

TRINITY METRO ON DEMAND ADVISORY COMMITTEE

MEETING AGENDA

WEDNESDAY, September 3, 2025, 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 5, 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

TRINITY METRO ON-DEMAND ADVISORY COMMITTEE MEETING MINUTES WEDNESDAY, JUNE 4, 2025

On June 4, 2025, the ON DEMAND Advisory Committee of Trinity Metro convened their quarterly meeting with the following present:

MEMBERS PRESENT:

Teresa Ayala – Chair, Connie Carson, Dan Gadbury, Krystal Jordan, Stephanie Morris, Susan Schmitz, Rose Valle, Jo Nell Waller

STAFF:

Sharon Bailey, Tamika Grant, Carla Forman, Rene Perez, Rosalind Miller, Mark Shoop, Latoya Smith, Alicia Walker, Ralph Zaragoza

GUESTS:

Ms. Nelda Salazar – Texas Workforce Commission
Ms. Margot Hasty – Southeast and Keller Dialysis Centers
VIA Staff

A. Call to Order

At 12:10 pm, ON DEMAND Advisory Committee Chair, Ms. Teresa Ayala, called the meeting to order.

B. Citizen Participation and Recognition

There was no citizen participation.

C. Approval of Minutes

Ms. Ayala asked for approval of the December 3, 2024 and March 5, 2025 meeting minutes. Ms. Jo Nell Waller made a motion to approve with a second by Mr. Dan Gadbury.

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. Tamika Grant gave the committee an update on Customer Relations.
3. Mr. Ralph Zaragoza introduced VIA staff. VIA staff gave a presentation.

E. Trinity Metro Updates

Ms. Alicia Walker gave the committee an update on the Blue Line. The opening occurred on Wednesday, June 4th and service in the Downtown area will begin on Sunday, June 8th. Ms. Walker also mentioned to the committee members that Trinity Metro will soon be looking for larger capacity vehicles for the paratransit ON DEMAND program.

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 Comingling pilot program is working.

