

**RHODE ISLAND PUBLIC TRANSIT AUTHORITY**  
**BOARD OF DIRECTORS**  
**MINUTES OF Monday, November 17, 2014 MEETING**

**Board Members Present:** Mayor Scott Avedisian; Stephen Durkee; Jerome Williams; Director Michael Lewis; Peter Ginaitt and Mark Susa

**Absent:** Margaret Holland McDuff and Maureen Martin

**Also Present:** Raymond Studley, CEO; Todd Gleason, Outside Counsel; Benjamin Salzillo, In-House Legal; Marie DiToro, Recording Secretary; and other members of RIPTA's staff, and members of the public whose names are on the sign-in sheet.

**Agenda Item 1:**     **Board Approval of the October 20, 2014 Board Meeting Minutes**

Mayor Avedisian calls the November 17, 2014 Board of Directors meeting to order. The first item of business is the approval of the October 20, 2014 Board meeting minutes which were mailed out to all the Board members.

Mayor Avedisian asks for a motion to approve the meeting minutes from October 20, 2014. Mr. Durkee makes a motion to approve the minutes as presented. Mr. Ginaitt seconds the motion and it passes unanimously.

Mayor Avedisian states that he just received a message from Ms. Holland McDuff that due to last minute circumstance she will not be able to attend the meeting. Ms. Martin has indicated that she would be late to the Board Meeting.

**Agenda Item 2:**     **Public Comment**

*(Board members take public comments under advisement, but do not respond except for clarifications. Members may follow-up on public comments in writing post-meeting as permitted by applicable law.)*

Mayor Avedisian welcomes Mr. Rhodes to speak under public comment. Mr. Rhodes states that there was a very successful 'Yes on 6 campaign' and he would like to give a shout out to the drivers who were really talking it up and they should be congratulated.

Mr. Legare is invited to speak next under public comment. He states that Northwest Transportation is one of his companies and has been in business for 35 years. They have been part of the department of elderly affairs program and the RIde Program even prior to the inception of RIde.

There is a nightmare that is starting to re awaken with Northwest Transportation that has taken place since May 1, 2014 when a State contract was awarded to Logisticare by Office of Health and Human Services (OHHS).

Back in 1991 right after Northwest Transportation became the transportation provider in South County another broker was brought in and within five months the company was in Chapter 11 because the Broker would not pay them and had to go to bankruptcy court in order to get the money that was owed to them. This has started to happen again with Logisticare. Since May 1, 2014 Northwest Transportation is owed \$120,000 from Logisticare. Mr. Legare states that the RIde program has also been affected with the arrival of Logisticare. Since May 1, the amount of revenue that has been brought in with the RIde Program is \$75,000 less and add the two together that is approximately \$200,000 that basically they have lost due to the arrival of Logisticare. The \$75,000 deduction is basically the dead time that is deducted off the drivers schedule for each day. Due to this change in scheduling Northwest Transportation has lost three (3) drivers. Maher, another vendor, has stopped servicing due to these changes so that leaves Northwest and RIde Program left to service Rhode Island. Mr. Legare states that it was a nightmare approximately 25 years ago and it seems to be happening again with Logisticare. They need the money that is owed to them from Logisticare and they are not paying.

Mayor Avedisian provides an explanation to Mr. Legare and states that RIPTA is having similar problems with Logisticare. Two most ridiculous examples are passengers that are incapable of signing their own name Logisticare will not pay RIPTA for those trips. The second thing that recently has happened is that Logisticare will not allow certain fare product to be used any longer that RIPTA has been supplying for many years. RIPTA has a contract with supermarkets to provide certain fare products and he is not sure how another agency can determine what products RIPTA can provide to clients; however RIPTA is working this out. There is a meeting set up with OHHS regarding Logisticare with Mayor Avedisian and Mr. Studley in the next two weeks.

Ms. Patricia Robb is welcomed to speak next. She is speaking on behalf of a passenger who could not make it to the meeting this afternoon. The passenger is concerned about the stops on Elmwood Avenue bus line that her friend takes regularly. It seems that the stops have been changed and neither the passengers nor drivers are exactly sure where the stops are supposed to be. There appears to have been a stop eliminated in front of 645 Elmwood which is where Dorcas International Institute immigration services are and 220 Elmwood which is where the Dorcas International Institute Educational Program as well as the Refugee and Settlement program and certainly most of the people who come to this building do not have cars. It seems as though the stop in front of the Department of Human Services and Walgreens has been eliminated. These are major stops and pick up points and would like this to be looked into. Also, the 99 bus stop across from St. Joseph Hospital heading downtown going north has been moved from a place where there was shelter or an overhang for the passengers while they waited to a place where there is no shelter and a difficult spot for drivers to see the passengers behind the parked cars and forcing passengers to stand

in the street. Ms. Robb appreciates the time and hopes that these things could be looked over.

