

# BOARD OF DIRECTORS MEETING AGENDA

MONDAY, SEPTEMBER 16, 2024, 3:00 P.M.

801 GROVE STREET  
Fort Worth, Texas 76102

## CALL TO ORDER

## PLEDGE OF ALLEGIANCE

## CITIZEN COMMENTS

## MEETING MINUTES

1. Approval of August 19, 2024 Board Meeting Minutes

## INFORMATION ITEM & REPORTS

1. Commuter Rail
  - a. TEXRail & TRE Ridership & On-Time Performance Update Reed Lanham
2. Operations
  - a. 2024 Safety Survey Results Jeff Brown
  - b. Trinity Metro On-Demand Project Update Wayne Gensler
3. Strategy, Planning & Development
  - a. General Planning Consultant Update Chad Edwards
4. Community Engagement Report Tamika Grant

## ACTION ITEMS

1. BA2024-31 Approval of the FY25 Operating and Capital Budget Greg Jordan
2. BA2024-32 Trinity Railway Express Regional Commuter Rail O&M Contract Extension Reed Lanham

## 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



**BOARD OF DIRECTORS MEETING MINUTES**  
**MONDAY, AUGUST 19, 2024**

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**ATTENDEES:**

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

**Board Members Absent:** Brian Hawkins

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

**Executive Leadership Team Absent:** Bruce Lewis

**Board Attorney:** Joel Heydenburk

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**CALL TO ORDER**

The meeting was called to order at 3:05 pm at 801 Grove Street, Fort Worth, Texas 76102.

**PLEDGE OF ALLEGIANCE**

**CITIZEN COMMENTS**

At 3:06 pm, Chairman Davis opened the public hearing for citizen comments. Three citizens addressed the board: Sondra Petties, Prince Starr, and Ashton Smith. Citizen comments closed at 3:17 pm.

**MEETING MINUTES**

Motion: Michael Crain motioned to approve the June 17, 2024, Board of Director Meeting Minutes as submitted. Ben Robertson seconded. The motion passed unanimously.

**INFORMATION ITEMS & REPORTS**

1. Mission, Vision, and Values – President Andreski proposal and intent to move forward with new statements: Mission Statement – Connecting People to Life; Vision Statement: The preferred choice for simple, safe, and innovative mobility services; and Values: We believe in innovation, safety, reliability, sustainability, fairness and integrity.
2. Commuter Rail – Reed Lanham provided an update on rail operations for July. TEXRail and TRE were both above-goal on OTP (on-time performance) despite extreme heat. The teams have done a great job overcoming previous equipment issues to continuously maintain a reliable commuter rail service. TEXRail achieved record ridership at more than 69,000 for July and is seeing 20% gains in ridership month after month. We anticipate that number to increase significantly with the proposed schedule improvements slated for later this year. Lanham expressed his gratitude toward contractors and management teams at both TRE and TEXRail for driving safety with the public and within the workforce. Tito Rodriguez expressed thanks on behalf of North Richland Hills residents for increased parking at Smithfield, eliminating their need to pay airport parking prices. He also noted his community's taking advantage of opportunities to ride TEXRail to events in Grapevine as a way to improve quality of life.
3. Marketing & Communications – Melissa Chrisman updated the board on the upcoming Orange Line service launch, set for September 15, 2024. This new route, which will feature a downtown loop, aims to improve

connections between downtown Fort Worth and the Stockyards with frequent service (every 15 minutes) all week long. Plans include the introduction of the Blue Line in spring 2025 and additional routes to enhance travel to popular Fort Worth destinations. Chrisman recalled recent market studies that indicated strong potential for increased ridership, with 75% of respondents interested in using transit for entertainment and 50% of non-riders willing to ride if the service is clear and simple. She also showcased the new Orange Line bus designs created by a local artist, with artwork also featured in shelters along the route. However, the proposed hitching post art for the Main & Exchange stop will not proceed; instead, it may be installed at the TEXRail Northside and Fort Worth Central Stations. Future plans include outreach efforts to promote the Orange Line, and a local hotel General Manager expressed enthusiasm for the new transit options. Chrisman then momentarily pointed to Fall Fare and Service Changes

4. Strategy, Planning & Development – Chad Edwards updated the board on the General Planning Consultant and ridership recovery post-COVID. Michael Morris reported that while toll road usage and congestion have increased, transit ridership in many places has dropped by 28%. This is not the case for Tarrant County. Trinity Metro is now exceeding pre-COVID ridership levels. Currently, ridership is 936,000 trips ahead of last year's pace year to date, and upcoming events like Grapevine's Grapefest are expected to boost numbers. The 2024 ridership figures are showing improvement over 2023, and reaching the 7.8 million mark would mean four consecutive years of over 1 million additional riders. Detailed ridership data is available on the online dashboard.
5. Finance – Greg Jordan provided a financial update on the FY2025 Proposed Budget. Jordan referred to the slide shown earlier in the meeting reflecting increasing ridership and mentioned the FY2025 Proposed Budget is a 6% increase over the FY2024 Budget. Departments are decreasing their individual budgets so Trinity Metro could focus on funding most important areas for service delivery. The balanced budget is responsive to demand, provides for capital requirements, and takes care of our employees.

## RESOLUTIONS

1. R2024-07 Approving Membership in NEORide and Ohio Council of Government

Motion: Michael Crain motioned to approve the resolution as submitted. Ben Robertson seconded. Motion passed unanimously.

2.

## CONSENT ACTION ITEMS

1. BA2024-29 Amendment to the Interlocal Agreement (ILA) between Trinity Metro, Dallas Area Rapid Transit (DART), and Dallas Fort Worth International Airport (DFWIA) for TRE Link Shuttle Service between Trinity Railway Express (TRE) CentrePort Station and DFWIA
2. BA2024-30 Parts & Materials for Buses

Motion: Ben Robertson motioned to approve both board consent action items as submitted. Tito Rodriguez seconded. Motions passed unanimously.

## PRESIDENT'S REPORT

Richard Andreski recapped Orange Line and its connection to Trinity Metro's new vision, explaining how the company is innovating in small and large ways to make transit more attractive and useful. The Orange Line features bright orange buses and prioritizes safety by offering a hassle-free transportation option. The new buses feature pleasing interior designs, WiFi, music and much more. The initiative has garnered support from various local partners and is expected to boost local spending by shifting transportation expenses from rental cars and

Ubers to public transit, potentially unlocking \$20 million in new spending. The official launch is scheduled for September 13th, with a ribbon-cutting ceremony featuring local dignitaries.

#### **CHAIR'S REPORT**

Chairman Jeff Davis spoke about the benefits of land use planning, emphasized building density around transit stations and the types of policies that need to be implemented. Davis also noted that approximately 7 years ago according to Real Estate Council, 60% of the tax base was commercial. Today's commercial tax base reality is at 34%. Additionally, he stated that the Transit Oriented Developments (TOD's) will need assistance from the City of Fort Worth.

#### **OTHER BUSINESS**

No other business was discussed.

#### **EXECUTIVE SESSION**

At 4:08 pm the Board, Richard Andreski, Chad Edwards, Greg Jordan, Richey Thompson, Greg Dickey, Christine Black, Joel Heydenburk and Tyler Wallach exited for an Executive Session to discuss the executive information items and reports. The Board, staff and attorneys exited the Executive Session at 4:54 pm and returned to regular session.

#### **ADJOURN**

Meeting adjourned at 4:55 pm.

# BOARD OF DIRECTORS

## INFORMATION ITEM

### ITEM TITLE

On-Time Performance for TEXRail and TRE

### MEETING DATE

September 16, 2024

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### BACKGROUND

Reed Lanham, VP of Rail will provide an update on August 2024 On-Time Performance for TEXRail and 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

09/09/24

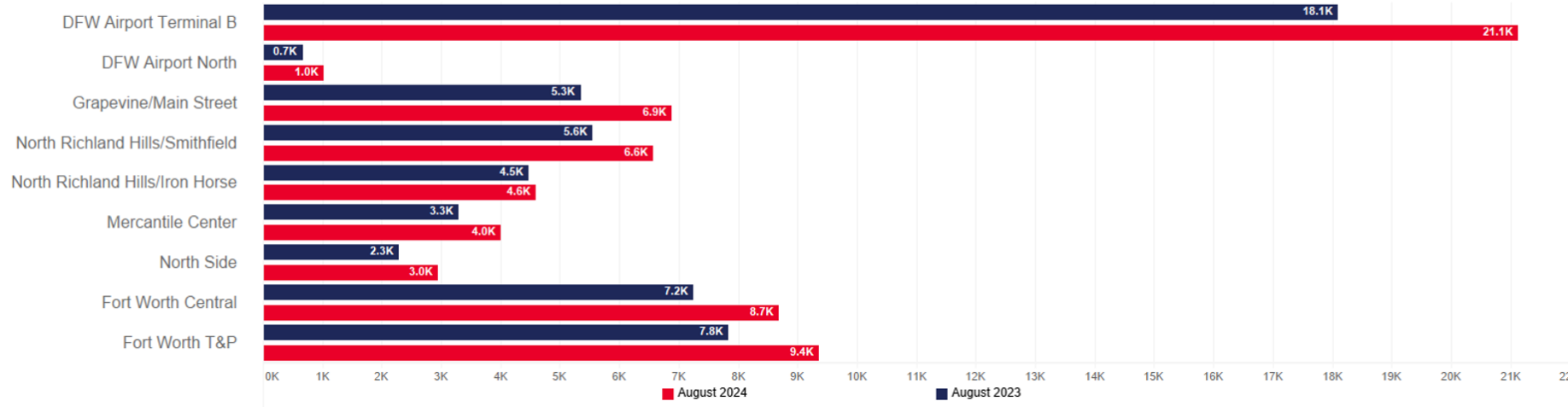
# August 2024 On Time Performance for TEXRail & TRE

Reed Lanham – VP of Rail  
September 16, 2024

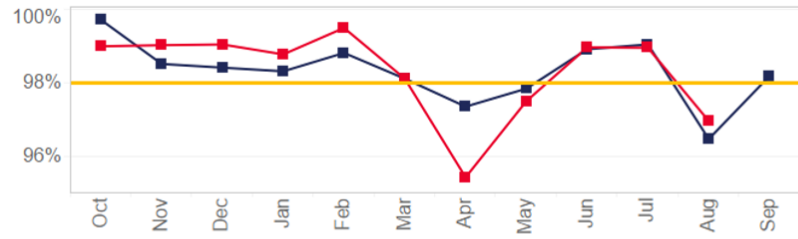


# TEXRail Total Ridership by Station (in 1000s)

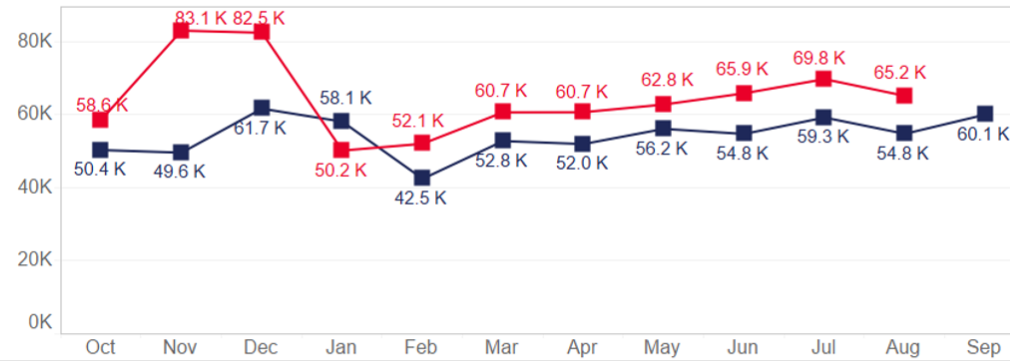
August 2024



# TEXRail On-Time Performance

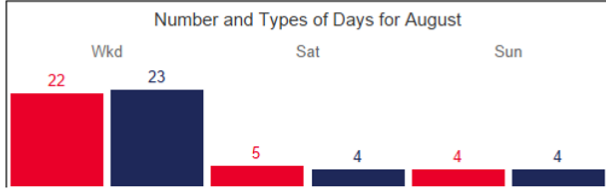


# TEXRail Monthly Ridership (in 1000s)



**FYTD Ridership**

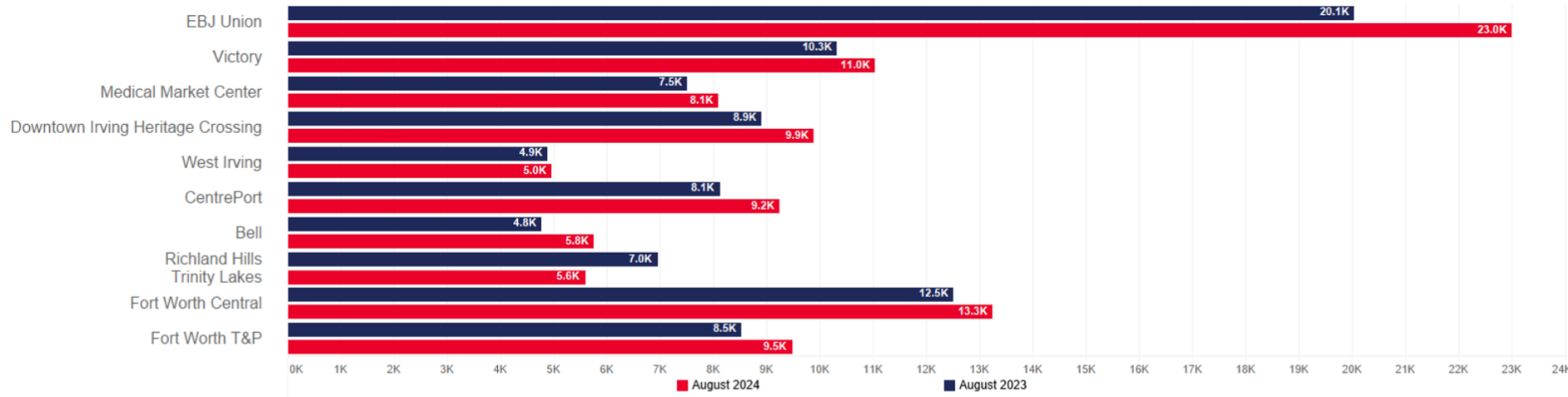
FY2021	267,041
FY2022	478,861
FY2023	592,129
FY2024	711,636



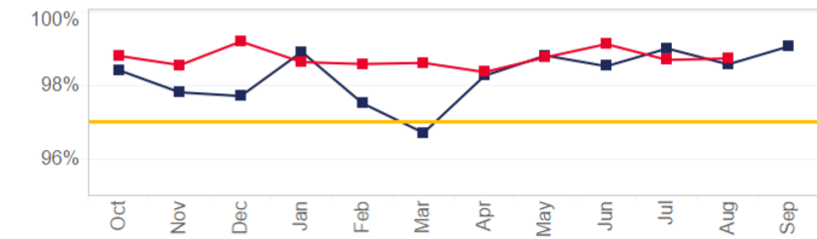
FY2023 ■ FY2024

# TRE Total Ridership by Station (in 1000s)

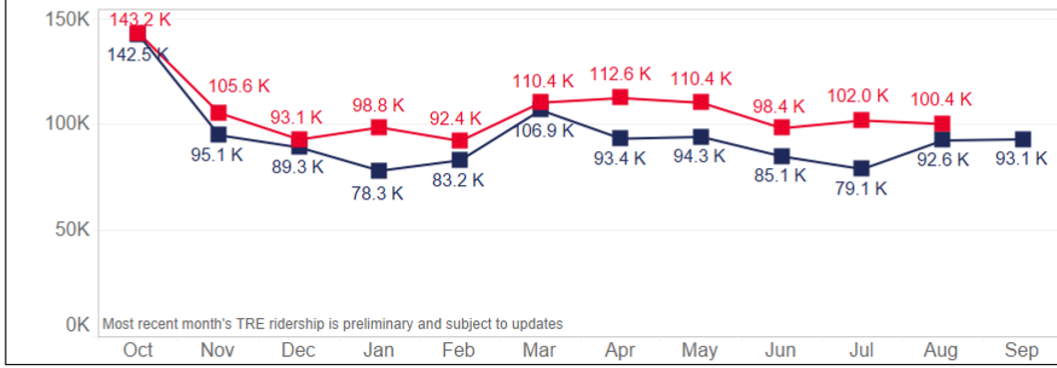
August 2024



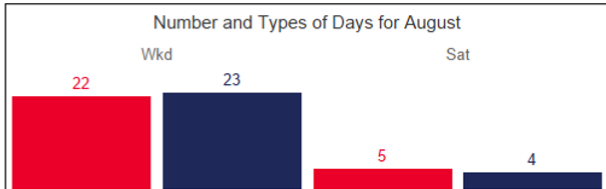
# TRE On-Time Performance



# TRE Monthly Ridership (in 1000s)



FYTD Ridership	
FY2021	709,297
FY2022	977,414
FY2023	1,039,762
FY2024	1,167,109





# BOARD OF DIRECTORS

## INFORMATION ITEM

### ITEM TITLE

2024 Safety Survey Results

### MEETING DATE

September 16, 2024

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### BACKGROUND

In May 2024, Trinity Metro conducted its third annual Safety Survey. The survey is an integral part of measuring the overall effectiveness of our safety program. Within our Public Transportation Agency Safety Plan (PTASP Bus), the Safety Management System (SMS Rail) process includes requirements for identifying, evaluating, and monitoring safety risks. This survey is a large part of accomplishing those tasks. The survey was available to all employees, including contract services employees responsible for TEXRail and Trinity Railway Express (TRE). The survey allowed all to confidentially share their thoughts and opinions on our safety culture. This year, we saw a 60% improvement in the response rate, thus generating additional information regarding our safety culture and providing further insight into how we can improve Trinity Metro's overall safety culture.

After the 2023 safety survey was completed, we evaluated the results as generally positive; however, there were opportunities for improvement. We then retained the services of a safety consultant, The Wathen Group, and tasked them with providing a base for building and sustaining a robust safety culture at Trinity Metro. With their assistance, we were able to identify further opportunities to improve safety.

This presentation compares the results from the 2024 survey to the 2023 survey. The goal is to take the feedback and turn it into actionable items that will drive proactive values and behaviors in a commitment to safety. By doing so, we should see further improvement in our safety culture.

### 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\*

Wayne Gensler

#### DATE

09/03/24

# 2024 Safety Survey Results

**Jeff Borwn**

*Chief Safety Officer*



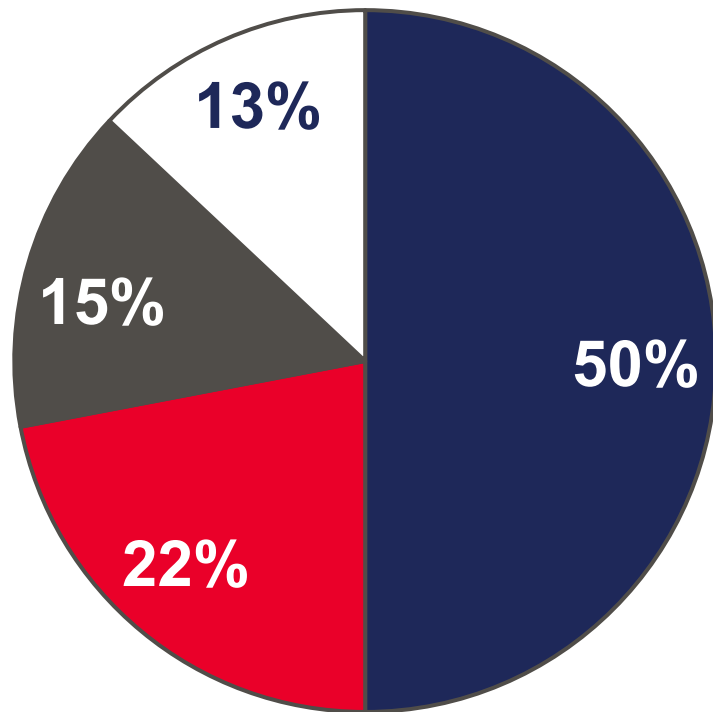
# Safety Survey Results – Summary

- Annual survey to benchmark effectiveness of our Safety Culture program
- Combined all modes – 10 key questions

	2024 vs. 2023 Change
Response Rate	+ 60%
Responses Very Satisfied or Satisfied	+ 3%
Responses Dissatisfied or Very Dissatisfied	- 14%

# Safety Survey Results

## Top Takeaways



- Safety and Security of Front Line Employees
- Communication
- Safety of Vehicles, Facilities, and Equipment
- Other

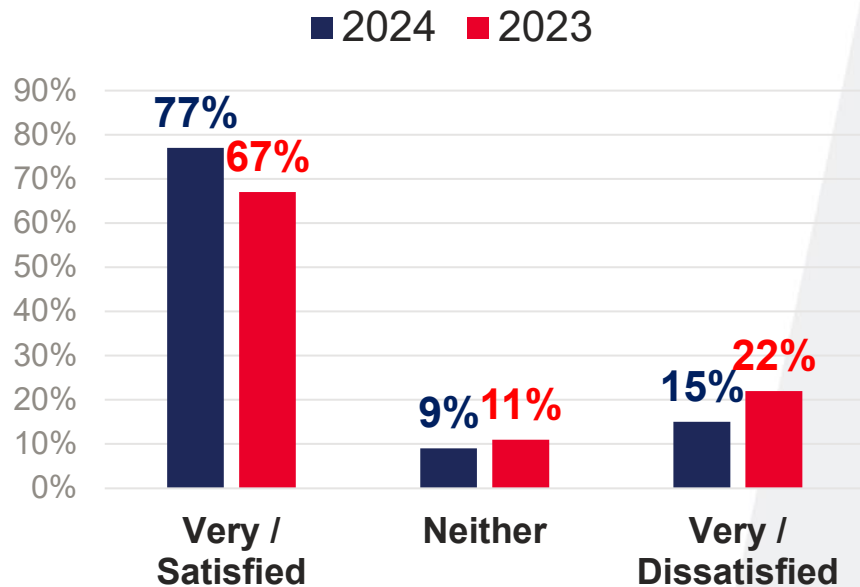
# Safe System Approach

**ARRIVE SAFE • WORK SAFE • GO HOME SAFE**

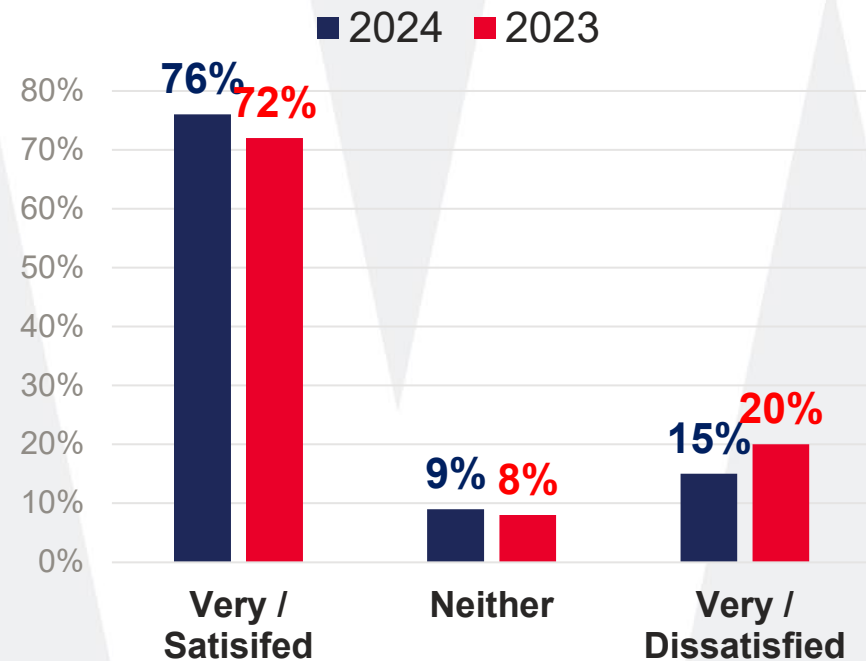
- **Frontline Safety and Security**
  - FEMA Grants – CCCTV and access controls, additional security measures at Central Station, increased security coverage at bus transfer centers
  - Bus Operator barrier door project ongoing
- **Communication**
  - Employee engagement - Fireside Chats, Safety Focus meetings and blitzes
  - Multiple methods of reporting and Safety Hotline
- **Safety of Facilities and Equipment**
  - New vehicle purchases, using technology to improve safety
  - Safety audits, walk-throughs, hazard analyses

# Safety Survey Results

## Overall Safety Satisfaction

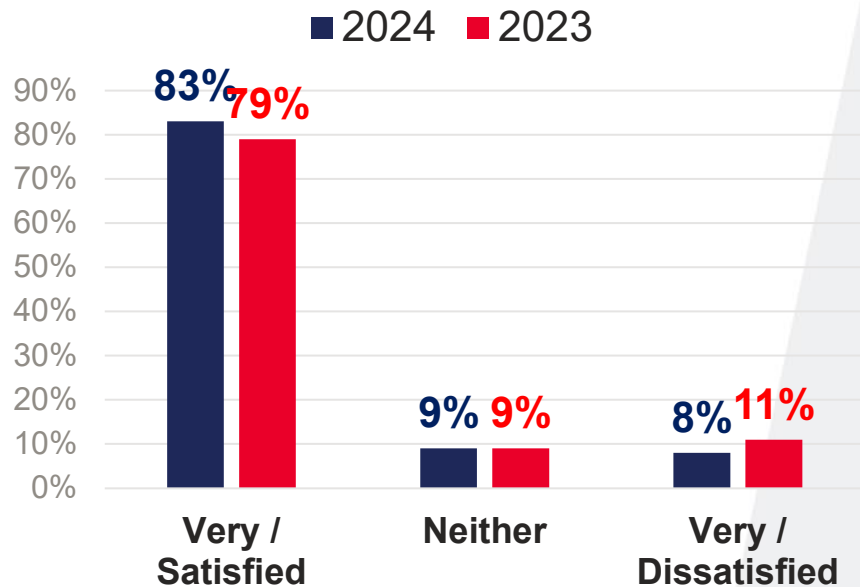


## Safe Work Environment

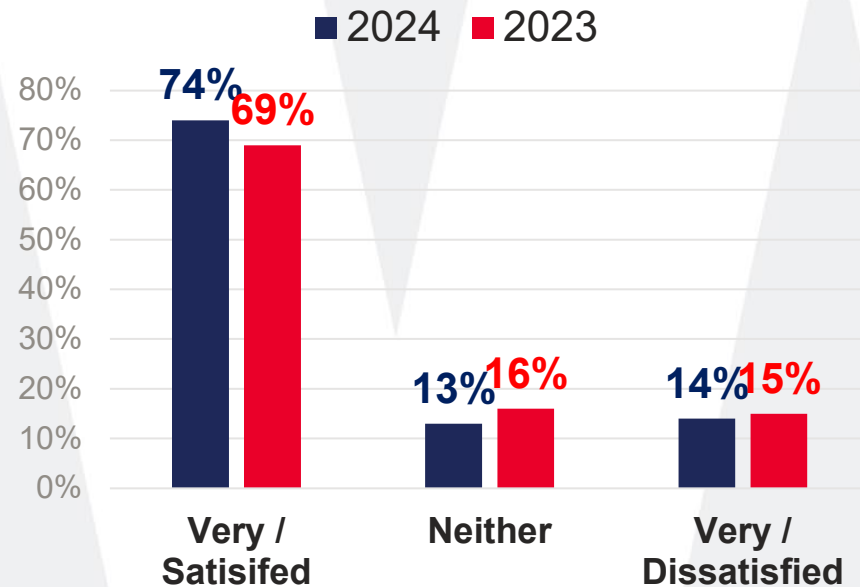


# Safety Survey Results

## Reporting Safety Concerns

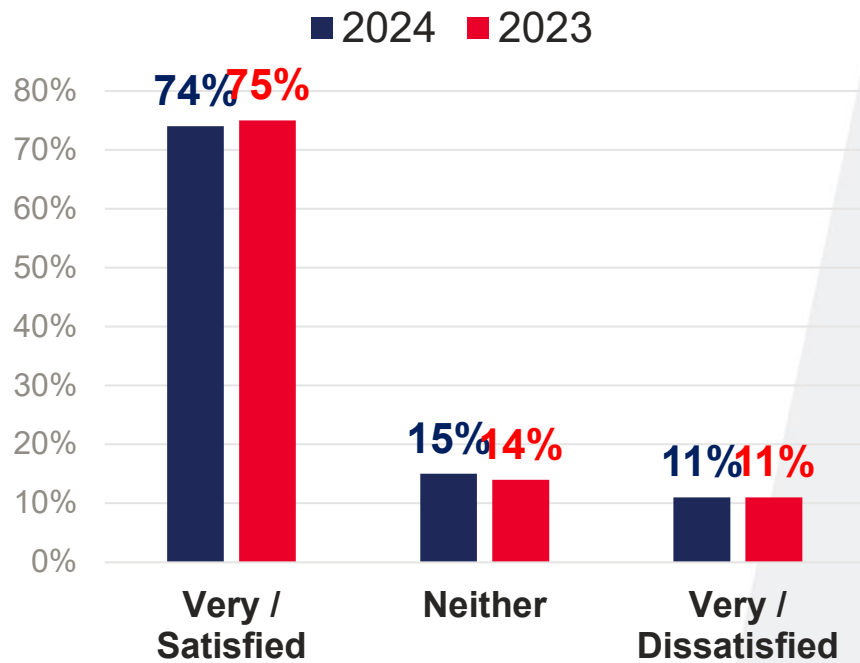


## Addressing Safety Concerns

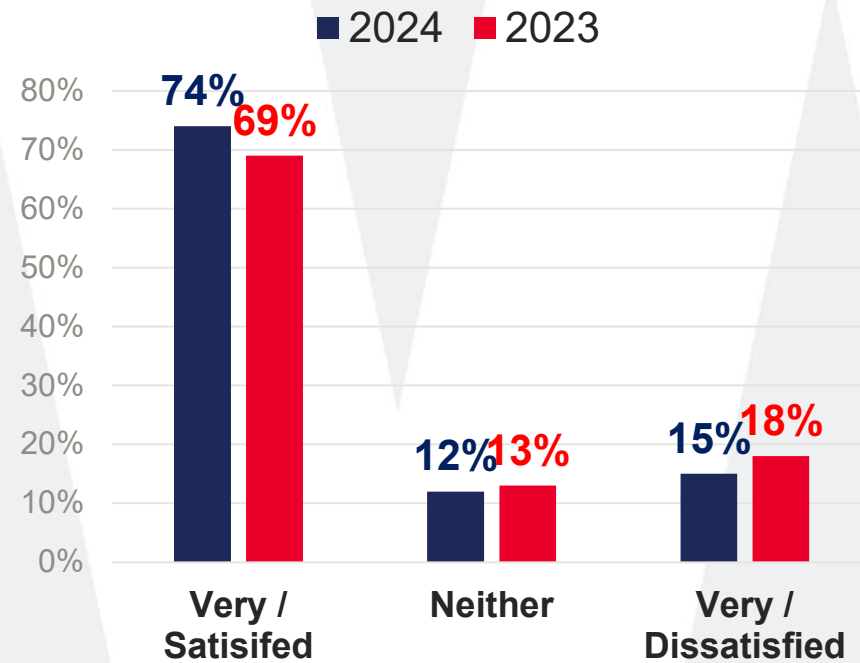


# Safety Survey Results

## Safety Communication



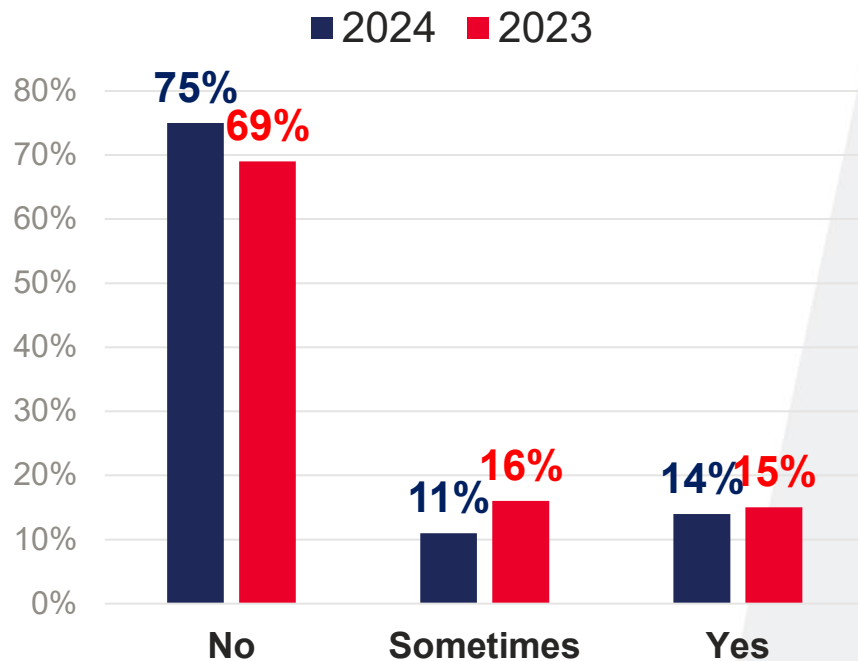
## Safety Resources



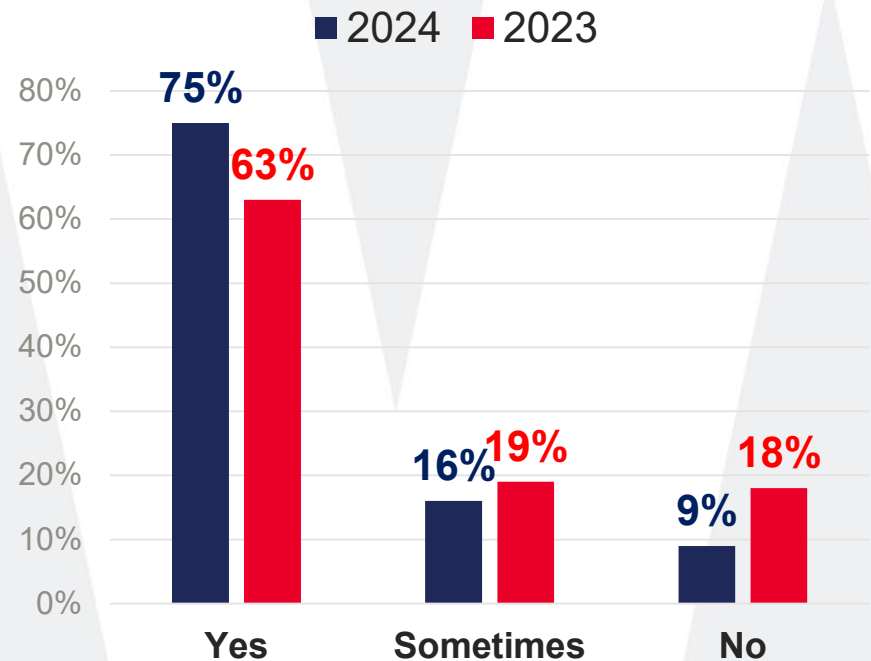


# Safety Survey Results

## Penalized for Reporting

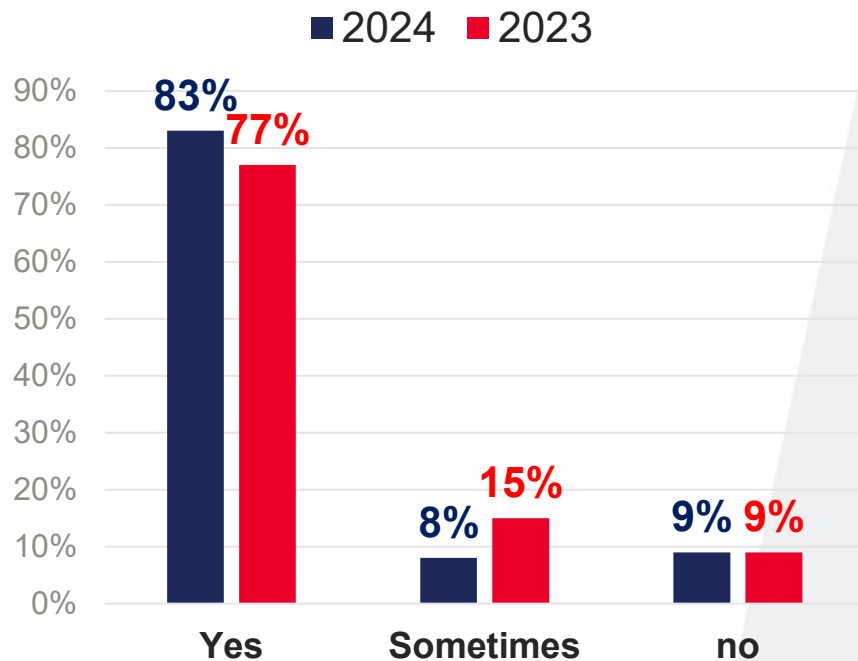


## Anonymous Reporting

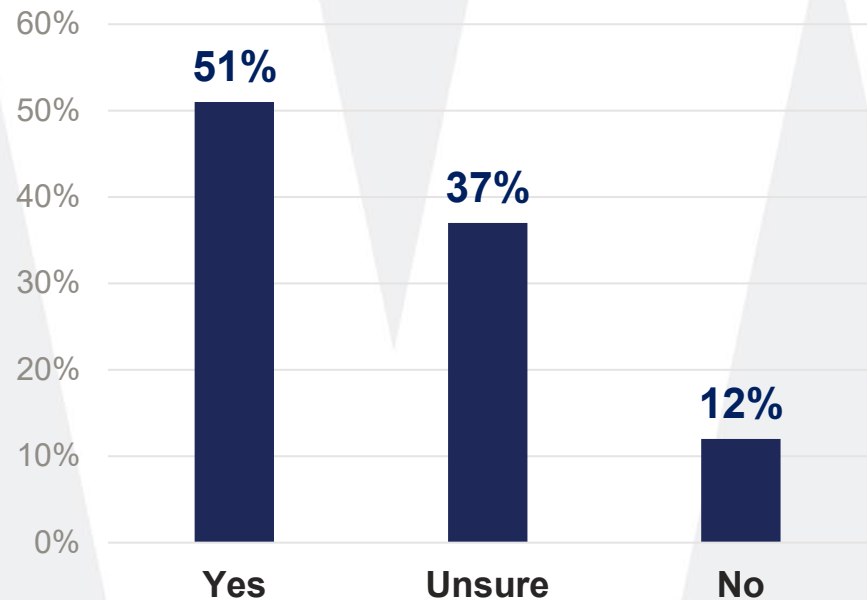


# Safety Survey Results

## Safety is a Team Effort



## Safety Improvement vs. 2023



# Thank You



# BOARD OF DIRECTORS

## INFORMATION ITEM

### ITEM TITLE

Trinity Metro On-Demand Update

### MEETING DATE

September 16, 2024

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### BACKGROUND

Update on Trinity Metro On-Demand changes and partnership with VIA. This update includes how Trinity Metro ACCESS customers are affected and how Trinity Metro will engage and communicate with customers.

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### STAFF DISPOSITION

#### EXECUTIVE LEAD\*

Wayne Gensler

#### DATE

09/05/24

# Trinity Metro On-Demand Project Update

Wayne Gensler  
Chief Operations Officer  
September 16, 2024



# Over the last several months, Trinity Metro and VIA teams have been hard at work!

- Attending community events and educating riders about the great changes to come
- Standing up local operations: Driver training, facility setup, and vehicle deliveries
- Close and robust collaboration and training with Trinity Metro team – creating a close working relationship with both operational teams



# Major Milestones

1 

June 3, 2024

Continuation of existing zones (South Tarrant, Southside, Mercantile) and transition of Southeast to VIA

2 

July 15, 2024

Launched Mansfield and Alliance Zones

3 

September 15, 2024

Launch North Side and TCC NE Zone

4

October 1, 2024

Transition paratransit operation!



# Trinity Metro On-Demand

Starting Oct 1, 2024, Trinity Metro and VIA will partner to provide paratransit customers with an improved rider experience with Trinity Metro On-Demand.

Our partnership with VIA will result in:



A better rider experience



Safe and on-time rides



Highly trained drivers

**The last day of Yellow Cab service will be on September 30, 2024**





# **What is staying the same for ACCESS?**



# What's staying the same?



## Service Phone Number

Continue to call **(817) 215-8600** to book your rides and for any questions.



## Eligibility

Eligibility requirements remain the same, **no need to reapply!**

Continue to call **(817) 215-8600** for more information on the application and approval process.



## Cost

\$4 per ride

Personal Care Assistants (PCAs) & children under the age of 4 ride for **FREE.**



## Payment Method

Exact cash is required.

Call **(817) 215-8600** to order tickets by mail.

**10-ride ticket-books can be purchased at [TrinityMetroTickets.org](http://TrinityMetroTickets.org)**

# What is changing for ACCESS?



# What's changing?



## Service Name

The ACCESS name is changing to **Trinity Metro On-Demand**.



## Drivers

All drivers will be **highly trained** and to help with any specialized needs.



## Vehicles

In addition to Trinity Metro minibuses, **black minivans** branded Trinity Metro On-Demand.



BRAND NEW

## Notifications

Riders will receive a **phone call or text message** updates about the ride the **night before** and the **day of** the ride.



# Service Name & Drivers



## Service Name

- The ACCESS name is changing to **Trinity Metro On-Demand**.



## Drivers

- All drivers will be **highly trained** and to help with any specialized needs, including help with entering and exiting the vehicle.



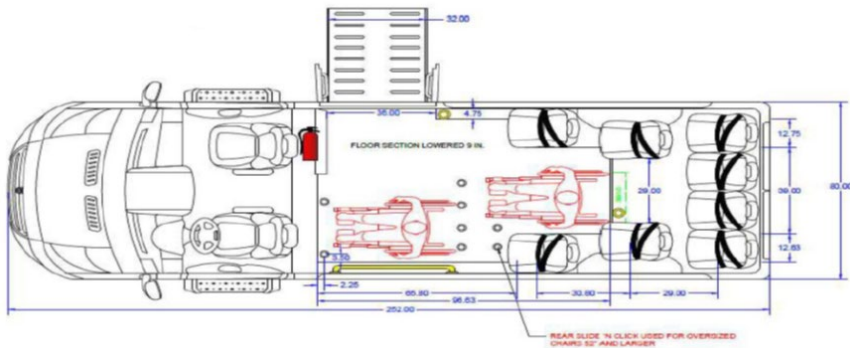
# Vehicles

In addition to Trinity Metro minibuses, there will be **new vehicle black wheelchair-accessible minivans** branded with **Trinity Metro On-Demand**



# Replacement Vehicles

- Access Replacement Vehicles
- Ram Pro-Master 3500 (gas)
- 25 vehicles FY-2024 / FY-2025



# Ride Notifications

**BRAND NEW**

**Phone call** or **text message** updates about your ride the **night before** & **day of** your ride.

**Sample text:**

This is a reminder regarding your Trinity Metro On-Demand ride. You'll be picked up on 11/18/2024 between 11:20 AM & 11:50 AM at 930 W 1st St, Fort Worth, TX, USA.

**Sample text:**

Your Trinity Metro On-Demand vehicle is here! The driver has arrived and will meet you at the door.





# Ride Reminders



The driver may arrive up to 15 minutes before or after this time, and be considered on time for your trip.



Driver will provide door-to-door service at your pickup and drop off location.



Once the driver arrives, the rider will receive a text message or phone call notification. The driver is allowed to wait 5 minutes for a rider to board the vehicle before a rider is considered a no show.

# Community Engagement



# In preparation for October 1<sup>st</sup>, Via's Community Engagement team will support riders through the transition

1

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Engage with community stakeholders.

Hold informational meetings and training sessions for organizations, riders and their support systems.

These orgs include: adult daycare centers, senior centers, dialysis centers etc.

2

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Provide direct rider education.

Coordinate communication to riders about the service change. This includes creating and distributing letter, mailers, and other marketing materials.

3

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Continued support to Trinity Metro stakeholders.

Monitor transition including addressing feedback from riders and community groups. Work with partner to address any issues as needed.



# Official Letter

## English & Spanish

July 26, 2024

Dear Valued Customer,

Trinity Metro is excited to provide an update regarding ACCESS paratransit service. Beginning on Oct. 1, 2024, Trinity Metro and Via will partner to provide paratransit customers with an improved rider experience with Trinity Metro On-Demand. The last day Yellow Cab will provide service will be Sept. 30, 2024.

Via is a transportation provider with significant experience providing safe and efficient paratransit service. Our new partnership with Via will result in a better rider experience, with a focus on safe and on-time rides from drivers who excel at customer service.

Fares, eligibility requirements and booking processes will remain the same when we transition on Oct. 1, and you will continue to call (817) 215-8600 to book all rides. Your eligibility and current status will not be impacted by this transition.

We ask for your patience and flexibility as we transition with our new paratransit partner. Should you have any questions regarding the On-Demand paratransit service, please contact Trinity Metro Customer Care at (817) 215-8600.

Our goal is to make this transition as seamless as possible for our riders. Within the coming weeks, you will receive more information.

Sincerely,

*Wayne Gensler*  
Wayne Gensler  
Chief Operations Officer

*Alicia Walker*  
Alicia Walker  
General Manager



801 Grove Street | Fort Worth, Texas 76102 | 817.215.8600 | [www.TRINITYMETRO.org](http://www.TRINITYMETRO.org)

26 de julio de 2024

Estimado Cliente,

Trinity Metro se complace en brindar una actualización sobre el servicio de paratransito ACCESS. A partir del 1 de octubre de 2024, Trinity Metro y Via se asociarán para brindar a los clientes de paratransito una experiencia mejorada para los pasajeros con Trinity Metro On-Demand.

Via es un proveedor de transporte con amplia experiencia brindando servicios de paratransito seguro y eficiente. Nuestra nueva asociación con Via dará como resultado una mejor experiencia para el pasajero, con un enfoque en los viajes seguros y puntuales gracias a los conductores que se destacan en el servicio al cliente.

Las tarifas, los requisitos de elegibilidad y los procesos de reservación seguirán siendo los mismos cuando hagamos la transición el 1 de octubre, y usted seguirá llamando al (817) 215-8600 para reservar todos sus viajes. Su elegibilidad y estado actual no se verán afectados por esta transición.

Le pedimos paciencia y flexibilidad mientras hacemos la transición con nuestro nuevo socio de servicio paratransito. Si tiene alguna pregunta sobre el servicio de paratransito a pedido, comuníquese con Atención al Cliente de Trinity Metro al (817) 215-8600.

Nuestro objetivo es hacer que esta transición sea lo más fluida posible para nuestros pasajeros. En las próximas semanas, recibirá más información.

Atentamente,

*Wayne Gensler*  
Wayne Gensler  
Director de Operaciones

*Alicia Walker*  
Alicia Walker  
General Manager



801 Grove Street | Fort Worth, Texas 76102 | 817.215.8600 | [www.TRINITYMETRO.org](http://www.TRINITYMETRO.org)

# Direct Mailer – 4 x 6

## IMPROVEMENTS TO TRINITY METRO ON-DEMAND PARATRANSIT!

Starting October 1, 2024, we'll be partnering with a new service provider to improve your ride experience!

### What's staying the same?

- Ⓞ Continue to call (817) 215-8600 to schedule your trips. There will be no changes to how you book a ride.
- Ⓞ Fares remain \$4 for each ride.
- Ⓞ Eligibility stays the same. No need to sign up again.

### What's new?

- Ⓞ The ACCESS name changes to On-Demand. We will be adding black Trinity Metro On-Demand minivans.
- Ⓞ All drivers will be trained to provide necessary assistance, including help with entering and exiting the vehicle.

You will receive a call or text about your ride the night before and day of your ride.






CALL US AT (817) 215-8600  
to book your rides and ask any questions.

BOOK  
YOUR RIDE  
TODAY.



# Pamphlet – Bi-fold

## HOW TO BOOK A RIDE.

- 
**1 GIVE US A CALL.**  
 Call Trinity Metro Customer Care at (817) 215-8600 to book your ride up to 7 days in advance between 8 a.m. and 5 p.m.
- 
**2 BOOK A RIDE.**  
 Let the Trinity Metro On-Demand customer care agent know what time you need to be picked up or, in the case of an appointment, what time you need to be dropped off. The agent will give you an approximate time your driver will arrive to pick you up. Trip times may occur one hour before or after your requested time.
- 
**3 MEET YOUR DRIVER.**  
 The driver may arrive up to 15 minutes before or after your approximate pick up time, and be considered on time for your trip. You will receive text or phone updates about your ride the night before and the day of the ride. Your driver will meet you at your door and drop you off at your destination. Once your driver arrives, you will have five minutes to board the vehicle for your trip.

Call (817) 215-8600 to get started.



**IMPROVEMENTS TO THE TRINITY METRO PARATRANSIT SERVICE ARE COMING ON OCTOBER 1, 2024.**

Trinity Metro and Via are partnering to provide paratransit customers an improved rider experience with Trinity Metro On-Demand!

For ride bookings, service and eligibility questions, call (817) 215-8600.

rideinmetro.org/rider-services/access

Powered by **VIA**

### EVERYTHING YOU NEED TO KNOW ABOUT TRINITY METRO ON-DEMAND PARATRANSIT EXPERIENCE!

#### WHAT ASPECTS OF TRINITY METRO ON-DEMAND ARE CHANGING?

- The ACCESS name changes to On-Demand.
- We will be adding black Trinity Metro On-Demand minivans.
- All drivers will be trained to provide necessary assistance, including help with entering and exiting the vehicle.

#### WHAT IS NOT CHANGING?

- Trinity Metro will continue to operate the service you know and love.
- Continue to call (817) 215-8600 to schedule your trips. There will be no changes to how you book a ride.
- Fares remain \$4 for each ride.
- Eligibility stays the same. No need to sign up again.

#### WHO IS VIA?

Is the global leader in technology-driven mobility solutions. Via operates many types of transportation services all over the world — including paratransit services across the United States, Europe, and Latin America. We're excited to work with them to bring the Trinity Metro community better mobility solutions.

#### WILL MY ELIGIBILITY CHANGE?

Eligibility requirements will remain the same and you will not need to reapply. Please visit [rideinmetro.org/rider-services/access/](http://rideinmetro.org/rider-services/access/) or call (817) 215-8600 for more information on the application and approval process.

#### HOW MUCH DO RIDES COST? HOW WILL I PAY FOR MY RIDE?

Your fares are not changing.

- Cost: \$4 per ride.
- Personal Care Assistants (CPAs) and Children under 4 years old ride for free.
- All customers must pay the exact fare when boarding.
- Call (817) 215-8600 for an envelope and order form to order your tickets by mail. You may also purchase 10-ride tickets online at [TrinityMetroTickets.org](http://TrinityMetroTickets.org).

#### CAN I BOOK A RIDE IN ADVANCE?

Yes, you will still be able to schedule your rides 7 days in advance. You may call to schedule a trip until 5 pm the day before the trip. The customer service agent will give you an approximate time your driver will arrive.

#### WHO WILL I BE SHARING MY RIDE WITH?

Other paratransit customers who are headed in the same direction may be picked up and dropped off during your trip.

#### ARE WHEELCHAIR ACCESSIBLE VEHICLES (WAV) AVAILABLE?

Yes, most vehicles in the fleet are wheelchair accessible. Please let your customer service agent know that you need a wheelchair accessible vehicle and we will ensure that you are matched with a vehicle that meets your mobility needs.

# In-Vehicle Signage

**TRINITY METRO**  
ON-DEMAND

## PARATRANSIT SERVICE UPDATES.

Beginning Tuesday, October 1, 2024, Trinity Metro and Via are partnering to provide paratransit customers with an improved rider experience using our service.

Questions?  
Please call  
(817) 215-8600.

### What's staying the same?

- ✔ Continue to call (817) 215-8600 to schedule your trips. There will be no changes to how you book a ride.
- ✔ Fares remain \$4 for each ride.
- ✔ Eligibility stays the same. No need to sign up again.

### What's new?

- ✔ The ACCESS name changes to On-Demand.
- ✔ We will be adding black Trinity Metro On-Demand minivans.
- ✔ All drivers will be trained to provide necessary assistance, including help with entering and exiting the vehicle.

You will receive phone call or text message updates about your ride the night before and day of your ride.



Powered by **VIA**

[rideinmetro.org/rider-services/access](http://rideinmetro.org/rider-services/access)



**Thank  
You**



# BOARD OF DIRECTORS

## INFORMATION ITEM

### ITEM TITLE

General Planning Consultant (GPC) Update

### MEETING DATE

September 16, 2024

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### 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.

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### STAFF DISPOSITION

#### EXECUTIVE LEAD \*

Chad Edwards

#### DATE

08/30/24

Task Order	Description	Status
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>On hold</li> </ul>
6 Streetcar Feasibility Study	Review, update, and identify corridor for potential Streetcar	<ul style="list-style-type: none"> <li>Coordinating with the city on tasks related to the 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>Website page development for Transit Value Proposition and the Trinity Metro Effect</li> </ul>
8 Grant Writing Support	Support of grant writing and applications	<ul style="list-style-type: none"> <li>2025 USDOT RAISE Grant – NOFO anticipated in early October</li> <li>Early efforts to develop broad support prior to the RAISE grant NOFO</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>Closed</li> </ul>
10 Fare Collection Review	Review fare structure and collection systems	<ul style="list-style-type: none"> <li>Conducting evaluation of available technologies</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>No current effort at this time</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>Support for new Perception Campaign</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>Revised Draft #2 scope of work submitted, under review</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>
18 Strategic Plan	Development of agency strategic plan	<ul style="list-style-type: none"> <li>Finalized scope and Notice to Proceed issued</li> <li>Bi-weekly coordination meetings scheduled</li> </ul>
19 Property Inventory and Evaluation	Identify and evaluate property that can be sold	<ul style="list-style-type: none"> <li>Kick-off meeting held</li> </ul>
20 TEXRail DMU Vehicle Commissioning Support	<b>NEW</b> Procurement support, design reviews, and on-site inspections for the 4 new Stadler DMU Vehicles procured for the TEXRail Project	<ul style="list-style-type: none"> <li>Bi-weekly coordination meetings scheduled</li> <li>Pre-award Buy America Audit held</li> </ul>



# BOARD OF DIRECTORS

## INFORMATION ITEM

### ITEM TITLE

Community Engagement Report

### MEETING DATE

September 16, 2024

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### BACKGROUND

Tamika Grant, Customer Relations Manager, will give an update on the call center and upcoming events.

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### STAFF DISPOSITION

#### EXECUTIVE LEAD\*

Detra Whitmore

#### DATE

09/09/24

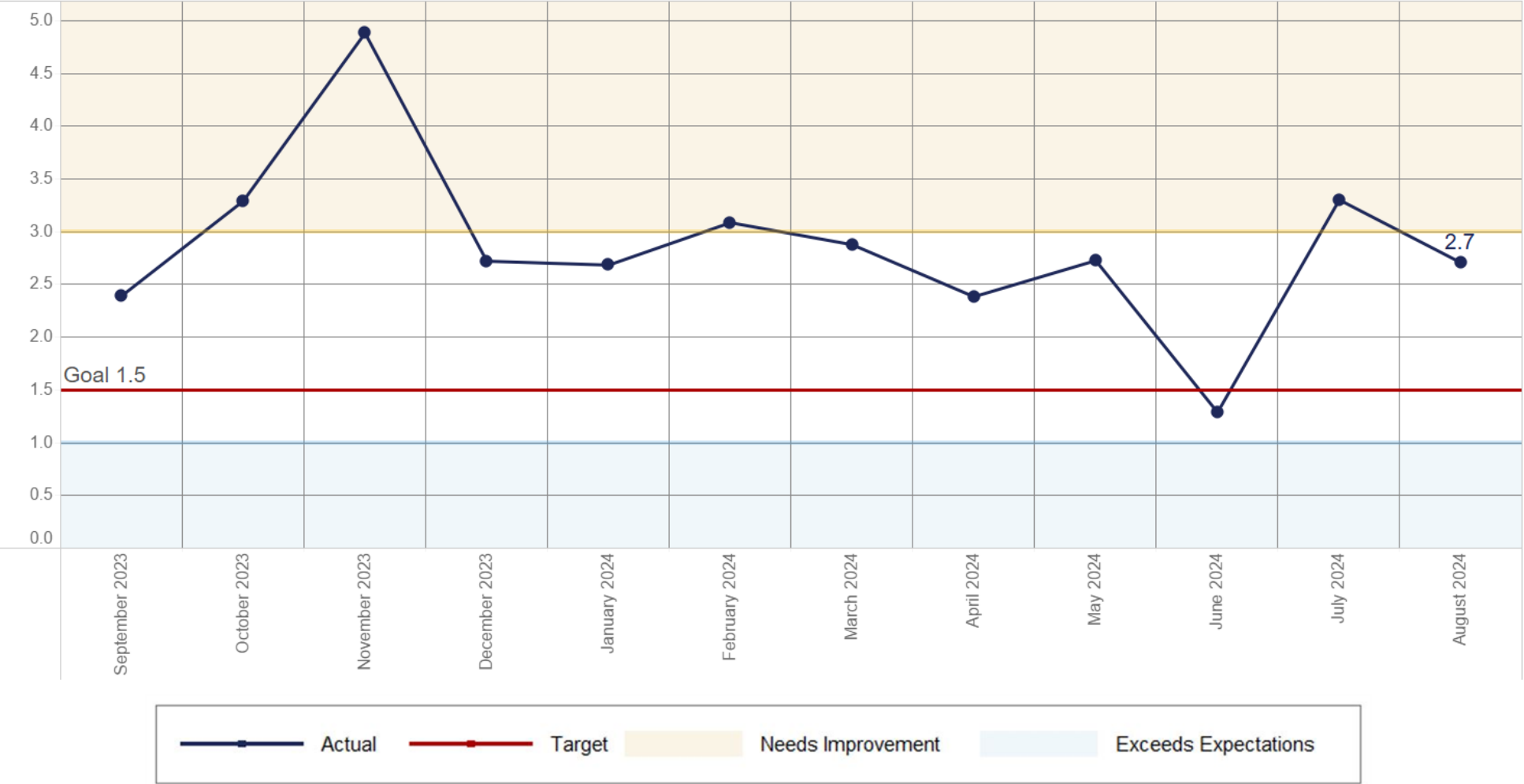
# Community Engagement

September 2024

Tamika Grant  
Customer Relations Manager

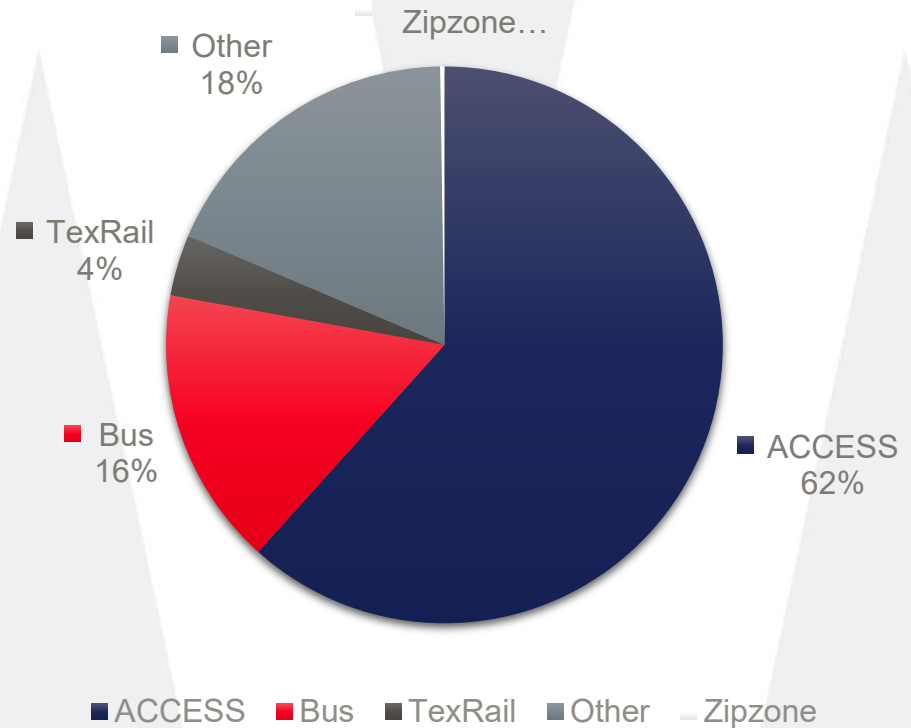


# Customer Call Average Wait Time (Minutes)

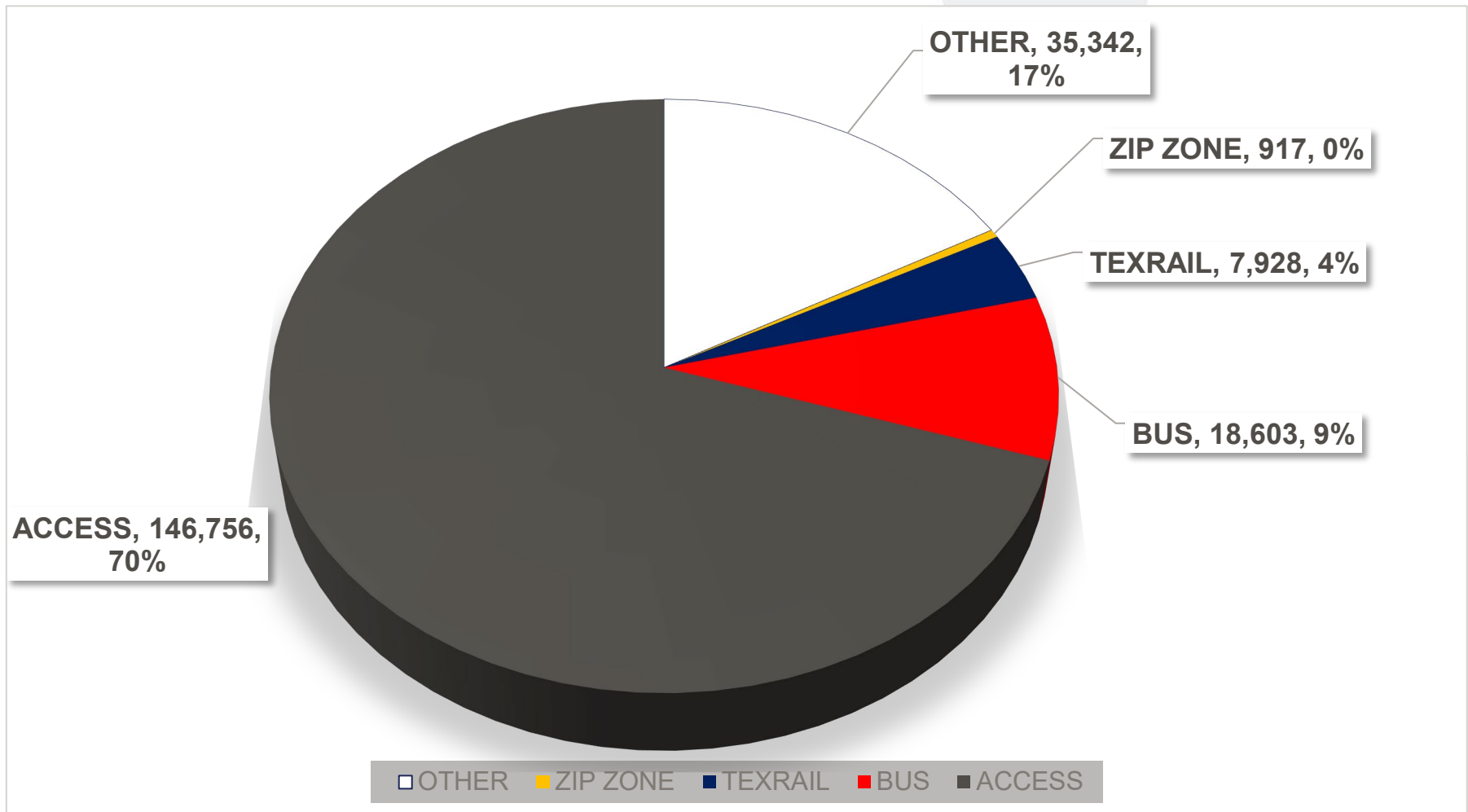


# Total Calls – August 2024

- ACCESS- 14,886
- BUS- 3,912
- TEXRAIL- 854
- ZIP ZONE- 60
- OTHER- 4,432

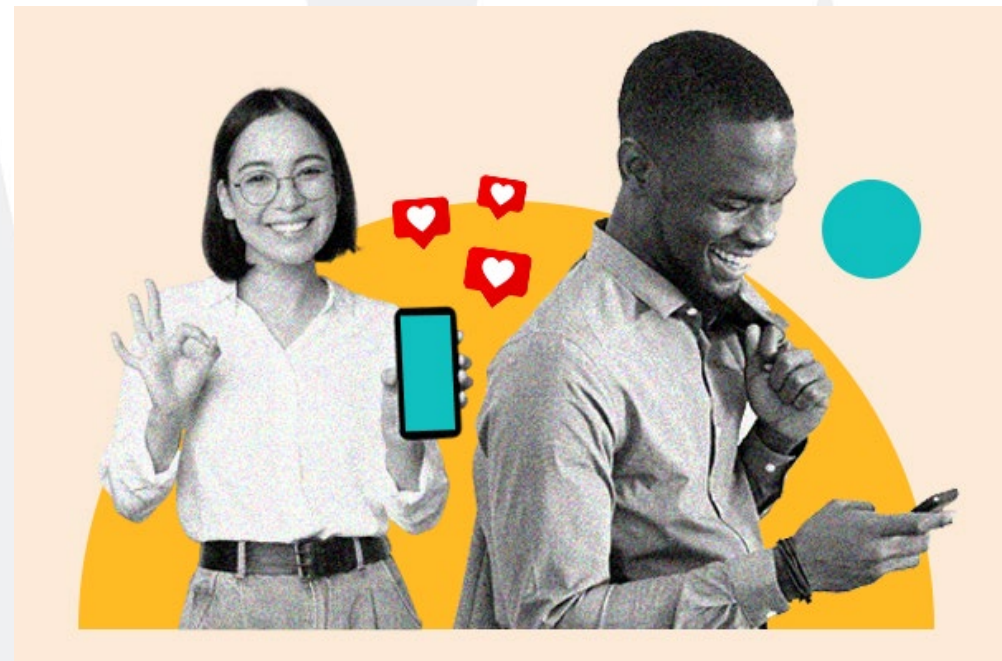


# Total Calls Answered Year to Date



# Customer Care Key Performance Indicators (KPIs)

- First call resolution
- Reduce wait time 0.5 min
- Increase efficiency
- Improve customer satisfaction



# Improvements

<u>BEFORE</u>	<u>AFTER</u>
No complaint follow up process/ reps out of the loop	<b>Reps now involve in complaint resolutions (closing the loop)</b>
Refunds handled by Accounting	CC Manager handle all refunds with VP approval
No consistency on answering questions	Now have a frequently Q&A document- consistency
No AM Lead	<b>Now have AM and PM Leads with Team members</b>
No special announcements on phone system	<b>Dedicated rep to record special announcements</b>
In-house customer service training	<b>Score cards for reps to track success</b>
	Call Center Task force to discuss/resolve issues that come up in the call center
	Creating an inclusive environment-team building activities
	Regular meetings with Ops and ACCESS
	<b>Professional customer service training</b>

# New Look!



# New Attitude!



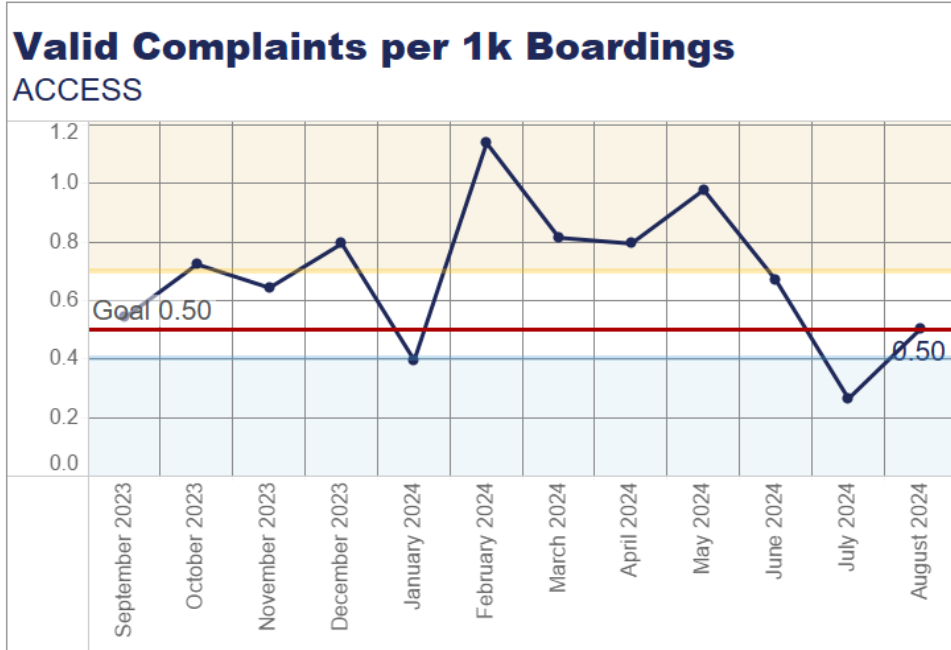


# What's in the Name?

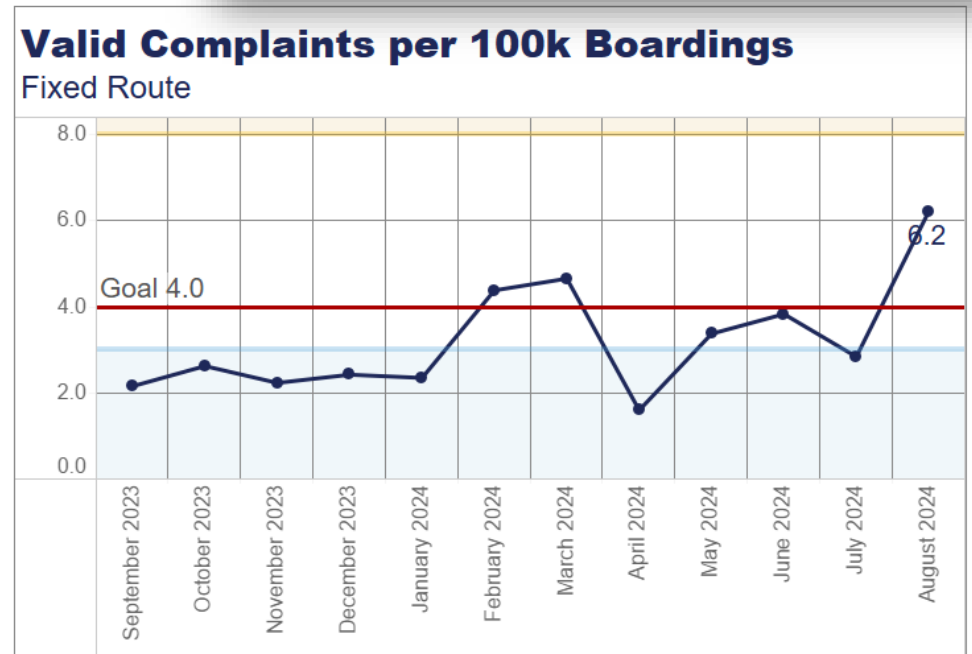
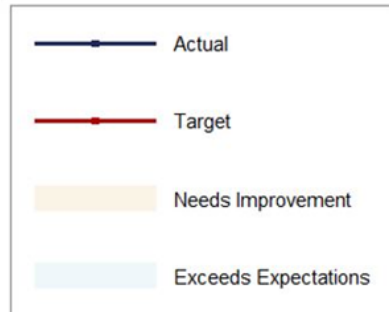
Customer  
Support & Solutions  
(CSS)



# Valid Complaints by Mode



- ACCESS  
Type of Complaints / Issues
- Late
  - Rude Driver
  - Driver Refusal



# Upcoming Events



5TH ANNUAL  
**BUS STOP  
CLEANUP DAY**  
SEPT. 21, 2024

**8 a.m. to 12 p.m.**

Grab your friends and help us give back to our community.

**SIGN UP**  
DEADLINE IS SEPT. 13



TRINITY METRO



**DATE: Saturday, September 21, 2024**  
**TIME: 8:00 a.m. - T&P Ballroom**



DIAMOND SPONSOR  
**HERZOG**



TRINITY METRO

**ANNUAL SCHOLARSHIP BENEFIT  
GOLF TOURNAMENT**

Monday, Oct. 28, 2024

FOOD • DRINKS • PRIZES



**Cowboys Golf Club**  
1600 Fairway Drive  
Grapevine, TX 76051

Join us for a friendly and fun golf tournament benefiting the Fort Worth Transportation Authority Scholarship Fund.

**DATE: Monday, October 28, 2024**  
**TIME: 8:00 a.m. – Cowboys Golf Club**



# BOARD ACTION ITEM

**ITEM NUMBER**

BA2024-31

**MEETING DATE**

September 16, 2024

**ITEM TITLE**

Approval of the FY25 Operating and Capital Budgets

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**BACKGROUND**

On August 19, 2024 staff presented the FY25 Operating and Capital budgets for consideration. During the presentation, staff noted that Trinity Metro ON-DEMAND service was included for the cities of Crowley and Everman although both cities had declined to participate in FY25. Due to timing, this adjustment was not incorporated into the proposed budget prior to the presentation.

The amended budget sheets reduce operating expenditures and revenues equally by \$112,710 to reflect the withdrawal of Crowley and Everman. The attached excerpts from the amended budget provide an updated agency-wide expenditure and revenue summary, departmental expenditure summary, capital budget, and 5-year cash flow projection.

**RECOMMENDATION**

Staff recommends the Board of Directors approve the FY25 Operating and Capital Budgets as presented.

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**STAFF DISPOSITION**

**EXECUTIVE LEAD\***

Greg Jordan

**DATE**

08/30/24

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**DISPOSITION OF BOARD OF DIRECTORS**

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**SECRETARY APPROVAL**

## FY25 Operating Budget

Description	FY22 Actual	FY23 Actual	FY24 Adopted	FY24 Projected	FY25 Proposed
<b><u>Revenue Summary</u></b>					
Sales Tax Revenue	118,743,339	123,404,191	132,299,614	128,929,610	132,700,000
Operating Grants	-	18,804,307	100,279,436	1,071,723	32,449,598
Farebox Revenue	4,708,727	5,580,796	7,299,185	2,685,173	5,684,770
ACCESS Revenue	771,366	1,066,570	947,487	718,669	1,199,778
EASYRIDE Revenue	397,333	661,633	552,000	356,479	552,000
Other Revenue	5,412,941	6,448,875	8,147,926	7,356,994	7,906,219
<b>Total Operating Revenue</b>	<b>130,033,706</b>	<b>155,966,373</b>	<b>249,525,648</b>	<b>141,118,650</b>	<b>180,492,365</b>
<b><u>Expense Summary</u></b>					
Personnel	48,949,860	53,699,605	55,059,171	59,135,898	62,532,218
Services Total	15,788,104	17,995,929	26,285,375	17,775,365	20,469,184
Purchased Transportation	43,022,523	47,910,491	57,182,374	56,404,725	64,430,774
Fuels And Lubricants	2,329,494	1,782,885	1,724,714	1,276,663	1,679,135
Tires & Tubes, Parts	4,176,993	4,851,657	4,685,351	4,847,654	4,974,934
Supplies	1,105,967	966,142	678,185	1,317,112	817,584
Utilities	1,272,895	1,646,448	2,117,627	1,753,408	1,822,209
Insurance	5,504,339	5,565,817	5,509,080	4,340,731	5,988,322
Taxes And Fees	57,595	3,918	6,680	42,307	9,368
Capital Financing	85,701	81,594	-	-	-
Training Travel Memberships	830,604	956,820	1,456,448	1,068,589	1,048,135
Depreciation	51,135,420	46,407,393	-	-	-
<b>Total Operating Expense</b>	<b>174,259,494</b>	<b>181,868,700</b>	<b>154,705,004</b>	<b>147,962,451</b>	<b>163,771,863</b>
<b>Net Operating</b>	<b>(44,225,788)</b>	<b>(25,902,327)</b>	<b>94,820,644</b>	<b>(6,843,802)</b>	<b>16,720,502</b>

**OPERATING EXPENSE BY BUSINESS UNIT**

<b>BU</b>	<b>BU Description</b>	<b>FY22 Actual</b>	<b>FY23 Actual</b>	<b>FY24 Adopted</b>	<b>FY24 Projected</b>	<b>FY25 Proposed</b>
11100	Business Administration	1,495,501	1,223,726	1,937,336	1,219,972	1,209,364
11200	Customer Care	998,765	1,180,472	1,032,019	1,169,874	1,347,310
11210	ENVOY Program	269,025	318,844	331,838	338,909	351,935
11220	Customer Relations	933,098	936,077	977,823	891,497	931,899
11300	Accounting	982,842	1,103,581	1,100,282	1,106,817	1,322,446
11310	Finance	1,143,434	1,334,591	2,386,810	1,927,490	2,069,021
11400	Human Resources	2,638,570	2,947,303	2,918,624	2,539,047	2,612,536
11500	Information Technology	4,353,892	5,663,469	9,112,863	6,768,589	6,986,529
11800	Marketing	2,771,563	3,257,516	5,003,534	2,601,903	4,111,762
11810	Governmental Relations	243,025	293,307	578,849	248,143	412,959
12000	NETS Program	1,150,965	1,388,970	1,492,362	1,565,595	1,742,146
12100	Grants Management	244,752	215,535	431,419	-	-
12200	Planning	974,974	1,737,719	3,829,504	2,994,270	3,218,871
12300	Procurement	934,956	818,913	1,088,811	1,096,276	1,111,153
12400	Project Management	298,606	529,114	689,436	285,679	545,769
12500	Risk	536,127	957,051	1,084,753	545,956	746,818
12510	Safety	178,169	269,447	586,076	712,565	408,111
12520	COVID-19 Expenses	3,606	-	-	-	-
12600	Security	2,058,132	2,908,041	3,196,164	2,757,205	3,251,286
12800	TCTS Program	198,263	221,398	270,082	300,787	308,209
12810	TCTS Extended	155,380	-	-	-	-
12900	TEXRail	26,011,353	27,990,318	31,455,303	30,269,440	33,701,091
13000	TRE	16,120,247	14,898,508	17,303,853	18,036,900	19,205,131
13100	VANPOOL	824,617	950,599	1,105,213	1,202,241	1,104,840
13200	JARC VANPOOL	7,459	380,204	155,160	150,660	150,660
13300	Alliance On-Demand	302,628	524,782	850,000	1,777,871	2,859,210
13400	Mercantile On-Demand	458,491	817,844	1,193,593	991,386	1,042,570
13500	Southside On-Demand	1,517,777	3,275,886	3,775,521	2,982,127	2,678,758
13600	South Tarrant On-Demand	296,953	347,709	463,131	406,594	338,131
13700	Water Damage	(68,012)	-	-	-	-
13800	Southeast On-Demand	26,300	46,037	25,200	182,754	484,740
13900	Saginaw On-Demand	-	-	480,000	-	-
13901	Mansfield On-Demand	-	-	-	-	855,318
13902	Northeast On-Demand	-	-	-	-	91,577
13903	Northside On-Demand	-	-	-	-	134,734
41600	Maintenance Administration	1,302,351	1,204,985	1,448,322	1,088,283	1,370,824
41601	ACCESS Maintenance	2,366,657	2,331,204	2,126,822	2,546,691	2,234,488
41602	Rebuild Engine	183,348	125,088	153,297	-	-
41603	Material Management	623,410	766,216	603,295	750,764	766,280
41604	Body Shop	604,601	740,091	664,290	823,830	778,842
41605	Electronics	1,341,231	1,335,254	1,300,388	1,442,291	1,304,175
41606	Running Repair	7,518,292	7,511,718	8,133,709	7,237,388	8,078,995
41607	Service Rack	1,733,339	1,830,754	1,822,498	1,924,947	2,008,528
41650	Facilities Maintenance	5,646,635	6,589,308	7,938,552	7,660,439	8,203,541
41900	ACCESS Administration	1,599,983	1,647,678	1,468,069	1,486,551	1,461,080
41903	ACCESS Operations	7,306,948	8,038,321	8,734,119	7,770,228	11,481,606
41904	Contracted Services	-	243,782	511,197	463,274	473,423

**OPERATING EXPENSE BY BUSINESS UNIT**

<b>BU</b>	<b>BU Description</b>	<b>FY22 Actual</b>	<b>FY23 Actual</b>	<b>FY24 Adopted</b>	<b>FY24 Projected</b>	<b>FY25 Proposed</b>
42100	Bus Operations Admin	1,175,403	1,303,754	1,233,102	2,021,740	1,898,607
42101	Bus Street Operations	882,671	1,104,660	1,146,018	1,242,929	960,707
42102	Bus Radio Control	788,848	800,814	980,692	802,421	1,037,915
42103	Bus Operations	21,200,312	22,405,586	20,615,997	24,667,903	25,270,951
55100	Bike Share Admin	661,839	722,380	830,102	790,050	989,084
55200	Wellness Center	105,861	129,725	136,779	145,404	117,933
61100	DCTA Operations	6,980	73,819	-	-	-
100	TM	51,117,101	46,384,398	-	(16,776)	-
300	SC	20,429	33,025	-	43,546	-
500	BS	11,799	9,185	-	-	-
	<b>Total Operating Expense</b>	<b>174,259,494</b>	<b>181,868,700</b>	<b>154,702,804</b>	<b>147,962,451</b>	<b>163,771,863</b>

## FY25 Five-Year Cash Flow Projection

	FY25	FY26	FY27	FY28	FY29
Operating Revenue	180,492,365	194,931,754	208,576,977	221,091,595	232,146,175
Operating Expenses	(163,771,863)	(172,779,315)	(182,282,178)	(192,307,697)	(202,884,621)
Net Cash from Operations	16,720,502	22,152,439	26,294,799	28,783,898	29,261,554
Capital Expenditures					
Specified Expenditures	(21,283,111)	(53,207,778)	(85,132,444)	(53,207,778)	(21,283,111)
Capital Grants	9,029,800	22,574,500	48,119,200	28,574,500	15,029,800
Net Capital Expenditures	(12,253,311)	(30,633,278)	(37,013,244)	(24,633,278)	(6,253,311)
Debt and Loan Repayments	-	-	-	-	-
Increase (Decrease) in Cash	4,467,191	(8,480,839)	(10,718,445)	4,150,620	23,008,243
Cash and Investments					
Beginning Balance	29,000,000	33,467,191	24,986,352	14,267,907	18,418,528
Ending Balance	33,467,191	24,986,352	14,267,907	18,418,528	41,426,771
Reserve Requirements	(11,900,000)	(12,852,000)	(13,751,640)	(14,576,738)	(15,305,575)
Residual Cash Balance	21,567,191	12,134,352	516,267	3,841,789	26,121,196



## **FY25 CAPITAL BUDGET**

<b><u>Project Description</u></b>	<b><u>TM Share</u></b>
TRE Vehicles	30,000,000
Trinity Railway Express (TRE) Double Tracking	16,793,882
HIB/Alliance Express*	16,510,000
10 Replacement Buses 35' CNG	12,103,428
TEXRail Capital	3,900,000
FWBS Expansion	2,129,800
TRE Station Improvements - CentrePort	1,126,000
HRP Grant Improvements	5,538,000
TEXRail Vehicles*	68,250,000
CNG ACCESS Cutaway Replacement	3,750,000
PC Equipment Replacement	200,000
Bus Stop Improvement Project 1	3,780,000
ERP System	1,250,000
TEXRail Extension to Near Southside Station	47,500,000
<b>Total Capital</b>	<b>212,831,110</b>

\*Grant Funded

# BOARD ACTION ITEM

## ITEM NUMBER

BA2024-32

## MEETING DATE

September 16, 2024

## ITEM TITLE

Trinity Railway Express Regional Commuter Rail O&M Contract Extension

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## BACKGROUND

Under the provisions of the Restated Interlocal Agreement (ILA) between DART and the Fort Worth Transportation Authority (Trinity Metro), commuter rail operations and maintenance services are performed for the Trinity Railway Express (TRE) between the Cities of Dallas and Fort Worth.

On May 26, 2015, Trinity Metro Board of Directors approved Board Action No. BA2015-32 for a ten-year Regional Commuter Rail Operation and Maintenance (O&M) Agreement with Herzog Transit Services, Inc. for the O&M Services for Trinity Railway Express (TRE), Madill Subdivision, Denton County Transportation Authority (DCTA) A-Train. TEXRail commuter rail operations was included as an option under the contract. Since the signing of the Regional Commuter O&M Contract No. 2005858-01, DCTA opted out of the contract and entered into a separate contract with another rail/transit O&M provider.

On September 24, 2015, Herzog Transit and Dallas Area Rapid Transit (DART) entered into Contract No. 2005858-01 for Regional Commuter Rail Operations and Maintenance for Herzog's provisions of regional commuter rail operations and maintenance services for the TRE, a commuter rail service owned and operated by Trinity Metro and DART.

The current Regional Commuter Rail O&M Services Contract 2005858-01 expires September 30, 2025. The awarded contract was for 10-years and included a 10-year extension option. Pricing for the first 5 years of the 10-year extension option period is required to continue the operations and maintenance for regional commuter rail services under the terms and conditions of O&M Service Agreement Contract 2005858-01, for TRE, TEXRail, Madill Subdivision and future Silver Line, with Madill Subdivision and Silver Line commuter rails system being the sole financial responsibility of DART.

The total five-year option price for TRE Regional O&M operating and capital, including the Silverline and Madill operations and maintenance, is \$337,776,825. The cost for TRE operations and maintenance is \$228,898,342 and will be split equally between Trinity Metro and DART, with each paying \$114,449,171. The current contract is a fixed price, adjusted annually based on the Producer Price Index (PPI) with a 3% annual cap.

The requested contract approval will allow for the continuation of required services for the TRE, TEXRail, Madill Subdivision and future Silver Line operations and maintenance. Those services include, but may not be limited to:

- o General management for TRE and Silver Line commuter rail operation services
- o Train operations, including crews and dispatching personnel
- o Maintenance of train equipment services on Authority-owned rolling stock
- o Train dispatching services
- o Maintenance of right-of-way services
- o An additional option that may be exercised includes TRE Sunday service

## PROCUREMENT

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

## DISADVANTAGED BUSINESS ENTERPRISE UTILIZATION

No Disadvantaged Business Enterprise (DBE) was established due to the nature of this solicitation.

## FINANCING

Funds will be available in Trinity Metro's FY2026-FY2030 Operating and Capital 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 exercise the first five (5) years of a 10-year option and retain one five (5) year option of the existing Operations and Maintenance (O&M) Service Agreement Contract No. 2005858-1 for Trinity Railway Express (TRE) Madill Subdivision and fund Trinity Metro's total share of the TRE five (5) years option period in the amount of \$114,449,171 (\$83,399,171-Operating and \$31,050,000-Capital).

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## STAFF DISPOSITION

### EXECUTIVE LEAD\*

Reed Lanham

### DATE

09/02/24

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**DISPOSITION OF BOARD OF DIRECTORS**

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**SECRETARY APPROVAL**