



Easy Rider Advisory Board Action Minutes

Meeting Date/Time: Wednesday, November 10, 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 October minutes. The motion was seconded by Kim Tyler. The motion passes.	Claire Miller, Bob Warren, Skip Proctor, Helen Clark, Kim Tyler, Al Green, Ellen Perry and voted with a verbal yes.

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EZ RIDER LEAD SUPERVISOR'S REPORT	EZRAC Initiatives <ul style="list-style-type: none"> • Tony Combs will be retiring as of 12/1/21 having served 26.5 years. • Cross-training Supervisors across FR and DR departments. • Trapeze update: Are we allowed to contact the Town lawyers regarding the delay in getting the contract approved? It was decided to be patient and wait if they are working on it. • CHT has 3 new electric buses, 16 LEAF vehicles, and charging stations. • Numbers for September: Total Scheduled – 5217 Cancellations – 1101 		

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	No-Shows – 164 Total Actual Trips – 3913 On time performance – 97.48%		

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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 550 EZ Rider customers. ○ We've received a little over 100 hardcopies back, and 7 online surveys (19%). ○ General satisfaction scores were good. ○ Some issues include, cleanliness of vans, reservation hold time, will call – call back (voicemail). Mark agreed with the responses and is working to fix these issues. ○ There is high interest in receiving same day trip service and some interest in being able to use smart phones to schedule services. High interest in traveling throughout the Triangle without changing vans. ○ Angie will put the survey results in a summary document. ● CHT is exploring a new pilot program that will allow for same day trips for medical 		

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	<p>purposes and other on demand services. Mark will have more information on that program in December.</p> <ul style="list-style-type: none"> • Mark will discuss in December the FTA grant proposal that will allow the use of a micro transit option in the Chapel Hill area, the pilot program underway in Orange County, and thoughts that Brian Litchfield has on paratransit pilot programs around the country. 		
ADJOURNMENT		The meeting was adjourned at 5:01 pm.	
NEXT MEETING		December 8, 2021	