ADVISORY COMMITTEE
MEETING AGENDA

WEDNESDAY, DECEMBER 7, 2022, 12:00 P.M. Fort Worth Central Station
1001 Jones Street, 2nd Floor Community Room
Fort Worth, Texas 76102

CALL TO ORDER

CITIZEN COMMENTS

MEETING MINUTES
1. Approval of September 7, 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 September 7, 2022, the ACCESS Advisory Committee of Trinity Metro convened their quarterly meeting with the following present:

**MEMBERS PRESENT:**
- Ms. Sharla Williams, Chair
- Ms. Jenna Reinke
- Ms. Rosana Valle for Veronica Ramirez-Richards
- Ms. Jo Nell Waller

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

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

**A. Call to Order**

At 12:04 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 June 1 meeting minutes. Ms. Jo Nell Waller made a motion to approve with a second by Ms. Jenna Reinke.

**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**

1. Mr. Jeff Matland announced some staffing changes on the Trinity Metro Operations side. This included Ron Newman becoming the Director of Operations, Sharon Bailey ACCESS Operations and Scheduling Manager, Carla Forman becoming the Director of Contracted Services. Janice Pearce becoming the Contracted Services Manager.

2. Mr. Rodney Woods gave the committee members an update on the Southeast Zip Zone program. August Zip Zone ridership was at its highest point since the service began on June 1st. Plans are in place to expand the service to all of 76104 zip code. Looking to expand to Botanic Gardens and possibly to the TCC Northeast campus in Arlington.

F. **Other Business**

1. Ms. Jenna Reinke mentioned that it would be great to have a table available with Zip Zone information at the October 4th Crowley National Night Out event.

2. Ms. Reinke and Ms. Rosana Valle both mentioned that they have concerns with the wait time on phones when calling the Trinity Metro Customer Care Department.

G. **Suggested Topics for Next Meeting**

The committee members would like an update on Customer Care and the hold time situation on the phones. Zip Zone updates. Where are we with TRAPEZE and the new map?

H. **Adjourn**

Ms. Williams adjourned the meeting at 12:46 p.m.

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

Item Title: ACCESS Ridership and Key Performance Indicators
Meeting Date: December 7, 2022

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

Fiscal Year Ridership to Date
- FY2020: 10,801
- FY2021: 6,784
- FY2022: 7,968
- FY2023: 8,128

Number and Types of Days for October

- **Wkd**: 21
- **Sat**: 5
- **Sun**: 5

**Number of Riders:**
- **Oct**: 7,968
- **Nov**: 7,792
- **Dec**: 7,965
- **Jan**: 7,026
- **Feb**: 6,348
- **Mar**: 8,947
- **Apr**: 9,091
- **May**: 8,794
- **Jun**: 8,448
- **Jul**: 7,855
- **Aug**: 8,483
- **Sep**: 7,456
ACCESS Combined Monthly Ridership

Number and Types of Days for October

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

Fiscal Year Ridership to Date

- FY2020: 30,614
- FY2021: 17,890
- FY2022: 21,070
- FY2023: 23,467
ACCESS InHouse

On-Time Performance

<table>
<thead>
<tr>
<th>Month</th>
<th>FY2022</th>
<th>FY2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>86.5%</td>
<td>96.4%</td>
</tr>
<tr>
<td>Nov</td>
<td>89.8%</td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td>95.2%</td>
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<tr>
<td>Jan</td>
<td>93.7%</td>
<td></td>
</tr>
<tr>
<td>Feb</td>
<td>90.6%</td>
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<tr>
<td>Mar</td>
<td>91.2%</td>
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<tr>
<td>Apr</td>
<td>93.8%</td>
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<tr>
<td>May</td>
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<td>Jun</td>
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<td>Jul</td>
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<tr>
<td>Aug</td>
<td>96.3%</td>
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</tr>
<tr>
<td>Sep</td>
<td>97.4%</td>
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</table>

Goal Above - 91%
ACCESS Combined

On-Time Performance

FY2022 FY2023
Goal Above - 91%

TRINITY METRO
Service Highlights

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Sep 2022</th>
<th>Oct 2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route - Trips to Medical District</td>
<td>16,631</td>
<td>16,411</td>
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<tr>
<td>Paratransit - Total Medical and Grocery Trips</td>
<td></td>
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</tr>
<tr>
<td>Dialysis Trips</td>
<td>6,050</td>
<td>6,115</td>
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<tr>
<td>Other Medical and Grocery Trips</td>
<td>2,807</td>
<td>2,777</td>
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<tr>
<td>Total</td>
<td>8,857</td>
<td>8,892</td>
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<tr>
<td>ZIPZONE - Total Trips</td>
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<td></td>
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<tr>
<td>Alliance</td>
<td>1,486</td>
<td>1,683</td>
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<tr>
<td>Mercantile</td>
<td>1,869</td>
<td>1,905</td>
</tr>
<tr>
<td>South Tarrant</td>
<td>574</td>
<td>691</td>
</tr>
<tr>
<td>Southside</td>
<td>5,233</td>
<td>6,401</td>
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<tr>
<td>Southeast</td>
<td>120</td>
<td>126</td>
</tr>
<tr>
<td>Total</td>
<td>9,282</td>
<td>10,806</td>
</tr>
<tr>
<td>Job Seekers</td>
<td>8,832</td>
<td>9,048</td>
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<tr>
<td>Vaccine Rides Fort Worth</td>
<td>112</td>
<td>76</td>
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ACCESS WORKING SESSION COMMITTEE
INFORMATION ITEM

Item Title: Yellow Cab Update  Meeting Date: December 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

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<tr>
<th>Month</th>
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</thead>
<tbody>
<tr>
<td>Oct</td>
<td>88.9%</td>
<td>93.4%</td>
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<tr>
<td>Nov</td>
<td>88.3%</td>
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<td>Jan</td>
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<td>Mar</td>
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<td>Apr</td>
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<td>May</td>
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<tr>
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</tbody>
</table>

Goal Above - 91%

TRINITY METRO
ACCESS WORKING SESSION COMMITTEE
INFORMATION ITEM

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

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: 12 / 7 / 2022