



DENTON COUNTY
TRANSPORTATION
AUTHORITY



2016 Title VI Program

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



FROM POINT A TO POINT B. AND EVERYWHERE IN BETWEEN.

May 26, 2016

Table of Contents

<i>List of Appendices</i>	<i>iii</i>
<i>List of Figures</i>	<i>iv</i>
<i>List of Tables</i>	<i>iv</i>
<i>1. Introduction</i>	<i>1</i>
DCTA’s Commitment to Civil Rights	1
Agency Overview	2
System Overview	5
<i>2. General Title VI Requirements</i>	<i>9</i>
Notice to the Public	9
Discrimination Complaint Procedures	9
DCTA’s Public Participation Plan	11
Limited English Proficiency Plan	16
LEP Program and Activities	26
Overview of Decision-Making Bodies, Planning, and Advisory Groups	29
Subrecipient Compliance	30
<i>3. Additional Requirements for Transit Providers</i>	<i>31</i>
Service Standards and Policies	31
Level and Quality of Service Monitoring	31
Demographic Analysis of Service Area	36
Major Service Change and Disparate Impact Policies	43
<i>4. Title VI Equity Analysis</i>	<i>45</i>
Fare and Service Equity Analysis Process	45
Construction Equity Analysis	46
<i>5. Grants, Reviews, and Certifications</i>	<i>47</i>

List of Appendices

<i>Appendix A – Board of Directors Resolution Adopting Title VI Program</i>	49
<i>Appendix B – Title VI Notice to the Public</i>	51
<i>Appendix C – Title VI Complaint Procedures and Forms</i>	52
<i>Appendix D – Letter of No Complaints</i>	62
<i>Appendix E – Outreach Efforts and Citizen Advisory Group Meetings Since 2013</i>	63
<i>Appendix F – Public Meeting Advertisement Example</i>	65
<i>Appendix G – Service Standards and Policies</i>	66
<i>Appendix H – Monthly Performance Report Example</i>	88
<i>Appendix I – Title VI Demographic Analysis</i>	98
DCTA Demographic Data – Census Block Group Level	98
DCTA Demographic Data – Census Tract Level Data	112
<i>Appendix J – Proposed Service Changes Title VI Analyses</i>	125

List of Addendums

Addendum #1 – Title VI Policy Statement	149
---	-----

List of Figures

Figure 1. DCTA Service Area Context.....	3
Figure 2. Population Density by Census Block Group with Demand Response User Locations... 4	4
Figure 3. Persons with Disability.....	7
Figure 4. Population 65 Years and Older.....	8
Figure 5. Limited English Speaking Households – All Languages.....	20
Figure 6. Limited English Speaking Households – Spanish Language.....	21
Figure 7. Limited English Speaking Households – Other Indo-European Languages.....	22
Figure 8. Limited English Speaking Households – Asian and Pacific Island Languages.....	23
Figure 9. Limited English Speaking Households – Other Languages.....	24
Figure 10. DCTA Service Area Census Tracts.....	37
Figure 11. DCTA Fixed Route Service and Transit Stop Locations.....	38
Figure 12. Minority Population Compared to Demand Response User Home Locations.....	40
Figure 13. Poverty Status.....	41
Figure 14. Memo Documenting 2014 Title VI Program Approval (incl. Major Service and Fare Change Policy).....	44

List of Tables

Table 1. DCTA’s Title VI Complaint Status.....	11
Table 2. LEP Percentages.....	18
Table 3. Board of Directors Racial Makeup.....	29
Table 4. Citizens Advisory Team – 2016 Membership Racial Makeup.....	30
Table 5. Performance Data by Route – FY 2015.....	33
Table 6. Service to Census Tracts with Above Average Minority Populations.....	34
Table 7. Service to Census Tracts with Above Average Low-Income Populations.....	34
Table 8. DCTA Fleet Details.....	35
Table 9. DCTA’s Service Area Population by Race/Ethnicity.....	39
Table 10. DCTA’s Service Area Income and Poverty Status.....	41
Table 11. DCTA 2015 Satisfaction Survey – Demographic Findings.....	42

1. Introduction

This update of the Denton County Transportation Authority's (DCTA) Title VI program has been prepared to ensure that the level and quality of DCTA's services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to all DCTA's riders and other community members regardless of race, color, national origin, or income status. Additionally, through this program, DCTA has examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

DCTA's Commitment to Civil Rights

While it is a matter of principle, policy, and practice that DCTA is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination in the receipt of any of DCTA services on the basis of race, color, or national origin, the content of this program have been prepared in accordance with the Section 601 of Title VI of the Civil Rights Act of 1964, Executive Order 13166 (Improving Access to Services for Persons with Limited English Proficiency [LEP]) and Federal Transit Administration (FTA) Circular 4702.1B, dated October 1, 2012:

Title VI of the Civil Rights Act of 1964, as amended, protects any person in the United States on the ground of race, color, or national origin from being excluded from participation, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Transportation.

As a regular direct recipient of federal funds under the programs of the FTA and the U.S. Department of Transportation (DOT) and pursuant to the federal requirements referenced above, DCTA clearly understand its reasonability and obligation to ensure equitable access and opportunity for participation in the planning and decision-making process. These responsibilities and obligations assure that:

- The benefits of its transit services are shared equitably throughout the service area.
- The level and quality of transit services are sufficient to provide equal access to all riders in its service area.
- No one is precluded from participating in DCTA's service planning and development process.
- Decisions about service changes or facility locations are made without regard to race, color, or national origin.

- Development and urban renewal, which benefit a community as a whole, will not unjustifiably be acquired through the disproportionate allocation of adverse environmental and health burdens on the minority population.
- A program is in place for correcting any discrimination, whether intentional or unintentional.

DCTA regularly engages the public in the development of its programs and policies, including its Title VI program, Public Involvement Program, LEP Program, and its Service and Performance Standards.

The program outlined herein contains all elements required of a transit provider operating in an urban area of 200,000 or more in population with more than 50 vehicles operating in peak service. This program supersedes DCTA's previous Title VI program, is effective as of June 1, 2016, was updated May 19, 2016, and addresses activities since June 2013. This document has been prepared using data provided by the United States Census Bureau, the North Central Texas Council of Governments, and DCTA community surveys. DCTA operations staff, community stakeholders, and passengers have provided additional anecdotal data. Appendix A presents evidence that DCTA's Board of Directors reviewed and approved this Title VI Program.

Agency Overview

The Texas Legislature created DCTA in 2001 to accelerate transportation solutions critical to reducing traffic congestion and enhancing air quality, while contributing to orderly growth and development and improving the quality of life for current and future residents of Denton County, Texas. Authorized by 70 percent of Denton County voters in 2002 and funded in 2003 by a dedicated sales tax from the cities of Denton, Lewisville, and Highland Village, DCTA fulfilled its initial service plan in 2011. In 2012, the Agency adopted its updated service plan to include system-wide improvements that will build on the initial investments and meet the needs caused by future growth. In March 2012, the Agency adopted system wide performance and design standards to guide future service changes, capital investments, and system expansions. Figure 1 depicts DCTA's relevant urbanized area (UZA), Denton-Lewisville, and the adjacent UZAs. Figure 2 shows the population density with Denton and Collin Counties by U.S. Census block groups and the home locations of DCTA's demand response users. Demand response user home locations are included in this map (and others) in an effort to determine the location of DCTA's potentially transit dependent populations and develop insight as to whether such populations are also likely to be members of other socio-economic groups.

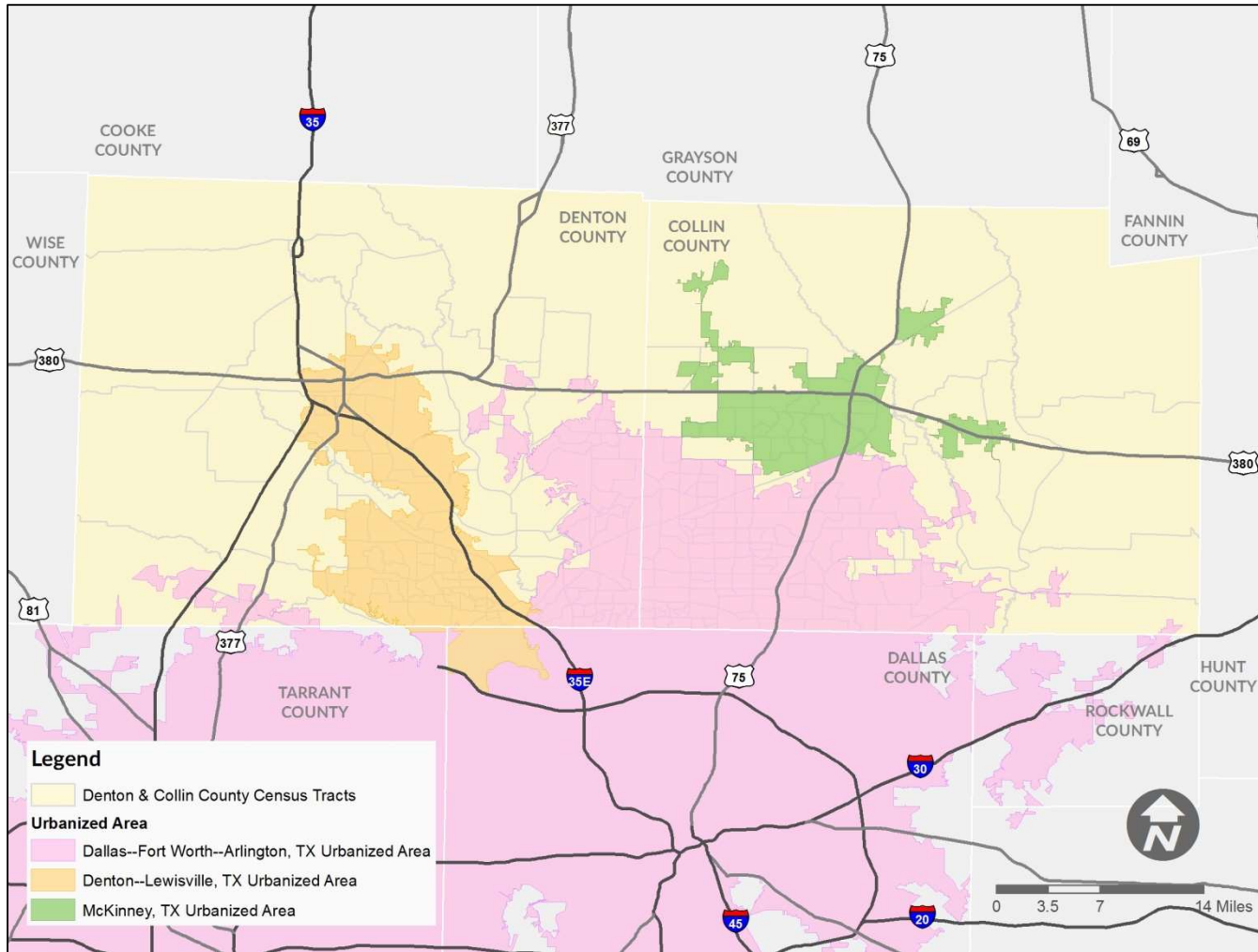


Figure 1. DCTA Service Area Context.

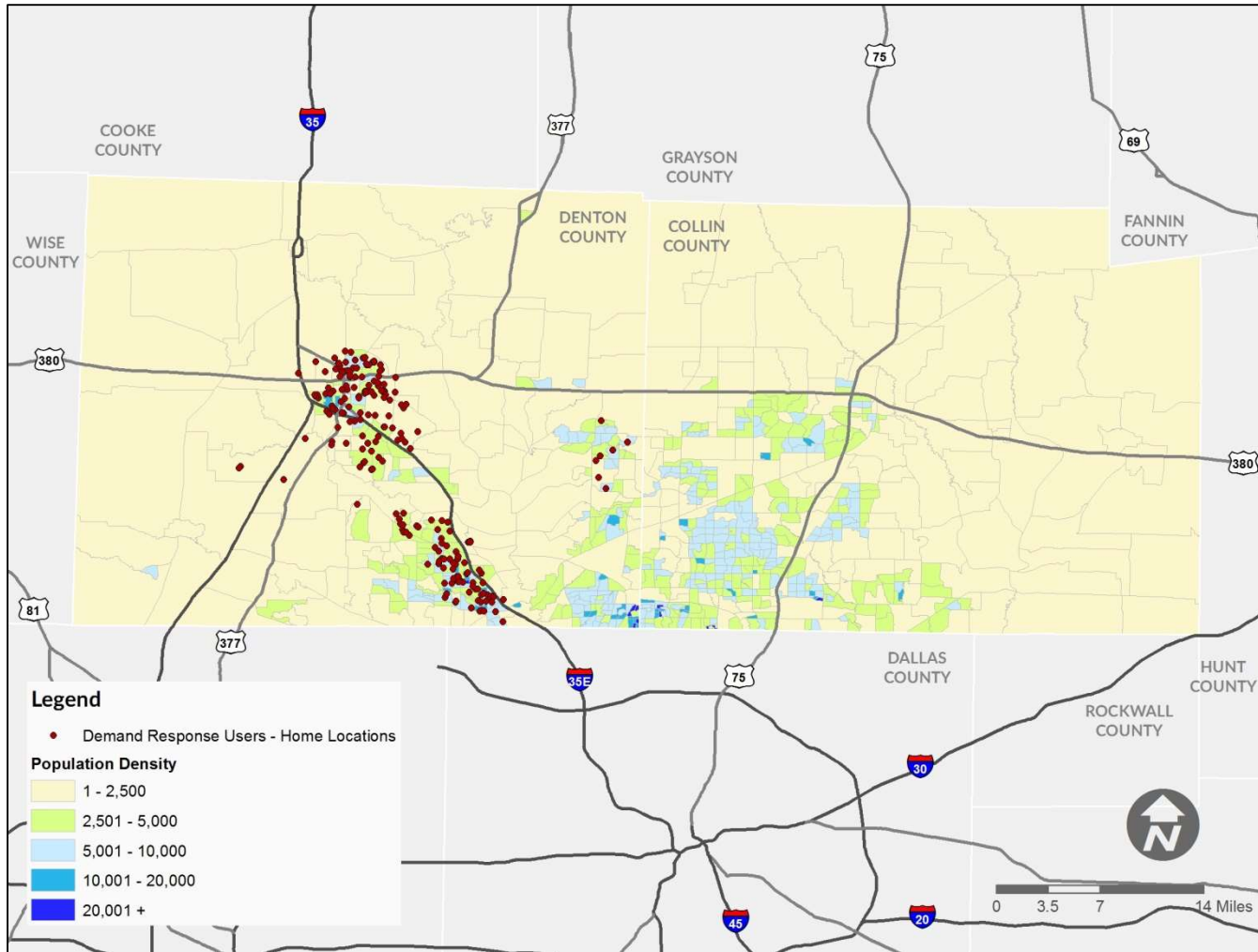


Figure 2. Population Density by Census Block Group with Demand Response User Locations.

System Overview

DCTA provides transit services within Denton County. DCTA operates 21 fixed routes, a general public demand response service, a 21-mile commuter rail system, vanpool services, and demand response/paratransit services. DCTA's 57 peak bus vehicles, 8 peak rail vehicles, and 196 employees and contracted employees serve nearly 3 million passengers annually. The transit system serves three higher-education institutions, connects with the regional transit network, and serves key employment, healthcare, and government centers. As of November 2015, DCTA also operates full cost recovery contract demand response service for people with disabilities and people over 65 in Frisco, TX (Frisco bridges the border between Denton and Collin County).

A-train, DCTA's commuter rail line, operates six days a week excluding holidays and serves six rail stations including a shared station with DART. The A-train, which averages approximately 2,000 passengers a day, operates 22 minute frequencies during the peak period and approximately 70 minute frequencies in the off-peak.

Local Fixed-Route Services

DCTA operates nine fixed routes in Denton and three in Lewisville. The routes operate Monday through Saturday. All but one operates throughout the year. Route 9 in Denton, a primary bus route between the transit center and the University of North Texas (UNT), only operates at the morning and evening peak during the fall and spring school semesters. In Denton, peak frequencies vary depending on the route (30–60 minute headways). Off peak frequencies in Denton also vary by route (40–90 minute headways). In Lewisville, routes have a 30–40 minute frequency during the peak period and a 60–84 minute frequency during the off-peak.

Limited-Stop Shuttle Service

In April 2016, DCTA launched a pilot service in Highland Village (Highland Village Connect Shuttle) that operates Monday through Friday, from 5:30 a.m. to 9 a.m. and 3:30 p.m. to 7 p.m. (excluding major holidays). The shuttle serves Highland Village locations, has one park and ride option, and provides connectivity to employment centers. The limited-stop shuttle provides connections to the A-train, North Central Texas College (NCTC) campus shuttle, and local DCTA fixed routes.

Campus Shuttles

DCTA operates contracted service for three campus shuttle systems in partnership with UNT and NCTC. Both systems offer connectivity to the local fixed route bus system and A-train. The UNT Shuttle includes nine routes that operate in Denton Monday through Friday during the academic year. Limited service is offered on Saturdays and during summer and winter breaks. The NCTC shuttle operates one limited stop intercity route serving two campuses. The NCTC shuttle only operates when school is in session. Both campus shuttle systems are open to the general public with appropriate fare.

Vanpools

DCTA partially subsidizes vanpool service for groups of 6 to 15 people for work-based trips that either begin or end in Denton County.

ADA/Demand Response

DCTA provides ADA/paratransit service in Denton and Lewisville and elderly and disabled demand-response service in Denton, Lewisville, and Highland Village. DCTA also operates demand response service for people with disabilities and people over 65 in Frisco, TX (Frisco bridges the border between Denton and Collin County). Figure 3 shows the percent of the population with a disability, and Figure 4 shows the percent of the population that is 65 years of age or older.

General public demand response (demand response service available to all riders, regardless of disability status or age) is also available in Highland Village as part of a pilot program, launched in April 2016. This service, called Community On Demand, provides service for passengers traveling within the designated Community On-Demand Zone, Monday through Friday, from 5:30 a.m. to 7 p.m. (excluding major holidays) and provides connections to the A-train, NCTC campus shuttle, and other DCTA routes.

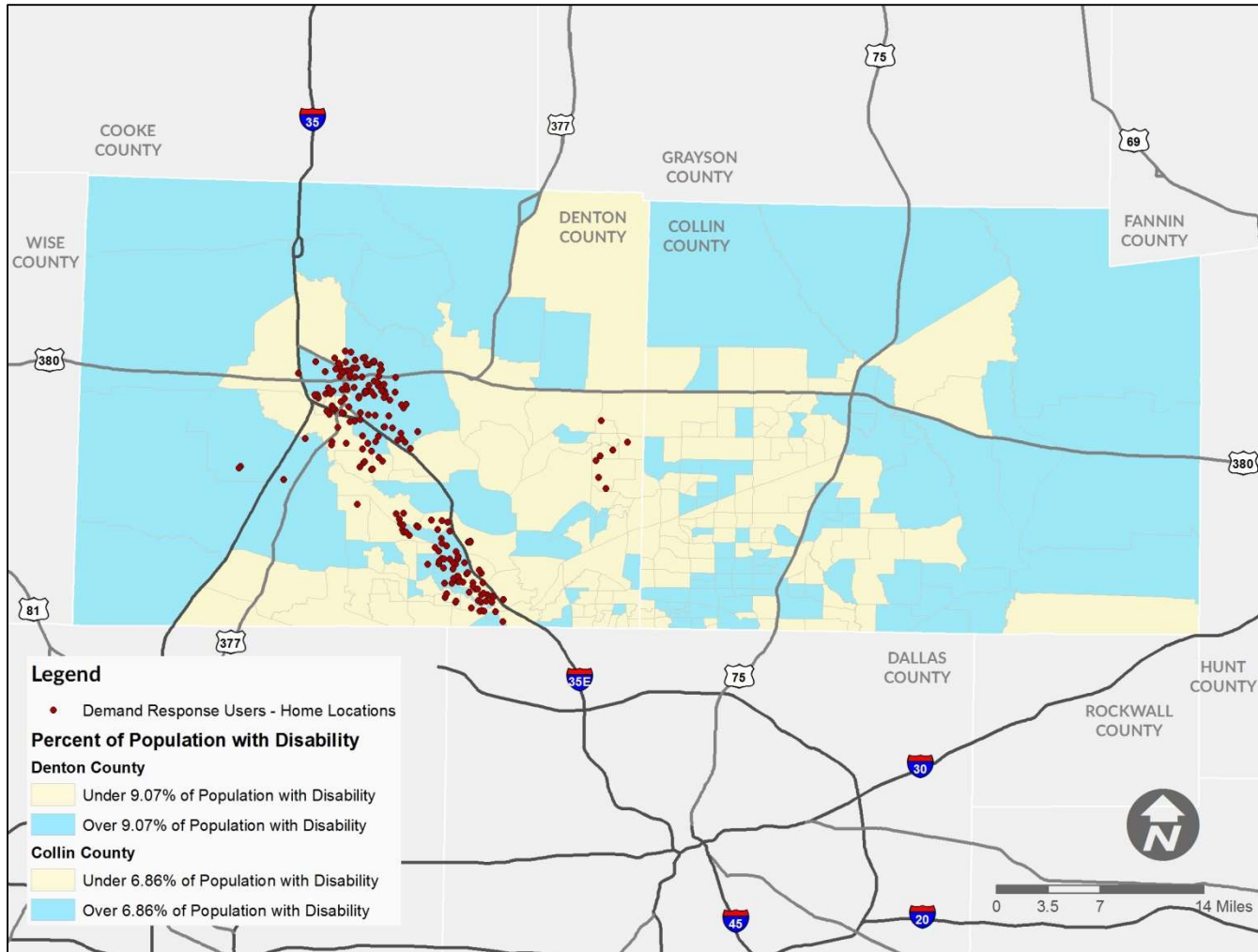


Figure 3. Persons with Disability.

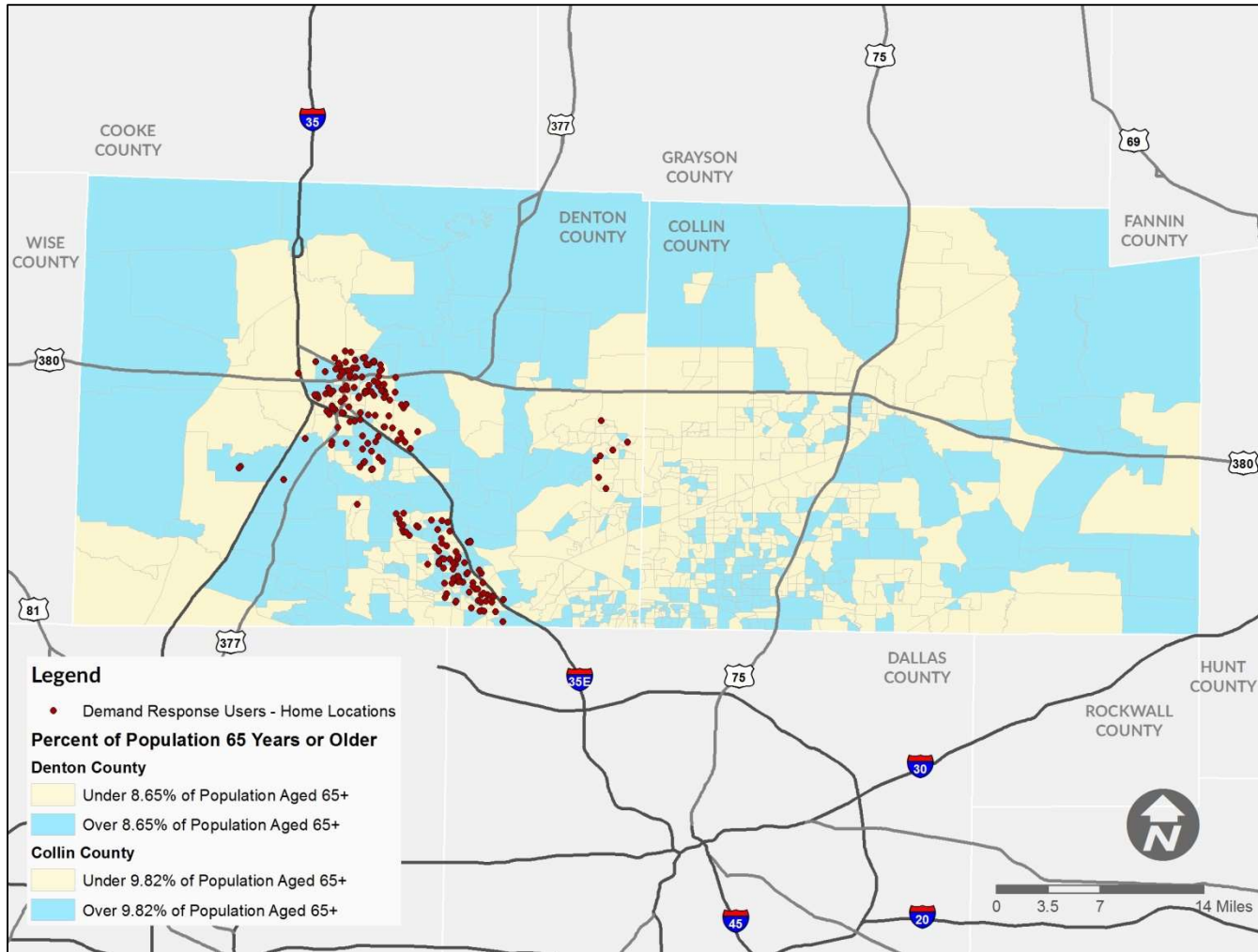


Figure 4. Population 65 Years and Older.

2. General Title VI Requirements

This section documents DCTA's efforts to meet general Title VI requirements. Included is a description of the following: DCTA's Title VI public notice; the transit agency's complaint procedures; the public participation plan; the LEP plan, program, and activities; an overview of DCTA's decision-making bodies; and documentation of subrecipient compliance policies.

Notice to the Public

To make DCTA passengers and the general public aware of the agency's commitment to Title VI compliance and the public's right to file a civil rights complaint, DCTA posts the following language in both English and Spanish on its website, at its transit center and rail stations, and on its bus fleet. DCTA's Title VI notice is as follows (also presented in English, Spanish, and Burmese/Chin in Appendix B and made available to the public on DCTA's website - <https://www.dcta.net/resource-center/non-discrimination-notice-title-vi>):

The DCTA designs and operates services and programs without regard to gender, race, color, national origin. For more information regarding the commitment of DCTA to non-discrimination, please contact our offices using the information below. If you feel you or another person has been discriminated against by the actions of the DCTA or its employees, please address your complaint using the information below.

Discrimination Complaint Procedures

DCTA has established a process for passengers to file a complaint under Title VI. Any person who believes that he or she has been discriminated against on the basis of race, color, or national origin by DCTA or its contract operators may file a Title VI complaint by completing and submitting the agency's Title VI Complaint form available at DCTA administrative office, DCTA's Downtown Denton Transit Facility or on our website at www.dcta.net. Appendix C presents copies of DCTA's complaint procedures and complaint form in English, Spanish, and Burmese/Chin.

DCTA encourages complaints to be filed immediately. DCTA will investigate complaints up to 180 days after the alleged incident. DCTA will process complaints that are complete. Once the complaint is received, DCTA will review it and the complainant will receive an acknowledgement letter within 10 working days informing them whether the complaint will be investigated by DCTA.

Complaints can be filed in writing using the Title VI Complaint form or verbally by calling 972-221-4600. Completed forms are mailed to DCTA's Administrative Office at P.O. Box 96, Lewisville, Texas 75067. A person may also file a complaint directly to FTA's Office of Civil Rights at 1200 New Jersey Avenue SE in Washington, DC 20590 or with The Texas Department of Transportation's Public Transportation Division, Attention: Title VI, 125 East 11th Street, Austin, TX 78701.

DCTA has up to 30 days to investigate the complaint. If more information is needed to resolve the case, DCTA may contact the complainant. The complainant has 30 days from the date of the letter to send requested information to the investigator assigned to the case or the case could be administratively dismissed. A case may also be administratively dismissed if the complainant no longer wishes to pursue their case.

DCTA's Title VI Coordinator conducts all investigations in cooperation with the Human Resources Department and the General Counsel. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant and other affected parties may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

Based upon all the information received and discovered during the investigation, an investigation report will be written by the Title VI Coordinator for submittal and final determination by the DCTA President.

Once the final determination is made, the complainant will receive a letter stating the final decision. The letter will either be a letter of finding or a closure letter. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. The closure letter will also include information about the complainant's right to appeal the decision within 10 days. A letter of finding summarizes the allegations and the interviews regarding the alleged incident, explains whether any disciplinary action, additional training of the staff member or other action will occur, and the right to appeal the decision within 10 days.

If the complainant simultaneously files a complaint with DCTA and with an external organization such as the state or federal government, the jurisdiction and investigation of the external agency will supersede DCTA's procedures and DCTA's investigation will be suspended.

DCTA maintains a list of active investigations conducted internally or by external agencies including lawsuits and complaints naming DCTA that allege discrimination on the basis of race, color, or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complain; and actions taken by DCTA in response, or final findings related to the investigation, lawsuit, or complaint.

DCTA has not received any Title VI complaints during the reporting period. Appendix D presents a letter from DCTA's Title VI Coordinator stating this fact. Table 1 documents the current status of DCTA's Title VI complaints.

Table 1. DCTA’s Title VI Complaint Status.

Complaint ID #	Date of Submission	Status
none	not applicable	not applicable

DCTA’s Public Participation Plan

Since the last reporting period, DCTA’s public involvement activities have focused on capital projects, annual program of projects, upcoming system planning initiatives, and proposed service modifications in Denton, Highland Village, and Lewisville. There have been no major service changes during this reporting period.

Consistent with the principles and elements of the Public Participation Plan, these activities were focused on creating opportunities to engage the public and gather diverse feedback to inform the transportation planning efforts and the policy development of the board. Appendix E presents a list of DCTA’s outreach efforts since 2013.

DCTA has implemented a public participation plan that is designed to gather feedback from all constituents and encourage participation in the agency’s decision-making process. This section documents the principles and objectives of the plan, the procedures used to implement public participation strategies, the performance measures, and other relevant details.

Key Principles

DCTA’s Public Participation Plan has been prepared and approved by the DCTA Board of Directors to ensure that no individual is precluded from participating in DCTA’s service planning and development process. This plan ensures that:

- The public understands and is aware of public transportation’s role in the community.
- Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity or investment that may affect their environment, community, and/or health.
- The public’s contribution can and will influence DCTA’s decision making.
- The concerns of all participants involved will be considered in the decision-making process.
- DCTA will actively seek out and facilitate involvement of those potentially affected.

Through an open public process, DCTA has developed a program that uses various techniques to encourage and guide public involvement efforts and enhance access to DCTA’s transportation decision-making process by minority and LEP populations. This program is intended to create opportunities for dialogue with affected communities, enabling those communities to contribute to and influence DCTA’s services. The public participation plan describes the overall objective and outreach methods used to reach passengers and stakeholders.

Program Objectives

DCTA's public participation plan seeks to develop a proactive public involvement process that provides complete information, timely public notice, and full public access to key decisions. This plan is intended to support early and continuing involvement of the public in developing services and programs and modifying services or programs and other projects that might impact the public.

DCTA uses a variety of communication methods in order to provide public awareness and understanding about the agency, its functions, programs, and specific initiatives. Additionally, DCTA seeks to engage citizens from various backgrounds, demographics, and income levels while specifically targeting residents typically underserved in transportation decision making.

Through regular review and performance measurement, DCTA continues to improve its public participation methods over time based on feedback from riders and community members, specifically low-income, minority, LEP populations, and customer and community-based organizations.

Public Involvement Procedures

DCTA regularly and frequently seeks citizen and stakeholder input. At minimum, public involvement action plans are developed and implemented to engage the public in the decision-making process during:

- A major service change in accordance with DCTA's Major Service and Fare Change policy.
- A fare increase, new fare type, or significant change in the method of fare payment in accordance with DCTA's Major Service and Fare Change policy.
- Key milestones of project implementation of major capital projects.
- Annual Program of Projects development.
- Long-range planning.

While there are minimum thresholds requiring public involvement, DCTA has a history of active public involvement for minor schedule and service changes. In practice, the authority holds at least two opportunities each year to discuss upcoming service and schedule changes and annual service investments and priorities.

DCTA partners with other agencies when appropriate. In the past, DCTA has used the North Central Texas Council of Government's adopted public participation plan and process to meet the requirement for presenting the agency's annual Program of Projects. The notices for the regional Transportation Improvement Program meet the notice requirements of the FTA program of projects requirements.

DCTA staff reviews all public comment information it receives. All comments are given careful, thoughtful consideration. The comments are incorporated into the planned changes and

initiatives, where feasible. Because there are a number of ways the public can comment, all public comments are consolidated and given to the DCTA Board of Directors prior to the consideration and adoption of any major service change or fare increase.

Performance Measures

DCTA regularly reviews and refines the public involvement process to ensure that the plan's objectives and goals are being achieved. Following each initiative, DCTA staff reviews the process and outcomes and reports to the DCTA Board of Directors with a measurement of the plan's effectiveness. Measurements include, but are not limited to the following:

- Did the public know there was an opportunity to participate?
- Did the public have access to appropriate resources and information to allow for meaningful participation?
- How much input was received?
- How relevant was the input received?
- How many people participated in the meetings?
- What type of media coverage did the initiative receive?
- What types of outreach methods were utilized?
- Did the outreach methods reach the desired audience?
- How did the public's input contribute to the final decision?
- Was language assistance requested?
- What could have been done differently to achieve a better outcome?

Communication and Involvement Methods

DCTA's public involvement approaches and activities are customized to be effective with different public and targeted groups. The processes and methods used to develop public involvement approaches will continue to evolve as new mediums and opportunities are developed extending outreach beyond the traditional methods. The Marketing and Communications Manager will determine appropriate methods based on the methods most commonly used by the targeted groups and develop an action plan based on the desired outcome, affected community, and goals of each initiative.

While there are variations to each process, there are consistent methods and assurances so the public always receives timely notice and have adequate opportunity to provide input to key decisions:

- When a public meeting is being held outside of the DCTA's regularly scheduled meetings such as Board and Committee meetings, the public shall receive at least a two week advance notice. Public notices about the proposed changes and soliciting public participation will be placed on all DCTA vehicles in both English and Spanish and sent to all local media.

- When public participation is sought, the public will have a minimum of 30 days to comment. This does not supersede any state or federal programs or studies that call for longer comment periods.
- Meeting locations will be held at times most convenient to the community and passengers.
- Meeting locations will be accessible via transit.

DCTA recognizes that the traditional meeting format does not work for all. As a result, DCTA typically varies input opportunities to include one or more of the following: one-on-one interaction, online interactions, surveys, hotlines, open houses, and meetings with formal presentations. DCTA posts copies of each presentation following the meeting to allow for additional review and feedback.

Media

DCTA recognizes that the media plays an important role in developing and maintaining a relationship with the public. The media is used whenever possible to provide publicity about key events and initiatives and to provide key information to the public. A media database, including print, TV, and radio, is maintained to ensure efficient and timely dissemination of information. DCTA also makes a concerted effort to engage media outlets that reach diverse demographic audiences.

DCTA uses a variety of other mediums to provide information about various initiatives and upcoming opportunities for public participation, as well as to provide a method to collect comments and/or hold dialogue. Where noted, the information is provided in both English and Spanish:

- Print: DCTA uses community newspapers within its service area.
- Outdoor: DCTA uses electronic boards provided by its member cities and posts notices in both English and Spanish on buses and trains, on community bulletin boards, and at transit facilities.
- Website: DCTA's comprehensive website contains a calendar of events and information about upcoming initiatives.
- Rider Alerts: DCTA has over 1,000 users subscribing to email rider alerts. These alerts provide information about public input opportunities, upcoming service changes, and service impacts.
- WordPress: DCTA has a TransitTalk Blog that provides information on upcoming initiatives and includes an opportunity for feedback through the blog.
- GoRequest: GoRequest is an online comment submission system that includes an Apple/Android mobile application and a website based submission form. GoRequest is used by customers and DCTA customer service staff to input and track comments as well as monitor response and service requests.

- Social Media: DCTA uses Twitter, Facebook, YouTube, and Foursquare to communicate with and engage customers. DCTA has 1,938 Facebook fans and 1,440 Twitter followers.
- DentonRadio.com: DCTA has a monthly online radio show to discuss service initiatives and upcoming activities.
- In terminal and on-board audio messaging and public address system are available on some fleet (English and Spanish).
- Transit Center TV screens (English and Spanish) display passenger information, rider alerts, and items of community interest.
- Direct Mail to Community Partners and Stakeholders (English and Spanish) are used when appropriate.
- Speaker's Bureau: DCTA staff and board solicit opportunities to speak on behalf of the organization to stakeholders and civic groups.
- Public Information Sessions and Open Houses: At minimum, DCTA hosts two rounds of three public meetings/open houses each year.
- Community Events: DCTA sets up a trade show booth at key community events.
- Public Hearings: DCTA annually holds a public hearing to solicit feedback during the budget development process.
- Legal Notices: DCTA uses legal notices as necessary to advertise public participation, employment, and business opportunities.

Appendix F presents an example of a public meeting advertisement.

Community Relations

DCTA establishes regular relationships with key stakeholders and community groups throughout the region to assist with the authority's public participation process and its service to Title VI customers including those with LEP. These relationships are intended to benefit the public participation process by:

- Increasing the public's awareness of the role public transportation plays in its community.
- Creating and maintaining an open dialogue with the public.
- Ensuring efficient and timely dissemination of information.
- Assisting DCTA with identifying and understanding the demographics of DCTA's rider groups and potential rider groups.

DCTA maintains a community database that includes elected officials, neighborhood groups, civic groups, minority groups, chambers of commerce, social service agencies, municipalities, and other groups based on their spheres of influence in the community. Any community organization or person can be added to the database by contacting DCTA's Marketing and Communication staff at 972-221-4600 or by emailing info@dcta.net.

Citizens Advisory Teams

Another method of encouraging frequent and sometimes focused dialogue in the community is through the creation of Citizens Advisory Teams. Regular meetings with members from these teams provide opportunities for open forums to exchange information on transit related issues between DCTA, its passengers, and the community.

Membership is open to anyone from the general public. Applications are available online, at the administrative offices, and at the transit center. While membership is always open, DCTA conducts an annual call for membership in both English and Spanish encouraging diverse participation. Participation currently includes passengers, transit advocates, representatives from the local universities, and social service organization members.

Meetings are held in Lewisville and Denton quarterly.

Limited English Proficiency Plan

DCTA's LEP Plan addresses the agency's responsibilities, as a recipient of federal financial assistance to meet the needs of individuals with limited English language skills. Executive Order 13166, titled Improving Access to Service for Persons with LEP, indicates that differing treatment based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination. This order applies to all state and local agencies that receive federal funds, including DCTA. DCTA receives federal assistance through the U.S. DOT, which includes FTA, the Federal Railroad Administration, and the Federal Highway Administration.

DCTA has developed this LEP Plan as part of its Title VI Program to help identify reasonable steps for providing language assistance to persons with LEP who wish to access services provided by the transit authority. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English.

In order to ensure meaningful access to programs and activities, DCTA uses the information obtained in a Four Factor Analysis to determine the specific language services that are required by the transit agency's ridership and the appropriate methods to engage those with LEP. This analysis helps DCTA determine if it communicates effectively with LEP persons and informs language access planning and the development of passenger information.

The four factor analysis is a local assessment outlined by the U.S. DOT that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by DCTA.
2. The frequency with which LEP persons come into contact with DCTA services and programs.
3. The nature and importance of DCTA's services and programs in people's lives.

4. The resources available to DCTA for LEP outreach and the costs associated with that outreach.

For the purposes of this plan, statistically significant LEP groups are defined as persons with the same first language, comprising 2 percent or more of the DCTA service area, who have LEP. Additionally, in accordance with the Safe Harbor provisions, DCTA provides written translation of vital documents for each eligible LEP groups that constitutes 5 percent or 1,000 persons, whichever is less, of the total population served or likely to be encountered or affected. Based on the four factor analysis outlined more thoroughly below, DCTA has identified Spanish speaking as an eligible population group throughout the service area and Burmese/Chin speaking individuals in the Lewisville, TX, service area.

Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.

The first step in determining the appropriate components of the language assistance program is understanding the proportion of LEP persons who may encounter DCTA's services, their literacy skills in English and their native language, the location of their communities and neighborhoods, and if any are underserved as a result of a language barrier.

DCTA's authority is largely defined by the boundaries of Denton County, while its services are focused within the cities of Denton, Lewisville, and Highland Village within the Denton/Lewisville UZA. Limited campus shuttle service is provided in Flower Mound and Corinth. The A-train has a terminus station in Carrollton that connects with Dallas Area Rapid Transit. As of November 2015, DCTA also operates demand response service for people with disabilities and people over 65 in Frisco, TX (Frisco bridges the border between Denton and Collin County). Texas has a growing Hispanic community and DCTA's service area mirrors this trend. The following describes DCTA's demographic profile:

- Review of U.S. Census Data: A review of American Community Survey (ACS) 2014 5-Year Estimate data identified a statistically significant representation of Spanish speaking individuals who spoke English less than very well or were linguistically isolated in both Denton and Collin Counties as well as the cities of Denton, Frisco, and Lewisville. Additionally, the data shows a statistically significant population of individuals that speak Asian and Pacific Island languages in Lewisville. The largest group with LEP speaks Spanish. The cities of Denton and Lewisville have the largest population of individuals with LEP. Table 2 presents LEP data.

Table 2. LEP Percentages.

Geography	Spanish	Other Indo-European Language	Asian and Pacific Island Language	Other Languages,
Denton County	2.92%	0.35%	0.99%	0.08%
Collin County	2.13%	1.05%	1.85%	0.20%
Corinth	0.23%	1.42%	0.00%	0.00%
Denton	4.46%	0.48%	1.38%	0.28%
Flower Mound	1.04%	0.37%	0.68%	0.00%
Frisco	2.12%	0.65%	1.41%	0.32%
Highland Village	0.00%	0.00%	0.00%	0.00%
Lewisville	8.70%	0.62%	2.16%	0.29%

Source: US Census Bureau, 2014 ACS 5-Year Estimates

- Review of DCTA Survey Data: DCTA conducts a bi-annual survey of its customers to measure system performance, gather input on service initiatives and priorities, and understand customer demographics. In survey data from 2015, English and Spanish were the predominant languages spoken by DCTA customers. Nearly 2 percent of customers in 2015 indicated that Spanish was their primary language. Other languages submitted via the survey included Burmese/Chin (0.16 percent) and English (98.23 percent).
- Examination of prior experiences: Discussions with DCTA transit operators, customer service representatives, and the call center confirmed frequent and consistent encounters with Spanish speaking individuals who have little or no English proficiency. In most cases, the information requested relates to routes, schedules, connections with other transit systems, key destinations (retail, medical, social services, and employers) and fare information.
- Discussions with partner cities, local school districts, and stakeholders revealed that their data and experience indicated a need to provide Spanish speaking individuals with information in their native language. Knowing that fact, DCTA has worked with the Hispanic Chamber of Commerce, local school districts, Texas Workforce Commission and social service agencies to ensure the needs of these individuals, especially those with LEP, are met.
- Discussions with Catholic Charities in Lewisville did indicate another demographic in addition to Spanish speaking individuals that meets the Safe Harbor thresholds. Over 3,500 Burmese/Chin refugees from Myanmar have relocated to Lewisville with the assistance of Catholic Charities. While representing a small portion of the Lewisville population, a majority of these individuals do not own a car and a likely to need public transportation. DCTA works closely with Catholic Charities on transit training and travel assistance. While Catholic Charities has provided translation services in the past, DCTA took over translation responsibilities of the vital documents in 2014. Vital documents for

these purposes include Lewisville Connect Route Guides, the A-train Schedule, Title VI Notice, and the Title VI Compliant Form and Procedures.

The analysis conducted in Factor 1 clearly indicates the need for language services in Spanish throughout the service area and in Burmese/Chin in Lewisville. Additional understanding of where in the service area populations of LEP reside is also helpful. Figure 5 through Figure 9 present spatial reference for the location of LEP households within the DCTA service area as compared to the home location of demand response users.

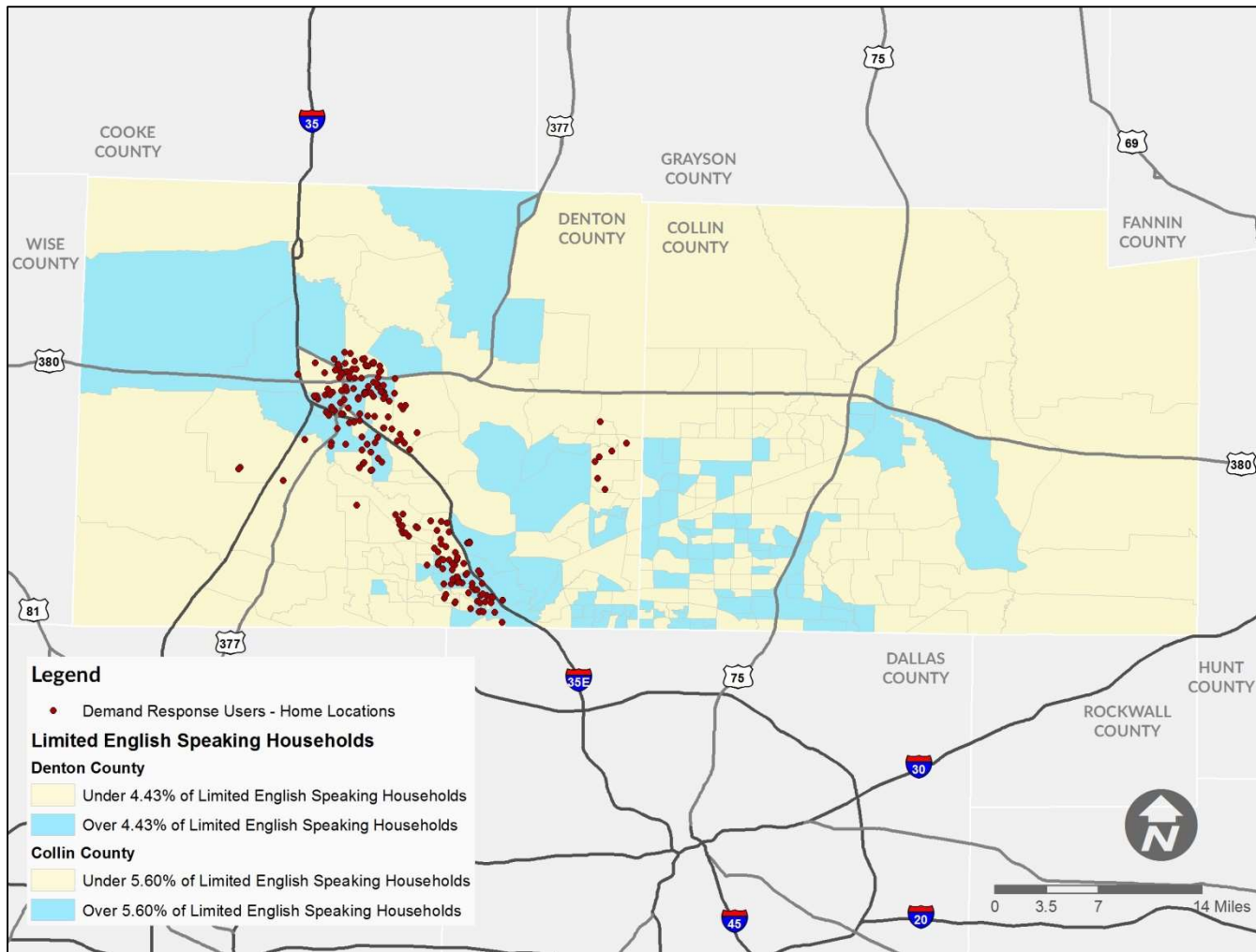


Figure 5. Limited English Speaking Households – All Languages.

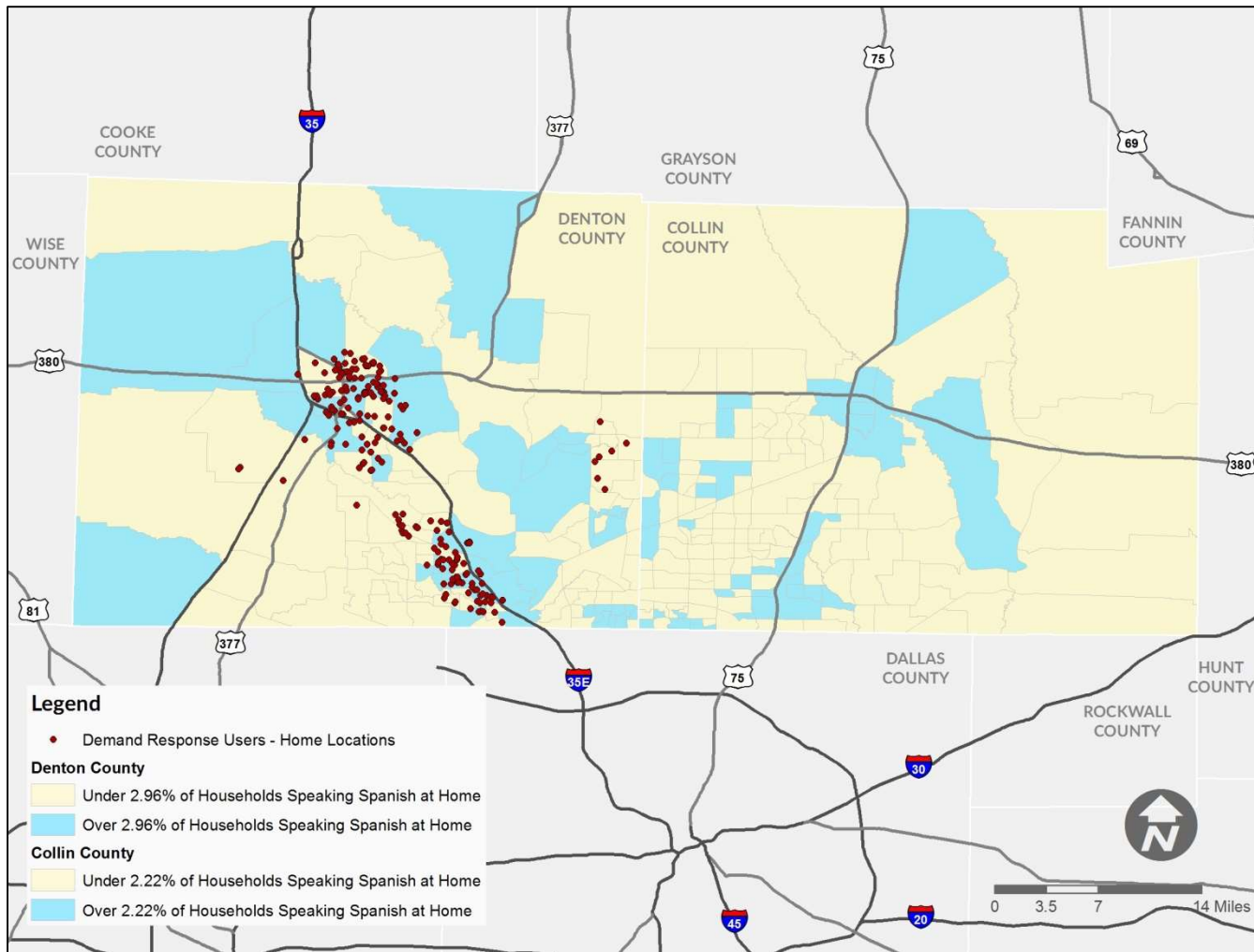


Figure 6. Limited English Speaking Households – Spanish Language.

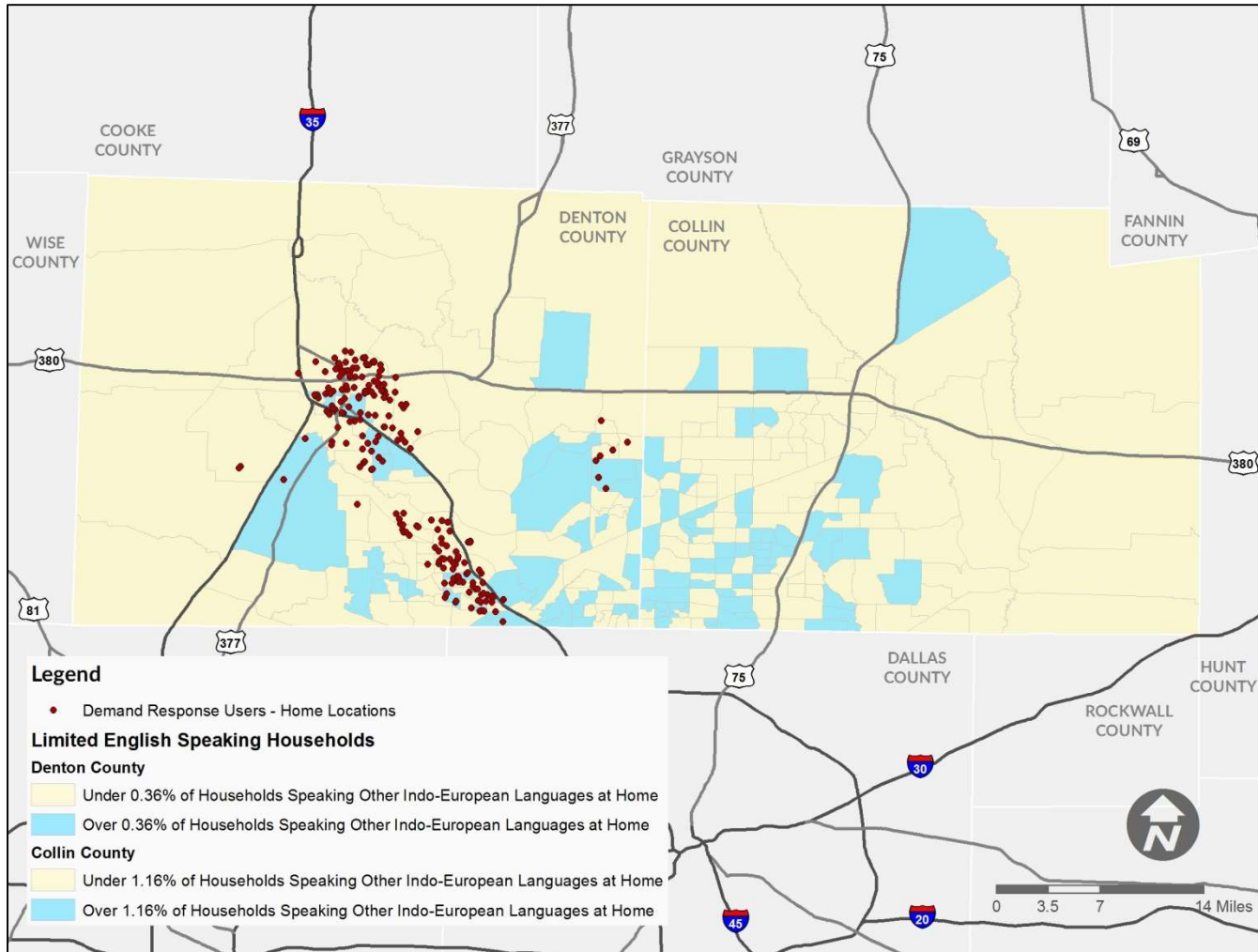


Figure 7. Limited English Speaking Households – Other Indo-European Languages.

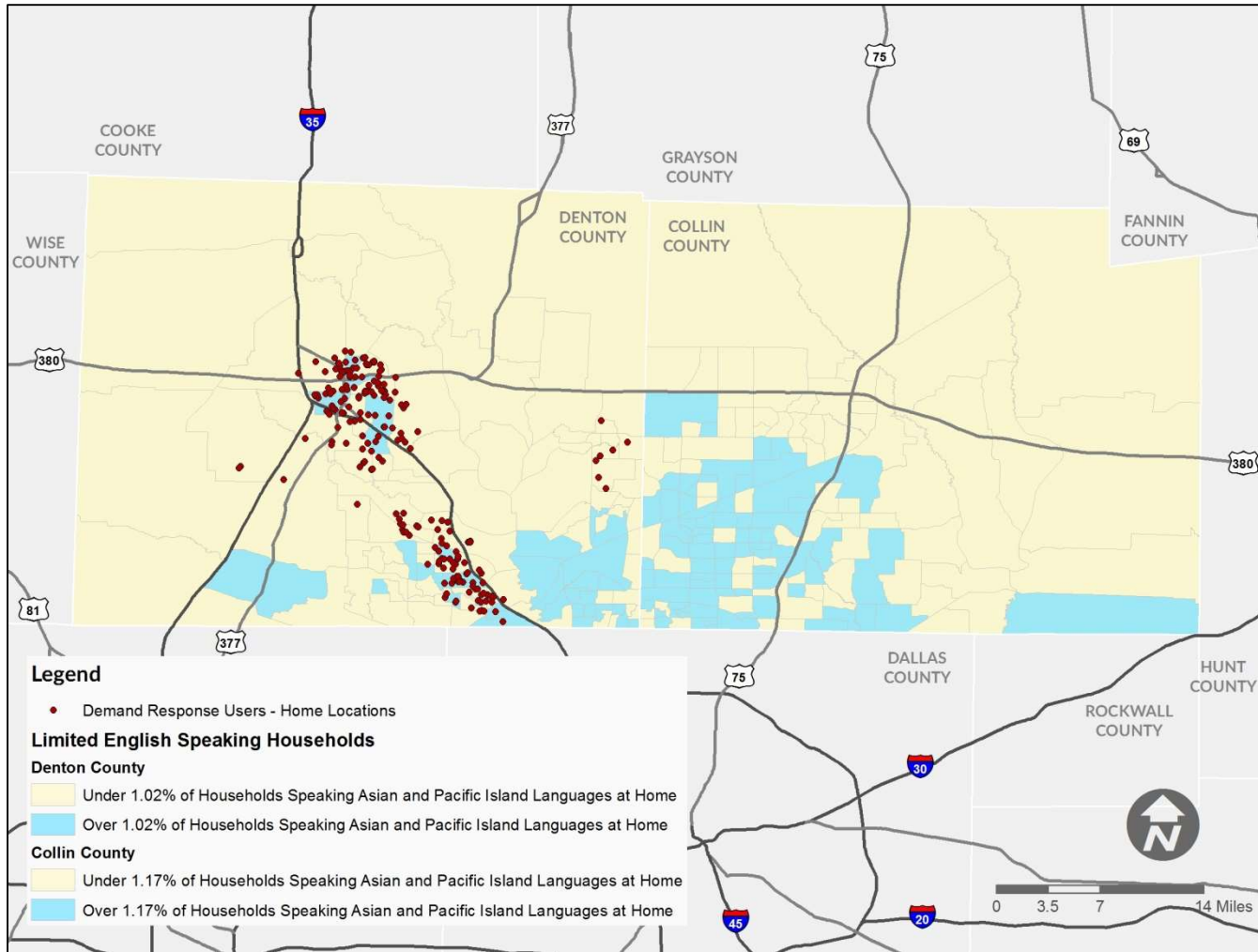


Figure 8. Limited English Speaking Households – Asian and Pacific Island Languages.

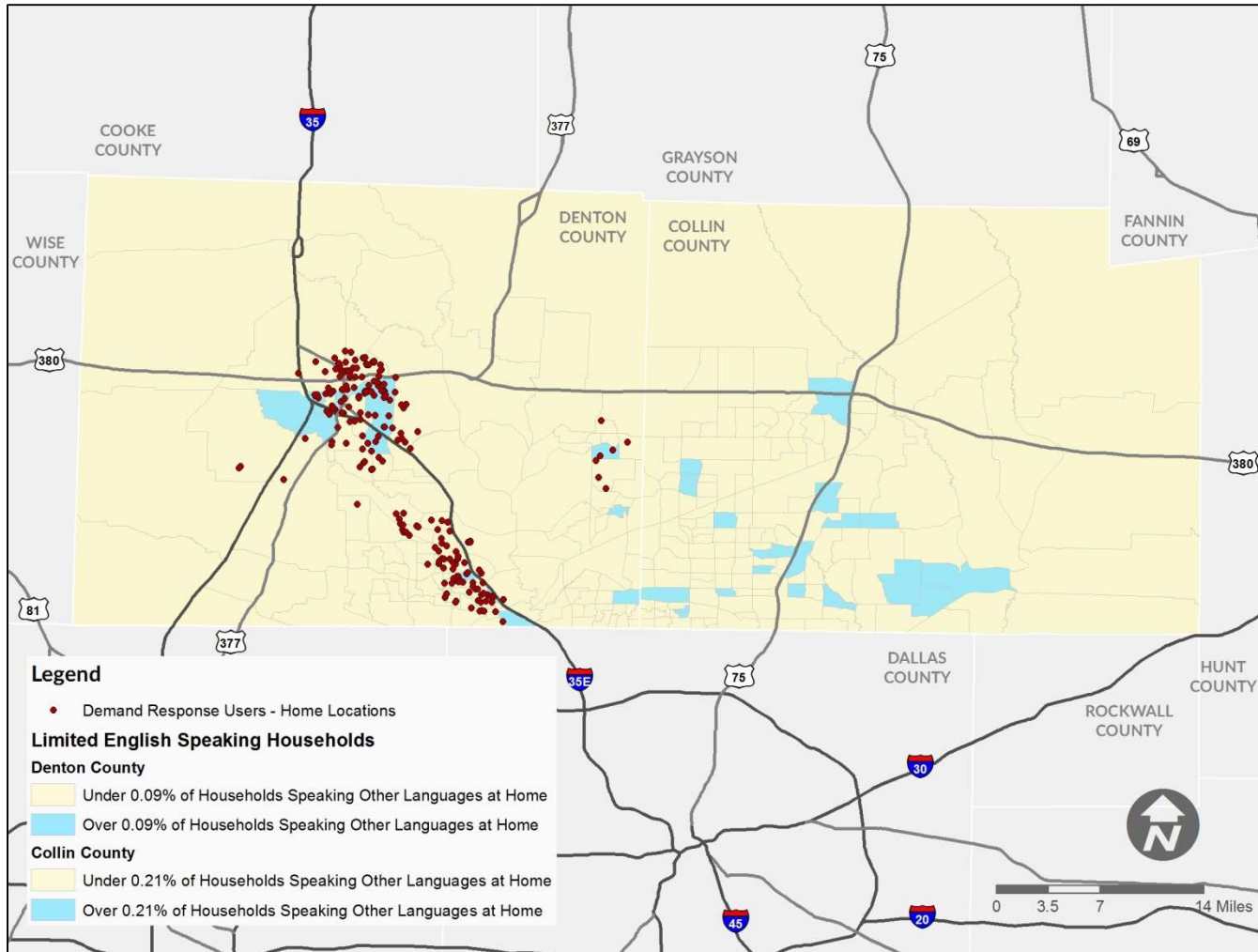


Figure 9. Limited English Speaking Households – Other Languages.

Factor 2: The Frequency with Which LEP Individuals Come Into Contact with DCTA Programs, Activities and Services

There are a large number of places where DCTA passengers and members of the LEP population can come into contact with DCTA services. An important part of the development of DCTA's Language Access Plan is the assessment of major points of contact.

Discussions with DCTA transit operators, customer service representatives, and the agency call center indicate frequent interactions with individuals that speak only Spanish. These individuals are frequent users of DCTA's fixed-route and demand response services. While interactions with other individuals that are linguistically isolated but do not speak Spanish is limited, rare occurrences are experienced. African, Asian, and Middle Eastern dialects are the next most predominant occurrences.

DCTA hosts regular discussions and opportunities for engagement at DCTA facilities and other public venues during service changes or to gather feedback on service provision. During interactions with passengers and community members at bus stops, DCTA staff observed that a significant portion of the riders DCTA staff interacted with spoke Spanish and little or no English. Spanish speaking staff is available to collect feedback from these individuals.

Based on Factor 2 and the discussions described, no other language or population group was consistently identified as an eligible participation group.

Factor 3: The Importance to LEP Persons of DCTA Programs, Activities and Services

Access to the services provided by DCTA, both fixed route and demand response are critical to the lives of many in the area. Many depend on DCTA's fixed route services for access to jobs, education, and essential social services. Because of the essential nature of services provided by DCTA, the transit agency needs to make every effort to ensure that language is not a barrier for access to the system.

Through outreach and the agency's bi-annual survey of riders, DCTA has determined that the transit agency's services are often the primary means of transportation for populations with LEP. Critical information that can affect access for these populations includes route and schedule information; fare and payment information; demand response information and application; complaint and commendation forms; system code of conduct and emergency information; and automated announcements.

According to DCTA's service area demographic profile, individuals that speak Spanish are the only LEP population identified as a statistically significant LEP group according to DCTA's threshold for a significant language (a language group comprising 2 percent or more of the DCTA service area, who have LEP).

Factor 4: The Resources Available to DCTA and the Costs

DCTA assessed its resources that are used for providing LEP assistance, including cost of translation and printing of additional materials, and identifying materials and information that need to be made immediately available in other languages. Consideration was also given to the amount of staff and vehicle operator training that is needed.

Due to the small size of the agency and limited resources, DCTA has collaborated with community organizations and social service agencies to provide assistance. These agencies may include Lewisville Independent School District (ISD), Denton ISD, Carrollton/Farmers Branch ISD, Lake Dallas ISD, UNT, Texas Woman's University, NCTC, the Denton Hispanic Chamber of Commerce, the Salvation Army, the City of Denton, the City of Lewisville, the City of Highland Village, Immaculate Conception Catholic Church, Catholic Charities, Serve Denton, REACH of Denton, Southeast Denton Neighborhood Association, Christian Community Action, and Our Daily Bread.

These organizations help with the dissemination of printed information, translation of relevant information, travel training, and the identification and joint participation in educational and outreach opportunities to help improve access for LEP persons.

Annually, DCTA reviews its translation expenditures and budgets accordingly for the next fiscal year. DCTA includes translated sections within existing printed materials to minimize printing costs.

LEP Program and Activities

Following the four factor analysis, DCTA concluded that, in addition to providing extensive outreach materials in Spanish and vital documents in Burmese/Chin, there is a need for additional services to assist other LEP populations within the region.

As a result, DCTA's LEP Program outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. Methods of determination of need and assistance include:

- Examination of records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events.
- Have a welcome table at any DCTA sponsored event so that a staff person greets participants as they arrive. By informally engaging participants in conversation, it is possible to gauge each attendee's ability to speak and understand English.
- Individuals self-identifying as persons not proficient in English may not be able to be accommodated with translation assistance at the event, but it will assist DCTA in identifying language assistance needs for future events. Follow-up participation

opportunities will be offered to those individuals either via phone call with an interpreter or through written communication in their native language.

- Have Language Identification Flashcards on all transit vehicles to assist vehicle operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to try to obtain contact information to give to the transit system manager for follow-up.
- Actively recruit bilingual employees.
- Dispatchers and schedulers will also be instructed to obtain contact information from LEP individuals they encounter, either in person or over the phone.
- Language Identification Flashcards will be available at the Downtown Denton Transit Center and at the main office reception desk. It will be especially important for the customer service representatives to have these cards available since the station serves both the local transit system and the regional rail network.
- Provision of a webpage providing information on DCTA's Title VI and language assistance program: <https://www.dcta.net/resource-center/non-discrimination-notice-title-vi>.

Language Assistance Measures

Spanish and Burmese/Chin speaking individuals with LEP have been identified as statistically significant populations that require access to vital information in their native languages. DCTA will provide the following measures to ensure access to these individuals and other individuals with LEP:

- Translation services are available at all public meetings with advanced request. This information is included in meeting postings.
- Language Identification Flashcards are available at all times in DCTA vehicles, at the Downtown Denton Transit Center, and at transit system administrative offices where tickets are sold or information is distributed.
- The DCTA Title VI Policy, Complaint Form, and LEP Plan is posted on the agency website, www.dcta.net.
- DCTA posts a translated version of the beneficiaries notice along with the English version on all DCTA vehicles.
- DCTA provides translations of printed materials including service schedules, maps, or other necessary information to assist in effectively using DCTA services or opportunities to comment on DCTA programs and services.
- DCTA provides reasonable means for an individual to request public information, comment on DCTA programs or services during the public participation process, or file a complaint to DCTA regarding services or programs.
- DCTA makes every effort to hire bilingual operations staff, customer service representative, and operators.

- When an interpreter is needed, in person or on the telephone, staff attempts to determine what language is required and to access language assistance services through local colleges and universities, social service agencies, or through www.languageline.com.
- When staff prepares a document or schedules a meeting for which the target population is expected to include LEP individuals, the documents, meeting notices, flyers, and agendas are printed in an alternative language based on the known LEP population. Historically, DCTA has provided public meeting materials in Spanish for meetings held in Denton and Lewisville.

Staff Training

The following training is provided to DCTA staff, DCTA operations contractors, and DCTA Board of Directors:

- Information on DCTA Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Description of agencies and resources that can assist DCTA in providing service to special populations including those with LEP.
- Use of Language Identification Flashcards.
- Documentation of language assistance requests.
- Use of language line services.
- How to handle a potential Title VI/LEP complaint.

Monitoring and Updating the Plan

The Marketing and Communications Department in conjunction with Planning and Operations staff will monitor the effectiveness of this plan. Monitoring includes annual reviews of census data in coordination with North Central Texas Council of Governments for changing patterns of LEP populations, ongoing collaboration with regional partners and community groups, and post event assessments. Additionally, staff will continue to pursue new media opportunities to offer affordable and effective travel information in multiple languages.

LEP plan updates will include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of appropriate documents for translation.
- Determination of the current LEP and Safe Harbor populations in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether transit system's financial resources are sufficient to fund the language assistance resources needed.

- Determine whether DCTA has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning the agency’s failure to meet the needs of LEP individuals.

Dissemination of DCTA’s LEP Plan

A link to DCTA’s plan is included on the DCTA website, www.dcta.net, under the Resources section.

Any person or agency with Internet access will be able to access and download the plan from the DCTA website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person, and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation, which DCTA will provide, if feasible.

Questions or comments on the LEP Plan may be submitted to DCTA’s President or Chief Operating Officer.

Overview of Decision-Making Bodies, Planning, and Advisory Groups

In addition to the Board of Directors, DCTA has five committees, one of which, the Citizen Advisory Committee, consists of non-elected members of the general public.

The duties of the Board and each committee are summarized below.

Board of Directors

DCTA is governed by a 14-member board appointed by respective entities (municipalities or county commissioner’s court). Large cities, small cities, and at-large members serve two-year terms. There is currently one vacancy on the board. No positions are directly appointed by DCTA. Texas Transportation Code 460 [Section 460.202] outlines eligibility for participation on the board. To be eligible for appointment, a person must: (i) have professional experience in the field of transportation, business, government, engineering or law; and (ii) reside: (A) within the territory of the Authority; or (B) outside the territory of the authority in a municipality that is located partly in the territory of the Authority.

Table 3. Board of Directors Racial Makeup.

Year	Total Membership	Race
2014	13	All Caucasian
2015	13	All Caucasian
2016	13	All Caucasian

Board Committees

In accordance with the bylaws, the Chairman of the Board appoints members of the board to various committees. DCTA has four active committees: executive, finance, program services, and legislative committees. These committees do not have authority to act on the behalf of the

agency. The committees report its discussions or recommendations, subsequent to its meeting, to the next Board of Directors meeting. While the executive committee meets monthly, all other committees meet as needed.

Citizens Advisory Team

The Citizens Advisory Team provides a forum to exchange information between DCTA staff, its passengers, and the community members on transit related issues. While the Citizens Advisory Team is not authorized to make decisions, this team of local citizen volunteers has the ability to influence decisions, interact more closely with DCTA Board and staff, and more intimately participate in the process. Participation is on a volunteer basis, and citizens are required to reside the local service area. The current team consists of DCTA transit system users, non-transit users, and interested citizens seeking ways to improve the public transportation options available in Denton County. These residents represent a broad range of interests, such as public transportation, community enhancement, environmental issues, economic development, and issues concerning seniors and the disabled.

Table 4. Citizens Advisory Team – 2016 Membership Racial Makeup.

Race	Total Members
Caucasian	8 male, 13 female
Latin American	1 male
African American	2 male, 2 female
Total	26

Efforts to Encourage Minority Participation on DCTA Decision-Making Bodies

DCTA recognizes the importance of diverse participation on its planning, advisory, and policy making bodies. While DCTA does not directly appoint members to its Board of Directors, DCTA will continue to encourage the appointing entities to consider diversity in their selection process. DCTA will continue to actively solicit participation on its Citizen’s Advisory Committee and will increase its efforts to engage minority, low-income, and LEP populations. Additionally, DCTA occasionally forms ad-hoc stakeholder work-groups to assist with project planning efforts. DCTA ensures that the work groups adequately reflect the diverse community. For example, when DCTA was developing an enhancement project in a neighborhood that was primarily African American, DCTA formed an advisory group that helped develop the plans for the improvements. The advisory group included three African American residents from the neighborhood, three members from the City of Denton, a representative from the Historical Commission, and two members from DCTA.

Subrecipient Compliance

DCTA does not have any subrecipients.

3. Additional Requirements for Transit Providers

DCTA operates fixed route transit service with more than 50 vehicles during peak service in an area of over 200,000 people. According to FTA Circular 4701.2B, DCTA is required to develop service standards and policies, analyze transit service performance, analyze and summarize the demographics of its service area, and develop a plan for addressing equity issues related to major service and fare changes. This section documents each of these topics.

Service Standards and Policies

During the review and update of DCTA's Long Range Transportation Plan, DCTA also reviewed and updated its set of quantifiable service standards and policies. These policies were discussed with the public in the spring and fall 2011 and were adopted by the DCTA Board of Directors on March 22, 2012. DCTA's service standards and policies have not been altered since the agency submitted its previous Title VI Program update. Appendix G presents a copy of the Service Performance and Design Standards and minutes noting the discussion and approval by the DCTA Board of Directors.

These standards and policies provide 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.

These service performance and design standards include:

- Route classification.
- Desired spans of service.
- Desired minimum service frequency.
- Desired minimum route-level operating standards.
- Performance benchmarks.
- Fixed-route service design guidance.
- Demand response performance measures and standards.
- Community design preferences.
- Bus stop placement.
- Shelter and bench placement.

Level and Quality of Service Monitoring

DCTA provides monthly reports to the DCTA Board of Directors on system performance. Appendix H presents an example of these monthly reports. Additionally, staff periodically reviews population distribution by census tract and ethnic origin in comparison with existing service routes and corridors to evaluate any potential disparate impact on minority communities.

Comparative analysis tends to indicate a high level of transit service exists in areas with predominate minority populations and suggests minority population centers tend to generate

substantial ridership. Additionally, DCTA conducts a comprehensive route analysis as part of its service changes and maintains revenue and ridership statistics by route on a monthly, quarterly, and annual basis.

