

## ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

### Virtual meeting: RIPTA Webex Thursday, January 7, 2020 MEETING MINUTES

**Participants:** Rui Cabral (Chair), Robert Beauregard, Benny Bergantino, Jean Bousquet, Liza Burkin, Frank Cummings, Vincent DeJesus, Laurie Diorio, Monica Dzialo, Elisabeth Hubbard, Grace Pires, Heather Schey, Heidi Showstead, Lisa Stamp, Mark Susa.

**RIPTA Staff:** Scott Avedisian, Nate Hannon, Sarah Ingle, Joelle Kanter, Greg Nordin.

**RIDOT Staff:** Steve Soderlund.

#### I. Call to Order

Chairman Rui Cabral called the Accessible Transportation Advisory Committee (ATAC) meeting to order at 4:08 PM.

RIPTA key performance indicators will be tabled until the next meeting.

Frank Cummings motioned to approve the minutes from the December 3, 2020 meeting. Lisa Stamp seconded the motion, and all were in favor.

#### II. Presentation: plans for multi-hub bus system

Greg Nordin introduced the multi-hub proposal, which was then presented by RIPTA CEO Scott Avedisian. Scott outlined RIDOT's plans to develop three hubs in the Innovation District, Kennedy Plaza, and the Providence Train Station, including the number of bus berths and passenger amenities proposed for each location. He also described previous tasks, including public outreach efforts and an assessment of alternative sites considered for an Innovation District hub, before presenting an anticipated schedule and immediate next steps.

During a discussion that followed, ATAC members expressed concerns about wayfinding, safety, lighting, sidewalk conditions, access to customer service, the distance between hubs, and the need for additional transfers. Other questions related to the bond issue which called for multiple hubs around the state. Rui announced that the group was in favor of formally compiling its concerns about the project in a letter to RIPTA.

Moving forward, discussions about this project will happen through the new ATAC Google group, separate from RIPTA-staffed meetings. All ATAC members will be included in the process, and those who don't use computers will be contacted by phone. Rui thanked Scott for presenting, and Scott agreed to distribute the committee's forthcoming letter to project partners.

### **III. RIPTA service feedback discussion**

In response to the discussion at the December meeting about early arrivals on RIde service for appointments, Joelle Kanter shared a recommendation from Brooks Almonte for customers to schedule their trips by drop off time instead of pick up time. In an email, Brooks also said that when feasible, clients may be allowed to wait inside the RIde vans if they are not allowed to wait inside lobbies due to COVID restrictions. Greg agreed to follow up with Brooks to find another way to address scheduling since ATAC members said that they already book their trips by desired drop off time at their destinations.

An ATAC member described experiences with a RIde driver who has had trouble using GPS and tying down wheelchairs. She was advised to file a complaint through RIPTA customer service.

She also expressed concern about the process of dialing into Zoom because of the time required to enter the meeting password. Joelle agreed to look into Zoom accessibility features.

The next meeting is scheduled at 4:00 PM on Thursday, February 4<sup>th</sup>.

The meeting adjourned at 5:28 PM.