



## Easy Rider Advisory Board Action Minutes

**Meeting Date/Time:** Wednesday, July 12, 2023 @ 4 pm virtually via Zoom

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

**Members Absent:** Kim Tyler and Al Green

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

**TOCH Staff Members:** None

**Ex Officio Member:** Ellen Perry

**Visitor(s):**

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>Skip Proctor moved to accept the June minutes. The motion was seconded by Bob Warren. 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 June: <ul style="list-style-type: none"> <li>Total Scheduled Trips: 5421</li> <li>Cancellations: 1238</li> <li>No Shows: 207</li> <li>Total Actual Trips: 3976</li> <li>90.32% OTP</li> </ul> </li> <li>• Monthly Performance- June 2023</li> <li>• Melissa will check with other agencies on what they do to prevent chronic last-minute cancellations. She will also make sure that her staff is coding cancellations correctly in the system before reaching</li> </ul>		

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	<p>out to customers. 25-30% is acceptable for late cancellations (same day and less than 61 minutes). A phone call may be a good way to remind serial offenders of last-minute cancellations.</p>		
<p><b>OTHER BUSINESS</b></p>	<ul style="list-style-type: none"> <li>● Trapeze Update <ul style="list-style-type: none"> <li>○ Inhouse training completed.</li> <li>○ Testing delayed for two weeks due to inability to access the database.</li> </ul> </li> <li>● The Partners voted to reappoint Skip Proctor and Kim Tyler and appoint Margaret Rundell to the EZRAC. Skip and Margaret have completed the oath of office. Kim still needs to be sworn in as a board member.</li> <li>● The bus fare for GoTriangle will remain free until June 30, 2024.</li> <li>● Congratulations to Chapel Hill Transit on receiving a grant for bus stop improvements.</li> </ul>		

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	<ul style="list-style-type: none"> <li>Bob would like an update on if Chapel Hill Transit will consider providing service to customers outside of the service area. He will send a letter to Nick Pittman. Ellen would like for Melissa to let her know how many EZ Rider customers are not able to use the service on the weekends because they are outside of the service area.</li> </ul>		
<b>ADJOURNMENT</b>		The meeting was adjourned at 4:41 pm.	
<b>NEXT MEETING</b>		August 9, 2023	