DCTA currently provides transit service so that 60 percent of all residents in Denton, Lewisville, and Highland Village have access to bus or rail service. Additionally, with the A-train and its connectivity to the regional transit system, local access to transit also means access to regional systems. The Long-Range Service Plan gives consideration to additional service and service areas as demand warrants and as resources become available.

Service Frequency

DCTA's adopted Service Performance and Design Standards indicate a desired frequency of 30 minutes during peak period on the bus and 20 minute frequencies during the peak period on commuter rail. Fixed-routes currently operate below the preferred minimum and at a variety of frequencies. DCTA is progressively improving frequencies and higher frequencies are currently programmed in areas with higher ridership.

On-Time Performance

On-time performance is a metric reported to the DCTA Board of Directors on a monthly basis. A vehicle is considered on time if it departs a scheduled time point no more than five minutes late. Demand response/paratransit services is considered on-time if the passenger is picked up within the allotted appointment time window. DCTA's on-time performance objective for both bus and rail is 90 percent. Table 5 presents performance data for the period from October 2014 to September 2015.

Table 5. Performance Data by Route – FY 2015.

Route		Peak Headway (minutes)	Off Peak Headway (minutes)	Average Daily Passengers	Passengers/Revenue Hour (Weekday Passengers/Actual Revenue Hours)
Core Service	1	45	80	112.78	6.97
	2	30	60	213.05	7.50
	3	40	90	89.24	11.99
	4	35	45	154.26	9.29
	5	40	80	175.84	11.14
	6	60	60	186.51	11.44
	7	40	75	307.12	19.02
	8	40	40	231.64	13.58
	9	peak only	n/a	110.45	20.06
	21	42	84	178.11	5.71
	22	30	60	141.40	4.58
	23	40	80	165.42	5.14
	A-train	22	22	2062.11	41.56
	University Shuttles	Mean Green	9	9	934.59
North Texan		5	23	1,153.04	35.26
Eagle Point		9	17	1,010.82	33.82
Discovery Park		14	21	987.05	37.15
Centre Place (East and West)		15–10	15–30	1,692.50	37.79
Colorado Express		10	42	536.83	19.17
Sam Bass		15	30	405.47	19.07
Campus Cruiser		17	60	374.13	17.65
Bernard Street		7–10	10–20	1,449.27	58.49

Service Provision to Minorities and Low-Income Individuals

Evaluation of DCTA routes and data suggests that the fixed route system serves the minority community well. Fixed route service provides significant access in the areas of the Denton and Lewisville with above average minority populations. DCTA will continue to evaluate available service and demographic information in an effort to ensure quality service for all citizens. Table 6 presents the number of census tracts served by each DCTA core route and the number and percent of total census tracts that are defined as having a higher than average minority population concentration (when compared to the Denton County average of 37.52 percent minority). Table 7 presents the number of census tracts served by each DCTA core route and the number and percent of total census tracts that are defined as having a higher than average low-income population concentration (when compared to the Denton County average of 8.49 percent low-income).

Table 6. Service to Census Tracts with Above Average Minority Populations.

Route	Number of Census Tracts Served	Number of Above Average Minority Census Tracts	% of Census Tracts with Population that is Above County Average Minority (37.52%)
1	10	10	100%
2	8	8	100%
3	14	14	100%
4	16	16	100%
5	19	19	100%
6	9	9	100%
7	16	16	100%
8	15	15	100%
9	14	12	86%
21	29	29	100%
22	32	32	100%
23	33	33	100%
A-train	20	14	70%
Total	235	227	97%

Table 7. Service to Census Tracts with Above Average Low-Income Populations.

Route	Number of Census Tracts Served	Number of Above Average Low-Income Census Tracts	% of Census Tracts with Population that is Above County Average Low-Income (8.49%)
1	14	14	100%
2	10	10	100%
3	14	14	100%
4	15	15	100%
5	19	19	100%
6	20	20	100%
7	20	20	100%
8	16	16	100%
9	16	16	100%
21	16	16	100%
22	19	19	100%
23	21	21	100%
A-train	20	12	60%
Total	220	212	96%

Fleet Equipment and Assignment

All buses in the DCTA fleet are equipped with air conditioners and wheelchair lifts or ramps and are designed to meet all ADA standards. DCTA vehicles are randomly assigned to routes by DCTA dispatchers based on vehicle availability, clearance restrictions, and ridership levels to maintain optimum load factors. Primarily, 35-ft buses are used in Denton, and smaller buses are used in Lewisville and for Demand Response services. Except for 18 vehicles owned by UNT that are used for university shuttle service, any vehicle that is not made unavailable due to repair or preventive maintenance is available for assignment throughout the system, regardless of route or service time. Table 8 presents information about DCTA's fleet, including age, manufacturer, model, size, capacity, and number in fleet.

Table 8. DCTA Fleet Details.

Model Year	Manufacturer	Model	Size	Seating/ Wheelchair Capacity	Number in Fleet
<i>Bus and Paratransit Fleet</i>					
2006	Gillig	Low-Floor	35'	32/2	12
2007	Gillig	Low-Floor	35'	32/2	5
2011	Gillig	Low-Floor	35'	32/2	6
2012	Champion*	CTS	39'	33/2	18
2011	Eldorado	Amerivan	28'	4/2	1
2010	Glaval	Ford Cutaway	29'	15/2	2
2011	Eldorado	Ford Cutaway	30'	18/2	5
2014	Star Trans	Cutaway	29'	18/2	2
2012	Elkhart	Cutaway	29'	12/3	3
2013	Superior low floor	Cutaway	29'	18/2	1
2014	LoneStar Handicap	Caravan	28'	4/2	5
2014	Glaval Universal Low floor	Cutaway	28'	18/2	5
2014	Glaval	Cutaway	28'	18/2	4
2014	Eldorado	Cutaway	28'	18/2	1
Total Bus and Paratransit					70
<i>A-train Fleet</i>					
2011	Stadler	GTW 2/6 DMU	134'-1.8"	104/ 4	11
Total Revenue Vehicle Fleet					81

*University contract service

Passenger Amenity Policy

DCTA has over 600 bus stops within its service area. Stops, shelters, and benches are placed according to best practices outlined in the Transit Cooperative Research Program, Report 19, Guidelines for the Location and Design of Bus Stops. DCTA works with local jurisdictions to construct accessible sidewalks in areas where sidewalks are non-existent or difficult to navigate.

While the installation of new amenities can be requested through the GoRequest form or by calling DCTA's planning office, DCTA prioritizes the placement of shelters based on minimum passenger boardings. As a rule, bus stops within the DCTA system should have 15 daily passengers to warrant a bench and 25 daily boardings to warrant a shelter.

Demographic Analysis of Service Area

While the DCTA's service area is generally bound by Denton County, the DCTA's services are focused within the Cities of Corinth, Denton, Highland Village, Lewisville, and the Town of Flower Mound. Figure 10 illustrates DCTA's service area, and Figure 11 presents DCTA's fixed routes and the location of transit facilities. For demographic and equity analyses purposes, Denton County's demographic statistics are considered the baseline service area statistics against which other census geographies' statistics will be compared. DCTA also has a regional commuter rail service that connects with the regional transit network in the City of Carrollton. A large portion of DCTA's ridership is comprised of students, faculty, and staff from the UNT and Texas Woman's University. Appendix I presents demographic data for each census block group (or census tract, depending on the dataset) in Denton and Collin County.

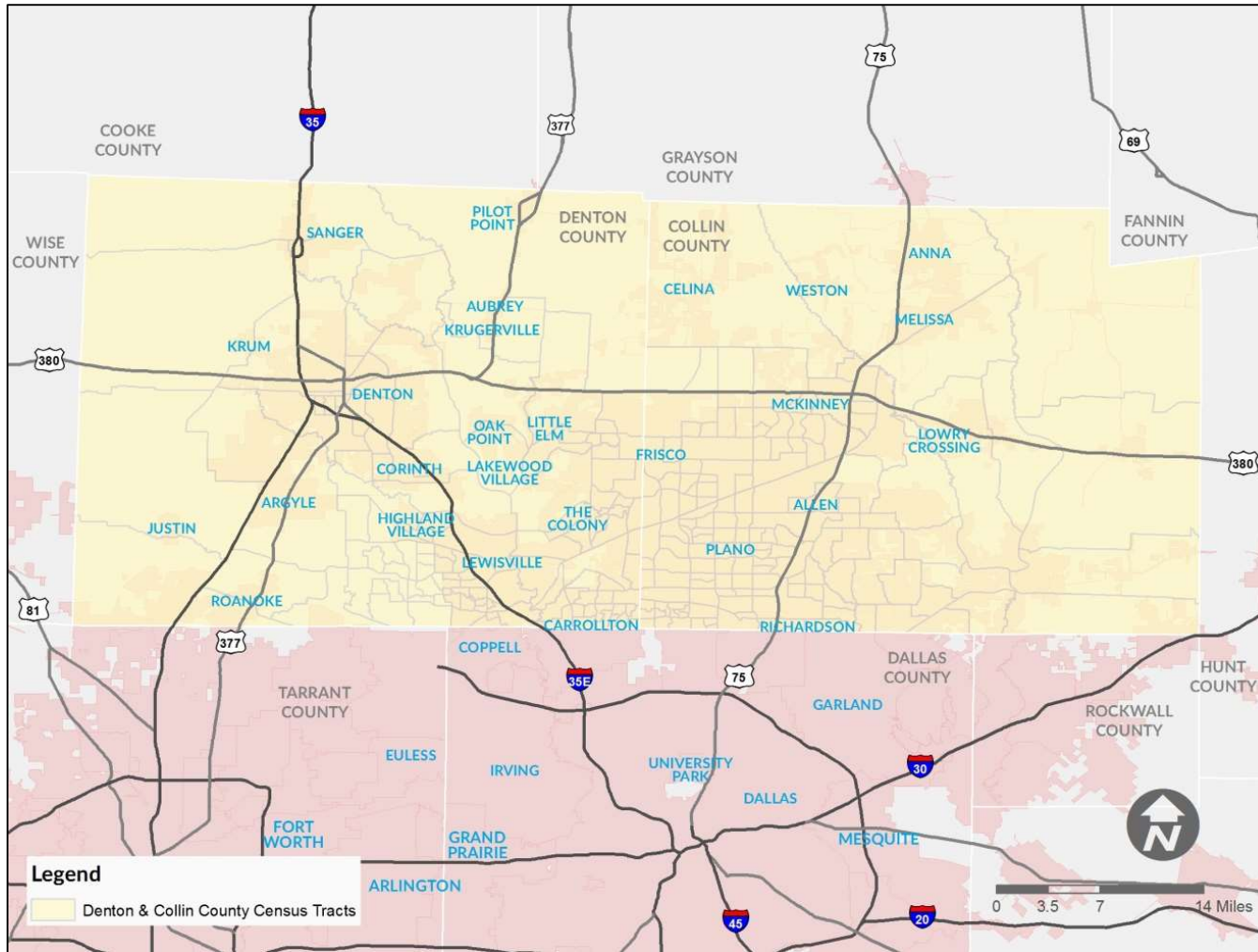


Figure 10. DCTA Service Area Census Tracts.

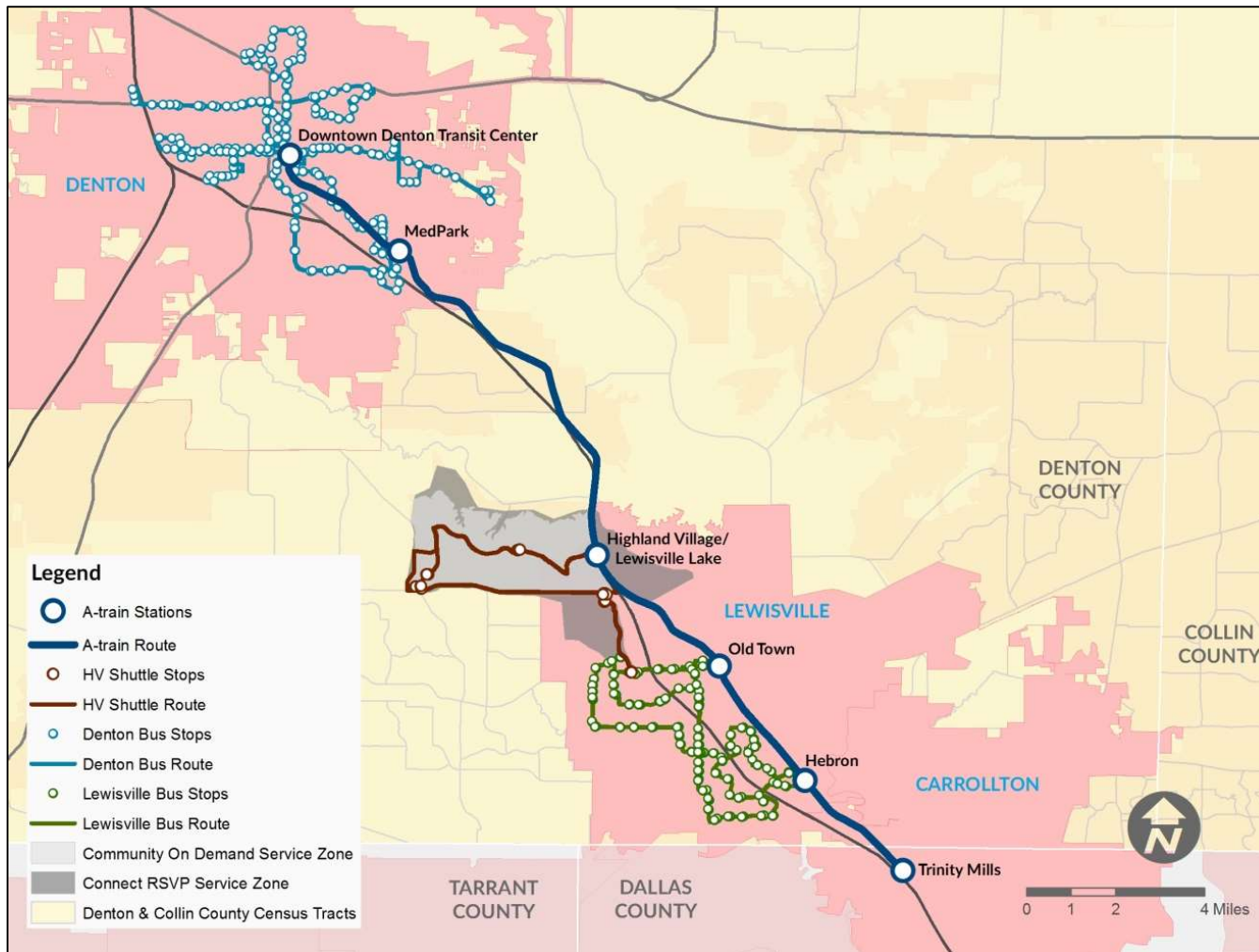


Figure 11. DCTA Fixed Route Service and Transit Stop Locations.

Minority Characteristics

Data collected from the US Census Bureau's American Community Survey 2014 5-Year Estimates for Denton and Collin County and the main service areas (defined as the Cities of Corinth, Denton, Frisco, Highland Village, Lewisville, and the Town of Flower Mound) reveals varying trends of minority characteristics exist throughout the DCTA's focused service area. Table 9 summarizes minority and ethnic population data for the DCTA's service area.

Table 9. DCTA's Service Area Population by Race/Ethnicity.

Geography	Total Population	Not Hispanic or Latino						Hispanic or Latino of Any Race	Total Minority Population
		Black or African American	American Indian and Alaska Native	Asian	Pacific Islander	Other Race	Two or More Races		
Denton County	708,627	8.3%	0.3%	7.0%	0.1%	3.2%	2.6%	18.7%	37.5%
Collin County	836,947	8.7%	0.3%	11.9%	0.1%	2.7%	2.4%	14.9%	38.5%
Corinth	20,432	5.6%	0.1%	2.2%	0.0%	0.7%	2.5%	10.3%	21.4%
Denton	122,742	10.6%	0.3%	4.4%	0.1%	0.0%	3.0%	22.2%	40.5%
Flower Mound	67,630	3.8%	0.5%	9.1%	0.0%	0.3%	1.5%	8.5%	23.8%
Frisco	130,499	7.5%	0.3%	11.6%	0.1%	0.4%	2.9%	13.1%	35.9%
Highland Village	15,589	2.1%	0.1%	1.6%	0.0%	0.1%	1.6%	6.4%	11.9%
Lewisville	99,039	8.5%	0.1%	7.8%	0.1%	0.2%	3.7%	30.2%	50.7%

Overall, minorities account for approximately 37.5 percent of Denton County's population and 38.5 percent of Collin County's population. The municipalities within the DCTA's main service areas exhibit minority populations that range from 11.9 to 50.7 percent. The Cities of Denton and Lewisville contain minority population percentages that exceed Denton County's minority population percentage, which indicates a more concentrated presence of individuals that identify as a minority within those municipalities. Figure 12 illustrates the location of census block groups with minority populations that exceed the DCTA's service area's average minority population and demand response user home locations.

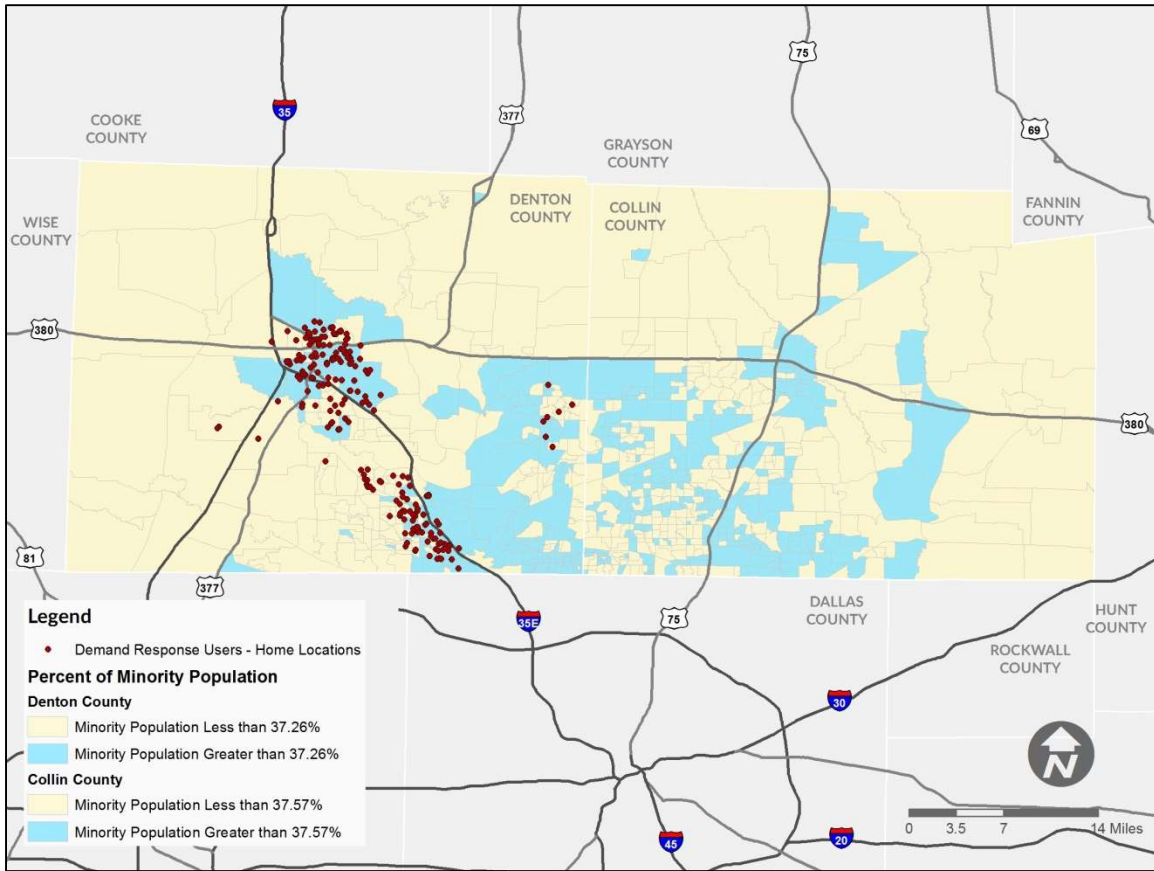


Figure 12. Minority Population Compared to Demand Response User Home Locations.

Income Characteristics

Table 10 lists median household income and poverty status for DCTA’s main service areas. Median household income for the main service areas range from \$48,518 to \$133,161 according to the 2007–2011 American Community Survey 5-Year Estimates. Approximately 8.9 percent of the population in Denton County is living below the poverty level. In Collin County, approximately 7.9 percent of the population is below poverty level. The percentages of “persons below poverty level” for the municipalities that comprise the DCTA’s main service area range from approximately 2.3 percent (City of Highland Village) to 21.3 percent (City of Denton). Figure 13 depicts the census block groups that exceed the average percentage of low-income populations within the two counties within DCTA’s service area.

Table 10. DCTA’s Service Area Income and Poverty Status.

Census Geography	Population	Median Household Income	Persons Below Poverty Level	
			Total Persons	Percent of Population
Denton County	708,627	\$74,662	63,068	8.9%
Collin County	836,947	\$84,233	66,119	7.9%
Corinth	20,432	\$85,170	1,481	7.3%
Denton	122,742	\$48,518	23,927	21.3%
Flower Mound	67,630	\$121,549	2,111	3.1%
Frisco	130,499	\$112,155	5,520	4.2%
Highland Village	15,589	\$133,161	349	2.3%
Lewisville	99,039	\$58,559	10,395	10.6%

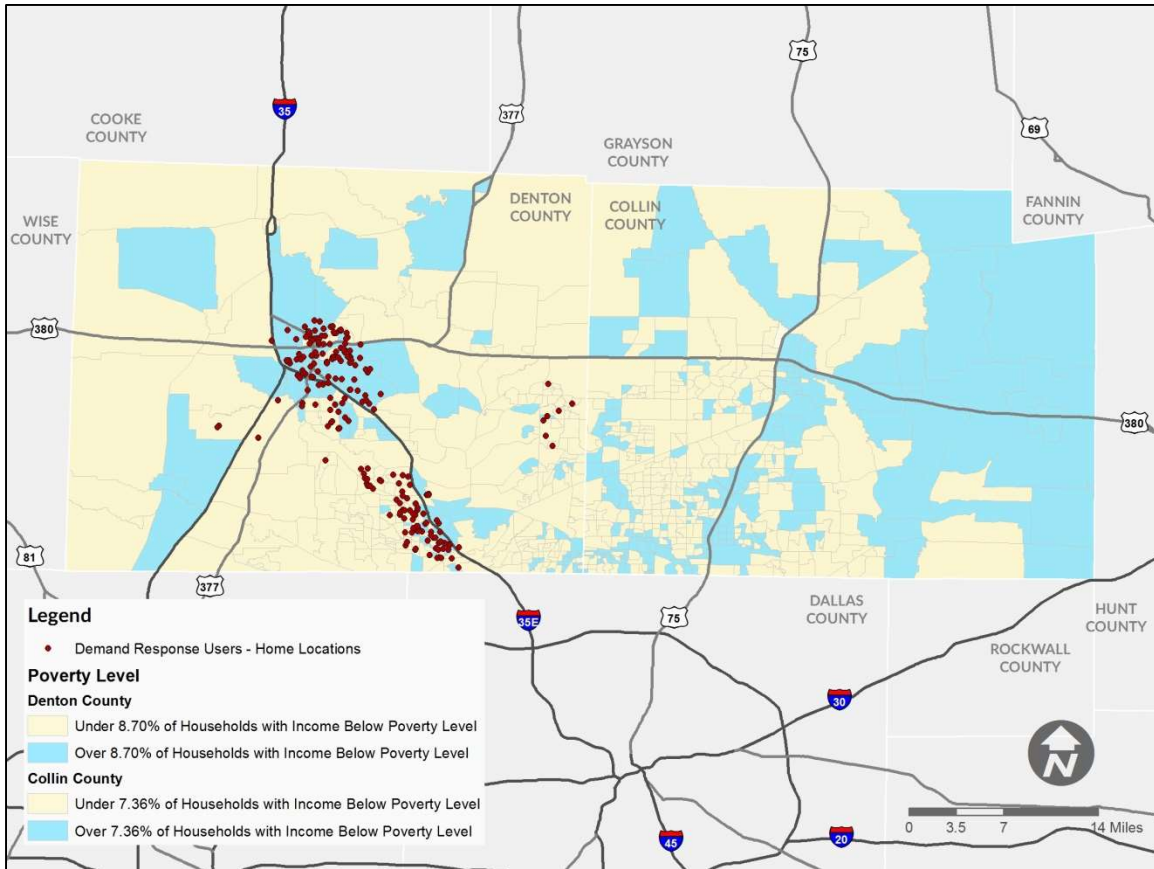


Figure 13. Poverty Status.

Customer Demographics and Travel Patterns

DCTA conducts regular surveys to gauge the perception of DCTA and its services and to collect a demographic profile of its users and its service area. The 2015 Satisfaction Survey was distributed in both English and Spanish on DCTA services and promoted electronically via social media and the DCTA website. DCTA collected 1,540 paper surveys and 320 online surveys. Table 11 presents demographic profiles obtained during the 2015 Satisfaction Survey.

Table 11. DCTA 2015 Satisfaction Survey – Demographic Findings.

Demographic Factor	Percent of Respondents
Gender:	
Male	39%
Female	40%
No response	21%
Ethnic/racial background:	
White	60%
Hispanic	15%
Black/African American	16%
Native Hawaiian/Pacific Islander	1%
American Indian/Alaska Native	1%
Other	4%
No response	3%
Primary language spoken at home:	
English	98.23%
Spanish	1.61%
Chin	0.16%
Age category:	
Under 18	4%
18–24	24%
25–34	22%
35–44	14%
45–54	15%
55–64	13%
65+	6%
No response	2%
Services used most frequently:	
A-train	77.80%
Connect/RSVP	34.19%

Major Service Change and Disparate Impact Policies

In response to FTA guidance, DCTA developed and proposed an updated Major Service Change policy in 2014 to include disparate impact, disproportionate burden considerations, and better defining major service changes. DCTA's board of directors approved this updated policy on May 22, 2014 as part of DCTA's 2014 Title VI Program update (see Figure 14). DCTA considers a major service reduction any reduction involving 25 percent or more of the number of transit route miles in a route, or 25 percent or more of the number of transit revenue vehicle miles in a route.

Public Engagement Process for Major Service Change Policy Development

DCTA presented its proposed major service and fare change policies, including proposed definitions of "disparate impact" and "disproportionate burden," at six public meetings in April and May 2014. At each meeting, DCTA staff solicited feedback on the proposed policies from all in attendance. None of the feedback provided was relevant to these policies; therefore, DCTA staff presented the updated major service and fare change policy including new definitions of disparate impact and disproportionate burden to the DCTA Board of Directors unchanged. This presentation occurred on May 22, 2014, and resulted in board approval. Figure 14 presents a copy of the board memo documenting adoption of the proposed major service and fare change policy. DCTA did not implement any service changes that met the threshold of the Authority's current major service change definitions since DCTA's last (2014) Title VI Program update.



Board of Directors Memo **May 22, 2014**

Subject: 2(b) Discussion/Approval of Resolution 14-03 Adopting Title VI Program

Background

DCTA provides services and operates programs without regard to race, color, and national origin in compliance with Title VI. Every three years, the Federal Transit Administration reviews the agency's Title VI programs and policies to ensure that DCTA's service provision, practices and/or projects do not discriminate or disproportionately impact Title VI populations. DCTA's current Title VI program performance results were submitted to FTA on April 4, 2014 and are under review by FTA staff for comments and approval.

FTA released new guidance on implementation of Title VI by transit agencies in October 2012. This new guidance required changes to existing service, fare and disparate impact policies and will require the adoption of these new policies and procedures; as attached. Public meetings and a staff workshop were conducted in April and May 2014 to obtain public comments and feedback. During the five public meetings, staff received comments in support of the proposed Title VI Policy updates.

Identified Need

As a recipient of Federal Transit Administration and other federal dollars, DCTA is required to establish Title VI policies and programs that comply with federal requirements; in accordance to Federal Circular 4702.1B

Financial Impact

At this time a determination has not been made regarding the costs for translation of DCTA's vital documents and conducting the required analysis for major service and fare changes and analysis for disparate impact and disproportionate burden of future service level, fare changes and/or capital projects. These will be addressed during the budget process when changes are proposed.


Committee Review

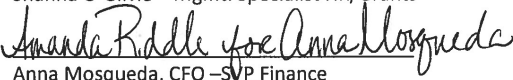
This item was presented for discussion at the March 2014 Board meeting prior to the public meeting process.

Recommendation

Staff recommends approval of the updates to the Title VI Policy and Resolution 14-03.

Respectfully,

Submitted by: 
Shanna O'Gilvie – Mgmt. Specialist HR/Grants

Final Review: 
Anna Mosqueda, CFO –SVP Finance


Approval: 
James C. Cline, Jr., President

Figure 14. Memo Documenting 2014 Title VI Program Approval (incl. Major Service and Fare Change Policy).

4. Title VI Equity Analysis

To comply with federal requirements, the Title VI equity analyses provided in this report are based on guidance from FTA using methods and definitions accepted in the Dallas-Fort Worth region and within the transit industry.

Fare and Service Equity Analysis Process

To conduct a Fare and Service Equity Analysis, DCTA uses the following process:

1. As soon as any change in fare or service is proposed, DCTA staff describes in detail the proposed change. The detailed description included what routes, schedules, and service indicators (level and/or quality of service) would be affected. Additionally, staff describes the need or impetus for change.
2. A determination is then made if the changes qualify as a major fare or service change under the Agency's Major Fare and Service Change Policy. In the future, a record will be kept of both determinations.
3. If the determination is yes, further analysis is required and public participation is warranted.
4. A comparison is made to determine the difference between the existing service and proposed service for those impacted by the change.
5. To analyze possible adverse effects, DCTA staff uses the following steps:
 - a. Determine the affected area.
 - b. Describe the demographic and ridership data and ridership data being used for the analysis and how they were collected.
 - c. Describe how the data will be used to determine if the proposed change will have an adverse effect.
 - d. Compare the location of the proposed change to the most recent demographic data on file. Is the affected area a minority, low-income, or LEP area according to the data?
 - e. Compare the ridership population that will be affected by the change as compared to the general ridership population. Could there be a potential disparate impact or disproportionate burden? Explain.
 - f. Analyze the data to describe the details and extent of the possible impacts.
 - i. Create maps showing the affected areas and demographic data along with route information.
 - ii. Create tables showing impacts of each type of change and the affected and overall ridership population.
 - iii. Determine whether the proportion of minorities and/or low-income population that is affected is significant when compared to the general population set using thresholds designed in each policy. If not, finalize the analysis and provide to the Board. If so, steps need to be taken to describe

these negative effects and to develop alternative options that mitigate, avoid, or minimize these effects.

- iv. Repeat the analysis for any alternative options.
 - v. Present the finding to the Board of Directors for review and acceptance.
6. The Public Participation Plan determines adequate comment period and appropriate communication and participation methods.
 7. All comments are recorded and presented to the Board of Directors as part of the decision making process.

DCTA is currently working with Nelson/Nygaard to develop potential service improvements in Lewisville and Denton. DCTA staff has not formerly proposed the service changes, however, Nelson/Nygaard developed a Title VI analysis for each service change as well as potential mitigations in an effort to assist DCTA to understand the Title VI impacts of the service change options. Appendix J presents the Title VI documentation for each proposed service change.

Construction Equity Analysis

When the DCTA plans to construct or expand a facility, the agency conducts a Title VI Equity Analysis on the location of the facility during the planning stages. The following principles are applied in the analysis:

1. To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, or minority and low-income populations.
2. To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
3. To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

DCTA designs routes and schedules and oversees the operation of the systems to assure compliance with non-discrimination provisions pursuant to Title VI of the Civil Rights Act of 1964, as amended. Particular attention is given to designing routes and schedules to serve neighborhoods and areas that are likely to be trip generators. Analysis of demographics and service levels by neighborhood and area suggests that significant service levels exist in low-income and minority neighborhoods and that these areas continue to generate substantial ridership. Title VI procedures relating to contractors are enforced by DCTA primarily through direct supervision of operations and the exercise of contract provisions.

5. Grants, Reviews, and Certifications

DCTA has one pending applications for financial assistance and two applications for financial assistance that will be submitted by July 2016. DCTA submitted an FTA Bus & Bus Facilities grant for replacement fleet and additional fleet for service expansion. DCTA will submit an FTA Positive Train Control grant application and a proposal for FTA's Mobility On Demand grant.

DCTA has not been subject to any Civil Rights Compliance Reviews in the past three years. DCTA's 2015 Triennial Review resulted in no findings with respect to its Title VI plan/activities.

DCTA executed its most recent Certifications and Assurances to the FTA as required.

Contact

For additional information on DCTA's Title VI Plan, or its efforts to comply with the Civil Rights Act of 1964 or Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, please contact:

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

President

Denton County Transportation Authority

jcline@dcta.net

972-221-4600

Appendix A – Board of Directors Resolution Adopting Title VI Program

(Approved May 26, 2016)

RESOLUTION NO. 16-03

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE DENTON COUNTY TRANSPORTATION AUTHORITY (“DCTA”) APPROVING ITS TITLE VI NONDISCRIMINATION PROGRAM UPDATE; PROVIDING A REPEALING CLAUSE; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the Denton County Transportation Authority, as a recipient of federal funds, has been required to comply with Federal Transit Administration Circular 4702.1A and Title VI of the Civil Rights Act of 1964 and its related regulations; and

WHEREAS, the DCTA has developed a Title VI Policy in accordance with FTA Circular 4702.1A as amended; and

WHEREAS, Title VI of the Civil Rights Act of 1964 and related statutes prohibit discrimination on the basis of race, religion, color, national origin, sex, age, or disability; and

WHEREAS, the DCTA, as a recipient of federal financial assistance and a Federal Transit Administration designated recipient, is required to comply with Title VI requirements which include review and approval of a Title VI Nondiscrimination Program every three (3) years;

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE DENTON COUNTY TRANSPORTATION AUTHORITY, THAT:

SECTION 1. The Denton County Transportation Authority Board of Directors hereby approves the DCTA 2016 Title VI Nondiscrimination Program Update, the original of which shall be maintained in the office of the Vice-President for Planning & Development and referenced by the date and number of this resolution.

SECTION 2. This resolution shall be transmitted to the Federal Transit Administration and other funding agencies as appropriate.

SECTION 3. This resolution shall become effective immediately upon its passage and approval.

DULY PASSED AND APPROVED BY THE BOARD OF DIRECTORS OF THE DENTON COUNTY TRANSPORTATION AUTHORITY THE 26TH DAY OF MAY, 2016.

APPROVED:

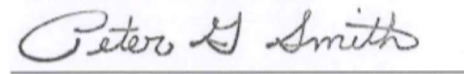


Paul Pomery, Acting Chairman

ATTEST:


Richard Huckaby, Secretary

APPROVED AS TO FORM:


Peter G. Smith, General Counsel

Appendix B – Title VI Notice to the Public



DENTON COUNTY
TRANSPORTATION
AUTHORITY

Title VI Policy

The Denton County Transportation Authority (DCTA) designs and operates services and programs without regard to gender, race, color, national origin. For more information regarding the commitment of DCTA to non-discrimination, please contact our offices using the information below. If you feel you or another person has been discriminated against by the actions of the DCTA or its employees, please address your complaint using the information below.

DCTA diseña y opera servicios y programas sin tomar en consideración alguna hacia el género, raza, color y nacionalidad. Para más información relacionada al compromiso de DCTA de no-discriminación por favor contacte nuestras oficinas usando la información proveída abajo. Si usted siente que usted u otra persona ha sido discriminada por las acciones de DCTA o de sus empleados por favor dirígala su queja usando la información proveída abajo.

The Denton County Transportation Authority (DCTA) nih hin nu le pa, miphun, taksa, ratnak ram zehmanh tleidang lo tein bawmhchannak le rian hi a ser i a tuan. DCTA i an i nautat zuamtiahnak dohnak kong he an i pekchannak kong he pehtlai in tam deuh theih na duh ahcun a tang lei ning in kan zung ah pehtlainak rak kan tuah te. Nangmah na siloah midang pakhatkhat nih DCTA asiloah riantuantu pakhatkhat i nautat zuamtaihnak nan ton asiahcun a tang lei ning in theihternak rak kan tuah te.

Denton County Transportation Authority
P.O. Box 96 • Lewisville, TX 75067
(972) 221-4600 • dctainfo@dcta.net

Appendix C – Title VI Complaint Procedures and Forms English, Spanish, and Burmese/Chin

TITLE VI PROCEDURE

DCTA has established a process for passengers to file a complaint under Title VI. Any person who believes that he or she has been discriminated against on the basis of race, color, or national origin by DCTA or its contract operators may file a Title VI complaint by completing and submitting the agency's Title VI Complaint form available at DCTA administrative office, DCTA's Downtown Denton Transit Facility or on our website at www.dcta.net.

DCTA encourages complaints to be filed immediately. DCTA will investigate complaints up to 180 days after the alleged incident. DCTA will process complaints that are complete. Once the complaint is received, DCTA will review it and the complainant will receive an acknowledgement letter within 10 working days informing them whether the complaint will be investigated by DCTA.

Complaints can be filed in writing using the Title VI Complaint form or verbally by calling 972-221-4600. Completed forms are mailed to DCTA's Administrative Office at P.O. Box 96, Lewisville, Texas 75067. A person may also file a complaint directly to FTA's Office of Civil Rights at 1200 New Jersey Avenue SE in Washington, DC 20590.

DCTA has up to 30 days to investigate the complaint. If more information is needed to resolve the case, DCTA may contact the complainant. The complainant has 30 days from the date of the letter to send requested information to the investigator assigned to the case or the case could be administratively dismissed. A case may also be administratively dismissed if the complainant no longer wishes to pursue their case.

DCTA's Title VI Coordinator conducts all investigations in cooperation with the Human Resources Department and the General Counsel. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant and other affected parties may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

Based upon all the information received and discovered during the investigation, an investigation report will be written by the Title VI Coordinator for submittal and final determination by the DCTA President.

Once the final determination is made, the complainant will receive a letter stating the final decision. The letter will either be a letter of finding or a closure letter. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. The closure letter will also include information about the complainant's right to appeal the decision within 10 days. A letter of finding summarizes the allegations and the interviews regarding the alleged incident, explains whether any disciplinary action, additional training of the staff member or other action will occur, and the right to appeal the decision within 10 days.

If the complainant simultaneously files a complaint with DCTA and with an external organization such as the state or federal government, the jurisdiction and investigation of the external agency will supersede DCTA's procedures and DCTA's investigation will be suspended.

PROCEDIMIENTO DEL TÍTULO VI

DCTA ha establecido un proceso para que los pasajeros presenten una queja bajo el Título VI. Cualquier persona que crea que ha sido discriminada por motivos de raza, color o nacionalidad por DCTA o sus contratistas puede presentar una queja que cumpla con el Título VI completando y enviando el formulario de Queja del Título VI de la agencia, que se encuentra disponible en la oficina administrativa de DCTA, en el Centro de Tránsito de DCTA del Centro de la ciudad de Denton o en nuestro sitio web en www.dcta.net.

DCTA insta a los demandantes a presentar las quejas inmediatamente. DCTA investigará las quejas hasta 180 días después de sucedido el presunto incidente. DCTA procesará las quejas que estén completas. Una vez recibida la queja, DCTA la revisará y el demandante recibirá una carta de reconocimiento dentro de los 10 días hábiles posteriores a su recepción, en la que se le informará si la queja será investigada por DCTA o no.

Las quejas se pueden presentar por escrito usando el formulario de Queja del Título VI, o verbalmente llamando al 972-221-4600. Los formularios completados se envían por correo a la Oficina administrativa de DCTA a la siguiente dirección: P.O. Box 96, Lewisville, Texas 75067. Una persona también puede presentar una queja directamente a la Oficina de Derechos Civiles de la FTA en 1200 New Jersey Avenue SE en Washington, DC 20590.

DCTA cuenta con hasta 30 días para investigar la queja. Si se precisa más información para resolver el caso, DCTA puede contactar al demandante. El demandante tiene 30 días a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso; de lo contrario el caso puede ser desestimado administrativamente. Un caso también puede ser desestimado administrativamente si el demandante ya no desea proseguir con su caso.

El Coordinador del Título VI de DCTA lleva adelante todas las investigaciones en cooperación con el Departamento de Recursos Humanos y el Director de Asesoría Jurídica. La investigación puede incluir una discusión(es) sobre la queja con todas las partes afectadas para determinar el problema. El demandante y las otras partes afectadas pueden ser representados por un abogado o por otro representante de su elección, y pueden aportar testigos y presentar testimonios y evidencia durante el transcurso de la investigación.

A partir de toda la información recibida y exhibida durante la investigación, el Coordinador del Título VI escribirá un informe sobre la investigación para presentarlo al Presidente de DCTA, quien tomará la decisión final.

Una vez tomada la decisión final, el demandante recibirá una carta que contendrá la decisión final. La carta será una carta de resultados o una carta de cierre. Una carta de cierre resume las acusaciones y afirma que no existió una violación del Título VI y que el caso se cerrará. La carta de cierre también incluirá información acerca del derecho de apelación del demandante dentro de los 10 días posteriores. Una carta de resultados resume las acusaciones y las entrevistas con respecto al presunto incidente,

explica si tendrá lugar cualquier medida disciplinaria, capacitación adicional del miembro del personal u cualquier otra acción, y el derecho a apelar la decisión dentro de los 10 días posteriores.

Si el demandante presenta una queja de manera simultánea ante DCTA y ante una organización externa como el gobierno del estado o el gobierno federal, la jurisdicción e investigación de la agencia externa reemplazará a los procedimientos de DCTA y la investigación de DCTA se suspenderá.

TLANGTAR VI THIL KALNING

DCTA nih hin Tlangtar VI tengah lungtlinlonak langhter khawhnak a tuah. Ahohmanh nih miphun, taksa, ratnak ram hna ruangah DCTA le rian ngeihntu pakhatkhat sinin nautat zuamtaih ka tong tiah aa ruah asi ahcun Tlangtar VI ning in lungtlinlonak cu Tlangtar VI lungtlinlonak catlap ah tial in DCTA Tawreeltu Zung, DCTA's Downtown Denton Transit Facility ah siseh kan maivan www.dcta.net. Ah siseh arak tial khawh.

Lungtlinlonak a um ahcun makhat te ah chim colh lengmang dingin DCTA nih a duh. Lungtlinlonak langhter hnu ni 180 chung ah DCTA nih hlattlainak a tuah lai. Lungtlinlonak tlamtling te l tuahmi pawl cu DCTA nih rian a thok colh lai. Lungtlinlonak ca a hmuh le cangka, DCTA nih a zohfel lai i, lungtlinlonak catial tu sinah an lungtlinlonak hlattlai piak an si lai maw si lailo timi cu ni 10 chungah thawng an thanh than lai.

Tlangtar VI Lungtlinlonak Catlap mang in siseh, mah te bakin 972-221-4600 ah auh in siseh lungtlinlonak langhter ter khawh asi. Ca cu tlamtling te in DCTA Tawreeltu Zung e P.O. Box 96, Lewisville, Texas 75067 ah na kuat lai. Na duh ai ahcun FTA's Office of Civil Rights at 1200 New Jersey Avenue SE in Washington, DC 20590 zongah kuat khawh asi thiamthiam.

DCTA nih hin a tlawmbik ni 30 chung tal lungtlinlonak langhter mi kong ah hlattlainak a tuah lai. Theih aherhmi a um rih ahcun lungtlinlonak a lang tertu sinah DCTA nih a hal chap lai. Lungtlinlonak a lang ter tu nih ca a kuat hnu ni 30 chungah thil cang kong hlattlai piak dingin a hal khawh bantuakin, hlattlai ti lo ding zongain a hal khawh. Hi thil cang kongah an peh duh tilo asi ahcun lungtlinlonak langhter tu pehzulh tilo dingin a um khawh.

DCTA i Tlangtar VI kong Bawmchantu nih Human Resources Zung le General Counsel he i bawm in hlattlainak a tuah lai. Hi hlattlainak ahhin lungtlinlotu le nawlbualtu hna remdaihnak tuahnak ding caah bia i ruah tinak zong aa tel kho. Lungtling lotu le a dangdang pawl nih hin anmah aiawhtu an ngei lai l cucu anmah te in an l thim chommi zong asi kho thiamthiam/ cun hi thil cang kong i a hmumi midang le thildangdang zong an ratpi khawh.

Hi hlattlainak chung i a ummi le hmuhmi thil hna chirhchan in, hlattlainak theihternak ca cu Tlangtar VI bawmchantu niha tial lai i a hnu bik apnak le biakhiahnak caah DCTA Hotu sinah a kuat lai.

Biakhiahnak an tuah khawh le cangka, lungtlinglotu sinah biakhiahnak ca kuat colh asi lai. Cu ca cu thilcang kong cung i hmuhmi asiloah tuaktaanmi kong asi lai. Tuaktanmi ca ahcun Tlangtar VI ning in nautat zuamtaihna a um lo zia tu langhter asi lai. Tuaktanmi ca chungah lungtlinlotu nih biakhiahnak cung i a lungtlinlo asiahcun ni 10 chungah a chal tthan khawh timi zong aa tel lai. Thilcang cung l hmuhnak ca ahcun thil a cangmi vialte le biahalnak le bia l ruahnak vialte le hi thil kongah zeitindah dantatnak le remhnak a um lai timi le himinung pawl cawnnak pekchap ding kong le thildang dagn kongah ni 10 chungah zungah chimh tthan khawhnak nawl pawl tial asi lai.

Lungtlinglotu nih DCTA kongah lungtlinlonak DCTA sinah siseh adang zung tate le pengtlang zung tibantuk ahsiseh pehzulh in voi tampi a langhter ahcun, biakhiahnak le hlattlainak hi DCTA nih tuah tiloin, cu bu dang pawl nih an pehzulh lai l DCTA nih peh tilo in a ngol ta rih lai.



Formulario de Queja Título VI
Autoridad de Transporte del Condado Denton (DCTA)

DCTA está comprometido con asegurar que nadie sea excluido de participar o sea negado los beneficios de sus servicios basado en raza, color u origen nacional, conforme a lo dispuesto por el Título VI del Acta de Derechos Civiles de 1964, en su forma enmendada. Quejas de Título VI deben ser sometidas dentro de 180 días de la fecha del presunto incidente de discriminación.

La siguiente información es necesaria para asistirnos en procesar su queja. Si usted requiere asistencia para llenar este formulario, por favor comuníquese con un coordinador de Título VI llamando al (972) 221-4600. El formulario completo debe regresarse a DCTA, P.O.Box 96, Lewisville, Texas 75067.

Su Nombre:	Numero de teléfono:
Dirección:	Número de teléfono sustituto:
	Ciudad, Estado & Código Postal
Persona(s) discriminada(s) (si es alguien aparte del acusador):	
Nombre(s):	
Dirección, Ciudad Estado & Código Postal:	

¿Cuál de los siguientes mejor describe la razón por la cual el presunto incidente de discriminación ocurrió?(Circular uno) Fecha del incidente: _____

- Raza
- Color
- Origen Nacional (competencia de Ingles limitada)

Por favor describa el presunto incidente de discriminación. Proporcione los nombres y títulos de todos los empleados de DCTA involucrados si es posible. Explique lo sucedido y quien usted cree que fue responsable. Por favor utilice el lado reverso de este formulario si requiere de espacio adicional.

Complete el lado reverso de este formulario

Appendix D – Letter of No Complaints



Appendix E – Outreach Efforts and Citizen Advisory Group Meetings Since 2013

April 2014

- April 21, 23, 29, 30, and May 3
 - Connect RSVP Policy
 - Title VI Program
 - Annual Program of Projects
 - Community Enhancements
 - Budget Contingency Plan

April 2015

- April 11–April 21, 2015
 - A-train Rail Trail
 - Community Enhancements
 - Regional Express Corridor System
 - Annual Program of Projects
 - Proposed FM 407 Service: Phase 1
 - Upcoming System Planning Initiatives

September 2015

- September 14–September 16, 2015
 - Annual Program of Projects
 - Budget Information
 - Denton Bus Service Analysis

April 2016

- April 19–23, 2016
 - General feedback about existing Frisco service
 - Annual Program of Projects
 - Denton Comprehensive Operational Analysis Final Recommendation and Implementation Plan
 - Highland Village New Service Update and Feedback
 - Lewisville Comprehensive Operational Analysis Implementation Plan

August 2015

- August 18 and 19
 - Lewisville Comprehensive Operational Analysis Open House Meeting
 - Comprehensive Operational Analysis Stakeholder and Community Leader Focus Group
 - Highland Village Comprehensive Operational Analysis Open House

November 2015

- November 17 and 18, 2015
 - Texas Woman’s University Denton Comprehensive Operational Analysis Open House Meeting
 - Denton Comprehensive Operational Analysis Open House Meeting
 - Denton Stakeholder Focus Group

January 2016

- January 25–27, 2015
 - Lewisville Comprehensive Operational Analysis Open House Meeting
 - Texas Woman’s University Denton Comprehensive Operational Analysis Open House Meeting
 - Denton Comprehensive Operational Analysis Open House Meeting
 - Highland Village Comprehensive Operational Analysis Open House

Citizen’s Advisory Team Meetings

- **2014**
 - Lewisville
 - Thursday, January 9
 - Thursday, April 10
 - Thursday, July 10
 - Thursday, October 9
 - Denton
 - Thursday, January 16
 - Thursday, April 17
 - Thursday, July 17
 - Thursday, October 16
- **2015**
 - Lewisville
 - Tuesday, January 6
 - Tuesday, April 7
 - Tuesday, July 7
 - Tuesday, October 6
 - Denton
 - Thursday, January 15
 - Thursday, April 16
 - Thursday, July 16
 - Thursday, October 15
- **2016**
 - Lewisville
 - Tuesday, January 12
 - Tuesday, April 12
 - Tuesday, July 12
 - Tuesday, October 11
 - Denton
 - Thursday, January 14
 - Thursday, April 14
 - Thursday, July 14
 - Thursday, October 13

Appendix F – Public Meeting Advertisement Example

DCTA Public Meetings



Denton County Transportation Authority (DCTA) will host a series of public meetings to collect feedback from the community. DCTA will present a Service Plan overview and changes to DCTA's Title VI Program. Information regarding the Connect RSVP policy, current job and procurement opportunities available within the agency will be discussed as well.

DCTA staff will also provide an Annual Program of Projects update. The public is encouraged to comment on the proposed transit projects funded by the Federal Transit Administration through the Fiscal Year 2014 Urbanized Area Formula Program. This opportunity for comment meets the federal requirement for public participation.

Wednesday, April 30 at 12:00 p.m.

Texas Woman's University
Student Union Rm. 207

Accessible via Connect Routes 4, 5 and 6

Saturday, May 3 at 10:00 a.m.

Downtown Denton Transit Center
604 E. Hickory St., Denton

Accessible via A-train and Denton Connect

Everyone is welcome to attend the public meetings. Persons with hearing or sight interpretive service needs are asked to contact DCTA at least two business days in advance of the meeting at (972) 221-4600 or dctainfo@dcta.net.



Appendix G – Service Standards and Policies

Denton County Transportation Authority

Service Performance and Design Standards

February 23, 2012

Table of Contents

Introduction.....	2
Purpose	2
Route Classification System.....	2
Minimum Service Span and Frequency.....	4
Service Performance Standards	4
Route-Level Performance Measures and Standards.....	6
Potential Corrective Actions	6
Service Design Standards	7
Design Standards for Fixed Route Services	8
Community Design Standards in Support of Service Design Standards	9
Paratransit Performance Reporting.....	11
Passenger Amenities.....	14

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	<ol style="list-style-type: none"> 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 <ol style="list-style-type: none"> a. Neighborhood/Feeder – 10 passengers/hour b. University – 25 passengers/hour 6. On-Call – 2.5 passengers/hour
Passengers per Mile	<ol style="list-style-type: none"> 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 <ol style="list-style-type: none"> a. Neighborhood/Feeder – 0.7 passengers/mile b. University – 2.2 passengers/mile
Farebox Recovery	<ol style="list-style-type: none"> 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 <ol style="list-style-type: none"> 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 to autos compares the travel time for a bus to travel from one end of the route to the other end with the time the same trip can be accomplished during afternoon commute periods when traveling by auto.

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 to 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.



1660 S. Stemmons, Suite 250
Lewisville, Texas 75067

Denton County Transportation Authority
Board of Directors
Work Session and Board Meeting Minutes

Retreat / Work Session Minutes

The Board of Directors of the Denton County Transportation Authority convened with Chairman Charles Emery presiding at 9:08 a.m. February 23, 2012 at the Hedrick House, 1407 Creekview Dr., Lewisville, Texas 75067. A quorum was present.

Attendance

Small Cities

Tom Spencer
Bill Walker
Skip Kalb

Large Cities

Paul Pomeroy, Highland Village, *Treasurer*
Charles Emery, Lewisville, *Chairman*
Daniel Peugh, Corinth
Jim Robertson, Flower Mound
Dave Kovatch, The Colony, *Secretary*
Richard Huckaby, Denton (12:00 p.m.-1:45 p.m.)
Guy McElroy, Denton Alternate (9:41 a.m.-12:00 p.m.)

Denton County Unincorporated

Charles Correll, *Vice-Chairman*

Denton County at Large

Thomas Smith (11:18 a.m. – 1:45 p.m.)

Board Members Absent

Doug Peach, Little Elm
Jeff Snowden, Frisco

DCTA Staff

James C. Cline, Jr., P.E.
Anna Mosqueda, CFO / VP Finance
Dee Leggett, VP Communications and Planning
Jarod Varner, VP Transit Operations
Kristina Brevard, Marketing Manager
Cheri Soileau, Sr. Transit Planner
Amanda Riddle, Budget Analyst

Legal Counsel

Joe Gorfida

Others in Attendance

- 1) DISCUSSION: Board Retreat – Welcome by Jim Cline
 - A. Review of Mission Statement/Goals/Objectives - Presentation by Jim Cline
 - B. Board Strategic Goals for 2012 - Discussion lead by Charles Emery
 - C. Ridership Survey Results - Presentation by Dee Leggett

<Break> 10:39 a.m.
<Resume> 10:53 a.m.

- D. Revision to Cash Flow Model, allocation to Reserve Funds, and allocation funds available for System Enhancements to increase ridership - Presentation by Anna Mosqueda
- E. Current Capital Projects – Presentation by Jim Cline
 - i. A-train (Closeout, Stadler GTW Vehicle Acquisition, Alternative Vehicle Technology Approval)
 - ii. Positive Train Control
 - iii. Bus Operations and Maintenance Facility
 - iv. Passenger Amenities
 - v. Lewisville Bike Trail
 - vi. Community Enhancements
 - vii. Security for Bus, Rail, and DCTA Facilities
- F. Service Performance and Design Standards - Presentation by Jarod Varner
- G. System Enhancements to Increase Ridership – Presentation by Jarod Varner
 - i. Mid-Day A-train Service
 - ii. Additional Bus Service
 - iii. Improved Rider Experience
- H. System Expansion / New Members – Presentation by Jim Cline
 - i. A-train expansion to Cotton Belt
 - ii. Frisco/The Colony Service
 - iii. IH-35W Service
 - iv. Flower Mound Service
 - v. Lake Cities Station
- I. Priorities for Cost Savings/Revenue/ Budget Control – Presentation by Jim Cline
 - i. Solicitation of Private Use of DCTA for Parking Facilities
 - ii. Fuel Purchase
 - iii. Level of Access Service to be provided beyond the requirements of Americans with Disabilities Act (ADA)
 - iv. Advertising
 - v. Fares
 - vi. Rail Operations
- J. Communication Strategy – Presentation by Dee Leggett
 - i. Legislative (National/State/Regional) Agenda
 - ii. Roll-out of A-train Improvements

<Lunch>12:30 p.m.
<Resume> 1:45 p.m.

- 2) DISCUSSION: Routine Briefing Items - The following items were distributed to the Board prior to the meeting and briefing was by exception or Board request only. No discussion.
 - A. Financial Reports
 - i. Present and Forward to Board - Monthly Financial Report
 - a) Financial Statements
 - b) Capital Projects
 - ii. Present Sales Tax Report
 - B. Communications and Planning
 - i. Service Schedule Revision
 - ii. Triennial Review - Review conducted by Federal Transit Administration every three years.
 - C. Transit Operations
 - i. Bus Operation
 - ii. Rail Operations
- 3) DISCUSSION OF REGULAR BOARD MEETING AGENDA ITEMS – no discussion
- 4) DISCUSSION OF FUTURE AGENDA ITEMS – no discussion
 - i. Sign Kiosks
 - ii. Texas Municipal League Intergovernmental Risk Pool Agreement Renewal
- 5) EXECUTIVE SESSION 12:44 p.m.
 - 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.
- 6) RECONVENE OPEN SESSION 1:45 p.m. No Action
 - A. Reconvene and Take Necessary Action on Items Discussed during Executive Session.
- 7) ADJOURN RETREAT / WORK SESSION 1:45 pm



1660 S. Stemmons., Suite 250
Lewisville, Texas 75067

Denton County Transportation Authority
Board of Directors
Work Session and Board Meeting Minutes

Board Meeting Minutes

The Board of Directors of the Denton County Transportation Authority convened with Chairman Charles Emery presiding at 1:56 p.m. January 26, 2012 at the Hedrick House, 1407 Creekview Dr., Lewisville, Texas 75067. A quorum was present

Attendance

Small Cities

Tom Spencer (1:56 p.m. – 2:28 p.m.)
Bill Walker
Skip Kalb

Large Cities

Richard Huckaby, Denton
Paul Pomeroy, Highland Village, *Treasurer*
Charles Emery, Lewisville, *Chairman*
Daniel Peugh, Corinth
Jim Robertson, Flower Mound
Dave Kovatch, The Colony, *Secretary*

Denton County Unincorporated

Charles Correll, *Vice-Chairman*

Denton County at Large

Board Members Absent

Thomas Smith
Jeff Snowden, Frisco
Doug Peach, Little Elm

DCTA Staff

James C. Cline, Jr., P.E.
Anna Mosqueda, CFO / VP Finance
Dee Leggett, VP Communications and Planning
Jarod Varner, VP Transit Operations
Kristina Brevard, Marketing Manager
Madhu Penmetsa, Sr. Accountant
Cheri Soileau, Sr. Transit Planner

Legal Counsel

Pete Smith

Others in Attendance

CALL TO ORDER - 1:56 p.m. Charles Emery

PLEDGE OF ALLEGIANCE TO US AND TEXAS FLAGS - No flags

INVOCATION – Charles Correll

WELCOME AND INTRODUCTION OF VISITORS - none

1) CONSENT AGENDA

- a. Approval of Minutes – January 26, 2012
- b. Acceptance of Financial Reports
-Motion by Richard Huckaby to approve items 1a-b, 2nd by Charles Correll.
Motion carried unanimously.

Move forward to Item 2c

2) REGULAR AGENDA

- a. Presentation of Audit Report for FYE 9/30/2011 by Weaver & Tidwell, LLP
- Presentation by Anna Mosqueda and Weaver & Tidwell. LLP
- b. Discussion/Action - Accept the 2011 Financial Statements and Supplementary Information
-Motion by Richard Huckaby to accept the 2011 Financial Statements and Supplementary Information. Motion carried unanimously.
- c. Discussion / Approval - Revised New Member Policy - Discussion lead by New Member Policy Development Committee Chair Tom Spencer and General Counsel Pete Smith.
-Motion by Tom Spencer to approve the Revised New Member Policy as presented by the advisory committee, 2nd by Paul Pomeroy. Motion carried unanimously
- d. Discussion / Action - Revision of Capital Project Budget Adjusting Timing of Bus Operations and Maintenance Facility
-Motion by Richard Huckaby to Revise the Capital Project Budget Adjusting Timing of Bus Operations and Maintenance Facility, 2nd by Dave Kovatch. Motion carried unanimously.
- e. Discussion / Action - Authorize President to Execute Huitt Zollars Agreement Amendment
-Motion by Dave Kovatch to Authorize President to Execute Huitt Zollars Agreement Amendment, 2nd by Charles Correll. Motion carried unanimously.
- f. Discussion / Action - Guidance to Staff based on Retreat Discussion – Jim Cline reviewed Staff Notes from the Retreat / Work Session and clarified that both Staff and Board have a common understanding and goals as a result of the meeting.

3) CHAIR REPORT – Charles Emery advised that no update was necessary due to information discussed in Retreat / Work Session

- a. Discussion of Regional Transportation Issues
- b. Discussion Legislative Issues: Local, Regional, Federal

- a. REPORT ON ITEMS OF COMMUNITY INTEREST - 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.

4) CONVENE EXECUTIVE SESSION – none

- 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.

- 5) RECONVENE OPEN SESSION – not necessary
 - a. Reconvene and Take Necessary Action on Items Discussed during Executive Session.
- 6) ADJOURN REGULAR MEETING 2:47 pm

The minutes of the February 23, 2012 meeting of the Board of Directors were passed, and approved by a vote on this 26th day of April, 2011.



Charles Emery, Chairman

ATTEST



Dave Kovatch, Secretary

Appendix H – Monthly Performance Report Example

Board of Directors Memo

March 24,

2016

Subject: Transit Operations Report

SYSTEM ON-TIME PERFORMANCE

- FY 2016 YTD, “On Time Performance” (OTP) for the A-train is 99.78%
- FY 2016 YTD “On Time Performance” (OTP) for Connect service is 87.72%. On-time performance has been adjusted to properly reflect departures from each bus stop as well as the final destination.

RIDERSHIP PERFORMANCE

Year to date change in ridership by service type

Service	% Change FY 2015 to FY 2016	Color Indicator	Notation No.
All Bus & Rail	2.61%	Green	1
Rail	2.88%	Green	
All Bus	2.09%	Green	
Connect	3.58%	Green	
UNT	1.64%	Green	
NCTC	10.60%	Green	
Access	-2.53%	Yellow	2
Connect RSVP	4.09%	Green	
Frisco Demand Responsive	28%	Green	3

1. February 2016, boardings for all modes increased YTD compared to FY 2015.
2. While February 2016 boardings increased, Access had less boardings compared to 2015
3. Frisco Demand Responsive Service began operation in December 2015. Boardings in February increased 28% compared to January.

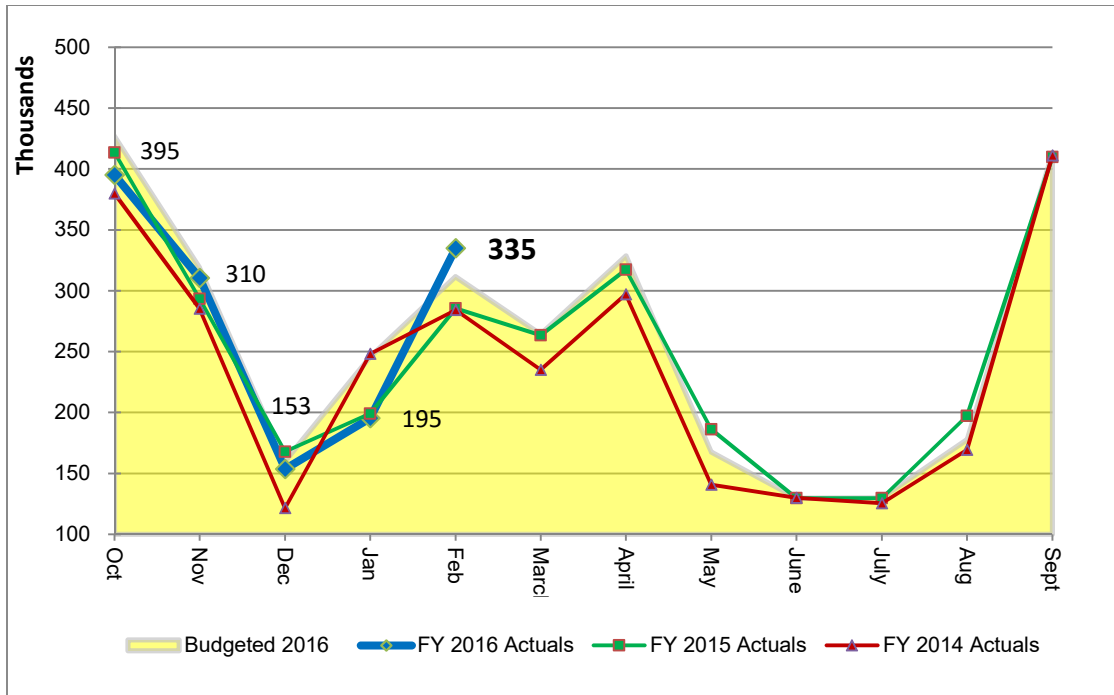
Color Key

Green indicates positive performance

Yellow indicates service that will be monitored by staff

Red indicates poor performance and needs further research

Rail and All Bus: Total Boardings

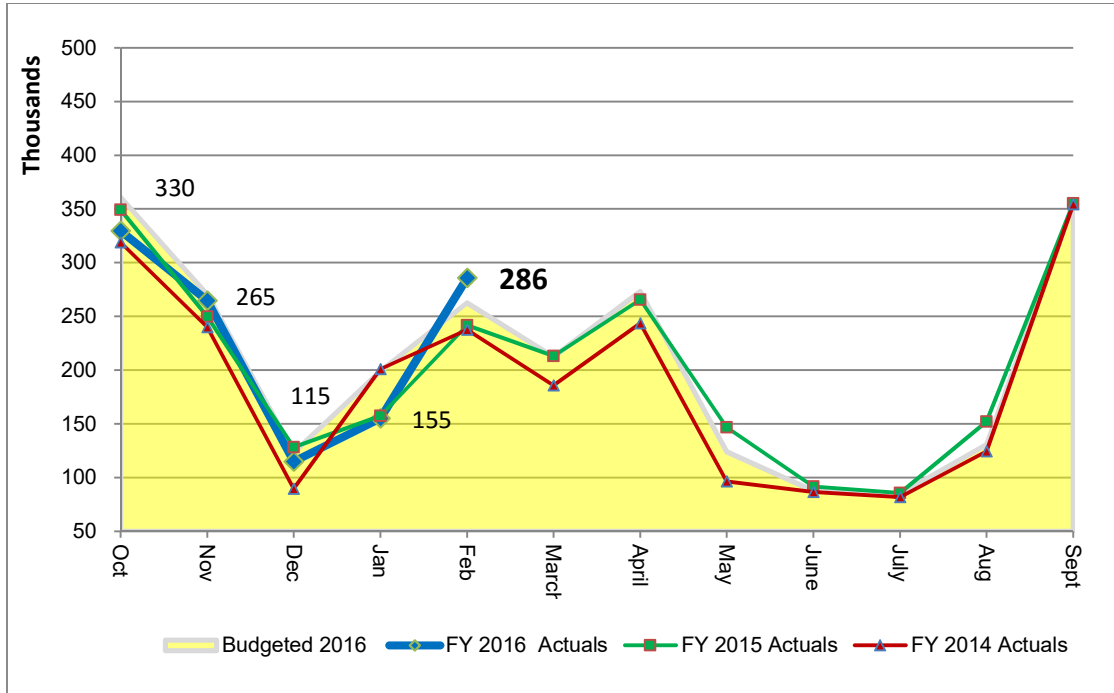


Note: Statistics include A-train, Connect, UNT, NCTC, Access, Connect RSVP, Frisco Demand Response Service, and special movement services. For display purposes, the Y axis origin has been modified.

Rail and All Bus: Total Boardings

- YTD boardings for Rail and All Bus increased by 2.61% (or 35,329 boardings) compared to the same period in FY 2015 . YTD 2016 increased by 5.35% (or 70,538 boardings) compared to the same period in FY 2014.
- A large percentage of this growth is attributed to increases in UNT boardings followed by Connect and Rail.

All Bus: Total Boardings

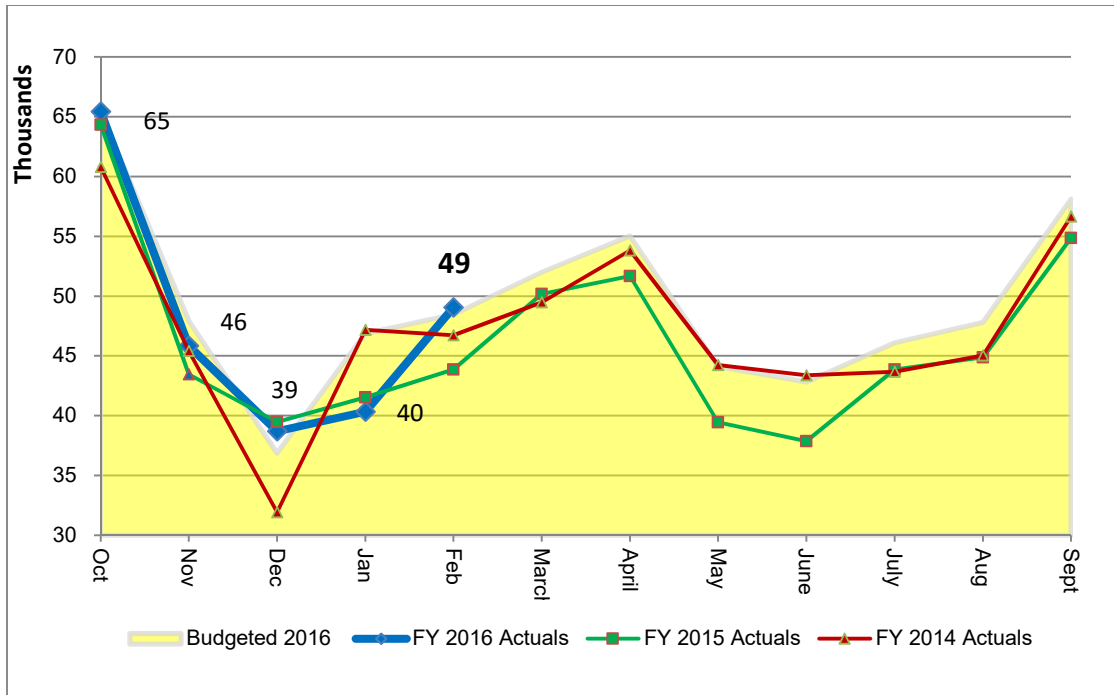


Note: Statistics include Connect, UNT, NCTC, Access, Connect RSVP, Frisco Demand Response Service, and special movement services. For display purposes, the Y axis origin has been modified.

All Bus: Total Boardings

- YTD All Bus increased 2.09% (23,513 boardings) compared to the same period in FY 2015.
- YTD, Connect boardings increased 3.58% (8,695 boardings),
- UNT boardings increased 1.64% (14,152 boardings) YTD.
- Growth in UNT boardings may be attributed to three more regular class days YTD compared to the same period in FY 2015. These additional regular weekdays may explain the increase in other modes.
- YTD, NCTC boardings grew 10.60% (864 boardings).

Rail: Total Boardings

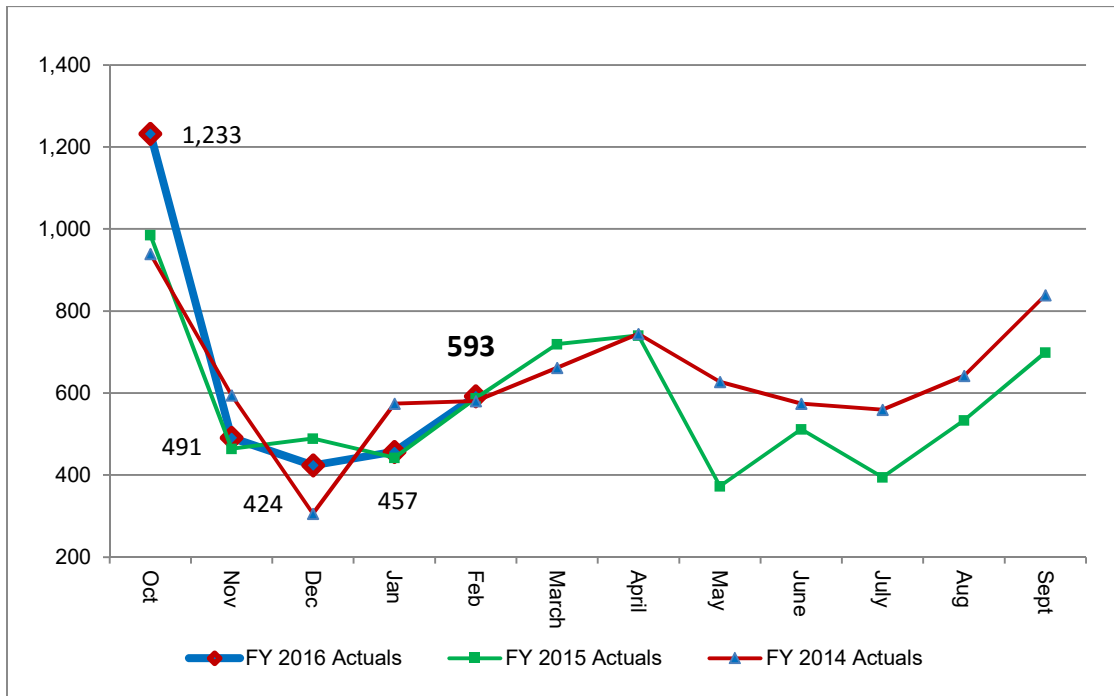


Note: For display purposes, the Y axis origin has been modified.

Rail: Total Boardings

- YTD, rail boardings increased 2.88% (6,702 boardings).
- This growth may be attributed to three additional weekdays YTD compared to the same period in FY 2015.

