

ADVISORY COMMITTEE MEETING AGENDA

WEDNESDAY, JUNE 7, 2023, 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 December 7, 2022 ACCESS Advisory Committee Meeting Minutes

ACCESS QUARTERLY HIGHLIGHTS

1. ACCESS Ridership and Key Performance Indicator's
2. Yellow Cab Update
3. ACCESS Customer Care Update

Mark Shoop
Jack Bewley
Detra Whitmore

TRINITY METRO UPDATES

Ron Newman

OTHER BUSINESS

SUGGESTED TOPICS FOR NEXT MEETING

ADJOURN

On December 7, 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. 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. Mona Wright – Fresenius Dialysis

STAFF:

Ms. Sharon Bailey
Ms. Fairy Bright
Ms. Carla Forman
Mr. Wayne Gensler
Ms. Rosalind Miller

Mr. Ron Newman
Ms. Janice Pearce
Mr. Mark Shoop
Ms. Pearlethea Toliver
Ms. Detra Whitmore

A. Call to Order

At 12:03 pm, the meeting was called to order by ACCESS Advisory Committee Chair, Ms. Sharla Williams.

B. Citizen Participation and Recognition

ACCESS passengers Ms. Dawn Fredericks and Mr. Ronald Baston presented concerns to the committee members in regards to ACCESS service.

C. Approval of Minutes

Ms. Williams asked for approval of the September 7 meeting minutes. Ms. Jo Nell Waller made a motion to approve with a second by Mr. Tito Rodriguez.

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.
3. Ms. Detra Whitmore presented Customer Care updates.



E. Trinity Metro Updates

1. Mr. Wayne Gensler gave the committee members information in regards to the discounts for veterans program that will begin in January, 2023.

F. Other Business

1. There was no other business.

G. Suggested Topics for Next Meeting

1. Ms. Williams would like an update in regards to the concerns that were discussed earlier in the meeting with ACCESS passengers Ms. Dawn Fredericks and Mr. Ronald Baston.

H. Adjourn

Ms. Williams adjourned the meeting at 12:54 p.m.

I. Next Meeting – March 1, 2023 at 12:00 pm



ACCESS WORKING SESSION COMMITTEE

INFORMATION ITEM

Item Title: ACCESS Ridership and Key Performance Indicators

Meeting Date: June 7, 2023

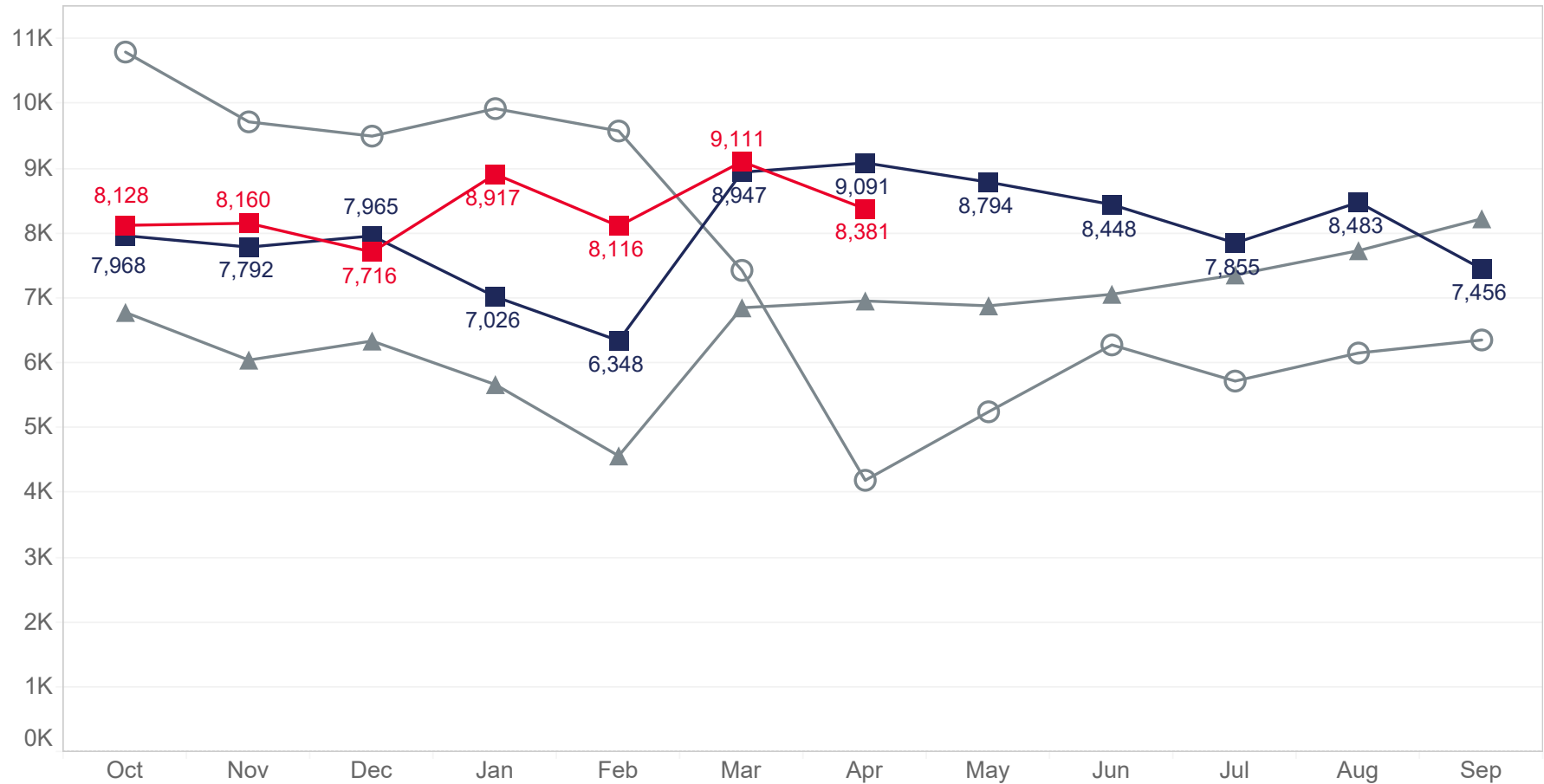
BACKGROUND

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

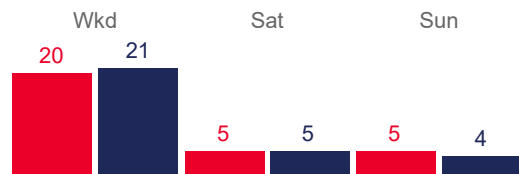
RECOMMENDATION

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 April

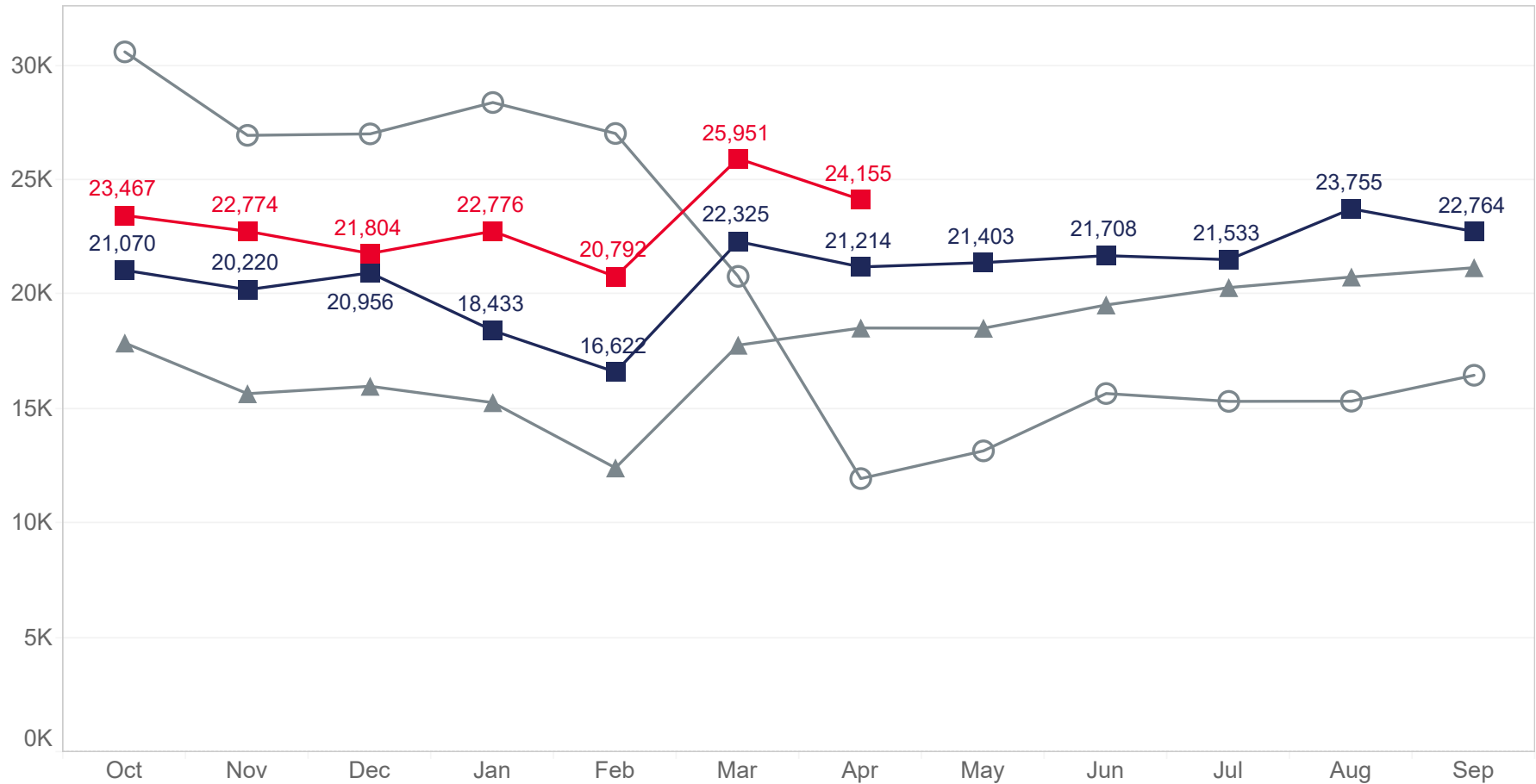


Fiscal Year Ridership to Date

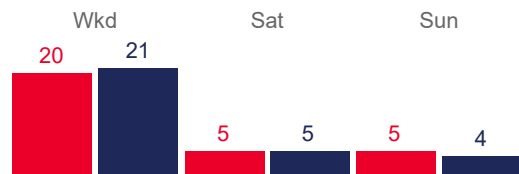
FY2020	61,167
FY2021	43,235
FY2022	55,137
FY2023	58,529



