



## Easy Rider Advisory Board Action Minutes

**Meeting Date/Time: 4:00PM**

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

**Members Absent: Kim Tyler**

**Transit Staff Members: Melissa Patrick and Cheonna Boyd**

**TOCH Staff Members: None**

**Visitor(s): Tammy Romain (Go-Triangle) and Matt Cecil (CHT Transit)**

<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>Helen Clark called the meeting to order at 4:02pm</li></ul>	<ul style="list-style-type: none"><li>Bob Warren moved to accept the October's minutes. The motion was seconded by Skip Proctor.</li></ul>	Claire Miller, Margaret Rundell 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 November  Total Scheduled Trips: 5224  Cancellations: 967  Late Cancellations: 162  No Shows: 182  Total Actual Trips: 3913  83.9% OTP</li> </ul>		
<b>OTHER BUSINESS</b>	<ul style="list-style-type: none"> <li>• NSBRT Station Design was presented by Matt Cecil- <i>Transit Development Manager</i></li> <li>• Presentation included: <ul style="list-style-type: none"> <li>➤ 17 Station Areas</li> <li>➤ Projected Opening Date of 2029</li> <li>➤ Overall Goals</li> <li>➤ Bench Style</li> <li>➤ Station Lighting</li> </ul> </li> </ul>		

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	<ul style="list-style-type: none"> <li>➤ Station Materials</li> <li>➤ Station Sign Design</li> <li>● Bob asked about wheelchair access onto the bus; Matt replied the height of curb will be increased, no need to kneel the bus passenger can enter bus safely from curb.</li> <li>● Helen asked if anyone tested the elevated sidewalk/ramp using a manual wheelchair and if there are areas for wheelchairs to station. Matt replied testing has been done regarding the sidewalk/ramp and there will be spaces to accommodate wheelchairs while they wait.</li> <li>● Bob inquired about the yellow tile strips at the stations in relation to ADA. Matt explained the nature of the yellow tile strips and their benefits.</li> <li>● Bob inquired about new buses; Matt informed we would be getting new buses.</li> <li>● Tammy inquired about solar benches /USB ports to charge electronic devices; Matt replied will look into that option.</li> <li>● Bob was concerned with the text size of the station signs, suggested a darker</li> </ul>		

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	<p>background, lighter print and wider text print with black outline (ex: Carolina Blue background, large thicker/wider letters outlined in black)</p> <ul style="list-style-type: none"> <li>• Bob suggested the app “NaviLens” to Matt to assist customers with trip planning. Matt informed he will look into the app and how it could help.</li> <li>• Helen invited Matt to come back at a later date and provide EZRAC with some updates. Matt accepted Helens offer to return with updates later in 2024.</li> <li>• Trapeze Update: Officially in the testing phase, notifications are up, would like to use EZRAC members to help test.</li> <li>• Skip had a concern about the notification phone number coming up as SPAM RISK (Skip experienced this during testing). Melissa informed she will look into ways to prevent that from happening.</li> <li>• Tammy asked if we were still in Demo stage, Melissa replied yes.</li> <li>• Bob inquired as to why he had to speak first (say hello) before confirmation message would play. Melissa informed</li> </ul>		

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	<p>Bob there is a 2 second delay before the message begins to play.</p> <ul style="list-style-type: none"> <li>• Pass Web Update: Melissa informed we are still working towards scheduling trips (working out glitches of maps). Melissa informed of the Mass notifications feature.</li> <li>• EZRAC has received one Board Membership application (Mr. Ye Qian)</li> <li>• Tammy shared Go-Triangles Operation report for November and Go-Triangle has updated their phone system.</li> <li>• Walmart (Chatham County) update: Melissa will forward written proposal to Brian for approval.</li> </ul>		
<b>ADJOURNMENT</b>		This meeting was adjourned at 5:06pm.	Bob second the adjournment and Clair, Helen and Margaret also approved.

<b>Agenda Item</b>	<b>Discussion Point</b>	<b>Motions</b>	<b>Votes/Actions</b>
<b>NEXT MEETING</b>		January 10, 2024	