



## **ADVISORY COMMITTEE MEETING AGENDA**

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WEDNESDAY, MARCH 6, 2024, 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 and September 6, 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 JUNE 5, 2024, 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. Rose Valle for Veronica Ramirez-Richards  
Ms. Jo Nell Waller

**GUESTS:**

Mr. Jack Bewley – Yellow Cab  
Mr. Charlie Johnston – Yellow Cab  
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**



On September 6, 2023, the ACCESS Advisory Committee of Trinity Metro convened their quarterly meeting with the following present:

**MEMBERS PRESENT:**

Mr. Dan Gadbury  
Ms. Rose Valle

**GUESTS:**

Mr. Jack Bewley – Yellow Cab  
Mr. Charlie Johnston – Yellow Cab  
Ms. Liz George – Yellow Cab

**STAFF:**

Ms. Sharon Bailey  
Ms. Rosalind Miller  
Mr. Ron Newman  
Ms. Janice Pearce  
Mr. Mark Shoop

Ms. Alicia Walker  
Ms. Detra Whitmore  
Ms. Crystal Whitney  
Mr. Ralph Zaragoza

**A. Call to Order**

At 12:00 pm, Director of Operations, Mr. Ron Newman, called the meeting to order.

**B. Citizen Participation and Recognition**

There was no citizen participation and recognition.

**C. Approval of Minutes**

June 7 meeting minutes were tabled until the December 13 meeting.

**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. Detra Whitmore presented Customer Care updates



## **E. Trinity Metro Updates**

1. Mr. Ron Newman gave the committee members information in regards to the new sign up taking place in September, as well as information on the SWAT exercise in September that will take place on the Trinity Metro bus lot.
2. Mr. Ralph Zaragoza mentioned that Trinity Metro is looking at new Zip Zone areas to begin service later this year, as well as the beginning of 2024.

## **F. Other Business**

1. Detra mentioned that surveys will be sent out to the city of River Oaks passengers to get feedback in regards to how the service is there. Detra is hopeful to have the results back from the surveys for the December ACCESS Advisory Committee meeting.

## **G. Suggested Topics for Next Meeting**

1. Survey results from River Oaks.
2. Committee members would like an update from Mr. Zaragoza in regards to Zip Zone service and expansion.

## **H. Adjourn**

Mr. Newman adjourned the meeting at 12:53 p.m.

## **I. Next Meeting – December 13, 2023 at 12:00 pm**



# **ACCESS WORKING SESSION COMMITTEE**

## **INFORMATION ITEM**

**Item Title:** ACCESS Ridership and Key Performance Indicators

**Meeting Date:** March 6, 2024

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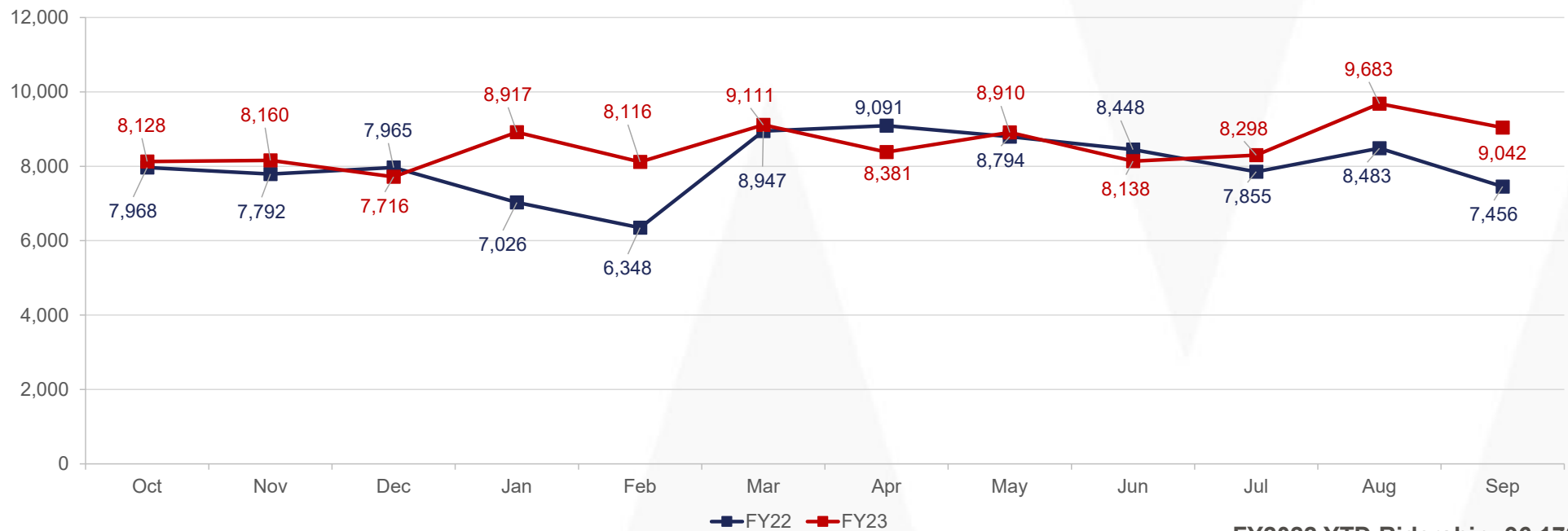
### **BACKGROUND**

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.

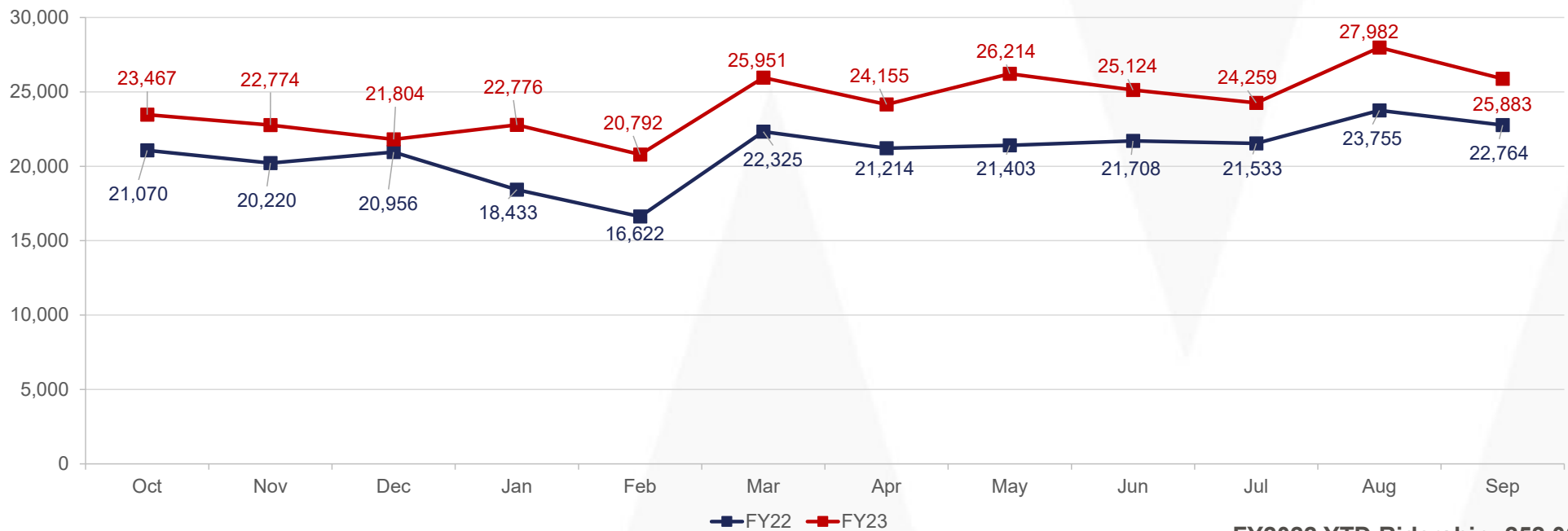
# ACCESS InHouse Monthly Ridership



**FY2022 YTD Ridership: 96,173**  
**FY2023 YTD Ridership: 102,600**



# ACCESS Combined Monthly Ridership



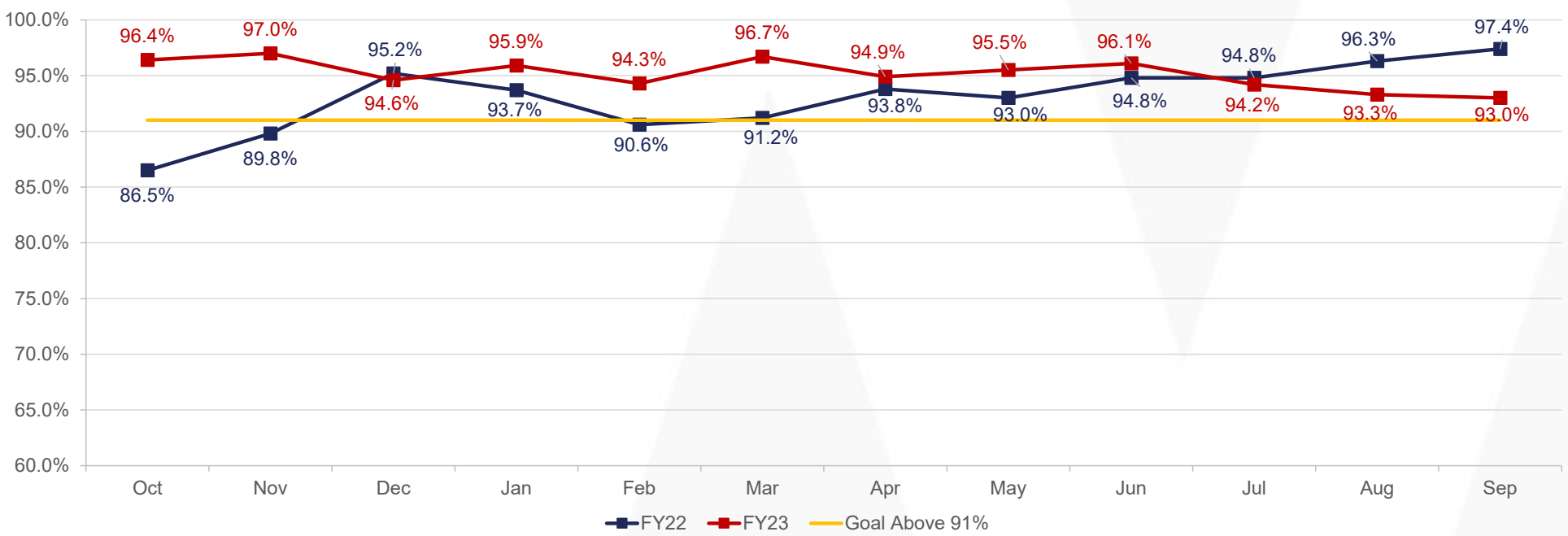
**FY2022 YTD Ridership: 252,003**

**FY2023 YTD Ridership: 291,181**

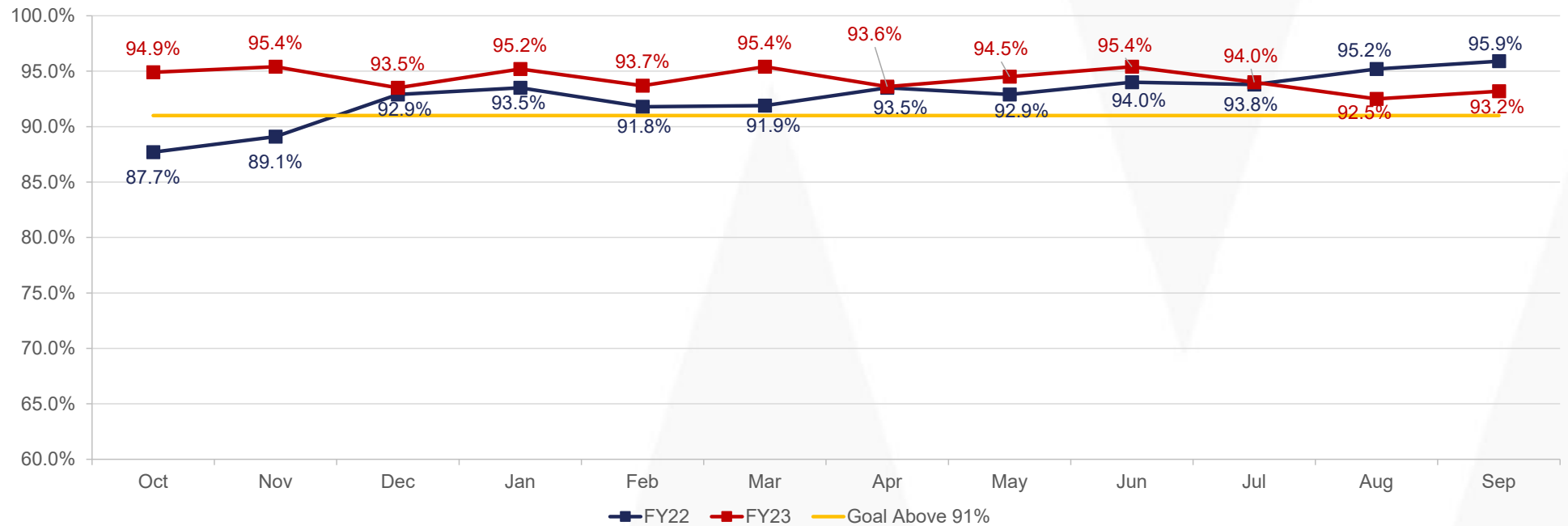




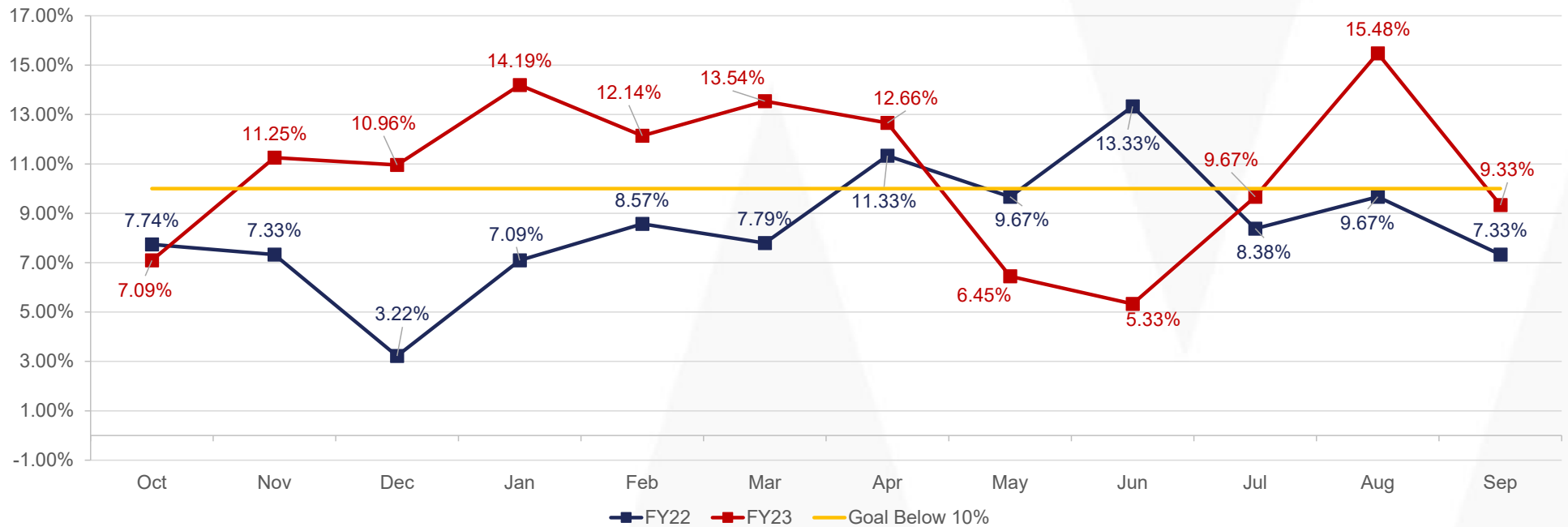
# ACCESS InHouse On-Time Performance



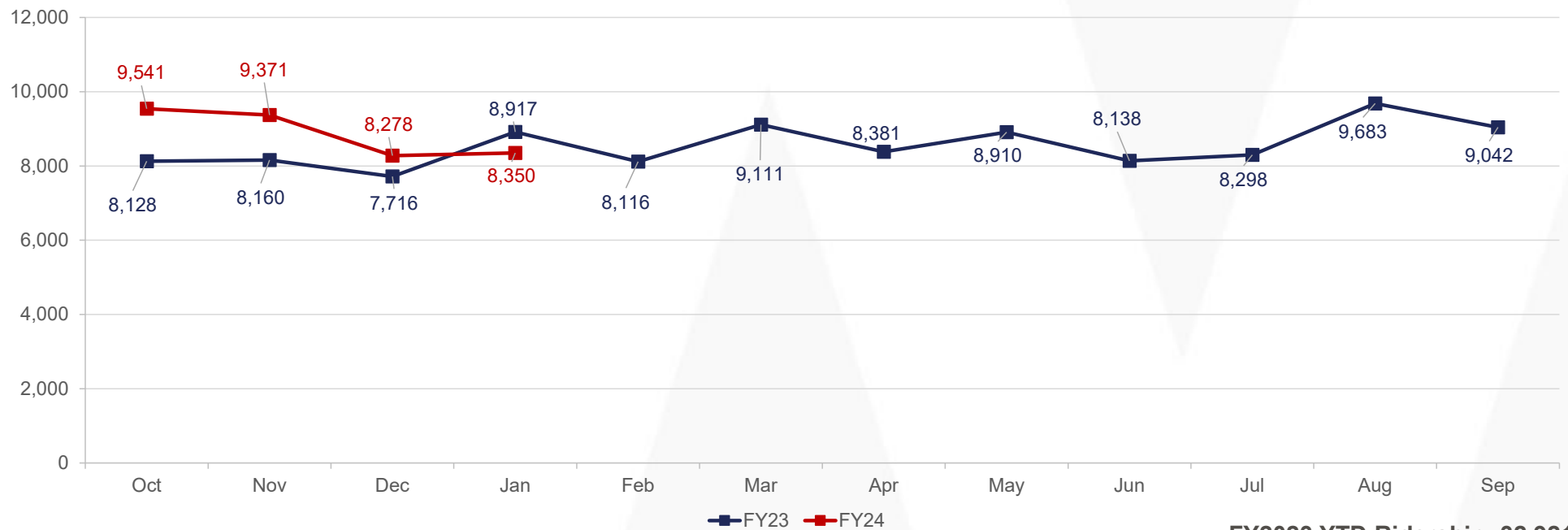
# ACCESS Combined On-Time Performance



# ACCESS Combined Excessive Trip Length



# ACCESS InHouse Monthly Ridership

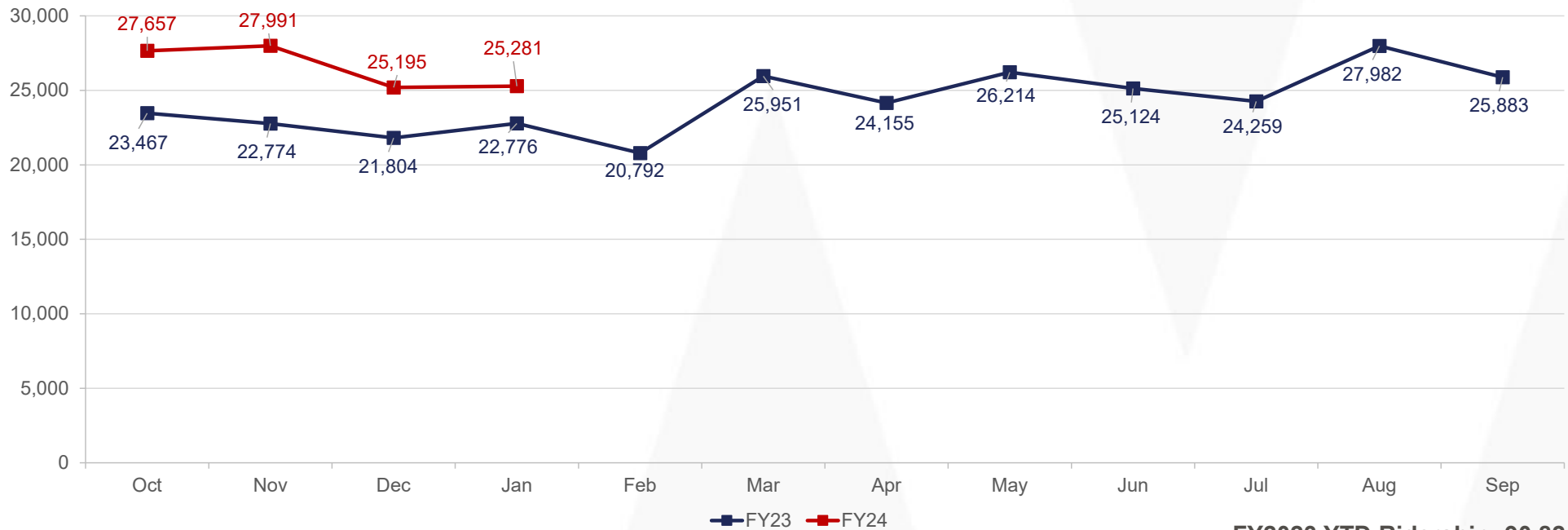


**FY2023 YTD Ridership: 32,921**

**FY2024 YTD Ridership: 35,540**



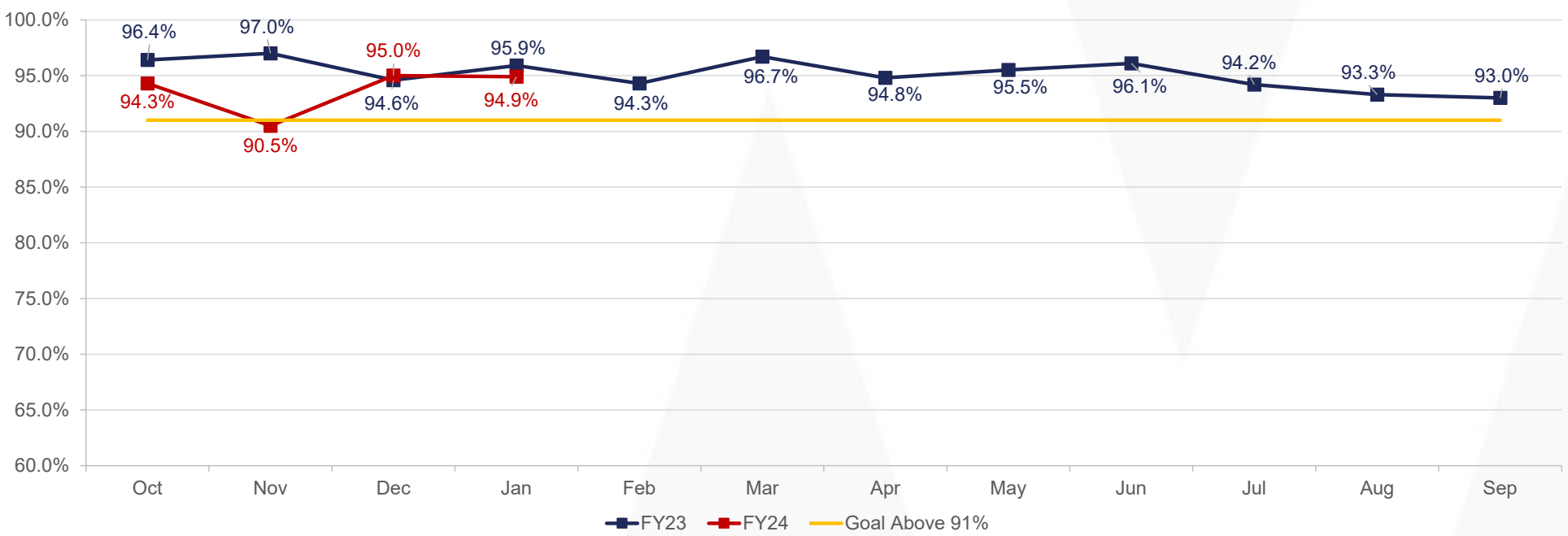
# ACCESS Combined Monthly Ridership



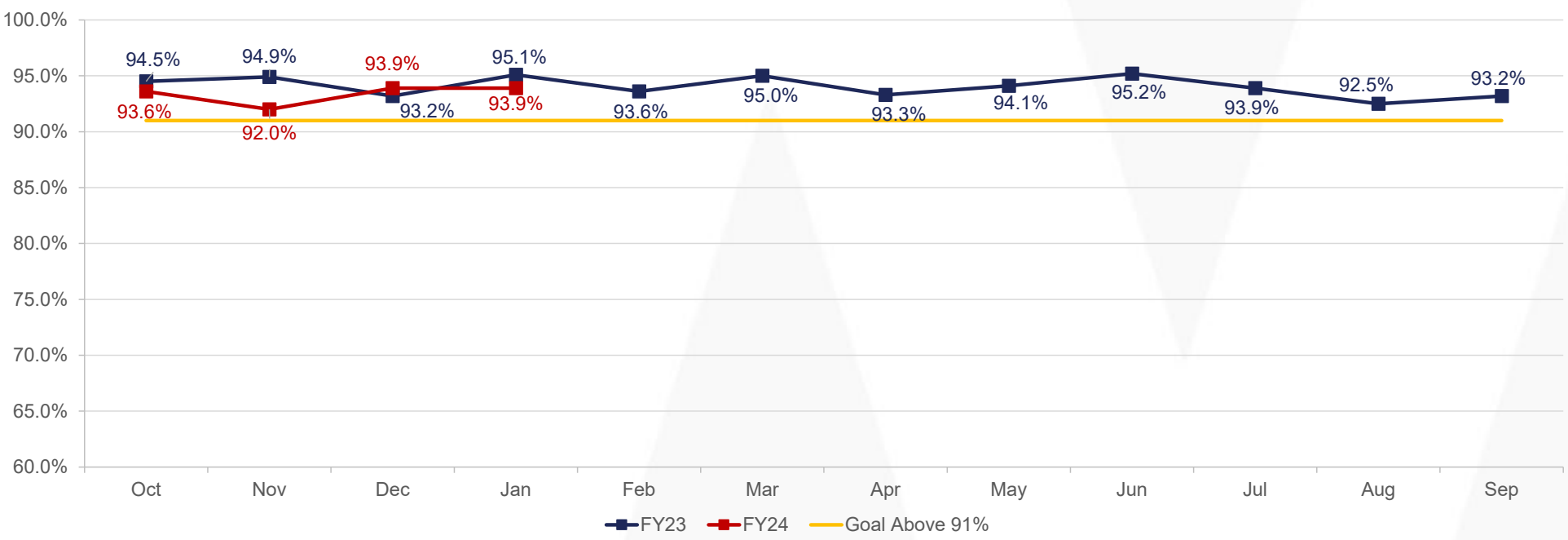
**FY2023 YTD Ridership: 90,821**  
**FY2024 YTD Ridership: 106,124**



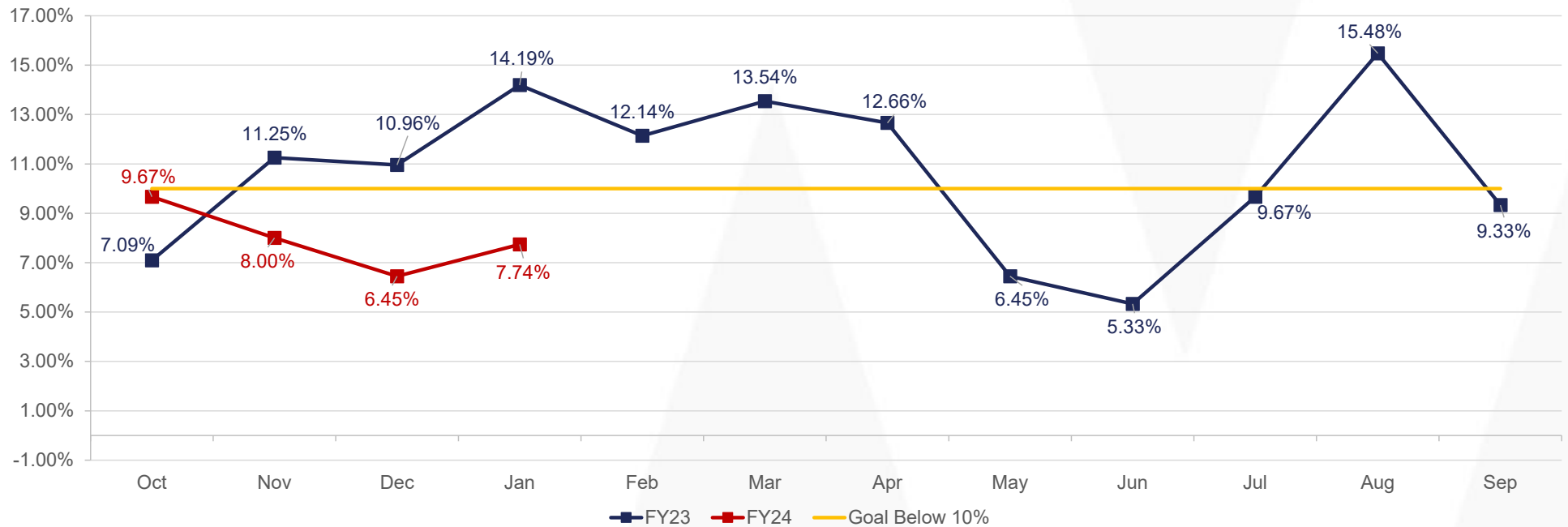
# ACCESS InHouse On-Time Performance



# ACCESS Combined On-Time Performance



# ACCESS Combined Excessive Trip Length





# **ACCESS WORKING SESSION COMMITTEE INFORMATION ITEM**

**Item Title:** Yellow Cab Update

**Meeting Date:** March 6, 2024

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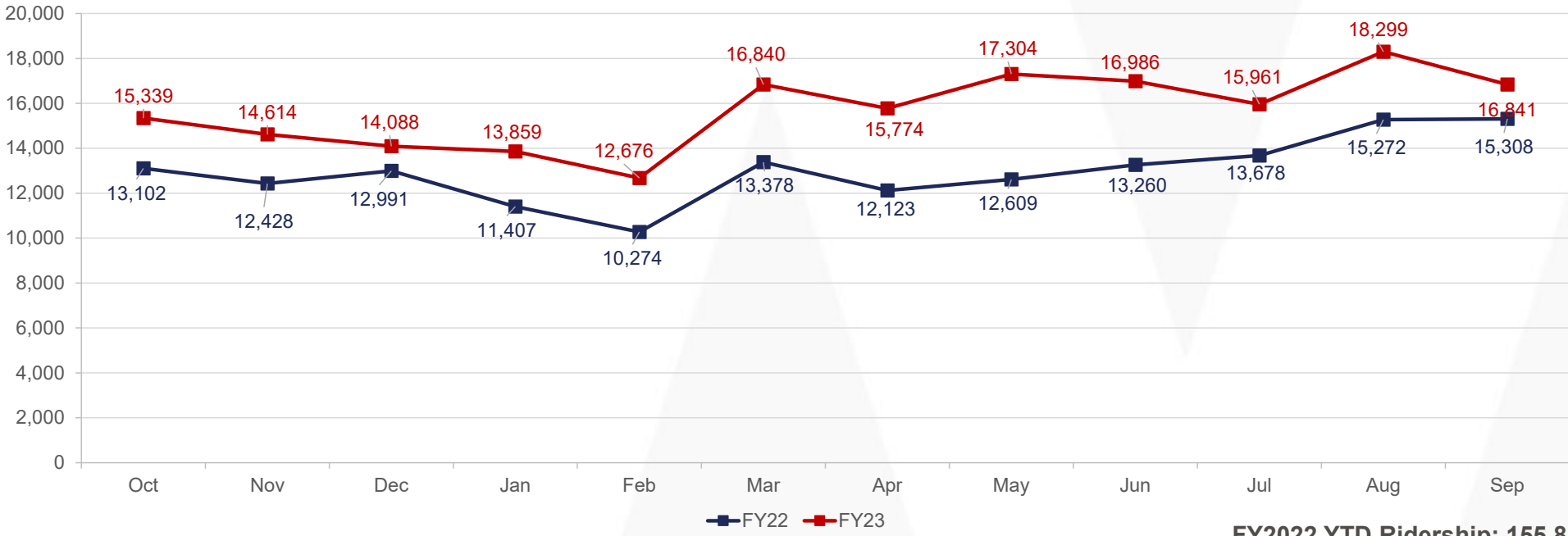
## **BACKGROUND**

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.

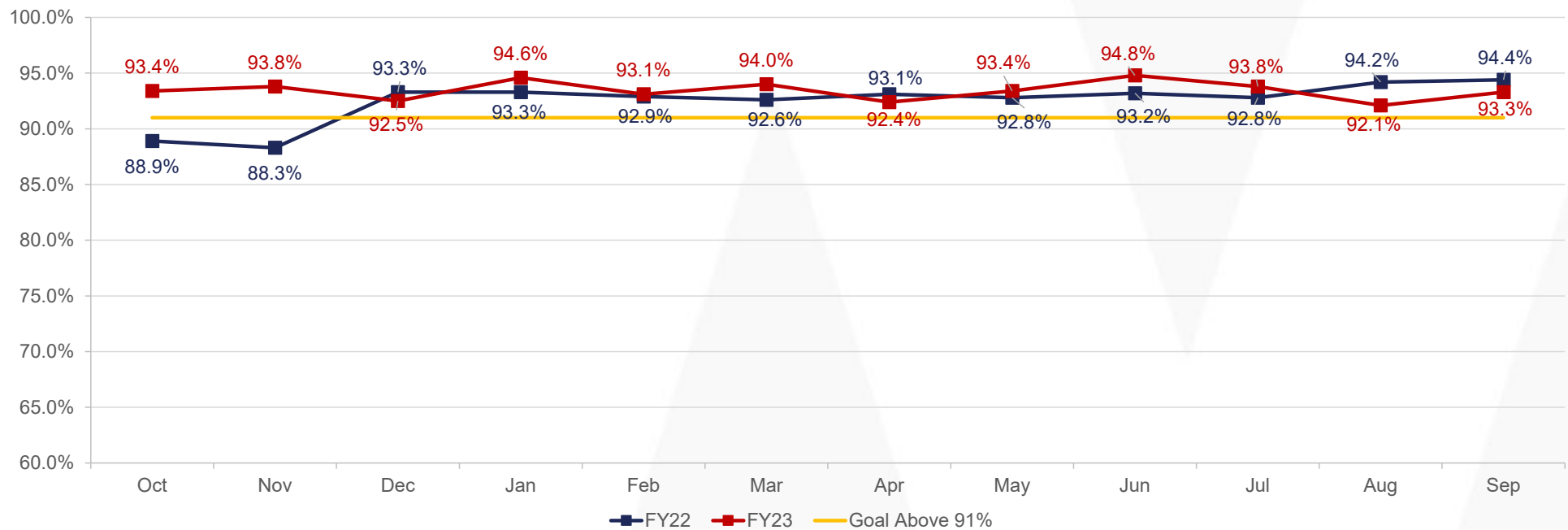
# ACCESS Contract Monthly Ridership



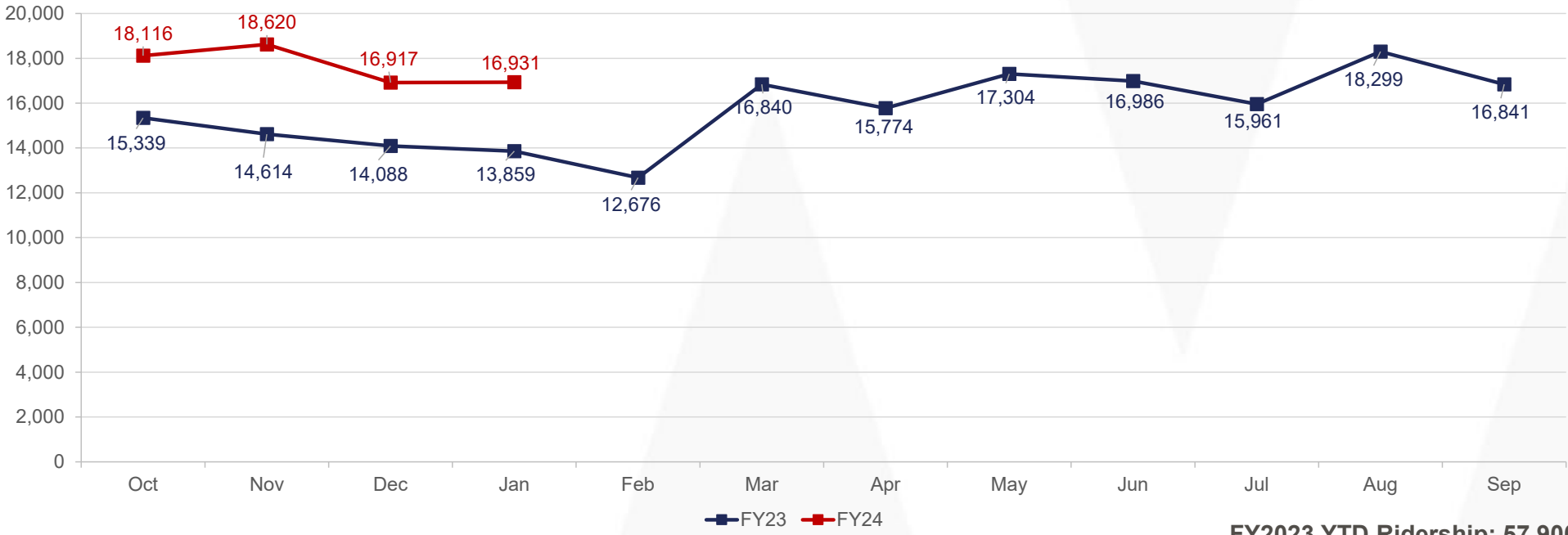
**FY2022 YTD Ridership: 155,830**  
**FY2023 YTD Ridership: 188,581**



# ACCESS Contract On-Time Performance



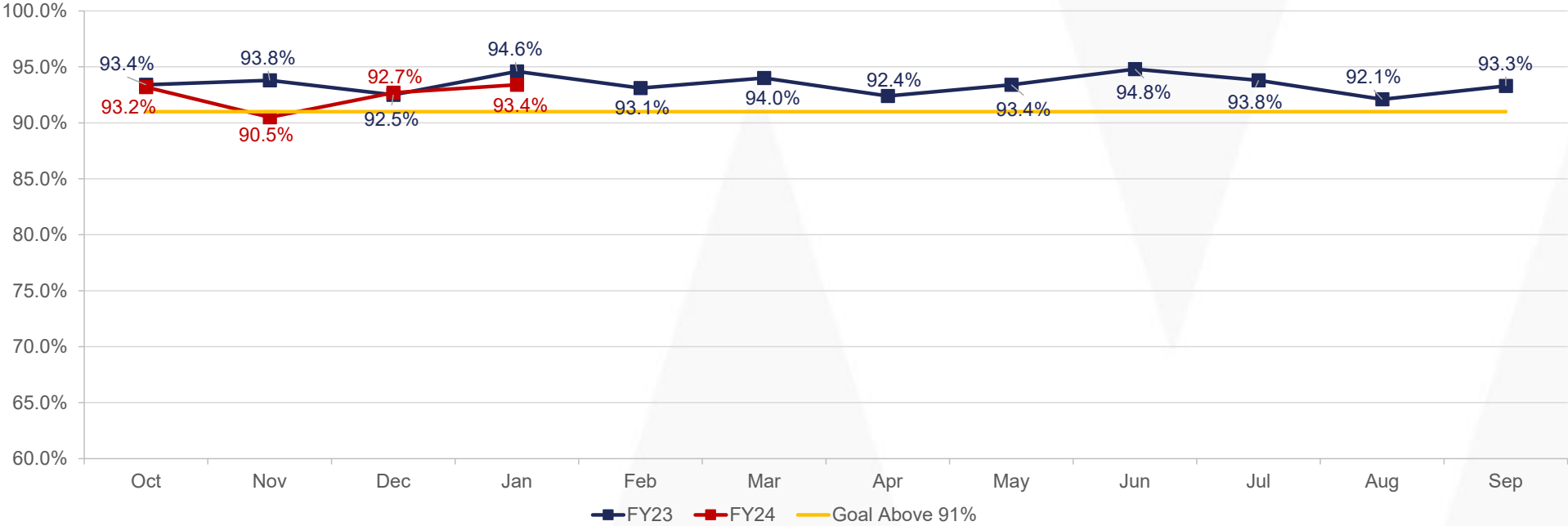
# ACCESS Contract Monthly Ridership



**FY2023 YTD Ridership: 57,900**  
**FY2024 YTD Ridership: 70,584**



# ACCESS Contract On-Time Performance



# **ACCESS WORKING SESSION COMMITTEE**

## **INFORMATION ITEM**

**Item Title:** ACCESS Customer Relations Report

**Meeting Date:** March 6, 2024

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### **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:

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EVENT:

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EXPIRATION:

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