COMMITTEE INFORMATION PACKET

MARCH 22, 2021 2:15 PM

COMMITTEE INFORMATION AGENDA

(via Virtual Meeting)

MONDAY, MARCH 22, 2021 2:15 P.M.

Special Notice Regarding this Meeting:

Due to the COVID-19 (Coronavirus) pandemic, Tarrant County Public Health Recommendations issued on March 13, 2020, "strongly" recommended "organizers of events of any size in which people will be in close contact to cancel or postpone such events. *[emphasis added]*" In response, the Trinity Metro Board will meet by virtual meeting in strict adherence with applicable law, including in accordance with the suspension of certain requirements of the Open Meetings Act made by Governor Abbott on March 16, 2020, to permit open meetings to occur in a fully virtual setting.

The public is invited to participate in this virtual meeting by dialing the following toll-free teleconference bridge number:

Microsoft Teams meeting

Join on your computer or mobile app

Click here to join the meeting

Or call in (audio only)

+1 321-754-9506, 45795200# United States, Orlando

Phone Conference ID: 457 952 00#

Each part of the virtual meeting is required to be open to the public will be audible to all participants on the call and recorded, and two-way communication will be maintained throughout the entire meeting, although there is not an opportunity or agenda for public comments in the committee meetings.
Any individual who wishes to speak must first identify himself or herself. To optimize audibility, all participants are urged to mute their phones and turn off their cameras unless and until speaking.

COMMITTEE INFORMATION AGENDA

(via Virtual Meeting)

MONDAY, MARCH 22, 2021, 2:15 P.M.

A. CALL TO ORDER

B. ROLL CALL

C. COMMUTER RAIL ACTION ITEM

1. CRC2021-07 Contract to Upgrade Trinity Railway Express (TRE) Vehicle Business System (VBS) Communication to 4G LTE – Jon-Erik Arjanen
2. CRC2021-08 Proposal to Modify Trinity Railway Express (TRE) Schedule to Add Sunday Service – Jon-Erik Arjanen
3. CRC2021-09 Amendment to the BNSF Reimbursable Agreement for Grade Crossing Signal Modifications at Deen Road – Richey Thompson

D. PLANNING/OPERATIONS/MARKETING ACTION ITEMS & RESOLUTIONS

ACTION ITEMS

1. POM2021-15 Purchase Light/Medium Revenue Vehicles – Wayne Gensler
2. POM2021-16 Community Relations Services – Melissa Chrisman
3. POM2021-17 Award of Contract for Printing Services – Melissa Chrisman
4. POM2021-18 GovDelivery Software Renewal – Melissa Chrisman
5. POM2021-19 Transit Bus Tire Lease – Bill Lambert
6. POM2021-20 Enterprise Asset Management (EAM) Additional Leases – Bill Lambert
7. POM2021-21 A Better Connection – Approve to Move Draft Plan to Public Outreach Process - Kiran Vemuri

RESOLUTION

1. R2021-09 Resolution Regarding Diversity & Inclusion – Detra Whitmore

E. FINANCE & AUDIT ACTION ITEMS

1. FAC2021-14 Dallas Area Rapid Transit (DART) GoPass Genfare Integration – Kelli Shields
2. FAC2021-15 Temporary Staffing Services – Kelli Shields
3. FAC2021-16 T&P Lofts – Vickery Street Transit-Oriented Development with Matthews Southwest – Gregory Dickey
4. FAC2021-17 Vehicle Catastrophe Insurance Coverage – Fred Crosley

F. COMMITTEE INFORMATION REPORTS

1. **Commuter Rail**

    i. **TEXRail Ridership Report – Jon-Erik Arjanen**
    ii. **Trinity Railway Express Report – Jon-Erik Arjanen**

2. **Planning / Operations / Marketing**

    i. **Operations Report – Wayne Gensler**
    ii. **Ridership Report – Wayne Gensler**
    iii. **Marketing Report – Melissa Chrisman**
    iv. **Customer Relations Report – Detra Whitmore**

3. **Finance & Audit**

    i. **Balance Sheet – Fred Crosley**
    ii. **Statement of Revenue and Expenses – Fred Crosley**

4. **Transit Oriented Development – Tito Rodiguez**

Next Meeting Scheduled for April 26, 2021.
Please check website for details.

COMMUTER RAIL COMMITTEE

ACTION ITEMS

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COMMUTER RAIL COMMITTEE
ACTION ITEM

Item Number: CRC2021-07 **Meeting Date:** March 22, 2021
Item Title: Contract to upgrade Trinity Railway Express (TRE) Vehicle Business System (VBS) Communication to 4G LTE

BACKGROUND

Trinity Railway Express (TRE) is a commuter railroad jointly operated by Dallas Area Rapid Transit (DART) and Trinity Metro and runs between Dallas, Texas and Fort Worth, Texas.

TRE's current fleet consists of 17 bi-level coaches and eight bi-level cab cars. Several of the bi-level coaches were manufactured in 1977-1978 while the balance of the coach cars and all the cab cars were manufactured between 2000-2009. Twelve of the bi-level vehicles were purchased from GO Transit in 2000 and refurbished by Amtrak prior to being added to the TRE revenue operating fleet in 2000. The refurbishment was primarily cosmetic (exterior painting), and some electrical wiring conversion was accomplished to accommodate the electrical requirements used in United States vehicles as opposed to Canada.

DART Rail fleet and TRE Passenger Information Display (PID) use 2G cellular service for real-time communication. In the event of 2G shut down by the cellular operator, TRE vehicle and Station PID will lose communication with the VBS server. The INIT system is responsible for displaying the train's schedule to the operator, determining estimated arrival time, and transmitting train location and other pertinent information in real-time to the central system. In addition, the VBS backend server stores and downloads daily transactions/events occurring on the trains (stops, door open, door closed, departures, and automatic passenger counting data). The downloaded information is processed and made available for business intelligence (BI) reporting.

CURRENT STATUS

The VBS system has been in use in TRE revenue service for several years and currently utilizes 2G technology. Cellular providers are discontinuing support of 2G, thus making it necessary to upgrade the system to 4G, with a plan to move over to 5G once the technology is more readily available.

Approval of this contract will allow for the upgrade of the VBS System, keeping the connected elements operating as intended.

In addition, approval of this contract will assist TRE in achieving strategic prioritization of optimizing and preserving (state of good repair) the existing transit system.

FINANCING

Sufficient funding for this contract is included in TRE’s FY2021 Capital Budget. The contract cost $407,424 shall be equally shared between Dallas Area Rapid Transit (DART) and Trinity Metro in accordance with Section 5.4.1 (b) in the Interlocal Agreement between the two agencies, DART's share is $203,712; Trinity Metro's share is $203,712.

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Item Number: CRC2021-07 **Meeting Date:** March 22, 2021
Item Title: Contract to upgrade Trinity Railway Express (TRE) Vehicle Business System (VBS) Communication to 4G LTE

RECOMMENDATION

We request the Commuter Rail Committee recommend to the Trinity Metro's Board of Directors to authorize the President/Chief Executive Officer to award a contract with Innovations in Transportation (INIT) Inc., to upgrade TRE Vehicle Business System (VBS) Communication to 4G LTE, in the amount of $401,008, plus a supplemental work contingency of $6,416 (1.6%), for unanticipated expenses, for a total authorized amount not to exceed $407,424, which will be shared equally between Trinity Metro and DART in the amount of $203,712.

Approved by:

DocuSigned by: Jon-Erik Arjanen D83D42710B564E1...	Mar-11-2021	DocuSigned by: Bob Baulsir 7E727C86F4A54DA...
JON-ERIK ARJANEN, VP/CHIEF OPERATING OFFICER OF RAIL	**DATE**	**PRESIDENT/CEO**

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COMMUTER RAIL COMMITTEE
ACTION ITEM

Item Number: CRC2021-08 **Meeting Date:** March 22, 2021
Item Title: Proposal to Modify Trinity Railway Express (TRE) Schedule to Add Sunday Service

BACKGROUND

Trinity Railway Express (TRE) is a commuter railroad jointly operated by Dallas Area Rapid Transit (DART) and Trinity Metro, and runs between Dallas, TX and Fort Worth, TX.

TRE's current fleet consists of 17 bi-level coaches and 8 bi-level cab cars. Several of the bi-level coaches were manufactured in 1977-1978 while the balance of the coach cars and all the cab cars were manufactured between 2000-2009. TRE's current schedule includes six day a week service between Monday mornings and Saturday evenings. Expanding service to include Sundays has been discussed on multiple occasions; however, the discussions were postponed to allow the corridor to accommodate uninterrupted Positive Train Control (PTC) testing on Sundays. Based upon our successful completion and implementation of PTC, the time has come to move forward in working with the Trinity Railway Express Management and Advisory Committees (TREMC/TREAC) to begin the fact finding to include budgetary costs, in our effort to expand our Sunday service offerings.

FINANCING

Budgetary requirements will be provided after approval from the TREMC/TREAC is obtained.

RECOMMENDATION

We request the Commuter Rail Committee recommend to the Trinity Metro Board of Directors to authorize the President/Chief Executive Officer to recommend to the Trinity Railway Express Management Committee and Trinity Railway Express Advisory Committee to authorize the expansion of the Trinity Railway Express schedule to include Sunday service and ascertain all costs associated with the expansion, which will then be presented to the Trinity Metro Board of Directors and the Dallas Area Rapid Transit Board of Directors for final approval.

Approved by:

DocuSigned by: Jon-Erik Arjanen D83D42710B564E1...	Mar-16-2021	DocuSigned by: Bob Baulsir 7E727C86F4A54DA...
JON-ERIK ARJANEN, VP/CHIEF OPERATING OFFICER OF RAIL	**DATE**	**PRESIDENT/CEO**

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COMMUTER RAIL COMMITTEE
ACTION ITEM

Item Number: CRC2021-09 **Meeting Date:** March 22, 2021
Item Title: Amendment to the BNSF Reimbursable Agreement for Grade Crossing Signal Modifications at Deen Road

BACKGROUND

In November 2019, the Trinity Metro Board of Directors approved BA2020-14, which authorized the execution a reimbursable agreement with BNSF for actual costs for signal modifications at Deen Road for a not to exceed amount of $90,000. The not to exceed amount was based on an engineering cost estimate submitted by BNSF. Trinity Metro has received final invoicing covering all the work at this location and actual construction cost for the signal modifications exceeded the original cost estimate and authorized not to exceed amount.

Since the executed reimbursable agreement included reimbursement of BNSF's actual cost, this action item is to request an increase in the authorized not to exceed amount, so Trinity Metro can pay the final invoices for the BNSF signal modifications at Deen Road and close out this agreement.

FINANCING

Funds for the BNSF Reimbursable Agreement will be paid from the TEXRail Program budget, which is included in Trinity Metro's FY2021 Capital Budget.

RECOMMENDATION

We request the Commuter Rail Committee recommend to the Trinity Metro Board of Directors to authorize the President/Chief Executive Officer to increase the not the exceed amount of the reimbursable agreement with BNSF an additional $37,824.75 for a revised not-to-exceed amount of $127,824.75.

Approved by:

DocuSigned by: Richey Thompson B848A20FD1E74F3...	Mar-16-2021	DocuSigned by: Bob Baulsir 7E727C86E4A54DA...
RICHEY THOMPSON, PE CHIEF ENGINEER	DATE	PRESIDENT/CEO

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PLANNING/OPERATIONS/ MARKETING COMMITTEE

ACTION ITEMS

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PLANNING, OPERATIONS & MARKETING COMMITTEE ACTION ITEM

Item Number: POM2021-15 **Meeting Date:** March 22, 2021
Item Title: Purchase Light/Medium Revenue Vehicles

BACKGROUND

In March 2020, due to the growing spread of the COVID-19 pandemic and reduced ridership demand, Trinity Metro operated limited essential services (Sunday service + Express routes). Moving to a modified weekday service schedule allowed Trinity Metro to enforce the Center for Disease Control and Prevention (CDC) requirements to exercise social distancing to protect both riders and operators. Effective June 21, 2020, Trinity Metro resumed regular service with select route changes as ridership on modified routes showed an upward trend.

An hourly ridership analysis of all routes was conducted. The analysis determined the utilization of smaller vehicles on low ridership routes would be more efficient and cost-effective than the 35' or 40' larger transit vehicles currently used. Smaller vehicle use would also make more 40' buses available for high ridership routes.

A Request for Proposal (RFP 21-T008) was advertised locally on Trinity Metro's website and through its Bonfire electronic solicitation process for the initial purchase of twelve (12) light/medium duty ADA compliant revenue vehicles, including options to purchase up to thirty (30) additional vehicles over the next five (5) years.

The solicitation resulted in one (1) firm responding: Alliance Bus Group, offering the New England Wheels Fontrunner Dodge Promaster low floor ADA compliant gasoline-powered cutaway vehicle. The proposal documents received were evaluated against a matrix of requirements by an evaluation committee. The evaluations were based on Technical Specification Compliance, Experience and Competency of Contractor, Contractor Resource and Supply Support, Delivery Schedule, and Cost.

A price analysis was also conducted that included comparing the cost of the New England Wheels Fontrunner Dodge Promaster low floor ADA compliant cutaway vehicle with the 30' ADA compliance low floor cutaway vehicle recently purchased from Creative Bus Sales. The price analysis determined that the per-unit price of $139,869 for the New England Wheels offered vehicle was considered fair and reasonable.

AUTHORIZATION AND COST HISTORY

The cost for the requested twelve (12) light/medium ADA compliant low floor vehicle to be purchased is $139,869 per-unit, for a total cost of $1,678,428. The optional purchase price for the 30 additional vehicles over the 5-year contract term will be purchased at the base price of $139,869 plus the Producer Price Index (PPI) at the time of order.

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PROCUREMENT

Trinity Metro's Procurement Department has followed procurement policy with RFP 21-T008 and complies with all applicable Federal, State, and Trinity Metro's procurement requirements.

FINANCING

These purchases are supported by the CARES Act grant that has already been drawn as funds are fungible. Funding for future options to purchase more vehicles under the contract will be considered in those years' proposed capital budgets.

DBE UTILIZATION

Alliance Bus Group has complied with the requirements of 49 CFR Part 26.49, which is the Disadvantaged Business Enterprise (DBE) goal-setting requirement for transit vehicle manufacturers. Transit vehicle manufacturers are required by the Federal Transit Administration (FTA) to establish and submit, for FTA approval, an annual overall DBE percentage goal.

RECOMMENDATION

We request the Planning, Operations, and Marketing Committee recommend to the Trinity Metro Board of Directors to authorize the President/Chief Executive Officer to enter into a five-year Contract Agreement with Alliance Bus Group for the initial purchase of twelve (12) light/medium duty ADA compliant vehicles for $139,869.00 per unit, for the total cost of $1,678,428.00 with an additional contingency of 3% ($50,352.84) for a total not-to-exceed cost of $1,728,780.84.

And, authorize the President/Chief Executive Officer to include in the contract the option to purchase 30 additional New England Wheels Fontrunner Dodge Promaster low floor ADA compliant cutaway vehicle over the five-year contract term. Request for the purchase of all contracted options will be approved by the Board Directors before placing an order.

Approved by:

DocuSigned by: Wayne Gensler B9511E4A5A7B443...	Mar-12-2021	DocuSigned by: Bob Baulsir 7E727C86F4A54DA...
WAYNE GENSLER, VP/CHIEF OPERATING OFFICER BUS AND PARATRANSIT	**DATE**	**PRESIDENT/CEO**

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PLANNING, OPERATIONS & MARKETING COMMITTEE ACTION ITEM

Item Number: POM2021-16 **Meeting Date:** March 22, 2021

Item Title: Community Relations Services

BACKGROUND

In recent years, Trinity Metro has utilized external contractors' services to support the Marketing & Communications Department with community outreach. Over the next three years, these services will again be needed. Additional assistance is needed for communicating issues to external audiences about construction projects, such as the future TEXRail extension and BRT line and ongoing outreach efforts for all ZIPZONE service areas. Having this extension of the Marketing & Communications Department would provide an outreach option for working with businesses that could be impacted by construction or other service-related projects and provide consistent, reliable, and ongoing updates. Building relationships with community partners and bridging the gap in areas where Trinity Metro does not have connections or has ones that can be strengthened.

PROCUREMENT

Per Trinity Metro's procurement policy, Request for Proposals (RFP 21-T004) for Community Relations Services was issued on November 13, 2020. Two firms submitted a response to the RFP: PeRfect Plan Public Relations, LLC and Murnahan Public Relations. Both responders met the qualifications and are compliant with the requirements of the RFP. The Trinity Metro Procurement Department has followed procurement policy with Request for Proposal and complies with all applicable Federal, State, and Trinity Metro procurement requirements. The selected bid is Murnahan Public Relations.

FINANCING

Funds are available in Trinity Metro's FY21 Operating budget. Funds for future years of the contract will be considered in the proposed Operating Budgets for those years.

DBE UTILIZATION

The DBE goal for this solicitation was 5% minimum, which was met.

RECOMMENDATION

We request the Planning, Operations and Marketing Committee recommend to Trinity Metro's Board of Directors to authorize the President/Chief Executive Officer to enter into a contract with Murnahan Public Relations for a three-year total contract price of $90,000, with an annual amount not to exceed $30,000.

Approved by:

DocuSigned by: Melissa Chrisman AEB4824D372540C...	Mar-11-2021	DocuSigned by: Bob Baulsir 7E727C86F4A54DA...
MELISSA CHRISMAN, VP/MARKETING & COMMUNICATIONS	**DATE**	**PRESIDENT/CEO**

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PLANNING, OPERATIONS & MARKETING COMMITTEE ACTION ITEM

Item Number: POM2021-17 **Meeting Date:** March 22, 2021
Item Title: Award of Contract for Printing Services

BACKGROUND

Since 2016, Trinity Metro has utilized professional services for all agency printing needs. Professional printing services are tied to all Trinity Metro departments and range from route schedules, the system map, large format station signage and schedules, TEXRail schedules, marketing brochures and flyers, and promotional items such as postcards and flyers. Printing services are also provided for vehicle decals and magnets and agency identity pieces such as business cards, letterhead, and envelopes.

Trinity Metro has a continued need for these services to maintain existing operations and support upcoming and new projects. Our current contract with Cockrell Enovation ends at the end of April and there are no renewal options left.

PROCUREMENT

In accordance with the Trinity Metro Procurement Policy, Request for Proposal 21-T012 for Printing Services was issued on Feb. 1, 2021. Two firms submitted a response to the RFP. Those firms included:

Cockrell Enovation
AC Printing

After final evaluations, Cockrell Enovation was determined to be the highest ranking proposer for selected award.

The Trinity Metro Procurement Department has followed procurement policy with Request for Proposal and complies with all applicable Federal, State, and Trinity Metro's procurement requirements.

FINANCING

Funds for the first year of the agreement are available in Trinity Metro's FY2021 Operating Budget. Funds for future years of the agreement will be considered in the proposed operating budgets for those years.

DBE UTILIZATION

The DBE goal for this solicitation was 10%. Cockrell Enovation included a good faith effort to achieve this goal in their response.

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RECOMMENDATION

We request the Planning, Operations and Marketing Committee recommend to the Trinity Metro Board of Directors to authorize the President / Chief Executive Officer to enter into a three-year agreement with two one-year renewal options with Cockrell Enovation for printing services in an amount of $1,600,000 plus a 5% ($80,000) contingency for unforeseen expenses, for a total not to exceed amount of $1,680,000.

Approved by:

DocuSigned by: Melissa Chrisman AEB4824D372540C...	Mar-11-2021	DocuSigned by: Bob Baulsir 7E727C86F4A54DA...
MELISSA CHRISMAN, VP/MARKETING & COMMUNICATIONS	**DATE**	**PRESIDENT/CEO**

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PLANNING, OPERATIONS & MARKETING COMMITTEE ACTION ITEM

Item Number: POM2021-18 **Meeting Date:** March 22, 2021
Item Title: GovDelivery Software Renewal

BACKGROUND

Since 2017, the Trinity Metro Marketing and Communications Department has used GovDelivery, a subscription-based communications tool that allows customers to receive email messages and text messages on topics they find relevant. We can send messages regarding service alerts on fixed-route and TEXRail, communications regarding detours, holiday hours, public meetings and much more. We also utilize the service for our bi-weekly events newsletter, the monthly Trinity Metronomics message and to support communications around projects like our system redesign and news surrounding customer expectations, like continuing to wear face coverings while on board.

GovDelivery is one of the primary software suites specifically used by government agencies and is also a referral service essential to building a robust database. In the three years that GovDelivery has been in use, we have grown our customer database by 600% and have 21,000 people signed up to receive Trinity Metro communications. The platform also gives us the ability to ensure all communications are appropriately branded and access comprehensive analytics.

PROCUREMENT

GovDelivery is provided through Carahsoft Technology Corporation and is listed under the Texas Department of Information Resources (DIR) agreement DIR-TSO-4288. The DIR provides IT products and services at competitively bid rates and complies with procurement requirements.

FINANCING

Funds for the first year are available in Trinity Metro's FY2021 operating budget. Funds for future years will be budgeted during that year's budget cycle.

RECOMMENDATION

We request the Planning, Operations and Marketing Committee recommend to the Trinity Metro Board of Directors to authorize the President/Chief Executive Officer to enter into a contract with Carahsoft Technology Corporation for the renewal of GovDelivery software and a twelve (12) month subscription for a total price of $26,111.21 with two one-year options to renew at $27,939 for the second year and $29,894.72 for the third year for a total three-year cost of $83,944.93.

Approved by:

DocuSigned by: Melissa Chrisman AEB4824D372540C...	Mar-11-2021	DocuSigned by: Bob Baulsir 7E727C86F4A54DA...
MELISSA CHRISMAN, VP/MARKETING & COMMUNICATIONS	**DATE**	**PRESIDENT/CEO**

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PLANNING, OPERATIONS & MARKETING COMMITTEE ACTION ITEM

Item Number: POM2021-19 **Meeting Date:** March 22, 2021
Item Title: Transit Bus Tire Lease

BACKGROUND

Trinity Metro leases tires used for all of its buses and vans. Leasing is more economical than purchasing, since tire costs are based on a flat rate per mile driven, plus the costs of inspection, repair, replacement and inventory control. The program includes tire inventory, including spare stock on a replacement basis, on-site service technician who performs full service inspections, tire repair, replacement and record-keeping. Tires are individually branded before delivery for inventory control purposes. Tire rates are fixed and Trinity Metro only pays for the miles the tire actually travels. Staff has determined that leasing is advantageous and cost-effective when outsourced. As a standard industry practice, Trinity Metro has effectively used this program to control costs and provide quality service for bus and van tire replacements. A five-year contract allows Trinity Metro and the successful vendor to ensure availability of tires, efficiency in cost, and quality service is consistent to meet daily transit requirements and needs.

PROCUREMENT

In accordance with Trinity Metro's Procurement Policy, Request for Proposal (RFP 21-T007) for Transit Bus Tires was advertised locally and on Trinity Metro's website.

