PLANNING, OPERATIONS AND MARKETING COMMITTEE WORKING SESSION
TUESDAY, JUNE 21, 2022, 9:30 A.M.

or immediately following the Commuter Rail Committee
PLANNING, OPERATIONS & MARKETING COMMITTEE WORKING SESSION

TUESDAY, JUNE 21, 2022, 9:30 A.M. 801 GROVE STREET
or immediately following the Commuter Rail Committee Fort Worth, Texas 76102

Committee Members: Chris Nettles—Chairman, Teresa Ayala, Michael Crain, Charles Edmonds, Alan Hooks, Sharla Williams, Ben Robertson, Tito Rodriguez, Paul Slechta


CALL TO ORDER

UPDATES
2. Ridership Report Chad Edwards
3. Marketing & Communications Report Melissa Chrisman
4. Customer Relations Report Detra Whitmore

INFORMATION ITEM
1. Discussion with TxDOT on E Lancaster BRT Chad Edwards

ACTION ITEMS
1. POM2022-18 DFW Airport Advertising for TEXRail Melissa Chrisman
2. POM2022-19 CNG Operations and Maintenance Carrie Weir
3. POM2022-20 Fire Protection Maintenance and Monitoring Carrie Weir
4. POM2022-21 Video Surveillance and Access Control Systems Replacement Kevin Hunt
5. POM2022-22 September 2022 Service Changes Phil Dupler

OTHER BUSINESS

NEXT MEETING NO JULY MEETING
CHECK WEBSITE FOR DETAILS

ADJOURN

This facility is wheelchair accessible. For accommodations for hearing or sight interpretive services, please contact Kelli Shields 48 hours in advance at 817.215.8972.
Operations Report
April 2022

Wayne Gensler
COO/VP of Bus and Paratransit
June 2022
Fixed Route Bus

On-Time Performance

- Goal Above - 90%

FY2021

FY2022

TRINITY METRO
Fixed Route Bus

Miles Between Road Calls

<table>
<thead>
<tr>
<th>Month</th>
<th>FY21</th>
<th>FY22</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>12,172</td>
<td>11,865</td>
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<tr>
<td>Nov</td>
<td>13,233</td>
<td>10,868</td>
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<tr>
<td>Dec</td>
<td>14,534</td>
<td>16,505</td>
</tr>
<tr>
<td>Jan</td>
<td>16,631</td>
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<td>15,082</td>
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<td>9,181</td>
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<td>10,342</td>
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<tr>
<td>Aug</td>
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Goal Above 13,900
Minimum 11,500

Below Minimum
Fixed Route Bus

Preventable Collisions per 100K Miles

<table>
<thead>
<tr>
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<tr>
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<td>1.64</td>
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<td>May</td>
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<td>Jun</td>
<td>1.14</td>
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<tr>
<td>Jul</td>
<td>0.76</td>
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<td>1.12</td>
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<tr>
<td>Sep</td>
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Goal Below 1.71
Fixed Route Bus

Non-Preventable Collisions per 100K Miles

<table>
<thead>
<tr>
<th>Month</th>
<th>FY21</th>
<th>FY22</th>
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</thead>
<tbody>
<tr>
<td>Oct</td>
<td>2.92</td>
<td>2.56</td>
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<tr>
<td>Nov</td>
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<tr>
<td>Dec</td>
<td>3.35</td>
<td>2.20</td>
</tr>
<tr>
<td>Jan</td>
<td>5.82</td>
<td>4.26</td>
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<tr>
<td>Feb</td>
<td>1.06</td>
<td>5.48</td>
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<tr>
<td>Mar</td>
<td>1.65</td>
<td>2.38</td>
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<tr>
<td>Apr</td>
<td>1.37</td>
<td>3.65</td>
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<tr>
<td>May</td>
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<tr>
<td>Jun</td>
<td>1.14</td>
<td></td>
</tr>
<tr>
<td>Jul</td>
<td>1.91</td>
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<td>Aug</td>
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<tr>
<td>Sep</td>
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No Collisions
# ACCESS InHouse

