**Easy Rider Advisory Board Action Minutes**

**Meeting Date/Time: 01/10/2024 @ 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)**

| **Agenda Item** | **Discussion Point** | **Motions** | **Votes/Actions** |
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| **CALL TO ORDER** | * Helen Clark called the meeting to order at 4:01pm
 | * Skip Proctor moved to accept the December’s minutes. The motion was seconded by Bob Warren.
 | Claire Miller, Helen Clark voted with a verbal yes. |
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| **EZ RIDER SUPERVISOR’S REPORT** | * Numbers for November

Total Scheduled Trips: 5048Cancellations: 1113Late Cancellations: 156No Shows: 172Total Actual Trips: 360787.43% OTP |  |  |
| **OTHER BUSINESS** | * OTP went up from last month (December)
* Melissa shared that “No Shows” went down, however still tracking progress
* Melissa shared still hiring for Bus Operators; Helen inquired how many Operators short; Melissa responded four (4)
* Melissa shared currently having two (2) Operators in training, one (1) whose midway BTW and one (1) started Monday
* Trapeze Update: No new information; no update on Pass Web, however will be having a meeting soon with new information during February meeting.
* Bob inquired if clients were using the text message system; Melissa replied No, only the EZRAC group.
* Helen shared her feedback regarding receiving her text messages and emails “after” been picked up. Helen believes the timing may be off.
* Melissa made note of issues and concerns Helen is experiencing
* Bob inquired if receiving text messages after 5 O’clock on the day you make the reservation.
* Melissa replied you should be receiving a reminder text message between 5 and 8 for next day reservations.
* Bob suggested the “Service Carrier” may be the cause of text message delay; Helen states that shouldn’t affect emails.
* Melissa made note of the glitch and informed of working on a timing aspect that is doable.
* Helen agreed of the idea to work on the timing of reminder text messages as to lessen the confusion and unnecessary phone calls to Transit.
* Bob inquired as to when the system will be available for more or all clients.
* Melissa replied haven’t confirmed an official date; however, if not too many issues found, could consider moving forward soon.
* Helen inquired if still working in the testing environment.
* Tammy shared Go-Triangle experienced the same thing (delays) while testing; delays could be due to still working in the testing environment.
* Melissa informed she will confirm the delay issue with Trapeze during next meeting.
* Bob inquired if Melissa had control of text message settings and suggested delaying time by 5 mins.
* Melissa replied will look into making changes.
* Helen inquired of the next steps for potential EZRAC candidate to replace Al Green (Mr. Ye Qian)
* Melissa informed she would need to check the bylaws to bringing him aboard, and would provide his application to the EZRAC committee for review, but recommend someone call Mr. Ye Qian first for an invite to a meeting
* Helen thanked EZ Rider for providing transportation to Chatham Walmart; Helen informed she was very pleased with everything.
* Helen inquired if other clients are choosing Chatham Walmart, if not are they aware of the new service location.
* Melissa replied clients have been informed of the new Chatham location, they are asked that option when scheduling trips.
* Bob suggested that we advertise something on the Website and/or handbook to inform new and old clients of the new service area.
* Melissa responded she will work with Emily our Community Outreach Manager to get this information out to the public.
* Helen informed that she was very grateful and thankful for Chapel Hill Transit as a whole for coming to the aid of flood area victims Tuesday night.
* Bob inquired about service on Monday January 15th (MLK Day)
* Cheonna replied service will be on a Sunday schedule for both divisions
* Tammy Romain shared her numbers from Go-Triangle:

Miles traveled – 2974.6Trips – 231No Show – 10Attendants – 31Average distance – 11* Helen inquired if eligible for Orange transit if eligible for Chapel Hill EZ Rider
* Tammy responded yes, as long as ADA certified; share application and certification and we’ll gladly pick you up
* Helen inquired about the time duration for transfer of information from EZ Rider to Go-Triangle
* Tammy replied just a phone call, soon as you let one of our staff members know you provided the requested information
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| **ADJOURNMENT** | Skip made motion to adjourn the meeting | This meeting was adjourned at 4:30pm. | Helen second the adjournment and Clair, and Bob also approved. |
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| **NEXT MEETING**  |  | February 14, 2024 | *4:00pm* |
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