA applications are available online. The Ride Office is still handling those applications.

- **ADA vs. Other Services Provided by Ride**

The ATAC would like to see more information on the difference in the programs posted online. Ride is an umbrella program providing services to several agencies; each agency sets its own service parameters. Anne LeClerc stated that there will be an education campaign in the future about the difference between ADA and other programs provided by Ride. For example, Medicaid does not restrict time or location of travel; however, the Department of Elderly Affairs has restrictions.

- **Bus Pass Program**

The ATAC inquired as to whether or not there was a discounted buss pass rate for children or anyone less than 18 years of age with a disability. Anne LeClerc informed the ATAC that RIPTA does not have different rates for different ages. However, children do receive the same fare discounts as adults. RIPTA began charging a \$10 bus pass replacement fee because individuals were selling their bus passes and then receiving a free replacement card. Also, the new smart card bus passes are more expensive to produce.

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

There was no discussion for this agenda item.

Michael Moan made a motion to end the meeting at 11:54am. Angie Stabile seconded the motion. All were in favor.

**\*There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on March 26, 2013 to reserve your ride ([craposo@ripta.com](mailto:craposo@ripta.com) or 784-9500 x242).**



# Accessible Transportation Advisory Committee

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Meeting Date: 3/28/2013  
**Meeting Time: 10:00 AM – 12:00 PM**  
Location: RIPTA  
269 Melrose Street, Providence

## AGENDA

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1. Call to Order
  - Establish Quorum/Attendance/Introductions
  - Agenda Review/Additions
  - Review and Approval of Minutes from 2/28/13 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
  - Stop Announcement Compliance Update
  - Wheelchair Lift Failures
4. Q&A with James Dean, Transportation Assistant General Manager
5. Automated Transit Management System (ATMS) Update
6. Ride/RIPTA Service Feedback
7. Other Business and Member Reports

### **NOTE**

**The Ride van will leave Kennedy Plaza from the Bonanza stop  
at 9:30AM for the ATAC meeting.**

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**  
by 3/26 to let her know you'll be using the van from Kennedy Plaza.

**ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE**

**RIPTA Transportation Conference Room  
269 Melrose Street, Providence, Rhode Island 02907  
Thursday, March 28, 2012  
10:00 AM – 12:00 PM**

**Attendees:** Anna Petra Liebenow (co-chair), Angie Stabile (co-chair), Leo Canuel, Deanne Gagne, Barry Humphries, Georgia Guiney, Ed Soares, Mary Jane Fry, Mark Souza, Barbara Henry, Michael Moan, and Vincent DeJesus.

**RIPTA Staff** in attendance: Mark Therrien, Vinny Reina and Cristy Raposo

**RIPTA Board Members** in attendance: Anna Petra Liebenow

**MEETING MINUTES**

**I. CALL TO ORDER**

Angie Stabile made a motion to approve the February meeting minutes.  
Leo Canuel seconded the motion. All were in favor.

**II. FOLLOW UP FROM 2/28/12 MEETING**

**•Wheelchair Lift Failures**

The ATAC requested to know the cause of the five wheelchair lift failures in January. According to Bernie Harwood’s report, three of the five lifts failed due to mechanical issues (one of those buses has been permanently removed from the fleet). One lift needed to be cleaned and lubricated; the other lift was missing a securing strap. Mark Therrien stated that the missing strap is a driver issue; drivers are paid to inspect the vehicle before the vehicle leaves the property. He will review this with Jimmy Dean.

**• Comprehensive Operational Analysis (COA) Presentation**

Following the COA presentation, Deanne Gagne was concerned about the proposed changes to Atwood Avenue. Following the meeting, Amy Pettine was provided with Deanne’s address. Cristy Raposo informed Deanne that Cara Estates is on the Atwood Avenue variant of Route 19 and, as currently proposed, would lose service. Deanne is about 1 mile from the main segment of Route 19 on Plainfield, just outside the ADA corridor. Amy Pettine will look at it more closely when she meets with the consultant team on April 1. The impacts are proposed; no final decisions have been made.

### **III. RIPTA REPORTS**

#### **• Stop Announcement Compliance Update**

Cristy Raposo reported the following for February 2013:

- ADA compliance for February 2013 was 74% compared to 80% in February 2012.
- 10 bus drivers were at 0% compliance (compared to 8 in January 2013).

#### **• Wheelchair Lift Failure**

Cristy Raposo reported 5 wheelchair lift failures for February 2013 compared to 5 in January 2013. The average wait time in February was 22.20 minutes compared to 20.20 minutes in January 2013.

### **IV. Q&A WITH JAMES DEAN, TRANSPORTATION ASSISTANT GENERAL MANAGER**

The ATAC was disappointed that Jimmy Dean was unable to attend today's meeting. Anna is concerned that the drivers don't have a proper understanding of the importance of ADA announcements. It's critical that passengers know where the bus is when it stops. Drivers are still failing to make announcements.

Mark Therrien stated that any driver who makes zero announcements is brought in for a conversation and disciplined. One driver has been terminated as a result of the disciplinary process. From January 2012 through February of this year, ADA Stop Announcement Compliance has remained in the 70-81% bracket. According to the data, the average compliance rate isn't dropping, but it has hit a plateau.

### **V. AUTOMATED TRANSIT MANAGEMENT SYSTEM (ATMS) UPDATE**

Vinny Reina, RIPTA's Chief Information Officer, spoke to the ATAC about the on-going ATMS project. The ATMS project manager is currently working on the technology installation of fixed-route vehicles.

The ATMS system has been designed so that the driver can focus on driving. The project is delayed a little bit because of installation issues with the contracted vendor. Each vehicle and year presents its own set of issues; RIPTA is working closely with the vendor during the installation process.

RIPTA is currently testing the visual and audio announcements; announcements will be made initially in English with Spanish translations to follow. We're currently working on the 2010 GILLIG fleet; we've had a successful test run with the mini-fleet. It's important that we verify that the GPS is announcing correct information. Testing has been successful on Route 20 as well. We are going to try to get this implemented fleet wide as soon as possible. RIPTA can roll out buses as they pass installation tests, but may wait until the entire fleet is ready to launch. Vinny confirmed that each bus is equipped with speakers in the front and the back

The ATAC requested a test ride on Route 20, if possible.

As part of the ATMS project, RIPTA is installing video surveillance cameras on all RIPTA buses. The para-transit fleet has cameras installed, but the cameras are not recording. RIPTA must first establish a policy regarding video surveillance and notify passengers that the cameras are in place before any recordings can take place. RIPTA will post bilingual decals notifying passengers that they are under video surveillance.

In the State of RI, audio recording is prohibited without consent; the cameras will not record audio unless a driver feels he/she is in an emergency situation. Only then, will the driver activate the audio recording device.

Para-transit vans have five cameras on board; fixed-route buses have six cameras. Each vehicle has one camera that records exterior footage. Cameras will capture views of the front and rear doors, all passenger compartments, as well as the right side of the vehicle, and outside. Our main priority is the safety of our customers and drivers; the cameras should help deter crime. The cameras will also be used to document any accidents, incidents or assaults on the driver.

Mark Therrien credited the ATMS project to Senator Reed; he spent 6 years earmarking special funds for RIPTA to do a project of this magnitude RIPTA does not have money to do this on our own. Senator Reed was able to see the tremendous value of the ATMS value for our customers and succeeded in getting federal dollars for us to launch the project.

## **VI. RIDE/RIPTA SERVICE FEEDBACK**

### **• Wheelchair Lift Issue**

Vincent DeJesus mentioned that one of the drivers refused to put down the lift for his walker; the driver told him that the lifts were only available for wheelchairs. He filed a complaint with Customer Service. Vincent asked if the surveillance system would record the verbal exchange between driver and passengers in an incident like this. Vinny Reina answered that the audio would not be recorded because it was not a life threatening event. The audio is only activated when the driver feels an imminent threat and decides to activate it. Cristy Raposo will follow up on Vincent's complaint.

### **• RIPTIKs**

The ATAC inquired as to why RIPTIKs aren't sold at CVS, Walgreens or independent living centers instead of just at Shaws and Stop & Shop Supermarkets. Mark Therrien stated that we have reached out to businesses like Price Rite, but they weren't interested in selling our fare products. He mentioned that RIPTA is looking into going cashless on the Ride Program; it's

RIPTA's goal to go cashless, but we're uncertain on when or how we will get there. Cristy Raposo informed the group that all fare products are available for purchase online at RIPTA.com

- **Ride Program Policies**

As policies are written, Mark Therrien will be presenting them to the ATAC for review and comment. The first policy the ATAC will review is a Ride Program No Show Policy. Your input is critical; the policy must match the people that are using the system.

- **Ride Phone System**

The ATAC stated that Ride Customer Service Agents provide inconsistent customer service. One phone representative will provide excellent customer service; another will be rude.

Mark Therrien announced that a call monitoring system was implemented in February 2013. Customer Service Agents have been given phone scripts and they are being monitored for quality assurance. A Ride supervisor randomly monitors three calls daily. Previously, Diane Chappel did not take complaints about Customer Service Agents; that is no longer the case.

If you have an issue with your Customer Service agent, please ask to be transferred to Diane Chappel to file a formal complaint. If the Customer Service Agent refuses to transfer you, please be sure to let us know that as well. Diane Chappel can be reached at 784 9500 ext. 412 or Dchappel@RIPTA.com. RIPTA is holding Customer Service Agents accountable for their actions and a disciplinary process is in place.

Also, employee schedules for Ride Customer Service changes will be changing to accommodate Ride users.

Barry Humphries stated that the automated system does NOT tell you if a cab or Ride van is picking you up; that information is crucial. Mark Therrien assured him that RIPTA is exploring other opportunities in that area.

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

- **Legislation**

Mark Therrien discussed RIPTA legislation going on at the State House:

- **The O'Grady Bill**

The O' Grady Bill, introduced by state Rep. Jeremiah O'Grady (D.-Lincoln), would increase fees for drivers' licenses and vehicle registration. Most of the increase would benefit the Rhode Island Department of Transportation (RIDOT) and the rest would go to RIPTA. This bill would reduce RIPTA's dependence on the gasoline tax revenues, which fluctuates widely.

### **General Obligation Bonds**

This is a major piece of legislation being proposed that will relieve RIPTA from paying back bonds. Due to projected deficits at RIPTA, the Governor recommends that debt service on outstanding RIPTA general obligation bonds be funded with \$1.6 million of general revenue in FY 2013 to supplement gas tax revenue generally used for debt service. The Resource Team has worked it out so RIPTA will not have to bond money for the next 5 years.

RIDOT will no longer be issued bonds; RIDOT has been borrowing money to fix roads since the 1950s. Currently, RIDOT pays over \$50 million a year in bond debt.

RIPTA's financial picture is getting bleaker. By 2015 we will only have money to buy buses; there will not be any money to update computer systems or anything else.

### **• Veolia Transportation Services**

The ATAC asked about the article titled "*French company wants to run RIPTA*" which ran in Monday's edition of the *Providence Journal*.

Mark Therrien explained that Veolia is a giant conglomerate out of France that is brought in to manage companies. They currently run the Cranston Sewer System, GATRA, and the Massachusetts Bay Commuter Railroad Co.

Veolia has hired lobbyists to lobby the General Assembly for the opportunity to privatize and manage RIPTA. Under the current law, RIPTA does not work for the government; we work for a Board of Directors. RIPTA's bottom line is transit; Veolia's bottom line is profit. The final decision on whether or not this will happen is in the hands of RIPTA's Board or Directors.

The ATAC has made a lot of progress working with RIPTA. They're concerned that bringing in a company like Veolia will be a tremendous step backwards.

Leo Canuel made a motion to end the meeting at 11:55am. Angie Stabile seconded the motion. All were in favor.

**\*There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on April 23, 2013 to reserve your ride ([craposo@ripta.com](mailto:craposo@ripta.com) or 784-9500 x242).**





# Accessible Transportation Advisory Committee

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Meeting Date: 4/25/2013  
**Meeting Time: 10:00 AM – 12:00 PM**  
Location: RIPTA  
269 Melrose Street, Providence

## AGENDA

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3. RIPTA Reports
  - Stop Announcement Compliance Update
  - Wheelchair Lift Failures
  
4. Q&A with Liz Harvey, Director of Transportation
  
5. Ride on RIPTA Bus equipped with Automated Transit Management System (ATMS) - This will take place at 11:00AM.
  
6. Ride/RIPTA Service Feedback
  
7. Other Business and Member Reports

### NOTE

**The Ride van will leave Kennedy Plaza from the Bonanza stop  
at 9:30AM for the ATAC meeting.**

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10:00 AM – 12:00 PM

**Attendees:** Anna Petra Liebenow (co-chair), Angie Stabile (co-chair), Leo Canuel, Deanne Gagne, Barry Humphries, Nicole Miale, Georgia Guiney, Ed Soares, Kelly Richards, Barbara Henry, Michael Moan, and Will Potter.

**RIPTA Staff** in attendance: Anne LeClerc, Liz Harvey, Jim Vincent, Paul LaFlamme, Cristy Raposo and John Barby.

**RIPTA Board Members** in attendance: Anna Petra Liebenow

### MEETING MINUTES

#### I. CALL TO ORDER

Deanne Gagne made a motion to approve the March meeting minutes. Barry Humphries seconded the motion. All were in favor.

#### II. FOLLOW UP FROM 3/28/13 MEETING

##### • Wheelchair Lift Issue

At the last meeting, Vincent DeJesus mentioned that one of the drivers refused to put down the lift for his walker; the driver told him that the lifts were only available for wheelchairs. RIPTA is still looking into this complaint.

#### III. RIPTA REPORTS

##### • Stop Announcement Compliance Update

Liz Harvey reported the following for March 2013:

- ADA compliance for March 2013 was 73% compared to 81% in March 2012.
- 3 bus drivers were at 0% compliance (compared to 10 in February 2013).

##### • Wheelchair Lift Failure

Liz Harvey reported 2 wheelchair lift failures for March 2013 compared to 5 in February 2013. The average wait time in March was 18 minutes compared to 22.20 minutes in February 2013.

