



Easy Rider Advisory Board Action Minutes

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

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

Members Absent: Helen Clark

Transit Staff Members: Mark Rodgers, Angie Steele

TOCH Staff Members: none

Visitor(s): Brandi Beeker, Transportation Specialist (Orange County Department on Aging)

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">Skip Proctor made a motion to accept the November minutes. The motion was seconded by Ellen Perry. The motion passes.	Claire Miller, Bob Warren, Skip Proctor, Kim Tyler, Al Green, and Ellen Perry voted with a verbal yes.

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EZ RIDER LEAD SUPERVISOR'S REPORT	EZRAC Initiatives <ul style="list-style-type: none"> • TSA extended the face mask requirement for all transportation networks, including public transportation through 3/18/22. • Mark met with IT to reconfigure reservation phone lines to eliminate long hold times. The longest anyone will hold now is 3 minutes before the call is transferred to voicemail. • There is no update on Trapeze. • Mark reported on the grants that will allow same day trips for medical appts and a single stop as well as on-demand 		

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	<p>services. Will give update in January on grant status and the OPT MOD service.</p> <ul style="list-style-type: none"> Numbers for November: <ul style="list-style-type: none"> Total Scheduled – 5040 Cancellations – 1281 No-Shows – 157 Total Actual Trips – 3602 On time performance – 87.39% 		

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OTHER BUSINESS	<ul style="list-style-type: none"> • Angie sent out a summary report on the survey. • Claire wants to make sure that CHT is taking advantage of the federal infrastructure funds that are becoming available. Mark stated that our grant coordinator is aware. Ellen stated that we should take advantage of the Easter Seals grants. • The online EZ Rider reservation form needs to be reworded (time picked up/time of reservation) and moved around on the website for better accessibility. Mark will talk to Jeffrey about making those changes. • Brandi Beeker stated that she is willing to do one-on-one travel training for customers. She will talk to the Occupational Therapist about best practices for travel training services for IDD customers. Ellen can do travel training for customers with IDD. Claire would like for training to be extended to retirement communities and Brandi agreed to assist. 		

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	<ul style="list-style-type: none"> • The EZ Rider handbook does not include information on reservations. The handbook and the welcome packet are being updated. • Bob wished the group a happy holiday season. 		<ul style="list-style-type: none"> • Bob will forward the email addresses of Ellen and Claire to Brandi for her to follow up on up discussion items related to travel training.
ADJOURNMENT		The meeting was adjourned at 5 pm.	
NEXT MEETING		January 12, 2022	