

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, January 25, 2018
4:00 PM – 6:00 PM

Attendees: Rui Cabral (Chair), John Gaffney, Angie Stabile, Barry Humphries, Barbara Henry, Justin Hardwright, Heidi Showstead, John Carvalho, Mark Susa, Jeanne Ouellette, Deanne Gagne and Monica Dzialo

RIPTA Staff in attendance: Mark Therrien, Jim Vincent and Cristy Raposo

MEETING MINUTES

I. CALL TO ORDER

Angie Stabile made a motion to approve the December meeting minutes. John Carvalho seconded the motion. All the rest were in favor.

II. FOLLOW UP FROM PREVIOUS MEETING

•Governor’s Commission on Disabilities

The ATAC stated that the Governor’s Commission on Disabilities office building has two entrances, which causes confusion for RIde pick-ups.

Follow-up: Mark Therrien sent a supervisor out to review the area and determine which entrance is best for RIde vehicles to pick up and drop off passengers. Going forward, RIde vans will pick up passengers on Cherry Dale Court only, this is the front side (or the DMV) of the building. When you come out of this entrance, you will be facing Traffic Court. Mark Therrien also reported that passengers going to Miriam Hospital will be picked up and dropped off at the shuttle spot on 7th Street. John Gaffney asked RIde to review Fatima Hospital as well. The new entrance in the back that is central and much more accessible.

• RIde Reservation Line

Heather Schey suggested that any calls that come into RIde before 4:30pm should be answered by a Customer Service Agent - not the answering service. Also, the voicemail on the reservation line states that reservations cannot be made on a Sunday. Mark is going to check the voicemail.

Follow-up: Mark Therrien reported that a RIde employee is assigned daily to stay at work until all the calls that have come into the queue before 4:30pm are answered. Mark stated that Brooks is going to correct the voicemail; by law, RIPTA must take reservations on a Sunday.

III. RIPTA REPORTS

- **Stop Announcement Compliance**

Jim Vincent, RIPTA's Compliance Officer, is overseeing the Professional Security Services, the company that monitors RIPTA's fixed-route performance. All ADA compliance requirements, including stop announcements, wheelchair securement, use of the lift/ramp, and basic customer service functions, will be monitored and documented.

Jim Vincent provided the following RIPTA Bus Monitoring and ADA Announcement Compliance Report:

85 bus trips were monitored in December

Of those 85 trips, 82 of the automated announcements worked (96% functioning).

3 bus drivers made zero announcements when the ATMS malfunctioned.

John Gaffney would like to know if Professional Security Services can monitor drivers on how they handle special request announcements. Jim Vincent is going to follow up on this at the February meeting. Mark Therrien stated that if a passenger requests a driver to announce a stop, they must do it. It is the law and clearly stated in our policies.

- **Wheelchair Lift Failure**

There were zero total wheelchair failures for the month of November.

IV. ADA APPLICATION REVIEW

In order to use RIPTA'S Ride Paratransit Program, you must fill out an ADA Application. The ADA application has been revised in order to provide an application consistent with present-day ADA eligibility practices currently implemented in mid-sized transit systems.

Mark Therrien reviewed the updated draft application and the edits that had been made based on the feedback received at the last ATAC meeting and the public meeting held at RIPTA. The ATAC reviewed the updated draft application and provided the following feedback:

Part 5: HEALTH CARE PROVIDER ASSESSMENT AND VERIFICATION

Question 6: Why does RIPTA need to know if an applicant has a current patient care plan? Mark agreed this should be removed.

Remove section regarding IQ.

ADDITIONAL COMMENTS:

The ATAC requested that RIPTA notify passengers 90 days before their pass and or application expires.

V. APPEAL PROCESS FOR REJECTED ADA APPLICATIONS

Mark Therrien stated that Ride will be changing their appeal process. Ride will create an appellate committee to review appeals. Mark Therrien cannot be on it because he is in the department that would have rejected the application in the first place. Monica, John Gaffney and Angie volunteered to be on the committee.

VI. RIDE/RIPTA SERVICE FEEDBACK

• Ride Rules

Mark Therrien reminded the ATAC that the driver is not supposed to go inside the building or your home to get you. If you are not outside, the driver calls Ride Dispatch after waiting five minutes. Ride Dispatch then calls the customer to notify them that Ride is outside. Driver cannot leave until he/she calls Dispatch. The driver is not allowed to call the customer directly.

John Gaffney stated that Ride passengers can request to end the ride anywhere safely along the route. Mark Therrien confirmed that is true – passengers have a civil right to be dropped off at a bus stop or safe location along the route; the driver cannot go off route.

•Coordinating Council

Rui received a call from Amy Pettine, RIPTA's Interim CEO. She informed him that the Human Services Transportation Coordination Council wants ATAC to have a seat at the table. The working group will look at alternative funding services for the no fare bus fare program. They will be meeting monthly until the report is due to the legislature (November 1, 2018).

•Peer Review

Mark Therrien stated that our peer agencies report 91-92% on-time performance for their paratransit programs. Ride is on time 96% of the time.

VII. OTHER BUSINESS AND MEMBER REPORTS

•Appeal Process

•ATAC 2018 Meeting Calendar

Cristy Raposo asked if the ATAC would like to mimic the 2017 meeting calendar for 2018. The ATAC agreed.

Angie Stabile made a motion to end the meeting at 5:56pm. John Carvalho 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.