



Easy Rider Advisory Board Action Minutes

Meeting Date/Time: November 08, 2023 @ 4:00pm virtually via Zoom

Members Present: Helen Clark, Clair Miller, Skip Proctor, Margaret Rundell, Kim Tyler, Bob Warren

Members Absent: Al Green (Deceased)

Transit Staff Members: Cheonna Boyd and Melissa Patrick

TOCH Staff Members: None

Visitor(s): Brandi Beeker and Tammy Romain

Agenda Item	Discussion Point	Motions	Votes/Actions
CALL TO ORDER	<ul style="list-style-type: none">Helen Clark called the meeting to order at 4:04pm	<ul style="list-style-type: none">Helen Clark moved to accept the September minutes. The motion was seconded by Bob Warren.	Claire Miller, Skip Proctor, and Margaret Rundell voted with a verbal yes.

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EZ RIDER SUPERVISOR'S REPORT	<ul style="list-style-type: none"> • Numbers for September Total Scheduled Trips: 5874 Cancellations: 1097 Late Cancellations: 166 No Shows: 247 Total Actual Trips: 4364 89.30 % OTP • Numbers for October Total Scheduled Trips: 5662 Cancellations: 1018 Late Cancellations: 188 No Shows: 235 Total Actual Trips: 4221 84.70% OTP 		

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OTHER BUSINESS	<ul style="list-style-type: none"> ● Late Cancellation Tracking: numbers went down, will keep monitoring and notifying violators. ● Updated Cancellation code in Trapeze (Cancel at the door) ● Bob asked about drop in OTP percentage. Melissa stated increase in ridership and staffing challenges. ● Bob inquired about Program Support Employees. Melissa explained the process and procedure for utilizing Program Support Employees. ● Margaret was concerned about being picked up late (outside of scheduled window). Melissa stated it is our goal to pickup within the given window, however unforeseen circumstances may occur. We will monitor the pickup times occurring outside of scheduled window. 		

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	<ul style="list-style-type: none"> • Brandi asked about “Track your ride” in Trapeze. Melissa stated that is a feature customer will be able to use. Staff is still working with Trapeze and should be live sometime in December. Testing has been done and any issues will be worked out once it goes live. • Brandi announced “What’s Happening” classes will be offered on the 1st Wednesday of each month at the Seymour Center, (This will assist in informing customers about Transit Apps and changes that may have occurred). • Bob had a follow-up question about text messages and voicemail (do we have phone numbers to notify customers of scheduled trips). Melissa stated we have phone numbers and email addresses for all customers. • Kim inquired if we will be able to distinguish cell phone numbers from land lines when sending out text messages and/or calls to landlines. Melissa stated that should be an automatic feature but will follow-up with Trapeze tomorrow during meeting for verification. 		

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	<ul style="list-style-type: none"> ● Kim had a follow-up question about Walmart in Chatham County. Melissa advised that a written proposal must be submitted to Brian. ● Helen and Kim agreed to put together a proposal for the Walmart in Chatham County and present it to the Forum before submitting to Brian. Melissa stated she will inform Brian of the expected proposal for the December council meeting. ● Bob asked about finding a replacement for Al Green. Melissa stated she will talk with Brenton on procedure for replacing Al Green. (Bob stated Mary Benton as a possible candidate) ● Brandi was concerned about waiting out in the cold/heat for pick-ups at 100 Eastown (Medical Center) could operators come inside. Melissa stated operators are required to leave drivers seat and come thru the 1st set of doors during pick-up. ● Kim and Claire inquired about employee recognition and would like to be notified during employee appreciation week (would like to send thank you letters). 	<p>Bob made motion for Mellissa to advertise for ERAC position. Claire Miller second the motion, all members were in favor.</p>	

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	<ul style="list-style-type: none"> Bob asked if we still posted "Accident Free Days". Melissa stated we had not posted for a while due to accidents, but will restart soon. 		
ADJOURNMENT		This meeting was adjourned at 4:58pm	
NEXT MEETING		December 13, 2023	