



April 2018 Open House Meeting Topics

Presentation Live: 4/13 – 5/4

Access Policies and Procedures Update



Access Policies and Procedures Update

Section	Current Language	Proposed Language	Page
Certification Process	Upon receipt of completed applications, ADA regulations allow a maximum of 21 <u>business</u> days to process applications.	Upon receipt of completed applications, ADA regulations allow a maximum of 21 days to process applications.	6
Certification Process	N/A	You will receive a determination letter within 21 days of submission of a completed application. If DCTA has not <u>made a decision</u> on eligibility within 21 days of receipt of the completed application, the applicant may use Access ADA paratransit service starting on the 22nd day until a determination is made.	6
Service Parameters	<p>DCTA Access service hours are intended to mirror that of the local fixed route service.</p> <p>Access service hours (excluding holidays) for the entire service area when UNT Shuttle operates a limited schedule are: Weekdays: 5:30 am – 9:30 pm Saturday: 7:30 am – 7:30 pm</p> <p>Access service hours (excluding holidays) for Denton when UNT Shuttle operates full service: Monday – Thursday: 5:30 am – 11:30 pm Friday: 5:30 am – 9:30 pm Saturday: 7:30 am – 7:30 pm</p>	Access service hours will be the same as hours and days of operation for fixed route services.	8

Section	Current Language	Proposed Language	Page
Subscription Service	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.	Subscription Service is limited to customers traveling to the same place at the same time at least one time per week on a regular and consistent basis.	9
Service Rules	To avoid delaying other passengers, drivers can only wait five minutes upon arrival before proceeding on their route.	To avoid delaying other passengers, drivers can only wait five minutes after the scheduled pickup time before proceeding on their route.	10
Service Rules	Vehicle operators are not allowed to make changes in scheduled times or destinations without authorization from the DCTA Operations office.	Vehicle operators are not allowed to make changes in scheduled times or destinations without authorization from DCTA. Passengers must schedule these trip changes with DCTA by calling 940 243-0077.	10
Accompanying Passengers	N/A	<p>Mobility Devices</p> <p>DCTA will transport any wheelchair on its vehicles regardless of size and weight <u>as long as</u> the lift and vehicle can physically accommodate them.</p>	11
Visitors	DCTA will provide Access service to visitors for no more than 21 consecutive days within a <u>365 day</u> period. Visitors must contact DCTA Monday through Friday, 8 a.m.-5 p.m., at 940-243-0077 no later than one week before service is required.	DCTA will provide Access service to visitors for any combination of no more than 21 consecutive days within a 365-day period beginning with the visitor's first use of the service. Visitors must contact DCTA Monday through Friday, 8 a.m.-5 p.m., at 940-243-0077 no later than one week before service is required.	11

Access Policies and Procedures Update

Section	Current Language	Proposed Language	Page										
No-Shows and Cancellations	Two (2) Same Day Cancellations within a thirty-day period will be charged as one (1) no-show.	This information is to be removed.	12										
Suspension of Service	<p>Within each 30-day period, the following penalties may be assessed for no-shows:</p> <table border="1"> <thead> <tr> <th>Warning</th> <th>Penalty</th> </tr> </thead> <tbody> <tr> <td>First</td> <td>Policy Reminder letter sent to customer</td> </tr> <tr> <td>Second</td> <td>Verbal warning to customer</td> </tr> <tr> <td>Third</td> <td>Written warning to customer</td> </tr> <tr> <td>Fourth</td> <td>Possible suspension of service</td> </tr> </tbody> </table> <p>Customers accumulating eight (8) no-shows within a sixty (60) day period may receive up to fifteen (15) days suspension of service.</p> <p>After the fourth and eighth occurrences, DCTA will contact the customer via telephone and send a letter identifying the proposed</p>	Warning	Penalty	First	Policy Reminder letter sent to customer	Second	Verbal warning to customer	Third	Written warning to customer	Fourth	Possible suspension of service	<p>Passengers who have no-showed or same day canceled 25 percent of their scheduled trips with a minimum of 11 trips for a calendar month will be subject to suspension. For passengers who schedule 10 or fewer trips in a calendar month, if you no-show or cancel 60 percent of your trips your service will be subject to suspension. Initially a warning letter will be issued to try to modify the behavior. If the problem continues, a progressive suspension length will be as follows:</p> <ol style="list-style-type: none"> First Suspension will be for 5 days. Second Suspension will be for 10 days. Third Suspension will be for 15 days. Fourth and any subsequent Suspensions will be for 30 days. <p>All potential suspensions will be handled on a case by case basis. DCTA will contact the customer identifying</p>	13
Warning	Penalty												
First	Policy Reminder letter sent to customer												
Second	Verbal warning to customer												
Third	Written warning to customer												
Fourth	Possible suspension of service												

[Complete Outline of Existing Policies and Procedures](#)

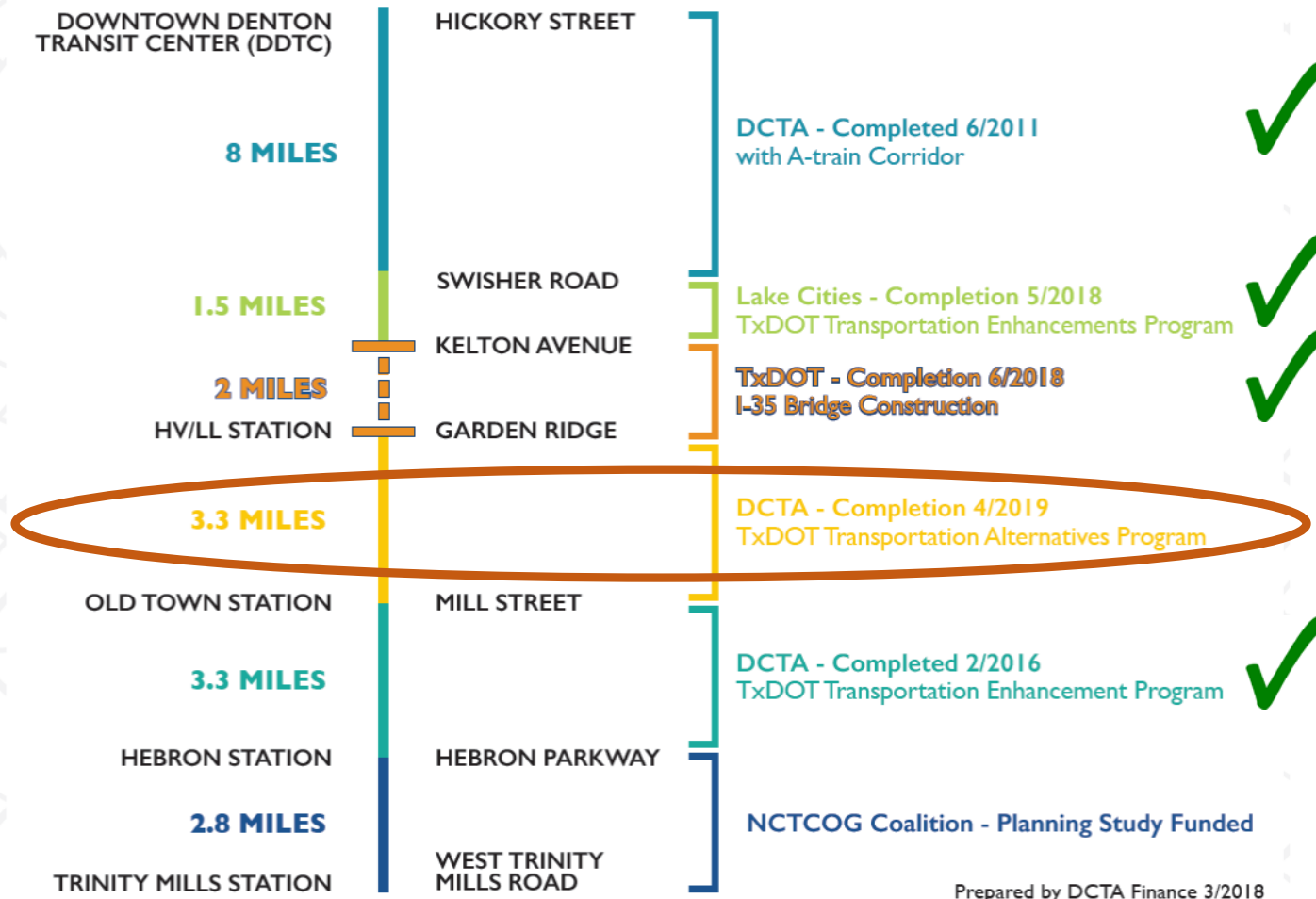
	<p>suspension period and the reasons for the penalty. Customers who appeal a proposed suspension may continue to ride pending a decision on the appeal. If the appeal is denied, the suspension shall be imposed effective the date the appeal is denied, pending final notification to the customer.</p>	<p>the proposed suspension period 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.</p> <p>What can the customer do to reduce their No-Shows?</p> <p>Reducing no-shows in ADA paratransit requires actions by riders as well as transit agencies.</p> <ul style="list-style-type: none"> • Call to cancel, as soon as possible, if you won't be taking the trip. • Be ready and watching for vehicles during the full on-time pickup window. • Provide detailed pickup instructions (side or rear door, and so on) for large facilities, for any pickup locations that may be difficult for drivers to find, and for any locations where your needed pickup is not at the main entrance. • If you are a subscription rider, call to inform the transit agency of any changes to your plans, such as a vacation or other absence. Telling a driver is not sufficient. 	
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Eagle Point Section of the Hike and Bike Trail



