



*Denton County Transportation Authority
1660 S. Stemmons., Suite 250
Lewisville, Texas 75067
(972) 221-4600
dcta.net*

**Board of Directors
Work Session
March 22, 2012
1:30 p.m.**

1. Routine Briefing Items
 - a. Financial Reports
 - i. Monthly Financial Reports
 - ii. Capital Projects Fund
 - iii. Sales Tax Report
 - iv. Annual Insurance Renewal - TML Intergovernmental Risk Pool
 - v. Procurement Update
 - b. Capital Projects Update
 - i. GTW Procurement
 - ii. Bus Operations and Maintenance Facility (OMF)
 - iii. Positive Train Control (PTC)
 - iv. A-train Close-out
 - c. Communications and Planning
 - i. Triennial Review
 - ii. Discussion of Public Meeting Results (March 5, 6, 8, 2012)
 - d. Transit Operations
 - i. Bus Operation
 - ii. Rail Operations
2. Discussion Items
 - a. Discussion of Level of Access Service to be provided beyond Americans with Disability Act Requirements
 - b. Discussion of Service Performance and Design Standards
 - c. Discussion of Annual Program of Projects
 - d. Discussion of Safety Campaign
 - e. Discussion of Grade Crossing Policy
 - f. Discussion of Regular Board Meeting Agenda Items (March 22, 2012)

3. Executive Session
 - a. As Authorized by Section 551.071(2) of the Texas Government Code, the Meeting may be Convened into Closed Executive Session for the Purpose of Seeking Confidential Legal Advice from the General Counsel on any Agenda Item Listed Herein.
 - b. Executive Session pursuant to Texas Government Code Section 551.074 Personnel: annual evaluation of DCTA President.
4. Reconvene Open Session
 - a. Reconvene and Take Necessary Action on Items Discussed during Executive Session.
5. Discussion of Future Agenda Items
 - a. NCTCOG Innovative Finance Initiative Phase 1 Final Report / Phase 2 Effort
 - b. FY13 Budget Calendar
 - c. Board Member Requests
6. Adjourn Work Session

**Board of Directors
Regular Meeting**

March 22, 2012

3:00 p.m.*

**or immediately following Board Work Session*

CALL TO ORDER

PLEDGE OF ALLEGIANCE TO US AND TEXAS FLAGS

INVOCATION

WELCOME AND INTRODUCTION OF VISITORS

1. CONSENT AGENDA
 - a. Approval of Minutes – February 2012
 - b. Acceptance of Financial Reports
 - c. Approval of Annual Insurance Renewal – TML Intergovernmental Risk Pool
2. REGULAR AGENDA
 - a. Discussion / Action regarding Service Performance and Design Standards
 - b. Discussion / Action Amendment to Capital Project Budget - Information/Sign Kiosks
3. CHAIR REPORT

- a. Discussion of Regional Transportation Issues
 - b. Discussion Legislative Issues: Local, Regional, Federal
4. PRESIDENT'S REPORT
- a. DCTA Open Meetings posting procedures
5. REPORT ON ITEMS OF COMMUNITY INTEREST
- a. Pursuant to Texas Government Section 551.0415 the Board of Directors may report on following items: (1) expression of thanks, congratulations, or condolences; (2) information about holiday schedules; (3) recognition of individuals; (4) reminders about upcoming DCTA and Member City events; (5) information about community events; and (6) announcements involving imminent threat to public health and safety.
6. CONVENE EXECUTIVE SESSION
- a. As Authorized by Section 551.071(2) of the Texas Government Code, the Meeting may be Convened into Closed Executive Session for the Purpose of Seeking Confidential Legal Advice from the General Counsel on any Agenda Item Listed Herein.
7. RECONVENE OPEN SESSION
- a. Reconvene and Take Necessary Action on Items Discussed during Executive Session.
8. ADJOURN REGULAR MEETING

Chair – Charles Emery
Vice Chair – Charles Correll

Secretary – Dave Kovatch
Treasurer – Paul Pomeroy

Members – Skip Kalb, Doug Peach, Jim Robertson, Thomas Smith,
Tom Spencer, Bill Walker, Daniel Peugh, Richard Huckaby, Jeff Snowden

President – Jim Cline

The Denton County Transportation Authority meeting rooms are wheelchair accessible. Access to the building and special parking are available at the east entrance. Requests for sign interpreters or special services must be received forty-eight (48) hours prior to the meeting time by calling Leslee Bachus at 972-221-4600 or e.mail lbachus@dcta.net

This notice was posted at 1660 S. Stemmons, Lewisville, Texas 75067 at a place convenient and readily accessible to the public at all times. Said notice was posted on 3/16/2012 at 10:11 AM.

Leslee Bachus, Executive Assistant



Board Agenda Memo

March 22, 2012

Item 1ai: Monthly Financial Reports

Item 1aii: Capital Projects Fund

The February financial reports will be emailed under separate cover by close of business day on Monday, March 19.

February was the go-live on the new Sungard One Solution financial software and the first month to close on the new software. Although the conversion to an enterprise-wide software application is a significant improvement and will have long term positive benefits over the previous limited Quickbooks application, there is a learning curve associated with any conversion of this magnitude.

We are making good progress and working through all the conversion related issues, but it did delay close deadlines and schedules for this month.

Submitted:

A handwritten signature in blue ink, appearing to read "Anna Mosqueda".

Anna Mosqueda, CFO



Board of Directors Memo
Item 1(a)iii Sales Tax Report

March 22, 2012

Background

Sales Tax Report

Sales tax represents the single largest source of revenue for DCTA, at 53.5% for the current FY12 budget. Annual Sales Tax budget is \$16,909,740. Because of its importance in funding of DCTA's ongoing operations, the Board adopted a Budget Contingency Plan that outlines the Agency's response when declines in sales tax hit a specific target. This month receipts were favorable compared to budget. Sales tax collections when compared to same period last year are 8.96% more.

- January sales tax received in March were \$1,353,986.
- An increase of 5.68% or \$109,982 compared to budget for the month.
- Favorable 6.66% year-to-date compared to budget.
- Compared to the same month last year, sales tax receipts were \$121,468 or 9.86% more.
- Member city collections for the month compared to prior year are as follows:
 - City of Lewisville up 6.03%
 - City of Denton up 16.51%
 - Highland Village up 1.05%

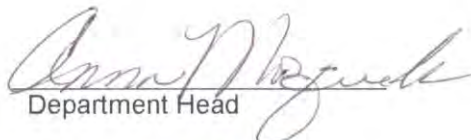
Need

Provides the Board of Directors a monthly status on Sales Tax collections.

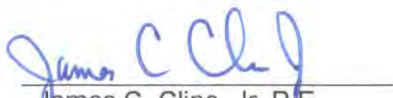
Recommendation

For information only. No action required.

Final Review:


Department Head

Approval:


James C. Cline, Jr. P.E.,
President

Denton County Transportation Authority (DCTA)									
Sales Tax Report									
Budget to Actual and Prev. Yr. Comparison									
Budget Month: Financials	Allocation Received from Comptroller	2011-2012 Year Budget	2011-2012 Year Actual	Variance Actual to Budget	CY Actual to CY Budget % Variance	2010-2011 Year Actual	Variance Actual to Prior Year	CY Actual to PY Actual Variance	
October	December	\$ 1,298,844.00	\$ 1,345,394.47	\$ 46,550.47	3.58%	\$ 1,261,013.90	\$ 84,380.57	6.69%	
November	January	\$ 1,328,280.00	\$ 1,424,754.55	\$ 96,474.55	7.26%	\$ 1,289,591.88	\$ 135,162.67	10.48%	
December	February	\$ 1,936,578.00	\$ 2,046,560.44	\$ 109,982.44	5.68%	\$ 1,880,172.72	\$ 166,387.72	8.85%	
January	March	\$ 1,269,493.00	\$ 1,353,986.02	\$ 84,493.02	6.66%	\$ 1,232,517.48	\$ 121,468.54	9.86%	
February	April	\$ 1,217,564.00				\$ 1,182,101.16			
March	May	\$ 1,610,191.00				\$ 1,650,410.06			
April	June	\$ 1,328,641.00				\$ 1,290,288.01			
May	July	\$ 1,325,091.00				\$ 1,361,535.35			
June	August	\$ 1,590,710.00				\$ 1,639,147.71			
July	September	\$ 1,271,887.00				\$ 1,229,556.49			
August	October	\$ 1,272,964.00				\$ 1,419,245.41			
September	November	\$ 1,459,497.00				\$ 1,699,798.76			
Y.T.D Total		\$ 16,909,740.00	\$ 6,170,695.48	\$ 337,500.48	5.79%	\$ 17,135,358.93	\$ 507,399.50	8.96%	

Sources: Texas Comptroller of Public Accounts and DCTA Finance Department
Prepared By: Denton County Transportation Authority Finance Department
March 8, 2012

Denton County Transportation Authority (DCTA)
Member Cities Sales Tax Report
Month Allocation is Received from Comptroller
Prev. Yr. Comparison

City of Lewisville					City of Highland Village				
Month	2010-2011 Year Actual	2011-2012 Year Actual	Variance Actual to Prior Year	CY Actual to PY Actual Variance	Month	2010-2011 Year Actual	2011-2012 Year Actual	Variance Actual to Prior Year	CY Actual to PY Actual Variance
December	\$ 1,734,488.96	\$ 1,732,551.04	\$ (1,937.92)	-0.11%	December	\$ 204,079.40	\$ 243,619.10	\$ 39,539.70	19.37%
January	\$ 1,804,653.79	\$ 1,984,090.82	\$ 179,437.03	9.94%	January	\$ 232,136.90	\$ 243,165.41	\$ 11,028.51	4.75%
February	\$ 2,664,170.34	\$ 2,874,196.38	\$ 210,026.04	7.88%	February	\$ 377,127.03	\$ 395,580.52	\$ 18,453.49	4.89%
March	\$ 1,895,276.75	\$ 1,797,507.20	\$ 102,230.45	6.03%	March	\$ 199,650.45	\$ 201,738.67	\$ 2,088.22	1.05%
April	\$ 1,582,081.70				April	\$ 185,890.33			
May	\$ 2,185,878.93				May	\$ 273,658.81			
June	\$ 1,752,909.11				June	\$ 220,960.62			
July	\$ 1,936,503.22				July	\$ 230,200.23			
August	\$ 2,326,422.23				August	\$ 282,276.49			
September	\$ 1,914,427.72				September	\$ 242,698.30			
October	\$ 1,997,116.32				October	\$ 216,980.51			
November	\$ 2,312,125.96				November	\$ 276,329.67			
Y.T.D Total	\$ 23,906,055.03	\$ 8,388,345.44	\$ 489,755.60	6.20%	Y.T.D Total	\$ 2,941,988.74	\$ 1,084,103.70	\$ 71,109.92	7.02%

City of Denton				
Month	2010-2011 Year Actual	2011-2012 Year Actual	Variance Actual to Prior Year	CY Actual to PY Actual Variance
December	\$ 1,607,241.13	\$ 1,847,567.14	\$ 240,326.01	14.95%
January	\$ 1,582,833.44	\$ 1,765,223.00	\$ 182,389.56	11.52%
February	\$ 2,433,313.87	\$ 2,562,967.74	\$ 129,653.87	5.33%
March	\$ 1,547,033.41	\$ 1,802,513.11	\$ 255,479.70	16.51%
April	\$ 1,561,082.16			
May	\$ 2,164,539.72			
June	\$ 1,626,348.85			
July	\$ 1,571,084.72			
August	\$ 2,036,375.03			
September	\$ 1,258,063.86			
October	\$ 1,755,761.74			
November	\$ 2,225,760.90			
Y.T.D Total	\$ 21,369,438.83	\$ 7,978,270.99	\$ 807,849.14	11.27%

Sources: Texas Comptroller of Public Accounts and DCTA Finance Department
Prepared By: DCTA Finance Department
March 8, 2012

All Transit Agencies as of March 2012
Monthly Sales and Use Tax Comparison Summary

Work Session 1a iii

Transit	Current Rate	Net Payment This Period	Comparable Payment Prior Year	% Change	2012 Payments To Date	2011 Payments To Date	% Change
Houston MTA	1.00%	41,900,613.17	38,757,580.15	8.10%	149,621,907.20	135,695,284.89	10.26%
Dallas MTA	1.00%	30,759,025.97	29,120,898.05	5.62%	108,528,027.05	102,359,949.21	6.02%
Austin MTA	1.00%	12,166,992.34	10,860,828.16	12.02%	41,451,004.52	38,646,204.75	7.25%
San Antonio MTA	0.50%	7,592,145.02	6,868,561.62	10.53%	27,667,826.81	24,882,700.04	11.19%
San Antonio ATD	0.25%	3,556,615.76	3,203,750.22	11.01%	12,983,988.64	11,711,668.90	10.86%
Fort Worth MTA	0.50%	4,012,238.38	3,659,701.09	9.63%	13,895,416.34	12,842,371.15	8.19%
El Paso CTD	0.50%	2,584,952.00	2,526,336.59	2.32%	9,501,847.95	9,196,874.11	3.31%
Corpus Christi MTA	0.50%	2,164,316.49	1,603,597.21	34.96%	7,366,136.39	6,045,759.52	21.83%
Denton CTA	0.50%	1,353,986.02	1,232,517.48	9.85%	4,825,301.01	4,402,282.08	9.60%
Laredo CTD	0.25%	502,561.15	416,282.73	20.72%	1,853,729.21	1,635,026.94	13.37%
TOTALS	-----	106,593,446.30	98,250,053.30	8.49%	377,695,185.12	347,418,121.59	8.71%

Sources: Texas Comptroller of Public Accounts

Prepared By: Denton County Transportation Authority Finance Department

March 8, 2012



Board Memo Regular Session

March 22, 2012

Work Session Item 1(a)iv Approval for President to Execute Annual Renewal of TML Intergovernmental Risk Pool Insurance (TML-IRP) Coverage

Background

In order to provide public services a government entity inevitably exposes itself, its employees and governing body to risk. The various types of risk loss associated with the delivery of public services can take a myriad of forms and these include torts; theft of, damage to, or destruction of assets; errors or omissions; job-related illnesses or injuries to employees; natural disasters; and environmental occurrences.

DCTA has an interlocal agreement with the TML-IRP for insurance coverage for workers' compensation, automobile liability and physical damage coverage, errors and omission, crime, general liability, and real and personal property. TML-IRP provides Texas municipalities and other units of local government with a stable source of risk financing and loss prevention services at the lowest cost consistent with sound business practices. In addition, TML-IRP's equity return policy allows the TML-IRP Board to approve equity returns for Liability and Worker's Compensation for members when certain conditions occur. The fund has returned equity to members in 14 out of the past 17 years. The equity return is based on each member's loss experience and longevity as a member of the Pool.

Workers' Compensation: TML workers' compensation coverage is first dollar coverage with price based on salary and wages paid to DCTA and TMDC employees during the coverage period.

Automobile Liability: TML automobile liability coverage is written with a limit of \$5,000,000 per each occurrence. The automobile physical damage coverage for collision and comprehensive coverage has a \$10,000 deductible for each vehicle. Units with a market value less than \$10,000 are not insured for physical damage. In addition to coverage for the DCTA fleet, the vehicle liability policy covers staff and board members driving their personal vehicles for the benefit of DCTA. The liability coverage would apply after the limits of the individual vehicle owner's policy up to the limits of the DCTA policy. The policy does not provide coverage for damage to the individual's personal vehicle. The policy also provides liability and physical property damage for DCTA staff and board members while traveling and renting vehicles at the travel destination. The individual would have full liability coverage under the policy and physical damage coverage for the vehicle subject to the \$10,000 deductible.

TML-IRP is reviewing coverage requirements for the new Stadler vehicles. This is not yet included in the 2011-12 billable total.

Errors and Omissions: TML errors and omissions liability has a \$10,000 deductible with limits of \$3,000,000 per wrongful act and an annual aggregate of \$6,000,000.

General Liability: TML general liability coverage has no deductible with limits of \$1,000,000 per occurrence, \$1,000,000 per occurrence for sudden events involving pollution and an annual aggregate of \$2,000,000.

Real and Personal Property: TML real and personal property coverage has a \$250 deductible with a \$48.8 million limit. The increase over last year's \$300,000 limit is due to the addition of all the new rail related property.

Crime/Theft: TML Crime coverage has a \$10,000 deductible and covers computer fraud, public employee dishonesty, forgery or alteration, and theft and or destruction.

Identified Need

DCTA must be properly insured and TML-IRP services provide adequate risk coverage, loss control, legal defense and claims handling.

Financial Impact

**DCTA March 2012 TML Renewal Cost
(excluding rail vehicles)**

Coverage Description	2011-12 Billable	2011-12 Budget	Budget Variance
Workers' Compensations	\$ 117,359	\$ 131,915	14,556
General Liability	296	360	64
Errors and Omissions	4,472	7,438	2,966
Auto Liability & Phys Damage	192,677	218,308	25,631
Real & Personal Property	123,951	101,755	(22,196)
Coverage Description	1,239	1,908	669
Total	\$ 439,994	\$ 461,684	21,690
Less Prompt Pymt/Equity Return	\$ 32,687		
Total	\$ 407,307	\$461,684.00	54,377

Recommendation

Staff recommends approval to authorize the President to renew the TML-IRP coverage for the risk identified above.

Final Review:


Anna Mosqueda, CFO



Board of Directors Memo

March 22, 2012

Subject: 1 a v Procurement Update

Station Kiosks

The kiosks will be installed at the five stations along the A-train corridor and will hold schedules and information for our passengers. One kiosk will be at the DDTC and two at each of the other four stations. An invitation for bid was published and two bids were received for the kiosks. Staff has selected Samtex Corporation, a DBE firm from Plano, to construct and install the kiosks at the stations at a cost of \$19,044. This item is included in the passenger information program. A drawing of the kiosks is attached.

On Call A&E Services RFP

An RFP for On Call A&E Services was released in February and eighteen (18) proposals were received on March 1st. Staff has reviewed the submittals and has shortlisted five (5) firms, interviews are scheduled for Tuesday, March 20, 2012. A pool of three (3) firms will be selected from which to draw on for specific projects. Any projects requiring contract that exceed the \$25,000 threshold will be presented to the Board for approval.

DBE Program

FTA has given a directive to include an element in all DBE Programs for fostering small business participation. The new element must include provisions to structure contracting requirements to facilitate competition by small business. The program has been updated and submitted to FTA for approval. Upon receipt of approval by FTA the program will be placed on the Board agenda for approval of the changes.

Lease Facility

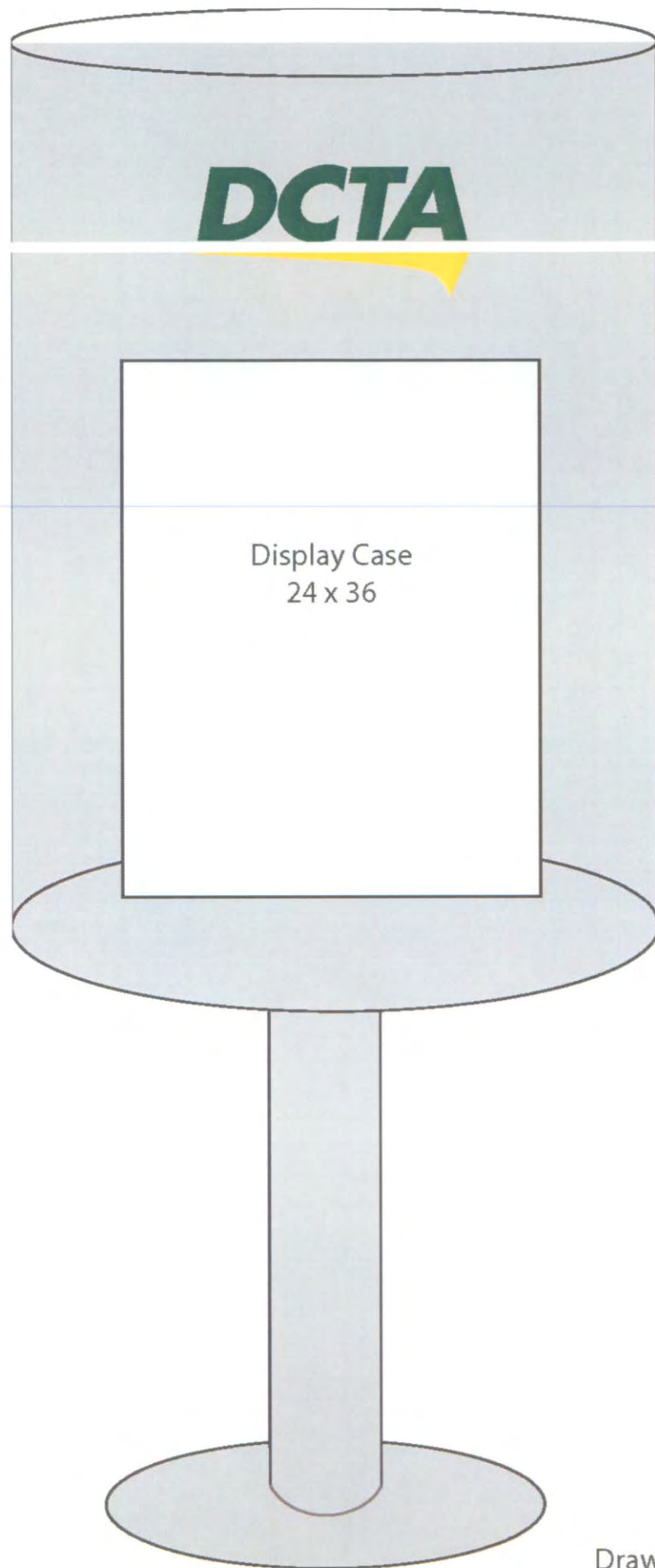
Currently the Bus Maintenance operations are housed at the City of Denton Solid Waste Facility. The City has requested DCTA move our operations to a new location no later than July 31st. Staff has located a facility to lease in the interim until the new bus operations and maintenance facility is constructed. The property is located at 222 Mayhill Road and is sufficient in size and location to accommodate the maintenance operations. The owner has agreed to make modifications to the facility to meet our needs. The monthly rental fees will be \$4,500 base rent and \$850 for common area maintenance and other miscellaneous expenses, plus utilities. The initial term of the lease is one year.

Submitted by:


Athena Forrester, Procurement
Manager

Final Review:


Anna Mosqueda, CFO





Board of Directors Memo

March 22, 2012

Item: 1(b) Capital Projects Update

GTW Procurement

The Stadler GTW procurement is proceeding on schedule. Vehicle 108 has been accepted, vehicles 109 and 110 are scheduled for delivery in April, and vehicle 111 is scheduled for delivery in May. Acceptance inspections continue to reveal only minor items requiring correction.

The Alternate Vehicle Technology (AVT) waiver is still in process. It is expected that we will be notified of the Safety Board Meeting no later than April. We have received no requests for information other than copies of a few documents incorporated into the submission by reference.

Bus Operations and Maintenance Facility

Staff is completing final negotiations with Huitt-Zollars for the final design as authorized at the February Board meeting. The project remains on track for opening in the 1st quarter of CY 2014. Additionally, staff is investigating alternative locations for a temporary bus shop. While the Denton Landfill remains available for administration and storage, the shop building is needed for an expansion project by the Solid Waste Department effective July 2012 (see attached letter).