Mayor Avedisian welcomes Mr. Randall Rose to speak next. Mr. Rose states that the RIPTA Riders Alliance has expressed concern regarding the construction at Kennedy Plaza. The schedule has been slipping considerably. It was talked about being completed by November 1<sup>st</sup>, then December 1<sup>st</sup> and now December 20<sup>th</sup> is the completion date. He states that now that the Bond is approved for transit hubs this amount of money may not be enough for multiple hubs and thinks it may be more prudent to go with one hub and do it right. He thinks it should be the hub at the train station instead of the jewelry district.

Mayor Avedisian asks if there is anyone else to speak under public comment and with no responses Mayor Avedisian moves on to agenda item #3, CEO Report.

### **Agenda Item 3: CEO Report**

Mr. Studley introduces Barbara Polichetti who has been hired as RIPTA's Public Affairs Officer.

Mr. Studley thanks Mr. Rhodes for speaking on behalf of the Bond that was passed.

He states that the Key Performance Indicators (KPI's) data has been put back into the CEO Report. He mentions that ABBG is scheduled to come to discuss KPI's and how RIPTA compares with other agencies in February 2015. Mayor Avedisian states that if the Board Meeting date needs to be changed in order to make this work just let the Board know and they would be happy to do that. He thinks it would be great for them to hear from ABBG.

Mr. Studley moves on to a Kennedy Plaza update and states that the concrete is in and he believes that they are waiting to put on the sealant and that is weather permitting. Initially, RIPTA announced that the building was going to be closed for a couple of weeks, however the Utility and Buildings and Grounds staff have been able to work on the renovations inside without closing the building. Shelters should be coming the first week of December.

Mayor Avedisian asks Mr. Studley to get him what has been billed to Logisticare, but not paid yet. Mr. Studley will get that information and send it to the Mayor and the rest of the Board. Mr. Studley explains scenarios as to why Logisticare does not pay on certain trips. He states that Ms. Neira will receive a payment from Logisticare without a breakdown of what exactly what they are paying for.

Mr. Ginaitt asks what the length of contract is that the State of Rhode Island has with Logisticare and Mr. Studley responds three years with three one year renewals. Mr. Ginaitt wonders if OHHS can address a language change in the contract and Mayor

Avedisian states that will be addressed at the upcoming meeting. Mayor Avedisian adds that it has been a lengthy process to schedule the meeting with OHHS.

Mr. Durkee notices in the CEO Report that the Farebox recovery is at 31% and wonders if the metrics have changed; he states that it is far better than it was a few years ago and he has seen it climbing over the years. Mr. Studley responds that it has gone up from last year. He adds that the numbers may have spiked up due to the radius being changed from 2.5 miles to 3 miles for the Providence School passes. He continues to say that he has noticed it especially in September and October and that would definitely be due to the school passes.

Mayor Avedisian welcomes Ms. LeClerc to provide the ATMS update. She states that RIPTA finally has an agreement on the revised Scope of Work regarding the 5% from Xerox, however no time line on completion is provided as of yet. There is more training happening this week. Xerox is on site today and tomorrow. Xerox states that they have found a fix to the AGC Issues. Mr. Tierney adds that one bus has been fixed and they are taking it on the road today to test it thoroughly. Ms. LeClerc states that they are testing the vehicle health monitoring with maintenance and are hoping these two things will be fixed by the end of the week. As RIPTA is using it, more of the employees are finding minor functionality issues that would need to be settled before the system availability testing which is part of the final acceptance. Ms. LeClerc states that they are testing the real time information hoping to have it partially working by the time Kennedy Plaza opens. It is the quality of the data that needs to be worked out.

Mayor Avedisian states that there does not seem to be that much progress from the last meeting. Mr. Studley responds that Xerox identifies that there are problems and all their fixes seem to be patches. Mayor Avedisian asks if Xerox has provided a timeline of when they will do this and Ms. LeClerc responds that no and it has taken a few months to convince them that these issues were not RIPTA's fault. Mr. Studley states that they will put patches on ten (10) vehicles and it only works on three (3) and not on the other seven (7) and if that gets scaled up system wide this does not work. He has discussed with Xerox getting more staff on site at RIPTA to get this fixed.

