



Have you ever wondered about whether you can bring your pet on the A-train? Have you ever needed to know about various fare options? Now you can #AskDCTA! DCTA is excited for the launch of its new #AskDCTA monthly content series which features the agency's customer service team answering frequently-asked rider questions.



The purpose of this new series is for the agency's customer service team to answer questions in an entertaining and informative way to not only improve the passenger experience, but for the agency to better engage with riders.

Each month, DCTA will respond to customer inquiries through the new #AskDCTA series in which riders can submit questions about anything related to the agency. Here's how passengers can submit questions and future topic ideas:

- Send feedback via our GOREquest online customer service tool and choose the menu option “#AskDCTA Series”
- Post a question on our Twitter or Facebook page (use **#AskDCTA**)
- Drop a note in the comments section on our Hop on Board blog

A different topic determined by public response will be featured every month. While DCTA can't guarantee that every question submitted will be answered, the agency will consider all inquiries and will feature questions that will greatly benefit the majority of riders.

## NEW NORTH TEXAS XPRESS SERVICE DENTON PARK & RIDE AND ALLIANCE STOP

Did you know that the Denton County Transportation Authority (DCTA) and the Fort Worth Transportation Authority (FWTA) launched a new commuter bus service that connects Denton and Fort Worth? The new North Texas Xpress service is a convenient, reliable way to travel between Denton, Alliance and Fort Worth – making round trips Monday through Friday, between approximately 5:15 a.m. and 9:30 p.m.

To enhance service options for passengers, DCTA and FWTA launched a new stop at Alliance this past January and opened a new park and ride location at Denton Presbyterian Hospital on March 6.

To plan your next trip on the North Texas Xpress service, visit [RideDCTA.net](http://RideDCTA.net) or [fwta.org/ntx](http://fwta.org/ntx).

## WHY I RIDE

Jessica Rangel of Denton enjoys the great customer service she receives while riding our services. Find out why else Jessica rides:

**Q: What do you enjoy most about riding DCTA?**

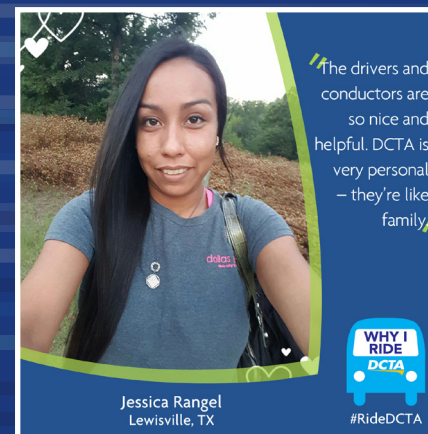
**A:** The ability to get to work to provide for my family using DCTA is great. The drivers and conductors are so nice and helpful. DCTA is very personal – they're like family. They remember my schedule and address me by name. That really helps my experience!

**Q: What are some of your favorite things to do while riding DCTA?**

**A:** I enjoy looking outside at all of the beautiful scenery.

**Q: Do you have any advice to DCTA passengers and non-passengers?**

**A:** Check the schedules in advance and make sure to arrive at your stop early!



### WHERE'S MY RIDE

Utilize *Where's My Ride* to access real-time arrival times of select Denton and Lewisville Connect bus or all A-train schedules. *Where's My Ride* can be accessed online, via text or over the phone.



### GOPASS<sup>SM</sup>

Download the GoPass<sup>SM</sup> application, available on the App Store or Google Play, to purchase your ticket straight from your mobile phone.



### GOREQUEST

Have a question or comment? Download the GOREquest application and send your feedback to a DCTA staff member who will answer your question or address your comment in a timely manner.



### RIDER ALERTS

Sign up for the new DCTA Rider Alerts to receive customized notifications regarding schedule delays, service changes and promotions.

To learn more about DCTA Travel Tools, visit [RideDCTA.net](http://RideDCTA.net).



DENTON COUNTY  
TRANSPORTATION AUTHORITY

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# DESTINATION: DENTON COUNTY

## SPRING BREAK CAMPUS SHUTTLE SCHEDULE

The University of North Texas (UNT) and North Central Texas College (NCTC) campus shuttles will have a different service schedule during spring break (Saturday, March 11 through Sunday, March 19). The UNT Campus Shuttle will operate Discovery Park service only and the NCTC Campus Shuttle will not operate any service.

For more information, visit UNT's Transportation and Parking and NCTC's website.

## 2017 PASSENGER SURVEY COMING SOON

This April, DCTA will conduct its passenger satisfaction survey to garner feedback from riders on how to improve our services. We look forward to hearing from you! Stay tuned for more details!

## MAY 2017 SERVICE CHANGES

DCTA will implement new service changes on May, 15 2017. This will be the only service change for 2017. For riders, this means that the current Go Guide will remain effective until this time when service changes occur.

If passengers have questions or feedback about the upcoming service changes, they can send them to DCTA's GORquest customer tool for further staff review and follow up.

## TEXAS STORYTELLING FESTIVAL MAR. 9 - 12



Don't miss the masters of storytelling at the 32<sup>nd</sup> Annual Texas Storytelling Festival in Denton, Texas from Thursday, March 9 through Sunday, March 12 at the Denton Civic Center. This festival brings together the best in storytelling for an oral tradition that can be enjoyed by all ages. Tales of all genres are shared, and various bands will perform throughout the event. Ride the A-train to the DDTC and transfer to Denton Connect Routes 4 and 5 to hear all the magical stories! For more information, visit [tejasstorytelling.com](http://tejasstorytelling.com). (Note: DCTA does not operate services on Sunday)

## LEWISVILLE COLORPALOOZA FESTIVAL | APR. 8



ColorPalooza: A Celebration of Spring will take place Saturday, April 8, from 10 a.m. to 5 p.m. in Old Town Lewisville. The free festival will feature a wide variety of exhibits and interactive events, such as inflatable play structures, creative arts and crafts stations and more, with a "spring feel" for the whole family! Ride the A-train to the Old Town Station and transfer to Lewisville Connect Route 22 to watch skilled artists and learn how to better care for the earth. For more information, visit [lewisvillecolorpalooza.com](http://lewisvillecolorpalooza.com).

## THIN LINE FESTIVAL | APR. 19 - 29

SPONSORED BY: **DCTA**



This five-day festival runs from Wednesday, April 19 through Sunday, April 29, at the historic downtown Denton square and will feature high quality documentary films, world-class music, and a diverse selection of photography. Enjoy free general admission in celebration of the festival's 10-year anniversary! Ride the A-train to the DDTC and take a brisk walk to downtown Denton to see all the unique films, national and regional bands, and a variety of curated print and digitally-exhibited photographs. For more information, visit [thinlinefilmfest.com](http://thinlinefilmfest.com). (Note: DCTA does not operate services on Sunday)

## DENTON REDBUD FESTIVAL | APR. 22



The Denton Redbud Festival, hosted by Keep Denton Beautiful, will take place Saturday, April 22, at the Denton Civic Center from 10 a.m. to 4 p.m. This award-winning community festival is Denton's official Arbor Day celebration featuring dozens of vendors with tree and plant sales, gardening supplies, household items and local/handmade products; along with family-friendly activities and live, local music. Ride the A-train to the DDTC and transfer to Denton Connect Routes 4 and 5 to get to all the free green festivities! For more information, visit [kdb.org](http://kdb.org).

## DENTON ARTS & JAZZ FESTIVAL | APR. 28 - 30

SPONSORED BY: **DCTA**



DCTA is proud to be a returning sponsor of the Denton Arts and Jazz Festival. The free event is hosted by the Denton Festival Foundation, Inc. and will take place Friday, April 28 through Sunday, April 30. Festival goers will experience seven stages of continuous music, fine art, crafts, food, games, and more at the beautiful Quakertown Park. Ride the A-train to the DDTC and transfer to Denton Connect Routes 4 and 5 to get to all the musical entertainment, food and fun! For more information, visit [dentonjazzfest.com](http://dentonjazzfest.com). (Note: DCTA does not operate services on Sunday)