ADVISORY COMMITTEE
MEETING AGENDA

WEDNESDAY, JUNE 5, 2024, 12:00 P.M.

Fort Worth Central Station
1001 Jones Street, 2nd Floor Community Room
Fort Worth, Texas 76102

CALL TO ORDER

CITIZEN COMMENTS

MEETING MINUTES

1. Approval of March 6, 2024 ACCESS Advisory Committee Meeting Minutes

ACCESS QUARTERLY HIGHLIGHTS

1. ACCESS Ridership and Key Performance Indicator's — Mark Shoop
2. ACCESS Customer Care Update — Detra Whitmore
3. VIA presentation — Ralph Zaragoza

TRINITY METRO UPDATES — Ron Newman

OTHER BUSINESS

SUGGESTED TOPICS FOR NEXT MEETING

ADJOURN

On March 6, 2024, the ACCESS Advisory Committee of Trinity Metro convened their quarterly meeting with the following present:

MEMBERS PRESENT:

Mr. Tito Rodriguez, Vice Chair
Mr. Dan Gadbury
Ms. Rose Valle
Ms. Jo Nell Waller

GUESTS:

Mr. Jack Bewley – Yellow Cab
Mr. Charlie Johnston – Yellow Cab
Ms. Krystal Jordan – Fort Worth Renal Group

STAFF:

Ms. Fairy Bright
Ms. Carla Forman
Mr. Wayne Gensler
Ms. Rosalind Miller
Ms. Janice Pearce
Mr. Mark Shoop
Ms. Crystal Whitney
Mr. Ralph Zaragoza

A. Call to Order

At 12:10 pm, ACCESS Advisory Committee Vice-Chair, Mr. Tito Rodriguez, called the meeting to order.

B. Citizen Participation and Recognition

There was no citizen participation and recognition.

C. Approval of Minutes

Mr. Rodriguez asked for approval of the June 7 and September 6 meeting minutes. Mr. Dan Gadbury made a motion to approve with a second by Ms. Jo Nell Waller.

D. ACCESS Quarterly Highlights

1. Mr. Mark Shoop gave the committee an update on ACCESS monthly ridership numbers, on time performance, and excessive trip length year to date.

2. Mr. Jack Bewley presented Yellow Cab statistical data.

3. Ms. Fairy Bright presented Customer Care updates.

E. Trinity Metro Updates

1. Mr. Wayne Gensler gave the committee members information in regards to the RFP that went out for On Demand Services. VIA was awarded the contract. Wayne also gave information in regards to the Alliance Express, using MCI buses, which will begin next spring.

2. Mr. Ralph Zaragoza gave the committee members updates in regards to ZIP ZONE service in Forest Hill as part of the Southeast ZIP ZONE service area, as well as plans to begin ZIP ZONE service in Mansfield in the summer of 2024.

F. Other Business

There was no other business.

G. Suggested Topics for Next Meeting

There were no suggested topics for the next meeting.

H. Adjourn

Mr. Rodriguez adjourned the meeting at 12:52 p.m.

I. Next Meeting – June 5, 2024 at 12:00 pm

ACCESS WORKING SESSION COMMITTEE INFORMATION ITEM

Item Title: ACCESS Ridership and Key Performance Indicators

Meeting Date: June 5, 2024

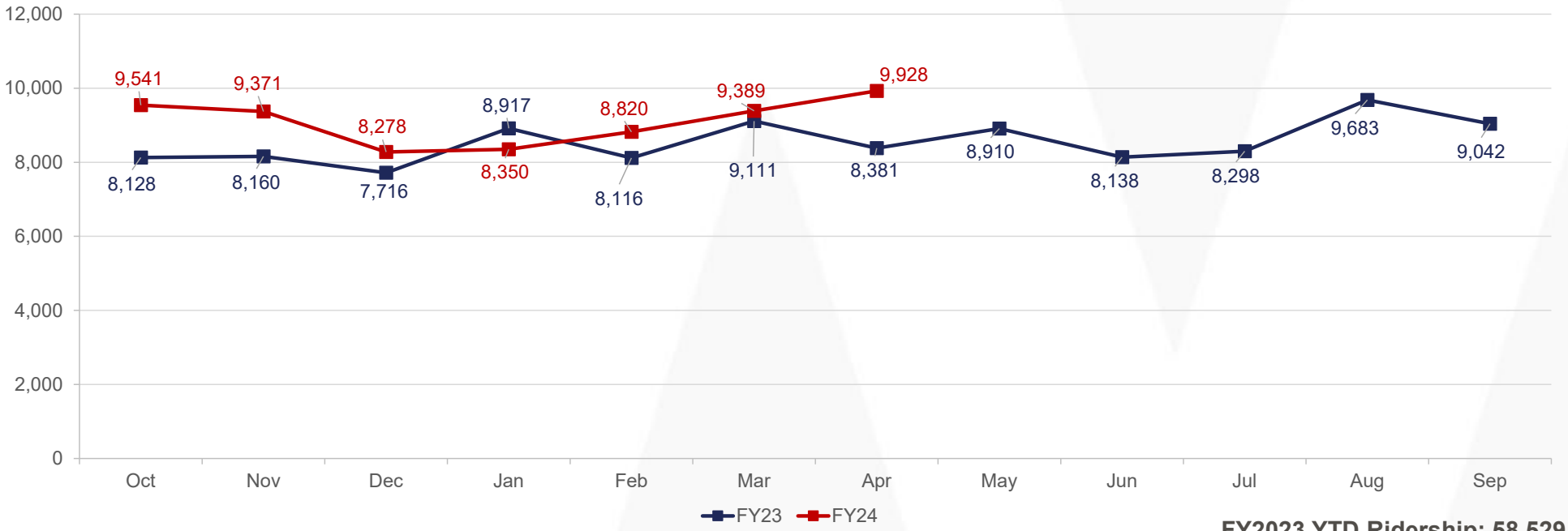
BACKGROUND

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

RECOMMENDATION

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

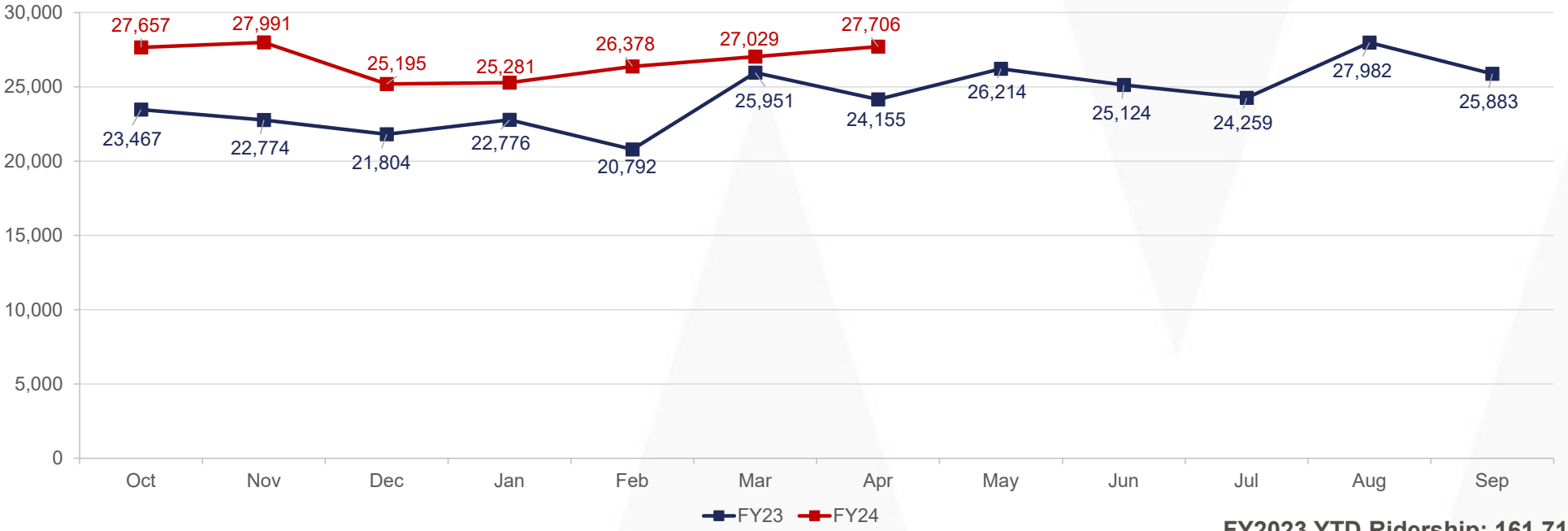
ACCESS InHouse Monthly Ridership



FY2023 YTD Ridership: 58,529

FY2024 YTD Ridership: 63,677

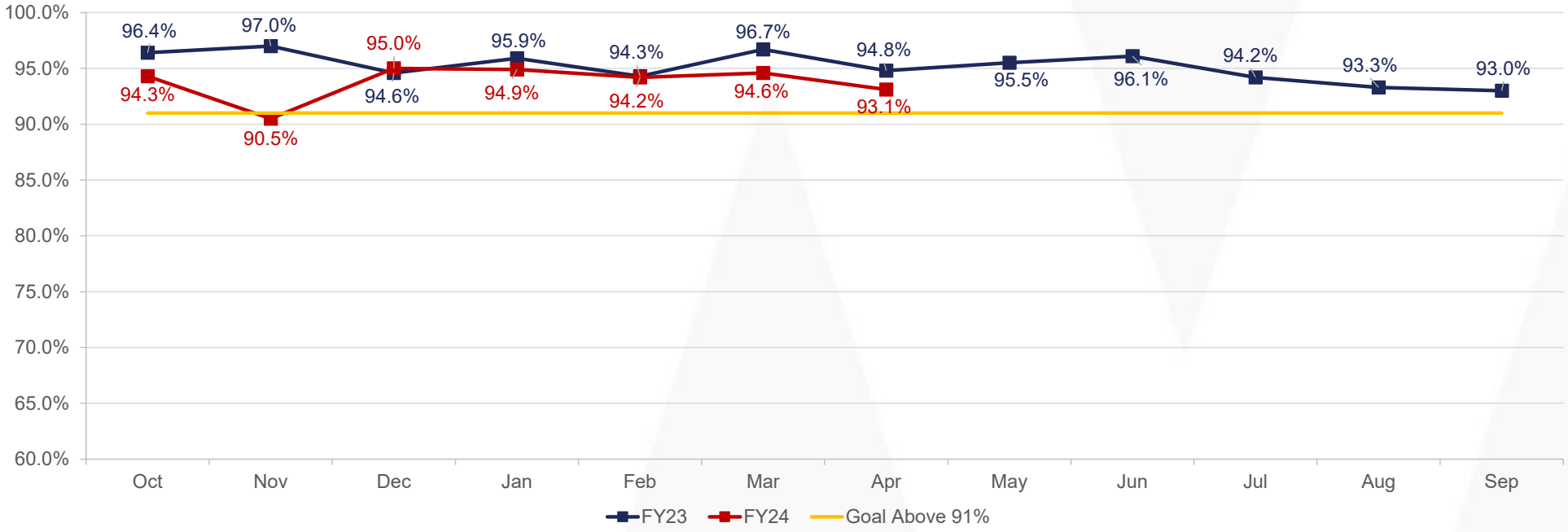
ACCESS Combined Monthly Ridership



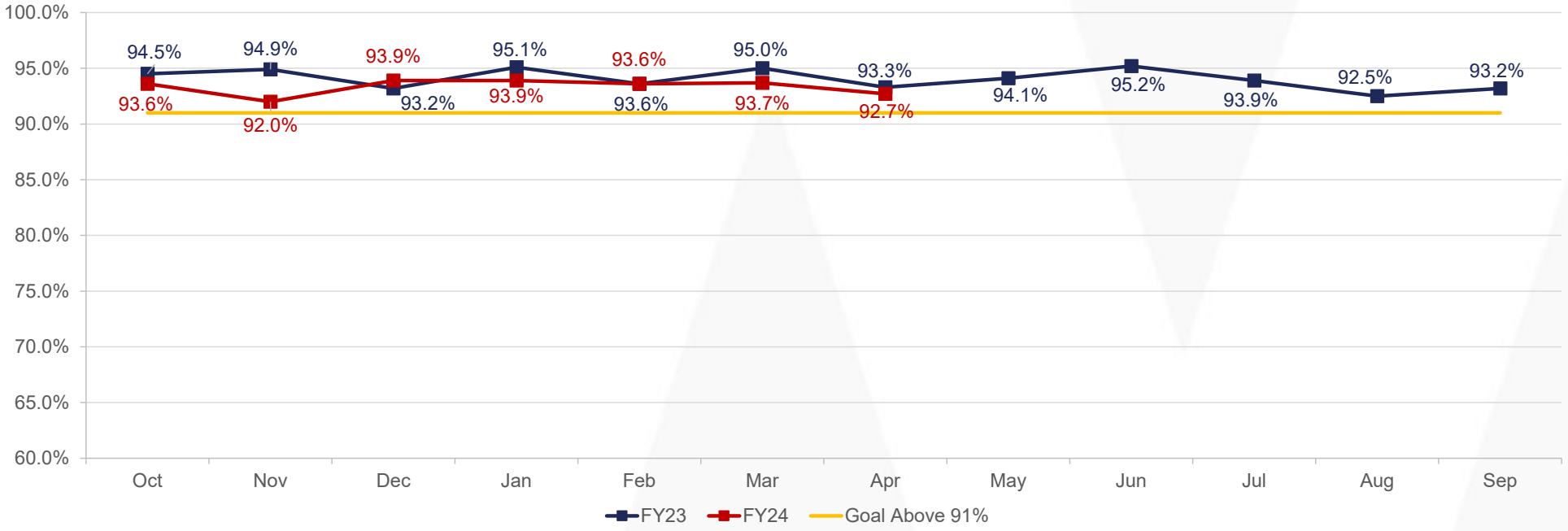
FY2023 YTD Ridership: 161,719

FY2024 YTD Ridership: 187,237

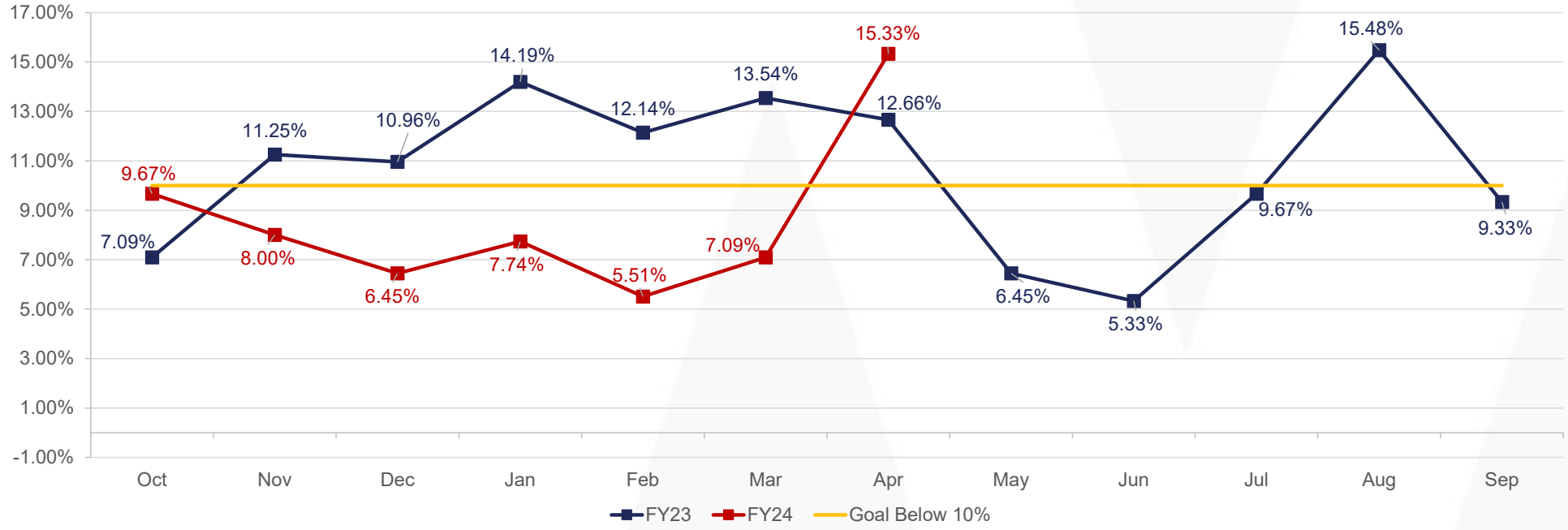
ACCESS InHouse On-Time Performance



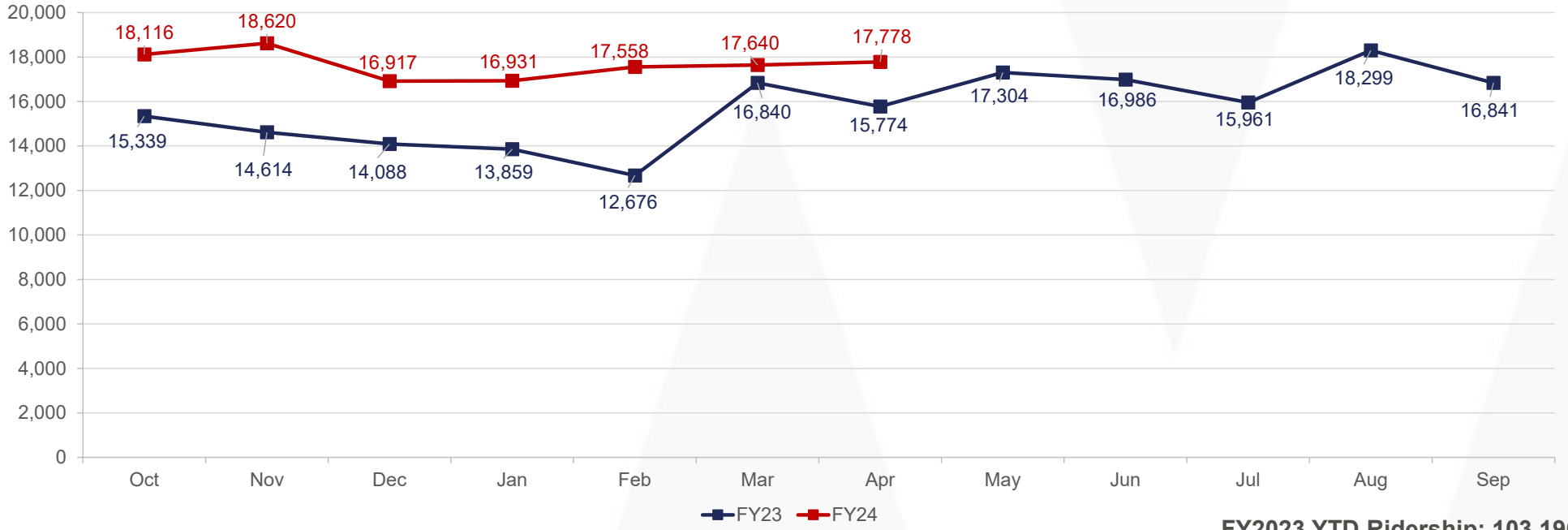
ACCESS Combined On-Time Performance



ACCESS Combined Excessive Trip Length



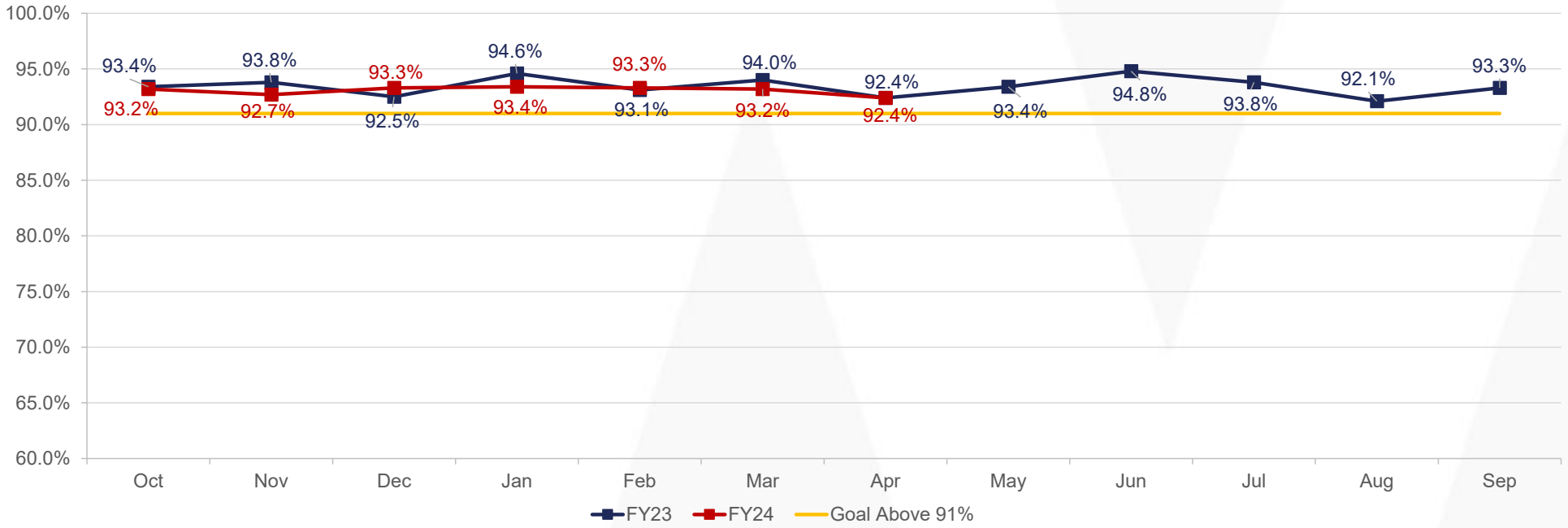
ACCESS Contract Monthly Ridership



FY2023 YTD Ridership: 103,190

FY2024 YTD Ridership: 123,560

ACCESS Contract On-Time Performance



ACCESS WORKING SESSION COMMITTEE INFORMATION ITEM

Item Title: **ACCESS** Customer Relations Report **Meeting Date:** June 5, 2024

BACKGROUND

Detra Whitmore, Vice President of Customer Experience, will present an update on Customer Relations.

RECOMMENDATION

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

TEMPORARY PARKING PERMIT

DO NOT DUPLICATE

LOCATION: F.W.C.S. EMPLOYEE PARKING

EVENT: ACCESS COMMITTEE

EXPIRATION: VALID 6/5/2024

TRINITY METRO℠