



Easy Rider Advisory Board Action Minutes (DRAFT)

Meeting Date/Time: Wednesday, March 11, 2020 @ 4 pm

Members Present: Claire Miller, Allen Stutts, Kevin Shields, Kim Tyler, Robert (Bob) Warren, Helen Clark and Ellen Perry

Members Absent: None

Staff Members: Mark Rodgers and Angie Steele

Visitor(s): None

Agenda Item	Discussion Point	Motions	Votes/Actions
<p>CALL TO ORDER</p>	<ul style="list-style-type: none"> Allen Stutts called the meeting to order at 4:05 pm. 	<ul style="list-style-type: none"> Kim Tyler made a motion to accept the minutes. The motion was seconded by Kevin Shields. The motion passes. 	
<p>EZRAC INITIATIVES</p>	<p>A. Report on ridership: OTP 86% for the month of February with a total of 6836 total trips. Advance Cancellations: 556/Late Cancellations: 214/Same day Cancellations: 839/No-Show: 212/Total transported: 5006</p> <ul style="list-style-type: none"> Working with Trapeze to reset the system to adjust geographic parameters. Now able to group trips based on location. OTP should increase as a result. Wait times should not exceed 60 minutes. MDTs will stay mounted where they are in the vehicles for now. <p>B. No-Show Statistics: 212 (3.10%) no shows were recorded for the month of February.</p>		

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EZ RIDER LEAD SUPERVISOR'S REPORT	<p>Monthly Operational Meeting</p> <p>A. Professionalism</p> <ul style="list-style-type: none"> • Upgrading uniforms for Operators and Supervisors <p>B. Radio Etiquette</p> <p>C. Pre and post tripping your vehicle</p> <ul style="list-style-type: none"> • Make sure vehicles are in good working condition before beginning to drive. 		
OTHER BUSINESS	<p>A. Chapel Hill Transit update on the Coronavirus?</p> <ul style="list-style-type: none"> • Brian Litchfield (BL) provided a statement. Transit is taking direction from the Town of Chapel Hill. • Extra staff members have been hired to do a deeper level of cleaning of the vehicles. • All vehicles are equipped with gloves and Clorox wipes. • Transit held two Coronavirus information sessions for employees on March 11. • If an Operator comes in contact with the virus, every effort would be made to alert effected passengers. <p>B. Bob Warren would still like to see CHT outsource some EZ Rider trips to a 3rd party.</p> <ul style="list-style-type: none"> • BL submitted a statement. • BL is concerned about the safety and wellbeing of our customers. • Allen Stutts stated that funding and logistics are also considerations. • Kim Tyler would like to know how many EZ Rider customers do not use mobility devices when riding our vehicles. • New Operators will be trained on DR side first before FR. Will help if DR is ever short staffed. • Bob Warren will contact 3rd party transportation companies for information as an individual, not as a CHT representative. 		

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	C. Mark attended the Low Vision meeting. <ul style="list-style-type: none"> • Good information. • Mark Rodgers invited Kim Tyler and Bob Warren to come out and talk to Transit Bus Operators about how to best serve low vision individuals. • Travis Parker and Joe McMiller are also available to come out and speak to the Low Vision group. Kim stated that perhaps May would be a good time. • Members of the group were pleased with the new weekend service schedule coming in August. 		
ADJOURNMENT		The meeting was adjourned at 5 pm.	
NEXT MEETING		April 8, 2020	