ACCESS Combined Monthly Ridership



Number and Types of Days for April



○ FY2020
 ▲ FY2021
 ■ FY2022
 ■ FY2023

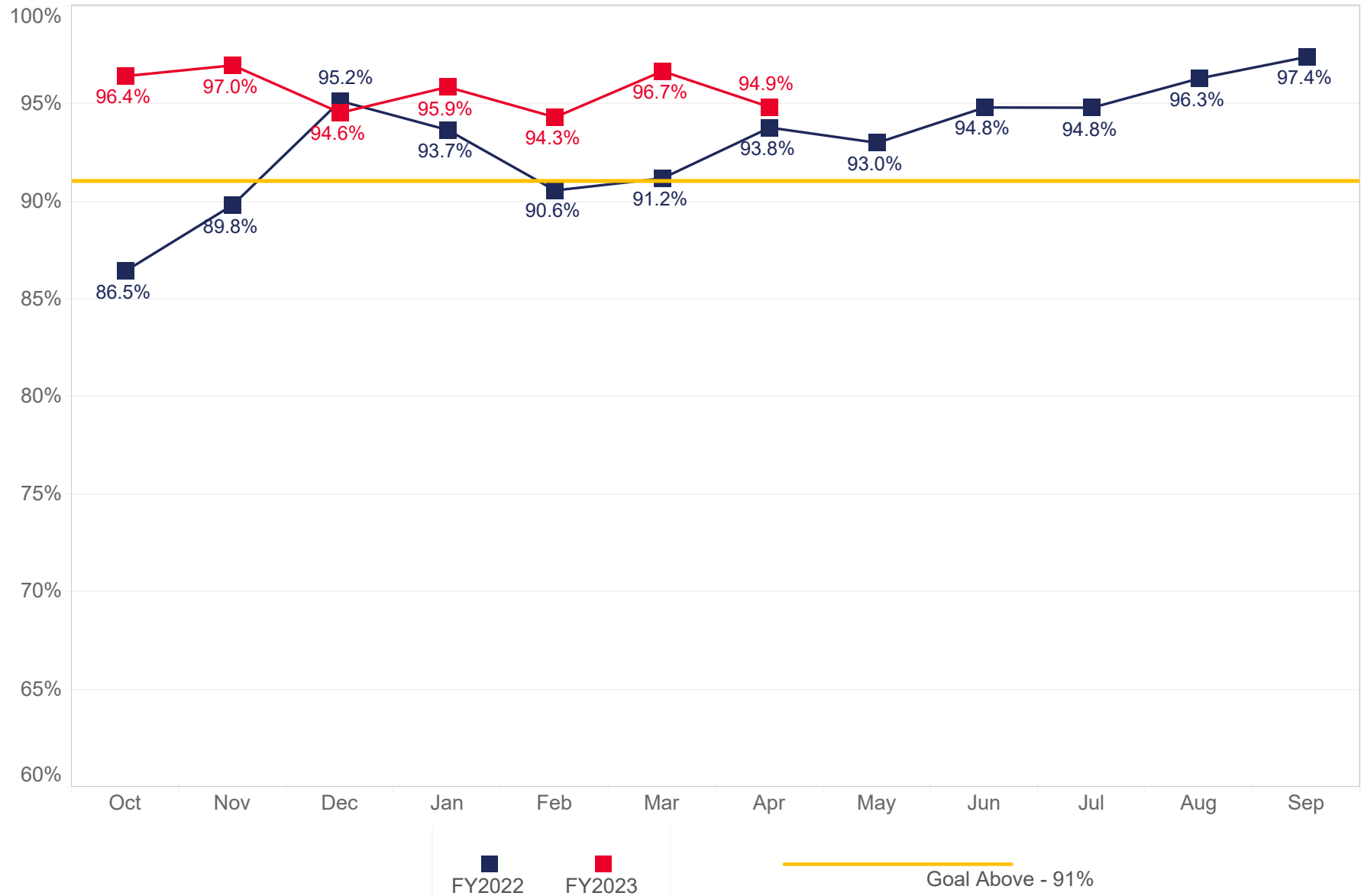
Fiscal Year Ridership to Date

FY2020	172,826
FY2021	113,620
FY2022	140,840
FY2023	161,719



