



Easy Rider Advisory Board Action Minutes

Meeting Date/Time: Wednesday, October 09, 2024 @ 4 pm virtually via Zoom

Members Present: Claire Miller, Margret 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:

Visitor(s):

Agenda Item	Discussion Point	Motions	Votes/Actions
CALL TO ORDER	<ul style="list-style-type: none">Skip Proctor called the meeting to order at 4:01 pm.	<ul style="list-style-type: none">Bob Warren moved to accept the September minutes. The motion was seconded by Helen Clark.	Ye Qian voted with a verbal yes.

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EZ RIDER SUPERVISOR'S REPORT	<ul style="list-style-type: none"> • Numbers for September Total Scheduled Trips: 5397 Cancellation: 961 Late Cancellations: 198 No Shows: 177 Total Actual Trips: 4060 85.95 % OTP 		
OTHER BUSINESS	<ul style="list-style-type: none"> • Monthly Performance: Bob informed that our Late Cancellations bumped up a bit, however our No Shows have come down from last month. • Meeting Dates for 2025: Skip inquired if the meeting days and time would stay the same. The EZ RAC committee agreed to keep the dates and time the same. 		

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	<p>Melissa asked if the committee would like one or two months off during the year. Helen made a motion to not meet in July, Ye Qian second the motion, and the committee agreed to have off in July 2025.</p> <ul style="list-style-type: none"> ● Meeting Place for 2025: Helen expressed that meeting in-person may not be the best use of resources as we would utilize 6 to 7 vans/trips to the library. Margret expressed she would like in-person due to having difficulty logging on to Zoom via phone line. Overall the EZ RAC committee agreed to continue meeting monthly on Zoom and consider meeting in person at least one (1) time a year. ● General Questions: Helen expressed her concerns with Demand Response Operator handling unfit mobile equipment and requested for EZ Rider to display / post reminders on all LTV's for all passenger to ensure they keep their mobile equipment clean while riding EZ Rider service. Skip inquired if we have a policy regarding customers un-sanitized 		

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	<p>equipment. Melissa informed that we do have a policy in place for visible un-sanitized equipment, in which we send a Supervisor out to inspect the equipment before customer is allowed to board the LTV.</p> <p>Margret shared that Zoom meetings have been a constant problem with her due to having to phone in and asked if members have to have a computer to be a part of the committee. Skip replied that he will attempt to log-on via phone line next meeting to see if he experiences the same issues. Cheonna also advised Margret she can log-on five (5) minutes early next meeting to ensure she is logged on correctly.</p> <p>Margret inquired about the new applicant for EZ Rider. Bob stated that she didn't use the EZ Rider service but thought the applicant was worth interviewing and possibly inviting to the November meeting. Melissa informed that she would</p>		

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	<p data-bbox="537 159 1234 250">get clarity on whether we can bring on a non EZ Rider applicant.</p> <p data-bbox="537 315 1234 509">Helen inquired if Demand Response is fully staffed. Melissa replied we are fully staffed but would like to have two (2) more operators.</p> <p data-bbox="537 574 1272 1078">Bob inquired about testing the reservation website, as he experienced an issue with creating an actual reservation. Bob also felt the program display / layout was poorly created and didn't look professional. Skip also inquired a few things where not consistent. Melissa responded she received Bob's feedback and will follow up with the project manager to address his concerns.</p> <p data-bbox="537 1143 1234 1386">Bob would like to invite Tammy Romain from Go-Triangle next month to discuss their new equipment and payment process. Melissa informed she will reach out to Tammy.</p>		

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ADJOURNMENT		This meeting was adjourned at 4:53 pm.	
NEXT MEETING		November 13, 2024	