## Miles Between Road Calls

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<thead>
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<th>Month</th>
<th>FY21</th>
<th>FY22</th>
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<tr>
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<td>24,582</td>
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<tr>
<td>Nov</td>
<td>17,291</td>
<td>25,080</td>
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<tr>
<td>Dec</td>
<td>15,348</td>
<td>19,057</td>
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<td>26,984</td>
<td>14,033</td>
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<tr>
<td>Feb</td>
<td>15,936</td>
<td>18,890</td>
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<td>Mar</td>
<td>13,083</td>
<td>35,252</td>
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<td>29,488</td>
<td>26,440</td>
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<td>May</td>
<td>14,904</td>
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<tr>
<td>Jun</td>
<td>29,919</td>
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<td>Jul</td>
<td>16,057</td>
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<td>13,875</td>
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<tr>
<td>Sep</td>
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</table>

###为目标
- **Above 14,700**
- **Minimum 13,000**

---

**TRINITY METRO**

Page 9
## ACCESS InHouse

### Preventable Collisions per 100K Miles

<table>
<thead>
<tr>
<th>Month</th>
<th>FY21</th>
<th>FY22</th>
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<tbody>
<tr>
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<td>2.14</td>
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<tr>
<td>Nov</td>
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<td>1.00</td>
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<td>Dec</td>
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<td>1.05</td>
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<td>0.00</td>
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<tr>
<td>Mar</td>
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<tr>
<td>May</td>
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<td>0.00</td>
</tr>
<tr>
<td>Sep</td>
<td>0.00</td>
<td>0.00</td>
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- **No Collisions**
- **Goal Below 0.75**
## ACCESS InHouse

### Preventable Major Collisions per 100K Miles

<table>
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<tr>
<th>Months</th>
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<td>Oct</td>
<td>1.07</td>
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<td>Nov</td>
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<td>0.00</td>
</tr>
<tr>
<td>Sep</td>
<td>0.00</td>
<td>0.00</td>
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No Collisions

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Goal Below 0.15
## ACCESS InHouse

### Non-Preventable Collisions per 100K Miles

<table>
<thead>
<tr>
<th>Month</th>
<th>FY21</th>
<th>FY22</th>
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<tr>
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<td>1.12</td>
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<tr>
<td>Jun</td>
<td>2.23</td>
<td>2.23</td>
</tr>
<tr>
<td>Jul</td>
<td>3.11</td>
<td>3.11</td>
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<tr>
<td>Aug</td>
<td>1.03</td>
<td>1.03</td>
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<tr>
<td>Sep</td>
<td>4.07</td>
<td>4.07</td>
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</table>

No Collisions
ACCESS Contract

On-Time Performance

FY2021

FY2022

Goal Above - 91%
ACCESS Contract

Miles Between Road Calls

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
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</thead>
<tbody>
<tr>
<td>FY21</td>
<td>70,075</td>
<td>42,583</td>
<td>22,532</td>
<td>20,232</td>
<td>22,881</td>
<td>37,327</td>
<td>71,642</td>
<td>34,535</td>
<td>49,071</td>
<td>28,628</td>
<td>34,702</td>
<td>67,733</td>
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<tr>
<td>FY22</td>
<td>19,219</td>
<td>44,579</td>
<td>28,392</td>
<td>43,770</td>
<td>118,022</td>
<td>73,524</td>
<td>60,342</td>
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Below Minimum

Goal Above 35,000
### ACCESS Contract

#### Preventable Collisions per 100K Miles

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<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
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<tr>
<td>FY21</td>
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<td>3.13</td>
<td>2.96</td>
<td>1.41</td>
<td>0.87</td>
<td>2.68</td>
<td>1.40</td>
<td>2.90</td>
<td>2.04</td>
<td>0.00</td>
<td>2.88</td>
<td>0.74</td>
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<td>1.36</td>
<td>0.00</td>
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</table>

No Collisions

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Goal Below 1.00
## ACCESS Contract

### Preventable Major Collisions per 100K Miles

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<th></th>
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<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
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<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
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</thead>
<tbody>
<tr>
<td>FY21</td>
<td>0.71</td>
<td>0.00</td>
<td>0.00</td>
<td>0.71</td>
<td>0.87</td>
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<tr>
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<td>0.00</td>
<td>0.00</td>
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**No Collisions**

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Goal Below 0.15
Ridership Report

April 2022

Chad Edwards
VP of Planning and Development

June 2022
System-wide Monthly Ridership

Number and Types of Days for April

- FY2019
- FY2020
- FY2021
- FY2022

Fiscal Year Ridership to Date

- FY2019: 4,566,456
- FY2020: 4,302,171
- FY2021: 2,452,041
- FY2022: 3,189,913
Fixed Route Bus Monthly Ridership

Number and Types of Days for April

Wkd  Sat  Sun
21  22  5  4  4  4

Fiscal Year Ridership to Date

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Ridership</th>
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</thead>
<tbody>
<tr>
<td>FY2019</td>
<td>2,880,946</td>
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<tr>
<td>FY2020</td>
<td>2,685,243</td>
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<td>FY2021</td>
<td>1,653,190</td>
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<tr>
<td>FY2022</td>
<td>1,895,516</td>
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</table>
ACCESS InHouse Monthly Ridership

Number and Types of Days for April

<table>
<thead>
<tr>
<th>Wkd</th>
<th>Sat</th>
<th>Sun</th>
</tr>
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<tbody>
<tr>
<td>21</td>
<td>5</td>
<td>4</td>
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Fiscal Year Ridership to Date

<table>
<thead>
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<th>Fiscal Year</th>
<th>Ridership</th>
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</thead>
<tbody>
<tr>
<td>FY2019</td>
<td>74,844</td>
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<tr>
<td>FY2020</td>
<td>61,167</td>
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<tr>
<td>FY2021</td>
<td>43,235</td>
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<tr>
<td>FY2022</td>
<td>55,137</td>
</tr>
</tbody>
</table>
ZIPZONE Monthly Ridership

Number and Types of Days for April

- Wkd: 21
- Sat: 5
- Sun: 4

Fiscal Year Ridership to Date
- FY2019: 1,035
- FY2020: 7,304
- FY2021: 7,932
- FY2022: 36,762
BIKE SHARING Monthly Ridership

Number and Types of Days for April

Wkd: 21
Sat: 22
Sun: 5, 4, 4, 4

Fiscal Year Ridership to Date
FY2019: 21,638
FY2020: 35,241
FY2021: 36,415
FY2022: 50,303
VANPOOL Monthly Ridership

Number and Types of Days for April

Wkd Sat Sun

FY2019 FY2020 FY2021 FY2022

Fiscal Year Ridership to Date

FY2019 108,221
FY2020 99,752
FY2021 66,646
FY2022 104,019
Other Services Monthly Ridership

Number and Types of Days for April

- Wkd: FY2019 21, FY2020 22, FY2021 5, FY2022 4
- Sat: FY2019 22, FY2020 22, FY2021 5, FY2022 4
- Sun: FY2019 22, FY2020 22, FY2021 5, FY2022 4

Fiscal Year Ridership to Date

- FY2019: 32,638
- FY2020: 31,156
- FY2021: 22,142
- FY2022: 31,812

Includes: TCTS, NETS, and Grapevine Shuttle
Division of Ridership

All Services - April 2022

Rides

- Fixed Route Bus: 56.74%
- Rail: 29.23%
- Other Mobility Services: 9.67%
- Paratransit: 4.37%

All Services Detail

- Fixed Route Bus InHouse
- TRE
- TEXRail
- VANPOOL
- ACCESS Contract
- BIKE SHARING
- ACCESS InHouse
- ZIPZONE
- Catholic Charities
- Fixed Route Bus Contract
- Grapevine Shuttle

TRINITY METRO
Weekday Daily Average Ridership
Relative to February 2020

February 2020 Avg Weekday Rides

Trinity Metro
Capital Metro (Austin)
RTA (Corpus Christi)
Dart (Dallas)
Metro (Houston)
VIA (San Antonio)
Fixed Route Bus Monthly Revenue

Number and Types of Days for April
- Wkld: 21
- Sat: 5
- Sun: 4

Fiscal Year Ridership to Date
- FY2019: $3,942,343
- FY2020: $2,972,121
- FY2021: $1,890,803
- FY2022: $1,878,626

Most recent month’s numbers are unaudited and will be revised when final
ACCESS Monthly Revenue

Number and Types of Days for April

Fiscal Year Ridership to Date

FY2019  $629,469
FY2020  $548,830
FY2021  $432,405
FY2022  $393,588

Most recent month’s numbers are unaudited and will be revised when final.
## Service Highlights

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Mar 2022</th>
<th>Apr 2022</th>
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</thead>
<tbody>
<tr>
<td>Fixed Route - Trips to Medical District</td>
<td>13,509</td>
<td>13,861</td>
</tr>
<tr>
<td><strong>Paratransit - Total Medical and Grocery Trips</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dialysis Trips</td>
<td>6,211</td>
<td>6,127</td>
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<tr>
<td>Other Medical and Grocery Trips</td>
<td>2,705</td>
<td>2,658</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>8,916</strong></td>
<td><strong>8,785</strong></td>
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<tr>
<td><strong>ZIPZONE - Total Trips</strong></td>
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<tr>
<td>Alliance</td>
<td>1,203</td>
<td>1,226</td>
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<tr>
<td>Mercantile</td>
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<td>South Tarrant</td>
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<td>303</td>
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<tr>
<td>Southside</td>
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<td>3,794</td>
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<td><strong>Total</strong></td>
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<td>Job Seekers</td>
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<tr>
<td>Vaccine Rides Fort Worth</td>
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<td>199</td>
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**TRINITY METRO**
### Paid Media – April Results

**CAMPAIGN NAME: TEXRAIL RIDERSHIP**

**CAMPAIGN RESULTS:**
- 1,199,211 AD VIEWS
- 8,160 AD CLICKS

**TACTICS:**
- PAID SOCIAL, DIGITAL, PRINT

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**CAMPAIGN NAME: SYSTEM RIDERSHIP**

**CAMPAIGN RESULTS:**
- 83,992 AD VIEWS
- 66 AD CLICKS

**TACTICS:**
- DIGITAL, STREAMING VIDEO

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**CAMPAIGN NAME: GOPASS**

**CAMPAIGN RESULTS:**
- 56,134 AD VIEWS
- 357 AD CLICKS

**TACTICS:**
- PAID SOCIAL

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**GoPass Sales**

- **MARCH:** $96,000
- **APRIL:** $101,000

**GoPass Downloads**

- **MARCH:** 1,800
- **APRIL:** 1,967
Earned Media – April Results

EARNED MEDIA RESULTS: MEDIA VALUE

MEDIA COST EQUIVALENT: $2,035,511

TOTAL STORIES: 123

Media Coverage by Type

- PRINT
- WEB
- RADIO
- TV

FEBRUARY
MARCH
APRIL
Shared Media – April Results

**SHARED MEDIA RESULTS: ACCOUNT FOLLOWERS**

<table>
<thead>
<tr>
<th>Platform</th>
<th>Followers (Change)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facebook</td>
<td>15,655 (+294)</td>
</tr>
<tr>
<td>Instagram</td>
<td>2,905 (+88)</td>
</tr>
<tr>
<td>Twitter</td>
<td>4,155 (+89)</td>
</tr>
<tr>
<td>Nextdoor</td>
<td>271,870 (+2,845)</td>
</tr>
</tbody>
</table>

**MOST ENGAGED CONTENT:**
- **4,300 users reached, 216 likes and reactions, 20 comments, 12 shares, 35 link clicks.**
- **5,600 users reached, 300 likes and reactions, 113 comments, 1 share, 284 link clicks.**
**Owned Media – April Results**

**OWNED MEDIA RESULTS: GOVDELIVERY EMAIL/TEXT MARKETING**

<table>
<thead>
<tr>
<th>BULLETINS SENT:</th>
<th>23 (+10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL RECIPIENTS:</td>
<td>112,510 (+57,426)</td>
</tr>
<tr>
<td>EMAIL OPENS:</td>
<td>25,753 (+13,680)</td>
</tr>
<tr>
<td>EMAIL OPEN RATE:</td>
<td>27% (+1%)</td>
</tr>
<tr>
<td>LINK CLICKS:</td>
<td>862 (+508)</td>
</tr>
</tbody>
</table>

**OWNED MEDIA RESULTS: RIDETRINITYMETRO.ORG**

**MOST VISITED PAGES:**
- TEXRail schedules
- Homepage
- Bus routes and schedules
- Tickets
- Trip planner

**Subscribers**

![Subscribers Bar Chart](image)

- FEBRUARY
- MARCH
- APRIL

**Website Traffic**

![Website Traffic Bar Chart](image)

- VISITORS
- PAGE VIEWS

- FEBRUARY
- MARCH
- APRIL

**April Website Users: 61,021**

- NEW VISITORS, 78%
- RETURNING VISITORS, 22%
EASYRIDE – April Results

EASYRIDE TICKET SALES

<table>
<thead>
<tr>
<th>PARTICIPATING ORGANIZATIONS:</th>
<th>75 (+/-0)</th>
</tr>
</thead>
<tbody>
<tr>
<td>REVENUE:</td>
<td>$28,427 (+$5,559)</td>
</tr>
<tr>
<td>+ CITY OF FORT WORTH</td>
<td>$767 (+$62)</td>
</tr>
<tr>
<td>+ TCC</td>
<td>$4,509 (+190)</td>
</tr>
</tbody>
</table>

EASYRIDE TICKET SALES BY TICKET TYPE

<table>
<thead>
<tr>
<th>TICKET TYPE</th>
<th>NUMBER SOLD</th>
<th>REVENUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOCAL ONE-DAY</td>
<td>6,571 (+2,676)</td>
<td>$24,641 (+$10,035)</td>
</tr>
<tr>
<td>LOCAL SEVEN-DAY</td>
<td>24 (+24)</td>
<td>$450 (+$450)</td>
</tr>
<tr>
<td>LOCAL MONTHLY</td>
<td>46 (-77)</td>
<td>$2,760 (-$4,620)</td>
</tr>
<tr>
<td>REGIONAL MONTHLY</td>
<td>4 (+1)</td>
<td>$576 (+$144)</td>
</tr>
<tr>
<td>LOCAL ANNUAL</td>
<td>0 (-1)</td>
<td>$0 (-$450)</td>
</tr>
<tr>
<td>REGIONAL ANNUAL</td>
<td>0 (+/-0)</td>
<td>$0 (+/-0)</td>
</tr>
</tbody>
</table>

TCC RIDES

CITY OF FORT WORTH RIDES
Detra Whitmore
Vice President of Customer Experience
Customer Care Calls

TYPES OF CALLS
67.34% No Wait Time!
887 – TEXRail
223 – Bike Sharing
291 - Lost and Found
75 - ZIPZONE

Average Wait Time (in seconds)
Goal < 60 Seconds
Customer Expectations

**Commendations**

Top Commendations
- Professional driver
- Courteous Care Rep
- Clean Service
- Polite Driver

**Customer Complaints/Concerns**

### FY21
- **October**: 10
- **November**: 8
- **December**: 16
- **January**: 9
- **February**: 15
- **March**: 11
- **April**: 8

### FY22
- **October**: 10
- **November**: 5
- **December**: 12
- **January**: 26
- **February**: 34
- **March**: 18
- **April**: 14

### Total Complaints
- **October**: 106
- **November**: 116
- **December**: 132
- **January**: 136
- **February**: 64
- **March**: 84
- **April**: 112
- **May**: 25

### Valid Complaints
- **October**: 28
- **November**: 41
- **December**: 46
- **January**: 63
- **February**: 29
- **March**: 35
- **April**: 49
- **May**: 55

### Invalid Complaints
- **October**: 78
- **November**: 75
- **December**: 86
- **January**: 73
- **February**: 35
- **March**: 49
- **April**: 55
- **May**: 24

### Top Complaints
- Driver rude
- Bus did not arrive
- No Show assigned
- Sent incorrect vehicle

### Customer Call Backs
- 36% Satisfied
- 36% Didn’t answer
- 8% Not satisfied
- 8% Not satisfied

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Trinity Metro’s Adopt a Stop program is a litter free program aimed to keep our bus stops clean for our riders as well as the communities we serve. This program is open to all individuals, organizations, schools, churches and businesses who would like to help keep their community cleaned. More information on adoptastop@ridetm.org.
April Surveys

- 5 Travel Trainings
- 869 Customer Contacts
- 3 Community Events

- 77 Surveys conducted
- 5.2% not satisfied with times
- 2.6% not easy to purchase transit passes
- 16% not satisfied with location of stops
- 13% do not feel safe
- 10% Find it easy to get information
- 24% Easy to learn the new route
- 76% Bus operates days and nights needed
- 77% Bus stops/stations conveniently located near my home and destination

Rt 11 N Beach/Mercantile Center, Rt 12 Samuels/Mercantile Center, Rt 15 Stockyards/N Main, Rt 16 Alliance Town Center/Mercantile
PLANNING, OPERATIONS AND MARKETING COMMITTEE
INFORMATION ITEM

Item Title: Discussion with TxDOT on E Lancaster BRT  Meeting Date: June 21, 2022

BACKGROUND

Trinity Metro worked closely with the North Central Texas Council of Governments (NCTCOG) to develop a funding plan for several Capital projects the agency has been pursuing for the past year. The E Lancaster Corridor Project, although funded by NCTCOG, the City of Fort Worth, and the Texas Department of Transportation (TxDOT), does not have the Trinity Metro vision of Bus Rapid Transit (BRT) currently included in the project. The agency would like to continue the discussion about the merits of BRT and its application in east Fort Worth.

On Thursday, June 9, 2022, TxDOT, Fort Worth leadership, and Trinity Metro met to share our agency’s vision for the corridor. See attached presentation that outlines the concept for the project.

All parties well received the information shared at the meeting; No promises were made for or against BRT by TxDOT staff. Trinity Metro will work to answer questions received about pedestrian safety and traffic impacts and provide a recommendation for a focused feasibility analysis on the corridor.

This is an information item for feedback and discussion.
Meeting Objectives

- Overview of project
- Concepts for Corridor and Stations
- Discussion
E. Lancaster BRT Project

Overview
• Phase 1:
  • 7-mile corridor from Fort Worth Central Station to Handley (Fort Worth segment)
• Phase 2:
  • 9-mile corridor from Handley to Arlington
• Span of service
  • 5-12 a.m. on weekdays
  • 5:30-12 a.m. on weekends
• Frequency
  • 15 minutes on weekdays
  • 30 minutes on weekends
• 8 BRT Vehicles
  • (4 more for Phase 2)
• 15 Stations
  • (4 additional for Phase 2)
• Traffic Signal Priority
• Dedicated Lanes
E. Lancaster BRT Project
Arlington Extension

- 9-mile corridor from Handley to Arlington
- 4 stations in Arlington Entertainment District
- 15-minute peak and 30-minute off-peak frequency
- $70 million capital cost
East Lancaster BRT Project

Two possible configurations:

- Curbside
- Median (desired by Trinity Metro)

Reduces auto traffic to two lanes in each direction, left turns/U-turns are controlled

Transit and Pedestrian Safety Considerations

200+ driveways in each direction between Riverside Dr and Handley

53 median crossings
East Lancaster Ave Section
Curbside

Pro’s
• Least costly
• Increased auto capacity
• Station located in sidewalk area

Con’s
• Interrupted transit flow
• Difficult to enforce
• Station in high-value real estate
• Like existing service
• Access Management needed for driveways
Median

Pro’s
• More consistent travel times
• No conflicts with turning vehicles/bikes
• Bus lane is not blocked by delivery vehicles
• Potential cost savings due to one two-sided station instead of two stations required for side running
• Fewer right-of-way and utility issues
• Better look and feel for passengers

Con’s
• Additional signalization
• More costly
• Access Management needed for Medians
Discussion

• Differing opinion with NCTCOG on desired cross-section
  • Dedicated ROW
  • Technology application

• What is the implication of the San Antonio decision for Fort Worth?
• Is there an opportunity for TxDOT and Trinity Metro to work together on a BRT project in the corridor?
• Reduction of lanes in corridor will limit future opportunity in corridor for dedicated transit options
Thank You
PLANNING, OPERATIONS AND MARKETING COMMITTEE

ACTION ITEM

Item Number: POM2022-18  
Item Title: DFW Airport Advertising for TEXRail  
Meeting Date: June 21, 2022

BACKGROUND

Trinity Metro has leveraged the “Arrivals Network” screen advertising program at DFW International Airport since February 2020 to promote the TEXRail commuter rail service. The current agreement was a result of the approved board action item BA2021-71. This program allows Trinity Metro to build awareness and create a customer connection point through advertising networked screens across all baggage claim areas at DFW International Airport as passengers depart the airport.

The current agreement expires on October 23, 2022, and there is an ongoing need to publicize this service at the airport, where there is a large percentage of potential riders, including travelers and airport employees. Based on the success of this advertising medium, Trinity Metro wishes to commit to a longer-term agreement with the ability to lock in the ad rate for three years.

JCDecaux is the agency that manages all advertising opportunities at DFW International Airport. In an agreement with them, Trinity Metro can purchase 10-second advertisements across 60 screens in the baggage claim areas in all terminals. The proposed timeline for this renewal is three years, commencing October 24, 2022, through October 19, 2025. For 60 screens at all terminals, the total agreement cost is $327,600 for 156 weeks of advertising.

PROCUREMENT

This is a sole-source procurement with JCDecaux as it is the only agency to offer advertising sales at DFW International Airport. Therefore, access to the Arrivals Network is only available to purchase from this provider.

FINANCE

Funds are available in Trinity Metro’s FY22 Operating budget for the first year of the Term. Funds for future contract years will be considered in their respective proposed budgets.

DISADVANTAGED BUSINESS ENTERPRISE UTILIZATION

A Disadvantaged Business Enterprise (DBE) Goal of 20% was established for this solicitation.

RECOMMENDATION

We request the Planning, Operations and Marketing Committee recommend that the Trinity Metro Board of Directors authorize the President/Chief Executive Officer to purchase advertising at DFW International Airport from JCDecaux for the total purchase amount of $327,600 from October 24, 2022, through October 19, 2025.
PLANNING, OPERATIONS AND MARKETING COMMITTEE
ACTION ITEM

Item Number: POM2022-19  Meeting Date: June 21, 2022
Item Title: CNG Operations and Maintenance

BACKGROUND

Trinity Metro utilizes a third party to maintain and operate the Compressed Natural Gas (CNG) Station at the Hershel R. Payne Complex. This company is responsible for all aspects of the station, from the electrical power connection through CNG delivery to a vehicle, except the physical dispensing of fuel into vehicles. The contractor performs preventative maintenance and repairs on the equipment to ensure fuel can be dispensed into vehicles daily. The vendor will provide the parts needed as part of the scope of work.

PROCUREMENT

The Trinity Metro Procurement Department has followed its procurement policies and procedures with this Request for Proposal and complies with all applicable Federal, State, and Trinity Metro procurement requirements.

FINANCE

This contract's funding for the first year is available in the Trinity Metro FY2022 Operating Budget. Funds for future contract years will be considered in the respective proposed budgets.

DISADVANTAGED BUSINESS ENTERPRISE UTILIZATION

The Disadvantaged Business Enterprise (DBE) Goal is 5%.

RECOMMENDATION

We request the Planning, Operations, and Marketing Committee recommends that the Trinity Metro Board of Directors authorize the President/Chief Executive Officer to enter into a five-year contract with five one-year option renewals with Clean Energy for $1,379,400.00 plus a 15% ($206,910.00) contingency for unforeseen expenses, for a total amount of $1,586,310.00.
PLANNING, OPERATIONS AND MARKETING COMMITTEE
ACTION ITEM

Item Number: POM2022-20
Item Title: Fire Protection Maintenance and Monitoring
Meeting Date: June 21, 2022

BACKGROUND

Trinity Metro has fire protection and alarm equipment at the following locations: Hershel R. Payne Complex, Alarm Supply Building, 801 Grove Street, Fort Worth Central Station, Texas and Pacific Complex, and the communication huts at Trinity Railway Express stations in Tarrant County. The equipment needs to be maintained regularly and monitored continuously.

The scope of work of this contract provides fire protection equipment maintenance and alarm monitoring services. It includes testing, inspecting, repairing, monitoring, and maintaining the fire protection and fire alarm equipment at Trinity Metro’s facilities.

PROCUREMENT

The Trinity Metro Procurement Department has followed its procurement policies and procedures with this Request for Proposal and complies with all applicable Federal, State, and Trinity Metro procurement requirements.

FINANCE

Funding for the first year of this contract is available in the Trinity Metro FY2022 Operating Budget. Funds for future contract years will be considered in the respective proposed budgets.

DISADVANTAGED BUSINESS ENTERPRISE UTILIZATION

The Disadvantaged Business Enterprise (DBE) Goal for this solicitation is 5%.

RECOMMENDATION

We request the Planning, Operations, and Marketing Committee recommends that the Trinity Metro Board of Directors authorize the President/Chief Executive Officer to enter into a six-year contract with TD Industries for $1,148,531.00 plus a 15% ($172,280.00) contingency for unforeseen expenses, for a total amount of $1,320,811.00.
PLANNING, OPERATIONS AND MARKETING COMMITTEE

ACTION ITEM

**Item Number:** POM2022-21  **Meeting Date:** June 21, 2022

**Item Title:** Video Surveillance and Access Control Systems Replacement

**BACKGROUND**

Trinity Metro is seeking to replace its existing Access Control and CCTV Video Surveillance Management Systems, designed to provide multi-layer security enhancement of its HRP Operations & Maintenance Facility, Fort Worth Central Station, and Grove Administrative Headquarters. The current Honeywell-based access control management system was installed during the construction of the HRP Operations and Maintenance Facility, at 1600 East Lancaster Avenue, with many of its original components still in operation. The access control system was eventually extended to the Fort Worth Central Station in 2001 and the 801 Grove Headquarters building in 2017. The HRP Facility’s current video management and surveillance system was installed in 2009, with sixty-one of the seventy-nine originally installed cameras needing replacement.

Per Trinity Metro’s Procurement Policy, Request for Proposal (RFP) 22-T043 was advertised on April 14, 2022, for Video Surveillance and Access Control Systems Replacement. Three firms responded with a proposal. Those firms included EMC Integrated Systems Group, Logical Solutions Inc., and Digi Security Systems.

An Evaluation Committee reviewed the proposals. Based on the overall scores, Logical Solutions Inc. was the highest scored, most responsive, and responsible proposer.

**PROCUREMENT**

The Trinity Metro Procurement Department has followed its procurement policy with this formal solicitation and has complied with all applicable Federal, State, and Trinity Metro procurement requirements.

**FINANCE**

Funding for this project is available through the Federal Emergency Management Administration’s (FEMA) Transit Security Gant Program awarded to Trinity Metro, which covers 100% of the cost of this project. In addition, the respective proposed operating budgets will consider annual maintenance and support of new systems.

**DISADVANTAGED BUSINESS ENTERPRISE UTILIZATION**

The Disadvantaged Business Enterprise (DBE) Goal for this solicitation is 10%.

**RECOMMENDATION**

We request the Planning, Operating & Marketing Committee recommends that the Trinity Metro Board of Directors authorize the President and Chief Executive Officer to execute a contract with Logical Solutions Inc. for an amount of $570,505.00, plus an 18% contingency of $102,690.90 for any unforeseen expenses, for a total project amount of $673,195.90.
PLANNING, OPERATIONS AND MARKETING COMMITTEE
ACTION ITEM

Item Number: POM2022-22  Meeting Date: June 21, 2022
Item Title: September 2022 Service Change

BACKGROUND

In responding to public and stakeholder requests for improved service to the VA Clinic on Loop 820 at Campus Drive, we have analyzed alternatives to the current service. As a result, we are recommending the following changes for approval.

- Route 5 Evans Ave/Sierra Vista extended 4.7 miles south from Sierra Vista Transfer Center to TCC South Campus and the VA Clinic.
- Route 54 Riverside/Sylvania shortened by 4.7 miles between Sierra Vista Transfer Center and TCC South Campus.

Currently, the trip for most veterans to the VA Clinic involves at least one transfer. Most veterans from west of I-35 ride Route 1 Hemphill to La Gran Plaza and transfer to Route 33 Felix/Oak Grove. Coming from east of I-35, veterans ride Route 54 Riverside/Sylvania to the Resource Connection and then transfer to Route 33 Felix/Oak Grove. While Routes 1 Hemphill and 54 Riverside/Sylvania operate more frequently, Route 33 Felix/Oak Grove runs only once per hour. This improvement will provide service to the VA Clinic every 30 minutes on Route 5 Evans Ave/Sierra Vista, reduce the number of transfers required for most veterans, and provide a one-seat ride from Central Station, particularly for those who’ve come in on the train. Route 33 Felix/Oak Grove will continue to serve the VA clinic once per hour. See attached maps.

FINANCE

Due to the increased frequency of service to the VA clinic, this improvement will increase the operations budget by approximately $300,000 annually. If approved, service will begin on September 18, 2022, and funding will be considered in Trinity Metro’s proposed FY2023 Operating Budget.

TITLE VI

We have analyzed the effects of these changes on minorities and low-income persons in our service area using Remix software and determined that there are no disparate impacts nor disproportionate burdens. We also held public meetings at noon and 6:00 p.m. at Central Station on May 24, 2022. Attendees were all in favor of the proposed changes.

RECOMMENDATION

We request the Planning, Operations & Marketing Committee recommends that the Trinity Metro Board of Directors authorize the President and Chief Executive Officer to implement these service changes to Route 5 Evans Ave/Sierra Vista and Route 54 Riverside/Sylvania beginning September 18, 2022.