



## Easy Rider Advisory Board Action Minutes

**Meeting Date/Time:** Wednesday, September 14, 2022 @ 4 pm virtually via Zoom

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

**Members Absent:** Ellen Perry

**Transit Staff Members:** Melissa Patrick, Angie Steele

**TOCH Staff Members:**

**Visitor(s):**

Agenda Item	Discussion Point	Motions	Votes/Actions
<b>CALL TO ORDER</b>	<ul style="list-style-type: none"><li>Kim Tyler called the meeting to order at 4:31 pm. The meeting was delayed due to technical issues with Zoom.</li></ul>	<ul style="list-style-type: none"><li>Helen Clark moved to accept the August minutes. The motion was seconded by Skip Proctor Clark. The motion passed.</li></ul>	Skip Proctor, Kim Tyler, Helen Clark, Bob Warren, and Claire Miller voted with a verbal yes.

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<b>EZ RIDER SUPERVISOR'S REPORT</b>	<ul style="list-style-type: none"> <li>• Numbers for August:  Total Scheduled – 5895  Cancellations – 1383  No-Shows – 243  Total Actual Trips – 4269  On time performance – 89.27%</li> <li>• Trapeze updates are moving forward, working out some issues with the system.</li> <li>• Fixed Route- T Route back in service started on Monday 9/12/22, FCX Tripper that runs from 3-6 pm to catch overloads from the hospital.</li> <li>• What kind of preventative maintenance or inspection is done on the van wheelchair</li> </ul>		

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	<p>lifts? Every 4,500 miles there is an inspection done on the wheelchair lift, in addition to the daily pre and post trip inspections that are done. We have not had any issues with anyone getting stuck in the van. Do we have a contingency plan if there is a problem with a lift while someone is inside? There is a manual hydraulic lift that we would use to load and unload passengers from the vehicles.</p> <ul style="list-style-type: none"> <li>• All bus operators are participating in de-escalation training to learn how to deal with difficult customers.</li> <li>• In the absence of Mark Rodgers, Melissa has officially been appointed Interim Assistant Operations Manager of Demand Response.</li> </ul>		
<p><b>OTHER BUSINESS</b></p>	<ul style="list-style-type: none"> <li>• Moving forward, Kim would like to review the proposal to keep our meetings mission focused. Kim has proposed a topic area for each month through January 2023.</li> <li>• Kim reported on the August Partners' meeting, CHT hired a crisis counselor, Transit is working through staffing issues</li> </ul>		

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	<p>related to COVID, new bus stops (Kim offered Brian a focus group option from the disabled community on the design).</p> <ul style="list-style-type: none"> <li>• There is Interest in adding Central Dermatology and Overture Apartments to the list of service destinations for EZ Rider. Melissa will check with Brian.</li> <li>• What is the status on the grant proposal for same day medical related trips?</li> <li>• It would be nice if drivers could post their name in the van so that the customer would know who their driver is. Melissa will look into providing a name plate for the drivers to display.</li> </ul>		
<b>ADJOURNMENT</b>		The meeting was adjourned at 5:01 pm.	
<b>NEXT MEETING</b>		October 12,2022	