



## Easy Rider Advisory Board Action Minutes

**Meeting Date/Time:** Wednesday, August 9, 2023 @ 4 pm virtually via Zoom

**Members Present:** Hugh (Skip) Proctor, Bob Warren, Margaret Rundell, Helen Clark, Al Green, and Claire Miller

**Members Absent:** Kim Tyler

**Transit Staff Members:** Melissa Patrick, Angie Steele, and Cheonna Boyd

**TOCH Staff Members:** None

**Ex Officio Member:** Ellen Perry

**Visitor(s):** None

Agenda Item	Discussion Point	Motions	Votes/Actions
<b>CALL TO ORDER</b>	<ul style="list-style-type: none"><li>Helen Clark called the meeting to order at 4 pm.</li></ul>	<ul style="list-style-type: none"><li>Bob Warren moved to accept the July minutes. The motion was seconded by Skip Proctor. The motion passed.</li></ul>	Skip Proctor, Bob Warren, Claire Miller, Helen Clark 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 July: <ul style="list-style-type: none"> <li>Total Scheduled Trips: 5457</li> <li>Cancellations: 1497</li> <li>Late Cancellations: 122</li> <li>No Shows: 204</li> <li>Total Actual Trips: 3756</li> <li>90% OTP</li> </ul> </li> </ul>		
<b>OTHER BUSINESS</b>	<ul style="list-style-type: none"> <li>• Trapeze Update – testing is now underway among the staff. EZRAC members are available to help with testing as well. The new system will now</li> </ul>		

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	<p>allow us to send mass messages to remind customers of arrival/pick up times, last-minute cancellations, etc.</p> <ul style="list-style-type: none"> <li>• Bob agreed to look at the welcome letter to new EZ Rider customers to see what changes can be made to explain the importance of cancelling trips in advance, etc.</li> <li>• Looking to replace the old 1700 series vehicles with new ones. Will request vehicle input from the EZRAC. Members are welcome to come to Chapel Hill Transit to see the new vehicles.</li> <li>• Two new Operators resigned. Recruiting for 3 Operators, including the replacement for Milton Fields who retired.</li> <li>• Melissa will check to see how many active riders we have as well as new riders. We are certifying 20 new customers per month as of January 2023.</li> </ul>		

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	<ul style="list-style-type: none"> <li>• Bob had a good experience with GoTriangle Access' text messaging service.</li> <li>• Margaret Rundell asked what the process is for waiting for a ride during inclement weather. Melissa stated that the driver is supposed to come to the door. Melissa will have a site assessment done of Margaret's property so that the new Operators know which door to come to.</li> <li>• Melissa will do a site assessment of Ellen's property, to prevent damage to her driveway by our vehicles.</li> <li>• Angie announced that this was her last EZRAC meeting as she has resigned from Chapel Hill Transit effective August 17. She stated that she has enjoyed her time serving as the Town liaison on the EZRAC and wished everyone the best.</li> </ul>		

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<b>ADJOURNMENT</b>		The meeting was adjourned at 4:55 pm.	
<b>NEXT MEETING</b>		September 13, 2023	