



## Easy Rider Advisory Board Action Minutes

**Meeting Date/Time: May 08, 2024 @ 4pm**

**Members Present: Helen Clark, Claire Miller, Skip Proctor, Ye Qian, Margaret Rundell, and Bob Warren**

**Members Absent: Melissa Patrick**

**Transit Staff Members: Cheonna Boyd**

**TOCH Staff Members:**

**Ex Official Member: Ellen Perry**

**Visitor(s): Danita Mason-Hogan**

Agenda Item	Discussion Point	Motions	Votes/Actions

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<b>CALL TO ORDER</b>	<ul style="list-style-type: none"> <li data-bbox="489 164 936 199">• Skip Proctor @ 4:01pm</li> </ul>	<ul style="list-style-type: none"> <li data-bbox="1302 164 1642 508">• Bob Warren moved to accept the April minutes. Then motion was seconded by Helen Clark.</li> </ul>	Remaining members voted with a verbal yes.
<b>EZ RIDER SUPERVISOR'S REPORT</b>	<ul style="list-style-type: none"> <li data-bbox="489 959 1014 1304">• Numbers for April Total Scheduled Trips: 5724 Cancellations: 1025 Late Cancellations: 108 No Shows: 180 Total Actual Trips: 4411 86.22% OTP</li> </ul>		

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<b>OTHER BUSINESS</b>	<ul style="list-style-type: none"> <li>• Bob shared his updating of the stats for OTP, (its about the same as previous years).</li> <li>• Bob inquired about the No Shows (if 180 seems like a lot or not), Cheonna responded compared to previous average its almost consistent, however its still pretty high about 6 a day.</li> <li>• Helen was concerned that the No Shows occur mostly during the weekday which could exponentially jump up to 8 to 10 a day.</li> <li>• Bob shared that the late cancellations decreased for this month, which is good. Cheonna responded would like to believe that's due to the notification system.</li> <li>• Helen inquired if clients could get an email or text reminder when a No Show occurs, stating that after so many No Shows their ability to access the service may become suspended. Helen concern was the book trips that don't get cancelled could have potentially been a trip someone else could have gotten. Cheonna responded will pass along this suggestion to Melissa.</li> </ul>		

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	<ul style="list-style-type: none"> <li>• Skip inquired if there's a substantial number of repeat offenders to No Show; Cheonna responded only a few are repeat offenders, however we are tracking those individuals.</li> <li>• Ellen inquired if a reminder email could be sent to all clients reminding of the importance of cancelling trips in a timely manner. Cheonna responded will discuss options with Melissa.</li> <li>• Skip inquired about Trapeze updates; Cheonna responded no new news, still working with vendor on correcting the maps/polygons.</li> <li>• Bob expressed his concerns regarding the amount of time it's taking vender to complete the maps/polygon task; Cheonna assured Bob that CHT staff is aware of his concerns and is working to resolve this issue.</li> <li>• Danita Mason-Hogan shared a little history about Peace and Justice Plaza and plans to reimaging Peace and Justice Plaza. There's going to be a meeting on May 18<sup>th</sup>, encourage members of your</li> </ul>		

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	<p>social Justice Freedom Group to attend, provided members with a Flyer.</p> <ul style="list-style-type: none"> <li>• Bob shared the location of Peace and Justice Plaza and inquired if there will be any physical changes made to Peace and Justice Plaza for mobility users. Danita responded she will share his concerns and encouraged everyone to attend meeting on May 18th.</li> <li>• Danita shared other ways to voice concerns if can't make the meeting (email, QR Code register and Zoom link, in process of building a web page).</li> <li>• Ellen shared concerns about individuals with Autism attending the meeting. Danita advised Ellen to inform her of anyone she thinks she should reach out to and to share her contact information.</li> <li>• Bob shared that he and a number of people in wheelchairs met with representatives for the town of Chapel Hill with the goal of making Chapel Hill more accessible for individuals with mobility and vision challenges.</li> </ul>		

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	<ul style="list-style-type: none"> <li>• Skip inquired about the board membership and term status. Cheonna provided each member with their term status and end date. Skip also asked about application for upcoming vacant positions. Cheonna informed no new applications were received, Mr. Ye was last application.</li> <li>• Bob asked Claire if she would be willing to stay on until a replacement is found to fill her position. Claire responded yes.</li> <li>• Margaret shared her concerns regarding term limits (don't believe it's a good idea to have limits as tremendous experience will be lost). Helen and Skip reminded that term limits are set by the Town of Chapel Hill and not the EZRAC committee.</li> <li>• Cheonna informed that larger vehicle decals to be ordered (vehicle numbers) to assist clients with identifying vehicles.</li> <li>• Margarete shared her concerns from last month about drivers who have excessive number of times they leave people behind. She also inquired how to get items on the agenda. Skip advised to send</li> </ul>		

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	<p>suggestions to Melissa a week before the meeting date. Cheonna informed that all operators were reminded of the pickup leave policy at the monthly Operations meeting.</p>		
<b>ADJOURNMENT</b>	<p>Bob Warren made motion to adjourn the meeting.</p>	<p>This meeting was adjourned at 5:00pm</p>	<p>Helen Clark seconded the adjournment and Skip, Claire and Margaret approved</p>
<b>NEXT MEETING</b>		<p>June 12, 2024</p>	<p>4:00pm</p>