

## BOARD OF DIRECTORS MEETING AGENDA

MONDAY, NOVEMBER 20, 2023, 3:00 P.M.

801 GROVE STREET  
Fort Worth, Texas 76102

### CALL TO ORDER

### PLEDGE OF ALLEGIANCE

### CITIZEN COMMENTS

### EMPLOYEE RECOGNITION

- |  |                  |
|--|------------------|
| 1. 40 <sup>th</sup> Anniversary Celebration Employee Recognition | Richard Andreski |
| 2. September/October Employee Recognition                        | Detra Whitmore   |

### MEETING MINUTES

1. Approval of October 16, 2023 Board Meeting Minutes

### INFORMATION ITEMS & REPORTS

- |  |                  |
|--|------------------|
| 1. Regional Transportation Council – November 9, 2023  | Jeff Davis       |
| 2. Board of Directors Meeting Schedule for 2024  | Richard Andreski |
| 3. Commuter Rail   | Reed Lanham      |
| a. TEXRail & TRE Ridership & On-Time Performance   |                  |
| 4. Human Resource  | Kelli Shields    |
| a. Employee Engagement Survey Results  |                  |
| 5. Operations  |                  |
| a. ZIPZONE Updates for Forest Hill & Request for Proposal for a Microtransit & Paratransit Solutions | Wayne Gensler    |
| 6. Marketing & Communications  | Melissa Chrisman |
| a. EASYRIDE Partner Program Update   | Nicole Adams     |
| 7. Community Engagement  | Detra Whitmore   |
| a. Customer Service & Community Engagement Plan  |                  |
| b. VANPOOL Customer Satisfaction Survey Results-September  |                  |
| 8. Strategy, Planning & Development  | Chad Edwards     |
| a. General Planning Consultant Update  |                  |
| 9. Finance   | Greg Jordan      |
| a. September Financials  |                  |

### RESOLUTION

- |             |                           |               |
|-------------|---------------------------|---------------|
| 1. R2024-01 | Electric Service Provider | Wayne Gensler |
|-------------|---------------------------|---------------|

### ACTION ITEMS

- |              |   |                  |
|--------------|---|------------------|
| 1. BA2024-04 | Transit Initiative Communications & Public Relations Firm   | Melissa Chrisman |
| 2. BA2024-05 | Metro Area Transit System Appointment of MATS Directors   | Wayne Gensler    |
| 3. BA2024-06 | Public Transit Agency Safety Plan Annual Review & New Bipartisan Infrastructure Law Requirement Change Approval | Jessica Powers   |

### CONSENT ACTION ITEMS

- |              |                         |               |
|--------------|-------------------------|---------------|
| 1. BA2024-03 | Floor Cleaning Services | Wayne Gensler |
|--------------|-------------------------|---------------|

**PRESIDENT'S REPORT**

**CHAIR'S REPORT**

**OTHER BUSINESS**

**EXECUTIVE SESSION**

1. T&P Development Update

Chad Edwards

*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.*

**ADJOURN**

# BOARD OF DIRECTORS

## INFORMATION ITEM

### ITEM TITLE

September/October Employee Recognition

### MEETING DATE

November 20, 2023

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### BACKGROUND

The WOW! Moment program was created to acknowledge the great work Trinity Metro employees do every day, through customer or peer-to-peer interactions. Team members are acknowledged through their personal and team accomplishments, demonstration of leadership, work safety, and innovative thinking.

The following are examples of criteria appropriate for recognition that rises to the WOW! Moment level.

- Going above and beyond to ensure the safety of our customers.
- Delivering exceptional customer service to internal and external customers.
- Performing extra duties beyond those normally assigned.
- Performing other roles when the department is short-staffed.
- Volunteering to work on special projects.
- Providing services to others that are beyond assigned responsibilities.

### DETAILS

WOW! Moment recipients for September/October are as follows:

1. Doc Evans was observed on Route 2 as being the best driver ever.
2. Bryan Morrow was observed going above and beyond in assisting a team member with a login issue, you investigated, asked questions found the issue, and resolved it timely.
3. Tyrece Kimble was observed for his hard work and dedication in performing tasks such as training potential team members outside of his normal day-to-day duties.
4. Vanita Sanders was observed demonstrating commitment to providing great service to customers and team members.
5. Rudean Tarver was observed being very pleasant, and remarkably great when interacting with the public.
6. Michael Whitmarsh was observed for being very inspirational, encouraging, and extremely patient. The attention he gives to others makes what is impossible, possible.
7. Lidia Alanis, Denise Stevenson, Tara Williams, & Karree Satterwhite – were observed for their extraordinary customer service while assisting an ACCESS customer at the kiosk.
8. Kristen Borrego was observed going above and beyond in welcoming customers aboard her route.

The Executive Leadership Team selected Debbie Taylor an 8-year bus operator on Route 15 for her quick thinking, action and communication at our North Side Station. From the lower level of the station, she could hear a little girl screaming. Debbie immediately ran to the top of the platform and found a panicked small young girl, about 4 years of age, who was alone. Somehow, she strayed from her family and exited the train and was all alone. Debbie provided her with reassurance, comfort and stayed with her until the train carrying her family returned at which time she was safely reunited with her family.

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### STAFF DISPOSITION

#### EXECUTIVE LEAD\*

Detra Whitmore

#### DATE

11/10/23



## BOARD OF DIRECTORS MEETING MINUTES

### THURSDAY, OCTOBER 16, 2023

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#### ATTENDEES:

**Board Members Present:** – Jeff Davis, Chairman, Teresa Ayala, Michael Crain, Charles Edmonds, Nick Genua, Brian Hawkins, Chris Nettles, Ben Robertson, Paul Slechta

**Board Members Absent:** Sharla Horton-Williams – Secretary, Tito Rodriguez – Vice Chair

**Executive Leadership Team:** Richard Andreski, Christine Black, Melissa Chrisman, Chad Edwards, Wayne Gensler, Greg Jordan, Reed Lanham, Bruce Lewis, Kelli Shields, Detra Whitmore

**Board Attorney:** Albon Head

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#### CALL TO ORDER

With a quorum of the Board of Directors present Chairman Davis called the Board of Directors meeting to order at 3:02 pm at 801 Grove Street, Fort Worth, Texas 76102.

#### PLEDGE OF ALLEGIANCE

#### CITIZEN COMMENTS

There was one citizen who addressed the board: Ashton Smith.

#### MEETING MINUTES

Motion: Chris Nettles made a motion to approve the September 28, 2023 Board of Director Meeting Minutes as submitted. Michael Crain seconded. Motion passed unanimously.

#### INFORMATION ITEMS & REPORTS

1. Regional Transportation Council (RTC) – Chad Edwards provided the report on the October 12, 2023 RTC Meeting. We proposed modifications to RTC for consideration under the November 2023 Transportation Improvement Program (TIP) and requested the approval of funds to support planning and infrastructure for upcoming regional events. The Regional Transit Version 2.0: Planning for Year 2050 was submitted which included 7 proposed work tasks. The Education Campaign for FY24 action items was approved.
2. Commuter Rail – Reed Lanham gave the On-Time Performance Report for September. TEXRail had a ridership increase of 23% and TRE saw an increase of 6% over last year.
3. Operations – Wayne Gensler shared FY23 metric results on our Safety Performance Measures for Fixed Route Bus and ACCESS. Gensler stated this year was our best safety performance measure ever and thanked the operators and staff.
4. Marketing & Communications – Melissa Chrisman introduced the new Digital Content Creator, Josie Villa and presented highlights on our media partnerships and current advertising. She also provided an update on the Transit Initiative. This initiative will develop into a 10-20 year roadmap for a comprehensive transportation plan which will coincide with the Value Proposition Study. Teresa Ayala thanked the marketing team for their efforts with Tarrant County College.
5. Community Engagement – Detra Whitmore touched briefly on customer calls. She updated the board on our 21<sup>st</sup> Annual Scholarship Golf Tournament and noted we earned \$45k for the fund. Additionally, Whitmore provided the FY2024 Planned Employee, Community and DE& I Events calendar.

6. Strategy, Planning & Development – Chad Edwards gave a brief update on the General Planning Consultant (GPC) projects and provided the board with a system-wide update on the annual ridership that is continuing to increase.
7. Finance – Greg Jordan presented the August financials.

#### **ACTION ITEMS**

1. BA2024-01 Fiscal Year 2024 Key Performance Indicators

Motion: Teresa Ayala motioned to approve the above board action items as submitted. Michael Crain seconded. Motion passed by unanimous vote.

#### **CONSENT ACTION ITEMS**

1. BA2024-02 Mechanical, Electrical, and Plumbing (MEP) Contract

Motion: Chris Nettles motioned to approve the above board action items as submitted. Teresa Ayala seconded. Motion passed by unanimous vote.

#### **PRESIDENT'S REPORT**

President and CEO Richard Andreski recently returned from APTA's annual meeting in Orlando. He stated the group had an opportunity to hear updates from cities both large and small on public transportation and how they are thinking boldly about the future of their communities. Some of the major trends are streetcar lines, intercity and high-speed rail, BRT systems and automated transit vehicles. In addition to learning from others around the country, we have been working to better understand local thoughts on public transportation. Initial survey work has been done and favorable results were received. Andreski discussed our history and accomplishments over our 40 years of service, the upcoming anniversary celebrations with customers, employees and community stakeholders and noted how we are looking forward to the journey of the next 40 years.

#### **CHAIR'S REPORT**

Chairman Davis stated we are leading the state in ridership recovery from COVID and appreciates where we stand in the data rankings. He's appreciative of all the hard work going into our many projects and looks forward to hearing more results from our transportation survey. Additionally, he encouraged all board members to attend at least one APTA or other conference per year.

#### **OTHER BUSINESS**

No other business was discussed.

#### **EXECUTIVE SESSION**

No Executive Session was held.

#### **ADJOURN**

Meeting adjourned at 4:33pm.

