



## Easy Rider Advisory Board Action Minutes

**Meeting Date/Time:** Wednesday July 10, 2024 at 4pm

**Members Present:** Hugh “Skip” Proctor, Bob Warren, Claire Miller, Margret Rundell, Ye Qian

**Ex-Officio Officer:** Ellen Perry

**Members Absent:** Helen Clark, Cheonna Boyd

**Transit Staff Members:** Melissa Patrick

**TOCH Staff Members:**

**Visitor(s):** Ella Feathers

| <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>• Skip called meeting to order at 4:02pm</li><li>• Approval of minutes</li></ul> | <ul style="list-style-type: none"><li>• Bob made motion of approval of minutes; Ye and Claire seconded</li></ul> | Unanimous vote on the minutes |

| Agenda Item                        | Discussion Point  | Motions | Votes/Actions |
|------------------------------------|---|---------|---------------|
| <b>EZ Rider Operational Report</b> | June 2024<br>OTP- 86.53%<br>Total Scheduled Trips: 5566<br>Cancellations: 1209<br>Late Cancellations: 149<br>No Shows: 253<br>Total Actual Trips: 3955  |         |               |
|                                    |   |         |               |
| <b>Old Business/ New Business</b>  | <ul style="list-style-type: none"> <li>• No Show report pulled from June; Melissa is reviewing for accuracy.</li> <li>• Members would like to reach out to repeat offenders by phone.</li> <li>• Tammy suggested a phone call, usually corrects behavior, sends out a reminder to all customers the procedure of No Show</li> </ul> |         |               |
| <b>GoTriangle ACCESS</b>           | <ul style="list-style-type: none"> <li>• Trapeze technician is looking at maps, waiting on update.</li> <li>• Email sent to town clerk for advertisement of EZRAC recruitment.</li> <li>• Fares will start August 4.</li> </ul>   |         |               |

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|-------------|---|---------|---------------|
|             | <ul style="list-style-type: none"><li data-bbox="489 164 1247 253">• Notifications must be enabled, to pay for fare through account.</li><li data-bbox="489 329 1241 467">• Free Fare Pilot program- criteria met can ride for free during promotional period, more info to come.</li><li data-bbox="489 544 982 581">• Fixed Route is taking fare.</li><li data-bbox="489 657 1182 695">• Tammy is working on phone to allow.</li><li data-bbox="489 771 1262 963">• Ellen wanted to know if there was any plan to extend service to Winmore, Melissa said no service has been added to that area.</li><li data-bbox="489 1039 1213 1128">• Notifications was not working for a few days, but it is up and running.</li><li data-bbox="489 1205 1188 1343">• Some customers are receiving an imminent arrival after they are on the vehicle.</li></ul> |         |               |

| Agenda Item         | Discussion Point   | Motions                               | Votes/Actions |
|---------------------|--|---------------------------------------|---------------|
|                     | <ul style="list-style-type: none"> <li>• Ella requested a follow up meeting with a board member for her class assignment.</li> <li>• Ye received message earlier than pick up time given. Melissa asked for screenshot to investigate more.</li> </ul> |                                       |               |
|                     |  |                                       |               |
|                     |  |                                       |               |
| <b>ADJOURNMENT</b>  | Meeting adjourned at 4:47pm  | Motion to adjourn by Bob, Ye seconded |               |
|                     |  |                                       |               |
| <b>NEXT MEETING</b> | Wednesday, August 14, 2024 at 4:00pm   |                                       |               |