



September 8, 2025 Meeting Minutes for the Rhode Island Human Services Transportation Coordinating Council

The Rhode Island Human Services Transportation Coordinating Council (Coordinating Council) meeting was called to order at 2:01 PM in the RIPTA board room, 705 Elmwood Avenue, Providence, and online through Microsoft Teams. An attendance sheet is attached to these minutes.

Joelle Kanter, RIPTA planner, announced the Coordinating Council's vision: accessible, coordinated statewide mobility for all Rhode Islanders. She then presented minutes from the July 14, 2025 meeting for the council's review.

Presentation: Community Access to Rides Program, Attleboro, MA

Joelle introduced Amanda Blount, executive director of The Literacy Center in Attleboro, Massachusetts, to describe a partnership between local organizations to manage the Community Access to Rides (CAR) program. Amanda said that transportation challenges in the northern part of Bristol County came to light during the Attleboro Norton YMCA's strategic planning process ten years ago. As a result, nine organizations agreed to join a consortium to help their clients access community programs and services, with Sturdy Memorial Hospital as the biggest partner. Now in its ninth year, the CAR program has two primary funders, the Massachusetts Department of Transportation and a local private foundation. All participating organizations share ownership of an Uber Business account, and they schedule trips for their clients traveling to and from their agencies and for other defined uses. The program is free to riders, and the YMCA serves as the program's fiscal sponsor, paying the monthly Uber bills through grant funds.

Program partners benefit from the collaboration by attracting larger grants, reducing their individual administrative work, and paying 50% of trip costs from the previous year. For customers, advantages include the prevalence of drivers, 24/7 availability, and flexibility with getting home from appointments.

Following Amanda's presentation, K.A. Simons, Comprehensive Community Action Program (CCAP) also described his agency's experience with managing an Uber Business account to schedule trips for RI Works program participants.



Partner agency/organization updates:

- Joelle Kanter shared an update on behalf of Allegra Scharff, Chief of Healthcare Equity and Olmstead Coordinator for the Rhode Island Department of Health about the state's Olmstead Plan which affirms that segregation of people with disabilities is discriminatory under the Americans with Disabilities Act (ADA). The state is committed to ensuring every person has the support needed to live, work, and thrive within their communities in the least restrictive setting possible. Cross-sector Olmstead action teams are kicking off on Friday, September 12th to focus on the relationship between disability and public safety, housing and transportation, the behavioral health system, state processes, career opportunities and public safety. Interested participants should contact Allegra or visit the [Olmstead Planning website](#).
- Maureen Maigret announced the [Senior Agenda Coalition's](#) annual conference on September 25th at Rhodes on the Pawtuxet. Registration and sponsorship information is on the website.
- Holly Snyder announced AARP Rhode Island's partnership with America Walks on [Walktober](#), a series of walking events in October. They include a walk audit on Broadway, a glow-in-the-dark night walk, and a walk in Roger Williams Park. All walk activities appear on a [calendar](#) and are designed to be inclusive.

RIPTA updates:

- [Summer Youth Pass Pilot Program](#): RIPTA offered a 50% discount on certain fare products to organizations that fund student transportation in July and August, utilizing EC4 funding. Fifteen organizations applied to participate in the program.
- [RIPTA operational efficiency study](#): On August 1st, RIPTA announced the completion of its independent [operational efficiency study](#) required by the state, providing an in-depth review of its operations, costs, and performance. Among the key findings, RIPTA's cost per trip is in line with peers, administrative costs are below average, and overall operating costs are in line with similar transit providers.
- [RIPTA public hearings](#): In July and August, RIPTA held public hearings on proposed service reductions that would have affected 58 bus routes. At the governor's request, RIPTA's Board of Directors delayed a decision to approve the cuts and tasked the agency with presenting a new plan for fall service, reflecting additional cost savings. That plan was approved at the last board meeting in late August.
- [Service changes](#): RIPTA will implement [fall service changes](#) effective Saturday, September 27, 2025.

The meeting adjourned at 3:03 PM.



Rhode Island Human Services Transportation Coordinating Council
September 8, 2025 Attendance List (in person and Teams)

Name	Organization
Amanda Blount	The Literacy Center (Attleboro, MA)
Orianna Carvalho	RI Department of Human Services
Andrea Champagne	Comprehensive Community Action Program (CCAP)
James Connell	Age-Friendly Rhode Island
Anita Chase	RI Department of Human Services
Jacques Dextradeur	RI Office of Veterans Services
Laurie DiOrio	RI Department of Human Services
Grant Dulgarian	advocate
Kristen Frady	Washington County HEZ
Mayelyn Gomez	Comprehensive Community Action Program (CCAP)
Sarah Ingle	Rhode Island Public Transit Authority
Peter Joly	RI Department of Behavioral Health, Developmental Disabilities, and Hospitals
Joelle Kanter	Rhode Island Public Transit Authority
Jason Lanzillo	The Olean Center
Maureen Maigret	Senior Agenda Coalition of RI
Estephany Matrille	RI Community Action Association
Meghan Nhar	Comprehensive Community Action Program (CCAP)
Lorna Oinonen	AARP RI volunteer
Bob Robillard	Coventry Human Services
Donna Rook	RI Department of Human Services
K.A. Simons	Comprehensive Community Action Program (CCAP)
Holly Snyder	AARP RI volunteer
Deb Tanner	Southern RI Volunteers