



## **ADVISORY COMMITTEE MEETING AGENDA**

---

WEDNESDAY, SEPTEMBER 6, 2023, 12:00 P.M.

Fort Worth Central Station  
1001 Jones Street, 2<sup>nd</sup> 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**

THE NEXT MEETING WILL BE HELD AT 1001 JONES STREET,  
2<sup>nd</sup> FLOOR COMMUNITY ROOM ON DECEMBER 13, 2023, AT 12:00 P.M.

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

---

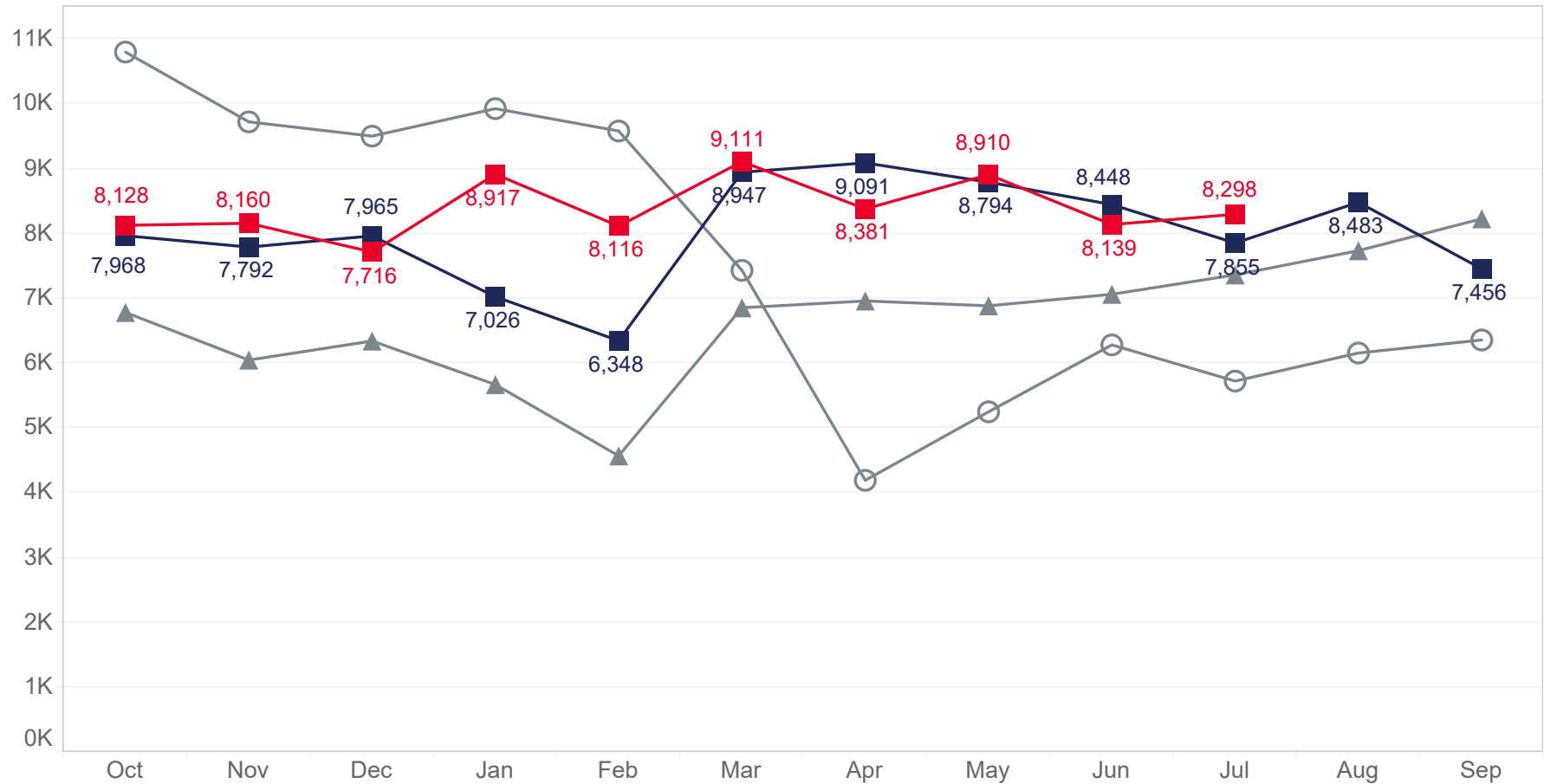
### **BACKGROUND**

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

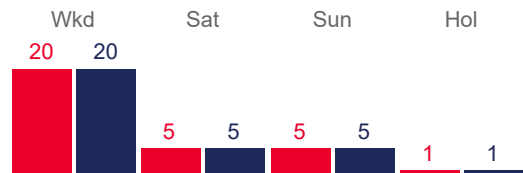
### **RECOMMENDATION**

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

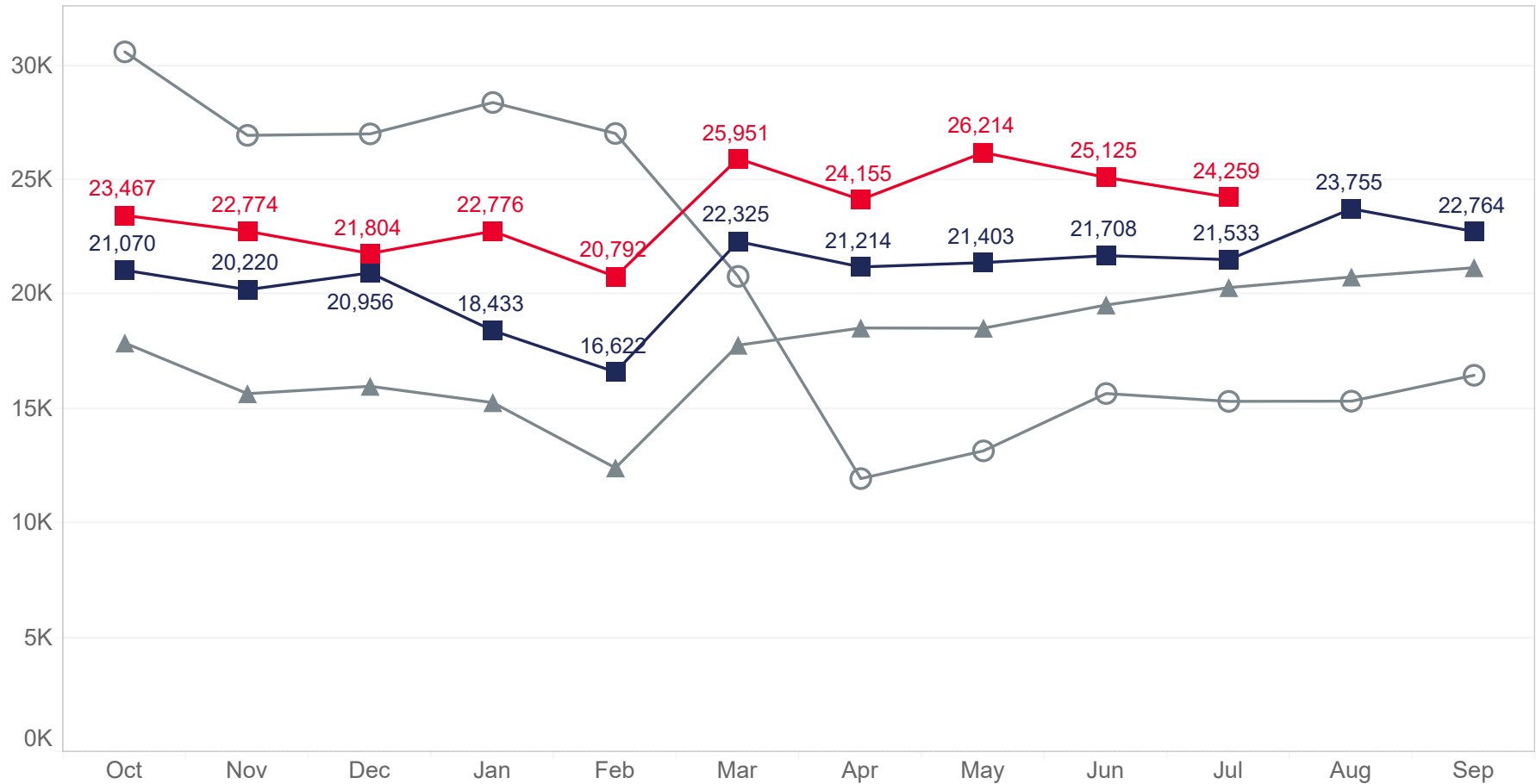


Fiscal Year Ridership to Date

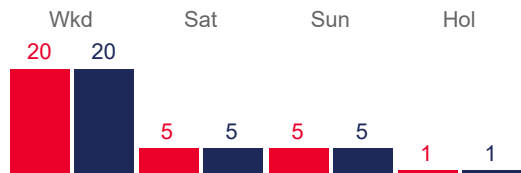
FY2020	78,426
FY2021	64,548
FY2022	80,234
FY2023	83,876



# ACCESS Combined Monthly Ridership



Number and Types of Days for July



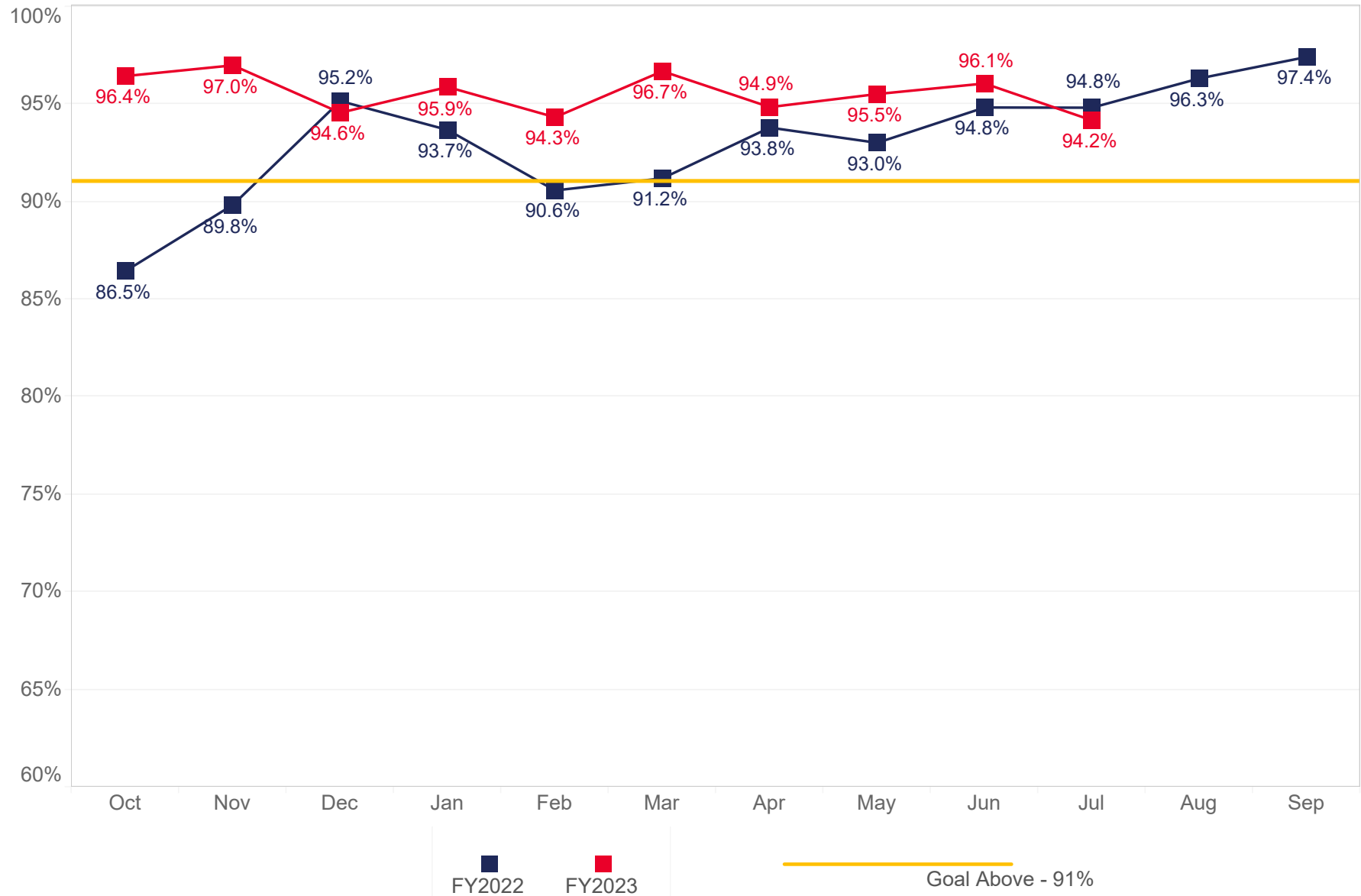
Fiscal Year Ridership to Date

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



