



Easy Rider Advisory Board Action Minutes (DRAFT)

Meeting Date/Time: Wednesday, August 11, 2021 @ 4 pm virtually via Zoom

Members Present: Robert (Bob) Warren, Hugh (Skip) Proctor, Ellen Perry, Claire Miller, Helen Clark, Al Green, and Kim Tyler

Members Absent: none

Transit Staff Members: Mark Rodgers, Angie Steele

TOCH Staff Members: none

Visitor(s): none

Agenda Item	Discussion Point	Motions	Votes/Actions
CALL TO ORDER	<ul style="list-style-type: none">Bob Warren called the meeting to order at 4 pm.	<ul style="list-style-type: none">Kim Tyler made a motion to accept the July minutes. The motion was seconded by Claire Miller. The motion passes.	Claire Miller, Bob Warren, Skip Proctor, Helen Clark, Kim Tyler, Al Green, Ellen Perry voted with a verbal yes vote.

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EZ RIDER LEAD SUPERVISOR'S REPORT	EZRAC Initiatives <ul style="list-style-type: none"> ● Discussion of reopening the Transit facility and Town Hall to the public have been put on hold due to the rise in COVID 19/Delta Variant cases. <ul style="list-style-type: none"> ○ Temperature screening and mask mandate still in place. ○ Preparing for August service. ● Numbers for July: <ul style="list-style-type: none"> ○ Total Scheduled – 4287 ○ Cancellations – 966 ○ No-Shows – 129 ○ Total Actual Trips – 3189 ○ On time performance – 92.36% 		

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	<ul style="list-style-type: none">• New full time DR Operators - Chance Benton and Eli Amedjrovi• Mark presented a three year ridership chart. Good information to keep track of.		

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OTHER BUSINESS	<ul style="list-style-type: none"> ● EZ Rider customer, Nancy Watkins submitted a list of concerns she had with the service to be presented. Mark will follow up directly with Ms. Watkins. ● EZ Rider Survey <ul style="list-style-type: none"> ○ The survey will be sent to a subset of 700 or so of the 2,200 plus EZ Rider customers. Customers that have either made a reservation and/or ridden the service at least once over the last three years will be mailed a survey. ○ Because we don't have email addresses to provide electronic copies of the survey, surveys will be mailed. ○ We will hold events at several residential locations where a lot of EZ Rider customers live. ○ We will add a line on the survey that states to call or email us if you would prefer an electric version of the survey. 		

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	<ul style="list-style-type: none"> ○ If we don't get good results from the initial mailing of the survey, we will look at other methods of distribution, including online. ○ The survey will be distributed in the September and October timeframe. ○ The purpose of the survey is to get feedback on how well the service is operating and for future planning. 		
ADJOURNMENT		The meeting was adjourned at 5 pm.	
NEXT MEETING		September 8, 2021	