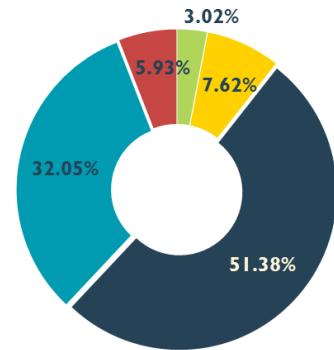


## Overall Financials

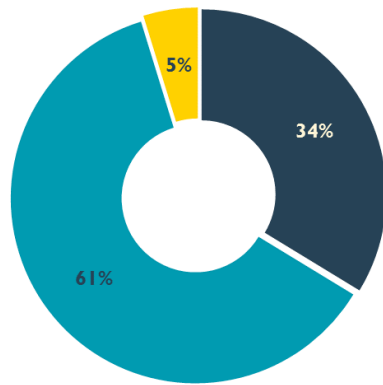
### Meet Financial Policies

	Goal	FY17 Revised Budget	Trend
Operating Reserve	90 days	\$7,148,040	
Sales Tax Reserve	3%	\$738,738	
Fuel Stabilization	\$50,000	\$450,000	
Capital Infrastructure Fund	\$2,000,000	\$2,000,000	
Internal Coverage Ratio	>1.25	1.70	

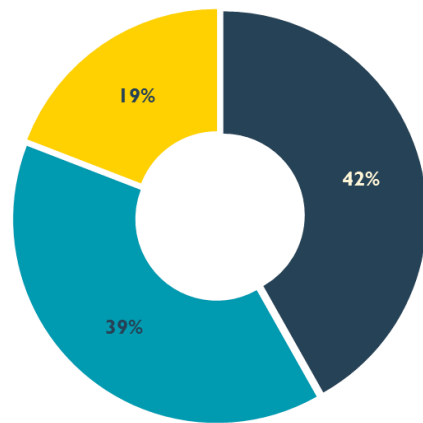
### DCTA Fiscal Year 2017 Total Revenues \$47,966,915



### Capital Improvement Total by Division \$79,343,215



### Fiscal Year 2017 Operating Expense by Division



DENTON COUNTY  
TRANSPORTATION  
AUTHORITY

## AGENCY PERFORMANCE REPORT [Q1 FY 2017]



### 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.

### Our Goals and Objectives

1. Maximize service efficiency and reliability
2. Maximize the effectiveness of service for DCTA's ridership markets
3. Increase the visibility and elevate the image of DCTA
4. Expand DCTA's services into areas where transit has a strong likelihood of success
5. Coordinate regional services with other regional transportation providers
6. Tie the provision of transit to land-use and the resulting demand levels
7. Advocate sustainable development practices that support transit
8. Maintain fiscally sound and sustainable financial plans and budgets that reflect community priorities and values



DENTON COUNTY  
TRANSPORTATION AUTHORITY

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January 26, 2017

Key Performance Indicators									
Safety		Metric	Goal	1Q	2Q	3Q	4Q	YTD	Trend
	Bus	Accidents / 100K Miles	2	1.94				1.94	Note 1
	Rail	FRA Reportable Incidents	<3	0				0	
Ridership		Metric	Goal	1Q	2Q	3Q	4Q	YTD	Trend
	Bus – Fixed Route <sup>1</sup>	Total Riders	591,888	133,849				133,849	Note 2
	Bus – Demand-Response <sup>2</sup>	Total Riders	29,984	8,247				8,247	
	Bus – Contract Services <sup>3</sup>	Total Riders	1,786,741	637,384				637,384	Note 2
	Rail	Total Riders	555,423	140,357				140,357	Note 3
OTP		Metric	Goal	1Q	2Q	3Q	4Q	YTD	Trend
	Bus – All	On-Time %	>90%	91%				91%	
	Rail	On-Time %	>98%	98%				98%	
Customer Service		Metric	Goal	1Q	2Q	3Q	4Q	YTD	Trend
	Provide Excellent Customer Service	Calls Received	>50,000	18,985				18,985	
		GOResult Entries/ 10K Boardings	≥2	2.8				2.8	
Outreach		Metric	Goal	1Q	2Q	3Q	4Q	YTD	Trend
	Brand Impressions	Global Brand Impressions	400,000	3,391				3,391	
		Media Buy Impressions	16.2M	3.7M				3.7M	
	Media Relations	Articles Mentioning DCTA	350	164				164	
		Media Relations Impressions	165M	35.7M				35.7M	
	Social Media	Increase in Facebook Likes	4,000	545				545	
		Increase in Twitter Followers	1,200	170				170	
	Digital	Website Total Sessions	380,000	102,637				102,637	
Blog Total Pageviews		9,000	1,221				1,221		
Operating Costs (Direct)		Metric	Goal	1Q	2Q	3Q	4Q	YTD	Trend
	Bus – Fixed Route <sup>1</sup>	Cost Per Rider	<\$9.71	\$8.85				\$8.85	
	Bus – Demand-Response <sup>2</sup>	Cost Per Rider	<\$45.13	\$38.41				\$38.41	
	Bus – Contract Services <sup>3</sup>	Cost Per Rider	<\$2.43	\$1.52				\$1.52	
	Rail	Cost Per Rider	<\$21.45	\$22.49				\$22.49	
	Bus – All	Revenue Recovery	>50%	51%				51%	Note 4
	Rail	Revenue Recovery	>6.8%	6.8%				6.8%	

<sup>1</sup>Includes Connect, Connect Shuttle and North Texas Xpress  
<sup>2</sup>Includes Access and Community On-Demand  
<sup>3</sup>Includes UNT, NCTC and Frisco

- Notes:
1. Industry standard is to report preventable accidents only. Previously, we reported both preventable and non-preventable accidents per 100,000 miles. Going forward, we will only report preventable accidents per 100,000 miles but will continue to track non-preventable accidents.
  2. Trend reflects a shift in ridership from Denton Connect to UNT, resulting in lower Connect ridership and higher UNT ridership than budgeted.
  3. National trend of decreasing rail ridership due to two years of sustained low gas prices. However, the A-train ridership decrease is less than the national trend, and less than other regional partners.
  4. Includes all bus fixed route and demand-response services. During budget development, the FY2017 hourly rate for UNT was unknown. As a result, staff used the FY2016 hourly rate of \$49 versus the final agreed upon rate of \$51.
  5. Single car operations revealed a need for system modifications. A solution has been found. Implementation is underway.
  6. The PTCIP and final design timelines have been revised but will not impact the project.

Critical Projects							
Single Car Operations				Positive Train Control			
	Target Date	Complete?	Trend		Target Date	Complete?	Trend
Award Signal Enhancement Project	Sep-15	Complete		Award PTC Contract	Oct-15	Complete	
Project Completion	Mar-16	Complete		Issue NTP	Nov-15	Complete	
Commence Single Car Operations	Apr-16	Complete		Submit new form PTCIP to FRA	Jan-16	Complete	
Additional Testing / Implementation	Aug-16	Complete		Design Complete	Nov-16 Feb-17	In Progress	Note 6
Phase II Implementation	Mar-17	In Progress	Note 5	Revise PTCIP	Nov-16 Mar-17	In Progress	Note 6
				Revenue Service Testing	Dec-17		
				FRA Approval	Dec-18		

Expansion Opportunities	
Business Development	Continuing to identify and cultivate prospective partnerships within the North Texas region, increasing potential growth opportunities and supporting DCTA member cities, Denton County based cities as well as area land developers. DCTA continues to support existing contract customers monitoring and evaluating service while exploring additional methods to improve services, increase efficiencies and improve the overall passenger experience.
High Intensity Bus Service	DCTA has successfully launched commuter service along the I-35W corridor in partnership with the Fort Worth Transportation Authority. The North Texas Xpress provides limited service along I-35W with the expectation of increasing service in the future and providing high intensity bus service. This is the first of four corridors outlined in the DCTA's plan for high intensity bus service throughout Denton County.
Transit Oriented Development	Conversations regarding land use planning with all member cities continue. DCTA has partnered with Huffines Developers on a joint development project to provide connections between the Hebron 121 Station development and the Hebron Station by incorporating driveway access and a pedestrian walkway. Planning for DCTA's Intermodal Transit Center and Administrative Complex continues. The partnership between DCTA, the City of Denton and the Union Pacific continues to develop in Downtown Denton. This joint venture is expected to increase parking availability, advance safety and noise mitigation, increase walkability, and improve aesthetics in the Downtown Denton area. Shared land use opportunities are also developing between various departments within the City of Denton allowing the City and DCTA to leverage existing assets for the facilitation of future needs.
Innovative Transit Solutions / Mobility On-Demand	DCTA has successfully launched a partnership with Uber to provide DCTA-sponsored discounted services in Highland Village and North Lewisville. Staff will release an RFP to contract for additional innovative service options with transportation network companies for potential implementation in the future.
Current/Future Member City Coordination	DCTA staff continues to provide planning support to current member cities and has been engaged in conversations with various non-member cities regarding demand for future transit operations.

Definition of Trend Colors	
	Meeting goal, trending to stay on target
	Attention, may not achieve goal
	Not meeting goal, not trending to improve or stabilize