

ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

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

Attendees: Rui Cabral (Chair), John Gaffney, Angie Stabile, Barry Humphries, Barbara Henry, Justin Hardwright, John Carvalho, Monica Dzialo, Heather Schey, and , Jeanne Ouellete.

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

MEETING MINUTES

I. CALL TO ORDER

Angie Stabile made a motion to approve the September meeting minutes. John Carvalho seconded the motion. All the rest were in favor.

II. FOLLOW UP FROM PREVIOUS MEETING

No discussion.

III. RIPTA REPORTS

• Stop Announcement Compliance

Jim Vincent, RIPTA’s Compliance Officer, is overseeing the Professional Security Services, the company that monitors 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:

83 bus trips were monitored in September

Of those 83 trips, 78 of the automated announcements worked (94 % functioning).

5 bus drivers made zero announcements when the ATMS malfunctioned.

The ATAC asked what is preventing the ATMS system from functioning 100% of the time. Jim Vincent will follow up with RIPTA’s IT Department on this.

In addition to announcing the bus stop when the ATMS malfunctions, drivers are required to announce any bus stop requested by a passenger. The ATAC would like Jim Vincent to confirm that RIPTA’s Transportation Department has reminded drivers of this. Jim will follow up with Transportation as well as Professional Security Services.

IV. REVIEW PROPOSED ADA APPLICATION

In order to use RIPTA'S Ride Paratransit Program, you must fill out an ADA Application. The ADA application has been revised in order to provide an application consistent with present-day ADA eligibility practices currently implemented in mid-sized transit systems. The ATAC reviewed the application and provided the following feedback:

Page 1: Asking people to email their information is an insecure method of communication.

Part 1: CHECKLIST

Question 1: Confirm If I Live In the Service Area

John Gaffney said that this is poorly explained. Other ATAC members disagreed. Cristy Raposo will rewrite this section.

Question 5: Recent Photo of Myself

Mark Therrien stated that eventually Ride would like to have Photo IDs for all their passengers especially Behavioral Healthcare, Developmental Disabilities and Hospitals (BHDDH) clients. Some BHDDH clients cannot communicate their name to the driver; this will prevent Ride from transporting the wrong person to the wrong place. ATAC members suggested explaining the need for a photo, as well as set photo requirements.

This is the only section that the applicant is required to sign. There should be a section similar to the old application, where the applicant can indicate that someone helped them fill it out.

Move the checklist to the end of the application.

Part 2: IDENTIFICATION

Add section for work phone number.

Question 1: Where should we send future information?

Add a check box for BOTH.

PART 3: SELF-ASSESSMENT

Question 4: I am ABLE to do this activity all or some of the time.

Add two check boxes. One for all of the time and one for some of the time.

Remove "Navigate RIPTA Transit Center."

Remove "Sign my name."

Question 6: I am ABLE to navigate this situation all or some of the time.

Add two check boxes. One for all of the time and one for some of the time.

Question 7. I use these modes of transport regularly.

Remove this question. RIPTA does not need this information.

Question 7a: If you marked “Wheelchair or scooter,” provide the details below. Otherwise, mark “Not Applicable.”

Remove “My Weight in Pounds.” A passenger’s weight is irrelevant to whether or not they can use RIdE services.

Question 9: The following weather conditions will affect my answers to question #8.

Response options need to be edited; some are irrelevant.

Question 10: I can reasonably travel this distance under optimal conditions in an accessible area on my own.

Some of these questions are repetitive. The application should not be redundant.

Question 11: My ability to cross streets is as follows:

Why is RIPTA asking this?

Part 4: AUTHORIZATION TO DISCLOSE PROTECTED HEALTH INFORMATION

The ATAC asked why this section is necessary. Mark Therrien stated that RIdE might have to call the medical professional who signed the application to confirm that the information is accurate.

Part 5: HEALTH CARE PROVIDER ASSESSMENT AND VERIFICATION

This section should require less information, especially Question 6.

Why does RIPTA need to know if an applicant has a current patient care plan?

ADDITIONAL COMMENTS:

Mark Therrien stated that when it is time for a RIdE passenger to renew their application, anyone with a permanent disability will not have to go through this entire process again. RIdE will have a shorter renewal form available for those with permanent disabilities.

There should be a clear delineation between the part of the application the applicant fills out and the part the doctor fills out. For example: “TO BE FILLED OUT BY APPLICANT” and “TO BE FILLED OUT BY MEDICAL PROVIDER.”

It needs to be clarified that RIPTA is calling doctors to get information.

Monica Dzialo stated that the application should be based on functional assessment.

V. RIDE/RIPTA SERVICE FEEDBACK

• Taxi Cab Manifest

Taxi drivers will often call RIPTA to contact a passenger who is not yet at their pick-up location. Mark Therrien said that the Reveal software used for Ride clients would be providing taxi drivers with a manifest that displays the client's phone number so they can be contacted directly in the event they are not at the designated pick-up location. If Ride passengers do not want their phone number to appear on the taxi manifest, they can call Ride Customer Service to request that it be removed.

VI. OTHER BUSINESS AND MEMBER REPORTS

No discussion.

Heather Schey made a motion to end the meeting at 6:08pm. Monica Dzialo 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 for your ride.