

**GATRA
Consumer Advisory Committee
OPEN MEETING**

RECEIVED

17 NOV 27 PM 12:21

OFFICE OF THE TOWN CLERK
REHOBOTH, MA

**Date: November 30, 2017
Time: 1:00 pm
Place: Attleboro Public Library
74 N. Main Street
Attleboro, MA**

AGENDA

1. Call to Order
2. Reading & Acceptance of Minutes: October 19, 2017
3. Consumer Comments
4. Reports from the Authority
5. Reports from the Operator
6. Unfinished or Old Business
7. New Business
8. Remarks or Announcements from the Chair
9. Date, Time, and Location of Next Meeting
10. Adjournment

The building and conference room are accessible to people with disabilities. Group transportation to and from the meeting is free.

Call Dial-A-Ride at one of the telephone numbers by noon the day before the meeting.

Attleboro: (508) 226-1102, Ext. 206.

Taunton: (508) 823-8828, Ext.206.

If hearing impaired: (508) 824-7439.

Si desea que esta traducido al Español, llame a **508-823-8828**.

Se você preferir isto traduzido em Português, ligue **508-823-8828**.

Copies of minutes are available in alternative formats upon request.

**Minutes of the GATRA Attleboro/Taunton Consumer Advisory Meeting on
October 19, 2017, 1PM held at the GATRA Office.**

Present:

Julie Hall, Chair, Attleboro City Council	Jeffrey Heap, Consumer
Water Thibodeau, Attleboro City Council	John McLaughlin, Scituate COD
Joanne LaFerrara, GATRA	Annette Eaton, North Attleboro COD
Christine M. Terreault, Consumer	Stacy Royer, SRPEDD
Ed Rosario, DAR Manager	

Call to Order

Chairperson Hall called the meeting to order at 1:02 PM.

Acceptance of the Minutes

The minutes from the meeting on September 21, 2017 approved and accepted with amendments and approved.

Consumer Comments

Ms. Terrault mentioned that when she calls to make an appointment for DAR for medical transportation, the scheduler on the phone never gives her a estimated time of arrival at the doctor's office for when she is done with her appointment.

Ms. LaFerrara stated that DAR asks that you call them when your appointment is done at the doctors. She mentioned that they cannot give an estimate time of arrival or pickup.

Ms. LaFerrara asked if Ms. Terrault had a cell phone. She indicated that she did but at this time it is broken but she said she would be getting it fixed.

Mr. Thibodeau stated that maybe Ms. Terrault needs to fill out a PT1 Form which is free. Ms. Hall stated that the PT1 Form may be Mr. Terrault's solution.

Mr. Heap stated that DAR is a great system and he enjoys it.

Ms. Terrault mentioned that she will not be using DAR as much as she used to.

Ms. LaFerrara mentioned that if Ms. Terrault needs travel training she can help with getting it for her.

Reports from the Authority

Ms. LaFerrara stated that the Uber program started on October 1, 2017. She mentioned that she has had updates on the usage and it is slowly picking up. She mentioned that the RFP for Fix Route Service is out for internally consolidating for the Taunton/Attleboro, and Plymouth/Wareham to have one operator to operate in all the communities. Ms. LaFerrara explained to the consumers that this means there will be one operator for Fixed Route service.

Ms. LaFerrara mentioned that GATRA did not receive as much funding as they normally receive, so there could be service changes but GATRA is not sure yet.

Ms. Terrault asked more about the Uber program.

Ms. LaFerrara mentioned that the Uber Program is a pilot program. She mentioned that night and weekend service is a big problem. She stated that 8 agencies are involved with the Uber program and that she would email Ms. Terrault the agencies contacts.

Ms. Hall stated that is Ms. Terrault uses Uber to let her know; she would like an update on how the service is.

Reports from the Operator

Mr. Rosario mentioned that he made a correction in the August DAR report and he gave that report to the members. Mr. Rosario read the September DAR report.

Unfinished or Old Business

None.

New Business

Ms. Hall mentioned that we need to follow the agenda and we cannot be getting off track at the meeting.

Mr. Heap mentioned that when Ms. Hall is not able to attend meetings he will be covering for her as acting chair. He also, is hoping to get new members to come to the meeting.

Mr. Thibodeau asked if there was more discussion on changing the meeting time.

Ms. Terrault mentioned she would like earlier or later in the day.

Ms. Hall stated that it may be easier to have the meeting first thing in the morning. She mentioned we can look at times.

Ms. LaFerrara mentioned that she will email the COAs to see if they can come to meetings.

Remarks or Announcements from the Chair

Ms. Hall discussed having the meeting at different times.

Adjournment

The meeting adjourned at 2:16 PM.

Next Meeting

The next meeting will be held on:

Date: November 30, 2017

Time: 1:00 pm

Place: Attleboro Public Library

74 N. Main Street

Attleboro, MA

AMC
11/16/17