



# Accessible Transportation Advisory Committee

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Meeting Date: 03-23-17  
**Meeting Time: 4:00PM – 6:00PM**  
Location: RIPTA  
705 Elmwood Avenue, Providence

## AGENDA

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1. Call to Order
  - Establish Quorum/Attendance/Introductions
  - Review and Approval of Minutes from February 2017 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
  - Stop Announcement Compliance Update
  - Wheelchair Lift Failures
4. How to Engage RIPTA Board
5. Ride/RIPTA Service Feedback
6. Other Reports

### NOTE

**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. If you would like to take the complimentary the Ride van leaving Kennedy Plaza from the Bonanza stop at 3:30PM, please call Cristy Raposo at 784-9500 x242 or email [raposo@ripta.com](mailto:raposo@ripta.com)**

**ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE**

**RIPTA Transportation Conference Room  
705 Elmwood Avenue, Providence, Rhode Island 02907  
Thursday, March 23, 2017  
4:00 PM – 6:00 PM**

**Attendees:** Rui Cabral (Chair), John Gaffney, Angie Stabile, Barry Humphries, Pamela Amaral, Barbara Henry, Kelly Richardson, Monica Dzialo, Mark Susa, Deanne Gagne, John Carvalho and Kimberly Genereux

**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 February meeting minutes. John Carvalho seconded the motion. All were in favor.

**II. FOLLOW UP FROM PREVIOUS MEETING**

**•Wampanoag Plaza**

ATAC members reported that the ATMS is still announcing the location before the bus arrives. There are reported ATMS issues at this location.

*Follow-up: RIPTA's IT Department requested that whenever this issue happens, please report it immediately to Cristy Raposo with full details including, bus route, number, direction of travel, which announcement was made and where it was made. The more information the IT Department has, the better.*

The ATAC reported that there is an issue with Route 33 announcing that you are at Kennedy Plaza when the bus is in fact at the bottom of the East Side Tunnel.

**•ATMS Announcements**

At the last ATAC meeting, Jeanne asked if there any reporting on the quality of the announcements. Follow-up: Jim Vincent reported that the clarity and volume of the announcements are monitored.

**III. RIPTA REPORTS**

**•Ride Call Time Performance**

Mark Therrien reviewed Ride's Call Center performance comparing the months of February 2016 to February 2017. The numbers are improving. However, at the end of the month, Ride switched phone systems which caused a few glitches. Attached is a copy of the report.

Angie Stabile reported that she noticed a decreased wait time and better music. ATAC members asked if there is a system in place to notify passengers when the

carrier changes. Mark Therrien stated that there is not, but he will look into it.

**•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:

- 98 bus trips were monitored in February
- Of those 98 trips, 96 of the automated announcements worked (98% functioning).
- 2 bus drivers made zero announcements when the ATMS malfunctioned.

**•Wheelchair Lift Failure**

There were zero total wheelchair failures for the month of February.

**IV. HOW TO ENGAGE THE RIPTA BOARD**

Rui Cabral emailed the RIPTA Board Chair with a description of the ATAC and invited him to attend the May ATAC meeting. John Gaffney would like to make the committee more involved and expand ATAC's role. For example, the ATAC should have a role in reviewing LogistiCare's partnership.

Mark Therrien suggested that the ATAC members attend the Board Meetings and speak during the comment period. If there is a pressing issue, the ATAC can request that it is added to the Board Agenda.

The ATAC stated that the RIPTA Board Meeting minutes from the December meeting was not posted until March 7. This is not helpful. The ATAC should be advising on these items.

Barbara Henry expressed frustration with Mark Susa's role on the RIPTA Board. She would like to know if he has brought any of ATAC's issues or concerns to the Board.

**V. RIDE/RIPTA SERVICE FEEDBACK**

**•Fares and Ridership Demographics**

The ATAC is interested in a discounted prepaid multi-fare pass, as well as longer transfer times on weekends since bus service is less frequent. The ATAC also asked if the farebox can accept .50¢ coins and \$2 bills.

Mark Therrien reported that if you have an attendant pass, the attendant must pay the same fare as you on fixed-route and Flex. Attendants ride for free in the

Ride Program.

ATAC members asked about RIPTA's ridership demographics. They would like to know how many passengers are using the wheelchair ramp/lift, etc.

The ATAC requested that a representative from RIPTA's Planning Department attend the next ATAC meeting to discuss their fare questions and review ridership demographics.

•**Crossing Elmwood Avenue**

ATAC members requested that RIDOT update the pedestrian signal so that is audible. Passengers coming here for their bus passes are required to cross the street. Angie Stabile made a motion to send a letter to RIDOT and the Governor's Commission on Disabilities with this request. John Carvalho seconded it. All were in favor.

•**Snow Storm**

Mark Therrien reported that any dialysis patient that called for a same day Ride because of the storm, we were able to accommodate. We accommodated quite a few people. ATAC members stated that many news outlets did not mention Ride in their reporting of closures.

**VI. OTHER BUSINESS AND MEMBER REPORTS**

•**Q-Strait**

Mark Therrien informed ATAC members that Q-Strait, a company that produces wheelchair passenger safety solutions for public and private transportation, has a new product – Quantum. Quantum guarantees self-securement in under 25 seconds without requiring the driver to leave their seat to help. This is the transportation industry's first fully automatic rear-facing wheelchair securement station. Quantum lets wheelchair and scooter passengers board the bus or train, position their chair and simply push a button to secure themselves in a stable and safe rear-facing position. The device locks your chair in and holds you in place. Mark stated he will be meeting with Q-strait in April and will ask if they can bring a device to RIPTA for passengers to test and give feedback.

•**Photo ID Office**

Mark Therrien reported that Federal Transit Administration (FTA) contacted RIPTA regarding the relocation of the RIPTA Photo ID Office to 705 Elmwood Avenue. The FTA is sending a consultant to review the process.

Angie Stabile made a motion to end the meeting at 5:56pm. John Carvalho seconded the motion. All were in favor.

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**Customer Service Agent that you are going to and from the ATAC meeting so that you will not be charged. If you would like to take the complimentary Ride trip from Kennedy Plaza to the ATAC meeting, you must contact Cristy Raposo by 4:30pm on Tuesday, April 25, 2017 to reserve your ride ([raposo@ripta.com](mailto:raposo@ripta.com) or 784-9500 x1242).**