

# BOARD OF DIRECTORS MEETING AGENDA

MONDAY, MAY 20, 2024, 3:00 P.M.

801 GROVE STREET  
Fort Worth, Texas 76102

## CALL TO ORDER

## PLEDGE OF ALLEGIANCE

## PUBLIC HEARING

1. Proposed Service Changes for Fall 2024 Phil Dupler
  - a. Public Hearing Citizen Comments

## PUBLIC HEARING ACTION ITEM

1. BA2024-23 Proposed Service Changes for Fall 2024 Chad Edwards

## CITIZEN COMMENTS

## FORT WORTH TRANSPORTATION AUTHORITY SCHOLARSHIP FUND RECIPIENTS

Christina Champion

## RESOLUTIONS

1. R2024-05 Appreciation of Service Nicolo Genua Richard Andreski
2. R2024-06 Appreciation of Service Charles Edmonds

## PRESENTATIONS

1. Vanpool Program Update – Commute with Enterprise Mark Penson

## MEETING MINUTES

1. Approval of April 15, 2024 Board Meeting Minutes

## INFORMATION ITEM & REPORTS

1. Rail Reed Lanham
  - a. TEXRail & TRE Ridership & On-Time Performance Update
  - b. Long Term Parking Update
2. Operations Wayne Gensler
  - a. ZIPZONE Update
3. Marketing & Communications Melissa Chrisman
  - a. Mid-year KPI/Metrics Update
  - b. TEXRail Name the Train Contest Update
  - c. Quarterly EASYRIDE Update
4. Community Engagement Nicole Adams  
Detra Whitmore
  - a. Customer Experience Campaign Update
5. Strategy, Planning & Development Fairy Bright  
Chad Edwards
  - a. General Planning Consultant Update
6. Finance Greg Jordan
  - a. March 2024 Financials

**ACTION ITEMS**

- |    |           |   |               |
|----|-----------|---|---------------|
| 1. | BA2024-21 | Increase Funding of ILA for First/Last Mile Service in Alliance – Trinity Metro and Denton County Transportation Authority (DCTA) | Wayne Gensler |
| 2. | BA2024-24 | Painting Services   | Wayne Gensler |
| 3. | BA2024-25 | Mobility Minivans with Wheelchair Ramp  | Wayne Gensler |

**PRESIDENT'S REPORT**

**CHAIR'S REPORT**

**OTHER BUSINESS**

**EXECUTIVE SESSION**

*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**

# Public Hearing

**Proposed Changes for September 2024**

**Public Hearing – May 20, 2024**

Board Room

801 Grove St, Fort Worth 76102

Chad Edwards – Executive Vice President of Planning, Strategy & Development

Phil Dupler – Director of Planning





## The Goal

*“Trinity Metro will redesign its bus network to improve the experience of our current riders, attract new riders, and enhance mobility for low-income residents through more frequent all-day service and more simple, direct routes.”*

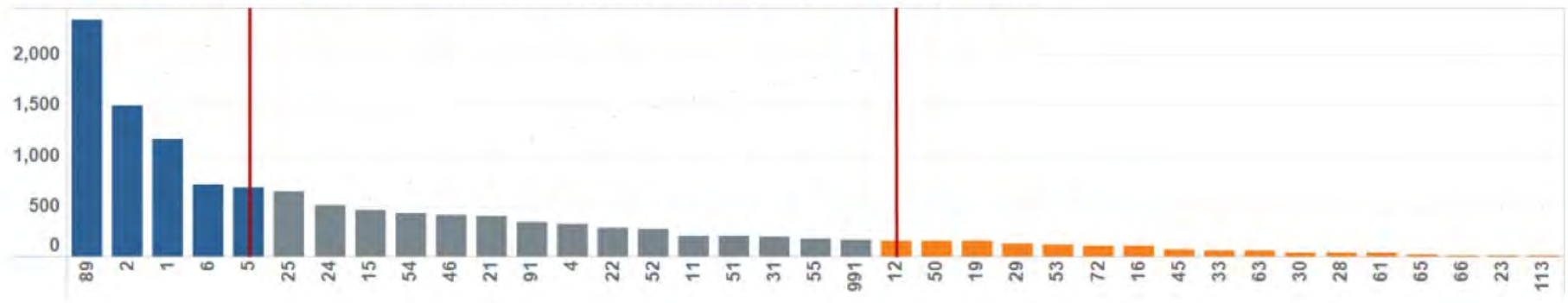




# Route Level Analysis

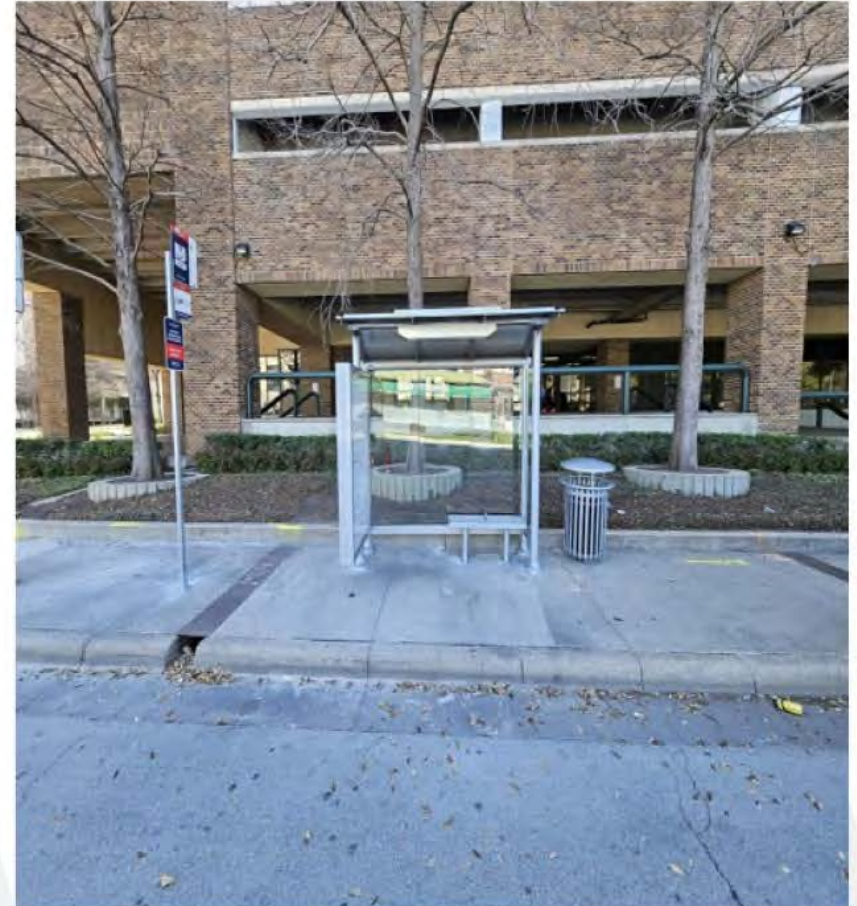
- Five routes carry over 50% of the ridership
- 17 routes carry less than 10% of the ridership

October 2022 to September 2023 Average Weekday Ridership by Route



# Proposed Changes September 2024

- **Route 5** – Increase frequency to 15 minutes
- **Route 15** – Later evening service
- **Route 28** – Replace, area serviced by Southeast ZIPZONE
- **Route 45** – Replace, area serviced by new ZIPZONE
- **Route 66X** – Replace, area serviced by routes 6, 52, & 72
- **Route 23** – Replace in Fall 2024, serviced under ZIPZONE
- **Dash** – Discontinue
- **Reduction in fare pricing**



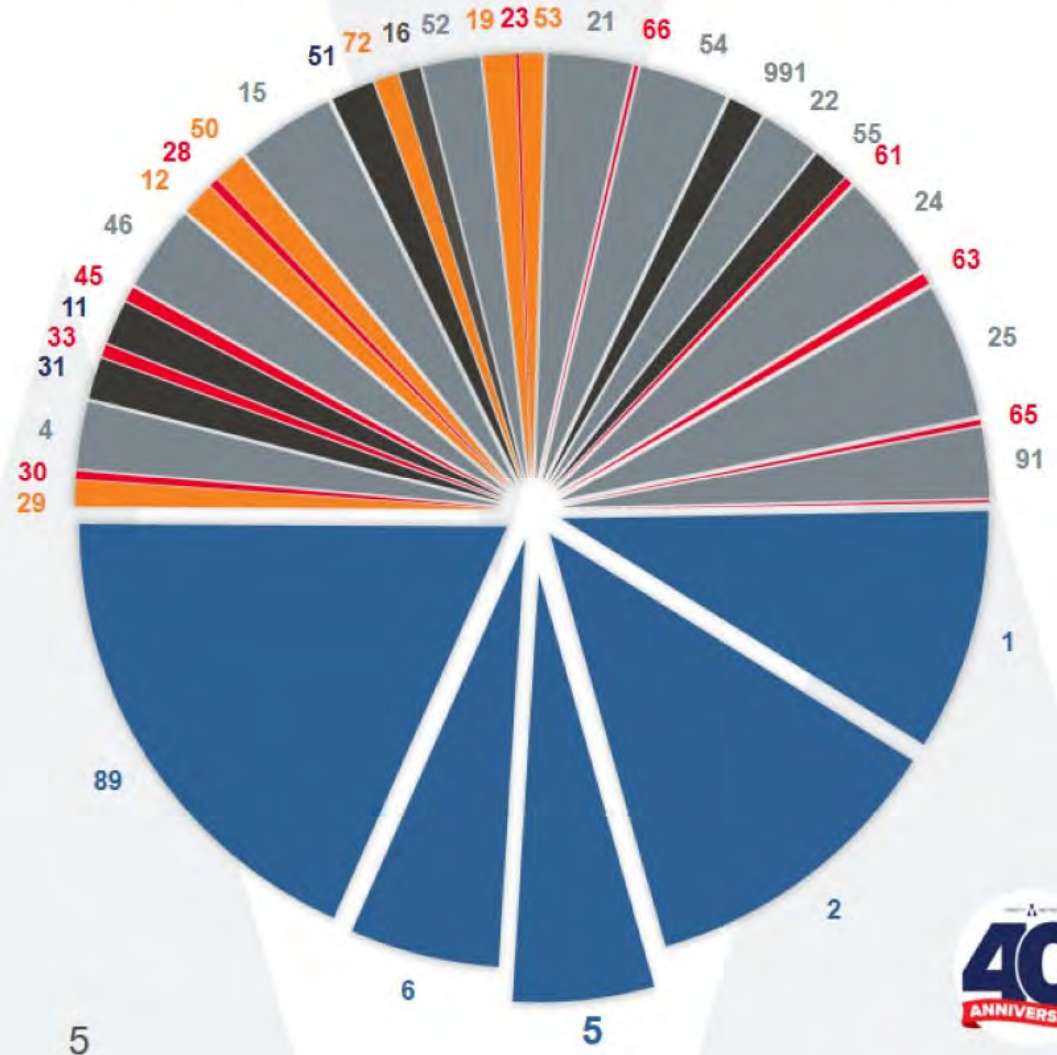


# Route Level Analysis

- Route 5 – Extended to TCC South Campus and VA Clinic
- Based on Public Feedback
- Ridership actually up 9% over Pre-COVID
- Recommend **improving peak & mid-day service** to 15-minutes



Routes as a Percentage of Weekday Ridership



# Ridership

## Routes with less than 70 boardings each weekday

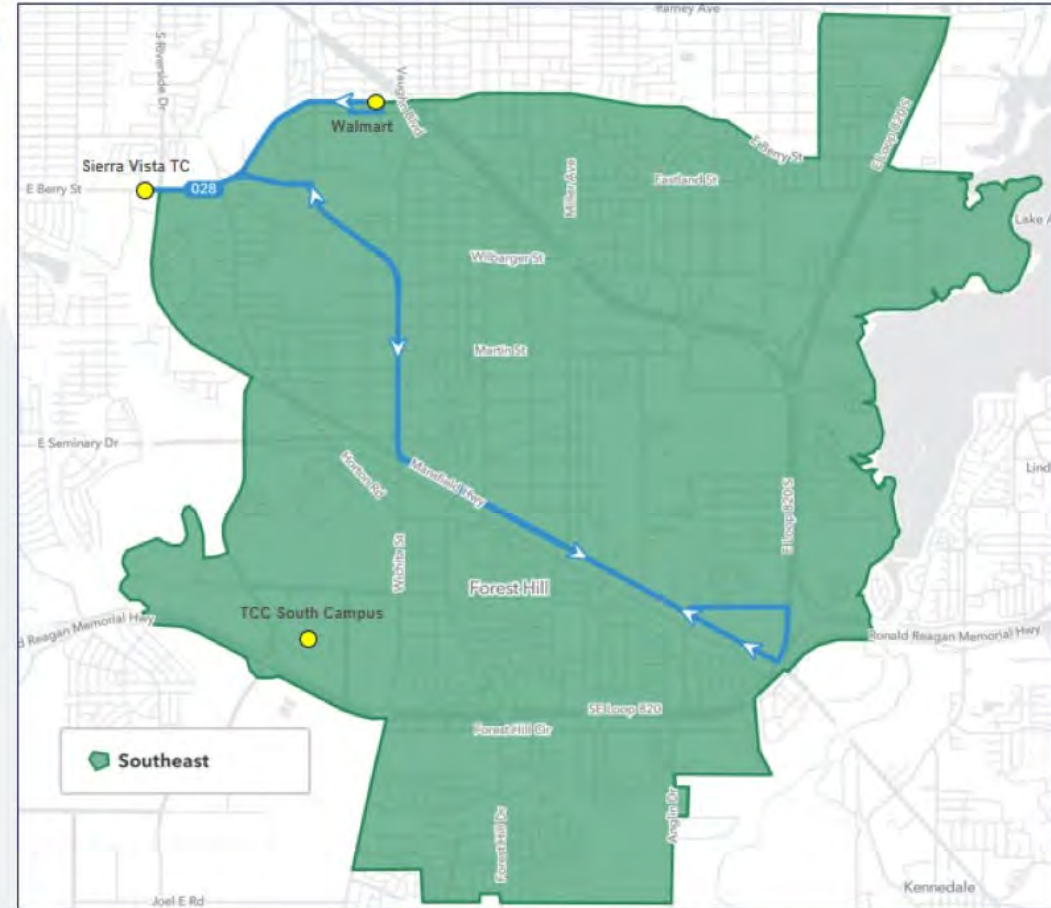
- Route 28 – Hourly route, ridership of less than 50 boardings per day
- Route 45 – Hourly route, ridership of 50-70 boardings per day
- Route 66X – Lowest performing express route, less than 20 boardings per day
- Route 23 – Hourly route, ridership of less than 12 boardings per day





# Southeast ZIPZONE Route 28

- Route 28 would be replaced with existing Southeast ZIPZONE
- Riders can download the GoPass app to book trips on-demand
- Southeast ZIPZONE serves major destinations like Walmart Supercenter and Sierra Vista Transfer Center.
- Southeast ZIPZONE operating hours is Monday to Friday from 7A-7P





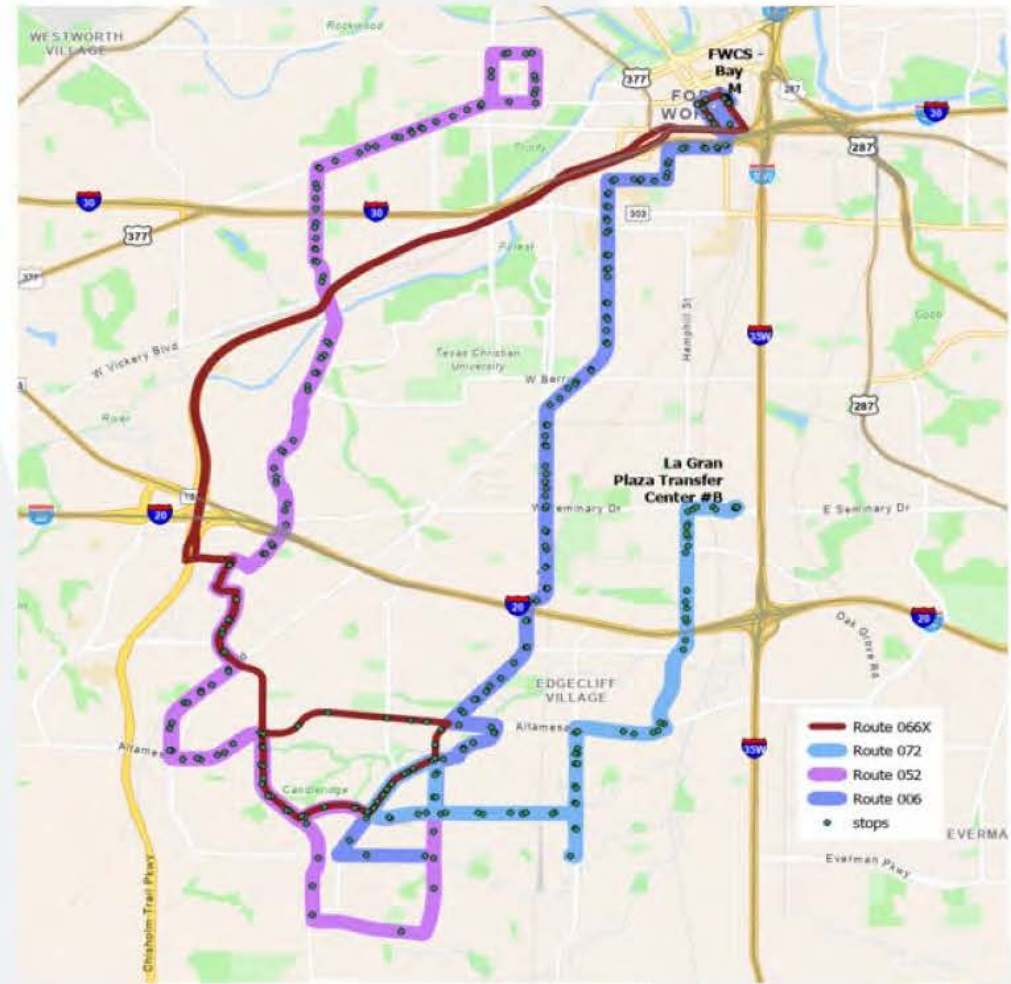
# North Side ZIPZONE Route 45

- Proposed North Side ZIPZONE would replace Route 45
- Serves additional residential areas between Northside Drive and 25<sup>th</sup> Street
- Serves TCC Northwest Campus, Walmart Supercenter, Fiesta Mart
- Connection to North Side Station for TEXRail



# Route 66X

- Lowest performing express route
- Current service is peak only
- Local routes 6, 52, and 72 serve areas in SW Fort Worth





# On-Demand Service Route 23

- Route 23 service will be replaced by an on-demand service
- Service will be available from Trinity Lakes Station to Tarrant County College NE-Campus **only**



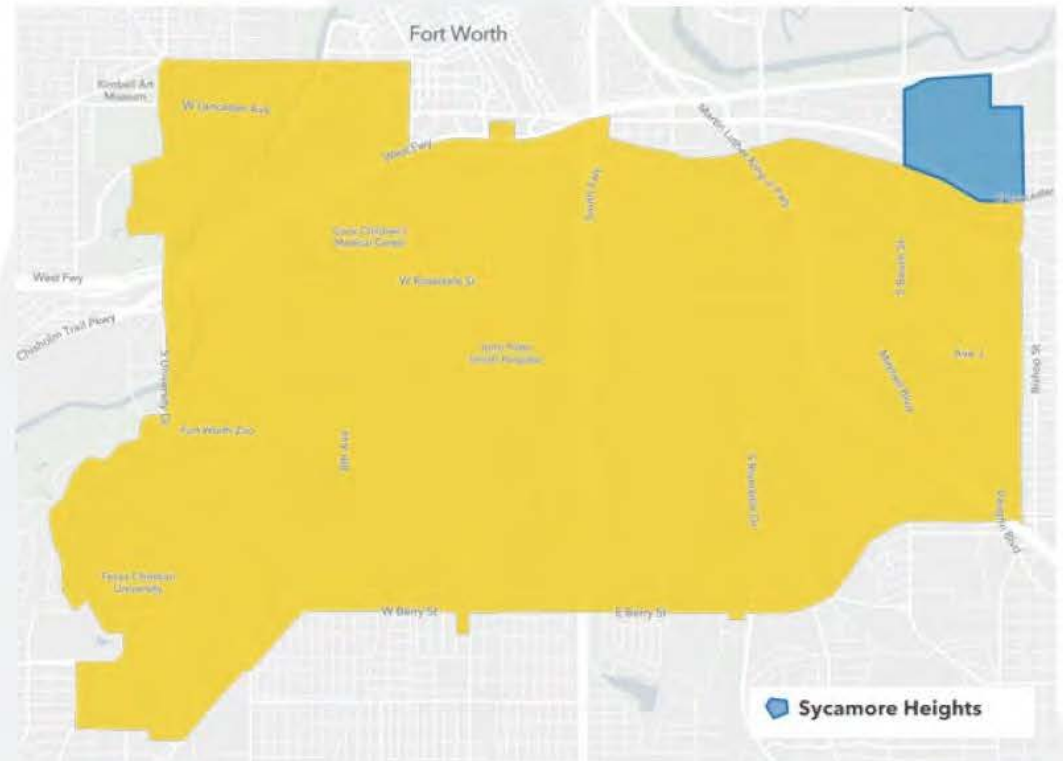
# The Dash



- BlueZones promotional pilot project to promote healthy lifestyles
  - Higher density/mixed use areas
  - Environmentally friendly electric buses
  - Walking/bicycling to bus stops
- Ridership never grew
  - Launched pre-COVID
  - Stagnant post-COVID
  - Competes with Route 2 Camp Bowie
- Funding partners chose to discontinue
- Re-purpose the electric vehicles for the downtown Molly

# Southside ZIPZONE – Sycamore Heights

- Southside ZIPZONE extension to include Sycamore Heights neighborhood.
- Service will begin during the September 2024 service change





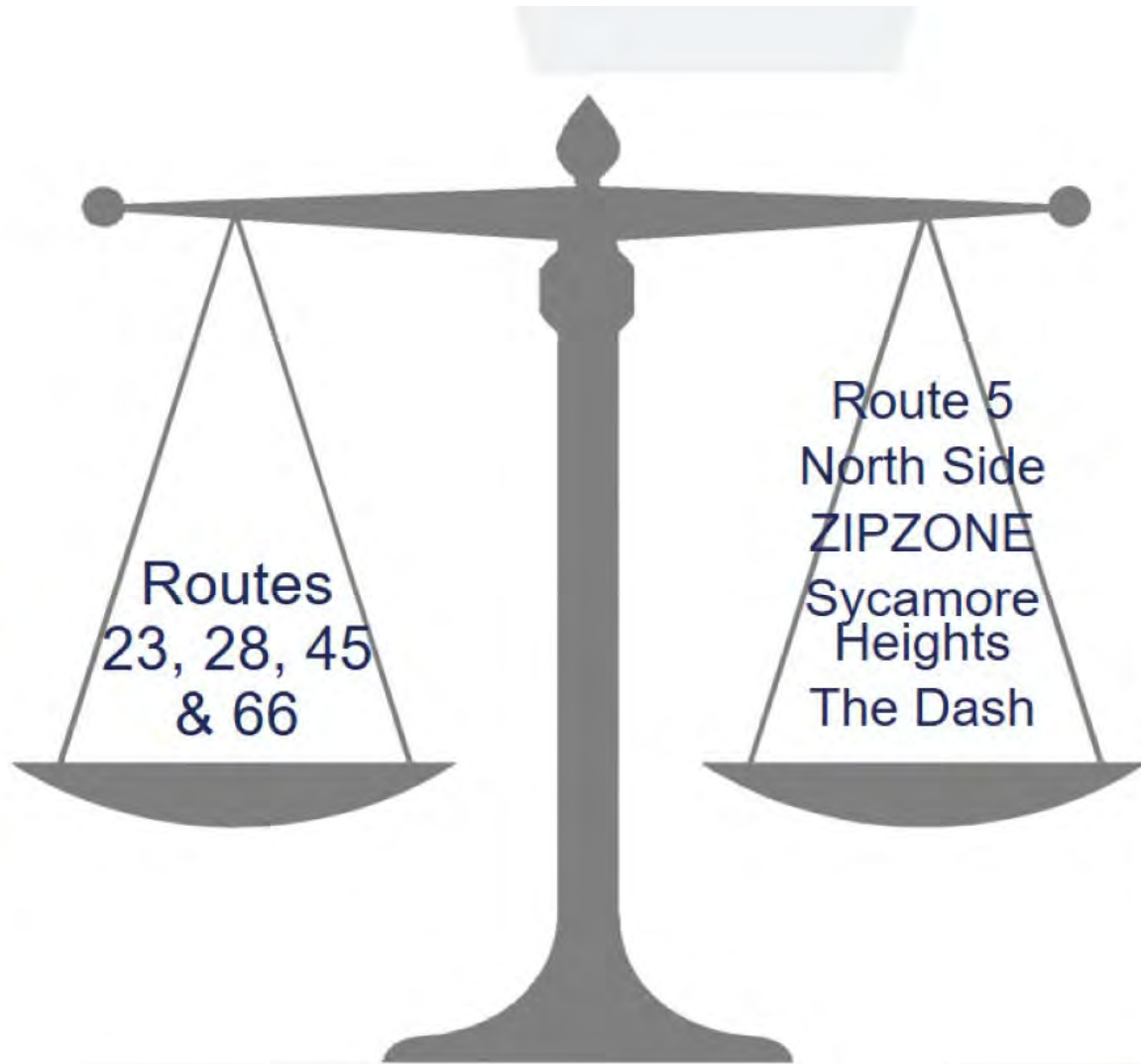
# Route 15

- Stockyards/North Main
  - Later Evening Service
    - One hour later (till 12:45am)
    - 15 minute frequency all evening



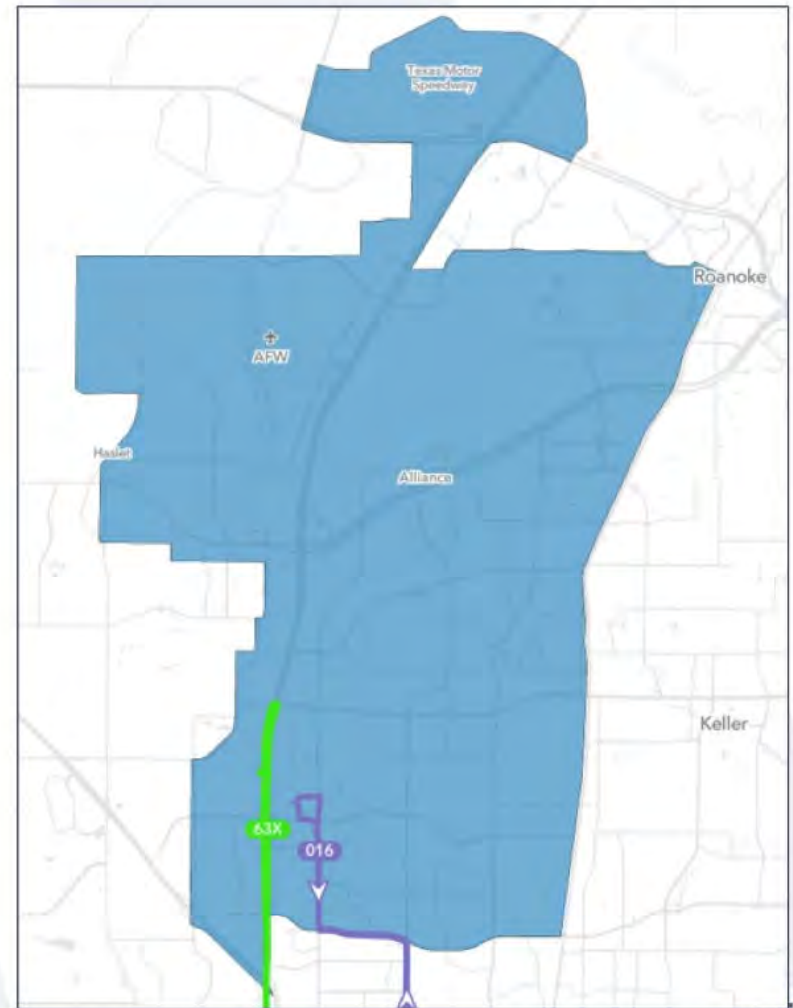
# Title VI

- The Civil Rights Act of 1964 provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance
- Watchful of unintended consequences



# Alliance ZIPZONE

- Starting in October 2024, Alliance ZIPZONE will no longer be serviced by LYFT
- Riders will pay regular fare for On-Demand service
- Hours: M-F 4:30AM to 7:30 PM  
Sa-Su 5:30AM to 7:30 AM and 4PM to 7:30 PM
- Download the GoPass App to book and pay for your trip





# Fare Collection Changes

Trinity Metro is seeking to update and modernize fare collection at the transit agency in order to create a simpler, easier-to-understand fare system that is more attractive to the public and will increase ridership in coming years.

