



## Easy Rider Advisory Board Action Minutes

**Meeting Date/Time:** Wednesday, February 9, 2022 @ 4 pm virtually via Zoom

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

**Members Absent:** Ellen Perry

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

**TOCH Staff Members:** Sarah Vinas

**Visitor(s):** None

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>Skip Proctor moved to accept the January minutes. The motion was seconded by Al Green. The motion passed.</li></ul>	Claire Miller, Bob Warren, Skip Proctor, Al Green, and Helen Clark voted with a verbal yes.

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<b>EZ RIDER LEAD SUPERVISOR'S REPORT</b>	<b>EZRAC Initiatives</b> <ul style="list-style-type: none"> <li>• Numbers for January: <ul style="list-style-type: none"> <li>Total Scheduled – 5210</li> <li>Cancellations – 1422</li> <li>No-Shows – 144</li> <li>Total Actual Trips – 3543</li> <li>On time performance – 89.25%</li> <li>Site Closures - 101</li> </ul> </li> </ul>		

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<p><b>OTHER BUSINESS</b></p>	<ul style="list-style-type: none"> <li>• Sarah Vinas gave a presentation on the Town’s Language Access Plan that allows language interpretation services to the immigrant and refugee residents. The Town provides professional language interpretation services in four languages, Spanish, Burmese, Karen, and Mandarin Chinese. The Town has provided training for key staff, dedicated phone line service, translation equipment, bus ads, newsletter announcements and formed partnerships with community organizations to help get the word out about the new language assess program.</li> <li>• It was suggested that we include updated information on the Town’s language services, certification and reservation process, hours of operation, ¾ of a mile Fixed Route rules, and availability of site assessments in the handbook. Jeffrey will make suggested changes to the handbook and send them out again in a Word</li> </ul>		

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	<p>document for review.</p> <ul style="list-style-type: none"> <li>• The EZRAC discussed its 2022 goals:               <ol style="list-style-type: none"> <li>1. Get new Trapeze capabilities rolled out so riders can get timely emails/texts/phone calls about the van status.</li> <li>2. Incorporate the language translation to help non-English speaking riders (already underway).</li> <li>3. Pilot an option to provide same day trips (for medical purposes only initially).</li> <li>4. Continue to discuss the possible use of third parties to provide Lyft/Uber type service as an addition to (not replacement of) the EZ Rider service.</li> <li>5. New versions of the EZ Rider Handbook and other material (process is well underway).</li> </ol> </li> <li>• Kim Tyler asked Mark to provide a spreadsheet of scheduled trips, cancellations, on-time percentage, etc. for the last three months of 2021 and going forward.</li> </ul>		

<b>Agenda Item</b>	<b>Discussion Point</b>	<b>Motions</b>	<b>Votes/Actions</b>
<b>ADJOURNMENT</b>		The meeting was adjourned at 5:00 pm.	
<b>NEXT MEETING</b>		March 9, 2022	