Eagle Point Section of the Hike and Bike Trail

A-TRAIN RAIL TRAIL – STATUS AS OF 3/2018



Update on Construction:

- Construction of the final section of the Eagle Point section of the Hike and Bike Trail will begin Summer 2018.
- The last quarter mile of the North end of the trail will meander through park property controlled by the Corps of Engineers.

EPA Brownfields Assessment Grant




EPA Brownfields Assessment Grant



Grant Update:

- DCTA was awarded \$178,200 as one of two recipients in Texas, to conduct an Environmental Site Assessment on DCTA property located at the Rail Operations and Maintenance Facility in Lewisville.
- The funds will be used to conduct a Phase II Environmental Site Assessment, which includes testing for petroleum and hazardous materials.
- The targeted area is a total of 77.5 acres.
- DCTA is currently evaluating proposals for subsurface investigation.

 The DCTA Rail Operations and Maintenance facility is located at 640 Texas 121 Business, Lewisville, Texas 75057

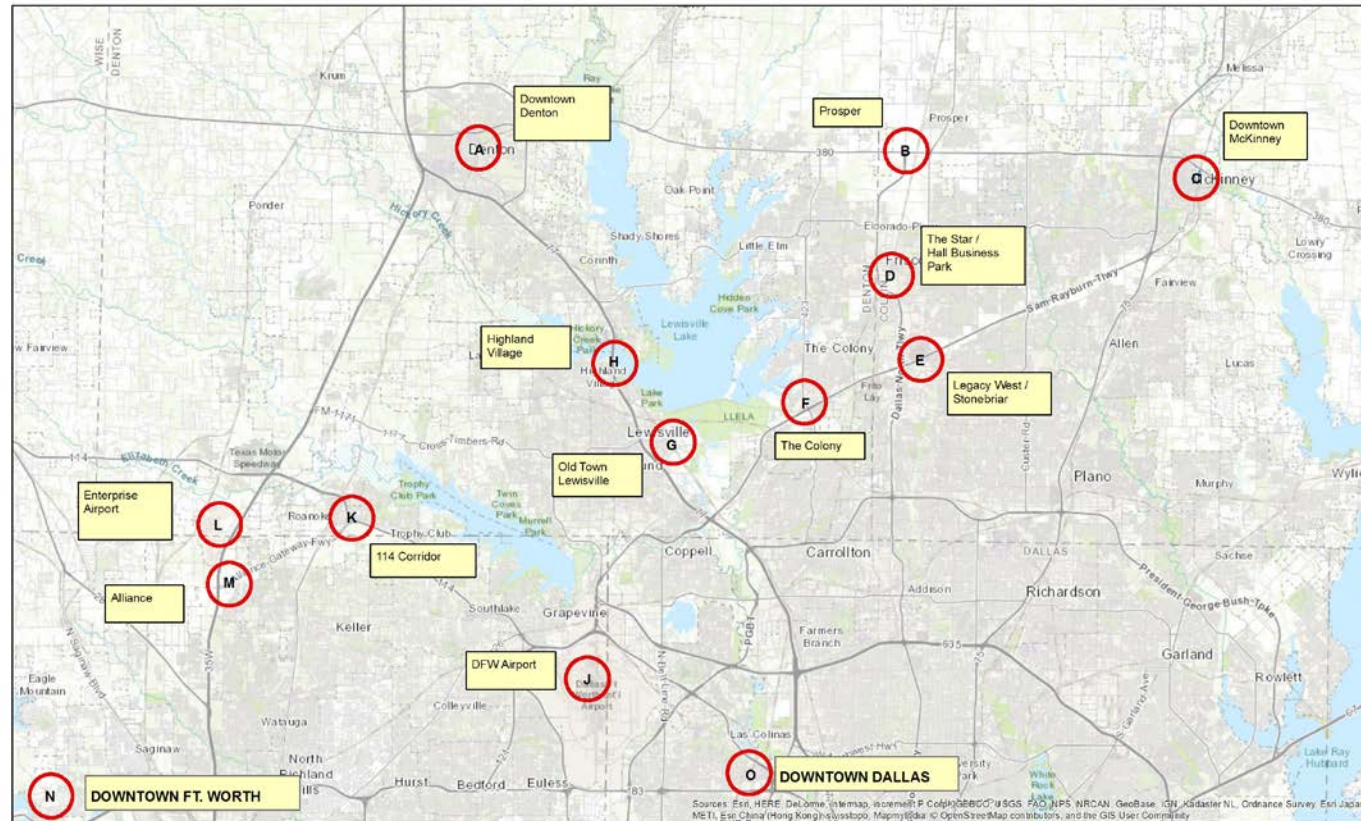
Job Access & Connectivity



Corridors of Interest for Job Access and Connectivity

Based on the map below, which origin and destination(s) you would be interested in?

If your area of interest isn't on the map, please let us know!

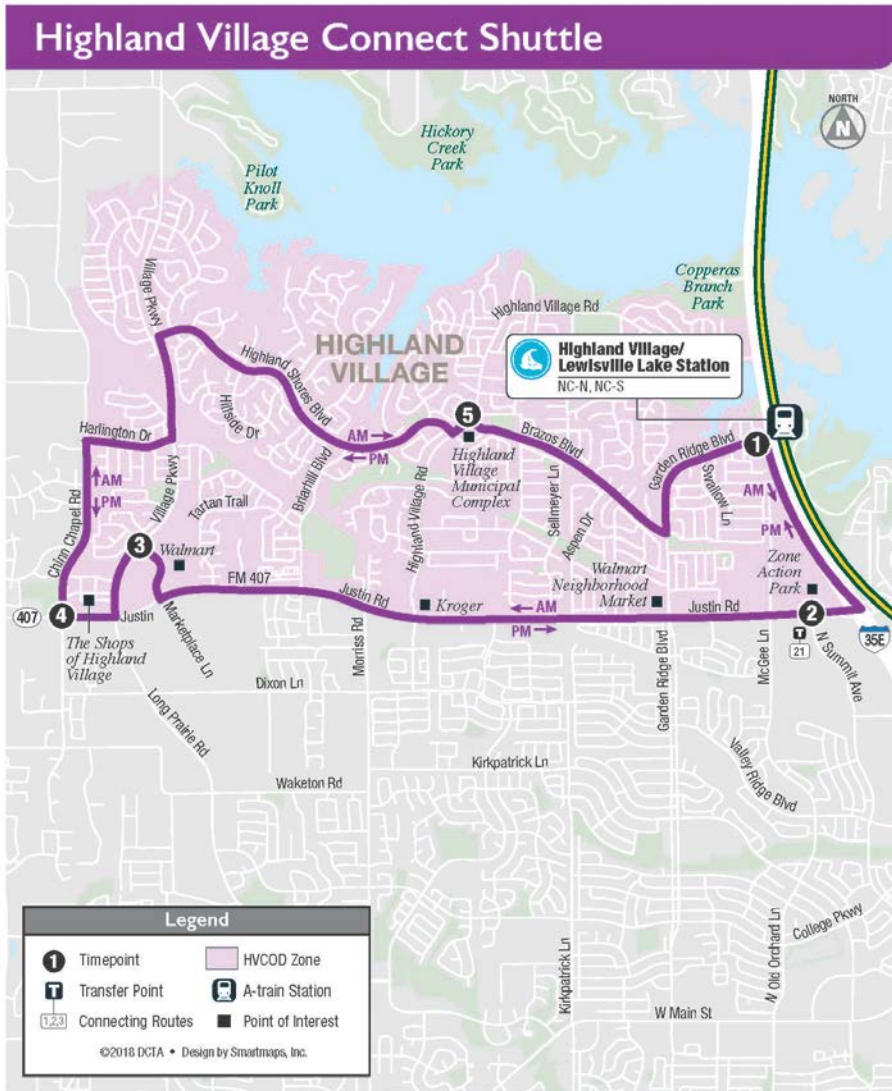


Map Create Date: 4/11/2018

Proposed Highland Village Service Changes



HIGHLAND VILLAGE: Connect Shuttle



Current

- 20 minute frequency
- 5 a.m. – 10 a.m. and 3 p.m. – 9 p.m.

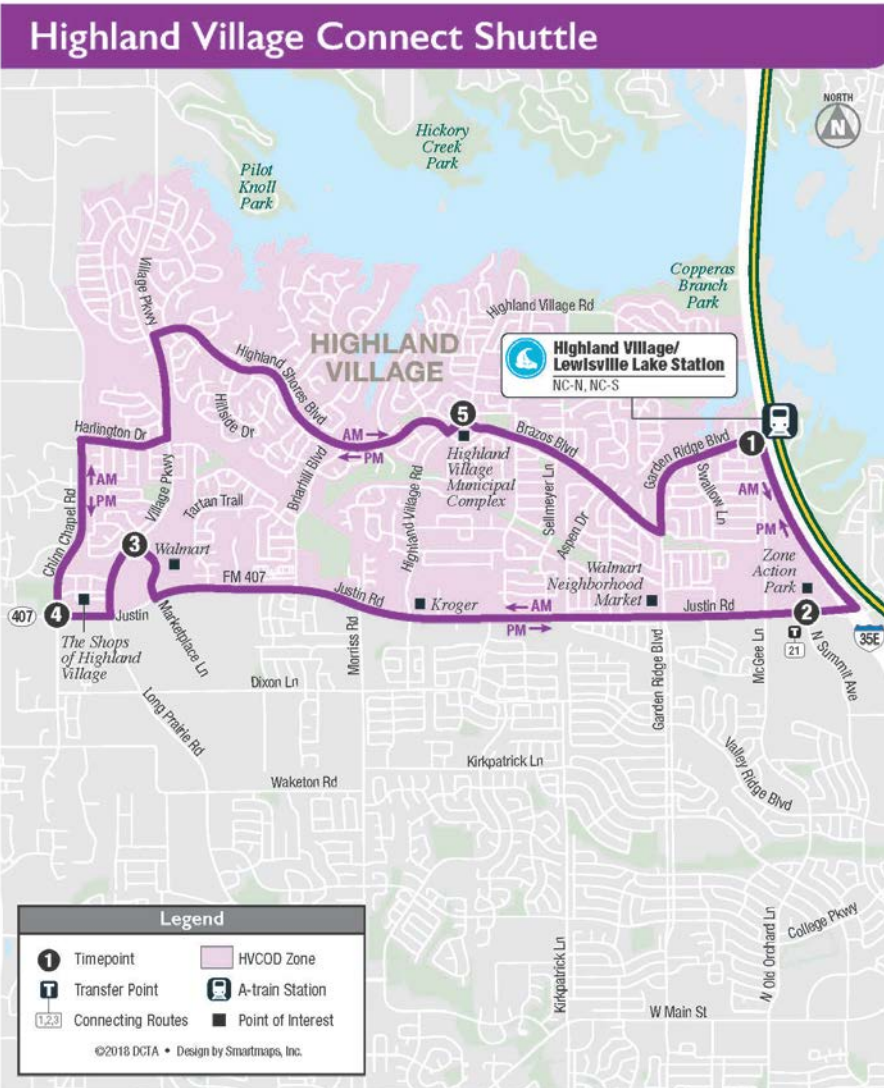
Proposed

- 30 minute frequency
- 4:50 a.m. – 10:37 a.m. and 3:08 p.m. – 9:24 p.m.

Service Change Overview:

- DCTA is proposing to reduce the shuttle frequency from 20 minutes to 30 minutes to meet system-wide service standards.
- DCTA is proposing to increase the hours of operation to better meet customer demand and connection to the A-train.
- The shuttle route, flag stops, and park and ride locations will remain the same.

HIGHLAND VILLAGE: Community On-Demand



Current

- Highland Village Zone
- Provided by DCTA
- 2 Hour Notice
- Monday - Friday
- 5 am – 7 pm

Proposed

- Maintain Existing Zone
- Provided by Lyft
- On-demand
- Monday – Friday
- 5 am – 9 pm

Service Change Overview:

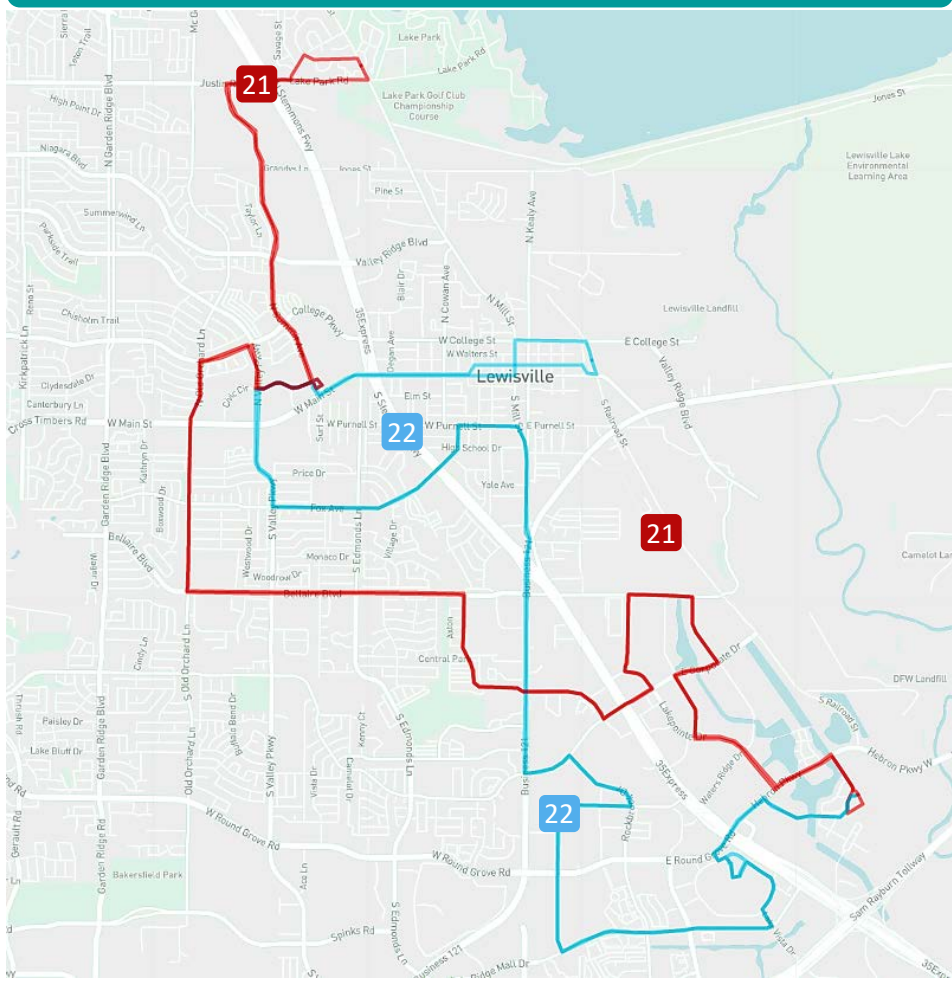
- Providing on-demand service within the Highland Village Zone through DCTA's partnership with Lyft.
- DCTA would provide a subsidy for all trips taken with Lyft (within the zone).
- On-demand service is offered in real time via the Lyft mobile app (subscription service still available).
- Extend hours of operation until 9 p.m.

Proposed Lewisville Service Changes

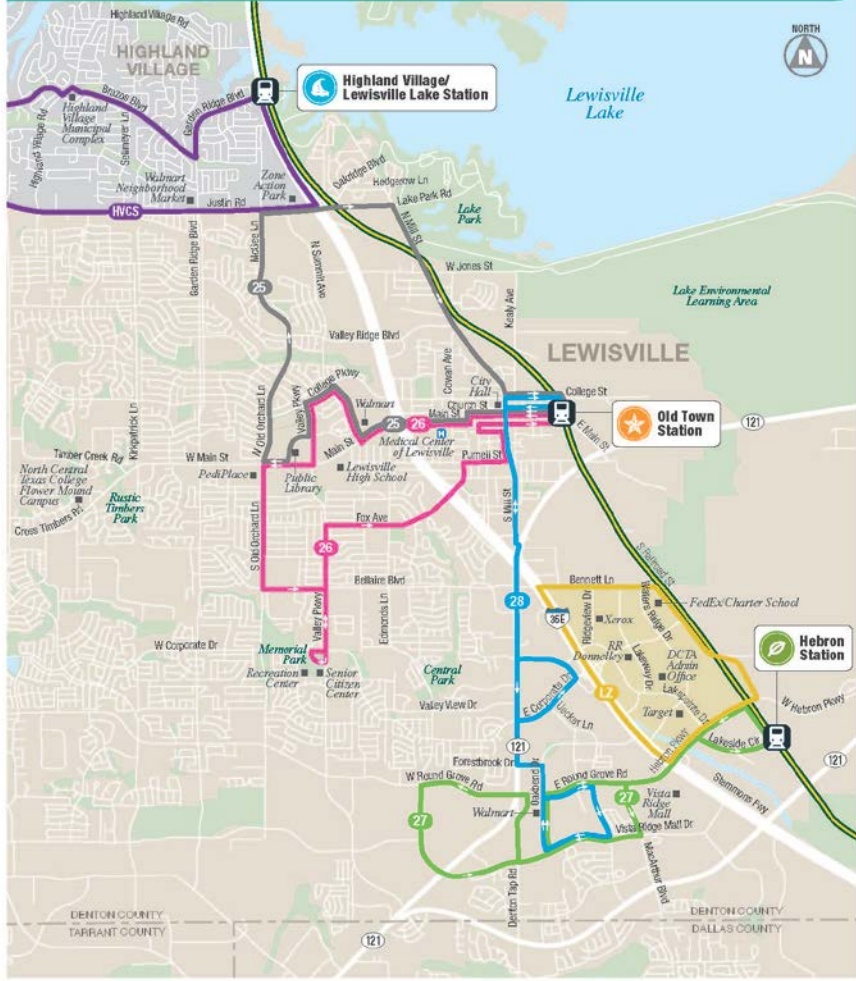


LEWISVILLE CONNECT

Current Lewisville System



LEWISVILLE (Proposed)



