



DENTON COUNTY
TRANSPORTATION AUTHORITY

1955 Lakeway Dr., # 260, Lewisville, Texas 75057
972.221.4600 | RideDCTA.net

Board of Directors Work Session

December 13, 2018 | 9:00 a.m.

CALL TO ORDER

1. University of North Texas presentation by Dr. Allen Clark regarding UNT Transportation Services and growing the relationship with DCTA
2. Federal legislative update presentation by Christopher Giglio with Capital Edge
3. Discussion of 86th State Legislative Agenda and proposed possible Chapter 460 Transportation Code modifications
4. Discussion of local and regional initiatives and presentation by Raymond Suarez, CEO
5. Routine Briefing Items
 - a. Monthly Financial Reports
 - i. Financial Statements for November 2018
 - ii. Capital Projects Budget Report for November 2018
 - iii. Monthly Sales Tax Receipts
 - iv. Current Procurement Activities
 - b. Marketing and Communications
 - i. Marketing and Public Outreach Updates
 - ii. November Open House Meeting Report
 - c. Strategic Planning and Development
 - i. Regional Planning Initiatives Update
 - ii. Local Planning Initiatives Update
 - iii. Business Development & Partnerships Update
 - d. Capital Projects Update
 - e. Transit Operations Update
6. Discussion of Regular Board Meeting Consent Agenda Items
 - a. Budget Revision 2019-03 Fuel Tanks / Lewisville Bus Fueling Facility
 - b. Budget Revision 2019-04 Fleet 2018

7. Convene Executive Session. The Board may convene the Work Session into Closed Executive Session for the following:
 - a. As Authorized by Section 551.071(2) of the Texas Government Code, the Board of Directors Work Session 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 or the Regular Board Meeting Agenda.
 - 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.
8. Reconvene Open Session
 - a. Reconvene and Take Necessary Action on Items Discussed during Executive Session.
9. Discussion of Future Agenda Items
 - a. Board Member Requests

10. ADJOURN

Chair – Charles Emery
Vice Chair – Open

Secretary – Dianne Costa
Treasurer – Dave Kovatch

**Members – Skip Kalb, Tom Winterburn, Don Hartman, George A. Campbell, Allen Harris, Carter Wilson,
Connie White, Mark Miller, Ron Trees, Michael Savoie, Sara Bagheri**
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 12/7/2018 at 3:49 PM.



Brandy Pedron, Executive Administrator | Open Records



DENTON COUNTY
TRANSPORTATION AUTHORITY

1955 Lakeway Dr., # 260, Lewisville, Texas 75057
972.221.4600 | RideDCTA.net

Board of Directors Regular Meeting

December 13, 2018 | 10:00 a.m.

**or immediately following Board Work Session
scheduled at 9:00 a.m. on December 13, 2018*

CALL TO ORDER

PLEDGE OF ALLEGIANCE TO US AND TEXAS FLAGS

INVOCATION

WELCOME AND INTRODUCTION OF VISITORS

1. PUBLIC COMMENT

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

2. CONSENT AGENDA

- a. Approval of Minutes for the Board Work Session and Regular Meeting on November 15, 2018.
- b. Approval of Budget Revision 2019-03 Fuel Tanks/Bus Fueling Facility
- c. Approval of Budget Revision 2019-04 Fleet 2018
- d. Approve Amendment 3 to agreement with Segal Waters, Inc. for compensation and classification study

3. REGULAR AGENDA

- a. Discussion and Approval of Fare Changes effective January 2019
- b. Discussion and Approval of Bus Service Changes effective January 2019
- c. Authorize CEO to Negotiate and Execute Task Order 5 with Lyft for Late Night Ride Service
- d. Approval to Award of Agreement with Swiftly for Additional Software Modules
- e. Approval of Change Order to Terracon Consultants, Inc. for Subsurface Environmental Investigation Services
- f. Discussion and Approval of Amendment to Contract with Enterprise Holdings, LLC Adding Vehicle Types to the Vanpool Service Contract
- g. Discussion of DCTA Employee Holiday Time Off

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

Chair – Charles Emery
Vice Chair – Open

Secretary – Dianne Costa
Treasurer – Dave Kovatch

**Members – Skip Kalb, Tom Winterburn, Don Hartman, George A. Campbell, Allen Harris, Carter Wilson,
Connie White, Mark Miller, Ron Trees, Michael Savoie, Sara Bagheri**
CEO – Raymond Suarez

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This notice was posted on 12/7/2018 at 3:50 PM.


Brandy Pedron, Executive Administrator | Open Records



Board of Directors Memo

December 13, 2018

Subject: Work Session 5(a)i, ii Monthly Financial Statements and Capital Projects Budget Report

Background

Due to the change in Board Meeting to December 13th from the normal 4th Thursday of the month, the Financial Statements and Capital Projects Budget Report for the month ended November 2018 will be presented at the January 2019 Board meeting.

Identified Need

Provides the Board a review of DCTA's financial position and performance to budget.

Recommendation

N/A

Submitted by: Amber Karkauskas
Controller

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

Approval: Raymond Suarez
CEO

Board of Directors Memo

December 13, 2018

Subject: Current Procurement Activities**Transit Shelters**

Staff released a solicitation on Tuesday, October 30, 2018, for the design, manufacture, and delivery of two (2) transit shelters for the UNT campus. Bids were received on November 30, 2018 and are under review. Staff will award administratively in December 2018.

Mobility as a Service

Staff is developing a solicitation for various modes of mobility services as a supplement to our existing services. Staff anticipates releasing the RFP in January with responses due sixty days from RFP issuance. Award is anticipated at the March meeting.

Modifications at Rail

Staff is developing a solicitation for Building Modifications at the Rail Facility. Staff anticipates releasing the RFB in mid December with responses due in January. Award is anticipated at the January meeting.

Submitted by:


Athena Forrester, CPPO, CPPB
AVP of Regulatory Compliance

Final Review:


Marisa Perry, CPA
Chief Financial Officer/VP of Finance

Board of Directors Memo

December 13, 2018

Subject: Marketing & Communications Update**NEW HANDOUTS**

- Wheels & Rails (December 2018)
- Media Recap Report (November 2018)
- Bus Driver Job Fair Flyer

EVENTS

- Holiday Express (Denton)
 - Event Date – December 1
 - Total Ridership – 600+

PROMOTIONS

- Veterans Day Promotion {Free Ride}
 - Promotion Date – November 12
 - Total Ridership – 23 total passengers (bus and rail)
- Election Day Promotion {Free Ride}
 - Promotion Date – November 6
 - Total Ridership – 18,285
- Denton Holiday Lighting Promotion {Free Ride}
 - Promotion Date – November 30
 - Total Ridership – 421

NOVEMBER OPEN HOUSE MEETING REPORT

{Full Report Attached}

- Campaign Dates – October 26 through November 16
- Number of Attendees – 158
- Number of Comments – 307

ACTIVE CAMPAIGNS

- **Unique Campaigns**
 - Denton Holiday Lighting and Wassail Festival Free Ride Promotion
 - Holiday Service Schedule
 - PTC Testing/Service Modifications and Progress Report
 - Local Fare Promotion
 - University A-train Promotion (Ending Communications)
 - Denton Enterprise Airport On-Demand
- **Evergreen Campaigns**
 - #AskDCTA
 - #TransitTipTuesday
 - #WhyIRideDCTA
 - Photo Roundup
 - Fun Things to Do
 - A-train Free Fare Zones
 - Flashback Friday
 - GovDelivery
 - Hop on Board Blog
 - North Texas Xpress



- Discount Pass Programs
- Travel Tools
- Transit and Regional Connections
- Employment Opportunities

MEDIA RECAP REPORT (NOVEMBER 2018)

- Metrics
 - Total Stories – 119
 - Total Reach – 15.1M
 - Total Publicity Value – \$132.7K
- Top Media Outlets
 - KXAS-TV/NBC 5
 - KTVT-TV/CBS 11
 - Denton Record-Chronicle
 - KRLD-AM
 - Community Impact
 - Star Local Media
 - Cross Timbers Gazette
 - Metro Magazine
 - Mass Transit
 - Progressive Railroading

Submitted by:



Adrienne Hamilton
Communications Manager



Kelly Briggs
Community Relations Manager

Approved by:



Nicole Recker Crim
VP, Marketing & Communications



2018 November Public Meetings

Physical Meetings: November 3, 8 & 10
Online Presentation and Feedback Form: October 26 – November 16

Engagement Overview

DCTA DENTON COUNTY
TRANSPORTATION
AUTHORITY

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

PROPOSED FARE CHANGES

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

OPEN HOUSE TOPIC:
New Fare Structure and Fare Programs Effective January 14, 2019



| | |
|---|--|
| LEWISVILLE Saturday, November 3, 2018 9:00 a.m. – noon* Lewisville Community Resource Expo Next Steps Center 1305 TX-121 BUS Lewisville, TX 75067 | HIGHLAND VILLAGE Saturday, November 3, 2018 10:00 a.m. – 2:00 p.m.* City of Highland Village Fall Festival Unity Park 2200 Briarhill Blvd Highland Village, TX 75077 |
| DENTON Thursday, November 8, 2018 3:00 p.m. – 6:00 p.m. Downtown Denton Transit Center Lobby 604 E. Hickory Street, Denton, TX 76205 | DENTON Saturday, November 10, 2018 10:00 a.m. – 2:00 p.m. Denton Welcome Center on the Square 111 W. Hickory St Denton, TX 76201 |

ONLINE
Review the presentation and submit feedback online at dcta.net/about-dcta/public-engagement between Monday, October 29, and Friday, November 16.
*Come to this free event and locate the DCTA table for more information.

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

RideDCTA.net • 940.243.0077     HopOnBoardBlog.com • #RideDCTA

Engagement Area:

Cities of Lewisville, Denton and Highland Village

Engagement/Communication Timeframe:

October 26 – November 16, 2018

Public Meetings and Fare Change Outreach:

A series of open house meetings were held in DCTA's three member cities in November 2018. An online presentation and a dedicated webpage showcasing the information presented at the three meetings was hosted on RideDCTA.net with an available comment form. Passenger outreach also occurred via an agency wide effort which consisted of bus and A-train rides where

Engagement Overview



DENTON COUNTY
TRANSPORTATION
AUTHORITY

| Local Fare Updates | | | |
|-----------------------------|---------------------|------------------|--|
| Local Fare Type | Pre-Promo DCTA Fare | Proposed Changes | New Local Usage |
| AM/PM Local Fare | N/A | \$1.50 | Once validated, an AM Fare is valid from start of service through noon, and a PM Fare is valid from noon through end of service. |
| AM/PM Local Fare Reduced* | N/A | \$0.75 | |
| Local 2-Hour Pass | \$3.00 | REMOVE | Local Fare is valid on the A-train, Denton and Lewisville Connect Bus, Highland Village Connect Shuttle, Denton Enterprise Airport Zone, Lewisville Lakeway Zone, UNT Campus Shuttle, NCTC Campus Shuttle and North Texas Xpress (between Denton and the North Park & Ride). |
| Local 2-Hour Pass Reduced* | \$1.25 | REMOVE | |
| Local Day Pass | \$6.00 | \$3.00 | |
| Local Day Pass Reduced* | \$2.50 | \$1.50 | |
| Local 7-Day Pass | \$25.00 | \$15.00 | |
| Local 10-Pack of Day Passes | \$40.00 | \$20.00 | |
| Local 31-Day Pass | \$90.00 | \$48.00 | |
| Local 31-Day Pass Reduced* | \$40.00 | \$24.00 | |
| Local Annual Pass | \$650.00 | \$480.00 | |
| Local Annual Pass Reduced* | \$480.00 | \$240.00 | |
| Local Summer Youth Pass | \$30.00 | REMOVE | |

The above fares are not valid on Access, Frisco Demand-Response, Frisco AV or Collin County Transit. For a full list of on-demand service fares, please visit RideDCTA.net

| North Texas Xpress Fares | | |
|------------------------------|---------------------|------------------|
| North Texas Xpress Fare Type | Pre-Promo DCTA Fare | Proposed Changes |
| Local Day Pass | \$6.00 | \$3.00 |
| Local Day Pass Reduced* | \$2.50 | \$1.50 |
| Local 2-Hour Pass | \$3.00 | REMOVE |
| Local 2-Hour Pass Reduced | \$1.25 | REMOVE |
| Regional Day Pass | \$10.00 | \$12.00 |
| Regional Day Pass Reduced* | \$2.50 | \$3.00 |

| Regional Fare Updates | | |
|-------------------------------|---------------------|------------------|
| Regional Fare Type | Pre-Promo DCTA Fare | Proposed Changes |
| Regional 2-Hour Pass | \$6.00 | REMOVE |
| Regional 2-Hour Pass Reduced* | \$1.50 | REMOVE |

*Seniors (65+), persons with disabilities, Medicare cardholders, children (ages five through 14), high school and college/trade school students with valid student ID.

ADDITIONAL UPDATES

- **CONNECT FARE REMOVAL:** All Connect fares will be removed.
- **UNIVERSITY PASS PROGRAM REMOVAL:** The University Pass Program will be removed and replaced with the following:
 - **EDUCATOR PASS PROGRAM:** Educators of all types will qualify for a 50% discount on Local and Regional Fare. For more information, contact Kelly Briggs at kbriggs@dcta.net.
 - **STUDENTS NOW RECEIVE REDUCED FARE:** Students of all ages will qualify for reduced fare with a valid student ID.

LEARN MORE AND PROVIDE FEEDBACK AT OUR OPEN HOUSE MEETINGS, GOREQUEST AND ONLINE.

RideDCTA.net • 940.243.0077



HopOnBoardBlog.com • [#RideDCTA](https://twitter.com/RideDCTA)

Engagement Objective

Solicit public input on the following topics:

- Proposed Fare Changes
- Connect Fare Removal
- University Pass Program Removal
- Educator Pass Program
- Students Now Receive Reduced Fare

MEETING DETAILS



Meeting Details

Lewisville Public Meeting

Location: Lewisville Community Resource Expo at the Next Steps Center

Date: Saturday, November 3, 2018

Time: 9 a.m. – 12 p.m.

24 individual interactions



Meeting Details

Highland Village Public Meeting

Location:

City of Highland Village Fall Festival at Unity Park

Date: Saturday, November 3, 2018

Time: 10 a.m. – 2 p.m.

44 individual interactions



Meeting Details

Denton Public Meeting

Location: Downtown Denton Transit Center

Date: Thursday, November 8, 2018

Time: 3 p.m. – 6 p.m.

13 individual interactions



Meeting Details

Denton Public Meeting

Location: Denton Welcome Center on the Square

Date: Saturday, November 10, 2018

Time: 10 p.m. – 2 p.m.

76 individual interactions



SOCIAL MEDIA OUTREACH

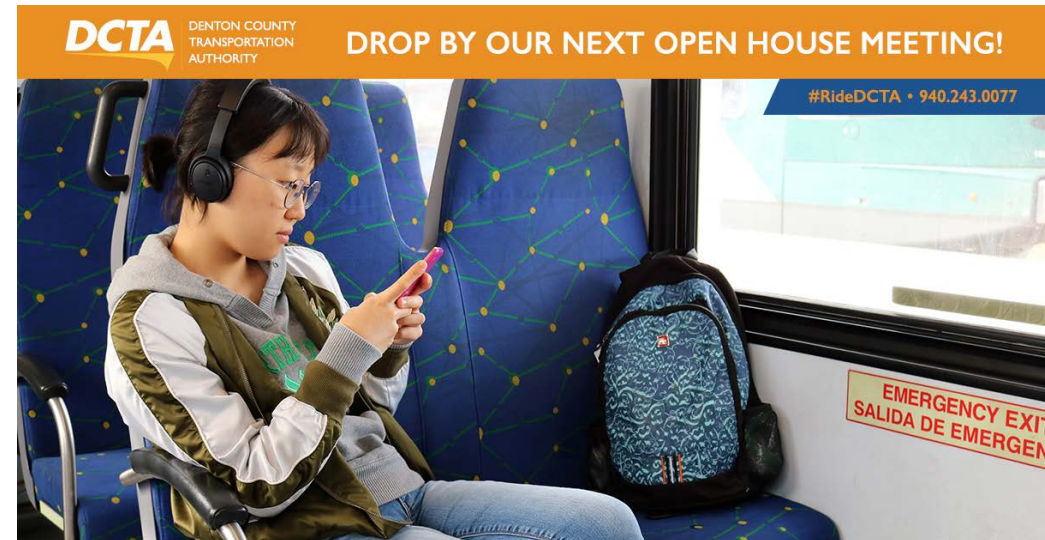


Facebook - Paid

Post Dates: 10/29, 11/10

People Reached: 20,692

Total Engagements: 304



Twitter - Paid

Post Dates: 11/2, 11/12

People Reached: 34,014

Total Engagements: 1825



Facebook - Organic

Post Dates: 11/15

People Reached: 267

Total Engagements: 3

DCTA Denton County Transportation Authority (DCTA)
Published by Adrienne Hamilton [?] · November 15 at 9:35 AM · 🌐

If you missed our November open house meetings, no worries! You can still provide us with your feedback on our proposed new fare structure slated to launch next January! More info: <http://bit.ly/2wKS90v>

DCTA **OPEN HOUSE MEETING PRESENTATION**

CAN'T ATTEND OUR MEETINGS?
You can view our online presentation on our proposed new fare structure from October 29 through November 16 at RideDCTA.net.

267 People Reached 3 Engagements [Boost Post](#)

Social Media Comprehensive Results

- Days Posted – 5
- Total Impressions – 54,973
- Total Engagements – 2,132



DIGITAL MARKETING OUTREACH



Email Marketing Statistics

- Email send: November 1, 2018
- Total Sent: 4,522
- Delivered: 4,370
- Opens: 651
- Unique Opens: 460
- Total Clicks: 31

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



Website Statistics

Web Traffic (from Oct. 26 to Nov. 16)

- Total page views for the November 2018 Public Meetings page: 1,663
- Average time spent on the November 2018 Public Meetings page: 3:48

| Top 5 Referral Sources | Number of Sessions | % of Total Referrals | Average Time Spent on Page |
|------------------------|--------------------|----------------------|----------------------------|
| Twitter | 1,323 | 79.56% | 4:46 |
| Facebook | 202 | 12.15% | 2:36 |
| Google | 57 | 3.43% | 1:48 |
| Website (direct) | 17 | 1.02% | 1:18 |
| links.govdelivery.com | 16 | .96% | 0:53 |

MEDIA RELATIONS



Media Relations

Publication Mentions

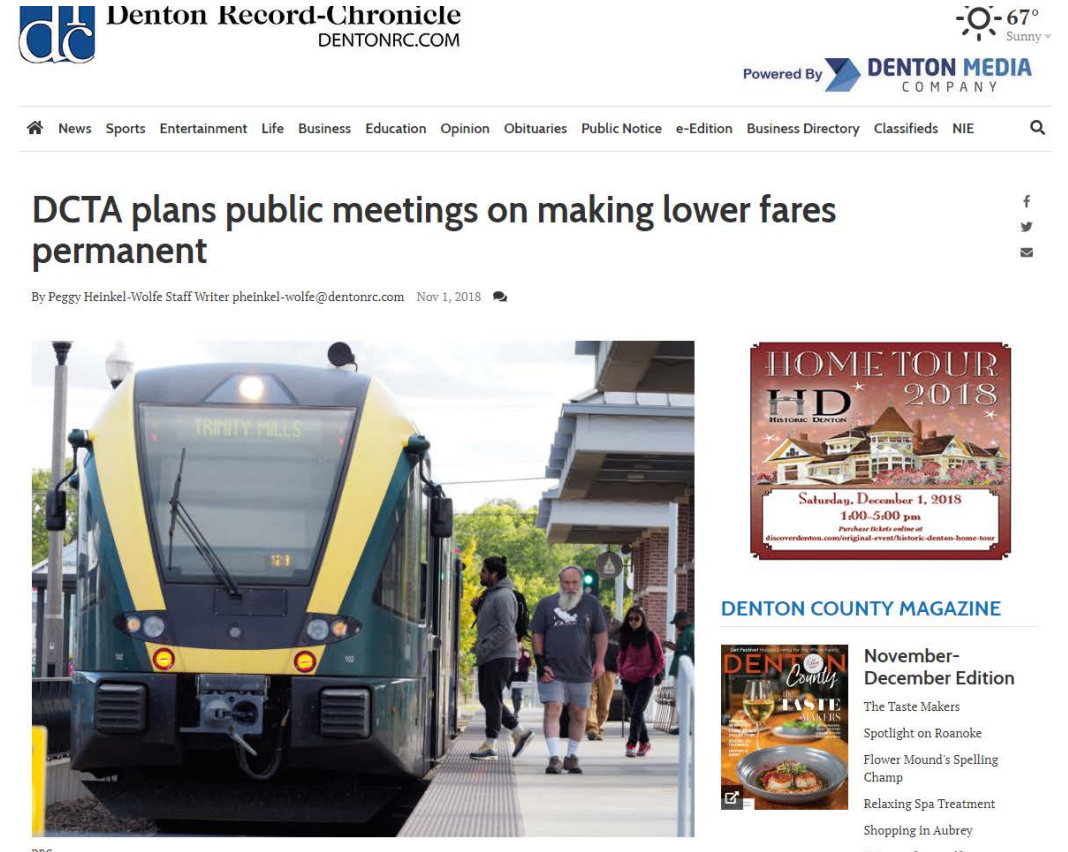
- Denton Record-Chronicle
- Flower Mound Leader

TOTAL MENTIONS

8

TOTAL REACH

570.2K



Media Posts



OVERALL COMMUNITY OUTREACH STATISTICS



Fare Change Outreach

- 36 outreach shifts via A-train and bus routes during peak schedule times took place over the span of 2.5 weeks.
- 4 public meetings. Each meeting was divided into 2 shifts with a total of 4 staff members per shift.
- Outreach was an agency wide effort. Staff members covered a minimum of 2 outreach shifts per person with a total of 109.5 hours of staffing.
- 898 fliers were passed out to the public.

Community Outreach - 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

Educator Pass Program Survey

- 1,500 emails communicating the proposed educator pass program were sent to the UNT and TWU database of staff and faculty with surveys requesting feedback via Survey Monkey
- 121 responses were received



OVERALL ENGAGEMENT STATISTICS



Overall Engagement Statistics

Total Promotional Timeframe

- October 26 – November 16, 2018

Total Impressions Across All Efforts

- 60,092

Total Engagements Across All Efforts

- 5,305

Total Number of Attendees

- 157

Total Number of Comments

- 307

COMMENTS



Lewisville Comments



Topic: Fare changes

- Would increase ability to serve.
- Just moved here from California and so excited to hear about DCTA! Would LOVE lower fares. Has 5 kids and they used public transit in California and walk everywhere.
- Would ride more often if fares were lowered.
- Would like to use the train more for shopping and entertainment. Likes that we're reducing local fares permanently and plans to ride more.
- Takes train every now and then (Irish Fest) – would probably be more inclined to ride with lower fares.
- Don't ride but see us around. Wouldn't personally ride because of the fare decrease but knows of others who would.
- Doesn't ride because doesn't think regional fare is worth it, but may be inclined to explore it with lower fares.
- Salvation Army: wants to get people from here to Dallas to shelter – loves the lower fare because it makes it easier and is so important.

Lewisville Comments

Topic: Service

- Rides Routes 21 and 22 often and would like more stops.
- Likes that we offer free riders for the Denton Holiday Lighting Festival. Keep doing this!

Topic: General

- The colder it gets, it would be helpful to have increased transportation (hot months, too).
- Salvation Army: We send people on your system all the time!
- Salvation Army: "Our people blow through your guides!"
- Would like for DCTA to offer more free ride promotions and package deals.
- Hire in Coppel – working with city manager to get service because daughter goes to a service (Camp Summit) on Main Street – seen the service around.
- Tries to get aides and therapists to location but doesn't think they should have to pay if they're providing a service.
- Salvation Army would like trip planning help for their clients.