Three (3) firms responded to the solicitation and complied with the RFP package. The RFP is based on a 3-year contract, with two (2) one-year renewal options. Procurement received three proposals from the following firms: The Goodyear Tire & Rubber Company, Bridgestone Americas Tire Operations, LLC, and Laksh Corporation. An evaluation committee from Trinity Metro reviewed proposal documents and evaluated based on criteria that included: Qualifications of proposer, ability to meet technical specifications, proposed operational plan of leased tires, DBE Utilization and Cost. The proposal evaluation committee rated The Goodyear Tire & Rubber Company as the firm with the highest points awarded.

FINANCING

Funds are available in Trinity Metro's FY2021 Operating Budget to finance this contract. Funds for future years of the contract will be considered in the proposed budgets for those years.

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DBE

The Goodyear Tire & Rubber Company meets the criteria for Good Faith Effort for the DBE participation of this solicitation.

RECOMMENDATION

We request the Planning, Operations & Marketing Committee recommend to the Trinity Metro Board of Directors to authorize the President/Chief Executive Officer to execute a three-year contract with The Goodyear Tire & Rubber Company for Transit Bus Tire Services in the annual amount of $417,746.77 plus a 10% ($41,774.68) contingency for unforeseen expenses, totaling $459,521.45 for the first year of the contract. The total 5-year combined estimated cost, including contingency, is not-to-exceed $2,272,026.21.

Approved by:

DocuSigned by: Bill Lambert C627390B056A4DE...	Mar-11-2021	DocuSigned by: Wayne Gensler B9511E4A5A7B443...
BILL LAMBERT, DIRECTOR OF MAINTENANCE	**DATE**	**WAYNE GENSLER, VP/CHIEF OPERATING OFFICER BUS AND PARATRANSIT**

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PLANNING, OPERATIONS & MARKETING COMMITTEE ACTION ITEM

Item Number: POM2021-20 **Meeting Date:** March 22, 2021

Item Title: Enterprise Asset Management (EAM) Additional Licenses

BACKGROUND

Trinity Metro's maintenance requires licenses for use in maintaining assets in the Enterprise Asset Management (EAM) software environment that is part of the Enterprise Resource Planning (ERP) System. Currently Trinity Metro is reaching the maximum number of licenses for utilization. Additional licenses for revenue assets, and for non-revenue assets is needed to maintain assets we are acquiring this year and future assets acquired to support our service. These additional licenses were not part of the original scope of the Enterprise Resource Planning (ERP) Replacement contract No.16-036 with Denovo Ventures, LLC. The cost of these additional licenses is $60,432.00.

PROCUREMENT

On June 27, 2016 (Board Action BA2016-60), the Board approved the award of a contract with Denovo Ventures, LLC for the purchase and implementation of the Enterprise Resource Planning system for a total authorized amount not to exceed $5,294,840. Trinity Metro's Procurement Department has followed procurement policy with the required change order for this purchase and is in compliance with all applicable Federal, State, and Trinity Metro's procurement requirements.

FINANCING

Funds are included in Trinity Metro's FY2021 Capital Budget through the permitted reassignment of approved funding levels from timing differences or project cost variations for capital expenditures. Consequently, approval of this Action Item should not result in a net modification of funding levels for capital expenditures in FY2021.

RECOMMENDATION

We request the Planning, Operations & Marketing Committee recommend to the Trinity Metro Board of Directors to authorize the President/Chief Executive Officer to execute a change order to the Enterprise Resource Planning Replacement contract No. 16-036 for the purchase of these additional asset licenses for the amount of $60,432.00 for a new total authorized amount not to exceed $5,355,272.

Approved by:

DocuSigned by: Bill Lambert C627390B056A4DE...	Mar-15-2021	DocuSigned by: Wayne Gensler B9511E4A5A7B443...
BILL LAMBERT, DIRECTOR OF MAINTENANCE	**DATE**	**WAYNE GENSLER, VP/CHIEF OPERATING OFFICER BUS AND PARATRANSIT**

TRINITY METRO℠

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PLANNING, OPERATIONS & MARKETING COMMITTEE ACTION ITEM

Item Number: POM2021-21 **Meeting Date:** March 22, 2021

Item Title: A Better Connection – Approve to Move Draft Plan to Public Outreach Process

BACKGROUND

Trinity Metro initiated A Better Connection (ABC) project to modernize the bus route network to meet riders' travel patterns, enhance route efficiency and improve overall convenience and experience for customers.

In the previous phases of the project, the project team gathered input from the community and stakeholders about the goals of the new system and developed a draft route network based on the surveys and public feedback. The draft plan was presented to the Planning, Operations and Marketing (POM) Committee on March 15, 2021, in a special meeting. The committee made the recommendation to seek the Board of Directors' approval to present the draft plan to the public for the final round of outreach.

FINANCING

There is no additional direct cost added to the project.

RECOMMENDATION

We request the Planning, Operations & Marketing Committee recommend to the Trinity Metro Board of Directors to authorize the President/Chief Executive Officer to present the ABC draft plan to the public for the final round of outreach.

Approved by:

DocuSigned by:		DocuSigned by:
Kiran Vemuri D11CCA950705488...	Mar-16-2021	Bob Baulsir 7E727C86F4A54DA...
KIRAN VEMURI, SENIOR DIRECTOR PLANNING	**DATE**	**PRESIDENT/CEO**

TRINITY METRO℠

RESOLUTION

A Resolution

A RESOLUTION ADOPTED BY THE FORT WORTH TRANSPORTATION AUTHORITY ADOPTING THE DIVERSITY AND INCLUSION STATEMENT

(R2021-09)

WHEREAS, Diversity and inclusion are core values of Trinity Metro; and

WHEREAS, Trinity Metro is committed to workplace culture and customer experience that values and promotes diversity, inclusion, equal employment opportunities, a work environment free of harassment and hostility, and equitable customer treatment and service delivery; and

WHEREAS, Trinity Metro respects and values all individuals – employees, customers, and the public alike; and

WHEREAS, Trinity Metro continues to pursue a better, more just, and equitable tomorrow, we begin anew today with empathy and humanity; and

WHEREAS, Diversity and inclusion are related and equally meaningful concepts; and

WHEREAS, Diversity includes but is not limited to differences in race, color, ethnicity, sex, gender, sexual orientation or identity, disability, physical and mental ability, religion, age, national origin, military, or veteran status, and other categories protected under state or local law.

WHEREAS, Diversity also includes differences in backgrounds, experiences, perspectives, thoughts, interests, and ideas.

WHEREAS, Inclusion means ensuring that all employees are valued, heard, engaged, and involved at work and have full opportunity to collaborate, contribute, and grow professionally.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTROS FOR THE FORT WORTH TRANSPORTATION AUTHORITY d.b.a. TRINITY METRO THAT:

Trinity Metro will strive to:

1. Apply principals of equity and social justice to achieve equal employment opportunities for qualified individuals of all backgrounds.
2. Attract, recruit, retain, engage, support, develop, and advance underrepresented and diverse employees, including women, people of color, LGBTQ individuals, and any other underrepresented individuals.
3. Promote respectfulness, cultural awareness, and inclusivity by:
   a. Fostering a collaborative work environment in which all employees participate and contribute;
   b. Empowering and providing a safe space for all employees to express themselves, exchange ideas, and feel heard; and
   c. Encouraging employees to be open and curious about other experiences and perspectives.

Adopted this 22nd of March 2021.

ATTEST;

By Fort Worth Transportation Authority d.b.a. Trinity Metro.

_____ _____

Jeff Davis, Chair Ray Taylor, Secretary

FINANCE & AUDIT COMMITTEE

ACTION ITEMS

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FINANCE AND AUDIT COMMITTEE
ACTION ITEM

Item Number: FAC2021-14 **Meeting Date:** March 22, 2021
Item Title: Dallas Area Rapid Transit (DART) GoPass Genfare Integration

BACKGROUND

At the January 2020 board meeting, the Trinity Metro Board of Directors approved BA2020-29 for the ILA with DART for the GoPass Subscription and Licenses. During the October 2016 board meeting, the Trinity Metro Board of Directors approved BA2017-02 for a general contract with Genfare to replace Trinity Metro's fare collection system and application programming.

Additional work needed has been identified by Unwire, DART's vendor, to allow the integration of the GoPass application with the Genfare back office. This work requires Genfare to create the Application Programming Interfaces (API's) to connect with the GoPass application seamlessly.

Trinity Metro is requesting any additional funds; we ask that the board approve moving $74,900 from BA2020-29 to BA2017-02.

FINANCING

Funds have already been approved through the board action items listed above. Funds for future Genfare yearly maintenance costs will be included in the proposed budgets for those years

RECOMMENDATION

We request the Finance and Audit Committee recommend to the Trinity Metro Board of Directors to authorize the President/Chief Executive Officer to issue a change order to contract 16-026 with Genfare for $74,900 plus a 10% ($7,490) contingency for unforeseen expenses, for a total estimated amount not to exceed $82,390.00

Approved by:

DocuSigned by: Kelli Shields 1EC57711F60447C...	Mar-11-2021	DocuSigned by: Bob Baulsir 7E727C86F4A54DA...
KELLI SHIELDS, VP/HUMAN RESOURCES	**DATE**	**PRESIDENT/CEO**

TRINITY METRO

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FINANCE AND AUDIT COMMITTEE
ACTION ITEM

Item Number: FAC2021-15 **Meeting Date:** March 22, 2021
Item Title: Temporary Staffing Services

BACKGROUND

For specific projects and staffing requirements, Trinity Metro needs to staff various seasonal, temporary, or specialized positions that provide the support that does not require long-term commitments or full-time employment. Various staffing agencies are utilized to fill temporary service positions for administration, clerical and specialized areas. A Request for Proposal (RFP) was issued for temporary services to provide consistent service from contracted firms.

PROCUREMENT

In accordance with Trinity Metro's procurement policy, a Request for Proposal (RFP 21-T001) for temporary staffing services was issued and advertised on the Trinity Metro website and through the Bonfire Electronic Solicitation Process. Twenty-four firms submitted proposals. An Evaluation Committee reviewed the submissions and, based on the overall scores, found Cornerstone Staffing to be the most responsive, responsible, and in compliance with the proposal requirements.

The Trinity Metro Procurement Department has followed its procurement policy with RFP 21-T001 and complies with all applicable Federal, State, and Local procurement requirements.

FINANCING

Funds are available in Trinity Metro's FY2021 Operating Budget. Funds for future years of the contract will be considered in the proposed operating budgets for those years.

RECOMMENDATION

We request the Finance and Audit Committee recommend to the Trinity Metro Board of Directors to authorize the President/Chief Executive Officer to award a contract for temporary staffing services to Cornerstone Staffing, for a two-year term, with an option to renew for three (3) additional one-year terms, for an estimated cost of $250,000 annually and a total contract cost of up to $1,250,000.00.

Approved by:

DocuSigned by: Kelli Shields 1FC57711F60447C...	Mar-11-2021	DocuSigned by: Bob Baulsir 7E727C86F4A54DA...
KELLI SHIELDS, VP/HUMAN RESOURCES	DATE	PRESIDENT/CEO

TRINITY METRO℠

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FINANCE AND AUDIT COMMITTEE
ACTION ITEM

Item Number: FAC2021-16 **Meeting Date:** March 22, 2021
Item Title: T&P Lofts – Vickery Street Transit-Oriented Development with Matthews Southwest

BACKGROUND

In 2020, Matthews Southwest, who will serve as the Master Developer for a new project with Renaissance Neighborhood Development Corp., approached Trinity Metro through discussions for a potential property sale. After negotiations, Matthews Southwest submitted a Letter of Intent ("LOI") to purchase from Trinity Metro a track of property comprised of 2.34 acre or 101,769 SF tract of land located at 200 W. Vickery Blvd.

The proposed Transit-Oriented Development ("TOD") will operate with a public owner and a public/private structure to acquire Trinity Metro's property. The redeveloped property owner, including a community park, pedestrian plaza, hotel pad, retail space, and 402 parking spaces in the lowest levels of the parking structure, will be a Central City Local Government Corporation (CCLGC) or an affiliate thereof. The CCLGC will enter into a long-term use agreement with Trinity Metro to secure their ongoing access and use. With a minimum of 135 parking spaces reserved for transit riders, the new parking will be developed as underground parking rather than the existing surface lots. There are no current plans to charge transit riders to park at the new underground location. The balance of these parking spaces will be available for commercial use and to attract customers to the redeveloped area. Bennett Benner Partners will serve as architect for both the CCLGC project and the Katy Lofts project.

The project will develop 201 units of mixed-income rental housing located on levels three through seven of the new structure. It will be owned by a public/private LLC whose members will include the Fort Worth Housing Finance Corporation (FWHFC), an affiliate of Matthews Southwest and Volunteers of America. It is expected the entity will be referred to as Katy Lofts LLC. 80% of the apartments (161) will be affordable to households with incomes ranging from 30% to 80% of Area Median Income. The remaining 40 units will be market-rate with no income restrictions. By ownership and participation by the FWHFC, the Katy Lofts project will receive a 100% property tax abatement. The four levels of apartments will be developed and owned through a condominium agreement. In addition, Katy Lofts will purchase 201 parking spaces in the upper levels of the parking structure from the CCLGC as a separate condominium for the housing residents' long-term use. The developer for the project's housing component will be a joint venture of Matthews Southwest and Volunteers of America.

Proposed Financing Structure – (Parking/Amenities/Commercial and Residential)

The expected total cost of the CCLGC project is approximately $28 million. Funding sources include $5.4 million in land sale proceeds contributed back by Trinity Metro. The City of Fort Worth will provide Transit-Oriented Development Bond Financing for $4.5 million, and the City will provide $11.362 million in funding to the CCLGC project originally sourced as a commitment of North Central Texas Council of Governments funding to the project, but now transferred through the City of Fort Worth.

It is also anticipated the Near Southside TIF District will commit $3.584 million in Tax Increment Financing. Lastly, through the 201 space residential parking condominium purchase, the residential housing project will contribute nearly $3 million to complete the project financing sources.

The $38.5 million Katy Lofts Residential project is expected to be financed with tax-exempt bonds and non-competitive 4% tax credits to generate approximately $11.5 million in investment equity. Permanent financing is currently contemplated to include a HUD 221(d) mortgage in the approximate amount of $24 million.

Summary of the Letter of the Intent.

- Purchase Price Paid to Trinity Metro: $5,460,000. All cash to Trinity Metro. The price is based on a market appraisal conducted for Trinity Metro. All sale proceeds will be contributed to the construction of underground parking, which will replace the surface parking spaces being displaced by the development.

- Earnest Money Deposit: $50,000.00. The earnest money deposit shall be non-refundable at the expiration of the inspection period and shall be applied toward the purchase price at closing.

- Real Estate Brokerage: No Commission.

- Interim Use: Trinity Metro may continue to use the property for transit parking up to the closing date, which is expected to be closing the financing for the project and the start of construction. From the beginning of the construction project until the completion, approximately two and half years, Trinity Metro will be required to provide alternative parking spaces for the displaced parking.

- Parking: The purchaser will design and construct a minimum of 135 dedicated parking spaces for Trinity Metro that will be built below grade and within the project's footprint. Trinity Mero will have full control of the 135 parking spaces. Trinity Metro assumes no risk for the design and construction of the parking spaces.

- The LOI is non-binding on either party. It is intended to form the commercial terms for a Purchase and Sale Agreement ("PSA)") between the parties. The PSA will contain all necessary representation and warranties of the purchaser and the terms and conditions required to provide protections to Trinity Metro.

- Trinity Metro will incur no responsibility for the interim financing or long-term financing of the project. Trinity Metro will only contribute $5.4 million to develop and construct a minimum of 135 spaces.

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RECOMMENDATION

We request the Finance and Audit Committee recommend to the Trinity Metro Board of Directors to authorize the President / Chief Executive Officer to negotiate a Purchase and Sale Agreement based on the terms of the Letter of Intent. When the PSA is structured, the recommended final version of the agreement will be presented to the Board for final approval.

Approved by:

DocuSigned by: Greg Dickey 32570F63B80044E...	Mar-17-2021	DocuSigned by: Fred Crosley EC08904497E4409...
GREGORY DICKEY, ASSISTANT TREASURER	**DATE**	**FRED CROSLEY, VP/CHIEF FINANCIAL OFFICER**

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FINANCE AND AUDIT COMMITTEE
ACTION ITEM

Item Number: FAC2021-17 **Meeting Date:** March 22, 2021
Item Title: Vehicle Catastrophe Insurance Coverage

BACKGROUND

Trinity Metro currently participates in the Texas Municipal League Intergovernmental Risk Pool ('Risk Pool") to provide coverage for errors and omission, general liability, and general property coverage. The Risk Pool administers this self-insurance program created jointly by the member governmental entities in Texas.

Premiums are assessed on coverage requested based on the rates set by the Texas State Board of Insurance and may be adjusted, on an annual basis, by the Risk Pool's Board of Trustees for each participating political subdivision's claims experience and insured values and performance of the Risk Pool.

Currently, Trinity Metro is fully self-insured for vehicle and general liability damage claims related to vehicle accidents. This includes third party claims for property, death, disability, and personal injury. No vehicle catastrophe coverage is in place. Rail related assets are fully insured with appropriate deductibles.

Trinity Metro's cost value of all vehicles owned exceeds $83 million, including buses, access vehicles, autos, SUV and trucks. At $10 million, the catastrophe insurance limit proposed is the upper limit of coverage available from the Risk Pool and provides moderate coverage for vehicle damages that may be sustained from a flood, fire, earthquake, wind or hail event. Catastrophe coverage can however be obtained, if requested, from the normal commercial casualty insurance market for up to $45 million for an annual premium totaling approximately $700,000, subject to further underwriting.

It should be noted that the majority of our vehicles are parked at one location, 1600 E. Lancaster Avenue, creating a concentration of exposure at one site location for a catastrophic event created by a covered peril.

We have requested an annual policy quote from the Risk Pool which provides the vehicle catastrophe coverage, along with auto liability. The Risk Pool requires that the vehicle catastrophe coverage include limited auto liability coverage.

Type of Coverage	Policy Limit	Deductible
Auto Liability	$1,000,000	$500,000
Auto Medical Payments	$25,000	$500,000
Auto Catastrophe Coverage	$10,000,000	$500,000
	Estimated Annual Payment	**$154,000**

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In addition, we request a commercial insurance quote through Higginbotham who is our broker of record for the majority of our other TEXRail insurance coverage as a commercial base line comparison.

Type of Coverage	Policy Limit	Deductible
Inland Marine – Property	$10,000,000	$1,000,000

Estimated Annual Payment **$495,770**

PROCUREMENT

No formal procurement is required when Trinity Metro is utilizing a State of Texas Risk Pool as it is open to public agencies in the State of Texas.

FINANCING

Funds were not originally included in Trinity Metro's FY2021 operating budget to finance the cost of the additional insurance coverage. It is believed our FY2021 budget will accommodate this additional cost.

RECOMMENDATION

We request the Finance and Audit Committee recommend to the Trinity Metro Board of Directors to authorize the President / Chief Executive Officer to secure from the Risk Pool annual catastrophe coverage in the amount of $10 million for $154,000 plus a $10,000 contingency for unforeseen expenses for fees, taxes and final underwriting, for a total amount not to exceed of $164,000.

Approved by:

DocuSigned by: Fred Crosley EC08904497E4409...	Mar-11-2021	DocuSigned by: Bob Baulsir 7E727C86F4A54DA...
FRED CROSLEY, VP/CHIEF FINANCIAL OFFICER	**DATE**	**PRESIDENT/CEO**

COMMITTEE REPORTS

COMMUTER RAIL COMMITTEE
INFORMATION ITEM

Item: TEXRail and Trinity Railway Express (TRE) Update **Meeting Date:** March 22, 2021

Jon Erik Arjanen, Chief Operating Officer / Vice President of Rail, will present an update on TEXRail and Trinity Railway Express (TRE).

TEXRail Report

January 2021

Jon-Erik "AJ" Arjanen
COO/VP of Rail

March 2021

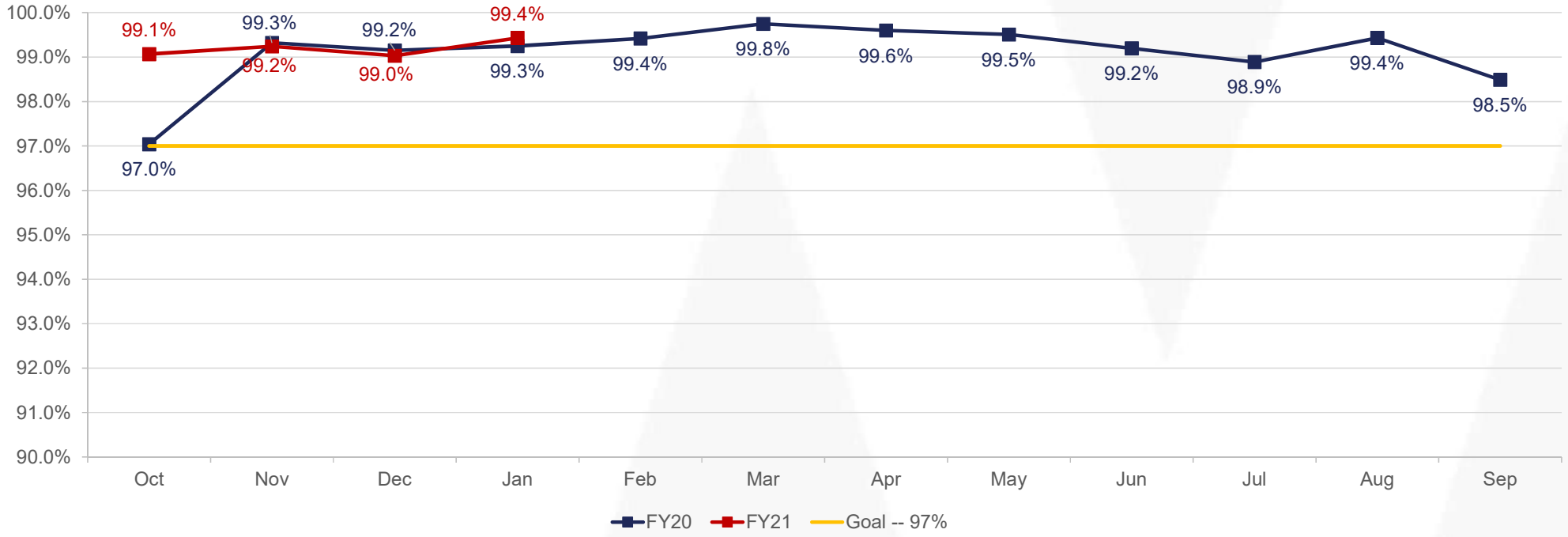
TRINITY METRO℠

TEXRail Safety

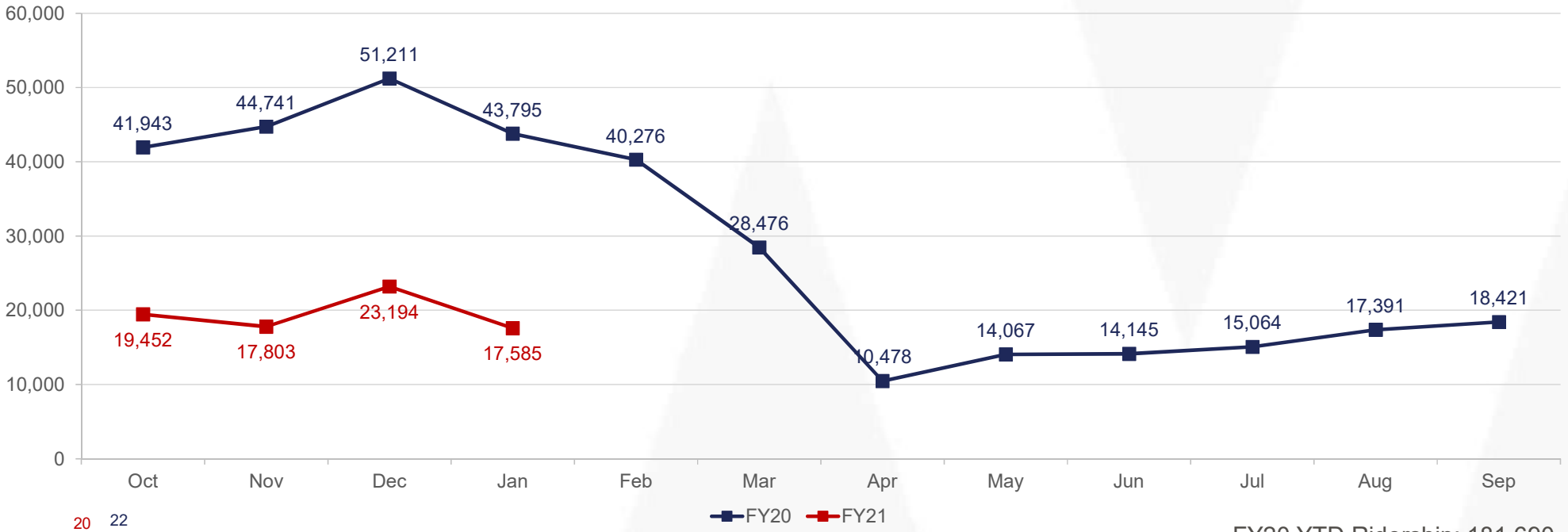
Days without a lost time injury:

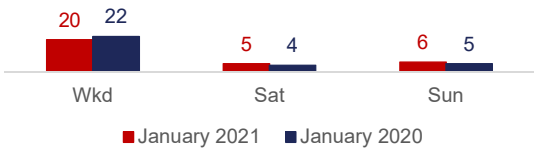
- Transportation/Maintenance of Equipment - 1117
- Maintenance of Way/Signal - 187

TEXRail On-Time Performance



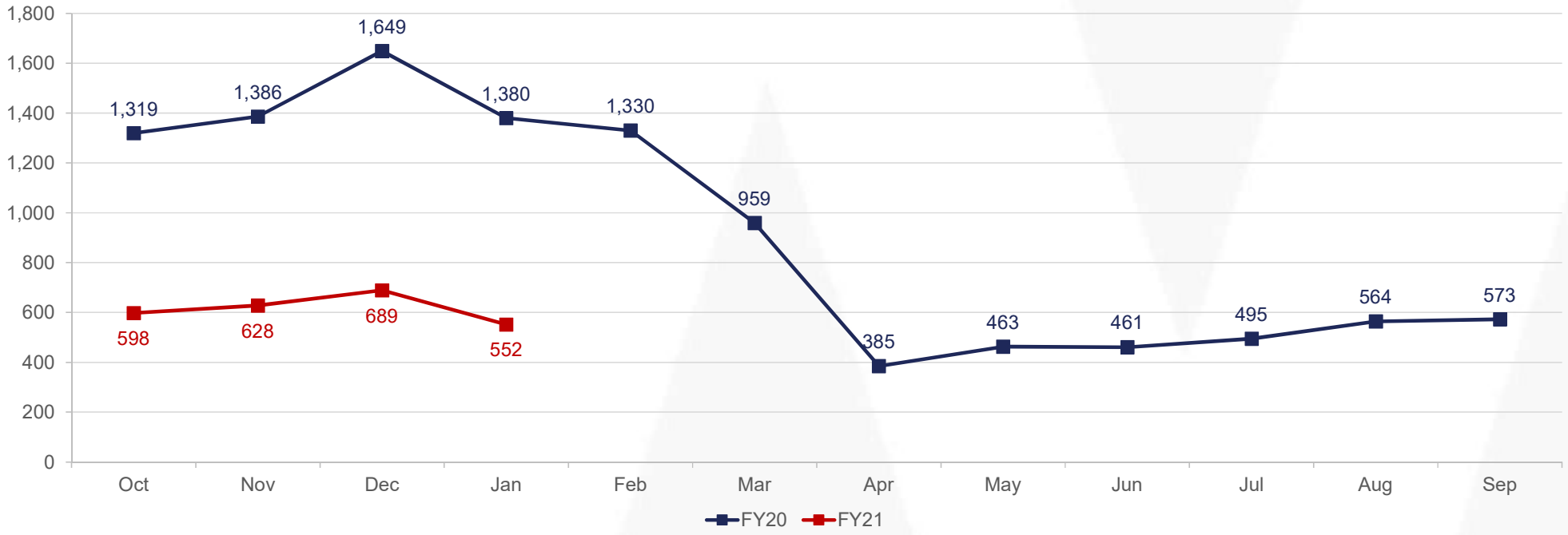
TEXRail Monthly Ridership





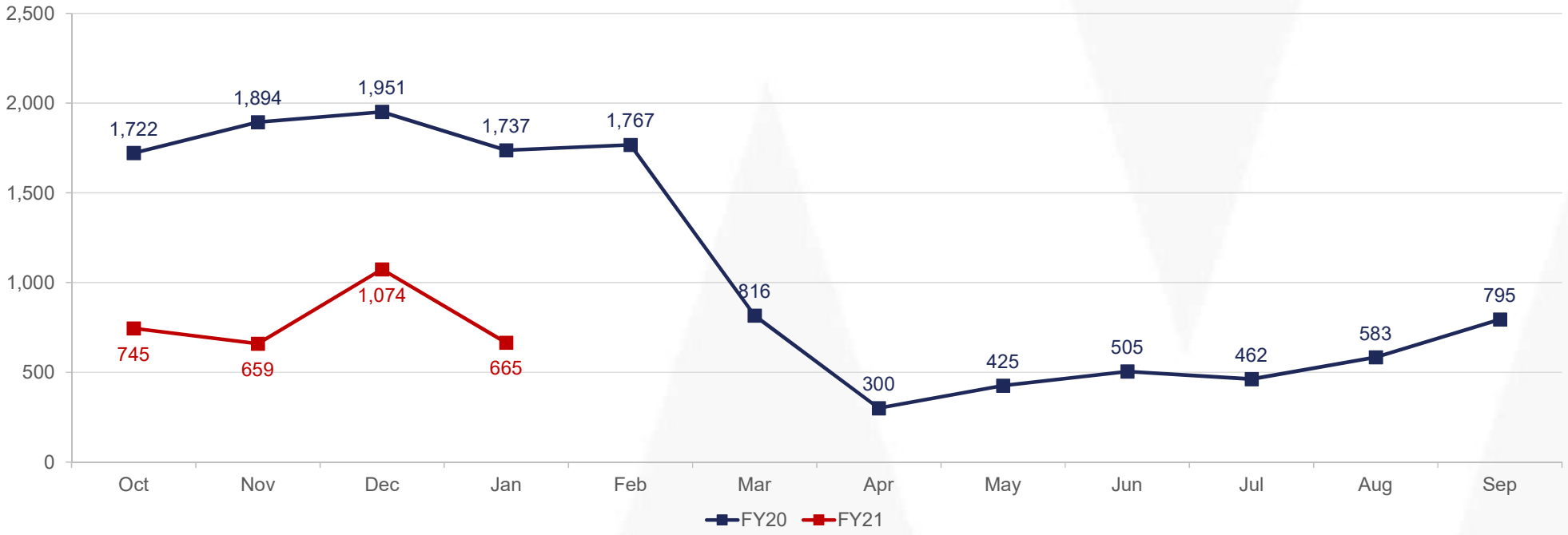
FY20 YTD Ridership: 181,690
FY21 YTD Ridership: 78,034

TEXRail Average Weekday Ridership



TRINITY METRO℠

TEXRail Average Saturday Ridership



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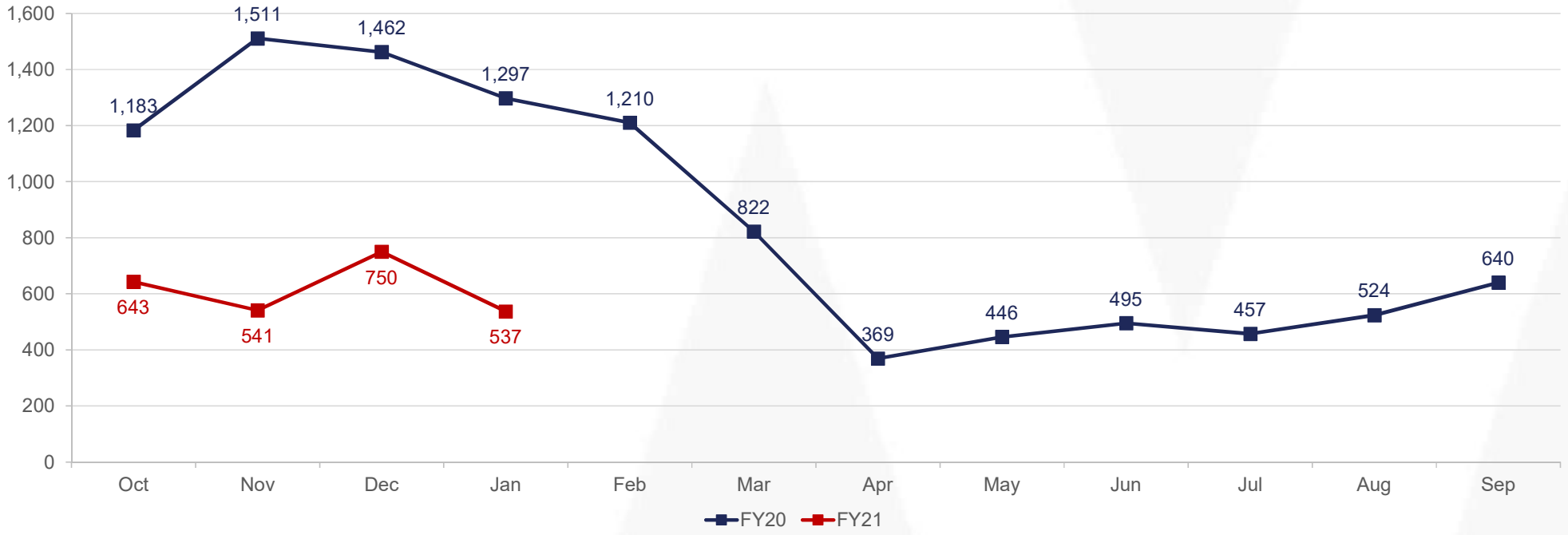
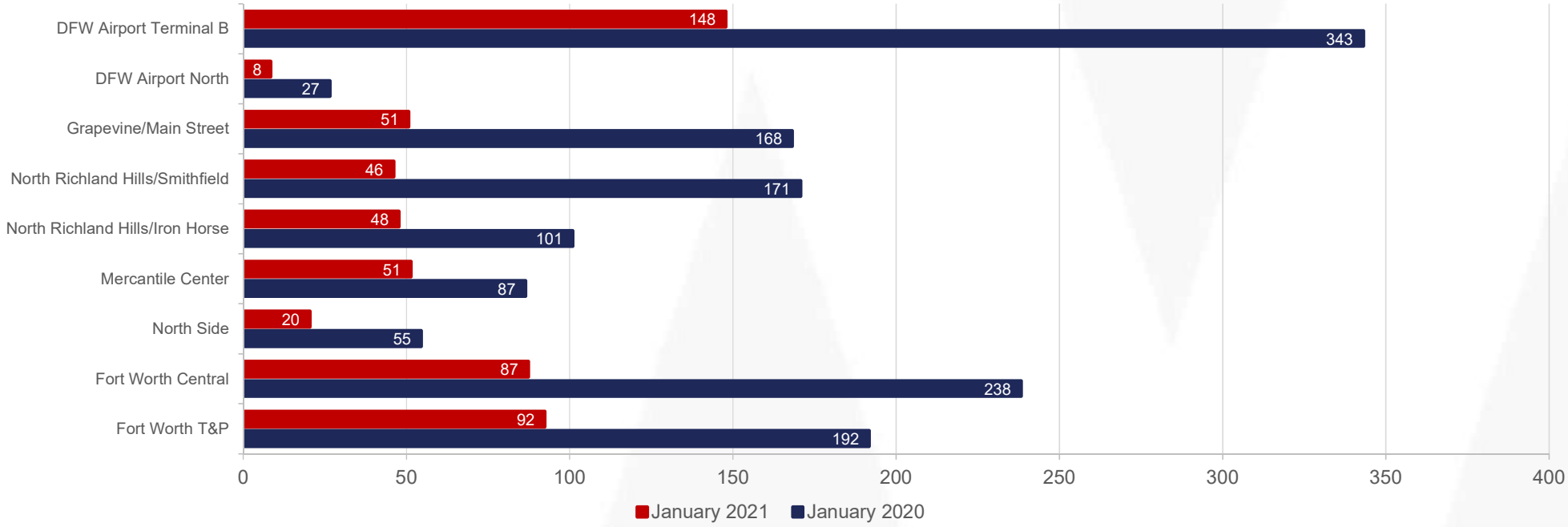
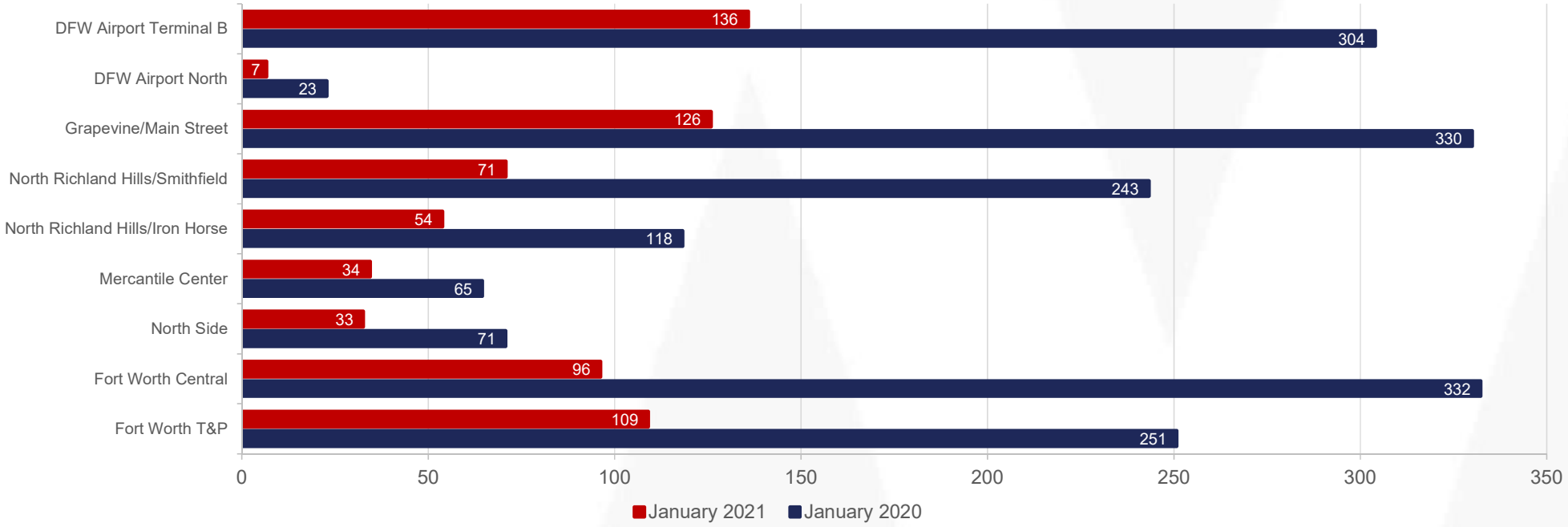
TEXRail Average Sunday Ridership



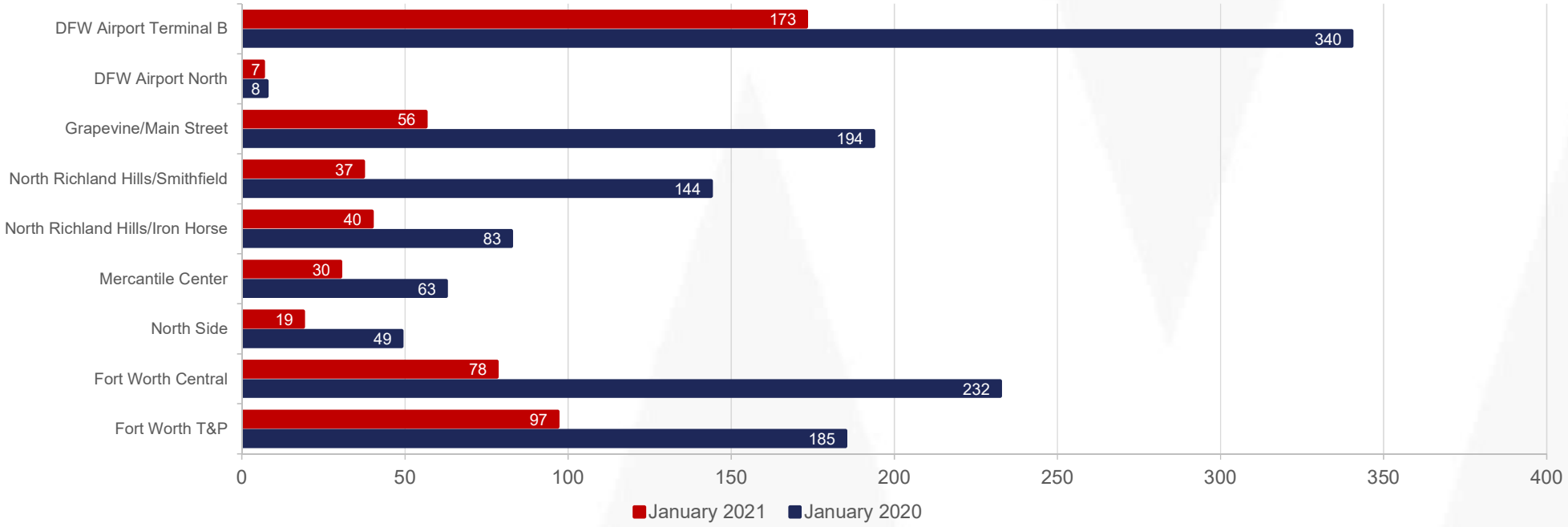
TEXRail Average Weekday Ridership



TEXRail Average Saturday Ridership



TEXRail Average Sunday Ridership



TRE Report

January 2021

Jon-Erik "AJ" Arjanen
COO/VP of Rail

March 2021

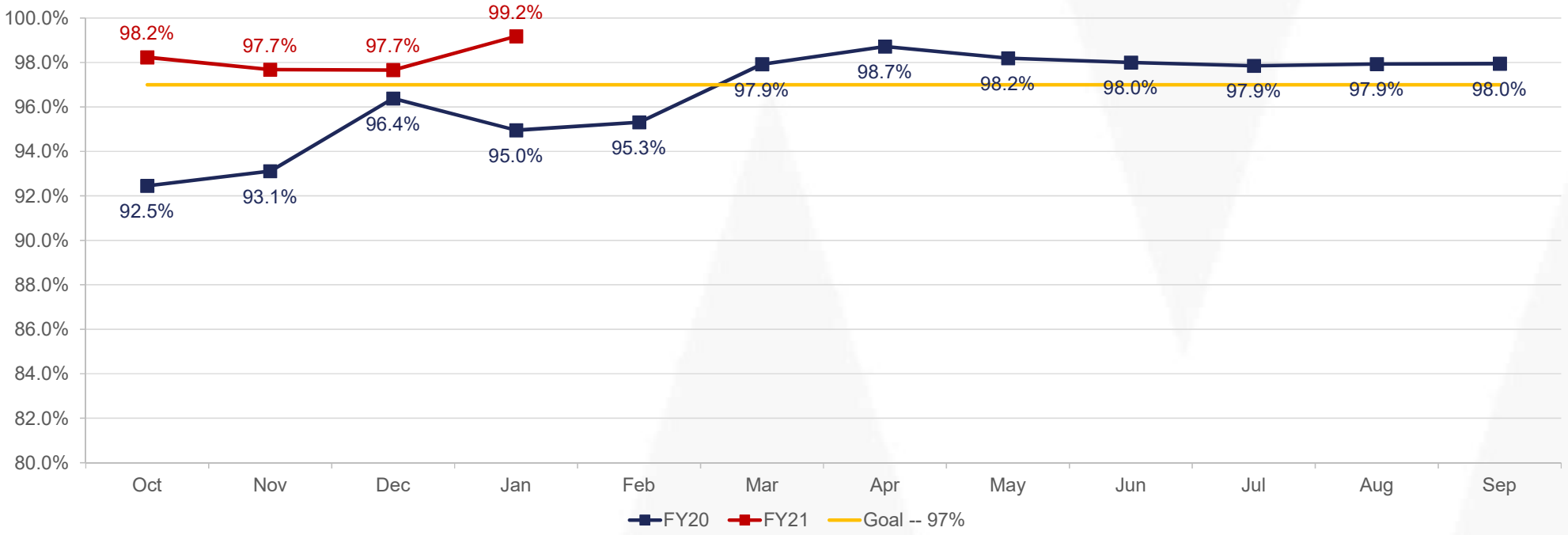
TRINITY METRO℠

TRE Safety

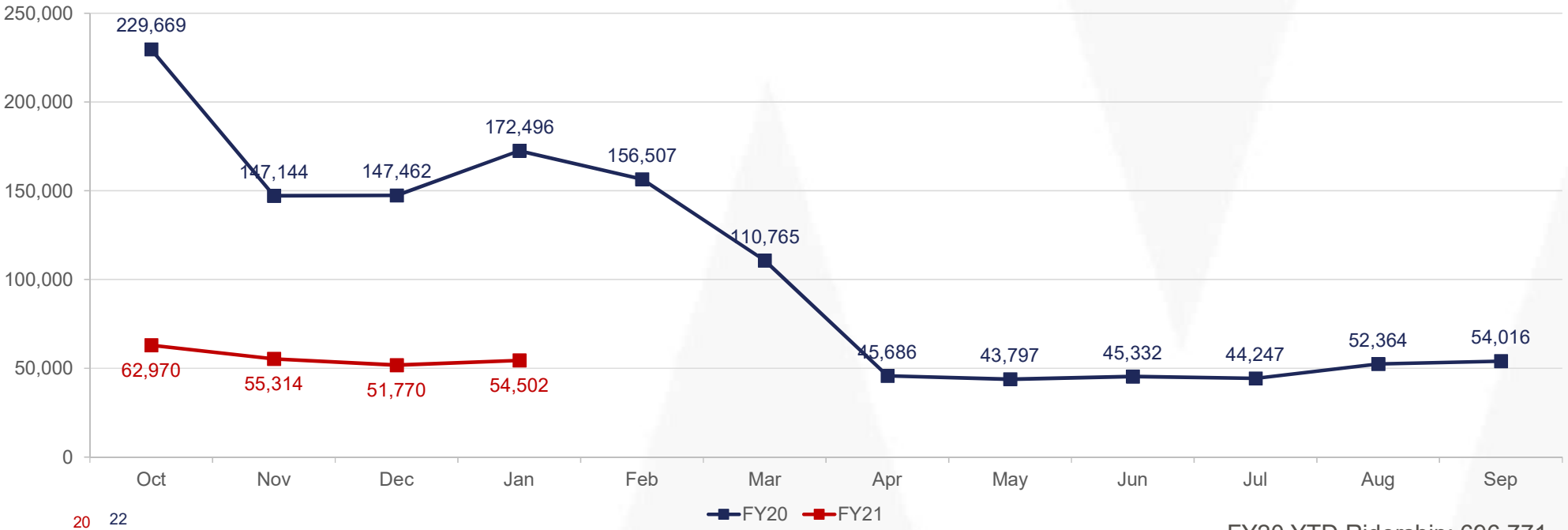
Days without a lost time injury:

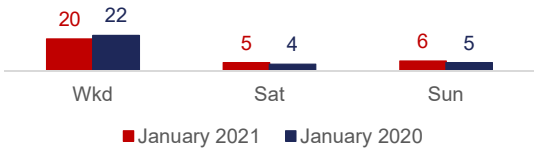
- Transportation/Maintenance of Equipment - 888
- Maintenance of Way/Signal - 95

TRE On-Time Performance



TRE Monthly Ridership

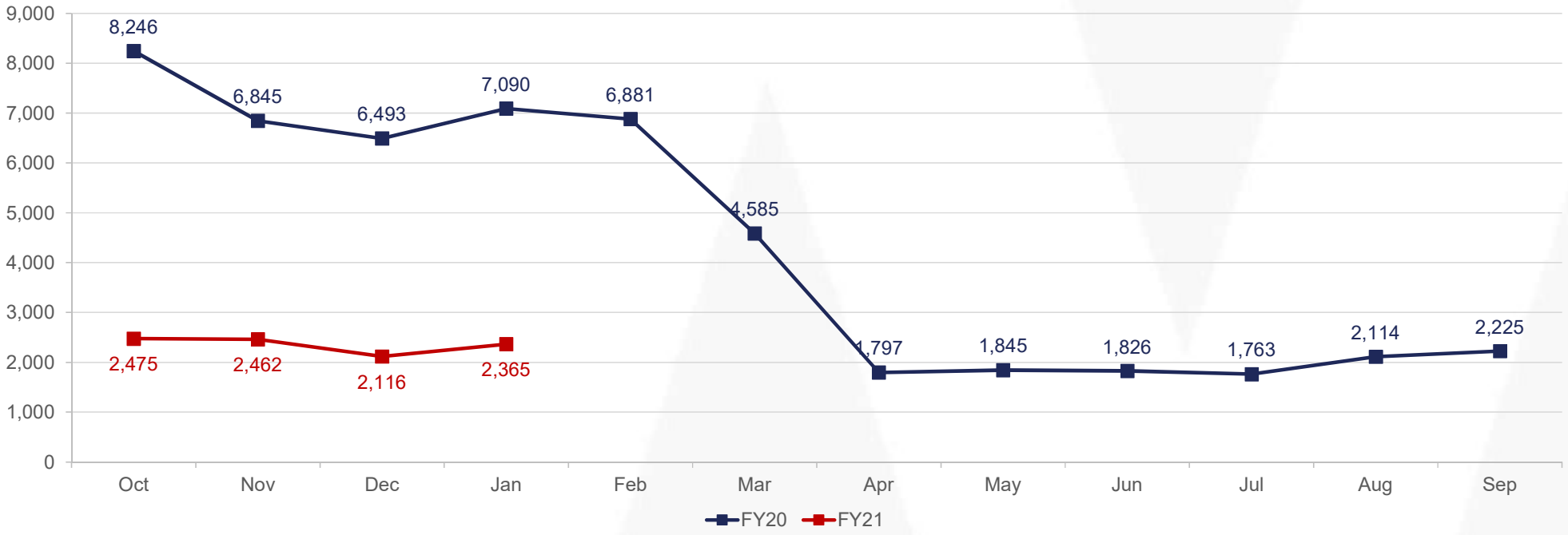




FY20 YTD Ridership: 696,771
FY21 YTD Ridership: 224,556

TRINITY METRO℠

TRE Average Weekday Ridership



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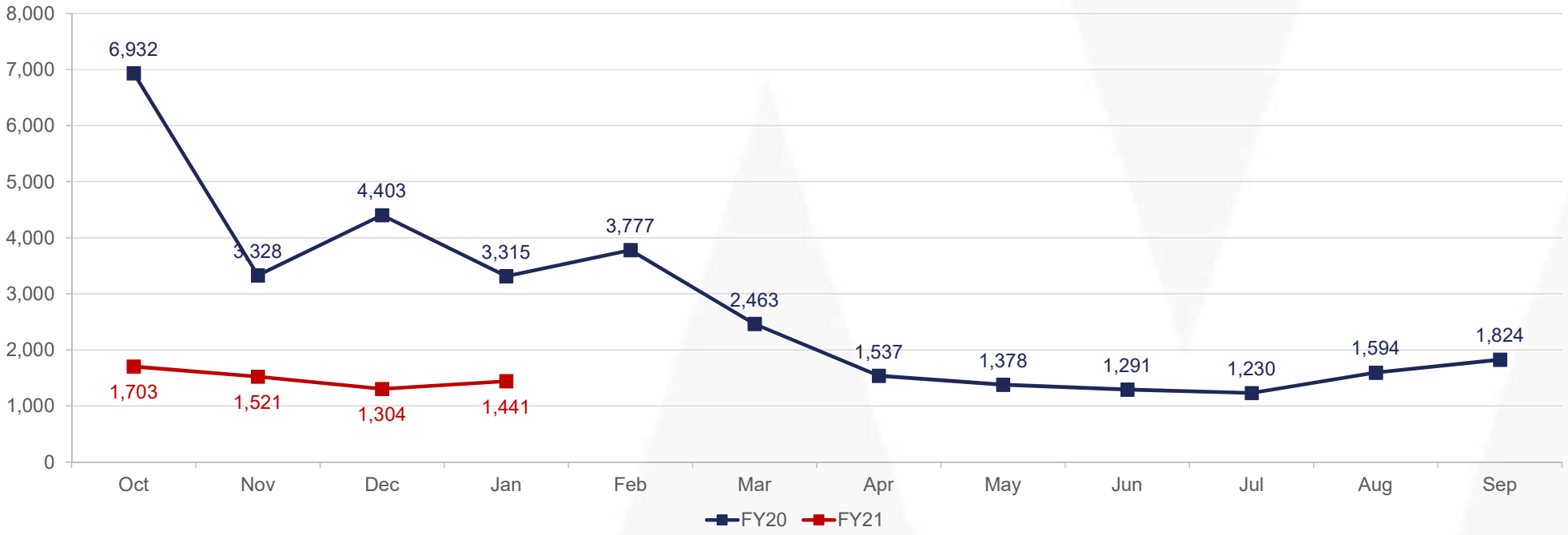
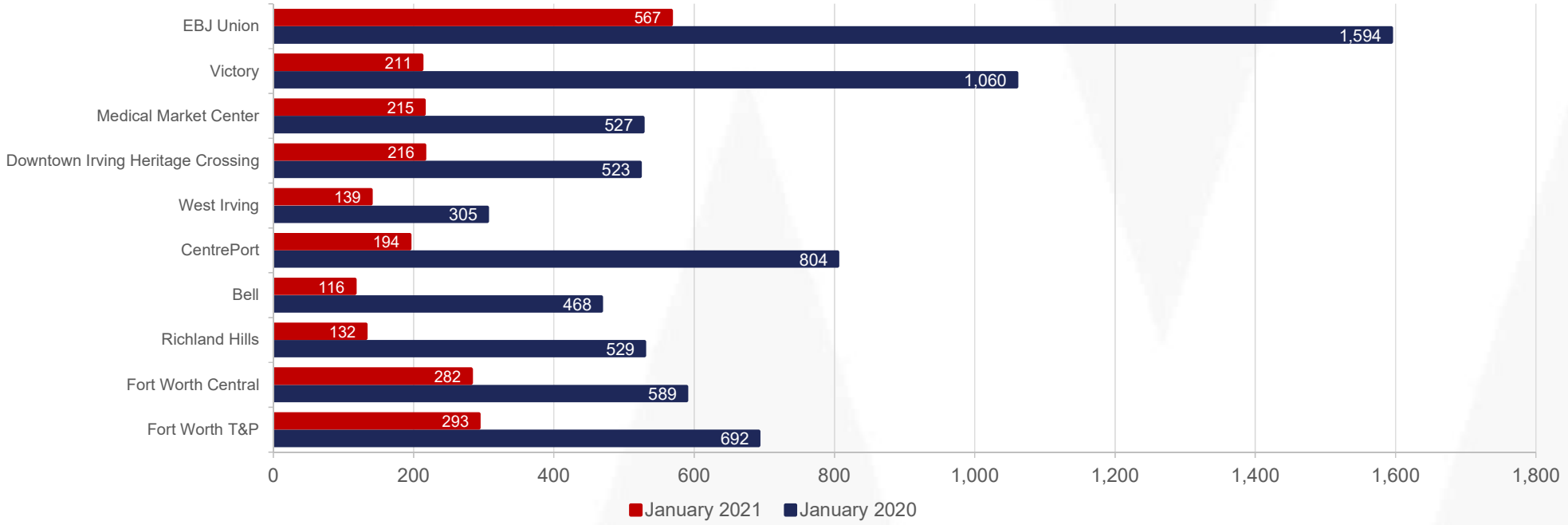
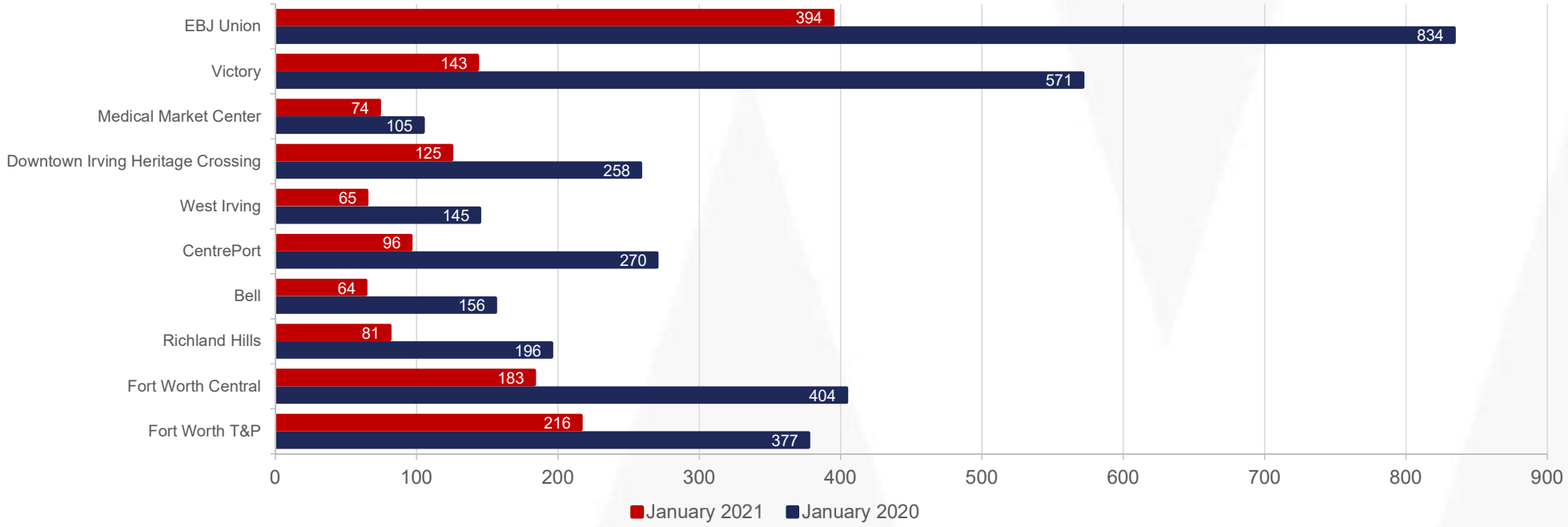
TRE Average Saturday Ridership



TRE Average Weekday Ridership



TRE Average Saturday Ridership



PLANNING, OPERATIONS & MARKETING COMMITTEE
INFORMATION ITEM

Item: Operations Update **Meeting Date:** March 22, 2021

Wayne Gensler, Chief Operating Officer / Vice President of Bus and Paratransit, will present an update on Operations.

Operations Report

January 2021

Wayne Gensler
COO/VP of Bus and Paratransit

March 2021

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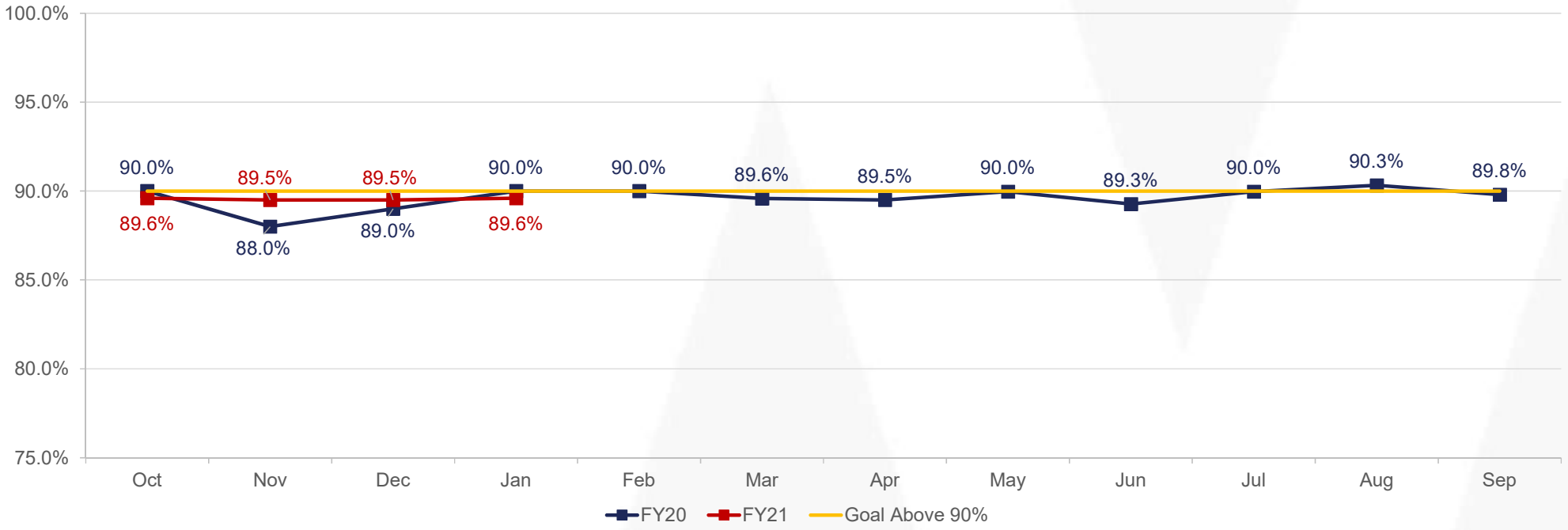
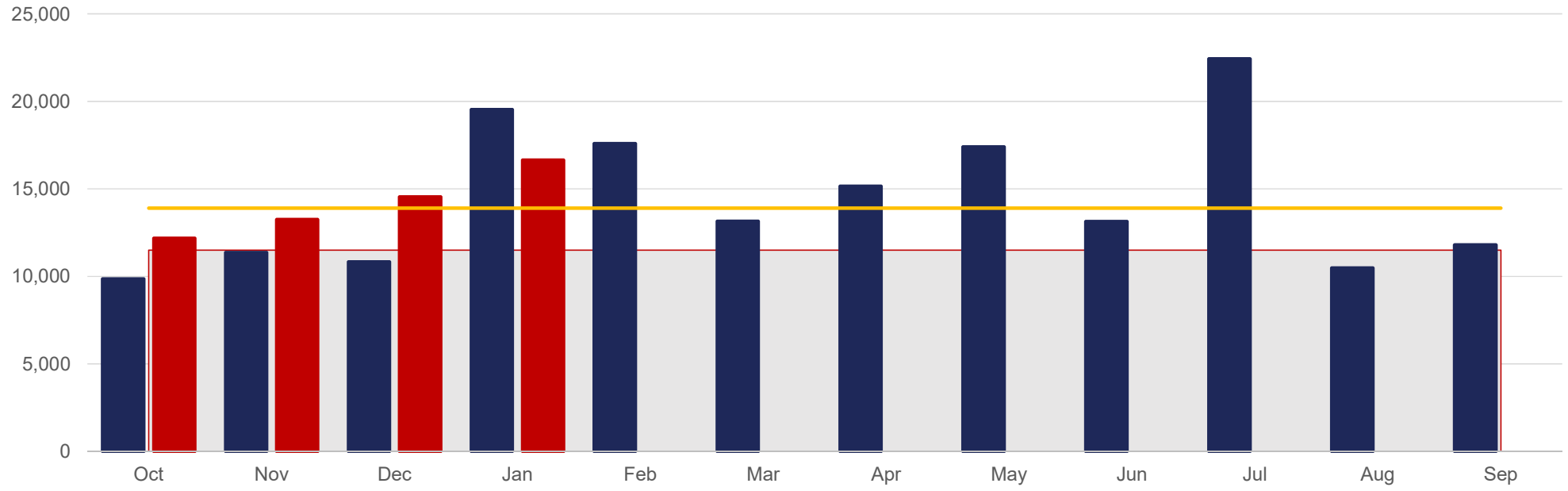
Fixed Route

On-Time Performance



Fixed Route

Miles Between Road Calls



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY20	9,858	11,364	10,828	19,522	17,580	13,134	15,141	17,390	13,128	22,422	10,466	11,791
FY21	12,172	13,233	14,534	16,631								

Goal Above 13,900

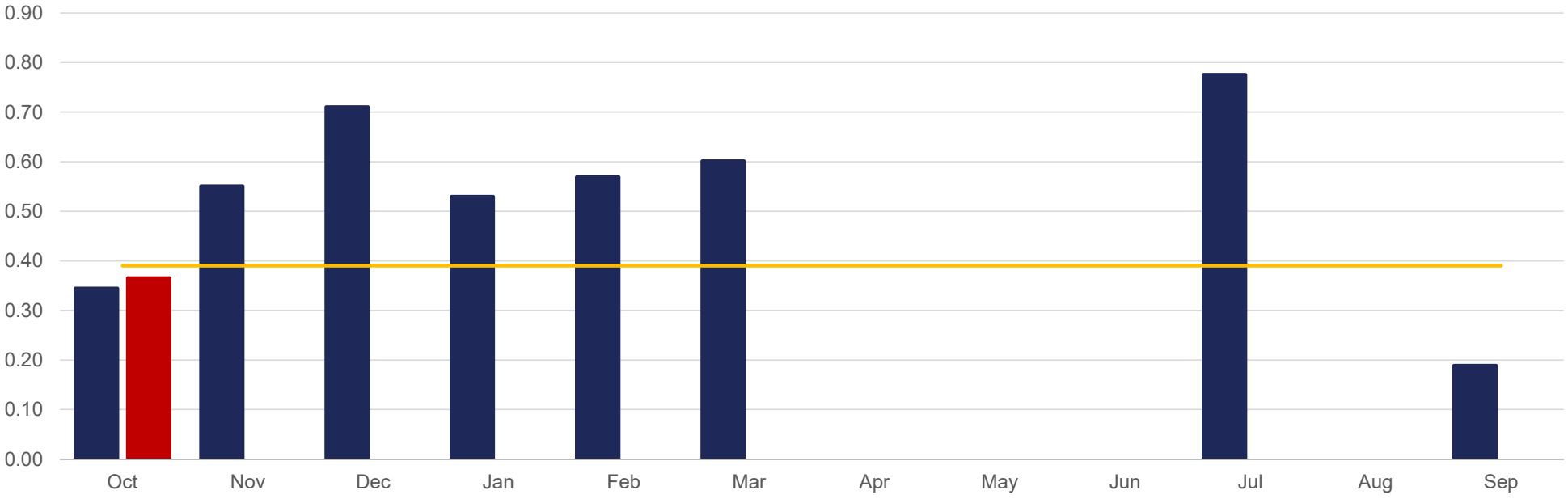
Minimum 11,500

Below Minimum

TRINITY METRO℠

Fixed Route

Preventable Major Collisions per 100K Miles



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY20	0.34	0.55	0.71	0.53	0.57	0.60	0.00	0.00	0.00	0.78	0.00	0.19
FY21	0.37	0.00	0.00	0.00								

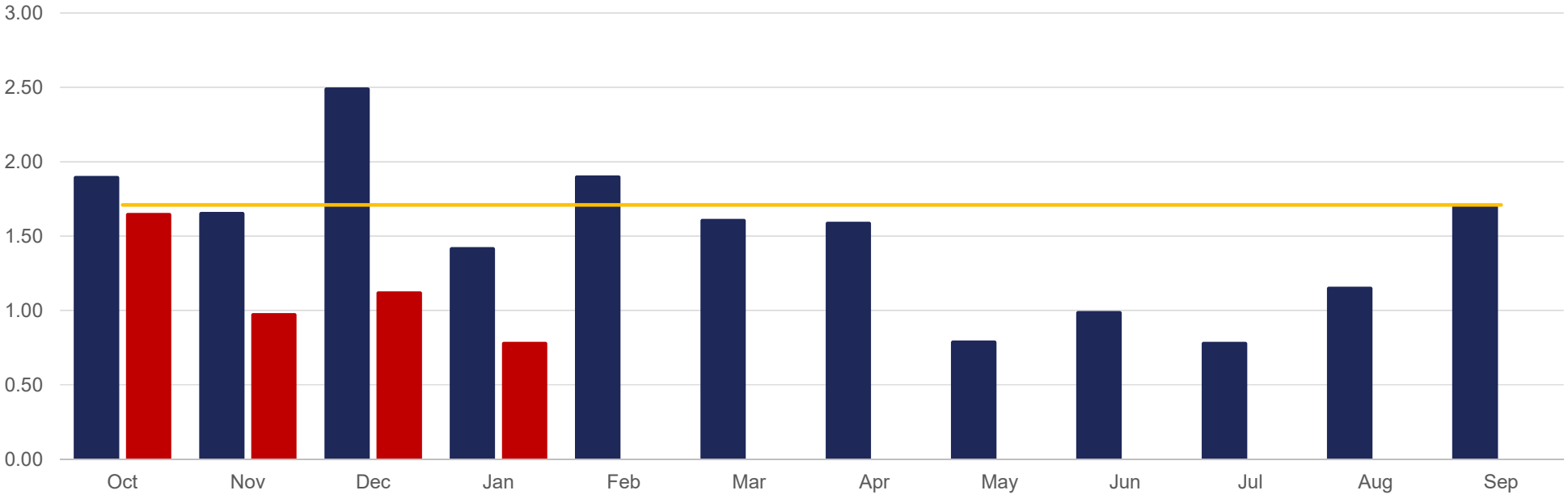
Goal Below 0.39

No Collisions

TRINITY METRO℠

Fixed Route

Preventable Collisions per 100K Miles



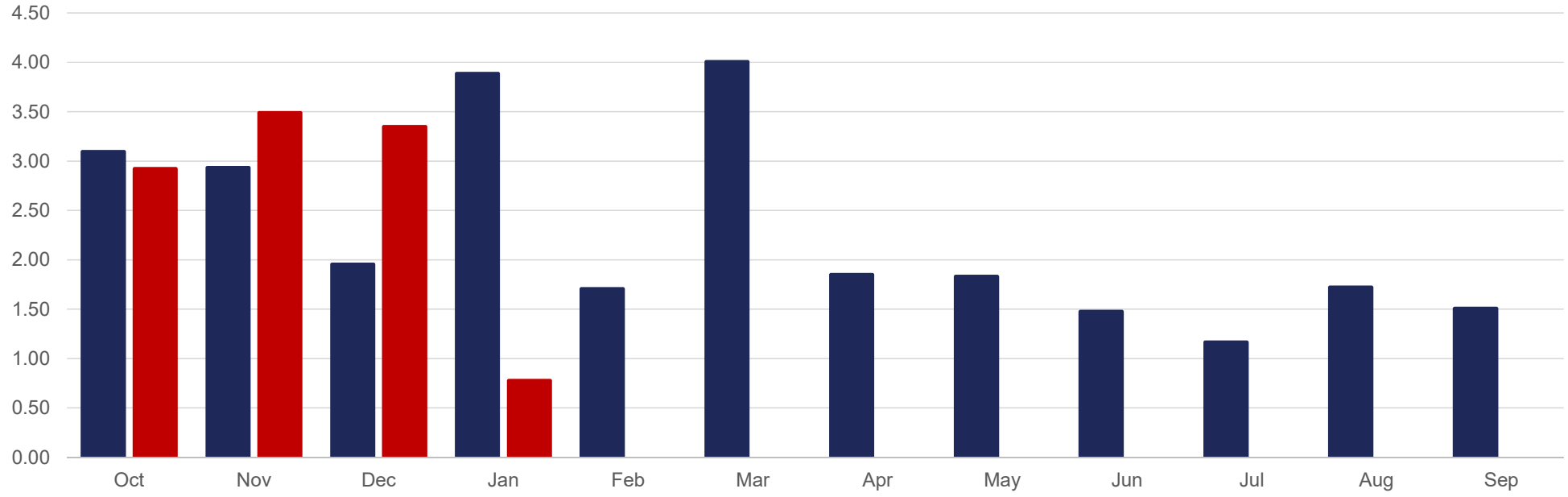
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY20	1.89	1.65	2.49	1.41	1.90	1.60	1.59	0.78	0.98	0.78	1.15	1.70
FY21	1.64	0.97	1.12	0.78								

Goal Below 1.71

TRINITY METRO℠

Fixed Route

Non-Preventable Collisions per 100K Miles

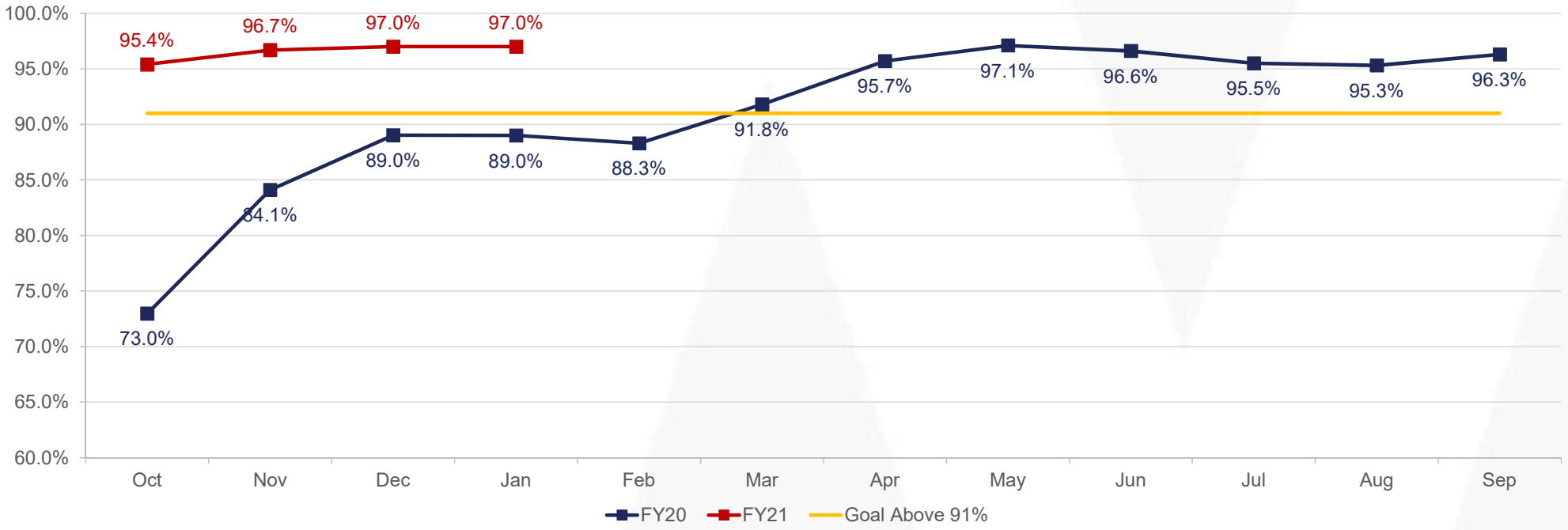


	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY20	3.09	2.93	1.95	3.89	1.71	4.01	1.85	1.83	1.47	1.16	1.72	1.51
FY21	2.92	3.49	3.35	0.78								

TRINITY METRO℠

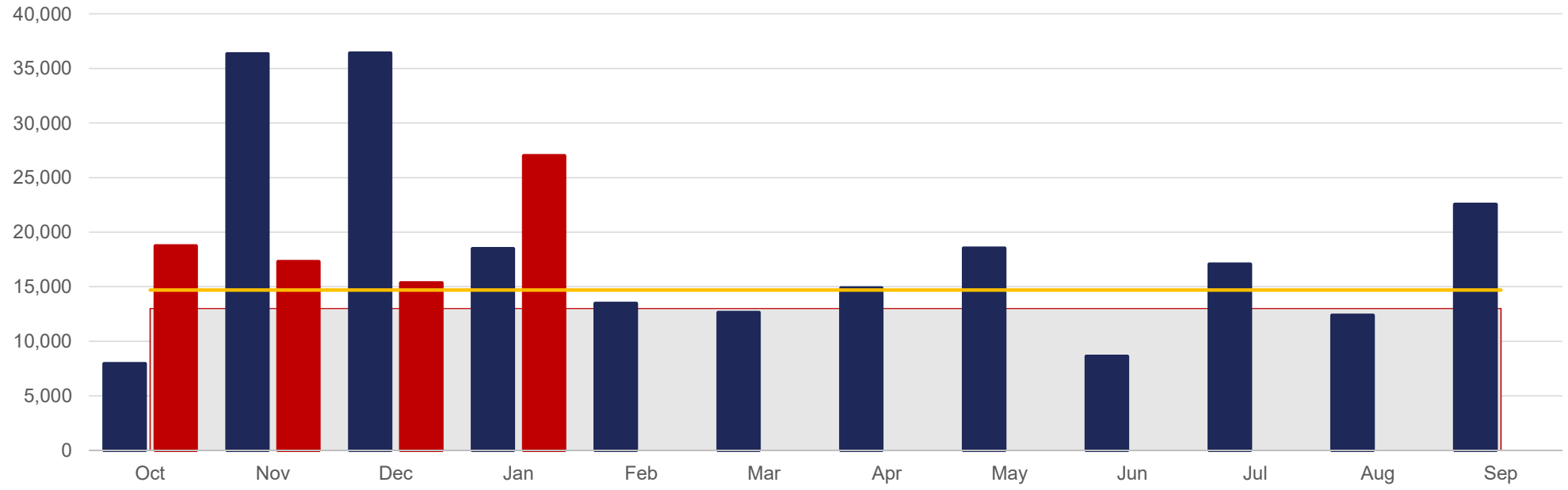
ACCESS InHouse

On-Time Performance



ACCESS InHouse

Miles Between Road Calls



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY20	7,929	36,318	36,396	18,480	13,457	12,628	14,863	18,527	8,620	17,052	12,383	22,532
FY21	18,722	17,291	15,348	26,984								

Goal Above 14,700

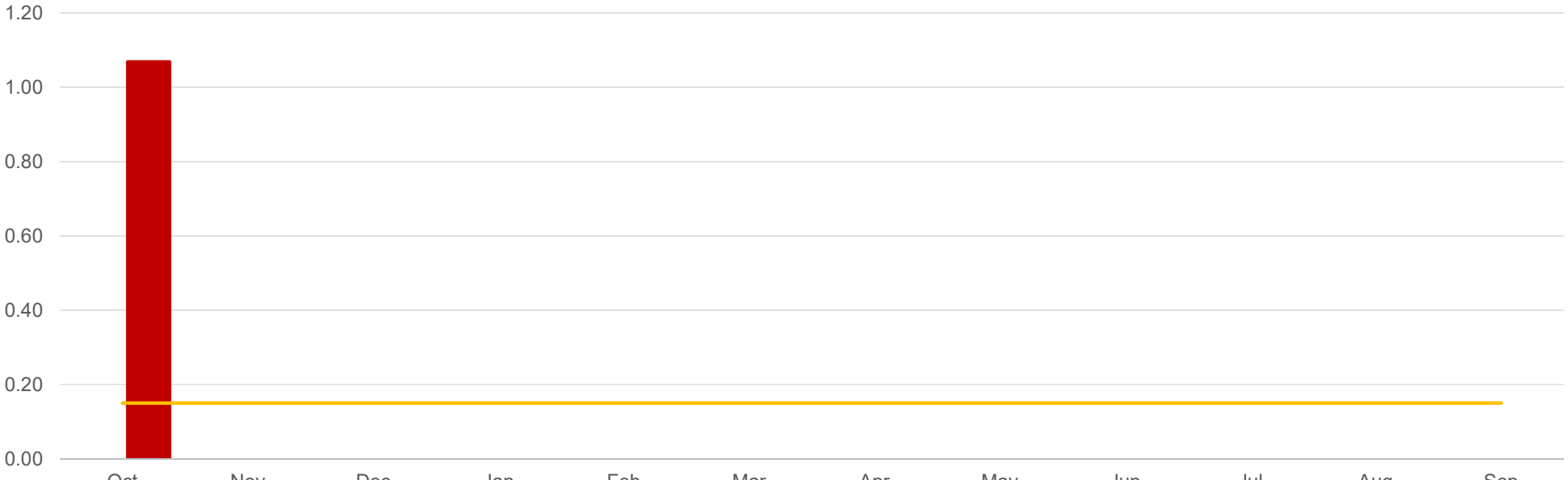
Minimum 13,000

Below Minimum

TRINITY METRO℠

ACCESS InHouse

Preventable Major Collisions per 100K Miles



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
FY21	1.07	0.00	0.00	0.00								

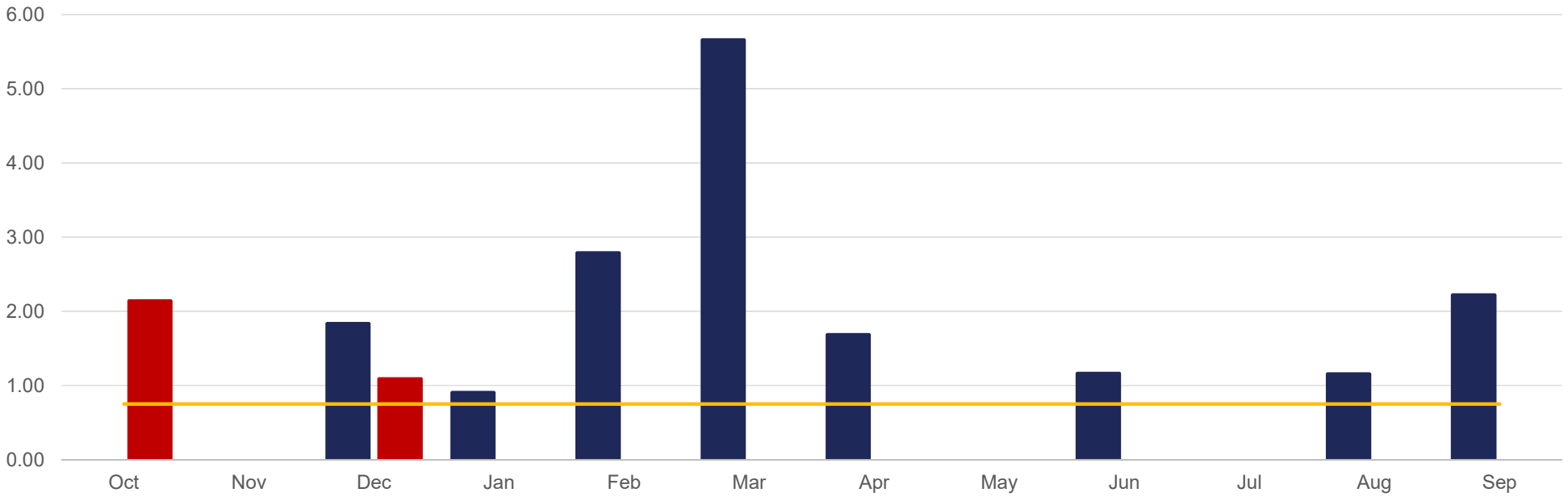
Goal Below 0.15

No Collisions

TRINITY METRO℠

ACCESS InHouse

Preventable Collisions per 100K Miles



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY20	0.00	0.00	1.83	0.90	2.79	5.66	1.68	0.00	1.16	0.00	1.15	2.22
FY21	2.14	0.00	1.09	0.00								

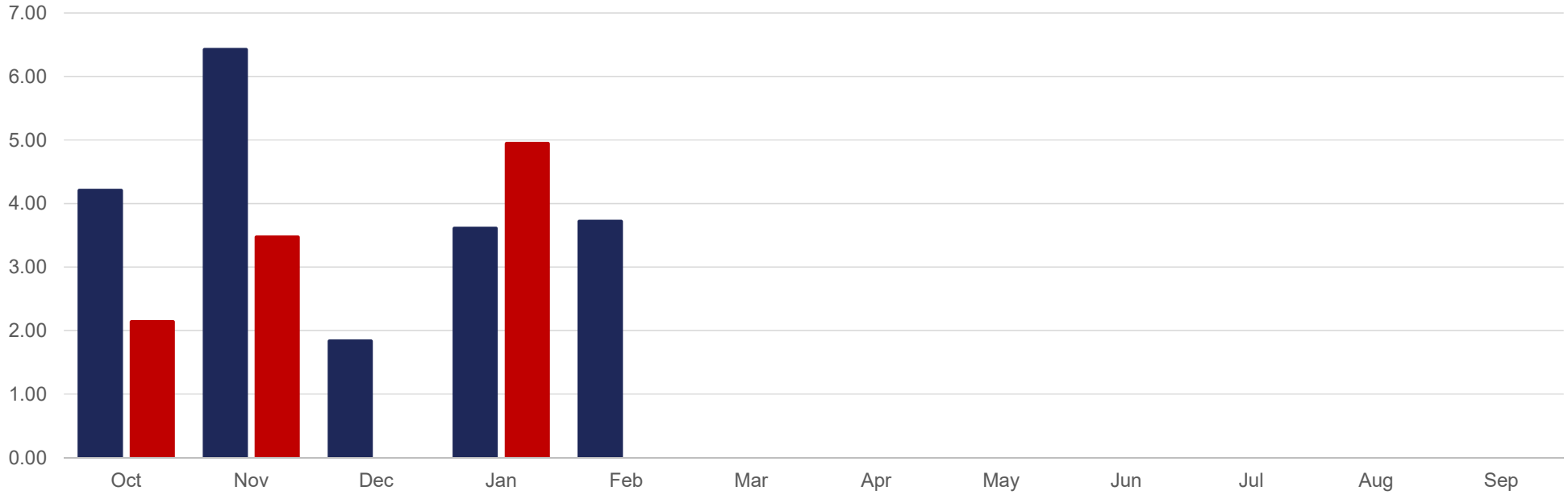
Goal Below 0.75

No Collisions

TRINITY METRO℠

ACCESS InHouse

Non-Preventable Collisions per 100K Miles



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY20	4.20	6.42	1.83	3.61	3.72	0.00	0.00	0.00	0.00	0.00	0.00	0.00
FY21	2.14	3.47	0.00	4.94								

No Collisions

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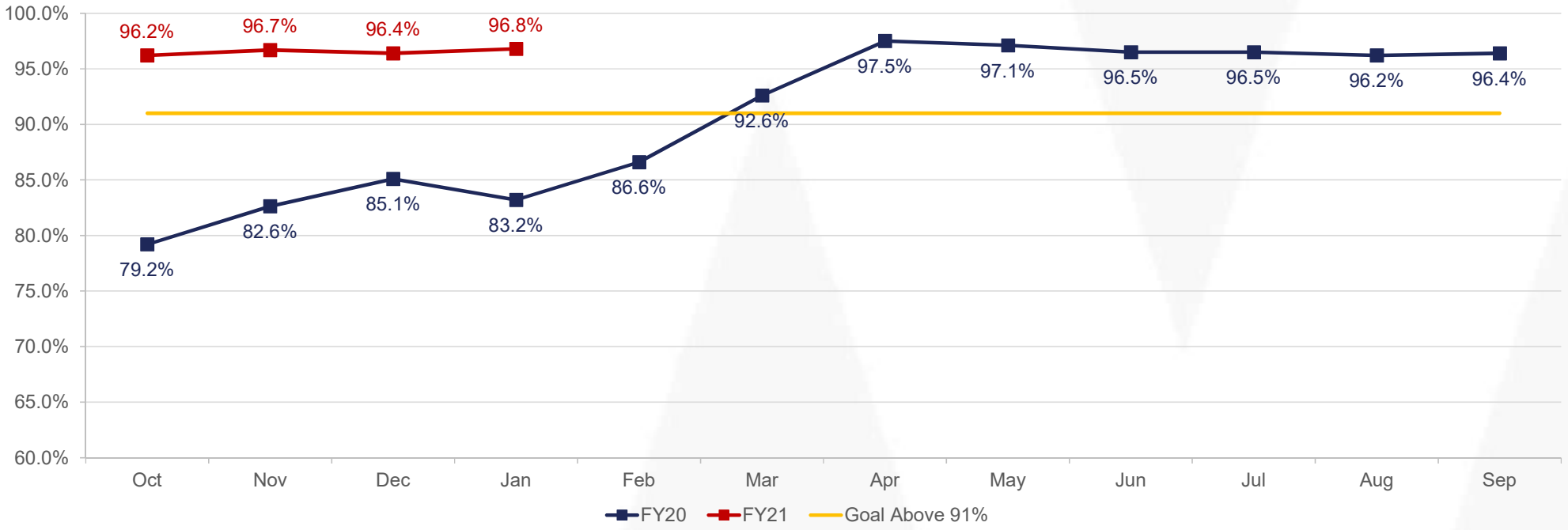
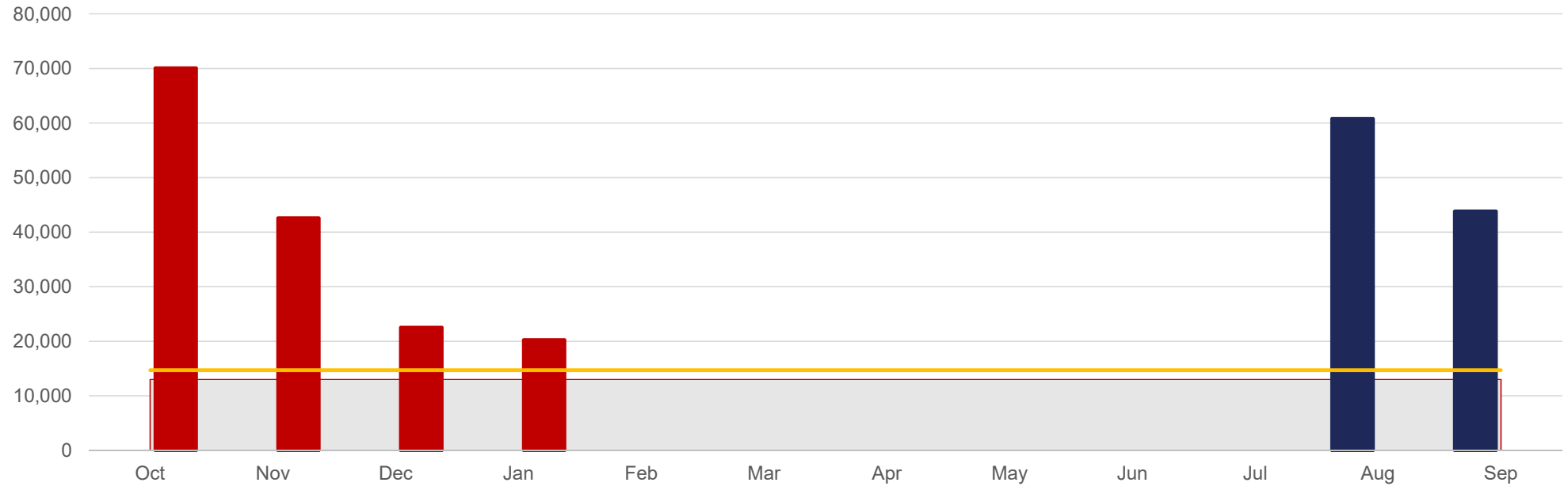
ACCESS Contract

On-Time Performance



ACCESS Contract

Miles Between Road Calls



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY20	No RCs	No RCs	No RCs	No RCs	No RCs	No RCs	No RCs	No RCs	No RCs	No RCs	60,781	43,803
FY21	70,075	42,583	22,532	20,232								