Trinity Metro's Information Technology Fare Collection team, working with consultants at HDR, has investigated fare structures and fare collection technologies utilized in the transit industry to develop an improved Fare Collection System that can support the agencies goals.

# Proposed Regular Fares



	<b>Current Regular Fares</b>	<b>Proposed Regular Fares</b>
<b>Single Ride (Bus)</b>	\$2.00	\$2.00
<b>Express Bus/Train</b>	\$2.50	\$2.00
<b>ZIPZONE</b>	\$3.00	\$2.00
<b>Day Pass</b>	\$5.00	\$4.00
<b>7-Day Pass</b>	\$25.00	\$18.00
<b>31- Day Pass</b>	\$80.00	Not Offered
<b>Annual Pass</b>	\$800	Not Offered



# Proposed Reduced Fares

	<b>Current Reduced Fares</b>	<b>Proposed Reduced Fares</b>
<b>Single Ride (Bus)</b>	\$1.00	\$1.00
<b>Express Bus/Train</b>	\$1.25	\$1.00
<b>ZIPZONE</b>	\$3.00	\$2.00
<b>Day Pass</b>	\$2.50	\$2.00
<b>Paratransit</b>	\$4.00	\$4.00
<b>7-Day Pass</b>	\$12.50	\$9.00
<b>31- Day Pass</b>	\$40.00	Not Offered
<b>Annual Pass</b>	\$400	Not Offered



# Account Based Ticketing (ABT)

- Requires new Equipment
- Funds are tied to an account
- Tap and Board
- Reduced fare on approval
- Rides are charged on tap of 'Token'
- Allows Trinity Metro to introduce Fare Capping
- Customer is always charged the best fare

Validators:

Buses, Paratransit vehicles, ZIPZONE vehicles, Platforms and Trains.



# Fare Capping

- Customer is charged a single-ride fare each time they ride (\$2.00/\$1.00).
- Once they pay for two rides, all remaining rides on any vehicle are free for the rest of the day.
- Once a customer pays the equivalent of a 7-day pass (\$18.00/\$9.00), all other rides for that 7-day period of time are free.
- This is a cost savings for all of our customers, not just the ones that can afford the 7-day and 31-day passes previously offered.



# Key Benefits Review

- **Universal** – *Every* current user receives opportunity for savings
- **Innovative** - Pay with *Apple Pay, Google Pay, Samsung Pay* and smartwatches
- **Equitable** – Low income and minority riders get more trips for less money
- **Simple** - Fare system is MUCH easier to explain and use

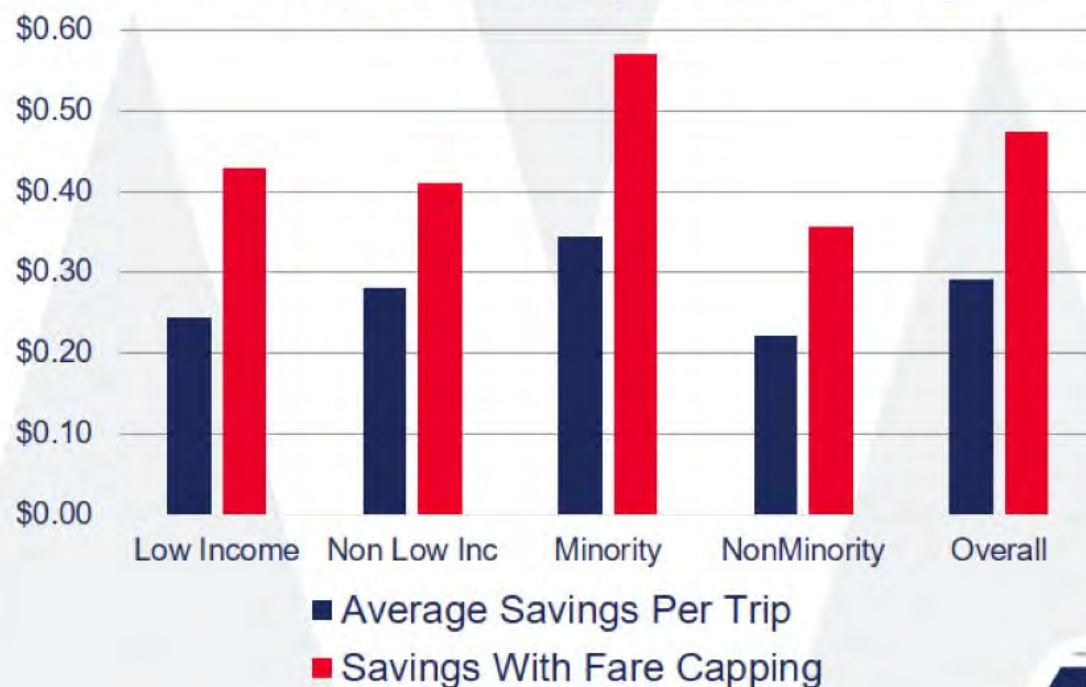


# Fare Equity Analysis

Compares impact of fare changes on protected groups

- Everyone Saves Money!
- Low Income group already leans toward purchasing the lowest cost fares and making the fewest trips possible
- Minorities being the largest group save the most.

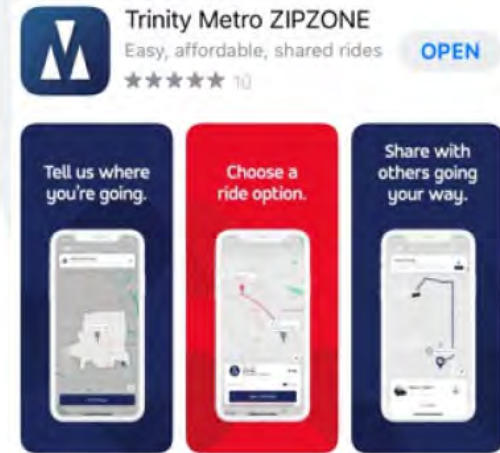
## Average Savings by Group



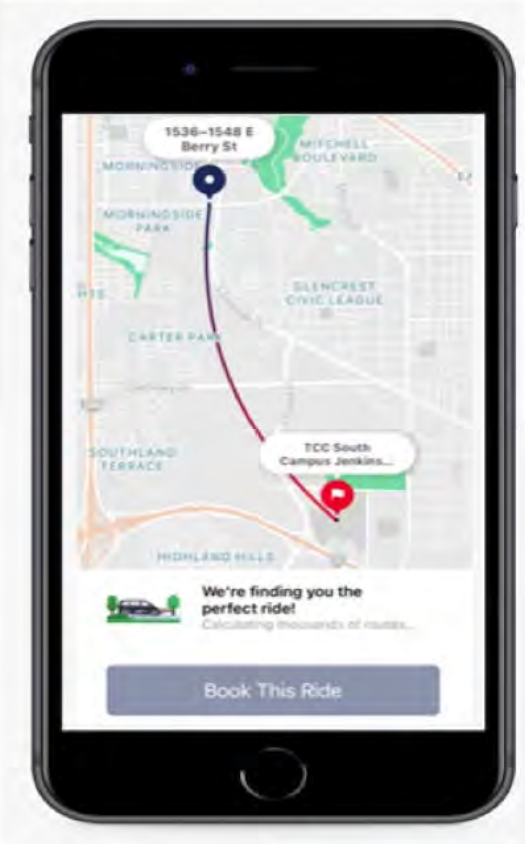
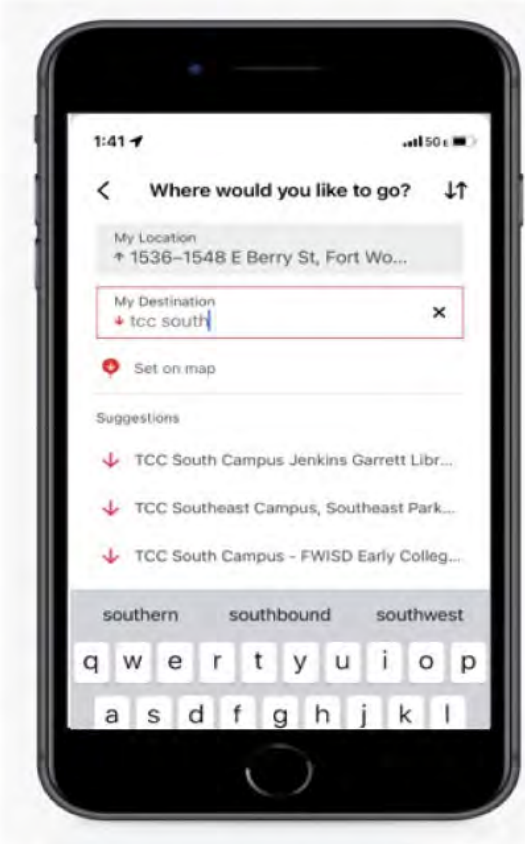


# HOW TO USE ZIPZONE

- Download the Trinity Metro ZIPZONE mobile app on your smartphone (iOS or Android).
- Add your payment information.
- Within the app, type in your destination and wait for your ZIPZONE-branded van to pick you up and zip you away.
- Or call Trinity Metro Customer Care at 817-215-8600, select the ZIPZONE option (press 5) and speak with a live representative.
- It's that simple. Zip in. Zip out.

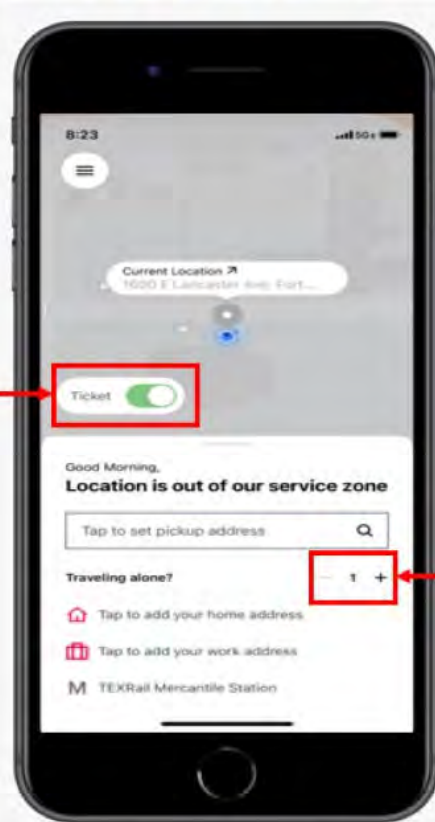


# HOW TO BOOK ZIPZONE TRIPS



# ALREADY HAVE A TICKET?

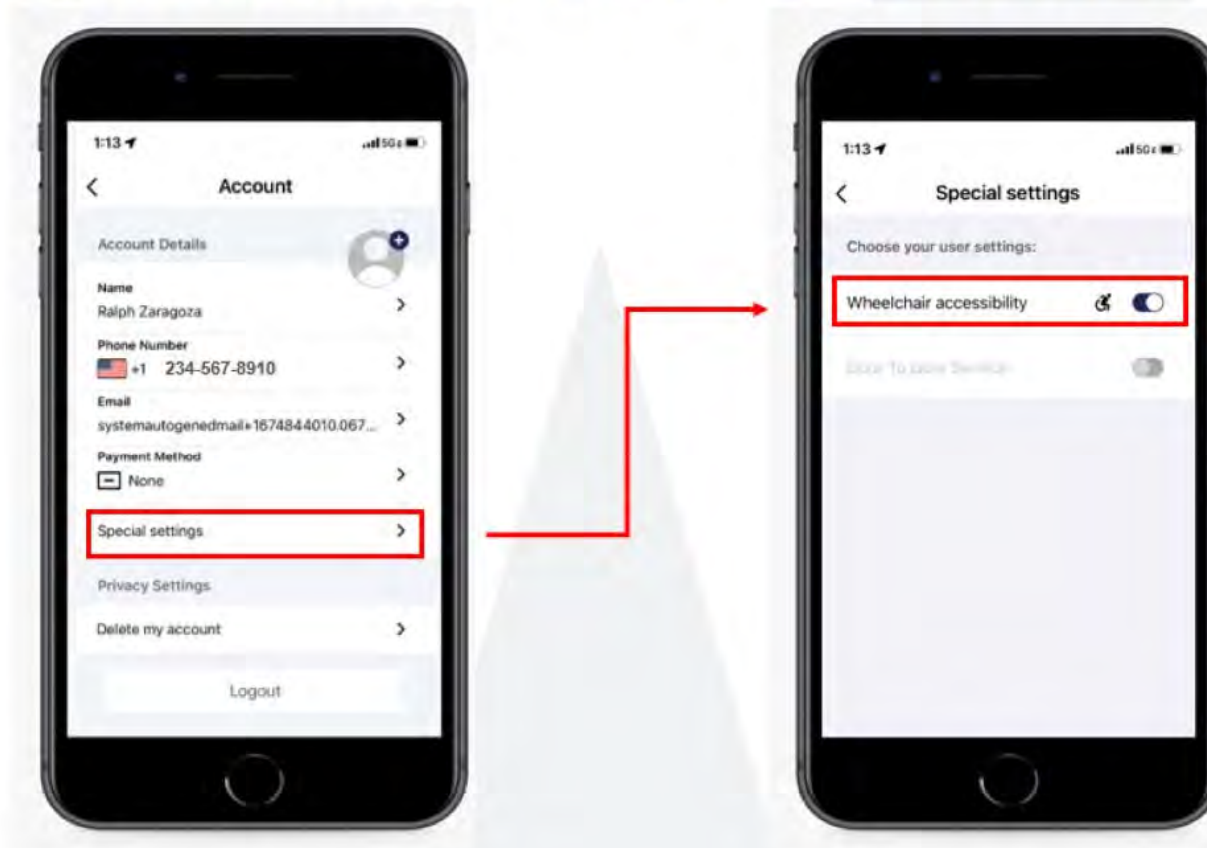
Enable Ticket Toggle



Adding Passengers



# HOW TO BOOK WHEELCHAIR ACCESSIBLE TRIPS



# TRANSIT ENVOY

- Trinity Metro Transit ENVOY provides education on all our services.
- Transit 101 is a 30-minute transit education program that teaches individuals how to use Bus, Rail, ZIPZONE services.
- ENVOY team offers personal, step-by-step instructions and can be customized to meet the requestor's needs.
- Available to participate in community events to engage current and future riders.



# Public Comment

Please Respond by Monday, April 15, 2024

To submit a comment:

- Send an email to [engage@ridetrinitymetro-engage.org](mailto:engage@ridetrinitymetro-engage.org)
- Write to Trinity Metro  
801 Grove St,  
Fort Worth, Texas, 76102,  
Attn: Planning & Development
- Call Trinity Metro's Comment Line,  
817-215-8793





# ENGAGE

LEARN  
+ SHARE

Trinity Metro is hosting community gatherings throughout 2024 to LEARN more about what our customers want and need.

We're listening, and we hope you'll join us.



# ENGAGE

LEARN  
+ SHARE

We want you to **SHARE** your comments,  
ideas and concerns about what you need  
from your transit agency.

We're listening, and we hope you'll join us.



# ENGAGE

**LEARN  
+ SHARE**

**We want to LEARN how you  
get around Fort Worth and Tarrant County  
and how you use transit services.**

**We're listening, and we hope you'll join us.**





# ENGAGE

**LEARN  
+ SHARE**

**We want to LEARN what you like,  
what you don't like and how we can  
improve our services to meet your needs.**

**We're listening, and we hope you'll join us.**



# ENGAGE

LEARN  
+ SHARE

We want to LEARN your stories,  
SHARE other customer stories and  
introduce you to our transit ambassadors.

We're listening, and we hope you'll join us.



# ENGAGE

LEARN  
+ SHARE

## Meet YOUR transit ambassadors:

Executive Leadership Team, bus operators, train conductors, customer service representatives and our team of ENVOYs who spend their days traveling around the area, talking with and providing aid to our customers.

We're listening, and we hope you'll join us.





# ENGAGE

LEARN  
+ SHARE

In addition to the community gatherings,  
we have created an online platform where you can **SHARE** your  
comments, ideas and concerns.

▶ [ridetrinitymetro.org/engage](http://ridetrinitymetro.org/engage) ◀

We're listening, and we hope you'll join us.



# ENGAGE

LEARN  
+ SHARE



We're listening, and we hope you'll join us.



# THANK YOU!





## PUBLIC COMMENTS FOR 09.15.2024 PROPOSED SERVICE CHANGES

From: Paul McManus <[mcmamus.family.3@gmail.com](mailto:mcmamus.family.3@gmail.com)>  
Sent: Sunday, March 24, 2024 5:19 PM  
To: [engage@ridetrinitymetro-engage.org](mailto:engage@ridetrinitymetro-engage.org)  
Cc: Marketing <[marketing@ridetm.org](mailto:marketing@ridetm.org)>  
Subject: Service Change Feedback

**CAUTION:** This email originated from outside of the Trinity Metro email system. Do not click any links or open attachments unless you recognize the sender and know the content is safe.

Hello,

I'm a public transit enthusiast and advocate, and I saw the article that appeared on the Fort Worth Report's Facebook page on Saturday (March 23) about Trinity Metro's proposed service changes. My major concern about the elimination of The Dash service is that the Route 2 bus doesn't stop at Dickies Arena, as there are many events held there now. If The Dash service must be eliminated, are there opportunities to run special event buses there or expand the ZipZone service area to include Dickies Arena?

Also, with the rapid population and traffic growth north of I-820 and south of I-20, are there opportunities to expand fixed route bus and/or ZipZone service in those parts of Fort Worth?

Additionally, are there opportunities to expand the Safari Shuttle, fixed route bus (53 or another route), or ZipZone service (Southside or other) to the Fort Worth Zoo, since that zoo has become an extremely popular attraction?

I just found out about the ZipZone service that's scheduled to begin this summer in Mansfield, which will be terrific!

I appreciate your consideration of my concerns and suggestions as the population and car traffic continue to increase rapidly throughout Fort Worth and Tarrant County, and please let me know if you have any questions or need any additional information. I've also messaged Melissa Chrisman to express these concerns and suggestions. Thanks so much!

Paul McManus  
1235 Claire St.  
Lantana, TX 76226  
[mcmamus.family.3@gmail.com](mailto:mcmamus.family.3@gmail.com)

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-----Original Message-----

From: MitelVM <[Shoretel@ridetm.org](mailto:Shoretel@ridetm.org)>  
Sent: Monday, March 25, 2024 4:54 PM  
To: Phil Dupler <[Phil.Dupler@ridetm.org](mailto:Phil.Dupler@ridetm.org)>  
Subject: Mitel voice message from 8173922222 8173922222, +18173922222 for mailbox 2525

You have received a voice mail message from 8173922222 8173922222, +18173922222 for mailbox 2525.  
Message length is 00:01:48. Message size is 847 KB.

### WAV file JFEO3X7GY

Caller concerned with cutting out Route 66X stating, that she, as well as other city employees, depend on that route to get them to and from work every day. Route 52, the other bus that goes down Hulen, either gets her to work "super" early or "super" late, and it runs every hour. Route 66X offers a fast and convenient option as she does not drive or own a car. Not everyone lives close or drivers, so to eliminate the route would be absurd. She can understand if budget cuts call for consolidation of the route and it would run once in the morning and once in the evening, but please don't take out the option that some rely on without coming up with a reasonable solution. Come up with a solution that gives a reliable and convenient option. The caller left a call back number of, work (817)392-2376 or personal cell (612)396-0645.

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## MEETING QUESTIONS AND CONCERNS

- Where does ZIPZZONE pick up?
- What are the amount of ZIPZONE stops compared to regular bus stops for route 45?
- Will TCC students still be allowed to use their student ID for rides on ZIPZONE and other vehicles?
- Where will ZIPZONE pickup at TCC NW Campus?
- How many ZIPZONE drivers are in a zone?
- It doesn't seem like North Side ZIPZONE will run timely because of the increased ridership that will be added with passengers coming from Route 45.
- Concerned about the theft of credit card information. Stealing credit card information is the #1 crime and the passenger does not like putting his credit information online or on an app.
- Prefers monthly passes. More convenient because you can pay for a month at a time. With weekly passes, one may forget to purchase another pass before the week ends.
- There needs to be a way for the app to determine if a person is qualified to purchase a reduced pass. Passengers are purchasing reduced passes, and do not qualify.
- Will regional fares go away?
- Currently, the stops for Route 45 are not conveniently placed, it would make more sense to add stops in areas where stops are needed.
- You can get new revenue for Route 45 if it were better advertised to businesses in the area.
- Trinity Metro is losing and wasting money by placing benches and shelters in places where they're not needed. There are two benches NB on N. Main side-by-side that are city-owned and closer to the Courtyard by Marriott and can be used as a bus stop instead of making passengers walk 1 ½ blocks, with luggage, to the nearest stop. There would be no need to add additional benches or a shelter because of the nearby tree to shade people waiting for a bus.
- Frequency needs to be increased on Route 52
- Besides increasing ridership, is the strategy, to make the others more of destination routes?

- What are the changes to Route 91 in River Oaks, is it being discontinued?
- Drivers don't know where the bus stops are if the signs are missing. If there's no sign, they won't stop.
- It seems like you're saturating the city with ZIPZONES, is that the plan?
- Route 54 is not timed with Northside Station very well.
- With The Dash going away, times need to be synced better with Route 11 going to FWCS.
- Can you figure out something different for Route 45? I, a 70 year old black man, the Hispanic and neighboring communities rely on Route 45 to get around. Many of us don't have smart phones and need to get to JPS, JPS Oncology or DPS. The Northside will be neglected if Route 45 is removed.
- The ZIPZONES are the same as the old Rider Request service
- Why were bus shelters in The Stockyard removed before the new shelters were ready, passengers were left out in the element to wait for a bus.
- In Stop 6, at JPS, the shelter was removed, will it be replaced?
- Are ZIPZONE driver Trinity Metro employees?
- Why is VIA, a contractor, providing ZIPZONE service instead of Trinity Metro employees. I would prefer if Trinity Metro provided the service. It seems disrespectful to bring in someone else to do the job they're already doing. It's disloyal and the drivers are like family and familiar to regular riders.
- Who do you call if you have issues with ZIZONE since they are contract employees?
- When will the call center be updated, no one answers the phone or you're on hold for a long time.
- With all the changes, will you get new buses in the process?
- On Route 5, they need benches. There's nowhere to sit, they have "leaning posts".
- Are you planning to overhaul the system in the near future, routes should come through the neighborhoods?
- Route 55 connects to Route 23 and Route 23 runs hourly. Can Route 23 wait an additional 3 minutes until Route 55 arrives before heading to TCC?



- When ZIPZONE takes over for Route 23, will TCC still ride free with a student ID?
- The GPS is not directing Uber and Lyft to the right location for the Trinity Lakes Station even when using the address 7979 Trinity Blvd.
- Bring back Rider Request service to the NE Mall
- On Route 5 at Glen Garden & Beverly, the stop is a safety hazard. There is no place to safely wait or board the bus if you are in a wheelchair. There are times when drivers don't recognize you're waiting for the bus and will pass you by and if you walk further down from the stop, they won't let you on, because you are not at the stop. It's frustrating.
- On Route 5, Mississippi & Cantey is the last stop before Evans & Morningside. Additional stops need to be added.
- Forest Hills ZIPZONE hours should be extended
- There are no bike stations at the Sierra Vista Transfer Center
- Route 28 at Collette Little Rd passengers are expressing concerns to drivers that the ZIPZONE will not run late enough to match the current bus service
- Dropping fare to \$4 will cause issues for operators. Most passengers carry \$5 bills, with fare being \$4, passengers will need change, or be forced to carry singles.
- How hard would it be to make ZIPZONE door-to-door instead of corner pick-ups? This would be easier for operators to identify passengers. A lot of times, the driver gets there and can't locate the passenger.
- The present CEO does not have his complete email address posted online.
- Why are the doors locked at the Grove St office when they say, they're open to the public?



DATE	NAME	EMAIL ADDRESS	MESSAGE
03.18.24	Alicia Hinds	a.hinds1@aol.com	Please provide more bus services for Bursleson area. Right its limited to none. While majority has vehicles there are still some who do not.
03.20.24	Joshua Riggins	floorlight13@gmail.com	Hello Trinity metro My name is Joshua riggins the reason why sending yawl this email I hope y'all can order these new flyer xde and xn 40 for the upcoming new fleet for Trinity metro reason why new flyer xn and xde 40 is so popular in United States I look at our fleet we mostly have gillig I see yawl have xn35 for the dash and xn60 for route 2 and 89 I never see y'all order xn40 I hope in the future yawl can order these buses or ask new flyer company for these buses I hope y'all can order these buses in 2025 that my wish for yawl
03.22.24	Valenese Sampson	valeneses4@gmail.com	<p>Hi my name is Valenese Sampson. I live in the 76106 area code. The closest bus to me is in mile and a half away. I am considered medically permanently disabled. I am no receiving benefits for it though. That walks takes me about an hour at best. I get extreme heart palpitations where my heart speeds, up slow down and or stops all together. Which also causes complication within breathing. I also live near freeway in crossing the street is very dangerous children. Especially for my small twin in preschoolers. There are no sidewalks as well.</p> <p>I do not have access to a car. Which makes it very hard to get to appointments. It also complicates being able to grocery shop. As most websites are over charging for groceries and have limited variety. Delivery fees are outrageous and what you order is not always what you get. It so bad that even with food stamps you need access to food pantries.</p> <p>Doing usual day-to-day errands and tasks are completed as well. I am a single stay at home mother with limited income. I need an affordable way to be able to get around my community. Things that are normally a 5 minute driving distance here. Can easily be anywhere from an hour to an hour and 30 minute walk. Even a one minute drive can be 30 minutes and over walking.</p> <p>The Access program can be costly as well and inconvenient. If you are using the van you have to plan all trips in advance and it's \$8 to go both ways. If you have 5 trips that can easily add up to \$20 in one day and that not including the ride home. Plus you have to consider time limits as well as others people schedules. It gives you no wiggle room and cost more than a daily bus pass. So for someone like me that has many appointments this would not work.</p> <p>I'm getting ready to put my kids in homeschooling soon. Many people in our area have no source of transportation. The youth have become very violent because they have no activities or programs they can get to. So I'm pulling my kids out of the school system. Their organizations like the YMCA who have scholarship programs. And Panther martial arts who has a discount program for homeschooling. An even a local church that's willing to buy a piano and give my oldest child music lessons. Also many museums in different places that would be considered great field trips; for educational purposes give homeschooling discounts.</p>
03.24.24	Humberto Saabedra	hsaabedra@gmail.com	<p>My name is Humberto Saabedra, I'm a resident of the Southside of Fort Worth and I am negatively impacted by the proposed changes to fares and services on the #5 bus route. I am respectfully requesting that these changes be modified for the following ideas:</p> <p>The biggest problem with the current routing is too few buses cross routes so that people can get crosstown without having to take the long way around and have to stop at transit centers to change buses. There are far too many stops that are served by a single route on the Southeast corridor, Southside and Near Southside that would see demand increased by at least fivefold with more routes crossing over in a loop.</p> <p>If the 54,24,28,4,1 and 5 crossover into each other's routing in a loop just as an immediate example, since I live the general area of those bus routes, that would fix the majority of routing and demand issues for the Southside and Southeast without having to rely on ZIPZONE to shore up the low volume.</p> <p>ZIPZONE has been the most ideal solution to fix the last-mile problem that bus service in Fort Worth suffered from for years, but it is not a complete replacement for buses and routes on the Southeast side. If you want to fix low ridership on the Southeast side, crossover the 21,22,23,25 and 89 routes with the above to encourage higher volume.</p> <p>Regarding the proposed elimination of the monthly local transit pass, I disagree with its elimination as it makes budgeting my transportation needs far easier than having to purchase daily and weekly passes. I propose the following fare structure as an alternative:</p> <p>New fare alternatives:</p> <p>Base fare single ride for local buses, TEXRail and TRE (to CentrePort): \$1.00            Reduced fare single ride for local buses: \$0.50            1-day pass Adult: \$2.00            Reduced fare 1-day pass: \$1</p>
03.24.24	Paul McManus	mcmanus.family.3@gmail.com	<p>I'm a public transit enthusiast and advocate, and I saw the article that appeared on the Fort Worth Report's Facebook page on Saturday (March 23) about Trinity Metro's proposed service changes. My major concern about the elimination of The Dash service is that the Route 2 bus doesn't stop at Dickies Arena, as there are many events held there now. If The Dash service must be eliminated, are there opportunities to run special event buses there or expand the ZipZone service area to include Dickies Arena?</p> <p>Also, with the rapid population and traffic growth north of I-820 and south of I-20, are there opportunities to expand fixed route bus and/or ZipZone service in those parts of Fort Worth?</p> <p>Additionally, are there opportunities to expand the Safari Shuttle, fixed route bus (53 or another route), or ZipZone service (Southside or other) to the Fort Worth Zoo, since that zoo has become an extremely popular attraction.</p> <p>I appreciate your consideration of my concerns and suggestions as the population and car traffic continue to increase rapidly throughout Fort Worth and Tarrant County, and please let me know if you have any questions or need any additional information. I've also messaged Melissa Chrisman to express these concerns and suggestions, and I just found out about the ZipZone service scheduled to begin this summer in Mansfield, which will be terrific! Thanks so much!</p>

03.25.24	April Smith	<a href="mailto:April.Smith2@fortworthtexas.gov">April.Smith2@fortworthtexas.gov</a>	<p>It has been brought to my attention that Trinity Metro is planning on cutting out the Route 66X. I catch that route to work everyday as the 52 either gets me to work super early or to late. The 66X offers me a fast and convenient option as I do not drive or own a car. There are a few City of Fort Worth Employees that depend on that route. Eliminating that route without replacing or giving another reliable option is absurd. Not everyone drives or lives super close to work. The other route that goes down Hulen 52 only comes once an hour. I can see maybe consolidating route 66X and running one bus in the morning and one in the evening. But please don't take out the option that some people rely on without coming up with a reasonable solution.</p> <p>Please contact me at either 817-392-2376 or 612-396-0645 if you have any follow up questions or if you need anything else,</p>
04.10.24	Erick C. Jones,	<a href="mailto:erickcjonesjr@gmail.com">erickcjonesjr@gmail.com</a>	<p>General Comments</p> <p>During major events, increase service time of routes that head downtown or to near the events.</p> <p>Extend (or create) routes heading to Central Station to other key areas around downtown while keeping alignment with TexRail and TRE times.</p> <p>Put your weight behind the transit hub being proposed for Butler Place</p> <p>Create New Routes Specifically Giving Access to Major Fort Worth Destinations</p> <p>Route 11 Suggestions:</p> <p>Make it a 15-minute rapid.</p> <p>When going toward downtown have it go all the way to the new City Hall and Trinity Park before circling around back to</p> <p>Have the bus go up to Race (Between Sylvania and Riverside) to provide access to a burgeoning commercial corridor.</p> <p>Add a stop near Riverside Park and the Apartments on Oakhurst Scenic Drive</p> <p>Align with TexRail and Give Instructions to Riders on Which Stations are Aligned to and from</p> <p>Route 54 Suggestions:</p> <p>Align with Northside Station (Done!)</p> <p>Extend Connection Through the Stockyards by going down Decatur to 23rd and then going up main and finally to</p> <p>Go into Gateway Park</p> <p>New Route Suggestions:</p> <p>Create Route that goes from Downtown to Gateway Park via 4th and Samuels Island</p> <p>Create New Tour of Fort Worth Route with Potential for Light Rail Transformation</p> <p>Thank You,</p> <p>Erick C. Jones Jr., Ph.D.</p> <p>Vice President   Carter-Riverside Neighborhood Association (CRNA)</p> <p>Assistant Professor   The University of Texas at Arlington</p> <p>Department of Industrial, Manufacturing, &amp; Systems Engineering</p>



WE WANT TO HEAR FROM **YOU.**

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> BUS SERVICE    | <input checked="" type="checkbox"/> REGIONAL SERVICE (including DART and DCTA) |
| <input type="checkbox"/> RAIL SERVICE              | <input type="checkbox"/> ACCESS SERVICE  |
| <input type="checkbox"/> CUSTOMER SERVICE (phones) | <input type="checkbox"/> PUBLIC MEETING (date: ___/___/___)                    |

COMMENTS:

I ride Route 23 at Trinity Lakes Station. Whenever I have to catch an Uber or Lyft, the GPS does not direct the drivers to Trinity Lakes correctly (not ZIPZONE). I transfer from Route 55 to 23. Those routes miss each other by about 3 minutes and then I have to wait an hour for the next 55 or 23. I would appreciate a schedule change by a few minutes (Route 23 waiting at Trinity Lakes a few minutes) before September. Service to North East Mall would be great. Ridership would probably increase.

**NAME** Layle Walden

**ADDRESS** Rather not say exact, near/on Route 21

**PHONE** (817) 484-8218

**EMAIL** laylejade@gmail.com

Sign me up for *Make Your Move* emails

I'd like to **ADOPT-A-STOP**

I'd like information about **EASYRIDE**

Any information shared on this comment card may be shared with various municipalities, city council members, the Trinity Metro Board of Directors and staff. All comments made at public meetings must be limited to three minutes.

MAY 2022

WE WANT TO HEAR FROM YOU.

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> BUS SERVICE    | <input checked="" type="checkbox"/> REGIONAL SERVICE (including DART and DCTA) |
| <input type="checkbox"/> RAIL SERVICE              | <input type="checkbox"/> ACCESS SERVICE  |
| <input type="checkbox"/> CUSTOMER SERVICE (phones) | <input type="checkbox"/> PUBLIC MEETING (date: ___/___/___)                    |

COMMENTS:

Route 52 has several issues. For the past 2 years, there have been several times that a couple passengers and I have waited 2 hours for the 52. It takes a long time to get in contact with customer service. They can only say to wait for the next bus or that it broke down. Customer service always says you can't have a guaranteed ride home unless there are no more buses coming on that route for the day. Lastly, there needs to be more communication w/ Dallas for passengers w/ Regional passes. They don't accept regional from Ft Worth, but then there's no point in buying a regional  
 \*Reduced Regional

**NAME** Layle Walden

**ADDRESS** Route 21 area

**PHONE** (817) 484-8218

**EMAIL** Laylejude@gmail.com

Sign me up for *Make Your Move* emails

I'd like to **ADOPT-A-STOP**

I'd like information about **EASYRIDE**

Any information shared on this comment card may be shared with various municipalities, city council members, the Trinity Metro Board of Directors and staff. All comments made at public meetings must be limited to three minutes.

MAY 2022

75102-551901



16102

*J Lemmy  
Dept Inventory metro Iran  
801 North Kward street  
Fort Worth Tex*



NORTH TEXAS TX P&DC  
DALLAS TX 750  
26 MAR 2024 PM 9 L

*Gum Stricklen  
95 Q. Spencer 7818  
Ft Worth TX  
TX 76120*



Sunday March 25, 2014  
9:00

Happy Easter

To you & see you  
April 4, 2014  
Sunday

Great Redeem  
ment to you  
Everything right  
I trying right  
from centropoint  
to C & Smith more  
the num  
Repairs Bend Note  
the



Wishing you joy in knowing  
that in Jesus, we have God's  
ultimate gift.

PEACE AND JOY TO YOU  
IN OUR RISEN LORD!

from all of us  
Sam Stricklen

not forget Q is ant  
Route 30  
Get car with Q take  
Q head Hooker on

Q go DaySpring catch

TRC Route 30 to car with  
Q want Back soon, road  
not later may 31, road

top will sign off  
hook  
Jan sticklin

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# LAMB OF GOD

LOOKI  
THE

WHO  
TAKES  
AWAY  
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SIN OF  
THE  
WORLD!  
JOHN 1:29

~~By~~ Train Schedules on  
Bus Schedules that  
connect to Train Stations



Richard Androski,  
President and CEO  
Trinity Metro  
801 Grove St,  
Fort Worth, Texas  
76102

Date: 28 MAR 2024, 10:07 AM

President and CEO,

I have been riding the city buses in Fort Worth for twenty (20) years, off and on, and at this Trinity Metro hearing for the public customers;

I

Over majority, if not all, of the public customers objects to the President and CEO misuse/abuse of it's power in a very punitive manner and means in bad faith efforts of act(s), word(s) and/or conduct(s) with refusing his duty, by, but not limited to:

(1) planning to just completely cutoff/shut down about five (5) bus routes, namely one (1) bus route, the NO. 45 bus route, so that the CEO can continue on ~~en~~ having his yearly bonus Fee's (of ~~about~~ a million dollar) be always added to his yearly salary at the tax-payers expense, for him doing nothing but mess-up everything, making a much worse transportation system since he has been in office.

(2) shutting down the bus route of the NO. 45 bus and turning it into a "Zip Zone", will result in less-in-come revenue for Trinity Metro because, but not limited to:

(A) Trinity Metro customer's, and potential new customers, will now have to be outside in the

weathers, laying their body down along the curb (there is no benches for Zip Zone customers) waiting for a hour or two(2) hours, .. whenever the "Zip Zone" driver happens to get around to drive out their and pick-you-up. There is no number sequence to picking up customer's, just whoever is closer for the "Zip Zone" driver to pick-up next, and just how many telephone calls the Zip Zone driver receives at that period of time, hour and next hour of the day when the customer calls on the telephone.

- (B) No #45 bus to transport people/tourist from the Fort Worth Historic StockYards (each/exery year has 2-1/2 to 3 1/2 million tourist per-year) to two(2) miles north bound, to and from on the #45 bus, to the "Fort Worth Aviation Museum" (Just \$9, seniors and veteran's \$7~~00~~, 4 to 16 \$4~~00~~, 3 & under free) (about a 2 hour tour with a tour guide) (has a fantastic indoor museum and outdoors about 27 different kinds of Military aircrafts). The Mini Moyer bus on the #45 bus route seats 15 customers, where Trinity Metro switch to a "Zip Zone Van seats only two(2), and nothing for handicap in a wheelchair, resulting in being in violation of Texas statutory law and the Federal 1990 Handicap Bill of Rights,
- (C) Trinity Metro violating Article 32.53 of Tex. Ann. Penal Code (vernon's 1 SEP 2023) of illegally and



criminally exploitation of the elderly people over 65 years old and the disabled/handicap for a profit by Trinity Metro and the Board of Trinity Metro, being a 3rd degree felony (up to \$10,000 fine and up to ten (10) years in Texas prison(s)).

D) I do not want to put my credit card on the internet to be "hacked" stealing all of my money out of my bank account, just to get transportation.  
Note: TRINITY METRO performance is very, very, very poor at advertizing at all

## II

### New Revenue Waste By Trinity Metro

On about JAN 3, 2024, I learned from the manager clerk that over majority of the customers staying at the Court Yard by Marriot (2537 N. Main St., Fort Worth, Texas 76164, phone; 817-624-1112) pay's <sup>about \$70<sup>00</sup> for</sup> a Yellow Cab taxie to go one-way from here to DFW airport all the time, but, this manager/clerk told me that she did not know that Fort Worth city bus of Trinity Metro had a train, and did not know that the Court Yard Marriot customer's can just walk  $\frac{1}{2}$  blocks north from this said Hotel in paying just \$5<sup>00</sup>, instead of \$70<sup>00</sup> to a one-way taxie, to catch <sup>either</sup> city bus, NO. 15 or NO. 12 northbound, to the Northside Transfer Center just a mile away, to catch TexRail train that arrives each /every hour that will take them right down into DFW International Airport within 40 mins.



The President/CEO is severely wasting a lot of money in-come revenue by ignoring entirely what I informed the Trinity Metro Board and him at the last public meeting of Trinity Metro prior on 7DEC2023 of this matter and I even wrote down in my request's to have Trinity Metro Board and President/CEO to, but not limited to, in the effect:

1) install right across the street from this said Courtyard Marriott Hotel (2537 N. Main St) (being around about a hundred block of 2536) in the northbound lane of a bus stop for the No. 15, No. 12 and the No. 45 buses... the No. #45 could drop-off Courtyard Marriott Hotel customer at McDonald's 1/4 mile up the street to eat breakfast if they like early in the morning before walking a couple blocks to the bus stop of the #15 or #12 buses to go onto the DFW Airport to catch their airlines. For <sup>Courtyard</sup> Marriott Hotel customer's convenience to simply walk across the street of N. Main St., northbound lane, (there is already a light pole to strap the bus stop sign upon, and already two (2) ten (10) foot long metal benches (easily sit's five (5) people upon each said bench) beneath ~~the~~ two (2) big oak trees for shade upon said benches. Not far to carry luggage having bus stop right across the street, northbound lane. But the foregoing above is an/ fall "REFUSE" by both

Board and President/CEO to it's entirely of my said "Written" REQUEST and my personally "hand ed" to the President/CEO in front of this Board of Trinity Metro, and this is without reason and entirely uncalled for in throwing thousands upon thousands of Trinity Metro new source of money revenue away in the corner like a old rag

Trinity Metro do not advertize at all... Simply go ask the motel manager/clerk yourself about: (1) Is it around about ~~the~~ \$60<sup>00</sup> to \$70<sup>00</sup> that Courtyard Marriott<sup>etc</sup> customers pays to go one-way to DFW from here? And, Did you know that the city bus service has a Train Station a mile from here that costs \$5<sup>00</sup> and takes your customers down into DFW? And, the bus stop 1/2 block from here on the northbound lane cost \$5<sup>00</sup> that you customers can also use on the Train ride?

The principle reason why there isn't more customers ride the #45 bus is that the Board and President/CEO, at the prior FD&C 2023 public hearing "refused" my written down four (4) new bus stops on the #45 bus route... <sup>personally</sup> handed to the President/CEO... The Trinity Metro Board and President/CEO is intentionally / knowing created a very punitive and cruel and unusual #45 bus stop for customers to walk <sup>1/2</sup> miles when get off #45 bus, but only have to walk a little distance when getting on the #45 bus going the opposite way from a bus stop, because there is no bus stop across the street, Board/President don't want anybody to ride the #45 bus, to discourage customers is the practice.

P. 5 of 5  
P. 5 of 5



Rich Andreski  
President/CEO  
EXECUTIVE OFFICE  
Trinity Metro  
801 GROVE ST,  
FORT WORTH, TEX; 76102

Ricky Carter  
PO Box 64001  
Fort Worth, TX  
76164-4001

Date: 3 April 2024; Time: 18:00 Hrs

## RE: GROWTH FOR NORTH FORT WORTH TRANSIT SYSTEM AND COMPLAINT

President and CEO,

The NO. 45 bus route should remain operative after 1 SEP 2024, because leaving it intact can, and will, dramatically bring in new money revenue to Trinity Metro from the NO. 45 route, by doing the below improvements to the NO. 45 bus route, as set forth below, but NOT limited to:

- 1) Leaving the NO. #45 route intact after this coming Sept. 2024, along with transporting, to and from upon the NO. 45 bus, being a 14 seat "Mini Mover" box 7 1/2 ft tall van, <sup>to transport</sup> some of the 2 1/2 to 3 1/2 Million tourists from around the world at the Fort Worth Historic Stock Yard, about 2 mile further distance north, to NW, to the terrific "Fort Worth Aviation Museum" (3300 Ross Ave, Fort Worth, TX 76106 - admission prices; \$10 adult; elderly 65+ and/or veterans \$8<sup>00</sup>; ages 4-6 \$5<sup>00</sup>; 3yr & under Free) (\$1<sup>00</sup> discount, buy ticket on-line) (a 2 hour tour guide - includes indoor museum)
- 2) Installing right across the street on the northbound lane on North Main Street (around about 2536 hundred block), directly across the street from the front door of the Courtyard of Marriott Hotel (2537 North Main Street) in the Stock Yards, of a <sup>new</sup> bench shelter/seating with a new bus stop for the NO. #45 bus, northbound (northbound

Plot of



#15 & #12 buses also come by here as well, but heading to a different route than the No. #45 bus, along with

(A) upon both outside <sup>of both</sup> sides of this said new shelter and bus stop (not inside), install a clear plexi-glass (removable, so to put up new advertisements) 4ft high off the ground (size 16" by 2ft Tall bulletin board with cork backing, so to simply staple-up each corner of a bulletin Ad information for walk-by tourist to view/read)

(4ft high off the ground so the approaching bus driver can very easily visually see a customer sitting down inside this said shelter waiting on the bus), whereas:

(a) businesses, such as the said Fort Worth Aviation Museum, can use free space in a designated area corner, etc., upon this said 4ft. high off the ground 16" wide by 2ft. tall bulletin Ad information Board... Trinity Metro will generate "new" money revenue from all these said tourist buying All-Day buspasses going to and from the Fort Worth Aviation Museum (a non-profit organization) public Service ~~to~~ business) and the Fort Worth Historic Stock Yards. Estimated new money revenue to Trinity Metro \$500 per-day and up.

3) RIDER REQUEST ONLY (verbal aboard the 14 seat <sup>to drop them off</sup> Mini Mover <sup>or</sup> telephone call directly to the No. #45 Mini-Mover "Driver" to come pick them-up) to and from the "Vintage Flying Museum" (505 N.W. 38th St., #335 (a huge WWII hangar full of Military Aircrafts memorabilia, including flight rides <sup>on fly-day</sup> in a WWII B-24 Bomber

P 2 of 6

site-seeing all of Fort Worth and Metroplex area from the air with its machine-guns blazing out every end (like a B-29 Bomber) (Tickets prices: \$12<sup>00</sup> adults; seniors and teens \$10<sup>00</sup>; 6 to 13 yrs old \$7<sup>00</sup>; 5 and under free) (Funky Town Focus ride in WWII C-47 <sup>(prior U.S. paratroopers use in Europe on D-DAY to Liberate France)</sup> flight experience, Tuesday, 14 MAY 2024, from 7 to 9 PM, tickets start at \$150) (Pancake Fly-In, 6 AM 2024 8 to 10 AM, "free" museum admissions during "Pancake Time" to visitors driving their vehicles to the museum or riding bus/walking-in, or if visitor is "flying-in", he/she can ask the control tower at Meacham Airport to "be taxied" to the museum). The foregoing are examples of types of Advertising.

4) Free advertisement for Vintage Flying Museum (a non-profit organization business for the public) in a corner space upon said clear plexiglass advertisement bulletin Ad, 16" by 2 Ft wide and four (4) foot high of the ground upon the outside of both sides of said new bus shelter (<sup>located</sup> around 2536 hundred block area on northband lane on N. Main St.), located right across the street of N. Main St. of the courtyard of Marriott hotel (2537 N. Main St.) in the Stock Yards, for the 2 1/2 to 3 1/2 million visitors at the Stock Yards each / every year to walk by this said shelter in viewing and reading Vintage Flying Museum ad posted as their walking down the sidewalk. Estimated new money revenue to Trinity Metro is about \$500 per-day and up, from tourist buying All-Day Bus Tickets.

5) <sup>Another</sup> Same said 16" by 2 Ft. wide, 4 Ft. off the ground clear plexiglass bulletin board be also installed to the outside of both sides of the bus shelter located in the



Southbound lane that is already designated <sup>bus stop with shelter/seats</sup> right in front of the Courtyard of Marriott hotel (2537 N. Main St.), with Ads of both, "Fort Worth Aviation Museum", and "Vintage Flying Museum".

## II

All allegations mentioned above in Court I above is here by incorporated and made a part of Court II herein, by reference, and in support:

- 1) have said new bus shelter installed on the northbound lane of N. Main St. (around about 2536 hundred block), located precisely right across the street of the Courtyard Marriott (2537 N. Main Street). This said new bus shelter be located right beneath the shaded part area from the two (2) oak trees located along this sidewalk,
- 2) have advertised behind the ~~the~~ said 16" by 2 Ft wide plexiglass bulletin board, 4 ft. high off the ground, upon the outside part of the said <sup>new</sup> bus shelter on the northbound lane of N. Main St., and the bus shelter right across the street in the southbound lane of N. Main Street along with <sup>said</sup> advertising bulletin board outside of shelter.

(A)

## III

Resolution desired in the Complaint phase ~~is~~ is Trinity Metro President/CEO and the Board shall leave the NO. 45 bus route intacted Sept. 2024 and:

- A) Just have a Zip-Zone Area, like Trinity Metro

P. 4 of 7



President/CEO and Board are, and have been, already exercising for over a year of a Zip Zone <sup>operations within</sup> for the No. 1 Himpill bus route, the No. 8 8th Ave. bus route and the No. 5, <sup>at</sup> P5 Main St. bus routes (Medical District)

(a) Likewise, have exercising a Zip Zone operations within the NO. 45 bus route, NO. 91 bus route, No. 46 Jacksboro bus route, No. 15 bus route and NO. 12 bus route (Fort Worth Historic Stock Yards; Vintage Flying Museum; and Fort Worth Aviation Museum.

(b) but, have this Zip Zone Stock Yards Area solely only use a 14 seat big Mini-Mover box van, "not" the little, tiny Plymouth mini-van where two(z) customers are "cramed" in the back and one (1) riding shotgun, with the sixth (6th) customer being told their stock-out, dumped, being left behind (this is not efficient city bus service entirely at all... taxpayers are "not" receiving the bus service that their paying for)

c) Only use those mini-van Zip-Zone's out in areas outside of I-820 Loop (the Interstate highway that circles out away from downtown Fort Worth)... out in Fort Worth suburbs only, to start attracting new customers where there is "no" bus routes entirely at all, and

leave the bus routes all alone north of, and NW, from downtown Fort Worth. Zip Zones has no benches, has no shelters, the customer never knows exactly when Zip Zone is going to ever show-up — and, the customer "must" be "standing" there when the Zip Zone drives-by, or the customer lost his/her ride and will be left behind as a "no show". More people to buy ALL DAY BUS PASS is what Trinity Metro wants to happen, but their plan discourages this.

#### IV

The proposed NW Zip Zone only covers the 45 bus route of same "only," and;

1) said Zip Zone should be extended a mile EASTBOUND from Marine Creek Park

2) said Zip Zone engineered to include those for a mile ~~to~~ further southbound pass 28th St. to Northside Drive, even though they can easily ride either the NO. 15 bus or NO. 12 bus, resulting in unequal treatment of person living northbound of 28th St, who cannot ride a 45 bus route and for Zip Zone, in being wrongly treated differently than <sup>ALL OF</sup> those persons who live (resident) southbound between 28th Street and Northside Drive, can personally choose between riding either Zip Zone or city bus routes 15 and/or 12 up/down North Main Street, violating the Equal Treatment of law



of the 14th Amendment of the Constitution of the USA, and US Supreme Court <sup>1980 and</sup> 1986 majority Ruling in Ruze v. Esreelle,

## V

Trinity Metro President/CEO and members of the Board in direct violation of Statutory Law under Corporate Law of non-profit organization under Federal law (hereinafter called, Corporate Law), past, present and future by ~~for~~ wrongfully and unauthorized to expunge/forgo the mandatory public Board meeting by Trinity Metro, to be held/scheduled after the Trinity Metro President/CEO executive public meeting.

They say (verbally) ~~the~~ ~~that~~ some of the Board members, not all, are at the Executive public meeting, as reason why Trinity Metro had done away with the <sup>said subsequent</sup> Public Board Meeting



Rich, Andreski  
President/CEO  
Executive Office  
Trinity Metro  
801 Grove St.  
Fort Worth, TX 76102

Ricky Carter  
PO Box 64001  
Fort Worth, TX  
76164

Date: 4:00 PM  
4 APR 2024

RE: COMPLAINT/TM STAFF INJECTED FALSEHOODS/  
VIOLATION/DEPRIVING ELDERLY, DISABLED, & HANDICAP

President/CEO,

I request, and all others who resign/live along the  
NO. 45 route city bus/Mini Mover, to leave completely in-  
tact the NO. 45 bus/Mini Mover route and not suspend  
/do away with the NO. 45 city bus/Mini Mover (#4 seat big  
Tft Tall box van) this coming planned Sept. 2024, for various  
reason, namely, but not limited to:

I

Direct discrimination and criminal exploitation of the  
elderly, disability and/or handicap persons, in violation

of each of the <sup>1</sup> of Rights Act passed by US Congress

1) 1990 Handicap Bill of Rights Act passed by US Congress

2) Federal/State Civil Rights Act;

3) Sec= 32, 53, of the Tex. ANN. Penal Code (vermons 15 SEP 2023);

4) 14th Amendment to the US CONSTITUTION of the USA,

Where the planned Zip Zone covers the 43 bus route

but extends the Zip zone southbound for about

1 1/2 miles from 28 St. south to Long Ave all down

N. Main Street, and From N. Main St, between

28 St to Long Ave a mile westbound to Jackbrow

Hwy, these customers has both choices of ~~what~~

whether these customers want to either ride

the city bus #15, #12 or #45 or the Zip Zone van.

p. 1 of 4



Unconstitutionally treating those customers (elderly, disabled and handicap) differently with given no choice of either to be transported by bus or van, they are only furnish only one (1) choice ~~of~~ being transported by only Zip Zone van.

(A) Therefore treating these elderly, disabled and handicap by the Trinity Metro President/CEO and Board members and chairman:

(a) illegally depriving these said elderly, disabled, and handicap of their unalienable right to be free from unequal treatment of the law, policies, practices, orders, directives and/or customs,

(b) primarily exploitation of said elderly, disabled, and handicap of their disabilities and med/psy handicaps for a financial gain for Trinity Metro

5) Those said elderly, disabled and handicap who do reside/live north of 28th Street, has as far to walk as  $5\frac{1}{2}$  miles distance to even have a 2nd choice to be transported by a city bus

6) ~~Well~~ over the majority of the customers in this planned Zip Zone, in removing en-  
PRR of 4



tinely the 45 bus route, do resigns/lives  
"north" of 28 St. of this Zip Zone that Zones further south from 28th St.  
7) <sup>down to Long Ave</sup> The President/CEO and Board and chair-  
man has the Trinity Metro Staff con-  
ducting these Public hearings with inject-  
ing intentional and knowingly falsehoods verbally  
during the 28 MAR 2024 public hearing at Courtland Mari-  
Marriot, and the public hearing at the 3 APR 2024  
YMCA, of numerous of verbal falsehoods in  
their intent to deceive the attending  
Public at these hearings, as well as the  
Mayor of Fort Worth and the Governor of  
Texas. One (1) of the lies/falsehoods the Trinity  
Metro staff says at these said public hearing,  
including during the 4 APR 2024 public hearing ~~at~~  
upstairs at Central Station (downtown Fort Worth),  
is:

"There is only 50 to 70 riders on the No. 45 route  
per-month";

The Trinity Metro staff are lying in saying  
the 50 to 70 riders/customers per-month  
~~is~~ is including the number of times these  
customers ride/transport each day per-month  
also.

I ride the No. 45 at least 25 days each/every  
month, and a lady rides the No. 45 bus at  
least 20 to 25 times per-month to work and



each each month... together this is 50  
times per month.

Therefore, this Trinity Metro staff con-  
ducting these bogus public hearings are  
wrongly lying in saying about six (6) cus-  
tomers ride the 45 bus each month  
... and I know that is falsehood delux  
because I ride the No. 45 bus all the  
time, 25 times, one-way per month.

