

TRINITY METRO ON DEMAND ADVISORY COMMITTEE MEETING AGENDA-REVISED

WEDNESDAY, March 5, 2025, 12:00 P.M.

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

NOTE:

The ON DEMAND Advisory Committee Meeting will take place. Unfortunately, no actions can be taken due to the unavailability of the Committee Chair and Vice Chair. However, Trinity Metro staff will be present to hear from our members of the community who plan to attend.

CALL TO ORDER

CITIZEN COMMENTS

MEETING MINUTES

1. Approval of December 3, 2024 ON DEMAND Advisory Committee Meeting Minutes

ON DEMAND QUARTERLY HIGHLIGHTS

- | | |
|--|----------------|
| 1. ON DEMAND Ridership and Key Performance Indicator's | Mark Shoop |
| 2. ON DEMAND Customer Care Update | Fairy Bright |
| 3. VIA update | 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 JUNE 4, 2025, AT 12:00 P.M.

TRINITY METRO ON DEMAND ADVISORY COMMITTEE MEETING MINUTES TUESDAY, DECEMBER 3, 2024

On December 3, 2024, the ON DEMAND Advisory Committee of Trinity Metro convened their quarterly meeting with the following present:

MEMBERS PRESENT:

Teresa Ayala, Vice Chair, Amanda Guerrero, Krystal Jordan, Pilar Modarage, Susan Schmitz, Rose Valle, Jo Nell Waller

STAFF:

Wayne Gensler, Ron Newman, Rene Perez, Mark Shoop, Crystal Whitney, Ralph Zaragoza

GUESTS:

VIA Staff

Ashton Smith – Micro and ON DEMAND Passenger

A. Call to Order

At 12:03 pm, ON DEMAND Advisory Committee Vice Chair, Ms. Teresa Ayala, called the meeting to order.

B. Citizen Participation and Recognition

ON DEMAND and MICRO TRANSIT passenger Ashton Smith was in attendance.

C. Approval of Minutes

Ms. Ayala asked for approval of the September 4 meeting minutes. Ms. Pilar Modarage 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. Ralph Zaragoza introduced VIA staff. VIA staff gave a presentation.

E. Trinity Metro Updates

Mr. Ron Newman gave the committee an update on the new Orange Line, and introduced the Blue Line which will begin soon to serve the Downtown area. In February of 2025 the ON DEMAND app. is scheduled to be released.



F. Other Business

There was no other business.

G. Suggested Topics for Next Meeting

The committee members would like updates on the new ON DEMAND service, and how the ON DEMAND app. is working.

H. Adjourn

Ms. Ayala adjourned the meeting at 1:07 p.m.

I. Next Meeting – March 5, 2025 at 12:00 pm

ON DEMAND WORKING SESSION COMMITTEE

INFORMATION ITEM

Item Title: ON DEMAND Ridership and Key Performance Indicators

Meeting Date: March 5, 2025

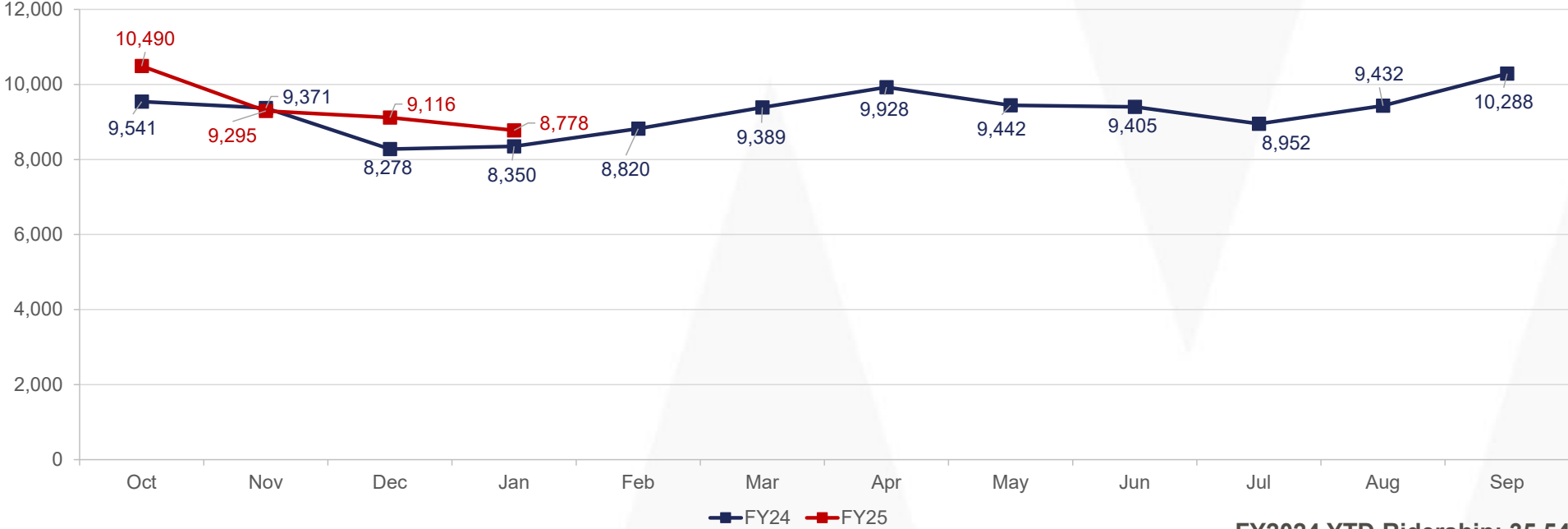
BACKGROUND

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.

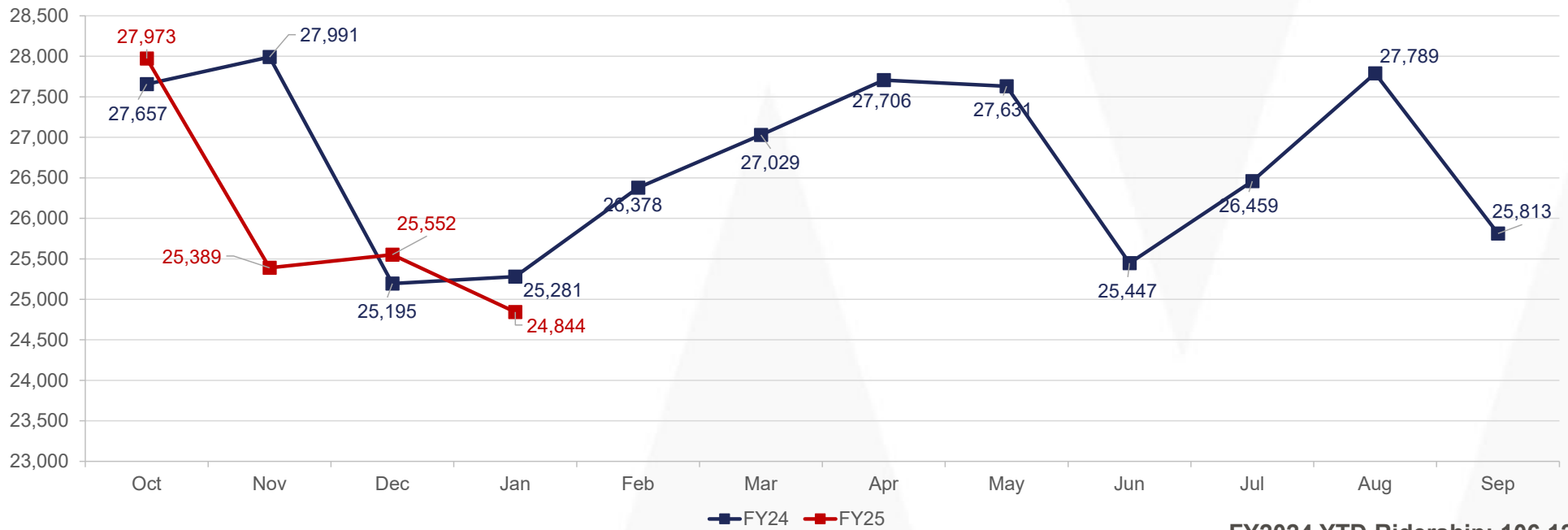
ON DEMAND InHouse Monthly Ridership



FY2024 YTD Ridership: 35,540
FY2025 YTD Ridership: 37,679



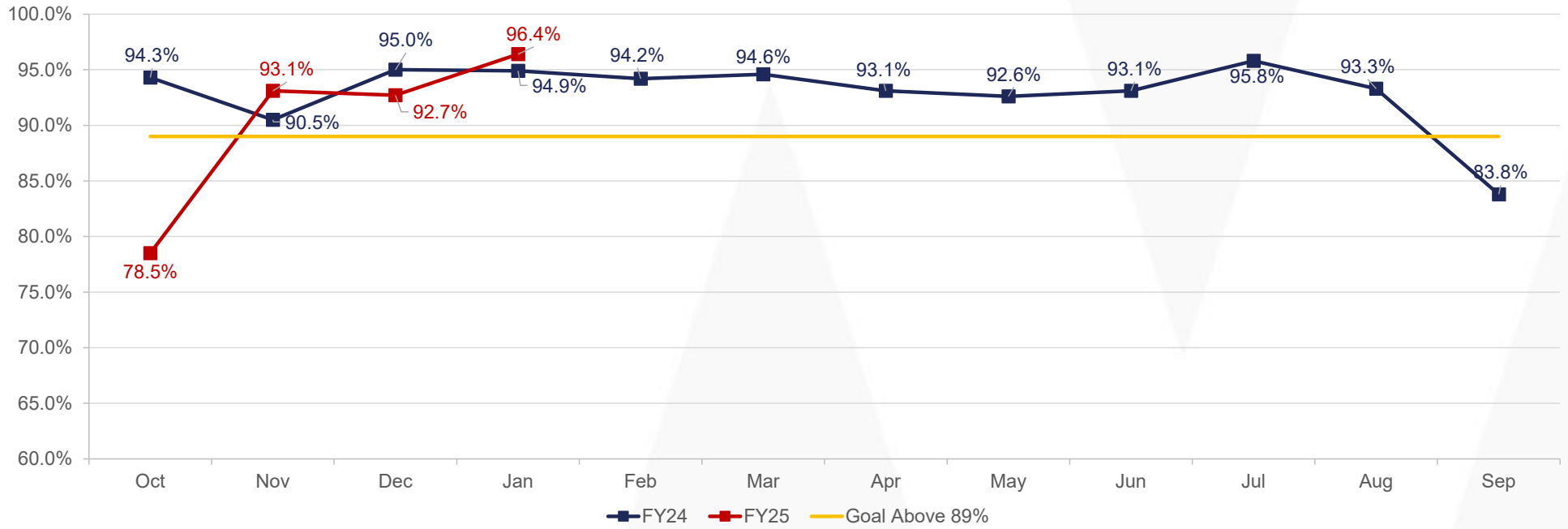
ON DEMAND Combined Monthly Ridership



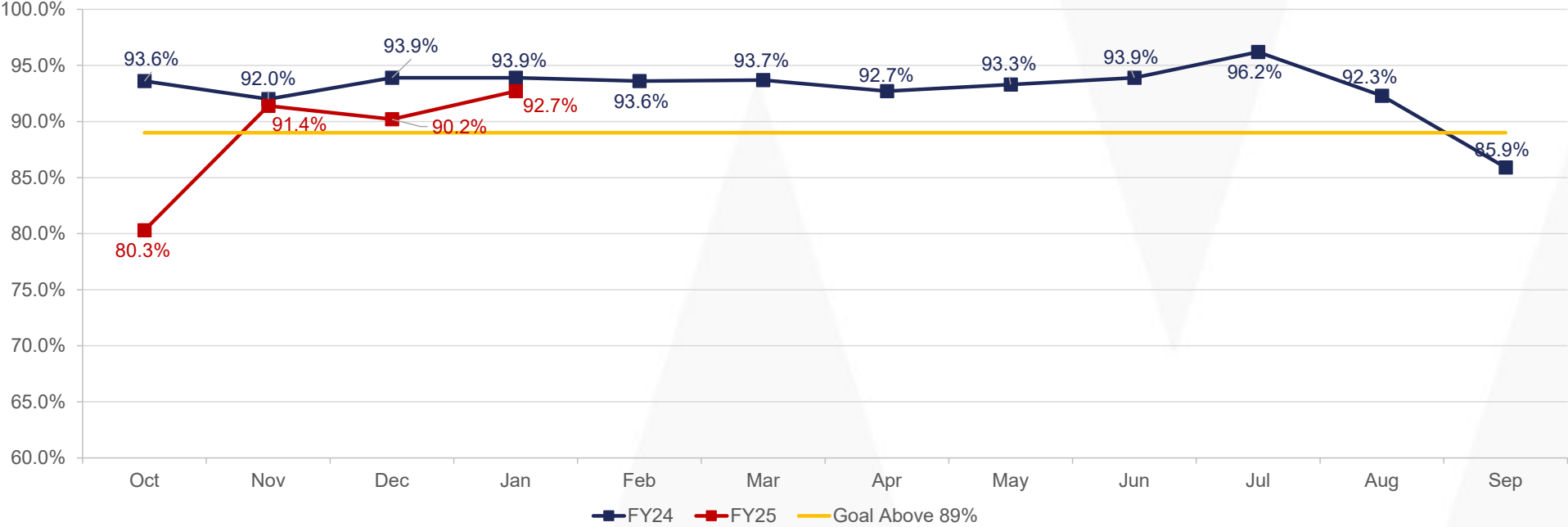
FY2024 YTD Ridership: 106,124
FY2025 YTD Ridership: 103,758



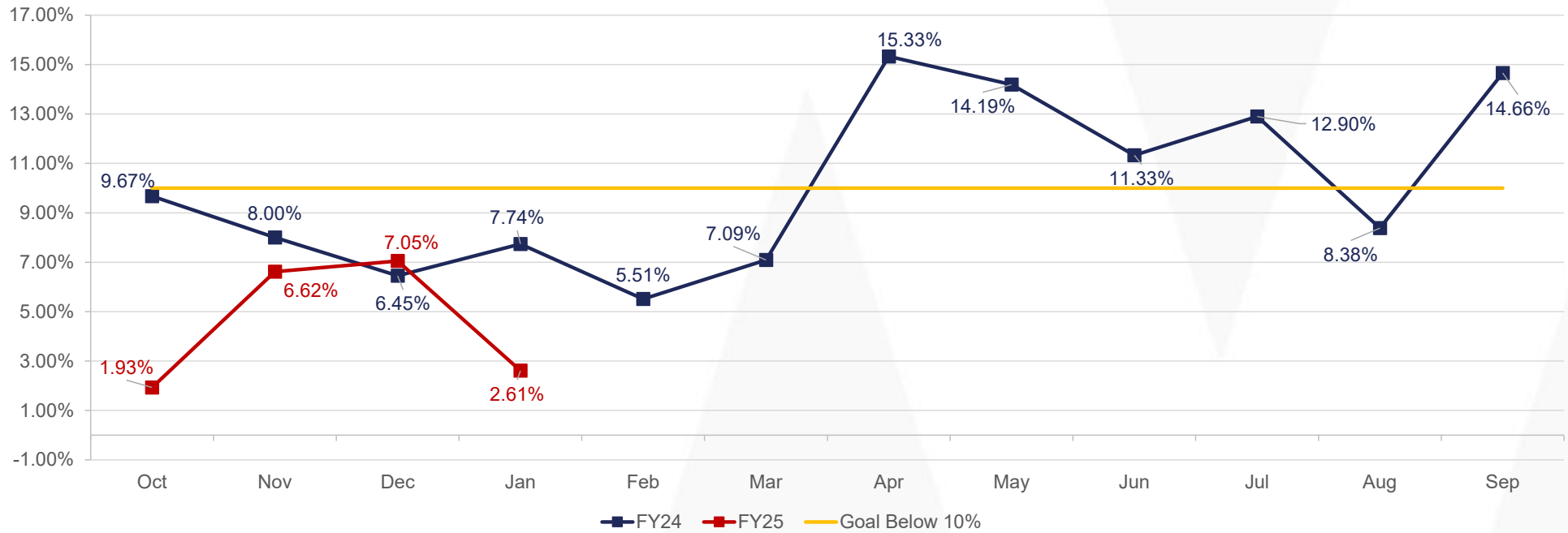
ON DEMAND InHouse OnTime Performance



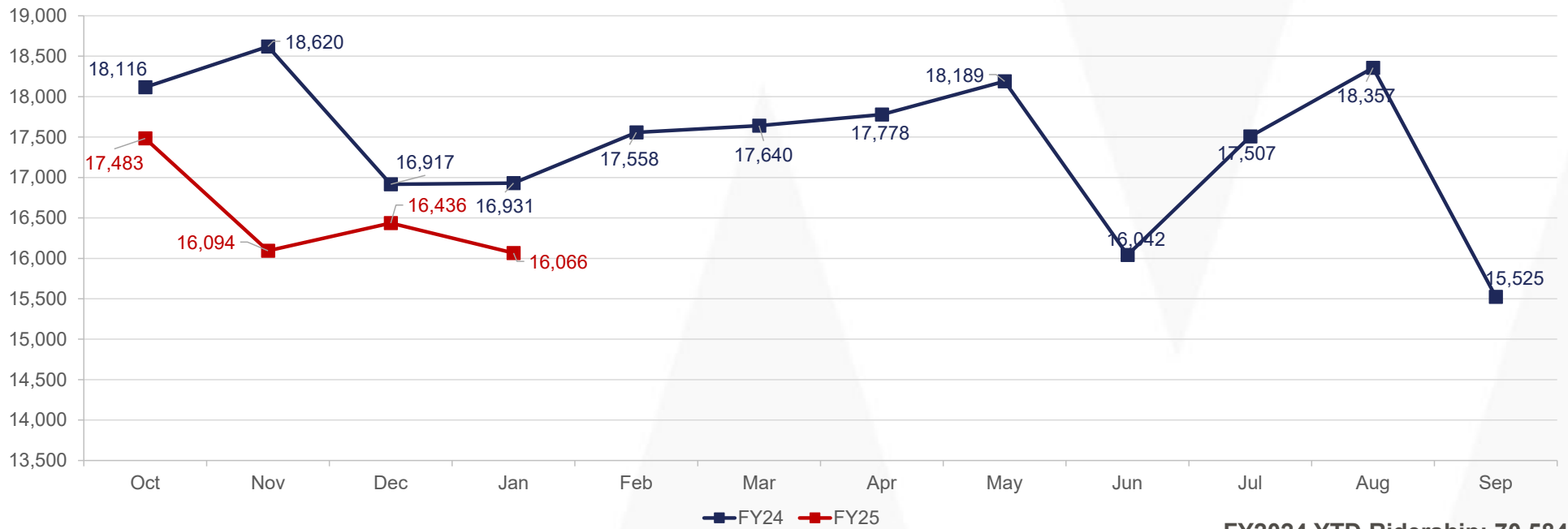
ON DEMAND Combined OnTime Performance



ON DEMAND Combined Excessive Trip Length



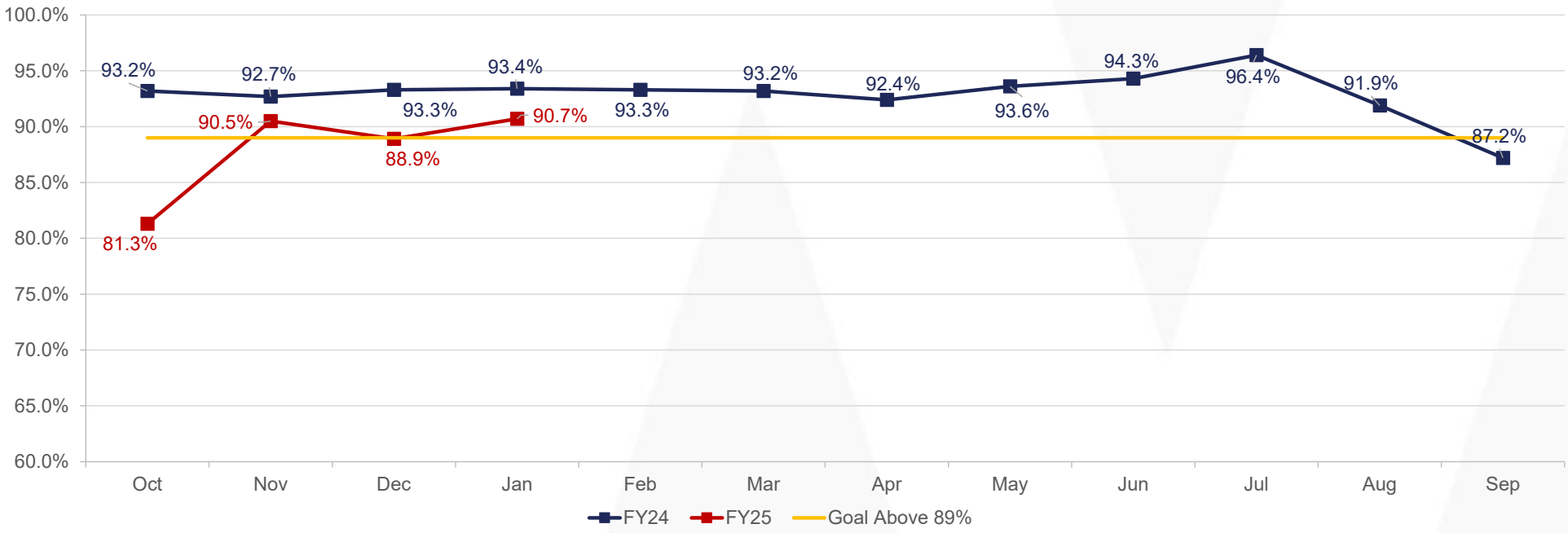
ON DEMAND Contract Monthly Ridership



FY2024 YTD Ridership: 70,584
FY2025 YTD Ridership: 66,079



ON DEMAND Contract OnTime Performance



ON DEMAND WORKING SESSION COMMITTEE INFORMATION ITEM

Item Title: ON DEMAND Customer Relations Report

Meeting Date: March 5, 2025

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: March 5, 2025

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.

TEMPORARY PARKING PERMIT

DO NOT DUPLICATE

LOCATION:

EVENT:

EXPIRATION:
