



## Easy Rider Advisory Board Action Minutes

**Meeting Date/Time:** Wednesday, September 11, 2024 @ 4 pm virtually via Zoom

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

**Members Absent:** None

**Transit Staff Members:** Melissa Patrick and Cheonna Boyd

**TOCH Staff Members:** None

**Ex Officio Member:** Ellen Perry

**Visitor(s):** Allen Stutts

Agenda Item	Discussion Point	Motions	Votes/Actions
<b>CALL TO ORDER</b>	<ul style="list-style-type: none"><li>Skip Proctor called the meeting to order at 4:03 pm.</li></ul>	<ul style="list-style-type: none"><li>Bob Warren moved to accept the July minutes. The motion was seconded by Ye Qian.</li></ul>	Claire Miller, Margaret Rundell and Helen Clark voted with a verbal yes.

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<b>EZ RIDER SUPERVISOR'S REPORT</b>	<ul style="list-style-type: none"> <li>• Numbers for August  Total Scheduled Trips: 5671  Cancellation: 1160  Late Cancellations: 183  No Shows: 212  Total Actual Trips: 4116  84.60 % OTP</li> </ul>		
<b>OTHER BUSINESS</b>	<ul style="list-style-type: none"> <li>• <b>Staffing Levels:</b> Melissa informed all fifteen (15) full time operator positions are filled as well as seven (7) program support positions. Ridership and trip bookings are increasing.</li> <li>• <b>Trapeze Update:</b> Melissa informed she tested the polygons and noticed an issue /concern with the online portion. Meeting</li> </ul>		

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	<p>with Trapeze Thursday to discuss her concerns and resolve the issue.</p> <ul style="list-style-type: none"> <li>● <b>Recruitment Updates:</b> Melissa informed only one (1) application was received, the applicant was not a customer of the service and could not be considered. Bob inquired if the applicant had any relationship to a customer that uses the service if so could they be considered. Melissa responded; no relationship to customer, will double check the requirements.</li> <li>● <b>No Shows:</b> Helen advised it would be better for her to meet in person with Melissa to review the information, before sharing with the EZRAC committee.</li> <li>● <b>Late Cancellations:</b> Bob advised he noticed an upward trend in cancellations. Melissa informed she is monitoring the situation and reviewing for accuracy of coding.</li> <li>● <b>3 Minute Rule:</b> Melissa explained the correct procedure and clarified when a customer becomes a No Show. (Once driver arrives at scheduled location, customer has three minutes to make</li> </ul>		

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	<p>contact with driver and proceed to vehicle). Margaret suggested to change rule to allow four (4) minutes. Helen asked if we could reiterate the process with the drivers. Melissa advised she will clarify this process during the next operations meeting. Bob inquired if drivers could leave if arriving before scheduled window. Melissa advised that drivers can't pick up before scheduled window; however no more than 5 minutes before window if the customer is ready to board the vehicle.</p> <ul style="list-style-type: none"> <li> <b>General Questions:</b> Helen inquired if the senior shuttle was still operating. Melissa replied yes and back on regular route via Estes Drive. Ye Qian inquired if he can change pick up time on Saturday. Melissa explained he has a subscription and would need to cancel and make a new reservation. </li> </ul>		

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<b>ADJOURNMENT</b>		This meeting was adjourned at 4:47 pm.	
<b>NEXT MEETING</b>		October 09, 2024	