

TRINITY METRO ON DEMAND ADVISORY COMMITTEE

MEETING AGENDA

WEDNESDAY, December 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 September 3, 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,
2nd FLOOR COMMUNITY ROOM ON MARCH 4, 2026, AT 12:00 P.M.

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

On September 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, Stephanie Morris, Susan Schmitz, Rose Valle, Jo Nell Waller

STAFF:

Sharon Bailey, Fairy Bright, Rene Perez, Reed Lanham, Rosalind Miller, Ron Newman, Mark Shoop, Latoya Smith, Alicia Walker, Crystal Whitney, Ralph Zaragoza

GUESTS:

Ms. Nelda Salazar – Texas Workforce Commission
Ms. Emily Enns - Texas Workforce Commission
Ms. Whitney Hadley – Burleson Dialysis Center
Ms. Kendra Kerbow – Tarrant County MHMR
VIA Staff

A. Call to Order

At 12:00 pm, ON DEMAND Advisory Committee Chair, Ms. Teresa Ayala, called the meeting to order.

B. Citizen Participation and Recognition

ON DEMAND paratransit passenger Ms. Sondra Petties addressed the committee members.

C. Approval of Minutes

Ms. Ayala asked for approval of the June 4, 2025 meeting minutes. Mr. Ron Newman made a motion to approve with a second by Ms. Alicia Walker.

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

E. Trinity Metro Updates

Ron Newman introduced Mr. Reed Lanham as Trinity Metro's newly appointed Chief Operating Officer. Ron also gave the committee an update on the new Blue Line which started in June. Ron also mentioned that the Operations staff are beginning to ramp up and make plans for the FIFA World Cup events coming up in 2026.

F. Other Business

There was no other business.

G. Suggested Topics for Next Meeting

There were no specific suggested topics for the next meeting.