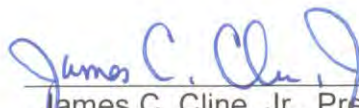
Positive Train Control (PTC)

LTK continues to progress on the development of the engineering package for the PTC system. As briefed in February, there remain a number of unanswered questions at the national level with PTC (funding, radios, spectrum). This will impact the start date of the project. Staff is also pursuing outside funding for PTC at all levels.

A-train Closeout

The closeout of the A-train project has two elements. The first is with NTRG. The backup dispatch center was tested and accepted on January 23, 2012. Applying the \$2500/day administrative fee, the final payment will have \$57,500 deducted. Some minor items (vegetation, spare parts, etc.) will be completed by HTSI personnel under agreement with their parent company. The second is with the City of Denton. Positive progress is being made with Denton staff to complete all paperwork for official closeout. Note that the completion of the Colorado/Medpark signal will be done under separate agreement in accordance with our closeout agreement approved by the Board. The issue with the powerline clearance has been resolved through the purchase of shorter poles with spares by NTRG. These poles have not yet been delivered. They are expected to be delivered by May.

Approval:


James C. Cline, Jr., President



March 5, 2012



Mr. Jim Cline, P.E.
President
Denton County Transportation Authority
1660 South Stemmons, Suite 250
Lewisville, TX 75067

Dear Jim:

I wanted to follow up with you on the discussion we had last month regarding the Denton County Transportation Authority (DCTA) fleet maintenance operation at the Denton Landfill and the future of that agreement.

As we discussed, the current bus maintenance facility at the Landfill has been occupied by DCTA and DCTA's predecessor, LINK, since June 2004. We discussed the fact that the facility at the Landfill is much too small to efficiently serve the needs of the DCTA bus maintenance operation and further, our Solid Waste operation has delayed certain operations due to the facility needs of DCTA. The original lease has expired and DCTA is currently operating on a month to month lease with the Solid Waste Department. The Solid Waste Operation has identified an operational need for the bus maintenance facility and will need to have access to the facility this summer. With this understanding, the City of Denton requests that DCTA cease operations at the bus maintenance facility no later than July 31, 2012.

I also understand that DCTA has recently been awarded a Federal Transit Administration (FTA) grant to construct a new bus operations and maintenance facility near Teasley Lane in Denton within the next 36 months. During the construction period, Vance Kemler, General Manager of Solid Waste, indicated that he would be able to continue accommodating the DCTA administration facilities and provide parking for DCTA vehicles and equipment. The City of Denton and DCTA will, however, need to renegotiate the lease for the bus operations administrative facility and vehicle parking. Additionally, it is my understanding that Solid Waste may also need to relocate some of the current vehicle parking to another portion of the landfill site to allow for expansion of the Landfill operation. Accordingly, I have directed my staff to contact DCTA concerning this discussion.

DCTA-Solid Waste Agreement

March 5, 2012

Page 2

I appreciate the long standing partnership between DCTA and the City of Denton in providing quality transportation services to the citizens of Denton and Denton County. Please advise if I may be of any service to you as DCTA works through the process of relocating the bus maintenance operation. Again, I appreciate your willingness to work with the City of Denton on this project and apologize for any inconveniences the relocation may cause your agency.

Sincerely,

A handwritten signature in black ink, appearing to read "George C. Campbell", with a stylized flourish at the end.

George C. Campbell
City Manager

c: Jarod Varner, VP, DCTA Bus Operations
Vance Kemler, General Manager, Solid Waste Administration
Jon Fortune, Assistant City Manager
Bryan Langley, CFO and Director of Strategic Services

COMMUNICATIONS AND PLANNING REPORT

March 22, 2012

Triennial Review

DCTA will undergo a Triennial Review this spring. Staff is currently collecting the appropriate documentation for submittal to FTA and in preparation for the onsite visit.

Discussion of Public Meeting Results

DCTA staff is developing the next series of service modifications based on the guidance provided by the Board of Directors and input from the Community Survey. A series of public meetings was held in March to discuss the Community Survey and a second round of public meetings have been scheduled to discuss proposed future service concepts in late April/early May. The March public meetings were advertised in local print publications as well as promoted online and through social media. A summary of the comments received and a copy of the public meeting presentation are attached.

Community Outreach

February 18: Lewisville Community Needs Workshop (35 attendees)
February 21: Forest Ridge Neighborhood Annual Meeting (35 attendees)
March 5: Public Meeting: Community Survey Results (35 attendees)
March 6: Public Meeting: Community Survey Results (16 attendees)
March 8: Public Meeting: Community Survey Results (4 attendees)
March 14: TWU Off-Campus Apartment Fair

Upcoming Rail Safety Outreach

March 27: DCTA Bus Operators (2 presentations)
March 28: DCTA Bus Operators (2 presentations)
April 1: Denton Kid Life Ad (Publication to 13,000 to Denton ISD)
April 12: Denton ISD Olive Stephens Elementary (3 presentations)
April 12: YMCA of Flower Mound (1 presentation)
May 1: Denton Kid Life Ad (Publication to 13,000 to Denton ISD)
May 17: Community Wide Presentation (6:30PM, DDTC)
June 1: Denton Kid Life Ad (Publication to 13,000 to Denton ISD)
August 11: LISD Back 2 School Health Fair (Booth)

Upcoming Events

March 29: Public Meeting: DCTA Capital Projects (6:30PM, DDTC)
April 12: Citizen's Advisory Team, Lewisville (6:00PM, DCTA Board Room)
April 19: Citizen's Advisory Team, Denton (6:00PM, DDTC)
April 20: UNT Prospective Student Open House
April 21: Leadership Lewisville Amazing Race
April 26: UNT Earthfest & Transportation Sustainability Fair
April 27-29: City of Denton Arts & Jazz Festival
April 30: Public Meeting Proposed August Service Changes (6:30PM, DDTC)
May 1: Public Meeting: Proposed August Service Changes (6:30PM, HV Council Chambers)
May 3: Public Meeting: Proposed August Service Changes (6:30PM, Lewisville Council Chambers)
May 3: Denton Chamber Business to Business Expo
May 10: City of Denton Community-Wide Travel Training (6:00PM, Denton Civic Center)



COMMUNICATIONS AND PLANNING REPORT

March 22, 2012

March-April Marketing & Communication Initiatives

August Service Changes Communications

Rail Ready Presentations

"Consider the Impact" Campaign Development

Commuter Vanpool Program

Passenger Information Improvement and Reporting

Service Improvement Data Collection

Call Center/Customer Service Improvements

Severe Weather Alert/Ridership Communications

COMMUNICATIONS AND PLANNING REPORT

March 22, 2012

SUMMARY OF PUBLIC COMMENTS – via Public Meetings, Social Media and Call Center**Mid-Day A-train Service**

- Providing mid-day service should be the top priority.
- Provides additional trip opportunities for students.
- Provides additional flexibility for people wanting to go to Dallas for lunch.

Extended Friday/Saturday/Special Events

- Consider building a schedule that allows people to attend Stars and Mavericks games at the American Airlines center.
- Run service later on Friday and Saturday nights.
- Provide service on Sundays for special events.
- DCTA should run special trains for events like 35 Denton and Arts and Jazz.
- Bus service does not mirror A-train service so people can't get to square.

A-train Schedule

- Show ridership at the next meeting to demonstrate when people are traveling.
- 5:00 a.m. seems to be too early to start service.
- 5:00 a.m. is needed especially for people traveling to Fort Worth.
- Better connections with DART.
- Some of the DART/A-train connections are too tight.
- If DART is running late and misses the connection with the A-train, then passengers sometimes have to wait over an hour.
- Later weekday hours to serve night classes.
- Service during the gap between 6:40 p.m. and 8:00 p.m.
- Frequency is reduced too quickly in the afternoon peak. DCTA's peak needs to be earlier to serve university students but late enough to serve commuters coming back from Dallas.
- Earlier Saturday train.

Bus Service

- Add more service in Denton.
- Better connections to UNT and the A-train.
- Operate Route 9 all year around and all day.
- NCTC needs more frequency.
- Better on-time performance.
- Connections between bus routes need to be improved.
- DCTA buses and trains should meet. Connections are horrible.

Passenger Experience/Amenities/Information

- Trip planning mobile application
- Call Center and transit center hours need to mirror operating hours
- Call Center needs additional lines or staffers. Phones are often busy or unable to get through.
- Call Center staff needs better awareness of where buses and trains are when they are running behind schedule.
- Rider alerts need to continue as long as the service is behind schedule.

COMMUNICATIONS AND PLANNING REPORT

March 22, 2012

- Provide text rider alerts.
- Need north – south windscreens.
- Need restrooms and water fountains.
- Better communication between DART and DCTA when DART is running late.
- WiFi on trains and buses.
- Bike lids and additional bicycle amenities at the station.
- The trains are positioned in the middle of the platform and people have to walk all the way around the ends of the platform.
- Schedule public meetings at the universities.
- Add recycling receptacles to transit center and stations.
- Too many homeless loiter around the transit center.
- Handicap door assist buttons at DDTC.

A-train Vehicles

- Like the nostalgia of current RDCs.
- General excitement for new vehicles.

Safety/Security

- People drive through the bus lane at Highland Village/Lewisville Lake station.
- Better passenger pick-up/drop off signage at Highland Village/Lewisville Lake station.
- Difficulty turning out of Highland Village/Lewisville Lake station. Visibility of on-coming cars is difficult.
- DCTA should allow for overnight parking for business trips and so that passengers can complete the last section of their trip.
- Wayside horn at Eagle Point.
- Safety at Eagle Point crossing.
- Finish the traffic light at Colorado.

Fare Media/Pass Sales

- Want to be able to buy passes from DCTA even if my employer is in Dallas County.
- The current regional fare agreement does not seem to be fair to DCTA.
- DART buses are not accepting DCTA fares.
- Offer fare vouchers for social service agencies.
- Offer weekend family passes.

Other Service Areas

- Service to Fort Worth
- Direct connection to TRE without having to transfer to Green Line.
- Bus service to Health Services of North Texas in Denton.
- Bus service to new development near Unicorn Lake.
- Station in Lake Cities.
- Connection to Amtrak.
- Regular service back to Lewisville Senior Center.

COMMUNICATIONS AND PLANNING REPORT

March 22, 2012

Incident Related Media

Title	Source
Texas pedestrians struck by train; one dead	12newsnow
2 Struck By DCTA A-Train In Unauthorized Area	dfw.cbslocal
Army recruiter killed by train on Lake Lewisville bridge	Ft Worth Star-Telegram
Train Collision Kills Man, Injures Woman Near Dallas	KCEN-TV [NBC 9]
Man killed, woman hurt after being hit by A-train in Lewisville	KDAF-TV [CW 33]
Iraq veteran hit by train, killed at Lake Lewisville	KDFW
Pedestrians struck by A-train; one dead	KHOU-TV [CBS 11]
2 Struck By DCTA A-Train In Unauthorized Area	KTVT-TV [CBS 11]
DCTA train hits two people walking on the tracks at Lewisville Lake	KXAS-TV [NBC 5]
2 Struck By DCTA ATrain In Unauthorized Area	topics.dallasnews
Pedestrians struck by A-train on Lewisville Lake trestle	WFAA-TV [ABC 8]
2 people seriously hurt after being struck by the DCTA A-train	breakingnews
DCTA train hits 2 pedestrians	crosstimbersgazette
DCTA fatality	allenpub
Witness rattled after seeing couple struck by A-train in Lewisville	Dallas Morning News
Couple Hit By DCTA A-Train Identified	dfw.cbslocal
Train Accident Leaves One Dead And Another Injured	KTXS-TV [ABC 12]
A-Train collides with couple, man dies from injuries	southlaketimes
Witness recounts fatal A-train crash	WFAA-TV [ABC 8]
DCTA fatality	thenewsconnection
Couple struck by A-train in Lewisville identified	Dallas Morning News
Man dies, woman injured after being hit by train while walking on trestle	Dallas Morning News Crime Blog
Officials release identity	Denton Record Chronicle
DCTA fatality	Topix: Alma
Train Collision Kills Iraq Veteran, Injures Woman Near Dallas	12newsnow
DCTA fatality	Topix: Chicago
A-Train collides with couple, man dies from injuries	colonyleader
A-Train collides with couple, man dies from injuries	flowermoundleader
A-Train collides with couple, man dies from injuries	planostar

COMMUNICATIONS AND PLANNING REPORT

March 22, 2012

Media

Title	Source	Ad Value
Officials say passenger rail cars can roll with heavy-duty crowd	Ft Worth Star-Telegram	8,033
New Rail Cars in Denton	Ft Worth Star-Telegram	8,033
Officials say passenger rail cars can roll with heavy-duty crowd	individual	N/A
Officials say passenger rail cars can roll with heavy-duty crowd	poten	N/A
Denton Co., TX seeks waiver to mix light, heavy rail	trainorders	N/A
Ridership: For transit agencies, the 'operate and they will come	progressiverailroading	N/A
Denton County Transportation Authority Operations and	urbanengineers	N/A
DCTA appoints Soileau to plan rail, bus services	progressiverailroading	N/A
Denton County Transportation Authority Welcomes New Senior	Focus Daily News	N/A
DCTA Leads the Way in Vanpooling	livingmagazine	N/A
A-trains ridership on Fridays sees decline	North Texas Daily	197
DCTA schedules public meetings	allenpub	N/A
DCTA schedules public meetings	thenewsconnection	252
DCTA fights cut to funds	Denton Record Chronicle	1,150
Commuter rail line faces access, funding obstacles	Ft Worth Star-Telegram	10,442
DCTA gets feedback through survey	Denton Record Chronicle	1,150
Project Manager - Job Listing	transittalent	N/A
DCTA stepping up rail safety education in wake of latest accident	flowermoundleader	693
Jobs & Careers at Denton County Transportation Authority	jobsearch.monster	N/A
DCTA stepping up rail safety education in wake of latest accident	Star Community News	693
DCTA stepping up rail safety education in wake of latest accident	The Lewisville Leader	693
Project Manager - Mass Transit	masstransitmag	N/A
Denton Countys A-train ramps up safety efforts after latest accident	Dallas Morning News	7,088
DCTA speeds up safety efforts	Denton Record Chronicle	1,150
DCTA speeds up safety efforts	KXAS NBC	3,015
DCTA fights cut to funds	dallasmobility	N/A
DCTA Public Meeting - City of Highland Village Events	highlandvillage	N/A
DCTA mulls community feedback	Denton Record Chronicle	1,150
DCTA proposes changes based on survey results	North Texas Daily	197
DCTA speeds safety efforts	Topix: Woodford County	N/A

Month Total Ad Value 43,934

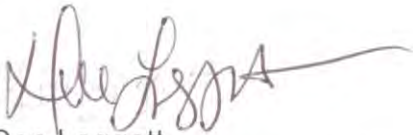
YTD Total Ad Value 135,969

COMMUNICATIONS AND PLANNING REPORT

March 22, 2012

Non-DCTA Social Media (Blogs, Twitter, Facebook, Etc.)

Title	Source
Denton County Transit DCTA RDC 2012	youtube
DCTA A train Carrollton going train in Denton	youtube
DCTA 2001 Denton County Transit Authority	railpictures.net
DCTA Atrain New Sadler trains being tested	youtube
DCTA to discuss expanding ATrain service bus schedules at forums	thescoopblog.dallasnews
DCTA Service Area + Future	scribblemaps



Dee Leggett

VP of Communications & Planning



March 2012 Public Meetings

March 5, 6, & 8



Presentation Overview

- DCTA Update
 - Ridership
 - Stadler Cars
 - Service Plan
- Community Survey Results
- Next Steps
- Wrap-Up
 - Do you agree with priorities?
 - What are we missing?
 - What will we bring back to you?



Today's Objective

- Outline the community needs based on Service Plan and Community Survey.
- Discuss DCTA's priorities based on those needs and the authority's financial limitations.
- Collect feedback on needs and priorities.
- Discuss next steps and implementation schedule.

The DCTA logo is displayed in a bold, white, sans-serif font against a dark gray rectangular background.

DCTA Update: Ridership

- 3% growth = 2.4 million bus passengers in 2011
- Over 220,000 carried on A-train since June
- DCTA has experienced a 15% growth in ridership since August.
- DCTA added Route 9 to connect UNT and DDTC.
- Most significant growth has been seen on Denton Connect.
- A-train ridership on Friday nights is underperforming.
- A-train weekend ridership combined special event promotion is highest performing extended hours.
- DCTA is seeing ridership growth on fringes of the A-train's peak period operation.

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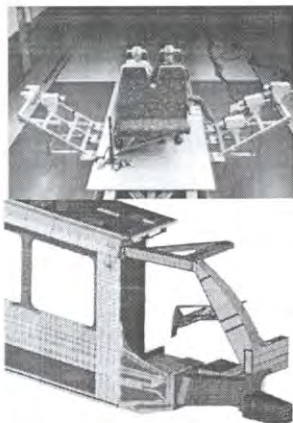
DCTA Update: Stadler Cars



- Opened with interim vehicle (RDCs)
- Future vehicle – Stadler DMUs will be rolled out late spring or early summer
 - Diesel-electric
 - Low profile, similar to light rail
 - 200 passenger capacity
 - Level boarding
 - Bike and luggage racks
 - Quieter, smoother operation
 - Future Regional Applications
 - Alternative Compliance

DCTA

DCTA Update: Stadler Vehicles



Investments in New Technology and Improved Safety – Best of Both Worlds

- Passenger and Operator Seat
- Provisions for Crash Avoidance Technology
- Advanced Braking Systems
- Crash Energy Management
- Emergency Exits and Signage
- Fuel Tank Design
- Fire Retardant
- Cooling Systems
- Event Recorder and Camera Systems

DCTA

Updated Service Plan: Short- Term

- Five-Year Capital Priorities
 - **Positive Train Control** **\$17 million**
 - Bus O&M Facility \$9.2 million
 - DCTA Fleet Replacement \$1.9 million
- Short-Term Operating Priorities
 - Expand Service Levels on the A-train and Local Bus Systems
 - Improve Transit Connections Between Systems
 - Connect Additional Employment Centers with Transit Service
 - Seek Additional Funding Partners and Alternative Revenue Sources
 - Improve Passenger Information and Technology
 - Participate in a Regional Fare Solution

The logo for DCTA (Dallas County Transit Authority) is displayed in a bold, white, sans-serif font against a dark gray rectangular background.

Updated Service Plan: Long-Range

- Future Long-Range Priority Corridors
 - Extension of A-train to Beltline
 - Denton to Fort Worth
 - Commuter Bus and/or Rail
 - Frisco to Carrollton Rail Corridor
 - FM 423 bus service to Carrollton
 - East to West bus service between Lewisville and Flower Mound
 - Extension of Existing A-train North
- Other Corridors to Watch
 - 380 between McKinney and Denton
 - Little Elm to I-35E (Lewisville Lake Toll Bridge)

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Community Survey

- Collection Process
- Respondent Summary
- Key Findings
- Survey Overview
 - Demographic Profile
 - Rider's Experience
 - Service Limitations
 - Priorities
- Conclusions and Action Items

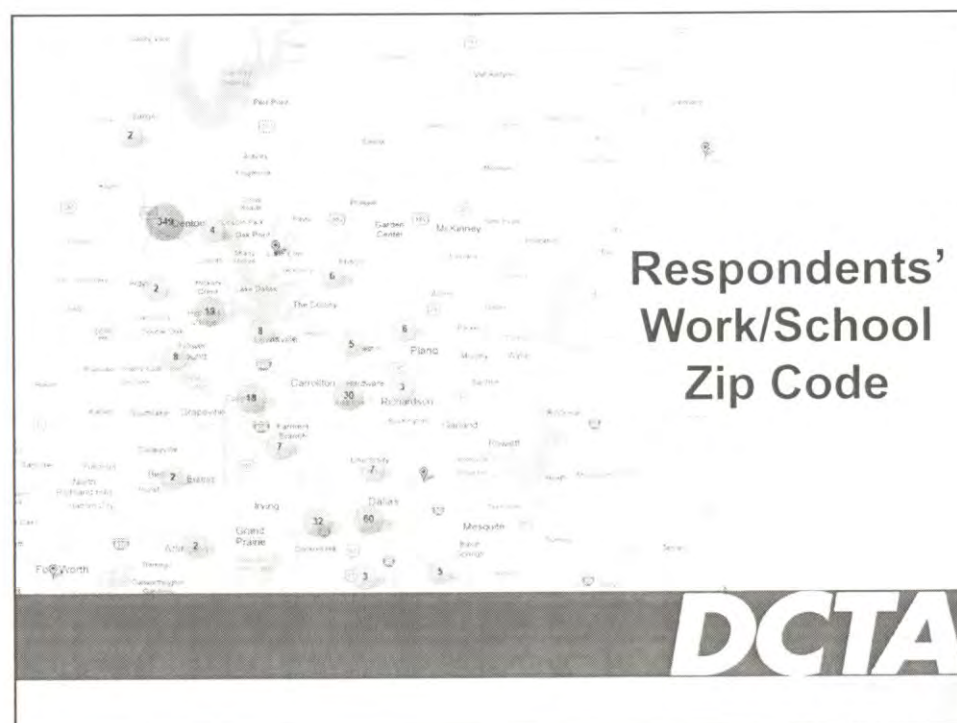
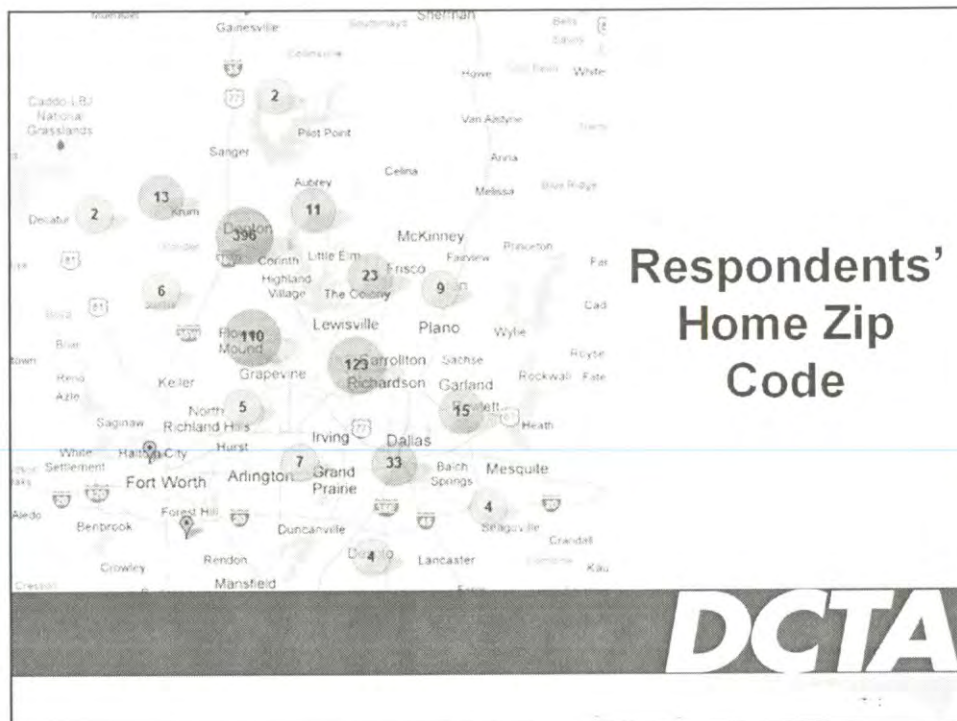


DCTA

Community Survey: Overview

- Online survey available November 2011 – January 2012
- Printed surveys distributed on A-train, all bus service and DDTC throughout two month collection period.
- 1,000 surveys mailed to random sample along corridor.
- 1,035 surveys received.
 - Population size = 370,000 (cities along A-train corridor)
 - 95% confidence level, +/- 3% margin of error
 - Results filtered by bus only, rail primary users and non-riders/occasional users.

DCTA



DCTA Experience – All Respondents

Frequency of Use

- 46% ride more than four times a week with 27% riding daily.
- 23% ride DCTA occasionally.
- **21%** have never ridden DCTA.

Top Services Used

- 72% ride A-train
- 35% ride Connect
- 31% ride DART
- 26% ride UNT Shuttle

Prime Travel Times

- 5 – 9 a.m.
- 2 – 8 p.m.
- Weekend ridership evenly distributed throughout the day.

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DCTA Experience – Bus

- **74%** ride more than four times a week with **50%** riding daily.
- Ridership is spread evenly throughout the day.
- Weekend ridership is highest between 11 a.m. – 2 p.m.
- 68% use DCTA to travel to school.
- 38% use DCTA to travel to work.
- **67%** use student ID in lieu of fare.
- 17% pay cash fare.

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DCTA Experience – Rail

Frequency of Use

- **58% ride more than four times a week with 33% riding daily.**
- 29% ride DCTA occasionally.

Other Services/Modes Used

- **52% Car**
- 41% DART
- 33% Connect
- 20% UNT Shuttle
- 15% Mid-day Shuttle
- 15% Bike



DCTA Experience – Fare Type

	All	Bus	Rail
One-Way/Cash Fare	15%	17%	13%
DCTA Multi-Ride Passes	16%	10%	17%
DART/The T Regional Passes	31%	0%	40%
University Pass/Student ID	33%	67%	24%
DCTA Reduced Fare	6%	7%	6%



Fare Count (2/9 – 2/14)

Ticket Type	100% Count	100% Count (M-F)	Survey Results
	960 passengers	591 passengers	731 passengers
One-Way	18%	14%	15%
DCTA Multi-Ride	26%	28%	16%
DART/T/TRE	21%	31%	31%
Reduced	21%	6%	6%
University Pass	13%	20%	33%

DCTA

DCTA Experience – All Respondents

	Good to Excellent	Average	Poor to Very Poor
Reliability	74%	17%	9%
Affordability	70%	23%	7%
Comfort	81%	17%	2%
Convenience	57%	25%	18%
Staff	89%	9%	2%

DCTA

DCTA Experience – Bus

	Good to Excellent	Average	Poor to Very Poor
Reliability	66%	22%	12%
Affordability	87%	13%	1%
Comfort	75%	23%	1%
Convenience	67%	21%	12%
Staff	85%	14%	1%

DCTA

DCTA Experience – Rail

	Good to Excellent	Average	Poor to Very Poor
Reliability	77%	16%	7%
Affordability	65%	26%	8%
Comfort	83%	15%	2%
Convenience	54%	26%	20%
Staff	90%	8%	2%

DCTA

Areas of Improvement - Limitations

	All	Bus	Rail	Non/Infreq
Service Hours	46%	40%	59%	49%
Travel Time	22%	25%	25%	22%
Service Area	21%	28%	16%	30%
No Limitations, Ride Often	19%	37%	24%	NA
Lack of Transit Connections	16%	13%	15%	23%
DART/DCTA Transfer	13%	3%	18%	15%
Affordability	12%	8%	14%	13%
Reliability	10%	18%	11%	7%

DCTA

Areas of Improvement - Schedule

	All	Bus	Rail	Non/Infreq
8 p.m. – midnight Saturday	23%	24%	25%	29%
11 a.m. – 2 p.m. weekday	21%	10%	31%	10%
9 a.m. – 11 a.m. weekday	20%	10%	29%	12%
8 p.m. – 10 p.m. weekday	17%	13%	19%	23%
7 a.m. – 9 a.m. weekday	14%	11%	16%	12%
9 a.m. – 11 a.m. Saturday	13%	12%	15%	13%
5 a.m. – 7 a.m. weekday	10%	15%	10%	10%

DCTA

Areas for Improvement – Priorities (1-10, 1 = highest)

Top Priorities for Improvement	All	Bus	Rail	Non/Infreq
Mid-day rail service	1 (4.0)	5.46	1 (3.5)	3 (5.6)
More peak period rail trips	2 (4.2)	5.27	2 (3.9)	5.71
Later A-train hours (weekday)	3 (4.4)	5.55	3 (4.1)	2 (5.0)
Extended A-train hours Fri/Sat night	4.94	6.09	4.74	1 (4.9)
Better align bus with rail	5.0	5.33	4.90	6.52
Expand bus routes	5.29	1 (3.8)	5.85	6.73
More passenger amenities	5.43	3 (4.8)	5.59	7.24
Improved bus Frequency	5.81	2 (4.4)	6.31	7.33

DCTA

Conclusions/Actions

Key Finding 1: Mid-day rail service is top priority.

Proposed Action: Implement mid-day rail service in August 2012

Key Finding 2: Late night and weekend service is highly desirable for non-riders and occasional riders. Open-ended comments indicate a strong desire to service regional events.

Proposed Action: Extended hours schedules focused on special event service is an opportunity to grow ridership base.

Key Finding 3: Over 1/3 of A-train riders require other DCTA services to complete the trips. The bus service is critical to the success of the A-train and growth in A-train will result in growth in bus ridership.

Proposed Action: Focus on improving transit connections during next series of schedule changes and look for opportunities to improve bus hours and frequencies when financially feasible.

Key Finding 4: University fare and DART/T regional fare are heavily used. This could be impacting DCTA's cost recovery.

Proposed Action: Perform fare audit of system to get verification of fare use. Continue to monitor fare box recovery.

DCTA

Conclusions/Actions

Key Finding 5: Service hours, travel time, service area and transit connections are limiting DCTA ridership.

Proposed Action: Maximize connections with DART & DCTA bus to minimize travel time and improve transfers. Consider, when financially feasible, additional services including the alignment of bus and train operating hours.

Key Finding 6: Over 50% of A-train customers only travel between Trinity Mills & Denton. Improvement of local transit connections could increase travel between Denton and Lewisville. Moving fare boundary could improve cost recovery.

Proposed Action: Move fare boundary to Trinity Mills with purchasing capabilities at the station. Promote travel opportunities between member cities.

Key Finding 7: Reliability is a concern on DCTA bus services.

Proposed Action: Continue to monitor on-time performance. The fleet replacement program will also improve the reliability of vehicles.

Key Finding 8: DCTA services are not seen as convenient.

Proposed Action: Improvement of schedules and transfer opportunities should better address this limiting factor.

Key Finding 9: DCTA operations staff are highly regarded by customer.

Proposed Action: Continue to work cooperatively with contract operations to focus on the customer's experience.

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Next Steps: Ongoing Activities

- Actively pursue external funding for Positive Train Control and advocate for a legislative delay of implementation date to minimize impact to bus and rail operations.
- Actively pursue grant programs to address capital and operational needs.
- Improve passenger information technology – Where's My Ride?, Text Alerts and Mobile Website
- Work with DART to relocate Local Service fare boundary to Trinity Mills and provide ability to purchase DCTA media at Trinity Mills
- Continue to monitor on-time performance and other service standards.
- Continue to improve customer experience – transit shelters, station information kiosks, and customer service software/mobile application.
- Stadler car roll-out as early as possible.

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Next Steps: August Service Changes

August 20, 2012 Changes – Neutral Budget Impact:

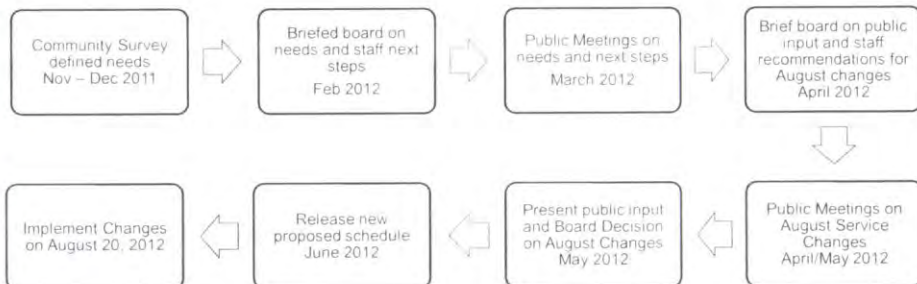
- Maximize connection opportunities with DART and DCTA and DCTA and DCTA without negatively impacting the local system.
- Modify Saturday schedule to provide an earlier trip without adding operating costs. Would create longer span of service but slightly degrade frequency in late afternoon.

Desired August Changes in Priority Order – Requires Budget Admendment:

1. Add mid-day service - \$500,000
2. Continue Friday night service but reconfigure to better meet passenger demand. - \$110,000
3. Add additional bus service in Denton and Lewisville to improve connections and spans of service - \$500,000

DCTA

Implementation Process



DCTA

Wrap-Up

➤ Discussion

- Do you agree with our priorities?
 1. Mid-day Rail Service
 2. Continue but modify Friday night service
 3. Expand frequency and span of service on Lewisville and Denton Connect
- What are we missing?
- What information do we need to bring back for discussion?
- Any other questions

➤ Next Meetings

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March - April Public Meetings

- Review of Community Survey Results and Upcoming Service Changes
 - Monday, March 5, 6:30 p.m. – Downtown Denton Transit Center
 - Tuesday, March 6, 6:30 p.m. – Highland Village City Hall
 - Thursday, March 8, 6:30 p.m. – Lewisville City Hall
- Discuss Capital Projects and Annual Program of Projects
 - Thursday, March 29, 6:30 p.m. – Downtown Denton Transit Center
- Discuss Final Service Changes Recommendations for August
 - Monday, April 30, 6:30 p.m. – Downtown Denton Transit Center
 - Tuesday, May 1, 6:30 p.m. – Highland Village City Hall
 - Thursday, May 3, 6:30 p.m. – Lewisville City Hall

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Contact Us

Denton County Transportation Authority

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Denton, TX 76205

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info@dcta.net

www.dcta.net

www.facebook.com/RideDCTA

www.twitter.com/RideDCTA



The DCTA logo, featuring the letters 'DCTA' in a bold, white, sans-serif font. The letters are set against a dark, textured rectangular background that spans the width of the logo area.

BUS OPERATIONS REPORT

Thursday, March 22, 2012

❖ OPERATIONS

- **Ridership:** 310,752 customers chose to ride DCTA buses in the month of February. This represents a 48% increase over last February.
- **On Time Performance:** February OTP was 98%.
- **Amalgamated Transit Union:** The collective bargaining agreement between First Transit and ATU will expire on March 24. The parties have begun the negotiation process, which will likely extend past the expiration of the CBA.
- **Special Services:** Due to TxDOT construction along the Green Line, DART rail services will be off schedule during the evenings of March 30 and 31. Staff is currently developing a plan to supplement A-train service with buses to ensure proper connectivity. DCTA will be seeking reimbursement for these services from TxDOT.

❖ SAFETY/SECURITY

- Bus operations experienced .75 accident per 100,000 miles in the month of February.

❖ FLEET

- **UNT Vehicle Purchase:** We will begin receiving new UNT Champion buses in early April with final delivery of the last vehicle to occur in July.
- **ROAD CALLS:** Bus maintenance experienced 11,911 miles between road calls in February. Fleet reliability continues to show improvement.

❖ PLANNING

- Cheri Soileau, Sr. Transit Planner, is working with the City of Denton to reduce the amount of on-street parking at DCTA bus stops in order to improve system safety.

BUS OPERATIONS PERFORMANCE INDICATORS

Ridership

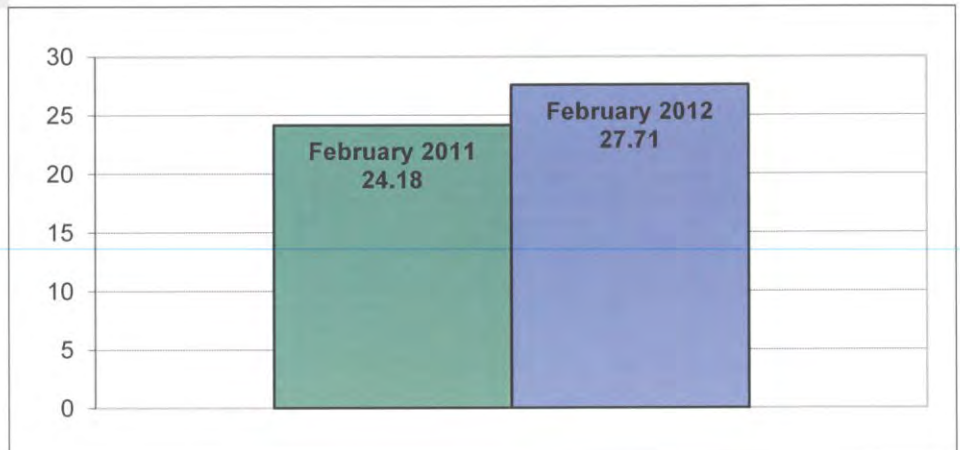
Ridership

February 2011 & February 2012

Performance Measures

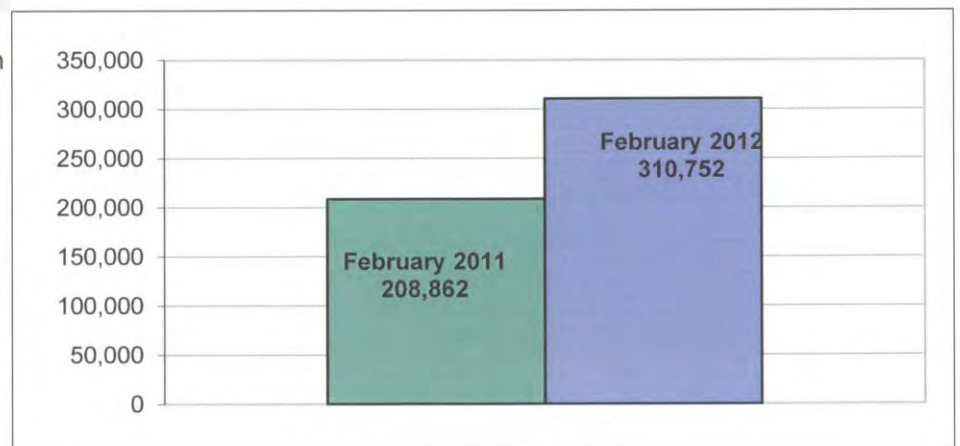
Systemwide Ridership per Revenue Hour

This metric showed a 12% increase over last February.



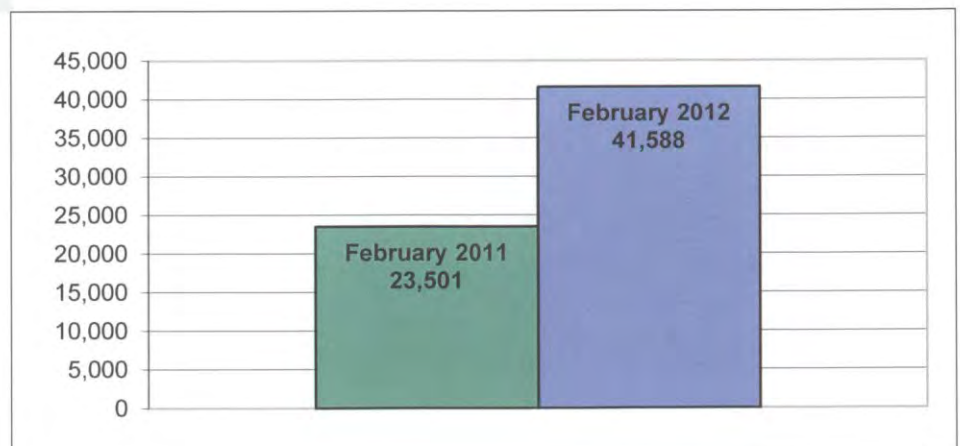
Systemwide Ridership

Ridership throughout the System showed a 48% increase compared with February 2011.



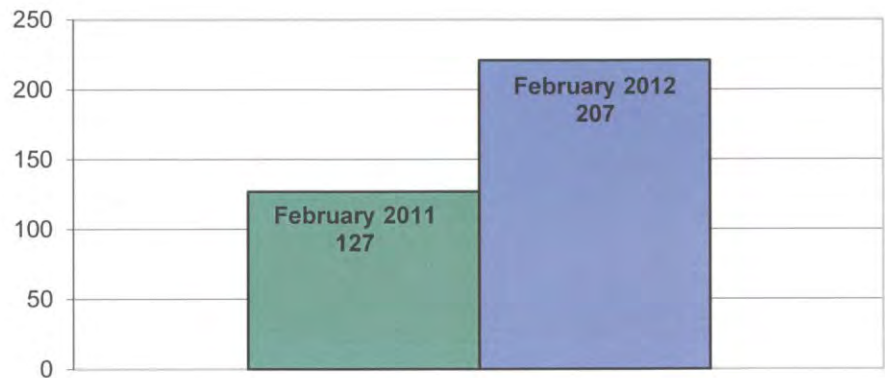
Connect Ridership

Connect ridership showed an increase of 76% over February 2011.



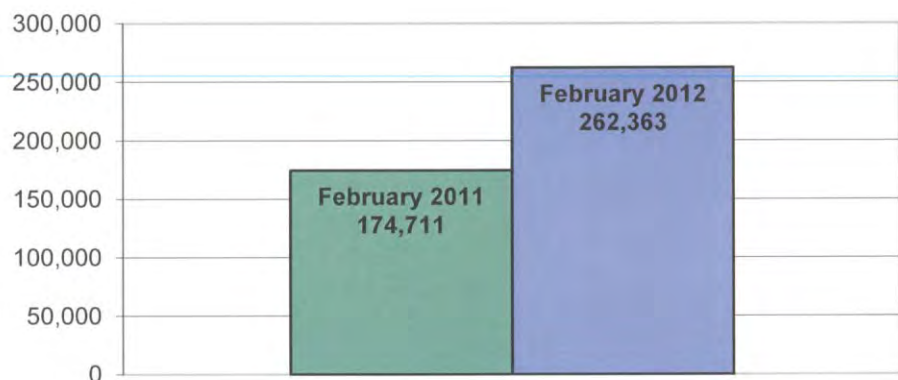
Connect RSVP Ridership

RSVP ridership increased 58% over last February.



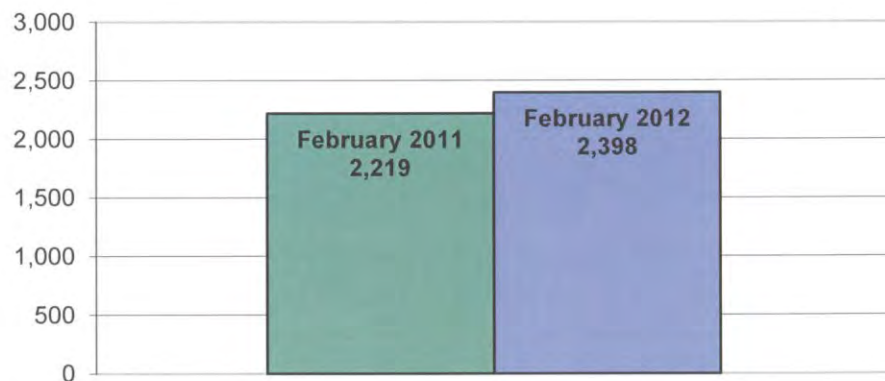
UNT Ridership

Ridership on UNT service increased 50% over February 2011.



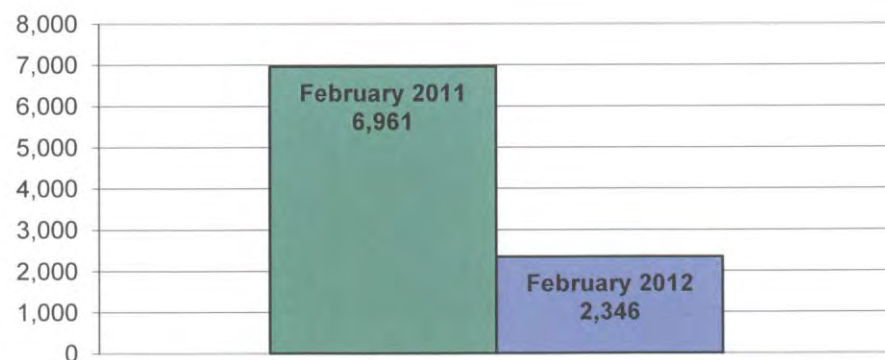
Access Ridership

Access ridership showed a slight increase of 8% over February 2011.



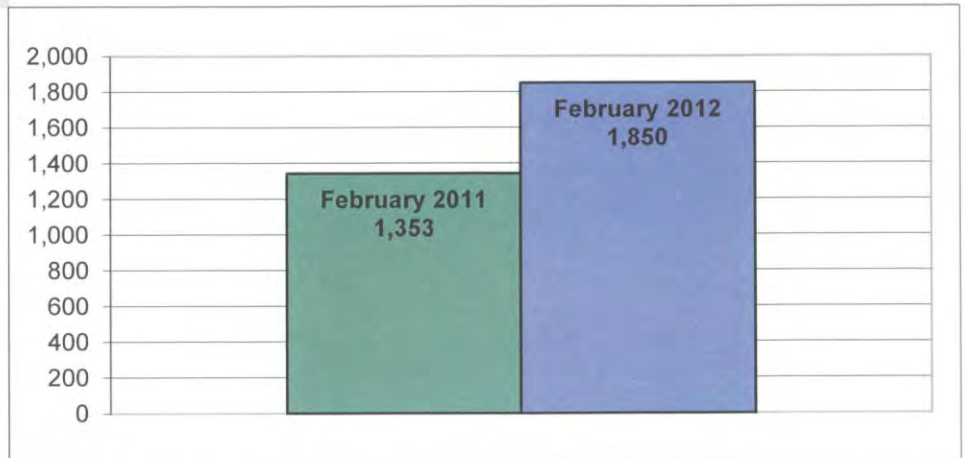
Station Shuttle Ridership

Station shuttle ridership showed a decrease of 66% over last February.



NCTC Ridership

Ridership on the NCTC route showed an increase of 37% as compared to February 2011.



Customer Satisfaction

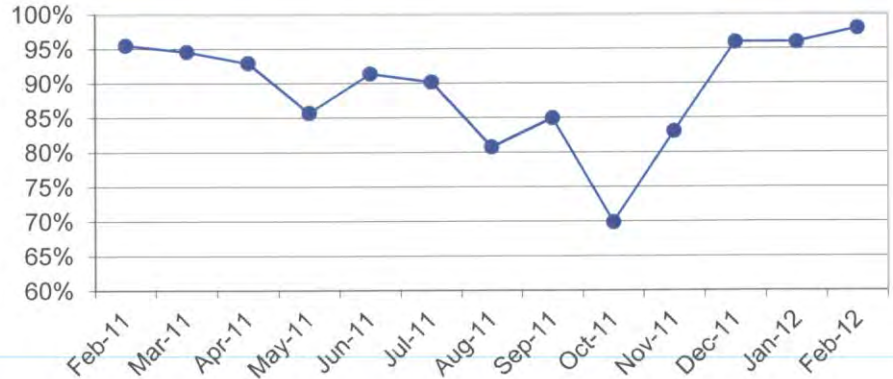
Systemwide Performance

February 2011-February 2012

Systemwide On-Time Performance

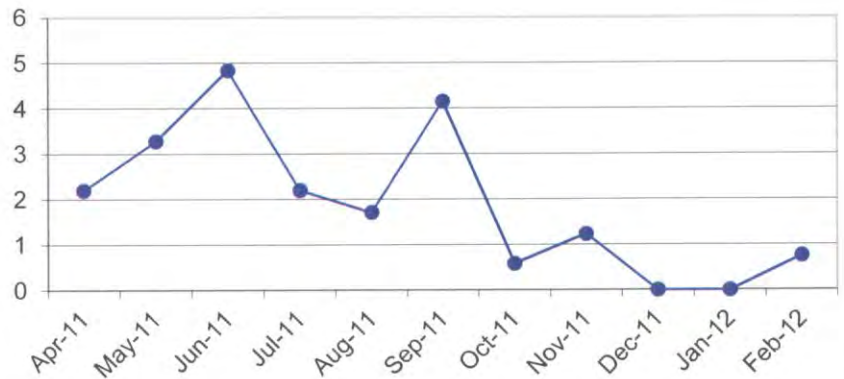
Systemwide on-time performance in February was 98%. 886 performance audits were conducted.

Performance Measures



Systemwide Accidents per 100k Miles

In February 2012, there were approximately 0.75 accidents per 100,000.



Miles Between Road Calls

There were 11,151 between road calls in the month of February



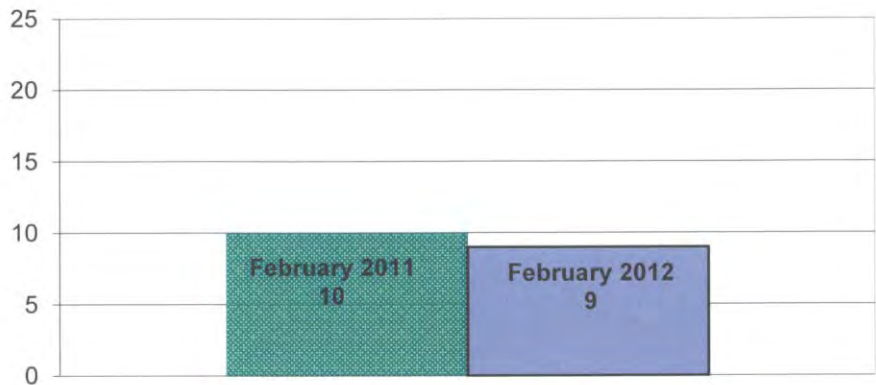
Access

February 2011 & February 2012

Performance Measures

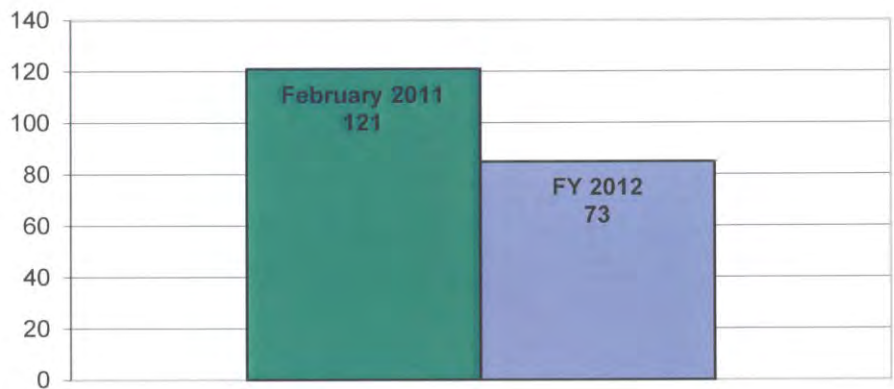
Trip Denials

9 non-ADA Access trips were denied in February. This amounts to 1% of total trips provided.



No-Shows

No-Shows for February 2012 reduced by 39% as compared to February 2011.

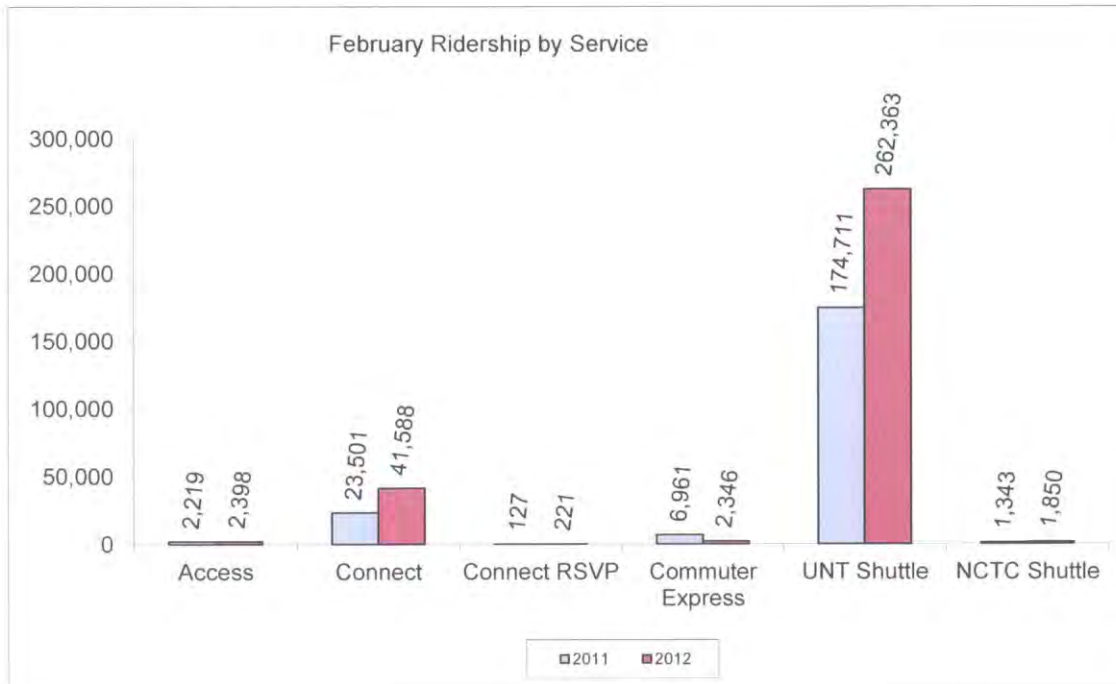


Service Performance

	Feb-12	Feb-11	YTD 2012	YTD 2011
SERVICE EFFECTIVENESS				
Connect Passengers	41,588	23,501	211,442	193,048
Connect Revenue Hours	3,552	2,590	17,949	15,763
Connect Pass. / Rev. Hour	11.7	9.0	11.8	12.2
Connect RSVP Passengers	221	127	1,049	842
Connect RSVP Revenue Hours	129	95	664	674
Connect Pass. / Rev. Hour	1.7	1.3	1.6	1.2
Comm. Exp. Passengers	2,346	6,961	12,153	42,717
Comm. Exp. Revenue Hours	179	459	896	3,111
Comm. Exp. Pass. / Rev. Hour	13.1	9.5	13.6	13.7
UNT Shuttle Passengers	262,363	174,711	1,085,975	901,655
UNT Shuttle Revenue Hours	5,928	4,222	24,155	22,354
UNT Shuttle Pass. / Rev. Hour	44.3	31.2	45.0	40.3
NCTC Shuttle Passengers	1,850	1,343	6,436	6,632
NCTC Shuttle Revenue Hours	219	156	942	874
NCTC Shuttle Pass. / Rev. Hour	8.4	2.8	6.8	7.6

ACCESS EFFICIENCY

Passengers	2,398	2,219	11,787	13,287
Revenue Hours	1,317	1,116	6,362	6,996
Total Hours	1,557	1,676	7,680	9,860
Passengers per Hour	1.8	1.8	1.9	1.9
Rev. Hour % of Total	85%	87%	83%	71%



Fixed Route Service Effectiveness Report

	Weekday			Avg. Wkdy Pass	Weekend			Total System	
	Passengers	Rev. Hours	Pass/ RH		Passengers	Rev. Hours	Pass/ RH	Passengers	Rev. Hours
February 2012									
DCTA TOTAL	295,030	11,228	26.3	13,410	2,857	281	10.2	297,887	11,509
Connect - Denton	33,619	2,148	15.6	1,528	2,125	156	13.7		
Route 1	2,135	171	12.5	97	107	12	9.0		
Route 2	4,014	334	12.0	182	520	28	18.8		
Route 3	3,054	260	11.8	139	247	20	12.2		
Route 4	3,436	214	16.0	156	141	18	7.8		
Route 5	4,818	287	16.8	219	193	23	8.5		
Route 6	3,622	274	13.2	165	449	22	20.4		
Route 7	3,725	237	15.7	169	265	16	16.4		
Route 8	4,001	244	16.4	182	203	17	12.1		
Route 9	4,814	127	37.8	602	-	-	0.0		
Connect - Lewisville	7,359	1,403	5.2	335	503	102	5.0		
Route 21	2,841	442	6.4	129	213	32	6.7		
Route 22	2,265	398	5.7	103	166	35	4.7		
Route 23	2,253	563	4.0	102	124	34	3.6		
Connect - Total	40,978	3,551	11.5	1,863	2,628	257	10.2	43,606	3,808
A-train Midday Station Shuttle	2,346	179	13.1	94	-	-	-		
Southbound	1,193	90	13.3	47	-	-	-		
Northbound	1,153	90	12.9	43	-	-	-		
UNT Shuttle	247,240	5,837	42.4	11,238	229	24	10	247,469	5,860
Mean Green	34,334	822	41.8	885	-	-	-		
North Texan	53,899	940	57.3	1,422	-	-	-		
Eagle Point	23,873	619	38.6	621	-	-	-		
Discovery Park	24,731	643	38.4	903	-	-	-		
Centre Place	47,136	962	49.0	1,235	-	-	-		
Bernard Street	41,808	617	67.8	1,087	-	-	-		
Colorado Express	20,847	718	29.0	529	-	-	-		
Sam Bass	612	516	1.2	377	-	-	-		
Campus Cruiser	15,123	47	-	-	229	24	10		
NCTC Shuttle	1,847	209	8.9	88	-	-	-	1,847	209
Access	2,398	1,317						2,398	1,317
Connect RSVP	221	135.52						221	136



RAIL OPERATIONS REPORT

Thursday, March 22, 2012

❖ OPERATIONS

- February "On Time Performance" (OTP) was 96.91%.
- Testing and commission of the Stadler GTW's is ongoing. No major problems to report. Still trying to resolve shunting issue. Had favorable results the last two Sunday's (2/25 & 3/3).

❖ SAFETY/SECURITY

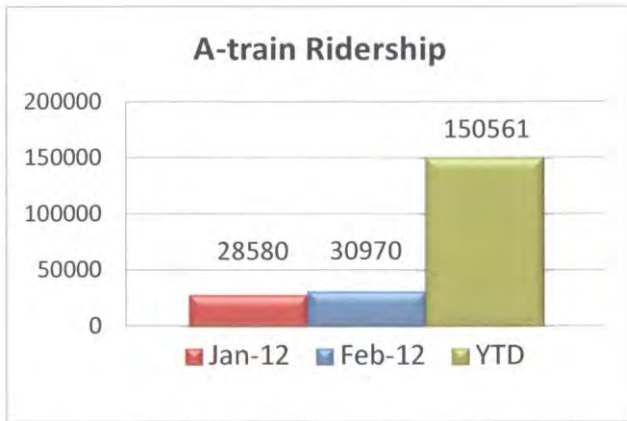
- DCTA Rail Operations Injury Free Workdays: 259 days
- On 2/25 two trespassers were struck on the Lewisville Lake Bridge, resulting in one death.
- Eagle Point had another vehicle stuck on the tracks resulting in two trains arriving late, no injuries.

❖ MAINTENANCE

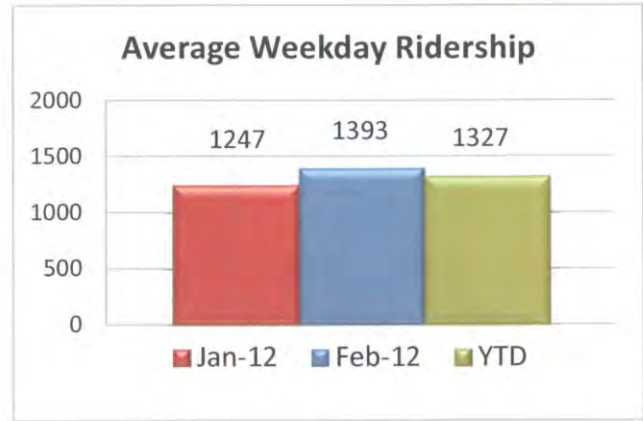
- **Right of Way:** Routine daily inspections are being performed by the contractor. No exceptions were reported for the month of January.
- **Signal/Communications:** No issues to report.
- **Stations:** DCTA contract operations (HTSI) continues to perform weekly safety inspections, which have not identified any major issues and any minor aesthetic issues have been quickly resolved (i.e. landscape maintenance, etc.).
- **Mechanical:** DCTA contract operations (HTSI) reported zero (0) RDC mechanical issues in the month of February affecting on-time performance.

❖ RIDERSHIP

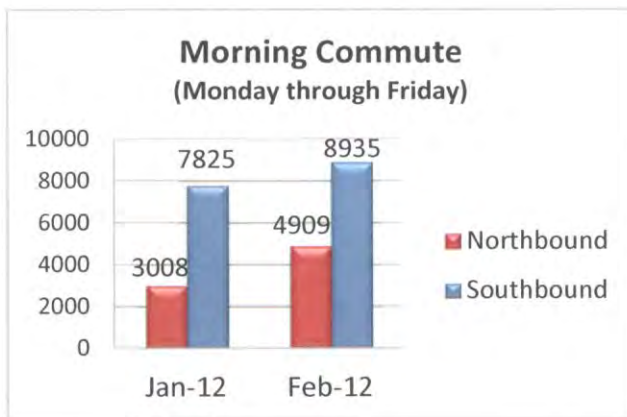
- The A-train has experienced an overall increase in ridership of approximately 8% for the month of February 2012 compared to January 2012.
- Refer to attached ridership charts.



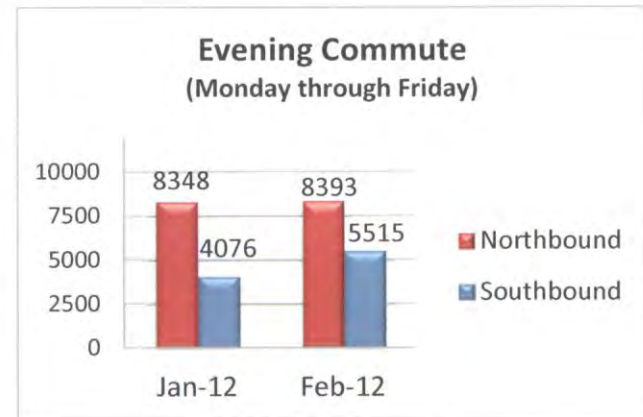
The A-train moved 30,970 passengers for the month of February which is a 8% increase over the month of January.



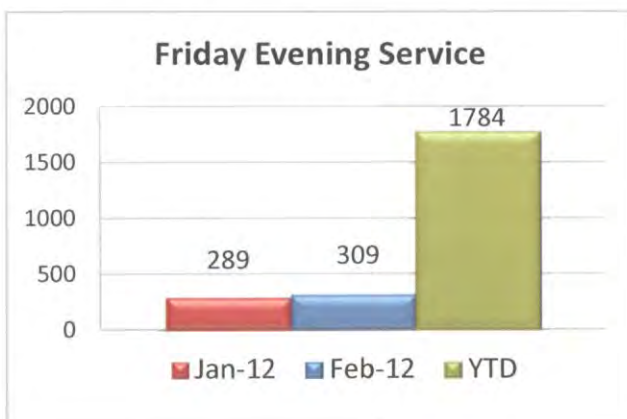
The average daily A-train ridership for the month of February was 1,393 passengers per day. This is a 12% increase over the month of January.



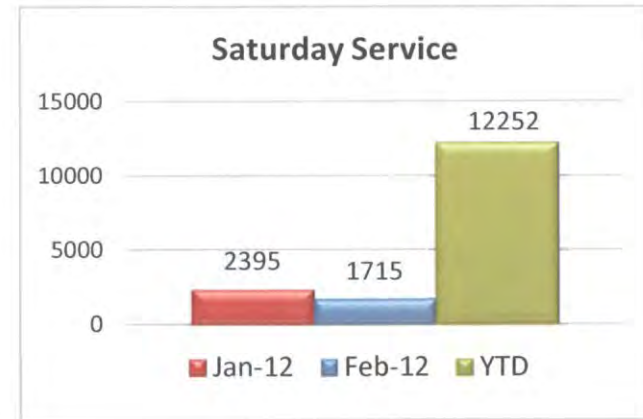
The A-train experienced increases on both the northbound (63%) and southbound (14%) morning commutes during the month of February.



The A-train experienced increases on both the northbound (1%) and southbound (35%) evening commutes during the month of February.



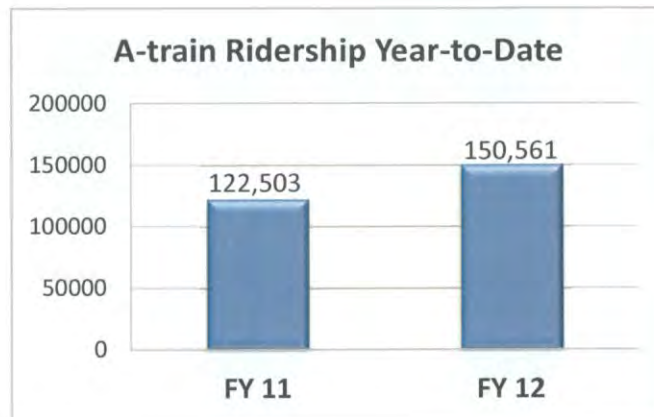
A-train Friday evening service experienced a decrease of 7% in total ridership for the month of February compared to the previous month.



A-train Saturday service experienced a decrease of 28% in total ridership for the month of February compared to the previous month.



The A-train On-Time Performance (OTP) is a direct reflection of service and equipment reliability.





Board of Directors Memo

March 22, 2012

Item: 2(a) Discussion of Level of Access Service to be provided beyond Americans with Disability Act Requirements

Background

The Service Plan, adopted by the DCTA Board of Directors in December 2011, identified some opportunities for greater operating efficiencies within DCTA's demand response services. The Service Plan consultant recommended a review of DCTA's Access policies regarding the provision of non-ADA service. At the February 2012 Board Retreat, DCTA staff provided a list of Priorities for Cost Savings, Revenue, and Budget Control. The level of Access service provided above the required ADA minimum was an item discussed (agenda item attached). A member of the Board requested the item be placed on the March agenda for further discussion.

Identified Need

This item is for discussion purposes at this time.

Financial Impact

A detailed cost analysis of Access services has been attached. The original analysis provided in February focused on Non-ADA certified passengers. The updated analysis includes the addition of non-ADA trips taken by ADA certified passengers. These are trips outside the $\frac{3}{4}$ mile ADA window. Between March 1, 2011 and February 29, 2012, Access provided 30,058 trips including approximately 14,042 non-ADA trips. At a rate of \$35.74 per passenger, non-ADA trips cost DCTA approximately \$501,861 during the past 12 month period.

Recommendation

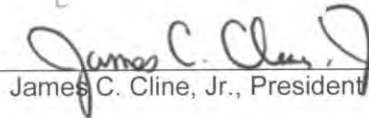
Staff recommends managing the cost of Non-ADA Access service through the annual budget process rather than through modifications to the Access Policy (policy attached).

Submitted by:



Jarod Varner, VP Transit Operations

Approval:



James C. Cline, Jr., President

Access Service

- Provision of service in Lewisville and Denton beyond ADA requirements is estimated to cost \$180,000 per year in operating expenses and \$130,000 every five years for fleet replacement.
- Service has proven vital to senior citizens .
- Senior citizens are very underrepresented in our fixed route demographic.
- **Recommendation:** Do not change the ACCESS policy for senior citizens. Enhance our efforts to make the fixed route system more user friendly (mid-day service, rider education, etc.) and continue training for these riders.

Access Trip Count Report - DCTA

For Time Period: 03/01/2011 to 02/29/2012

	<u>Passenger Trips</u>	<u>CS</u>	<u>NS</u>	<u>Attendants</u>	<u>Guest</u>	<u>Amb</u>	<u>WC</u>	<u>CPP</u>	<u>Annual Cost Per Passenger</u>
Totals									
Totals Access Trips:	30,058	2,241	1,314	335	195	23,987	6,051	\$35.74	\$1,093,215.12
Non ADA Service									
Denton Non-ADA	2,125	220	172	81	38	1,651	474	\$35.74	\$80,200.56
Lewisville Non-ADA	3,668	231	147	8	24	3,462	206	\$35.74	\$132,238.00
Non ADA Totals:	5,793	451	319	89	62	5,113	680	\$35.74	\$212,438.56
ADA Service									
Denton ADA	14,326	1,180	641	202	125	10,802	3,504	\$35.74	\$523,698.22
Lewisville ADA	9,939	610	354	44	8	8,072	1,867	\$35.74	\$357,078.34
ADA Totals:	24,265	1,790	995	246	133	18,874	5,371	\$35.74	\$880,776.56
Non ADA by City of Residence:	571	Active ADA Passengers:				766	Total Active		1,337
Denton	256								
Lewisville	253								
Highland Village	12								
Argyle	8								
Aubrey	3								
Corinth	15								
Copper Canyon	1								
Carrollton	1								
Hickory Creek	2								
Flower Mound	13								
Justin	1								
Little Elm	1								
Sanger	2								
Shady Shores	1								
Lake Dallas	1								
The Colony	1								

Non-ADA Trips by ADA Passengers:	8,098								
Denton	3725		*26% est				\$35.74	\$133,131.50	
Lewisville	4373		*44% est				\$35.74	\$156,291.02	
ADA - Non-ADA Trips Total Cost:								\$289,422.52	
Total Non-ADA Impact	13,891								\$501,861.08

*estimate based on random sample



DENTON COUNTY TRANSPORTATION AUTHORITY
ACCESS SERVICE POLICIES AND PROCEDURES

Effective October 1, 2010

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INTRODUCTION

Access, like all DCTA services, is provided in a manner that furthers the vision and mission of DCTA:

Vision

Be a leader in advancing public transportation alternatives.

Mission

As a regional partner, the Denton County Transportation Authority is committed to provide safe, customer focused, and efficient mobility solutions for Denton County.

It is the policy of the Denton County Transportation Authority (DCTA) to provide a complementary paratransit service to those individuals determined to be Americans with Disabilities Act (ADA) Paratransit eligible. In accordance with the Service Plan, DCTA will also provide demand response service to individuals who are elderly or disabled throughout the DCTA service area.

PURPOSE AND NEED

The *Access* Service Policies and Procedures document is intended to outline the provision of demand response service by the DCTA throughout the service area.

DCTA *Access* is a curb-to-curb public transportation service for people who have a physical, cognitive or mental disability or who are at least 65 years old. *Access* is operated in compliance with the ADA and is a shared-ride, public transportation service. As such, other passengers may be onboard and the vehicle may stop for other pick-ups and/or drop-offs on the way to a destination.

I. ELIGIBILITY

Access ADA Paratransit Eligibility

The ADA definition of eligibility as codified in 49 CFR 37.123, the "ADA Paratransit Regulations," addresses three categories of individuals who are eligible for complementary paratransit service. Specific definitions of the three eligibility categories described in the ADA Paratransit Regulations are as follows:

1. Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.

Included in this category are individuals with mental or visual impairments who cannot "navigate the system."

2. Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride, and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route of the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.

*Eligibility under this category depends on the accessibility of vehicles and routes. A person is eligible for paratransit service if the **vehicle** assigned to the fixed route on which they want to travel is not yet accessible. **All DCTA buses are accessible.***

3. Any individual with a disability who has a specific impairment-related condition, which prevents such individual from traveling to a boarding location or from a disembarking location on such system.

Two important qualifiers to this category are included in the regulations. First, the "specific impairment-related condition" must prevent the person from using the fixed route system. Conditions, which make getting to or from stops more difficult, do not confer eligibility. Second, architectural barriers not under the control of the public entity and environmental barriers do not, when considered alone, confer eligibility. If, however, travel to or from a boarding location is impossible when these factors are combined with the person's specific impairment-related condition, paratransit service must be provided.

Conditional Eligibility

Some people with disabilities may be able to use the local fixed route bus service, *Connect*, under certain conditions, but not under others. Therefore, eligibility for *Access* service for some people will be determined on a trip-by-trip basis.

Temporary Eligibility

A person with a temporary disability will be eligible for *Access* service if the disability results in his/her functional inability to use the *Connect* bus system as described in the three eligibility categories. Temporary eligibility may be granted up to the amount of time recommended by a medical professional.

Strictly Limiting Eligibility

The certification process shall strictly limit ADA paratransit eligibility to individuals who meet the regulatory definition of eligibility. Only those persons who meet the regulatory definition can be given documentation indicating that they are “ADA Paratransit Eligible.” If individuals who are determined to be ADA paratransit eligible can use fixed route service under certain conditions, the documentation which they are given will indicate the limitations/conditions of their eligibility.

Access (Non-ADA) Service Eligibility

Individuals certified for ADA Paratransit service are automatically eligible to schedule *Access* (Non-ADA) trips. Non-ADA trips are those that either begin or end outside the ADA service area subject to service area boundaries.

Access (Non-ADA) trips must begin and end within the Lewisville/ Highland Village Zone or the Denton Zone (see figure 1). Trips will not be available between the two zones. DCTA applies Federal Transit Administration “Half Fare” regulations to determine eligibility for *Access* (Non-ADA) service. *Access* (Non-ADA) trips are provided only to the extent that there is excess capacity on the system. However, DCTA is committed to providing service to all our *Access* customers as provided for in the Service Plan.

To be eligible for *Access* (Non-ADA) trips, individuals must be one of the following:

1. Age 65 or older;
2. A person “who by reason of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including any individual who is a wheelchair user or has semi ambulatory capabilities), cannot use effectively, without special facilities, planning, or design, mass transportation service or a mass transportation facility;”
3. Medicare cardholder—Anyone in possession of a Medicare card is eligible for *Access* (Non-ADA) trips.

Customers age 60-64 who were certified to use *Access* service based on age prior to the November 1, 2007 effective date shall remain eligible to schedule trips.

II. CERTIFICATION PROCESS

The goal of this process is to ensure that only people who meet the regulatory criteria are regarded as ADA paratransit eligible and only people who meet ADA and/or FTA half fare criteria are approved to schedule *Access* (Non-ADA) trips.

Application

In order to use *Access*, individuals must complete and submit an application. Applications can be obtained by calling the DCTA operations office at (940) 243-0077 or downloaded from the internet at www.dcta.net. Hearing impaired TDD customers can contact our office through the Southwestern Bell TDD line (1-800-735-2989).

Upon receipt of **completed** applications, ADA regulations allow a maximum of 21 days to process applications. DCTA will begin processing properly completed applications immediately upon receipt. Only completed, signed applications, which may be mailed or faxed, will be considered for review. Applicants will receive written notification of eligibility via U.S. mail.

Completed applications include:

1. Application
2. Physician's Form

The application will not be reviewed until both components are received.

For applicants with a disability, a licensed physician or certified human services professional familiar with the applicant's condition must complete the attached physician form in order to prevent delay with the application review. Examples of licensed or certified human service professionals include:

Medical Doctor, Psychiatrist, Psychologist, Social Worker, Rehabilitation Professional, Physical/Occupational Therapist, Physician's Assistant, Nurse Practitioner, Registered Nurse.

Once the application is fully completed, the signed original should be mailed or faxed to:

DCTA
1527 Mayhill Road, Building C
Denton, TX 76208
940-387-0829 (fax)

Eligibility Determination

DCTA personnel will determine the eligibility status of a passenger based on the information contained on the application and physician's form. A person may be determined to be eligible, temporarily eligible, or conditionally eligible for certain trips. The applicant will be notified in writing of the eligibility upon determination. An in-person interview may be necessary for eligibility determination. Transportation for any required in-person interview will be provided by DCTA.

Individuals who are eligible for *Access ADA Paratransit* consequently qualify for **free fare** on DCTA *Connect* fixed route service.

Notice of Initial Determination

An applicant that is determined to be eligible for ADA service will be mailed (to the address printed on the application) documentation of eligibility specifically stating that the person is “ADA Paratransit Eligible.” This eligibility qualifies the customer to schedule both ADA complementary paratransit trips and *Access* (Non-ADA) trips. An applicant that is determined to be eligible to schedule *Access* (Non-ADA) trips **only** will receive documentation to that effect. The document will include the name of the eligible individual, the phone number of DCTA *Access* operations office, an expiration date for eligibility, and any conditions or limitation on the individual's eligibility including the use of a personal care attendant. If the determination is that the person is not eligible, the written notification will state the specific reason(s) for the finding. All applicants have the right to appeal the initial determination of eligibility.

Eligibility Appeal Process

The DCTA *Access* eligibility appeal process is as follows:

- Individuals are permitted to request an appeal to the DCTA *Access* Appeal Panel (AAP) within sixty (60) days of the initial eligibility decision, beginning on the date the individual receives notification of the initial decision;
- Appellants have an opportunity to be heard in person and to present additional information and arguments regarding their disability and ability to use the *Connect* fixed route service;
- The AAP hears all appeals and the Panel’s ruling is final.
- Applicants are notified of appeal decisions in writing, or in an accessible format if requested, and the notification will state the reason(s) for the decision if eligibility is still denied;
- Applicants should mail appeals to the following address:

**DCTA
Access Appeal Panel
1660 S. Stemmons Suite 250
Lewisville, TX 75067**

- If a decision on the appeal is not made within 30 days of the completion of the process, individuals will be considered “presumptively eligible” and will be provided paratransit service until and unless a decision to deny the appeal is issued.

Recertification Process

Passengers will be subject to individual recertification every three years from the date they are certified. Re-certification is done to ensure that circumstances have not changed or invalidated an individual’s eligibility. Recertification also ensures that DCTA’s files are accurate and contain up-to-date information. DCTA reserves the right to re-certify eligibility at any time.

III. SERVICE PARAMETERS

Access ADA paratransit service, which is prescribed in the Code of Federal Regulations chapter 49 part 37, is provided in an area within three-quarters of a mile on either side of each local fixed route. ADA paratransit is currently provided within the cities of Denton and Lewisville due to the operation of *Connect* and *University of North Texas Shuttle* fixed route services within the cities.

In addition to ADA Paratransit service, DCTA provides broader Non-ADA demand response service to elderly and disabled residents residing within the city limits of all member cities. This broader service is not subject to the service criteria for ADA complementary paratransit service outlined in 49 CFR 37.

Access certified riders may schedule trips to begin and end within in the following cities:

- Denton
- Lewisville
- Highland Village

The *Access* (Non-ADA) demand response trips will be provided on a first-come, first-served basis, are subject to capacity constraints, and must begin and end within a single service zone.

Service Hours

DCTA *Access* service hours are intended to mirror that of the local fixed route service.

Access service hours (excluding holidays) for the entire service area when UNT Shuttle operates a limited schedule are:

5:30 a.m. – 8:30 p.m. Weekdays

9:00 a.m. – 6:00 p.m. Saturday

Access service hours (excluding holidays) for Denton when UNT Shuttle operates full service:

5:30 a.m. – 10:30 p.m. Monday – Thursday

5:30 a.m. – 8:30 p.m. Friday

7:30 a.m. – 6:30 p.m. Saturday

DCTA observes the following holidays and service is not available:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

IV. SCHEDULING A TRIP

An *Access* trip may be scheduled by calling 940-243-0077 between one (1) and seven (7) days in advance of the requested trip date. Reservations may be made between 8:00 a.m. and 5:00 p.m. Monday through Sunday. On Saturday, Sunday and holidays an answering machine will take requests. **Requests for same-day service will be provided if capacity is available.**

Customers will receive a confirmation telephone call one day prior to their scheduled trip. It is recommended that phone numbers on record with DCTA be equipped with messaging devices. If DCTA is unable to contact a passenger due to a wrong number being on file or due to no answer on a phone without a messaging device, the passenger remains obligated to the trip scheduled. For ADA paratransit trips, DCTA may offer travel times one hour before or one hour after the requested travel time as established under the ADA paratransit service criteria. *Access* (Non-ADA) trips are not covered under these requirements, therefore DCTA may offer travel times greater than one hour before or one hour after the requested travel time for these trips. Every effort will be made to schedule these trips within a reasonable time window.

Customers will receive a confirmation telephone call one day prior to their scheduled trip. The confirmed trip time may be different than the originally requested time.

Customers will receive an approximate time for pick up. The driver may arrive up to 15 minutes before or after this time (30 minute Ready-time Window), and be considered on-time for your trip. Customers should be ready to go and be waiting in a place where they can hear or see the vehicle arrive. **If the Access vehicle arrives after the 30 minute ready-time window, the passenger will not be required to pay for the trip.**

If the vehicle fails to pick up within one hour of the scheduled trip, the customer is entitled to request a credit for the trip by calling the DCTA Operations office. Once the missed trip is validated, a credit will be placed in the customer's file to be used at a later date.

Subscription Service

According to ADA Guidelines, no more than 50% of scheduled service can be designated as Subscription Service. DCTA reserves the right to restrict and/or prioritize Subscription Service to maintain a maximum level of 50%. Subscription Service is limited to customers traveling to the same place at the same time at least three times per week for a minimum period of ninety (90) days. DCTA will terminate any subscription service that is canceled 50% or more of the time during any thirty (30) day period, or if there is a consistent pattern of cancellations or no-shows of any part of a subscription.

V. SERVICE RULES

Drivers are not allowed to go into residences or other facilities to look for passengers. To avoid delaying other passengers, drivers can only wait five minutes upon arrival before proceeding on their route. A customer will be charged with a "No-Show" if the vehicle arrived to pick them up within 15 minutes on either side of the pick up time and the customer was not ready to go within five minutes.

All passengers are required to pay the full fare upon boarding the vehicle. If using a prepaid book of tickets, the customer will place a one-ride ticket in the farebox as fare payment. Passengers shall remain seated and are encouraged to fasten their seat belt. For safety, drivers are not allowed to put the vehicle in motion until all passengers are seated. For the comfort of all passengers on board, smoking, eating and drinking are not allowed.

Vehicle operators are not allowed to make changes in scheduled times or destinations without authorization from the DCTA Operations office.

DCTA operators provide minimal assistance to passengers, minimal assistance DOES NOT include:

- Assistance getting in and out of a wheelchair
- Administering medication or oxygen
- Assisting passengers in wheelchairs up or down stairs
- Assistance with excessive items (i.e. more than two grocery bags)
- Assisting passengers up and/or down ramps at residence or destination

If a passenger needs medical attention during an *Access* trip, appropriate medical professionals will be contacted for assistance. An *Access* passenger who requires medical care during transit due to a medically unstable condition may not be eligible for service during this period of medical instability. ***Access is not an emergency medical transportation service.***

VI. FARES

One-way fare for passengers and guests, excluding Personal Care Attendants, is \$3.00. For customer convenience, prepaid 10 ride tickets are sold for \$30.00 each. Call 940-243-0077 for more information or visit us online at www.dcta.net.

The fare must be paid at the beginning of each trip. Passengers shall pay the fare in an exact amount or with a DCTA ticket. The operator will not accept checks unless the check is for payment of a ticket book. Operators do not make change.

VII. ACCOMPANYING PASSENGERS

Personal care attendants (PCA)

A personal care attendant who is required to ride with the passenger may ride free. The need for PCA must be indicated on the certification application in order for the PCA to ride free. PCAs must be scheduled at the same time the client schedules their trip in order to reserve the necessary space on the vehicle. The origin and destination of the PCA must be the same as the customer.

Guests

A customer may invite one guest to travel with him or her, and other guests will be permitted on a space available basis. **Guests are charged the same applicable rate as the *Access* customer.** Customers must reserve a space for their guest, whether child or adult at time of scheduling. Guests must be picked up and dropped off at the same address as the *Access* customer. Children age four and under ride free and must be accompanied by an adult.

Service Animals

Guide dogs and other service animals are permitted on all DCTA vehicles and are allowed to accompany passengers if this need is indicated in their file. When scheduling a trip, customers should inform *Access* scheduling if a service animal will be accompanying the customer on the trip.

Packages

Carry-on packages are limited to two (2) grocery bags or similar-sized packages onboard *Access* vehicles. Operators can help a customer carry two packages on and off the vehicle from the same sidewalk or waiting area where the customer boards and gets off the vehicle. The operator cannot carry any packages to the door. Packages should weigh no more than 20 pounds each.

VIII. VISITORS

Out-of-town visitors who are ADA eligible may use DCTA *Access* by presenting documentation showing ADA eligibility. Visitors with disabilities who do not present ADA Paratransit Eligibility documentation will be required to present documentation on their place of residence and of his/her disability. DCTA *Access* shall accept a certification by such visitors that they are unable to use fixed route transit. DCTA will provide *Access* service to visitors for no more than 21 consecutive days within a 365 day period. Visitors must contact the DCTA Operations Office Monday through Friday, 8 a.m.-5 p.m., at 940-243-0077 no later than one week before service is required. Once this is done, advance reservations can be made up to 5 days in advance.

IX. NO-SHOWS AND CANCELLATIONS

Trips no longer required by a customer, whether single trips or subscription service, must be canceled by 5:00 p.m. the day before the scheduled trip. Trips canceled by 5:00 p.m. the day before the scheduled trip will be considered an **Advance Cancellation**. To cancel a trip, customers must call 940-243-0077.

Missed scheduled trips adversely affect service provision as well as other users of *Access*. To that end, DCTA has implemented a set of sanctions to be applied in the case of individuals who systematically miss scheduled trips.

Same Day Cancellations

A Same Day cancellation occurs when a customer cancels a scheduled trip between 5 p.m. the day prior to the trip and up to two hours before the scheduled pick-up time.

Two (2) Same Day Cancellations within a thirty day period will be charged as one (1) no-show.

No-Shows

A no-show occurs when a customer fails to cancel their trip at least 2 hours before the scheduled pick-up time or board the *Access* vehicle within 5 minutes after it arrives within the ready-time window.

No-Shows and trip cancellations adversely affect service provision as well as other users of *Access*. Sanctions will be applied in the case of individuals who systematically miss scheduled trips.

X. SUSPENSION OF SERVICE

Passengers must not engage in activities or conduct resulting in misuse of the system, or unnecessarily reserve and/or use space that could otherwise be utilized by people who need service. Examples of misuse include, but are not limited to:

- Failing to show up for scheduled rides (No-Shows)
- Excessive Same Day Cancellations
- Engaging in disruptive behavior
- Falsifying medical justification for eligibility

Suspensions shall not be proposed or implemented for circumstances which are beyond the passenger's control. Examples of situations not within the passenger's control are:

- A sudden personal emergency
- Sudden or worsening illness
- A late vehicle arrival
- Medical conditions which may cause involuntary behavior (e.g. Tourette's Syndrome)

Service Suspension for No-Shows

Because no-shows have the potential to adversely affect other passengers, a charge for the trip will be imposed on the second and third incidents and due before the customer is allowed to ride again. In addition, an accumulation of four (4) no-shows within a 30-day period will result in a suspension of service or fee payment.

Within each 30-day period, the following penalties shall be assessed for no-shows:

<u>Occurrence</u>	<u>Penalty</u>
First	Verbal warning to customer
Second	\$2.50 fee and verbal warning to customer
Third	\$2.50 fee and written warning to customer
Fourth	Fifteen (15) day suspension of service or payment of a \$25 fee

Customers accumulating eight (8) no-shows within a sixty (60) day period will receive a thirty (30) day suspension of service.

Fees must be paid when the next *Access* trip is taken. If the no-show fee is not paid prior to or on the first scheduled trip following the no-show, no further trips may be scheduled until the no-show fee is paid.

After the fourth and eighth occurrences, DCTA will contact the customer via telephone and send a letter identifying the proposed suspension period or fee and the reasons for the penalty. Customers who appeal a proposed suspension may continue to ride pending a decision on the appeal. If the appeal is denied, the suspension shall be imposed effective the date the appeal is denied, pending final notification to the customer.

Service Suspension for Violent, Seriously Disruptive and/or Illegal Conduct

Service shall immediately be suspended for 30 days or until an appeal hearing is held, to passengers who engage in violent, seriously disruptive or illegal conduct. This includes, but is not limited to:

- Threats of physical harm to other passengers, drivers or other service personnel
- Physical assault or battery on driver or other passengers
- Verbal abuse, intimidation or altercation with driver or other passengers
- Unlawful harassment of driver or other passengers, including, but not limited to unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations
- Unauthorized use of or willful damage to vehicle equipment
- Smoking while aboard the vehicle
- Repeatedly violating riding rules, including smoking on the vehicle, standing while the vehicle is in motion, eating or drinking on the vehicle without valid medical reason,

defacing equipment or refusing to comply with other service requirements specified in the policies included in this document

- Failing to maintain reasonably acceptable personal hygiene standards which could interfere with the safe operation of the vehicle by the driver or with the use of the service by other passengers
- Any other criminal conduct defined in and/or prohibited by the Texas Penal Code

Customers suspended from service for exhibiting violent, seriously disruptive and/or illegal behavior shall be contacted by DCTA Administration to investigate the alleged situation or incident. If DCTA Administration determines the customer's behavior to be disruptive or violent, the customer shall be sent a written notice by DCTA explaining the reasons for the suspension.

Note: Customers who engage in physical abuse or cause physical injury to another customer or operator may be subject to immediate and permanent suspension, and possible criminal prosecution.

The person shall have 10 calendar days from the date of notice of the proposed suspension to submit to DCTA Operations a request for an appeal. He or she (or their representative) shall include a written explanation as to why the suspension should not be imposed. Customers appealing a suspension based on seriously disruptive or violent behavior may not continue to ride until the Access Appeal Committee issues a written decision on the case. Disruptive behavior which is determined to be due to a disability of the customer may not result in a suspension. However, DCTA may require the customer to travel with a Personal Care Attendant (PCA) if it is established that the customer's behavior poses a significant potential threat of harm to other passengers or to the driver. If such disruptive behavior continues and the required PCA is unable to prevent further instances of such behavior so that the customer continues to present a potential safety problem, service for the customer may be discontinued.

Service Suspension Appeal Process

A customer who disputes the basis for a suspension of service may request an appeal hearing by calling or writing DCTA at:

**DCTA
Access Appeal Panel
1660 S. Stemmons Suite 250
Lewisville, TX 75067
972-221-4600
972-221-4601 (fax)**

1. Before sanctions may be imposed, the individual has the option to appeal the sanction(s). The Access Appeal Panel will have the final say on all appeals.
2. Once an individual requests an appeal, the AAP will hear all current violations. For example, suppose an individual appeals sanction for May 2nd and the appeal can not be heard until May 17th and this individual incurs three additional no- shows during the interim, all violations will be heard during the same meeting.

3. Before service may be suspended, the individual will have the opportunity to be heard and to present information justifying the no-shows.
4. *Access* service will not be suspended while an appeal is being considered.
5. DCTA will notify the individual, in writing, of the AAP's ruling on all appeals. This notification will outline the ruling and supporting reasons. A decision will be provided to the appellant within 30 days from the appeal request date.
6. Once the individual has been informed of the ruling, sanctions will either be dismissed or imposed on the next day of service.
7. DCTA requires appeals regarding suspension of service due to excessive no-shows be made within 60 days of occurrence. Appeals regarding suspension of service due to violent, seriously disruptive and/or illegal conduct must be made within 10 days of occurrence.
8. The AAP's decisions are final.

XI. DEFINITIONS OF TERMS USED

ADA Paratransit Service – ADA paratransit service is provided as a complement to fixed route service to those individuals who are unable to ride fixed route services due to disability. ADA service is required within three-fourths (3/4) of a mile on each side of each local fixed route. ADA paratransit service is complementary in the sense that it is meant to be equivalent to local fixed route service and afford those with disabilities the same opportunity to use public transportation.

Advance Cancellation – trips cancelled by 5:00 p.m. the day before a scheduled trip.

Demand Response Service - Non-fixed-route service utilizing vans or buses with passengers boarding and alighting at pre-arranged times at any location within the system's service area.

Local fixed route service - bus service provided on a fixed schedule along a pre-established route with frequent stops along the route that operates in both peak and off-peak hours. All DCTA fixed route vehicles are wheelchair accessible and have space designated for people with disabilities and the elderly. DCTA encourages all persons with disabilities to use its local fixed route service (known as *Connect*).

Mobility Device – a mechanism such as a wheelchair, a walker or a scooter, designed to aid individuals with mobility impairments. They can be either manually operated, or powered.

No-Show – A no-show occurs when a customer fails to cancel their trip at least 2 hours before the scheduled pick-up time or board the *Access* vehicle within 5 minutes after it arrives within the ready-time window. In accordance with ADA regulations, customers who show a pattern and practice of missing scheduled trips may be suspended for a reasonable period of time.

Paratransit – a comparable transportation service that is required by the ADA for individuals with disabilities who are unable to use fixed route transportation systems.

Personal Care Attendant – An individual who accompanies an *Access* passenger to assist the individual in utilizing *Access* service.

Ready-time Window – A 30 minute window, 15 minute before and 15 minutes after the scheduled pick up time, in which a customer should be ready for pick-up.

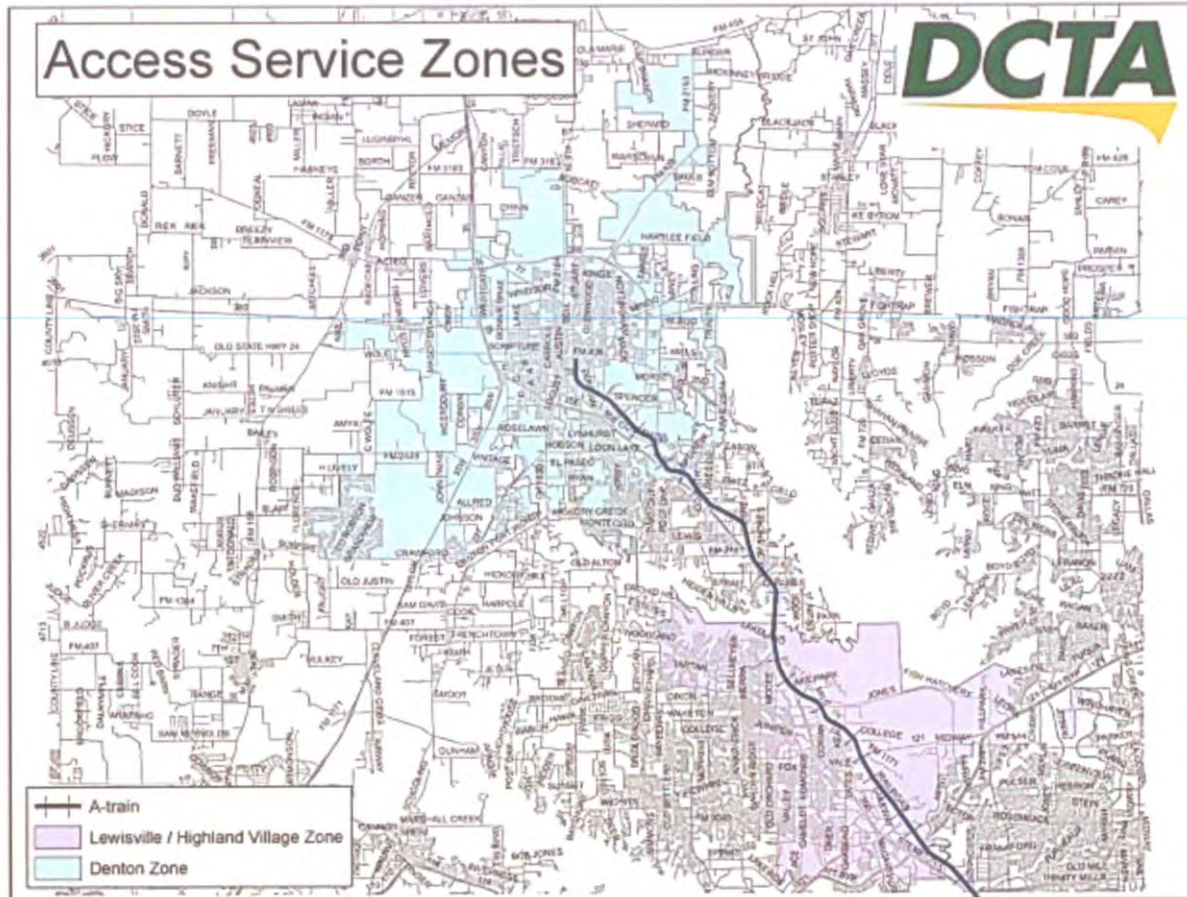
Same-Day Cancellations – A same-day cancellation occurs when the customer cancels a scheduled trip between 5 p.m. the day prior to the trip and up to two hours before the scheduled pick-up time.

Service animals - animals that are individually trained to perform tasks for people with disabilities- such as guiding people who are blind or who have low vision, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets.

Subscription service – an ongoing standing order for a passenger traveling to the same place at the same time at least three times a week for a minimum period of 90 days.

Wheelchair – mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.

FIGURE 1: Access Service Zones





Board of Directors Memo

March 22, 2012

Item: 2(b) Service Performance and Design Standards

Background

Nelson/Nygaard Consulting Associates was hired to produce a Long Range Service Plan to provide a foundation so that DCTA can plan for projects and enhanced service in the near and far future. As part of that initiative, Nelson/Nygaard included a set of suggested service standards to monitor individual and collective route productivity on a monthly, quarterly and/or yearly basis. These service standards include minimum service span and frequency, system-wide performance standards, route-level performance standards, service design standards, demand response performance standards and passenger amenities.

All DCTA service will be classified under specific service types. Connect Routes, University Shuttles (including NCTC), Access and the A-train will all have different service types and its own set of metrics.

Out of these suggested standards, 4 standards are recommended to be utilized to monitor the system, both on a system-wide basis and individual route basis:

- Passengers Per Hour
- Service to Total Hours Ratio
- On-Time Performance
- Cost Per Passenger.

The Access standards will include:

- Cost Per Hour
- Cost Per Passenger
- Cost/Service Mile
- Passengers Per Hour
- On-Time Performance
- No-Shows
- ADA Trip Denials
- Farebox Recovery Ratio.

The second part of the service standards are standards for passenger amenities. Having standards for all the types of passenger amenities (benches and shelters) allows staff ensure that amenities are placed at bus stops and facilities on an equitable manner and makes provisions for special attractors, such as social welfare agencies and medical facilities.

Need

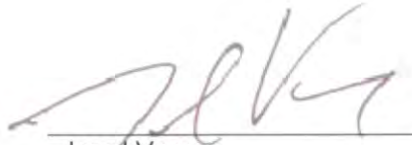
Provides the Board of Directors a consistent method to monitor and evaluate individual routes and the system as a whole.

Recommendation

Board approval

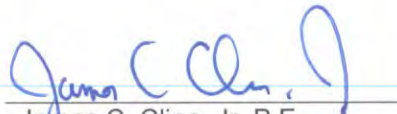


Final Review:



Jarod Varner,
Vice- President

Approval:



James C. Cline, Jr. P.E.,
President

Denton County Transportation Authority

Service Performance and Design Standards

February 23, 2012

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INTRODUCTION

The Denton County Transportation Authority (DCTA) originally adopted service standards on September 21, 2006. DCTA revisited the agency's Service Plan in 2010-2011 and seized the opportunity to develop new Service Performance and Design Standards to aid staff and the Board of Directors in the development of DCTA services and allocation of resources.

PURPOSE

This document provides a framework for guiding decisions by which services are created, expanded and evaluated. By providing a defined set of performance standards, DCTA staff and the Board will have consistent direction on how to allocate, prioritize and deploy services. Once approved, DCTA services will be compared against the Service Standards to determine whether or not individual existing services perform at acceptable levels and to evaluate the potential of possible service changes. In order for services to be successful, they must be provided at levels that meet the basic needs of passengers. Therefore, minimum acceptable levels of service are included to ensure that the level of service provided is capable of achieving the goals of the Service Plan

ROUTE CLASSIFICATION SYSTEM

Transit services are most effective when they are tailored to the design and needs of the communities they serve. For planning purposes, the following definitions of service types will be used to identify both the types of services currently provided by DCTA and those that might be provided by DCTA in the future:

1. **Regional Commuter Rail Services:** This service is best characterized as a bidirectional passenger rail service with limited stops, fast travel times, and stations in major population centers or at major employment destinations.
2. **Regional Express Bus Services:** The A-train Midday Station Shuttle service is an example of DCTA's operation of premium commuter service, but regional express bus services may be appropriate in other locations in Denton County. This service type offers fast service during peak commute hours, focusing on linking cities or neighborhoods with high concentrations of workers traveling to a specific employment area or a major transit hub. Express bus services may take advantage of arterial and freeway HOV lanes, allowing them to provide a level of service that is comparable – or in some cases better than – automobile travel times.
3. **Regional Arterial Routes:** DCTA does not currently operate any services that would be categorized as regional arterial routes, but this type of service could be considered within Denton County in the future. Characteristics of regional arterial routes are as follows:
 - **All day service** – Regional arterial routes operate at least every 60 minutes during midday periods and 30 minutes during peak periods. The goal is to facilitate convenient transfers to/from feeder routes.
 - **Major transit center connections** – Regional arterial routes should have a terminus at a major transit center (e.g., A-train or DART station) or a major regional

activity center. Routes should be designed to make timed transfers to and from major connecting services.

- **Longer stop spacing** – Stops are limited to major residential developments, retail centers and park-and-ride facilities to speed travel times for longer distance riders.

The goal is for regional arterial routes to operate quickly and be relatively competitive with automobile travel times.

4. **Urban Area Trunk Routes:** Trunk routes are typically relatively straight and operate along main roads, constituting a primary form of local fixed route bus service. Typically, trunk routes should operate every 15 to 30 minutes on weekdays, with a relatively long service span.
5. **Community Circulators:** Other local fixed-route bus services, typically operating at 30- or 60-minute headways (but with the potential for greater frequencies), are termed community circulator routes. Most of DCTA's existing Connect routes would be classified as community circulators. Except around universities, these are designed to provide policy level coverage service to neighborhoods that do not have the population density or employment — or design characteristics — to support trunk routes. Services are designed to adapt to the unique characteristics of the neighborhoods or cities they serve. Whenever possible, clockface operations and timed transfer at transit centers should be accommodated in route designs. This suggests very careful attention to the length of the route to ensure there is a reasonable match between the schedule cycle time and the route length.

Three types of community circulators are identified for Denton County.

- A. **Neighborhood Circulators:** These are traditional fixed route services. Because they do not compete effectively with private autos, neighborhood circulators should be established when higher levels of service cannot be effectively supported. They normally operate every 30 to 60 minutes and should operate on a clockface headway whenever possible.
 - B. **Feeders:** Feeder buses are designed to “feed” trunk routes, commuter rail, and regional express bus services. Schedules are drawn to provide clockface headways. Feeder routes operate in urban and lower-density suburban neighborhoods and every effort should also be made to provide timed transfers with other routes at the transit centers served by feeders.
 - C. **University Circulators:** These may look like traditional fixed routes, but have a specific market – student, faculty and staff ridership – and serve a location with significant parking constraints or costs. These routes normally operate at relatively good frequencies – every 5 to 30 minutes – and clockface headways are often not as critical.
6. **On-Call Demand Response:** These general public demand response services are provided in areas where traditional fixed-route services are not appropriate due to lack of transit supportive land uses and population densities. Connect RSVP is an example of this type of service.

MINIMUM SERVICE SPAN AND FREQUENCY

Span of Service

The time between the first and last trip operated on a route defines the span of service. In addition, service span specifies the minimum period of time service will operate at any point in the system. This gives customers confidence that direct and connecting service will be provided during the span hours. The table below details the span of service that should be provided by type of service.

Desired Minimum Service Span			
Route Type	Weekday	Saturday	Sunday
Commuter Rail	5am - 9pm	10am - 11pm	N/A
Regional Express Bus	5am - 7pm	N/A	N/A
Regional Arterial Bus	5am - 9pm	N/A	N/A
Urban Area Trunk Routes	5am - 9pm	9am - 6pm	N/A
Community Circulators	5am - 9pm	9am - 6pm	N/A
On-Call	6am - 9am, 3pm - 7pm	N/A	N/A

Frequency

Service frequency has a major influence on transit ridership. Frequent service is costly to provide but is valued by regular and occasional customers. It is also regarded as an attractive characteristic by potential customers. The table below details the minimum service frequency that should be provided by type of service.

Desired Minimum Service Frequency				
Route Type	Weekday		Saturday	Sunday
	Peak	Midday		
Commuter Rail	25	105	105	N/A
Regional Express Bus	20	60	N/A	N/A
Regional Arterial Bus	30	60	60	N/A
Urban Area Trunk Routes	30	30	60	N/A
Community Circulators	30	30	60	N/A

SERVICE PERFORMANCE STANDARDS

DCTA will monitor key system-wide performance statistics, using pre-established targets in order to measure organizational success. System service standards cover a wide range of subjects including ridership, safety, reliability, and customer satisfaction. While the table below includes standards specific to route types, these metrics will be aggregated by mode for reporting purposes.

Service Quality and Reliability Benchmarks

Quality/ Reliability Measures	System Service Standards
Boarding Passengers per Revenue Hour	1. Regional Commuter Rail Services – 35 passengers/hour 2. Regional Express Bus Services – 20 passengers/hour 3. Regional Arterial Routes – 15 passengers/hour 4. Urban Area Trunk Routes – 25 passengers/hour 5. Community Circulators a. Neighborhood/Feeder – 10 passengers/hour b. University – 25 passengers/hour 6. On-Call – 2.5 passengers/hour
Passengers per Mile	1. Regional Commuter Rail Services – 1.25 passengers/mile 2. Regional Express Bus Services – 1.0 passengers/mile 3. Regional Arterial Routes – 1.0 passengers/mile 4. Urban Area Trunk Routes – 2.2 passengers/mile 5. Community Circulators a. Neighborhood/Feeder – 0.7 passengers/mile b. University – 2.2 passengers/mile
Farebox Recovery	1. Regional Commuter Rail Services – 20% 2. Regional Express Bus Services – 25% 3. Regional Arterial Routes – 15% 4. Urban Area Trunk Routes – 20% 5. Community Circulators a. Neighborhood/Feeder – 13% b. University – 90% 6. On-Call – 10%
On Time Performance	90% on-time performance for all services
Passenger Complaints/ Boardings	The number of complaints shall not exceed 0.01% of the total boardings. The benchmark is 7.5 complaints/100,000 boardings.
Accidents /Bus Miles Operated	Fewer than 2 accidents/100,000 revenue miles
Maintenance	The benchmark is 1 road call/7,000 revenue miles.
	At least 85% of all regular fleet vehicles should be available for operations at all times
	The ratio of spare vehicles to regular fleet vehicles should be less than at 20%
	95% of vehicle inspections shall be completed on time
Bus Trips Cancelled	No bus trips shall be cancelled. The benchmark is zero tolerance.

ROUTE-LEVEL PERFORMANCE MEASURES AND STANDARDS

Productivity standards will be used to evaluate ridership, route efficiency, and reliability. The table below summarizes the fixed route operating standards. Four measures are proposed to measure the success characteristics of individual routes:

- **Passengers per Revenue Hour.** Calculated by dividing the number of passengers by revenue hours for a particular route. The metric provides a snapshot of overall performance and route efficiency.
- **Service to Total Hours Ratio.** With a goal to reduce vehicle-deadheading to/from a bus route or layover, it is important to understand service hours (or revenue hours) as a proportion of total service hours. Ratios for routes that are higher than those of other routes may point to operating issues such as schedules that cannot be cost-effectively broken into vehicle assignments or routes with distant or inefficient terminus points.
- **On Time Performance.** The reliability of route operations is also critical. Measuring an individual route's schedule adherence provides information regarding whether a customer can count on a bus being there as scheduled.
- **Cost per Passenger.** Cost per passenger is calculated by determining the cost of operating a route and dividing by the number of passengers. This ratio reflects the benefits of a given service (measured in customers) against the public cost of operating the service.

Route-Level Operating Standards

	Regional Commuter Rail Services	Regional Express Bus Services	Regional Arterial Routes	Urban Area Trunk Routes	Community Circulators	On-Call
Passengers per Hour	30	15	15	15	Neighborhood/Feeder: 8 University: 15	2.5
Service to Total Hours Ratio	1.0	1.3	1.3	1.15	1.15	1.15
On-Time Performance	90%	90%	90%	90%	90%	95%
Cost Per Passenger	\$20	\$10	\$4	\$5	\$5	\$30

POTENTIAL CORRECTIVE ACTIONS

Poor-performing services failing to meet productivity standards may be considered for a series of potential corrective actions, including schedule adjustments, route modifications, modified marketing strategies or elimination.

Schedule adjustments including frequency and service span reductions can improve productivity and cost effectiveness with minimal negative impacts.

Route modifications can help improve productivity and cost effectiveness in many cases. Ridership should be closely examined at the stop level to identify unproductive segments or service gaps. Route extensions or minor realignments may improve access to destinations. Route consolidations or short-turns may reduce duplicative or excess service.

Service elimination may be considered if ridership is consistently underperforming with minimal likelihood for sufficient future growth. All alternative means of maintaining service should be considered before proposing elimination. Elimination does not preclude restoration of service at a later time; however, proven ridership demand must exist before such a step is considered.

Service alternatives may be considered in low-density areas with moderate ridership potential. On-Call service may carry a small passenger market more cost-effectively than traditional fixed-route bus service.

SERVICE DESIGN STANDARDS

Service design standards are critical planning tools that are used to guide the expansion of service to new areas and potential markets.

Typically, transit agencies need to consider a full range of interrelated social, political and economic factors when they make major service decisions. While ridership is critically important, issues of equity and broader community impacts cannot be ignored. Several general design principles should guide the planning and operation of DCTA's fixed route transit services:

1. **Directness.** Routes should be as straight as the street pattern allows. These direct paths make for the most direct, likely the fastest, possible trip, and therefore tend to be useful to the more people than circuitous routes. Even if a trip requires changing buses, it is likely to be more direct and faster than a trip using circuitous service. One other factor is simply the human factor. Humans prefer to maintain orientation. Routes that follow circuitous pathways easily lose riders orientation implying to their subconscious that they are "lost in woods." Not only is this uncomfortable, but it reinforces the conception that the trip is taking longer than it actually should be.
2. **Frequency.** The elapsed time between consecutive buses on a route is one of the most important determinants of ridership. More frequent service attracts more passengers assuming a market is present. A very infrequent route requires customers to plan trips around the bus schedule. A very frequent route allows riders to travel whenever they want, without a schedule, allowing transit to approach the convenience that a road offers to a motorist: it is there exactly when customers want and need it.

Provision of service that operates every 15 minutes is an important psychological breakpoint. At frequencies of 15 minutes or better, many riders will not need to use the schedule, because they know that they can just wait for the bus and it will be along "soon." While frequency is expensive, it is also crucial to high ridership.

3. **Consistency.** A consistent pattern to the schedule is strongly recommended. While frequency may vary during the day according to demand, it should not vary with apparent randomness from one trip to the next. Whenever possible, routes should also have frequencies that divide evenly into an hour, such as every 10, 15, 30, or 60 minutes. These frequencies have two advantages:

- Customers can remember the schedule easily, because the same pattern of times is repeated each hour. If a route runs every 30 minutes, the customer can remember that the bus comes at: 10 and: 40 past each hour. By contrast, if the bus runs every 35 minutes, few customers can remember the schedule, and are, therefore, forced to consult a timetable – or seek assistance from customer service – in order to catch any trip that they don't use routinely. Irregularity will often convince customers that they have missed a bus, or that the bus is "always late."
 - Using frequencies such as 15, 30, or 60 minutes offer greater ease in scheduling timed connections between routes that occur consistently in each hour. This is especially important for less frequent feeder routes because they rely on connections for much of their ridership. Timed connections permit passengers on these feeders to complete their trips much more quickly.
4. **Simplicity.** Straight routes are also easily associated with one or two major arterials. The naming, presentation, and planning of such routes should encourage the idea that the route is an integral part of the street. Simplification is a key value in creating networks that people can navigate easily to make many kinds of trips.
 5. **Walk Distances.** Although opinions differ about how far one should be asked to walk to a transit stop, the industry experience overwhelmingly indicates that the vast majority of riders will walk up to ¼ mile. Each transit route should be seen, then, as serving a band ½ mile wide (up to ¼ mile to each side of the route), except where the road network prevents reasonably direct pedestrian access.
 6. **Minimum Bus Stop Design.** All bus stops should be clearly marked with proper signage including the designated route number(s). Benches should be considered for individual stops where the average daily boardings exceed 15 passengers. Priority should be given to bus stops serving senior apartments, activity centers, and group residences designed for persons with disabilities.
 7. **Recovery Time.** All route schedules should include a minimum of 10% recovery time to ensure on-time performance. When headway-based scheduling is being applied, good practice is to ensure recovery time of one headway at each end of the route to ensure the ability to operate buses at the design frequency. It should be noted this design parameter is intended to ensure schedule reliability, not necessarily to provide rest periods for operators. Best practices in transit scheduling recognize that transit operators can be afforded rest periods without adding to the number of buses necessary to maintain schedule reliability: buses continue to move and operators rest.

DESIGN STANDARDS FOR FIXED ROUTE SERVICES

This section identifies the specific service design standards that have been identified for each service category. The following table details the specific design and operating standards applicable to each fixed route classification.

Fixed Route Design Standards

	Regional Commuter Rail Services	Regional Express Bus Services	Regional Arterial Routes	Urban Area Trunk Routes	Community Circulators
Location Characteristics <i>Dwelling Units per Acre</i> <i>Employees per Acre</i>	Along major corridors	Along major corridors	>4 >1	>10 >7.5	Neighborhood/Feeder >5 University >10 Neighborhood/Feeder >3 University >10
Frequency of Service <i>Weekday Commute Periods</i> <i>Midday & Weekend Periods</i> <i>Night Services</i>	15-30 min 30-60 min 30-60 min	30 min 60 min 60 min	30 min 60 min 60 min	10-20 min 10-60 min 30-60 min	As appropriate - typically no more than every 60 min.
Travel Time Ratio to Autos*	1.1	1.3	1.3	1.75	3.0
Stop Spacing <i>Urban Areas</i> <i>Suburban Areas</i> <i>Rural Areas</i>	+5 miles +5 miles +5 miles	1/2 mile +5 miles +5 miles	1/2 mile 1/2 - 2 miles 2 -5 miles	1/4 mile 1/4- 1/2 mile	1/4 mile 1/4 mile As needed
Scheduling Practices	Meet Demand Clockface Timed Transfer	Meet Demand Clockface Timed Transfer	Meet Demand Clockface Timed Transfer	Meet Demand Clockface Timed Transfer	Meet Demand Clockface Timed Transfer
Target Route Speed – Average speed that the route should achieve	>30 mph	>25 mph	>20 mph	>10 mph	>12 mph
Guideline Amenities Along Route	Shelters at all stops	Shelters at all stops	Shelters where needed	Shelters where needed	At major transfer points and high boarding locations only

*The travel time ratio compares the time it takes for a bus to travel from one end of the route to the other, on a route with the time frequency specified, to the time it takes for a car to travel from one end of the route to the other.

COMMUNITY DESIGN STANDARDS IN SUPPORT OF SERVICE DESIGN STANDARDS

Recommended policies address issues of land use, circulation, and urban design. The coordination of these three aspects of form and function are essential in order to support increased transit ridership and preserve the livability of Denton County.

Land Use

The land use criteria are intended to measure the ability of land use policies to support the goals of this Long Range Transit Plan.

- **Land uses should be mixed both horizontally and vertically.** Vertical mixed use, with ground floor retail in developed areas and activity centers as identified through land use plans, can increase the vitality of the street and provide people with the choice of walking to desired services. Only a few communities in the county have the potential for this type of vertical integration, but development near A-train and future rail lines should emphasize vertical mixed uses. More important for the rest of Denton County, mixing uses horizontally can prevent desolate, single-use areas, and encourages increased pedestrian activity; scale of use and distance between uses are important to successful horizontal mixed-use development.
- **Support and enhance major activity centers.** Activity centers have a strong impact on transportation patterns as the major destinations in the city. They are generally characterized by their regionally important commercial, employment, and service uses. To make these places more transit-supportive they should be enhanced by land use decisions that locate new housing and complementary neighborhood-scale retail and employment uses to diversify the mix, creating an environment that maximizes transportation choice.
- **Land use intensities should be at levels that will encourage use of transit and support pedestrian and bicycle activity.** A general threshold for transit-supportive residential uses is 10 to 15 units per net acre for high-frequency bus transit. This density can be lower, however, if the urban environment supports pedestrian access to transit (a discussion of transit density requirements is included in Appendix H). Commercial and employment/education uses with high employment densities (e.g., UNT) support more transit use than do those with lower employment densities (e.g., industrial or warehousing). Extensive areas of retail tend to be auto-dominated if not scaled appropriately and mixed with other uses, such as Vista Ridge Mall in Lewisville or Rayzor Ranch in Denton. Non-residential uses with a Floor Area Ratio (FAR) of 0.5 provide a baseline that can support transit ridership. While there is little empirical research available to link employment density with transit ridership, the general “rule of thumb” is to maximize the intensity of development given market conditions and to make certain that the transit network provides high-quality service to areas with concentrations of employment uses and retail services.
- **Parking requirements (and parking provision) should be compatible with compact, pedestrian and transit-supportive design and development.** Requirements should account for mixed uses, transit access, and the linking of trips that reduce reliance on automobiles and total parking demand.

Circulation and Connectivity

Transit and transportation systems need to provide a balance of hierarchy and integration between and amongst modes. The circulation system facilitates access and safety for all travel modes, with particular attention to pedestrian and bicycle access, as these modes support transit ridership.

- **The transportation and circulation framework should define compact districts and corridors** that are characterized by high connectivity of streets to not

overly concentrate traffic on major streets and to provide more direct routes for pedestrians, good access to transit, and streets that are designed for pedestrians and bicycles, as well as vehicles. Of the various cities in the county, the street network in Denton is the best for transit operations because of the better connectivity of arterials.

- **New residential developments** should include streets that provide connectivity. Cul de sacs and walls around communities, which have been the norm in newer developing cities like Frisco, The Colony and Northlake are especially challenging for providing effective public transit.
- **Transit improvement projects should be targeted at areas with transit-supportive land uses** (existing and planned), in and around key destinations and projects that can increase pedestrian activity.

Urban Design

High quality urban design, including street and building design, can support increased transit use and pedestrian and bicycle activity. An important evaluation criterion is the extent to which the plans provide guidelines or standards to achieve the desired urban design character in a particular community.

- **Streets should be designed to support use by multiple modes**, including transit, bicycles, and pedestrians, through proper scaling and provision of lighting, landscaping, and amenities. Amenities must be designed to provide comfortable walking environments.
- **Buildings should be human scaled**, with a positive relationship to the street (including entries and windows facing onto public streets, and appropriate articulation, signage, etc.).
- **The impact of parking on the public realm should be minimized** by siting parking lots behind buildings or screening elements (walls or landscaping). Buildings should be close to the road so parking can be located on the side or in the rear.

PARATRANSIT PERFORMANCE REPORTING

Purpose of Paratransit Performance Measures

Performance measures as applied to paratransit services will incorporate many of the traditional measures of revenue hours/miles per vehicle/passenger. However, some agencies are broadening the way performance is measured, particularly because of the different nature of paratransit versus fixed-route services. Ride statistics such as total number of rides, number of rides denied, average miles per passenger trip and average ride time are being applied to gauge the impact of paratransit services in terms of improving transportation access. Paratransit providers are also beginning to measure their performance in terms of vehicle capacity, instead of the number of vehicles in their fleet, to reflect the mixed fleet used to deliver paratransit services.

Paratransit performance measures allow DCTA staff to:

- Track compliance with certain requirements of the ADA, including on-time performance, trip denials, and access to the reservation system;

- Assess system performance based on established criteria, and compare that to past measures of performance and target goals.
- Document outcomes and trends related to system efficiency and communicate these to the DCTA Board, NCTCOG, and member cities.

Demand Response Performance Measures and Standards

The following performance measures will be used to assess system productivity and ADA compliance. While there is general agreement on what to measure, there are few industry-accepted standards or target values (except those related the showing adequate capacity to avoid a pattern of trip denials).

- **Cost per revenue hour.** Annual operating costs divided by annual vehicle service hours. This measure highlights an agency's cost effectiveness, normalizing operating costs (primarily labor and fuel) to the number of hours the service is provided.
- **Cost per trip.** Annual operating costs divided by the number of trips provided. For ADA paratransit services, it is common to include rider companions and attendants in the number of trips (i.e. total boardings). This measure allocates operating costs on a per passenger basis which is often useful when analyzing growth trends or when comparing modes.
- **Cost per revenue mile.** Annual operating costs divided by annual vehicle service miles. This measure highlights cost effectiveness, normalized to service miles provided.
- **Trips per hour.** Annual boardings (again including attendants and companions) divided by annual vehicle service hours. This is a key performance indicator highlighting the number of passengers carried for a unit of service delivered. For Access, it reflects the level of shared rides and amount of slack time in a run.
- **Revenue miles per trip.** Annual vehicle service miles divided by the number of annual boardings. This measure can show variations or trends in trip length which is useful when examining factors contributing to the efficiency of a demand-response system (longer trips are harder to schedule with shared rides and create more deadhead time where the vehicle is operating without a passenger onboard).
- **Percent of trips on time.** Percent of all trips where the passenger is picked up within the allotted appointment time window. This measure is a key performance indicator, especially from the customer's perspective, indicating the reliability of the service.
- **No-show/late cancellation rate.** Defined as the percent of scheduled trips where the passenger is a no-show or failed to provide adequate notice that they cannot complete their trip. This measure shows how much unproductive vehicle and driver time is expended making unnecessary trips and not being available to transport other passengers.
- **Advance cancellation rate.** The percent of scheduled trips that were cancelled more than two hours prior to the scheduled pick up time. This measure shows the degree to which the scheduling system has to respond to customer changes, also negatively impacting an agency's ability to efficiently schedule vehicle utilization.
- **Missed-trip rate:** Scheduled trips that were not completed within an hour of the scheduled time because the Access vehicle failed to arrive at the scheduled pickup time. The measure is a key indicator of on-time performance and service efficiency.

- **Average passenger trip length:** The total number of passenger miles divided by the number of passenger trips. This measures the relative amount of longer trips which can result in longer deadhead times and/or fewer shared rides – resulting in lower productivity rates.
- **Average passenger travel time.** This indicator reflects the amount of time a passenger has to ride in the vehicle to complete his/her trip but is not typically monitored in the industry. The sampling of individual trips allows Access to make sure a customer does not spend an excessive amount of time in a vehicle (especially compared to the equivalent trip time for a fixed-route trip).
- **Complaint rate:** The number of complaints per 1,000 passenger trips. This measure shows trends in customer satisfaction levels. While the complaint rate shows the level of negative feedback from customers, a commendation rate shows the level of positive feedback.
- **Farebox recovery ratio:** The percentage of Access operating costs recovered by passenger fares. This is a measure of service efficiency.

Access Performance Measures and Standards

Access Performance Measure	Access Performance Standard
Cost per service hour	\$75
Cost per passenger	\$30
Cost per service mile	\$5.50
Passengers per hour	2.5
Percent of trips on-time	90%
No-shows	No Shows=<1.5%
Missed Trips	<0.5%
Advance cancellation rate	15%
Complaint rate (per 100,000 trips)	15
ADA Trip denials	None
Farebox recovery ratio	10%

PASSENGER AMENITIES

The following are guidelines for passenger amenities for fixed route bus services. The primary focus of the placement of any amenity is for the safety of the passenger and the transit operator. Regarding the bus stops, it is DCTA's intent to pattern practices after the well - established and proven Transit Cooperative Research Program, Report 19, [Guidelines for the Location and Design of Bus Stops](http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_19-a.pdf) prepared by the Texas Transportation Institute and can be found online at http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_19-a.pdf.

DCTA will strive to work with local jurisdictions to construct accessible sidewalks in areas where sidewalks are non-existent or difficult to navigate. Special care will be taken to ensure ADA access is available at DCTA stop locations whenever possible.

Bus Stop Placement

Stops should be located in the vicinity of demonstrated or potential ridership generators and where the stop can be safely placed. Safety issues always take precedence over issues of convenience.

Stops should be no closer than 700 feet to ensure the flow of traffic and adherence to the schedule. Actual stop spacing should be determined by usage and attractors. Stops should be located in areas where passengers can alight and board without physical or natural obstacles (e.g. light poles, storm water run-off), doors may be easily opened and closed and where a wheelchair lift can be easily and safely operated.

All stops should be placed in public right-of-way and have minimal impact on existing signs, stop locations and driveway locations. Care should be taken to ensure that the signs are easily visible by not only passengers but by bus operators.

When a permanent stop is out-of-service due to construction, a temporary stop may be placed at the next safest and convenient location. The same criteria for placing a permanent stop should be considered when placing a temporary stop. Generally, a temporary stop is used for six months or less. Extenuating circumstances may allow for this time period to be extended.

Signalized Intersections

In general, stops at signalized intersections should be placed nearside as to allow alighting and boarding without disrupting the flow of traffic. The exception to this is where there is an exclusive right turn lane which would prevent placing a stop nearside to the intersection. If this is the case, the stop should be located at the farside of the intersection, which allows for the bus to completely clear the intersection. Where the bus makes left turns, the stop should be far-side, giving enough room for the bus to clear the intersection and automobiles to clear the bus.

Unsignalized Intersections

Far-side stops are preferred at unsignalized intersections for safety reasons. Far-side stops should be located no closer than approximately 80 feet from the intersection to allow for both the bus and automobiles to clear the intersection.

Mid-block stops may be necessary near unsignalized intersections. If this is the case, stops should be placed with consideration for allowing sight distance for both traffic and pedestrians. If possible, mid-block stops should be placed in conjunction with pedestrian cross-walks, although this may not always be the case.

Bus Stop Amenities

Bus stop amenities add to customer comfort, convenience and safety. As a rule, bus stops within the DCTA system should have 15 daily passengers boarding to maintain a bus bench and 25 daily passengers for a bus shelter. Both a shelter and bench should be equipped with a trash receptacle, which will be secured to prevent it from being tipped or blown over. Amenities will be placed in areas where lighting provides visibility for bus operators and safety for passengers. Consideration will be taken for the surrounding environment to ensure passenger safety and comfort. All bus stop amenities should be placed on public right-of-way and be approved by the appropriate city department. Placement on private property will be considered on a case-by-case basis and with written permission of the property owner.

Benches

Benches may be installed where sidewalk width allows and no physical constraints exist. The bench should be located where it does not impact or obstruct ADA access and should be on a level surface. It should be placed as close to the bus stop sign as possible and in a location where passengers are visible to the operator.

Shelters

Shelters may be placed in locations with 25 or more daily boardings or at transfer points. Shelters should be sited on level ground, with adequate drainage and light. Safety for passengers should be considered when placing a shelter. If a shelter is requested by a private party, then private party will be asked to participate in the cost of the shelter, if the shelter does not meet stated criteria. Shelter placement is also dependent upon the agreement of affected property owners and compliance with local government ordinance, building codes and ADA requirements.

Relocation & Removal of Bus Stops and Passenger Amenities

DCTA strives to be a responsible neighbor and will be responsive to bus stop adjustments where passenger safety, comfort and convenience are not compromised. When a request is made to remove or relocate a bus stop or passenger amenity, DCTA will strive to cooperate with the requesting party and/or owners of businesses and residences to ensure minimal inconvenience for all. DCTA will not remove or relocate bus stops or passenger amenities when the request appears to be motivated by bias on the basis of ethnicity, income level or social status of passengers utilizing the bus stop.

FY 2012 System-Wide Metrics

Metric	Standard	Actual
On Time Performance	90%	97%
Accidents	2/100,000 revenue miles	1.1/100,000
Roadcalls	1/7,000 miles	1/7,093
Inspections	95% completed	100%
Trips Cancelled	0	82

Passengers Per Revenue Hour & Mile

Route Type	Passenger Per Revenue Hour		Passenger Per Revenue Mile	
	Standard	Actual	Standard	Actual
Regional Commuter Rail	35	37	1.25	0.86
Regional Express Bus	20	14	1	0.44
Community Circulator	10	11	0.7	0.8
University	25	43	2.2	3.81
On-Call	2.5	1.5	N/A	N/A

Access Metrics

Metric	Standard	Actual
Cost/Service Hr	\$75	\$65.56
Cost/Passenger	\$30	\$35.74
Cost/Service Mile	\$5.50	\$4.74
Passengers/Hr	2.5	1.9
Percent of Trips On-Time	90%	91%
No-Shows	No Shows=<1.5%	0.4%
Complaint Rate (per 100,000 trips)	15	TBD
ADA Trip Denials	None	None
Farebox Recovery Ratio	10%	13%



Individual Route Performance

Route	Passengers Per Hour		Service to Total Hours Ratio		On Time Performance		Cost Per Passenger	
	Standard	Actual	Standard	Actual	Standard	Actual	Standard	Actual
A-train	30	37	1	1.03	90%	97	\$20	\$20
1	8	12	1.15	1.04	90%	96	\$5	\$5.09
2	8	13	1.15	1.01	90%	96	\$5	\$4.50
3	8	13	1.15	1.01	90%	94	\$5	\$4.69
4	8	15	1.15	1	90%	95	\$5	\$4.11
5	8	16	1.15	1.02	90%	95	\$5	\$4.05
6	8	16	1.15	1.02	90%	96	\$5	\$3.83
7	8	18	1.15	1.03	90%	96	\$5	\$3.27
8	8	19	1.15	1.01	90%	95	\$5	\$3.21
9	8	42	1.15	1.05	90%	95	\$5	\$11.43
21	8	7	1.15	1.09	90%	96	\$5	\$9.06
22	8	6	1.15	1.1	90%	95	\$5	\$14.52
23	8	4	1.15	0.98	90%	96	\$5	\$14.25
Station Shuttle	15	14	1.3	1.04	90%	94	\$10	\$7.09
NCTC	15	6	1.15	1.05	90%	98	\$5	\$44.22
RSVP	2.5	2	1.15	1.36	95%	97	\$30	\$11.65
Mean Green	15	42	1.15	1.08	90%	97	\$5	\$0.60
North Texan	15	55	1.15	1.07	90%	96	\$5	\$0.42
Eagle Point	15	42	1.15	1.06	90%	97	\$5	\$0.60
Discovery Park	15	38	1.15	1.06	90%	97	\$5	\$0.62
Centre Place	15	58	1.15	1.05	90%	96	\$5	\$0.22
Bernard	15	70	1.15	1.06	90%	95	\$5	\$0.13
Colorado Express	15	30	1.15	1.04	90%	97	\$5	\$0.85
Sam Bass	15	30	1.15	1.06	90%	95	\$5	\$0.85
Campus Cruiser	15	8	1.15	1.03	90%	98	\$5	\$3.80



Board of Directors Memo

March 22, 2012

Item: 2(c) Discussion of Annual Program of Projects

Background

The purpose for the Program of Projects is to identify the uses of anticipated federal funding for FY 2012.

Identified Need

The DCTA will utilize FY 12 federal apportionments to reimburse costs to maintain the existing bus and rail fleet; acquire security equipment, install passenger amenities, provide paratransit operating support, and to fund the construction of the Bus Operating and Maintenance Facility. No new projects or services will result from the Program of Projects and the revenue from federal funding is anticipated in budget documents. See attached.

In accordance with federal requirements, a public meeting will be held on March 29th at the Downtown Denton Transit Center. The public meeting will be advertised in the Authority's newspaper of record, *The Denton Record Chronicle*, as well as other means of dissemination.

Financial Impact

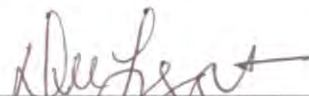
The total revenue from federal 5307 formula funds in the current year is anticipated to be \$3.183 million and \$8.2 million from the 5309 Bus and Bus Facilities Program.

Recommendation

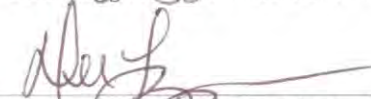
This is a briefing item only, no approval required at this time.

Respectfully,

Submitted by:


Dee Leggett, Vice President - Planning

Final Review:


Dee Leggett, Vice President - Planning

Approval:


James C. Cline, Jr., President

Annual Program of Projects

- Program of Projects are those activities which will receive federal funding
- FTA requires these projects be approved in the TIP for the region
- Public input on the program is a federal requirement and beneficial to the DCTA
- \$3.183 million expected from 5307 Formula Program.
- \$8.2 million awarded through 5309 State of Good Repair program.
 - \$1.3 million of DCTA local match is land value.



Annual Program of Projects

Program	Project Description	Total Cost	Federal Share	Local Share
5307	Passenger Amenities	\$39,850	\$31,880	\$7,970
5307	Surveillance/Security	\$39,850	\$31,880	\$7,970
5307	Bus Preventive Maintenance	\$1,377,925	\$1,105,340	\$275,585
5307	Rail Preventive Maintenance	\$1,462,405	\$1,169,924	\$292,481
5307	Fleet Replacement - Bus	\$566,330	\$453,064	\$113,266
5307	Construction of Bus Operations and Maintenance Facility	\$182,493	\$145,994	\$36,499
5309		\$10,250,00	\$8,200,000	\$2,050,000
5307	ADA Operating	\$310,000	\$248,000	\$62,000



Board of Directors Memo

March 22, 2012

Item: 2(d) Discussion of Safety Campaign

Background

Prior to the launch of the A-train, DCTA developed a Rail Ready safety campaign that largely focused on safety education to school age children. DCTA is broadening those efforts to reach a larger audience.

DCTA is working with potential regional partners to expand this effort to a larger market. DART, The T and HTSI have already committed to partner.

Identified Need

Consistent with Operation Lifesaver, Inc., a national rail safety program, DCTA recognizes that through education, enforcement and engineering we can make our communities safer, reducing incidents and decreasing the likelihood of injuries and fatalities. DCTA needs to continue its efforts to minimize incidents and potential conflicts with motorists and trespassers at rail crossings and along the rail corridor.

Financial Impact

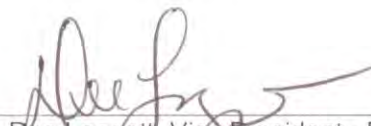
The anticipated budget for this campaign is \$36,000 which includes media and campaign development costs.

Recommendation

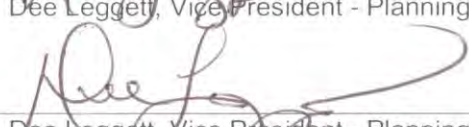
This is a briefing item only, no approval required at this time.

Respectfully,

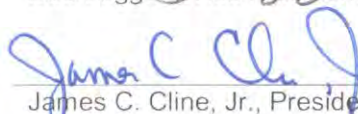
Submitted by:

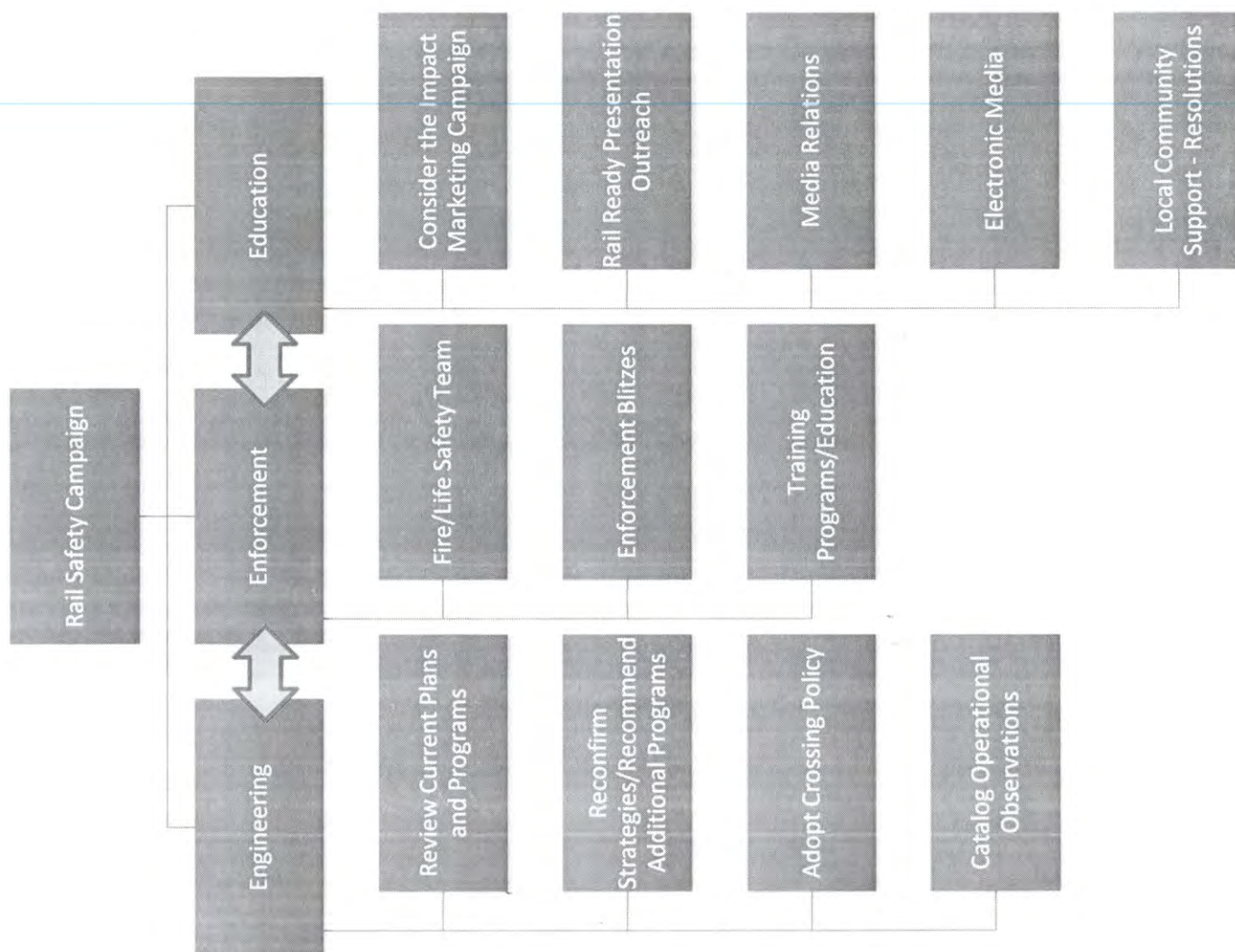

Dee Leggett, Vice President - Planning

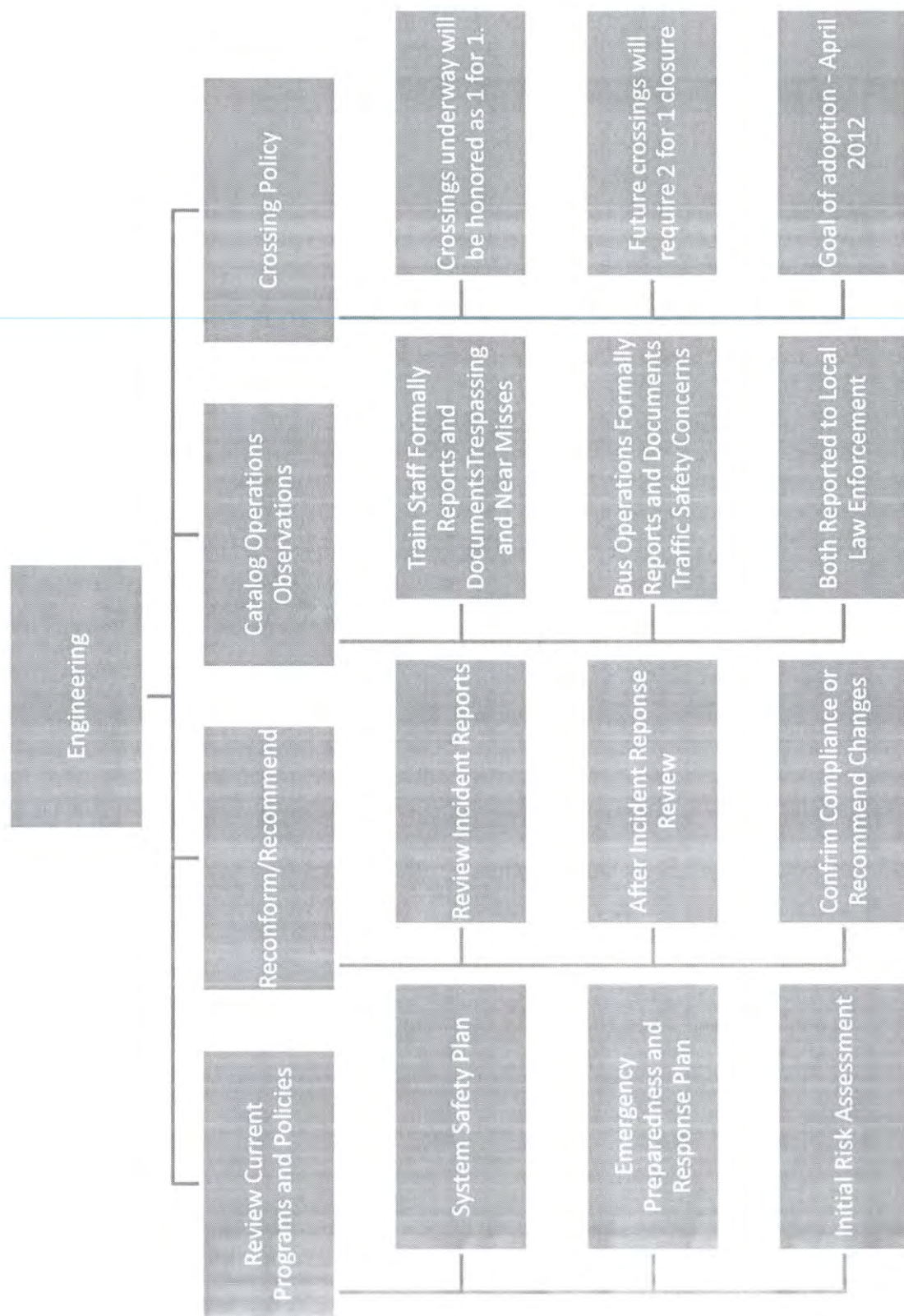
Final Review:

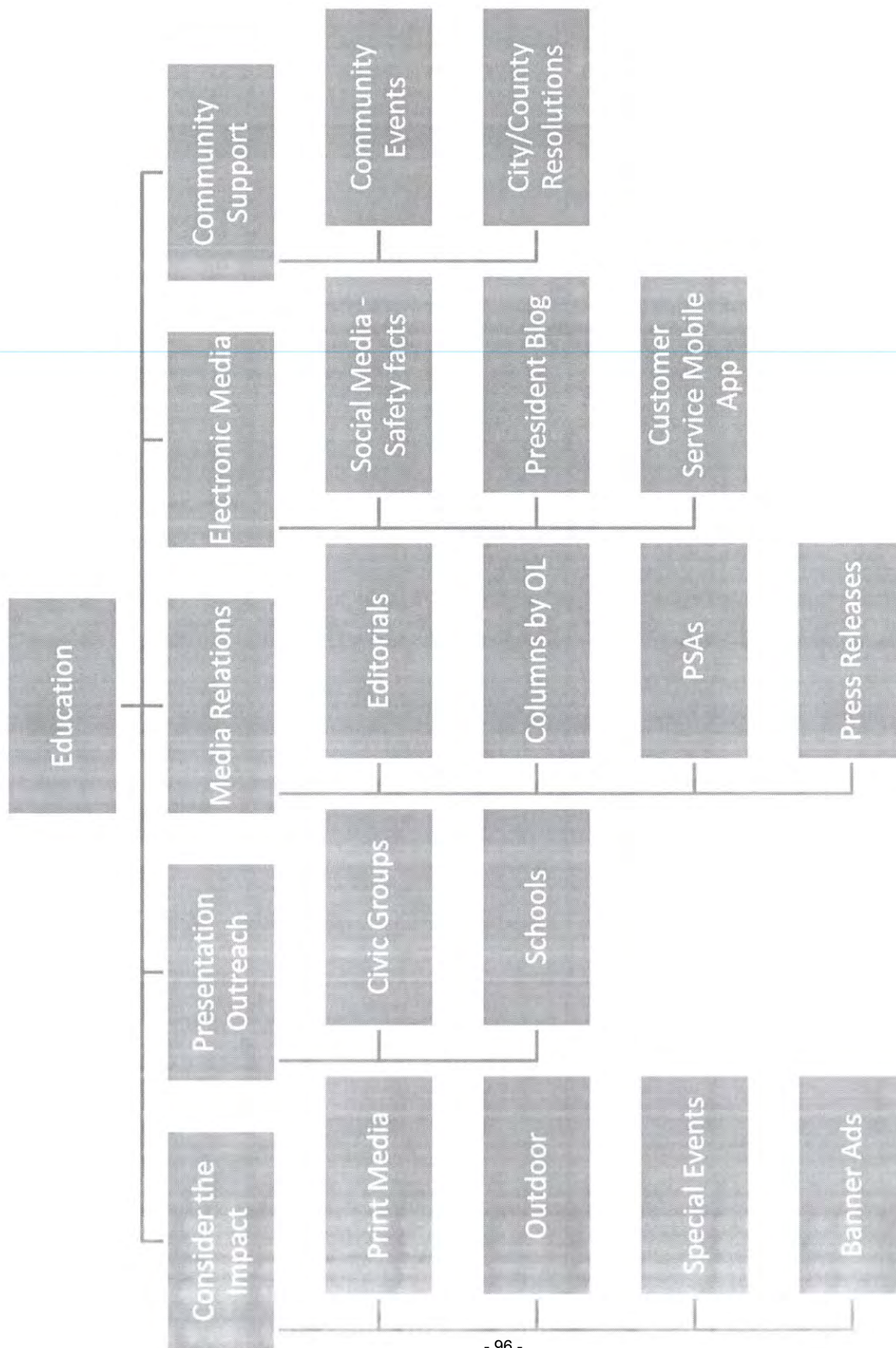

Dee Leggett, Vice President - Planning

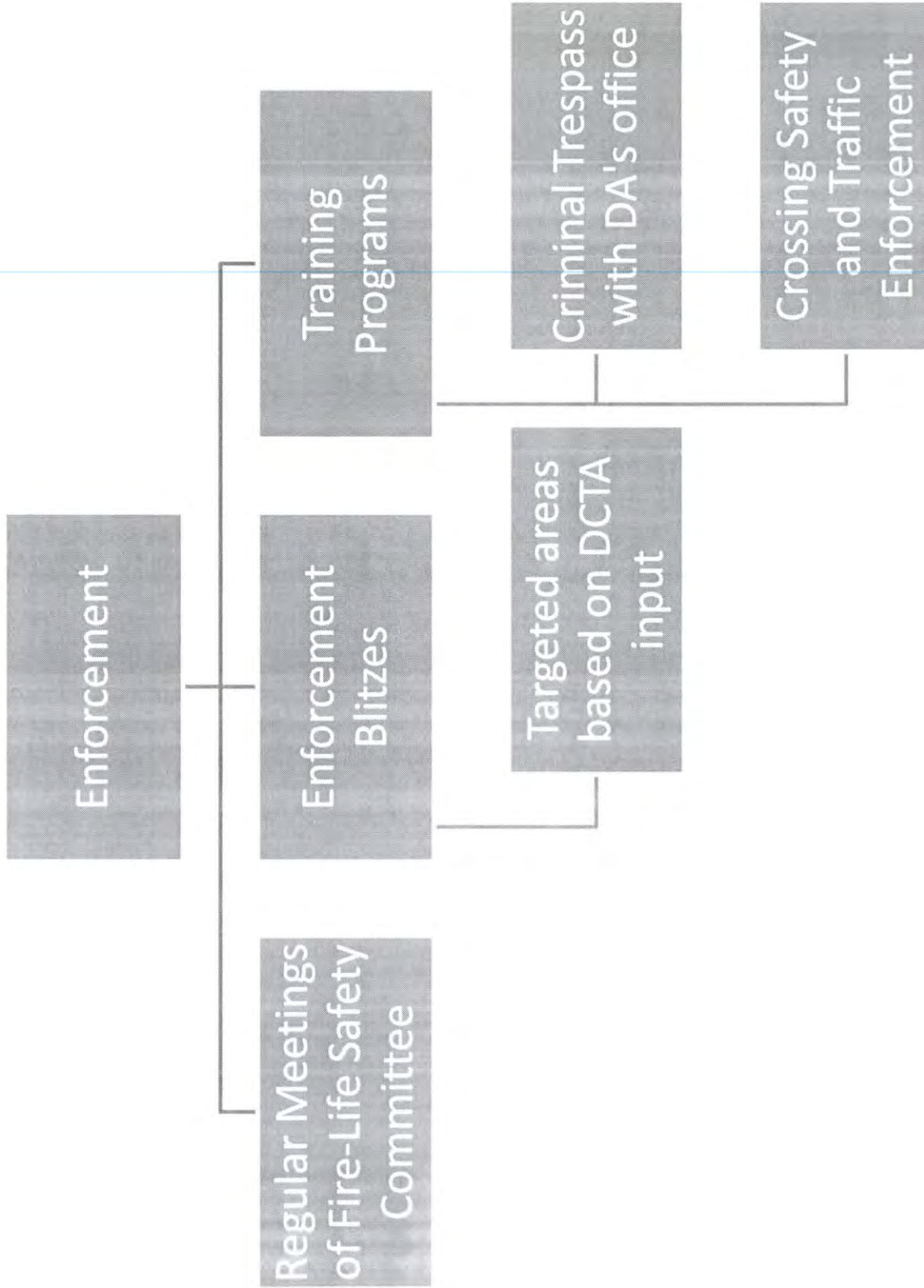
Approval:


James C. Cline, Jr., President









Key Messages – Rail Safety

Consistent with Operation Lifesaver, Inc., a national rail safety program, DCTA recognizes that through education, enforcement and engineering we can make our communities safer, reducing incidents and decreasing the likelihood of injuries and fatalities.

ENGINEERING:

What DCTA has done:

- DCTA has invested in critical engineering infrastructure to engineer out individual decision making and to minimize the potential for incidents at rail crossings and along DCTA's rail corridor.
- DCTA has installed active warning devices at all 43 rail crossings including four-quadrant gates and gates with medians to reduce the motorist's ability to drive around gates.
- DCTA, in partnership with municipalities, has synchronized the traffic signals near rail crossings to reduce the queuing of cars across the tracks.
- DCTA conducted a risk assessment of the corridor to determine areas where there was a high risk of trespassing or incursion into the corridor by motorists.
- DCTA has installed fencing and signage along the corridor to discourage trespassing.
- DCTA developed a System Safety Plan and an Emergency Response Plan which has recently been approved by the Federal Railroad Administration.

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What DCTA is currently doing:

- DCTA has reviewed our standard operating policies and procedures to ensure they are being followed. Based on this review, DCTA and our contract operator have not identified any policies or programs that need to be modified.
- DCTA will consider conducting another risk assessment of the corridor after 12 months of operation to determine if there are additional areas warranting fencing, signage or other improvements.
- DCTA and its contract operator will keep a formal record of potential safety hazards including near-misses at rail crossings and trespassing occurrences. This information will be provided to the appropriate jurisdiction for enforcement.
- DCTA desires to reduce the number of at-grade crossings along the A-train corridor. DCTA staff is developing a crossing policy that outlines the circumstances under which a new crossing will be added. Industry standard is that two crossings must be closed for every one crossing that is added.

ENFORCEMENT

DCTA's continued coordination with local law enforcement reduces the potential for safety incidents along the rail corridor and at rail crossings.

What DCTA has done:

- DCTA formed the Fire-Life Safety Committee that consists of local first-responders from Denton County and cities along the corridor and other stakeholders including Dallas Area Rapid Transit and the Federal Railroad Administration. Regular meetings are held.
- DCTA cooperates with the local jurisdictions on enforcement of traffic safety laws and incident investigation.

What DCTA is currently doing:

- DCTA continues to host regular meetings with the Fire-Life Safety Committee to discuss issues and develop safety recommendations.
 - DCTA will work with local law enforcement on a concentrated enforcement period in April. Jurisdictions will be provided a list of areas with a high occurrence of trespassing or near-misses.
 - DCTA will continue to cooperate with local jurisdictions on incident investigation.
- Local law enforcement will be provided education and training materials so that rail safety becomes part of their regular safety communication and enforcement strategies.

EDUCATION

Community education is the fundamental step to elevating rail safety awareness along the A-train corridor.

What DCTA has done:

- DCTA has targeted every school district along the A-train corridor to offer rail safety education opportunities.
- DCTA has presented over 1,000 presentations to over 10,000 individuals in the last 18 months.

What DCTA is currently doing:

- DCTA, in partnership with other rail providers, will launch a community safety initiative called "Consider the Impact." This campaign demonstrates in a variety of visual methods the gravity of people's decisions. The intent is to make people stop and think before acting unsafely around rail corridors, at crossings, or on rail platforms.
- DCTA has launched a customer service mobile application. In addition to commenting on DCTA operations, customers can alert DCTA to unsafe activities along the rail corridor. DCTA will share this information with local law enforcement.
- DCTA is working with local communities to identify various platforms and community education opportunities.
- DCTA is utilizing traditional and non-traditional media tools to communicate the key messages of rail safety.
- DCTA is again reaching out the community to schedule Rail Ready safety presentations with the goal of doubling the agency's outreach over the next twelve months.
- DCTA will partner with Sneaky Pete's to encourage caution near the Eagle Point crossing.



Board of Directors Memo

March 22, 2012

Item: 2(e) Discussion of Grade Crossing Policy

Background

The Denton County Transportation Authority (DCTA) Board of Directors does not have a stated policy regarding the establishment of new rail crossings. The rail industry, along with the Federal Railroad Administration and the USDOT, has developed numerous programs to discourage the construction of new at-grade crossings and encourage the closure and consolidation of existing crossings. To this end, the rail industry has begun to require communities requesting the addition of a crossing to eliminate two existing crossings in return. During the development of the A-train, an attempt was made to close ten (10) crossings with three (3) being closed successfully. DCTA entered into two crossing agreements with the City of Lewisville which will need to be accommodated within any new policy.

Section 7.3 of the Transportation Access Agreement and Easement entered into by DCTA and DART requires DART approval of all new grade crossing agreements. DART and The T are currently developing a Grade Crossing Policy for light and commuter rail services.

Identified Need

DCTA needs a clear policy which states the agency's intent to minimize the number of at-grade crossings along the A-train and future alignments with the goal of improving safety. Given the need to receive DART approval for new crossing agreements, DCTA will need to work closely with DART to ensure consistency.

Financial Impact

None.

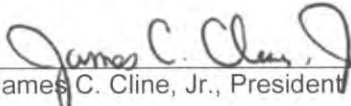
Recommendation

This Item is for discussion purposes only.

Submitted by:


Jarod Varner, VP Transit Operations

Approval:


James C. Cline, Jr., President

Regular Meeting Item 1a Minutes – February 2012

**will be distributed
next week**



Board of Directors Memo

March 22, 2012

Subject: 2(b) Discussion/Action to Amend Capital Project Budget to include Information/Sign Kiosks

Background

In 2011, DCTA expanded its services to include the A-train and its five rail stations. The additional ridership growth has resulted in additional demand for passenger information. DCTA identified areas at the stations, at bus stops and in the vehicles to display schedule and service information.

DCTA is required to spend 1% of its 5307 funds on passenger amenities. Passenger signage is an eligible expenditure.

Identified Need

DCTA needs information kiosks and schedule holders at transit stops and on buses to better inform the public about DCTA's services and schedules.

Financial Impact

The total project costs \$56,214. 80% of the project will be covered by a federal grant and will help the agency meet its 1% passenger amenity requirement.

Recommendation

DCTA staff recommends the Board of Directors to amend the Capital Project Budget to include the Passenger Information Program.

Department Review:

A handwritten signature in dark ink, appearing to be "D", is written over a horizontal line.

Final Review:

A handwritten signature in dark ink, appearing to be "Dee Leggett", is written over a horizontal line.

Dee Leggett,
Vice President

Approval:

A handwritten signature in blue ink, appearing to be "James C. Cline, Jr.", is written over a horizontal line.

James C. Cline, Jr., P.E.
President

DENTON COUNTY TRANSPORTATION AUTHORITY (DCTA)

CAPITAL BUDGET REVISION

Regular Agenda 2(b)

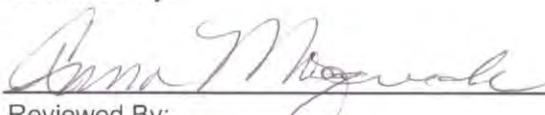
Number: 2012-02

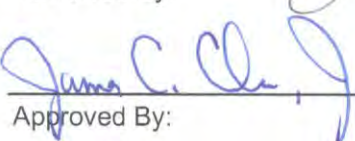
Capital Project Description	Approved Capital Budget	Proposed Budget Adjustment	Adjustment Amount
<u>Rail</u>			
60701 - Passenger Information			
60701.14 - Acquisition	-	56,214	56,214
Total 60701 - Passenger Information	-	56,214	56,214

Explanation:

In 2011, DCTA expanded its services to include the A-train and its five rail stations. The additional ridership growth has resulted in additional demand for passenger information. DCTA identified areas at the stations, at bus stops and in the vehicles to display schedule and service information. This capital project will purchase four sign kiosks for each station, signage holders for buses, and schedule holders for bus stops.


Submitted By:


Reviewed By:


Approved By:



Board of Directors Memo

March 22, 2012

Item: 4 President's Report

The attached letter is from State Representative Burt Solomons to the Attorney General. This letter is in response to a request from a member City. Pete Smith has reviewed the questions, and remains confident in the past actions of the Board and our postings. He will be sending a position to the AG to reiterate the position of DCTA.

Approval:


James C. Cline, Jr., President



The State of Texas
House of Representatives

BURT R. SOLOMONS

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Monday, February 27, 2012

The Honorable Greg Abbott
Attorney General
Price Daniel Building
Attn: Opinions Committee
P.O. Box 12548
Austin, Texas 78701-2548

RE: Application of the Open Meetings Act to Committee Meetings of a Coordinated County Transportation Authority created under Chapter 460 of the Transportation Code

Dear General Abbott:

I am writing to request an Attorney General opinion on the application of the Open Meetings Act, Tex. Gov't Code Ann. Chapter 551, to a committee of the Denton County Transportation Authority ("DCTA" or "Authority") which was created pursuant to Tex. Transp. Code Ann. Chapter 460. There are no prior Attorney General opinions directly on point with the facts herein specified.

BACKGROUND

The DCTA is a coordinated county transportation authority created under Chapter 460 of the Texas Transportation Code. The DCTA is governed by a board of directors who are appointed by participating entities (those governmental agencies which have imposed a transit and use tax in support of the Authority), the County Commissioners Court, and by other governmental entities (those agencies which have not imposed a transit and use tax, but which are eligible for membership as authorized by Chapter 460 of the Transportation Code). The Cities of Denton, Lewisville, and Highland Village (the "participating members") have adopted the transit and use tax and have appointed members to the DCTA Board.

There are currently fourteen (14) members of the DCTA Board including the three (3) members appointed by the participating cities. Texas Transportation Code, Section 460.205 provides that the quorum for a coordinated county transportation authority board of directors such as DCTA is five (5) members.

Texas Transportation Code, Section 460.204(c)(2) authorizes the board of directors of a coordinated county transportation authority to adopt bylaws as necessary to conduct meetings. Pursuant to Article III, Section 9 of the bylaws adopted by the DCTA Board, the Chair of the Board may appoint committees. The committees do not have any power or authority to act on behalf of the DCTA. Each committee consists of at least three (3) members of the DCTA. The DCTA currently has two (2) standing committees appointed by the Chair of the DCTA Board, the finance committee and the program and development committee, although there are several ad hoc committees (e.g. the DCTA bylaws committee, new member policy committee and legislative committee). The standing committees meet each month and ad hoc committees meet when necessary.

Additionally, Article III, Section 9 of the DCTA bylaws creates an Executive Committee consisting of four (4) officers of the Board of Directors and allows the Chair of the DCTA Board to appoint one (1) additional Director to the Executive Committee.

Attached is a sample of the Open Meetings Act posting for a committee. Please note that the posting indicates that a quorum of the DCTA Board may attend the committee meeting. The total number of members, including committee members, present at some of these meetings is five (5) or more (a quorum of the DCTA board).

Concerns have been expressed that the presence of a quorum of the DCTA Board (five members) at a committee meeting presents certain questions pertaining to the Open Meetings Act, as follows:

QUESTIONS PRESENTED

- 1) When a committee of the DCTA Board, which does not have authority to supervise or control public business or public policy of the DCTA, conducts a committee meeting, is such meeting considered to be a meeting of the DCTA Board, if, in addition to the committee members, a quorum of the DCTA Board attends the committee meeting?
- 2) Does the answer to question 1 differ when the committee is the Executive Committee which is composed of five or more members of the Board of the DCTA?
- 3) If the answer to either questions number 1 or 2 are in the affirmative, then should such committee meeting require an agenda posting as a DCTA Board meeting rather than as a meeting of the specific DCTA committee?
- 4) May non-committee members of the DCTA Board attend a DCTA committee meeting when the attendance of the non-members of the DCTA Board brings the total count of Board members present to five (5) or more?
 - a. If the Attorney General is of the opinion that such attendance is not allowable under the Open Meetings Act, is the problem cured if the non-committee members of the DCTA Board attend only as members of the general public and do not vote on any matter pending before the committee?
 - b. May such non-committee Board Members attend and refrain from voting, but participate in the discussion of the issues before the Committee?
- 5) As to question number 4, if the agenda posting for the DCTA committee also provides that "a quorum of the Board 'may' attend," is any posting or other violation of the Open Meetings Act cured?

Thank you for your assistance on the questions posed herein. I stand available to provide any other information or assistance needed by the Attorney General to facilitate a response to these questions.

Yours truly,



Burt Solomons

CC: George C. Campbell, City Manager, City of Denton
Claude King, City Manager, City of Lewisville
Michael Leavitt, City Manager, City of Highland Village
Jim Cline, President, DCTA
Pete Smith, General Counsel, DCTA

