



Board of Directors Regular Meeting

JUNE 20, 2019 | 2:30 p.m.

**or immediately following Board Work Session scheduled at 1:30 p.m. on June 20, 2019*

To be held at Denton County Transportation Authority | Administrative Boardroom
1955 Lakeway Drive, Suite 260, Lewisville, Texas 75057

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

RECOGNITION OF CHARLES EMERY

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 May 23, 2019
- b. Acceptance of Monthly Financial Statements – May 2019

3. REGULAR AGENDA

- a. Discussion and Approval of Proposed Service Changes for August 2019
- b. Discussion and Approval of Proposed Fare Changes for University Pass Program
- c. Discussion and Approval of Interlocal Agreement with City of Corinth for a Station Concept and Estimate Development through DCTA's Lockwood, Andrews, Newnam, Inc. Contract
- d. Discussion and approval of Resolution R19-09 authorizing FY2019 Budget Amendment Number 2019-12: Revised Operating Budget Amendment for Phase 1 of the Corinth Study Expense and Revenue
- e. Discussion and Approval of Task Order for City of Corinth for a Station Concept and Estimate Development through DCTA's Lockwood, Andrews, Newnam, Inc. Contract
- f. Discussion and Approval of Proposed Information Technology Acceptable Use Policy

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

Board Members:

Dianne Costa, Highland Village, *Vice Chair*
Dave Kovatch, Denton County, *Treasurer*
Mayor Chris Watts, Denton
TJ Gilmore, Lewisville
Don Hartman, Denton County

Non-Voting Board Members:

Tom Winterburn, 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 6/14/2019 at 1:43 PM.


Brandy Pedron, Executive Administrator | Open Records



Board of Directors Work Session Meeting Minutes for:

May 23, 2019

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 Dianne Costa, Vice Chair presiding on May 23, 2019 at 1955 Lakeway Drive, Suite 260, Lewisville, Texas 75057.

Attendance

Voting Members

Dianne Costa, Vice Chair, Highland Village
Mayor Chris Watts, Denton
TJ Gilmore, Lewisville
Don Hartman, Denton County
Shannon Joski, Alternate, Denton County

Non-voting Members

Allen Harris, The Colony
Ron Trees, Little Elm
Tom Winterburn, Corinth
Mark Miller, Flower Mound
Connie White, Small Cities
Michael Savoie, Small Cities @ 2:17

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
Michelle Bloomer, Vice President, Operations

Other DCTA Staff Attendees

Adrienne Hamilton, Communications Manager
Lindsey Baker, Director of Strategic Partnerships
Athena Forrester, Assistant Vice President of
Regulatory Compliance
Sarah Martinez, Director of Procurement
Chrissy Nguyen, Senior Accountant
Ann Boulden, Director of Capital Development
Brandy Pedron, Executive Administrator

CALL TO ORDER: *Vice Chair, Dianne Costa, called the meeting to order and announced the presence of a quorum at 1:31 p.m.*

The Board and DCTA Staff made introductions around the table.

1. Monthly Financial Reports – *No further discussion*

- a. Financial Statements for April 2019 – *Marisa Perry reported the following: The reports presented for the period ending April 30, 2019 include the Statement of Change in Net Position, Statement of Net Position, and Capital Projects Fund. These reports provided a comparison of budget vs. actual for the fiscal year as of the current month. Major variances between year-to-date budget and year-to-date actuals were reported as: Passenger revenues at a YTD favorable by \$233k; Contract Service revenues at a YTD unfavorable by (\$266k); Federal/State Grants-Capital YTD favorable by \$27k; and Federal/State Grants-Operating YTD unfavorable by (\$733k). Sales Tax revenue was not yet received and was accrued for the month based on budget; sales tax generated in April will be received in June.*
- b. Capital Projects Budget Report for April 2019 – *Capital Projects Budget report presented to the Board*
- c. Monthly Sales Tax Receipts – *Marisa Perry reported the following: Sales tax represents the single largest source of revenue for DCTA at 64.13% for the Fiscal Year 2019 budget. The annual sales tax budget for FY19 is \$28,450, 180. Because of its importance in funding of DCTA's ongoing operations, the Board adopted a Budget Contingency Plan that outlines the Agency's response when declines in sales tax hit a specific target. Sales tax reports were presented to the Board.*

- d. Monthly Mobility-as-a-Service (MaaS) Update – *Raymond Suarez gave a brief explanation of what Mobility-as-a-Service is and how it works. Monthly update on MaaS commitments, activities and expenditures was reported as follows: this month, three contracts were fully executed to Quebec, Inc. dba Transit; Dashboard Story, Inc. dba DUET; and DemandTrans Solutions, Inc. All other contracts are being reviewed and are pending signatures. No task orders have been issued to date. Board member Watts and Gilmore requested a background and overview of MaaS be presented at the next meeting.*

2. Update and Discussion Regarding Agency Initiatives / Intent

- a. Improving Efficiencies and Maximizing City's Return on Investment
 - i. 86th Legislative Session Activities Update and Next Steps – *Lindsey Baker reported the following: The Texas State Legislature passed Senate Bill 1066 on May 8, transmitting the bill to the Governor's desk the same day. Governor Abbott signed the bill on May 20. DCTA is working with Legal to update the DCTA Board of Directors Bylaws and identify next steps. Because the effective date of the legislation fell before this scheduled Board meeting, this meeting was conducted under the new configuration.*
 - ii. Cost Model/ELAP Status Update – *Marisa Perry gave a brief update on TTI Cost Model and ELAP Status Update and informed the Board that the DCTA has scheduled a Stakeholder feedback meeting with TTI on July 19, 2019.*
 - iii. North Texas Xpress Point-In-Time Survey Update – *Adrienne Hamilton briefly reported on the North Texas Xpress Point-In-Time Survey*
 - iv. Citizens Advisory Team (CAT) Meeting Recap Report – *Adrienne Hamilton provided a report on the CAT meeting and gave a brief update*
- b. Assessing Everything We Do with Innovation
 - i. North Texas Mobility Corporation (NTMC) Update – *Kristina Holcomb provided a brief update on NTMC. Board member Watts and Gilmore requested an overview of NTMC be presented at the next meeting.*
- c. Local and Regional Transit System Growth
 - i. Corinth Area Planning Update – *Kristina Holcomb provided an update by PowerPoint presentation on Phase I and Phase II. The Interlocal Agreement will be taken to the Corinth Council tonight and the ILA will then be presented to the DCTA Board in June.*
 - ii. Regional Rail Update – *Raymond Suarez provided the Board with a brief update on Regional Rail initiatives.*

3. Discussion and Review of Regular Board Meeting Agenda Items

- a. Task Order with Lockwood Andrews and Newnam for Track Study for Phase III of PTC – *Michelle Bloomer reported that DCTA will be taking the task order or LAN for Track Study for Phase III of PTC to the Regular Board meeting for motion and approval. LAN will evaluate the track curves to determine if modifications can be made to the existing operating speeds.*
- b. Elderly and Disabled Service for Lewisville Residents to Flower Mound – *Michelle Bloomer reported the DCTA will be taking Resolution R19-08 Authorizing the CEO to Expand Lewisville Elderly and Disabled Services to Designated Areas in Flower Mound to the Regular Board meeting for motion and approval.*
- c. Amendment to North Texas Mobility Corporation (NTMC) Bylaws – *Marisa Perry and Kristina Holcomb reported that DCTA will be taking Resolution R19-07 Approving North Texas Mobility Corporation Resolution 2019-N007 Bylaw Amendment to alter the bylaws wording.*



4. Convene Executive Session – *The Board convened into executive session at 2:47 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 – *The Board Work Session reconvened into open session at 3:28 p.m.*
 - a. Reconvene and Take Necessary Action on Items Discussed during Executive Session – *no action was taken*
6. Discussion of Future Agenda Items
 - a. Board Member Requests – *Board member Watts and Gilmore requested an NTMC side-by-side overview and a MaaS scope and scale overview at the next Work Session meeting.*
7. ADJOURN at 3:34 p.m.

The minutes of the May 23, 2019 Work Session meeting of the Board of Directors were passed and approved by a vote on this 20th day of June 2019.

Dianne Costa, Vice Chair

ATTEST

Dave Kovatch, Treasurer



Board of Directors Regular Meeting Minutes for:

May 23, 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 Dianne Costa, Vice Chair presiding on May 23, 2018 at 1955 Lakeway Drive, Suite 260, Lewisville, Texas 75057.

Attendance

Voting Members

Dianne Costa, Vice Chair, Highland Village
Mayor Chris Watts, Denton
TJ Gilmore, Lewisville
Don Hartman, Denton County
Shannon Joski, Alternate, Denton County

Non-voting Members

Allen Harris, The Colony
Ron Trees, Little Elm
Tom Winterburn, Corinth
Mark Miller, Flower Mound
Connie White, Small Cities
Michael Savoie, Small Cities @ 2:17

Legal Counsel

Kevin Laughlin

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Michelle Bloomer, Vice President, Operations

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Adrienne Hamilton, Communications Manager
Lindsey Baker, Director of Strategic Partnerships
Athena Forrester, Assistant Vice President of
Regulatory Compliance
Sarah Martinez, Director of Procurement
Chrissy Nguyen, Senior Accountant
Ann Boulden, Director of Capital Development
Brandy Pedron, Executive Administrator

CALL TO ORDER: *Dianne Costa, Vice Chair, called the meeting to order and announced the presence of a quorum at 3:45 p.m.*

PLEDGE OF ALLEGIANCE – *led by Connie White*

INVOCATOIN – *led by Dianne Costa*

WELCOME AND INTRODUCTION OF VISITORS – *Visitors in the gallery introduced themselves*

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 April 25, 2019
- b. Acceptance of Monthly Financial Statements – April 2019
- c. Approval of Budget Revision 2019-09 Fuel Tank/Bus Fueling Island
 - *A Motion to approve the Consent Agenda items (a and c) was made by Don Hartman. The motion was seconded by TJ Gilmore. Motion passed unanimously by the Board with no abstentions.*

3. REGULAR AGENDA

- a. Discussion and Approval of Task Order no. 7 with Lockwood Andrews and Newnam (LAN) for PTC Phase III Track Study was presented to the Board for approval as previously discussed and presented in the Work Session
 - *A Motion to approve the Regular Agenda item (a) was made by Mayor Chris Watts. The motion was seconded by TJ Gilmore. Motion passed unanimously by the Board with no abstentions.*
- b. Discussion and Approval of Resolution R19-08 Authorizing the CEO to Expand Lewisville Elderly and Disabled Services to Designated Areas in Flower Mound was presented to the Board for approval as previously discussed and presented in the Work Session
 - *A Motion to approve the Regular Agenda item (b) was made by Shannon Joski. The motion was seconded by Mayor Chris Watts. Motion passed unanimously by the Board with no abstentions as a Super Majority Vote*
- c. Discussion and Approval of Resolution R19-07 Approving North Texas Mobility Corporation (NTMC) Resolution 2019-N007 Bylaw Amendment was presented to the Board for approval as previously discussed and presented in the Work Session
 - *A Motion to approve the Regular Agenda item (c) was made by TJ Gilmore. The motion was seconded by Don Hartman. Motion passed unanimously by the Board with no abstentions.*

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 – *Not applicable*

- a. Reconvene and Take Necessary Action on Items Discussed during Executive Session.

6. CHAIR REPORT

- a. Discussion of Regional Transportation Issues – *Dianne Costa will be attending RTC meeting in Charles Emery place.*
- b. Discussion Legislative Issues – *no discussion at this time*
 - i. Regional State
 - ii. Federal

7. CEO'S REPORT

- a. Budget Transfers – *One budget transfer for the LGC as previously discussed*
- b. Regional Transportation Issues – *no discussion at this time*

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.
 - *Dianne Costa reminded the Board of the Rail to Trail Event taking place this weekend on June 1st.*



- *TJ Gilmore read a proclamation to the Board regarding Charles Emery Day.*
- *Shannon Joski announce to the Board that the County Commissioners Court will be recognizing Charles Emery for his service on May 21st.*

9. ADJOURN – *The meeting was adjourned at 4:01 p.m.*

The minutes of the May 23, 2019 Regular meeting of the Board of Directors were passed and approved by a vote on this 20th day of June 2019.

Dianne Costa, Vice Chair

ATTEST

Dave Kovatch, Treasurer

Board of Directors Memo

June 20, 2019

SUBJECT: Discussion and Approval of Proposed Service Changes for August 2019

Background

DCTA monitors and reviews the performance of its services systemwide on a regular and ongoing basis. Based on these reviews, staff develops recommendations for service modifications to improve service efficiency and effectiveness. Service modifications are generally implemented two times a year, in January and August.

The recommended service changes being proposed for implementation on August 26, 2019 were developed in consultation with the Board, customers, frontline operations staff, DCTA staff, and the community at-large. The recommendations were initially presented to the Program Services Committee on January 15 and March 19, 2019, and the Executive Committee on June 12. A series of public meetings were also held in May 2019 to solicit stakeholder and public feedback. A copy of the online presentation summarizing the service changes, and the Open House Recap Report, are provided as Attachment 1 and Attachment 2 for reference.

Recommended Service Changes

A-train

Recommend adjustments to the A-train schedule and the addition of mid-day service. Implementation of Positive Train Control (PTC) results in additional travel time, outside of the current published schedule. The recommended schedule adjustments will reflect actual travel times with PTC and ensure continued on-time performance. The addition of mid-day service, four (4) northbound and four (4) southbound trains, will provide improved frequency during the mid-day, allow for a more consistent headway throughout the majority of the day, improve meets with the Green Line at Trinity Mills, and ensure that all Green Line meets travel all the way to Downtown Dallas.

Denton Connect, Lewisville Connect, Highland Village Connect Shuttle, and NCTC Shuttle Service

In conjunction with the proposed service and schedule changes to the A-train, staff is recommending minor schedule modifications to all Denton Connect, Lewisville Connect, Highland Village Connect Shuttle, and the North Central Texas College (NCTC) North and South Shuttle routes, to ensure continued and enhanced connectivity between the A-train and DCTA's routes. In addition, staff recommending:

- Additional schedule modifications to Denton Connect Route 5 that results in increased frequency from 29 to 19 minutes during peak and from 60 to 40 minutes during off-peak.
- Route and schedule modifications to Denton Connect Route 6 to improve on-time performance. Reroute the section north of University from Bell to Locust and Elm. This section of Bell would still be served by Route 5, would offer additional service along Elm and Locust, and improve on-time performance of Route 6.

University of North Texas (UNT) Shuttle Service

Minor modifications to the schedules for the Centre Place and Discovery Park shuttles to better meet class start/end times. Adjust the schedule of the Mean Green Night Rider to account for delays due to construction. In addition, staff is recommending:

- Modifying the Mean Green so that two (2) buses run in the current direction (clockwise), and one (1) bus runs in the opposite direction. Due to the presence of one-ways streets along the route, the counterclockwise route would move from Hickory to Oak and from Maple to Eagle. No existing stops would be impacted.
- Rerouting the North Texan to add service along Precision Drive. This would add service to the UNT Intramural Fields, UNT Annex, and the Retreat at Denton (a new 700 plus bed multi-family residential development).



While this reroute would remove the North Texan stop at Victory Hall, this location would still be served by the Eagle Point route.

Title VI

As a recipient of Federal Transit Administration funding, DCTA is required to conduct a Title VI equity analysis for service changes that meet the agency's definition of a major service change. Of the proposed service changes outlined above, the proposed modifications to the Denton Connect Route 5, UNT North Texan Shuttle, and UNT Eagle Point Shuttle meet the definition of a major service change.

Because the low-income and minority populations affected by these three routes are higher than DCTA's service area average, the proposed service changes will have both a disparate and disproportionate burden based on DCTA's Title VI Policy. However, when compared to current service, the proposed service modifications to all three routes improves service to these populations. The full report is provided as Attachment 3.

Financial Impact

The recommended service changes are included in the FY 2019 Budget, and future year expenses were included in the contract assumptions and Financial Plan.

Recommendation

Staff recommends the Board approves implementation of the proposed service changes for August 26, 2019.


Exhibits

Attachment 1 - 2019 May Open House Meeting Presentation

Attachment 2 - 2019 May Open House Meeting Recap Report

Attachment 3 - Technical Memorandum - Equity Analysis: August 2019 Proposed Service Changes

Submitted by:


Michelle Bloomer
Vice President, Operations

Reviewed by:


Athena Forrester
AVP, Regulatory Compliance / Title VI Coordinator

Final Review:


Raymond Suarez
CEO



May 2019 Open House Meeting Topics

Presentation Live Online: 5/1 – 5/31

A-train Service Changes



Proposed A-train Schedule

Proposed Changes:

- Modified schedule to allow for Positive Train Control (PTC) implementation, resulting in a minor increase in travel time
- Additional mid-day service, including four northbound and four southbound train schedules



PROPOSED Northbound A-train Schedule (August 26, 2019 Implementation)								
		Green Line (Arrives)	Trinity Mills Station	Hebron Station	Old Town Station	HV/LL Station	MedPark Station	DDTC (Arrives)
	Train #	1	1	2	3	4	5	6
AM	5302				4:10	4:18	4:34	4:41
	5304				4:40	4:48	5:04	5:11
	5306	5:00			5:10	5:18	5:34	5:41
	5908	5:00	5:27	5:33	5:40	5:48	6:04	6:11
	5910	5:55	5:57	6:03	6:10	6:18	6:34	6:41
	5912	6:18	6:27	6:33	6:40	6:48	7:04	7:11
	5914	6:43	6:57	7:03	7:10	7:18	7:34	7:41
	5916	7:18	7:27	7:33	7:40	7:48	8:04	8:11
	5918	7:48	7:57	8:03	8:10	8:18	8:34	8:41
	5920	8:18	8:27	8:33	8:40	8:48	9:04	9:11
	5922	8:48	8:57	9:03	9:10	9:18	9:34	9:41
	5924	9:18	9:27	9:33	9:40	9:48	10:04	10:11
	5926	9:46	9:57	10:03	10:10	10:18	10:34	10:41
	5928	10:24	10:27	10:33	10:40	10:48	11:04	11:11
	5930	10:44	10:57	11:03	11:10	11:18	11:34	11:41
	5932	11:24	11:27	11:33	11:40	11:48	12:04	12:11
	5934	11:44	11:57	12:03	12:10	12:18	12:34	12:41
PM	5936	12:24	12:27	12:33	12:40	12:48	13:04	13:11
	5938	12:44	12:57	13:03	13:10	13:18	13:34	13:41
	5340				13:40	13:50	14:09	14:16
	5942	13:44	14:02	14:08	14:15	14:23	14:39	14:46
	5944	14:24	14:32	14:38	14:45	14:53	15:09	15:16
	5946	14:44	15:02	15:08	15:15	15:23	15:39	15:46
	5948	15:24	15:32	15:38	15:45	15:53	16:09	16:16
	5950	15:55	16:02	16:08	16:15	16:23	16:39	16:46
	5952	16:24	16:32	16:38	16:45	16:53	17:09	17:16
	5954	16:59	17:02	17:08	17:15	17:23	17:39	17:46
	5956	17:29	17:32	17:38	17:45	17:53	18:09	18:16
	5958	17:59	18:02	18:08	18:15	18:23	18:39	18:46
	5960	18:29	18:32	18:38	18:45	18:53	19:09	19:16
	5962	18:44	19:02	19:08	19:15	19:23	19:39	19:46
	5964	19:24	19:32	19:38	19:45	19:53	20:09	20:16
	5966	19:44	20:02	20:08	20:15	20:23	20:39	20:46
	5968	20:24	20:32	20:38	20:45	20:53	21:09	21:16
	5970	22:24	22:32	22:38	22:45	22:53	23:09	23:16
	DHNB04		20:48	20:54				
	DHNB06		21:18	21:24				
	DHNB08		21:48	21:54				
	DHNB10		22:18	22:24	OR	DHNB12	0:18	0:24

*** This color indicates trains that only run on Friday nights only

PROPOSED Southbound A-train Schedule (August 26, 2019 Implementation)								
		DDTC (Departs)	MedPark Station	HV/LL Station	Old Town Station	Hebron Station	Trinity Mills Station	Green Line (Departs)
	Train #	6	5	4	3	2	1	1
AM	5901	4:56	5:02	5:18	5:25	5:31	5:38	5:43
	5903	5:26	5:32	5:48	5:55	6:01	6:08	6:13
	5905	5:56	6:02	6:18	6:25	6:31	6:38	6:43
	5907	6:26	6:32	6:48	6:55	7:01	7:08	7:14
	5909	6:56	7:02	7:18	7:25	7:31	7:38	7:43
	5911	7:26	7:32	7:48	7:55	8:01	8:08	8:16
	5913	7:56	8:02	8:18	8:25	8:31	8:38	8:50
	5915	8:26	8:32	8:48	8:55	9:01	9:08	9:10
	5917	8:56	9:02	9:18	9:25	9:31	9:38	9:50
	5919	9:26	9:32	9:48	9:55	10:01	10:08	10:10
	5921	9:56	10:02	10:18	10:25	10:31	10:38	10:50
	5923	10:26	10:32	10:48	10:55	11:01	11:08	11:10
	5925	10:56	11:02	11:18	11:25	11:31	11:38	11:50
	5927	11:26	11:32	11:48	11:55	12:01	12:08	12:10
PM	5929	11:56	12:02	12:18	12:25	12:31	12:38	12:50
	5931	12:26	12:32	12:48	12:55	13:01	13:08	13:10
	5933	12:56	13:02	13:18	13:25	13:31	13:38	13:50
	5935	13:26	13:32	13:50	13:59	14:08	14:15	14:30
	5937	14:01	14:07	14:23	14:30	14:36	14:43	14:50
	5939	14:31	14:37	14:53	15:00	15:06	15:13	15:26
	5941	15:01	15:07	15:23	15:30	15:36	15:43	15:56
	5943	15:31	15:37	15:53	16:00	16:06	16:13	16:26
	5945	16:01	16:07	16:23	16:30	16:36	16:43	16:56
	5947	16:31	16:37	16:53	17:00	17:06	17:13	17:30
	5949	17:01	17:07	17:23	17:30	17:36	17:43	17:48
	5951	17:31	17:37	17:53	18:00	18:06	18:13	18:30
	5953	18:01	18:07	18:23	18:30	18:36	18:43	18:50
	5955	18:31	18:37	18:53	19:00	19:06	19:13	19:30
	5957	19:01	19:07	19:23	19:30	19:36	19:43	19:50
	5959	19:31	19:37	19:53	20:00	20:06	20:13	20:30
	5961	20:01	20:07	20:23	20:30	20:36	20:43	20:50
	5963	20:31	20:37	20:53	21:00	21:06	21:13	21:30
	5965	21:01	21:07	21:23	21:30	21:36	21:43	21:57
	5967	21:31	21:37	21:53	22:00	22:06	22:13	22:27
	*5969	23:31	23:37	23:53	0:00	0:06	0:13	0:29

*** This color indicates trains that only run on Friday nights only

5969 the Green Line will terminate at Buchman Station

Denton Connect Route Changes

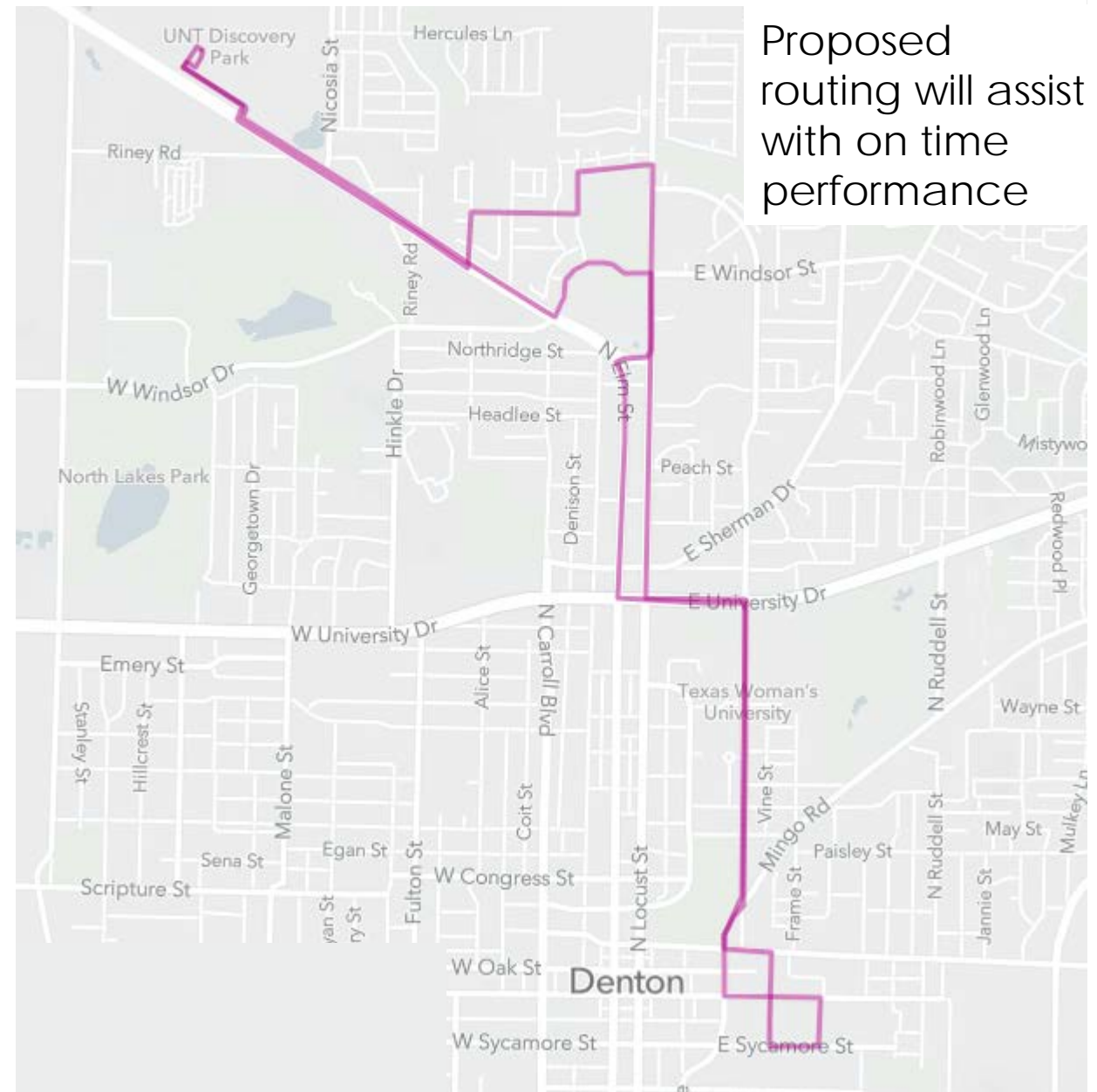


ROUTE 6

Current Denton Connect Route



Proposed



Denton Enterprise Airport Zone Expansion



Expansion to Denton Enterprise Airport Zone

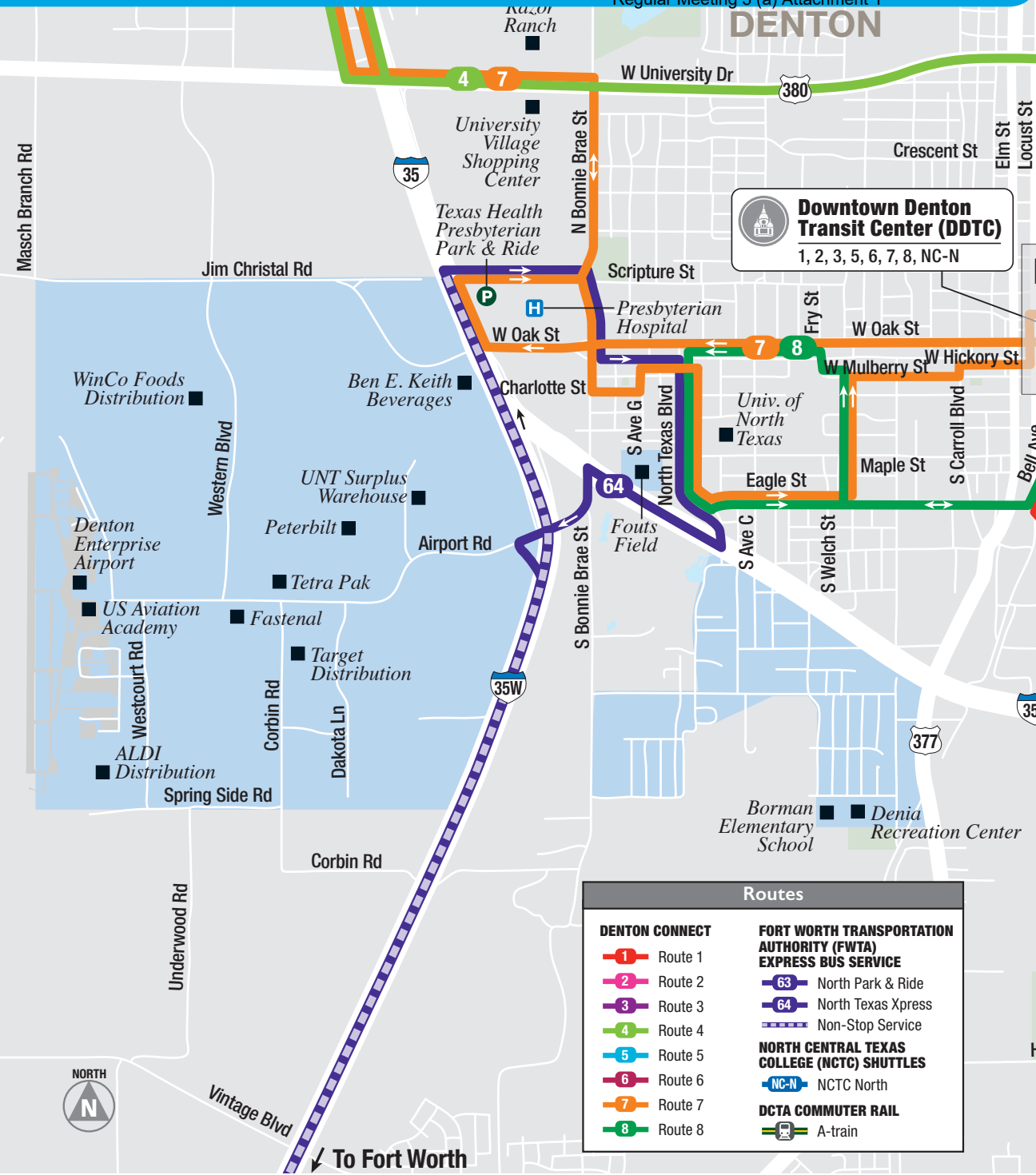
- Launching May 13
- New Zone Boundaries:
 - I-35E
 - North Texas Blvd
 - Highland Park Road
 - Willowwood Street
 - Bonnie Brae Street
 - Highland Park Road
 - Kendolph Drive
 - McCormick Street
 - South of Parvin Street (to cover Denia Recreation Center)
 - West of Fort Worth Drive
 - South of I-35E



Airport Zone

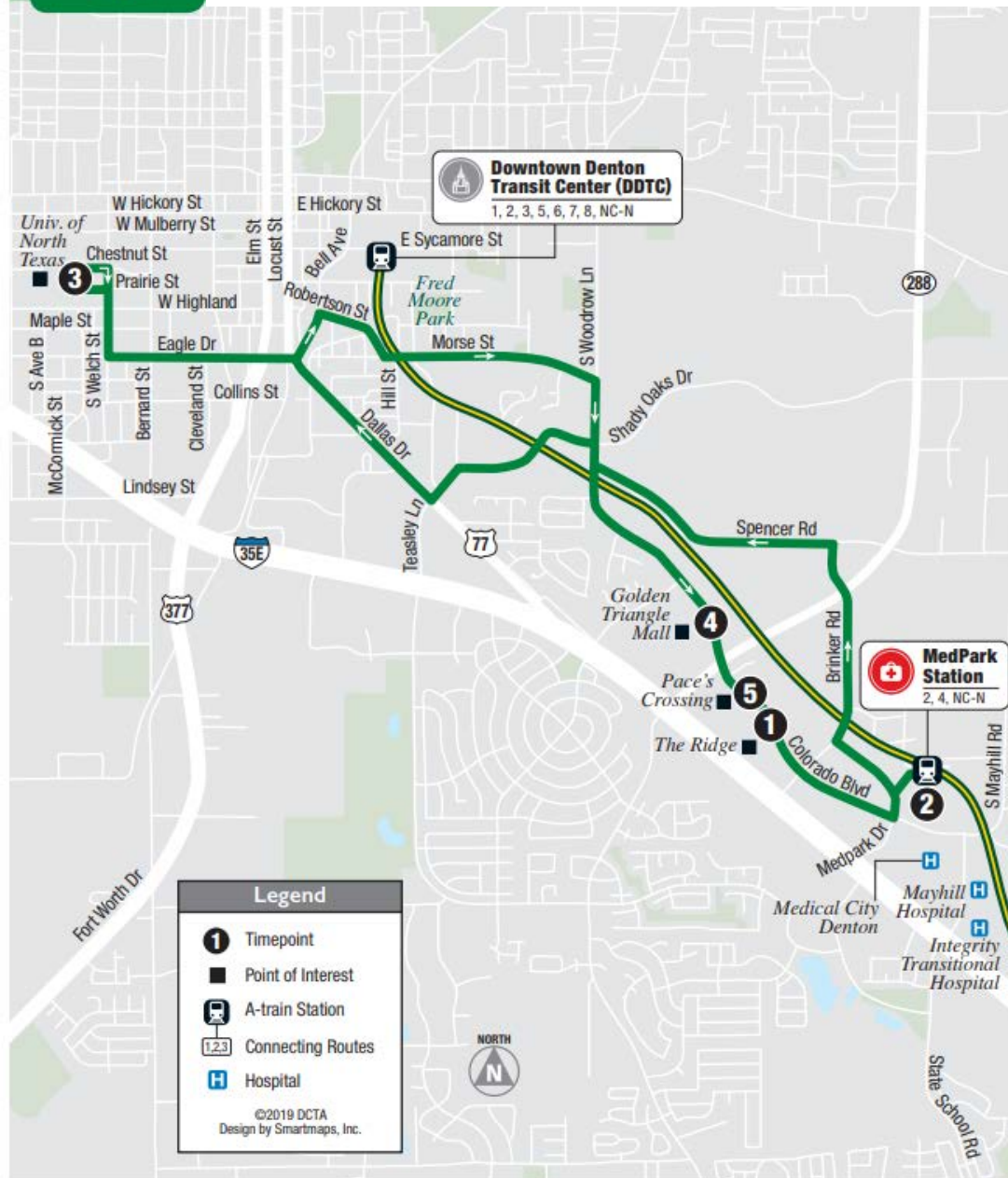
Regular Meeting 3 (a) Attachment 1

DENTON

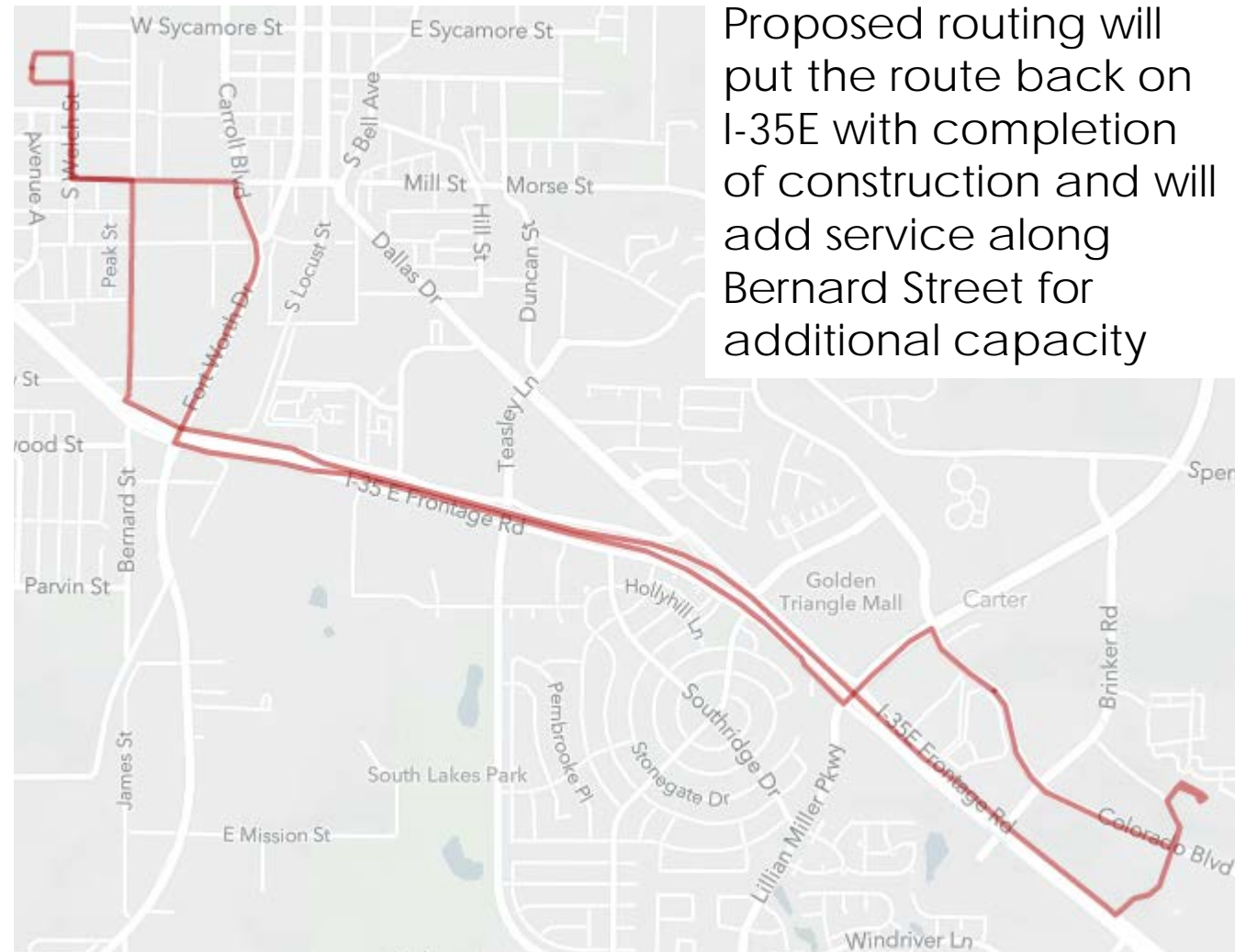


UNT Shuttle Route Changes

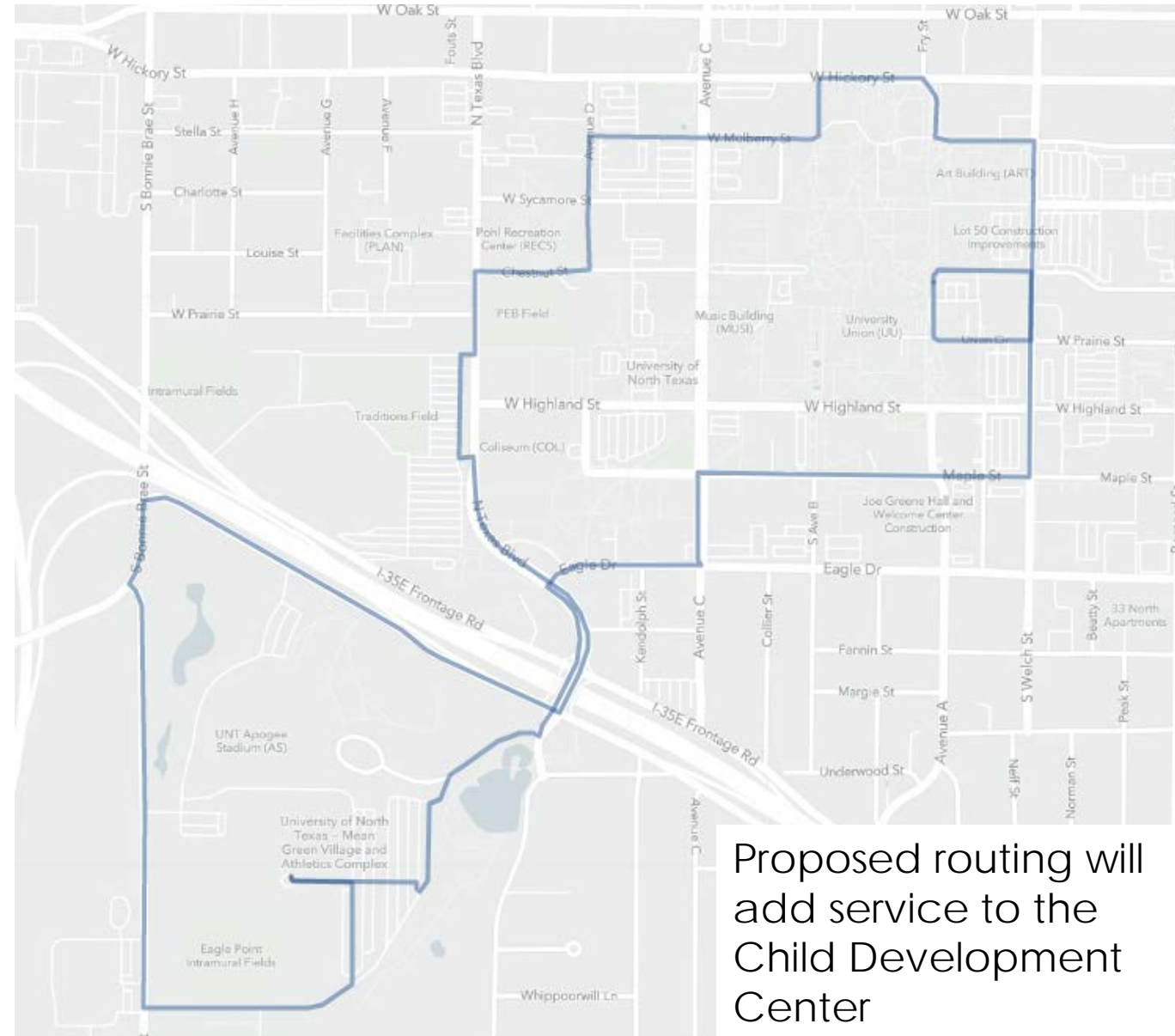




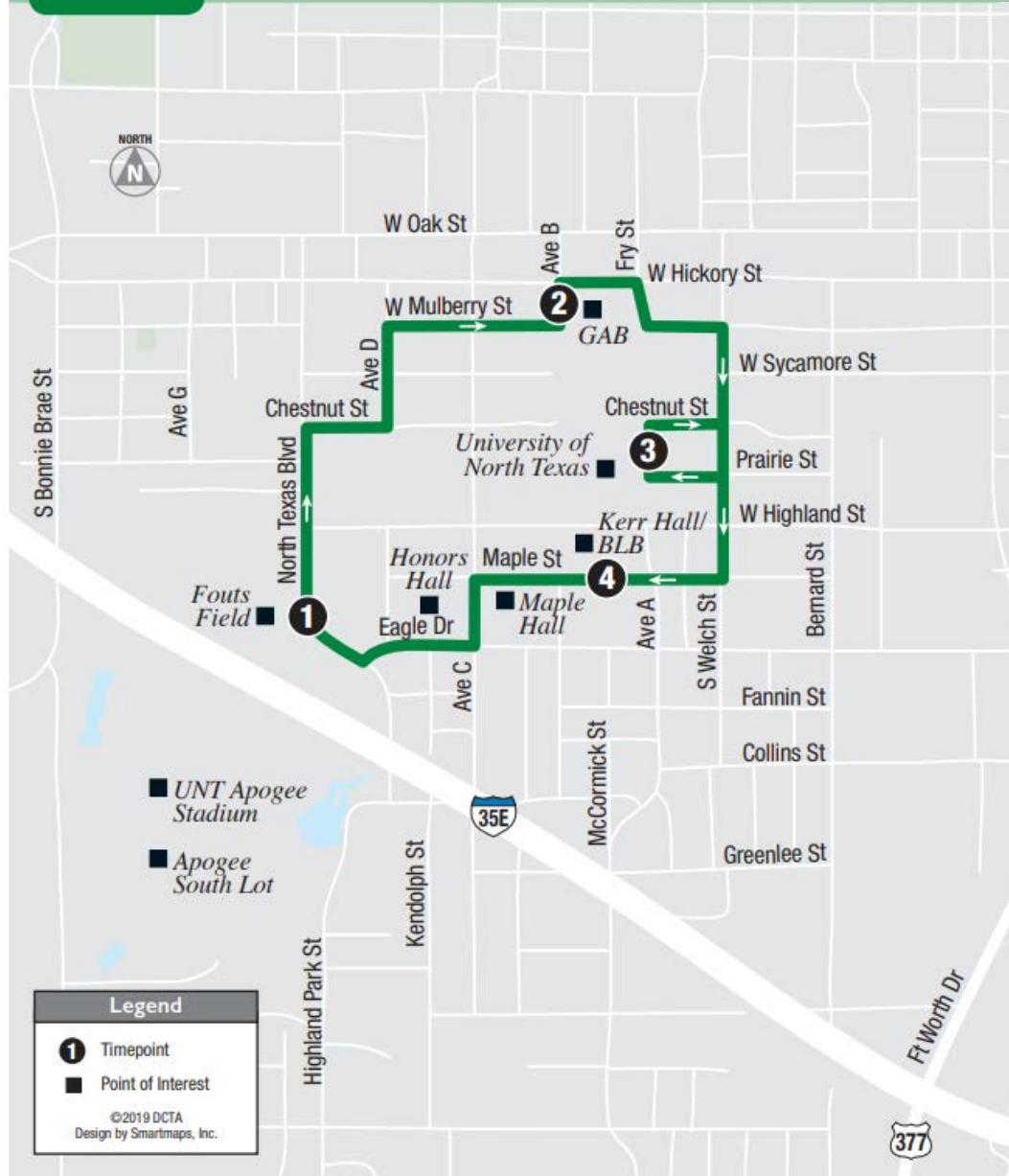
Proposed



Proposed routing will put the route back on I-35E with completion of construction and will add service along Bernard Street for additional capacity



Proposed routing will add service to the Child Development Center



- **Current UNT Shuttle: Mean Green**

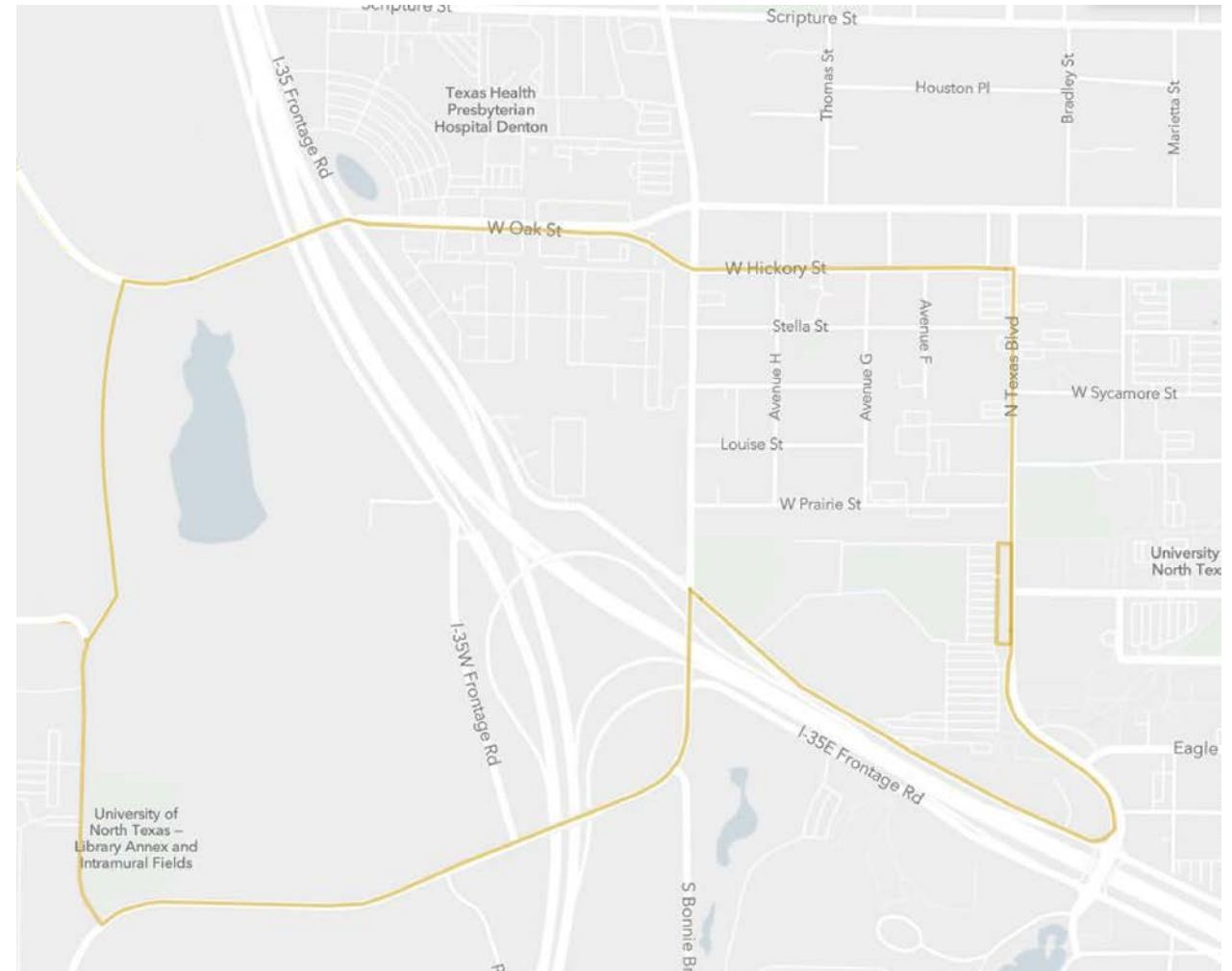
- Three buses routed in a clockwise direction around the campus

- **Proposed**

- One bus running counterclockwise two buses running clockwise
- With the one-way streets along the route, the streets the counterclockwise bus runs along will change as follows:
 - Hickory moves to Oak
 - Maple moves to Eagle



Proposed



Proposed routing will add service along Precision Drive and removes the Victory Hall stop

University Pass Program Fares



Proposed UPP Fare Changes

Proposed Fare Changes

- Proposed changes to become effective on August 1, 2019

Pass Type	Valid Dates	Current Rates - Local Student/Faculty	Local Pass Proposed	Current Rates - Regional Student/Faculty	Regional Pass Proposed
Spring Semester Pass	Jan. 1 – May 31	\$125/\$170	\$120	\$175/\$340	\$240
Summer Semester Pass	May 1 – Aug. 31	\$80	\$72	\$150	\$144
Fall Semester Pass	Aug. 1 – Dec. 31	\$125/\$170	\$120	\$175/\$340	\$240
Annual University Pass	12 months from date of purchase	\$300/\$420	\$240	\$400/\$840	\$576

*Note: Currently student and faculty rates are separate. The Proposed pass rates are one price for students and faculty.

View current University Pass Program pricing here - <https://www.dcta.net/fares-passes/discount-programs/university-pass-program>

We Welcome Your Feedback



How to Give Feedback

You can provide feedback in the following ways:

- Fill out the online feedback form – the link to the form can be found on DCTA's website at <https://www.dcta.net/about-dcta/public-engagement>, directly under the link to this presentation
- Email your feedback directly to dctainfo@dcta.net
- Provide your feedback via phone by calling DCTA Customer Service at 940.243.0077
- Send your feedback via DCTA's GOREquest customer feedback tool, from your phone or desktop – find instructions for GOREquest on DCTA's website here - <https://www.dcta.net/gorequest>





2019 May Open House Meeting Recap Report

June 20, 2019

MEETING DETAILS



Meeting Overview



Engagement Area:

Lewisville

Highland Village

Denton

Engagement Timeframe:

May 1 – 31, 2019

Meeting Overview



May 11

Lewisville Public Meeting / Lewisville Community Resource Expo

May 11

Denton Public Meeting / Denton Welcome Center on the Square

May 16

Denton Public Meeting / Downtown Denton Transit Center

May 19

Highland Village Public Meeting / Highland Village Farmers Market

May 1 – May 31

Online Presentation and Feedback Form

Meeting Topics

Solicit public input on the following topics:

- Proposed A-train Schedule Changes
- Proposed Denton Connect Route Changes
- Denton Enterprise Airport Expansion
- Proposed UNT Shuttle Route Changes
- Proposed University Pass Program Fare Changes



Lewisville Meeting Details

Lewisville Public Meeting

Location: Lewisville Community Resource Expo at the Next Steps Center

Date: Saturday, May 11, 2019

Time: 10 a.m. – 1 p.m.

46 individual interactions



Denton (Welcome Center) Meeting Details

Denton Public Meeting

Location: Denton Welcome Center on the Square

Date: Saturday, May 11, 2019

Time: 10 a.m. – 2 p.m.

5 comment cards and over 100 individuals
individual interactions



Denton (DDTC) Meeting Details

Denton Public Meeting

Location: Downtown Denton Transit Center

Date: Thursday, May 16, 2019

Time: 3 p.m. – 6:45 p.m.

33 individual interactions



Highland Village Meeting Details

Highland Village Public Meeting

Location:
Highland Village Farmers Market

Date: Sunday, May 19, 2019

Time: 10 a.m. – 2 p.m.

75 individual interactions



GETTING THE WORD OUT

- Community Outreach
- DCTA Website
- Social Media
- Media Relations
- Email Marketing
- Print Advertising



COMMUNITY OUTREACH



Community Outreach via Email

Emails

250 emails sent to contacts who distributed to their respective audiences via their databases.

Emailed entities included:

- City of Denton
- City of Highland Village
- Denton ISD
- Denton CVB
- Lewisville CVB
- Lewisville ISD
- SEDA
- All the offices of Lewisville local elected state officials(State House, State Senate)
- The Lewisville Texan Journal
- The Lewisville Leader
- Community Impact Newspaper (Lewisville, Flower Mound, Highland Village)
- Citizen Advisory Team members
- UNT
- TWU
- Denton Black Chamber of Commerce
- Denton Hispanic Chamber of Commerce
- Denton County Friends of the Family
- Salvation Army of Denton County
- North Central Texas College
- The Denton Record Chronicle
- The Dallas Morning News
- The Fort Worth Star-Telegram
- FOX 4 News
- NBC 5 News
- WFAA News 8
- CBS 11 News
- Noticias 23 News
- CW33 News
- Telemundo 39 News
- Suburban Parent
- DFW Child

Community Outreach via Flyer Distribution

Denton	Lewisville	Highland Village
United Way of Denton County (50)	City Hall (50)	Highland Village Municipal(50) Complex
MLK Recreation Center (50)	Frederick P. Herring Rec Center (50)	The Robert & Lee DuVall Center (50)
Salvation Army (50)	Lewisville Public Library(50)	
City Hall (50)		
Senior Center (50)		
Emily Fowler Library (50)		
Serve Denton (50)		
North Branch Library (50)		
North Lakes Recreation (50) Center		

700 Flyers Distributed

Denton Enterprise Airport Zone Outreach

- 81 direct mail letters and route guides sent to Denton Enterprise Airport Zone businesses
- 81 phone calls placed to Denton Enterprise Airport Zone businesses as a follow-up to the direct mail efforts
- Update Zone route guides dropped to 20 Denton Enterprise Airport Zone businesses – as a result of the direct mail and phone call outreach
- Neighborhood Presentation – Monday, 5/20 at 7 p.m., at Denia Rec Center (20 attendees)



SOCIAL MEDIA



Facebook – Paid Advertising

Post Dates:

April 29 – May 17 (Blue)

April 29 – May 17 (Green)

People Reached:

109,348

Impressions:

369,627

Landing Page Results:

928

Total Cost:

\$899.93



Twitter – Paid Advertising

Post Dates:

April 29 – May 1 (Paused) Blue

April 29 – May 17 Blue

April 29 – May 17 Green

Total Impressions:

69,051

Total Link Clicks:

3,174

Result Rate:

15.39%

Total Cost:

\$598.02



Facebook – Organic Placements

Post Dates:

5/6 (x4), 5/16, 5/23

People Reached:

1,274

Total Engagements:

7



Twitter – Organic Placements

Post Dates:

5/14, 5/20, 5/26

Impressions:

1,142

Total Engagements:

26



EMAIL MARKETING





DENTON COUNTY
TRANSPORTATION
AUTHORITY



s – Stakeholder Database

The stakeholder database is comprised of member city staff and council representatives and key community members.

- **Email Sent:**
May 6
- **Total Sent:**
295
- **Total Opened:**
237
- **Open Rate:**
46.8%
- **Click Rate:**
4.7%



^{*14 percent open rate is government/public industry standard}
^{*2 percent click-through rate is government/public industry standard}

Email Marketing Statistics – enRoute News Database

The enRoute News database is comprised of passengers, community members and stakeholders who have proactively signed up for DCTA service and promotional news through the agency's GovDelivery system.

- **Email Sent:**
May 6
- **Total Sent:**
5,114
- **Total Opened:**
831
- **Open Rate:**
11.9%
- **Click Rate:**
0.4%



^{*14 percent open rate is government/public industry standard}
^{*2 percent click-through rate is government/public industry standard}

Email Marketing Statistics – Inside Track Database

The Inside Track database is comprised of stakeholders and community members who have proactively signed up to receive DCTA's Inside Track newsletter.

- **Email Sent:**
May 6
- **Total Sent:**
7,222
- **Total Opened:**
783
- **Open Rate:**
11.4%
- **Click Rate:**
0.4%



*14 percent open rate is government/public industry standard

*2 percent click-through rate is government/public industry standard

Email Marketing Statistics – All Service Database

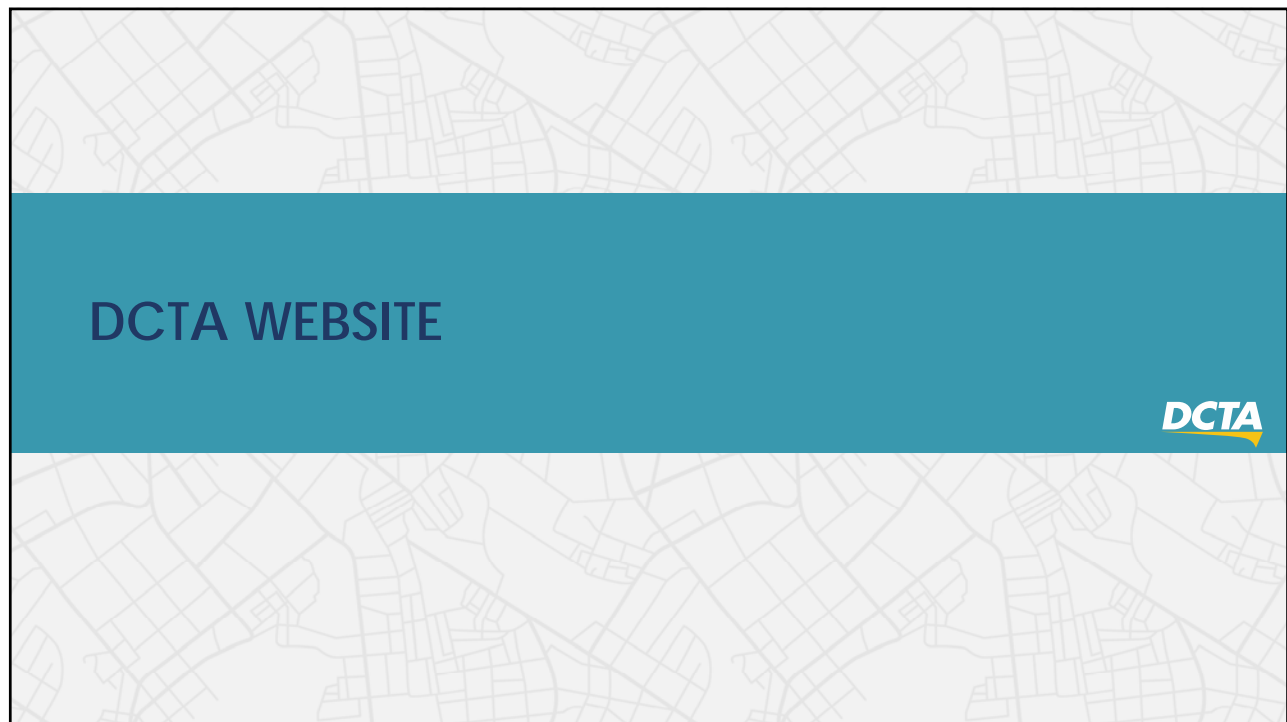
The All Service database is comprised of every email address that is on file within the agency's GovDelivery email marketing system. Emails are collected through proactive sign-up and raffle entry participation.

- **Email Sent:**
May 15
- **Total Sent:**
8,451
- **Total Opened:**
980
- **Open Rate:**
12.4%
- **Click Rate:**
0.6%



*14 percent open rate is government/public industry standard

*2 percent click-through rate is government/public industry standard

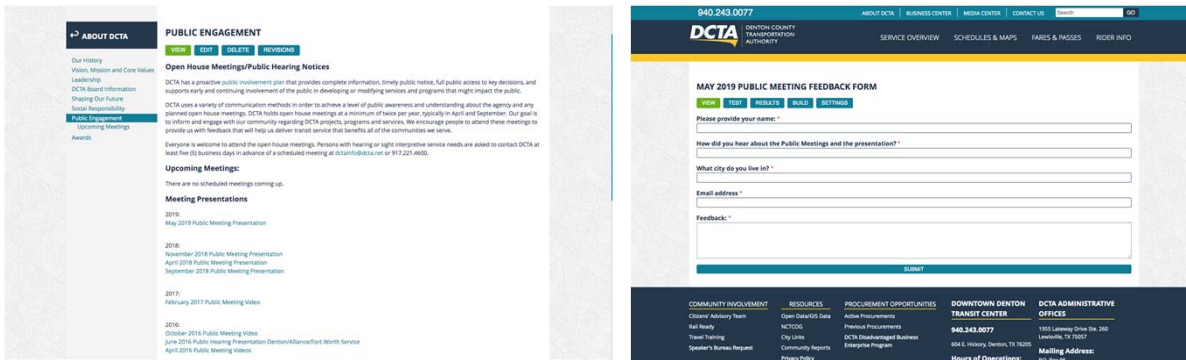


DCTA Website

The Open House meeting presentation was hosted on the DCTA website from May 1- 31, 2019. A feedback form was also provided so individuals could view the presentation and submit their feedback online.



DCTA Website



DCTA Website Statistics

Web Traffic (from May 1 - May 31, 2019)

- Total page views from the May 2019 Public Meetings page: 3,445
- Average time spent on the May 2019 Public Meetings page: 2:11

Top 5 Referral Sources	Number of Sessions	% of Total Referrals	Average Time Spent on Page
Twitter	2,375	69%	2:47
Facebook	889	26%	2:18
Google/organic	44	1%	1:08
GovDelivery	28	.8%	4:00
GoDaddy	26	.4%	3:53

MEDIA RELATIONS



Media Relations

TOTAL MENTIONS

21

TOTAL REACH

1.81M





May 2 at 1:30 PM · 🌐

The Denton County Transportation Authority is inviting the public to attend its open house meetings in...

1 Comment 1 Share

100% Upvoted

Share Report Save



PRINT ADVERTISING



Print Advertising

541,863 Impressions / 21 Insertions						
Publication	Unit Size	Publication Type	Run Date	Circulation	Avg. # of Readers Per Paper	Estimated Impression
Carrollton Leader	1/8 page, color	Weekly	4/28/2019	2,002	2.1	4,204
Carrollton Leader	1/8 page, color	Weekly	5/5/2019	2,002	2.1	4,204
Carrollton Leader	1/8 page, color	Weekly	5/12/2019	2,002	2.1	4,204
Coppell Gazette	1/8 page, color	Weekly	4/28/2019	9,398	2.1	19,736
Coppell Gazette	1/8 page, color	Weekly	5/5/2019	9,398	2.1	19,736
Coppell Gazette	1/8 page, color	Weekly	5/12/2019	9,398	2.1	19,736
Denton Record Chronicle	1/8 page, color	Daily	4/29/2019	25,705	2.1	53,981
Denton Record Chronicle	1/8 page, color	Daily	5/6/2019	25,705	2.1	53,981
Denton Record Chronicle	1/8 page, color	Daily	5/13/2019	25,705	2.1	53,981
Lake Cities Sun	1/8 page, color	Weekly	4/28/2019	5,370	2.1	11,277
Lake Cities Sun	1/8 page, color	Weekly	5/5/2019	5,370	2.1	11,277
Lake Cities Sun	1/8 page, color	Weekly	5/12/2019	5,370	2.1	11,277
Lewisville Leader	1/8 page, color	Weekly	4/28/2019	11,509	2.1	24,169
Lewisville Leader	1/8 page, color	Weekly	5/5/2019	11,509	2.1	24,169
Lewisville Leader	1/8 page, color	Weekly	5/12/2019	11,509	2.1	24,169
The Colony Courier Leader	1/8 page, color	Weekly	4/28/2019	7,002	2.1	14,704
The Colony Courier Leader	1/8 page, color	Weekly	5/5/2019	7,002	2.1	14,704
The Colony Courier Leader	1/8 page, color	Weekly	5/12/2019	7,002	2.1	14,704
The Leader (Flower Mound)	1/8 page, color	Weekly	4/28/2019	25,024	2.1	52,550
The Leader (Flower Mound)	1/8 page, color	Weekly	5/5/2019	25,024	2.1	52,550
The Leader (Flower Mound)	1/8 page, color	Weekly	5/12/2019	25,024	2.1	52,550


**DENTON COUNTY
TRANSPORTATION
AUTHORITY**

OPEN HOUSE MEETINGS

TOPICS:
Proposed University-Pass Program Fare Change,
Astram Schedule Changes and Denton Airport
Zone Updates.



Everyone is welcome to attend the open house meetings. Persons with hearing or sight impairment service needs are asked to contact DCTA at least five (5) business days in advance of the specific meeting at 940.243.0077 or via email at disc@cta.net so that DCTA can accommodate requests.

RideDCTA.net • 940.243.0077 •  • HopOnBoard@cta.net • iRideDCTA

SATURDAY – MAY 11
LEWISVILLE COMMUNITY EXPO
1305 TX-121 BUS
LEWISVILLE, TX 75067
10 a.m. – 1 p.m.

SATURDAY – MAY 11
DENTON WELCOME CENTER
111 W HICKORY STREET
DENTON, TX 76201
10 a.m. – 2 p.m.

THURSDAY – MAY 16
DDTC
604 E HICKORY STREET
DENTON, TX 76205
3 p.m. – 7 p.m.

SUNDAY – MAY 19
HV COMMUNITY MARKET
2330 JUSTIN ROAD
HIGHLAND VILLAGE, TX 75077
10 a.m. – 2 p.m.

PUBLIC COMMENTS



Lewisville Public Comments

Topic: A-train

- I was wondering why there's a gap in the proposed northbound in the A-train schedule in trains departing from Trinity Mills station in the early afternoon on weekdays. Train 5936 departs Trinity Mills at 12:27 p.m., and then train 5938 departs from there at 12:57pm. Train 5340 is the next northbound train to have service, but this train departs from Old Town station at 1:40 p.m. The next train departing from Trinity Mills is train 5942 at 2:02 p.m., followed by train 5944 at 2:32 p.m. As a result, the schedule frequency for trains departing Trinity Mills jumps from 30 to 65 minutes, and then back to 30 minutes. However, the southbound train schedule mostly avoids this long gap of train departures, as train 5933 departs the Downtown Denton Transit Center (DDTC) at 12:56 p.m., then train 5935 departs from there at 1:26 p.m., followed by train 5937 at 2:01 p.m., and then train 5939 at 2:31 p.m. So, the frequency for trains departing the DDTC jumps from 30 to 35 minutes, and then back to 30 minutes.
- Corinth station is very necessary.
- Please provide a train to casinos in Oklahoma – "Bet you can get the casinos to pay for it, too."

Services:

- More service in McKinney/Collin County.
- Please provide services in other cities – like Flower Mound – for the elderly.
- DCTA needs to provide service to Flower Mound MHMR.
- I love DCTA services and use them daily because I don't have a car!

Highland Village Public Comments

A-train:

- My wife rode the A-train to go to school while at the University of North Texas (UNT). She loved the train but the hassle was the connections like the bus leaving five minutes before train arrives.
- I am familiar with DCTA and I live in Lewisville, but I have never ridden.

Fares and Discount Programs:

- I'm excited to learn about local pass prices and where DCTA services from the DDTC to other Denton locations.
- I really loved learning about the University Pass Program.

Service:

- What about students and services for students?
- I live in Highland Village and know of bus service but didn't know about Lyft service.
- Do you have Flower Mound service?
- My neighbor uses Access. I buses come through on Route 21. Can I get on a bus in a wheelchair?

Denton (DDTC) Public Comments

Topic: General

- Wow! I love the changes coming to DCTA. Thank you for listening!
 - Good service.
 - Should make it free to get another card if lost original. It costs \$1,900.00, seriously. Fix that.
 - Drivers need to be more understanding to people with medical needs like seizures, and not closing the door on the homeless people. Front passenger was asked if they could help get a ticket because the driver wouldn't give one. Driver said I can't help you.
 - DCTA truly cares about safety.
 - Thank you for great courteous service.
 - Bus drivers don't know how to hook up to the wheelchair – need training or practice lift.
 - DCTA should hold meetings where riders can provide feedback to drivers and talk.
 - Turn the weather channel back on at the DDTC.
 - DCTA has better fares.
 - I appreciate that DCTA is taking the time to talk with the community, educating the community and asking for feedback.
 - I like that there is a lot of education regarding the Lyft subsidy program.
 - I didn't know about the GoPass™, but am happy to know about it now and think it's great that DCTA utilizes it, it makes it so much easier!
 - I live in Lewisville and my mom lives in Castle Hills. Glad to know customer service can help us plan our trip!
 - Ticket vending machines are always broken.
-

Denton (DDTC) Public Comments Con't

Topic: A-train

- I visit UT Southwestern frequently and am very grateful for the A-train – my wife is very grateful for it too, so he doesn't have to drive! I like the proposed A-train service changes.
 - I live in Highland Village and have ridden the A-train.
 - I took the A-train to connect to DART for school trips and really enjoyed it.
 - Please add Sunday service!
 - I live in Lake Dallas and have ridden the A-train to the State Fair of Texas.
 - I'm not happy about the last train of the day being cancelled for PTC testing.
 - Please make the A-train run to Sanger!
 - DCTA trains are better than DART!
 - We need increased A-train service during mid-day and Highland Village Lyft services on Saturday.
 - A-train going to Gainesville would be great.
 - Please create service to DFW Airport or connectivity.
 - Please connect to Love Field, I have shared info on how to do that.
 - We need Sunday service.
-

Denton (DDTC) Public Comments Con't

Topic: Bus

- Sunday service please!
 - Please provide Sunday routes, even if just for half the day.
 - There are no riders on Route 3.
 - Route 1 should turn around in the South Lakes parking lot to save some time.
 - There aren't enough routes that connect to the parks in Denton.
 - Buses that go to the parks aren't very kid friendly.
 - Eureka Park should be stop on Route 1.
 - Need a route down Woodrow in front of Monsignor King. It's hard to walk all the way to McKinney St.
 - There is a driver (an older lady) that is rude and skip riders. She ignores ADA rules (I think her name is Tina).
 - It's hard to get to University Drive from anywhere except Ford/Bell or Rayzor Ranch. If you want to get to University from any route in Denton it takes forever. Maybe going to a zone service would fix this?
 - Please implement Sunday service, it would help a ton.
-

Denton (DDTC) Public Comments Con't

Topic: Bus

- Route 8 is always late! We can never make our connections.
 - Please add Sunday service and extend service hours.
 - Route 7 is the slowest route, there is too much traffic on this route.
 - Denton bus drivers are better than Lewisville bus drivers.
 - Some bus drivers don't wait for passengers to get to the station from the A-train.
 - Lewisville drivers go too fast and drive over speed bumps too fast.
 - Eureka Park should be stop on Route 1.
 - Route 2 driver has an inclination to argue with passengers.
 - Route 3 driver (Tina?) leaves passengers at the A-train station.
 - Please add bus service to Gainesville.
 - Please add a stop by the new restaurants at Rayzor Ranch.
 - Route 5 and 6 lines are back to back.
-

Denton (DDTC) Public Comments Con't

Topic: Bus

- Please add more frequent runs on Route 7, this would add a greater level of consistency.
 - Route 7 is the slowest route, there is too much traffic on this route.
 - Denton bus drivers are better than Lewisville bus drivers.
 - I really appreciate it when the bus drivers wait for the A-train passengers to transfer.
 - Route 2 runs late, the bus always gets stuck in traffic near Colorado and Mayhill.
 - Cars are always driving through the bus lanes at the DDTC!
 - Please sync up buses so nobody misses their connection.
 - I have been riding the bus system for eight months and appreciate that DCTA is on time.
 - Route 4 is too long.
 - Route 2 driver is rude (she drives at 3 p.m.).
 - Overall, the drivers are really nice.
 - Buses aren't waiting on the A-train.
-

Denton (DDTC) Public Comments Con't

Topic: Bus

- The wait at Bell Ave and Texas St. is almost an hour, there are buses waiting at the DDTC.
 - Route 2 and Route 4 both stop at Medpark @ Colorado. It is unnecessary for both routes to stop there. Please switch one of these routes off this stop.
-

Denton (Welcome Ctr) Public Comments

Topic: A-train

- Increased A-train midday service would be good.
- I am in favor of midday A-train service.
- Yes to A-train midday service.
- Would love A-train service directly to DFW Airport.
- More A-train service please. Service to DFW Airport, places people want to go like restaurants, parks, etc. I used to live in Europe and love the system there!

Online Public Comments

Topic: Service

- Would like better access from SW Denton County to DART, Ft. Worth, and Denton and Lewisville. If there was a "b" train from TMS to Denton, I'd ride it!! I also know, from my work, that Sanger needs better options for transportation as well.
- I ride the A-train and Routes 7 and 8 to and from work at UNT. I would encourage you to take every effort to make sure Routes 7 and 8 buses are still able to make it to the Oak & Fry and Welch & Chestnut stops so folks can make it to work or class at UNT by 8 a.m. after taking the A-train and catch the earliest train available after 5 p.m. I have concerns that the new A-train schedule won't allow for that. I know the world doesn't revolve around me or UNT, but UNT is a large portion of the A-train ridership and I would hate to see that stop if folks are inconvenienced.

BUDGET



May Public Meeting Budget



Social Media: \$1,497.95
Meeting Supplies: \$58.38
Printing: \$990.19
Advertising: \$2,900



Total Spend: **\$5,446.52**

OVERALL SUMMARY



Overall Engagement Statistics

Total Promotional Timeframe

- May 1 – 31, 2019

Total Impressions Across All Efforts

- 965,806

Total Engagements Across All Efforts

- 10,798

Total Number of Attendees

- 259

Total Number of Comments

- 87



Public Comment Summary

- **A-train midday service** would be well received
- There is a large interest in **Sunday service**
- Passengers are **extremely pleased** with DCTA
- The community is extremely appreciative in the effort DCTA is putting into **educating the community** about services



Technical Memorandum – Equity Analysis: August 2019 Proposed Service Changes

Background and Purpose

Denton County Transportation Authority (DCTA) proposed several service changes for implementation in August 2019. According to Federal Transit Administration (FTA) Circular 4702.1B, a Title VI equity analysis is required for service changes that meet a transit agency's definition of a major service change. This memo describes each of DCTA's proposed August 2019 service changes, documents whether the change qualifies as a major service change according to DCTA's policy and presents the Title VI analyses for identified major service changes.

FTA Title VI Requirements

FTA Title VI requirements state that transit agencies, in consultation with the public, must develop and implement policies that define what level of change (relevant to fare and major service changes) would constitute a disparate impact on minority groups or a disproportionate burden on low-income populations. Specifically, FTA defines the terms disparate impact and disproportionate burden as follows in Circular 4702.1B:

- *Disparate impact* refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.
- *Disproportionate burden* refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

In addition, according to FTA Circular 4702.1B, minority population is any readily identifiable group of minority persons, including the following:

- American Indian and Alaskan Native,
- Asian,
- Black or African American,
- Hispanic or Latino, and
- Native Hawaiian or Other Pacific Islander.

A low-income population is any readily identifiable group of low-income persons. Low-income persons are those whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. FTA encourages recipients to develop a local

EQUITY ANALYSIS | SERVICE CHANGES
Denton County Transportation Authority

threshold to determine the low-income status as long as the threshold is as inclusive as the HHS poverty guidelines.

DCTA Major Service Change Policy

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

1. The establishment or elimination of a fixed bus route.
2. A substantial geographical alteration on a given route of more than 25 percent of its revenue miles.
3. 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.

The following sections describe each of DCTA's August 2019 proposed service changes and identifies whether the change constitutes a major change according to DCTA's major service change policy.

Summary of August 2019 Proposed Service Changes

A-Train Schedule Changes

DCTA offers a commuter rail service, branded as A-train, to connect Denton County with the Dallas Area Rapid Transit (DART)'s Green Line light rail at Trinity Mills Station. Proposed changes to take place August 26, 2019 would modify the schedule to allow for Positive Train Control (PTC) implementation, resulting in minor increases in travel time. In addition, new midday service, including four northbound and four southbound trips. Table 1 and Table 2 detail the proposed new schedules. The change for both revenue miles and daily revenue hours is less than 25%, and thus does not meet the definition of a major service change.

Fixed Route Bus Service Changes

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 proposed to make twenty changes to existing fixed routes in August 2019. Table 3 presents a brief description of each proposed service change and whether or not it constitutes a major service change. Fourteen of the changes to service are shifting schedules to meet new A-train schedules, which DCTA reported did not result in any change in revenue miles or revenue hours other than the Denton Connect Route 5. The remaining five routes have both routing and schedule changes proposed. Of the twenty routes with proposed changes, three constitute major service changes: Denton Connect Route 5, UNT North Texan, and UNT Eagle Point. The impact of these major changes is reviewed in the Title VI Analysis section.

EQUITY ANALYSIS | SERVICE CHANGES
Denton County Transportation Authority

Table 1 | Proposed Northbound A-train Schedule

PROPOSED Northbound A-train Schedule (August 26, 2019 Implementation)								
		Green Line (Arrives)	Trinity Mills Station	Hebron Station	Old Town Station	HV/LL Station	MedPark Station	DDTC (Arrives)
	Train #	1	1	2	3	4	5	6
AM	5302				4:10	4:18	4:34	4:41
	5304				4:40	4:48	5:04	5:11
	5306	5:00			5:10	5:18	5:34	5:41
	5908	5:00	5:27	5:33	5:40	5:48	6:04	6:11
	5910	5:55	5:57	6:03	6:10	6:18	6:34	6:41
	5912	6:18	6:27	6:33	6:40	6:48	7:04	7:11
	5914	6:43	6:57	7:03	7:10	7:18	7:34	7:41
	5916	7:18	7:27	7:33	7:40	7:48	8:04	8:11
	5918	7:48	7:57	8:03	8:10	8:18	8:34	8:41
	5920	8:18	8:27	8:33	8:40	8:48	9:04	9:11
	5922	8:48	8:57	9:03	9:10	9:18	9:34	9:41
	5924	9:18	9:27	9:33	9:40	9:48	10:04	10:11
	5926	9:46	9:57	10:03	10:10	10:18	10:34	10:41
	5928	10:24	10:27	10:33	10:40	10:48	11:04	11:11
	5930	10:44	10:57	11:03	11:10	11:18	11:34	11:41
	5932	11:24	11:27	11:33	11:40	11:48	12:04	12:11
	5934	11:44	11:57	12:03	12:10	12:18	12:34	12:41
PM	5936	12:24	12:27	12:33	12:40	12:48	13:04	13:11
	5938	12:44	12:57	13:03	13:10	13:18	13:34	13:41
	5340				13:40	13:50	14:09	14:16
	5942	13:44	14:02	14:08	14:15	14:23	14:39	14:46
	5944	14:24	14:32	14:38	14:45	14:53	15:09	15:16
	5946	14:44	15:02	15:08	15:15	15:23	15:39	15:46
	5948	15:24	15:32	15:38	15:45	15:53	16:09	16:16
	5950	15:55	16:02	16:08	16:15	16:23	16:39	16:46
	5952	16:24	16:32	16:38	16:45	16:53	17:09	17:16
	5954	16:59	17:02	17:08	17:15	17:23	17:39	17:46
	5956	17:29	17:32	17:38	17:45	17:53	18:09	18:16
	5958	17:59	18:02	18:08	18:15	18:23	18:39	18:46
	5960	18:29	18:32	18:38	18:45	18:53	19:09	19:16
	5962	18:44	19:02	19:08	19:15	19:23	19:39	19:46
	5964	19:24	19:32	19:38	19:45	19:53	20:09	20:16
	5966	19:44	20:02	20:08	20:15	20:23	20:39	20:46
	5968	20:24	20:32	20:38	20:45	20:53	21:09	21:16
	5970	22:24	22:32	22:38	22:45	22:53	23:09	23:16
	DHNB04		20:48	20:54				
	DHNB06		21:18	21:24				
	DHNB08		21:48	21:54				
	DHNB10		22:18	22:24	OR	DHNB12	0:18	0:24

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Denton County Transportation Authority

Table 2 | Proposed Southbound A-train Schedule

PROPOSED Southbound A-train Schedule (August 26, 2019 Implementation)								
	Train #	DDTC (Departs)	MedPark Station	HV/LL Station	Old Town Station	Hebron Station	Trinity Mills Station	Green Line (Departs)
		6	5	4	3	2	1	1
AM	5901	4:56	5:02	5:18	5:25	5:31	5:38	5:43
	5903	5:26	5:32	5:48	5:55	6:01	6:08	6:13
	5905	5:56	6:02	6:18	6:25	6:31	6:38	6:43
	5907	6:26	6:32	6:48	6:55	7:01	7:08	7:14
	5909	6:56	7:02	7:18	7:25	7:31	7:38	7:43
	5911	7:26	7:32	7:48	7:55	8:01	8:08	8:16
	5913	7:56	8:02	8:18	8:25	8:31	8:38	8:50
	5915	8:26	8:32	8:48	8:55	9:01	9:08	9:10
	5917	8:56	9:02	9:18	9:25	9:31	9:38	9:50
	5919	9:26	9:32	9:48	9:55	10:01	10:08	10:10
	5921	9:56	10:02	10:18	10:25	10:31	10:38	10:50
	5923	10:26	10:32	10:48	10:55	11:01	11:08	11:10
	5925	10:56	11:02	11:18	11:25	11:31	11:38	11:50
	5927	11:26	11:32	11:48	11:55	12:01	12:08	12:10
PM	5929	11:56	12:02	12:18	12:25	12:31	12:38	12:50
	5931	12:26	12:32	12:48	12:55	13:01	13:08	13:10
	5933	12:56	13:02	13:18	13:25	13:31	13:38	13:50
	5935	13:26	13:32	13:50	13:59	14:08	14:15	14:30
	5937	14:01	14:07	14:23	14:30	14:36	14:43	14:50
	5939	14:31	14:37	14:53	15:00	15:06	15:13	15:26
	5941	15:01	15:07	15:23	15:30	15:36	15:43	15:56
	5943	15:31	15:37	15:53	16:00	16:06	16:13	16:26
	5945	16:01	16:07	16:23	16:30	16:36	16:43	16:56
	5947	16:31	16:37	16:53	17:00	17:06	17:13	17:30
	5949	17:01	17:07	17:23	17:30	17:36	17:43	17:48
	5951	17:31	17:37	17:53	18:00	18:06	18:13	18:30
	5953	18:01	18:07	18:23	18:30	18:36	18:43	18:50
	5955	18:31	18:37	18:53	19:00	19:06	19:13	19:30
	5957	19:01	19:07	19:23	19:30	19:36	19:43	19:50
	5959	19:31	19:37	19:53	20:00	20:06	20:13	20:30
	5961	20:01	20:07	20:23	20:30	20:36	20:43	20:50
	5963	20:31	20:37	20:53	21:00	21:06	21:13	21:30
	5965	21:01	21:07	21:23	21:30	21:36	21:43	21:57
	5967	21:31	21:37	21:53	22:00	22:06	22:13	22:27
	*5969	23:31	23:37	23:53	0:00	0:06	0:13	0:29

*** This color indicates trains that only run on Friday nights only
5969 the Green Line will terminate at Buchman Station

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Table 3 | DCTA Service Changes August 2019

Name	Route Updates	Timetable Updates	Description of Change(s)	Major Service Change
A-train	No	Yes		
Denton Connect Route 1	No	Yes	Schedule updates to match A-train schedule	No
Denton Connect Route 2	No	Yes	Schedule updates to match A-train schedule	No
Denton Connect Route 3	No	Yes	Schedule updates to match A-train schedule	No
Denton Connect Route 4	No	Yes	Schedule updates to match A-train schedule	No
Denton Connect Route 5	No	Yes	Schedule updates to match A-train schedule. Increased frequency.	Yes
Denton Connect Route 6	Yes	Yes	Routing update to assist with on time performance, Schedule updates to match A-train schedule	No
Denton Connect Route 7	No	Yes	Schedule updates to match A-train schedule	No
Denton Connect Route 8	No	Yes	Schedule updates to match A-train schedule	No
Lewisville Connect Route 21	No	Yes	Schedule updates to match A-train schedule	No
Lewisville Connect Route 22	No	Yes	Schedule updates to match A-train schedule	No
Highland Village Connect Shuttle	No	Yes	Schedule updates to match A-train schedule	No
NCTC North Shuttle	No	Yes	Schedule updates to match A-train schedule	No
NCTC South Shuttle	No	Yes	Schedule updates to match A-train schedule	No
UNT Shuttle Centre Place	No	Yes	Schedule updates to match A-train schedule	No
UNT Shuttle Mean Green	Yes	Yes	One bus running counterclockwise two buses running clockwise	No
UNT Shuttle North Texan	Yes	Yes	Adding Precision Drive removing Victory Hall	Yes
UNT Shuttle Discovery Park	No	Yes	Prepare for construction on Bonnie Brae	No

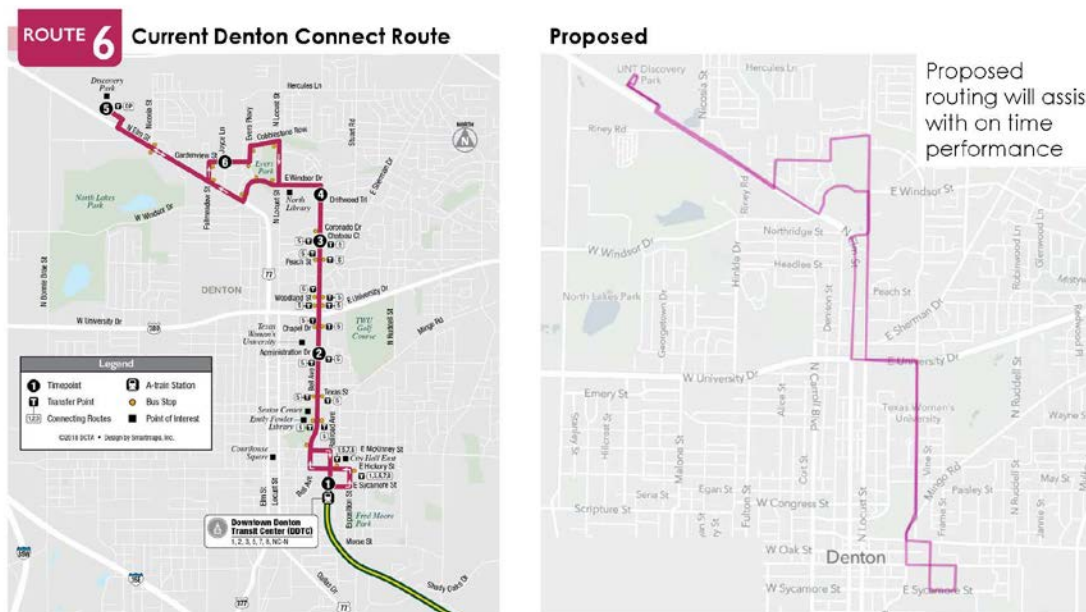
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Route Alignment Changes

Denton Connect Route 6

DCTA proposed to adjust the schedule and route alignment of the Denton Connect Route 6 to improve on time performance. The alignment changes affect the middle of the route, moving service from Bell Avenue to North Locust Street and North Elm Street north of East University Drive. The changes in scheduling and routing increases revenue miles by 1% and daily route hours by 9%, which do not constitute a major service change.

Figure 1 | DCT Route 6 Changes



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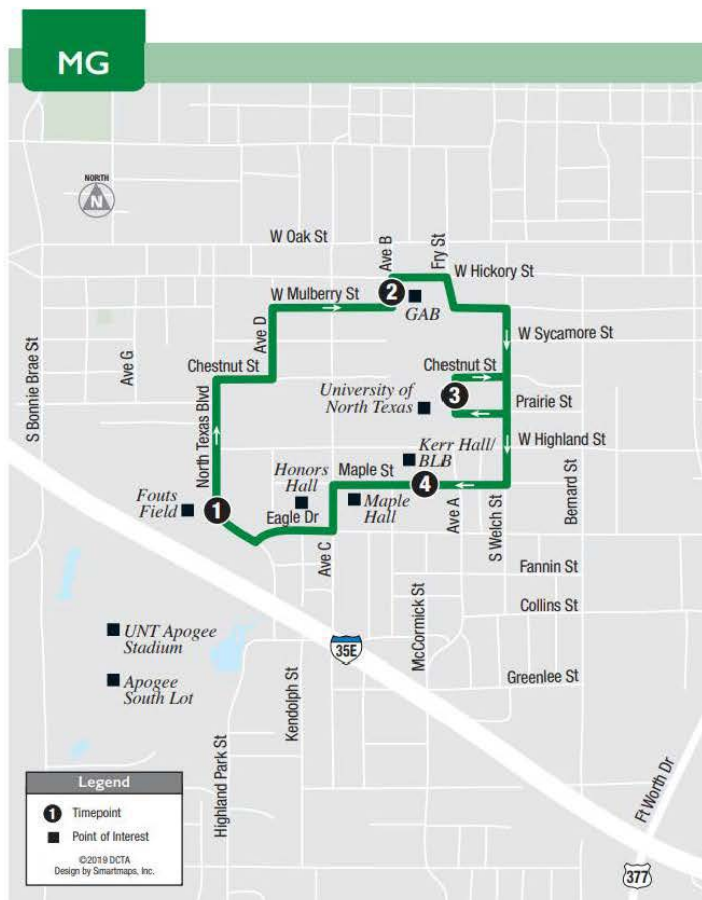
Denton Connect Route 5

DCTA proposed to adjust the schedule of the Denton Connect Route 5 to improve frequency and meet demand; schedule adjustments come with the higher route frequencies. The alignment of the route will not change, but the route will have increased frequency from 29 to 19 minutes in peak periods and from 60 to 40 minutes in off-peak periods. The changes in scheduling and frequency on Route 5 do not constitute a major service change.

UNT Shuttle Mean Green

DCTA proposed to adjust the schedule and route alignment of the UNT Mean Green Shuttle. The service currently runs in a clockwise loop around campus, with three buses. The proposed changes would run one bus counterclockwise and two buses clockwise. Due to the presence of one-way streets, the counterclockwise alignment run on Oak Street instead of Hickory Street, and on Eagle Drive instead of Maple Street. The changes in scheduling and routing result in an 8% increase in revenue miles and a 1% increase in daily route hours, which does not meet the definition of a major service change. However, it should be noted that the service changes reduced the effective frequency in the clockwise direction.

Figure 2 | UNT Shuttle Mean Green Changes



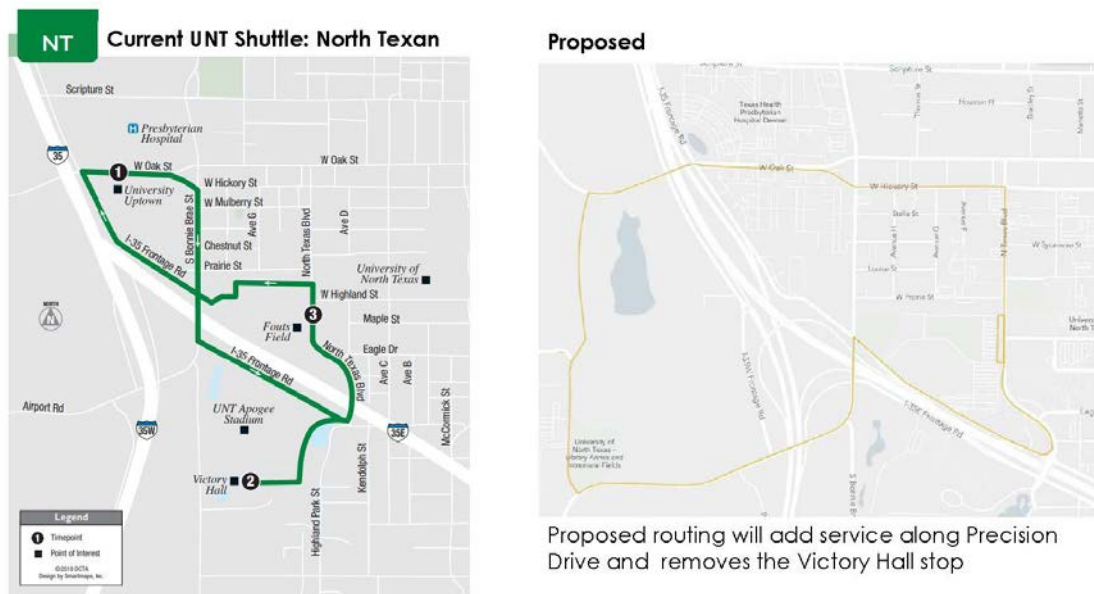
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UNT Shuttle North Texan

DCTA proposed to adjust the schedule and route alignment of the UNT Shuttle North Texan to add service along Precision Drive to serve a new 700 plus bed multi-family housing development, as well as the UNT Annex and Intramural Fields. This reroute would remove the North Texan stop at Victory Hall, which would continue to be served by the UNT Shuttle Eagle Point. This change expands the route west of I-35 and changes the shape of the route from running in a Figure-8 to a loop. In addition, more of Oak Street is served east of S Bonnie Brae Street. The changes in scheduling and routing result in a 49% increase in revenue miles and a 27% increase in daily route hours constituting a major service change. Therefore, the UNT Shuttle North Texan service change requires a Title VI service equity analysis, which will be completed in the following section.

Figure 3 | UNT Shuttle North Texan Changes



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Title VI Analysis – Major Service Changes

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 populations are located within the service area and near Denton Connect Route 5 and UNT Shuttle North Texan.

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, Nelson\Nygaard accessed the U.S. Census Bureau's American Factfinder database (using 2012-2017 ACS 5-Year Estimate) and Tiger census block group shapefiles. The following sections present information about the number of low-income and minority residents 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; a range of ½ mile was previously used in the January 2019 analysis) of Denton Connect Route 5 and UNT Shuttle North Texan bus stops to assess whether the proposed changes result in a disparate impact or disproportionate burden.

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

Minority Disparate Impact Policy (Service Equity Analysis)

DCTA establishes that a fare change, major service change, or other policy results in 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.*

Low Income Disproportionate Burden Policy (Service Equity Analysis)

DCTA establishes that a fare change, major service change, or other policy results in 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.

When a Major Service or Fare Change is deemed to have a Disparate Impact and/or Disproportionate Burden

- i. 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*

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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.

ii. 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.

Low-Income and Minority Populations

In 2017, the most recently available data from the U.S. Census Bureau, DCTA's service area population, Denton County, was 781,321. In the same year, an estimate of 9% of the service area population was classified as low-income and 36% of the population identified as minority. The percent of low-income and minority residents within the catchment areas of the two routes was compared to the service area averages (see Table 4).

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Table 4 | Minority and Low-Income Population Affected by Major Service Changes

Route	Route Catchment Area Minority Population	Route Catchment Area Low-Income Population	Minority Burden (Difference with Service Area)	Low-Income Burden (Difference with Service Area)
DC Route 5	42%	21%	5%	12%
UNT Shuttle North Texan	43%	31%	7%	22%

According to DCTA's Title VI policy, a disproportionate burden exists when the minority population affected by the service change is five percent or more different than the service area average. The affected population is five percent or more different than the service area average for both routes—indicating a disproportionate burden. According to DCTA's Title VI policy, a disparate impact exists when the low-income population affected by the service change is five percent or more different than the service area average. The affected population is five percent or more different than the service area average for both routes —indicating that a disparate impact does exist.

When compared to current service, the proposed service modifications to both routes improves service to minority and low-income populations. No further action is suggested for DCTA to mitigate effects on minority and low-income populations.

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Appendix A – 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.

Board of Directors Memo

June 20, 2019

SUBJECT: Discussion and Approval of Proposed Fare Changes for University Pass Program

Background

DCTA strives to adopt a fair and equitable fare structure for all public transportation service operated by the Authority. A fare structure establishing a base fare, categories of prepaid fares, special fare programs, and the pricing of such fares and programs, has been adopted by the Board of Directors. The fare structure should also offer a seamless integration for passengers within the regional fare system.

DCTA's University Pass Program currently includes separate rates for student passes and faculty passes. In an effort to simplify the fare structure and better align with the existing local and regional reduced fares, DCTA is proposing the changes as outlined below, to become effective August 1, 2019.

		Local			Regional		
		Current Rate		Proposed Rate	Current Rate		Proposed Rate
Pass Type	Valid Dates	Student	Faculty	Students & Faculty	Student	Faculty	Students & Faculty
Spring Semester Pass	January 1 – May 31	\$125	\$170	\$120	\$175	\$340	\$240
Summer Semester Pass	May 1 – August 31	\$80	\$80	\$72	\$150	\$150	\$144
Fall Semester Pass	August 1 – December 31	\$125	\$170	\$120	\$175	\$340	\$240
Annual University Pass	12 months from date of purchase	\$300	\$420	\$240	\$400	\$840	\$576

Public Outreach

A series of public meetings was held in May 2019 to garner feedback from the community regarding the recommended modifications. The results of those meetings are attached as Attachment A: 2019 May Open House Meeting.

Title VI Fare Equity Analysis

As required, a Title VI fare equity analysis was conducted based on DCTA's Title VI program. The fare equity analysis concluded that the proposed fare changes to the University Pass Program did not impose a disparate burden on DCTA's minority population or a disproportionate burden on DCTA's low-income population. The University Pass Program sales represent a very small percentage of total fare sales. The full Report is attached as Attachment B: Technical Memorandum – Equity Analysis.

Identified Need

The proposed fare changes to the University Pass Program will simplify the fare structure and better align with the existing local and regional reduced fares.



Financial Impact

FY19 University Pass Program sales are estimated to total \$46,000, or roughly 5% of the overall budgeted FY19 passenger revenues. The proposed fare changes to the University Pass Program will have a minimal impact on overall passenger revenues.


Recommendation

Staff recommends approval of the fare changes to the University Pass Program.

Exhibits

Exhibit 1 – Please reference the 2019 May Open House Meeting Recap Report as presented for Regular Meeting Item “3(a) Attachment 2”

Attached – Technical Memorandum – Equity Analysis: August 2019 Proposed Fare Changes (Title VI Report)

Submitted by: 
Marisa Perry, CPA
Chief Financial Officer/VP of Finance

Reviewed by: 
Athena Forrester
AVP, Regulatory Compliance / Title VI Coordinator

Final Review: 
Raymond Suarez
CEO



Technical Memorandum – Equity Analysis: August 2019 Proposed Fare Changes

Background and Purpose

Denton County Transportation Authority (DCTA) proposed fare changes for the University Pass Program for implementation in August 2019. According to the Federal Transit Administration (FTA) Title VI requirements, transit agencies must conduct a fare equity analysis for any fare change. This technical memorandum presents related Title VI requirements, DCTA's relevant policies, and the differences between DCTA's current and proposed fares. Using these pieces of information, Nelson\Nygaard conducted a fare equity analysis using the same methodology established by Texas A&M Transportation Institute (TTI) and used in previous fare equity analyses to determine whether the proposed changes might result in either a disparate impact or disproportionate burden.

FTA Title VI Requirements

FTA Title VI requirements state that transit agencies, in consultation with the public, must develop and implement policies that define what level of change (relevant to fare and major service changes) would constitute a disparate impact on minority groups or a disproportionate burden on low-income populations. Specifically, FTA defines the terms disparate impact and disproportionate burden as follows in the Circular 4702.1B:

- *Disparate impact* refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.
- *Disproportionate burden* refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

In addition, according to the FTA Circular 4702.1B, minority population is any readily identifiable group of minority persons, including the following:

- American Indian and Alaskan Native,
- Asian,
- Black or African American,
- Hispanic or Latino, and
- Native Hawaiian or Other Pacific Islander.

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A low-income population is any readily identifiable group of low-income persons. Low-income persons are those whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. FTA encourages recipients to develop a local threshold to determine the low-income status as long as the threshold is as inclusive as the HHS poverty guidelines.

DCTA Title VI Policies

Disparate Impact Policy

DCTA's disparate impact policy for fare changes states that a disparate impact exists when a fare change results in either a five percent greater burden or five percent lesser benefit on the transit agency's minority ridership. DCTA's complete policy is as follows:

- DCTA establishes that a fare change, major service change, or other policy results in 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.

Disproportionate Burden Policy

DCTA's disproportionate burden policy for fare changes states that a disproportionate burden exists when a fare change results in either a five percent greater burden or five percent lesser benefit on the transit agency's low-income ridership. The transit agency's definition of low-income population and the complete policy of disproportionate burden is as follows:

Low-income Populations– Low-income populations are those persons with an income of 80 percent or less of the national per capita income. DCTA establishes that a fare change, major service change, or other policy results in 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.

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 County 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

EQUITY ANALYSIS | FARE CHANGES
Denton County Transportation Authority

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 August 2019 only affect the University Pass Program, which is only valid on fixed route services, so the following analysis will focus on the considered changes to this fare type.

University Pass Program

In partnership with Denton County higher education institutions, DCTA offers the University Pass Program (UPP), which includes two types of passes (Local and Regional) in three time periods (Full Semester (available for Spring or Fall 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 without paying a fare, so do NCTC students, faculty, and staff when riding the NCTC Shuttle and Connect Bus. The University Pass Program is a type of discounted fare, costing less than passes for the general public, and adhering to a semester timeline rather than daily, weekly, or monthly passes.

Local System fares are valid on the A-train, DCTA Connect Bus, Highland Village Connect Shuttle, Denton Airport and Lewisville Lakeway Zone, UNT and NCTC Campus Shuttles and North Texas Xpress (Denton to North Park & Ride and Reverse only). Regional System fares are valid on the A-train, DCTA Connect Bus, Highland Village Connect Shuttle, Denton Airport and Lewisville Lakeway Zone, UNT and NCTC Campus Shuttles, as well as fixed-route bus and rail services operated by DART, the TRE and Trinity Metro.

Currently, student and faculty rates are separate, with faculty rates exceeding student rates for all pass types except for Summer Semester Passes. The proposed fare changes would create one price for students and faculty. The proposed local pass would cost less for both students and faculty for all semester pass types. The proposed regional pass would cost more for students and less for faculty for Spring, Fall and Annual Passes, and slightly less for both students and faculty for a Summer Semester Pass. The current and proposed rates are displayed in Table 1.

EQUITY ANALYSIS | FARE CHANGES
Denton County Transportation Authority

Table 1 | Proposed University Pass Program Changes

		Local			Regional		
		Current Rate		Proposed Rate	Current Rate		Proposed Rate
Pass Type	Valid Dates	Student	Faculty	Students & Faculty	Student	Faculty	Students & Faculty
Spring Semester Pass	January 1 – May 31	\$125	\$170	\$120	\$175	\$340	\$240
Summer Semester Pass	May 1 – August 31	\$80	\$80	\$72	\$150	\$150	\$144
Fall Semester Pass	August 1 – December 31	\$125	\$170	\$120	\$175	\$340	\$240
Annual University Pass	12 months from date of purchase	\$300	\$420	\$240	\$400	\$840	\$576

Fare Purchases

DCTA fare sales between October 2017 and September 2018 reveal that University Pass Program sales represent a very small percentage of total fare sales, 432 out of 279,100 unique fare and ticket purchases (0.2%). The total breakdown of different UPP types is represented in Table 2.

Table 2 | University Pass Program Purchases by Type

Pass Type	Purchase Quantity	% of All Pass/Fare Purchases	% of UPP Purchases
Student Local - Full Semester Pass	198	0.1%	45.8%
Student Local - Summer Semester Pass	40	0.0%	9.3%
Student Local - Annual Pass	14	0.0%	3.2%
Student Regional - Full Semester	92	0.0%	21.3%
Student Regional - Summer Semester	46	0.0%	10.6%
Student Regional - Annual Pass	24	0.0%	5.6%
Faculty/Staff Local - Full Semester Pass	8	0.0%	1.9%
Faculty/Staff Local - Annual Pass	5	0.0%	1.2%
Faculty/Staff Regional - Full Semester Pass	1	0.0%	0.2%
Faculty/Staff Regional - Annual Pass	4	0.0%	0.9%

EQUITY ANALYSIS | FARE CHANGES
Denton County Transportation Authority

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, the fare usage of minority groups and low-income persons was analyzed, and then, according to DCTA's Title VI policy, it was determined if any of the proposed fare changes will result in a disparate impact or disproportion burden.

Disparate Impact

Table 3 presents the comparison of fare usage between minority and non-minority groups based on the 2014 survey results. Although minority groups use the UPP passes at a slightly lower rate than non-minority groups, the difference does not exceed the 5% threshold to pose a disparate impact. The survey data did not separate students from faculty, and annual UPP passes made up fewer than five survey responses and were not included. 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 3 | Pass Usage between Minority and Non-Minority Groups

Pass Type	Minority		Non-Minority		Usage Difference
	Purchased Quantity	% Total	Purchased Quantity	% Total	
Local System University Pass (Full Semester/Summer)	43	2.6%	36	3.2%	-0.6%
Regional University Pass (Full Semester/Summer)	43	2.6%	32	2.8%	-0.2%
All other Pass/Fare Types	1,543	94.7%	1,057	94.0%	-0.7%
Total	1,629	100%	1,125	100%	

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, riders having an income equal or less than \$23,999 were considered low-income riders. Table 4 presents a comparison of

EQUITY ANALYSIS | FARE CHANGES
Denton County Transportation Authority

fare usage between low-income and non-low-income populations based on the 2014 survey results. Although the low-income population uses the UPP passes at a slightly lower rate than non-low income population, the difference does not exceed the 5% threshold to pose a disproportionate burden. The survey data did not separate students from faculty, and annual UPP passes made up fewer than five survey responses and were not included. 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.

Table 4 | Fare Usage between Low-Income and Non Low-Income Populations

	Low-Income		Non-Low Income		Don't Know/Refused		
Pass Type	Purchased Quantity	% Total	Purchased Quantity	% Total	Purchased Quantity	% Total	Usage Difference
Local University Pass (Full Semester/Summer)	18	1.7%	38	4.7%	23	2.5%	-3.0%
Regional University Pass (Full Semester/Summer)	12	1.2%	36	4.4%	27	3.0%	-3.2%
All other Pass/Fare Types	1,002	97.1%	738	90.9%	860	94.5%	-6.2%
Total	1,032	100%	812	100%	910	100%	

Results and Recommendations

The fare change to the University Pass Program did not impose a disparate burden on DCTA's minority population or a disproportionate burden on DCTA's low-income population. However, data is limited because the survey results were not broken out by faculty and student pass types, so it is not possible to assess the disparate impacts or disproportionate burdens within these two groups. Faculty passes made up only 27 purchases in one year of sales, which is such a small makeup of total sales activity that any impact would be very small.

In DCTA's next passenger survey, it is recommended that all fare and pass types are clearly detailed to include all possible fare type options.

Board of Directors Memo

June 20, 2019

SUBJECT: Discussion and Approval of Interlocal Agreement with City of Corinth for a Station Concept and Estimate Development through DCTA's Lockwood, Andrews and Newnam, Inc. (LAN) Contract

Background

The City of Corinth has expressed an interest in exploring the addition of an A-train station within the city limits. To that end, the City and DCTA have agreed to issue a task order to Lockwood, Andrews and Newnam (LAN) for a phased development of a station concept and estimate.

Under this ILA, DCTA agrees to contract with LAN to provide the Study for the benefit of DCTA and City subject to the City reimbursing DCTA the costs of Phase 1 of the Study within thirty (30) days after receipt of a written invoice from DCTA following the completion and delivery of the Phase 1 portion of the Study by LAN. The City shall have the option to proceed with Phase 2 of the Study and will be obligated to reimburse DCTA for the costs of the Phase 2 portion of the Study within thirty (30) days after receipt of a written invoice from DCTA following the completion and delivery of the Phase 2 portion of the Study by LAN. DCTA will not direct LAN to proceed with Phase 2 of the Study unless and until the City provides written notice to DCTA for LAN to proceed with the Phase 2 portion of the Study. The City agrees to assume responsibility of any additional costs created by scope modifications exceeding the initial scope estimate. DCTA will not direct LAN to proceed with any scope modifications of Phase 1 or Phase 2 of the Study unless and until the City provides written notice to DCTA for LAN to proceed with scope modifications to the Study.

Identified Need

Phase 1 of the study will provide up to three potential locations for a station in Corinth and a station concept for one location. This phase will further identify necessary modifications to infrastructure to provide access, parking and connectivity as well as track modifications required to physically accommodate a station. This phase will also include an operational analysis that will evaluate the impact of a new station on the existing system and identifying segments of the corridor where double tracking may be possible.

Phase 2 will identify the steps involved in full project implementation, a Rough Order of Magnitude (ROM) estimate for the station facility, a ROM estimate for modifications to the track corridor, a ROM estimate of the impact to rail operations and a ROM estimate for full project implementation. Phase 2 will also provide recommendations for overall system upgrades to improve performance, including double tracking.

Committee Review

This item was presented to Executive Committee on June 12, 2019.



Financial Impact

There is no financial impact of the ILA to the budget. Expenses associated with this agreement are fully reimbursable by the City of Corinth.

Recommendation

Staff recommends the Board of Directors authorize the CEO to execute an Interlocal Agreement with the City of Corinth for a Corinth station concept and estimate development.

Submitted By:

A handwritten signature in black ink, appearing to read "Ann Boulden", written over a horizontal line.

Ann Boulden, Director of Capital Development

Reviewed By:

A handwritten signature in black ink, appearing to read "Sarah Martinez", written over a horizontal line.

Sarah Martinez, Director of Procurement

Final Review:

A handwritten signature in blue ink, appearing to read "Kristina Holcomb", written over a horizontal line.

Kristina Holcomb, Deputy Chief Executive Officer

Approval:

A handwritten signature in black ink, appearing to read "Raymond Suarez", written over a horizontal line.

Raymond Suarez, Chief Executive Officer



Board of Directors Memo

June 20, 2019

SUBJECT: Discussion and approval of Resolution R19-09 authorizing FY2019 Budget Amendment Number 2019-12: Revised Operating Budget Amendment for Phase 1 of the Corinth Study Expense and Revenue

Background

The City of Corinth has expressed an interest in the addition of an A-train station within the city limits. To that end, the City and DCTA have agreed to issue a task order to Lockwood, Andrews and Newnam (LAN) for a phased development of a station concept and estimate. The cost of the task order will be fully reimbursed by the City of Corinth.

Identified Need

Under Phase 1, LAN will provide up to three potential locations for a station in Corinth and a station concept for one location. This phase will further identify necessary modifications to infrastructure to provide access, parking and connectivity those track modifications required to physically accommodate a station. This phase will also include an operational analysis that will evaluate the impact of a new station on the existing system and identifying segments of the corridor where double tracking may be possible.

If approved, Phase 2 will identify the steps involved in full project implementation, a Rough Order of Magnitude estimate for the station facility, a ROM estimate for modifications to the track corridor, a ROM estimate of the impact to rail operations and a ROM estimate for full project implementation. Phase 2 will also provide recommendations for overall system upgrades to improve performance, including double tracking.

Phase 1 will be initiated and completed in FY19. If approved by the City of Corinth, Phase 2 will begin in FY20.

DCTA's Financial Management Policies require approval of a Board resolution to authorize a budget amendment that increases the total adopted fiscal year budget. Although the City of Corinth will reimburse DCTA for the cost of the study, DCTA still needs to include the cost as a budgeted expense.

Financial Impact

The total cost of Phase 1 of the study shall not exceed \$85,761 and will be fully reimbursed by the City of Corinth.

Recommendation

Staff recommends the Board of Directors approve Resolution R19-09 authorizing a budget amendment for the FY2019 Operating Budget for an additional \$85,761 in professional services and an additional \$85,761 in revenue for Refunds and Reimbursements.

Exhibits

Attached - Resolution R19-09 authorizing FY2019 Budget Amendment Number 2019-12



Submitted By: Amanda Riddle
Amanda Riddle, Budget Manager

Final Review: Marisa Perry
Marisa Perry, CPA
Chief Financial Officer/VP of Finance

Approval: Raymond Suarez
Raymond Suarez, CEO

**DENTON COUNTY TRANSPORTATION AUTHORITY
RESOLUTION NO. R19-09**

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE DENTON COUNTY TRANSPORTATION AUTHORITY (“DCTA”) APPROVING FISCAL YEAR 2019 BUDGET AMENDMENT NUMBER 2019-12 REVISED OPERATING BUDGET AMENDMENT, FOR PHASE 1 OF THE CORINTH STUDY EXPENSE AND REVENUE, ATTACHED HERETO AS EXHIBIT “A”; PROVIDING A REPEALING CLAUSE; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the DCTA budget is a well-calculated estimate as to what will be needed for expenditures in the fiscal year; and

WHEREAS, budget estimates are often prepared months in advance of the actual expenditures and the possibility that the actual amount of the expenditure will be known in exact terms at the time of the budget preparation is unlikely; and

WHEREAS, during the fiscal year, it may become necessary to reforecast the annual expenditures and modify the budget by amendment; and

WHEREAS, DCTA operates the A-train, a 21-mile commuter rail line connecting Denton and Dallas Counties, connecting with the Dallas Area Rapid Transit (“DART”) Green Line at the Trinity Mills Station in Carrollton, where passengers can transfer to DART’s Green Line, which provides access to DART’s Red, Orange and Blue Lines and the Trinity Railway Express (“TRE”); and

WHEREAS, DCTA currently has five A-train stations – two in Denton, Texas, and three in Lewisville, Texas; and

WHEREAS, the City of Corinth has expressed an interest in the addition of an A-train station located within the city limits; and

WHEREAS, the City of Corinth and DCTA have agreed to issue a task order to Lockwood, Andrews & Newnam Inc. (“LAN”) for a phased development of a station concept and estimate. The cost of the task order will be fully reimbursed by the City of Corinth. The total cost of Phase 1 of the study shall not exceed \$85,761.00 and will be fully reimbursed by the City of Corinth. This revision results in a net zero impact on DCTA’s overall net operating income for Fiscal Year 2019; and

WHEREAS, the Board of Directors of the DCTA desire to amend the Fiscal Year 2019 Operating Budget for Phase 1 of the Corinth Study Expense and Revenue, as set forth in Exhibit “A;

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

SECTION 1. The Operating Budget Amendment number 2019-12, attached hereto as Exhibit “A”, be, and the same is hereby adopted, and which shall amend the original budget adopted on September 27, 2018, from and after the effective date of this Resolution.

SECTION 2. All provisions of the resolutions of the DCTA Board of Directors 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 3. That this Resolution shall take effect immediately from and after its passage, and it is, accordingly, so resolved.

DULY PASSED AND APPROVED BY THE BOARD OF DIRECTORS OF THE DENTON COUNTY TRANSPORTATION AUTHORITY THE 20TH DAY OF JUNE, 2019.

APPROVED:

Dianne Costa, Vice Chairman

ATTEST:

Secretary or Attesting Officer

APPROVED AS TO FORM:



Peter G. Smith, General Counsel
(PGS: 6-12-19 TM 108737)

RESOLUTION NO. R19-09 **EXHIBIT "A"**

DENTON COUNTY TRANSPORTATION AUTHORITY (DCTA)

BUDGET TRANSFER / REVISION REQUEST

Number: 2019-12

TRANSACTION TYPE: Transfer ☐
 Revision ☒

	Current Budget Amount	Budget Revision Amount	Adjusted Budget Amount
OPERATING BUDGET			
Total Operating Revenues			
900-40235 Refunds and Reimbursements	\$ -	\$85,761.00	\$ 85,761.00
Total Operating Expenses			
130-50309 Professional Services	\$ 330,000.00	\$85,761.00	\$ 415,761.00
	\$ 330,000.00	\$ -	\$ 330,000.00

EXPLANATION: The City of Corinth has expressed an interest in the addition of an A-train station within the city limits. To that end, the City and DCTA have agreed to issue a task order to Lockwood, Andrews and Newnam (LAN) for a phased development of a station concept and estimate. The cost of the task order will be fully reimbursed by the City of Corinth. The total cost of Phase 1 of the study shall not exceed \$85,761 and will be fully reimbursed by the City of Corinth. This revision results in a net zero impact on DCTA's overall net operating income for FY2019.

DATE: 06/11/19

REQUESTED BY: Amanda Riddle

DATE:

REVIEWED BY:



DATE:

PRESIDENT:



Board of Directors Memo

June 20, 2019

SUBJECT: Discussion and Approval of Task Order for City of Corinth Station Concept and Estimate Development through DCTA's Lockwood Andrews and Newnam, Inc.'s (LAN) Contract

Background

The City of Corinth has expressed an interest in the addition of an A-train station within the city limits. To that end, the City and DCTA have agreed to issue a task order to Lockwood, Andrews and Newnam (LAN) for a phased development of a station concept and estimate.

Identified Need

Under Phase 1, LAN will provide up to three potential locations for a station in Corinth and a station concept for one location. This phase will further identify necessary modifications to infrastructure to provide access, parking and connectivity as well as track modifications required to physically accommodate a station. This phase will also include an operational analysis that will evaluate the impact of a new station on the existing system and identifying segments of the corridor where double tracking may be possible.

If approved, Phase 2 will identify the steps involved in full project implementation, a Rough Order of Magnitude estimate for the station facility, a ROM estimate for modifications to the track corridor, a ROM estimate of the impact to rail operations and a ROM estimate for full project implementation. Phase 2 will also provide recommendations for overall system upgrades to improve performance, including double tracking.

Phase 1 will be initiated and completed in FY '19. If approved by the City of Corinth, Phase 2 will begin in FY '20.

Committee Review

This item was presented to the Executive Committee on June 12, 2019.

Financial Impact

The total cost of both phases of this task order shall not exceed \$137,000, Phase I \$86,000 and Phase II \$51,000 and will be fully reimbursed by the City of Corinth.

Recommendation

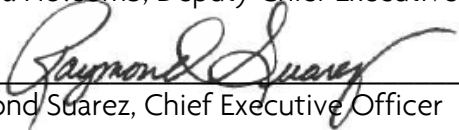
DCTA Staff recommends the Board of Directors approve Task Order No. 8 with Lockwood, Andrews and Newnam (LAN) for City of Corinth DCTA Station Concept and Estimate Development for a not-to-exceed \$137,000 to be reimbursed by the City of Corinth.



Submitted By: 
Ann Boulden, Capital Development Director

Review: 
Sarah Martinez, Director of Procurement

Final Review: 
Kristina Holcomb, Deputy Chief Executive Officer

Approval: 
Raymond Suarez, Chief Executive Officer



Board of Directors Memo

June 20, 2019

SUBJECT: Discussion and Approval of Proposed Information Technology Acceptable Use Policy

Identified Need

To outline the acceptable use of computer equipment at DCTA. To create rules to protect the agency, board of directors and employees from exposure to viruses, compromise of network systems and services and legal issues.

Financial Impact

None

Recommendation

Staff recommends approval and implementation of this policy.

Exhibits

Attached – DCTA Information Technology Acceptable Use Policy

Submitted By: *Javier Trilla*
Javier Trilla, Information Technology Director

Review:

Mackenzie Armendariz
Mackenzie Armendariz, HR Manager

Approval:

Kristina Holcomb
Kristina Holcomb, Deputy CEO

Information Technology Acceptable Use Policy

1. Overview

DCTA is committed to protecting employees, partners and the Agency from illegal or damaging actions by individuals, either knowingly or unknowingly. DCTA's intentions for publishing an Acceptable Use Policy are not to impose restrictions that are contrary to DCTA's established culture of openness, trust and integrity.

This policy applies to the use of information, electronic and computing devices, and network resources to conduct DCTA business or interact with internal networks and business systems, whether owned or leased by DCTA, the employee, or a third party. All employees, board members, contractors, consultants, temporary, and other workers at DCTA and its subsidiaries are responsible for exercising good judgment regarding appropriate use of information, electronic devices, and network resources in accordance with DCTA policies and standards, and local laws and regulation. Exceptions to this policy are documented in section 3.2

Internet/Intranet/Extranet-related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, WWW browsing, and FTP, are the property of DCTA. These systems are to be used for business purposes in serving the interests of the agency and its stakeholders in the course of normal operations. Please review Human Resources policies for further details.

2. Policy

2.1 General Use and Ownership

- 2.1.1 DCTA proprietary information stored on electronic and computing devices whether owned or leased by DCTA, the employee or a third party, remains the sole property of DCTA.
- 2.1.2 You have a responsibility to promptly report the theft, loss or unauthorized disclosure of DCTA proprietary information.
- 2.1.3 You may access, use or share DCTA proprietary information only to the extent it is authorized and necessary to fulfill your assigned job duties.
- 2.1.4 Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Individual departments are responsible for creating guidelines concerning personal use of Internet/Intranet/Extranet systems. In the absence of such policies, employees should be guided by departmental policies on personal use, and if there is any uncertainty, employees should consult their supervisor or manager.



- 2.1.5 For security and network maintenance purposes, authorized individuals within DCTA may monitor equipment, systems and network traffic at any time.
- 2.1.6 DCTA reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

2.2 Security and Proprietary Information

- 2.2.1 All mobile and computing devices that connect to the internal network must comply with this Acceptable Use Policy and are subject to removal from the network at any time if not in compliance.
- 2.2.2 System level and user level passwords must comply with the Password Policy. Providing access to another individual, either deliberately or through failure to secure its access, is prohibited.
- 2.2.3 You must lock the screen of your workstation or log off when the device is unattended.
- 2.2.4 Employees must use extreme caution when opening email attachments received from unknown senders, which may contain malware.

The following activities are, in general, prohibited. Employees may be exempted from these restrictions during the course of their legitimate job responsibilities (e.g., systems administration staff may have a need to disable the network access of a host if that host is disrupting production services).

Under no circumstances is an employee of DCTA authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing DCTA-owned resources.

2.3 System and Network Activities

The following activities are strictly prohibited, with no exceptions:

- 1. Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of “pirated” or other software products that are not appropriately licensed for use by DCTA.
- 2. Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which DCTA or the end user does not have an active license is strictly prohibited.
- 3. Accessing data, a server or an account for any purpose other than conducting DCTA business, even if you have authorized access, is prohibited.

4. Exporting software, technical information, encryption software or technology, in violation of international or regional export control laws, is illegal. The appropriate management should be consulted prior to export of any material that is in question.
5. Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, email bombs, etc.).
6. Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home unless specifically authorized for IT technical support or directed by the CEO.
7. Using a DCTA computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.
8. Making fraudulent offers of products, items, or services origination from any DCTA account.
9. Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
10. Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.
11. Port scanning or security scanning is expressly prohibited unless prior notification to DCTA is made.
12. Executing any form of network monitoring which will intercept data not intended for the employee's host, unless this activity is a part of the employee's normal job/duty.
13. Circumventing user authentication or security of any host, network or account.
14. Introducing honeypots, honeynets, or similar technology on the DCTA network.
15. Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).
16. Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.
17. Providing information about, or lists of, DCTA employees to parties outside DCTA.

2.3.1 Email and Communication Activities

When using DCTA resources to access and use the Internet, users must realize they represent the DCTA. Whenever employees state an affiliation to DCTA, they must also clearly indicate that “the opinions expressed are my own and not necessarily those of the company”. Questions may be addressed to the IT Department.

1. Sending unsolicited email messages, including the sending of “junk mail” or other advertising material to individuals who did not specifically request such material (email spam).
2. Any form of harassment via email, or telephone, whether through language, frequency, or size of messages.
3. Unauthorized use, or forging, of email header information.
4. Solicitation of email for any other email address, other than that of the poster’s account, with the intent to harass or to collect replies.
5. Creating or forwarding “chain letters,” “Ponzi” or other “pyramid” schemes of any type.
6. Use of unsolicited email origination from within DCTA’s networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by DCTA or connected via DCTA’s network.
7. Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).

2.3.2 Blogging and Social Media

Please see DCTA’s Social Media Policy

3. Policy Compliance

3.1 Compliance Measurement

The DCTA team will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback to the policy owner.

3.2 Exceptions

Any exception to the policy must be approved by the DCTA IT team in advance.

3.3 Non-Compliance



An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

6. Related Standards, Policies and Processes

- Social Media Policy
- Password Policy

7. Definitions and Terms

The following definition and terms can be found in the SANS Glossary located at:

<https://www.sans.org/security-resrouces/glossary-of-terms>

- Blogging
- Honeypot
- Honey net
- Proprietary Information
- Spam

8. Revision History

- **6/7/2019 – Seeking Board Approval for Initial Policy**