Mr. Ginaitt thinks RIPTA should calculate down time each time Xerox comes in for a "quick fix" because there is a value to that and secondly, is Xerox prepared to upgrade the technology when new technology comes along. Mr. Ginaitt states this has been going on the last three years. Mr. Studley states that the RFP went out in 2008 and this has been a very lengthy process. Mayor Avedisian wonders if there are any other transit agencies that this system is working efficiently for. Mr. Studley responds that there is another company that has retro fitted all of Xerox's mistakes and they are coming to provide RIPTA a demo of what they can do.

Mr. Williams asks if Xerox would put together a team to attack the issues at RIPTA and Mr. Studley responds that at the September meeting they promised to put as many people on site as possible for as long as possible, however only one additional staff showed for a couple of weeks and that was it.

With no further questions on the ATMS update Mayor Avedisian moves on to Ms. Pettine for any further information on Kennedy Plaza.

Mr. Durkee would like to thank Ms. Pettine for all her help at an event a few weeks ago at the Preservation Society.

Ms. Pettine states that Mr. Studley has provided the time line earlier in the meeting. Internally at RIPTA everyone is trying to stay on the same page. The drivers are choosing their work for winter service changes and she would like to thank the Union for their patience during this time. Ms. Pettine is hopeful that right after Thanksgiving there will be a more definitive opening date she knows everyone is anxious to get that information. Once that date is set, it will be out there and RIPTA will be out there educating people. The construction site is coming along and Ms. Pettine has offered to Don Rhodes and the RIPTA Riders Alliance to see the construction site to alleviate any concerns or anxiety on the project and the end is near.

#### **Agenda Item 4: R-Line Update**

Ms. Pettine states that they do not have the Key Performance Indicators (KPI's) for the R-Line completed for this Board meeting. They have been working with Brian Daniels, from OMB on what the metrics should be. The staff has also had to gather information from multiple sources and wanted to gather data from the fall because the construction over the summer did have a huge impact on timing and efficiency.

Ms. Pettine asks Mr. Nordin to provide an update on wrapping up of construction for the R-Line. Mr. Nordin states that construction is finalized on the R-Line now. They finished up two to three days/weeks ago. There have been a few minor issues regarding the quality of the shelters and signage and this is being addressed and should be fixed by the end of the month. Ms. Pettine states that the last phase of the TSP (Transit Signal Priority) was a small set of lights on Broad Street which is huge to RIPTA because that is where RIPTA would gain a lot of its efficiency and RIDOT went out to bid and construction will be this spring and that would be the last of the signal work and is very thankful to RIDOT for finishing the last of the traffic signals on the corridor.

Ms. Pettine states that RIPTA is looking to add articulated buses to the fleet especially on this corridor to handle the demand of the R-Line. Ms. Pettine states that they are looking to have a TSP study done in the upcoming year to see where else this technology can be used.

Mr. Durkee asks how many of the articulated buses would be needed for the designated corridor and Ms. Pettine responds she is not sure because they have not done the analysis yet because RIPTA also wants to add capacity to the route not just maintain it. Mr. Durkee states that it was great to see and ride in one. Mayor Avedisian responds that it was impressive. Mr. Ginaitt asks what the capacity difference is between a straight and articulated bus and Mr. Nordin responds that typically the articulated buses would hold an additional 30 passengers. Mr. Ginaitt asks if there is data from other areas regarding articulated bus verses a straight bus especially regarding pedestrian

safety. Ms. Pettine states that these are things RIPTA would have to look into prior to moving forward.

**Agenda Item 5: Bid 15-07 R-Line Shelter Maintenance**

Mr. Nordin states that they are here today to ask the Board to award \$75,000 to Northern Landscaping for the maintenance of RIPTA's R-Line shelters and passenger amenities in the amount of \$69,568 with a \$5,432 contingency. This contract includes regularly scheduled cleanings, trash collection and snow removal along the entire route with the option to re-award this contract for up to 4 additional times for a total contract of five (5) years. Northern Landscaping was the lowest bidder out of four companies bidding on the project. This would be one cleaning per month for the entire route with certain stops targeted for weekly cleanings. There are 10 snow cleanings included in this contract.

Mr. Durkee asks what exactly a cleaning entails and Mr. Nordin responds that a cleaning is power washing the shelters, graffiti removal, collecting trash around site and on a separate line item for specifically trash collecting from the barrels because that would need to be done on a weekly basis. Mr. Durkee asks what happens if the need arises to empty the barrels more than once a week and Mr. Studley responds that they would supplement in Buildings and Grounds. Mr. Ginaitt asks what the minimum is that they will go out and clean snow and Mr. Nordin responds 1 inch. Mr. Ginaitt asks if they have any upper limits, if there is a 3 foot snow storm, is this considered one event and Mr. Nordin responds yes. Mr. Ginaitt would just like the staff to pay attention to the bigger storms; if the company comes out multiple times during one storm this could become costly. Ms. Pettine responds that she will be cognoscente of this concern. Mr. Ginaitt asks what the per cost is once it goes above 10 storms and Mr. Nordin responds it would be \$1800 per event for the entire route. Mr. Ginaitt asks if there is any conflict with Lamar on this and Mr. Nordin responds no because these are not Lamar stops. Mr. Durkee asks how many stops there are on the line and Mr. Nordin responds 56 stops on this line that they will be maintaining.