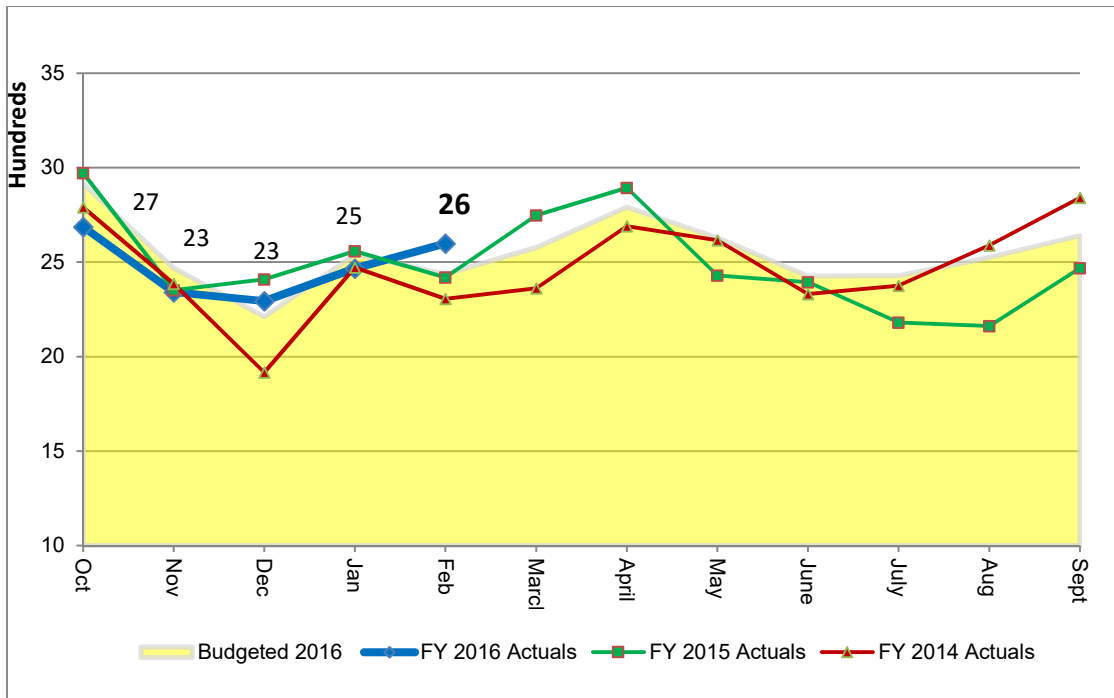
Rail: Saturday Average Boardings



Note: For display purposes, the Y axis origin has been modified.

- YTD average Saturday boardings increased 7.70% (46 boardings per Saturday) compared to that same period in FY 2015. This is primarily due to record State Fair attendance and very good weather conditions compared to the prior year.

Access: Total Boardings

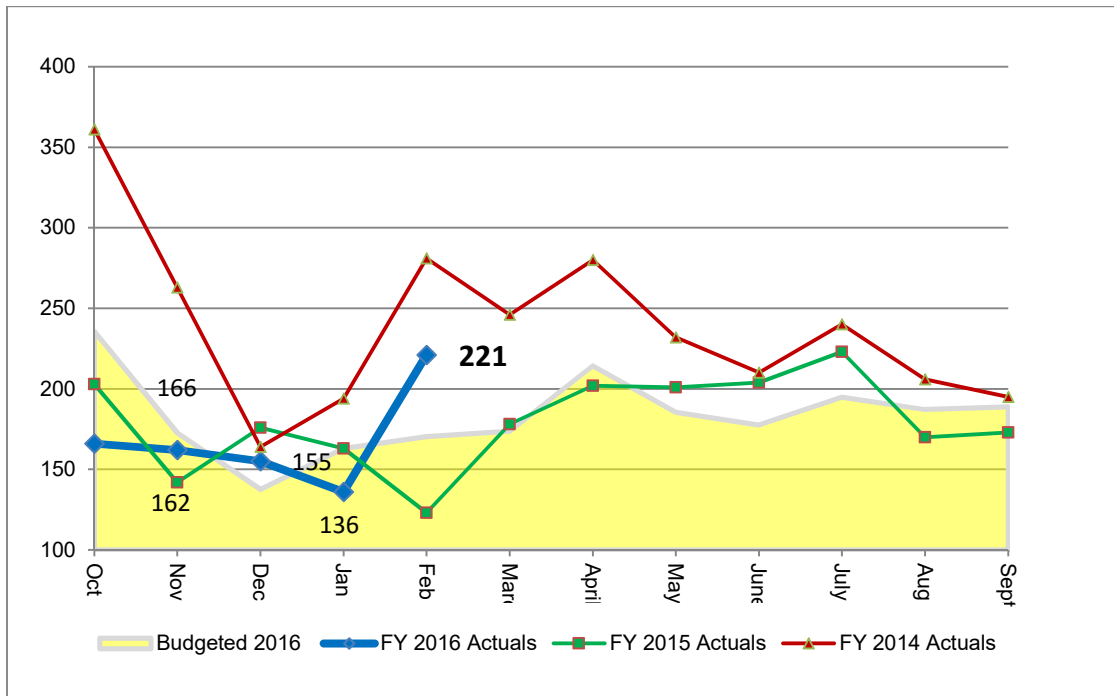


Note: For display purposes, the Y axis origin has been modified.

Access: Total Boardings

- YTD boardings decreased 2.53% (322 boardings) compared to the same period in FY 2015.
- Growth in February's boardings was not enough to cover the declines from October 2015 to January 2016.

Connect RSVP: Total Boardings

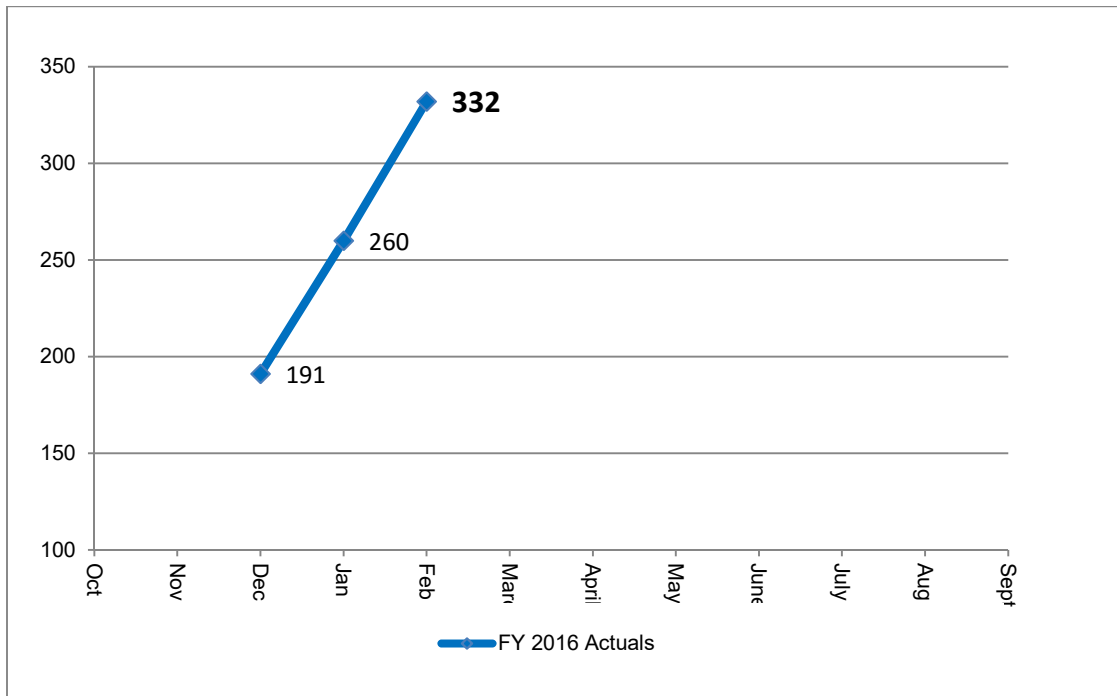


Note: For display purposes, the Y axis origin has been modified.

Connect RSVP: Total Boardings

- Connect RSVP ridership increased 4.09% (33 boardings) YTD. This increase is likely attributed to three extra weekdays YTD compared to the same period in FY 2015.

Frisco Demand Response Service: Total Boardings



Frisco Demand Response Service: Total Boardings

- In February, Frisco Demand Response Service had 332 boardings which is a 28% (72 boardings) increase from January.

SAFETY/SECURITY

- DCTA Rail Operations Injury-Free Workdays: 1,384
- DCTA Bus Operations Injury-Free Workdays: 29

MAINTENANCE

- **Right of Way:** Routine daily inspections are being performed by the contractor.
- **Signal/Communications:** There were no issues in the month of February.
- **Stations:** DCTA contract operations (HTSI) continues to perform weekly safety inspections, which have not identified any major issues.
- **Rail Mechanical:** DCTA contract operations (HTSI) reported no mechanical failure in February.

Final Review:


Raymond Suarez, COO



DENTON COUNTY
TRANSPORTATION
AUTHORITY

Board of Directors

Work Session Minutes

The Board of Directors of the Denton County Transportation Authority convened the work session of the Board of Directors with Chairman Charles Emery presiding at 1:35 p.m. on March 24, 2016 at 1955 Lakeway Drive, Suite 260, Lewisville, Texas 75057. A quorum was present.

Attendance

Small Cities

Connie White
Skip Kalb

Large Cities

Charles Emery, Lewisville, Chairman
Paul Pomeroy, Highland Village, Vice-Chair
Richard Huckaby, Denton, Secretary
(arrived at 2:30 p.m.)
Carter Wilson, Frisco
Tom Winterburn, Corinth
Doug Peach, Little Elm
Allen Harris, The Colony

Denton County Unincorporated

George A. Campbell
Don Hartman (arrived at 2:30 p.m.)

Denton County at Large

Dave Kovatch, Treasurer (arrived at 3:10 p.m.)

Board Members Absent

Jim Robertson, Flower Mound

Legal Counsel

Peter G. Smith, General Counsel

DCTA Staff

Jim Cline, President
Jeff Bennett, AVP Operations
Kristina Brevard, Vice President Planning
and Development
Anna Mosqueda, Chief Financial Officer
Nicole Recker – Vice President, Marketing
and Communications

Others in Attendance

Javier Trilla, IT Manager
Chrissy Nguyen – Senior Accountant
Jim Owen, Transit Management of Denton
County

Chairman Charles Emery called the meeting to order and announced the presence of a quorum.

1. Routine Briefing Items
 - a. Financial Reports - Anna Mosqueda, Chief Financial Officer, reported on the following financial items
 - i. Financial Statements – February 2016
 - ii. Capital Projects Report
 - iii. Sales Tax Report
 - iv. Procurement Report
 - b. Marketing and Communications – Nicole Recker, Vice President Marketing & Communications, reported on current marketing initiatives

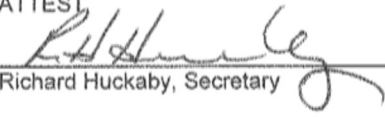
- c. Strategic Planning / Development – Kristina Brevard, Vice President Planning & Development, reported on current strategic planning and development initiatives
 - d. Capital Projects Update – Jeff Bennett, AVP, Operations, reported on current capital projects for the agency
 - e. Transit Operations – Jeff Bennett, AVP, Operations, reported on bus and rail ridership performance
2. Items for Discussion
 - a. Javier Trilla, IT Manager, gave an update on the recent improvements to the information technology infrastructure for the agency
 3. Committee Chair Reports
 - a. Paul Pomeroy, committee chair, gave an update on the activities of the program services committee meeting in February
 - b. Anna Mosqueda, Chief Financial Officer, gave an update on the activities of the program services committee meeting in March
 4. Discussion of Regular Board Meeting Agenda Items (March 2016)
 5. Convene Executive Session at 3:12 p.m.
 - a. As Authorized by Texas Government Code section 551.071 consultation with General Counsel regarding pending litigation Cause No 2011-30066-211; URS Corporation v. Denton County Transportation Authority; 211th District Court, Denton County, Texas.
 6. Reconvene Open Session at 3:28 – There was no action taken
 7. Discussion of Future Agenda Items – Jim Cline gave an update on the vulnerability assessment
 8. ADJOURN - Work session was adjourned at 3:36 p.m.

The minutes of the March 24, 2016 work session meeting of the Board of Directors were passed, and approved by a vote on this 28th day of April, 2016.



Charles Emery, Chairman

ATTEST



Richard Huckaby, Secretary

Appendix I – Title VI Demographic Analysis

DCTA Demographic Data – Census Block Group Level

Source: 2014 ACS 5-Year Estimates

Highlighted cell indicates census block group is above the county average for the data category

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Denton County, Texas	708,627	265,869	37.5%	55,677	7.9%	250,472	21,262	8.5%
Census Tract 201.03, Denton County, Texas	10,687	2,847	26.6%	1,433	13.4%	3,776	249	6.6%
Census Tract 201.04, Denton County, Texas	3,271	690	21.1%	333	10.2%	1,059	28	2.6%
Census Tract 201.05, Denton County, Texas	7,795	2,056	26.4%	359	4.6%	2,197	82	3.7%
Census Tract 201.06, Denton County, Texas	6,325	1,593	25.2%	395	6.2%	1,846	52	2.8%
Census Tract 201.07, Denton County, Texas	5,309	1,408	26.5%	338	6.4%	1,831	83	4.5%
Census Tract 201.08, Denton County, Texas	12,748	6,088	47.8%	516	4.0%	3,958	139	3.5%
Census Tract 201.09, Denton County, Texas	3,101	1,346	43.4%	103	3.3%	948	6	0.6%
Census Tract 201.10, Denton County, Texas	5,503	2,098	38.1%	226	4.1%	1,555	35	2.3%
Census Tract 201.11, Denton County, Texas	4,124	983	23.8%	133	3.2%	1,157	14	1.2%
Census Tract 201.12, Denton County, Texas	3,157	1,148	36.4%	189	6.0%	1,059	29	2.7%
Census Tract 201.13, Denton County, Texas	10,292	5,093	49.5%	391	3.8%	3,158	111	3.5%
Census Tract 201.14, Denton County, Texas	9,090	5,228	57.5%	583	6.4%	2,728	310	11.4%
Census Tract 201.15, Denton County, Texas	5,245	2,071	39.5%	473	9.0%	1,727	217	12.6%
Census Tract 202.02, Denton County, Texas	9,933	2,607	26.2%	806	8.1%	3,205	172	5.4%
Census Tract 202.03, Denton County, Texas	5,270	1,142	21.7%	415	7.9%	1,731	182	10.5%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Census Tract 202.04, Denton County, Texas	3,817	526	13.8%	482	12.6%	1,423	84	5.9%
Census Tract 202.05, Denton County, Texas	1,864	414	22.2%	204	10.9%	639	34	5.3%
Census Tract 203.03, Denton County, Texas	10,477	1,525	14.6%	1,111	10.6%	3,539	176	5.0%
Census Tract 203.05, Denton County, Texas	7,195	794	11.0%	1,213	16.9%	2,661	89	3.3%
Census Tract 203.06, Denton County, Texas	6,637	1,731	26.1%	440	6.6%	3,120	167	5.4%
Census Tract 203.07, Denton County, Texas	9,220	1,714	18.6%	761	8.3%	3,155	120	3.8%
Census Tract 203.08, Denton County, Texas	10,046	2,863	28.5%	525	5.2%	3,012	122	4.1%
Census Tract 203.09, Denton County, Texas	9,021	1,626	18.0%	910	10.1%	3,086	298	9.7%
Census Tract 203.10, Denton County, Texas	2,682	231	8.6%	1,541	57.5%	1,454	32	2.2%
Census Tract 204.01, Denton County, Texas	7,162	2,457	34.3%	394	5.5%	2,410	344	14.3%
Census Tract 204.02, Denton County, Texas	5,093	1,324	26.0%	916	18.0%	1,925	249	12.9%
Census Tract 204.03, Denton County, Texas	3,456	665	19.2%	367	10.6%	1,412	313	22.2%
Census Tract 205.03, Denton County, Texas	6,454	2,695	41.8%	530	8.2%	2,422	552	22.8%
Census Tract 205.04, Denton County, Texas	2,914	1,689	58.0%	181	6.2%	943	179	19.0%
Census Tract 205.05, Denton County, Texas	6,681	1,156	17.3%	825	12.3%	2,548	95	3.7%
Census Tract 205.06, Denton County, Texas	1,844	442	24.0%	335	18.2%	741	36	4.9%
Census Tract 206.01, Denton County, Texas	5,645	3,601	63.8%	302	5.3%	1,476	497	33.7%
Census Tract 206.02, Denton County, Texas	8,345	4,239	50.8%	702	8.4%	3,039	456	15.0%
Census Tract 207, Denton County, Texas	3,234	1,252	38.7%	305	9.4%	1,574	700	44.5%
Census Tract 208, Denton County, Texas	4,912	1,994	40.6%	290	5.9%	2,071	827	39.9%
Census Tract 209, Denton County, Texas	4,987	2,980	59.8%	76	1.5%	1,225	641	52.3%
Census Tract 210, Denton County, Texas	6,142	2,624	42.7%	108	1.8%	1,271	658	51.8%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Census Tract 211, Denton County, Texas	2,617	1,073	41.0%	35	1.3%	1,576	809	51.3%
Census Tract 212.01, Denton County, Texas	6,247	3,294	52.7%	401	6.4%	2,591	829	32.0%
Census Tract 212.02, Denton County, Texas	5,178	3,493	67.5%	370	7.1%	1,110	277	25.0%
Census Tract 213.01, Denton County, Texas	3,797	1,642	43.2%	34	0.9%	1,475	638	43.3%
Census Tract 213.03, Denton County, Texas	7,351	2,304	31.3%	792	10.8%	2,185	186	8.5%
Census Tract 213.04, Denton County, Texas	5,455	2,036	37.3%	505	9.3%	2,197	170	7.7%
Census Tract 213.05, Denton County, Texas	3,795	926	24.4%	715	18.8%	1,520	152	10.0%
Census Tract 214.03, Denton County, Texas	10,533	2,551	24.2%	1,195	11.3%	3,739	174	4.7%
Census Tract 214.04, Denton County, Texas	8,478	1,573	18.6%	691	8.2%	3,011	76	2.5%
Census Tract 214.05, Denton County, Texas	9,587	4,252	44.4%	571	6.0%	3,173	541	17.1%
Census Tract 214.06, Denton County, Texas	7,470	2,569	34.4%	626	8.4%	2,248	15	0.7%
Census Tract 214.07, Denton County, Texas	6,669	2,899	43.5%	519	7.8%	1,924	240	12.5%
Census Tract 214.08, Denton County, Texas	6,350	1,335	21.0%	437	6.9%	2,237	179	8.0%
Census Tract 214.09, Denton County, Texas	8,265	1,951	23.6%	784	9.5%	2,956	312	10.6%
Census Tract 215.02, Denton County, Texas	4,572	2,484	54.3%	512	11.2%	1,702	189	11.1%
Census Tract 215.05, Denton County, Texas	6,117	2,152	35.2%	450	7.4%	2,124	138	6.5%
Census Tract 215.12, Denton County, Texas	4,855	580	11.9%	313	6.4%	1,496	45	3.0%
Census Tract 215.13, Denton County, Texas	3,561	248	7.0%	488	13.7%	1,298	0	0.0%
Census Tract 215.14, Denton County, Texas	4,306	348	8.1%	687	16.0%	1,381	9	0.7%
Census Tract 215.15, Denton County, Texas	8,447	3,579	42.4%	1,351	16.0%	2,965	112	3.8%
Census Tract 215.16, Denton County, Texas	6,479	1,802	27.8%	471	7.3%	2,277	91	4.0%
Census Tract 215.17, Denton County, Texas	2,745	1,961	71.4%	61	2.2%	1,172	42	3.6%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Census Tract 215.18, Denton County, Texas	3,077	767	24.9%	207	6.7%	975	20	2.1%
Census Tract 215.19, Denton County, Texas	13,157	5,999	45.6%	613	4.7%	4,478	290	6.5%
Census Tract 215.20, Denton County, Texas	3,750	890	23.7%	340	9.1%	1,229	41	3.3%
Census Tract 215.21, Denton County, Texas	4,348	1,437	33.0%	339	7.8%	1,452	49	3.4%
Census Tract 215.22, Denton County, Texas	1,474	782	53.1%	74	5.0%	602	31	5.1%
Census Tract 215.23, Denton County, Texas	3,619	1,572	43.4%	222	6.1%	1,141	94	8.2%
Census Tract 215.24, Denton County, Texas	1,700	390	22.9%	171	10.1%	597	0	0.0%
Census Tract 215.25, Denton County, Texas	8,444	3,145	37.2%	363	4.3%	2,668	37	1.4%
Census Tract 215.26, Denton County, Texas	6,585	1,784	27.1%	368	5.6%	2,006	5	0.2%
Census Tract 215.27, Denton County, Texas	5,944	1,482	24.9%	303	5.1%	1,632	76	4.7%
Census Tract 216.11, Denton County, Texas	4,371	2,119	48.5%	367	8.4%	1,639	126	7.7%
Census Tract 216.12, Denton County, Texas	4,010	1,995	49.8%	271	6.8%	1,449	83	5.7%
Census Tract 216.13, Denton County, Texas	5,514	3,877	70.3%	261	4.7%	2,043	322	15.8%
Census Tract 216.14, Denton County, Texas	3,792	2,383	62.8%	304	8.0%	1,269	27	2.1%
Census Tract 216.15, Denton County, Texas	4,445	2,597	58.4%	463	10.4%	1,470	89	6.1%
Census Tract 216.16, Denton County, Texas	3,849	2,135	55.5%	357	9.3%	1,671	239	14.3%
Census Tract 216.18, Denton County, Texas	4,557	2,938	64.5%	344	7.5%	1,325	189	14.3%
Census Tract 216.19, Denton County, Texas	2,888	2,044	70.8%	203	7.0%	1,129	141	12.5%
Census Tract 216.20, Denton County, Texas	1,820	1,018	55.9%	40	2.2%	913	49	5.4%
Census Tract 216.21, Denton County, Texas	3,892	1,453	37.3%	607	15.6%	1,314	12	0.9%
Census Tract 216.22, Denton County, Texas	5,217	2,480	47.5%	363	7.0%	1,759	70	4.0%
Census Tract 216.23, Denton County, Texas	6,201	4,323	69.7%	317	5.1%	2,223	119	5.4%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Census Tract 216.24, Denton County, Texas	6,986	4,290	61.4%	324	4.6%	2,744	133	4.8%
Census Tract 216.25, Denton County, Texas	5,480	2,254	41.1%	347	6.3%	1,914	30	1.6%
Census Tract 216.26, Denton County, Texas	2,105	113	5.4%	125	5.9%	745	38	5.1%
Census Tract 216.27, Denton County, Texas	7,141	1,909	26.7%	1,144	16.0%	3,924	223	5.7%
Census Tract 216.28, Denton County, Texas	6,969	4,243	60.9%	502	7.2%	2,551	85	3.3%
Census Tract 216.29, Denton County, Texas	6,362	2,413	37.9%	641	10.1%	2,165	77	3.6%
Census Tract 216.30, Denton County, Texas	4,965	2,687	54.1%	355	7.2%	1,813	54	3.0%
Census Tract 216.31, Denton County, Texas	5,534	2,439	44.1%	484	8.7%	1,835	83	4.5%
Census Tract 216.32, Denton County, Texas	3,487	993	28.5%	353	10.1%	1,457	198	13.6%
Census Tract 216.33, Denton County, Texas	4,581	1,471	32.1%	534	11.7%	1,617	33	2.0%
Census Tract 216.34, Denton County, Texas	5,311	3,528	66.4%	53	1.0%	3,020	540	17.9%
Census Tract 216.35, Denton County, Texas	4,062	2,640	65.0%	143	3.5%	1,992	263	13.2%
Census Tract 216.36, Denton County, Texas	7,244	4,512	62.3%	304	4.2%	4,265	664	15.6%
Census Tract 216.37, Denton County, Texas	4,391	3,055	69.6%	176	4.0%	1,903	298	15.7%
Census Tract 216.38, Denton County, Texas	3,934	2,402	61.1%	152	3.9%	1,726	92	5.3%
Census Tract 217.15, Denton County, Texas	4,494	1,577	35.1%	421	9.4%	1,630	28	1.7%
Census Tract 217.16, Denton County, Texas	5,261	2,067	39.3%	637	12.1%	2,428	147	6.1%
Census Tract 217.17, Denton County, Texas	5,968	1,521	25.5%	1,078	18.1%	2,137	46	2.2%
Census Tract 217.18, Denton County, Texas	8,810	1,683	19.1%	528	6.0%	2,702	14	0.5%
Census Tract 217.19, Denton County, Texas	4,504	750	16.7%	426	9.5%	1,403	36	2.6%
Census Tract 217.20, Denton County, Texas	3,272	1,225	37.4%	128	3.9%	942	9	1.0%
Census Tract 217.21, Denton County, Texas	3,780	456	12.1%	281	7.4%	1,325	66	5.0%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Census Tract 217.22, Denton County, Texas	3,851	902	23.4%	307	8.0%	1,463	53	3.6%
Census Tract 217.23, Denton County, Texas	1,729	816	47.2%	51	2.9%	561	39	7.0%
Census Tract 217.24, Denton County, Texas	4,148	890	21.5%	200	4.8%	1,357	49	3.6%
Census Tract 217.25, Denton County, Texas	3,903	502	12.9%	197	5.0%	1,359	12	0.9%
Census Tract 217.26, Denton County, Texas	3,392	826	24.4%	174	5.1%	1,052	9	0.9%
Census Tract 217.27, Denton County, Texas	4,783	1,544	32.3%	182	3.8%	1,490	19	1.3%
Census Tract 217.28, Denton County, Texas	2,256	1,227	54.4%	177	7.8%	958	167	17.4%
Census Tract 217.29, Denton County, Texas	3,243	1,037	32.0%	232	7.2%	1,043	30	2.9%
Census Tract 217.30, Denton County, Texas	3,567	1,051	29.5%	246	6.9%	1,327	6	0.5%
Census Tract 217.31, Denton County, Texas	3,821	1,574	41.2%	227	5.9%	1,269	58	4.6%
Census Tract 217.32, Denton County, Texas	2,052	1,053	51.3%	157	7.7%	955	49	5.1%
Census Tract 217.33, Denton County, Texas	3,778	2,492	66.0%	120	3.2%	1,124	104	9.3%
Census Tract 217.34, Denton County, Texas	2,827	1,537	54.4%	83	2.9%	1,387	203	14.6%
Census Tract 217.35, Denton County, Texas	3,772	1,977	52.4%	81	2.1%	1,904	75	3.9%
Census Tract 217.36, Denton County, Texas	2,467	1,408	57.1%	21	0.9%	1,179	34	2.9%
Census Tract 217.37, Denton County, Texas	4,507	2,171	48.2%	386	8.6%	1,895	129	6.8%
Census Tract 217.38, Denton County, Texas	2,782	1,565	56.3%	313	11.3%	1,225	57	4.7%
Census Tract 217.39, Denton County, Texas	3,602	2,451	68.0%	58	1.6%	1,677	253	15.1%
Census Tract 217.40, Denton County, Texas	4,567	1,827	40.0%	200	4.4%	2,019	147	7.3%
Census Tract 217.41, Denton County, Texas	1,879	759	40.4%	142	7.6%	653	95	14.5%
Census Tract 217.42, Denton County, Texas	5,569	2,259	40.6%	460	8.3%	1,975	123	6.2%
Census Tract 217.43, Denton County, Texas	3,270	2,213	67.7%	463	14.2%	1,350	78	5.8%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Census Tract 217.44, Denton County, Texas	3,967	2,977	75.0%	462	11.6%	1,174	204	17.4%
Census Tract 217.45, Denton County, Texas	5,159	2,898	56.2%	448	8.7%	1,545	123	8.0%
Census Tract 217.46, Denton County, Texas	3,566	564	15.8%	322	9.0%	1,086	51	4.7%
Census Tract 217.47, Denton County, Texas	4,285	1,027	24.0%	242	5.6%	1,386	67	4.8%
Census Tract 217.48, Denton County, Texas	4,144	742	17.9%	489	11.8%	1,424	13	0.9%
Census Tract 217.49, Denton County, Texas	3,325	314	9.4%	160	4.8%	982	21	2.1%
Census Tract 217.50, Denton County, Texas	3,913	1,096	28.0%	283	7.2%	1,131	41	3.6%
Census Tract 217.51, Denton County, Texas	5,120	1,695	33.1%	114	2.2%	1,409	35	2.5%
Census Tract 217.52, Denton County, Texas	5,144	1,357	26.4%	179	3.5%	1,561	8	0.5%
Census Tract 217.53, Denton County, Texas	5,356	908	17.0%	431	8.0%	1,734	17	1.0%
Census Tract 218, Denton County, Texas	4,156	958	23.1%	638	15.4%	1,695	25	1.5%
Census Tract 219, Denton County, Texas	4,880	1,026	21.0%	180	3.7%	1,463	0	0.0%
Collin County, Texas	836,947	322,306	38.5%	73,327	8.8%	296,878	21,480	7.2%
Census Tract 301, Collin County, Texas	6,354	481	7.6%	896	14.1%	2,089	208	10.0%
Census Tract 302.01, Collin County, Texas	2,669	473	17.7%	232	8.7%	899	20	2.2%
Census Tract 302.02, Collin County, Texas	2,065	318	15.4%	344	16.7%	736	61	8.3%
Census Tract 302.03, Collin County, Texas	15,155	5,242	34.6%	896	5.9%	4,818	296	6.1%
Census Tract 303.01, Collin County, Texas	3,799	986	26.0%	281	7.4%	1,355	14	1.0%
Census Tract 303.02, Collin County, Texas	2,366	373	15.8%	138	5.8%	721	19	2.6%
Census Tract 303.03, Collin County, Texas	6,157	1,247	20.3%	310	5.0%	1,899	238	12.5%
Census Tract 303.04, Collin County, Texas	2,872	473	16.5%	192	6.7%	813	137	16.9%
Census Tract 303.05, Collin County, Texas	9,007	2,147	23.8%	910	10.1%	2,963	356	12.0%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Census Tract 304.03, Collin County, Texas	5,603	1,980	35.3%	423	7.5%	1,689	190	11.2%
Census Tract 304.04, Collin County, Texas	5,914	2,140	36.2%	525	8.9%	2,162	82	3.8%
Census Tract 304.05, Collin County, Texas	4,911	1,809	36.8%	321	6.5%	1,987	92	4.6%
Census Tract 304.06, Collin County, Texas	2,968	1,592	53.6%	160	5.4%	1,115	94	8.4%
Census Tract 304.07, Collin County, Texas	3,948	1,135	28.7%	247	6.3%	1,336	27	2.0%
Census Tract 304.08, Collin County, Texas	7,019	3,356	47.8%	540	7.7%	2,557	204	8.0%
Census Tract 305.04, Collin County, Texas	2,604	948	36.4%	303	11.6%	1,234	101	8.2%
Census Tract 305.05, Collin County, Texas	3,496	1,428	40.8%	145	4.1%	1,695	88	5.2%
Census Tract 305.06, Collin County, Texas	2,893	717	24.8%	159	5.5%	941	14	1.5%
Census Tract 305.07, Collin County, Texas	1,894	518	27.3%	169	8.9%	603	5	0.8%
Census Tract 305.08, Collin County, Texas	5,822	1,309	22.5%	400	6.9%	2,120	104	4.9%
Census Tract 305.09, Collin County, Texas	2,516	1,198	47.6%	208	8.3%	863	11	1.3%
Census Tract 305.10, Collin County, Texas	2,998	1,251	41.7%	179	6.0%	1,007	22	2.2%
Census Tract 305.11, Collin County, Texas	5,147	1,780	34.6%	284	5.5%	1,685	26	1.5%
Census Tract 305.12, Collin County, Texas	4,321	1,498	34.7%	101	2.3%	1,172	9	0.8%
Census Tract 305.13, Collin County, Texas	6,460	3,127	48.4%	245	3.8%	2,635	104	3.9%
Census Tract 305.14, Collin County, Texas	6,890	2,548	37.0%	507	7.4%	2,252	36	1.6%
Census Tract 305.15, Collin County, Texas	6,668	2,257	33.8%	411	6.2%	2,043	175	8.6%
Census Tract 305.16, Collin County, Texas	5,947	2,754	46.3%	218	3.7%	1,772	174	9.8%
Census Tract 305.17, Collin County, Texas	6,012	1,854	30.8%	176	2.9%	1,857	68	3.7%
Census Tract 305.18, Collin County, Texas	2,608	1,186	45.5%	114	4.4%	682	0	0.0%
Census Tract 305.19, Collin County, Texas	2,081	868	41.7%	46	2.2%	757	6	0.8%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Census Tract 305.20, Collin County, Texas	5,423	2,766	51.0%	166	3.1%	1,724	124	7.2%
Census Tract 305.21, Collin County, Texas	3,622	2,019	55.7%	189	5.2%	964	14	1.5%
Census Tract 305.22, Collin County, Texas	5,757	2,806	48.7%	160	2.8%	1,702	42	2.5%
Census Tract 305.23, Collin County, Texas	9,387	3,448	36.7%	523	5.6%	2,983	163	5.5%
Census Tract 305.24, Collin County, Texas	2,432	1,071	44.0%	138	5.7%	777	0	0.0%
Census Tract 305.25, Collin County, Texas	6,426	1,259	19.6%	489	7.6%	1,910	85	4.5%
Census Tract 305.26, Collin County, Texas	8,917	2,450	27.5%	482	5.4%	2,943	134	4.6%
Census Tract 305.27, Collin County, Texas	4,464	1,481	33.2%	414	9.3%	1,345	48	3.6%
Census Tract 305.28, Collin County, Texas	7,889	1,930	24.5%	524	6.6%	2,588	157	6.1%
Census Tract 305.29, Collin County, Texas	3,220	1,267	39.3%	343	10.7%	1,106	38	3.4%
Census Tract 305.30, Collin County, Texas	6,125	626	10.2%	1,026	16.8%	2,244	119	5.3%
Census Tract 305.31, Collin County, Texas	5,630	1,090	19.4%	562	10.0%	1,863	75	4.0%
Census Tract 306.01, Collin County, Texas	10,124	1,655	16.3%	1,197	11.8%	3,318	171	5.2%
Census Tract 306.03, Collin County, Texas	7,202	3,100	43.0%	707	9.8%	2,660	62	2.3%
Census Tract 306.04, Collin County, Texas	2,862	920	32.1%	104	3.6%	588	17	2.9%
Census Tract 306.05, Collin County, Texas	6,868	3,223	46.9%	318	4.6%	2,089	9	0.4%
Census Tract 307.01, Collin County, Texas	3,510	1,942	55.3%	377	10.7%	975	219	22.5%
Census Tract 307.02, Collin County, Texas	4,762	2,210	46.4%	569	11.9%	1,735	236	13.6%
Census Tract 308.01, Collin County, Texas	3,944	1,773	45.0%	220	5.6%	1,685	131	7.8%
Census Tract 308.02, Collin County, Texas	5,688	3,498	61.5%	459	8.1%	2,124	430	20.2%
Census Tract 309, Collin County, Texas	9,532	6,954	73.0%	1,313	13.8%	2,814	494	17.6%
Census Tract 310.01, Collin County, Texas	7,518	2,510	33.4%	666	8.9%	2,454	437	17.8%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Census Tract 310.03, Collin County, Texas	4,266	1,482	34.7%	474	11.1%	1,534	293	19.1%
Census Tract 310.04, Collin County, Texas	5,829	2,038	35.0%	720	12.4%	2,098	276	13.2%
Census Tract 311, Collin County, Texas	9,817	2,444	24.9%	1,163	11.8%	3,313	468	14.1%
Census Tract 312.01, Collin County, Texas	5,368	1,227	22.9%	495	9.2%	1,681	143	8.5%
Census Tract 312.02, Collin County, Texas	4,288	1,388	32.4%	253	5.9%	1,407	90	6.4%
Census Tract 313.08, Collin County, Texas	6,236	1,880	30.1%	437	7.0%	1,957	116	5.9%
Census Tract 313.09, Collin County, Texas	9,266	3,690	39.8%	590	6.4%	3,129	85	2.7%
Census Tract 313.10, Collin County, Texas	9,750	2,538	26.0%	776	8.0%	3,029	194	6.4%
Census Tract 313.11, Collin County, Texas	10,074	3,036	30.1%	733	7.3%	3,488	165	4.7%
Census Tract 313.12, Collin County, Texas	6,767	2,144	31.7%	1,028	15.2%	2,283	91	4.0%
Census Tract 313.13, Collin County, Texas	12,965	5,275	40.7%	781	6.0%	3,488	129	3.7%
Census Tract 313.14, Collin County, Texas	2,533	280	11.1%	263	10.4%	785	23	2.9%
Census Tract 313.15, Collin County, Texas	18,478	9,170	49.6%	1,242	6.7%	5,171	437	8.5%
Census Tract 313.16, Collin County, Texas	6,440	4,034	62.6%	450	7.0%	1,817	16	0.9%
Census Tract 313.17, Collin County, Texas	8,636	3,755	43.5%	813	9.4%	2,599	73	2.8%
Census Tract 314.05, Collin County, Texas	19,575	6,593	33.7%	1,239	6.3%	5,935	67	1.1%
Census Tract 314.06, Collin County, Texas	17,374	5,734	33.0%	999	5.7%	5,453	403	7.4%
Census Tract 314.07, Collin County, Texas	7,587	605	8.0%	1,775	23.4%	2,788	142	5.1%
Census Tract 314.08, Collin County, Texas	3,301	1,060	32.1%	231	7.0%	1,072	100	9.3%
Census Tract 314.09, Collin County, Texas	10,761	4,095	38.1%	716	6.7%	3,418	148	4.3%
Census Tract 314.10, Collin County, Texas	9,191	2,839	30.9%	581	6.3%	2,991	156	5.2%
Census Tract 314.11, Collin County, Texas	5,332	2,672	50.1%	416	7.8%	1,569	24	1.5%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Census Tract 315.04, Collin County, Texas	6,808	1,576	23.1%	653	9.6%	2,353	72	3.1%
Census Tract 315.05, Collin County, Texas	8,565	2,919	34.1%	485	5.7%	2,846	174	6.1%
Census Tract 315.06, Collin County, Texas	8,335	3,889	46.7%	725	8.7%	3,125	491	15.7%
Census Tract 315.07, Collin County, Texas	4,762	1,403	29.5%	367	7.7%	1,947	33	1.7%
Census Tract 315.08, Collin County, Texas	6,211	2,387	38.4%	556	9.0%	2,223	160	7.2%
Census Tract 316.11, Collin County, Texas	3,616	1,399	38.7%	322	8.9%	1,407	88	6.3%
Census Tract 316.12, Collin County, Texas	6,189	1,535	24.8%	870	14.1%	2,198	59	2.7%
Census Tract 316.13, Collin County, Texas	5,120	1,359	26.5%	972	19.0%	2,016	23	1.1%
Census Tract 316.21, Collin County, Texas	5,877	1,632	27.8%	885	15.1%	2,514	290	11.5%
Census Tract 316.22, Collin County, Texas	5,680	2,016	35.5%	816	14.4%	2,148	136	6.3%
Census Tract 316.23, Collin County, Texas	2,569	1,018	39.6%	274	10.7%	1,168	82	7.0%
Census Tract 316.24, Collin County, Texas	3,944	2,617	66.4%	504	12.8%	1,492	299	20.0%
Census Tract 316.25, Collin County, Texas	4,475	727	16.2%	796	17.8%	1,771	68	3.8%
Census Tract 316.26, Collin County, Texas	2,470	658	26.6%	473	19.1%	904	25	2.8%
Census Tract 316.27, Collin County, Texas	5,154	1,222	23.7%	835	16.2%	1,851	72	3.9%
Census Tract 316.28, Collin County, Texas	3,395	1,117	32.9%	536	15.8%	1,329	98	7.4%
Census Tract 316.29, Collin County, Texas	3,758	1,455	38.7%	417	11.1%	1,275	143	11.2%
Census Tract 316.30, Collin County, Texas	4,295	1,007	23.4%	456	10.6%	1,547	76	4.9%
Census Tract 316.31, Collin County, Texas	4,995	2,298	46.0%	322	6.4%	1,861	196	10.5%
Census Tract 316.32, Collin County, Texas	5,757	2,089	36.3%	876	15.2%	2,479	286	11.5%
Census Tract 316.33, Collin County, Texas	3,878	1,414	36.5%	338	8.7%	1,380	32	2.3%
Census Tract 316.34, Collin County, Texas	3,277	1,242	37.9%	318	9.7%	1,190	76	6.4%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Census Tract 316.35, Collin County, Texas	4,182	2,127	50.9%	313	7.5%	1,679	151	9.0%
Census Tract 316.36, Collin County, Texas	6,592	2,353	35.7%	955	14.5%	2,584	49	1.9%
Census Tract 316.37, Collin County, Texas	6,658	2,374	35.7%	557	8.4%	2,304	15	0.7%
Census Tract 316.38, Collin County, Texas	7,339	4,262	58.1%	459	6.3%	2,209	62	2.8%
Census Tract 316.39, Collin County, Texas	6,403	2,862	44.7%	317	5.0%	2,349	56	2.4%
Census Tract 316.40, Collin County, Texas	8,005	3,545	44.3%	630	7.9%	3,281	352	10.7%
Census Tract 316.41, Collin County, Texas	6,644	4,250	64.0%	449	6.8%	2,081	54	2.6%
Census Tract 316.42, Collin County, Texas	4,622	1,751	37.9%	443	9.6%	1,646	56	3.4%
Census Tract 316.43, Collin County, Texas	4,464	1,930	43.2%	342	7.7%	1,814	163	9.0%
Census Tract 316.45, Collin County, Texas	2,062	450	21.8%	152	7.4%	666	16	2.4%
Census Tract 316.46, Collin County, Texas	5,638	1,895	33.6%	379	6.7%	1,960	49	2.5%
Census Tract 316.47, Collin County, Texas	3,110	1,048	33.7%	239	7.7%	1,415	19	1.3%
Census Tract 316.48, Collin County, Texas	7,710	2,702	35.0%	624	8.1%	2,715	181	6.7%
Census Tract 316.49, Collin County, Texas	4,498	998	22.2%	705	15.7%	1,917	185	9.7%
Census Tract 316.52, Collin County, Texas	7,436	3,859	51.9%	622	8.4%	3,440	157	4.6%
Census Tract 316.53, Collin County, Texas	7,027	2,973	42.3%	709	10.1%	2,828	180	6.4%
Census Tract 316.54, Collin County, Texas	3,996	1,551	38.8%	476	11.9%	1,325	31	2.3%
Census Tract 316.55, Collin County, Texas	4,873	1,872	38.4%	405	8.3%	2,183	178	8.2%
Census Tract 316.56, Collin County, Texas	2,466	1,141	46.3%	77	3.1%	934	6	0.6%
Census Tract 316.57, Collin County, Texas	1,957	727	37.1%	19	1.0%	1,272	119	9.4%
Census Tract 316.58, Collin County, Texas	4,479	1,747	39.0%	168	3.8%	2,669	207	7.8%
Census Tract 316.59, Collin County, Texas	2,179	1,343	61.6%	148	6.8%	903	51	5.6%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Census Tract 316.60, Collin County, Texas	4,161	2,655	63.8%	79	1.9%	1,931	96	5.0%
Census Tract 316.61, Collin County, Texas	2,838	1,799	63.4%	99	3.5%	898	18	2.0%
Census Tract 316.62, Collin County, Texas	5,181	3,054	58.9%	289	5.6%	1,569	36	2.3%
Census Tract 316.63, Collin County, Texas	3,501	1,707	48.8%	376	10.7%	1,285	33	2.6%
Census Tract 316.64, Collin County, Texas	4,128	1,737	42.1%	350	8.5%	1,332	15	1.1%
Census Tract 317.04, Collin County, Texas	3,641	1,297	35.6%	244	6.7%	1,890	61	3.2%
Census Tract 317.06, Collin County, Texas	2,221	384	17.3%	462	20.8%	838	12	1.4%
Census Tract 317.08, Collin County, Texas	3,705	1,390	37.5%	561	15.1%	1,969	253	12.8%
Census Tract 317.09, Collin County, Texas	4,578	1,861	40.7%	515	11.2%	2,053	268	13.1%
Census Tract 317.11, Collin County, Texas	2,962	970	32.7%	340	11.5%	1,462	60	4.1%
Census Tract 317.12, Collin County, Texas	5,274	2,512	47.6%	254	4.8%	2,822	318	11.3%
Census Tract 317.13, Collin County, Texas	4,163	2,649	63.6%	187	4.5%	2,343	255	10.9%
Census Tract 317.14, Collin County, Texas	5,696	3,133	55.0%	429	7.5%	3,157	385	12.2%
Census Tract 317.15, Collin County, Texas	2,488	712	28.6%	300	12.1%	1,132	97	8.6%
Census Tract 317.16, Collin County, Texas	2,032	650	32.0%	225	11.1%	1,168	88	7.5%
Census Tract 317.17, Collin County, Texas	2,640	1,439	54.5%	116	4.4%	1,126	148	13.1%
Census Tract 317.18, Collin County, Texas	2,593	550	21.2%	379	14.6%	1,039	48	4.6%
Census Tract 317.19, Collin County, Texas	1,753	708	40.4%	159	9.1%	819	97	11.8%
Census Tract 317.20, Collin County, Texas	4,662	3,942	84.6%	129	2.8%	2,275	757	33.3%
Census Tract 318.02, Collin County, Texas	5,816	2,153	37.0%	774	13.3%	2,357	122	5.2%
Census Tract 318.04, Collin County, Texas	3,990	1,004	25.2%	960	24.1%	1,652	408	24.7%
Census Tract 318.05, Collin County, Texas	5,320	1,002	18.8%	1,000	18.8%	2,088	106	5.1%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households	HH Income Below Poverty Level	Percent HH Income Below Poverty Level 1999
Census Tract 318.06, Collin County, Texas	1,976	1,575	79.7%	59	3.0%	896	169	18.9%
Census Tract 318.07, Collin County, Texas	4,997	902	18.1%	1,476	29.5%	1,998	236	11.8%
Census Tract 319, Collin County, Texas	4,557	3,498	76.8%	355	7.8%	1,453	294	20.2%
Census Tract 320.03, Collin County, Texas	5,495	3,793	69.0%	571	10.4%	2,078	556	26.8%
Census Tract 320.04, Collin County, Texas	8,172	4,775	58.4%	794	9.7%	2,470	301	12.2%
Census Tract 320.08, Collin County, Texas	4,076	1,688	41.4%	548	13.4%	1,521	94	6.2%
Census Tract 320.09, Collin County, Texas	6,998	3,530	50.4%	766	10.9%	2,492	106	4.3%
Census Tract 320.10, Collin County, Texas	4,892	3,044	62.2%	244	5.0%	1,775	228	12.8%
Census Tract 320.11, Collin County, Texas	6,382	3,192	50.0%	521	8.2%	2,415	79	3.3%
Census Tract 320.12, Collin County, Texas	4,300	3,104	72.2%	241	5.6%	1,298	218	16.8%
Census Tract 320.13, Collin County, Texas	5,989	4,188	69.9%	340	5.7%	2,026	377	18.6%

