



# RI Public Transit – Human Services Transportation Coordinated Plan

Listening Sessions

April and May 2022



# Your Hosts

## **RI Human Services Transportation Coordinating Council**

- Sarah Ingle, AICP, Director of Long-Range Planning (RIPTA)
- Joelle Kanter, AICP, Project Manager (RIPTA)

## **Consultant Team**

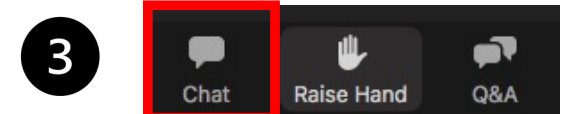
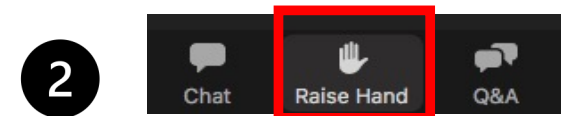
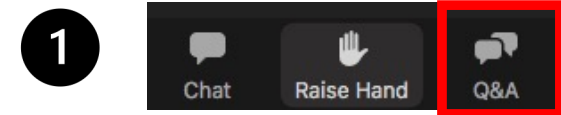
- Bill Schwartz, AICP, Project Manager (Nelson\Nygaard)
- Anne Galbraith, AICP, Facilitator (ASG Planning)

## **ASL interpretation by Source Interpreting**

# How to Participate During the Meeting

## Zoom video participants

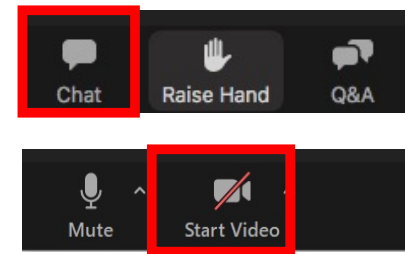
1. At any time, click **Q&A** to ask a question or submit a comment
  - You can "**Upvote**" questions/comments asked by others
2. If you wish to speak during the discussion, click **Reactions** and then the **Raise Hand** icon. Be sure to unmute yourself when asked
3. Use **Chat** ask the host about technical issues



# How to Participate During the Meeting

## Participants who are deaf or hard of hearing

- Sign language interpretation is being provided. If you wish to sign during the discussion, **please tell us via Chat** and be prepared to turn on your camera
- We'll call on you during the discussion



## Phone participants

- Press \*6 to mute/unmute and \*9 to raise hand

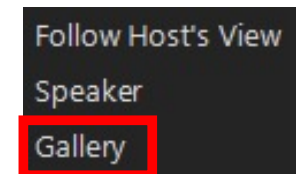
## You may also provide feedback via email

- Contact information provided on final slide

# How to Change Your Zoom View

## Zoom video participants

1. To see the speaker, slides, and ASL interpreter, be sure to select Gallery from the view
  - a. Top right on a PC or Mac
  - b. Upper left on iPad
  - c. If you have questions, please type them into the chat



# What Are We Covering Today?

- 1 Coordinated Plan Introduction
- 2 Progress Since 2018 Plan
- 3 Feedback and Discussion
- 4 Next Steps





# What is a Coordinated Plan?

# What is a Coordinated Plan?

Coordinated Plan is a short name for:

## Public Transit – Human Services Transportation Coordinated Plan

- Required by the Federal Transit Administration (FTA)
- Must be updated every 5 years



# Funding Priorities (FTA Section 5310)

- The Plan focuses on FTA's Section 5310 program

## Enhanced Mobility of Seniors and Individuals with Disabilities

- Projects receiving this funding **must be** included in a local Coordinated Plan
- RIPTA's role:
  - Statewide mobility manager
  - Designated recipient of Section 5310 funds
  - Convene and staff the RI Human Services Transportation Coordinating Council

# Plan Elements

1. Inventory of transportation services
2. Transportation needs assessment: needs, gaps and inefficiencies
3. Strategies and projects to address these needs
4. Prioritization of strategies and projects, informed by public input



# 2022 Plan Update

- Led by RIPTA with guidance from the RI Human Services Transportation Coordinating Council
- Two rounds of public listening sessions
  - April/May (today's session)
  - July
- Products:
  - Inventory
  - Assessment of gaps and needs
  - Consideration of ongoing RI initiatives and best practices from other regions and states
  - Strategies and priorities



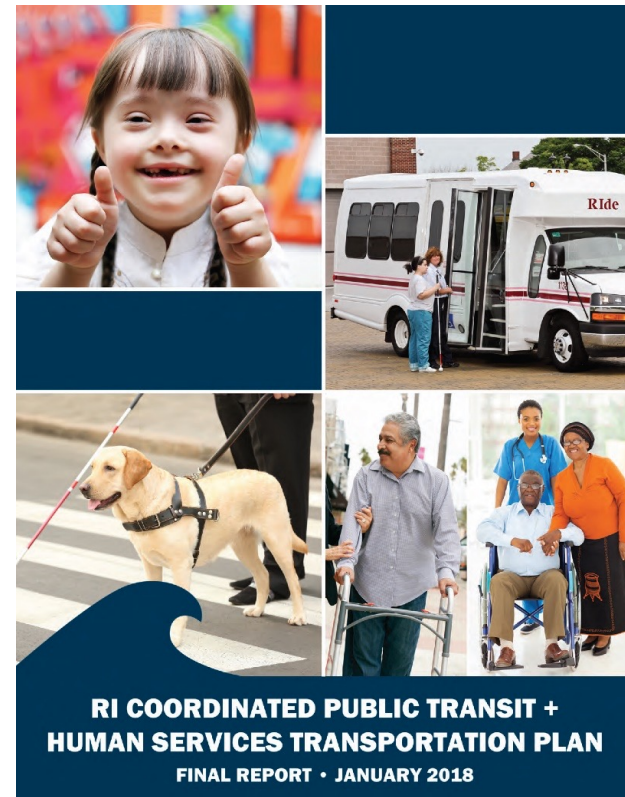


## Status of 2018 Recommendations

# 2018 Plan Strategies

1. Develop coordinating councils
2. Improve information sharing and communications
3. Ensure affordability of human services transportation
4. Increase funding for human services transportation
5. Increase span and frequency of urban services

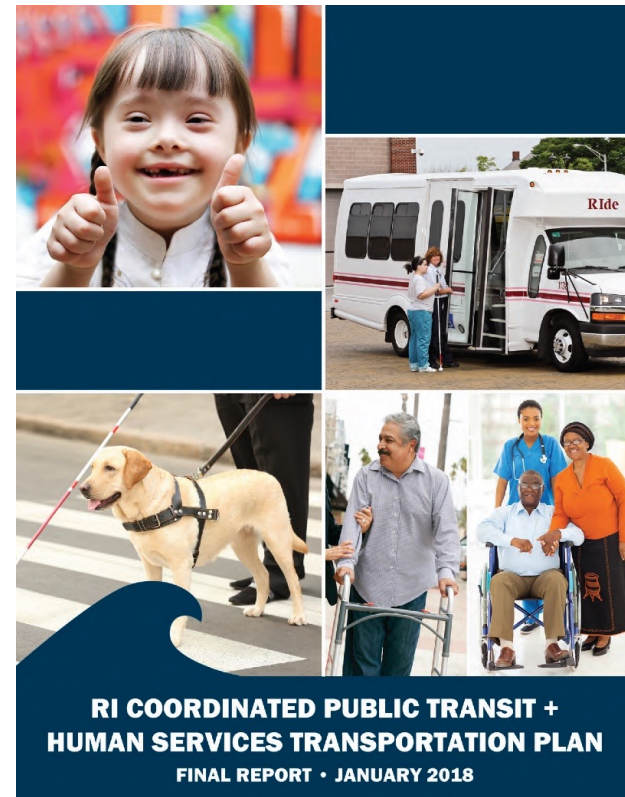
Recommended in addition to capital investments for Ride.



# 2018 Plan Strategies

6. Capitalize on technology opportunities
7. Enhance customer service training for drivers
8. Increase rural service area coverage
9. Consider mobility-on-demand options
10. Increase travel training for new customers

Recommended in addition to  
capital investments for Ride.



# RI Human Services Transportation Coordinating Council

## Strategy

- Develop coordinating council to better coordinate across agencies and among providers

## Progress

- First met in 2018
  - Convenes 6 times a year

### Council Members

*RI Dept. of Behavioral Health, Developmental Disabilities and Hospitals*  
*RI Department of Health*  
*RI Department of Human Services*  
*RI Department of Transportation*  
*RI Division of Statewide Planning*  
*RI Executive Office of Health & Human Services*  
*RI Office of Healthy Aging*  
*RI Office of Rehabilitative Services*  
*RI Office of Veterans Services*  
*RI Public Transit Authority*

# Information Sharing and Communications

## Strategy

- Create a comprehensive statewide information center
- Offer easily accessible information on current travel resources in different languages/formats, etc.

## Progress

- RIPTA completed “**1 Call 1 Click**” study in 2021
- New information planned for RIPTA website





# 1 Call/1 Click Study Recommendations

- Maintain directory of local services
- Post directory on RIPTA's website with a new **“Transportation in Your Community”** page
- Encourage partners (e.g., 211, the Point) to share this consistent, up-to-date information
- Develop branding to publicize the resource
- Create and share customer service protocols



# Affordability of Human Services Transportation

## Strategy

- Desire for free or low-cost transportation

## Progress

- RIPTA's new Wave system guarantees "Earn As You Go" discounts without paying up front
- Fare-free pilot in partnership with City of Central Falls
- New reduced fare bus pass application process



# Funding for Human Services Transportation

## Strategy

- Desire for more funding to increase service levels and coverage

## Progress

- 5311 backlog
- State-funding (\$5 million) for Reduced Fare bus passes
- CARES Act funding
- IIJA funding
- Funding to implement Transit Forward RI master plan
  - RIPTA federal grant requests
  - State match



# Urban Bus Service Improvements

## Strategy

- Increase RIPTA service hours and frequency
- Provide more direct RIPTA service
- Provide more late-night service

## Progress

- Transit Forward RI master plan
- New RIPTA routes
- Later RIPTA service



# Technology Opportunities

## Strategy

- Pursue new technologies to enhance transportation

## Progress

- RIPTA Wave system accepts reduced fare passes
- RIPTA Wave payment for Ride is in progress
- Mobility On Demand pilot in development to test software



## Other Progress Since 2018

- Statewide transit plan recommended a mobility hub in every community
- Travel training outreach
  - Newport, Westerly, West Warwick, Burrillville, and Narragansett/South Kingstown
- Joint planning and grant applications
  - RIPTA and Age Friendly RI exploring vehicle sharing partnership
  - FTA Innovative Coordinated Access & Mobility grant to explore mobility management network



Source: Pawtucket, RI



## Feedback and Discussion

## Recent Progress

- HST Coordinating Council work
- Improved information sharing
- More funding for human services transportation
- More frequent RIPTA service and longer hours
- Implementation of WAVE fare system
- Provision of travel training



**Have you benefited from these improvements?**

**How has COVID changed things?**

**Is there more to be done?**



## Other 2018 Strategies

- More services in rural areas
  - Serve priority communities and destinations
  - Share vehicles
  - Explore on-demand services
- More travel training
  - Offer training on how to use the bus
  - Assist those applying for reduced fare, ADA, and Medicaid transportation (MTM)
- Offer mobility management services



**What might be next steps?**

**Are there unique needs in different communities?**

**Do needs differ from 5 years ago?**

**How has COVID changed things?**

## Do you have new ideas?

- What else might help improve human services transportation in Rhode Island?
- Do you have suggestions for new strategies to be explored during the Coordinated Plan process?



## Please share your thoughts

1. Recent progress: how are things working?
2. Areas of continuing work: what are near term priorities and next steps?
3. New ideas: what else might improve human services transportation in RI?





# Next Steps

# Coordinated Plan – Next Steps

## ▪ Ongoing Study Tasks

- Inventory of transportation services
- Needs and gaps analysis
- Review of best practices in other regions



## ▪ July Listening Sessions

- Update on what we've learned
- Presentation of draft strategies



## ▪ Final Plan in November



# How to Stay Engaged

- Visit [www.ripta.com/projects/ri-coordinated-plan/](http://www.ripta.com/projects/ri-coordinated-plan/)
- Read the 2018 Coordinated Plan
- Learn more about the Coordinating Council
  - <https://www.ripta.com/human-services-transportation-coordination/>
- Watch for updates about our **July** listening sessions
- Email us with any ideas or comments:
  - Joelle Kanter [jkanter@ripta.com](mailto:jkanter@ripta.com)
  - Anne Galbraith [anne@asgplanning.com](mailto:anne@asgplanning.com)



Thank you!

