

TRINITY METRO ON DEMAND ADVISORY COMMITTEE MEETING AGENDA

TUESDAY, December 3, 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 September 4, 2024 ACCESS Advisory Committee Meeting Minutes

ON DEMAND QUARTERLY HIGHLIGHTS

1. ON DEMAND Ridership and Key Performance Indicator's
2. ON DEMAND 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

On September 4, 2024, the ACCESS Advisory Committee of Trinity Metro convened their quarterly meeting with the following present:

MEMBERS PRESENT:

Mr. Tito Rodriguez, Chair
Ms. Teresa Ayala, Vice Chair
Mr. Dan Gadbury
Ms. Stephanie Morris
Ms. Rose Valle

GUESTS:

VIA staff
Ms. Krystal Jordan – Fort Worth Renal Group
Ms. Kendra Kerbow - MHMR
Ms. Susan Schmitz- ACCESS passenger
Ms. Connie Carson - Amplify
Ms. Pilar Modarage – REACH of Fort Worth
Mr. Prince Starr – ACCESS passenger
Ms. Dawn Fredericks – ACCESS passenger

STAFF:

Ms. Sharon Bailey
Ms. Fairy Bright
Mr. Wayne Gensler
Ms. Carla Forman
Ms. Rosalind Miller
Mr. Ronald Newman
Ms. Janice Pearce

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

A. Call to Order

At 12:01 pm, ACCESS Advisory Committee Chair, Mr. Tito Rodriguez, called the meeting to order.

B. Citizen Participation and Recognition

ACCESS passengers Mr. Prince Starr and Ms. Dawn Fredericks were in attendance.

C. Approval of Minutes

Mr. Rodriguez asked for approval of the June 5 meeting minutes. Mr. Dan Gadbury made a motion to approve with a second by Ms. Stephanie Morris.

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. Ms. Fairy Bright presented Customer Care updates.
3. Mr. Ralph Zaragoza introduced VIA staff. VIA staff gave a presentation.



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. Overall new service changes begin on September 15th.

F. Other Business

Mr. Rodriguez introduced the following individuals as prospective new committee members for the ACCESS Advisory Committee: Ms. Connie Carson, Ms. Amanda Guerrero, Ms. Krystal Jordan, Ms. Pilar Modarage, and Ms. Susan Schmitz. Mr. Rodriguez then asked the committee for approval of membership. Ms. Stephanie Morris made a motion for approval with a second from Ms. Teresa Ayala. All were approved for membership.

G. Suggested Topics for Next Meeting

There were no suggested topics for the next meeting.

H. Adjourn

Mr. Rodriguez adjourned the meeting at 1:25 p.m.

I. Next Meeting – December 3, 2024 at 12:00 pm



ON DEMAND WORKING SESSION COMMITTEE

INFORMATION ITEM

Item Title: ON DEMAND Ridership and Key Performance Indicators

Meeting Date: December 3, 2024

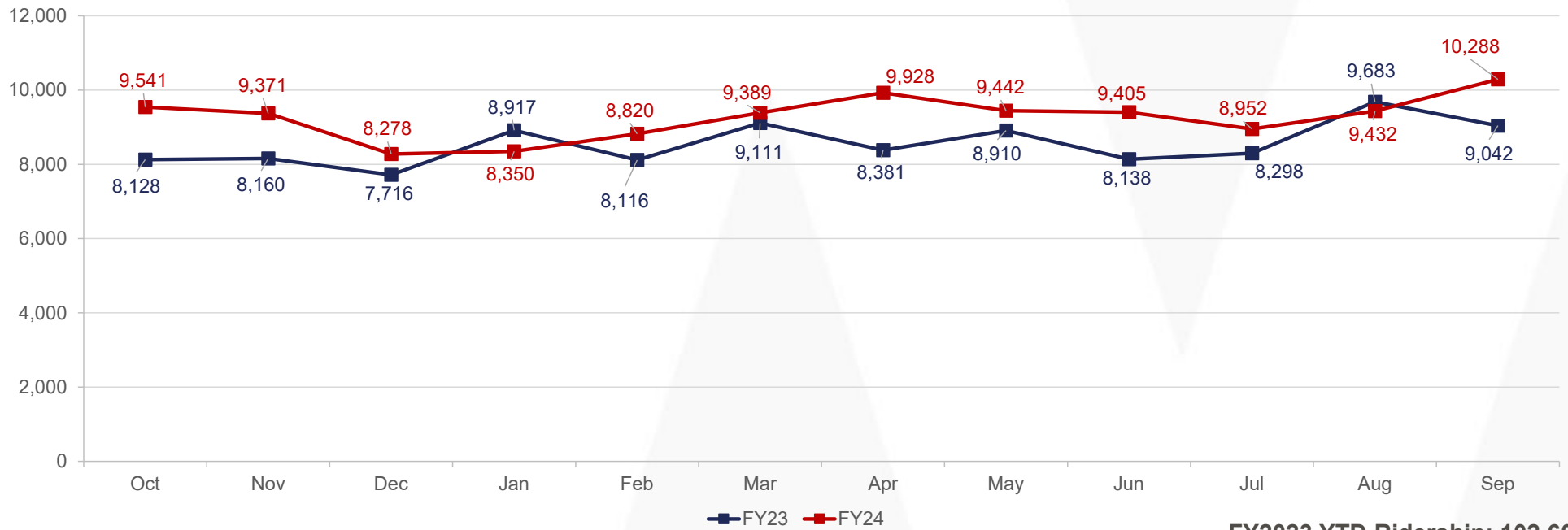
BACKGROUND

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

RECOMMENDATION

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

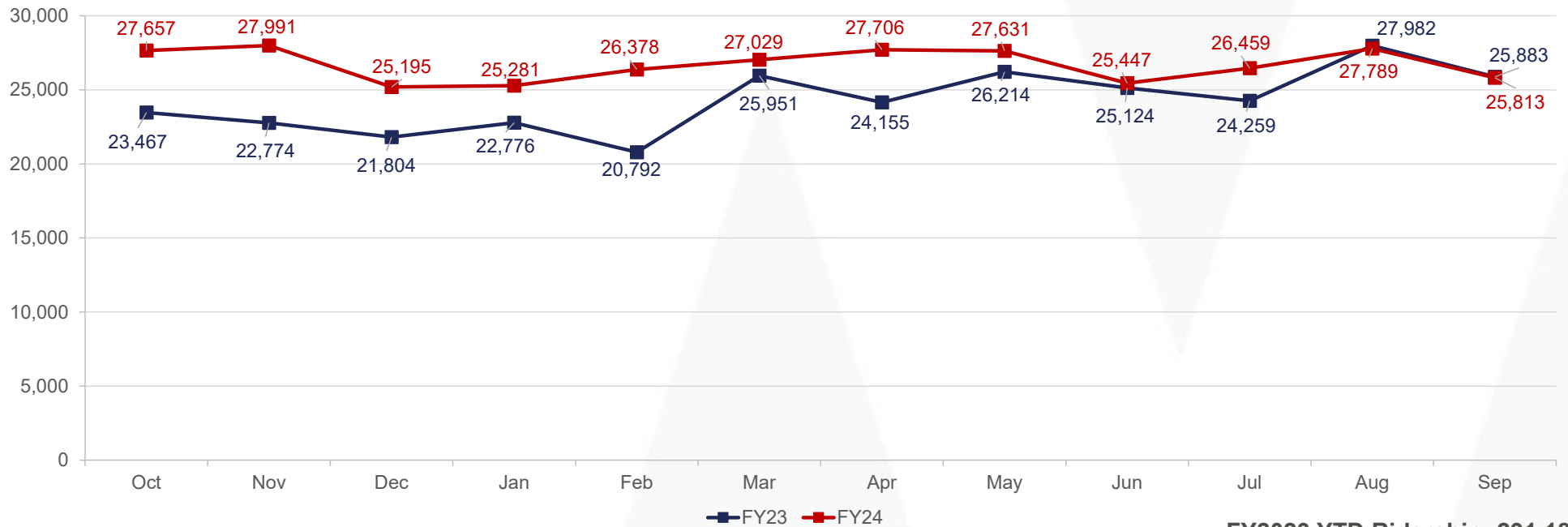
ON DEMAND InHouse Monthly Ridership



FY2023 YTD Ridership: 102,600
FY2024 YTD Ridership: 111,196



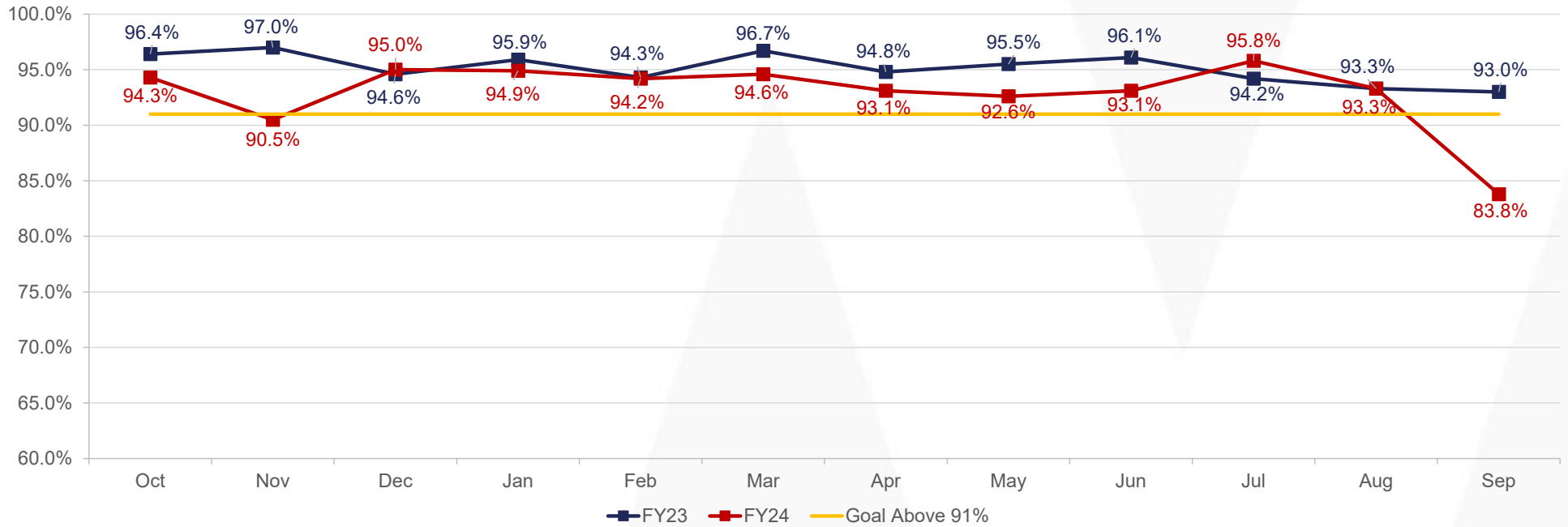
ON DEMAND Combined Monthly Ridership



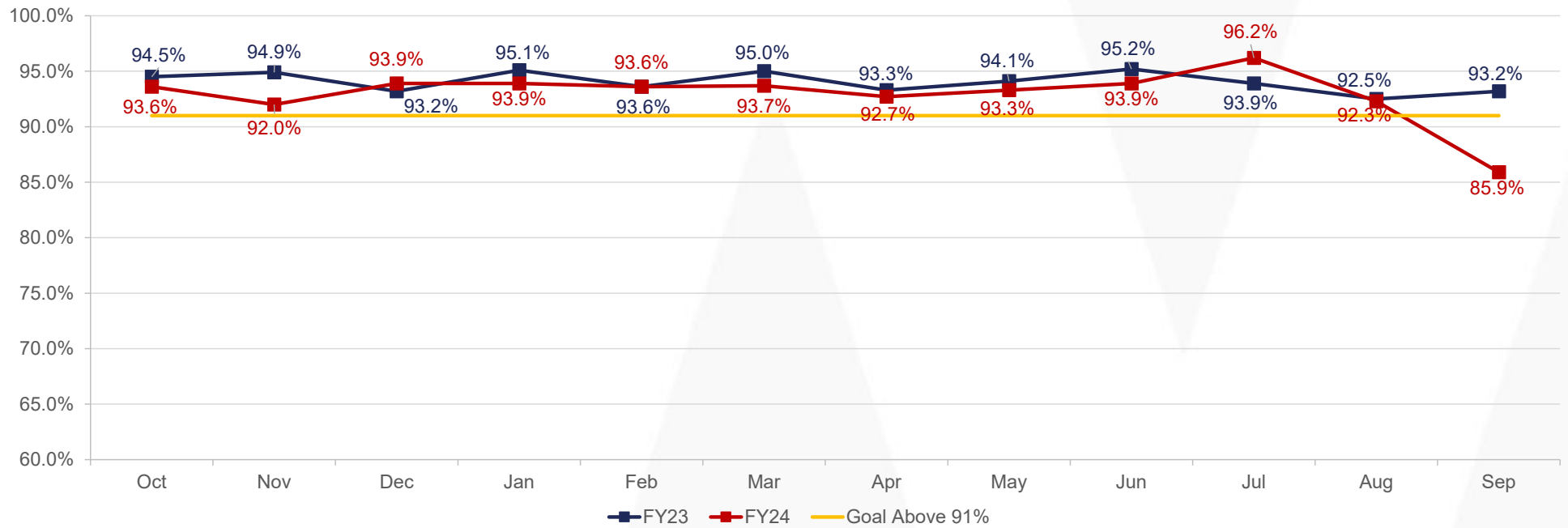
FY2023 YTD Ridership: 291,181
FY2024 YTD Ridership: 320,376



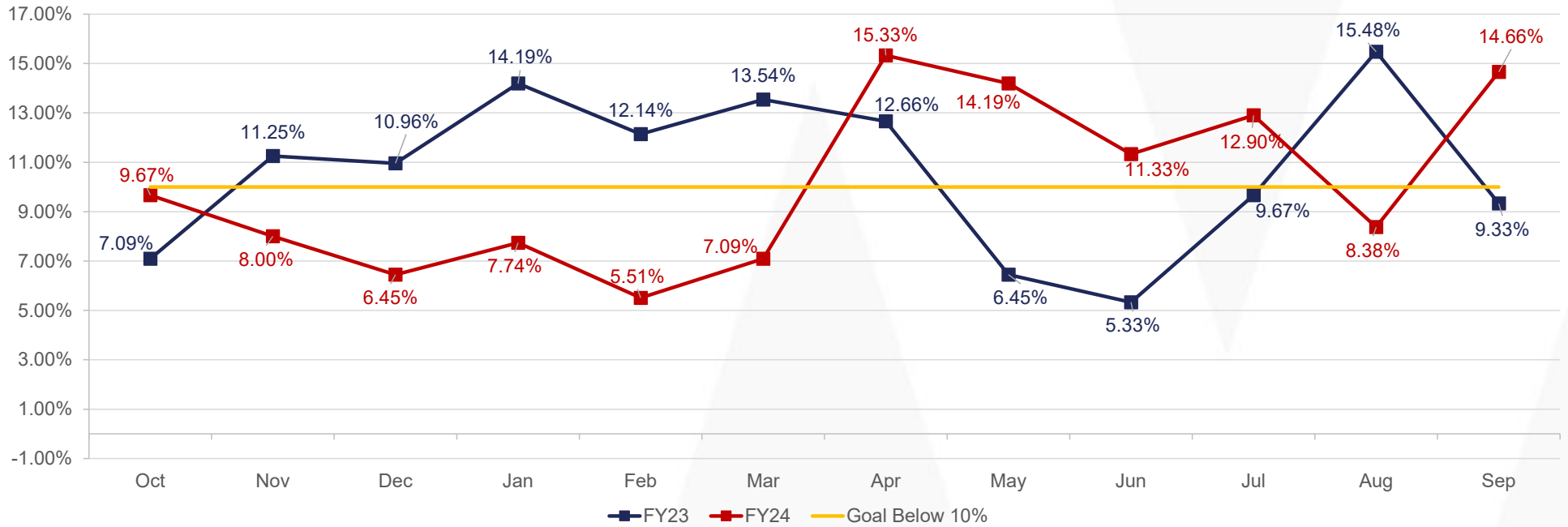
ON DEMAND InHouse OnTime Performance



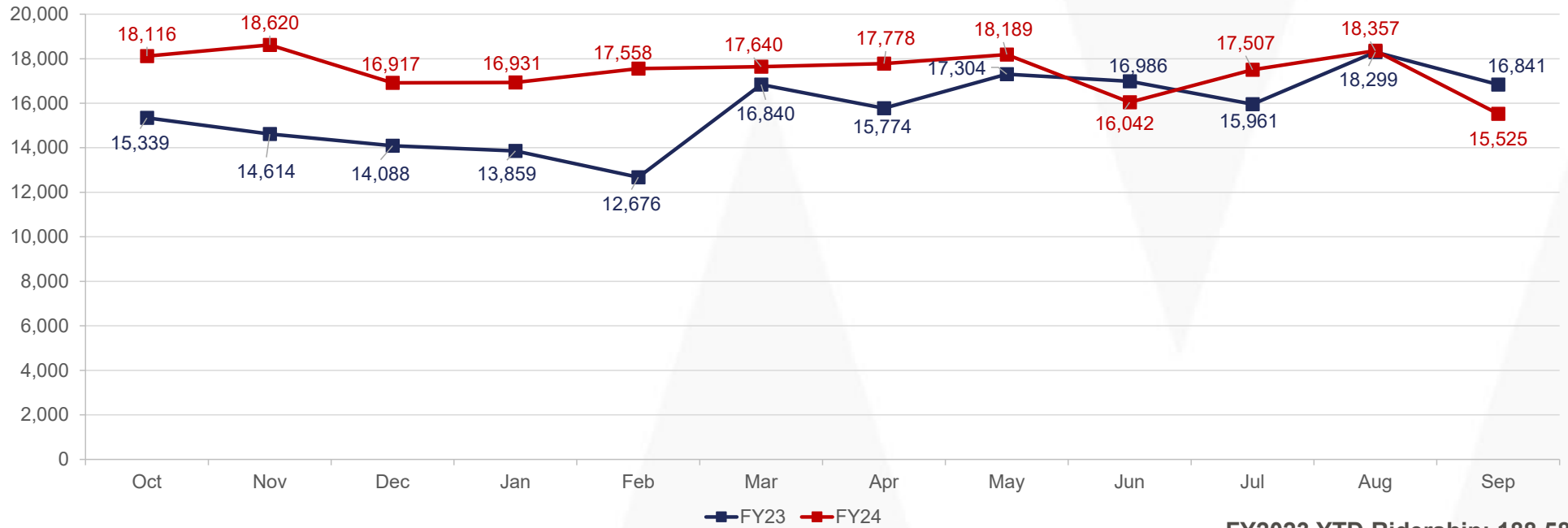
ON DEMAND Combined OnTime Performance



ON DEMAND Combined Excessive Trip Length



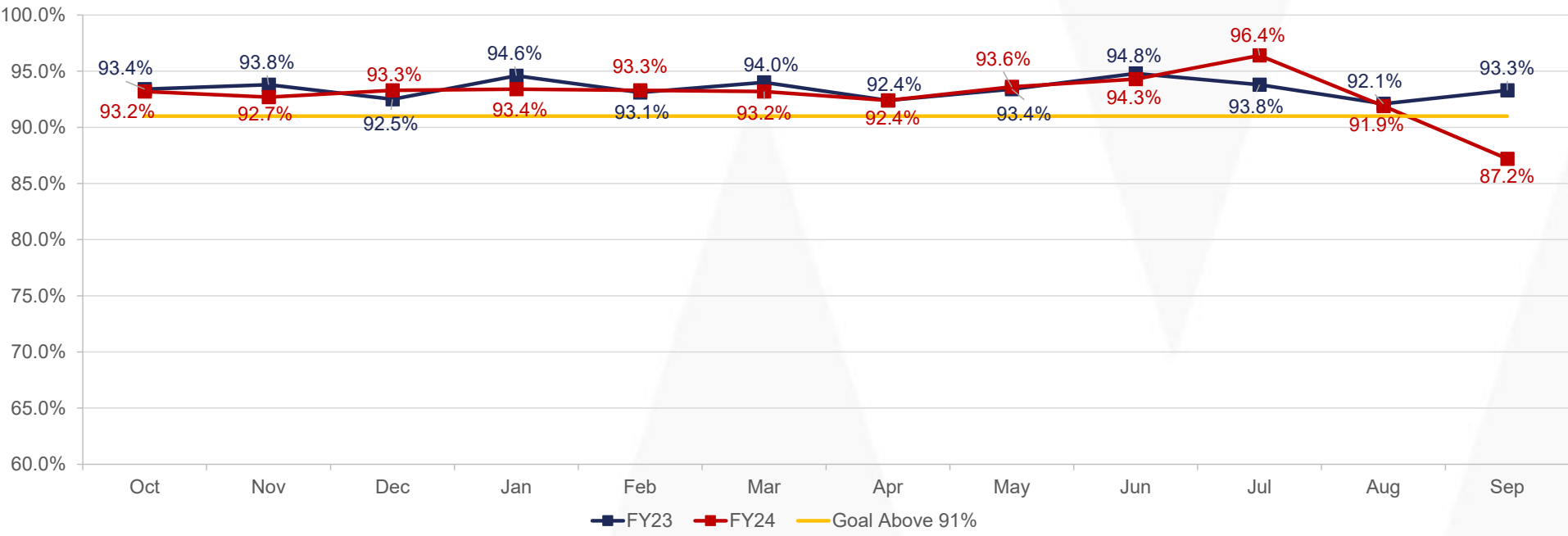
ON DEMAND Contract Monthly Ridership



FY2023 YTD Ridership: 188,581
FY2024 YTD Ridership: 209,180



ON DEMAND Contract OnTime Performance



ON DEMAND WORKING SESSION COMMITTEE INFORMATION ITEM

Item Title: ON DEMAND Customer Relations Report

Meeting Date: December 3, 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.

ON DEMAND WORKING SESSION COMMITTEE INFORMATION ITEM

Item Title: VIA Update

Meeting Date: December 3, 2024

BACKGROUND

Ralph Zaragoza will give an update on VIA.

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:
