



## Easy Rider Advisory Board Action Minutes

**Meeting Date/Time:** Wednesday, September 8, 2021 @ 4 pm virtually via Zoom

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

**Members Absent:** Ellen Perry

**Transit Staff Members:** Mark Rodgers, Angie Steele

**TOCH Staff Members:** none

**Visitor(s):** Brandi Beeker, Transportation Specialist

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

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<b>EZ RIDER LEAD SUPERVISOR'S REPORT</b>	<b>EZRAC Initiatives</b> <ul style="list-style-type: none"> <li>• Customer survey is due to go out on 9/15/21. There will also be an online version.</li> <li>• Trapeze upgrade is in the negotiation phase (cost &amp; function).</li> <li>• Mark reminded the Committee of its objective.</li> <li>• Numbers for August:  Total Scheduled – 4427  Cancellations – 986  No-Shows – 144  Total Actual Trips – 3329  On time performance – 93.48%</li> <li>• Mark explained the proper protocol for complaints, issues, or concerns:</li> </ul>		

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	<p>Supervisor/Dispatcher  Lead Supervisor - Melissa Patrick  Assistant Mgr. Operations - Mark Rodgers/EZRAC Committee  Operations Mgr. Travis Parker  Human Resource Technician – Angie Steele  Assistant Director – Henry DePietro  Director – Brian Litchfield</p> <ul style="list-style-type: none"> <li>• Helen Clark stated that it is important to follow the chain of command.</li> </ul>		

Agenda Item	Discussion Point	Motions	Votes/Actions
<b>OTHER BUSINESS</b>	<ul style="list-style-type: none"> <li>● EZ Rider Survey <ul style="list-style-type: none"> <li>○ The survey will be sent to a subset of 700 or so of the 2,200 plus EZ Rider customers. Will make electronic version of survey available.</li> <li>○ We will hold events at several residential locations where a lot of EZ Rider customers live.</li> <li>○ Angie will send Brandi a link to the online survey. Brandi will announce at the Seymour Center. Angie will create a flyer for the low vision support group.</li> </ul> </li> <li>● Brandi can help with Travel Training.</li> <li>● There are concerns with current vehicle capacity. Mark will talk to staff about setting a limit of 2 passengers on the vehicle at a time.</li> <li>● Mark will put signage on the vehicles to announce change in 14-day reservations.</li> </ul>		

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	<ul style="list-style-type: none"> <li data-bbox="489 215 1289 565">• Claire Miller asked about the type of vehicles used to access hard to get to places. A site assessment of the location in question was conducted and Mark showed pictures to assure Claire that the EZ Rider vans could pass through safely and that she would be picked up at her desired location.</li> </ul>		
ADJOURNMENT		The meeting was adjourned at 5:05 pm.	
NEXT MEETING		October 13, 2021	