



## Easy Rider Advisory Board Action Minutes

**Meeting Date/Time:** Wednesday, October 12, 2022 @ 4 pm virtually via Zoom

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

**Members Absent:** Ellen Perry, Al Green

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

**TOCH Staff Members:**

**Visitor(s):** Brandi Beeker

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

Agenda Item	Discussion Point	Motions	Votes/Actions
<b>EZ RIDER SUPERVISOR'S REPORT</b>	<ul style="list-style-type: none"> <li>• Numbers for September:  Total Scheduled – 5587  Cancellations – 1334  No-Shows – 253  Total Actual Trips – 4000  On time performance – 89.44%</li>   <li>• Trapeze has been upgraded to version 21. At this time, it includes updates to make reservations and dispatch efficiently. Next phase will include “Where’s my ride feature.” EZRAC will be asked to help test that feature.</li>   <li>• Joe McMiller, Deputy Operations Manager was available to answer questions from</li> </ul>		

Agenda Item	Discussion Point	Motions	Votes/Actions
	<p>the group on the FR bus service. Questions included when are midday trips going to be put back in service? How are we doing with hiring bus operators? Bob reported that he had a good customer experience on the CL. How do you see Fixed Route and DR working together to provide good ADA service across departments? Is the Bus Buddy a program that Chapel Hill Transit would be interested in exploring? Joe stated that he would be open to any program that would help customers become more comfortable with using FR bus service.</p>		
<p><b>OTHER BUSINESS</b></p>	<ul style="list-style-type: none"> <li>● Grant proposal for same day medical related trips. Brian will have our Grants Compliance Manager, Tim Schwarzauer to work on securing grant funds for same day trips on EZ Rider.</li> <li>● Adding Central Dermatology and Overture Apartments. Still in discussion. Melissa will check with Brian.</li> <li>● Name plates for operators. Still in discussion. Will present idea to the Transit Employee Forum. In the meantime, you</li> </ul>		

Agenda Item	Discussion Point	Motions	Votes/Actions
	<p>can use the vehicle numbers to identify drivers.</p> <ul style="list-style-type: none"> <li>• Low Vision group report: Bob asked the Mayor of Durham if Durham had a paratransit advisory board like EZRAC in Durham. He sent her office info on EZRAC.</li> <li>• Angie will look at revising the EZ Rider Welcome Packet for reposting on the website. Angie will send out August Partners' minutes along with the Zoom link for the October meeting.</li> <li>• Melissa/Angie will check with Brian to see if he or Rick would be available in November to talk to the group about areas of the Transit budget pertaining to EZ Rider.</li> </ul>		
<b>ADJOURNMENT</b>		The meeting was adjourned at 4:39 pm.	
<b>NEXT MEETING</b>		November 9, 2022	