H. Adjourn

Ms. Ayala adjourned the meeting at 1:25 pm

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

ON DEMAND WORKING SESSION COMMITTEE

INFORMATION ITEM

Item Title: ON DEMAND Ridership and Key Performance Indicators

Meeting Date: December 3, 2025

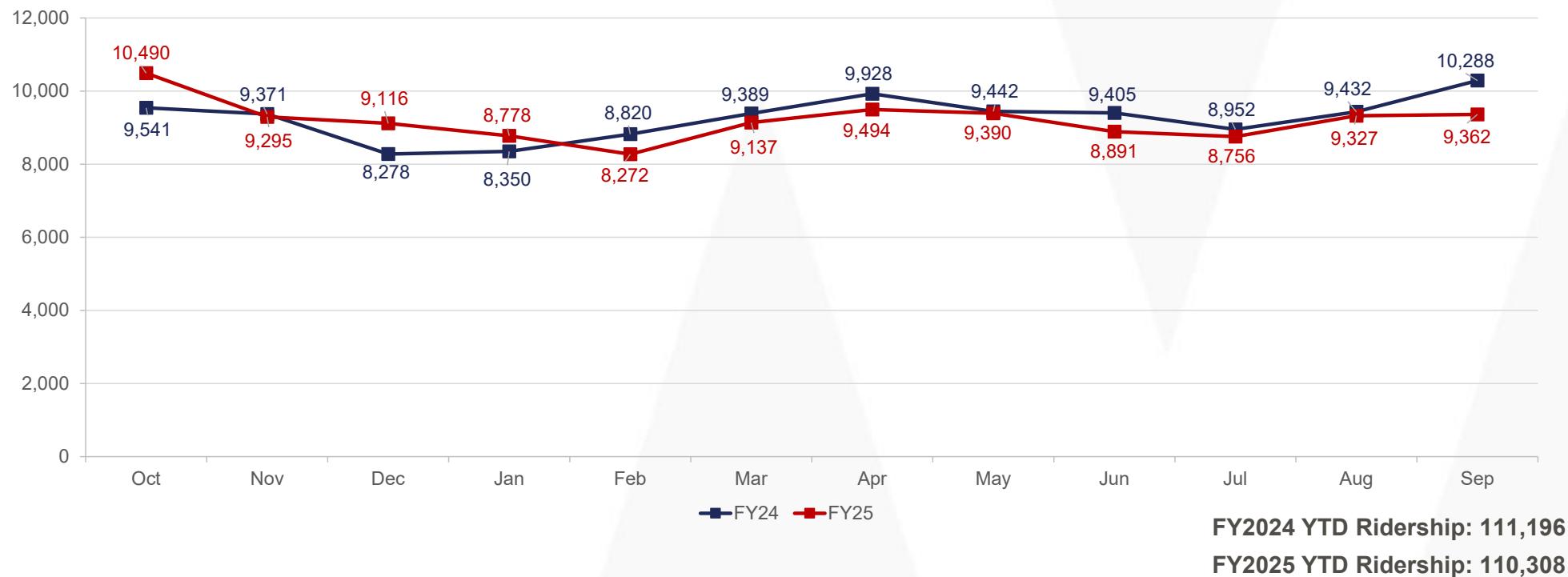
BACKGROUND

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

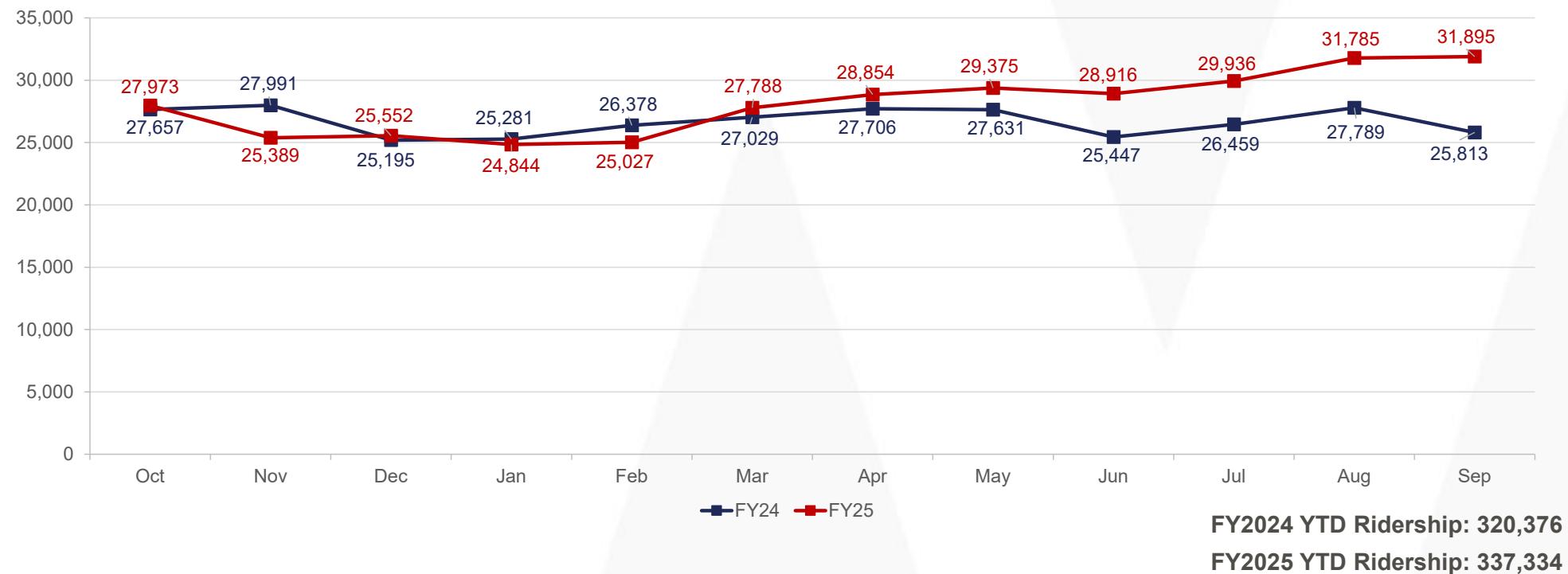
RECOMMENDATION

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

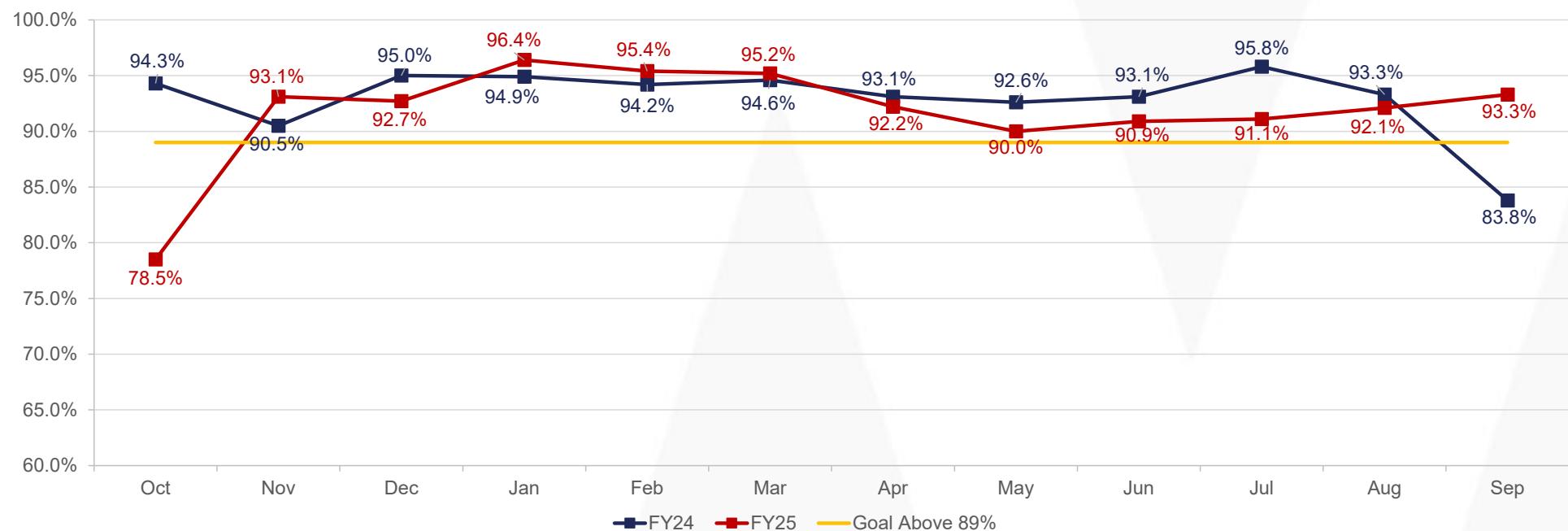
ON DEMAND InHouse Monthly Ridership



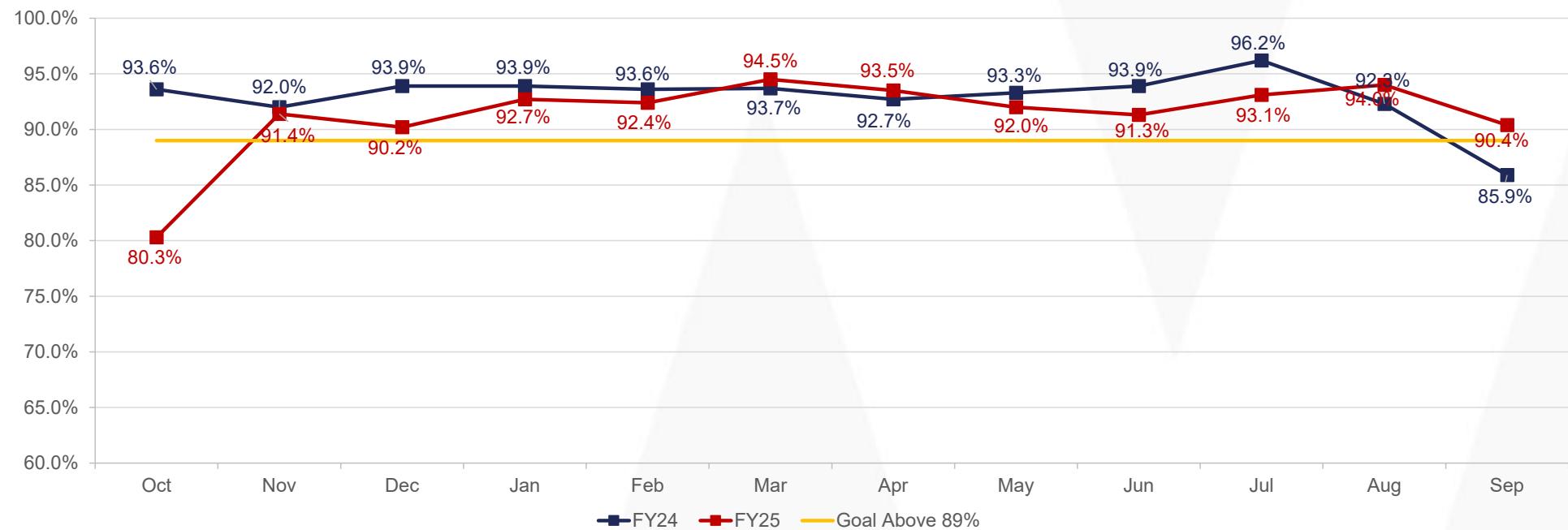
ON DEMAND Combined Monthly Ridership



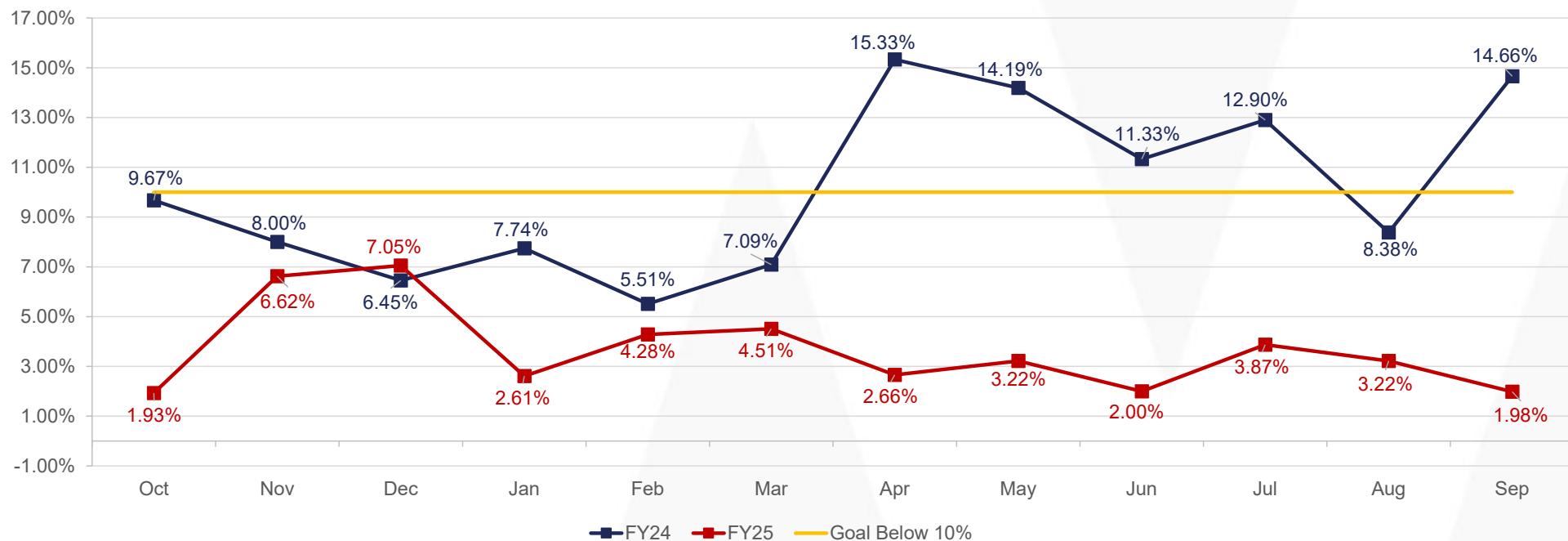
ON DEMAND InHouse OnTime Performance



ON DEMAND Combined OnTime Performance



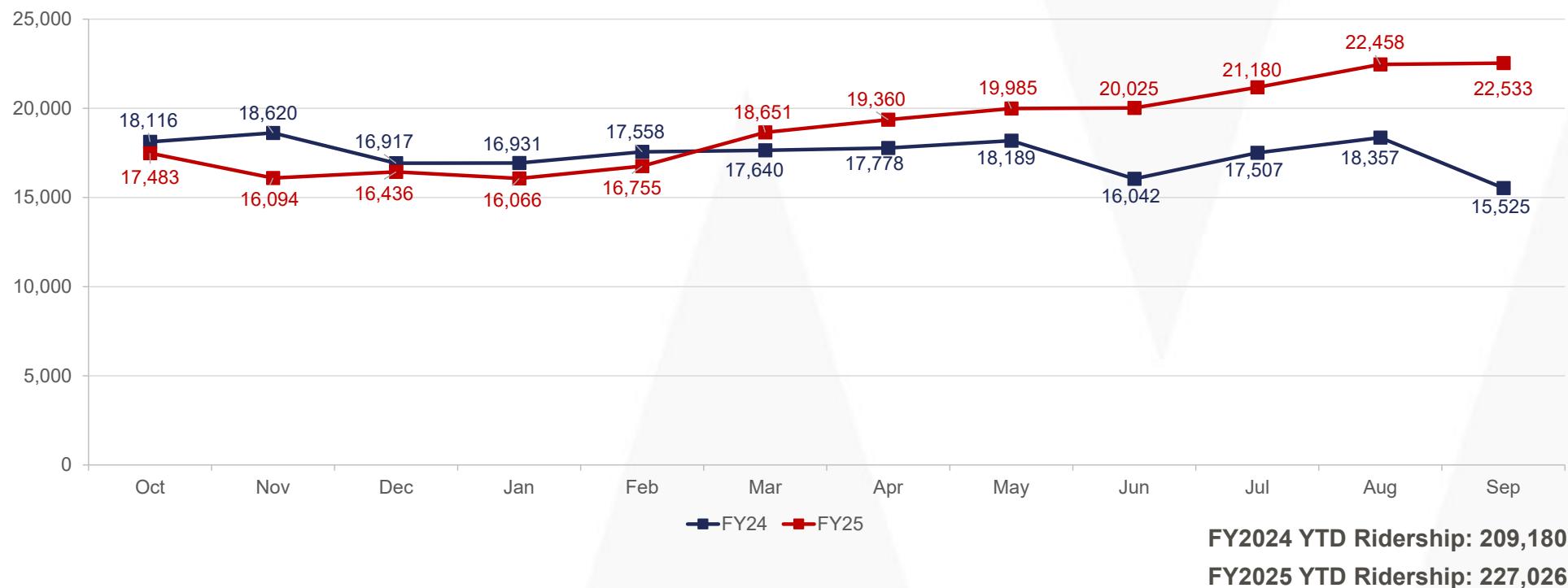
ON DEMAND Combined Excessive Trip Length