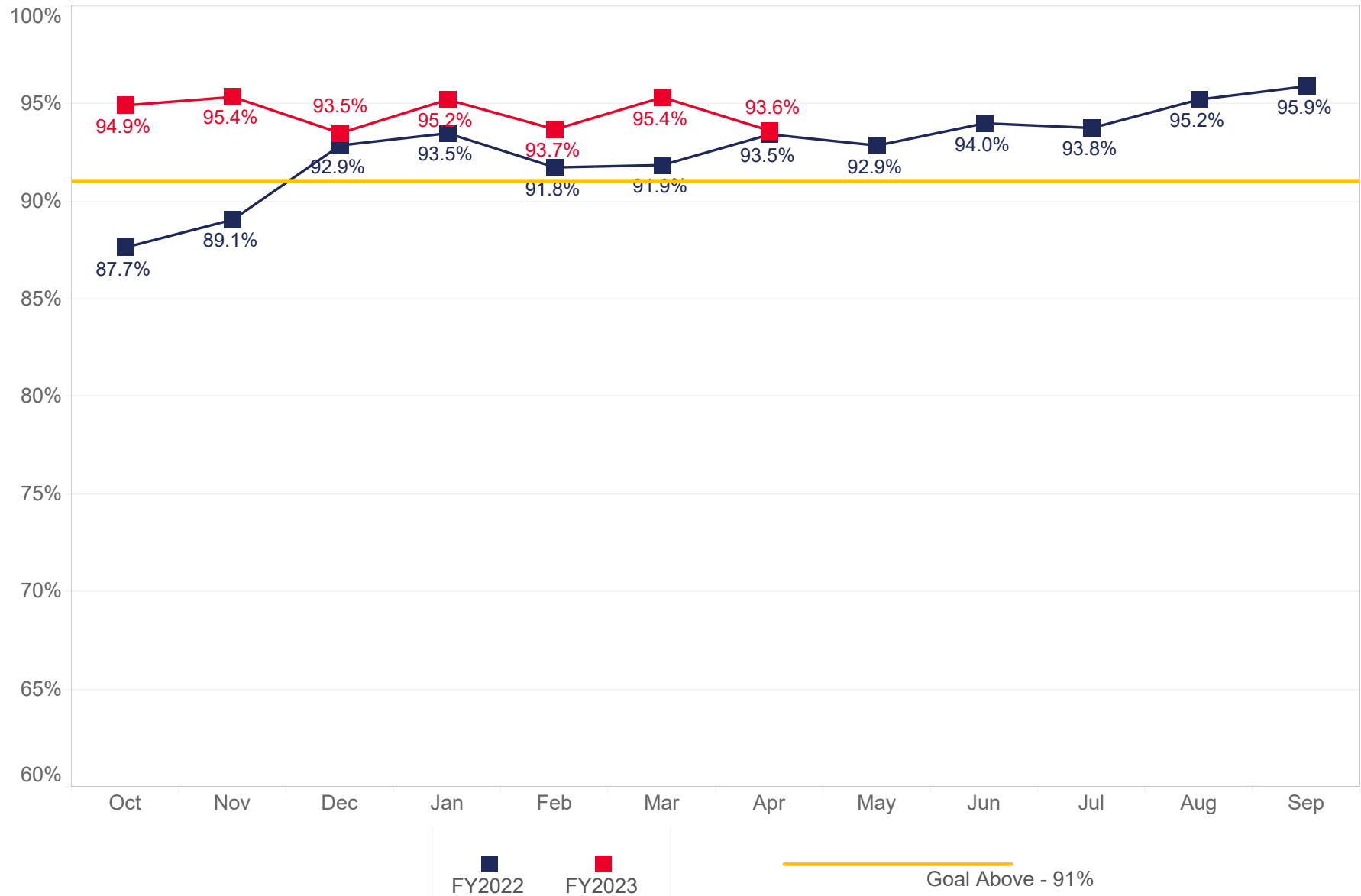
ACCESS InHouse

On-Time Performance



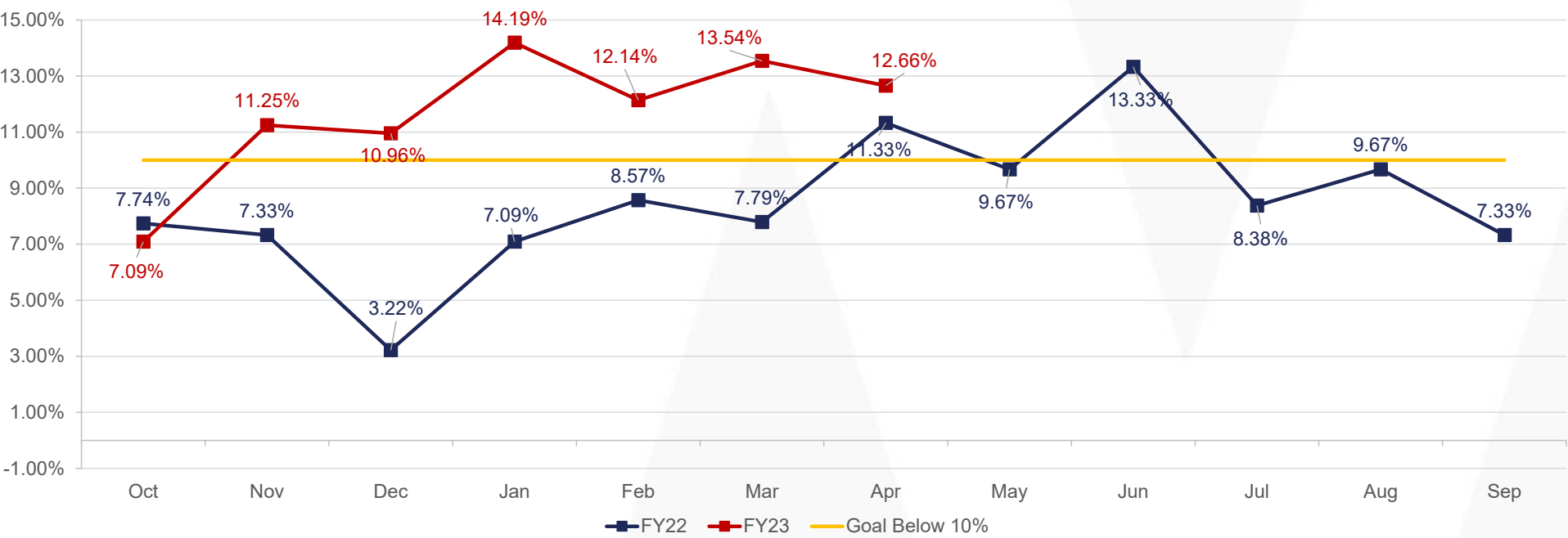
ACCESS Combined

On-Time Performance



ACCESS Combined

Excessive Trip Length



ACCESS WORKING SESSION COMMITTEE INFORMATION ITEM

Item Title: Yellow Cab Update

Meeting Date: June 7, 2023

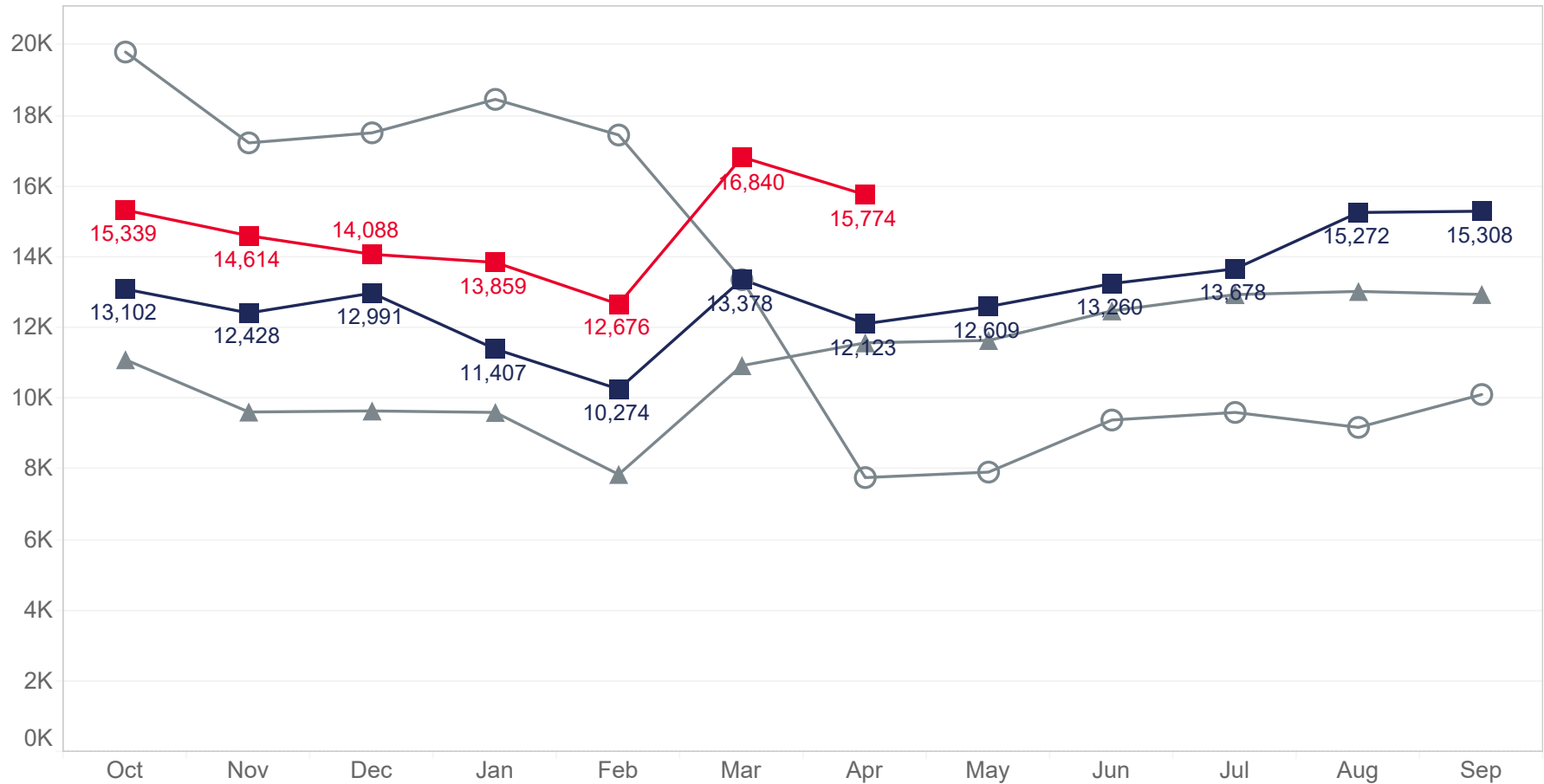
BACKGROUND

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

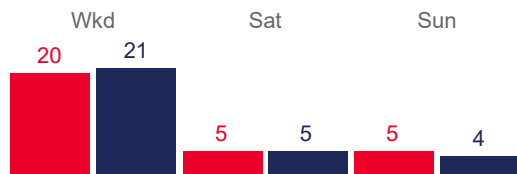
RECOMMENDATION

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

ACCESS Contract Monthly Ridership



Number and Types of Days for April



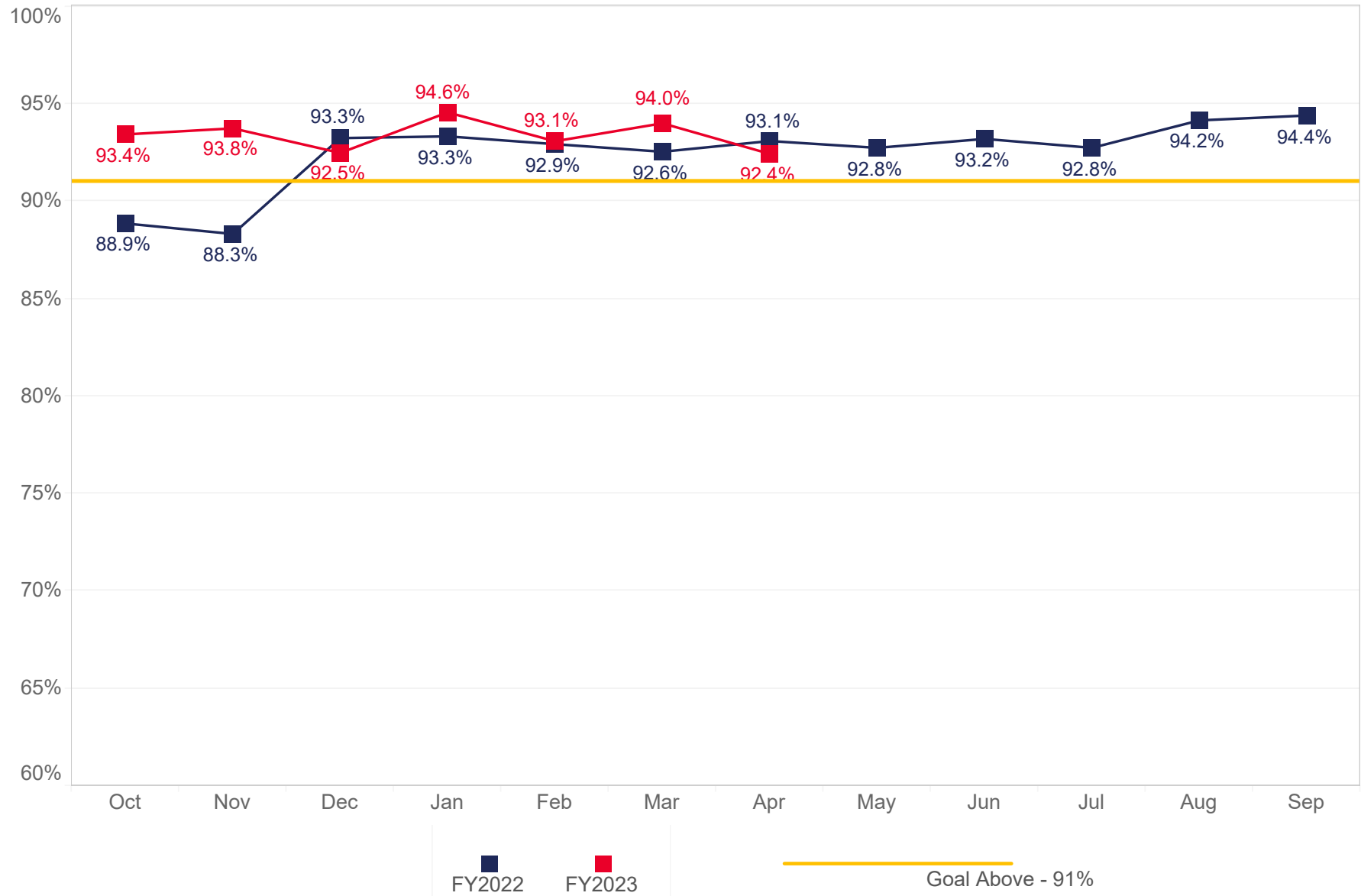
Fiscal Year Ridership to Date

FY2020	111,659
FY2021	70,385
FY2022	85,703
FY2023	103,190



ACCESS Contract

On-Time Performance



ACCESS WORKING SESSION COMMITTEE

INFORMATION ITEM

Item Title: **ACCESS** Customer Relations Report

Meeting Date: June 7, 2023

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:

EVENT:

EXPIRATION:
