

# Trinity Metro System Improvements

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# Our Response to the COVID-19 Pandemic

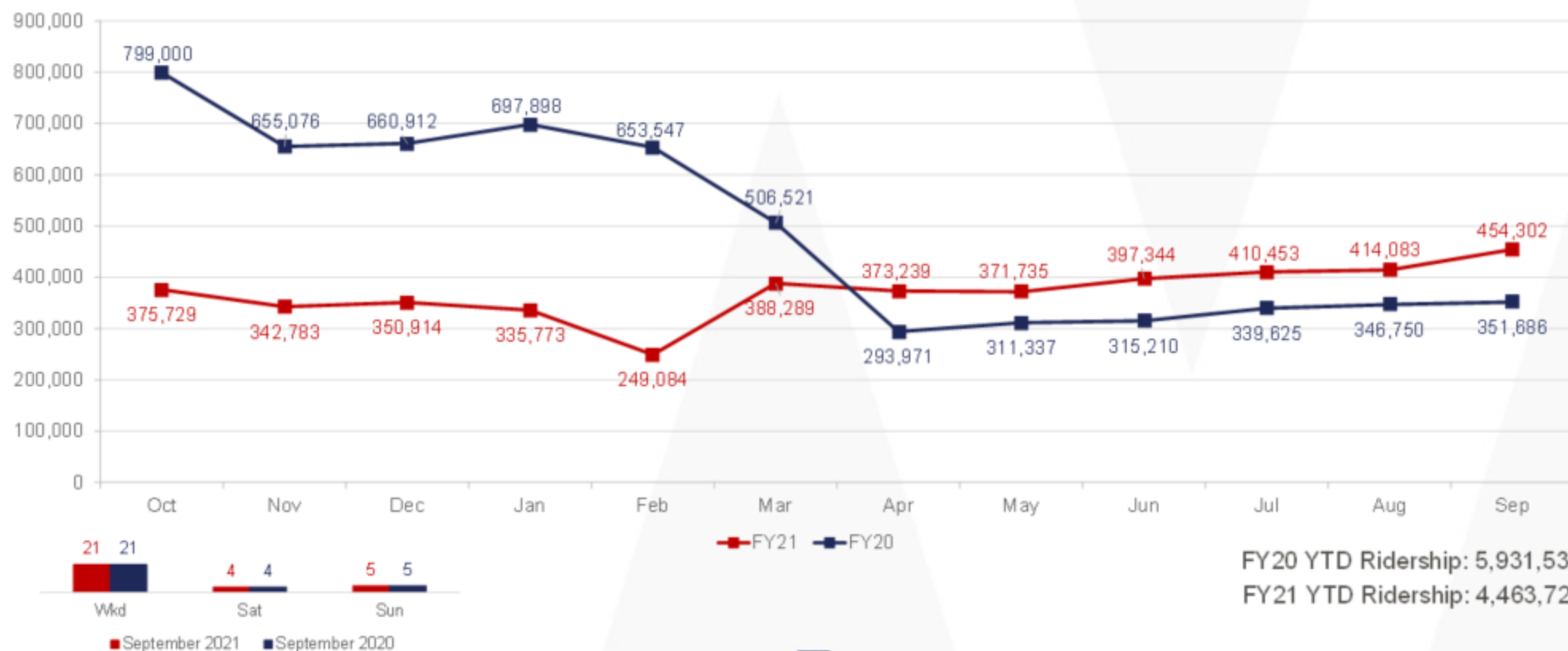
Safeguarding the health and well-being of our passengers and employees is our priority.

Face masks covering the nose and the mouth are required on board all Trinity Metro vehicles.

Trinity Metro's long-held policy has federal support due to the executive order signed by President Biden requiring mask-wearing on public transportation.



# System-wide Monthly Ridership



FY20 YTD Ridership: 5,931,533  
FY21 YTD Ridership: 4,463,728





# **ABC Basics**

- Customers have more frequent routes & more direct routes rather than always having to transfer through downtown
- Increased frequency on some Routes to reduce passenger wait times
- Additional late night and Sunday services
- No additional budget funding
- Service implemented Sunday, September 5, 2021

# Half Price Fares!

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From now through Dec. 31, fares are \$1 for one-way bus rides (regular and express routes), \$2 for one-way ACCESS rides, and half-price for multi-ride tickets.

TEXRail, ZIPZONE and TRE tickets are **not** discounted for one-way rides.

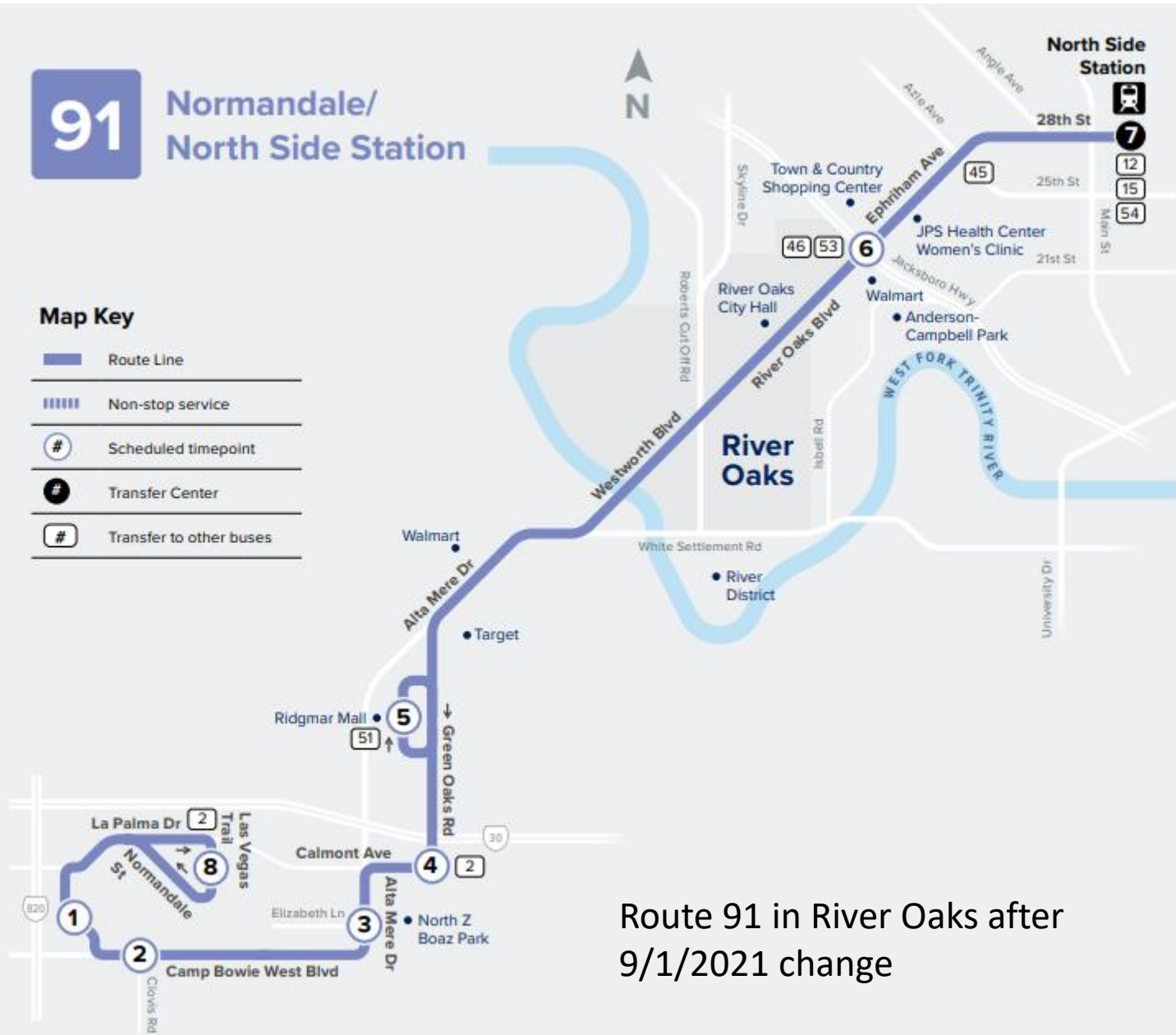
Multi-ride ticket pricing is \$2.50 for one day, \$1.25 for one-day reduced, \$12.50 for seven day, \$6.25 for seven-day reduced, \$40 for 30 day, and \$20 for 30-day reduced.



# 91 Normandale/ North Side Station

## Map Key

	Route Line
	Non-stop service
	Scheduled timepoint
	Transfer Center
	Transfer to other buses



Route 91 in River Oaks after  
9/1/2021 change



# Service Highlights

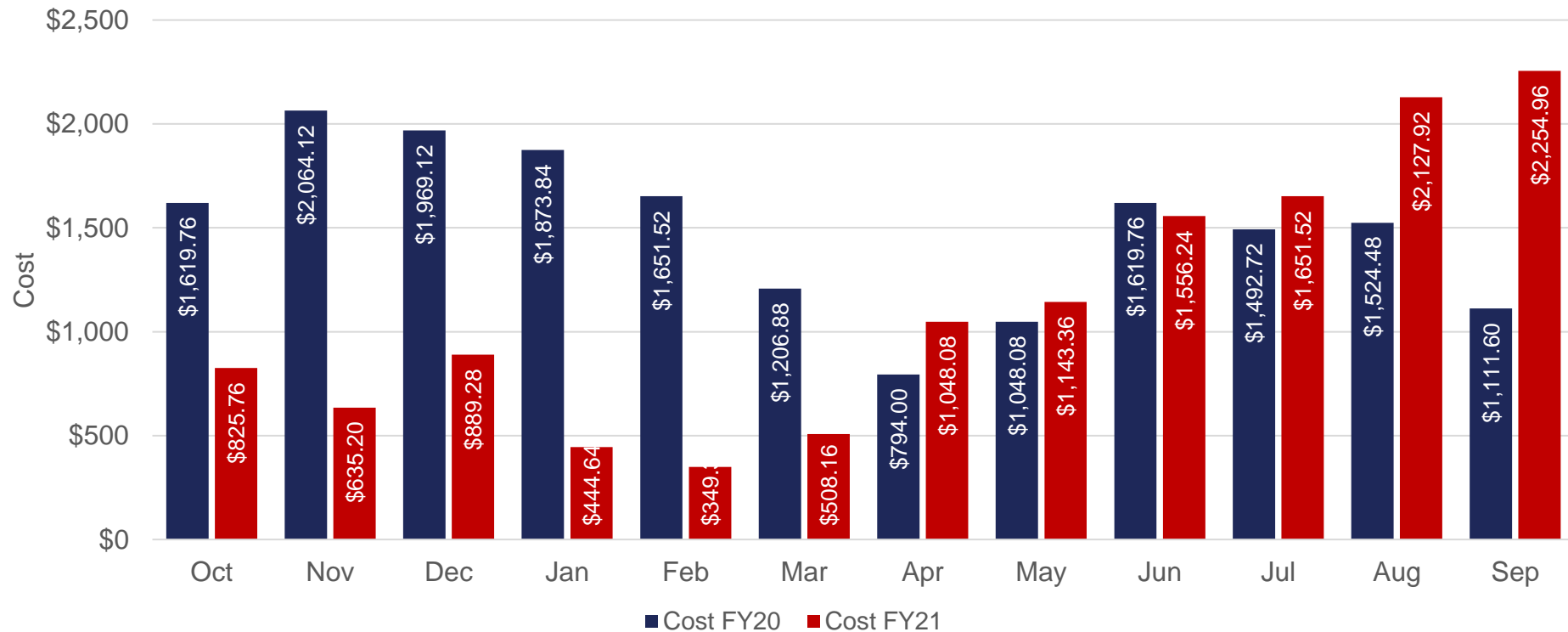
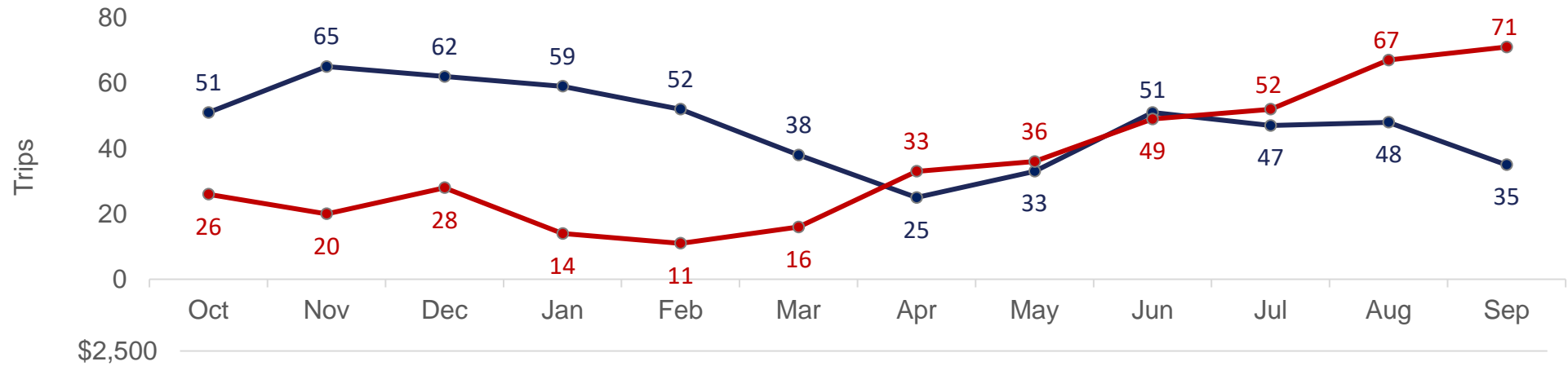
**Last 12 Months as of September 2021**

	10-20	11-20	12-20	01-21	02-21	03-21	04-21	05-21	06-21	07-21	08-21	09-21
<b>Fixed Route - Trips to Medical District</b>	12,700	10,831	11,136	10,347	7,486	11,196	10,818	10,673	11,548	11,683	10,466	11,011
<b>Paratransit - Total Medical and Grocery Trips</b>	9,274	8,206	8,327	7,707	6,641	8,452	9,016	8,940	8,747	9,199	9,328	9,305
- Dialysis Trips	2,038	1,719	2,006	1,982	1,640	2,456	2,765	2,644	2,814	2,800	3,015	3,239
- Other Medical and Grocery Trips	7,236	6,487	6,321	5,725	5,001	5,996	6,251	6,296	5,933	6,399	6,313	6,066
<b>ZIPZONE - Total Trips</b>	998	909	929	923	823	1,663	1,684	1,970	2,936	3,540	4,549	5,971
- Alliance and Mercantile Employment Zones	816	718	763	676	604	1,120	992	1,055	1,363	1,536	1,632	1,892
- Other Trips	182	191	166	247	219	543	692	915	1,573	2,004	2,917	4,079
<b>Job Seekers</b>	4,681	4,385	4,938	4,189	3,043	4,944	4,287	4,297	6,023	6,385	7,023	5,351
<b>Vaccine Rides Fort Worth</b>					3	152	100	90	176	278	115	120

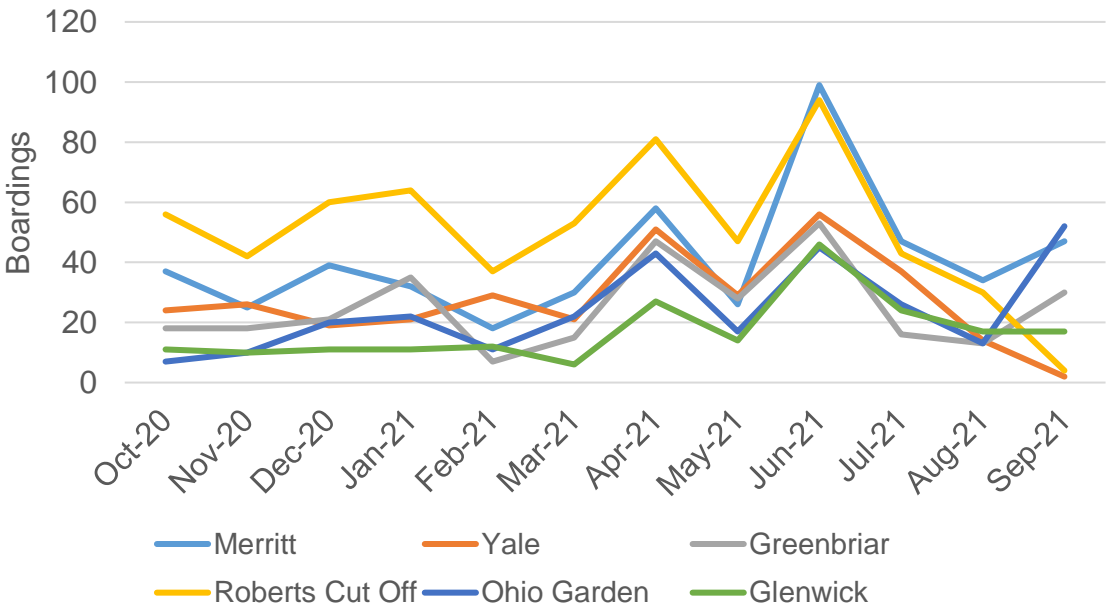
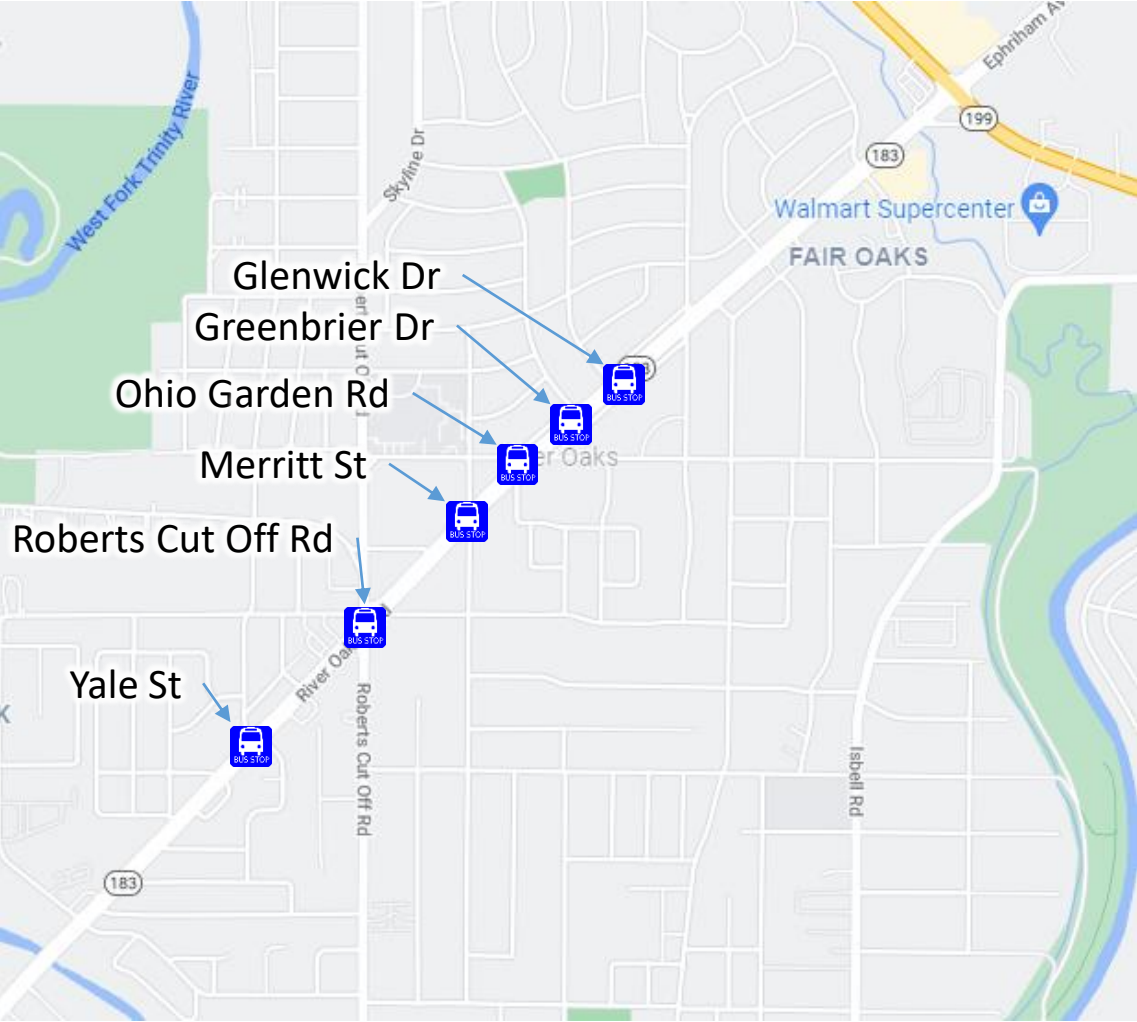




# River Oaks Access Paratransit - September 2021



# Route 91 Boardings by Stop - September 2021

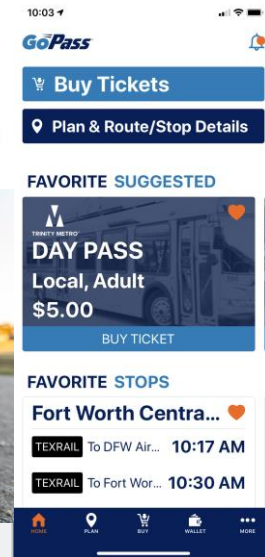


Boardings last 12 months

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Merritt	37	25	39	32	18	30	58	26	99	47	34	47
Yale	24	26	19	21	29	21	51	29	56	37	14	2
Greenbrier	18	18	21	35	7	15	47	28	53	16	13	30
Roberts Cut Off	56	42	60	64	37	53	81	47	94	43	30	4
Ohio Garden	7	10	20	22	11	22	43	17	45	26	13	52
Glenwick	11	10	11	11	12	6	27	14	46	24	17	17
Total	153	131	170	185	114	147	307	161	393	193	121	152

# New Services since 2017

- Customer Relations Division refocus on customer
- Transit ENVOYS
- Travel training (no charge)
- The Dash
- ZIPZONES
- GoPass App
- Fort Worth Bike Sharing





# WHY RIDE?

- Save money!
- Fewer accidents
- Increased physical fitness
- Less stress
- Reduced vehicle wear & tear
- Reduced congestion
- Improved health/quality of life



# Next Steps

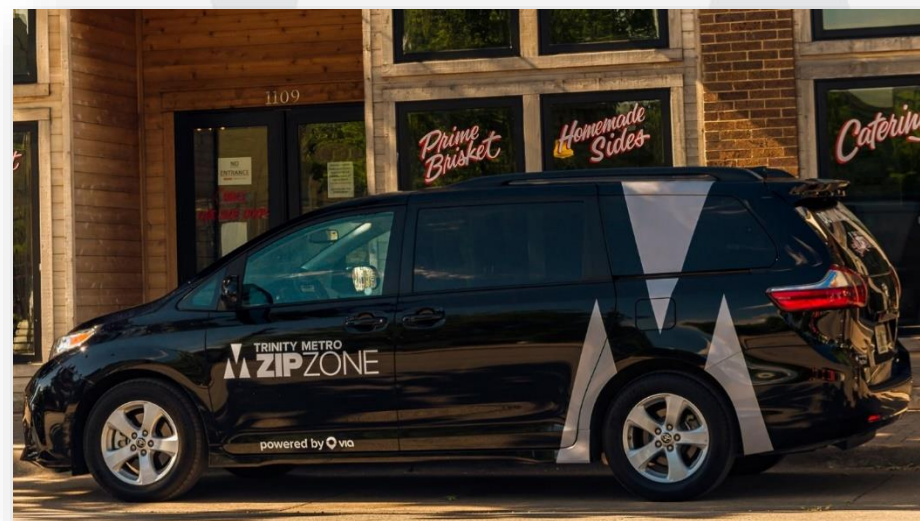
- Establish regular updates to Mayor and Council
- Share changes to transit system with City
- Continue monthly ridership reports for Route 91 and ACCESS





# How To Ride

- Customer Care can help answer any additional questions at 817-215-8600
- Monday through Friday, 5:00 a.m. – 10:00 p.m.
- Saturday, 8:00 a.m. – 8:00 p.m.
- Sunday, 8:00 a.m. – 5:00 p.m.





# TEXRail Quick Facts

- 27- mile commuter rail line
- 52 minute ride from Fort Worth T&P Station to DFW Airport Terminal B
- Parking at all stations
  - except Terminal B and Fort Worth Central Station
- Level boarding- ADA compliant
- Travels over 70 mph
- 229 seats = total capacity 488
- Single Ride \$2.50





# TEXRail Amenities

- Low noise level
- Seatback trays/work tables
- USB charging ports
- Walk from end-to-end
- Bike racks
- Overhead luggage racks
- Designated quiet car



# TEXRail Schedule



- Service 7 days a week
- Every 30 minutes during peak hours
- First train starts at T&P Station at 3:43 a.m.
- Last train stops after 2:44 a.m.
- Full schedule at [ridetrinitymetro.org/mytexrail](http://ridetrinitymetro.org/mytexrail)