# BOARD OF DIRECTORS

## INFORMATION ITEM

**ITEM TITLE**

Board of Directors Meeting Schedule for 2024

**MEETING DATE**

November 20, 2023

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**BACKGROUND**

The Board of Directors meeting schedule for 2024 is prepared and submitted for information. All meetings and agenda will be posted for public review in accordance with public notice requirements.

**RECOMMENDATION**

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

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**STAFF DISPOSITION**

**EXECUTIVE LEAD\***

Richard Andreski

**DATE**

11/12/23

**FY2024 Board of Directors Meeting Schedule**  
**Action Items Due Timeline**  
*(Subject to change)*

<b>Board Meeting Dates</b> <b>3<sup>rd</sup> Monday each month at 3:00pm</b>	<b>Action &amp; Info Item Due Dates</b>
January 16*	January 2
February 20*	February 5
March 18	March 4
April 15	April 1
May 20	May 6
June 17	June 3
<i>July – No Meeting</i>	
August 19	August 5
September 16	September 3
October 21	October 7
November 18	November 4
<i>December – No Meeting</i>	

***\*Holiday Schedule – meeting is on a Tuesday***

# BOARD OF DIRECTORS

## INFORMATION ITEM

### ITEM TITLE

ZIPZONE updates for Forest Hill and Request for Proposal for a Microtransit & Paratransit Solutions

### MEETING DATE

November 20, 2023

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### BACKGROUND

On November 1, 2023, ZIPZONE service was implemented in the City of Forest Hill. Trinity Metro staff, along with Mayor Stephanie Boardingham and City Manager Ms. Venus Wehle, took a first ceremonial ZIPZONE ride to the Tarrant County College South Campus as part of the Forest Hill service launch. The Southeast ZIPZONE expansion provides Forest Hill residents with the opportunity to connect with two Tarrant County College campuses and the Sierra Vista Transfer Center, which offers connections to other Trinity Metro services. Other points of interest in the Southeast ZIPZONE include Fort Worth VA Clinic, Resource Connection, and Walmart Supercenter.

Other neighborhoods in Fort Worth and communities within Tarrant County have expressed interest in further expansion of ZIPZONE service. In addition to expansion, there is an opportunity to integrate the on-demand paratransit program with ZIPZONE to give paratransit customers greater options and flexibility in planning their travel. With this in mind, Trinity Metro has issued a request for proposal for microtransit & paratransit service integrators and/or service providers to manage Trinity Metro's on-demand services.

The new service integrator and/or service provider will further improve operational efficiency, increase passenger choices and convenience, and improve the quality of service. Customers will utilize the GoPass app to book and pay for their travel needs improving the customer experience. It will also provide paratransit customers with the option to schedule a trip with less than 24 hours' notice, the current minimum advance reservation period for our current ACCESS service.

The selection of a new service integrator and/or service provider will allow Trinity Metro to commingle services under a single reservation and dispatching system and share a fleet for both third-party operated ZIPZONE and Trinity Metro-operated ACCESS trips. This new business model will allow for greater efficiencies improving the utilization of the fleet and reducing the cost per on-demand trip.

Trinity Metro Staff anticipates seeking board approval for a new service provider in January 2024.

### RECOMMENDATION

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

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### STAFF DISPOSITION

#### EXECUTIVE LEAD \*

Wayne Gensler

#### DATE

11/03/23

**BOARD OF DIRECTORS**  
**INFORMATION ITEM**

**ITEM TITLE**

Marketing and Communications Highlights

**MEETING DATE**

November 20, 2023

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**BACKGROUND**

Nicole Adams, Strategic Partnerships Manager will review EASYRIDE partner program updates from August, September and October.

**RECOMMENDATION**

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

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**STAFF DISPOSITION**

**EXECUTIVE LEAD** \*

Melissa Chrisman

**DATE**

11/03/23

The logo features a stylized 'M' icon composed of three dark blue triangles (one pointing down, two pointing up) to the left of the text. The text 'TRINITY METRO' is in a smaller, grey, sans-serif font, positioned above the word 'EASYRIDE' which is in a large, bold, dark blue, sans-serif font.

# TRINITY METRO **EASYRIDE**

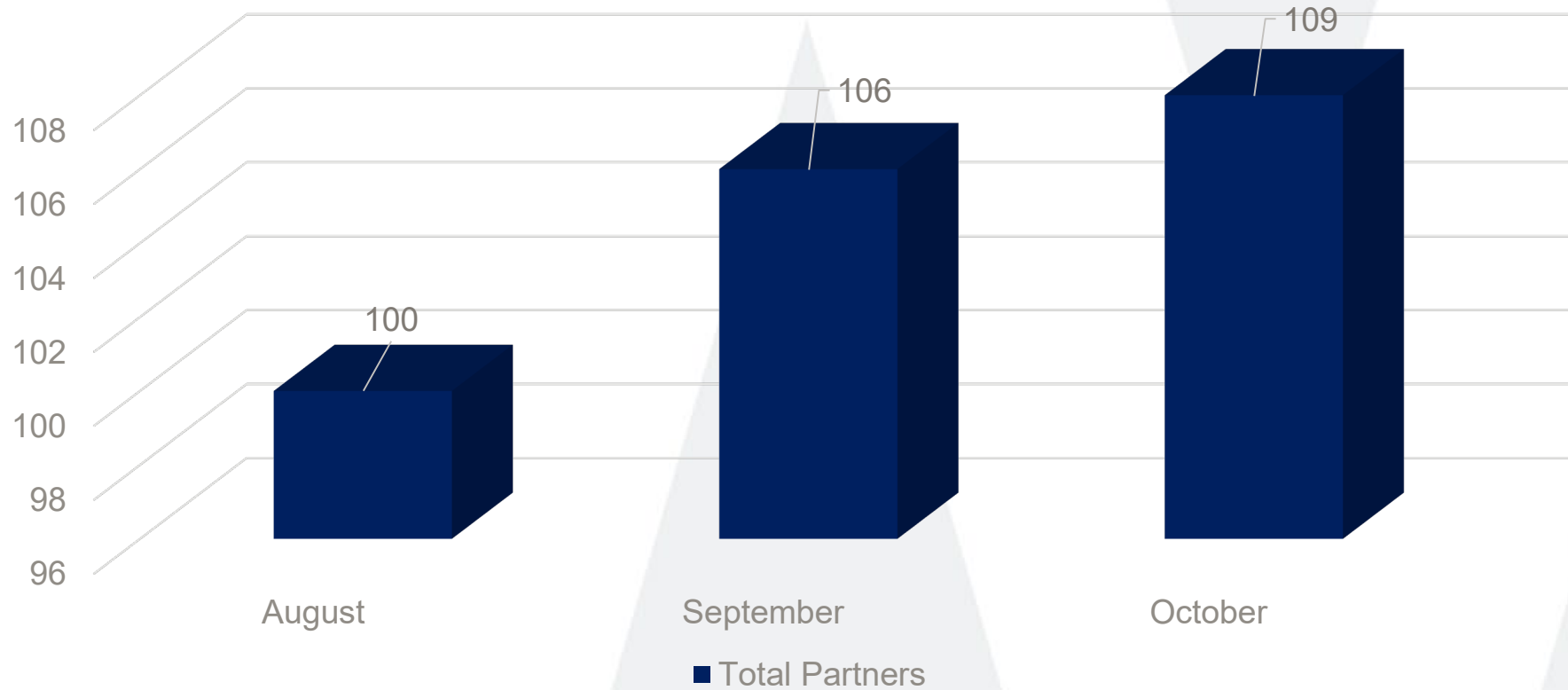
Nicole Adams

Strategic Partnerships Manager

November 20, 2023

# EASYRIDE OVERVIEW

109 Companies



# NEW PARTNERS

Union Gospel Mission of Tarrant County

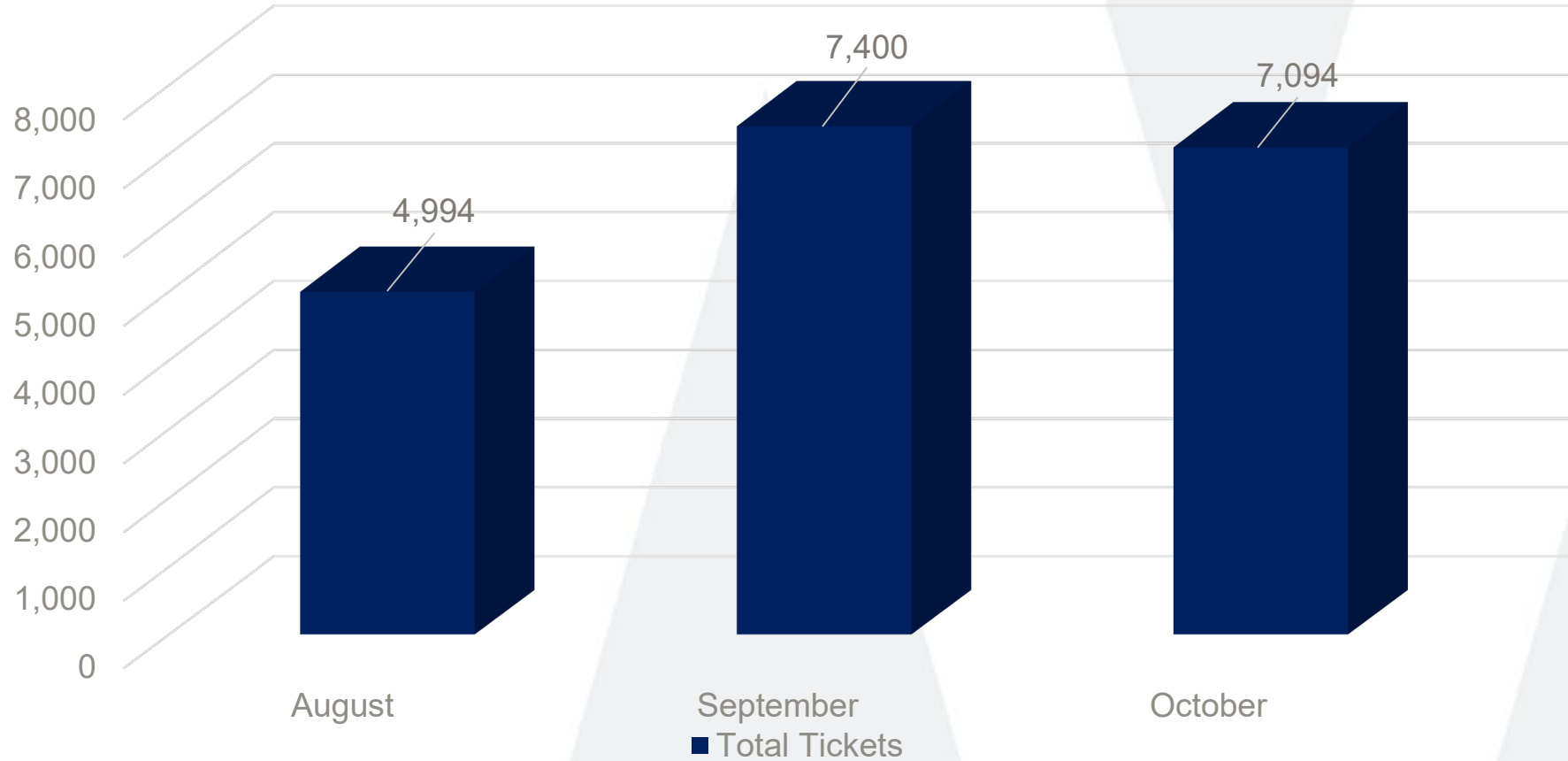
Workforce Solutions of Tarrant County

Allied Universal

City of Forest Hill

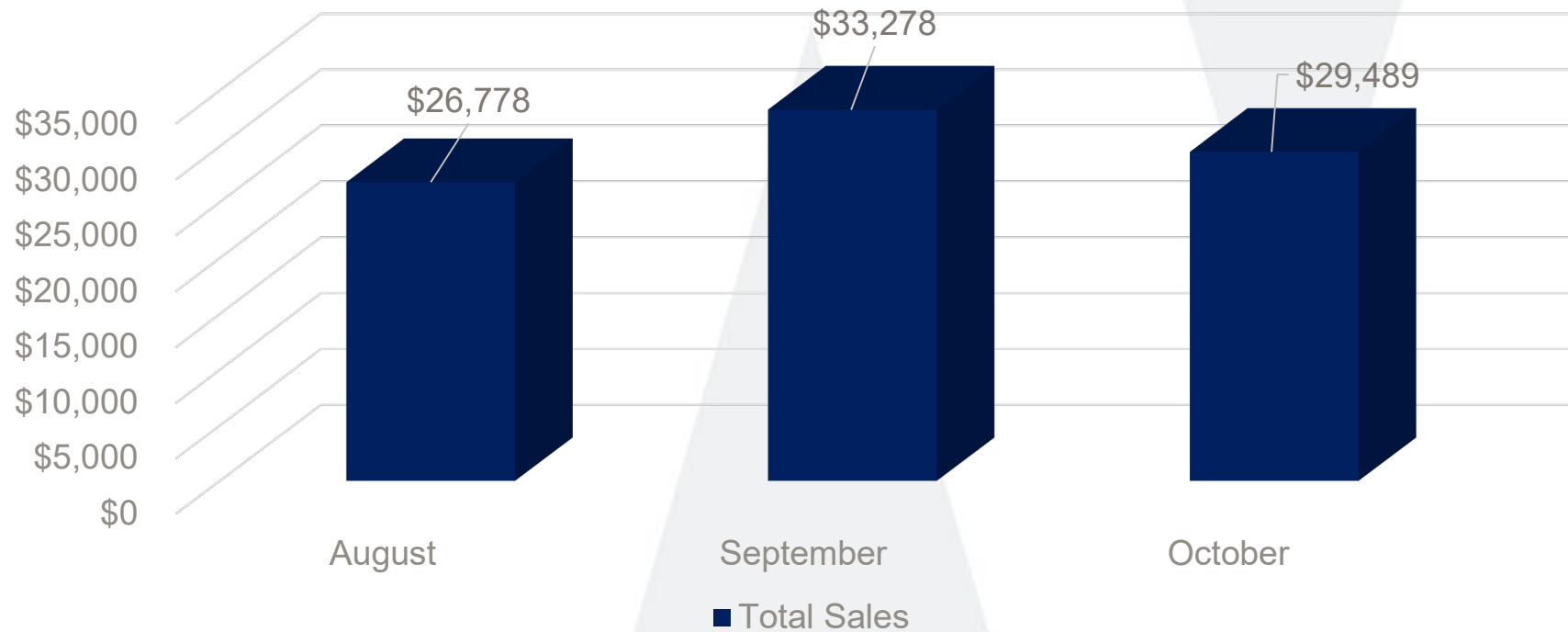
# EASYRIDE OVERVIEW

## Total EASYRIDE ticket sales



# EASYRIDE OVERVIEW

Total EASYRIDE ticket revenue



# EASYRIDE – October Results

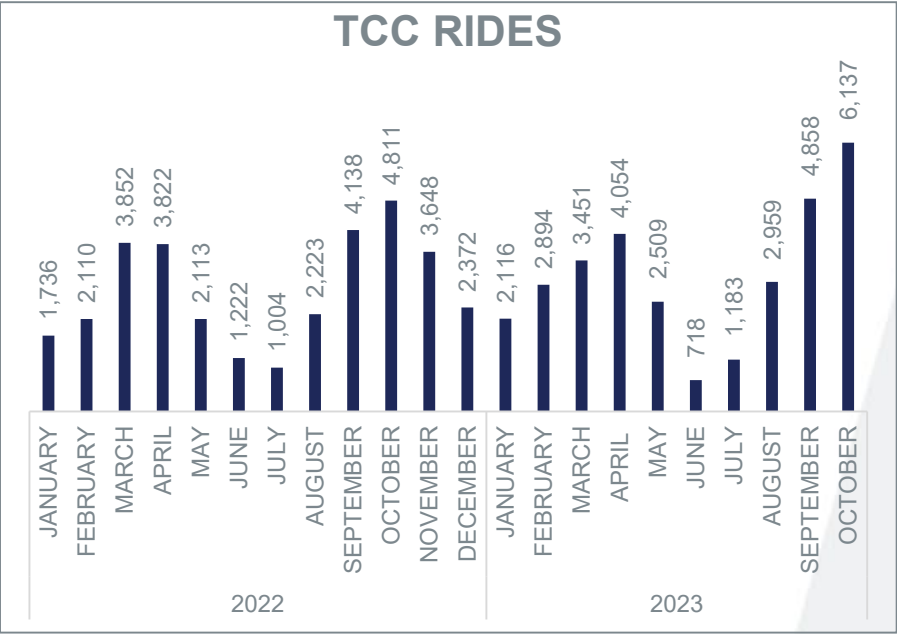
EASYRIDE TICKET SALES

REVENUE	\$29,489 (-\$3,789)
+CITY OF FORT WORTH	\$2,209 (+\$178)
+TCC	\$6,370 (+\$943)

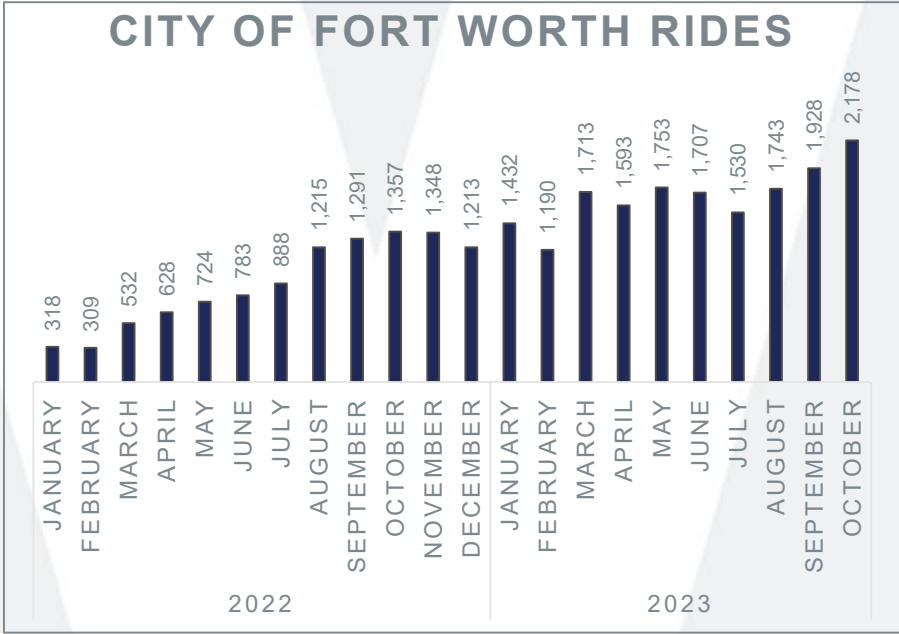
EASYRIDE TICKET SALES BY TICKET TYPE

TICKET TYPE	NUMBER SOLD	REVENUE
LOCAL ONE-DAY	7,031 (-197)	\$26,366 (-\$739)
LOCAL SEVEN-DAY	20 (-88)	\$375 (-\$1,650)
LOCAL MONTHLY	41 (-20)	\$1,620 (-\$1,200)
REGIONAL MONTHLY	2 (+/-0)	\$288 (+/-0)
LOCAL ANNUAL	0 (-1)	\$0 (\$-200)
REGIONAL ANNUAL	0 (+/-0)	\$0 (+/-0)

TCC RIDES



CITY OF FORT WORTH RIDES



# BOARD OF DIRECTORS

## INFORMATION ITEM

**ITEM TITLE**

General Planning Consultant (GPC) Update

**MEETING DATE**

November 20, 2023

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**BACKGROUND**

On November 28, 2022, the Trinity Metro Board of Directors approved the General Planning Consultant (GPC) Contract (BA2023-11) that permitted staff to complete negotiations and enter into a contract for a variety of planning activities that address ongoing and emerging issues related to planning, designing, constructing, financing, maintaining, and improving the Trinity Metro transportation system. There was some discussion about how the Board would be informed on the status and progress of tasks assigned to the GPC.

In an effort to keep the Board informed, the following is a brief overview of last month’s progress.

See Attached Table

**RECOMMENDATION**

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

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**STAFF DISPOSITION**

**EXECUTIVE LEAD\***

Chad Edwards

**DATE**

11/03/23

Task Order	Description	Status
TO1 – Program Management	This task covers meetings, invoices, and scope development.	<ul style="list-style-type: none"> <li>Continued oversight</li> </ul>
TO3 – Transit Value Proposition	This task will outline the value of transit in Fort Worth and provide materials that can be shared with others during meetings.	<ul style="list-style-type: none"> <li>Economic benefit analysis continuing</li> </ul>
TO5 – TRE Double Tracking	Prepare 30% design for 2 miles of TRE track as outlined in the NCTCOG's BUILD Grant.	<ul style="list-style-type: none"> <li>Cost estimate being prepared</li> <li>Continuing to finalize PE designs</li> </ul>
TO7 – Graphics Support	Support to staff for graphics, maps, and presentations	<ul style="list-style-type: none"> <li>Draft of Reference Manual cover &amp; page layout provided for review</li> </ul>
TO8 – Grant Writing Support	Support of grant writing and applications	<ul style="list-style-type: none"> <li>No tasks assigned yet</li> <li>HDR provides reminders of available grant opportunities</li> </ul>
TO10 – Fare Collection Review	Review fare collection systems	<ul style="list-style-type: none"> <li>Bi-Weekly Coordination &amp; Progress Meetings continuing</li> <li>Fare data received and under review</li> <li>Update provided to ELT</li> </ul>
TO13 – Economic Development & Real Estate Support	Support evaluation of TOD solicitations and general property inquiries	<ul style="list-style-type: none"> <li>Letter of Intent from the developer under review to move to the next step of the process</li> </ul>
TO14 – Assessing Community Interest in Transit	Engaging the public through surveys/polling to better determine the level of knowledge the community has of Trinity Metro and public transit	<ul style="list-style-type: none"> <li>Fort Worth survey completed</li> <li>Non-Fort Worth Inside Tarrant County survey prepared</li> </ul>
TO15 – FTA TEXRail TOD Planning Grant	This TOD planning grant focuses on TEXRail and the assessment of station amenities along the corridor that allow for a car-free lifestyle	<ul style="list-style-type: none"> <li>Draft scope of work submitted</li> </ul>
TO16 – Staff Augmentation: Project Manager	A project manager is needed to assist in the development of the Bus Stop Improvement Program and the High Intensity Bus Corridor Project	<ul style="list-style-type: none"> <li>PM has had multiple meetings with key stakeholders for both projects</li> </ul>

**BOARD OF DIRECTORS**  
**INFORMATION ITEM**

**ITEM TITLE**

September Financials

**MEETING DATE**

November 20, 2023

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**BACKGROUND**

The September 2023 financial report is attached for review.

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**STAFF DISPOSITION**

**EXECUTIVE LEAD** \*

Greg Jordan

**DATE**

11/03/23

**Fort Worth Transportation Authority**  
**Balance Sheet**

	As of <b>9/30/2023</b>
	<i>(Unaudited)</i>
<b>CURRENT ASSETS</b>	
Cash restricted for Operations	\$10,708,216
Cash restricted for Rail Vehicles	668,551
Unrestricted cash and cash equivalents	28,214,053
Inventory	8,686,915
Prepaid	2,379,544
<b>Total Current Assets</b>	<b>50,657,279</b>
<b>FIXED ASSETS</b>	
Construction in Progress	45,419,770
Land	157,201,457
Buildings	152,210,888
Building Improvements	11,264,850
Machinery and Equipment	367,779,868
Improvements other than Buildings	767,583,383
Intangible Assets	18,897,291
	<b>1,520,357,507</b>
Less: Accumulated Depreciation & Amortization	(419,445,426)
<b>Total Fixed Assets</b>	<b>1,100,912,081</b>
<b>TOTAL ASSETS</b>	<b>\$1,151,569,360</b>
<b>LIABILITIES AND NET ASSETS</b>	
<b>CURRENT LIABILITIES</b>	
Accounts Payable and Accrued Liabilities	18,639,812
Payroll Liabilities	3,063,226
Unearned Revenue	26,531,245
Current portion of LT Due Grapevine	1,972,616
<b>Total Current Liabilities</b>	<b>50,206,899</b>
<b>LONG TERM LIABILITIES</b>	
Long Term Payable to City of Grapevine	2,922,728
<b>Total Long Term Liabilities</b>	<b>2,922,728</b>
<b>TOTAL LIABILITIES</b>	<b>\$53,129,627</b>
<b>NET POSITION</b>	
Net Investment in Capital Assets	\$1,081,669,905
Operating Reserve	10,708,216
Escrow Reserve	2,000,000
Unrestricted	4,061,611
<b>TOTAL NET POSITION</b>	<b>\$1,098,439,733</b>

**Fort Worth Transportation Authority**  
**Statement of Revenues and Expenses**  
**Fiscal Year to Date September 30, 2023**  
**(Unaudited)**

	Actual 2023	Budget 2023	Variance
<b>Operating Revenue</b>			
<b>Fares</b>			
Multi Modal Fares	\$5,600,086	\$6,671,048	(\$1,070,962)
ACCESS Fares	1,066,570	947,487	119,083
<b>Other Revenue</b>			
Sales Tax (Note 1)	109,935,103	102,792,239	7,142,864
Fort Worth Bike Share	373,815	914,852	(\$541,037)
Advertising	562,179	549,998	12,181
Rental Income	585,145	722,284	(\$137,139)
Other	1,352,065	2,144,676	(\$792,611)
<b>Total Operating Revenue:</b>	<u>119,474,963</u>	<u>114,742,584</u>	<u>4,732,379</u>
<b>Federal/State/Local Income:</b>			
Operating Grants (Note 2)	52,923,547	49,323,292	3,600,255
Grapevine/NRH Contribution (Note 3)	14,937,660	12,183,780	2,753,880
Contributions from Partners	1,736,961	1,502,134	234,827
<b>Total Assistance Income</b>	<u>69,598,168</u>	<u>63,009,206</u>	<u>6,588,962</u>
<b>Total Revenue</b>	<u><b>\$189,073,131</b></u>	<u><b>\$177,751,790</b></u>	<u><b>\$11,321,341</b></u>
<b>Operating Expenses</b>			
<b>Fixed Route Operations</b>			
Salaries & Fringe Benefits (Note 4)	\$30,901,242	\$28,591,610	\$2,309,632
Services	707,280	1,175,999	(468,719)
Purchased Transportation	5,865,824	5,220,379	645,445
Other (Note 5)	4,812,691	5,080,305	(267,614)
<b>Total Fixed Route Operations</b>	<u>42,287,037</u>	<u>40,068,293</u>	<u>2,218,744</u>
<b>ACCESS Operations</b>			
Salaries & Fringe Benefits	6,023,691	5,981,815	41,876
Services	5,214,590	3,952,007	1,262,583
Other	1,015,251	1,022,805	(7,554)
<b>Total ACCESS Operations</b>	<u>12,253,532</u>	<u>10,956,627</u>	<u>1,296,905</u>
<b>TRE Operations</b>			
Salaries & Fringe Benefits	104,669	117,267	(12,598)
Services (Note 6)	14,790,423	16,709,069	(1,918,646)
Other	3,173	0	3,173
<b>Total TRE Operations</b>	<u>14,898,265</u>	<u>16,826,336</u>	<u>(1,928,071)</u>
<b>TEXRail Operations</b>			
Salaries & Fringe Benefits	482,783	315,483	167,300
Services	21,847,824	20,969,362	878,462
Other (Note 7)	5,659,440	6,754,113	(1,094,673)
<b>Total TEXRail Operations</b>	<u>27,990,047</u>	<u>28,038,958</u>	<u>(48,911)</u>
<b>Bike Share Operations</b>			
Salaries & Fringe Benefits	452,645	433,471	19,174
Services	95,662	205,110	(109,448)
Other	173,176	285,490	(112,314)
<b>Total Bike Share Operations</b>	<u>721,483</u>	<u>924,071</u>	<u>(202,588)</u>
<b>General &amp; Administrative</b>			
Salaries, Wages & Fringe Benefits	15,744,961	16,368,508	(623,547)
Other Professional Services (Note 8)	10,465,709	13,792,820	(3,327,111)
Vehicle & Facilities Maintenance (Note 9)	2,870,521	3,205,749	(335,228)
Software/Systems Maintenance (Note 10)	3,188,933	3,208,189	(19,256)
Other General & Administrative (Note 11)	4,127,581	4,324,019	(196,438)
<b>Total General &amp; Administrative</b>	<u>36,397,705</u>	<u>40,899,285</u>	<u>(4,501,580)</u>
<b>Total Operating Expenses:</b>	<u><b>\$134,548,069</b></u>	<u><b>\$137,713,570</b></u>	<u><b>(\$3,165,501)</b></u>
<b>Operating Income / (Deficit)</b>	<u>\$54,525,062</u>	<u>\$40,038,220</u>	<u>\$14,486,841</u>
Capital Grants (Note 12)	8,668,918	74,206,811	(65,537,893)
Investment Income (Note 13)	1,935,833	2,300,004	(364,171)
Depreciation	(46,954,531)	(50,201,040)	3,246,509
<b>Net Income / (Deficit)</b>	<u><b>\$18,175,282</b></u>	<u><b>\$66,343,995</b></u>	<u><b>(\$48,168,715)</b></u>

**Fort Worth Transportation Authority**  
**Notes to Financial Presentations**  
**Comparisons of Actual Results to FY23 Budgeted Amounts - September 30, 2023**

(\$ 000's)

**Note 1 Sales Tax**

\$ 100,659 Actual collections through August  
 \$ 9,276 Accrual estimate for September  
 5.7% YTD increase over the prior year's collections

**Note 2 Operating Grants**

Additional ARP assistance was received in current year.

**Note 3 Federal/State/Local Income - Grapevine/NRH Contribution**

NRH Contribution for TEXRail started in January at \$166K per month.  
 Amount recorded was offset by accrual for amounts payable to Grapevine for \$220k per month.

**Note 4 Fixed Route Operations - Salaries & Fringe Benefits**

Significant variance due to greater overtime and fringe benefit costs.

**Note 5 Fixed Route Operations - Other**

Running under budget largely because of savings on fuel costs and use of fewer parts.

**Note 6 TRE Operations - Services**

Savings in purchased transportation, property insurance, and PTC costs.

**Note 7 TEXRail Rail Operations - Other**

Positive variance is largely driven by savings on repairs and insurance costs.

**Note 8 General & Administrative - Other Professional Services**

Significant positive variance largely due to savings in advertising services, benefit plan costs, TEXRail TOD plan costs and cost of printing of passes.

**Note 9 General & Administrative - Vehicle & Facilities Maintenance**

Positive variance primarily driven by savings on repairs.

**Note 10 General & Administrative - Software/Systems Maintenance**

Largely driven by delay in budgeted IT projects.

**Note 11 General & Administrative - Other G&A**

Substantially under budget due to savings in utilities and travel/training.

**Note 12 Capital Grants**

Received reimbursement for PTC work on the Trinity River Bridge project under the FRA CRISI grant.  
 Also received formula grant reimbursement for security related capital improvements.

**Note 13 Investment Income**

Negative variance largely due to timing of grant receipts.

**TRINITY METRO BOARD OF  
DIRECTORS RESOLUTION**

**Electric Service Provider  
(R2024-01)**

**WHEREAS**, the Fort Worth Transportation Authority, doing business as Trinity Metro ("Trinity Metro") is a regional transportation authority governed by Chapter 452 of the Texas Transportation Code (the "Code") and is a local government as defined by Section 431.003(3)(C) of the Code; and

**WHEREAS**, Trinity Metro requires electric services for numerous properties; and

**WHEREAS**, Trinity Metro's current electric provider, Texas General Land Office, is not offering electric services to Trinity Metro after December 31, 2023; and

**WHEREAS**, Trinity Metro met with several electric brokers to discuss services, pricing offered, and their overall approach to obtaining the pricing for their customers; and

**WHEREAS**, Texas Coalition for Affordable Power provides electric services in the Tarrant County area of Texas; and

**WHEREAS**, Trinity Metro determined that the Texas Coalition for Affordable Power will offer the best value to Trinity Metro; and

**WHEREAS**, Trinity Metro is not required to solicit competitive bids for electric services.

**NOW, THEREFORE, BE IT RESOLVED BY THE TRINITY METRO BOARD OF DIRECTORS:**

**Section 1.** The Board approves the selection of Texas Coalition for Affordable Power as Trinity Metro's provider of electric services.

Adopted this \_\_\_\_ day of \_\_\_\_\_, 2023.

By Fort Worth Transportation Authority d.b.a. Trinity Metro.

ATTEST:

**Jeff Davis**  
Chair

**Richard Andreski**  
President & CEO

\_\_\_\_\_

\_\_\_\_\_

**DISPOSITION OF BOARD OF DIRECTORS**

\_\_\_\_\_  
**SECRETARY APPROVAL**

BOARD ACTION ITEM

ITEM NUMBER  
BA2024-04

MEETING DATE  
November 20, 2023

ITEM TITLE  
Transit Initiative Communications and Public Relations  
Firm

BACKGROUND

Trinity Metro staff has begun work on a far-reaching public opinion, engagement, and outreach initiative surrounding the development and acceptance of a comprehensive transportation plan. The transportation plan will provide a 10-20-year roadmap for improvements to public transportation and increased investment to fund the improvements. The plan will consider how Trinity Metro might grow regionally to serve the needs of all municipalities throughout Tarrant County and better coordinate with its regional transit partners; Dallas Area Rapid Transit (DART) and Denton County Transportation Authority (DCTA). Such investment will likely require new sources of public and private revenue; therefore, building public support and broad public consensus on strategic goals and priorities is essential.

The process has begun to build the case for increased public transportation by gaining insights into the current outlook on public transportation in Tarrant County. This has been achieved through the general planning consultant's work on Trinity Metro's Value Proposition Study as well as through public opinion polling. The Value Proposition Study will be completed by the end of this calendar year and the first round of polling results are currently being reviewed. During the next phase of the initiative, Trinity Metro will need to analyze all the information and develop a sequence of community outreach, communications, and public relations activities targeted to the many local communities that the agency serves. The goal is to harness the information learned through the Value Proposition Study and public polling to approach the community in a meaningful way with messages and activities that will build positive perception and support as we move forward with the initiative.

To accomplish the task of developing extensive targeted messages, a strategic community engagement and outreach plan as well as fostering positive media coverage and public relations, Trinity Metro desires to work with a professional firm that can support staff's efforts and publicly build widespread support for public transportation and Trinity Metro.

PROCUREMENT

Trinity Metro's Procurement Department has followed procurement policy with the Request for Proposal and is in compliance with all applicable Federal, State and Trinity Metro procurement requirements.

DISADVANTAGED BUSINESS ENTERPRISE UTILIZATION

No Disadvantaged Business Enterprise (DBE) was established due to the nature of this solicitation.

FINANCING

Funds are available in Trinity Metro's FY2024 Operating Budget. Funds for future contract years will be considered in the respective proposed budgets.

RECOMMENDATION

The Trinity Metro Board of Directors authorizes the President & Chief Executive Officer to enter into a contract with Public Information Associates to provide transit initiative communications and public relations for a three-year (3) contract with two (2) optional renewal years. The proposed agreement cost is not to exceed the amount of \$6,500,000.

STAFF DISPOSITION

EXECUTIVE LEAD \*  
Melissa Chrisman

DATE  
11/03/23

DISPOSITION OF BOARD OF DIRECTORS

SECRETARY APPROVAL

# BOARD ACTION ITEM

ITEM NUMBER

BA2024-05

MEETING DATE

November 20, 2023

ITEM TITLE

Metro Area Transit System Appointment of MATS Directors

BACKGROUND

On February 21, 2023, the Trinity Metro Board of Directors approved the amended Articles of Incorporation for Metro Area Transit System Corporation (MATS). MATS was formed in the State of Texas under the provisions of Subchapter D, Chapter 431, Texas Transportation Code, known as the "Texas Transportation Corporation Act," Chapter 394, Texas Local Government Code which authorizes the corporation to assist and act on behalf of Trinity Metro to accomplish any governmental purpose of Trinity Metro. Service provided by MATS began on October 1, 2023.

The current MATS Board of Directors includes Richard Andreski, Wayne Gensler, and Kelli Shields. The Articles of Incorporation require expansion of the board from the current three (3) Directors to five (5) Directors. The Trinity Metro Board of Directors must approve the appointment of the additional MATS Directors.

The following MATS staff are recommended for appointment to the Board of Directors.

- 1. Alicia Walker, General Manager
- 2. Ron Newman, Director of Operations

RECOMMENDATION

The Trinity Metro Board of Directors authorizes the President & Chief Executive Officer to approve the appointment of Alicia Walker and Ron Newman as Directors of the Board representing the Metro Area Transit System as corporate representatives of the Local Government Corporation.

STAFF DISPOSITION

EXECUTIVE LEAD\*

Wayne Gensler

DATE

11/03/23

DISPOSITION OF BOARD OF DIRECTORS

SECRETARY APPROVAL

BOARD ACTION ITEM

ITEM NUMBER

BA2024-06

MEETING DATE

November 20, 2023

ITEM TITLE

Public Transit Agency Safety Plan Annual Review and New Bipartisan Infrastructure Law Requirement Change Approval

BACKGROUND

The Federal Transit Administration (FTA) adopted the principles and methods of Safety Management Systems (SMS) to enhance public transportation safety in the United States. Per 49 CFR Part 673, Trinity Metro was required to have a Public Transportation Agency Safety Plan (PTASP) by December 31, 2020. The plan is intended to reflect the specific safety objectives, standards, and priorities of the transit agency implementing an SMS approach. The PTASP and subsequent updates must be signed by the Union Representatives and Accountable Executive and approved by the agency's Board of Directors or an Equivalent Authority. The new bipartisan infrastructure law requires the Safety Committee to be comprised of 50 percent frontline employees and 50 percent management staff. The Bipartisan Infrastructure Law requires the Safety Committee to approve an agency's Public Transit Agency Safety Plan (PTASP) and any updates. This approval must occur before the agency's Board of Directors adopts the plan or updates.

2023 review and updates to the Public Transit Agency Safety Plan (PTASP):

- All appendices have been reviewed and updated to reflect the annual review of the plan. There are no changes to the Public Transit Agency Safety Plan (PTASP) for 2023.

RECOMMENDATION

The Trinity Metro's Board of Directors authorize the President & Chief Executive Officer to approve the Fiscal Year 2024 Public Transit Agency Safety Plan as updated by the Chief Safety Officer.

STAFF DISPOSITION

EXECUTIVE LEAD\*

Wayne Gensler

DATE

11/08/23

DISPOSITION OF BOARD OF DIRECTORS

SECRETARY APPROVAL



# **Public Transportation Agency** **Safety Plan PTASP**

*By Chief Safety Officer – Bus & Rail*



**Effective Date: 10/26/2020**

**Updated: 8/14/2023**

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*Other Referenced Documents not Included:*

ADDENDUMS:

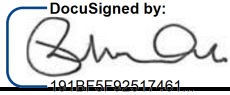

- Addendum 1 – Definitions per Part 49 CFR Part 673
- Addendum 2 – Trinity Metro PTASP Acronyms

APPENDICES:

- Appendix A – Organization Chart
- Appendix B – Accountable/Responsible Designees
- Appendix C – Employee Communication, an SMS Safety Promotion Process
- Appendix D – SOP, Potential Hazard Reporting
- Appendix E – Key Performance Indicators and Target Goals
- Appendix F – Hazard Analysis Matrix
- Appendix G – Street Supervisor Manual: Collisions and Incidents Excerpt
- Appendix H – ARB Procedures
- Appendix I – Safety Performance Improvement Techniques
- Appendix J – Joint Labor & Management Safety Committee Charter

# Signature Page

As required by 49 CFR Part 673 and Section 2 of this document, Trinity Metro's PTASP, which describes our agency's commitment to continuously monitoring, measuring, and improving safety performance, has been approved by the Union Representatives, Board of Directors, President/CEO, frontline employees, and endorsed by the Chief Executive Officer.

Board of Directors Approved by NAME	DATE	SIGNATURE
Richard Andreski, President & CEO	Nov-09-2023	
Accountable Executive NAME	DATE	SIGNATURE
Jessica Powers	Nov-08-2023	
Chief Safety Officer NAME	DATE	SIGNATURE
Rick Miedema	11/8/2023	<i>Rick Miedema</i>
Secretary-Treasurer / Business Agent Teamsters Local Union # 997	DATE	SIGNATURE

# Revision Page

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REV	DATE	DESCRIPTION	POLICY TITLE	INIT
0	10/26/2020	INITIAL RELEASE	PTASP	AJ
1	7/7/2022	REVIEW AND UPDATE TO PLAN	PTASP	JP
1	7/7//2022	FRONTLINE EMPLOYEE APPROVAL	PTASP	JP
1	7/7/2022	ORGANIZATION CHART	PTASP	JP
2	8/14/2023	REVIEW	PTASP	JP

# Trinity Metro – An Overview

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The Fort Worth Transportation Authority dba Trinity Metro is a regional transportation authority of the State of Texas created pursuant to Chapter 452 of the Texas Transportation Code and confirmed by a public referendum on November 8, 1983. At the time of inception, a \$.0025 or one-fourth cent sales tax was approved on certain retail sales within the City of Fort Worth to provide a stable funding source for mass transit operations. As called for on the original ballot, the sales tax rate was increased to \$.0050 or one-half cent in January 1989. Trinity Metro provided services only to Fort Worth for the first several years of its existence. Trinity Metro provided services only to Fort Worth. Over the years, services have expanded across Tarrant County.

Effective November 8, 2016, voters in the City of Richland Hills elected to withdraw as a member of the transportation system. On November 7, 2006, voters in the City of Grapevine elected to approve a \$.0050 or half-cent sales tax increase for Economic Development (4B), of which Trinity Metro will receive \$.0038 or three-eighths cent sales tax for the construction and operation of a commuter rail through Fort Worth, Grapevine, and into DFW Airport. This was a significant milestone in support of public transportation in Tarrant County. This action by the Grapevine citizens marks the first time in 15 years that a new city has joined with Trinity Metro, which will help make public transit options available on a regional basis.

The President and Chief Executive Officer, Richard Andreski, is a Trinity Metro employee who works directly for the Board of Directors. Approximately 640 employees work for Trinity Metro under his direction. Under a contractual agreement, MATS manages the remaining employees working for the Operations, ACCESS, and Maintenance Departments.

On January 29, 2018, the Board of Directors approved a change in the name and logo of the Fort Worth Transportation Authority from “The-T” to Trinity Metro for marketing purposes. The purpose of the change was to convey the forward-thinking of the Transit Master Plan. Although the authority has begun doing business as Trinity Metro, the authority is still legally the Fort Worth Transportation Authority located at 801 Grove Street, Fort Worth, TX 76102.

# Trinity Metro – Mission Statement

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The mission of Trinity Metro is to provide safe, reliable, customer-focused, fiscally - responsible public transportation services to the citizens of Tarrant County. We strive to improve the quality of life for our residents and drive economic development in our region.

# Trinity Metro – Safety Policy Statement

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With support from the Trinity Metro Board of Directors, Trinity Metro management is dedicated to safety for all patrons – passengers and employees, including contracted workers. Accordingly, our mission statement reflects our commitment to safety. To this end, Trinity Metro has implemented a formal Safety Management System (SMS) approach for all its modes of transportation: Fixed Route, Paratransit, and Commuter Railroad, operated by contractor revenue service providers.

SMS reflects the following four components, each with an empirical statement representing each component:

- SMS Safety Policy → the documents that indicate safety practices, processes, and procedures;
- SMS Safety Assurance → the process to assess the agency's practices throughout the organization to ensure improvement and, as needed, revise safety relative dynamic documents accordingly;
- SMS Safety Risk Management → is the process of prioritizing and managing hazards reactively and proactively employing a hazard resolution process with the intent of establishing an ongoing and continuous improvement process; and
- SMS Safety Promotion → effective dissemination of SMS program and plan information and progress throughout the agency with the primary intent to enable active SMS ongoing practices and facilitate continuous improvement.

SMS will enhance reactively and proactively from top-down agency support combined with bottom-up personnel support and participation.

All personnel and contracted workers are expected to drive Trinity Metro's formal improvement processes in accordance with mandatory guidelines and relevantly customized best management practices for Trinity Metro patrons.

Multiple safety and security committees are established to enable executive management decisions to include frontline employee participation to collect input and feedback representative of the agency's task force and implement practicable mitigation actions and practices.

Regulatory requirements include 49 CFR Part 673, Public Transportation Agency Safety Plan, for Bus Operations, and 49 CFR Part 270, System Safety Program, for Commuter Rail Operations. Part 673 was effective June 19th of, 2,019, with an initial mandatory compliance date of July 20th, 2020. In light of the extraordinary operational challenges presented by the COVID-19 public health emergency, FTA issued a [Notice of Enforcement Discretion](#), **effectively extending the PTASP compliance deadline from July 20, 2020, to December 31, 2020.**

Trinity Metro is subject to the requirements under 49 CFR Part 673 due to receiving federal financial assistance under 49 U.S.C. Chapter 53 – specifically 5307, 5310, 5337, and 5339 funds.

The FRA System Safety Program Plan (SSPP) requirement, per Part 270, as of this SMS Policy Statement, had an implementation date of March 4th of, 2020.


Trinity Metro's Chief Safety Officer implemented and utilized an SMS approach to safeguard employees, co-workers, and riders on all modes of revenue service provided by Trinity Metro – Fixed Route, Paratransit, and Commuter Rail passenger services effectively since February 28<sup>th</sup>, 2020. Having established what is considered the essence and intent of SMS and SSP at Trinity Metro, a Hazard Management Process was established initially for Fixed Route and Paratransit in December of 2020 and later for Commuter Railroad Passenger service.

The intent is to establish a management system approach consistently throughout Trinity Metro transit services; SMS is implemented consistently agency-wide with the exception of separating safety-related data for each mode of transportation provided by Trinity Metro: Bus Operations, Paratransit Operations, and Commuter Rail Operations. This data protection is established per 49 CFR Part 270 for Commuter Rail operations. This applies to information generated solely for planning, implementing, and evaluating its corresponding system safety program to improve the railroad through structured and proactive/reactive processes and procedures reflective of a Safety Management System approach and methodology.

Agency-wide deemed appropriate, Addendums and Appendices will also be labeled as Sensitive Security Information to protect information per (USDOT) 49 CFR Part 15, Protection of Sensitive Security Information, and (TSA) 49 CFR Part 1520, Protection of Sensitive Security Information, accordingly. Accordingly, transportation safety and security are interlinked and intended to protect and safeguard people and property from potential harm. Actual intentional harm revealed from safety processes' identification of hazards and potential hazards.

Trinity Metro's SMS will remain as transparent as is practical while safeguarding data and other records, which can be intentionally used to harm individuals and damage property. At the same time, we endeavor to protect and engage the public we serve.

The Trinity Metro PTASP will be reviewed annually by the Chief Safety Officer and/or designee. Revisions of the PTASP will be triggered by substantive needs for changes, such as a result of regulatory compliance, internal assessment safety improvement determination(s), external assessment requirement, and/or Executive Safety Committee deeming this as appropriate action. The Trinity Metro PTASP will be presented to the Board of Directors for acceptance whenever applicable.

DocuSigned by:  
  
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 Nov-09-2023  
 Chief Safety Officer                      Date

DocuSigned by:  
  
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 Nov-10-2023  
 Accountable Executive                      Date

# Executive Summary

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Moving Ahead for Progress in the 21st Century (MAP-21) granted the Federal Transit Administration (FTA) the authority to establish and enforce a comprehensive framework to oversee public transportation safety throughout the United States. MAP-21 expanded the regulatory authority of FTA to oversee safety, providing an opportunity to assist transit agencies in moving towards a more holistic, performance-based approach to Safety Management Systems (SMS). This authority was continued through the Fixing America's Surface Transportation Act (FAST Act).

The Federal Transit Administration (FTA) promulgated a Public Transportation Safety Program on August 11, 2016, that adopted another USDOT administration's Safety Management System (SMS) approach to formalize a performance-based approach as the foundation for developing and implementing a Transit Agency Safety Program (TASP) or simply the Agency Safety Plan (ASP). FTA's intentions included developing and implementing a continuous improvement management system toward a sound safety culture. This will consistently improve strategies and processes towards the highest practicable level at each safety agency. SMS helps organizations improve their safety performance by supporting the institutionalization of beliefs, practices, and procedures for identifying, mitigating, and monitoring safety risks.

There are several components of the national safety program, including the National Public Transportation Safety Plan (NSP) that the FTA published to provide guidance on managing safety risks and hazards. One element of the NSP is the Transit Asset Management (TAM) Plan towards facilitating the improvement of fleet and facilities' State of Good Repair (SOGR). The subject of this document is the Public Transportation Agency Safety Plan (PTASP) rule, 49 CFR Part 673, and guidance provided by FTA and PTASP Technical Assistance Center.

Accordingly, per 49 CFR Part 673, Trinity Metro's Chief Safety Officer and Executive Safety Committee also review internal and external reviews, including audits and assessments, compliance with operations and maintenance procedures, and the effectiveness of safety risk mitigations. The Chief Safety Officer discusses relevant safety issues and concerns with the Accountable Executive and executive management towards developing continuous safety improvement for Trinity Metro employees, co-workers, and customers.

**NOTE:** The Chief Safety Officer and Accountable Executive meet and follow regulatory compliance requirements per 49 CFR Part 673. This PTASP complies with FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan.

Trinity Metro's Chief Safety Officer initiated the implementation of an SMS-based program prior to the development of this PTASP, which includes the four components:

- Safety Management Policy (SMP),
- Safety Risk Management (SRM),
- Safety Assurance (SA), and
- Safety Promotion (SP).

**NOTE:** Trinity Metro also operates TEXRail, a Commuter Passenger Railroad, under mandatory compliance with Federal Railroad Administration (FRA) regulations. 49 CFR Part 270, System Safety Program, requires a similar formal safety management process.



# SMS – Safety Management Policy

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## **Accountabilities and Responsibilities for Safety**

To remain consistent with the top-down, organization-wide nature of SMS, our Executives and Board of Directors ensure that organizational resources are allocated to further this commitment and achieve the highest level of transit safety. All agency employees and contractor co-workers support this accountability or co-workers to ensure that management has access to the information necessary to deploy resources based on identified safety concerns strategically, establish and support accountability for safety decision-making, and address unacceptable safety risks as well as prioritize corrective actions, preventive measures, and other safety improvement practices.

SMS documentation will be retained for at least three years, reflective of a three-year cycle of internal SMS assessments. The three-year cycle may not necessarily coincide with FTA Triennial Reviews. Trinity Metro will make this documentation available to FTA or authorized oversight agencies upon written request.

## **Appendix A – Organization Chart**

## **Appendix B – Accountable/Responsible Designees**

Trinity Metro's overall safety objective is to proactively manage safety hazards and their associated safety risk intending to eliminate unacceptable safety risks in our transit operations. To that end, we will continuously examine our operations for hazards. As required by the Federal Transit Administration, we have set annual safety performance targets to help us measure the safety of our transit service. In addition, to address our overall safety objective, we have established mandatory and voluntary employee safety reporting programs and will disseminate SMS program information as part of our SMS Safety Promotion practices through coaching, counseling, development, familiarization, and training as well as through the Trinity Metro Information Messaging System (IMS), which is used to communicate with those individuals on our voluntary distribution list via text, e-mail, and audio message. All employees of Trinity Metro are provided with e-mail addresses to receive notifications and other information.

## **Appendix C – Employee Communication, an SMS Safety Promotion Process**

Employees, contractor co-workers, and front-line employees are encouraged to report potential hazards. They can proactively report potential risks without repercussions through a radio call to a dispatcher, the ELERTS app, a suggestion box near dispatch, and a Union Steward.

## **Appendix D – SOP, Potential Hazard Reporting**

## **Safety Objectives**

Trinity Metro has established safety objectives to help us assess our safety performance and the effectiveness of our SMS. Objectives include the following:

- Continuously examining our operations for hazards. Ensure active employee reporting, review, and analysis of data;
- Clearly explaining to staff their accountabilities and responsibilities for the development and operation of Trinity Metro's SMS;
- Periodically ensuring that employees charged with implementing the agency's SMS processes, methods, and activities are adequately trained and assigned tasks commensurate with their accountabilities and responsibilities and as practicable commensurate with skills, training, and experience;
- Providing employees and contractor workers with ongoing SMS communications; and
- Continuously improving safety performance through the management of managing processes intended adequately to ensure risk mitigations are implemented promptly.

## **Quarterly Progress Report**

The Chief Safety Officer or designee will report to the Executive Safety Committee every quarter. In keeping with pre-established safety objectives, this report will include progress within the four components of Trinity Metro's SMS. The focus will be on Hazard Management and related Key Performance Indicators (KPIs).

Trinity Metro receives reactive and proactive concerns and determines corrective actions, preventive measures, and other safety improvement efforts as a result of various levels of staff and workers' participation applicable through two Safety Committees: The Safety Committee intended for frontline workers and the Executive Safety Committee.

Through the Executive Safety Committee, concerns needing escalation from the general Safety Committee can be reviewed towards a practical resolution.

## **Appendix E - Key Performance Indicators and Target Goals**

Goals, objectives, and KPIs will be reviewed annually and, if needed, revised to improve safety performance and establish a more robust safety culture at Trinity Metro.



## SMS – Safety Assurance

Trinity Metro has implemented SMS Safety Assurance to monitor safety practices in keeping with the SMS Safety Policy and related safety documents. Internal Assessments will be conducted quarterly on a pre-determined schedule intended to complete a rotation and full round of internal assessments tri-annually. This will enable a comprehensive benchmark every three years while permitting flexibility to adjust internal assessment safety improvement action intended to address safety-related concerns or trends that may arise as needed. SMS Safety Assurance at Trinity Metro is intended to improve hazard management processes. Policies and S.O.P.s will be developed and implemented or revised as deemed necessary.

Trinity Metro Safety & Risk Management applies a configuration management document control process for safety documents - identifying the date produced, revision, and version number as applicable. Only the most recent revision or version document will be considered current and operable. This will facilitate reviewing this PTASP annually and other safety documents at least every three years. As needed, revisions will be made to maintain records updated and relevant. This also complements the same approach for operations-approved documents to keep documents relevant and updated as necessary.

Such organizations may also conduct external assessments as FTA or APTA. Formal External Assessments would be welcomed to have a fresh-eyes evaluation and viewpoint. External Assessments typically target mandatory compliance programs to include this PTASP and relevant and affiliated safety documents.

Trinity Metro utilizes mandatory reporting programs and voluntary reporting programs.

### Appendix D – SOP, Potential Hazard Reporting

Trinity Metro introduced a Standard Operating Procedure primarily as a proactive practice to averting reports of incidents that may practicably be eliminated or mitigated before anyone gets harmed or property is damaged. Anyone working on behalf of Trinity Metro is welcome to report potential hazards and will trigger someone investigating the reported concern and placing channeling around the area until mitigated satisfactorily. This is a voluntary reporting program.

Trinity Metro also utilizes mandatory reporting as part of SMS Safety Assurance and regulatory-driven, recommended, or required guidelines and regulations.

SMS Safety Assurance assessments will be evaluated after being conducted. Safety Improvement items to include corrective action and/or preventive measures will be introduced into SMS Risk Management processes to address mitigation intended as safety improvement actions.

Once a year, the Executive Safety Committee will be informed by the Chief Safety Officer of progress within the SMS Risk Management processes. Essential recaps will focus on opportunities for improvement and other open safety improvement actions. Some safety improvement actions may require capital assets and decisions and planning by the stakeholder Executive Management, a.k.a. Trinity Metro Senior Staff.

## **Appendix A – Organization Chart**

When design or re-design issues are identified, a Capital Improvement Project (CIP) may be required to mitigate identified and potential hazards. Depending on cost, Corrective Action Plan(s) (CAPs) may be needed and will include an expected timeline to complete. Some CAPs and CIPs may take several years. These safety improvement actions may consist of temporary or alternative mitigation practices or equipment.



# SMS – Risk Management

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SMS Risk Management is considered the overarching intent of SMS implementation as well as SSP implementation for Trinity Metro's Commuter Railroad, TEXRail. Trinity Metro has incorporated a Hazard Analysis matrix and process based on Mil Std 882E.

## Appendix F – Hazard Analysis Matrix

Hazard Analysis (HA) within SMS is a process or tool intended to conduct and facilitate hazard (and potential risk) assessments – internal and external assessments and resolution decision determinations. Hazard Analysis provides for a prioritization dealing with multiple or numerous accident/incident events, inspections, and internal-external assessments. Findings can be grouped or categorized into four determinations or priorities:

- **High** → a.k.a. Unacceptable: must be addressed as soon as is practicable to mitigate to lesser priority following. For construction projects (equipment and/or facilities) subject to safety criticality and/or FTA funding, a resolution to a lesser level is required before the project into the construction phase.
- **Serious** → a.k.a. Unacceptable with Management Decision: addressed typically as part of an ongoing review process periodically by the Chief Safety Officer or designee to a lesser priority following. This is the second highest priority of events or assessment items. Safety improvement recommendations include Corrective Actions and/or Preventive Measures to reduce recurrence.
- **Medium** → a.k.a. Acceptable with Management Decision: addressed typically as part of an ongoing review process periodically by the Chief Safety Officer or designee. This is the third highest priority of events or assessment items. Safety improvement recommendations include Corrective Actions and/or Preventive Measures to reduce recurrence.
- **Low** → a.k.a. Acceptable: addressed typically as part of an ongoing review process periodically by the Chief Safety Officer or designee. This is ideally considered the targeted best resolution category when the hazard or potential hazard cannot be practicably eliminated through design/redesign or engineering out resolution practice(s). Often, this priority level or category of assessed items may result from safety improvement recommendations that include Corrective Actions and/or Preventive Measures to reduce recurrence, as referenced above.
- **Eliminated** → Addressed item has been eliminated through design/redesign, engineering a resolution, or other practice(s) and/or technology.

Hazard Analysis assessment variations to include Preliminary Hazard Analysis (PHA) for Capital projects prior to the project with a follow-up HA for mitigating/eliminating unacceptable assessments typically during the Design or Planning phase of a construction project for equipment and/or facility.

## Investigations to Determine Safety Improvement Actions

Trinity Metro maintains documented procedures for conducting investigations of events resulting in property damage and/or personal injury. These events include reported accidents, incidents, near misses, and other reported occurrences requiring assessment but not substantiated. Investigations are intended to reduce the reoccurrence of identified hazards or potential hazards. This typically results in identifying contributing factors and/or cause(s) leading to safety improvement actions. Safety Improvement actions include corrective actions and preventive measures. Corrective actions typically pertain to the event in question being investigated –

accident, incident, or near-miss accident, and determining action specifically addressing harm and/or property damage resulting from the event. Preventive Measures typically pertain to causal factors related to the event and similar potential events subject to similar causal factors.

## Appendix G → Street Supervisor Manual – Collisions and Incidents Excerpt

Trinity Metro's Street Supervisor Manual includes procedures to follow upon investigating collisions and other reported incidents. Completed reports are forwarded to a designee within the Safety & Risk Management Department to follow through with the site investigation conducted by a trained Supervisor. A determination of whether the event could have been prevented is performed for events involving the operation of revenue service vehicles. This introduces the event into Trinity Metro's Hazard Management Process.

Trinity Metro's Chief Safety Officer introduced a Hazard Management process about a month after being hired at Trinity Metro. This process was disseminated by applying SMS Safety Promotion methods in meetings held at least every two months targeting safety improvement practices. The stakeholders involved agency internal representatives from:

- Operations – Fixed Route & Paratransit
- Safety & Risk Management
- Training
- Human Resources
- Maintenance

The HA Matrix was introduced and implemented for reported accidents and incidents commencing October 2020, the start of Fiscal Year 2021. Mitigation and safety improvement practices evolved from this Hazard Management Process, which is the foundation of SMS Risk Management at Trinity Metro.

NOTE: The Safety & Risk Management Department participates in compliance with reporting thresholds, requirements, and processes defined in *FTA's NTD Safety and Security Policy Manual* and with other mandatory compliance notification thresholds.

Trinity Metro's approach to producing this PTASP was to establish the SMS program and processes prior to writing the PTASP for Trinity Metro. Efforts are made to establish consistency across all modes of passenger transportation provided by Trinity Metro. This includes primarily Fixed Route and Paratransit but also with System Safety Program (per 49 CFR Part 270) plan. This includes empirical practices for TEXRail and, to some extent, with Trinity Railway Express, co-operated with and primarily by Dallas Area Rapid Transit (DART). The intent is that consistency agency-wide facilitates promoting, assessing, monitoring, and developing policies and procedures for all modes of revenue service while establishing recognizable consistency for our customers, passengers, and other patrons.

Data capture and analysis are consistent between Bus and Rail Operations. Best Management Practices and safety improvement resolutions are interfaced whenever and wherever applicable.

An excellent example of this has been the way Trinity Metro managed COVID-19 Exposure Reduction by applying an SMS approach to analyze, develop and implement best practices, and consistently SMS Safety Promote communications internally and externally with relevant patrons.

Trinity Metro has established and shown a commitment to examining safety-related events to determine causal and latent organizational factors in efforts to continuously improve safety agency-wide for the benefit of its personnel, co-workers, and customers, as well as reaching out and providing recommendations to regional Transit Agencies via the Texas Transit Safety Professionals Association (TTSPA).

NOTE: The TTSPA was founded as a collaboration between Transit Agencies throughout Texas to improve safety at participating stakeholder Texas Transit Agencies since 2002.

In addition to the Hazard Management Process referenced previously, Trinity Metro initiated a working group to address State of Good Repair (SOGR) as part of both its safety program and Transit Asset Management process to facilitate pull-out safety of rubber tire revenue service vehicles and introduce practical safeguards to enhance vehicle safety and reliability. Safety assessments of vehicles are performed during Pre-Trip Inspections by Operators and overseen by Operations Supervisors facilitated as needed by Trinity Metro's Maintenance Department. This requires consistent communications and standards conformance between Operators to Dispatchers and interface with Maintenance Supervisors as needed to practice and maintain ongoing day-to-day sound and safety best practices.

### ***Accident Review Board***

Trinity Metro's Accident Review Board (ARB) is a check and balance protocol for reviewing and determining accidents/incidents determined to be Preventable. It provides a sounding board for Operators and others involved in what are deemed Preventable Accidents/Incidents. Upon a review of the event facts and records from the investigation process, the determination of Preventability is assessed. It is subject to being reversed to a decision of non-preventable.

### **Appendix H – Accident Review Board Procedures**

## ***Recordkeeping***

Trinity Metro's Safety & Risk Management Department maintains records related to Trinity Metro's SMS program and other safety-related documents. This includes a Chain of Custody process from producing records to controlled access and, as needed, safeguarding the exchange of documents and other records.

As referenced within the SMS Safety Policy section, Trinity Metro Safety & Risk Management applies a configuration management document control process to keep safety documents relevant and updated. This includes identifying the effective date or date produced, the date revised, and the revision/version number. This complements the same approach accordingly for Operations approved documents to keep documents relevant and updated as is deemed necessary upon review.



# SMS – Safety Promotion

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SMS Safety Promotion will be the process of disseminating information about SMS and its components:

- SMS Safety Policy
- SMS Safety Assurance
- SMS Risk Management and
- SMS Safety Promotion

SMS Safety Promotion will include formal processes traditionally a part of Mass Transit agencies, including:

- Initial New Hire Orientation – includes SMS overview
- Training for new Trinity Metro personnel to include Operators
- Ongoing Development by front-line field personnel Supervisors and/or Managers
- Follow up safety improvement practices to include:
  - Counseling
  - Coaching
  - Refresher Training to include targeted event corrective action

## **Appendix I – Safety Performance Improvement Techniques**

Previously referenced, Safety Improvement actions included corrective action and/or preventive measures and were identified in SMS Risk Management processes to address mitigation as deemed appropriate.

SMS Safety Promotion establishes a way for SMS and its components to be revisited repeatedly and completes the SMS circle of information sharing. To this end, Safety Committee involving frontline employees and management will have been established to vet SMS, receive feedback, and share information related to SMS processes. The Safety Committee will recap actions within SMS Risk Management processes, such as Hazard Analysis and respective safety improvement actions, to include corrective actions, preventive measures, and reported concerns. The joint labor and management Safety Committee will be essential to vet respective agency internal assessments, inspections, investigations, and/or mitigation practices.

To complete the circle of information exchange within Trinity Metro's SMS, interface with Safety Committee to facilitate continuous improvement processes agency-wide will be captured during Executive Safety Committee SMS Safety Promotion activities to include quarterly meetings. Safety improvement actions may be escalated to Executive Safety Committee when necessary, especially when Capital Improvement Projects are recommended. The Executive Safety Committee will determine what action to take when practicable.

## **Appendix D – SOP Reporting Potential Hazard**

## **Appendix J – Joint Labor & Management Safety Committee Charter**

As referenced within the SMS Safety Policy section, other forms of communication at Trinity Metro for conveying safety-related concerns and updates include Incident Management System (IMS) messaging. IMS, which is used to communicate with those individuals on our voluntary distribution list via text, e-mail, and/or audio message, can provide reminders about safety and updates. All

employees of Trinity Metro are provided with Trinity Metro e-mail addresses to receive notifications and other information.

### **Appendix C – Employee Communication, an SMS Safety Promotion Process**

**NOTE:** The following Appendices, Addendums, and other PTASP support documents may be considered and labeled as Sensitive Security Information to protect information per (USDOT) 49 CFR Part 15, Protection of Sensitive Security Information, and/or (TSA) 49 CFR Part 1520, Protection of Sensitive Security Information, accordingly. Accordingly, transportation safety and security are interlinked and intended to protect and safeguard people and property from potential and intentional harm revealed by safety processes' identification of and potential hazards.

Trinity Metro's SMS-based PTASP will remain as transparent as is practical while safeguarding data and other records, which can be intentionally used to harm individuals and/or property. At the same time, we endeavor to protect and interface with the public we serve.

SMS documentation will be retained for at least three years, reflective of a three-year cycle of internal SMS assessments. The three-year cycle may not necessarily coincide with FTA Triennial Reviews. Trinity Metro will make this documentation available to FTA or authorized oversight agencies upon written request.

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# BOARD ACTION ITEM

ITEM NUMBER

BA2024-03

MEETING DATE

November 20, 2023

ITEM TITLE

Floor Cleaning Services

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BACKGROUND

Trinity Metro maintains approximately 200,000 square feet of various flooring across multiple buildings. Trinity Metro seeks to engage a contract for professional floor polishing and cleaning services to supplement the cleaning and maintenance performed by staff. This service would be performed on an as-needed basis. Examples of flooring include marble, vinyl, laminate, epoxy, carpet, and concrete.

PROCUREMENT

Trinity Metro's Procurement Department has followed procurement policy with the Request for Proposal and is in compliance with all applicable Federal, State and Trinity Metro procurement requirements.

DISADVANTAGED BUSINESS ENTERPRISE UTILIZATION

No Disadvantaged Business Enterprise (DBE) was established due to the nature of this solicitation.

FINANCING

Funds are available in Trinity Metro's FY2024 Capital Budget. Funds for future contract years will be considered in the respective proposed budgets.

RECOMMENDATION

The Trinity Metro Board of Directors authorizes the President & Chief Executive Officer to enter into a contract with Don Morphy LLC for \$323,470.00 for a three-year contract with two one-year extensions. The proposed cost is \$323,470.00 with a 15% contingency of \$48,521.00 for a total not to exceed the amount of \$371,991.00.

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STAFF DISPOSITION

EXECUTIVE LEAD\*

Wayne Gensler

DATE

11/02/23

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DISPOSITION OF BOARD OF DIRECTORS

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SECRETARY APPROVAL