

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

**RIPTA Transportation Conference Room
705 Elmwood Avenue, Providence, Rhode Island 02907
Thursday, March 7, 2019**

Attendees: Benny Bergantino, Rui Cabral (Chair), John Carvalho, Monica Dzialo, Barry Humphries, Janice Musco, Jeanne Ouellette, Heather Schey, Heidi Showstead, Angie Stabile, Lisa Stamp and Mark Sousa.

RIPTA Staff in attendance: Mark Therrien, Greg Nordin, Barbara Polichetti, and Joelle Kanter.

I. Call to Order

Rui Cabral called the meeting to order at 4:11 PM.

Angie Stabile made a motion to amend the December 6, 2018 Accessible Transportation Advisory Committee (ATAC) minutes to reflect the change in 2019 meeting schedule. The motion was seconded by John Carvalho, and all were in favor.

John Carvalho motioned to accept the January 24, 2019 meeting minutes, and Heather Schey seconded. All were in favor.

Chairman Rui Cabral tabled the discussion about meeting protocols.

II. Marketing Opportunities

At the January ATAC meeting, the committee expressed an interest in increasing visibility and broadening membership to represent a larger cross section of the disability community. In response, Barbara Polichetti, RIPTA's director of public affairs, offered to have the marketing team design and print a pamphlet about joining ATAC, which the Commuter Resource team can use in its outreach efforts. She will share a draft at the next meeting. She also suggested using RIPTA social media accounts to share messages related to accessibility and to promote participation in the committee.

The committee provided guidance on the project. They recommended incorporating the mission statement, setting a clear objective, and following the ATAC by-laws. They want the print piece to be fun, informative, and appealing, with a large typeface for all text. It should be available as a PDF on RIPTA's website, www.ripta.com.

Several committee members also plan to review the current website content on accessibility. Barbara noted that the site is mobile-friendly and should configure to all types of devices.

III. RIPTA Reports

- **Stop Announcement Compliance:** Joelle Kanter shared a report on automatic stop announcements. Of the 75 trips that were monitored in January 2019, 74 were in full compliance.
- **Wheelchair Lift Failures:** Two failures were reported in January, and another two were reported in February.
- **Presentation on available Ride/Fixed Route/Flex Data:** Matt Biskey, RIPTA planner, gave a presentation about data options and encouraged the group to select a few metrics for reporting at future meetings. Greg Nordin, director of planning for RIPTA, urged everyone to think about the value of different data points and how they relate to the system's overall effectiveness.

The group expressed interest in learning about the following fixed route data:

- Wheelchair usage on bus routes.
- Customer service inquiries by category.
- On-time performance.
- Responses to requests for shelter cleaning and repairs.
- Bus stop announcements, including a review of the RFP for a new contractor.

In addition, the group requested an analysis of Ride customers to understand the difference between the total number of people approved to use Ride and the number of active riders. Mark Therrien, executive director of paratransit services for RIPTA, reported that Ride ridership has increased about 3% overall due to customers riding more frequently.

IV. Ride/RIPTA Service Feedback

Several topics were covered during an open discussion.

- As a follow up to the data presentation, committee members want to understand the types of feedback shared with the customer service team. RIPTA's website has a form that allows riders to comment with a high level of detail, and the new ATAC brochure could include a link to it: <https://www.ripta.com/customer-service>.
- The group discussed the standard for on-time performance, which is set by the American Bus Benchmarking Group (ABBG). For fixed route service, the on-time range is from 1 minute early to 5 minutes late. The Federal Transit Administration (FTA) evaluates on-time performance for Ride paratransit service, which has a 20 minute pickup window.

- The committee discussed a scheduling problem that eliminated some trips from the system on March 6th. Several customers called Ride when they didn't receive an interactive voice response (IVR) recording, and their trips were then added in.
- The new caravans have been in use, and they work well for long trips late in the day that would otherwise go on taxis. The front seats were removed to make room for wheelchair passengers. However, the vans cannot accommodate tall or wide wheelchairs, and customer profiles are being updated to include that information.
- The pick up location at CCRI changed for buses and Ride vans. Buses are now uphill, further away from the building, and Ride vans pick up by the yellow curb.
- In most cases, cities and towns are responsible for shoveling snow from sidewalks. When they are not shoveled, residents should contact members of their local council. On state roads, such as George Washington Highway, RIDOT is responsible for snow removal.

The meeting adjourned at 5:59 PM.