



# TRINITY METRO ON DEMAND ADVISORY COMMITTEE MEETING AGENDA

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WEDNESDAY, March 4, 2026, 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, 2025 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,  
2<sup>nd</sup> FLOOR COMMUNITY ROOM ON JUNE 3, 2026, AT 12:00 P.M.

## TRINITY METRO ON-DEMAND ADVISORY COMMITTEE MEETING MINUTES WEDNESDAY, December 3, 2025

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On December 3, 2025, the ON DEMAND Advisory Committee of Trinity Metro convened their quarterly meeting with the following present:

**MEMBERS PRESENT:**

Teresa Ayala – Chair, Connie Carson, Susan Schmitz, Rose Valle, Krystal Jordan

**STAFF:**

Sharon Bailey, Veronica Diaz, Carla Forman, Ron Newman, Rene Perez, Mark Shoop, Latoya Smith, Pearlethea Toliver, Crystal Whitney, Ralph Zaragoza

**GUESTS:**

Ms. Latrisha Johnson – Fort Worth Lighthouse for the Blind  
Ms. Emily Enns - Texas Workforce Commission  
Ms. Allison McNa – REACH of Fort Worth  
VIA Staff

**A. Call to Order**

At 12:25 pm, ON DEMAND Advisory Committee Chair, Ms. Teresa Ayala, called the meeting to order.

**B. Citizen Participation and Recognition**

There was no citizen participation or recognition.

**C. Approval of Minutes**

Ms. Ayala asked for approval of the September 3, 2025 meeting minutes. Ms. Susan Schmitz made a motion to approve with a second by Ms. Krystal Jordan. All members were in agreement.

**D. ACCESS Quarterly Highlights**

1. Mr. Mark Shoop gave the committee an update on ON DEMAND 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 Blue Line which started in June. Ron also mentioned that there will be special holiday buses located on certain routes for the month of December.

**F. Other Business**

Ms. Ayala asked the committee members to approve the membership of Ms. Emily Enns to be on the ON DEMAND Advisory Committee. A motion was made by Ms. Jordan with a second by Ms. Connie Carson. All members were in agreement.

**G. Suggested Topics for Next Meeting**

Ms. Schmitz would like the committee members and staff to discuss the possibility of bringing back the Christmas Lights Tour in December of 2026.

**H. Adjourn**

Ms. Ayala adjourned the meeting at 1:35 pm

**I. Next Meeting – March 4, 2026 at 12:00 pm**

# **ON DEMAND WORKING SESSION COMMITTEE INFORMATION ITEM**

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

**Meeting Date:** March 4, 2026

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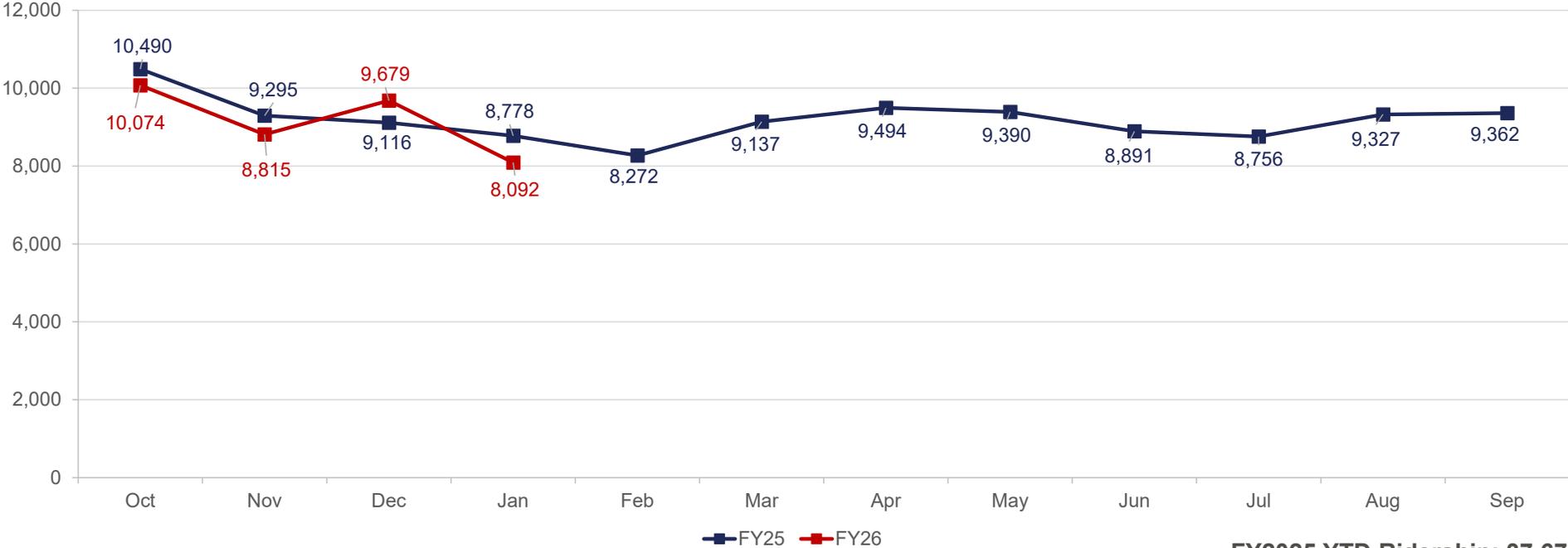
## **BACKGROUND**

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

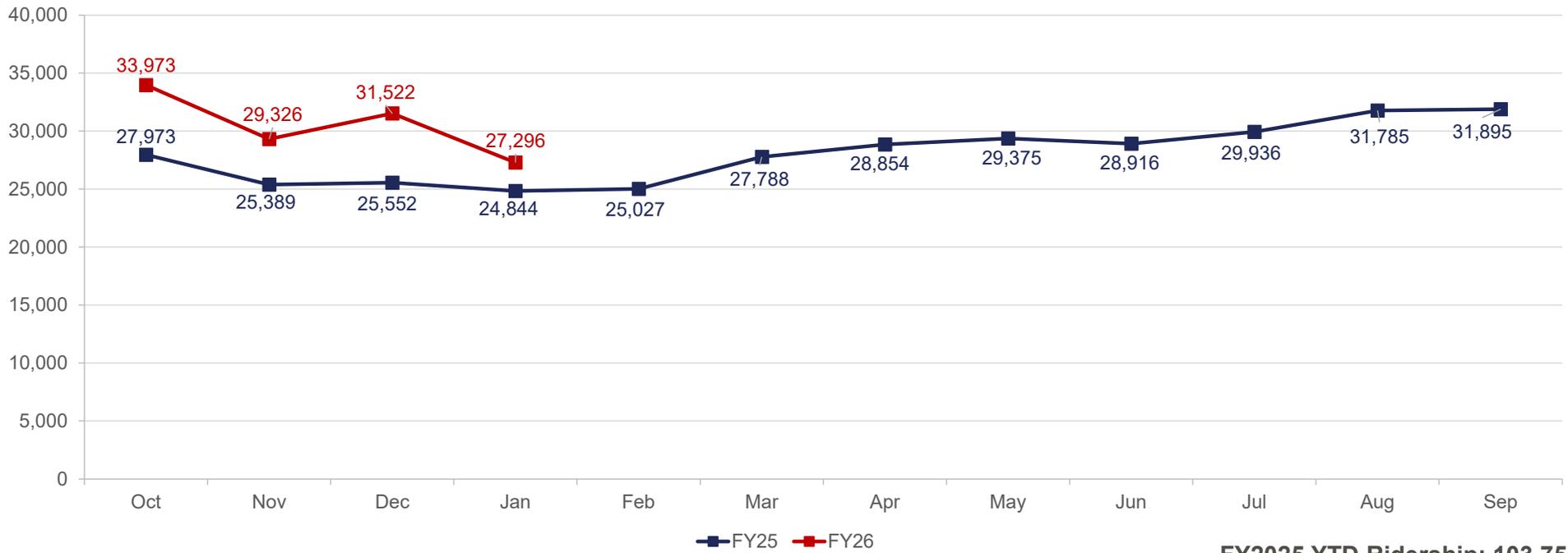


**FY2025 YTD Ridership: 37,679**

**FY2026 YTD Ridership: 36,660**



# ON DEMAND Combined Monthly Ridership

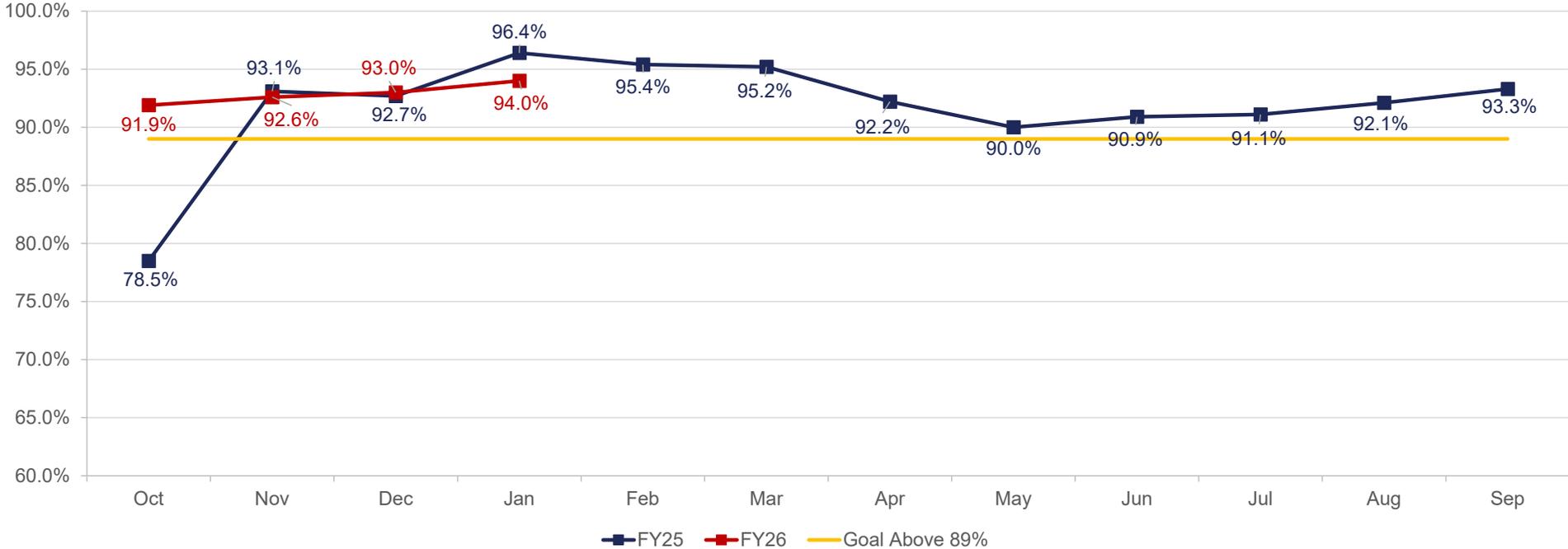


**FY2025 YTD Ridership: 103,758**

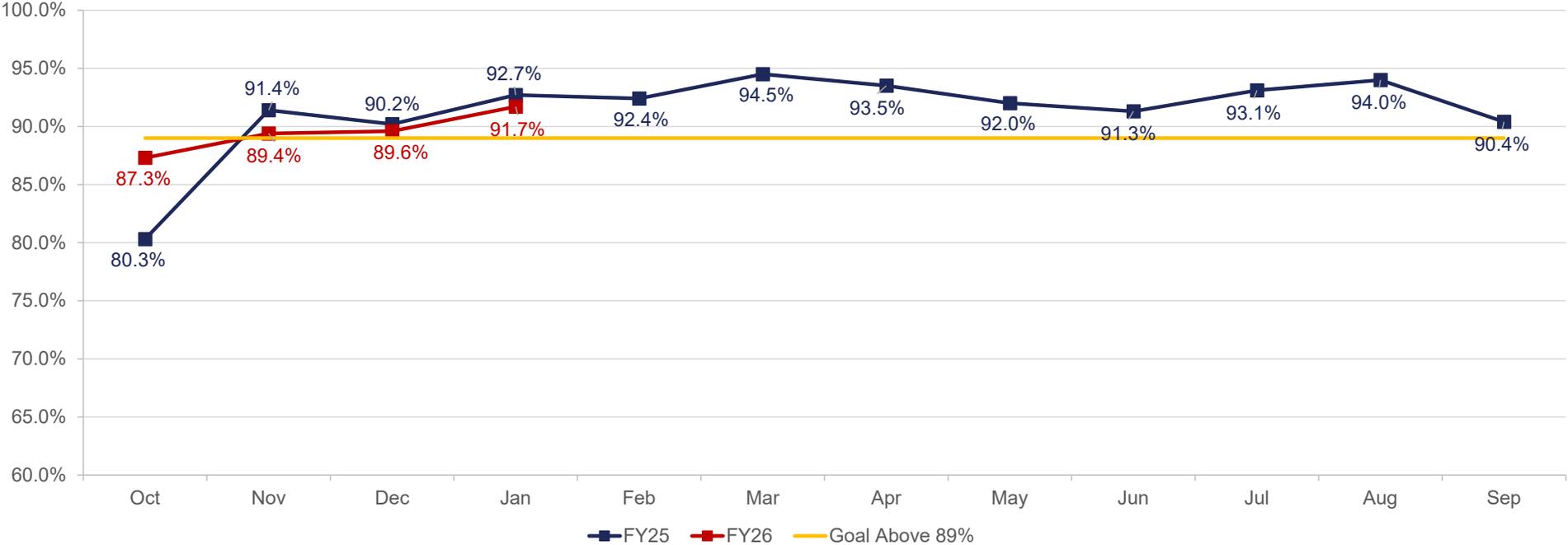
**FY2026 YTD Ridership: 122,117**



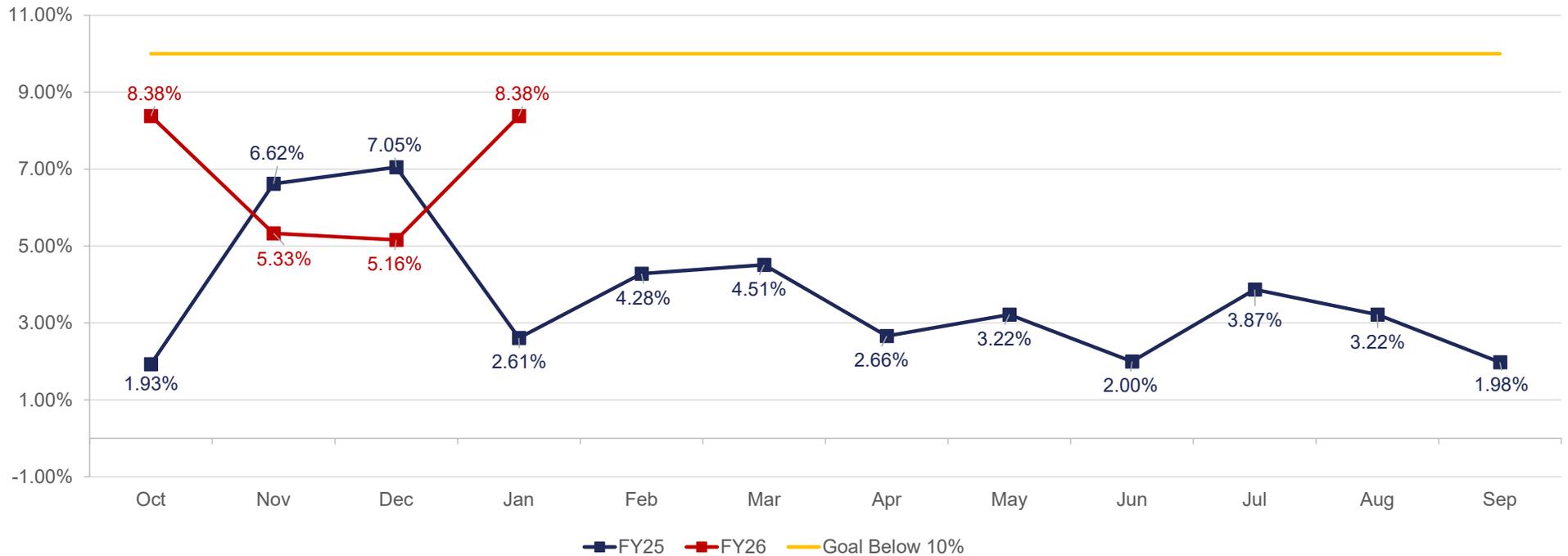
# ON DEMAND InHouse OnTime Performance



# ON DEMAND Combined OnTime Performance



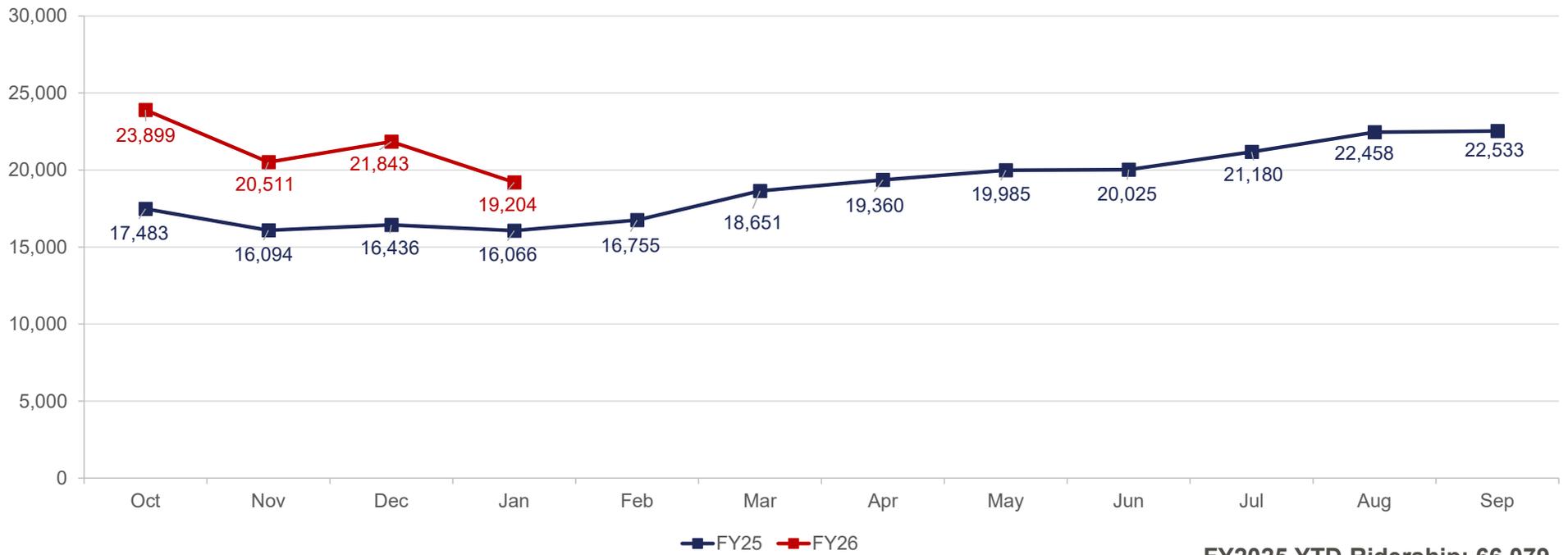
# ON DEMAND Combined Excessive Trip Length



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

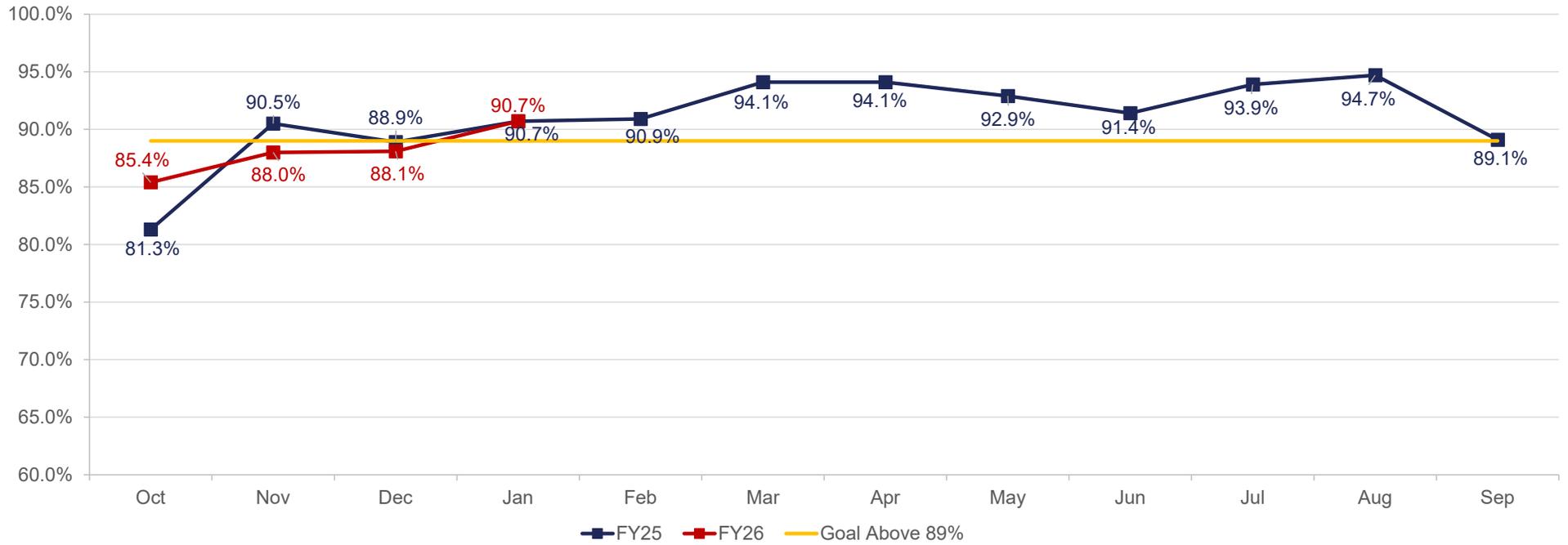


**FY2025 YTD Ridership: 66,079**

**FY2026 YTD Ridership: 85,457**



# ON DEMAND Contract OnTime Performance



# **ON DEMAND WORKING SESSION COMMITTEE INFORMATION ITEM**

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

**Meeting Date:** March 4, 2026

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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: March 4, 2026

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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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