

BOARD OF DIRECTORS MEETING AGENDA

MONDAY, APRIL 15, 2024, 3:00 P.M.

801 GROVE STREET
Fort Worth, Texas 76102

CALL TO ORDER

PLEDGE OF ALLEGIANCE

ADMINISTRATION OF OATH

CITIZEN COMMENTS

UNITED WAY PRESENTATION

MEETING MINUTES

1. Approval of March 18, 2024 Board Meeting Minutes

INFORMATION ITEM & REPORTS

- | | |
|---|-------------------|
| 1. Rail | Reed Lanham |
| a. TEXRail & TRE Ridership & On-Time Performance Update | |
| 2. Operations | Wayne Gensler |
| a. Performance Update | |
| 3. Marketing & Communications | Melissa Chrisman |
| a. Strategic Engagement/Communications Update | |
| b. Paid Media/Advertising Efforts Update | |
| 4. Community Engagement | Detra Whitmore |
| a. Customer Service Update | |
| b. Transit Envoys Update | La’Nora Kimbrough |
| 5. Strategy, Planning & Development | Chad Edwards |
| a. General Planning Consultant Update | |
| 6. Finance | Greg Jordan |
| a. February 2024 Financials | |

RESOLUTION

- | | | |
|-------------|--|-------------|
| 1. R2024-04 | Application for Participation in LOGIC | Greg Jordan |
|-------------|--|-------------|

ACTION ITEMS

- | | | |
|--------------|---|--------------|
| 1. BA2024-17 | Enterprise Phone System | Bruce Lewis |
| 2. BA2024-18 | Bus Stop Real-Time Information Displays | Chad Edwards |
| 3. BA2024-19 | TEXRail Letter of Guarantee for Fleet Expansion | Reed Lanham |

PRESIDENT’S REPORT

CHAIR’S REPORT

OTHER BUSINESS

EXECUTIVE SESSION

INFORMATION ITEMS & REPORTS

1. Legal Issues in Connection with Contract Number 22-014 Greg Jordan

ACTION ITEMS

1. BA2024-20 Land Acquisition, Condo Unit Greg Jordan

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.

VOTE ON ACTION TAKEN ON MATTERS DELIBERATED IN EXECUTIVE SESSION

ADJOURN



BOARD OF DIRECTORS MEETING MINUTES
MONDAY, MARCH 18, 2024

ATTENDEES:

Board Members Present: – Isaac Manning, Chris Nettles, Rachel Navejar Phillips, Ben Robertson, Tito Rodriguez – Vice Chair, Paul Slechta

Board Members Absent: Teresa Ayala, Michael Crain, Jeff Davis, Brian Hawkins, Sharla Horton – Secretary.

Executive Leadership Team Present: Richard Andreski, Christine Black, Melissa Chrisman, Chad Edwards, Reed Lanham, Bruce Lewis,

Executive Leadership Team Absent: Wayne Gensler, Greg Jordan, Kelli Shields, Detra Whitmore

Board Attorneys: Joel Heydenburk

CALL TO ORDER

The meeting was called to order at 3:03 pm but held for a few minutes pending a quorum. At 3:06 pm with a quorum of members present Vice Chairman Rodriguez officially called the Board of Directors meeting to order at 3:05 pm at 801 Grove Street, Fort Worth, Texas 76102.

PLEDGE OF ALLEGIANCE

NATIONAL TRANSIT EMPLOYEE APPRECIATION DAY

Rich Andreski addressed the Board and audience and noted that the Executive Leadership Team had spent all morning since the very early hour of 4:00 am at our HRP/Maintenance Facility cooking and serving breakfast to our front-line teams to thank them for all their hard work.

ADMINISTRATION OF OATH

Joel Heydenburk administered the Oath of Office to the Board members present. Vice Chair Rodriguez asked the board members to introduce themselves.

CITIZEN COMMENTS

One citizen addressed the board: Ashton Smith.

MEETING MINUTES

Motion: Ben Robertson motioned to approve the February 20, 2024 Board of Director Meeting Minutes as submitted. Chris Nettles seconded. The motion passed unanimously.

INFORMATION ITEMS & REPORTS

1. Commuter Rail – Reed Lanham provided the Board with a brief update on rail operations for February. We saw an increase in year-over-year ridership on TEXRail due in part to milder weather and had an OTP of 99% which continues to demonstrate our reliability. TEXRail had over 52,000 riders for the month which is the first time we have broken 50,000 in February since beginning operations. Currently, we are at 64,195 riders year-to-date ahead of where we were last year in February. As noted we have exciting news that we received \$65M from NCTCOG to go towards the purchase of Stadler vehicles to expand the fleet which will further improve reliability and allow for expansion of service to the Medical District. TRE continues to

improve and had another strong month. Their OTP also continues to impress month after month. TRE had 82,366 passengers with an OTP of 98.63%. Ridership is up year over year on TRE as well.

2. Marketing & Communications – Melissa Chrisman provided information on the Route 15 Rebrand Update. As you know Route 15 runs from downtown to our North Side Station which provides bus connections to the Stockyards, the number one visitor destination in Fort Worth. The idea was to provide a metro network of color coded, interactive and enhanced services that make it easier for new and existing customers to travel. We have been working with a designer and community partners to rebrand the services. Currently, we are meeting with several stakeholders to obtain feedback and will bring another update to the board after we compile the responses. Robertson suggested reaching out and working with our local Fort Worth arts groups on multiple levels. Andreski noted that this is a very extensive public engagement campaign that will not only raise awareness about Trinity Metro but we will continue to gain feedback and have conversations about the future of this agency and what we have to offer. Glenn Miller gave an update on our plans to engage the community through our Spring Festival Partnerships. We are continuing our long-term transit forward partnership with the Near Southside Arts. Our Fort Worth Bike Sharing team will be at the Open Streets Festival event to share non-motorized rolling fun and provide information on bike safety. We will also be sharing information about all our other services. Main Streets Arts Festival is coming up where we will be the transportation and information booths sponsor. We will be distributing tote bags that detail our services and Molly the Trolley will be the event circulator providing rides from one end of the festival event to the other. We are working with DFWI who is providing extensive media promotions of our services in advance of the event to promote and entice passengers to use TEXRail and promote our special Sunday service on TRE. We are also continuing to partner with Grapevine on their multitude of extensive festivals, and social and digital media where we will be the official commuter rail provider.
3. Strategy, Planning & Development – Chad Edwards provided general background and task information for the new board members, gave an update and asked if there were any questions. He thanked Kelly Porter from the TPW at the city for attending. Then he moved on to give an update on the Alliance Express Project which is a high-frequency guaranteed transit between southeast Fort Worth, Downtown and the Alliance Area. Riders on either end will be connected to first-mile/last-mile services via ZIPZONE at the mobility hubs. The Bus Stop Improvement Program continues to move forward. It is a 3 year project to install new shelters, benches, trash receptacles, signage, solar lighting and real-time digital displays for over 1700 stops. We are excited that we were able to partner with the City of Fort Worth to construct the new bench and shelter pads that are needed for the installation. We have installed 103 shelters in our first year. Edwards shared our 2024 Upcoming and Proposed Service Changes and public meetings being held regarding the same. The planning department continually evaluates and re-evaluates all route proposals and changes. So we enlisted with Nelson Nygaard, a sub on our GPC contract to review the system and they made some suggested changes to increase or decrease ridership and improve OTP. He mentioned the Dash and its lack of performance and reallocating the Dash vehicles to the downtown service replacing the Molly. Next Edwards discussed Fare Change and Collection Proposal. The goal is simplification to one simple fare while continuing to grow ridership. Go to a simple ride fare, base fare single ride \$2, day pass/cap \$4, 7 day pass/cap \$18 and no longer offer 31 day or annual passes or a transfer fee for all services. Reduced fare will be one half of the costs noted. The key benefits of the change include a cost savings for all users, options to pay with Apple, Google and Samsung Pay, low-income riders receive more trips for less cost and the system is much easier to explain. Staff believes the fare and other system changes will increase ridership and make the system more user friendly.
4. Finance – Eva Williams provided a financial update on the January 2024 numbers.

ACTION ITEMS

1. BA2024-16 Final Design Services for NT Moves BUILD Grant – Trinity Railway Express Double Tracking

Motion: Ben Robertson motioned to approve the above board action items as submitted. Paul Slechta seconded. Motion passed. Note: Rachel Navejar Phillips recused herself from this vote.

PRESIDENT'S REPORT

President and CEO Richard Andreski again noted the celebration of National Transit Employee Appreciation Day. The Executive Leadership Team and many of our support staff started at 4:00 am by preparing, cooking and providing breakfast to our great transit employees to show appreciation for their dedication, hard work and service to our communities. A few weeks ago we had a delegation of Commuter Rail Coalition members in town. They all commented on the positive interaction they had with our front line team which further demonstrates their commitment to excellent service. He stated that while visiting Germany with family the week prior, they took multiple modes of easy to maneuver transit. Berlin had 1.4 billion riders, 378 rides per capita of a 3.5 million population compared to Fort Worth at 6 riders per capita of 1 million population. Berlin's transit runs every 60 seconds during peak service and off-peak and nights run every 5-10 minutes. Amazing stats. While out of the office, Detra Whitmore and Wayne Gensler continued to meet with several organizations to provide background information on our plans for Alliance Express which was presented by Chad Edwards earlier. The meetings with the Fort Worth Metropolitan Black Chamber of Commerce and Southeast Fort Worth Inc. were positive and both organizations were extremely supportive. Future round table discussions with additional community leaders including Workforce Solutions and neighborhood associations will be scheduled soon.

VICE CHAIR'S REPORT

Vice Chairman Rodriguez opened by welcoming Isaac Manning and Rachel Navejar Phillips to the board. He too thanked the staff and recognized the National Transit Employee Appreciation Day. Rodriguez visited with one of his former mentees who is now an operator and he assured him that by next year he would continue to rise in the ranks and expects to be wearing a supervisor's vest. Lastly, he thanked the Executive Leadership Team for all they do in recognizing the employees, the relationships built with the staff and how it all starts at the top.

OTHER BUSINESS

No other business was discussed.

ADJOURN

Meeting adjourned at 4:17pm.

BOARD OF DIRECTORS

INFORMATION ITEM

ITEM TITLE

On Time Performance for TEXRail & TRE

MEETING DATE

April 15, 2024

BACKGROUND

Reed Lanham, VP of Rail will review March 2024 On Time Performance for TEXRail & TRE.

RECOMMENDATION

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

STAFF DISPOSITION

EXECUTIVE LEAD*

Reed Lanham

DATE

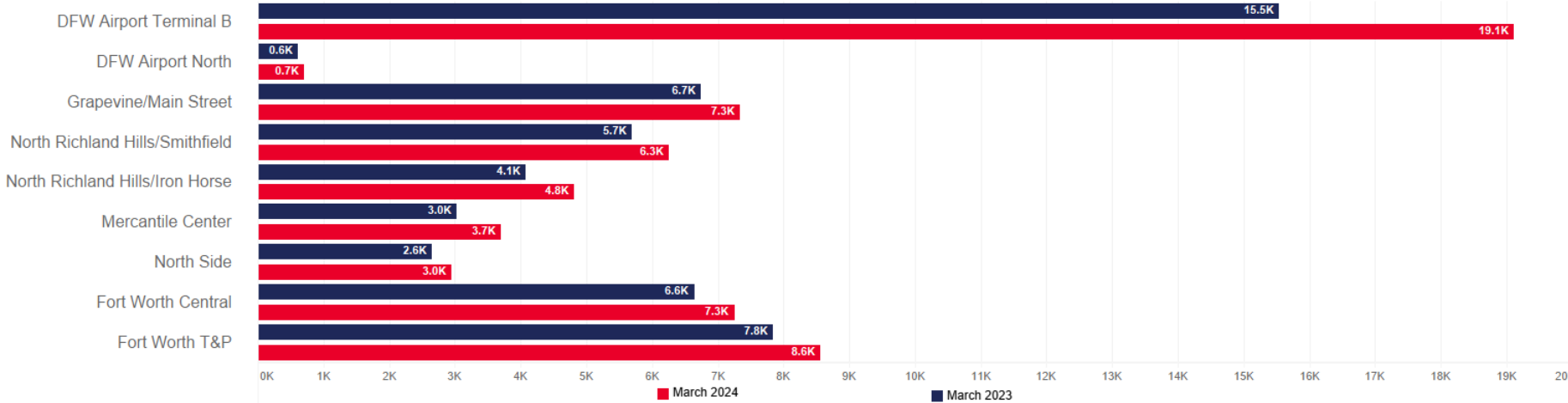
04/05/24

March 2024 On Time Performance for TEXRail & TRE

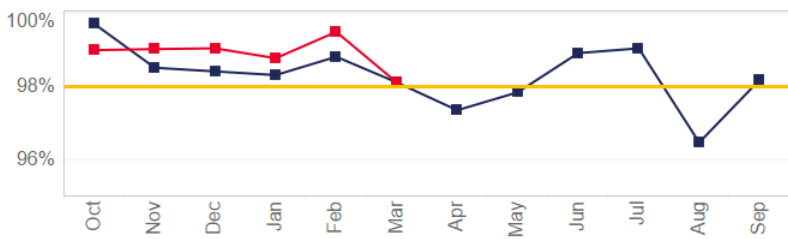
Reed Lanham – VP of Rail
April 15, 2024

TEXRail Total Ridership by Station (in 1000s)

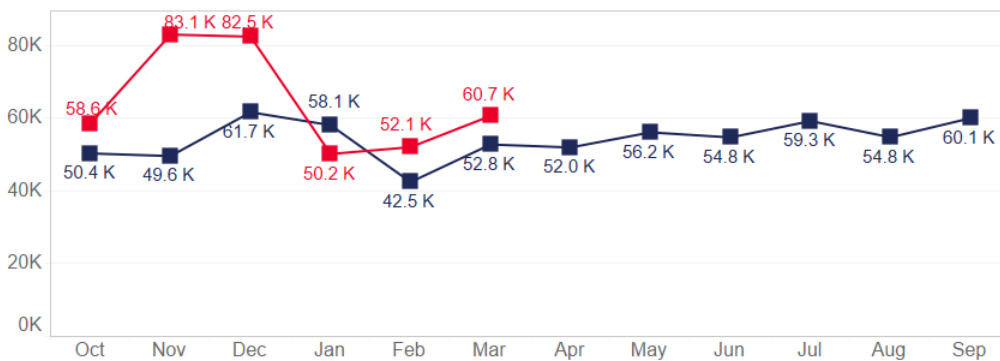
March 2024



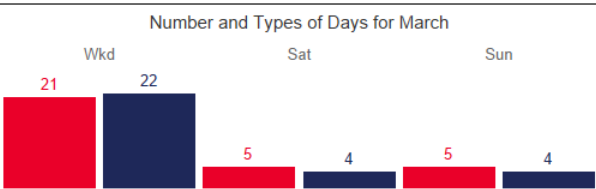
TEXRail On-Time Performance



TEXRail Monthly Ridership (in 1000s)



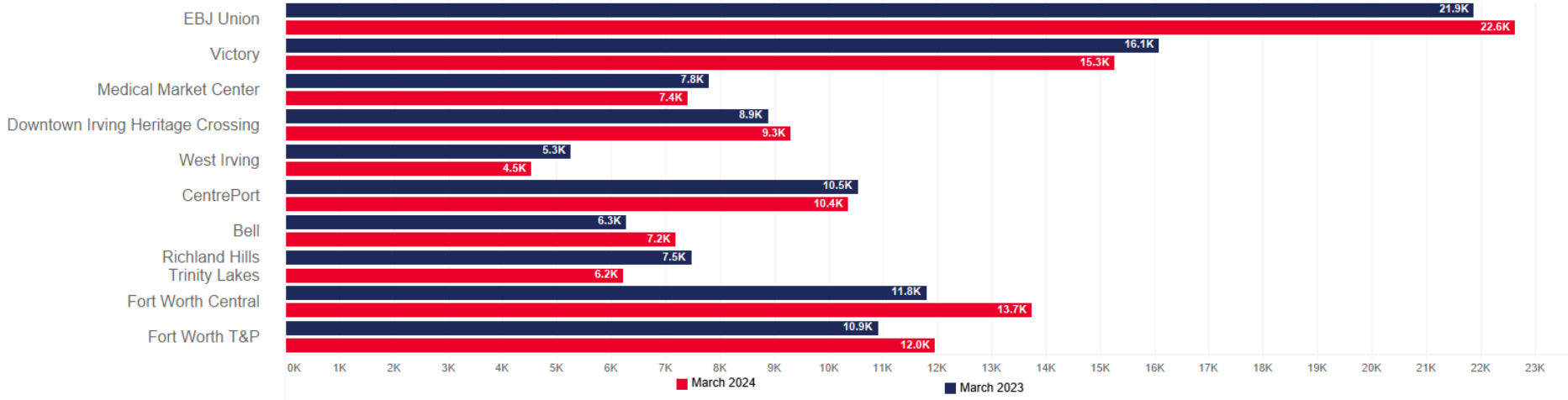
FYTD Ridership	Value
FY2021	115,665
FY2022	238,772
FY2023	315,132
FY2024	387,202



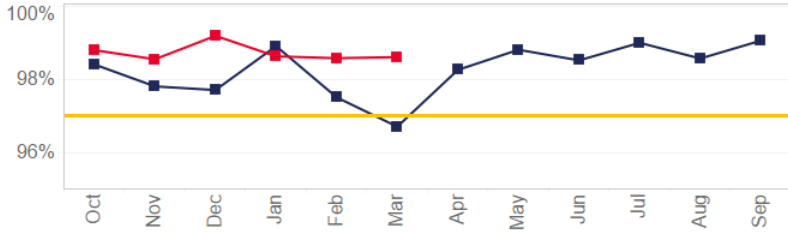
FY2023 ■ FY2024

TRE Total Ridership by Station (in 1000s)

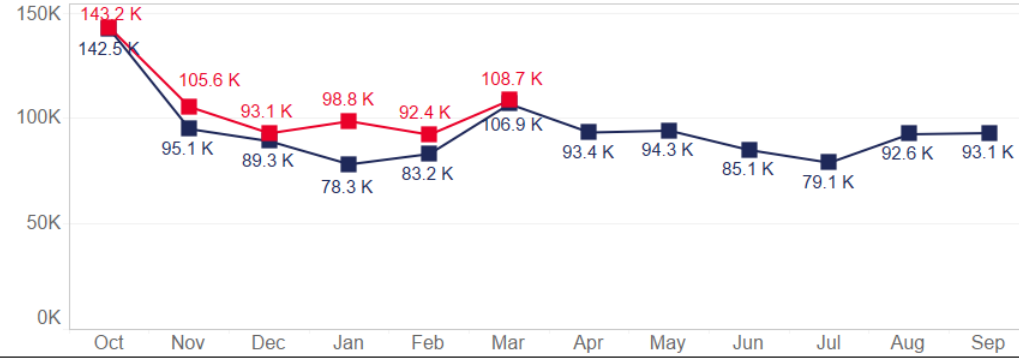
March 2024



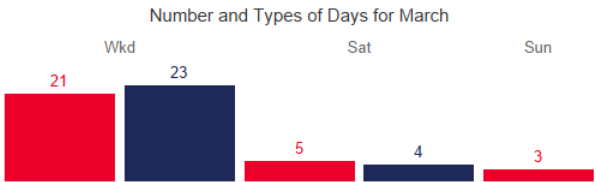
TRE On-Time Performance



TRE Monthly Ridership (in 1000s)



FYTD Ridership	
FY2021	344,352
FY2022	549,968
FY2023	595,281
FY2024	641,605



FY2023

FY2024

BOARD OF DIRECTORS

INFORMATION ITEM

ITEM TITLE

KPI Operational Update

MEETING DATE

April 15, 2024

BACKGROUND

This is an opportunity to provide the new members of the board of directors with a review of key performance indicators that staff reviews on a day-to-day and month-to-month basis.

STAFF DISPOSITION

EXECUTIVE LEAD*

Wayne Gensler

DATE

04/01/24

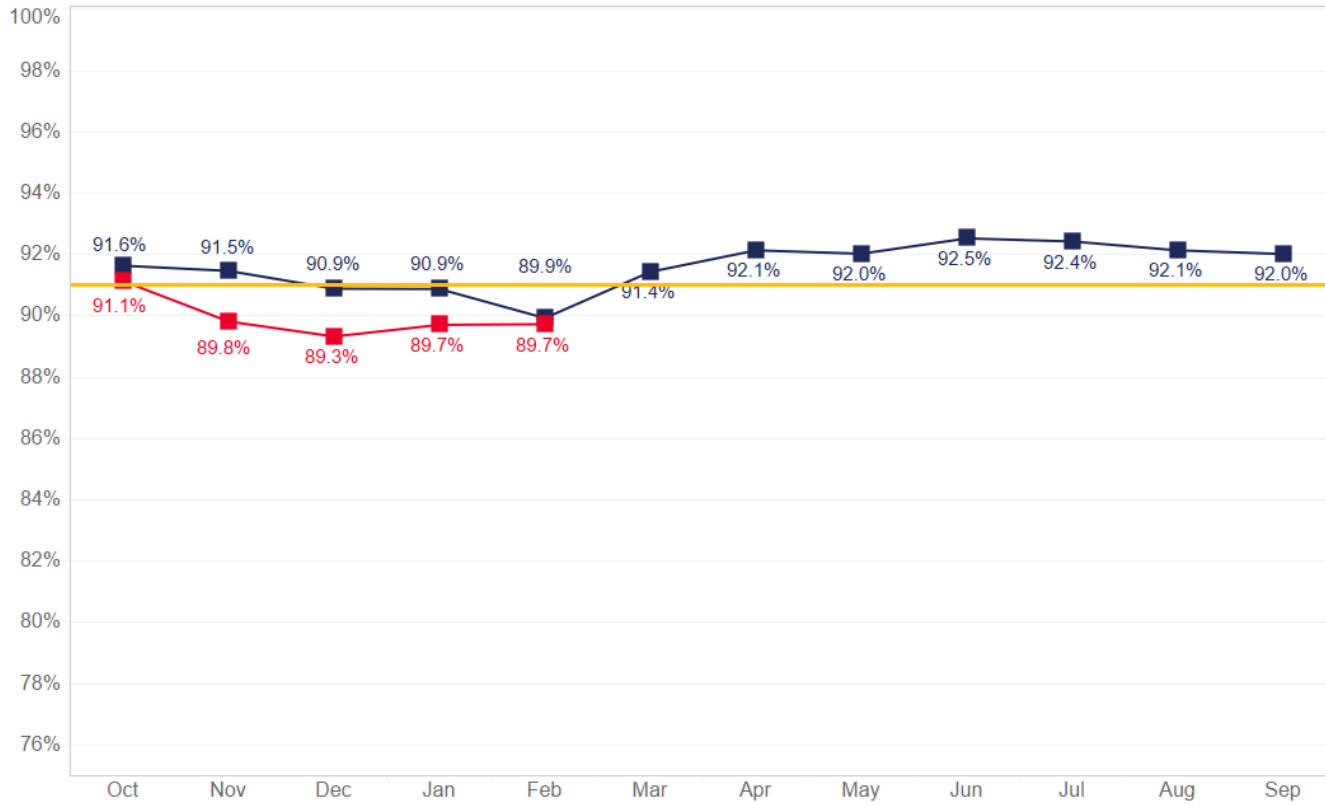
Operations Report

Wayne Gensler
Chief Operations Officer



Fixed Route Bus

On-Time Performance



FY2023

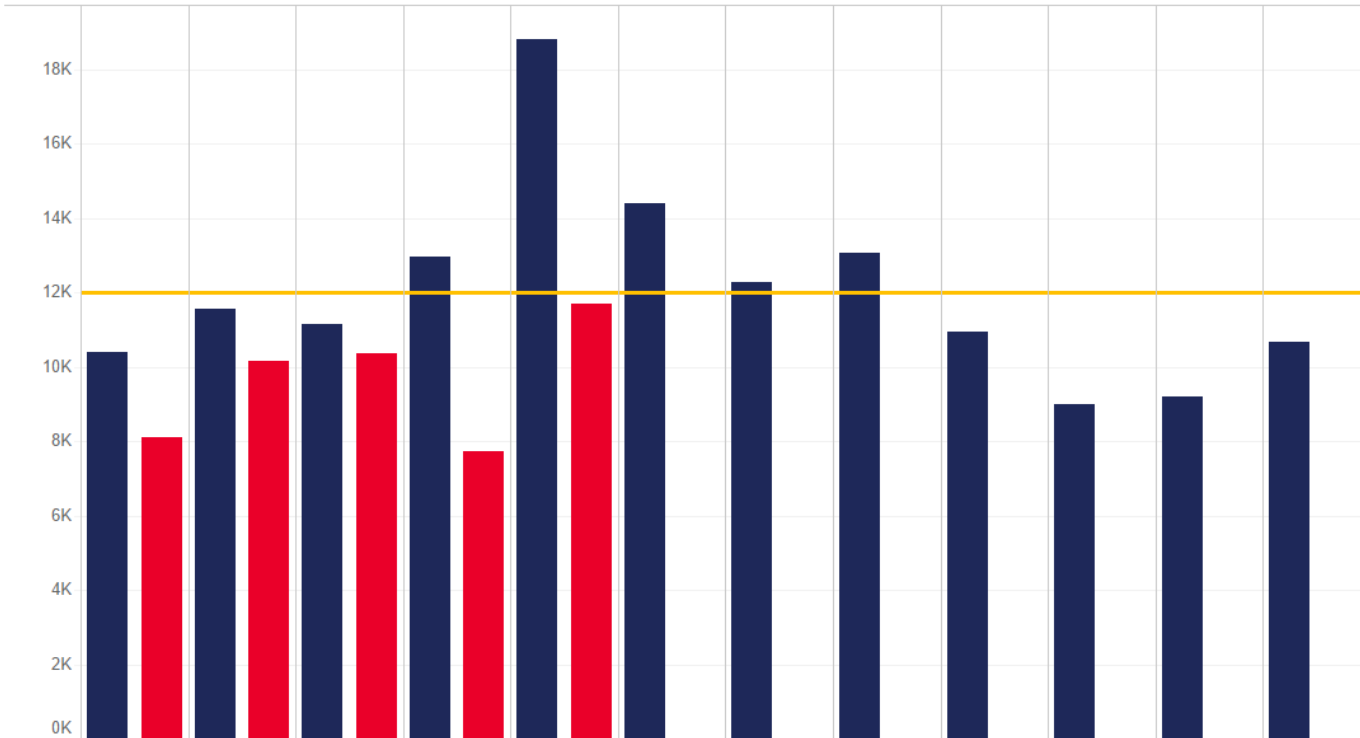
FY2024

Goal Above - 91%



Fixed Route Bus

Miles Between Road Calls



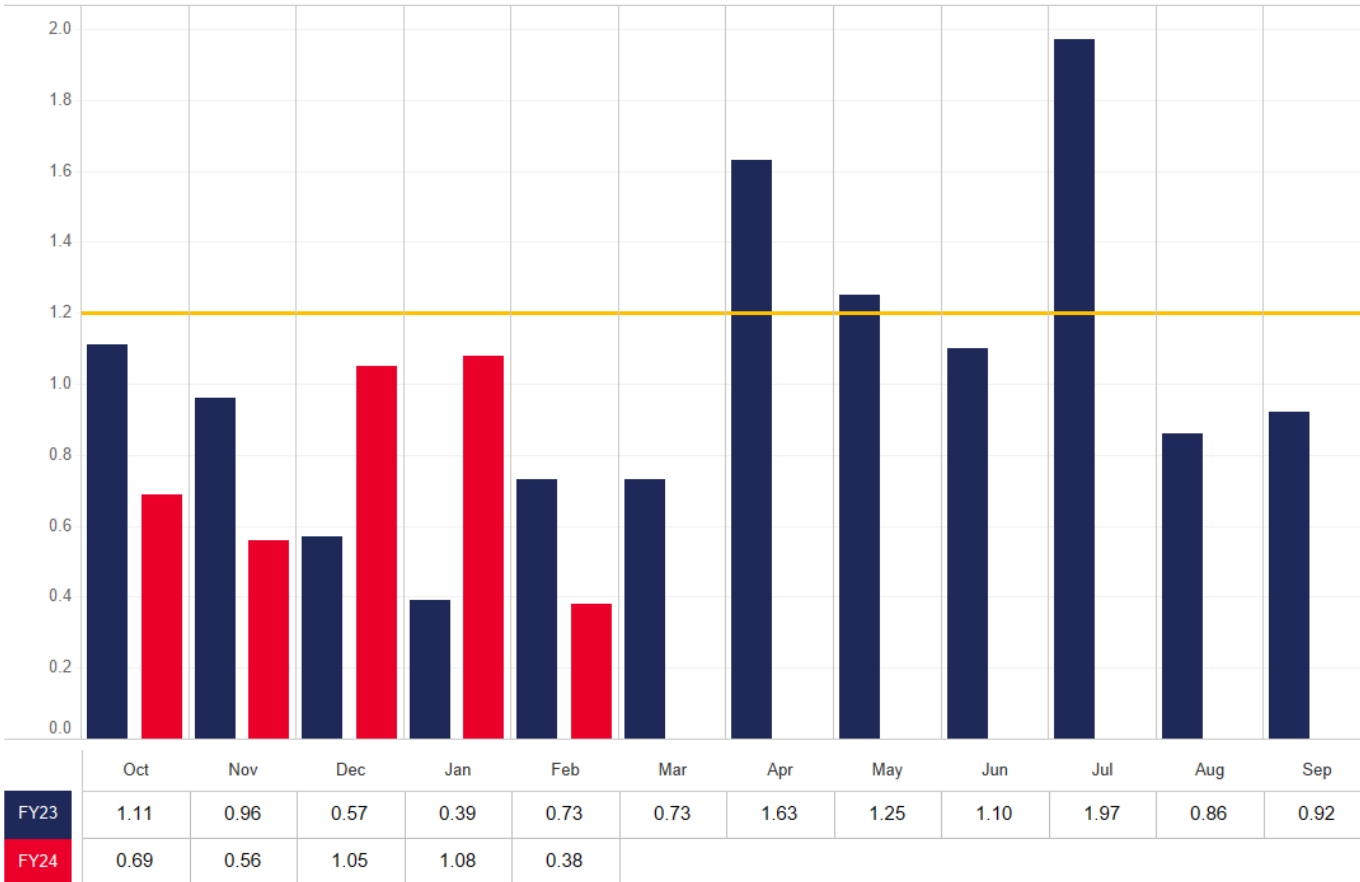
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY23	10,412	11,571	11,164	12,963	18,802	14,391	12,276	13,060	10,937	8,991	9,211	10,680
FY24	8,120	10,169	10,361	7,739	11,707							



Goal Above 12,000

Fixed Route Bus

Preventable Collisions per 100K Miles



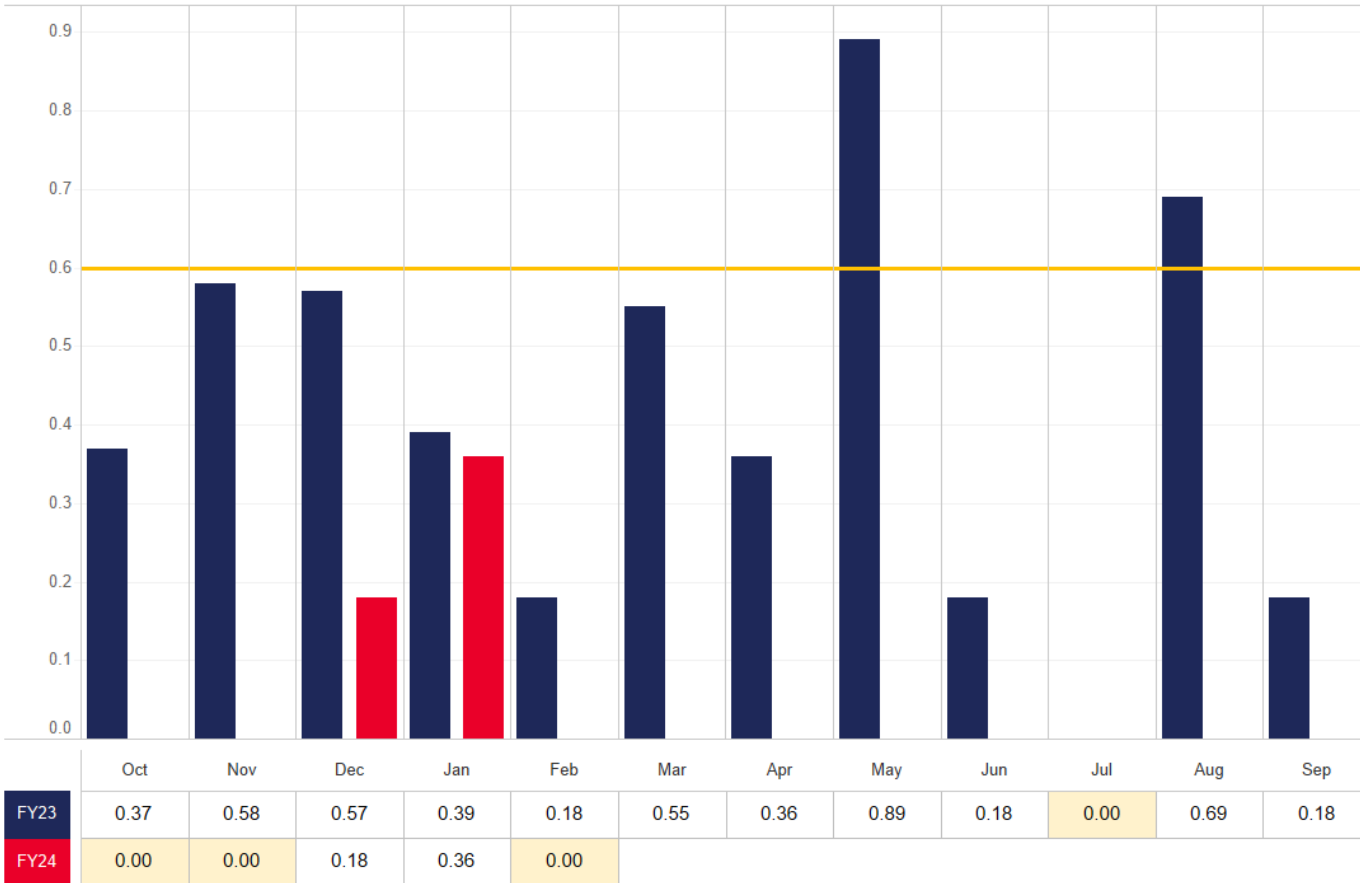
No Collisions



Goal Below 1.20

Fixed Route Bus

Safety Event per 100K Miles



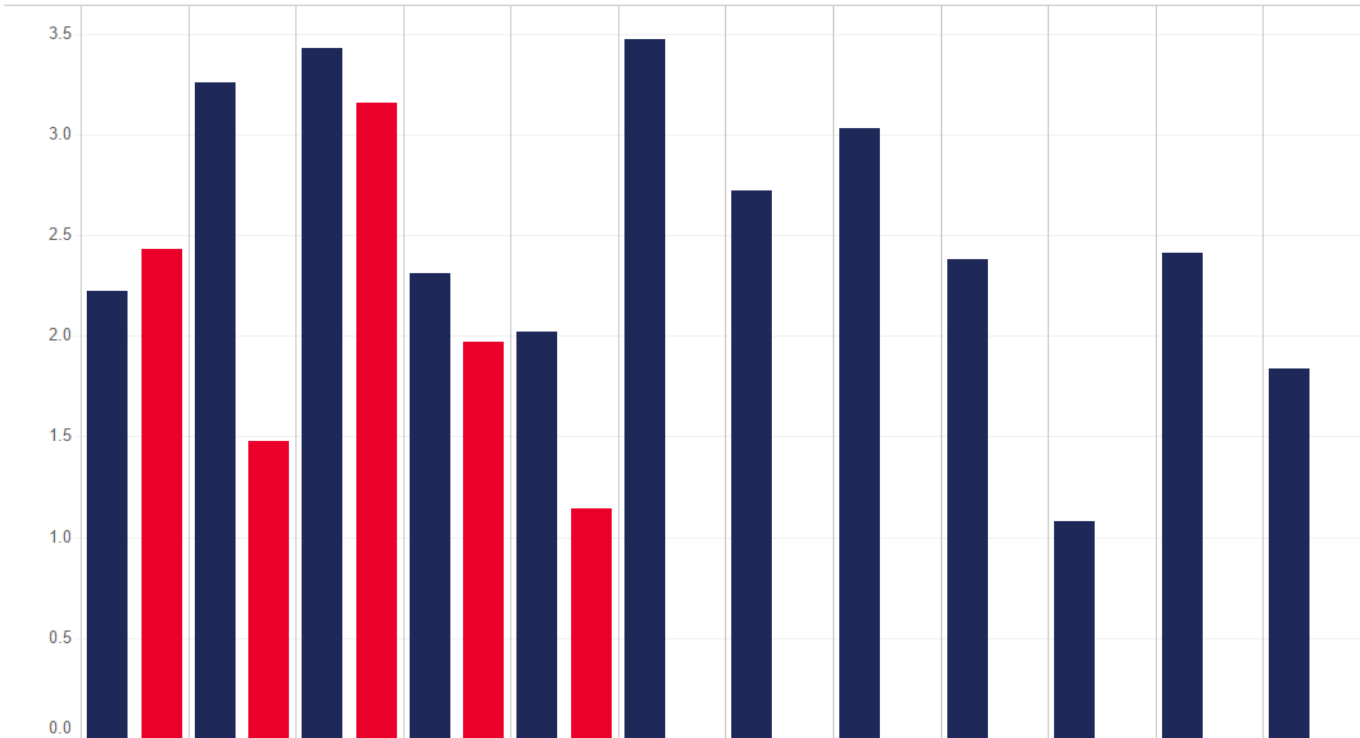
No Collisions



Goal Below 0.60

Fixed Route Bus

Non-Preventable Collisions per 100K Miles



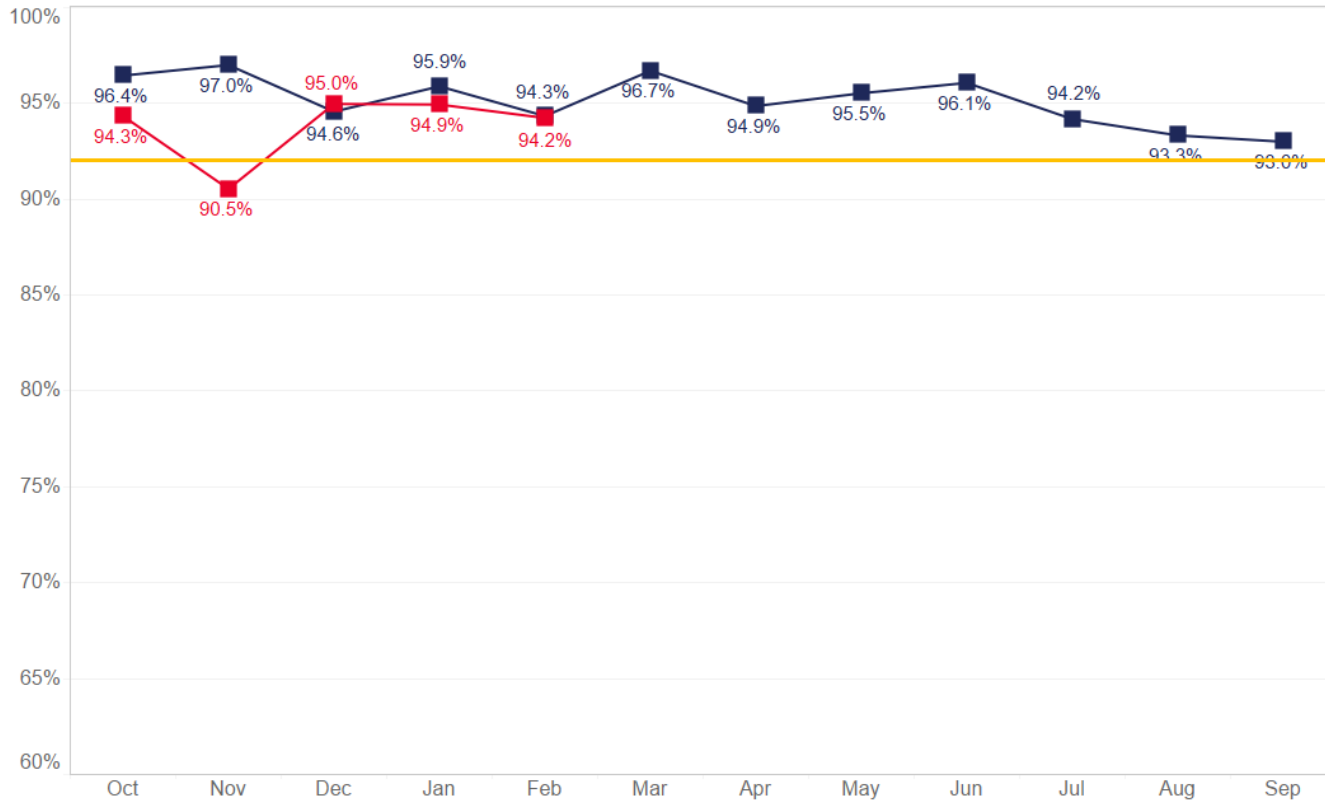
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY23	2.22	3.26	3.43	2.31	2.02	3.47	2.72	3.03	2.38	1.08	2.41	1.84
FY24	2.43	1.48	3.16	1.97	1.14							

No Collisions



ACCESS InHouse

On-Time Performance

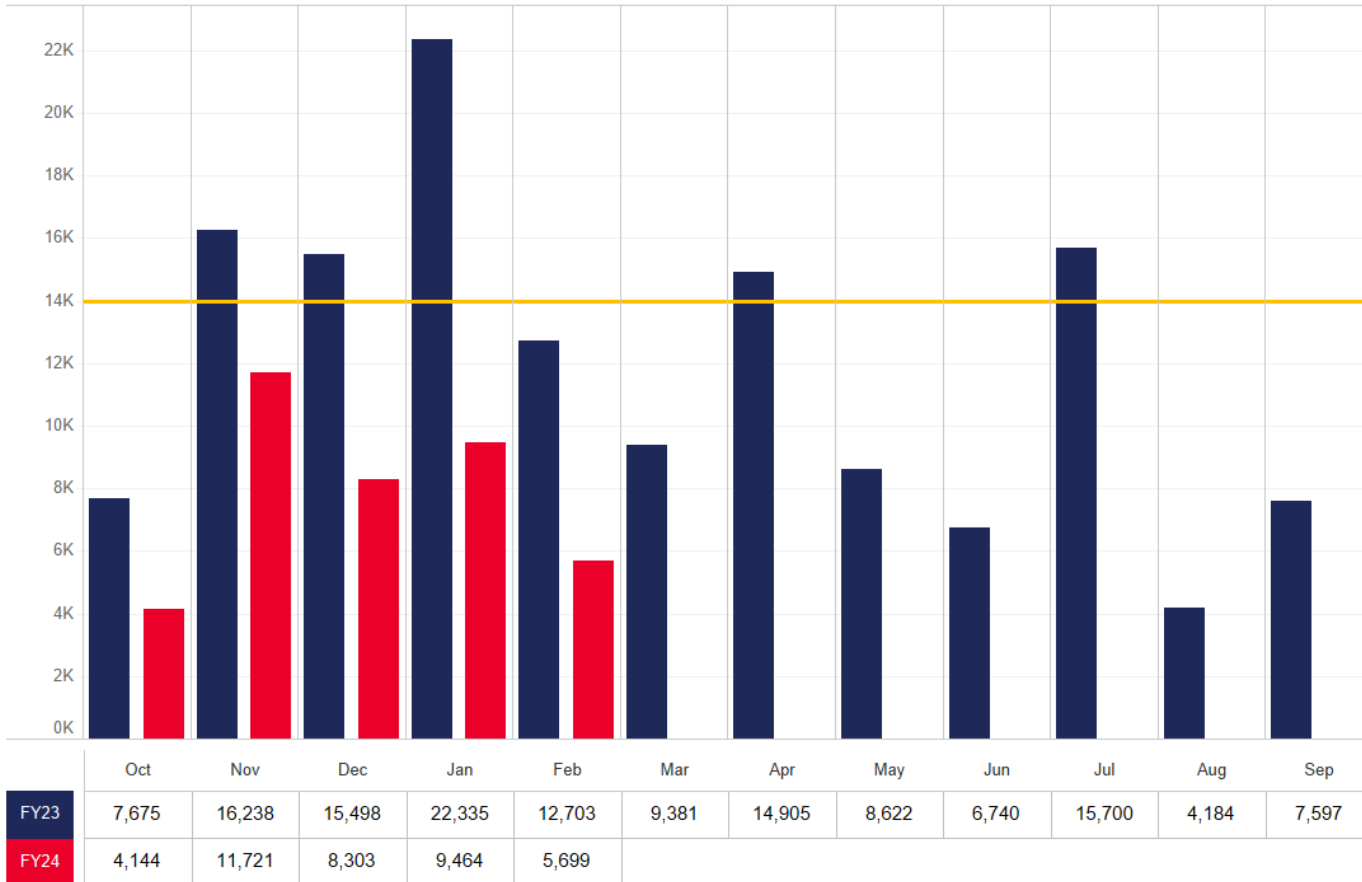


■ FY2023 ■ FY2024 — Goal Above - 92%



ACCESS InHouse

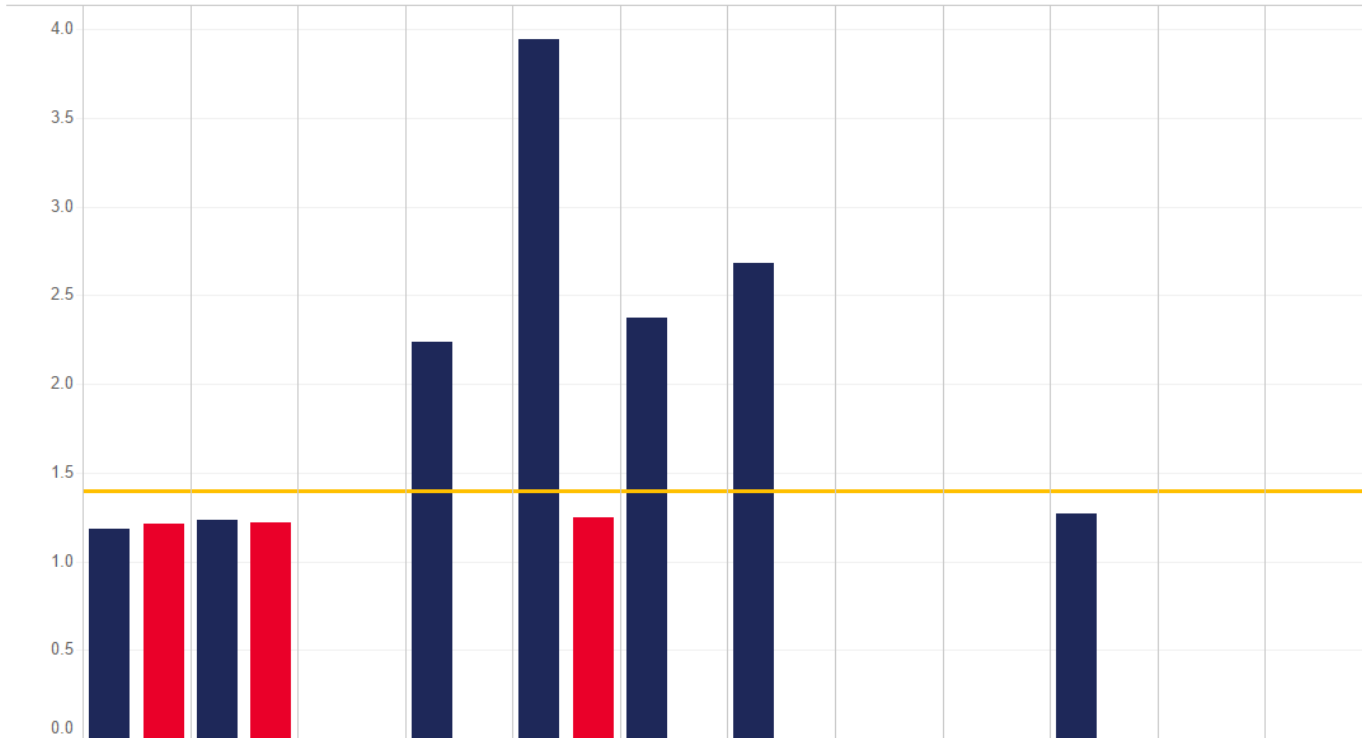
Miles Between Road Calls



Goal Above 14,000

ACCESS InHouse

Preventable Collisions per 100K Miles



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY23	1.18	1.23	0.00	2.24	3.94	2.37	2.68	0.00	0.00	1.27	0.00	0.00
FY24	1.21	1.22	0.00	0.00	1.25							

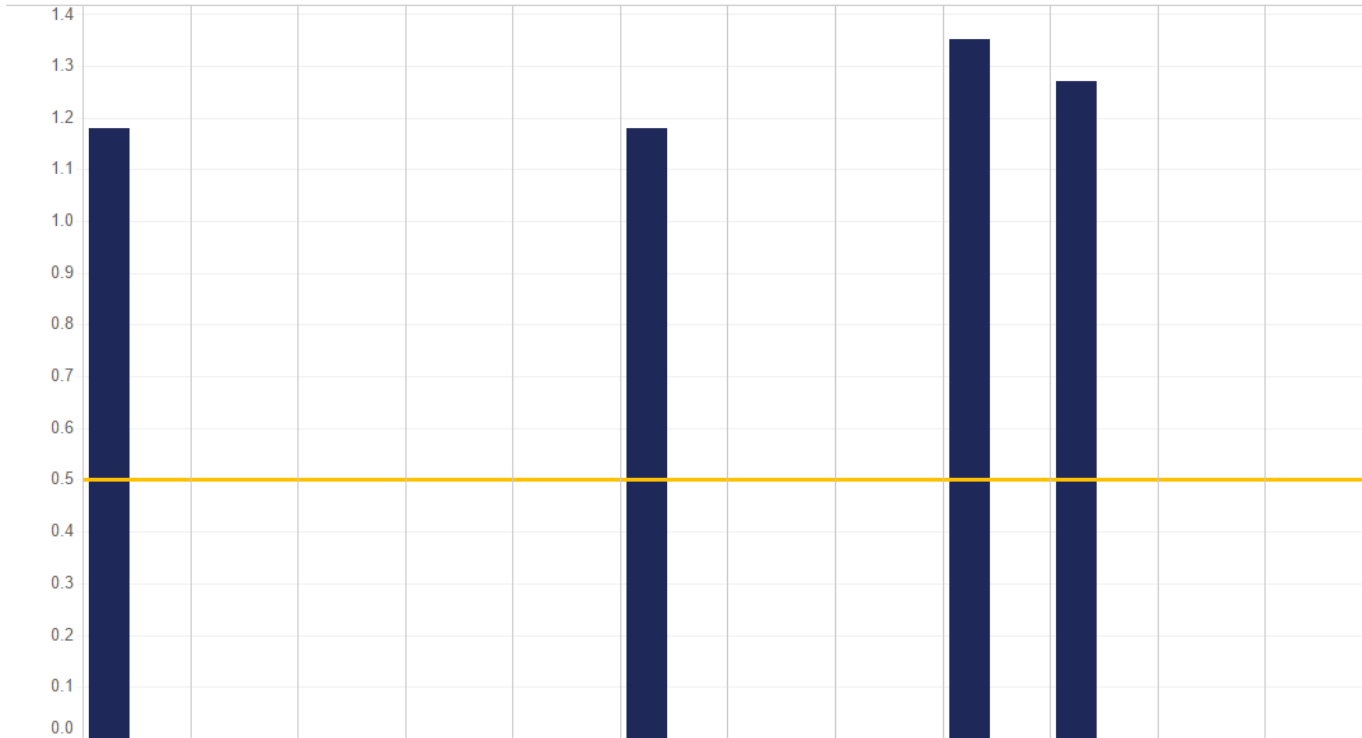
No Collisions



Goal Below 1.40

ACCESS InHouse

Safety Event per 100K Miles



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY23	1.18	0.00	0.00	0.00	0.00	1.18	0.00	0.00	1.35	1.27	0.00	0.00
FY24	0.00	0.00	0.00	0.00	0.00							

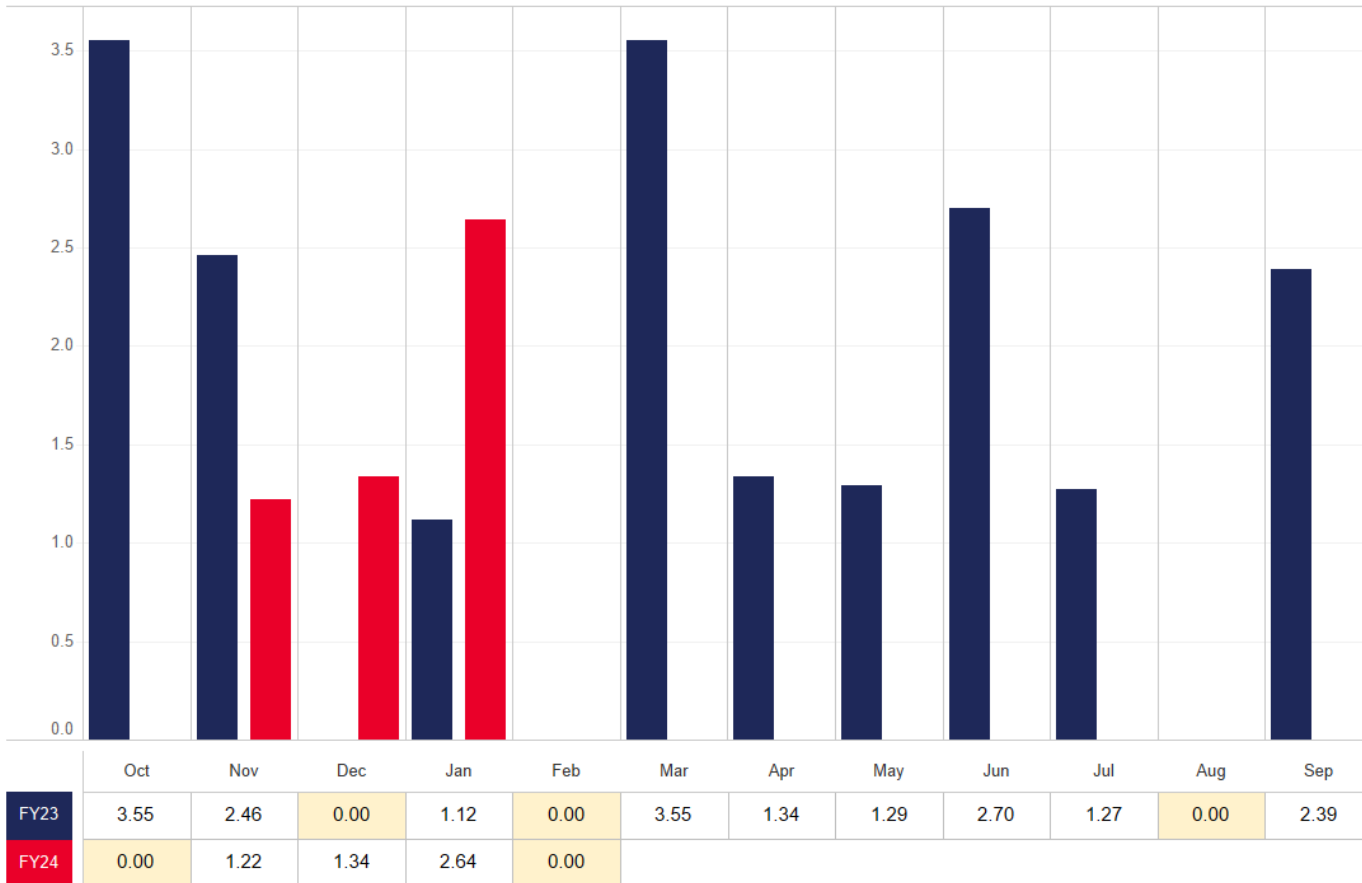
No Collisions



Goal Below 0.50

ACCESS InHouse

Non-Preventable Collisions per 100K Miles

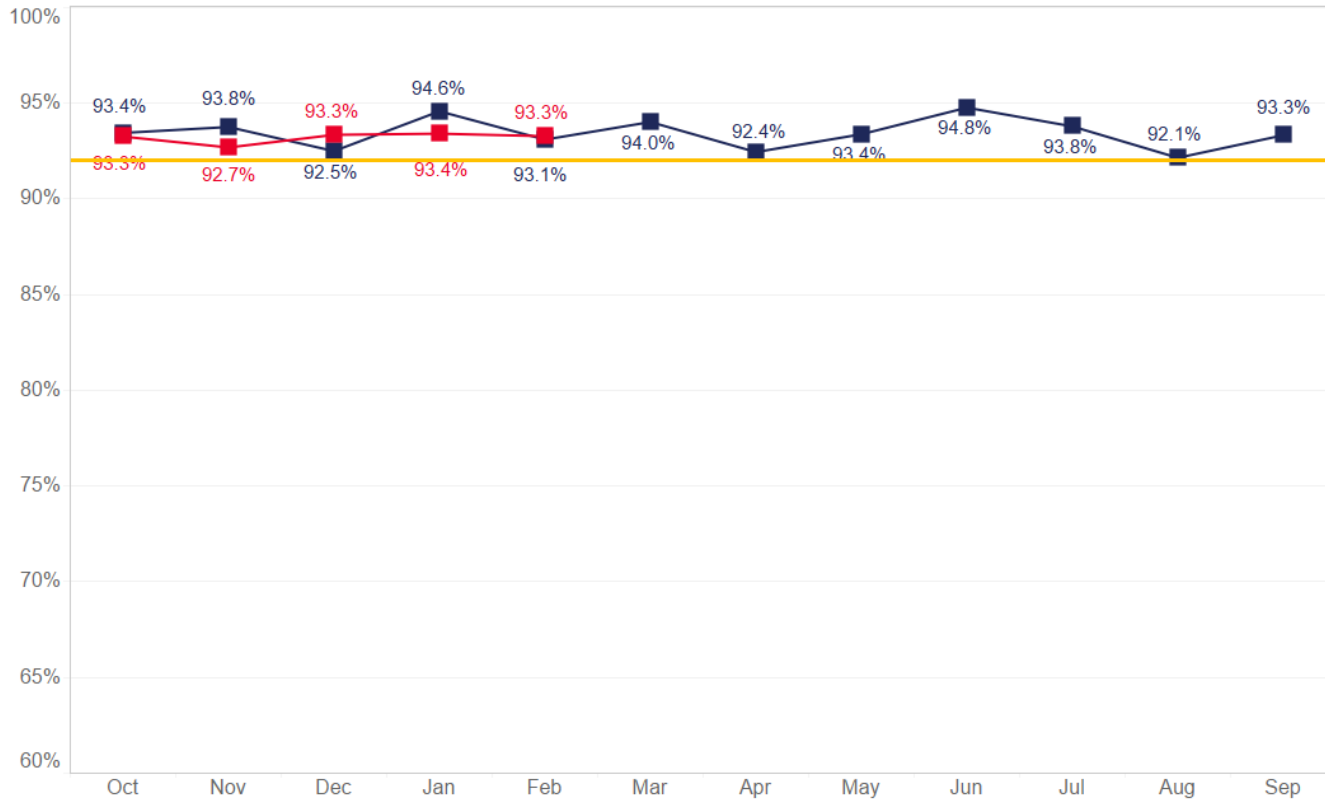


No Collisions



ACCESS Contract

On-Time Performance

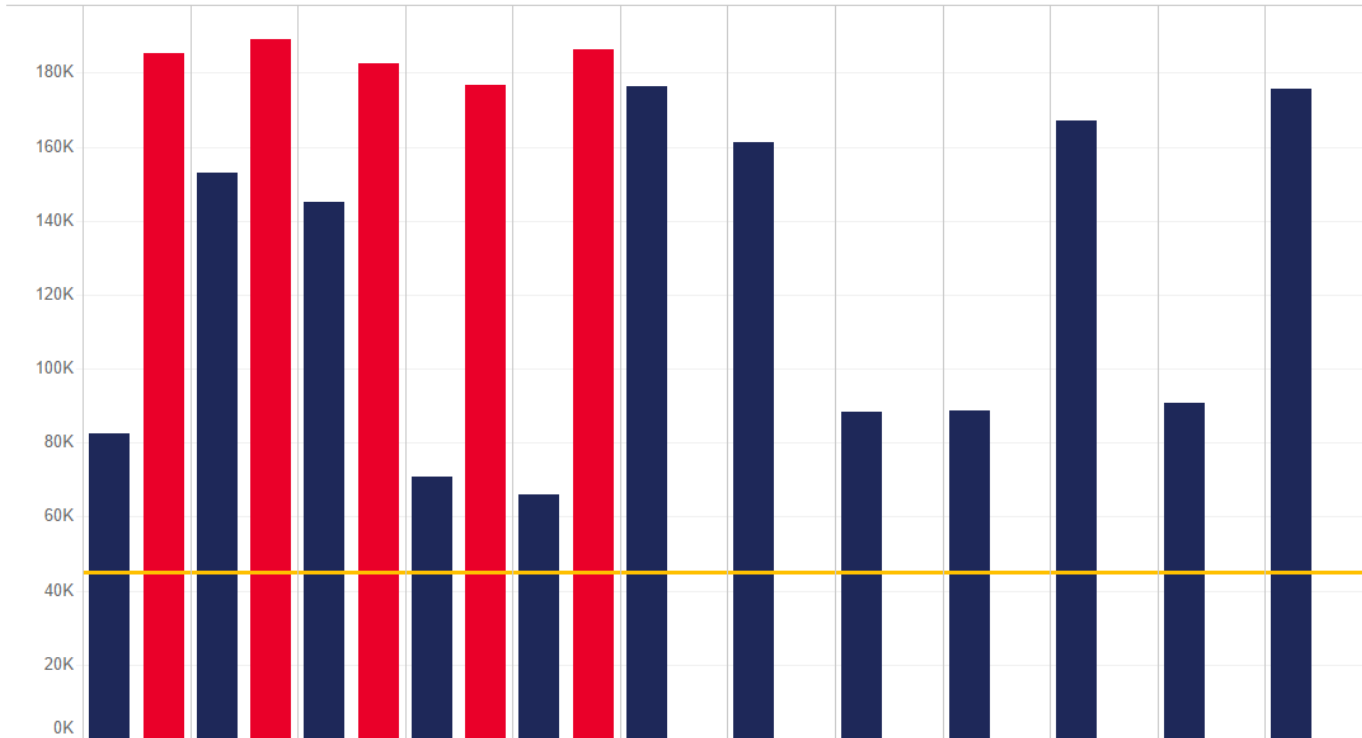


FY2023 FY2024 Goal Above - 92%



ACCESS Contract

Miles Between Road Calls



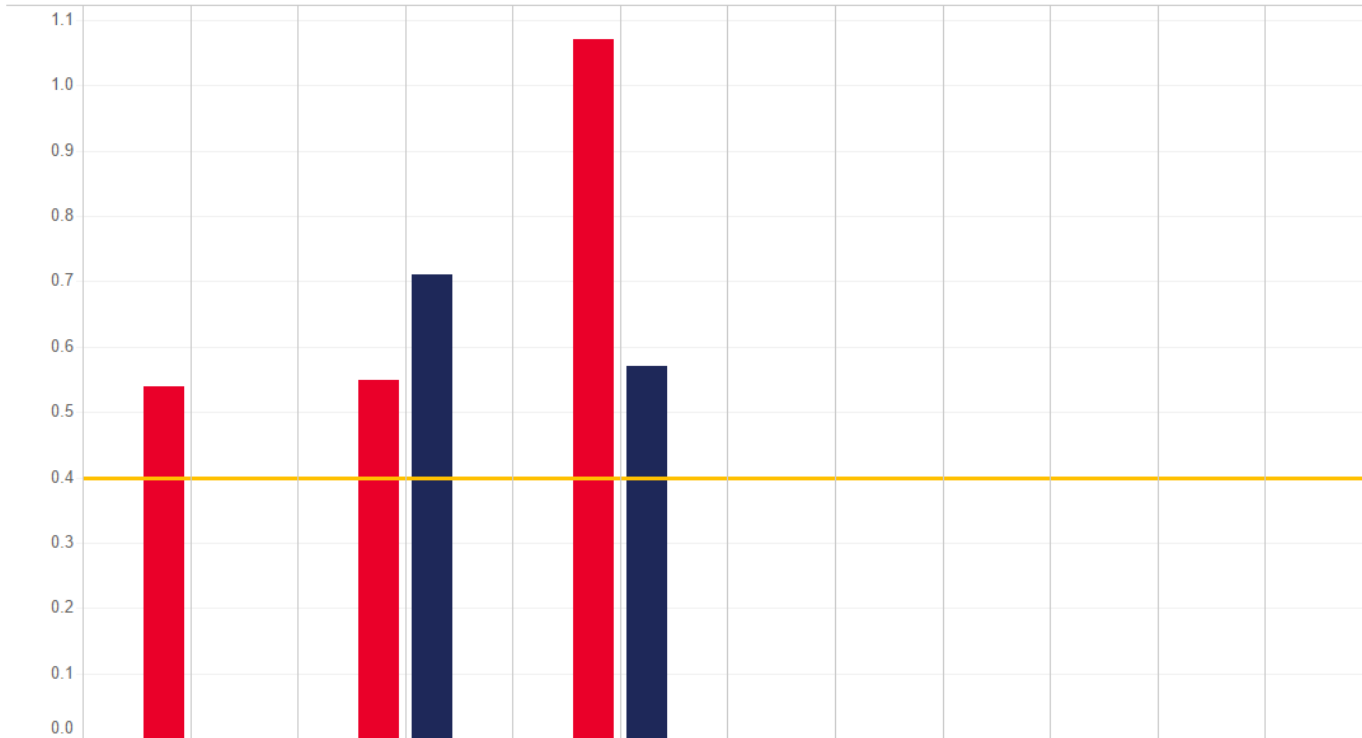
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY23	82,456	152,858	145,258	70,706	65,867	176,489	161,250	88,255	88,847	167,232	90,727	175,808
FY24	185,236	188,930	182,527	176,578	186,206							



Goal Above 45,000

ACCESS Contract

Preventable Collisions per 100K Miles



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY23	0.00	0.00	0.00	0.71	0.00	0.57	0.00	0.00	0.00	0.00	0.00	0.00
FY24	0.54	0.00	0.55	0.00	1.07							

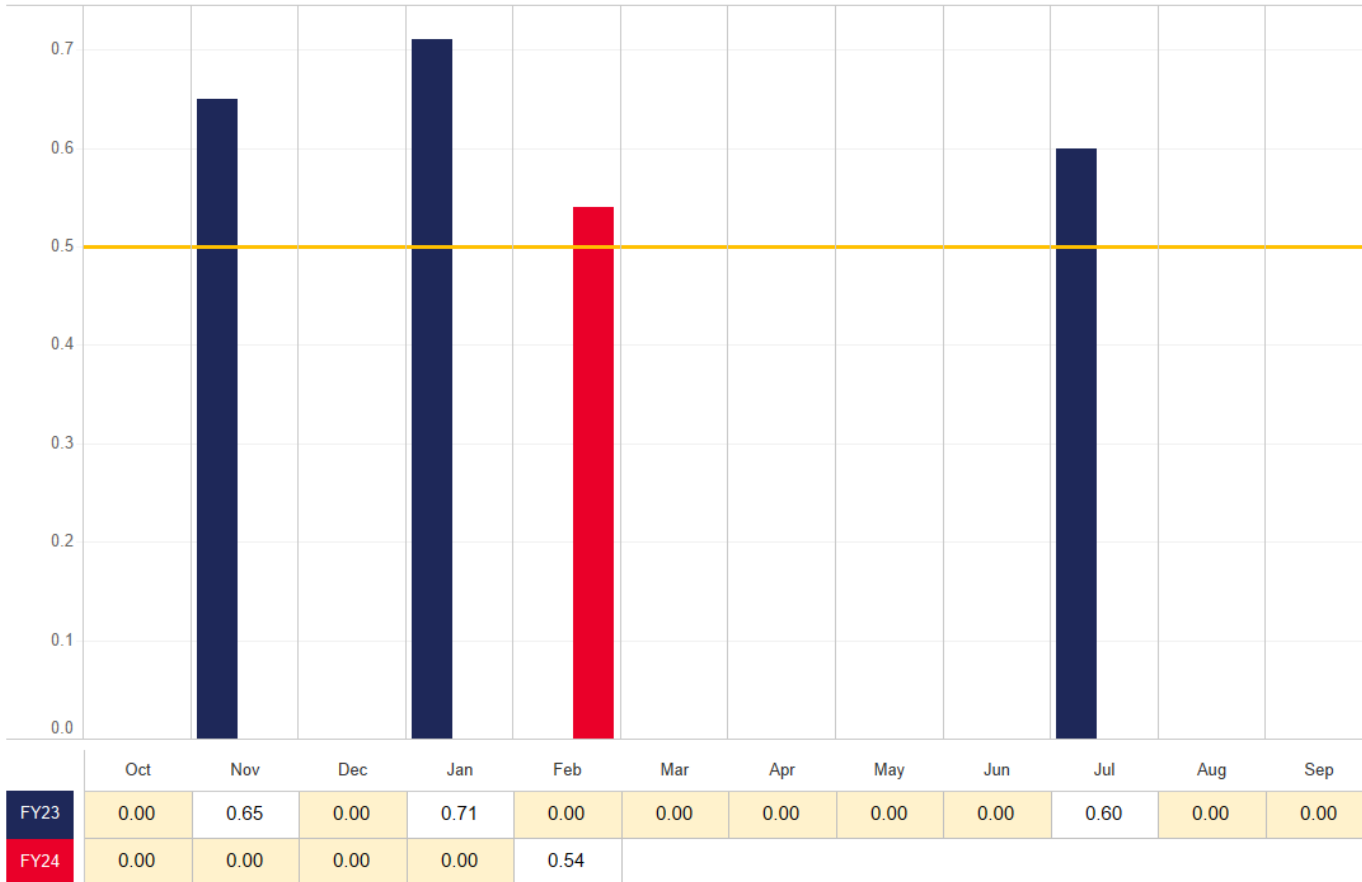
No Collisions



Goal Below 0.40

ACCESS Contract

Safety Event per 100K Miles

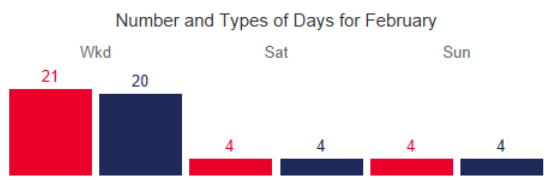
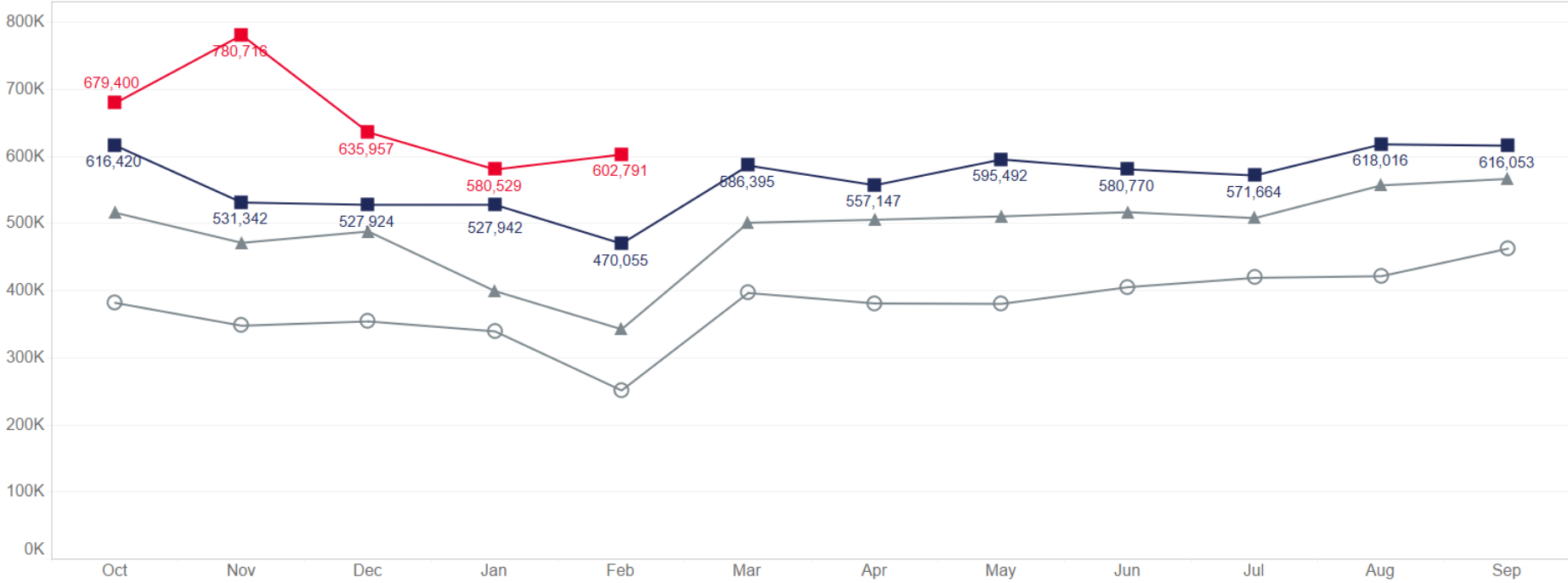


No Collisions



Goal Below 0.50

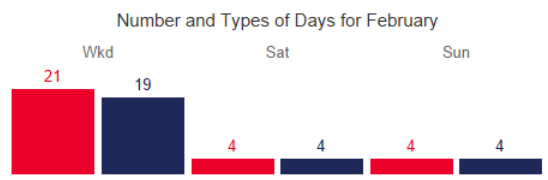
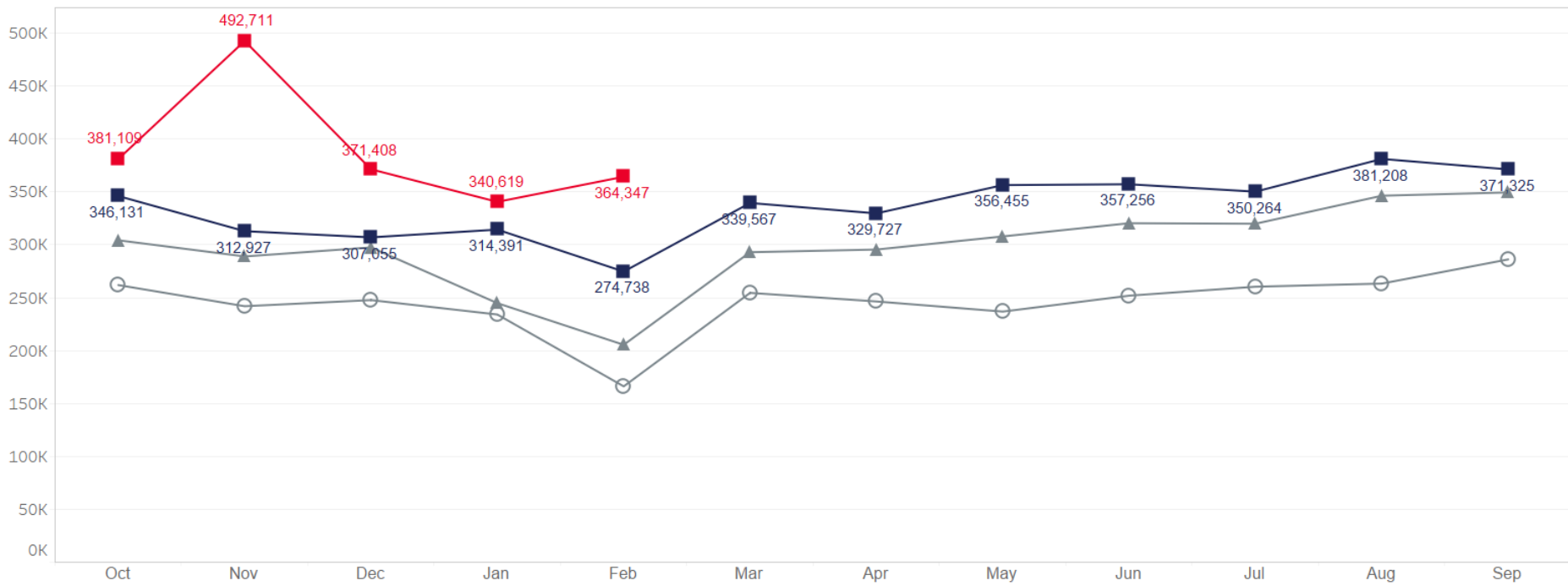
System-wide Monthly Ridership



Fiscal Year Ridership to Date

FY2021	1,674,521
FY2022	2,217,554
FY2023	2,673,683
FY2024	3,279,393

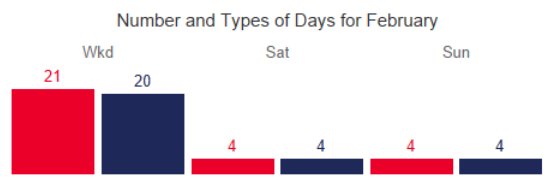
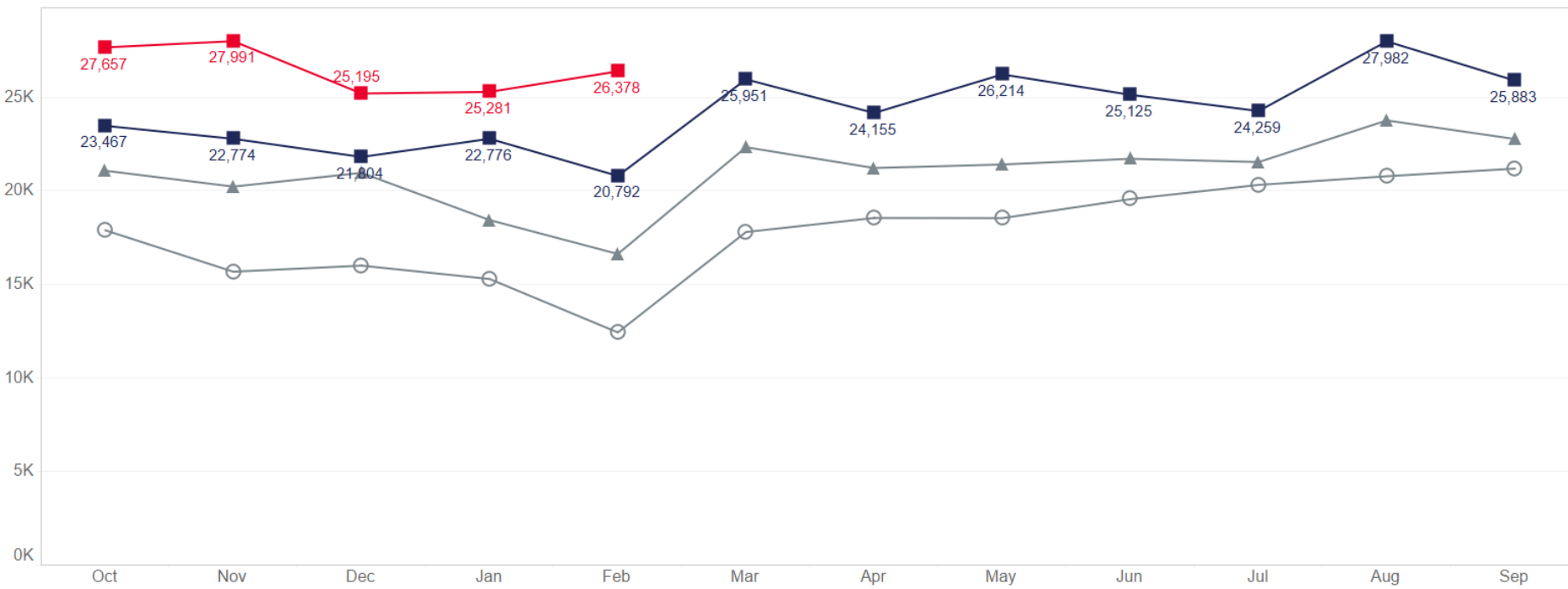
Fixed Route Bus Monthly Ridership



○ FY2021
▲ FY2022
■ FY2023
■ FY2024

Fiscal Year	Ridership
FY2021	1,152,108
FY2022	1,341,282
FY2023	1,555,242
FY2024	1,950,194

ACCESS Combined Monthly Ridership

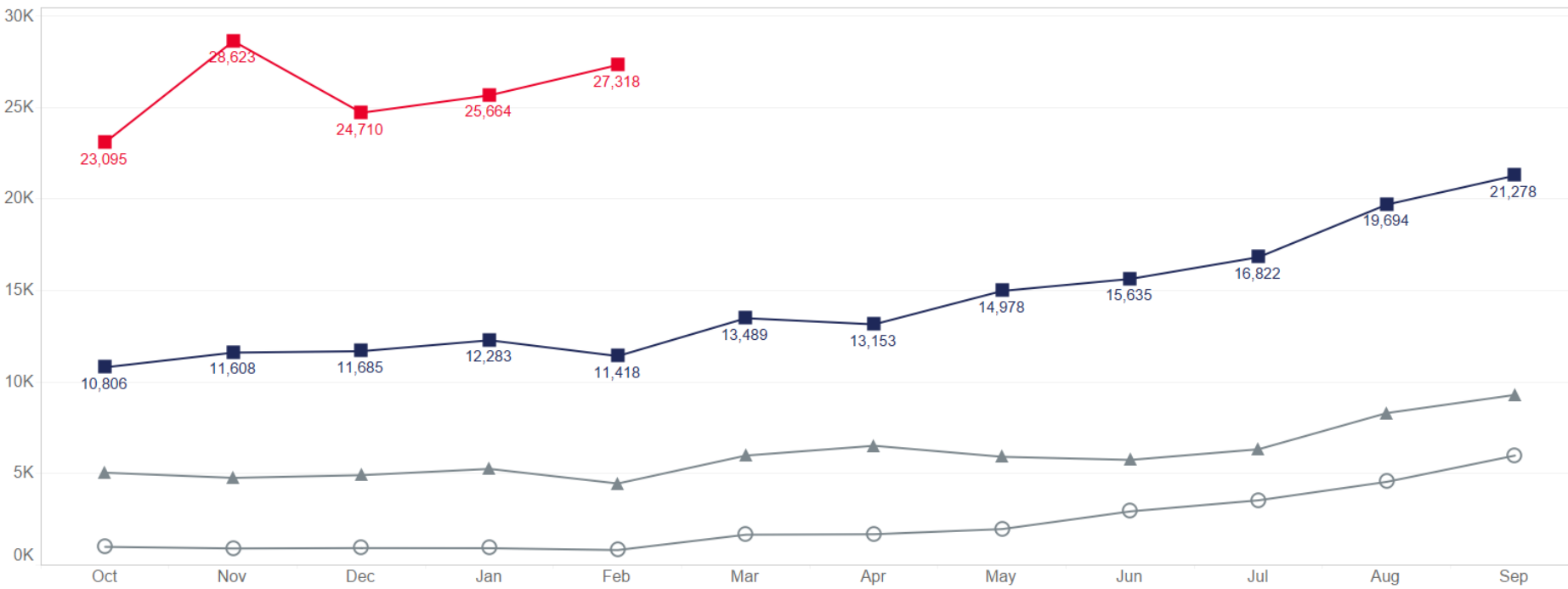


Legend for Fiscal Year Ridership to Date:

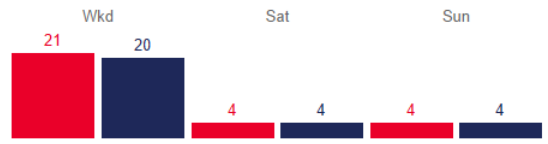
- FY2021 (Circle)
- FY2022 (Triangle)
- FY2023 (Square)
- FY2024 (Square)

Fiscal Year	Ridership
FY2021	77,280
FY2022	97,301
FY2023	111,613
FY2024	132,502

ZIPZONE Monthly Ridership



Number and Types of Days for February

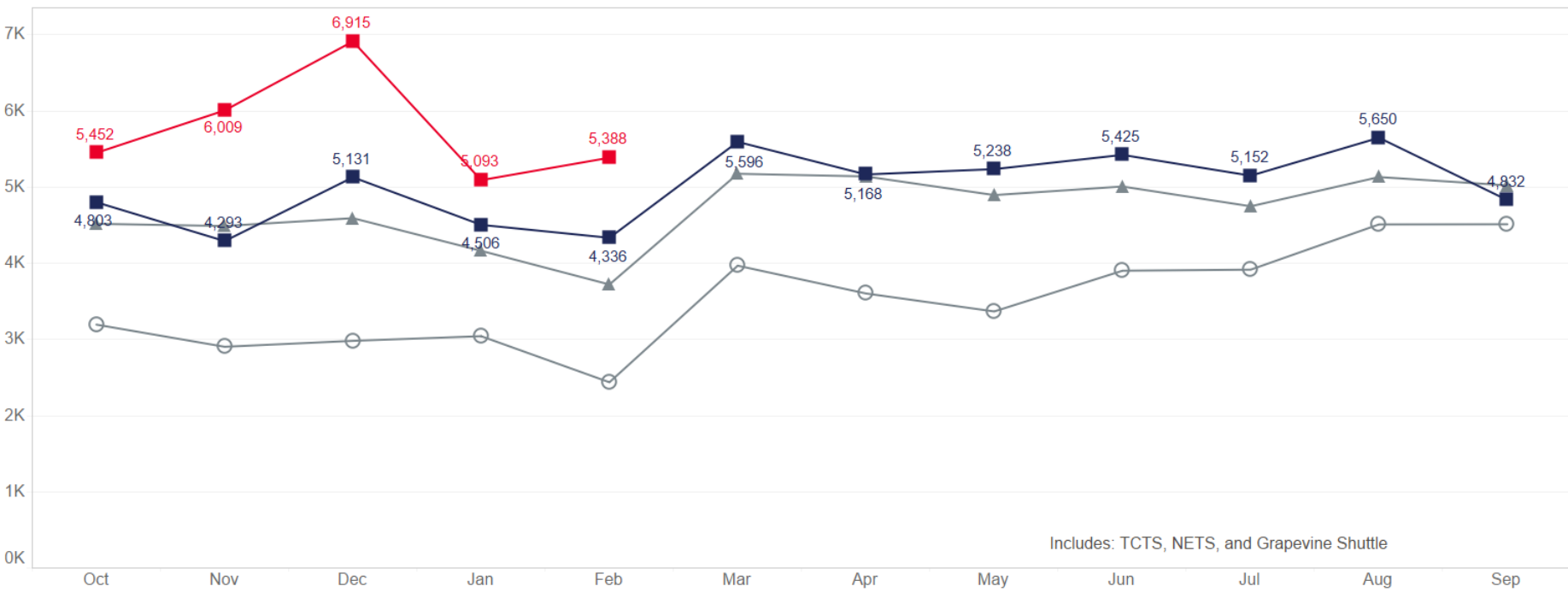


Legend for Fiscal Year Ridership to Date:

- FY2021 (Circle)
- FY2022 (Triangle)
- FY2023 (Square)
- FY2024 (Square)

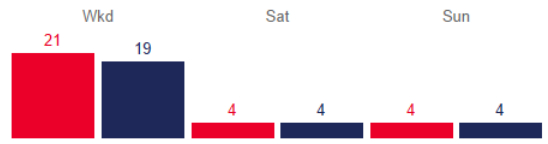
Fiscal Year Ridership to Date	
FY2021	4,582
FY2022	24,444
FY2023	57,800
FY2024	129,410

Other Services Monthly Ridership



Includes: TCTS, NETS, and Grapevine Shuttle

Number and Types of Days for February



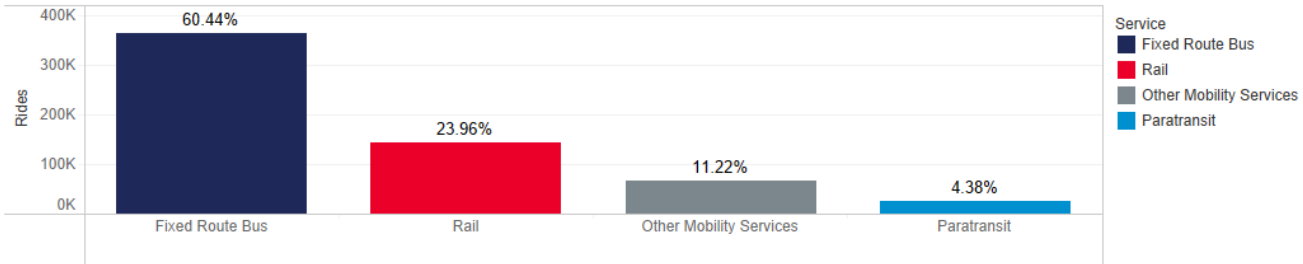
Legend for Fiscal Year Ridership to Date:

- FY2021 (Circle)
- FY2022 (Triangle)
- FY2023 (Square)
- FY2024 (Square)

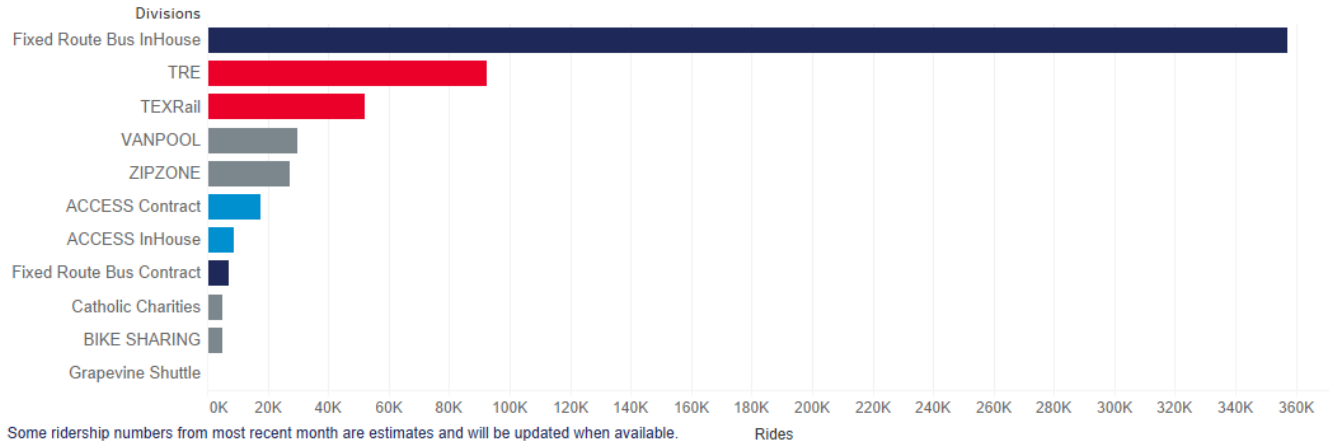
Fiscal Year Ridership to Date	Ridership
FY2021	14,567
FY2022	21,493
FY2023	23,069
FY2024	28,857

Division of Ridership

All Services - February 2024



All Services Detail



BOARD OF DIRECTORS

INFORMATION ITEM

ITEM TITLE

Strategic Engagement/Communications Update

MEETING DATE

April 15, 2024

BACKGROUND

In November 2023, the Trinity Metro Board of Directors approved BA2024-04 for Transit Initiative Communications and Public Relations resulting in a contract with Public Information Associates (PIA) and Dickie+Associates (D+A). Work began in January 2024.

Melissa Chrisman, Vice President of Marketing and Communications will provide an update on project progress from January, February, and March 2024.

RECOMMENDATION

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

STAFF DISPOSITION

EXECUTIVE LEAD*

Melissa Chrisman

DATE

03/29/24



Transit Communications Initiative

Quarterly Report: April 2024

PREPARED FOR

Executive Leadership Team + Board of Directors

Program Background

- Trinity Metro issued an RFP in 2023 to solicit proposals from Communications, Marketing and Public Relations firms to assist with brand identity, messaging, communications and public engagement.
- The Public Information Associates (PIA) and Dickie+Associates (D+A) team was selected in December 2023 and initiated services in January 2024.
- A comprehensive communications and community engagement plan and program was launched in February 2024.

Program Overview: Purpose

The purpose of the Transit Communications Initiative program is to **build support** for the Trinity Metro transportation agency.

By ensuring that the Fort Worth and Tarrant County communities **recognize** and **embrace the value** of the agency and services it offers, the agency will be **better positioned to seek investment** for further growth.

LONG-TERM INPUT PRIORITIES

- Creating brand development and awareness
- Understanding residents' and customers' wants and desires of the transit system
- Obtaining funding support for transit

Program Overview: Goals to Achieve Purpose

- **Build awareness** of the brand, value and services
- **Build loyalty** through assurance of the agency's commitment to recognize and address the needs and desires of the community
- **Build advocacy** with ambassadors and influencers who are committed to the welfare of the community and supporters of public transportation growth and funding to achieve the growth

Program Development: Tasks + Strategic Approach

<p>Task 1 Project Management</p>	<ul style="list-style-type: none"> ○ Bi-weekly strategic meetings conducted with the executive, marketing, community relations and planning teams
<p>Task 2 Evaluation and Analysis</p>	<ul style="list-style-type: none"> ○ Analysis of Strategic Transportation Plan polling data and focus groups ○ Conducting interviews with Trinity Metro staff and front liners
<p>Task 3 Brand Development and Awareness</p>	<ul style="list-style-type: none"> ○ ENGAGE: Learn + Share message development to support the Trinity Metro brand identity, promise and value
<p>Task 4 Community Engagement and Relations</p>	<ul style="list-style-type: none"> ○ Development of virtual and in-person engagement initiatives and community meetings ○ Development of comprehensive database for community relations and outreach ○ Development of website portal for community and stakeholder engagement and input
<p>Task 5 Strategic Communications Planning</p>	<ul style="list-style-type: none"> ○ Development of strategies that <ul style="list-style-type: none"> ○ Build awareness: awareness of the brand voice, promise and value of the agency, the value to the community and awareness of the services ○ Build loyalty: assurance of the brand voice, promise and value of the agency and commitment to recognize and address the needs and desires of the community ○ Build advocacy: ambassadors and influencers of the agency’s voice, promise and value, commitment to the community and supporters of public transportation growth and funding to achieve the growth

Strategic Communications + Public Engagement Planning



Trinity Metro Transit Communications Initiative
Strategic Communications Plan

Feb-Aug 2024 Strategic Communications Plan

BUILDING SUPPORT FOR PUBLIC TRANSPORTATION.....	1
GOALS OF THE COMMUNICATIONS PLAN.....	2
KEY MESSAGES.....	2
BUILDING AWARENESS.....	3
Table 1: Youth/students: matrix data in development.....	5
Table 2: Seniors, Non-car owners, low-income residents: matrix data in development.....	6
BUILDING LOYALTY.....	7
Table 3: Transit customers: matrix data in development.....	9
Table 4: Familiar but not customers: matrix data in development.....	12
BUILDING ADVOCACY.....	13
Table 5: Advocates: matrix data in development.....	14
Table 6: Influencers: matrix data in development.....	15
COMMUNICATIONS INITIATIVES.....	16
COORDINATION OF COMMUNICATIONS WITH EVENTS + INITIATIVES.....	19
STAKEHOLDER + PUBLIC ENGAGEMENT.....	20
MEASUREMENTS + ASSESSMENTS.....	21
CONTACTS.....	22

SUBMITTED BY PUBLIC INFORMATION ASSOCIATES / DICKIE+ASSOCIATES



Trinity Metro Transit Communications Initiative
Stakeholder and Public Engagement Plan

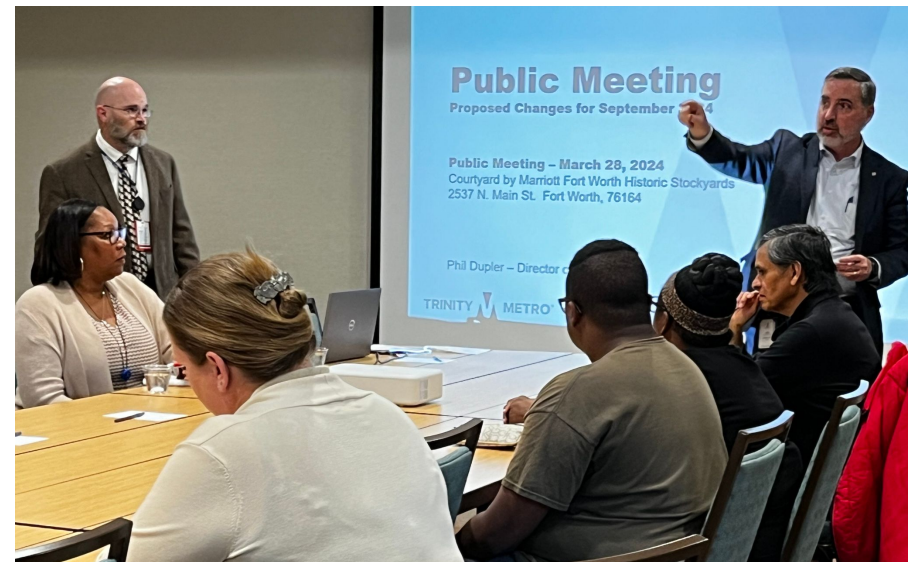
Stakeholder and Public Engagement Plan

PLAN OVERVIEW AND PURPOSE.....	1
PLAN GOALS.....	3
INTEGRATION OF SERVICES UPDATES INPUT.....	4
STAKEHOLDER IDENTIFICATION AND AUDIENCE.....	4
MESSAGING AND INPUT.....	5
EDUCATIONAL AND ENGAGEMENT CHANNELS.....	5
SCHEDULE.....	6
LET'S RIDE! LISTEN+LEARN.....	7
MEASUREMENTS.....	8
CONTACTS.....	9

SUBMITTED BY PUBLIC INFORMATION ASSOCIATES / DICKIE+ASSOCIATES

Customer + Stakeholder Engagement: Canvassing, Digital, In-Person

Month (2024)	Engagement Planning	Engagement Outreach	Engagement Meetings
February	Initial Planning		
March	Initial Planning	Stakeholder + Community Outreach	Service Updates Public Meetings
April	Measurements + Evaluations	Stakeholder + Community Outreach	Service Updates Public Meetings
May	Measurements + Evaluations	Stakeholder + Community Outreach	
June	Measurements + Evaluations	Stakeholder + Community Outreach	Community Meetings
July	Measurements + Evaluations	Stakeholder + Community Outreach	
August	Measurements + Evaluations	Stakeholder + Community Outreach	Community Meetings
September	Measurements + Evaluations	Stakeholder + Community Outreach	
October	Measurements + Evaluations	Stakeholder + Community Outreach	
November		Stakeholder + Community Outreach	
December		Stakeholder + Community Outreach	



Customer + Stakeholder Engagement: Canvassing, Digital, In-Person

Comprehensive Database for Community Relations and Outreach				
Region	Kind	Number	Purpose	Contact Method
Fort Worth, Tarrant County, North Texas	Community events	37	Opportunity to distribute information for public + community meetings	Phone, email, digital and printed flyer distribution
Neighborhoods affected by proposed September 2024 service changes	Community/non-profit organization, community centers, libraries, faith-based, neighborhood associations, schools, businesses, senior centers, elected and public officials	109	Outreach for Service Updates public meetings	Phone, email, digital and printed flyer distribution, social media
Fort Worth, Tarrant County	Community/non-profit organization, community centers, libraries, faith-based, neighborhood associations, schools, businesses, senior centers, elected and public officials	In development	Outreach for community meetings + engagement	Phone, email, digital and printed flyer distribution, social media, public relations

Customer + Stakeholder Engagement: [Ridetrinitymetro-engage.org](https://ridetrinitymetro-engage.org)

Launched Mar 25, 2024

Learn + Share Information

- Public meetings
- Community meetings
- Share comments, ideas, concerns
- Tell us what you need
- Transit ambassadors profiles
- Customer stories

The screenshot shows the website's navigation bar with links for Home, Community, Service Updates, New Services, Your Transit Services, and SHARE Your Story. A 'Log In / Join' button and a search icon are also present. The main header reads 'ENGAGE | LEARN+SHARE'. Below this, the 'Opportunities to ENGAGE' section is highlighted with a red circle and pointed to by a red arrow. This section includes a 'Learn + Share:' list with items like 'Join us at our upcoming public meetings' and 'Share your concerns', followed by the text 'We're listening, and we hope you'll join us!'. To the right, there are three columns: 'ENGAGE with Trinity Metro' (with a photo of people), 'The Community' (with a photo of a bus), 'Service Updates' (with a photo of a train), and 'New Services' (with a photo of a train). Each of these columns has a 'Learn more >' link at the bottom. The footer contains social media icons for Facebook, Instagram, LinkedIn, X, and YouTube.

Customer + Stakeholder Engagement: [Ridetrinitymetro-engage.org](https://ridetrinitymetro-engage.org)

Launched Mar 25, 2024

The Information Tools

- Meeting schedules
- Service schedules
- Presentations
- Let's Talk conversation forum
- Quick Polls
- Share Your Story survey
- Share Your Experience
- Customer stories (in development)
- Video stories (in development)

Public Meetings

LEARN about proposed bus route and fare changes. SHARE your questions and concerns.

- Thursday March 28, 2024 6:00 pm to 7:30 pm**
LEARN about proposed changes to Route 45
Courtyard by Marriott Fort Worth Historic Stockyards
2537 N. Main St., Fort Worth, 76164
- Wednesday, April 03, 2024 6:00 pm to 7:30 pm**
LEARN about proposed changes to Route 28
William McDonald YMCA
2701 Moresby St., Fort Worth, 76105
- Thursday April 04, 2024 12:00 pm to 1:30 pm**
LEARN about proposed changes to Routes 5, 23 and 66
Fort Worth Central Station
1001 Jones St., Fort Worth, 76102

2024-2025 Timeline

New Services + Launches Coming in 2024-2025

- Fort Worth TAP Station**
New signage, wayfinding and pedestrian improvements
- Trinity Lakes Station**
Grand opening and ribbon cutting
- Route 15**
Rebrand launch with new buses and a western experience
- Mansfield ZIPZONE service**
New service launch
- Trinity Metro On-Demand**
Launch of rideshare and paratransit services
- Bus Routes, On-Demand changes and fares service**
Service updates
- Downtown Route**
Downtown bus rebrand to replace Molly the Trolley
- Trinity Metro BIKES**
Launch, replacing Fort Worth Bike Sharing
- Alliance EXPRESS Bus Route**
Bus route from Southeast Fort Worth to Alliance with guaranteed on-time service or it's free

LEARN + SHARE

SERVICE CHANGES & FARE UPDATES IN YOUR NEIGHBORHOOD

Proposed Service Changes

Public Meeting Presentation

[View the presentation >](#)

APRENDE + COMPARTE

CAMBIO EN EL SERVICIO Y ACTUALIZACIONES DE TAREAS EN SU VELOCIDAD

Cambios de servicio propuestos

Esta presentación se publicará el 1 de abril de 2024.

Let's Talk!

Tell us what you like, what you want, what you don't like.

Add Comment

Screen name *

Email address

ZIP Code

I would like to be notified by email of new projects that match my interests

Your Comment

Quick Poll

How do you use Trinity Metro?

- I ride the bus.
- I ride the train.
- I ride the bus and train.
- I ride ZIPZONE.
- I ride ACCESS paratransit.
- I ride Fort Worth Bike Sharing

Tell Your Story

Tell us how you use transit services

How often do you use Trinity Metro services? Required

What was the primary reason you started using Trinity Metro services? Required

How often have you used any form of public transit in the last year? Required

Meet Your Transit Ambassadors

From the Executive Leadership Team to our on-the-street operators, we welcome you into our transit family.

Meet a few of your transit ambassadors, including our bus operators, train conductors, customer service representatives and our team of ENVOYS who spend their days traveling around the area, talking with riders and providing assistance to our customers.

Share Your Experience

SHARE a favorite experience about a transit ambassador

0 contributions so far



Transit Communications Initiative

Quarterly Report: April 2024

PREPARED BY

Public Information Associates and Dickie+Associates

BOARD OF DIRECTORS

INFORMATION ITEM

ITEM TITLE

Marketing and Communications Report - Paid Media in March

MEETING DATE

April 15, 2024

BACKGROUND

Melissa Chrisman, Vice President of Marketing and Communications will review paid media/advertising efforts from the month of March 2024.

RECOMMENDATION

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

STAFF DISPOSITION

EXECUTIVE LEAD*

Melissa Chrisman

DATE

03/31/24

March 2024 Advertising

Glenn C. Miller, Director of Marketing

GENERAL RIDERSHIP

40th Anniversary Savings Continue

New March anniversary incentive for 40% off a local 31-day pass to drive ridership and GoPass downloads/usage

March 1-31

- Paid social media
- Digital (streaming/pre-roll video)

All assets translated into Spanish for placement on Telemundo Connected TV and digital display ads



GENERAL RIDERSHIP

Fort Worth Weekly

- Print Ad



TIME-SAVING MULTITASKERS

Love
TRINITY METRO

It's tough to text, read, work and nap when you're driving a car. But on Trinity Metro, it's easy! Just step aboard a bus, train or rideshare van to start getting stuff done – while you get around town. Plan a more productive trip now at RIDETRINITYMETRO.org.

TEXRail | ZIPZONE | TRE **Bus**

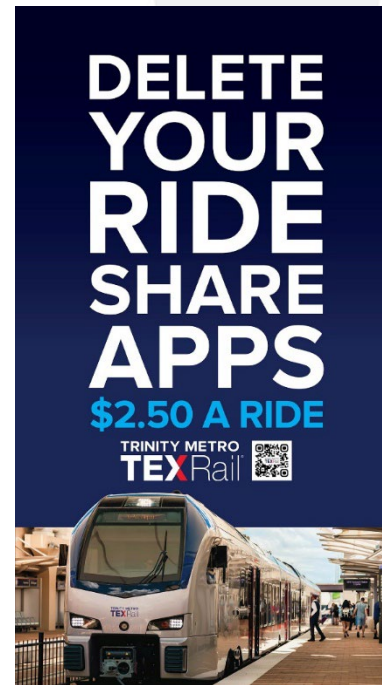
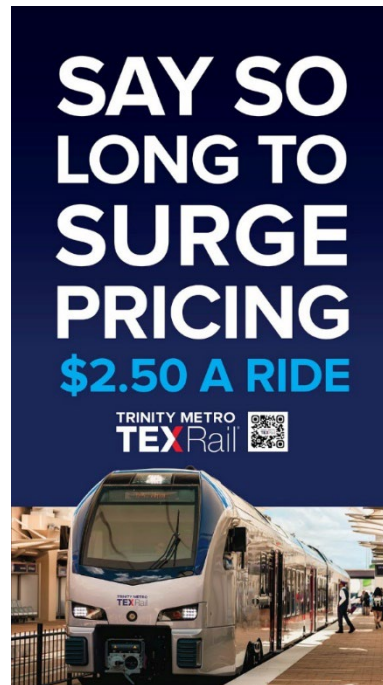
TRINITY  METRO®

TEXRAIL LONG-TERM PARKING

Spring Break air travel

March 1-31

- Airport terminal ads
 - Say So Long to Surge Pricing
 - Delete Your Rideshare Apps
 - \$2.50 A Ride
- CultureMap Promo Email (March 6)
 - Park and Save with Trinity Metro TEXRail
- Paid social media
 - Start Spring Break the super simple way, with traffic-free rides to DFW Airport, and \$5/day parking at most TEXRail stations!

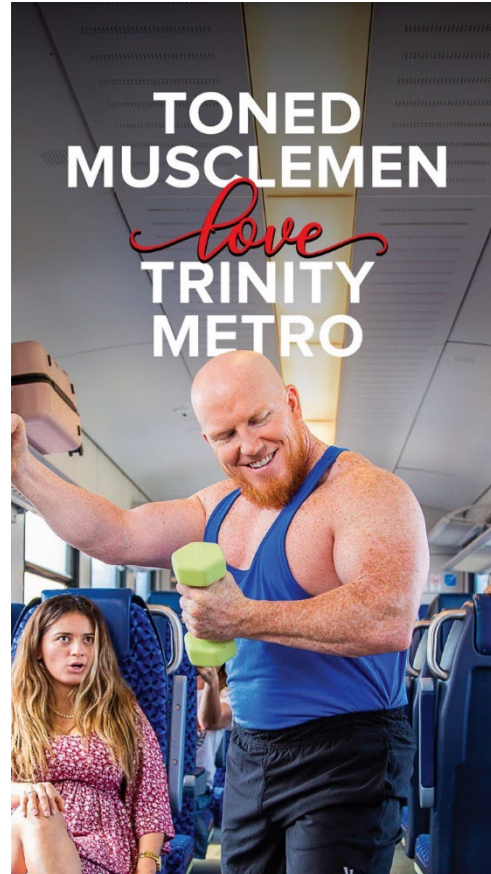


TEXRAIL RIDERSHIP

General awareness

March 1-31

- CultureMap Fort Worth
 - Daily Digest emails
 - Website



SOUTHSIDE ZIPZONE

Spring Break Ridership to Fort Worth Zoo and Fort Worth Botanic Garden

- Paid social media March 6-15
- Linked to custom landing page (<https://ridetrinitymetro.org/ziptozoo/>) featuring direct link to GoPass mobile app for purchasing tickets

Message:

Get in touch with nature without touching a steering wheel! Ride ZIPZONE round-trip to the Fort Worth Zoo or Botanic Garden for just \$5. Zip into Spring Break with easy, affordable rides.

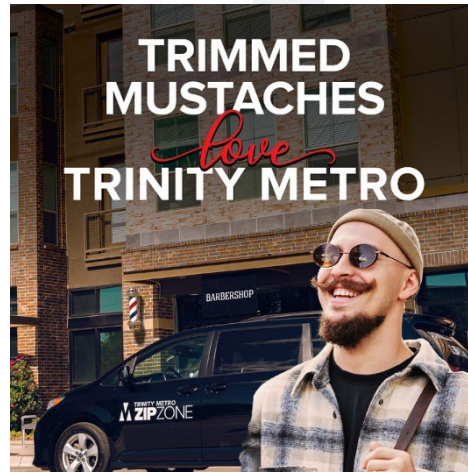
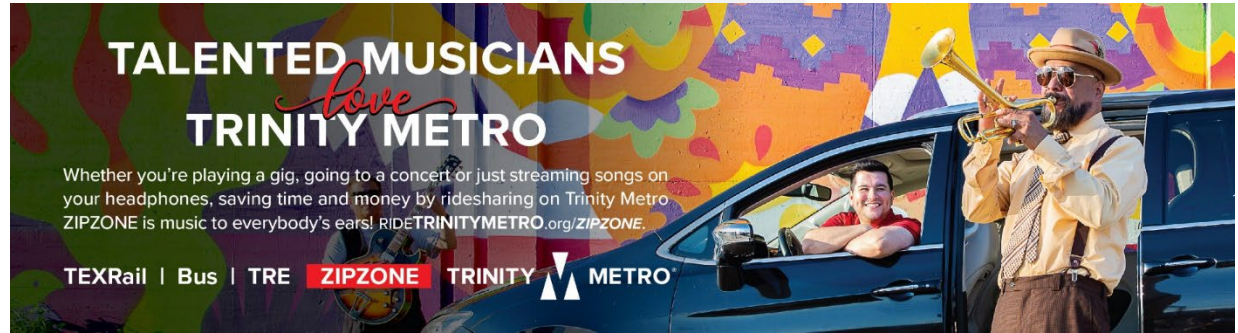


ZIPZONE

General awareness

March 1-31

- Fort Worth Weekly
 - Print
 - Website
 - Homepage feature
 - E-newsletter ads (Tuesdays)



SOUTH TARRANT ZIPZONE

Forest Hill Expansion

- Paid social media

Message:

More ZIPZONE to love! The Southeast ZIPZONE is now expanded to Forest Hill so you can request a ride to even more places.

City provides reimbursement



GOPASS

Ongoing promotion of mobile ticketing app to generate downloads and usage

Free Hand? Anytime, Anywhere

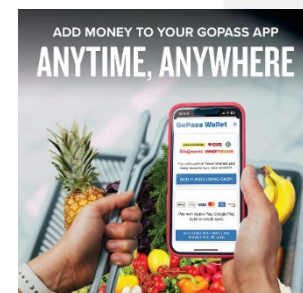
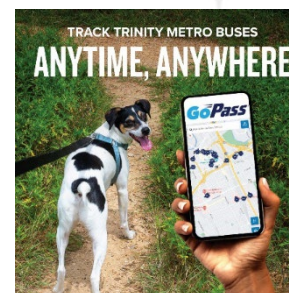
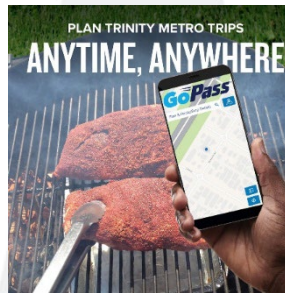
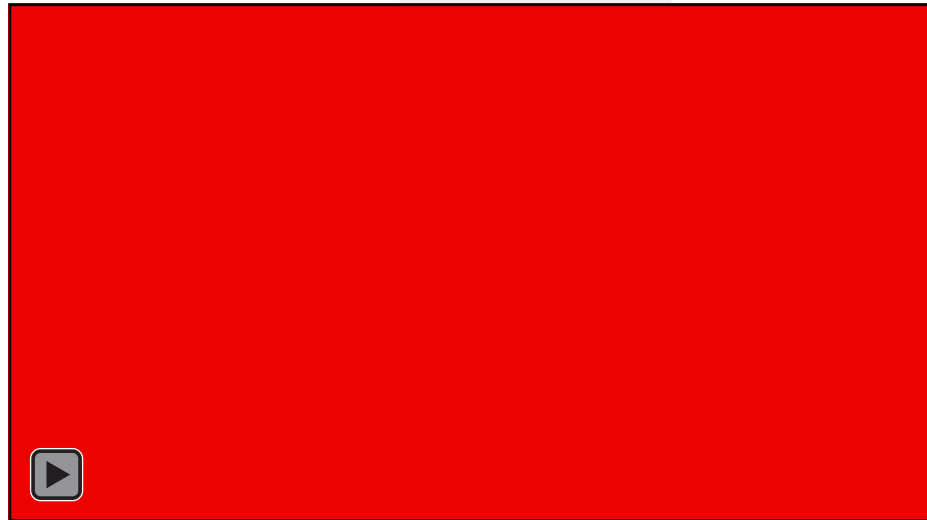
Plan, Buy, Track and Reload campaign

March 1-31

Rotation of four creative executions

- Paid social media
- Digital (streaming/pre-roll video)

Translated into Spanish for use on Telemundo



TCC

Ridership growth

March

The Collegian


- Print
- Website/Pop-ups

FROM WEEKDAY CLASSES
TO WEEKEND FLIGHTS
ON US

↑ DFW Terminals

Planning for Spring Break? Pack your TCC student ID for a FREE ride to the airport with Trinity Metro! Students ride free in Tarrant County on all Trinity Metro buses, ZIPZONE, TEXRail, plus TRE to CentrePort Station.

Learn more at RIDETRINITYMETRO.org/TCC.

TRINITY  METRO®

FROM THE SCIENCE LAB
TO THE SCIENCE MUSEUM

FOR FREE

TRINITY METRO®

FROM THE LIBRARY
TO THE LIONS

FOR \$0

TRINITY METRO®

Questions?

BOARD OF DIRECTORS

INFORMATION ITEM

ITEM TITLE

Community Engagement Report

MEETING DATE

April 15, 2024

BACKGROUND

Detra Whitmore, Vice President of Community Engagement will review the call center and customer feedback statistics.

RECOMMENDATION

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

STAFF DISPOSITION

EXECUTIVE LEAD*

Detra Whitmore

DATE

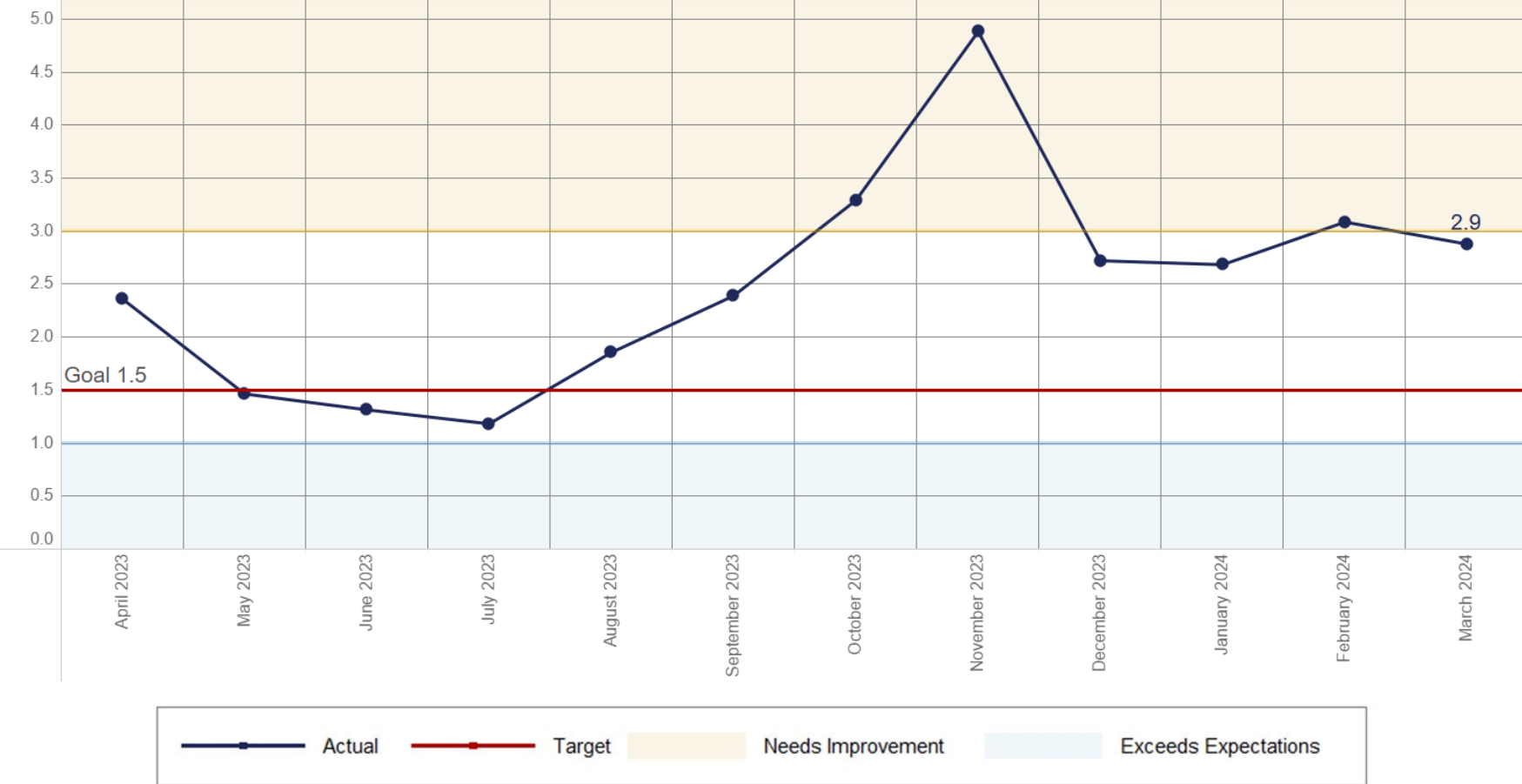
04/04/24

Community Engagement April 2024

Detra Whitmore, PMP
Vice President of Community Engagement/
Diversity, Equity Inclusion Officer



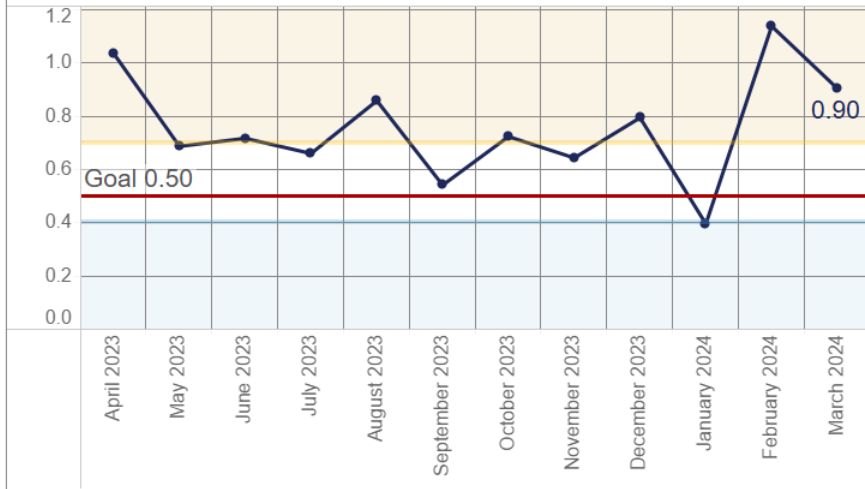
Customer Call Average Wait Time (Minutes)



Valid Complaints by Mode

Valid Complaints per 1k Boardings

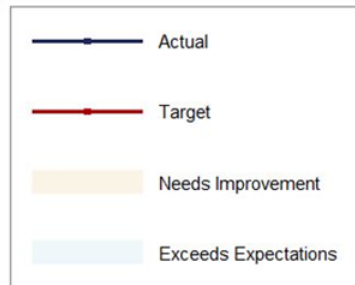
ACCESS



ACCESS

Type of Complaints / Issues

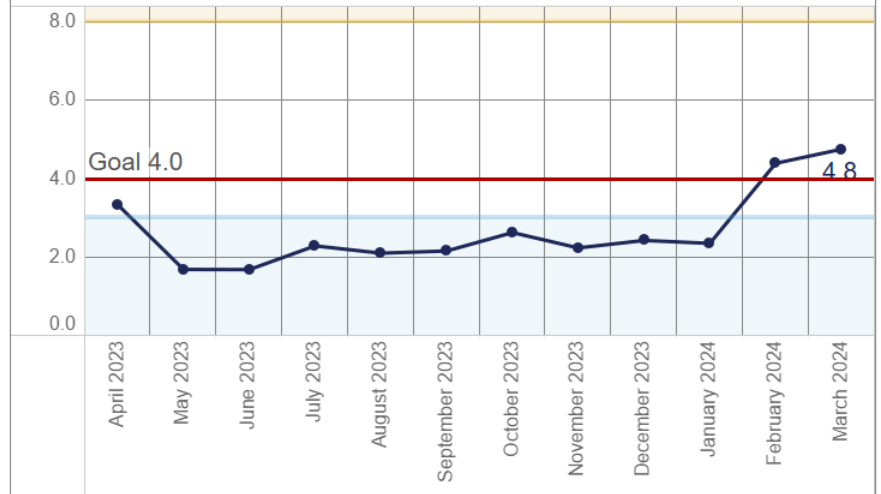
- Passenger Safety
- Operator Late
- Ride-around



- Fixed Route
Type of Complaints / Issues
- Missed Trip
 - Late
 - Passed-by

Valid Complaints per 100k Boardings

Fixed Route



BOARD OF DIRECTORS

INFORMATION ITEM

ITEM TITLE

Community Engagement Report - Transit Envoy Program

MEETING DATE

April 15, 2024

BACKGROUND

La'Nora Kimbrough, Community Engagement Program Manager will report on the Transit Envoy program and upcoming events in the community.

RECOMMENDATION

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

STAFF DISPOSITION

EXECUTIVE LEAD*

Detra Whitmore

DATE

04/04/24

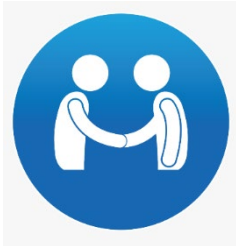
Community Engagement Transit Envoys

La’Nora Kimbrough
Community Engagement Program Manager



Working Together in Our Community

Engaging by the numbers 2nd Quarter 2024



28,612

Customer
Contacts



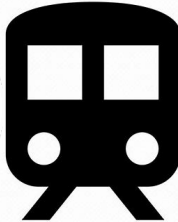
34

Special Events/
Career Day



39

Ride Along



14

Travel
Trainings

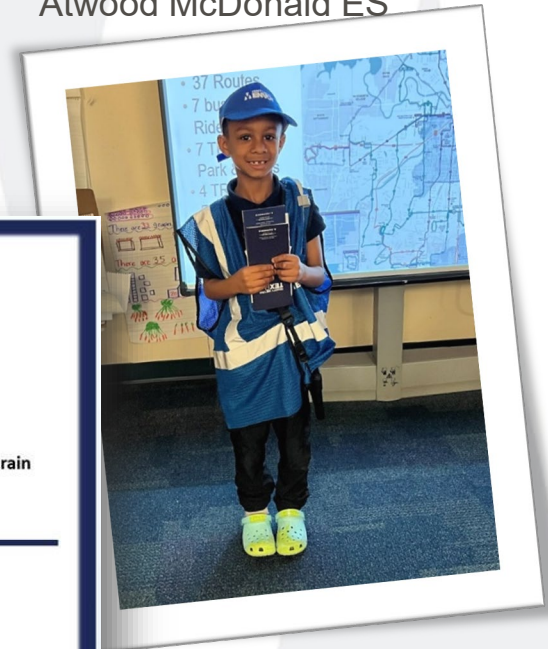


Working Together in Our Community

Destination Grapevine

Trinity Metro Envoy Team continues to engage within our community making that vital connection so everyone feel empowered to ride transit.

Junior Transit Envoy
Atwood McDonald ES



TRINITY  METRO®



Join Trinity Metro for an informational class to learn more about:

- How to navigate the bus & train systems
- The rules to follow while riding the bus or train

**When: 4th Friday of Each Month
9:00am**

**Where: True Worth Place
Upstairs, Classroom 1**



BOARD OF DIRECTORS

INFORMATION ITEM

ITEM TITLE

General Planning Consultant (GPC) Update

MEETING DATE

April 15, 2024

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.

RECOMMENDATION

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

STAFF DISPOSITION

EXECUTIVE LEAD*

Chad Edwards

DATE

04/02/24

Task Order	Description	Status
1 – Program Management	This task covers meetings, invoices, and scope development.	<ul style="list-style-type: none"> Continued oversight
2.6 – Alliance Express Mobility Hub Layouts	Provide a typical layout for potential Mobility Hub locations	<ul style="list-style-type: none"> Updated concept plans prepared for north Mobility Hub Waiting on location for southern concept
3 – 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"> Reviewing presentation for TVP
6 – Streetcar Feasibility Study	Review, update, and identify corridor for potential Streetcar	<ul style="list-style-type: none"> On hold
7 – Graphics Support	Support to staff for graphics, maps, and presentations	<ul style="list-style-type: none"> Update to Reference Book Update 3D visualization of bus stop
8 – Grant Writing Support	Support of grant writing and applications	<ul style="list-style-type: none"> Preparing application information for FTA Bus and Bus Facilities Grant
9 – TEXRail Before & After Study Ridership Review	Provide review and assumptions as to ridership forecasting vs actual differences	<ul style="list-style-type: none"> Shared final report with FTA, waiting on response
10 – Fare Collection Review	Review fare structure and collection systems	<ul style="list-style-type: none"> Conducting a fiscal impact analysis on proposed fare changes
12 – TEXRail Historic Bridge Resource Investigations	Conduct investigations for historical resources for two bridges along TEXRail Extension	<ul style="list-style-type: none"> Continued efforts on interpretive signs for bridges
14 – 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"> Summary report has been prepared Continuing interviews with young people, operators, and business/community leaders
15 – 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"> Draft scope of work submitted
16 – 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"> This task is used on a limited basis
17 – Bus Shelter Replacement Program Pad Inspections	Once the pads have been installed, an inspection is needed to verify completion	<ul style="list-style-type: none"> Final site inspection report has been submitted

BOARD OF DIRECTORS

INFORMATION ITEM

ITEM TITLE

February 2024 Financials

MEETING DATE

April 15, 2024

BACKGROUND

The February 2024 financial report is attached for review.

STAFF DISPOSITION

EXECUTIVE LEAD*

Greg Jordan

DATE

04/01/24

Fort Worth Transportation Authority
Statement of Revenues and Expenses
Fiscal Year to Date February 29, 2024
(Unaudited)

	Fiscal Year 2023		Fiscal Year 2024			
	YTD	FY23 Actual	YTD	FY24 Budget	Projection	Variance
Operating Revenue						
Fares						
Multi Modal Fares	2,304,768	5,600,086	2,057,157	7,299,185	6,899,185	(400,000)
ACCESS Fares	402,708	1,066,570	434,687	947,487	1,068,276	120,789
Easy Ride & Corporate	332,172	733,239	223,929	743,628	537,428	(206,200)
Total Fare Revenue	3,039,648	7,399,895	2,715,773	8,990,300	8,504,889	(485,411)
Other Revenue						
Sales Tax	45,663,175	110,293,490	47,678,379	119,199,162	118,252,583	(946,579)
Grapevine/NRH Contribution	5,506,432	13,110,701	5,764,199	13,100,451	13,698,335	597,884
Contributions from Partners	684,884	1,736,961	631,677	1,843,526	1,752,020	(91,506)
Fort Worth Bike Share	151,103	373,815	97,496	392,168	272,673	(119,495)
Advertising	229,167	588,391	189,583	564,998	568,298	3,300
Rental Income	234,785	601,764	198,184	628,084	557,954	(70,130)
Other	620,994	1,352,065	433,466	2,277,519	1,820,084	(457,435)
Total Other Revenue:	53,090,540	128,057,187	54,992,984	138,005,908	136,921,947	(1,083,961)
Federal/State/Local Income:						
Operating Assistance Grants	33,880,386	34,119,240	3,890,621	1,624,605	3,890,621	2,266,016
Preventative Maintenance Reimb.	-	18,804,307	-	89,473,537	89,473,537	-
Paratransit Assistance	-	-	-	10,805,899	10,805,899	-
Total Operating Grants	33,880,386	52,923,547	3,890,621	101,904,041	104,170,057	2,266,016
Capital Revenue (Federal 5307):						
Total Capital Income	758,728	10,590,569	7,278,499	71,550,751	71,550,751	-
Total Revenue	90,769,302	198,971,198	68,877,877	320,451,000	321,147,644	696,644

	Fiscal Year 2023		Fiscal Year 2024			
	YTD	FY23 Actual	YTD	FY24 Budget	Projection	Variance
Operating Expenses						
Fixed Route Operations						
Salaries & Fringe Benefits	12,320,697	30,938,236	14,742,577	30,224,548	33,152,599	(2,928,051)
Services	310,668	716,994	330,206	635,867	671,682	(35,815)
Purchased Transportation	2,121,005	5,865,824	2,243,389	7,716,882	5,878,277	1,838,605
Fuels & Lubricants	622,734	1,111,660	346,450	1,137,876	861,367	276,509
Tires & Tubes, Materials and Supplies	1,029,116	3,387,418	832,179	3,867,039	3,137,311	729,728
Utilities	62,596	144,114	51,185	52,428	80,000	(27,572)
Other	7,580	16,166	5,820	80,980	25,066	55,914
Total Fixed Route Operations	16,474,396	42,180,412	18,551,806	43,715,620	43,806,302	(90,682)
ACCESS Operations						
Salaries & Fringe Benefits	2,450,208	6,031,091	2,329,565	5,176,285	5,676,476	(500,191)
Services	1,709,500	5,214,590	2,703,064	5,851,194	5,808,220	42,974
Fuels & Lubricants	207,637	410,696	114,717	313,677	292,977	20,700
Tires & Tubes, Materials and Supplies	152,913	558,891	344,034	401,747	392,421	9,326
Utilities	14,290	38,939	15,720	49,476	42,322	7,154
Other	5,606	6,747	1,270	5,400	6,600	(1,200)
Total ACCESS Operations	4,540,154	12,260,954	5,508,370	11,797,779	12,219,016	(421,237)
TRE Operations						
Salaries & Fringe Benefits	32,632	104,911	63,331	304,378	220,163	84,215
Services	6,382,361	14,790,423	7,230,618	16,999,475	16,983,845	15,630
Total TRE Operations	6,415,098	14,898,507	7,294,581	17,303,853	17,206,614	97,239
TEXRail Operations						
Salaries & Fringe Benefits	188,020	483,053	172,909	599,170	431,204	167,966
Services	7,994,607	21,847,824	9,515,411	25,546,749	24,257,455	1,289,294
Fuels & Lubricants	47	236	145	-	731	(731)
Tires & Tubes, Materials and Supplies	312,741	522,158	69,701	8,300	300,321	(292,021)
Utilities	674	1,485	568	4,320	1,252	3,068
Insurance	2,188,396	5,580,398	1,782,455	5,277,264	5,277,264	-
Other	1,450	10,219	72,943	19,500	92,000	(72,500)
Total TEXRail Operations	10,685,935	28,526,967	11,614,132	31,455,303	30,360,227	1,095,076

	Fiscal Year 2023		Fiscal Year 2024			
	YTD	FY23 Actual	YTD	FY24 Budget	Projection	Variance
Operating Expenses						
Bike Share Operations						
Salaries & Fringe Benefits	173,581	453,543	204,994	547,296	531,671	15,625
Services	23,338	95,662	92,306	122,366	154,866	(32,500)
Fuels & Lubricants	4,108	11,723	3,720	15,600	10,616	4,984
Tires & Tubes, Materials and Supplies	41,850	106,704	26,593	88,200	53,939	34,261
Utilities	851	3,547	1,282	6,000	5,345	655
Leases	14,907	37,107	16,510	38,400	41,098	(2,698)
Other	2,532	14,095	3,001	1,440	16,440	(15,000)
Total Bike Share Operations	261,167	722,381	348,406	819,302	813,975	5,327
General & Administrative						
Salaries, Wages & Fringe Benefits	6,201,835	15,688,768	7,778,073	18,188,233	18,219,347	(31,114)
Other Professional Services	3,399,416	7,733,743	2,830,032	15,411,815	12,835,654	2,576,161
Vehicle & Facilities Maintenance	938,966	2,870,521	923,479	2,707,174	2,590,882	116,292
Software/Systems Maintenance	1,355,680	3,265,907	1,241,567	5,559,487	5,507,658	51,829
Legal Services	139,802	473,030	205,716	820,656	472,541	348,115
Office Supplies & Equipment	334,703	635,979	499,027	396,982	787,709	(390,727)
Utilities	473,467	1,456,169	658,273	2,005,403	2,759,054	(753,651)
Training/Dues/Memberships	263,916	650,712	191,703	743,945	745,537	(1,592)
Security Services	471,219	2,732,182	929,527	2,972,643	2,972,643	-
Other	25,821	104,765	86,331	427,463	346,455	81,008
Other General & Administrative	104,504	979,461	209,161	379,342	500,079	(120,737)
Total General & Administrative	13,709,328	36,969,182	15,552,889	49,613,143	47,737,559	1,875,584
Total Operating Expenses:	52,086,078	135,558,403	58,870,184	154,705,000	152,143,693	2,561,307
Operating Income / (Deficit)	38,683,224	63,412,795	10,007,693	165,746,000	169,003,951	3,257,951

TRINITY METRO BOARD OF DIRECTORS RESOLUTION

APPLICATION FOR PARTICIPATION IN LOGIC

(R2024-04)

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;

WHEREAS, it is in the best interests of this governmental unit ("*Applicant*") to invest its funds jointly with other Texas eligible investing entities in the Local Government Investment Cooperative (LOGIC) Trust in order better to preserve and safeguard the principal and liquidity of such funds and to earn an acceptable yield;

WHEREAS, Trinity Metro is authorized to invest its public funds and funds under its control in LOGIC and to enter into the Participation Agreement and Trust Instrument authorized herein; and

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

Section 1. The form of application for participation in LOGIC attached to this resolution is approved. The officers of Applicant specified in the application are authorized to execute and submit the application, to open accounts, to deposit and withdraw funds, to agree to the terms for use of the website for online transactions, to designate other authorized representatives, and to take all other action required or permitted by Applicant under the Agreement created by the application, all in the name and on behalf of Applicant.

Section 2. This resolution will continue in full force and effect until amended or revoked by Applicant and written notice of the amendment or revocation is delivered to the LOGIC Board of Trustees.

Section 3. Terms used in this resolution have the meanings given to them by the application.

Adopted this 15th day of April, 2024.

ATTEST:

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

Jeff Davis
Chair

Richard Andreski
President & CEO

DISPOSITION OF BOARD OF DIRECTORS

SECRETARY APPROVAL



APPLICATION FOR PARTICIPATION IN LOGIC

The undersigned local government (Applicant) applies and agrees to become a Participant in the Local Government Investment Cooperative (LOGIC) Trust.

- 1. Authorization.** The governing body of Applicant has duly authorized this application by adopting the following resolution at a meeting of such governing body duly called, noticed, and held in accordance with the Texas Open Meeting Law, chapter 551, Texas Government Code, on _____, 20__:

WHEREAS, it is in the best interests of this governmental unit ("*Applicant*") to invest its funds jointly with other Texas eligible investing entities in the Local Government Investment Cooperative (LOGIC) Trust in order better to preserve and safeguard the principal and liquidity of such funds and to earn an acceptable yield; and

WHEREAS, Applicant is authorized to invest its public funds and funds under its control in LOGIC and to enter into the Participation Agreement and Trust Instrument authorized herein;

NOW, THEREFORE, BE IT RESOLVED THAT:

SECTION 1. The form of application for participation in LOGIC attached to this resolution is approved. The officers of Applicant specified in the application are authorized to execute and submit the application, to open accounts, to deposit and withdraw funds, to agree to the terms for use of the website for online transactions, to designate other authorized representatives, and to take all other action required or permitted by Applicant under the Agreement created by the application, all in the name and on behalf of Applicant.

SECTION 2. This resolution will continue in full force and effect until amended or revoked by Applicant and written notice of the amendment or revocation is delivered to the LOGIC Board of Trustees.

SECTION 3. Terms used in this resolution have the meanings given to them by the application."

- 2. Agreement.** Applicant agrees with other LOGIC Participants and the LOGIC Board of Trustees to the terms and conditions in the Participation Agreement and Trust Instrument, effective on this date, which are incorporated herein by reference. Applicant makes the representations, designations, delegations, and representations described in the Participation Agreement and Trust Instrument.

- 3. Taxpayer Identification Number.** Applicant's taxpayer identification number is _____

- 4. Contact Information.**

Applicant primary mailing address: _____

Applicant physical address (if different): _____

Applicant main phone number: _____

Applicant main fax number: _____

- 5. Authorized Representatives.** Each of the following Participant officials is designated as Participant's Authorized Representative authorized to give notices and instructions to the LOGIC Board of Trustees in accordance with the Agreement, the Bylaws, the Investment Policy, and the Operating Procedures:

1. Name: _____ Title: _____

Signature: _____ Phone: _____

Email: _____

2. Name: _____ Title: _____

Signature: _____ Phone: _____

Email: _____

3. Name: _____ Title: _____

Signature: _____ Phone: _____

Email: _____

4. Name: _____ Title: _____

Signature: _____ Phone: _____

Email: _____

{REQUIRED} PRIMARY CONTACT: List the name of the Authorized Representative **listed above** that will be designated as the Primary Contact and will receive all LOGIC correspondence including transaction confirmations and monthly statements.

Name: _____

{OPTIONAL} INQUIRY ONLY CONTACT: In addition, the following additional Participant representative (**not listed above**) is designated as an ***Inquiry Only*** Representative authorized to obtain account information:

Name: _____ Title: _____

Signature: _____ Phone: _____

Email: _____

Applicant may designate other authorized representatives by written instrument signed by an existing Applicant Authorized Representative or Applicant's chief executive officer.

DATED _____

**REQUIRED
PLACE OFFICIAL SEAL OF ENTITY HERE**

(NAME OF ENTITY/APPLICANT)

SIGNED BY:

(Signature of official)

(Printed name and title)

ATTESTED BY:

(Signature of official)

(Printed name and title)

FOR INTERNAL USE ONLY
APPROVED AND ACCEPTED: LOCAL GOVERNMENT INVESTMENT COOPERATIVE (LOGIC)

.....
AUTHORIZED SIGNER

DATE

V082023

BOARD ACTION ITEM

ITEM NUMBER

BA2024-17

MEETING DATE

April 15, 2024

ITEM TITLE

Enterprise Phone System

BACKGROUND

Trinity Metro currently has a Mitel phone system. The Mitel phone system has reached its end of life, and the vendor is no longer supporting the software or manufacturing hardware for our Mitel phone system. Currently we are purchasing used / refurbished parts to keep our system operational. We are working with SHI International Corporation and will move to a new Cisco enterprise system which will align the phone system with the new Cisco switches currently being installed throughout the company. Trinity Metro will replace only those phones that are required for operations, customer service and other departments that rely on landline phones. All other staff will be equipped with cell phones or rely on the Microsoft TEAMS service, thereby reducing the scope and cost of the new phone system.

PROCUREMENT

In accordance with the Trinity Metro Procurement Policy, the quotation for the phone system and related equipment was secured using an established State of Texas Department of Information Resources (DIR) contract (DIR-TSO-4167). This contract complies with state purchasing requirements for fair and open competition.

FINANCING

Funds will be 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 SHI International Corporation for a new Cisco enterprise phone system for a one year contract term in the amount not to exceed amount of \$ 273,000.

STAFF DISPOSITION

EXECUTIVE LEAD *

Bruce Lewis

DATE

03/25/24

DISPOSITION OF BOARD OF DIRECTORS

SECRETARY APPROVAL

BOARD ACTION ITEM

ITEM NUMBER

BA2024-18

MEETING DATE

April 15, 2024

ITEM TITLE

Bus Stop Real-Time Information Displays

BACKGROUND

On October 25, 2021, the Board of Directors approved BA-2022-05 which authorized contract 21-T032 in the amount of \$220,500 with ConnectPoint, Inc. for real-time digital displays to be installed at bus stops and transfer centers. Trinity Metro purchased and installed a mix 13-inch displays and 32-inch displays for a total of 31 displays. This is fewer than the originally anticipated 41 displays that were part of the original Project scope due to the higher cost of the larger displays.

To date, the Project has installed signs at busy passenger transfer points between routes, and major transfer centers such as La Gran Plaza and Fort Worth Central Station. These digital displays are providing customers with real-time arrival information for the next bus. Customer feedback has been positive. An additional 80 locations with high ridership and passenger transfer activity have been identified for the next phase of the Project.

PROCUREMENT

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

DISADVANTAGED BUSINESS ENTERPRISE UTILIZATION

The Disadvantage Business Enterprise (DBE) Goal for this contract is 10%.

FINANCING

Funds are available in Trinity Metro's FY2024 Capital Budget. The City of Fort Worth has provided funds for the project previously approved in the Interlocal Agreement for Transit Technology and Innovation Infrastructure Improvements (BA2021-25).

RECOMMENDATION

The Trinity Metro Board of Directors authorizes the President & Chief Executive Officer to amend contract 21-T032 with ConnectPoint, Inc. to install additional real-time digital display screens at a cost of \$700,500 plus 10 percent for contingency for a total amount not to exceed \$770,550.

STAFF DISPOSITION

EXECUTIVE LEAD*

Chad Edwards

DATE

04/02/24

DISPOSITION OF BOARD OF DIRECTORS

SECRETARY APPROVAL

BOARD ACTION ITEM

ITEM NUMBER

BA2024-19

MEETING DATE

April 15, 2024

ITEM TITLE

TEX Rail Letter of Guarantee for Fleet Expansion

BACKGROUND

Trinity Metro provides TEX Rail service between Fort Worth Texas & Pacific Station and Dallas Fort Worth Airport with eight Stadler FLIRT (Fast Light Intercity and Regional Train) rail vehicles. These trains provide service 23 hours each day seven days per week. Due to the number of hours put on these trains daily and the current plans to extend TEXRail to the Fort Worth Medical District, four additional vehicles are required for service.

On February 20, 2024, the Trinity Metro Board of Directors approved BA2024-15, authorizing Trinity Metro's President & Chief Executive Officer to enter into a one-year contract with Stadler for pre-engineering services. The pre-engineering services include assessing current rail vehicle parts, components, equipment, suppliers' past performance, and long lead items considered to be on the critical path of the vehicle manufacturing process.

In order to keep the vehicle manufacturing and delivery timeline, orders of aluminum profiles, truck frame components, and other long lead items needed for the manufacturing of the vehicles, must be placed during the pre-engineering phase of the new TEXRail Vehicle Fleet Expansion Project. Trinity Metro will need to issue a Letter of Guarantee to Stadler to provide reimbursement for materials ordered during this phase of the Project. This Letter of Guarantee will be for an amount up to, but not exceeding, \$2,000,000.

The goods and materials costs associated with this recommended Letter of Guarantee will be utilized only in the event that Trinity Metro determines that the TEX Rail Vehicle Fleet Expansion will not move forward.

FINANCING

Funding to support the recommended Letter of Guarantee will be made available in the appropriate fiscal year Capital Budget, should the guarantee be called to action.

RECOMMENDATION

The Trinity Metro Board of Directors authorizes the President & Chief Executive Officer to issue a Letter of Guarantee to Stadler US for rail vehicle materials ordered during the pre-engineering phase of the TEXRail Vehicle Fleet Expansion Project in an amount not to exceed \$2,000,000.

STAFF DISPOSITION

EXECUTIVE LEAD *

Reed Lanham

DATE

04/03/24

DISPOSITION OF BOARD OF DIRECTORS

SECRETARY APPROVAL