BOARD OF DIRECTORS
MEETING AGENDA

MONDAY, OCTOBER 24, 2022, 3:30 P.M. 801 GROVE STREET
Fort Worth, Texas 76102

CALL TO ORDER

PLEDGE ALLEGIANCE

CITIZEN COMMENTS

MEETING MINUTES
1. Approval of September 26, 2022 Board Meeting Minutes

COMMITTEE REPORTS
1. Regional Transportation Council October 13, 2022 Tito Rodriguez
2. Commuter Rail Committee Meeting October 17, 2022 Ben Robertson
3. Planning/Operations/Marketing Committee Meeting October 17, 2022 Chris Nettles
4. Finance & Audit Committee Meeting October 17, 2022 Nick Genua

ITEMS TO BE WITHDRAWN FROM CONSENT AGENDA

CONSENT AGENDA
1. BA2023-01 Fiscal 2023 Authorization to Submit Grant Applications to Support Transportation Initiatives of Trinity Metro Chad Edwards
2. BA2023-02 Fleet Vehicle Camera System Replacement Wayne Gensler
3. BA2023-03 Extension of ILA 079 for First/Last Mile Service in Alliance between Trinity Metro and Denton County Transportation Authority (DCTA) Wayne Gensler
4. BA2023-04 IT Firewall Additions Bruce Lewis
5. BA2023-05 Operations FY2023 Key Performance Indicators Wayne Gensler
6. BA2023-06 State Legislative Agenda Approval Steve Montgomery
7. BA2023-07 TEXRail FY2023 Key Performance Indicators Jon-Erik Arjanen

INFORMATION ITEM
1. Observance of Juneteenth Beginning FY23 Kelli Sheilds
2. Ridership Task Force Update Melissa Chrisman
   Evan Escher
   Sarah Rogers

PRESIDENT’S REPORT

CHAIR’S REPORT

OTHER BUSINESS
EXECUTIVE SESSION

The Board of Directors may convene in Executive Session under the Texas Open Meetings Act for the consultation with its Attorney pursuant to Section 551.071; deliberation regarding real property pursuant to Section 551.072; deliberation regarding prospective gift pursuant to Section 551.073; deliberation regarding personnel matters pursuant to Section 551.074; deliberation regarding security devices pursuant to Section 551.076 and/or deliberations regarding economic development negotiations pursuant to Section 551.087.

VOTE ON ACTION TAKEN ON MATTERS DELIBERATED IN EXECUTIVE SESSION

ADJOURN
ATTENDEES:

Board Members Present: Jeff Davis, Chairman, Michael Crain, Charles Edmonds, Nick Genua, Alan Hooks, Sharla Horton-Williams, Chris Nettles, Ben Robertson, Tito Rodriguez, Paul Slechta

Board Members Absent: Teresa Ayala

Executive Leadership Team: Rich Andreski, Jon-Erik Arjanen, Christine Black, Melissa Chrisman, Fred Crosley, Chad Edwards, Wayne Gensler, Kelli Shields, Detra Whitmore

Board Attorney: Albon Head

CALL TO ORDER
With a quorum of the Board of Directors present Chair, Jeff Davis, called the Board of Directors meeting to order at 3:31 p.m. at 801 Grove Street, Fort Worth, Texas 76102.

PLEDGE OF ALLEGIANCE

CITIZEN COMMENTS
There were no citizen comments.

MEETING MINUTES
Motion: Nick Genua made a motion to approve the August 22, 2022, Meeting Minutes with changes as noted. Ben Robertson seconded. Motion passed unanimously.

COMMITTEE REPORTS
1. Regional Transportation Council – Jeff Davis reported on the September 8, 2022 meeting.
2. Commuter Rail Committee Meeting – Charles Edmonds reported on September 19, 2022 meeting.
3. Planning/Operations/Marketing Committee Meeting – Chris Nettles reported on the September 19, 2022 meeting.
4. Finance & Audit Committee Meeting – Nick Genua reported on September 19, 2022 meeting.