#### IV. Q&A WITH LIZ HARVEY, DIRECTOR OF TRANSPORTATION

Liz Harvey reported that out of the 407 announcements monitored, 296 were actually made. Almost 300 announcements account for the 73% compliance report which is good. Only three bus operators failed to make announcements

Drivers are being disciplined; no one is at level of termination.

The ATAC asked for an explanation of the high amount of drivers who were found to be non-compliant the month before. In Ms. Harvey's opinion, the drivers are getting lax because they are getting used to the automated announcements that have been installed in some vehicles. However, those drivers are being reprimanded.

The ATAC is still concerned because the number of operators failing to make announcements has been high even prior to the ATMS installation. Liz assured the group that those drivers are being disciplined.

Kelly Richards reported a bus driver talking on his cell phone. He was so distracted by his call that he did not stop the bus when the passenger pulled the cord. Liz asked urged members to call Customer Service with specific details of incidents when they occur.

Leo Canuel asked that Liz Harvey define her role at RIPTA. Liz stated that she oversees both fixed-route and paratransit operators; she's more involved with paratransit though.

One member reported that at 2:22PM on a Route 78 bus headed toward Pawtucket, the driver knelt the bus, but failed to make any announcements. He may have made announcements, but they went unheard. Drivers should use the microphone at all times.

Will Potter asked if passengers are required to flag the bus as it approaches the bus stop in order for it to stop. Liz Harvey stated that if you are at the bus stop, the bus should stop. Passengers are not required to flag down the bus.

## **V. RIDE/RIPTA SERVICE FEEDBACK**

### **• The Ride Program - similar name issue**

Angie Stabile arrived to the meeting late because of a Ride scheduling error. The Ride Program consistently confuses her reservations with an Anne Stabile who lives in East Providence. The Ride van attempted to pick up Anne Stabile for the ATAC meeting instead of Angie Stabile. Anne LeClerc contacted the Ride Program and set up a Name Alert on Angie's account. Going forward, the reservationist will know to verify the passenger for the trip.

### **• Ride Reservation Issue – PARI**

Leo Canuel reported that many Ride users were told that PARI was outside the ADA corridor when they tried to schedule mid-day trip there during the week. Anne LeClerc stated that PARI is within ¼ mile of a RIPTA route and there should

be no question about whether or not to drop someone off there. She requested Leo send the names of the individuals who were unable to reserve a Ride.

- **Inebriated Passengers**

Barbara Henry reported an incident on Route 22 last week. Two inebriated passengers boarded the bus and physically touched her, even after she moved her seat twice to avoid them. Once she told Peter, the bus driver, he instructed the passengers to evacuate the bus immediately. The driver did not call the police. She feels that the incident could have been a lot worse. Barbara doesn't understand why two inebriated passengers were allowed on board.

- **No Show Policy**

Anne LeClerc stated that The Ride Program's no show rate is almost 10%. RIPTA needs to reduce that percentage. RIPTA will present the ATAC with an initial draft of a revised Ride Program No Show Policy. The current policy is so antiquated that it hasn't kept up with findings and other ADA information. There will be stepped violations: warning, 2-day suspension, 4-day suspensions, cancelled subscription service, etc. Passengers will be notified when they are cited for a no show; there will be an opportunity to appeal it. Your input is critical; the policy must match the people that are using the system. We'll have an in-depth conversation about the policy at the next meeting. Cristy Raposo will send out the draft policy to the members electronically.

Deanne Gagne mentioned that sometimes no shows happen because they're beyond control of the passenger. For example, some Ride users rely on a staff person to cancel their ride. If the staff person forgets to call on their behalf, the Ride user isn't responsible.

Anne LeClerc explained that a No Strand Policy will be drafted as well. If RIPTA brings you to a location and you No Show for your return trip, RIPTA will come back to pick you up; RIPTA will not leave you stranded. However, if RIPTA did not bring you to the location and you No Show for your return trip, RIPTA is not responsible for picking you up.

## **VI. AUTOMATED TRANSIT MANAGEMENT SYSTEM (ATMS) UPDATE**

The meeting ended with a ride on a RIPTA fixed-route bus equipped with the automatic audio and visual announcements.

Paul LaFlamme, ATMS Project Manager, stated that the product is in its testing phase. There are many issues, mispronunciations, and other kinks that need to be worked out. About 1/3 of the buses have this feature installed. Paul needs to go on each route, test it, and then have any errors corrected. It's not an easy process correct the system and then rerelease it. The on-board digital signage works fine; Paul hasn't noticed any misspellings or errors. If you experience any

issues with the announcements on the buses, please report it to Paul LaFlamme directly at [PLaflamme@RIPTA.com](mailto:PLaflamme@RIPTA.com).

Will Potter inquired as to whether or not the on-board display sign would flash the Operator ID # like MBTA's system. According to Paul, there has not been a request for that functionality; he's not sure that the system has the capacity to do it.

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

There were no reports.

**\*There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on May 21, 2013 to reserve your ride ([craposo@ripta.com](mailto:craposo@ripta.com) or 784-9500 x242).**



# Accessible Transportation Advisory Committee

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Meeting Date: 5/23/2013  
**Meeting Time: 10:00 AM – 12:00 PM**  
Location: RIPTA  
269 Melrose Street, Providence

## AGENDA

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1. Call to Order
  - Establish Quorum/Attendance/Introductions
  - Agenda Review/Additions
  - Review and Approval of Minutes from 3/28/13 Meeting
  
2. Follow Up from Previous Meeting
  - Discuss ATMS trip on bus
  
3. RIPTA Reports
  - Stop Announcement Compliance Update
  - Wheelchair Lift Failures
  
4. Scott Schoessel, The Ride Program
  
5. Review No Show Policy Draft
  
6. Ride/RIPTA Service Feedback
  
7. Other Business and Member Reports

### **NOTE**

**The Ride van will leave Kennedy Plaza from the Bonanza stop  
at 9:30AM for the ATAC meeting.**

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**  
by 5/21 to let her know you'll be using the van from Kennedy Plaza.

## ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

RIPTA Transportation Conference Room  
269 Melrose Street, Providence, Rhode Island 02907  
Thursday, May 23, 2013  
10:00 AM – 12:00 PM

**Attendees:** Angie Stabile (co-chair), Leo Canuel, Deanne Gagne, Barry Humphries, Vincent DeJesus, Gary Brandyberry, Mark Susa, Nicole Miale, Georgia Guiney, Ed Soares, Kelly Richards, Barbara Henry, Michael Moan, and Wheeler Clemmons.

**RIPTA Staff** in attendance: Mark Therrien, Scott Schoessel, Jim Vincent, and Cristy Raposo.

### MEETING MINUTES

#### I. CALL TO ORDER

The minutes were not sent out in sufficient time due to co-chair approval. Mark Therrien read a summary of the minutes. Leo Canuel made a motion to approve the April meeting minutes. Barry Humphries seconded the motion. All were in favor.

#### II. FOLLOW UP FROM 4/25/13 MEETING

##### • Automated Transit Management System (ATMS) Trip

Members provided their feedback on the automated stop announcements. The male voice is difficult to understand; the female voice is preferred by those who have heard it. The volume of the announcements did not increase when chatter noise levels increased.

Mark Therrien reported RIPTA is still in the testing phase. If you observe any issues with the announcements on the buses, please report it to Paul LaFlamme directly at [PLaflamme@RIPTA.com](mailto:PLaflamme@RIPTA.com) and CC [Craposo@RIPTA.com](mailto:Craposo@RIPTA.com).

#### III. RIPTA REPORTS

##### • Stop Announcement Compliance Update

Cristy Raposo reported the following for April 2013:

- ADA compliance for April 2013 was 74% compared to 77% in April 2012.
- 4 bus drivers were at 0% compliance (compared to 3 in March 2013).

- **Wheelchair Lift Failure**

Cristy Raposo reported 1 wheelchair lift failure for April 2013 compared to 2 in March 2013. The average wait time in April was 5 minutes compared to 18 minutes in March 2013.

Barbara Henry inquired as to what does the four drivers at zero compliance actually means. Mark Therrien explained that RIPTA hired a company to monitor drivers at random to report on whether or not they are making announcements. Of the drivers monitored, four did not make any announcements at all. Mark announced that Clareco will also monitor and report on the ATMS automated stop announcements.

#### **IV. SCOTT SCHOESSEL, THE RIDE PROGRAM**

Mark Therrien stated that he, Cristy Raposo, and Anne LeClerc began representing RIPTA at the ATAC meetings. At that time, he told the committee that RIPTA needed to make major changes to The Ride Program. He was placed in charge of Ride; paratransit services were a new area for him. RIPTA bought new software for Ride and began to make changes based on ATAC's feedback. When Doug Wood decided to retire, RIPTA brought Scott Schoessel in to change Ride's world with the CEO Studley's approval. The whole system needs to change; Scott is leading all of that.

Scott, the interim Ride Program Director, has worked with paratransit services since 1987. He's been hired to work at RIPTA for 6 months; he's been here for 12 weeks. He is focusing on structuring the workplace, on-time performance, and defining workflow procedures of how Ride actually schedules. RIPTA is working toward being proactive instead of reactive. They're cleaning up data and analyzing trends. We're looking at all the problems to determine what we can fix today and what can be fixed over time. Our goal is provide you with the best customer service experience.

Customer Service Agents now have a phone script that each of them must follow; you will now get the same response from whichever Agent you reach.

RIPTA is working with the cab companies; they don't provide exemplary service. Scott is going to hold them accountable for on-time performance. If a cab is going to be 5 minutes late, they need to communicate that to RIPTA. The majority of the time, RIPTA doesn't know a cab is late unless the customer calls it in.

It's been a challenge to get individuals to think outside the box. They want to do things the way they've been used to doing. If a particular way doesn't work, we adjust it. Ride is getting better and better. We're restricting trips so that drivers have ample amount of time to eat lunch, so they're not eating while they're



driving.

Leo Canuel asked if the problems will be resolved by the time Scott's contract expires in October. Mark stated that Ray Studley has only been RIPTA's CEO for two weeks. Mark and Scott are meeting with him weekly and are working to put money aside for after October. It's taking RIPTA longer than anticipated because staff resistance has been tremendous.

The ATAC reported glitches with the Automated Voicemail System (AVR). Scott reported that RIPTA is aware of AVR malfunctions. RIPTA is monitoring the system 7 days a week now and working on a solution.

Georgia Guiney praised Customer Service Agent Laurie on her professionalism and RIPTA's improvements. She asked how long the turnover is from application to eligibility for the ADA Program. Mark stated that RIPTA has a maximum of 21 days to respond by mail.

Angie Stabile asked if Ride will notify passengers when their eligibility is about to run out. Scott stated that Customer Service Agents (CSA) have been directed to notify clients about their eligibility over the phone within a 60 day window. It is up to the individual to request an application.

Vincent DeJesus asked if there is a limit as to how many rides you can schedule at a time. Scott stated there is not a limit. If a CSA is rude to you, please notify Scott.

A CSA asked Barbara Henry if she was making additional trips later that day. CSAs are not allowed to ask that. If this occurs again, please report it. Mark Therrien stated that all employees will be written up if they do not follow the new policies and practices.

Leo Canuel stated that there's been an improvement in Ride, however he continually hears about issues with cabs. Does RIPTA have any oversight on cab companies and their drivers? Can a rider request to have or not have a cab? Deanne Gagne's cab driver did not have GPS; the driver had to borrow Deanne's phone to find the destination.

Mark stated that up until two weeks ago, RIPTA was not doing any oversight. Scott has implemented a new practice. Scott stated that RIPTA does not have any contracts with any cab companies. Going forward, RIPTA will refuse to give certain companies business if they do not meet our standards. As a first step, he requested certificates of insurance from all companies. Scott plans on meeting with them and working to resolve these issues. Passengers cannot request or refuse a cab unless there is an ADA reason.

Please contact Scott Schoessel at [SSchoessel@RIPTA.com](mailto:SSchoessel@RIPTA.com) if you have an issue and CC Cristy so that we can track it properly.

## **V. No Show Policy**

The ATAC received a draft of the new Ride Program No Show Policy prior to the meeting. The following questions came up:

### ***What is a “pattern of no shows”?***

A pattern is defined if someone keeps canceling on a regular basis. Canceling your ride due to illness is not considered a pattern.

***Define “The driver cannot reasonably see the customer approaching the vehicle after waiting five minutes.”*** The driver is not supposed to stand at the door for five minutes ringing the bell. RIPTA is not trying to give the driver an excuse to drive away. If a passenger indicates “1 more minute” with their finger while in their house behind a window, the driver might not see you. It’s not reasonable for a driver to see or hear through a window.

### ***How did RIPTA arrive at a 5 minute window?***

It is the national standard and has been the policy.

***A cancellation is defined as late when the customer (or the customer's representative) does not call to cancel a specific scheduled trip at least 2 hours prior to the pickup window (other than early morning trips as identified above).***

***How did RIPTA arrive at 2 hour window?*** It’s the national standard; it’s a reasonable amount of time to reschedule the vehicle.

### ***What is an alternate fine?***

Passengers have the option of paying a fine instead of being suspended. The fine would be the ADA average trip cost (\$32) multiplied by the number of days suspended. For example, you could pay \$96 instead of serving out a 3-day suspension.

### ***Define loss of subscription service.***

Three consecutive months of no shows will result in the loss of subscription service. A passenger will no longer be able to call a week ahead to schedule their trips; you would have to call the day before. This loss of subscription service would be for a period of time, not forever.

### ***What happens beyond 6 violations?***

RIPTA cannot keep people off the system forever. There is no 6th violation. Anne will change the document so it reads *5 or More Violations* not *5+*.

***If RIde is late to pick me up, I will cancel the Ride. For example, if RIde shows up 20 minutes before I have to be at a doctor's appointment, I will cancel my ride last minute. If I'm late to the appointment, I still get charged, so it's better for me to cancel the late RIde. Will I be considered a No Show?*** If RIde is late outside the pick-up window, you will not be penalized for the no-show. Even if a driver says they were on time, RIPTA will know the truth due to GPS tracking.

Mark Therrien would like the ATAC to approve the policy at the June meeting. Please send any comments/suggestions to CRaposo@RIPTA.com prior to the meeting; there will be no discussion at the meeting. Once the policy is approved, RIPTA will present it to the Board of Directors at the July meeting for implementation August 1, 2013. RIPTA will formally notify all customers via the RIde newsletter, email, social media, and RIPTA.com.

## **VI. RIDE/RIPTA SERVICE FEEDBACK**

### **• Disciplinary Report**

Gary Brandyberry would like to know if any of the disciplinary actions reported have actually been taken. Were 14 drivers actually suspended? Were two drivers really terminated?

### **• Quarterly Meeting**

ATAC members requested that James Dean, AGM of Transportation, attend the next meeting. If he cannot attend, CEO Studley's attendance is requested.

### **• Cab Issue**

Barbara Henry reserved a trip to 1 Randall Square. Checkered Cab, even with a GPS, kept circling around and could not find the location. Finally, she got out of the cab and asked two strangers for directions. She was never dropped off where she needed to go. She was literally dropped off on North Main Street and walked where she needed to go. It's unsafe. Barbara reported the incident to Diane Chappel; the driver was put on probation.

### **• RIde Program**

ATAC members requested that monitors/secret shoppers use the RIde Program and report back. This is a population that doesn't always have the ability to self-advocate.

### **• Wheelchair Lift Issue**

Vincent DeJesus has balance issues and needs to use the wheelchair ramp at times; drivers refuse to lower it for him. This issue is being addressed.

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

There were no reports.

Angie Stabile made a motion to end the meeting at 12:00pm. Leo Canuel seconded the motion. All were in favor.

**\*There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on June 25, 2013 to reserve your ride ([craposo@ripta.com](mailto:craposo@ripta.com) or 784-9500 x242).**



# Accessible Transportation Advisory Committee

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Meeting Date: 6/27/2013  
**Meeting Time: 10:00 AM – 12:00 PM**  
Location: RIPTA  
269 Melrose Street, Providence

## AGENDA

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1. Call to Order
  - Establish Quorum/Attendance/Introductions
  - Agenda Review/Additions
  - Review and Approval of Minutes from 5/23/13 Meeting
  
2. Follow Up from Previous Meeting
  
3. RIPTA Reports
  - Stop Announcement Compliance Update
  - Wheelchair Lift Failures
  
4. James Dean, Department of Transportation
  
5. Vote on No Show Policy Draft (No Discussion)
  
6. Ride/RIPTA Service Feedback
  
7. Other Business and Member Reports

### NOTE

**The Ride van will leave Kennedy Plaza from the Bonanza stop  
at 9:30AM for the ATAC meeting.**

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**  
by 6/25 to let her know you'll be using the van from Kennedy Plaza.



# Accessible Transportation Advisory Committee

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Meeting Date: 8/22/2013  
**Meeting Time: 10:00 AM – 12:00 PM**  
Location: RIPTA  
269 Melrose Street, Providence

## AGENDA

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1. Call to Order
  - Establish Quorum/Attendance/Introductions
  - Agenda Review/Additions
  - Review and Approval of Minutes from 5/23/13 Meeting
  
2. Follow Up from Previous Meeting
  
3. RIPTA Reports
  - Stop Announcement Compliance Update
  - Wheelchair Lift Failures
  
4. Vote on ATAC leadership
  
5. James Dean, Department of Transportation
  
6. Vote on No Show Policy Draft (No Discussion)
  
7. Ride/RIPTA Service Feedback
  
8. Other Business and Member Reports

### NOTE

**The Ride van will leave Kennedy Plaza from the Bonanza stop  
at 9:30AM for the ATAC meeting.**

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**  
by 8/16 to let her know you'll be using the van from Kennedy Plaza.

**ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE**

**RIPTA Transportation Conference Room  
269 Melrose Street, Providence, Rhode Island 02907  
Thursday, August 22, 2013  
10:00 AM – 12:00 PM**

**Attendees:** Angie Stabile (Chair), Mary Jane Fry, Barbara McCrae, Barry Humphries, Gary Brandyberry, Ed Soares, Kelly Richards, Michael Moan, and Fredericka Athanas.

**RIPTA Staff** in attendance: Mark Therrien, Al Pontarelli, Jim Vincent, and Cristy Raposo.

**MEETING MINUTES**

**I. CALL TO ORDER**

Gary Brandyberry made a motion to approve the May meeting minutes. Barry Humphries seconded the motion. Barbara McCrae abstained. All were in favor.

**II. FOLLOW UP FROM 5/23/13 MEETING**

No items were discussed.

**III. RIPTA REPORTS**

**• Stop Announcement Compliance Update**

Al Pontarelli reported the following for July 2013:

- ADA compliance for July 2013 was 65% compared to 73% in July 2013.
- 9 bus drivers were at 0% compliance (compared to 12 in June 2013).

**• Wheelchair Lift Failure**

Al Pontarelli reported 3 wheelchair lift failures for July 2013 compared to 1 in June 2013. The average wait time in July was 24 minutes compared to 20 minutes in June 2013.

**IV. VOTE ON ATAC LEADERSHIP**

Angie Stabile announced that Anna Liebenow had to retire from her position as ATAC co-chair due to personal reasons. Prior to the meeting, Leo Canuel is the only ATAC member who expressed interested in the Vice Chair position. Ed Soares nominated himself at the meeting. Members voted by secret ballot. Cristy Raposo tabulated the votes and announced Leo Canuel as the ATAC's new Vice Chair.

## V. JAMES DEAN, DEPARTMENT OF TRANSPORTATION

James Dean is out on leave unexpectedly; Chief Street Supervisor Al Pontarelli attended the meeting on his behalf.

### • ADA Compliance

The ATAC is extremely concerned with the decreasing ADA compliance rate. Riders with visual impairments heavily rely on the announcements to know where they are.

According to the July 2013 ADA Disciplinary Action Report, three bus drivers were terminated due to non-compliance. Mike Moan asked if the three terminations reported actually happened. Mr. Pontarelli stated that not one bus driver has been terminated due to non-compliance. Only Mr. Dean has the authority to fire. He knows that Mr. Dean brings in any driver that scores under 80% and reads them the riot act. Al Pontarelli is uncertain as to where the disconnect is between the ADA Disciplinary Action Report and the actual execution. The ATAC committee applauded Mr. Pontarelli for his honesty and demanded that RIPTA report back on this.

### • Automatic Voice Announcements (AVA)

Al Pontarelli stated that some of the Automatic Voice Announcements (AVA) are working; some are not.

Mark Therrien stated that as of August 2013, the contract with Clareco has been canceled due to budget reasons. RIPTA had hired Clareco to monitor drivers at random to report on whether or not they are making announcements. He thinks that Jim Dean may have assumed that the AVA system would be working by this time. He's unsure what his plan was in the meantime.

### •ATMS Update

Cristy Raposo read the following July 2013 update from RIPTA's IT Department: **AVA** - New announcement files were downloaded to a few test buses on June 10th. These new announcements utilize a female voice, removed transfers, corrected some mispronounced stops, and adjusted trigger points. Testing results on about 20% of the routes show improvements over the male voice. Tweaking the announcements will be an ongoing effort.

**Phase-over to remaining fleet (vehicle installation)** - There are over 70% of the buses installed.

The ATAC requested an ATMS update at the next meeting.



- **Wheelchair Lift Failure**

The ATAC asked what caused the wheelchair lift failures in July. Al Pontarelli stated that the issues occurred on much older vehicles.

- **Driver Attitude**

Fredericka Athanas shared her experience. She was waiting for a bus at the Stop & Shop in East Providence. When the bus pulled up, she asked the driver, "Which route is this?" He gave her an attitude and made her feel like an idiot. She's complained in the past, but no one listens. Drivers need to go through sensitivity training and learn to be sensitive to people with disabilities. She also stated that passengers sit in the seats reserved for the elderly and passengers with disabilities; bus drivers do not make them move.

Al Pontarelli stated that all of RIPTA's supervisors have received sensitivity training. All new drivers receive sensitivity training as well. The issue may be with drivers who have been here for decades. He has not received many ADA complaints directly. He cannot speak for how these complaints are processed by Customer Service. He has 18 supervisors that work under him; he wishes he could have a supervisor at every bus stop.

Mark Therrien stated that you cannot force a person to leave a bus seat. However, he has seen drivers request that passengers move so that a person with a disability or a senior can sit.

Barbara shared a positive experience of a blind woman and a bus driver who went above and beyond to assist her.

## **VI. VOTE ON NO SHOW POLICY DRAFT (No Discussion)**

Barbara McCrae was concerned about individuals with cognitive disabilities; will they fully understand the policy? Mark Therrien stated that the policy is loose enough to accommodate them. We will work with those individuals and their caretakers to make sure they understand the new policy.

Barry Humphries made a motion to approve the policy. Gary Brandyberry seconded the motion. All were in favor. RIPTA will present it to the Board of Directors at the October meeting for implementation on November 1, 2013. RIPTA will formally notify all customers via the Ride newsletter, email, social media, and RIPTA.com.

Angie Stabile recommended the final policy be available in print and electronic format as well as on RIPTA.com.

## **VII. RIDE/RIPTA SERVICE FEEDBACK**

- **Ride Scheduling**

Gary Brandyberry would like to know if any of the disciplinary actions reported have actually been taken. Were 14 drivers actually suspended? Were two drivers really terminated?

•**Automated Voicemail System (AVR)**

The ATAC reported glitches with the Automated Voicemail System (AVR). Mark Therrien reported that RIPTA is aware of AVR malfunctions. RIPTA is monitoring the system 7 days a week now and working on a solution

•**Ride Van Cleanliness**

Angie Stabile reported an incident on a Ride van where she sat in a seat that was covered in human feces. The driver told her he didn't have time to get a new vehicle. She suggested changing the fabric seat to another material.

Mark Therrien stated that incidents like these occur because DD centers are inappropriately transferring customers to RIPTA. These low-functioning passengers shouldn't be alone on a Ride van; they should be transported by a private protective service. Since the cloth seats absorb liquid, drivers aren't able to see if the seat is soiled.

•**Ride Reservation System**

Fredericka Athanas stated that she missed her doctor's appointment due to issues with Ride reservation system. She stated that she should not be dropped off more than 30 minutes early for an appointment, especially if she does not have access to immediate shelter in the winter months.

Mark Therrien stated that there is a hardcoded problem with the Route Match system. RIPTA is currently caught between two software programs, so it's hard to be successful. The system fails when it delivers a Ride passenger 2 hours early to an appointment. Schedulers are aggressively filling in add-ons and better managing the system during the day. The Ride Program is running 2,000 less miles per day due to better scheduling. However, improvements must still be made. The Ride Program will be changing and improving over the next six months.

Fredericka also mentioned that the Ride Customer Service Agents call her home phone when she is out waiting for her return trip. Why won't they call her cell phone instead? Mark Therrien is going to look into this.

Angie reported cancelling a trip 2 hours before the scheduled pick-up time; the van still showed up.

## VIII. OTHER BUSINESS AND MEMBER REPORTS

### • RIPTA Board of Directors

Anna Liebenow also resigned from RIPTA's Board of Directors. Mark Therrien stated that Anna made an excellent board member because she used both the Ride Program and fixed-route service. There are currently two openings on the Board of Directors. They are accepting recommendations for a board member than can represent people with disabilities and transit riders. The law states that the Board should try to have someone on the Board who has a disability and someone who is a senior citizen. New board members will not be appointed until January. If you have a recommendation, please reach out to Anna Liebenow.

There are 8 members on the Board of Directors. Board member responsibilities include:

- Attend monthly meeting at 1:30pm on a Monday at RIPTA.
- Serving on one or more of the following subcommittees: RIPTA's Pension System, Finance, and Strategic Plan.
- Review and monitor RIPTA's \$100 million dollar budget
- Approve all purchases over \$50,000.
- Review presentations such as the COA.

Barry Humphries made a motion to end the meeting at 12:04pm. Mary Jane Fry seconded the motion. All were in favor.

**\*There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on Tuesday, September 24, 2013 to reserve your ride ([craposo@ripta.com](mailto:craposo@ripta.com) or 784-9500 x242).**



# Accessible Transportation Advisory Committee

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Meeting Date: 9/26/2013  
**Meeting Time:** 10:00 AM – 12:00 PM  
Location: RIPTA  
269 Melrose Street, Providence

## AGENDA

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1. Call to Order
  - Establish Quorum/Attendance/Introductions
  - Agenda Review/Additions
  - Review and Approval of Minutes from 8/22/13 Meeting
  
2. Follow Up from Previous Meeting
  
3. RIPTA Reports
  - Stop Announcement Compliance Update
  - Wheelchair Lift Failures
  
4. Paul LaFlamme, ATMS Project
  
5. Ride/RIPTA Service Feedback
  
6. Other Business and Member Reports

### NOTE

**The Ride van will leave Kennedy Plaza from the Bonanza stop  
at 9:30AM for the ATAC meeting.**

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**  
by 9/24 to let her know you'll be using the van from Kennedy Plaza.



# Accessible Transportation Advisory Committee

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Meeting Date: 10/24/2013  
**Meeting Time: 10:00 AM – 12:00 PM**  
Location: RIPTA  
269 Melrose Street, Providence

## AGENDA

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1. Call to Order
  - Establish Quorum/Attendance/Introductions
  - Agenda Review/Additions
  - Review and Approval of Minutes from 8/22/13 Meeting
  
2. Follow Up from Previous Meeting
  
3. RIPTA Reports
  - Stop Announcement Compliance Update
  - Wheelchair Lift Failures
  
4. Paul LaFlamme, ATMS Project
  
5. Ride/RIPTA Service Feedback
  
6. Other Business and Member Reports

### NOTE

**The Ride van will leave Kennedy Plaza from the Bonanza stop  
at 9:30AM for the ATAC meeting.**

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**  
by 10/23 to let her know you'll be using the van from Kennedy Plaza.

**ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE**

**RIPTA Transportation Conference Room  
269 Melrose Street, Providence, Rhode Island 02907  
Thursday, October 24, 2013  
10:00 AM – 12:00 PM**

**Attendees:** Angie Stabile (Chair), Mary Jane Fry, Barbara McCrae, Barry Humphries, Gary Brandyberry, Ed Soares, Kelly Richards, Michael Moan, and Fredericka Athanas.

**RIPTA Staff** in attendance: Mark Therrien, Al Pontarelli, Jim Vincent, and Cristy Raposo.

**MEETING MINUTES**

**I. CALL TO ORDER**

Gary Brandyberry made a motion to approve the April meeting minutes. Barry Humphries seconded the motion. Barbara McCrae abstained. All were in favor.

**II. FOLLOW UP FROM 5/23/13 MEETING**

No items were discussed.

**III. RIPTA REPORTS**

**• Stop Announcement Compliance Update**

Al Pontarelli reported the following for July 2013:

- ADA compliance for July 2013 was 65% compared to 73% in July 2013.
- 9 bus drivers were at 0% compliance (compared to 12 in June 2013).

**• Wheelchair Lift Failure**

Al Pontarelli reported 3 wheelchair lift failures for July 2013 compared to 1 in June 2013. The average wait time in July was 24 minutes compared to 20 minutes in June 2013.

**IV. VOTE ON ATAC LEADERSHIP**

Angie Stabile announced that Anna Liebenow had to retire from her position as ATAC co-chair due to personal reasons. Prior to the meeting, Leo Canuel is the only ATAC member who expressed interested in the Vice Chair position. Ed Soares nominated himself at the meeting. Members voted by secret ballot. Cristy Raposo tabulated the votes and announced Leo Canuel as the ATAC's new Vice Chair.

## V. JAMES DEAN, DEPARTMENT OF TRANSPORTATION

James Dean is out on leave unexpectedly; Chief Street Supervisor Al Pontarelli attended the meeting on his behalf.

### • ADA Compliance

The ATAC is extremely concerned with the decreasing ADA compliance rate. Riders with visual impairments heavily rely on the announcements to know where they are.

According to the July 2013 ADA Disciplinary Action Report, three bus drivers were terminated due to non-compliance. Mike Moan asked if the three terminations reported actually happened. Mr. Pontarelli stated that not one bus driver has been terminated due to non-compliance. Only Mr. Dean has the authority to fire. He knows that Mr. Dean brings in any driver that scores under 80% and reads them the riot act. Al Pontarelli is uncertain as to where the disconnect is between the ADA Disciplinary Action Report and the actual execution. The ATAC committee applauded Mr. Pontarelli for his honesty and demanded that RIPTA report back on this.

### • Automatic Voice Announcements (AVA)

Al Pontarelli stated that some of the Automatic Voice Announcements (AVA) are working; some are not.

Mark Therrien stated that as of August 2013, the contract with Clareco has been canceled due to budget reasons. RIPTA had hired Clareco to monitor drivers at random to report on whether or not they are making announcements. He thinks that Jim Dean may have assumed that the AVA system would be working by this time. He's unsure what his plan was in the meantime.

### •ATMS Update

Cristy Raposo read the following July 2013 update from RIPTA's IT Department: **AVA** - New announcement files were downloaded to a few test buses on June 10th. These new announcements utilize a female voice, removed transfers, corrected some mispronounced stops, and adjusted trigger points. Testing results on about 20% of the routes show improvements over the male voice. Tweaking the announcements will be an ongoing effort.

**Phase-over to remaining fleet (vehicle installation)** - There are over 70% of the buses installed.

The ATAC requested an ATMS update at the next meeting.

- **Wheelchair Lift Failure**

The ATAC asked what caused the wheelchair lift failures in July. Al Pontarelli stated that the issues occurred on much older vehicles.

- **Driver Attitude**

Fredericka Athanas shared her experience. She was waiting for a bus at the Stop & Shop in East Providence. When the bus pulled up, she asked the driver, "Which route is this?" He gave her an attitude and made her feel like an idiot. She's complained in the past, but no one listens. Drivers need to go through sensitivity training and learn to be sensitive to people with disabilities. She also stated that passengers sit in the seats reserved for the elderly and passengers with disabilities; bus drivers do not make them move.

Al Pontarelli stated that all of RIPTA's supervisors have received sensitivity training. All new drivers receive sensitivity training as well. The issue may be with drivers who have been here for decades. He has not received many ADA complaints directly. He cannot speak for how these complaints are processed by Customer Service. He has 18 supervisors that work under him; he wishes he could have a supervisor at every bus stop.

Mark Therrien stated that you cannot force a person to leave a bus seat. However, he has seen drivers request that passengers move so that a person with a disability or a senior can sit.

Barbara shared a positive experience of a blind woman and a bus driver who went above and beyond to assist her.

## **VI. VOTE ON NO SHOW POLICY DRAFT (No Discussion)**

Barbara McCrae was concerned about individuals with cognitive disabilities; will they fully understand the policy? Mark Therrien stated that the policy is loose enough to accommodate them. We will work with those individuals and their caretakers to make sure they understand the new policy.

Barry Humphries made a motion to approve the policy. Gary Brandyberry seconded the motion. All were in favor. RIPTA will present it to the Board of Directors at the October meeting for implementation on November 1, 2013. RIPTA will formally notify all customers via the Ride newsletter, email, social media, and RIPTA.com.

Angie Stabile recommended the final policy be available in print and electronic format as well as on RIPTA.com.

## **VII. RIDE/RIPTA SERVICE FEEDBACK**

- **Ride Scheduling**



Gary Brandyberry would like to know if any of the disciplinary actions reported have actually been taken. Were 14 drivers actually suspended? Were two drivers really terminated?

**•Automated Voicemail System (AVR)**

The ATAC reported glitches with the Automated Voicemail System (AVR). Mark Therrien reported that RIPTA is aware of AVR malfunctions. RIPTA is monitoring the system 7 days a week now and working on a solution

**•Ride Van Cleanliness**

Angie Stabile reported an incident on a Ride van where she sat in a seat that was covered in human feces. The driver told her he didn't have time to get a new vehicle. She suggested changing the fabric seat to another material.

Mark Therrien stated that incidents like these occur because DD centers are inappropriately transferring customers to RIPTA. These low-functioning passengers shouldn't be alone on a Ride van; they should be transported by a private protective service. Since the cloth seats absorb liquid, drivers aren't able to see if the seat is soiled.

**•Ride Reservation System**

Fredericka Athanas stated that she missed her doctor's appointment due to issues with Ride reservation system. She stated that she should not be dropped off more than 30 minutes early for an appointment, especially if she does not have access to immediate shelter in the winter months.

Mark Therrien stated that there is a hardcoded problem with the Route Match system. RIPTA is currently caught between two software programs, so it's hard to be successful. The system fails when it delivers a Ride passenger 2 hours early to an appointment. Schedulers are aggressively filling in add-ons and better managing the system during the day. The Ride Program is running 2,000 less miles per day due to better scheduling. However, improvements must still be made. The Ride Program will be changing and improving over the next six months.

Fredericka also mentioned that the Ride Customer Service Agents call her home phone when she is out waiting for her return trip. Why won't they call her cell phone instead? Mark Therrien is going to look into this.

Angie reported cancelling a trip 2 hours before the scheduled pick-up time; the van still showed up.

## VIII. OTHER BUSINESS AND MEMBER REPORTS

### • RIPTA Board of Directors

Anna Liebenow also resigned from RIPTA's Board of Directors. Mark Therrien stated that Anna made an excellent board member because she used both the Ride Program and fixed-route service. There are currently two openings on the Board of Directors. They are accepting recommendations for a board member than can represent people with disabilities and transit riders. The law states that the Board should try to have someone on the Board who has a disability and someone who is a senior citizen. New board members will not be appointed until January. If you have a recommendation, please reach out to Anna Liebenow.