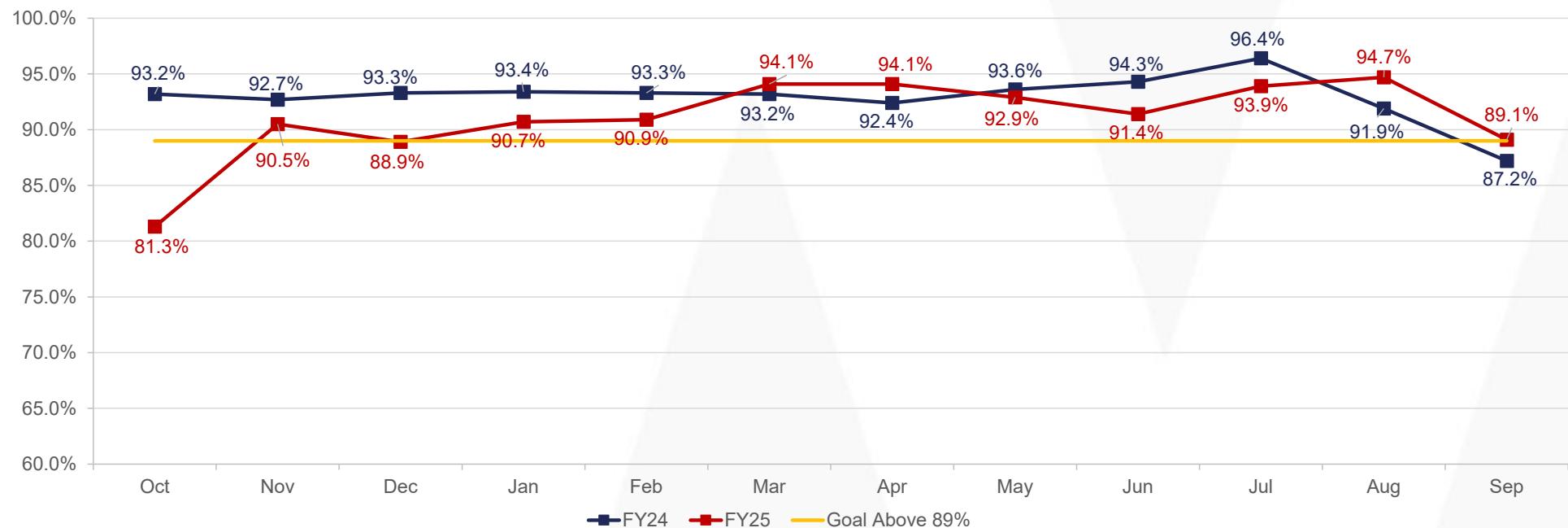
Percent of trips that are equal to or no greater than 15 minutes longer than the comparable fixed route trip length.



ON DEMAND Contract Monthly Ridership



ON DEMAND Contract OnTime Performance



ON DEMAND WORKING SESSION COMMITTEE

INFORMATION ITEM

Item Title: ON DEMAND Customer Relations Report

Meeting Date: December 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: December 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: _____