ITEMS TO BE WITHDRAWN FROM THE CONSENT AGENDA
No items were withdrawn from the Consent Agenda.

CONSENT AGENDA
The following Board Action Items were submitted by Consent Agenda:
1. BA2022-54 Magnetic Transit Fare Media Tickets Contract Modification Detra Whitmore
2. BA2022-55 Magnetic Transit Fare Media Tickets Detra Whitmore
3. BA2022-56 Contract to Purchase Yard lighting System at Trinity Railway Express (TRE) and Equipment Maintenance Facility (EMF) Jon-Erik Arjanen
4. BA2022-57 Contract Modification to the Regional Commuter Rail Operations and Maintenance Contract for additional scope of work for the Trinity Railway Express (TRE) Wash Bay Project
   Jon-Erik Arjanen
5. BA2022-62 Approval of the FY2023 Operating and Capital Budgets
   Fred Crosley
6. BA2022-52 Approval of the General Financial Standards
   Fred Crosley
   Fred Crosley
8. BA2022-59 Delegated Banking and Investment Authorization
   Fred Crosley
9. BA2022-53 2022 Service Standards Update
   Chad Edwards
10. BA2022-60 Trinity Metro Headquarters Design/Build Contract Modification
    Chad Edwards

Motion: Ben Robertson motioned to approve Consent Agenda items as submitted. Tito Rodriguez seconded. Motion passed unanimously.

RESOLUTION
1. R2022-04 Adoption of Investment Policy Resolution
   Fred Crosley

Motion: Nick Genua motioned to approve the Resolution as submitted. Paul Slechta seconded. Motion passed unanimously.

INFORMATION ITEM
1. Ridership Task Force Update
   Melissa Chrisman
2. ZIPZONE Fare Inclusion in Regional Tickets
   Melissa Chrisman

Melissa Chrisman presented the information items noted. The Ridership Task Force will make a presentation to the Directors at the October Board Meeting on its ideas and findings. ZIPZONE Regional Tickets will go into effect in October. The Regional Ticke allows riders to ride our multiple transit services.

PRESIDENT’S REPORT
Richard Andreski gave the President’s Report and noted that last week was National Rail Safety week and of course, our first priority is the safety of our customers, motorists and employees. Several rail executives and marketing participated in Meet the Management at FWCS to remind customers about rail safety. Veronica Vanterpool, FTA Deputy Administrator and Gail Lyssy, FTA Regional Administrator met with the executive leadership, directors and Grapevine executives in Grapevine where they shared stories about strong ridership, experience with Stadler trains, robust transit initiatives and TEXRail extension to Medical District. Mr. Andreski held five town hall meetings at multiple sites and received great feedback from staff. The overall theme was their desire to stay connected with each other and our community. This week marks his first 100 days. During this time he has met with many customers, mayors, community and executive leaders and stakeholders. October is presenting itself as a busy month. We have the Annual Bus Roadeo on October 8, APTA TRANSform Conference October 9-12 in Seattle and our Bus Stop Clean-up Day, October 22. He’s very proud of our team, our accomplishments and future.

CHAIR’S REPORT
Chair Report was given by Jeff Davis. Mr. Davis was very pleased with Ms. Vanterpool’s visit in Grapevine and much discussion took place regarding our desired transit initiatives and need to purchase additional trains. Ms. Vanterpool was impressed with TEXRail and said we were doing an exceptional job leading the nation in the recovery of riders on commuter rail. He too wished to thank
the entire Trinity Metro team for all their hard work and looks forward to our continued progress and
future.

OTHER BUSINESS
2. Ben Robertson was pleased to hear about our employee Ridership Task Force and thought it would
   be beneficial to use employees in several other areas to gather their input.

