



Easy Ride Advisory Board Action Minutes (APPROVED)
Wednesday, December 12, 2018 @ 4 pm

Members Present: Allen Stutts, Ellen Perry, Claire Miller, Robert Warren, Jane Whittier
Facilitator: Travis Parker
Minutes: Janice Williams

CALL TO ORDER	MOTION	
	<ul style="list-style-type: none"> • Allen Stutts called the meeting to order at 4 pm. 	<ul style="list-style-type: none"> • Ellen Perry made a motion to accept the minutes. The motion was seconded by Robert Warren. The motion passed unanimously.

Agenda Items:

1. Assistant Manager’s Report:

- a. Travis Parker stated that Nick Pittman has added additional websites such as Facebook in order to access the On-line fillable, certification application. Travis and Nick will continue to re-visit this application as issues arise.

2. EZRAC Initiatives:

a. Fill-in Certification Application:

- i. Robert Warren raised the following issues:
 1. The website should have clearer instructions on how to complete and submit each part of the application as well as who can complete and submit the application (i.e. caregivers, physicians, etc.)
 2. There should be a ‘revision date’ or a ‘last modified date’ indicated so that the customer would know that he/she would be submitting the latest version of the application.
 3. The links at the bottom of the page connect the user to a window to purchase Office 365; it appears that other Word viewers do not have the capability to download the file, as well as Excel and perhaps PowerPoint.
 4. The download using Facebook doesn’t work.
 5. There should be notification to let the customer know that they are either downloading a Word document (for printing purposes) or a PDF using Adobe Acrobat to fill in the application on line.
- ii. Ellen Perry stated that this does not work for her when she is using her iPad which has the latest version – 12.11.

b. Renewal Process – Re-Certification:

- i. For temporary disability cases, the ‘end date’ indicated by the physician will be the end the customers eligibility
- ii. Long-term and permanently disabled customers must call Angie Steele for re-certification (after their four (4)-year eligibility time has lapsed).
- iii. Allen suggested that a monthly report be generated (from Trapeze) identifying people whose certification is about to expire so that they can be notified in advance.

- 1. Travis stated that he would look into this with Trapeze and report back (the current system does not have this capability).
 - iv. Ellen would like a report showing the number of people whose subscriptions/certifications are about to expire and how many people are actually riding with EZ Rider
 - 1. Travis stated that there are currently approximately 5,000 files
- c. **Demand Response Vehicles:**
 - i. Peter Aube is working with the vendor to process the paperwork for the 10 vehicles
- d. **Demand Response Phone Lines:**
 - i. Both Jane and Allen stated that the Reservations # - 919.969.5544 is still not working properly (i.e. not giving the option of being forwarded to dispatch).
 - ii. Allen stated that his issue with Dispatch's line is that there is no option to hold if the line is not answered immediately. There is only an option to leave a message. If someone is calling Dispatch, they usually need to talk to someone immediately and not leave a message.
- e. **Fixed Route Service Changes:**
 - i. Travis stated that this process has to be approved by the partners and is still in the waiting on details stage and hiring staff; Nick Pittman will give more insight regarding this process
 - ii. Ellen would like to give her input regarding this process – further clarification is needed (discussion to be continued).
 - iii. Jane voiced customer assistance issues – Travis stated that EZ Rider is a door-to-door service but the driver cannot lose sight of the vehicle for a reasonable amount of time.
- f. **Calls to Customers Before the Arrival of the Vehicle:**
 - i. Travis is exploring the use of text messaging
 - ii. Travis is still checking with Trapeze to see what other options are available and at what cost.
- g. **E-mailing Trips to Reservations:**
 - i. Travis is still working on how best to set this up.
- h. **Random Camera Downloads:**
 - i. Travis confirmed that when a complaint comes in, camera downloads are happening as well as random camera downloads.
- i. **No Show Statistics:**
 - i. Travis confirmed the numbers for November: 212 (4.4%)
- j. **Trips to Walmart:**
 - i. Travis confirmed that OCPT provides the Orange-Chapel Hill Connector that transports customers to the Hillsborough Walmart and,
 - ii. Chatham County does not want a bus stop at their Walmart but this issue can be revisited.

A. OTHER BUSINESS	N/A		
ADJOURNMENT		Motion was made by Allen Stutts and seconded by Jane Whittier to adjourn the meeting at 4:59 pm.	
NEXT MEETING		January 9, 2018	