

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

**RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, April 26, 2018
4:00 PM – 6:00 PM**

Attendees: Rui Cabral (Chair), Angie Stabile, John Carvalho, Mark Susa, Pamela Amaral, Kelly Richards, Jeanne Ouellette, John Gaffney, Barry Humphries, Monica Dzialo, Michael Moan and Benny Bergantino

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 February meeting minutes. John Carvalho seconded the motion. All the rest were in favor.

II. FOLLOW UP FROM PREVIOUS MEETING

• Ride Fare Product

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

Follow-up: Cristy Raposo checked with RIPTA's Finance Department. Shaw's had not yet called to order more Ride Fare tickets. She then called Shaw's and they confirmed they had over 50 tickets in stock. A RIPTA employee went to Shaw's to confirm that the fare products were indeed in stock and they were. ATAC members stated that sometimes the supermarket employees are not aware of the product. Cristy Raposo is going to ask RIPTA's Finance Department if Ride Fare Tickets can be sold to members at the beginning of the meeting.

• Smart Card Technology

The ATAC asked if the new mobile app will have voiceover and accessibility features.

Follow-up: RIPTA confirmed that the new mobile app will be accessible.

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:

90 bus trips were monitored in March

Of those 90 trips, 78 of the automated announcements worked (87% functioning).

0 bus drivers made zero announcements when the ATMS malfunctioned.

John Gaffney asked if it is possible to measure the number of drivers missing special stop announcements. Jim will report on this at the next meeting.

- **Wheelchair Lift Failure**

There was one wheelchair failure for the month of March and zero failures in February.

John Gaffney stated that sand used in snow removal ends up on the wheelchair ramps; he asked for confirmation that RIPTA cleans the ramps. Mark Therrien stated that RIPTA's Maintenance Department brings buses in every 6,000 miles for an oil change, thorough cleaning and inspection.

- **Ride Call Center Report**

Mark Therrien announced that RIPTA will email a Ride Call Center Report including Key Performance Indicators (KPI) one week before the ATAC meeting to all members. Mark reviewed the Ride Call Center Report for February and March. In February, Ride received 7,377 phone calls; 300 (4.07%) of those calls were abandoned. The average call was answered in 2 minutes by a Customer Service Agent (CSA). The Average Speed of Answer (ASA) was 96.56%. In March, Ride received 8,401 phone calls; 614 (7.31%) of those calls were abandoned. The average call was answered in 2:01 minutes by a Customer Service Agent. The ASA was 98.03%. In 2017, Ride received an average of 8,149 calls. In 2018, Ride has an average of 7,613 calls as of March. In 2017, Ride averaged 735 abandoned calls. As of March 2018, Ride has an average of 409 abandoned calls.

ASA measures how long it takes for a caller to speak to a CSA. Mark Therrien stated that these are the types of reports RIPTA will be sharing with the Board of Directions. He asked the ATAC if there are any other reports that they would like to see.

John Gaffney asked if there is any way to capture the length of a Ride trip. Some trips seem longer than they have to be. For example, he has been on a Ride van that drives by where he lives only to circle back to drop him off. Mark Therrien answered that Ride can capture passengers per hour and average trip length. For the month of March, we carried 2.44 passengers per hour. Ride trips from Woonsocket to Newport greatly affect the data.

Angie Stabile asked if there is there a way to measure the success or failure of the Interactive Voice Response (IVR) system. She stated that she used the IVR on Wednesday night and it stated that she had no trips scheduled for Thursday when she in fact did. John Gaffney and other ATAC members reported having the same issue. Cristy Raposo will report this to Chris McKenna. Mark Therrien advised ATAC members to notify Chris McKenna when anything like this happens.

Chris McKenna will attend the next meeting to discuss the reports. The conversation will determine what is posted on RIPTA's website.

IV. CODE OF CONDUCT POLICY

Mark Therrien reported that RIPTA is in the process of drafting a Code of Conduct for fixed-route and Ride passengers. RIPTA will email the draft policy to ATAC members so that they will have the opportunity to weigh in on this. The policy will apply to both fixed-route and Ride. John Gaffney asked that RIPTA call it a Code of Civility instead of Code of Conduct.

Angie Stabile asked if the policy will cover a passenger being abusive to another passenger. Mark Therrien stated that behavior is not tolerated and to report it immediately to the driver and Diane Chappel.

V. RIDE/RIPTA SERVICE FEEDBACK

• Operations Policy

John Gaffney shared his recent experience with ATAC. He stated that if a fixed-route bus is more than 30 minutes late, the passenger (who is eligible for ADA paratransit) is entitled to a complimentary Ride. Ride must dispatch a van within the hour for that passenger. Mark Therrien confirmed that this is true and RIPTA must make both fixed-route and Ride Dispatchers aware of this.

•Transit Group

John Gaffney stated that there is a group in South County that RIPTA should be involved with. He could not recall the name of the group at the time but will provide it at a later time.

•Smart Fare Technology

iNiT, Innovations In Transportation, Inc., will be on-site at RIPTA to discuss how to install the new fare validator on a bus. The validator, which is where passengers will scan their mobile app or fare card, has to be mounted. The ATAC is invited to board a bus and provide input as to where it should be mounted. The meeting will take place at 10am on Tuesday, May 15, 2018 at RIPTA headquarters. ATAC members who wish to attend this meeting will receive a complimentary Ride.

VI. TRANSPORTATION COORDINATING COUNCIL UPDATE

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). His working group is focused on finding money for the program.

Rui Cabral stated that the group discussed receiving money for RIPTA from federal Medicaid match funds, but it would then increase Medicaid costs which the State is already trying to cut. He stated that the LogistiCare contract is ending this year and they are rebidding. Rhode Island's publicly funded Non-Emergency Medical Transportation (NEMT) services are provided through LogistiCare. Mark Therrien stated that Medicaid had banned RIPTA from bidding on the contract. John Gaffney requested an update on the bid.

VII. OTHER BUSINESS AND MEMBER REPORTS

• Crossing Elmwood Avenue

Last year, Rui Cabral sent a letter to RIDOT requesting that RIDOT update the pedestrian signal so that is audible. Passengers coming here for their bus passes are required to cross the street. To date, Rui has not received a response. John Gaffney asked that Mark Therrien follow up on this. Mark will inform interim CEO Amy Pettine of the letter that was sent to RIDOT and request her assistance in receiving a reply.

•Caravan Purchase

RIPTA is currently out to bid to purchase five new 10-passenger caravans. This will help cut down on the amount of taxis the Ride program must use. The Caravan fulfills the buy America requirements and will have a side entrance for wheelchairs. This will be RIPTA's introduction into mixed-fleets.

•Tiverton Casino Hotel

ATAC members asked if RIPTA would provide transportation to the new Tiverton Casino Hotel once it opens. Mark Therrien answered no. RIPTA provides service to Twin River in Lincoln because it is on a main corridor that RIPTA already provided service near. The new Tiverton Casino is not near any RIPTA routes nor is it on a main corridor.

•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. There will be a presentation at the next meeting. For more information on the project, visit <http://ripta-dtc.com/>.

Angie Stabile made a motion to end the meeting at 5:59pm. 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.