EXECUTIVE SESSION
Chairman Davis adjourned the regular session and called an Executive Session to order at 4:00 pm.
Directors, Chad Edwards, Richard Andreski, Greg Dickey, Fred Crosely, Sherry Lee, Albon Head and
Christine Black exited the Boardroom and moved to the Executive Boardroom for discussion on
BA2022-61 Master Developer Services for T&P Station.

Members and staff adjourned the Executive Session and the regular session was called to order at 4:25
pm.

VOTE ON ACTION TAKEN ON MATTERS DELIBERATED IN EXECUTIVE SESSION
1. BA2022-61 Master Developer Services for T&P Station Chad Edwards

   Motion: Nick Genua motioned to approve the action item as submitted. Ben Robertson seconded.
   Motion passed unanimously.

ADJOURN
Meeting adjourned at 4:30 pm.
BOARD ACTION ITEM

Item Number: BA2023-01  Meeting Date: October 24, 2022
Item Title: Fiscal 2023 Authorization to Submit Grant Applications to Support Transportation Initiatives of Trinity Metro

BACKGROUND
Trinity Metro routinely applies for and receives Federal and/or State grants to support its transit initiatives. These grants are generally used for funding capital projects, although certain operating activities are occasionally partially funded with grants. This Action Item provides Board approval to pursue all grants and submit any application for a grant that is intended to fund any budgeted capital project or operating activity of Trinity Metro. It also authorizes the Board Chair and Board Secretary to execute any resolution that is required by a grant application that Trinity Metro is submitting.

This item is reviewed and approved annually by the Board of Directors.

PROCUREMENT
n/a

FINANCING
n/a

RECOMMENDATION
The Planning, Operations & Marketing Committee recommends that the Trinity Metro’s Board of Directors authorize the President & Chief Executive Officer to submit grant applications that will provide federal, State, and local funding for any budgeted capital project or operating activity. It is also recommended that the Board of Directors authorizes the Board Chair and Board Secretary to execute any resolution that is required by a grant application that Trinity Metro is submitting.

STAFF DISPOSITION

_________________________________________________________  DATE

EXECUTIVE LEADER APPROVAL

_________________________________________________________  DATE

DISPOSITION BY BOARD OF DIRECTORS

_________________________________________________________  DATE

SECRETARY APPROVAL
BACKGROUND
Trinity Metro’s current Bus and ACCESS on-board video camera and video recorder systems have become obsolete. The current system experiences frequent failures with the cameras as well as the Network Video Recorders (NVR), and the components have become non-compliant with the Buy America Act, rendering the maintenance of this system extremely difficult.

Replacement of the current system of 1,448 cameras, 181 Network Video Recorders (NVR), and its associated equipment is sought to maintain compliance and our ability to continue to support or Safety, Risk Management, and Operations departments to provide the safest and most effective service possible to the public we serve.

PROCUREMENT
Per the Trinity Metro Procurement Policy, the new onboard video surveillance system will be secured using an established State of Texas Department of Information Resources (DIR) contract (DIR-CPO-4742). These types of contracts allow eligible customers, such as Trinity Metro, to buy technology-related products, services, and software at aggressive discounts. This contract complies with federal and state purchasing requirements for fair and open competition.

FINANCING
Funding is in Trinity Metro’s FY2023 Capital project budget.

RECOMMENDATION
The Planning, Operations & Marketing Committee recommends that Trinity Metro’s Board of Directors authorize the President & Chief Executive Officer to enter into a contract with Preferred Technologies for the replacement of the Camera System in the amount of $6,118,576.63 plus a 10% contingency of $611,857.66 for a total amount not-to-exceed $6,730,434.29.
BOARD ACTION ITEM

Item Number: BA2023-03  
Meeting Date: October 24, 2022

Item Title: Extension of ILA 079 for First/Last Mile Service in Alliance between Trinity Metro and Denton County Transportation Authority (DCTA)

BACKGROUND

Trinity Metro continues to develop options to support our core services and employers and its workforce’s needs for transportation. Our goal is to increase ridership by improving access to all modes of transportation while our customers take advantage of emerging technologies to meet their transportation needs.

On February 1, 2019, Trinity Metro's Board of Directors approved BA2019-30 for First/Last Mile Service in Alliance Zone between Trinity Metro and Denton County Transportation Authority (DCTA), solely by DCTA’s utilization of its existing contract with mobility provider Lyft, Inc.

On January 25, 2021, Trinity Metro's Board of Directors approved BA2021-31, which extended the agreement for an additional one (1) year term through January 31, 2022. On January 24, 2022, Trinity Metro's Board of Directors approved BA2022-23, which extended the agreement for an additional one (1) year term through January 31, 2023.

Per Article II, Item 2.2 of ILA 078, Trinity Metro wishes to extend the agreement for an additional eight (8) month term through September 30, 2023, which is the contract's end date between DCTA and Lyft, the current Alliance ZIPZONE service provider.

PROCUREMENT

The Trinity Metro Procurement Department has followed its procurement policy for ILA078 eight (8) month term extension and complies with all applicable Federal, State, and the Trinity Metro procurement requirements.

FINANCING

Grant funds from The North Central Texas Council of Governments will continue to reimburse Trinity Metro for eligible costs for this service until the total funds are spent. After all the grant funds have been reimbursed local funds will be used to pay for the service in the Alliance ZIPZONE area, which is included in Trinity Metro's FY2023 Operating Budget.

RECOMMENDATION

The Planning, Operations & Marketing Committee recommends that Trinity Metro's Board of Directors authorize the President & Chief Executive Officer to extend the Interlocal Agreement 078 for first/last mile...
service with Denton County Transportation Authority. The agreement will extend the Alliance ZIPZONE first/last mile service for eight (8) months, beginning February 1, 2023.

STAFF DISPOSITION

_________________________________________  ________________
EXECUTIVE LEADER APPROVAL  DATE

DISPOSITION BY BOARD OF DIRECTORS

_________________________________________  ________________
SECRETARY APPROVAL  DATE
BOARD ACTION ITEM

Item Number: BA2023-04  
Meeting Date: October 24, 2022

Item Name: IT Firewall Additions

BACKGROUND
Trinity Metro uses the latest state of the art firewalls for our firewall protection. Adding additional firewalls into our network helps provide protection against outside cyber-attacks by shielding the network from malicious or unnecessary network traffic.

PROCUREMENT
In accordance with Trinity Metro’s Procurement Policy, the quotation for the servers, infrastructure and related software and equipment from Dell/EMC was secured using an established State of Texas Department of Information Resources (DIR) contract with Dell/EMC (DIR-TSO-3763 and DIR-TSO-4299). These types of contracts allow eligible customers, such as Trinity Metro, to buy IT products, services and software at aggressive discounts. This contract complies with federal, state and local purchasing requirements for fair and open competition.

FINANCING
Funds are available in Trinity Metro’s FY 2023 Capital Budget to finance the cost of the Dell server and infrastructure replacement. Funds for future systems will be included in the proposed budgets for those years.

RECOMMENDATION
The Finance and Audit Committee recommends that Trinity Metro’s Board of Directors authorize the President/Chief Executive Officer to purchase Dell and EMC provided firewall hardware and additions under Trinity Metro’s current State of Texas Department of Information Resources (DIR) contract with Dell/EMC Contract numbers DIR-TSO-3763 and DIR-TSO-4299, for an amount not to exceed $625,000.

STAFF DISPOSITION

EXECUTIVE LEADER APPROVAL

DISPOSITION BY BOARD OF DIRECTORS

SECRETARY APPROVAL
**BOARD ACTION ITEM**

**Item Number:** BA2023-05  
**Meeting Date:** October 24, 2022  
**Item Title:** Operations & Maintenance FY 2023 Key Performance Indicators

**BACKGROUND**

The Trinity Metro fiscal year 2023 Key Performance Indicators establish goals for fixed route bus, ACCESS Paratransit, and maintenance operations. Our Operations and Maintenance teams continue to focus on and excel at providing safe and exceptional transit service to the citizens of Fort Worth and Tarrant County.