Therefore, the true number of customers  
per-month riding the 45 bus is somewhere  
around 500 to 700.

You see how these said Trinity Metro  
are wrongly conducting these bogus in-  
formation public hearings.

This is the reason why these said  
Trinity Metro staff conducting the said  
two (2) prior public hearings on 28 MAR 2024  
and 3 APR 2024, "are not recorded hearings,  
audio and/or video." They think the public,  
Mayor and Texas Governor are stupid.

## II

President + CEO Rich Andreski "hides <sup>up from the public</sup> part of  
his E-Mail Address upon <sup>to the</sup> internet and from  
the said public hearing, and "locked" front door to  
Executive <sup>off job</sup> Address (800 Grove St), he's not open to the public at all  
Not present at any <sup>said</sup> hearing



# BOARD ACTION ITEM

## ITEM NUMBER

BA2024-23

## MEETING DATE

May 20, 2024

## ITEM TITLE

Proposed Service Changes for Fall 2024

---

### BACKGROUND

In September 2021, Trinity Metro implemented a redesign of the fixed route bus system. Two years was allowed for recovery following the pandemic and for passengers to acclimate to the new network, after which an assessment was conducted to determine how those changes had performed and if further refinements to the system may yield more ridership or efficiency. The following changes are recommended by staff (reference included Exhibit 1 for details):

Route 5 Evans Ave/TCC South – Route 5 had been simplified and extended to serve the VA Clinic as part of the system redesign and ridership responded, making it the fifth or sixth highest ridership route (often tied with Route 25). The recommendation is to increase frequency on weekdays from 30 minutes to 15 minutes.

Route 15 Stockyards/North Main – Route 15 serves the Stockyards, a popular tourist destination with increasing nightlife and potential for job growth in the hospitality sector. The recommendation is to increase the span of service on weeknights to match the current weekend schedule.

Route 23 TCC Northeast Campus/TRE – This is our second lowest ridership route at 6 to 10 boardings a day but we are committed to providing a connection to Tarrant County College District's campuses. We have an opportunity to use our new ZIPZONE contract to service this connection as an on-demand service. A ride between Trinity Lakes Station and the TCC Northeast Campus would be summoned through GoPass or the VIA App as normal, but the request would be passed through to one of their non-dedicated TNC partners so that we are only paying for those few trips rather than a dedicated vehicle. The recommendation is to discontinue Route 23 and replace it with on-demand service through VIA.

Route 28 Mansfield Hwy/Sierra Vista – Ridership remained stagnant following the system redesign and pandemic recovery at around 50 boardings per day, one of the lowest ridership routes. As Route 28 is entirely within the Southeast ZIPZONE which has the same span of service and has been growing, the recommendation is to discontinue Route 28 service and task the Envoy Team to assist riders with the transition to ZIPZONE.

Route 45 TCC Northwest/Angle Ave/Azle Ave – Ridership has remained stagnant following the system redesign and pandemic recovery also at around 50 boardings per day. Public feedback listed a wide variety of desired destinations that would be impossible to serve with a single bus route. As a ZIPZONE would have the flexibility to serve all of the desired destinations, the recommendation is to discontinue Route 45 service and implement a new Northwest ZIPZONE. The Envoy Team would assist riders transitioning to on-demand service.

Route 66X Candleridge/Altamesa Express – This express route was altered from the congested I-35 corridor to travel on the new Chisholm Trail tollway as a faster route into downtown in hopes of attracting more riders, but the trend toward work-from-home and hybrid schedules among downtown professionals has resulted in stagnant ridership at less than 20 boardings per day. Route 66X requires two buses in the peak which could be more efficiently assigned to provide higher frequency on Route 5. Most of the area served also has access to Routes 6, 52 and 72 which provide alternative ways to travel to downtown. The recommendation is to discontinue Route 66X.

The Dash – This route was originally promoted by Blue Zones to attract riders from the growing Downtown and W 7th residential areas to use public transit. While a little higher ridership than some of the above routes, The Dash has been stagnant and has never recovered even to its pre-pandemic launch levels. This has prompted the funding partners to discontinue support. As it largely parallels and competes with Route 2, the recommendation is to discontinue The Dash and repurpose the electric vehicles.

Southside ZIPZONE – Public feedback noted that because there is not a north-south route between Riverside Drive and Oakland Blvd, it took multiple transfers to reach the nearest source of fresh grocers at the Walmart at Renaissance Square. The Southside ZIPZONE serves most of the area and a small extension to the Sycamore Heights neighborhood will provide that critical connection for fresh groceries.

### Title VI

Four public meetings were held in person at multiple locations to ensure adequate opportunity for public input. The date and location of the meetings were March 28th at the Courtyard by Marriott in the Stockyards on the Northside, April 3rd at McDonald YMCA in the Southeast, and two, noon and 6pm on April 4th at the Central Station. Comments received are in Exhibit 2. Staff have analyzed the effect of these changes on minorities and low-income persons in our service area and determined that there no disparate impacts nor disproportionate burdens with replacing routes with on-demand service actually increases minority and low-income access overall.

### FINANCING

In total, these changes result in a savings of \$64,132 in Trinity Metro's FY2025 Operating Budget.

### RECOMMENDATION

The Trinity Metro Board of Directors authorizes the President & Chief Executive Officer to implement the recommended changes to be effective September 15, 2024.

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**STAFF DISPOSITION**

**EXECUTIVE LEAD\***  
Chad Edwards

**DATE**  
05/06/24

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**DISPOSITION OF BOARD OF DIRECTORS**

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**SECRETARY APPROVAL**



# BOARD OF DIRECTORS

## INFORMATION ITEM

### ITEM TITLE

2024-2025 Scholarship Awards

### MEETING DATE

May 20, 2024

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### DETAILS

Each year the Fort Worth Transportation Authority Scholarship Awards are offered to help defray college expenses at accredited non-profit educational institutions. The scholarship is available to employees, their legal dependent, and/or spouses.

We received and awarded 9 scholarships for a total of \$22,000 for the upcoming 2024-2025 academic year. The Committee awards scholarships based on academic achievement tied to the overall cumulative GPA which cannot be below 2.5.

1. Sarah Brown, daughter of Jeff Brown, Risk Manager. Sarah is attending Tarleton as a Nursing major and was awarded \$2,750.
2. LaTamara Buggs, spouse of Lonnie Buggs, Revenue Service Agent. LaTamara is attending Dallas College as an Education major and was awarded \$1,750.
3. Mykayla Carson is the daughter of Bus Operator Michelle Small. Mykayla is attending the University of Texas at Arlington majoring in Public Health and was awarded \$2,500.
4. Chance Humphries is a Bus Operator and Line Instructor and began working with Trinity Metro in June 2017. Chance is attending Tarrant County College as a Computer Science major and was awarded \$3,000.
5. Priscilla Mambe, daughter of Engobo Mambe, Service Planner. Priscilla is attending Northwest Arkansas Community College as a Nutrition major and was awarded \$2,500.
6. Hassan Ssali is a Bus Operator and began working with Trinity Metro in June 2021. Hassan is attending Abilene Christian University for Cybersecurity and was awarded \$2,250.
7. Aron Tsegay, son of Petros Tsegay, Bus Operator. Aron is attending Texas Tech and is still determining his major. Aron was awarded \$3,000.
8. Jonathan Tsegay, son of Petros Tsegay, Bus Operator. Jonathan is attending the University of North Texas as a Computer Science major and was awarded \$2,750.
9. Allison Wise, daughter of Lashounda Carter, Lead Custodian. Allison is attending Oral Roberts for Nursing and was awarded \$1,500.

### 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\*

Kelli Shields

#### DATE

05/02/24

# TRINITY METRO BOARD OF DIRECTORS RESOLUTION

## APPRECIATION FOR THE SERVICE OF NICOLO GENUA (R2024-05)

**WHEREAS**, the voters of Fort Worth established the Fort Worth Transportation Authority (dba Trinity Metro) on November 8, 1983 to provide public transportation within the City of Fort Worth; and

**WHEREAS**, Trinity Metro's Board of Directors for establishes policy and sets the strategic direction for the company; and

**WHEREAS**, Nicolo Genua has served on the Board of Directors from September 2016 to February 2024; and

**WHEREAS**, Nicolo Genua has served on the Finance & Audit Committee; Commuter Rail Committee and Trinity Railway Express Advisory Committee; and

**WHEREAS**, his devotion and dedication have earned him the esteem of fellow Board of Directors, Trinity Metro staff, business partners and the entire community.

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

The Board of Directors publicly commends and gratefully acknowledges its deep appreciation to Nicolo Genua for his many years of service and contribution to the advancement of public transportation.

**ADOPTED MAY 20, 2024**

Jeff Davis  
Tito Rodriguez  
Sharla Horton

Teresa Ayala  
Michael Crain  
Brian Hawkins  
Isaac Manning

Chris Nettles  
Rachel Navejar Phillips  
Benjamin Robertson  
Paul Slechta

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Jeff Davis  
Chair

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Richard Andreski  
President & CEO

# TRINITY METRO BOARD OF DIRECTORS RESOLUTION

## APPRECIATION FOR THE SERVICE OF CHARLES EDMONDS (R2024-06)

**WHEREAS**, the voters of Fort Worth established the Fort Worth Transportation Authority (dba Trinity Metro) on November 8, 1983 to provide public transportation within the City of Fort Worth; and

**WHEREAS**, Trinity Metro's Board of Directors for establishes policy and sets the strategic direction for the company; and

**WHEREAS**, Nicolo Genua has served on the Board of Directors from September 2017 to February 2024; and

**WHEREAS**, Charles Edmonds has served on the Commuter Rail Committee; Planning, Operations & Marketing Committee and served as chair of Trinity Railway Express Advisory Committee; and

**WHEREAS**, his devotion and dedication have earned him the esteem of fellow Board of Directors, Trinity Metro staff, business partners and the entire community.

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

The Board of Directors publicly commends and gratefully acknowledges its deep appreciation to Nicolo Genua for his many years of service and contribution to the advancement of public transportation.

### ADOPTED MAY 20, 2024

Jeff Davis  
Tito Rodriguez  
Sharla Horton

Teresa Ayala  
Michael Crain  
Brian Hawkins  
Isaac Manning

Chris Nettles  
Rachel Navejar Phillips  
Benjamin Robertson  
Paul Slechta

---

Jeff Davis  
Chair

---

Richard Andreski  
President & CEO



# BOARD OF DIRECTORS

## INFORMATION ITEM

### ITEM TITLE

Vanpool Program Update

### MEETING DATE

May 20, 2024

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### BACKGROUND

Mark Penson, Commute Group Manager with Commute with Enterprise will give an update on Trinity Metro's vanpool program.

### 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

05/07/24

# Vanpool Program Update

Mark Penson  
Commuter Group Manager



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PROGRAM  
METRICS



ENVIRONMENTAL  
IMPACT



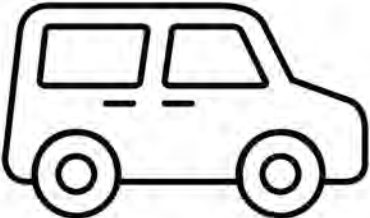
UPDATES &  
OPPORTUNITIES





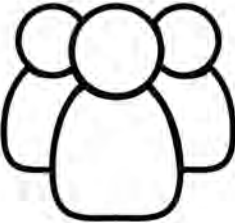
# PROGRAM METRICS

AVG VANPOOLS



183

PASSENGER MILES



12,219,428

EST. FUNDING RETURN



\$2,078,237



# ANNUAL ENVIRONMENTAL IMPACT

COMMUTER MILES REDUCED



9,173,070

TOTAL TRIPS ELIMINATED



284,613

CO2 EMISSIONS REDUCED (LBS)



6,909,071



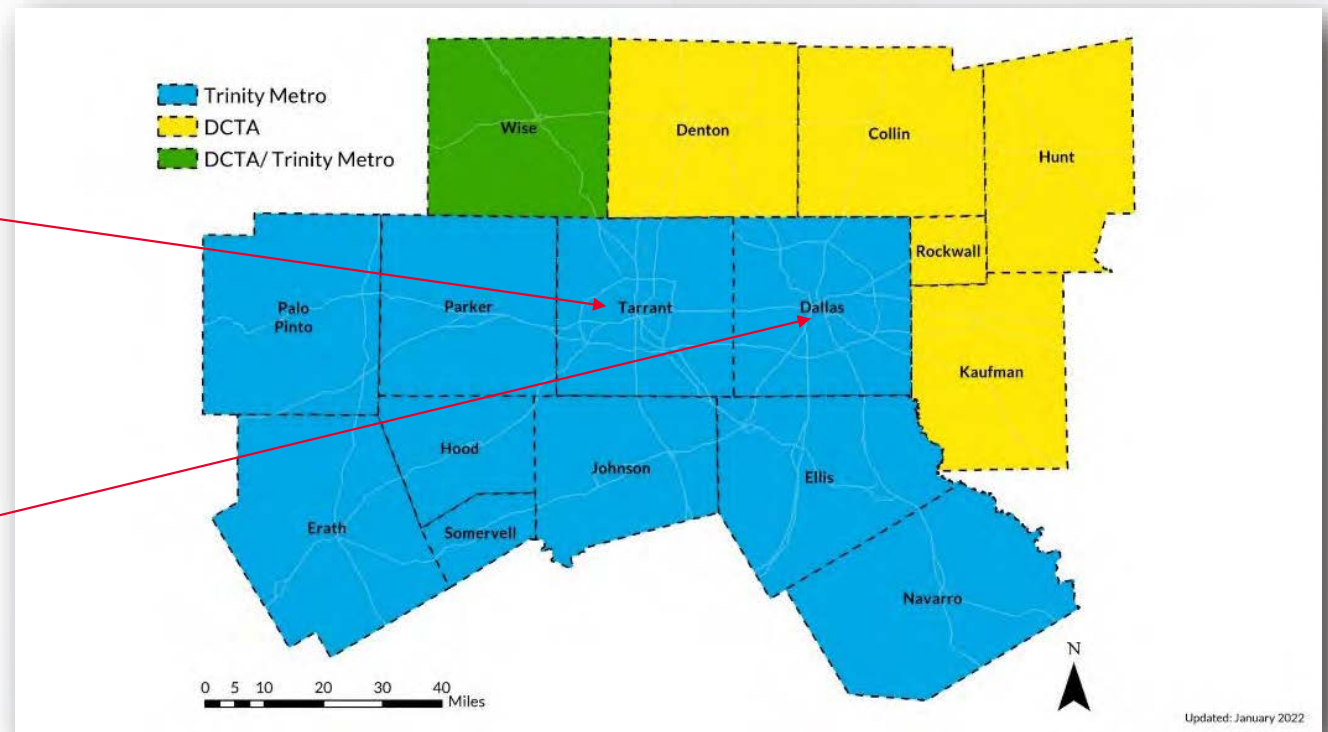
# Focus Areas

## Alliance

- 575 companies
- 66,000 employees
- Goal: FY25 4 vanpools

## Inland Port

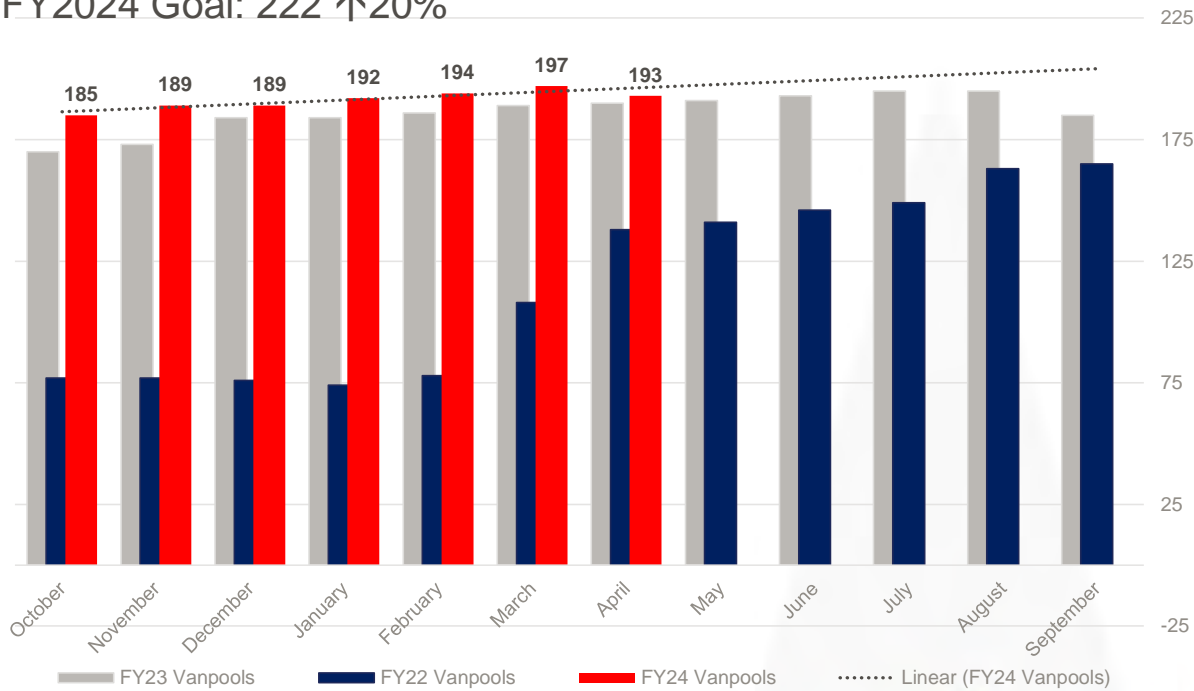
- 120+ companies
- 17,000 employees
- Goal: FY25 10 vanpools







FY2024 Goal: 222 ↑20%



**New account**  
VA Hospital – Duncanville

**In Discussions**  
JC Penney  
Amazon





**BOARD OF DIRECTORS MEETING MINUTES**  
**MONDAY, APRIL 15, 2024**

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**ATTENDEES:**

**Board Members Present:** – Jeff Davis – Chair, Isaac Manning, Ben Robertson, Paul Slechta, Sharla Horton – Secretary, Teresa Ayala, Tito Rodriguez – Vice Chair, Brian Hawkins, Michael Crain, Rachel Navejar Phillips

**Board Members Absent:** Chris Nettles

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

**Executive Leadership Team Absent:** Kelli Shields

**Board Attorneys:** Joel Heydenburk

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**CALL TO ORDER**

The meeting was called to order at 3:04 pm at 801 Grove Street, Fort Worth, Texas 76102.

**PLEDGE OF ALLEGIANCE** – Ben Robertson

**ADMINISTRATION OF OATH**

Joel Heydenburk, attorney of record, administered the Oath of Office to Board members Sharla Horton, Teresa Ayala, Jeff Davis, Brian Hawkins and Michael Crain who were unavailable for the March meeting.

**CITIZEN COMMENTS**

One citizen addressed the board: Ricky Carter.

**UNITED WAY**

Detra Whitmore provided the Board with a brief background of our United Way partner, spoke to our Spring Campaign and presented a check to United Way for \$24,715.75 to Kintisha Williams, Director of Corporate Relations. Richard Andreski thanked the Trinity Metro team for their generosity and spoke to one of our core values of Supporting our Community. Tito Rodriguez also serves on the United Way Board and proceeded to thank Trinity Metro on behalf of himself, United Way Board Members, and United Way CEO Leah King for their generosity. Jeff Davis says he appreciates it very much and that increments help.

**MEETING MINUTES**

Motion: Michael Crain motioned to approve the March 18, 2024, Board of Director Meeting Minutes as submitted. Ben Robertson seconded. The motion passed unanimously.

**INFORMATION ITEMS & REPORTS**

1. Commuter Rail – Reed Lanham provided the Board with a brief update on rail operations for March. TEXRail had over 60,000 riders for the the first time in a month without a special event which is another sign of growth and continued progress. Lanham noted TEXRail's safety records with our transportation signal departments both passing over 2271, Maintenance of Way at 1341 and our Maintenance of Equipment at 156 days injury-free. Congratulations to the TEXRail team for their commitment, attention and focus. Lanham mentioned the recent Fort Worth and Western Railroad (FWWR) derailment incident where eight (8) cars came off their track near our Northside Station and two (2) of the cars landed on our

main line. Our service was down for approximately 31 hours. A big thank you to Ron Newman and his team in operations, specifically Vernon Porter for responding so quickly. TRE continues to improve admirably with their OTP month after month due to the efforts of our team members and contractors. The performance of TRE has increased dramatically and ridership was a total of 108,650. Lanham stated we are working on a deal with Seimens to purchase five (5) new locomotives and will be traveling to Sacramento, CA next week to see and tour their locomotive manufacturing facility. The region, our staff and our customers are looking forward to getting these new locomotives in as soon as possible. Lanham also briefed the Board with an update on the opening of the Trinity Lakes Station. Chair Davis asked when we might be able to consider increasing our headways on TEXRail. Lanham stated that we are reviewing the increase now and speaking with Stadler on the purchase of four (4) new DMUs. Reviewing scheduled and additional infrastructure needed, we are hopeful that we will have a better idea of exactly what is needed to increase headways to 20 min.

2. Operations – Wayne Gensler provided a brief update on KPIs. Sharla Horton asks about COVID and where we are now in ridership recovery compared to pre-COVID numbers. Lanham responded that TEXRail did not start service until 2019 and numbers were low. Currently, TEXRail is between 140% - 150% recovered. Gensler and Andreski both responded we are over the pre-COVID numbers for the entire agency. The industry has switched the discussion from pre-COVID versus post-COVID to a long-range conversation. Horton asked about ZIPZONE’s growth. Gensler spoke about the ridership growth for ZIPZONE and the zones added. The largest growth is the Southside ZIPZONE, and next is the Alliance ZIPZONE. Mercantile is very steady as well. Chair Davis asked if the increase in ridership is lowering our cost per ride. Gensler replied that we are below \$40 a ride on ON-DEMAND services, Paratransit is closer to \$60 so the combination of the two should help grow the average people per ride which will continue to assist in lowering the cost. Teresa Ayala would like to have an update at the next board meeting on the new and current ZIPZONE areas and how it works.
3. Marketing & Communications – Melissa Chrisman provided an update on Strategic Engagement, giving background information about the solicitation process, including those selected. She also informed the board about the Communications and Community Engagement Plan and Program that launched in February 2024. She introduced Heather Dickie and mentioned Leigh Hornsby both with the selected agency. Chrisman provided a program overview, recognized the group participants and listed program goals. The Board was invited to participate in some of the future events. Glenn Miller gave an update on our paid marketing. Tito Rodriguez asked about the TEXRail Name the Train Campaign. Chrisman stated we are completing the final designs and would be able to release mid-May.
4. Community Engagement – Detra Whitmore updated the board on our Customer Care Call Center Stats. Whitmore mentioned Fairy Bright, quality review manager, who will start working with the ACCESS team to create a campaign to focus on passenger safety, since safety is one of our core values. She noted they will also be working with the training team to make additional training updates for our ACCESS operators. Educating and further communication with our customers will continue to reduce the number of pass-bys. Andreski reminded Whitmore about her new work location, and she advised the board of a hybrid office that she will work from at our HRP facility three to four (3-4) days a week to work hand in hand with the call center representatives. La’Nora Kimbrough gave a Transit Envoy Update. She introduced all the Envoys present and discussed pop-up events being held in the community and how best to navigate the system. Ben Robertson asked how one could become a volunteer Envoy. Kimbrough explained the process.
5. Strategy, Planning & Development – Chad Edwards provided an update on our General Planning Consultant and discussed all task order updates. He also noted we shared a required before and after study we provided to FTA and the North Central Texas Council of Government (NCTCOG) regarding the federal funding for TEXRail. We received a “Thank you,” but have not received a final report. We held



several public meetings on our fall Service and Fare change plan and lastly, the Vickery T&P property sale agreement came to an impasse last week, and SECO elected to canceled the property sales agreement. The plan is to place it back on the market within the next several months.

6. Finance – Greg Jordan provided a financial update on the February 2024 numbers.

## **RESOLUTION**

1. R2024-04 Application for Participation in LOGIC

Motion: Michael Crain motioned to approve the above Resolution as submitted. Paul Slechta seconded. Motion passed unanimously.

## **ACTION ITEMS**

1. BA2024-17 Enterprise Phone System

Motion: Ben Robertson motioned to approve the above board action items as submitted. Paul Slechta seconded. Motion passed unanimously.

2. BA2024-18 Bus Stop Real-Time Information Displays

Motion: Rachel Navejar Phillips motioned to approve the above board action items as submitted. Michael Crain seconded. Motion passed unanimously.

3. BA2024-19 TEXRail Letter of Guarantee for Fleet Expansion

Motion: Ben Robertson motioned to approve the above board action items as submitted. Tito Rodriguez seconded. Motion passed unanimously.

## **PRESIDENT'S REPORT**

President and CEO Richard Andreski advised the Board that the Executive Leadership Team traveled via Amtrak to visit Emabark in Oklahoma City, They provided an inside look at their growth strategies and success stories. We rode their streetcar system and the MAPS program impacts, a bond program that invests in libraries, conventions, sports and entertainment venues, economic development projects, parks and transit. Andreski spoke about Mayor Mattie Parker's task force announcement created to look at Fort Worth's tourism, economic development and rail for Fort Worth. He further discussed TEXRail and the tremendous interest we continue to see in Downtown as well as the new and proposed development at Panther Island and the Stockyards and noted public transportation must play a larger role in our community if we are to realize the collective goals. Andreski mentioned the opening event at Trinity Lakes Station and recognized numerous individuals who attended in to support.

## **CHAIR'S REPORT**

Chairman Jeff Davis also noted the opening of Trinity Lakes Station and he was very impressed. He then further addressed the economic development in Oklahoma City and its continued growth. Davis spoke about a conversation held with Mayor Parker on the ROI of transit and explained how transit is involved in growth. He mentioned comments from Michael Morris, NCTCOG regarding J. Crosley and a group from Austin who continue to state the importance of a farm and city mantra which talks about the economic loss due to vehicular crashes and deaths. There are over 4,200 fatality crashes in Texas every year with a cost of approximately \$55 Billion in economic damage. He spoke of air quality and how the city, citizens and community will spend millions of dollars to try to become an unattainment zone. Davis stated the incredible support from our community where our

polling facts show 78% are in support of spending for rail. Economic development data is on the radar and continues to rise. All should understand the importance of public transit for communities.

### **EXECUTIVE SESSION**

At 4:33 pm the Board, Richard Andreski, Chad Edwards, Greg Jordan, Greg Dickey, Christine Black and Joel Heydenburk exited for an Executive Session to discuss the executive information items, reports and action item. The Board, staff and attorney exited the Executive Session at 4:50 pm and returned to regular session. at 4:50 pm.

### **EXECUTIVE SESSION ACTION ITEMS**

1. BA2024-20 Land Acquisition, Condo Unit

Motion: Michael Crain motioned to approve the above action item as submitted. Teresa Ayala seconded. Motion passed unanimously.

### **OTHER BUSINESS**

No other business was discussed.

### **ADJOURN**

Meeting adjourned at 4:52 pm.

# BOARD OF DIRECTORS

## INFORMATION ITEM

### ITEM TITLE

On Time Performance for TEXRail & TRE

### MEETING DATE

May 20, 2024

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### BACKGROUND

Reed Lanham, VP of Rail will provide an update on April 2024 On-Time Performance for TEXRail & Trinity Railway Express (TRE).

