

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, February 22, 2018
4:00 PM – 6:00 PM

Attendees: Rui Cabral (Chair), Angie Stabile, **Barry Humphries**, Barbara Henry, Justin Hardwright, John Carvalho, Mark Susa, Pamela Amaral, Kelly Richards, Heather Schey, Jeanne Ouellette, Deanne Gagne and Pat Hall.

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

MEETING MINUTES

I. CALL TO ORDER

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

II. FOLLOW UP FROM PREVIOUS MEETING

•Fatima Hospital

John Gaffney had asked RIdE to review Fatima Hospital as well. The new entrance in the back that is central and much more accessible.

Follow-up: Mark Therrien reported that RIdE's supervisor, Bill Smith, has been off on vacation. When he returns, he will go out, review the area, and make a final determination.

• RIdE Reservation Line

The voicemail on the reservation line states that reservations cannot be made on a Sunday. Mark is going to check the voicemail.

Follow-up: IT cannot find where in the system this message is played. Mark is going to receive a printout of everything on the voicemail system and will review it.

• Stop Announcement Compliance

John Gaffney had asked if Professional Security Services monitors drivers on how they are handle special request announcements.

Follow-up: Jim Vincent confirmed that Professional Security Services does monitor this. In January, three passengers requested announcements and the drivers complied with the requests.

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:

109 bus trips were monitored in January

Of those 109 trips, 91 of the automated announcements worked (78% functioning).

2 bus drivers made zero announcements when the ATMS malfunctioned.

- **Wheelchair Lift Failure**

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

IV. SMART CARD TECHNOLOGY

Greg Nordin, RIPTA's Interim Director of Planning, discussed the new fare collection project, which has been awarded to iNiT, Innovations In Transportation, Inc., of Virginia. The project, which will take about 18 months to complete, will give passengers new ways to pay for bus fares, including online accounts, reusable "smart" cards, a mobile app, and the option of purchasing fare products at many more retail locations throughout the state.

The project involves installing boxes, called computerized validators, next to the existing fareboxes on all of RIPTA's fixed-route buses, Flex vans and Ride paratransit vehicles. The project also calls for prepaid RIPTA fare products to be available at up to 400 retail locations across the state.

Greg Nordin stated that the mobile app will be launched this year with limited fares available during the rollout phase.

At Kennedy Plaza, RIPTA will have machines where passengers can add value to their reloadable cards. If you register your smart card and lose it, RIPTA can turn it off and replace it.

The ATAC asked if they will be able to use their smart phones or reloadable cards on taxis. Greg stated that RIPTA is working with the vendor to figure that out right now.

The ATAC asked if the voiceover and accessibility has been tested on the mobile app. Greg stated that ByteMark, the company building the app, has built these for other transit agencies including Cleveland and Portland. He will confirm these features have been tested with the vendor.

Greg is going to schedule one of the vendor's upcoming visits to overlap with an ATAC meeting.

Greg stated that there are some rules on where the validator has to be mounted, the ATAC can help decide the installation location. The ATAC will be invited to board a bus and see where it would be mounted. He confirmed that the validator will have an audio function.

V. RIDE/RIPTA SERVICE FEEDBACK

• Operations Report

Mark Therrien reported that taxi trips increased by 11% due to lack of available RId e drivers to cover runs. He stated that there will be internal meetings to address this hiring issue. Also, he will be adding an Operations Report to the agenda.

•Code of Conduct

Mark Therrien reported that RIPTA is in the process of drafting a Code of Conduct for fixed-route and RId e passengers. ATAC members will have the opportunity to weigh in on this.

•Customer Service Call

John Carvalho received a phone call asking how his last RId e went, was the RId e van clean and was his trip on time. This call was NOT made by RId e or RIPTA. If you receive one of these phone calls, but save the phone number and report it to Mark Therrien.

•RId e Driver Recognition

Mark Therrien reported that RId e drivers who have not had an accident in the past 220 days of working received a special yellow shirt with the RId e logo and "safe driver" on it. 72 out of 126 drivers received this shirt.

•RId e Fare Product

Barbara Henry reported that the Shaw's in Riverside had sold out of RId e Fare tickets.

VI. OTHER BUSINESS AND MEMBER REPORTS

•Coordinating Council

Rui Cabral is representing the ATAC at the Human Services Transportation Coordination Council. 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).

Rui attended the kickoff meeting where the group then broke off into two working groups. One will be focused on finding money for the program and the other will

be focused on communications. The group discussed where human service transportation dollars are being sent. RIPTA is trying to data share information with the state to see if there is overlap or efficiencies that can be gained. Once that is done, we can see what is potentially available to fund the program. There are no easy answers to this. RIPTA has 18 million rides on fixed-route. 1/3 are of those are on the free bus pass program. How can you operate a business when 1/3 of your product is given away for free? March 5 is the next meeting of the full group.

•Downtown Transit Connector (DTC)

The Downtown Transit Connector will provide high-frequency transit service (every 5 minutes in each direction) between the Providence Amtrak/MBTA Station and the Hospital District in Upper South Providence. There will be six paired stops along the corridor, each designed with a unique and highly-visible identity. The stops will include shelters, real-time bus arrival signage, and other passenger amenities. Opportunities to enhance RIPTA service using signal priority for buses or dedicated bus lanes will be included, as well as efforts to create attractive public spaces around each stop.

ATAC members are concerned about glass panels as part of the bus shelter design.

There will be a public meeting on this project on March 5, 2018. ATAC members are being offered complimentary rides to and from the meeting. Cristy will email details. For more information on the project, visit <http://ripta-dtc.com/>.

John Carvalho made a motion to end the meeting at 5:55pm. Angie Stabile seconded the motion. All were in favor.

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