Our recommended fiscal year 2023 Key Performance Indicators are as follows:

<table>
<thead>
<tr>
<th>Key Performance Indicator (KPI)</th>
<th>FY 21 Results</th>
<th>FY 22 Goals</th>
<th>FY 22 Results</th>
<th>FY 23 Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route: “Preventable&quot; Collisions per 100k VRM</td>
<td>1.27</td>
<td>1.71</td>
<td>1.48</td>
<td>1.60</td>
</tr>
<tr>
<td>Fixed Route: “Major&quot; collisions per 100k VRM</td>
<td>0.04</td>
<td>0.39</td>
<td>0.04</td>
<td>0.35</td>
</tr>
<tr>
<td>Fixed Route: Injuries per 100k VRM</td>
<td>0.72</td>
<td>1.00</td>
<td>0.67</td>
<td>0.75</td>
</tr>
<tr>
<td>Fixed Route: Miles per Road Call</td>
<td>13,021</td>
<td>13,900</td>
<td>13,662</td>
<td>13,000</td>
</tr>
<tr>
<td>Fixed Route: On-Time Performance</td>
<td>89.8%</td>
<td>90.0%</td>
<td>90.8%</td>
<td>91.0%</td>
</tr>
<tr>
<td>ACCESS: “Preventable&quot; Collisions per 100k VRM</td>
<td>1.01</td>
<td>0.75</td>
<td>1.71</td>
<td>1.00</td>
</tr>
<tr>
<td>ACCESS: “Major&quot; collisions per 100k VRM</td>
<td>0.11</td>
<td>0.15</td>
<td>0.0</td>
<td>0.15</td>
</tr>
<tr>
<td>ACCESS: Injuries per 100k VRM</td>
<td>0.83</td>
<td>1.00</td>
<td>0.54</td>
<td>0.75</td>
</tr>
<tr>
<td>ACCESS: Miles per Road Call</td>
<td>15,475</td>
<td>14,700</td>
<td>18,017</td>
<td>15,000</td>
</tr>
<tr>
<td>ACCESS: On-Time Performance</td>
<td>93.9%</td>
<td>91.0%</td>
<td>93.5%</td>
<td>91.0%</td>
</tr>
<tr>
<td>ACCESS Contract: “Preventable&quot; Collisions per 100k VRM</td>
<td>2.27</td>
<td>1.00</td>
<td>0.74</td>
<td>1.00</td>
</tr>
<tr>
<td>ACCESS Contract: “Major&quot; collisions per 100k VRM</td>
<td>0.23</td>
<td>0.15</td>
<td>0.07</td>
<td>0.15</td>
</tr>
<tr>
<td>ACCESS Contract: Injuries per 100k VRM</td>
<td>n/a</td>
<td>1.00</td>
<td>0.44</td>
<td>0.75</td>
</tr>
<tr>
<td>ACCESS Contract: Miles per Road Call</td>
<td>35,202</td>
<td>35,000</td>
<td>48,438</td>
<td>45,000</td>
</tr>
<tr>
<td>ACCESS Contract: On-Time Performance</td>
<td>93.5%</td>
<td>91.0%</td>
<td>92.4%</td>
<td>91%</td>
</tr>
</tbody>
</table>

Green denotes goal met

**VRM:** Vehicle Revenue Miles

**Injury:** Any person which requires immediate transportation from the scene for medical attention

**Miles per Road Call:** Total service miles divided by the number of road calls performed
**Preventable Collision:** Any collision involving a Trinity Metro vehicle when the driver is considered to be “at-fault” for the collision.

**Major Collision:** Any “Preventable” collision involving a Trinity Metro vehicle which includes any of the following:
- Fatality confirmed within 30 days of the event
- An injury which requires immediate transport from the scene for medical attention
- Property damage equal to or exceeding $25,000
- Evacuation of a transit vehicle for life safety reasons
- Collision requiring any vehicle to be towed from the scene due to disabling damage

**PROCUREMENT**
n/a

**FINANCING**
n/a

**RECOMMENDATION**
The Planning, Operations & Marketing Committee recommends that Trinity Metro’s Board of Directors adopt the proposed Operations & Maintenance Key Performance Indicators for FY23.

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**STAFF DISPOSITION**

__________________________________________  ________________________
EXECUTIVE LEADER APPROVAL  DATE

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**DISPOSITION BY BOARD OF DIRECTORS**

__________________________________________  ________________________
SECRETARY APPROVAL  DATE
BOARD ACTION ITEM

Item Number: BA2023-06  
Meeting Date: October 24, 2022

Item Title: State Legislative Agenda Approval

BACKGROUND

On January 10, 2023, the 88th Session of the Texas Legislature will convene in Austin for 140 days to conduct a regular legislative session.

For each legislative session, Trinity Metro develops an agenda of policy priorities that help guide its Government Relations team in their advocacy efforts before the Legislature. This legislative agenda reflects public policies endorsed by Trinity Metro’s executive leadership and board to support and promote the voice, vision, and interests of our customers, employees, and other stakeholders.

The Government Relations team coordinates with other transit authorities statewide to find commonalities and differences. The team also works with other transportation organizations, like the North Central Texas Council of Governments, to identify advocacy efforts on which we can partner.

The proposed State Legislative Agenda (attached) includes 12 specific policy areas that will be explained in detail during the presentation.

PROCUREMENT
n/a

FINANCING
n/a

RECOMMENDATION

The Planning, Operations & Marketing Committee recommends that Trinity Metro’s Board of Directors approve the Trinity Metro State Legislative Agenda as presented.

STAFF DISPOSITION

EXECUTIVE LEADER APPROVAL  
DATE

DISPOSITION BY BOARD OF DIRECTORS

SECRETARY APPROVAL  
DATE
The Trinity Metro public policy agenda for the 88th Texas Legislature advocates for public policies that support and promote the success of Trinity Metro’s strategic goals while also improving public transit in Texas. The policy priorities articulated here are endorsed by the Trinity Metro Board of Directors and executive leadership and are intended to promote the voice, vision and interests of our customers, employees, and other stakeholders.

To achieve these policy outcomes, Trinity Metro will affirmatively engage our state leaders to advocate the enactment of legislation aligning with these priorities while resisting proposals we believe directly harm our agency or undermine our ability to deliver quality services to our riders.

At all times, we will seek to impact the policy discussion in a respectful, open, and ethical manner.

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ADVOCATE

Transit-Oriented Development Partnership Authority:

1. Advocate passage of legislation granting Trinity Metro statutory authority to enter into long term partnerships to spur transit-oriented development adjacent to Trinity Metro bus stops and train stations.

SUPPORT

Workforce:

2. Support policies that remove unnecessary delays in the processing of Commercial Driver’s License by the Department of Public Safety.

Infrastructure:

3. Ensure fair share allocation to metropolitan regions for capacity funding.
4. Support continued state investment on projects that enhance existing and new infrastructure to meet the current and future needs of the state.
5. Support maintaining existing law relating to eminent domain authority to allow planning and development of new and/or existing infrastructure projects that are fundamental to public transit.

Alternatively Fueled Vehicles:

6. Maintain MTA exemption from additional fees for alternatively fueled vehicles.
Public-Private Partnerships (P3s):

7. Support the use of public-private partnerships to meet increased demands while stimulating the economy and creating jobs through planning, design, and construction of multi-modal transportation systems of choice and transit-oriented development projects

OPPOSE

Local Government:

8. Oppose reduction or elimination of Transit Authority revenue streams from local option sales taxes.
9. Oppose legislation that unnecessarily limits local decision-making authority to govern properly and fully fund services necessary to plan and provide for growth challenges.
10. Oppose any attempt to prohibit local units of government from the ability to engage government relations professionals or join associations to efficiently advocate on behalf of their community and communicate with members of the Legislative branch and Executive branch, including state agencies.