There are 8 members on the Board of Directors. Board member responsibilities include:

- Attend monthly meeting at 1:30pm on a Monday at RIPTA.
- Serving on one or more of the following subcommittees: RIPTA's Pension System, Finance, and Strategic Plan.
- Review and monitor RIPTA's \$100 million dollar budget
- Approve all purchases over \$50,000.
- Review presentations such as the COA.

Barry Humphries made a motion to end the meeting at 12:04pm. Mary Jane Fry seconded the motion. All were in favor.

**\*There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on Tuesday, September 24, 2013 to reserve your ride ([craposo@ripta.com](mailto:craposo@ripta.com) or 784-9500 x242).**



# Accessible Transportation Advisory Committee

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Meeting Date: 12/19/2013  
**Meeting Time: 10:00 AM – 11:00 AM**  
Location: RIPTA  
269 Melrose Street, Providence

## AGENDA

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1. Call to Order
  - Establish Quorum/Attendance/Introductions
  - Agenda Review/Additions
  - Review and Approval of Minutes from 8/22/13 Meeting
  
2. Follow Up from Previous Meeting
  
3. RIPTA Reports
  - Stop Announcement Compliance Update
  - Wheelchair Lift Failures
  
4. Ride Program Update
  
5. Ride/RIPTA Service Feedback
  
6. Other Business and Member Reports

**NOTE**

**The Ride van will leave Kennedy Plaza from the Bonanza stop  
at 9:30AM for the ATAC meeting.**

Please call **Cristy at 784-9500 x242** or email at **craposo@ripta.com**  
by 12/16 to let her know you'll be using the van from Kennedy Plaza.

**ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE**

**RIPTA Transportation Conference Room  
269 Melrose Street, Providence, Rhode Island 02907  
Thursday, December 19, 2013  
10:00 AM – 11:00 AM**

**Attendees:** Angie Stabile (Chair), Barry Humphries, Ed Soares, Michael Moan, Georgia Guiney, Cassandra Munoz, Russell Guifford and Leslie Fairall.

**RIPTA Staff** in attendance: Mark Therrien and Cristy Raposo.

**MEETING MINUTES**

**I. CALL TO ORDER**

Barry Humphries made a motion to approve the August meeting minutes.  
Angie Stabile seconded the motion. All were in favor.

**II. FOLLOW UP FROM PREVIOUS MEETING**

No items were discussed.

**III. RIPTA REPORTS**

**• Stop Announcement Compliance Update**

Cristy Raposo reminded the ATAC that RIPTA was no longer monitoring ADA stop announcements. The contract with Clareco, the monitoring company, was not renewed in August under the assumption that RIPTA's Automatic Voice Announcement (AVA) System would be up and running.

**• Wheelchair Lift Failure**

Cristy Raposo reported zero wheelchair lift failures for November 2013 compared to 3 in October 2013. The average wait time in November was zero minutes compared to 14.67 minutes in October 2013.

**IV. RIDE PROGRAM UPDATE**

RIPTA has brought in Michael Wilson to consult with RIdE on the Reveal software. RIPTA is in the process of installing new software to improve efficiencies within RIdE. From January on, we're focused on improving five specific items including merging the operations and administrative side to work together as one cohesive unit. Disciplinary process is going on with a focus on consistency and camaraderie.

**• Automated Voicemail System (AVR)**

RIdE is installing a new automated and advanced phone system at RIPTA. Unfortunately, due to budgetary constraints, the system will not yet be able to

email or text you with your reservation. This is something we are looking into for the future.

**•Taxis**

RIPTA met with all the taxi operators who work for RIde to review issues we're experiencing. RIPTA will be requiring all taxi drivers to complete a sensitivity training in the near future; all taxi companies agreed to comply. They will be trained on everything including identifying themselves upon arrival, especially if it is a black car. There will be a standard of cleanliness, including no smoking while driving, that the companies must adhere to. RIPTA will train their trainers on these new standards. In the next six months, all taxi drivers will have GPS tracking so that RIPTA will know if a taxi is running late; we can then call a passenger to let you know a taxi is running late. Our goal is to create a safer, more pleasurable passenger experience.

**•No Show Policies**

Mark Therrien explained that in order to encourage responsible trip scheduling and Paratransit use, The RIde Program will begin enforcing existing No Show policies. The No Show policies are part of an effort to bring our customers more efficient paratransit service. No Shows slow down service, and take trips away from other passengers who would actually use the service. Due to different program requirements, RIde has 3 different No Show policies: one for Medicaid trips, one for ADA trips, and a general one for all other trips. The general RIde Program and Medicaid policies can be viewed at [www.ripta.com/ride-1](http://www.ripta.com/ride-1) or call the RIde Office to request a copy.

**•ADA Comparable Paratransit Service "No Show" Policy**

RIPTA will hold a public hearing to receive public comment on the proposed policy and to afford interested parties an opportunity to submit data, views, or arguments orally and/or in writing on the proposed policy. The public hearing will be held on Wednesday, January 22, 2014 at 10:00 AM in the Board Conference Room at RIPTA, 269 Melrose St., Providence, RI 02907  
To obtain a copy of the proposed policy, please contact the RIde Office.

The ATAC asked how the ADA policy differs from the rest. Mark Therrien stated that the ADA policy is more lenient; there is a clear definition of how many trips per month you can miss. Under the Medicaid policy, you'll be dropped after three "no show" trips. With DEA, the issue is subscription services; passengers are not showing up for their repeated scheduled trips, especially trips to meal sites.

The ATAC asked what happens in the event you have called ahead of time to cancel your ride and it still shows. Mark Therrien instructed the committee to please call Dianne Chappel and let her know. There was a scheduling error and

RIPTA will investigate to see where it started.

## **V. RIDE/RIPTA SERVICE FEEDBACK**

### **•Taxis**

Angie Stabile put in a formal complaint against Corporate Taxi around October 24, 2013. During the day, the taxi company provides wonderful service. At night, the service falls apart. Mark Therrien will follow up with Dianne Chappel.

*Follow-up: Dianne Chappel did not have a complaint on file during that timeframe from Angie Stabile about Corporate Taxi. Dianne called Angie to clear up the issue.*

### **•Stop Announcement Compliance**

The ATAC is very concerned that bus drivers are no longer being monitored. Leo Canuel made a motion to send a letter to RIPTA's CEO from the ATAC. Russell Guifford seconded the motion. All were in favor.

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

Mark Therrien reported that there are plans in the works to redesign Kennedy Plaza including building a new hub at the Garrahy Judicial Complex. This project is being led by the City of Providence. RIPTA will present the proposed changes at an upcoming ATAC meeting.

Barry Humphries made a motion to end the meeting at 11:05am. Russell Guifford seconded the motion. All were in favor.

**\*There will be a Ride bus leaving Kennedy Plaza 30 minutes before the start of the next ATAC meeting. You must contact Cristy Raposo by 4:30pm on Tuesday, January 21, 2014 to reserve your ride ([craposo@ripta.com](mailto:craposo@ripta.com) or 784-9500 x242).**