

March 9, 2020 Meeting Minutes for the Rhode Island Human Services Transportation Coordinating Council

The Coordinating Council meeting was held at RIPTA's headquarters, 705 Elmwood Avenue, Providence, and was called to order at 2:05 PM. An attendance sheet is attached to these minutes.

Paul Salera motioned to approve the minutes of the November 20, 2019 and January 13, 2020 Coordinating Council meetings. Jay Burdick seconded the motion, and all were in favor.

Greg Nordin, RIPTA's chief of strategic advancement, and Kevin Perry, principal analyst in RIPTA's planning department, presented on the transit agency's new WAVE digital account-based fare system, which is currently being pilot tested. Once it launches to the public, RIPTA passengers will scan the WAVE mobile app or tap their smart cards on a validator to withdraw funds from their accounts when they board the bus. Registration will not be required, but registered WAVE account holders will gain benefits such as monitoring their own ridership usage, checking and protecting their account balances, setting up auto-reloads as needed, and linking multiple WAVE accounts. They can also participate in an earn-as-you-go plan which offers them the best value.

Following the presentation, the group discussed program details that are particularly relevant to the targeted populations of older adults, people with disabilities, and low-income individuals.

- RIPTA will continue to accept cash payment for trips, although it will be discouraged.
- Participants in RIPTA's free and reduced fare bus pass program will apply for new photo ID WAVE cards when their current passes expire. For now, people can also present their Medicare cards to pay half-fare during off-peak hours.
- Agencies that currently buy RIPTA passes for clients in bulk will be able to manage customized portals that link to individual WAVE accounts. Rather than mailing out the passes or asking clients to pick them up, managers will be able to apply funds immediately through the portal. They will have options such as adding funds in a batch upload and printing single use QR codes for clients, but they will not be able to track passengers' usage.
- Bulk purchasers can continue distributing RIPTA's current paper-based fare products, but RIPTA also plans to launch a product buyback program to offer credit toward the WAVE system.

- RIPTA is working on a solution to incorporate WAVE into its Ride paratransit system.

Next, RIPTA staff provided updates on several Coordinating Council projects including the annual report, which should be completed within the month. In addition, RIPTA recently solicited proposals from consultants to assist with planning a One-Call/One-Click resource for trip planning, which was one of the Coordinated Plan's primary recommendations. Over the next few months, RIPTA will invite partners to get involved in this project.

Members shared other important updates:

- Catherine Taylor described Age-Friendly Rhode Island's transportation working group which plans to host a forum in partnership with AAA in October.
- Jay Burdick is training two new United Way/2-1-1 staff members to replace him. The 2-1-1 RV is also expected to be out again in March.
- Heidi Ross suggested training opportunities for RIPTA drivers to support the state's dementia-friendly initiatives. The group also discussed the opportunity for bus drivers to share information about 2-1-1 and other services with passengers.
- Seena Franklin, CCAP, mentioned the FTA-funded Rides Toward Work grant program in partnership with RIPTA and the RI Department of Human Services.
- Brady Dunklee, Integra, inquired about RIPTA's response to the coronavirus, and RIPTA agreed to circulate messages as they become public.

The group also reviewed the Council's draft work plan and suggested additional metrics related to combatting loneliness and isolation. For the next annual report, partners will be encouraged to identify relevant issues to help present a meaningful set of figures to the public.

The meeting adjourned at 3:39 PM.



Human Services Transportation Coordinating Council
March 9, 2020 Attendance List

Council Members	Organization	Present?
Jay Burdick	United Way of Rhode Island/2-1-1	Yes
Rui Cabral	Accessible Transportation Advisory Committee	By phone
Eric Carroll	United Way of Rhode Island/2-1-1	Yes
Brady Dunklee	Integra	Yes
Seena Franklin	CCAP	Yes
Anne Galbraith	ASG Planning	Yes
Barbara Henry	Rhode Island Transit Riders	Yes
Sarah Ingle	Rhode Island Public Transit Authority	Yes
Joelle Kanter	Rhode Island Public Transit Authority	Yes
Greg Nordin	Rhode Island Public Transit Authority	Yes
Kevin Perry	Rhode Island Public Transit Authority	Yes
Darlene Reza Rossi	AARP	Yes
Heidi Ross	Community member	Yes
Paul Salera	Westbay CAP	Yes
Catherine Taylor	Age-Friendly RI	Yes