PARTNERSHIPS

Issues Supported with NCTCOG/RTC:

11. Support a new Texas Local Option Transportation Act to expand transit within the north Texas region.
12. Support return of approximately $100M in air quality funding to counties to support Local Initiatives Projects.
BOARD ACTION ITEM

**Item Number:** BA2023-07  
**Meeting Date:** October 24, 2022  
**Item Title:** TEXRail FY2023 Key Performance Indicators

**BACKGROUND**

Each year TEXRail establishes goals to ensure Trinity Metro is providing the highest level of safe and efficient rail transportation for our passengers and employees. Listed below are the proposed goals for FY2023. These goals drive our employees to maintain a level of on-time performance, safety, and reliability that are above industry standards.

<table>
<thead>
<tr>
<th>Key Performance Indicator (KPI)</th>
<th>FY 21 ACT</th>
<th>FY22 ACT</th>
<th>FY23 GOALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Performance</td>
<td>99.32%</td>
<td>98.97%</td>
<td>98%</td>
</tr>
<tr>
<td>Injury Frequency Ratio (Number of Injuries X 200,000) / Man-hours</td>
<td>0 IFR</td>
<td>0 IFR</td>
<td>0 IFR</td>
</tr>
<tr>
<td>Rail Fleet Reliability- Miles Between Service Failure</td>
<td>7,380</td>
<td>9,948</td>
<td>14,922</td>
</tr>
<tr>
<td>Avg Daily Ridership</td>
<td>834</td>
<td>1,453</td>
<td>1,736</td>
</tr>
</tbody>
</table>

Reason to Track: On-time performance measures the adherence to scheduled headways. Measurement: On Time is an arrival less than 5:00 minutes at terminus station *higher is better

Reason to Track: Injury Frequency Ratio is a key indicator of how safe employees are in the workplace. Measurement: (Number of Injuries X 200,000) / Man-hours *lower is better

Reason to Track: Miles Between Service Failures measures reliability problems. Measurement: (Total Miles / Service Failures) *higher is better

Reason to Track: Average riders per day is a measurement used to determine ridership growth. Measurement: (Total Ridership / Number of Days)

**RECOMMENDATION**

The Commuter Rail Committee recommends that Trinity Metro’s Board of Directors to adopt the proposed TEXRail Key Performance Indicators for FY2023.

**STAFF DISPOSITION**

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EXECUTIVE LEADER APPROVAL     DATE

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DISPOSITION BY BOARD OF DIRECTORS

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SECRETARY APPROVAL             DATE
BACKGROUND
June 19th (Juneteenth) was added as a Federally-observed holiday beginning June 17, 2021. This holiday commemorates the Emancipation Proclamation signed by U.S. President Lincoln on January 1, 1863, to free enslaved African Americans, however, enslaved people in Galveston, Texas would not learn of their freedom until June 19, 1865.

As enslaved Americans were finally recognized as free, Juneteenth was celebrated across the country. Per the White House brief, a proclamation on Juneteenth Day of Observance, 2021:

“On Juneteenth, we recommit ourselves to the work of equity, equality, and justice. And, we celebrate the centuries of struggle, courage, and hope that have brought us to this time of progress and possibility. The work has been led throughout our history by abolitionists and educators, civil rights advocates and lawyers, courageous activists and trade unionists, public officials and everyday Americas who have helped make real the ideals of our founding documents for all.”

