

ADVISORY COMMITTEE MEETING AGENDA

WEDNESDAY, SEPTEMBER 4, 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 June 5, 2024 ACCESS Advisory Committee Meeting Minutes

ACCESS QUARTERLY HIGHLIGHTS

1. ACCESS Ridership and Key Performance Indicator's
2. ACCESS Customer Care Update
3. VIA update

Mark Shoop
Fairy Bright
Ralph Zaragoza

TRINITY METRO UPDATES

Ron Newman

OTHER BUSINESS

SUGGESTED TOPICS FOR NEXT MEETING

ADJOURN

THE NEXT MEETING WILL BE HELD AT 1001 JONES STREET,
2nd FLOOR COMMUNITY ROOM ON DECEMBER 4, 2024, AT 12:00 P.M.

On June 5, 2024, the ACCESS Advisory Committee of Trinity Metro convened their quarterly meeting with the following present:

MEMBERS PRESENT:

Mr. Tito Rodriguez, Vice Chair
Ms. Rose Valle
Ms. Stephanie Morris

GUESTS:

VIA staff
Ms. Krystal Jordan – Fort Worth Renal Group
Ms. Kendra Kerbow - MHMR
Ms. Susan Schmitz- ACCESS passenger
Ms. Amanda Guerrero – Lighthouse
Ms. Connie Carson - Amplify
Ms. Stephanie Gallagher - ABG

STAFF:

Ms. Fairy Bright
Ms. Carla Forman
Ms. Rosalind Miller
Mr. Ronald Newman
Ms. Janice Pearce

Mr. Rene Perez
Mr. Mark Shoop
Ms. Crystal Whitney
Mr. Ralph Zaragoza

A. Call to Order

At 12:07 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 March 6 meeting minutes. Mr. Ron Newman made a motion to approve with a second by Mr. Rene Perez.

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. There was also a recognition of recently fallen Trinity Metro team members, Dwana Burnett-Brown and Sharon Smith.
2. Mr. Ralph Zaragoza introduced VIA staff. VIA staff gave a presentation.
3. Ms. Fairy Bright presented Customer Care updates.



E. Trinity Metro Updates

1. Mr. Newman gave the committee an update on the new Orange Line which will begin this fall and service the Stockyards. VIA employees will be shadowing Trinity Metro ACCESS employees to help with the transition this October. Sixteen MCI electric buses are coming soon to the Alliance corridor.
2. Mr. Rodriguez mentioned the opening of the Trinity Lakes station. Mr. Rodriguez also mentioned that the eight Tex Rail train sets are named: Spike, Zippy, Miles, Ranger, Bluebonnet, Panther, Maverick, and Vaquero.

F. Other Business

There was no other business.

G. Suggested Topics for Next Meeting

Provide contact numbers for ACCESS staff.

H. Adjourn

Mr. Rodriguez adjourned the meeting at 1:17 p.m.

I. Next Meeting – September 4, 2024 at 12:00 pm



ACCESS WORKING SESSION COMMITTEE

INFORMATION ITEM

Item Title: ACCESS Ridership and Key Performance Indicators

Meeting Date: September 4, 2024

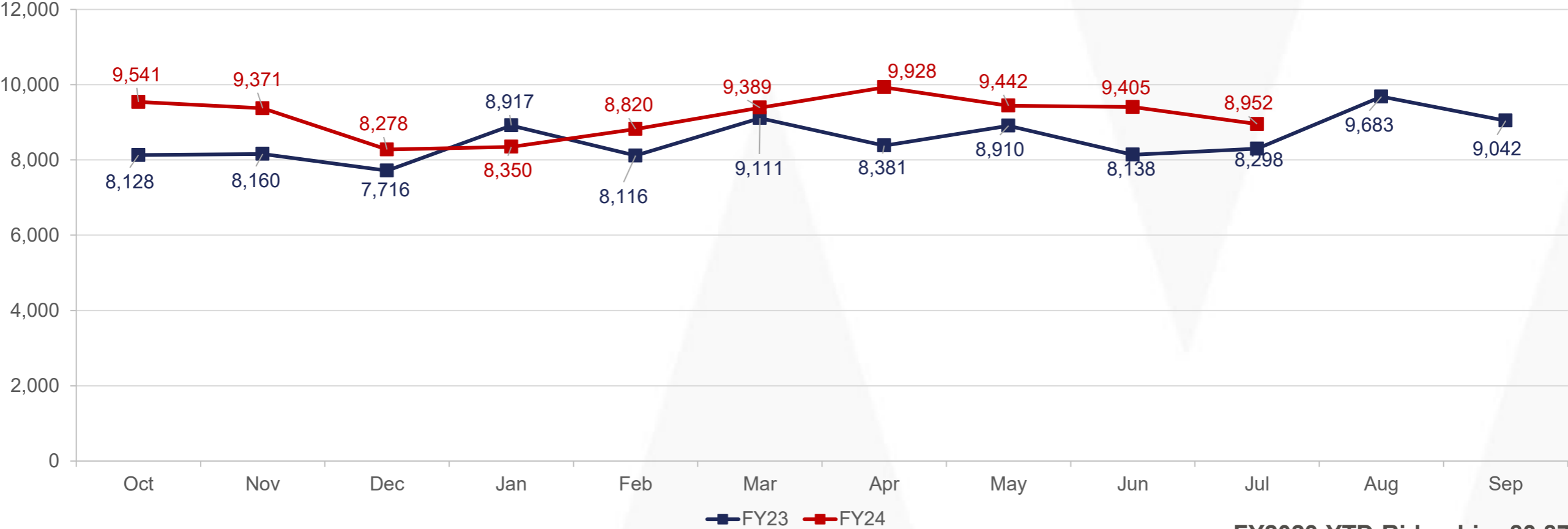
BACKGROUND

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.

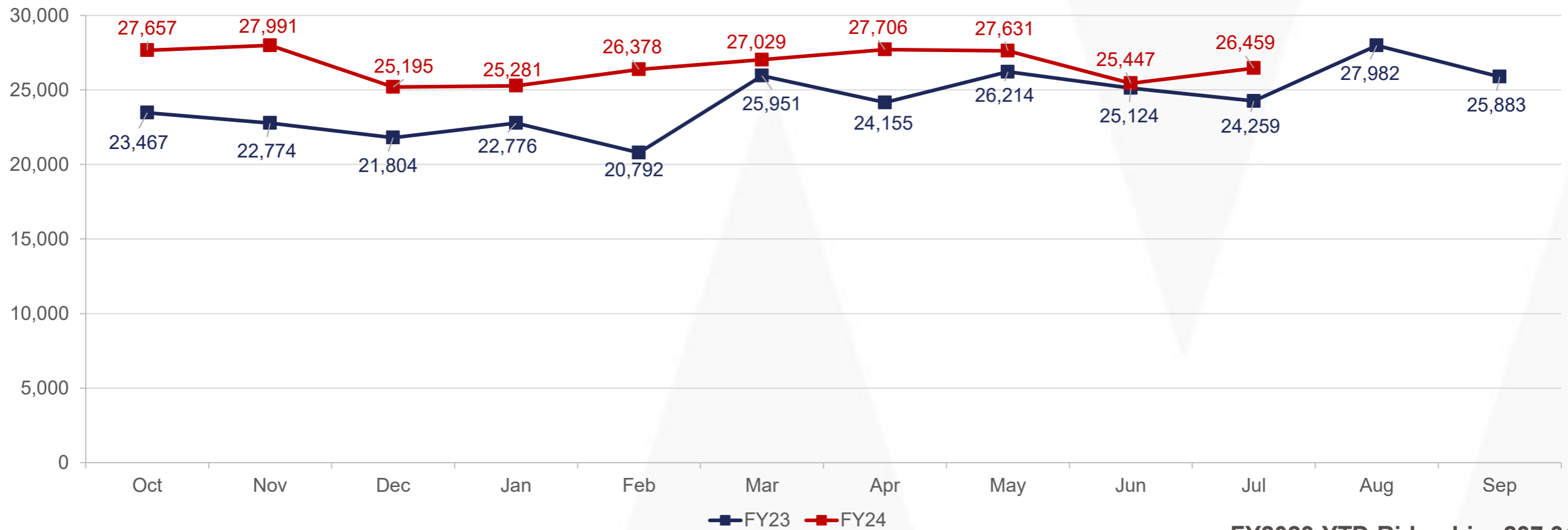
ACCESS InHouse Monthly Ridership



FY2023 YTD Ridership: 83,875
FY2024 YTD Ridership: 91,476



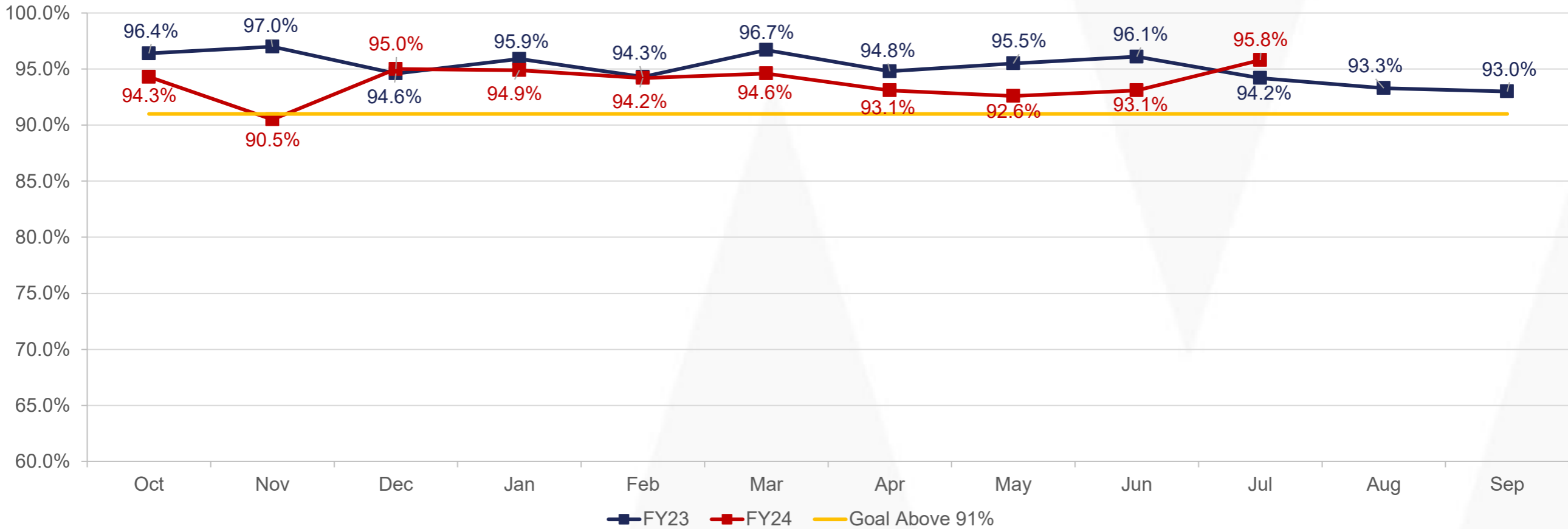
ACCESS Combined Monthly Ridership



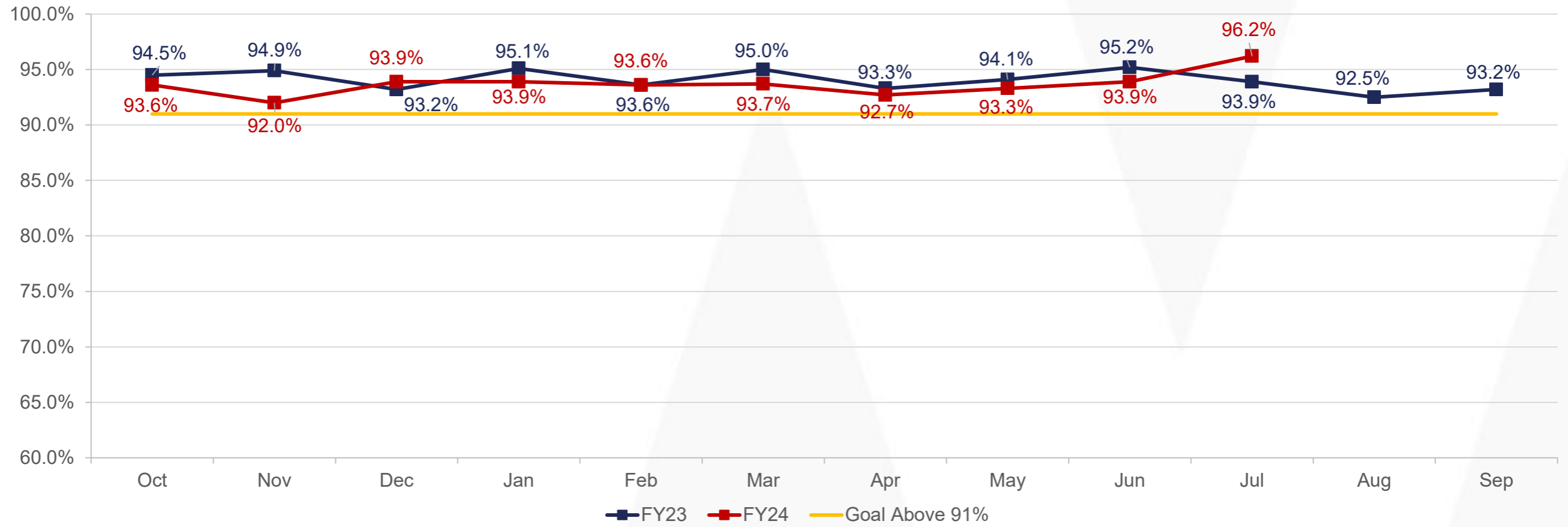
FY2023 YTD Ridership: 237,316
FY2024 YTD Ridership: 266,774



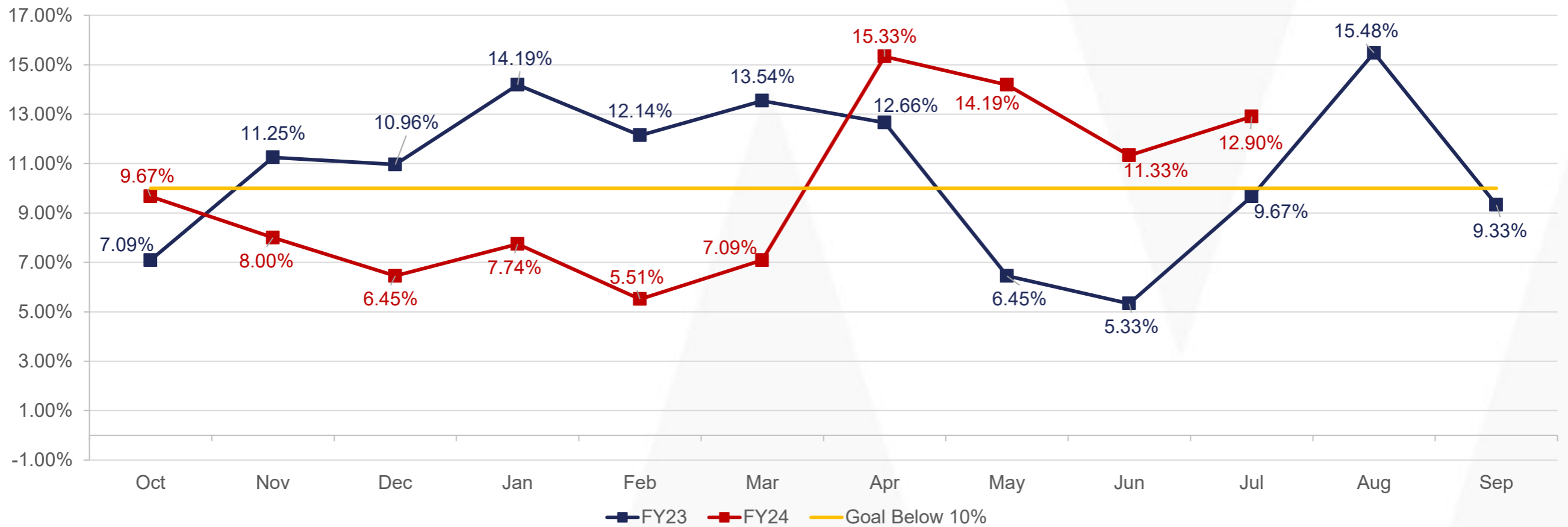
ACCESS InHouse On-Time Performance



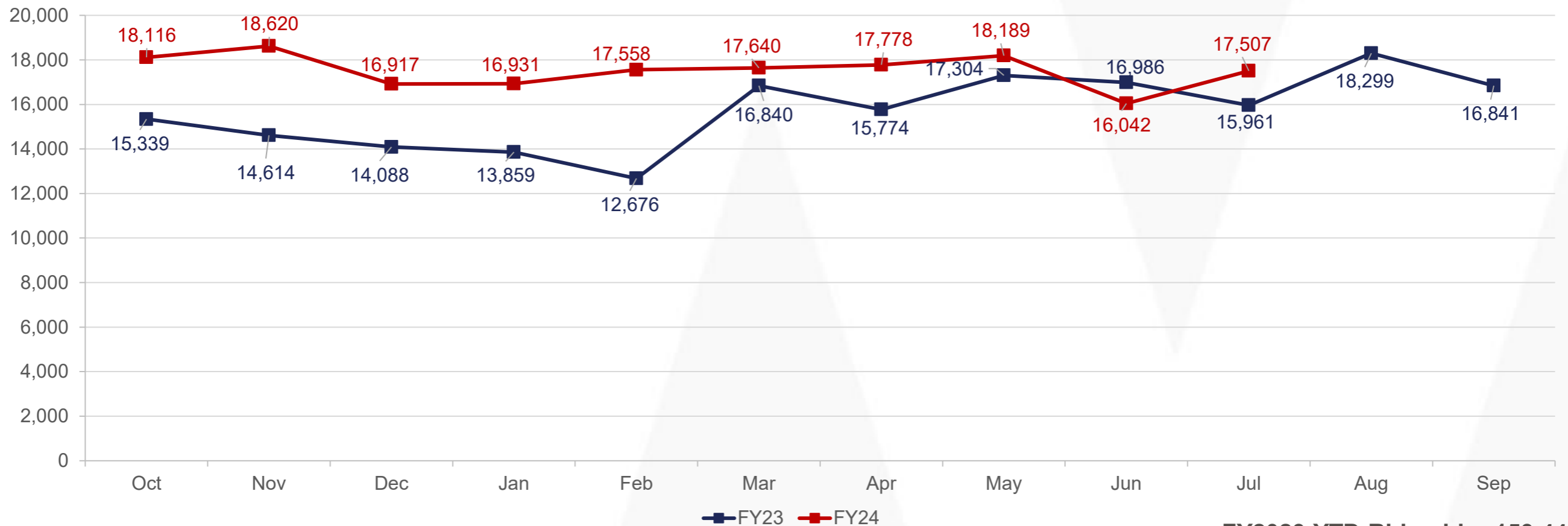
ACCESS Combined On-Time Performance



ACCESS Combined Excessive Trip Length



ACCESS Contract Monthly Ridership

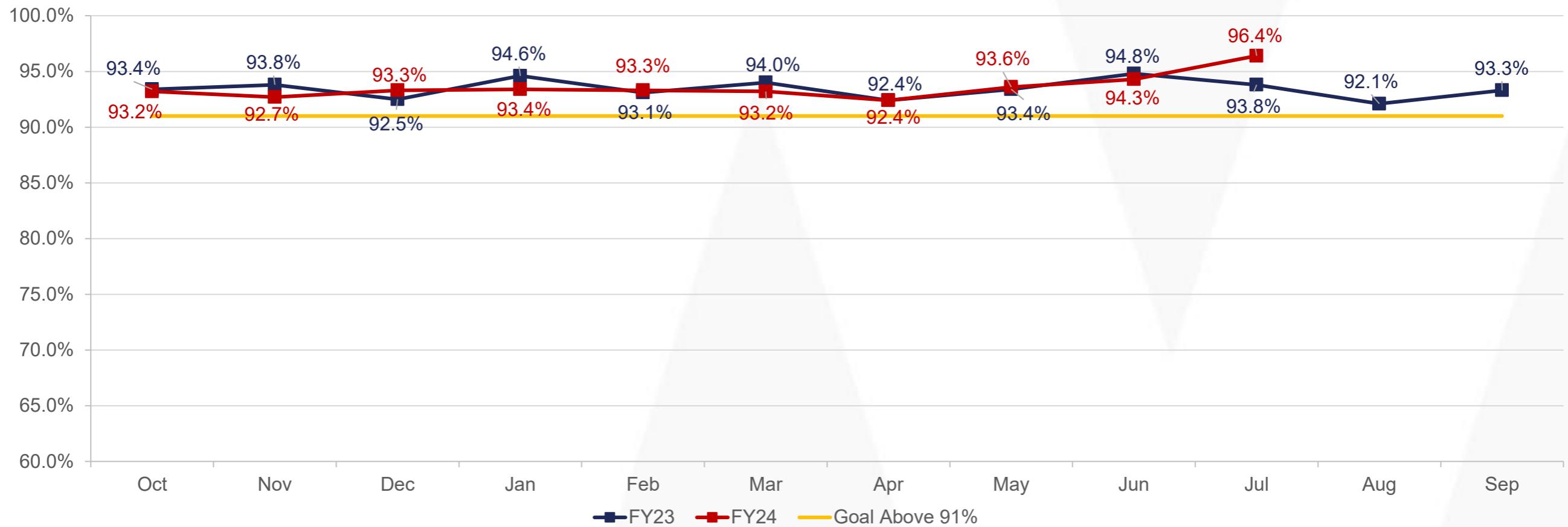


FY2023 YTD Ridership: 153,441

FY2024 YTD Ridership: 175,298



ACCESS Contract On-Time Performance



ACCESS WORKING SESSION COMMITTEE INFORMATION ITEM

Item Title: VIA Update

Meeting Date: September 4, 2024

BACKGROUND

Ralph Zaragoza, Emerging Mobility Manager, will give an update on VIA.

RECOMMENDATION

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

ACCESS WORKING SESSION COMMITTEE

INFORMATION ITEM

Item Title: ACCESS Customer Relations Report

Meeting Date: September 4, 2024

BACKGROUND

Fairy Bright, Quality Review Manager, 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:

EVENT:

EXPIRATION:
