

## ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

RIPTA Transportation Conference Room  
705 Elmwood Avenue, Providence, Rhode Island 02907  
Thursday, January 26, 2017  
4:00 PM – 6:00 PM

**Attendees:** Angie Stabile (Chair), Barry Humphries, Rui Cabral, Monica Dzialo, Mark Susa, Heather Schey, Kelly Richards, Pamela Amaral, Jane DeMelo and John Gaffney

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

### MEETING MINUTES

#### I. CALL TO ORDER

Monica Dzialo made a motion to approve the December meeting minutes. Kelly Richards seconded the motion. All were in favor.

#### II. FOLLOW UP FROM PREVIOUS MEETING

Mark Therrien reported that beginning next month, all ATAC agendas and meeting minutes will be posted to the Secretary of State's website.

#### III. RIPTA REPORTS

##### •Ride Call Time Performance

Mark Therrien presented a chart of the Ride call center performance comparing the month of November 2015 to November 2016. He reviewed the number and percentage of calls abandoned. The number of calls abandoned will alert Ride if there is a problem going on. A call is considered abandoned if a customer hangs up before the Customer Service Agent can get to the call. Mark stated that if there is still a high volume of abandoned calls in the next few months, he will have his staff investigate. Attached is a copy of the report.

##### •Stop Announcement Compliance

Jim Vincent, RIPTA's Compliance Officer, is overseeing the Professional Security Services, which will monitor 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:

- 75 bus trips were monitored in December
- Of those 75 trips, 69 of the automated announcements worked (92%)

functioning).

- 6 bus drivers made zero announcements when the ATMS malfunctioned.

•**Wheelchair Lift Failure**

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

**IV. DISCUSSION ON TRANSPORTATION NETWORK COMPANIES**

Mark Therrien reported that the FTA came out with a guidance for transit agencies working with Transportation Network Companies (TNC). The MBTA recently launched a first-of-its-kind innovative pilot paratransit program with ride-share companies, like Uber and Lyft, to save costs and deliver customers of the MBTA's, THE RIDE, options for on-demand service through their smartphones. The State of Massachusetts put up over \$600,000 for driver training. Mark reported that unfortunately, RIPTA does not have a budget line to explore this pilot program at the time and we cannot ignore Title VI responsibilities.

Angie stated that members should look into [GoGoGrandparent](#), which turns on-demand transportation companies like Uber into services that help families take better care of older adults.

**V. ELECTION FOR ATAC CHAIR**

Monica Dzialo nominated Rui Cabral. John Gaffney expressed interest in running. Votes were cast. Rui Cabral received six votes. John Gaffney received four votes. Rui accepted the role of Chair and John accepted the role of Vice Chair.

**VI. RIDE/RIPTA SERVICE FEEDBACK**

•**Interactive Voice Response (IVR)**

IVR is a telephone technology in which someone uses a touch-tone telephone to interact with a database to acquire information. Mark Therrien reported that the IVR is up and running. Customers are using the IVR. As a result, Ride's phone call volume has dropped from 180-200 phone calls before 8am down to 40 calls.

•**Ride Customer Service Hours of Operation**

As a result of the call volume decrease, Ride is changing their Customer Service Hours of Operation. Effective Monday, February 20, 2017, the Ride Program's Customer Service Agents will be available to take reservations Monday through Friday from 8:30am to 4:30pm and Saturday from 8:00am to 4:00pm. The Office will remain closed on Sunday.

•**Reveal Mobile App**

ATAC members reported issues with the new version of the Reveal app. The new app is not accessible; the older one was better. Members are having accessibility challenges with the new site. Mark Therrien is going to have a staff member follow up with Rui Cabral to go over the issues with the new app.

•**Wampanoag Plaza**

ATAC members are reporting ATMS issues at the Wampanoag Plaza. Mark Therrien is going to ask Jim Tierney if a staff member can be stationed there undercover to observe the drivers.

•**Reduced Fare Bus Pass Program**

Jane DeMelo stated that there are people who have a disability, who may not receive SSI. Unfortunately, individuals with this criterion are not able to qualify for RIPTA's new Reduced Fare Bus Pass Program.

The ATAC will hold a special meeting on February 9, 2017 at 4pm to review the old and new policies. After this special meeting, the ATAC will present their questions and issues at the next ATAC meeting to RIPTA's Customer Service Manager and in-house legal counsel.

**VII. OTHER BUSINESS AND MEMBER REPORTS**

•**Ride Service Analyst**

Mark Therrien stated that Will Potter no longer works at RIPTA and his position has been posted. He encouraged ATAC members to encourage persons with disabilities to apply. Cristy Raposo will send out the job posting via e-mail to the group.

Angie Stabile made a motion to end the meeting at 6:02pm. Heather Schey 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. If you would like to take the complimentary Ride trip from Kennedy Plaza to the ATAC meeting, you must contact Cristy Raposo by 4:30pm on Tuesday, February 20, 2017 to reserve your ride ([raposo@ripta.com](mailto:raposo@ripta.com) or 784-9500 x242).**

<b>Call Summary by Month (Inbound)</b>							
<b>November 2015 - 2016 (6:00:00 AM To 6:00:00 PM) (Weekdays only)</b>							
<b>Start Time</b>	<b>Calls In</b>	<b>Calls Abandoned</b>	<b>% Calls Abandoned</b>	<b>Avg Wait (In) Time</b>	<b>Avg Abandon Time</b>	<b>% Answered &lt;= 180s</b>	<b>Tot Time On Duty</b>
<b>Nov 2015</b>	<b>10794</b>	<b>267</b>	<b>2.47</b>	<b>00:02:19</b>	<b>00:01:30</b>	<b>73.78</b>	<b>639:26:37</b>
<b>Start Time</b>	<b>Calls In</b>	<b>Calls Abandoned</b>	<b>% Calls Abandoned</b>	<b>Avg Wait (In) Time</b>	<b>Avg Abandon Time</b>	<b>% Answered &lt;= 180s</b>	<b>Tot Time On Duty</b>
<b>Nov 2016</b>	<b>12665</b>	<b>292</b>	<b>2.31</b>	<b>00:01:27</b>	<b>00:01:09</b>	<b>84.63</b>	<b>983:09:14</b>
<b>%Change</b>	<b>9%</b>	<b>9%</b>	<b>-7%</b>	<b>-37%</b>	<b>-23%</b>	<b>15%</b>	<b>54%</b>
<b>Start Time</b>	<b>Calls In</b>	<b>Calls Abandoned</b>	<b>% Calls Abandoned</b>	<b>Avg Wait (In) Time</b>	<b>Avg Abandon Time</b>	<b>% Answered &lt;= 180s</b>	<b>Tot Time On Duty</b>
Nov. 15 (Saturdays only)	556	7	1.26	00:04:50	00:00:39	51.26	31:55:37
<b>Start Time</b>	<b>Calls In</b>	<b>Calls Abandoned</b>	<b>% Calls Abandoned</b>	<b>Avg Wait (In) Time</b>	<b>Avg Abandon Time</b>	<b>% Answered &lt;= 180s</b>	<b>Tot Time On Duty</b>
Nov. 16 (Saturdays only)	420	8	1.90	00:01:58	00:00:50	78.33	32:00:00
<b>%Change</b>	<b>-24%</b>	<b>14%</b>	<b>51%</b>	<b>-59%</b>	<b>28%</b>	<b>53%</b>	<b>0%</b>