



ADVISORY COMMITTEE MEETING AGENDA

WEDNESDAY, SEPTEMBER 6, 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 June 7, 2023 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 June 7, 2023, the ACCESS Advisory Committee of Trinity Metro convened their quarterly meeting with the following present:

MEMBERS PRESENT:

Mr. Tito Rodriguez, Vice-Chair
Ms. Jenna Reinke
Ms. Stephanie Morris
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. Crystal Lambert – Fresenius Dialysis

STAFF:

Ms. Sharon Bailey
Ms. Carla Forman
Mr. Wayne Gensler
Ms. Tamika Grant
Ms. Rosalind Miller

Mr. Ron Newman
Mr. Mark Shoop
Ms. Pearlethea Toliver
Ms. Crystal Whitney
Mr. Ralph Zaragoza

A. Call to Order

At 12:08 pm, ACCESS Advisory Committee Vice-Chair, Mr. Tito Rodriguez, called the meeting to order.

B. Citizen Participation and Recognition

There was no citizen participation and recognition.

C. Approval of Minutes

Mr. Rodriguez asked for approval of the December 7 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, and excessive trip length year to date.
2. Mr. Jack Bewley presented Yellow Cab statistical data.
3. Ms. Tamika Grant presented Customer Care updates.



E. Trinity Metro Updates

1. Mr. Ron Newman gave the committee members information in regards to the opening of the new Breakroom for our Maintenance Dept.
2. Mr. Ralph Zaragoza passed out updated Zip Zone information to the committee members.

F. Other Business

1. Ms. Sharon Bailey updated the committee members in regards to ACCESS passengers Ms. Dawn Fredericks and Mr. Ronald Baston, and how their ACCESS service has been lately.

G. Suggested Topics for Next Meeting

1. Ms. Reinke would like to know what action plan Trinity Metro ACCESS takes with Operators who receive complaints.
2. Committee members would like an update from Mr. Zaragoza in regards to Zip Zone service.

H. Adjourn

Mr. Rodriguez adjourned the meeting at 12:54 p.m.

I. Next Meeting – September 6, 2023 at 12:00 pm



ACCESS WORKING SESSION COMMITTEE

INFORMATION ITEM

Item Title: ACCESS Ridership and Key Performance Indicators

Meeting Date: September 6, 2023

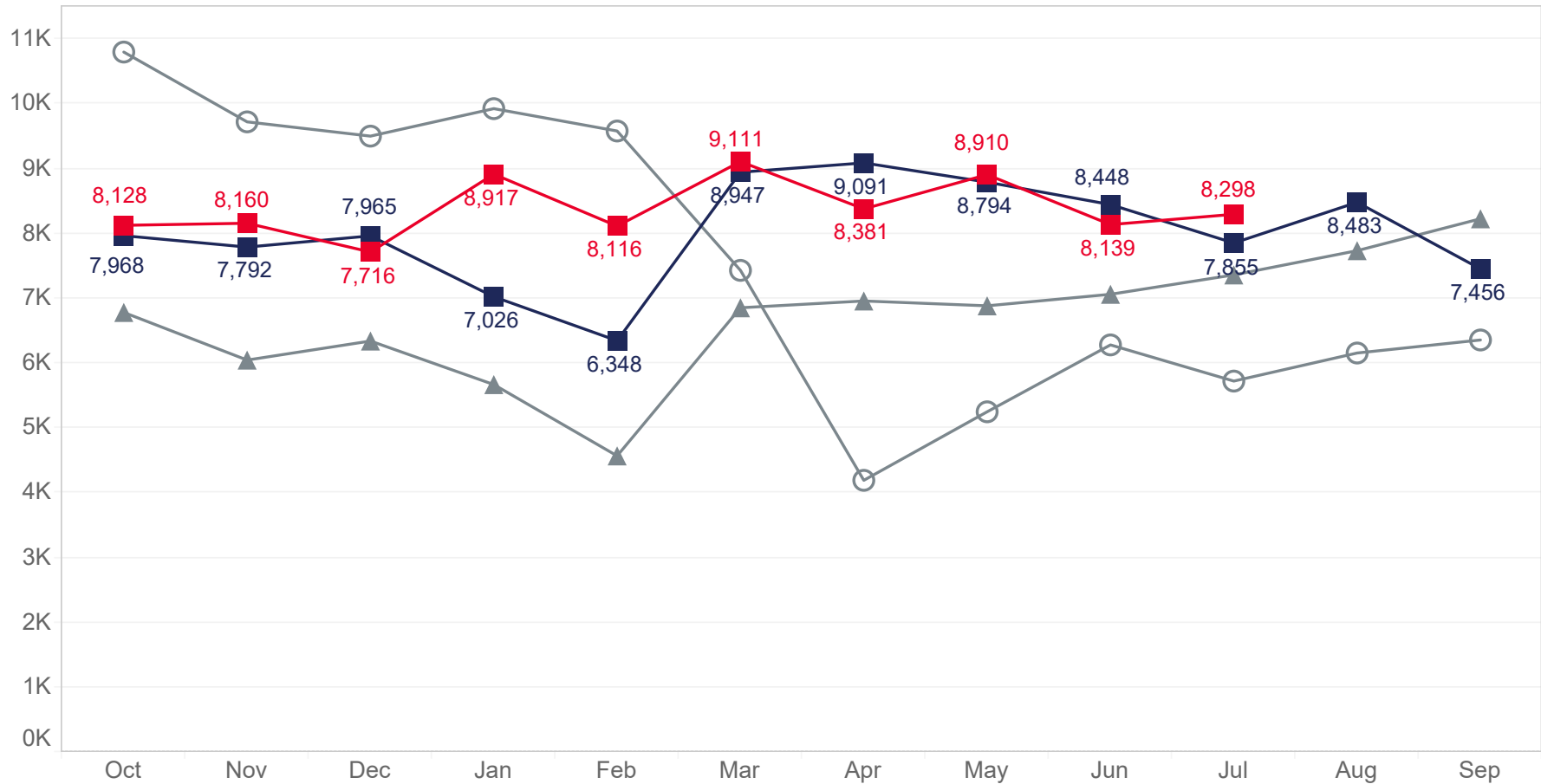
BACKGROUND

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

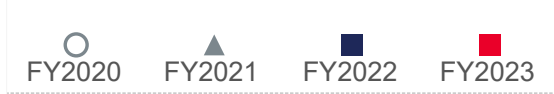
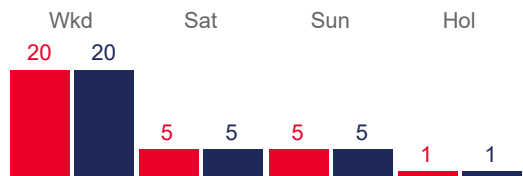
RECOMMENDATION

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 July

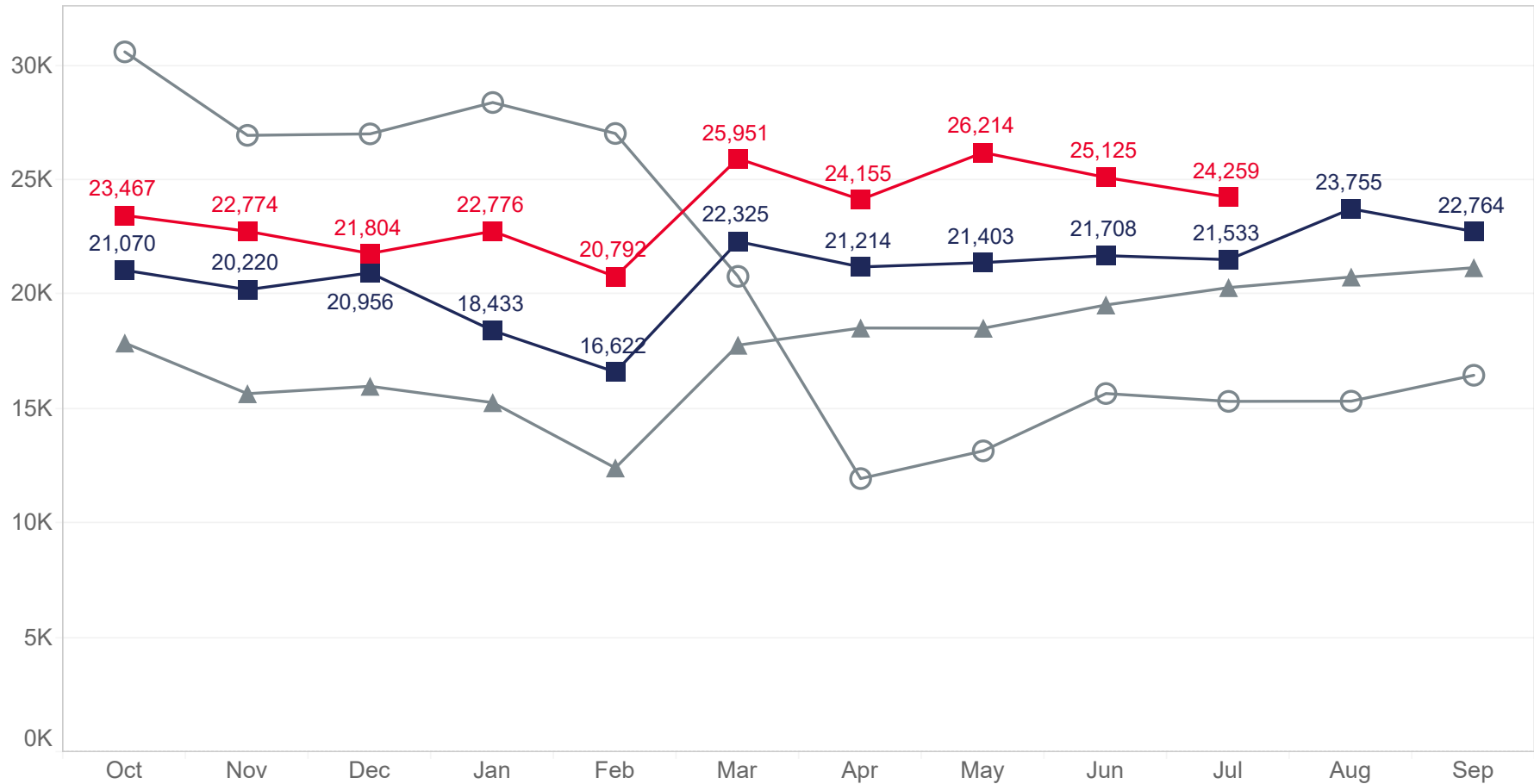


Fiscal Year Ridership to Date

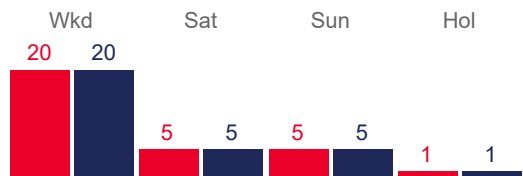
| | |
|--------|--------|
| FY2020 | 78,426 |
| FY2021 | 64,548 |
| FY2022 | 80,234 |
| FY2023 | 83,876 |