DCTA Demographic Data – Census Tract Level Data

Source: 2014 ACS 5-Year Estimates

Highlighted cell indicates census tract is above the county average for the data category

Location	Total Population 5+	Persons 5+ with Disabilities	Percent Disabled	Total Households	Households that Are Linguistically Isolated	Percent Linguistically Isolated
Denton County, Texas	659,073	54,473	8.3%	250,472	10,887	4.3%
Census Tract 201.03, Denton County, Texas	10,105	1,062	10.5%	3,776	277	7.3%
Census Tract 201.04, Denton County, Texas	3,102	222	7.2%	1,059	0	0.0%
Census Tract 201.05, Denton County, Texas	6,960	695	10.0%	2,197	21	1.0%
Census Tract 201.06, Denton County, Texas	5,779	351	6.1%	1,846	0	0.0%
Census Tract 201.07, Denton County, Texas	4,926	406	8.2%	1,831	3	0.2%
Census Tract 201.08, Denton County, Texas	11,276	675	6.0%	3,958	52	1.3%
Census Tract 201.09, Denton County, Texas	2,700	111	4.1%	948	5	0.5%
Census Tract 201.10, Denton County, Texas	5,001	234	4.7%	1,555	13	0.8%
Census Tract 201.11, Denton County, Texas	3,733	273	7.3%	1,157	3	0.3%
Census Tract 201.12, Denton County, Texas	2,821	183	6.5%	1,059	17	1.6%
Census Tract 201.13, Denton County, Texas	9,479	981	10.3%	3,158	97	3.1%
Census Tract 201.14, Denton County, Texas	8,143	616	7.6%	2,728	280	10.3%
Census Tract 201.15, Denton County, Texas	4,722	348	7.4%	1,727	141	8.2%
Census Tract 202.02, Denton County, Texas	9,327	1,217	13.0%	3,205	192	6.0%
Census Tract 202.03, Denton County, Texas	4,967	524	10.5%	1,731	9	0.5%
Census Tract 202.04, Denton County, Texas	3,599	550	15.3%	1,423	7	0.5%
Census Tract 202.05, Denton County, Texas	1,776	190	10.7%	639	15	2.3%
Census Tract 203.03, Denton County, Texas	10,013	942	9.4%	3,539	44	1.2%
Census Tract 203.05, Denton County, Texas	6,773	505	7.5%	2,661	0	0.0%

Location	Total Population 5+	Persons 5+ with Disabilities	Percent Disabled	Total Households	Households that Are Linguistically Isolated	Percent Linguistically Isolated
Census Tract 203.06, Denton County, Texas	6,150	278	4.5%	3,120	96	3.1%
Census Tract 203.07, Denton County, Texas	8,629	520	6.0%	3,155	67	2.1%
Census Tract 203.08, Denton County, Texas	9,264	1,163	12.6%	3,012	102	3.4%
Census Tract 203.09, Denton County, Texas	8,507	1,202	14.1%	3,086	7	0.2%
Census Tract 203.10, Denton County, Texas	2,651	433	16.3%	1,454	0	0.0%
Census Tract 204.01, Denton County, Texas	6,675	563	8.4%	2,410	111	4.6%
Census Tract 204.02, Denton County, Texas	4,897	674	13.8%	1,925	0	0.0%
Census Tract 204.03, Denton County, Texas	3,300	554	16.8%	1,412	14	1.0%
Census Tract 205.03, Denton County, Texas	6,050	823	13.6%	2,422	48	2.0%
Census Tract 205.04, Denton County, Texas	2,668	433	16.2%	943	8	0.8%
Census Tract 205.05, Denton County, Texas	6,441	658	10.2%	2,548	0	0.0%
Census Tract 205.06, Denton County, Texas	1,814	304	16.8%	741	44	5.9%
Census Tract 206.01, Denton County, Texas	5,205	544	10.5%	1,476	187	12.7%
Census Tract 206.02, Denton County, Texas	7,718	837	10.8%	3,039	286	9.4%
Census Tract 207, Denton County, Texas	3,112	402	12.9%	1,574	102	6.5%
Census Tract 208, Denton County, Texas	4,809	366	7.6%	2,071	129	6.2%
Census Tract 209, Denton County, Texas	4,841	388	8.0%	1,225	166	13.6%
Census Tract 210, Denton County, Texas	6,014	472	7.8%	1,271	98	7.7%
Census Tract 211, Denton County, Texas	2,581	154	6.0%	1,576	175	11.1%
Census Tract 212.01, Denton County, Texas	5,730	902	15.7%	2,591	87	3.4%
Census Tract 212.02, Denton County, Texas	4,891	367	7.5%	1,110	66	5.9%
Census Tract 213.01, Denton County, Texas	3,774	236	6.3%	1,475	39	2.6%
Census Tract 213.03, Denton County, Texas	6,724	788	11.7%	2,185	193	8.8%
Census Tract 213.04, Denton County, Texas	5,061	400	7.9%	2,197	159	7.2%

Location	Total Population 5+	Persons 5+ with Disabilities	Percent Disabled	Total Households	Households that Are Linguistically Isolated	Percent Linguistically Isolated
Census Tract 213.05, Denton County, Texas	3,666	447	12.2%	1,520	0	0.0%
Census Tract 214.03, Denton County, Texas	9,676	1,092	11.3%	3,739	101	2.7%
Census Tract 214.04, Denton County, Texas	7,631	692	9.1%	3,011	10	0.3%
Census Tract 214.05, Denton County, Texas	8,694	827	9.5%	3,173	116	3.7%
Census Tract 214.06, Denton County, Texas	6,930	435	6.3%	2,248	58	2.6%
Census Tract 214.07, Denton County, Texas	6,281	491	7.8%	1,924	97	5.0%
Census Tract 214.08, Denton County, Texas	6,067	313	5.2%	2,237	0	0.0%
Census Tract 214.09, Denton County, Texas	7,301	587	8.0%	2,956	101	3.4%
Census Tract 215.02, Denton County, Texas	4,261	296	6.9%	1,702	107	6.3%
Census Tract 215.05, Denton County, Texas	5,679	558	9.8%	2,124	89	4.2%
Census Tract 215.12, Denton County, Texas	4,557	122	2.7%	1,496	0	0.0%
Census Tract 215.13, Denton County, Texas	3,421	217	6.3%	1,298	0	0.0%
Census Tract 215.14, Denton County, Texas	3,967	430	10.8%	1,381	0	0.0%
Census Tract 215.15, Denton County, Texas	7,724	510	6.6%	2,965	150	5.1%
Census Tract 215.16, Denton County, Texas	5,813	784	13.5%	2,277	36	1.6%
Census Tract 215.17, Denton County, Texas	2,415	260	10.8%	1,172	42	3.6%
Census Tract 215.18, Denton County, Texas	2,896	147	5.1%	975	8	0.8%
Census Tract 215.19, Denton County, Texas	12,317	796	6.5%	4,478	235	5.2%
Census Tract 215.20, Denton County, Texas	3,563	573	16.1%	1,229	21	1.7%
Census Tract 215.21, Denton County, Texas	4,177	430	10.3%	1,452	95	6.5%
Census Tract 215.22, Denton County, Texas	1,338	80	6.0%	602	4	0.7%
Census Tract 215.23, Denton County, Texas	3,345	279	8.3%	1,141	70	6.1%
Census Tract 215.24, Denton County, Texas	1,567	141	9.0%	597	5	0.8%
Census Tract 215.25, Denton County, Texas	7,477	379	5.1%	2,668	41	1.5%

Location	Total Population 5+	Persons 5+ with Disabilities	Percent Disabled	Total Households	Households that Are Linguistically Isolated	Percent Linguistically Isolated
Census Tract 215.26, Denton County, Texas	5,816	312	5.4%	2,006	0	0.0%
Census Tract 215.27, Denton County, Texas	5,343	320	6.0%	1,632	8	0.5%
Census Tract 216.11, Denton County, Texas	4,140	265	6.4%	1,639	115	7.0%
Census Tract 216.12, Denton County, Texas	3,807	244	6.4%	1,449	96	6.6%
Census Tract 216.13, Denton County, Texas	5,099	281	5.5%	2,043	275	13.5%
Census Tract 216.14, Denton County, Texas	3,529	253	7.2%	1,269	92	7.2%
Census Tract 216.15, Denton County, Texas	4,126	249	6.0%	1,470	93	6.3%
Census Tract 216.16, Denton County, Texas	3,522	328	9.3%	1,671	160	9.6%
Census Tract 216.18, Denton County, Texas	4,238	299	7.1%	1,325	272	20.5%
Census Tract 216.19, Denton County, Texas	2,641	192	7.3%	1,129	202	17.9%
Census Tract 216.20, Denton County, Texas	1,674	112	6.7%	913	43	4.7%
Census Tract 216.21, Denton County, Texas	3,743	529	14.1%	1,314	38	2.9%
Census Tract 216.22, Denton County, Texas	5,023	283	5.6%	1,759	75	4.3%
Census Tract 216.23, Denton County, Texas	5,819	159	2.7%	2,223	122	5.5%
Census Tract 216.24, Denton County, Texas	6,613	338	5.1%	2,744	295	10.8%
Census Tract 216.25, Denton County, Texas	4,917	187	3.8%	1,914	70	3.7%
Census Tract 216.26, Denton County, Texas	1,907	72	3.8%	745	0	0.0%
Census Tract 216.27, Denton County, Texas	6,927	632	9.1%	3,924	80	2.0%
Census Tract 216.28, Denton County, Texas	6,642	341	5.1%	2,551	132	5.2%
Census Tract 216.29, Denton County, Texas	6,056	465	7.7%	2,165	35	1.6%
Census Tract 216.30, Denton County, Texas	4,638	636	13.7%	1,813	47	2.6%
Census Tract 216.31, Denton County, Texas	5,228	330	6.3%	1,835	87	4.7%
Census Tract 216.32, Denton County, Texas	3,337	250	7.5%	1,457	57	3.9%
Census Tract 216.33, Denton County, Texas	4,338	272	6.3%	1,617	47	2.9%

Location	Total Population 5+	Persons 5+ with Disabilities	Percent Disabled	Total Households	Households that Are Linguistically Isolated	Percent Linguistically Isolated
Census Tract 216.34, Denton County, Texas	4,992	174	3.5%	3,020	328	10.9%
Census Tract 216.35, Denton County, Texas	3,728	211	5.7%	1,992	165	8.3%
Census Tract 216.36, Denton County, Texas	6,868	255	3.7%	4,265	95	2.2%
Census Tract 216.37, Denton County, Texas	4,021	217	5.4%	1,903	261	13.7%
Census Tract 216.38, Denton County, Texas	3,556	148	4.2%	1,726	70	4.1%
Census Tract 217.15, Denton County, Texas	4,104	504	12.3%	1,630	44	2.7%
Census Tract 217.16, Denton County, Texas	4,964	822	16.6%	2,428	56	2.3%
Census Tract 217.17, Denton County, Texas	5,669	844	14.9%	2,137	105	4.9%
Census Tract 217.18, Denton County, Texas	8,165	383	4.7%	2,702	14	0.5%
Census Tract 217.19, Denton County, Texas	4,349	312	7.2%	1,403	12	0.9%
Census Tract 217.20, Denton County, Texas	3,089	138	4.5%	942	11	1.2%
Census Tract 217.21, Denton County, Texas	3,507	409	11.7%	1,325	0	0.0%
Census Tract 217.22, Denton County, Texas	3,770	420	11.1%	1,463	79	5.4%
Census Tract 217.23, Denton County, Texas	1,481	68	4.6%	561	13	2.3%
Census Tract 217.24, Denton County, Texas	3,946	224	5.7%	1,357	1	0.1%
Census Tract 217.25, Denton County, Texas	3,670	349	9.5%	1,359	22	1.6%
Census Tract 217.26, Denton County, Texas	3,135	250	8.0%	1,052	22	2.1%
Census Tract 217.27, Denton County, Texas	4,447	175	3.9%	1,490	7	0.5%
Census Tract 217.28, Denton County, Texas	2,129	125	5.9%	958	81	8.5%
Census Tract 217.29, Denton County, Texas	3,043	157	5.2%	1,043	12	1.2%
Census Tract 217.30, Denton County, Texas	3,304	204	6.2%	1,327	21	1.6%
Census Tract 217.31, Denton County, Texas	3,521	294	8.3%	1,269	13	1.0%
Census Tract 217.32, Denton County, Texas	1,954	238	12.2%	955	51	5.3%
Census Tract 217.33, Denton County, Texas	3,293	131	4.0%	1,124	205	18.2%

Location	Total Population 5+	Persons 5+ with Disabilities	Percent Disabled	Total Households	Households that Are Linguistically Isolated	Percent Linguistically Isolated
Census Tract 217.34, Denton County, Texas	2,447	266	10.9%	1,387	18	1.3%
Census Tract 217.35, Denton County, Texas	3,508	263	7.5%	1,904	95	5.0%
Census Tract 217.36, Denton County, Texas	2,329	229	9.8%	1,179	56	4.7%
Census Tract 217.37, Denton County, Texas	4,098	497	12.1%	1,895	68	3.6%
Census Tract 217.38, Denton County, Texas	2,498	134	5.4%	1,225	191	15.6%
Census Tract 217.39, Denton County, Texas	3,175	262	8.3%	1,677	244	14.5%
Census Tract 217.40, Denton County, Texas	4,318	257	6.0%	2,019	156	7.7%
Census Tract 217.41, Denton County, Texas	1,740	228	13.1%	653	8	1.2%
Census Tract 217.42, Denton County, Texas	5,188	505	9.7%	1,975	166	8.4%
Census Tract 217.43, Denton County, Texas	3,123	294	9.4%	1,350	188	13.9%
Census Tract 217.44, Denton County, Texas	3,591	267	7.4%	1,174	358	30.5%
Census Tract 217.45, Denton County, Texas	4,655	407	8.7%	1,545	278	18.0%
Census Tract 217.46, Denton County, Texas	3,254	347	10.7%	1,086	0	0.0%
Census Tract 217.47, Denton County, Texas	4,019	288	7.2%	1,386	48	3.5%
Census Tract 217.48, Denton County, Texas	4,003	187	4.7%	1,424	0	0.0%
Census Tract 217.49, Denton County, Texas	3,274	100	3.1%	982	4	0.4%
Census Tract 217.50, Denton County, Texas	3,739	200	5.3%	1,131	24	2.1%
Census Tract 217.51, Denton County, Texas	4,761	150	3.2%	1,409	70	5.0%
Census Tract 217.52, Denton County, Texas	4,773	127	2.7%	1,561	0	0.0%
Census Tract 217.53, Denton County, Texas	5,038	269	5.3%	1,734	0	0.0%
Census Tract 218, Denton County, Texas	4,002	257	6.4%	1,695	29	1.7%
Census Tract 219, Denton County, Texas	4,241	106	2.5%	1,463	11	0.8%
Collin County, Texas	778,960	52,931	6.8%	296,878	15,552	5.2%
Census Tract 301, Collin County, Texas	5,974	749	12.5%	2,089	0	0.0%

Location	Total Population 5+	Persons 5+ with Disabilities	Percent Disabled	Total Households	Households that Are Linguistically Isolated	Percent Linguistically Isolated
Census Tract 302.01, Collin County, Texas	2,584	141	5.5%	899	0	0.0%
Census Tract 302.02, Collin County, Texas	2,035	149	7.3%	736	0	0.0%
Census Tract 302.03, Collin County, Texas	13,455	1,028	7.6%	4,818	235	4.9%
Census Tract 303.01, Collin County, Texas	3,301	210	6.4%	1,355	26	1.9%
Census Tract 303.02, Collin County, Texas	2,154	112	5.2%	721	0	0.0%
Census Tract 303.03, Collin County, Texas	5,628	478	8.5%	1,899	35	1.8%
Census Tract 303.04, Collin County, Texas	2,587	162	6.3%	813	10	1.2%
Census Tract 303.05, Collin County, Texas	8,565	769	9.0%	2,963	64	2.2%
Census Tract 304.03, Collin County, Texas	5,344	305	5.7%	1,689	106	6.3%
Census Tract 304.04, Collin County, Texas	5,423	477	8.8%	2,162	89	4.1%
Census Tract 304.05, Collin County, Texas	4,449	199	4.5%	1,987	158	8.0%
Census Tract 304.06, Collin County, Texas	2,785	98	3.5%	1,115	169	15.2%
Census Tract 304.07, Collin County, Texas	3,858	184	4.8%	1,336	18	1.3%
Census Tract 304.08, Collin County, Texas	6,622	756	11.4%	2,557	193	7.5%
Census Tract 305.04, Collin County, Texas	2,528	152	6.0%	1,234	95	7.7%
Census Tract 305.05, Collin County, Texas	3,288	93	2.8%	1,695	121	7.1%
Census Tract 305.06, Collin County, Texas	2,789	225	8.1%	941	13	1.4%
Census Tract 305.07, Collin County, Texas	1,783	157	8.8%	603	0	0.0%
Census Tract 305.08, Collin County, Texas	5,613	536	9.5%	2,120	67	3.2%
Census Tract 305.09, Collin County, Texas	2,359	114	4.8%	863	32	3.7%
Census Tract 305.10, Collin County, Texas	2,740	87	3.2%	1,007	35	3.5%
Census Tract 305.11, Collin County, Texas	4,657	335	7.2%	1,685	111	6.6%
Census Tract 305.12, Collin County, Texas	3,826	72	1.9%	1,172	22	1.9%
Census Tract 305.13, Collin County, Texas	5,946	265	4.5%	2,635	119	4.5%

Location	Total Population 5+	Persons 5+ with Disabilities	Percent Disabled	Total Households	Households that Are Linguistically Isolated	Percent Linguistically Isolated
Census Tract 305.14, Collin County, Texas	6,324	341	5.4%	2,252	0	0.0%
Census Tract 305.15, Collin County, Texas	6,245	387	6.2%	2,043	29	1.4%
Census Tract 305.16, Collin County, Texas	5,297	99	1.9%	1,772	67	3.8%
Census Tract 305.17, Collin County, Texas	5,283	102	1.9%	1,857	169	9.1%
Census Tract 305.18, Collin County, Texas	2,280	29	1.3%	682	0	0.0%
Census Tract 305.19, Collin County, Texas	1,884	86	4.6%	757	14	1.8%
Census Tract 305.20, Collin County, Texas	5,026	276	5.5%	1,724	19	1.1%
Census Tract 305.21, Collin County, Texas	3,160	112	3.5%	964	50	5.2%
Census Tract 305.22, Collin County, Texas	5,217	260	5.0%	1,702	72	4.2%
Census Tract 305.23, Collin County, Texas	8,154	572	7.0%	2,983	78	2.6%
Census Tract 305.24, Collin County, Texas	2,239	141	6.3%	777	41	5.3%
Census Tract 305.25, Collin County, Texas	6,109	376	6.2%	1,910	42	2.2%
Census Tract 305.26, Collin County, Texas	8,241	287	3.5%	2,943	54	1.8%
Census Tract 305.27, Collin County, Texas	4,133	121	2.9%	1,345	8	0.6%
Census Tract 305.28, Collin County, Texas	7,250	375	5.2%	2,588	21	0.8%
Census Tract 305.29, Collin County, Texas	2,872	189	6.6%	1,106	0	0.0%
Census Tract 305.30, Collin County, Texas	5,866	496	8.5%	2,244	0	0.0%
Census Tract 305.31, Collin County, Texas	5,299	303	5.7%	1,863	0	0.0%
Census Tract 306.01, Collin County, Texas	9,404	530	5.6%	3,318	0	0.0%
Census Tract 306.03, Collin County, Texas	6,879	490	7.1%	2,660	117	4.4%
Census Tract 306.04, Collin County, Texas	2,744	100	3.6%	588	6	1.0%
Census Tract 306.05, Collin County, Texas	6,233	336	5.4%	2,089	114	5.5%
Census Tract 307.01, Collin County, Texas	3,197	395	12.4%	975	42	4.3%
Census Tract 307.02, Collin County, Texas	4,433	444	10.0%	1,735	165	9.5%

Location	Total Population 5+	Persons 5+ with Disabilities	Percent Disabled	Total Households	Households that Are Linguistically Isolated	Percent Linguistically Isolated
Census Tract 308.01, Collin County, Texas	3,635	309	8.5%	1,685	77	4.6%
Census Tract 308.02, Collin County, Texas	5,048	471	9.3%	2,124	230	10.8%
Census Tract 309, Collin County, Texas	8,686	1,148	13.2%	2,814	454	16.1%
Census Tract 310.01, Collin County, Texas	7,045	551	7.8%	2,454	145	5.9%
Census Tract 310.03, Collin County, Texas	4,029	226	5.6%	1,534	76	5.0%
Census Tract 310.04, Collin County, Texas	5,415	751	13.9%	2,098	31	1.5%
Census Tract 311, Collin County, Texas	9,440	1,269	13.4%	3,313	24	0.7%
Census Tract 312.01, Collin County, Texas	5,007	510	10.2%	1,681	30	1.8%
Census Tract 312.02, Collin County, Texas	3,800	243	6.4%	1,407	64	4.5%
Census Tract 313.08, Collin County, Texas	5,858	467	8.0%	1,957	52	2.7%
Census Tract 313.09, Collin County, Texas	8,491	625	7.4%	3,129	78	2.5%
Census Tract 313.10, Collin County, Texas	9,080	803	8.8%	3,029	34	1.1%
Census Tract 313.11, Collin County, Texas	9,383	810	8.6%	3,488	17	0.5%
Census Tract 313.12, Collin County, Texas	6,423	561	8.7%	2,283	0	0.0%
Census Tract 313.13, Collin County, Texas	11,936	614	5.1%	3,488	98	2.8%
Census Tract 313.14, Collin County, Texas	2,481	135	5.4%	785	16	2.0%
Census Tract 313.15, Collin County, Texas	16,743	1,451	8.7%	5,171	212	4.1%
Census Tract 313.16, Collin County, Texas	6,089	306	5.0%	1,817	154	8.5%
Census Tract 313.17, Collin County, Texas	7,931	568	7.2%	2,599	75	2.9%
Census Tract 314.05, Collin County, Texas	18,165	784	4.3%	5,935	138	2.3%
Census Tract 314.06, Collin County, Texas	15,950	950	6.0%	5,453	226	4.1%
Census Tract 314.07, Collin County, Texas	7,199	554	7.7%	2,788	0	0.0%
Census Tract 314.08, Collin County, Texas	3,152	130	4.1%	1,072	16	1.5%
Census Tract 314.09, Collin County, Texas	9,735	617	6.3%	3,418	92	2.7%

Location	Total Population 5+	Persons 5+ with Disabilities	Percent Disabled	Total Households	Households that Are Linguistically Isolated	Percent Linguistically Isolated
Census Tract 314.10, Collin County, Texas	8,548	619	7.2%	2,991	115	3.8%
Census Tract 314.11, Collin County, Texas	4,887	278	5.7%	1,569	34	2.2%
Census Tract 315.04, Collin County, Texas	6,428	617	9.6%	2,353	35	1.5%
Census Tract 315.05, Collin County, Texas	7,942	447	5.6%	2,846	113	4.0%
Census Tract 315.06, Collin County, Texas	7,720	658	8.5%	3,125	279	8.9%
Census Tract 315.07, Collin County, Texas	4,521	229	5.1%	1,947	92	4.7%
Census Tract 315.08, Collin County, Texas	5,751	540	9.4%	2,223	55	2.5%
Census Tract 316.11, Collin County, Texas	3,459	283	8.2%	1,407	78	5.5%
Census Tract 316.12, Collin County, Texas	5,780	436	7.5%	2,198	107	4.9%
Census Tract 316.13, Collin County, Texas	4,916	483	9.8%	2,016	30	1.5%
Census Tract 316.21, Collin County, Texas	5,553	452	8.1%	2,514	73	2.9%
Census Tract 316.22, Collin County, Texas	5,369	398	7.4%	2,148	64	3.0%
Census Tract 316.23, Collin County, Texas	2,410	227	9.4%	1,168	115	9.8%
Census Tract 316.24, Collin County, Texas	3,627	361	10.0%	1,492	361	24.2%
Census Tract 316.25, Collin County, Texas	4,270	411	9.6%	1,771	54	3.0%
Census Tract 316.26, Collin County, Texas	2,335	164	7.0%	904	24	2.7%
Census Tract 316.27, Collin County, Texas	4,840	423	8.7%	1,851	83	4.5%
Census Tract 316.28, Collin County, Texas	3,152	354	11.2%	1,329	44	3.3%
Census Tract 316.29, Collin County, Texas	3,464	325	9.4%	1,275	209	16.4%
Census Tract 316.30, Collin County, Texas	4,038	277	6.9%	1,547	88	5.7%
Census Tract 316.31, Collin County, Texas	4,616	305	6.6%	1,861	84	4.5%
Census Tract 316.32, Collin County, Texas	5,415	485	9.0%	2,479	161	6.5%
Census Tract 316.33, Collin County, Texas	3,643	229	6.3%	1,380	125	9.1%
Census Tract 316.34, Collin County, Texas	3,062	368	12.0%	1,190	96	8.1%

Location	Total Population 5+	Persons 5+ with Disabilities	Percent Disabled	Total Households	Households that Are Linguistically Isolated	Percent Linguistically Isolated
Census Tract 316.35, Collin County, Texas	3,855	178	4.6%	1,679	270	16.1%
Census Tract 316.36, Collin County, Texas	6,205	549	8.8%	2,584	145	5.6%
Census Tract 316.37, Collin County, Texas	6,474	141	2.2%	2,304	33	1.4%
Census Tract 316.38, Collin County, Texas	6,834	202	3.0%	2,209	185	8.4%
Census Tract 316.39, Collin County, Texas	5,939	232	3.9%	2,349	73	3.1%
Census Tract 316.40, Collin County, Texas	7,256	336	4.6%	3,281	53	1.6%
Census Tract 316.41, Collin County, Texas	6,392	198	3.1%	2,081	160	7.7%
Census Tract 316.42, Collin County, Texas	4,419	320	7.2%	1,646	108	6.6%
Census Tract 316.43, Collin County, Texas	4,192	274	6.5%	1,814	95	5.2%
Census Tract 316.45, Collin County, Texas	1,945	97	5.0%	666	16	2.4%
Census Tract 316.46, Collin County, Texas	5,388	226	4.2%	1,960	23	1.2%
Census Tract 316.47, Collin County, Texas	2,878	94	3.3%	1,415	25	1.8%
Census Tract 316.48, Collin County, Texas	7,433	344	4.6%	2,715	156	5.7%
Census Tract 316.49, Collin County, Texas	4,392	368	8.4%	1,917	83	4.3%
Census Tract 316.52, Collin County, Texas	6,846	382	5.6%	3,440	227	6.6%
Census Tract 316.53, Collin County, Texas	6,711	258	3.8%	2,828	239	8.5%
Census Tract 316.54, Collin County, Texas	3,863	363	9.4%	1,325	39	2.9%
Census Tract 316.55, Collin County, Texas	4,592	343	7.5%	2,183	111	5.1%
Census Tract 316.56, Collin County, Texas	2,346	100	4.3%	934	87	9.3%
Census Tract 316.57, Collin County, Texas	1,903	32	1.7%	1,272	15	1.2%
Census Tract 316.58, Collin County, Texas	4,201	174	4.1%	2,669	196	7.3%
Census Tract 316.59, Collin County, Texas	2,056	86	4.2%	903	222	24.6%
Census Tract 316.60, Collin County, Texas	3,830	41	1.1%	1,931	311	16.1%
Census Tract 316.61, Collin County, Texas	2,592	36	1.4%	898	42	4.7%

Location	Total Population 5+	Persons 5+ with Disabilities	Percent Disabled	Total Households	Households that Are Linguistically Isolated	Percent Linguistically Isolated
Census Tract 316.62, Collin County, Texas	4,926	97	2.0%	1,569	82	5.2%
Census Tract 316.63, Collin County, Texas	3,278	248	7.6%	1,285	164	12.8%
Census Tract 316.64, Collin County, Texas	3,954	253	6.4%	1,332	53	4.0%
Census Tract 317.04, Collin County, Texas	3,402	204	6.0%	1,890	142	7.5%
Census Tract 317.06, Collin County, Texas	2,170	119	5.5%	838	28	3.3%
Census Tract 317.08, Collin County, Texas	3,607	401	11.1%	1,969	111	5.6%
Census Tract 317.09, Collin County, Texas	4,273	358	8.4%	2,053	31	1.5%
Census Tract 317.11, Collin County, Texas	2,832	121	4.3%	1,462	46	3.1%
Census Tract 317.12, Collin County, Texas	4,749	317	6.7%	2,822	266	9.4%
Census Tract 317.13, Collin County, Texas	3,906	69	1.8%	2,343	166	7.1%
Census Tract 317.14, Collin County, Texas	5,449	470	8.6%	3,157	144	4.6%
Census Tract 317.15, Collin County, Texas	2,428	238	9.8%	1,132	58	5.1%
Census Tract 317.16, Collin County, Texas	2,009	147	7.3%	1,168	84	7.2%
Census Tract 317.17, Collin County, Texas	2,488	173	7.0%	1,126	231	20.5%
Census Tract 317.18, Collin County, Texas	2,421	242	10.0%	1,039	88	8.5%
Census Tract 317.19, Collin County, Texas	1,697	70	4.1%	819	193	23.6%
Census Tract 317.20, Collin County, Texas	4,114	212	5.2%	2,275	647	28.4%
Census Tract 318.02, Collin County, Texas	5,407	354	6.5%	2,357	155	6.6%
Census Tract 318.04, Collin County, Texas	3,872	507	13.1%	1,652	74	4.5%
Census Tract 318.05, Collin County, Texas	4,908	315	6.4%	2,088	30	1.4%
Census Tract 318.06, Collin County, Texas	1,762	60	3.4%	896	235	26.2%
Census Tract 318.07, Collin County, Texas	4,721	693	14.7%	1,998	144	7.2%
Census Tract 319, Collin County, Texas	4,218	330	7.8%	1,453	327	22.5%
Census Tract 320.03, Collin County, Texas	5,165	434	8.4%	2,078	174	8.4%

Location	Total Population 5+	Persons 5+ with Disabilities	Percent Disabled	Total Households	Households that Are Linguistically Isolated	Percent Linguistically Isolated
Census Tract 320.04, Collin County, Texas	7,689	680	8.8%	2,470	122	4.9%
Census Tract 320.08, Collin County, Texas	3,845	206	5.4%	1,521	38	2.5%
Census Tract 320.09, Collin County, Texas	6,638	312	4.7%	2,492	145	5.8%
Census Tract 320.10, Collin County, Texas	4,372	203	4.6%	1,775	341	19.2%
Census Tract 320.11, Collin County, Texas	6,029	233	3.9%	2,415	158	6.5%
Census Tract 320.12, Collin County, Texas	3,985	241	6.0%	1,298	222	17.1%
Census Tract 320.13, Collin County, Texas	5,575	328	5.9%	2,026	255	12.6%

Appendix J – Proposed Service Changes Title VI Analyses

LEWISVILLE / HIGHLAND VILLAGE COA | FINAL REPORT
Denton County Transportation Authority

Title VI Analysis

Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” The Denton County Transportation Authority (DCTA) has committed to the Federal Transit Administration (FTA) objectives set forth in Circular 4702.1B. These objectives work to ensure that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

The Lewisville/Highland Village Comprehensive Operational Analysis (COA) focused on identifying potential improvements to DCTA services in Lewisville and Highland Village. These improvements were developed through an analysis of the local market and existing services, as well as an extensive outreach process with riders and other community stakeholders. Using this information, DCTA developed a set of potential service scenarios designed to enhance service for existing riders and attract potential new riders. These two scenarios were presented to the public, with additional feedback received at both community events and online. This feedback then informed the development of a third recommended scenario. This final scenario will be examined as part of this Title VI Analysis.

Under the recommended service improvement plan, all areas currently served by Lewisville Connect will continue to receive fixed-route transit service. This Title VI Analysis therefore focuses on areas where service levels on fixed-route services would be improved, as well as areas where service would remain similar or be reduced. The income and racial composition of each neighborhood in Lewisville and Highland Village was examined to determine whether the proposed service changes would disproportionately impact classes protected by Title VI. Specific focus was placed on identifying areas with disproportionately high low-income and/or minority populations that would see significant service reductions under the recommended service plan.

The recommended service improvement plan consolidates the three existing Lewisville Connect services in Lewisville into two new routes. These new routes are expected to provide more efficient and effective service to all destinations currently served by Lewisville Connect. Some of the service hours allocated to existing fixed-route services are reallocated to a route extension serving north Lewisville. This route extension travels through an area with a high concentration of multi-family housing, and thus high ridership potential. However, north Lewisville is also an area where residents are more likely to identify as white and have higher incomes than the neighborhoods served by the existing Lewisville Connect network. While some Lewisville neighborhoods will be served by fewer total trips under the proposed service plan, the new transit system will be better coordinated than existing services. As a result, many Lewisville residents will see decreased travel times, similar effective service frequency, and greater access to employment opportunities under the recommended service plan.

In April 2015, DCTA initiated a pilot peak-period shuttle service in Highland Village. The Highland Village Shuttle provides connections between Lewisville Connect, the A-train, and several major employment centers and Park and Rides within Highland Village. The Highland Village Shuttle was evaluated as a new service in this Title VI analysis, as the effects of adding additional service need to be evaluated before DCTA can transition the shuttle from a pilot to a permanent service.

Title VI Demographic Analysis Methodology

Per the DCTA Title VI Program published in 2014, major service changes must be evaluated using “the most statistically valid regional on-board origin and destination survey; most recently completed

customer surveys; and demographic data by census tract.” While a customer survey was completed as part of the COA process, the demographic and origin/destination results are not statistically significant at the route or neighborhood level. Therefore, this analysis measured the effects of the proposed service changes using the most recently available American Community Survey (ACS) data.

This analysis measures the impacts of recommended DCTA service changes on both minority and low-income populations within the current service area. Data concerning minority and low-income populations were obtained from the 2009-2013 Five-Year American Community Survey. Individuals who identified as non-Hispanic White on the ACS were considered “minority.” The US Census Bureau defines individuals who reside in households where total household income is equal to or less than 80% of the area median income as living below the poverty threshold. Individuals living under this threshold were considered “low-income.”

For the purposes of this analysis, DCTA’s “service area” is defined as census block groups that are within ¼ mile of existing fixed-route services (Figure 37). Most riders typically find this ¼ mile distance a comfortable walk for accessing transit services. Block groups are the smallest geographic unit for which current minority and low-income population data is available. Many block groups comprise a relatively large portion of the DCTA service area, reflecting the lower population density of many Lewisville and Highland Village neighborhoods. As a result, some individuals residing in block groups within the “service area” are likely to live farther than a ¼ mile from an existing DCTA service.

Each existing and proposed route was assigned a “total trips per weekday” figure based on existing and proposed service levels. The trips per weekday metric generally reflects the number of times a rider will be able to access transit from a given location. Each block group was assigned the sum of the total trips per weekday of all existing routes that passed through it. Block groups were similarly assigned service levels based the proposed service plan. As the Highland Village Shuttle is a limited stop route, service was only assigned to block groups with shuttle stops. The existing trips per weekday figure was then subtracted from the proposed trips per weekday figure to determine the change in service. This analysis evaluates weekday service levels under both Alternatives 1A-1C (30 minute peak/30 minute off-peak) and Alternatives 2A-2C (30 minute peak/60 minute off-peak).

Per the DCTA Title VI Program published in 2014, any service change involving 25% or more of the total service to a given area is considered a major service change (

Figure 36). Therefore, any block group that would have an increase in trips above 25% was considered to have “increased service.” Any block group that would see a decrease in trips above 25% was considered to have “decreased service.”

Figure 36 | Service Change Definitions

Service Change Category	Definition
Increased Service	More than 25% increase in trips per day
Minimal Service Change	Between 25% decrease and 25% increase in trips per day
Decreased Service	More than 25% decrease in trips per day

The DCTA Title VI Program states that a disproportionate impact or burden may be determined if additional service is added to a “predominately” non-minority and/or non-low-income geographic area

LEWISVILLE / HIGHLAND VILLAGE COA | FINAL REPORT
Denton County Transportation Authority

and/or service levels are reduced in a predominately minority and/or low-income geographic area. The exact threshold that triggers a disproportionate impact or burden finding when utilizing census data as the primary method of analysis was not specifically defined by DCTA. Therefore, this analysis assumed a disproportionate impact or burden when the total area losing service had a greater proportion of minority or low-income residents than the total service area and/or the area maintaining existing service levels or gaining additional service.

LEWISVILLE / HIGHLAND VILLAGE COA | FINAL REPORT
Denton County Transportation Authority

Figure 37 | Service Area Under Recommended Service Plan

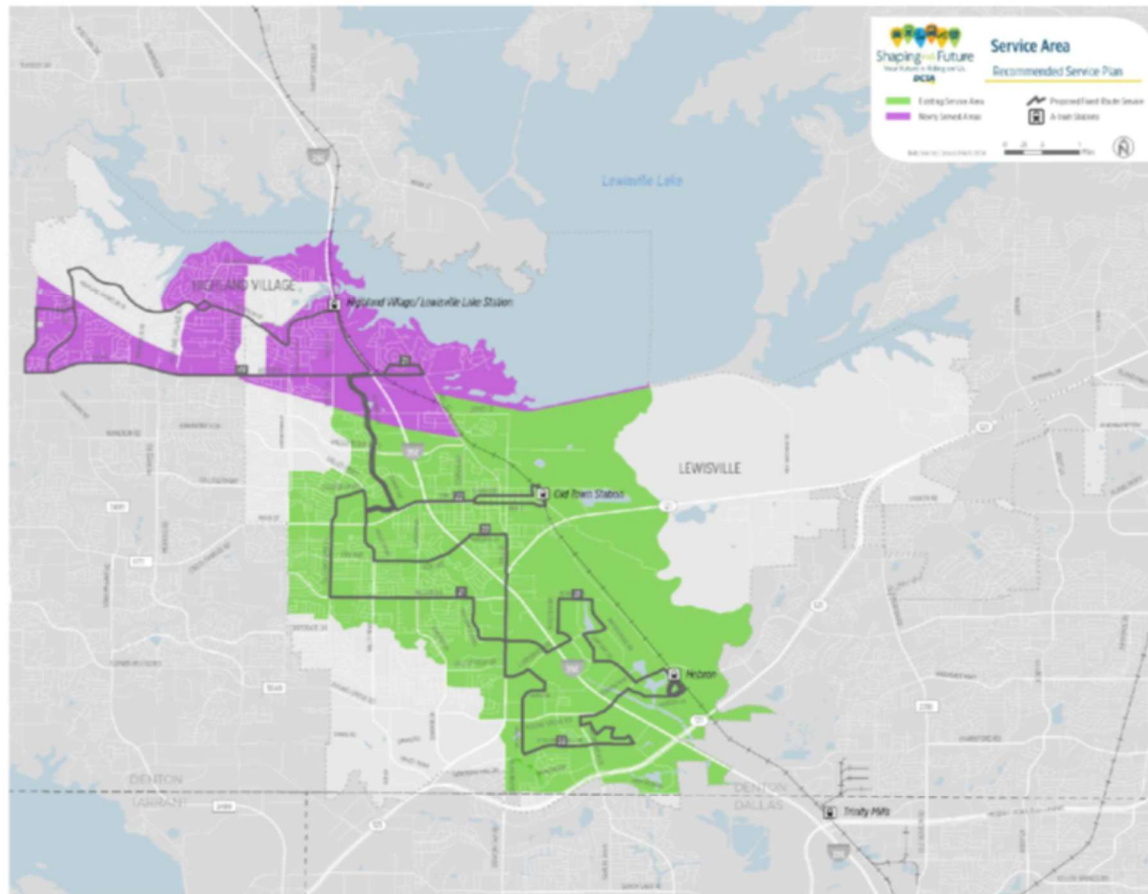


Figure 38 | Change in Service Under Alternatives 1A-1C by Block Group Map

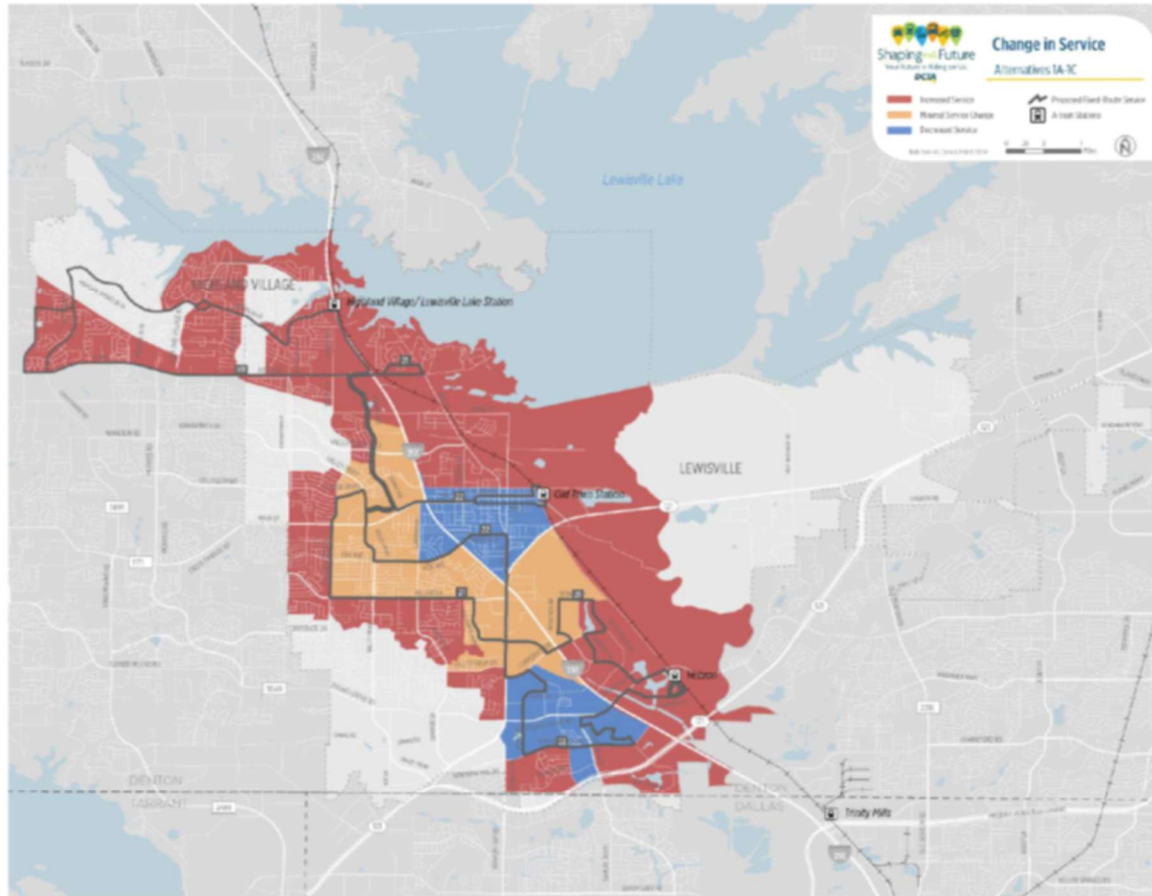
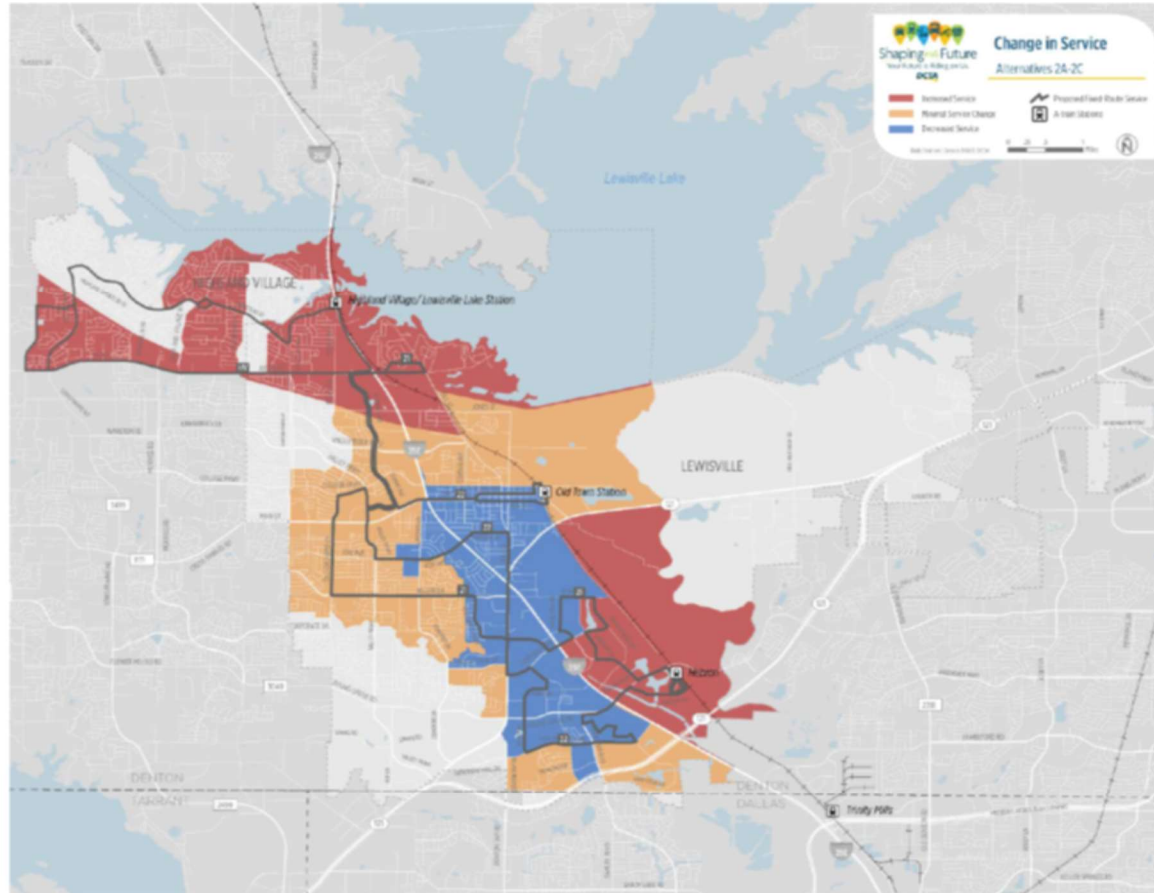


Figure 39 | Change in Service Under Alternatives 2A-2C by Block Group Map



Recommended Service Plan Analysis

The recommended service plan proposes to consolidate the three existing Lewisville Connect routes into two, and extends service along Summit Avenue to Lake Park Road. A new peak-hour shuttle service is also added in Highland Village. Together these routes will ensure continued access to the entire existing service area, while also introducing fixed-route transit to north Lewisville and Highland Village. All block groups currently served by Lewisville Connect fixed-route bus lines will continue to receive service under the recommended service plan (Figure 38).

Over 55% of residents in the existing Lewisville Connect service area identify as a race or ethnicity other than white (Figure 40). Approximately 11.5% of these existing service area residents live in low-income households. Block groups that will be added to the service area under the recommended service plan have significantly fewer residents that identify as a minority or live in a low-income household. The total population of the newly added block groups will represent 19% of the total proposed service area population. As a result, expanding the service area will result in overall declines in the proportion of the minority and low-income population served by DCTA.

Figure 40 | Existing and Proposed Service Area Demographics

Service Area	Total Population	% Minority	% Low-Income
Existing Service Area	63,614	55.3%	11.5%
Newly Served Areas	14,979	28.0%	4.9%
Total Proposed Service Area	78,593	50.1%	10.2%

Alternatives 1A-1C includes 30 minute weekday peak frequency and 30 minute off-peak frequency on both proposed fixed-route services. The Highland Village Shuttle would operate every 30 minutes during peak service. Around 17% of the total proposed service area population will see decreased service under the recommended service plan. Slightly more than 32% of residents will experience minimal change in service, and 50% of residents will see increased transit service (Figure 38). Residents of areas with decreased or minimal change in transit service are significantly more likely to identify as minorities and live in low-income households than residents living in areas with increased service (Figure 41).

Alternatives 2A-2C, including the recommended Alternative 2C, includes 30 minute weekday peak frequency and 60 minute off-peak frequency on both proposed fixed-route services. The Highland Village Shuttle would operate every 30 minutes during peak service. Around 35% of the total proposed service area population will see decreased service under the recommended service plan. Slightly less than 42% of residents will experience minimal change in service, and 23% of residents will see increased transit service (Figure 39). Residents of areas with decreased transit service are more likely to identify as minorities and live in low-income households than residents living in areas with increased or minimal change in service (Figure 41).

Title VI Analysis

Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” The Denton County Transportation Authority (DCTA) has committed to the Federal Transit Administration (FTA) objectives set forth in Circular 4702.1B. These objectives work to ensure that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

The Denton Comprehensive Operational Analysis (COA) focused on identifying potential improvements to DCTA Connect services in Denton. These improvements were developed through an analysis of the local market and existing services, as well as an extensive outreach process with riders and other community stakeholders. Using this information, DCTA developed a set of potential service scenarios designed to enhance service for existing riders and attract potential new riders. These two scenarios were presented to the public, with additional feedback received at both community events and online. This feedback then informed the development of a third recommended scenario.

Three potential implementation phases for the recommended scenario were developed based on vehicle and funding constraints. These phases could be implemented gradually, or DCTA could opt to implement the second or third phase immediately. This Title VI analysis examines the changes in service area demographics compared to existing Denton Connect service for each phase independently. If DCTA utilizes a phased implementation strategy, Title VI analysis may need to be conducted for each sequential phase.

Title VI Demographic Analysis Methodology

Per the DCTA Title VI Program published in 2014, major service changes must be evaluated using “the most statistically valid regional on-board origin and destination survey; most recently completed customer surveys; and demographic data by census tract.” While a customer survey was completed as part of the COA process, the demographic and origin/destination results are not statistically significant at the route or neighborhood level. Therefore, this analysis measured the effects of the proposed service changes using the most recently available American Community Survey (ACS) data.

This analysis measures the impacts of recommended Denton Connect service changes on both minority and low-income populations within the current Denton service area. Purchased transportation services operated by DCTA in the Denton area, including the UNT and NCTC shuttles, were not evaluated. Data concerning minority and low-income populations were obtained from the 2009-2013 Five-Year American Community Survey (ACS). Individuals who identified as non-Hispanic White on the ACS were considered “minority.” The US Census Bureau defines individuals who reside in households where total household income is equal to or less than 80% of the area median income as living below the poverty threshold. Individuals living under this threshold were considered “low-income.”

For the purposes of this analysis, DCTA’s “service area” is defined as census block groups that are within ¼ mile of existing fixed-route services. Most riders typically find this ¼ mile distance a comfortable walk for accessing transit services. Block groups are the smallest geographic unit for which current minority and low-income population data is available. Many block groups comprise a relatively large portion of the DCTA service area, reflecting the lower population density of many Denton neighborhoods. As a result, some individuals residing in block groups within the “service area” are likely to live farther than a ¼ mile from an existing DCTA service.

Figure 41 | Resident Demographics by Service Change

Alternatives 1A-1C with Highland Village Shuttle

Service Change	Total Population	% Minority	% Low-Income
Increased Service	39,427	39.2%	6.3%
Minimal Service Change	25,544	63.0%	15.2%
Decreased Service	13,622	57.4%	12.1%

Alternatives 2A-2C with Highland Village Shuttle

Service Change	Total Population	% Minority	% Low-Income
Increased Service	18,078	37.2%	5.4%
Minimal Service Change	32,889	50.2%	9.5%
Decreased Service	27,626	61.3%	14.3%

The proposed changes to fixed-route service in Lewisville and addition of new shuttle service in Highland Village appear to qualify as both a disparate impact to minority residents and a disproportionate burden to low-income residents in the Lewisville/Highland Village service area. Under both Alternatives 1A-1C and Alternatives 2A-2C, service is reduced in areas of Lewisville with greater proportions of minority and low-income residents, while new service is added in areas with lower proportions of minority and low-income residents. However, these changes are designed to streamline relatively unproductive fixed-route service and substantially increase access to employment opportunities in Highland Village. Furthermore, implementing 30-minute peak service on all routes will actually increase the number of trips available to many Lewisville residents during the period of greatest travel demand.

DCTA's Service Performance and Design Standards currently classifies all three Lewisville Connect services as Neighborhood/Feeder Community Circulators. The standards state that this route type is expected to serve a minimum of 10 passengers per hour. On weekdays, Routes 21 and 22 currently serve approximately 6.5 passengers per hour, while Route 23 serves less than 5 passengers per hour. Continuing service on these routes at current levels is not cost effective for DCTA and violates the Authority's service performance standards. The proposed service plan attempts to establish services that will meet these standards, while redistributing some service hours to routes and programs that will expand the geographic mobility of transit reliant riders.

While many block groups in Lewisville will experience a net loss of fixed-route service under all six alternatives, many riders within those areas will likely not see a dramatic change in the frequency of services they regularly use. For example, under Alternatives 2A-2C, the Forest Brook Apartments are located in a block group that will see a 58% reduction in weekday trips. This block group is currently served by Route 22 and Route 23. Forest Brook residents likely only use Route 23, as the closest Route 22 stop is over a ½ mile from the apartment complex. Currently, Route 23 operates every 40 minutes on weekdays. Under Alternatives 2A-2C, Forest Brook would be served by Route 22, which would operate every 30 minutes during peak periods and every 60 minutes during off-peak periods. Therefore, Forest Brook residents would actually see an increase in accessible trips per hour for nearly half of the service day.

Under Alternatives 2A-2C, most existing DCTA customers will experience service changes similar to that of Forest Brook residents. During peak service, the number of accessible trips per hour will actually increase, despite an overall reduction in peak hour trips in central and south Lewisville. During off-peak service, the

number of accessible trips per hour will decrease somewhat. In effect, the reductions in off-peak service in most locations amount to one fewer trip per hour, every other hour. The new off-peak services however, will operate at hourly clockface headways that are easier for riders to plan for and remember.

Ultimately, the recommended service plan restructures DCTA resources to best fit travel patterns in Lewisville and Highland Village. Despite changing work environments, most riders still travel during peak periods. Peak period services in Lewisville would operate with 30 minute frequencies, more frequent than all but one existing DCTA service. Riders would also be able to access thousands of full- and part-time positions along FM 407 in Highland Village. Off-peak service frequency would slightly decrease, but new schedules would be more predictable and easier to understand.

Potential Mitigation

The DCTA Title VI Program states that the Authority “shall take steps to avoid, minimize, or mitigate impacts [on minority and/or income riders] when practicable.” While the proposed service changes should enhance the geographic mobility of transit reliant riders, DCTA could take further steps to mitigate potential impacts. Potential mitigation efforts could include expanding the Community On-Demand service area to affected Lewisville neighborhoods during off-peak service. Such an expansion would provide riders with an additional mobility option without decreasing the effectiveness of fixed-route services. DCTA could also establish a broader marketing program from its reduced rate fare program and broaden eligibility requirements to target affected residents.

DENTON COA | FINAL REPORT
Denton County Transportation Authority

DCTA provides fixed-route service only within the boundaries of its member communities, including Denton. The service area and change-in-service maps below utilize Denton municipal boundaries as the geographic extent. However, several Census block groups include areas both within and outside of Denton proper. As it is not possible to accurately transform block group data to the block level, this Title VI analysis therefore includes some individuals living outside of the official Denton Connect service zone.

Each existing and current route was assigned a "total trips per weekday" figure based on existing and proposed service levels. The trips per weekday metric generally reflects the number of times a rider will be able to access transit from a given location. Each block group was assigned the sum of the total trips per weekday of all existing routes that passed through it. Block groups were similarly assigned service levels based the proposed service plan. The existing trips per weekday figure was then subtracted from the proposed trips per weekday figure to determine the change in service.

In limited circumstances, trips were not assigned to block groups that were within ¼ mile of an existing or proposed fixed-route service. Trips were not assigned to block groups that were separated from a nearby service by a significant pedestrian barrier. For example, existing and proposed service on I-35 Frontage Road west of Texas Health Presbyterian Hospital Denton was not assigned to the block group west of I-35. Additionally, trips were not assigned to block groups when the total served area represented less than 5% of the total block group area. In these cases, it was assumed that the vast majority of block group residents and destinations would be outside of the area served by fixed-route transit.

The DCTA Title VI Program states that any service change involving 25% or more of the total service to a given area is considered a major service change (Figure 49). Therefore, any block group that would have an increase in trips above 25% was considered to have "increased service." Any block group that would see a decrease in trips above 25% was considered to have "decreased service."

Figure 49 | Service Change Definitions

Service Change Category	Definition
Increased Service	More than 25% increase in trips per day
Minimal Service Change	Between 25% decrease and 25% increase in trips per day
Decreased Service	More than 25% decrease in trips per day

The DCTA Title VI Program states that a disparate impact or disproportionate burden may be determined if additional service is added to a "predominately" non-minority and/or non-low-income geographic area and/or service levels are reduced in a predominately minority and/or low-income geographic area. The exact threshold that triggers a disparate impact or disproportionate burden finding when utilizing census data as the primary method of analysis was not specifically defined by DCTA. Therefore, this analysis assumed a disparate impact or disproportionate burden when the total area losing service had a greater proportion of minority or low-income residents than the total service area and/or the area maintaining existing service levels or gaining additional service.

As the DCTA Title VI Program does not specifically define a threshold, it was assumed that a disparate impact or disproportionate burden if the total area losing service had one additional minority or low-income resident that the total service area. Many transit agencies define a disparate impact or disproportionate burden based on a 10% to 20% threshold. Using this industry standard threshold, a disparate impact or disproportionate burden is found if the proportion of minority or low-income

residents in areas losing service is 10% to 20% greater than in the total service area. This analysis will use the existing DCTA Title VI Program guidelines to determine disparate impact or disproportionate burden, while also noting the potential impact or burden using the industry standard threshold.

Recommended Phased Service Plan Analysis

The recommended service plan proposes to streamline existing Denton Connect services, eliminate service along a select number of unproductive low-ridership corridors, and introduce new service to growing neighborhoods. Together these changes will ensure continued access to the vast majority of the existing service area, while also introducing fixed-route transit Rayzor Ranch, Airport Road, and the northeast segment of Loop 288.

The Nelson\Nygaard team developed three phasing scenarios based on DCTA funding and vehicle constraints. Phase I includes a range of route modifications and eliminates service through the UNT campus and along Teasley Lane south of Londonderry Lane. All routes except Route 4 would operate every 30 minutes during peak service and every 60 minutes during off peak service and on Saturdays. Route 4 would operate every 60 minutes during peak, off-peak, and Saturday service. Phase II maintains the same routes as Phase I and adds 30 minute peak service on Route 4. Phase III includes route extensions to Airport Road and Long Road in north Denton, as well as modifications to Route 7 to serve the developing Rayzor Ranch Town Center.

Phase I Analysis

Phase I includes a range of route modifications and implements 30 minute peak and 60 minute off-peak service on all routes except Route 4. Denton Connect service would be eliminated to approximately 6% of residents within the existing service area (Figure 52). The largest eliminated service area is located along Teasley Lane in south Denton, which is currently served by Route 1. Service is also eliminated to a neighborhood along Elm Street, currently served by Route 6, and the neighborhood just south of UNT, served by Routes 8 and 9. Elm Street corridor residents will remain within a ten minute walk of Denton Connect service, while the neighborhood south of UNT will continue to be served by the UNT Shuttle.

Residents of neighborhoods where service will be eliminated are significantly more likely to be white and slightly more likely to be low-income than the overall existing service area population. The proposed changes therefore result in a slight increase to the proportion of minority residents and a slight decrease in the proportion of low-income residents in the Denton Connect service area (Figure 50).

Figure 50 | Existing and Proposed Service Area Demographics (Phase I)

Service Area	Total Population	% Minority	% Low-Income
Existing Service Area	98,053	41.8%	22.6%
Eliminated Service Areas	5,814	25.5%	24.9%
Newly Served Area	1,323	22.4%	12.3%
Total Proposed Service Area	93,562	42.5%	22.3%

The recommended Phase I service plan includes 30 minute weekday peak frequency and 60 minute off-peak frequency on seven of eight proposed fixed-routes. Around 34% of the residents within the existing and proposed service area will see decreased service under the Phase I service plan. Slightly more than 50% of residents will experience minimal change in service, and 16% of residents will see increased transit

service (Figure 53). Residents of areas with decreased transit service are less likely to identify as minorities and slightly more likely to live in low-income households than residents living in areas with increased service (Figure 51). Neighborhoods that will experience minimal change in service have a higher rate of both minority and low-income residents as the service area overall.

Figure 51 | Resident Demographics by Service Change (Phase I)

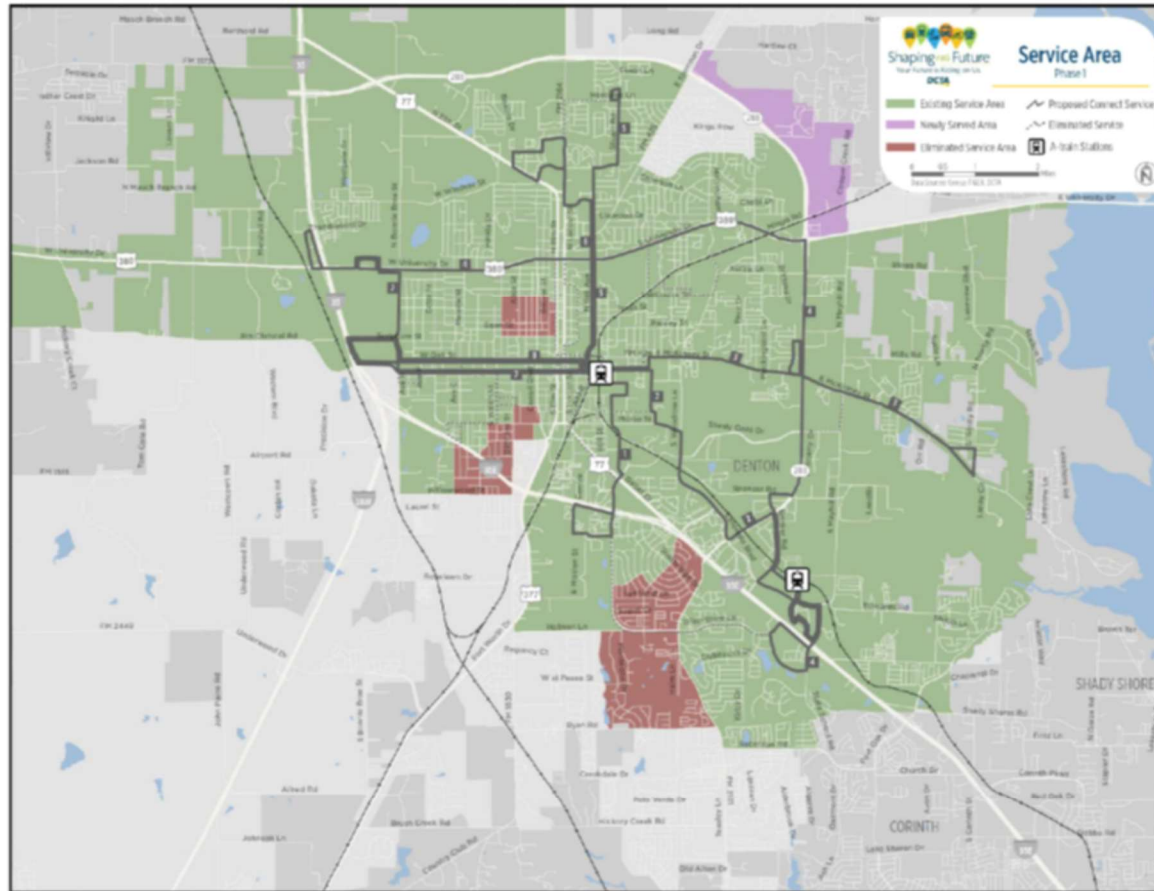
Service Change	Total Population	% Minority	% Low-Income
Increased Service	16,210	35.6%	18.2%
Minimal Service Change	49,865	49.6%	23.5%
Decreased Service	33,301	32.3%	23.1%

Based on the above demographic analysis, the recommended Phase I service plan represents a disproportionate burden on low-income residents as defined by the DCTA Title VI Program. Approximately 23.1% of residents in areas with decreased service have low incomes, compared to 22.6% of the existing service area overall. As DCTA does not define an exact threshold for determining disproportionate burden, any change that results in decreased service to any area with a higher proportion of low-income residents than the overall service area is assumed to trigger a disproportionate burden finding. If DCTA used the industry standard 10%-20% threshold, this 0.5% difference would not represent a disproportionate burden.

The Phase I service plan does not have a disparate impact on minority residents, as the neighborhoods with decreased service have a lower proportion of minority residents than the service area overall. However, the neighborhoods receiving increased service have a lower proportion of both minority and low-income residents than the service area overall. While this disparity does not represent a disparate impact or disproportionate burden under the DCTA Title VI program, the agency should consider potential strategies to mitigate this disproportionate benefit.

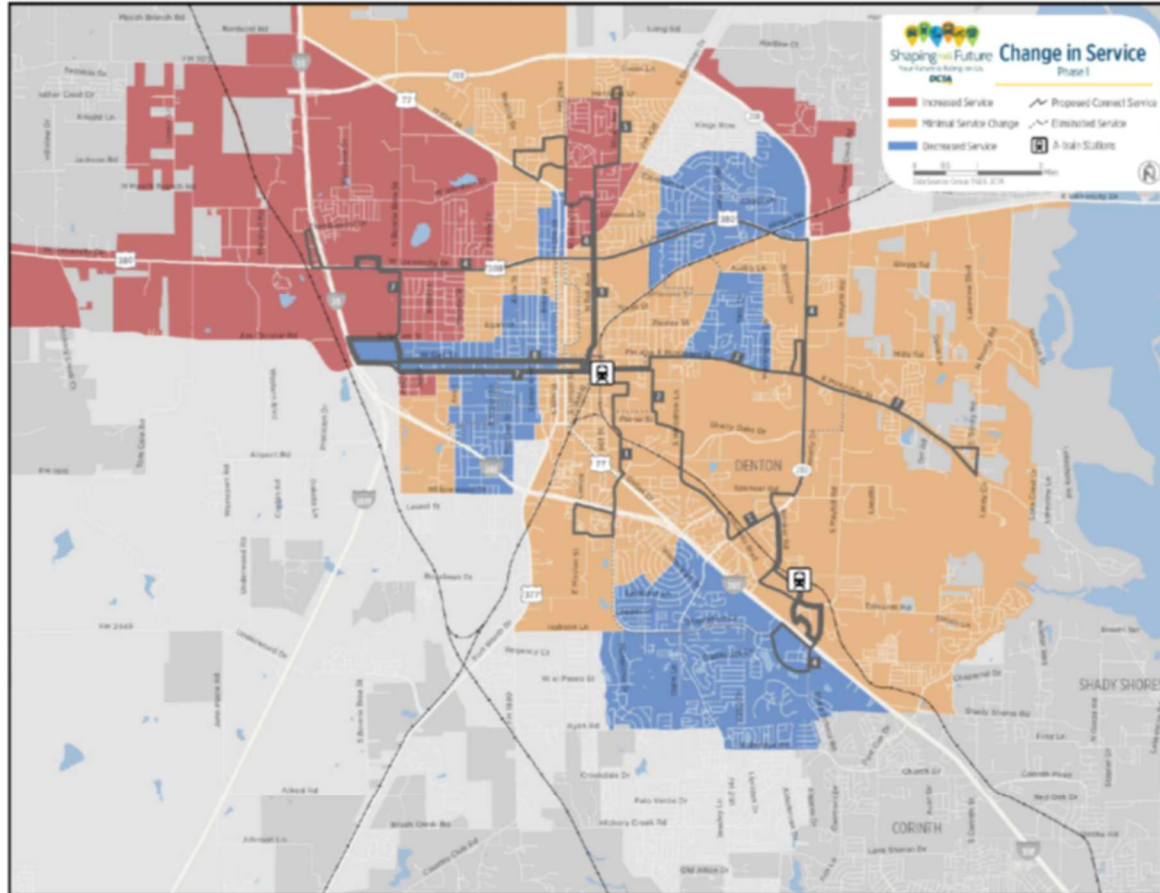
DENTON COA | FINAL REPORT
Denton County Transportation Authority

Figure 52 | Phase I Service Area



DENTON COA | FINAL REPORT
Denton County Transportation Authority

Figure 53 | Phase I Change in Service



Phase II Analysis

Phase II includes the same route network as Phase I, but increases frequency on Route 4 from every 60 minutes to every 30 minutes during peak periods. As it has the same footprint as Phase I, Phase II implementation would have the same effect on the DCTA service area. Denton Connect service would be eliminated to approximately 6% of residents within the existing service area (Figure 56). Residents of neighborhoods where service will be eliminated are significantly more likely to be white and slightly more likely to be low-income than the overall existing service area population. The proposed changes therefore result in a slight increase to the proportion of minority residents and a slight decrease in the proportion of low-income residents in the Denton Connect service area (Figure 54).

Figure 54 | Existing and Proposed Service Area Demographics (Phase II)

Service Area	Total Population	% Minority	% Low-Income
Existing Service Area	98,053	41.8%	22.6%
Eliminated Service Areas	5,814	25.5%	24.9%
Newly Served Area	1,323	22.4%	12.3%
Total Proposed Service Area	93,562	42.5%	22.3%

Route 4 provides service on both unique corridors and in neighborhoods served by multiple routes. Increasing peak frequency on Route 4 therefore affects the distribution of service changes throughout Denton. Around 19% of the residents within the existing and proposed service area will see decreased service under the Phase II service plan. Slightly more than 58% of residents will experience minimal change in service, and 24% of residents will see increased transit service (Figure 57). Residents of areas with decreased transit service are more likely to live in low-income households and less likely to identify as minorities than residents living in areas with increased service. Neighborhoods that will experience minimal change in service have a higher rate of minority residents and a lower rate of low-income residents than the service area overall (Figure 55).

Figure 55 | Resident Demographics by Service Change (Phase II)

Service Change	Total Population	% Minority	% Low-Income
Increased Service	23,415	39.1%	22.3%
Minimal Service Change	57,353	44.3%	18.9%
Decreased Service	18,608	35.9%	34.7%

Based on the above demographic analysis, the recommended Phase II service plan represents a disproportionate burden on low-income residents as defined by the DCTA Title VI Program. Approximately 34.7% of residents in areas with decreased service have low incomes, compared to 22.6% of the existing service area overall. As DCTA does not define an exact threshold for determining disproportionate burden, any change that results in decreased service to any area with a higher proportion of low-income residents than the overall service area is assumed to trigger a disproportionate burden finding. If DCTA used the industry standard 10%-20% threshold, this 12.1% difference would potentially represent a disproportionate burden. The Phase II service plan does not have a disparate impact on minority

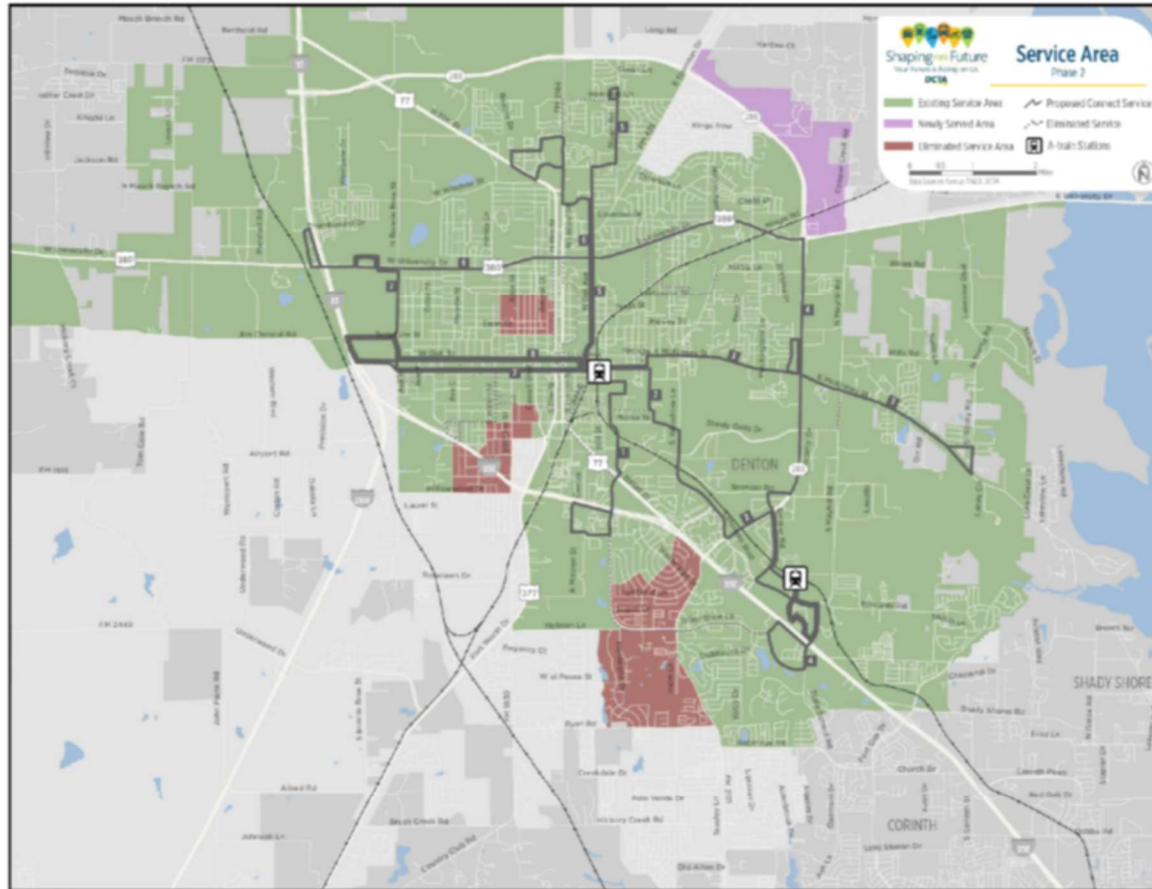
DENTON COA | FINAL REPORT
Denton County Transportation Authority

residents, as the neighborhoods with decreased service have a lower proportion of minority residents than the service area overall.

It should be noted that a significant proportion of low-income residents in neighborhoods with decreased service live adjacent to the UNT campus. DCTA operates extensive UNT Shuttle service to the apartment complexes located in these neighborhoods, most of which are populated by UNT students. As students are more likely to regularly utilize UNT Shuttle service rather than Denton Connect service, the effect of reduced Denton Connect service near UNT is likely less significant than in other neighborhoods in Denton.

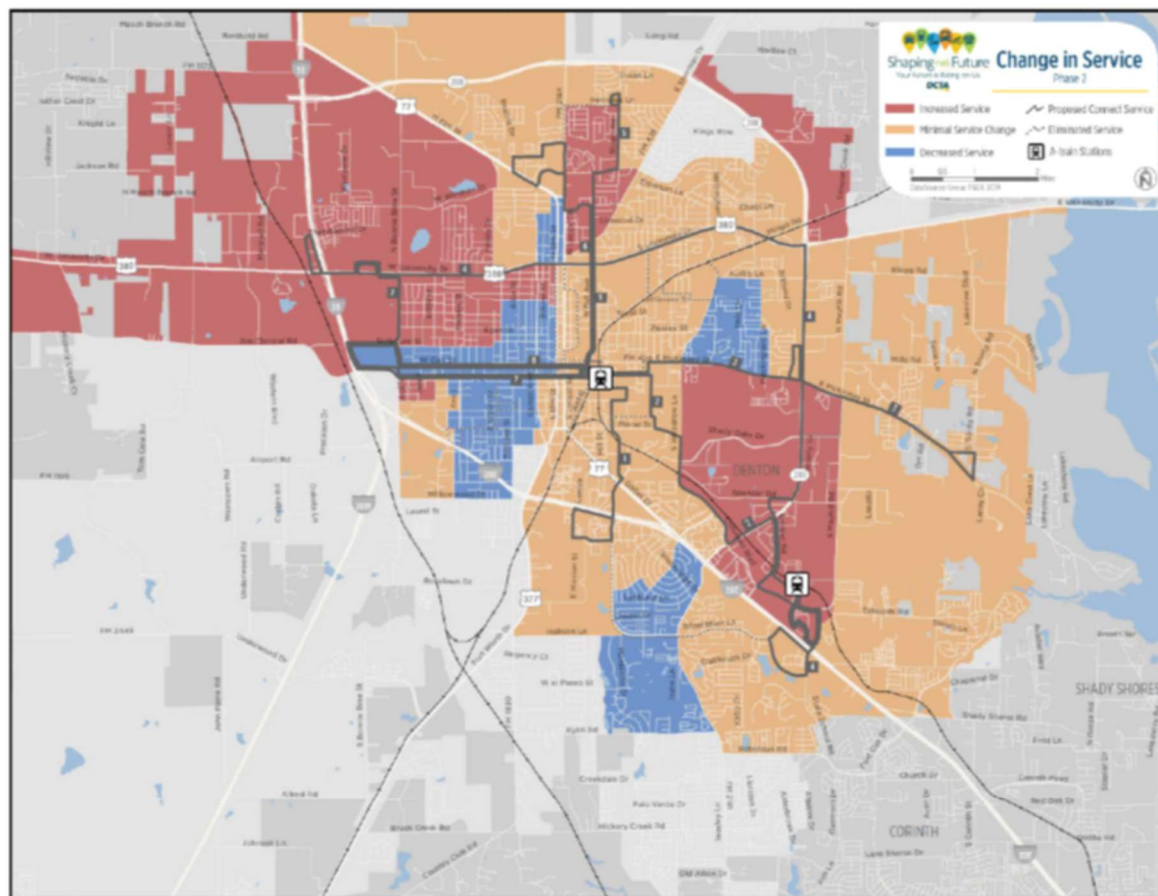
DENTON COA | FINAL REPORT
Denton County Transportation Authority

Figure 56 | Phase II Service Area



DENTON COA | FINAL REPORT
Denton County Transportation Authority

Figure 57 | Phase II Change in Service



Phase III Analysis

Phase III maintains the core network proposed in Phases I and II, while providing several route extensions and modifications that serve growing Denton neighborhoods and employment centers. Route 8 would be extended to Airport Road to serve local commercial and manufacturing jobs. Route 5 would be extended north of Loop 288 to Long Road to serve Water Works Park and the LaGrone Advanced Technology Complex. Route 7 would be modified to provide direct access to Rayzor Ranch Town Center. All routes would continue to have 30 minute peak service and 60 minute frequency during weekday off peak service and on Saturdays.

Under Phase III, service would be eliminated in the same neighborhoods as Phases I and II; however, service would be extended to several new neighborhoods with nearly 5,000 residents and several thousand jobs (Figure 60). The newly served neighborhoods have a lower rate of minority and low-income residents than the existing service area. Neighborhoods where service is eliminated have a lower proportion of minority residents than the existing service area, but a higher proportion of low-income residents. In combination these changes to the Denton Connect service area result in a slight increase in minority residents and a slight decrease in low-income residents (Figure 58).

Figure 58 | Existing and Proposed Service Area Demographics (Phase III)

Service Area	Total Population	% Minority	% Low-Income
Existing Service Area	98,053	41.8%	22.6%
Eliminated Service Areas	5,814	25.5%	24.9%
Newly Served Area	4,839	33.8%	19.8%
Total Proposed Service Area	97,078	42.3%	22.3%

The Phase III service plan extends Denton Connect routes into several new neighborhoods, most of which are less dense than the existing service area. As a result, there is a slight increase in the proportion of the population that would receive increased service during Phase III. Around 18% of the residents within the existing and proposed service area will see decreased service under the Phase III service plan. Slightly more than 56% of residents will experience minimal change in service, and 24% of residents will see increased transit service (Figure 61). The racial and income characteristics of each of these subgroups are nearly identical to those found in the Phase II analysis. Residents of areas with decreased transit service are more likely to live in low-income households and less likely to identify as minorities than residents living in areas with increased service. Neighborhoods that will experience minimal change in service have a higher rate of minority residents and a lower rate of low-income residents than the service area overall (Figure 59).

Figure 59 | Resident Demographics by Service Change (Phase III)

Service Change	Total Population	% Minority	% Low-Income
Increased Service	26,931	39.0%	22.3%
Minimal Service Change	57,353	44.3%	18.9%
Decreased Service	18,608	35.9%	34.7%

DENTON COA | FINAL REPORT
Denton County Transportation Authority

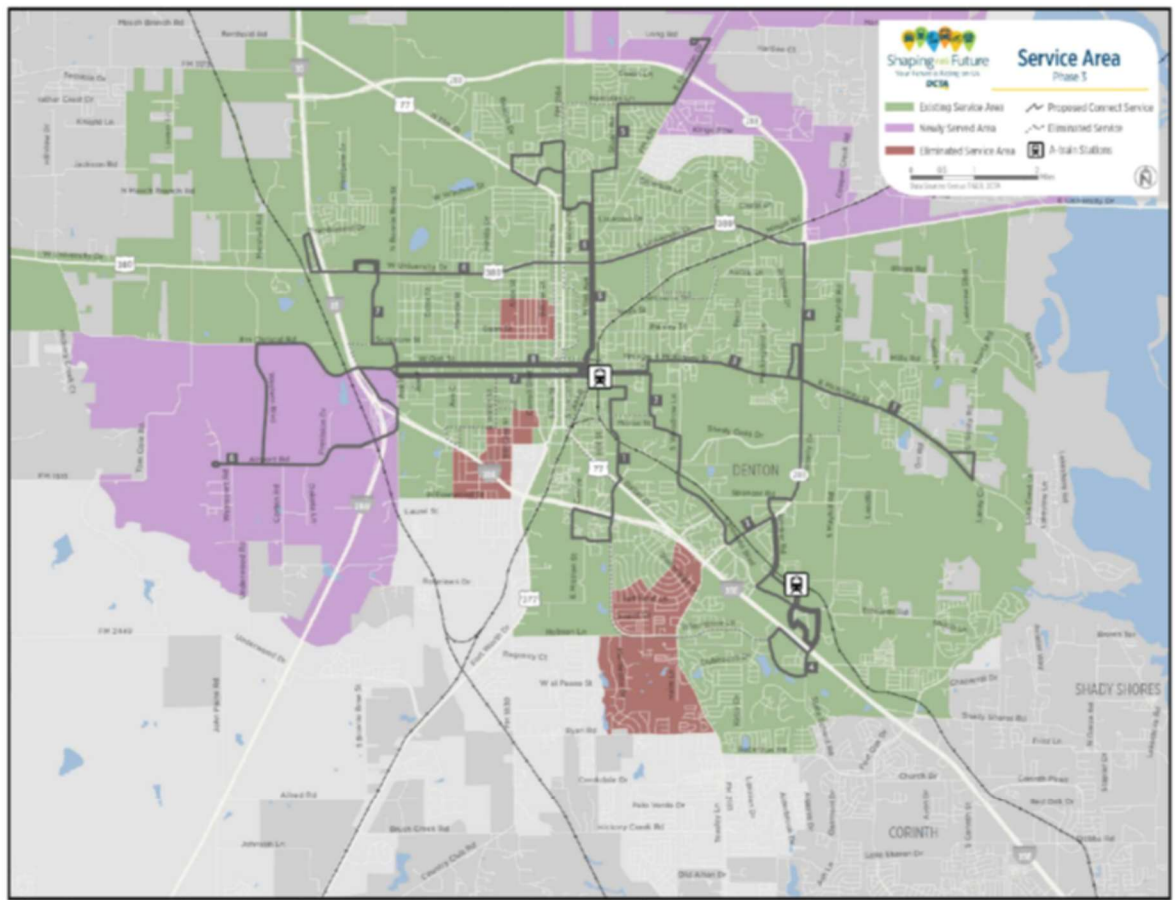
Based on the above demographic analysis, the recommended Phase III service plan represents a disproportionate burden on low-income residents as defined by the DCTA Title VI Program. Approximately 34.7% of residents in areas with decreased service have low incomes, compared to 22.6% of the existing service area overall. As DCTA does not define an exact threshold for determining disproportionate burden, any change that results in decreased service to any area with a higher proportion of low-income residents than the overall service area is assumed to trigger a disproportionate burden finding. If the DCTA used the industry standard 10%-20% threshold, this 12.1% difference would potentially represent a disproportionate burden.

As with Phase II, a significant proportion of low-income residents in neighborhoods with decreased service live adjacent to the UNT campus and are in fact students who are more likely to utilize UNT Shuttle routes than Denton Connect routes. This fact may help mitigate the finding that Phase III imposes a disproportionate burden on low-income residents.

The Phase III service plan does not have a disparate impact on minority residents, as the neighborhoods with decreased service have a lower proportion of minority residents than the service area overall.

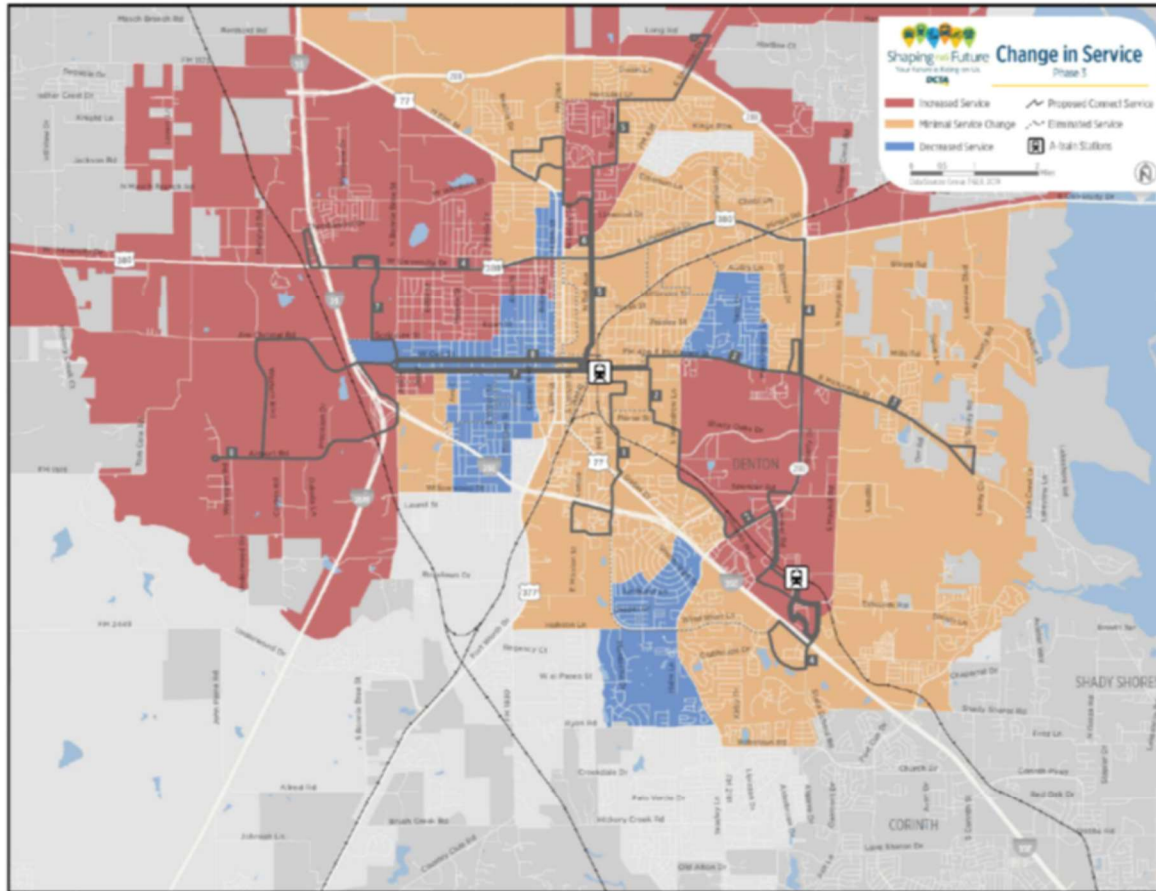
DENTON COA | FINAL REPORT
Denton County Transportation Authority

Figure 60 | Phase III Service Area



DENTON COA | FINAL REPORT
Denton County Transportation Authority

Figure 61 | Phase III Change in Service



Potential Mitigation

The DCTA Title VI Program states that the Authority “shall take steps to avoid, minimize, or mitigate impacts [on minority and/or income riders] when practicable.” All three potential phases of the recommended service plan have a disproportionate burden on low-income residents. To mitigate these impacts, DCTA should develop strategies that improve or reduce the cost of service for low-income residents. Potential mitigation efforts include a broader marketing program for DCTA’s reduced rate fare program, as well as modifications to program eligibility requirements to target affected residents. DCTA could also provide new mobility options in the affected neighborhoods, include providing limited on-demand service using DCTA Access vehicles or establishing a subsidized transportation network company (TNC) or taxi program.

A significant proportion of the affected low-income population lives in the neighborhoods directly adjacent to UNT. Many of the affected residents are likely UNT students living in off-campus housing. DCTA could conduct an outreach effort to the affected students in order to generate a more comprehensive understanding of how they utilize Denton Connect service. Based on this effort, DCTA could work with UNT to better coordinate UNT Shuttle service to meet the mobility needs of affected residents.



DCTA'S TITLE VI POLICY STATEMENT (Addendum #1)

The Denton County Transportation Authority (DCTA) is committed to ensuring that no person shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs or activities are federally funded or not.

It is DCTA's objective to:

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in transportation decision making including encouraging participation by affected populations on policy making boards and committees;
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).

The DCTA Board of Directors, president, executive management, and all direct and indirect employees share the responsibility for carrying out DCTA's commitment to Title VI.

DEFINITIONS

The following definitions shall be used for the purposes of implementing the policies and programs associated with Title VI compliance

Designated Recipient – The Denton County Transportation Authority is the designated recipient for federal funds contributing to transit system capital programs and operations in the Denton/Lewisville Urbanized Area.

Discrimination – Any action or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, subrecipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or national origin.

Disparate Impact – A neutral policy or practice that has a disproportionately excluding or adverse effect on the minority riders or population of the service area.

Disparate Impact – An action that results in a circumstance in which minority riders or populations are treated differently than others because of their race, color, national origin and/or income status.

Disproportionate Burden – A neutral policy or practice that has a disproportionately excluding or adverse effect on the low-income riders or population of the service area.

Express Transit Service – Includes limited stop bus and rail services including NCTC Shuttle and A-train.

Fixed Guideway – A public transportation facility using and occupying a separate right of- way for the exclusive use of public transportation; using rail; using a fixed catenary system; for a passenger ferry system; or for a bus rapid transit system.

Fixed Route - Public transportation service provided in vehicles operated along predetermined routes according to a fixed schedule.

Limited English Proficient (LEP) - Persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Local Transit Service – Includes local fixed-route, local circulator/shuttle bus services and demand response bus services including Connect, Access, Connect RSVP and UNT Shuttle.

Low-income Populations & Areas – Low-income populations are those persons with an income of 80 percent or less of the national per capita income. “Low-income Areas” are residential land use areas within census tracts where the average per capita income is 80 percent or less of the national per capita income.

Minority Populations & Areas – Minority populations include those persons who self-identify themselves as being one or more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and Other Pacific Islander, as defined in the FTA Title VI Circular.

“Minority Areas” - Residential land use areas within Census tracts where the percentage of minority persons is higher than DCTA’s service area average.

National Origin - the particular nation in which a person was born, or where the person’s parents or ancestors were born.

Noncompliance - An FTA determination that the recipient is not in compliance with the DOT Title VI regulations, and has engaged in activities that have had the purpose or effect of denying persons the benefits of, excluding from participation in, or subjecting persons to discrimination in the recipient’s program or activity on the basis of race, color, or national origin.

Route-Level – Refers to the geographic level of analysis at the route alignment level by which the performance of a transit route is measured for equity.

Route-Service Area – A three-quarter mile radial buffer on either side of a transit route’s alignment. A three-quarter mile radial buffer is used to ensure compliance with the American’s with Disabilities Act guidelines.

Service Level – Refers to the span of service (hours of operation), days of operation, trips, and headways (service frequencies) for a transit route or the regional transit system.

Service Area – According to 49 CFR 604.3, geographic service area means “the entire area in which a recipient is authorized to provide public transportation service under appropriate local, state, and Federal law.” For purposes of DCTA, service area includes the Denton/Lewisville Urbanized Area and Carrollton, Texas.

Service Span – The span of hours over which service is operated (e.g., 6 a.m. to 10 p.m.). The service span may vary by weekday or Saturday.

System-wide – Refers to the geographic level of analysis by which the performance of the entire transit system is measured for equity.

Title VI Program - The documentation demonstrating DCTA's compliance with Title VI requirements. The program must be approved by the DCTA Board of Directors and submitted to FTA every three years.

Transit System – A coordinated urban network of scheduled public passenger modes including fixed-route local and express buses, light rail transit, bus rapid transit, and circulator bus services that provide mobility for people from one place to another.

MAJOR SERVICE CHANGE AND SERVICE EQUITY POLICY

Purpose of the Policy

The purpose of the Service and Fare Change and Service Equity Policy is to define thresholds for determining major service changes and whether potential changes to existing transit services or fares will have a disparate impact based on race, color or national origin, or whether potential service or fare changes will have a disproportionately high or adverse impact on minority and/or low-income populations.

Basis for Policy Standards

Federal law requires the Denton County Transportation Authority to evaluate changes to transit services and fares, as outlined in FTA Circular 4702.1B, effective October 1, 2012. In order to comply with 49 CFR Section 21.5(b)(a) and Appendix C to 49 CFR part 21, recipients shall "evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact. For service changes, this requirement applies to major service changes only. The recipient should have established guidelines or thresholds for what it considers a major change to be. This requirement applies to all changes in fare structure, price and type unless temporary in nature as noted under Exemptions.

Major Service and Fare Change Policy

A. Major Service Change

The following is considered a major service change (unless otherwise noted under Exemptions), and will be evaluated in accordance with the regulatory requirements set forth in FTA Circular 4702.1B:

1. Route Level Service Reduction or Elimination
 - a. Reducing an existing route by more than 25% of weekday route revenue miles, or
 - b. Reducing an existing route by more than 25% of Saturday route miles, or
 - c. Reducing the number of directional route miles more than 25%, or
 - d. A change in route alignment resulting in 25% or greater variance from the existing route alignment, or
 - e. In situations where service would be reduced or eliminated in jurisdictions where minority and/or low-income populations exceed the transit system service area.

2. Route Level Expansion or Addition of a New Route
 - a. Adding a new route, or b. Expansion of an existing route that increases weekday route revenue miles by more than 25%, or
 - b. Expansion of an existing route that increases Saturday route revenue miles by more than 25%, or

- c. Expanding the number of route directional miles more than 25%, or
- d. A change in a route alignment resulting in a 25% or greater variance from the existing route alignment.

B. Fare Change

A fare equity analysis will be conducted whenever the Authority implements a fare change, regardless of the amount of increase or decrease, except for those fare changes mandated by Federal, state or local law. A fare change is defined as an increase or decrease in fares:

- a. On the entire system,
- b. On certain transit modes, or
- c. By fare payment type or fare media.

C. Minority Disparate Impact Policy (Service Equity Analysis)

When conducting a service or fare change equity analysis, the following thresholds will be used to determine when a service or fare would have a disparate impact on minority populations:

1. Service Level and Service Area Reduction – If the percentage of minority passengers on an affected route is greater than the transit system's minority ridership (within the approximate dataset's margin of error) by transit classification (local, express, community circulators, campus routes, etc).
2. Route Level Expansion of Addition of a New Route – If a service level expansion or service area expansion is considered that coincides with a reduction in transit service on the same route or other routes, and the route(s) considered for service expansion predominantly serves non-minority and/or non-low-income geographic areas while the route(s) considered for reduction predominately serve minority and/or low-income geographic areas, then a disproportionate burden may be determined.

A disproportionate burden will be determined if the percentage of minority passengers on an affected route considered for service expansion is less than the transit system's minority ridership percentage by transit classification and if the percentage of minority passengers on an affected route considered for service reduction is greater than the transit system's minority ridership percentage by transit classification.

3. Fare Increase or Change in Fare Type – If an increase to fare or a change in fare type is considered, a disproportionate burden may be determined if the percentage of minority passengers using the affected fare is greater than the transit system's minority ridership percentage.
4. The determination of the transit system and the route's minority and/or low-income population will be derived from the following data sources: most recently completed statistically valid regional on-board and destination survey; most recently completed customer surveys and demographic data by census tract.

D. Low Income Disproportionate Burden Policy (Service Equity Analysis)

When conducting a service or fare change equity analysis, the following thresholds will be used to determine when a service or fare change would have a disproportionate burden on low-income populations:

1. Service Level and Service Area Reduction – If the percentage of low-income passengers on an affected route is greater than the transit system’s low-income ridership (within the approximate dataset’s margin of error) by transit classification (local, express, community circulators, campus routes, etc.).
2. Route Level Expansion of Addition of a New Route – If a service level expansion or service area expansion is considered that coincides with a reduction in transit service on the same route or other routes, and the route(s) considered for service expansion predominantly serves non-minority and/or non-low-income geographic areas while the route(s) considered for reduction predominately serve minority and/or low-income geographic areas, then a disproportionate burden may be determined.
3. A disproportionate burden will be determined if the percentage of low-income passengers on an affected route considered for service expansion is less than the transit system’s low-income ridership percentage by transit classification and if the percentage of low-income passengers on an affected route considered for service reduction is greater than the transit system’s low-income ridership percentage by transit classification.
4. Fare Increase or Change in Fare Type – If an increase to fare or a change in fare type is considered, a disproportionate burden may be determined if the percentage of low-income passengers using the affected fare is greater than the transit system’s low-income ridership percentage.
5. The determination of the transit system and the route’s minority and/or low-income population will be derived from the following data sources: most recently completed statistically valid regional on-board and destination survey; most recently completed customer surveys and demographic data by census tract.

E. New Starts or New Fixed Guideway System (Service Equity Analysis)

1. A service and fare equity analysis will be conducted six months prior to the beginning of revenue operations, whether or not the proposed changes to existing service rise to the level of “major service change” as defined above. All proposed changes to parallel or connecting service will also be examined.
2. If an entity other than DCTA builds the project but DCTA will operate the service once complete, DCTA is responsible for the analysis.
3. The analysis will compare pre and post project service levels and shall determine based on the methods identified above if the service change proposed due to the capital project will result in a disparate impact on minority populations and/or a disproportionate impact on low-income populations.
4. A fare equity analysis is required for any and all fares that will change as a result of the capital project.

F. When a Major Service or Fare Change is Deemed to Have a Disparate Impact and/or Disproportionate Burden

1. Avoid, Minimize, or Mitigate Impact and/or Burden: If a proposed major service change or fare change is deemed to have a disparate impact and/or disproportionate burden, the Authority shall consider modifying the proposed changes in order to avoid, minimize or mitigate the disparate impact(s) or disproportionate burden(s) of the proposed change. Any modifications to the proposed change must be reanalyzed according to the policies to determine whether the proposed change removed the disparate impacts and/or disproportionate burdens of the change.
2. No Alterations or Unable to Remove Impact and/or Burden: If the Authority chooses not to alter the proposed major service or fare change, or if modifications to the proposed major service or fare

change do not remove the disparate impact(s) or disproportionate burden(s), the following steps must be taken:

- a. If the Authority chooses not to alter the proposed major service or fare change, or if modifications to the proposed major service or fare change do not remove the disparate impact, the Authority may implement the major service or fare change only if:
 - i. The Authority has a substantial legitimate justification for the proposed service or fare change, and
 - ii. The Authority can show that there are no alternatives that would have a smaller disparate impact on minority riders that would still accomplish the Authority's legitimate program goals.
- b. If the Authority chooses not to alter the proposed major service change or fare change, or if modifications to the proposed major service change or fare change do not remove the disproportionate burden on low-income riders; the Authority shall take steps to avoid, minimize, or mitigate those impacts where practicable, and the Authority should describe alternative service and/or fares available to low income customers.

Exemptions

The major service change thresholds exclude any changes to service that are caused by the following:

- Discontinuance of Temporary or Demonstration Services – The discontinuance of a temporary transit service or demonstration service that has been in effect for less than one year. If a temporary service addition or change lasts longer than twelve months, then FTA considers the service addition or change permanent and the transit provider must conduct a service equity analysis if the service otherwise qualifies as a major service change.
- Natural or Catastrophic Disasters – Forces of nature such as earthquakes, wildfires, or other natural disasters, or human-caused catastrophic disasters that may force the suspension of scheduled transit service for public safety or technical reasons.
- Auxiliary Transportation Infrastructure Failures – Failures of auxiliary transportation infrastructure such as vehicular bridges, highway bridge overpasses, tunnels, or elevated highways that force the suspension transit service.
- Overlapping Services – A reduction in revenue miles on one line that is offset by an increase in revenue miles on the overlapping section of an alternative transit route (an overlapping section is where two or more bus routes or rail lines share the same alignment, stops, or stations for a short distance).
- Seasonal Service and Special Events – Changes to bus service levels on routes which occur because of seasonal ridership changes and event activities served by dedicated temporary bus routes or increased service frequencies.
- Temporary Route Detours – A short-term change to a route caused by road construction, routine road maintenance, road closures, emergency road conditions, fiscal crisis, civil demonstrations, or any uncontrollable circumstance.
- "Spare the air days" or other instances when a local municipality or transit agency has declared that all passengers ride free.
- Temporary fare reductions that are mitigating measures for other actions. For example, construction activities may close a segment of a rail system for a period of time and require

passengers to alter their travel patterns. A reduced fare for these impacted passengers is a mitigating measure and does not require a fare equity analysis.

- Promotional fare reductions. If a promotional or temporary fare reduction lasts longer than six months, then FTA considers the fare reduction permanent and the transit provider must conduct a fare equity analysis.

CAPITAL PROJECTS

DCTA will integrate an analysis of impact to minority and low-income population into National Environmental Policy Act documentation of construction projects. When preparing documentation for a categorical exclusion (CE), the DCTA will meet this requirement by completing and submitting a standard CE checklist of the FTA, which includes a section on community disruption and environmental justice. When preparing an environmental assessment (EA) or environmental impact statement (EIS), the DCTA will, at a minimum, integrate into the documents the following components:

- a. A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g., analysis of Census data, minority business directories, direct observation, or a public involvement process).
- b. A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low-income population.
- c. A discussion of all positive effects that would affect the identified minority and low-income population, such as an improvement in transit service, mobility, or accessibility.
- d. A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project.
- e. A discussion of the remaining effects, if any, and why further mitigation is not proposed.
- f. For projects that traverse predominantly minority and/or low-income and predominantly non-minority and/or non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low income and/or minority areas with mitigation implemented in predominantly nonminority and/or non-low-income areas. When it is determined that there is no basis for such a comparison, the document shall describe why that is so.

LIMITED ENGLISH PROFICIENCY

DCTA is committed to taking reasonable steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who limited English skills. DCTA's commitment to these requirements is outlined in its Limited English Proficiency Plan.

PUBLIC PARTICIPATION

For all proposed major service and fare changes, capital project and policy initiatives, DCTA will conduct public meetings in accordance with its Public Participation Plan.