Goal Above 14,700

Minimum 13,000

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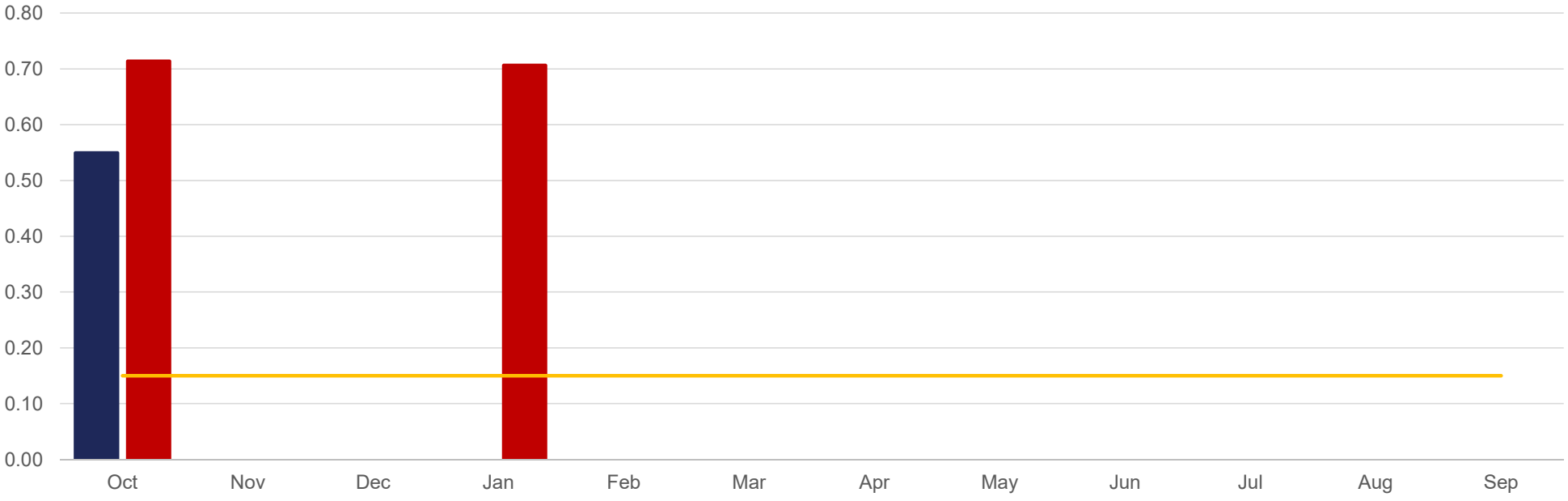
ACCESS Contract

Preventable Major Collisions per 100K Miles



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY20	0.55	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
FY21	0.71	0.00	0.00	0.71								

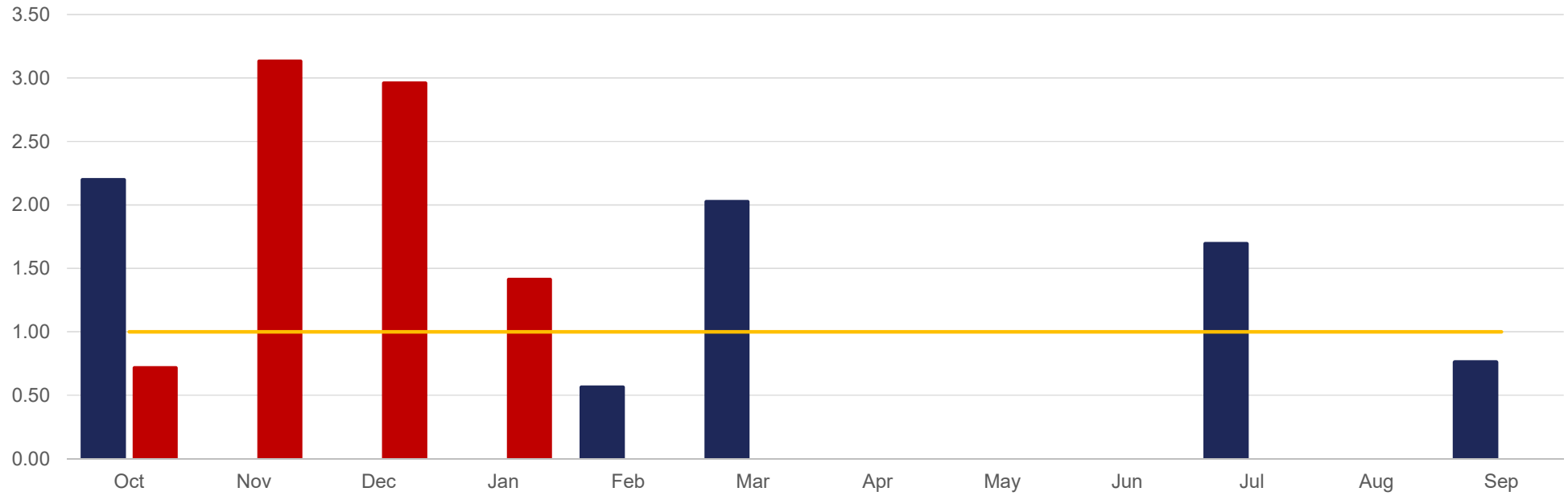
Goal Below 0.15

No Collisions

TRINITY METRO℠

ACCESS Contract

Preventable Collisions per 100K Miles



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY20	2.20	0.00	0.00	0.00	0.56	2.02	0.00	0.00	0.00	1.69	0.00	0.76
FY21	0.71	3.13	2.96	1.41								

Goal Below 1.00

No Collisions

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PLANNING, OPERATIONS & MARKETING COMMITTEE
INFORMATION ITEM

Item: Ridership Report **Meeting Date:** March 22, 2021

Wayne Gensler, Chief Operating Officer / Vice President of Bus and Paratransit, will present the Ridership Report.

Ridership Report

January 2021

Wayne Gensler
COO/VP of Bus and Paratransit

March 2021

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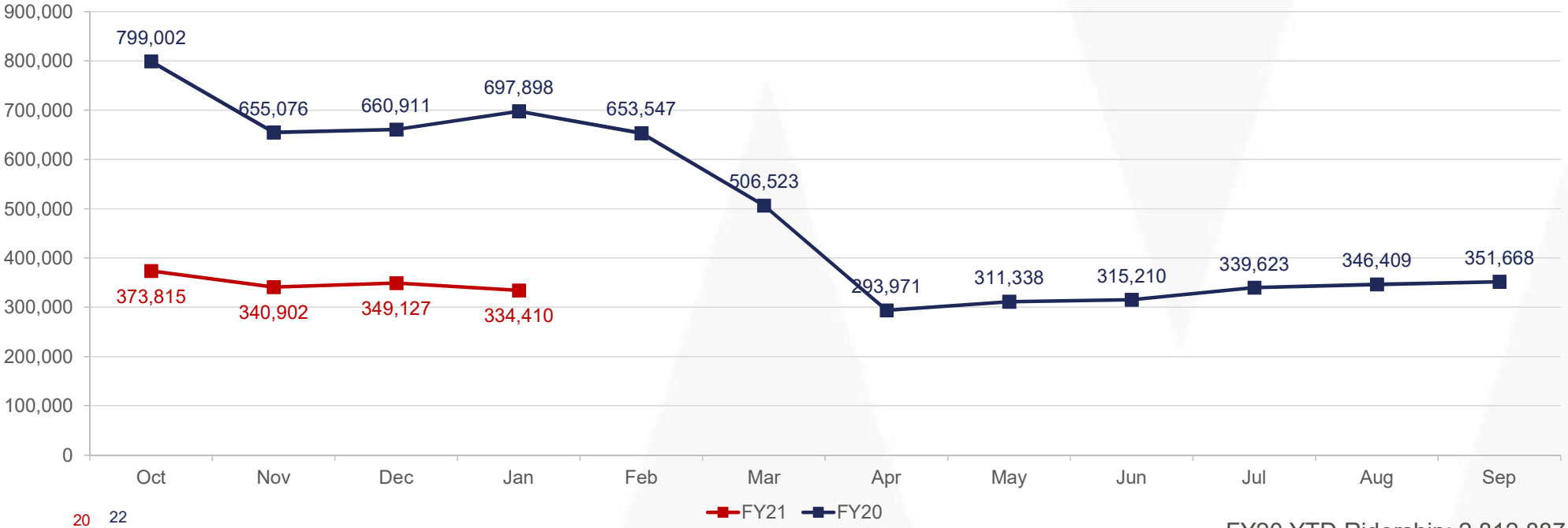
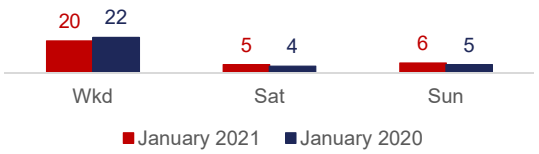
System-wide Monthly Ridership





FY20 YTD Ridership: 2,812,887
FY21 YTD Ridership: 1,398,254

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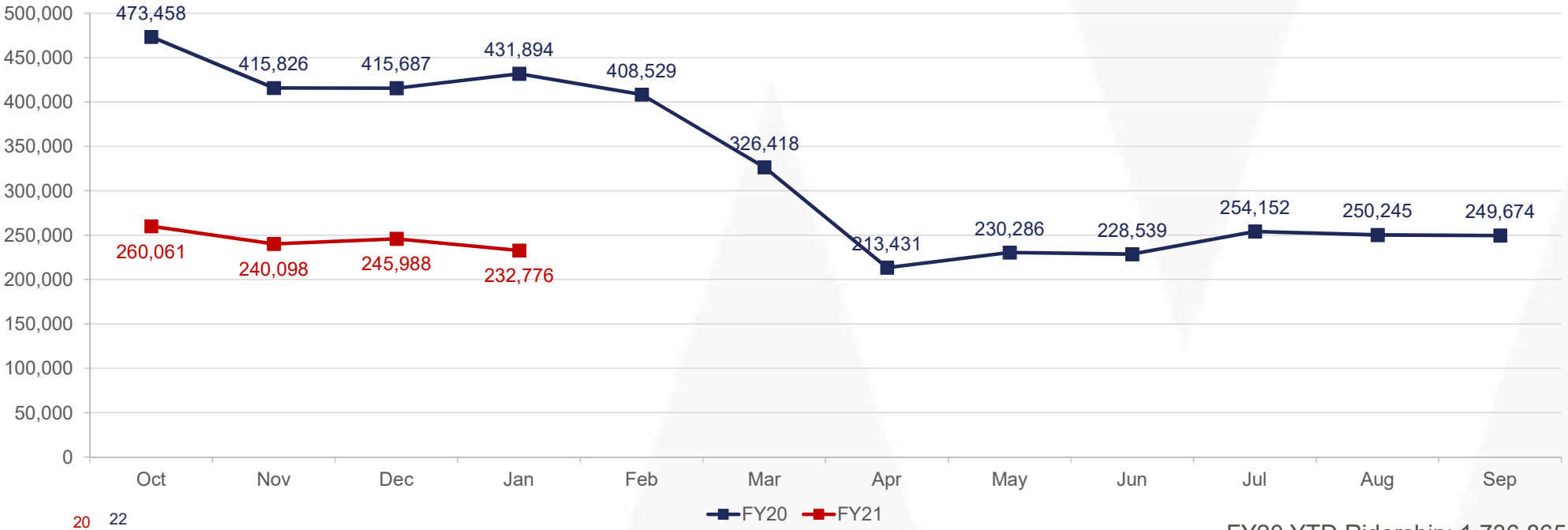
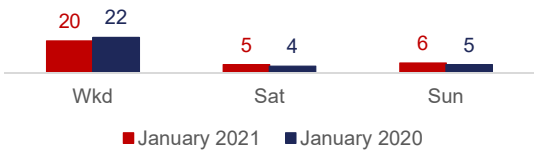
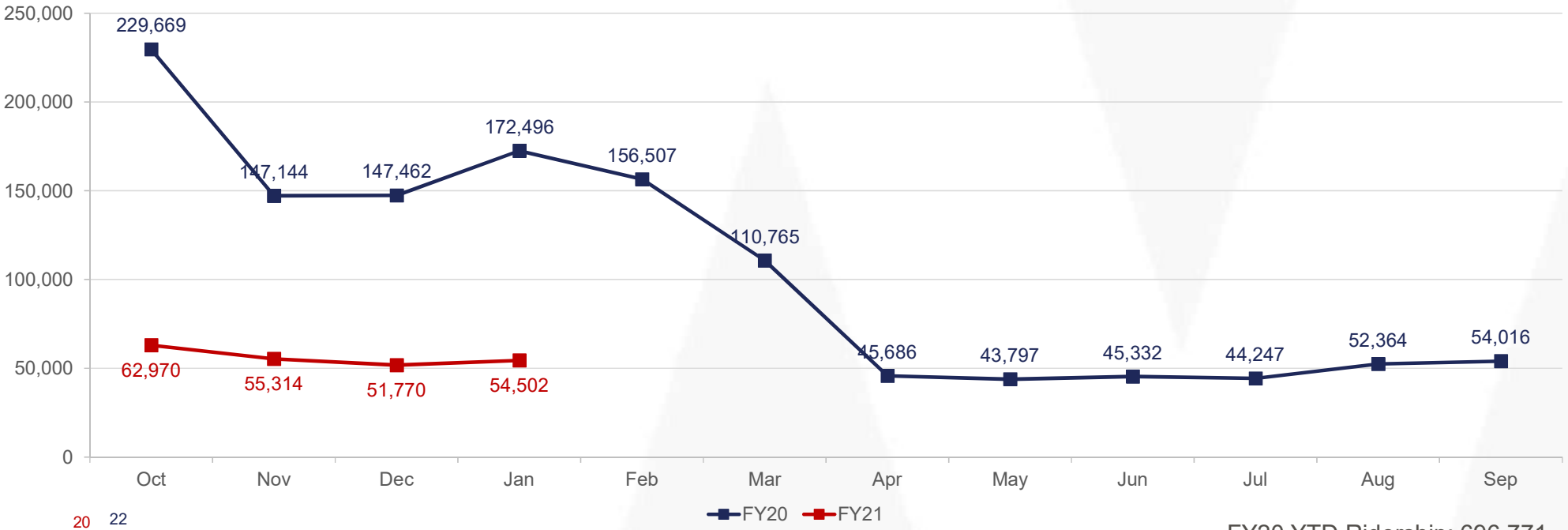
Fixed Route Monthly Ridership

