



Easy Rider Advisory Board Action Minutes

Meeting Date/Time: Wednesday, October 13, 2021 @ 4 pm virtually via Zoom

Members Present: Robert (Bob) Warren, Hugh (Skip) Proctor, Claire Miller, Helen Clark, Al Green, Ellen Perry, 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">Helen Clark made a motion to accept the September minutes. The motion was seconded by Skip Proctor. The motion passes.	Claire Miller, Bob Warren, Skip Proctor, Helen Clark, Kim Tyler, Al Green, voted with a verbal yes vote. Ellen Perry abstained.

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EZ RIDER LEAD SUPERVISOR'S REPORT	EZRAC Initiatives <ul style="list-style-type: none"> ● Mark Rodgers stated that we have one new full-time operator, Phillip Laney and one Program Support team member, Amanda Webb as well as three new supervisors, Jermaine Ray, Javius Newman, and Doranda Cole. ● COVID testing started 9/20/21 for all Town employees that have chosen not to become vaccinated. Everyone that will need to be tested will receive a letter from HRD with instructions on how the testing process will work. Team Members will need to work with their Manager to schedule testing 		

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	<p>around their work schedule. 90% of Transit employees are fully vaccinated.</p> <ul style="list-style-type: none"> • Trapeze upgrade contract is with the Town lawyer waiting to be signed. Computers have been upgraded. • Numbers for September: Total Scheduled – 6249 Cancellations – 1172 No-Shows – 173 Total Actual Trips – 4904 On time performance – 91.38% 		

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OTHER BUSINESS	<ul style="list-style-type: none"> ● EZ Rider Survey report <ul style="list-style-type: none"> ○ Survey was sent out to about 500 EZ Rider customers. ○ We've received a little over 100 hardcopies back, and 7 online surveys. ○ No one has called in to ask for assistance. ○ Mark and I visited two facilities (Azalea Estates and Carolina Spring). ○ Angie will give a report on the survey results before the next meeting. ● EZ Rider phone issues have been resolved. No one with AT&T phone service could get through to EZ Rider. The problem was Town wide and throughout multiple states. ● We have 2 electric buses already onsite, including charging stations inside the garage. ● It was stated that our vans are not clean. Mark will make sure that Maintenance are cleaning the vehicles on a regular basis. 		

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	<ul style="list-style-type: none"> • GoDurham is contracting with a 3rd party company to provide on demand service. • Bob would like for someone from Chapel Hill Transit to talk to the low vision group on long range planning. • Helen has some concerns with people being able to schedule their own trips with tight windows of transportation. Mark stated that there would be boundaries and system limitations to prevent that from happening. EZRAC should serve as beta testers of new system enhancements. 		
ADJOURNMENT		The meeting was adjourned at 4:47 pm.	
NEXT MEETING		November 10, 2021	