

# **TRINITY METRO ON DEMAND ADVISORY COMMITTEE MEETING AGENDA**

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WEDNESDAY, June 4, 2025, 12:00 P.M.

Fort Worth Central Station  
1001 Jones Street, 2<sup>nd</sup> Floor Community Room  
Fort Worth, Texas 76102

## **CALL TO ORDER**

## **CITIZEN COMMENTS**

## **MEETING MINUTES**

1. Approval of December 3, 2024, and March 5, 2025 ON DEMAND 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**

THE NEXT MEETING WILL BE HELD AT 1001 JONES STREET,  
2<sup>nd</sup> FLOOR COMMUNITY ROOM ON SEPTEMBER 3, 2025, AT 12:00 P.M.

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

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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**



## TRINITY METRO ON-DEMAND ADVISORY COMMITTEE MEETING MINUTES WEDNESDAY, MARCH 5, 2025

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On March 5, 2025, the ON DEMAND Advisory Committee of Trinity Metro convened their quarterly meeting with the following present:

**MEMBERS PRESENT:**

Connie Carson, Dan Gadbury, Krystal Jordan, Pilar Modarage, Stephanie Morris, Rose Valle, Jo Nell Waller

**STAFF:**

Sharon Bailey, Fairy Bright, Carla Forman, Wayne Gensler, Ron Newman, Rene Perez, Mark Shoop, Latoya Smith, Pearlethea Toliver, Alicia Walker, Crystal Whitney, Ralph Zaragoza

**GUESTS:**

Ruth Bryson – FMC Dialysis  
Kendra Kerbow – TCMHMR  
Rick San Juan – Trinity Metro passenger  
VIA Staff

**A. Call to Order**

At 12:04 pm, Trinity Metro COO, Mr. Wayne Gensler, called the meeting to order.

**B. Citizen Participation and Recognition**

There was no citizen participation.

**C. Approval of Minutes**

There was no approval of minutes due to the unavailability of the Committee Chair and Vice Chair.

**D. ACCESS Quarterly Highlights**

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

2. Ms. Fairy Bright gave the committee an update on Customer Relations.
3. 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 Blue Line, which will be taking the place of the current Molly the Trolley line in the Downtown area. Mr. Newman also mentioned to the committee members that one day In February, Trinity Metro's Fixed Route service performed 18,0000+ trips.

**F. Other Business**

There was no other business.

**G. Suggested Topics for Next Meeting**

The committee members would like an update on how the new ON DEMAND app. is working.

**H. Adjourn**

Mr. Gensler adjourned the meeting at 12:58 pm

**I. Next Meeting – June 4, 2025 at 12:00 pm**

# ON DEMAND WORKING SESSION COMMITTEE

## INFORMATION ITEM

**Item Title:** ON DEMAND Ridership and Key Performance Indicators

**Meeting Date:** June 4, 2025

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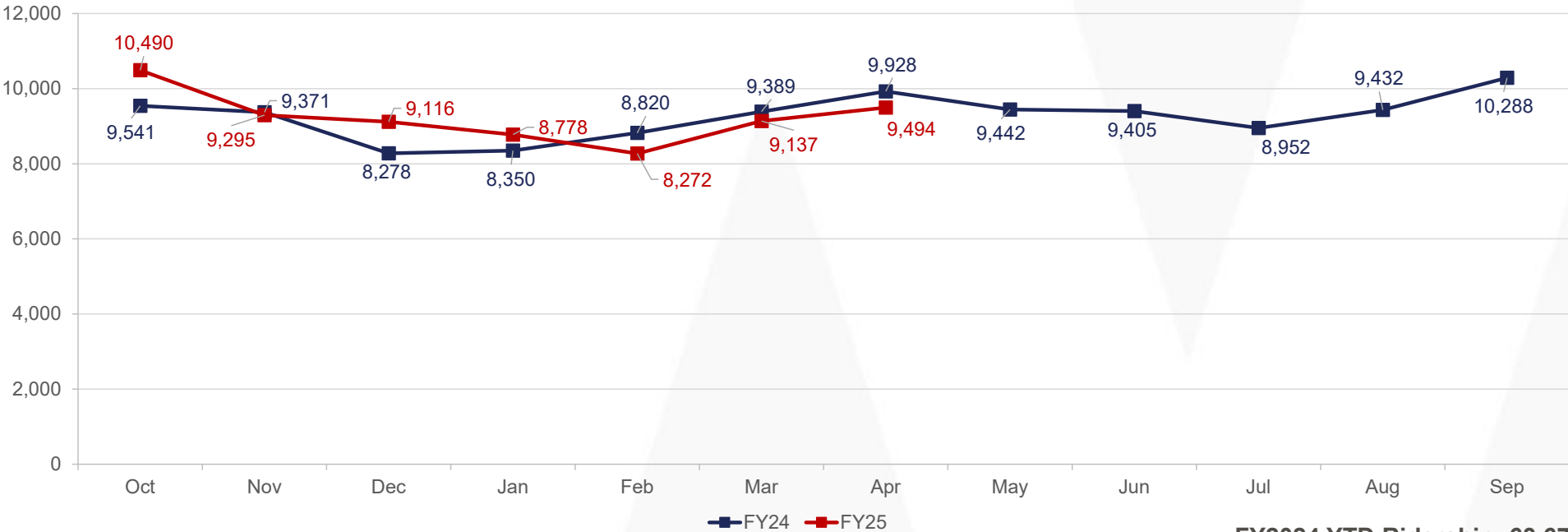
### **BACKGROUND**

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.

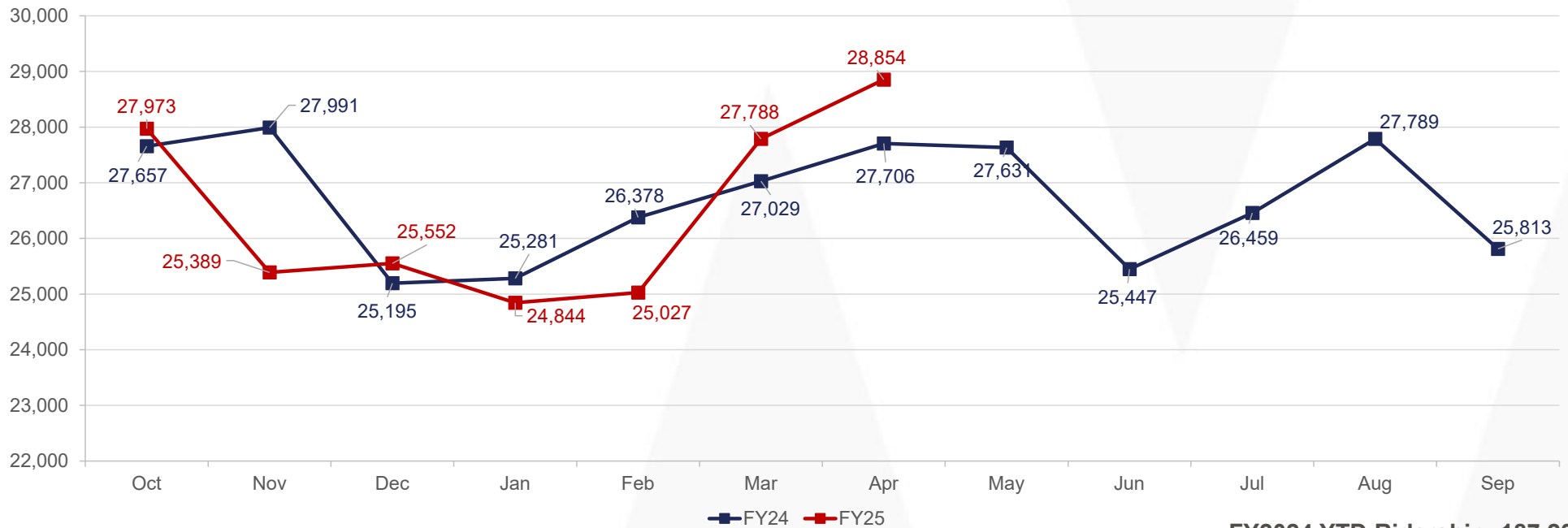
# ON DEMAND InHouse Monthly Ridership



FY2024 YTD Ridership: 63,677  
FY2025 YTD Ridership: 64,582



# ON DEMAND Combined Monthly Ridership



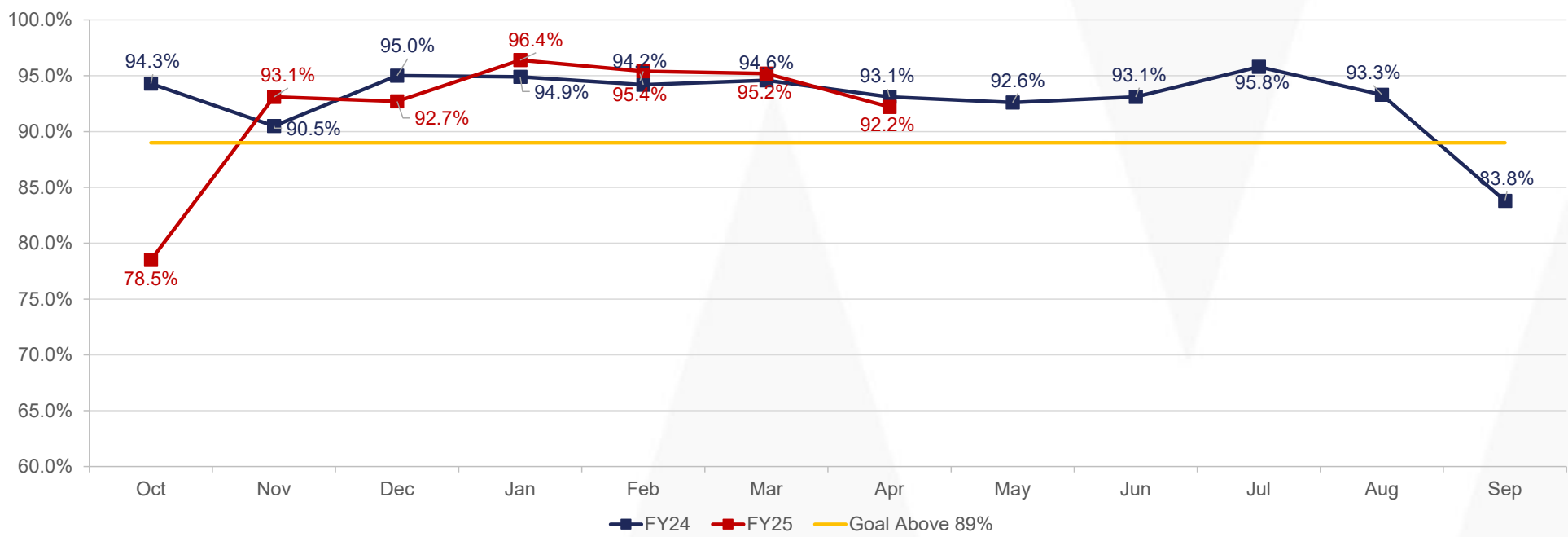
**FY2024 YTD Ridership: 187,237**

**FY2025 YTD Ridership: 185,427**

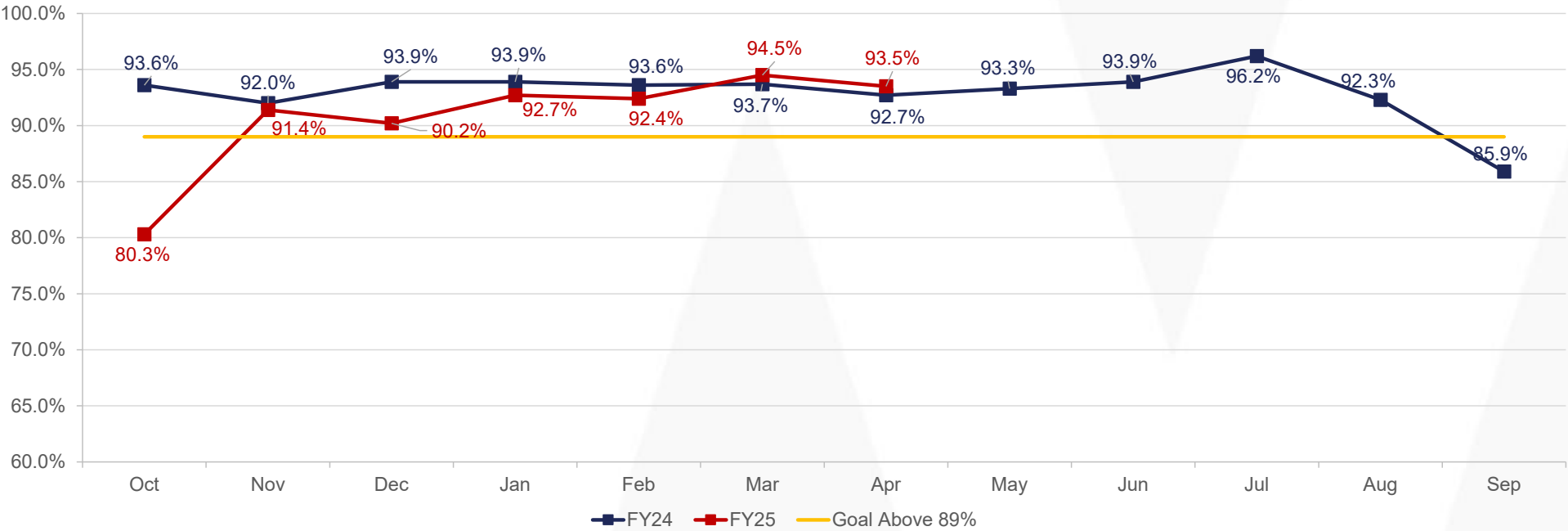




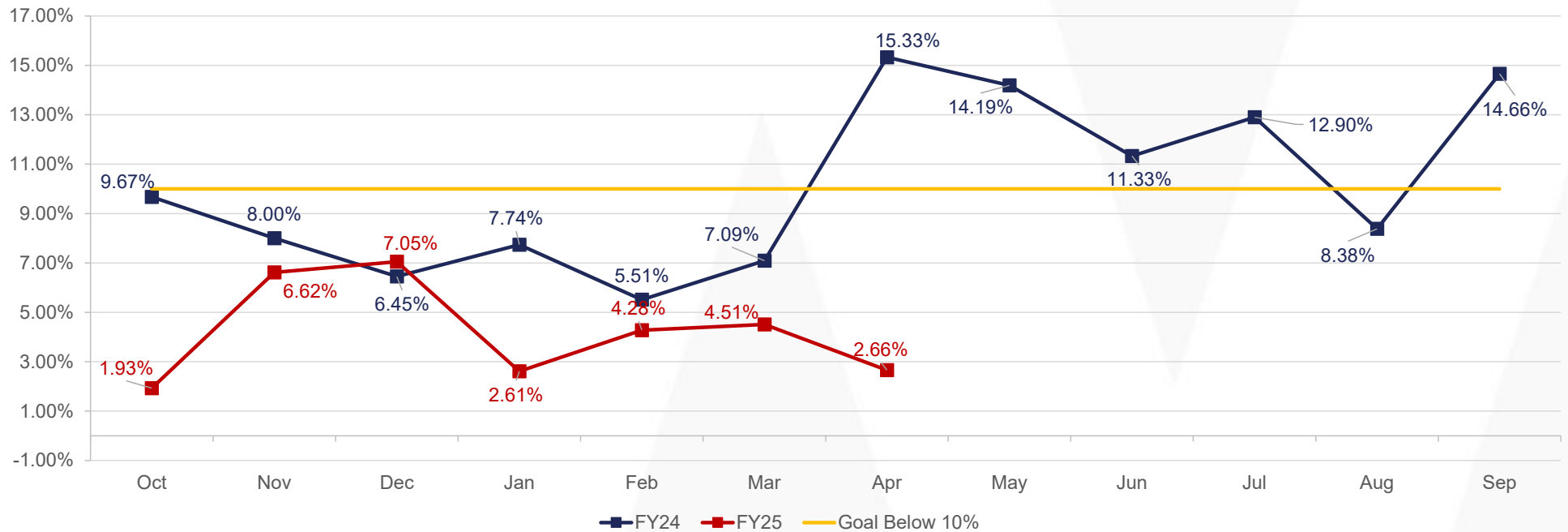
# ON DEMAND InHouse OnTime Performance



# ON DEMAND Combined OnTime Performance



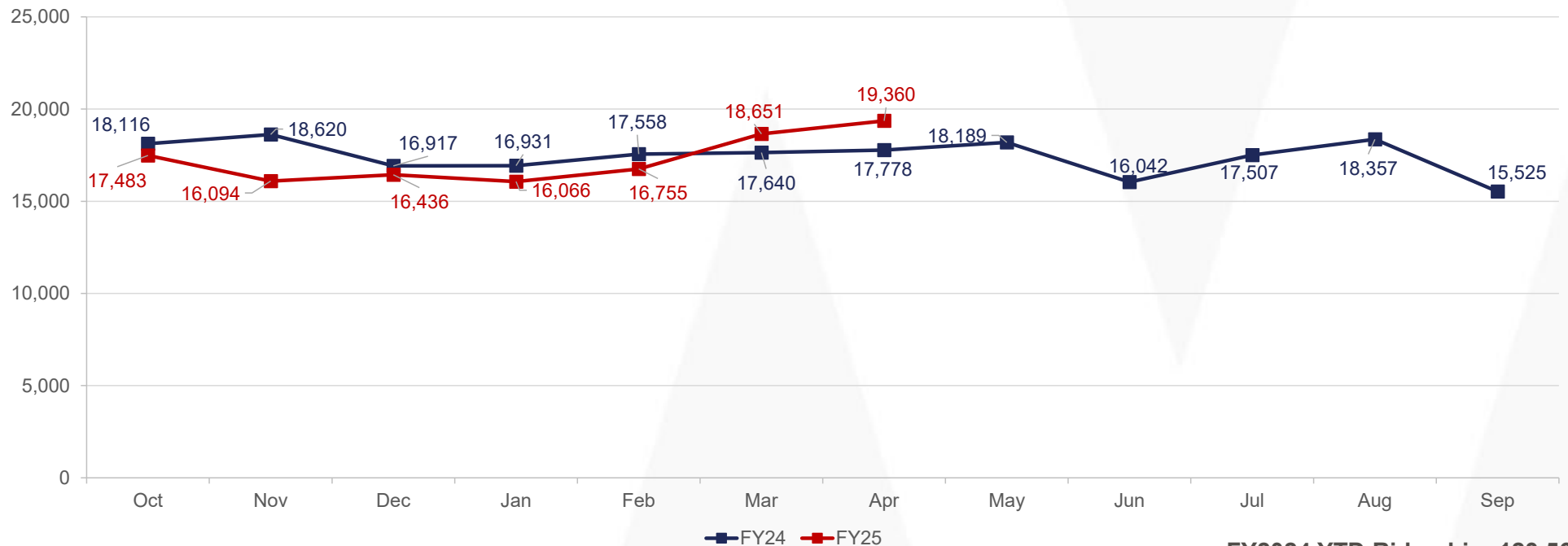
# ON DEMAND Combined Excessive Trip Length



Percent of trips that are equal to or no greater than 15 minutes longer than the comparable fixed route trip length.



# ON DEMAND Contract Monthly Ridership

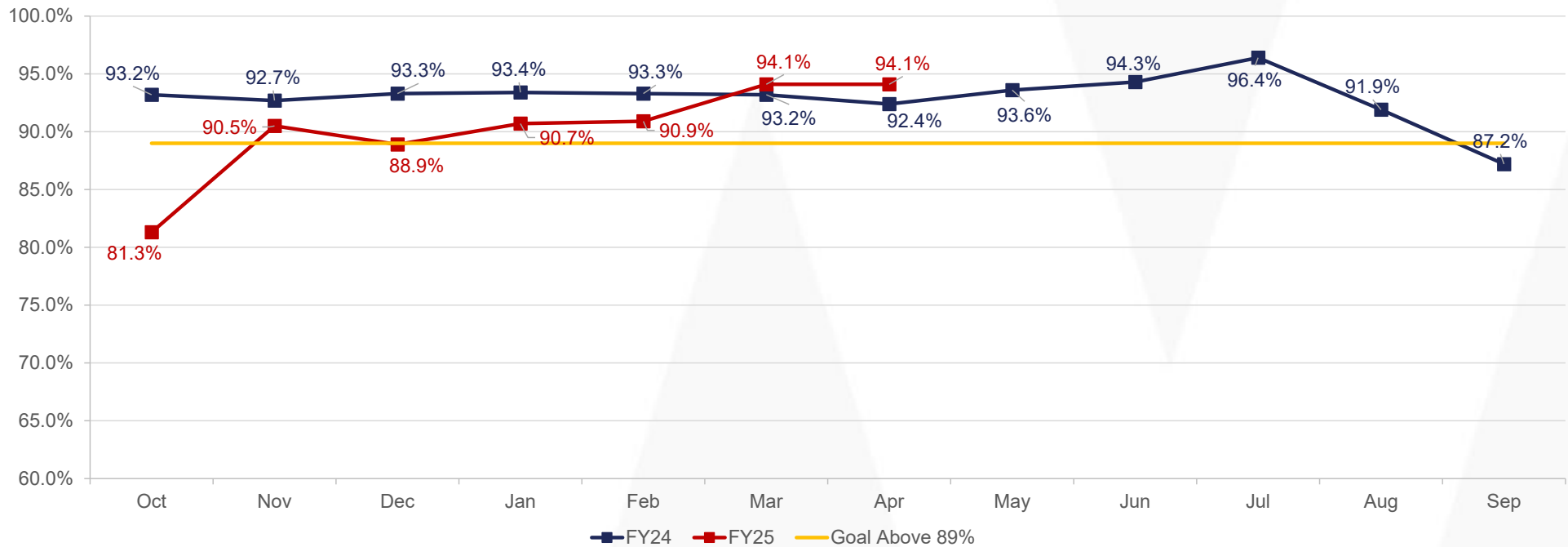


**FY2024 YTD Ridership: 123,560**

**FY2025 YTD Ridership: 120,845**



# ON DEMAND Contract OnTime Performance



# ON DEMAND WORKING SESSION COMMITTEE

## INFORMATION ITEM

**Item Title:** ON DEMAND Customer Relations Report

**Meeting Date:** June 4, 2025

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### **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: June 4, 2025

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### **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:

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EVENT:

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EXPIRATION:

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