ACCESS Combined Monthly Ridership



Number and Types of Days for July



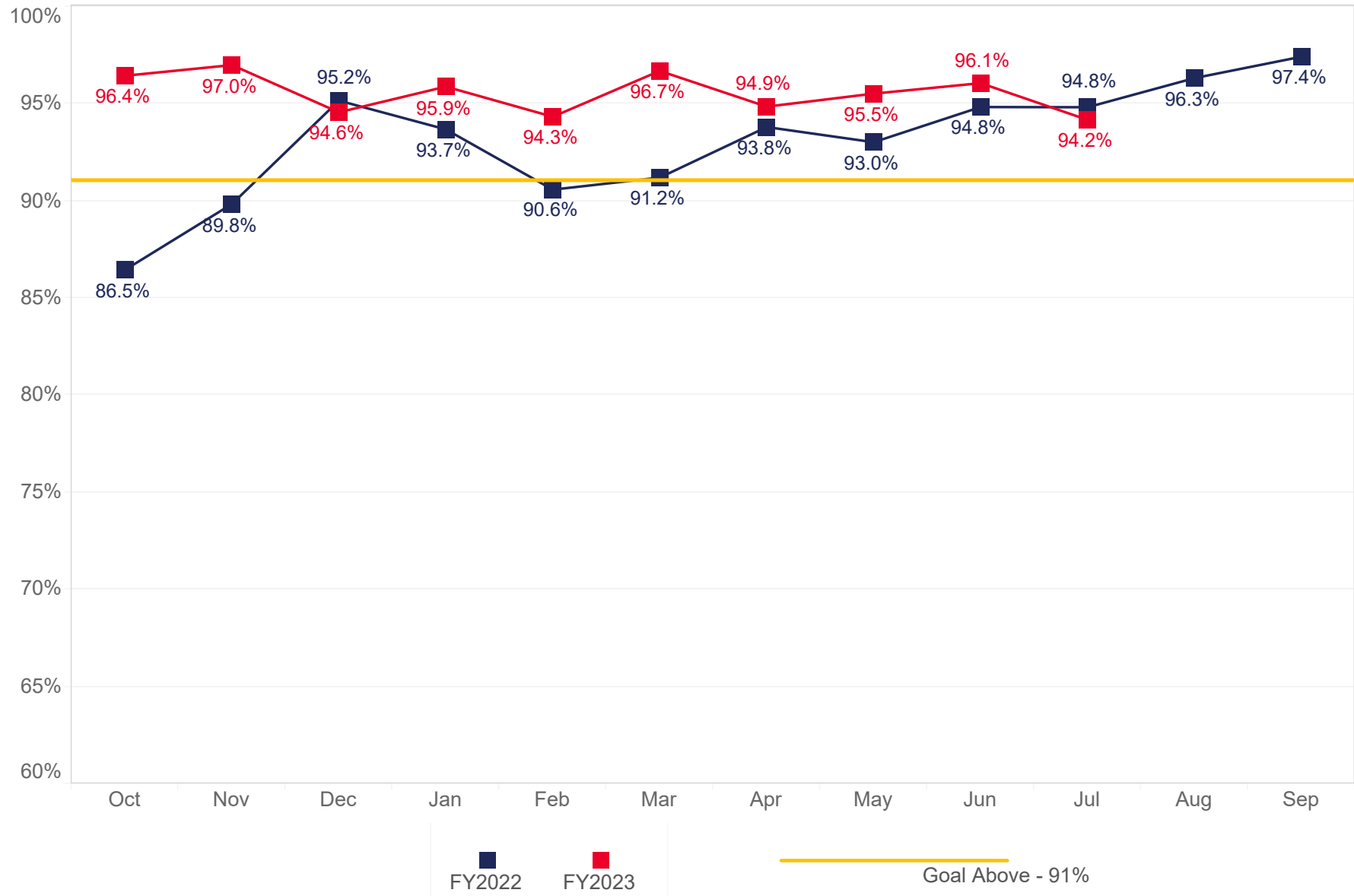
Fiscal Year Ridership to Date

| | |
|--------|---------|
| FY2020 | 217,023 |
| FY2021 | 172,021 |
| FY2022 | 205,484 |
| FY2023 | 237,317 |



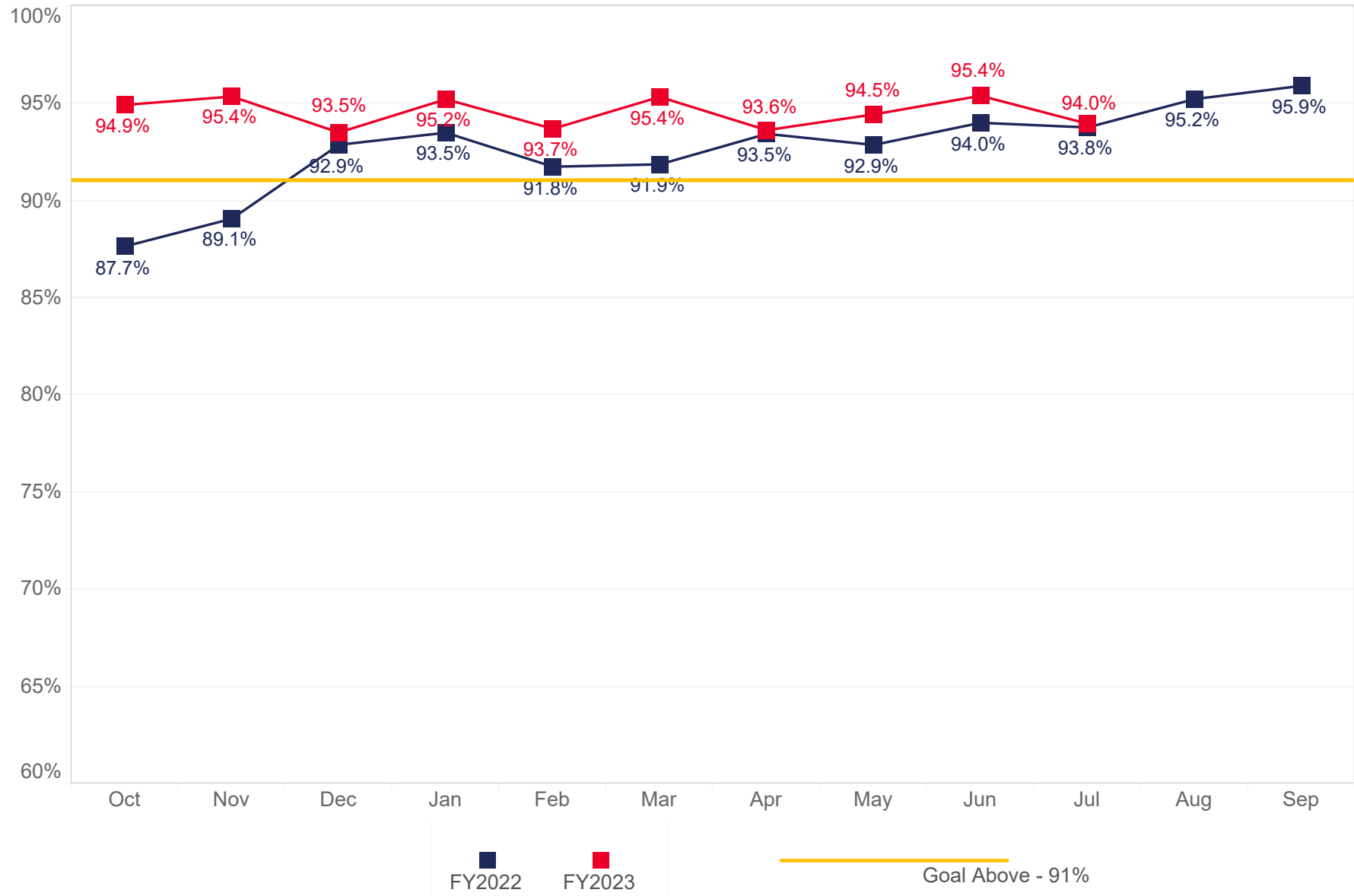
ACCESS InHouse

On-Time Performance



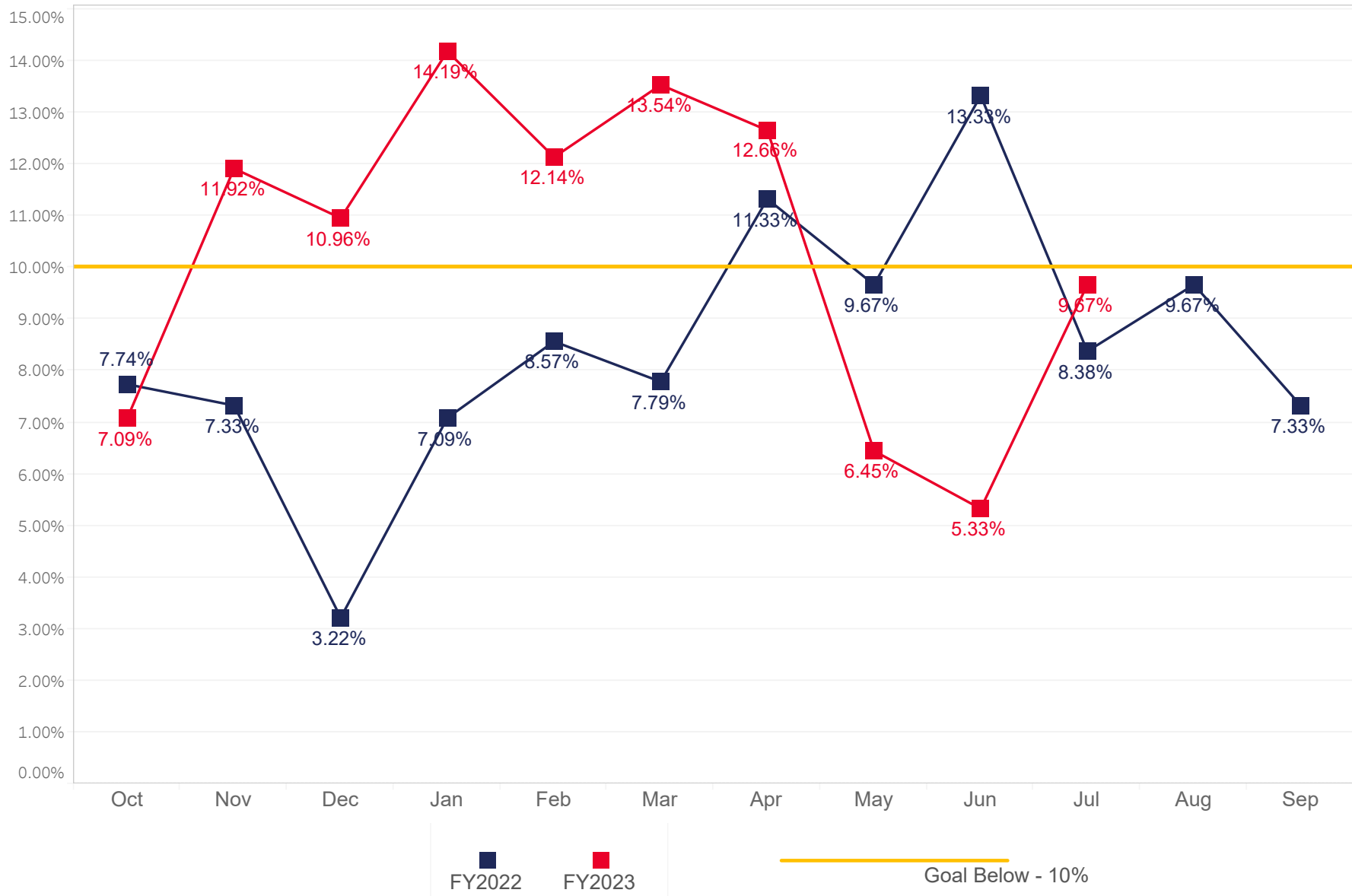
ACCESS Combined

On-Time Performance



ACCESS Combined

Excessive Trip Length



ACCESS WORKING SESSION COMMITTEE INFORMATION ITEM

Item Title: Yellow Cab Update

Meeting Date: September 6, 2023

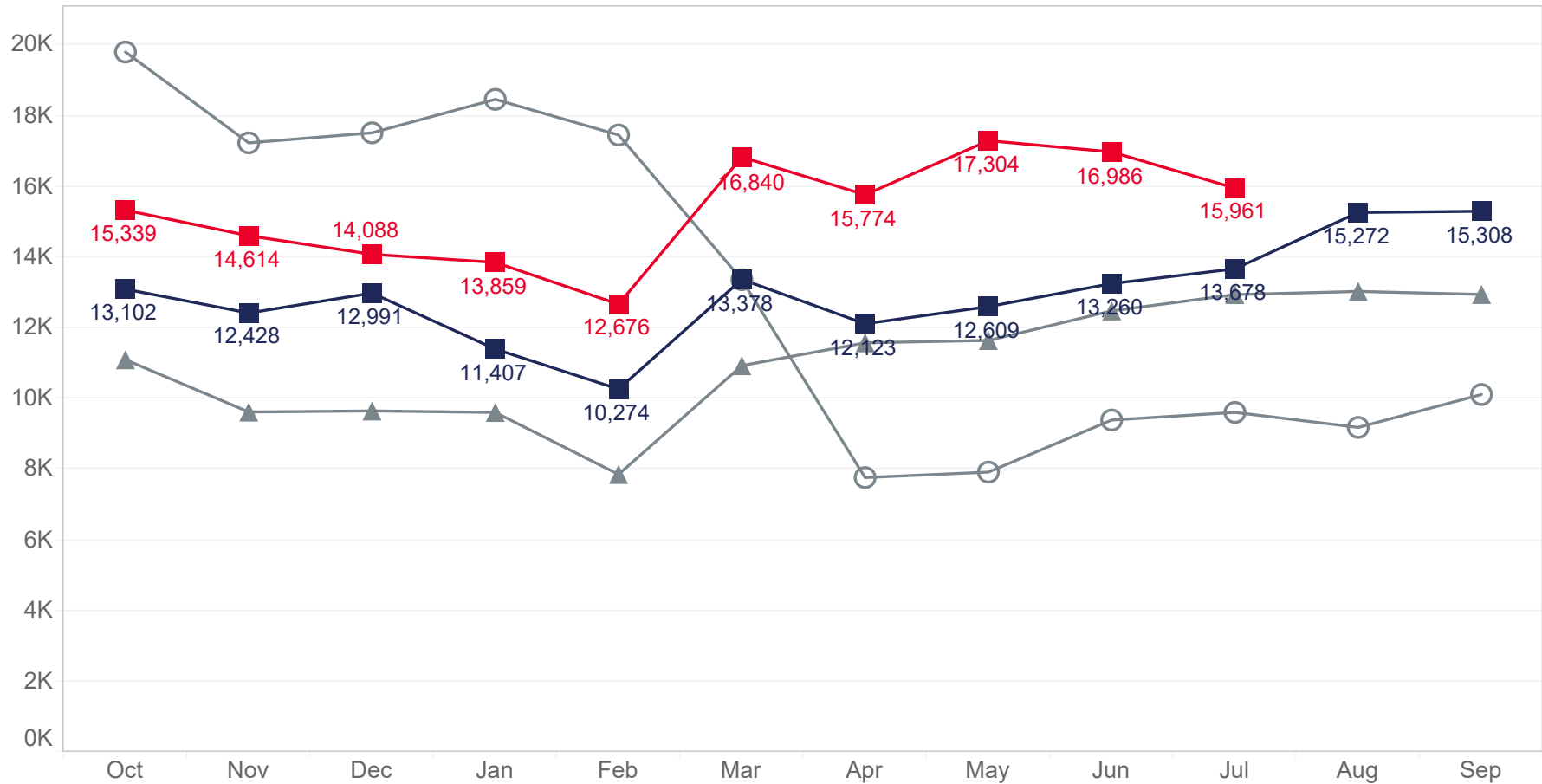
BACKGROUND

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

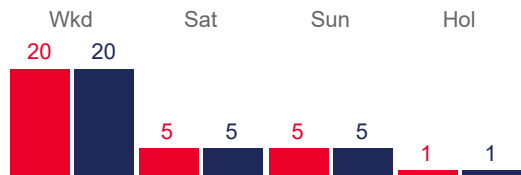
RECOMMENDATION

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 July



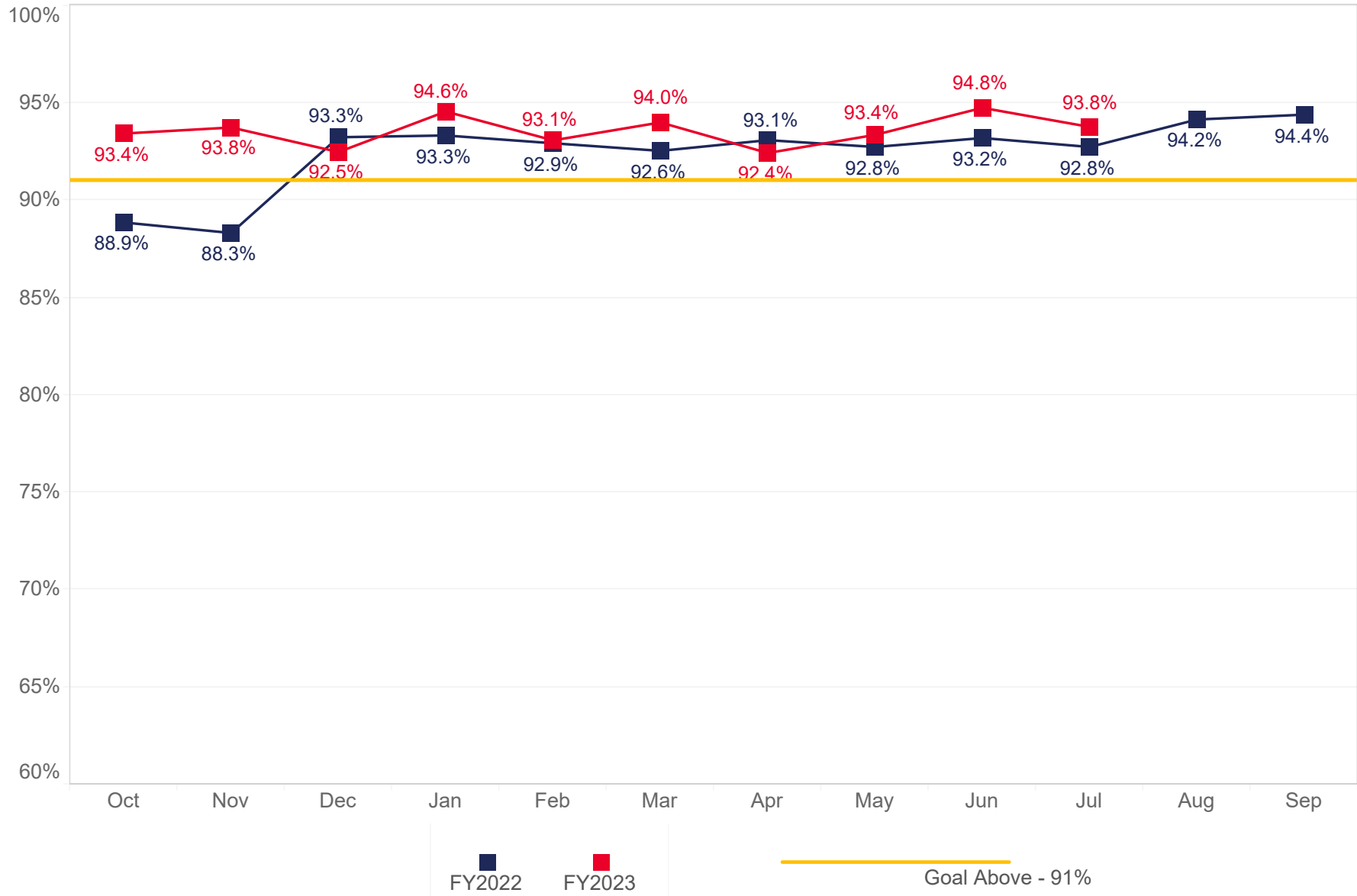
Fiscal Year Ridership to Date

| | |
|--------|---------|
| FY2020 | 138,597 |
| FY2021 | 107,473 |
| FY2022 | 125,250 |
| FY2023 | 153,441 |



ACCESS Contract

On-Time Performance



ACCESS WORKING SESSION COMMITTEE

INFORMATION ITEM

Item Title: **ACCESS** Customer Relations Report

Meeting Date: September 6, 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:
