

Public Meeting

Proposed Changes for September 2024

Phil Dupler – Director of Planning





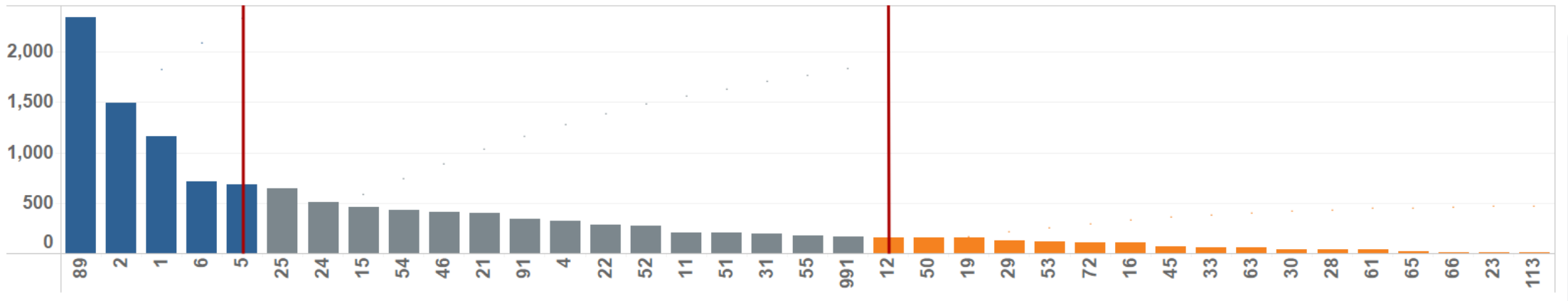
The Goal

“Trinity Metro will redesign its bus network to improve the experience of our current riders, attract new riders, and enhance mobility for low-income residents through more frequent all-day service and more simple, direct routes.”

Route Level Analysis

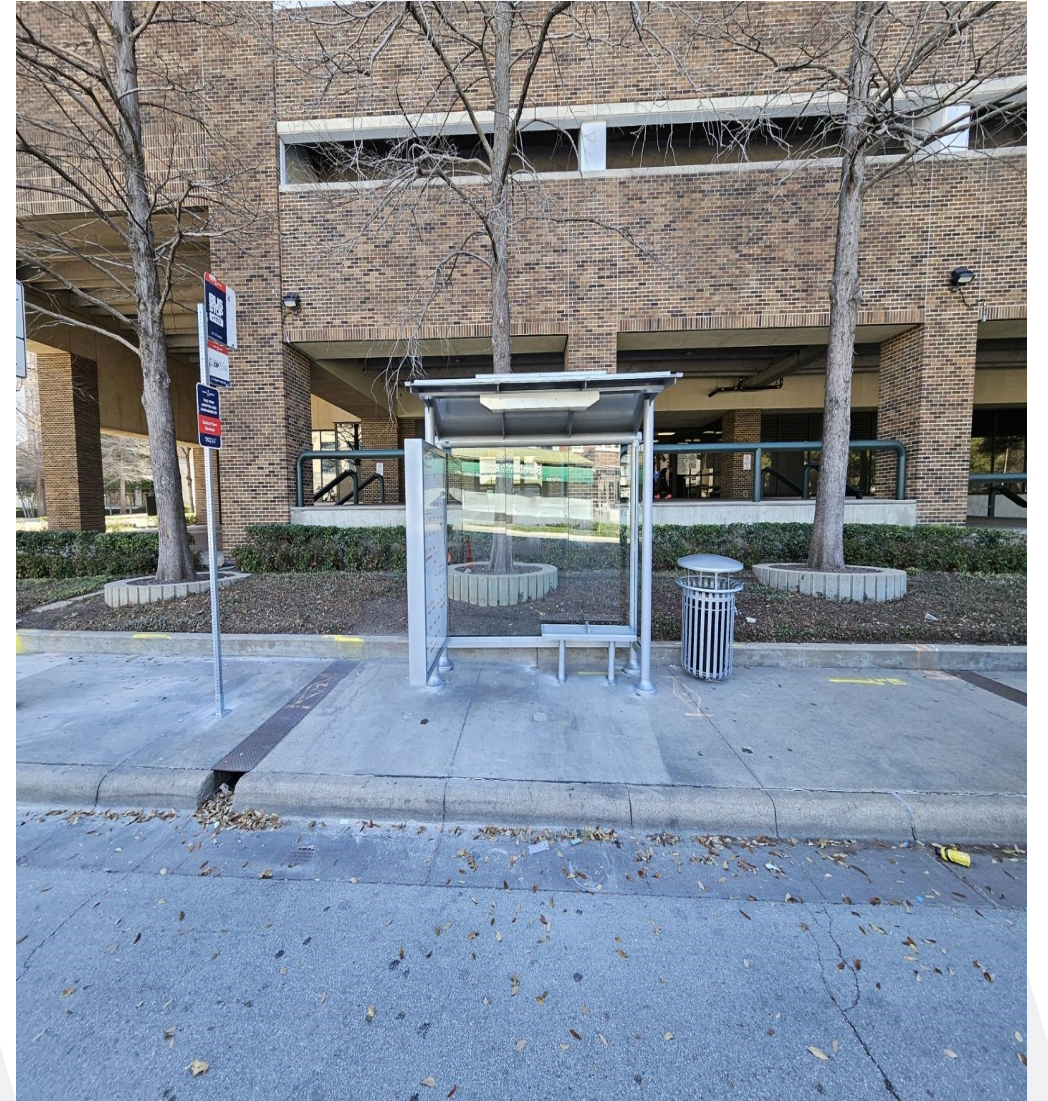
- Five routes carry over 50% of the ridership
- 17 routes carry less than 10% of the ridership

October 2022 to September 2023 Average Weekday Ridership by Route



Proposed Changes September 2024

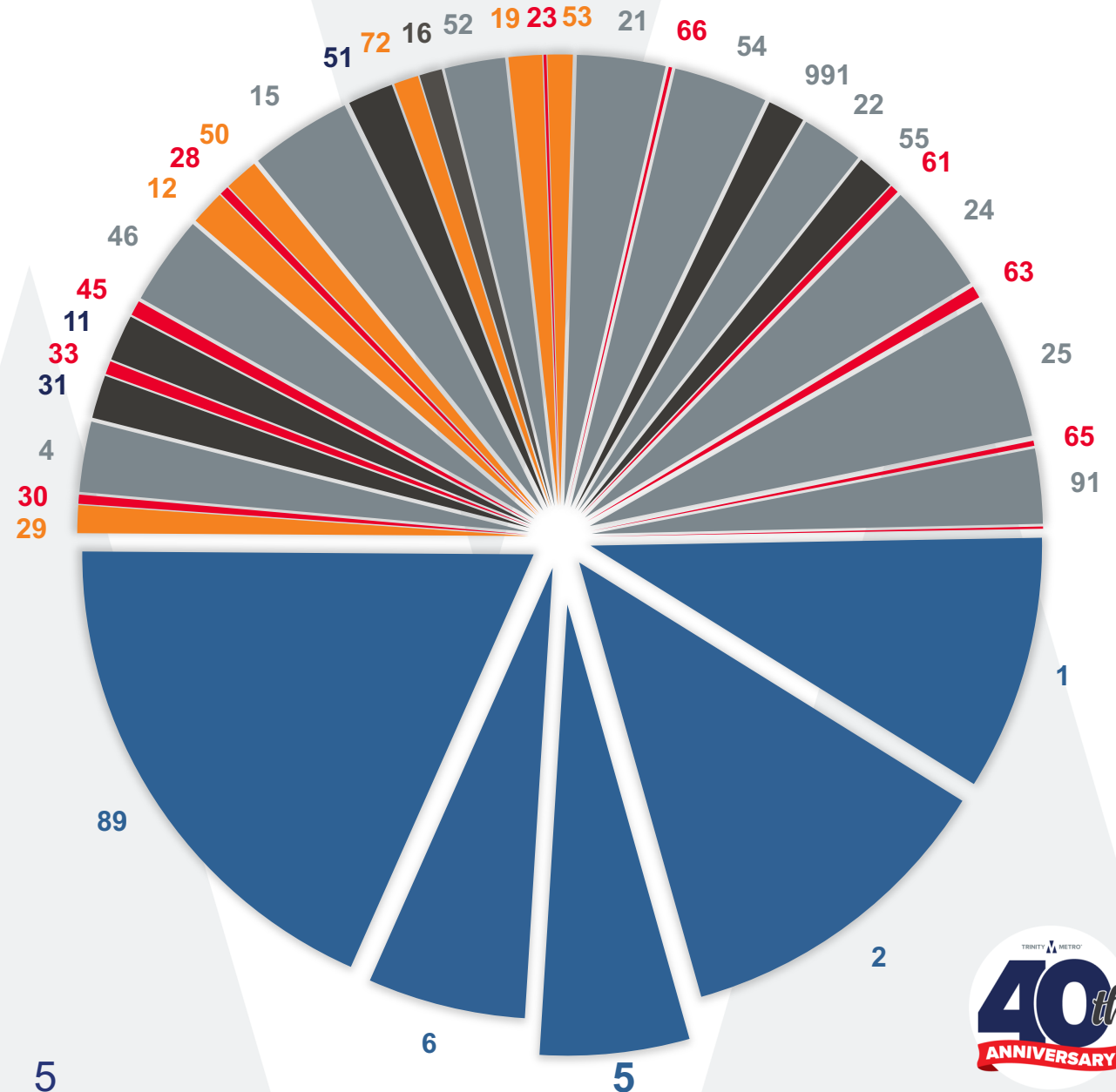
- **Route 5** – Increase frequency to 15 minutes
- **Route 15** – Later evening service
- **Route 28** – Replace, area serviced by Southeast ZIPZONE
- **Route 45** – Replace, area serviced by new ZIPZONE
- **Route 66X** – Replace, area serviced by routes 6, 52, & 72
- **Route 23** – Replace in Fall 2024, serviced under ZIPZONE
- **Dash** – Discontinue
- **Reduction in fare pricing**



Route Level Analysis

- Route 5 – Extended to TCC South Campus and VA Clinic
- Based on Public Feedback
- Ridership actually up 9% over Pre-COVID
- Recommend **improving peak service** to 15-minute

Routes as a Percentage of Weekday Ridership



Ridership

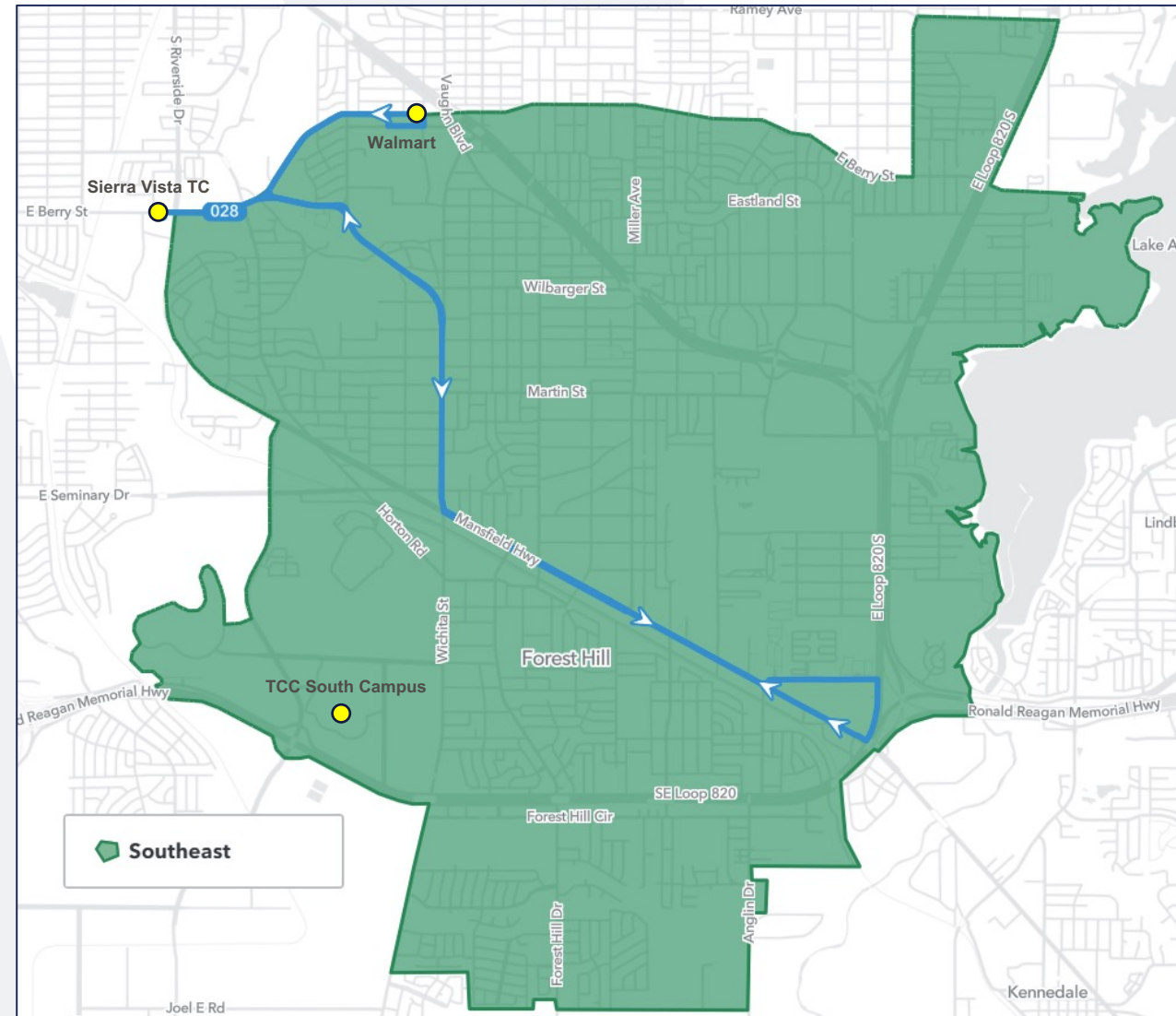
Routes with less than 70 boardings each weekday

- Route 28 – Hourly route, ridership of less than 50 boardings per day
- Route 45 – Hourly route, ridership of 50-70 boardings per day
- Route 66X – Lowest performing express route, less than 20 boardings per day
- Route 23 – Hourly route, ridership of less than 12 boardings per day



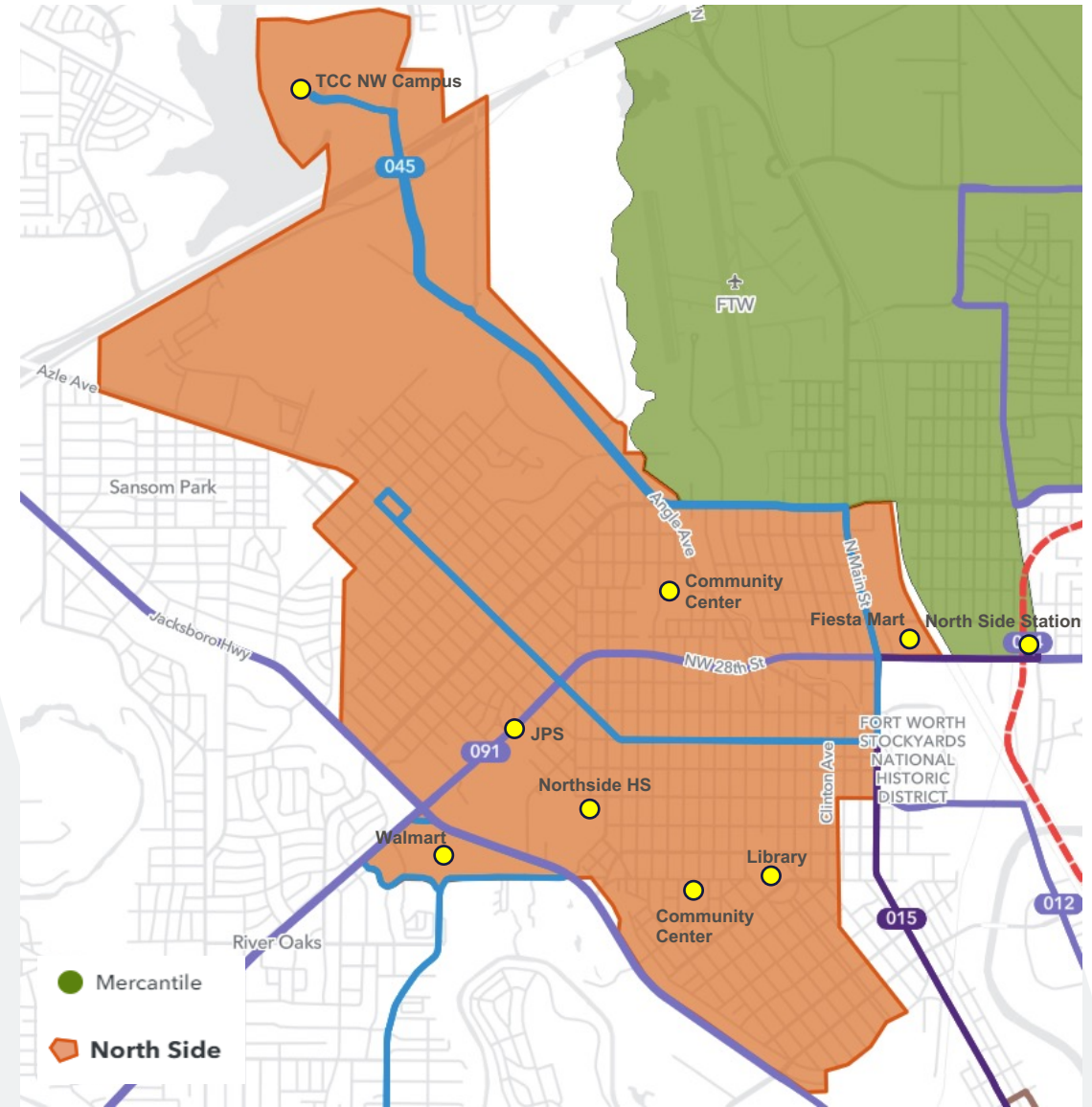
Southeast ZIPZONE Route 28

- Route 28 would be replaced with existing Southeast ZIPZONE
- Riders can download the GoPass app to book trips on-demand
- Southeast ZIPZONE serves major destinations like Walmart Supercenter and Sierra Vista Transfer Center.
- Southeast ZIPZONE operating hours is Monday to Friday from 7A-7P



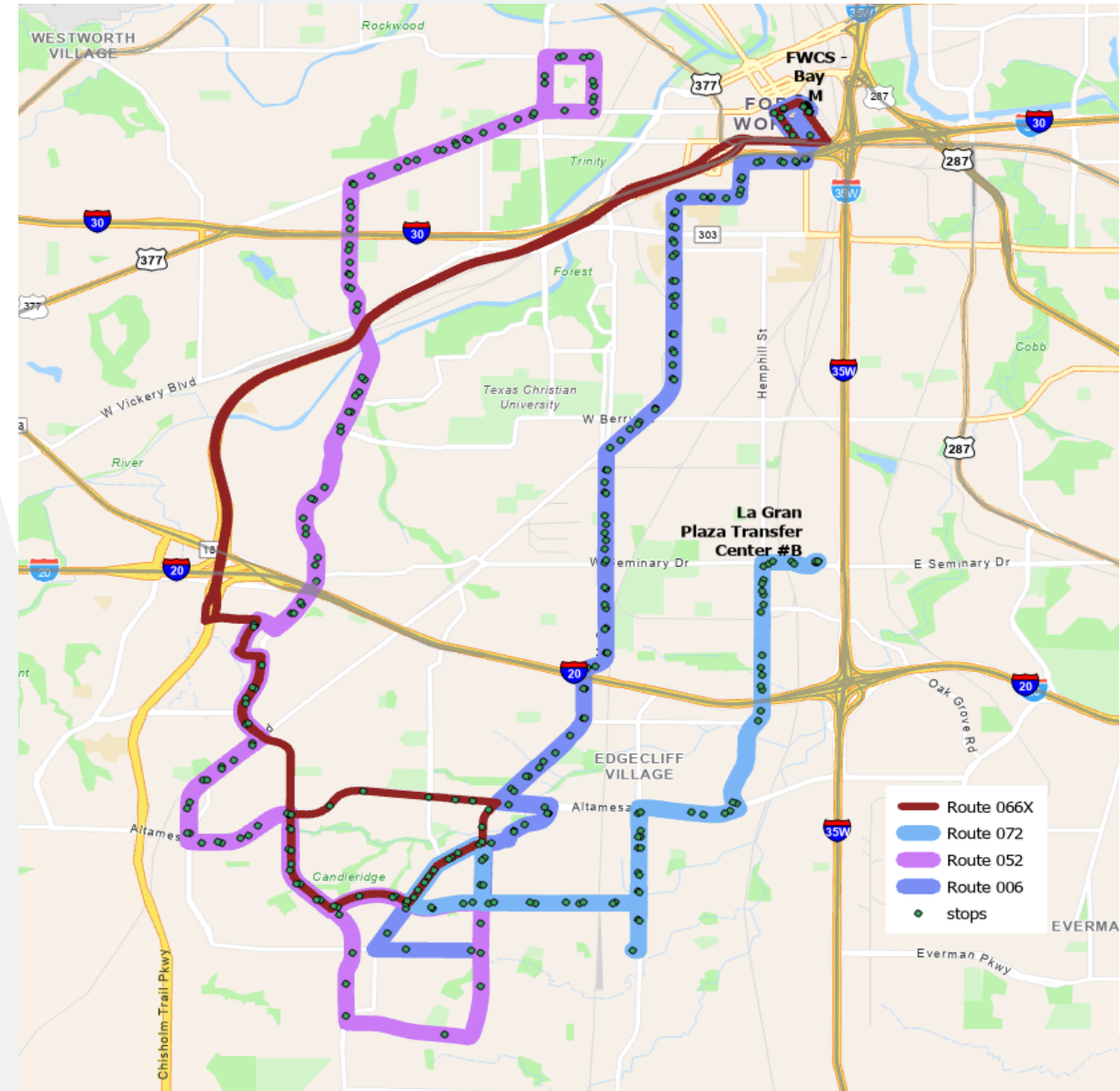
North Side ZIPZONE Route 45

- Proposed North Side ZIPZONE would replace Route 45
- Serves additional residential areas between Northside Drive and 25th Street
- Serves TCC Northwest Campus, Walmart Supercenter, Fiesta Mart
- Connection to North Side Station for TEXRail



Route 66X

- Lowest performing express route
- Current service is peak only
- Local routes 6, 52, and 72 serve area in SW Fort Worth



On-Demand Service Route 23

- Route 23 service will be replaced by an on-demand service
- Service will be available from Trinity Lakes Station to Tarrant County College NE-Campus **only**



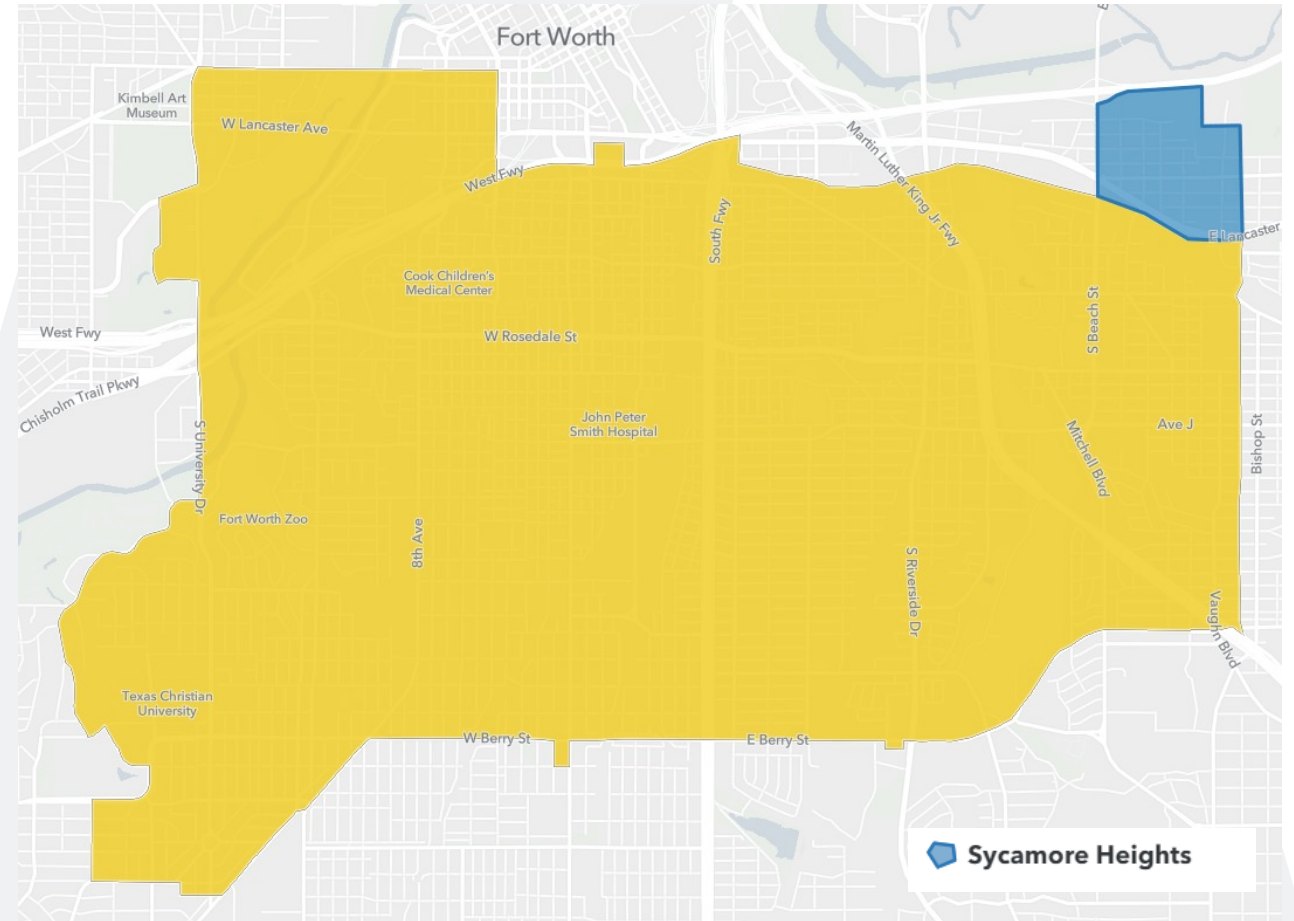
The Dash



- BlueZones promotional pilot project to promote healthy lifestyles
 - Higher density/mixed use areas
 - Environmentally friendly electric buses
 - Walking/bicycling to bus stops
- Ridership never grew
 - Launched pre-COVID
 - Stagnant post-COVID
 - Competes with Route 2 Camp Bowie
- Funding partners chose to discontinue
- Re-purpose the electric vehicles for the downtown Molly

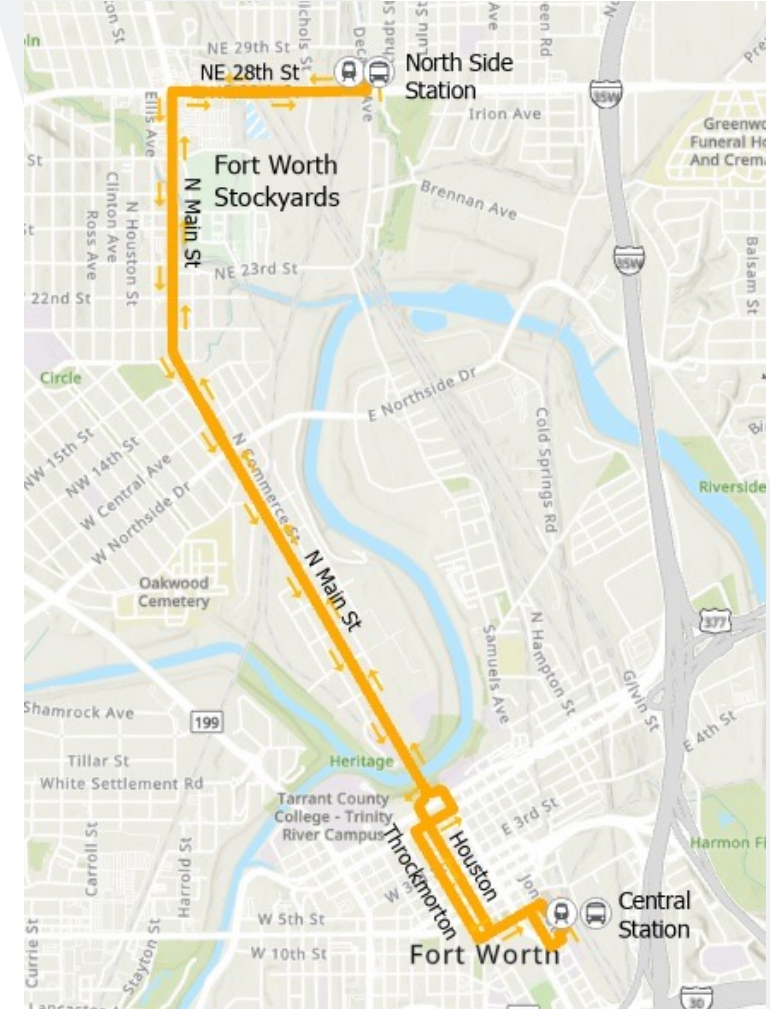
Southside ZIPZONE – Sycamore Heights

- Southside ZIPZONE extension to include Sycamore Heights neighborhood.
- Service will begin during the September 2024 service change



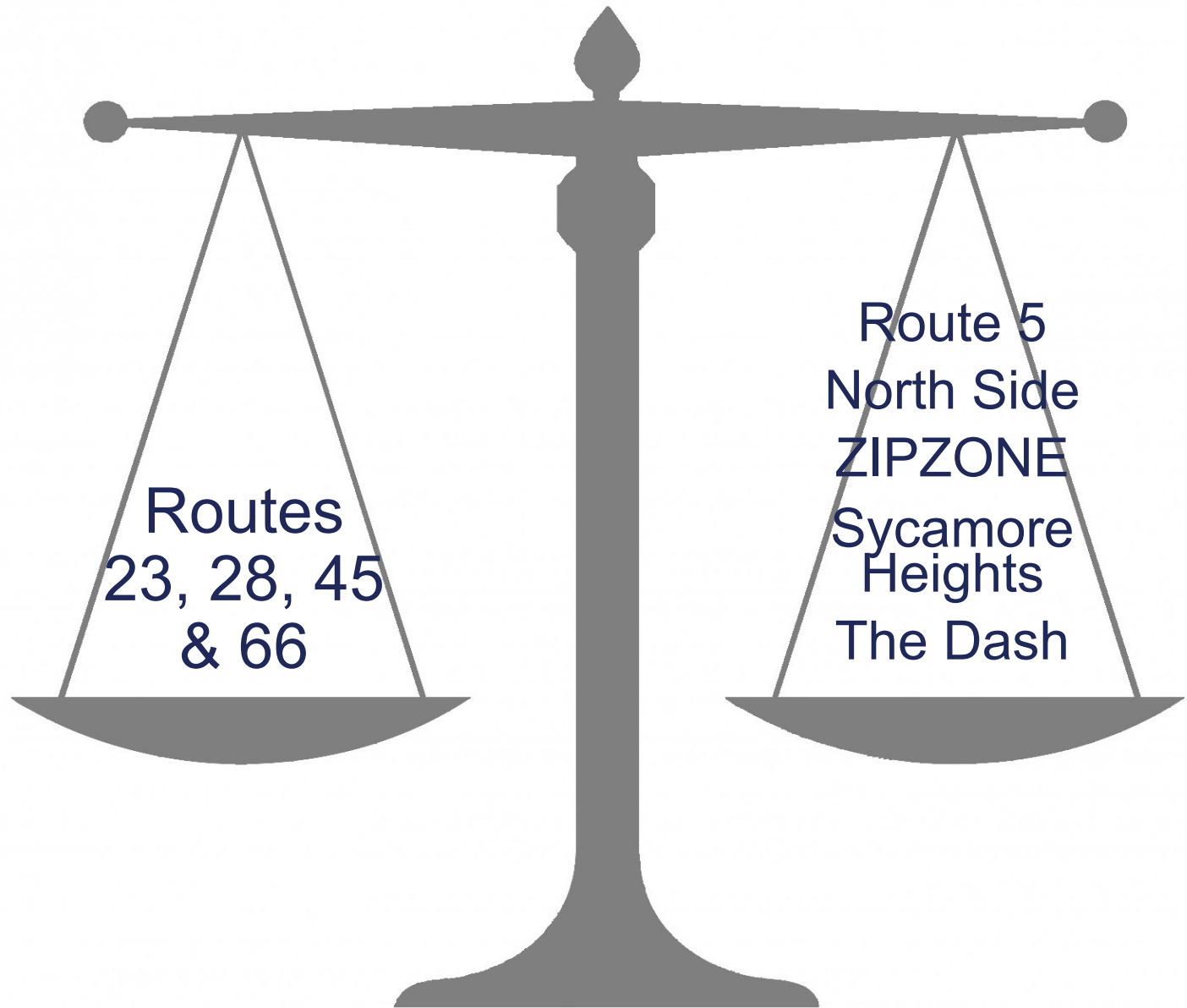
Route 15

- Stockyards/North Main
 - Later Evening Service
 - One hour later (till 12:45am)
 - 15 minute frequency all evening



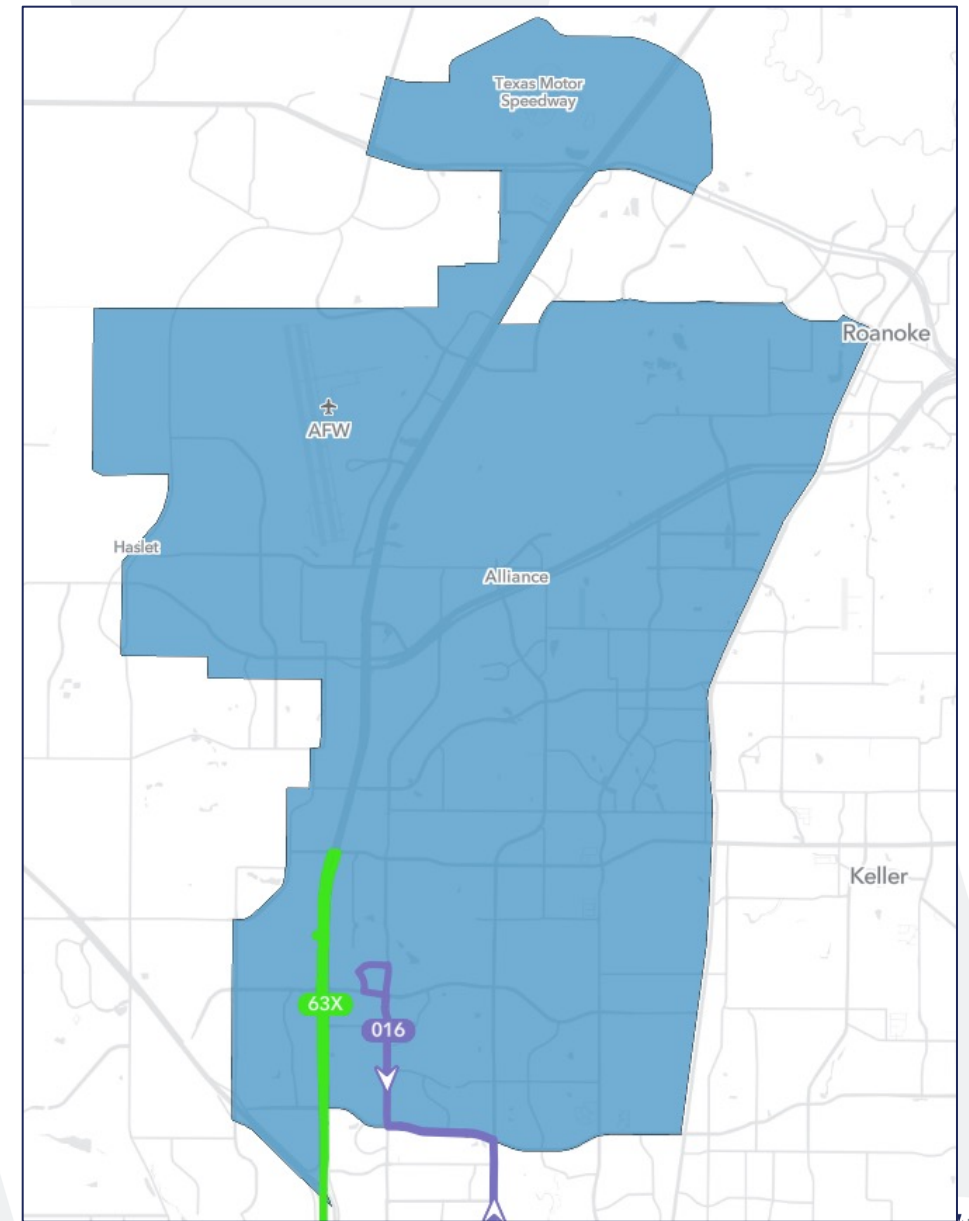
Title VI

- The Civil Rights Act of 1964 provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance
- Watchful of unintended consequences



Alliance ZIPZONE

- Starting in October 2024, Alliance ZIPZONE will no longer be serviced by LYFT
- Riders will pay regular fare for On-Demand service
- Hours: M-F 4:30AM to 7:30 PM
Sa-Su 5:30AM to 7:30 AM and 4PM to 7:30 PM
- Download the GoPass App to book and pay for your trip



Fare Collection Changes

Trinity Metro is seeking to update and modernize fare collection at the transit agency in order to create a simpler, easier-to-understand fare system that is more attractive to the public and will increase ridership in coming years.

Trinity Metro's Information Technology Fare Collection team, working with consultants at HDR, has investigated fare structures and fare collection technologies utilized in the transit industry to develop an improved Fare Collection System that can support the agencies goals.

Proposed Regular Fares



	Current Regular Fares	Proposed Regular Fares
Single Ride (Bus)	\$2.00	\$2.00
Express Bus/Train	\$2.50	\$2.00
ZIPZONE	\$3.00	\$2.00
Day Pass	\$5.00	\$4.00
7-Day Pass	\$25.00	\$18.00
31- Day Pass	\$80.00	Not Offered
Annual Pass	\$800	Not Offered

Proposed Reduced Fares

	Current Reduced Fares	Proposed Reduced Fares
Single Ride (Bus)	\$1.00	\$1.00
Express Bus/Train	\$1.25	\$1.00
ZIPZONE	\$3.00	\$2.00
Day Pass	\$2.50	\$2.00
Paratransit	\$4.00	\$4.00
7-Day Pass	\$12.50	\$9.00
31- Day Pass	\$40.00	Not Offered
Annual Pass	\$400	Not Offered



Account Based Ticketing (ABT)

- Requires new Equipment
- Funds are tied to an account
- Tap and Board
- Reduced fare on approval
- Rides are charged on tap of 'Token'
- Allows Trinity Metro to introduce Fare Capping
- Customer is always charged the best fare

Validators:

Buses, Paratransit vehicles, ZIPZONE vehicles, Platforms and Trains.



Fare Capping

- Customer is charged a single-ride fare each time they ride (\$2.00/\$1.00).
- Once they pay for two rides, all remaining rides on any vehicle are free for the rest of the day.
- Once a customer pays the equivalent of a 7-day pass (\$18.00/\$9.00), all other rides for that 7-day period of time are free.
- This is a cost savings for all of our customers, not just the ones that can afford the 7-day and 31-day passes previously offered.

Key Benefits Review

- Universal – *Every* current user receives opportunity for savings
- Innovative - Pay with *Apple Pay, Google Pay, Samsung Pay* and smartwatches
- Equitable – Low income and minority riders get more trips for less money
- Simple - Fare system is MUCH easier to explain and use

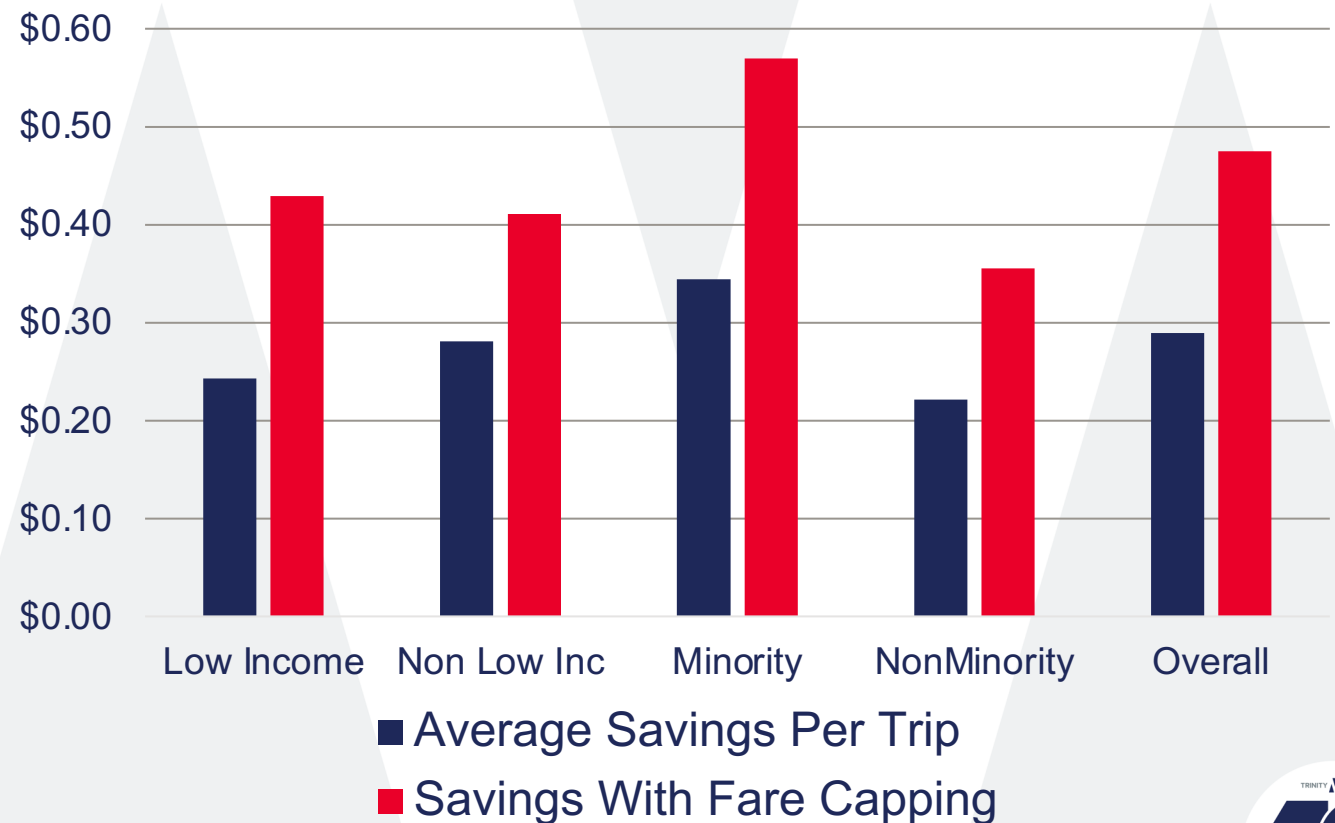


Fare Equity Analysis

Compares impact of fare changes on protected groups

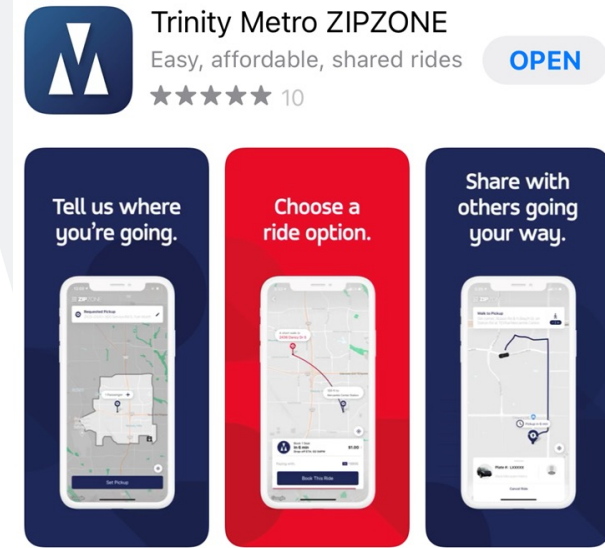
- Everyone Saves Money!
- Low Income group already leans toward purchasing the lowest cost fares and making the fewest trips possible
- Minorities being the largest group save the most.

Average Savings by Group

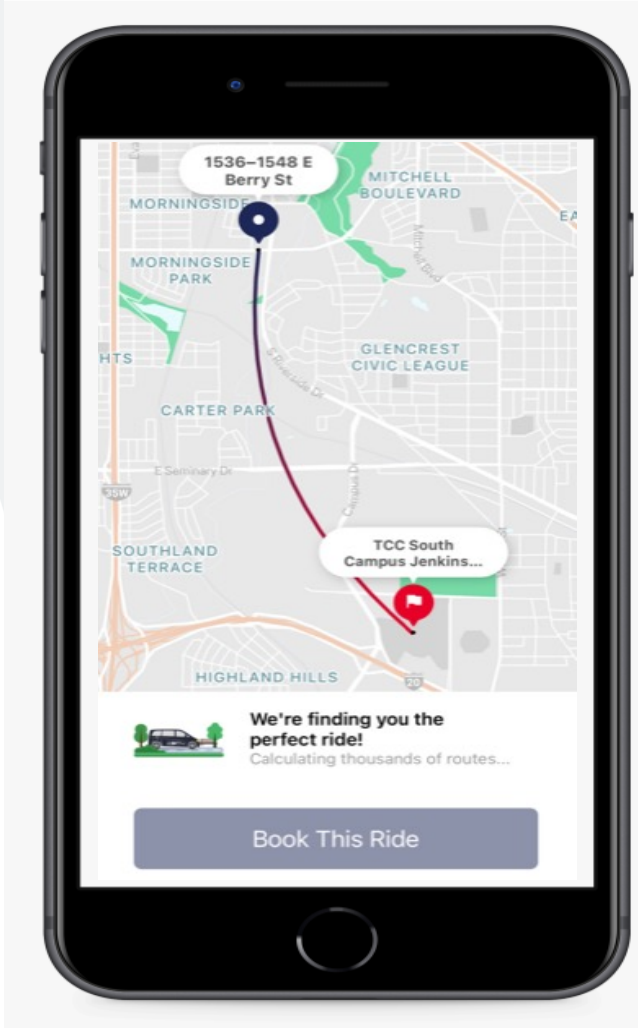
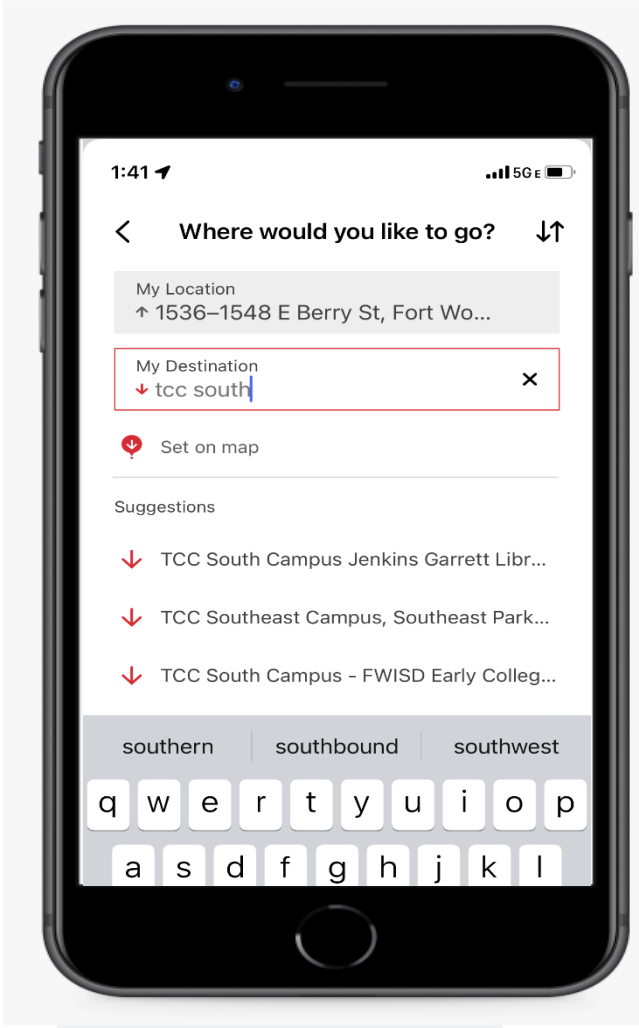


HOW TO USE ZIPZONE

- Download the Trinity Metro ZIPZONE mobile app on your smartphone (iOS or Android).
- Add your payment information.
- Within the app, type in your destination and wait for your ZIPZONE-branded van to pick you up and zip you away.
- Or call Trinity Metro Customer Care at 817-215-8600, select the ZIPZONE option (press 5) and speak with a live representative.
- It's that simple. Zip in. Zip out.

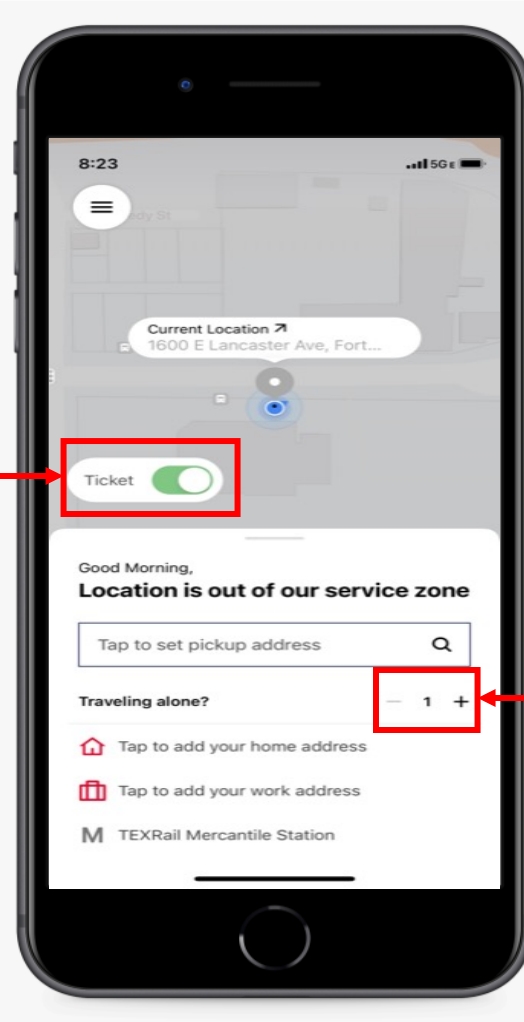


HOW TO BOOK ZIPZONE TRIPS



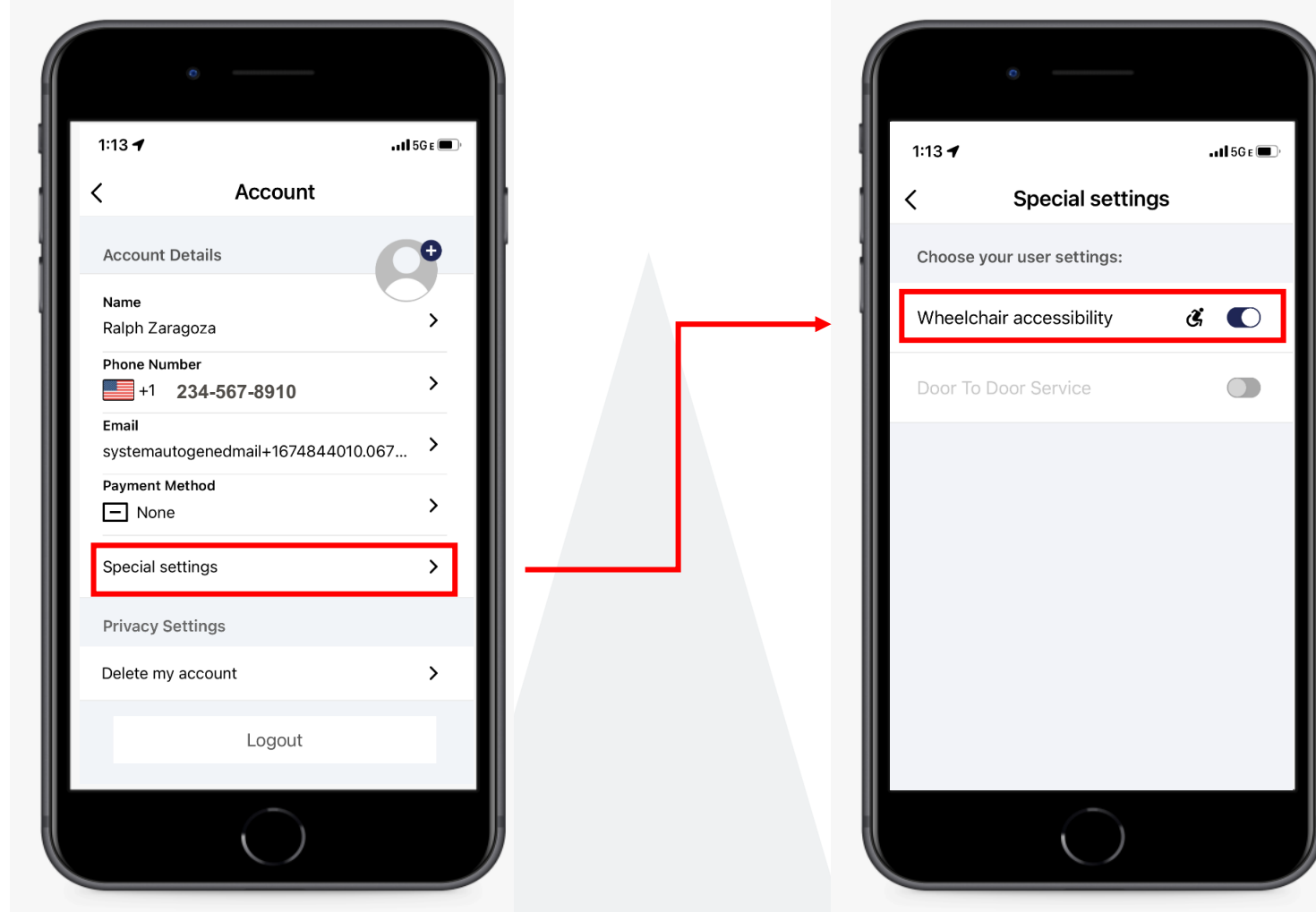
ALREADY HAVE A TICKET?

Enable Ticket Toggle



Adding Passengers

HOW TO BOOK WHEELCHAIR ACCESSIBLE TRIPS



TRANSIT ENVOY

- Trinity Metro Transit ENVOY provides education on all our services.
- Transit 101 is a 30-minute transit education program that teaches individuals how to use Bus, Rail, ZIPZONE services.
- ENVOY team offers personal, step-by-step instructions and can be customized to meet the requestor's needs.
- Available to participate in community events to engage current and future riders.



Public Comment

Please Respond by Monday, April 15, 2024

To submit a comment:

- Send an email to
engage@ridetrinitymetro-engage.org
- Write to Trinity Metro
801 Grove St,
Fort Worth, Texas, 76102,
Attn: Planning & Development
- Call Trinity Metro's Comment Line,
817-215-8793



THANK YOU!

