



Board of Directors Regular Meeting

April 25, 2019 | 2:30 p.m.

**or immediately following Board Work Session scheduled at 1:30 p.m. on April 25, 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. SERVICE AWARD – Skip Kalb

3. CONSENT AGENDA

- a. Approval of Minutes for the Board Work Session and Regular Meeting on March 28, 2019
- b. Acceptance of Monthly Financial Statements – March 2019
- c. Acceptance of Quarterly Investment Report
- d. Acceptance of Quarterly Grant Report

4. REGULAR AGENDA

- a. Discussion and Approval of Leadership Development Services Contract with Strategic Government Resources
- b. Discussion and Approval of Mobility-as-a-Service Contracts
- c. Discussion and Approval of City of Amarillo Interlocal Agreement for Gillig Bus Purchase Options
- d. Discussion and Approval of an agreement with The Retreat at Denton, LLC
- e. Discussion and Approval of New Agency Policies
 - i. Access to Premises Policy
 - ii. Social Media Policy
 - iii. Media Relations Policy
- f. Discussion and Approval of Swiftly Contract Renewal

5. 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.

6. RECONVENE OPEN SESSION
 - a. Reconvene and Take Necessary Action on Items Discussed during Executive Session.

7. CHAIR REPORT
 - a. Discussion of Regional Transportation Issues
 - b. Discussion Legislative Issues
 - i. Regional
 - ii. State
 - iii. Federal

8. CEO'S REPORT
 - a. Budget Transfers
 - b. Regional Transportation Issues

9. 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.

10. 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 or calling Brandy Pedron at 972.221.4600.

This notice was posted on 4/19/2019 at 3:28 PM.


 Brandy Pedron, Executive Administrator | Open Records



Board of Directors Work Session Meeting Minutes for: March 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 March 28, 2019 at 1955 Lakeway Drive, Suite 260, Lewisville, Texas 75057.

Attendance

Small Cities

Skip Kalb
Michael Savoie @ 2:07 pm

Large Cities

Charles Emery, Lewisville, Chairman
Dianne Costa, Highland Village
Sara Bagheri, Denton
Carter Wilson, Frisco @ 1:35
Mark Miller, Flower Mound
Tom Winterburn, Corinth
Joe Perez, The Colony
Ron Trees, Little Elm

Board Members Absent

Don Hartman, Denton County
Unincorporated
Dave Kovatch, Denton County At
Large, Treasurer
Allen Harris, The Colony
Connie White, Small Cities

Legal Counsel

Pete Smith

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

Jonah Katz, Senior Planner
Adrienne Hamilton, Communications
Manager
Lindsey Baker, Director of Strategic
Partnerships
Amber Karkauskas, Controller
Sarah Martinez, Director of Procurement
Whitney Trayler, Grants Manager
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 February 2019
 - b. Capital Projects Budget Report for February 2019
 - c. Monthly Sales Tax Receipts
2. Update and Discussion Regarding Agency Initiatives (or intent)
 - a. Transit Driver Appreciation Recognition Service Awards – *DCTA staff presented an appreciation video. Raymond Suarez, CEO and Charles Emery, Chair, handed plaque awards to drivers for their 10 and 15 years of service.*
 - b. 86th Legislative Session Activities Update – *Lindsey Baker, Director of Strategic Partnerships, provided an update to the Board regarding DCTA’s visit to Austin and their meetings concerning the 86th Legislative Session activities*
 - c. Improving Efficiencies and Maximizing City’s Return on Investment
 - i. Cost Model / ELAP Status Update – *Marisa Perry, CFO, gave a brief update on TTI Cost Model and ELAP Status Update*
 - d. Local and Regional Transit System Growth
 - i. Corinth Economic Development Update – *Kristina Holcomb, Deputy CEO, introduced the City of Corinth Mayor who gave a presentation to the Board*
 - ii. Corridor Economic Development Planning – *Kristina Holcomb, Deputy CEO, briefed the Board that DCTA will be bringing in Lockwood, Andrews & Newnam, Inc. (LAN) for a preliminary planning presentation for next month’s Board meeting.*
3. Committee Chair Reports – *Report was provided to Board in the meeting packet. No discussion at this time.*
 - i. Program Services Committee report of items discussed at the March 19, 2019 meeting
4. Discussion of Regular Board Meeting Agenda Items
 - a. Title VI Program Approval Discussion – *Kristina Holcomb, Deputy CEO, briefly went through the Title VI Program with the Board*
 - b. North Texas Mobility Corporation Creation Update – *Kristina Holcomb, Deputy CEO, and Nicole Recker, VP Marketing & Communications, gave the Board an update on the North Texas Mobility Corporation creation*
 - c. First Transit Bus Contract Amendment Discussion – *Michelle Bloomer, VP of Operations, explained to the Board what the amendment to the First Transit Bus Contract entailed*
5. Convene Executive Session – *The Board did not convene into Executive Session at this time*

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.



6. Reconvene Open Session – *Not Applicable*
 - a. Reconvene and Take Necessary Action on Items Discussed during Executive Session
7. Discussion of Future Agenda Items – *Charles Emery, Chair, announced that Skip Kalb will be leaving his position on the DCTA Board effective May 1st, 2019.*
8. ADJOURN at 2:43 p.m.

The minutes of the March 28, 2018 Work Session meeting of the Board of Directors were passed and approved by a vote on this 25th day of April 2019.

Charles Emery, Chairman

ATTEST

Sara Bagheri, Secretary



Board of Directors Regular Meeting Minutes for:

March 28, 2018

Board of Directors
Regular Meeting Minutes

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

Attendance

Small Cities

Skip Kalb
Michael Savoie

Large Cities

Charles Emery, Lewisville, Chairman
Dianne Costa, Highland Village
Sara Bagheri, Denton
Carter Wilson, Frisco
Mark Miller, Flower Mound
Tom Winterburn, Corinth
Joe Perez, The Colony
Ron Trees, Little Elm

Board Members Absent

Don Hartman, Denton County
Unincorporated
Dave Kovatch, Denton County At
Large, Treasurer
Allen Harris, The Colony
Connie White, Small Cities

Legal Counsel

Pete Smith

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 2:51 p.m.*

PLEDGE OF ALLEGIANCE – *led by Tom Winterburn*

INVOCATOIN – *led by Charles Emery*

WELCOME AND INTRODUCTION OF VISITORS – *None at this time*

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 February 28, 2018.
- b. Acceptance of Monthly Financial Statements for February 2019
 - *A Motion to approve the Consent Agenda items (a and b) was made by Sarah Baheri. The motion was seconded by Dianne Costa. Motion passed unanimously by the Board*

3. REGULAR AGENDA

- a. Discussion and Approval of 2019 Title VI Program Update and approval of Resolution 19-06 – *Presented for discussion by Kristina Holcomb, Deputy CEO*
 - *A Motion to approve the Regular Agenda item (a) was made by Skip Kalb. The motion was seconded by Mark Miller. Motion passed unanimously by the Board*
- b. Discussion and Approval of DCTA Inter Local Agreement with the North Texas Mobility Corporation – *Presented for discussion by Kristina Holcomb, Deputy CEO*
 - *A Motion to approve the Regular Agenda item (b) was made by Skip Kalb. The motion was seconded by Dianne Costa. Motion passed unanimously by the Board*
- c. Discussion and Approval of Amendment to First Transit Inc. Transportation Management Services Agreement – *Presented for discussion by Michelle Bloomer, Vice President Operations*
 - *A Motion to approve the Regular Agenda item (c) was made by Michael Savoie. The motion was seconded by Skip Kalb. Motion passed unanimously by the Board*
- d. Discussion and Approval of Interlocal Cooperation Agreement with Span, Inc., for Transportation Services – *Presented for discussion by Michelle Bloomer, Vice President Operations*
 - *A Motion to approve the Regular Agenda item (d) was made by Skip Kalb. The motion was seconded by Ron Trees. 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 – *Dianne Costa briefed the Board on the visits they had in Austin, and Raymond Suarez gave thanks and recognition to Charles Emery for his Servant leadership while in Austin*
 - a. Discussion of Regional Transportation Issues
 - b. Discussion Legislative Issues
 - i. Regional – *Charles Emery noted that DCTA is active in Dallas and Tarrant Regional Transit committees*
 - ii. State
 - iii. Federal
7. CEO’S REPORT
 - a. Budget Transfers – *No budget transfers at this time*
 - b. Regional Transportation Issues – *Raymond Suarez briefly discussed how he is optimizing DCTA’s investments and has recently become a Board Member of United Way of Denton*
8. REPORT ON ITEMS OF COMMUNITY INTEREST – *Sara Bagheri briefed the Board regarding Caroline Booth’s passing and gave details of the Services. Several DCTA staff were close to her.*
- Nicole Recker, VP Marketing & Communications reminded the Board that DCTA is hosting the Opening Day, Rails to the Trails event with all the Lake Cities on April 13th as a regional initiative.
 - 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 3:08 p.m.*

The minutes of the March 28, 2018 Regular meeting of the Board of Directors were passed and approved by a vote on this 25th day of April 2019.

Charles Emery, Chairman

ATTEST

Sara Bagheri, Secretary

Board of Directors Memo

April 25, 2019

SUBJECT: Discussion and Approval of Leadership Development Services Contract

Background

A Request for Proposals was released on February 28, 2019 for Leadership Development Services. Firms were invited to submit proposals demonstrating experience working with the public sector, a track record of helping comparable organizations, and creating an authentic culture of servant leadership values in both people and systems.

On March 21, 2019, DCTA received seven (7) proposals in response to the RFP (listed in alphabetical order):

1. Licalsi Business Coaching
2. Moran Consulting, Inc.
3. Pinnacle Development Group
4. Public Information Associates
5. Strategic Government Resources
6. Traaen & Associates
7. Ziksana Consulting

The evaluation team conducted a review and evaluation of the proposals received and recommends award of the contract to Strategic Government Resources.

Identified Need

DCTA recently named new leadership (Chief Executive Officer and Deputy Chief Executive Officer) and is seeking assistance in reshaping the Agency's organizational culture and performance systems for the next phase of the agency's history in an effort to take DCTA to a higher level of service delivery and satisfaction for our customers and stakeholders.

Services the provider will provide includes but is not limited to; workshop facilitation, organizational culture and values consulting, employee recruitment and selection and onboarding processes, leadership and professional development, workplace and employee assessments, organizational process development, as well as board leadership and governance practices.

Financial Impact

The initial term of the contract shall be for three (3) years with the option to renew for two (2) additional one (1) year teams. All agency leadership development initiatives are currently budgeted for in the FY2019 Budget and will be budgeted in future fiscal year budgets.

Recommendation

Staff recommends the Board authorize the CEO to negotiate and execute a contract to Strategic Government Resources for leadership development services.



Submitted By: 
Sarah Martinez, Director of Procurement

Final Review: 
Kristina Holcomb, Deputy CEO

Approval: 
Raymond Suarez, CEO

Board of Directors Memo

April 25, 2019

SUBJECT: Discussion and Approval of Mobility-as-a-Service Contracts

Background

A Request for Proposals (RFP) was released on January 16, 2019 for Mobility as a Service (MaaS). Firms were invited to submit proposals (for both federal and non-federal funding project categories) to provide innovative mobility service to DCTA member cities, DCTA contract communities, partner organizations, as well as large employment centers and other areas as the need arises. The RFP allows DCTA to select multiple firms in the two categories, Federal and Non-Federal and to award multiple on-call contracts in each subcategory listed in the Scope of Services. Additionally, the RFP allows for other public agencies to participate in any contract award made as allowed by Texas law.

A total of 9,936 suppliers were notified via BidSync.

On March 12, 2019, DCTA received thirty-seven (37) proposals in response to the RFP. Procurement staff evaluated all proposals for conformance of the RFP requirements. Three proposals were deemed non-responsive for failing to provide required documentation. Additionally, a firm requested their proposal be withdrawn from consideration and returned.

The evaluation team conducted a review and evaluation of the remaining thirty-three (33) responsive proposals received. The RFP indicated proposals with a score less than seventy (70) points would be rejected. The evaluation team rejected two proposals that scored less than seventy (70) points and is recommending award of contracts to thirty-one (31) firms, see attached list.

Staff is requesting the Board of Directors approve the award of Mobility-as-a-Service to the thirty-one (31) firms listed on the attached list and an annual not-to-exceed contract value of \$2,400,000 for task orders issued under the master on-call contracts. The annual contract value will allow for quicker processing of task orders and allow for timely project implementation. Typically, the time required to seek Board approval is approximately 14 or more days and could delay the project implementations up to 30 days.

Identified Need

DCTA would like to select a wide range of firms to provide our agency personal mobility options, explore opportunities to optimize transportation network efficiency, define a role for alternative and emerging mobility services in transit operations, and prepare for future transportation service technologies. These services will supplement DCTA's existing transit services and provide multimodal service to areas where traditional transportation options are less effective. DCTA will execute master on-call contracts with the selected firms. A task order will be issued for each project which will outline the scope of the project and negotiated fair and reasonable rates for the specific project.

Financial Impact

The term of each on-call master contract shall be for five (5) years. All contract work is task order based and will be negotiated. Task orders will be funded from the Operating Budget and eligible task orders will be

reimbursed with grant funds.

Recommendation

Staff is recommending the Board of Directors authorize the CEO to negotiate and execute on-call Mobility-as-a-Service contracts with each of the thirty-one (31) firms listed on the attached list and a total annual contract value of \$2,400,000 for all task orders issued under the master on-call contracts.

Exhibits

The list of Selected Mobility-as-a-Service Firms is hereby attached for reference.

Submitted By:




Sarah Martinez, Director of Procurement

Final Review:



Kristina Holcomb, Deputy CEO

Approval:



Raymond Suarez, CEO

Selected Mobility-as-a-Service Firms

(listed in alphabetical order):

1. AJL International
2. Bird Rides, Inc.
3. Bubbl Investments, LLC
4. Dashboard Story, Inc. dba DUET
5. DemandTrans Solutions, Inc.
6. DoubleMap
7. Downtowner Holdings, LLC
8. Drive.ai
9. First Transit
10. Ford Smart Mobility, LLC
11. Irving Holdings
12. Iteris
13. Kapsch TrafficCom USA, Inc.
14. Lyft
15. Moovel North America
16. Moovit, Inc.
17. Muve: Quebec, Inc.
18. MV Transportation, Inc.
19. Passport Labs, Inc.
20. Quebec, Inc. dba Transit
21. RideCo
22. Rideshark Corporation
23. River North Transit, LLC (subsidiary of Via)
24. Roundtrip
25. Routematch Software, Inc.
26. SeatsX
27. Spare Labs, Inc.
28. Spare Labs, Inc. with First Transit
29. Token Transit, Inc.
30. Transdev North America
31. Transloc



Board of Directors Memo

April 25, 2019

SUBJECT: Discussion and Approval of City of Amarillo Interlocal Agreement for Gillig Bus Purchase Options

Background

In May 2015, DCTA entered into a contract with Gillig LLC to purchase heavy duty transit buses. The contract included a five-year term for the purchase of thirty-seven (37) large heavy duty buses based on the fleet plan that was in place at that time. Since then, DCTA has begun right sizing its fleet to better match the vehicle size to the type of service provided. This has resulted in the need for fewer large heavy duty buses.

As a result, DCTA has thirty (30) options remaining, for the purchase of large heavy duty buses, that expires on June 3, 2020. Based on DCTA's current and planned services, staff does not anticipate the need to purchase any additional large heavy duty buses during this time.

The City of Amarillo has requested the ability to purchase eight (8) large heavy duty buses off of DCTA's contract with Gillig. Allowing the City to take advantage of the unused options would significantly reduce the burden on the City's staff to procure the vehicles, as well as expedite the delivery of the vehicles.

Identified Need

The City of Amarillo has the need to purchase eight (8) large heavy duty buses. DCTA has unused options for the purchase of large heavy duty buses under its contract with Gillig. Allowing the City of Amarillo to use options under the existing DCTA contract would eliminate the need for the City of Amarillo to complete a full procurement process.

Committee Review

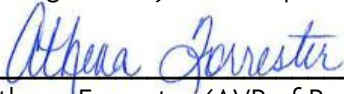
This item was presented to the Executive Committee on April 16, 2019.

Financial Impact

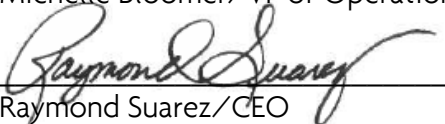
There is no financial impact to DCTA.

Recommendation

Staff recommends the Board of Directors authorize the CEO to execute an Interlocal Agreement with the City of Amarillo, allowing the City to use options assigned to DCTA to purchase Gillig buses.

Submitted By: 
Athena Forrester/AVP of Regulatory Compliance

Final Review: 
Michelle Bloomer/VP of Operations

Approval: 
Raymond Suarez/CEO



Board of Directors Memo

April 25, 2019

SUBJECT: Discussion and approval of an agreement with Retreat at Denton, LLC.

Background

Landmark Properties, a developer of multi-family/student housing complexes, is nearing completion of a new 700 plus bed complex located west of IH 35 near Apogee Stadium named Retreat at Denton. This location is currently not served by an existing UNT Shuttle route. The developer first approached the University of North Texas (UNT) to request a bus stop at the new complex for the benefit and convenience of their residents. UNT and the developer approached DCTA, as the official provider of UNT's shuttle services, to determine how best to serve this new student housing location.

Based on discussions with UNT and Retreat at Denton, DCTA is proposing to serve this new housing development with a modification to the current North Texan shuttle route. This modification would result in the North Texan serving Retreat at Denton as well as the UNT Annex and Intramural Fields located off of Precision Drive. Retreat at Denton has agreed to cover the additional fuel costs associated with the new route, in the amount of \$13,000 annually, which may be adjusted in future years based on the consumer price index (CPI) for fuel.

Identified Need

As DCTA continues to expand services, these type of arrangements may become more common. Staff is requesting authority to authorize the CEO to negotiate and execute agreements in the future without further Board action.

Committee Review

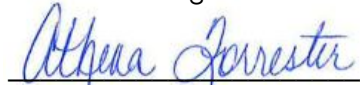
This was presented to the Executive Committee on April 16, 2019.

Financial Impact

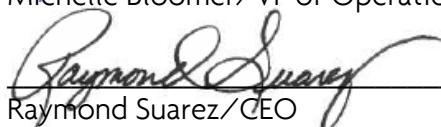
The property owner has agreed to an annual contribution of \$13,000 to offset the cost of the services.

Recommendation

Staff is requesting the Board authorize the CEO to execute the agreement with The Retreat at Denton, LLC., and authorize the CEO to negotiate and execute future agreements.

Submitted By: 
Athena Forrester, AVP of Regulatory Compliance

Final Review: 
Michelle Bloomer/VP of Operations

Approval: 
Raymond Suarez/CEO



Board of Directors Memo

April 25, 2019

SUBJECT: RM 4(e) Discussion and Approval of New Agency Policies

Background

The DCTA Employee Handbook provide employees an understanding of DCTA's personnel policies and currently does not outline policies and procedures relating to access to agency facilities, social media utilization or media relations protocols.

Identified Need

DCTA staff has worked with the agency's legal counsel and should adopt clear and concise policies to address any areas of risk which could affect the safety of agency operations and employees as well as the agency's reputation and brand.

Financial Impact

The implementation of these policies will not cause a financial impact.

Recommendation

DCTA Staff recommends the Board approve the proposed policies for inclusion in the DCTA Employee Handbook

Exhibits

Exhibit 1: Access to Premises Policy

Exhibit 2: Social Media Policy

Exhibit 3: Media Relations Policy

Submitted By: Nicolem Recker
Nicole Recker, VP of Marketing & Communications

Approval: Kristina Holcomb
Kristina Holcomb, Deputy CEO

ACCESS TO PREMISES POLICY

PURPOSE:

The Denton County Transportation Authority (DCTA) prioritizes the safety and well-being of its employees and the communities it serves. Because DCTA has been entrusted to provide safe and time-sensitive services to the public, it is imperative that DCTA maintain a safe and productive working environment. To that end, this policy establishes rules for controlling physical access to DCTA's facility.

COVERAGE:

This policy applies to all DCTA employees, contractors, visitors, and members of the public.

POLICY:

DCTA prohibits unauthorized individuals from entering Secure Areas of all DCTA facilities, including the bus/rail yard(s), maintenance bays, railroad tracks, administrative facilities (other than public reception areas and community/board rooms) and areas requiring card, fingerprint, or key code access. From time to time, access to Secure Areas may not be completely secure due to business necessity or malfunction. All such areas shall remain restricted-access Secure Areas at all times.

Only on-duty employees who have a legitimate business reason may enter Secure Areas of DCTA's premises. On duty employees are expected to remain in their assigned work area unless otherwise instructed or authorized by a supervisor.

Non-employees are not permitted inside Secure Areas of the facility. Employees are not permitted to bring visitors in Secure Areas unless given authorization to do so. Authorized visitors must always be accompanied by an on-duty employee while inside Secure Areas.

Off-duty employees, visitors, and other non-employees are permitted in public reception areas, community/board rooms, public parking lots, and other non-secure areas designated for public access. All individuals on DCTA's premises are expected to conduct themselves in a safe manner which does not disrupt DCTA operations at any time.

ENFORCEMENT:

Any employee found to have violated this policy or engaged in conduct that indirectly causes a violation of this policy shall be subject to discipline up to and including discharge.

EMPLOYEE SOCIAL MEDIA POLICY

PURPOSE.

As a vital community resource, DCTA and its services are discussed every day in online conversations. DCTA wishes to ensure these discussions are accurate and promote a safe and productive working environment. As such, this policy has been developed to provide guidelines to employees about their use of social media as it relates to DCTA.

DEFINITION.

For purposes of this policy, “social media” shall mean official DCTA websites and all forms of online community activities such as online social networks (e.g. Facebook), professional networking websites (e.g. LinkedIn), message boards (e.g. Twitter), video and photo sharing (e.g. YouTube, Pinterest and Instagram), blogs, Wikis, chat rooms, and online forums.

COVERAGE.

This policy applies to all DCTA employees (including temporary employees), contractors, representatives, and agents.

POLICY.

DCTA takes no position on an employee’s decision to participate in social networking Activities such as Facebook, Twitter, Instagram, Pinterest, YouTube, LinkedIn, personal blog, etc. However, certain activities on the part of employees can be grounds for disciplinary action if they have the effect of impairing the work of any employee; harassing, demeaning, or threatening another employee; threatening harm to DCTA or DCTA property; creating a hostile work environment; disrupting orderly operations; disrupting the flow of work; interfering with DCTA’s right to maintain discipline and order in the workplace; interfering with a workplace investigation; or harming the goodwill and reputation of DCTA.

In the area of social media, employees may use such media in any way they choose as long as such use does not produce the adverse consequences noted above. For this reason, DCTA reminds its employees that the following guidelines apply in their use of social media, both on and off duty:

- Employees must use DCTA technological resources primarily for company purposes. Incidental use of any technological resources, including social media, to transmit personal messages and information will be treated no differently than other messages and information and may be accessed, reviewed, copied, or disclosed by DCTA.
- DCTA reserves the right to monitor employee use of social media sites accessed on agency equipment. Users should have no expectation of privacy or confidentiality when using these resources.

Social Media Usage on Behalf of the Agency

Official DCTA social media sites and programs are to be established, managed, and updated by the Marketing and Communications department under the direction of the Vice President of Marketing and Communications. DCTA employees may not create or manage a social media site for the purposes of communicating DCTA information to the news media, riders, general public, or an external or internal audience.

Employees approved to represent DCTA online must adhere to DCTA's social media guidelines outlined in the Marketing and Communications department's social media policy document.

Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees must refer all such requests to DCTA's Marketing and Communications department.

Although DCTA limits who can represent the Authority online via its official social media accounts, everyone working for DCTA should consider themselves a representative of DCTA within the community.

Personal Social Media Use

Employees are not permitted to engage in personal use of social media during work time. During breaks or while waiting to be engaged to work, employees are permitted to use social media in accordance with this policy.

Employees who use social media in their time off, is a reflection on the employee and on DCTA. Therefore, DCTA encourages employees' behavior online, even when off duty or not working, to be consistent with DCTA's core values and social media guidelines.

Employees engaging on personal social media platforms that mention DCTA in their posts, images, etc. are subject to following guidelines:

- Employees are prohibited from harassing, threatening, coercing, bullying, or demeaning another employee;
- Employees are prohibited from providing dishonest or misleading information about DCTA, DCTA employee(s), or DCTA services;
- Employees are prohibited from threatening harm to DCTA or DCTA property;
- Employees are prohibited from using social media while in work time or in a manner that would pose a safety risk to other employees, DCTA property, or a member of the public;
- Employees are prohibited from misleading the public to believe their personal beliefs or opinions are the official position of DCTA;



- Employees are not permitted to publish, post or release any information that is considered confidential or non-public. If there are questions about what is considered confidential, employees should check with the Human Resources Department and/or their supervisor.
- Employees are prohibited from using the following in social media or for any commercial use without DCTA’s prior consent:
 - a. DCTA logos;
 - b. Pictures taken in non-public areas, secure areas, or security sensitive areas;
 - c. Pictures of any activity, facility, vehicle, or equipment that contains security sensitive information.

Employees contributing commentary to a blog or other social media site who identify themselves as a DCTA employee are asked to provide a clear disclaimer that the views expressed are the author’s alone, and do not represent the views of DCTA. Information that is published on such personal online sites should never be attributed to DCTA and should not appear to be endorsed by or originated from DCTA.

Employees should be mindful that connections made with other DCTA employees on personal social networking sites may have an impact on working relationships, whether or not an individual chooses to associate their employment with DCTA in their personal online networking activity. Further, employees should be advised that their social media posts are considered official statements of the employee, which may be used in connection with official DCTA investigations or proceedings.

ENFORCEMENT.

DCTA reserves the right to remove content that is deemed in violation of this policy or any applicable law. Violations of this policy may result in disciplinary action.

DCTA EMPLOYEE SOCIAL MEDIA POLICY ACKNOWLEDGMENT

By signing below, I understand and acknowledge that I have received, read, understood and agreed to comply with DCTA’s employee social media policy and guidelines.

Employee’s Name (Please Print)

Employee’s Signature

Date

DCTA MEDIA RELATIONS POLICY

PURPOSE:

Responding accurately and appropriately to media inquiries involving developing events can be vital to the success of DCTA (“the agency”) and the services it provides. Providing such accurate and appropriate responses to media inquiries often demands that only a prepared spokesperson comments on behalf of DCTA. Further, because DCTA provides services that require the public trust, it is imperative that only accurate information be disseminated by DCTA employees, contractors and representatives.

COVERAGE:

This policy applies to all DCTA employees (including temporary employees), contractors, representatives and agents.

POLICY:

Only designated spokespersons for DCTA are permitted to respond to media inquiries on behalf of the agency. Employees are prohibited from providing any statement or comment to the media for or on behalf of DCTA, unless they are given express authorization to speak to the media on behalf of the agency. Should an employee be contacted by the media, the employee should promptly notify the identified staff in the Marketing and Communications Department.

DCTA discourages employees from discussing DCTA operations, customers or their employment with the media; any and all issues or concerns regarding DCTA or the terms and conditions of employment should be addressed through established internal procedures. Additionally, employees should be mindful of the rights and safety of fellow DCTA employees and members of the communities we serve.

ENFORCEMENT:

Employees who speak on behalf of DCTA to the media, without express authorization to do so, shall be subject to discipline up to and including discharge. An employee who provides false information or makes malicious statements to the media regarding DCTA or DCTA’s services, operations, customers, or employees, even when doing so on their own behalf, may be subject to discipline up to and including discharge.

Nothing contained herein is intended to infringe on employees’ federal rights under Section 7 of the National Labor Relations Act.



Board of Directors Memo

April 25, 2019

SUBJECT: RM 4(f) Discussion and Approval of Swiftly Contract Renewal

Background

Swiftly is a software platform that enables staff to instantly pinpoint where and when performance issues are occurring by visualizing and understanding system performance, including on-time performance, running times, historical vehicle speed heat maps, and more. DCTA's bus operations currently has access to multiple Swiftly modules including Real-Time Passenger Information Module, Live Map Module, Open Data APIs, a Passenger Facing Website, GPS Playback Module, and the On-Time Performance Module through the First Transit rail contract.

Identified Need

Swiftly for Rail Operations was included as an innovation in the First Transit rail contract in October 2016. It was offered at no additional charge as an alternative to the existing Where's My Ride automatic vehicle location (AVL) product. After parallel testing of the two systems, Swiftly was determined to be a better solution for DCTA bus and rail operations. DCTA bus operations procured the runtime and speed map modules for Swiftly in November 2018 and would like to combine the expenditures of the main modules with the newly procured ones for more seamless contract management.

Financial Impact

The expenditures will be \$68,400 per year for a two-year term. Total expenditure will be \$136,800. This initial term cost is included in the current operating budget. Subsequent expenditures for future years will be included in the operating budget.

Recommendation

Staff recommends the Board approve award of the agreement with Swiftly and authorize the CEO to execute an agreement.

Submitted By:

Rusty Comer, Business Manager, Bus Operations

Approval:

Michelle Bloomer, Vice President of Operations