



Easy Rider Advisory Board Action Minutes

Meeting Date/Time: February 14, 2024 @ 4pm

Members Present: Helen Clark, Skip Proctor, Margaret Rundell, and Bob Warren

Members Absent: Kim Tyler (Resigned)

Transit Staff Members: Melissa Patrick and Cheonna Boyd

TOCH Staff Members: None

Ex Officio Member: Ellen Perry

Visitor(s): Tammy Romain

Agenda Item	Discussion Point	Motions	Votes/Actions
CALL TO ORDER	<ul style="list-style-type: none">Helen Clark @ 4:02pm	<ul style="list-style-type: none">Skip Proctor moved to accept the January minutes. The motion was seconded by Bob Warren.	Margaret Rundell voted with a verbal yes.

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EZ RIDER SUPERVISOR'S REPORT	<ul style="list-style-type: none"> • Numbers for January Total Scheduled Trips: 5,325 Cancellations: 1,100 Late Cancellations:148 No Shows: 199 Total Actual Trips: 3,878 87.83% OTP 		
	<ul style="list-style-type: none"> • Moving forward with the notifications, started notifications last month (January), no major hiccups. • Notifications feedback: Some clients liked it, some clients really didn't care to use it. • Notifications system has reduced the amount of calls into Dispatch inquiring about trips. 		

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	<ul style="list-style-type: none"> • Still working on the online portion for scheduling trips online; working thru resolving issue with the maps. • Ellen Perry showed interest in testing out the online trip scheduler. • Melissa asked the committee for their feedback about the notifications system; Ellen Perry informed she was not receiving notifications on her cell phone but rather her home phone. Melissa agreed to assist Ellen after the meeting. • Bob inquired if clients could receive notifications via both text and phone call; Melissa replied yes, it's the client preference, (phone, text, email or all three (3)). • Melissa gave an update on Mr. Yi's membership status; must submit a recommendation to the partners before inviting him to a meeting. (Partners next meeting is February 29th, will follow-up with decision). • Ellen Perry inquired if Helen Clark has spoken to Mr. Yi; Melissa responded no, no one has spoken to Mr. Yi as of yet. 		

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	<ul style="list-style-type: none"> • Melissa informed that she has forwarded Mr. Yi's application to Brian to present to the partners for review. • Helen Clark shared she was happy to have overheard a conversation with an Operator assisting a customer with how to manage their notifications. • Melissa explained the features of turning notifications on/off at client's request. Pre- scheduled trips (Ex: 2 weeks) will have to be adjusted one by one, otherwise it will take 14 days for new preference. • Helen Clark shared she noticed not receiving a notification on a return will call trips. Melissa replied that is correct. • Helen suggested possibly posting an announcement aboard the vans regarding Will Call notifications. Melissa replied, didn't see an issue with the request. • Ellen Perry offered to help Melissa put something together to place in the vans to inform passengers about Will Call notifications. • Tammy Romain shared Triangle Access numbers for January: 		

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	<p data-bbox="489 191 659 228">Trips: 261</p> <p data-bbox="489 272 932 310">Passengers miles: 3,352.5</p> <p data-bbox="489 354 701 391">No Shows: 7</p> <p data-bbox="489 435 743 472">Missed trips: 0</p> <ul data-bbox="489 532 1268 1391" style="list-style-type: none"> <li data-bbox="489 532 1268 927">• Bob Warren was concerned about Triangle Access phone directory ignoring selections in the menu settings, in fact it continues to read the menu list after selection has been made. Tammy Romain replied they have switched to a new phone system and will reach out to the phone provider to adjust this setting <li data-bbox="489 943 1268 1391">• Bob Warren commented on Triangle Access GPS system, as it took 10 minutes to go about 3 quarters of a mile, states operator was following the GPS. Tammy Romain informed Triangle Access is using data for the information and possibly hit a dead spot, as there are several throughout the community which causes glitches. 		

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	<ul style="list-style-type: none"> • Helen Clark announced her removal of the chair seat due to health concerns, suggested Skip or Bob to take over the role. • Bob Warren informed he had been a member for 6 years and would hope Skip would agree to be the chair. Skip agreed to be the chair. • Bob Warren inquired if we would have to do anything formal for Skip becoming the chair person. Melissa replied she will check the bylaws and give update at next meeting. • Bob Warren inquired if we have any other applications for board members. Melissa advised that she reached out to the town clerk and no other applications has been submitted. • Bob Warren inquired if the EZ RAC position could be publicized in the Towns news; Melissa replied she will check on it. • Margaret Rundell was concerned about having to wait an excessive amount of time passed her pick up window, and being told the driver is on the way. She 		

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	<p>also suggested we find a different way to relay passengers that their bus is really late. Melissa responded during these circumstances we try not to give a time to not upset passengers if time is not honored, however will look into addressing this issue. Bob Warren suggested making a follow-up call to the passenger.</p> <ul style="list-style-type: none"> ● Bob Warren inquired about the PASS WEB project and being a part of the testing team. Melissa replied still waiting to workout out everything before presenting it to everyone. ● Skip Proctor asked if we will know about possible additional board member (Mr. Yi) by next meeting. Melissa replied yes. ● Bob Warren asked if the partners approve will Mr. Yi be invited to next EZ RAC meeting. Melissa replies yes. ● Margaret Rundell shared her concerns about our driver shortage; Melissa responded we are currently hiring for drivers. 		

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	<ul style="list-style-type: none"><li data-bbox="489 164 1213 354">• Bob Warren suggested to have Veteran drivers speak with potential Operators during the interview process. Melissa agreed to take that into consideration.<li data-bbox="489 370 1268 513">• Bob Warren also commented on considering outsourcing to a third party to help cover driver's shortage.		

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ADJOURNMENT	Skip Proctor made motion to adjourn the meeting	This meeting was adjourned at 4:47pm	Bob Warren seconded the adjournment and Margaret also approved
NEXT MEETING		March 13, 2024	<i>4:00pm</i>