LEWISVILLE CONNECT: Route 26

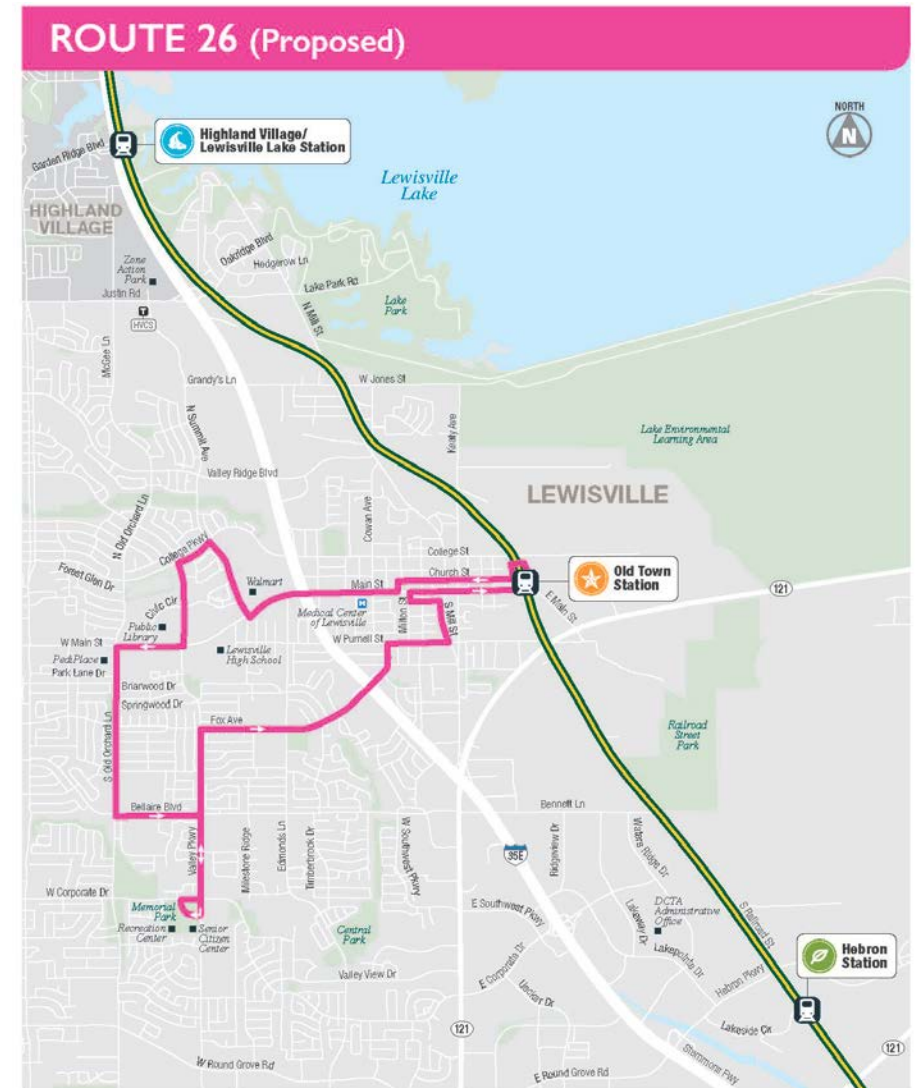
30 Minute Frequency

Connections:

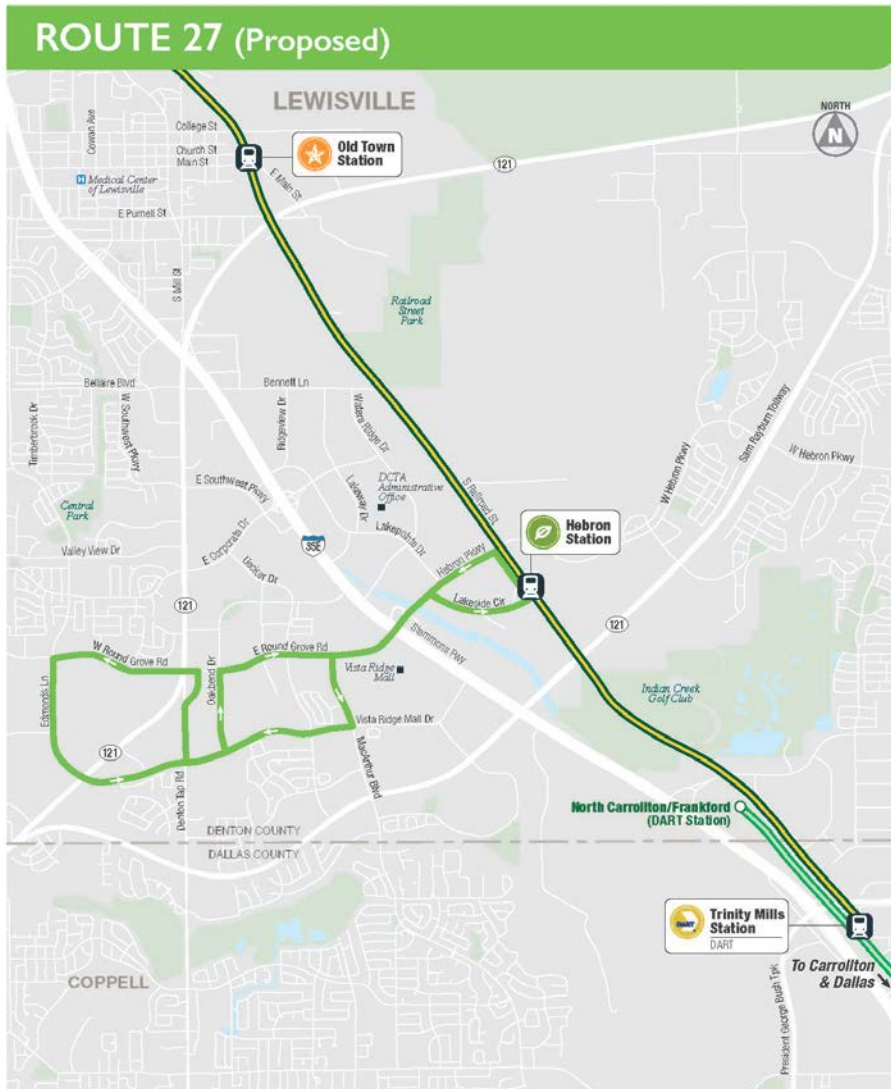
- Connects with Route 25 at the Old Town Station, along Church Street, Main Street and Summit Avenue
- Connects with Route 28 at the Old Town Station

Serves:

- Old Town Station
- Lewisville City Hall
- Main Street Wal-Mart
- Lewisville Public Library
- Senior Center
- Memorial Park Recreation Center
- Educational Facilities
- Residential Area Along Fox Avenue
- Improved access for CCA and Salvation Army



LEWISVILLE CONNECT: Route 27



30 Minute Frequency

Connections:

- Connects with Route 28 along Oak Bend Drive, Vista Ridge Mall Drive and portions of Round Grove Road
- Connects with the Lakeway Zone at the Hebron Station

Serves:

- Hebron Station
- Round Grove Road Retail
- Large areas of Multi-Family Housing
- Serves Mary Kay from the front of the building (outbound) and the side (inbound)
- Office Park off Edmonds at 121
- Convergence Office Park
- Round Grove Wal-Mart

LEWISVILLE CONNECT: Route 28

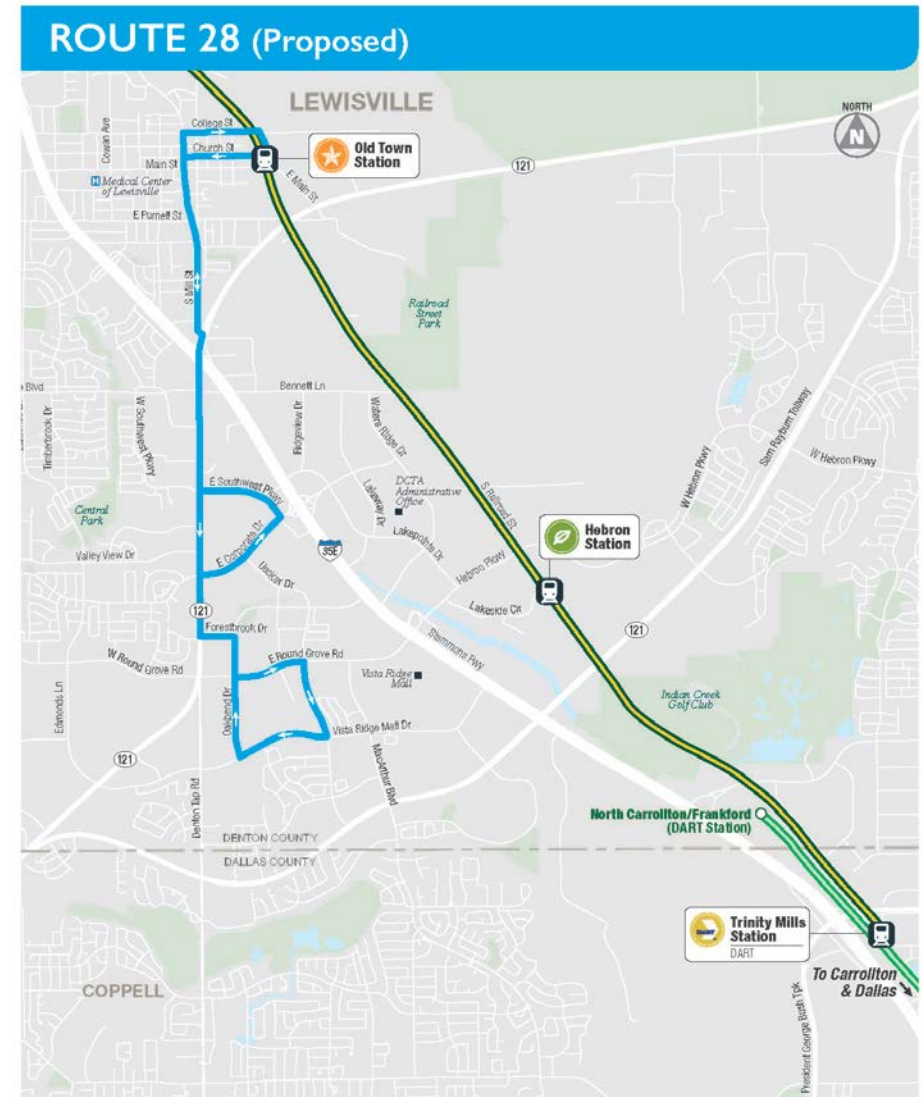
30 Minute Frequency

Connections:

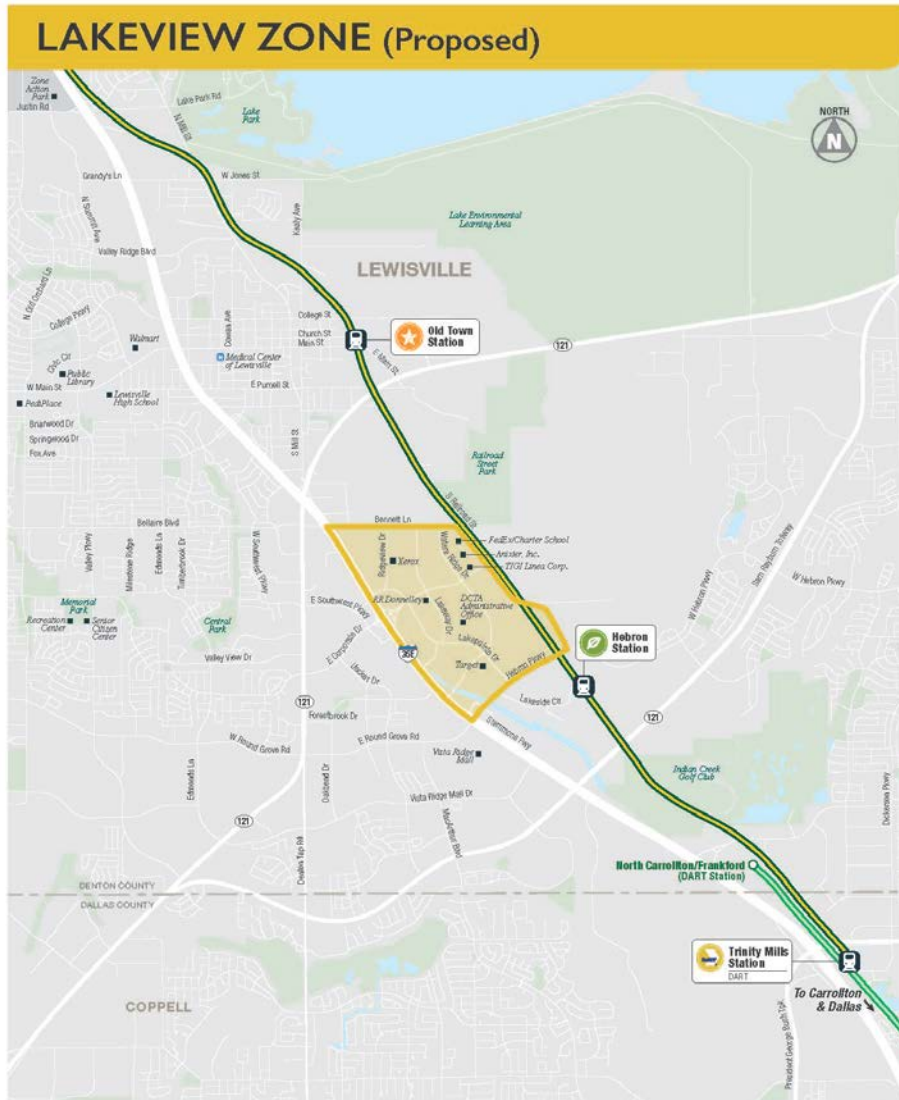
- Provides a North-South Connection
- Connects with Route 25 and Route 26 at the Old Town Station
- Connects with Route 27 along Oak Bend Drive, Vista Ridge Mall Drive and portions of Round Grove Road

Serves:

- Old Town Station
- CCA (Both Mill Street and 121 locations)
- Budget Suites
- Apartments along Southwest Parkway
- Round Grove Wal-Mart
- Mary Kay on the side of the building



LEWISVILLE: Lakeview Zone



Possible Lyft Zone

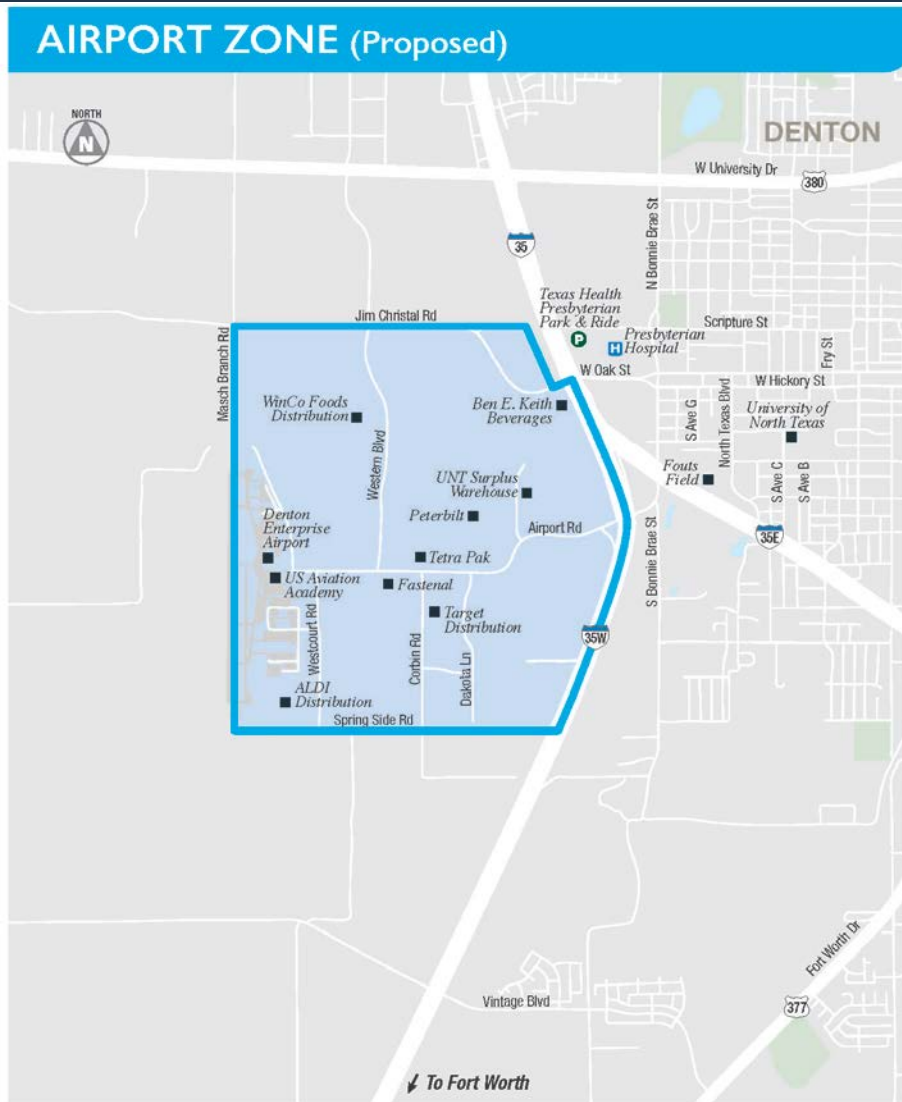
Potential Hub System or Curb-to-Curb:

- Hub out of Hebron Station
- With possible hub or curb-to-curb inside the zone at:
 1. Xerox
 2. Lakeway @ Bennett
 3. Fed Ex / Charter School
 4. Anixter, Inc. / TIGI Linea Corp.
 5. RR Donnelley
 6. DCTA Admin Office
 7. Target
 8. Other Potential Locations as Identified

Proposed Denton Service Changes



DENTON: Enterprise Airport Zone



Potential Hub System:

Hub out of Fouts Field

- Connects with Route 7, Route 8, North Texan, Eagle Point, and Mean Green.

With possible hubs inside the zone at:

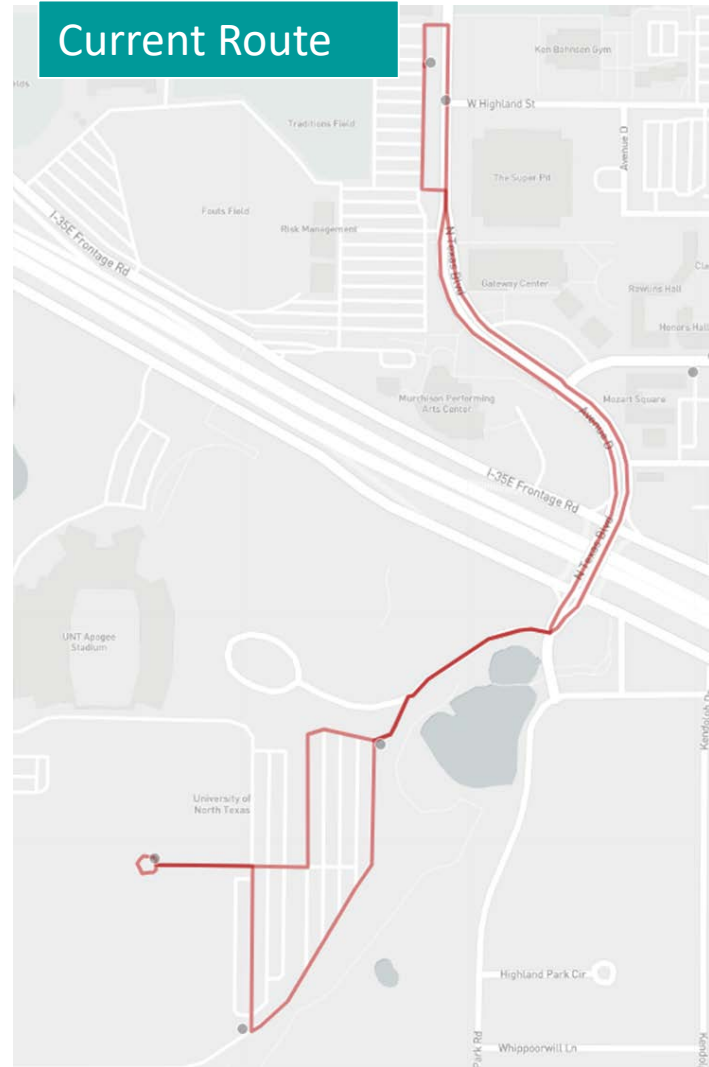
1. UNT Surplus Warehouse
2. Tetra Pak / Fastenal / Target / Peterbilt
3. WinCo Foods Distribution
4. Ben E. Keith Beverages
5. ALDI Distribution Center
6. Denton Enterprise Airport and US Aviation Academy

Proposed UNT Service Changes

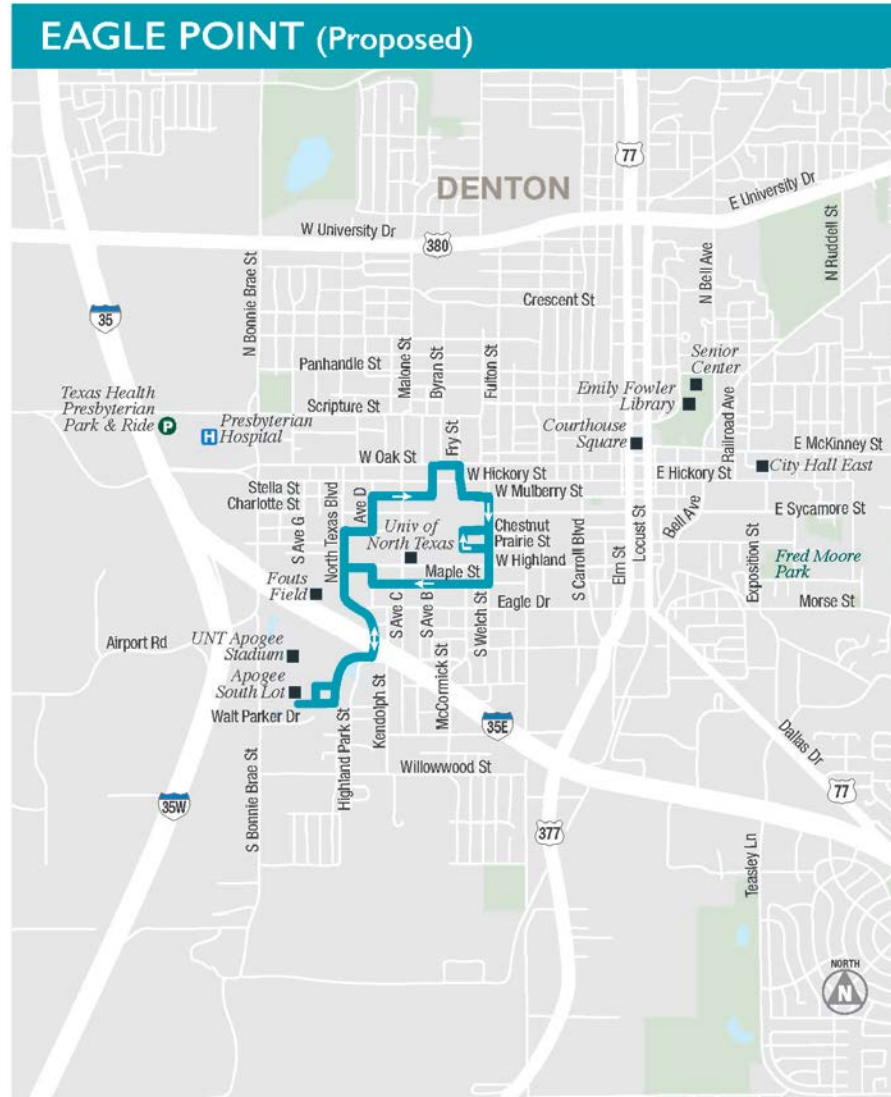


Eagle Point (UNT Route)

Current Route



EAGLE POINT (Proposed)



Current Route:

- 7-Minute Frequency.
- Only daytime route that serves Victory Hall.
- Forced transfer for those going on campus.

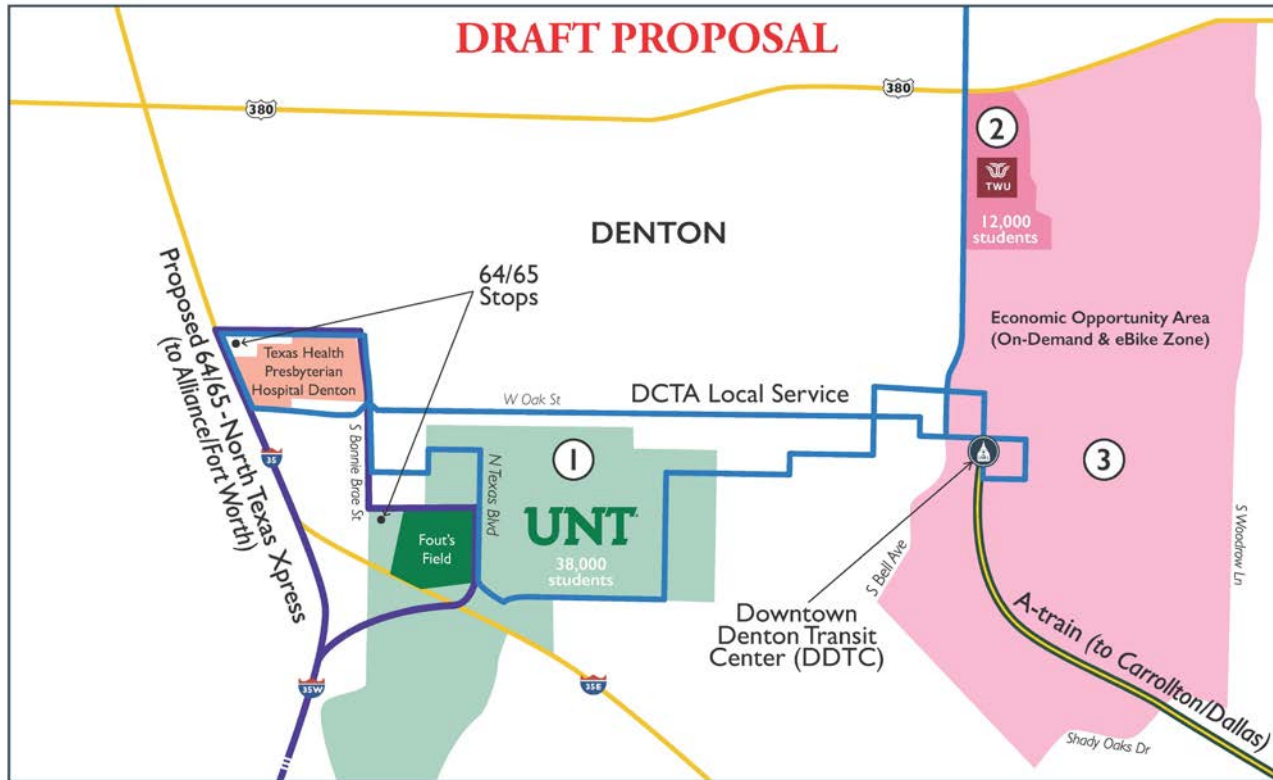
Proposed Route:

- 20-Minute Frequency.
- Serves Maple, Kerr, Honors, and Victory Halls as requested by UNT.
- Provides another campus circulator.
- Helps address overcrowding on the Mean Green.
- Provides a one-seat ride from Victory Hall to the GAB and the Union.

Proposed North Texas Xpress / Alliance Service Changes



NORTH TEXAS XPRESS/ALLIANCE



Proposed Changes:

NEW Route 65 Overview

- Providing service between Alliance, UNT and the park and ride located at Texas Health Presbyterian Hospital Denton.

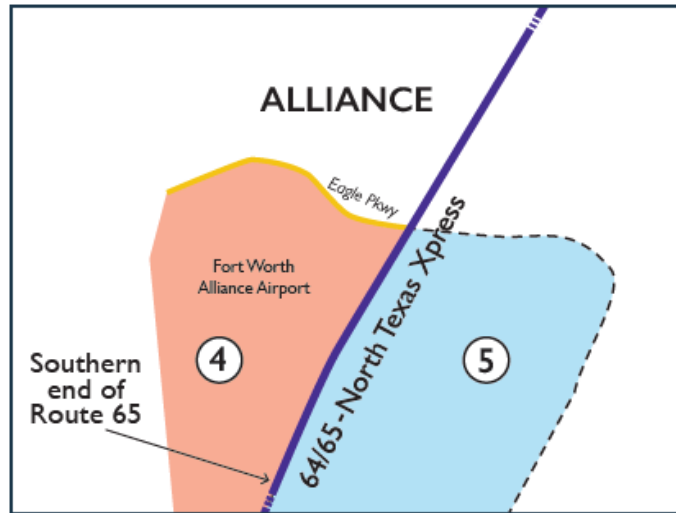
North Texas Xpress Service Overview

- Bring the North Texas Xpress in to Fouts Field.
- Improve access to UNT.
- Provide for one seat ride to campus.
- Add early morning/late night service to accommodate.
- Alliance work schedules.

Create Zones of Alternative Service

- UNT and TWU.
- Economic Opportunity Zone.
- Provide alternative mobility options within the zones outside of DCTA's operating hours (Lyft).
- eBike as a future phase.

Alliance Link Shuttle



www.RideAllianceLink.com

Service Overview

Goal:

Improve access to jobs, by providing enhanced connectivity between Alliance and potential employee pools in Denton.

- DCTA has partnered with public and private stakeholders to provide on-demand, first/last mile shuttle service in Alliance, Texas, providing seamless access to major employers.

Phase 1 launched April 9

- Service hours Monday – Friday
- 5:30-8:30 a.m.
- 4:30-7:30 p.m.

Phase 2 launches May 7

- Service hours Monday – Sunday
- 5:30-8:30 a.m.
- 4:30-7:30 p.m.
- Alliance Link shuttle connects to the North Texas Xpress service at the Heritage and Horizon stop
- Alliance Link Shuttle will have 7 stops at major employers

2018 Fare Changes



Proposed Regional Fare Increase

**REGIONAL
FARE = ↑ 20%**

Current Regional Day Pass = \$10

August 2018 Regional Day Pass = \$12

(this is a singular regional fare example)

Why is DCTA considering raising regional fares in August 2018?

- DART and Trinity Metro (formerly the Fort Worth Transportation Authority) are raising their regional fares by 20%.
- DCTA currently participates in a regional fare program to simplify transfers between systems.
- DCTA wants to remain a part of the regional fare system – therefore providing customers with access to the entire transit system in the Metroplex with one pass.
- DCTA is concerned that this fare increase will negatively impact ridership.
- DCTA is considering alternatives to mitigate this potential impact.
- DCTA is not proposing any increase to local fares.

Which is Most Important to You?

**Which of the following is most important to you?
If there's something else you would like to include, let us know!**

WHICH IS MOST IMPORTANT TO YOU?	
Maintaining the Current Cost of Fare (Regional + Local)	
Convenience of Purchasing One Regional Fare vs Two Local Fares	
First/Last Mile Connection	
Improved Bus Frequency	
Improved A-train Frequency	
Additional Mid-Day A-train Service	
Late-Night A-train Service	
Sunday Bus Service	



Proposed Commuter Bus Service Serving DCTA's Hebron Station, Southwestern Medical District and West End