RECOMMENDATION
Beginning in 2023, Trinity Metro will recognize Juneteenth as an additional paid holiday for all employees. Juneteenth will be added to the following observances:

- New Year’s Day
- Martin Luther King Day
- President’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday Following Thanksgiving
- Christmas Day
BACKGROUND
Last month, Trinity Metro assembled a staff-led 30-day Ridership Task Force. The goal of the Task Force was to develop tactics to increase ridership through projects that can be completed within this fiscal year. Members represent many Trinity Metro departments in order to consider all ideas, discuss opportunities and challenges, and explore different perspectives on how to bring new riders to the system and encourage current riders to ride more frequently. Members include:

- Melissa Chrisman, Executive Sponsor – Marketing
- Evan Escher, Chair – Planning
- Sarah Rogers, Vice Chair – TEXRail
- Bianca Tillis, Secretary – Human Resources
- Genia Jackson – Bus Operations
- Jessica McMillion – Information Technology
- Nate Newby – Marketing
- Ron Newman – Bus Operations
- Kathryn Roy – Finance
- Evelia Zalazar – ENVOY

Within thirty days, the task force held four meetings to develop and discuss their ideas.

CAMPAIGN DETAILS
Nine final tactics were developed in the categories of Education, Customer Experience and Safety. Chair, Evan Escher and Vice Chair, Sarah Rogers will provide an overview of the tactics developed including the reasoning behind each recommendation, estimated timelines for completion and which departments could be involved.

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

STAFF DISPOSITION

EXECUTIVE LEADER APPROVAL

DATE
Task Force Members

**Chairperson:** Evan Escher – *Transit Planner*
**Co-Chairperson:** Sarah Rogers – *Conductor TEXRail*
**Secretary:** Bianca Tillis – *HR Specialist*

**Members:**
Genia Jackson – *Bus Operator*
Jessica McMillion – *System Application Administrator*
Nate Newby – *Creative Services Manager*
Ronald Newman – *Director of Operations*
Kathryn Roy – *Staff Accountant*
Evelia Zalazar – *Transit ENVOY*

**Executive Sponsor:** Melissa Chrisman - *VP of Marketing and Communication*

**Meeting dates:**
9/1/22
9/16/22
9/22/22
9/29/22
Three Strategies

SAFETY

CUSTOMER EXPERIENCE

EDUCATION
Tactic 1
TEXRail “Re Grand-Opening” Event

JAN 10, 2023
Tactic 2
Upgraded Technology

FY 2023
IT, Procurement, Operations, Marketing & Communications
Tactic 3
GoPass/See Say Integration

Q1/Q2 FY 2023
IT, Security, Operations, Marketing, Customer Experience
Tactic 4
Upgrade Website

FY 2023
Contractor, IT, Marketing, Planning, Finance
Tactic 5
“Schedule Day”

SPRING SERVICE CHANGE FY 2023
ALL HANDS
Tactic 6
Officers/NPOs Onboard

FY 2023
Outreach, Operations, Customer Experience
Tactic 7
Veterans Included in Reduced Fare Program

Q2 FY 2023
Outreach, Finance, IT, Customer Experience
Tactic 8
Stop & Stations Improvements

FY 2023
Facilities, Planning, Procurement, Customer Experience, Marketing, Operations
Tactic 9
Rewards/Loyalty Program

FY 2023
ALL HANDS
Ridership Task Force Summary

- **Tactic 1**  TEXRail “Re Grand-Opening” Event  JAN 10, 2023
- **Tactic 2**  Upgraded Technology  FY 2023
- **Tactic 3**  GoPass/See Say Integration  Q1/Q2 FY 2023
- **Tactic 4**  Upgrade Website  FY 2023
- **Tactic 5**  Schedule Day  Spring Service Change 2023
- **Tactic 6**  Officers/NPOs Onboard  FY 2023
- **Tactic 7**  Veterans in Reduced Fare Program  Q2 FY 2023
- **Tactic 8**  Stop and Stations Improvements  FY 2023
- **Tactic 9**  Rewards/Loyalty Program  FY 2023
QUESTIONS?