



## Board of Directors Regular Meeting

March 28, 2019 | 2:30 p.m.

*\*or immediately following Board Work Session scheduled at 1:30 p.m. on March 28, 2019*

*NOTICE IS HEREBY GIVEN that the DCTA Board of Directors will conduct its regular meeting at the time and location above to consider the following:*

CALL TO ORDER

PLEDGE OF ALLEGIANCE TO US AND TEXAS FLAGS

INVOCATION

WELCOME AND INTRODUCTION OF VISITORS

1. PUBLIC COMMENT

This agenda item provides an opportunity for citizens to address the Board of Directors on any agenda items or other matters relating to the DCTA. Anyone wishing to address the Board of Directors should complete a Citizen Comment Registration Card and submit it to the DCTA Administration prior to the start of the Board of Director meeting. There is a three (3) minute time limit for each citizen. Anyone wishing to speak shall be courteous and cordial. The Board of Directors is not permitted to take action on any subject raised by a speaker during Citizen Comments. However, the Board of Directors may have the item placed on a future agenda for action; refer the item to the DCTA Administration for further study or action; briefly state existing DCTA policy; or provide a brief statement of factual information in response to the inquiry.

2. CONSENT AGENDA

- a. Approval of Minutes for the Board Work Session and Regular Meeting on February 28, 2019
- b. Acceptance of Monthly Financial Statements – February 2019

3. REGULAR AGENDA

- a. Discussion and Approval of 2019 Title VI Program Update and approval of Resolution 19-06
- b. Discussion and Approval of DCTA Interlocal Agreement with the North Texas Mobility Corporation
- c. Discussion and Approval of Amendment to First Transit Inc. Transportation Management Services Agreement
- d. Discussion and Approval of Interlocal Cooperation Agreement with Span, Inc., for Transportation Services

4. CONVENE EXECUTIVE SESSION. The Board may convene the Regular Board Meeting into Closed Executive Session for the following:
  - a. As Authorized by Section 551.071(2) of the Texas Government Code, the Regular Board 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. As Authorized by Texas Government Code Section 551.072 Deliberation regarding Real Property: Discuss acquisition, sale or lease of real property related to long-range service plan within the cities of Denton, Lewisville, Highland Village, or the A-train corridor.
5. RECONVENE OPEN SESSION
  - a. Reconvene and Take Necessary Action on Items Discussed during Executive Session.
6. CHAIR REPORT
  - a. Discussion of Regional Transportation Issues
  - b. Discussion Legislative Issues
    - i. Regional
    - ii. State
    - iii. Federal
7. CEO'S REPORT
  - a. Budget Transfers
  - b. Regional Transportation Issues
8. REPORT ON ITEMS OF COMMUNITY INTEREST
  - a. Pursuant to Texas Government Section 551.0415 the Board of Directors may report on following items: (1) expression of thanks, congratulations, or condolences; (2) information about holiday schedules; (3) recognition of individuals; (4) reminders about upcoming DCTA and Member City events; (5) information about community events; and (6) announcements involving imminent threat to public health and safety.
9. ADJOURN

Chair – Charles Emery  
Vice Chair – Dianne Costa

Treasurer – Dave Kovatch  
Secretary – Sara Bagheri

Members:

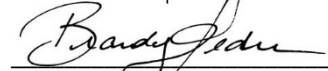
Skip Kalb, Tom Winterburn, Don Hartman, Allen Harris, Carter Wilson,  
Connie White, Mark Miller, Ron Trees, Michael Savoie

Staff Liaison:

CEO – Raymond Suarez

The Denton County Transportation Authority meeting rooms are wheelchair accessible. Access to the building and special parking are available at the main entrance. Requests for sign interpreters or special services must be received forty-eight (48) hours prior to the meeting time by emailing [bpedron@dcta.net](mailto:bpedron@dcta.net) or calling Brandy Pedron at 972.221.4600.

This notice was posted on 3/22/2019 at 2:24 PM.



Brandy Pedron, Executive Administrator | Open Records

## Board of Directors Work Session Meeting Minutes for: February 28, 2018

### 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 Charles Emery, Chairman presiding on December 13, 2018 at 1955 Lakeway Drive, Suite 260, Lewisville, Texas 75057.

#### Attendance

##### Small Cities

Connie White  
Skip Kalb  
Michael Savoie @ 2:03 pm

##### Large Cities

Charles Emery, Lewisville, Chairman  
Dianne Costa, Highland Village  
Sara Bagheri, Denton  
Carter Wilson, Frisco  
Mark Miller, Flower Mound  
Allen Harris, The Colony  
Ron Trees, Little Elm

##### Board Members Absent

Ron Trees, Little Elm  
Tom Winterburn, Corinth  
Don Hartman, Denton County  
Unincorporated  
Dave Kovatch, Denton County At  
Large, Treasurer

##### Legal Counsel

Kevin Laughlin

##### DCTA Staff

Raymond Suarez, Chief Executive Officer  
Kristina Holcomb, Deputy Chief Executive  
Officer  
Marisa Perry, Chief Financial Officer, Vice  
President of Finance  
Nicole Recker, Vice President Marketing &  
Communications  
Michelle Bloomer, Vice President,  
Operations

##### Other Attendees

Amanda Riddle, Budget Manager  
Adrienne Hamilton, Communications  
Manager  
Lindsey Baker, Director of Strategic  
Partnerships  
Amber Karkauskas, Controller  
Chrissy Nguyen, Senior Accountant  
Sarah Martinez, Director of Procurement  
Brandy Pedron, Executive Administrator  
Jim Owen  
Peggy Hinkle-Wolf, DRC

*CALL TO ORDER: Chairman, Charles Emery, called the meeting to order and announced the presence of a quorum at 1:30 p.m.*

1. Monthly Financial Reports – *Marisa Perry, Chief Financial Officer, VP of Finance, provided a report on the following. No further discussion*
  - a. Financial Statements for January 2019
  - b. Capital Projects Budget Report for January 2019
  - c. Monthly Sales Tax Receipts
  - d. Presentation of Audit Report for Fiscal Year End 9/30/2018 by Weaver & Tidwell, LLP – *Marisa Perry introduced Jennifer Weaver to the Board who then gave a presentation of the Audit Report as listed*
2. Update and Discussion Regarding Agency Initiatives (or intent)
  - a. 86th Legislative Session Activities – *Lindsey Baker, Director of Strategic Partnerships, provided an update to the Board regarding DCTA's visit to Austin and their meetings around the 86<sup>th</sup> Legislative Session activities*
  - b. Stakeholder Value and Shared Future Vision
    - i. Establishment of a Local Government Corporation – *Kristina Holcomb, Deputy CEO reviewed the timeline of the local government corporation with the Board*
    - ii. Social Services Agency Roundtables – *Nicole Recker, Vice President of Marketing and Communications, reviewed the takeaways and next steps and gave a holistic view of DCTA's Social Services Agency Roundtables.*
    - iii. Citizen's Advisory Team Meetings – *Nicole Recker provided the Board a recap and takeaways from DCTA's Citizen's Advisory Team Meetings*
    - iv. Agency Strategic Visioning Forums – *Raymond Suarez, CEO briefly discussed strategic visioning forums and DCTA's intent to find out what each city wants before the forums which may occur in May, June, or July of 2019*
  - c. Assessing Everything We Do with Innovation
    - i. Service Schedule Modeling with PTC – *Michelle Bloomer, Vice President of Operations, briefly updated the Board on Service Schedule Modeling with PTC; by the end of March, DCTA will be done validating simulation results*
    - ii. Expanded A-train Service – *no discussion at this time*
  - d. Improving Efficiencies and Maximizing City's Return on Investment
    - i. Update Fleet Sizing – *Michelle Bloomer discussed with the Board fleet sizing*
    - ii. Operating Cost Model Development – *Marisa Perry updated the Board about the operating cost model development, template created and stakeholder meetings*
  - e. Local and Regional Transit System Growth
    - i. East/West Connectivity – *Raymond Suarez discussed with the Board East and West connectivity including BNSF corridor/Frisco, The Colony, Lewisville/Hillwood Village – Castle Hills, and Denton 35W/Hillwood development*
    - ii. North/South Connectivity – *This item will be further discussed at the March Program Services Committee Meeting*
      1. North Texas Express
      2. Hebron to Downtown Dallas





- iii. Contracted Service Requests – *This item will be further discussed at the March Program Services Committee Meeting*
- 3. Discussion of Regular Board Meeting Agenda Items – *No discussion at this time*
  - a. Discuss Draft Bylaws and Certificate of Formation for a Local Government Corporation and the Appointment of its Initial Directors.
  - b. Discuss Task Order 1 Amendment 1 with Lockwood, Andrews & Newman, Inc. (LAN) for A-train Corridor Expansion Preliminary Planning
- 4. Convene Executive Session – *convened at 3:15 p.m.*

As Authorized by Texas Government Code Section 551.072 Deliberation regarding Real Property:  
Discussed acquisition, sale or lease of real property related to long-range service plan within the cities of Denton, Lewisville, Highland Village, or the A-train corridor.
- 5. Reconvene Open Session – *reconvened at 3:29 p.m.*
  - a. Reconvene and Take Necessary Action on Items Discussed during Executive Session - *No action was taken*
- 6. Discussion of Future Agenda Items – *No discussion at this time*
- 7. ADJOURN at 3:30 p.m.

The minutes of the February 28, 2018 Work Session meeting of the Board of Directors were passed and approved by a vote on this 28th day of March 2019.

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Charles Emery, Chairman

ATTEST

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Sara Bagheri, Secretary



## Board of Directors Regular Meeting Minutes for:

February 28, 2018

### Board of Directors Regular Meeting Minutes

The Board of Directors of the Denton County Transportation Authority convened the work session of the Board of Directors with Charles Emery, Chairman presiding on February 28, 2018 at 1955 Lakeway Drive, Suite 260, Lewisville, Texas 75057.

#### Attendance

##### Small Cities

Connie White  
Skip Kalb  
Michael Savoie

##### Large Cities

Charles Emery, Lewisville, Chairman  
Dianne Costa, Highland Village  
Sara Bagheri, Denton  
Carter Wilson, Frisco  
Mark Miller, Flower Mound  
Allen Harris, The Colony  
Ron Trees, Little Elm

##### Board Members Absent

Ron Trees, Little Elm  
Tom Winterburn, Corinth  
Don Hartman, Denton County  
Unincorporated  
Dave Kovatch, Denton County At  
Large, Treasurer

##### Legal Counsel

Kevin Laughlin

##### DCTA Staff

Raymond Suarez, Chief Executive Officer  
Kristina Holcomb, Deputy Chief Executive  
Officer  
Marisa Perry, Chief Financial Officer, Vice  
President of Finance  
Nicole Recker, Vice President Marketing &  
Communications  
Michelle Bloomer, Vice President,  
Operations

##### Other Attendees

Brandy Pedron, Executive Administrator  
Jim Owen  
Peggy Hinkle-Wolf, DRC

CALL TO ORDER: *Secretary, Dianne Costa, called the meeting to order and announced the presence of a quorum at 3:36 p.m.*

PLEDGE OF ALLEGIANCE – *led by Carter Wilson*

INVOCATOIN – *led by Skip Kalb*

WELCOME AND INTRODUCTION OF VISITORS – *Raymond Suarez, CEO, welcomed Peggy Hinkle-Wolf with the Denton Record Chronical*

1. PUBLIC COMMENT – *no public comments at this time*

This agenda item provides an opportunity for citizens to address the Board of Directors on any agenda items or other matters relating to the DCTA. Anyone wishing to address the Board of Directors should complete a Citizen Comment Registration Card and submit it to the DCTA Administration prior to the start of the Board of Director meeting. There is a three (3) minute time limit for each citizen. Anyone wishing to speak shall be courteous and cordial. The Board of Directors is not permitted to take action on any subject raised by a speaker during Citizen Comments. However, the Board of Directors may have the item placed on a future agenda for action; refer the item to the DCTA Administration for further study or action; briefly state existing DCTA policy; or provide a brief statement of factual information in response to the inquiry.

2. CONSENT AGENDA

- a. Approval of Minutes for the Board Work Session and Regular Meeting on January 24, 2018.
- b. Acceptance of Monthly Financial Statements for January 2019
  - *A Motion to approve the Consent Agenda items (a and b) was made by Sara Bagheri. The motion was seconded by Skip Kalb. Motion passed unanimously by the Board*

3. REGULAR AGENDA

- a. Discuss and Approve the FY2018 Financial Statements and Supplementary Information – *Presented for discussion by Marisa Perry, Chief Financial Officer, Vice President of Finance*
  - *A Motion to approve the Regular Agenda item (a) was made by Allen Harris. The motion was seconded by Connie White. Motion passed unanimously by the Board*
- b. Discuss and Approve Resolution R19-05 Approving the Certificate of Formation and Bylaws for the North Texas Mobility Corporation and the Appointment of its Initial Directors – *Presented for discussion by Kristina Holcomb, Deputy CEO and Marisa Perry, Chief Financial Officer, Vice President of Finance*
  - *A Motion to approve the Regular Agenda item (b) was made by Skip Kalb. The motion was seconded by Mark Miller. Motion passed unanimously by the Board*
- c. Approve and Authorize CEO to Negotiate and Execute Task Order 1 Amendment 1 with Lockwood, Andrew & Newman, Inc. (LAN) for Cotton Belt Concept and Estimate Development – *Presented for discussion by Kristina Holcomb, Deputy CEO*
  - *A Motion to approve the Regular Agenda item (c) was made by Mark Miller. The motion was seconded by Connie White. Motion passed unanimously by the Board*
- d. Approve and Authorize CEO to Execute an Interlocal Agreement with SPAN, Inc. – *Presented for discussion by Michelle Bloomer, Vice President Operations*
  - *A Motion to approve the Regular Agenda item (d) was made by Ron Trees. The motion was seconded by Carter Wilson. Motion passed unanimously by the Board*

4. Convene Executive Session. The Board may convene the Regular Board Meeting into Closed Executive Session for the following: - *The Board did not meet in executive session at this time*



5. Reconvene Open Session – N/A
  - a. Reconvene and Take Necessary Action on Items Discussed during Executive Session. – N/A
6. CHAIR REPORT – *No Chair Report given at this time*
  - a. Discussion of Regional Transportation Issues
  - b. Discussion Legislative Issues
    - i. Regional
    - ii. State
    - iii. Federal
7. CEO'S REPORT
  - a. Budget Transfers – *Marisa Perry updated the Board with three Budget Transfers: printers and copier costs, capital project for engineering documents, and capital project for data analytics*
  - b. Regional Transportation Issues – *Raymond Suarez briefly discussed Corinth's interest in a rail station*
8. REPORT ON ITEMS OF COMMUNITY INTEREST – *Michael Savoie briefed the Board on a TexDot meeting he attended and Mark Miller mentioned upcoming meetings for Alliance that will be placed on the Events Log and sent out to the Board*
  - a. Pursuant to Texas Government Section 551.0415 the Board of Directors may report on following items: (1) expression of thanks, congratulations, or condolences; (2) information about holiday schedules; (3) recognition of individuals; (4) reminders about upcoming DCTA and Member City events; (5) information about community events; and (6) announcements involving imminent threat to public health and safety.
9. ADJOURN – *The meeting was adjourned at 4:05 p.m.*

The minutes of the February 28, 2018 Regular meeting of the Board of Directors were passed and approved by a vote on this 28th day of March 2019.

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Charles Emery, Chairman

ATTEST

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Sara Bagheri, Secretary



## Board of Directors Memo

March 23, 2019

SUBJECT: Discussion and Approval of 2019 Title VI Program Update and approval of Resolution 19-06

### Background

As a recipient of Federal Transit Administration funding and other federal dollars, DCTA is required to establish Title VI policies and programs that comply with federal requirements. 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 program and policies to ensure DCTA's service provision, practices and projects do not discriminate or disproportionately impact Title VI populations.

### Identified Need

DCTA's current Title VI program and policies will expire on July 31, 2019. DCTA must submit an updated version of the program and policies to FTA on or before June 1, 2019. The new program and policies will be effective June 1, 2019, for a period of three years. The agency's board of directors must adopt a resolution approving the Title VI program, Resolution 19-06.

### Committee Review

This item was presented to Program Services Committee on March 19, 2019.

### Recommendation

Staff recommends the Board approve the updates to the Title VI program and Resolution 19-06

### Exhibits

Exhibit 1: Resolution R19-06 Approving DCTA Title VI Program 2019 Update

Exhibit 2: DCTA Title VI Program, March 28, 2019

Submitted By:

Athena Forrester/AVP of Regulatory Compliance

Reviewed By:

Kristina Holcomb/Deputy CEO

Approval:

Raymond Suarez/CEO

## **RESOLUTION NO. 19-06**

### **A RESOLUTION OF THE BOARD OF DIRECTORS OF THE DENTON COUNTY TRANSPORTATION AUTHORITY (“DCTA”) APPROVING ITS TITLE VI 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 4702.1B 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 4702.1B 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 Program every three (3) years; and

**WHEREAS**, the DCTA is updating Title VI policies which will be included in the 2019 Title VI Program Update.

### **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 2019 Title VI Program Update, the original of which shall be maintained in the office of the AVP of Regulatory Compliance 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.** That all provisions of the resolutions of the Board of Directors of the DCTA, in conflict with the provisions of this resolution be, and the same are hereby, repealed, and all other provisions not in conflict with the provisions of this resolution shall remain in full force and effect.

**SECTION 4.** 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 23<sup>RD</sup> DAY OF MARCH, 2019.**

**APPROVED:**

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Charles Emery, Chairman

**ATTEST:**

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Sara Baghari, Secretary

**APPROVED AS TO FORM:**



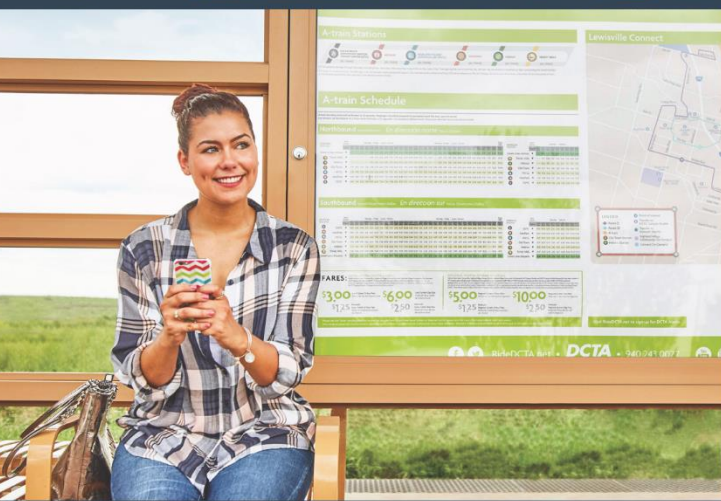
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Peter G. Smith, General Counsel  
(PGS:3-18-19:TM 106773)





DENTON COUNTY  
TRANSPORTATION AUTHORITY



# DCTA TITLE VI PROGRAM

March 28, 2019





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## **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**

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 has 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 grounds of race, color, or national origin from being excluded from participation, being denied the benefits of, or being 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 understands its responsibility 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 any 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, 2019, was updated March 28, 2016, and addresses activities since June 2016. 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.

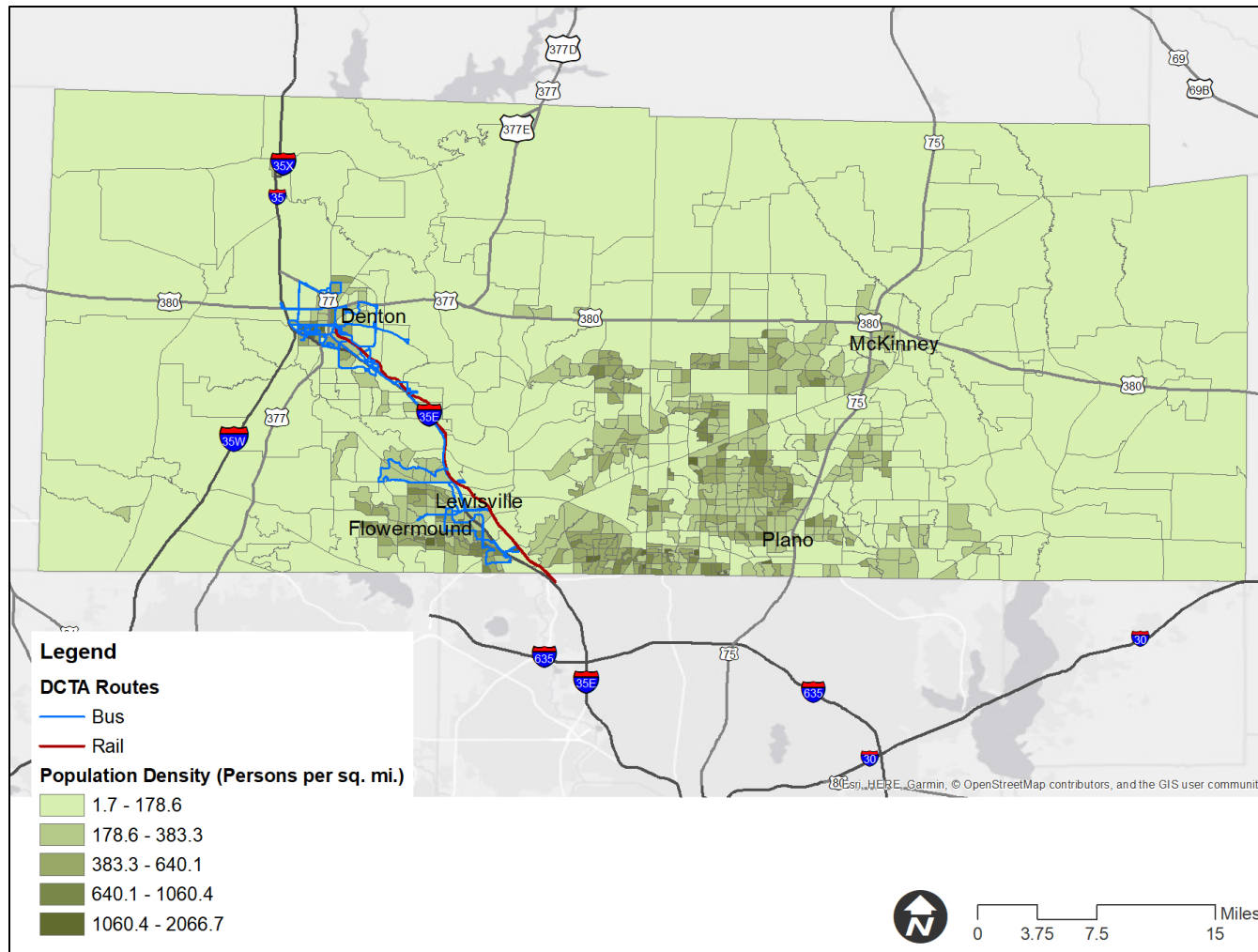
### **Agency Overview**

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 build on the initial investments and meet the needs associated with 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 adjacent UZAs. Figure 2 shows the population density within Denton and Collin Counties by U.S. Census block groups<sup>1</sup>.

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<sup>1</sup> For the purposes of this document, DCTA's service area will be defined as all of Denton and Collin Counties.





**Figure 2. Population Density by Census Tract with DCTA Fixed Routes.**

## **System Overview**

DCTA provides transit services within Denton and Collin Counties. DCTA operates 10 fixed routes, a 21-mile commuter rail system, on-demand zone services, limited stop shuttle services, demand response/paratransit services, and vanpool services. DCTA also manages contracted services for the University of North Texas (UNT), North Central Texas College (NCTC), McKinney Urban Transit District (MUTD), and the City of Frisco. DCTA's 62 peak-service bus vehicles, four peak-service rail vehicles, and 255 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.

### **Local Fixed-Route Services**

DCTA operates eight fixed routes in Denton and two in Lewisville. The routes operate Monday through Saturday. In Denton, peak frequencies vary depending on the route (30–45-minute headways). Off-peak frequencies in Denton also vary by route (40–60-minute headways). In Lewisville, routes have a 25–30-minute frequency during the peak period and a 43–60-minute frequency during off-peak.

### **Commuter Rail Service**

The A-train, DCTA's commuter rail line, operates six days per week excluding holidays and serves six rail stations including a station that DCTA shares with Dallas Area Rapid Transit (DART). The A-train, which averages approximately 1,500 passengers a day, operates 22-minute frequencies during the peak period and approximately 70-minute frequencies in the off-peak.

### **On-Demand Zone Services**

DCTA operates two on-demand zone services—one in Denton and the other in Lewisville. The Denton Enterprise Airport Zone provides service to the businesses in the area surrounding the airport with connections to DCTA's fixed route and UNT Campus Shuttle routes. The Denton Enterprise Airport Zone operates Monday through Friday from 6 a.m. to 9:30 p.m. and on Saturdays from 8:30 a.m. to 7 p.m.

The Lewisville Lakeway Zone serves the Lakeway business park area in Lewisville and connects with the A-train and the two Lewisville Connect routes at the Hebron A-train station. The Lakeway Zone operates Monday through Friday from 5:30 a.m. to 10:00 p.m. and Saturdays from 8:30 a.m. to 9:30 p.m.

### **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.

In September 2016, DCTA launched the North Texas Xpress in coordination with Trinity Metro that operates Monday through Friday, from 6:50 a.m. to 9:45 p.m. (excluding major holidays). The Commuter shuttle serves several points along the I-35W corridor, has two park and ride options, and provides connectivity to employment centers. The limited-stop commuter shuttle provides connections to the Trinity Railway Express (TRE), University of North Texas (UNT) campus shuttles, and local DCTA fixed routes.

### **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. 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.

### **Vanpools**

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

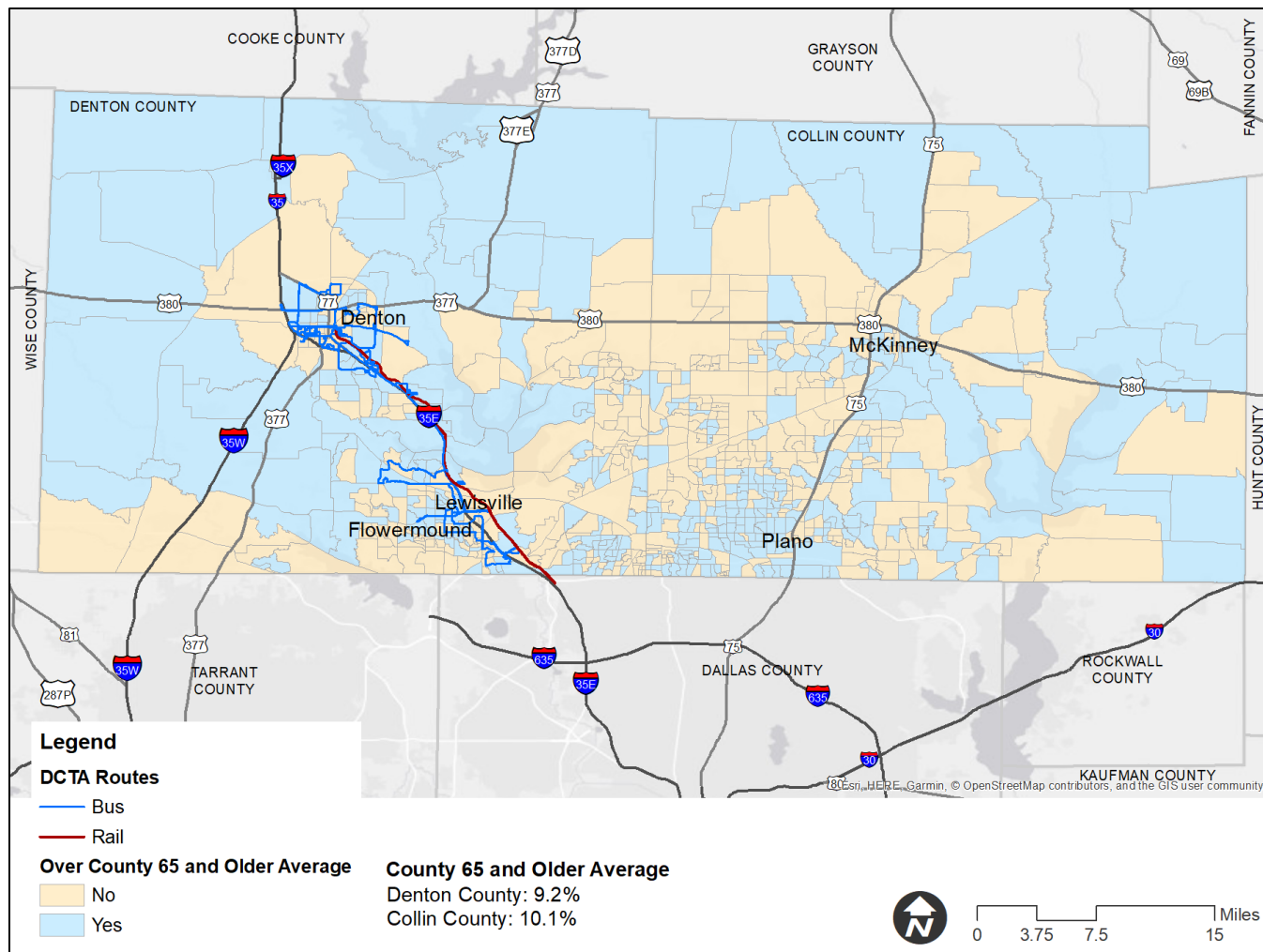
### **Contract Services**

DCTA operates contracted service for 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, Sundays, and during summer and winter breaks. The NCTC shuttles provide two limited stop intercity routes serving two NCTC campuses. The NCTC shuttle only operates when school is in session. Both campus shuttle systems are open to the general public with appropriate fare.

Under contract with the City of Frisco, DCTA provides curb-to-curb demand response transit service, as well as subsidized taxi and Lyft services, to eligible Frisco residents for trips within Frisco, McKinney, Allen, designated portions of Plano. This service is available Monday through Friday from 6 a.m. to 6 p.m.

DCTA manages Collin County Transit, a taxi voucher program for qualified residents of one of the participating McKinney Urban Transit District cities. These include Celina, Lowry Crossing, McKinney, Melissa, and Princeton. This service is available Monday through Friday from 6 a.m. to 6 p.m. and Saturdays 8 a.m. to 6 p.m.





**Figure 4. Population 65 Years and Older.**

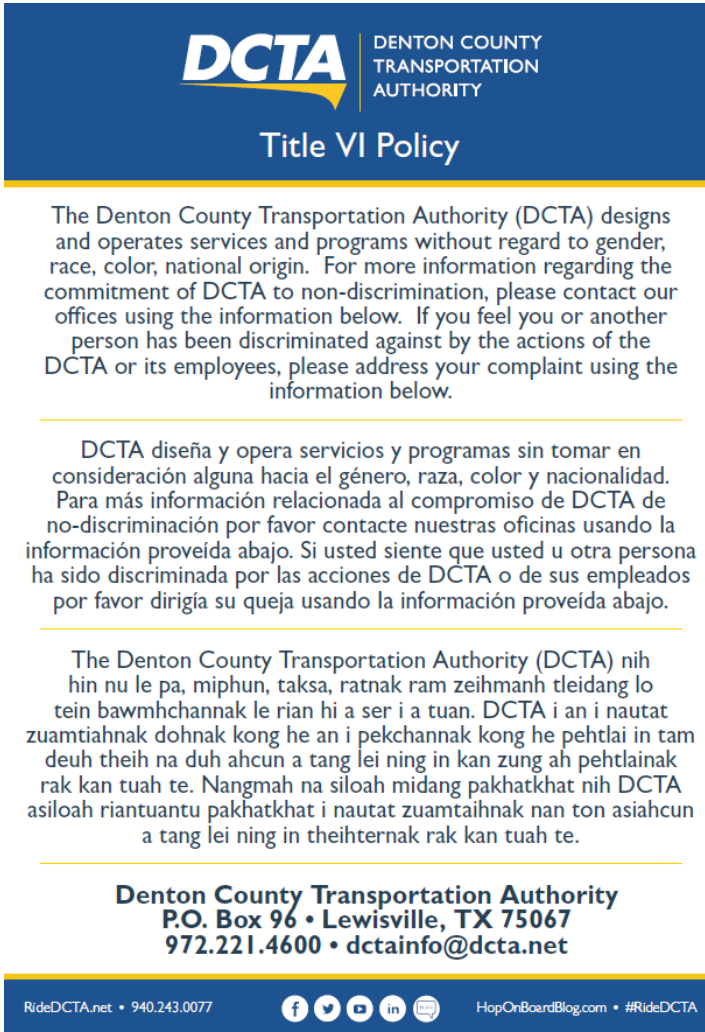
## 2. General Title VI Requirements

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 English, Spanish, and Hakha Chin on its website, at its transit center and rail stations, and on its bus fleet. Figure 5 presents DCTA's Title VI notice (also presented in Appendix B and made available to the public on DCTA's website - <https://www.dcta.net/rider-info/411/non-discrimination-notice-title-vi>).

**Figure 5. DCTA's Title VI Notice**

The graphic is a blue rectangular notice with a yellow horizontal line at the top and bottom. At the top left is the DCTA logo, which consists of the letters 'DCTA' in white with a yellow swoosh underneath, followed by the text 'DENTON COUNTY TRANSPORTATION AUTHORITY' in white. Below the logo, the title 'Title VI Policy' is written in white. The main body of the notice contains three paragraphs of text in English, Spanish, and Hakha Chin, each separated by a thin yellow horizontal line. At the bottom, the contact information for the Denton County Transportation Authority is listed in white. The footer of the graphic contains the website 'RideDCTA.net', a phone number, social media icons for Facebook, Twitter, YouTube, LinkedIn, and Instagram, and the website 'HopOnBoardBlog.com' along with the hashtag '#RideDCTA'.

**DCTA** 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 dirija su queja usando la información proveída abajo.

The Denton County Transportation Authority (DCTA) nih hin nu le pa, miphun, taksa, ratnak ram zeihmanh 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 zuamtiahnak 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](mailto:dctainfo@dcta.net)

RideDCTA.net • 940.243.0077

     HopOnBoardBlog.com • #RideDCTA

## **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 Center (DDTC) or on the DCTA website at [www.dcta.net](http://www.dcta.net). Appendix C presents copies of DCTA's complaint procedures and complaint form in English, Spanish, and Hakh 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 submitted. Once the complaint is received, DCTA will review it and the complainant will receive an acknowledgement letter within 10 working days informing the complainant whether the complaint will be investigated by DCTA.

Complaints may be filed in writing using the Title VI Complaint form or verbally by calling 972-221-4600. Completed complaint forms may be 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 may 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 Operations 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/CEO.

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(s) involved 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 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 complaint; and actions taken by DCTA in response, or final findings related to the investigation, lawsuit, or complaint.

DCTA received one (1) Title VI complaint during the reporting period. Appendix D presents two forms of complaint documentation: 1) a letter from DCTA's Title VI Coordinator stating that a complaint was received and noting the legal findings; and 2) DCTA's internal Title VI complaint tracking form documenting the nature of the complaint and DCTA's correspondence with the complainant. Table 1 documents the current status of DCTA's Title VI complaints.

**Table 1. DCTA's Title VI Complaint Status.**

<b>Complaint ID #</b>	<b>Date of Submission</b>	<b>Status</b>
One	July 17, 2018	No findings

### **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, proposed fare changes, and proposed service modifications in Denton, Highland Village, and Lewisville.

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 2014.

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, procedures used to implement public participation strategies, 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 passengers and affected communities, enabling them 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 pro-active 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 and organizations 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. Additionally, DCTA has partnered with member cities, welcome centers, and social service agencies to garner access to targeted audiences.

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 or fare changes.

### ***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?



- What could have been done differently to achieve a better outcome?

### ***Communication and Involvement Methods***

DCTA's public involvement approach is customized to meet the needs of the agency information being presented. The Vice President of Marketing and Communications will determine the appropriate methods and develop an action plan based on the desired outcome and goals for each public/open house meeting.

DCTA strives to provide the public with timely notice of the agency's public involvement opportunities. At a minimum, core communications should be released to the public two weeks prior to the first public involvement opportunity. DCTA will also make a concerted effort to provide adequate time for the public to provide input on key decisions. At a minimum, feedback channels should be open 21 days starting from the first public involvement opportunity.

Although this timeframe is DCTA's goal, there are times when an abbreviated timeline may be necessary to educate, collect feedback, and report findings. This does not supersede any state or federal programs or studies that call for a longer comment period.

Core methods of communication will include, but are not limited to:

- News release sent to local media
- Signage on train and bus vehicles
- Email blast to all riders and stakeholders
- Targeted communications to neighborhood groups and identified populations

DCTA will develop and manage the appropriate databases to ensure proper tracking of outreach efforts.

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 interactions, online interactions, surveys, hotlines, open houses, and meetings with formal presentations. DCTA posts copies of each presentation following the meeting to allow for additional citizen and stakeholder 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, including:

- **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 and at transit facilities.
- **Website:** DCTA's comprehensive website contains a calendar of events, Public Involvement Plan, respective presentations, and access to an online feedback form.
- **Rider Alerts:** DCTA has nearly 10,000 users subscribing to email rider alerts. These alerts provide information about public input opportunities, upcoming service changes, and service impacts.
- **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 DCTA's Hop on Board Blog to communicate with and engage customers. DCTA has 14,956 Facebook fans and 5,894 Twitter followers. Transit Center TV screens display passenger information and items of community interest.
- **Direct email** to passengers, community partners, and stakeholders 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 when appropriate.
- **Community Events:** DCTA sets up a trade show booths 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, community groups, and identified populations 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](mailto: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. DCTA hosts quarterly Citizen's Advisory Team meetings, in Lewisville and Denton, as another method for encouraging public dialogue and collecting feedback. The Citizen's Advisory Team serves as a forum to exchange information between DCTA, its passengers, and the community on transit-related issues and DCTA services and programs.

While these teams are encouraged to meet quarterly, the frequency of the meetings shall be set by the Citizen's Advisory Team and should be held in locations accessible by public transit.

Membership is open to anyone from the general public and DCTA regularly communicates meetings to garner new participants. Participation currently includes passengers, transit advocates, representatives from the local universities, and social service organization members.

### **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 (as defined in the Agency Overview section), who have LEP. Additionally, in accordance with the Safe Harbor provisions, DCTA provides written translation of vital documents (defined under the Factor 1 discussion, below) 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 speakers as an eligible population group throughout the service area and Hakha 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.**

As defined in the Agency Overview section, for the purposes of this document DCTA's service area includes all of Denton and Collin County while its fixed route services are focused within the cities of Denton, and Lewisville within the Denton/Lewisville UZA. Limited stop service is provided in Highland Village, Flower Mound, and Corinth. The A-train has a terminus station in Carrollton which provides transfer opportunities for continued travel into Downtown Dallas and other connections via Dallas Area Rapid Transit (DART) light rail and bus service. Under contract with the City of Frisco, DCTA operates curb-to-curb demand response transit service to eligible Frisco residents for trips within Frisco, McKinney, Allen as well as designated portions of Plano. DCTA also contracts with the City of McKinney and the McKinney Urban Transit District (MUTD) for the management of a subsidized taxi voucher program for participating MUTD cities including Celina, Lowry Crossing, McKinney, Melissa, and Princeton. The following describes DCTA's demographic profile:

- Review of U.S. Census Data: A review of American Community Survey (ACS) 2017 5-Year Estimate data identified a statistically significant representation of Spanish speaking households with limited English in Denton County and the cities of Denton, and Lewisville. Table 2 presents the percent of total household in each geography that identify as LEP organized by the household's primary household language.

**Table 2. LEP Household Percentages by Primary Household Language.**

Geography		Spanish	Other Indo-European Language	Asian and Pacific Island Language	Other Languages
Key Cities	Denton	3.11%	0.29%	0.88%	0.38%
	Frisco*	0.95%	0.54%	1.10%	0.09%
	Highland Village	0.19%	0.00%	0.21%	0.00%
	Lewisville	4.54%	0.50%	1.87%	0.16%
County Totals	Denton County	2.28%	0.35%	0.97%	0.09%
	Collin County	1.90%	1.03%	1.87%	0.23%

*Source: US Census Bureau, 2017 ACS 5-Year Estimates*

*Note: Key cities represent a portion of Denton or Collin counties, therefore city totals do not sum to county totals.*

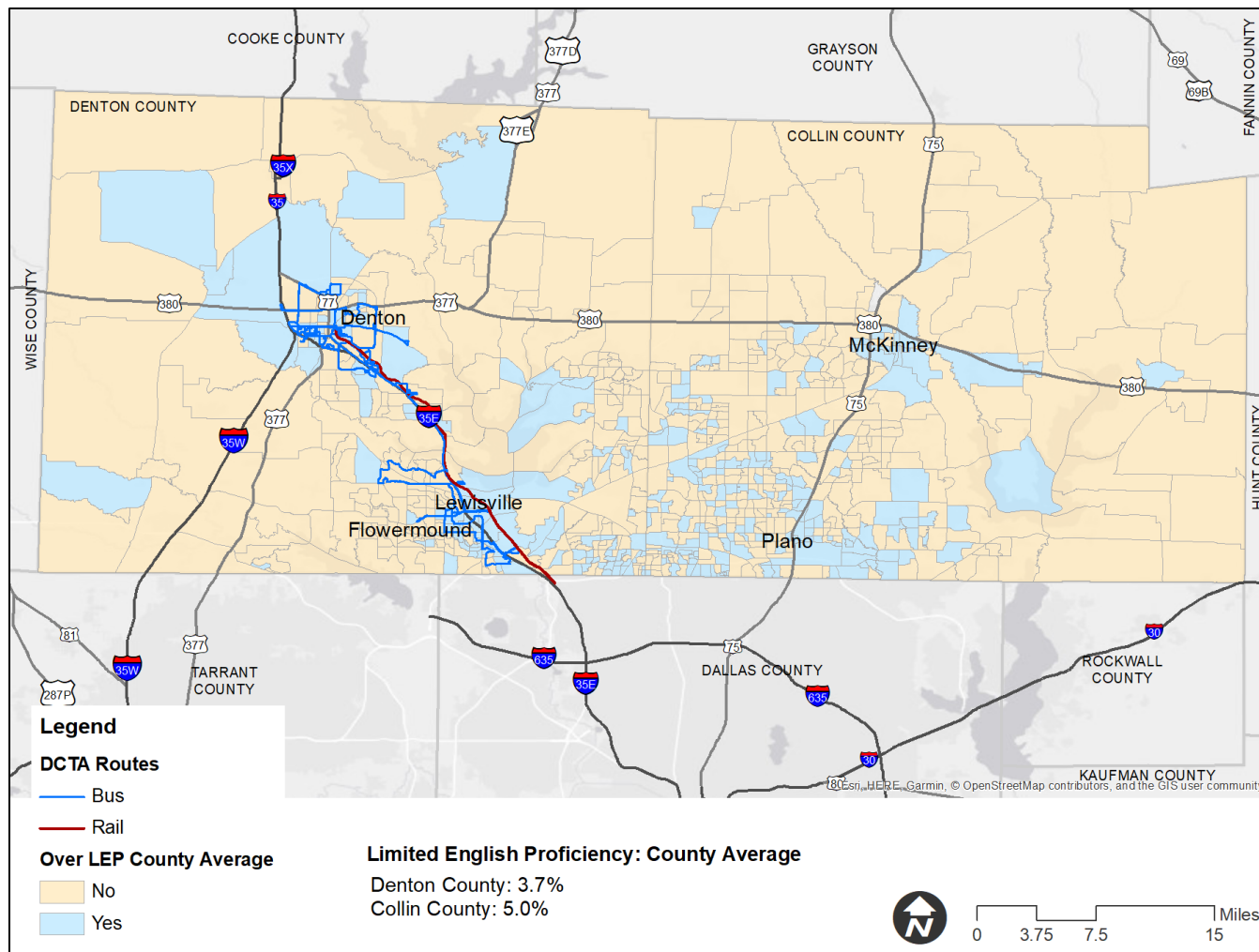
*\*The borders of Frisco cross county borders so that the city is in both Denton and Collin counties.*

- 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 2017, English and Spanish were the predominant languages spoken by DCTA customers. Nearly 5 percent of customers in 2017 indicated that Spanish was their primary language. Other languages submitted via the survey included Hakha Chin (0.04 percent) and English (69 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 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 Chin Community Ministry in Lewisville did indicate another demographic in addition to Spanish speaking individuals that meets the Safe Harbor

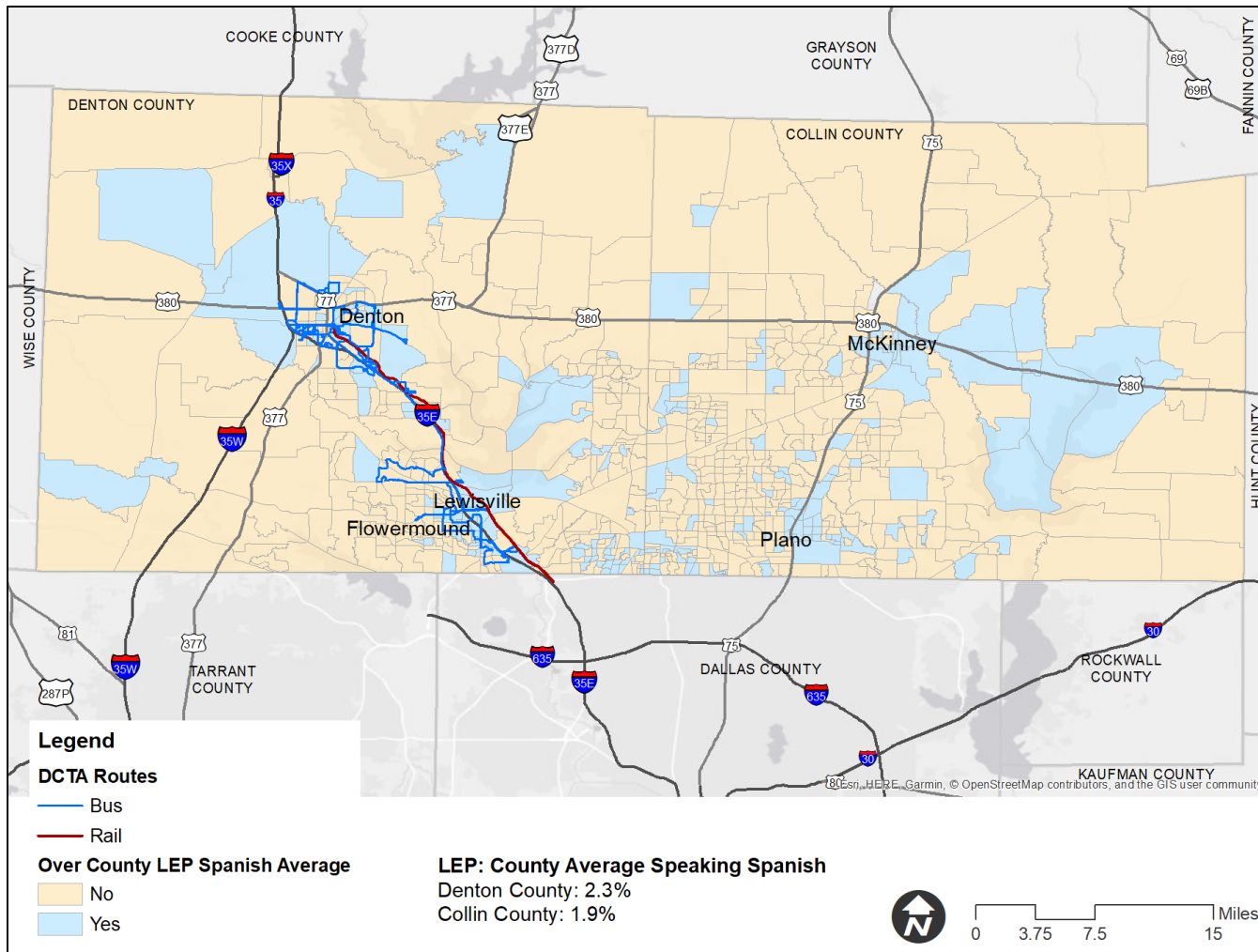
thresholds. Over 3,500 Chin refugees from Myanmar have relocated to Lewisville with the assistance of Catholic Charities. While representing a small portion of the Lewisville population, a majority of these individuals do not own a car and are likely to need public transportation. DCTA works closely with Chin Community Ministry on providing transit information and customized resources. DCTA utilized a translation company to assist with all translations and engages with Catholic Charities and Chin Community Ministry for translations when needed. All of DCTA's vital documents are translated in Hakha Chin and available via download. Vital documents for these purposes include:

- All agency Route Guides for bus, the A-train and on-demand services
- Title VI information including DCTA's Title VI Program, policies, procedures, and complaint form
- Access information including policies, procedures, and application.

The analysis conducted in Factor 1 clearly indicates the need for language services in Spanish throughout the service area and in Hakha Chin in Lewisville. Additional understanding of where in the service area populations of LEP reside is also helpful. Figure 6 through Figure 10 present spatial reference for the location of LEP households within the DCTA service area.

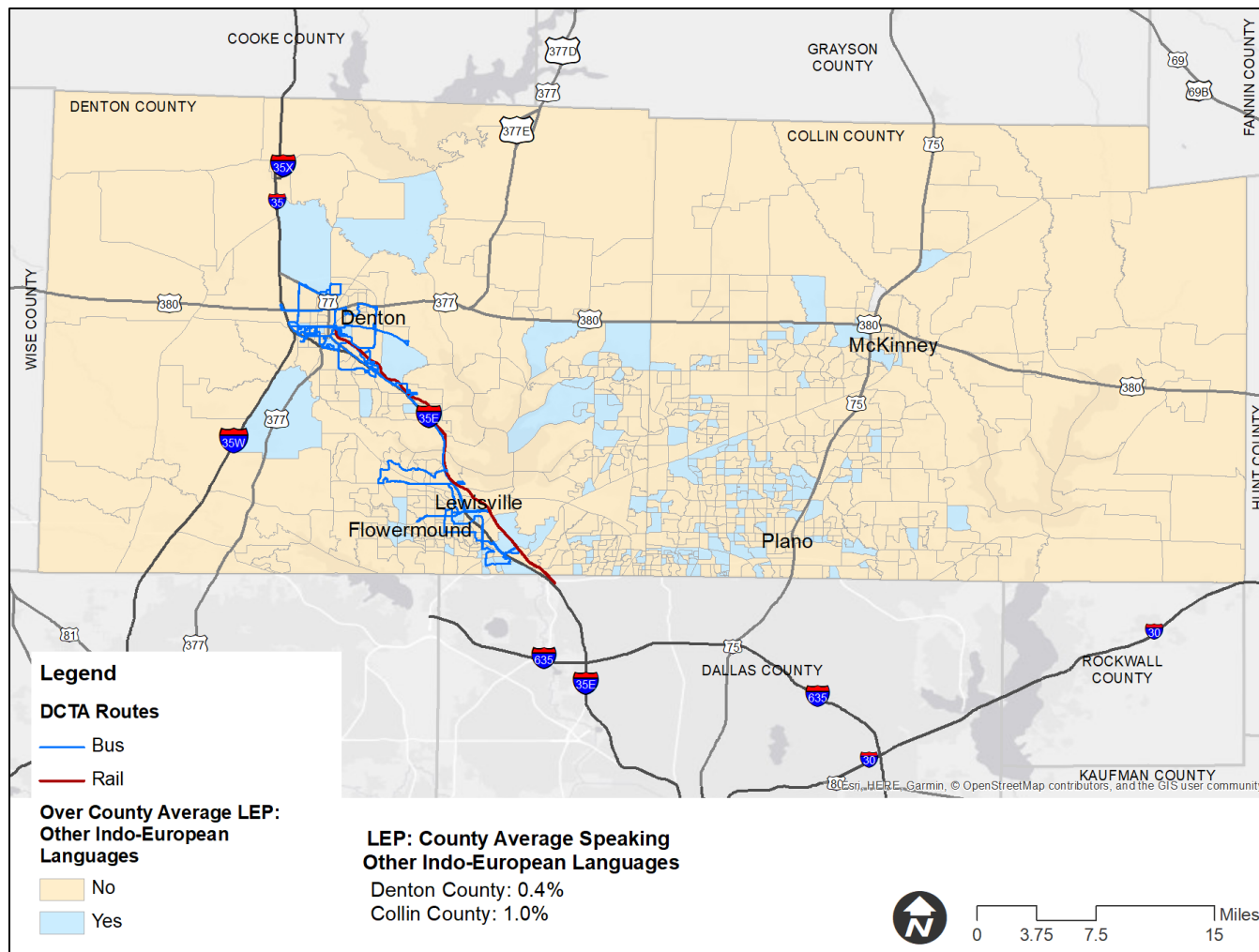


**Figure 6. Limited English Speaking Households – All Languages.**

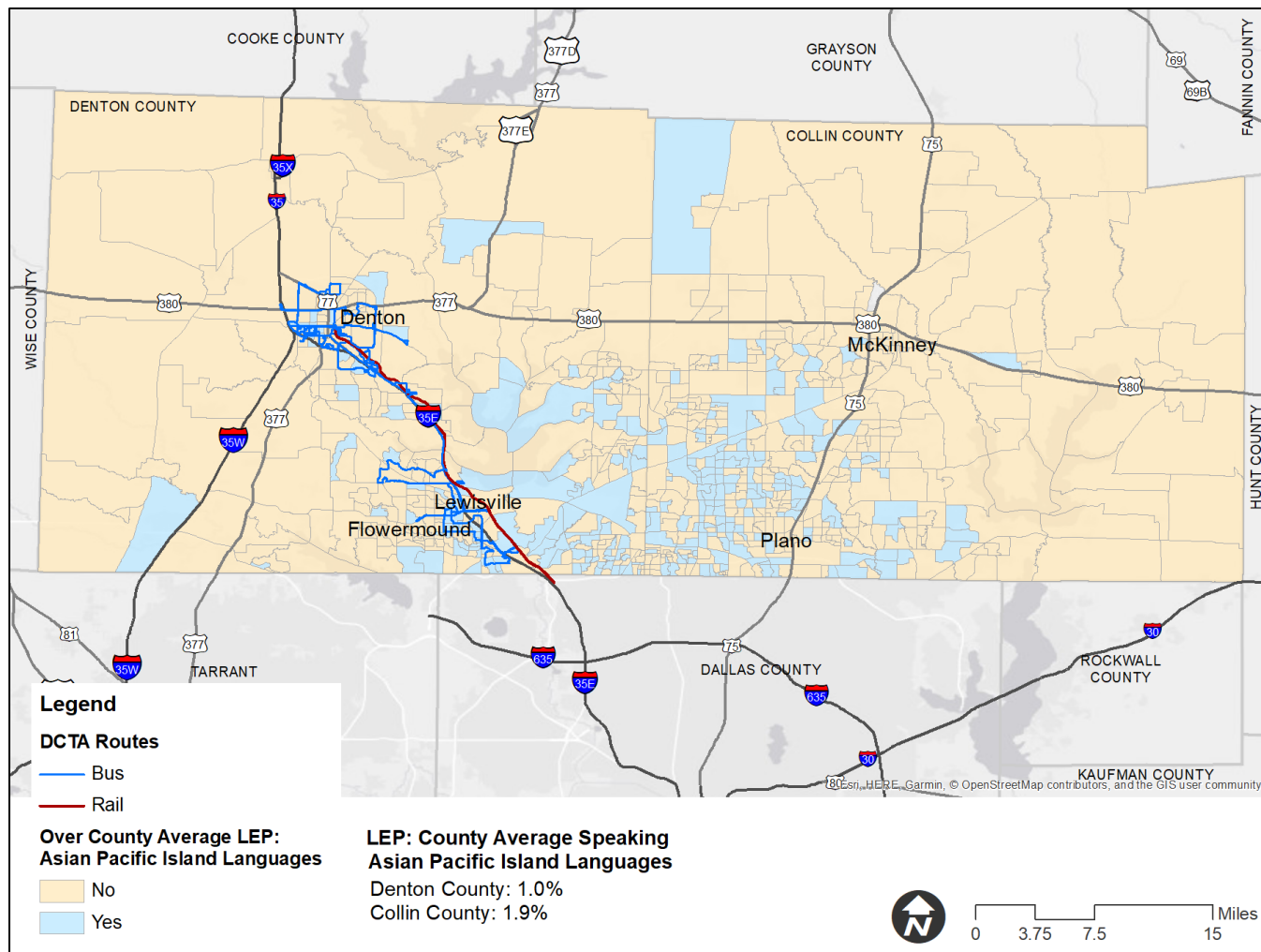


**Figure 7. Limited English Speaking Households – Spanish Language.**

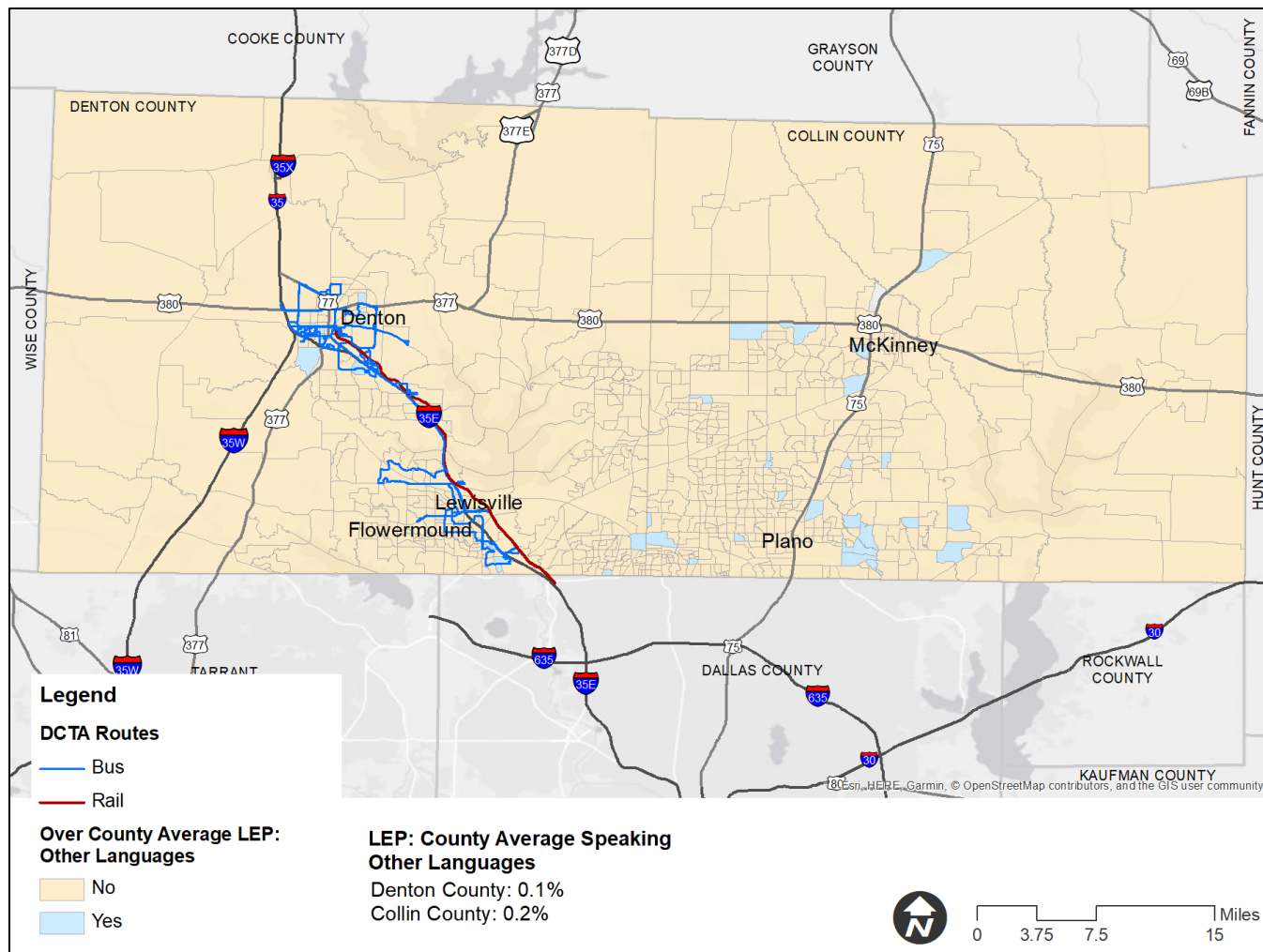




**Figure 8. Limited English Speaking Households – Other Indo-European Languages.**



**Figure 9. Limited English Speaking Households – Asian and Pacific Island Languages.**



**Figure 10. 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 may 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 frequent 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.

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 community and passenger satisfaction surveys, 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 transit access for these populations includes:

- Route Guides
- Fare and Payment Information (as listed in route guides)
- Access Service Policies, Procedures and Application
- Title VI Notices
- Title VI Complaint Form and Procedures

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 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, travel training, and the identification and joint participation in educational and outreach opportunities to help improve access for LEP persons.

DCTA minimizes annual costs by printing English and Spanish materials and providing Hakha Chin materials in a print-friendly, digital format. DCTA reviews its translation expenditures and budgets accordingly for each fiscal year.

#### **LEP Program and Activities**

Following the four-factor analysis, DCTA concluded that, in addition to providing outreach materials in Spanish and vital documents in Hakha 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.
- 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 Operations Manager for follow-up with the assistance of Language Line services.
- Actively recruit bilingual employees.
- Dispatchers and schedulers will also have Language Identification Flashcards to assist in correctly identifying the customer's native language of any LEP individuals they encounter, either in person or over the phone. If such individuals are encountered, dispatchers and schedulers have been instructed on how to employ Language Line services for assistance.
- 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. Employees at both locations have been instructed on how to utilize Language Line services to assist any LEP individuals encountered.
- Specific web content for both DCTA's Title VI and Limited English Proficiency programs can be found at:
  - Title VI - <https://www.dcta.net/rider-info/411/non-discrimination-notice-title-vi>
  - LEP - <https://www.dcta.net/rider-info/411/limited-english-proficiency-plan>

### **Language Assistance Measures**

Spanish and Hakha 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 at [www.RideDCTA.net](http://www.RideDCTA.net).
- DCTA posts translated versions of the Title VI notice along with the English version on all DCTA vehicles and at the Downtown Denton Transit Center (DDTC).
- DCTA provides translations of agency vital documents and information necessary for a passenger to effectively use DCTA 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.language-line.com](http://www.language-line.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.

### **Staff Training**

The following training is provided to DCTA staff and DCTA operations contractors.

- 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:

- 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 at <https://www.dcta.net/rider-info/411/limited-english-proficiency-plan>.

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 any member of the agency's Executive Team.

### **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.**

<b>Year</b>	<b>Total Membership</b>	<b>Race</b>
2017	13	All Caucasian
2018	13	All Caucasian
2019	13	Twelve Caucasian One Middle Eastern

#### **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. 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**

DCTA routinely recruits passengers, stakeholders, and community members to join the agency's Citizen's Advisory Team. Recruitment efforts occur monthly through outreach opportunities, partnerships, Rider Alerts and social media posts.

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 staff, and more intimately participate in decision making processes. Participation is on a volunteer basis and citizens are required to reside in the local service area. The current team consists of DCTA transit system users, non-transit users, higher education representatives, human service organizations, and interested citizens seeking ways to improve the public transportation options available in DCTA's service area. 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 – 2019 Membership Racial Makeup.**

<b>Race</b>	<b>Total Members</b>
Caucasian	12 male, 14 female
Latin American	2 male, 2 female
African American	1 male, 2 female
<b><i>Total</i></b>	<b>33</b>

### **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 through direct outreach to social service agencies and the general community. 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, between October 2018 and March 2019 DCTA conducted 69 outreach actions to community members and stakeholder groups including employers, social service agencies, senior groups, the Denton Black film festival, student organizations, and residential communities. Appendix G presents a complete list of these efforts.

### **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 4702.1B, 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 H 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**

Historically, DCTA has provided monthly reports to the Board of Directors on system performance, however, staff has recently identified a need to update the information presented to the board in order to provide more accurate depiction of current service quality.

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.

### **Service Frequency**

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

### **On-Time Performance**

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 2016 to September 2017.

**Table 5. Performance Data by Route – FY 2018.**

Route		Peak Headway (minutes)	Off Peak Headway (minutes)	Average Daily Passengers	Passengers/Revenue Hour (Weekday Passengers/Actual Revenue Hours)
Core Service	1	45	45	80.96	5.86
	2	30	60	139.15	6.66
	3	30	60	143.36	7.26
	4	30	60	149.02	4.01
	5	30	60	117.60	6.12
	6	30	60	125.91	6.65
	7	30	60	292.39	15.27
	8	30	60	176.93	8.89
	21	25	43	139.19	3.90
	22	30	63	169.76	4.35
	A-train	22	22	1,344	31.70
University Shuttles	Mean Green	10	30	1,120.73	59.72
	North Texan	13	28	603.37	39.96
	Eagle Point	8	8	600.25	56.70
	Discovery Park	15	25	981.72	42.08
	Centre Place	6	30	1,217.37	41.20
	Colorado Express	24	50	400.93	28.52
	Bernard Street	7	20	1,144.37	65.01

### Service Provision to Minorities and Low-Income Individuals

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 fixed route and the number and percent of total census tracts that are defined as having a higher than average minority or low-income population concentration (when compared to the Denton County average of 39.10 percent minority and 8.40 percent low-income).

**Table 6. Service to Census Tracts with Above Average Minority or Low-Income Populations.**

Route	Census Tracts Served	Minority Population <i>Census Tracts Above County Average (39.10%)</i>		Low-Income Population <i>Census Tracts Above County Average (8.40%)</i>	
		<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
<b>1</b>	6	2	33%	5	83%
<b>2</b>	2	2	100%	2	100%
<b>3</b>	4	4	100%	4	100%
<b>4</b>	11	4	36%	7	64%
<b>5</b>	9	6	67%	8	89%
<b>6</b>	8	5	63%	7	88%
<b>7</b>	9	6	67%	9	100%
<b>8</b>	6	5	83%	6	100%
<b>21</b>	14	13	93%	5	36%
<b>22</b>	16	16	100%	9	56%
<b>A-train</b>	10	8	80%	6	60%
<b>Bernard Street</b>	3	3	100%	3	100%
<b>Centre Place</b>	5	3	60%	5	100%
<b>Colorado Express</b>	5	4	80%	5	100%
<b>Discovery Park</b>	7	4	57%	7	100%
<b>Eagle Point</b>	3	3	100%	3	100%
<b>Highland Village Connect</b>	8	3	38%	1	13%
<b>Mean Green</b>	3	3	100%	3	100%
<b>Mean Green Night Rider</b>	7	4	57%	7	100%
<b>NCTC Shuttle</b>	22	11	50%	10	45%
<b>North Texan</b>	3	3	100%	3	100%

*Source: US Census Bureau, 2017 ACS 5-Year Estimates*

### **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 assigned to routes by the Director of Maintenance 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. Any vehicle that is not unavailable due to repair or preventive maintenance is available for assignment throughout the system, regardless of route or service time. Table 7 presents information about DCTA's fleet, including age, manufacturer, model, size, capacity, and number in fleet.

**Table 7. DCTA Fleet Details.**

<b>Model Year</b>	<b>Manufacturer</b>	<b>Model</b>	<b>Size</b>	<b>Seating/ Wheelchair Capacity</b>	<b>Number in Fleet</b>
<i><b>Bus and Paratransit Fleet</b></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
2013	Eldorado National	Low-Floor	30'	28/2	2
2013	Eldorado National	Low-Floor	35'	32/2	3
2015	Eldorado National	Low-Floor	35'	32/2	1
2016	Gillig	Low-Floor	35'	32/2	4
2017	Gillig	Low-Floor	35'	32/2	3
2010	Glaval	Ford Cutaway	28'	15/2	2
2011	Eldorado National	Ford Cutaway	25'	18/2	5
2014	Supreme Coach	LF Cutaway	29'	18/2	4
2012	Elkhart	Cutaway	29'	12/3	3
2012	Glaval Titan	LF Cutaway	26'	12/2	12
2013	Supreme Coach	LF Cutaway	29'	18/2	2
2014	LoneStar Handicap	Caravan	18'	4/2	5
2014	Glaval Universal	Cutaway	25'	16/2	4
2014	Eldorado	Cutaway	25'	18/2	1
2018	Arboc	Low Flor Cutaway	25'	12/2	12
<i><b>Total Bus and Paratransit</b></i>					<b>92</b>
<i><b>A-train Fleet</b></i>					
2011	Stadler	GTW 2/6 DMU	134'-1.8"	104/ 4	11
<b>Total Revenue Vehicle Fleet</b>					<b>103</b>

\*University contract service

### **Passenger Amenity Standards**

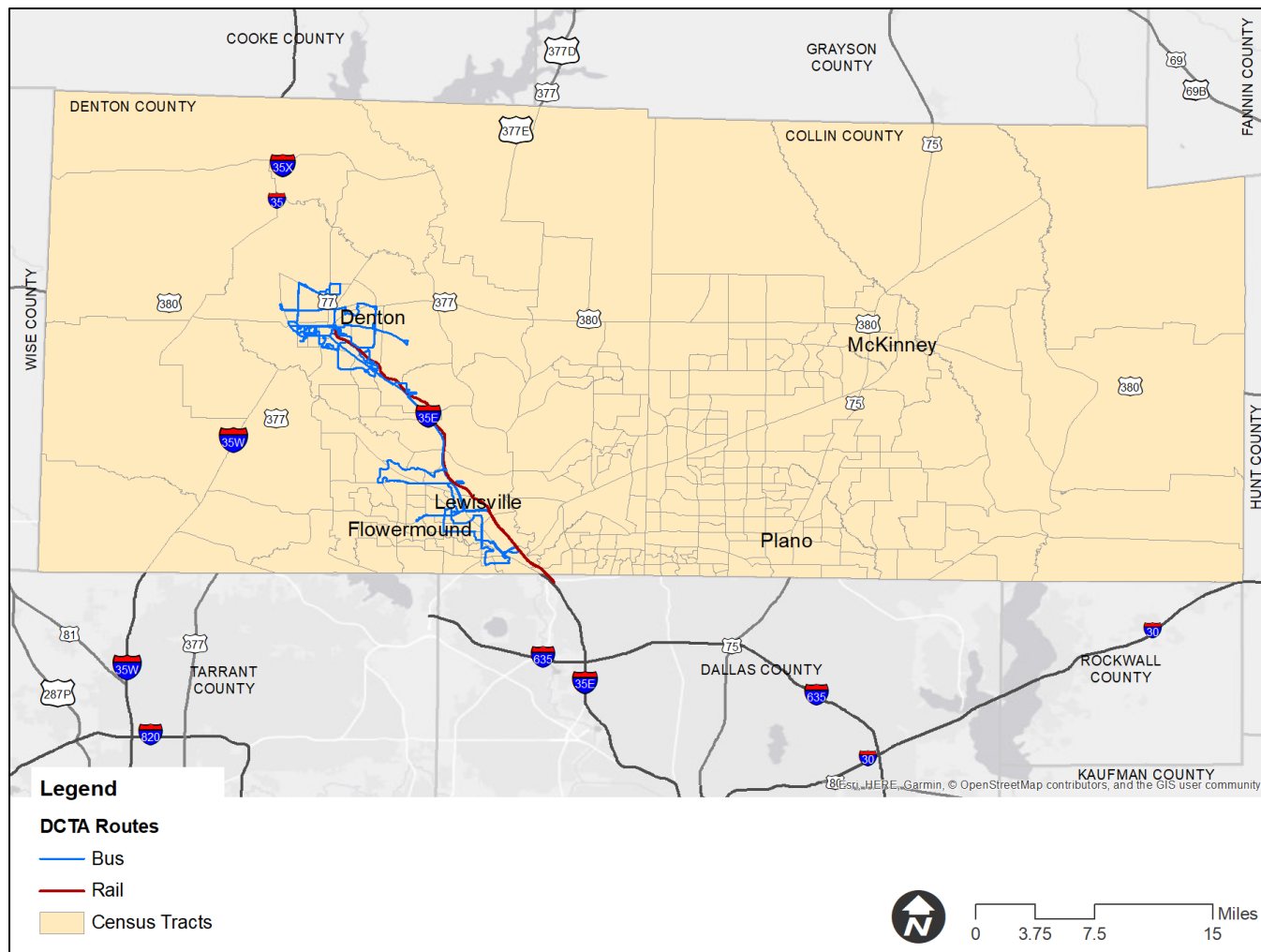
DCTA has over 460 bus stops within its service area. Stops, shelters, and benches are placed according to best practices outlined in the Transit Cooperative Research Program, Report 19, Guidelines for the Location and Design of Bus Stops. DCTA works with local jurisdictions to construct accessible sidewalks in areas where sidewalks are non-existent or difficult to navigate.

### **Demographic Analysis of Service Area**

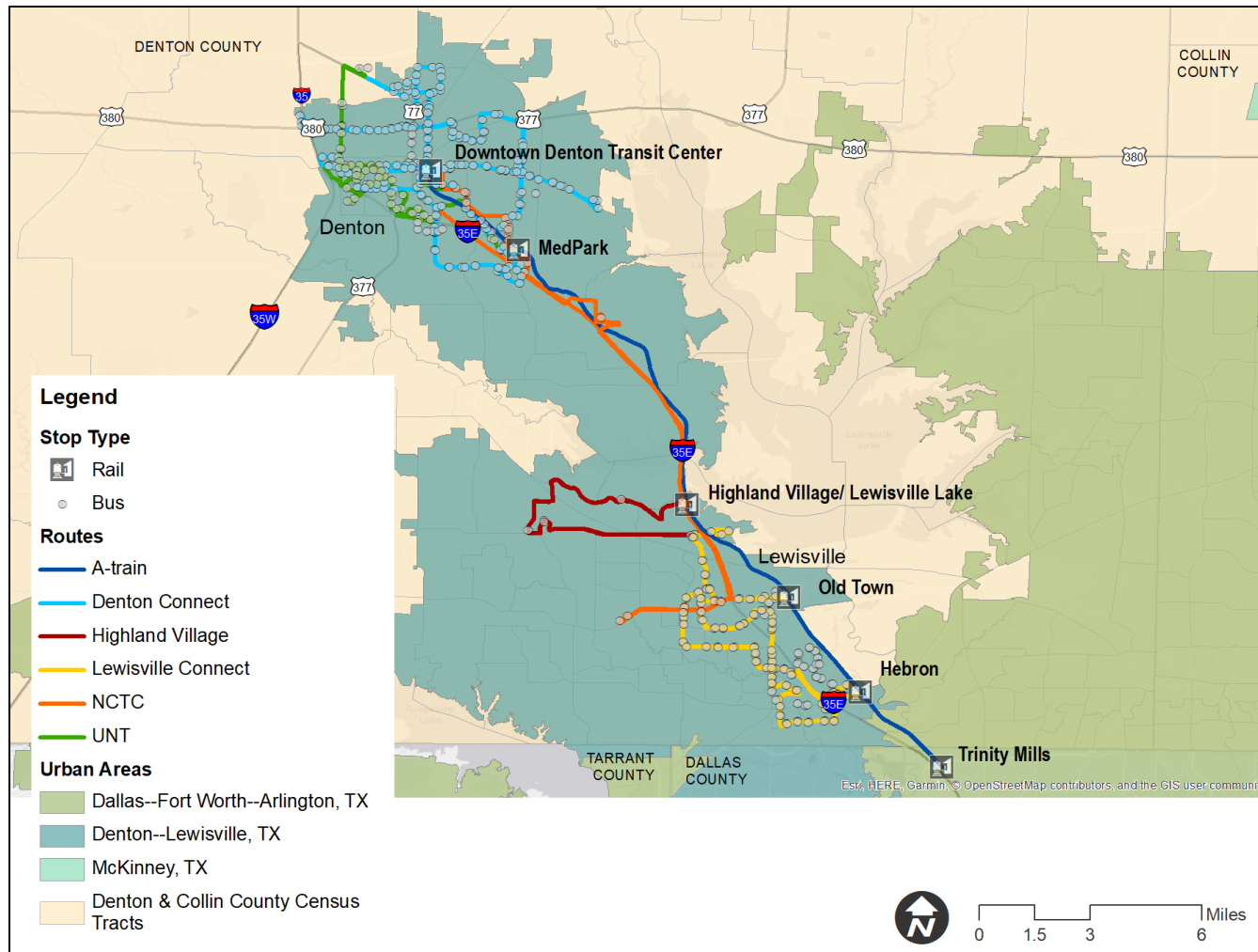
As defined in the Agency Overview section, for the purposes of this document DCTA's service area includes all of Denton and Collin County. DCTA's current fixed route services are focused within the Cities of Denton and Lewisville and on-demand service is available in Denton, Lewisville, and Highland Village. Contracted demand response service is available, primarily via

taxi-vouchers, in Frisco and the cities included in the McKinney Urban Transit District (MUTD). Figure 11 illustrates DCTA's service area, and Figure 12 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. To provide additional regional connectivity between Denton and Fort Worth, DCTA jointly operates commuter bus service along I-35W which also provides connectivity to the Alliance area. A large portion of DCTA's ridership is comprised of students, faculty, and staff from the UNT, North Central Texas College, 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 11. DCTA Service Area Census Tracts.**



**Figure 12. DCTA Fixed Route Service and Transit Stop Locations.**

## Minority Characteristics

Data collected from the US Census Bureau's American Community Survey 2017 5-Year Estimates for Denton and Collin County and the key cities within the service area (defined as Denton, Frisco, Highland Village, and Lewisville) reveals varying trends of minority characteristics exist throughout the DCTA's focused service area. Table 8 summarizes minority and ethnic population data for the DCTA's key cities and for each of the counties in the DCTA's service area.

**Table 8. DCTA's Service Area Population by Race/Ethnicity.**

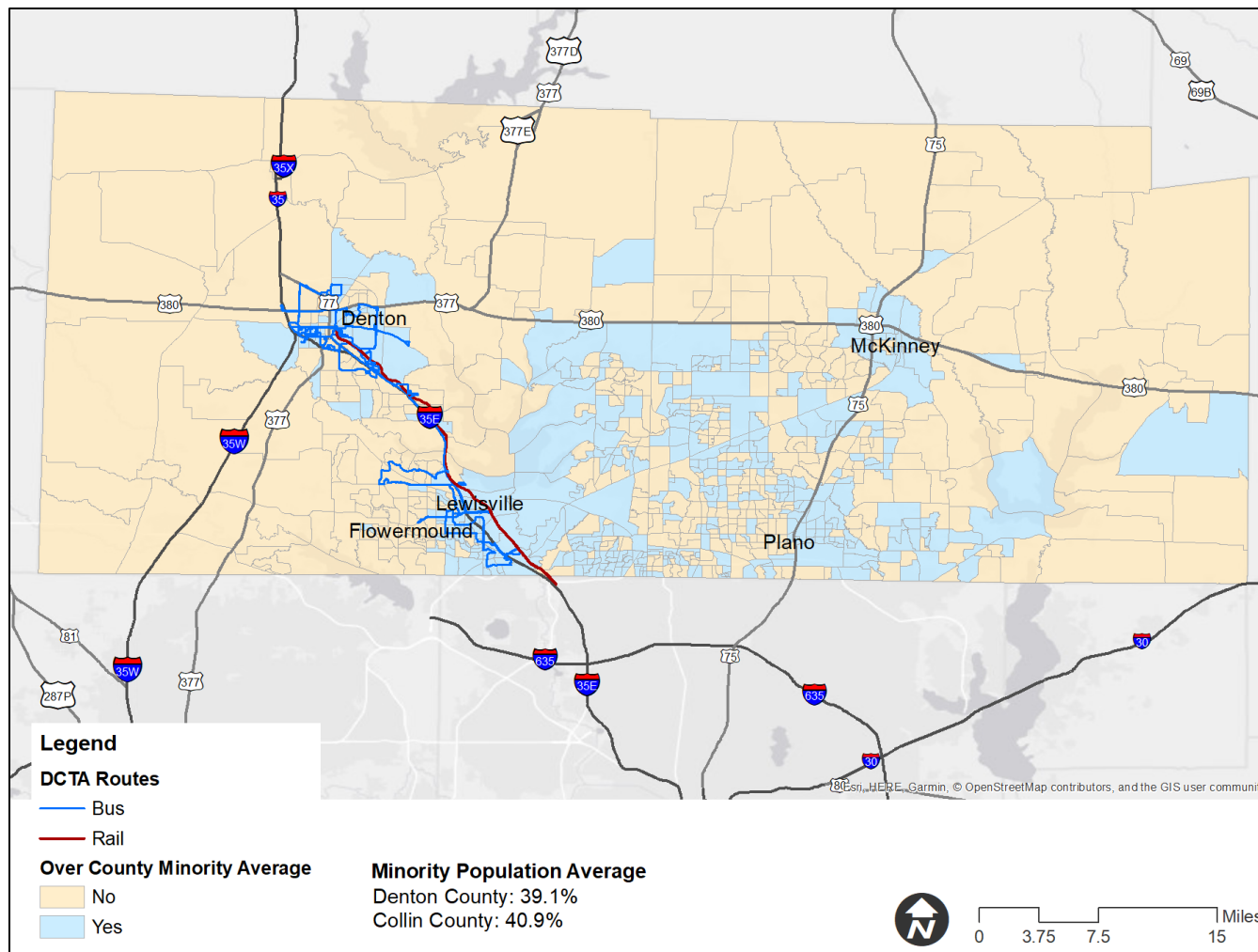
Geography		Total Population	Not Hispanic or Latino						Hispanic or Latino of Any Race	Total Minority Population
			Black or African American	American Indian and Alaska Native	Asian	Pacific Islander	Other Race	Two or More Races		
Key Cities	Denton	155,363	7.31%	0.29%	16.71%	0.06%	0.23%	2.77%	12.44%	39.80%
	Frisco*	16,168	1.78%	0.54%	3.69%	0.00%	0.18%	1.83%	7.22%	15.23%
	Highland Village	103,638	12.41%	0.23%	9.05%	0.09%	0.22%	3.10%	31.71%	56.80%
	Lewisville	781,321	9.06%	0.29%	7.78%	0.07%	0.21%	2.63%	19.11%	39.15%
County Totals	Denton County	914,075	9.22%	0.31%	13.51%	0.06%	0.26%	2.44%	15.08%	40.88%
	Collin County	155,363	7.31%	0.29%	16.71%	0.06%	0.23%	2.77%	12.44%	39.80%

Source: US Census Bureau, 2017 ACS 5-Year Estimates

Note: Key cities represent a portion of Denton or Collin counties, therefore city totals do not sum to county totals.

\*The borders of Frisco cross county borders so that the city is in both Denton and Collin counties.

Overall, minorities account for approximately 37.5 percent of Denton County's population and 38.5 percent of Collin County's population. The key cities within DCTA's 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 13 illustrates the location of census block groups with minority populations that exceed the DCTA's service area's average minority population.



**Figure 13. Minority Population.**

## Income Characteristics

Table 9 lists median household income and poverty status for DCTA's service area including key cities. Median household income for the key cities in DCTA's service area range from \$52,164 to \$128,426 according to the 2012–2017 American Community Survey 5-Year Estimates.

Approximately 8.05 percent of the households in Denton County live below the poverty level. In Collin County, approximately 6.84 percent of households live below poverty level. The percentages of households below poverty level for the key cities in DCTA's service area range from approximately 2.57 percent (City of Highland Village) to 19.19 percent (City of Denton). Figure 14 depicts the census block groups that exceed the average percentage of low-income populations within the two counties within DCTA's service area.

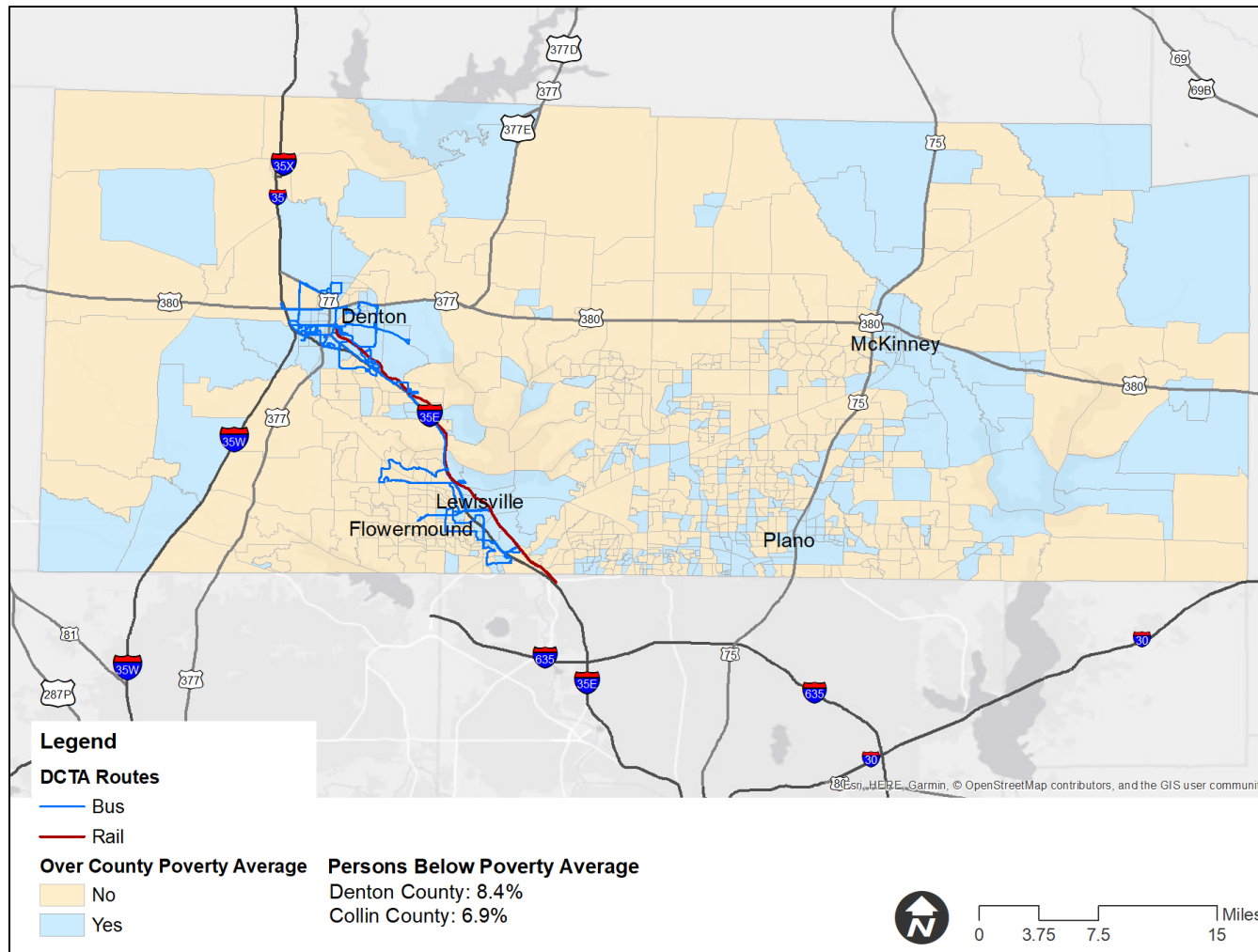
**Table 9. DCTA's Service Area Income and Poverty Status.**

Geography		Total Households	Median Household Income	Households Below Poverty Level	
				Households	Percent of Total Households
Key Cities	Denton	45,874	\$80,290	8,801	19.19%
	Frisco*	52,294	\$52,164	2,118	4.05%
	Highland Village	5,334	\$128,426	137	2.57%
	Lewisville	38,719	\$120,701	3,258	8.41%
County Totals	Denton County	275,164	\$141,786	22,153	8.05%
	Collin County	323,905	\$59,964	22,139	6.84%

Source: US Census Bureau, 2017 ACS 5-Year Estimates

Note: Key cities represent a portion of Denton or Collin counties, therefore city totals do not sum to county totals.

\*The borders of Frisco cross county borders so that the city is in both Denton and Collin counties.



**Figure 14. 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 2017 Passenger Satisfaction Survey was distributed in both English and Spanish on DCTA services and promoted electronically via social media and the DCTA website. DCTA collected 2,385 surveys. Table 10 presents demographic profiles obtained during the 2017 Passenger Satisfaction Survey.

**Table 10. DCTA 2017 Satisfaction Survey – Demographic Findings.**

Demographic Factor	Percent of Respondents
Gender:	
Male	39%
Female	43%
No response	18%
Ethnic/racial background:	
White	40%
Black/African American	18%
Hispanic	13%
Asian	6%
Multiracial	1%
American Indian/Alaska Native	0.6%
Native Hawaiian/Pacific Islander	0.2%
Arab	0.2%
Other	15%
No Response	6%
Primary language spoken at home:	
English	76%
Spanish	5%
Hakha Chin	0.04%
Other	3%
No Response	15.96%
Age category:	
Under 18	1%
18–24	38%
25–34	14%
35–44	10%
45–54	10%
55–64	8%
65–74	3%
75 and over	0.5%
No response	15.5%
Services used most frequently ( <i>more than one choice allowed</i> ):	
A-train	46.10%
UNT Campus Shuttle	41.69%
Denton Connect	27.82%

## **Major Service Change and Disparate Impact Policies**

In response to FTA guidance, DCTA developed and proposed an updated Major Service Change policy in 2018 to include disparate impact, disproportionate burden considerations, and a better definition of a major service changes. DCTA's board of directors approved this updated policy on October 25, 2018 as part of DCTA's 2019 Title VI Program update (see Figure 15).

### **Major Service Change**

According to DCTA, a major service change is a change that results in one or more of the following conditions:

- i. The establishment or elimination of a fixed bus route.
- ii. A substantial geographical alteration on a given route of more than 25 percent of its revenue miles.
- iii. A modification which causes a change in the number of daily revenue hours provided that is equivalent to a 25 percent or greater increase or decrease of the original daily hours provided.

### **Disparate Impact**

DCTA establishes that a fare change, major service change, or other policy has a disparate impact if the minority populations will experience five (5) percent more of the cumulative burden, or experience five (5) percent less of the cumulative benefit, relative to the non-minority populations. To avoid, minimize, or mitigate disparate impacts, DCTA will develop and assess alternatives and/or modifications to proposed changes that will result in adverse impacts.

DCTA will implement alternatives or modifications to proposed changes to address adverse impacts unless:

- i. There is substantial legitimate justification for the change, and
- ii. No other alternatives exist that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color or national origin.

### **Fare Change Policy**

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 changes identified as exceptions in FTA Circular 4702.1B. A fare change is defined as an increase or decrease in fares:

- i. On the entire system,
- ii. On certain transit modes, or
- iii. By fare payment type or fare media.

### **Disproportionate Burden**

DCTA establishes that a fare change, major service change, or other policy has a disproportionate burden if low-income populations will experience five (5) percent more of the



cumulative burden, or experience five (5) percent less of the cumulative benefit, relative to non-low-income populations unless the disproportionate effects are mitigated.

### **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 three public meetings in September 2018. At each meeting, DCTA staff solicited feedback on the proposed policies from all in attendance. Information was hosted on DCTA’s website with an online feedback form for input as well. 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 October 25, 2018, and resulted in board approval. Figure 15 presents a copy of the board memo documenting adoption of the proposed major service and fare change policy.

**RESOLUTION NO. 18-09**

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE DENTON COUNTY TRANSPORTATION AUTHORITY (“DCTA”) APPROVING UPDATED TITLE VI POLICY STATEMENT; 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; and

**WHEREAS**, the DCTA is updating Title VI policies which will be included in the 2019 Title VI Program Update.

**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 update to the Title VI Policy Statement attached hereto as Exhibit “A”, Update, the original of which shall be maintained in the office of the Deputy DCTA CEO 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.** That all provisions of the resolutions of the Board of Directors of the DCTA, in conflict with the provisions of this resolution be, and the same are hereby, repealed, and all other provisions not in conflict with the provisions of this resolution shall remain in full force and effect.

**SECTION 4.** 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 25<sup>TH</sup> DAY OF OCTOBER, 2018.**

**Figure 15. Memo Documenting Adoption of Major Service and Fare Change Policy**


**APPROVED:**

  
Charles Emery, Chairman

**ATTEST:**

  
Dianne Costa, Secretary

**APPROVED AS TO FORM:**

  
Peter G. Smith, General Counsel  
(PGS:10-18-2018:TM 103475)

**Figure 15 cont. Memo Documenting Adoption of 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.

Appendix J presents the Title VI analysis documentation for each proposed service change that occurred since DCTA's 2016 Title VI Program Update.

### **Construction Equity Analysis**

When 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.

## **5. Grants, Reviews, and Certifications**

DCTA has one (1) pending application for financial assistance.

DCTA has not been subject to any Civil Rights Compliance Reviews in the past three years. DCTA's 2018 Triennial Review resulted in two (2) findings with respect to its Title VI plan/activities, as presented in Appendix K.

DCTA has executed its most recent Certifications and Assurances from 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:

**Athena Forrester, CPPO, CPPB**  
**Assistant Vice President of Regulatory Compliance**  
**DBE Liaison Denton County Transportation Authority**  
[aforrester@dcta.net](mailto:aforrester@dcta.net)  
**972-316-6092**

**Appendix A – Board of Directors Resolution Adopting Title VI Program**

(Approved \_\_\_\_\_)

***PENDING APPROVAL***

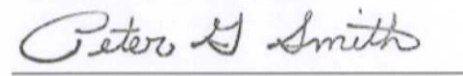
***REPLACE THIS TEXT WITH  
COPY OF RESOLUTION***



**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 dirija su queja usando la información proveída abajo.

The Denton County Transportation Authority (DCTA) nih hin nu le pa, miphun, taksa, ratnak ram zaihmanh 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](mailto:dctainfo@dcta.net)



## Appendix C – Title VI Complaint Procedures and Forms

### English, Spanish, and Hakha 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](http://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](http://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 ngeihu 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 Tawltreitu Zung, , DCTA's Downtown Denton Transit Facility ah siseh kan maivan [www.dcta.net](http://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 langh ter khawh asi. Ca cu tlamtling te in DCTA Tawltreitu 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 hlattainak 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 bantuken, hlattlai ti lo ding zongain a hal khawh. Hi thil cang kongah an peh duh tilo asi ahcun lungtlinlonak langter 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 zonh an ratpi khawh.

Hi hlattainak 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 zuamtaihnak 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 biahainak 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.

**Title VI Complaint Form**  
Denton County Transportation Authority (DCTA)

DUCTA is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI coordinator by calling (972) 221-4600. The completed form must be returned to DCTA, P.O. Box 96, Lewisville, Texas 75067.

Your Name:	Phone:
Street Address:	Alt Phone:
	City, State & Zip Code
Person(s) discriminated against (if someone other than complainant):	
Name(s):	
Street Address, City State & Zip Code:	

Which of the following best describes the reason the alleged discrimination took place? (Circle one)

- Race
- Color
- National Origin (Limited English Proficiency)

Date of the Incident:

Please describe the alleged discrimination incident. Provide the names of and titles of all DCTA employees involved if available. Explain what happened and who you believe was responsible. Please use the back of this form if additional space is required.

[illegible]

Complete reverse side of form







**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)

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

Fecha del incidente:  
\_\_\_\_\_

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

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

Describa el presunto incidente de discriminación (continuado)


¿Usted ha sometido una queja con alguna otra agencia federal, estatal o local? (Circular uno) Si/No. De ser así, nombre la agencia/agencias con su información de contacto:

Agencia:	Nombre de contacto:
Dirección, Ciudad Estado & Código Postal:	Teléfono:
Agencia:	Nombre de contacto:
Dirección, Ciudad Estado & Código Postal:	Teléfono:

Yo afirmo que he leído el cargo previo y que este es verdadero de acuerdo a mi mejor entendimiento y creencia.

\_\_\_\_\_  
 Firma del acusador Fecha

Escriba a mano o por computadora el nombre del acusador

Fecha de Recibo: _____
Recibido Por: _____



**Tlangtar VI Lungtlin Lonak Chimhnak Catlap**  
Denton County Transportation Authority (DCTA)

Thil cangmi zeipauh tial (a peh)

[illegible]

Hmun dang, state dang le khua zung pakhatkhat ah lungtlinlonak ca na kuat bai maw? Pakhat I  
thim kuat/ kuatlo  
Ti sicun, cuka phu pawl hi an konglam cu a tang lei ah tial.

Phu min:	Pehtlaihna Min:
Umnak, Khua, State & Cabuk Nambat	Phone:
Phu min:	Pehtlaihna Min:
Umnak, Khua, State & Cabuk Nambat	Phone:

A cung lei thilcang pawl hi that e in ka reel i lungthiang le le zumhnak in ka feh ter.

Lungtling lo tuMinsenthut

Ni

Lungtling Lotu hi Min tial

Hmuh Ni: \_\_\_\_\_  
A Cohlang tu: \_\_\_\_\_

## Appendix D – Title VI Complaint Documentation



DENTON COUNTY  
TRANSPORTATION  
AUTHORITY

January 29, 2019

RE: Title VI Complaints/Lawsuits

List of Title VI Complaints/Lawsuits for Denton County Transportation Authority (DCTA)

FY 2016 - No complaints/lawsuits were filed against DCTA

FY 2017 - No complaints/lawsuits were filed against DCTA

FY 2018 – One complaint filed against DCTA with the legal opinion of “no findings.”

FY 2019 - No complaints/lawsuits were filed against DCTA

Thank you,

A handwritten signature in black ink, appearing to read "Kristina Holcomb", is written over a faint, circular watermark or background graphic.

Kristina Holcomb  
Deputy Chief Executive Officer  
Denton County Transportation Authority  
Main: 972-221-4600  
Direct: 972-316-6113

## Title VI Complaint Log

<b>Date Received</b>		7/17/2018	
<b>DCTA Staff Name</b>		Kristina Holcomb	
<b>Name</b>	<input type="text"/>		
<b>Phone</b>	<input type="text"/>		
<b>Street Address</b>	<input type="text"/>		
<b>City, State &amp; Zip</b>	<input type="text"/>		
<b>Alt Phone</b>	<input type="text"/>		
<b>Person Discriminated Against</b>		<input type="text" value="complainant and additional party"/>	
<b>Address</b>		<input type="text"/>	
<b>Reason for alleged discrimination</b>	<b>Race</b>	<div style="background-color: yellow; border: 1px solid black; padding: 2px;">Color</div>	<b>National Origin/LEP</b>
<b>Date of Incident</b>	<input type="text" value="7/16/2018"/>		
<b>Ever Filed Complaint w/any other federal, state or local agency?</b>		<input type="text"/>	
<b>Agency</b>	<input type="text"/>	<b>Contact Name</b>	<input type="text"/>
<b>Address</b>	<input type="text"/>	<b>Phone</b>	<input type="text"/>
<b>Agency</b>	<input type="text"/>	<b>Contact Name</b>	<input type="text"/>
<b>Address</b>	<input type="text"/>	<b>Phone</b>	<input type="text"/>
<b>CORRESPONDANCE:</b>			
7/17 1:09PM Email from complainant sent to dctaifo@dcta.net.			
7/17 4:29PM Email forwarded from Adrienne Hamilton to Kristina Holcomb & Nicole Recker			
7/17 5:20PM Kristina Holcomb responded to complainants email.			

**CORRESPONDANCE (continued):**

7/18 4:27PM complainant called Kristina Holcomb's cell phone. I was driving and not able to follow the Title VI complaint form. complainant answered a few questions regarding the incidents. Both incidents involved the same bus operator. The internal investigation process was reviewed with complainant and explained with any issues involving passengers and operators in the past, there had typically been reprimands and retraining of that operator as well as all operators. I was explained in this type of situation, I wasn't exactly sure what the results would be until we go through the investigative process. complainant made it very clear that "training operators doesn't do anything for me." And asked what would be done for her. I suggested that we just go through this investigation process including a phone call where I could ask her a series of questions to fill out the necessary form. We set a time for me to call her at 11AM on 7/19 at a number xxx-xxx-xxxx in which she provided to me over the phone and via email at 426PM on 7/17.

7/18 4:51PM Holcomb texted legal counsel, Joe Gorfida and set up a time to discuss the complaint

7/19/2018 8:38AM complainant sent an email canceling the 11AM call to further discuss the incident for the complaint process, stated she would file a complaint with the state and made it clear she was looking for financial compensation as a resolution for this issue.

7/19 8:39AM Holcomb and Gorfida discussed via phone call internal investigation process. Holcomb will work with Operations to meet with the accused driver.

7/19/2018 9:05AM Holcomb and Suarez called Bobby Sharpe to get more information on the alleged incident including the driver's name, Tina Coxsey. Sharpe provided information regarding Samantha (Customer Service) also had a conversation with complainant on the day of the situation. Holcomb will set a time to interview her as part of the investigation process.

7/19/2018 9:50AM Received an email from Bobby Sharpe with results from his preliminary investigation of the incident.

**Describe Incident; Include all DCTA staff names/titles;**

From: complainant

Sent: Tuesday, July 17, 2018 1:09 PM

To: DCTA Info <dctainfo@dcta.net>

Subject: Title VI Policy - Violations

Our names are complainant and additional party and we will be filing both discrimination/disabled the federal court.

Violation # 1

7/16/18

Due to the fact that we were left stranded by the White female driver for Bus #4 at 5:40 p.m. after getting off the train from 102 degree weather.

The bus driver and I tried to stop her as she slowly drove off. She did not wait for the passengers to get to the bus stop.

We were not going to run after the bus at all as additional party walks with a cane and have swelled ankles.

Violation # 2

7/2018

I was told I could not have a Chick - Fil A drink on the bus. Yet she allowed this other White girl to bring her Jack -in - the Box drink on bus.

We are not going to continue to tolerate racist people operating within transportation or in this country. I will make this go viral. If we don't hear back from the resolution to the serious matter on the foregoing.

Warm Regards,  
complainant

"From: Kristina Holcomb

Sent: Tuesday, July 17, 2018 5:20 PM

To complainant

Subject: RE: Title VI Policy – Violations

Good evening, complainant.

Your email has been forwarded to me and I am sorry to hear you had such a bad experience on our service today. This type of behavior is unacceptable and I would like to conduct an internal investigation immediately. The details you provided will be very helpful, but I would like to speak with you to obtain additional details to assist in our internal investigation. Can you please send me your phone number and the best time for me to reach you?

Again, an internal investigation will be conducted to ensure the situation can be addressed as soon as possible. Speaking with you is a critical step to this investigation. I look forward to hearing from you soon.

Kristina

Kristina Holcomb

Vice President, Planning & Development

Denton County Transportation Authority

Direct: 972-316-6113 Cell: 214-497-5595 Email:Kholcomb@DCTA.net

Regional Infrastructure Planning • Land Use Strategy • Innovative Service Design • Strategic Partnerships



DCTA Administrative Office Physical Address: 1955 Lakeway Drive, Ste. 260, Lewisville, TX 75057

Mailing/Invoicing Address: P.O. Box 96, Lewisville, TX 75067

On Wed, Jul 18, 2018, 11:32 AM Kristina Holcomb <kholcomb@dcta.net> wrote:

Good morning, complainant.

I wanted to follow up on the email I sent last night regarding the issue you submitted while using our services this week. I have asked our Operations team to begin the internal investigation based on the details provided in your email, however to conduct a full investigation, we need some additional details.

I'd like to speak with you over the phone as soon as possible. Please let me know how I can reach you and the best time to call.

Thank you,  
Kristina

Kristina Holcomb  
Vice President, Planning & Development  
Denton County Transportation Authority  
Direct: 972-316-6113 Cell: 214-497-5595 Email:Kholcomb@DCTA.net  
Regional Infrastructure Planning • Land Use Strategy • Innovative Service Design • Strategic Partnerships

DCTA Administrative Office Physical Address: 1955 Lakeway Drive, Ste. 260, Lewisville, TX 75057

Mailing/Invoicing Address: P.O. Box 96, Lewisville, TX 75067

"From: complainant  
Sent: Wednesday, July 18, 2018 4:26 PM  
To: Kristina Holcomb <kholcomb@dcta.net>  
Subject: Re: Title VI Policy - Violations

**\*\*blank message\*\***

"From: Kristina Holcomb  
Sent: Thursday, July 19, 2018 7:50 AM  
To: 'complainant'  
Subject: RE: Title VI Policy – Violations

Good morning, complainant.

Thank you again for calling me last night. Per our conversation, I will call you at the number provided below at 11:00AM today.

Thank you,  
Kristina

"From: complainant [mailto:janatacomplainant822@gmail.com]  
Sent: Thursday, July 19, 2018 8:38 AM  
To: Kristina Holcomb <kholcomb@dcta.net>  
Subject: Re: Title VI Policy - Violations

Good Morning.

There has been a change of plan about the call for 11:00 a.m.

I actually found the form to fill out to send to the State and OCR.

I gave you all the details in my email as far as what took place.

Per our conversation, YOU told me what measures, as far as, training the racist employee that YOU have currently working and STILL operating the vehicle which SHE (whoever SHE is riding bus #4) should have immediately been pulled off duty, measures that YOU will a ""talk"" with her and her supervisor and go right back out there. So that I can have a ""better experience"". When she shouldn't be allowed to work for the company at ALL. Why do I have to tell you this??? When should know!!! People in such high positions?

These measures are to benefit the company to settle this, NOT ME or the other passenger(s). YOU were supposed to be contacting ME to ask me how can we settle this before I turn this Denton Transportation matter into the authorities and start the federal filing in court. YOUR job is to stop this matter from reaching the authorities or filing this through the federal courts. Your employee violated our Right's.

Because I know additional companion and I are supposed to compensated for the incidents that took place.

To know that YOU partake in this type of behavior by uttering the words of wanting to keep someone like this on board in the first place is an even more insult to the injury and there violations that Denton Transportation is making pertaining to this matter. That will be addressed and pointed out to YOU.

Another Denton Transportation lawsuit that could've been prevented now on your watch Ms. Holcomb. Everyday these racists are virally exposed everyday.  
The next time YOU contact ME. It should be BECAUSE you are ready to settle monetarily.

Warm Regards,  
complainant

## **Appendix E – Outreach Efforts and Citizen Advisory Group Meetings Since 2014**

### **November 2018**

- November 3, 8, 10 - 2018
  - Proposed Fare Changes

### **September 2018**

- September 3–28, 2018
  - Denton Enterprise Airport Zone
  - Proposed Service Changes
  - Fare Promotions
  - Grants
  - Policy Updates

### **April 2018**

- April 13– May 4, 2018
  - Access Policies and Procedures Updates
  - Eagle Point Section of the Hike and Bike Trail
  - EPA Brownfields Assessment Grant
  - Job Access and Connectivity
  - Proposed Service Changes
  - Fare Changes

### **February 2017**

- February 2017
  - Proposed Route Changes

### **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

### **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

## **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

## **September 2015**

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

## **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

## **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

## **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

## **Citizen's Advisory Team Meetings**

- **2019**

- Lewisville

- Tuesday, January 29
    - Tuesday, April 9
    - Tuesday, July 9
    - Tuesday, October 8

- Denton

- Thursday, January 31
    - Thursday, April 11
    - Thursday, July 11
    - Thursday, October 10

- **2018**

- Lewisville

- Tuesday, January 9
    - Tuesday, May 8
    - Tuesday, July 10
    - Tuesday, October 11

- Denton

- Thursday, January 11
    - Thursday, May 10
    - Thursday, July 12
    - Thursday, October 11

- **2017**

- Lewisville

- Tuesday, January 10
    - Tuesday, April 11
    - Tuesday, July 11
    - Tuesday, October 10

- Denton

- Thursday, January 12
    - Thursday, April 13
    - Thursday, July 13
    - Thursday, October 12

- **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

- **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

- **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

## Appendix F – Public Meeting Advertisement Example



**DROP BY OUR NEXT OPEN  
HOUSE MEETING!**

# PROPOSED FARE CHANGES

DCTA is recommending a new fare structure in an effort to simplify your fare options and to provide system-wide access. DCTA's Local Fare Promotion is set to expire on January 13, 2019 and be replaced by the new fare structure on January 14, 2019.

### OPEN HOUSE TOPIC:

**New Fare Structure and Fare Programs Effective January 14, 2019**



#### LEWISVILLE

Saturday, November 3, 2018 | 9:00 a.m. – noon\*  
Lewisville Community Resource Expo | Next Steps Center  
1305 TX-121 BUS | Lewisville, TX 75067

#### HIGHLAND VILLAGE

Saturday, November 3, 2018 | 10:00 a.m. – 2:00 p.m.\*  
City of Highland Village Fall Festival | Unity Park  
2200 Briarhill Blvd | Highland Village, TX 75077

#### DENTON

Thursday, November 8, 2018 | 3:00 p.m. – 6:00 p.m.  
Downtown Denton Transit Center | Lobby  
604 E. Hickory Street, Denton, TX 76205

#### DENTON

Saturday, November 10, 2018 | 10:00 a.m. – 2:00 p.m.  
Denton Welcome Center on the Square  
111 W. Hickory St | Denton, TX 76201

#### ONLINE

Review the presentation and submit feedback online at [dcta.net/about-dcta/public-engagement](http://dcta.net/about-dcta/public-engagement) between Monday, October 29, and Friday, November 16.

\*Come to this free event and locate the DCTA table for more information.

Everyone is welcome to attend the open house meetings. Those who need materials in large-print or translated in a different language, or persons with hearing or sight interpretive service needs are asked to contact DCTA at least five (5) days in advance of the specific meeting at 940.243.0077 or via email at [dctainfo@dcta.net](mailto:dctainfo@dcta.net) so that DCTA can accommodate requests.

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## Appendix G – Outreach Actions (October 2018-March 2019)

Denton	Staff Name	Date	NOTES
Denton CVB Advisory Council meeting	Adrienne H.	October 1, 2018	Attended board meeting and shared DCTA updates
CAT meeting outreach	Kelly B	October 1 - 5	Outreach for upcoming CAT meetings via email to GovDelivery and routine care and feeding
General Community Outreach	Kelly B	October	Emails and phone calls to Denton Apts, Denton Neighborhood Assoc., SEDNA
DAZ Outreach Target meeting	Kelly B	October 4, 2019	Email outreach and communication with Amber Beltrain Target HR Generalist
Route Guide and SFOT outreach	Kelly B	October 4, 2018	Delivered to Lewisville CVB, Denton CVB and Denton Welcome Center
DAZ Outreach Peterbilt meeting	Kelly B	October 5, 2018	Meeting with Terry Harmon
DAZ Outreach WinCo Foods meeting	Kelly B	October 7, 2018	Meeting with Monica Odom, HR Generalist
DAZ WinCo meeting	Kelly B	October 17, 2018	
General Community Outreach	Kelly B	November	Emails and phone calls to Denton Apts, Denton Neighborhood Assoc., SEDNA
Holiday Express	MarCom staff	December 1, 2018	Worked with Denton County Friends of the Family
Denton Airport Zone Outreach	Kiera G.	December 11 & 12, 2018	Bag drop out reach to 61 businesses in DAZ zone. Business names/list available on S: driveS:\COMMUNICATIONS & MARKETING\Public Involvement\Community Outreach
Route Guide drop	Kiera G.		Denton CVB, Discover Denton, UNT, TWU, NCTC
General Community Outreach	Kelly B	December	Emails and phone calls to Denton Apts, Denton Neighborhood Assoc., SEDNA
CAT meeting outreach	Kelly B.	January 21 - 25, 2019	CAT outreach, routine care and feeding, emails sent as reminders of upcoming meetings
General Community Outreach	Kelly B	January	Emails and phone calls to Denton Apts, Denton Neighborhood Assoc. Assoc., SEDNA
UNT flyer drop off	Kelly B.	January 24	Dropped UNT specific flyers to Trista Moxley

<b>Denton</b>	<b>Staff Name</b>	<b>Date</b>	<b>NOTES</b>
Denton Black Film Festival	Kelly B.	January 25, 2019	Film panel moderator
Denton Social Services Roundtable	MarCom staff	February 7, 2019	
Social Service Agency Outreach	Kelly B./Kiera G.	February 21, 2019	SSA Roundtable follow-up and survey
Denton Holiay Lighting Festival meeting	Kelly B.	March 6, 2019	
General Community Outreach	Kelly B	March	Emails and phone calls to Denton Apts, Denton Neighborhood Assoc., SEDNA
Social Service Agency Outreach	Kiera G./Kelly B.	March 1	Inclement Weather Plan update

<b>Lewisville</b>	<b>Staff Name</b>	<b>Date</b>	<b>NOTES</b>
Editorial meeting with Community Impact (Lewisville/Highland Village/Flower Mound edition)	Adrienne H.	October 3, 2018	Quarterly meeting with Community Impact about editorial ideas and stories
General Community Outreach	Kelly B	October	Emails and phone calls to Lewisville Apts, Lewisville Neighborhood Assoc., Lewisville Neighborhood Outreach city staff
Advertorial meeting with Community Impact	Adrienne H.	October 24	Advertorial meeting to discuss strategic marketing opps
Senior Networking Breakfast	Kelly B.	October 17, 2018	
Lewisville CVB	Kelly B.	October	Monthly visit with Kent Boring
Lewisville Chamber Luncheon	Kelly B/Nicole R	October 23, 2018	
General Community Outreach	Kelly B	October	Emails and phone calls to Lewisville Apts, Lewisville Neighborhood Assoc., Lewisville Neighborhood Outreach city staff
Lewisville CVB	Kelly B.	November	Quarterly visit with Kent Boring
Lewisville Community Expo	Kelly B./Adrienne H./Kayleigh B.	November 3, 2018	



Lewisville	Staff Name	Date	NOTES
Senior Services Alliance Networking Breakfast	Kelly B.	November 28, 2018	
Lakeway Zone Outreach	Kelly B./Kiera G.	December 15	101 letters mailed to Lakeway Zone Businesses, business names/list located on S: drive
General Community Outreach	Kelly B	October	Emails and phone calls to Lewisville Apts, Lewisville Neighborhood Assoc., Lewisville Neighborhood Outreach city staff
Lakeway Zone Outreach	MarCom Staff	December 17 - 21, 2018	Schedule ride arounds to talk to passengers about upcoming service changes affecting Route 21/22
Lakeway Zone Outreach	Kiera G	January 8 & 9 , 2019	Bag drops to local businesses; included Spanish guides
Lewisville CVB Route Guide drop	Kiera G.	January 16, 2019	
General Community Outreach	Kelly B	January	Emails and phone calls to Lewisville Apts, Lewisville Neighborhood Assoc., Lewisville Neighborhood Outreach city staff
Lewisville Chamber Luncheon	Kelly B./Nicole R.	January 22, 2019	
CAT meeting outreach	Kelly B.	January 21 - 25, 2019	CAT outreach, routine care and feeding, emails sent as reminders of upcoming meetings
Lakeway Zone Route Guide drop	Kiera G.	January 21	Dropped extra Lakeway Zone and Routes 21,22 to apartments in zone, including Spanish guides
Lewisville Round Table	Kelly B.	February 1, 2019	
DCTA Social Services Roundtable	MarCom Staff	February 6, 2019	
General Community Outreach	Kelly B	February	Emails and phone calls to Lewisville Apts, Lewisville Neighborhood Assoc., Lewisville Neighborhood Outreach city staff
Lewisville CVB Route Guide drop	Kiera G.	February 13, 2019	
Lewisville Area Chamber Healthcare Alliance	Kelly B.	February 13, 2019	

<b>Lewisville</b>	<b>Staff Name</b>	<b>Date</b>	<b>NOTES</b>
TWU Career & Internship Fair	Kelly B.	February 13, 2019	
Chin Festival	Kelly B./Kiera G.	February 19, 2019	Outreach to Chin Community
Social Service Agency Outreach	Kelly B./Kiera G.	February 21, 2019	SSA Roundtable follow-up and survey
State of the Cities Luncheon	Adrienne H./Kiera G.	February 26, 2019	
Lewisville CVB Route Guide drop	Kiera G.	February 27, 2019	
Route guide drops to Lewisville City Hall	Kiera G.	March 4, 2019	
General Community Outreach	Kelly B	March	Emails and phone calls to Lewisville Apts, Lewisville Neighborhood Assoc., Lewisville Neighborhood Outreach city staff
Social Service Agency Outreach	Kiera G./Kelly B.	March 1	Inclement Weather Plan update

<b>Highland Village</b>	<b>Staff Name</b>	<b>Date</b>	<b>NOTES</b>
General Community Outreach	Kelly B.	October	Email and phone calls to Highland Village Neighborhood Associations
Editorial and advertorial meeting with Cross Timbers Gazette	Adrienne H.	October 5, 2018	Quarterly editorial and advertorial meeting to discuss strategic marketing opps and story ideas
General Community Outreach	Kelly B.	November	Email and phone calls to Highland Village Neighborhood Associations
Shops of Highland Village	Kelly B.	November	Phone call
General Community Outreach	Kelly B.	December	Email and phone calls to Highland Village Neighborhood Associations
General Community Outreach	Kelly B.	January	Email and phone calls to Highland Village Neighborhood Associations
Highland Village Luncheon	Kelly B.	January 8, 2019	
Highland Village Coffee	Kelly B.	March 7, 2019	
General Community Outreach	Kelly B.	March	Email and phone calls to Highland Village Neighborhood Associations

Non Member Cities	City	Staff Name	Date	NOTES
University of North Texas	Denton	Adrienne H.	October 23, 2018	UNT Senior Class Client Project Presentation
Drive.ai Campaign	Frisco	Adrienne H.	Multiple calls throughout October	Conference Calls during the month in coordination of drive.ai demo day events (October 22 and 23)
Lake Cities Luncheon	Lake Dallas	Kelly B	November 13	
Non-Profit Leadership Luncheon	Flower Mound	Kelly B.	February 4, 2019	Luncheon with 65 area non-profits.
Air North Texas	Meeting via phone or in Arlington	Kelly B.	January 17, 2019	
Air North Texas	Meeting via phone or in Arlington	Kelly B	March	

## Appendix H – Service Standards and Policies

Denton County Transportation Authority

# Service Performance and Design Standards

February 23, 2012

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## INTRODUCTION

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

## PURPOSE

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

## ROUTE CLASSIFICATION SYSTEM

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

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

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

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

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

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

Three types of community circulators are identified for Denton County.

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



## MINIMUM SERVICE SPAN AND FREQUENCY

### Span of Service

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

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

### Frequency

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

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

## SERVICE PERFORMANCE STANDARDS

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



### Service Quality and Reliability Benchmarks

Quality/ Reliability Measures	System Service Standards
<b>Boarding Passengers per Revenue Hour</b>	<ol style="list-style-type: none"> <li>1. Regional Commuter Rail Services – 35 passengers/hour</li> <li>2. Regional Express Bus Services – 20 passengers/hour</li> <li>3. Regional Arterial Routes – 15 passengers/hour</li> <li>4. Urban Area Trunk Routes – 25 passengers/hour</li> <li>5. Community Circulators <ol style="list-style-type: none"> <li>a. Neighborhood/Feeder – 10 passengers/hour</li> <li>b. University – 25 passengers/hour</li> </ol> </li> <li>6. On-Call – 2.5 passengers/hour</li> </ol>
<b>Passengers per Mile</b>	<ol style="list-style-type: none"> <li>1. Regional Commuter Rail Services – 1.25 passengers/mile</li> <li>2. Regional Express Bus Services – 1.0 passengers/mile</li> <li>3. Regional Arterial Routes – 1.0 passengers/mile</li> <li>4. Urban Area Trunk Routes – 2.2 passengers/mile</li> <li>5. Community Circulators <ol style="list-style-type: none"> <li>a. Neighborhood/Feeder – 0.7 passengers/mile</li> <li>b. University – 2.2 passengers/mile</li> </ol> </li> </ol>
<b>Farebox Recovery</b>	<ol style="list-style-type: none"> <li>1. Regional Commuter Rail Services – 20%</li> <li>2. Regional Express Bus Services – 25%</li> <li>3. Regional Arterial Routes – 15%</li> <li>4. Urban Area Trunk Routes – 20%</li> <li>5. Community Circulators <ol style="list-style-type: none"> <li>a. Neighborhood/Feeder – 13%</li> <li>b. University – 90%</li> </ol> </li> <li>6. On-Call – 10%</li> </ol>
<b>On Time Performance</b>	90% on-time performance for all services
<b>Passenger Complaints/ Boardings</b>	The number of complaints shall not exceed 0.01% of the total boardings. The benchmark is 7.5 complaints/100,000 boardings.
<b>Accidents /Bus Miles Operated</b>	Fewer than 2 accidents/100,000 revenue miles
<b>Maintenance</b>	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
<b>Bus Trips Cancelled</b>	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 &amp; 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 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](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**

#### **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**

#### **Board Members Absent**

Thomas Smith  
Jeff Snowden, Frisco  
Doug Peach, Little Elm

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, 2<sup>nd</sup> 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, 2<sup>nd</sup> 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, 2<sup>nd</sup> 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, 2<sup>nd</sup> 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 26<sup>th</sup> day of April, 2011.

  
\_\_\_\_\_  
Charles Emery, Chairman

ATTEST

  
\_\_\_\_\_  
Dave Kovatch, Secretary

## Appendix I – Title VI Demographic Analysis

### DCTA Demographic Data – Minority, Age 65+, Low-Income Households, and Limited English Households

Source: 2017 ACS 5-Year Estimates

\*\*Highlighted cell indicates that location is above the county average for the data category\*\*

BG = Block Group | CT = Census Tract | Cty = County

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households (HH)	HH w/Income Below Poverty Level	Percent HH w/Income Below Poverty Level	Limited English Speaking HH	Percent Limited English Speaking HH
Denton Cty	781,321	337,867	43.24%	71,591	9.16%	275,164	22,153	8.05%	10,160	3.69%
BG 1, CT 201.03, Denton Cty	2,549	898	35.23%	334	13.10%	743	92	12.38%	60	8.08%
BG 2, CT 201.03, Denton Cty	3,060	215	7.03%	393	12.84%	1,050	31	2.95%	0	0.00%
BG 3, CT 201.03, Denton Cty	3,099	566	18.26%	450	14.52%	1,148	30	2.61%	12	1.05%
BG 4, CT 201.03, Denton Cty	827	51	6.17%	183	22.13%	327	38	11.62%	0	0.00%
BG 5, CT 201.03, Denton Cty	1,512	987	65.28%	180	11.90%	624	18	2.88%	62	9.94%
BG 6, CT 201.03, Denton Cty	712	185	25.98%	89	12.50%	213	101	47.42%	0	0.00%
BG 1, CT 201.04, Denton Cty	447	278	62.19%	0	0.00%	109	0	0.00%	0	0.00%
BG 2, CT 201.04, Denton Cty	1,451	193	13.30%	261	17.99%	565	45	7.96%	6	1.06%
BG 3, CT 201.04, Denton Cty	2,295	796	34.68%	99	4.31%	759	0	0.00%	0	0.00%
BG 1, CT 201.05, Denton Cty	2,028	522	25.74%	220	10.85%	699	0	0.00%	0	0.00%
BG 2, CT 201.05, Denton Cty	2,573	742	28.84%	206	8.01%	816	37	4.53%	0	0.00%
BG 3, CT 201.05, Denton Cty	4,123	2,241	54.35%	151	3.66%	1,176	99	8.42%	0	0.00%
BG 1, CT 201.06, Denton Cty	3,681	1,126	30.59%	345	9.37%	1,281	0	0.00%	0	0.00%
BG 2, CT 201.06, Denton Cty	3,235	1,090	33.69%	184	5.69%	949	44	4.64%	0	0.00%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households (HH)	HH w/Income Below Poverty Level	Percent HH w/Income Below Poverty Level	Limited English Speaking HH	Percent Limited English Speaking HH
BG 3, CT 201.06, Denton Cty	1,109	250	22.54%	33	2.98%	335	57	17.01%	0	0.00%
BG 1, CT 201.07, Denton Cty	6,246	2,353	37.67%	485	7.76%	2,117	78	3.68%	2	0.09%
BG 2, CT 201.07, Denton Cty	907	250	27.56%	99	10.92%	313	21	6.71%	0	0.00%
BG 1, CT 201.08, Denton Cty	6,809	3,097	45.48%	585	8.59%	2,276	169	7.43%	29	1.27%
BG 2, CT 201.08, Denton Cty	7,690	3,596	46.76%	225	2.93%	2,217	51	2.30%	18	0.81%
BG 3, CT 201.08, Denton Cty	5,928	2,456	41.43%	99	1.67%	1,701	72	4.23%	39	2.29%
BG 1, CT 201.09, Denton Cty	5,212	2,503	48.02%	254	4.87%	1,565	51	3.26%	26	1.66%
BG 1, CT 201.10, Denton Cty	1,758	578	32.88%	126	7.17%	544	10	1.84%	0	0.00%
BG 2, CT 201.10, Denton Cty	1,166	592	50.77%	33	2.83%	347	6	1.73%	0	0.00%
BG 3, CT 201.10, Denton Cty	1,798	952	52.95%	95	5.28%	470	0	0.00%	0	0.00%
BG 4, CT 201.10, Denton Cty	1,057	363	34.34%	41	3.88%	295	18	6.10%	10	3.39%
BG 1, CT 201.11, Denton Cty	1,851	424	22.91%	106	5.73%	549	10	1.82%	16	2.91%
BG 2, CT 201.11, Denton Cty	2,192	550	25.09%	85	3.88%	600	0	0.00%	0	0.00%
BG 1, CT 201.12, Denton Cty	1,365	542	39.71%	181	13.26%	462	25	5.41%	0	0.00%
BG 2, CT 201.12, Denton Cty	2,157	902	41.82%	139	6.44%	697	25	3.59%	7	1.00%
BG 1, CT 201.13, Denton Cty	5,819	4,165	71.58%	159	2.73%	1,704	28	1.64%	43	2.52%
BG 2, CT 201.13, Denton Cty	2,919	1,252	42.89%	328	11.24%	886	17	1.92%	0	0.00%
BG 3, CT 201.13, Denton Cty	3,978	3,222	81.00%	133	3.34%	1,236	52	4.21%	16	1.29%
BG 1, CT 201.14, Denton Cty	5,214	3,806	73.00%	183	3.51%	1,726	260	15.06%	202	11.70%
BG 2, CT 201.14, Denton Cty	1,661	620	37.33%	498	29.98%	813	166	20.42%	54	6.64%
BG 3, CT 201.14, Denton Cty	4,893	2,960	60.49%	178	3.64%	1,486	76	5.11%	66	4.44%
BG 1, CT 201.15, Denton Cty	2,215	757	34.18%	194	8.76%	755	47	6.23%	24	3.18%
BG 2, CT 201.15, Denton Cty	1,138	232	20.39%	227	19.95%	459	29	6.32%	7	1.53%
BG 3, CT 201.15, Denton Cty	2,181	2,129	97.62%	141	6.46%	593	104	17.54%	127	21.42%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households (HH)	HH w/Income Below Poverty Level	Percent HH w/Income Below Poverty Level	Limited English Speaking HH	Percent Limited English Speaking HH
BG 1, CT 202.02, Denton Cty	2,372	445	18.76%	485	20.45%	758	135	17.81%	127	16.75%
BG 2, CT 202.02, Denton Cty	2,456	869	35.38%	167	6.80%	755	48	6.36%	62	8.21%
BG 3, CT 202.02, Denton Cty	2,762	298	10.79%	298	10.79%	926	38	4.10%	20	2.16%
BG 4, CT 202.02, Denton Cty	2,276	304	13.36%	353	15.51%	790	54	6.84%	0	0.00%
BG 1, CT 202.03, Denton Cty	1,245	424	34.06%	41	3.29%	382	23	6.02%	0	0.00%
BG 2, CT 202.03, Denton Cty	2,291	274	11.96%	373	16.28%	939	63	6.71%	8	0.85%
BG 3, CT 202.03, Denton Cty	2,298	896	38.99%	214	9.31%	700	32	4.57%	0	0.00%
BG 1, CT 202.04, Denton Cty	2,116	312	14.74%	306	14.46%	824	48	5.83%	9	1.09%
BG 2, CT 202.04, Denton Cty	1,965	495	25.19%	304	15.47%	758	56	7.39%	9	1.19%
BG 1, CT 202.05, Denton Cty	976	84	8.61%	210	21.52%	377	11	2.92%	11	2.92%
BG 2, CT 202.05, Denton Cty	921	293	31.81%	117	12.70%	279	51	18.28%	20	7.17%
BG 1, CT 203.03, Denton Cty	8,361	954	11.41%	1,068	12.77%	2,799	39	1.39%	25	0.89%
BG 2, CT 203.03, Denton Cty	4,076	900	22.08%	683	16.76%	1,336	82	6.14%	29	2.17%
BG 1, CT 203.05, Denton Cty	506	136	26.88%	48	9.49%	232	39	16.81%	39	16.81%
BG 2, CT 203.05, Denton Cty	2,301	215	9.34%	538	23.38%	862	48	5.57%	0	0.00%
BG 3, CT 203.05, Denton Cty	2,008	49	2.44%	367	18.28%	704	0	0.00%	0	0.00%
BG 4, CT 203.05, Denton Cty	2,880	888	30.83%	233	8.09%	916	45	4.91%	0	0.00%
BG 1, CT 203.06, Denton Cty	1,403	693	49.39%	83	5.92%	598	0	0.00%	0	0.00%
BG 2, CT 203.06, Denton Cty	4,920	1,404	28.54%	265	5.39%	2,006	129	6.43%	5	0.25%
BG 1, CT 203.07, Denton Cty	777	79	10.17%	77	9.91%	249	15	6.02%	0	0.00%
BG 2, CT 203.07, Denton Cty	5,790	1,965	33.94%	500	8.64%	1,812	79	4.36%	56	3.09%
BG 3, CT 203.07, Denton Cty	5,263	840	15.96%	384	7.30%	1,688	31	1.84%	0	0.00%
BG 1, CT 203.08, Denton Cty	3,370	677	20.09%	345	10.24%	1,026	28	2.73%	95	9.26%
BG 2, CT 203.08, Denton Cty	3,508	1,430	40.76%	238	6.78%	866	11	1.27%	11	1.27%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households (HH)	HH w/Income Below Poverty Level	Percent HH w/Income Below Poverty Level	Limited English Speaking HH	Percent Limited English Speaking HH
BG 3, CT 203.08, Denton Cty	4,184	1,379	32.96%	253	6.05%	1,098	116	10.56%	16	1.46%
BG 4, CT 203.08, Denton Cty	1,151	261	22.68%	62	5.39%	423	37	8.75%	11	2.60%
BG 1, CT 203.09, Denton Cty	2,269	446	19.66%	264	11.64%	805	71	8.82%	0	0.00%
BG 2, CT 203.09, Denton Cty	4,918	999	20.31%	517	10.51%	1,540	110	7.14%	0	0.00%
BG 3, CT 203.09, Denton Cty	2,100	286	13.62%	344	16.38%	658	23	3.50%	16	2.43%
BG 1, CT 203.10, Denton Cty	2,865	215	7.50%	2,148	74.97%	1,581	43	2.72%	0	0.00%
BG 2, CT 203.10, Denton Cty	461	67	14.53%	65	14.10%	192	17	8.85%	0	0.00%
BG 1, CT 204.01, Denton Cty	4,984	2,056	41.25%	277	5.56%	1,719	435	25.31%	76	4.42%
BG 2, CT 204.01, Denton Cty	4,163	1,299	31.20%	367	8.82%	1,321	31	2.35%	61	4.62%
BG 1, CT 204.02, Denton Cty	2,001	576	28.79%	197	9.85%	728	60	8.24%	0	0.00%
BG 2, CT 204.02, Denton Cty	1,504	147	9.77%	330	21.94%	590	37	6.27%	0	0.00%
BG 3, CT 204.02, Denton Cty	1,251	157	12.55%	613	49.00%	495	27	5.45%	0	0.00%
BG 4, CT 204.02, Denton Cty	762	407	53.41%	73	9.58%	331	100	30.21%	27	8.16%
BG 1, CT 204.03, Denton Cty	628	67	10.67%	31	4.94%	199	49	24.62%	0	0.00%
BG 2, CT 204.03, Denton Cty	857	176	20.54%	97	11.32%	356	159	44.66%	11	3.09%
BG 3, CT 204.03, Denton Cty	834	375	44.96%	78	9.35%	391	106	27.11%	38	9.72%
BG 4, CT 204.03, Denton Cty	1,156	244	21.11%	228	19.72%	511	56	10.96%	0	0.00%
BG 1, CT 205.03, Denton Cty	3,064	1,986	64.82%	142	4.63%	1,022	218	21.33%	81	7.93%
BG 2, CT 205.03, Denton Cty	918	374	40.74%	77	8.39%	291	40	13.75%	0	0.00%
BG 3, CT 205.03, Denton Cty	1,376	230	16.72%	132	9.59%	729	326	44.72%	11	1.51%
BG 4, CT 205.03, Denton Cty	1,310	596	45.50%	106	8.09%	417	84	20.14%	0	0.00%
BG 1, CT 205.04, Denton Cty	1,231	739	60.03%	99	8.04%	364	67	18.41%	28	7.69%
BG 2, CT 205.04, Denton Cty	2,033	1,095	53.86%	110	5.41%	756	130	17.20%	12	1.59%
BG 1, CT 205.05, Denton Cty	971	109	11.23%	291	29.97%	408	29	7.11%	0	0.00%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households (HH)	HH w/Income Below Poverty Level	Percent HH w/Income Below Poverty Level	Limited English Speaking HH	Percent Limited English Speaking HH
BG 2, CT 205.05, Denton Cty	538	128	23.79%	49	9.11%	264	35	13.26%	0	0.00%
BG 3, CT 205.05, Denton Cty	950	101	10.63%	84	8.84%	408	31	7.60%	0	0.00%
BG 4, CT 205.05, Denton Cty	1,230	110	8.94%	264	21.46%	484	17	3.51%	19	3.93%
BG 5, CT 205.05, Denton Cty	1,151	290	25.20%	178	15.46%	419	18	4.30%	0	0.00%
BG 6, CT 205.05, Denton Cty	1,241	30	2.42%	303	24.42%	438	56	12.79%	23	5.25%
BG 1, CT 205.06, Denton Cty	979	433	44.23%	157	16.04%	325	11	3.38%	5	1.54%
BG 2, CT 205.06, Denton Cty	1,062	101	9.51%	202	19.02%	442	17	3.85%	5	1.13%
BG 1, CT 206.01, Denton Cty	1,665	1,102	66.19%	267	16.04%	652	164	25.15%	106	16.26%
BG 2, CT 206.01, Denton Cty	813	661	81.30%	31	3.81%	332	108	32.53%	22	6.63%
BG 3, CT 206.01, Denton Cty	2,979	1,598	53.64%	44	1.48%	563	142	25.22%	21	3.73%
BG 1, CT 206.02, Denton Cty	3,238	1,759	54.32%	180	5.56%	1,018	90	8.84%	30	2.95%
BG 2, CT 206.02, Denton Cty	2,525	1,751	69.35%	132	5.23%	746	92	12.33%	10	1.34%
BG 3, CT 206.02, Denton Cty	577	649	112.48%	28	4.85%	218	12	5.50%	40	18.35%
BG 4, CT 206.02, Denton Cty	3,172	1,340	42.24%	271	8.54%	1,310	268	20.46%	88	6.72%
BG 1, CT 207, Denton Cty	1,253	487	38.87%	235	18.75%	583	218	37.39%	37	6.35%
BG 2, CT 207, Denton Cty	935	487	52.09%	32	3.42%	561	269	47.95%	59	10.52%
BG 3, CT 207, Denton Cty	614	209	34.04%	66	10.75%	293	77	26.28%	6	2.05%
BG 1, CT 208, Denton Cty	1,570	1,206	76.82%	70	4.46%	485	189	38.97%	49	10.10%
BG 2, CT 208, Denton Cty	3,248	1,158	35.65%	174	5.36%	1,277	423	33.12%	65	5.09%
BG 3, CT 208, Denton Cty	773	721	93.27%	101	13.07%	270	114	42.22%	145	53.70%
BG 1, CT 209, Denton Cty	2,301	1,646	71.53%	0	0.00%	984	451	45.83%	179	18.19%
BG 2, CT 209, Denton Cty	2,575	1,477	57.36%	70	2.72%	230	75	32.61%	0	0.00%
BG 1, CT 210, Denton Cty	694	336	48.41%	4	0.58%	311	185	59.49%	17	5.47%
BG 2, CT 210, Denton Cty	3,704	1,979	53.43%	50	1.35%	305	97	31.80%	19	6.23%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households (HH)	HH w/Income Below Poverty Level	Percent HH w/Income Below Poverty Level	Limited English Speaking HH	Percent Limited English Speaking HH
BG 3, CT 210, Denton Cty	785	464	59.11%	21	2.68%	325	114	35.08%	24	7.38%
BG 4, CT 210, Denton Cty	944	507	53.71%	55	5.83%	317	89	28.08%	34	10.73%
BG 1, CT 211, Denton Cty	883	316	35.79%	80	9.06%	535	70	13.08%	5	0.93%
BG 2, CT 211, Denton Cty	995	544	54.67%	9	0.90%	606	403	66.50%	134	22.11%
BG 3, CT 211, Denton Cty	1,256	649	51.67%	0	0.00%	691	393	56.87%	57	8.25%
BG 1, CT 212.01, Denton Cty	5,356	3,043	56.81%	571	10.66%	2,127	477	22.43%	28	1.32%
BG 2, CT 212.01, Denton Cty	1,455	1,249	85.84%	0	0.00%	620	292	47.10%	18	2.90%
BG 1, CT 212.02, Denton Cty	1,369	1,309	95.62%	78	5.70%	375	77	20.53%	32	8.53%
BG 2, CT 212.02, Denton Cty	875	203	23.20%	226	25.83%	377	35	9.28%	0	0.00%
BG 3, CT 212.02, Denton Cty	2,402	1,938	80.68%	96	4.00%	416	152	36.54%	53	12.74%
BG 1, CT 213.01, Denton Cty	3,254	1,043	32.05%	15	0.46%	1,205	421	34.94%	32	2.66%
BG 2, CT 213.01, Denton Cty	974	696	71.46%	18	1.85%	367	117	31.88%	16	4.36%
BG 1, CT 213.03, Denton Cty	2,864	1,254	43.78%	491	17.14%	1,039	56	5.39%	91	8.76%
BG 2, CT 213.03, Denton Cty	5,233	1,304	24.92%	532	10.17%	1,372	92	6.71%	73	5.32%
BG 1, CT 213.04, Denton Cty	814	125	15.36%	295	36.24%	361	0	0.00%	0	0.00%
BG 2, CT 213.04, Denton Cty	1,911	546	28.57%	0	0.00%	1,050	191	18.19%	0	0.00%
BG 3, CT 213.04, Denton Cty	1,200	900	75.00%	154	12.83%	367	50	13.62%	0	0.00%
BG 4, CT 213.04, Denton Cty	1,783	494	27.71%	295	16.55%	528	0	0.00%	0	0.00%
BG 1, CT 213.05, Denton Cty	1,689	275	16.28%	450	26.64%	690	40	5.80%	0	0.00%
BG 2, CT 213.05, Denton Cty	2,248	813	36.17%	301	13.39%	883	124	14.04%	10	1.13%
BG 1, CT 214.03, Denton Cty	4,917	1,144	23.27%	615	12.51%	1,573	26	1.65%	7	0.45%
BG 2, CT 214.03, Denton Cty	2,218	1,014	45.72%	285	12.85%	918	71	7.73%	82	8.93%
BG 3, CT 214.03, Denton Cty	3,773	1,532	40.60%	363	9.62%	1,253	132	10.53%	0	0.00%
BG 4, CT 214.03, Denton Cty	1,392	111	7.97%	250	17.96%	612	7	1.14%	0	0.00%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households (HH)	HH w/Income Below Poverty Level	Percent HH w/Income Below Poverty Level	Limited English Speaking HH	Percent Limited English Speaking HH
BG 1, CT 214.04, Denton Cty	2,140	362	16.92%	371	17.34%	779	21	2.70%	8	1.03%
BG 2, CT 214.04, Denton Cty	3,827	1,373	35.88%	433	11.31%	1,115	29	2.60%	6	0.54%
BG 3, CT 214.04, Denton Cty	2,613	582	22.27%	254	9.72%	967	70	7.24%	14	1.45%
BG 1, CT 214.05, Denton Cty	1,758	578	32.88%	442	25.14%	604	88	14.57%	0	0.00%
BG 2, CT 214.05, Denton Cty	7,596	3,545	46.67%	319	0.00%	2,629	224	8.52%	100	3.80%
BG 3, CT 214.05, Denton Cty	2,218	2,064	93.06%	59	0.00%	611	109	17.84%	110	18.00%
BG 1, CT 214.06, Denton Cty	3,132	1,272	40.61%	451	0.00%	1,000	11	1.10%	11	1.10%
BG 2, CT 214.06, Denton Cty	3,762	2,046	54.39%	281	0.00%	1,085	47	4.33%	0	0.00%
BG 3, CT 214.06, Denton Cty	1,091	168	15.40%	95	0.00%	318	0	0.00%	0	0.00%
BG 1, CT 214.07, Denton Cty	1,877	518	27.60%	359	0.00%	701	29	4.14%	0	0.00%
BG 2, CT 214.07, Denton Cty	5,155	2,771	53.75%	355	0.00%	1,452	201	13.84%	90	6.20%
BG 1, CT 214.08, Denton Cty	1,486	655	44.08%	419	0.00%	658	87	13.22%	55	8.36%
BG 2, CT 214.08, Denton Cty	2,811	653	23.23%	172	0.00%	941	104	11.05%	28	2.98%
BG 3, CT 214.08, Denton Cty	2,065	455	22.03%	154	0.00%	682	0	0.00%	0	0.00%
BG 1, CT 214.09, Denton Cty	2,682	719	26.81%	388	0.00%	868	32	3.69%	0	0.00%
BG 2, CT 214.09, Denton Cty	1,088	386	35.48%	86	0.00%	398	12	3.02%	0	0.00%
BG 3, CT 214.09, Denton Cty	3,175	990	31.18%	229	0.00%	1,247	158	12.67%	137	10.99%
BG 4, CT 214.09, Denton Cty	1,206	102	8.46%	159	0.00%	408	0	0.00%	0	0.00%
BG 1, CT 215.02, Denton Cty	2,175	1,388	63.82%	134	0.00%	755	106	14.04%	30	3.97%
BG 2, CT 215.02, Denton Cty	1,104	184	16.67%	360	0.00%	548	96	17.52%	0	0.00%
BG 3, CT 215.02, Denton Cty	1,242	1,224	98.55%	10	0.00%	275	92	33.45%	42	15.27%
BG 1, CT 215.05, Denton Cty	3,112	1,728	55.53%	270	0.00%	993	82	8.26%	0	0.00%
BG 2, CT 215.05, Denton Cty	1,121	415	37.02%	223	0.00%	325	19	5.85%	0	0.00%
BG 3, CT 215.05, Denton Cty	1,606	614	38.23%	118	0.00%	731	8	1.09%	0	0.00%



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BG 1, CT 215.12, Denton Cty	1,635	315	19.27%	221	0.00%	523	26	4.97%	0	0.00%
BG 2, CT 215.12, Denton Cty	1,768	606	34.28%	103	0.00%	527	37	7.02%	11	2.09%
BG 3, CT 215.12, Denton Cty	1,487	163	10.96%	227	0.00%	527	31	5.88%	0	0.00%
BG 1, CT 215.13, Denton Cty	1,102	253	22.96%	153	0.00%	363	0	0.00%	0	0.00%
BG 2, CT 215.13, Denton Cty	1,404	134	9.54%	275	0.00%	575	7	1.22%	0	0.00%
BG 3, CT 215.13, Denton Cty	1,242	96	7.73%	142	0.00%	437	7	1.60%	0	0.00%
BG 1, CT 215.14, Denton Cty	2,556	366	14.32%	223	0.00%	856	24	2.80%	10	1.17%
BG 2, CT 215.14, Denton Cty	1,896	203	10.71%	278	0.00%	609	11	1.81%	0	0.00%
BG 1, CT 215.15, Denton Cty	7,095	4,091	57.66%	1,186	0.00%	2,509	92	3.67%	140	5.58%
BG 2, CT 215.15, Denton Cty	3,728	1,676	44.96%	322	0.00%	1,261	0	0.00%	8	0.63%
BG 3, CT 215.15, Denton Cty	643	206	32.04%	322	0.00%	363	0	0.00%	0	0.00%
BG 4, CT 215.15, Denton Cty	1,004	49	4.88%	813	0.00%	636	75	11.79%	14	2.20%
BG 1, CT 215.16, Denton Cty	2,362	1,040	44.03%	237	0.00%	828	80	9.66%	27	3.26%
BG 2, CT 215.16, Denton Cty	2,697	1,490	55.25%	94	0.00%	814	30	3.69%	6	0.74%
BG 3, CT 215.16, Denton Cty	2,709	1,351	49.87%	217	0.00%	884	27	3.05%	12	1.36%
BG 1, CT 215.17, Denton Cty	1,598	1,098	68.71%	0	0.00%	828	79	9.54%	109	13.16%
BG 2, CT 215.17, Denton Cty	1,855	1,224	65.98%	100	0.00%	672	33	4.91%	7	1.04%
BG 1, CT 215.18, Denton Cty	1,879	437	23.26%	204	0.00%	654	20	3.06%	0	0.00%
BG 2, CT 215.18, Denton Cty	1,108	404	36.46%	74	0.00%	425	0	0.00%	44	10.35%
BG 1, CT 215.19, Denton Cty	1,974	934	47.32%	170	0.00%	770	0	0.00%	30	3.90%
BG 2, CT 215.19, Denton Cty	4,640	1,783	38.43%	274	0.00%	1,767	25	1.41%	0	0.00%
BG 3, CT 215.19, Denton Cty	4,139	2,181	52.69%	185	0.00%	1,185	117	9.87%	29	2.45%
BG 4, CT 215.19, Denton Cty	1,985	937	47.20%	204	0.00%	784	38	4.85%	0	0.00%
BG 1, CT 215.20, Denton Cty	1,909	904	47.35%	218	0.00%	596	46	7.72%	0	0.00%

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BG 2, CT 215.20, Denton Cty	1,749	924	52.83%	130	0.00%	680	93	13.68%	56	8.24%
BG 1, CT 215.21, Denton Cty	1,722	408	23.69%	223	0.00%	546	20	3.66%	0	0.00%
BG 2, CT 215.21, Denton Cty	2,809	1,813	64.54%	182	0.00%	933	51	5.47%	72	7.72%
BG 1, CT 215.22, Denton Cty	2,519	1,659	65.86%	82	0.00%	917	35	3.82%	10	1.09%
BG 1, CT 215.23, Denton Cty	1,849	1,213	65.60%	96	0.00%	550	61	11.09%	0	0.00%
BG 2, CT 215.23, Denton Cty	1,892	939	49.63%	102	0.00%	661	16	2.42%	27	4.08%
BG 1, CT 215.24, Denton Cty	1,160	357	30.78%	44	0.00%	375	4	1.07%	0	0.00%
BG 2, CT 215.24, Denton Cty	869	242	27.85%	77	0.00%	243	0	0.00%	0	0.00%
BG 1, CT 215.25, Denton Cty	2,407	1,276	53.01%	57	0.00%	678	0	0.00%	0	0.00%
BG 2, CT 215.25, Denton Cty	2,144	1,020	47.57%	79	0.00%	682	15	2.20%	0	0.00%
BG 3, CT 215.25, Denton Cty	4,859	2,310	47.54%	248	0.00%	1,325	13	0.98%	31	2.34%
BG 4, CT 215.25, Denton Cty	2,782	1,036	37.24%	189	0.00%	876	37	4.22%	28	3.20%
BG 5, CT 215.25, Denton Cty	793	180	22.70%	76	0.00%	285	0	0.00%	0	0.00%
BG 1, CT 215.26, Denton Cty	1,513	293	19.37%	157	0.00%	608	7	1.15%	0	0.00%
BG 2, CT 215.26, Denton Cty	1,457	363	24.91%	42	0.00%	461	38	8.24%	0	0.00%
BG 3, CT 215.26, Denton Cty	976	284	29.10%	109	0.00%	267	0	0.00%	0	0.00%
BG 4, CT 215.26, Denton Cty	2,424	491	20.26%	79	0.00%	647	0	0.00%	0	0.00%
BG 5, CT 215.26, Denton Cty	905	292	32.27%	35	0.00%	287	0	0.00%	0	0.00%
BG 1, CT 215.27, Denton Cty	2,710	936	34.54%	219	0.00%	903	9	1.00%	10	1.11%
BG 2, CT 215.27, Denton Cty	2,728	579	21.22%	135	0.00%	851	21	2.47%	0	0.00%
BG 3, CT 215.27, Denton Cty	1,114	420	37.70%	171	0.00%	314	0	0.00%	0	0.00%
BG 1, CT 216.11, Denton Cty	1,494	654	43.78%	274	0.00%	536	59	11.01%	0	0.00%
BG 2, CT 216.11, Denton Cty	1,613	883	54.74%	41	0.00%	587	74	12.61%	62	10.56%
BG 3, CT 216.11, Denton Cty	1,325	802	60.53%	215	0.00%	579	58	10.02%	53	9.15%

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BG 1, CT 216.12, Denton Cty	2,887	1,720	59.58%	421	0.00%	1,116	66	5.91%	73	6.54%
BG 2, CT 216.12, Denton Cty	1,226	599	48.86%	123	0.00%	403	36	8.93%	0	0.00%
BG 1, CT 216.13, Denton Cty	522	402	77.01%	86	0.00%	213	6	2.82%	6	2.82%
BG 2, CT 216.13, Denton Cty	1,032	441	42.73%	74	0.00%	399	10	2.51%	38	9.52%
BG 3, CT 216.13, Denton Cty	2,134	1,800	84.35%	56	0.00%	778	177	22.75%	66	8.48%
BG 4, CT 216.13, Denton Cty	1,660	1,435	86.45%	84	0.00%	569	88	15.47%	68	11.95%
BG 1, CT 216.14, Denton Cty	929	634	68.25%	102	0.00%	295	0	0.00%	0	0.00%
BG 2, CT 216.14, Denton Cty	781	474	60.69%	98	0.00%	266	16	6.02%	14	5.26%
BG 3, CT 216.14, Denton Cty	1,149	956	83.20%	103	0.00%	346	7	2.02%	15	4.34%
BG 4, CT 216.14, Denton Cty	1,318	948	71.93%	152	0.00%	431	56	12.99%	0	0.00%
BG 1, CT 216.15, Denton Cty	1,299	957	73.67%	137	0.00%	397	8	2.02%	37	9.32%
BG 2, CT 216.15, Denton Cty	847	736	86.89%	113	0.00%	243	0	0.00%	32	13.17%
BG 3, CT 216.15, Denton Cty	1,073	697	64.96%	132	0.00%	323	60	18.58%	4	1.24%
BG 4, CT 216.15, Denton Cty	1,565	1,183	75.59%	140	0.00%	571	28	4.90%	66	11.56%
BG 1, CT 216.16, Denton Cty	1,924	1,514	78.69%	85	0.00%	889	220	24.75%	77	8.66%
BG 2, CT 216.16, Denton Cty	1,061	450	42.41%	162	0.00%	443	7	1.58%	17	3.84%
BG 3, CT 216.16, Denton Cty	1,305	986	75.56%	87	0.00%	650	144	22.15%	19	2.92%
BG 1, CT 216.18, Denton Cty	1,796	1,647	91.70%	139	0.00%	504	55	10.91%	100	19.84%
BG 2, CT 216.18, Denton Cty	928	578	62.28%	68	0.00%	318	30	9.43%	45	14.15%
BG 3, CT 216.18, Denton Cty	1,683	1,062	63.10%	152	0.00%	473	51	10.78%	46	9.73%
BG 1, CT 216.19, Denton Cty	1,064	587	55.17%	117	0.00%	574	59	10.28%	28	4.88%
BG 2, CT 216.19, Denton Cty	1,999	1,838	91.95%	79	0.00%	494	74	14.98%	28	5.67%
BG 1, CT 216.20, Denton Cty	726	320	44.08%	5	0.00%	443	10	2.26%	15	3.39%
BG 2, CT 216.20, Denton Cty	1,937	1,416	73.10%	69	0.00%	715	73	10.21%	54	7.55%

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BG 1, CT 216.21, Denton Cty	1,547	288	18.62%	310	0.00%	612	8	1.31%	0	0.00%
BG 2, CT 216.21, Denton Cty	2,045	1,348	65.92%	329	0.00%	763	31	4.06%	0	0.00%
BG 1, CT 216.22, Denton Cty	2,816	978	34.73%	183	0.00%	1,036	36	3.47%	28	2.70%
BG 2, CT 216.22, Denton Cty	2,393	1,416	59.17%	201	0.00%	727	19	2.61%	55	7.57%
BG 1, CT 216.23, Denton Cty	3,964	3,158	79.67%	153	0.00%	1,434	115	8.02%	69	4.81%
BG 2, CT 216.23, Denton Cty	3,611	2,465	68.26%	128	0.00%	1,387	161	11.61%	117	8.44%
BG 1, CT 216.24, Denton Cty	1,576	1,554	98.60%	0	0.00%	452	163	36.06%	0	0.00%
BG 2, CT 216.24, Denton Cty	6,582	3,740	56.82%	367	0.00%	2,691	177	6.58%	245	9.10%
BG 1, CT 216.25, Denton Cty	3,993	1,811	45.35%	497	0.00%	1,385	43	3.10%	26	1.88%
BG 2, CT 216.25, Denton Cty	4,817	2,778	57.67%	324	0.00%	1,897	63	3.32%	39	2.06%
BG 1, CT 216.26, Denton Cty	1,570	415	26.43%	197	0.00%	461	41	8.89%	8	1.74%
BG 2, CT 216.26, Denton Cty	1,017	246	24.19%	125	0.00%	397	7	1.76%	6	1.51%
BG 1, CT 216.27, Denton Cty	2,443	555	22.72%	794	0.00%	967	137	14.17%	0	0.00%
BG 2, CT 216.27, Denton Cty	1,021	263	25.76%	192	0.00%	763	16	2.10%	45	5.90%
BG 3, CT 216.27, Denton Cty	4,304	1,171	27.21%	106	0.00%	2,890	113	3.91%	75	2.60%
BG 1, CT 216.28, Denton Cty	2,292	1,179	51.44%	102	0.00%	759	18	2.37%	2	0.26%
BG 2, CT 216.28, Denton Cty	2,674	1,105	41.32%	152	0.00%	970	50	5.15%	33	3.40%
BG 3, CT 216.28, Denton Cty	1,385	452	32.64%	142	0.00%	833	59	7.08%	0	0.00%
BG 1, CT 216.29, Denton Cty	4,261	1,490	34.97%	259	0.00%	1,277	3	0.23%	12	0.94%
BG 2, CT 216.29, Denton Cty	2,894	2,155	74.46%	423	0.00%	1,056	83	7.86%	33	3.13%
BG 1, CT 216.30, Denton Cty	2,015	1,177	58.41%	74	0.00%	676	33	4.88%	11	1.63%
BG 2, CT 216.30, Denton Cty	1,090	427	39.17%	283	0.00%	398	0	0.00%	12	3.02%
BG 3, CT 216.30, Denton Cty	1,892	1,033	54.60%	114	0.00%	743	54	7.27%	17	2.29%
BG 1, CT 216.31, Denton Cty	2,558	1,086	42.46%	289	0.00%	852	43	5.05%	24	2.82%

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BG 2, CT 216.31, Denton Cty	2,930	1,762	60.14%	270	0.00%	971	43	4.43%	37	3.81%
BG 1, CT 216.32, Denton Cty	1,187	283	23.84%	255	0.00%	471	7	1.49%	16	3.40%
BG 2, CT 216.32, Denton Cty	1,117	312	27.93%	123	0.00%	439	0	0.00%	0	0.00%
BG 3, CT 216.32, Denton Cty	1,267	700	55.25%	49	0.00%	607	34	5.60%	68	11.20%
BG 1, CT 216.33, Denton Cty	1,269	560	44.13%	202	0.00%	492	4	0.81%	45	9.15%
BG 2, CT 216.33, Denton Cty	1,711	591	34.54%	212	0.00%	555	9	1.62%	0	0.00%
BG 3, CT 216.33, Denton Cty	1,146	248	21.64%	148	0.00%	395	10	2.53%	38	9.62%
BG 4, CT 216.33, Denton Cty	615	52	8.46%	164	0.00%	272	0	0.00%	0	0.00%
BG 1, CT 216.34, Denton Cty	1,742	833	47.82%	100	0.00%	953	48	5.04%	0	0.00%
BG 2, CT 216.34, Denton Cty	2,246	1,383	61.58%	44	0.00%	1,257	211	16.79%	165	13.13%
BG 3, CT 216.34, Denton Cty	1,390	1,355	97.48%	23	0.00%	905	126	13.92%	88	9.72%
BG 1, CT 216.35, Denton Cty	1,214	688	56.67%	90	0.00%	538	57	10.59%	12	2.23%
BG 2, CT 216.35, Denton Cty	2,282	1,786	78.26%	0	0.00%	1,094	132	12.07%	43	3.93%
BG 3, CT 216.35, Denton Cty	1,057	699	66.13%	65	0.00%	545	11	2.02%	12	2.20%
BG 1, CT 216.36, Denton Cty	1,489	960	64.47%	12	0.00%	797	82	10.29%	41	5.14%
BG 2, CT 216.36, Denton Cty	1,931	1,646	85.24%	58	0.00%	1,138	34	2.99%	113	9.93%
BG 3, CT 216.36, Denton Cty	1,437	966	67.22%	79	0.00%	975	67	6.87%	36	3.69%
BG 4, CT 216.36, Denton Cty	2,054	1,302	63.39%	132	0.00%	757	52	6.87%	0	0.00%
BG 5, CT 216.36, Denton Cty	777	420	54.05%	18	0.00%	620	97	15.65%	0	0.00%
BG 1, CT 216.37, Denton Cty	1,569	1,366	87.06%	221	0.00%	759	88	11.59%	113	14.89%
BG 2, CT 216.37, Denton Cty	981	442	45.06%	81	8.26%	301	0	0.00%	13	4.32%
BG 3, CT 216.37, Denton Cty	2,074	1,812	87.37%	8	0.39%	862	117	13.57%	139	16.13%
BG 1, CT 216.38, Denton Cty	1,672	1,308	78.23%	73	4.37%	743	74	9.96%	28	3.77%
BG 2, CT 216.38, Denton Cty	2,083	1,362	65.39%	141	6.77%	1,014	82	8.09%	90	8.88%

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BG 1, CT 217.15, Denton Cty	1,375	313	22.76%	85	6.18%	505	34	6.73%	0	0.00%
BG 2, CT 217.15, Denton Cty	1,070	648	60.56%	127	11.87%	356	27	7.58%	10	2.81%
BG 3, CT 217.15, Denton Cty	1,334	622	46.63%	230	17.24%	608	13	2.14%	0	0.00%
BG 4, CT 217.15, Denton Cty	799	245	30.66%	26	3.25%	307	0	0.00%	0	0.00%
BG 1, CT 217.16, Denton Cty	1,092	741	67.86%	283	25.92%	481	22	4.57%	12	2.49%
BG 2, CT 217.16, Denton Cty	879	241	27.42%	124	14.11%	287	0	0.00%	17	5.92%
BG 3, CT 217.16, Denton Cty	1,575	868	55.11%	134	8.51%	811	16	1.97%	126	15.54%
BG 4, CT 217.16, Denton Cty	1,021	395	38.69%	43	4.21%	391	0	0.00%	0	0.00%
BG 1, CT 217.17, Denton Cty	421	47	11.16%	234	55.58%	352	29	8.24%	0	0.00%
BG 2, CT 217.17, Denton Cty	459	51	11.11%	142	30.94%	214	14	6.54%	0	0.00%
BG 3, CT 217.17, Denton Cty	1,497	994	66.40%	264	17.64%	395	34	8.61%	51	12.91%
BG 4, CT 217.17, Denton Cty	1,524	1,025	67.26%	178	11.68%	423	25	5.91%	0	0.00%
BG 5, CT 217.17, Denton Cty	1,899	394	20.75%	262	13.80%	655	16	2.44%	15	2.29%
BG 1, CT 217.18, Denton Cty	5,113	1,382	27.03%	472	9.23%	1,551	30	1.93%	50	3.22%
BG 2, CT 217.18, Denton Cty	1,338	87	6.50%	169	12.63%	407	0	0.00%	0	0.00%
BG 3, CT 217.18, Denton Cty	5,501	918	16.69%	396	7.20%	1,640	0	0.00%	0	0.00%
BG 1, CT 217.19, Denton Cty	818	102	12.47%	142	17.36%	315	20	6.35%	12	3.81%
BG 2, CT 217.19, Denton Cty	3,823	722	18.89%	370	9.68%	1,188	9	0.76%	0	0.00%
BG 1, CT 217.20, Denton Cty	1,663	897	53.94%	93	5.59%	491	6	1.22%	16	3.26%
BG 2, CT 217.20, Denton Cty	1,829	688	37.62%	139	7.60%	560	0	0.00%	0	0.00%
BG 1, CT 217.21, Denton Cty	1,501	374	24.92%	281	18.72%	509	13	2.55%	0	0.00%
BG 2, CT 217.21, Denton Cty	2,727	942	34.54%	85	3.12%	859	20	2.33%	0	0.00%
BG 1, CT 217.22, Denton Cty	1,857	819	44.10%	200	10.77%	775	24	3.10%	39	5.03%
BG 2, CT 217.22, Denton Cty	2,524	609	24.13%	258	10.22%	897	29	3.23%	7	0.78%

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BG 1, CT 217.23, Denton Cty	686	390	56.85%	81	11.81%	223	11	4.93%	0	0.00%
BG 2, CT 217.23, Denton Cty	926	769	83.05%	12	1.30%	308	31	10.06%	16	5.19%
BG 1, CT 217.24, Denton Cty	1,483	355	23.94%	57	3.84%	491	21	4.28%	0	0.00%
BG 2, CT 217.24, Denton Cty	2,063	499	24.19%	205	9.94%	658	19	2.89%	0	0.00%
BG 3, CT 217.24, Denton Cty	770	103	13.38%	44	5.71%	210	0	0.00%	1	0.48%
BG 1, CT 217.25, Denton Cty	1,553	250	16.10%	125	8.05%	533	0	0.00%	10	1.88%
BG 2, CT 217.25, Denton Cty	2,307	615	26.66%	307	13.31%	826	0	0.00%	21	2.54%
BG 1, CT 217.26, Denton Cty	2,858	449	15.71%	222	7.77%	887	15	1.69%	0	0.00%
BG 2, CT 217.26, Denton Cty	637	204	32.03%	45	7.06%	234	7	2.99%	10	4.27%
BG 1, CT 217.27, Denton Cty	2,255	826	36.63%	195	8.65%	734	14	1.91%	14	1.91%
BG 2, CT 217.27, Denton Cty	2,742	886	32.31%	211	7.70%	888	40	4.50%	10	1.13%
BG 1, CT 217.28, Denton Cty	958	428	44.68%	63	6.58%	438	13	2.97%	0	0.00%
BG 2, CT 217.28, Denton Cty	2,381	1,970	82.74%	110	4.62%	881	97	11.01%	78	8.85%
BG 1, CT 217.29, Denton Cty	1,686	580	34.40%	98	5.81%	615	25	4.07%	23	3.74%
BG 2, CT 217.29, Denton Cty	1,336	622	46.56%	72	5.39%	444	0	0.00%	0	0.00%
BG 1, CT 217.30, Denton Cty	1,522	670	44.02%	105	6.90%	570	8	1.40%	8	1.40%
BG 2, CT 217.30, Denton Cty	809	334	41.29%	108	13.35%	285	0	0.00%	0	0.00%
BG 3, CT 217.30, Denton Cty	1,408	343	24.36%	124	8.81%	435	21	4.83%	0	0.00%
BG 1, CT 217.31, Denton Cty	986	669	67.85%	22	2.23%	298	0	0.00%	18	6.04%
BG 2, CT 217.31, Denton Cty	2,581	889	34.44%	255	9.88%	884	45	5.09%	18	2.04%
BG 1, CT 217.32, Denton Cty	1,407	1,293	91.90%	107	7.60%	526	27	5.13%	46	8.75%
BG 2, CT 217.32, Denton Cty	931	644	69.17%	103	11.06%	352	9	2.56%	21	5.97%
BG 1, CT 217.33, Denton Cty	1,342	1,082	80.63%	86	6.41%	486	14	2.88%	49	10.08%
BG 2, CT 217.33, Denton Cty	1,879	1,165	62.00%	78	4.15%	595	89	14.96%	64	10.76%

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BG 1, CT 217.34, Denton Cty	1,787	1,388	77.67%	79	4.42%	696	66	9.48%	0	0.00%
BG 2, CT 217.34, Denton Cty	1,731	1,232	71.17%	0	0.00%	961	80	8.32%	98	10.20%
BG 1, CT 217.35, Denton Cty	2,490	1,672	67.15%	77	3.09%	948	34	3.59%	51	5.38%
BG 2, CT 217.35, Denton Cty	1,265	758	59.92%	17	1.34%	690	19	2.75%	0	0.00%
BG 1, CT 217.36, Denton Cty	2,202	1,299	58.99%	2	0.09%	1,173	21	1.79%	30	2.56%
BG 1, CT 217.37, Denton Cty	623	511	82.02%	92	14.77%	220	4	1.82%	6	2.73%
BG 2, CT 217.37, Denton Cty	2,086	1,167	55.94%	367	17.59%	723	96	13.28%	15	2.07%
BG 3, CT 217.37, Denton Cty	1,730	956	55.26%	21	1.21%	800	64	8.00%	10	1.25%
BG 1, CT 217.38, Denton Cty	1,646	887	53.89%	154	9.36%	624	0	0.00%	32	5.13%
BG 2, CT 217.38, Denton Cty	1,372	827	60.28%	239	17.42%	730	73	10.00%	115	15.75%
BG 1, CT 217.39, Denton Cty	1,694	1,391	82.11%	32	1.89%	677	118	17.43%	59	8.71%
BG 2, CT 217.39, Denton Cty	1,708	1,426	83.49%	74	4.33%	816	195	23.90%	200	24.51%
BG 1, CT 217.40, Denton Cty	2,008	951	47.36%	89	4.43%	978	92	9.41%	53	5.42%
BG 2, CT 217.40, Denton Cty	1,168	756	64.73%	53	4.54%	477	9	1.89%	48	10.06%
BG 3, CT 217.40, Denton Cty	1,510	585	38.74%	115	7.62%	590	22	3.73%	0	0.00%
BG 1, CT 217.41, Denton Cty	1,309	836	63.87%	165	12.61%	420	29	6.90%	27	6.43%
BG 2, CT 217.41, Denton Cty	689	315	45.72%	75	10.89%	227	0	0.00%	8	3.52%
BG 1, CT 217.42, Denton Cty	2,220	798	35.95%	145	6.53%	743	23	3.10%	16	2.15%
BG 2, CT 217.42, Denton Cty	2,384	2,714	113.84%	105	4.40%	633	129	20.38%	56	8.85%
BG 3, CT 217.42, Denton Cty	1,482	511	34.48%	227	15.32%	641	0	0.00%	0	0.00%
BG 1, CT 217.43, Denton Cty	2,283	2,850	124.84%	214	9.37%	541	31	5.73%	173	31.98%
BG 2, CT 217.43, Denton Cty	1,198	1,160	96.83%	140	11.69%	480	100	20.83%	70	14.58%
BG 3, CT 217.43, Denton Cty	717	372	51.88%	134	18.69%	296	24	8.11%	0	0.00%
BG 1, CT 217.44, Denton Cty	967	730	75.49%	44	4.55%	229	19	8.30%	52	22.71%



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BG 2, CT 217.44, Denton Cty	1,323	808	61.07%	176	13.30%	478	76	15.90%	163	34.10%
BG 3, CT 217.44, Denton Cty	1,064	1,044	98.12%	60	5.64%	315	77	24.44%	184	58.41%
BG 1, CT 217.45, Denton Cty	1,827	1,505	82.38%	65	3.56%	593	89	15.01%	66	11.13%
BG 2, CT 217.45, Denton Cty	1,365	919	67.33%	176	12.89%	459	22	4.79%	65	14.16%
BG 3, CT 217.45, Denton Cty	1,054	700	66.41%	163	15.46%	276	23	8.33%	8	2.90%
BG 4, CT 217.45, Denton Cty	1,227	1,327	108.15%	10	0.81%	327	61	18.65%	85	25.99%
BG 1, CT 217.46, Denton Cty	2,344	298	12.71%	394	16.81%	800	24	3.00%	0	0.00%
BG 2, CT 217.46, Denton Cty	1,362	430	31.57%	110	8.08%	421	27	6.41%	0	0.00%
BG 1, CT 217.47, Denton Cty	1,348	251	18.62%	198	14.69%	470	35	7.45%	0	0.00%
BG 2, CT 217.47, Denton Cty	3,717	620	16.68%	275	7.40%	1,394	21	1.51%	16	1.15%
BG 1, CT 217.48, Denton Cty	2,410	729	30.25%	170	7.05%	726	19	2.62%	8	1.10%
BG 2, CT 217.48, Denton Cty	2,063	268	12.99%	242	11.73%	825	31	3.76%	0	0.00%
BG 1, CT 217.49, Denton Cty	1,824	289	15.84%	150	8.22%	597	16	2.68%	0	0.00%
BG 2, CT 217.49, Denton Cty	1,681	218	12.97%	93	5.53%	472	6	1.27%	0	0.00%
BG 1, CT 217.50, Denton Cty	2,101	686	32.65%	171	8.14%	636	23	3.62%	13	2.04%
BG 2, CT 217.50, Denton Cty	2,554	621	24.31%	238	9.32%	722	34	4.71%	7	0.97%
BG 1, CT 217.51, Denton Cty	2,150	374	17.40%	32	1.49%	568	10	1.76%	0	0.00%
BG 2, CT 217.51, Denton Cty	2,760	1,433	51.92%	116	4.20%	868	14	1.61%	0	0.00%
BG 1, CT 217.52, Denton Cty	2,595	1,091	42.04%	71	2.74%	712	13	1.83%	0	0.00%
BG 2, CT 217.52, Denton Cty	2,757	898	32.57%	118	4.28%	865	7	0.81%	5	0.58%
BG 1, CT 217.53, Denton Cty	3,227	853	26.43%	234	7.25%	1,055	67	6.35%	0	0.00%
BG 2, CT 217.53, Denton Cty	2,601	445	17.11%	239	9.19%	859	0	0.00%	0	0.00%
BG 1, CT 218, Denton Cty	1,045	478	45.74%	21	2.01%	568	78	13.73%	9	1.58%
BG 2, CT 218, Denton Cty	1,492	151	10.12%	461	30.90%	625	10	1.60%	9	1.44%

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BG 3, CT 218, Denton Cty	1,061	309	29.12%	87	8.20%	365	26	7.12%	0	0.00%
BG 1, CT 219, Denton Cty	1,206	405	33.58%	37	3.07%	379	31	8.18%	19	5.01%
BG 2, CT 219, Denton Cty	960	357	37.19%	53	5.52%	256	0	0.00%	0	0.00%
BG 3, CT 219, Denton Cty	2,610	613	23.49%	146	5.59%	792	27	3.41%	12	1.52%
<b>Collin Cty</b>	<b>914,075</b>	<b>402,112</b>	<b>43.99%</b>	<b>92,047</b>	<b>10.07%</b>	<b>323,905</b>	<b>22,139</b>	<b>6.84%</b>	<b>16,303</b>	<b>5.03%</b>
BG 1, CT 301, Collin Cty	1,828	137	7.49%	222	12.14%	649	101	15.56%	0	0.00%
BG 2, CT 301, Collin Cty	1,800	106	5.89%	197	10.94%	512	27	5.27%	0	0.00%
BG 3, CT 301, Collin Cty	3,002	513	17.09%	495	16.49%	1,037	117	11.28%	0	0.00%
BG 1, CT 302.01, Collin Cty	1,523	249	16.35%	208	13.66%	527	20	3.80%	0	0.00%
BG 2, CT 302.01, Collin Cty	1,758	464	26.39%	154	8.76%	574	29	5.05%	24	4.18%
BG 1, CT 302.02, Collin Cty	1,348	284	21.07%	190	14.09%	470	62	13.19%	1	0.21%
BG 2, CT 302.02, Collin Cty	945	280	29.63%	231	24.44%	361	48	13.30%	4	1.11%
BG 1, CT 302.03, Collin Cty	5,655	1,734	30.66%	352	6.22%	1,702	171	10.05%	0	0.00%
BG 2, CT 302.03, Collin Cty	4,970	1,119	22.52%	316	6.36%	1,359	0	0.00%	0	0.00%
BG 3, CT 302.03, Collin Cty	1,231	841	68.32%	98	7.96%	337	0	0.00%	78	23.15%
BG 4, CT 302.03, Collin Cty	4,997	1,532	30.66%	434	8.69%	1,470	28	1.90%	0	0.00%
BG 5, CT 302.03, Collin Cty	2,070	262	12.66%	246	11.88%	720	0	0.00%	0	0.00%
BG 1, CT 303.01, Collin Cty	623	110	17.66%	90	14.45%	234	0	0.00%	0	0.00%
BG 2, CT 303.01, Collin Cty	6,064	2,315	38.18%	387	6.38%	1,906	108	5.67%	50	2.62%
BG 1, CT 303.02, Collin Cty	1,322	191	14.45%	68	5.14%	354	17	4.80%	0	0.00%
BG 2, CT 303.02, Collin Cty	2,124	412	19.40%	185	8.71%	601	25	4.16%	0	0.00%
BG 1, CT 303.03, Collin Cty	1,734	169	9.75%	92	5.31%	504	7	1.39%	0	0.00%
BG 2, CT 303.03, Collin Cty	2,456	703	28.62%	110	4.48%	824	27	3.28%	0	0.00%
BG 3, CT 303.03, Collin Cty	2,953	575	19.47%	249	8.43%	863	0	0.00%	0	0.00%

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BG 1, CT 303.04, Collin Cty	2,864	967	33.76%	129	4.50%	826	42	5.08%	16	1.94%
BG 2, CT 303.04, Collin Cty	2,259	570	25.23%	175	7.75%	669	70	10.46%	0	0.00%
BG 1, CT 303.05, Collin Cty	1,717	579	33.72%	208	12.11%	613	15	2.45%	20	3.26%
BG 2, CT 303.05, Collin Cty	680	63	9.26%	58	8.53%	259	0	0.00%	0	0.00%
BG 3, CT 303.05, Collin Cty	4,346	692	15.92%	419	9.64%	1,261	70	5.55%	16	1.27%
BG 4, CT 303.05, Collin Cty	2,612	730	27.95%	395	15.12%	778	40	5.14%	0	0.00%
BG 5, CT 303.05, Collin Cty	1,658	817	49.28%	208	12.55%	625	160	25.60%	98	15.68%
BG 6, CT 303.05, Collin Cty	920	451	49.02%	143	15.54%	320	26	8.13%	0	0.00%
BG 1, CT 304.03, Collin Cty	2,654	1,625	61.23%	155	5.84%	833	107	12.85%	96	11.52%
BG 2, CT 304.03, Collin Cty	1,714	581	33.90%	237	13.83%	543	65	11.97%	69	12.71%
BG 3, CT 304.03, Collin Cty	1,657	454	27.40%	110	6.64%	435	18	4.14%	9	2.07%
BG 1, CT 304.04, Collin Cty	1,880	751	39.95%	170	9.04%	630	46	7.30%	0	0.00%
BG 2, CT 304.04, Collin Cty	779	213	27.34%	135	17.33%	400	0	0.00%	0	0.00%
BG 3, CT 304.04, Collin Cty	1,434	595	41.49%	142	9.90%	472	23	4.87%	0	0.00%
BG 4, CT 304.04, Collin Cty	1,839	997	54.21%	40	2.18%	711	0	0.00%	80	11.25%
BG 1, CT 304.05, Collin Cty	2,162	576	26.64%	251	11.61%	966	42	4.35%	49	5.07%
BG 2, CT 304.05, Collin Cty	1,998	1,029	51.50%	136	6.81%	820	24	2.93%	17	2.07%
BG 3, CT 304.05, Collin Cty	730	318	43.56%	0	0.00%	284	22	7.75%	10	3.52%
BG 1, CT 304.06, Collin Cty	1,584	951	60.04%	117	7.39%	515	20	3.88%	0	0.00%
BG 2, CT 304.06, Collin Cty	2,557	2,550	99.73%	225	8.80%	1,042	149	14.30%	53	5.09%
BG 1, CT 304.07, Collin Cty	2,385	495	20.75%	172	7.21%	742	34	4.58%	10	1.35%
BG 2, CT 304.07, Collin Cty	1,747	673	38.52%	256	14.65%	646	15	2.32%	33	5.11%
BG 1, CT 304.08, Collin Cty	713	140	19.64%	86	12.06%	448	0	0.00%	0	0.00%
BG 2, CT 304.08, Collin Cty	1,874	1,447	77.21%	103	5.50%	468	135	28.85%	13	2.78%

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BG 3, CT 304.08, Collin Cty	993	227	22.86%	245	24.67%	340	0	0.00%	0	0.00%
BG 4, CT 304.08, Collin Cty	1,783	1,327	74.43%	305	17.11%	670	126	18.81%	56	8.36%
BG 5, CT 304.08, Collin Cty	1,327	571	43.03%	83	6.25%	692	35	5.06%	49	7.08%
BG 6, CT 304.08, Collin Cty	624	298	47.76%	15	2.40%	183	8	4.37%	0	0.00%
BG 1, CT 305.04, Collin Cty	1,355	294	21.70%	224	16.53%	556	43	7.73%	0	0.00%
BG 2, CT 305.04, Collin Cty	1,731	722	41.71%	96	5.55%	862	38	4.41%	69	8.00%
BG 1, CT 305.05, Collin Cty	2,139	1,017	47.55%	111	5.19%	1,492	108	7.24%	66	4.42%
BG 2, CT 305.05, Collin Cty	2,086	955	45.78%	144	6.90%	857	0	0.00%	45	5.25%
BG 1, CT 305.06, Collin Cty	1,296	570	43.98%	73	5.63%	427	25	5.85%	0	0.00%
BG 2, CT 305.06, Collin Cty	1,684	441	26.19%	125	7.42%	631	7	1.11%	13	2.06%
BG 1, CT 305.07, Collin Cty	955	355	37.17%	17	1.78%	276	0	0.00%	0	0.00%
BG 2, CT 305.07, Collin Cty	896	336	37.50%	97	10.83%	336	7	2.08%	0	0.00%
BG 1, CT 305.08, Collin Cty	1,752	831	47.43%	0	0.00%	542	22	4.06%	0	0.00%
BG 2, CT 305.08, Collin Cty	1,966	769	39.11%	258	13.12%	717	29	4.04%	94	13.11%
BG 3, CT 305.08, Collin Cty	2,035	775	38.08%	176	8.65%	671	167	24.89%	14	2.09%
BG 4, CT 305.08, Collin Cty	1,318	159	12.06%	136	10.32%	509	0	0.00%	0	0.00%
BG 1, CT 305.09, Collin Cty	1,385	763	55.09%	223	16.10%	498	42	8.43%	6	1.20%
BG 2, CT 305.09, Collin Cty	1,376	506	36.77%	43	3.13%	387	0	0.00%	35	9.04%
BG 1, CT 305.10, Collin Cty	1,785	822	46.05%	86	4.82%	661	13	1.97%	21	3.18%
BG 2, CT 305.10, Collin Cty	1,500	746	49.73%	113	7.53%	471	52	11.04%	16	3.40%
BG 1, CT 305.11, Collin Cty	4,884	2,285	46.79%	183	3.75%	1,487	32	2.15%	40	2.69%
BG 2, CT 305.11, Collin Cty	1,181	501	42.42%	60	5.08%	350	0	0.00%	0	0.00%
BG 3, CT 305.11, Collin Cty	1,366	793	58.05%	63	4.61%	571	0	0.00%	14	2.45%
BG 1, CT 305.12, Collin Cty	2,313	624	26.98%	67	2.90%	621	8	1.29%	0	0.00%

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BG 2, CT 305.12, Collin Cty	2,824	1,292	45.75%	147	5.21%	747	0	0.00%	14	1.87%
BG 1, CT 305.13, Collin Cty	2,356	635	26.95%	257	10.91%	1,093	10	0.91%	1	0.09%
BG 2, CT 305.13, Collin Cty	6,808	3,378	49.62%	274	4.02%	2,708	84	3.10%	54	1.99%
BG 1, CT 305.14, Collin Cty	2,241	727	32.44%	313	13.97%	729	9	1.23%	0	0.00%
BG 2, CT 305.14, Collin Cty	1,611	299	18.56%	130	8.07%	539	26	4.82%	0	0.00%
BG 3, CT 305.14, Collin Cty	1,531	401	26.19%	55	3.59%	514	17	3.31%	0	0.00%
BG 4, CT 305.14, Collin Cty	2,283	1,106	48.45%	225	9.86%	645	14	2.17%	0	0.00%
BG 1, CT 305.15, Collin Cty	3,303	1,143	34.60%	328	9.93%	1,056	128	12.12%	0	0.00%
BG 2, CT 305.15, Collin Cty	3,490	1,374	39.37%	185	5.30%	1,046	41	3.92%	0	0.00%
BG 1, CT 305.16, Collin Cty	3,056	1,055	34.52%	201	6.58%	927	15	1.62%	69	7.44%
BG 2, CT 305.16, Collin Cty	3,536	1,824	51.58%	87	2.46%	1,089	59	5.42%	0	0.00%
BG 1, CT 305.17, Collin Cty	4,745	1,375	28.98%	388	8.18%	1,662	195	11.73%	91	5.48%
BG 2, CT 305.17, Collin Cty	2,176	1,100	50.55%	37	1.70%	689	31	4.50%	30	4.35%
BG 1, CT 305.18, Collin Cty	2,979	1,192	40.01%	162	5.44%	805	6	0.75%	0	0.00%
BG 2, CT 305.18, Collin Cty	1,154	705	61.09%	29	2.51%	324	9	2.78%	0	0.00%
BG 1, CT 305.19, Collin Cty	2,994	1,682	56.18%	174	5.81%	856	4	0.47%	4	0.47%
BG 2, CT 305.19, Collin Cty	1,058	569	53.78%	15	1.42%	468	0	0.00%	18	3.85%
BG 1, CT 305.20, Collin Cty	2,409	1,045	43.38%	105	4.36%	711	17	2.39%	44	6.19%
BG 2, CT 305.20, Collin Cty	2,934	1,933	65.88%	146	4.98%	926	13	1.40%	31	3.35%
BG 3, CT 305.20, Collin Cty	1,363	597	43.80%	45	3.30%	428	6	1.40%	0	0.00%
BG 1, CT 305.21, Collin Cty	962	586	60.91%	43	4.47%	263	16	6.08%	18	6.84%
BG 2, CT 305.21, Collin Cty	1,369	736	53.76%	63	4.60%	391	5	1.28%	0	0.00%
BG 3, CT 305.21, Collin Cty	1,269	470	37.04%	49	3.86%	388	0	0.00%	5	1.29%
BG 1, CT 305.22, Collin Cty	6,526	3,167	48.53%	389	5.96%	1,939	71	3.66%	83	4.28%

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BG 2, CT 305.22, Collin Cty	3,203	1,895	59.16%	86	2.68%	841	31	3.69%	12	1.43%
BG 1, CT 305.23, Collin Cty	1,271	555	43.67%	170	13.38%	511	42	8.22%	71	13.89%
BG 2, CT 305.23, Collin Cty	2,168	700	32.29%	165	7.61%	732	0	0.00%	0	0.00%
BG 3, CT 305.23, Collin Cty	1,982	1,189	59.99%	75	3.78%	610	21	3.44%	0	0.00%
BG 4, CT 305.23, Collin Cty	4,072	2,688	66.01%	177	4.35%	1,251	28	2.24%	53	4.24%
BG 5, CT 305.23, Collin Cty	1,580	644	40.76%	210	13.29%	653	22	3.37%	21	3.22%
BG 1, CT 305.24, Collin Cty	1,897	681	35.90%	104	5.48%	612	20	3.27%	28	4.58%
BG 2, CT 305.24, Collin Cty	1,075	629	58.51%	58	5.40%	335	37	11.04%	9	2.69%
BG 1, CT 305.25, Collin Cty	2,273	250	11.00%	279	12.27%	775	31	4.00%	0	0.00%
BG 2, CT 305.25, Collin Cty	1,561	331	21.20%	215	13.77%	464	22	4.74%	0	0.00%
BG 3, CT 305.25, Collin Cty	2,809	373	13.28%	206	7.33%	934	29	3.10%	0	0.00%
BG 1, CT 305.26, Collin Cty	2,781	709	25.49%	290	10.43%	868	42	4.84%	0	0.00%
BG 2, CT 305.26, Collin Cty	2,815	1,258	44.69%	218	7.74%	1,027	25	2.43%	41	3.99%
BG 3, CT 305.26, Collin Cty	4,994	1,978	39.61%	342	6.85%	1,812	52	2.87%	105	5.79%
BG 1, CT 305.27, Collin Cty	3,426	1,275	37.22%	247	7.21%	976	26	2.66%	18	1.84%
BG 2, CT 305.27, Collin Cty	1,919	429	22.36%	201	10.47%	609	32	5.25%	0	0.00%
BG 1, CT 305.28, Collin Cty	2,858	373	13.05%	505	17.67%	1,066	14	1.31%	13	1.22%
BG 2, CT 305.28, Collin Cty	5,400	1,677	31.06%	278	5.15%	2,080	43	2.07%	74	3.56%
BG 1, CT 305.29, Collin Cty	2,521	661	26.22%	325	12.89%	918	63	6.86%	31	3.38%
BG 2, CT 305.29, Collin Cty	1,080	371	34.35%	150	13.89%	324	11	3.40%	0	0.00%
BG 1, CT 305.30, Collin Cty	3,317	702	21.16%	384	11.58%	1,204	78	6.48%	79	6.56%
BG 2, CT 305.30, Collin Cty	2,787	449	16.11%	549	19.70%	1,192	31	2.60%	0	0.00%
BG 1, CT 305.31, Collin Cty	1,149	235	20.45%	104	9.05%	422	10	2.37%	8	1.90%
BG 2, CT 305.31, Collin Cty	5,490	1,022	18.62%	717	13.06%	1,940	114	5.88%	0	0.00%

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BG 1, CT 306.01, Collin Cty	4,971	1,554	31.26%	341	6.86%	1,976	254	12.85%	60	3.04%
BG 2, CT 306.01, Collin Cty	1,464	310	21.17%	404	27.60%	553	21	3.80%	0	0.00%
BG 3, CT 306.01, Collin Cty	1,633	298	18.25%	168	10.29%	491	18	3.67%	18	3.67%
BG 4, CT 306.01, Collin Cty	1,806	244	13.51%	380	21.04%	641	0	0.00%	0	0.00%
BG 1, CT 306.03, Collin Cty	4,504	2,207	49.00%	355	7.88%	1,582	22	1.39%	22	1.39%
BG 2, CT 306.03, Collin Cty	2,023	1,050	51.90%	300	14.83%	718	112	15.60%	176	24.51%
BG 3, CT 306.03, Collin Cty	2,567	1,353	52.71%	249	9.70%	1,057	18	1.70%	126	11.92%
BG 1, CT 306.04, Collin Cty	2,430	1,039	42.76%	226	9.30%	626	27	4.31%	3	0.48%
BG 2, CT 306.04, Collin Cty	540	422	78.15%	0	0.00%	0	0	0.00%	0	0.00%
BG 1, CT 306.05, Collin Cty	2,346	1,108	47.23%	150	6.39%	754	48	6.37%	30	3.98%
BG 2, CT 306.05, Collin Cty	2,461	1,090	44.29%	167	6.79%	723	44	6.09%	0	0.00%
BG 3, CT 306.05, Collin Cty	3,155	1,793	56.83%	71	2.25%	798	6	0.75%	15	1.88%
BG 1, CT 307.01, Collin Cty	1,187	748	63.02%	84	7.08%	399	70	17.54%	0	0.00%
BG 2, CT 307.01, Collin Cty	1,922	1,140	59.31%	336	17.48%	728	149	20.47%	49	6.73%
BG 1, CT 307.02, Collin Cty	1,125	798	70.93%	181	16.09%	407	65	15.97%	40	9.83%
BG 2, CT 307.02, Collin Cty	492	86	17.48%	150	30.49%	241	8	3.32%	0	0.00%
BG 3, CT 307.02, Collin Cty	964	436	45.23%	103	10.68%	417	84	20.14%	0	0.00%
BG 4, CT 307.02, Collin Cty	825	556	67.39%	53	6.42%	309	134	43.37%	24	7.77%
BG 5, CT 307.02, Collin Cty	1,680	838	49.88%	104	6.19%	539	75	13.91%	7	1.30%
BG 1, CT 308.01, Collin Cty	1,639	979	59.73%	70	4.27%	759	41	5.40%	35	4.61%
BG 2, CT 308.01, Collin Cty	2,545	776	30.49%	351	13.79%	1,119	89	7.95%	19	1.70%
BG 1, CT 308.02, Collin Cty	1,945	1,840	94.60%	190	9.77%	518	106	20.46%	92	17.76%
BG 2, CT 308.02, Collin Cty	1,367	570	41.70%	316	23.12%	580	109	18.79%	31	5.34%
BG 3, CT 308.02, Collin Cty	2,326	1,500	64.49%	239	10.28%	957	78	8.15%	216	22.57%

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BG 1, CT 309, Collin Cty	2,633	2,159	82.00%	274	10.41%	730	233	31.92%	160	21.92%
BG 2, CT 309, Collin Cty	563	385	68.38%	152	27.00%	237	91	38.40%	30	12.66%
BG 3, CT 309, Collin Cty	3,501	2,191	62.58%	766	21.88%	1,272	246	19.34%	276	21.70%
BG 4, CT 309, Collin Cty	2,271	2,162	95.20%	267	11.76%	560	150	26.79%	87	15.54%
BG 5, CT 309, Collin Cty	1,476	1,593	107.93%	0	0.00%	263	22	8.37%	31	11.79%
BG 1, CT 310.01, Collin Cty	1,760	587	33.35%	308	17.50%	563	69	12.26%	0	0.00%
BG 2, CT 310.01, Collin Cty	2,307	611	26.48%	180	7.80%	819	142	17.34%	43	5.25%
BG 3, CT 310.01, Collin Cty	1,237	487	39.37%	85	6.87%	347	43	12.39%	15	4.32%
BG 4, CT 310.01, Collin Cty	1,716	871	50.76%	308	17.95%	641	86	13.42%	64	9.98%
BG 1, CT 310.03, Collin Cty	3,512	1,388	39.52%	207	5.89%	1,115	55	4.93%	31	2.78%
BG 2, CT 310.03, Collin Cty	2,237	1,182	52.84%	252	11.27%	766	158	20.63%	72	9.40%
BG 1, CT 310.04, Collin Cty	906	228	25.17%	165	18.21%	448	87	19.42%	5	1.12%
BG 2, CT 310.04, Collin Cty	3,471	1,179	33.97%	320	9.22%	1,102	58	5.26%	28	2.54%
BG 3, CT 310.04, Collin Cty	1,600	565	35.31%	157	9.81%	626	60	9.58%	59	9.42%
BG 1, CT 311, Collin Cty	1,274	335	26.30%	210	16.48%	525	15	2.86%	19	3.62%
BG 2, CT 311, Collin Cty	1,111	62	5.58%	158	14.22%	451	34	7.54%	0	0.00%
BG 3, CT 311, Collin Cty	1,619	370	22.85%	323	19.95%	648	38	5.86%	52	8.02%
BG 4, CT 311, Collin Cty	1,661	627	37.75%	403	24.26%	739	96	12.99%	0	0.00%
BG 5, CT 311, Collin Cty	2,315	1,105	47.73%	189	8.16%	597	89	14.91%	0	0.00%
BG 6, CT 311, Collin Cty	1,151	43	3.74%	119	10.34%	316	0	0.00%	0	0.00%
BG 1, CT 312.01, Collin Cty	1,414	263	18.60%	182	12.87%	492	98	19.92%	7	1.42%
BG 2, CT 312.01, Collin Cty	2,246	566	25.20%	152	6.77%	706	31	4.39%	4	0.57%
BG 3, CT 312.01, Collin Cty	1,675	484	28.90%	298	17.79%	663	23	3.47%	11	1.66%
BG 1, CT 312.02, Collin Cty	2,928	1,242	42.42%	222	7.58%	948	4	0.42%	4	0.42%



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BG 2, CT 312.02, Collin Cty	1,771	425	24.00%	182	10.28%	580	39	6.72%	0	0.00%
BG 1, CT 313.08, Collin Cty	2,055	1,010	49.15%	331	16.11%	621	75	12.08%	0	0.00%
BG 2, CT 313.08, Collin Cty	4,620	1,847	39.98%	312	6.75%	1,550	42	2.71%	113	7.29%
BG 1, CT 313.09, Collin Cty	6,010	2,938	48.89%	222	3.69%	1,696	62	3.66%	32	1.89%
BG 2, CT 313.09, Collin Cty	2,195	1,196	54.49%	179	8.15%	733	59	8.05%	0	0.00%
BG 3, CT 313.09, Collin Cty	1,638	500	30.53%	191	11.66%	788	40	5.08%	64	8.12%
BG 1, CT 313.10, Collin Cty	2,113	650	30.76%	278	13.16%	721	50	6.93%	0	0.00%
BG 2, CT 313.10, Collin Cty	3,750	1,648	43.95%	294	7.84%	1,251	23	1.84%	0	0.00%
BG 3, CT 313.10, Collin Cty	3,169	2,068	65.26%	229	7.23%	905	132	14.59%	45	4.97%
BG 4, CT 313.10, Collin Cty	1,622	360	22.19%	118	7.27%	521	0	0.00%	0	0.00%
BG 1, CT 313.11, Collin Cty	3,731	1,153	30.90%	379	10.16%	1,215	29	2.39%	15	1.23%
BG 2, CT 313.11, Collin Cty	5,347	2,551	47.71%	274	5.12%	1,628	156	9.58%	53	3.26%
BG 3, CT 313.11, Collin Cty	2,405	797	33.14%	252	10.48%	879	27	3.07%	0	0.00%
BG 1, CT 313.12, Collin Cty	900	344	38.22%	162	18.00%	362	0	0.00%	0	0.00%
BG 2, CT 313.12, Collin Cty	1,567	350	22.34%	237	15.12%	583	0	0.00%	46	7.89%
BG 3, CT 313.12, Collin Cty	2,152	644	29.93%	290	13.48%	733	74	10.10%	0	0.00%
BG 4, CT 313.12, Collin Cty	1,698	533	31.39%	276	16.25%	567	0	0.00%	10	1.76%
BG 1, CT 313.13, Collin Cty	3,569	2,424	67.92%	446	12.50%	817	0	0.00%	73	8.94%
BG 2, CT 313.13, Collin Cty	2,157	1,102	51.09%	184	8.53%	662	28	4.23%	0	0.00%
BG 3, CT 313.13, Collin Cty	2,825	882	31.22%	201	7.12%	676	0	0.00%	0	0.00%
BG 4, CT 313.13, Collin Cty	2,587	914	35.33%	172	6.65%	684	96	14.04%	89	13.01%
BG 5, CT 313.13, Collin Cty	2,012	935	46.47%	155	7.70%	585	0	0.00%	35	5.98%
BG 1, CT 313.14, Collin Cty	1,524	470	30.84%	129	8.46%	489	14	2.86%	0	0.00%
BG 2, CT 313.14, Collin Cty	1,341	406	30.28%	163	12.16%	427	26	6.09%	0	0.00%

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BG 1, CT 313.15, Collin Cty	2,211	1,333	60.29%	231	10.45%	628	18	2.87%	0	0.00%
BG 2, CT 313.15, Collin Cty	3,111	1,855	59.63%	198	6.36%	789	39	4.94%	72	9.13%
BG 3, CT 313.15, Collin Cty	2,893	1,580	54.61%	349	12.06%	843	157	18.62%	0	0.00%
BG 4, CT 313.15, Collin Cty	1,919	395	20.58%	15	0.78%	468	0	0.00%	0	0.00%
BG 5, CT 313.15, Collin Cty	2,071	1,071	51.71%	60	2.90%	537	66	12.29%	39	7.26%
BG 6, CT 313.15, Collin Cty	3,687	1,830	49.63%	229	6.21%	894	141	15.77%	144	16.11%
BG 7, CT 313.15, Collin Cty	2,015	215	10.67%	170	8.44%	699	12	1.72%	0	0.00%
BG 8, CT 313.15, Collin Cty	2,882	2,136	74.12%	297	10.31%	636	0	0.00%	39	6.13%
BG 1, CT 313.16, Collin Cty	3,450	2,848	82.55%	253	7.33%	1,001	56	5.59%	51	5.09%
BG 2, CT 313.16, Collin Cty	3,411	1,355	39.72%	342	10.03%	1,034	9	0.87%	91	8.80%
BG 1, CT 313.17, Collin Cty	3,522	1,662	47.19%	417	11.84%	1,067	43	4.03%	15	1.41%
BG 2, CT 313.17, Collin Cty	3,031	1,976	65.19%	268	8.84%	883	16	1.81%	0	0.00%
BG 3, CT 313.17, Collin Cty	2,367	1,022	43.18%	119	5.03%	712	17	2.39%	36	5.06%
BG 1, CT 314.05, Collin Cty	4,043	1,738	42.99%	323	7.99%	1,280	0	0.00%	13	1.02%
BG 2, CT 314.05, Collin Cty	2,145	547	25.50%	159	7.41%	934	45	4.82%	0	0.00%
BG 3, CT 314.05, Collin Cty	5,819	2,852	49.01%	274	4.71%	1,563	0	0.00%	26	1.66%
BG 4, CT 314.05, Collin Cty	3,702	1,974	53.32%	372	10.05%	1,122	0	0.00%	173	15.42%
BG 5, CT 314.05, Collin Cty	5,373	2,780	51.74%	212	3.95%	1,587	29	1.83%	141	8.88%
BG 6, CT 314.05, Collin Cty	2,290	400	17.47%	189	8.25%	645	0	0.00%	0	0.00%
BG 1, CT 314.06, Collin Cty	2,588	1,432	55.33%	203	7.84%	784	0	0.00%	23	2.93%
BG 2, CT 314.06, Collin Cty	1,769	329	18.60%	237	13.40%	581	0	0.00%	0	0.00%
BG 3, CT 314.06, Collin Cty	3,411	1,120	32.83%	518	15.19%	1,413	71	5.02%	0	0.00%
BG 4, CT 314.06, Collin Cty	1,931	134	6.94%	184	9.53%	591	97	16.41%	0	0.00%
BG 5, CT 314.06, Collin Cty	2,545	1,417	55.68%	73	2.87%	787	0	0.00%	26	3.30%

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BG 6, CT 314.06, Collin Cty	1,926	655	34.01%	0	0.00%	599	63	10.52%	0	0.00%
BG 7, CT 314.06, Collin Cty	1,680	577	34.35%	81	4.82%	472	0	0.00%	0	0.00%
BG 8, CT 314.06, Collin Cty	1,992	1,163	58.38%	65	3.26%	649	84	12.94%	0	0.00%
BG 1, CT 314.07, Collin Cty	1,940	108	5.57%	1,434	73.92%	1,055	83	7.87%	0	0.00%
BG 2, CT 314.07, Collin Cty	4,620	1,301	28.16%	260	5.63%	1,283	90	7.01%	12	0.94%
BG 3, CT 314.07, Collin Cty	1,139	52	4.57%	242	21.25%	399	44	11.03%	0	0.00%
BG 1, CT 314.08, Collin Cty	1,384	410	29.62%	180	13.01%	377	0	0.00%	0	0.00%
BG 2, CT 314.08, Collin Cty	2,080	937	45.05%	123	5.91%	663	11	1.66%	22	3.32%
BG 1, CT 314.09, Collin Cty	1,998	779	38.99%	120	6.01%	589	0	0.00%	0	0.00%
BG 2, CT 314.09, Collin Cty	4,110	2,157	52.48%	321	7.81%	1,240	109	8.79%	12	0.97%
BG 3, CT 314.09, Collin Cty	2,782	1,640	58.95%	268	9.63%	944	46	4.87%	19	2.01%
BG 4, CT 314.09, Collin Cty	2,583	737	28.53%	242	9.37%	803	0	0.00%	31	3.86%
BG 1, CT 314.10, Collin Cty	2,202	692	31.43%	167	7.58%	635	116	18.27%	73	11.50%
BG 2, CT 314.10, Collin Cty	2,081	663	31.86%	225	10.81%	736	64	8.70%	16	2.17%
BG 3, CT 314.10, Collin Cty	1,865	814	43.65%	78	4.18%	647	27	4.17%	15	2.32%
BG 4, CT 314.10, Collin Cty	1,611	840	52.14%	83	5.15%	508	0	0.00%	0	0.00%
BG 5, CT 314.10, Collin Cty	1,033	445	43.08%	138	13.36%	467	56	11.99%	21	4.50%
BG 1, CT 314.11, Collin Cty	2,940	1,185	40.31%	404	13.74%	900	9	1.00%	6	0.67%
BG 2, CT 314.11, Collin Cty	2,720	1,667	61.29%	154	5.66%	748	35	4.68%	31	4.14%
BG 1, CT 315.04, Collin Cty	1,054	92	8.73%	114	10.82%	422	14	3.32%	0	0.00%
BG 2, CT 315.04, Collin Cty	1,788	368	20.58%	209	11.69%	511	18	3.52%	0	0.00%
BG 3, CT 315.04, Collin Cty	1,189	196	16.48%	165	13.88%	363	0	0.00%	0	0.00%
BG 4, CT 315.04, Collin Cty	3,331	1,122	33.68%	34	1.02%	1,047	0	0.00%	19	1.81%
BG 1, CT 315.05, Collin Cty	2,908	1,202	41.33%	249	8.56%	948	47	4.96%	16	1.69%

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BG 2, CT 315.05, Collin Cty	2,850	774	27.16%	195	6.84%	878	0	0.00%	55	6.26%
BG 3, CT 315.05, Collin Cty	942	220	23.35%	30	3.18%	608	44	7.24%	0	0.00%
BG 4, CT 315.05, Collin Cty	2,047	960	46.90%	263	12.85%	607	28	4.61%	46	7.58%
BG 1, CT 315.06, Collin Cty	1,557	490	31.47%	255	16.38%	564	15	2.66%	0	0.00%
BG 2, CT 315.06, Collin Cty	4,705	2,242	47.65%	345	7.33%	1,526	156	10.22%	25	1.64%
BG 3, CT 315.06, Collin Cty	1,257	437	34.77%	216	17.18%	540	94	17.41%	14	2.59%
BG 4, CT 315.06, Collin Cty	1,962	1,172	59.73%	223	11.37%	597	67	11.22%	175	29.31%
BG 1, CT 315.07, Collin Cty	3,456	1,580	45.72%	557	16.12%	1,588	85	5.35%	42	2.64%
BG 2, CT 315.07, Collin Cty	2,086	447	21.43%	128	6.14%	653	0	0.00%	0	0.00%
BG 1, CT 315.08, Collin Cty	2,401	979	40.77%	199	8.29%	864	69	7.99%	56	6.48%
BG 2, CT 315.08, Collin Cty	1,541	383	24.85%	211	13.69%	556	27	4.86%	0	0.00%
BG 3, CT 315.08, Collin Cty	2,913	1,588	54.51%	163	5.60%	976	31	3.18%	33	3.38%
BG 1, CT 316.11, Collin Cty	1,018	703	69.06%	33	3.24%	344	0	0.00%	56	16.28%
BG 2, CT 316.11, Collin Cty	1,312	663	50.53%	144	10.98%	455	22	4.84%	30	6.59%
BG 3, CT 316.11, Collin Cty	1,796	938	52.23%	207	11.53%	584	93	15.92%	72	12.33%
BG 1, CT 316.12, Collin Cty	1,672	591	35.35%	184	11.00%	630	0	0.00%	18	2.86%
BG 2, CT 316.12, Collin Cty	1,690	709	41.95%	482	28.52%	662	12	1.81%	50	7.55%
BG 3, CT 316.12, Collin Cty	1,836	425	23.15%	238	12.96%	643	0	0.00%	0	0.00%
BG 4, CT 316.12, Collin Cty	1,222	251	20.54%	127	10.39%	372	11	2.96%	12	3.23%
BG 1, CT 316.13, Collin Cty	1,458	197	13.51%	361	24.76%	571	0	0.00%	16	2.80%
BG 2, CT 316.13, Collin Cty	1,219	318	26.09%	113	9.27%	387	41	10.59%	0	0.00%
BG 3, CT 316.13, Collin Cty	1,206	245	20.32%	337	27.94%	545	55	10.09%	21	3.85%
BG 4, CT 316.13, Collin Cty	695	185	26.62%	132	18.99%	310	0	0.00%	0	0.00%
BG 5, CT 316.13, Collin Cty	818	171	20.90%	199	24.33%	368	10	2.72%	0	0.00%

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BG 1, CT 316.21, Collin Cty	1,133	653	57.63%	121	10.68%	462	81	17.53%	0	0.00%
BG 2, CT 316.21, Collin Cty	993	462	46.53%	130	13.09%	299	39	13.04%	24	8.03%
BG 3, CT 316.21, Collin Cty	1,343	702	52.27%	135	10.05%	717	0	0.00%	71	9.90%
BG 4, CT 316.21, Collin Cty	1,642	319	19.43%	254	15.47%	666	99	14.86%	16	2.40%
BG 5, CT 316.21, Collin Cty	837	66	7.89%	345	41.22%	316	69	21.84%	18	5.70%
BG 1, CT 316.22, Collin Cty	2,278	1,030	45.22%	395	17.34%	908	147	16.19%	33	3.63%
BG 2, CT 316.22, Collin Cty	2,441	974	39.90%	423	17.33%	881	0	0.00%	16	1.82%
BG 3, CT 316.22, Collin Cty	1,192	336	28.19%	302	25.34%	462	0	0.00%	0	0.00%
BG 1, CT 316.23, Collin Cty	502	511	101.79%	0	0.00%	157	55	35.03%	46	29.30%
BG 2, CT 316.23, Collin Cty	1,137	341	29.99%	256	22.52%	520	44	8.46%	6	1.15%
BG 3, CT 316.23, Collin Cty	1,048	547	52.19%	123	11.74%	464	89	19.18%	59	12.72%
BG 1, CT 316.24, Collin Cty	702	365	51.99%	294	41.88%	379	117	30.87%	94	24.80%
BG 2, CT 316.24, Collin Cty	1,025	328	32.00%	192	18.73%	435	32	7.36%	21	4.83%
BG 3, CT 316.24, Collin Cty	2,243	2,026	90.33%	60	2.67%	718	110	15.32%	148	20.61%
BG 1, CT 316.25, Collin Cty	941	166	17.64%	247	26.25%	374	15	4.01%	7	1.87%
BG 2, CT 316.25, Collin Cty	1,228	406	33.06%	154	12.54%	408	9	2.21%	18	4.41%
BG 3, CT 316.25, Collin Cty	942	292	31.00%	240	25.48%	420	10	2.38%	8	1.90%
BG 4, CT 316.25, Collin Cty	1,505	449	29.83%	353	23.46%	601	50	8.32%	70	11.65%
BG 1, CT 316.26, Collin Cty	829	153	18.46%	199	24.00%	309	5	1.62%	5	1.62%
BG 2, CT 316.26, Collin Cty	1,623	382	23.54%	261	16.08%	634	38	5.99%	39	6.15%
BG 1, CT 316.27, Collin Cty	881	327	37.12%	154	17.48%	315	35	11.11%	0	0.00%
BG 2, CT 316.27, Collin Cty	2,188	1,007	46.02%	461	21.07%	839	137	16.33%	48	5.72%
BG 3, CT 316.27, Collin Cty	1,440	391	27.15%	268	18.61%	494	20	4.05%	13	2.63%
BG 4, CT 316.27, Collin Cty	541	58	10.72%	115	21.26%	224	9	4.02%	0	0.00%

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BG 1, CT 316.28, Collin Cty	1,169	284	24.29%	67	5.73%	387	10	2.58%	0	0.00%
BG 2, CT 316.28, Collin Cty	1,040	414	39.81%	144	13.85%	414	30	7.25%	0	0.00%
BG 3, CT 316.28, Collin Cty	653	173	26.49%	266	40.74%	299	50	16.72%	0	0.00%
BG 4, CT 316.28, Collin Cty	842	223	26.48%	99	11.76%	297	16	5.39%	11	3.70%
BG 1, CT 316.29, Collin Cty	1,273	797	62.61%	107	8.41%	373	65	17.43%	22	5.90%
BG 2, CT 316.29, Collin Cty	1,357	266	19.60%	278	20.49%	475	29	6.11%	0	0.00%
BG 3, CT 316.29, Collin Cty	640	477	74.53%	50	7.81%	241	34	14.11%	91	37.76%
BG 4, CT 316.29, Collin Cty	703	152	21.62%	67	9.53%	226	0	0.00%	11	4.87%
BG 1, CT 316.30, Collin Cty	2,404	1,000	41.60%	331	13.77%	875	13	1.49%	8	0.91%
BG 2, CT 316.30, Collin Cty	1,304	307	23.54%	114	8.74%	453	0	0.00%	0	0.00%
BG 3, CT 316.30, Collin Cty	690	313	45.36%	77	11.16%	277	4	1.44%	0	0.00%
BG 1, CT 316.31, Collin Cty	1,241	328	26.43%	101	8.14%	432	21	4.86%	16	3.70%
BG 2, CT 316.31, Collin Cty	2,472	1,478	59.79%	128	5.18%	955	149	15.60%	65	6.81%
BG 3, CT 316.31, Collin Cty	1,234	574	46.52%	178	14.42%	408	18	4.41%	30	7.35%
BG 1, CT 316.32, Collin Cty	3,371	1,169	34.68%	859	25.48%	1,583	194	12.26%	69	4.36%
BG 2, CT 316.32, Collin Cty	2,537	1,419	55.93%	256	10.09%	961	42	4.37%	122	12.70%
BG 1, CT 316.33, Collin Cty	1,748	793	45.37%	266	15.22%	592	0	0.00%	28	4.73%
BG 2, CT 316.33, Collin Cty	2,390	1,113	46.57%	246	10.29%	847	36	4.25%	39	4.60%
BG 1, CT 316.34, Collin Cty	1,515	603	39.80%	170	11.22%	616	24	3.90%	121	19.64%
BG 2, CT 316.34, Collin Cty	608	505	83.06%	52	8.55%	200	10	5.00%	0	0.00%
BG 3, CT 316.34, Collin Cty	1,287	757	58.82%	202	15.70%	450	0	0.00%	33	7.33%
BG 1, CT 316.35, Collin Cty	1,155	733	63.46%	109	9.44%	659	43	6.53%	96	14.57%
BG 2, CT 316.35, Collin Cty	2,054	1,074	52.29%	71	3.46%	627	0	0.00%	18	2.87%
BG 3, CT 316.35, Collin Cty	1,286	831	64.62%	129	10.03%	359	11	3.06%	28	7.80%

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BG 1, CT 316.36, Collin Cty	2,267	743	32.77%	602	26.55%	932	26	2.79%	80	8.58%
BG 2, CT 316.36, Collin Cty	1,351	491	36.34%	124	9.18%	391	30	7.67%	0	0.00%
BG 3, CT 316.36, Collin Cty	1,664	892	53.61%	271	16.29%	618	0	0.00%	29	4.69%
BG 4, CT 316.36, Collin Cty	1,651	438	26.53%	203	12.30%	676	0	0.00%	44	6.51%
BG 1, CT 316.37, Collin Cty	710	261	36.76%	103	14.51%	280	50	17.86%	0	0.00%
BG 2, CT 316.37, Collin Cty	1,229	340	27.66%	191	15.54%	408	0	0.00%	0	0.00%
BG 3, CT 316.37, Collin Cty	2,511	1,221	48.63%	276	10.99%	783	0	0.00%	18	2.30%
BG 4, CT 316.37, Collin Cty	2,556	532	20.81%	250	9.78%	796	45	5.65%	40	5.03%
BG 1, CT 316.38, Collin Cty	1,793	722	40.27%	135	7.53%	567	0	0.00%	19	3.35%
BG 2, CT 316.38, Collin Cty	2,025	1,273	62.86%	148	7.31%	623	0	0.00%	41	6.58%
BG 3, CT 316.38, Collin Cty	3,369	2,333	69.25%	319	9.47%	1,004	103	10.26%	94	9.36%
BG 1, CT 316.39, Collin Cty	2,632	1,509	57.33%	187	7.10%	1,184	69	5.83%	42	3.55%
BG 2, CT 316.39, Collin Cty	2,473	1,169	47.27%	217	8.77%	710	40	5.63%	14	1.97%
BG 3, CT 316.39, Collin Cty	1,489	847	56.88%	39	2.62%	605	19	3.14%	16	2.64%
BG 1, CT 316.40, Collin Cty	2,723	1,596	58.61%	409	15.02%	1,369	154	11.25%	0	0.00%
BG 2, CT 316.40, Collin Cty	1,790	819	45.75%	177	9.89%	601	48	7.99%	16	2.66%
BG 3, CT 316.40, Collin Cty	3,954	1,943	49.14%	206	5.21%	1,381	35	2.53%	40	2.90%
BG 1, CT 316.41, Collin Cty	2,838	1,737	61.21%	261	9.20%	848	12	1.42%	68	8.02%
BG 2, CT 316.41, Collin Cty	3,697	2,462	66.59%	191	5.17%	1,157	26	2.25%	105	9.08%
BG 1, CT 316.42, Collin Cty	1,134	384	33.86%	177	15.61%	478	6	1.26%	32	6.69%
BG 2, CT 316.42, Collin Cty	1,917	765	39.91%	286	14.92%	715	22	3.08%	25	3.50%
BG 3, CT 316.42, Collin Cty	1,432	658	45.95%	65	4.54%	443	9	2.03%	0	0.00%
BG 1, CT 316.43, Collin Cty	968	105	10.85%	176	18.18%	341	11	3.23%	11	3.23%
BG 2, CT 316.43, Collin Cty	1,635	583	35.66%	183	11.19%	577	0	0.00%	15	2.60%

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BG 3, CT 316.43, Collin Cty	2,399	1,133	47.23%	151	6.29%	941	123	13.07%	62	6.59%
BG 1, CT 316.45, Collin Cty	1,015	216	21.28%	108	10.64%	376	15	3.99%	35	9.31%
BG 2, CT 316.45, Collin Cty	988	167	16.90%	105	10.63%	304	4	1.32%	0	0.00%
BG 1, CT 316.46, Collin Cty	1,784	461	25.84%	215	12.05%	636	17	2.67%	6	0.94%
BG 2, CT 316.46, Collin Cty	1,986	576	29.00%	133	6.70%	670	17	2.54%	0	0.00%
BG 3, CT 316.46, Collin Cty	1,973	1,005	50.94%	175	8.87%	836	49	5.86%	69	8.25%
BG 1, CT 316.47, Collin Cty	1,203	433	35.99%	152	12.64%	505	0	0.00%	47	9.31%
BG 2, CT 316.47, Collin Cty	1,916	528	27.56%	223	11.64%	841	0	0.00%	26	3.09%
BG 1, CT 316.48, Collin Cty	1,954	898	45.96%	200	10.24%	671	66	9.84%	0	0.00%
BG 2, CT 316.48, Collin Cty	2,116	410	19.38%	211	9.97%	719	0	0.00%	0	0.00%
BG 3, CT 316.48, Collin Cty	861	140	16.26%	187	21.72%	303	30	9.90%	17	5.61%
BG 4, CT 316.48, Collin Cty	1,269	453	35.70%	213	16.78%	447	0	0.00%	15	3.36%
BG 5, CT 316.48, Collin Cty	970	657	67.73%	51	5.26%	586	62	10.58%	116	19.80%
BG 1, CT 316.49, Collin Cty	1,082	125	11.55%	471	43.53%	584	60	10.27%	35	5.99%
BG 2, CT 316.49, Collin Cty	1,535	503	32.77%	149	9.71%	650	41	6.31%	47	7.23%
BG 3, CT 316.49, Collin Cty	882	184	20.86%	255	28.91%	381	26	6.82%	0	0.00%
BG 4, CT 316.49, Collin Cty	986	326	33.06%	171	17.34%	345	22	6.38%	5	1.45%
BG 1, CT 316.52, Collin Cty	1,910	1,050	54.97%	177	9.27%	747	15	2.01%	54	7.23%
BG 2, CT 316.52, Collin Cty	2,301	1,174	51.02%	113	4.91%	1,047	17	1.62%	31	2.96%
BG 3, CT 316.52, Collin Cty	2,692	1,848	68.65%	172	6.39%	1,033	16	1.55%	240	23.23%
BG 4, CT 316.52, Collin Cty	1,228	476	38.76%	419	34.12%	753	99	13.15%	17	2.26%
BG 1, CT 316.53, Collin Cty	1,408	561	39.84%	317	22.51%	451	13	2.88%	9	2.00%
BG 2, CT 316.53, Collin Cty	1,302	409	31.41%	236	18.13%	521	36	6.91%	33	6.33%
BG 3, CT 316.53, Collin Cty	2,113	1,673	79.18%	133	6.29%	739	81	10.96%	124	16.78%



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BG 4, CT 316.53, Collin Cty	1,402	324	23.11%	237	16.90%	520	15	2.88%	15	2.88%
BG 5, CT 316.53, Collin Cty	1,645	635	38.60%	122	7.42%	669	126	18.83%	16	2.39%
BG 1, CT 316.54, Collin Cty	1,633	688	42.13%	134	8.21%	543	11	2.03%	0	0.00%
BG 2, CT 316.54, Collin Cty	693	294	42.42%	144	20.78%	279	24	8.60%	6	2.15%
BG 3, CT 316.54, Collin Cty	1,621	575	35.47%	184	11.35%	488	15	3.07%	14	2.87%
BG 1, CT 316.55, Collin Cty	1,183	501	42.35%	154	13.02%	382	0	0.00%	13	3.40%
BG 2, CT 316.55, Collin Cty	1,832	992	54.15%	60	3.28%	1,129	91	8.06%	138	12.22%
BG 3, CT 316.55, Collin Cty	942	193	20.49%	139	14.76%	329	0	0.00%	0	0.00%
BG 4, CT 316.55, Collin Cty	820	268	32.68%	177	21.59%	328	0	0.00%	45	13.72%
BG 1, CT 316.56, Collin Cty	1,514	838	55.35%	57	3.76%	783	35	4.47%	71	9.07%
BG 2, CT 316.56, Collin Cty	1,080	286	26.48%	101	9.35%	338	22	6.51%	17	5.03%
BG 1, CT 316.57, Collin Cty	1,900	806	42.42%	45	2.37%	1,269	131	10.32%	95	7.49%
BG 2, CT 316.57, Collin Cty	756	307	40.61%	0	0.00%	405	44	10.86%	0	0.00%
BG 1, CT 316.58, Collin Cty	1,713	688	40.16%	18	1.05%	960	105	10.94%	0	0.00%
BG 2, CT 316.58, Collin Cty	1,559	751	48.17%	68	4.36%	864	15	1.74%	0	0.00%
BG 3, CT 316.58, Collin Cty	1,399	730	52.18%	48	3.43%	942	85	9.02%	67	7.11%
BG 1, CT 316.59, Collin Cty	564	427	75.71%	46	8.16%	224	19	8.48%	67	29.91%
BG 2, CT 316.59, Collin Cty	432	118	27.31%	130	30.09%	177	30	16.95%	40	22.60%
BG 3, CT 316.59, Collin Cty	599	432	72.12%	13	2.17%	284	0	0.00%	50	17.61%
BG 1, CT 316.60, Collin Cty	1,138	658	57.82%	88	7.73%	321	0	0.00%	0	0.00%
BG 2, CT 316.60, Collin Cty	4,030	3,213	79.73%	144	3.57%	1,879	100	5.32%	443	23.58%
BG 1, CT 316.61, Collin Cty	2,276	1,547	67.97%	118	5.18%	832	52	6.25%	118	14.18%
BG 2, CT 316.61, Collin Cty	938	521	55.54%	44	4.69%	250	5	2.00%	14	5.60%
BG 1, CT 316.62, Collin Cty	1,756	1,013	57.69%	214	12.19%	556	11	1.98%	16	2.88%

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BG 2, CT 316.62, Collin Cty	1,250	428	34.24%	73	5.84%	442	8	1.81%	18	4.07%
BG 3, CT 316.62, Collin Cty	1,770	904	51.07%	136	7.68%	542	0	0.00%	42	7.75%
BG 1, CT 316.63, Collin Cty	2,533	1,717	67.79%	201	7.94%	905	55	6.08%	139	15.36%
BG 2, CT 316.63, Collin Cty	1,208	406	33.61%	38	3.15%	402	43	10.70%	77	19.15%
BG 1, CT 316.64, Collin Cty	1,778	1,051	59.11%	94	5.29%	581	54	9.29%	21	3.61%
BG 2, CT 316.64, Collin Cty	2,056	498	24.22%	300	14.59%	721	38	5.27%	18	2.50%
BG 1, CT 317.04, Collin Cty	506	98	19.37%	147	29.05%	310	22	7.10%	0	0.00%
BG 2, CT 317.04, Collin Cty	772	122	15.80%	147	19.04%	311	0	0.00%	9	2.89%
BG 3, CT 317.04, Collin Cty	723	541	74.83%	20	2.77%	325	18	5.54%	18	5.54%
BG 4, CT 317.04, Collin Cty	1,625	944	58.09%	114	7.02%	903	45	4.98%	34	3.77%
BG 1, CT 317.06, Collin Cty	914	131	14.33%	208	22.76%	372	11	2.96%	9	2.42%
BG 2, CT 317.06, Collin Cty	1,331	336	25.24%	252	18.93%	492	4	0.81%	27	5.49%
BG 1, CT 317.08, Collin Cty	806	133	16.50%	272	33.75%	333	0	0.00%	0	0.00%
BG 2, CT 317.08, Collin Cty	2,014	1,021	50.70%	323	16.04%	1,093	81	7.41%	64	5.86%
BG 3, CT 317.08, Collin Cty	1,314	971	73.90%	56	4.26%	605	123	20.33%	44	7.27%
BG 1, CT 317.09, Collin Cty	1,990	1,752	88.04%	84	4.22%	914	159	17.40%	108	11.82%
BG 2, CT 317.09, Collin Cty	1,197	364	30.41%	283	23.64%	584	16	2.74%	22	3.77%
BG 3, CT 317.09, Collin Cty	1,125	506	44.98%	168	14.93%	437	0	0.00%	0	0.00%
BG 1, CT 317.11, Collin Cty	1,367	376	27.51%	210	15.36%	708	34	4.80%	0	0.00%
BG 2, CT 317.11, Collin Cty	1,710	808	47.25%	168	9.82%	804	24	2.99%	9	1.12%
BG 1, CT 317.12, Collin Cty	733	631	86.08%	19	2.59%	407	10	2.46%	28	6.88%
BG 2, CT 317.12, Collin Cty	1,205	640	53.11%	106	8.80%	644	41	6.37%	30	4.66%
BG 3, CT 317.12, Collin Cty	948	299	31.54%	146	15.40%	474	64	13.50%	0	0.00%
BG 4, CT 317.12, Collin Cty	2,671	2,317	86.75%	56	2.10%	1,227	67	5.46%	0	0.00%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households (HH)	HH w/Income Below Poverty Level	Percent HH w/Income Below Poverty Level	Limited English Speaking HH	Percent Limited English Speaking HH
BG 1, CT 317.13, Collin Cty	1,458	1,826	125.24%	44	3.02%	732	123	16.80%	146	19.95%
BG 2, CT 317.13, Collin Cty	704	324	46.02%	16	2.27%	480	59	12.29%	0	0.00%
BG 3, CT 317.13, Collin Cty	701	135	19.26%	18	2.57%	239	0	0.00%	0	0.00%
BG 4, CT 317.13, Collin Cty	1,284	991	77.18%	0	0.00%	776	93	11.98%	58	7.47%
BG 1, CT 317.14, Collin Cty	906	1,004	110.82%	55	6.07%	534	83	15.54%	0	0.00%
BG 2, CT 317.14, Collin Cty	1,356	866	63.86%	139	10.25%	620	42	6.77%	31	5.00%
BG 3, CT 317.14, Collin Cty	2,583	2,484	96.17%	27	1.05%	1,380	108	7.83%	212	15.36%
BG 4, CT 317.14, Collin Cty	1,545	1,193	77.22%	48	3.11%	783	182	23.24%	40	5.11%
BG 1, CT 317.15, Collin Cty	1,465	674	46.01%	237	16.18%	736	65	8.83%	108	14.67%
BG 2, CT 317.15, Collin Cty	1,246	305	24.48%	155	12.44%	542	20	3.69%	35	6.46%
BG 1, CT 317.16, Collin Cty	1,660	630	37.95%	196	11.81%	1,053	79	7.50%	122	11.59%
BG 2, CT 317.16, Collin Cty	536	140	26.12%	133	24.81%	220	0	0.00%	10	4.55%
BG 1, CT 317.17, Collin Cty	1,597	1,322	82.78%	57	3.57%	840	101	12.02%	99	11.79%
BG 2, CT 317.17, Collin Cty	567	292	51.50%	70	12.35%	239	0	0.00%	19	7.95%
BG 1, CT 317.18, Collin Cty	793	185	23.33%	163	20.55%	305	21	6.89%	30	9.84%
BG 2, CT 317.18, Collin Cty	1,712	614	35.86%	193	11.27%	701	38	5.42%	39	5.56%
BG 1, CT 317.19, Collin Cty	864	563	65.16%	66	7.64%	408	85	20.83%	55	13.48%
BG 2, CT 317.19, Collin Cty	922	174	18.87%	210	22.78%	446	11	2.47%	0	0.00%
BG 1, CT 317.20, Collin Cty	1,376	1,725	125.36%	53	3.85%	647	229	35.39%	145	22.41%
BG 2, CT 317.20, Collin Cty	690	915	132.61%	0	0.00%	295	67	22.71%	109	36.95%
BG 3, CT 317.20, Collin Cty	3,360	3,862	114.94%	93	2.77%	1,382	627	45.37%	454	32.85%
BG 1, CT 318.02, Collin Cty	1,798	565	31.42%	470	26.14%	641	17	2.65%	16	2.50%
BG 2, CT 318.02, Collin Cty	1,960	1,016	51.84%	252	12.86%	1,079	304	28.17%	87	8.06%
BG 3, CT 318.02, Collin Cty	680	323	47.50%	99	14.56%	206	25	12.14%	0	0.00%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households (HH)	HH w/Income Below Poverty Level	Percent HH w/Income Below Poverty Level	Limited English Speaking HH	Percent Limited English Speaking HH
BG 4, CT 318.02, Collin Cty	1,694	702	41.44%	255	15.05%	517	34	6.58%	51	9.86%
BG 5, CT 318.02, Collin Cty	1,143	575	50.31%	0	0.00%	366	42	11.48%	0	0.00%
BG 1, CT 318.04, Collin Cty	1,597	742	46.46%	196	12.27%	696	110	15.80%	98	14.08%
BG 2, CT 318.04, Collin Cty	925	94	10.16%	242	26.16%	322	0	0.00%	10	3.11%
BG 3, CT 318.04, Collin Cty	1,096	260	23.72%	662	60.40%	820	58	7.07%	18	2.20%
BG 4, CT 318.04, Collin Cty	1,283	802	62.51%	0	0.00%	293	249	84.98%	0	0.00%
BG 1, CT 318.05, Collin Cty	2,274	454	19.96%	561	24.67%	888	17	1.91%	0	0.00%
BG 2, CT 318.05, Collin Cty	1,332	213	15.99%	328	24.62%	545	19	3.49%	0	0.00%
BG 3, CT 318.05, Collin Cty	1,890	554	29.31%	345	18.25%	737	21	2.85%	72	9.77%
BG 1, CT 318.06, Collin Cty	1,404	1,309	93.23%	27	1.92%	578	108	18.69%	188	32.53%
BG 2, CT 318.06, Collin Cty	623	395	63.40%	47	7.54%	367	59	16.08%	7	1.91%
BG 1, CT 318.07, Collin Cty	1,318	270	20.49%	620	47.04%	740	76	10.27%	44	5.95%
BG 2, CT 318.07, Collin Cty	1,119	209	18.68%	259	23.15%	484	100	20.66%	0	0.00%
BG 3, CT 318.07, Collin Cty	1,208	117	9.69%	256	21.19%	435	13	2.99%	0	0.00%
BG 4, CT 318.07, Collin Cty	952	64	6.72%	320	33.61%	432	11	2.55%	16	3.70%
BG 1, CT 319, Collin Cty	1,221	911	74.61%	52	4.26%	476	58	12.18%	38	7.98%
BG 2, CT 319, Collin Cty	2,507	2,019	80.53%	264	10.53%	931	98	10.53%	86	9.24%
BG 3, CT 319, Collin Cty	1,577	1,384	87.76%	46	2.92%	503	35	6.96%	174	34.59%
BG 1, CT 320.03, Collin Cty	1,821	1,549	85.06%	227	12.47%	522	127	24.33%	11	2.11%
BG 2, CT 320.03, Collin Cty	1,675	1,299	77.55%	158	9.43%	599	170	28.38%	107	17.86%
BG 3, CT 320.03, Collin Cty	995	431	43.32%	224	22.51%	687	187	27.22%	200	29.11%
BG 4, CT 320.03, Collin Cty	1,007	1,186	117.78%	60	5.96%	287	99	34.49%	115	40.07%
BG 1, CT 320.04, Collin Cty	1,717	834	48.57%	105	6.12%	608	0	0.00%	0	0.00%
BG 2, CT 320.04, Collin Cty	909	495	54.46%	252	27.72%	425	11	2.59%	0	0.00%

Location	Total Population	Total Minority	Percent Minority	Population Aged 65+	Percent Aged 65+	Total Households (HH)	HH w/Income Below Poverty Level	Percent HH w/Income Below Poverty Level	Limited English Speaking HH	Percent Limited English Speaking HH
BG 3, CT 320.04, Collin Cty	856	635	74.18%	175	20.44%	291	24	8.25%	11	3.78%
BG 4, CT 320.04, Collin Cty	2,144	1,919	89.51%	50	2.33%	387	55	14.21%	38	9.82%
BG 5, CT 320.04, Collin Cty	1,367	1,083	79.22%	132	9.66%	335	35	10.45%	16	4.78%
BG 6, CT 320.04, Collin Cty	1,277	1,161	90.92%	67	5.25%	369	126	34.15%	69	18.70%
BG 1, CT 320.08, Collin Cty	1,675	698	41.67%	334	19.94%	633	6	0.95%	19	3.00%
BG 2, CT 320.08, Collin Cty	1,613	830	51.46%	224	13.89%	565	79	13.98%	22	3.89%
BG 3, CT 320.08, Collin Cty	953	423	44.39%	119	12.49%	346	17	4.91%	0	0.00%
BG 1, CT 320.09, Collin Cty	3,187	1,405	44.09%	196	6.15%	1,076	18	1.67%	65	6.04%
BG 2, CT 320.09, Collin Cty	1,264	319	25.24%	405	32.04%	629	25	3.97%	0	0.00%
BG 3, CT 320.09, Collin Cty	2,252	1,297	57.59%	381	16.92%	894	52	5.82%	77	8.61%
BG 1, CT 320.10, Collin Cty	974	465	47.74%	120	12.32%	337	56	16.62%	33	9.79%
BG 2, CT 320.10, Collin Cty	3,262	2,564	78.60%	110	3.37%	1,054	173	16.41%	195	18.50%
BG 3, CT 320.10, Collin Cty	1,415	766	54.13%	73	5.16%	498	8	1.61%	41	8.23%
BG 1, CT 320.11, Collin Cty	2,809	1,606	57.17%	167	5.95%	928	37	3.99%	58	6.25%
BG 2, CT 320.11, Collin Cty	1,526	470	30.80%	174	11.40%	477	31	6.50%	0	0.00%
BG 3, CT 320.11, Collin Cty	1,743	771	44.23%	35	2.01%	657	22	3.35%	61	9.28%
BG 4, CT 320.11, Collin Cty	1,978	1,316	66.53%	326	16.48%	984	42	4.27%	102	10.37%
BG 1, CT 320.12, Collin Cty	2,144	1,616	75.37%	106	4.94%	667	79	11.84%	67	10.04%
BG 2, CT 320.12, Collin Cty	2,116	1,446	68.34%	192	9.07%	576	112	19.44%	61	10.59%
BG 1, CT 320.13, Collin Cty	1,634	931	56.98%	124	7.59%	763	103	13.50%	18	2.36%
BG 2, CT 320.13, Collin Cty	941	1,145	121.68%	19	2.02%	197	33	16.75%	62	31.47%
BG 3, CT 320.13, Collin Cty	3,275	2,698	82.38%	360	10.99%	1,166	207	17.75%	223	19.13%

## **DCTA Demographic Data – Population with a Disability**

Source: 2017 ACS 5-Year Estimates

*Note: Unlike the above table, data for disability status is not available at the census block group level, therefore this table presents data at the census tract level.*

\*\*Highlighted cell indicates that location is above the county average for the data category\*\*

CT = Census Tract | Cty = County

Location	Total Population	Population with a Disability	Percent of Total Population with a Disability
<b>Denton Cty</b>	<b>776789</b>	<b>60989</b>	<b>7.9%</b>
CT 201.03, Denton Cty	11615	1443	<b>12.4%</b>
CT 201.04, Denton Cty	4193	372	<b>8.9%</b>
CT 201.05, Denton Cty	8724	666	7.6%
CT 201.06, Denton Cty	7981	433	5.4%
CT 201.07, Denton Cty	7153	620	<b>8.7%</b>
CT 201.08, Denton Cty	20427	921	4.5%
CT 201.09, Denton Cty	5212	210	4.0%
CT 201.10, Denton Cty	5779	217	3.8%
CT 201.11, Denton Cty	4043	126	3.1%
CT 201.12, Denton Cty	3510	228	6.5%
CT 201.13, Denton Cty	12697	600	4.7%
CT 201.14, Denton Cty	11768	946	<b>8.0%</b>
CT 201.15, Denton Cty	5534	546	<b>9.9%</b>
CT 202.02, Denton Cty	9866	1165	<b>11.8%</b>
CT 202.03, Denton Cty	5834	344	5.9%
CT 202.04, Denton Cty	4081	580	<b>14.2%</b>
CT 202.05, Denton Cty	1897	258	<b>13.6%</b>
CT 203.03, Denton Cty	12437	1030	<b>8.3%</b>
CT 203.05, Denton Cty	7695	478	6.2%
CT 203.06, Denton Cty	6323	692	<b>10.9%</b>
CT 203.07, Denton Cty	11786	733	6.2%
CT 203.08, Denton Cty	12193	1086	<b>8.9%</b>
CT 203.09, Denton Cty	9159	836	<b>9.1%</b>
CT 203.10, Denton Cty	3326	478	<b>14.4%</b>
CT 204.01, Denton Cty	9084	994	<b>10.9%</b>
CT 204.02, Denton Cty	5244	711	<b>13.6%</b>
CT 204.03, Denton Cty	3475	417	<b>12.0%</b>
CT 205.03, Denton Cty	6668	811	<b>12.2%</b>
CT 205.04, Denton Cty	3260	507	<b>15.6%</b>

Location	Total Population	Population with a Disability	Percent of Total Population with a Disability
CT 205.05, Denton Cty	6081	592	9.7%
CT 205.06, Denton Cty	2041	205	10.0%
CT 206.01, Denton Cty	5457	467	8.6%
CT 206.02, Denton Cty	9512	910	9.6%
CT 207, Denton Cty	2674	274	10.2%
CT 208, Denton Cty	5591	381	6.8%
CT 209, Denton Cty	4876	276	5.7%
CT 210, Denton Cty	6090	576	9.5%
CT 211, Denton Cty	3134	206	6.6%
CT 212.01, Denton Cty	6811	981	14.4%
CT 212.02, Denton Cty	3309	495	15.0%
CT 213.01, Denton Cty	4228	252	6.0%
CT 213.03, Denton Cty	7083	1111	15.7%
CT 213.04, Denton Cty	5708	583	10.2%
CT 213.05, Denton Cty	3937	408	10.4%
CT 214.03, Denton Cty	12300	1592	12.9%
CT 214.04, Denton Cty	8580	748	8.7%
CT 214.05, Denton Cty	11536	832	7.2%
CT 214.06, Denton Cty	7948	725	9.1%
CT 214.07, Denton Cty	7032	500	7.1%
CT 214.08, Denton Cty	6362	658	10.3%
CT 214.09, Denton Cty	8151	693	8.5%
CT 215.02, Denton Cty	4433	245	5.5%
CT 215.05, Denton Cty	5809	609	10.5%
CT 215.12, Denton Cty	4890	245	5.0%
CT 215.13, Denton Cty	3745	305	8.1%
CT 215.14, Denton Cty	4452	373	8.4%
CT 215.15, Denton Cty	12454	1246	10.0%
CT 215.16, Denton Cty	7768	704	9.1%
CT 215.17, Denton Cty	3453	228	6.6%
CT 215.18, Denton Cty	2987	247	8.3%
CT 215.19, Denton Cty	12738	813	6.4%
CT 215.20, Denton Cty	3658	380	10.4%
CT 215.21, Denton Cty	4531	474	10.5%
CT 215.22, Denton Cty	2519	104	4.1%
CT 215.23, Denton Cty	3741	266	7.1%
CT 215.24, Denton Cty	2026	111	5.5%
CT 215.25, Denton Cty	12985	547	4.2%
CT 215.26, Denton Cty	7275	490	6.7%

Location	Total Population	Population with a Disability	Percent of Total Population with a Disability
CT 215.27, Denton Cty	6356	315	5.0%
CT 216.11, Denton Cty	4421	308	7.0%
CT 216.12, Denton Cty	4113	462	11.2%
CT 216.13, Denton Cty	5348	396	7.4%
CT 216.14, Denton Cty	4177	281	6.7%
CT 216.15, Denton Cty	4784	481	10.1%
CT 216.16, Denton Cty	4277	320	7.5%
CT 216.18, Denton Cty	4407	413	9.4%
CT 216.19, Denton Cty	3063	205	6.7%
CT 216.20, Denton Cty	2663	134	5.0%
CT 216.21, Denton Cty	3592	438	12.2%
CT 216.22, Denton Cty	5209	365	7.0%
CT 216.23, Denton Cty	7575	194	2.6%
CT 216.24, Denton Cty	8158	196	2.4%
CT 216.25, Denton Cty	8810	345	3.9%
CT 216.26, Denton Cty	2587	183	7.1%
CT 216.27, Denton Cty	7656	452	5.9%
CT 216.28, Denton Cty	6351	463	7.3%
CT 216.29, Denton Cty	6989	296	4.2%
CT 216.30, Denton Cty	4997	421	8.4%
CT 216.31, Denton Cty	5488	367	6.7%
CT 216.32, Denton Cty	3571	265	7.4%
CT 216.33, Denton Cty	4741	257	5.4%
CT 216.34, Denton Cty	5378	232	4.3%
CT 216.35, Denton Cty	4553	205	4.5%
CT 216.36, Denton Cty	7688	605	7.9%
CT 216.37, Denton Cty	4624	255	5.5%
CT 216.38, Denton Cty	3755	225	6.0%
CT 217.15, Denton Cty	4578	422	9.2%
CT 217.16, Denton Cty	4541	571	12.6%
CT 217.17, Denton Cty	5800	773	13.3%
CT 217.18, Denton Cty	11933	920	7.7%
CT 217.19, Denton Cty	4587	300	6.5%
CT 217.20, Denton Cty	3492	147	4.2%
CT 217.21, Denton Cty	4228	337	8.0%
CT 217.22, Denton Cty	4381	385	8.8%
CT 217.23, Denton Cty	1612	148	9.2%
CT 217.24, Denton Cty	4316	221	5.1%
CT 217.25, Denton Cty	3860	329	8.5%



Location	Total Population	Population with a Disability	Percent of Total Population with a Disability
CT 217.26, Denton Cty	3495	227	6.5%
CT 217.27, Denton Cty	4997	343	6.9%
CT 217.28, Denton Cty	3339	243	7.3%
CT 217.29, Denton Cty	3022	149	4.9%
CT 217.30, Denton Cty	3736	281	7.5%
CT 217.31, Denton Cty	3567	232	6.5%
CT 217.32, Denton Cty	2328	133	5.7%
CT 217.33, Denton Cty	3221	117	3.6%
CT 217.34, Denton Cty	3518	210	6.0%
CT 217.35, Denton Cty	3755	206	5.5%
CT 217.36, Denton Cty	2202	51	2.3%
CT 217.37, Denton Cty	4344	421	9.7%
CT 217.38, Denton Cty	2871	224	7.8%
CT 217.39, Denton Cty	3402	351	10.3%
CT 217.40, Denton Cty	4686	472	10.1%
CT 217.41, Denton Cty	1993	331	16.6%
CT 217.42, Denton Cty	6029	547	9.1%
CT 217.43, Denton Cty	4198	331	7.9%
CT 217.44, Denton Cty	3354	239	7.1%
CT 217.45, Denton Cty	5468	276	5.0%
CT 217.46, Denton Cty	3706	323	8.7%
CT 217.47, Denton Cty	5065	384	7.6%
CT 217.48, Denton Cty	4473	307	6.9%
CT 217.49, Denton Cty	3505	158	4.5%
CT 217.50, Denton Cty	4543	230	5.1%
CT 217.51, Denton Cty	4901	213	4.3%
CT 217.52, Denton Cty	5341	273	5.1%
CT 217.53, Denton Cty	5828	449	7.7%
CT 218, Denton Cty	3598	187	5.2%
CT 219, Denton Cty	4776	149	3.1%
<b>Collin Cty</b>	<b>911167</b>	<b>62547</b>	<b>6.9%</b>
CT 301, Collin Cty	6630	662	10.0%
CT 302.01, Collin Cty	3281	181	5.5%
CT 302.02, Collin Cty	2293	170	7.4%
CT 302.03, Collin Cty	18839	1268	6.7%
CT 303.01, Collin Cty	6687	308	4.6%
CT 303.02, Collin Cty	3446	203	5.9%
CT 303.03, Collin Cty	7143	445	6.2%
CT 303.04, Collin Cty	5123	315	6.1%

Location	Total Population	Population with a Disability	Percent of Total Population with a Disability
CT 303.05, Collin Cty	11808	954	8.1%
CT 304.03, Collin Cty	6025	385	6.4%
CT 304.04, Collin Cty	5800	502	8.7%
CT 304.05, Collin Cty	4867	275	5.7%
CT 304.06, Collin Cty	4112	206	5.0%
CT 304.07, Collin Cty	4132	164	4.0%
CT 304.08, Collin Cty	7314	988	13.5%
CT 305.04, Collin Cty	3086	126	4.1%
CT 305.05, Collin Cty	4225	170	4.0%
CT 305.06, Collin Cty	2980	177	5.9%
CT 305.07, Collin Cty	1851	106	5.7%
CT 305.08, Collin Cty	7015	530	7.6%
CT 305.09, Collin Cty	2729	155	5.7%
CT 305.10, Collin Cty	3285	181	5.5%
CT 305.11, Collin Cty	7431	197	2.7%
CT 305.12, Collin Cty	5137	109	2.1%
CT 305.13, Collin Cty	9121	655	7.2%
CT 305.14, Collin Cty	7666	437	5.7%
CT 305.15, Collin Cty	6793	547	8.1%
CT 305.16, Collin Cty	6581	357	5.4%
CT 305.17, Collin Cty	6921	225	3.3%
CT 305.18, Collin Cty	4133	107	2.6%
CT 305.19, Collin Cty	4048	143	3.5%
CT 305.20, Collin Cty	6706	216	3.2%
CT 305.21, Collin Cty	3600	161	4.5%
CT 305.22, Collin Cty	9729	406	4.2%
CT 305.23, Collin Cty	11073	486	4.4%
CT 305.24, Collin Cty	2963	140	4.7%
CT 305.25, Collin Cty	6643	387	5.8%
CT 305.26, Collin Cty	10590	444	4.2%
CT 305.27, Collin Cty	5345	336	6.3%
CT 305.28, Collin Cty	8258	487	5.9%
CT 305.29, Collin Cty	3471	220	6.3%
CT 305.30, Collin Cty	6104	615	10.1%
CT 305.31, Collin Cty	6628	420	6.3%
CT 306.01, Collin Cty	9874	711	7.2%
CT 306.03, Collin Cty	9094	637	7.0%
CT 306.04, Collin Cty	2430	140	5.8%
CT 306.05, Collin Cty	7962	690	8.7%

Location	Total Population	Population with a Disability	Percent of Total Population with a Disability
CT 307.01, Collin Cty	2966	243	8.2%
CT 307.02, Collin Cty	5086	564	11.1%
CT 308.01, Collin Cty	4168	326	7.8%
CT 308.02, Collin Cty	5638	694	12.3%
CT 309, Collin Cty	10230	1225	12.0%
CT 310.01, Collin Cty	7020	654	9.3%
CT 310.03, Collin Cty	5749	413	7.2%
CT 310.04, Collin Cty	5977	597	10.0%
CT 311, Collin Cty	9100	1167	12.8%
CT 312.01, Collin Cty	5335	389	7.3%
CT 312.02, Collin Cty	4699	397	8.4%
CT 313.08, Collin Cty	6675	578	8.7%
CT 313.09, Collin Cty	9813	538	5.5%
CT 313.10, Collin Cty	10654	861	8.1%
CT 313.11, Collin Cty	11483	914	8.0%
CT 313.12, Collin Cty	6317	630	10.0%
CT 313.13, Collin Cty	13150	853	6.5%
CT 313.14, Collin Cty	2865	202	7.1%
CT 313.15, Collin Cty	20658	1898	9.2%
CT 313.16, Collin Cty	6861	334	4.9%
CT 313.17, Collin Cty	8920	594	6.7%
CT 314.05, Collin Cty	23372	839	3.6%
CT 314.06, Collin Cty	17842	895	5.0%
CT 314.07, Collin Cty	7699	705	9.2%
CT 314.08, Collin Cty	3464	201	5.8%
CT 314.09, Collin Cty	11473	533	4.6%
CT 314.10, Collin Cty	8792	503	5.7%
CT 314.11, Collin Cty	5660	425	7.5%
CT 315.04, Collin Cty	7350	656	8.9%
CT 315.05, Collin Cty	8747	363	4.1%
CT 315.06, Collin Cty	9288	1155	12.4%
CT 315.07, Collin Cty	5441	395	7.3%
CT 315.08, Collin Cty	6855	719	10.5%
CT 316.11, Collin Cty	4126	333	8.1%
CT 316.12, Collin Cty	6420	527	8.2%
CT 316.13, Collin Cty	5382	649	12.1%
CT 316.21, Collin Cty	5803	471	8.1%
CT 316.22, Collin Cty	5797	488	8.4%
CT 316.23, Collin Cty	2687	196	7.3%

Location	Total Population	Population with a Disability	Percent of Total Population with a Disability
CT 316.24, Collin Cty	3897	348	8.9%
CT 316.25, Collin Cty	4616	494	10.7%
CT 316.26, Collin Cty	2452	221	9.0%
CT 316.27, Collin Cty	5050	593	11.7%
CT 316.28, Collin Cty	3650	336	9.2%
CT 316.29, Collin Cty	3951	299	7.6%
CT 316.30, Collin Cty	4398	246	5.6%
CT 316.31, Collin Cty	4947	320	6.5%
CT 316.32, Collin Cty	5889	686	11.6%
CT 316.33, Collin Cty	4138	364	8.8%
CT 316.34, Collin Cty	3410	297	8.7%
CT 316.35, Collin Cty	4495	133	3.0%
CT 316.36, Collin Cty	6933	839	12.1%
CT 316.37, Collin Cty	7006	564	8.1%
CT 316.38, Collin Cty	7187	329	4.6%
CT 316.39, Collin Cty	6594	295	4.5%
CT 316.40, Collin Cty	8467	293	3.5%
CT 316.41, Collin Cty	6535	155	2.4%
CT 316.42, Collin Cty	4483	257	5.7%
CT 316.43, Collin Cty	5002	338	6.8%
CT 316.45, Collin Cty	2003	175	8.7%
CT 316.46, Collin Cty	5743	230	4.0%
CT 316.47, Collin Cty	3099	119	3.8%
CT 316.48, Collin Cty	7170	277	3.9%
CT 316.49, Collin Cty	4475	477	10.7%
CT 316.52, Collin Cty	8078	596	7.4%
CT 316.53, Collin Cty	7870	531	6.7%
CT 316.54, Collin Cty	3947	265	6.7%
CT 316.55, Collin Cty	4777	148	3.1%
CT 316.56, Collin Cty	2594	121	4.7%
CT 316.57, Collin Cty	2656	71	2.7%
CT 316.58, Collin Cty	4658	165	3.5%
CT 316.59, Collin Cty	1595	98	6.1%
CT 316.60, Collin Cty	5157	88	1.7%
CT 316.61, Collin Cty	3214	145	4.5%
CT 316.62, Collin Cty	4776	197	4.1%
CT 316.63, Collin Cty	3741	155	4.1%
CT 316.64, Collin Cty	3834	163	4.3%
CT 317.04, Collin Cty	3626	130	3.6%

<b>Location</b>	<b>Total Population</b>	<b>Population with a Disability</b>	<b>Percent of Total Population with a Disability</b>
CT 317.06, Collin Cty	2245	107	4.8%
CT 317.08, Collin Cty	4134	289	<b>7.0%</b>
CT 317.09, Collin Cty	4312	356	<b>8.3%</b>
CT 317.11, Collin Cty	3077	94	3.1%
CT 317.12, Collin Cty	5557	307	5.5%
CT 317.13, Collin Cty	4081	172	4.2%
CT 317.14, Collin Cty	6390	375	5.9%
CT 317.15, Collin Cty	2702	210	<b>7.8%</b>
CT 317.16, Collin Cty	2196	162	<b>7.4%</b>
CT 317.17, Collin Cty	2164	117	5.4%
CT 317.18, Collin Cty	2485	214	<b>8.6%</b>
CT 317.19, Collin Cty	1786	142	<b>8.0%</b>
CT 317.20, Collin Cty	5426	198	3.6%
CT 318.02, Collin Cty	7270	751	<b>10.3%</b>
CT 318.04, Collin Cty	4901	527	<b>10.8%</b>
CT 318.05, Collin Cty	5496	460	<b>8.4%</b>
CT 318.06, Collin Cty	2027	99	4.9%
CT 318.07, Collin Cty	4597	627	<b>13.6%</b>
CT 319, Collin Cty	5159	321	6.2%
CT 320.03, Collin Cty	5498	539	<b>9.8%</b>
CT 320.04, Collin Cty	8270	576	<b>7.0%</b>
CT 320.08, Collin Cty	4241	250	5.9%
CT 320.09, Collin Cty	6703	449	6.7%
CT 320.10, Collin Cty	5651	513	<b>9.1%</b>
CT 320.11, Collin Cty	8042	627	<b>7.8%</b>
CT 320.12, Collin Cty	4260	341	<b>8.0%</b>
CT 320.13, Collin Cty	5850	298	5.1%

## **Appendix J – Title VI Analyses**

### **Content**

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- August 2017 Service Change – Equity Analysis
- August 2018 Service Change – Equity Analysis
- A-train Fare Free Zones and Regional Fare Changes – Equity Analysis
- North Texas Express – Original Service Design – Equity Analysis
- January 2019 Service Change – Equity Analysis

## August 2017 Service Change – Equity Analysis

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DCTA’s Title VI equity analysis process requires documentation of the affected area including information about the demographics of potential riders and the location of the proposed service change. To initiate collection of this information, DCTA staff ran a Title VI analysis in the transit agency’s service planning software, Remix™. The Remix™ Title VI analysis allows a DCTA planner, for example, to make changes to an existing route and then use the software to produce a report showing the portion of minority and low-income riders that would potentially be effected by the change. This report contains information about the number of low-income and minority residents in each census block group where a modified route or stop is located and a summary of the transit agency’s service area demographics (total population, low-income, and minority). The Remix™ report does not incorporate Limited English Proficiency (LEP) data.

### Low-Income and Minority Populations

In 2015, DCTA’s service area population was 687,857<sup>2</sup>. In the same year, the average population within each of the service area’s census block groups that was identified as low-income was 8.7 percent and the average population that identified as a minority (non-white) was 36.4 percent. According to the Remix™ analysis, the August 2017 service change affected 33 census block groups with a population of 57,250. DCTA’s service area contains 378 block groups. Table 11 presents the percent of low-income and minority populations affected by the service changes, according to the Remix™ analysis.

**Table 11. Low-Income and Minority Population Affected by August 2017 Service Change**

	Low-Income	Minority
Change Borne By	73.6%	40.9%
Area Average	8.7%	36.4%
Difference	64.8%	4.5%

*Source: Remix™ Analysis of data from the U.S. Census Bureau’s  
ACS 2015 5-Year Estimates*

Despite the high percentage of low-income and minority populations identified as bearing a larger portion of the service change outcomes, the analysis shows that the net number of potential trips made by each group and by the total population could increase. Table 12 presents the difference in potential trips and the percent of low-income and minority population that bore the impact of the change, by route, after the August 2017 service change. Figure 16 shows projected ridership—a net gain—that could result from the August 2017 service change, according to the Remix™ analysis.

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<sup>2</sup> Source: U.S. Census Bureau ACS 2015 5-Year Estimates

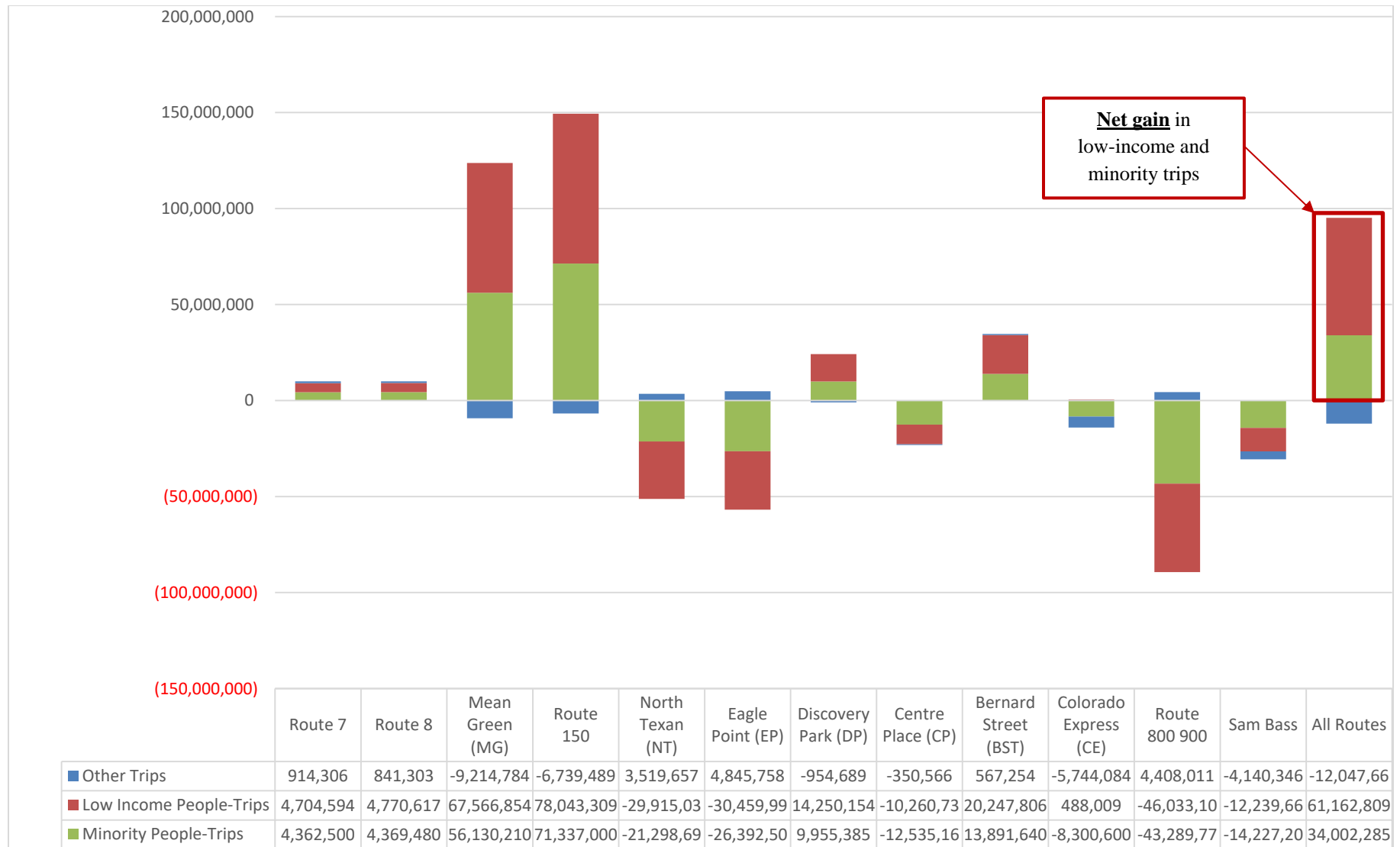
**Table 12. August 2017 Service Change – Changes in Trips by Route**

Route	<i>Difference in Trips After August 2017 Service Change</i>			<i>Percent Impacted</i>	
	People-Trips <sup>A</sup>	Low Income People-Trips <sup>A</sup>	Minority People-Trips <sup>A</sup>	Low Income	Minorities
7	9,981,400	4,704,594	4,362,500	47.1%	43.7%
8	9,981,400	4,770,617	4,369,480	47.8%	43.8%
100	114,482,280	67,566,854	56,130,210	59.0%	49.0%
150	142,640,820	78,043,309	71,337,000	54.7%	50.0%
200	-47,694,075	-29,915,037	-21,298,695	62.7%	44.7%
300	-52,006,740	-30,459,998	-26,392,500	58.6%	50.7%
400	23,250,850	14,250,154	9,955,385	61.3%	42.8%
500	-23,146,460	-10,260,734	-12,535,160	44.3%	54.2%
600	34,706,700	20,247,806	13,891,640	58.3%	40.0%
700	-13,556,675	488,009	-8,300,600	-3.6%	61.2%
800 900	-84,914,865	-46,033,101	-43,289,775	54.2%	51.0%
1000	-30,607,210	-12,239,664	-14,227,200	40.0%	46.5%
<b>Total</b>	<b>83,117,425</b>	<b>61,162,809</b>	<b>34,002,285</b>	<b>73.6%</b>	<b>40.9%</b>

<sup>A</sup> People-trips are calculated by multiplying the population (total, low-income, or minority) near a route (within ¼ mile of each stop) by the number of trips the route will make in one year.

Source: Remix™ Analysis of data from the U.S. Census Bureau's ACS 2015 5-Year Estimates





Source: Remix™ Analysis of data from the U.S. Census Bureau's ACS 2015 5-Year Estimates and TTI calculations

**Figure 16. Post August 2017 Service Change - Change in Trips by Route**

## Limited English Proficiency Populations

As mentioned above, the Remix™ analysis does not include data about LEP populations. However, DCTA includes these populations in the transit agency's equity analysis requirements. Data about LEP populations is available from the U.S. Census Bureau as part of the American Communities Survey (ACS) at the census tract level (as opposed to the block group level, like low-income and minority status). This data identifies households by the household's preferred language and whether the household is a limited English-speaking household<sup>3</sup>. Using the census block groups (portions of a census tract) included in the Remix™ analysis discussed above, TTI identified the census tracts (16 total) impacted by the August 2017 service changes and collected LEP information accordingly.

In 2015, DCTA's service area had 563,102 households<sup>4</sup>. Of the households in the service area, 5.6 percent identified as LEP households. Among the 16 census tracts impacted by the August 2017 service change, 6.8 percent of households identify as LEP and ten census tracts have more LEP households than the service area average (maximum 14.8 percent). Table 13 presents the census tracts impacted by the service change and the percent of LEP households in each.

**Table 13. LEP Households Impacted by August 2017 Service Change**

Census Tract	LEP Households
48121020401	6.6%
48121020402	2.9%
48121020403	1.3%
48121020601	13.8%
48121020602	8.0%
48121020700	7.4%
48121020800	8.4%
48121020900	14.1%
48121021000	7.2%
48121021100	11.4%
48121021201	4.7%
48121021202	5.8%
48121021301	2.8%
48121021303	8.4%
48121021304	5.2%
48121021305	0.8%

*Source: U.S. Census Bureau ACS 2015 5-Year Estimates*

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<sup>3</sup> According to the U.S. Census Bureau, "'limited English speaking household' is one in which no member 14 years old and over (1) speaks only English or (2) speaks a non-English language and speaks English 'very well.'"  
(<https://www.census.gov/topics/population/language-use/about/faqs.html>)

<sup>4</sup> Source: U.S. Census Bureau ACS 2015 5-Year Estimates

## Data Summary

TTI collected data from the Remix™ report and ACS 2015 5-year estimates to summarize the area effected by the August 2017 service changes. Table 14 presents this data summary for each census block group (or census tract for LEP).

**Table 14. Low-Income, Minority, and LEP Status for Census Blocks/Tracts – August 2017 Service Change**

Census Block Groups <sup>A</sup>	Population	% Low-Income	Above Avg. Low-Income ( <u>Yes</u> / <u>No</u> )	% Minority	Above Avg. Minority ( <u>Yes</u> / <u>No</u> )	% LEP Households (per census tract <sup>A</sup> )	Above Avg. LEP ( <u>Yes</u> / <u>No</u> )
481210204011	4497	25.5%	Y	22.4%	N	6.6%	Y
481210204012	3881	1.1%	N	8.0%	N	6.6%	Y
481210204021	1979	9.5%	Y	18.4%	N	2.9%	N
481210204022	1258	4.3%	N	9.6%	N	2.9%	N
481210204032	908	35.4%	Y	9.7%	N	1.3%	N
481210204034	1397	15.9%	Y	22.5%	N	1.3%	N
481210206012	834	38.1%	Y	44.6%	Y	13.8%	Y
481210206013	2568	42.2%	Y	45.4%	Y	13.8%	Y
481210206023	619	0.0%	N	16.5%	N	8.0%	Y
481210207001	1365	34.2%	Y	23.4%	N	7.4%	Y
481210207002	1137	51.8%	Y	48.2%	Y	7.4%	Y
481210207003	658	15.9%	Y	20.2%	N	7.4%	Y
481210208001	1793	36.4%	Y	47.0%	Y	8.4%	Y
481210208002	3224	36.5%	Y	43.6%	Y	8.4%	Y
481210209001	2456	55.7%	Y	35.1%	N	14.1%	Y
481210209002	2594	34.2%	Y	44.2%	Y	14.1%	Y
481210210001	687	80.4%	Y	21.8%	N	7.2%	Y
481210210002	3492	58.8%	Y	36.3%	N	7.2%	Y
481210210003	938	58.8%	Y	17.3%	N	7.2%	Y
481210210004	861	25.6%	Y	2.1%	N	7.2%	Y
481210211001	551	22.6%	Y	19.6%	N	11.4%	Y
481210211002	916	65.6%	Y	24.0%	N	11.4%	Y
481210211003	1253	57.8%	Y	49.4%	Y	11.4%	Y
481210212011	4795	29.4%	Y	41.6%	Y	4.7%	N
481210212012	1708	39.0%	Y	57.6%	Y	4.7%	N
481210212021	1533	23.9%	Y	53.2%	Y	5.8%	Y
481210212022	930	9.6%	Y	20.3%	N	5.8%	Y
481210212023	2566	32.9%	Y	48.2%	Y	5.8%	Y

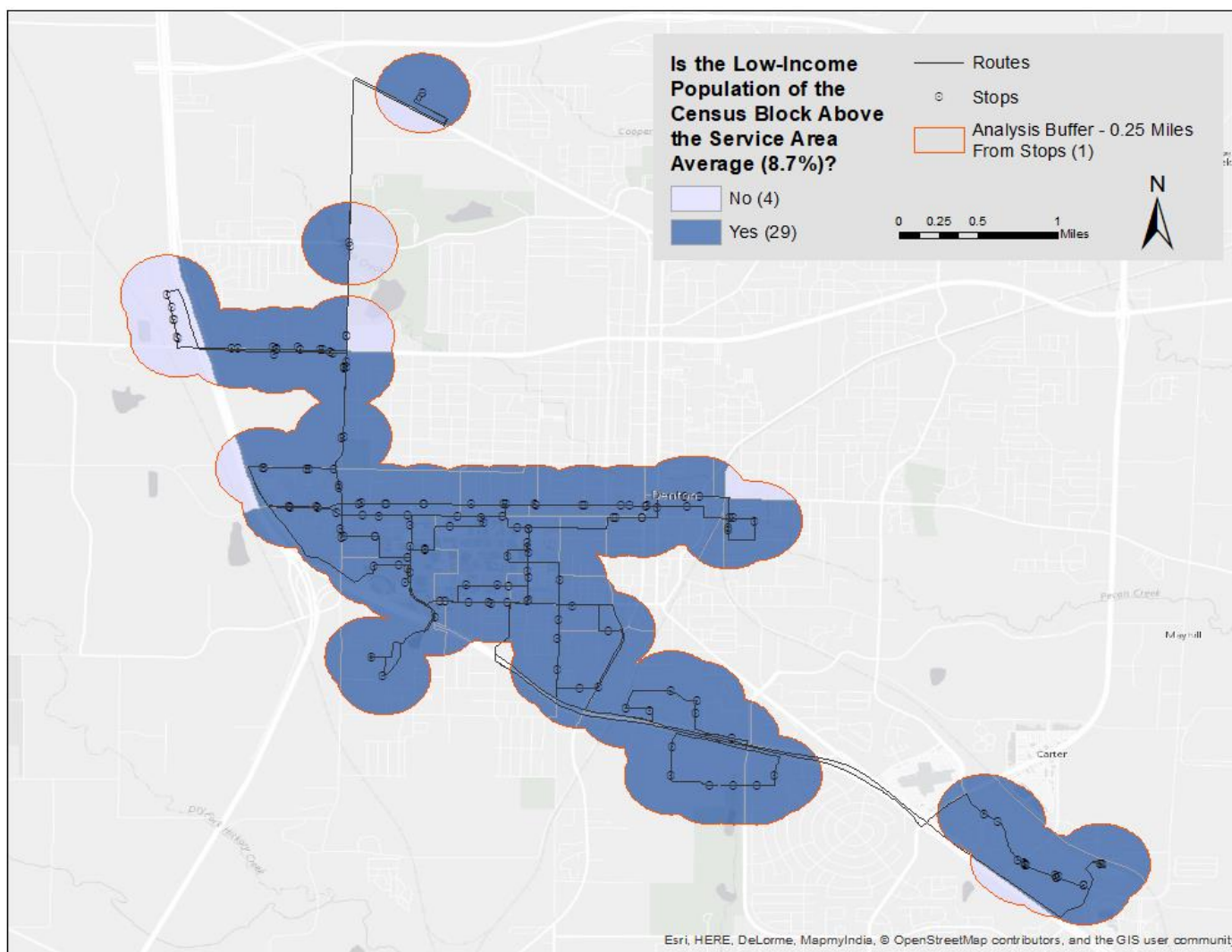
Census Block Groups <sup>A</sup>	Population	% Low-Income	Above Avg. Low-Income ( <u>Y</u> es/ <u>N</u> o)	% Minority	Above Avg. Minority ( <u>Y</u> es/ <u>N</u> o)	% LEP Households (per census tract <sup>A</sup> )	Above Avg. LEP ( <u>Y</u> es/ <u>N</u> o)
481210213011	3241	44.6%	Y	23.0%	N	2.8%	N
481210213012	1005	34.6%	Y	61.9%	Y	2.8%	N
481210213031	2631	4.5%	N	25.2%	N	8.4%	Y
481210213042	1770	11.1%	Y	7.9%	N	5.2%	N
481210213052	2507	9.1%	Y	20.1%	N	0.8%	N

Source: Remix™ Analysis of data from the U.S. Census Bureau's ACS 2015 5-Year Estimates and TTI calculations

<sup>A</sup> Census block groups codes contain census tract information. To determine which census tract LEP data relates to, remove the final digit from the census block group code.

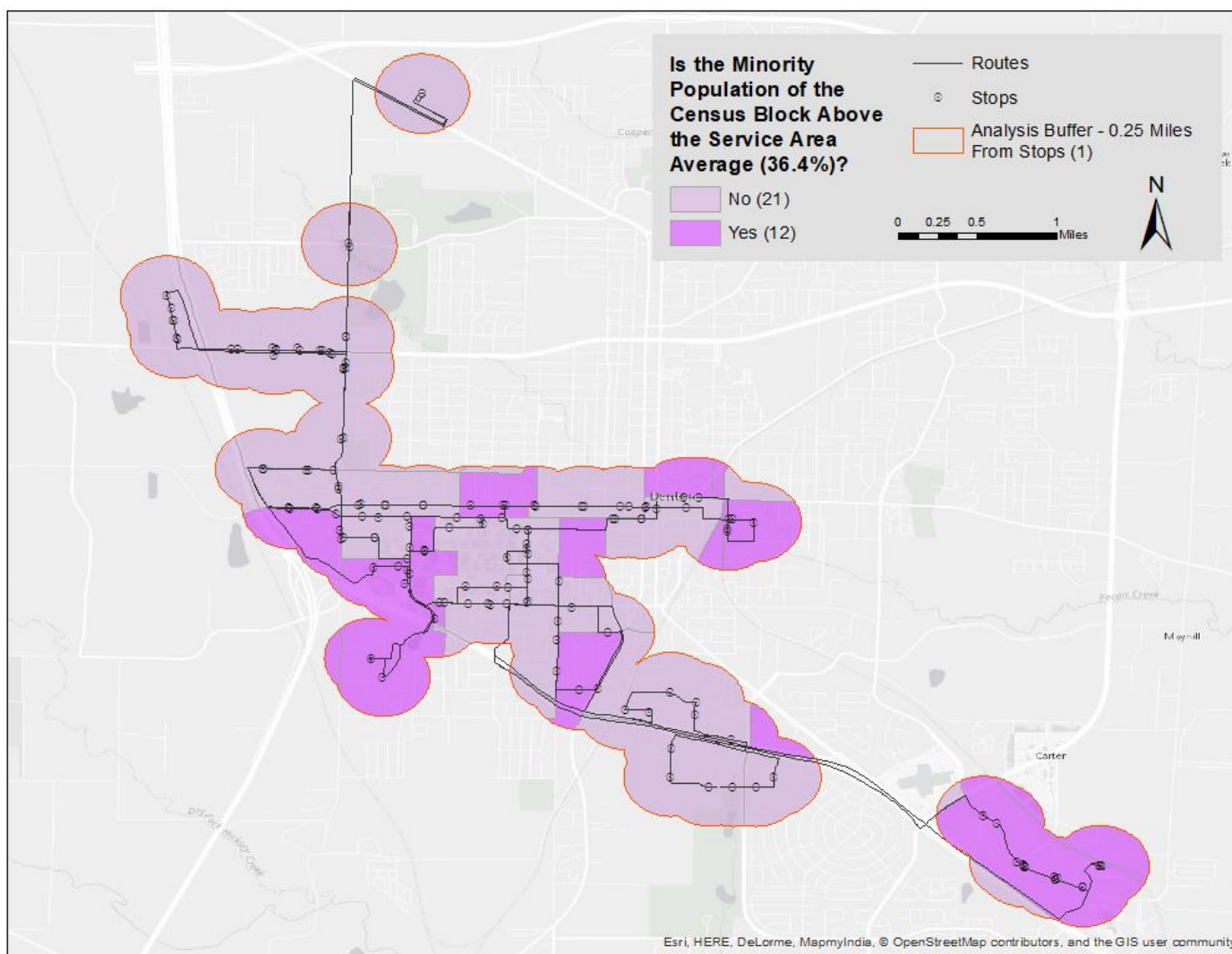
## Mapping

Mapping demographic data allows transit planners to visualize the location of specific populations and how a given change in service may effect that population. Figure 17 summarizes information about DCTA's low-income population near the August 2017 service change. Figure 18 and Figure 19 present the same information for minority and LEP populations, respectively. Each map shows the population within 0.25 miles of a bus stop along the routes included in DCTA's August 2017 service change.



Source: U.S. Census Bureau ACS 2015 5-Year Estimates and TTI calculations

**Figure 17. DCTA Low-Income Population Concentrations – August 2017 Service Change**



Source: U.S. Census Bureau ACS 2015 5-Year Estimates and TTI calculations

**Figure 18. DCTA Minority Population Concentrations – August 2017 Service Change**





**Conclusion**

According to the Title VI equity analysis findings, DCTA's August 2017 service changes effect areas of DCTA's service area with higher than average concentrations of low-income, minority, and LEP populations. However, the net effect on these populations is, according to forecasted ridership assumptions from Remix™, a higher rate of transit use/access.

Furthermore, the August 2017 service change is in line with DCTA's service performance and design standards (pending review of performance metrics).



## August 2018 Service Change – Equity Analysis

The following sections describe each of DCTA’s August 2018 proposed service changes and identify whether the change constitutes a major change according to DCTA’s major service change policy.

### Summary of August 2018 Proposed Service Changes

DCTA proposes to change eight routes in August 2018. Table 15 presents a brief description of each proposed service change and documents whether the change is considered a major change according to DCTA’s major service change policy. Complementary sections describe each change in detail. See the Title VI Analysis section for analysis of the major service changes identified in Table 15.

**Table 15. Summary of DCTA’s August 2018 Proposed Service Changes**

Service to be Changed	Schedule Change?	Route Change?	Description of Change(s)	Major Change?
<i>Route 1</i>	Yes	No	Schedule modification	No
<i>Route 6</i>	Yes	No	Schedule modification	No
<i>Route 7</i>	Yes	No	Schedule modification	No
<i>Route 8</i>	Yes	Yes	Schedule and route change	Yes
<i>Route 22</i>	No	Yes	Stops moved	No
<i>HVCS<sup>A</sup></i>	Yes	No	Schedule modification   Reduce from 3 to 2 vehicles   Increased headway from 20 to 30 min.	Yes
<i>NTX<sup>B</sup></i>	Yes	Yes	Schedule and route change	No
<i>Eagle Point</i>	Yes	Yes	Schedule and route change	No

<sup>A</sup> Highland Village Connect Shuttle

<sup>B</sup> North Texas Xpress

### Routes 1 and 7

DCTA proposes to adjust the service schedule on Routes 1 and 7 to improve service efficiency and effectiveness in August 2018. The total schedule change is less than five minutes different than the current service schedule, the changes do not affect stop locations or service corridors, and service will not be reduced or expanded. According to DCTA’s major service change policy, the modifications to Routes 1 and 7 proposed for August 2018 do not constitute a major service change and, therefore, do not require a Title VI equity analysis.

### Route 6

DCTA proposes to adjust the service schedule on Route 6 in August 2018 so that the service headways decrease from 30 minutes to 22 minutes—a difference of eight minutes. The change

will not affect stop locations or service corridors. According to DCTA's major service change policy, the modifications to Route 6 service proposed for August 2018 do not constitute a major service change and, therefore, do not require a Title VI equity analysis.

### **Route 8**

DCTA proposes to re-align Route 8 to improve service efficiency and effectiveness in August 2018. The Route 8 realignment will relocate stops and reduce route miles by approximately six percent (0.23 miles) on the segment inbound to the Downtown Denton Transit Center. According to DCTA's major service change policy, the modifications to Route 8 proposed for August 2018 are not substantial enough to constitute a major service change, however service will be reduced (due to reduced route miles) in areas with higher than county average low-income, minority, and LEP populations. Therefore, due to impacts on Title VI protected populations, the Route 8 service change requires a Title VI equity analysis—documented in the Title VI analysis section, below.

### **Route 22**

DCTA proposes to add two stops in existing service corridors on Route 22 to improve service efficiency and effectiveness in August 2018. Service on Route 22 will not be reduced or expanded. According to DCTA's major service change policy, the modifications to Route 22 proposed for August 2018 do not constitute a major service change and, therefore, the Route 22 service changes do not require a Title VI equity analysis.

### **Highland Village Connect Shuttle**

DCTA proposes to reduce the Highland Village Connect Shuttle (HVCS) service from three vehicles to two and increase the service headways from 20 to 30 minutes—a difference of 10 minutes. The change will not affect stop locations or service corridors. According to DCTA's major service change policy, the modifications to HVCS proposed for August 2018 do not constitute a major service change, however service will be reduced (due to increased headways) in areas with higher than county average low-income, minority, and LEP populations. Therefore, due to impacts on Title VI protected populations, the HVCS service change requires a Title VI equity analysis—documented in the Title VI analysis section, below.

### **North Texas Xpress**

The current North Texas Xpress (NTX) commuter service route includes 25 total stops and travels approximately 35 miles each way, providing service between Denton and Fort Worth. In August 2018, DCTA proposes to adjust the service in the Denton area so that a portion of the route from Presbyterian Hospital north to University Drive and then down Bonnie Brae will be removed. Instead, the vehicle will travel north on the IH35 frontage road from Presbyterian Hospital, make a right on Scripture Street, right on South Bonnie Brae Street, left on to West Hickory Street, and right on to North Texas Boulevard to Fouts Field. The proposed service change will increase the number of stops served by two (for a total of 27 stops), increase the inbound route miles by 3.56 (9.05 percent), and decrease the outbound route miles by 1.12 (2.82

percent). Table 16 compares the stops and miles of DCTA’s existing NTX service with the proposed service stops and miles to document the percent change of each service factor.

**Table 16. NTX Proposed Service Compared to Current Service**

	<b>Current Service</b>	<b>Proposed Service</b>	<b>% Change</b>
Stops	25	27	8.00%
Miles (inbound)	39.39	42.96	9.05%
Miles (outbound)	39.59	38.47	-2.82%

According to DCTA’s major service change policy, the modifications to NTX proposed for August 2018 do not constitute a major service change and, therefore, the NTX service change does not require a Title VI equity analysis.

### **Eagle Point**

DCTA proposes to combine two routes (Eagle Point and Mean Green Night Rider or MGNR) that operate at different times of day on the same corridors into a single route in August 2018. The route will maintain the Eagle Point name and the same span of service as the two existing routes currently provide—overall, the amount of service provided will not change. As part of the proposed change, DCTA will remove redundant stop identification and streamline the route alignment to reduce total route miles by 2.72 percent (0.11 miles). According to DCTA’s major service change policy, the modifications to Eagle Point proposed for August 2018 do not constitute a major service change and, therefore, the Eagle Point service change does not require a Title VI equity analysis.

### **Title VI Analysis – Major Service Changes**

DCTA’s Title VI equity analysis process for service and fare changes has seven main steps. This section documents the process of data collection and spatial analysis used to determine where low-income and minority persons and Limited English Proficiency (LEP) households<sup>5</sup> are located within the service area and near the two proposed service changes identified as major service changes—Route 8 and HVCS.

### **Data Collection and Findings**

DCTA’s Title VI equity analysis process requires documentation of the affected area including information about the demographics of potential riders and the location of the proposed service change. To collect this information, TTI accessed the U.S. Census Bureau’s American Factfinder database and Tiger census block group shapefiles. The following sections present information about the number of low-income and minority residents and LEP households in each census block group in Denton County (DCTA’s service area) compared to those within one half mile (DCTA’s catchment area for bus service) of Route 8 and HVCS bus stops to assess whether the

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<sup>5</sup> LEP households are not a group protected by Title VI requirements for service and fare changes, therefore, this data is calculated solely to inform DCTA’s customer service efforts.

Route 8 and HVCS major service changes result in a disparate impact or disproportionate burden. The included appendix presents maps showing the location of DCTA's low-income, minority, and LEP populations within the half-mile catchment areas of Route 8 and HVCS stops.

DCTA's disparate impact and disproportionate burden definitions are as follows:

*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.*

*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.*

### **Low-Income and Minority Populations**

In 2016, the most recently available census data set, DCTA's service area population was 754,650<sup>6</sup>. In the same year, on average, 8.9 percent of the service area population identified as low-income and 20.5 percent of the population identified as minority. To determine the populations affected by DCTA's proposed August 2018 major service changes (Route 8 and HVCS), TTI calculated the percent of low-income and minority residents within the catchment areas of each route. The following sections outline the findings for each service change compared to the service area average.

### **Route 8 Low-Income and Minority Populations**

The proposed Route 8 modifications will affect 24 census block groups<sup>7</sup> with a population of 38,905. Table 17 presents the percent of low-income and minority persons affected by the service changes (the population within DCTA's bus service catchment areas), compared to the service area average. Compared to DCTA's service area, the low-income population within the Route 8 catchment areas is 27.4 percent higher and the minority population is 3.3 percent higher than average.

**Table 17. Low-Income and Minority Population Affected by Route 8 Service Change**

	<b>Low-Income</b>	<b>Minority</b>
½ Mile Catchment Area Population	36.3%	23.8%
Service Area Average	8.9%	20.5%
<b>Difference</b>	<b>27.4%</b>	<b>3.3%</b>

*Source: TTI analysis of data from the U.S. Census Bureau's ACS 2016 5-Year Estimates*

<sup>6</sup> Source: U.S. Census Bureau ACS 2016 5-Year Estimates. DCTA's service area is Denton County.

<sup>7</sup> DCTA's service area consists of 378 census block groups.

Because the low-income and minority populations affected by the Route 8 service changes are higher than DCTA's service area average, according to DCTA's policies, this proposed service change will result in both a disparate impact and disproportionate burden. However, when compared to current service, the proposed service change improves service to these populations. Table 18 presents the percent of low-income and minority persons within the current (as of July 2018) Route 8 catchment areas compared to the same populations within the catchment areas that result from DCTA's proposed service change—the proposed service changes will provide transit service to more low-income and minority persons than the current service.

**Table 18. Low-Income and Minority Population Served by Route 8 – Current vs. Proposed**

	<b>Low-Income</b>	<b>Minority</b>
Current Service ½ Mile Catchment Areas	34.8%	23.3%
Proposed Service ½ Mile Catchment Areas	36.3%	23.8%
<b>Difference</b>	<b>1.5%</b>	<b>0.5%</b>

*Source: TTI analysis of data from the U.S. Census Bureau's ACS 2016 5-Year Estimates*

### **HVCS Low-Income and Minority Populations**

The proposed HVCS modifications will affect 18 census block groups<sup>8</sup> with a population of 30,183. Table 19 presents the percent of low-income and minority persons affected by the service changes (the population within DCTA's bus service catchment areas), compared to the service area average. The low-income population and minority populations within the HVCS catchment areas are lower (3.1 and 8.2 percent, respectively) than DCTA's service area average.

**Table 19. Low-Income and Minority Population Affected by HVCS Service Change**

	<b>Low-Income</b>	<b>Minority</b>
½ Mile Catchment Area Population	5.8%	12.3%
Service Area Average	8.9%	20.5%
<b>Difference</b>	<b>-3.1%</b>	<b>-8.2%</b>

*Source: TTI analysis of data from the U.S. Census Bureau's ACS 2016 5-Year Estimates*

The proposed HVCS service changes will occur in areas of DCTA's service area with low-income and minority populations that represent smaller portions of the total affected population than the service area average. Therefore, according to DCTA's policies, the HVCS service changes do not result in a disparate impact or disproportionate burden.

### ***Limited English Proficiency Populations***

DCTA includes populations with limited English proficiency (LEP) in the transit agency's equity analysis requirements so that staff is aware of the status of this population. As with the low-income and minority analysis presented previously, TTI calculated the percent of LEP

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<sup>8</sup> DCTA's service area consists of 378 census block groups.

households within the catchment areas of Route 8 and HVCS. The following sections outline the findings for each service change compared to the service area average.

### **Route 8 LEP Households**

Within the census block groups in the Route 8 catchment area, 25.3 percent of the households identified as limited English speaking in 2016—0.9 percent more than the service area average. Table 20 compares the limited English speaking populations within Route 8 catchment areas with the county average.

**Table 20. LEP Households Affected by Route 8 Service Change**

	<b>LEP Households</b>
½ Mile Catchment Area Population	25.3%
Service Area Average	24.4%
<b>Difference</b>	<b>0.9%</b>

*Source: TTI analysis of data from the U.S. Census Bureau's ACS 2016 5-Year Estimates*

### **HVCS LEP Households**

Within the census block groups in the HVCS catchment area, 17.6 percent of the households identified as limited English speaking in 2016—6.8 percent less than the service area average. Table 21 compares the limited English speaking populations within HVCS catchment areas with the county average.

**Table 21. LEP Households Affected by HVCS Service Change**

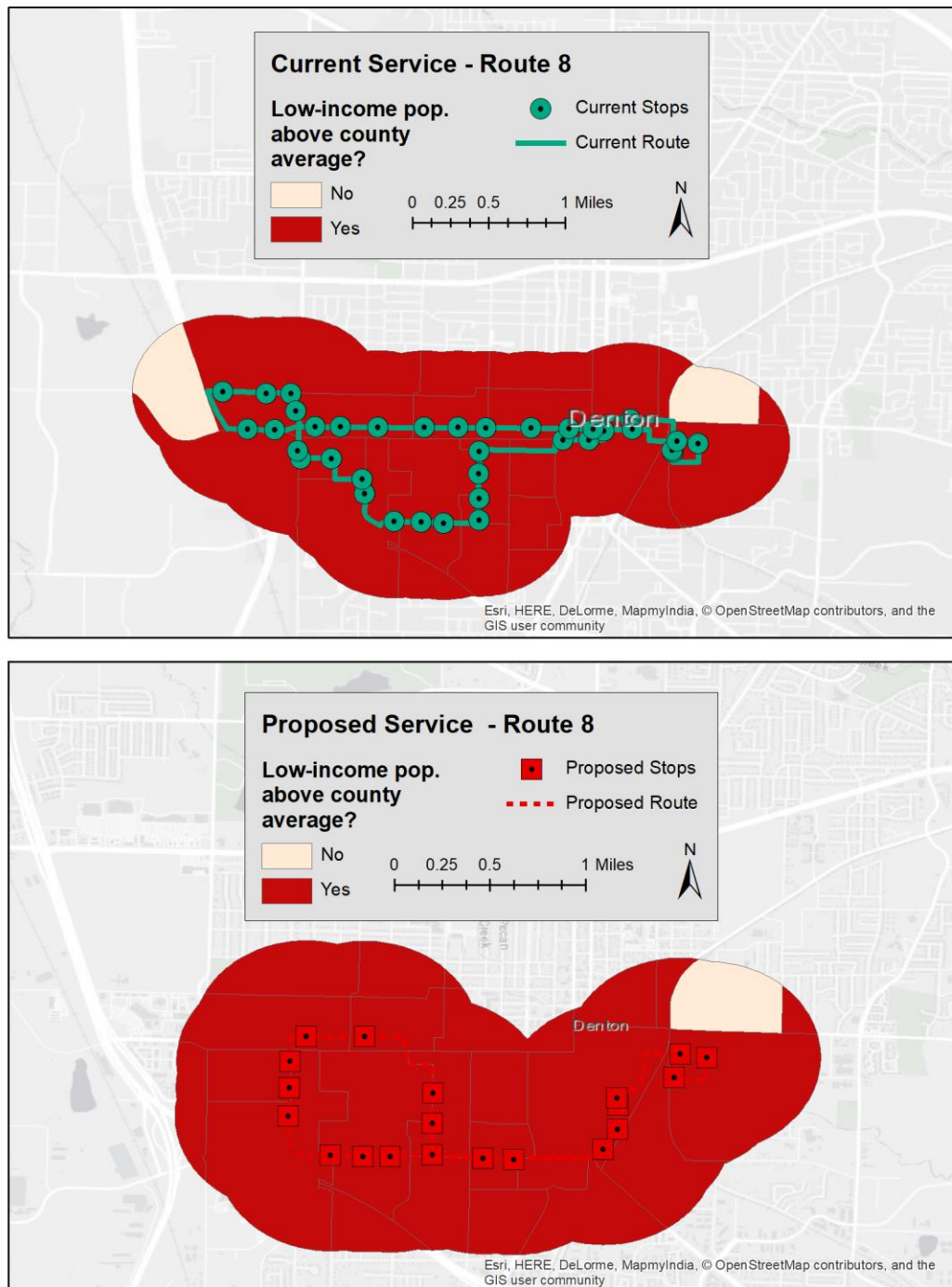
	<b>LEP Households</b>
½ Mile Catchment Area Population	17.6%
Service Area Average	24.4%
<b>Difference</b>	<b>-6.8%</b>

*Source: TTI analysis of data from the U.S. Census Bureau's ACS 2016 5-Year Estimates*

### **Conclusion**

According to the Title VI equity analysis findings, DCTA's proposed HVCS service changes will not result in adverse impacts however, the transit agency's proposed Route 8 service changes will result in both a disparate impact and a disproportionate burden. Despite the identified burden, as outlined in the analysis section, the proposed Route 8 service changes will increase access to transit service for low-income and minority populations when compared to current service.

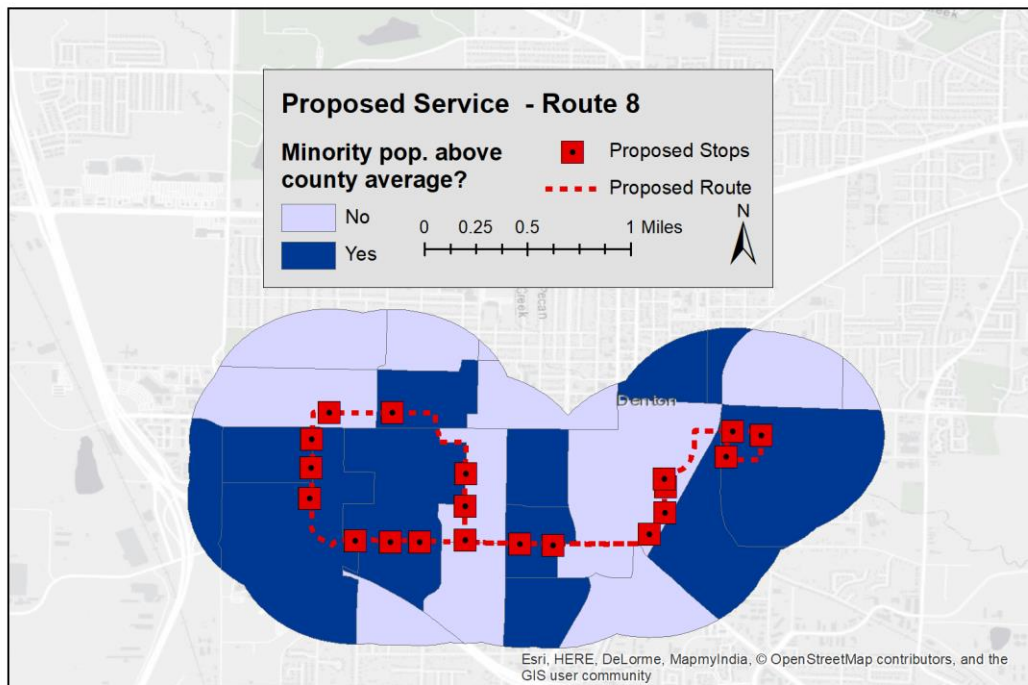
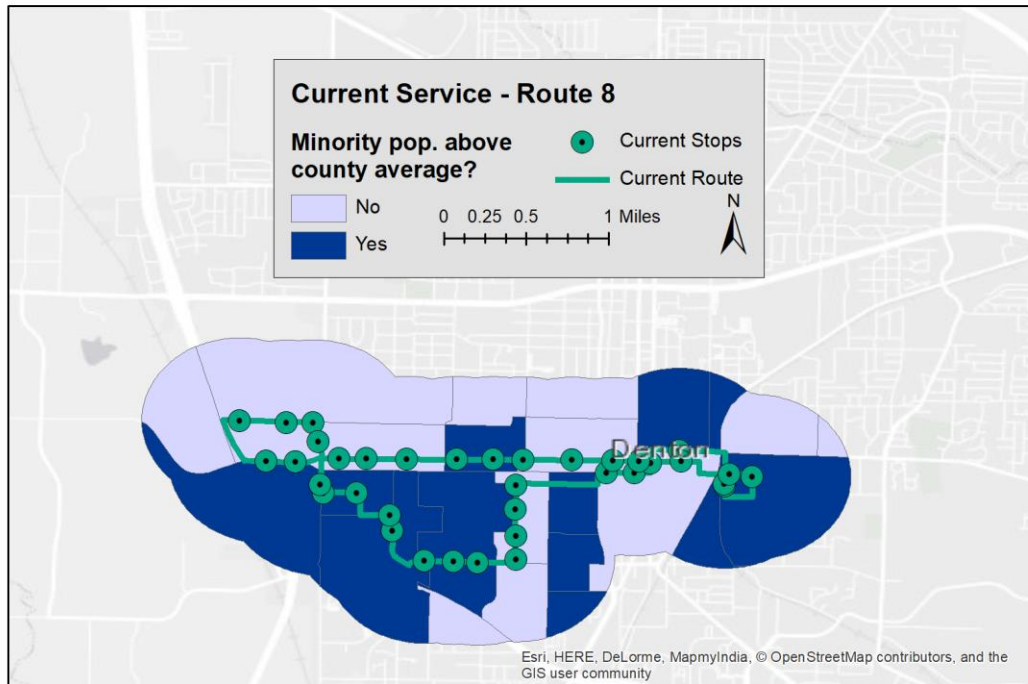
## August 2018 Service Change Equity Analysis Appendix A – Mapping



Source: U.S. Census Bureau ACS 2016 5-Year Estimates and TTI calculations

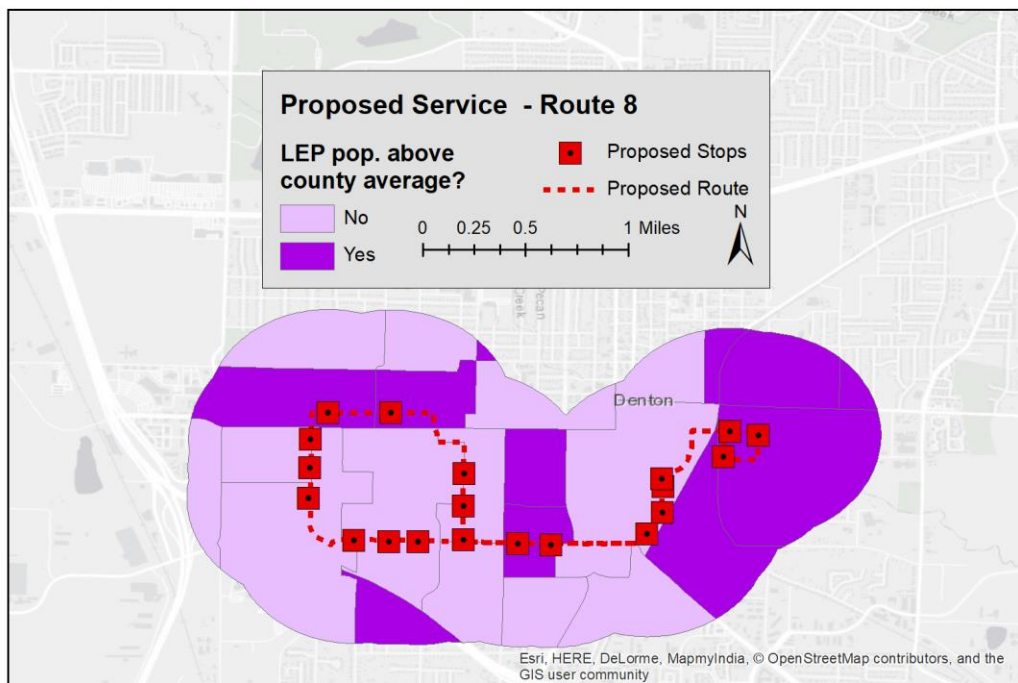
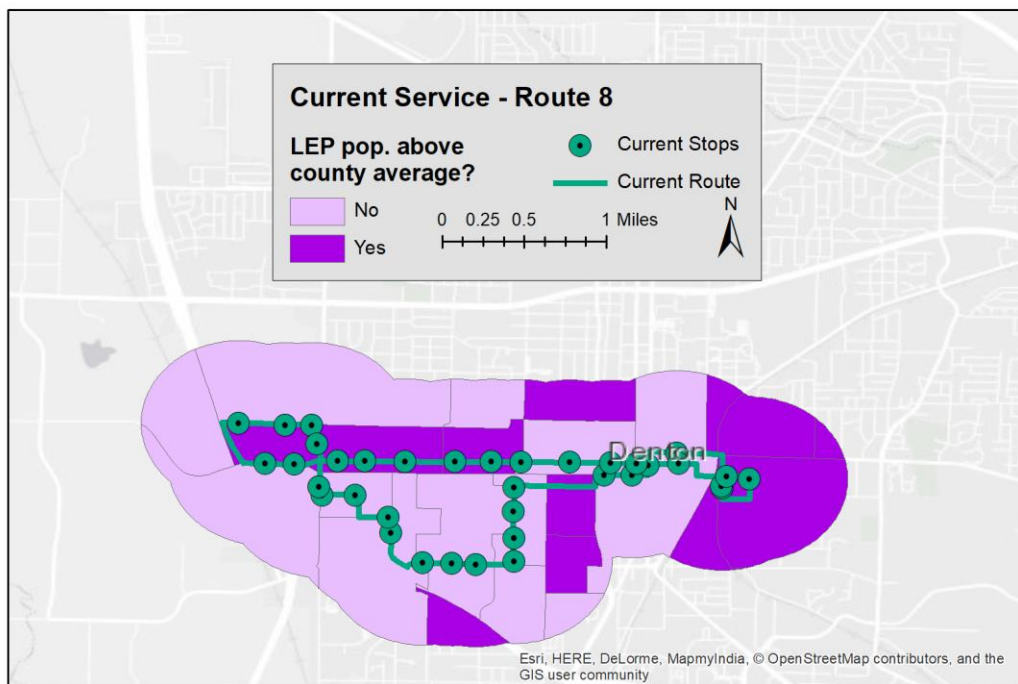
### **DCTA Low-Income Population Concentrations – Route 8 Service Change**





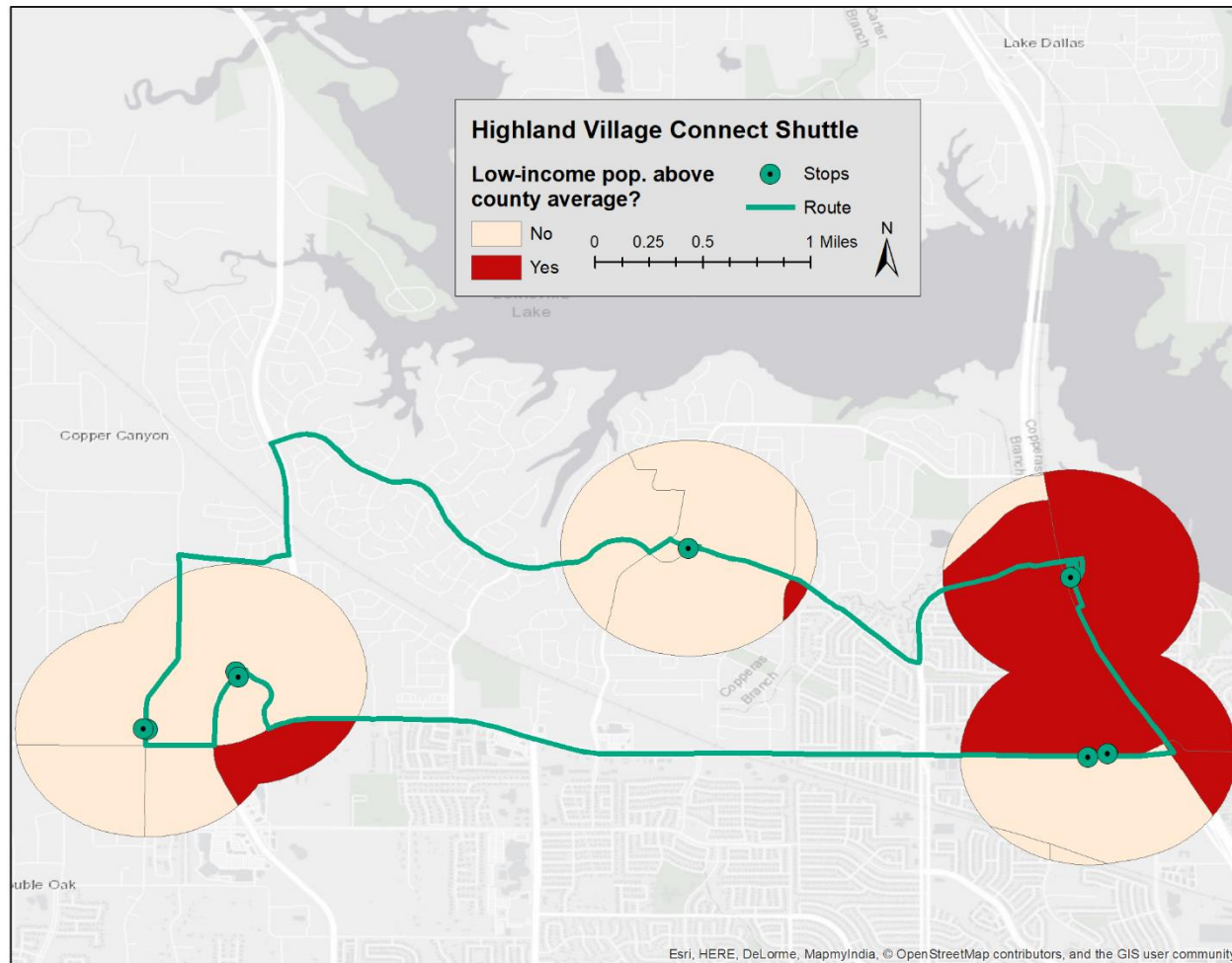
Source: U.S. Census Bureau ACS 2016 5-Year Estimates and TTI calculations

## DCTA Minority Population Concentrations – Route 8 Service Change



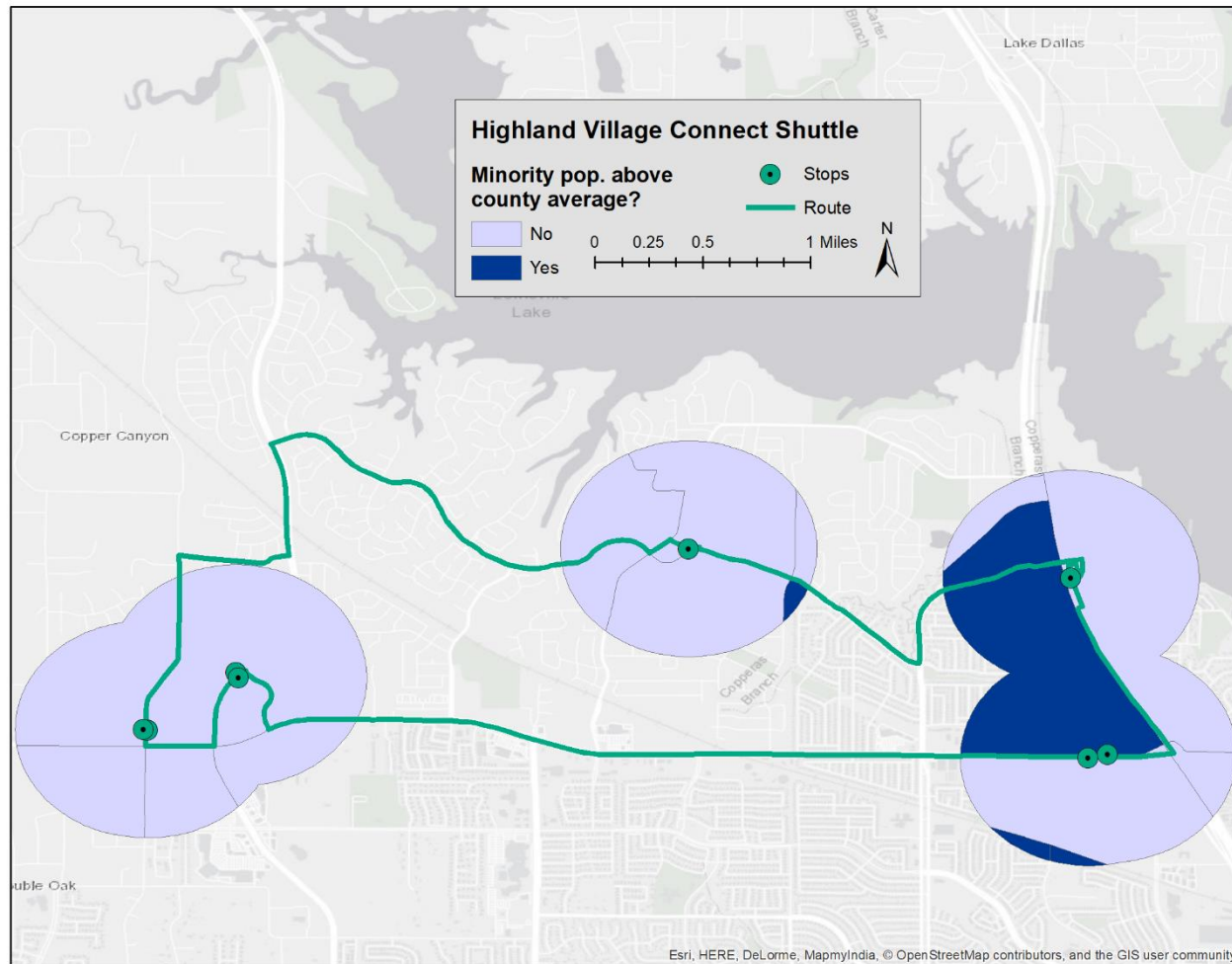
Source: U.S. Census Bureau ACS 2016 5-Year Estimates and TTI calculations

## DCTA LEP Population Concentrations – Route 8 Service Change



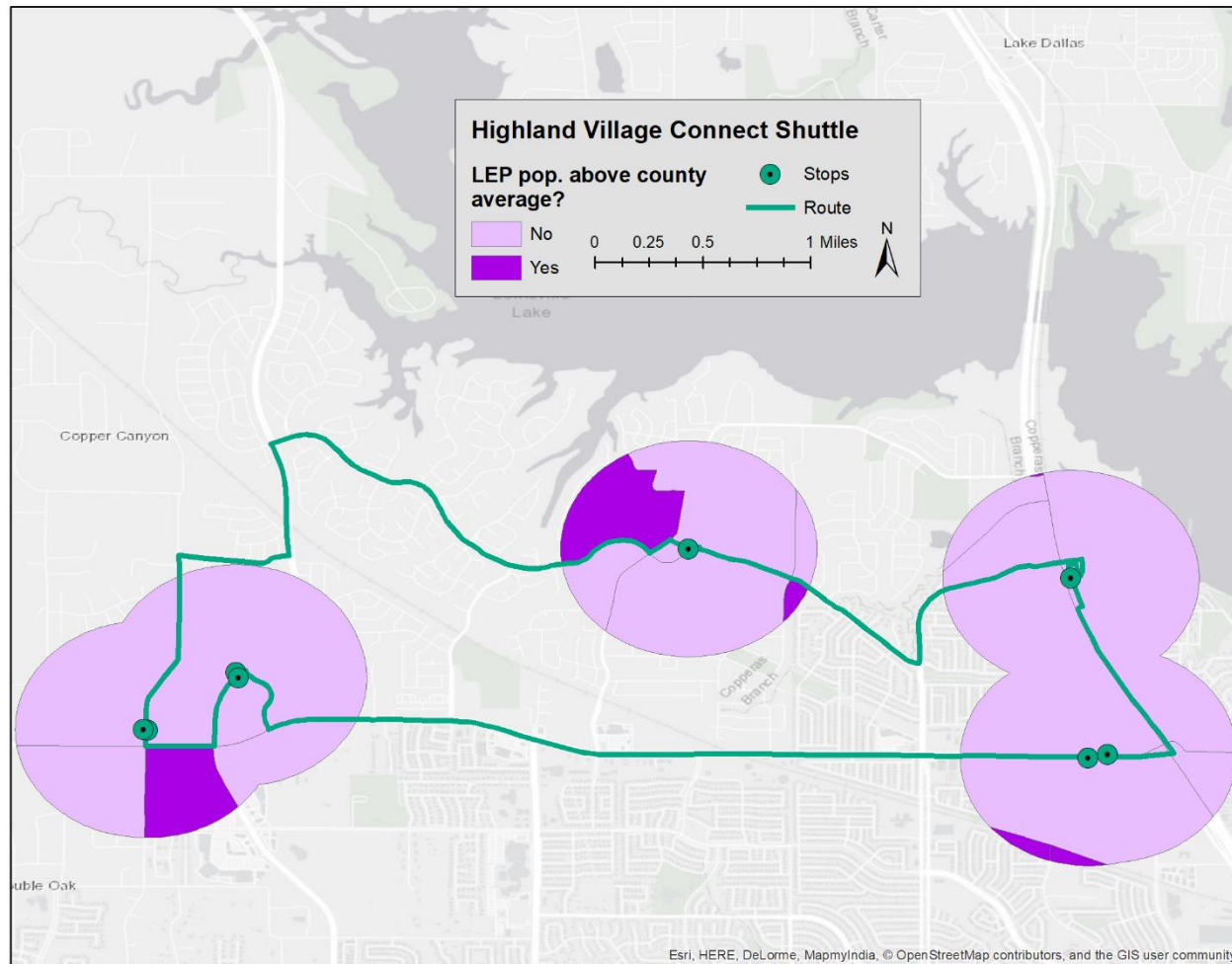
Source: U.S. Census Bureau ACS 2016 5-Year Estimates and TTI calculations

### DCTA Low-Income Population Concentrations – HVCS Service Change



Source: U.S. Census Bureau ACS 2016 5-Year Estimates and TTI calculations

### DCTA Minority Population Concentrations – HVCS Service Change



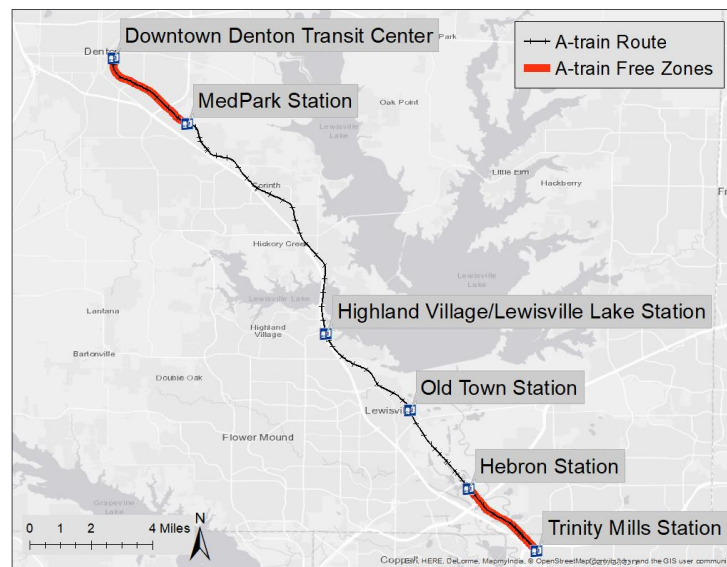
Source: U.S. Census Bureau ACS 2016 5-Year Estimates and TTI calculations

### DCTA LEP Population Concentrations – HVCS Service Change



## A-train Fare Free Zones and Regional Fare Changes – Equity Analysis

In September 2017 DCTA introduced promotional fare free zones on the transit agency's A-train commuter rail service. The purpose of the zones is to encourage use of the MedPark station and increase ridership from the residents around the Hebron station that previously chose to drive to DART stations (south of DART's Trinity Mills Station) to avoid paying the regional fare. The fare free zones includes service between the Downtown Denton Transit Center and the MedPark Station and between the Hebron and Trinity Mills Stations--the segments of the A-train route at the northern and southern terminus. Figure 20 displays the A-train route and the fare free zones.



Source: TTI visualization of DCTA and NCTCOG shapefiles.

**Figure 20. A-train Route and Fare Free Zones**

As of July 2018, DCTA elected to make the fare free zone permanent, therefore the transit agency is required to conduct a Title VI equity analyses on the fare change (the fare before DCTA introduced the fare free zone was \$3.00 for local service or \$5.00 to connect to regional service).

Additionally, in May of 2018, DCTA announced that fare changes affecting regional fare pass pricing would be implemented in August 2018. All regional fare passes will increase by 20 percent. This technical memorandum documents findings from the required Title VI fare equity analysis on whether the A-train fare free zone and Regional Fare Pass increase result in either a disparate impact or a disproportionate burden. DCTA's disparate impact and disproportionate burden definitions are as follows:

#### *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:*

5. *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).*
6. *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.*

7. *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.*
8. *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.*

#### *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:*

6. *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.).*
7. *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.*

8. *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.*
9. *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.*
10. *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.*

## **Title VI Fare Equity Analysis**

DCTA's Title VI equity analysis process for service and fare changes has seven main steps. This section documents the process of data collection and spatial analysis used to determine where low-income<sup>9</sup> and minority persons and Limited English Proficiency (LEP) households<sup>10</sup> are located within the service area and within the catchment area of the A-train stations included in the fare free zone and the full-service area for regional fare passes.

### **Data Collection and Findings**

DCTA's Title VI equity analysis process requires documentation of the affected area including information about the demographics of potential riders and the location of the proposed change. To collect this information, TTI accessed the U.S. Census Bureau's American Factfinder database and TIGER census block group shapefiles. To address FTA requirements for fare equity analyses, TTI used on-board survey information from the North Central Texas Council of Governments (NCTCOG) 2014 regional transit on-board survey.

Using census and on-board survey data, TTI evaluated whether a disparate impact and/or a disproportionate burden exists for the proposed regional fare changes, according to DCTA's disparate impact and disproportionate burden policies. The included appendix presents maps showing the location of DCTA's low-income, minority, and LEP populations for both the A-train free fare zone area and the system-wide area.

### **Use of Fares (A-train Fare Change)**

This section reviews DCTA's proposed A-train fare changes compared to the 2014 ridership findings from NCTCOG. The data is compared according to DCTA's disparate impact and

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<sup>9</sup> DCTA defines low-income as follows: "persons with an income of 80 percent or less of the national per capita income" and "residential land use areas within census tracts where the average per capita income is 80 percent or less of the national per capita income."

<sup>10</sup> LEP households are not a group protected by Title VI requirements for service and fare changes, therefore, this data is calculated solely to inform DCTA's customer service efforts.



disproportionate burden policies to determine if the proposed fare change may be defined as either such impact. Table 22 presents data showing the rate of local fare use on the A-train by people that identify as a minority and people with low-incomes.

**Table 22. Local Fare Usage by Minority and Low-Income Status**

Fare	# of Users	Minority			Low-Income		
		Yes	No	No Response	Yes*	No	No Response
Local A-train	67	53.73%	46.27%	0.00%	56.72%	11.94%	31.34%

Source: NCTCOG 2014 regional transit on-board survey.

\* DCTA defines low income as 80 percent of the national per capita income. TTI interprets “national per capita income” as the national median income. In 2014, according to the U.S. Census, the national median income was \$53,657 - 80 percent of which is \$42,925.60. The 2014 NCTCOG regional transit on-board survey income categories do not align with this definition exactly, therefore this data represents all respondents with incomes up to \$49,999.

### **Low-Income and Minority Populations**

The A-train service area is mostly in Denton County, with one stop in Dallas County<sup>11</sup>. In 2016, the service area population was 3,267,704. In the same year, on average, 8.9 percent of the Denton County population identified as low-income and 20.5 percent identified as minority. In the same year in Dallas County, low-income and minority populations represented 19.1 and 28.4 percent, respectively, of the total population. Table 11 presents the percent of low-income and minority populations affected by the A-train fare free zones, compared to the service area average. Low-income and minority users that travel with local fares on the A-train make up a larger portion of DCTA’s ridership when compared to the same group’s portion of DCTA’s service area population as a whole.

**Table 23. DCTA Service Area Population Compared to A-train Local Fare Users**

	Denton County		Dallas County	
	Low-Income	Minority	Low-Income	Minority
Local Fare Users	56.7%	53.7%	14.3%	37.1%
Service Area Average	8.9%	20.5%	19.9%	28.4%
Difference	47.80%	33.20%	-5.7%	8.7%

Source: TTI analysis of data from the U.S. Census Bureau’s ACS 2016 5-Year Estimates and NCTCOG 2014 regional transit on-board survey.

### **Limited English Proficiency Populations**

<sup>11</sup> Trinity Mills Station is in Dallas County.

DCTA includes populations with limited English proficiency (LEP) in the transit agency’s equity analysis requirements so that staff is aware of the status of this population. LEP information is not included in NCTCOG’s 2014 regional transit on-board survey, therefore, TTI collected LEP data from the U.S. Census Bureau’s ACS 2016 5-Year Estimates. Of the census block groups within the A-train catchment areas<sup>12</sup> in Denton County, 33.9 percent of the households identified as limited English speaking in 2016—9.5 percent more than the service area average. In the same year, in Dallas County (where Trinity Mills station is located), 40.1 percent of the households within the A-train catchment area identified as limited English speaking—0.7 percent less than the County average. Table 13 compares the limited English speaking populations within A-train catchment areas in Denton and Dallas County with the county average.

**Table 24. LEP Households in A-train Catchment Areas Compared to County Average**

	<b>Denton County</b>	<b>Tarrant County</b>
Catchment Area Population	33.9%	40.1%
Service Area Average	24.4%	40.8%
<b>Difference</b>	<b>9.5%</b>	<b>-0.7%</b>

*Source: TTI analysis of data from the U.S. Census Bureau’s ACS 2016 5-Year Estimates*

### **Use of Fares (Regional Fare Pass Change)**

Similar in analysis to the A-train, the regional system pass fare change affects riders across all fixed-route services of DCTA. For this reason, TTI produced an analysis at the county level. This analysis reviews DCTA’s proposed fare changes and compares service-area wide demographics to the 2014 NCTCOG passenger survey findings. The data is then compared according to DCTA’s disparate impact and disproportionate burden policies to determine if the proposed fare change may be defined as either such impact. Table 25 presents data showing the rate of regional fare use by people that identify as a minority and people with low-incomes

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<sup>12</sup> DCTA defines catchment areas for the A-train stations according to the American Public Transportation Association’s standard of one half mile.

**Table 25. Regional Fare Pass Usage by Minority and Low-Income Status**

<b>Fare</b>	<b># of Users</b>	<b>Minority</b>			<b>Low-Income</b>		
		<b>Yes</b>	<b>No</b>	<b>No Response</b>	<b>Yes**</b>	<b>No</b>	<b>No Response</b>
Regional Fare*	410	55.61%	44.39%	0.00%	44.63%	29.02%	26.34%

Source: NCTCOG 2014 regional transit on-board survey.

\* TTI analyzed survey results from riders that indicated using multiple systems (DART, TRE) in addition to DCTA to simulate the demographic most likely to purchase Regional Fare Passes.

\*\* DCTA defines low income as 80 percent of the national per capita income. TTI interprets “national per capita income” as the national median income. In 2014, according to the U.S. Census, the national median income was \$53,657 - 80 percent of which is \$42,925.60. The 2014 NCTCOG regional transit on-board survey income categories do not align with this definition, therefore this data represents all respondents with incomes up to \$49,999.

DCTA is proposing to raise all regional fares by 20 percent. This includes both regular and reduced fare pricing. Table 26 shows a summary of all regional fare changes.

**Table 26. Current and Proposed Regional Fare Pass**

<b>Regional Fares</b>	<b>Current (2018) DCTA Fare</b>	<b>Proposed DCTA Fare</b>	<b>% Change Current to Proposed</b>
Regional 2-Hour Pass	\$5.00	\$6.00	20%
Regional 2-Hour Pass Reduced	\$1.25	\$1.50	20%
Regional Midday			
Regional Midday Reduced			
Regional Day Pass	\$10.00	\$12.00	20%
Regional Day Pass Reduced	\$2.50	\$3.00	20%
Regional 7-Day Pass	\$50.00	\$60.00	20%
Regional 10-Pack of Day Passes	\$70.00	\$84.00	20%
Regional 31-Day Pass	\$160.00	\$192.00	20%
Regional 31-Day Pass Reduced	\$40.00	\$48.00	20%
Regional Annual Pass	\$1,600.00	\$1,920.00	20%
Regional Annual Pass Reduced	\$480.00	\$576.00	20%

Source: DCTA

### **Low-Income and Minority Populations**

According to DCTA’s website, regional fare passes are, “valid on the A-train, Connect Bus, Highland Village Connect Shuttle, Highland Village Community On-Demand, North Texas Xpress (between Denton and Fort Worth), UNT Campus Shuttle, and NCTC Campus Shuttle. Required for trips taken outside of DCTA service area. Includes access to fixed-route bus and

rail services operated by DART, TRE and FWTa. Excludes Access Service, Frisco Services as well as DART and FWTa’s paratransit services.” Since the regional pass utilizes services in Dallas and Tarrant counties, TTI analyzed their countywide averages in addition to the DCTA service area average. Table 27 compares the Denton County service area low-income and minority averages against the demographics of likely regional fare pass users. Since regional fare pass was not a ticket option in the survey, TTI aggregated results based on passengers who used multiple systems (i.e. DCTA and DART). This comparison shows that regional fare pass users, on average, are more likely to be low-income or minority users. This result is less pronounced in Dallas County and Tarrant County (Table 28).

**Table 27. DCTA Service Area Population Compared to Regional Fare Pass Users**

<b>Denton County</b>		
	<b>Low-Income</b>	<b>Minority</b>
Regional Fare Pass Users	44.6%	55.6%
Service Area Average	8.9%	20.5%
<b>Difference</b>	<b>35.7%</b>	<b>35.1%</b>

*Data from 2014 NCTCOG Passenger Survey and 2012-2016 ACS 5-Year Estimates, Table B17001 and Table B02001*

**Table 28. Dallas and Tarrant County Low-Income and Minority Averages**

	Dallas County		Tarrant County	
	Low-Income	Minority	Low-Income	Minority
Regional Fare Pass Users	44.6%	55.6%	44.6%	55.6%
Service Area Average	18.57%	39.3%	14.36%	30.2%
Difference	26.0%	16.4%	30.2%	25.4%

*Data from 2014 NCTCOG Passenger Survey and 2012-2016 ACS 5-Year Estimates, Table B17001 and Table B02001*

### ***Limited English Proficiency Populations***

DCTA includes populations with limited English proficiency (LEP) in the transit agency’s equity analysis requirements so that staff is aware of the status of this population. While LEP information is not included in NCTCOG’s 2014 regional transit on-board survey, there is a similar question deriving how well a passenger speaks English. Passengers could choose from “Very Well”, “Well”, “Not Very Well”, or “Not at All”. TTI used answers where passengers indicated, “Not Very Well” or “Not at All” and compared with LEP data from the U.S. Census Bureau’s ACS 2012-2016 5-Year Estimates. Of the census tracts within the Denton County, 4.2 percent of the households identified as limited English speaking in 2016 compared to 12.1 percent of regional fare respondents in the survey. Table 29 displays this data, showing that regional fare pass user demographics, on average, have limited English proficiency compared to the average county census tract.

**Table 29. LEP Passenger Average Compared to County Average**

	<b>Denton County</b>
Regional Fare Pass User Average	12.1%
Service Area Average	4.2%
<b>Difference</b>	<b>7.9%</b>

*Data from ACS 2012-2016 5-Year Estimates and NCTCOG Passenger Survey (N=58).*

## **Conclusion**

### **A-train Analysis**

According to the Title VI equity analysis findings, DCTA's A-train fare free zones affect areas with higher than average concentrations of low-income, minority, and LEP populations. However, as the fare change is a reduction in overall fare from \$3.00 to \$0.00 this fare change presents an opportunity for these populations to experience enhanced access to DCTA's A-train service and the regional connections it provides. For additional reference, Appendix B presents maps depicting the location, by census block groups, of low-income, minority, and LEP populations.

### **Regional Fare Analysis**

The Title VI equity analysis findings show that DCTA's Regional Fare change affects service ridership with higher than average concentrations of low-income, minority, and LEP populations. Therefore, per DCTA's Title VI policy, the fare change would have a disparate impact and disproportionate burden. The fare change is a uniform 20 percent across all regional fare types and is scheduled to be implemented in August of 2018. DCTA is, however, taking some actions to mitigate the impact by introducing A-train fare free zones. Additionally, DCTA is introducing a promotional fare for local fare passes. The promotional fare ranges from 26 percent to 50 percent fare reductions across local fare pass options. DCTA does have a policy statement that addresses general steps to avoid, minimize or mitigate such impacts.

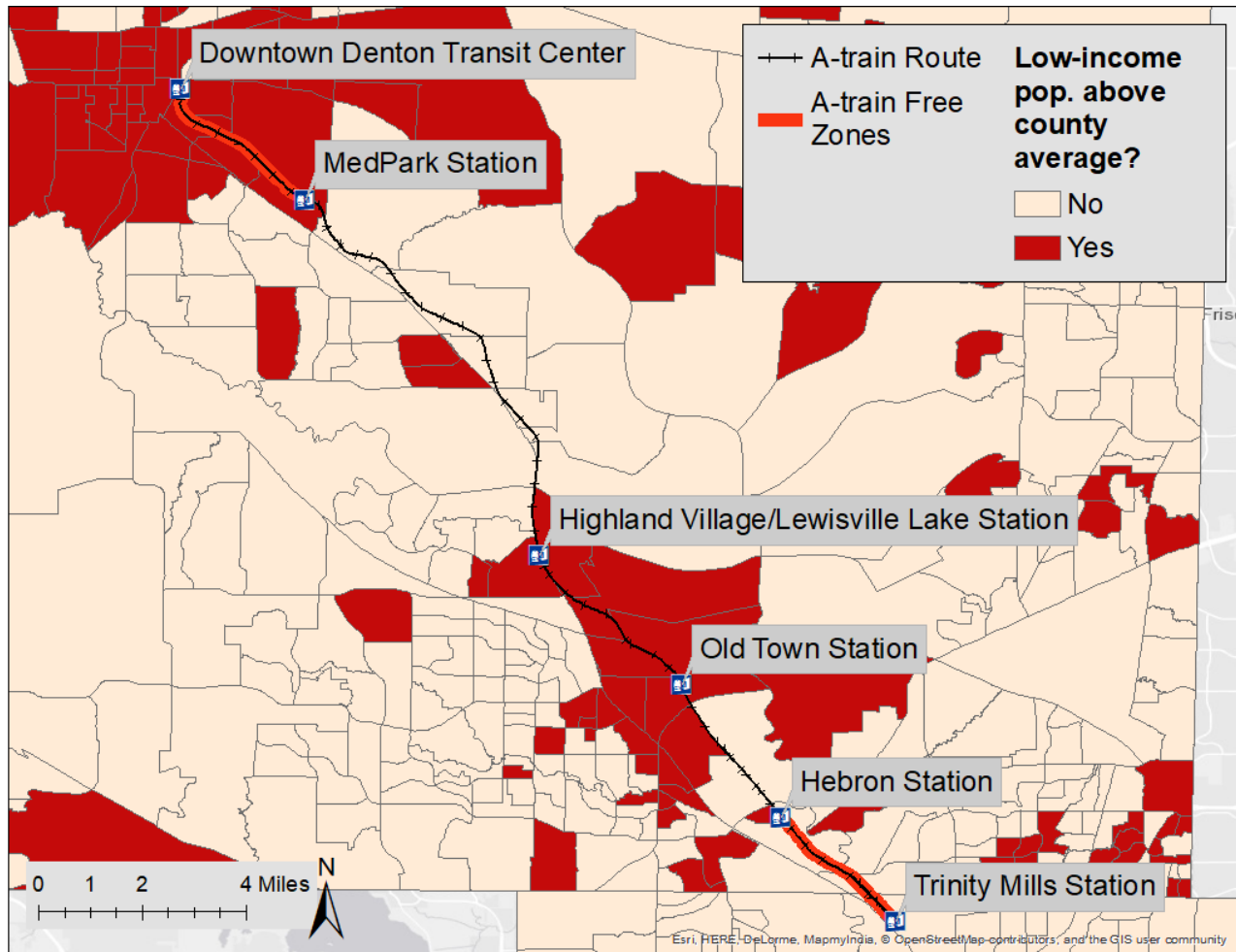
### **General Mitigation Guidance**

DCTA's policy statement issues general guidance if a major service change or fare change is deemed to have a disparate impact and/or disproportionate burden.

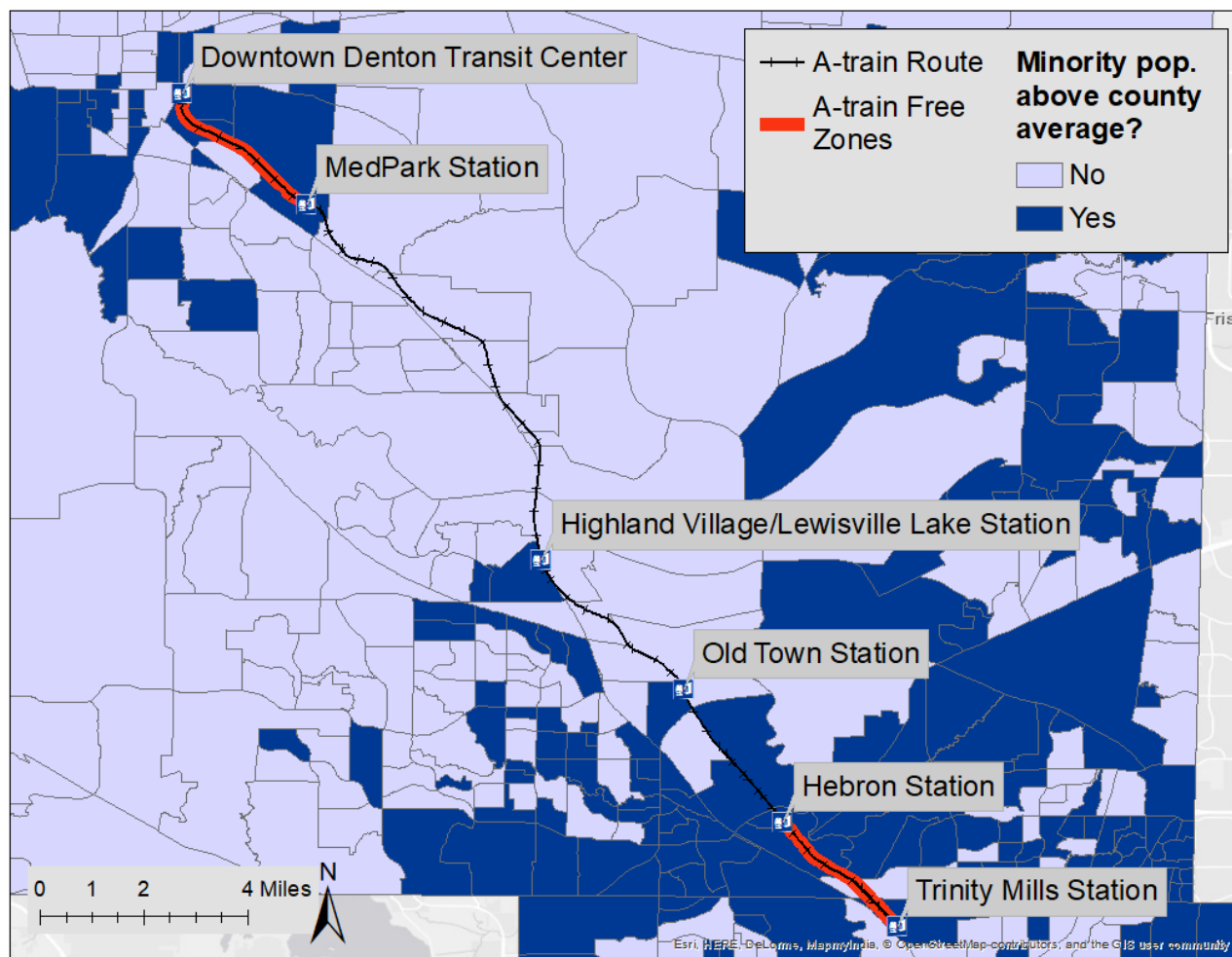
- 1. Avoid, Minimize, or Mitigate Impact and/or Burden: If a proposed major service change or fare change is deemed to have a disparate impact and/or disproportionate burden, the Authority shall consider modifying the proposed changes in order to avoid, minimize or mitigate the disparate impact(s) or 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.*

## **A-train Fare Free Zones and Regional Fare Changes Appendix A – Mapping**



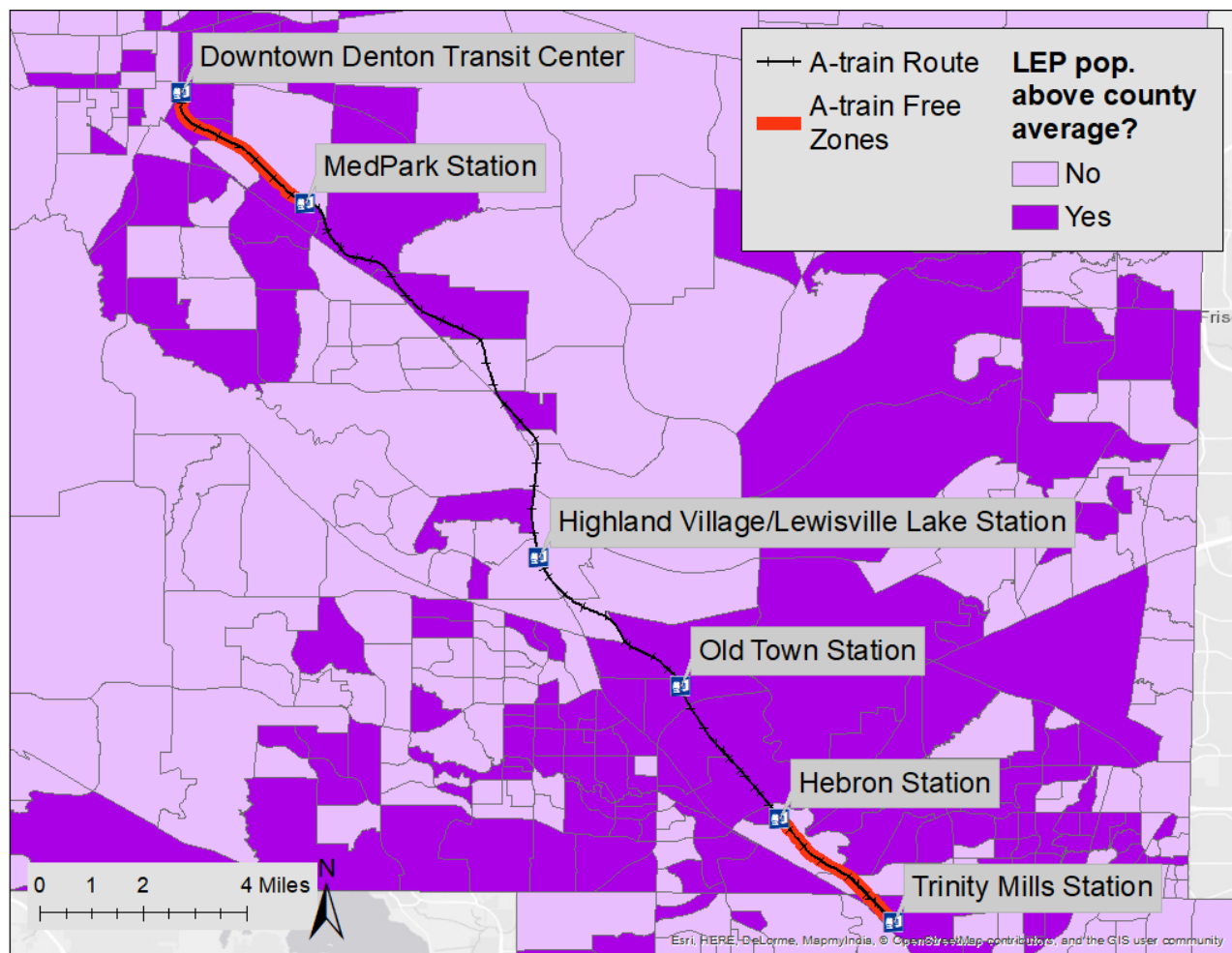
### **DCTA Low-Income Population Concentrations – A-train Fare Free Zones**



*Source: U.S. Census Bureau ACS 2016 5-Year Estimates and TTI calculations*

### **DCTA Minority Population Concentrations – A-train Fare Free Zones**

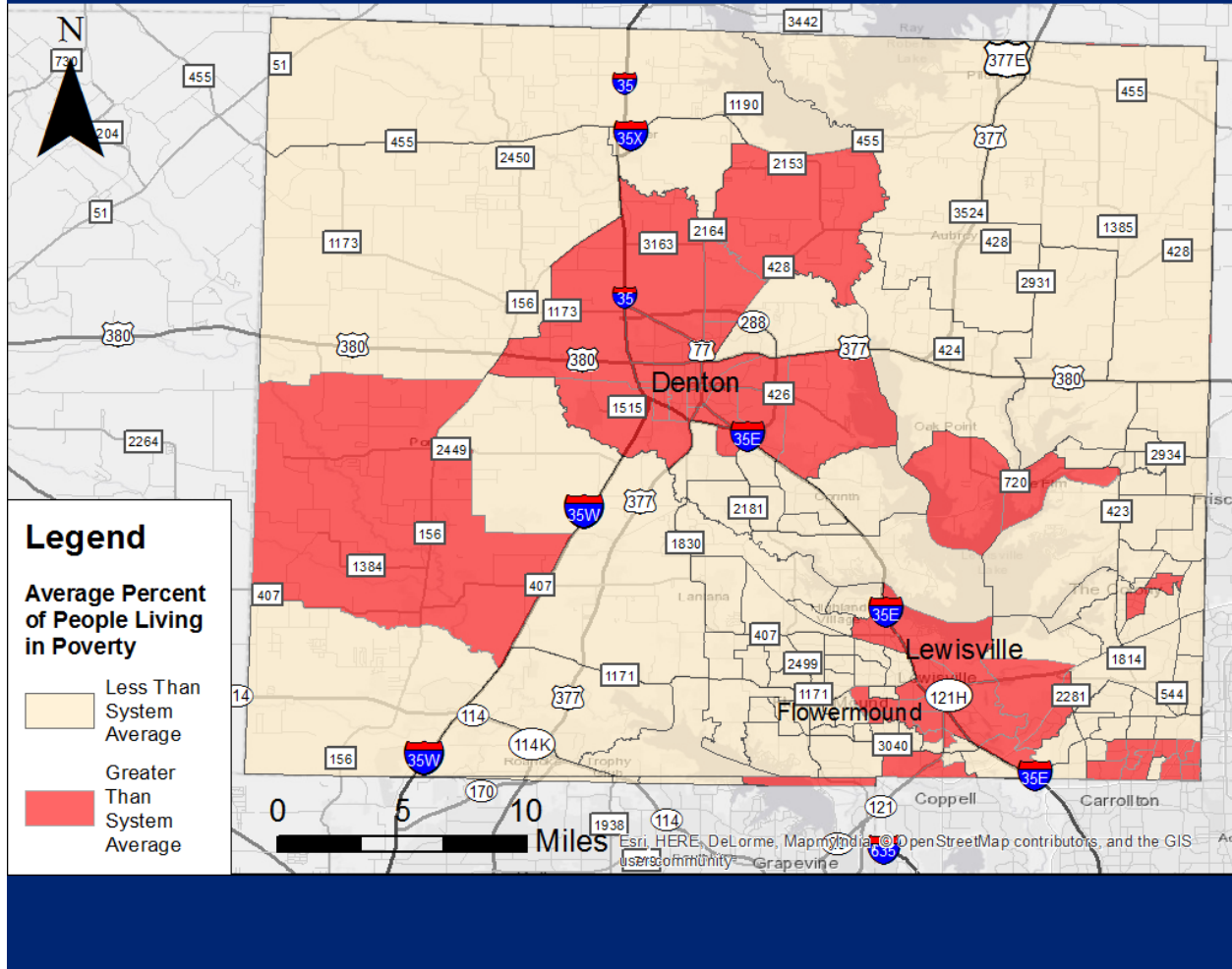




Source: U.S. Census Bureau ACS 2016 5-Year Estimates and TTI calculations

### DCTA LEP Population Concentrations – A-train Fare Free Zones

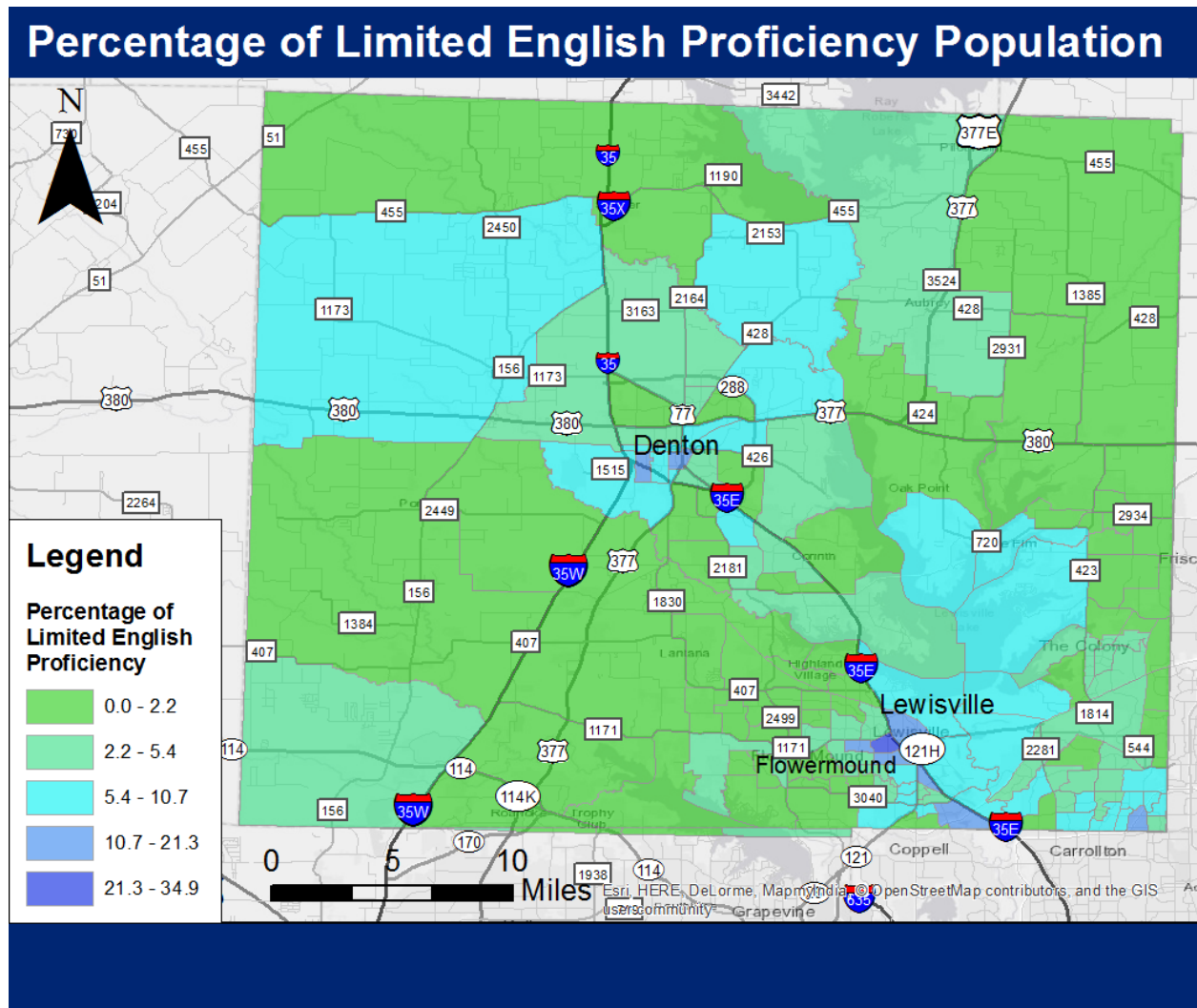
## Poverty Greater Than System Average



Average Percent of People Living in Poverty in Denton County

[illegible]

### Average Minority Percentage of People in Denton County



**Percentage of Limited English Proficiency Population in Denton County**

## **North Texas Express – Original Service Design – Equity Analysis**

In coordination with Trinity Metro, DCTA introduced a new fixed route service called the North Texas Xpress in August 2017. As the North Texas Xpress (NTX) service is new, it qualifies as a major service change under DCTA’s major service change policy and, therefore, requires a Title VI equity analysis.

### **Title VI Analysis**

DCTA’s Title VI equity analysis process for service and fare changes has seven main steps, presented in Appendix A. This section documents the process of data collection and spatial analysis used to determine where low-income and minority persons and Limited English Proficiency (LEP) households<sup>13</sup> are located within the service area and near the NTX route.

### **Data Collection and Findings**

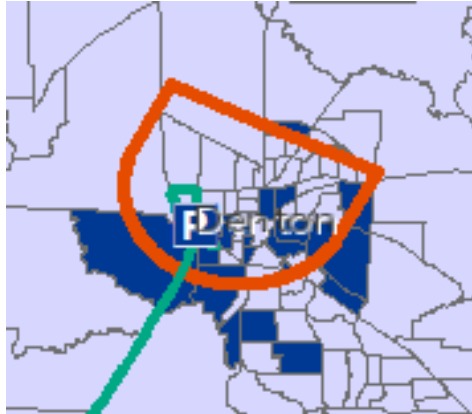
DCTA’s Title VI equity analysis process requires documentation of the affected area including information about the demographics of potential riders and the location of the proposed service change. To collect this information, TTI accessed the U.S. Census Bureau’s American Factfinder database and Tiger census block group shapefiles. This report contains information about the number of low-income and minority residents in each census block group within the catchment area of NTX stop locations in Denton and Tarrant county and a summary of the transit agency’s service area demographics (total population, low-income, minority, and limited English proficiency). Appendix B presents maps showing the location of DCTA’s low-income, minority, and LEP populations within the NTX catchment areas and the service area as a whole.

NTX catchment areas are represented by parabolas six miles wide by five miles long with the station one mile within the apex, as shown in Figure 21.

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<sup>13</sup> LEP households are not a group protected by Title VI requirements for service and fare changes, therefore, this data is calculated solely to inform DCTA’s customer service efforts.

**Figure 21. Catchment Area Example**



***Low-Income and Minority Populations***

In 2016, DCTA's NTX service area population (Denton and Tarrant County) was 2,702,179<sup>14</sup>. In the same year, 8.9 percent of the population in Denton County and 14.2 percent in Tarrant County identified as low-income. Also in 2016, 20.5 percent of the population in Denton County and 27.2 percent in Tarrant County identified as minority.

To determine the populations affected by NTX service, TTI calculated the percent of low-income and minority residents in the NTX catchment areas. According to this catchment area analysis, the introduction of NTX service affected 54 census block groups with a population of 90,263 in Denton County and 83 census block groups with a population of 97,478 in Tarrant County. The NTX service area (Denton and Tarrant County) contains 1,555 census block groups. Table 11 presents the percent of low-income and minority populations affected by the service changes, compared to the service area average. In Denton County, a higher than average percentage of low-income residents are located in the NTX catchment area, but the catchment area's minority population is lower than the county average. In Tarrant County, the low-income and minority populations in the NTX catchment area are higher than the county averages.

**Table 30. Low-Income and Minority Population Affected by Introduction of NTX Service**

	Denton County		Tarrant County	
	Low-Income	Minority	Low-Income	Minority
Catchment Area Population	25.8%	17.7%	23.6%	31.9%
County Average	8.9%	20.5%	14.2%	27.2%
Difference	16.9%	-2.8%	9.3%	4.7%

*Source: TTI analysis of data from the U.S. Census Bureau's ACS 2016 5-Year Estimates*

<sup>14</sup> Source: U.S. Census Bureau ACS 2016 5-Year Estimates

### ***Limited English Proficiency Populations***

DCTA includes populations with limited English proficiency (LEP) in the transit agency's equity analysis requirements. Of the census block groups within the NTX catchment areas in Denton County, 23 percent of the households identified as limited English speaking in 2016—1.4 percent less than the County average. In the same year, in Tarrant County, 39.5 percent of the households within the NTX catchment areas identified as limited English speaking—10.3 percent more than the County average. Table 13 compares the limited English speaking populations within NTX catchment areas in Denton and Tarrant County with the county average.

**Table 31. LEP Households Impacted by Introduction of NTX Service**

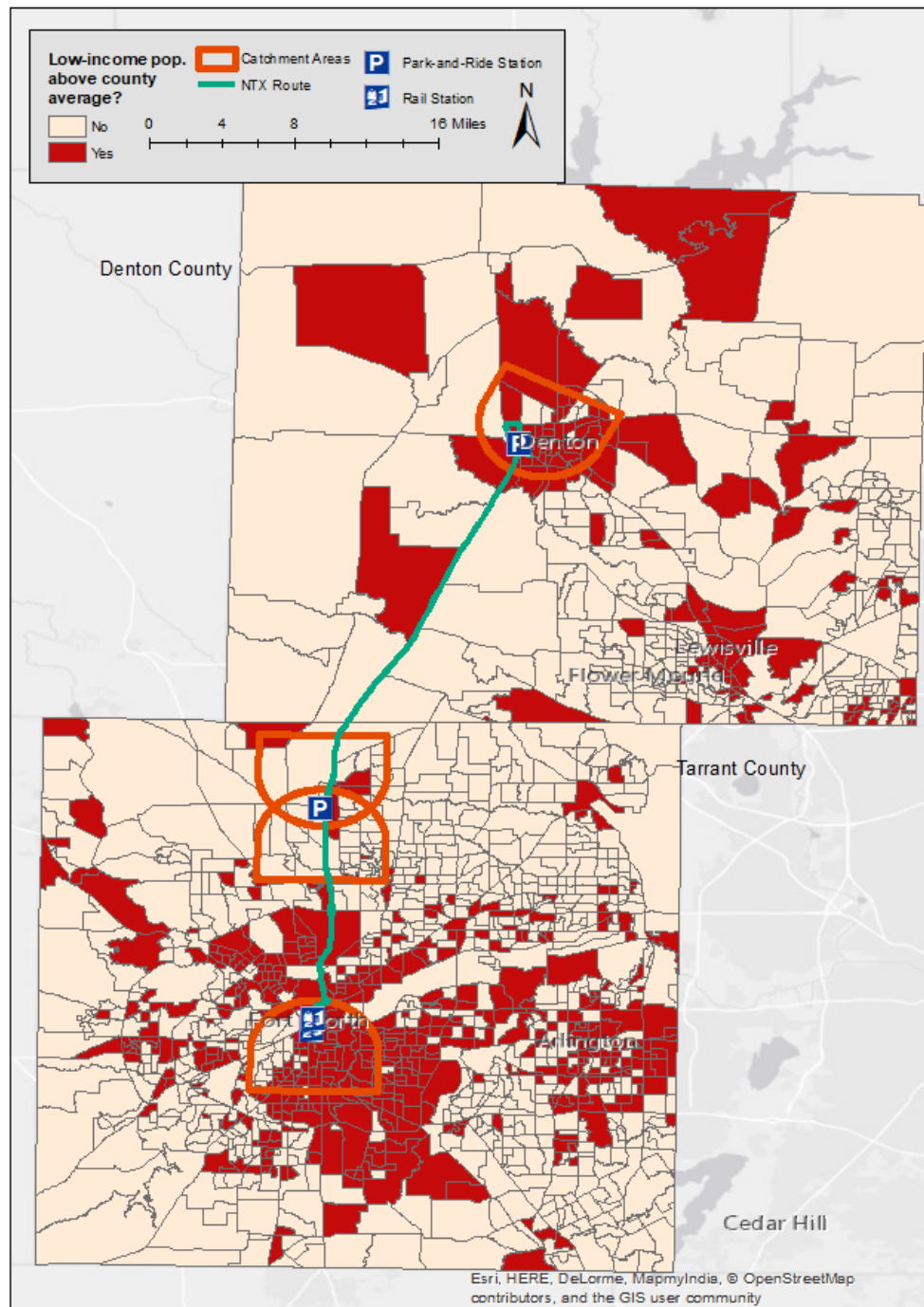
	<b>Denton County</b>	<b>Tarrant County</b>
Catchment Area Population	23.0%	39.5%
County Average	24.4%	29.2%
<b>Difference</b>	<b>-1.4%</b>	<b>10.3%</b>

*Source: TTI analysis of data from the U.S. Census Bureau's ACS 2016 5-Year Estimates*

### **Conclusion**

According to the Title VI equity analysis findings, DCTA's new North Texas Express commuter bus service affect areas with higher than average concentrations of low-income, minority, and LEP populations and the net effect on these populations is additional direct access to transit.

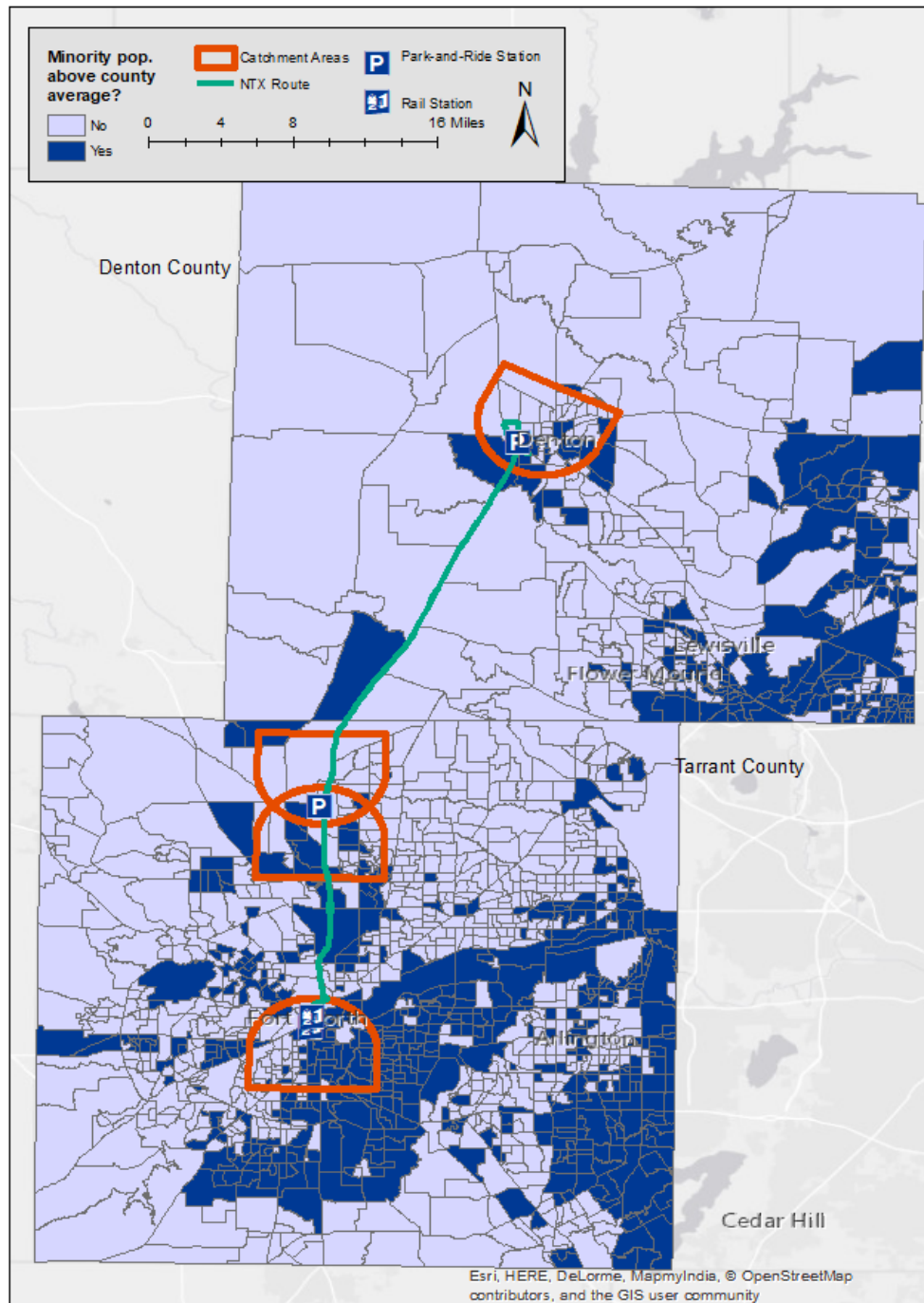
## **North Texas Express – Original Service Design – Appendix A – Mapping**



*Source: U.S. Census Bureau ACS 2016 5-Year Estimates and TTI calculations*

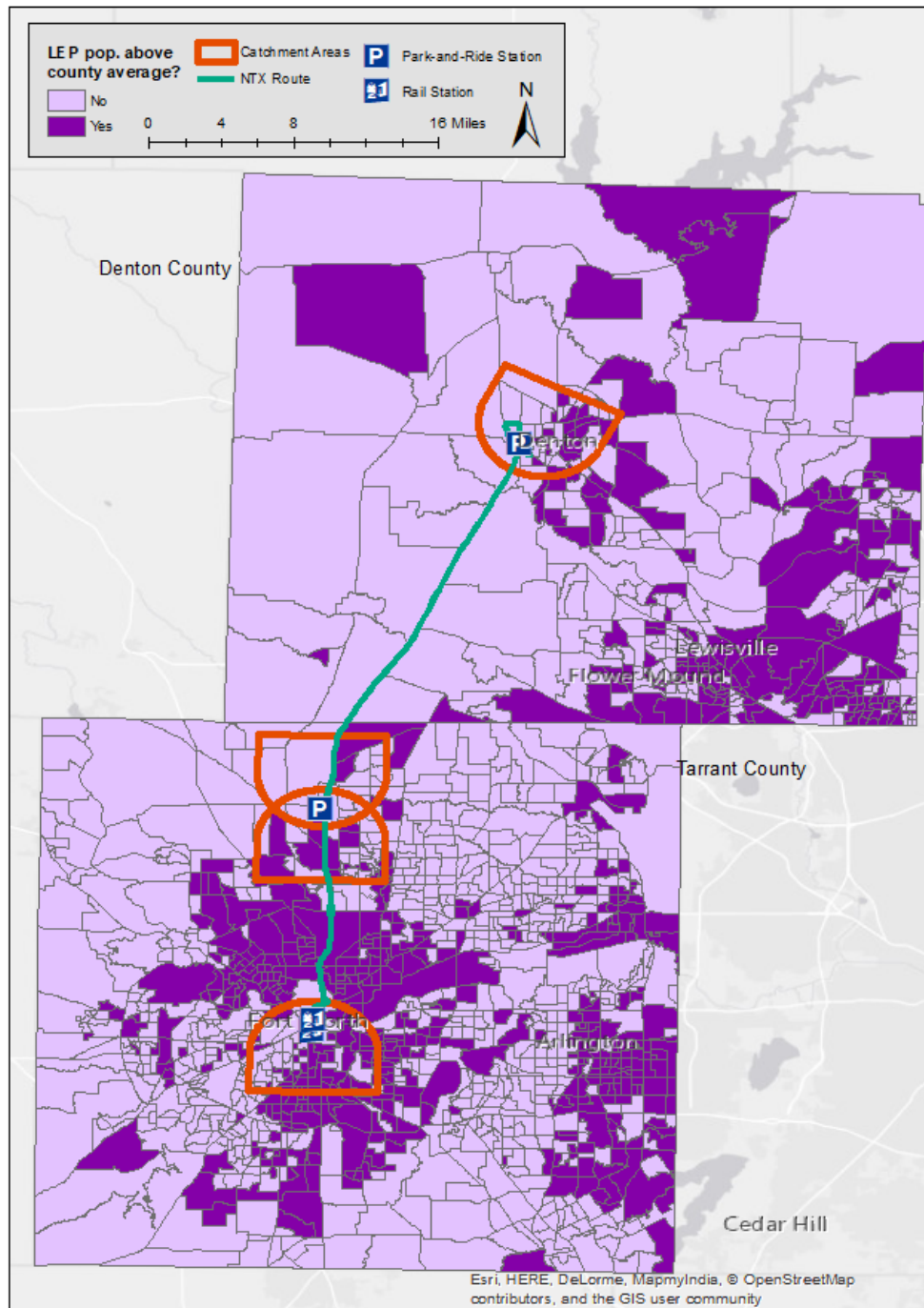
### **DCTA Low-Income Population Concentrations – Introduction of NTX Service**





Source: U.S. Census Bureau ACS 2016 5-Year Estimates and TTI calculations

## DCTA Minority Population Concentrations – Introduction of NTX Service



Source: U.S. Census Bureau ACS 2016 5-Year Estimates and TTI calculations

## DCTA LEP Population Concentrations – Introduction of NTX Service

## **January 2019 Service Change – Equity Analysis**

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### **DCTA Current and Proposed Fares**

DCTA operates a fixed-route bus service, branded as *Connect*, in the cities of Denton and Lewisville Monday through Saturday (excluding holidays) and in Highland Village during peak hours Monday through Friday (excluding holidays). In partnership with the University of North Texas (UNT) and North Central Texas College (NCTC), DCTA provides UNT Shuttle and NCTC Shuttle service to university students, faculty, and staff, as well as the general public. DCTA offers a commuter rail service, branded as *A-train*, to connect Denton with the Dallas Area Rapid Transit (DART)'s Green Line light rail. DCTA also partners with Trinity Metro (Fort Worth, TX) to provide the North Texas Xpress commuter bus service connecting Denton and downtown Fort Worth. In addition, DCTA operates commuter vanpools, Access demand response service, Frisco demand response service, Collin County taxi subsidy service, and on-demand services for specific zones in Denton, Lewisville, and Highland Village.

The proposed fare changes for implementation in January 2019 will not change fares for DCTA's vanpool, demand-response, and on-demand services. Therefore, in the following sections, TTI researchers focus on analyzing the impact of proposed fare changes on the fixed-route bus and rail services.

### ***Fare Types and Applicable Services***

DCTA currently offers three fare types—Connect, Local, and Regional—from which riders choose according to their travel needs. Connect fares are valid for the Denton Connect Bus, Lewisville Connect Bus, Highland Village Connect Shuttle, and UNT Shuttle services. Local fares can be used on A-train, NCTC Shuttle, and the Denton to North Park and Ride (North P&R) segment of the North Texas Xpress in addition to the services covered by Connect fares. Regional fares enable riders to travel farther on the North Texas Xpress to the Fort Worth Intermodal Transportation Center (ITC) and to use many other services offered by DART and Trinity Metro. Riders can pay cash when boarding any of DCTA's bus services but need to buy passes at rail platform ticket vending machines for A-train and DART or Trinity Metro services.

DCTA proposes removing Connect fares to simplify its fare types, effective January 2019. Table 32 shows the comparison of current and proposed fare types.

**Table 32. DCTA Current and Proposed Fare Types and Applicable Services**

DCTA Services	Current Fare Type				Proposed Fare Type		
	Connect Fares	Local Fares	Regional Fares	Cash Fare	Local Fares	Regional Fares	Cash Fare
A-train		X	X		X	X	
Denton Connect Bus	X	X	X	X	X	X	X
Lewisville Connect Bus	X	X	X	X	X	X	X
Highland Village Connect Shuttle	X	X	X	X	X	X	X
UNT Shuttle	X	X	X	X	X	X	X
NCTC Shuttle		X	X	X	X	X	X
North Texas Xpress (Denton to North P&R and Reverse)		X	X	X	X	X	X
North Texas Xpress (Denton to Fort Worth ITC Station and Reverse)			X	X		X	X
DART, Trinity Metro, and TRE Services			X			X	

**Note:** cells marked with an “X” indicate that the fare type can be used on a given DCTA service. Blank cells indicate fare types that are not eligible for use on the given service.

### ***Fare Structures***

DCTA’s current fare structure under each type of fare is mainly composed of tickets and passes. One-way tickets and a 10-ride ticket book are only available in the Connect fare type. The Local and Regional fare types share the same passes, which vary from a 2-Hour Pass to an Annual Pass.

Proposed fare changes will remove all Connect fares; DCTA’s fare structure will be streamlined to comprise passes only. The 2-Hour and Mid-Day Passes will be removed for Local and Regional fares along with the introduction of a new pass—the AM/PM Pass—in the Local fares. DCTA proposed to remove the Regional 7-Day Pass to align with recent changes implemented by DART, DCTA’s regional partner, in August 2018.

Table 33 compares DCTA’s current and proposed fare types and fare structures.

**Table 33. DCTA Current and Proposed Fare Types and Fare Structures**

Fare Structure	Current Fare Type			Proposed Fare Type	
	Connect Fares	Local Fares	Regional Fares	Local Fares	Regional Fares
One-Way Ticket	x				
10-Ride Book	x				
2-Hour Pass		x	x		
Mid-Day Pass		x	x		
AM/PM Pass ( <i>New</i> )				x	
Day Pass		x	x	x	x
10-Pack of Day Passes		x	x	x	x
7-Day Pass		x	x	x	
31-Day Pass	x	x	x	x	x
Annual Pass	x	x	x	x	x

**Note:** cells marked with an “x” indicate that the current or proposed fare type includes a given fare structure (ticket or pass). Blank cells indicate that the ticket or pass is either not available in the fare type or is proposed to be eliminated.

### ***Reduced Fares***

DCTA currently provides reduced fares to riders with disabilities, seniors 65 years old and over, and Medicare cardholders for Connect One-Way Tickets and 31-Day Passes, as well as Local and Regional 2-Hour, Day, 31-Day, and Annual Passes. Eligible riders must submit an application form and be issued a DCTA ID to use as proof when purchasing reduced fares. Additionally, DCTA created the following five discounted programs to offer discounted fares to a variety of groups:

- Non-Profit Discount Program: non-profit 501(c)3 organizations based in Denton County are eligible for a 50 percent discount on the Connect One-Way Ticket and Connect, Local, and Regional 31-Day Passes when purchased in quantities of 10.
- Group Discount Program: this program offers 10 percent to 20 percent discounts to riders who purchase more than 25 Connect One-Way Tickets and Local or Regional Day Passes. This program applies to full-price and reduced fares. For full-price fares, riders can choose date-specific or flexible passes based on their needs and therefore receive different discounts.
- Corporate Pass Program: this program offers Denton County-based businesses a discount on Connect, Local, and Regional Annual Passes for their employees. The discount varies from 25% to 40% and more according to the number of passes purchased.
- Summer Youth Pass Program: riders 5 to 18 years old are eligible to purchase a Local Summer Youth Pass for \$30. The Pass is valid throughout June, July, and August.

- **University Pass Program:** In partnership with Denton County higher education institutions, DCTA offers two types of passes (Local and Regional) in three time periods (Full Semester, Summer Semester, and Annual) for students, faculty, and staff affiliated with local colleges and universities. UNT students, faculty, and staff ride the UNT Shuttle and Connect Bus for free, so do NCTC students, faculty, and staff when riding the NCTC Shuttle and Connect Bus.

The proposed fare changes will discontinue the Summer Youth Pass. All reduced Connect fares will be removed, because the Connect fare type will be discontinued. There will be no change to the Non-Profit Discount, Group Discount, Corporate Pass Programs, and University Pass Programs.

Table 34 summarizes the changes between the current and proposed reduced fares by type and by fare structure.

**Table 34. DCTA Current and Proposed Fare Types and Reduced Fare Structures**

Reduced Fare Structures	Current Fare Type			Proposed Fare Type	
	Connect Fares	Local Fares	Regional Fares	Local Fares	Regional Fares
One-Way Ticket	1, 2, 3				
2-Hour Pass		1	1		
AM/PM Pass ( <i>New</i> )				1	
Day Pass		1, 3	1, 3	1, 3	1, 3
31-Day Pass	1, 2	1, 2	1, 2	1, 2	1, 2
Annual Pass	4	1, 4, 6	1, 4, 6	1, 4, 6	1, 4, 6
Summer Youth Pass		5			
Student Full/Summer Semester Pass		6	6	6	6
Faculty/Staff Full/Summer Semester Pass		6	6	6	6

**Notes:** cells marked with “1,” etc. indicate that the current or proposed fare type includes a given reduced fare structure (ticket or pass). Blank cells indicate that the ticket or pass is either not supported by the fare type or is proposed to be eliminated.

- 1 Reduced fares for people with disabilities, seniors (65+), and Medicare cardholder
- 2 Non-Profit Discount Program
- 3 Group Discount Program
- 4 Corporate Pass Program
- 5 Summer Youth Pass
- 6 University Pass Program

### ***Transfer Fares***

Currently, DCTA provides six types of transfer buy-up fares (see Table 35) for riders to choose to connect between Connect, Local, and Regional systems. All transfer buy-up fares will be removed under the proposed fare changes.

**Table 35. DCTA Current Transfer/Buy-Up Fares**

<b>Transfer Buy-Up Fares</b>	<b>Price</b>
Connect to Local System (2 Hour)	\$1.50
Connect to Local System (Day Pass)	\$4.50
Connect to Regional System (2 Hour)	\$3.50
Connect to Regional System (Day Pass)	\$8.50
Connect to Regional System (Reduced Day Pass)	\$1.75
Local System to Regional System (2 Hour)	\$2.00

### ***Price Changes***

DCTA plans to reduce prices for some fare types while removing some fare types to simplify current fare structure. TTI researchers calculated the difference between the current and proposed prices for any fare types to which DCTA proposed to make price adjustments. For the fare types that DCTA proposed to remove, TTI researchers identified the lowest-price alternative for the removed fare type and then calculated the difference between the current fare price and the lowest-price alternative. Riders can use the identified alternative to access no less than the previous services he/she accesses and travel no less than the previous times. Table 36 presents the results of TTI's analysis. Riders that currently use the following 10 fare types will experience a fare increase after the implementation of proposed fare changes:

- Connect Fares:
  - Connect 10-Ride Book
  - Connect 31-Day Pass
  - Connect Annual Pass
- Local Fares:
  - Local 2-Hour Pass Reduced (for cross-noon trips)
  - Local Mid-Day Pass (for cross-noon trips)
  - Local Summer Youth Pass
- Transfer Buy-Up Fares:
  - Connect to Regional System (2 Hour)
  - Connect to Regional System (Day Pass)
  - Connect to Regional System (Reduced Day Pass)
  - Local System to Regional System (2 Hour)

Table 36 highlights the fare increase that results from the changes to the above fare types in red.

**Table 36. DCTA Current Fares and Their Lowest-Price Alternative After Proposed Fare Changes**

Current Fare Type <sup>1</sup>	Current Fare	Proposed Changes	Lowest-Price Alternative	Proposed Fare	Change	
					Num	Perc
Connect Fares						
Connect One-Way Trip	\$ 1.50	Remove	Local AM/PM Pass	\$ 1.50	\$ -	0.0%
Connect One-Way Trip Reduced	\$ 0.75	Remove	Local AM/PM Pass Reduced	\$ 0.75	\$ -	0.0%
Connect 10-Ride Book	\$ 13.00	Remove	10 x Local AM/PM Pass	\$ 15.00	\$ 2.00	15.4%
Connect 31-Day Pass	\$ 45.00	Remove	Local 31-Day Pass	\$ 48.00	\$ 3.00	6.7%
Connect 31-Day Pass Reduced	\$ 25.00	Remove	Local 31-Day Pass	\$ 24.00	-\$ 1.00	-4.0%
Connect Annual Pass	\$ 450.00	Remove	Local Annual Pass	\$ 480.00	\$ 30.00	6.7%
Local Fares						
AM/PM Pass	n.a.	New		\$ 1.50	n.a.	n.a.
AM/PM Pass Reduced	n.a.	New		\$ 0.75	n.a.	n.a.
Local 2-Hour Pass	\$ 3.00	Remove	Local AM/PM Pass (for AM or PM trips)	\$ 1.50	-\$ 1.50	-50.0%
			Local Day Pass (for cross-noon trips)	\$ 3.00	\$ -	0.0%
Local 2-Hour Pass Reduced	\$ 1.25	Remove	Local AM/PM Pass Reduced (for AM or PM trips)	\$ 0.75	-\$ 0.50	-40.0%
			Local Day Pass Reduced (for cross-noon trips)	\$ 1.50	\$ 0.25	20.0%
Local Mid-Day Pass	\$ 1.75	Remove	Local AM/PM Pass (for AM or PM trips)	\$ 1.50	-\$ 0.25	-14.3%
			Local Day Pass (for cross-noon trips)	\$ 3.00	\$ 1.25	71.4%
Local Day Pass	\$ 6.00	Price Adjustment	n.a.	\$ 3.00	-\$ 3.00	-50.0%
Local Day Pass Reduced	\$ 2.50	Price Adjustment	n.a.	\$ 1.50	-\$ 1.00	-40.0%
Local 7-Day Pass	\$ 25.00	Price Adjustment	n.a.	\$ 15.00	-\$ 10.00	-40.0%
Local 10-Pack of Day Passes	\$ 40.00	Price Adjustment	n.a.	\$ 20.00	-\$ 20.00	-50.0%
Local 31-Day Pass	\$ 90.00	Price Adjustment	n.a.	\$ 48.00	-\$ 42.00	-46.7%
Local 31-Day Pass Reduced	\$ 40.00	Price Adjustment	n.a.	\$ 24.00	-\$ 16.00	-40.0%
Local Annual Pass	\$ 650.00	Price Adjustment	n.a.	\$ 480.00	-\$ 170.00	-26.2%
Local Annual Pass Reduced	\$ 480.00	Price Adjustment	n.a.	\$ 240.00	-\$ 240.00	-50.0%
Regional Fares						
Regional 2-Hour Pass	\$ 6.00	Remove	See the note 2 below this table.	n.a.	n.a.	n.a.
Regional 2-Hour Pass Reduced	\$ 1.50	Remove	See the note 2 below this table.	n.a.	n.a.	n.a.
Regional Mid-Day Pass	\$ 3.50	Remove	See the note 2 below this table.	n.a.	n.a.	n.a.
Regional Day Pass	\$ 12.00	No Change	n.a.	n.a.	n.a.	n.a.
Regional Day Pass Reduced	\$ 3.00	No Change	n.a.	n.a.	n.a.	n.a.
Regional 7-Day Pass	\$ 60.00	Remove	See the note 2 below this table.	n.a.	n.a.	n.a.
Regional 10-Pack of Day Passes	\$ 84.00	No Change	n.a.	n.a.	n.a.	n.a.
Regional 31-Day Pass	\$ 192.00	No Change	n.a.	n.a.	n.a.	n.a.



Current Fare Type <sup>1</sup>	Current Fare	Proposed Changes	Lowest-Price Alternative	Proposed Fare	Change	
					Num	Perc
Regional 31-Day Pass Reduced	\$ 48.00	No Change	n.a.	n.a.	n.a.	n.a.
Regional Annual Pass	\$ 1,920.00	No Change	n.a.	n.a.	n.a.	n.a.
Regional Annual Pass Reduced	\$ 576.00	No Change	n.a.	n.a.	n.a.	n.a.
<b>Summer Youth Pass Program</b>						
Local Summer Youth Pass	\$ 30.00	Remove	3 x Local 31-Day Pass	\$ 144.00	\$ 114.00	380.0%
<b>Transfer Buy-Up Fares<sup>3</sup></b>						
Connect to Local System (2 Hour)	\$ 1.50	Remove	Proposed Local fares cover two systems.	\$ -	-\$ 1.50	-100%
Connect to Local System (Day Pass)	\$ 4.50	Remove	Proposed Local fares cover two systems.	\$ -	-\$ 4.50	-100%
Connect to Regional System (2 Hour)	\$ 3.50	Remove	Regional Day Pass	\$ 12.00	\$ 8.50	242.9%
Connect to Regional System (Day Pass)	\$ 8.50	Remove	Regional Day Pass	\$ 12.00	\$ 3.50	41.2%
Connect to Regional System (Reduced Day Pass)	\$ 1.75	Remove	Regional Day Pass Reduced	\$ 3.00	\$ 1.25	71.4%
Local System to Regional System (2 Hour)	\$ 2.00	Remove	Regional Day Pass	\$ 12.00	\$ 10.00	500.0%
<b>Cash Fare</b>						
Cash	Varies	No Change	n.a.	n.a.	n.a.	n.a.

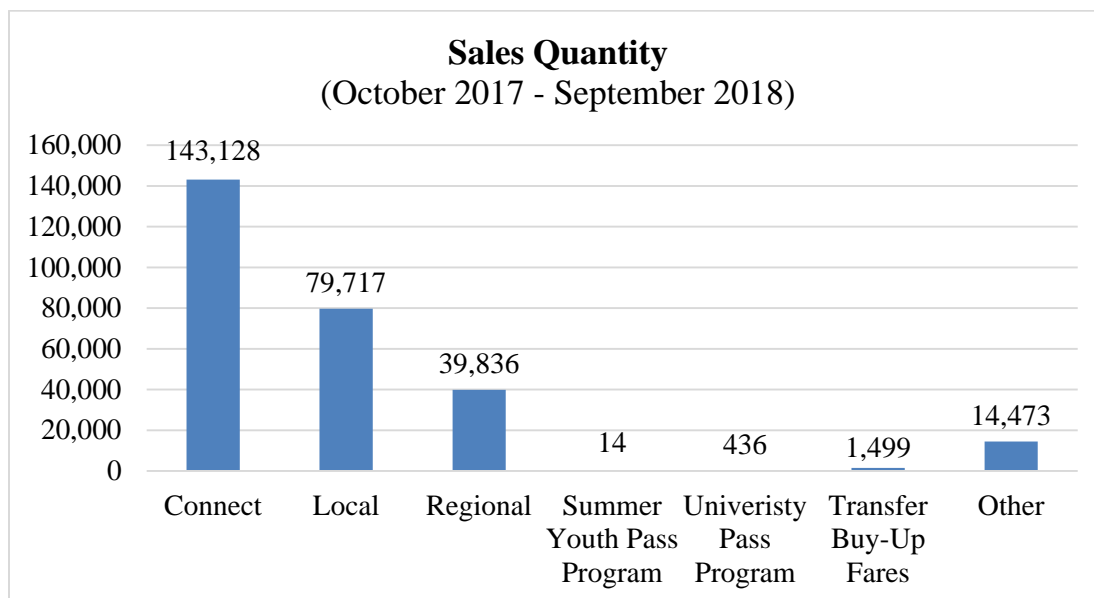
**Notes:** n.a. = not applicable.

1. Because there will be no price change to fares in other four discounted programs, they are not included in Table 5.
2. Removed per regional partners DART and Trinity Metro. No Alternative needed.
3. The current cost of the entire linked passenger trip is not estimated in this analysis due to the potential number of possible combinations of pass products that could be used in addition to the transfer buy-up fare. TTI researchers identified lowest-price alternatives for the transfer action only. The percentage changes are likely overestimates of the actual impact to any rider who was purchasing transfer buy-up fares.

## **Use of Fares**

TTI researchers reviewed DCTA fare sales data between October 2017 and September 2018. In the one-year period, DCTA sold 279,103 unique tickets and passes (representing all fare types), which generated \$1,039,189 in revenue.

Among the 279,103 tickets and passes sold, more than half (51.3 percent) were Connect fares; Local fares accounted for 28.6 percent of all tickets and passes sold, and Regional fares accounted for 14.3 percent. Other fares, including fares for demand-response and on-demand services as well as cash fares, were 5.2 percent of the total quantity sold. University Pass Program passes and transfer fares were 0.2 percent and 0.5 percent of the total, respectively. DCTA sold 14 summer youth passes. Figure 22 presents the number of DCTA tickets and passes sold, by type, between October 2017 and September 2018.



**Figure 22. DCTA Fare Sales Quantity by Fare Type**

TTI researchers found that the Connect One-Way Ticket and the Local 2-Hour Pass were the two most popular fares sold, accounting for 49.6 percent and 19.4 percent of total fares sold, respectively. Table 37 shows the percentage of total fares sold attributed to each fare type. Among the previously mentioned 10 fare types that will experience a fare increase after the implementation of proposed fare changes, six of the 10 account for less than 0.1 percent of total fares sold during the one-year period, three are less than 1 percent, and one (Local 2-Hour Reduced Pass) accounted for 3.1 percent of total sales. Note that only trips that cross the noon hour (i.e., multi-boarding linked trips that start in the AM and have another boarding in the PM) will experience a fare increase on the Local 2-Hour Reduced Pass.

**Table 37. The Percentage of Purchase Quantity in Total for DCTA Fares by Type**

<b>Fare Type</b>	<b>Fare Ticket or Pass</b>	<b>Purchase Quantity</b>	<b>% of Total</b>	<b>Fare Increase After Changes</b>
Connect	One-Way	138,519	49.6%	Yes Yes Yes
	One-Way Reduced	1,524	0.5%	
	10-Ride Book	1,996	0.7%	
	31-Day Pass	413	0.1%	
	31-Day Pass Reduced	675	0.2%	
	Annual Pass	1	0.0%	
Local	2-Hour Pass	54,251	19.4%	Yes* Yes*
	2-Hour Pass Reduced	8,756	3.1%	
	Mid-Day Pass	2,135	0.8%	
	Day Pass	9,679	3.5%	
	Day Pass Reduced	4,068	1.5%	
	10-Pack of Day Passes	185	0.1%	
	7-Day Pass	380	0.1%	
	31-Day Pass	157	0.1%	
	31-Day Pass Reduced	100	0.0%	
	Annual Pass	6	0.0%	
Regional	2-Hour Pass	8,526	3.1%	
	2-Hour Pass Reduced	4,421	1.6%	
	Mid-Day Pass	749	0.3%	
	Day Pass	12,294	4.4%	
	Day Pass Reduced	12,530	4.5%	
	10-Pack of Day Passes	262	0.1%	
	7-Day Pass	98	0.0%	
	31-Day Pass	272	0.1%	
	31-Day Pass Reduced	581	0.2%	
	Annual Pass	95	0.0%	
	Annual Pass Reduced	8	0.0%	
Summer Youth Pass	Summer Youth Pass	14	0.0%	Yes

<b>Fare Type</b>	<b>Fare Ticket or Pass</b>	<b>Purchase Quantity</b>	<b>% of Total</b>	<b>Fare Increase After Changes</b>
University Pass Program	Student Local - Full Semester Pass	198	0.1%	
	Student Local - Summer Semester Pass	44	0.0%	
	Student Local - Annual Pass	14	0.0%	
	Student Regional - Full Semester	92	0.0%	
	Student Regional - Summer Semester	46	0.0%	
	Student Regional - Annual Pass	24	0.0%	
	Faculty/Staff Local - Full Semester Pass	8	0.0%	
	Faculty/Staff Local - Annual Pass	5	0.0%	
	Faculty/Staff Regional - Full Semester Pass	1	0.0%	
	Faculty/Staff Regional - Annual Pass	4	0.0%	
Transfer Buy-Up Fares	Connect to Local System (2 Hour)	674	0.2%	
	Connect to Local System (Day Pass)	19	0.0%	
	Connect to Regional System (2 Hour)	205	0.1%	Yes
	Connect to Regional System (Day Pass)	23	0.0%	Yes
	Connect to Regional System (Reduced Day Pass)	54	0.0%	Yes
	Local System to Regional System (2 Hour)	524	0.2%	Yes
Other	Demand-Response, On-Demand , Cash	14,473	5.2%	

**Note:** \* Only trips that cross noon will experience a fare increase after the implementation of proposed fares.

### **Fare Equity Analysis**

In 2014, the North Central Texas Council of Governments (NCTCOG), DART, DCTA, and Trinity Metro completed a regional on-board transit survey that encompassed all fixed-route transit services provided in the region. Using data from this survey, TTI analyzed the fare usage of minority groups and low-income persons, and then, according to DCTA's Title VI policy, determined if any of the proposed fare changes will result in a disparate impact or disproportion burden.

### ***Disparate Impact***

Table 38 presents the comparison of fare usage between minority and non-minority groups based on the 2014 survey results. Minority groups use the Local Day Pass 10.1 percent more than non-minority groups and use the Student Local - Full Semester Pass 6.6 percent less than non-minority groups. The proposed fare changes will reduce the cost of the Local Day Pass by 50 percent, from \$6 to \$3 (see Table 36), while there will be no change to the Student Local - Full Semester Pass. Minority groups are likely to experience more than five percent cumulative benefit as a result of the changes to the proposed Local Day Pass, while experiencing impacts related to changes to other fare types at a similar rate to the non-minority population. According to these findings and DCTA's disparate impact threshold, the proposed fare changes will not impose a disparate impact on DCTA's minority population.

**Table 38. Fare Usage Between Minority and Non-Minority Groups**

Fare Type	Minority		Non-Minority		Usage Difference
	Purchased Quantity	% in Total	Purchased Quantity	% in Total	
Connect Fares					
One-Way Ticket	85	5.0%	55	4.5%	0.4%
One-Way Reduced	3	0.2%	2	0.2%	0.0%
31-Day Pass	3	0.2%	2	0.2%	0.0%
31-Day Pass Reduced		0.0%	3	0.2%	-0.2%
Annual Pass		0.0%	3	0.2%	-0.2%
Local Fares					
2-Hour Pass	61	3.6%	39	3.2%	0.4%
2-Hour Pass Reduced	2	0.1%		0.0%	0.1%
Mid-Day Pass	1	0.1%	1	0.1%	0.0%
Day Pass	515	30.3%	244	20.2%	10.1%
Day Pass Reduced	1	0.1%	5	0.4%	-0.4%
7-Day Pass	12	0.7%	12	1.0%	-0.3%
31-Day Pass	39	2.3%	19	1.6%	0.7%
31-Day Pass Reduced		0.0%	0	0.0%	0.0%
Annual Pass	2	0.1%	5	0.4%	-0.3%
Regional Fares					
2-Hour Pass	5	0.3%	3	0.2%	0.0%
2-Hour Pass Reduced		0.0%	1	0.1%	-0.1%
Day Pass	63	3.7%	55	4.5%	-0.8%
Day Pass Reduced	4	0.2%	4	0.3%	-0.1%
7-Day Pass	8	0.5%	9	0.7%	-0.3%
31-Day Pass	31	1.8%	34	2.8%	-1.0%
31-Day Pass Reduced	7	0.4%	2	0.2%	0.2%
Annual Pass	18	1.1%	26	2.1%	-1.1%
Annual Pass Reduced	8	0.5%	6	0.5%	0.0%
University Pass Program					
Student Local - Full Semester	618	36.3%	519	42.9%	-6.6%
Student Local - Summer Semester	123	7.2%	104	8.6%	-1.4%
Student Local - Annual Pass	58	3.4%	40	3.3%	0.1%
Student Regional - Full Semester	20	1.2%	12	1.0%	0.2%
Student Regional - Summer Semester	15	0.9%	5	0.4%	0.5%
Total	1702	100.0%	1210	100.0%	

### ***Disproportionate Burden***

The 2014 survey provided the following options for riders to choose for their income levels:

- Less than \$12,000
- \$12,000-\$19,999

- \$20,000 - \$23,999
- \$24,000 - \$34,999
- \$35,000 - \$49,999
- \$50,000-\$74,999
- \$75,000 or more
- Don't know / Refused

According to the 2012-2016 American Community Survey 5-Year Estimates, the national per capita income is \$29,829. Per DCTA's definition, low-income population is defined as those persons with an income at or below \$23,863. Thus, for this analysis, TTI researchers consider riders having an income equal or less than \$23,999 as low-income riders.

Table 39 presents a comparison of fare usage between low-income and non-low-income populations based on the 2014 survey results. DCTA's low-income population use the Student Local - Full Semester Pass and the Student Local - Summer Semester Pass 20.7 percent and 5.4 percent more than the transit agency's non-low-income population, respectively. There will be no change to the Student Local - Full Semester Pass and the Student Local - Summer Semester Passes. DCTA's low-income population is likely to experience impacts related to the proposed changes at a similar rate to the non-low-income population. According to these findings and DCTA's disproportionate burden threshold, the proposed fare changes will not impose a disproportionate burden on DCTA's low-income population.

**Table 39. Fare Usage Between Low-Income and Non-Low-Income Populations**

Fare Type	Low-Income		Non-Low-Income		Not Sure*		Usage Difference
	Purchased Quantity	% in Total	Purchased Quantity	% in Total	Purchased Quantity	% in Total	
<b>Connect Fares</b>							
One-Way Ticket	24	2.2%	26	2.9%	90	9.8%	-0.7%
One-Way Reduced	2	0.2%		0.0%	3	0.3%	0.2%
31-Day Pass	2	0.2%	3	0.3%		0.0%	-0.1%
31-Day Pass Reduced	3	0.3%		0.0%		0.0%	0.3%
Annual Pass	1	0.1%		0.0%	2	0.2%	0.1%
<b>Local Fares</b>							
2-Hour Pass	24	2.2%	52	5.7%	24	2.6%	-3.5%
2-Hour Pass Reduced		0.0%		0.0%	2	0.2%	0.0%
Mid-Day Pass	1	0.1%	1	0.1%		0.0%	0.0%
Day Pass	313	28.8%	255	28.1%	191	20.8%	0.8%
Day Pass Reduced	1	0.1%	2	0.2%	3	0.3%	-0.1%
7-Day Pass	4	0.4%	6	0.7%	14	1.5%	-0.3%
31-Day Pass	8	0.7%	26	2.9%	24	2.6%	-2.1%
31-Day Pass Reduced	0	0.0%		0.0%		0.0%	0.0%
Annual Pass		0.0%	6	0.7%	1	0.1%	-0.7%
<b>Regional Fares</b>							
2-Hour Pass	2	0.2%	4	0.4%	2	0.2%	-0.3%
2-Hour Pass Reduced	1	0.1%		0.0%		0.0%	0.1%
Day Pass	23	2.1%	60	6.6%	35	3.8%	-4.5%
Day Pass Reduced	2	0.2%	3	0.3%	3	0.3%	-0.1%
7-Day Pass	1	0.1%	10	1.1%	6	0.7%	-1.0%
31-Day Pass	7	0.6%	44	4.8%	14	1.5%	-4.2%
31-Day Pass Reduced	2	0.2%	5	0.6%	2	0.2%	-0.4%
Annual Pass	6	0.6%	36	4.0%	2	0.2%	-3.4%
Annual Pass Reduced	6	0.6%	5	0.6%	3	0.3%	0.0%



Fare Type	Low-Income		Non-Low-Income		Not Sure*		Usage Difference
	Purchased Quantity	% in Total	Purchased Quantity	% in Total	Purchased Quantity	% in Total	
<b>University Pass Program</b>							
Student Local - Full Semester Pass	523	48.2%	250	27.5%	365	39.8%	20.7%
Student Local - Summer Semester Pass	110	10.1%	43	4.7%	73	8.0%	5.4%
Student Local - Annual Pass	14	1.3%	46	5.1%	38	4.1%	-3.8%
Student Regional - Full Semester Pass	3	0.3%	16	1.8%	13	1.4%	-1.5%
Student Regional - Summer Semester Pass	3	0.3%	10	1.1%	7	0.8%	-0.8%
<b>Grand Total</b>	<b>1086</b>	100.0%	<b>909</b>	100.0%	<b>917</b>	100.0%	

**Note:** \* Survey respondents chose “Don't know / Refused” in the 2014 survey.

## Appendix K – FTA Triennial Title VI Findings

Review Area	Deficiencies		Corrective Action	Response Due Date	Date Closed
	Code	Description			
10. Title VI	TV12-1	Language Assistance Plan deficiencies	DCTA must submit to the FTA RCRO documentation that its operating contractors have implemented training according to the LAP. DCTA must provide documentation that the half fare application, has been translated as outlined in the LAP.	September 4, 2018	
	TV18-1	Impact of fare and/or service changes not adequately examined	DCTA must submit to the FTA RCRO and updated Title VI program including the required elements. The recipient must also submit to the FTA RCRO revised procedures to ensure that future equity analyses will be conducted as required. DCTA must review and revise the Xpress service equity analysis and submit to the RCRO.	September 4, 2018	



## Board of Directors Memo

March 28, 2019

SUBJECT: Discussion and Approval of DCTA Interlocal Agreement with the North Texas Mobility Corporation

### Background

A Local Government Corporation (LGC) is a corporation incorporated as provided in Subchapter D of Chapter 431, Texas Transportation Code. As defined in Chapter 431, an LGC is subject to all laws applicable to Texas non-profit corporations as set forth in Chapter 22, Texas Business Organization Code. Like the Denton County Transportation Authority (DCTA), an LGC is required to comply with the Open Meetings Act and Public Information Act.

In January, the DCTA board authorize staff to begin the process of creating an LGC with the limitation to the promotion and development of public transportation systems and facilities with a function to aid and act on behalf of DCTA to manage and operate transit services. With legal counsel, staff has been working through the LGC creation process including the development of the Certificate of Formation and Bylaws, registering an LGC name with the Texas Secretary of State, and setting up an internal LGC Transition team to work with all departments to ensure a smooth transition process.

In February, the DCTA Board of Directors approved the North Texas Mobility Corporation (NTMC) Certificate of Formation and Bylaws. Since this approval, the Certificate of Formation has been filed with the Texas Secretary of State.

### Identified Need

To leverage the NTMC for the provision of complete transportation management services, DCTA and NTMC must enter into an interlocal agreement for the on-going operations of DCTA's mobility services (fixed route, demand response for the general public, demand response for elderly and disabled and ADA paratransit), fare enforcement services and DCTA's customer service/call center for DCTA member cities and contracted entities. To support NTMC and the provision of complete transportation management services, DCTA will provide assistance in administrative services including, but not limited to; information technology, marketing and communications, bus route planning, payroll oversight and distribution, procurement, accounting and staff training.

### Financial Impact

Entering into an Interlocal Agreement with the NTMC will assist in decreasing overall bus operations costs while increasing service quality. It is estimated the Agency can save \$1.25 million over the next five (5) years with the departmental reorganization and reduction in overtime pay. This savings does not take into the account of any revenue loss relating to the passenger experience but does include the addition of two new positions; Service Planner and Recruiter.



### Recommendation

Staff recommends approval of the Interlocal Agreement with the North Texas Mobility Corporation for the provision operations and management of DCTA transportation services.

### Exhibits

Exhibit 1 – Interlocal Agreement for Mobility Operation Services: DCTA and North Texas Mobility Corporation

Approval:



Kristina Holcomb, Deputy CEO

STATE OF TEXAS  
COUNTY OF DENTON

§  
§  
§

INTERLOCAL AGREEMENT FOR  
MOBILITY SERVICE OPERATIONS

This Interlocal Agreement for Mobility Service Operations Services (“Agreement” or “Operations Agreement”) is made as of the Effective Date by and between **DENTON COUNTY TRANSPORTATION AUTHORITY** (“DCTA”), a Texas political subdivision, being a Coordinated County Transportation Authority pursuant to Chapter 460 of the Texas Transportation Code, as amended, and the **NORTH TEXAS MOBILITY CORPORATION** (“NTMC”), a Texas non-profit local government corporation created pursuant to Subchapter D of Chapter 431, Texas Transportation Code, as amended and Chapter 394, Texas Local Government, as amended. DCTA and NTMC are hereafter collectively referred to as the “Parties” or individually as a “Party”.

**RECITALS**

**WHEREAS**, DCTA is a political subdivision within the State of Texas engaged in the provision of governmental services for the benefit of the residents within its jurisdiction, including, but not limited to, mobility services; and

**WHEREAS**, NTMC desires to provide complete mobility services and management for the on-going operations of DCTA’s mobility services (e.g., fixed route, demand response for the general public, demand response for elderly and disabled and ADA paratransit), fare collection and enforcement services, maintenance, service operation and DCTA’s customer service/call center for DCTA member cities and contracted entities in accordance with the terms and conditions set forth in this Agreement;

**WHEREAS**, the Interlocal Cooperation Act, Texas Government Code, Chapter 791, as amended (the “Act”), provides authority for local governments of the State of Texas to enter into interlocal agreements with each other and with local government corporations for the purpose of performing governmental functions and services as set forth in the Act;

**NOW, THEREFORE**, in consideration of the mutual covenants and agreements herein contained, the sufficiency of which are hereby acknowledged, and upon and subject to the terms and conditions hereinafter set forth, the Parties agree as follows:

**ARTICLE I**  
**TERM OF AGREEMENT**

**1.01 Initial Term.** This Agreement shall commence on the Effective Date and end on the last day of the twentieth (20<sup>th</sup>) complete Fiscal Year after NTMC commences providing Mobility Services to DCTA (“the Initial Term”).

**1.02 Renewal Term.** After the end of the Initial Term, this Agreement shall be extended automatically through each subsequent Fiscal Year (each being a “Renewal Term”) unless terminated as provided in this Agreement.

## **ARTICLE II DEFINITIONS**

**2.01. Definitions and Interpretations.** In addition to the definitions stated in the preamble and recitals hereof, the following words and phrases as used in this Agreement, unless the context clearly shows otherwise, shall have the following meanings:

“Administrative Services” means services relating to the management and provision of all operations and maintenance activities associated with the DCTA Mobility Operations including, but not limited to:

- (a) Information Technology and IT Help Desk services;
- (b) Marketing and Communications (Internal and External);
- (c) Bus Route Planning;
- (d) Data Analytics;
- (e) Oversight of payroll processing and distribution through the provision of paycheck preparation and processing including writing and delivery (by check or direct deposit) to all NTMC employees, on behalf of NTMC;
- (f) Contracts and Procurement;
- (g) Accounts Payable/Accounts Receivable services and Accounting;
- (h) Legal Services (provided, however, NTMC reserves the right to appoint its own general counsel and other attorneys as necessary from time to time); and
- (i) Staff Training Support;
- (j) Budget Preparation Assistance.

“Agreement” or “Operations Agreement” means this Agreement and any similar agreements executed between NTMC and DCTA with respect to the provision of the Mobility Services.

“Annual Budget” means the total amount of money required during each Fiscal Year (or portion of a Fiscal Year as described in Section 4.02(a), below) for NTMC to pay (1) all Operation Expenses, (2) the principal of, redemption premium, if any, and interest on any debt issued by NTMC in accordance with Section 4.03 of the Bylaws, and (3) any amounts required to be deposited in any special or reserve funds, including any debt service reserve fund or repair and replacement fund.

“Board” means NTMC’s Board of Directors.

“Bond Resolution” means any resolution of the NTMC Board authorizing the issuance of Bonds and providing for their security and payment, as such resolution(s) may be (i) amended from time to time as therein permitted and (ii) the substance and form of which is approved by DCTA.

“Bylaws” means the Bylaws of NTMC and all amendments thereto as approved by the Parties.

“Certificate” means the Certificate of Formation of NTMC on file with the Texas Secretary of State and shall include all amendments thereto and restatements thereof.

“Credit Agreement” means any credit agreement, as defined in Chapter 1371, Texas Government Code, which NTMC enters into relating to its obligations with respect to the Bonds, the substance and form of which is approved by DCTA; provided, however, for purposes of this Agreement, “Credit Agreement” shall not include Interest Rate Management Agreements as defined in Chapter 1371, Texas Government Code.

“DCTA Member City” means a municipality that (a) has either (i) authorized a one-half cent (\$0.005) sales tax pursuant to Chapter 322 of the Texas Tax Code, as amended, or (ii) designated a public transportation financing area in accordance with Chapter 460, Subch, I of the Texas Transportation Code, as amended, and (b) is represented by a voting position on the DCTA Board of Directors.

“Effective Date” means the date this Agreement signed by authorized representatives of the Parties.

“Fiscal Year” means the twelve (12) month period beginning each October 1 and ending the next subsequent September 30.

“Mobility Services” means services relating to the management and provision of all operations and maintenance activities associated with DCTA Mobility Operations including, but not limited to:

- a. Fixed Route Bus Services;
- b. Commuter Bus Services;
- c. Mobility as a Service;
- d. Demand Response (ADA, General Public and Elderly/Disabled);
- e. Customer Service/Call Center;
- f. Fleet and Facility Maintenance;

- g. Data Collection and Reporting;
- h. Human Resources, payroll, benefits administration, and employee relations;
- i. Provision of Management Personnel, as a minimum, General Manager;
- j. Recruiting, hiring, retaining, training, managing, and terminating NTMC's employees assigned to provide Mobility Services;
- k. Management and oversight of budgeting, service delivery, maintenance, customer service, compliance and operational support;
- l. Labor Management/Collective Bargaining, when applicable;
- m. Maintain SOPs in conjunction with DCTA management; and
- n. Such additional services as may be agreed in writing between the Parties from time to time.

“NTMC Governing Documents” means, collectively, the Certificate and the Bylaws.

“Operation Expense” means any cost in the provision of providing the Mobility Services including, but not limited to:

- (a) repairs and replacements of fleet, equipment and capital items to the extent funds are not held in a special fund;
- (b) the cost of utilities, supervision, engineering, accounting, auditing, regulatory costs, legal services, insurance premiums, and any other supplies, services, administrative costs, and equipment necessary in providing the Mobility Services;
- (c) costs relating to NTMC employees including, but not limited to, wages, employer contribution to Social Security, group medical, dental, life, and/or disability insurance, workers compensation coverage, retirement benefits, and other costs related to employee pay and benefits paid by NTMC as an employer;
- (d) payments made for the use or operation of any property, payments of fines, and payments made by NTMC in satisfaction of judgments or other liabilities resulting from claims not covered by NTMC's insurance or not paid by DCTA arising in connection with providing the Mobility Services; and
- (e) such other costs identified as an Operation Expense in the Annual Budget.
- (f) Depreciation shall not be considered an item of Operation and Maintenance Expense.



“Person” means an individual, corporation, organization, government or governmental subdivision or agency, business trust, partnership association, or any other legal entity that is not DCTA or NTMC.

“Standard Operating Procedures” or “SOPs” mean the standard operating procedures relating to the provision of the Mobility Services developed and adopted by NTMC, subject to approval of DCTA.

**2.02. Interpretation.** The caption headings of this Agreement are for reference purposes only and shall not affect its interpretation in any respect. Unless the context otherwise requires, words of the masculine gender shall be construed to include correlative words of the feminine and neuter genders and vice versa. This Agreement and all the terms and provisions shall be liberally construed to effectuate the purpose set forth herein and to sustain the validity of this Agreement.

### **ARTICLE III SCOPE OF SERVICES**

NTMC shall provide Mobility Services as reasonably required by DCTA and as necessary to assist DCTA in accordance with this Agreement including efficient operation, delivery and all other normal managerial functions reasonably required in the day-to-day provision of service delivery of the Mobility Services in accordance with the SOPs. DCTA will provide to NTMC all equipment, facilities and working capital needed for the provision of the Mobility Services.

### **ARTICLE IV PAYMENTS**

**4.01. Annual Expense Budget.** The Parties acknowledge and agree that payments to be made under this Agreement, investment income, revenues received from other Persons, and other revenues attributable to the provision of the Mobility Services, will be the only sources available to NTMC to provide the Annual Budget; and that the Annual Budget shall at all times be not less than an amount sufficient to pay or provide for the payment of:

(a) **Operation and Maintenance Component.** An “Operation and Maintenance Component” equal to the amount paid or payable for all Operation and Maintenance Expenses; and

(b) **Debt Service Component.** A “Debt Service Component” related to the cost of issuance and repaying the principal and interest on any debt issued by NTMC as authorized by DCTA pursuant to the NTMC Governing Documents.

**4.02 NTMC Annual Expense Budget.** NTMC shall adopt and approve an Annual Budget in accordance with applicable provisions of the NTMC Governing Documents. The Annual Budget shall, as a minimum, reflect the Annual Budget and all reasonable anticipated revenues for the Fiscal Year for which the Annual Budget is adopted.

**4.03 Annual DCTA Budget; Appropriation.** DCTA shall make provision in its annual budget and shall appropriate an amount sufficient, at a minimum, for the payment of all amounts required to be paid by DCTA during each Fiscal Year under this Agreement. Failure of DCTA to include in DCTA's annual budget funds to pay the Annual Budget for any Fiscal Year shall constitute a notice of termination of this Agreement in which case the provision of Mobility Services shall be immediately suspended until DCTA appropriates funds to pay NTMC's Annual Budget and, in fact, pays such funds as provided in Section 4.04, below.

**4.04 Payments by DCTA.** NTMC shall prepare and deliver an invoice to DCTA for the cost of providing Mobility Services as determined by the Annual Budget and Sections 4.02 and 4.03, above. Such invoices shall be issued monthly with the due date thirty (30) days after receipt of the invoice from NTMC. The initial invoice shall be delivered and payable on the first day of the Fiscal Year after the approval of the first Annual Budget for the portion of the Fiscal Year after the Effective Date of this Agreement. Notwithstanding the foregoing to the contrary, NTMC shall not be required to invoice DCTA for payment of Mobility Services as long as DCTA is providing Accounts Payable and Receivables services pursuant to Article VII.

**4.05 Delinquent Payments.** Payments not made by DCTA on or before the thirtieth (30th) day following receipt of the invoice for same shall be deemed delinquent. Interest shall accrue on delinquent payments at the rate authorized pursuant to Ch. 2251 of the Texas Government Code, as amended. NTMC is authorized to discontinue service under this Agreement to DCTA if DCTA fails to make any delinquent payment on or before the tenth (10th) day after NTMC provides written notice to DCTA in accordance with Tex. Govt. Code §2251.051. NTMC shall not be obligated to recommence provision of service to DCTA until all past due amounts, including any accrued interests and reasonable costs of collection authorized by law, have been paid to NTMC.

**4.06 Interest Income.** All interest income earned by the investment of any funds created pursuant to any Bond Resolution shall be credited towards the payment of the Bond Service Component and taken into account in determining the Annual Budget; except as to any fund or account created pursuant to the terms of a Bond Resolution or any financing document authorized by such Bond Resolution and funded from any Bond proceeds, together with all interest income earned by the investment thereof may, at the option of NTMC, be credited to such fund or account and used for the purposes for which the Bonds are issued, or be credited towards the payment of the Bond Service Component.

**4.07 Place of Payment.** Except to the extent otherwise provided by any Bond Resolution or as may otherwise be amended by written notice by NTMC to DCTA, all amounts due under this Agreement shall be paid and be due at the principal administrative offices of NTMC.

## **ARTICLE V STANDARD OPERATING PROCEDURES**

**5.01 Adoption of SOPs.** As soon as reasonably possible following the Effective Date, the Parties shall develop and adopt an approved set of Standard Operating Procedures (“SOPs”), including performance measures for the provision of the Mobility Services. Until such time as the SOPs are developed pursuant to this Section 5.01, NTMC shall provide the Mobility Services pursuant to the SOPs approved by DCTA

**5.02 SOP on Claim Notification.** The SOPs shall include a detailed procedure by which the NTMC General Manager shall timely notify designated DCTA personnel of lawsuits, employment claims, citations, and other legal actions against NTMC and/or DCTA, which become known to the NTMC General Manager.

**5.03 Additional SOPs.** Throughout the term of this Agreement, DCTA may request NTMC develop other SOPs not outlined in the Scope of Services but that are necessary for the successful provision of the Mobility Services.

## **ARTICLE VI GENERAL MANAGER; OPERATIONS MANAGER; OTHER OPERATIONAL MATTERS**

**6.01 NTMC General Manager.** NTMC shall employ a person to serve as General Manager, who shall be responsible for management of the Mobility Services and all NTMC employees. Management of DCTA’s Mobility Operations includes oversight of annual budget, service provision, customer service, and fleet and facility maintenance. The NTMC General Manager shall be expected to perform or ensure performance of all requirements set forth under this Agreement in a manner consistent with DCTA standards.

**6.02 DCTA Contract Manager.** DCTA shall appoint a DCTA employee to serve as Contract Manager with respect to this Agreement. The DCTA Contract Manager shall serve as the NTMC General Manager’s primary contact with respect to the performance of NTMC and its employees in the provision of Mobility Services in accordance with the terms of this Agreement. The SOPs shall include details on the reporting requirements between the DCTA Contract Manager and the NTMC General Manager.

**6.03 Issuance of Debt.** Notwithstanding other provisions of this Agreement that refer to the issuance of debt by NTMC, the Parties understand, acknowledge, and agree that NTMC is not authorized to issue bonds, certificates of obligation, or other debt instruments without the prior unanimous consent of DCTA granted pursuant to the NTMC Governing Documents.

**6.04 Establishment of Operational Policies and Procedures.** The Parties understand, acknowledge, and agree that, subject to the NTMC Governing Documents, NTMC shall be solely responsible for the adoption, implementation, and enforcement of policies and procedures (in addition to the SOPs) necessary for the operation and management of NTMC and the provision of Mobility Services.

## **ARTICLE VII ADMINISTRATIVE SERVICES BY DCTA**

**7.01 When In Support of Member Cities' Services.** As additional consideration for this Agreement, DCTA agrees to provide Administrative Services, at DCTA's cost for Mobility Services provided for the benefit of the Member Cities, either directly or through contracts between DCTA and a third-party, for and on behalf of NTMC in relation to NTMC management and operations. With respect to any administrative services provided by DCTA pursuant to this Article VII that require payments to a third-party, DCTA shall make all such payments within the time required by the agreement or terms of account pursuant to which the payment must be made. With respect to any agreement managed by DCTA for NTMC, DCTA shall immediately deliver to NTMC any notice received under said agreement.

**7.02 When in Support of Others.** The Parties acknowledge and agree that Section 7.01 relates solely to the provision of Administrative Services in support of Mobility Services provided to and for the benefit of the Member Cities. The cost for Administrative Services provided by DCTA to NTMC in support of the provision of Mobility Services provided to a third-party other than one or more of the Member Cities shall be either:

- (a) If DCTA is the entity contracting with such third-party to provide DCTA Mobility Services, determined and collected directly by DCTA from such third-party; or
- (b) If NTMC is the entity contracting with such third-party, determined by DCTA prior to NTMC entering such third-party agreement, collected by NTMC from the third-party, and paid to DCTA.

## **ARTICLE VIII RELATIONSHIP OF PARTIES**

All services to be performed by NTMC pursuant to this Agreement shall be in the capacity of an independent contractor, and not as an agent or employee of DCTA. NTMC shall supervise the performance of its services and shall be entitled to control the manner and means by which its services are to be performed, subject to the terms of this Agreement. Nothing herein shall be construed as a waiver by any of the Parties of any rights, standings or immunities granted under the Texas Tort Claims Act, Chapter 101, Texas Civil Practices & Remedies Code, or under any other provision of law.

## **ARTICLE IX EMPLOYER STATUS**

NTMC agrees to submit to DCTA for review all collective bargaining agreements ("CBA") or other employment agreements and amendments thereto negotiated by NTMC in order to allow DCTA to determine if such agreements and amendments can be supported within the approved DCTA budget. Unless the agreements and amendments set forth in the proposed CBA are inconsistent with this Agreement or not in line with DCTA's budget, DCTA shall have no authority

to control or modify the terms of the CBA between NTMC and any labor union. DCTA shall have no right to bargain with any labor union representing NTMC employees or enter into agreements with any labor union regarding NTMC employees.

## **ARTICLE X EQUIPMENT, FACILITIES AND SERVICES**

DCTA will furnish, at its expense and without cost to NTMC, the use of all necessary office space, utilities, furniture, equipment, supplies, materials, communication services, legal services, postage, secretarial and clerical assistance, and such automobile transportation and related parking as may be reasonably necessary for the provision of the Mobility Services.

## **ARTICLE XI INSURANCE**

DCTA shall furnish and maintain, at its sole cost and expense, at all times during the term of this Agreement and any renewal or extension thereof, (i) a standard policy of automobile liability insurance having a combined single limit of not less than \$5,000,000 per occurrence insuring NTMC for the ownership, maintenance, use or operation of the buses and other vehicles used in connection with the provision of the Mobility Services, other DCTA operations or businesses, or in any way associated with this Agreement, (ii) a standard policy of general liability insurance having a combined single limit of not less than \$1,000,000 per occurrence insuring NTMC, its agents, servants and employees for their acts and omissions in connection with the management and operation of the Mobility Services pursuant to this Agreement, and (iii) a standard policy of workers' compensation insurance covering all employees utilized in the operation of the Mobility Services in accordance with applicable law, together with employer's liability coverage of not less than \$1,000,000 per employee per accident and \$1,000,000 per employee for disease. Each such policy (a) shall be written by an insurer reasonably acceptable to NTMC, (b) shall, with the exception of the workers' compensation policy, be endorsed to name NTMC, as defined above, as additional insureds, (c) shall provide that the coverage afforded thereby is primary as to NTMC and not excess and (d) shall provide that it cannot be cancelled or materially altered without thirty (30) days prior written notice to NTMC. DCTA shall provide NTMC with one or more certificates evidencing compliance with the provisions of this section. The insurance required by this Article XI may, at DCTA's discretion, be provided through purchase of a separate insurance policy and/or through the addition of NTMC to DCTA's policies as an insured party.

## **ARTICLE XII BREACHES AND DISPUTE RESOLUTIONS**

**12.01 Disputes.** Disputes arising in the performance of this Agreement which are not resolved by agreement of the Parties shall be decided in writing by the authorized representative of DCTA. This decision shall be final and conclusive unless within ten (10) days from the date of receipt of its copy, NTMC mails or otherwise furnishes a written appeal to DCTA's authorized representative. In connection with any such appeal, NTMC shall be afforded an opportunity to be heard and to offer evidence in support of its position. The decision of DCTA's authorized

representative shall be binding upon NTMC, and NTMC shall abide by the decision. Nothing in this paragraph is meant to limit either Party's right to pursue any action in a court of law.

**12.02 Performance During Dispute.** Unless otherwise directed by DCTA, NTMC shall continue its performance under this Agreement while matters in dispute are being resolved.

**12.03 Claims for Damages.** Should either Party suffer injury or damage to persons or property because of any act or omission of the other Party or of any of its employees, agents or others for whose acts it is legally liable, a claim for damages therefore shall be made in writing to such other Party within a reasonable time after the first observance of such injury of damage.

### **ARTICLE XIII TERMINATION**

**13.01 DCTA Termination for Convenience.** DCTA may terminate this Agreement without cause in whole or in part, at any time by not less than one hundred eighty-days (180) days prior written notice to NTMC.

**13.02 Termination for Default.** If either Party fails in any material respect to perform in the manner provided in this Agreement, the non-defaulting Party may terminate this Agreement for default. Termination shall be affected by serving a notice of termination on the non-terminating Party setting forth the manner in which such Party is in default. NTMC shall only be paid for Mobility Services performed in accordance with the manner of performance set forth in this Agreement to the date of termination.

**13.03 Opportunity to Cure.** The terminating Party shall in the case of a termination for breach or default, allow the non-terminating party an appropriate short period of time in which to cure the defect. In such case, the notice of termination will state the time period in which cure is permitted and other appropriate condition.

**13.04 DCTA Termination.** If NTMC fails to remedy to DCTA's reasonable satisfaction the breach or default of any of the terms, covenants, or conditions of this Agreement within thirty (30) days after receipt by NTMC of written notice from DCTA setting forth the nature of said breach or default, DCTA shall have the right to terminate the Agreement without any further obligation to NTMC. Any such termination for default shall not in any way operate to preclude either Party from also pursuing all available remedies for said breach or default.

**13.05 Remedies.** Notwithstanding anything in this Agreement to the contrary, as governmental entities, the Parties have not waived immunity from suit and liability under Texas law, and the execution and delivery of this Agreement does not constitute such a waiver. The foregoing sentence notwithstanding, and to the extent permitted by law, the obligations, agreements, and covenants of NTMC and DCTA (including, without limitation, the obligation of DCTA to pay amounts under the Annual Budget, as provided herein) contained in this Agreement may be enforced by any Party and any holder of Bonds of NTMC by such suits, actions, or special proceedings in equity or at law, or by proceedings in the office of any board or officer having

jurisdiction, either for mandamus or the specific performance of any covenant or agreement contained herein.

**13.06 Legal Authority.** In entering into this Agreement and performing all duties and obligations hereunder, the Parties exercise their authority under and in accordance with the constitution and laws of the State including, but not limited to the Act, DCTA's By-laws, the NTMC Governing Documents, and all other laws that may authorize this Agreement, all of which provisions and laws, cited or uncited herein, shall cumulatively provide the authority for this Agreement.

## **ARTICLE XIV MISCELLANEOUS**

**14.01 Entire Agreement.** This Agreement constitutes the sole and only agreement between the Parties and supersedes any prior understandings, written or oral agreements between the Parties with respect to this subject matter.

**14.02 Authorization.** Each Party represents that it has full capacity and authority to grant all rights and assume all obligations granted and assumed under this Agreement.

**14.03 Assignment.** NTMC may not assign this Agreement in whole or in part without the prior written consent of DCTA. In the event of an assignment by NTMC to which DCTA has consented, the assignee shall agree in writing with DCTA to personally assume, perform, and be bound by all the covenants, and obligations contained in this Agreement.

**14.04 Successors and Assigns.** Subject to the provisions regarding assignment, this Agreement shall be binding on and inure to the benefit of the Parties and their respective successors and assigns.

**14.05 Governing Law.** The laws of the State of Texas shall govern this Agreement. Venue for any action concerning this Agreement shall be in a State District Court of Denton County, Texas. The Parties agree to submit to the personal and subject matter jurisdiction of said court.

**14.06 Amendments.** This Agreement may be amended by the mutual written agreement of the Parties.

**14.07 Severability.** In the event any one or more of the provisions contained in this Agreement shall for any reason be held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality or unenforceability shall not affect any other provisions, and the Agreement shall be construed as if such invalid, illegal, or unenforceable provision had never been contained in it.

**14.08 Survival of Covenants.** Any of the representations, warranties, covenants, and obligations of the Parties, as well as any rights and benefits of the Parties, pertaining to a period of time following the termination of this Agreement shall survive termination.

**14.09 Recitals.** The recitals to this Agreement are incorporated herein.

**14.10 Notice.** Any notice required or permitted to be delivered hereunder may be sent by first class mail, overnight courier or by confirmed telefax or facsimile to the address specified below, or to such other Party or address as either Party may designate in writing, and shall be deemed received three (3) days after delivery set forth herein:

If intended for DCTA:

Denton County Transportation Authority  
Attn: Raymond Suarez, CEO  
1955 Lakeway Drive, Suite 260  
Lewisville, Texas 75057

With Copy to:

Peter G. Smith  
Nichols, Jackson, Dillard, Hager & Smith, L.L.P.  
500 North Akard, Suite 1800  
Dallas, Texas 75201

If to NTMC:

North Texas Mobility Corporation  
Attn: Kristina Holcomb, President  
1955 Lakeway Drive, Suite 260  
Lewisville, Texas 75057

**14.11 Counterparts.** This Agreement may be executed by the Parties in separate counterparts, each of which when so executed and delivered shall be an original, but all such counterparts shall together constitute one and the same instrument. Each counterpart may consist of any number of copies hereof each signed by less than all, but together signed by all of the Parties.

**14.12 Exhibits.** The exhibits attached hereto are incorporated herein and made a part hereof for all purposes.

**14.13 Compliance with Federal, State & Local Laws.** NTMC shall comply in performance of services under the terms of this Agreement with all applicable laws, ordinances and regulations, judicial decrees or administrative orders, ordinances, and codes of federal, state and local governments, including all applicable federal clauses.

**14.14 Force Majeure.** No Party will be liable for any default or delay in the performance of its obligations under this Agreement if and to the extent such default or delay is caused, directly or indirectly, by fire, flood, earthquake, elements of nature or acts of God, riots, strikes, picketing, labor disputes, labor shortages, civil disorders, acts of terrorism or any similar cause beyond the reasonable control of such Party, provided that the non-performing Party is without fault in causing such default or delay. The non-performing Party agrees to use commercially reasonable efforts to recommence performance as soon as possible.



**14.15 Legal Counsel.** It shall be the responsibility of DCTA to handle all legal matters of the Mobility Services not covered by insurance except to the extent those legal matters are related to the criminal acts or sole or gross negligence of NTMC, its officers or employees. Whenever legal counsel is required for the benefit of the Mobility Services and such counsel is not provided by DCTA, NTMC shall have the right to retain counsel reasonably acceptable to DCTA and charge the cost thereof as an operating expense under this Agreement.

**SIGNED AND AGREED** this \_\_\_\_\_ day of \_\_\_\_\_, 2019.

**DENTON COUNTY TRANSPORTATION AUTHORITY**

By: \_\_\_\_\_  
Raymond Suarez, CEO

Approved as to form:

By: \_\_\_\_\_  
Peter G. Smith, General Counsel

**SIGNED AND AGREED** this \_\_\_\_\_ day of \_\_\_\_\_, 2019.

**NORTH TEXAS MOBILITY CORPORATION**

By: \_\_\_\_\_  
Kristina Holcomb, President



## Board of Directors Memo

March 28, 2019

SUBJECT: Discussion and Approval of Amendment to First Transit Inc. Transportation Management Services Agreement

### Background

DCTA entered into a contract with First Transit, Inc., in 2014 to provide complete transportation management services for the on-going operations of DCTA bus services.

DCTA is requesting approval to amend the agreement to modify the end date of the contract effective June 2, 2019, with the option to extend on a daily basis, as needed, at a negotiated daily rate agreed upon by both parties.

### Identified Need

With the formation of the North Texas Mobility Corporation (NTMC) these services will be assumed and performed by the NTMC staff and the need for the services by First Transit, Inc. are no longer required.

### Committee Review

This item was presented to Program Services Committee on March 19, 2019.

### Financial Impact

DCTA will continue to make payment to First Transit, Inc., through and including June 2, 2019, and at a negotiated daily rate, if needed. The monthly maintenance fee is included in the current operating budget, this modification will not have a financial impact on the budget.

### Recommendation

Staff is recommending the Board of Directors authorize the CEO to execute the amendment to the contract with First Transit, Inc., modifying the end date of the contract to June 2, 2019, with the option to extend on a daily basis, if needed, and at a negotiated daily rate agreed upon by both parties. Staff is recommending the Board authorize the CEO to provide notification of any extension of services on a daily basis and notification to cease services.

Submitted By: Athena Forrester  
Athena Forrester/AVP of Regulatory Compliance

Final Review: Michelle Bloomer  
Michelle Bloomer/VP of Operations

Approval: Raymond Suarez  
Raymond Suarez/CEO



## Board of Directors Memo

March 28, 2019

SUBJECT: Discussion and Approval of Interlocal Cooperation Agreement with Span, Inc., for Transportation Services

### Background

DCTA staff recently met with SPAN, Inc. to determine the potential areas of coordination our respective agencies can collaborate on to more effectively and efficiently provide transportation services in Denton County. SPAN is a non-profit agency created under Chapter 460 of the Texas Transportation Code and operates as the designated Rural Transportation Provider in Denton County. SPAN receives state and Federal funds from the Texas Department of Transportation (TxDOT) to provide transportation services outside the Denton-Lewisville Urbanized Area. Currently, SPAN provides transportation services under contract with cities including Coppell, Corinth, Double Oak, Flower Mound, Lake Dallas, Little Elm, Hickory Creek, The Colony, and Shady Shores to provide service to their residents that are older adults or individuals with disabilities.

The Interlocal Agreement (ILA) would allow DCTA and SPAN to coordinate on the provision of services, by purchasing service from each other. For example, DCTA could work with SPAN to purchase trips to supplement DCTA's services and assist with transporting Lewisville residents to Flower Mound for medical appointments. The ILA would also allow SPAN to utilizing service contracts awarded by DCTA to service or technology providers as part of the Mobility as a Service Request for Proposals, thus allowing SPAN to leverage some of these innovative services for the benefit their customers.

In addition, SPAN has expressed an interest in utilizing DCTA's maintenance for repairs outside the scope of their existing maintenance department. All work would be performed on an as needed basis and at a mutually agreed upon rate and schedule.

### Identified Need

DCTA and SPAN staff believe that coordination efforts will provide enhanced regional connectivity, address gaps in service, provide for a more efficient use of resources, and be mutually beneficial for both agencies, as well as our respective customers.

### Committee Review

This item was presented to Program Services Committee on March 19, 2019.


### Financial Impact

There is no financial impact to the budget.



**Recommendation**

Staff recommends the Board of Directors authorize the CEO to execute an Interlocal Agreement with SPAN, Inc. for transportation and maintenance services.

Submitted By:   
Athena Forrester, AVP of Regulatory Compliance

Final Review:   
Michelle Bloomer, Vice President of Operations

Approval:   
Raymond Suarez, Chief Executive Officer