### 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\*

Reed Lanham

#### DATE

05/08/24



# April 2024 On Time Performance for TEXRail & TRE

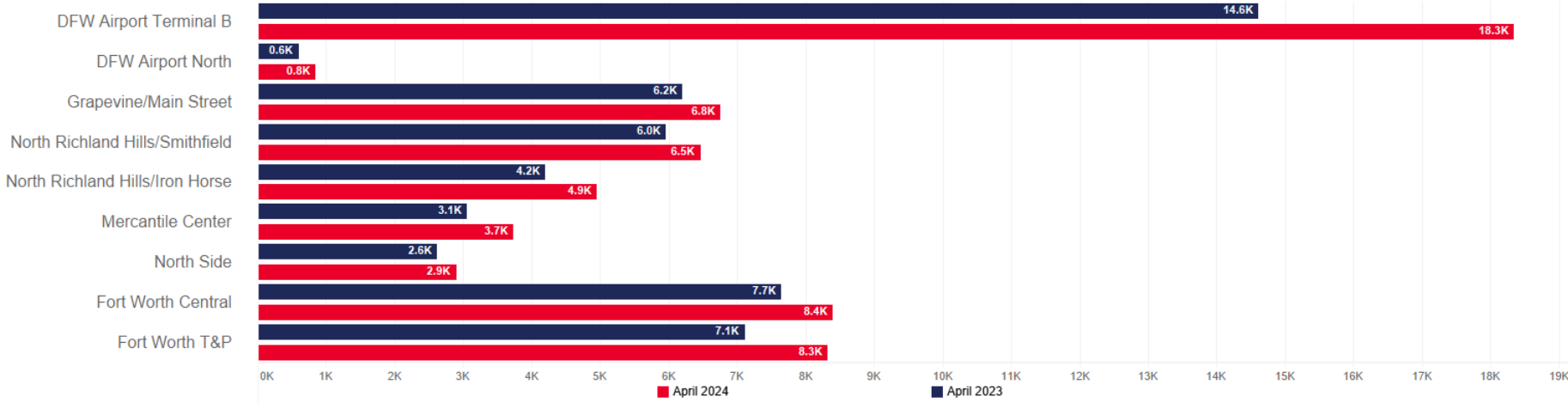
Reed Lanham – VP of Rail

May 20, 2024

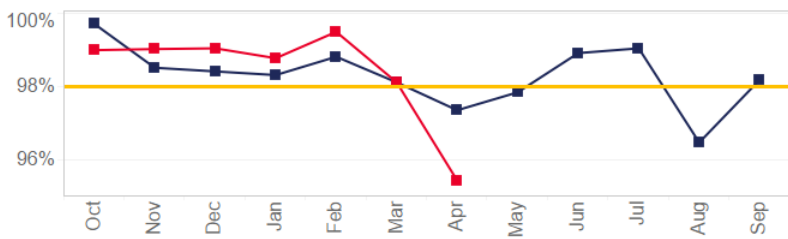


# TEXRail Total Ridership by Station (in 1000s)

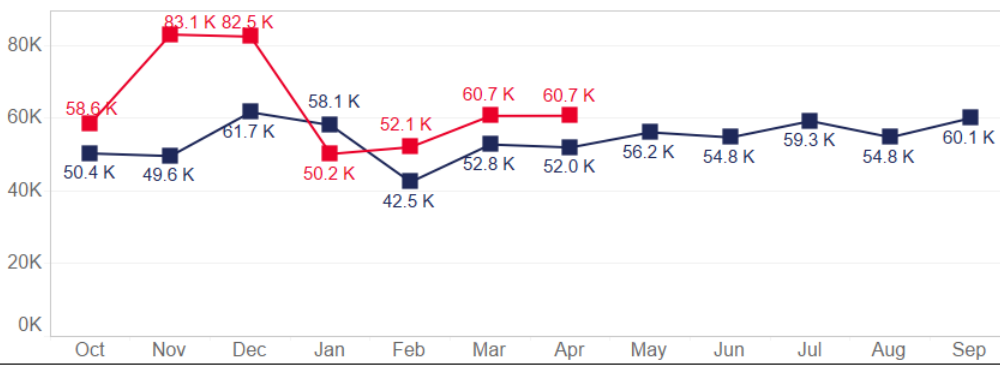
April 2024



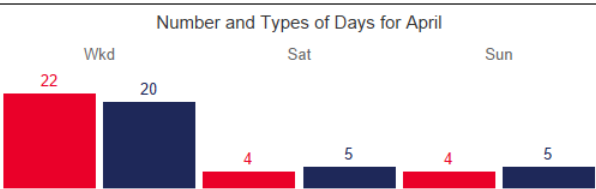
# TEXRail On-Time Performance



# TEXRail Monthly Ridership (in 1000s)



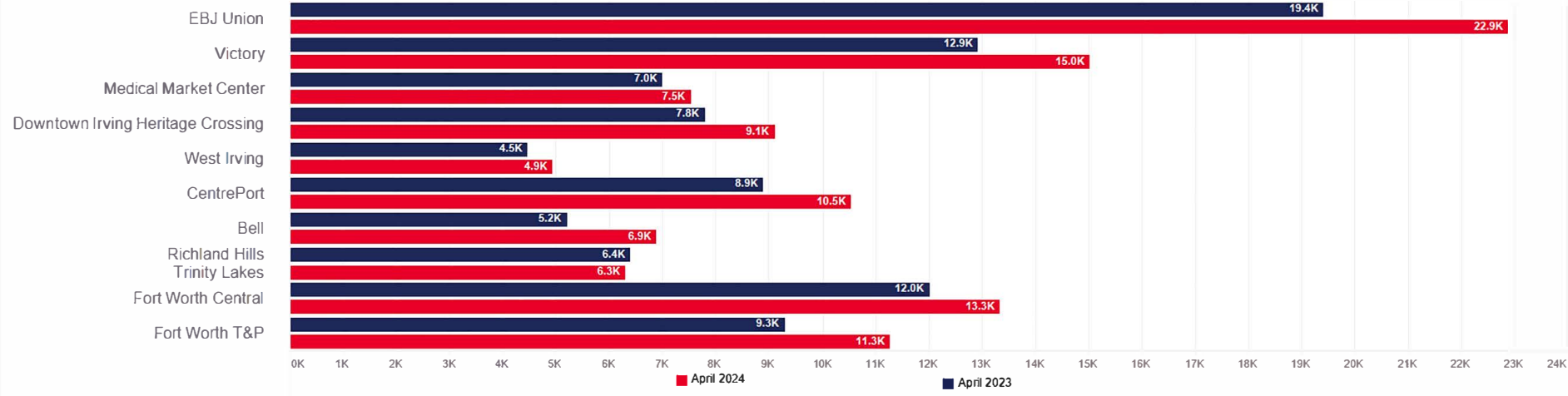
FYTD Ridership	Value
FY2021	139,469
FY2022	286,333
FY2023	367,135
FY2024	447,924



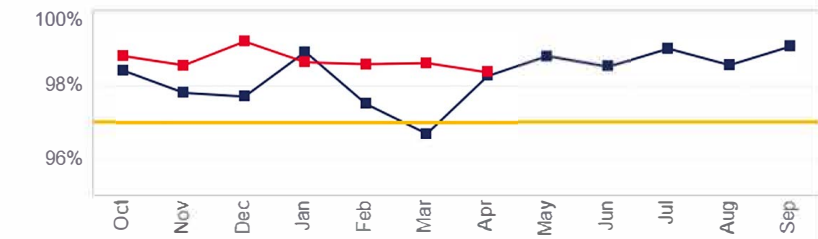
FY2023 FY2024

# TRE Total Ridership by Station (in 1000s)

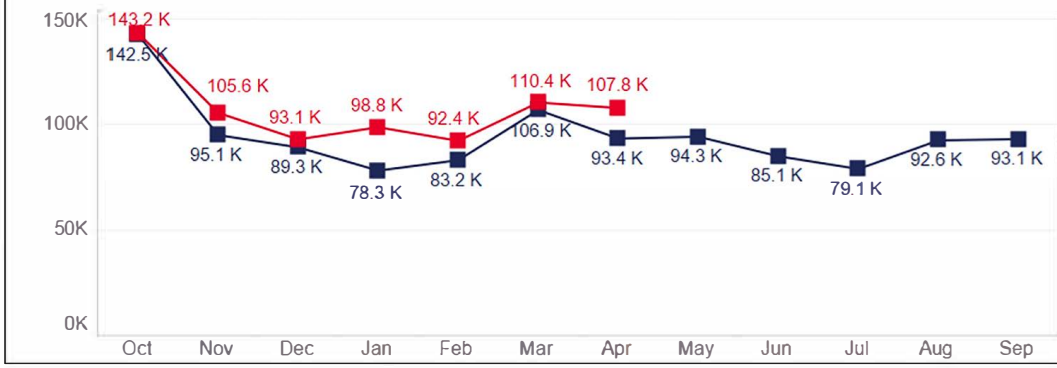
April 2024



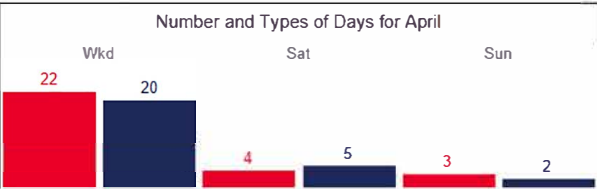
# TRE On-Time Performance



# TRE Monthly Ridership (in 1000s)



FYTD Ridership	Value
FY2021	412,627
FY2022	644,328
FY2023	688,709
FY2024	751,232



FY2023 FY2024



# BOARD OF DIRECTORS INFORMATION ITEM

**ITEM TITLE**

April YTD 2024 Long Term Parking Update

**MEETING DATE**

May 20, 2024

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**BACKGROUND**

Reed Lanham, VP of Rail will provide an April YTD 2024 Long Term Parking Update.

**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\***

Reed Lanham

**DATE**

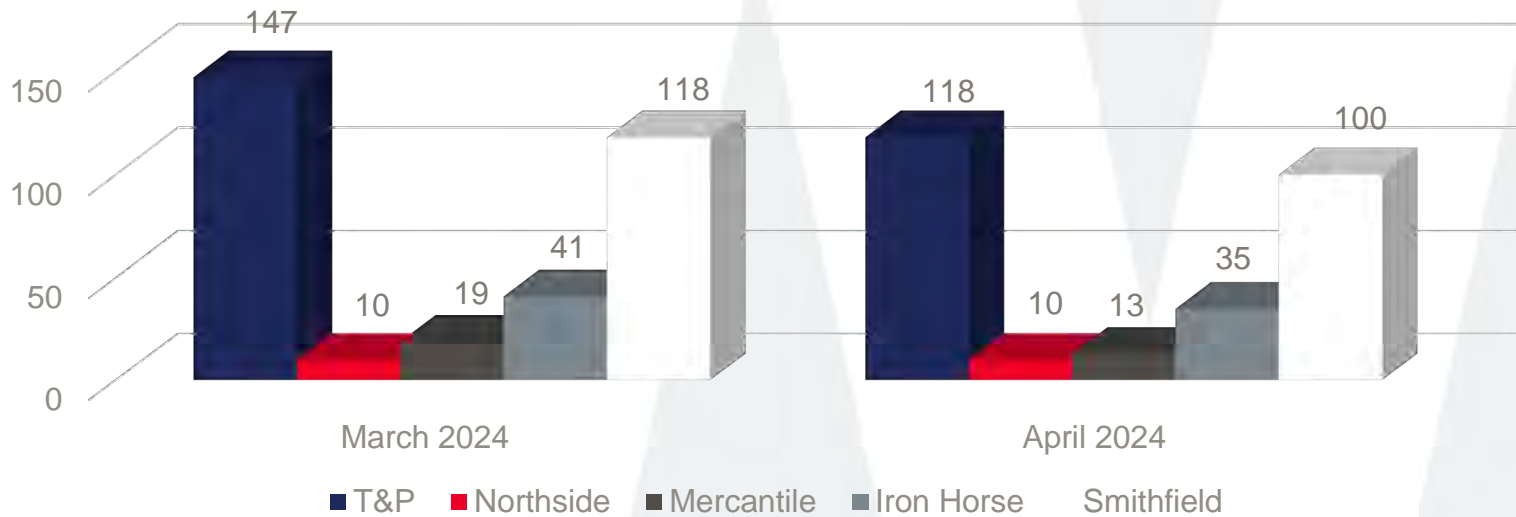
05/13/24

# April 2024 YTD Long Term Parking Update

Reed Lanham – VP of Rail  
May 20, 2024

# Long Term Parking

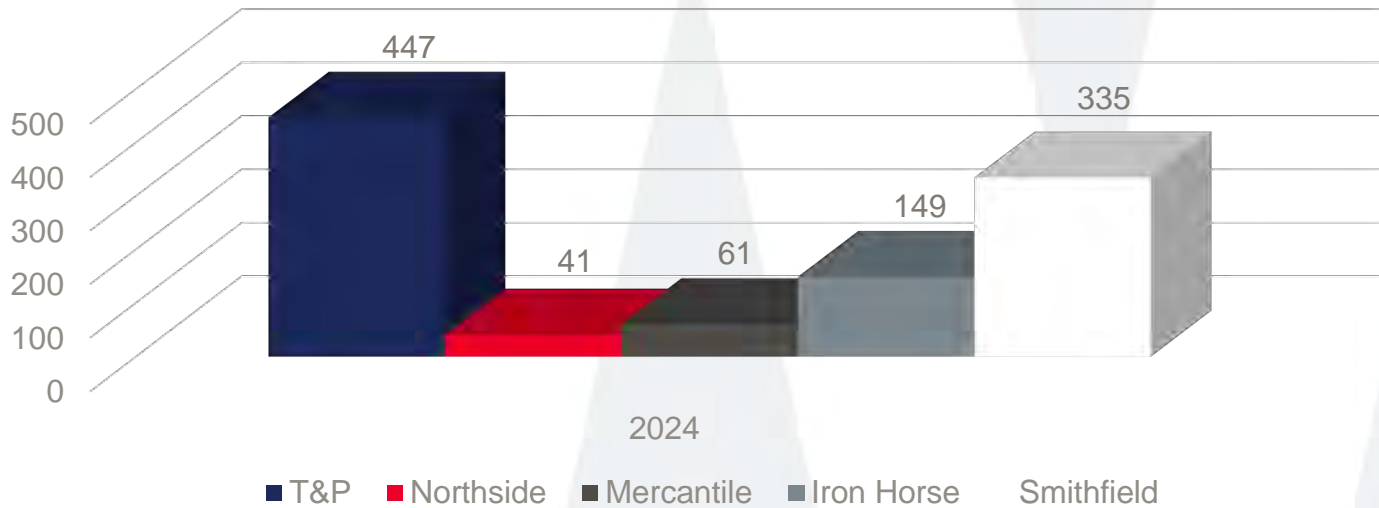
## Parking by Month





# Long Term Parking

Grand Total to date for 2024



# BOARD OF DIRECTORS

## INFORMATION ITEM

### ITEM TITLE

ZIPZONE Board Update May 20, 2024

### MEETING DATE

May 20, 2024

---

### BACKGROUND

ZIPZONE services continue to grow, and we project ridership to climb over 30,000 rides during April 2024. Management is providing the Board with an update on services, ridership, zone expansion, and cost per ride.

---

### STAFF DISPOSITION

#### EXECUTIVE LEAD\*

Wayne Gensler

#### DATE

04/24/24

# TRINITY METRO ZIPZONES

Wayne Gensler  
Chief Operations Officer  
May 20, 2024



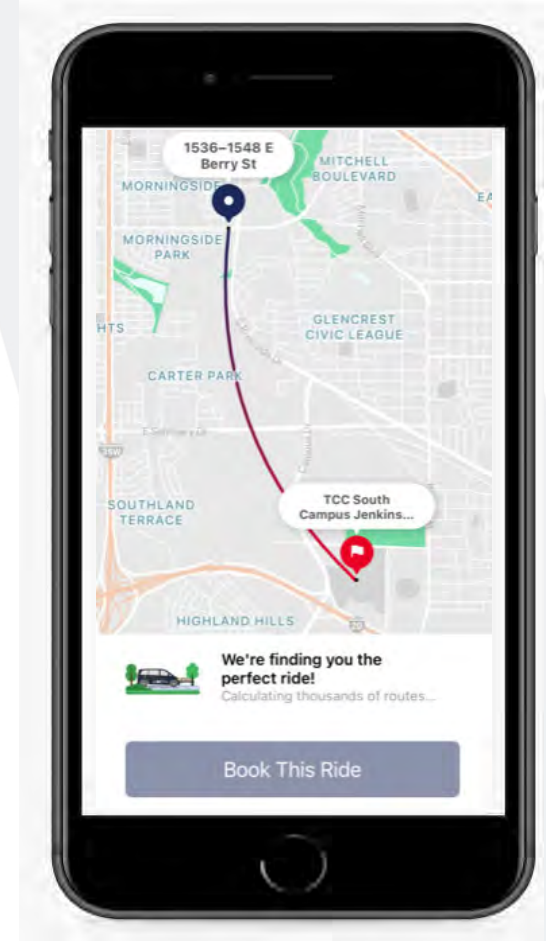
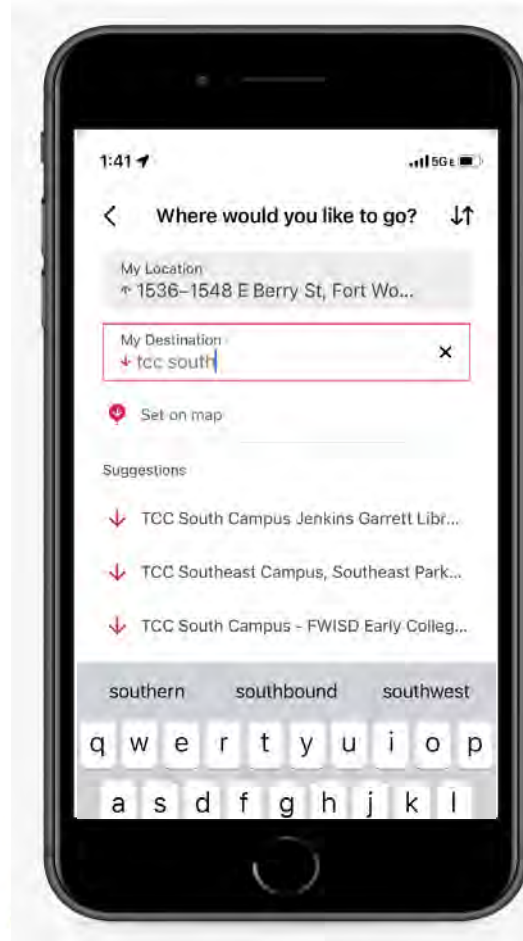


# ABOUT ZIPZONE

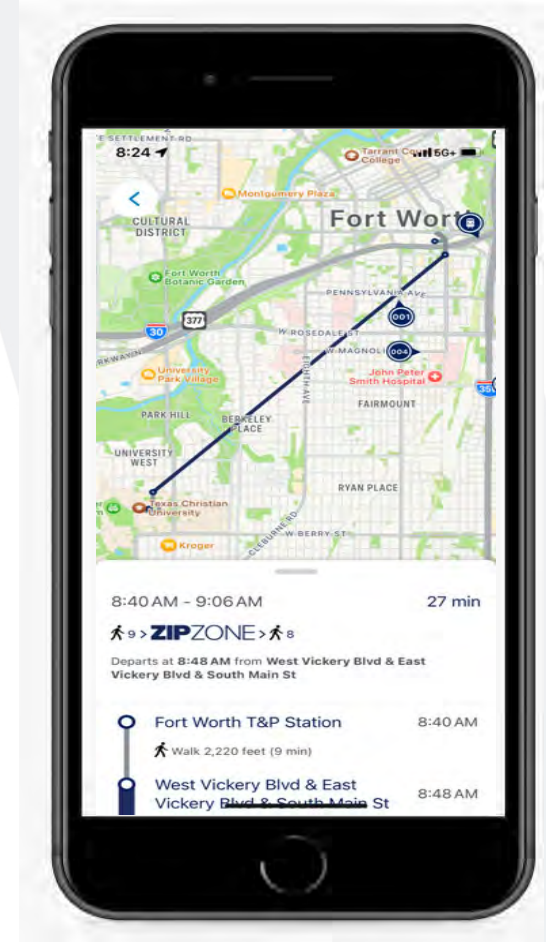
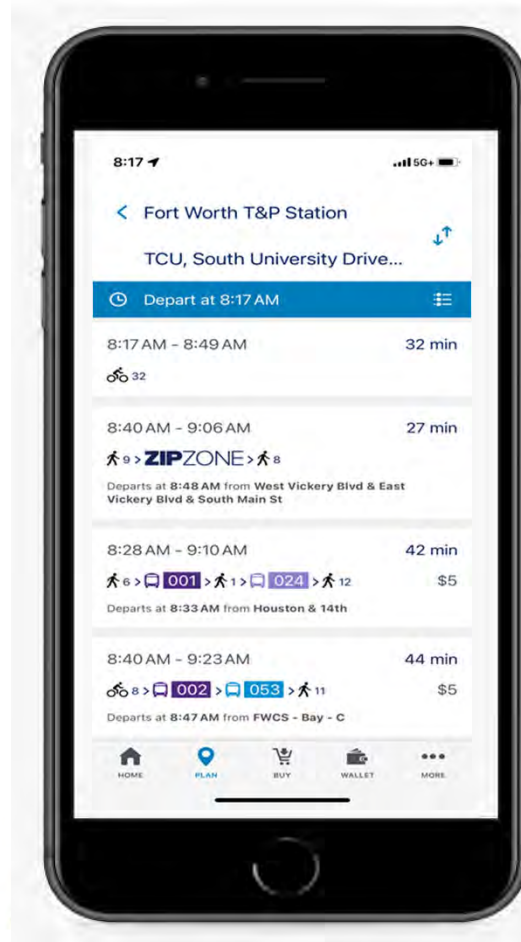
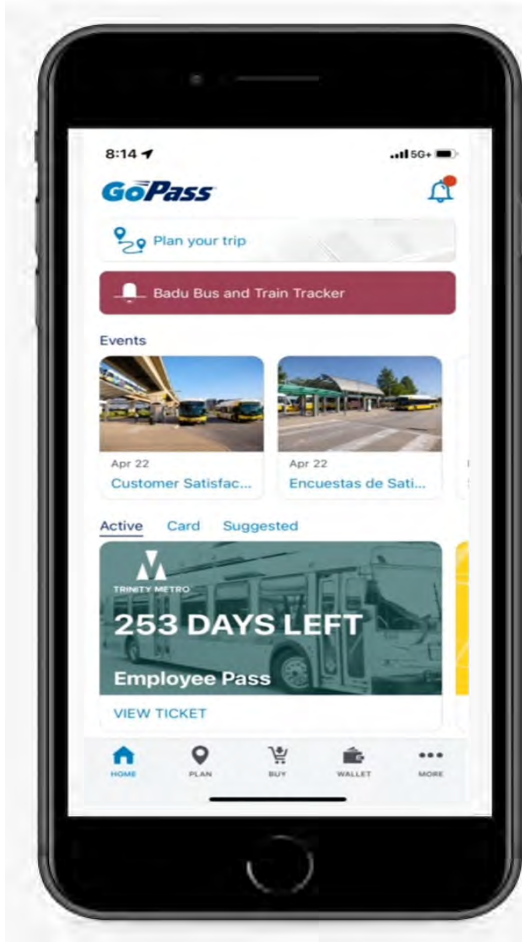
- On-demand rideshare service that is supplemental or in addition to traditional fixed-route bus.
- First launched in Alliance in early 2019.
- Additional zones added since include Mercantile, South Tarrant, Southside and Southeast.
- Future Zones – Mansfield and North Side ZIPZONE; TCC Northeast Campus On-Demand.
- Hours and area vary based on community needs.
- Rides can be booked via GOPASS or ZIPZONE mobile app or customer care phone lines (817.215.8600).



# BOOKING A RIDE – ZIPZONE APP



# BOOKING A RIDE – GOPASS APP





# CUSTOMER FARES - ZIPZONE

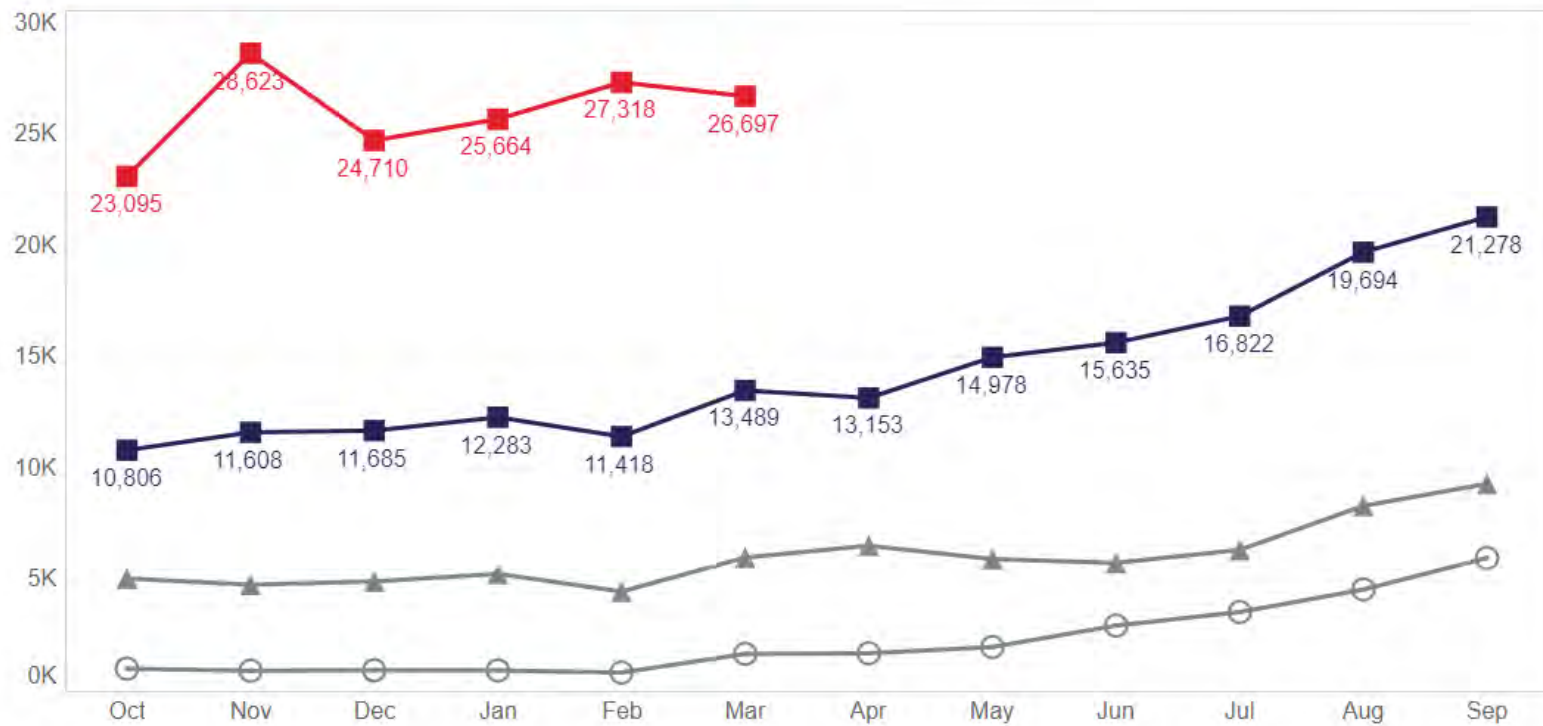
Fare Type	Current Regular Fares	Current Reduced Fares
Single Ride	\$3.00	\$3.00
Day Pass	\$5.00	\$2.50
7-Day Pass	\$25.00	\$12.50
31-Day Pass	\$80.00	\$40.00
Single Ride (Mercantile Industrial Park)	\$1.00	\$1.00



# ZIPZONE Monthly Ridership

## All

zone



Number and Types of Days for March



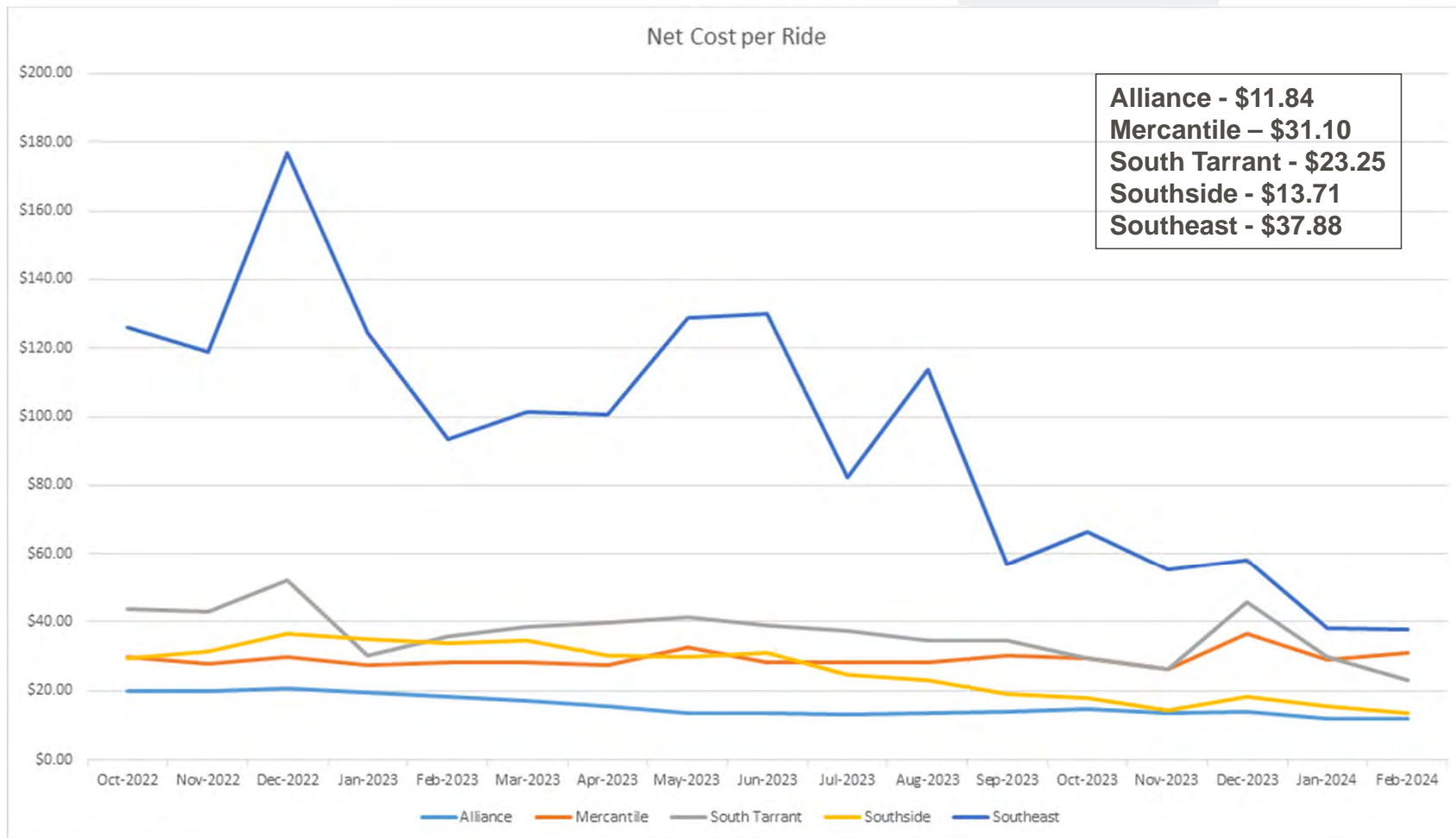
FY2021   
  FY2022   
  FY2023   
  FY2024

Fiscal Year Ridership to Date

FY2021	6,234
FY2022	30,429
FY2023	71,289
FY2024	156,107



# NET COST PER RIDE- ZIPZONE



# ZIPZONE Overview

## - Alliance

Start date: Feb 2, 2019

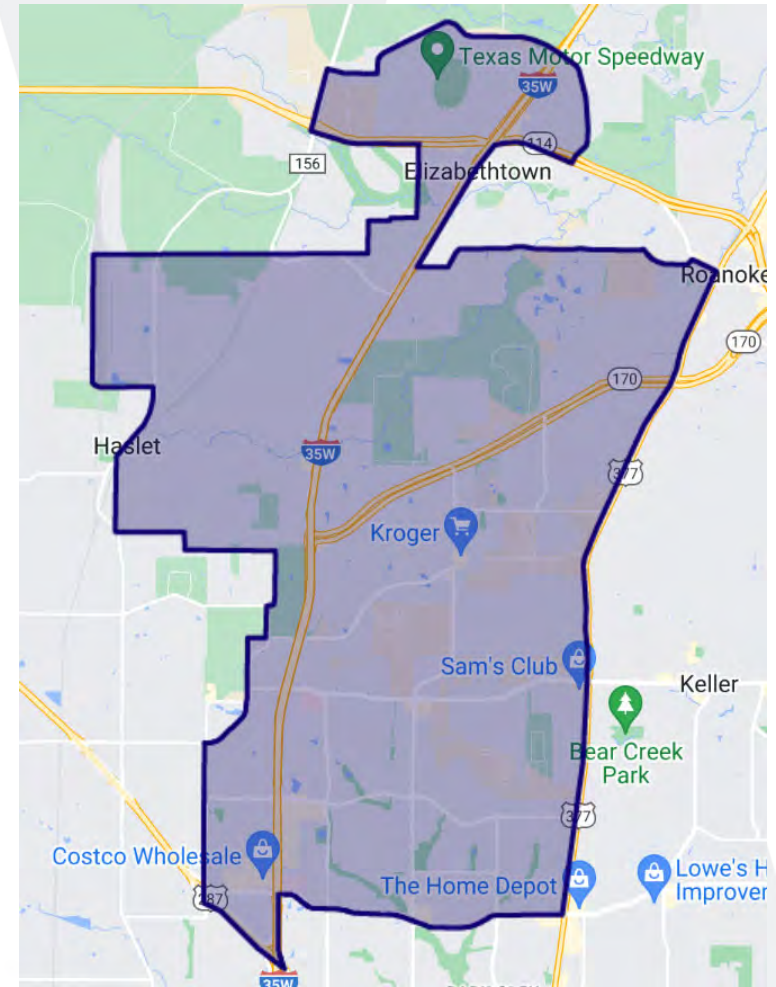
Service currently contracted with DCTA through LYFT  
(Operated by VIA beginning July 15, 2024)

Area: 44.6 sq. mi; I-35W and TX-170

Hours: Monday – Friday, 4:30A – 7:30P  
Weekend – 5:30A – 7:30A & 4:00P – 7:30P

POIs: Texas Motor Speedway, Perot Field Fort Worth  
Alliance Airport, Alliance Town Center, Buc-ee's, North  
Park and Ride

Ridership: 417 Avg Daily Riders





# ZIPZONE Overview - Mercantile

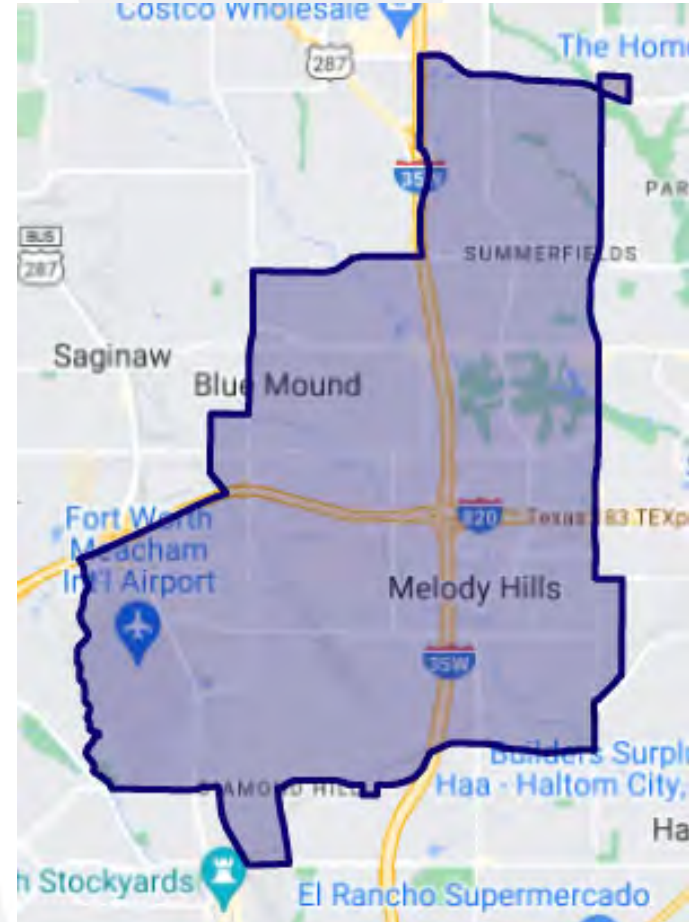
Start date: July 22, 2019; expanded in March 1, 2021

Area: 20.4 sq. mi; North Fort Worth; I-35W and I-820

Hours: Monday – Friday, 5:30A - 9:00P

POIs: Walmart Supercenter, Medical City Alliance, Meacham Airport, TexRail Stations (Northside and Mercantile)

Ridership: 99 Avg Daily Riders



# ZIPZONE Overview

## - South Tarrant

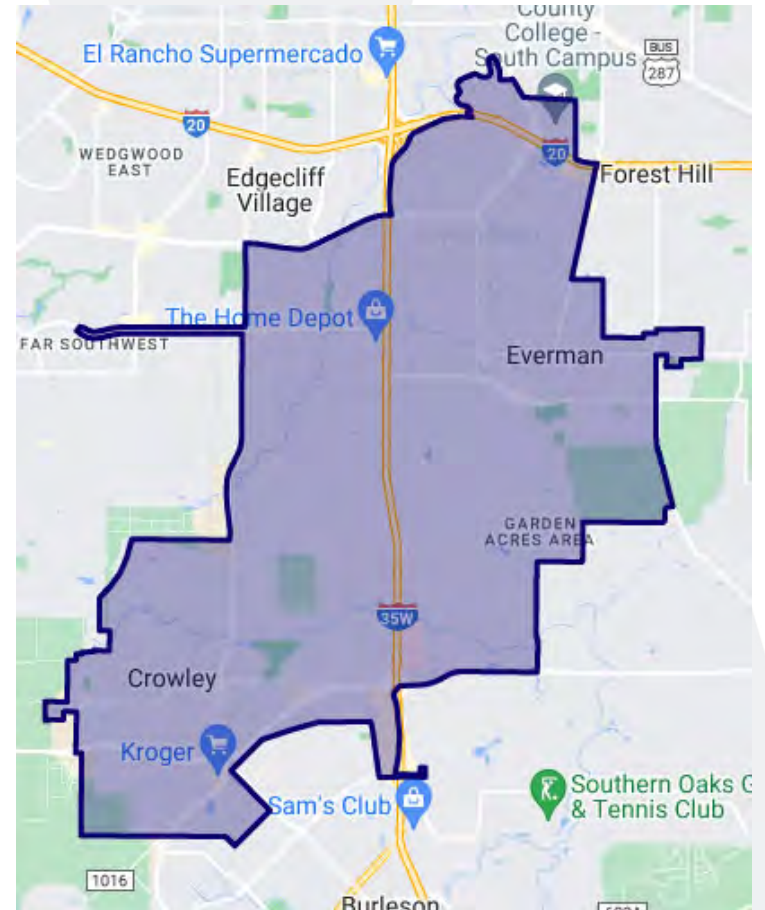
Start date: June 1, 2020 Crowley; expanded June 1, 2021 to Everman and renamed South Tarrant

Area: 30.3 sq. mi; Southern Tarrant; I-20 and I-35W

Hours: Monday – Friday, 7:00A - 7:00P

POIs: City of Crowley, City of Everman, Tarrant County College Campus – South, McAlister Square

Ridership: 55 Avg Daily Riders



# ZIPZONE Overview - Southside

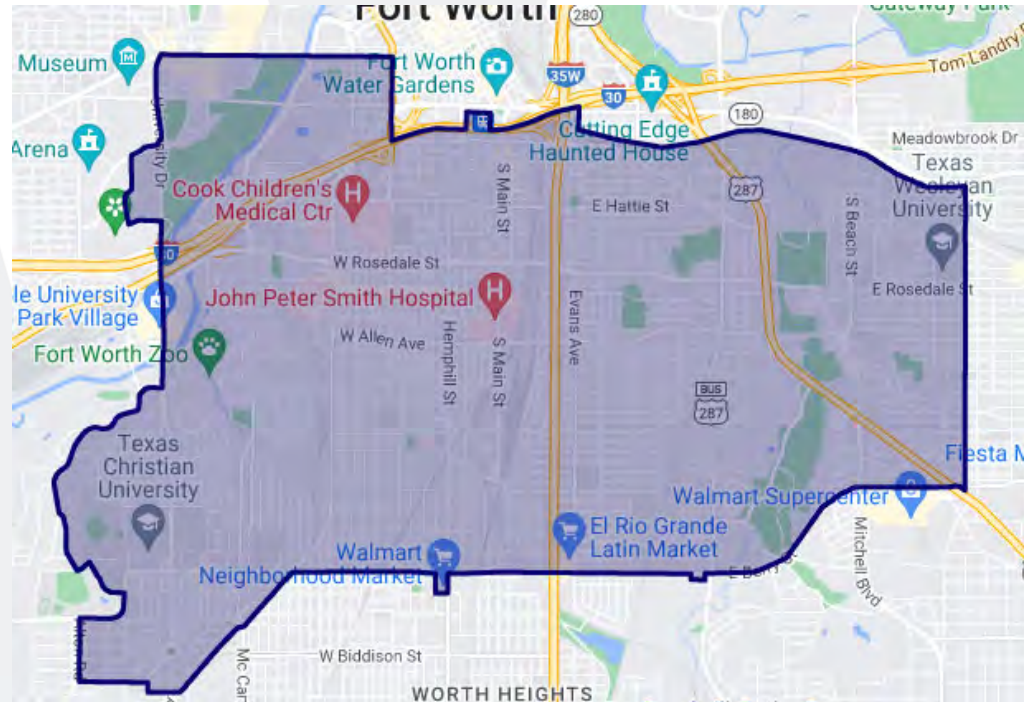
Start date: June 19, 2020; expanded May 1, 2021

Area: 10.6 sq. mi; South of Downtown; I-30 and I-35W

Hours: Sunday – Wednesday, 6:00A - 8:00P  
Thursday – Saturday, 6:00A - Midnight

POIs: TCU, Fort Worth Botanic Garden, Medical District, Magnolia Ave, Fort Worth Zoo, West 7<sup>th</sup> Corridor

Ridership: 554 Avg Daily Riders





# ZIPZONE Overview - Southeast

Start date: June 1, 2022

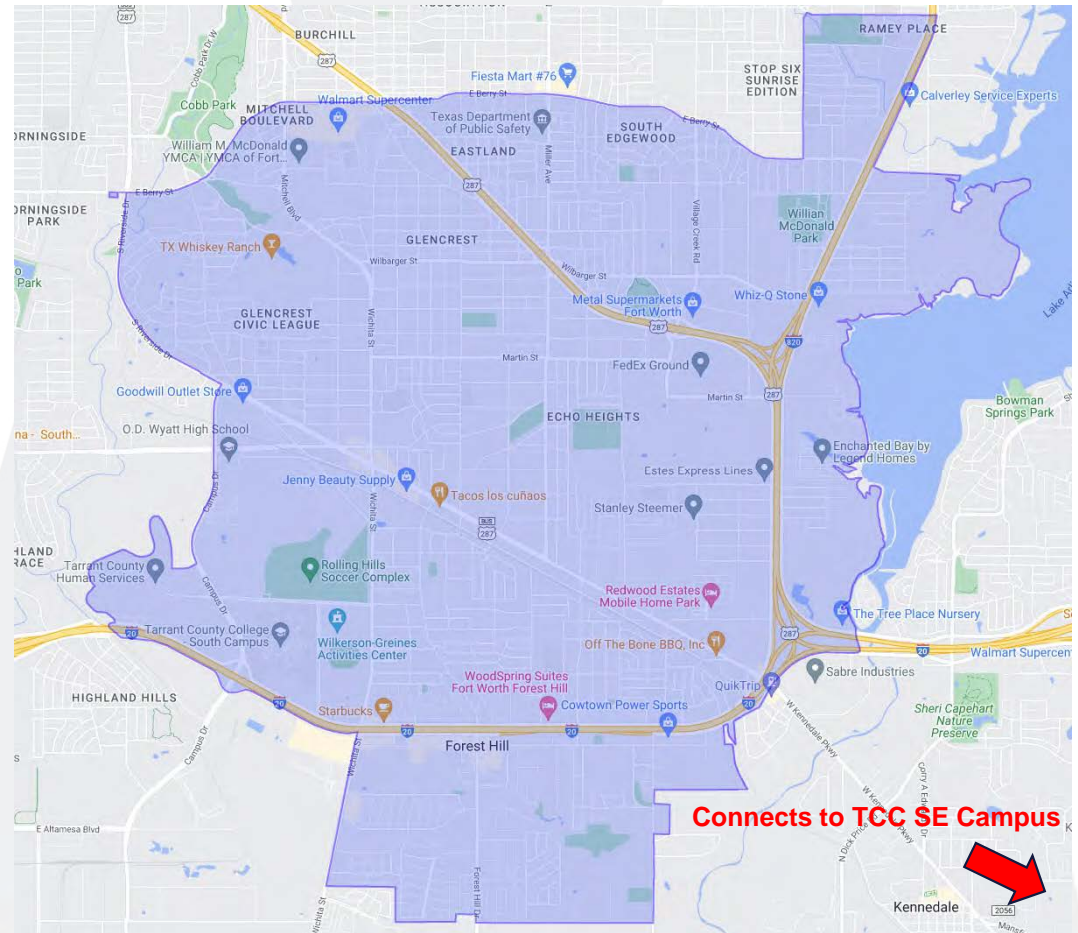
Area: 9.6 sq. mi; SE Fort Worth; US-287 and I-820

Hours: Monday – Friday, 7:00A - 7:00P

Expanded to include City of Forest Hill – Nov 1, 2023

POIs: Tarrant County College Campus – South and Southeast, Tarrant County Resource Connection, Fort Worth VA Clinic

Ridership: 78 Avg Daily Riders





# ZIPZONE Overview - Mansfield

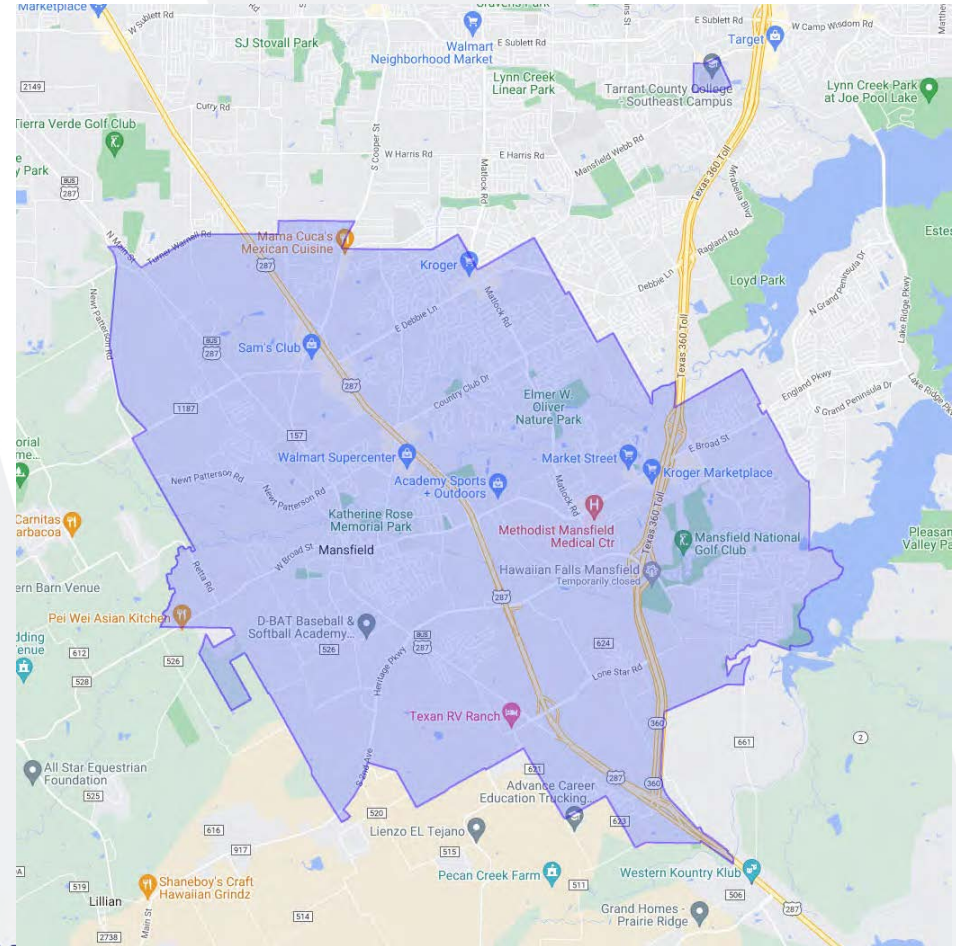
Start date: July 15, 2024

Area: 36.8 sq. mi; Mansfield City Limits

Hours: Monday – Friday, 7:00A - 7:00P

Funded through NCTCOG Grant for a one year pilot

POIs: Tarrant County College Campus – Southeast, Downtown Historic Mansfield, Methodist Mansfield Medical Center



# ZIPZONE Overview – North Side

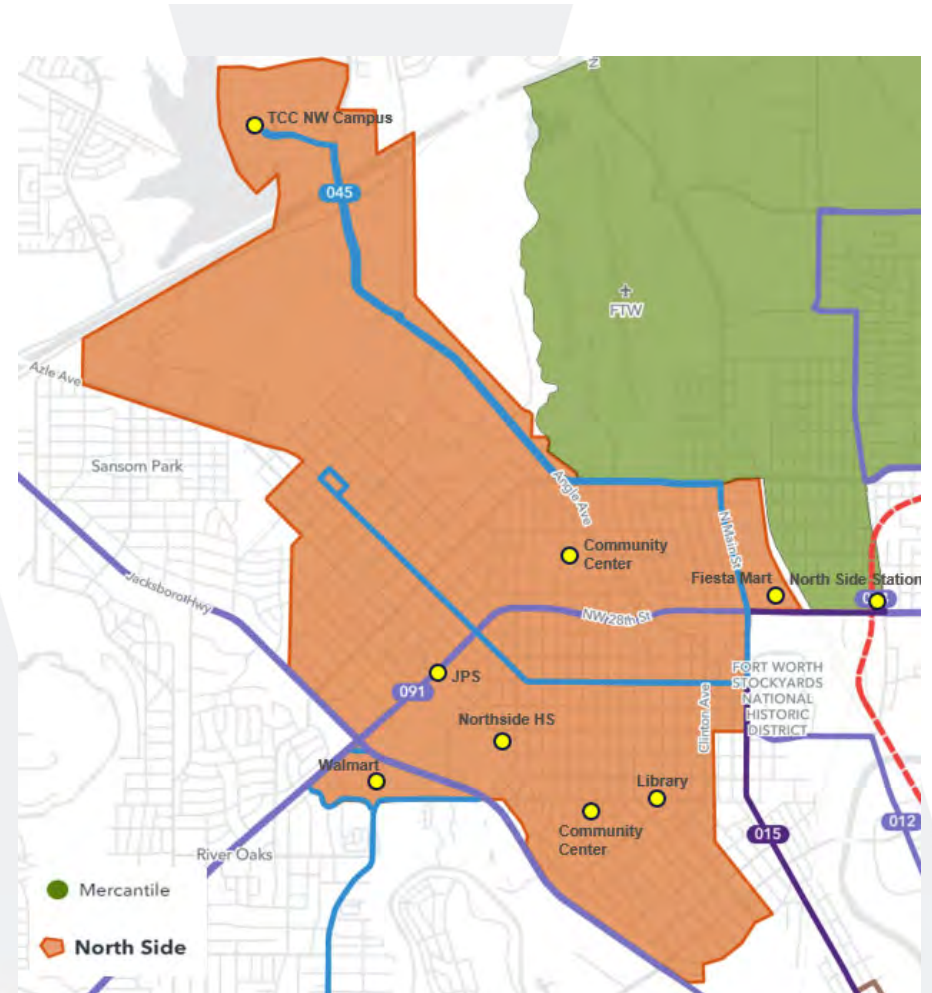
Start date: September 15, 2024

Area: 7.2 sq. mi; North Side Neighborhood

Proposed North Side ZIPZONE would replace Route 45.

Hours: Monday – Friday, 5:30A - 9:00P  
Weekend – 7:00A – 7:00P

POIs: North Side Station, TCC Northwest Campus, Walmart Supercenter, Fiesta Mart







THANK YOU





# BOARD OF DIRECTORS

## INFORMATION ITEM

### ITEM TITLE

Marketing and Communications Update - Mid-Year KPIs and Metrics

### MEETING DATE

May 20, 2024

---

### BACKGROUND

Melissa Chrisman, Vice President of Marketing and Communications, will provide a report on marketing and communications key performance indicators and metrics for Q1 and Q2 of FY2024.

### 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

05/06/24

# Marketing and Communications **Update**

## Mid-Year KPIs and Metrics

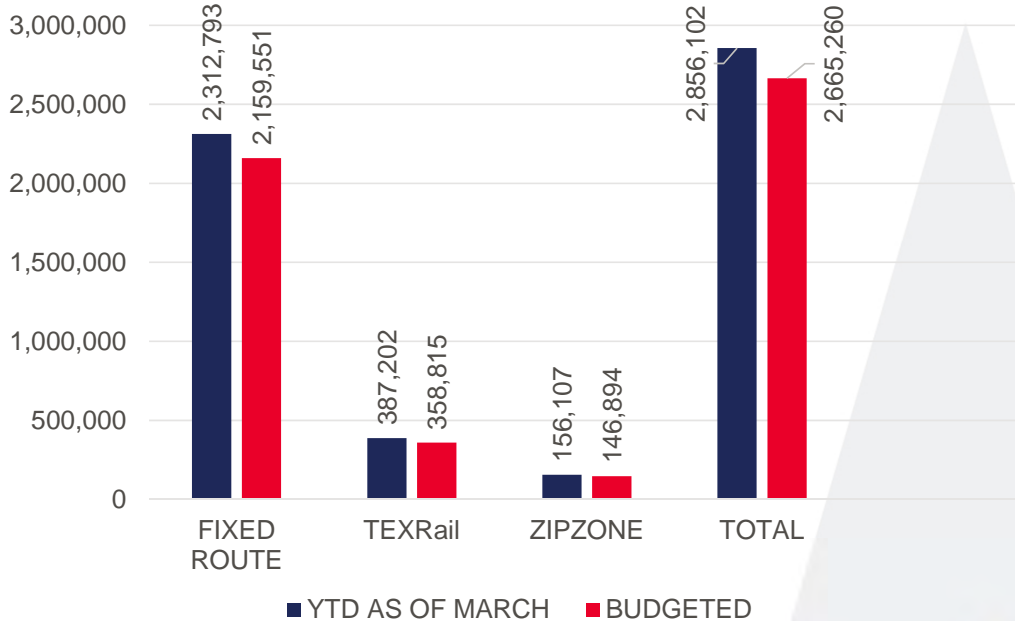
May 20, 2024



# MARKETING

- Glenn Miller, Director of Marketing
- Nate Newby, Creative Services Manager
- Brandon DiCapo, Graphic Designer

## RIDERSHIP

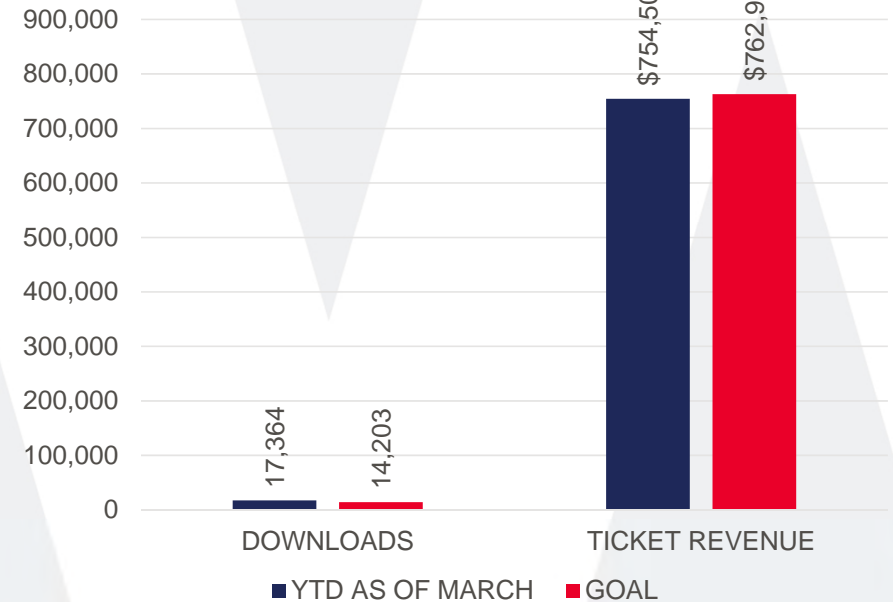


107% to YTD budgeted ridership (+190,842 rides)  
 3,909,851 total ridership as of March

- 7.5% increase YOY
- 50% to 7,800,000 goal

Q3/Q4 historically = 56% of annual ridership

## GOPASS

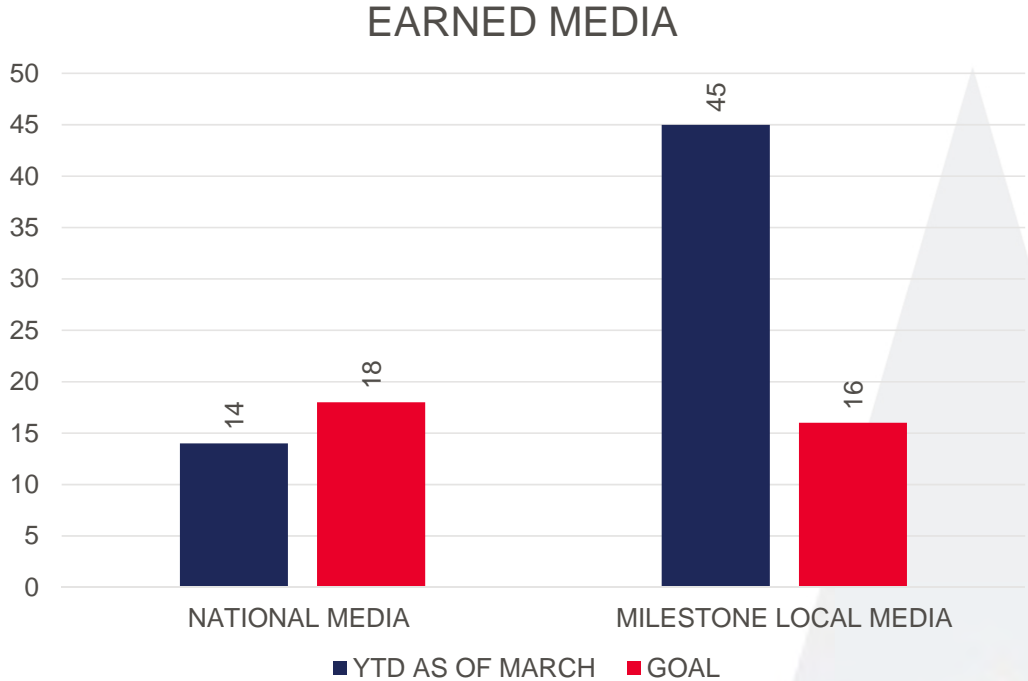


Downloads = 122% to goal  
 Tickets revenue = 99% to goal  
 November 2023 was Fare-Free Fortieth



# COMMUNICATIONS

-Laura Hanna, Director of Communications



National Media = 78% to goal  
Milestone Local Media = 281% to goal

### Additional Goals:

- Generate a minimum of \$3 million monthly in the value of media placements – **GOAL BEING MET/\$21 million**
- Generate a minimum of 50 thousand monthly impressions – **GOAL BEING MET/276 million**
- Send all planned customer communications no later than two weeks in advance – **GOAL BEING MET**



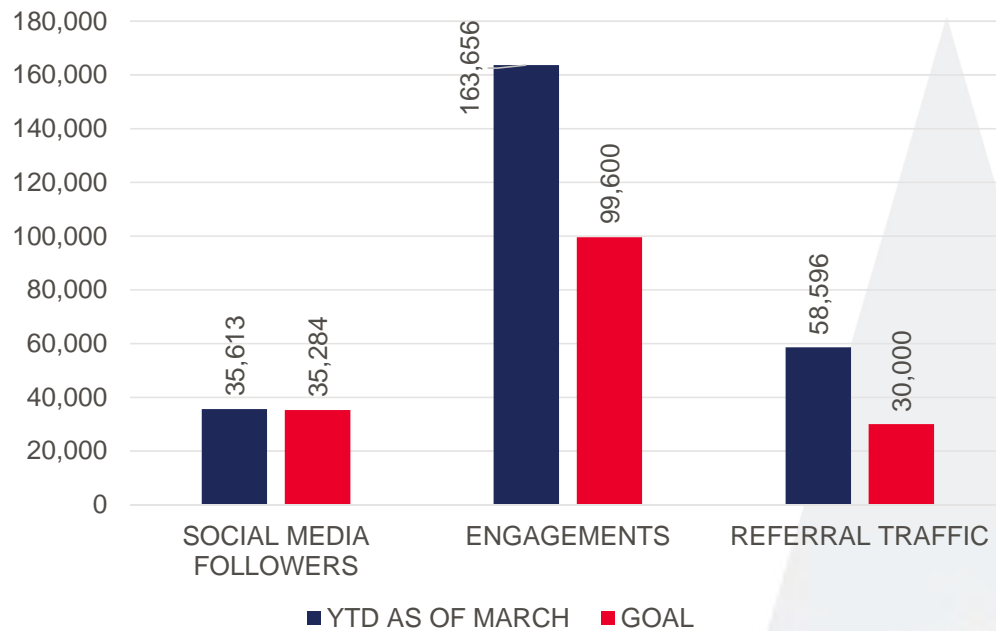


# DIGITAL MARKETING

-Brandon Poe, Digital Marketing Manager

-Josie Villa, Content Coordinator

## SHARED/SOCIAL MEDIA



Followers = 101% to goal  
Engagements = 164% to goal  
Referrals = 195% to goal

### Additional Goals:

- Increase the use of stories on Facebook and Instagram to six/month – **GOAL BEING MET**
- Maintain an average open rate for email/text messages of 26% – **GOAL BEING MET**
- Maintain an average link click-through rate for email/text messages of 1.2% – **GOAL BEING MET**



# DIGITAL MARKETING – MOST ENGAGED CONTENT

-Brandon Poe, Digital Marketing Manager

-Josie Villa, Content Coordinator



**CAPTION:** TRE's Richland Hills Station will close after the end of service on Saturday, Feb. 17. Trinity Railway Express will soon make stops at a brand new station in Fort Worth – Trinity Lakes Station, opening on Monday, Feb. 19.

**MOST ENGAGED CONTENT:** 121,887 users reached, 484 likes and reactions, 112 comments, 133 shares, 326 link clicks.



**CAPTION:** Happy 5th Anniversary to TEXRail! 🎉 Celebrate with us by riding TEXRail totally FREE on Wednesday, Jan. 10! Whether you're a regular rider or new to the experience, TEXRail is designed to make your commute or travel seamless and enjoyable! <https://www.facebook.com/watch/?v=907536673871923>

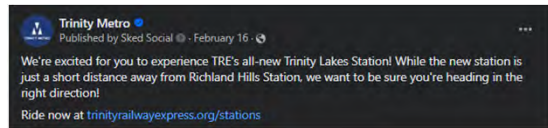
**MOST ENGAGED CONTENT:** 29,886 users reached, 500 likes and reactions, 15 comments, 63 shares, 338 link clicks.



# DIGITAL MARKETING – MOST ENGAGED CONTENT

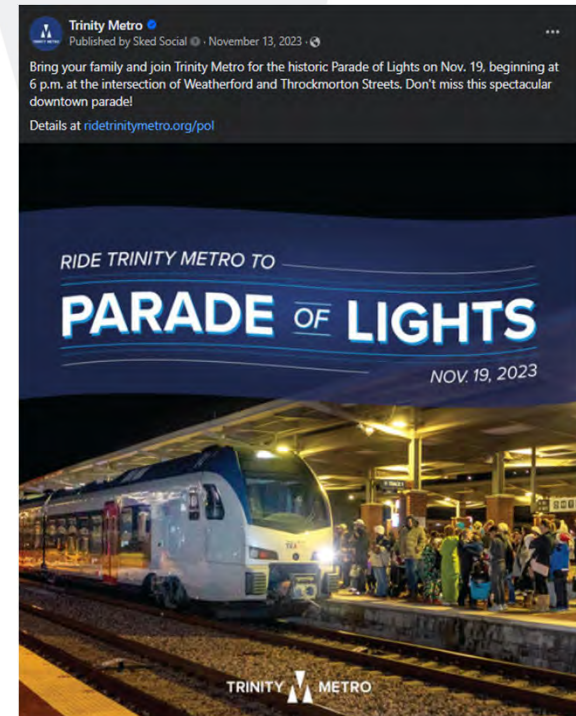
-Brandon Poe, Digital Marketing Manager

-Josie Villa, Content Coordinator



**CAPTION:** We're excited for you to experience TRE's all-new Trinity Lakes Station! While the new station is just a short distance away from Richland Hills Station, we want to be sure you're heading in the right direction!

**MOST ENGAGED CONTENT:** 25,492 users reached, 449 likes and reactions, 28 comments, 76 shares, 542 link clicks.



**CAPTION:** Bring your family and join Trinity Metro for the historic Parade of Lights on Nov. 19, beginning at 6 p.m. at the intersection of Weatherford and Throckmorton Streets. Don't miss this spectacular downtown parade!

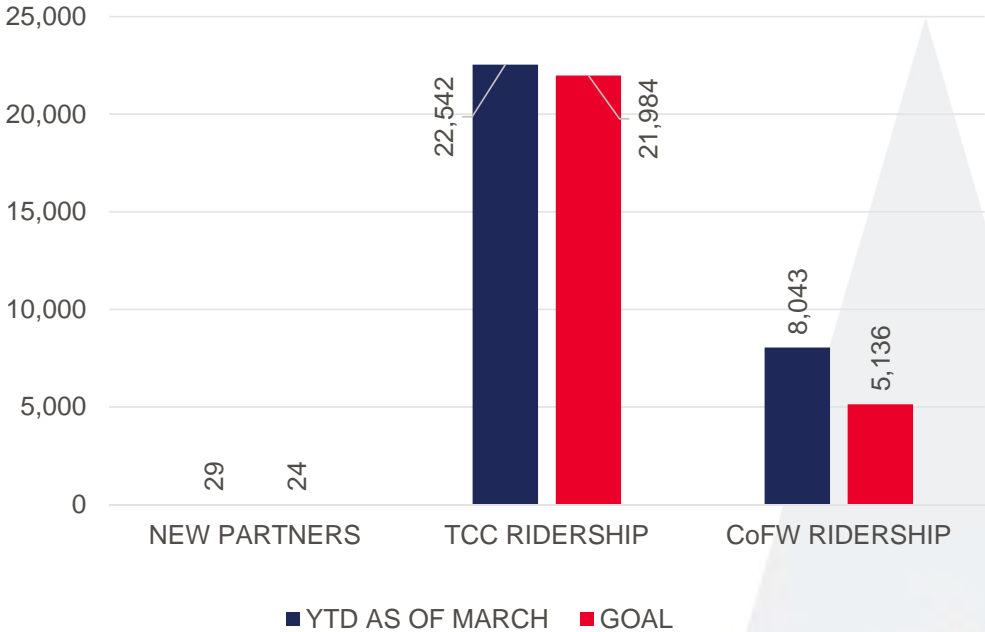
**MOST ENGAGED CONTENT:** 22,797 users reached, 1,524 likes and reactions, 19 comments, 130 shares, 692 link clicks.



# STRATEGIC PARTNERSHIPS

- Nicole Adams, Strategic Partnerships Manager
- Ja'sha High, Strategic Partnerships Representative

## STRATEGIC PARTNERSHIPS



New Partners = 121% to goal  
 TCC Ridership = 103% to goal  
 CoFW Ridership = 157% to goal

*Additional Goals:*

- Attend a minimum of two community events each month – **GOAL BEING MET**
- Develop and launch a custom Chamber of Commerce EASYRIDE member benefits program with one of the five area Chambers – **GOAL MET**





# BOARD OF DIRECTORS

## INFORMATION ITEM

### ITEM TITLE

TEXRail Name the Train Contest Update

### MEETING DATE

May 20, 2024

---

### BACKGROUND

In 2019, the eighth TEXRail train was completed and delivered, allowing the 60-minute service to increase to 30-minute daily service. To commemorate the addition to the fleet, the train was named Spike to coincide with the 150th anniversary of the final, golden spike driven to complete the transcontinental railroad in 1869. Since then, customers have enjoyed seeing Spike travel between downtown Fort Worth and DFW International Airport.

As TEXRail celebrated its fifth year in operations, Trinity Metro embarked on a Name the Train contest to name the original seven trains.

Melissa Chrisman, Vice President of Marketing and Communications will provide a contest overview and outcome.

### 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

05/06/24

# Name That Train! Contest

May 20, 2024

## Overview

- TEXRail's 5th anniversary celebration
- Name That Train! contest launched Jan. 3, 2024
- General public invited to submit names online through Jan. 31, 2024
- Winners to receive a 31-day local pass and commemorative photo with named train



**DETAILS AT:**

**RIDE**[TRINITYMETRO.org/NAMETHATTRAIN](https://www.trinitymetro.org/namethatrain)

**Enter by 5 p.m. Wednesday, Jan. 31.**





# Name Entries

- 1,030 original submissions qualified (partial and inappropriate entries were disqualified)
- Ten finalists selected
- Reopened public online voting
- 1,007 votes received in final selections
- Top seven names selected
- Insignia added to each name for train decals

Value	Percent	Responses
Miles	38.1%	384
Zippy	16.5%	166
Bluebonnet	9.6%	97
Maverick	6.8%	68
Panther	6.5%	65
Ranger	5.7%	57
Vaquero	5.7%	57
Flash	4.6%	46
Scout	4.2%	42
Rex	2.5%	25
		<b>Totals: 1,007</b>

Winners

Miles 

Douglas, Fort Worth

Zippy 

Mandy, Fort Worth

Bluebonnet 

Lexee, Fort Worth

Maverick 

Mishon, Fort Worth

Panther 

Martin, Fort Worth

Ranger 

Teneal, Fort Worth

Vaquero 

Arael, Fort Worth

# Publicity Plan

**May 14** Notify winners via email

**May 15** Newly designated trains debut

Website and social media splash announcement posted, including all train names and video of select trains emblazoned with new names rolling into stations

Media release distributed to local contacts

**TBD** Schedule photo/video sessions with winners



# BOARD OF DIRECTORS

## INFORMATION ITEM

### ITEM TITLE

Quarterly EASYRIDE Update

### MEETING DATE

May 20, 2024

---

### BACKGROUND

Nicole Adams, Strategic Partnerships Manager will review EASYRIDE partner program updates from February, March and April.

### 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

05/06/24



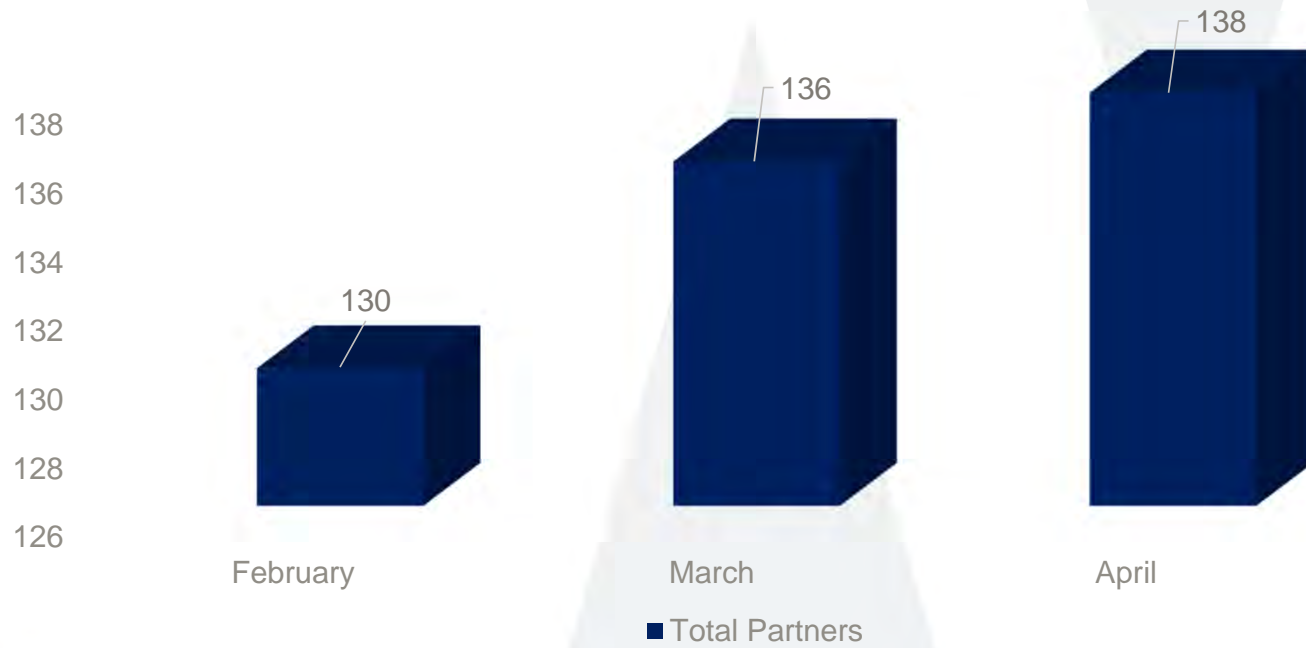
# QUARTERLY EASYRIDE UPDATE

May 20, 2024



# EASYRIDE OVERVIEW

138 Companies



# NEW PARTNERS

Northeast Tarrant Chamber of Commerce

Texas Christian University

Steer Fort Worth

One Safe Place

Parent Pass

ACH Family and Child Services

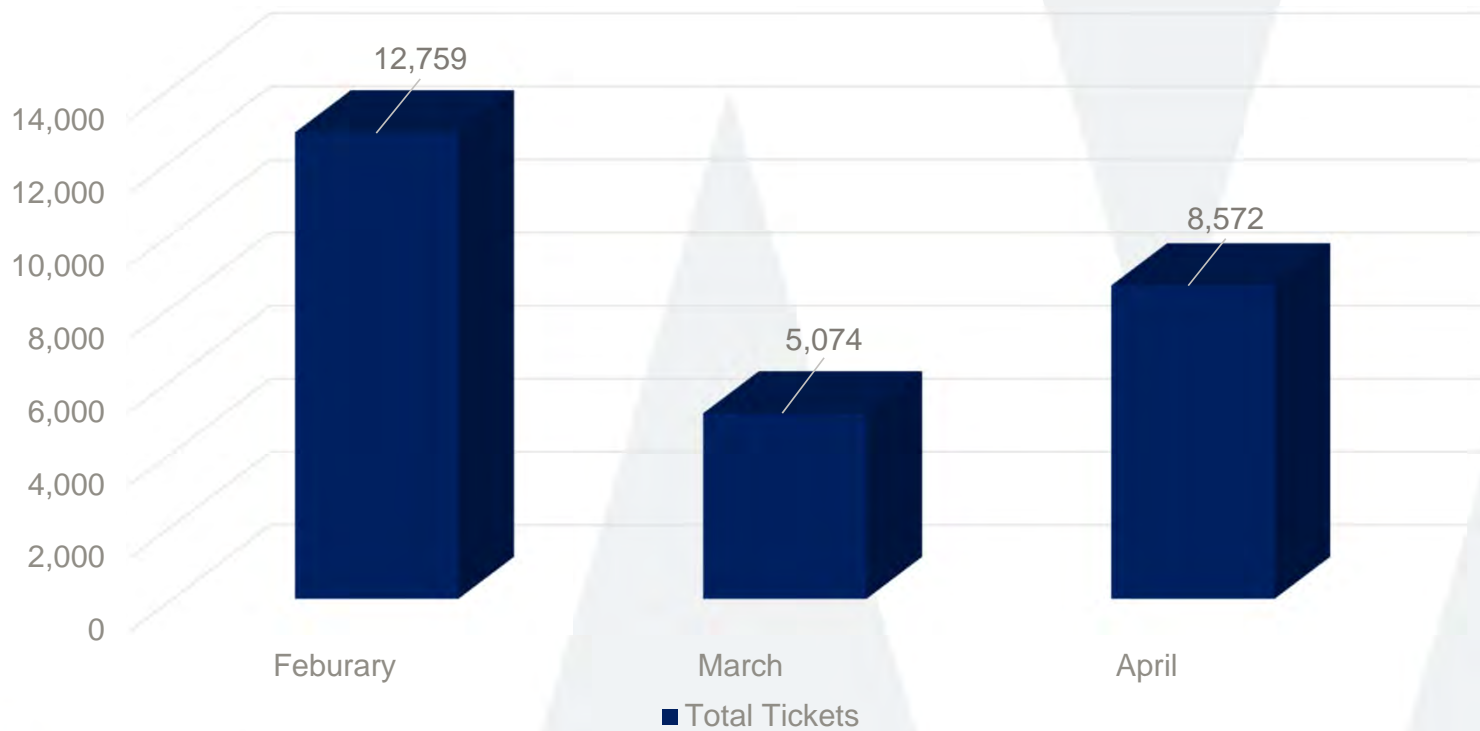
Safe Haven of Tarrant County

The Salvation Army



# EASYRIDE OVERVIEW

Total EASYRIDE ticket sales





# EASYRIDE OVERVIEW

Total EASYRIDE ticket revenue



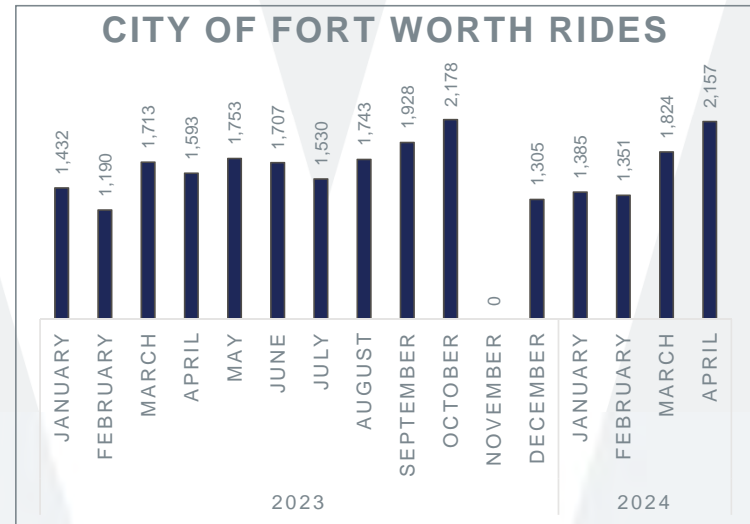
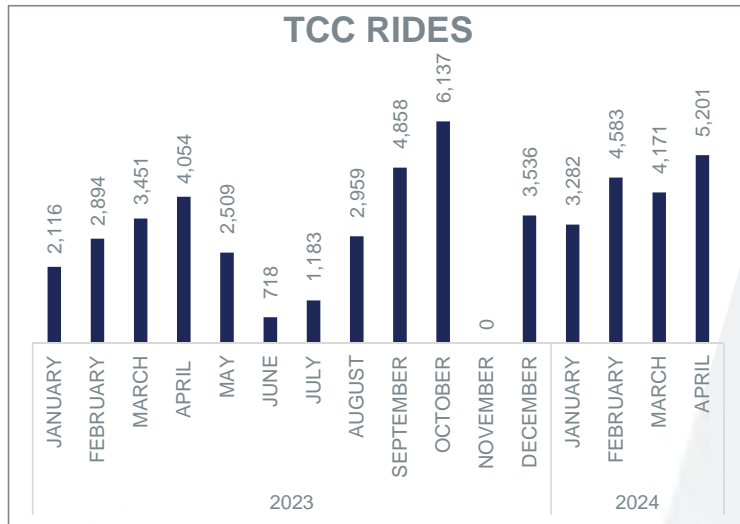
# EASYRIDE - April Results

## EASYRIDE TICKET SALES

REVENUE	\$40,674 (+\$11,223)
+CITY OF FORT WORTH	\$2,040 (-\$37)
+TCC	\$5,316 (+\$525)

## EASYRIDE TICKET SALES BY TICKET TYPE

TICKET TYPE	NUMBER SOLD	REVENUE
LOCAL ONE-DAY	8,610 (+3,727)	\$32,287 (+\$13,976)
LOCAL SEVEN-DAY	110 (+79)	\$2,062 (+\$1,481)
LOCAL MONTHLY	103 (-59)	\$6,180 (-3,540)
REGIONAL MONTHLY	1 (-6)	\$144 (-864)
LOCAL ANNUAL	0 (+/-0)	\$0 (\$+/-0)
REGIONAL ANNUAL	0 (+/-0)	\$0 (+/-0)



# STRATEGIC PARTNERSHIPS

## Parent Pass

- Parenting resource app
- 2,200 plus users



## DFW Airport

- 1,200 monthly passes
- 5-year partnership
- Utilizing GoPass



## Northeast Tarrant Chamber of Commerce

- 1,200 Business Members



# BOARD OF DIRECTORS

## INFORMATION ITEM

### ITEM TITLE

Community Engagement Report

### MEETING DATE

May 20, 2024

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### BACKGROUND

Fairy Bright, Quality Review Manager will review the quarterly Customer Experience Campaigns.

### 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\*

Detra Whitmore

#### DATE

05/07/24



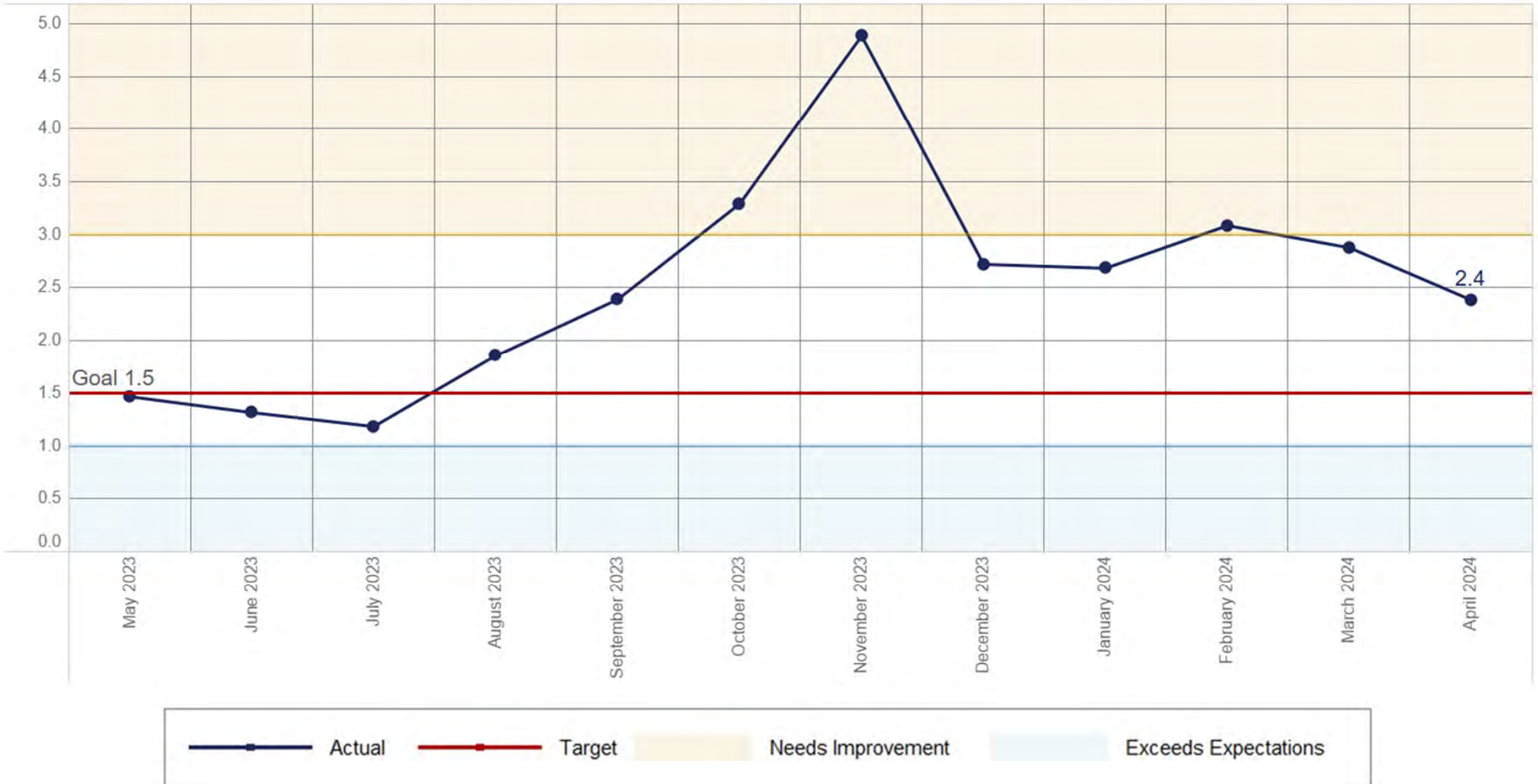
# Community Engagement

May 2024

Fairy Bright  
Quality Review Manager



# Customer Call Average Wait Time (Minutes)



# Customer Experience Campaign

TRINITY METRO

**EXCELLENCE IN CUSTOMER SERVICE**




Remember to welcome your customers aboard **with a smile!**  
A little bit goes a long way.

TRINITY METRO 817.215.8600

1st Quarter

TRINITY METRO

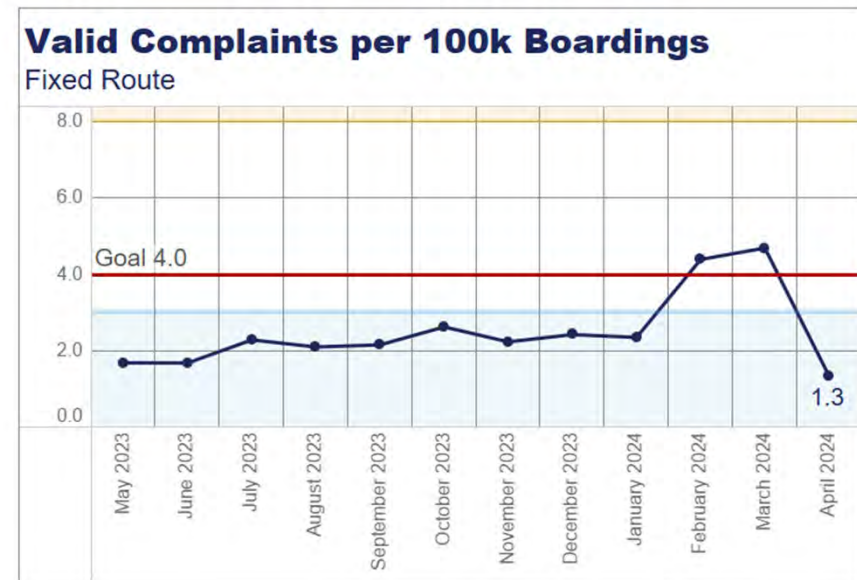
**PASSED-BY CAMPAIGN**



**Be aware of who's there!**  
Handle each stop with diligence and care.

TRINITY METRO 817.215.8600

2nd Quarter



# Customer Experience Campaign



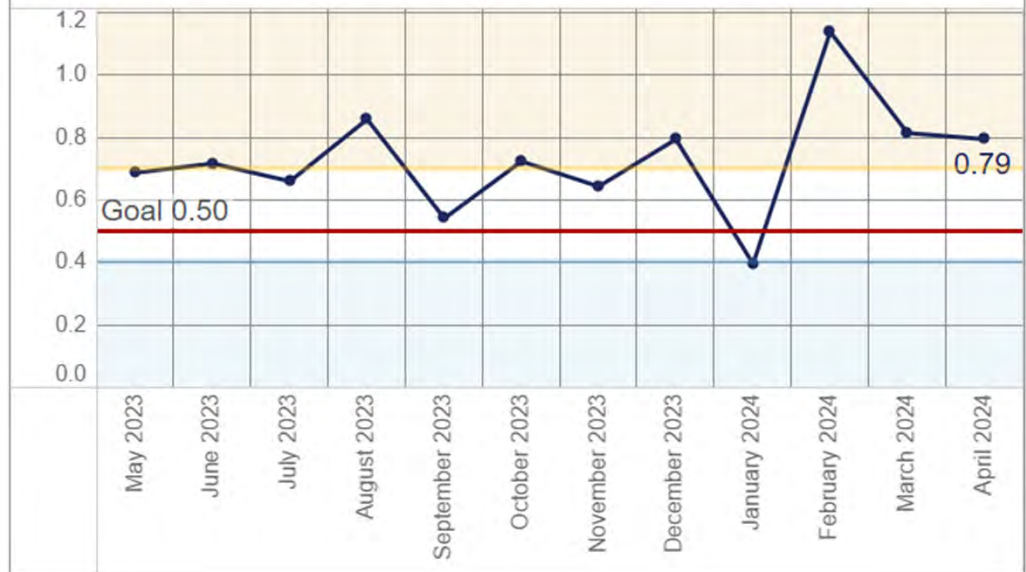
RIDE TRINITYMETRO.org

TRINITY METRO

817.215.8600

3<sup>rd</sup> Quarter

**Valid Complaints per 1k Boardings**  
ACCESS





# BOARD OF DIRECTORS

## INFORMATION ITEM

### ITEM TITLE

General Planning Consultant (GPC) Update

### MEETING DATE

May 20, 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

05/03/24

<b>Task Order</b>	<b>Description</b>	<b>Status</b>
1 – Program Management	This task covers meetings, invoices, and scope development.	<ul style="list-style-type: none"> <li>• Continued oversight</li> <li>• Task development coordination</li> </ul>
2.6 – Alliance Express Mobility Hub Layouts	Provide a typical layout for potential Mobility Hub locations	<ul style="list-style-type: none"> <li>• Updated concept plans prepared for North Mobility Hub</li> <li>• Waiting on location for the southern concept</li> </ul>
2.8 Southeast Fort Worth Property Search Assistance	Identify available properties for Alliance Express - Southeast Mobility Hub	<ul style="list-style-type: none"> <li>• Several potential sites identified</li> </ul>
2.9 T&P Condo Categorical Exclusion	Complete a Categorical Exclusion document & plan for submission to FTA	<ul style="list-style-type: none"> <li>• Complete</li> </ul>
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"> <li>• Transit Value Proposition Report Executive Summary completed. Full Report in process</li> </ul>
6 – Streetcar Feasibility Study	Review, update, and identify corridor for potential Streetcar	<ul style="list-style-type: none"> <li>• On hold</li> <li>• Coordinating with city on tasks related to Mayor’s Urban Rail Committee supporting Economic Development and Tourism</li> </ul>
7 – Graphics Support	Support to staff for graphics, maps, and presentations	<ul style="list-style-type: none"> <li>• Update to Reference Book</li> <li>• Update 3D visualization of bus stop</li> </ul>
8 – Grant Writing Support	Support of grant writing and applications	<ul style="list-style-type: none"> <li>• FTA Bus and Bus Facilities Grant application submitted 4/23/24</li> </ul>
9 – TEXRail Before & After Study Ridership Review	Provide review and assumptions as to ridership forecasting vs actual differences	<ul style="list-style-type: none"> <li>• Working with FTA to respond to final questions on report</li> </ul>
10 – Fare Collection Review	Review fare structure and collection systems	<ul style="list-style-type: none"> <li>• Conducting a fiscal impact analysis on proposed fare changes</li> </ul>
12 – TEXRail Historic Bridge Resource Investigations	Conduct investigations for historical resources for two bridges along TEXRail Extension	<ul style="list-style-type: none"> <li>• Interpretive signs for bridges selected</li> </ul>
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"> <li>• Summary report has been prepared</li> <li>• Continuing interviews with young people, operators, and business/community leaders</li> </ul>
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"> <li>• Draft scope of work submitted</li> </ul>
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"> <li>• This task is used on a limited basis</li> </ul>

# BOARD OF DIRECTORS

## INFORMATION ITEM

### ITEM TITLE

March 2024 Financials

### MEETING DATE

May 20, 2024

---

### BACKGROUND

The March 2024 financial report is attached for review and discussion.

---

### STAFF DISPOSITION

#### EXECUTIVE LEAD\*

Greg Jordan

#### DATE

05/06/24

**Fort Worth Transportation Authority**  
**Statement of Revenues and Expenses**  
**Fiscal Year to Date March 31, 2024**  
**(Unaudited)**

	Fiscal Year 2023		Fiscal Year 2024			
	YTD	FY23 Actual	YTD	FY24 Budget	Projection	Variance
<b>Operating Revenue</b>						
<b>Fares</b>						
Multi Modal Fares	2,832,452	5,600,086	2,549,917	7,299,185	5,859,572	(1,439,613)
ACCESS Fares	502,617	1,066,570	529,291	947,487	1,113,759	166,272
Easy Ride & Corporate	405,717	733,239	225,963	743,628	451,926	(291,702)
<b>Total Fare Revenue</b>	<b>3,740,786</b>	<b>7,399,895</b>	<b>3,305,171</b>	<b>8,990,300</b>	<b>7,425,257</b>	<b>(1,565,043)</b>
<b>Other Revenue</b>						
Sales Tax	55,550,499	110,293,490	58,701,104	119,199,162	115,548,901	(3,650,261)
Grapevine/NRH Contribution	6,554,835	13,110,701	7,199,607	13,100,451	13,615,376	514,925
Contributions from Partners	849,297	1,736,961	949,478	1,843,526	1,941,848	98,322
Fort Worth Bike Share	193,226	373,815	135,038	392,168	282,514	(109,654)
Advertising	275,000	588,391	303,979	564,998	621,421	56,423
Rental Income	282,319	601,764	243,510	628,084	519,042	(109,042)
Other	744,352	1,352,065	502,138	2,277,519	1,091,985	(1,185,534)
<b>Total Other Revenue:</b>	<b>64,449,528</b>	<b>128,057,187</b>	<b>68,034,854</b>	<b>138,005,908</b>	<b>133,621,088</b>	<b>(4,384,820)</b>
<b>Federal/State/Local Income:</b>						
Operating Assistance Grants	33,880,386	34,119,240	5,118,582	1,624,605	5,118,582	3,493,977
Preventative Maintenance Reimb.	-	18,804,307	2,525	89,473,537	89,473,537	-
Paratransit Assistance	-	-	622,647	10,805,899	10,805,899	-
<b>Total Operating Grants</b>	<b>33,880,386</b>	<b>52,923,547</b>	<b>5,743,754</b>	<b>101,904,041</b>	<b>105,398,018</b>	<b>3,493,977</b>
<b>Capital Revenue (Federal 5307):</b>						
<b>Total Capital Income</b>	<b>1,466,588</b>	<b>10,590,569</b>	<b>7,623,485</b>	<b>71,550,751</b>	<b>72,165,718</b>	<b>614,967</b>
<b>Total Revenue</b>	<b>103,537,288</b>	<b>198,971,198</b>	<b>84,707,264</b>	<b>320,451,000</b>	<b>318,610,081</b>	<b>(1,840,919)</b>

	Fiscal Year 2023		Fiscal Year 2024			
	YTD	FY23 Actual	YTD	FY24 Budget	Projection	Variance
<b>Operating Expenses</b>						
<b>Fixed Route Operations</b>						
Salaries & Fringe Benefits	15,037,584	30,938,236	17,571,189	30,224,548	34,089,261	(3,864,713)
Services	380,367	716,994	417,180	635,867	609,202	26,665
Purchased Transportation	2,500,978	5,865,824	2,608,230	7,716,882	5,216,460	2,500,422
Fuels & Lubricants	667,929	1,111,660	427,206	1,137,876	822,925	314,951
Tires & Tubes, Materials and Supplies	1,142,932	3,387,418	1,082,679	3,867,039	3,990,703	(123,664)
Utilities	75,161	144,114	71,819	52,428	137,706	(85,278)
Other	6,436	16,166	20,912	80,980	34,269	46,711
<b>Total Fixed Route Operations</b>	<b>19,811,387</b>	<b>42,180,412</b>	<b>22,199,215</b>	<b>43,715,620</b>	<b>44,900,526</b>	<b>(1,184,906)</b>
<b>ACCESS Operations</b>						
Salaries & Fringe Benefits	2,963,588	6,031,091	2,793,545	5,176,285	5,445,244	(268,959)
Services	2,334,207	5,214,590	3,228,091	5,851,194	5,852,020	(826)
Fuels & Lubricants	227,517	410,696	137,784	313,677	310,747	2,930
Tires & Tubes, Materials and Supplies	201,687	558,891	428,009	401,747	656,018	(254,271)
Utilities	18,065	38,939	26,779	49,476	53,558	(4,082)
Other	3,095	6,747	3,476	5,400	7,578	(2,178)
<b>Total ACCESS Operations</b>	<b>5,748,159</b>	<b>12,260,954</b>	<b>6,617,684</b>	<b>11,797,779</b>	<b>12,325,165</b>	<b>(527,386)</b>
<b>TRE Operations</b>						
Salaries & Fringe Benefits	46,002	104,911	83,391	304,378	166,782	137,596
Services	7,280,668	14,790,423	8,643,918	16,999,475	17,023,182	(23,707)
<b>Total TRE Operations</b>	<b>7,327,168</b>	<b>14,898,507</b>	<b>8,727,560</b>	<b>17,303,853</b>	<b>17,191,510</b>	<b>112,343</b>
<b>TEXRail Operations</b>						
Salaries & Fringe Benefits	231,951	483,053	204,895	599,170	448,686	150,484
Services	7,988,999	21,847,824	10,994,929	25,546,749	21,989,858	3,556,891
Fuels & Lubricants	47	236	51	-	257	(257)
Tires & Tubes, Materials and Supplies	313,005	522,158	74,676	8,300	149,352	(141,052)
Utilities	787	1,485	682	4,320	1,286	3,034
Insurance	2,596,304	5,580,398	2,090,982	5,277,264	5,277,264	-
Other	9,325	10,219	73,728	19,500	147,456	(127,956)
<b>Total TEXRail Operations</b>	<b>11,140,418</b>	<b>28,526,967</b>	<b>13,439,943</b>	<b>31,455,303</b>	<b>28,014,159</b>	<b>3,441,144</b>



	Fiscal Year 2023		Fiscal Year 2024			
	YTD	FY23 Actual	YTD	FY24 Budget	Projection	Variance
<b>Operating Expenses</b>						
<b>Bike Share Operations</b>						
Salaries & Fringe Benefits	216,147	453,543	246,391	547,296	519,923	27,373
Services	26,162	95,662	102,916	122,366	175,832	(53,466)
Fuels & Lubricants	5,033	11,723	4,373	15,600	10,186	5,414
Tires & Tubes, Materials and Supplies	46,257	106,704	26,862	88,200	53,204	34,996
Utilities	1,849	3,547	1,761	6,000	2,449	3,551
Leases	17,928	37,107	19,812	38,400	41,006	(2,606)
Other	4,135	14,095	3,471	1,440	8,247	(6,807)
<b>Total Bike Share Operations</b>	<b>317,511</b>	<b>722,381</b>	<b>405,586</b>	<b>819,302</b>	<b>810,847</b>	<b>8,455</b>
<b>General &amp; Administrative</b>						
Salaries, Wages & Fringe Benefits	7,546,767	15,688,768	9,205,834	18,188,233	18,459,206	(270,973)
Other Professional Services	4,222,223	7,733,743	3,841,887	15,411,815	12,835,654	2,576,161
Vehicle & Facilities Maintenance	1,220,917	2,870,521	1,262,267	2,707,174	2,694,520	12,654
Software/Systems Maintenance	1,737,340	3,265,907	1,529,851	5,559,487	5,082,515	476,972
Legal Services	192,727	473,030	221,364	820,656	713,082	107,574
Office Supplies & Equipment	352,007	635,979	548,461	396,982	824,217	(427,235)
Utilities	595,549	1,456,169	781,839	2,005,403	1,846,730	158,673
Training/Dues/Memberships	332,849	650,712	269,795	743,945	539,590	204,355
Security Services	471,219	2,732,182	1,153,627	2,972,643	2,307,254	665,389
Other	40,338	104,765	118,440	427,463	236,880	190,583
Other General & Administrative	128,081	979,461	226,858	379,342	521,736	(142,394)
<b>Total General &amp; Administrative</b>	<b>16,840,016</b>	<b>36,969,182</b>	<b>19,160,223</b>	<b>49,613,143</b>	<b>46,061,384</b>	<b>3,551,759</b>
<b>Total Operating Expenses:</b>	<b>61,184,659</b>	<b>135,558,403</b>	<b>70,550,211</b>	<b>154,705,000</b>	<b>149,303,591</b>	<b>5,401,409</b>
<b>Operating Income / (Deficit)</b>	<b>42,352,629</b>	<b>63,412,795</b>	<b>14,157,053</b>	<b>165,746,000</b>	<b>169,306,490</b>	<b>3,560,490</b>

## BOARD ACTION ITEM

### ITEM NUMBER

BA2024-21

### MEETING DATE

May 20, 2024

### ITEM TITLE

Increase funding of Interlocal Agreement (ILA) for First/Last Mile Service in Alliance between Trinity Metro and Denton County Transportation Authority (DCTA)

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### BACKGROUND

On August 21, 2023, Trinity Metro's Board of Directors approved BA2023-45 for the extension of the Interlocal Agreement (ILA) between Trinity Metro and Denton County Transportation Authority (DCTA) for Alliance ZIPZONE service for a total not to exceed amount of \$850,000. Since the beginning of FY2024, the Alliance ZIPZONE service, operated by LYFT through the DCTA partnership, has seen an 85 percent increase in ridership. In March 2024, the Alliance ZIPZONE program provided over 9,000 rides.

The Alliance ZIPZONE program will be transitioned from a DCTA contracted service to a Trinity Metro contracted service in the next several months. The increase ridership and a transition period to the new contract requires modification of the Inter Local Agreement and an increase in the authorized amount by \$300,000 to cover expenses through July 14, 2024.

Beginning on July 15, 2024, the Alliance ZIPZONE will be operated by VIA, under a contract with Trinity Metro, and the Interlocal Agreement (#ILA078) with Denton County Transportation Authority will terminate. The Alliance ZIPZONE service will transition from a free service to a fare-based program. Customers will have the ability to schedule and pay for their on-demand trips through GoPass or ZIPZONE apps.

### 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.

### RECOMMENDATION

The Trinity Metro Board of Directors authorizes the President & Chief Executive Officer to modify the Interlocal Agreement (ILA) with the Denton County Transportation Authority (DCTA) for additional expenses related to the Alliance ZIPZONE in the amount not of \$300,000 for a total amount not to exceed \$1,150,000.

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### STAFF DISPOSITION

#### EXECUTIVE LEAD\*

Wayne Gensler

#### DATE

04/22/24

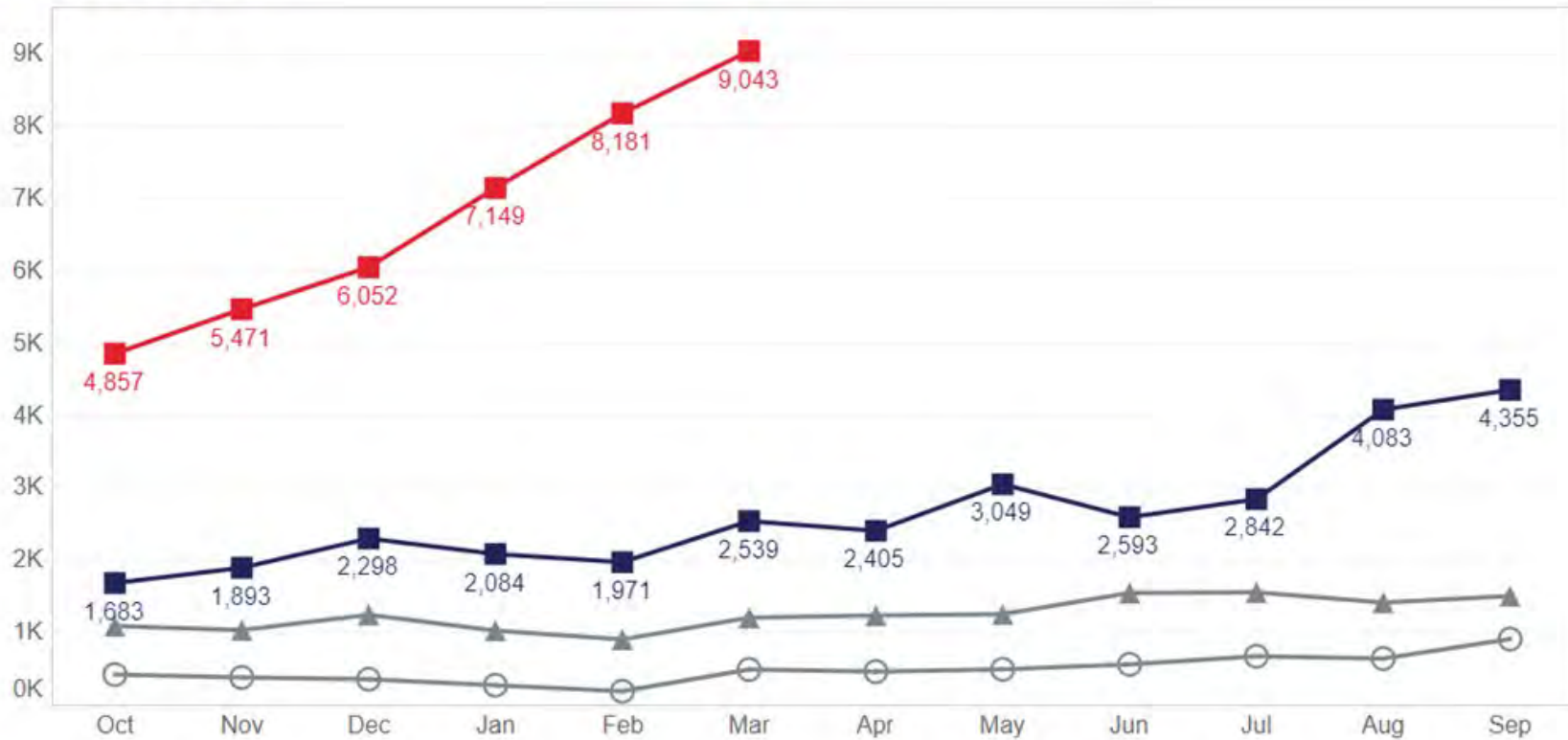
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### DISPOSITION OF BOARD OF DIRECTORS

### SECRETARY APPROVAL

# ZIPZONE Monthly Ridership Alliance

zone Alliance



Number and Types of Days for March



Fiscal Year Ridership to Date

Fiscal Year Ridership to Date

FY2021	2,082
FY2022	6,491
FY2023	12,468
FY2024	40,753



## BOARD ACTION ITEM

### ITEM NUMBER

BA2024-24

### MEETING DATE

May 20, 2024

### ITEM TITLE

Painting Services

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### BACKGROUND

Trinity Metro owns, operates and maintains Fort Worth Central Station, Texas & Pacific Station, Hershel R. Payne Transportation Complex. These facilities are in need of repainting and drywall repairs. Some areas of these facilities including the main waiting room of Fort Worth Central Station, have not been painted in more than 20 years.

Some areas, such as Fort Worth Central Station, will require extensive services such as scraping of beams and rafters prior to painting, along with equipment rentals for the duration of the work, which may include scaffolding, man lifts, and/or scissor lifts. Preparation of metals for painting is necessary to ensure the longevity of the paint and is time intensive. Current approved projects include interior and exterior upgrades for various buildings, as well as painting wrought iron fencing. The 2-year contract with three one-year renewals will allow future budget approvals for repainting of canopies and other facilities that need to be addressed without the need to issue a new solicitation for services.

Trinity Metro intends to paint all interior and exterior areas at these facilities to improve their condition and appearance.

Trinity Metro issued an IFB on March 1, 2024, received six submittals, and chose the best value for the services requested.

### PROCUREMENT

Trinity Metro's Procurement Department has followed procurement policy with the Invitation For Bid (IFB) and complies with all applicable Federal, State, and Trinity Metro procurement requirements.

### DISADVANTAGED BUSINESS ENTERPRISE UTILIZATION

A 5% Disadvantaged Business Enterprise (DBE) goal was established for this solicitation.

### FINANCING

Funds are available in Trinity Metro's FY2024 Capital and Operating Budgets. 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 two-year contract plus three one-year contract options with DFW Drywall Experts, LLC for painting and related services in the amount not to exceed \$725,000.

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### STAFF DISPOSITION

#### EXECUTIVE LEAD\*

Wayne Gensler

#### DATE

05/06/24

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### DISPOSITION OF BOARD OF DIRECTORS

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### SECRETARY APPROVAL



## BOARD ACTION ITEM

### ITEM NUMBER

BA2024-25

### MEETING DATE

May 20, 2024

### ITEM TITLE

Mobility Minivans with Wheelchair Ramp

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### BACKGROUND

Trinity Metro operates a fleet of wheelchair accessible vehicles to provide ACCESS paratransit service. Trinity Metro's Transit Asset Management Plan calls for replacing these wheelchair accessible mobility minivans at seven years of age or when they reach 200,000 miles. The plan is consistent with Federal Transit Administration (FTA) asset management guidelines.

Trinity Metro has 21 mobility minivans with wheelchair ramps that have exceeded their useful life benchmarks in both miles and years. The timely replacement of these vehicles will ensure Trinity Metro remains in compliance with its Transit Asset Management Plan.

Trinity Metro's operations management team issued RFP 24-T009 for ADA Paratransit Fleet Replacement vehicles on January 24, 2024; however, Trinity Metro chose not to award a contract because the vehicle did not meet Trinity Metro's operational needs. A key requirement for Trinity Metro is the new vehicles must provide flexibility to use them in both paratransit and non-paratransit on-demand services. This requires a different approach to on board seating and customer amenities.

The State of Oklahoma cooperative agreement provides an opportunity for Trinity Metro to purchase vehicles that meet Trinity Metro's desired vehicle functionality, comfort and accessibility requirements. Through this cooperative agreement, Trinity Metro will acquire up to 25 Mobility Minivans with Wheelchair Ramps (i.e., Lone Star Promaster 3500).

### PROCUREMENT

Trinity Metro's Procurement Department has followed its procurement policy and a quotation for the vehicles was obtained using the State of Oklahoma Contract (SW0797C). This contract complies with state and federal purchasing requirements for fair and open competition. A contingency of 20 percent is being included for rewiring and other potential modifications to the vehicles to enable installation of cameras and other technologies required for Trinity Metro service.

### FINANCING

Funding for this project is in the Trinity Metro's FY2024 and FY2025 Capital Budget. Funds are available in FY24 in the amount of \$2,210,000 and in FY25 in the amount of \$4,830,000.

### RECOMMENDATION

The Trinity Metro Board of Directors authorizes the President and Chief Executive Officer to enter into a contract with Creative Bus Sales for the purchase of up to twenty-five (25) Mobility Minivans with Wheelchair Ramps at a cost of \$3,899,625 with a twenty percent (20%) contingency of \$779,925, for a total not to exceed \$4,679,550.

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### STAFF DISPOSITION

#### EXECUTIVE LEAD\*

Wayne Gensler

#### DATE

05/08/24

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### DISPOSITION OF BOARD OF DIRECTORS

### SECRETARY APPROVAL