



Easy Ride Advisory Board Action Minutes (DRAFT)

Meeting Date/Time: Wednesday, February 13, 2019 @ 4 pm

Members Present: Allen Stutts, Ellen Perry, Kevin Shields, Claire Miller, Robert Warren, Helen Clark, and Jane Whittier

Staff Members: Mark Rodgers, Angie Steele

Members Absent:

Visitors:

Agenda Item	Discussion Point	Motions	Votes/Actions
CALL TO ORDER	<ul style="list-style-type: none">Allen Stutts called the meeting to order at 4 pm.	<ul style="list-style-type: none">Helen Clark made a motion to accept the minutes. The motion was seconded by Ellen Perry. The motion passes.	
EZRAC Initiatives	<p>A. Angie Steele stated that we have received several completed fill-in PDF certification applications. Bob Warren indicated that when you download the PDF application into the most recent version of Adobe Acrobat Reader, the document works fine.</p> <p>B. When you dial 919-969-5544, you get an option now to press 1 for reservations, 2 for dispatch, and 3 for voicemail.</p> <ul style="list-style-type: none">Question was raised about having the EZ Rider handbook printed in braille or transcribed in audio. The NC School of the Blind might have resources for transcribing.		

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	<ul style="list-style-type: none"> • Allen wanted to know if Transit is working on creating a rollover number for dispatch. • Ellen asked if the phone system could include a message letting you what number you are in the phone queue. <p>C. OTP was 90% in January up from 88%. The number of trips have almost doubled.</p> <p>D. 359 people (5.2%) no showed in January. Mark stated that he didn't feel like there was abuse in the system, so there is no need to call people or kick them off the service. The goal is to try and accommodate all riders.</p> <p>E. Angie stated that she is in the process of purging 4,965 inactive EZ Rider customers. Inactive files will be kept for at least 8 years.</p> <p>F. Bob Warren reported the following on his Durham Low Vision group meeting.</p> <ul style="list-style-type: none"> • Brian Fahey, Transportation Coordinator for GoDurham Access was the speaker. • GoDurham has implemented automated text and email messaging. They are using a module of Trapeze. • Durham has vetted 10 taxi drivers to augment their service with a \$15 subsidy. • In July, Durham plans to ask the City to consider using Uber/Lyft drivers with a \$15 subsidy. • They are hoping to create a citizen transit advisory committee. Their clients are also interested in using email to request rides. • Mr. Fahey is willing to come and speak at an EZRAC meeting. 		

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EZ RIDER MANAGER'S REPORT (Mark Rodgers)	A. Mark Rodgers reported that Travis will not be able to attend the meetings in February or March because he'll be in training. Mark will lead the EZRAC meetings on his behalf.		
OTHER BUSINESS	<ul style="list-style-type: none"> • Kevin made a complaint to Tiffanie Tapp about a rude rider who verbally abused a driver. Mark stated that we can suspend rude riders, but we need a formal complaint from the victim. • Complaints should be sent directly to Travis. Mark stated that Reservations and Dispatch can accept complaints as well. • Helen stated that EZRAC members need to be careful weighing in on customer issues. The role of the committee is to encourage customers to follow up with their own issues. 		
ADJOURNMENT		Motion to adjourn was made by Bob Warren and seconded by Ellen Perry at 5 pm.	
NEXT MEETING		<i>March 13, 2019</i>	