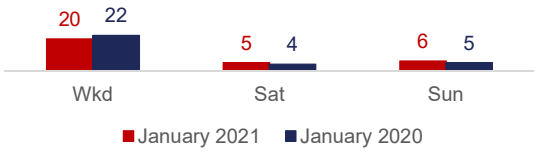




FY20 YTD Ridership: 1,736,865
FY21 YTD Ridership: 978,923

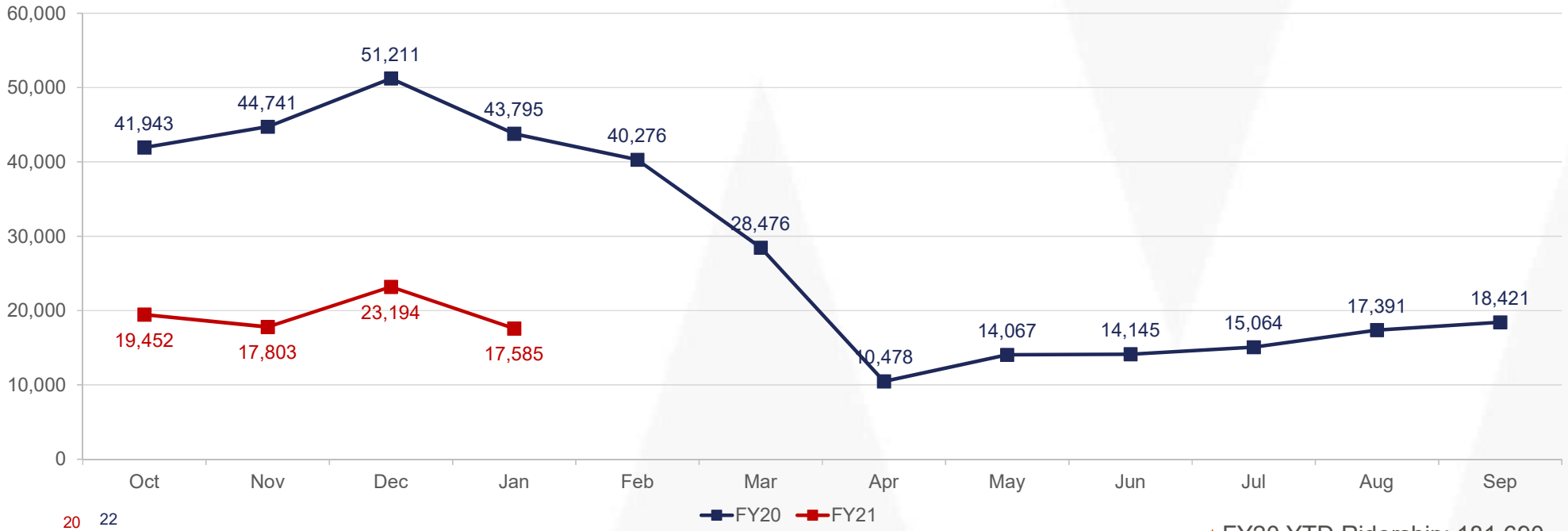
TRE Monthly Ridership

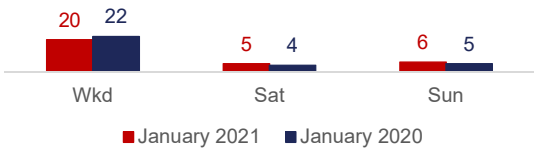




FY20 YTD Ridership: 696,771
FY21 YTD Ridership: 224,556

TEXRail Monthly Ridership

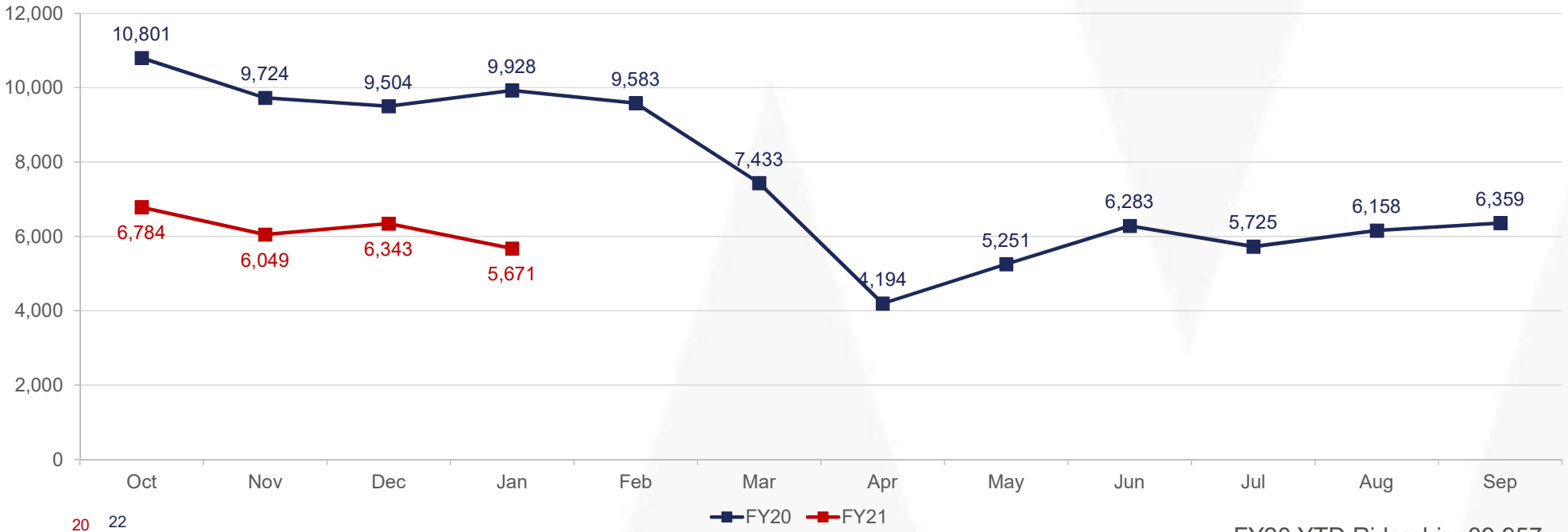


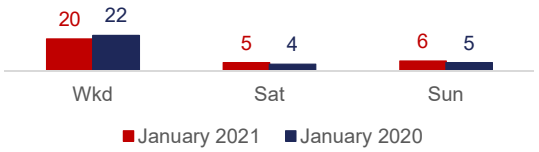


* FY20 YTD Ridership: 181,690
FY21 YTD Ridership: 78,034

* January 2019 free service included

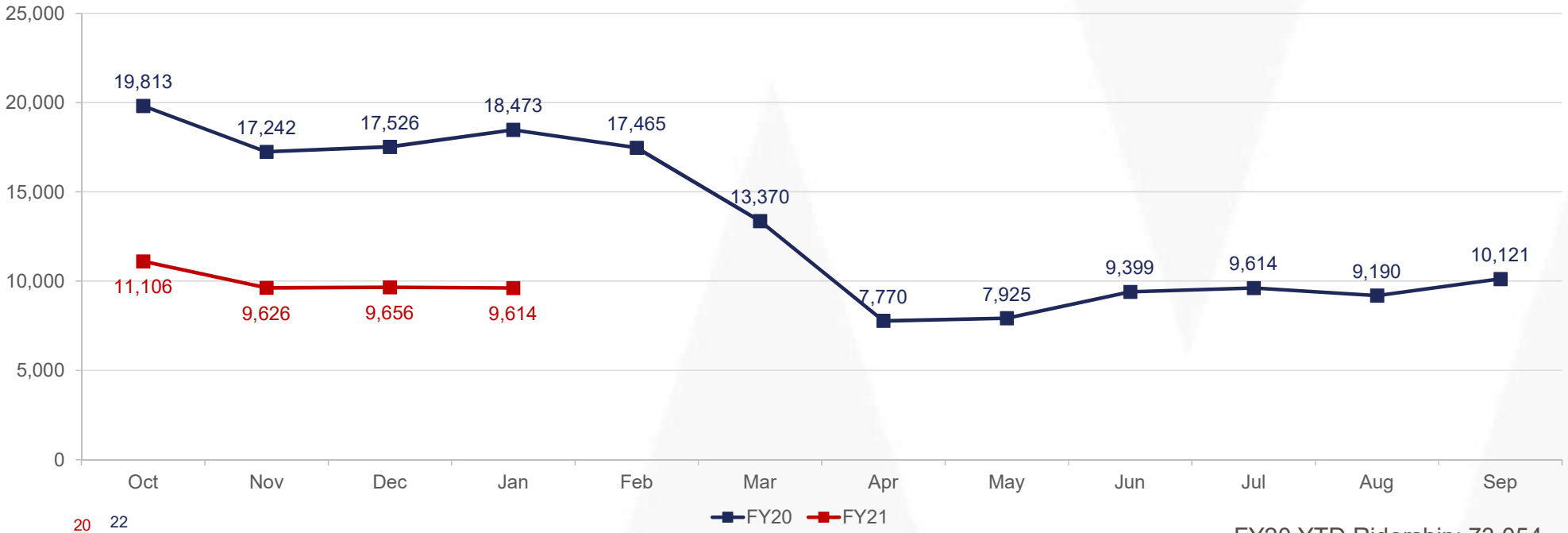
ACCESS InHouse Monthly Ridership

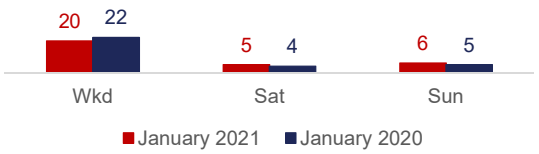




FY20 YTD Ridership: 39,957
FY21 YTD Ridership: 24,847

ACCESS Contract Monthly Ridership





FY20 YTD Ridership: 73,054
FY21 YTD Ridership: 40,002

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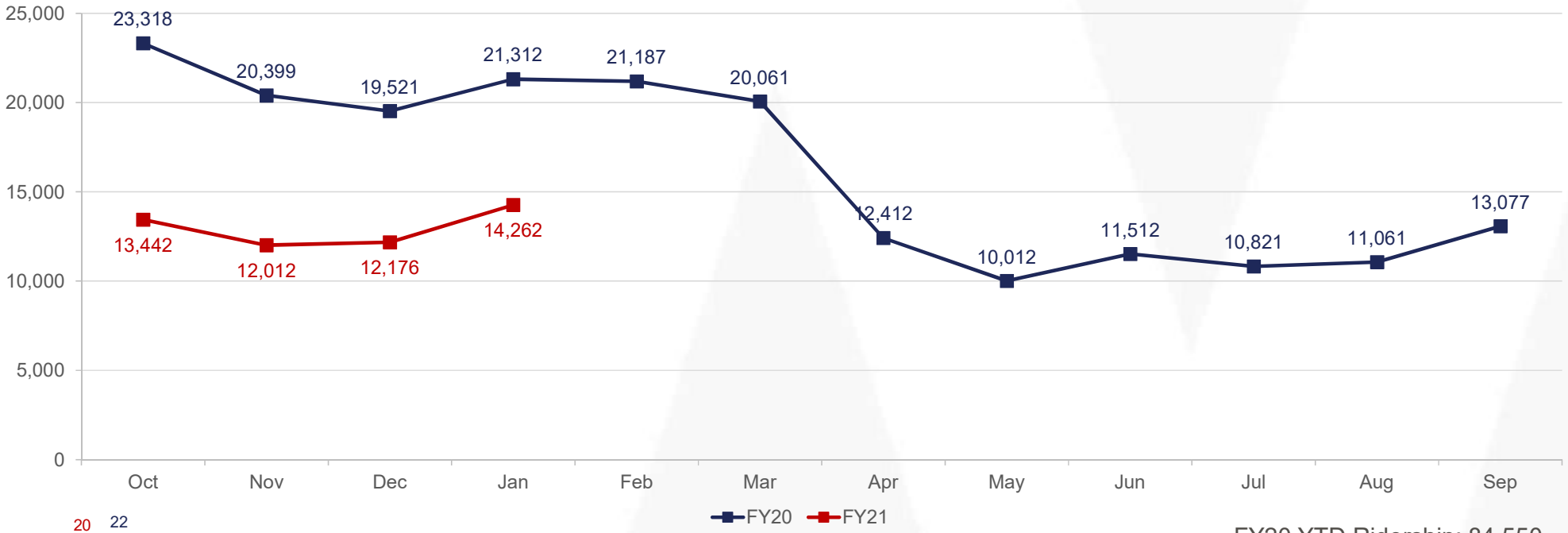
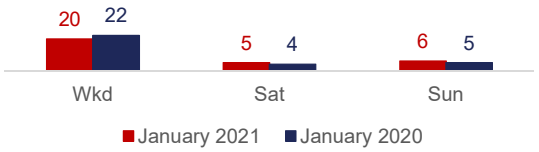
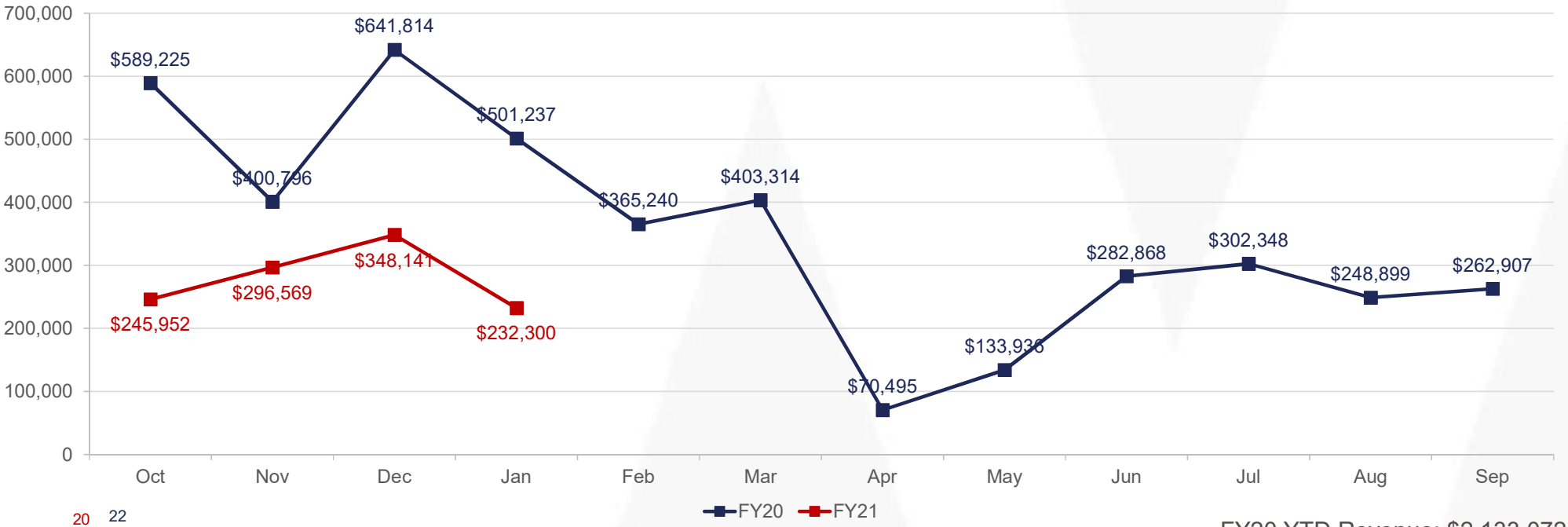
Other Services Monthly Ridership

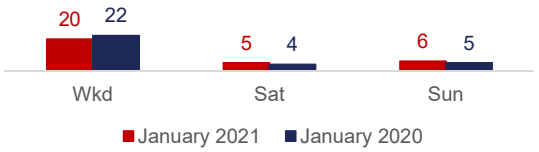




FY20 YTD Ridership: 84,550
FY21 YTD Ridership: 51,892

Fixed Route Revenue





FY20 YTD Revenue: $2,133,072
FY21 YTD Revenue: $1,122,962

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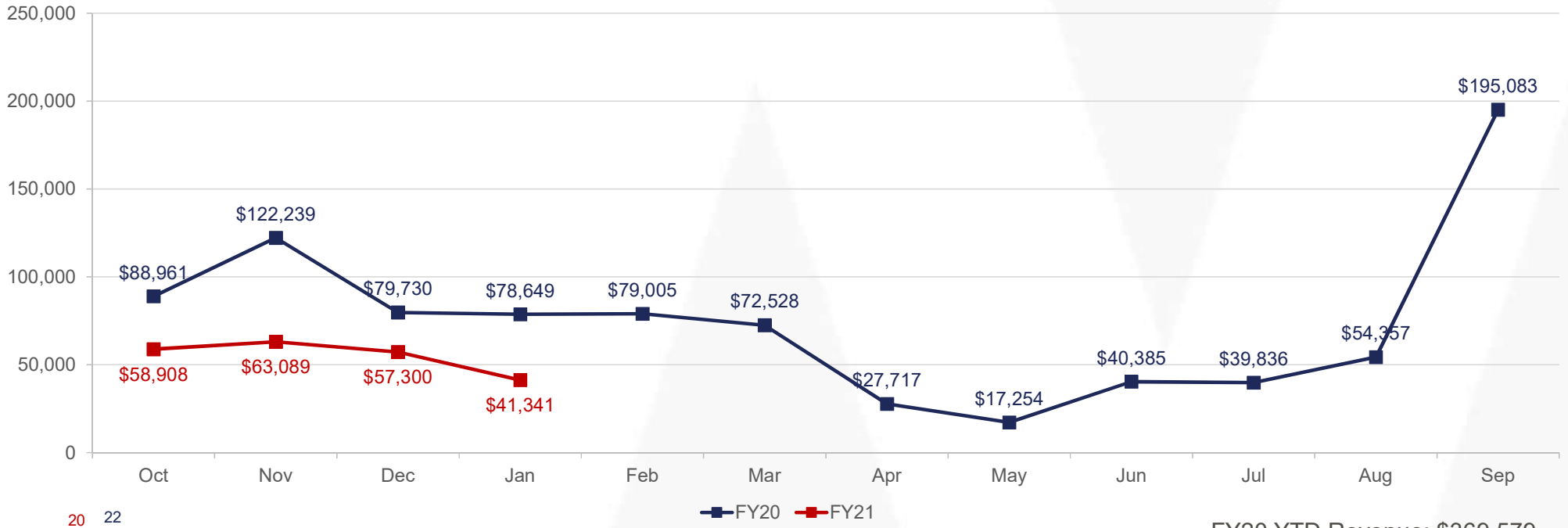
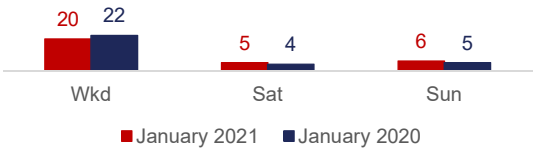
ACCESS Revenue





FY20 YTD Revenue: $369,579
FY21 YTD Revenue: $220,638

Summary

January 2021	Bus	ACCESS	TRE	TEXRail	System Wide
Recovery Ratio	5.61%	3.58%	2.16%	0.83%	3.57%
Average Fare per Boarding	$1.00	$2.70	$0.55	$1.12	$1.01

FY2021 - FYTD	Bus	ACCESS	TRE	TEXRail	System Wide
Recovery Ratio	7.08%	4.57%	2.44%	1.06%	4.51%
Average Fare per Boarding	$1.15	$3.40	$0.57	$1.19	$1.16

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COVID Service Highlights – February 2021

	February
Trips to Medical District on Fixed Route Service	7,486
Medical and Grocery Trips on Paratransit Service	6,641
Dialysis Trips on Paratransit Service	5,001
Work Trips on ZIPZONES *	823

PLANNING, OPERATIONS & MARKETING COMMITTEE
INFORMATION ITEM

Item: January 2021 Marketing & Communications Report **Meeting Date:** March 22, 2021

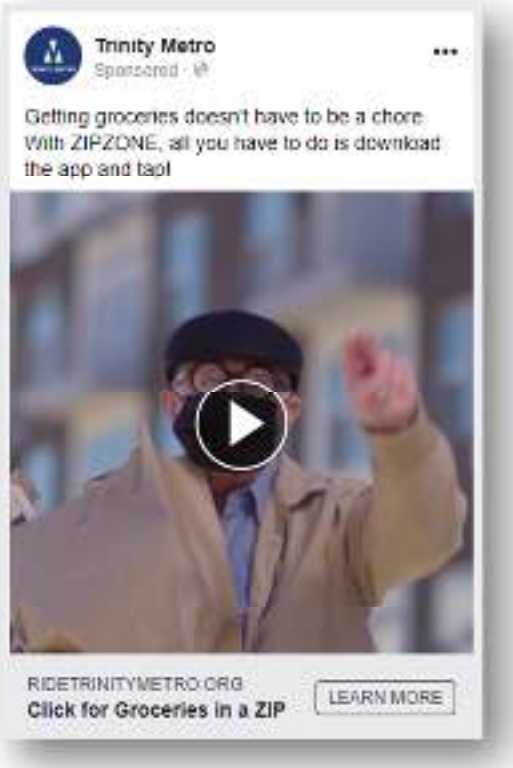
Melissa Chrisman, Vice President of Marketing & Communications, will present an update on Marketing & Communications.

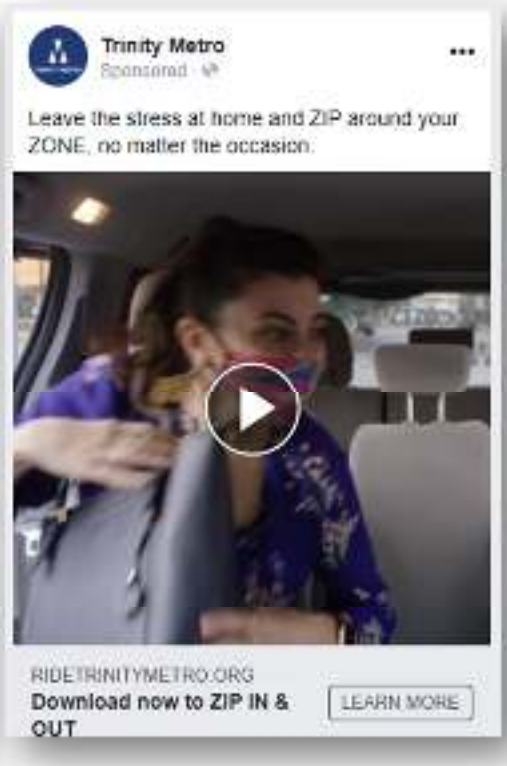
PLANNING, OPERATIONS & MARKETING COMMITTEE INFORMATION ITEM

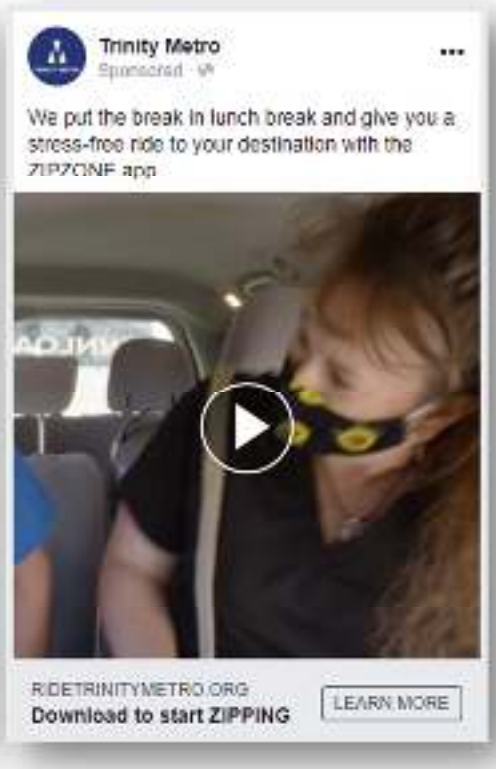
Item Number: Marketing & Communications Update **Meeting Date:** March 22, 2021

PAID MEDIA – NEW

CAMPAIGN NAME:	**ZIPZONE/ZIP AROUND YOUR ZONE**
TIMEFRAME:	FEBRUARY 2021
CAMPAIGN RESULTS	465,612 AD VIEWS AND 2,931 AD CLICKS
RIDERSHIP GOAL:	1,823 RIDES IN ZIPZONES IN FEBRUARY
TACTICS:	PAID SOCIAL MEDIA AND DIGITAL ADS







SHARED MEDIA SPOTLIGHT – NEW

CAMPAIGN NAME:	**BLACK HISTORY MONTH**
TIMEFRAME:	FEBRUARY 2021
CAMPAIGN GOAL 1:	8,000 AD VIEWS
RESULTS FINAL:	26,804 AD VIEWS **(GOAL MET)**
CAMPAIGN GOAL 2:	2,000 AD ENGAGEMENTS
RESULTS FINAL:	825 AD ENGAGEMENTS **(GOAL NOT MET)**
TACTICS:	SOCIAL

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EARNED MEDIA – FEBRUARY RESULTS

NATIONAL/INTERNATIONAL

Jon-Erik "AJ" Arjanen, vice president and COO of rail, and Laura Hanna, director of communications, were quoted in a Railway Age article: **Texas transit: Once frozen, starts to thaw**.

Glenn Miller, director of marketing, was quoted in a METRO Magazine article: **A closer look: Cultivating marketing campaigns for transit success**.

Trinity Metro was included in a Trains Magazine article: **Winter weather triggers transit changes in Dallas-Fort Worth, shutdown in Houston**.

LOCAL/REGIONAL

Trinity Metro was mentioned in a Fox 4 news story: **City of Arlington offering free rides to COVID-19 vaccine appointments**.

Bob Baulsir, president and CEO, was quoted in a Dallas Morning News editorial: **Tarrant County's public transit is giving free vaccine rides. DART should follow suit**.

Detra Whitmore, vice president of customer experience, was interviewed in a Bisnow article: **How Fort Worth can keep up with the Texas boom**.

Trinity Metro was featured on NBC 5: **Trinity Metro provides free rides for COVID-19 vaccines**.

Trinity Metro was mentioned in an article on the City of Fort Worth website: **How the City of Fort Worth protected the most vulnerable**.

Trinity Metro was mentioned in multiple weather-related stories, including:

- WFAA 8: **Weather impacts: More cities issue boil orders, power restored for some**.
- Fort Worth Magazine: **Mayor Price addresses city's winter weather response**.
- Fox West Texas: Weather impacts: **Officials urging Texans to conserve water, natural gas in addition to electricity**.

Trinity Metro was featured in a Fort Worth Star-Telegram article: **Trinity Metro to offer free rides to COVID-19 vaccination sites in Tarrant County**.

Bob Baulsir, president and CEO, was interviewed in a CBS 11 news story: **Trinity Metro plans to offer free rides to get COVID-19 vaccine**.

TEXRail was mentioned in a Fort Worth Magazine article: **Grapevine food hall to open Saturday**.

Trinity Railway Express was mentioned in a Texas Patch article**: TRE line work Feb. 6 to impact Irving riders**. The article was also featured on the **City of Irving website**.

Irving Weekly published an article about the TRE bus bridge: **Trinity Railway Express line work on Feb. 6 will impact Irving riders**.

SHARED MEDIA – FEBRUARY RESULTS

SHARED MEDIA RESULTS	**SUMMARY: SOCIAL MEDIA HIGHLIGHTS**
TOTAL ENGAGEMENTS:	4,147 (2,395 IN JANUARY)
TOTAL MESSAGES SENT:	182 (87 IN JANUARY)
TOTAL FOLLOWERS GAINED:	150 (97 IN JANUARY)
TOTAL IMPRESSIONS:	133,634 (47,365 IN JANUARY)

NETWORK	ENGAGEMENTS	CLICKS	PAGE LIKES	COMMENTS	SHARES	REACTIONS	IMPRESSIONS	USERS REACHED
Facebook	2,306	1,496	12,180	73	186	551	44,726	39,411
MOM Change	230%	302%	0%	630%	152%	124%	139%	139%
YOY Change	53%	57%	5%	52%	16%	45%	50%	164%

NETWORK	ENGAGEMENTS	ENGAGEMENT RATE	LINK CLICKS	MENTIONS	RETWEETS	LIKES	IMPRESSIONS
Twitter	1,523	1%	336	31	76	162	78,459
MOM Change	26%	7%	336%	520%	85%	13%	112%
YOY Change	-2%	40%	39%	210%	21%	-26%	-44%

NETWORK	ENGAGEMENTS	ENGAGEMENT RATE	LIKES	COMMENTS	SAVES	IMPRESSIONS	REACH
Instagram	318	13%	290	17	11	10,449	9,800
MOM Change	-7%	-10%	326%	183%	450%	211%	207%
YOY Change	-36%	26%	60%	750%	83%	75%	84%

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OWNED MEDIA – FEBRUARY RESULTS

OWNED MEDIA RESULTS	SUMMARY: BLOG/MAKE YOUR MOVE

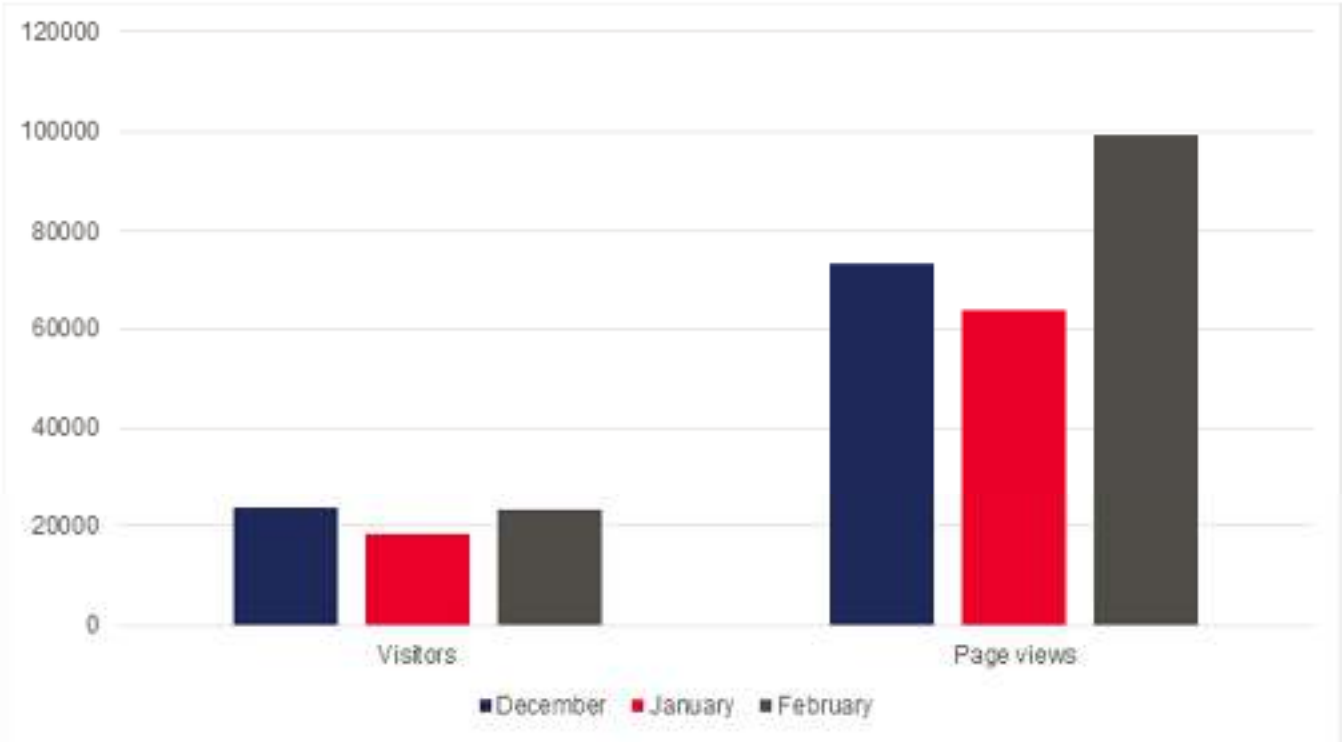
Page views	Average Time On Page	Sessions	% New Sessions	New Users	Pages per Session	Average Session Duration
1,586	00:03:28	662	81%	531	1.69	00:01:52