H. Adjourn

Ms. Ayala adjourned the meeting at 1:13 pm

I. Next Meeting – September 3, 2025 at 12:00 pm

ON DEMAND WORKING SESSION COMMITTEE

INFORMATION ITEM

Item Title: ON DEMAND Ridership and Key Performance Indicators

Meeting Date: September 3, 2025

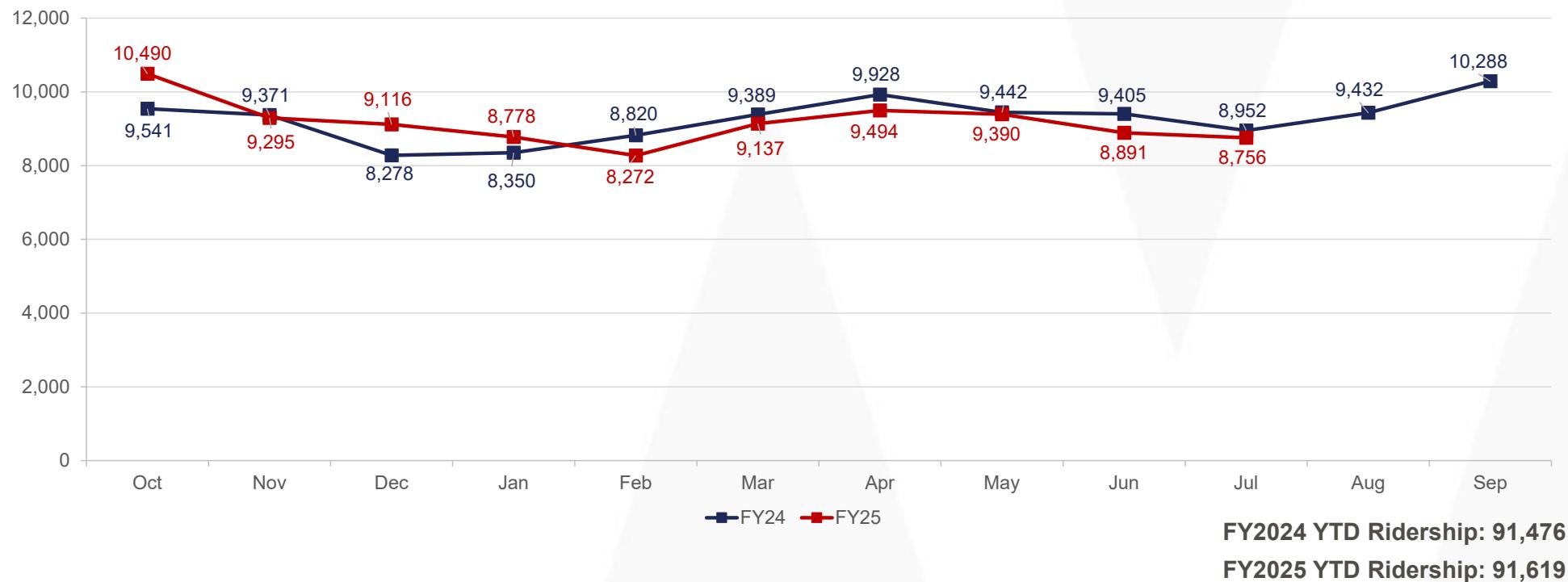
BACKGROUND

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

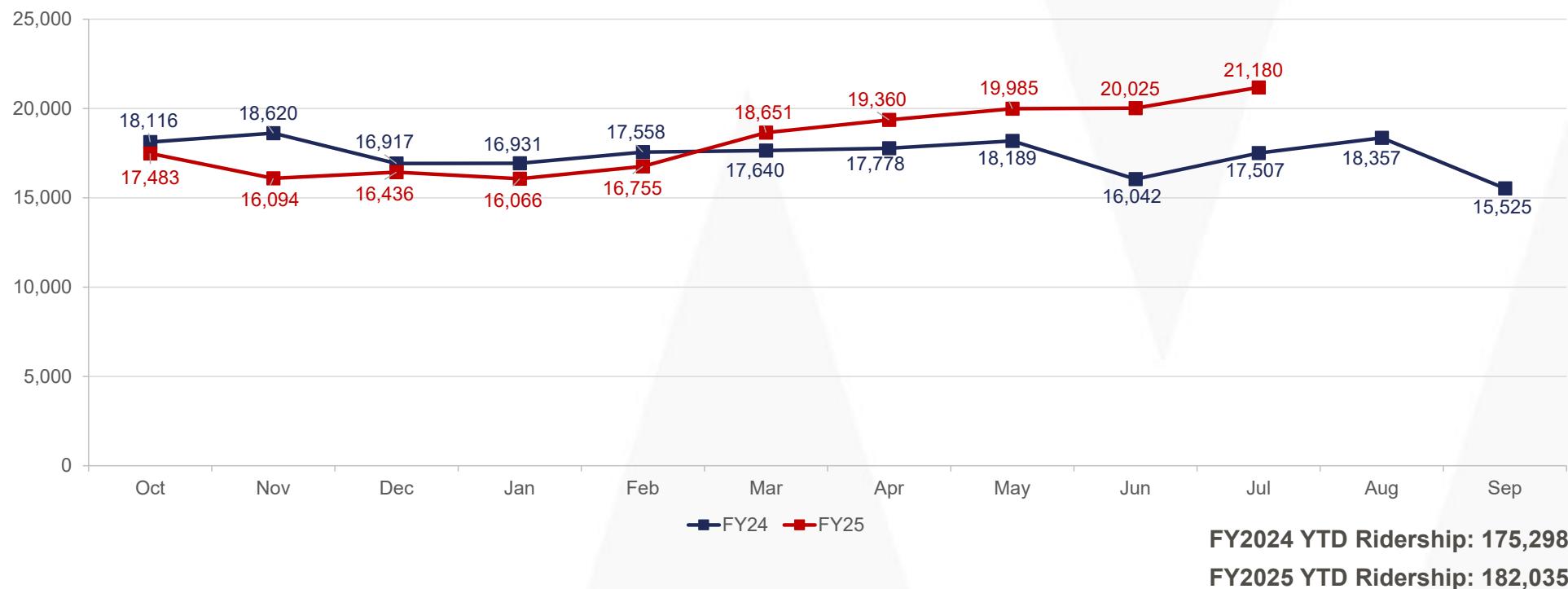
RECOMMENDATION

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

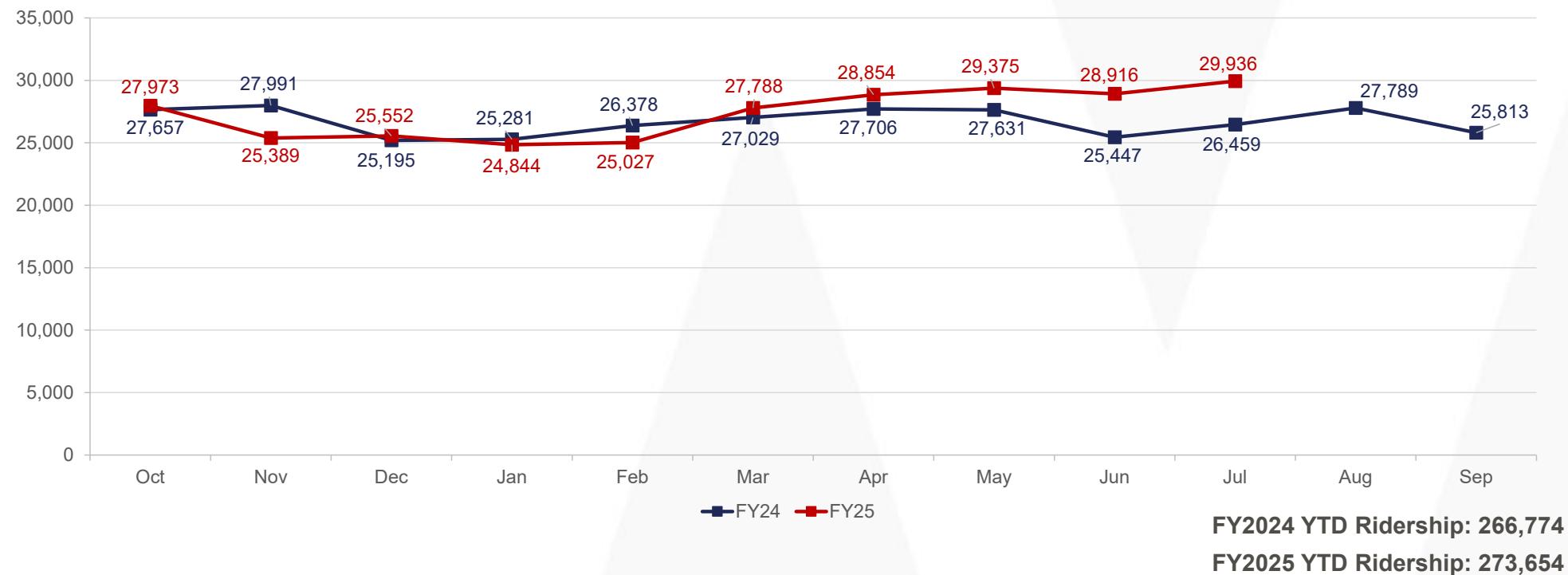
ON DEMAND InHouse Monthly Ridership



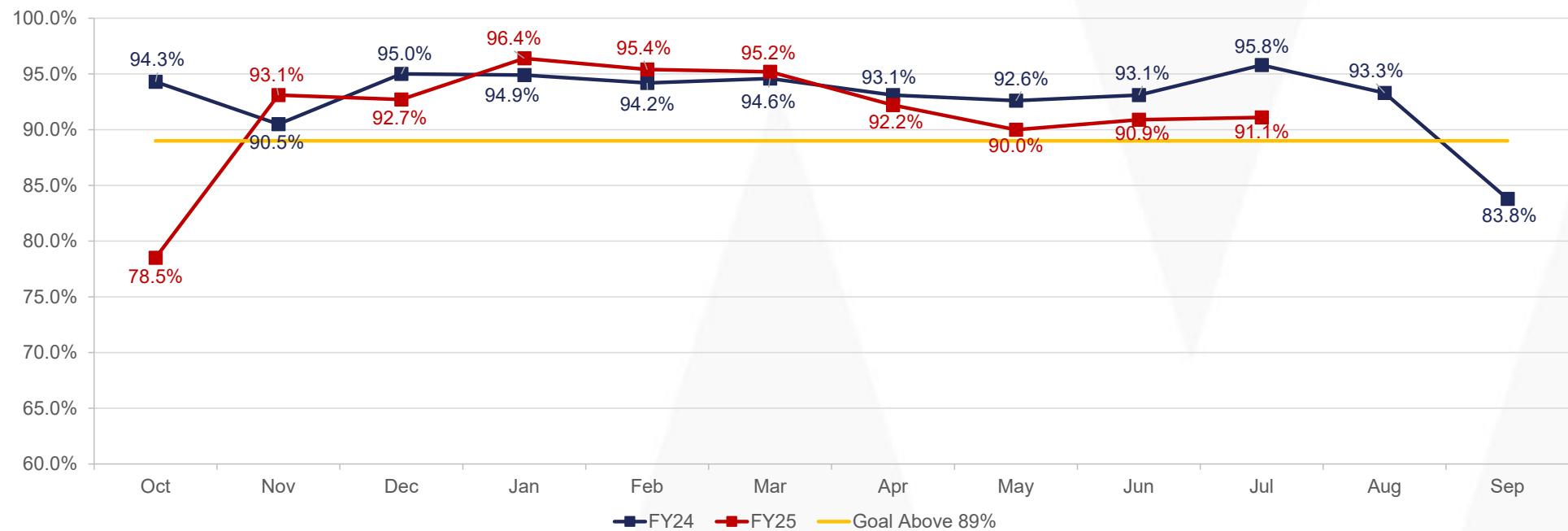
ON DEMAND Contract Monthly Ridership



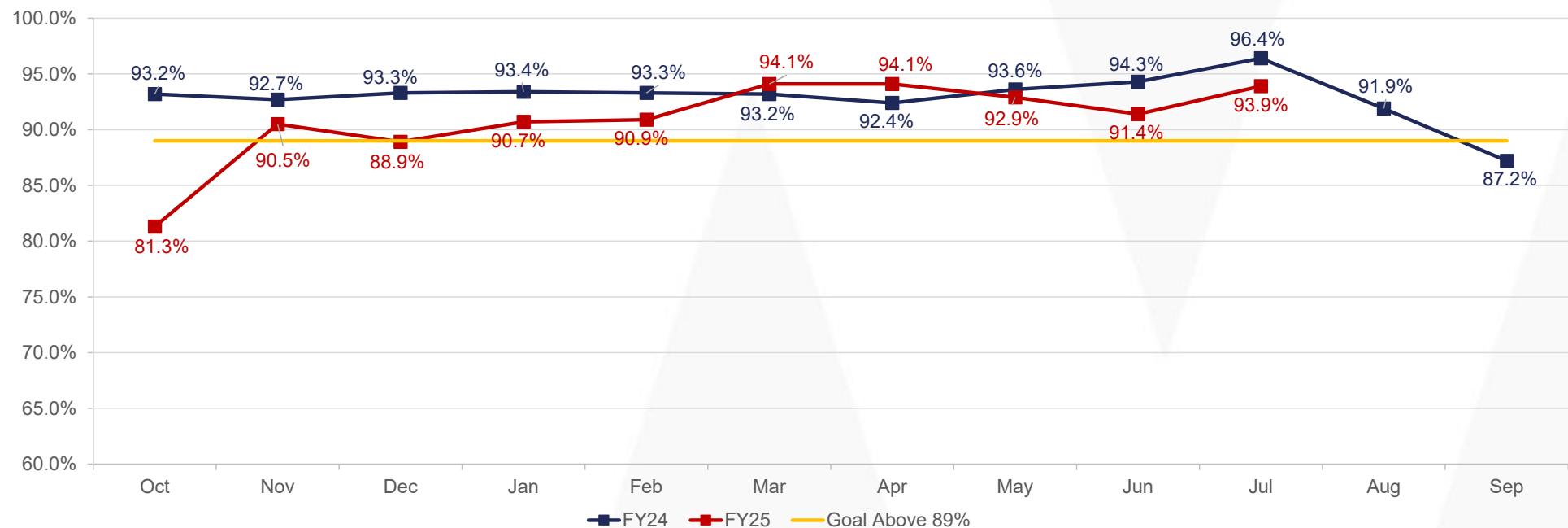
ON DEMAND Combined Monthly Ridership



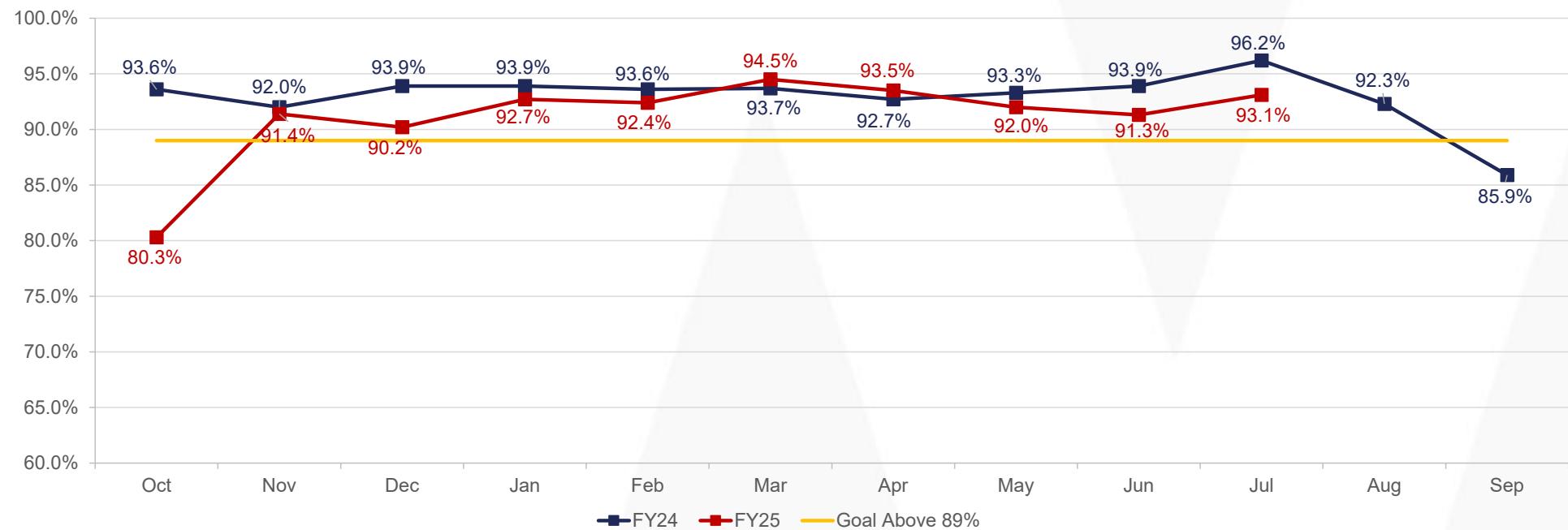
ON DEMAND InHouse OnTime Performance



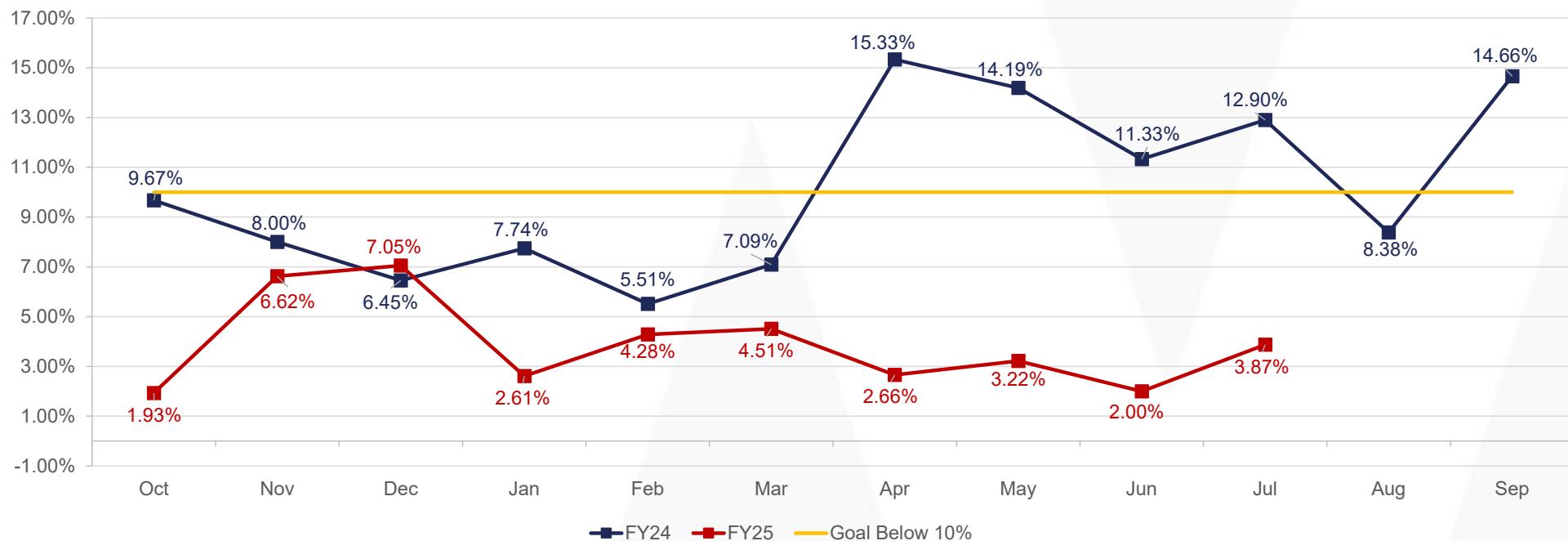
ON DEMAND Contract OnTime Performance



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 WORKING SESSION COMMITTEE

INFORMATION ITEM

Item Title: ON DEMAND Customer Relations Report

Meeting Date: September 3, 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: September 3, 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: _____

