CALL TO ORDER

CITIZEN COMMENTS

MEETING MINUTES
1. Approval of June 1, 2022, ACCESS Advisory Committee Meeting Minutes

ACCESS QUARTERLY HIGHLIGHTS
1. ACCESS Ridership and Key Performance Indicator’s
   Mark Shoop
2. Yellow Cab Update
   Jack Bewley
3. ACCESS Customer Care Update
   Detra Whitmore

TRINITY METRO UPDATES
   Ron Newman

OTHER BUSINESS

SUGGESTED TOPICS FOR NEXT MEETING

ADJOURN
On June 1, 2022, the ACCESS Advisory Committee of Trinity Metro convened their quarterly meeting with the following present:

**MEMBERS PRESENT:**
- Ms. Sharla Williams, Chair
- Mr. Tito Rodriguez, Vice-Chair
- Mr. Dan Gadbury
- Ms. Stephanie Morris
- Ms. Rosana Valle for Veronica Ramirez-Richards
- Ms. Jo Nell Waller

**STAFF:**
- Ms. Sharon Bailey
- Ms. Carla Forman
- Mr. Wayne Gensler
- Mr. Jeff Matland
- Ms. Rosalind Miller
- Ms. Janice Pearce
- Mr. Mark Shoop
- Ms. Crystal Whitney

**GUESTS:**
- Mr. Jack Bewley – Yellow Cab
- Mr. Charlie Johnston – Yellow Cab
- Ms. Rosana Valle – Trinity Adult Day Care
- Ms. Tengwera Bowie – Fresenius Dialysis

**A. Call to Order**

At 12:07 pm, the meeting was called to order by ACCESS Advisory Committee Chair, Ms. Sharla Williams.

**B. Citizen Participation and Recognition**

There was no citizen participation or recognition.

**C. Approval of Minutes**

Ms. Williams asked for approval of the March 2 meeting minutes. Mr. Tito Rodriguez made a motion to approve with a second by Ms. Stephanie Morris.

**D. ACCESS Quarterly Highlights**

1. Mr. Mark Shoop gave the committee an update on ACCESS monthly ridership numbers, on time performance, excessive trip length, and service highlights year to date.

2. Mr. Jack Bewley presented Yellow Cab statistical data.
E. Trinity Metro Updates

- Mr. Jeff Matland mentioned that ACCESS is looking into a TRAPEZE software update that will help with monitoring service on time performance as well as length of trip monitoring.
- Mr. Rodney Woods gave the committee members an update on the new Southeast Zip Zone program that began on June 1st.

F. Other Business

- Ms. Carla Forman gave an update on what COVID-19 protocols Trinity Metro is continuing to follow.

G. Suggested Topics for Next Meeting

The committee members would like another update from Rodney Woods in regards to how the Southeast Zip Zone is doing since it began on June 1st.

H. Adjourn

Ms. Williams adjourned the meeting at 12:45 p.m.

I. Next Meeting – September 7, 2022 at 12:00 pm
ACCESS WORKING SESSION COMMITTEE
INFORMATION ITEM

**Item Title:** ACCESS Ridership & Key Performance Indicators  
**Meeting Date:** September 7, 2022

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**BACKGROUND**
Mark Shoop, ACCESS Administration Supervisor, will give a report on ACCESS Ridership and Key Performance Indicators.

**RECOMMENDATION**
There is no recommendation as this is an information item for the committee’s feedback and discussion.
ACCESS InHouse Monthly Ridership

Number and Types of Days for July

Wkd | Sat | Sun | Hol
---|---|---|---
20 | 21 | 5 | 5
5 | 5 | 3 | 1
2

Fiscal Year Ridership to Date

FY2019 | FY2020 | FY2021 | FY2022
---|---|---|---
109,187 | 78,426 | 64,548 | 80,234
ACCESS Combined

On-Time Performance

<table>
<thead>
<tr>
<th>Month</th>
<th>FY2021</th>
<th>FY2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>87.7%</td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td>89.1%</td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td>91.9%</td>
<td></td>
</tr>
<tr>
<td>Jan</td>
<td>94.7%</td>
<td></td>
</tr>
<tr>
<td>Feb</td>
<td>93.5%</td>
<td></td>
</tr>
<tr>
<td>Mar</td>
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<tr>
<td>Apr</td>
<td>93.5%</td>
<td></td>
</tr>
<tr>
<td>May</td>
<td>92.9%</td>
<td></td>
</tr>
<tr>
<td>Jun</td>
<td>94.0%</td>
<td></td>
</tr>
<tr>
<td>Jul</td>
<td>93.8%</td>
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<tr>
<td>Aug</td>
<td>89.8%</td>
<td></td>
</tr>
<tr>
<td>Sep</td>
<td>89.2%</td>
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</table>

Goal Above - 91%

TRINITY METRO
# Service Highlights

<table>
<thead>
<tr>
<th>Service Type</th>
<th>April 2022</th>
<th>May 2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route - Trips to Medical District</td>
<td>13,861</td>
<td>14,044</td>
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<tr>
<td>Paratransit - Total Medical and Grocery Trips</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dialysis Trips</td>
<td>6,127</td>
<td>5,884</td>
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<tr>
<td>Other Medical and Grocery Trips</td>
<td>2,658</td>
<td>2,709</td>
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<td>8,785</td>
<td>8,593</td>
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<td>ZIPZONE - Total Trips</td>
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<td>Alliance</td>
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<td>1,252</td>
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<td>Mercantile</td>
<td>1,135</td>
<td>1,013</td>
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<tr>
<td>South Tarrant</td>
<td>303</td>
<td>218</td>
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<tr>
<td>Southside</td>
<td>3,794</td>
<td>3,380</td>
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<tr>
<td>Total</td>
<td>6,466</td>
<td>5,863</td>
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<tr>
<td>Job Seekers</td>
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<td>7,192</td>
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<tr>
<td>Vaccine Rides Fort Worth</td>
<td>199</td>
<td>253</td>
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## Service Highlights

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<tr>
<th>Service Type</th>
<th>Jun 2022</th>
<th>Jul 2022</th>
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<tbody>
<tr>
<td>Fixed Route - Trips to Medical District</td>
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<tr>
<td>Paratransit - Total Medical and Grocery Trips</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dialysis Trips</td>
<td>5,886</td>
<td>5,913</td>
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<tr>
<td>Other Medical and Grocery Trips</td>
<td>2,663</td>
<td>2,686</td>
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<tr>
<td>Total</td>
<td>8,549</td>
<td>8,599</td>
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<td>ZIPZONE - Total Trips</td>
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<td>South Tarrant</td>
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<td>Southside</td>
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<td>2,957</td>
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<td>Southeast</td>
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<tr>
<td>Total</td>
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<tr>
<td>Job Seekers</td>
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<td>7,534</td>
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<tr>
<td>Vaccine Rides Fort Worth</td>
<td>290</td>
<td>324</td>
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ACCESS WORKING SESSION COMMITTEE
INFORMATION ITEM

Item Title: Yellow Cab Update
Meeting Date: September 7, 2022

BACKGROUND
Jack Bewley, Yellow Cab, will give an update on Yellow Cab ACCESS Contract Services.

RECOMMENDATION
There is no recommendation as this is an information item for the committee’s feedback and discussion.
ACCESS Contract

On-Time Performance

FY2021  FY2022

Goal Above - 91%

TRINITY METRO
**ACCESS WORKING SESSION COMMITTEE**

**INFORMATION ITEM**

**Item Title:** ACCESS Customer Relations Report  
**Meeting Date:** September 7, 2022

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

**RECOMMENDATION**
There is no recommendation as this is an information item for the committee’s feedback and discussion.
TEMPORARY PARKING PERMIT

DO NOT DUPLICATE

LOCATION: F.W.C.S. Employee Parking

EVENT: ACCESS Committee Member

EXPIRATION: VALID: 9 / 7 / 2022