Director Lewis asks how many stops there are in the entire system and Ms. Pettine responds over 4000 stops. Lamar has approximately 300-400 of those shelters and they will do snow removal as part of the modification to the contract last year. Ms. Pettine would still like to do the cost assessment of whether it makes more sense to do this in house or contract out, but for the immediate time this makes more sense.

Director Lewis asks if there is there a performance metric in terms to their response time and Mr. Nordin responds yes, they have eight (8) hours to respond to an emergency and twenty-four (24) hours to respond to non emergency.

Both the City of Providence and City of Pawtucket have stepped up and both have done trash removal. Ms. Pettine states it has been a shared approach and the match is coming from the cities.

Mr. Ginaitt makes a motion to approve the contract as presented today. Mr. Durkee seconds the motion and it passes unanimously.

**Agenda Item 6: RFP 15-05 Large Format Printing**

Mr. Bannister states that he is there to request award of contract for large format printing to Graphic Innovations of Warwick, RI. This is a one year contract with four one year options to be exercised at the sole discretion of the Authority. The annual cost of the contract will not exceed \$50,000. Mr. Bannister states that large format printing is bus details, online graphics and the wrapping of buses for the R-Line last year would be considered large format printing. RIPTA does not have the capabilities to do this here and it is quicker to have a company to do it and keep inventory of the work that they do for RIPTA.

Mr. Durkee makes a motion to award the contract to Graphic Innovations as presented today. Director Lewis seconds the motion and it passes unanimously.

**Agenda Item 7: Discussion/Adopting of Policies Pursuant to the Quasi Public Corporations Accountability Act**

Mayor Avedisian states that in the board packets there is a memo and actual policy sheet for the Board to Adopt with six (6) policies that have been approved in the past that will be changing based on the adoption of this act. Mayor Avedisian asks Mr. Salzillo to discuss this further.

Mr. Salzillo states that the last time this was discussed the Board Members stressed the importance of getting this completed as quickly as possible. He met with Ms. Martin of the Board of Directors and discussed how to proceed going forward.

Mayor Avedisian asks for Mr. Salzillo to email all these documents to the Board Members so that they each can review in greater detail. He then addresses each Board Member and states that if he or she has any questions on the email that Mr. Salzillo sends please only email Mr. Salzillo back so there is no rolling quorum issue.

Mr. Studley states that these policies in their packets are already existing policies that the RIPTA Board of Directors over the years has approved. He would like these re-adopted under the new act. Mr. Salzillo adds that these policies are already in place either through Mr. Studley, former general managers or by the Board of Directors. This cover sheet states that the Board is formally adopting these polices pursuant to the requirements of the Quasi Act.

Director Lewis would like to make it clear that these policies have been in place and are not new policies.

Mr. Ginaitt states that due to the fact that some of these policies were created and adopted many years ago he asks if Mr. Salzillo has checked that these already existing policies do not conflict with any other pursuant to another being adopted.

Mr. Salzillo responds that he will go back over these again.

Mayor Avedisian states that this will go back on the agenda for December's Board Meeting.

Mayor Avedisian states that in the Board Packet there was the Transition report that RIPTA sent to the Governor-elect.

**Agenda Item 8:** Executive Session to consider, discuss and act upon such matters as may be closed to the public pursuant to R.I. Gen. Laws § 42-46-5(a)(2) regarding collective bargaining and litigation, and R.I. Gen. Laws § 42-46-5(a)(3) regarding the matter of security including but not limited to the deployment of security personnel or devices.

Mayor Avedisian asked for a motion to convene to Executive Session.

Mr. Williams reads the law to go to Executive Session and made the motion. Director Lewis seconds the motion and a roll call vote was taken. The motion to convene into Executive Session passed unanimously.

**Agenda Item 8:**    **Adjournment**

Mayor Avedisian asks for a motion to seal the Executive Session minutes. Director Lewis makes a motion to seal the minutes from Executive Session. Mr. Durkee seconds the motion and it passes unanimously.

Mr. Durkee makes a motion to adjourn the meeting. Director Lewis seconds the motion and it passes unanimously.

Respectfully submitted,

---

Marie DiToro  
Recording Secretary