



Easy Rider Advisory Board Action Minutes

Meeting Date/Time: Wednesday, September 13, 2023 @ 4 pm virtually via Zoom

Members Present: Claire Miller, Hugh (Skip) Proctor, Margaret Rundell, Kim Tyler, Bob Warren

Members Absent: Helen Clark and Al Green

Transit Staff Members: Melissa Patrick and Cheonna Boyd

TOCH Staff Members: None

Ex Officio Member: Ellen Perry

Visitor(s): None

Agenda Item	Discussion Point	Motions	Votes/Actions
CALL TO ORDER	<ul style="list-style-type: none">Bob Warren called the meeting to order at 4:12 pm.	<ul style="list-style-type: none">Bob Warren moved to accept the August minutes. The motion was seconded by Margaret Rundell.	Claire Miller Skip Proctor Margaret Rundell voted with a verbal yes.

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EZ RIDER SUPERVISOR'S REPORT	<ul style="list-style-type: none"> • Numbers for August Total Scheduled Trips: 5874 Cancellation: 1097 Late Cancellations: 166 No Shows: 247 Total Actual Trips: 4364 89.30% OTP 		
OTHER BUSINESS	<ul style="list-style-type: none"> • Trapeze Update: testing is in progress by staff members. Continuing to work out the issues. • Bob addressed welcome letter and suggested including a copy of the cancellation policy. Ellen also suggested including timeframe of 61 minutes. 		

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	<ul style="list-style-type: none"> • Margaret asked the number of late cancellation violations before disciplinary actions. (No limit has been set, it will be on a case by case). • Bob asked about enforcing the “Call in Policy” for those violating the late cancellations. Melissa stated we will follow the procedure in the handbook. • Forum had concerns about the safety of the Walmart in Durham (especially when waiting for pickup) • Kim asked to look into servicing Chatham Walmart. Melissa stated she would pass along the information. • Margaret inquired of our policy when EZ Rider makes an error with pickups/reservations. Melissa stated we investigate the error and address as needed (*we don’t do same day trips). • Kim addressed issues at her job that might affect EZ RAC meetings. Bob reminded that the co-chair (Helen) would step in, in her absence. 		

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ADJOURNMENT		This meeting was adjourned at 4:59 pm.	
NEXT MEETING		October 11, 2023	