TRINITY METRO

ON DEMAND ADVISORY COMMITTEE MEETING AGENDA

WEDNESDAY, September 2, 2026, 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 June 3, 2026 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

1. Committee members vote on new member – Ms. Margo Hasty

SUGGESTED TOPICS FOR NEXT MEETING

ADJOURN

THE NEXT MEETING WILL BE HELD AT 1001 JONES STREET,
2nd FLOOR COMMUNITY ROOM ON DECEMBER 2, 2026, AT 12:00 P.M.

TRINITY METRO

ON DEMAND ADVISORY COMMITTEE
MEETING MINUTES
WEDNESDAY, June 3, 2026

On June 3, 2026, the ON DEMAND Advisory Committee of Trinity Metro convened their quarterly meeting with the following present:

MEMBERS PRESENT:
Teresa Ayala (by telephone), Stephanie Morris, Susan Schmitz, Emily Enns, Krystal Jordan, Rose Valle

STAFF:
Sharon Bailey, Fairy Bright, Veronica Diaz, Carla Forman, Reed Lanham, Rosalind Miller, Ron Newman, Rene Perez, Mark Shoop, Latoya Smith, Pearlethea Toliver, Ralph Zaragoza

GUESTS:
Ms. Latrisha Johnson – Fort Worth Lighthouse for the Blind
Ms. Allison McNa – REACH of Fort Worth
Ms. Kendra Kerbow – Tarrant County MHMR
VIA Staff

A. Call to Order

At 12:18 pm, Trinity Metro Director of Operations, Mr. Ron Newman, called the meeting to order.

B. Citizen Participation and Recognition

There was no citizen participation or recognition.

C. Approval of Minutes

There was a motion by Ms. Teresa Ayala to approve the December 3, 2025 and March 4, 2026 meeting minutes. Ms. Susan Schmitz made a motion for approvement with a second by Ms. Krystal Jordan. All committee 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. Ms. Fairy Bright, Quality Review Manager, 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. Newman gave the committee an update on how Trinity Metro is preparing for the upcoming FIFA event in the region.

F. Other Business

Ms. Ayala opened it up for a vote from the committee members to have Ms. Latrisha Johnson and Ms. Allison McNa become permanent members of the Trinity Metro ON DEMAND Advisory Committee. A motion was made by Ms. Susan Schmitz with a second by Ms. Stephanie Morris. All other members present approved.

G. Suggested Topics for Next Meeting

There were no topic suggestions for the next meeting.

H. Adjourn

Mr. Newman adjourned the meeting at 1:06 pm

I. Next Meeting – September 2, 2026 at 12:00 pm

ON DEMAND WORKING SESSION COMMITTEE
INFORMATION ITEM

Item Title: ON DEMAND Ridership and Key Performance Indicators

Meeting Date: September 2, 2026

BACKGROUND

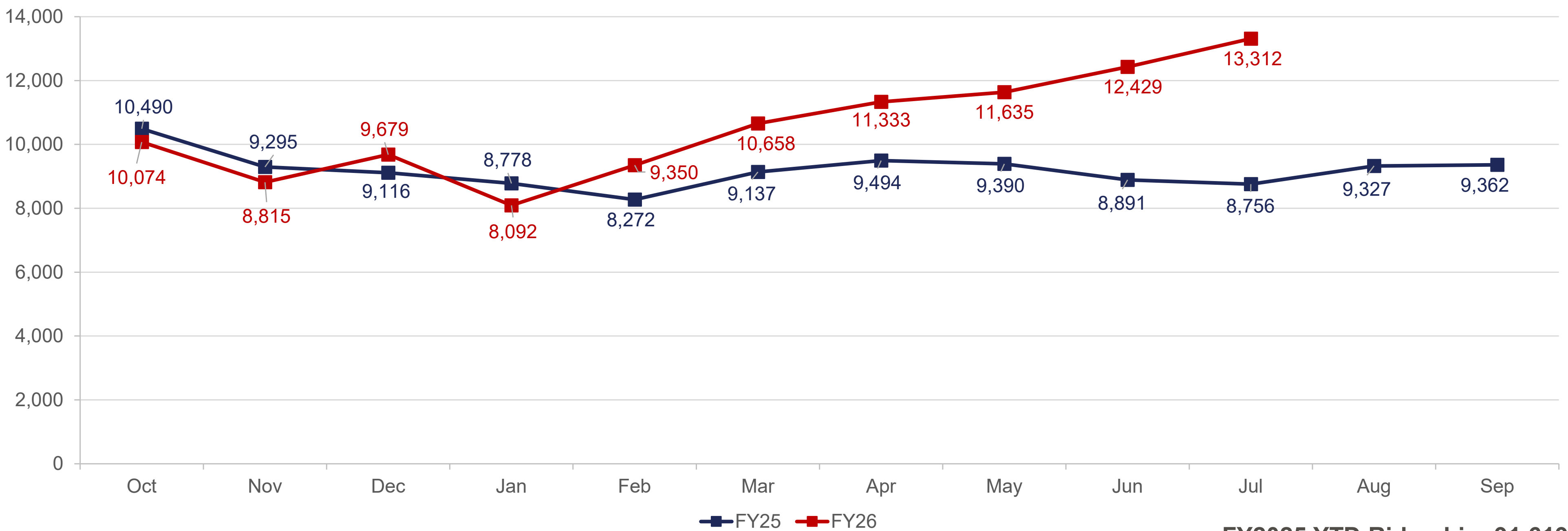
Mark Shoop, ON DEMAND Operations, will give a report on ON DEMAND Ridership and Key Performance Indicators.

RECOMMENDATION

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

TRINITY METRO

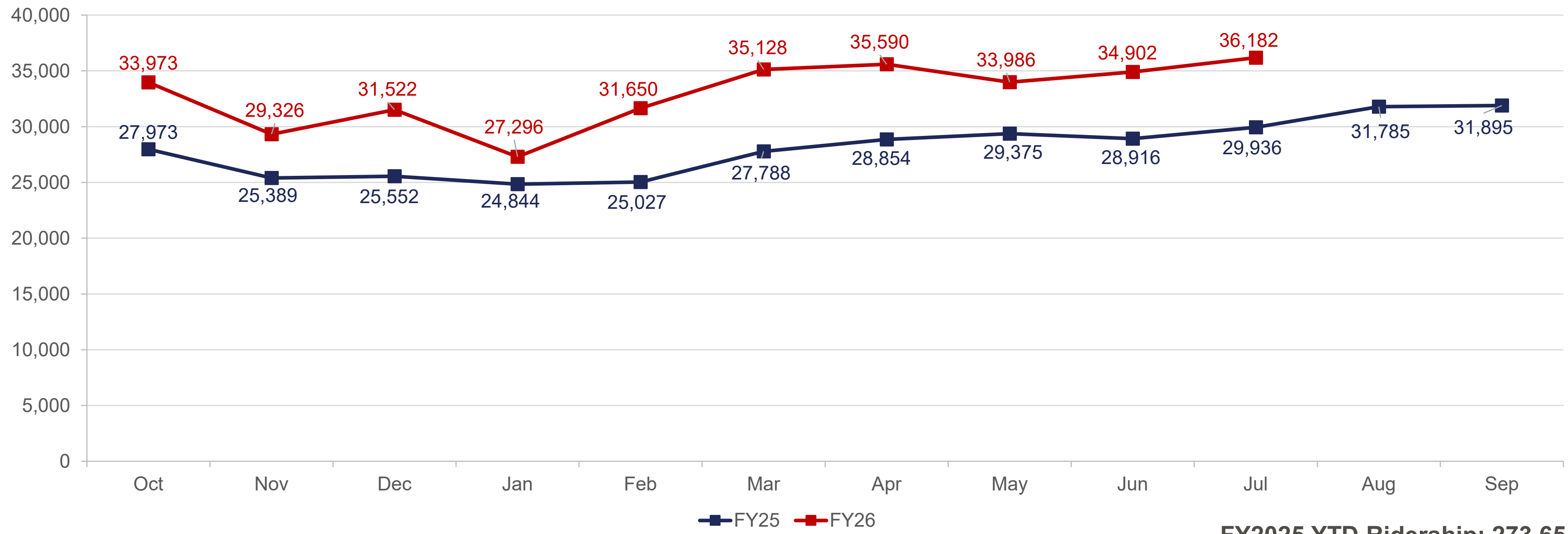
ON DEMAND InHouse Monthly Ridership



FY2025 YTD Ridership: 91,619

FY2026 YTD Ridership: 105,377

ON DEMAND Combined Monthly Ridership

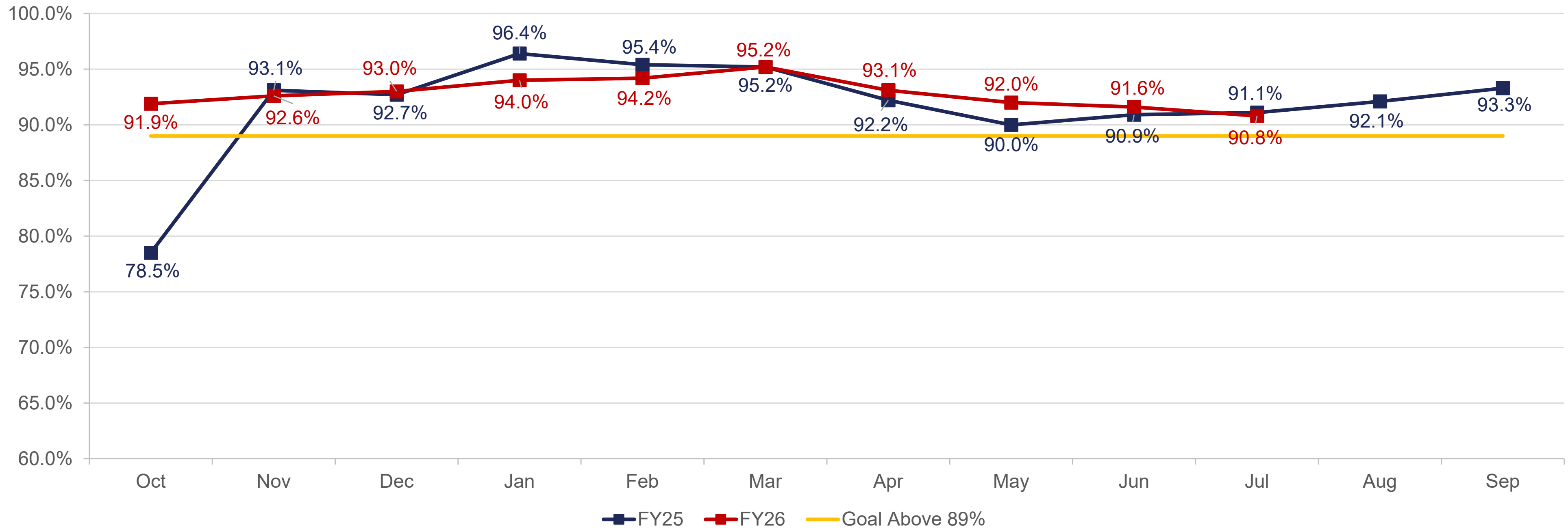


FY2025 YTD Ridership: 273,654

FY2026 YTD Ridership: 329,555

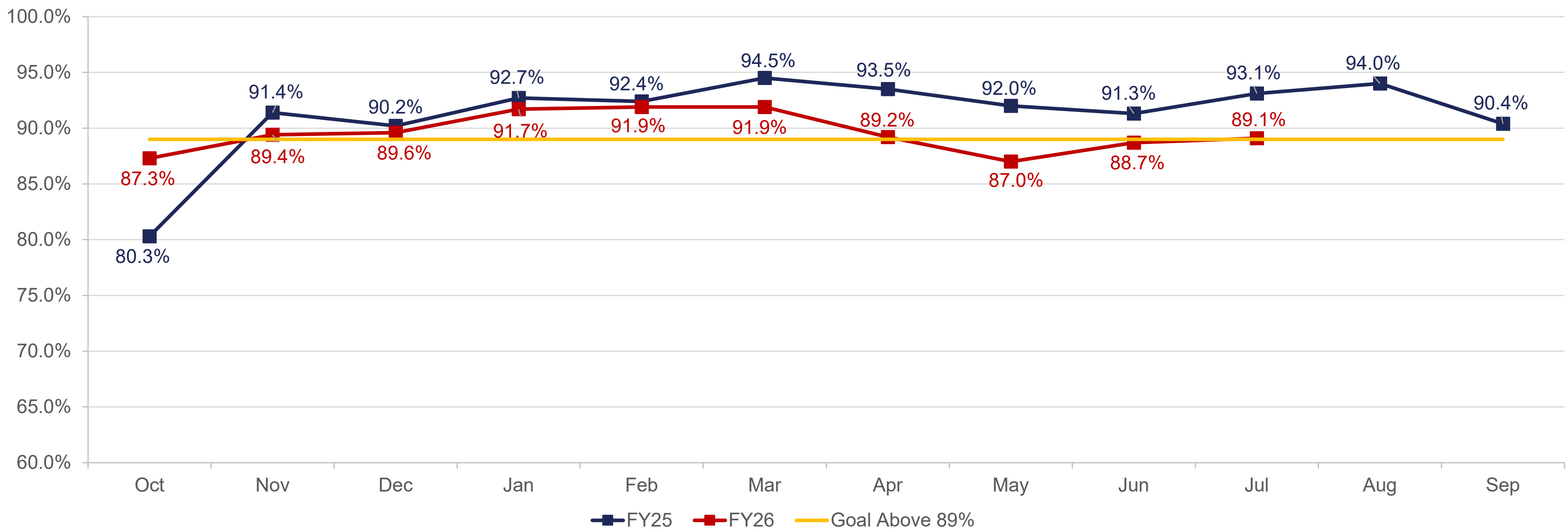
TRINITY METRO

ON DEMAND InHouse OnTime Performance



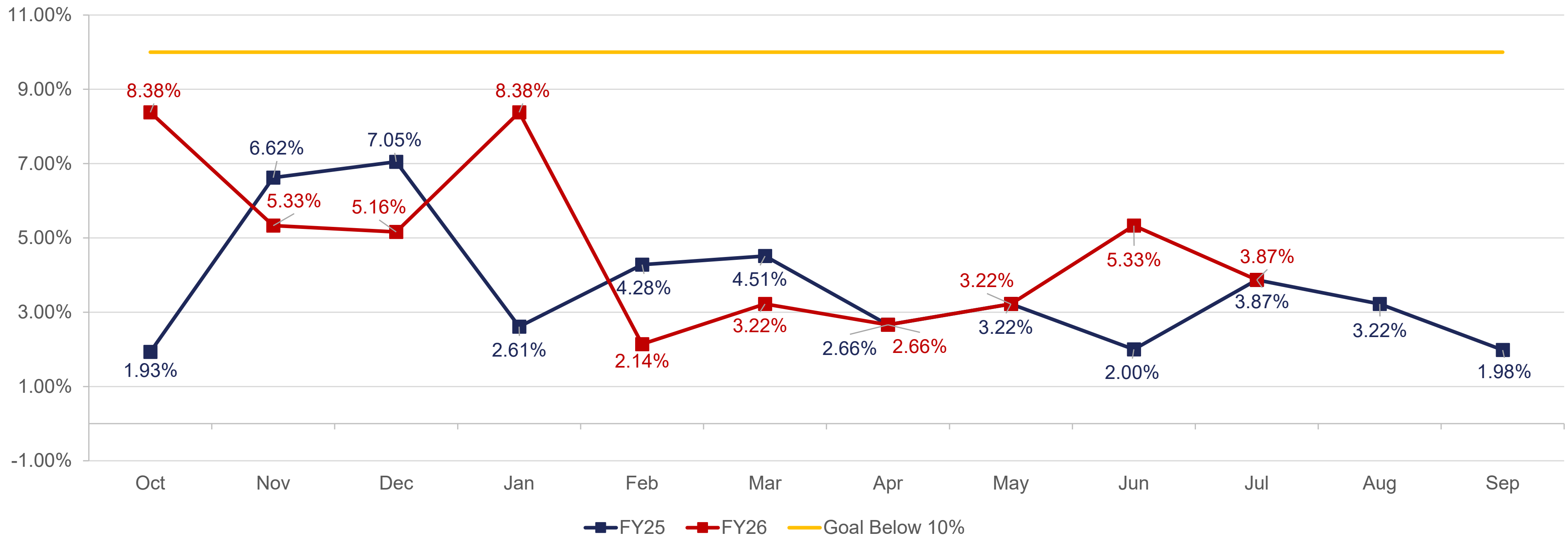
TRINITY METRO

ON DEMAND Combined OnTime Performance



TRINITY METRO

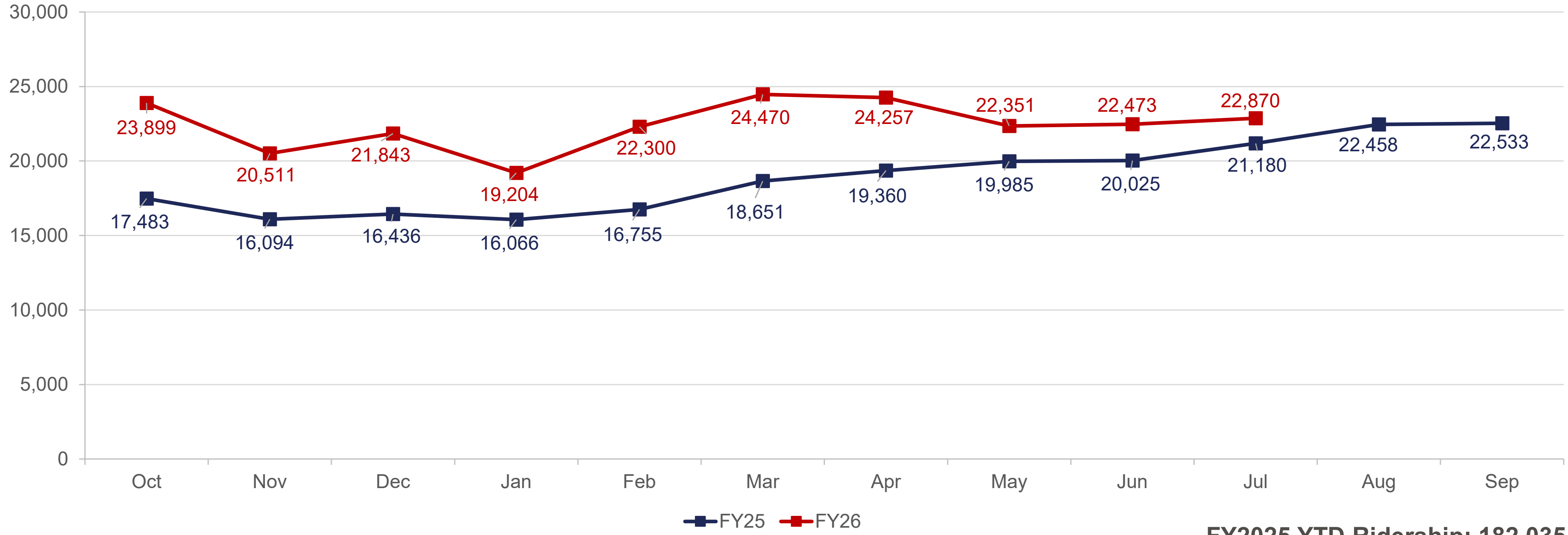
ON DEMAND Combined Excessive Trip Length



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

TRINITY METRO

ON DEMAND Contract Monthly Ridership



FY2025 YTD Ridership: 182,035

FY2026 YTD Ridership: 224,178

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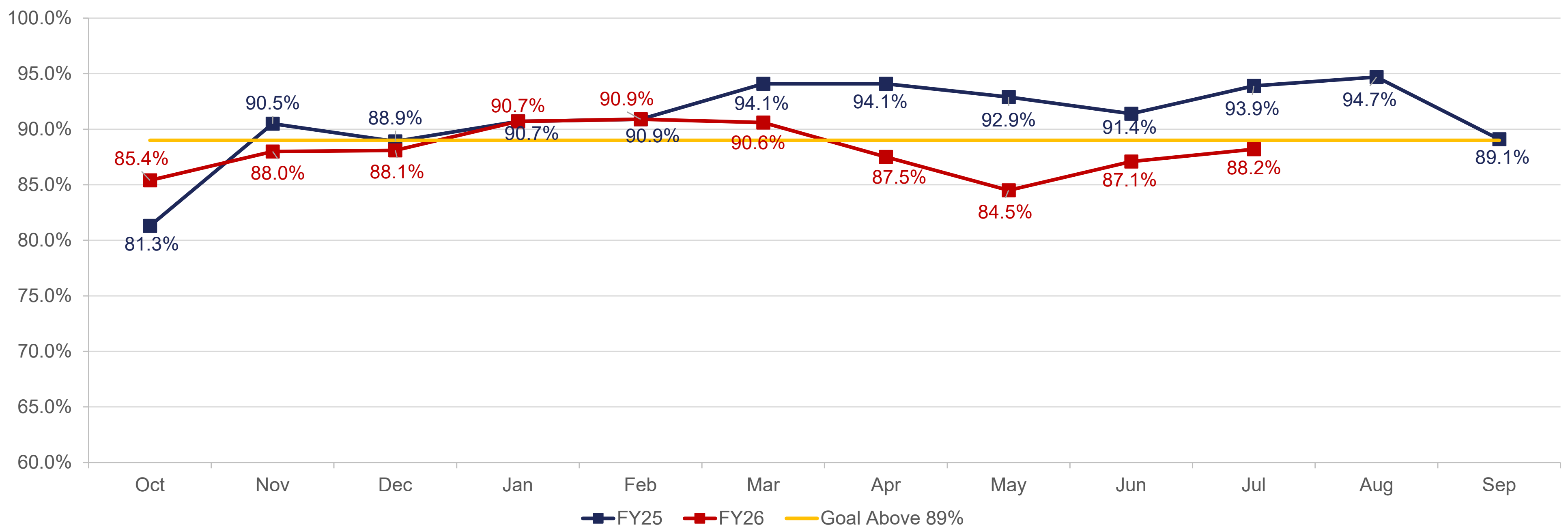
ON DEMAND Contract OnTime Performance



TRINITY METRO

ON DEMAND WORKING SESSION COMMITTEE INFORMATION ITEM

Item Title: ON DEMAND Customer Relations Report **Meeting Date:** September 2, 2026

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.

TRINITY METRO

ON DEMAND WORKING SESSION COMMITTEE INFORMATION ITEM

Item Title: VIA Update **Meeting Date:** September 2, 2026

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.

TRINITY METRO

TEMPORARY PARKING PERMIT

DO NOT DUPLICATE

LOCATION: F.W.C.S. EMPLOYEE PARKING

EVENT: ON DEMAND COMMITTEE MEETING

EXPIRATION: VALID 9/2/2026