Highland Village Comments

Topic: Fare changes

- I think it's great you're lowering fares.
- Lowering fares is cool.
- Lower fares are awesome.
- I encourage everyone to use it, and more people will be encouraged to ride it by making it more affordable, especially students.
- Cheaper is better.

Topic: Service

- 7:30 morning train leaves you for 11-12 minutes – would like shorter wait time between A-train and DART.

Topic: General

- Loves the train.

Denton DDTC Comments

Topic: Fare Changes

- I hope the lower fare proposal passes! I approve.

Topic: Service

- Saturday Route 4 and 7 should be staggered. They are arriving at the same time. Stagger every 30 minutes.
- Bus times are unreliable. I get off Route 7 because it never runs on time.
- Route 8 is slow.

Topic: General

- Visually impaired and could see the presentation.
- Route 3 Bolivar and McKinney have no shelter. Can you add shelters?

Denton Welcome Center Comments

Topic: Fare Changes

- Reducing fares is great. Usually drives, but it would be nice if she didn't have to.
- Reducing fares would probably make him more interested in riding more
- Lowering fares is good.
- \$1.50 is way better than \$6. Cheaper is better for students.
- I think it would encourage most people to ride more.
- Doesn't live in the city but thinks it would be great to lower fares.
- Thinks it's a good idea and would probably help with ridership.
- Lowering fares would definitely make them more interested in riding.
- That's awesome!
- Thinks that's significantly cheaper (thought fares were \$12) and would definitely ride more.



Denton Welcome Center Comments

Topic: Fare Changes

- Not something she would use, but still thinks it's great.
- Rides all the time and would continue using services.
- Had never ridden, but wanted to but thought it was too expensive; lowering fares is great and he would take it to go to dinner.
- Doesn't encourage her specifically, but is sure it would help other people because cheaper transportation is better.
- Lowering fares would encourage us to ride – cost is one of the reasons we haven't ridden so far, but would in a heartbeat.
- Thinks it's good, but has to leave games at the AAC before they are over to catch the last A-train.
- Would be happy if fares were lowered – takes it to UT Southwestern.
- Price point is not a problem. Doesn't use the train, only UNT buses.
- Mostly goes downtown and thought current fares were reasonable considering the price of gas, but is a student so gets buses free.
- Would consider it now because they didn't know it was reduced so much from \$10.

Denton Welcome Center Comments

Topic: Service

- Wants late night and weekend services.
- Wishes hours could be expanded – goes to Stars games and would like later hours for the train.
- Currently drives to Carrollton and take the train from there and does the same thing when going to the airport.

Topic: General

- Where would I ride anything to? Only lives and works in Denton.
- Would not help them because transportation does not go to where they live (in Denton County, but outside of the member cities).

Online Comments

Topic: Fare Changes

- I love the new plan to make the fare reduction permanent. Plus, I am an educator, so I plan to follow up on that additional discount! Before, the difference between the cost of driving or riding was a wash. Now it will clearly be less expensive for me to ride than to drive, at least until January.
- Keep the University Pass Program. The alternative for students is inconvenient because the ticket machines found at the stations sometimes fail to accept credit card and the GoPass app doesn't allow students to buy the reduced fare. The current University Pass Program is convenient because it allows students to pay all at once, so there's no risk of forgetting to buy a ticket and/or have money ready.
- I am faculty/staff at UNT, and I am excited to hear about the Educator Pass Program which is discounted more than what I currently pay!

Online Comments

Topic: Service

- I fear that proposed plans to change Route 21 will kill any advantage to ride DCTA. I work in the Waters Ridge business park that is slated to become an On-Demand zone. I've struggled to get information from DCTA concerning this change other than what is on the poster in the bus (and not easy to read at that!). Please, please, please keep Route 21 running through Waters Ridge for myself and the others who count on it.
- Adjust the DCTA bus and A-train schedules to allow more time to transfer from bus to train vice versa during rush hour.

Topic: General

- Where are the riders? I never see anyone on the train.
- I appreciate having the A-train available and whenever a student tells me they commute from Lewisville, I tell them they should look into taking the train also!

Ride Around Comments

Topic: Fare Changes

- I have a regional DART annual pass, but with recent regional fare increase, I'll do my CBA (?) to determine best price.
- The recent fare change on local system is amazing! Thank you!
- A lot of people will appreciate this.
- Thought the reduction of the local pass was good.
- Concern about fares not looking like they're going down – ex. University pass program vs 50% discount.
- Now I can travel to Dallas much more regularly rather than making sure I don't go over budget.
- Lower fares sound better to me! Where do I sign?
- Having one ticket for bus and train at that rate will change my life.
- Why are you cutting fares? What's the catch?

Ride Around Comments

Topic: Fare Changes

- Thank you for lowering fares. No one ever does that, and it will save me a lot of money.
- I commute to Dallas from Robson Ranch. It's such a long commute but the price and level of service is great. Lowering your fares makes it even better!
- I still don't like that we have to purchase 2 tickets in order to get the best price, but it's better than paying DART's higher rates.
- Excited!! Fare change \$40 to \$20.
- High school students confused about how much they have to pay.
- One customer was adamant that the regional pass shown for the north Texas express is a regular regional pass. This needs to be clarified.
- Loves the lower price and rides local to Carrollton.
- Same confusion about connect fare removal. Student thought it meant they could no longer ride connect.
- One customer, who self-identified as homeless, wished that the homeless has a way to ride for free, especially for emergencies, appointments, and clinic visits.

Ride Around Comments

Topic: Fare Changes

- Bus driver (Teresa) thought the changes would bring more ridership.
- Customer expressed disapproval over the regional day pass going up from the pre-promotional DCTA fare.
- Customers thought this system was simpler and easier to navigate.
- One customer said she “can’t wait” for the new proposed changes to go into effect.
- New fare doesn’t help me. Takes it to work and back.
- Good that you don’t have to pay for the train.
- Fares ARE going up. One-way ride going from \$1 to \$1.50.
- I wish DART was doing this.
- Can students at UNT ride the A-train free also under the new fares? Since the train is now included in other fares?

Ride Around Comments

Topic: Reduced Fare

- (7 people) College student reduced pass would work.
- DART reduced pass requires ID. Will regional reduced passes require ID?
- (10 students) Okay with reduced fare; concerned about buying 2 passes, but approved when they found out about Go Pass.
- I don't use the UPP.
- The changes to the university passes are positive. I am an educator but buy the daily passes.
- Uses UPP semester local and used to use it three times per week. Now plans to buy 3 local reduced day passes.
- UPP is good but new structure is more convenient, can purchase in smaller numbers.
- Reduced fare is great.
- Didn't like to have to pay for the A-train again.

Ride Around Comments

Topic: Reduced Fare

- Student thought it would be good (rides the A-train sometimes and would ride more).
- One student said he still would prefer driving even with lowered fare prices.
- Educators get a 50% discount on discounted fares?? That's awesome.
- UNT employee will get a student pass for son.
- One man who said he was UNT faculty was distressed that he was going to have to pay for his travel now.
- I don't currently ride the train but being able to buy reduced passes for A-train would be convenient.
- Student who goes to Dallas a lot thinks it's a good value.

Ride Around Comments

Topic: AM/PM Pass

- If I start on the bus, what do I get from driver to show to ride the train?. I use the 2-hour pass from Hebron to work on the bus, this new structure would work. Same price for AM/PM, but better access.
- I ride the train for free from Med Park to DDR, pay bus fare in the morning and do the reverse in the afternoon. This new AM/PM local would give me more access for the same price.
- I buy a 2-hour regional pass and think the AM/PM could work.
- (7 people) 2-hour pass but new structure would work.
- Bus passenger agrees with local fare AM/PM for more access.
- (34 people) don't use the 2-hour passes.
- Uses the local 2-hour passes, but can buy the AM/PM passes and save money.
- Need regional AM/PM. Five days a week, I use the regular 2-hour pass.

Ride Around Comments

Topic: AM/PM Pass

- I use the two hour passes but the new structure would save money.
- Confused about transfers with the new fare system.
- Customer wanted to know how drivers would implement the morning and afternoon service, so he did not have to go to DDTC to buy these passes.
- One non-student rider thought the AM/PM fare system was better than the two-hour pass and liked that the day passes would be cheaper.
- AM/PM fare system sounds better than the two-hours pass.
- Likes the AM/PM pass.
- Comment regarding short rides that originate late morning and finish early afternoon – would they require day pass even if less than 2 hours?
- Thinks the AM/PM fare is positive, but concerned over short rides that overlap AM/PM and now require a full day pass.

Ride Around Comments

Topic: Service

- 6:10 into Hebron train to Route 21 has a good connection.
- Connections often have issues at Trinity Mills W/South 5:57 AM arrival at Trinity Mills.
- Late train causing connection issues at Trinity Mills Station.
- Improve frequency – 15 mins would be nice on train.
- Happy with the bus service.
- Route 7 bus has a mechanical issue.
- Wants later hours.
- Why did we change Route 4?
- Many students thought DCTA provided decent service.
- Wants discount for military.

Ride Around Comments

Topic: Service

- (4 students) Didn't know we had the A-train.
- UNT shuttles get crowded, add more times to the schedule.
- One student said he would ride more if the train ran later.
- One student didn't know we had train, would like to learn more about our city buses and train.
- One student likes the shuttles but didn't like that Sam Bass was taken away and thinks that if Centre Place went a mile further, it would serve previous Sam Bass riders.
- One student needs transportation from downtown Denton (Locust/Victoria Heights) – Bernard St. Has a car but wouldn't drive if we served her area.
- One customer expressed a wish that the buses would run later.
- One customer expressed a wish for wi-fi on the buses and USB ports for charging phones.
- Wants more northbound trains in midday.

Ride Around Comments

Topic: General

- Student rides every day from Carrollton – thankful because limited parking at TWU.
- Thank you so much for getting on the train to let us know. That's going above and beyond.
- ADA passenger appreciates the service and wants it to continue. Rides almost every day.
- Thank you so much!
- Train customer service is great, but bus drivers aren't as friendly. Bus Route 7 from Winco left them on Friday night.
- One customer thought the seven-day pass was "useless" and just buys the 10-day pass instead.
- One customer likes the A-train.

Ride Around Comments

Topic: General

- One person did not like the fact that Route 4 no longer went to DDTC. He rides the bus in the evening and had no way of getting home at night; wants the buses to run later. Said he was aware of DCTA's new shuttle system.
- Wants more routes for the Industrial Park in Denton.
- One customer generally liked that our prices were going to be much more reasonable and cheaper than DART's.
- Suggested buses should have USB ports to charge phones. Wi-fi would be cool, too (but she understood that feature may be too pricey).
- Two customers expressed a desire for more shelters and benches at each stop. One of these customers was disabled and did not like standing for too long at a stop. They also brought up that many stops collect rainwater during heavy rains and make it difficult to get to the stop to wait for the buses.

Ride Around Comments

Topic: General

- A woman (who identified as autistic) states that she got left on a bus (Route 5) during the driver's break. No one communicated with her the driver would be on break. She noted one or two drivers had been rude, but generally, they are all nice.
- Buses should run earlier.
- No transfers are good for passengers and drivers.
- Are the late night trains coming back?
- Wants the bus schedule to match more with the train.
- Recommends advertising changes on bus, either inside or outside of bus.

Ride Around Comments

Topic: General

- Driver feedback: said uniform program is not as good as in the past. Used to get \$200 allowance; quality not as good as in the past.
- Would like the summer pass back – advertise more for more response.
- Long wait from Route 3 to DDTC to get shuttle to NCTC.
- City busses need to go to 35 and Fort Worth drive instead of having to walk to Route 1 or 7 from Studio 6. UNT buses do but not city buses.
- Can you get on a UNT bus if you aren't a student?
- Some confusion regarding one-way ticket books. Customers seem to like those.
- Wants bus routes with later hours to support those who work on the square.

TWU Educator Discount Comments

- I think this is a great idea! I enjoy taking the DCTA and this would only encourage me to take advantage of the service more often.
- I suppose it depends on what the total discounted fare would be. If it is half off but costs more than the current adult fare, that would be a problem. If the discounted rate is less than the current adult fare, then great.
- I love this idea. As an educator who occasionally uses the trains and buses to take students to museums, this would be a huge boon for me and other educators.
- I think this would be a great program. With limited parking at TWU, a discount would motivate more people to take the bus.

UNT Educator Discount Comments

- This is a really great idea especially with the difficulties of finding parking throughout the university.
- Discounts are always welcomed!
- I think it's Great!!
- I think this is an amazing idea, it will help reach out to other's who might not have the chance to get merchandise to be able to extend further education.
- Great idea!
- I think that's a great idea. It's the local riders who keep the program moving, and we're using the service for many reasons, but for one - to place less of a burden on the environment by all of us using our own individual automobiles.
- Great idea. I think it would encourage me to use DCTA and DART more.
- I would love to use public transportation more and this discount program for educators would certainly help! Would it count for UNT staff who are not exactly instructors and professors?

UNT Educator Discount Comments

- I think this is a wonderful opportunity for members of the campus community to take advantage of DCTA services!
- This is a great idea! I work at a university and live next to a bus stop. This would encourage me to use the bus more often.
- I am interested.
- This would be an AMAZING discount -- and it would very much encourage me to use the DCTA frequently -- almost every day, in fact. Thanks.
- Sounds great.
- I believe that this program is an awesome idea! I look forward to seeing the end results.
- I think this would be awesome. My only concern is how educators would be identified when purchasing tickets. Would it be on the honor system? Would educators have to pre-register to get an identifier?
- Any educator or student discount are ALWAYS appreciated!
- Sounds good!

UNT Educator Discount Comments

- The fee reduction will be nice. I hope that they continue to add speed trains to help get from longer distances faster.
- I take the A-Train to work every day and love the free student and staff program! I think any discount program would be helpful.
- This sounds like a great option for educators.
- We have a similar program at my previous university. It was used a lot!
- I do not leave in Denton County so I will probably not use this service.
- I would likely use this program for dart rail, but not for local transportation as I have a car to get around Denton.
- As a faculty member, I would occasionally take advantage of this program to get to the DART exchange in Carrollton. I probably would not travel to Lewisville or Highland Village b/c there is not a reliable option to get other businesses in these towns except for Uber or Lyft. At the rates they charge, I save more money driving myself.
- Sounds great! Educators are unpaid as it is. Any perks are much appreciated.

UNT Educator Discount Comments

- This would be a great opportunity for educators to save on gas and the headache of traffic! I see DCTA buses all around our campus, and I appreciate the availability. As a higher education staff member, I hope DCTA launches this program, and I would look forward to taking advantage of this offer.
- Great idea for Denton residents.
- This is a great idea and could truly aid in alleviating the parking issues (e.g. high cost and lack of availability) throughout campus.
- Great! Many face various financial obstacles, and any relief would be helpful. It serves to benefit DCTA with increased ridership. This opportunity is much needed, and I'm certain will be much appreciated. Kudos DCTA!
- I like proposed discount program, but don't understand the point of the Regional & Monthly Increases. Especially, if it is advertised to for Regional: With the DCTA Local Fare Promotion, you could purchase a DCTA Local Day Pass for \$3 and a DART Local Day Pass for \$6, for a total of \$9 (compared to the current \$10 and the future \$12). Monthly: With the DCTA Local Fare Promotion, you could purchase a DCTA Local 31-Day Pass for \$48 and a DART Local Monthly Pass for \$96, for a total of \$144 (compared to the current \$160 and the future \$192). Why not have the totals a little more then the combined \$9 and \$144. Just a suggestion.
- Great idea!

UNT Educator Discount Comments

- I think this program & the updates sound great!
- I think this is a great opportunity to show appreciation for people who are often overlooked. Educators are the backbone of the community and they deserve a great offer like this!
- I would definitely use it at least a couple of times a month, much more often than I do now.
- I think it's a great idea to provide educators with a more efficient and affordable commute.
- It would be helpful to offer such a discount since the majority of folks commuting to and from Denton are staff, faculty and students at the two universities. I think it will increase ridership and increase engagement with the Dallas arts and communities as well.
- I will use it.
- I live in a small Denton County town, so DCTA's services aren't really available for me. I'd love to be able to use public transportation to get from my hometown into Denton, but that's not an option, so I can't imagine that I will ever use the service, except for the rare ride from Denton into Dallas.
- I would love to be able to take advantage of this wonderful discount! Thank you.
- I think this program would be perfect for staff! Most staff members commute to Denton and/or to work. I would take advantage of this program! Allows me to keep miles off of my car, help with decreasing car pollution, and increase usage of the public transport in Denton.

UNT Educator Discount Comments

- This is wonderful! I live in Arlington and teach at different community colleges across the DFW Metroplex.
- This would be amazing support to UNT personnel, and would also be a very Green thing to do. Supports our people and promotes our image to the community, as users of public transit. Spot on. (BTW: I have already submitted a request to DCTA to re-instate/initiate a HUB-AND-SATELLITE express bus option for the longest of their long-distance commuters. These would be express buses that would go between HUB urban center (Downtown Dallas) and SATELLITE urban centers (Downtown Denton, Downtown Frisco, Downtown FW, Downtown...fill in the blank). This would capture all those long-distance commuters who are currently not using the train because the current system requires long-distance commuters to go from stop, to stop, to stop, to stop, to stop--Essentially doubling or tripling their commute time, which is prohibitive as a public transportation option, so they simply choose not to ride at all. A city-center HUB to city-center HUB/Satellite express bus option could also be a great public transportation support for our Frisco expansion, not to mention UNT in downtown Dallas, UNT Dallas, UNTHSC in FW, etc. etc.)
- I think it is wonderful and I hope that the proposal launches and people utilize it. I live in East Fort Worth, and commute to Denton, so personally, it's not an option for me--but others need to hop on board! Thanks for everything y'all do!
- This sounds great! I only live 1.5 miles from campus, so I would only use it during weekend travel, but I appreciate any discount available to educators!
- This would be great! Educators are underpaid!!!

UNT Educator Discount Comments

- Sounds great, I would use it!
- I am enthusiastic about this program, but I am hesitant when I notice the move to change the plan for students. I imagine the hope is to offset costs, but I fear there will be a marked decrease in DCTA use with the proposed changes overall. Best of luck in these transportation endeavors.
- A discount is nice but will not necessarily increase ridership. More frequent buses, clearly marked stops with covers and seating, and more efficient routes will be necessary before I will try to rely on DCTA for my daily commute.
- I think this is a great opportunity, but I do not use the DCTA services.
- I would use and appreciate this discount and I know many many others who would as well.
- Great idea!
- I think it's a great idea. I don't live close enough to take advantage of it daily, but I would use it when I had the chance.
- I hope this program develops. I could afford to ride the train for a discount.
- Sounds good
- I would use it

UNT Educator Discount Comments

- It sounds like a great idea for educators. However, I would be worried how that would impact DCTA's budget since Denton County has 2 universities, 1 community college, and scores of primary and secondary schools. What about reducing the fare for everyone by 25%? They would probably get more money that way and lower income riders would benefit as well.
- This sounds amazing.
- Sounds great!!! I would eat here every day, if it was cheaper!!
- This is a great idea - any chance students could ride for free like the TCC students on the Trinity bus system?
- I think this is great! As a staff member I would definitely utilize. thank you!
- I think it is a great way to show support for an often low-paid population that has a major impact on the future of our nation and society.
- I think this is a great idea. Many people cannot find parking, this would be an alternative
- I think it's a great idea. Send out info on routes and schedules.
- Fabulous idea!

UNT Educator Discount Comments

- The program sounds wonderful. I just wish we had bus service from our area. Our neighborhood is located at Robinson Rd & 2499. Until that occurs, my only option is driving to the A train station. Would love to be able to have all access to public transportation without having to move.
- I think this is a great idea. It is a morale booster for employees and will bring more business to the local economy. It is a win/win!
- Excellent idea. it will encourage more riding on the DCTA
- That sounds like an excellent idea that should really help get some traffic off the overcrowded roads in Denton.
- I think it would be great. I live close to campus but wish I could use the bus. The closest bus stop to me (on Bonnie Brae - Discovery Park route) is still a good distance to walk.
- I would definitely use this for trips into the metroplex even though I live north of Denton. We do not like driving into Dallas!
- Great idea!
- This is a great benefit for the Denton community; I believe that extending the A Train's schedule would increase the number of riders as well.

UNT Educator Discount Comments

- I think this could be very useful particularly for international students and scholars who do not have a car.
- I think this will be great! Cheaper fares, means many more people may consider using public transportation.
- Wonderful idea.
- That's great.
- I think that is a great idea. As a UNT employee who lives in Denton, I am able to commute to work without using a vehicle. I would love for commuters who live outside Denton to have that same opportunity, but the A train can be very costly.
- This sounds like a great idea. Educators will always appreciate money saving opportunities.
- That sounds like a great idea!
- Very interested!
- I think it is a great idea!
- It is a great idea; but how will DCTA verify faculty and staff? Would a valid ID work, and how would this be verified?

UNT Educator Discount Comments

- I live in Little Elm. I would love to see mass transit provided to that area. Discounts are always great too.
- As long as it doesn't take 2 hours to get around Denton, would be AWESOME!
- I support this program. Can you define 'educator'? Does that include staff?
- I would use public transportation, but I drop 4 kids off at 4 different locations each morning!
- Great idea. I would use it for the train.
- I think this is a great idea, and I would definitely take advantage of it.
- I think this would be a perfect program for staff, faculty, and educators because most buses go to campus. If you are an international university worker and do not own a car, this would be perfect.
- Who doesn't like a discount?! I don't personally use DCTA as I enjoy the convenience of my personal vehicle, but I would appreciate a discounted rate should I ever need DCTA services.
- I think this would be a great incentive to reduce the number of cars on the road.
- Great idea!

UNT Educator Discount Comments

- Discounts are always awesome!
- DCTA rides should be free for UNT and TWU students, staff, and faculty commuters.
- 5 days a week or Saturday/Sunday service?
- That would be a great benefit.
- I think it's great, but I will not use it.
- I think that this is a great idea in allowing everyone to have another way of getting to and from work.
- Sounds good!
- I would appreciate this option.
- I think it's a generous discount, and fantastic idea!
- This is a great idea and would be used by many faculty and staff at UNT!
- I think this is a GREAT idea! It would also encourage me to use public transportation more because it would be more cost effective.

UNT Educator Discount Comments

- Saves money, time and parking only for educators that live in Denton County. However Arizona State provided free annual bus cards for their employees that used public transportation which I took advantage of on a daily bases. I lived less than 5 miles from campus though...
- I think it is a great idea. Would like to know more about what is considered Regional. I would not use local because I live outside Denton and have to drive into Denton anyway but would consider using it to meet up with others for events.
- Seems like a good idea, but I don't ride DCTA because it doesn't come near enough to my house and I'm not sure the route hours match with my work hours.
- I would like reduced prices, as long as it does not increase prices elsewhere.
- I think this is a great program that may get more people to use public transportation which would help with overflow parking at the university.
- I think this program is a great idea. It would help those who would like to travel in a more environmentally friendly way or for those who do not have easy access to transportation.
- I think it sounds like a great idea and makes me more likely to ride DCTA.
- This would be great! If a discount was provided, more faculty and staff would ride the bus.

UNT Educator Discount Comments

- I think this program would be beneficial to the community. I believe that the discounted fare would encourage people to use public transportation more often.
- Not sure if I would use since I live in Denton so close to UNT. But have an occasional need to go to Dallas on A-train and transfer to DART.
- I LOVE THE IDEA
- Great! I will occasionally use it
- I will definitely look into this. Each year I comparison shop DCTA against cost of parking pass, wear and tear, gas, etc. The cost of a yearly DCTA pass has made the DCTA option prohibitive. Actually, I have also taken into consideration the regional which include DART and TRE. However, if it is less expensive to use my own transportation then DCTA, DART, TRE are not an option. When I was working in downtown Dallas, the \$80 monthly DART pass was totally worth it as monthly parking alone was over \$100. I do have planned to try the promotional free trips that are currently in place, however, I have been unable to work them in at this time.
- I think this is an amazing opportunity! It also shows the appreciation you have for educators - and that means a lot!

UNT Educator Discount Comments

- I think that this is a great idea. I would expect there would be a large population of staff/faculty that would take advantage of this.
- I like the idea. Will consider using the bus if this happens. Will this include a discount on A-Train?
- I would definitely take advantage of that discount.
- The reduced costs will encourage more people to ride with DCTA but you will need to ensure the changes are spread publicly to increase awareness and gain new passengers, as well as, obtain the passengers lost due to the high prices.

Topic: General

- TBH I can't quite grasp what local fare is as opposed to regional fare. Is it city vs. county? Does this include A train? I know our administrative assistant has been using the A train all semester now that it's been free and it would be great to keep it free/low cost. As for buses, it's rare that I'd use them to travel to work and if I did I'd use the MedPark free park and ride in on Colorado express for UNT. I'd like to use the A train more but the hours don't match up with when I want to use it.

OVERALL: Comment Takeaways

- The proposed fare changes are a great idea!
- The educator discount is something that will be utilized by staff and faculty and UNT and TWU and something they are extremely excited about.
- Lower local fares will be a benefit to the social service agencies in the area as it will help them serve a larger portion of their constituents.

Board of Directors Memo

December 13, 2018

Subject: Strategic Planning & Development Update

REGIONAL TRANSPORTATION PLANNING

Regional High Intensity Bus Coordination

- DCTA, DART, and Trinity Metro recently met with NCTCOG staff to discuss advancing implementation of guaranteed, premium bus service on two proposed high-intensity bus corridors. IH 30 Express and IH 35W Express are proposed corridors identified in Mobility 2045 and may serve as an opportunity to implement innovative transit services regionwide. Following the stakeholder discussions, NCTCOG has amended the proposal to focus on I-635 Express and 35W in lieu of the original I-30 proposal. NCTCOG has identified 2020 for initial implementation.

SRT 121 Commuter Corridor Development

- As previously presented to the DCTA Board of Directors, staff has identified a proposed commuter bus service along the Sam Rayburn Tollway (SRT), connecting the Old Town Station in Lewisville to downtown McKinney. Proposed Route 70 would stop at high-density locations within the SRT corridor. The service may also travel north to the Frisco North Platinum Corridor along the Dallas North Tollway to capture the high-density developments of Hall Park, the Star, and others.
- DCTA recently hosted two transportation forums for private and public stakeholders within the SRT footprint to assess needs and identify potential stops and transit hubs. Housing, workforce development, and low-wage employment/high turnover rates were identified as critical challenges businesses and public entities are facing. A well-defined commuter service connecting lower-household income areas to high-density employment centers would help mitigate these challenges.

Cotton Belt Connection Coordination

- Through DCTA's On-call A&E Railroad Services contract with Lockwood, Andrews & Newnam (LAN), staff is exploring the feasibility to extend the A-train corridor south to Belt Line for a connection to the Cotton Belt corridor. With LAN's assistance, DCTA reviewed and submitted input relating to DART's Cotton Belt DEIS to ensure the new rail corridor and the A-train extension meet effectively at Belt Line. To continue agency coordination, DCTA will meet with DART staff to further discuss this project and develop any necessary "next steps." A more detailed report will be provided at the January board meeting.

LOCAL TRANSPORTATION PLANNING

Innovative Transit Solutions

Federal Initiatives

- U.S. Department of Transportation AV 3.0 "Preparing for the Future of Transportation": This draft document advances U.S. DOT's commitment to support the safe, reliable, efficient and cost-effective integration of automation into the broader multimodal surface transportation system. AV 3.0 builds upon, but does not replace, voluntary guidance provided in the AV 2.0 document. DCTA reviewed and submitted comments regarding the draft AV 3.0 document and affirming DCTA's appreciation of the U.S. DOT's efforts. *A copy of the comments submitted is attached.*

Regional Engagement

- FHWA DFW Workshop on Multimodal Transportation Operations Management: DCTA staff attended portions of a 3-day workshop hosted by NCTCOG and the Federal Highway Administration, held during the last week of November. The meeting gathered regional transportation partners, USDOT, and other industry experts to explore the future direction of DFW regional mobility technology deployment and outline an operational roadmap. Participants included DART representatives, as well as some state and Federal transportation officials who had not heard from DCTA before on mobility technology initiatives. Staff provided an update on the Frisco AV program, existing and planned Mobility-on-Demand programs including the Alliance Link shuttle, and discussed the Mobility-as-a-Service (MaaS) RFP.

Local Initiatives

- Mobility as a Service (MaaS) / Mobility as a Platform (MaaP): As provided in previous board reports, DCTA will issue an innovative Request for Proposals (RFP) for Mobility Services in January 2019. Prior to issuing the RFP, DCTA procurement and planning staff will host an informational workshop and pre-proposal webinar with potential vendors in December/early January. The draft scope of work and full RFP document is currently undergoing review. Staff also sought feedback from the three member cities to ensure the RFP met the needs of our primary stakeholders. To recap, the RFP is intended to qualify mobility and technology vendors to enter into service contracts with DCTA, providing customized service proposals to meet the mobility needs of our and member cities and regional partners.
- Frisco Automated Vehicle Pilot Program Update Drive.ai's self-driving, on-demand service, operated in conjunction with the Frisco TMA, recently amended service hours. The service originally operated Monday through Friday, 10am to 7pm. Due to ridership trends, Drive.ai has updated the schedule to Monday through Friday, 11am-6pm.

As of the last week of November, Drive.ai has reported 922 completed trips and more than 1,500 passengers carried since the service launched July 30. Rider surveys indicate that 97% of passengers felt safe and 98% were happy with the service and will recommend to others. Staff will continue to update the board on future ridership numbers and next steps.

BUSINESS DEVELOPMENT & PARTNERSHIPSAlliance Area Transit Coordination Update

- The status of the Alliance Link Shuttle continues to be discussed by DCTA, Hillwood, Trinity Metro, Tarrant County, and Toyota. The current service, funded and managed by Toyota, will end in January 2019. There is ongoing discussion related to which entity will take over that service and what type of on-demand option would be deployed to continue meeting first/last mile connectivity.
- A letter of support has been sent on behalf of the Alliance partners for NCTCOG's consideration to provide funding for phase two of the program.
- SpareLabs, the platform technology provider, continues to report overall increased ridership. Due to the Thanksgiving holiday, there was a slight decrease in the week-over-week ridership, but this is expected to recover from 73 to the more than 80 rides on average.
- Staff will keep the Board apprised of any new developments.

City of Frisco

- As reported in the November Board report, a pilot program integrating Lyft service into existing On-Demand service launched in October 2018. Elderly and disabled Frisco service customers receive a \$7 discount for Lyft trips, providing real-time, demand-response service to the area. Letters were sent out to Frisco residents who currently participate in the existing On-Demand service, inviting them to participate in this pilot. 16 customers were enrolled in the program from the initial customer outreach, with 40 completed rides in October, the first full month of service.

Service Expansion within New Service Areas

- Update: Following meetings with DCTA staff, City of Coppell staff presented DCTA's proposal to serve the large warehouse and distribution facility district using Lyft to connect to nearby transit stations and enhance regional connectivity. Because Coppell does not have affordable housing and limited public transportation (SPAN provides contracted paratransit services), these businesses face recruitment and retention issues like many of our partner areas. The City Council directed staff to move forward on the initiative to implement Lyft as a contract service. DCTA and Coppell staff will meet to finalize details and will keep the Board apprised of new developments.

FUNDING OPPORTUNITIES

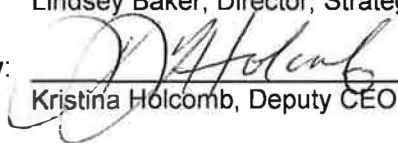
- DCTA applied for the Federal Transit Administration (FTA) Access and Mobility Partnership Grants funding opportunity in November 2018. The grant is intended to improve access to healthcare services (emergency and non-emergency) through partnerships among transportation and human services providers.
 - \$3.9M is available with a focus on financing innovative capital projects for “transportation disadvantaged” populations that will improve the coordination of transportation services and non-emergency medical transportation services.
 - DCTA's proposal includes partnering with the United Way of Denton County, as the managing stakeholder, to install secure lockers on the grounds of a social service agency, most likely Monsignor King Outreach Center, along a DCTA Connect bus route. The lockers would be used by the homeless population to eliminate a barrier to attending medical and other lifeline services appointments, by providing a secure location to place their belongings while they travel to available healthcare services. The grant awards will be announced between Jan-March 2019.

Submitted by:



Lindsey Baker, Director, Strategic Partnerships

Approved by:



Kristina Holcomb, Deputy CEO

December 2, 2018

Office of the Secretary
U.S. Department of Transportation
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

Dear Secretary Chao,

Please accept these comments on behalf of the Denton County Transportation Authority regarding the Department of Transportation (DOT) Office of the Secretary (OST) ***Notice of Request for Comments: Preparing for the Future of Transportation: Automated Vehicles 3.0 (AV 3.0), published on October 9, 2018 at 83 FR 50746.***

The Denton County Transportation Authority (DCTA) is a mobility provider serving Denton and Collin counties, the two fastest growing counties in North Texas. In August 2018, DCTA partnered with the Frisco Transportation Management Association (TMA), a coordinated group including the City of Frisco, Dallas Cowboys' The Star, Hillwood's Frisco Station and HALL Business Park to address mobility needs within the City of Frisco's North Platinum Corridor. In August 2018, DCTA and the Frisco TMA partnered with Drive.ai to implement an on-street, on-demand autonomous pilot shuttle service. The pilot service has allowed DCTA and its TMA partners to gauge community acceptance while testing autonomous vehicle technology in a real-world environment. With much support from the private sector, city, regional MPO and community members, this pilot has been a success and has resulted in 98% of the AV passengers stating they felt "safe" during their ride. We look forward to continuing leading the transit industry by leveraging technology-based solutions including Autonomous Vehicle programs to meet the growing needs for non-traditional mobility solutions in the suburban environments we serve.

Over the past several months, DCTA staff has remained engaged in discussions led by the DOT and the American Public Transportation Association (APTA) regarding AV technology. As a transit agency leading innovated mobility, we greatly appreciate the ongoing conversation and applaud the DOT for supporting innovative change by issuing a multimodal framework for AV technology and establishing a supportive regulatory environment. As industry discussions and trends have proven, the public transit industry has been transforming over the past several years and must continually reinvent itself by embracing technology driven mobility solutions complimenting traditional transit modes to effectively meet the growing expectations and needs of our passengers.

DCTA's comments are structured around the key areas of AV 3.0 (1) Advancing multi-modal safety, (2) reducing policy uncertainty, and (3) outlining a process for working with DOT.

Advancing Multi-Modal Safety: AV 3.0 provides a framework for dealing with cybersecurity and customer privacy issues, allowing for innovation which addresses a concern we hear from community members.

Reducing Policy Uncertainty: AV 3.0 addresses the need for transit agencies to work with their counterparts at city departments of transportation and metropolitan planning organizations on implementing complete streets policies and curb space management to ensure that transit vehicles will both pick-up and drop-off passengers at accessible stops. In our agency's experience collaboration with city departments and MPOs is an absolute must but the collaborative efforts could greatly benefit by having the DOT invest in infrastructure that improves access to transit and support research into how technology can be leveraged to meet passenger needs in the absence of an operator.

Outlining A Process for Working with DOT: DCTA is optimistic about working with the DOT to address impediments to leveraging AV technology. Issues the DOT could address include:

- Provide flexibility on spending federal dollars for the use of AVs by transit agencies.
- Encouraging greater intergovernmental communication and data sharing to route AVs (and traditional transit modes) around a roadway issue. The DOT could facilitate the development of a data-aggregator to provide up-to-date information on traffic, construction sites and other information, which can be used by all government stakeholders.
- Clarifying and updating federal guidance on procurement policies and Buy America compliance would allow transit agencies to procure the technologies needed for AV services
- Allow an 18-24 month pilot program timeframe to provide a transit agency adequate time to truly gauge a program's success, obtain the necessary public feedback and make necessary modifications prior to finalizing a mobility program.
- Where "best practices" and industry standards could be helpful, many critical policy issues are best worked-out at the local level. This might include incident management aboard automated services; securement of wheelchairs; and fare collection and enforcement procedures.

The DCTA greatly appreciates the opportunity to provide comments on AV 3.0 and looks forward to continued discussions with the DOT, APTA and the North Central Texas Council of Governments, our regional MPO as we work to meet the growing mobility needs and demands within our region. Thank you for all your efforts in helping provide a flexible and supportive regulatory environment and assisting to minimize barriers to leverage innovation and technology-based solutions in our ever-changing environment.

Best Regards,



Kristina K. Holcomb
Deputy Chief Executive Officer
Denton County Transportation Authority

Board of Directors Memo

December 13, 2018

Subject: WS 5 (d) Capital Projects Update**Lewisville Hike and Bike Trail – Eagle Point Section**

- In October, the DCTA Board approved contract award to North Star Construction which has since received official award authorization by TxDOT. Notice-to-proceed will be given following completion of all necessary documentation by contractor.

Lewisville Bus Fueling Facility

- The contractor has poured 100% of the parking lot and is preparing to complete the striping with fuel tank scheduled for delivery in mid-December. Canopy and Fleet Watch installation will follow. Completion is expected by the end of calendar year 2018.

Brownfield Investigation

- Staff has requested a change order to the Terracon contract to fund the necessary documentation and closure process.

Eagle Point Grade Crossing Closure

- The Eagle Point crossing was closed as scheduled on December 4 with the assistance of TxDOT. The signals and crossing arms have been disconnected and temporary barricades have been placed at the crossing. Final closed crossing reconfiguration including placement of concrete jersey barriers, removal of crossing panels, tubs and signal masts will be scheduled in 2019.

A-train Station Platform Damage

- DCTA is awaiting further information from the insurance carrier as Frontier Waterproofing recently submitted an inspection report and cost estimate. Jacobs Engineering is preparing a bid package to include an alternate lighter and more resilient exterior cladding.

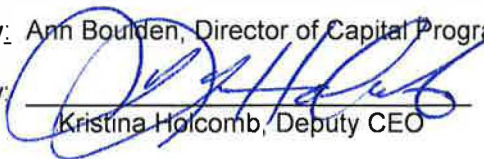
Positive Train Control (PTC)

- Revenue Service Demonstration (RSD) application submitted to Federal Railroad Administration (FRA) for approval expected response NLT, 7 December 2018.
- Positive Train Control Implementation Plan (PTCIP) was revised to reflect an alternate schedule (waiver). The changes on the PTCIP reflects new schedules and document submissions for the alternate schedule.
- Alternate Schedule (Waiver) to be filed with FRA once RSD approval is received.

Submitted By: Rose Jerome, Projects Control Coordinator

Approved By: Ann Bouden, Director of Capital Programming

Final Review:


Kristina Holcomb, Deputy CEO

Board of Directors Memo**December 13, 2018****Subject: Transit Operations Report**

- Due to the impact of the holidays, which moved the December board meeting up, the November ridership report will be presented in January.

Submitted By: Troy Raley
Troy Raley, Business Manager

Final Review: Michelle Bloomer
Michelle Bloomer, VP of Operations

Approval: 
Raymond Suarez, CEO



DENTON COUNTY
TRANSPORTATION AUTHORITY

1955 Lakeway Dr., # 260, Lewisville, Texas 75057
972.221.4600 | RideDCTA.net

Board of Directors Regular Meeting

December 13, 2018 | 10:00 a.m.

**or immediately following Board Work Session
scheduled at 9:00 a.m. on December 13, 2018*

CALL TO ORDER

PLEDGE OF ALLEGIANCE TO US AND TEXAS FLAGS

INVOCATION

WELCOME AND INTRODUCTION OF VISITORS

1. PUBLIC COMMENT

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

2. CONSENT AGENDA

- a. Approval of Minutes for the Board Work Session and Regular Meeting on November 15, 2018.
- b. Approval of Budget Revision 2019-03 Fuel Tanks/Bus Fueling Facility
- c. Approval of Budget Revision 2019-04 Fleet 2018
- d. Approve Amendment 3 to agreement with Segal Waters, Inc. for compensation and classification study

3. REGULAR AGENDA

- a. Discussion and Approval of Fare Changes effective January 2019
- b. Discussion and Approval of Bus Service Changes effective January 2019
- c. Authorize CEO to Negotiate and Execute Task Order 5 with Lyft for Late Night Ride Service
- d. Approval to Award of Agreement with Swiftly for Additional Software Modules
- e. Approval of Change Order to Terracon Consultants, Inc. for Subsurface Environmental Investigation Services
- f. Discussion and Approval of Amendment to Contract with Enterprise Holdings, LLC Adding Vehicle Types to the Vanpool Service Contract
- g. Discussion of DCTA Employee Holiday Time Off

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

Chair – Charles Emery
Vice Chair – Open

Secretary – Dianne Costa
Treasurer – Dave Kovatch

**Members – Skip Kalb, Tom Winterburn, Don Hartman, George A. Campbell, Allen Harris, Carter Wilson,
Connie White, Mark Miller, Ron Trees, Michael Savoie, Sara Bagheri**
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 12/7/2018 at 3:50 PM.


Brandy Pedron, Executive Administrator | Open Records



Board of Directors

Work Session Minutes

The Board of Directors of the Denton County Transportation Authority convened the work session of the Board of Directors with Charles Emery, Chairman presiding at on November 15, 2018 at 1955 Lakeway Drive, Suite 260, Lewisville, Texas 75057.

Attendance

Small Cities

Connie White
Skip Kalb

Large Cities

Charles Emery, Lewisville, Chairman
Dianne Costa, Highland Village
Richard Huckaby, Denton, Secretary
Carter Wilson, Frisco
Ron Trees, Little Elm
Mark Miller, Flower Mound

Denton County Unincorporated

George Campbell
Don Hartman

Board Members Absent

Allen Harris, The Colony
Dave Kovatch, Denton County At Large,
Treasurer
Michael Savoie, Small Cities
Tom Winterburn, Corinth

Legal Counsel

Pete Smith

DCTA Staff

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

Other Attendees

Amber Karkauskas, Controller
Javier Trilla, Senior IT Manager
Amanda Riddle, Budget Manager
Adrienne Hamilton, Communications
Manager
Chrissy Nguyen, Senior Accountant
Jim Owen
Peggy Hinkle-Wolfe, DRC

Chairman, Charles Emery, called the meeting to order and announced the presence of a quorum at 1:31 p.m.

1. Texas Federal and Local Level Legislative Update – *Drew Campbell with Capitol-Insights briefed the Board on election impacts on DCTA and the transportation industry.*
2. Routine Briefing Items
 - a. Staff Briefing on Monthly Financial Reports – *Marisa Perry, Chief Financial Officer, VP of Finance, provided a report on the following:*
 - i. Monthly Financial Statements for October 2018
 - ii. Capital Projects Budget Report for October 2018
 - iii. Monthly Sales Tax Receipts
 - iv. Current Procurement Activities
 - v. FY2019 Budget Document-No further discussion was needed
 - b. Marketing and Communications – *Nicole Recker, VP Marketing and Communications, provided a report on the following and briefly discussed fare changes, airport zone, point-in-time study, and the Denton County Friends of the Family Holiday Ride event:*
 - i. New Collateral
 - ii. Community Outreach Activities
 - iii. Active Campaigns
 - iv. Monthly Media Report for October 2018
 - v. September 2018 Open House Meeting Recap Report
 - c. Strategic Planning and Development – *Kristina Holcomb, Deputy Chief Financial Officer, provided a report on the following and briefly discussed SRT 121 transportation forums; Access Mobility Partnership Grant opportunity and DCTA's submittals to work with nonprofits within the county.*
 - i. Regional Planning Initiatives Update
 - ii. Local Planning Initiatives Update
 - iii. Business Development & Partnerships Update
 - d. Capital Projects Update – *Kristina Holcomb, Deputy Chief Executive Officer, provided an update regarding the Brownsfield investigation and federal dollars*
 - e. Transit Operations Reports Update – *Raymond Suarez, CEO, updated the Board on DCTA's PCT status: at the phase of submitting letter for Revenue Service Implementation. Michelle Bloomer, Vice President Operations updated the Board regarding the Union local chapter approving the contract.*
3. Convene Executive Session – convened at 2:30 p.m.
 - a. As Authorized by Texas Government Code Section 551.071 Legal advice: consultation with General Counsel regarding Agenda Item E on Work Session Transit Operations Report Update. Subject matter of the deliberation: CEO and Legal Counsel discussed poor performance of First Transit and having a local government operation assume those functions and the legality of such.

4. Reconvene Open Session – reconvened at 2:51 p.m.
 - a. Reconvene and Take Necessary Action on Items Discussed during Executive Session
 - i. No action was taken
5. Committee Chair Reports
 - a. Program Services Committee report of items discussed at the November 6, 2018 meeting – *Kristina Holcomb, Deputy CEO, reviewed and discussed the Chair report provided in the Board Packet*
6. Discussion of Regular Board Meeting Agenda Items (September 27, 2018) – *No discussion at this time*
7. Discussion of Future Agenda Items – *No discussion at this time*
8. ADJOURN *at 3:09 p.m.*

The minutes of the November 15, 2018 Work Session meeting of the Board of Directors were passed and approved by a vote on this 14th day of December 2018.

Charles Emery, Chairman

ATTEST

Dianne Costa, Secretary



Board of Directors

Board Meeting Minutes

The Board of Directors of the Denton County Transportation Authority convened the regular meeting of the Board of Directors with Charles Emery, Chairman presiding at on November 15, 2018 at 1955 Lakeway Drive, Suite 260, Lewisville, Texas 75057.

Attendance

Small Cities

Connie White

Large Cities

Charles Emery, Lewisville, Chairman

Dianne Costa, Highland Village

Richard Huckaby, Denton, Secretary

Carter Wilson, Frisco

Ron Trees, Little Elm

Mark Miller, Flower Mound

Denton County Unincorporated

George Campbell

Don Hartman

Board Members Absent

Allen Harris, The Colony

Dave Kovatch, Denton County At Large,
Treasurer

Michael Savoie, Small Cities

Tom Winterburn, Corinth

Skip Kalb, Small Cities

Legal Counsel

Pete Smith

DCTA Staff

Raymond Suarez, Chief Executive Officer
Kristina Holcomb, Deputy Chief Executive
Officer

Marisa Perry, Chief Financial Officer, Vice
President of Finance

Nicole Recker, Vice President Marketing &
Communications

Michelle Bloomer, Vice President,
Operations

Other Attendees

Javier Trilla, Senior IT Manager

Jim Owen

Peggy Hinkle-Wolfe, DRC

CALL TO ORDER – *Chairman, Charles Emery, called the meeting to order and announced the presence of a quorum at 3:19 p.m.*

PLEDGE OF ALLEGIANCE TO US AND TEXAS FLAGS – *led by George Campbell*

INVOCATION – *led by Dianne Costa*

AGENCY AWARDS AND RECOGNITIONS – *Richard Huckaby gave a recognition for Thankfulness*

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 October 25, 2018
- b. Acceptance of Monthly Financial Statements for October 2018
- c. Access Appeal Panel Member Appointment
 - *A Motion to approve the Consent Agenda items a - c was made by Dianne Costa. The motion was seconded by Connie White. Motion passed unanimously by the Board.*

3. REGULAR AGENDA

- a. Approval of Change Order to Terracon Consultants, Inc. for Subsurface Environmental Investigation Services – *This item was removed from agenda to be presented at a later date.*
- b. Approval to award contracts for Transit Vehicle Tires for Bus Operations to Goolsbee Tire and T&W Tire
 - *A Motion to approve the Regular Agenda item b was made by Connie White. The motion was seconded by Carter Wilson. Motion passed unanimously by the Board.*
- c. Approval to award contract to Unifirst for ShopUniform Rental Services for Bus Operations
 - *A Motion to approve the Regular Agenda item c was made by Dianne Costa. The motion was seconded by Carter Wilson. Motion passed unanimously by the Board.*
- d. Authorize the CEO to Negotiate and Execute an Agreement to Dell, Inc. for Server/Network Infrastructure Refresh
 - *A Motion to approve the Regular Agenda item d was made by Richard Huckaby. The motion was seconded by Mark Miller. Motion passed unanimously by the Board.*

- e. Discussion of legislation proposed by cities of Denton, Lewisville and Highland Village to amend Chapter 460 Transportation Code.
 - f. Discussion of cost of service analysis that would include both direct and indirect costs for all services provided by DCTA as requested by the cities of Lewisville, Denton and Highland Village.
 - g. Discussion of implementation of a new Enhanced Local Assistance Program as requested by cities of Lewisville, Denton, and Highland Village.
 - h. Discussion of DCTA New Member Policy for I-35E Rail Corridor that does not require a full catch up payment related to the previous DCTA investment as requested by cities of Lewisville, Denton, and Highland Village.
 - *Dianne Costa briefed the Board on items e - h.*
 - *A Motion to table Regular Agenda items e – h until the next board meeting was made by Richard Huckaby. The motion was seconded by George Campbell. Motion passed unanimously by the Board.*
 - i. Discussion of contract with SGR to provide governance training for DCTA Board members.
 - *Dianne Costa proposed to the Board providing governance training for Board members from SGR.*
4. CONVENE EXECUTIVE SESSION – *The Board did not meet in Executive Session at this time*
5. CHAIR REPORT – *No report given at this time.*
6. PRESIDENT'S REPORT
- a. Budget Transfers – *Marisa Perry, CFO, discussed the 2018 Rail Capital Maintenance Project budget transfer to Operations with no net impact.*
7. 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.
 - *Kristina Holcomb announce that DCTA will be switching phone carriers on November 19th and the phones will be out of service from 7:00 am to 9:00 am.*
 - *Dianne Costa announce the Highland Village Glow event happening on November 17th at 5:00 pm.*
8. ADJOURN – *Adjourned at 3:38 p.m.*

The minutes of the November 15, 2018 regular meeting of the Board of Directors were passed and approved by a vote on this 14th day of December 2018.

Charles Emery, Chairman

ATTEST

Dianne Costa, Secretary

**Board of Directors Memo**

December 13, 2018

Subject: RM 2(b) Approval of Budget Revision 2019-03 Fuel Tanks/Bus Fueling Facility**Background**

DCTA is constructing a fueling facility and additional parking at the Rail O&M Facility to accommodate the Lewisville fleet. The Rail Facility was constructed on the site of an unpermitted land fill. Excavation for the fuel tank piers revealed some unanticipated subsurface conditions that have increased the pier cost.

Identified Need

Because of the weight of the 10,000 gallon fuel tank, Jacobs Engineering designed a tank pad supported by 8 piers. The piers were designed based on the geotechnical information obtained for the original parking lot construction. However, the pier drillers encountered significant unanticipated obstructions as well as large voids in the subsurface material that required the use of temporary casings and additional concrete that were not included in the contractor's original bid. This budget revision will provide funds to complete the construction and implementation of the new fueling facility.

Financial Impact

The additional funds will be transferred from the Rail Capital Maintenance 2019 project so there will be no bottom line impact to the FY19 budget.

Recommendation

Staff recommends the Board of Directors approve Budget Revision 2019-03 for the additional \$25,000 for the Fuel Tanks/Bus Fueling Facility.

Submitted by:

Amanda Riddle
Budget Manager

Final Review:

Marisa Perry, CPA
Chief Financial Officer/VP of Finance

Approval:

Raymond Suarez
Chief Executive Officer

DENTON COUNTY TRANSPORTATION AUTHORITY (DCTA)

BUDGET TRANSFER / REVISION REQUEST

Number: 2019-03

TRANSACTION TYPE: Transfer ☒
 Revision ☐

| | | Current Budget Amount | Budget Revision Amount | Adjusted Budget Amount |
|-------|---------------------------------------|-----------------------------|------------------------------|------------------------------|
| FROM: | 61719 Rail Capital Maintenance (2019) | \$ 2,500,000.00 | (\$25,000.00) | \$ 2,475,000.00 |
| TO: | 50305 IOMF Fuel Tanks | \$ 987,000.00 | \$25,000.00 | \$ 1,012,000.00 |
| | | \$ 3,487,000.00 | \$0.00 | \$ 3,487,000.00 |

EXPLANATION: Because of the weight of the 10,000 gallon fuel tank, Jacobs Engineering designed a tank pad supported by 8 piers. The piers were designed based on the geotechnical information obtained for the original parking lot construction. However, the pier drillers encountered significant unanticipated obstructions as well as large voids in the subsurface material that required the use of temporary casings and additional concrete that were not included in the contractor's original bid. This budget transfer will provide funds to complete the construction and implementation of the new fueling facility. The additional funds will be transferred from the Rail Capital Maintenance project so there will be no bottom line impact to the FY19 budget.

DATE: 11/30/18

REQUESTED BY: Amanda Riddle

DATE: 12.5.18

REVIEWED BY:

DATE: 12/07/2018

PRESIDENT:

Board of Directors Memo

December 13, 2018

Subject: RM 2(c) Approval of Budget Revision 2019-04 Fleet 2018**Background**

In March 2018, DCTA's Board authorized the purchase of twelve (12) light-duty transit buses to replace vehicles that have reached the end of their useful life. The vehicles have been delivered and invoices received.

Identified Need

The capital project for these vehicles was submitted for an amount less than the total cost of the vehicles. The Fleet 2018 needs an additional \$4,932.

Financial Impact

The additional \$4,932 will be transferred from bus fuel savings so there will be no bottom line impact to the FY19 budget.

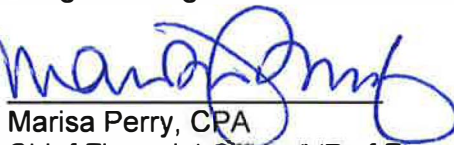
Recommendation

Staff recommends the Board of Directors approve Budget Revision 2019-04 for the additional \$4,932 for the Fleet 2018 project.

Submitted by:


Amanda Riddle
Budget Manager

Final Review:


Marisa Perry, CPA
Chief Financial Officer/VP of Finance

Approval:


Raymond Suarez
Chief Executive Officer

DENTON COUNTY TRANSPORTATION AUTHORITY (DCTA)

BUDGET TRANSFER / REVISION REQUEST

Number: 2019-04

TRANSACTION TYPE: Transfer ☒
 Revision ☐

| | Current Budget Amount | Budget Revision Amount | Adjusted Budget Amount |
|-----------------------------------|------------------------------|------------------------------|------------------------------|
| FROM: 510 50410 Fuel (Connect) | \$ 688,853.00 | (\$4,932.00) | \$ 683,921.00 |
| TO: 50512 Fleet 2018 | \$ 1,356,000.00 | \$4,932.00 | \$ 1,360,932.00 |
| | \$ 2,044,853.00 | \$0.00 | \$ 2,044,853.00 |

EXPLANATION: DCTA just accepted delivery of 12 medium buses. The PO for these came in \$4,932 above the project budget. The additional funds will be transferred from bus fuel savings so there will be no bottom line impact to the FY19 budget.

DATE: 11/30/18

REQUESTED BY: Amanda Riddle

DATE: 12.5.18

REVIEWED BY:

DATE: 12.07.2018

PRESIDENT:

Board of Directors Memo

December 13, 2018

Subject: RM 2(d) Approve Amendment 3 to Agreement with Segal Waters, Inc. for Compensation & Classification Study**Background**

Every three years DCTA undertakes a classification compensation study to ensure that the salary plan ranges are competitive in the market. This helps the agency maintain and recruit a highly skilled, qualified workforce. After a competitive procurement process, a contract was awarded in August of 2015 to Segal Waters to complete the market study and analysis and make recommendations regarding position classifications and pay plan structure. The market study was completed, and the results of the process presented to the Finance Committee at its January 18, 2016 meeting.

DCTA has exercised the first one-year option to extend the contract with Segal Waters, effective August 9, 2018 through August 9, 2019.

Identified Need

The Finance Committee previously discussed its interest in reviewing and comparing a total compensation package to include comprehensive benefits along with the pay plan study recommendations. The additional scope of work will require an amendment to the current agreement with Segal Waters.

Financial Impact

The cost proposal for this project is \$49,500. The cost for the additional services will be covered within existing FY2019 Budget.


Recommendation

Staff recommends the Board authorize the CEO to execute an amendment with Segal Waters to include the additional scope of work requested.

Submitted by:


Marisa Perry, CPA
Chief Financial Officer/VP of Finance

Approval:


Raymond Suarez
Chief Executive Officer

Board of Directors Memo

December 13, 2018

Subject: Discussion and Approval of Fare Changes effective January 2019**Background**

DCTA strives to adopt a fair and equitable fare structure for all public transportation services 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, DART and Trinity Metro have agreed to coordinate the development of the regional transit fare structure. The primary goals of the proposed fare changes are to streamline DCTA's fare structure for easier understandability and to provide regional fare consistency with DART and Trinity Metro by aligning DCTA with its regional transit partners. DCTA is not proposing any changes to Access fares.

Key elements of the fare changes include:

- Removal of the 2-Hour and Mid-Day Pass (Regional and Local)
- Addition of the Local AM/PM Pass
- Removal of the Regional 7-Day Pass
- Removal of the Local Summer Youth Pass
- Removal of all Connect fares
- Removal of all Transfer/Buy-Ups
- No changes to reduced rider eligibility
- No changes to the Group Discount Program pricing
- No changes to the University Pass Program
- No changes to the Non-Profit Discount Program pricing for non-profits, social service agencies, and special groups

A series of public meetings was held in September and November 2018 to garner feedback from the community regarding the recommended modifications. In addition to public meetings, staff shared information regarding proposed fare changes with passengers on buses and trains in November. The results of the September meetings were presented and discussed with the Board at its November 2018 meeting; the results of the November meetings and outreach are slated to be presented and discussed at the December Board meeting. Public outreach documents are included in the Board packet under agenda item WS 4(b)ii.

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 will not impose a disparate impact on DCTA's minority population. The fare equity analysis also concluded that the proposed fare changes will not impose a disproportionate burden on DCTA's low-income population. A copy of the Title VI Fare Equity Analysis: January 2019 Fare Change is attached for reference.

Identified Need

Changes to the regional fare structure (removal of the 2-Hour, Mid-Day, and 7-Day Pass) are being proposed to align DCTA with its regional transit partners.

promotional reduction was designed to result in lower total transit fares when purchasing one Local fare from each agency than the regional fare equivalent. To simplify DCTA's fare structure, Connect fares will be removed; instead, passengers will purchase a Local fare for a similar price but with the added benefit of access to the rail system as well as Connect.

Financial Impact

DCTA budgeted a conservative decrease of 10% for regional sales in the FY19 proposed budget. Removal of Connect fares and replacement with a Local fare alternative should have a minimal impact on revenues but a positive impact on ridership due to improved system accessibility.

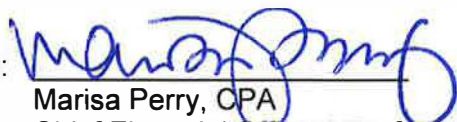
Committee Review

The Local and Connect fare reductions have been discussed with the Program Services Committee at its April and May meetings and were implemented in August as promotional reductions.

Recommendation

Staff recommends approval of the fare changes.

Submitted by:



Marisa Perry, CPA
Chief Financial Officer/VP of Finance

Approval:



Raymond Suarez
CEO

DENTON COUNTY TRANSPORTATION AUTHORITY

PROPOSED REGIONAL FARES

| Regional Fare Type | Current DCTA Fare | Proposed Changes |
|--------------------------------|-------------------|------------------|
| Regional 2-Hour Pass | \$ 6.00 | WILL BE REMOVED |
| Regional 2-Hour Pass Reduced | \$ 1.50 | WILL BE REMOVED |
| Regional Mid-Day Pass | \$ 3.50 | WILL BE REMOVED |
| Regional Day Pass | \$ 12.00 | No Change |
| Regional Day Pass Reduced | \$ 3.00 | No Change |
| Regional 7-Day Pass | \$ 60.00 | WILL BE REMOVED |
| Regional 10-Pack of Day Passes | \$ 84.00 | No Change |
| Regional 31-Day Pass | \$ 192.00 | No Change |
| Regional 31-Day Pass Reduced | \$ 48.00 | No Change |
| Regional Annual Pass | \$ 1,920.00 | No Change |
| Regional Annual Pass Reduced | \$ 576.00 | No Change |

PROPOSED LOCAL FARES

| Local Fare Type | Pre-Promotional DCTA Fare | DCTA Fare Promotion | Proposed Changes |
|-----------------------------|---------------------------|---------------------|------------------|
| Local AM/PM Pass | N/A | N/A | \$ 1.50 |
| Local AM/PM Pass Reduced | N/A | N/A | \$ 0.75 |
| Local 2-Hour Pass | \$ 3.00 | \$ 1.50 | WILL BE REMOVED |
| Local 2-Hour Pass Reduced | \$ 1.25 | \$ 0.75 | WILL BE REMOVED |
| Local Mid-Day Pass | \$ 1.75 | \$ 1.75 | WILL BE REMOVED |
| Local Day Pass | \$ 6.00 | \$ 3.00 | \$ 3.00 |
| Local Day Pass Reduced | \$ 2.50 | \$ 1.50 | \$ 1.50 |
| Local 7-Day Pass | \$ 25.00 | \$ 15.00 | \$ 15.00 |
| Local 10-Pack of Day Passes | \$ 40.00 | \$ 20.00 | \$ 20.00 |
| Local 31-Day Pass | \$ 90.00 | \$ 48.00 | \$ 48.00 |
| Local 31-Day Pass Reduced | \$ 40.00 | \$ 24.00 | \$ 24.00 |
| Local Annual Pass | \$ 650.00 | \$ 480.00 | \$ 480.00 |
| Local Annual Pass Reduced | \$ 480.00 | \$ 240.00 | \$ 240.00 |
| Local Summer Youth Pass | \$ 30.00 | \$ 20.00 | WILL BE REMOVED |

CONNECT FARES

| Connect Fare Type | Pre-Promotional DCTA Fare | DCTA Fare Promotion | Proposed Changes |
|------------------------------|---------------------------|---------------------|------------------|
| Connect One-Way Trip | \$ 1.50 | \$ 1.00 | WILL BE REMOVED |
| Connect One-Way Trip Reduced | \$ 0.75 | \$ 0.50 | WILL BE REMOVED |
| Connect 10-Ride Book | \$ 13.00 | \$ 9.00 | WILL BE REMOVED |
| Connect 31-Day Pass | \$ 45.00 | \$ 30.00 | WILL BE REMOVED |
| Connect 31-Day Pass Reduced | \$ 25.00 | \$ 15.00 | WILL BE REMOVED |
| Connect Annual Pass | \$ 450.00 | \$ 300.00 | WILL BE REMOVED |

NORTH TEXAS XPRESS FARES

| NTX Fare Type | Pre-Promotional DCTA Fare | DCTA Fare Promotion | Proposed Changes |
|--|---------------------------|---------------------|------------------|
| Denton to North Park & Ride and Reverse | | | |
| Local Day Pass | \$ 6.00 | \$ 3.00 | \$ 3.00 |
| Local Day Pass Reduced | \$ 2.50 | \$ 1.50 | \$ 1.50 |
| Local 2-Hour Pass | \$ 3.00 | \$ 1.50 | WILL BE REMOVED |
| Local 2-Hour Pass Reduced | \$ 1.25 | \$ 0.75 | WILL BE REMOVED |
| Denton to Fort Worth Intermodal Transportation Center (ITC) Station and Reverse | | | |
| Regional Day Pass | | \$ 12.00 | \$ 12.00 |
| Regional Day Pass Reduced | | \$ 3.00 | \$ 3.00 |
| Regional 2-Hour Pass | | \$ 6.00 | WILL BE REMOVED |
| Regional 2-Hour Pass Reduced | | \$ 1.50 | WILL BE REMOVED |

TRANSFER/BUY-UPS

| Transfer/Buy-Ups | Current DCTA Fare | Proposed Changes |
|---|-------------------|------------------|
| Connect to Local System (2 Hour) | \$ 1.50 | WILL BE REMOVED |
| Connect to Local System (Day Pass) | \$ 4.50 | WILL BE REMOVED |
| Connect to Regional System (2 Hour) | \$ 3.50 | WILL BE REMOVED |
| Connect to Regional System (Day Pass) | \$ 8.50 | WILL BE REMOVED |
| Local System to Regional System (2 Hour) | \$ 2.00 | WILL BE REMOVED |
| Connect to Regional System (Reduced Day Pass) | \$ 1.75 | WILL BE REMOVED |



Transit Mobility Program
Texas A&M Transportation Institute
701 N. Post Oak Rd
Houston, TX 77024
713-613-9241
tti.tamu.edu/group/transit-mobility

Technical Memorandum – Equity Analysis: January 2019 Fare Change

TO: Marisa Perry, Denton County Transportation Authority

FROM: Shuman Tan, Texas A&M Transportation Institute (TTI)
Zachary Elgart, TTI
Michael Walk, TTI

DATE: December 7, 2018

SUBJECT: Title VI Fare Equity Analysis – January 2019 Fare Changes

Background and Purpose

Denton County Transportation Authority (DCTA) proposed a series of fare changes for implementation in January 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, TTI researchers conducted a fare equity analysis 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.

Also, 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.

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:

- There is substantial legitimate justification for the change, and*
- 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 with the Dallas Area Rapid Transit (DART)'s Green Line light rail. DCTA also partners with Trinity Metro (Fort Worth, TX) to provide the North Texas Xpress commuter bus service connecting Denton and downtown Fort Worth. In addition, DCTA operates commuter vanpools, Access demand response service, Frisco demand response service, Collin County taxi subsidy service, and on-demand services for specific zones in Denton, Lewisville, and Highland Village.

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

Fare Types and Applicable Services

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

DCTA proposes removing Connect fares to simplify its fare types, effective January 2019. Table 1 shows the comparison of current and proposed fare types.

Table 1. DCTA Current and Proposed Fare Types and Applicable Services

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

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

Fare Structures

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

Proposed fare changes will remove all Connect fares; DCTA’s fare structure will be streamlined and will no longer include tickets or multiple ride “books.” The 2-Hour and Mid-Day Passes will be removed for Local and Regional fares along with the introduction of a new pass—the AM/PM Pass—in the Local fares. DCTA proposed to remove the Regional 7-Day Pass to align with recent changes implemented by DART, DCTA’s regional partner, in August 2018.

Table 2 compares DCTA’s current and proposed fare types and fare structures.

Table 2. DCTA Current and Proposed Fare Types and Fare Structures

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

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

Reduced Fares

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

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

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

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

Table 3 summarizes the changes between the current and proposed reduced fares by type and by fare structure.

Table 3. DCTA Current and Proposed Fare Types and Reduced Fare Structures

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

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

1 Reduced fares for people with disabilities, seniors (65+), and Medicare cardholder

2 Non-Profit Discount Program

3 Group Discount Program

4 Corporate Pass Program

5 Summer Youth Pass

6 University Pass Program

Transfer Fares

Currently, DCTA provides six types of transfer buy-up fares (see Table 4) for riders to choose to connect between Connect, Local, and Regional systems. All transfer buy-up fares will be removed under the proposed fare changes.

Table 4. DCTA Current Transfer/Buy-Up Fares

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

Price Changes

DCTA plans to reduce prices for some fare types while removing some fare types to simplify current fare structure. TTI researchers calculated the difference between the current and proposed prices for any fare types to which DCTA proposed to make price adjustments. For the fare types that DCTA proposed to remove, TTI researchers identified the lowest-price alternative for the removed fare type and then calculated the difference between the current fare price and the lowest-price alternative. Riders can use the identified alternative to access no less than the previous services he/she accesses and travel no less than the previous times. Table 5 presents the results of TTI's analysis. Riders that currently use the following 10 fare types will experience a fare increase after the implementation of proposed fare changes:

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

Table 5 highlights the fare increase that results from the changes to the above fare types in red.

Table 5. DCTA Current Fares and Their Lowest-Price Alternative After Proposed Fare Changes

| Current Fare Type ¹ | Current Fare | Proposed Changes | Lowest-Price Alternative | Proposed Fare | Change | |
|--------------------------------|--------------|------------------|---|---------------|------------|--------|
| | | | | | Num | Perc |
| Connect Fares | | | | | | |
| Connect One-Way Trip | \$ 1.50 | Remove | Local AM/PM Pass | \$ 1.50 | \$ - | 0.0% |
| Connect One-Way Trip Reduced | \$ 0.75 | Remove | Local AM/PM Pass Reduced | \$ 0.75 | \$ - | 0.0% |
| Connect 10-Ride Book | \$ 13.00 | Remove | 10 x Local AM/PM Pass | \$ 15.00 | \$ 2.00 | 15.4% |
| Connect 31-Day Pass | \$ 45.00 | Remove | Local 31-Day Pass | \$ 48.00 | \$ 3.00 | 6.7% |
| Connect 31-Day Pass Reduced | \$ 25.00 | Remove | Local 31-Day Pass | \$ 24.00 | -\$ 1.00 | -4.0% |
| Connect Annual Pass | \$ 450.00 | Remove | Local Annual Pass | \$ 480.00 | \$ 30.00 | 6.7% |
| Local Fares | | | | | | |
| AM/PM Pass | n.a. | New | | \$ 1.50 | n.a. | n.a. |
| AM/PM Pass Reduced | n.a. | New | | \$ 0.75 | n.a. | n.a. |
| Local 2-Hour Pass | \$ 3.00 | Remove | Local AM/PM Pass (for AM or PM trips) | \$ 1.50 | -\$ 1.50 | -50.0% |
| | | | Local Day Pass (for cross-noon trips) | \$ 3.00 | \$ - | 0.0% |
| Local 2-Hour Pass Reduced | \$ 1.25 | Remove | Local AM/PM Pass Reduced (for AM or PM trips) | \$ 0.75 | -\$ 0.50 | -40.0% |
| | | | Local Day Pass Reduced (for cross-noon trips) | \$ 1.50 | \$ 0.25 | 20.0% |
| Local Mid-Day Pass | \$ 1.75 | Remove | Local AM/PM Pass (for AM or PM trips) | \$ 1.50 | -\$ 0.25 | -14.3% |
| | | | Local Day Pass (for cross-noon trips) | \$ 3.00 | \$ 1.25 | 71.4% |
| Local Day Pass | \$ 6.00 | Price Adjustment | n.a. | \$ 3.00 | -\$ 3.00 | -50.0% |
| Local Day Pass Reduced | \$ 2.50 | Price Adjustment | n.a. | \$ 1.50 | -\$ 1.00 | -40.0% |
| Local 7-Day Pass | \$ 25.00 | Price Adjustment | n.a. | \$ 15.00 | -\$ 10.00 | -40.0% |
| Local 10-Pack of Day Passes | \$ 40.00 | Price Adjustment | n.a. | \$ 20.00 | -\$ 20.00 | -50.0% |
| Local 31-Day Pass | \$ 90.00 | Price Adjustment | n.a. | \$ 48.00 | -\$ 42.00 | -46.7% |
| Local 31-Day Pass Reduced | \$ 40.00 | Price Adjustment | n.a. | \$ 24.00 | -\$ 16.00 | -40.0% |
| Local Annual Pass | \$ 650.00 | Price Adjustment | n.a. | \$ 480.00 | -\$ 170.00 | -26.2% |
| Local Annual Pass Reduced | \$ 480.00 | Price Adjustment | n.a. | \$ 240.00 | -\$ 240.00 | -50.0% |
| Regional Fares | | | | | | |
| Regional 2-Hour Pass | \$ 6.00 | Remove | See the note 2 below this table. | n.a. | n.a. | n.a. |
| Regional 2-Hour Pass Reduced | \$ 1.50 | Remove | See the note 2 below this table. | n.a. | n.a. | n.a. |
| Regional Mid-Day Pass | \$ 3.50 | Remove | See the note 2 below this table. | n.a. | n.a. | n.a. |
| Regional Day Pass | \$ 12.00 | No Change | n.a. | n.a. | n.a. | n.a. |
| Regional Day Pass Reduced | \$ 3.00 | No Change | n.a. | n.a. | n.a. | n.a. |
| Regional 7-Day Pass | \$ 60.00 | Remove | See the note 2 below this table. | n.a. | n.a. | n.a. |
| Regional 10-Pack of Day Passes | \$ 84.00 | No Change | n.a. | n.a. | n.a. | n.a. |
| Regional 31-Day Pass | \$ 192.00 | No Change | n.a. | n.a. | n.a. | n.a. |
| Regional 31-Day Pass Reduced | \$ 48.00 | No Change | n.a. | n.a. | n.a. | n.a. |
| Regional Annual Pass | \$ 1,920.00 | No Change | n.a. | n.a. | n.a. | n.a. |
| Regional Annual Pass Reduced | \$ 576.00 | No Change | n.a. | n.a. | n.a. | n.a. |

| Current Fare Type ¹ | Current Fare | Proposed Changes | Lowest-Price Alternative | Proposed Fare | Change | |
|---|--------------|------------------|---|---------------|-----------|--------|
| | | | | | Num | Perc |
| Summer Youth Pass Program | | | | | | |
| Local Summer Youth Pass | \$ 30.00 | Remove | 3 x Local 31-Day Pass | \$ 144.00 | \$ 114.00 | 380.0% |
| Transfer Buy-Up Fares³ | | | | | | |
| Connect to Local System (2 Hour) | \$ 1.50 | Remove | Proposed Local fares cover two systems. | \$ - | -\$ 1.50 | -100% |
| Connect to Local System (Day Pass) | \$ 4.50 | Remove | Proposed Local fares cover two systems. | \$ - | -\$ 4.50 | -100% |
| Connect to Regional System (2 Hour) | \$ 3.50 | Remove | Regional Day Pass | \$ 12.00 | \$ 8.50 | 242.9% |
| Connect to Regional System (Day Pass) | \$ 8.50 | Remove | Regional Day Pass | \$ 12.00 | \$ 3.50 | 41.2% |
| Connect to Regional System (Reduced Day Pass) | \$ 1.75 | Remove | Regional Day Pass Reduced | \$ 3.00 | \$ 1.25 | 71.4% |
| Local System to Regional System (2 Hour) | \$ 2.00 | Remove | Regional Day Pass | \$ 12.00 | \$ 10.00 | 500.0% |
| Cash Fare | | | | | | |
| Cash | Varies | No Change | n.a. | n.a. | n.a. | n.a. |

Notes: n.a. = not applicable.

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

Use of Fares

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

Among the 279,103 tickets and passes sold, more than half (51.3 percent) were Connect fares; Local fares accounted for 28.6 percent of all tickets and passes sold, and Regional fares accounted for 14.3 percent. Other fares, including fares for demand-response and on-demand services as well as cash fares, were 5.2 percent of the total quantity sold. University Pass Program passes and transfer fares were 0.2 percent and 0.5 percent of the total, respectively. DCTA sold 14 summer youth passes. Figure 1 presents the number of DCTA tickets and passes sold, by type, between October 2017 and September 2018.

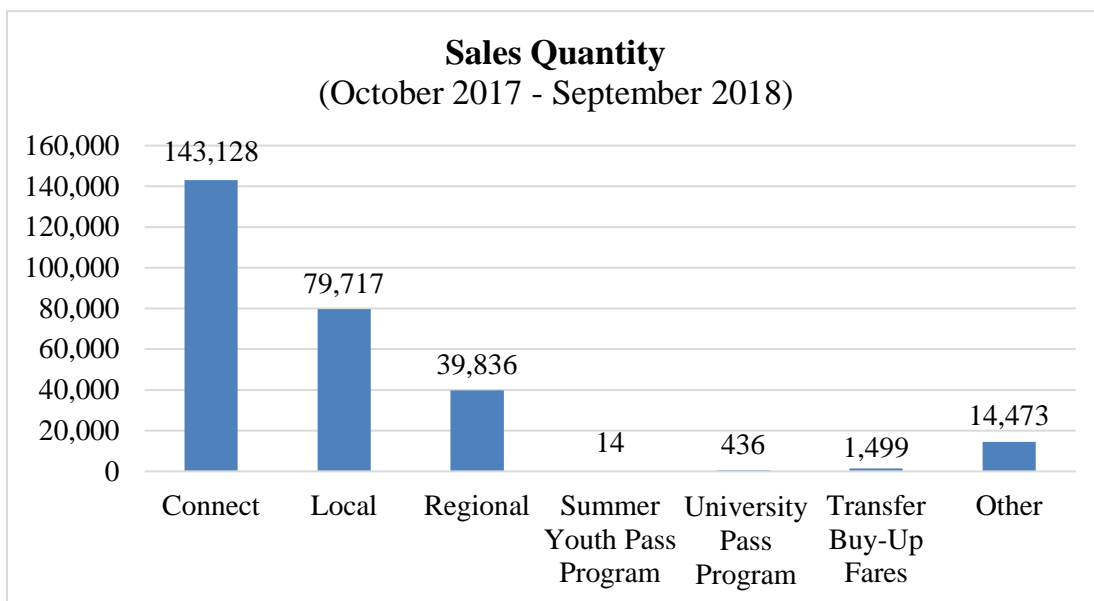


Figure 1. DCTA Fare Sales Quantity by Fare Type

TTI researchers found that the Connect One-Way Ticket and the Local 2-Hour Pass were the two most popular fares sold, accounting for 49.6 percent and 19.4 percent of total fares sold, respectively. Table 6 shows the percentage of total fares sold attributed to each fare type. Among the previously mentioned 10 fare types that will experience a fare increase after the implementation of proposed fare changes, six of the 10 account for less than 0.1 percent of total fares sold during the one-year period, three are less than 1 percent, and one (Local 2-Hour

Reduced Pass) accounted for 3.1 percent of total sales. Note that only trips that cross the noon hour (i.e., multi-boarding linked trips that start in the AM and have another boarding in the PM) will experience a fare increase on the Local 2-Hour Reduced Pass.

Table 6. The Percentage of Purchase Quantity in Total for DCTA Fares by Type

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

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

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

Fare Equity Analysis

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

Disparate Impact

Table 7 presents the comparison of fare usage between minority and non-minority groups based on the 2014 survey results. Minority groups use the Local Day Pass 10.1 percent more than non-minority groups and use the Student Local - Full Semester Pass 6.6 percent less than non-minority groups. The proposed fare changes will reduce the cost of the Local Day Pass by 50 percent, from \$6 to \$3 (see Table 5), while there will be no change to the Student Local - Full Semester Pass. Minority groups are likely to experience more than five percent cumulative benefit as a result of the changes to the proposed Local Day Pass, while experiencing impacts related to changes to other fare types at a similar rate to the non-minority population. According

to these findings and DCTA's disparate impact threshold, the proposed fare changes will not impose a disparate impact on DCTA's minority population.

Table 7. Fare Usage Between Minority and Non-Minority Groups

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

Disproportionate Burden

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

- Less than \$12,000
- \$12,000-\$19,999
- \$20,000 - \$23,999
- \$24,000 - \$34,999
- \$35,000 - \$49,999
- \$50,000-\$74,999
- \$75,000 or more
- Don't know / Refused

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

Table 8 presents a comparison of fare usage between low-income and non-low-income populations based on the 2014 survey results. DCTA's low-income population use the Student Local - Full Semester Pass and the Student Local - Summer Semester Pass 20.7 percent and 5.4 percent more than the transit agency's non-low-income population, respectively. There will be no change to the Student Local - Full Semester Pass and the Student Local - Summer Semester Passes. DCTA's low-income population is likely to experience impacts related to the proposed changes at a similar rate to the non-low-income population. According to these findings and DCTA's disproportionate burden threshold, the proposed fare changes will not impose a disproportionate burden on DCTA's low-income population.

Table 8. Fare Usage Between Low-Income and Non-Low-Income Populations

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

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

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



Board of Directors Memo

December 13, 2018

Subject: RM 3(b) Discussion and Approval of Bus Service Changes effective January 2019

Background

DCTA monitors and reviews the performance of its services system-wide 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 proposed for implementation on January 14, 2019 were developed in consultation with customers, frontline operations staff, DCTA staff, the Board, and the community at-large. A series of public meetings were held in September to solicit stakeholder and public feedback. A copy of the online presentation summarizing the service changes and the Public Engagement Wrap Up are attached for reference.

Recommended Service Changes

Below is a summary of the proposed service changes to be implemented on January 14, 2019:

Lewisville Connect

The proposal is to add a new On-Demand Zone to serve the Lakeway Business Park area, which is east of I-35E, south of Bennett Lane, west of Railroad Street, and north of Hebron Parkway. There would also be a stop at DCTA's Hebron Station to provide connection to Connect Routes 21 and 22, the A-train and the Lewisville Lakeway Zone. The new Lakeway Zone would replace the portion of Route 21 which currently serves the Lakeway business park area. The proposed modifications would provide customers with more direct and timely access to locations within the zone.

Denton Connect

The proposed modification is to re-route the inbound portion of Route 7 to continue down Hickory to the Downtown Denton Transit Center (DDTC). A single stop would be impacted by removing the portion of the route from Hickory, north on Locust to McKinney, and south on Railroad. Minor adjustments to the schedule are also proposed to enhance on-time performance and connections to other Denton Connect routes and the A-train.

University of North Texas (UNT)

Currently, DCTA operates both the Mean Green Night Rider (MGNR) and Discovery Park on Saturdays. On Sundays, only the MGNR is operated with every third trip serving Discovery Park. UNT has requested that a single route be operated on Saturdays that is virtually equivalent to Sunday's schedule. This modification would result in the current Sunday service occurring on both Saturdays and Sundays, resulting in consistent weekend service.

Title VI

As a recipient of Federal Transit Administration (FTA) 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. Based on this review, it was determined that proposed modifications to the UNT shuttle services on Saturday meet the definition of a major service change, and thus required the Title VI equity analysis to be conducted.

According to the Title VI service equity analysis findings, the proposed modifications to UNT Saturday service results in a disproportionate burden for low-income populations, but not a disparate impact for minority populations. The proposed modifications are at the request of UNT, due to the reduced demand for

service on the weekend and will serve to better align resources with current demand and improve efficiency.

A copy of the Title VI Equity Analysis: January 2019 Service Change report is included for your review.

Financial Impact

The recommended service modifications are included in the FY2019 Budget, and DCTA can meet the associated fleet demand within the existing fleet replacement program.

Recommendation

Staff recommends the board approves implementation of the service changes for January 14, 2019.

Submitted By: 
Rust Comer, Business Manager

Final Review: 
Michelle Bloomer, VP Operations

Approval: 
Raymond Suarez, CEO



September 2018 Open House Meeting Topics

Presentation Live: 9/3 – 9/28

Service Updates



Denton Enterprise Airport Zone

PILOT PROGRAM DETAILS

The pilot program launched August 27, 2018 and compliments the agency's fixed-route service and provides service to the industrial area near the Denton Enterprise Airport

PILOT PROGRAM SERVICE HOURS

- Monday through Friday from 6 a.m. to 9:30 p.m.
- Saturdays from 8:30 a.m. to 7 p.m.
- Service will not run on major holidays.

COST TO RIDE

This service will be offered at no charge during the pilot period that ends on January 14, 2019.



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Denton Enterprise Airport Zone - Continued

SERVICE AREA

- Riders can book a trip anywhere within the Denton Enterprise Airport Zone.
- Passengers can connect to other DCTA services such as Denton Connect Routes 7 and 8, North Texas Xpress Route 64, and the Mean Green, Eagle Point, and North Texan UNT Campus Shuttle Routes at the UNT Fouts Field transfer point.
- UNT Fouts Field transfer point is the only stop outside of the designated zone that will be served.



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Proposed January 2019 Service Changes



Lewisville Connect

Current Lewisville System



Proposed Lewisville System



Lewisville Connect: Route 25



30 Minute Frequency

Connections

- Connects with Route 26 at Old Town Station, Church Street, Main Street and Summit Avenue
- Connects with Route 28 at the Old Town Station
- Connects with HVCS at FM 407 and Summit Avenue

Serves:

- Old Town Station
- Lewisville City Hall
- Main Street Wal-Mart
- Department of Public Safety
- Department Family & Protective Services
- Post Office
- Lewisville Public Library
- Lewisville Municipal Annex
- Residential and Light Industrial on Mill north of Main Street

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Lewisville Connect: Route 26

30 Minute Frequency

Connections:

- Connects with Route 25 at the Old Town Station, along Church Street, Main Street and Summit Avenue
- Connects with Route 28 at the Old Town Station

Serves:

- Old Town Station
- Lewisville City Hall
- Main Street Wal-Mart
- Lewisville Public Library
- Senior Center
- Memorial Park Recreation Center
- Educational Facilities
- Residential Area Along Fox Avenue
- Improved access for CCA and Salvation Army



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Lewisville Connect: Route 27

ROUTE 27 (Proposed)



30 Minute Frequency

Connections:

- Connects with Route 28 along Oak Bend Drive, Vista Ridge Mall Drive and portions of Round Grove Road
- Connects with the Lakeway Zone at the Hebron Station

Serves:

- Hebron Station
- Round Grove Road Retail
- Large areas of Multi-Family Housing
- Serves Mary Kay from the front of the building (outbound) and the side (inbound)
- Office Park off Edmonds at 121
- Convergence Office Park
- Round Grove Wal-Mart

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LEWISVILLE CONNECT: Route 28

30 Minute Frequency

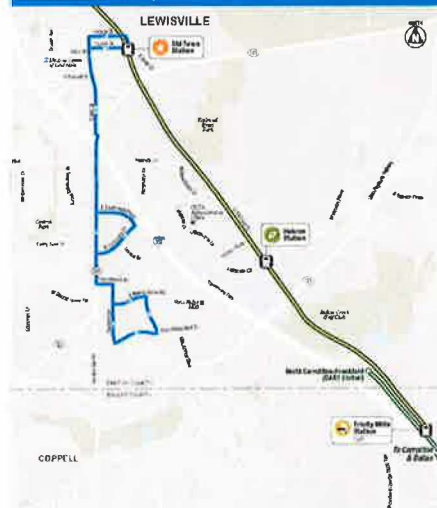
Connections:

- Provides a North-South Connection
- Connects with Route 25 and Route 26 at the Old Town Station
- Connects with Route 27 along Oak Bend Drive, Vista Ridge Mall Drive and portions of Round Grove Road

Serves:

- Old Town Station
- CCA (Both Mill Street and 121 locations)
- Budget Suites
- Apartments along Southwest Parkway
- Round Grove Wal-Mart
- Mary Kay on the side of the building

ROUTE 28 (Proposed)



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LEWISVILLE: Lakeview Zone



On-Demand Zone

Potential Hub System or Curb-to-Curb:

- Hub out of Hebron Station
- With possible hub or curb-to-curb inside the zone at:
 1. Xerox
 2. Lakeway @ Bennett
 3. Fed Ex / Charter School
 4. Anixter, Inc. / TIGI Linea Corp.
 5. RR Donnelley
 6. DCTA Admin Office
 7. Target
 8. Other Potential Locations as Identified

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Denton Connect

- No proposed route changes
- Proposing minor schedule adjustments in response to the addition of mid-day A-train service

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Alliance Link to Lyft Program Transition

- Alliance Link provides on-demand first/last mile connectivity between the North Texas Xpress stops and companies throughout the Alliance, Texas area, providing residents reliable transportation to jobs.
- The current Alliance Link Shuttle pilot program is set to expire in January 2019.
- DCTA is working with regional stakeholders to transition the current Alliance Link shuttle service to a more sustainable model.
- DCTA is proposing to implement on-demand Lyft zones to continue the much needed connectivity between the NTX and proposed Route 65 stops and Alliance jobs.
- Deployment is estimated for mid-2019.



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Route 90 - Denton to Alliance

- Alliance currently supports over 50,000 jobs throughout the complex and is expected to support over 100,000 jobs when fully built out
- Many of these jobs are perfect targets for students and others
- The distance from both Denton and Fort Worth make access to these jobs less desirable without a robust and reliable transportation system in place
- Access to workers in support of 24/7/365 operations is a universal challenge for Alliance employers
- Denton provides access to over 56,000 students at UNT, TWU and NCTC and several disadvantaged neighborhoods that are prime candidates and a natural resource pool for the jobs at Alliance
- UNT and Amazon already have a strong cooperative program in place
- Route 64 NTXpress provides limited service to Alliance and connects to the existing Alliance Link

DCTA is considering a new service Route 90 to Robson Ranch, Alliance Airport & Roanoke:

- Local Route Limited Stops Connects to Denton Presbyterian Hospital and UNT Campus & Denton Airport Zone at UNT
- 8 trips daily using existing DCTA fleet (designed around shift changes) to complement the NTXpress

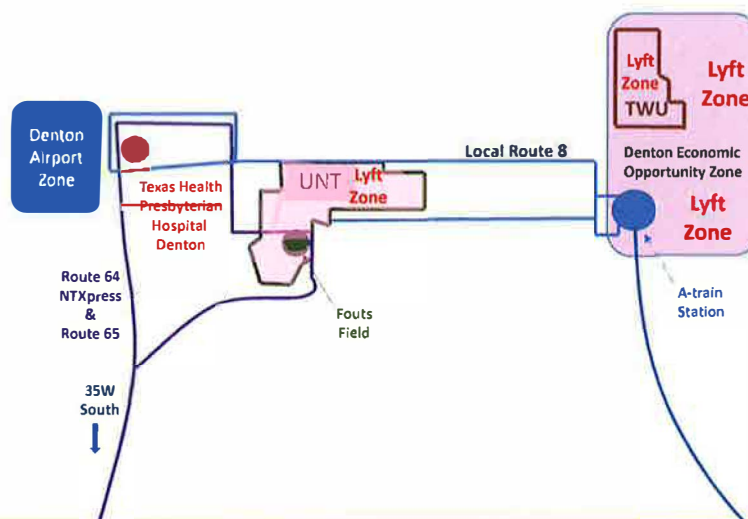
Denton Lyft Zones & Bike Share

- Includes UNT Campus, TWU Campus, Denton Economic Opportunity Zone around DDTC and Denton Square
- Funded by DCTA, connects to Route 64 & 65, this is a vital first/last mile connection to make the 64 & 65 successful

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Route 90: Denton to Alliance: Proposed Service Map



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Route 90: Connects DCTA System to Denton Airport Zone & Alliance Link Zones

• Denton & Alliance

- UNT via Fouts Field
- Presbyterian Hospital
- Robson Ranch
- Texas Motor Speedway
- Bucee's
- Tanger Outlets
- Amazon Fulfilment Centers 1 & 2
- UPS, Fedex, Walmart Distribution Centers
- Mercedes Benz
- Tarrant County Community College
- Alliance Opportunity Center
- Teleflex Medical
- Volkswagen
- Michael's Distribution Center

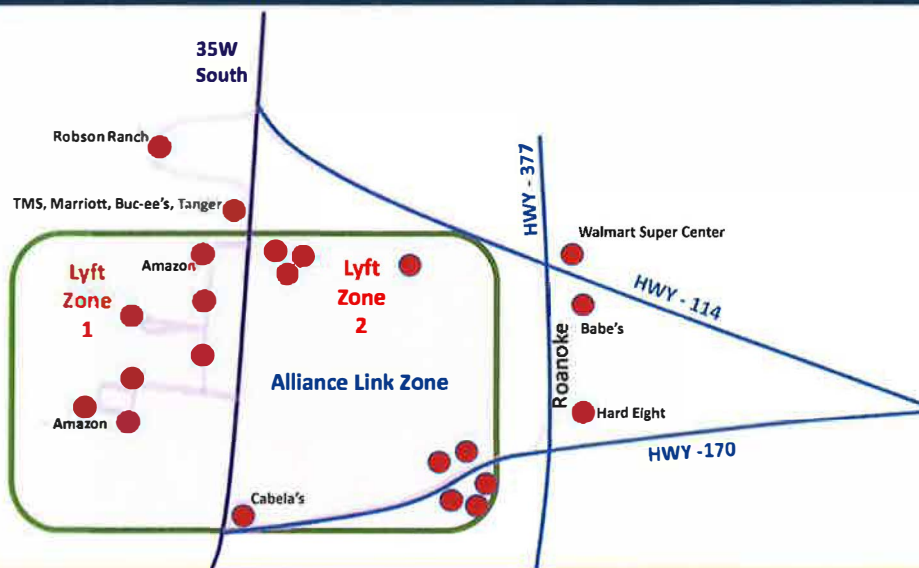
HWY 170 & Roanoke HWY 377

- Black Horse Carrier
- McKesson Corp
- Tech Data Center
- Texas Quality Beverages
- Fedex Supply Chain
- UPS Supply Chain
- GenCo
- Hard Eight
- Twisted Root
- Babe's Chicken
- 20+ retailers & Entertainment
- Walmart Super Center
- Several other retail establishments along Hwy 377 & Hwy 114

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Route 90: Connects DCTA System to Denton Airport Zone & Alliance Link Zones



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Mid-Day A-train Service

- Expanded A-train weekday midday service beginning 1/14/19
- Four additional trains northbound and four southbound from DDTC to Trinity Mills.
- Mid-day service will provide passengers more flexibility and travel options in their daily commute.
- Improve on-time performance

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Promotions



University A-train Promotion



UNIVERSITY A-TRAIN PROMOTION

Free train rides for students, faculty and staff from August 27, 2018 through January 14, 2019



Fares



Local Fare Promotion

**LOCAL
FARE
IS GOING
DOWN**

↓
& REGIONAL FARE IS GOING UP



LOCAL FARE PROMOTION CHEAT SHEET

Beginning August 27, 2018, local fares will decrease and regional fares will increase. This cheat sheet lists all the updated prices - local and regional. The local fare promotion is slated to end on January 14, 2019. For more information, visit RideDCTA.net.

REGIONAL FARE INCREASE

| Fare | Current Fare | New Fare |
|--------------------------------|--------------|----------|
| Regional 1-Day Pass | \$5 | \$6 |
| Regional 2-Day Reduced | \$1.25 | \$1.50 |
| Regional Day Pass | \$10 | \$11 |
| Regional Day Pass Reduced | \$3.00 | \$3.50 |
| Regional 7-Day Pass | \$13 | \$15 |
| Regional 10-Pack of Day Passes | \$70 | \$80 |
| Regional 31-Day Pass | \$199 | \$220 |
| Regional 31-Day Pass Reduced | \$47 | \$54 |
| Regional Annual Pass | \$7,999 | \$11,999 |
| Regional Annual Pass Reduced | \$400 | \$525 |

LOCAL FARE DECREASE

| Fare | Current Fare | New Fare |
|-----------------------------|--------------|----------|
| Local 1-Day Pass | \$6 | \$3 |
| Local 2-Day Reduced | \$1.25 | \$0.75 |
| Local Day Pass | \$10 | \$5 |
| Local Day Pass Reduced | \$3.25 | \$1.75 |
| Local 7-Day Pass | \$20 | \$10 |
| Local 10-Pack of Day Passes | \$70 | \$35 |
| Local 31-Day Pass | \$199 | \$99 |
| Local 31-Day Pass Reduced | \$47 | \$23.50 |
| Local Annual Pass | \$7,999 | \$3,999 |
| Local Annual Pass Reduced | \$400 | \$200 |

| Fare | Current Fare | New Fare |
|-----------------------------|--------------|----------|
| Local 1-Day Pass | \$6 | \$3 |
| Local 2-Day Reduced | \$1.25 | \$0.75 |
| Local Day Pass | \$10 | \$5 |
| Local Day Pass Reduced | \$3.25 | \$1.75 |
| Local 7-Day Pass | \$20 | \$10 |
| Local 10-Pack of Day Passes | \$70 | \$35 |
| Local 31-Day Pass | \$199 | \$99 |
| Local 31-Day Pass Reduced | \$47 | \$23.50 |
| Local Annual Pass | \$7,999 | \$3,999 |
| Local Annual Pass Reduced | \$400 | \$200 |

RideDCTA.net

Discontinue of Specific Regional Passes

Effective January 14 the following fares will no longer be sold as Regional Fares but will be offered as Local Fares:

- 2 hour
- 2 hour reduced
- Mid-Day
- Mid- Day Reduced
- 7-Day Pass
- 7-Day Pass Reduced

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Discontinue of Transfer Buy-Ups

As of January 14, 2019, all Transfer Buy Up options will no longer be sold.

TRANSFER BUY-UP

| FARE TYPE | FARE RATE |
|--|-----------|
| Connect to Local System 2-Hour Pass | \$1.50 |
| Connect to Regional System 2-Hour Pass | \$3.50 |
| DCTA Local System 2-Hour Pass to Regional System 2-Hour Pass | \$2.00 |

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Title VI Program Updates



Title VI Program Updates

DCTA is currently updating it's Title VI program which is required by the Federal Transit Administration every three years. As part of the update, DCTA will be updating some policies and guidelines which are used by agency staff during the transit planning process. Staff will have proposed policy and guidelines modifications available at the public meetings for review and comment prior to taking to the board of directors for approval.

Major Service Change Policy

Current:

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

- **Route Level Service Reduction or Elimination**
 - Reducing an existing route by more than 25% of weekday route revenue miles, or
 - Reducing an existing route by more than 25% of Saturday route miles, or
 - Reducing the number of directional route miles more than 25%, or
 - A change in route alignment resulting in 25% or greater variance from the existing route alignment, or
 - In situations where service would be reduced or eliminated in jurisdictions where minority and/or low-income populations exceed the transit system service area.
- **Route Level Expansion or Addition of a New Route**
 - Adding a new route, or
 - Expansion of an existing route that increases weekday route revenue miles by more than 25%, or
 - Expansion of an existing route that increases Saturday route revenue miles by more than 25%, or
 - Expanding the number of route directional miles more than 25%, or
 - A change in a route alignment resulting in a 25% or greater variance from the existing route alignment.

Proposed:

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

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

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Disparate Impact Policy

Current:

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

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

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

Proposed:

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

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

- There is substantial legitimate justification for the change, and
- 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.

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Disproportionate Burden Policy

Current:

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

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

Proposed:

DCTA establishes that a fare change, major service change, or other policy has a disproportionate burden if low-income populations will experience five (5) percent more of the cumulative burden, or experience five (5) percent less of the cumulative benefit, relative to non-low-income populations unless the disproportionate effects are mitigated.

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Policy Updates

- Public Involvement Policy
 - Potential adjustment to bi-annual meeting schedule
 - Addition of detailed requirements for outreach to targeted markets

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Grants



FTA Bus and Bus Facilities Grant

FTA Bus & Bus Facilities Grant:

- Federal Transit Administration (FTA)
- Replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities
- Project: Bus Operations and Maintenance Satellite "Lite" Facility
 - DCTA will use the funds to construct a 4,300 SF maintenance facility and 6,300 SF wash building which will accommodate up to 45 buses.
 - Significantly reduces deadhead and emissions by keeping buses closer to key routes in Lewisville.
- Award amount: \$2,625,000

CRISI Grant

CRISI Grant:

- CRISI (Consolidated Rail Infrastructure and Safety Improvements)
- Federal Railroad Administration (FRA)
- Eligible projects include increased safety improvements, especially Positive Train Control
- Project: Positive Train Control (PTC) Enhancements
 - DCTA will use funds to fully integrate Wabtec TMDS dispatch system. The benefits include increased system and service performance, as well as safety improvements.
- Award amount: \$4,000,000

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Fiscal Year 2018 Program of Projects

Fiscal Year 2018 Program of Projects

- The Program of Projects (POP) identifies how DCTA will use federal funds which have been appropriated to DCTA as the designated recipient of Federal Transit Administration (FTA) Section 5307 and 5339-Urbanized Area Formula Program (UZA) funds.
- DCTA receives roughly \$5M each year in this formula funding stream.
- The proposed projects listed for Fiscal Year 2018 Program of Projects are based on a funding estimate provided by the North Central Texas Council of Governments (NCTCOG).
- DCTA utilizes this formula funding for projects such as preventive maintenance, funding the purchase of fleet vehicles, accessibility for riders, and acquisition of security equipment for safety measures.

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Fiscal Year 2018 Program of Projects

Transit Section 5307 Funds – Denton-Lewisville UZA:

PROJECT DETAILS FOR TRANSIT MODIFICATION
DENTON COUNTY TRANSPORTATION AUTHORITY-FY2018 PROGRAM OF PROJECTS - TRANSIT SECTION 5307 FUNDS - DENTON-LEWISVILLE UZA

ORIGINAL FUNDED AMOUNT:

| TIP CODE | FISCAL YEAR | FUNDING PROGRAM | PROJECT DESCRIPTION | PROJECT TYPE | FEDERAL SHARE | STATE SHARE | REGIONAL SHARE | LOCAL SHARE | TDC AWARDED | TOTAL COST |
|----------|-------------|-----------------|-------------------------------------|--------------|---------------|-------------|----------------|--------------|-------------|--------------|
| 1210418 | 2018 | 5307 | BUS TRANSIT ENHANCEMENTS | CAPITAL | \$ 44,552 | \$ - | \$ - | \$ 11,133 | \$ - | \$ 55,685 |
| 1210418 | 2018 | 5307 | EQUIPMENT | CAPITAL | \$ 41,552 | \$ - | \$ - | \$ 11,133 | \$ - | \$ 52,685 |
| 1210518 | 2018 | 5307 | ADAPARATRAVIT SERVICE | CAPITAL | \$ 375,000 | \$ - | \$ - | \$ 93,750 | \$ - | \$ 468,750 |
| 1210518 | 2018 | 5307 | OPERATING ASSISTANCE - SPECIAL RIDE | OPERATING | \$ 375,000 | \$ - | \$ - | \$ 93,750 | \$ - | \$ 750,000 |
| 1250418 | 2018 | 5307 | BUS PREVENTIVE MAINTENANCE | CAPITAL | \$ 1,205,000 | \$ - | \$ - | \$ 301,250 | \$ - | \$ 1,506,250 |
| 1250518 | 2018 | 5307 | RA - PREVENTIVE MAINTENANCE | CAPITAL | \$ 2,411,063 | \$ - | \$ - | \$ 602,766 | \$ - | \$ 3,013,829 |
| | | | | | \$ 4,486,167 | \$ - | \$ - | \$ 1,398,042 | \$ - | \$ 5,884,209 |

CURRENT REQUEST:

| TIP CODE | FISCAL YEAR | FUNDING PROGRAM | PROJECT DESCRIPTION | PROJECT TYPE | FEDERAL SHARE | STATE SHARE | REGIONAL SHARE | LOCAL SHARE | TDC AWARDED | TOTAL COST | CHANGE |
|----------|-------------|-----------------|--|--------------|---------------|-------------|----------------|-------------|-------------|--------------|------------------|
| 1210418 | 2018 | 5307 | BUS TRANSIT ENHANCEMENTS | CAPITAL | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | DELETE PROJECT |
| 1210418 | 2018 | 5307 | ACQUISITION OF SURVEILLANCE SECURITY EQUIPMENT | CAPITAL | \$ 63,745 | \$ - | \$ - | \$ 15,936 | \$ - | \$ 79,681 | INCREASE FUNDING |
| 1210518 | 2018 | 5307 | ADAPARATRAVIT SERVICE | CAPITAL | \$ 700,000 | \$ - | \$ - | \$ 175,000 | \$ - | \$ 875,000 | INCREASE FUNDING |
| 1240518 | 2018 | 5307 | OPERATING ASSISTANCE - SPECIAL RIDE | OPERATING | \$ 3,000,000 | \$ - | \$ - | \$ 750,000 | \$ - | \$ 3,750,000 | INCREASE FUNDING |
| 1250418 | 2018 | 5307 | BUS PREVENTIVE MAINTENANCE | CAPITAL | \$ 2,493,182 | \$ - | \$ - | \$ 623,296 | \$ - | \$ 3,116,478 | INCREASE FUNDING |
| 1250518 | 2018 | 5307 | RA - PREVENTIVE MAINTENANCE | CAPITAL | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | DELETE PROJECT |
| | | | | | \$ 3,246,932 | \$ - | \$ - | \$ 811,733 | \$ - | \$ 4,058,665 | |

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Fiscal Year 2018 Program of Projects

Transit Section 5339 Funds – Denton-Lewisville UZA:

PROJECT DETAILS FOR TRANSIT MODIFICATION
DENTON COUNTY TRANSPORTATION AUTHORITY-FY2018 PROGRAM OF PROJECTS - TRANSIT SECTION 5339 FUNDS - DENTON-LEWISVILLE UZA

ORIGINAL FUNDED AMOUNT:

| TIP CODE | FISCAL YEAR | FUNDING PROGRAM | PROJECT DESCRIPTION | PROJECT TYPE | FEDERAL SHARE | STATE SHARE | REGIONAL SHARE | LOCAL SHARE | TDC AWARDED | TOTAL COST |
|----------|-------------|-----------------|-------------------------------|--------------|---------------|-------------|----------------|-------------|-------------|------------|
| | 2018 | 5339 | PURCHASE REPLACEMENT VEHICLES | CAPITAL | \$ 85,000 | \$ - | \$ - | \$ 15,000 | \$ - | \$ 100,000 |
| | | | | | \$ 85,000 | \$ - | \$ - | \$ 15,000 | \$ - | \$ 100,000 |

CURRENT REQUEST:

| TIP CODE | FISCAL YEAR | FUNDING PROGRAM | PROJECT DESCRIPTION | PROJECT TYPE | FEDERAL SHARE | STATE SHARE | REGIONAL SHARE | LOCAL SHARE | TDC AWARDED | TOTAL COST | CHANGE |
|----------|-------------|-----------------|-------------------------------|--------------|---------------|-------------|----------------|-------------|-------------|------------|------------------|
| | 2018 | 5339 | PURCHASE REPLACEMENT VEHICLES | CAPITAL | \$ 572,068 | \$ - | \$ - | \$ 100,962 | \$ - | \$ 673,030 | INCREASE FUNDING |
| | | | | | \$ 572,068 | \$ - | \$ - | \$ 100,962 | \$ - | \$ 673,030 | |

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Proposed Fiscal Year 2019 Budget Overview

- The budget identifies the source and use of funds expended by DCTA, communicates priorities, and informs Denton County citizens about the financial condition of the agency.
- The FY19 Proposed Capital and Operating Budget is scheduled for Board adoption on September 27, 2018.

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FY19 PROPOSED BUDGET-IN-BRIEF: BASE-LINE ASSUMPTIONS

DCTA SALARY & BENEFITS:

- Merit Pay 3.5%: \$79,297
- Pay Plan Adjustment: \$25,000
- 10% increase in health benefit rates

TMDC SALARY & BENEFITS:

- Non-Union Merit Pay 3%: \$59,186
- Union (Bus Operators) Average Rate: \$18.53/hr.
 - Outlined by Union Contract
 - Previously budgeted at \$16.61/hr.
- 15% increase in health benefit rates

FUEL:

Bus @ \$3.00/gallon (431k gallons)
 Rail @ \$2.75/gallon (400k gallons)

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EXPANDED LEVEL PROJECTS - OPERATING

STAFFING: \$341,740

- Communications Coordinator
- Regulatory Compliance Officer
- Bus Operations Manager (Mobility as a Service)
- Bus Operations Intern

RAIL OPERATIONS:

- PTC Annual Operating Expense \$250k (Annual)
- Rail OMF Building Modifications \$185k (1X)
- Southbound Rail Extension Study \$200k (1X)

GENERAL & ADMINISTRATIVE:

- Transportation Forums \$20k (Annual)

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FY19 STATEMENT OF CHANGE IN NET POSITION G&A OPERATING EXPENSES (EXCLUDING DEPRECIATION)

| Description | FY 2017 Actuals | FY 2018 Original Budget | FY 2018 Revised Budget | YTD Actuals May 31, 2018 | FY 2019 Proposed Budget | \$ Increase / (Decrease) | % Increase / (Decrease) |
|--|--------------------|----------------------------|---------------------------|-----------------------------|----------------------------|-----------------------------|----------------------------|
| GENERAL & ADMINISTRATIVE EXPENSES | | | | | | | |
| Salary, Wages and Benefits | 2,825,667 | 3,703,635 | 3,603,635 | 2,133,820 | 3,870,123 | 266,488 | 7% |
| Services | 1,392,331 | 1,981,760 | 2,106,541 | 974,619 | 2,061,043 | (45,498) | -2% |
| Materials and Supplies | 78,063 | 139,404 | 129,404 | 60,845 | 136,100 | 6,696 | 5% |
| Utilities | 21,233 | 28,800 | 28,800 | 13,333 | 29,400 | 600 | 2% |
| Insurance, Casualties and Losses | 13,591 | 13,938 | 13,938 | 8,399 | 12,706 | (1,232) | -9% |
| Purchased Transportation Services | 125,967 | 187,368 | 187,368 | 74,000 | 158,778 | (28,590) | -15% |
| Miscellaneous | 168,437 | 299,218 | 299,218 | 141,954 | 352,330 | 53,112 | 18% |
| Leases and Rentals | 117,722 | 120,393 | 120,393 | 83,756 | 144,481 | 24,088 | 20% |
| Total G&A Operating Expenses | \$ 4,743,011 | \$ 6,474,516 | \$ 6,489,298 | \$ 3,490,726 | \$ 6,764,961 | \$ 275,663 | 4% |

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FY19 STATEMENT OF CHANGE IN NET POSITION BUS OPERATIONS EXPENSES (EXCLUDING DEPRECIATION)

| Description | FY 2017 Actuals | FY 2018 Original Budget | FY 2018 Revised Budget | YTD Actuals May 31, 2018 | FY 2019 Proposed Budget | \$ Increase / (Decrease) | % Increase / (Decrease) |
|--------------------------------------|----------------------|----------------------------|---------------------------|-----------------------------|----------------------------|-----------------------------|----------------------------|
| BUS OPERATIONS EXPENSES | | | | | | | |
| Salary, Wages and Benefits | 7,312,852 | 8,160,925 | 7,804,142 | 4,836,729 | 8,452,147 | 648,005 | 8% |
| Services | 786,391 | 1,029,958 | 1,029,958 | 585,773 | 1,086,023 | 56,065 | 5% |
| Materials and Supplies | 1,590,825 | 2,330,569 | 2,017,004 | 1,095,480 | 2,293,561 | 276,557 | 14% |
| Utilities | 147,092 | 142,320 | 142,320 | 87,786 | 173,760 | 31,440 | 22% |
| Insurance, Casualties and Losses | 394,098 | 488,468 | 488,468 | 268,475 | 461,622 | (26,846) | -5% |
| Purchased Transportation Services | 38,400 | 334,341 | 334,342 | 80,232 | 343,118 | 8,776 | 3% |
| Miscellaneous | 18,803 | 108,563 | 108,563 | 21,980 | 241,058 | 132,495 | 122% |
| Leases and Rentals | 128,198 | 143,279 | 143,279 | 58,416 | 99,981 | (43,298) | -30% |
| Total Bus Operations Expenses | \$ 10,416,659 | \$ 12,738,424 | \$ 12,068,076 | \$ 7,034,871 | \$ 13,151,270 | \$ 1,083,194 | 9% |

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FY19 STATEMENT OF CHANGE IN NET POSITION RAIL OPERATIONS EXPENSES (EXCLUDING DEPRECIATION)

| Description | FY 2017 Actuals | FY 2018 Original Budget | FY 2018 Revised Budget | YTD Actuals May 31, 2018 | FY 2019 Proposed Budget | \$ Increase / (Decrease) | % Increase / (Decrease) |
|---------------------------------------|----------------------|----------------------------|---------------------------|-----------------------------|----------------------------|-----------------------------|----------------------------|
| RAIL OPERATIONS EXPENSES | | | | | | | |
| Salary, Wages and Benefits | 317,366 | 473,889 | 473,889 | 257,665 | 495,307 | 21,418 | 5% |
| Services | 421,770 | 353,450 | 631,279 | 3,122,157 | 773,574 | 142,295 | 23% |
| Materials and Supplies | 648,283 | 1,131,967 | 881,967 | 342,167 | 1,118,667 | 236,700 | 27% |
| Utilities | 258,687 | 289,044 | 289,044 | 147,085 | 300,563 | 11,519 | 4% |
| Insurance, Casualties and Losses | 1,193,243 | 1,224,376 | 1,224,376 | 831,083 | 1,334,003 | 109,627 | 9% |
| Purchased Transportation Services | 10,422,758 | 9,191,633 | 9,106,633 | 5,825,792 | 9,990,263 | 883,630 | 10% |
| Miscellaneous | 16,223 | 15,545 | 15,545 | 10,264 | 16,628 | 1,083 | 7% |
| Leases and Rentals | 2,207 | 2,208 | 2,208 | 1,472 | 4,512 | 2,304 | 104% |
| Total Rail Operations Expenses | \$ 13,280,537 | \$ 12,682,112 | \$ 12,624,941 | \$ 10,537,685 | \$ 14,033,517 | \$ 1,408,576 | 11% |

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FY19 STATEMENT OF CHANGE IN NET POSITION NON-OPERATING REVENUE / (EXPENSE)

| Description | FY 2017 Actuals | FY 2018 Original Budget | FY 2018 Revised Budget | YTD Actuals May 31, 2018 | FY 2019 Proposed Budget | \$ Increase / (Decrease) | % Increase / (Decrease) |
|---|--------------------|----------------------------|---------------------------|-----------------------------|----------------------------|-----------------------------|----------------------------|
| NON-OPERATING REVENUE / (EXPENSE) | | | | | | | |
| Investment Income | 122,250 | 78,000 | 78,000 | 194,438 | 200,000 | 122,000 | 156% |
| Non-Operating Revenues / (Expense) | 408,658 | 1,000 | 738,255 | 797,288 | 1,000 | (737,255) | -100% |
| Sales Tax Revenue | 26,790,098 | 26,649,585 | 26,649,585 | 17,982,500 | 28,450,180 | 1,800,595 | 7% |
| Federal Grants & Reimbursements | 11,429,852 | 13,077,265 | 8,668,022 | 4,692,003 | 8,854,376 | 186,354 | 2% |
| State Grants & Reimbursements | 3,434 | 2,114,696 | 310,610 | - | 1,844,086 | 1,533,476 | 494% |
| Long Term Debt Interest/Expense | (1,098,106) | (1,008,084) | (1,008,084) | (692,043) | (974,984) | 33,100 | -3% |
| Total Non-Operating Revenue / (Expense) | 37,656,186 | 40,912,462 | 35,436,388 | 22,974,186 | 38,374,658 | 2,938,270 | 8% |

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FY19 PROPOSED CAPITAL BUDGET

New Capital: \$3,531,000

- Server & Network Infrastructure \$350k (every 5 years)
- Trail Safety Improvements \$100k
- Farebox Replacement \$600k
- Fleet Replacement (2019) \$1,481,000
- 2019 One-Time Transit Improvements \$1M

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Additional Notices



Eagle Point Closure Notice

DCTA WILL CLOSE THE EAGLE POINT GRADE CROSSING BY THE END OF 2018

- Safety is DCTA's first core value.
- We have documented more than 100 vehicle incursions onto the tracks at this crossing in the last 18 months which has led to decision to close the Eagle Point crossing.
- Now that TxDOT has completed their improvements to the I-35 corridor in this area, there is a convenient and safe alternative to crossing the tracks.
- With the support and concurrence of the FRA and TxDOT, DCTA will be closing the crossing by the end of 2018 and we have contacted all property owners directly affected by the closure.
- See the illustration at right for the new traffic patterns.
- Contact DCTA at info@dcta.net with your questions.



September 2018 Public Engagement Wrap Up

Engagement Area:

Cities of Lewisville, Denton and Highland Village

Engagement Objective:

Solicit public input on the following topics: Mid-Day A-train Service; Denton Connect: Airport Zone; Discontinue: Specific Regional Passes & Buy – Ups, Route 90: Denton to Alliance; Route 90: To DAZ and Alliance Link; Local Fare Promotion.

Engagement Timeframe:

September 3 – September 28, 2018

Public Meetings

A series of open house meetings were held in DCTA's three-member cities in September 2018. The meetings were open house style to give the attendees flexibility in their time of attendance and offered people time to peruse the proposals at their own pace. An online presentation and a dedicated webpage showcasing the information presented at the three meetings was hosted on RideDCTA.net with an available comment form.



DROP BY OUR NEXT OPEN HOUSE MEETING!

| | |
|---|--|
|  DENTON COUNTY TRANSPORTATION AUTHORITY RideDCTA.net | ONLINE SEPT. 3, 2018 - SEPT. 28, 2018 |
| | LEWISVILLE SEPT. 20, 2018 • 5 - 7 P.M. |
| | HIGHLAND VILLAGE SEPT. 25, 2018 • 6 - 8 P.M. |

Media/Community Relations

Meeting notices were posted on RideDCTA.net, Facebook and Twitter. Notices were posted on the vehicles. DCTA sent e-blasts to target audience segments. In addition, DCTA developed and distributed a news release to local media outlets to garner coverage.



DCTA OPEN HOUSE MEETING PRESENTATION

CAN'T ATTEND OUR MEETINGS?

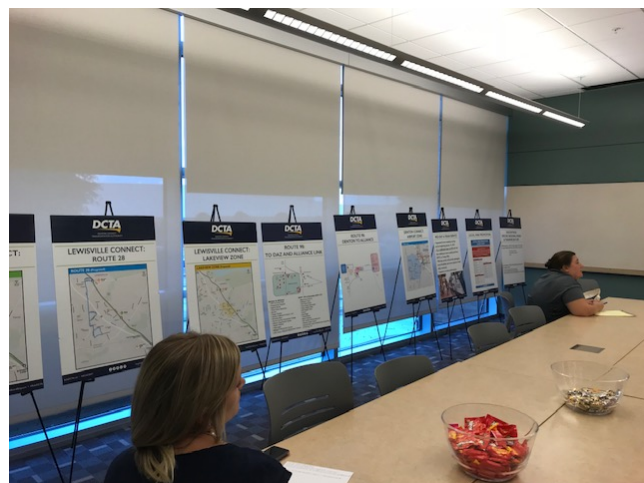
Check out the official presentation available on RideDCTA.net from Monday, September 3, to Friday, September 28.

LEAVE US A COMMENT!

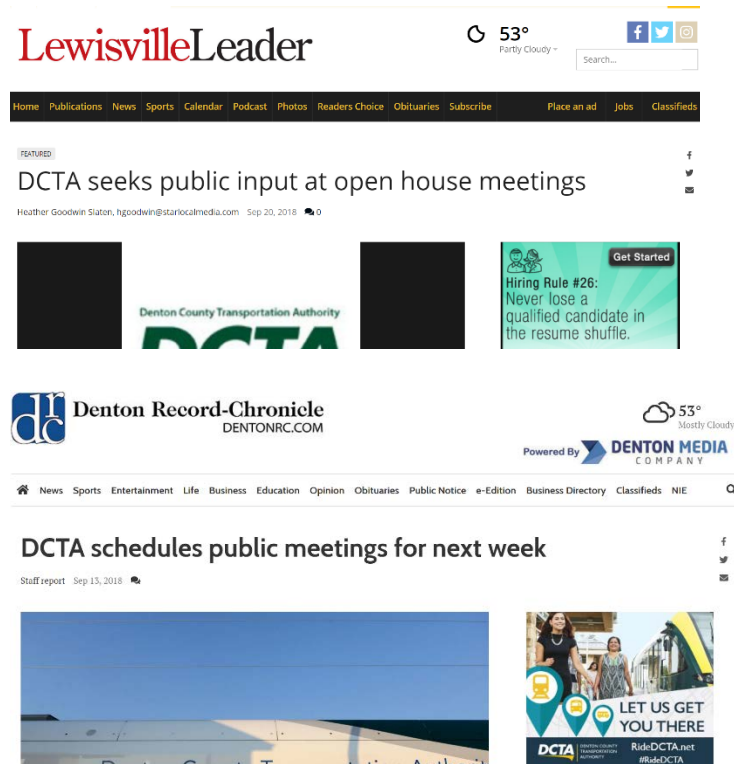
HopOnBoarding.com • #RideDCTA

Engagement Statistics

- Denton Open House
 - DDTC Lobby
 - Wednesday, September 19
 - 3 – 7 p.m.
 - 24 individual interactions
- Lewisville Open House
 - Old Town City Hall
 - In conjunction with the regularly scheduled city council meeting.
 - Thursday, September 20
 - 5 – 7 p.m.
 - 7 individual interactions
- Highland Village Open House
 - Highland Village City Hall
 - In conjunction with the regularly scheduled city council meeting.
 - Tuesday, September 25
 - 6 – 8 p.m.
 - 10 individual interactions
- Online Presentation
 - Monday, August 28 – Friday, September 29
 - RideDCTA.net
 - 3,123 Page Views
 - 4.10 Average Time Spent on Page



- Media Relations
 - 4 articles secured
 - 250,800 media impressions/reach
- Links to stories
 - **Star Local Media** - http://starlocalmedia.com/lewisvilleleader/news/dcta-seeks-public-input-at-open-house-meetings/article_3d4a56d4-bc65-11e8-a9b0-93ca339fffbf.html
 - **Denton Record-Chronicle** - https://www.dentonrc.com/news/dcta-schedules-public-meetings-for-next-week/article_eb1ee6f8-51d2-540a-b338-6b8242b4029d.html



- Email Marketing
 - 4,907 total email opens
 - 10% open rate (average)
 - 1% click-through rate (average)
- Facebook
 - 35,085 total people reached and 750 total engagements
- Twitter
 - 54,839 total impressions and 2,860 total engagements

Comments

▪ Lewisville Open House

- Topic: Restrooms
Would like restrooms at rail stations. They are locked for only the drivers' use, but wants them for the public as well.
- Topic: Drivers
Concerned about if bus drivers can use the bathroom during their shifts?
- Topic: Bathrooms
Will there be bathrooms at Trinity Mills?
- Topic: No Service to or in Flower Mound
Population of seniors is getting older, has concern about no service to Flower Mound.
- Topic: Lewisville Disability travel to Flower Mound
Good Faith is helping to arrange a meeting between DCTA and SPAN. Want a connecting route at Parker Square or Braums.
- Topic: No Service to or in Flower Mound
We are unable to have access to our Flower Mound doctors. This has been going on for 14 years. How can we get needed services to our doctors in Flower Mound? All options are open.
- Topic: Transportation to Flower Mound doctors
Those who need to travel to Flower Mound for medical trips for treatment are underserved (2,500 people). There has been no or slow progress in helping this issue. Wants to know what can be done to expedite these services. They are sending petitions to DCTA, Lewisville, and Flower Mound. DCTA should go to the Lewisville border to connect with SPAN in Flower Mound. The two services could connect at Braums or MHMR.
- Topic: General
Put adult diapers to incentivize older people to ride the bus or candy apples because there is not enough ridership. Maybe protein powder? Are there rides for older people to get to the doctor?
- Topic: GoPass
Love the GoPass!
- Topic: Go Pass:
LOVE the Go Pass!

- Topic: Local fare promotion
Keep the local fare promotion. Loves the \$1 fair.
- Topic: Local Fare Promotion
Keep the local fare promotion.
- Topic: Fare Promotion
I'm a senior, and I ride the buses often. I usually get the monthly pass, and I thank you so much for lowering the senior pass to \$15 monthly for 31 days instead of the \$25.
- Topic: 2-hour pass:
You can't do much in two hours anyway?
- Topic: 2 Hour pass
Regional travel takes more than 2 hours, so it's not a big deal to remove the regional 2-hour pass.
- Topic: Bus drivers
Wonderful Access drivers.
- Topic: Bus Barn
Will there be a bus barn in Lewisville?
- Topic: Bus stop pad
The stop at Valley and Main by Autozone needs a concrete pad.
- Topic: Bus Stops
Some stops have concrete pads and some have grass; Valley & Main is grass, would like concrete.
- Topic: Access
Complaint that Ruby and Rose said Access was no longer running at 8 p.m. on Tuesday.
- Topic: Routes 21/22:
WinCo stop: what route will that be if changed?
- Topic: Route 21
Does not like new Route 21 that goes to UT Southwestern. Loves the drivers on the routes, always gets there on time. He's in a powerchair. Wants to know scheduling before routes change.
- Topic: Route 26
What stops will there be? SW Parkway/Valley to Fox: a lot of walking? Asking about schools by Bellaire, if they will still be served?

- Topic: A-train
Trains are packed during the state fair, and I have to stand all the way back from downtown through Lewisville during normal commute hours.

- **Denton Open House**

- Topic: Positive experience
I have no complaints. Thanks to you all we can get from one place to another. You all are always friendly with everyone.
- Topic: Helpful Staff
The two lovely ladies at the Denton station in the booth are so, so helpful and always willing to help in any way they can. I recently became homeless and these two ladies have made it so easy with all these bus schedules. I think God for them every day.
- Topic: Good rides
I have always had a good trip (bus or train).
- Topic: Great drivers
Awesome drivers that care about their riders some of the time
- Topic: Drivers
They are great! Routes 3, 4, and 6 have awesome drivers!
- Topic: Drivers
Drivers should work longer hours and not drive so fast. They should be disciplined for reckless driving. They should be more courteous toward passengers instead of being callous.
- Topic: Helpful Bus Drivers
I think I've been on just about all the buses all times of the day. They have always been helpful and generous to me and my friends. They are always willing to help not only the homeless but everyone on the buses.
- Topic: Bad customer service from drivers
Some drivers need to work on customer service skills. If several riders are stranded, riders should be taken care of. Drivers need to be reprimanded when they treat passengers that way.
- Topic: Ramps on buses
Some drivers need to be asked to put the ramp down (passengers with walkers, etc.) on Routes 6 and 7.

- Topic: People on buses
Homeless people don't have passes on until they get on the bus.
- Topic: Bedbugs
Buses need to be cleaned because there were bedbugs found on the buses.
- Topic: Cleanliness of buses
Issues with bugs on bus Route 7 and 3, clean busses better.
- Topic: Routes for elderly and disabled
Route 8 has changed for the negative. There is no way for us to get to libraries.
Route 7 is taking too long in between Routes to be safe medically.
- Topic: Training for the disabled
There is a lack of training for disabled community. It would be beneficial to have travel training for those who are disabled. REACH – an organization in Denton – could help with training.
- Topic: Bus time
The bus is late a lot.
- Topic: Train delays
In cases where train arrivals are delayed significantly, delays should be announced to the people through the website or at the reception in order to allow them to adjust their plans.
- Topic: Inconsistent Departures and Arrivals
The changes to the routes are not working. Drivers are being pushed for time which sooner or later will probably cause an accident. I was late to a very important appointment. In my opinion, things were better before the changes.
- Topic: University Free Ride Promotion
Please keep it this promotion! Students can save hundreds of dollars by just showing their student ID cards.
- Topic: Local Fare Promotion
Wants DCTA to keep the connect 10-pack at \$9.
- Topic: A-train
Loves the A-train! DART trains are trashed, and DCTA trains are well kept and awesome.
- Topic: Routes
They don't drop you off by any "good" jobs! Why? Can you please assist us in the future?

- Topic: Route changes
I like the way the routes are right now.
- Topic: Route changes
Can the routes go down the streets with more businesses, like all the way down University, Woodrow Ln, E. McKinney. Can you please change the routes, so we can please get to our destinations faster? To go do laundry, I have to take Route 2 to the DDTC and then take Route 3 to laundry mat, which is an inconvenient commute.
- Topic: DCTA connecting with UNT routes
Tried to get to 1434 Centre Pl. Dr. (Spring Hill/Marriott) and wasted a ticket because I didn't know to get off by UNT campus to get on a bus that says "Centre". My concern is I don't know how long that bus runs as it's not a DCTA bus. These bus routes are really confusing.
- Topic: Route 6
Please switch back to how it was. We were never told why it was changed. It doesn't go down Locust anymore, and we can't get to the locations on university.
- Topic: Route in Lewisville
Specifically requesting route in Lewisville (Main Street/1171) to MHMR. DCTA should request more feedback from disabled passengers.
- Topic: Route 7 not on-time
Bus 7 is always late from individuals taking too long to swipe cards.
- Topic: Changes to Route 7 and 8
Why take two poles out but the route still runs the same route? Extreme heat exhaustion from waiting for the bus at the Presbyterian Hospital stop.
- Topic: August Service Changes
Changes on August 27 greatly affected disabled passengers around hospitals and specialization. Route St. Andrews takes 1:05 takes until 3:30. On Route 7, healthy passengers are taking the ADA seats.

▪ Highland Village Open House

- Topic: A-train takes too long
Almost used A-train to connect to DART for SMU game but decided against it because it takes too long.
- Topic: DCTA importance
DCTA has made such a difference in the community. If DCTA wasn't here,

classes wouldn't be able to go on field trips to the zoo, etc.

▪ **Online Feedback**

- **Topic: Route 6**
Route 6 is underutilized and could serve many more folks if it were altered to also serve UNT Discovery Park - 4,000 students, faculty and staff. We already know that the UNT Discovery Park shuttle service is over-crowded, that extra buses have to be assigned regularly to handle the over flow of riders, and that buses are often "standing room only" (a safety problem - imagine the injuries in an accident or hard stop). Many of these folks also ride the A-Train. Meanwhile Route 6 operates in the Evers Park neighborhood with almost no riders at all. Time to fix this please.
- **Topic: Swiftly App**
The Swiftly app often malfunctions with the DCTA Connect Buses 7 and 8. Often these buses are not displayed correctly on the app maps when they are on North Texas BLVD, Eagle ST, and Welch ST. I have missed the A-Train waiting for falsely displayed Route 7 and 8 buses that appear to be at the intersection of Eagle and Welch with projected arrival at Eagle and Mulberry in 2 to 5 minutes but they never actually arrive. Instead the ETA just keeps resetting. Something is wrong with Swiftly and the GPS feed from the 7 and 8 buses. Please fix it.
- **Topic: Drivers and Equipment**
DCTA has great equipment and great drivers who are out there doing a nice job on a regular basis.
- **Topic: Transit App**
I love that DCTA's routes and schedules are now on the Transit app
- **Topic: Citizen's Advisory Team**
I've really enjoyed the Citizens Advisory Team (CAT) meetings
- **Topic: Express Service**
I'd like to see express bus service to/from the Lantana Golf Club to/from Highland Village/Lewisville Lake Station on weekdays
- **Topic: Sunday Service**
I'd like to see Sunday service for the A-Train and all Connect buses.
- **Topic: Flower Mound Service**
I'd like to see continued work with Flower Mound leaders in order to begin fixed route bus services there.

- Topic: Flower Mound Service
I'd like to see express bus service to/from Hebron Station to/from Flower Mound's Lakeside district.
- Topic: Service Request
like to see express bus service to/from Hebron Station to/from DART's Northwest Plano Park & Ride.
- Topic: Service Request
I'd like to see express bus service to/from MedPark Station to/from TEXRail's Downtown Grapevine Station when TEXRail begins service, with a stop and designated park & ride at or near The Shops at Highland Village.
- Topic: Route 6
I'd like to see Route 6 extended to serve both North Lakes Park and Evers Park.
- Topic: New Route 9
I'd like to see a new Route 9 created, running to/from the North Texas Fairgrounds to the shopping center behind Chili's at 35E @ Lillian Miller traveling along Carroll, Hickory/Oak, Elm/Locust, Eagle, Dallas, Teasley, Shady Oaks, Loop 288 and Lillian Miller.
- Topic: New Route 23
I'd like to see a new Route 23 created, running to/from Hebron Station to/from Highland Village/Lewisville Lake Station traveling along Hebron/Round Grove, Valley, Corporate, Old Orchard, Main and Garden Ridge.

Technical Memorandum – Equity Analysis: January 2019 Service Changes

TO: Michelle Bloomer, Denton County Transportation Authority

FROM: James Cardenas, Texas A&M Transportation Institute (TTI)
Michael J. Walk, TTI
Zachary Elgart, TTI

DATE: December 3, 2018

SUBJECT: Title VI Service Equity Analysis – January 2019 Service Changes

Background and Purpose

The Denton County Transportation Authority (DCTA) proposed a series of service changes to take effect in January 2019. According to 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 January 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 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.

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

January 2019 Proposed Service Changes

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 January 2019 proposed service changes and identify whether the change constitutes a major change according to DCTA's major service change policy.

Summary of January 2019 Proposed Service Changes

DCTA proposed to make five changes to existing fixed routes in January 2019. Table 1 presents a brief description of each proposed service change and documents whether the change is a major change according to DCTA's major service change policy. Each proposed service change and the analytical process to determine whether the change qualifies as a major service change is discussed in subsequent sections. See the Title VI Analysis section for the service equity analysis of the one major service change identified in Table 1.

Table 1. Summary of DCTA's January 2019 Proposed Service Changes

| Service to be Changed | Schedule Change? | Route Change? | Description of Change(s) | Major Change? |
|--|------------------|---------------|--|-----------------------------|
| <i>Denton Connect: Route 7</i> | Yes | Yes | Schedule modification and route change | No |
| <i>Lewisville Connect: Route 21</i> | Yes | Yes | Schedule modification and route change | No |
| <i>Lewisville Lakeway On-Demand Zone</i> | No | No | New demand-responsive service | Not Applicable ¹ |
| <i>Mean Green Night Rider</i> | Yes | No | Saturday schedule change | No |
| <i>Discovery Park</i> | Yes | No | Saturday schedule change | Yes |

Denton Connect: Route 7

DCTA proposed to adjust the schedule and route alignment of Denton Connect Route 7 to improve service efficiency, effectiveness, and reliability. The re-routing and schedule changes should help the route avoid delays caused by ongoing construction projects. The alignment change only affects the inbound direction of the route between the intersection of Locust St. and Hickory St. in Denton and the end of the route at the Downtown Denton Transit Center (DDTC). Currently the route travels from Hickory St., turns north on Locust St., east on E. McKinney St., and south on Railroad Ave to end at the DDTC (see Figure 1).



Figure 1. Current Route 7 Alignment in Denton

The proposed alignment change will have inbound buses staying on Hickory St. until reaching the DDTC. This change will modify 9.6 percent of the route's directional route miles. (TTI assumes that the proportion of affected directional route miles is equivalent to the proportion of

¹ FTA Title VI service equity analysis requirements only apply to fixed-route service changes.

affected revenue miles, because every current vehicle trip operates along the entire route.) An alignment change that impacts more than 25 percent of the route's revenue miles would qualify as a major service change. Therefore, the realignment does not qualify as a major service change.

There are no proposed changes to Route 7's current Saturday schedule; however, Route 7's weekday schedule is proposed to be adjusted, reducing weekday revenue hours by 7.2 percent—from 25 hours and 29 minutes down to 23 hours and 39 minutes. A 25 percent or more reduction in revenue hours would qualify as a major service change. Therefore, the proposed schedule modifications to Route 7 do not constitute a major service change.

The proposed modifications to Route 7 do not constitute a major service change and do not require a Title VI service equity analysis.

Lewisville Connect: Route 21

DCTA proposed to remove a portion of Lewisville Connect Route 21 through the Lakeway business park and replace this eliminated portion with an on-demand zone (see Figure 2).



Figure 2. Proposed Changes to Lewisville Connect Route 21

The proposed elimination of the Lakeway business park service will eliminate 16.1 percent of Route 21's directional route miles. (TTI assumes that the proportion of affected directional route miles is equivalent to the proportion of affected revenue miles, because every current vehicle trip operates along the entire route.) An alignment change that impacts more than 25 percent of the route's revenue miles would qualify as a major service change. Therefore, the elimination of the

Lakeway business park service does not qualify as a major service change. Additionally, the Route 21 service that is being eliminated will be replaced with on-demand service with operating days and hours similar to current fixed-route service—helping to mitigate any adverse impacts caused by eliminating the Lakeway business park service.

Route 21's schedule will also be adjusted to account for the fixed route changes and to provide more trips that connect to Hebron A-train station. The schedule change will increase the route's weekday and Saturday revenue hours by 1.8 percent. Weekday revenue hours will increase from 43 hours and 44 minutes to 44 hours and 31 minutes; Saturday revenue hours will increase from 19 hours and 17 minutes to 19 hours and 38 minutes. A 25 percent or more change in daily revenue hours would qualify as a major service change. Therefore, the proposed schedule changes to Route 21 do not qualify as a major service change.

The proposed modifications to Route 21 do not constitute a major service change and do not require a Title VI service equity analysis.

Lewisville Lakeway On-Demand Zone

To replace the proposed elimination of Lewisville Connect Route 21 fixed-route bus service in the Lakeway business park, DCTA will implement a fully-accessible curb-to-curb on-demand service zone in the area. The on-demand service will utilize existing bus stops as well as “virtual” bus stops that will be visible to users who request trips through a mobile app. Users can request trips by mobile app and by telephone. The demand-responsive days of operation and service span will be equivalent to the days and span of Route 21.

FTA Circular 4702.1B requirements for service equity analyses only apply to fixed-route transit; therefore, the addition of a new demand-responsive zone does not require a Title VI service equity analysis.

Mean Green Night Rider and Discovery Park

DCTA proposed changes to the weekend schedules of two UNT Shuttle routes: Mean Green Night Rider (MGNR) and Discovery Park. The routes currently operate a Saturday schedule and a Sunday schedule, with the Saturday schedule having more scheduled trips. Currently, on Saturdays, both routes operate independently of one another—with different vehicles assigned to each route. However, on Sundays, which have fewer vehicle trips than Saturdays, a single bus operates both routes. The bus operating MGNR changes over to serve the Discovery Park route every third trip.

The proposed schedule changes will replace the current Saturday and Sunday schedules on MGNR and Discovery Park with a single weekend schedule that is virtually equivalent to each route's Sunday schedules. In the proposed changes, current Sunday operations will occur on both Saturdays and Sundays—meaning that a single bus will operate both routes on weekends. However, to avoid passenger confusion, the Sunday Discovery Park trips operated by the MGNR bus will now be called Mean Green Night Rider Plus (MGNR Plus).

This proposed reduction in Saturday service will reduce weekend operating costs and should result in increased efficiency. The proposed reductions in Saturday revenue hours for both routes are presented in Table 2.

Table 2. Proposed Saturday Revenue Hour Changes on MGNR and Discovery Park Routes

| Route | Current Saturday Revenue Hours | Proposed Saturday Revenue Hours | % Change |
|------------------------------------|---|--|---------------------|
| MGNR | 23:56:00 | 20:10:00 | -16% |
| Discovery Park (renamed MGNR Plus) | 10:25:00 | 4:14:00 | -59% |

A 25 percent or more reduction in revenue hours would qualify as a major service change. The proposed 16 percent reduction in revenue hours on MGNR does not constitute a major service change; however, the proposed 59 percent reduction in revenue hours on Discovery Park does constitute a major service change. Therefore, the Discovery Park service change requires a Title VI service equity analysis.

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 the Discovery Park route.

Data Collection and Findings

DCTA's Title VI equity analysis process requires documentation of the affected area including information about the demographics of potential riders and the location of the proposed service change. To collect this information, TTI accessed the U.S. Census Bureau's American Factfinder database and Tiger census block group shapefiles. 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) of Discovery Park bus stops to assess whether the proposed changes result in a disparate impact or disproportionate burden. Appendix B presents maps showing the location of low-income and minority populations within the half-mile catchment areas of Discovery Park bus stops.

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 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 2016, the most recently available data from the U.S. Census Bureau, DCTA's service area population was 754,650². In the same year, an estimate of 8.4 percent of the service area population was classified as low-income³ and 35.5 percent of the population identified as minority. TTI compared the percent of low-income and minority residents within the catchment areas of Discovery Park's bus stops to the service area averages.

Table 3. Low-Income and Minority Population Affected by the Discovery Park Service Change

| | Low-Income | Minority |
|----------------------------------|------------|----------|
| ½ Mile Catchment Area Population | 34.4% | 39% |
| Service Area Average | 8.4% | 35.5% |
| Difference | 26% | 3.5% |

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

According to DCTA's Title VI policy, a disproportionate burden 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 34.4 percent low-income, which is 26 percent higher than the service area average—indicating a disproportionate burden. According to DCTA's Title VI policy, a disparate impact 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 39 percent minority, 3.5 percent higher than the service area average of 35.5 percent—indicating that a disparate impact does not exist.

Conclusion

According to the Title VI service equity analysis, DCTA's proposed service changes include one major service change—the reduction in Saturday service on the Discovery Park route. This reduction in service results in a disproportionate burden for low-income populations but not a disparate impact for minority populations.

According to FTA Circular 4702.1B, if a service change results in either a disparate impact or a disproportionate burden the transit agency is required to, “avoid, minimize, or mitigate impacts where practicable.” The Circular describes such actions as follows:

Alternatives could include the availability of other lines or services, potentially involving transfers and/or other modes, which connect affected riders with destinations that they commonly access. Depending on the nature of impacts, service-related mitigation could include strategies such as alignment or frequency changes to nearby lines or services to offer more convenient access to affected areas.

² Source: U.S. Census Bureau ACS 2016 5-Year Estimates. DCTA's service area is Denton County.

³ DCTA's Title VI Policy defines low-income populations as, “residential land use areas within census tracts where the average per capita income is 80 percent or less of the national per capita income.” ACS data includes income information at a household level, not at the individual level per census block group. Thus, TTI used ACS Table B17017 to determine the percentage of households below poverty.

UNT requested the reduction in service for the Discovery Park route, which is part of the UNT shuttle system, because of the low level of Saturday ridership. This change will better align resources with current ridership and improve the route's efficiency.

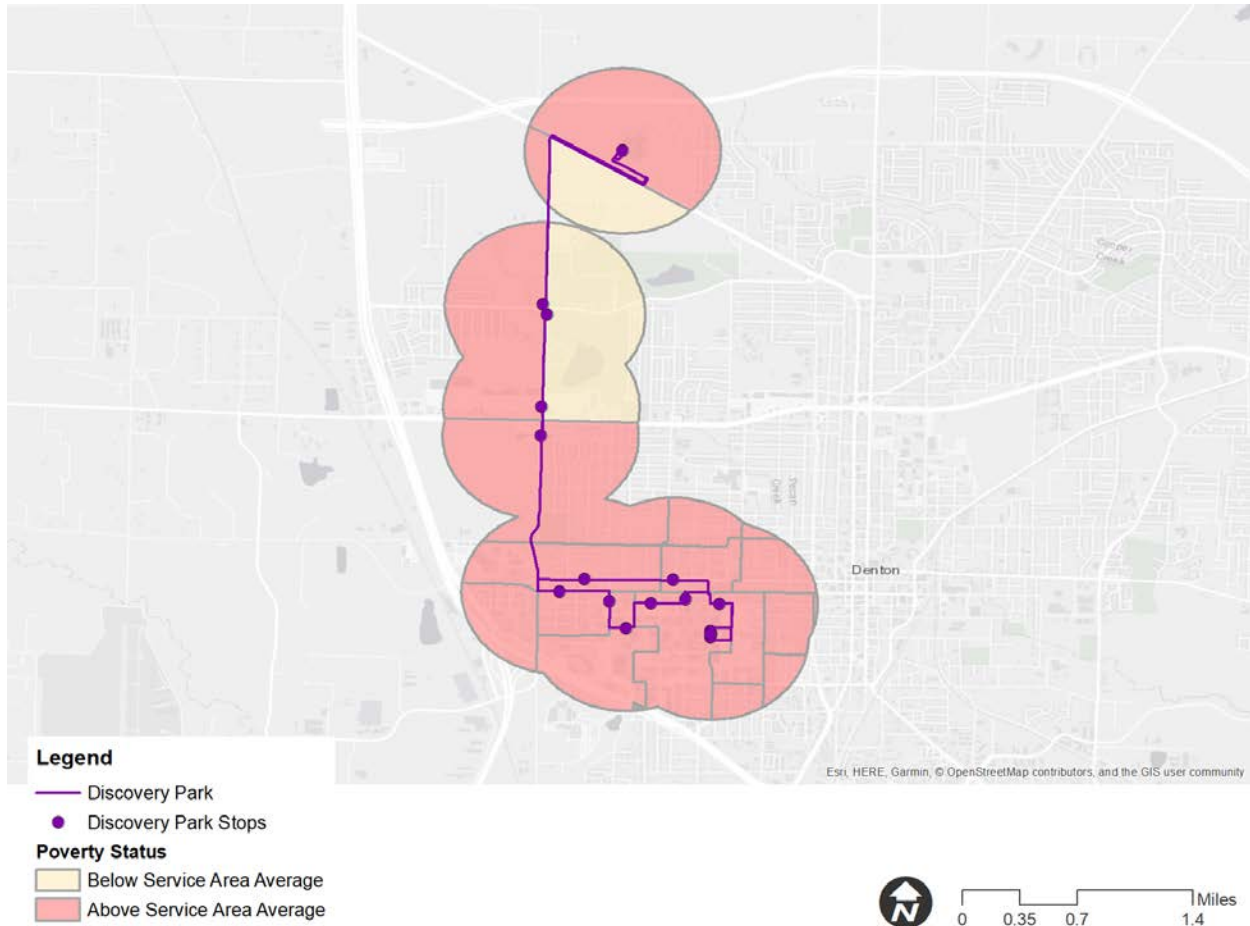
Appendix A – Fare and Service Equity Analysis Process

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.

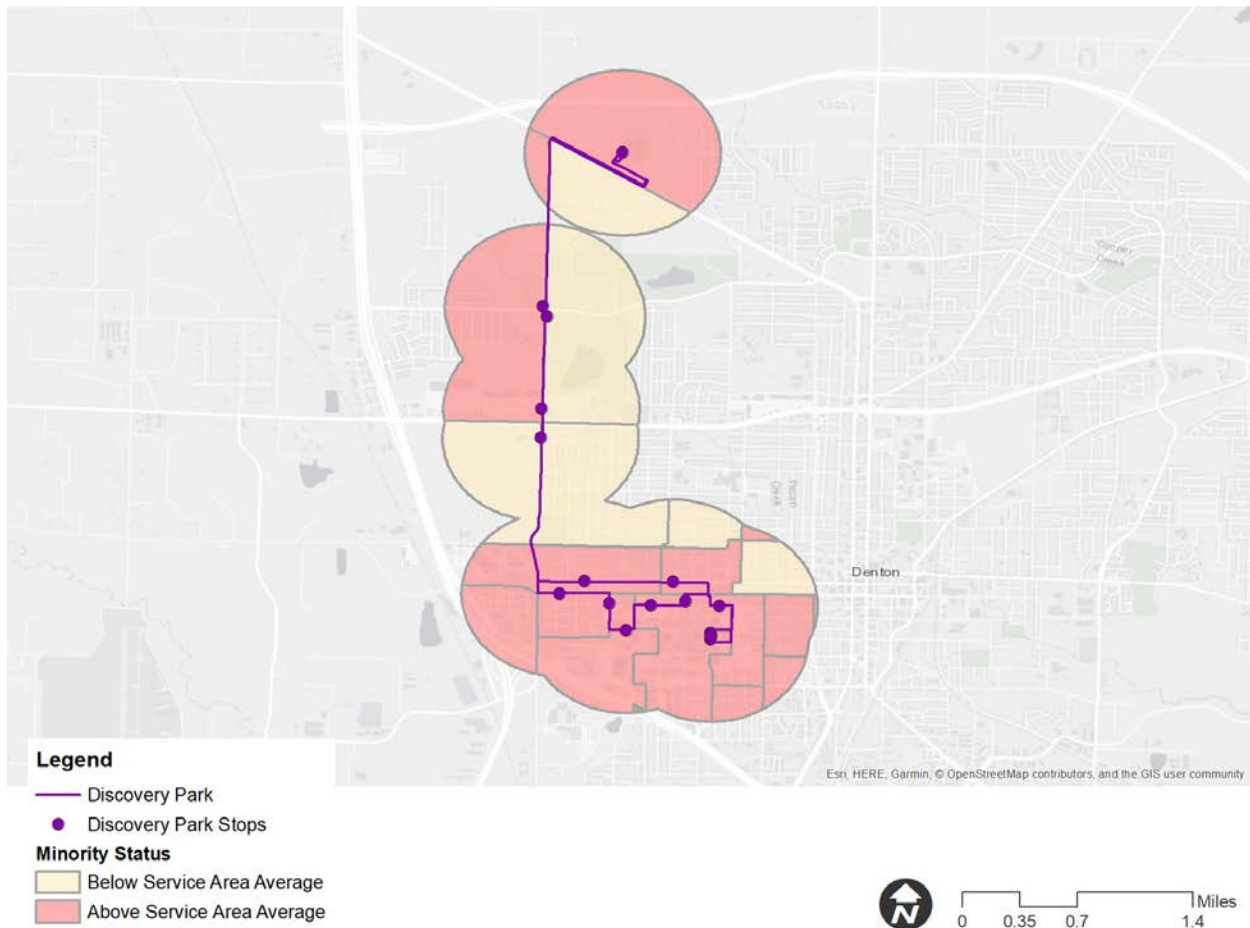
Appendix B – Mapping

Mapping demographic data allows transit planners to visualize the location of specific populations and how a given change in service may affect that population.



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

Figure 3. DCTA Low-Income Population Concentrations – Discovery Park Service Change



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

Figure 4. DCTA Minority Population Concentrations – Discovery Park Service Change



Board of Directors Memo

December 13, 2018

Item: 3(c) Authorize CEO to Negotiate and Execute Task Order 5 with Lyft for Late Night Ride Service

Background

On March 23rd, 2017, the DCTA board approved the execution of a contract with Lyft, Inc. to provide On-Demand Rideshare Services. Lyft's contract allows them to provide on-call transportation services to DCTA on a task order basis, utilizing their ridesourcing technology and driver contractors to provide service enhancements and first/last mile connections within our region.

UNT administration requested DCTA to provide a late-night ride service to supplement the University's current E-ride program, and emphasized the importance of having this program in place by the beginning of the 2018 Fall Semester on August 27th. DCTA recommended utilizing Lyft's contract to implement a pilot program for late night ride services available for students. Lyft's cost proposal for this program was \$72,000 and the program was implemented successfully for the Fall 2018 semester.

Identified Need

At UNT's request, the late-night Lyft program will continue to be offered 365 days a year. The program is available for all active students around a limited area that includes most of the main campus, Oak Street Hall, Fry Street, and the West Campus (including Apogee Stadium and Mean Green Village). Students entering a special promotion code in the Lyft app will get the full cost of their fares covered by DCTA if a qualified trip is completed between 2:00am and 7:00am. Lyft technology can create a 'geofence' that maps the beginning and ending location of trips taken in a Lyft vehicle. Trips that don't take place within the qualified geofence are not given a completely subsidized ride, and fare costs are the responsibility of the customer. An additional enhancement of this service will be the ability of UNT Transportation staff to dispatch Lyft vehicles during earlier hours as a supplement to their existing e-ride shuttle service. Students calling into the regular E-ride request number will either be placed on a shuttle vehicle or have a Lyft ride booked for them via a Lyft Concierge account, which allows dispatchers to book Lyft rides without a smartphone. The hours of operation for this program are 7:00pm-2:00am Monday-Thursday, and 4:00pm-2:00am Friday-Sunday, and the area qualified for the free Lyft rides is the same area for the 2:00am-7:00am program. Lyft vehicles can only be booked by UNT E-ride dispatchers during these earlier hours, no promo code will be available for students to enter into their own Lyft app for a ride before 2:00am.

The new task order will be effective December 16, 2018 through December 31, 2019. With this new task order two updates were made: Ridership reports will be provided weekly at the request of UNT and Lyft Economy will be the only approved service.

Financial Impact

The task order with Lyft for UNT late night ride service has a maximum cost of \$72,000. Lyft models and UNT ridership estimates indicate that this amount is enough to cover the expected number of late night Lyft rides requested. The program will be active from December 16, 2018 through December 31, 2019. Lyft will invoice DCTA monthly for program costs, and those charges will be passed through to UNT.

Recommendation

DCTA staff recommends the Board approve the Lyft task order to continue to provide late night service to the UNT campus for an amount of \$72,000.

Submitted by:


Athena Forrester, CPPO, CPPB
AVP of Regulatory Compliance

Final Review:


Marisa Perry, CPA
Chief Financial Officer/VP of Finance

Approval:


Raymond Suarez
Chief Executive Officer

Board of Directors Memo**December 13, 2018****Subject: RM 3(d) Approval to Award Agreement with Swiftly for Additional Software Modules****Background**

Swiftly is a software platform that enables staff to instantly pinpoint where and when performance issues are occurring by visualizing and understanding system performance, including on-time performance, running times, historical vehicle speed heat maps, and more. DCTA currently has an agreement for multiple Swiftly modules including Real-Time Passenger Information Module, Live Map Module, Open Data APIs, a Passenger Facing Website, GPS Playback Module, and the On-Time Performance Module. The data provided with these modules is invaluable to Bus Operations staff when reviewing and evaluating service performance. Staff would like to add two additional modules to refine the information provided by the software to make it more user friendly. The two new modules we are looking to add are the Vehicle Speed Module and the Runtime Module. The Vehicle Speed Module allows staff to view actual travel times and compare them with allocated schedule-based times. The Vehicle Speed Module allows staff to visualize vehicle speeds over any desired timeframe to quickly locate slowdowns in service quality.

Identified Need


The additional software modules will increase the usability of the data provided by the existing Swiftly modules to assist Bus Operations staff in better projecting true headways for each route thus allowing us to provide more accurate schedules for our passengers. With more accurate scheduling, we should see improved on time performance which will translate into a reduction in the missed connections for customers.

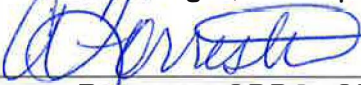
Financial Impact

The expenditures will be \$39,000 per year for a three-year term. Total expenditure will be \$117,000. This initial term cost is included in the current operating budget. Initial costs will be reimbursed with grant funds at 80%. Subsequent expenditures for future years will be included in the operating budget and will be reimbursed with federal funds, if available.

Recommendation

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

Submitted by: 
Rusty Comer,
Business Manager, Bus Operations

Final Review: 
Athena Forrester, CPPO, CPPB
Assistant Vice President of Regulatory Compliance

Approval: 
Raymond Suarez
CEO



Independent Cost Estimate (ICE) Form

(Submitted to procurement prior to purchase or with scope of work/specifications for applicable budgeted items exceeding \$3,500).

Per FTA 4220.1F, an Independent Cost Estimate (ICE) must be performed for purchases exceeding \$3,500. An ICE can be completed using published list prices, past pricing, comparable purchases from other agencies, or independent third party estimates. For more complex projects, an ICE can be completed by independent architect or engineer that will provide estimated hours, direct and indirect labor costs, and estimated profit or fee for a particular project.

NOTE: A vendor who provides an ICE cannot be awarded the purchase.

Project Name: Purchase of Vehicle Speed and Runtime Modules in Swiftly Software

Description of Goods / Service: Addition of Vehicle Speed and Runtime modules to Swiftly platform. Run Times Module allows us to view actual travel times and compare them with allocated schedule based times. Vehicle Speed Module allows us to visualize vehicle speeds over any desired timeframe to quickly locate slowdowns in service quality.

Date of Estimate: October 18, 2018

Method of Obtaining Estimate (check appropriate section and attach supporting documentation):

- ☐ Published List Price:
- ☐ Past Pricing (date): _____
- ☒ Comparable Purchase by Other Agencies
- ☐ Engineering or Technical Estimate
- ☐ Independent Third Party Estimate
- ☐ Other (specify): _____

Through the method(s) statement above, it has been determined that the estimated total cost of the goods/services is

\$ 39,000 per year for three years to total at \$117,000

Prepared by: Rusty Comer

Date Prepared: 11/28/18

PRICE ANALYSIS

PO / CONTRACT: Swiftly Modules 2 and 3

The evidence compiled by a price analysis includes:

- Developing and examining data from multiple sources whenever possible that proves or strongly suggests the proposed price is fair.
- Determining when multiple data consistently indicate that a given price represents a good value for the money.
- Documenting data sufficiently to convince a third party that the analyst's conclusions are valid.

DATE: December 6, 2018

PREPARED BY: Janell Tepera

The pricing quoted on the attached sheet (s) is deemed to be fair and reasonable based on the following type of analysis:

- ☒ Comparison with competing suppliers' prices or catalog pricing for the same item. (Complete comparison matrix and attach supporting quotes or catalog pages.)
- ☐ Comparison of proposed pricing with in-house estimate for the same item. (Attached signed in-house estimate and explain factors influencing any differences found. Complete summary matrix.)
- ☐ Comparison of proposed pricing with historical pricing from previous purchases of the same item, coupled with market data such as Producer Price Index or Inflation Rate over the corresponding time period. (Attach data and historical price record.)
- ☐ Analysis of price components against current published standards, such as labor rates, dollars per pound etc. to justify the price reasonableness of the whole. (Attach analysis to support conclusions drawn.)

SUMMARY MATRIX

See attached

| Item | Pierce Transit | DCTA quote | | |
|--------|-------------------|---------------|--|--|
| Module | \$39,000/year | \$39,000/year | | |

Comments:

Pierce's quote was purchase 2 modules, get the 3rd free; DCTA's quote is purchase any module, get the 2nd free. Cost for Module 2 is \$39,000/year; cost for module 3 is \$0/year.

Swiftly Order Form

| | |
|------------------------|--|
| Customer | Denton County Transportation Authority |
| Quote Date | October 19, 2018. Pricing valid for 30 days. |
| Effective Date | Upon Contract Signing Date |
| Contract Term | Three (3) years. The term shall automatically renew for successive one (1) year terms unless either party notifies the other party of its intent not to renew at least thirty (30) days prior to the end of the then current term. The annual service cost is guaranteed throughout the duration of this agreement. Renewal prices will be assessed based on Swiftly's then current pricing. |
| Marketing Terms | Willingness to work with Swiftly to develop a case study, mutually agreeable press release, and ability to use your agency as a reference (website, presentations, etc.). |

Swiftly Insights

| | | | |
|----------------------------|-----------|-----------------|-----------------|
| GPS Playback Module | 120 Buses | Already own | - |
| On-Time Performance Module | 120 Buses | Already own | - |
| Vehicle Speed Module | 120 Buses | \$39,000 / Year | \$39,000 / Year |
| Runtime Module | 120 Buses | \$39,000 / Year | \$39,000 / Year |

Initial Training & Dedicated Customer Success Manager

Swiftly is currently offering a promotion for Q4 2018. If you purchase any Swiftly Insights Module, **your second module is included.**

Included

-\$39,000/ Year

NOTE: new modules will be co-terminated to your existing contract

| | |
|--------------------------------------|-----------------|
| TOTAL SOFTWARE PER YEAR | \$39,000 |
| TOTAL YEAR 1 | \$39,000 |
| TOTAL FOR EACH FOLLOWING YEAR | \$39,000 |

FORM A

SOLE SOURCE JUSTIFICATION AND APPROVAL (J&A) FORM

Sole source purchases are not permitted except when clearly and thoroughly justified.

1. Estimated contract amount: \$ 117,000.00

2. Grant Funded: Yes

Funding Source: FTA ☒, TxDot ☐, Other: ☐

3. Recommended supplier name, address, and contact information:

Jonathan Simkin, CEO, 1 Sutter Street, Suite 500, San Francisco, CA 94104
Leslie Taege, Transit Planner, Swiftly Inc., 216.212.7929 | leslie@goswift.ly

4. Description of requested items or services and their purpose(s):

Addition of Vehicle Speed and Runtime modules to Swiftly platform. Run Times Module allows us to view actual travel times and compare them with allocated schedule based times. Vehicle Speed Module allows us to visualize vehicle speeds over any desired timeframe to quickly locate slowdowns in service quality.

5. Reason(s) for requesting a sole source purchase:

- ☐ Original manufacturer or provider; no other local distributors exist.
☐ Only local distributor for the original manufacturer or provider.
☐ Parts or equipment not interchangeable with similar parts of another manufacturer.
☐ Only known item or service matching the requested needs or performing the intended task.
☐ Sole provider of a licensed or patented good or service.
☒ Sole provider of items compatible with existing equipment, inventory, systems, programs or services.
☐ Sole provider of goods or services established as standard (Please provide evidence of such a standard).
☐ Sole provider of factory-authorized warranty service.
☐ Used item representing good value and advantage.
☐ None of the above applies (Please attach a detailed explanation and justification for this sole source request).

6. Explain why the product or service requested is the only one that can satisfy your requirements, as well as why alternatives are unacceptable. Be specific with regard to specifications. Attach additional pages if necessary.

The additional software modules will increase the usability of the data provided by the existing Swiftly modules by helping Bus Operations staff to better project true headways for each route thus allowing us to provide more accurate schedules for our passengers. With more accurate scheduling, we should see improved on time performance which will translate into a reduction in the missed connections for our customers.

REQUESTED BY:

PREPARED BY : Rusty Comer

DEPARTMENT :

DATE : 11/28/18

I hereby certify that, to the best of my knowledge, the above justification is accurate and request that a sole source be approved for the procurement of the above requested items or services.

VP SIGNATURE:

Michelle F. Bloom

12/6/18

RESERVED FOR PURCHASING DEPARTMENT ONLY

REQUISITION NUMBER:

☒ X APPROVED

☐ NOT APPROVED

— Reason for denial:

Approved because DCTA currently has Swiftly Module 1 software in place. Subsequent add-ons are dependent upon Module 1 in order to be compatible.

SIGNATURE:

Janell Separa

NAME:

DATE : 12/6/18



Board of Directors Memo

December 13, 2018

Subject: 3(e) Approval of First Amendment to Terracon Consultants, Inc. for Subsurface Environmental Investigation Services

Background

DCTA received an EPA grant for subsurface evaluation of the approximately 46 acres of vacant land adjacent to the Rail O&M facility. This property was an unpermitted landfill and we have completed removal of surface debris, including a large number of tires and barrels. The EPA grant allowed DCTA to conduct an investigation to determine what may be located below the surface and to determine an appropriate remediation to reuse the property.

Identified Need

Terracon discovered some soil and groundwater contamination that requires action on the part of DCTA, but not sufficient to require remediation. This amendment will provide for the completion of the brownfield regulatory site closure for affected soil and/or groundwater through Texas Commission on Environmental Quality (TCEQ) Voluntary Cleanup Program (VCP).


Financial Impact

The initial project was funded with a grant received from the Environmental Protection Agency for Brownfields Remediation. Eligible expenditures for the initial assessment will be reimbursed at 100% up to \$178,200 as stipulated in the grant. The initial agreement was issued for \$155,000, amendment one is for an additional \$68,700. Total contract value \$223,700. The expenditures for the first amendment will be partially reimbursed by grant funds and paid within the existing capital budget.

Recommendation

Staff recommends the Board of Directors approve and authorize the CEO to execute First Amendment with Terracon Consultants, Inc. in an amount not to exceed \$68,700.

Submitted by:


Athena Forrester, CPPO, CPPB
AVP of Regulatory Compliance

Final Review by:


Marisa Perry, CPA
Chief Financial Officer/VP of Finance

Approval:


Raymond Suarez
CEO

Board of Directors Memo

December 13, 2018

Subject: 3(f) – Discussion and Approval of Amendment to Contract with Enterprise Holdings, LLC Adding Vehicle Types to the Vanpool Service Contract**Background**

In April 2016, DCTA executed a contract with Enterprise Holdings, LLC for the management and operations of the Vanpool Program. DCTA's vanpool program is intended to provide DCTA passengers with an additional viable alternative to single-occupancy vehicle commuting. Vanpools range in sizes from 8 to 15 passengers and operate along routes not currently served by DCTA or other regional transit or vanpool service providers.

Identified Need

In an effort to keep DCTA's offerings consistent with its regional partners, Staff intends to add one additional vehicle type to the fleet available under the program. The additional fleet will allow for Toyota Sienna minivans to be utilized while keeping the minimum daily passenger count at six (6) or more.

Financial Impact

This project will be funded by 65% reimbursement from rider participation in each approved van and 35% from Surface Transportation Program - Metropolitan Mobility (STP-MM) funds. This project is in the current operating budget.

Existing Fleet Options:

| Make | Model | Capacity | Contracted Rate |
|-----------------------------------|-----------------|----------|-----------------|
| Chevy/Ford | Express/Transit | 8 | \$ 800 |
| Chevy/Ford | Express/Transit | 15 | \$ 850 |
| Chevy/Ford- Wheelchair Accessible | Express/Transit | 8/12 | \$ 800 |


Proposed Additional Fleet Option:

| Make | Model | Capacity | Contracted Rate |
|--------|--------|----------|-----------------|
| Toyota | Sienna | 8 | \$950 |

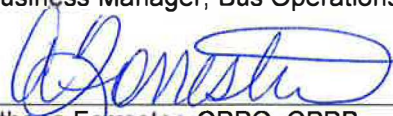
Recommendation

Staff recommends that the Board authorize the CEO to execute a contract amendment with Enterprise Holdings, LLC for the Vanpool program.

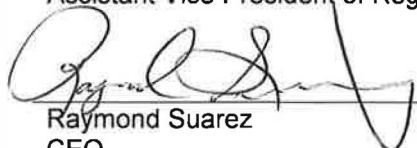
Submitted by: _____


Rusty Comer,
Business Manager, Bus Operations

Final Review: _____


Athena Forrester, CPPO, CPPB
Assistant Vice President of Regulatory Compliance

Approval: _____


Raymond Suarez
CEO