



# Accessible Transportation Advisory Committee

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Meeting Date: 09-28-17  
**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 August 2017 Meeting
2. Follow Up from Previous Meeting
3. RIPTA Reports
  - Stop Announcement Compliance Update
  - Wheelchair Lift Failures
4. Ride/RIPTA Service Feedback
5. 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.**

## **ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE**

**RIPTA Transportation Conference Room  
705 Elmwood Avenue, Providence, Rhode Island 02907  
Thursday, September 28, 2017  
4:00 PM – 6:00 PM**

**Attendees:** Rui Cabral (Chair), John Gaffney, Angie Stabile, Barry Humphries, Mark Susa, Barbara Henry, Justin Hardwright, John Carvalho, Deanne Gagne, Monica Dzialo, Heather Schey and Ed Gallapo

**RIPTA Staff** in attendance: Mark Therrien, Jim Vincent and Christopher McKenna

### **MEETING MINUTES**

#### **I. CALL TO ORDER**

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

#### **II. FOLLOW UP FROM PREVIOUS MEETING**

##### **• CEO Search Committee**

Rui talked about his meeting with RIPTA Board Chair Wayne Kazarian. The meeting was a stakeholders gathering to discuss what each stakeholder would like in a new CEO for RIPTA. The meeting was attended by the CEO each firm, John Flaherty from Grow Smart and Wayne Kazarian.

#### **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:

93 bus trips were monitored in August

Of those 93 trips, 91 of the automated announcements worked (98 % functioning).

2 bus drivers made zero announcements when the ATMS malfunctioned.

Mr. Vincent will seek a report from Jim Dean on what actions are being taken on operators who do not make stop announcements when the ATMS malfunctions. John Gaffney questioned the lack of the other regular reports. Mr. Vincent stated that he would provide those reports at the next meeting.

- **Ride Report**

Mark informed the committee that the Ride telephone utilization report was not available. Telephone reports will be presented at the next meeting.

#### **IV. RIDE/RIPTA SERVICE FEEDBACK**

- **Ride Reservations**

Mark was assigned to check on the requirement for Ride taking reservations on Sunday. Members also commented on the IVR providing bad or no pickup windows for reservations made on Saturdays.

- **Revised ADA Application**

Mark Therrien and Chris McKenna introduced the proposed new ADA application. They distributed copies of the application to meeting attendees; electronic copies will be forwarded to all members. Review and discussion on the new form will be the focus of the next meeting. Members noted that they would like staff to incorporate a phone renewal process for populations whose diagnosis will not change.

#### **V. OTHER BUSINESS AND MEMBER REPORTS**

- **Human Services Coordination Meeting**

Chris McKenna invited members to attend the Human Services Coordination meeting scheduled for October 5.

- **Bus Stop Inventory**

John Gaffney requested that RIPTA compile an inventory of bus stops including accessibility information. RIPTA has an inventory of all bus stops and conditions at bus stops. If members have more questions on this, the Planning Department can attend a meeting to review inventory attributes.

John Carvalho made a motion to end the meeting at 6:00pm. Rui Cabral seconded the motion. All were in favor.

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