



Easy Rider Advisory Board Action Minutes

Meeting Date/Time: Wednesday March 13, 2024 @4pm

Members Present: Hugh "Skip" Proctor, Bob Warren, Helen Clark, Margaret Rundell, Claire Miller

Ex Officio Member: Ellen Perry

Members Absent: Ye Qian

Transit Staff Members: Melissa Patrick

TOCH Staff Members: None

Visitor(s): None

Agenda Item	Discussion Point	Motions	Votes/Actions
CALL TO ORDER	<ul style="list-style-type: none"> • Voted for Skip to become Chair • Voted for Bob to become Vice Chair • Skip officially called meeting to order at 4:16pm • Motion to approve the February meetings. • Volunteer to keep Kim's Stats report 	<ul style="list-style-type: none"> • Motion to vote Skip as Chair • Motion to vote Bob as Vice Chair • Helen made motion 	<p>Bob-yes Claire-yes Margaret-yes Helen- yes</p> <p>Skip- yes Claire- yes Margaret- yes Helen- yes</p> <p>Bob- seconded Margaret, Claire-yes to approved minutes</p> <p>Bob accepted task.</p>

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EZ RIDER SUPERVISOR'S REPORT	<ul style="list-style-type: none"> • Numbers for February <li style="padding-left: 20px;">Total Scheduled Trips: 5407 <li style="padding-left: 20px;">Cancellations: 1007 <li style="padding-left: 20px;">Late Cancellations: 137 <li style="padding-left: 20px;">No Shows: 163 <li style="padding-left: 20px;">Total Actual Trips: 4100 <li style="padding-left: 20px;">85.13% OTP 		

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OTHER BUSINESS	<ul style="list-style-type: none"> • 2 Trainees- one finishing next week; the other is in class- will start skills training following week. • 3 starting on Monday 3/18/24 • Trying to get number up to 10; currently at 9 • Hoping to get OTP back up to 90% • Helen concern about operator burnout- Melissa has reached out to Fixed Route for support to give relief to Demand Response operators. • Trapeze Update- had a meeting about a week ago. Polygons are needing to be updated to prevent customers from scheduling outside the service area. • Bob suggests that maps be set to boundaries around Chapel Hill and Carrboro- anyone in the city limits of two towns receive service. • Bob asked any new applications, since advertisement; Melissa will check with Town Clerk • EZ rider customer had issues with notifications; Melissa has reached out to customer through email. 		

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	<ul style="list-style-type: none"> Ellen shared that sometimes her phone dies while she is out; Melissa informed that after 3 attempts, it will stop trying to notify customer. 		
ADJOURNMENT	Meeting adjourned at 4:51pm	Helen made a motion to end meeting. Bob seconded	Margret and Claire -yes to adjournment
NEXT MEETING	Wednesday April 10, 2024 @4pm		