TOP PERFORMING BLOG POSTS

- **Black Owned Businesses You Can Support in Fort Worth** | 332 Page views, 202 Sessions
- **Guest Blog: Tareka Lofton of Loft 22 Speaks About Representation, Baking, and Her Faith** | 71 Page Views, 59 Sessions
- **FAQs: Parking at TEXRail Stations** | 63 Page Views, 35 Sessions
- **Guest Blog: Carpenter's Café |** 54 Page views, 27 Sessions
- **ZIPZONE 101** | 49 Page views, 23 Sessions

OWNED MEDIA RESULTS	SUMMARY: GOVDELIVERY EMAIL/TEXT MARKETING
BULLETINS SENT:	53 (20 IN JANUARY)
TOTAL RECIPIENTS:	257,241 (100,937 IN JANUARY)
EMAIL OPENS:	38,940 (13,748 IN JANUARY)
EMAIL OPEN RATE:	18% (16% IN JANUARY)
LINK CLICKS:	1,883 (634 IN JANUARY)
TOTAL SUBSCRIBERS	20,738 (20,445 IN JANUARY)
TOTAL SUBSCRIPTIONS	165,421 (162,770 IN JANUARY)

OWNED MEDIA RESULTS	SUMMARY: PODCAST/WE'LL TAKE THE WHEEL
TOTAL PLAYS:	87 (INCLUDES PREVIOUS EPISODE LISTENS)
S2 EPISODE 2: FORT WORTH'S HISTORIC WALL	23
S2 EPISODE 3: LIFTING BLACK VOICES	26



TRINITY METRO EASYRIDE – FEBRUARY RESULTS

Total EASYRIDE organizations	Total EASYRIDE participants	Monthly EASYRIDE revenue (includes online and in-person sales)
72 (+1)	1,623 (+22)* *includes City of Fort Worth	$4,810 (-$6,074)

EASYRIDE ticket type	Total EASYRIDE sales by ticket type	Total EASYRIDE revenue by ticket type
Local Monthly	48	$3,060
Regional Monthly	0	$0
Local Annual	3	$1,750
Regional Annual	0	$0

PLANNING, OPERATIONS & MARKETING COMMITTEE
INFORMATION ITEM

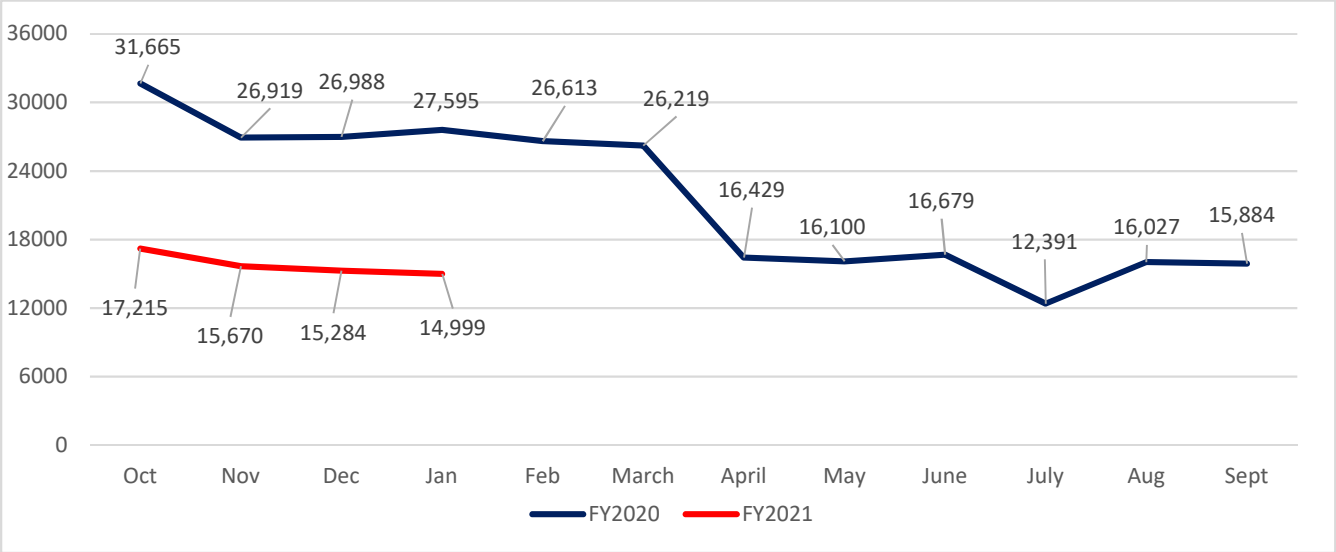
Item: Customer Relations Report **Meeting Date:** March 22, 2021

Detra Whitmore, Vice President of Customer Experience, will present an update on Customer Relations.

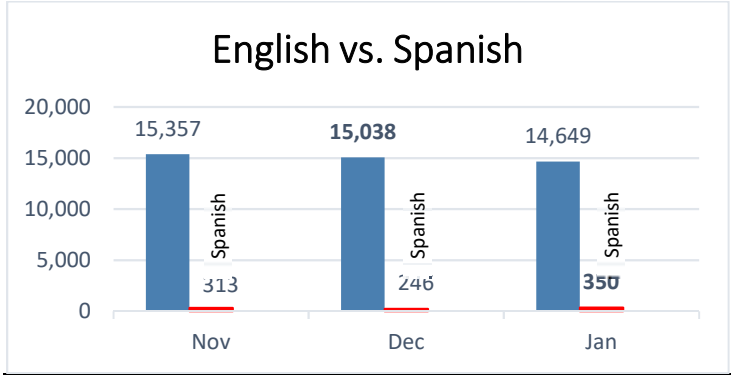
PLANNING, OPERATIONS & MARKETING COMMITTEE
INFORMATION ITEM

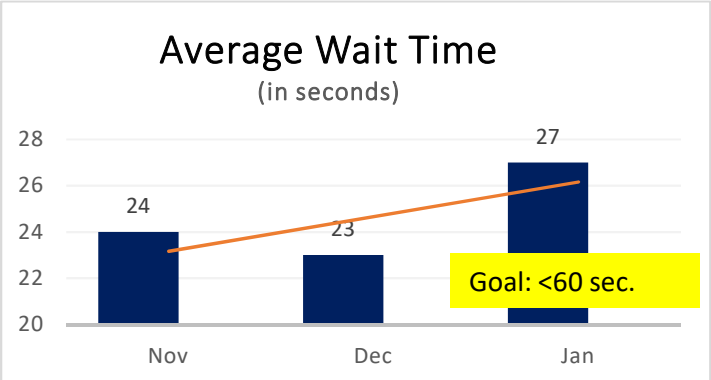
Item Number: Customer Relations Report **Meeting Date:** March 22, 2021

CUSTOMER CARE CALL CENTER



CALL BREAK DOWN – FY 2021

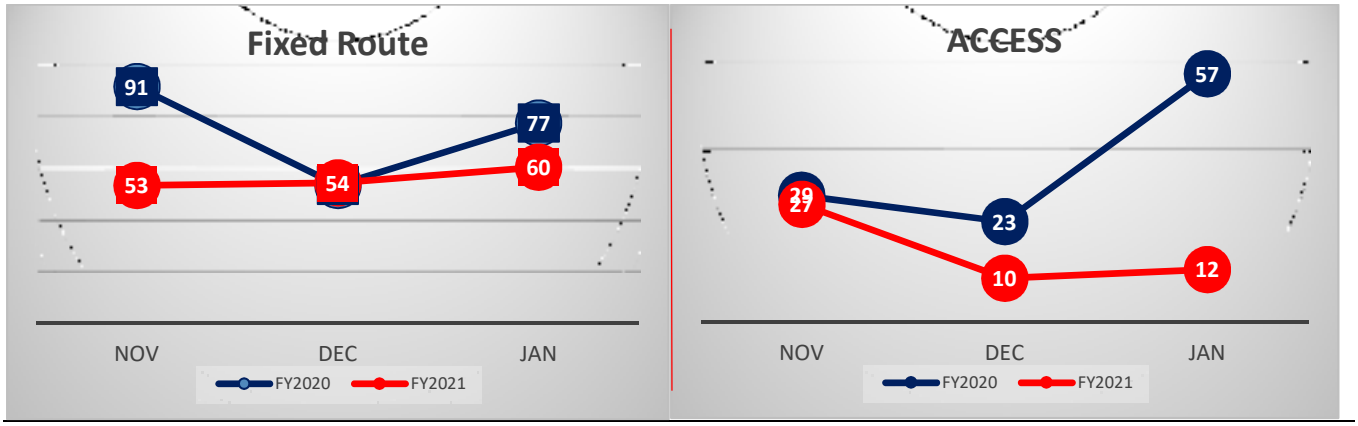


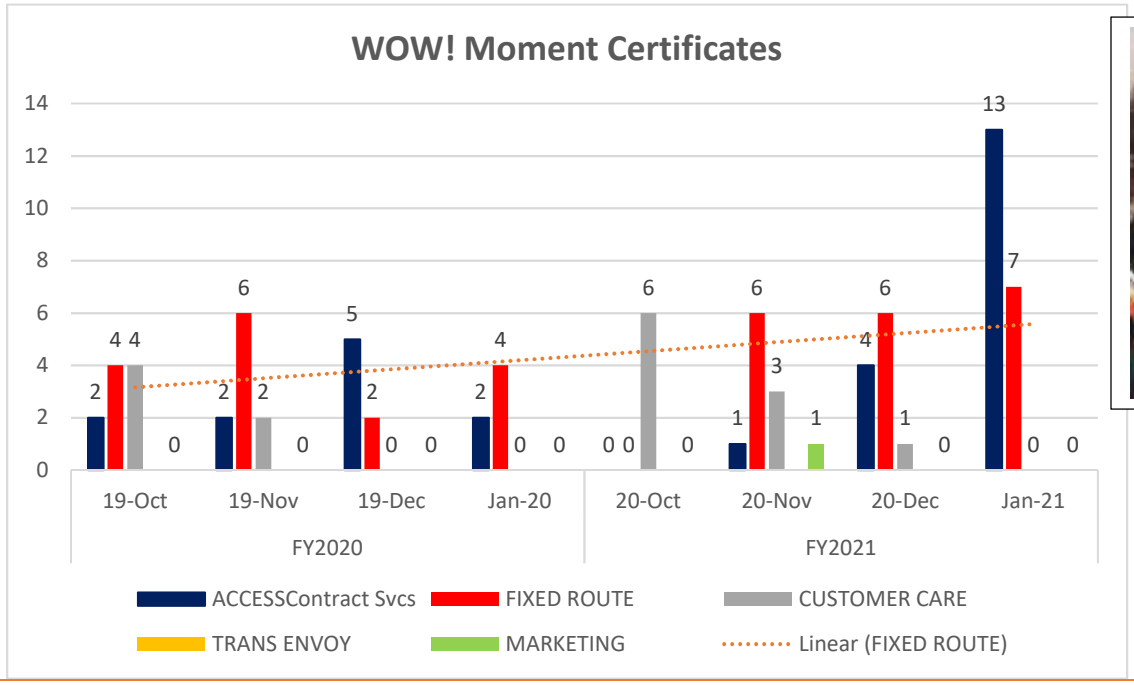


Fun Facts

- Calls Answered with No Wait Time:
  - November – 77.19%
  - December – 77.09%
  - **January – 75.49%**
- Lost and Found Calls
  - November – 228
  - December – 220
  - **January - 177**
- General Questions
  - November – 2,186
  - December – 2,532
  - **January – 2,446**
- ZIPZONE
  - November – 13
  - December – 22
  - **January - 6**

CUSTOMER EXPECTATIONS – COMPLAINTS –JANUARY FY2021





TOP COMMENDATIONS

- Helpful Driver – Fixed Route
- Helpful Representative – Customer Care
- Kind Driver – ACCESS
- Helpful Driver - ACCESS

IN THE COMMUNITY

OUTREACH EFFORTS FOR January FY2021

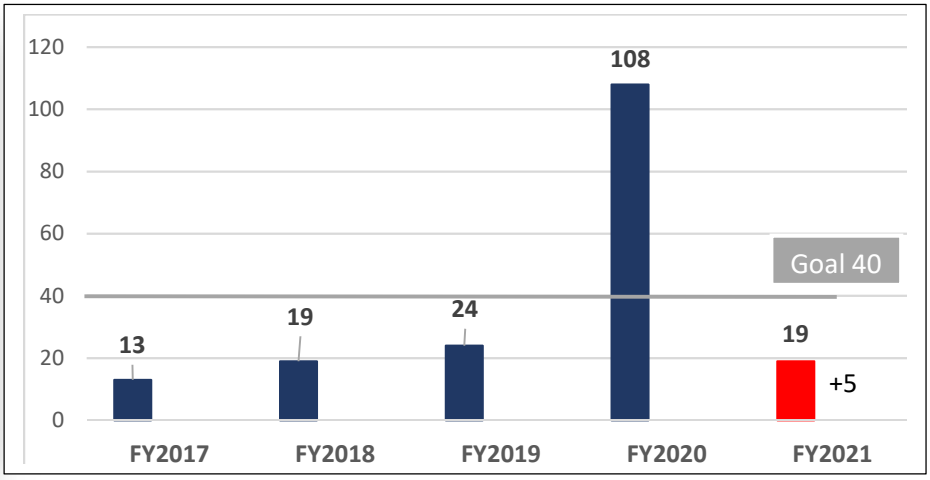
- 538 Customer Contacts
- 502 masks distributed
- 8 Travel Training/Ride A-Longs

"What we are hearing"

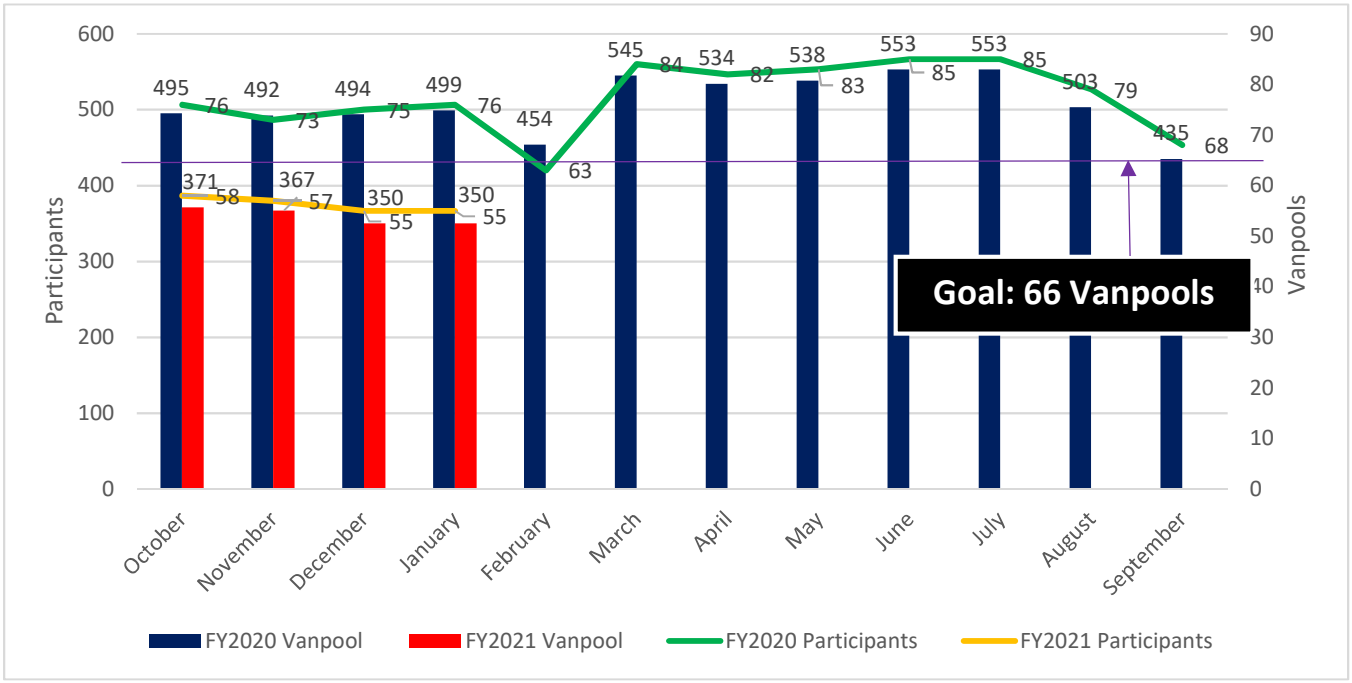
- Customer is very impressed on how our bus system has improved.
- Happy with how many shelters and bus benches we have added on routes.
- A veteran is so pleased with our bus system.
- Customer commented that our bus service stops too early.
- Don't want Route 27 to be combined with 32- the elderly need Route 27 as it is.
- Customer rides from Hulen to Denton loves Route 63/64. She has also encourage family to use transit.
- Customer very satisfied with the system being so simple to navigate as well as organized and planned routes.

CUSTOMER RELATIONS

ADOPT A STOP



TRINITY METRO VANPOOL



FINANCE & AUDIT COMMITTEE
INFORMATION ITEM

Item: Finance Update **Meeting Date:** March 22, 2021

Fred Crosley, Chief Financial Officer/ Vice President, will present an update on Finance.

Fort Worth Transportation Authority

Balance Sheet

	As of January 31, 2021
	(Unaudited)
CURRENT ASSETS	
Cash restricted for Operations	$3,227,757
Cash restricted for Rail Vehicles	795,097
Unrestricted cash and cash equivalents	27,769,979
Receivables	19,015,637
Inventory	2,158,842
Prepaid	4,921,042
Total Current Assets	57,888,355
FIXED ASSETS	
Work in Progress	23,183,460
Land	156,763,218
Buildings	152,273,956
Building Improvements	4,252,901
Machinery and Equipment	370,924,024
Improvements other than Buildings	764,539,038
Intangible Assets	18,897,291
	1,490,833,886
Less: Accumulated Depreciation & Amortization	(317,581,863)
Total Fixed Assets	1,173,252,024
TOTAL ASSETS	**$1,231,140,379**
LIABILITIES AND NET ASSETS	
CURRENT LIABILITIES	
Accounts Payable and Accrued Liabilities	$19,399,245
Payroll Liabilities	3,934,562
Unearned Revenue	888,493
Unearned Grant Revenue	795,097
Current portion of LT Payable to State	92,428
Current portion of LT TEXRail Loan	60,000,000
Current portion of LT Due Grapevine	160,291
Total Current Liabilities	85,270,116
LONG TERM LIABILITIES	
Long Term Payable to State	2,692,122
Long Term Payable to City of Grapevine	3,428,049
Total Long Term Liabilities	6,120,171
TOTAL LIABILITIES	**$91,390,288**
NET POSITION	
Net Investment in Capital Assets	$1,091,202,408
Operating Reserve	3,227,757
Escrow Reserve	2,000,000
Unrestricted	43,319,927
TOTAL NET POSITION	**$1,139,750,091**

Fort Worth Transportation Authority

Statement of Revenues and Expenses

Fiscal Year to Date January 31, 2021

(Unaudited)

	Actual	Budget	Variance
Operating Revenue:			
Fares			
Multi Modal Fares	$1,213,743	$2,062,634	($848,891)
ACCESS Fares	220,638	290,434	(69,796)
Easy Ride & Corporate	130,645	208,221	(77,575)
Other Revenue			
Sales Tax	28,369,267	19,262,472	9,106,795
Advertising	182,799	166,667	16,132
Rental Income	183,699	222,436	(38,736)
Other	346,652	330,773	15,878
Total Operating Revenue:	30,647,444	22,543,636	8,103,807
Federal/State/Local Income:			
Operating Assistance Grants	10,515,966	15,182,702	(4,666,736)
Grapevine Contribution	2,779,990	2,243,172	536,818
Contributions from Partners	543,643	621,182	(77,539)
Total Assistance Income	13,839,599	18,047,056	(4,207,457)
Total Revenue	$44,487,042	$40,590,692	$3,896,350
Operating Expenses			
Fixed Route Operations			
Salaries & Fringe Benefits	$8,998,019	$8,915,255	$82,764
Services	241,660	211,181	$30,478
Purchased Transportation	705,094	903,223	($198,129)
Other	1,099,897	1,184,542	($84,646)
Total Fixed Route Operations	11,044,670	11,214,202	(169,533)
ACCESS Operations			
Salaries & Fringe Benefits	1,837,618	1,905,318	(67,700)
Services	1,430,740	1,330,105	100,635
Other	186,250	257,369	(71,119)
Total ACCESS Operations	3,454,608	3,492,792	(38,184)
TRE Operations			
Salaries & Fringe Benefits	38,684	34,970	3,715
Services	4,322,989	5,324,593	(1,001,604)
Other	3,136	700	2,436
Total TRE Operations	4,364,809	5,360,263	(995,454)
TEXRail Operations			
Salaries & Fringe Benefits	134,348	140,023	(5,675)
Services	5,624,965	6,123,319	(498,353)
Other	2,309,733	2,985,168	(675,435)
Total TEXRail Operations	8,069,046	9,248,510	(1,179,464)
Bike Share Operations			
Salaries & Fringe Benefits	0	111,730	(111,730)
Services	9,701	14,293	(4,593)
Other	0	68,729	(68,729)
Total Bike Share Operations	9,701	194,753	(185,052)
General & Administrative			
Salaries, Wages & Fringe Benefits	4,154,832	4,758,149	(603,317)
Other Professional Services	1,910,259	2,172,829	(262,570)
Vehicle & Facilities Maintenance	677,083	603,057	74,025
Software/Systems Maintenance	834,869	867,055	(32,187)
Other General & Administrative	891,671	1,364,342	(472,672)
Total General & Administrative	8,468,713	9,765,433	(1,296,720)
Total Operating Expenses:	$35,411,547	$39,275,952	($3,864,407)
Operating Income / (Deficit)	$9,075,496	$1,314,740	$7,760,757
Capital Grants	3,797,025	3,797,025	0
Investment Income	28,456	26,667	1,789
Depreciation	(16,048,115)	(16,317,665)	269,550
Interest expense	0	22,832	(22,832)
Net Income / (Deficit)	($3,147,138)	($11,156,401)	$8,009,263