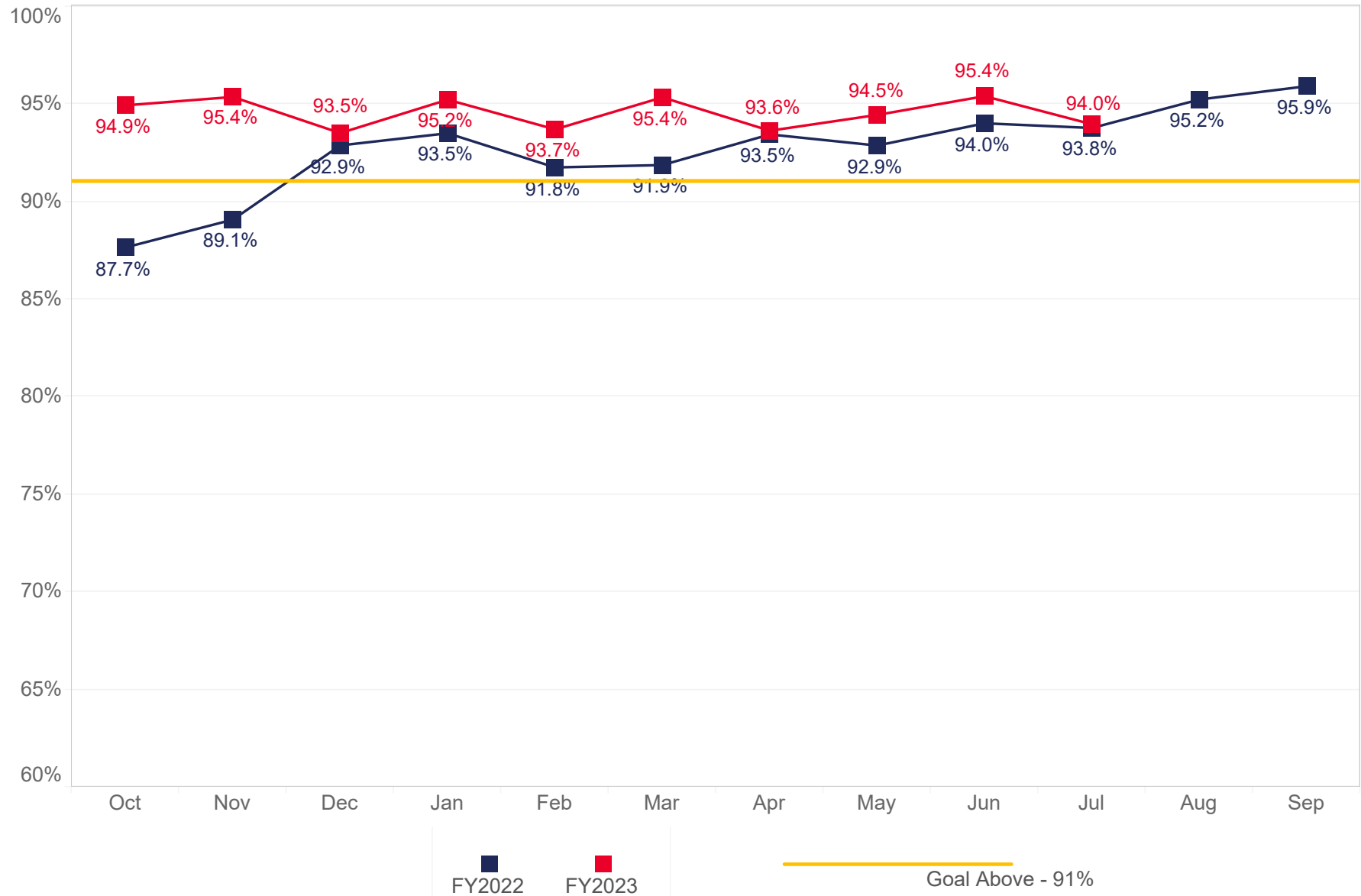
# ACCESS InHouse

## On-Time Performance



# ACCESS Combined

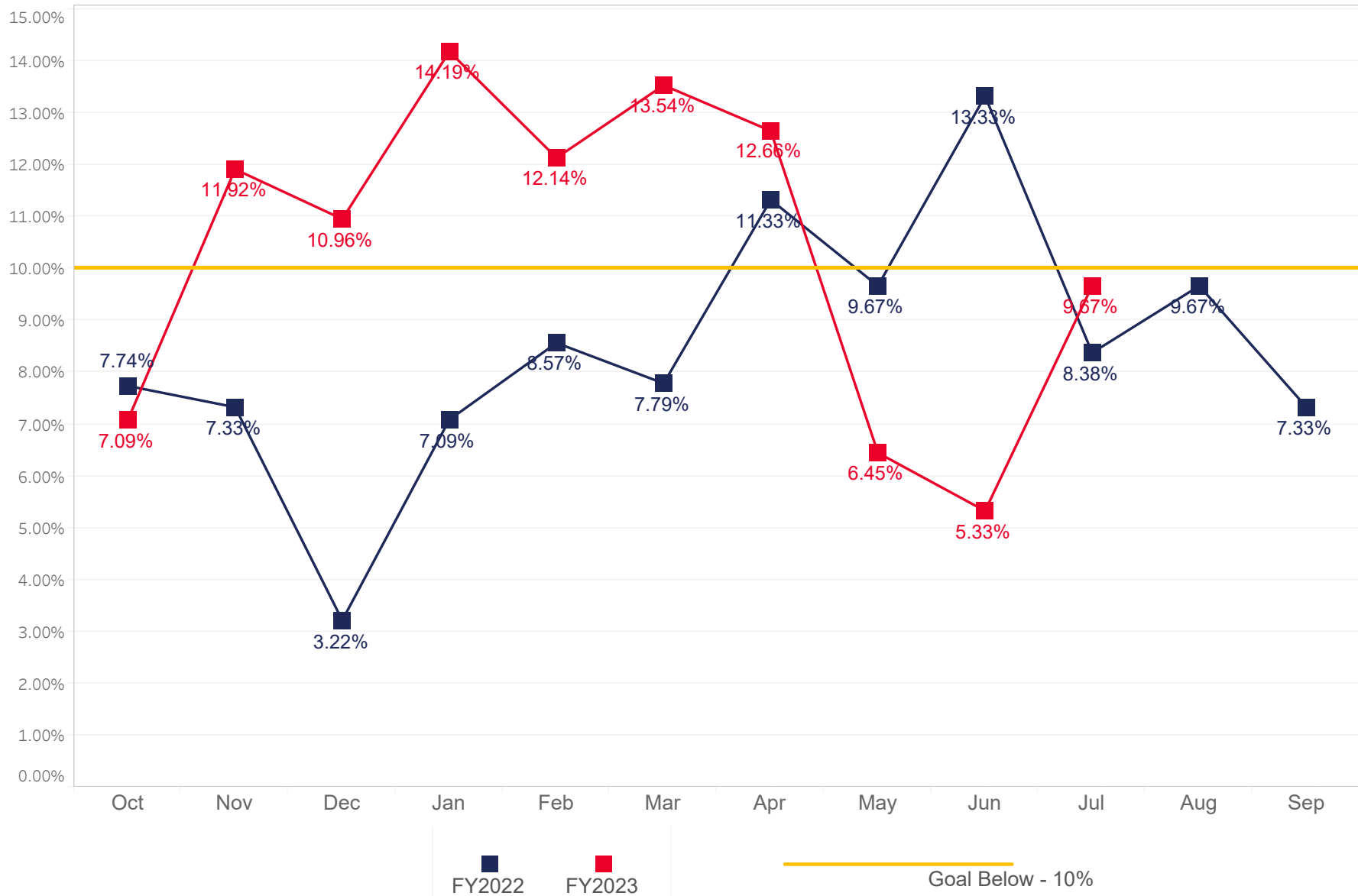
## On-Time Performance





# ACCESS Combined

## Excessive Trip Length



# **ACCESS WORKING SESSION COMMITTEE INFORMATION ITEM**

**Item Title:** Yellow Cab Update

**Meeting Date:** September 6, 2023

---

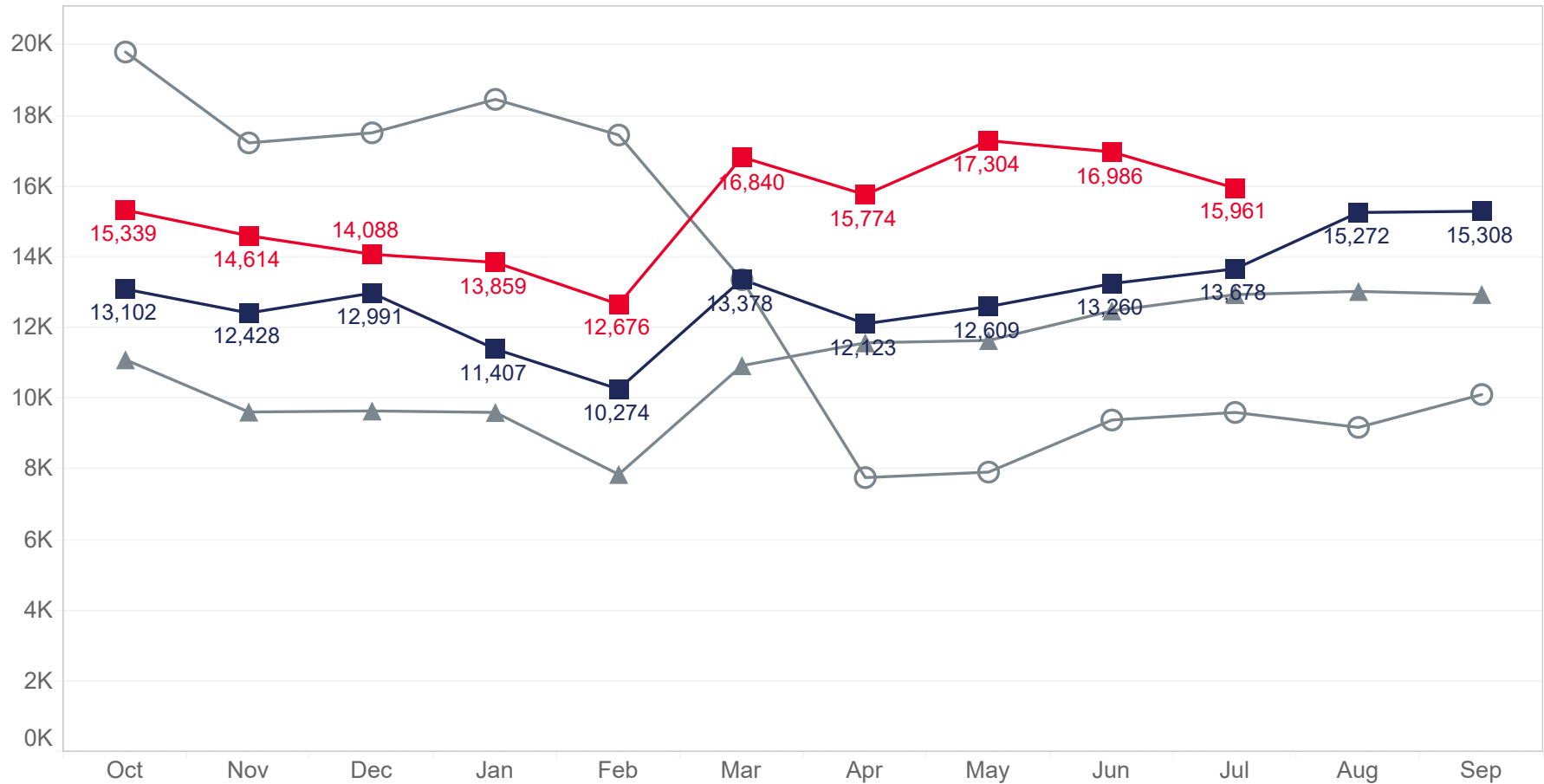
## **BACKGROUND**

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

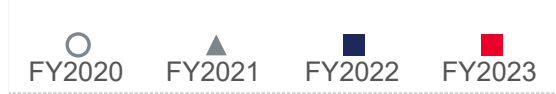
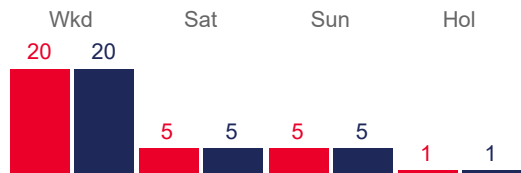
## **RECOMMENDATION**

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



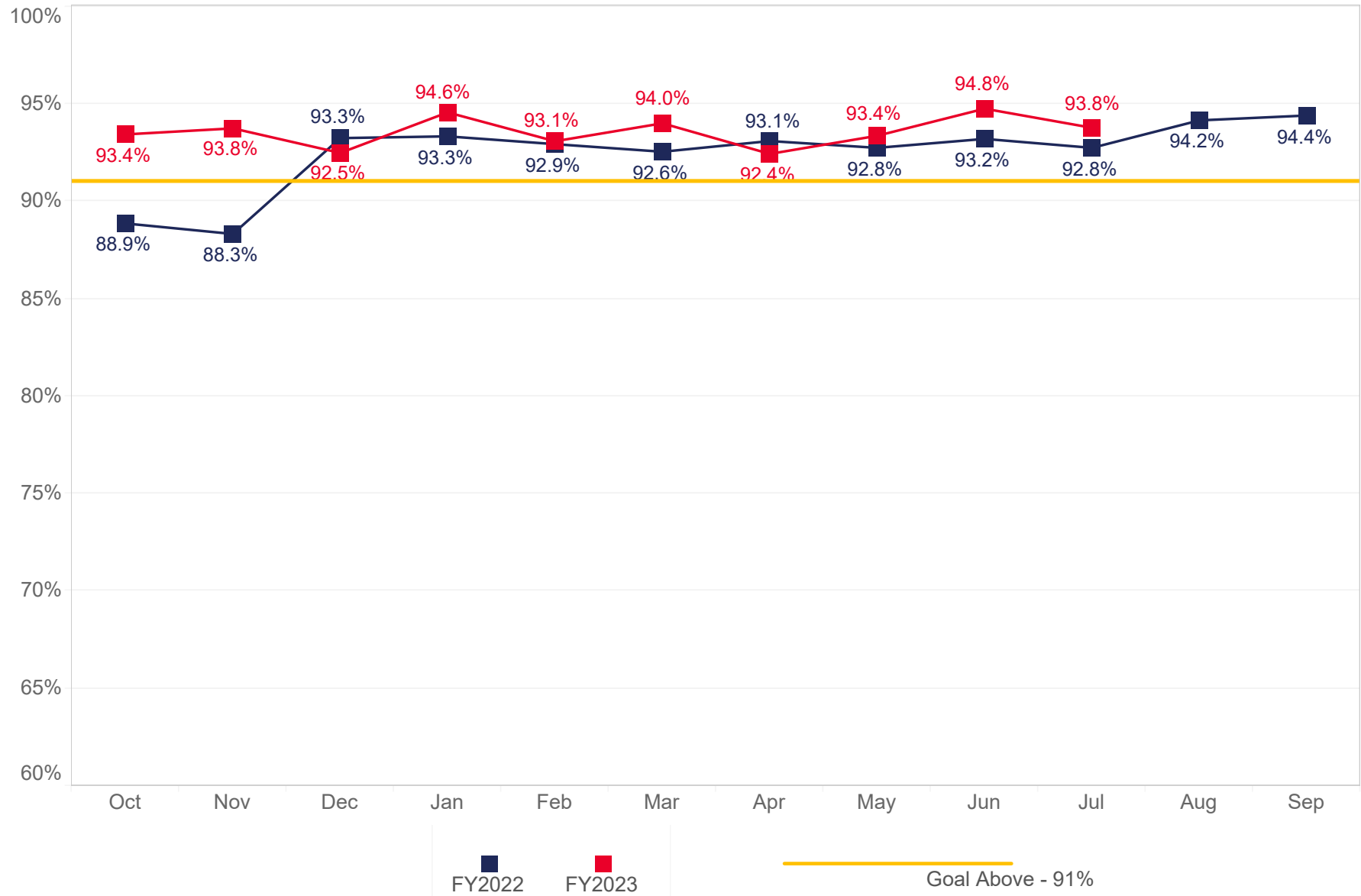
Fiscal Year Ridership to Date

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:

---