



Board of Directors Regular Meeting July 22, 2021 | 10:00 a.m.

NOTICE IS HEREBY GIVEN that the members of the Denton County Transportation Authority (DCTA) Board of Directors will hold a Regular Meeting via Video Conference using Zoom. The meeting will be made available to the public at the following web address:

<https://zoom.us/j/93103767491?pwd=QXA4WEhVaXBES2lMbXF3b0ZHdm1pUT09>

You may also join the meeting via telephone by dialing the following number:
+1 346 248 7799; Meeting ID: **931 0376 7491**

CALL TO ORDER

INVOCATION

INTRODUCTIONS

PUBLIC COMMENT

This agenda item provides an opportunity for citizens to address the DCTA Board of Directors on any agenda item(s) or other matters relating to DCTA. Each speaker will be given a total of three (3) minutes to address any item(s). Anyone wishing to speak shall be courteous and cordial. Any person who wishes to address the DCTA Board of Directors regarding any item(s) may do so by utilizing the "raise hand" function of the Zoom meeting at this time. Citizens that are not able to connect virtually to the Zoom meeting must email his or her public comment to kmorris-perkins@dcta.net no later than **3:00 pm on Wednesday, July 21, 2021** to ensure the comment will be read. The Board of Directors is not permitted to take action on any subject raised by a speaker during Public Comments. However, the DCTA 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.

CONSENT AGENDA

1. Consider Approval of June 2021 Meeting Minutes

[\(packet pages 1-20\)](#)

Action Item

Backup Information: Exhibit 1: June 17, 2021 Special Called Board Meeting Minutes
Exhibit 2: June 24, 2021 Regular Board Meeting Minutes

2. Consider Approval of an Interlocal Cooperation Agreement with Denton County Sheriff's Department for the Provision of On-Board A-train Security

[\(packet pages 21-33\)](#)

Action Item

Backup Information: Memo
Exhibit 1: ILA with Denton County for Law Enforcement Services

REGULAR AGENDA

1. **Consider Approval of Monthly Financial Statements for June 2021 and Quarterly Reports for Q3 FY21**
[\(packet pages 34-53\)](#)
Action Item
Presenter: Marisa Perry, CFO/VP of Finance
Backup Information: Memo 1: Quarterly Investment Report Q3 FY21
Exhibit 1(a): Quarterly Investment Report Q3 FY21
Memo 2: Quarterly Grants Report

2. **Presentation and Discussion of Audit Plan for FY2021 Financial Statements**
[\(packet pages 54-57\)](#)
Discussion Item
Presenter: Marisa Perry, Chief Financial Officer & VP of Finance
Amber Karkauskas, Controller
Pamela Hill, Plante Moran, Partner
Keith Szymanski, Plante Moran, Senior Manager
Mike Machala, Plante Moran, Manager
Backup Information: Memo
Exhibit 1: FY2021 Pre-Audit Letter from Plante Moran

3. **Discuss and Consider Approval of A-train Schedule Enhancements for Implementation on September 7, 2021**
[\(packet pages 58-60\)](#)
Action Item
Presenter: Kristina Holcomb, Deputy CEO
Backup Information: Memo
Exhibit 1: Rail Service Cost Comparison Overview

4. **Discuss and Consider Approval of the GoZone Service Plan for Launch on September 7, 2021**
[\(packet pages 61-431\)](#)
Action Item
Presenter: Nicole Recker, VP of Mobility Services and Administration
Backup Information: Memo
Exhibit 1: Final Proposed GoZone Service Plan
Exhibit 2: Public Involvement Report and Title VI Analysis
Exhibit 3: Via GoZone Task Order

5. **Discuss and Consider Approval of GoZone Fare Promotion for Launch on September 7, 2021**
[\(packet pages 432-434\)](#)
Action Item
Presenter: Kristina Holcomb, Deputy CEO
Backup Information: Memo
Exhibit 1: Rail Service Cost Comparison Overview

6. **Discuss and Consider Approval to Modify Route 3 and Route 7 in Conjunction with the GoZone Launch on September 7, 2021**
[\(packet pages 435-437\)](#)
Action Item
Presenter: Nicole Recker, VP of Mobility Services and Administration
Backup Information: Memo
Exhibit 1: Route 3 and Route 7 Service Options

7. **Discuss and Consider Approval of Modifying North Texas Xpress in Conjunction with the GoZone Launch on September 7, 2021**
[\(packet pages 438-442\)](#)
Action Item
Presenter: Nicole Recker, VP of Mobility Services and Administration
Backup Information: Memo
Exhibit 1: North Texas Xpress Service Options

8. **Discuss Brand Ambassador Services to Support the Launch of GoZone on September 7, 2021**
[\(packet page 443\)](#)
Discussion Item
Presenter: Nicole Recker, VP of Mobility Services and Administration
Backup Information: Memo

9. **Discuss and Consider Approval of Disadvantaged Business Enterprise (DBE) Goal for FY22, FY23 and FY24 and Approval of Resolution No. 21-03**
[\(packet pages 444-458\)](#)
Action Item
Presenter: Athena Forrester, AVP of Regulatory Compliance/DBE Liaison
Backup Information: Memo
Exhibit 1: Resolution No. 21-03
Exhibit 2: Tri-annual DBE Goal for FY22-FY24

10. **Review and Discuss Project Management Office (PMO) Activities Related to Task Order #2 with Accenture, LLC**
[\(packet pages 459-461\)](#)
Discussion Item
Presenter: Chris Newport, Accenture
Backup Information: Memo
Exhibit 1: PMO Progress Report

11. Discuss and Provide Direction regarding a Future Board Strategic Planning and Board/Staff Communication Workshop

[\(packet pages 462-463\)](#)

Discussion Item Raymond Suarez, CEO

Presenter:

Backup Information: Memo

12. Consider Approval of the Amended and Restated Bylaws of the North Texas Mobility Corporation (NTMC) as Adopted on June 23, 2021

[\(packet pages 464-491\)](#)

Action Item

Presenter: Joe Gorfida, Legal Counsel

Backup Information: Exhibit 1: NTMC Bylaws (Redline Version)

Exhibit 2: NTMC Bylaws (Final Version)

13. Discuss Local & Regional Transportation Updates and Legislative Issues

[\(packet pages N/A\)](#)

Discussion Item

Presenter(s) Chris Watts, Chair
Director Dianne Costa
Raymond Suarez, CEO

Backup Information: N/A

INFORMATIONAL REPORTS

1. Monthly Financial Reports

[\(packet pages 492-501\)](#)

Backup Information: Memo 1: Monthly Sales Tax Receipts
Exhibit 1: FY21 Monthly Sales Tax Report
Memo 2: Monthly Mobility-as-a-Service Update
Memo 3: Budget Information
Exhibit 3: Year-to-Date FY21 Budget Revisions

2. Ridership Trend & Rail Trail Utilization Report

[\(packet pages 502-515\)](#)

Backup Information: Memo
Exhibit 1: FY19, FY20, & FY21 Total Monthly Ridership – Rail
Exhibit 2: FY19, FY20, & FY21 Total Monthly Ridership – Bus
Exhibit 3: FY19, FY20, & FY21 Total Monthly Ridership – Access
Exhibit 4: FY19, FY20, & FY21 Total Monthly Ridership – On-Demand
Exhibit 5: A-train Ridership Pre- and During COVID-19 Comparison
Exhibit 6: Rail Trail Utilization Report

3. **Replacement Print Services RFP 21-09**
([packet pages 516-542](#))
Backup Information: Memo
Exhibit 1: Print Services RFP

4. **Connect Route 3 & 7 Survey Data**
([packet pages 543-544](#))
Backup Information: Memo

5. **DCTA/DART Joint Rail Facility Partnership Update**
([packet page 545](#))
Backup Information: Memo

6. **Coppell Program Interlocal Agreement and Task Order Annual Renewal**
([packet pages 546-570](#))
Backup Information: Memo
Exhibit 1: First Amended and Restated ILA with the City of Coppell
Exhibit 2: Coppell Lyft Task Order 9 Rev 1

FUTURE AGENDA ITEMS AND BOARD MEMBER REQUESTS

Staff will discuss proposed future agenda items. Board members may request an informational item or action item to be added to the next Board meeting agenda.

[Next Board Meeting Date: August 26, 2021](#)

REPORT ON ITEMS OF COMMUNITY INTEREST

Pursuant to Texas Government Section 551.0415 the Board of Directors may report on following items: (1) expression of thanks, congratulations, or condolences; (2) information about holiday schedules; (3) recognition of individuals; (4) reminders about upcoming DCTA and Member City events; (5) information about community events; and (6) announcements involving imminent threat to public health and safety.

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 Board of Directors 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 or the Regular Board Meeting Agenda.

- B. As Authorized by Section 551.071(2) of the Texas Government Code, the Board of Directors may convene into Closed Executive Session for the purpose of seeking confidential legal advice from the General Counsel regarding letter received by Board Chair from Amalgamated Transit Union's Associate General Counsel regarding the GoZone On-Demand Service provide by Via.



- C. As Authorized by Section 551.074 of the Texas Government Code, the Board of Directors may convene into Executive Session for the purpose of discussing the duties and evaluation of the Chief Executive Officer (CEO).

RECONVENE OPEN SESSION

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

ADJOURN

Board Members:

- Chris Watts, Denton, *Chair*
- Cesar Molina, Denton County Seat 1, *Vice Chair*
- Sam Burke, Denton County Seat 2, *Secretary*
- Dianne Costa, Highland Village
- TJ Gilmore, Lewisville

Alternates

- John Ryan, Denton
- Jody Gonzalez, Denton County Seat 1
- Paul Cristina, Denton County Seat 2
- Charlotte Wilcox, Highland Village
- Kristin Green, Lewisville

Non-Voting Board Members:

- Mark Miller
- Connie White
- Dennie Franklin
- Tom Winterburn, Joe Perez

Staff Liaison:

Raymond Suarez, CEO

This notice was posted on July 16, 2021 by 5pm.

Kijsha Morris-Perkins
Executive Assistant | Board Process Manager



Special Called Meeting of the Board of Directors DCTA Budget Workshop Meeting Minutes

June 17, 2021 | 10:00 a.m.

To be held by Zoom Video Conference

The Board of Directors of the Denton County Transportation Authority (DCTA) convened the Regular Meeting of the Board of Directors with Chair Chris Watts presiding on June 17, 2021 remotely using Zoom Meeting.

Voting Members

Chair Chris Watts, City of Denton
Vice-Chair Cesar Molina, Denton County
Secretary Sam Burke, Denton County
Board Member Dianne Costa, City of Highland Village
Board Member TJ Gilmore, City of Lewisville

Alternates

Board Member John Ryan, City of Denton
Board Member Jody Gonzalez, Denton County
Board Member Paul Cristina, Denton County
Board Member Charlotte Wilcox, City of Highland Village
Board Member Kristin Green, City of Lewisville

Non-Voting Members

Board Member Tom Winterburn, City of Corinth
Board Member Dennie Franklin, City of Frisco
Board Member Connie White, Small Cities
Board Member Mark Miller, City of Flower Mound
Board Member Joe Perez, City of The Colony

Legal Counsel

Joe Gorfida, NJDHS

DCTA Executive Staff/Leadership Team

Raymond Suarez, CEO
Kristina Holcomb, Deputy Chief Executive Officer
Marisa Perry, Chief Financial Officers/Vice President of Finance
Nicole Recker, Vice President of Mobility Services and Administration

CALL TO ORDER:

The meeting was called to order at 10:03am. All Voting Board Members were present constituting a quorum.

Other board members in attendance: Jody Gonzalez (alternate for Vice-Chair Cesar Molina) Kristin Green (alternate for TJ Gilmore until his arrival at 10:14am), Charlotte Wilcox, Connie White, Dennie Franklin Tom Winterburn and Joe Perez.

INVOCATION

Chair Watts announced a moment of silence.

INTRODUCTIONS

No introductions during this meeting.

PUBLIC COMMENT

No members of the public wished to address the Board during this time.

REGULAR AGENDA

1. Discussion of Proposed Fiscal Year (FY) 2022 Operating & Capital Budget and Reserve Policies ([packet pages 4-154](#))

Discussion Item

Presenter(s):

Amanda Riddle, Senior Manager of Budget
Marisa Perry, CFO/VP of Finance
Kristina Holcomb, Deputy CEO
Nicole Recker, VP of Mobility Services & Administration

Backup Information:

Memo
Exhibit 1: Presentation Slides
Exhibit 2: Long Range Financial Plan
Exhibit 3: Change in Net Position Combined
Exhibit 4: Change in Net Position by Function
Exhibit 5: Revenues & Ridership
Exhibit 6: Grant Detail
Exhibit 7: CARES Act and ARP Funding Detail
Exhibit 8: DCTA Organizational Chart
Exhibit 9: NTMC Organizational Chart
Exhibit 10: Salary, Wages & Benefits - Budget v. Actual 5-Year History
Exhibit 11: Rail Purchased Transportation Contract Detail
Exhibit 12: Expanded Level Project Forms & Support
Exhibit 13: Capital Improvement & Major Maintenance Plan
Exhibit 14: Budget Detail by Department
Exhibit 15: Budget Detail by Function
Exhibit 16: Professional & Legal Services Detail, Employee Development Detail
Exhibit 17: Budget Contingency Plan

CEO Raymond Suarez expressed his level of appreciation on the feedback and comments received during the budget process and stated that the Budget being presented was an efficient and responsible budget.

Marisa Perry, Chief Financial Officer/VP of Finance, Kristina Holcomb, Deputy CEO and Amanda Riddle, Senior Manager of Budget, reviewed the proposed FY 2022 Operating and Capital Budget and Reserve Policies highlighting the following:

- FY 2022 Proposed Budget Calendar
- Long Range Financial Plan (Reserve Fund Policies/Financial Policies)
- Escalation Assumptions
- Major Driver of Change included in the Budget (impacts to revenue and expense)
- Change in Net Positions
 - *Relationship Between DCTA & North Texas Mobility Corporation (NTMC)
 - *Change in Net Position (DCTA & NTMC Combined)
 - *Total FY 2022 Proposed Revenues
 - *Operating Revenue – Bus
 - *Operating Revenue – Rail
 - *Five (5) Year Ridership Trend
 - *Non-Operating Revenue
 - *Non-Operating Revenue: Sales Tax
 - *Non-Operating Revenue: Sales Tax Trend
 - *Non-Operating Revenue: Federal Grants – Capital
 - *Non-Operating Revenue: Federal Grants – Operating
- Operating Expenses – General & Administration (\$5.8 million)
- Staffing Level Review
- Departmental Codes – DCTA Bus Departments
- Departmental Codes – NTMC Bus Departments
- Glossary of Terms – Service Types
- Glossary of Terms – Metrics
- Directly Operated Service – Operator Wages and Benefits
- Directly Operated Service – Service Miles and Fuel
- Directly Operated Service – Service Hours
- Purchased Transportation Service – Via Budget Details
- Purchased Transportation
- Hours of Service Comparison
- Contract Service – UNT Contract Details
- Frisco Contract Details
- Collin County Transit (CCT) Contract Details
- Contract Service – Mobility as a Service (Maas)
- Operating Expenses – Bus (\$14.8 million)

Board discussion regarding the longevity of grants, ARP funds clarifications, questions regarding sales tax, and clarification on how to substitute agency monies with federal funds, Routes 3 & 7 budgets and where is the cost for taking over these routes, Base Service, and the removal of North Texas Service route.

The Board recessed at 11:14am and reconvened at 11:22am. All voting board members were present constituting a quorum.

- Building the Rail Operations Budget
- Glossary of Terms
- Operating Expenses – Rail (\$15 million)
- Rail Operations & Maintenance Agreement
- Operating Expenses (Outsourced Services and Charges, Insurance, Purchased Transportation, Fuel)
- Non-Operating Expense (2011 Contractual Obligations, 2020 Sales Tax Revenue Refunding Bonds)
- DCTA Transfer Out to NTMC Budget

Board discussion regarding City of Denton brainstorming sessions to develop partnerships that may be helpful to the community, the non-active stops, structure removal and the impact on the community, advertising efforts, NTMC positions, GoZone cross training, idle bus concerns, and concerns with citizens not having the technology to request service.

The Board recessed at 12:11pm and reconvened at 12:28pm with Chair Watts, Jody Gonzalez and TJ Gilmore present. Board Member Costa arrived at 12:31pm. Board Member Burke arrived at 12:33pm.

- Expanded Level Project Requests – Operating
- Capital Roll Over Requests
 - *Integrated Fare Payment
 - *Positive Train Control Implementation
 - *Positive Train Control Enhancements
 - *Brownfield Remediation
- Capital Improvement and Major Maintenance Plan
- Proposed Major Programs
 - *Major Maintenance Rail - \$1,836,442
 - *Major Maintenance Bud - \$179,530
 - *Backup & DR Infrastructure Upgrades - \$45,000 (*Board direction to move forward*)
 - *Bus OMF Network Video Recorder - \$26,000 (*Board direction to move forward*)
 - *DDTC Rail Fiber Extension - \$125,000 (*Board direction to move forward*)
- Budget Detail by Function
- Professional Legal Services
- Employee Development Details

Board discussion regarding Via pricing, cost per service hour comparison, questions regarding extending Routes 3 & 7, and the deadline for public comment (June 25, 2021).

No Board action required at this time.



2. Discuss and Consider Approval of Projected FY2022 Bus Service Hours
(packet page 155)

Action Item

Presenter(s): Nicole Recker, VP of Mobility Services and Administration
Backup Information: Memo

Nicole Recker, VP of Mobility Services and Administration highlighted, and recommended approval of the proposed FY 2022 Bus Service Hours and budget provided to NTMC in April for consideration by the DCTA Board of Directors. This budget includes Access, MK101, Denton Fixed Route, UNT service, Frisco/Collin County On Demand. Note: This discussion and consideration by the DCTA of the FY 2022 Bus Service Hours was a direct request from the North Texas Mobility Corporation (NTMC) Board of Directors.

The Board and staff had a healthy discussion on this topic to include costs built in to Via, time sensitivity of proposed action, concerns with approving a fluid document, acknowledgement of public comment phase still ongoing, the need to have appropriate personnel on board, suggestion of a letter from the Chair outlining service hours noting the information could change in the future, concerns with committing or endorsing a particular level of service, concerns with not assisting NTMC in the preparation of the budget, and concerns with “approving” a preliminary document.

Board Member Gonzalez moved to table the item until June 24, 2021; however, later withdrew his motion.

No Board action taken at this time. Note: TJ Gilmore departed the meeting at 2pm.

CONVENE INTO EXECUTIVE SESSION

The DCTA Board of Directors did not convene into Executive Session.

RECONVENE OPEN SESSION

The DCTA Board of Directors did not convene into Executive Session; therefore, reconvening into Open Session is not applicable.

ADJOURN

Chair Watts adjourned the meeting at 2:04pm.

Chris Watts, Chair

ATTEST:

Sam Burke, Secretary



DCTA Board of Directors Regular Meeting June 24, 2021 | 10:00 a.m.

The Board of Directors of the Denton County Transportation Authority (DCTA) convened the Regular Meeting of the Board of Directors with Chris Watts presiding on June 24, 2021, remotely using Zoom Meeting.

Voting Members

Chair Chris Watts, City of Denton
Vice-Chair Cesar Molina, Denton County
Secretary Sam Burke, Denton County
Board Member Dianne Costa, City of Highland Village
Board Member TJ Gilmore, City of Lewisville

Alternates

Board Member John Ryan, City of Denton
Board Member Jody Gonzalez, Denton County
Board Member Paul Cristina, Denton County
Board Member Charlotte Wilcox, City of Highland Village
Board Member Kristin Green, City of Lewisville

Non-Voting Members

Board Member Tom Winterburn, City of Corinth
Board Member Dennie Franklin, City of Frisco
Board Member Connie White, Small Cities
Board Member Mark Miller, City of Flower Mound
Board Member Joe Perez, City of The Colony

Legal Counsel

Joe Gorfida, NJDHS

DCTA Executive Staff/Leadership Team

Raymond Suarez, CEO
Kristina Holcomb, Deputy Chief Executive Officer
Marisa Perry, Chief Financial Officers/Vice President of Finance
Nicole Recker, Vice President of Mobility Services and Administration

CALL TO ORDER

Chair Watts called the meeting to order at 10:02am. All Voting Board Members were present with the exception of Secretary Burke who arrived at 10:19am. The Board recessed at 11:15am and reconvened at 11:22am. Chair Watts departed the meeting at 2:46pm with Vice-Chair Molina presiding over the remainder of the meeting which adjourned at 2:52pm.

INVOCATION

Vice-Chair Molina provided the invocation.

INTRODUCTIONS

No introductions during this meeting.

PUBLIC COMMENT

No members of the public wished to address the Board during this time.

CONSENT AGENDA

1. **Consider Approval of May 27, 2021 Meeting Minutes**
([packet pages 7-16](#))
Action Item
Backup Information: Exhibit 1: May 27, 2021 Meeting Minutes
2. **Consider Approval of Monthly Financial Statements for May 2021**
([packet pages 17-24](#))
Action Item
Backup Information: Memo 1
Exhibit 1(a): Monthly Financial Statements – May 2021
Exhibit 1(b): Capital Projects Budget Report – May 2021
3. **Consider Approval of the 2021-2022 Swiftly Contract Renewal Form**
([packet pages 25-28](#))
Action Item
Backup Information: Memo
Exhibit 1: 2021-2022 Swiftly Contract Renewal Form
4. **Consider Extension of Interlocal Agreement (ILA) with City of McKinney for McKinney Urban Transit District (MUTD) Collin County Transit (CCT) Services**
([packet pages 29-33](#))
Action Item
Backup Information: Memo
Exhibit 1: Sixth Amendment to the City of McKinney MUTD ILA
5. **Consider Extension of Task Order with Irving Holdings for McKinney Urban Transit District (MUTD) Collin County Transit (CCT) Services**
([packet pages 34-42](#))
Action Item
Backup Information: Memo
Exhibit 1: Irving Holdings Task Order 3 Rev. 2

Motion by Board Member Costa with a second by Board Member Gilmore to approve as presented. Motion passes 4-0. Secretary Burke absent for the vote.

REGULAR AGENDA

1. **Review and Discuss Project Management Office (PMO) Activities Related to Task Order #2 with Accenture, LLC**
[\(packet pages 43-45\)](#)

Discussion Item

Presenter: Chris Newport, Accenture
Backup Information: Memo
Exhibit 1: PMO Progress Report

Chris Newport, Accenture, provided the Board with an update of the Agenda Board Memo thanking the Board for the feedback. He stated that the information he obtained from each individual meeting with board members will be combined and placed on a future agenda for review and consideration.

No Board action required at this time.

2. **Consider Approval of Resolution R21-02 Approving FY21 Budget Revision 2021-04**
[\(packet pages 46-56\)](#)

Action Item

Presenter: Marisa Perry, CFO/VP of Finance
Backup Information: Memo
Exhibit 1: Resolution R21-02 with the following exhibits:
 “A”: Budget Revision 2021-04
 “B”: Change in Net Position (DCTA Only)
 “B-1”: Change in Net Position (DCTA & NTMC Combined)
Exhibit 2: Year-to-Date FY2021 Budget Revisions

Marisa Perry, CFO/VP of Finance highlighted areas of interest within the budget amendment and requested the Board to approve Resolution R21-02 approving the FY21 Budget Revision 2021-04.

Motion by Board Member Costa with a second by Secretary Burke to approve as presented. Motion passes 5-0.

3. **Discuss and Provide Direction to Staff Regarding Future Board Meeting Logistics Including the Purchase of Audio and Visual (AV) Improvements and Revisiting the Timing of In-Person Board Meetings**
[\(packet pages 57-58\)](#)

Discussion Item

Presenter: Kristina Holcomb, Deputy CEO
Backup Information: Memo

Kristina Holcomb, Deputy CEO, presented the staff report highlighting the following:

- History of Boardroom Audio/Visual Equipment
- Existing AV equipment purchase to satisfy new legislative requirements
- Implementation of Granicus
- Timeline (8-10 weeks)
- Recommendation: To allow staff adequate time to purchase, implement, and test new system, staff recommends (unless Governor’s Orders state otherwise) to delay in-person board meetings until September 2021.

Board discussion regarding project timeline, and clarification of “in-person” members. *It was the consensus of the Board to move forward in conducting in-person meetings with the 5 Voting Board Members (in-person) and the rest of the Board (alternates and non-voting members) as well as staff participate remotely effective July 2021.*

4. Review, Discuss, and Consider Approval of Member City Submitted TRiP Projects for FY 2021 Annual Call for Projects Funding and Authorize CEO to negotiate and enter into a Project Funding Agreement with Each Respective Member City
([packet pages 59-105](#))

Action Item

- Presenter: Kristina Holcomb, Deputy CEO
- Backup Information: Memo
- Exhibit 1: Adopted TRiP Policy
 - Exhibit 2: Project Review Memo & Application (City of Highland Village)
 - Exhibit 3: Project Review Memo & Application (City of Lewisville)
 - Exhibit 4: Project Review Memos & Applications (City of Denton)

Kristina Holcomb, Deputy CEO, gave the presentation highlighting the following:

- City of Lewisville – A-trail Rail Trail Southern Extension – Segment A
- City of Highland Village – Highland Village Road Sidewalk Project – Phases 2 & 3
- City of Denton – Multiple Pedestrian Safety and Connectivity Improvements
- TriP Member City Allocations (includes Proposed June Budget Revisions)

Motion by Board Member Gilmore with a second by Board Member Costa to approve as presented. Motion passes 5-0.

5. Receive Presentation and Consider Approval of FY 22 Healthcare Benefit Contract
([packet pages 106-127](#))

Action Item

- Presenter(s): Julie Rickman, Holmes Murphy
Marisa Perry, Chief Financial Officer/VP of Finance
- Backup Information: Memo
- Exhibit 1: Holmes Murphy RFP Questionnaire
 - Exhibit 2: RFP Pricing and Plan Proposals

Morgan Young from Holmes Murphy gave the presentation to the Board highlighting the following:

- Medical/Dental Premiums and Designs
- Vision Plans
- Recommendation

It was the recommendation to award the contract to the Texas Municipal League (TML) for Medical, Dental and Vision benefits.

Board discussion regarding the clarification of whether this contract was for an HMO or PPO (clarification received as PPO).

Motion by Board Member Costa with a second by Vice-Chair Molina to approve as presented. Motion passes 5-0.

6. Discuss and Give Direction Regarding the Request from Dallas Area Rapid Transit (DART) to Proceed with Preliminary Engineering and Design work to Develop Cost Estimates, Scope and Approach and Necessary Supporting Documents for future consideration of Interlocal Agreements
([packet pages 128-132](#))

Action Item

Presenter: Raymond Suarez, CEO

Backup Information: Memo

Exhibit 1: DART Letter (May 28, 2021)

Raymond Suarez, CEO, presented the report highlighting the following:

- DART's Request: DART is seeking approval of their proposal plan described in the May 28, 2021 letter to being preparation of supporting documentation, cost estimates, funding arrangements and draft language for future Interlocal Agreements (ILAs) between DART and DCTA.
- Staff's Recommendation: DCTA Staff believe this is a reasonable request and approach from DART and serves as an important next step that will facilitate meaningful conversations toward an operating agreement and recommends authorizing the CEO to give DART approval to move forward with the scope and approach as to not delay efforts.

CEO Suarez highlighted considerations for discussion to include potential benefits between DART and DCTA with Joint Operations/Maintenance; A-train Passenger Rail Service; Regional Efficiencies/Lower Operation Costs; DART Access; DCTA Passenger Service to Carrollton; Upgrade track from Carrollton to Trinity Mills, DCTA Incremental Class 4 Improvements; DCTA Track – Trinity Mills to/from Lewisville; DART's understanding; DART Short-Term Lease with DCTA and DCTA Lease Fees.

The Board had a healthy discussion regarding clarification of ILA, concerns with “losing leverage”, clarification of the lease agreement, impact fees, formulas to use in a fair/equitable fashion, long-term lease agreements, Class 2 and Class 4 clarification, “hard numbers” for track-only zones, data on passenger speed, lease payment vs. impact fees, pursuing a short-term lease agreement, and the establishment of connection with Silver Line.

It was the consensus of the board to authorize the CEO to move forward with the scope and approach as requested by DART.

7. Discuss GoZone Public Involvement Feedback and Potential Service Modifications to Proposed Plan

[\(packet pages 133-199\)](#)

Discussion Item

Presenter(s): Nicole Recker, VP of Mobility Services and Administration
Raymond Suarez, CEO

Backup Information: Memo
Exhibit 1: Public Comment Overview
Exhibit 2: Preliminary Public Comment Report (April 19 – June 11, 2021)

Nicole Recker, VP of Mobility Services and Administration presented highlighting the following:

- Timeline Review
- Phase I: Base Service (Monday-Saturday)
- Phase I: Add-On (Denia Neighborhood Expansion)
- Phase I: Add -On (Frankford Station DART to the Lewisville/Highland Village Zone)
- Phase I: Add-On (Business 121 North Zone Expansion with First Park 121)
- Phase I: Add -On (Sunday and Holiday Service)
- Phase I: Sunday A-train Replacement
- Phase I: Saturday Service Hours Extension
- Phase I: Add-on (Service to/from Trinity Mills Station)
- Phase II: Castle Hills Zone Expansion
- 8-10 Access Vehicles
- Weekday Late Night Service Hours Extension
- Pricing Summary (Single Fleet Model)
- Pricing Summary (4-year projection)
- Preliminary Public Comment Overview/Possible Solutions
- Modification Impacts
- Route 3 & Options
- North Texas Xpress Options

Board discussion regarding Phase II clarification, singular fleet model pricing summary, North Texas Xpress ridership (board requested data) and whether or not empty vehicles were running, less than positive public feedback and/or comments, Routes 3 & 7 with administrative costs (will be provided at July meeting), GeoFence around zone, clarification of Via costs, data retrieved by bus employees during peak hours, Routes 3 & 7 costs to move to 15 minute headway (comparison), ensuring community input is recognized, feedback from member cities, the possibility of having a person on every bus for 30 days (prior to launch), federal mask mandate and social distancing concerns and possible challenges employees may face enforcing, possible date the federal mandate may end (September 2021), the possibility of revisiting the Via “launch date”, 6-month scenario model with 15 minute headway comparison, cost comparison to extend overlap (30, 45, 60 days).

8. Discuss Local & Regional Transportation Updates and Legislative Issues

(packet page N/A)

Discussion Item

Presenter(s): Chris Watts, Chair
Director Dianne Costa
Raymond Suarez, CEO

Backup Information: N/A

No information to report during this time.

INFORMATIONAL REPORTS

1. Monthly Financial Reports

(packet pages 200-206)

Backup Information: Memo 1: Monthly Sales Tax Receipts
Exhibit 1: FY21 Monthly Sales Tax Report
Memo 2: Monthly Mobility-as-a-Service Update
Memo 3: Budget Information

2. Ridership Trend Report

(packet pages 207-214)

Backup Information: Memo
Exhibit 1: FY19, FY20, & FY21 Total Monthly Ridership – Rail
Exhibit 2: FY19, FY20, & FY21 Total Monthly Ridership – Bus
Exhibit 3: FY19, FY20, & FY21 Total Monthly Ridership – Access
Exhibit 4: FY19, FY20, & FY21 Total Monthly Ridership – On-Demand
Exhibit 5: A-train Ridership Pre- and During COVID-19 Comparison

3. **Public Involvement Progress Report**
([packet pages 215-232](#))
Backup Information: Memo
Exhibit 1: Public Involvement Progress Report (May 1 – May 31, 2021)

4. **Connect Route 3 & 7 Survey Data**
([packet pages 233-235](#))
Backup Information: Memo

5. **Social Service Agency Roundtable Recap Report – May 2021**
([packet pages 236-248](#))
Backup Information: Memo
Exhibit 1: Social Service Agency Roundtable Recap Report (May 2021)

6. **Request for Bid (RFB) 21-05 New and Recapped Tires**
([packet pages 249-305](#))
Backup Information: Memo
Exhibit 1: RFB 21-05 New and Recapped Tires

7. **Disadvantaged Business Enterprise (DBE) Goal for FY 22, FY 23, and FY 24**
([packet page 306](#))
Backup Information: Memo

No discussion regarding Informational Reports.

FUTURE AGENDA ITEMS AND BOARD MEMBER REQUESTS

Secretary Burke asked for staff to coordinate a Board/Staff Retreat to discuss Agency Goals and the process and structure of the CEO evaluation process.

REPORT ON ITEMS OF COMMUNITY INTEREST

Pursuant to Texas Government Section 551.0415 the Board of Directors may report on following items: (1) expression of thanks, congratulations, or condolences; (2) information about holiday schedules; (3) recognition of individuals; (4) reminders about upcoming DCTA and Member City events; (5) information about community events; and (6) announcements involving imminent threat to public health and safety.

Board Member Costa updated the Board on the Regional Transportation Council and the nominees to serve on the RTC Committee.

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 Board of Directors 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 or the Regular Board Meeting Agenda.
- B. As Authorized by Section 551.074 of the Texas Government Code, the Board of Directors may convene into Executive Session for the purpose of discussing the duties and evaluation of the Chief Executive Officer (CEO).

The Board convened into Executive Session at 1:00pm.

RECONVENE OPEN SESSION

The Board reconvened into Open Session at 2:45pm with no action taken.

ADJOURN

Vice-Chair Molina adjourned the meeting at 2:52pm.

Chris Watts, Chair

ATTEST:

Sam Burke, Secretary



Board of Directors Memo

July 22, 2021

Subject: Consider Approval of an Interlocal Cooperation Agreement with Denton County Sheriff’s Department for the Provision of On-Board A-train Security

Recommendation

DCTA staff recommends approval of the annual contract renewal, effective October 1, 2021 through September 30, 2022, with Denton County for law enforcement services.

Background: DCTA originally entered into an Interlocal Cooperation Agreement with Denton County for dedicated law enforcement services in February 2011 for a one-year term and has renewed annually subject to budget reviews.

Identified Need

Annual Renewal of Agreement between DCTA and Denton County for FY 2022, to provide DCTA with dedicated law enforcement services. The current agreement expires September 30, 2021.

The Denton County Sheriff’s Office provides the following services to DCTA:

- a) A-train fare checks and fare enforcement.
- b) Routine and random patrols of DCTA transit properties, vehicles and facilities.
- c) Transit security duties as required by the Department of Homeland Security, TSA, FRA and/or FTA.
- d) Respond to any incidents/accidents along the A-train corridor, if needed.

Financial Impact

FY 22 Annual estimate is \$110,338 (rate is set by the Denton County Commissioners Court). The amount is budgeted for FY 22 under Rail Operations General Services.

Exhibits

Exhibit 1: Interlocal Cooperation Agreement for Law Enforcement Services

Submitted By: 
Rony Philip, Sr. Director Rail Operations

Approval: 
Kristina Holcomb, Deputy CEO

STATE OF TEXAS	§	
	§	Interlocal Cooperation Agreement
	§	Law Enforcement Services
COUNTY OF DENTON	§	

This Interlocal Agreement (the “Agreement”) is made and entered into by and between Denton County Transportation Authority (“DCTA”) and Denton County (“County”), acting by and through their authorized representatives.

RECITALS

WHEREAS, DCTA desires to provide peace officers to provide the necessary law enforcement and related services upon certain DCTA property within Denton County, Texas; and

WHEREAS, County is a duly organized political subdivision of the State of Texas engaged in the administration of county government and related services for the benefit of the citizens of Denton County, Texas; and

WHEREAS, Denton County Sheriff’s Office (“DCSO”) is a duly organized agency of the County engaged in the providing of law enforcement and related services for the benefit of citizens of Denton County, Texas; and

WHEREAS, DCSO desires to provide patrol and other law enforcement services to DCTA as specified herein; and

WHEREAS, DCTA and County desire to improve the efficiency and effectiveness of local governments by contracting for services of patrol and other law enforcement services as set forth under this Agreement; and

WHEREAS, the parties are authorized to enter into this Agreement pursuant to the Interlocal Cooperation Act (“Act”), Chapter 791, Texas Government Code; and

WHEREAS, DCTA and DCSO are units of local government that have the statutory authority under the Act to perform the services set forth in this Agreement; and

WHEREAS, pursuant to Chapter 460 of the Texas Transportation Code the DCTA is authorized to enter into this Agreement with DCSO to provide the requested patrol and other law enforcement services; and

WHEREAS, each party will make any required payments for services from current revenues available to such party; and

NOW THEREFORE, for and in consideration of the promises and the mutual covenants set forth in this Agreement, and other valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

1. Purpose

1.1 The purpose of this Agreement is for the parties to enter into an Agreement for the County, through the Denton County Sheriff's Office, to provide DCTA with dedicated law enforcement and security services. DCTA agrees to fully fund and reimburse the County for all expenditures necessary to implement and maintain the services as stated in this Agreement.

2. Term

2.1 The term of this Agreement shall commence on October 1, 2021, and will continue in force through September 30, 2022, at which time the Agreement will expire. In the event a new Interlocal Agreement is not executed prior to the expiration of this Agreement, and the DCSO continues to provide law enforcement patrol services as agreed by the parties, DCTA shall reimburse and compensate the County for patrol services at the rate set by the Denton County Commissioners Court for the next fiscal year.

3. Scope of Services

3.1 The County will provide services to DCTA, rendering such services with the same equipment as is customarily provided by the Sheriff's Office in unincorporated Denton County. Services rendered will also include, but will not be limited to, the following:

- (a) Fare checks and enforcement;
- (b) Both routine and random patrols of DCTA transit properties, vehicles and facilities;
- (c) Transit security duties as required by the Department of Homeland Security, Transportation Security Administration, Federal Railroad Administration, and/or Federal Transit Administration; and
- (d) Additional services that may be agreed to by the respective liaisons.

3.2 **Administration of Services.** County will administrate the provision of services through (1) Denton County Sheriff's Office Policy and Procedures; and (2) Denton County Administration Policy and Procedures. Any and all changes, revisions, upgrades, reclassifications, and deletions to personnel and accompanying equipment will conform to these policies.

3.3 **Patrol Unit.** In exchange for the provision of one or more Patrol Unit(s), DCTA agrees to pay the County, a sum, per unit, totaling the reasonable and necessary expenses more fully described in *Exhibit A*, Denton County Budget Impact Statement. The payments made by DCTA to County shall be used by County for reasonable and necessary law enforcement equipment and requirements to support the law enforcement efforts of the Patrol Unit. A Patrol Unit consists of one (1) the Sheriff's Deputy (personnel), (2) the equipment necessary to support the Deputy and (3) direct and non-direct support services.

3.4 **Number of Patrol Units.** DCTA will determine the number of Patrol Units to be funded through this Agreement. The Denton County Budget Office will prepare a Budget Impact Statement reflecting the reasonable and necessary expenses to provide a Patrol Unit to DCTA.

3.5 **Hours Worked by Patrol Unit.** The contracted number of hours worked biweekly by one patrol unit is 80 hours. DCTA and the County will agree to the work shifts for each patrol unit. The Sheriff's Office will manage the schedule of each patrol unit so that the patrol unit has as many direct patrol hours as possible available to DCTA. DCTA understands that a patrol unit may have a certain number of undefined hours in which the unit may be needed to attend court hearings, training, meetings, or have routine employee related absences which may reduce the number of direct patrol hours. If possible and within personnel and budgetary limits, County may assign a substitute patrol unit to DCTA to provide service in the absence of the assigned patrol unit. County Liaison will provide information to DCTA's Liaison Contact of patrol deputy absences.

3.6 **Overtime.** Any time worked by the patrol deputy in excess of 80 hours biweekly is considered overtime. Overtime costs will be administered in accordance with the Denton County Attendance/Leave Time/Overtime policy as it applies to Non-exempt law enforcement personnel. DCTA and the County will establish an overtime protocol designed to help manage overtime costs. DCTA agrees to compensate the County for any overtime directed by DCTA. Such costs will be added to the monthly invoice to DCTA.

3.7 **Absences.** DCTA understands and agrees that the nature of staffing personnel will include a certain amount of employee absences. Each patrol unit deputy will receive County employee benefits including holiday, sick, vacation, personal, comp time that will be incorporated in their 80-hour biweekly service hours, thus reducing the amount of direct patrol hours to DCTA. If possible and within personnel and budgetary limits, County may assign a substitute patrol unit to DCTA to provide service in the absence of the assigned patrol unit. County Liaison will provide information to DCTA's Liaison Contact of patrol deputy absences.

3.8 **Patrol Deputy Duties and Services.** The duties of a Deputy are limited to providing services as outlined in "Scope" above, routine paperwork of filing reports, general services calls, making arrests, and the issuance of citations for offenses and violations of Texas law and local Orders and Resolutions adopted by DCTA. The Deputy may attend Court hearings as necessary.

- (a) The Deputies are duly appointed Deputy Sheriffs of the Denton County Sheriff's Office and are licensed peace officers under the laws of the State of Texas.
- (b) The Deputies will follow all guidelines promulgated by the Denton County Sheriff's Office, the Denton County Personnel Policies and civil and criminal laws of the State of Texas.
- (c) The Deputies will follow job assignments or special requests which have been properly routed through the County Liaison and that do not conflict with the policies and procedures of County. The Deputies will refer all job assignments or special requests which are directed to them to the County Liaison.
- (d) The duties of the Deputies do not include ongoing criminal investigations, mental health intervention, warrant services, or animal control services.
- (e) The Deputies will attend continuing education as required by the Texas Commission on Law Enforcement ("TCOLE") during scheduled work hours.

3.9 **Support Services for Patrol Deputies.** In addition to the direct services each patrol unit provides to DCTA, the County agrees to provide the following indirect support services, as deemed necessary or proper by the County and as is customarily provided by the Sheriff's Office in unincorporated Denton County:

- (a) Supervisory and administrative personnel;
- (b) Criminal Investigation and Crime Scene Services as needed;
- (c) Juvenile Officer and Youth Services as needed;
- (d) Crime Prevention and Analysis services as needed;
- (e) All usual and customary supplies, record keeping, evidence and data processing support needed to support and administer this Agreement;
- (f) Complete access and use of the Denton County Jail for defendants arrested on charges originating on DCTA property or vehicles at no additional cost to DCTA; and
- (g) Ongoing training as required by TCOLE.

4. County's Responsibilities

4.1 For the purposes and consideration herein stated and contemplated, the County, through DCSO, will provide the following necessary and appropriate services for DCTA to the extent authorized by this Agreement and state or federal law, without regard to race, religion, color, age or national origin.

4.2 **Liaison Officer.** County will designate the Denton County Sheriff or his designee to act on behalf of County, and to serve as "Liaison Officer" for County. The Liaison Officer shall make or receive requests and confer upon matters concerning the delivery of services to DCTA. DCTA will observe and utilize the Liaison Officer who will devote sufficient time and attention to the execution of said duties on behalf of the County and will provide immediate and direct supervision of the Denton County Sheriff's Office employees, in the furtherance of the purposes, terms and conditions of this Agreement for the mutual benefit of County and DCTA.

County Liaison

Denton County Sheriff
127 N. Woodrow Lane
Denton, TX 76205
Administration Phone Number (940)349-1620

4.3 **Service Management.** The planning, organization, assignment, direction, and supervision of County personnel under this agreement will be determined by DCSO. The rendition of service, the standards of performance, the discipline of deputies, and other matter incident to the performance of such services and the control of personnel so employed will be the responsibility of DCSO.

4.4 **Responsiveness.** County will give prompt consideration to all requests from DCTA routed through the Liaison Officer regarding delivery of services under this Agreement. County shall make every effort to comply with these requests as long as they are consistent with the law, the General Manual and the Operations Manual of the Denton County Sheriff's Office.

4.5 **Insurance.** County shall provide, during the term of this Agreement, workers compensation insurance in the amounts required by Texas state law, for all County employees engaged in work under this Agreement. This provision does not negate the DCTA's responsibility to fully reimburse County for all expenditures including but not limited to those outlined in Texas Local Government Code §362.003(c). As to all other insurance provided by County, upon

request by DCTA, it shall provide DCTA with documentation indicating coverage prior to the beginning of any activities under this Agreement.

5. DCTA's Responsibilities

5.1 For the purposes and consideration herein stated and contemplated, DCTA shall provide the following necessary and appropriate services for County to the maximum extent authorized by this Agreement and state or federal law, without regard to race, religion, color, age or national origin.

5.2 **Liaison**. DCTA shall designate a representative to act on behalf of DCTA, and to serve as "Liaison Contact" for DCTA. The Liaison Contact will devote sufficient time and attention to the execution of said duties on behalf of DCTA and will provide immediate and direct supervision of DCTA employees, agents, contractors, and/or laborers, if any, in the furtherance of the purposes, terms and conditions of this Agreement for the mutual benefit of DCTA and County.

DCTA Liaison:	General Manager, Rail Operations P.O. Box 96 Lewisville, Texas 75067 Phone Number: 972-221-4600
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5.3 **Areas of Enforcement**. DCTA shall provide County with accurate information concerning areas, vehicles and structures of DCTA and the areas to be routinely patrolled as well as fare enforcement policies.

6. Compensation

6.1 DCTA agrees to fully fund and reimburse the County for all expenditures necessary to implement and maintain the services as stated in this Agreement. DCTA shall compensate County for the expenditures and services as provided in Exhibit "A" within thirty (30) days of the receipt of a proper invoice provided there are no errors or discrepancies and that all work services on the invoice have been performed. Any errors, discrepancies or the invoicing of services not performed may result in a delay in payment.

6.2 County shall address its monthly invoices to:

DCTA
Attention: Accounts Payable
~~P.O. Box 96~~
~~Lewisville, Texas 75067~~

6.3 **Suspension of Services**. The Denton County Auditor's Office shall notify the DCSO if DCTA should become delinquent in payment of the contracted funding. DCSO's Liaison Officer shall be responsible for notifying the DCTA Liaison Contact to discuss such non-payment. If it becomes necessary for the County to suspend services to DCTA for non-payment, the County Liaison Officer will identify a date on which the services will be suspended and will notify the DCTA Liaison Officer by telephone and in writing (to the Notice addresses provided

in this Agreement) of the date service will be suspended.

If DCTA fails to make payment to County within thirty (30) days after the date of billing for a monthly invoiced amount, the County, as its discretion, may suspend service until payment is received or may terminate Agreement by giving proper notice.

If service by County to DCTA has been suspended for non-payment and DCTA subsequently becomes current on payments owed to County under this Agreement, it is the responsibility of DCTA to contact the County Liaison Office to confirm receipt of payment and that services are reactivated. DCTA will not receive credit for time which service is suspended for non-payment.

7. Personnel

7.1 **Chain of Command.** The Patrol Deputy will be an employee of County and will be in the chain of command at the Denton County Sheriff's Office. The Patrol Deputy is obligated to follow all guidelines, policies, and procedures of Denton County and the Denton County Sheriff's Office.

7.2 **Work Assignment.** The Patrol Deputy shall have their work assignment and duties outlined under this Agreement as their primary job assignment, and will not regularly be assigned additional police duties by the Sheriff's Office. The County reserves the right, however, to reassign the Deputy temporarily in the event of an emergency, or when other circumstances require an enhanced police presence elsewhere in the county.

7.3 **Patrol Deputy Candidate.** DCTA retains the right to provide input into the initial and continuing approval of the candidate employed as a Patrol Deputy. DCTA shall not unreasonably reject any Patrol Deputy candidate not to its satisfaction. If the Patrol Deputy assigned to DCTA subsequently becomes unsatisfactory to DCTA, DCTA may, through the designated Liaison Officer request an alternate deputy.

7.4 **Reduction in Force.** The parties recognize that in the event a contract or grant funding is no longer available, removed or discontinued, such as through loss of a contract or grant funding, the employees assigned to that activity or function will be reassigned to other open classified positions of the same rank in the Sheriff's Office. Such reassignments may involve intra-divisional transfer. If there are no appropriate open positions available and a reduction in force is necessary, then the provisions for layoffs and dismissals will be used to accomplish the reduction in force within the Sheriff's Office.

7.5 **Denton County Civil Service.** The parties recognize the authority, rules, regulations, and procedures of the Denton County Personnel Policies, Denton County Sheriff's Office General Manual, Policy, & Procedures, and the Civil Service Rules of the Denton County Sheriff's Office Civil Service Commission. The rules, regulations, and procedures promulgated by those entities are provided to guide supervisors in management of employees. Occasions may arise that require the parties to investigate incidents in order to properly supervise employees. All parties to this contract agree to cooperate fully in any investigation, or employee review of any kind, that may determine if a violation of the rules, regulations, and procedures has occurred, and

in the recommendation or selection of disciplinary action necessary to deter repeated violations and maintain the integrity and community respect for the Office.

8. Equipment

8.1 The County will provide law enforcement services to DCTA, rendering such services with the same equipment and vehicle, as is customarily provided by the Sheriff's Office in unincorporated Denton County. DCTA's compensation for such services shall be limited to the amount identified in Exhibit "A."

8.2 **Equipment Replacement.** The County will purchase vehicles and equipment, including computer and other electronic equipment, with funding provided by DCTA for the purpose of providing services under this Agreement. Such vehicles and equipment will be subject to the Denton County Administration Policies and Procedures for replacement of such vehicles or equipment. Such replacement will be incorporated into the budget impact statement and will be consistent with the customary maintenance and replacement schedule for like equipment.

8.3 **Patrol Vehicle.** County and DCTA understand and agree that this Agreement provides funding for the expenses for the County to provide a suitable vehicle, equipment, facilities, maintenance, repair, and service of the vehicle for the performance of all duties and obligations of County as stated herein in Exhibit "A" during the period of this Agreement.

With the funding provided by DCTA, the County will (1) coordinate the purchase of liability insurance coverage via the County's Fleet Policy, (2) provide routine maintenance, repairs, and fuel costs of the vehicle, and (3) purchase, if necessary, and install the necessary equipment to make the vehicle ready for use by the Deputy.

The Deputy shall have the full authority to use the vehicle in accordance with County and Sheriff's Office policies. This includes, but is not limited to allowing the Patrol Deputy to take the vehicle home, within a reasonable distance. DCTA is not responsible for any costs the County determines are attributable to the Deputy's misuse of the vehicle in violation of this Agreement and County and Sheriff's policy.

9. Liability

This Agreement is made for the express purpose of County providing law enforcement services to DCTA. Both parties acknowledge and agree that the provision of law enforcement services is a governmental function. In no event shall any provision of this Agreement be construed as a waiver of County's or DCTA's sovereign immunity.

10. Availability of Funds

If monies are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal period, this Agreement shall be canceled and County may only be compensated for the reasonable value of any non-recurring costs incurred but not amortized in the price of services delivered under this Agreement or which are otherwise not recoverable. The cost of cancellation may be paid from any appropriations for such purposes.

11. Termination

This Agreement may be terminated by either party upon thirty (30) days written notice in the event of substantial failure by the other party to perform in accordance with the terms hereof through no fault of the terminating party; provided, however, that in any such case, County shall be paid the reasonable value of the services rendered up to the time of termination on the basis of the payment provisions of this Agreement.

12. Miscellaneous

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

12.2 **Assignment.** This Agreement may not be assigned by either party without the prior written consent of the other party.

12.3 **Successors and Assigns.** Subject to the provisions regarding assignment, this Agreement shall be binding on and inure to the benefit of the parties to it and their respective heirs, executors, administrators, legal representatives, successors and permitted assigns.

12.4 **Governing Law.** The laws of the State of Texas shall govern this Agreement; and venue for any action concerning this Agreement shall exclusively be in the State District Court of Denton County, Texas. The parties agree to submit to the personal and subject matter jurisdiction of said court.

12.5 **Amendments.** This Agreement may be amended by the mutual written agreement of the parties.

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

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

If intended for DCTA:

Attention: Raymond Suarez, CEO
Denton County Transportation Authority
P.O. Box 96
Lewisville, Texas 75067
972-221-4600 Telephone
972-221-4601 Facsimile

With copy to:

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

If intended for County:

Honorable Andy Eads, Denton County Judge
Denton County Commissioners Court
Courthouse-on-the Square
110 West Hickory Denton, Texas 76201
(940) 349-2820 Telephone
(940) 349-2821

If intended for DCSO:

Denton County Sheriff's Office
127 N. Woodrow Lane
Denton, Texas 76205
(940) 349-1620 Telephone

With copy to:

Assistant District Attorney
Counsel to the Sheriff
127 N. Woodrow Lane
Denton, Texas 76205
(940) 349-2390

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

12.9 **Exhibits.** The Exhibits attached hereto are incorporated herein.

12.10 **Recitals.** The recitals to this Agreement are incorporated herein and made a part hereof for all purposes.

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

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

12.13 **Approval of Parties.** Whenever this Agreement requires or permits the approval or consent to be given by a party, the parties agree that such approval or consent shall not be unreasonably withheld, conditioned or delayed.

12.14 **No Third-Party Beneficiary.** Nothing in this Agreement shall be construed as creating or giving rise to any rights of third-parties or any persons other than the Parties hereto.

12.15 **Third-Party Subcontractors.** DCTA has the right to contract with a third-party or other contractors to perform all or any part of the service under this Agreement. The terms and conditions of this Agreement shall be binding on such third-party contractors

12.16 **Disputes.** Any dispute arising from the failure of either DCTA or County to agree on proportionate reduction will be determined by mutual agreement of the Sheriff and DCTA Liaison Contact, or their designees.

Any dispute arising from the failure of either DCTA or County to agree on proportionate reduction in fees will be first submitted to non-binding mediation. Each party will pay one-half (1/2) of the cost of expense of said mediation.

The parties further agree that the scope of matters to be submitted to dispute mediation as referenced above is limited to disputes concerning sufficiency or performance and duty to pay or entitlement, if any, to any reduced fee or compensation. Any other disputes or conflicts involving damages or claimed remedies outside the scope of sufficiency or performance and compensation adjustment will be referred to a court of competent jurisdiction.

EXECUTED duplicate originals on the dates indicated below.

Denton County, Texas

Denton County Transportation Authority

By:

By:

Andy Eads, County Judge
Denton County Commissioners Court

Raymond Suarez, CEO

Date

Date

APPROVED AS TO FORM:

APPROVED AS TO FORM:

By:

By:

Denton County Assistant District Attorney
Counsel to the Sheriff

~~Peter G. Smith, General Counsel~~

APPROVED AS TO CONTENT:

By:

Tracy Murphree, Denton County Sheriff

DENTON COUNTY, TEXAS

ks

Date: 5/13/2021

BUDGET IMPACT STATEMENT

CONTRACT ESTIMATE FOR: Denton County Transportation Authority (DCTA)

Annual Estimate

Salary/benefits and Miscellaneous Operating Expenses

Effective: October 1, 2021 - September 30, 2022

	FY2022 Annual (12 month) Estimate	
	COUNTY PORTION	ANNUAL ESTIMATED CONTRACT FUNDING
	Average Sheriff Deputy Salary/Benefits Grade 107 Average M&O Expenses	Average Sheriff Deputy Salary/Benefits Grade 107 Average M&O Expenses
4020- Salary, Assistants	\$0	\$57,763
4040- Overtime Pay	\$0	\$225
4060- Longevity Pay	\$0	\$509
4091- Certification Pay	\$0	\$900
4092- Degree Incentive	\$0	\$900
<i>Subtotal Salaries</i>	\$0	\$60,297
4120- FICA	\$0	\$4,613
4130- Retirement	\$0	\$8,317
4140- Workers Comp. (LawEnf)	\$0	\$881
4152- TEC	\$0	\$60
4160- Health Insurance	\$0	\$15,325
<i>Subtotal Benefits</i>	\$0	\$29,196
Total Salaries/Benefits	\$0	\$89,493
4240- Printed Material	\$0	\$200
4265- Operating Supplies	\$0	\$400
4410- Gasoline	\$0	\$4,500
4710- Uniforms	\$0	\$790
4885- Body Armor	\$0	\$900
5010- Training & Education	\$0	\$500
6260- Wireless Services	\$0	\$1,100
6610- Vehicle Repairs	\$0	\$1,250
6710- Equipment Rental	\$0	\$11,205
<i>Subtotal M&O</i>	\$0	\$20,845
Grand Total	\$0	\$110,338
Recurring Monthly Expenses	\$0	\$9,195

This analysis is based on the Average Sheriff Deputy Salary and Benefits @ 40 hours per week. It is also based on the average Maintenance and Operation Expenses for a Sheriff Deputy position. It is the understanding of Denton County that funding for this contract will be provided 100% by the entity according to the terms of the agreement. A vehicle is provided by Denton County and the entity pays Denton County a vehicle usage fee. Denton County will not be providing supplemental funding for any expenses.

Board of Directors Memo

July 22, 2021

SUBJECT: Quarterly Investment Report Q3 FY21

Recommendation

Staff recommends approval of the quarterly investment report for Q3 FY21.

Background

The Texas Public Funds Investment Act and DCTA's investment policy require a quarterly investment report signed by DCTA's Investment Officers be presented to the DCTA Board of Directors. The report must include a detail of DCTA's investment position, beginning and ending book and market value of each investment for the quarter, a comparison of the performance of DCTA's portfolio compared to other benchmarks, and a statement of compliance of the investment portfolio with DCTA Investment Policy, Investment Strategy, and the Public Funds Investment Act.

Previous Board Activity & Action

There has been no previous Board-level activity on this item.

Identified Need

Provides the Board of Directors a quarterly status of DCTA's investment position.

Financial Impact

This item is included for informational purposes only; there is no financial impact associated with this item.

Exhibits

Exhibit 2(a): Quarterly Investment Report Q3 FY21

Submitted By:



Amber Karkauskas, Controller

Final Review:



Marisa Perry, CPA, CFO/VP of Finance

Approval:



Raymond Suarez, CEO



Investment Portfolio Summary

Denton County Transportation Authority



For the Quarter Ended

June 30, 2021

Prepared by
HilltopSecurities Asset Management



Table of Contents / Market Recap

Report Name

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Executive Summary
Benchmark Comparison
Detail of Security Holdings
Change in Value
Earned Income
Investment Transactions
Amortization and Accretion
Projected Fixed Income Cash Flows

MARKET RECAP - JUNE 2021:

At this point, nearly everyone who wants a vaccine has been able to receive one, and while new strains continue to pop up it seems that vaccines by and large provide a high level of protection. Covid restrictions are becoming more and more relaxed with most of the United States “open” or at least partially open. As the country returns to normalcy this summer, we should continue to see the economy improve.

The ISM manufacturing index rose from 60.7 to a two-month high of 61.2 in May. The ISM non-manufacturing (service sector) index rose from 62.7 in April to 64.0 in May, the highest reading since the survey started in 1997. Nonfarm payrolls missed the mark for the second month in a row, increasing by +559k, which in a pre-pandemic world would be huge, but the median forecast was +675k and we’re still 7.6 million jobs below last year’s pre-pandemic peak. The unemployment rate dropped from 6.1% to 5.8% in May, but the drop was the result of 166k Americans exiting the labor force during the month as the labor force participation rate slipped to 61.6%. Average hourly earnings climbed +0.5% in May after a +0.7% jump in April. These are significant single month increases as employers must pay more to find and retain workers. Retail sales took a breather in May, declining -1.3%, but upward revisions boosted April’s previously reported unchanged reading to +0.9% and March’s already lofty +9.8% gain was increased to +11.3%. Recall that March and April sales were boosted by the last round of government stimulus, so a pullback in May was expected. May’s decline doesn’t change the fact that consumer spending has been on a torrid pace. The total value of retail sales was \$620.2 billion in May, an +18% increase over February 2020’s pre-pandemic level. On the inflation front, the headline consumer price index rose +0.6% in May while core CPI climbed +0.7%. On a year-over-year basis, headline CPI was advancing at a +5.0% pace, *the biggest annual increase in almost 13 years*. Core CPI rose +3.8% year-over-year, the most since 1992. Much of the year-over-year gains can be attributed to the “base effect” as prices were severely depressed 12 months ago while many U.S. businesses were shuttered. The base effect will dissipate going forward, but shortages of materials and labor promise to keep prices high for much of the year. Estimates for second quarter GDP growth center around +10%. Fiscal and monetary stimulus, combined with pent up demand and consumers eagerly returning to pre-pandemic habits, mean the summer should see substantial growth.

The Fed made no official change to policy at its June FOMC meeting, holding rates steady and maintaining the monthly addition of \$120 billion to its balance sheet. However, the FOMC did signal they will discuss tapering these QE purchases soon. The updated “dot plot” showed Fed officials expect initial rate hikes earlier than previously indicated with 13 of 18 Fed officials now envisioning at least one hike in 2023. The FOMC also made two technical adjustments, increasing the interest on excess reserves (IOER) rate from 0.10% to 0.15%, and the overnight reverse repo rate from 0% to 0.05%. The IOER hike incentivizes banks to hold higher balances with the Fed while the reverse repo facility allows eligible financial firms and money market mutual funds to place cash at the Fed and earn 0.05%. Both should help to ease overall demand for short-term securities and nudge yields higher. The Fed’s action had an immediate effect on yields with the two-year treasury yield climbing from 0.15% to 0.26%. Treasury bills inside of 3 months, which had been trading near 0% were up a few basis points. Longer-term yields have fallen as inflation expectations moderate.



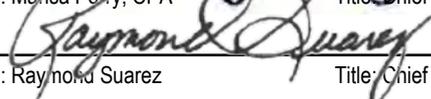
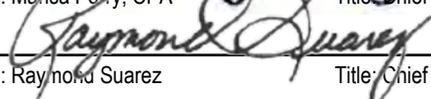
Denton County Transportation Authority
Investment Officers' Certification

For the Quarter Ended
June 30, 2021

This report is prepared for the **Denton County Transportation Authority** (the "Entity") in accordance with Chapter 2256 of the Texas Public Funds Investment Act ("PFIA"). Section 2256.023(a) of the PFIA states that: "Not less than quarterly, the investment officer shall prepare and submit to the governing body of the entity a written report of the investment transactions for all funds covered by this chapter for the preceding reporting period." This report is signed by the Entity's investment officers and includes the disclosures required in the PFIA. To the extent possible, market prices have been obtained from independent pricing sources.

The investment portfolio complied with the PFIA and the Entity's approved Investment Policy and Strategy throughout the period. All investment transactions made in the portfolio during this period were made on behalf of the Entity and were made in full compliance with the PFIA and the approved Investment Policy.

Officer Names and Titles:

 Name: Marisa Perry, CPA	 Title: Chief Financial Officer/VP of Finance
 Name: Raymond Suarez	 Title: Chief Executive Officer

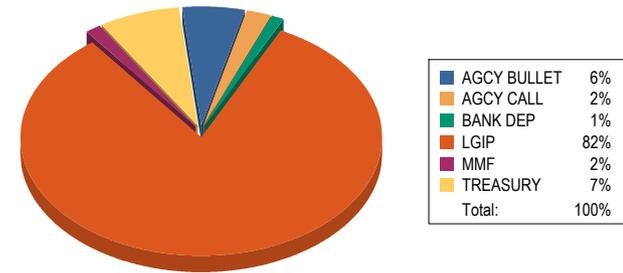
Account Summary

Allocation by Security Type

Beginning Values as of 03/31/21

Ending Values as of 06/30/21

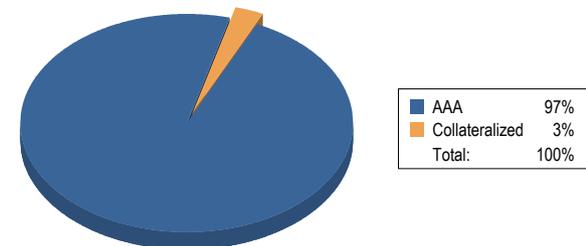
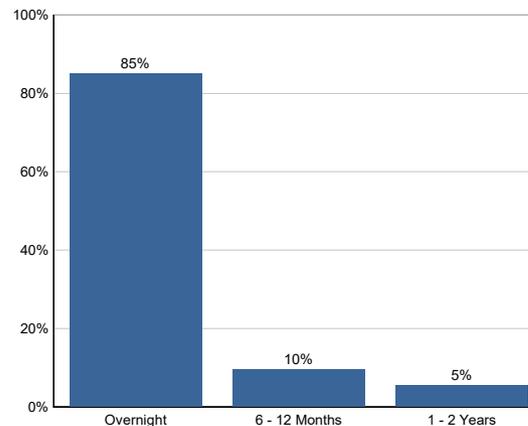
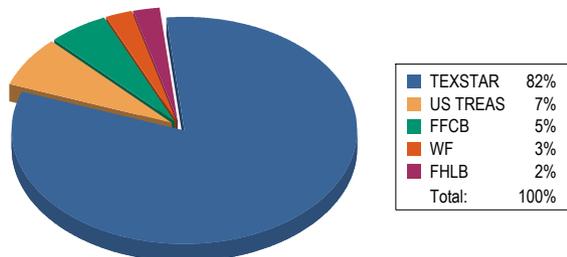
Par Value	53,302,178.89	63,622,657.79
Market Value	53,355,321.19	63,678,799.54
Book Value	53,345,352.91	63,670,552.49
Unrealized Gain/(Loss)	9,968.28	8,247.05
Market Value %	100.02%	100.01%
Weighted Avg. YTW	0.081%	0.046%
Weighted Avg. YTM	0.081%	0.046%



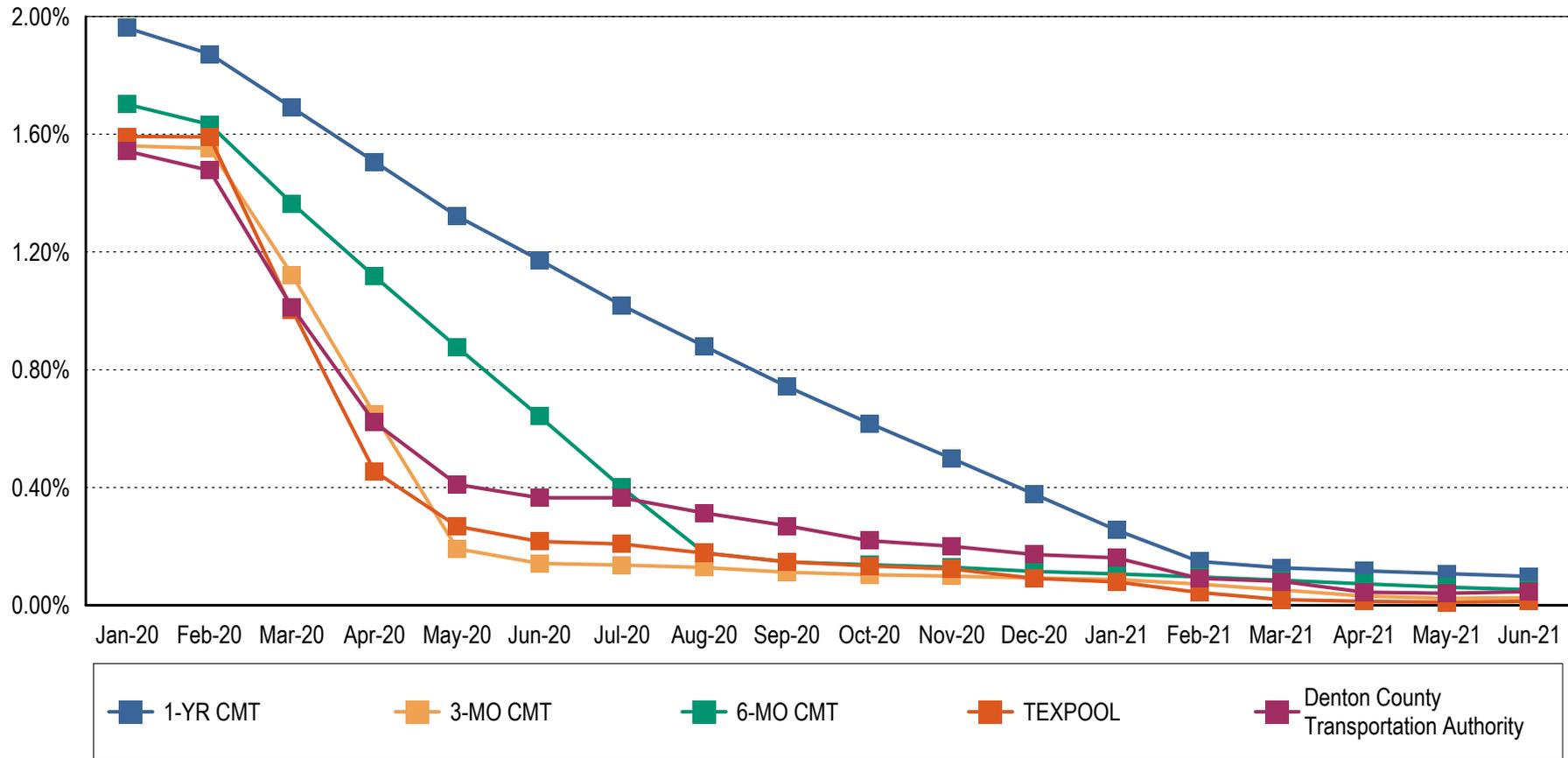
Allocation by Issuer

Maturity Distribution %

Credit Quality



Weighted Average Days to Maturity: 60



Note 1: CMT stands for Constant Maturity Treasury. This data is published in Federal Reserve Statistical Release H.15 and represents an average of all actively traded Treasury securities having that time remaining until maturity. This is a standard industry benchmark for Treasury securities. The CMT benchmarks are moving averages. The 3-month CMT is the daily average for the previous 3 months, the 6-month CMT is the daily average for the previous 6 months, and the 1-year and 2-year CMT's are the daily averages for the previous 12-months.

Note 2: Benchmark data for TexPool is the monthly average yield.



Denton County Transportation Authority
Detail of Security Holdings
 As of 06/30/2021

CUSIP	Settle Date	Sec. Type	Sec. Description	CPN	Mty Date	Next Call	Call Type	Par Value	Purch Price	Orig Cost	Book Value	Mkt Price	Market Value	Days to Mty	Days to Call	YTM	YTW
2011 Bond Fund																	
WF-MANA		BANK DEP	Wells Fargo Managed Rate					697,501.34	100.000	697,501.34	697,501.34	100.000	697,501.34	1		0.160	0.160
Total for 2011 Bond Fund								697,501.34	100.000	697,501.34	697,501.34	100.000	697,501.34	1		0.160	0.160
Additional Reserve Fund																	
TEXSTAR		LGIP	TexSTAR					953,448.47	100.000	953,448.47	953,448.47	100.000	953,448.47	1		0.010	0.010
Total for Additional Reserve Fund								953,448.47	100.000	953,448.47	953,448.47	100.000	953,448.47	1		0.010	0.010
Bond Fund																	
TEXSTAR		LGIP	TexSTAR					1,892,971.81	100.000	1,892,971.81	1,892,971.81	100.000	1,892,971.81	1		0.010	0.010
Total for Bond Fund								1,892,971.81	100.000	1,892,971.81	1,892,971.81	100.000	1,892,971.81	1		0.010	0.010
Operating Fund																	
WF-SWEEP		MMF	Wells Fargo Sweep					1,019,517.58	100.000	1,019,517.58	1,019,517.58	100.000	1,019,517.58	1		0.000	0.000
Total for Operating Fund								1,019,517.58	100.000	1,019,517.58	1,019,517.58	100.000	1,019,517.58	1		0.000	0.000
Reserve Fund																	
TEXSTAR		LGIP	TexSTAR					1,696,626.74	100.000	1,696,626.74	1,696,626.74	100.000	1,696,626.74	1		0.010	0.010
912828H86	02/12/21	TREAS NOTE	U.S. Treasury	1.500	01/31/22			1,500,000.00	101.367	1,520,507.81	1,512,365.07	100.844	1,512,656.25	215		0.085	0.085
313378CR0	03/13/20	AGCY BULET	FHLB	2.250	03/11/22			1,500,000.00	103.110	1,546,650.00	1,516,309.89	101.514	1,522,714.65	254		0.677	0.677
912828ZG8	02/22/21	TREAS NOTE	U.S. Treasury	0.375	03/31/22			1,500,000.00	100.328	1,504,921.88	1,503,345.11	100.219	1,503,281.25	274		0.077	0.077
912828XR6	04/20/21	TREAS NOTE	U.S. Treasury	1.750	05/31/22			1,500,000.00	101.852	1,527,773.44	1,522,849.49	101.516	1,522,734.45	335		0.085	0.085
3133EMCH3	10/13/20	AGCY CALL	FFCB	0.160	10/13/22	10/13/2021	CONT	1,500,000.00	99.875	1,498,125.00	1,498,795.98	100.007	1,500,106.95	470	105	0.223	0.223
3133EMH96	06/25/21	AGCY BULET	FFCB	0.125	06/14/23			2,000,000.00	99.709	1,994,180.00	1,994,229.16	99.732	1,994,648.20	714		0.273	0.273
Total for Reserve Fund								11,196,626.74	100.830	11,288,784.87	11,244,521.44	100.506	11,252,768.49	335		0.204	0.204



Denton County Transportation Authority
Detail of Security Holdings
As of 06/30/2021

CUSIP	Settle Date	Sec. Type	Sec. Description	CPN	Mty Date	Next Call	Call Type	Par Value	Purch Price	Orig Cost	Book Value	Mkt Price	Market Value	Days to Mty	Days to Call	YTM	YTW
Sales Tax Fund																	
TEXSTAR		LGIP	TexSTAR					47,862,591.85	100.000	47,862,591.85	47,862,591.85	100.000	47,862,591.85	1		0.010	0.010
Total for Sales Tax Fund								47,862,591.85	100.000	47,862,591.85	47,862,591.85	100.000	47,862,591.85	1		0.010	0.010
Total for Denton County Transportation Authority								63,622,657.79	100.147	63,714,815.92	63,670,552.49	100.089	63,678,799.54	60		0.046	0.046



Regular Agenda 1, Exhibit 1(a)
Denton County Transportation Authority
Change in Value
 From 03/31/2021 to 06/30/2021

CUSIP	Security Type	Security Description	03/31/21 Book Value	Cost of Purchases	Maturities / Calls / Sales	Amortization / Accretion	Realized Gain/(Loss)	06/30/21 Book Value	03/31/21 Market Value	06/30/21 Market Value	Change in Mkt Value
2011 Bond Fund											
WF-MANA	BANK DEP	Wells Fargo Managed Rate	823,248.58	126.34	(125,873.58)	0.00	0.00	697,501.34	823,248.58	697,501.34	(125,747.24)
Total for 2011 Bond Fund			823,248.58	126.34	(125,873.58)	0.00	0.00	697,501.34	823,248.58	697,501.34	(125,747.24)
Additional Reserve Fund											
TEXSTAR	LGIP	TexSTAR	887,567.76	65,880.71	0.00	0.00	0.00	953,448.47	887,567.76	953,448.47	65,880.71
Total for Additional Reserve Fund			887,567.76	65,880.71	0.00	0.00	0.00	953,448.47	887,567.76	953,448.47	65,880.71
Bond Fund											
TEXSTAR	LGIP	TexSTAR	1,192,924.79	700,047.02	0.00	0.00	0.00	1,892,971.81	1,192,924.79	1,892,971.81	700,047.02
Total for Bond Fund			1,192,924.79	700,047.02	0.00	0.00	0.00	1,892,971.81	1,192,924.79	1,892,971.81	700,047.02
Operating Fund											
WF-MANA	BANK DEP	Wells Fargo Managed Rate	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
WF-SWEEP	MMF	Wells Fargo Sweep	1,053,705.93	433,301.90	(467,490.25)	0.00	0.00	1,019,517.58	1,053,705.93	1,019,517.58	(34,188.35)
Total for Operating Fund			1,053,705.93	433,301.90	(467,490.25)	0.00	0.00	1,019,517.58	1,053,705.93	1,019,517.58	(34,188.35)
Reserve Fund											
TEXSTAR	LGIP	TexSTAR	4,216,854.17	31.32	(2,520,258.75)	0.00	0.00	1,696,626.74	4,216,854.17	1,696,626.74	(2,520,227.43)
WF-PREM	BANK DEP	Wells Fargo Premium Rate	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
9128284G2	TREAS NOTE	U.S. Treasury 2.375 04/15/21	1,000,293.36	0.00	(1,000,000.00)	(293.36)	0.00	0.00	1,000,890.10	0.00	(1,000,890.10)
912828H86	TREAS NOTE	U.S. Treasury 1.500 01/31/22	1,517,695.94	0.00	0.00	(5,330.87)	0.00	1,512,365.07	1,517,812.50	1,512,656.25	(5,156.25)
313378CR0	AGCY BULET	FHLB 2.250 03/11/22	1,522,167.17	0.00	0.00	(5,857.28)	0.00	1,516,309.89	1,530,385.65	1,522,714.65	(7,671.00)
912828ZG8	TREAS NOTE	U.S. Treasury 0.375 03/31/22	1,504,455.78	0.00	0.00	(1,110.67)	0.00	1,503,345.11	1,504,453.20	1,503,281.25	(1,171.95)
912828XR6	TREAS NOTE	U.S. Treasury 1.750 05/31/22	0.00	1,527,773.44	0.00	(4,923.95)	0.00	1,522,849.49	0.00	1,522,734.45	1,522,734.45
3133EMCH3	AGCY CALL	FFCB 0.160 10/13/22	1,498,561.77	0.00	0.00	234.21	0.00	1,498,795.98	1,499,600.85	1,500,106.95	506.10
3133EMH96	AGCY BULET	FFCB 0.125 06/14/23	0.00	1,994,180.00	0.00	49.16	0.00	1,994,229.16	0.00	1,994,648.20	1,994,648.20
Total for Reserve Fund			11,260,028.19	3,521,984.76	(3,520,258.75)	(17,232.76)	0.00	11,244,521.44	11,269,996.47	11,252,768.49	(17,227.98)



Denton County Transportation Authority
Change in Value
From 03/31/2021 to 06/30/2021

CUSIP	Security Type	Security Description	03/31/21 Book Value	Cost of Purchases	Maturities / Calls / Sales	Amortization / Accretion	Realized Gain/(Loss)	06/30/21 Book Value	03/31/21 Market Value	06/30/21 Market Value	Change in Mkt Value
Sales Tax Fund											
TEXSTAR	LGIP	TexSTAR	38,127,877.66	9,734,714.19	0.00	0.00	0.00	47,862,591.85	38,127,877.66	47,862,591.85	9,734,714.19
Total for Sales Tax Fund			38,127,877.66	9,734,714.19	0.00	0.00	0.00	47,862,591.85	38,127,877.66	47,862,591.85	9,734,714.19
Total for Denton County Transportation Authority			53,345,352.91	14,456,054.92	(4,113,622.58)	(17,232.76)	0.00	63,670,552.49	53,355,321.19	63,678,799.54	10,323,478.35



Regular Agenda 1, Exhibit 1(a)
Denton County Transportation Authority
Earned Income
 From 03/31/2021 to 06/30/2021

CUSIP	Security Type	Security Description	Beg. Accrued	Interest Earned	Interest Rec'd / Sold / Matured	Interest Purchased	Ending Accrued	Disc Accr / Prem Amort	Net Income
2011 Bond Fund									
WF-MANA	BANK DEP	Wells Fargo Managed Rate	0.00	278.41	278.41	0.00	0.00	0.00	278.41
Total for 2011 Bond Fund			0.00	278.41	278.41	0.00	0.00	0.00	278.41
Additional Reserve Fund									
TEXSTAR	LGIP	TexSTAR	0.00	23.74	23.74	0.00	0.00	0.00	23.74
Total for Additional Reserve Fund			0.00	23.74	23.74	0.00	0.00	0.00	23.74
Bond Fund									
TEXSTAR	LGIP	TexSTAR	0.00	47.02	47.02	0.00	0.00	0.00	47.02
Total for Bond Fund			0.00	47.02	47.02	0.00	0.00	0.00	47.02
Operating Fund									
Total for Operating Fund			0.00	0.00	0.00	0.00	0.00	0.00	0.00
Reserve Fund									
TEXSTAR	LGIP	TexSTAR	0.00	95.67	95.67	0.00	0.00	0.00	95.67
9128284G2	TREAS NOTE	U.S. Treasury 2.375 04/15/21	10,961.54	913.46	11,875.00	0.00	0.00	(293.36)	620.10
912828H86	TREAS NOTE	U.S. Treasury 1.500 01/31/22	3,729.28	5,656.08	0.00	0.00	9,385.36	(5,330.87)	325.21
313378CR0	AGCY BULET	FHLB 2.250 03/11/22	1,875.00	8,437.50	0.00	0.00	10,312.50	(5,857.28)	2,580.22
912828ZG8	TREAS NOTE	U.S. Treasury 0.375 03/31/22	15.37	1,398.56	0.00	0.00	1,413.93	(1,110.67)	287.89
912828XR6	TREAS NOTE	U.S. Treasury 1.750 05/31/22	0.00	5,180.09	13,125.00	(10,168.27)	2,223.36	(4,923.95)	256.14
3133EMCH3	AGCY CALL	FFCB 0.160 10/13/22	1,120.00	600.00	1,200.00	0.00	520.00	234.21	834.21
3133EMH96	AGCY BULET	FFCB 0.125 06/14/23	0.00	41.67	0.00	(76.39)	118.06	49.16	90.83
Total for Reserve Fund			17,701.19	22,323.03	26,295.67	(10,244.66)	23,973.21	(17,232.76)	5,090.27



Regular Agenda 1, Exhibit 1(a)
Denton County Transportation Authority
Earned Income
From 03/31/2021 to 06/30/2021

CUSIP	Security Type	Security Description	Beg. Accrued	Interest Earned	Interest Rec'd / Sold / Matured	Interest Purchased	Ending Accrued	Disc Accr / Prem Amort	Net Income
Sales Tax Fund									
TEXSTAR	LGIP	TexSTAR	0.00	1,078.31	1,078.31	0.00	0.00	0.00	1,078.31
Total for Sales Tax Fund			0.00	1,078.31	1,078.31	0.00	0.00	0.00	1,078.31
Total for Denton County Transportation Authority			17,701.19	23,750.51	27,723.15	(10,244.66)	23,973.21	(17,232.76)	6,517.75



Denton County Transportation Authority
Investment Transactions
 From 04/01/2021 to 06/30/2021

Trade Date	Settle Date	CUSIP	Security Type	Security Description	Coupon	Mty Date	Call Date	Par Value	Price	Principal Amount	Int Purchased / Received	Total Amount	Realized Gain / Loss	YTM	YTW
Reserve Fund															
Maturities															
04/15/21	04/15/21	9128284G2	TREAS NOTE	U.S. Treasury	2.375	04/15/21		1,000,000.00	100.000	1,000,000.00	0.00	1,000,000.00		1.606	
Total for: Maturities								1,000,000.00		1,000,000.00	0.00	1,000,000.00		1.606	
Purchases															
04/19/21	04/20/21	912828XR6	TREAS NOTE	U.S. Treasury	1.750	05/31/22		1,500,000.00	101.852	1,527,773.44	10,168.27	1,537,941.71		0.085	0.085
06/24/21	06/25/21	3133EMH96	AGCY BULET	FFCB	0.125	06/14/23		2,000,000.00	99.709	1,994,180.00	76.39	1,994,256.39		0.273	0.273
Total for: Purchases								3,500,000.00		3,521,953.44	10,244.66	3,532,198.10		0.192	0.192
Income Payments															
04/13/21	04/13/21	3133EMCH3	AGCY CALL	FFCB	0.160	10/13/22				0.00	1,200.00	1,200.00			
04/15/21	04/15/21	9128284G2	TREAS NOTE	U.S. Treasury	2.375	04/15/21				0.00	11,875.00	11,875.00			
06/01/21	05/31/21	912828XR6	TREAS NOTE	U.S. Treasury	1.750	05/31/22				0.00	13,125.00	13,125.00			
Total for: Income Payments										0.00	26,200.00	26,200.00			



Denton County Transportation Authority
Investment Transactions
From 04/01/2021 to 06/30/2021

Trade Date	Settle Date	CUSIP	Security Type	Security Description	Coupon	Mty Date	Call Date	Par Value	Price	Principal Amount	Int Purchased / Received	Total Amount	Realized Gain / Loss	YTM	YTW
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Total for All Portfolios

Transaction Type	Quantity	Total Amount	Realized G/L	YTM	YTW
Total Maturities	1,000,000.00	1,000,000.00		1.606	
Total Purchases	3,500,000.00	3,532,198.10		0.192	0.192
Total Income Payments	0.00	26,200.00			



Denton County Transportation Authority
Amortization and Accretion
From 03/31/2021 to 06/30/2021

CUSIP	Settle Date	Security Type	Security Description	Next Call Date	Purchase Qty	Orig Price	Original Cost	Amrt/Accr for Period	Total Amrt/Accr Since Purch	Remaining Disc / Prem	Book Value
Reserve Fund											
9128284G2	01/17/20	TREAS NOTE	U.S. Treasury 2.375 04/15/21		0.00	100.941	0.00	(293.36)	0.00	0.00	0.00
912828H86	02/12/21	TREAS NOTE	U.S. Treasury 1.500 01/31/22		1,500,000.00	101.367	1,520,507.81	(5,330.87)	(8,142.74)	(12,365.07)	1,512,365.07
313378CR0	03/13/20	AGCY BULET	FHLB 2.250 03/11/22		1,500,000.00	103.110	1,546,650.00	(5,857.28)	(30,340.11)	(16,309.89)	1,516,309.89
912828ZG8	02/22/21	TREAS NOTE	U.S. Treasury 0.375 03/31/22		1,500,000.00	100.328	1,504,921.88	(1,110.67)	(1,576.77)	(3,345.11)	1,503,345.11
912828XR6	04/20/21	TREAS NOTE	U.S. Treasury 1.750 05/31/22		1,500,000.00	101.852	1,527,773.44	(4,923.95)	(4,923.95)	(22,849.49)	1,522,849.49
3133EMCH3	10/13/20	AGCY CALL	FFCB 0.160 10/13/22	10/13/21	1,500,000.00	99.875	1,498,125.00	234.21	670.98	1,204.02	1,498,795.98
3133EMH96	06/25/21	AGCY BULET	FFCB 0.125 06/14/23		2,000,000.00	99.709	1,994,180.00	49.16	49.16	5,770.84	1,994,229.16
Total for Reserve Fund					9,500,000.00		9,592,158.13	(17,232.76)	(44,263.43)	(47,894.70)	9,547,894.70
Total for Denton County Transportation Authority					9,500,000.00		9,592,158.13	(17,232.76)	(44,263.43)	(47,894.70)	9,547,894.70



Denton County Transportation Authority

Projected Cash Flows

Cash Flows for next 180 days from 06/30/2021

CUSIP	Security Type	Security Description	Pay Date	Interest	Principal	Total Amount
Reserve Fund						
912828H86	TREAS NOTE	U.S. Treasury 1.500 01/31/22	07/31/21	11,250.00	0.00	11,250.00
313378CR0	AGCY BULET	FHLB 2.250 03/11/22	09/11/21	16,875.00	0.00	16,875.00
912828ZG8	TREAS NOTE	U.S. Treasury 0.375 03/31/22	09/30/21	2,812.50	0.00	2,812.50
3133EMCH3	AGCY CALL	FFCB 0.160 10/13/22	10/13/21	1,200.00	0.00	1,200.00
912828XR6	TREAS NOTE	U.S. Treasury 1.750 05/31/22	11/30/21	13,125.00	0.00	13,125.00
3133EMH96	AGCY BULET	FFCB 0.125 06/14/23	12/14/21	1,250.00	0.00	1,250.00
Total for Reserve Fund				46,512.50	0.00	46,512.50



Denton County Transportation Authority

Projected Cash Flows

Cash Flows for next 180 days from 06/30/2021

CUSIP	Security Type	Security Description	Pay Date	Interest	Principal	Total Amount
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Total for All Portfolios

			July 2021	11,250.00	0.00	11,250.00
			September 2021	19,687.50	0.00	19,687.50
			October 2021	1,200.00	0.00	1,200.00
			November 2021	13,125.00	0.00	13,125.00
			December 2021	1,250.00	0.00	1,250.00
Total Projected Cash Flows for Denton County Transportation Authorit				46,512.50	0.00	46,512.50

Board of Directors Memo

July 22, 2021

SUBJECT: Quarterly Grants Report Q3 FY21

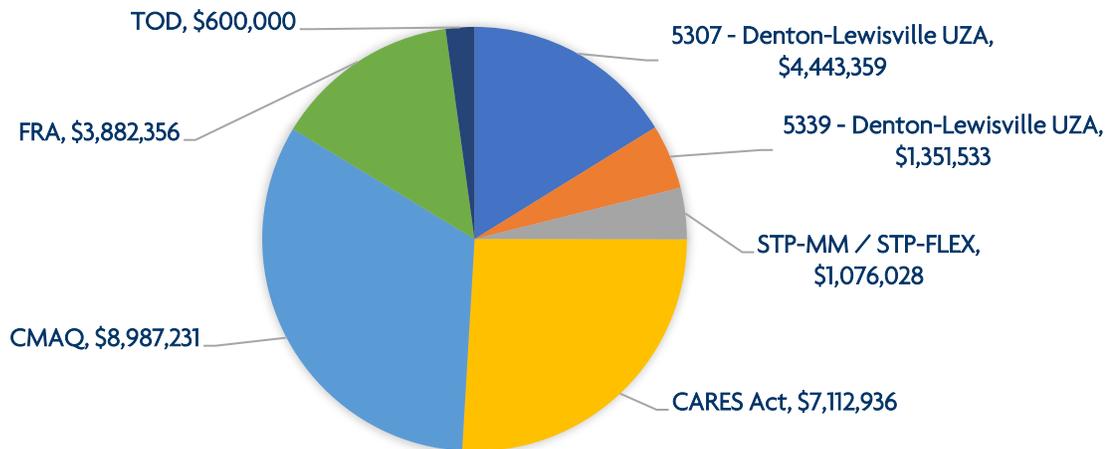
Recommendation

Staff recommends approval of the quarterly grants report for Q3 FY21.

Background

DCTA currently has 13 open, fully executed grants that provide reimbursements for various capital projects, rail and bus preventive maintenance, operating assistance and ADA paratransit service. The grant funding sources include Federal Transit Administration (FTA) and Federal Railroad Administration (FRA). Total grant balance was \$27.5 million as of 6/30/2021. Of this total, \$4.5 million is obligated for Positive Train Control (PTC), \$5.8 million is obligated for the FY16-19 Program of Projects, \$7.1 million is obligated for the Coronavirus Aid, Relief, and Economic Security (CARES) Act, and \$9.0 million is obligated for the Congestion, Mitigation & Quality (CMAQ) program.

GRANTS FUNDING LEVELS \$27.5 MILLION AS OF 6/30/2021



Program	Q2 FY21 Balance	Q3 FY21 Balance	Grant Activity
Denton-Lewisville UZA (5307)	\$ 4,889,811	\$ 4,443,359	Fleet Replacement, Bus Preventive Maintenance, Safety & Security, ADA Paratransit
Bus and Bus Facilities (5339)	1,351,533	1,351,533	Fleet Replacement
STP-MM / STP-FLEX	1,141,681	1,076,028	PTC Implementation & Vanpool
New Freedom (NF) Funding (5317)	94,687	-	Train-the-Trainer
CARES Act	14,122,842	7,112,936	Operating Assistance, Safety & Security, Rail Preventive Maintenance
Congestion Mitigation & Air Quality	8,987,231	8,987,231	Land Acquisition and Construction (Old Town)
Consolidated Rail Infrastructure and Safety Improvements (CRISI) (FRA)	3,882,356	3,882,356	PTC Enhancements
Transit Oriented Development	-	600,000	Kansas City Southern (KCS) Rail Corridor study
Total	\$ 34,470,141	\$ 27,453,443	

Pending Funding and Other Grant Activity

DCTA's FY21 formula funding apportionment of \$9 million is currently going through the required Transportation Improvement Program (TIP) modification process with NCTCOG and will be ready for grant execution in early FY22. Funds will be used for operating assistance, ADA paratransit, preventive maintenance, safety & security, and bus facility rehabilitation.

Last quarter, DCTA was apportioned \$14.1 million at 100% federal reimbursement via the American Rescue Plan (ARP) Act of 2021. DCTA submitted an application to FTA in June, and, in accordance with eligibility guidance, will use the funds for payroll and operating expenses. Staff anticipates the majority of the funding to be utilized in FY22.

DCTA submitted costs incurred while providing vaccine shuttle services to Texas Motor Speedway in March and April to Denton County for reimbursement through FEMA. DCTA will submit final expenses for services provided in May by mid-July.

This quarter, DCTA submitted the final invoice and close out report to NCTCOG for the New Freedom, Train-the-Trainer project.

In early July 2021, DCTA executed the Transit Oriented Development grant for the Kansas City Southern (KCS) Rail Corridor study. This project is expected to begin in September 2021.

The table below provides information on all pending grants that have not yet been fully executed.

Program	Amount	Grant Activity	Funding Status
FY17 Bus & Bus Facilities	\$ 2,625,000	Light maintenance facility	Pending FTA review
FY19 5339 Formula	530,768	Fleet replacement, enhanced ADA access	Development; pending project planning by DCTA
FY20 POP Formula	8,702,722	Operating assistance, ADA paratransit, Preventive maintenance, Safety & Security	Development; pending project planning by DCTA
FY21 POP Formula	9,008,301	Operating assistance, ADA paratransit, Preventive maintenance, Safety & Security	Development; pending project planning by DCTA
FY21 ARP	14,073,192	Operating assistance	Pending FTA review
TOTAL	\$ 34,939,983		

Previous Board Activity & Action

There has been no previous Board-level activity on this item.

Identified Need

Provides the Board of Directors a quarterly status on grant balances and significant grant activity.

Financial Impact

This item is included for informational purposes only; there is no financial impact associated with this item. Grant revenues were adopted with the FY21 budget.



Submitted By: Whitney Trayler
Whitney Trayler, Grants Manager

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

Approval: Raymond Suarez
Raymond Suarez, Chief Executive Officer

Board of Directors Memo

July 22, 2021

SUBJECT: Presentation and Discussion of Audit Plan for FY2021 Financial Statements

Recommendation

This item is for discussion purposes only. No action is required.

Background

On March 10, 2021, the Board approved the award of RFP 21-02, Annual Audit Services, to Plante & Moran, PLLC for an initial term of three (3) years with the option to extend for two (2) additional one (1) year terms. The initial term commenced on April 1, 2021 and will end March 31, 2024. At the beginning of each year's audit, Plante & Moran will present a proposed audit plan and will invite the Board to share any additional information relevant to the audit.

Previous Board Activity & Action

There has been no previous Board-level activity on this item.

Identified Need

DCTA is required by the Texas Transportation Code Chapter 460 to complete an annual audit of the affairs of the authority prepared by an independent certified public accountant. This contract will also include performance of an annual single audit as well as agreed upon procedures required for DCTA's National Transit Database (NTD) reporting. This item provides the Board of Directors a summary of the auditor's responsibilities under professional standards, the planned scope and timing for the audit, and the potential risks identified as well as corresponding responses.

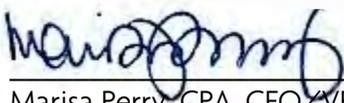
Financial Impact

There is no financial impact associated with this item.

Exhibits

Exhibit 1: FY2021 Pre-Audit Letter from Plante Moran

Submitted By: 
Amber Karkauskas, Controller

Final Review: 
Marisa Perry, CPA, CFO/VP of Finance

Approval: 
Raymond Suarez, CEO

June 9, 2021

Board of Directors
Denton County Transportation Authority
1955 Lakeway Drive Ste. 260
Lewisville, TX 75057

Dear Board of Directors:

We are in the process of planning for the audit of the financial statements of Denton County Transportation Authority (the "Authority") for the year ended September 30, 2021. An important aspect of planning for the audit is communication with those who have responsibility for overseeing the strategic direction of the Authority and obligations related to the accountability of the Authority. At the Authority these responsibilities and obligations are held by the Board of Directors, collectively and individually; therefore, it is important for us to communicate with each of you in your role as a member of the Board of Directors.

As part of this communication process, we plan to speak with Chris Watts, Board Chairperson, regarding our responsibilities under generally accepted auditing standards and the planned scope and timing of our audit. The purpose of this letter is to provide each of you with a summary of those discussions and to provide you with the opportunity to communicate with us on matters that may impact our audit.

Our Responsibility Under Generally Accepted Auditing Standards and Generally Accepted Government Auditing Standards

As stated in the signed contract addressed to the Authority and dated March 18, 2021, our responsibility, as described by professional standards, is to express an opinion about whether the financial statements prepared by management with your oversight are fairly presented, in all material respects, in conformity with U.S. generally accepted accounting principles. Our audit of the financial statements does not relieve you or management of your responsibilities.

In accordance with Generally Accepted Government Auditing Standards (GAO Standards), we are required to communicate all noncompliance with provisions of laws, regulations, contracts or grants that have a material effect on the financial statements that comes to our attention. GAO standards also require that we report any instances of abuse identified during that audit that could be quantitatively or qualitatively material to the financial statements.

We may need to include an emphasis-of-matter paragraph in the auditor's report informing the users of the financial statements about the adoption of GASB Statement No. 84, if it has a significant impact. The Authority is still working through this analysis. If there is a significant impact, the proposed wording of the emphasis-of-matter paragraph follows:

As described in Note X to the basic financial statements, in 2020, the Authority adopted the provisions of Governmental Accounting Standards Board (GASB) Statement No. 84, Fiduciary Activities, which established accounting and financial reporting standards for the identification and reporting of fiduciary activities. Our opinion is not modified with respect to this matter.

Overview of the Planned Scope and Timing of the Audit

Our audit fieldwork will include three phases. The planning and preliminary information-gathering phase will occur during August and September 2021; the risk assessment phase in October 2021; and the rest of our audit procedures will be performed during November and December 2021.

To plan an effective audit, we must identify significant risks of misstatement in the financial statements and design procedures to address those risks.

We identified the following areas of the audit that we will focus on that, in our brainstorming session, we identified as potential significant risks of misstatement:

- Proper recording of Fiduciary Activities upon adoption of GASB 84
- Proper accounting treatment for CARES Act funding received by DCTA including accuracy and completeness of the Schedule of Expenditures for Federal Awards (SEFA)
- Proper controls in place to facilitate adequate control environment include proper segregation of duties during the COVID-19 pandemic.
- Proper accounting treatment for debt refinanced by the Authority during the fiscal year.

In response to these identified significant risks, we will perform the following:

- Confirm correct conclusions reached for all Fiduciary Activities of DCTA, whether required to be reported by GASB 84 or not, by reviewing supporting documentation for each activity
- Assess whether the CARES Act funds were spent in accordance with the Act and that related transactions are recorded correctly in the general ledger. We will also test and assess the completeness of the SEFA in conjunction with the Single Audit of Federal Awards
- Confirm through observation and inspection that accounting procedures and controls were in place and functioning as intended during any period in which employees may have been working from home
- Obtain debt refinancing agreements in conjunction with reviewing the general ledger to ensure refinanced debt was appropriately accounted for

We will gain an understanding of accounting processes and key internal controls through a review of the accounting procedures questionnaires and control procedures questionnaires prepared by management. We will confirm through observation and inspection procedures that accounting procedures and controls included in the questionnaires have been implemented. In addition, we plan to perform testing of the effectiveness of controls over financial reporting. We will not express an opinion on the effectiveness of internal control over financial reporting; however, we will communicate to you significant deficiencies and material weaknesses identified in connection with our audit.

The concept of materiality is inherent in our work. We place greater emphasis on those items that have, on a relative basis, more importance to the financial statements and greater possibilities of material error than with those items of lesser importance or those in which the possibility of material error is remote.

Information from You Relevant to Our Audit

An important aspect of this communication process is the opportunity for us to obtain from you information that is relevant to our audit. Your views about any of the following are relevant to our audit:

June 9, 2021

- The Authority's objectives and strategies, and the related business risks that may result in material misstatements
- Matters you consider warrant particular attention during the audit, and any areas where you want to request additional procedures be undertaken
- Concerns about the Authority's internal control and its importance to the Authority, including how the Board of Directors oversees the effectiveness of internal control and the detection or possibility of fraud
- Significant communications with regulators
- The actions of the Board of Directors in response to developments in accounting standards, regulations, laws, previous communications from us, and other related matters

If you have any information to communicate to us regarding the above or any other matters you believe are relevant to the audit, or if you would like to discuss the audit in more detail, please call me at 810.766.6022 as soon as possible.

Thank you for your time and consideration in this important aspect of the audit process. You can expect to hear from us again after the completion of our audit when we will report to you the significant findings from the audit.

Very truly yours,

Plante & Moran, PLLC



Pamela L. Hill, CPA
Partner



Keith Szymanski, CPA
Senior Manager

Board of Directors Memo

July 22, 2021

Subject: Discuss and Consider Approval of A-train Schedule Enhancements for Implementation on September 7, 2021

Recommendation:

Staff recommends approval of either service parameters Option #1 or Option #2 proposed herein for the enhanced rail service schedule implementation beginning September 7, 2021. with 30-minute weekday frequency (Monday through Friday) and 60-minute frequency on Saturdays. This enhanced A-train service will provide more trip opportunities and Green Line connection opportunities for DCTA rail passengers.

Background:

DCTA Board discussion at the June Board meeting demonstrated support to improve the frequency of the A-train service to 30-minute frequency Monday through Friday and 60-minute frequency on Saturdays. Per Board direction, staff has developed the following two options of A-train service parameters for implementation on September 7, 2021.

Proposed Option #1 service parameters can be accommodated within the current proposed FY22 budget, A-train service on Friday and Saturday would end at 9:44PM. Proposed Option #2 service parameters exceeds the current proposed FY22 budget by \$29,522, with Friday and Saturday service extending to 10:44PM.

Proposed Schedule Option 1

Days	Approximate Service Times	Frequency	Trains per Day
Monday through Friday	4:20 am - 9:44 pm	30 Minutes	67
Saturday	7:20 am - 9:44 pm	60 Minutes	29

Proposed Schedule Option 2

Days	Approximate Service Times	Frequency	Trains Per Day
Monday through Thursday	4:20 am-9:44pm	30 Minutes	67
Friday	4:20am-10:44pm	30 Minutes	69
Saturday	7:20am-10:44 pm	60 Minutes	31

Current Schedule

Days	Service Times	Frequency	Trains Per Day
Monday through Friday	4:20 am - 9:44 pm	30 Minute (AM/PM Peak) 60 Minutes (Off Peak)	43
Saturday	7:30 am - 12:18am (Sunday)	120 Minutes	18

Previous Board Activity and Action

Board demonstrated support for enhanced A-train service during the DCTA Budget Workshop discussion held on June 17, 2021.

Identified Need

Enhanced DCTA's A-train service will align with proposed Go-Zone service and provide additional trip opportunities for passengers. The additional services is intended to provide improved mobility designed to increase ridership.



Financial Impact

The FY21 budget can accommodate the cost of an enhanced schedule for September and the proposed FY22 budget will accommodate proposed Option #1. If the Board selects proposed Option #2, staff will modify the proposed FY22 budget to include the additional \$29,522.

Exhibits

Exhibit 1: Rail Service Cost Comparison Overview

Submitted By: Rony Philip, Sr. Director Rail Operations

Final Review: Kristina Holcomb, Deputy CEO

Rail Service Cost Comparison Overview

	PRE-COVID			CURRENT		
	Monday-Thursday	Friday	Saturday	Monday-Friday	Saturday	
Total Trains Per Day	68	70	18	43	18	
Frequency	30 Minutes	30 Minutes	120 Minutes	30 Minutes (AM/PM Peak) 60 Minutes (Off Peak)	120 Minutes	
Service Hours	4:10AM-10:13PM	4:10AM-12:13AM	7:30AM-12:18AM	4:20 AM-9:44 PM	7:30 AM-12:18AM	
	Units (Annual)	Rate	Total	Unit (Annual)	Rate	Total
Train Crew Hours	19,538	\$142.21/Hour	\$2,778,498	14,937	\$115/Hour	\$1,717,755
Car Miles	391,163	\$3.50/Mile	\$1,369,070	288,951	\$5.35/Mile	\$1,545,888
Total Approx Cost	\$4,147,568			\$3,263,643		
	OPTION #1			OPTION #2		
	Monday-Friday	Saturday		Monday-Thursday	Friday	Saturday
Total Trains Per Day	67	29		67	69	31
Frequency	30 Minutes	60 Minutes		30 Minutes	30 Minutes	60 Minutes
Service Hours	4:20 AM-9:44 PM	7:20 AM-9:44 PM		4:20 AM-9:44 PM	4:20 AM-10:44 PM	7:20AM – 10:44 PM
	Units (Annual)	Rate	Total	Units (Annual)	Rate	Total
Train Crew Hours	19,215	\$150.99/Hour	\$2,901,273	19,422	\$150.99/Hour	\$2,932,528
Car Miles	399,568	\$3.72/Mile	\$1,468,393	403,915	\$3.72/Mile	\$1,502,564
Total Approx Cost	\$4,369,666			\$4,435,092		
Proposed FY22 Budget	\$4,405,570			\$4,405,570		

Board of Directors Memo

July 22, 2021

SUBJECT: Discuss and Consider Approval of GoZone Service Plan for Launch on September 7, 2021

Recommendation

Staff is requesting Board action on the following items:

- Launch date
- GoZone Base Service plan – found in Exhibit 1
- GoZone Phase I Add-On plan – found in Exhibit 1
- GoZone up front hard costs – found in Exhibit 1
- Length of time for GoZone service and all fixed routes* and existing on-demand zones* to run concurrently (*Denton Connect Routes 1, 2, 3, 4, 6 & 7; Lewisville Connect Routes 21 & 22; Lewisville Lakeway On-Demand Zone; DDTC Evening On-Demand Zone; North Texas Xpress)

Background

In July of 2020, DCTA issued Solicitation 2007-001 to the current MaaS providers seeking responses for On-Demand Service from firms or contractor teams that have entered into master on-call contracts under Request for Proposals (RFP) 19-05 Mobility-as-a-Service with the intent to use these services within Member Cities and other areas DCTA serves outside the member cities through contracted services.

The purpose of the solicitation was to select non-traditional, mobility brokers, providers, and system integrators with the ability to provide DCTA with the expertise, resources, and innovative ideas needed to plan, design, operate, maintain, and broker on-demand, shared ride transit services within and between the boundaries of various locations throughout DCTA's service area.

A recommendation to select two service providers to continue in the competitive process, SpareLabs/Lyft and River North Transit (Via) were presented at the September 2020 board meeting. The board authorized staff to negotiate service plan proposals and cost estimates from both providers. SpareLabs/Lyft and River North Transit (Via) each provided DCTA with secondary proposals in January 2020 detailing proposed service plans to replace existing fixed route service with more dynamic and cost-efficient mobility solutions.

In January 2021, the DCTA board approved River North Transit (Via) as the agency's partner to provide on-demand service and establish a unified and integrated platform which allows the agency and customers the ability to match travel needs and booking of trips using a single platform; thereby transitioning the agency's current conventional role as transit provider towards that of a technology-enabled, integrated Mobility Manager and broker of services.

DCTA conducted board and member city round tables in March 2021 to review River North's (Via) service proposal. Modifications to the proposed service proposal were made and then were approved by the board in April 2021. That proposal can be found in the packet as Exhibit 1.

Upon approval of the proposed service plan, DCTA staff began a lengthy public involvement process and Title VI Analysis in line with Federal Transit Administration (FTA) requirements. The FTA mandates that transit agencies provide the public with the opportunity to submit feedback for any significant service and/or fare change. DCTA's public involvement period was open from April 19, 2021 through June 25, 2021.

The DCTA Board of Directors is required to review and consider all public feedback and the results of the Title VI Analysis before making a formal decision on a proposed service plan or fare structure.

Highlights of the Public Involvement Feedback Include:

- 1,053 comments, questions and/or concerns were collected through online, in-person and survey opportunities
- Staff has identified four main themes based on review of public feedback:
 - Interest in extending zones, or proposing additional zones, that provide service outside of the three member cities but still within Denton County
 - Concerns with removing the majority of fixed route service and replacing it with GoZone service
 - Relying heavily on use of a smart phone to book and track a trip
 - General concerns with fleet type
- 11% of comments received were positive, 54% neutral, 30% negative, and 5% mixed
- Large majority of survey respondents reported they were willing to pay more than \$1.50 for on-demand service
- Majority of survey respondents reported that they had access to a smart phone for booking purposes

Highlights of the Title VI Analysis Include:

- The proposed GoZone Base Service has no disproportionate impact on low-income, minority, or LEP populations
- The additional Phase I Add-Ons increase the number of person-trips available to low-income, minority and LEP populations
- It would be appropriate to revise the GoZone Title VI Analysis once ridership and service data is available which would make it possible to use virtual stop locations to refine the Title VI methodology used in this initial analysis

A complete copy of the public involvement process, comments/questions, Title VI analysis, and all research can be found in the packet as Exhibit 2.

In an effort to launch GoZone service on September 7, 2021, staff will require board approval of the official launch date, GoZone service plan and operational transition plan between fixed route and GoZone service. All details to make that decision can be found in the attached exhibits.

Previous Board Activity & Action

- **June 25, 2020** – Regular Agenda Item 3 – Mobility as a Service (MaaS) Task Order for Member City Services
- **July 31, 2020** – Specially Called Board Meeting – Transformation Initiative Workshop – Discussed as part of the future planning process
- **August 27, 2020** – Regular Agenda Item 8 – Discuss MaaS Task Order #2: On-Demand Service in Member Cities
- **September 24, 2020** – Regular Agenda Item 8 – Consider Approval of MaaS Task Order #2: On-Demand Services for Member Cities and Contracted Cities

- **November 12, 2020** – Regular Agenda Item 1 - Discuss Transformation Initiative Progress Report – Initial introduction of the Agency Priority Actions flowchart which included plans and estimated dates for the MaaS service plan
- **December 10, 2020** – Regular Agenda Item 6 - Discuss DCTA Priority Actions
- **January 28, 2021**
 - Regular Agenda Item 5 – Approval and Award of Mobility as a Service Contract
 - Joint Info Item 1 – DCTA Agency Priorities Update (memo and flowchart)
- **March 10, 2021** – Regular Agenda Item 7 – Review and Discuss MaaS Service Plan Update and Considerations
- **April 7, 2021**
 - Regular Agenda Item 1 – Presentation, Discussion and Approval of Via’s Proposal #4
 - Regular Agenda Item 2 – Presentation and Discussion of Task Order with Via
- **May 27, 2021** – Regular Agenda Item 7 – Public Involvement Progress Report
- **June 24, 2021** – Regular Agenda Item 7 – Discuss GoZone Public Involvement Feedback and Potential Service Modifications to Proposed Plan

Financial Impact

The following costs **are not** included in the FY '21 budget:

- Up front hard costs to retrofit all GoZone vehicles with branded wraps and bike racks, and a select number of GoZone vehicles with wheelchair accessibility – \$198,600 (not-to-exceed)
 - The final approved GoZone service plan may impact this cost; therefore, a budget amendment that corresponds with the board’s final service decision will be included on the August 2021 board agenda for consideration and approval

The following costs **are** included in the approved FY '21 budget:

- Operating all fixed routes and existing on-demand zones from September 7, 2021 through September 31, 2021
- If the board approves operating all fixed routes and existing on-demand zones beyond September 31, 2021, a budget amendment that corresponds with the board’s final service decision will be included on the August 2021 board agenda for consideration and approval

The following costs **are** included in the proposed FY '22 budget:

- GoZone Base Service as proposed – \$4.07M
- All GoZone Phase I Add-Ons as proposed - \$1.5M

GoZone’s Phase IIA and Phase IIB are not included in the FY '22 budget and will require future board discussion, public involvement and formal board approval. The discussion for these phases is slated for late 2021/early 2022.

Exhibits

Exhibit 1: Final Proposed GoZone Service Plan

Exhibit 2: GoZone Public Involvement Report and Title VI Analysis

Exhibit 3: Via GoZone Task Order



Submitted by: Nicole Recker
Nicole Recker, VP of Mobility Services and Administration

Approved by: Raymond Suarez
Raymond Suarez, CEO



DENTON COUNTY
TRANSPORTATION
AUTHORITY



Via Service Plan

Proposal # 4 with Board Modifications from DCTA Board Meeting on April 7, 2021

This version of the report was modified by DCTA staff on 6/11/2021 to reflect the approved proposed GoZone plan only. This plan aligns with the board approved task order.

Phase I: Base Scenario

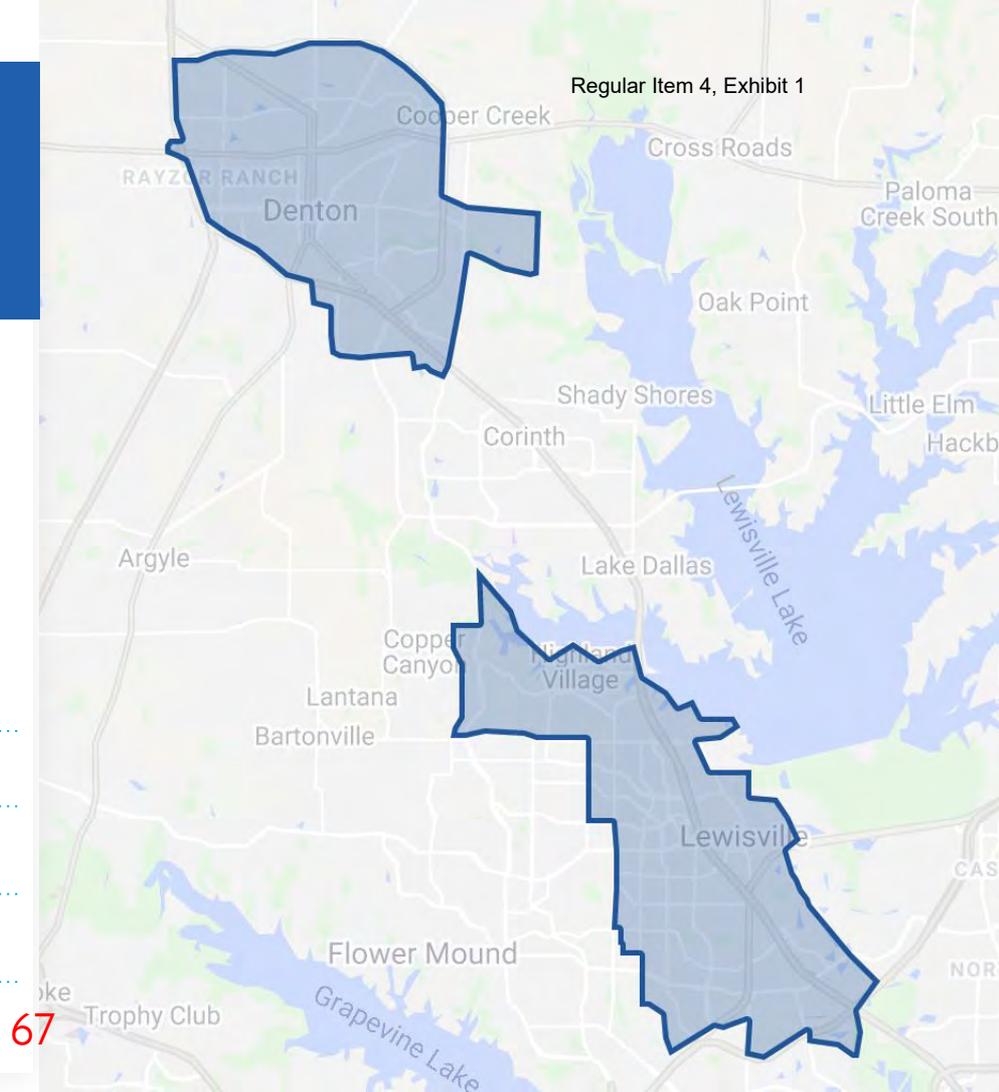


Base Service: Monday - Saturday

Service Description

- Monday - Thursday: 5am-10pm
- Friday: 5am-11pm
- Saturday: 8am-8pm
- Rides must begin and end in the same zone (i.e. Denton<->Denton or Lewisville/HV<->Lewisville/HV)

	Year 1
Vehicles	25
Vehicle Hours	99,097
Y1 Ridership Estimates	280k-470k
Cost (Singular Fleet)	\$4.07M



Phase I: Add-Ons



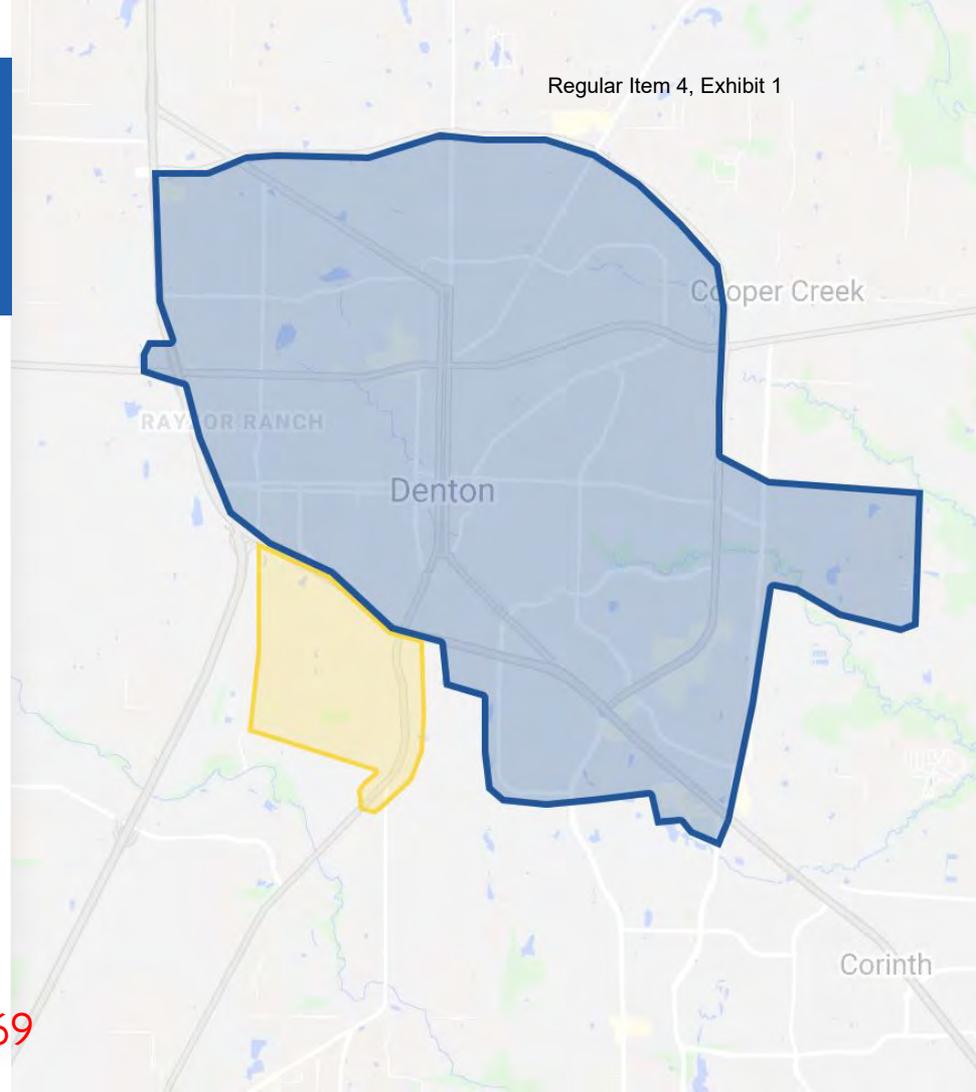
Denia Neighborhood Expansion

Service Description

- Extension of Denton service area to include the Denia neighborhood
- Hours of operation in line with Denton/Lewisville Phase I

	Year 1
Vehicles	2 extra
Vehicle Hours	6,250
Cost (Singular Fleet)	\$257K

Regular Item 4, Exhibit 1





Frankford Station (DART) to the Lewisville/HV Zone

Service Description

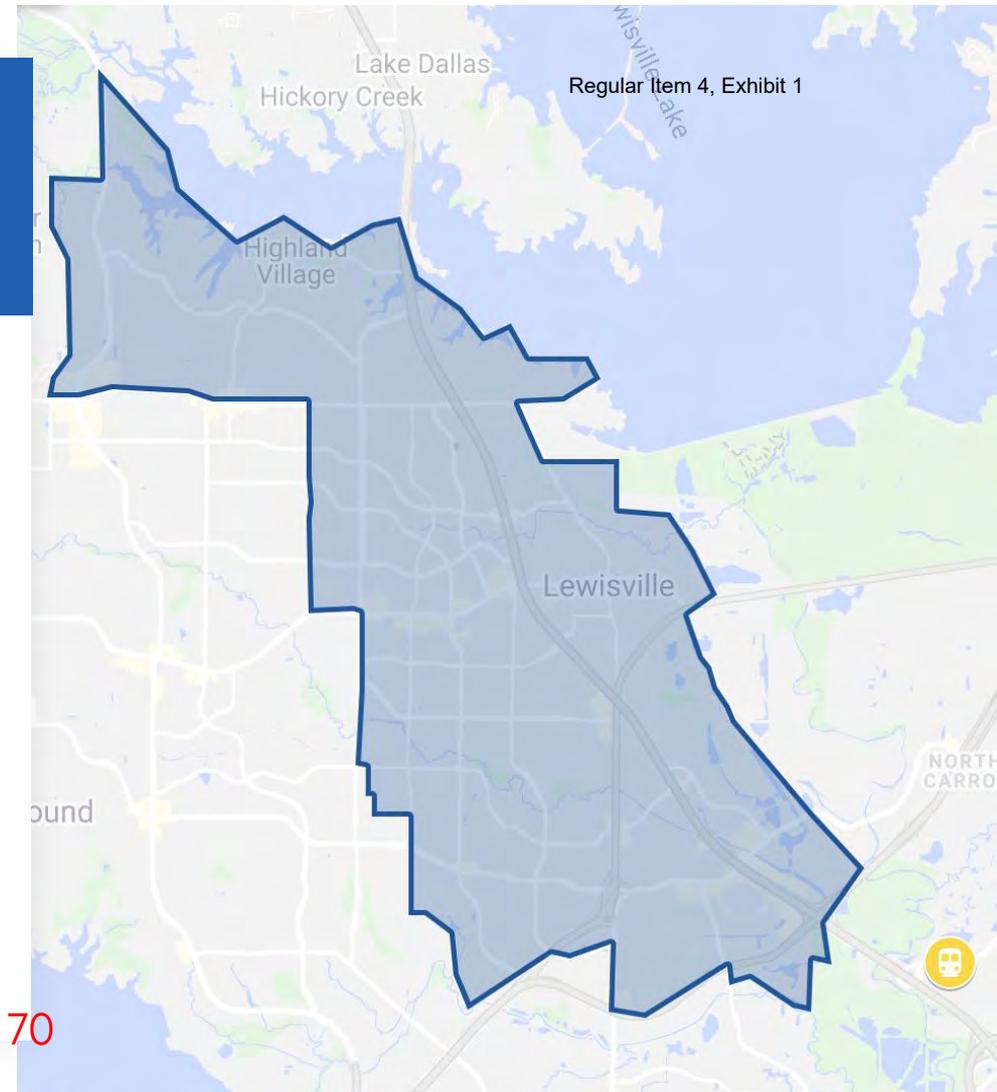
- Addition of Frankford Dart Station to Lewisville zone
- Rides can be booked between Frankford Station and Lewisville / Highland Village (Blue)
- **Mon-Thu: 5am-10pm, Fri 5am-11pm**

Year 1

Vehicles 1 extra

Vehicle Hours 4,250

Cost (Singular Fleet) **\$174K**



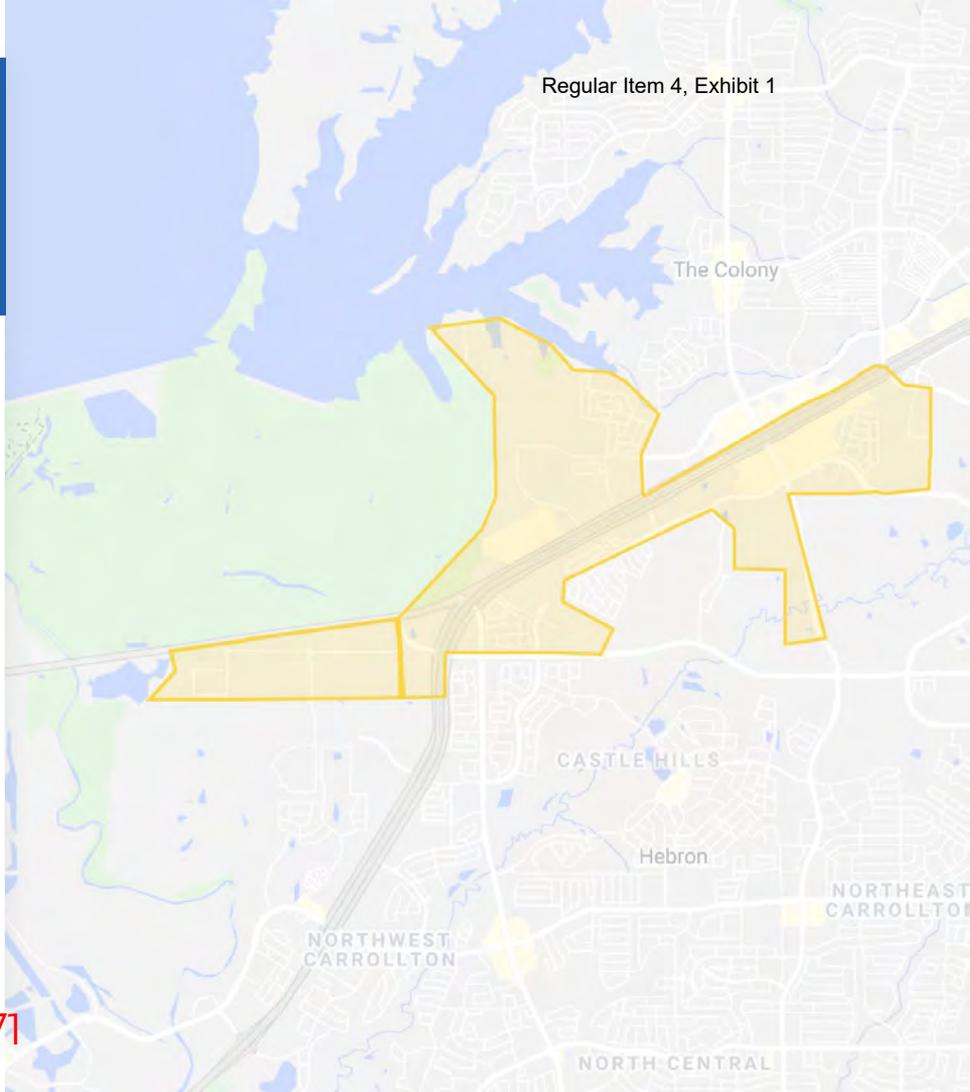


Business 121 North Zone Expansion (w/ First Park 121)

Service Description

- Island service to Business 121 North
- Hours of operation in line with Denton/Lewisville base scenario
- Rides can be booked intra-zone or to/from Lewisville/HV zone

	Year 1
Vehicles	1 extra
Vehicle Hours	4,874
Cost (Singular Fleet)	\$200K



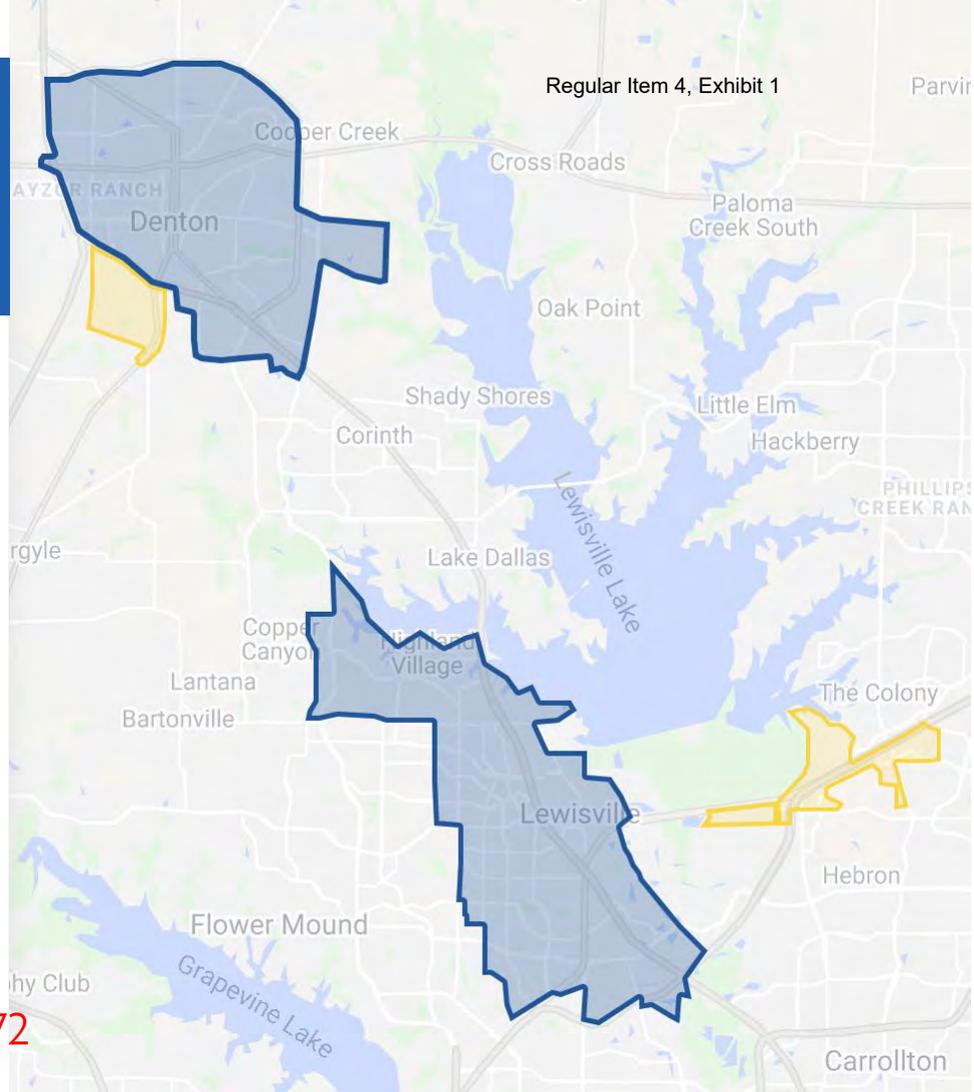


Sunday & Holiday Service

Service Description

- Sunday and holiday service, 8am-6pm
- Assumes 10 holidays per year

	Year 1
Vehicles	15
Vehicle Hours	9,300
Cost (Singular Fleet)	\$381K



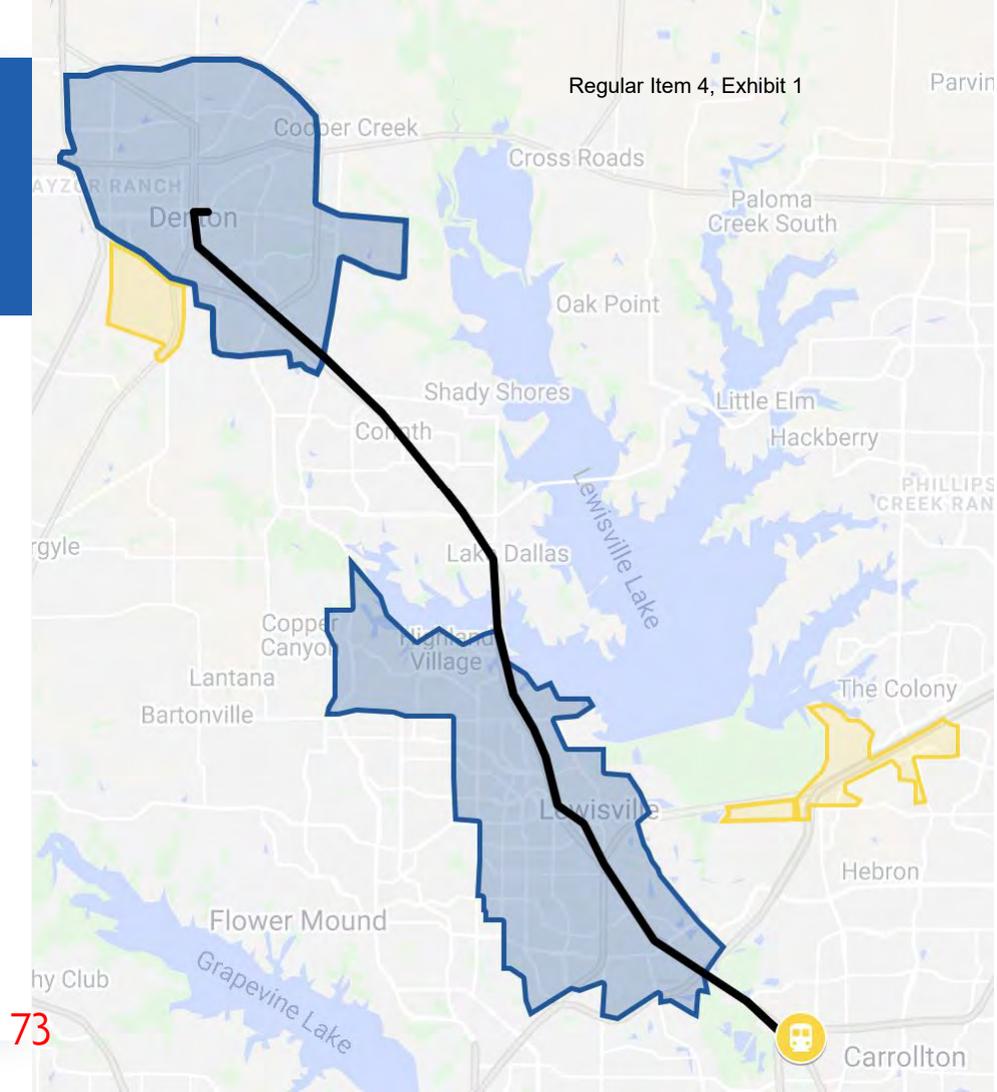


Sunday A-Train Replacement

Service Description

- Sundays, between 8am-6pm
- Rides cannot be booked to/from outside of the blue/yellow zones.
- Note: Add on price only applicable if included with regular Sunday service

	Year 1
Vehicles	3
Vehicle Hours	1,860
Cost (Singular Fleet)	\$76K





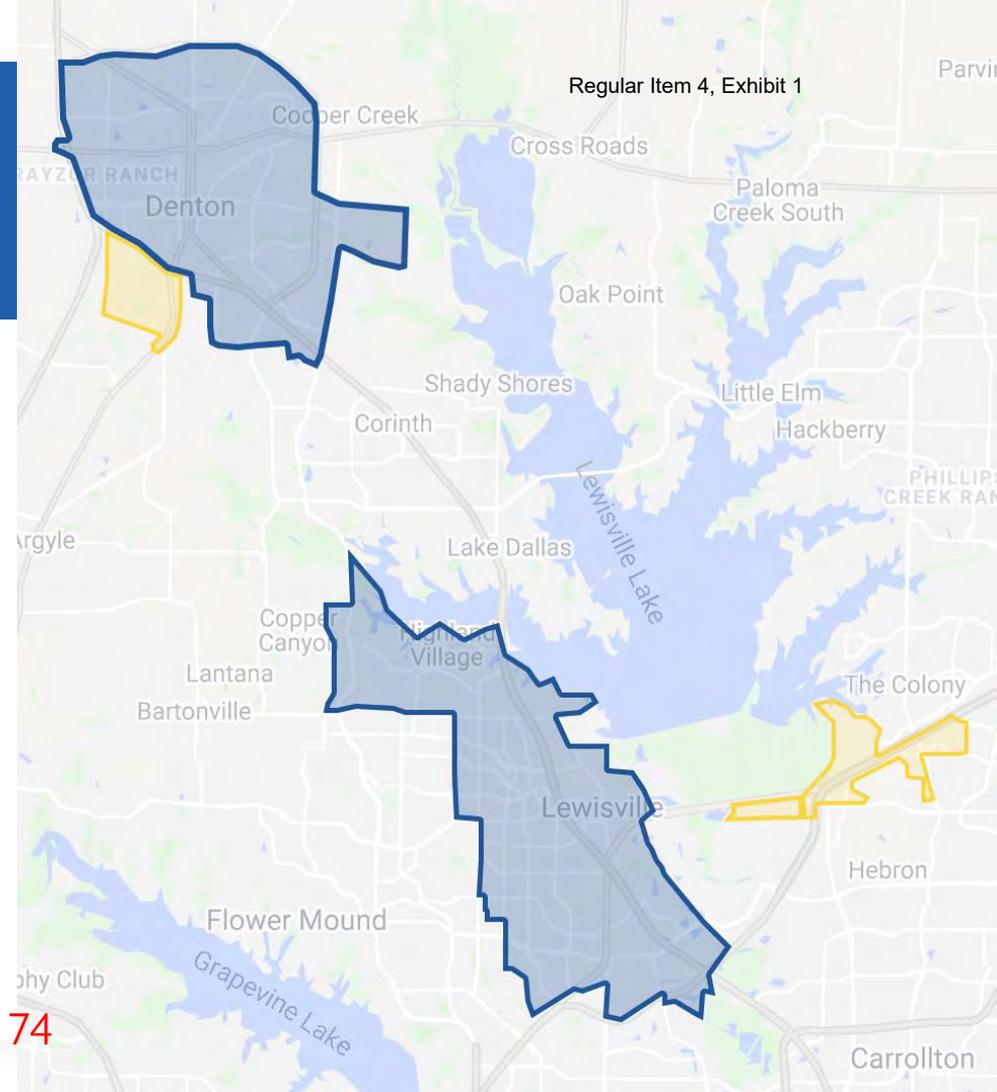
Saturday Service Hours Extension

Service Description

- Additional 3 hours, extending service hours to 11pm (instead of 8pm)
- Rides must begin and end in the same zone (i.e. Denton<->Denton or Lewisville/HV<->Lewisville/HV)

Year 1

Vehicles	10
Vehicle Hours	1,560
Cost (Singular Fleet)	\$64K



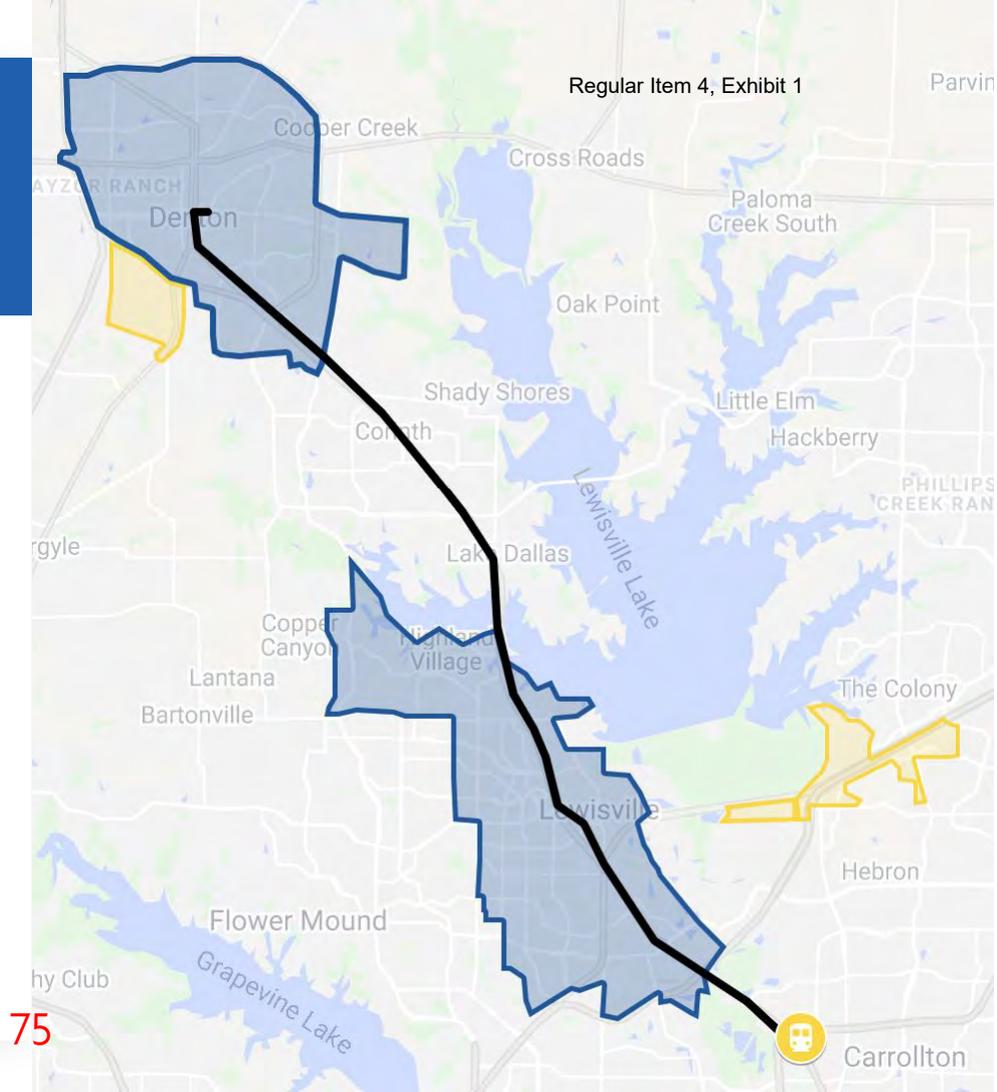


Service To/From Trinity Mills Station

Service Description

- Additional 3 hours of service each night (to begin at the end of regular operating hours), providing last-mile ride from Trinity Mills station only.
- Monday - Saturday
- Rides must originate at Trinity Mills station, and can be dropped off anywhere within the blue/yellow zones.

	Year 1
Vehicles	3
Vehicle Hours	2,750
Cost (Singular Fleet)	\$112K



Phase II: Add Ons



Castle Hills Zone Expansion

Service Description

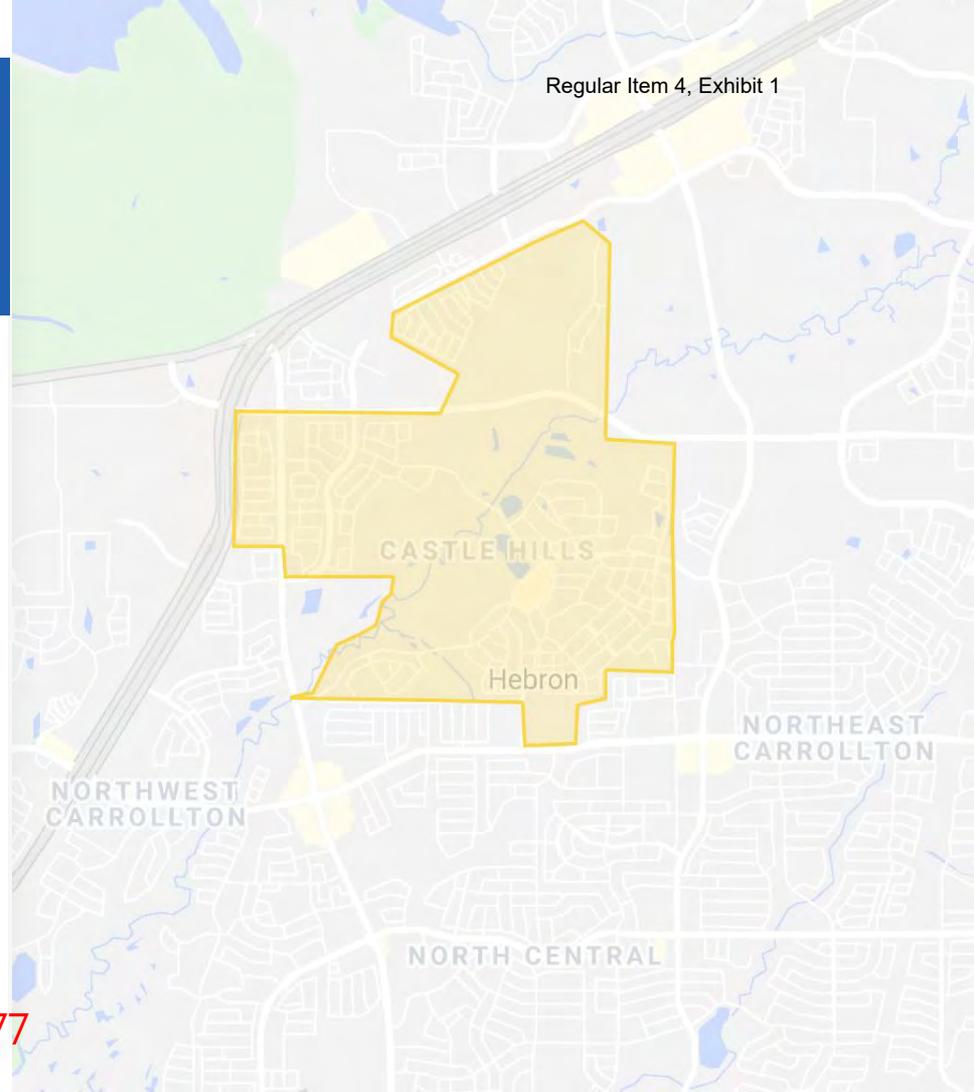
- Island service to Castle Hills
- Hours of operation in line with Denton/Lewisville
- Rides can be booked intra-zone or to/from Lewisville/HV zone

Year 1

Vehicles 1 extra

Vehicle Hours 4,874

Cost (Singular Fleet) **\$200K**





Weekday Late-Night Service Hours Extension

Service Description

- Additional 3 hours of service each night
- Monday - Thurs
- Rides must begin and end in the same zone (i.e. Denton<>Denton or Lewisville/HV<>Lewisville/HV)

	Year 1
Vehicles	8
Vehicle Hours	5,000
Cost (Singular Fleet)	\$205K



8-10 Access vehicles

Service Description

- Paratransit service, door-to-door rides
- Hours and ride restrictions in line with base scenario
- Note that the per vehicle hour fee for Access is higher than the other scenarios at \$40 due to more intensive support needs for Access customers. WAV retrofits would be an additional charge.

Year 1

Vehicles	8-10 extra
Vehicle Hours	15,500 - 25,000
Cost	\$1M

Including high estimate for purpose of task order. Additional analysis will be completed to further refine costs.

Additional data on Access trip volumes will help determine exact cost of service.

Pricing Summary

Base + Add-Ons

Singular Fleet (No DCTA-Provided Cutaways)

Option	Incremental Annual Cost (Recurring)
<i>Phase One: Base</i>	
Base Service (Full Avis Fleet)	\$4,068,910
<i>Phase One: Add-Ons</i>	
Incremental Up Front Hard Costs	\$238,000*
Sunday Service	\$381,858
Saturday Service Hours Extension	\$64,054
Denia Zone	\$256,625
Highland Village Hours Extension	-
Business 121 North Zone Expansion	\$200,126
Frankford Station (DART) to the Lewisville/HV Zone (Option 2)	\$174,505
Sunday A-Train Replacement	\$76,372
Trinity Mills	\$112,915
<i>Phase Two: Add-Ons</i>	
Castle Hills Zone Expansion	\$200,126
Late-Night Service Hours Extension	\$205,300
Access	\$1,000,000
<i>Total Year 1</i>	
Not-To-Exceed Amount: Year 1	\$6,978,791

Regular Item 4, Exhibit 1

81

*One-time costs in Y1 to retrofit vehicles and bike racks on all vehicles

Pricing Summary

Base + Add-Ons

Four Year Projection

Singular Fleet

Regular Item 4, Exhibit 1

	Base Scenario	<i>Maximum: All Add-Ons</i>	<i>Total Year 1</i>	<i>Total Year 2</i>	<i>Total Year 3</i>	<i>Total Year 4</i>	<i>Total All 4 Years</i>
Total Cost	\$4,068,910	\$2,909,881	\$6,978,791	\$8,679,300	\$8,843,100	\$9,019,500	\$33,520,691
o/w Upfront Cost	\$238,000		\$10,500	\$0	\$0	\$0	\$248,500
Total Annual Vehicle Hours	99,097	65,072	164,169	210,000	210,000	210,000	794,169
Price/Vehicle Hour (Excluding Upfront Cost)	\$41.06	\$41.06	\$41.06	\$41.28	\$42.11	\$42.95	\$41.90
Memo: Ridership Potential	280k-470k	190k-315k	470k-785k	750k-1,100k	770k-1,120k	790k-1,140k	2,780k-4,145k

Thank you.

Proposed GoZone Majority On-Demand Service Plan



ENGAGEMENT REPORT

APRIL 19, 2021 – JUNE 25, 2021

Prepared by DCTA's Marketing and
Communications Department and
Kittelson & Associates, Inc.



DENTON COUNTY
TRANSPORTATION
AUTHORITY

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PUBLIC INVOLVEMENT PLAN OVERVIEW



ENGAGEMENT REPORT

Regular Item 4, Exhibit 2



Overview

On April 7, 2021 the Denton County Transportation Authority (DCTA) Board of Directors approved a proposed service plan from River North Transit (Via) to advance GoZone — an on-demand service that would replace the majority of fixed-route bus services within DCTA’s current service area — through to the public involvement process. The proposed plan was not final and required public input; to this end, DCTA initiated a public outreach campaign consistent with its Title VI program.

The outreach period extended from April 19 to June 25, 2021. During this period, DCTA contacted local municipalities, local service agencies, schools and universities, current and potential riders and protected and disadvantaged groups to communicate the GoZone changes and collect feedback. As a result of these efforts:

- 3,003 people attended 50 events and small group discussions
- 1,053 comments, questions and survey responses were received and considered by DCTA in assessing how the GoZone proposal may need to be adjusted to better meet the needs of DCTA customers
- 11% of comments received were positive, 54% neutral, 30% negative, and 5% mixed

Online surveys conducted during the outreach period indicated that:

- 84% of respondents answered “yes” to the question, “Are you willing to pay a little extra for transit service which has more flexibility in pick-up location, takes you closer to your destination and involves less waiting?”
- 53% of respondents would be willing to pay more than the current \$1.50 fare to use the GoZone service
- 12% of respondents do not have access to smartphone apps (a concern that was raised by multiple stakeholders during outreach activities)

Key issues uncovered through the outreach effort included

- Interest in expansion of the GoZone service area into additional zones that would provide service outside of the 3 DCTA member cities but within Denton County (specifically, Corinth, Flower Mound, Hickory Creek and Argyle).
- Concerns about using the service without a smartphone, which could be addressed by implementing kiosks at key locations, developing “pick up” hubs where rides can be hailed rather than booked and working with social service agencies to implement an online portal to their clients’ needs
- Concerns about removing fixed-route services that DCTA customers are comfortable using, which could be addressed by having fixed-route services continue operations in conjunction with GoZone for 30 days or considering a launch of the Lewisville/Highland Village GoZone and remodeling the Denton GoZone to provide a hybrid mobility solution
- Concerns with not being comfortable getting into a smaller vehicle or being the only passenger on board, which could be addressed by exploring on-board camera systems or adding DCTA cutaways to the fleet to accommodate peak travel periods
- Concerns about impacts on University of North Texas and Texas Woman’s University students ability to use DCTA services, which could be addressed by continuing discussions with UNT and TWU about how their contributions would apply to GoZone service



DENTON COUNTY
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ENGAGEMENT REPORT

Regular Item 4, Exhibit 2



In parallel with the public outreach effort, DCTA retained Kittelson & Associates, Inc. to perform a Title VI analysis to assess whether the GoZone proposal would disproportionately affect minority, low-income and Limited English Proficiency (LEP) populations within DCTA's service area. Through interviews with Federal Transit Administration Region 6 and other transit agencies that have introduced on-demand transit services, Kittelson confirmed there is no established methodology for evaluating on-demand transit services for Title VI impacts; therefore, they developed a methodology to assess the potential impacts of replacing the majority of fixed-route services with the GoZone proposal. **Their analysis indicated that there should be no disproportionate impacts to low-income, minority, and LEP populations, and that the expansion of the service area made possible by GoZone should increase access to transit service.**

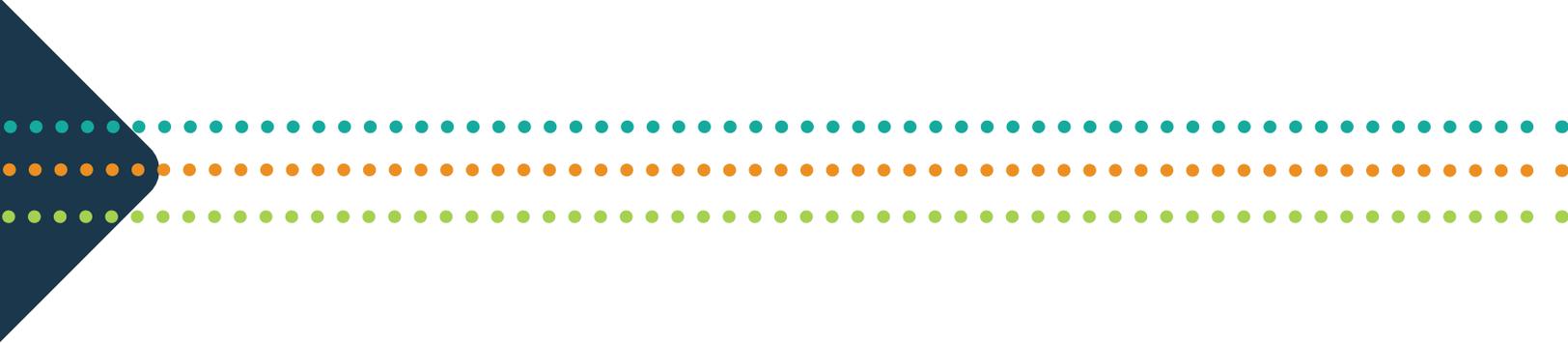
This report summarizes outreach and Title VI efforts for the entire study period and is organized as follows:

- **MarCom Promotion** summarizes the promotions that were implemented to raise awareness of the GoZone proposed service plan.
- **Community/Stakeholder Outreach** summarizes outreach events and activities conducted via public events, email correspondence, and one-on-one discussions with stakeholders throughout the DCTA service area.
- **Microsite** summarizes high-level engagement that occurred at DCTAfeedback.net, which was a community outreach microsite provided through Social Pinpoint and managed by DCTA's Marketing and Communications Team.
- **Title VI Outreach & Analysis** provides an overview of how our outreach campaign provided opportunities for minority, low-income and Limited English Proficiency (LEP) communities to learn about the GoZone proposal and provide meaningful input into its development and implementation. It also explains steps taken to analyze the potential community impacts of the new service.
- **Public Feedback** summarizes the comments received from the community and stakeholders through emails, phone calls, in-person and virtual events, petitions and the microsite.
- **Conclusions & Recommendations** analyzes the public feedback and recommends how DCTA should incorporate that feedback before moving forward with the launch of the GoZone proposed service plan.



DENTON COUNTY
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MARCOM PROMOTION



ENGAGEMENT REPORT

MARCOM PROMOTION

Regular Item 4, Exhibit 2



4,467,232 TOTAL ADVERTISING IMPRESSIONS



30,865 PRINT MATERIALS (INSTALLED/DISTRIBUTION)



60 MEDIA ARTICLES SECURED

— **\$173,695** PUBLICITY VALUE AND **92M** IMPRESSIONS



322,482 TOTAL SOCIAL MEDIA IMPRESSIONS

— **18,117** TOTAL FAN/FOLLOWER ENGAGEMENT



53 EMAILS DISTRIBUTED

— **14%** AVERAGE OPEN RATE AND **1%** AVERAGE CLICK RATE



20 PARTNER FEATURES AND MENTIONS

PROMOTIONAL STRATEGY

In support of the public engagement process, staff developed a strategic plan to educate and garner engagement from all identified target audiences in preparation for the upcoming GoZone on-demand rideshare service launch in fall 2021. Targeted marketing, communications and outreach efforts are being implemented across the following groups: current and potential riders, general public, stakeholders and member cities, universities and school districts, homeless populations, unbanked individuals, and community groups.

Key goals for the GoZone public engagement process include:

- Strategic engagement of member cities at the micro and macro level
- Drive in-person and online engagement at DCTAfeedback.net
- Educate target audiences on proposed Via on-demand service plan and collect required feedback
- Comply with FTA public involvement and Title VI analysis requirements



DENTON COUNTY
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ENGAGEMENT REPORT

MARCOM PROMOTION

Regular Item 4, Exhibit 2



Advertising (Digital and Print)

Staff developed and implemented a comprehensive media buy plan that included a variety of local print ads, digital ads, YouTube ads, email ads, native ads, Nextdoor ads, and print inserts to drive traffic to DCTAfeedback.net. In addition, staff implemented geofencing ads targeted to reach people in high-traffic locations in Denton County and near DCTA A-train stations/bus stops to reach our key target audience.

DCTA

HAGA OÍR SU VOZ

Proponemos un nuevo servicio de traslados compartidos a pedido de GoZone que reemplazaría los servicios existentes del autobús de conexión de ruta fija y los servicios zonales a pedido.

Lo invitamos a unirse a la conversación en línea o en persona.

Visite DCTAfeedback.net.

Haga comentarios del 19 de abril al 25 de junio

RideDCTA.net | 940.243.0077

MAKE YOUR VOICE HEARD

DCTA

We want your input on our proposed GoZone on-demand rideshare service.

LEARN MORE >> Join the conversation from April 19 – June 25

DCTA

YOUR INPUT MATTERS

LOOK INSIDE Learn more about our proposed GoZone on-demand rideshare service and how you can make your voice heard!

DCTA DENTON COUNTY TRANSPORTATION AUTHORITY

HAGA OÍR SU VOZ

Servicio a pedido propuesto de GoZone

Proponemos un nuevo servicio de traslados compartidos a pedido de GoZone que reemplazaría los servicios existentes del autobús de conexión de ruta fija y los servicios zonales a pedido.

LO INVITAMOS A UNIRSE A LA CONVERSACIÓN

- Visite DCTAfeedback.net para ver nuestro plan de servicio propuesto y dar su opinión.
- Asista a eventos en persona con el personal de la DCTA. Para ver una lista de eventos, visite DCTAfeedback.net.
- Escanee el código QR para descargar recursos útiles, entrar en línea y más.

DCTAFEEDBACK.NET
De su opinión del 19 de abril al 25 de junio

RideDCTA.net • 940.243.0077 | #GoDCTA | #HagaOírSuVoz

DCTA

YOUR FEEDBACK MATTERS

Proposed GoZone On-Demand Service

Join the conversation from April 19 to June 25 by visiting DCTAfeedback.net

DCTA

MAKE YOUR VOICE HEARD

We are proposing a new GoZone on-demand rideshare service that would replace existing fixed route Connect Bus and on-demand zone services.

We invite you to join the conversation online or in person.

Visit DCTAfeedback.net.

Provide your feedback from April 19 – June 25

RideDCTA.net | 940.243.0077

DCTA DENTON COUNTY TRANSPORTATION AUTHORITY

MAKE YOUR VOICE HEARD

Proposed GoZone On-Demand Service

We are proposing a new GoZone on-demand rideshare service that would replace existing fixed route Connect Bus and on-demand zone services.

WE INVITE YOU TO JOIN THE CONVERSATION

- Visit DCTAfeedback.net to view our proposed service plan and provide feedback.
- Attend in-person events with DCTA staff. For a list of events, visit DCTAfeedback.net.
- Scan the QR code to download helpful resources, participate in online forums and more.

DCTAFEEDBACK.NET
Provide your feedback from April 19 - June 25

RideDCTA.net • 940.243.0077 | #GoDCTA | #HagaOírSuVoz

DCTA

HAGA OÍR SU VOZ

Queremos sus opiniones sobre nuestro servicio de traslados compartidos a pedido de GoZone.

Únase a la conversación del 19 de abril al 25 de junio

OBTENGA MÁS INFORMACIÓN >>

DCTA

YOUR FEEDBACK MATTERS

We are proposing a new GoZone on-demand rideshare service that would replace existing fixed route Connect Bus and on-demand zone services.

WE INVITE YOU TO JOIN THE CONVERSATION

- Visit DCTAfeedback.net to view our proposed service plan and provide feedback.
- Attend in-person events with DCTA staff. For a list of events, visit DCTAfeedback.net.
- Scan the QR code to join online forums and more.

Provide your feedback from April 19 – June 25

RideDCTA.net | 940.243.0077

DCTA

YOUR FEEDBACK MATTERS

We want your input on our proposed GoZone on-demand rideshare service.

LEARN MORE >> Join the conversation from April 19 – June 25



ENGAGEMENT REPORT

MARCOM PROMOTION

Regular Item 4, Exhibit 2



Print Collateral

Various promotional materials were developed for installation on DCTA vehicles, at A-train rail stations, and for distribution at in-person events to generate awareness for GoZone. The majority of all print collateral included a QR code with customized tracking URL links as well as Spanish translations.



MAKE YOUR VOICE HEARD

We are proposing a new GoZone on-demand rideshare service that would replace existing fixed route Connect Bus and on-demand zone services.

Join the conversation online or in person.

PROVIDE YOUR FEEDBACK FROM
APRIL 19 – JUNE 25

For information about in-person events, contact mworthington@dcta.net.

Scan the QR code or visit DCTAfeedback.net to learn more!



ENGAGEMENT REPORT

MARCOM PROMOTION

Regular Item 4, Exhibit 2



Social Media and Email Marketing

Staff strategically targeted subscribers of its email marketing system to send various email messages to educate key audiences of the public involvement process and need for feedback. In addition, social media (Facebook and Twitter) and native ads (Outbrain platform) have been implemented to drive traffic to DCTAfeedback.net.

MAKE YOUR VOICE HEARD

We want your feedback on our proposed GoZone on-demand rideshare service. Join the conversation from April 19 – June 25.

Visit DCTAfeedback.net to learn more

HAGA OÍR SU VOZ

Queremos su opinión sobre nuestro servicio de traslados compartidos a pedido de GoZone.

Únase a la conversación del 19 de abril al 25 de junio visitando DCTAfeedback.net.

HopOnBoardBlog.com • #RideDCTA

DCTA DENTON COUNTY TRANSPORTATION AUTHORITY

Visit DCTAfeedback.net

Share Your Thoughts on Cost to Ride GoZone

Join the conversation about our proposed GoZone fare promotion! Our fare structure will be slightly modified to accommodate the following:

- Removal of Connect Bus fixed route service and existing on-demand zones
- Addition of GoZone one-ride credits (based on the purchased ticket type) for the first six months after launching the new on-demand rideshare service

enRoute NEWS
A PASSENGER NEWSLETTER FROM DCTA

MAY 2021

We Need Your Input on our Proposed GoZone Service

Last month, we launched our public involvement process requesting your feedback on GoZone, our proposed majority on-demand service. Public input during this time is critical as we strive to improve mobility and livability in the communities we serve.

Head to DCTAfeedback.net to view our GoZone service plan in full and provide your input and suggestions on our [interactive service map](#) and [ideas wall](#). We're accepting feedback through June 25. Want to provide input in-person? Don't worry, we have plenty of face-to-face opportunities on our [events page](#).

GOZONE ON-DEMAND SERVICE

Read More >

DCTA DENTON COUNTY TRANSPORTATION AUTHORITY

YOUR INPUT COUNTS

GOZONE ON-DEMAND SERVICE

How to Use DCTA's GoZone Ideas Wall

There are many ways to provide your feedback on our proposed [GoZone on-demand rideshare service](#) that will replace most of our existing fixed route Connect Bus service and on-demand zones. Today, we're focusing on the [Ideas Wall](#).

The Ideas Wall on DCTAfeedback.net allows you to create a comment card to leave your feedback for the various topics featured. Think of it as an "online sticky note whiteboard" in which you can also join the conversation and respond to other user's comments. All submitted comments are subject to moderation and must follow [Social Pinpoint's rules](#). The rules and consequences for breaking the rules can be found [here](#).



ENGAGEMENT REPORT

MARCOM PROMOTION

Regular Item 4, Exhibit 2



Partner Mentions and Features

In addition to media relations, partner outreach was implemented and targeted towards DCTA's member cities, university partners, and local clubs and organizations to feature GoZone information in their respective publications.

UNT Student Affairs Web Mention

[Denton County Transit Authority \(DCTA\)](#)

Denton County Transportation Services (DCTA) provides transportation services to the cities of Denton, Hickory Creek, and the Great Plains services for no additional cost UNT Campus Shuttles, N6FG Shuttles (Discontinued), Denton Connect Buses, and Lewisville Connect for discounted rates. Lastly, you can now purchase bus & rail passes on your smartphone with the [GoPass](#) app. GoPass services DC

[Major Changes to DCTA Services: GoZone](#)



On April 7, 2021, the DCTA Board of Directors approved the implementation of the GoZone service plan. The new GoZone service is previous fixed route and on-demand zones. Passengers will use GoZone through the mobile app. Riders without smartphone access Denton Transit Center. For more information, visit the [GoZone information site](#).

[Transit App: A DCTA Partner](#)

DCTA partners with Transit, an app designed to provide you with up-to-date public transit options, trip planning options, and available. The Transit app can be downloaded on your smartphone in the Apple Store or Google Play for Androids.

Lewisville Horizon City Newsletter



Denton County Transportation Authority seeking feedback

Denton County Transportation Authority (DCTA) is requesting public feedback on the agency's proposed GoZone [on-demand rideshare service](#) that will replace most of the agency's fixed-route service bus service.

The proposed GoZone on-demand rideshare service will cover areas currently served by fixed route and on-demand zones. In some cases, the proposed service will extend beyond the current service area and hours.

Individuals can give feedback on DCTA's proposed GoZone service plan and fare promotion at [DCTAfeedback.net](#) and at in-person events through June 25.

Highland Village Utility Bill Insert

Your Opinion Matters: Proposed Majority On-Demand Service

We need your feedback on our proposed on-demand service plan! We recently conducted extensive research on how to enhance our services and the research concluded that an on-demand service model is the most advantageous service for both our passengers and agency overall.

The proposed on-demand service covers areas that are currently served by fixed route and on-demand zones. In some cases, the proposed service will extend beyond our current service structure.

Below are key highlights of how the new on-demand majority service structure will impact other DCTA services:

- Connect Bus: All fixed-route Denton and Lewisville Connect Bus routes will be replaced with Via on-demand service except for Denton Connect Routes 3 and 7.
- Microtransit On-Demand Zones: Lewisville's Lakeway On-Demand and the DDTC Evening On-Demand Zones will also be replaced with proposed Via on-demand service.
- University of North Texas (UNT) Service: UNT Campus Shuttles and Late-Night Lyft program will remain in place as those services are determined on a contract basis.
- North Texas Xpress: Route 04 will be removed and not replaced as part of the proposed plan.
- Contract City Services: All other non-member city services will remain in place.

DCTA will conduct a robust engagement period in which feedback will be collected online and in-person from April 19 through June 25. We're estimating to launch the proposed on-demand service on September 7. However, any modifications to our plan could delay the launch date.

Visit [DCTAfeedback.net](#) to view the service plan, participate in online forums, download helpful resources and more starting April 19.



KRLD Media Partner Facebook Mention

NewsRadio 1080 KRLD AM
May 12 at 3:00 PM · 🌐

The Denton County Transit Authority is asking for public feedback on a proposed rideshare service called GoZone.



ALJUDACY.COM
Denton County asking for feedback on proposed rideshare service
The Denton County Transit Authority is asking for public feedback on a proposed rideshare ser...

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ENGAGEMENT REPORT

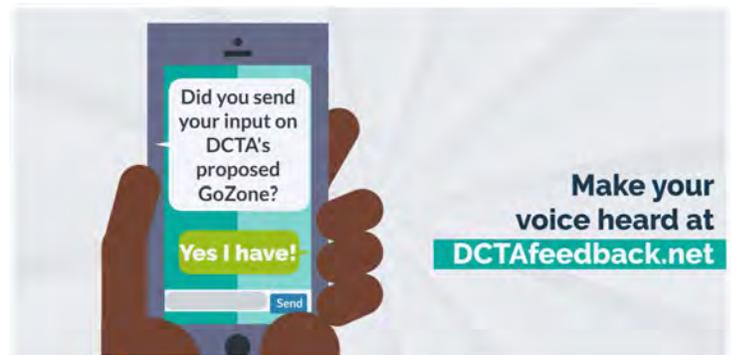
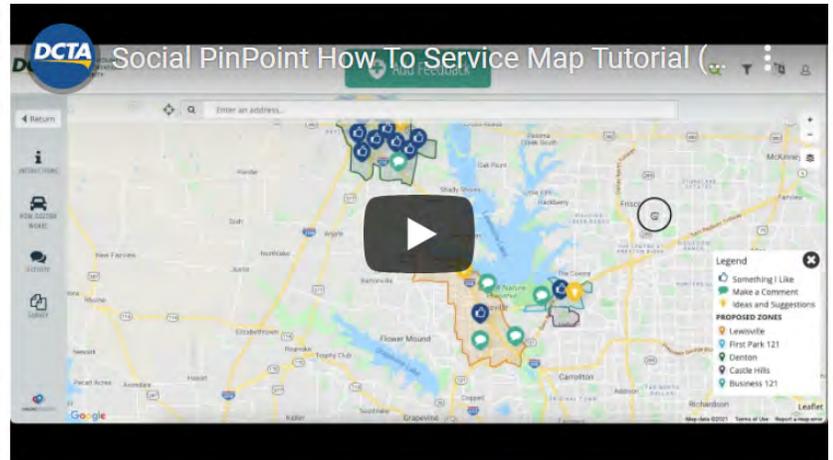
MARCOM PROMOTION

Regular Item 4, Exhibit 2



Video Production

Staff has created a suite of informational videos being used to promote the open public involvement period and providing how-tos for navigating DCTAfeedback.net.



ENGAGEMENT REPORT

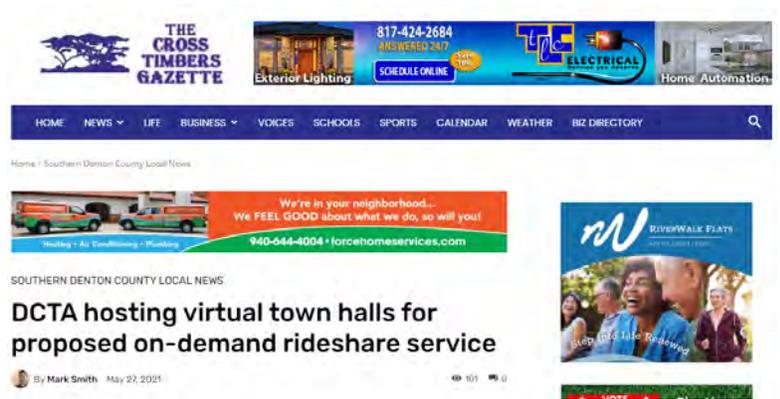
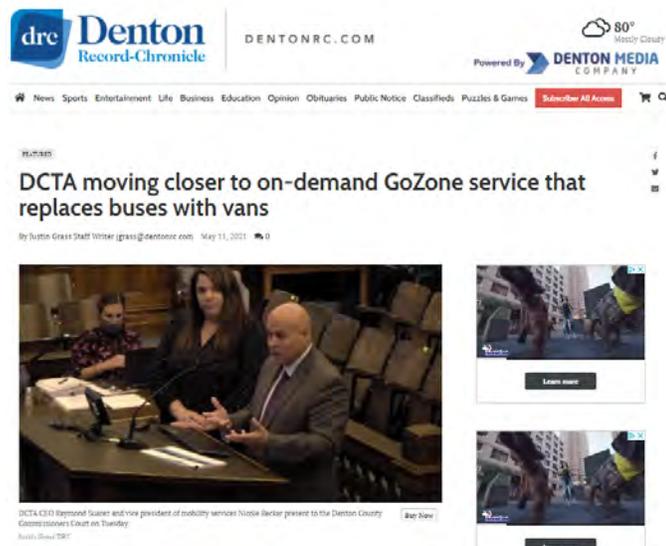
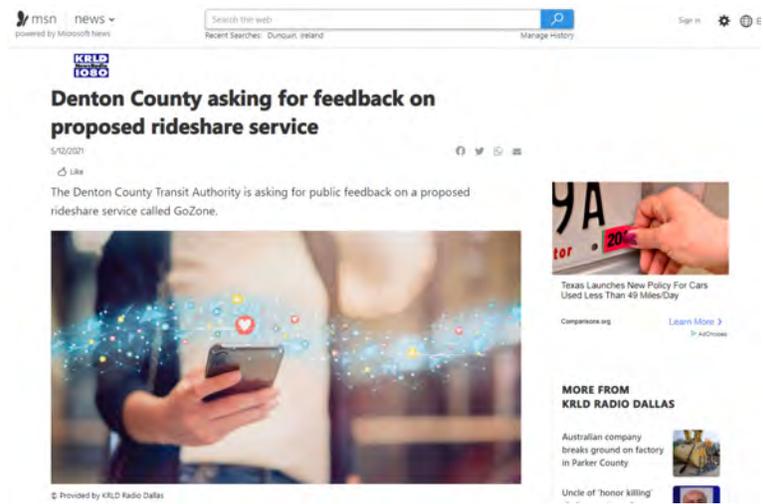
MARCOM PROMOTION

Regular Item 4, Exhibit 2



Public Relations

Staff conducted strategic media outreach for the GoZone public involvement process to local print, broadcast/ radio and online media, and industry publications to secure media coverage to increase awareness of the proposed on-demand rideshare service and encourage public feedback.



COMMUNITY/STAKEHOLDER OUTREACH



ENGAGEMENT REPORT

COMMUNITY/STAKEHOLDER OUTREACH

Regular Item 4, Exhibit 2



86 CALLS AND EMAILS



3,003 IN-PERSON IMPRESSIONS



50 COMMUNITY PRESENTATIONS



205 COMMENTS AND QUESTIONS

A total of **3,003** people attended **50** events and small group discussions throughout the community/stakeholder outreach period.

DCTA staff held multiple in-person events throughout Denton County to engage stakeholders and understand their concerns. In addition, DCTA hosted Virtual Town Halls — Zoom meetings held through the Social Pinpoint microsite — to engage people who were unable to attend in-person events. These town halls were held in the afternoon and evening, making it easier for the public to choose outreach events convenient to their schedule.

The following pages summarize the events and activities held throughout the community/stakeholder outreach period. DCTA staff added new events and activities weekly to engage the public in a variety of ways throughout the engagement period.



ENGAGEMENT REPORT

COMMUNITY/STAKEHOLDER OUTREACH

Regular Item 4, Exhibit 2



Events

Stakeholder	Format	Date	Participants
Community Advisory Committee Meeting	Online	April 15	11
Lewisville Colorpalooza	In-Person	April 27	730
Celebrate Trails Day	In-Person	April 24	82
Downtown Denton Transit Center Pop Up	In-Person	May 5	39
Lewisville Thrive Recreation Center Open House	In-Person	May 7	34
Lewisville Thrive Recreation Center Open House	In-Person	May 8	25
Lewisville Library Tabling	In-Person	May 13	16
Discover Denton Welcome Center Pop Up	In-Person	May 15	52
Lewisville Thrive Recreation Center Open House	In-Person	May 26	11
Virtual Town Hall Meeting: Proposed GoZone On-Demand Rideshare Service	Online	May 27	5
Virtual Town Hall Meeting	Online	June 2	11
Lewisville Morning Rotary	Online	June 3	9
Friends of the Family	Online	June 7	12
Celebrate Highland Village	In-Person	June 5	72
City Council of Lewisville	In-Person	June 7	9
City Council of Denton	Online	June 8	804
Virtual Town Hall Meeting	Online	June 8	4
Lewisville Noon Rotary	In-Person	June 16	32
Virtual Town Hall Meeting	Online	June 16	6
Denton Disability Committee	Online	June 18	17
Juneteenth	In-Person	June 19	200



ENGAGEMENT REPORT

COMMUNITY/STAKEHOLDER OUTREACH

Regular Item 4, Exhibit 2



Events (cont.)

Stakeholder	Format	Date	Participants
Lewisville Business	In-Person	June 22	30
Sounds of Lewisville	In-Person	June 8-15	126
			2,337 Total

Small Group Discussions

Stakeholder	Format	Date	Participants
University of North Texas	Online	April 16	2
City of Lewisville	Online	April 19	3
City of Highland Village	Online	April 19	3
Texas Women's University	Online	April 19	3
Lewisville Independent School District	Online	April 19	5
Denton Independent School District	Online	April 19	2
City of Denton	Online	April 22	1
SPAN Board	In-Person	May 3	1
Denton County MHMR	In-Person	May 6	1
Highland Village Rotary Club	In-Person	May 6	11
Christian Community Action	In-Person	May 6	2
Denton County Commissioners Court	In-Person	May 11	41
Texas Workforce Solutions	Online	May 14	12
Cross Timbers Rotary Club	In-Person	May 14	72
DCTA Social Service Agency Roundtable (Lewisville)	Online	May 18	28
Virtual Town Hall: UNT	Online	May 18	17
City of Denton Mobility Committee	Online	May 19	5



ENGAGEMENT REPORT

COMMUNITY/STAKEHOLDER OUTREACH

Regular Item 4, Exhibit 2



Small Group Discussions (cont.)

Stakeholder	Format	Date	Participants
DCTA Social Service Agency Roundtable (Denton)	Online	May 20	26
Denton Disability Committee	Online	May 20	12
City Council of Highland Village	Online	May 20	15
United Way of Denton	Online	May 25	9
Virtual Town Hall: NTMC Operators	Online	May 25	12
Virtual Town Hall: NTMC Operators	Online	May 25	11
Salvation Army Denton	Online	May 26	8
Brand Ambassadors on DCTA buses and A-train	Online	May 1-31	358
Serve Denton	Online	June 3	1
Grace Like Rain	Online	June 21	5
			666 Total



ENGAGEMENT REPORT

COMMUNITY/STAKEHOLDER OUTREACH

Regular Item 4, Exhibit 2



Title VI Outreach

Denton County Transportation Authority (DCTA) has established a Title VI program to ensure that the level and quality of DCTA's services are provided in a non-discriminatory manner and that the opportunity for full and fair participation is offered to all DCTA's riders and other community members regardless of race, color, national origin or income status. DCTA's outreach efforts for the GoZone proposal have been designed to follow established policies under the Title VI program.

Outreach to Disadvantaged Communities

DCTA conducted a series of in-person events across its service area to offer as many engagement opportunities as possible to stakeholders who would be affected by the GoZone proposal. The maps on the following two pages illustrate where these events were held and the proximity of these events to transportation disadvantaged communities—communities identified within each census block group that met one or more of the following criteria:

- Overburdened renters (people who pay 40% or more of their household income on rent)
- Under age 18 in a single parent household
- Under age 10
- Over age 75
- Limited English proficiency (LEP)
- Low-income (residents whose income is less than 200% of the Federal Poverty Guidelines)
- Minority (all races and ethnicities other than white, non-Hispanic)

Outreach to Residents with Limited English Proficiency (LEP)

In accordance with DCTA's Title VI policy, DCTA's advertising efforts have included emails targeting the Spanish - speaking LEP population of Denton County. On May 19, 57,272 emails were sent, resulting in 919 clicks on the email's link to DCTAFeedback.net and generating 7,299 page views. In addition, DCTA's microsite was selected for its utilization of Google Translate, making information regarding the GoZone proposal available to other LEP communities in DCTA's service area (including the Hakha Chin community.)



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MICROSITE & SURVEYS



ENGAGEMENT REPORT

MICROSITE: DCTAFEEDBACK.NET

Regular Item 4, Exhibit 2



 **44,343** TOTAL PAGE VISITS

 **14,682** USERS VISITED SITE / **566** USERS ENGAGED

 **416** TOTAL COMMENTS AND FEEDBACK

 **432** SURVEY RESPONSES

 **466** TOTAL DOCUMENT DOWNLOADS

Social PinPoint Platform Overview (DCTAfeedback.net)

Social Pinpoint is a customizable, community engagement platform that features a variety of online engagement tools for companies and organizations to engage and collect citizen feedback from community members and stakeholders. DCTA is using Social Pinpoint to gather public feedback for the agency's proposed GoZone on-demand rideshare service. The entire site offers translation capability for those who speak any language.

Main Site Pages

This is a one-stop shop microsite for the GoZone service plan and offers dedicated pages to walk visitors through the service on various pages including the How it Works page with a step-by-step narrative to educate viewers, the Events page which lists upcoming and past public events for people to see when and where they can speak with DCTA staff, and the Media Center page where news releases, articles and Hop on Board Blog posts are available.

Engagement Tools

Online users can go to the Interactive Service Map and add a comment, view and download DCTA's promotional fare matrix and participate in the Fare Forum, and join the conversation on the Ideas Wall. Feedback can also be provided via the General GoZone Service Plan and Immediate Feedback online surveys.

Internal Response & Monitoring Process

DCTA's Marketing and Communications department monitors all feedback received on Social PinPoint in real time. Responses are drafted, approved and posted back to the user within 24-48 hours.



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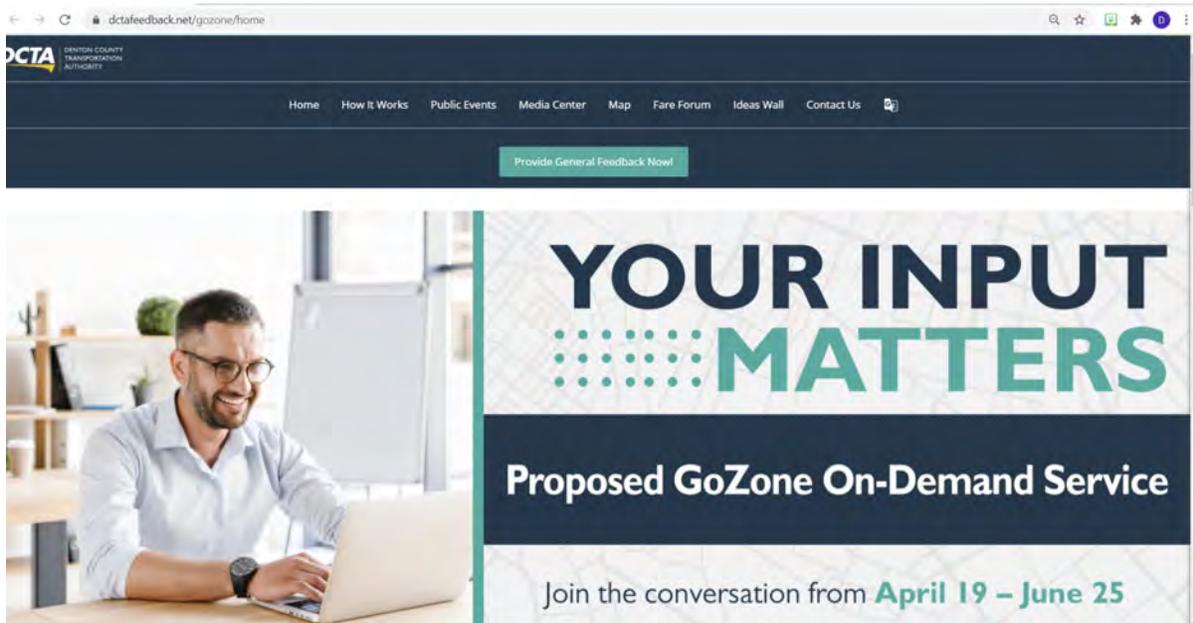
MICROSITE: [DCTAFEEDBACK.NET](https://dctafeedback.net)

Regular Item 4, Exhibit 2



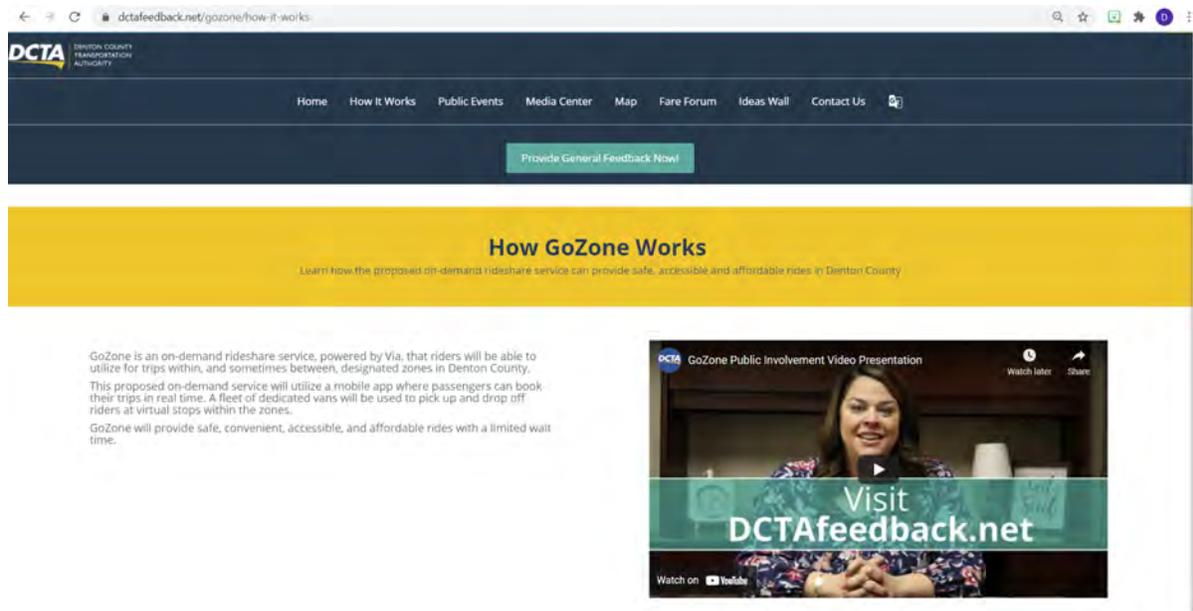
Home Page

Landing page that features all engagement tools, main microsite pages, service planning phases and milestones and GoZone email sign up.



How It Works

Includes GoZone service overview, passenger benefits, key service details, DCTA service impacts and FAQs



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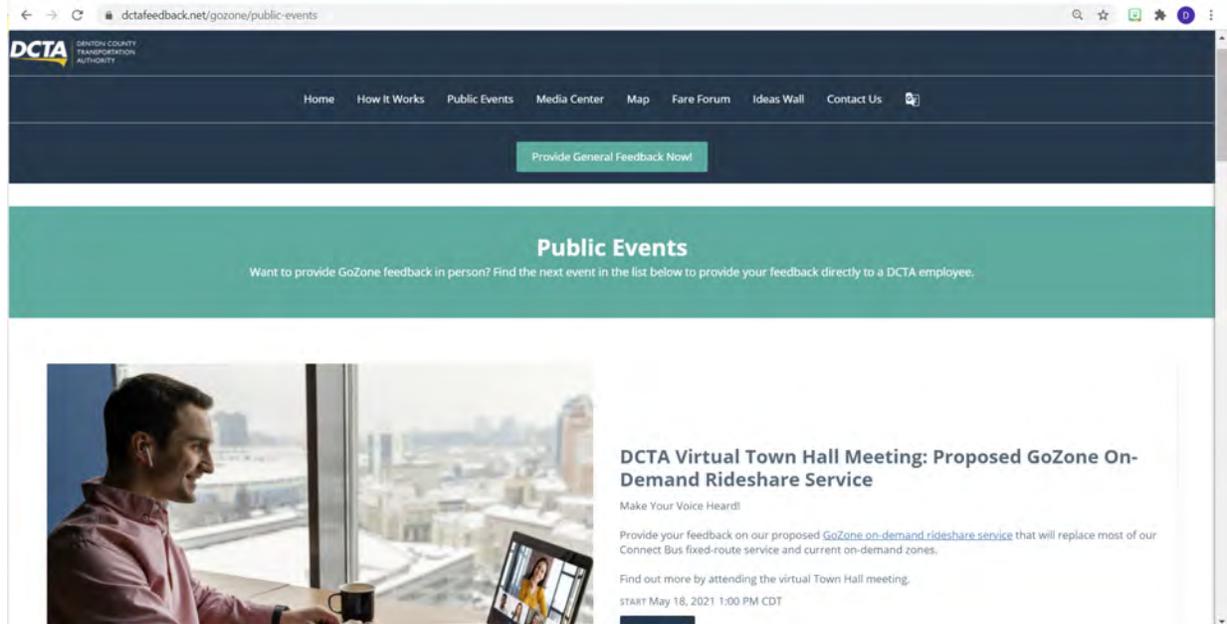
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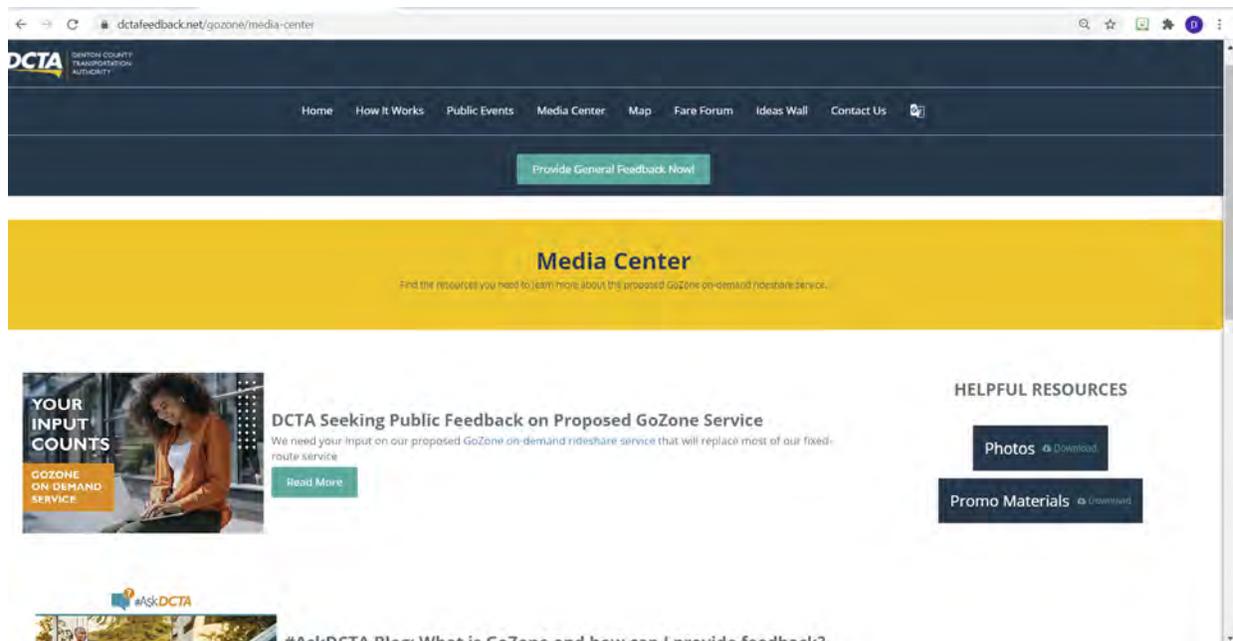
Public Events

Lists DCTA in-person and "virtual" events to attend, learn about GoZone and provide feedback directly to agency staff members



Media Center

View and download GoZone educational and promotional materials



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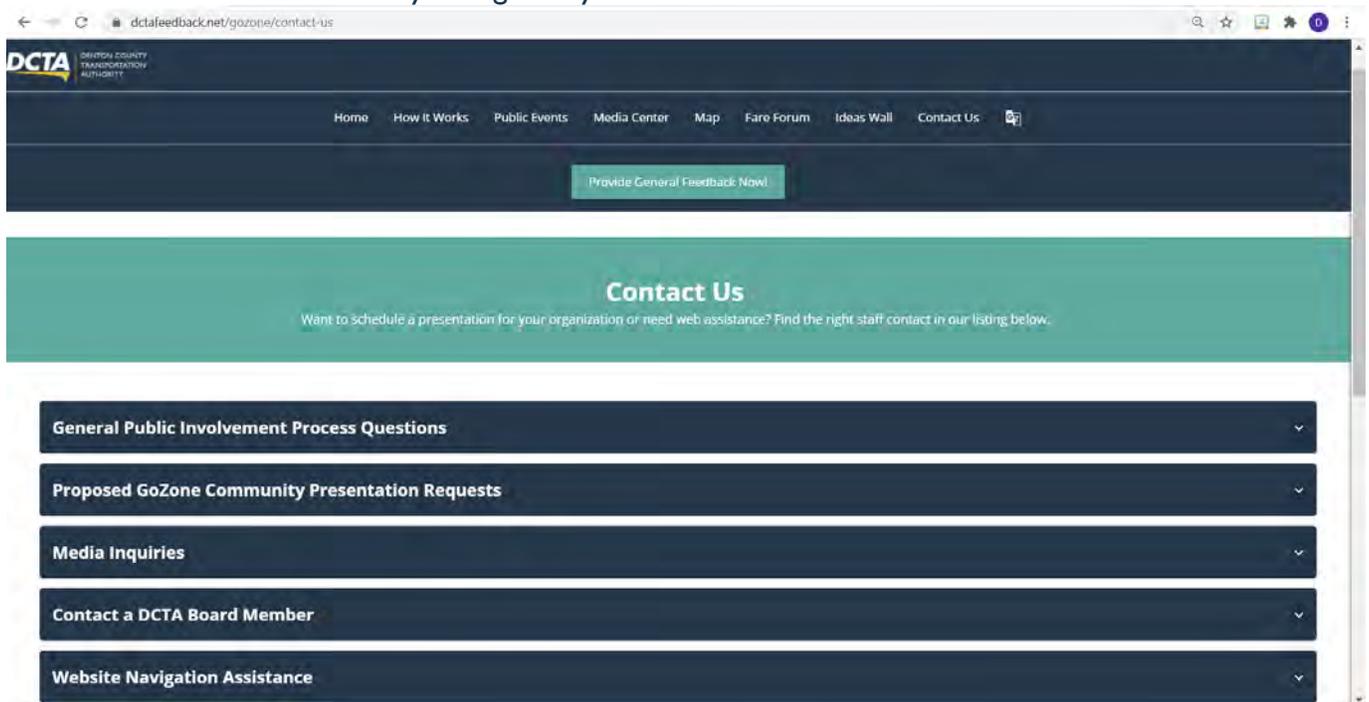
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Contact Us

Directory listing of key DCTA staff contact information



DENTON COUNTY
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MICROSITE: DCTAFEEDBACK.NET

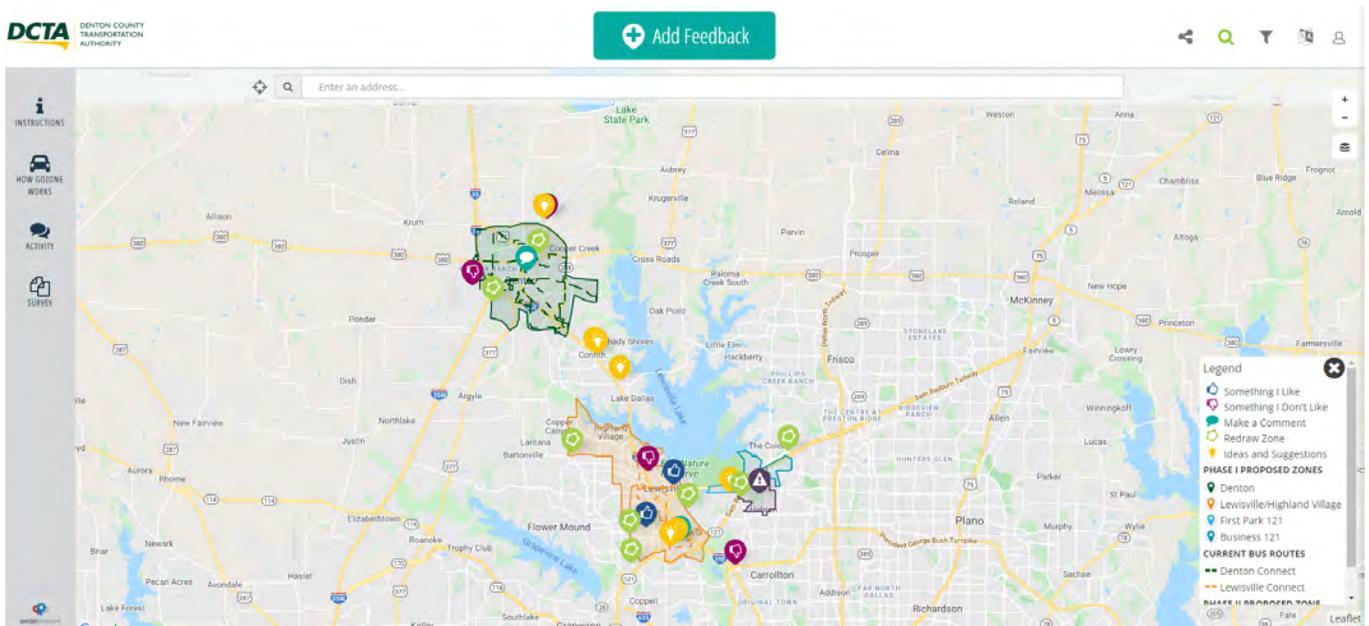
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INTERACTIVE SERVICE MAP

The interactive service map showcases the proposed GoZone map and designated zones for the Phase I and Phase II launch. Online users can view the map legend to see all the GoZone service zones and how current Denton and Lewisville Connect Bus route service areas compare. In addition, the map has a zoom-in functionality so people can click on specific areas within the map and leave targeted comments. Users can leave a marker on the interactive service map explaining something they like, something they don't like, an idea or a suggestion or leave a general comment/question.

The left-side menu of the map features instructions on how to utilize the interactive service map, GoZone service information, comment activity and a "General Service Plan" survey.



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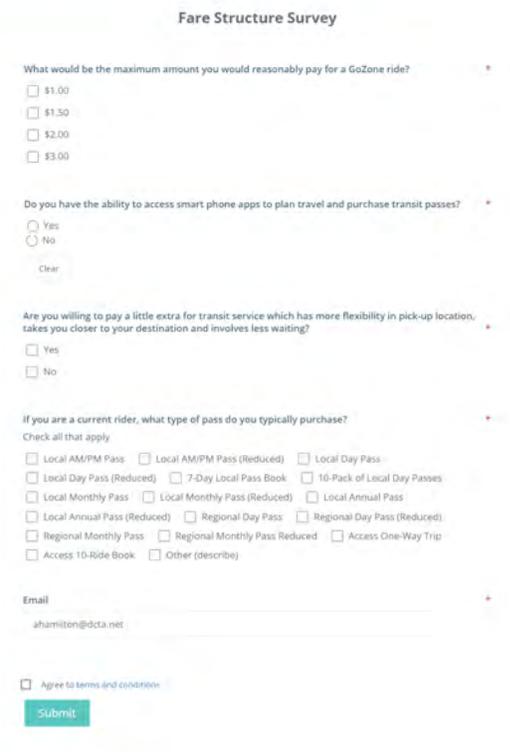
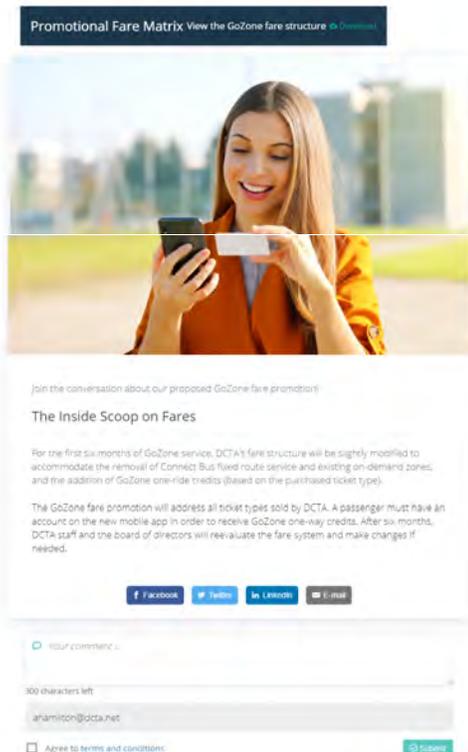
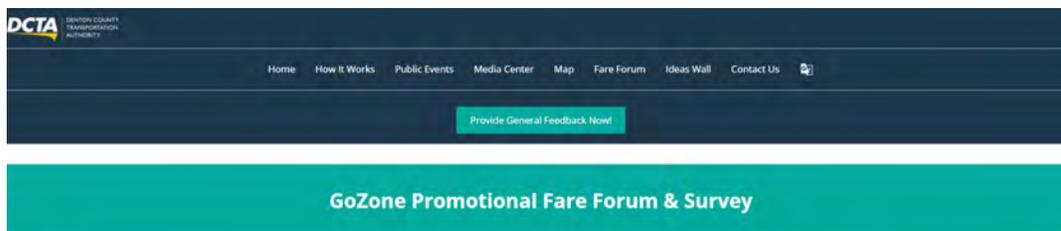
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PROMOTIONAL FARE FORUM & SURVEY

This portion of the microsite is where online users can learn about and download DCTA's six-month GoZone fare promotion. In addition, users can take the quick fare survey. Similar to the Ideas Wall, the Promotional Fare Forum also has a comment section where online users can add their thoughts about the promotional fare and reply to other user comments.



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MICROSITE: DCTAFEEDBACK.NET



Regular Item 4, Exhibit 2

IDEAS WALL

This “online sticky note whiteboard” allows users to create a comment card to leave their feedback for the various topics featured and respond to other user’s comments. The main GoZone topics users can provide feedback on include: Accessibility, Service Functionality, Phase I Launch, and Phase II Launch and Other Ideas. The left-side menu features instructions on how to utilize the ideas wall, GoZone service information, phased launch approach and general survey.

What do you think about the GoZone Phase II launch?

Phase II launch includes Castle Hills service and updated Access service (early January 2022) and weekday late-night service hours extension (summer 2022).

Comment * (Required)

First Name: Adrienne

Last Name: Last Name

Zip code: Zip code

Attach an optional photo: Attach

Supports png, jpg/jpeg, gif and heic

Leave your comment here

Email * (Required): ahamilton@dcta.net

I agree my comment will be used as indicated in the terms and conditions

Cancel Add Comment



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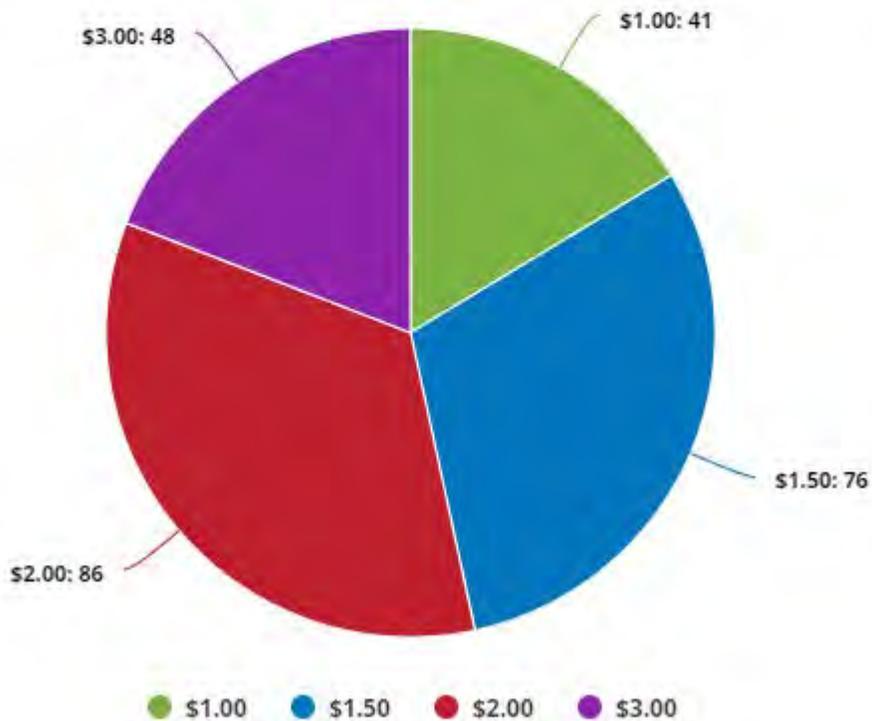
Promotional Fare Structure Survey

Survey for the general public to provide their input about the proposed GoZone six-month promotional fare. There were 217 total responses received.

Q1. What would be the maximum amount you would reasonably pay for a GoZone ride?

217 answers

Pie Bar



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Regular Item 4, Exhibit 2



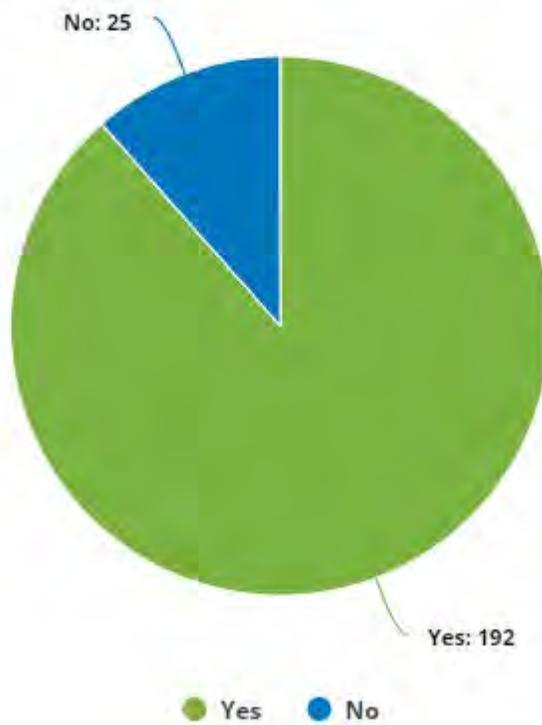
Promotional Fare Structure Survey

Survey for the general public to provide their input about the proposed GoZone six-month promotional fare. There were 217 total responses received.

Q2. Do you have the ability to access smart phone apps to plan travel and purchase transit passes?

217 answers

Pie Bar



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MICROSITE: DCTAFEEDBACK.NET

Regular Item 4, Exhibit 2



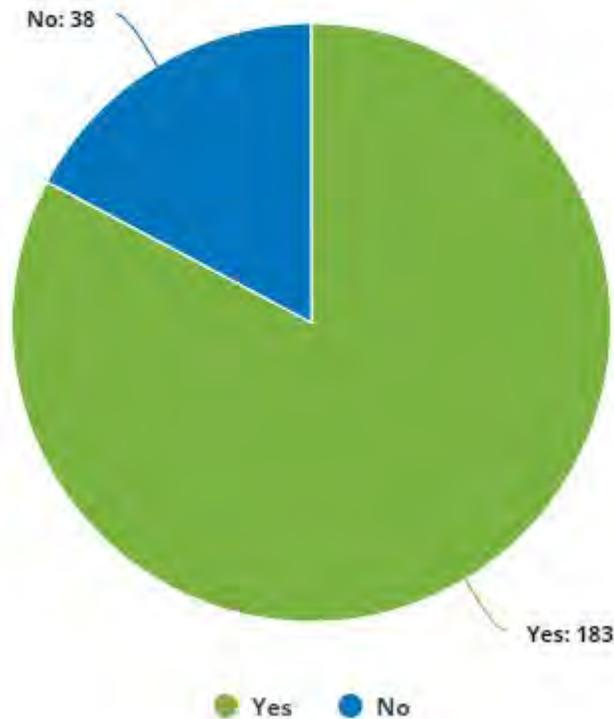
Promotional Fare Structure Survey

Survey for the general public to provide their input about the proposed GoZone six-month promotional fare. There were 217 total responses received.

Q3. Are you willing to pay a little extra for transit service which has more flexibility in pick-up location, takes you closer to your destination and involves less waiting?

217 answers

Pie Bar



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MICROSITE: [DCTAFEEDBACK.NET](https://dctafeedback.net)

Regular Item 4, Exhibit 2



Promotional Fare Structure Survey

Survey for the general public to provide their input about the proposed GoZone six-month promotional fare. There were 217 total responses received.

Q4. If you selected "No" please explain:

34 answers

Word Cloud

Response List

"Because I don't feel as though as an ADA rider it will put me closer so why should I have to pay more money."

"Busses should be free. "

"Due to Covid I am not able to make ends meet as is. I cannot afford any increase in my travel budget"

"Even though I as a student could benefit from this, there are many poor Denton citizens who are not able to handle this "extra" undisclosed cost. Additionally, taking away a system that disabled riders rely on is unethical. Even it becomes more convenient for some, it takes away complete access from others."

"I am more comfortable with the fixed route structure. This on demand thing sounds like paratransit on a wider scale. It is good to have options, but why not improve the fixed route service?"

"I am willing to walk longer distances and wait for longer periods of time if it means to save money. Higher prices will surely discourage those who already use DCTA."

"I believe the current charge for the current bus system is fair for the amount of routes and accessibility to different areas of Denton. If anything, I would rather be willing to pay a little more for an expansion of the current DCTA bus system."

"I can't even afford to pay for the services already provided -- I just use my student ID to ride the DCTA Connect routes. Having to pay for a service at all means I won't be able to get from destination to destination without walking."

"I come from a low income household and cannot afford extra fares. I am sure there are many other people in the same situation as me."

"I don't make much money and I rely on the busses to get to work.."

"I don't think the bus will be close to my bus stop."



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Regular Item 4, Exhibit 2



Promotional Fare Structure Survey

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Q4. If you selected "No" please explain:

34 answers

Word Cloud

Response List

"If I need the flexibility the options are already there. The busses and their routes are a set structure people depend on."

"If I wanted this, I'd call a Lyft. This should be a bus."

"If I want to be closer, I'd pay for an Uber. I'm pretty experienced in public transit and as someone who has used it before, I'm always expecting at least a bit of a walk."

"If the GoZone completely replaced the Denton Connect buses, which UNT students can ride for free, my transport costs per month would go from \$6 to \$54 a month if the GoZone fair was \$1 per trip."

"I have a hard copy annual regional DART/DCTA/Trinity Retro pass"

"I'll walk and wait a bit in order to save money. That is why I used the busses over uber/lyft in the first place"

"I'm willing to pay a lot more for a quality bus service that is understandable and regular. I will probably not pay anything at all to use a public rideshare."

"It's bad for people. Paying more for a service that's not widely available justifies the intentional hamstringing of a public utility. "

"Keep regular buses in Lewisville "

"No, because I believe this can cause traffic congestion, and can become an inconvenience. It may be convenient to an individual, but the potential of this service being a waste of time and resources is not worth the small advantages of individual convenience."



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Q4. If you selected "No" please explain:

34 answers

Word Cloud

Response List

"NO no no no no no no no no what is to explain? "

"People in Lewisville can barely pay the \$1.50 one way now! "

"Should be included"

"Shouldn't have to pay more for this service"

"Smaller vehicles with less room"

"Sounds great but it won't work like that in practice"

"taking an existing service away and charging me more for its replacement is ridiculous. "

"There's no access where I live everything is too far and I can't afford it."

"The system is fine how it is. An additional feature to provide flexible options should be available for those willing to pay more. "

"This is a bad idea"

"this needs an explanation?"

"Uber already exists; there is no reason to reinvent uber for our community and take away something that the community actively relies on (public transportation that does not require a smart phone to use). "

"Uber exists for this. Unless this is competitively priced, this is removing accessible resources with no useful solution to replace them."



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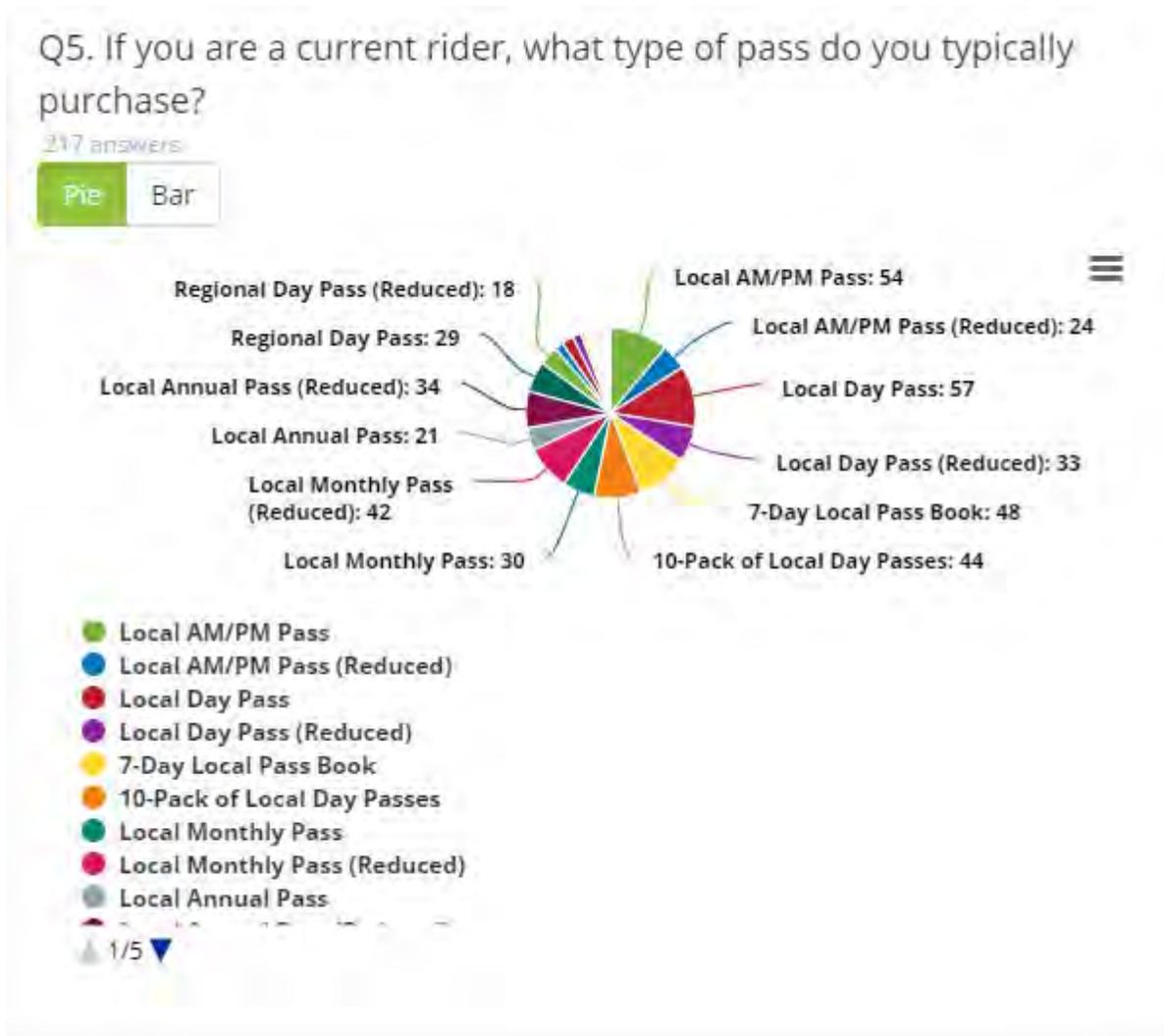
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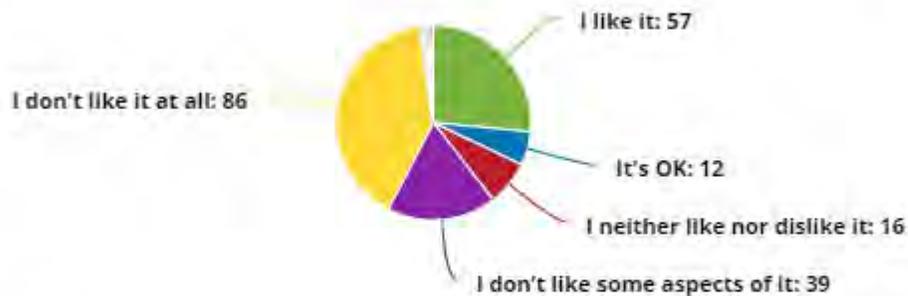
GoZone Service Plan Survey

Survey for the general public to let DCTA know what they think about the proposed on-demand rideshare service. There were 215 responses received.

Q1. What do you think of our proposed GoZone on-demand service plan?

215 answers

Pie Bar



- I like it
- It's OK
- I neither like nor dislike it
- I don't like some aspects of it
- I don't like it at all
- I like it but have some reservations about it
- I like it. My young adult son, who has an intellectual disability and does not drive, wil...
- I'll give it a shot and decide after that.
- ou are targeting the wrong service!
- Seems you ought to conduct a survey of all riders who depend on the service. Not sur...



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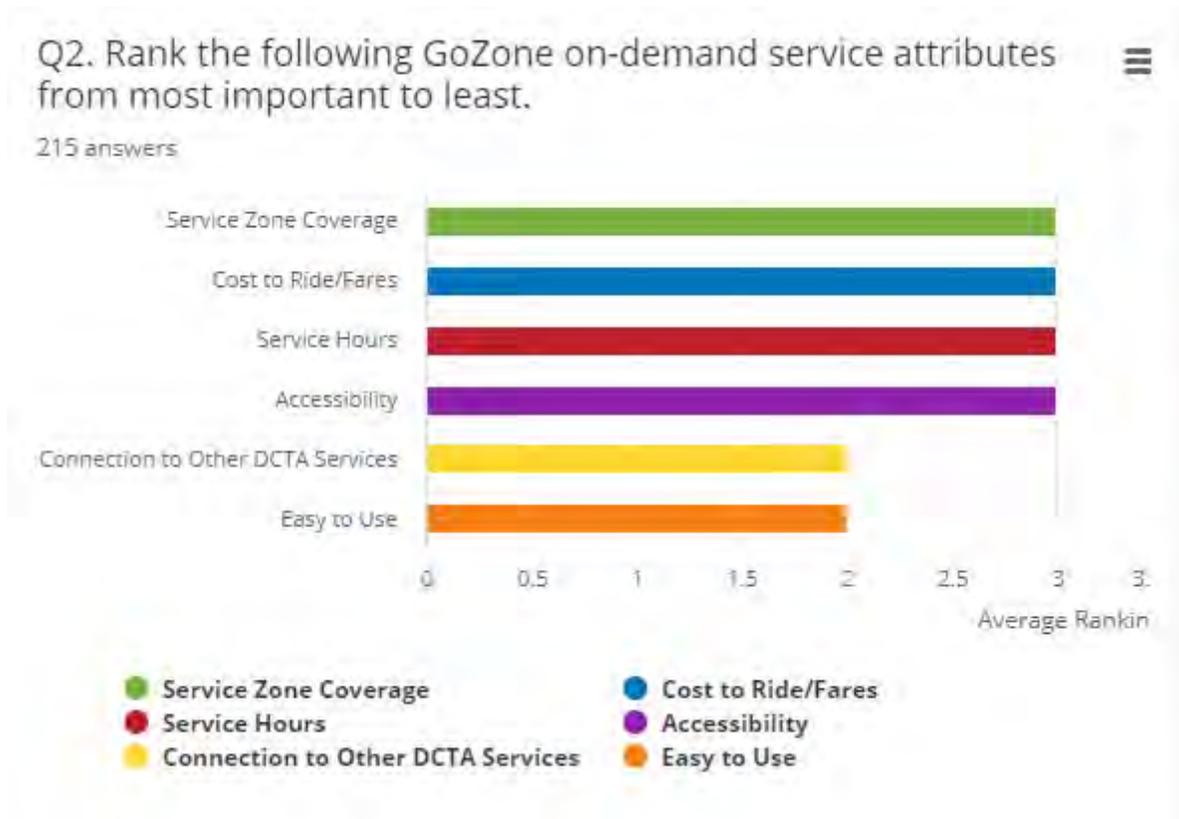
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GoZone Service Plan Survey

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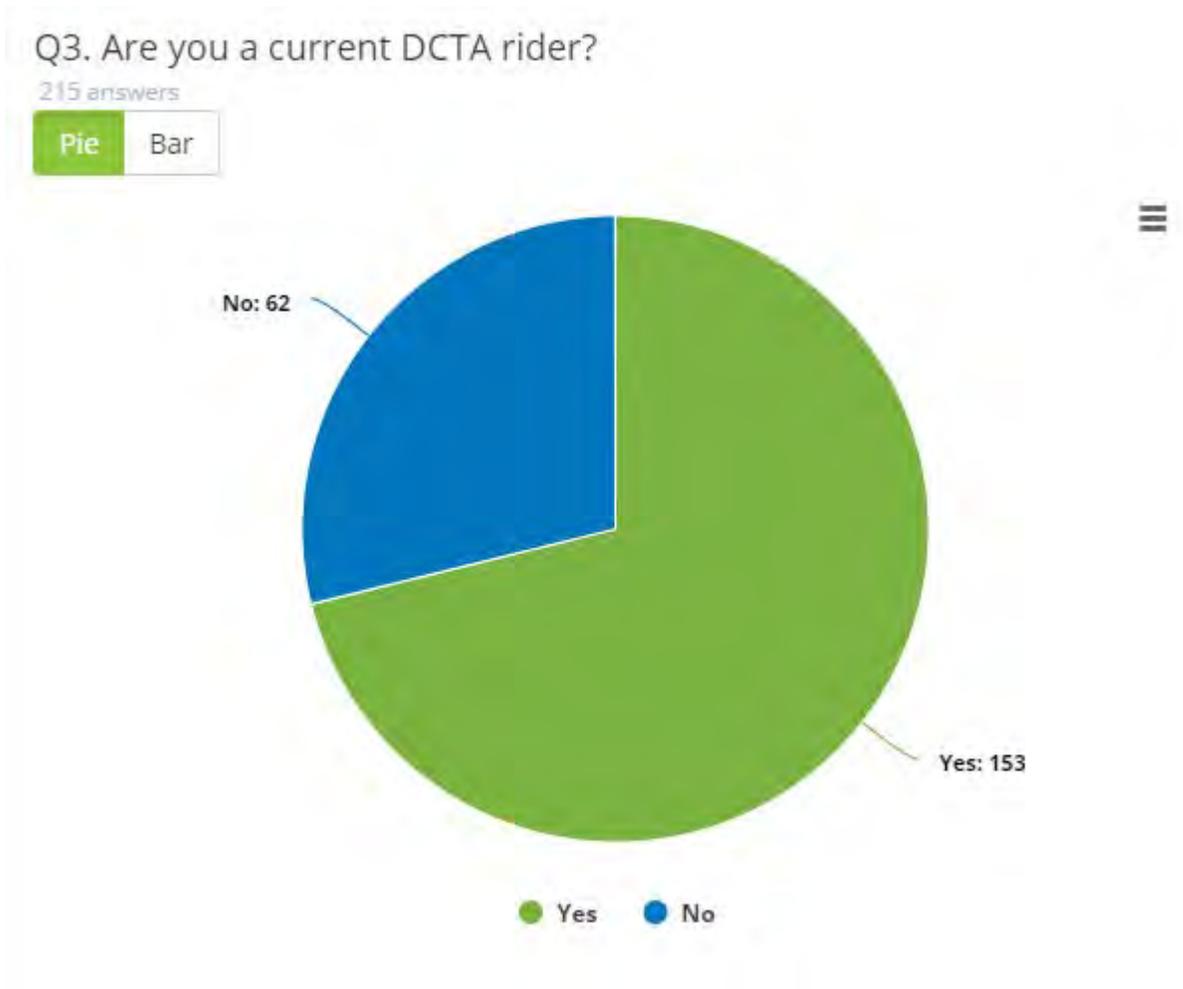
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GoZone Service Plan Survey

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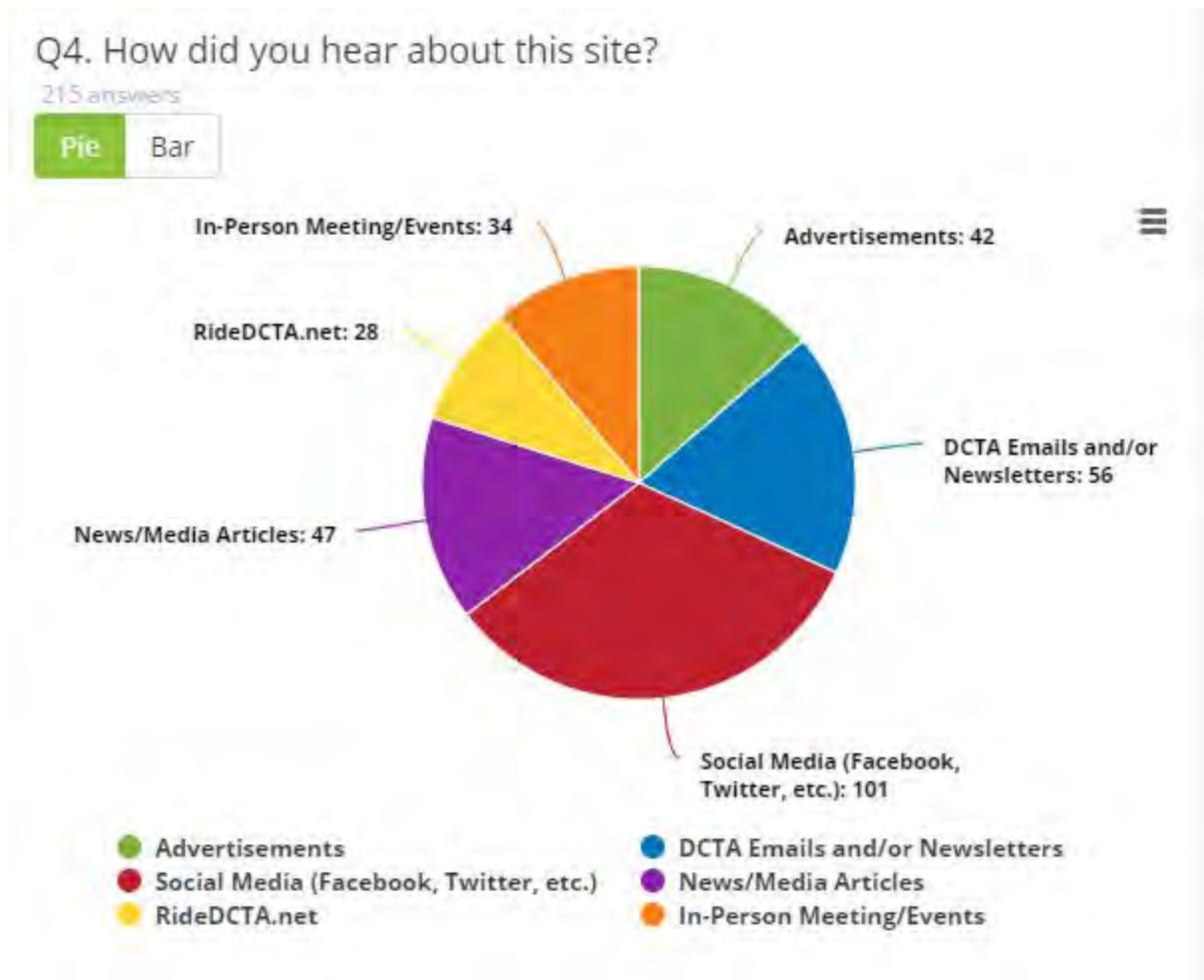
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GoZone Service Plan Survey

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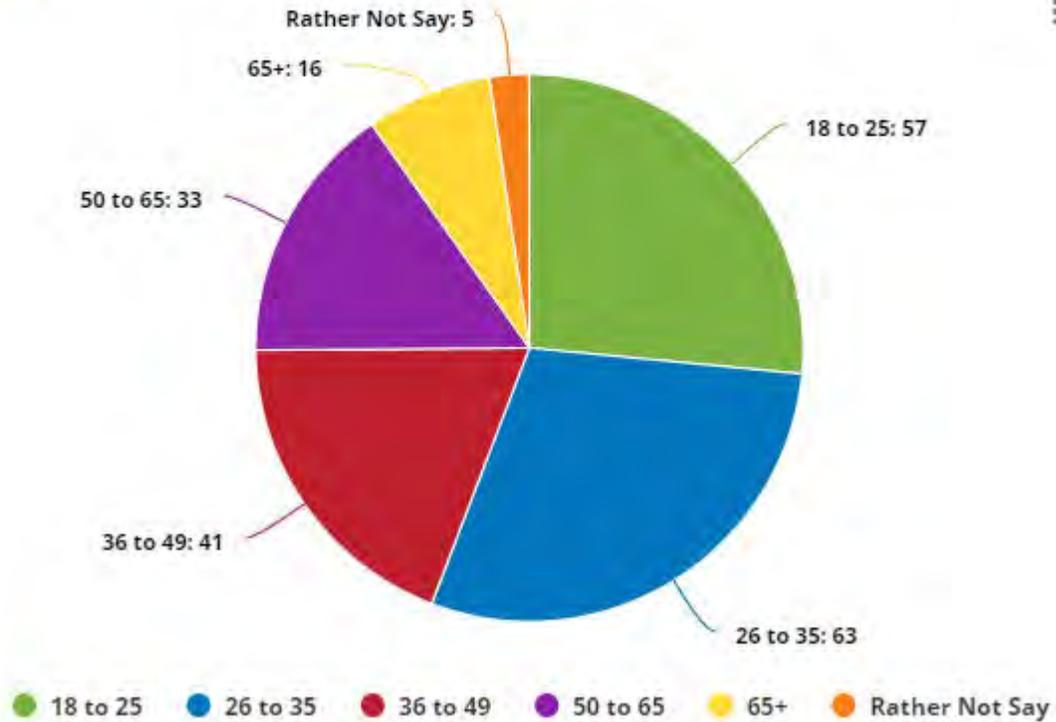
GoZone Service Plan Survey

Survey for the general public to let DCTA know what they think about the proposed on-demand rideshare service. There were 215 responses received.

Q5. Select Your Age Range

215 answers

Pie Bar



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PUBLIC FEEDBACK SUMMARY



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PUBLIC FEEDBACK

Regular Item 4, Exhibit 2



621 TOTAL COMMENTS & QUESTIONS

432
SURVEY
RESPONSES

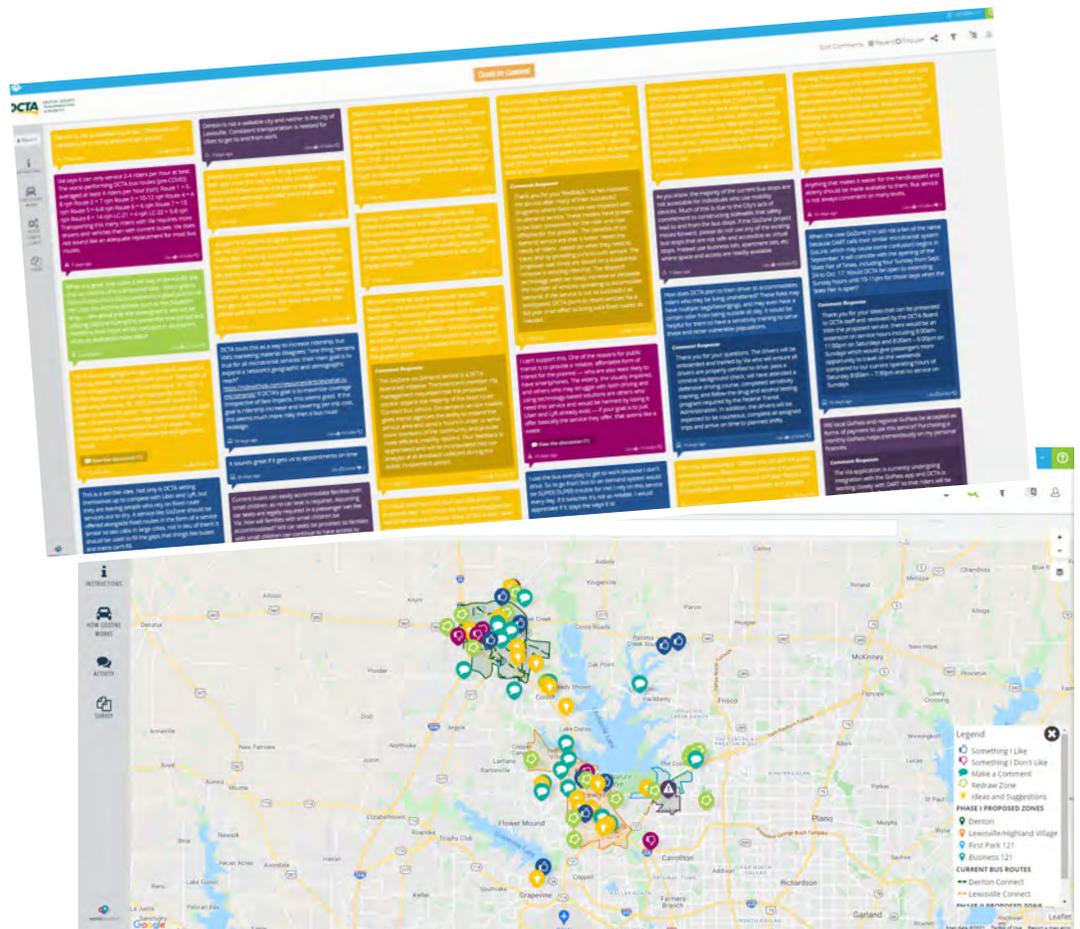
416
MICROSITE
COMMENTS

205
EVENT
COMMENTS

Public Feedback

The public comment period took place between April 19 and June 25, 2021. During this time, DCTA collected feedback through social media, emails, phone calls, events, small group discussions, forums and surveys through the microsite (Social PinPoint).

DCTA collected a total of **1,053** comments, questions and survey responses through these channels. These comments were categorized according to repeated themes, and a neutral, positive, negative or mixed sentiment was assigned to each comment.



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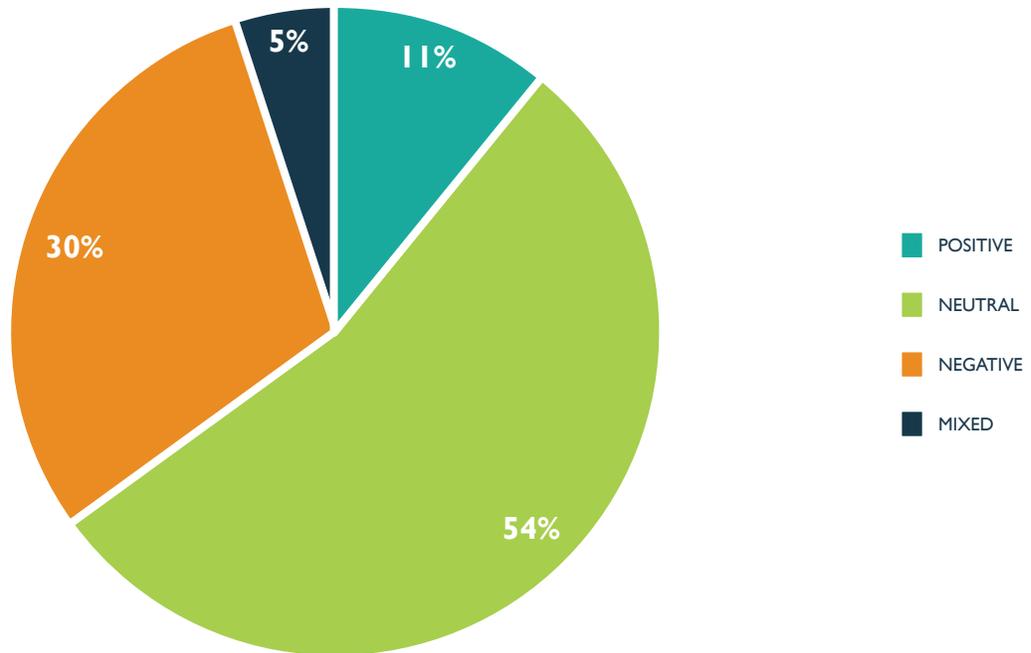
PUBLIC FEEDBACK

Regular Item 4, Exhibit 2



Public Feedback Metrics - Sentiment

Of the 621 comments, 11% were positive, 54% neutral, 30% negative, and 5% mixed.



Public Feedback Metrics — Microsite Upvotes & Downvotes

Social Pinpoint allows users to upvote or downvote comments made by other users. The 71 positive comments got 37 upvotes and 17 downvotes, while the 184 negative comments got 161 upvotes and 20 downvotes. The 3 most upvoted positive comments got 5, 5 and 4 upvotes, respectively. The 3 most upvoted negative comments got 12, 11 and 10 upvotes, respectively.



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PUBLIC FEEDBACK

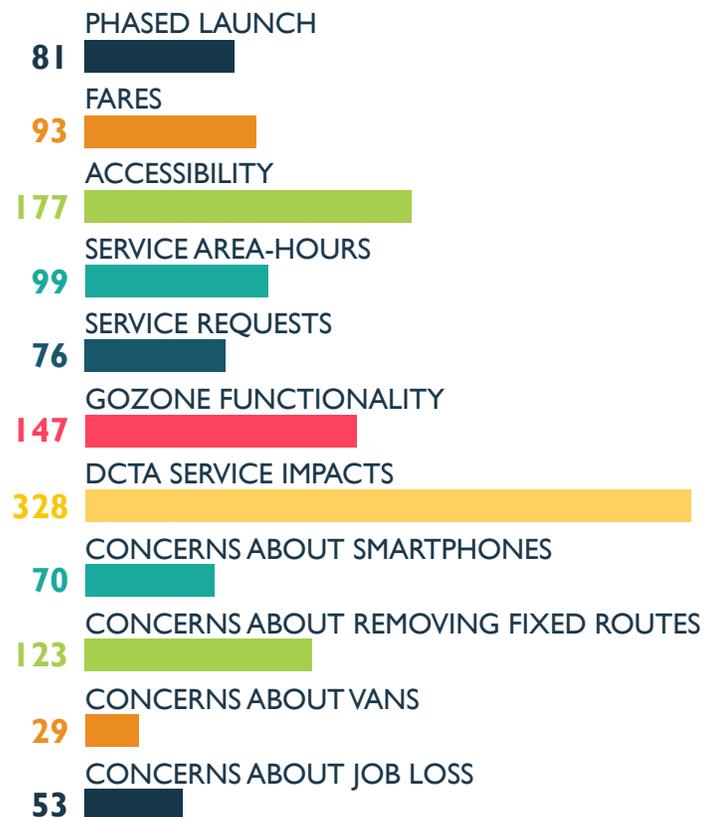
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Public Feedback Metrics — Categories

General themes include:

- **Phased Launch:** comments about the engagement period and about the different phases of the GoZone launch, including the promotional fare period.
- **Fares:** comments about the changes in fares, how to pay fares, discounted fares and everything else related to the fare structure of the new GoZone.
- **Accessibility:** comments related to ADA accessibility and the accessibility of vulnerable populations to the GoZone system, including people with disabilities, seniors, children and unhoused individuals.
- **Service Area & Service Hours:** comments related to the days and hours of operations of the GoZone service, the areas in which it will operate and the existing transit connections it will enable, such as the A-train.
- **Service Requests:** comments submitted by the community asking for the GoZone to be expanded to certain areas of the county.
- **GoZone Functionality:** comments and questions regarding how to use the system, including how to get on and off the vans, how to request a ride, who can ride, where can one ride and other basic aspects of using GoZone Service.
- **DCTA Service Impacts:** comments regarding the impacts the GoZone will have on existing DCTA services, such as existing fixed routes and the A-train.
- **Concerns About Smartphones:** comments regarding the need for smartphones to use the GoZone.
- **Concerns About Removing Fixed Bus Routes:** comments regarding the impact the GoZone will have on existing fixed bus routes.
- **Concerns About Vans:** comments regarding the size of the vans, their accessibility, safety and the proximity to other passengers, among other things.
- **Concerns About Job Loss:** comments about the loss of bus drivers' jobs and potential loss of access to jobs with the new GoZone.



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ENGAGEMENT REPORT

CONCLUSIONS & RECOMMENDATIONS

Regular Item 4, Exhibit 2



Summary of Public Feedback — Conclusions & Recommendations

The community feedback period allowed community members to ask questions and express their opinions about the GoZone service. DCTA and the Kittelson team reviewed these comments and found several common themes that should be addressed to respond to the Denton community riders before DCTA launches the GoZone service.

Theme #1: Service Expansion

- Several Denton County residents asked for expansion of the GoZone service area into additional zones that would provide service outside of the 3 DCTA member cities but within Denton County (specifically, Corinth, Flower Mound, Hickory Creek and Argyle).

Theme #2: Replacement or Failure

- Concerns with removing the majority of fixed-route service and replacing it with GoZone service
- Others had concerns with the impacts on riders if the GoZone service is unsuccessful

Theme #3: Accessibility

- Concerns about the accessibility of the GoZone service, especially about loading ADA equipment or service animals into the minivans
- Concerns about the accessibility of the smartphone app or call center for people who do not have access to a smartphone or landline, including seniors, children, and unhoused individuals (12% of respondents to the online survey indicated they do not have access to smartphone apps)
- Concerns about lost accessibility of low-income populations and students who currently rely on fixed routes to get to their destinations

Theme #4: Safety & Comfort

- General concerns with the fleet type, including not being comfortable getting into a smaller vehicle with strangers, inability to remain anonymous on board a smaller vehicle and concerns about being the only passenger on board with a contracted driver with no onboard camera

Theme #5: Fares & Finances

- Questions about the promotional fare period
- Reluctancy towards the privatization of a public good by an out-of-state agency
- Concerns about the ability of DCTA to keep costs at current levels as demand for GoZone grows

Theme #6: Job Loss

- Concerns about job losses incurred by the transition to GoZone, including the good-quality jobs of bus drivers who will be replaced with gig contractor jobs
- Concerns related to job losses from the people of Denton who currently depend on the fixed-route buses and might be affected by the transition to GoZone



DENTON COUNTY
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ENGAGEMENT REPORT

CONCLUSIONS & RECOMMENDATIONS

Regular Item 4, Exhibit 2



Theme #7: Functionality

- Concerns about the overall functionality of the GoZone service and confusion about “virtual stops”
- Questions about children riding alone ways of payment other than credit cards, headways and connections to and from other DCTA services in Denton/Lewisville.

Theme #8: Students

- Concerns about GoZone prices paid by students when current DCTA services are free and included in tuition
- Concerns about the accessibility of the GoZone service for students who live and/or work off campus and currently rely on the fixed routes to reach their destinations



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AUTHORITY

TITLE VI ANALYSIS



ENGAGEMENT REPORT

TITLE VI OUTREACH & ANALYSIS

Regular Item 4, Exhibit 2



Title VI Analysis and Peer Review

Title VI of the Civil Rights Act, as applied to transit, ensures transit service changes do not disparately impact racial/ethnic minority populations and/or disproportionately burden low-income populations. Impacts to people with Limited English Proficiency (LEP) must also be assessed. While DCTA has developed a Title VI methodology consistent with FTA guidance to quantify the potential impacts of changes in fixed-route service, no such methodology previously existed to assess impacts of on-demand service on low-income, minority and LEP populations.

To address this, DCTA requested Kittelson & Associates, Inc. conduct a peer review of other agencies that have transitioned from fixed-route to on-demand service and develop a Title VI methodology appropriate for assessing the GoZone proposal. The peer review and detailed methodology may be found in exhibit B of this report. The following pages summarize the methodology and results of the Title VI analysis.

Methodology

The standard methodology for a Title VI analysis of fixed-route bus service involves calculating the number of person-trips available to populations within a quarter mile of the bus stops in the transit network. For example, if buses serve a stop 10 times per day, every day of the year (365 days) and there are 10 people living within a quarter mile of that bus stop, this equates to 36,500 annual person-trips ($10 \times 365 \times 10$). To calculate the impact of a service change on a population, the total person-trips of the original transit service is subtracted from the total person-trips generated by the service change.

In the case of on-demand services, there are not physical bus stops from which to draw quarter-mile radii for passenger catchment areas. Instead, it is necessary to take the following steps:

- Estimate the average passenger trips per vehicle hour for the entire service zone. This is done by dividing Via's estimates of annual ridership in Year One by the annual service hours for the same year. As on-demand services do not have a frequency, this average passenger trips per vehicle hour provides the availability of service for the GoZones.
- Determine the number of people within the GoZone, providing as the number of people with service access instead of a quarter-mile radii.
- Multiply the passenger trips per vehicle hour (frequency) by the hours and days per year and the number of people in the zone. For example, if there is one passenger trip per vehicle hour, 10 hours per day, 365 days per year and there are 10 people living within the GoZone, there are 36,500 annual person-trips ($1 \times 10 \times 365 \times 10$).

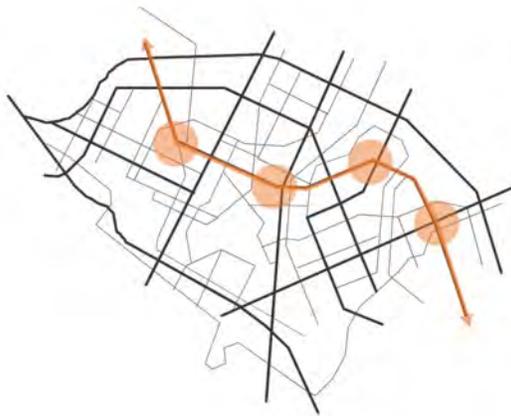
The figures on the following page illustrate how person-trips are calculated for fixed-route and on-demand services.



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TITLE VI OUTREACH & ANALYSIS

Regular Item 4, Exhibit 2

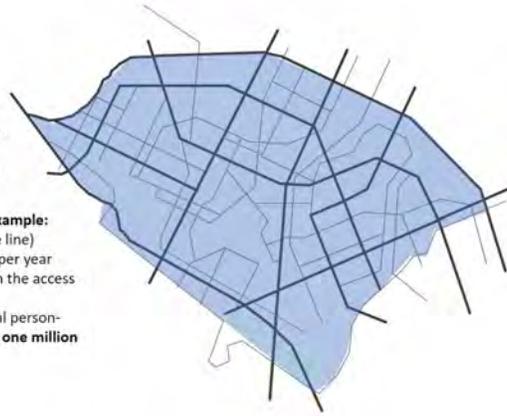


Fixed Route Calculation:

- Number of transit vehicles per year
- Multiplied by the number of people who live within the access area (one quarter mile from each stop)

Fixed Route Calculation Example:

- A bus route (the orange line) operates 1,000 vehicle per year
- 1,000 people live within the access area (orange circles)
- The number of potential person-trips per year would be **one million**



On Demand Service Calculation:

- Assumed number of provider trips per year
- Multiplied by the number of people who live within the access area (the entire GoZone)

On Demand Calculation Example:

- The On Demand provider is assumed to run 1,000 trips per year
- 1,000,000 people live within the service area (shown in blue)
- The number of potential person-trips per year would be **one billion**

To estimate the impacts of the GoZone proposal on low-income, minority and LEP populations, the study team compared the person-trips generated by the December 2019 bus network and compared them to the person-trips generated by the services that would be in place for the GoZone proposal (i.e. all non-UNT routes but Routes 3 and 7 removed from service, existing on-demand zones removed from service, GoZone Phase I in operation. UNT Campus Shuttles were not included in this analysis, as they are operated in partnership with UNT.)

Recognizing that Via has proposed several add-ons to the Phase I base service that were included in mapping presented to the public, this methodology was applied to both the base service and a “base service + add ons” alternative, which included:

- Saturday service hours to 11 p.m.
- Sunday and holiday service: 8 a.m.–6 p.m. (assumes 10 holidays per year)
- Expand Denton zone to include Denia
- Service within Business 121 North Zone Expansion (with First Park 121)
- Service between the Lewisville/Highland Village GoZone and the Business 121 North Zone Expansion (with First Park 121)
- Service between the Denton and Lewisville/Highland Village zones on Sundays
- Service between the Lewisville/Highland Village GoZone and DART Frankford Station Monday–Thursday 5 a.m.–10 p.m. and Friday 5 a.m.–11 p.m.
- “Guaranteed Ride Home” service from the DART Trinity Mills Station to either the Denton Zone or Lewisville/Highland Village Zone for three additional hours after base service ends, Monday–Saturday. These hours of service are not included in the anticipated service hours upon launch in our analysis.
- Sunday A-train Replacement, 8 a.m.–6 p.m.



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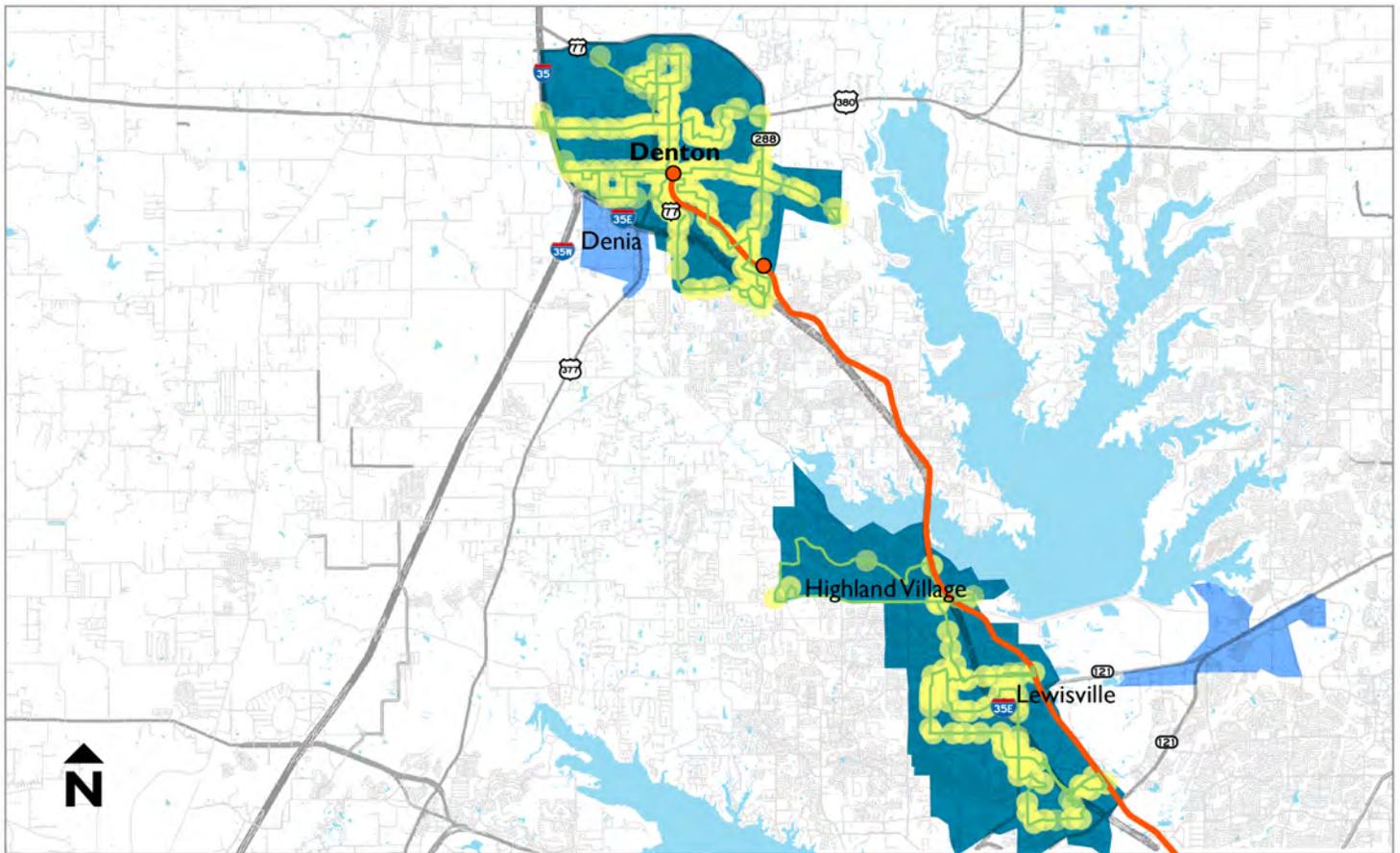
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Figure 4 illustrates the service area of the existing bus network as it compares to the base services and proposed additions of the GoZone proposal.

Figure 4. Depiction of Access to Transit Service



- A-Train
- Existing Bus Routes
- 1/4 Mile Transit Stop Buffers
- Rail Stations
- Roadways
- GoZone Base Service Areas
- GoZone Add-On Service Areas



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Results

Tables 3 and 4 summarize the results of the Title VI analysis of the GoZone Phase I Base Service; the anticipated impacts of these service changes are illustrated in Figures 5 and 6. **In summary, the proposed GoZone Phase I Base Service is anticipated to have no disproportionate impact on low-income, minority, and LEP populations.**

Tables 5 and 6 summarize the results of the Title VI analysis of the GoZone Phase I “Base + Add On” scenario. As would be expected, the additional increase provided by the add-ons increases the number of person-trips available to low-income, minority and LEP populations.

Note that this analysis is based on assumptions of GoZone ridership and revenue hours of service. It would be appropriate to revisit this analysis once ridership and service data is available, which would make it possible to use virtual stop locations to refine the methodology used in this initial analysis.



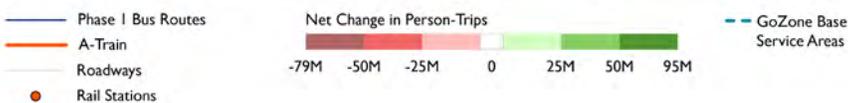
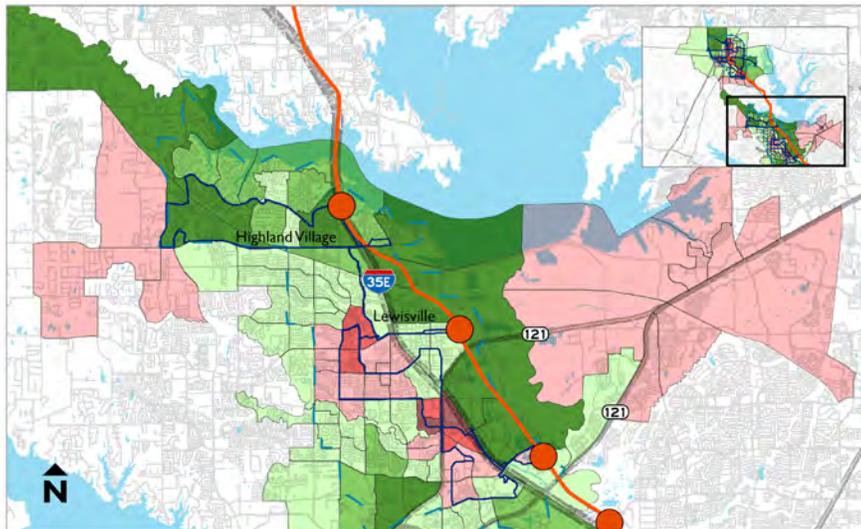
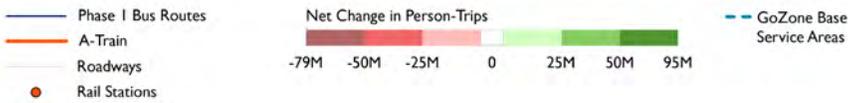
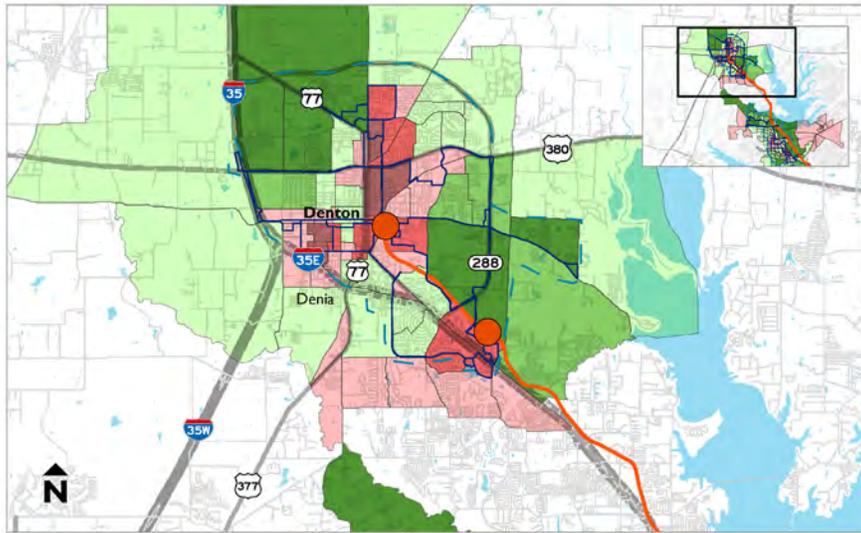
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Figure 5. Net Changes in Person-Trips by Census Block Group – GoZone Phase I Base Service



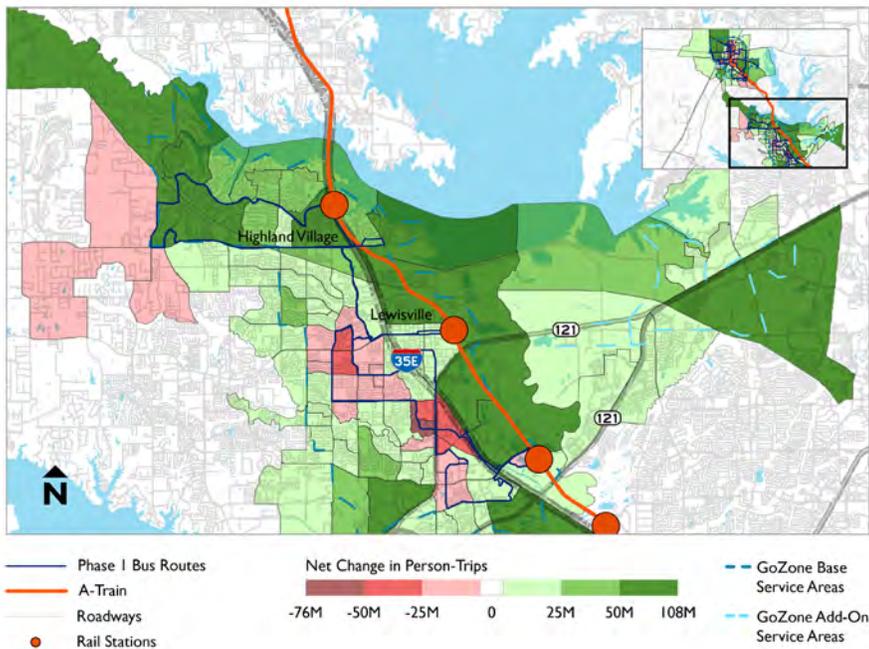
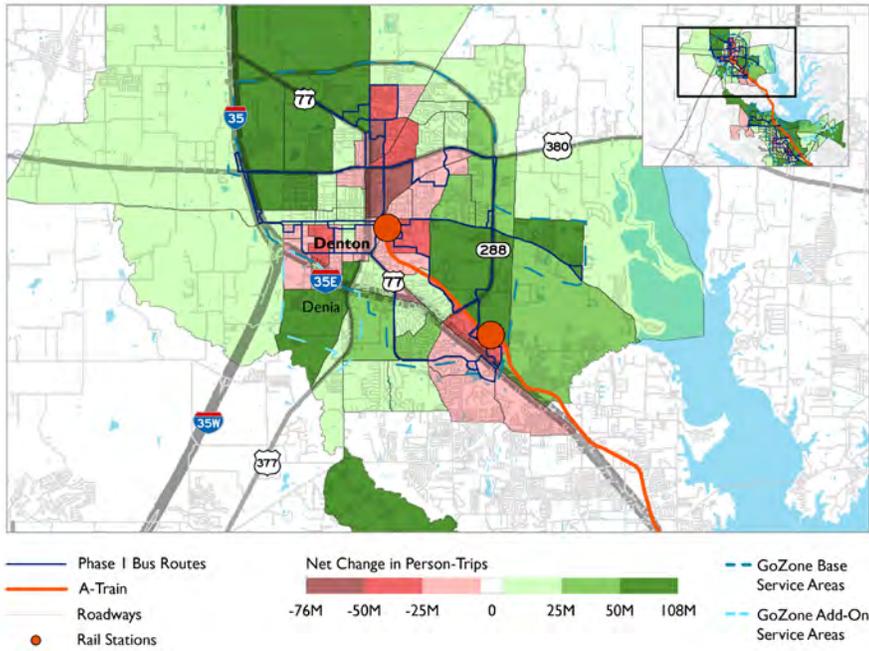
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Figure 6. Net Changes in Person-Trips by Census Block Group – GoZone Phase I Base + Add-On Service



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Table 3. Title VI Analysis Results – Phase I Base Service*

	Entire Population	Low-Income Population	Minority Population	Low-Income Population Percent Impact	Minority Population Percent Impact	Low-Income Impacts Within Acceptable Range?	Minority Impacts Within Acceptable Range?
Existing Service Annual Person-Trips	1,814,779,200	430,144,600	1,011,819,000	-	-	-	-
Change in Annual Person-Trips with Removal of Fixed-Route Service	-1,524,006,800	-343,503,600	-855,897,500	22.5% (Burden)	56.2% (Burden)	No	No
Annual Person-Trips with Remaining Fixed-Route Service ONLY	290,772,400	86,641,000	155,921,500	-	-	-	-
Estimated GoZone Service Annual Person-Trips	3,553,617,500	587,522,300	1,737,166,500	16.5% (Benefit)	48.9% (Benefit)	-	-
Estimated Annual Person Trips with GoZone and Remaining Fixed-Route Service	3,844,389,900	674,163,300	1,893,088,000	-	-	-	-
Estimated Net Change in Annual Person-Trips	2,029,610,700	244,018,700	881,269,000	12.0% (Benefit)	43.4% (Benefit)	Yes	Yes

Table 4. Limited English Proficiency (LEP) Analysis Results – Phase I Base Service*

	Entire Population	Low-Income Population	LEP Population Percent Impact
Existing Service Annual Person-Trips	1,814,779,200	231,065,300	-
Change in Annual Person-Trips with Removal of Fixed-Route Service	-1,524,006,800	-200,881,900	13.2% (Burden)
Annual Person-Trips with Remaining Fixed-Route Service ONLY	290,772,400	30,183,400	-
Estimated GoZone Service Annual Person-Trips	3,553,617,500	346,264,500	9.7% (Benefit)
Estimated Annual Person Trips with GoZone and Remaining Fixed-Route Service	3,844,389,900	376,447,900	-
Estimated Net Change in Annual Person-Trips	2,029,610,700	145,382,600	7.2% (Benefit)

* Person-Trips are rounded to the nearest hundred



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Table 5. Title VI Analysis Results – Phase I Base + Add-On Service

	Entire Population	Low-Income Population	Minority Population	Low-Income Population Percent Impact	Minority Population Percent Impact	Low-Income Impacts Within Acceptable Range?	Minority Impacts Within Acceptable Range?
Existing Service Annual Person-Trips	1,814,779,200	430,144,600	1,011,819,000	-	-	-	-
Change in Annual Person-Trips with Removal of Fixed-Route Service	-1,524,006,800	-343,503,600	-855,897,500	22.5% (Burden)	56.2% (Burden)	No	No
Annual Person-Trips with Remaining Fixed-Route Service ONLY	290,772,400	86,641,000	155,921,500	-	-	-	-
Estimated GoZone Service Annual Person-Trips	4,311,087,700	710,081,400	2,130,201,400	16.5% (Benefit)	49.4% (Benefit)	-	-
Estimated Annual Person Trips with GoZone and Remaining Fixed-Route Service	4,601,860,100	796,722,400	2,286,122,900	-	-	-	-
Estimated Net Change in Annual Person-Trips	2,787,080,900	366,577,800	1,274,303,900	13.2% (Benefit)	45.7% (Benefit)	Yes	Yes

Table 6. Limited English Proficiency (LEP) Analysis Results – Phase I Base + Add-On Service

	Entire Population	Low-Income Population	LEP Population Percent Impact
Existing Service Annual Person-Trips	1,814,779,200	231,065,300	-
Change in Annual Person-Trips with Removal of Fixed-Route Service	-1,524,006,800	-200,881,900	13.2% (Burden)
Annual Person-Trips with Remaining Fixed-Route Service ONLY	290,772,400	30,183,400	-
Estimated GoZone Service Annual Person-Trips	4,311,087,700	413,105,600	9.6% (Benefit)
Estimated Annual Person Trips with GoZone and Remaining Fixed-Route Service	4,601,860,100	443,289,000	-
Estimated Net Change in Annual Person-Trips	2,787,080,900	212,223,700	7.6% (Benefit)

* Person-Trips are rounded to the nearest hundred



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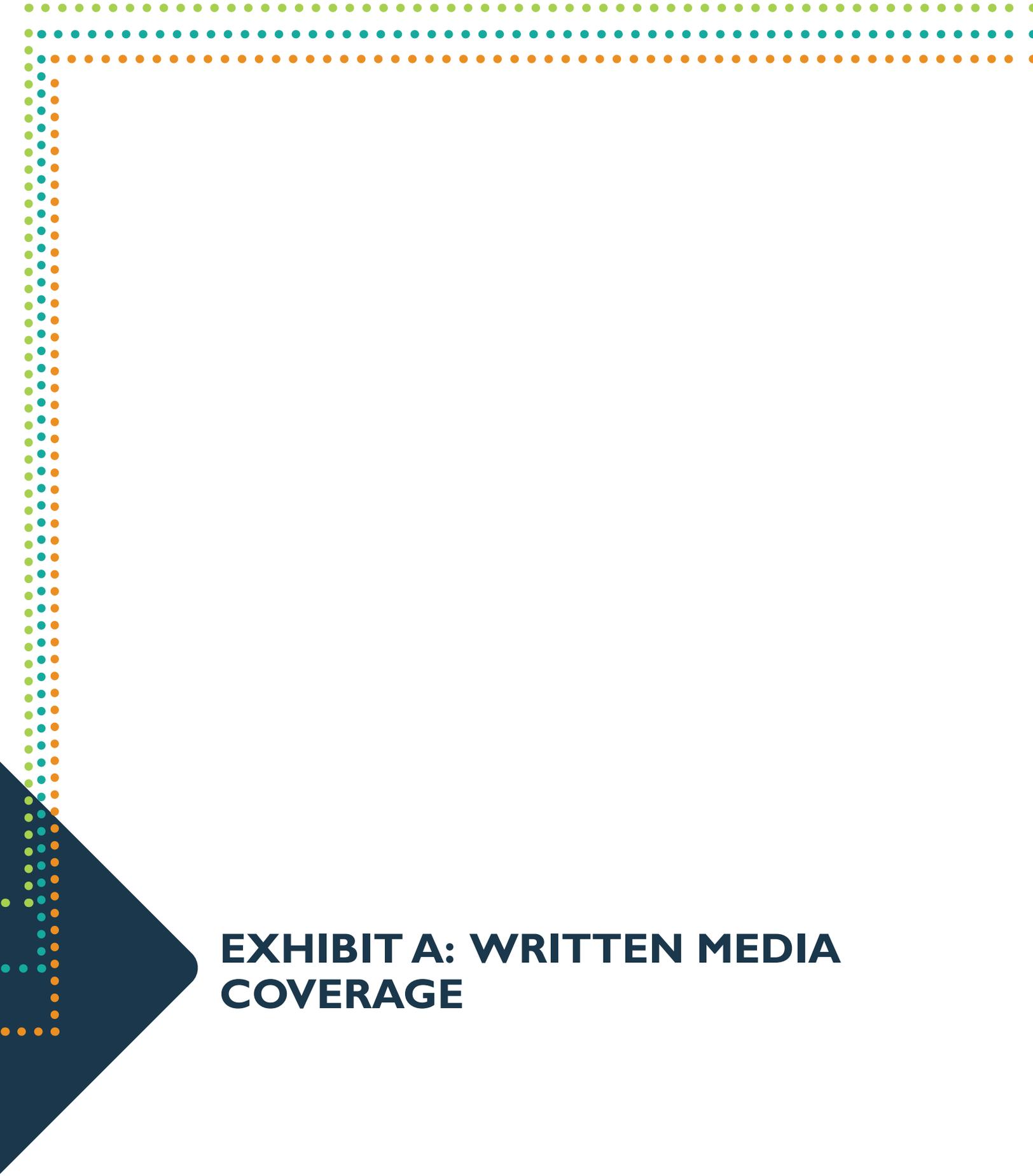
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**EXHIBIT A: WRITTEN MEDIA
COVERAGE**

Lewisville considering on-demand transit program

Lewisville Leader (Texas)

Publish Date: 10 Dec 2020 12:00

Section: NEWS

Length: 714 words

The city of Lewisville is considering an on-demand bus program as either a replacement of the DCTA fixed-route system or in conjunction with it.

Councilman TJ Gilmore, who represents Lewisville on the DCTA Board, and local transportation consultant Brandi Bird updated the City Council during a work session Monday on what an on-demand program could look like in Lewisville.

One suggestion is to eliminate the fixed-route system in Lewisville and cover the city with an on-demand program. Currently Lewisville has two fixed routes through DCTA, but city officials said there are sections of the city that have no access to it.

"That covers areas where we don't have coverage today," Gilmore said. "And we really should from an equity standpoint. We have residents living in Lewisville who have no access to transit."

Bird said the program through DCTA is similar to Uber Pool. She said it is app-based with a call number to schedule trips.

The maximum is six passengers per trip.

"The software is pairing you with other people who generally are located within the same area who want to travel at the same time," Bird said.

She said the pick-up location would be within a minute or two of the person's location and destination.

Bird said DCTA has looked at various data points to determine if increased service makes sense in certain areas, including portions of Lewisville not covered today.

Those data points include areas where there is greater than 70 percent of people of color and greater than 26 percent of households below the poverty line. Bird said there is a gap in fixed-route coverage for those areas on the northeastern side of Lewisville.

Other segments include greater than 40 percent of people with disabilities and greater than 8 percent of zero-car households, fixed-route gaps that are mostly in the northwest side of the city.

"Those data points are making me go, 'Why are we spending the money that we're spending on fixed bus routes if we can get better coverage?'" Gilmore said.

Gilmore said another advantage would be cost savings.

In 2019 there were 122,456 DCTA bus trips in Lewisville, Bird said. The average cost was \$21 per trip, and the total cost of the bus service for the city was \$2.5 million.

A proposal for on-demand, which has not yet been voted on by the DCTA Board, would include an average cost of \$11.5 per trip and a total cost of service of \$1.6 million, assuming an estimated 140,000 trips.

Gilmore said the proposal includes an option of adding Sunday service at \$110,000 per year, as well as matching its hours to DART's service, options that could be funded by the \$900,000 per year cost savings.

The program could also help boost ridership. Bird said the minimum threshold for fixed-route bus service for DCTA is 10 boardings per hour. She said the two Lewisville connect routes fall well below that, both pre-COVID and currently.

Bird said the trip frequency is expected improve from the current 20- to 30-minutes to 5- to 10-minutes.

Gilmore said by going with on-demand the city could get more data than it currently receives.

"So we could use this over a couple of years to generate fixed-rate service routes that makes sense," Gilmore said.

City officials said the service could not only help residents but also those working at some of the larger employment centers such as Waters Park and Convergence.

Waters Ridge and Convergence said this would be good for their operations.

"We've been told by a couple of our developers that this could be a game changer for a couple of our business parks because it would give them transit and accessibility that they simply don't have right now," Gilmore said.

Council members, including Deputy Mayor Pro Tem Kristin Green, seemed supportive of pursuing the on-demand program.

"I can't find a reason not to do this," Green said. "We increase our coverage, we save money and we get the data we need to make good decisions about possible routes we can do in the future."

She added that the data the city does have shows the city is only halfway to the threshold to justify having a fixed route.

Councilman Brandon Jones said he wants to make sure the data is used to catch the gaps in coverage. Councilman Bob Troyer said the city needs to clearly communicate the program exists and how to use it.

Author: Chris Roark

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Harvest Date: 11 Dec 2020 21:42



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SOUTHERN DENTON COUNTY LOCAL NEWS

DCTA seeking feedback on proposed on-demand service

By Mark Smith April 19, 2021

459 0



HOME NEWS LIFE BUSINESS VOICES SCHOOLS SPORTS CALENDAR WEATHER BIZ DIRECTORY



Photo courtesy of Denton County Transportation Authority

The Denton County Transportation Authority announced Monday that it is requesting public feedback on the agency's proposed GoZone on-demand rideshare service that will replace most of the agency's fixed-route service.

Earlier this month, DCTA's Board of Directors approved the proposed service plan from River North Via, an on-demand service provider, after concluding that an on-demand service model would be the most advantageous service for both DCTA passengers and the agency overall, according to a DCTA news release.

In January 2021, DCTA's Board of Directors awarded an on-demand service delivery contract to Via which allowed the agency to work with Via to develop a proposed service plan to take to the public for review and input. On April 7, DCTA's Board of Directors approved the proposed GoZone service plan announced Monday. The proposed GoZone on-demand rideshare service will cover areas currently served by fixed route and on-demand zones. In some cases, the proposed service will extend beyond the agency's current service structure.

"We are looking forward to the enhanced quality of service, increased service area and extended hours of service that have been proposed for GoZone service," DCTA CEO Raymond Suarez said. "The proposed GoZone on-demand rideshare service will improve the rider experience, enhance service delivery and build our efficiency as a mobility provider."

How GoZone Works

GoZone will operate similarly to DCTA's current on-demand zones. Passengers will be asked to create an account on a new app where they'll be able to purchase tickets for many of DCTA's services, including GoZone, according to the news release.

Passengers who don't have access to a smartphone can call the agency's customer service team to book trips over the phone or visit the Downtown Denton Transit Center (DDTC) to purchase trips in person. Below is a snapshot of how the service works:

DCTA Microtransit: How it works



For more information on how GoZone works, visit DCTAfeedback.net.

GoZone Promotional Fare

For the first six months of GoZone service, DCTA's fare structure will be slightly modified to accommodate the removal of Connect Bus fixed route service and existing on-demand zones, and the addition of GoZone one-ride credits (based on the purchased ticket type). After six months, the DCTA staff and board of directors will reevaluate the fare system and make changes if needed.

DCTA FARE TYPE	LOCAL SYSTEM FARE				REGIONAL SYSTEM FARE				FARE PURCHASE LOCATIONS
	CONNECT LOCAL FARE W/REGISTRATION	REGISTRATION LOCAL FARE W/REGISTRATION	REGULAR FARE W/REGISTRATION	LOCAL SYSTEM FARE	CONNECT REGIONAL FARE W/REGISTRATION	REGISTRATION REGIONAL FARE W/REGISTRATION	REGULAR FARE W/REGISTRATION	REGIONAL SYSTEM FARE	
ONE-TRIP FARE	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	<ul style="list-style-type: none"> Connect Local Connect Regional DDTC Online
LOCAL MONTHLY FARE	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	<ul style="list-style-type: none"> Connect Local Connect Regional DDTC Online
REG FARE	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	<ul style="list-style-type: none"> Connect Local Connect Regional DDTC Online
1 YEAR FARE	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	<ul style="list-style-type: none"> Connect Local Connect Regional DDTC Online
12 MONTH DAY TRIP FARE	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	<ul style="list-style-type: none"> Connect Local Connect Regional DDTC Online
MONTHLY FARE	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	<ul style="list-style-type: none"> Connect Local Connect Regional DDTC Online
ANNUAL FARE	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	<ul style="list-style-type: none"> Connect Local Connect Regional DDTC Online

Visit DCTAfeedback.net to give your input on the proposed GoZone fare structure.

Phased GoZone Launch Timeline

DCTA will carefully review all public feedback after the public engagement process ends on June 25 and work through considerations and implications to ensure all information is presented to the agency's board of directors in July 2021. DCTA's Board of Directors will review all public feedback and the Title VI analysis in conjunction with the final service plan to make their final decision.

Once the board formally adopts the proposed GoZone on-demand rideshare service plan, DCTA will launch GoZone in a phased approach as outlined below, according to DCTA:



Passengers can find more information about each of these phases and provide feedback at DCTAfeedback.net.

Ways to Join the Conversation and Provide Feedback

Through June 25, individuals can provide feedback on DCTA's proposed GoZone service plan and fare promotion at DCTAfeedback.net and at in-person events. On the GoZone microsite, individuals can view the full proposed GoZone service plan and fare promotion, participate in online forums, learn how the service works, provide feedback, receive input from DCTA staff and more.

In addition, individuals can visit the Hop on Board blog for tips on how to use the various GoZone microsite engagement tools such as:

- Interactive Service Map
- Promotional Fare Forum
- Ideas Wall

If your organization would like a presentation during the public involvement process, contact Mary Worthington at mworthington@dcta.net or 972-316-6121.

To learn more about DCTA's proposed GoZone on-demand rideshare service and provide your feedback, visit DCTAfeedback.net.

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Mark Smith
Mark Smith is the Digital Editor of The Cross Timbers Gazette.



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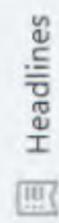
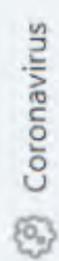
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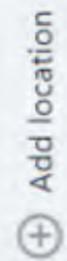
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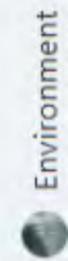
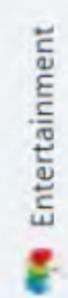
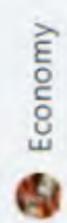
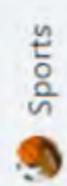
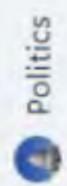
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DCTA seeking feedback on proposed on-demand service

By Mark Smith

Posted by The Cross Timbers Gazette 2021-04-19



The Denton County Transportation Authority announced Monday that it is requesting public feedback on the agency's proposed GoZone on-demand rideshare service that will replace most of the agency's fixed-route service. Earlier this month, DCTA's Board of Directors approved the proposed service plan from River North Via, an on-demand service provider....

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DCTA gathering feedback on proposed on-demand system transition

The restructuring proposal aims to expand service area, add “virtual stops” in lieu of fixed route stops, improve regional mobility, as well as the rider experience.

Author — Mischa Wanek-Libman

Apr 20th, 2021



A mock up showing the branding of the vans that would be used for DCTA's GoZone on-demand service.

DCTA

Denton County Transportation Authority (DCTA) has started collecting feedback regarding its proposed network restructuring that would see the authority transition to a mostly on-demand service system and cease operation of the majority of its fixed-route bus service.

Via would operate the GoZone on-demand service within designated zones using dedicated vans that will be wheelchair accessible. Riders would book a trip through an app, call DCTA's customer service line or visit DCTA's Downtown Transit Center to book a trip in person. Once booked, the rider would be directed toward a “virtual bus stop” where a driver would pick them up.

“With the proposed GoZone service, pick-up and drop-off points will multiply compared to the existing fixed-route service. So not only do the proposed GoZones cover more territory, but they also provide more virtual stops which is a major convenience factor for users,” DCTA Communications Coordinator Kayla Laird wrote in a blog on the proposed service.

GoZone would replace all fixed route bus service in Denton and Lewisville, with the exception of Denton Connect Routes 3 and 7. Additionally, the University of North Texas shuttle and UNT Lyft program will remain in operation to ensure transportation around campus.

DCTA will collect feedback on the program through June 25 in preparation for a July 2021 presentation to the board. The GoZone service is scheduled to launch in September 2021, but DCTA notes any significant change to the plan would result in a delay in its roll out.

The transition to GoZone service would be implemented in two phases. Phase 1 includes roll out of base service in Denton and Lewisville/Highland Village, Sunday and holiday on-demand service, a Sunday A-train replacement service, a late-night “guaranteed ride home” service, and a Saturday service hours extension. To aid in the transition between the two service plans, DCTA plans to operate both its fixed-route services and GoZone services during the first two weeks. Following that, only service on fixed-routes 3 and 7 will remain and operate in parallel with GoZone service to evaluate which meets riders' needs.

Phase 2A, which would launch in early 2022 would expand GoZone service to Castle Hills and incorporate Access services and Phase 2B would include the addition of weekday late-night hours. The final phase's launch is targeted for the summer of 2022.

“We are looking forward to the enhanced quality of service, increased service area and extended hours of service that have been proposed for GoZone service,” DCTA CEO Raymond Suarez said. “The proposed GoZone on-demand rideshare service will improve the rider experience, enhance service delivery and build our efficiency as a mobility provider.”

Feedback can be provided to DCTA via dctafeedback.net and an interactive map of the proposed service is available at <https://dctafeedback.net/gozone/map#/>.



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DCTA seeks feedback for on-demand rideshare service

Carrollton Leader (Texas)

Publish Date: 20 Apr 2021 12:00

Section: NEWS

Length: 570 words

The Denton County Transportation Authority (DCTA) is requesting public feedback on the agency's proposed GoZone on-demand rideshare service that will replace most of the agency's fixed-route service. Earlier this month, DCTA's Board of Directors approved the proposed service plan from River North Via, an on-demand service provider, and is now requesting input from the public.

After extensive research on options for enhanced service delivery, DCTA and its board of directors, concluded that an on-demand service model would be the most advantageous service for both DCTA passengers and the agency overall.

In January 2021, DCTA's Board of Directors awarded an on-demand service delivery contract to Via which allowed the agency to work with Via to develop a proposed service plan to take to the public for review and input. On April 7, DCTA's Board of Directors approved the proposed GoZone service plan that DCTA is sharing today.

The proposed GoZone on-demand rideshare service will cover areas currently served by fixed route and on-demand zones. In some cases, the proposed service will extend beyond the agency's current service structure.

"We are looking forward to the enhanced quality of service, increased service area and extended hours of service that have been proposed for GoZone service," DCTA CEO Raymond Suarez said. "The proposed GoZone on-demand rideshare service will improve the rider experience, enhance service delivery and build our efficiency as a mobility provider."

GoZone will operate similarly to DCTA's current on-demand zones. Passengers will be asked to create an account on a new app where they'll be able to purchase tickets for many of DCTA's services, including GoZone.

Passengers who don't have access to a smartphone can call the agency's customer service team to book trips over the phone or visit the Downtown Denton Transit Center (DDTC) to purchase trips in person.

For the first six months of GoZone service, DCTA's fare structure will be slightly modified to accommodate the removal of Connect Bus fixed route service and existing on-demand zones, and the addition of GoZone one-ride credits (based on the purchased ticket type). After six months, the DCTA staff and board of directors will reevaluate the fare system and make changes if needed.

DCTA will carefully review all public feedback after the public engagement process ends on June 25 and work through considerations and implications to ensure all information is presented to the agency's board of directors in July 2021. DCTA's Board of Directors will review all public feedback and the Title VI analysis in conjunction with the final service plan to make their final decision.

Once the board formally adopts the proposed GoZone on-demand rideshare service plan, DCTA will launch GoZone in a phased approach as outlined below:

From April 19 through June 25, individuals can provide feedback on DCTA's proposed GoZone service plan and fare promotion at DCTAfeedback.net and at in-person events. On the GoZone microsite, individuals can view the full proposed GoZone service plan and fare promotion, participate in online forums, learn how the service works, provide feedback, receive input from DCTA staff and more.

If your organization would like a presentation during the public involvement process, please contact Mary Worthington at mworthington@dcta.net or 972-316-6121.

For more information visit DCTAfeedback.net.

Author: Staff report

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By Staff report

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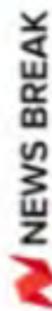
The Denton County Transportation Authority (DCTA) is requesting public feedback on the agency's proposed GoZone on-demand rideshare service that will replace most of the agency's fixed-route service. Earlier this month, DCTA's Board of Directors approved the proposed service plan from River North Via, an on-demand service provider, and is now requesting input from the public.



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Denton County Transportation Authority Seeks Public Feedback with New RideShare Program

The new service, GoZone, is slated to launch in September 2021

By Logan McElroy • Published April 21, 2021 • Updated on April 22, 2021 at 10:32 pm



The Denton County Transportation Authority wants feedback on a new rideshare program that is slated to launch later this year.

The current phase of the GoZone project began Monday, in an effort to understand the customer experience before rolling forward with the program.

GoZone is powered by Via and functions through an app as an on-demand rideshare service to different zones within and sometimes between Denton County.

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The goal is to provide vans dedicated to transporting citizens in a safe, efficient, convenient, accessible, and affordable way.

The Denton County Transportation Authority Board of Directors plans to meet at the end of July to discuss customer feedback and possible approval of the service.

Earlier this year the city of Arlington expanded its partnership with Via to cover the entire city limits. Arlington launched its pilot with Via in 2017 when it discontinued its MAX bus service.

To learn more about GoZone click here.

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DCTA seeks feedback for proposed on-demand service

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The proposed on-demand rideshare service would be available through an app on the user's smartphone. (Graphic courtesy DCTA)

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By Alex Copeland | 1:06 PM Apr 22, 2021 CDT | Updated 1:06 PM Apr 22, 2021 CDT

The Denton County Transportation Authority is looking for feedback from the public as it introduces its new GoZone on-demand rideshare service, the organization announced April 19

DCTA's board of directors approved the proposed service plan after researching options and concluding that an on-demand service model would be best for the agency and DCTA passengers, according to a release. The service would replace most of the agency's fixed-route service.

GoZone would function through a new app from service provider River North Via. Passengers will use personal accounts on the app where they will be able to purchase tickets for GoZone and other DCTA services.

Users without smartphone access can book trips over the phone by contacting the agency's customer service team or visiting the Downtown Denton Transit Center to purchase trips in person.

The Federal Transit Administration requires public involvement and a Title VI analysis to ensure that the DCTA board considers all public feedback before making a formal decision on service delivery.

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The public feedback period runs through June 25. The board will discuss user feedback and approval of the proposed service at the end of July.

"We are looking forward to the enhanced quality of service, increased service area, and extended hours of service that have been proposed for GoZone service," DCTA CEO Raymond Suarez said in a press release. "The proposed GoZone on-demand rideshare service will improve the rider experience, enhance service delivery and build our efficiency as a mobility provider."

DCTA accepts feedback regarding the proposed GoZone service plan and fare promotion at <http://dctafeedback.net> and in-person events.

To learn more about the proposed on-demand rideshare service, visit <http://dctafeedback.net>.

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By Alex Copeland Alex Copeland is currently the editor for the Lewisville, Flower Mound and Highland Village editions of Community Impact Newspaper. He was previously a reporter, freelancer and journalism educator before joining Community Impact Newspaper in 2021.

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DCTA Seeking Public Feedback on Proposed GoZone On-Demand Rideshare Service

Posted on April 22, 2021

LEWISVILLE (WBAP/KLIF)- The Denton County Transportation Authority (DCTA) is requesting public feedback on the agency's proposed GoZone on-demand rideshare service that will replace most of the agency's fixed-route service. Earlier this month, DCTA's Board of Directors approved the proposed service plan from River North Via, an on-demand service provider, and is now requesting input from the public.



DCTA says they did extensive research on options for enhanced service delivery and concluded that an on-demand service model would be the most advantageous service for both DCTA passengers and the agency overall.

The proposed GoZone on-demand rideshare service will cover areas currently served by fixed route and on-demand zones. In some cases, the proposed service will extend beyond the agency's current service structure.

"We are looking forward to the enhanced quality of service, increased service area and extended hours of service that have been proposed for GoZone service," DCTA CEO Raymond Suarez said. "The proposed GoZone on-demand rideshare service will improve the rider experience, enhance service delivery and build our efficiency as a mobility provider."

Passengers who don't have access to a smartphone can call the agency's customer service team to book trips over the phone or visit the Downtown Denton Transit Center (DDTC) to purchase trips in person. Below is a snapshot of how the service works:

For the first six months of GoZone service, DCTA's fare structure will be slightly modified to accommodate the removal of Connect Bus fixed route service and existing on-demand zones, and the addition of GoZone one-ride credits (based on the purchased ticket type). After six months, the DCTA staff and board of directors will reevaluate the fare system and make changes if needed.

You can submit your feedback on DCTAfeedback.net to give your input.

DCTA will carefully review all public feedback after the public engagement process ends on June 25 and work through considerations and implications to ensure all information is presented to the agency's board of directors in July 2021.

Filed Under: 24/7 Newsroom News, WBAP 24/7 News

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DCTA seeks feedback for proposed on-demand service

By communityimpact.com | 2m



DCTA Microtransit: How it works

Rider selects pick up location and destination



Note: Riders can also book trips using the Web Portal, GoPaaS, or through a phone call

Rider App will present ride proposal with pick-up location, wait time, and fare



Rider receives virtual bus stop location and tracks their vehicle in real time on the map



Note: Maximum walking distance, wait times, and all other quality of service parameters are fully customizable

Note: Other passengers travelling in the same direction will automatically be picked up along the way



Once onboard, Rider tracks vehicle location, upcoming stops, arrival ETA, and can provide ride rating



Rider is picked up in a DCTA-branded vehicle



The proposed on-demand rideshare service would be available through an app on the user's smartphone. (Graphic courtesy DCTA) The proposed on-demand rideshare service would be available through an app on the user's smartphone. (Graphic courtesy DCTA) The Denton County Transportation Authority is looking for feedback from the public as it introduces its...

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FEATURED

DCTA moving closer to on-demand GoZone service that replaces buses with vans

By Justin Grass Staff Writer | jgrass@dentonrc.com | May 11, 2021



DCTA CEO Raymond Suarez and vice president of mobility services Nicole Recker present to the Denton County Commissioners Court on Tuesday.
 Justin Grass/DRC

f t i

The Denton County Transportation Authority shared the latest details Tuesday on its upcoming on-demand transit service, GoZone, which will replace many of its fixed bus routes and services with over two dozen vans in hopes of expanding coverage areas, times and accessibility.

DCTA CEO Raymond Suarez and Vice President of Mobility Services Nicole Recker presented the upcoming service's latest developments at Tuesday morning's Denton County Commissioners Court meeting. Their appearance came months in advance of the launch of the shift, slated for September.

Recker said the agency has two main goals for the service: expanding geographic availability and extending the days and times that service is offered.

"Passengers will now have more area that they can cover, and they can cover it more days of the week and more hours of the day," Recker said.

DCTA selected the service's provider, the New York City-based Via Transportation, back in January. At last month's board meeting, the agency approved a potential four-year contract — a two-year term with two one-year options — for a total amount not to exceed \$33,520,691.

Under the proposed service, Via will deploy a fleet of 30 minivans, each with seating for six passengers. Using a mobile app, those passengers can book rides to and from anywhere inside mapped-out zones, and Via will utilize the number of vans necessary to meet demand. The service's first phase includes two primary zones: one covering Denton and one covering Lewisville and Highland Village, for coverage of all three DCTA member cities.

Recker explained that passengers will not be able to book a ride from one of those zones to the other, with the reasoning that those passengers can use the pre-existing A-Train route — unaffected by GoZone's launch — to cross the gap. In subsequent steps after the launch, DCTA will expand those zones and create new ones, including a Denia neighborhood extension for the Denton zone and a Business 121 zone for Lewisville and Highland Village.

As part of the new service, several fixed routes and services will be slashed as the agency downsizes its bus fleet. While the University of North Texas shuttle service will remain unchanged, only Routes 3 and 7 in Denton will remain for the first six months, after which the agency will examine their long-term future. Routes 1, 2, 4, 5 and 6, as well as Lewisville's Route 21 and 22, will be discontinued two weeks after GoZone's launch.

DCTA projects the switch will substantially increase service time for a small increase in cost, going from an annual 73,000 service hours at a \$4.2 million budget to 99,000 service hours at a \$4.3 million budget. For passengers, a permanent fare structure will not be set until later, though existing fare passes will include promotional GoZone access for its first six months.

GoZone is now in its required public involvement period, which gives citizens the chance to weigh in on the proposition's service area, days and times active, fare structure and give any other desired feedback. That period will conclude next month and the DCTA board can then approve the final service plan in July prior to its planned September launch.

The service drew mixed opinions from local officials as it began to take form at the beginning of the year. Tuesday, Suarez said GoZone is a part of a larger DCTA initiative that will help it deal with the increasingly lower ridership it has experienced over past years, a trend exacerbated by the pandemic.

"Travel patterns have changed significantly," Suarez said. "Ridership is down nationwide. We're on the precipice of a major transformation and we think it's going to bring ridership back significantly."

Residents can view the specifics of the proposed GoZone plan and provide feedback at dctafeedback.net.

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Justin Grass
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Denton County asking for feedback on proposed rideshare service

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The Denton County Transit Authority is asking for public feedback on a proposed rideshare service called GoZone.



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Officials say the service kind of works like Uber. Using an app, users would be able to book trips in DCTA vans in and between designated zones in Denton County.

Nicole Recker with the DCTA says the service would replace all fixed bus routes in Denton and Lewisville except for Denton Connect Routes 3 and 7.

The DDTC would also be replaced, so would Lewisville Lakeway on Demand, Highland Village Lyft and North Texas XPress.

Phase One of the GoZone launch is slated this September.

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Public can weigh in on DCTA's on-demand plan in Thursday virtual meeting

By Paul Bryant Staff Writer paul.bryant@dentonrc.com May 26, 2021 0



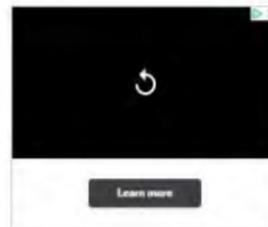
Passengers wait inside DCTA's Downtown Denton Transit Center. DRC

f t e

The Denton County Transportation Authority will host a virtual meeting on Thursday to share its plans for a proposed on-demand service, GoZone.

It is scheduled for 6 p.m. To provide feedback or join the virtual meeting, visit dctafeedback.net/gozone/public-events.

In April, the agency approved a four-year contract — a two-year term with two one-year options — for an amount not to exceed \$33.5 million. Under the proposed service, Via Transportation of New York will deploy a fleet of 30 minivans, which seat six passengers each. Using a mobile app, people can book rides to and from anywhere inside mapped-out zones, and Via will use the number of vans necessary to meet demand.



The service's first phase includes two primary zones — one covering Denton and one covering Lewisville and Highland Village, for coverage of all three DCTA member cities. In subsequent steps following the launch, DCTA will expand those zones and create new ones, including a Denia neighborhood extension for the Denton zone and a Business 121 zone for Lewisville and Highland Village.

As part of the new service, several fixed routes and services will be slashed as the agency downsizes its bus fleet. While the University of North Texas shuttle service will remain unchanged, only bus Routes 3 and 7 in Denton will remain for the first six months, after which the agency will examine their long-term future. Routes 1, 2, 4, 5 and 6, as well as Lewisville's Route 21 and 22, will be discontinued two weeks after GoZone's launch.

DCTA projects the switch will increase service time for a small increase in cost, going from an annual 75,000 service hours at a \$4.2 million budget to 99,000 service hours at a \$4.3 million budget. For passengers, a permanent fare structure will not be set until later, although existing fare passes will include promotional GoZone access for its first six months.

GoZone is in its required public-involvement period that gives residents the chance to weigh in on the proposed service area, days and times active and fare structure.

PAUL BRYANT can be reached at 940-566-6551 and via Twitter at @paulbryant_DRC.

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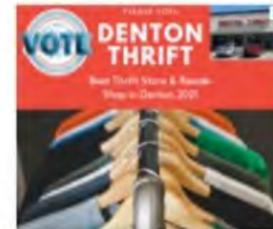
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Public can weigh in on DCTA's on-demand plan in Thursday virtual meeting

By Paul Bryant Staff Writer paul.bryant@dentonrc.com

Posted by  Denton Record-Chronicle 29 days ago



Buy Now Passengers wait inside DCTA's Downtown Denton Transit Center. DRC

The Denton County Transportation Authority will host a virtual meeting on Thursday to share its plans for a proposed on-demand service, GoZone.

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GoZone is in its required public-involvement period that gives residents the chance to weigh in on the proposed service area, days and times active and fare structure.



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DCTA hosting virtual town halls for proposed on-demand rideshare service

By Mark Smith May 27, 2021

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Photo courtesy of Denton County Transportation Authority

The Denton County Transportation Authority is hosting several virtual town hall meetings about the proposed GoZone on-demand rideshare service that will replace most of the agency's fixed-route service.

In April, DCTA's Board of Directors approved the proposed service plan from River North Via, an on-demand service provider, after concluding that an on-demand service model would be the most advantageous service for both DCTA passengers and the agency overall, according to a DCTA news release.

"We are looking forward to the enhanced quality of service, increased service area and extended hours of service that have been proposed for GoZone service," DCTA CEO Raymond Suarez said. "The proposed GoZone on-demand rideshare service will improve the rider experience, enhance service delivery and build our efficiency as a mobility provider."

The virtual meetings will be held via Zoom and can be joined here. No advance registration is required, but there will be limited capacity. The first town hall is scheduled for 6 p.m. Thursday, and there will be three more over the next three weeks.

In addition to providing feedback at the virtual town hall events, you can provide your input at DCTAfeedback.net and at in-person events until June 25.

Click here for more information.

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FEATURED

Denton City Council members try to put brakes on DCTA on-demand service

By Paul Bryant Staff Writer paul.bryant@dentonrc.com Jun 8, 2021 Updated Jun 14, 2021



Students get on and off a bus near the intersection of North Texas Boulevard and West Highland Street. DRC file photo.



Correction: An earlier version of this article misstated the outcome of Deb Armintor's 1-minute pitch. Armintor did receive consensus to advance her item to a work session on June 15.

The Denton County Transportation Authority may reconsider its approach to on-demand service after several Denton City Council members said they don't like the proposal.

Over a two-hour discussion during Tuesday's work session, council members talked about how DCTA reached its decision to eliminate several bus routes in Denton and how that might impact residents.

'I'm very concerned'

"We've definitely received a lot of public comment on this plan," council member Alison Maguire said. "I'm very concerned about the plan to cut down on fixed routes. We have a significant number of residents in our city who depend on those fixed routes."



Alison Maguire



In April, DCTA approved a four-year contract — a two-year term with two one-year options — for an amount not to exceed \$33.5 million with New York-based Via Transportation. Under the proposed GoZone service, Via will deploy a fleet of 50 minivans, which seat six passengers each. Using a mobile app, people can book rides to and from anywhere inside mapped-out zones, and Via will use the number of vans necessary to meet demand.

The service's first phase includes two primary zones — one covering Denton and another covering Lewisville and Highland Village, for coverage of all three DCTA member cities. In subsequent steps following the launch, DCTA will expand those zones and create new ones, including a Denia neighborhood extension for the Denton zone and a Business 121 zone for Lewisville and Highland Village.

Eliminating routes and services

As part of the new service, several fixed bus routes and services will be slashed as the agency downsizes its bus fleet. While the University of North Texas shuttle service will remain unchanged, only bus Routes 3 and 7 in Denton will remain for the first six months, after which the agency will examine their long-term future. Routes 1, 2, 4, 5 and 6, as well as Lewisville's Route 21 and 22, will be discontinued two weeks after GoZone's launch.

DCTA projects the switch will increase service time for a small increase in cost, going from an annual 73,000 service hours at a \$4.2 million budget to 99,000 service hours at a \$4.5 million budget. For passengers, a permanent fare structure will not be set until later, although existing fare passes will include promotional GoZone access for its first six months — at \$0.75.

'Improve the rider experience'

"We want to make sure the service is economical and efficient," DCTA CEO Raymond Suarez said. "I believe this on-demand service solves both of those problems. It should improve the rider experience. Look, it's going to be a big change."



Raymond Suarez

The DCTA budget is about \$43 million. Ridership has declined each year since 2015, when it served 555,423 passengers, to 2019, when ridership dropped to 393,700.

"This [proposal] was looking at ridership trends over the last three years," said Chris Watts, DCTA's board chairman. "We were moving about 1,000 to 1,200 [riders] per day throughout the entire system. I just want to make sure we base this on the facts that are on the ground. The fixed routes were proposed to be altered, changed or eliminated carry 10 or less people



Chris Watts



Deb Armintor



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Denton County Transportation Authority seeks feedback on new GoZone on-demand service



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By Alex Copeland | 2:40 AM Jun 14, 2021 CDT

A proposed GoZone on-demand rideshare service will replace most of Denton County Transportation Authority's Connect Bus fixed-route services and current on-demand zones by September.

In some cases, the proposed service will extend beyond the agency's current service structure. The service will also expand service to 365 days a year.

The new service will replace the Highland Village Lyft Discount program as well as all fixed bus routes in Denton and Lewisville, except Denton Connect Routes 3 and 7. Other demand services transitioning the agency to a majority on-demand service model will also be replaced.

GoZone functions through a new mobile app from service provider River North Via. Passengers will have to create an account on the new app to purchase tickets for many of DCTA's services, including GoZone.

Passengers who don't have access to a smartphone can book trips over the phone or visit the Downtown Denton Transit Center to purchase trips in person.

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Denton County Transportation Authority is accepting public feedback on the proposed GoZone service plan and fare promotion through June 25 at DCTAfeedback.net and at in-person events posted at dctafeedback.net/gozone/public-events.

The DCTA board of directors will discuss user feedback and consider approval of the proposed service at the end of July.

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By Alex Copeland
Alex Copeland is currently the editor for the Lewisville, Flower Mound and Highland Village editions of Community Impact Newspaper. He was previously a reporter, freelancer and journalism educator before joining Community Impact Newspaper in 2021.

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FEATURED

DCTA bus drivers may have nowhere to go if GoZone proposal is approved

By Paul Bryant Staff Writer paul.bryant@dentonrc.com Jun 23, 2021 Updated Jun 23, 2021



Riders take a bus to their next destination at the Downtown Denton Transit Center. Jeff Young/DRC file photo



"I have been told that current drivers would have no assurances they would be prioritized in hiring, no assurances they would receive health benefits and no assurances they would retain their union representation."

— Alison Maguire

The question has been asked several times by Denton city officials and others about how the Denton County Transportation Authority will handle workforce reductions as part of its GoZone plan. But the answer has remained elusive.

And now some Denton City Council members say they don't support — at least in part — [the DCTA proposal](#) because of how it might impact bus drivers.

"It is my understanding that drivers' positions would be eliminated and offered the opportunity to apply for these Via jobs," District 4 council member Alison Maguire said. "I have been told that current drivers would have no assurances they would be prioritized in hiring, no assurances they would receive health benefits and no assurances they would retain their union representation."

"I don't think there is an answer, at least at this stage of the game."

— Chris Watts

In April, [DCTA approved a four-year contract](#) — a two-year term with two one-year options — for an amount not to exceed \$35.5 million with New York-based Via Transportation. Under the proposed GoZone service, Via would deploy a fleet of 30 minivans that seat six passengers each. Using a mobile app, people could book rides to and from anywhere inside mapped-out zones, and Via would use the number of vans necessary to meet demand.



Alison Maguire

"It could be blunt and a little cold, but their employment is not our responsibility. I think the way their jobs are brought up in the discussion is a red herring in the issue."

— Jesse Davis

The service's first phase includes two primary zones — one covering Denton and another covering Lewisville and Highland Village — for coverage of all three DCTA member cities. In subsequent steps following the launch, DCTA would expand those zones and create new ones, including a Denia neighborhood extension for the Denton zone and a Business 121 zone for Lewisville and Highland Village.

As part of the new service, several fixed bus routes and services would be slashed as the agency downsizes its bus fleet. While the University of North Texas shuttle service would remain unchanged, only bus Routes 3 and 7 in Denton would remain for the first six months, after which the agency would examine their long-term future. Routes 1, 2, 4, 5 and 6, as well as Lewisville's Route 21 and 22, would be discontinued two weeks after GoZone's launch.

"I don't want anybody to lose their jobs. I want to advocate for the bus drivers and the people who are getting on that bus and being dependent on the bus system. That's exactly what I want."

— Vicki Byrd

"Not an answer"

DCTA CEO Raymond Suarez could not be reached for comment Wednesday. But DCTA board Chair Chris Watts said no decision has been made on how to handle workforce reductions under the proposal.

"There's not an answer yet because the board hasn't officially approved what it looks like," he said. "Plus, [North Texas Mobility Corporation] is the organization that is contracted ... for the bus drivers. I don't think there is an answer, at least at this stage of the game. People can look at the proposal, I guess."



Chris Watts

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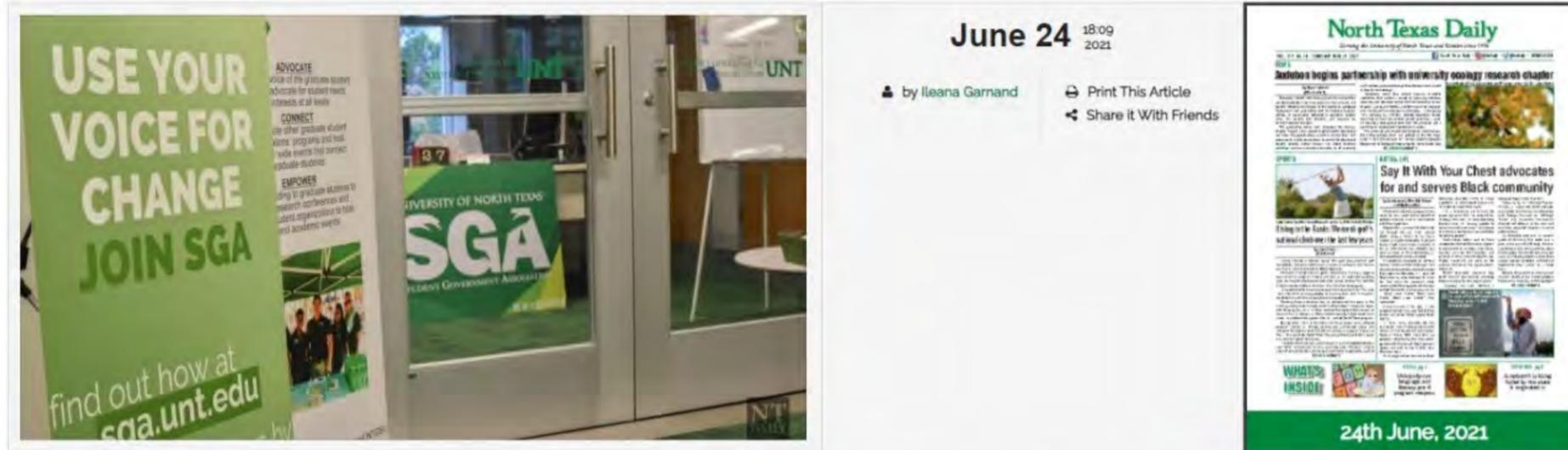


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SGA hosts special session on DCTA GoZone



The Student Government Association senate held its first special session of the year, called by President Devon Skinner on June 23, to address the Denton County Transportation Authority's proposed GoZone.

SGA senators, students and Denton community members saw presentations from DCTA and university Transportation Services staff during the meeting.

DCTA's new project consists of an on-demand rideshare service slated to replace a majority of the fixed bus routes in Denton. GoZone will include a fleet of 30 Chrysler Pacifica vans seating six people per car, with passengers scheduling rides via a mobile app. The proposal for a four-year contract with service provider Via Transportation was officially approved by DCTA's board of directors on April 7.

"DCTA, UNT and UNT [Transportation Services] are in constant communication on how to best provide transit for students, faculty and staff," DCTA Community Relations Director Mary Worthington said.

GoZone will not affect any of the university's campus shuttles, nor the free Lyft program offered for late-night travel on campus. Routes 3 and 7, identified by Worthington as "of particular interest to our UNT partners," will remain for the first six months following the GoZone launch. After this period, DCTA will evaluate their long-term future. Route 7 connects commuter students and staff to the A-Train while also allowing access to the Rayzor Ranch shopping destinations.

University IDs will not be accepted in lieu of fare to ride GoZone, unlike current policy with Denton and Lewisville Connect buses. After the scheduled Sept. 7 GoZone launch, a six-month fare promotion is planned for 75 cents per ride, with DCTA using ridership and other data to determine a regular fare amount in March 2022.

"My main concern is that students without access to [banking] services will have less access to get around Denton with GoZone," said Ted Kwee-Bintoro, Texas Academy of Mathematics and Science senator. "[...] I really am wary about the fact that we don't know what pricing will look like for UNT students."

Worthington said there will be an option for riders without banking services to pay with cash on the GoZone vehicle itself. While DCTA is in talks with local nonprofits about the use of passes to distribute to their clients, Worthington was unsure if service passes would be a possibility for students in the future. Alternative options are also available to potential riders who do not own a smartphone. GoZone services can be arranged through a customer support phone number or, for those with access to a computer, a website.

Bill Donovan, Senior Director of Transportation Services, said the student transportation fee currently included in tuition costs will not increase. However, it is unclear if the fee will be able to cover the costs of free student access to GoZone services like it did with previous DCTA buses.

"[Transportation Services doesn't] have all of that ironed out just yet, but [...] there's several options on the table that we're looking at," Donovan said. "Rest assured that we are going to do everything we can to make sure that there are no additional costs that will be passed on to the students."

Anthropology graduate student Kellis Ruiz expressed concerns over students and community members facing unknown transit fees with GoZone. He also said he saw Via Transportation service reviews complaining about wait times and distances riders were required to walk to access GoZone vehicles. Worthington said the average wait for GoZone service is 11 to 12 minutes and the virtual GoZone stops will be located on most street corners.

Ruiz also said a previous DCTA board meeting confirmed a 50 percent cut in bus drivers.

"I am conflicted because [...] I personally have formed relationships with the DCTA bus drivers [who] frequent [university] routes," said Grant Johnson, College of Liberal Arts and Social Sciences senator. "They're friendly, very lovable, they know their stuff and they're very respectful to the students."

Worthington said she could confirm 40 percent of the fixed route DCTA services will be cut. Any Denton bus driver, who is employed not by DCTA but by North Texas Mobility Corporation, can apply to positions offered by Via Transportation.

The DCTA board of directors will be presented community feedback on GoZone in July, after which they will vote on what will be the final proposed service changes. Worthington said the board could take suggestions from staff or vote on the project as-is. Once a decision is made, GoZone will enter a logistics phase with marketing and training on how to use the service.

"UNT is going to do everything possible to make [DCTA's decision] work for every student who uses those services, from a knowledge point of view to any point of view, really," Transportation Services Communications Specialist George Stieren said.

Featured Image: A banner and sign for the UNT SGA near their office in Union 344 on April 28, 2021. Image by John Anderson



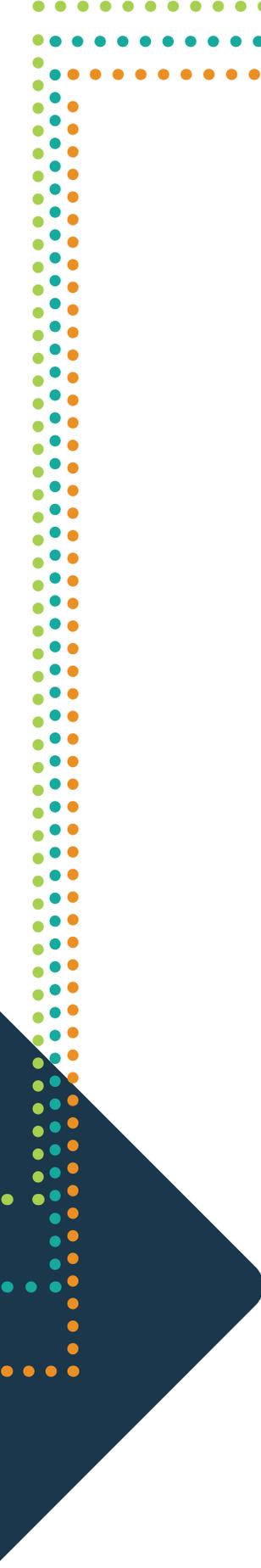


EXHIBIT B: TITLE VI ANALYSIS

DCTA GOZONE TITLE VI AND EQUITY ANALYSIS

July 14, 2021

DCTA GOZONE TITLE VI AND EQUITY ANALYSIS

Prepared for:
Denton County Transportation Authority
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Project Number 24618.004

July 9, 2021



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INTRODUCTION

The purpose of this document is to present an analysis of the potential impacts of Denton County Transportation Authority's (DCTA) proposed transition from fixed-route to GoZone on-demand transit services on low-income, minority, and Limited English Proficiency (LEP) populations within DCTA's service area and according to DCTA's current Title VI policy guidance. Title VI guidelines from the Federal Transit Administration (FTA) prohibit transit service changes that disparately impact racial/ethnic minority populations and/or disproportionately burden low-income populations (below 125% federal poverty level in this analysis). Additionally, this analysis considers impacts to people with Limited English Proficiency (LEP).

The full text of DCTA's disparate impact and disproportionate burden policies can be found on the DCTA website.

This methodology is consistent with Federal Transit Administration (FTA) requirements for Title VI analysis; however, as current FTA guidance (as found in Circular 4702.1B, dated October 1, 2012) does not provide explicit direction as to how on-demand services should be analyzed, the study team has provided additional documentation as to how it performed its analysis.

This document is organized as follows:

- Section 1 provides an overview of the proposed changes to DCTA's bus service
- Section 2 summarizes the peer review conducted to understand best practices in Title VI methodology conducted by other transit agencies implementing on-demand service
- Section 3 describes the methodology used to conduct the Title VI analysis of DCTA's proposed transition from fixed-route to GoZone on-demand services
- Section 4 summarizes the results of the initial analysis
- Section 5 provides recommendations associated with this analysis and the proposed GoZone implementation.

According to the methodology used, results of the equity analysis show that the proposed GoZone network results in benefits within the acceptable range for low-income and minority populations, with low-income residents receiving 12.0-13.2% of the service increase in annual person-trips available to them and minority populations receiving 43.4-45.7% of the service increase. Should additional changes be made to service, this analysis would need to be updated.

In addition to this analysis DCTA has conducted a robust outreach and engagement process using demographic information to inform and engage Title VI protected customers and communities. That outreach and results are described in a separate report and are being used to inform decision-makers of concerns to guide service adjustment, data collection, monitoring and outreach important to meeting DCTA's equity goals and objectives.

1. OVERVIEW OF PROPOSED CHANGES

Denton County Transportation Authority (DCTA) is planning to implement GoZone, which will replace the majority of DCTA's existing fixed transit routes with on-demand rideshare service for trips within, and sometimes between, designated zones in Denton County. The project seeks to better serve a wider range of DCTA's service area and provide easy-to-use on-demand rideshare transit service. Immediate implementation will see most fixed-routes be replaced by on-demand service, with future service eliminating all fixed-routes in favor of on-demand service.

1.1 BASELINE SERVICE

In order to understand the potential impacts of the GoZone proposal on populations served by DCTA services, the study team compared service under the GoZone proposal to DCTA services offered in December 2019. The reason for this is that multiple fixed-route services were removed during the COVID-19 Pandemic which would have been considered a Major Service Change under normal circumstances. Comparing the GoZone proposal to pre-COVID operations made it possible to account for the elimination of these routes as well as the addition of GoZone service. In addition, the Highland Village Shuttle is included in the baseline analysis, though this fixed-route service had previously been replaced with on-demand service as part of a pilot project.

This analysis does not include University of North Texas (UNT) Campus Shuttles, which are offered in partnership with the UNT and will remain in-place with GoZone.

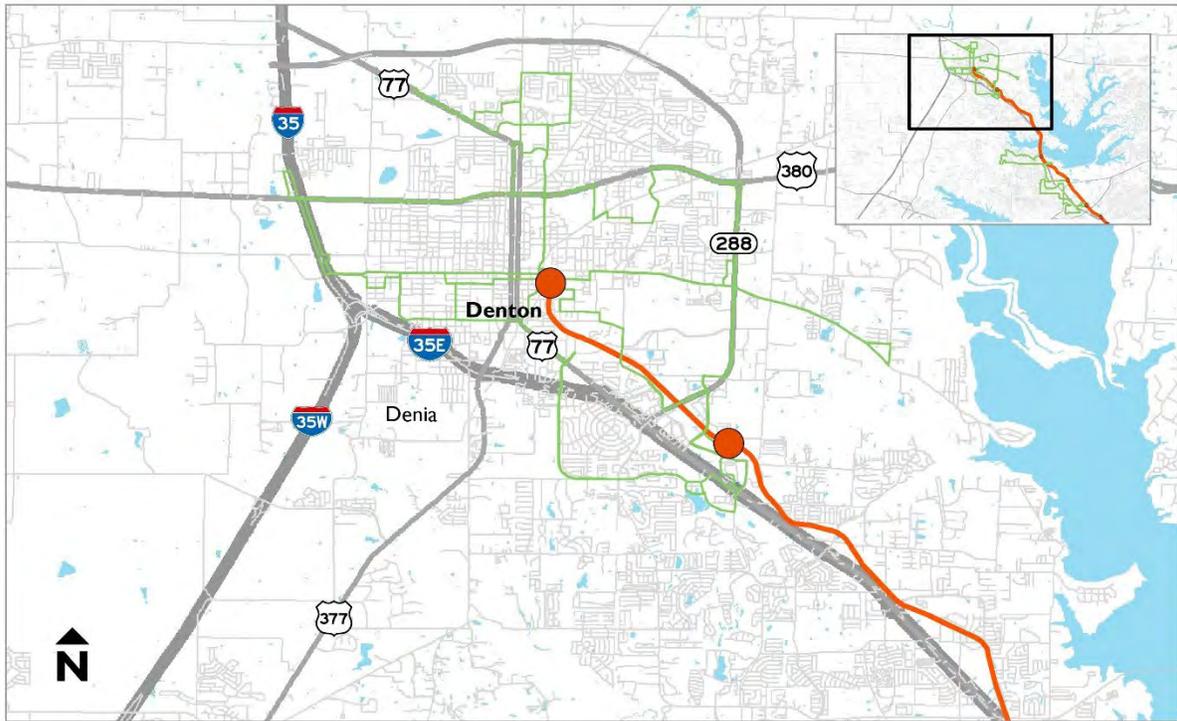
The December 2019 service area and characteristics are shown in Figure 1 and can be found at the following link: <https://platform.remix.com/map/8e183926?latlng=33.11761,-97.08022,10.5&public=true>

The peak headways of routes included in the baseline analysis are provided in Table 1 and Figure 2.

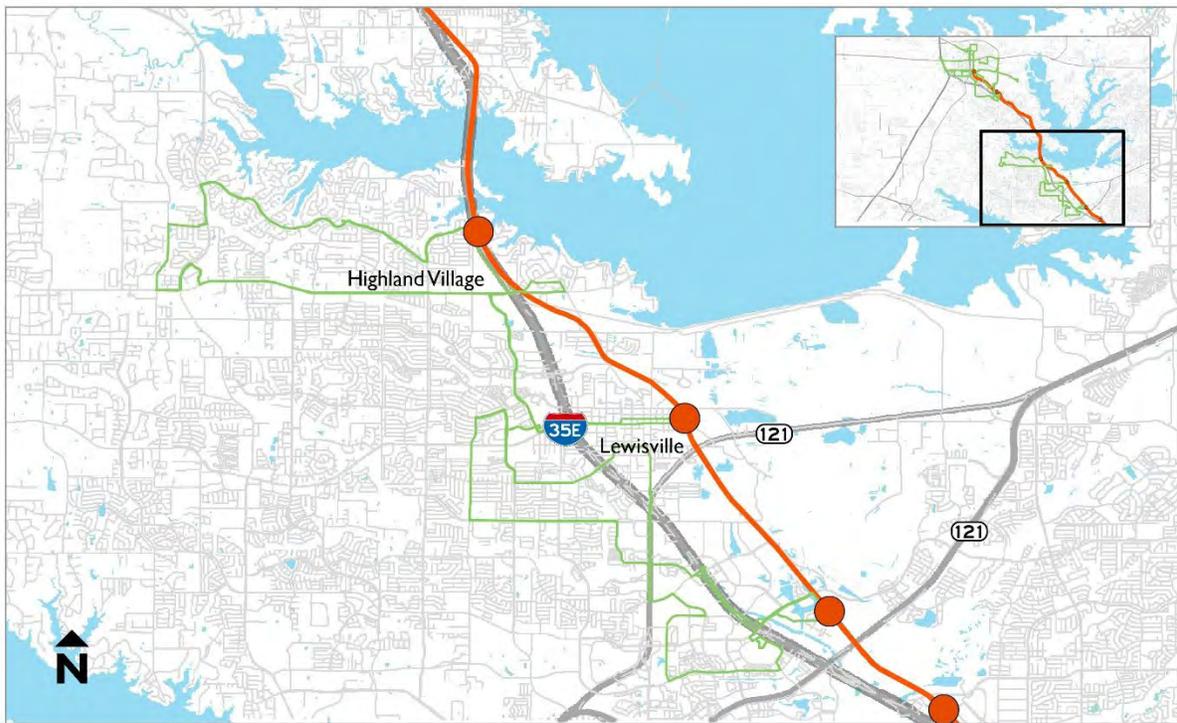
Table 1. Existing Route Headways as of December 2019 (Source: Remix)

Route Name	Peak Headway (mins)
1	44
2	31
3	21
4	30
5	17
6	26
7	30
8	19
21 Lewisville Connect	29
22 Lewisville Connect	30
A-train	29
Highland Village Connect Shuttle	30

Figure 1. Existing DCTA Service (December 2019)

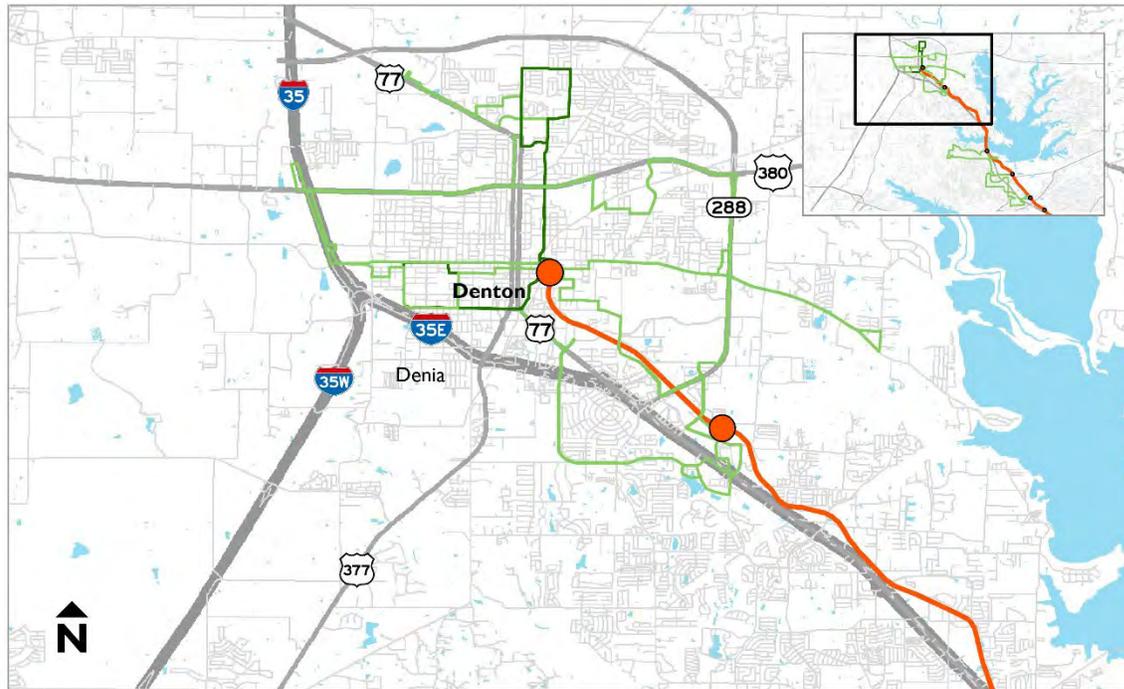


Existing Bus Routes A-Train Roadways Rail Stations

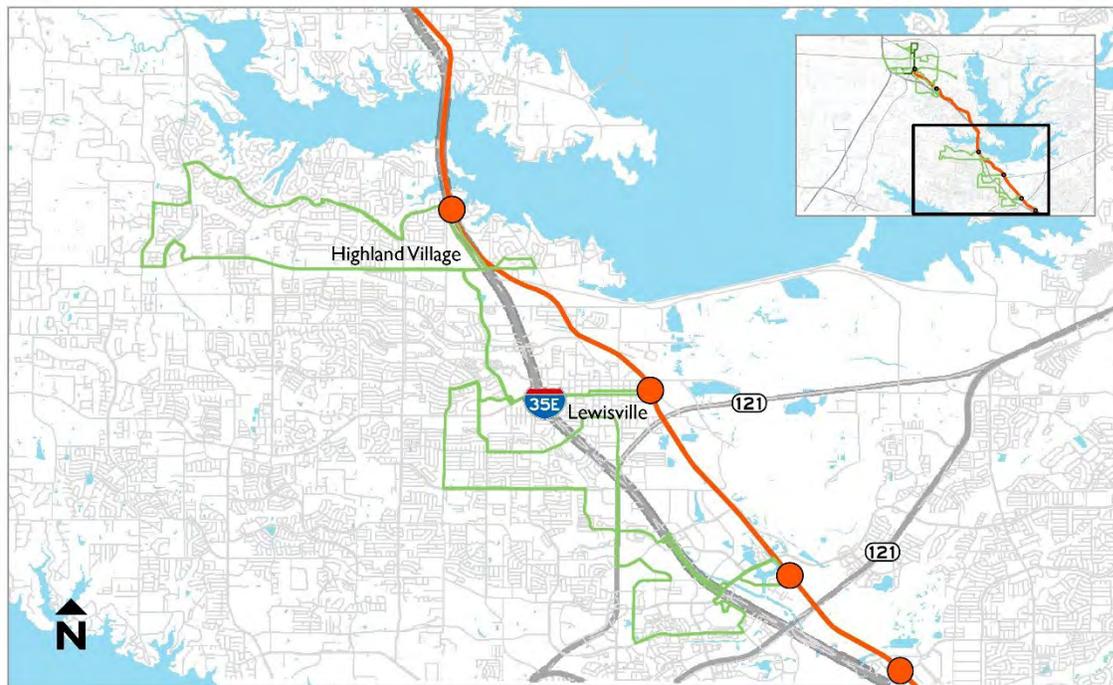


Existing Bus Routes A-Train Roadways Rail Stations

Figure 2. Existing DCTA Service – Peak Headways (December 2019)



- | | |
|---|--|
| — A-Train | Peak Transit Headway (minutes) |
| — Roadways | — 7-20 |
| ● Rail Stations | — 21-94 |



- | | |
|---|--|
| — A-Train | Peak Transit Headway (minutes) |
| — Roadways | — 7-20 |
| ● Rail Stations | — 21-94 |

1.2 SERVICE IMPLEMENTATION PHASES

GoZone service will be implemented in phases, as described on page 147 of the packet for the June 24, 2021 Board of Directors Regular Meeting. This analysis covers Phase I, which is scheduled for implementation in September 2021. Phase II is scheduled for implementation throughout 2022. Phase I fixed-route service, not including GoZones, can be found at the following link:

<https://platform.remix.com/map/14617d69?latlng=33.11761,-97.08022,10.5&public=true>

Phase I fixed-route service and GoZone service areas are shown in Figure 3.

Phase I will have the following service hours upon anticipated launch in September 2021, providing service within the Denton and Lewisville/Highland Village GoZones:

- Monday-Thursday: 5 a.m. – 10 p.m.
- Friday: 5 a.m. – 11 p.m.
- Saturday: 8 a.m. – 8 p.m.

Phase I add-ons provide the following service expansions, if implemented:

- Saturday service hours to 11 p.m.
- Sunday and holiday service: 8 a.m. – 6 p.m. (assumes 10 holidays per year)
- Expand Denton zone to include Denia
- Service within Business 121 North Zone Expansion (with First Park 121)
- Service between the Lewisville/Highland Village GoZone and the Business 121 North Zone Expansion (with First Park 121)
- Service between the Denton and Lewisville/Highland Village zones on Sundays
- Service between the Lewisville/Highland Village GoZone and DART Frankford Station Monday-Thursday 5 a.m. – 10 p.m. and Friday 5 a.m. – 11 p.m.
- “Guaranteed Ride Home” service from the DART Trinity Mills Station to either the Denton Zone or Lewisville/Highland Village Zone for three additional hours after base service ends, Monday-Saturday. These hours of service are not included in the anticipated service hours upon launch in our analysis.
- Sunday A-Train Replacement, 8 a.m. – 6 p.m.

The following bus routes are designated for immediate removal as part of Phase I base service:

- Denton Routes 1, 2, 4, and 6¹
- Highland Village Connect Shuttle
- Lewisville Routes 21 and 22

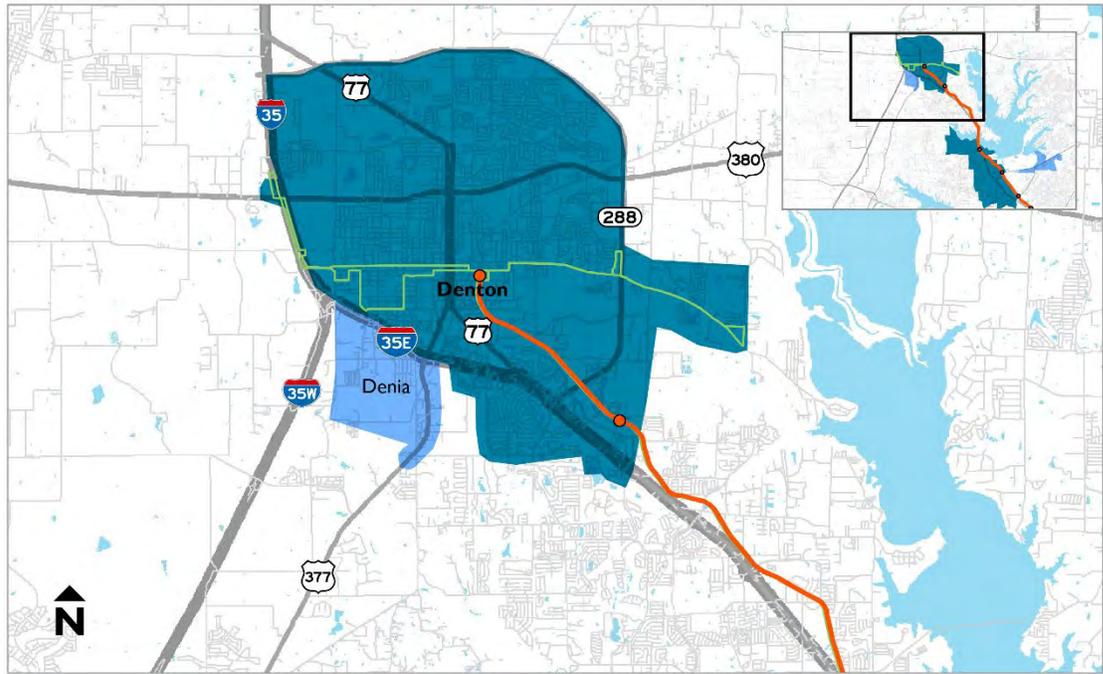
Additionally, Denton Routes 3 and 7 will be monitored for the first six months of GoZone service, with potential consideration for removal. Because a Title VI analysis must be performed no more than six months before implementation of service, a supplemental analysis should be performed before discontinuing Routes 3 and 7 if the service change is expected to last more than 12 months.

The following on-demand zones are also designated for immediate removal as part of Phase I:

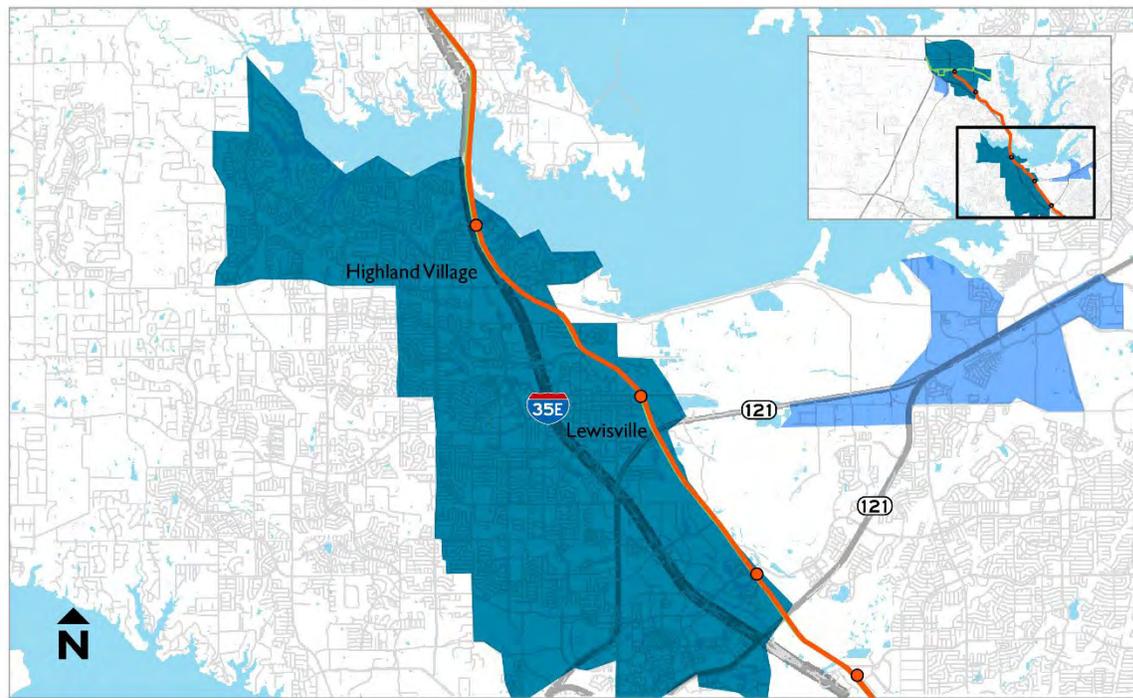
- Lewisville Lakeway Zone
- Highland Village Lyft Zone
- Denton Evening On-Demand Zone
- Lewisville to Flower Mound Lyft Zone

¹ As noted previously, Routes 5 and 8 have not been in operation since pre-COVID; however, as they were removed without a separate Title VI analysis being performed, they are considered part of the initial fixed-route network for this analysis.

Figure 3. Phase I DCTA GoZone Service



- A-Train
- Phase I Bus Routes
- GoZone Base Service Areas
- GoZone Add-On Service Areas
- Roadways
- Rail Stations



- A-Train
- Phase I Bus Routes
- GoZone Base Service Areas
- GoZone Add-On Service Areas
- Roadways
- Rail Stations

2. PEER REVIEW

As the current FTA guidance for Title VI analysis outlined in FTA Circular C 4702.1B, dated 2012, does not specifically cover transitions from fixed-route to on-demand service, the study team conducted a peer review of other agencies that have recently added on-demand service, either as a replacement for existing fixed-route service, a supplement to existing fixed-route service, or as a new service to an area that did not previously have transit service. Table 2 summarizes those agencies that were identified.

Table 2. Peer Agency Discussion Summary

Agency	Location	Change to Service
Green Mountain Transit	Montpelier, VT	Replaced rural fixed-route service with demand-response service.
Maryland Department of Transportation – Maryland Transit Authority	Baltimore, MD	Considered replacing part of a suburban fixed-route service with demand-response service. This pilot project is on hold indefinitely due to COVID-19.
King County Metro	Seattle, WA	Added demand-response service to provide first-/last-mile connections from light rail stations to their surrounding neighborhoods. Did not replace fixed-route service.

Reviews of publicly available documents indicated that none of these agencies was required to perform a Title VI analysis of their service, nor did the study team find an example of an agency converting fixed-route service to demand-responsive service to the degree proposed by DCTA. To confirm this initial assessment and develop a better understanding of how other agencies are approaching on-demand service, the study team followed up with each of the agencies listed above.

These interviews confirmed that none of these agencies were required to perform a Title VI analysis for a demand-response service pilot, and only AC Transit in Oakland chose to perform such an analysis.² Summaries of these interviews were provided to DCTA. The study team also reached out to the Civil Rights Officer for FTA Region 6 and confirmed that no existing guidance has been issued by FTA regarding Title VI analysis of on-demand services.

Similar to DCTA's approach to customer and public engagement, King County Metro found that the best way to reach potential riders of demand-response service is through trusted community-based organizations. These organizations helped the agency identify effective methods for engaging with the groups that they serve, including disadvantaged youth and riders with disabilities. Trusted community partnerships led to an expansion of the service area to an area that was not part of the original service plan, but this expansion is where the program ultimately saw the highest ridership.

Documents provided by peer agencies and interview summaries were provided to DCTA.

3. METHODOLOGY

Having confirmed that there are no existing best practices for Title VI analysis of on-demand services, the team developed the methodology described below, recognizing that this methodology may need to change in the future in response to future guidance from FTA. This methodology is also relying on assumptions provided to the study team regarding the GoZone proposal; these assumptions may need to be revisited once the service is in place and data is available from GoZone operations. This section discusses existing DCTA Title VI Policy, definitions, and the analysis approach.

² Discovered through the interview with MDOT MTA.

3.1 DCTA TITLE VI POLICY

The DCTA Title VI Policy establishes what qualifies as a major service change, what parameters are used to perform a Title VI Analysis, and what potential mitigation strategies or exceptions exist³.

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

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

The Proposed GoZone Network replaces fixed bus routes with demand-response services, and therefore qualifies as a major service change.

DISPARATE IMPACT

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

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

FARE CHANGE POLICY

A fare equity analysis will be conducted whenever the Authority implements a fare change, regardless of the amount of increase or decrease, except for those changes identified as exceptions in FTA Circular 4702.1B. A fare change is defined as an increase or decrease in fares:

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

DISPROPORTIONATE BURDEN

DCTA establishes that a fare change, major service change, or other policy has a disproportionate burden if low-income populations will experience five (5) percent more of the cumulative burden, or experience five (5) percent less of the cumulative benefit, relative to non-low-income populations unless the disproportionate effects are mitigated. Populations are considered low-income if they are at or below 125% of the federal poverty level.

EXISTING THRESHOLDS

DCTA sets a 5% limit on disparate impact on minority and disproportionate burden on low-income populations. In practice, this means that service reductions for minority and low-income populations must

³https://www.dcta.net/sites/default/files/documents/Title%20VI/Title%20VI%20Program%202019_0.pdf

be no more than 5% greater than their respective shares of the population, and furthermore that the proportion of service increases for minority and low-income populations should be at least 5% less than their shares of the population. In Denton County, 41% of the population is a race/ethnicity other than white and/or Hispanic/Latino and 8% of the population has an income at or below 125% of the federal poverty level.⁴ Thus, the service equity analysis must verify that no more than 46% of service reductions (i.e., 5 percentage points greater than 41%) should impact minority residents and that at least 36% of service increases (i.e., 5 percentage points less than 41%) should be accessible to minority residents. The analysis must also verify that no more than 13% of service reductions (i.e., 5 percentage points greater than 8%) should impact low-income residents and that at least 3% of service increases (i.e., 5 percentage points less than 8%) should be accessible to low-income residents.

DCTA does not set thresholds for Limited English Proficiency populations; therefore, impacts to these communities will be assessed quantitatively but with no set thresholds for impact/burden. People who speak English less than “very well” comprise 8% of Denton County’s population.

3.2 DEFINITIONS AND ANALYSIS

To assess service increases and reductions to minority and low-income communities, this analysis uses a “Person-Trips” methodology. Person-Trips are calculated at the 2010 Census Block Group boundaries and ACS 2019 5-Year Counts estimates by multiplying the total number of bus trips that pass through a Census Block Group by the number of people who can access these trips. For fixed-route services, the number of people who can access a bus line is determined by multiplying the population density of the Census Block Group by the total area inside the Block Group that is within ¼ mile of any bus stop on the line. For example, if buses serve a stop 10 times per day, every day of the year (365 days) and there are 10 people living within ¼ mile of that bus stop, this equates to 36,500 annual person-trips (10 x 365 x 10).

Via estimates wait time at 11-to-14-minutes on average and has proposed that additional vehicles will be added to the GoZone fleet as demand increases, maintaining this 11-to-14-minute wait time. For demand-response services, the number of trips is calculated by converting the expected wait time of 11-to-14-minutes to an equivalent fixed-route headway of 12.5 minutes, on average, for all residents of the service area. The number of people who can access the service is determined by multiplying the population density of the Census Block Group by the total area within the demand-response service boundary – in other words, this analysis assumes that all residents have equal access to GoZone trips across the service areas, and that trips will be distributed evenly throughout the service geography. For each relevant population and each relevant service, person-trips are calculated for each service and all Block Groups within the service area, and then summed. Figure 4 shows an example of access, where the yellow highlighted areas are those within ¼ mile of a fixed-route bus stop and the green GoZone are those with access to demand-response service.

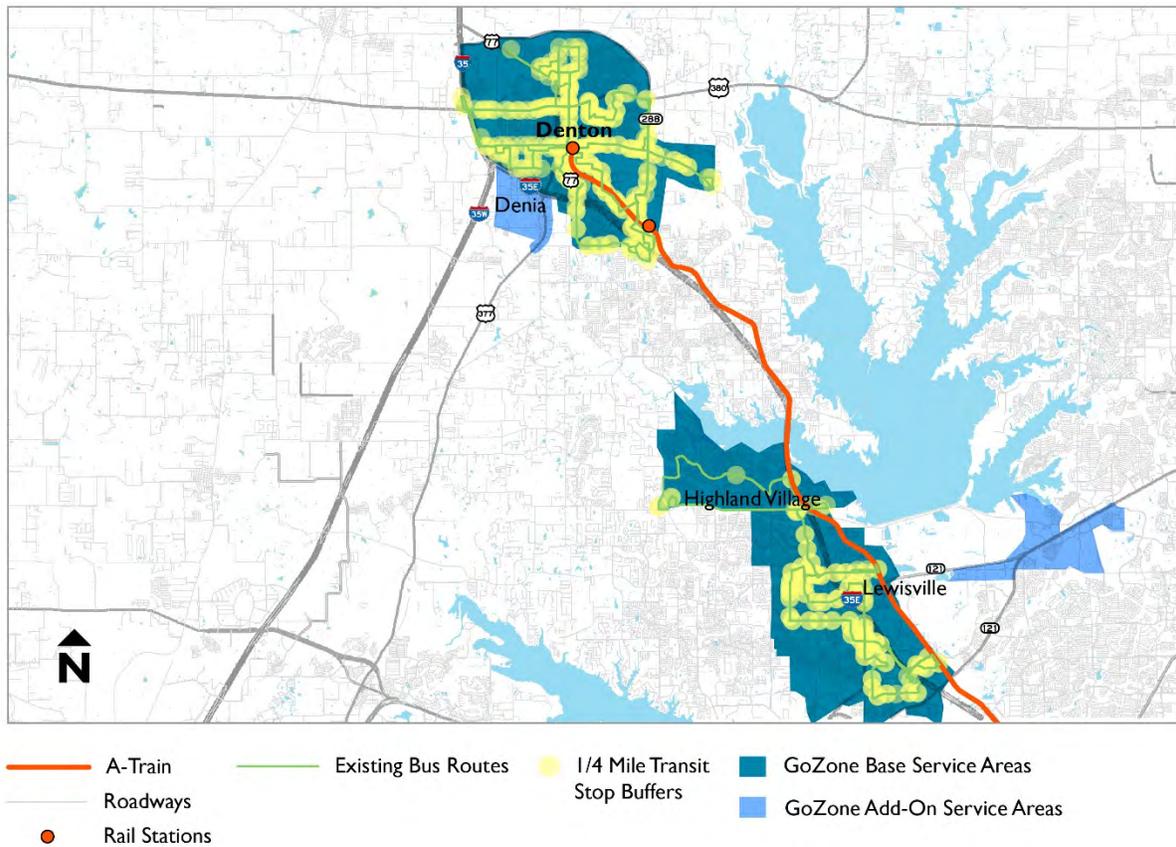
These values are then multiplied by the number of transit trips per year. For fixed-route services, the annual number of vehicle trips is determined by the route schedules. For demand-response services, the annual number of vehicle trips is determined using the Via Simulation Results for Year One, assuming the average number of passengers per vehicle hour, number of vans, and service hours.⁵

See Figure 5 and Figure 6 for a graphical illustration of these calculations.

⁴ American Community Survey, 2019 5-Year Counts

⁵ <https://dctafeedback.net/gozone/home>; Accessed July 8, 2021

Figure 4. Depiction of Access to Transit Service



For example – Via Simulation Results indicate GoZone Base would serve 3.8 rides per vehicle hour on average, or 3.8 “vehicle trips” per hour (only one passenger served at a time). Operating hours are Monday through Thursday, 5 AM to 10 PM, Friday 5 AM to 11 PM and Saturday 8 AM to 8 PM. We assume each year has 51 of each day of the week, per year. This would equate to 4,998 annual operating hours available to each individual. At 3.8 vehicle trips per hour, this is 18,992 trips per year for the GoZones in its first year. With a population of 187,890 among the initial zones, the general population annual person-trips would be 3,568,482,036.

Figure 5. Fixed Route Calculation Methodology and Example

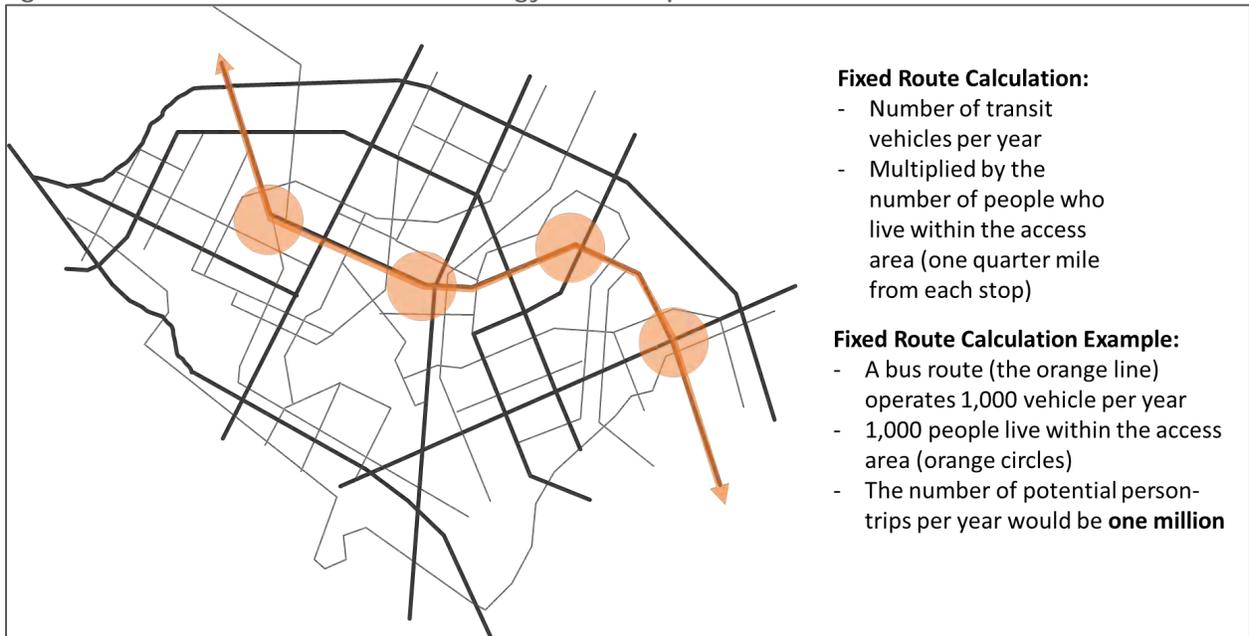
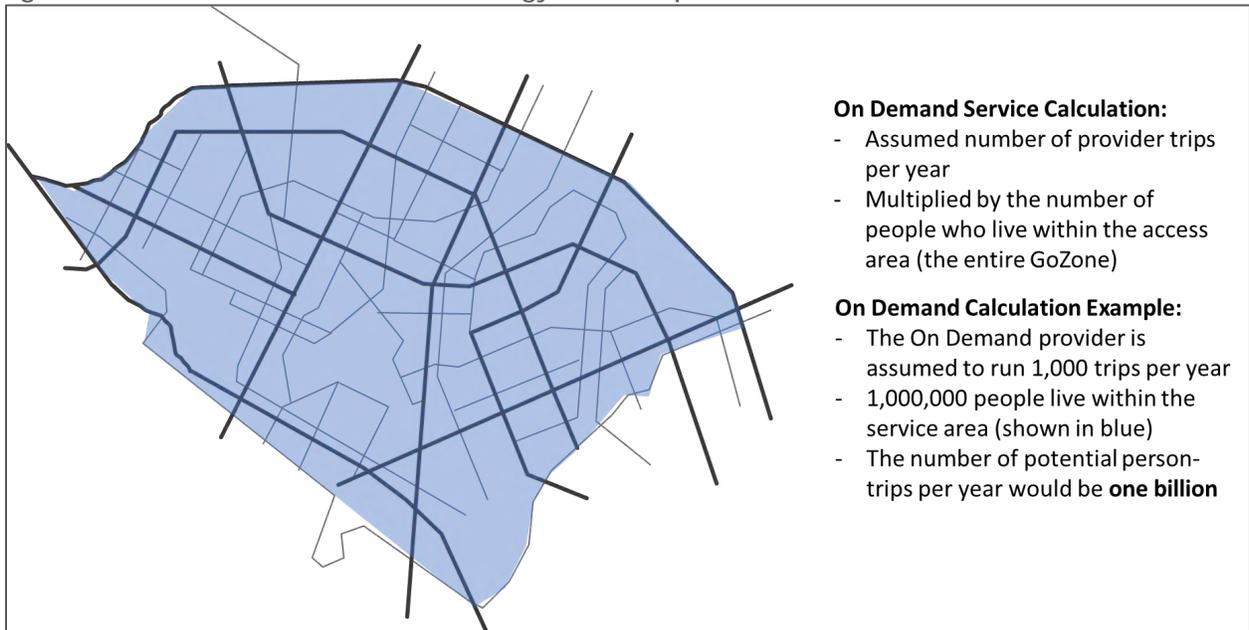


Figure 6. On Demand Calculation Methodology and Example



This analysis calculates person-trips for the following groups under the Existing Network and with the Proposed Network.

- Person-Trips for non-white and/or Hispanic/Latino residents (Minority)
- Person-Trips for residents with incomes below the poverty line (Low-Income)
- Person-Trips for residents with limited English proficiency (LEP)
- Person-Trips for all residents

These values allow for the calculation of the proportion of total service increases or reductions experienced by minority and low-income and then these proportions will be compared to the thresholds identified above to determine compliance.

The analysis was performed in two steps. First, the impacts of removing fixed-route service are evaluated independently. Then the estimated person-trips from GoZone service are estimated and added and the net result is evaluated. This analysis was performed for both the base Phase I GoZone service, as well as a base service with those Phase I add-ons listed in Section 1.2 of this memo.

4. RESULTS

The results of the Title VI analysis excluding the add-on service areas are summarized in Table 3 -- the Limited English Proficiency analysis is summarized in Table 4. Title VI results that include the add-on service areas are summarized in Table 5 -- the Limited English Proficiency analysis with add-ons is summarized in Table 6. The net changes in person-trips are summarized at the Census Block Group-level for GoZone Phase I base service in Figure 7. The net changes in person-trips are summarized at the Census Block Group-level for GoZone Phase I base service with add-ons in Figure 8.

The net change in service with the addition of GoZone is estimated to not have a disparate impact or disproportionate burden, with or without the implementation of add-on service zones.

As discussed above, this analysis assumes the following of GoZone service:

- GoZone is expected to serve an average of 3.8 person-trips per vehicle-hour⁶. For comparison, DCTA's existing bus service provided an average of 17 person-trips per vehicle-hour in 2019.⁷
- Via proposes to maintain 11-to-14-minute wait times by adding vehicles to the fleet during times of peak demand.
- The 11-to-14-minute wait time is the rider-equivalent of a 12.5-minute fixed-route transit service.
- Residents across the GoZone service areas will have equal access to service. Factors that could prevent equal access include, but are not limited to:
 - Disparities in knowledge about how to access GoZone service
 - Disparities based on the ease of use of cash payment and phone call-based reservation systems compared to the use of credit cards and mobile apps, respectively.
 - Unintentional geographic discrimination in the algorithm used to match riders to trips

Figure 9 through Figure 14 depict the existing fixed-route transit system, ¼ mile bus stop buffers, and Title VI populations within Denton and Lewisville. As shown, higher concentrations of Title VI populations live near existing fixed-route service, hence higher impacts to these populations with the removal of fixed-route service. However, implementation of the GoZones can still provide service to these populations, as well as expand service for those not within ¼ mile of bus stops, as in east Denton and south Lewisville.

⁶ <https://dctafeedback.net/gozone/home>; Accessed July 8, 2021

⁷ Federal Transit Administration National Transit Database.

Figure 7. Net Changes in Person-Trips by Census Block Group – GoZone Phase I Base Service

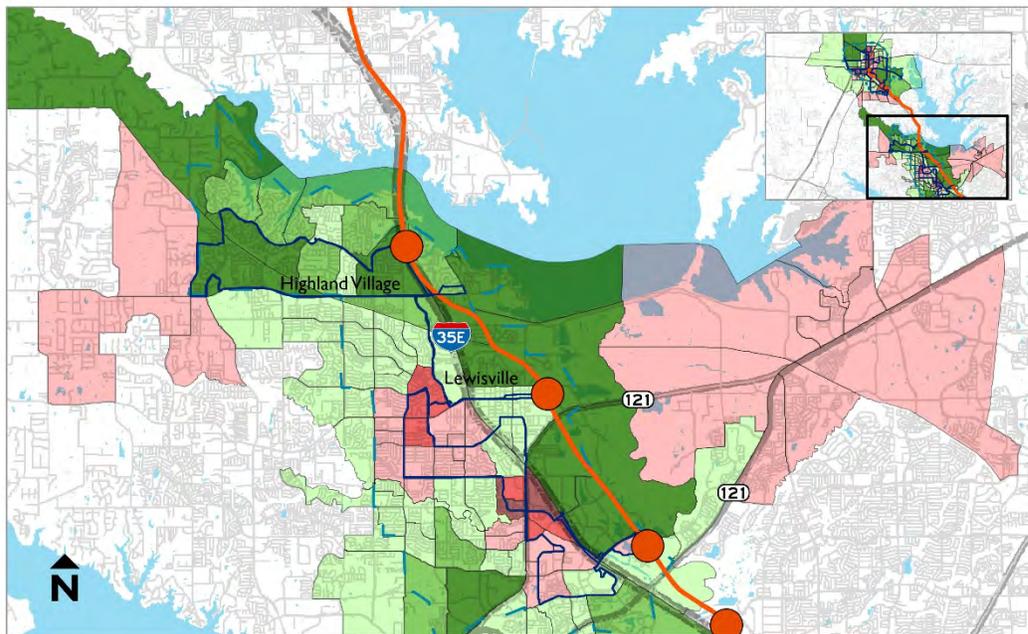
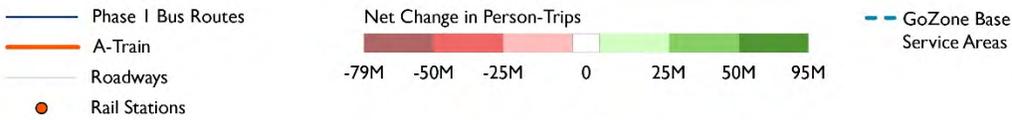
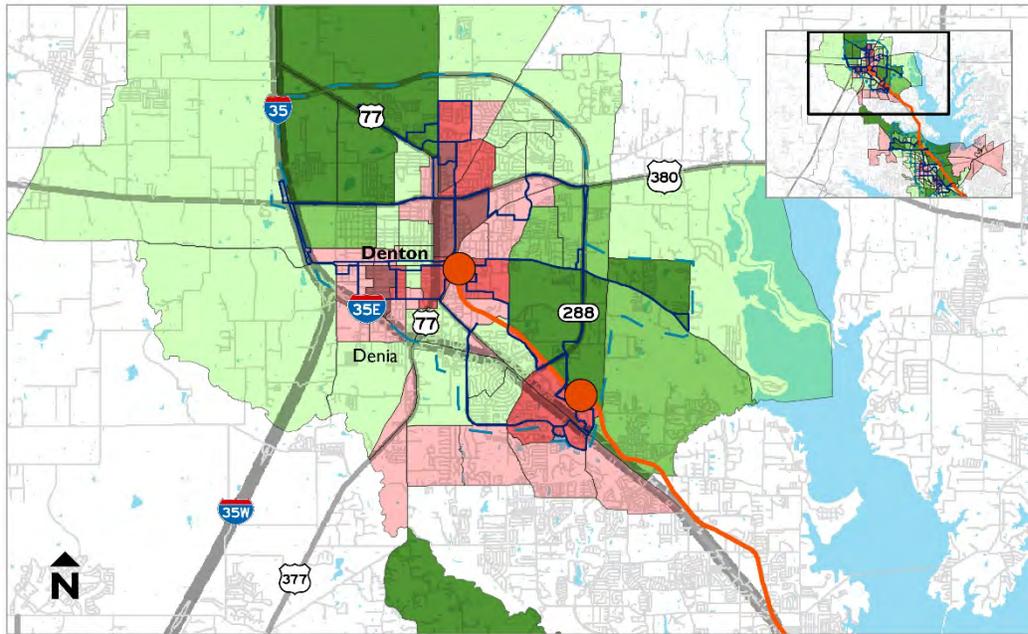


Figure 8. Net Changes in Person-Trips by Census Block Group – GoZone Phase I Base Service with Add-Ons

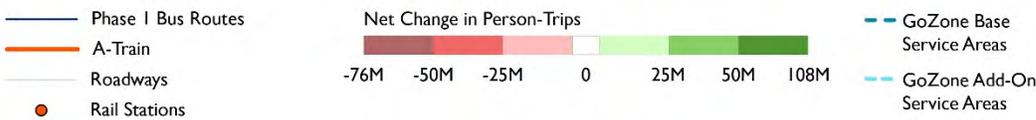
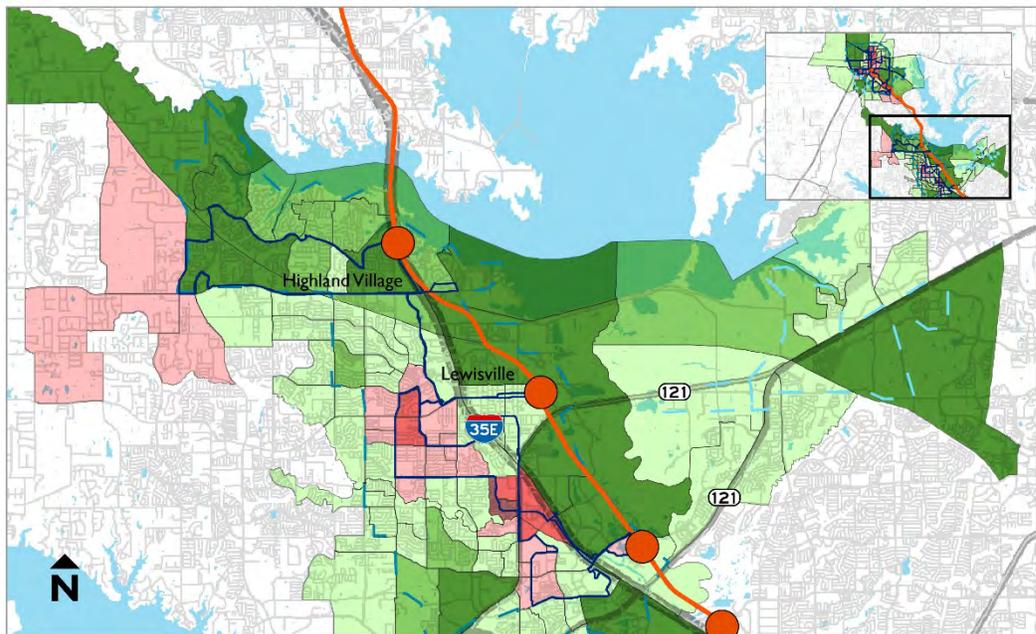
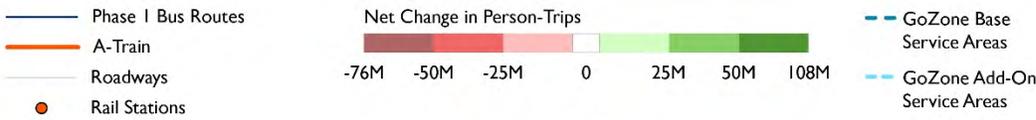
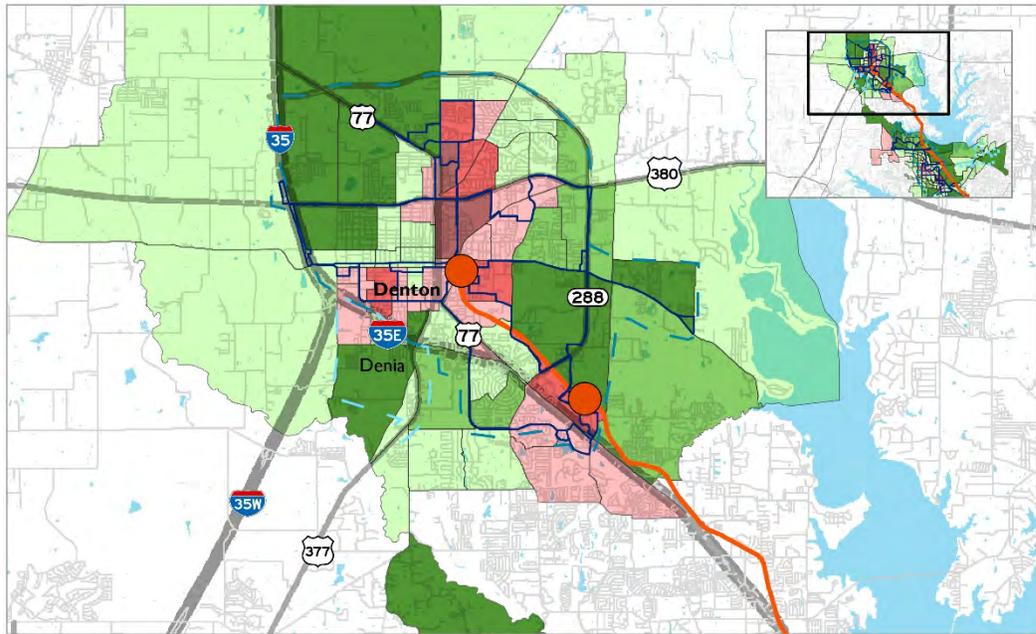


Table 3. Title VI Analysis Results – Phase I Base Service⁸

	Entire Population	Low-Income Population	Minority Population	Low-Income Population Percent Impact	Minority Population Percent Impact	Low-Income Impacts Within Acceptable Range?	Minority Impacts Within Acceptable Range?
Existing Service Annual Person-Trips	1,814,779,200	430,144,600	1,011,819,000	-	-	-	-
Change in Annual Person-Trips with Removal of Fixed-Route Service	-1,524,006,800	-343,503,600	-855,897,500	22.5% (Burden)	56.2% (Burden)	No	No
Annual Person-Trips with Remaining Fixed-Route Service ONLY	290,772,400	86,641,000	155,921,500	-	-	-	-
Estimated GoZone Service Annual Person-Trips	3,553,617,500	587,522,300	1,737,166,500	16.5% (Benefit)	48.9% (Benefit)	-	-
Estimated Annual Person Trips with GoZone and Remaining Fixed-Route Service	3,844,389,900	674,163,300	1,893,088,000	-	-	-	-
Estimated Net Change in Annual Person-Trips	2,029,610,700	244,018,700	881,269,000	12.0% (Benefit)	43.4% (Benefit)	Yes	Yes

Table 4. Limited English Proficiency (LEP) Analysis Results – Phase I Base Service⁹

	Entire Population	LEP Population	LEP Population Percent Impact
Existing Service Annual Person-Trips	1,814,779,200	231,065,300	-
Change in Annual Person-Trips with Removal of Fixed-Route Service	-1,524,006,800	-200,881,900	13.2% (Burden)
Annual Person-Trips with Remaining Fixed-Route Service ONLY	290,772,400	30,183,400	-
Estimated GoZone Service Annual Person-Trips	3,553,617,500	346,264,500	9.7% (Benefit)
Estimated Annual Person Trips with GoZone and Remaining Fixed-Route Service	3,844,389,900	376,447,900	-
Estimated Net Change in Annual Person-Trips	2,029,610,700	145,382,600	7.2% (Benefit)

⁸ Person-Trips are rounded to the nearest 100

⁹ Person-Trips are rounded to the nearest 100

Table 5. Title VI Analysis Results – Phase I Base + Add-On Service¹⁰

	Entire Population	Low-Income Population	Minority Population	Low-Income Population Percent Impact	Minority Population Percent Impact	Low-Income Impacts Within Acceptable Range?	Minority Impacts Within Acceptable Range?
Existing Service Annual Person-Trips	1,814,779,200	430,144,600	1,011,819,000	-	-	-	-
Change in Annual Person-Trips with Removal of Fixed-Route Service	-1,524,006,800	-343,503,600	-855,897,500	22.5% (Burden)	56.2% (Burden)	No	No
Annual Person-Trips with Remaining Fixed-Route Service ONLY	290,772,400	86,641,000	155,921,500	-	-	-	-
Estimated GoZone Service Annual Person-Trips	4,311,087,700	710,081,400	2,130,201,400	16.5% (Benefit)	49.4% (Benefit)	-	-
Estimated Annual Person Trips with GoZone and Remaining Fixed-Route Service	4,601,860,100	796,722,400	2,286,122,900	-	-	-	-
Estimated Net Change in Annual Person-Trips	2,787,080,900	366,577,800	1,274,303,900	13.2% (Benefit)	45.7% (Benefit)	Yes	Yes

Table 6. Limited English Proficiency (LEP) Analysis Results – Phase I Base + Add-On Service¹¹

	Entire Population	LEP Population	LEP Population Percent Impact
Existing Service Annual Person-Trips	1,814,779,200	231,065,300	-
Change in Annual Person-Trips with Removal of Fixed-Route Service	-1,524,006,800	-200,881,900	13.2% (Burden)
Annual Person-Trips with Remaining Fixed-Route Service ONLY	290,772,400	30,183,400	-
Estimated GoZone Service Annual Person-Trips	4,311,087,700	413,105,600	9.6% (Benefit)
Estimated Annual Person Trips with GoZone and Remaining Fixed-Route Service	4,601,860,100	443,289,000	-
Estimated Net Change in Annual Person-Trips	2,787,080,900	212,223,700	7.6% (Benefit)

¹⁰ Person-Trips are rounded to the nearest 100

¹¹ Person-Trips are rounded to the nearest 100

5. RECOMMENDATIONS

The study team developed its analysis based on projected levels of ridership and service outlined in the GoZone proposal. Once data from the initial Phase I deployment is available, it would be appropriate to revisit this analysis and use observed data regarding ridership, virtual stop locations, and hours of revenue service to determine whether the methodology used in this study should be further refined.

In a Title VI analysis for fixed-route transit, the proposed changes represent a commitment from an agency to provide prescribed service. Should the actual service implemented deviate from the assumptions outlined above, it is possible that there may be additional negative impacts to low-income, minority, and/or LEP communities. It is strongly recommended that the assumptions above be confirmed in finalizing the details of the GoZone implementation, and that operations be monitored to ensure consistency with the findings in this analysis. DCTA should also consider requiring any contractors providing on-demand services to provide reporting on trips by Census Block Group to ensure equitable service and compliance with Title VI. Data should be verified by a third party wherever possible. Finally, DCTA should seek demographic information of riders to ensure that service is as equitable as predicted. This should be done through voluntary intercept surveys. Regular surveys are already done as part of DCTA's routine efforts toward improvement.

GoZone service will have a promotional fare for the first six months of service. The long-term fare policy for GoZone service has not yet been finalized. A final fare policy will be presented to the DCTA board in March 2022. The fare policy will require separate analysis for Title VI compliance.

As FTA has yet to establish guidelines for performing Title VI analyses on on-demand services, it would be appropriate to share this initial analysis with FTA for their feedback.

Figure 9. Populations with Low-Income in Denton

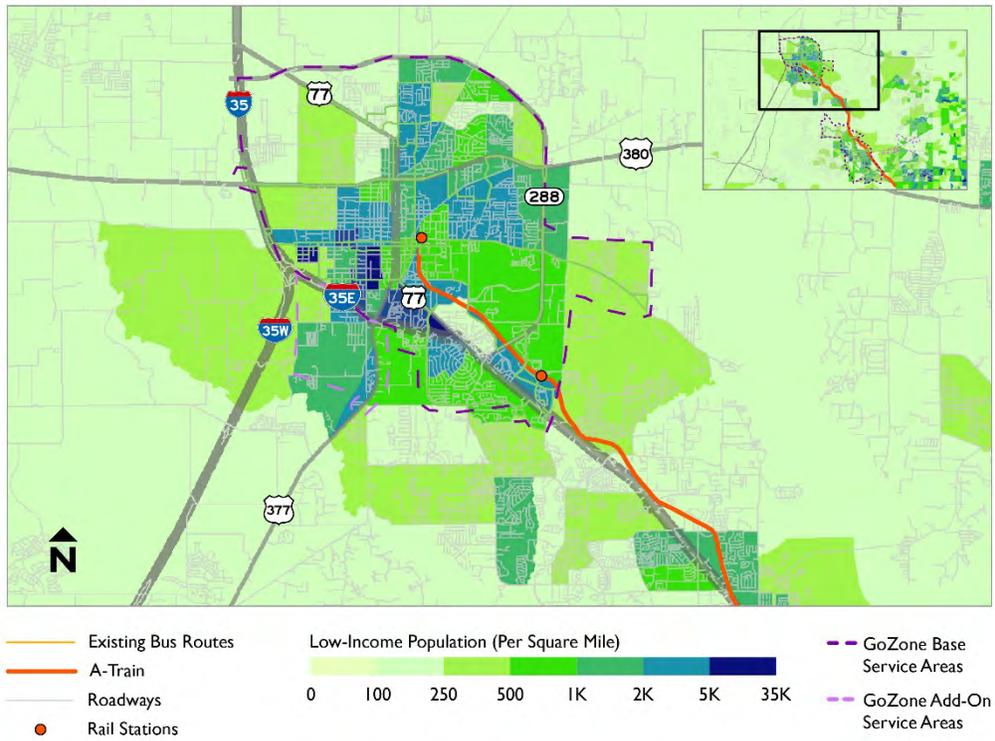


Figure 10. Minority Populations in Denton

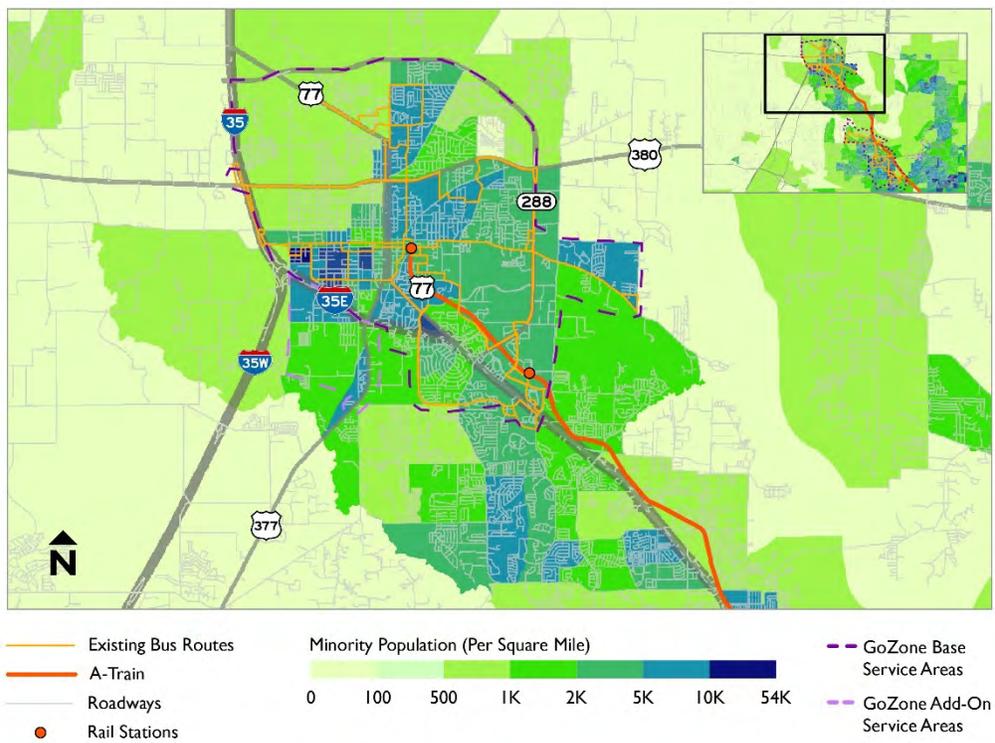


Figure 11. Populations with Limited English Proficiency in Denton

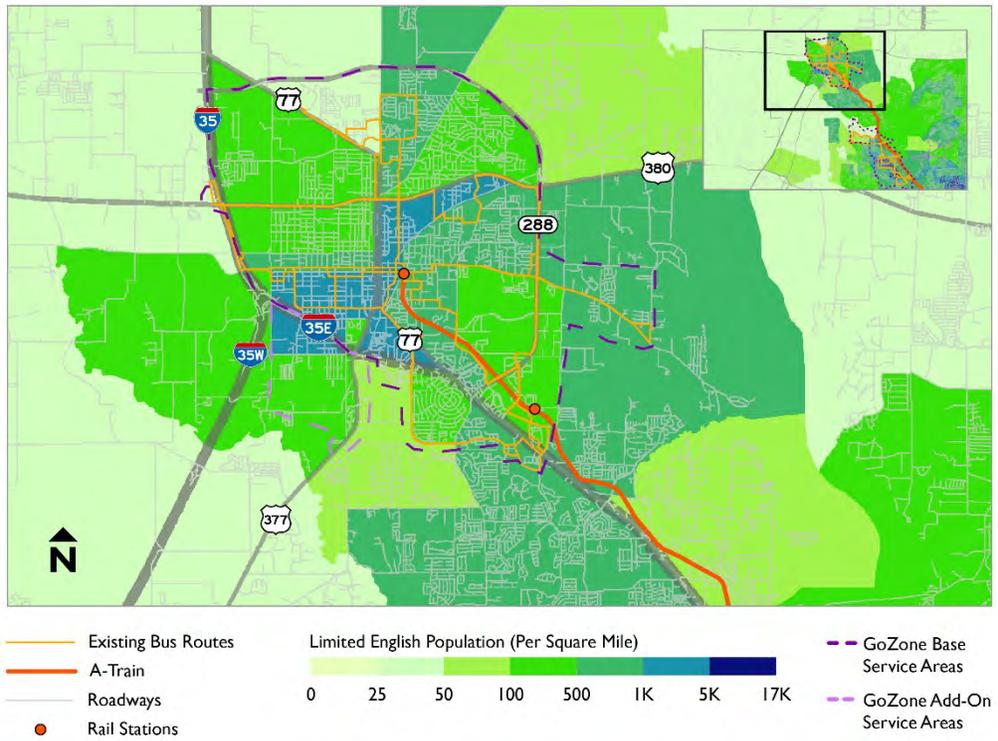


Figure 12. Populations with Low-Income in Lewisville

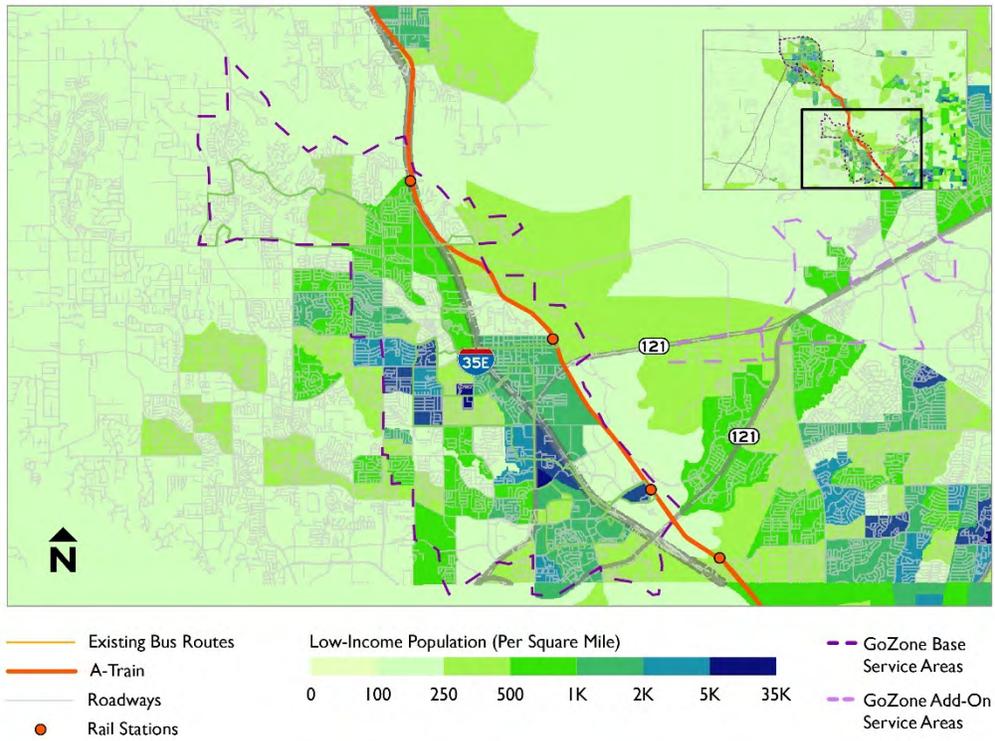


Figure 13. Minority Populations in Lewisville

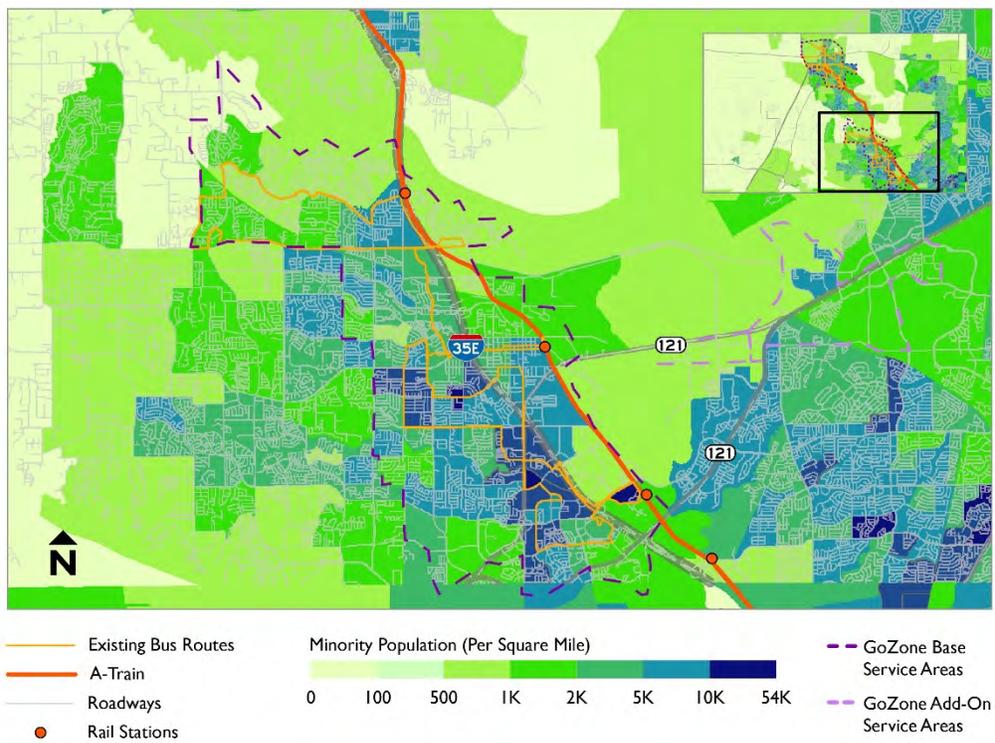


Figure 14. Populations with Limited English Proficiency in Lewisville

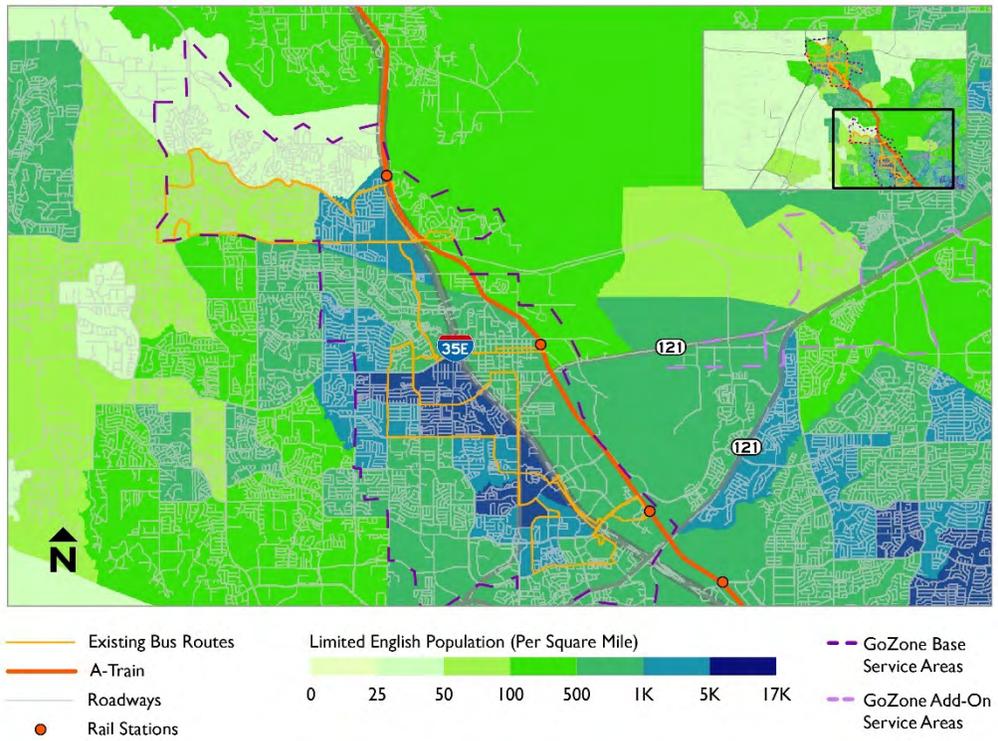




EXHIBIT C: PUBLIC FEEDBACK

Master Table: Comments from Social PinPoint, Emails, Petitions, Meetings, Events, Social Media, & Immediate Feedback Form

Comment Category: All Categories

Some comments provided by stakeholders address issues across multiple categories. These have been highlighted in the table below.

ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes	Phased Launch	Fares	Accessibility	GoZone Hours/Area	Service Area Requests	GoZone Functionality	DCTA Service Impacts	Concerns About Smartphone Access	Concerns With Removing Fixed Routes	Concerns About Vans	Concerns About Job Loss
	4/5/2021	I very much appreciate the addition of later night Saturday service and bike racks as supplemental options for the Via phase 1 implementation.	Email	POSITIVE	N/A	N/A	✓										
	4/5/2021	My impression is that the Via cost quoted is for a fixed number of vehicles regardless of their usage, and Via is projecting they will be sufficient to serve anticipated ridership based on Via's experience in other cities. Therefore, if ridership grew above those projections, additional funding would be necessary to maintain service (wait times). In comparison, the current fixed route system has more capacity for increased ridership at the same cost than the Via proposal does, but does not offer as convenient of service (based on headways vs wait times, service areas, etc.). So if ridership rose, fixed-route service could be provided at a lower net cost to DCTA per passenger mile than Via service. But there are many details about non-farebox funding grants and mechanisms which I don't fully grasp. Is my general understanding here correct?	Email	NEUTRAL	N/A	N/A						✓	✓		✓		
	4/5/2021	Is there any plan to transition DCTA Connect routes 3 and 7 to more frequent headway during the pilot of those routes to compare more similar service levels to Via? It would seem the existing 30-minute + headways compared to 7-10 minute wait times for on-demand would incentivize on-demand, so the pilot would not be purely testing mode choice, but is rather testing mode choice combined with a service quality difference.	Email	NEUTRAL	N/A	N/A	✓						✓				
	4/5/2021	Can children ride in these on-demand vehicles? I would assume small children and infants could ride in the lap on a large bus, but I'm not familiar with safety requirements, vehicle accommodations, or age restrictions which might impact families who might want to use this transit service with smaller vehicles.	Email	NEUTRAL	N/A	N/A			✓							✓	
	4/5/2021	Does DCTA have a planned threshold of ridership within an area/corridor to supplement or transition to fixed-route larger vehicle service as that becomes desirable or necessary? If so, are you communicating these to member cities to aid their planning efforts so they know what usage/frequency is required to provide high frequency transit in areas of future and incremental growth?	Email	NEUTRAL	N/A	N/A							✓		✓		
	4/9/2021	Will the service hours change?	Email	NEUTRAL	N/A	N/A				✓							
	4/9/2021	Will there be assistance with getting individuals who are handicap to the centralized bus stops?	Email	NEUTRAL	N/A	N/A			✓								
	4/9/2021	If clients will have to catch the bus at centralized locations, how will the customers be notified where those stops are?	Email	NEUTRAL	N/A	N/A						✓					
	4/9/2021	How will the changes impact dialysis patients regarding their chair times and return pick-ups?	Email	NEUTRAL	N/A	N/A			✓								
	4/9/2021	Will lobby hours at DCTA change?	Email	NEUTRAL	N/A	N/A				✓							
	4/9/2021	Will the on-demand service "routes" be like the actual bus routes or will they model the current Lakeway Zone/Denton-On-Demand structure?	Email	NEUTRAL	N/A	N/A						✓					
	4/9/2021	Why was the decision to change the way the service made?	Email	NEUTRAL	N/A	N/A						✓					
	4/9/2021	Will there be restrictions on where clients can be transported? i.e., stores/appts, etc.	Email	NEUTRAL	N/A	N/A						✓					
	4/9/2021	What will the specifications be for appointments?	Email	NEUTRAL	N/A	N/A						✓					
	4/9/2021	Will the fare prices change?	Email	NEUTRAL	N/A	N/A		✓									
	4/9/2021	Will the fare be available on the GoPass App?	Email	NEUTRAL	N/A	N/A		✓									
	4/9/2021	Will there be a feature on the spare app for customers with standing orders?	Email	NEUTRAL	N/A	N/A		✓									
	4/9/2021	Will clients still be allowed to have a PCA and/or guests accommodate them?	Email	NEUTRAL	N/A	N/A		✓									
	4/9/2021	How will this affect connecting to the train?	Email	NEUTRAL	N/A	N/A						✓	✓				
	4/9/2021	How long will you have to wait for a shuttle?	Email	NEUTRAL	N/A	N/A						✓					
	4/9/2021	How many people can go on a shuttle at once?	Email	NEUTRAL	N/A	N/A						✓					
	4/9/2021	Do they make stops in between locations?	Email	NEUTRAL	N/A	N/A						✓					
	4/9/2021	How many pickup locations will there be in the area?	Email	NEUTRAL	N/A	N/A						✓					
	4/9/2021	Will there be service pick-ups in the Robson Ranch areas of Denton like before?	Email	NEUTRAL	N/A	N/A					✓		✓				
	4/9/2021	How far out 380 in the city of Denton will pick-ups be available?	Email	NEUTRAL	N/A	N/A					✓						
	4/9/2021	Are the vehicles handicap accessible?	Email	NEUTRAL	N/A	N/A			✓								
	4/9/2021	Do the vehicles have bike racks?	Email	NEUTRAL	N/A	N/A		✓									
	4/9/2021	Will the pricing change based on length of trip?	Email	NEUTRAL	N/A	N/A											
	4/9/2021	Does my Reduced Fare or ADA ID provide a discount or allow me to ride free like the train?	Email	NEUTRAL	N/A	N/A		✓									
	4/9/2021	Do I have to pay in exact change or purchase tickets to ride the on demand system?	Email	NEUTRAL	N/A	N/A		✓									
	4/9/2021	How do we schedule for a ride?	Email	NEUTRAL	N/A	N/A						✓					
	4/9/2021	The only thing that I keep thinking about and I know it's already partially on here is regarding fare?	Email	NEUTRAL	N/A	N/A		✓									
	4/9/2021	How come the regional passes provide me with the same number of Go Zone rides as a local pass? I pay more for a regional pass, is it not worth more rides? (the benefit to a regional pass is that you have the ability to connect regionally, which does not automatically mean you get more via trip credits)	Email	NEUTRAL	N/A	N/A		✓									
	4/14/2021	I don't understand why you are making these changes?	Email	NEUTRAL	N/A	N/A											
	4/15/2021	DCTA doesn't market its services. If you marketed your services you wouldn't need to eliminate the buses.	Email	NEGATIVE	N/A	N/A							✓				
	4/16/2021	DCTA could afford to keep the buses if you won't up on your prices.	Email	NEGATIVE	N/A	N/A							✓				
	4/17/2021	New Proposal sounds great, but are ADA people are to ride for free?	Email	POSITIVE	N/A	N/A		✓									
	4/18/2021	Will service animals be allowed to ride?	Email	NEUTRAL	N/A	N/A			✓								
	4/19/2021	Is there information on the buses about upcoming changes?	Email	NEUTRAL	N/A	N/A											
	4/19/2021	It would be great if the skate park and water park were included. It is currently difficult for people to get to this area as either pedestrians or via public transit.	Social PinPoint - Something I Don't Like (Interactive Map)	NEUTRAL	22	0	✓				✓						
76209	4/19/2021	Please do not cut out such a large portion of Lewisville. I see my neighbors using Uber/Lyft all the time. We want ride sharing. To exclude us is arbitrary and wrong.	Social PinPoint - Redraw Zone (Interactive Map)	NEGATIVE	12	2				✓	✓	✓					
75077	4/19/2021	This will be great for college students	Social PinPoint - (Interactive Map)	POSITIVE	1	3					✓						

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes	Phased Launch	Fares	Accessibility	GoZone Service Hours/Area	Service Area Requests	GoZone Functionality	DCTA Service Impacts	Concerns About Smartphone Access	Concerns With Removing Fixed Routes	Concerns About Vans	Concerns About Job Loss
76201	4/20/2021	DCTA will be saving money with this new plan. Please include in the new plan much more ticket verification for ATrain riders. Especially at the DART ATrain transfer. It is well know people are riding the ATrain without tickets to access our homeless services. Issuing them a fine is useless. Our services for our homeless have limited funds and cannot serve our homeless population with this added ticketless ridership.	Social PinPoint - Other Ideas (Ideas Wall)	NEGATIVE	1	2		✓	✓			✓	✓				
76207-1612	4/20/2021	Please extend the boundary to include the waterworks park, the athletic complex, and the natatorium!	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	15	0				✓	✓						
75077	4/20/2021	It really would be more advantageous to have service also from Frankford to Lewisville/HV Station from Sat 11PM - 2 AM	Social PinPoint - Phase I Launch (Ideas Wall)	NEGATIVE	2	0				✓	✓						
76210	4/20/2021	I work here. Would be great to have a stop here or close by	Social PinPoint - Something I Don't Like (Interactive Map)	POSITIVE	2	1				✓	✓						
75057	4/20/2021	I really love using the DCTA rail! 2 issues: 1) not enough stops (especially on weekends) and 2) why isn't there service on Sunday?	Social PinPoint - Something I Like (Interactive Map)	MIXED	2	0				✓	✓		✓				
76205	4/20/2021	Will DCTA still have a fleet of busses necessary to run event-focused mass transit service? For instance, in both 2018 and 2019, DCTA provided shuttle bus service and A-train service between Medpark station and Denton Jazz Fest to relieve parking concerns. But there are other events DCTA has partnered with in the past (holiday lighting, etc.). Will the liquidation of busses preclude DCTA from providing this type of service in the future?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	5	0				✓	✓	✓	✓		✓		
76205	4/20/2021	What is the contingency plan if ridership exceeds projections? I see the contract is stated as a 'not to exceed' amount. Does this mean that if ridership is higher than anticipated, wait times will just increase until fewer people choose to ride and the number of circulating vehicles is sufficient to meet demand at whatever wait time customer demand stabilizes at?	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	2	1						✓	✓		✓		
75067	4/20/2021	I recommend consolidating or removing some stops that are so close to each other or in "no man's land". For example, you have one on Vista Ridge Mall Drive and then a 2 minute walk away on Oakbend is another stop on same side of road. That stop isn't practical either as it's not near any residential or commercial entrance. No one would get on or off there.	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEGATIVE	4	3					✓	✓	✓				
75067	4/20/2021	I think the overall project is a great idea. On demand service that can move quicker and more fuel efficient is smart. Better for riders as they can service that can better match their schedules or agenda for the day. I've never used the current services but may use this to get to train station or somewhere else local.	Social PinPoint - Make a Comment (Interactive Map)	POSITIVE	5	0						✓	✓				
75067	4/20/2021	Idea to have scannable QR codes on the stops' signage so someone could just scan and order a ride.	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	5	1						✓	✓				
76209	4/21/2021	This is a very popular park which you can walk through to get to Wilson Elementary School. I think it would be great if people could get to this park by bus.	Social PinPoint - Redraw Zone (Interactive Map)	POSITIVE	1	0					✓						
75028	4/21/2021	The new proposal does offer additional options for connecting from DART which didn't exist before. However, even with the addition of Sunday service, there should be options available after 6pm, especially on Sunday nights when events are taking place at the American Airlines Center. But this is a good start, especially for Lewisville/Highland Village and even those just outside the zone who can walk to access the service.	Social PinPoint - Phase I Launch (Ideas Wall)	POSITIVE	2	0				✓	✓						
76201	4/21/2021	will UNT students still get free rides with ID?	Social PinPoint - (Interactive Map)	NEUTRAL	0	0		✓					✓				
75028	4/21/2021	This proposed fare structure looks good!	Social PinPoint - (Interactive Map)	POSITIVE	0	3		✓									
76201	4/22/2021	Trinity Mills is the stop right before Frankford, so that would seem a little redundant.	Social PinPoint - Phase I Launch (Ideas Wall)	NEUTRAL	0	1				✓							
75067	4/22/2021	How will this change impact the new TRIP funding program? Being near a DCTA route was one of the criteria for a project to receive TRIP funding. What happens when there aren't "routes" anymore?	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEUTRAL	1	0							✓				
75067	4/22/2021	DCTA service continues to Trinity Mills Station. Please consider rideshare service to this station. I have personally been stuck at this station for over almost an hour because the A-Train doesn't stop as often. Provide rideshare assistance to Trinity Mills Station or North Carrollton/Frankford Station.	Social PinPoint - Something I Don't Like (Interactive Map)	NEUTRAL	6	0				✓	✓	✓	✓				
75067	4/22/2021	Please include Railroad Park in your service. There are plenty of activities and events that could utilize a rideshare at this location.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	3	0					✓						
76201	4/22/2021	Seems like a missed opportunity to not expand DCTA service to other parts of the "DC" in its name, if you're switching to point-to-point rideshares. Corinth, Hickory Creek, Argyle, Flower Mound, and Highland Village are Denton County too.	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEGATIVE	6	0				✓	✓		✓				
76210	4/22/2021	The Lake Cities have been left out of even basic connecting service to train and bus. Looks like we're being left out again. Why is that? Seems the perfect opportunity to get residents between established mass transit and walking distance of our homes.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	1	0					✓	✓					
76210	4/22/2021	Add an A-Train stop in Corinth	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	11	0					✓		✓				
75010	4/22/2021	Can we have service extended to the Apartment complex Mansions at Sunset Ridge?	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	0	0					✓						
75253	4/23/2021	Extend to include Grandscape and Nebraska furniture mart	Social PinPoint - Redraw Zone (Interactive Map)	POSITIVE	5	1					✓						
75253	4/23/2021	Include Carrollton DPS Mega Center	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	2	1					✓						
76210	4/23/2021	We need more DCTA services in Corinth, as Corinth is also part of Denton county. I understand NCTC has a route but it is limited and what about the rest of the area?	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	6	0				✓	✓	✓	✓				
76209	4/23/2021	There are a lot of manufacturing businesses in this area - might be good to extend out to this locale so people who work for them can use the rideshare program for commuting. I don't drive and have considered applying to the companies in this area but couldn't because of lack of transportation	Social PinPoint - Something I Don't Like (Interactive Map)	NEUTRAL	18	0				✓	✓	✓					
77777	4/23/2021	Need to cover the whole DC to allow easier mobility through out the county	Social PinPoint - Redraw Zone (Interactive Map)	NEGATIVE	11	0			✓			✓					
75057	4/24/2021	DCTA rideshare should at least connect to major intersections, busy areas, medical areas in Flower Mound.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	3	1				✓	✓	✓					
	4/25/2021	Confusing! How is a bus system suppose to make it when scheduling/plans are constantly changing over the years. Frustrating	Social PinPoint - (Interactive Map)	NEGATIVE	9	0				✓	✓	✓	✓		✓		
	4/25/2021	What is going to happen to all the day passes that I bought in bulk	Social PinPoint - (Interactive Map)	NEUTRAL	2	0		✓					✓				

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76205	4/25/2021	Covering this entire area might be premature, as it will take a couple of years before future housing is built between Roselawn and Willowwood at which point this program will be re-evaluated anyway. Covering south of 35E to Willowwood would cover much of the area, or it could be extended to Denia park to aid those who would have difficulty making the five minute walk from Willowwood to the park. Suggest rethinking the size of this coverage area if it would save cost.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	6	0				✓	✓						
75067	4/25/2021	Just a few days ago, I was thinking of writing a letter about the fact that the buses did not go near the Thrive Center at Valley Parkway and Corporate, or my home. Then I saw this. I see that it also includes Thrive and my home, which earlier routes did not. Well done!	Social PinPoint - Something I Like (Interactive Map)	POSITIVE	3	0				✓			✓				
4/26/2021	4/26/2021	Good morning Sarah. When we spoke at the last CAC meeting I asked how the citizens of Denton as a whole would be made aware of the proposed "on demand service." You stated that to reach all the residents of Denton there would be something in the insert included in individual's Denton Municipal electric bill. I received my bill and there is nothing mentioning DCTA in any way on the insert. To have something put on the insert of the electric bill is not something that is done at the last minute. Whether you intentionally misstated or were unaware that it would not be in the insert, I don't know, but it is moot at this point. This does, however, confirm the misleading and deceptive practices of DCTA, including what I believe to be mismanagement of funds. Mary Worthington has stated there were several roundtables yet the general public was never made aware of the roundtables. I can't seem to get a straight answer from anyone at DCTA. Every time I have a question I am referred to the feedback. I am looking to give my feedback. I am looking for straightforward answers.	Facebook	NEGATIVE	N/A	N/A	✓					✓					
76201	4/26/2021	It is a promotion! To be profitable in any way DCTA would have to raise the rates substantially after the promo. The money received from the City of Denton to DCTA should have been used to upgrade existing bus service. Where did that money go?	Social PinPoint - (Interactive Map)	NEGATIVE	2	0	✓	✓				✓			✓		
76201	4/26/2021	Change is good but is it necessary? Instead of enhancing, upgrading, extending and supporting the current bus system it is just being discarded. As a former New Jersey resident used to mass transit and seeing the growing population of Denton mass transit is more advantageous to the residents of Denton. The effort and monies utilized for GoZone could have and should have been used on enhancing the current outdated bus and train system. 9 new buses but yet bus routes are being eliminated!?	Social PinPoint - Other Ideas (Ideas Wall)	MIXED	3	0						✓			✓		
4/28/2021	4/28/2021	If the new system ends up being as good as it sounds (something I by no means feel confident about) it would easily be worth \$3.00 to me to quicker service with less walking. I ride everywhere I go, and my current closest stop is about 1/4 mile away.	Social PinPoint - Promotional Fare Forum	MIXED	0	0						✓					
4/28/2021	4/28/2021	Can't please get more information on this plan I'm not really understanding and I depend on the bus to get to work how will it work will they be stop signs and stuff please help me understand. I already struggle to work sends /all took route 5 now I walk every day too Catch rout 4 on university.	Social PinPoint - (Interactive Map)	NEGATIVE	5	0				✓	✓	✓			✓		
4/28/2021	4/28/2021	I think it is awful to get rid of the buses and take a chance with on demand service, I know times are changing why fix it if it's not broken	Social PinPoint - (Interactive Map)	NEGATIVE	6	1							✓		✓		
75077	4/29/2021	My mother is blind and cannot use a smart phone. She lives in North Denton. She simply just wants a bus to take her to the store and back, without having to transfer or having to walk a huge distance from the bus stop to the store. She doesn't trust Access anymore because they once failed to pick her up and she's terrified of being stranded. How will this new service benefit her?	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	1	0			✓	✓	✓	✓		✓	✓		
4/30/2021	4/30/2021	Is the app available yet?	Facebook	NEUTRAL	N/A	N/A	✓										
4/30/2021	4/30/2021	GoZone app, is downloadable yet?	Twitter	NEUTRAL	N/A	N/A	✓										
5/2/2021	5/2/2021	@RideDCTA How will this impact citizens with disabilities who use fixed routine?	Email	NEUTRAL	N/A	N/A			✓								
76209	5/2/2021	How will this new service impact disabled riders? 1. Will each vehicle have the capability to transport wheelchair users? If so, how many wheelchair users can be transported in each vehicle? 2. What type of vehicles will be used (minivans, full size vans, etc)? 3. Will all designated pick up and drop off spots comply with access laws? I appreciate your response and will address items accordingly.	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	2	0			✓			✓			✓	✓	
76201	5/3/2021	To create a more legitimate comparison between rider preference for the fixed bus routes and the Go Zone service, is it possible to increase the frequencies (15-20 min. headways) for the fixed routes that will remain, especially Route 3 and 7, during the assessment period? Making infrequent fixed routes compete with frequent Go Zone doesn't seem like an accurate measurement of rider preference. Everyone wants better frequency, but does everyone prefer Go Zone over fixed routes?	Social PinPoint - Phase I Launch (Ideas Wall)	NEUTRAL	3	0	✓			✓		✓			✓		
76201	5/5/2021	Hi, can we please include NCTC Corinth in this Proposed service area? The NCTC shuttle isn't in service, and some students really relied on the shuttle to get to class as they don't have a car. I also know there used to be a plan to put a train stop next to the campus as well, when is that doable?	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	2	0				✓	✓		✓				
76201	5/6/2021	I had a bus driver ask me what I was going to do in 3 months when the service goes away.	Email	NEUTRAL	N/A	N/A	✓								✓		
5/6/2021	5/6/2021	Why get rid of the 64x? How will students get to Alliance, and the ITC?	Social PinPoint - Something I Don't Like (Interactive Map)	NEUTRAL	4	1					✓		✓		✓		
75077-6930	5/7/2021	This is an awesome program love this...	Social PinPoint - (Interactive Map)	POSITIVE	2	1						✓					
5/8/2021	5/7/2021	Does the area not include Flower Mound?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0				✓	✓						
5/8/2021	5/8/2021	Can passengers request female drivers in the evening if they are female?	Event - Thrive Event	NEUTRAL	N/A	N/A						✓				✓	
75067	5/10/2021	I dislike the ride-share on demand service. The current bus system needs a centralized bus terminal that is located near the denser areas of the region. There needs to be shorter bus routes to get people to the terminal faster and change over to longer routes to get them where they need to go.	Social PinPoint - (Interactive Map)	NEGATIVE	4	0				✓	✓	✓	✓		✓		
5/10/2021	5/10/2021	I'm excited about this service! I will use it instead of my car for trips. Thank you.	Social PinPoint - (Interactive Map)	POSITIVE	1	1						✓					

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76207	5/10/2021	My only comment at this time is that I am concerned that the only way to use DCTA will be through a cellphone application. I hope DCTA will offer alternative means to access services such as perhaps a fully functional browser version of the application or telephone dispatch (like a taxi).	Social PinPoint - (Interactive Map)	NEUTRAL	3	1			✓			✓		✓			
76205	5/12/2021	By testing two differences in service simultaneously (fixed-route and frequency), you cannot ascribe preference to a single difference. Instead, this plan tests between two options: 1. Fixed route service with a longer wait time (1-30 minutes) 2. Demand response service with a shorter wait time (2-10 minutes) Please communicate to the board that this is a combination of two preferences, and therefore cannot be reasonably interpreted as a simple preference for on-demand or fixed-route.	Social PinPoint - Phase I Launch (Ideas Wall)	NEUTRAL	4	0	✓					✓	✓				
75067	5/12/2021	I'm skeptical this will work for Denton. Many riders are familiar with the current system and may not have the technology to use this type of system, but I'm willing to try. I'd probably use DCTA more if there were a pick-up location closer to my neighborhood; now it's 3/4 mile and a 15-minute walk.	Social PinPoint - (Interactive Map)	NEUTRAL	5	1				✓	✓	✓		✓			
75067	5/12/2021	Please have a pickup close to Forestbrook/Oakbend Dr intersection. There are many apartments right there at that intersection and would greatly benefit from a convenient (and safe!) pickup location there.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0				✓	✓						
75067	5/12/2021	A couple of suggestions/questions from the mom of a high-functioning special needs teenager that could use this service to get to/from work or other activities: 1. Are all drivers background checked and "safety-certified"? 2. It would be nice to be able to request a female driver vs. a male driver for "comfort" - seeing as how they would be in a car alone together. 3. What kind of training will be given to drivers to help them deal with special needs folks? Thank you!	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	3	0			✓					✓		✓	
76205	5/12/2021	All of this sounds great, and as long as the service is adaptable, listens to its customers and stays properly funded, I'm fine with it replacing fixed routes entirely as long as it is able to compete or be cheaper than other rideshares. Otherwise why not just use those? As someone disabled, fixed routes are nice because you can just go when you want to. But the problem is waiting on the buses at stops with no benches, no shade, in the brutal heat. That's not healthy for anyone.	Social PinPoint - Service Functionality (Ideas Wall)	MIXED	5	0		✓				✓	✓				
75067	5/12/2021	Many people in Lewisville see physicians, etc., in this area.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	2	0				✓	✓		✓				
76203-5017	5/12/2021	Important to include high-population-concentration businesses, such as hotels, on the west side of I-35.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	2	0				✓	✓						
76203-5017	5/12/2021	Is a regional annual pass no longer available?	Social PinPoint - (Interactive Map)	NEUTRAL	0	1		✓									
75067	5/12/2021	Wouldn't it be better for the environment and much more economical to get ride of all the buses and especially that ghost train that virtually no one rides, and just pay to get an Uber/Lyft ride for those that need it. Faster, better, safer.	Social PinPoint - (Interactive Map)	NEGATIVE	1	5						✓	✓				
75067	5/15/2021	Keep city buses public utilities with broad access	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A							✓				
75067	5/15/2021	Will UNT students still ride free?	Event - Denton Welcome Center	NEUTRAL	N/A	N/A		✓				✓					
75067	5/15/2021	Will these changes affect the A Train?	Event - Denton Welcome Center	NEUTRAL	N/A	N/A											
75067	5/15/2021	How late will this service be available?	Event - Denton Welcome Center	NEUTRAL	N/A	N/A				✓							
75067	5/15/2021	Will this accommodate car seats?	Event - Denton Welcome Center	NEUTRAL	N/A	N/A			✓								
75067	5/15/2021	Can I bring a service animal on?	Event - Denton Welcome Center	NEUTRAL	N/A	N/A			✓								
75067	5/15/2021	I believe that the current system should be improved upon rather than be completely replaced. One of my main concerns is that the new system will be dependent on a smart phone. This is very unreliable since phones can unexpectedly die and if that happens, we'll be left with no ride.	Social PinPoint - (Interactive Map)	NEGATIVE	3	1						✓	✓				
75068	5/15/2021	We would like transportation for USD's Project Search to and from this address.	Social PinPoint - Something I Like (Interactive Map)	NEUTRAL	1	0					✓						
75010	5/15/2021	Please extend to here and make passengers would be able to travel to other zones including Lewisville/Highland Village Zone.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	1	1					✓						
75010	5/15/2021	My name is Monica and I'm a college student enrolled in the University of North Texas. Because of personal and financial reasons, I have to take route #64 to UNT. I have not been taking the bus in the last year because of covid. Our classes have been remote mostly, only a few classes had been in person. I'm looking at the draft key changes for fall 2021. The paper states that North Texas Xpress will be removed. I talked to Trinity metro, and they told me DCTA would still keep a route from North Park and Ride to Denton. If that is true, why is it not stated or covered by the GoZone plan? I would like further clarification of the route because it looks like it will not be continuing and that would negatively affect commuter students, especially those that are disadvantaged like me. If the draft is implemented as it is right now, how would a commute from the Ridgmar Mall to the University of North Texas would look like? It will most likely take me 10 hours every day to make my commute	Facebook	NEUTRAL	N/A	N/A	✓					✓					
75067	5/16/2021	Denton needs more, better, and m with 100% ADA accessibility, not a private taxi service that's onyore affordable bus routes 20% ADA accessible. We already have Uber and Lyft! I oppose DCTA's plan to finance a private taxi shuttle service (VIA) with public transportation dollars intended to serve the needs of many.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓				✓				
75067	5/16/2021	A cities bus system is part of its infrastructure. Fixed routes are a way people can plan their mobility. Bus ridership shouldn't be judged during a time people were avoiding other people during the epidemic. Let Uber and Lyft fill in the gaps	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A							✓				
75067	5/16/2021	Denton needs to provide as many people affordable transportation	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A		✓					✓				
75067	5/16/2021	We should not privatize a public utility! Expand what we have - don't tear it down and replace it with something inferior	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A							✓				
75067	5/16/2021	As a rider of the local public transit system, this royally screws me and other non-drivers in the city. Mini-vans sound incredibly sketchy, and having safe, marked bus stops has made myself and others feel safe and that we can trust the service! Overtum this mad idea and just work on fixing the transit system as a whole if there is a problem!"	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A						✓	✓				

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	5/16/2021	Do you not know how many UNT students and the disabled rely on the bus routes especially now that the doctors and campus is now opening but they were closed during this pandemic	Twitter	NEGATIVE	N/A	N/A			✓				✓		✓		
	5/17/2021	There are things we need to do for the common good of our community. This is one of them	Petition - No Bus Cuts Denton Petition	POSITIVE	N/A	N/A							✓				
	5/17/2021	Proposed cuts will lead to lower ridership, leading to more cuts. Bus Stops need to be improved to increase ridership!	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓	✓		✓					
	5/17/2021	Public transportation should be accessible to the public not made more convenient for people who are not directly affected by this decision	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A							✓				
	5/17/2021	Public transportation is the right of every resident of a metropolitan area such as denton. to cut public transportation is to tell the already vulnerable members of society that there's no room for them	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓				✓				
75077	5/17/2021	I would suggest adding an hour in the evening each Monday through Thursday day and at least two hours on Friday and Saturday. Many people work at and attend restaurants and bars who do not close until after the service hours.	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	2	0				✓							
75067	5/17/2021	Please make Easier to get to a bus instead of having to walk over the round Grove Road bridge by Walmart. I think it is a very dangerous bridge to walk over.	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	2	1					✓		✓				
	5/17/2021	Your way to get them to the bus they gone over a big Bridge	Social PinPoint - (Interactive Map)	NEUTRAL	0	0				✓			✓				
75057	5/17/2021	If traveling from Lewisville to this area of Flower Mound, where I go often, could I this on-demand service? Would it drop me off part of the way there? Could I then switch to Flower Mound's Lyft service? Would there be someone to wait safely for the Lyft service? Would I pay another fare or would these services connect? Is there somewhere to find answers to these basic questions?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	2	0		✓		✓		✓					
	5/18/2021	I want everyone in my town to have accessible public transportation. Students and workers rely on this service to get around, and their needs must not be forgotten in favor of fascistic efforts to privatize public infrastructure	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓				✓				
	5/18/2021	Many people need Denton's public transportation in order to keep their jobs. Reduction in services and privatization will cost us all.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A							✓				✓
	5/18/2021	Denton deserves available transportation for all!	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A			✓				✓				
	5/18/2021	Signing because I don't want to cut the budget even though I want the reengineer the fixed routes	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A				✓			✓				
	5/18/2021	Is the feedback that is delivered anonymous?	Event - UNT Town Hall	NEUTRAL	N/A	N/A	✓										
	5/18/2021	Will there still be annual passes available and how would they be incorporated into the GoZone program?	Event - UNT Town Hall	NEUTRAL	N/A	N/A		✓					✓				
	5/18/2021	Have there been conversations about accessibility of the Go Zone app for blind/visually impaired folks?	Event - UNT Town Hall	NEUTRAL	N/A	N/A			✓								
	5/18/2021	I am concerned about affordability for students who depend on free transportation to campus for classes and work on routes being discontinued (this comment reiterated by two attendees).	Event - UNT Town Hall	NEGATIVE	N/A	N/A		✓					✓				
	5/18/2021	Do you know if this service would be available on game days for the University, such as football games? I believe this would help cut down on traffic as well as cut down on drinking and driving.	Event - UNT Town Hall	NEUTRAL	N/A	N/A			✓	✓			✓				
	5/18/2021	I understand the GoZone vehicles are wheelchair accessible. Is there any advance notice required if you need that or would you just book like normal?	Event - UNT Town Hall	NEUTRAL	N/A	N/A			✓								
	5/18/2021	How would a student use the GoZone service if they do not own a smartphone and can't use the app?	Event - UNT Town Hall	NEUTRAL	N/A	N/A								✓			
	5/18/2021	Considering UNT has a large international student base, will there be any type of translation services in the app or while using the phone scheduling?	Event - UNT Town Hall	NEUTRAL	N/A	N/A			✓								
	5/18/2021	I am curious about trends you are seeing in the feedback you have received already.	Event - UNT Town Hall	NEUTRAL	N/A	N/A	✓										
	5/18/2021	I am wondering how much feedback is possible from UNT students who may be gone over the summer.	Event - UNT Town Hall	NEUTRAL	N/A	N/A	✓										
	5/18/2021	Are you tracking how many students you are reaching through feedback?	Event - UNT Town Hall	NEUTRAL	N/A	N/A	✓										
	5/18/2021	As a student community manager, this is the first time I am hearing of this. Have you attempted to utilize the student communities that would be affected? That might give you a more solid feedback pool.	Event - UNT Town Hall	NEUTRAL	N/A	N/A	✓										
	5/18/2021	I have had a couple of people with concerns about the reliability of an on-demand service; can you speak to the response time?	Event - UNT Town Hall	NEUTRAL	N/A	N/A				✓							
76226	5/18/2021	Will riders be able to book trips via text message if they don't have access to data or internet plans?	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	0	0			✓				✓				
75028	5/18/2021	Would love a bus stop or something right here at Kirkpatrick/Valley. My son is a disabled adult but would like to be able to get to work independently. He works off Corporate. The nearest bus stop is a 45 minute walk. Flower Mound doesn't seem to care about their disabled residents but accessibility that is regular, reliable, and affordable is actually a great thing for a town.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0			✓		✓						
76226	5/18/2021	Can someone call for a ride in the Denton go zone and be dropped off outside of it? There is a new affordable housing development proposed just outside the zone and there will be families without vehicles who need access to transportation.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0			✓				✓				
76210	5/18/2021	Dynamically redraw bus routes, using convergent data sources, based on demand signals and traffic conditions to minimize time to destination and maximize resource utilization.	Social PinPoint - Service Functionality (Ideas Wall)	NEUTRAL	3	0				✓							
	5/19/2021	There is absolutely a need for fully public transportation	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A			✓								
	5/19/2021	This plan proposes to reduce accessibility to those who need a reliable public transportation system the most. The "GoZone" plan is not an improvement on the current system	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓				✓				

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	5/19/2021	As someone who relies on public transit, this is not a good idea for our community	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓				✓		✓		
	5/19/2021	More public transportation not less. Tell people about it and they might use it.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓				✓		✓		
76135	5/19/2021	would love an option to be taken to TWU campus from other areas of denton	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	0	0				✓			✓				
76135	5/19/2021	as a full time student with no car, having transportation from my apartment to TWU would be helpful since it is more affordable for me to live off campus	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	2	0				✓			✓				
75077	5/19/2021	What will the fares change for Local AM/PM Reduced pass & Reduce Day Pass?	Social PinPoint - (Interactive Map)	NEUTRAL	0	1		✓				✓					
	5/19/2021	@RideDCTA Safety of real background checks doesn't matter to #DCTA? You're going to use the background check that is incomplete https://t.co/5sdcjwm8iv own website statement of their stated identity background checks by @checkr if you submit the riders to a #uber or #lyft #rideshare!	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0											
76207	5/19/2021	I am pleased that riders shall be able to call DCTA customer service to obtain a ride with the new service. However, does the new plan include resources for adequate personnel at DCTA customer service so that we can secure our rides in a timely manner? Also, I want to confirm if there shall be a web browser version of the DCTA GoZone App so riders can book services from PCs. This option was indicated in the materials explaining the new service.	Facebook	NEGATIVE	N/A	N/A	✓										
	5/20/2021	I'm standing up for the customers.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓								
	5/20/2021	I want to protect our jobs, but more importantly we need to think about the passengers who will be hurt badly by our Route cuts. Too many depend on our services for basic living needs, less service means hard times for them.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓				✓	✓	✓		✓
	5/20/2021	I cant see why DCTA can not run all 8 routes and this on demand services, they could tailor the on demand routes to complement the connect routes, so that all of the city can be covered. More routes a buses means better opportunities for riders and better business for DCTA, you cant take away routes and expect the ridership to go up.	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A						✓	✓				
	5/20/2021	Keep Denton and Lewisville city routes open, while making improvements to the stop locations and coverage areas, and job security. Bring back Route 5 for those who relied on it to meet their needs, getting to work, school, and or shopping needs	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A			✓				✓				
	5/20/2021	Because my mom's best friend is a bus driver for the city of Denton! And she deserves the best! I Love You Karon Moore	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A							✓				✓
	5/20/2021	This bad for rider, employees and the city	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A							✓				✓
	5/20/2021	Because the people of Denton need a bus	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A							✓				✓
75067	5/20/2021	I understand that DCTA operates under the jurisdiction of Denton County, but there should be more consideration given to the North-Central DFW Region. Whether that be with the City of Grapevine or the City of Frisco, both of these cities are major business leaders. The cities of Denton County can offer a unique living experience while providing affordable ease of access for commuters. Preferably modes of transportation that do not increase the number of vehicles on the streets and roads.	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	1	0			✓				✓				
	5/21/2021	Who owns the vehicles that will be used for GoZone?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A											
	5/21/2021	How much is a taxpayer paying for leasing vehicles?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A						✓					
	5/21/2021	Will any of the virtual stops be protected?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A						✓					
	5/21/2021	Will there be fewer Access vehicles?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A			✓				✓				
	5/21/2021	What would demand be on the phone?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A						✓		✓			
	5/21/2021	What would phone wait time be?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A						✓		✓			
	5/21/2021	How long will promo fare be?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A	✓	✓									
	5/21/2021	Could someone who calls in on landline still rate their ride?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A								✓			
	5/21/2021	Why start on Saturday 15 minutes later?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A							✓				
	5/21/2021	How can you discern segmentation vs. preference?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A	✓										
	5/21/2021	Why wouldn't test the 4 routes you are taking away?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A	✓						✓				
	5/21/2021	Have you spoken with nonprofits about this?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A	✓										
	5/21/2021	It would great to present at Our Daily Bread	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A	✓										
	5/21/2021	So people who are experiencing homelessness ride DCTA for protection. How will this affect them?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A			✓					✓			
	5/21/2021	Are you imagining seeing an increase of UNT routes by homeless?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A			✓					✓			
	5/21/2021	Can you speak to fees and what they will be on that	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A		✓									
	5/21/2021	Is Brandi Byrd a consultant for the city.	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A	✓										
	5/21/2021	How would you go about adding to the service area?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A	✓										
	5/21/2021	What is the total landscape of case studies?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A	✓										
	5/21/2021	What are the critical success factors that didn't work?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A	✓										
	5/21/2021	Is NTMC locally owned?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A	✓										

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	5/22/2021	Don't cancel bus routes, Denton, Texas	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A							✓		✓		
76205	5/22/2021	I work at UNT and I am very concerned that Route 7 is likely to be eliminated as well. Before the pandemic, it was packed in the morning with people commuting from the A-Train to UNT. Is the city going to expect all of us to wait for vans to take groups of like 3 people at a time to campus? Won't that also make traffic worse? I'm very frustrated that the city is eliminating public transport when it is the main reason I stay in Denton despite high rent.	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEGATIVE	3	0			✓				✓		✓		
76205	5/22/2021	I realize that maybe this is not considered a big priority, but I am frankly also a little concerned about the environmental impact of this change. How will adding these vans driving around impact the pollution levels in Denton? Are they more efficient than the buses? Denton already has issues with air quality (which, according to the DRC, may have been bad enough to drive some businesses away). Is environmental impact of adding these extra cars to the road being considered?	Social PinPoint - Other Ideas (Ideas Wall)	NEGATIVE	2	0										✓	✓
	5/23/2021	High quality transit is a cornerstone of a developed society (and an ecofriendly one). We shouldn't need cars to get from point A to point B.	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A							✓				
	5/24/2021	Will car seats be required?	Event - United Way of Denton County	NEUTRAL	N/A	N/A			✓			✓					
	5/24/2021	Will there be any expansion of GoZone for 3rd shift employees?	Event - United Way of Denton County	NEUTRAL	N/A	N/A			✓			✓					
	5/24/2021	How much will GoZone cost after the promotional period?	Event - United Way of Denton County	NEUTRAL	N/A	N/A	✓										
	5/24/2021	If your 13 year old + child rides can you track there trip?	Event - United Way of Denton County	NEUTRAL	N/A	N/A						✓					
	5/24/2021	What are you allowed to bring on the GoZone vehicles? (In regard to homeless)	Event - United Way of Denton County	NEUTRAL	N/A	N/A			✓			✓					
75077	5/24/2021	GoZone close to route 21/22 would help facilitate travel to areas that aren't serviced by the bus.	Social PinPoint - Something I Like (Interactive Map)	NEUTRAL	0	0							✓				
	5/24/2021	This would be absolutely terrible. On demand service would be a hindrance and would cost more without garnering the same viability. You're hacking away at a system when housing costs are going up before ever getting to see the benefits of consistent long term reliable service.	Twitter	NEGATIVE	N/A	N/A			✓				✓				✓
	5/25/2021	Is pay going to change for Drivers who go to the GoZone	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A						✓					✓
	5/25/2021	Any idea how many people will be let go?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A						✓					✓
	5/25/2021	Will Go Zone & NTMC Routes be full time?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A						✓					✓
	5/25/2021	Are the GoZone hours extended?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A						✓					✓
	5/25/2021	Are there any plans for benefits?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A						✓					✓
	5/25/2021	Will driver pay change for those who drive for GoZone service?	Event - Bus Drivers Town Hall	NEUTRAL	N/A	N/A						✓					✓
	5/25/2021	How many drivers will be let go?	Event - Bus Drivers Town Hall	NEUTRAL	N/A	N/A						✓					✓
	5/25/2021	Will remaining NTMC positions and/or Via positions be full-time or part-time?	Event - Bus Drivers Town Hall	NEUTRAL	N/A	N/A						✓					✓
	5/25/2021	What other impacts does GoZone have on existing service?	Event - Bus Drivers Town Hall	NEUTRAL	N/A	N/A						✓					✓
	5/25/2021	Will there be benefits for drivers?	Event - Bus Drivers Town Hall	NEUTRAL	N/A	N/A						✓					✓
	5/26/2021	How will nonprofit passes be handled when the GoZone starts?	Event - Salvation Army Denton Advisory Council	NEUTRAL	N/A	N/A	✓					✓					✓
	5/26/2021	Can we get a copy of the presentation?	Event - Salvation Army Denton Advisory Council	NEUTRAL	N/A	N/A	✓					✓					✓
	5/26/2021	For the virtual stops, will the van turn into a parking lot or just stop on the street?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A						✓					✓
	5/26/2021	What is the Status of the Arbocs	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A	✓					✓					✓
	5/26/2021	What about furloughs?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A						✓					✓
	5/26/2021	What will the percentage decrease in operators (there will be a decrease in service hours)	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A						✓					✓
	5/26/2021	Does the public need the app to order the ride?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A						✓					✓
	5/26/2021	When is the rollout for GoZone?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A	✓					✓					✓
	5/26/2021	How will money be stored on vehicle?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A						✓					✓
	5/26/2021	Can we have a copy of the presentation?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A	✓					✓					✓
	5/26/2021	If we have to go to VIA would be loose our pay here?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A						✓					✓
	5/26/2021	When is VIA's job fair?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A						✓					✓
	5/26/2021	Who is VIA?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A	✓					✓					✓
	5/26/2021	Where do we go to learn about the GoZone?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A	✓					✓					✓
76201	5/26/2021	As a UNT student without a car, I depend on the DCTA bus service. This new development is profitable for the DCTA, I'm guessing. But this just seems like another way to reduce any services that actually 'help' the public. Also, not everyone owns or knows how to operate a smartphone. That too will end up curbing lower income people's access to public transport. Honestly, I cannot see this benefiting those who actually use the service regularly and have no other options.	Social PinPoint - Service Functionality (Ideas Wall)	MIXED	6	0			✓				✓		✓		
76108	5/26/2021	I'm a college student enrolled in the University of North Texas. Because of personal reasons, I have to take route #64 to UNT. I have not been taking the bus in the last year because of covid. Our classes have been remote mostly, only a few classes had been in person. I'm looking at the draft key changes for fall 2021. The paper states that North Texas Xpress will be removed. I talked to Trinity metro, and they told me DCTA would still keep a half of the route. So will the route still exist?	Social PinPoint - Service Functionality (Ideas Wall)	NEUTRAL	1	0							✓		✓		
	5/27/2021	How many bus drivers to you expect to be laid off as a result of the cuts to the bus routes?	Event - Town Hall	NEUTRAL	N/A	N/A							✓				✓
	5/27/2021	What percentage of DCTA Connect riders have no telephone access or are unable to use the online app? I would also appreciate having the opportunity during this meeting to make a statement about the "GoZone" plan.	Event - Town Hall	NEUTRAL	N/A	N/A			✓				✓				✓
	5/27/2021	Please see @NoBusCutsDenton on Facebook and Twitter for information about the campaign to oppose the "GoZone" bus cuts. For details or to join the campaign, email NoBusCutsDenton@gmail.com	Event - Town Hall	NEUTRAL	N/A	N/A							✓		✓		✓
	5/27/2021	Could it be possible to incorporate the North Texas Express route within the GoZone?	Event - Town Hall	NEUTRAL	N/A	N/A				✓			✓				✓

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	5/27/2021	I'm a student at UNT as well as a worker there, so the idea that 7 might be removed when 8 was already moved to begin with is upsetting. 7, along with 4 are the only routes to Rayzor Ranch, so not only is that stunting students but the dozens of people I get on the bus with who take the bus to Mesa Dr.	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEGATIVE	0	0				✓	✓		✓				
	5/27/2021	As a student at UNT, and a resident of Denton, I think the necessity to have access to Ft Worth, not to just those who are students commuting but for those simply traveling between Denton - Ft Worth should be enough to let 64X continue to run. As well: You touched upon the wage cuts and loss of jobs that those who work alongside you will be effected by. When you speak of the efficiency of this new go-zone system, it seems to be only efficient for your wallets.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	2	0			✓				✓				
75010	5/27/2021	Cross the border a bit in order to service Legacy Weat, Stonebriar, and IKEA	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	0	0				✓							
75056	5/27/2021	Include the senior apartments Evergreen at Morningstar. The residents would benefit greatly from a transportation service like this.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	1	0				✓							
76201	5/27/2021	This is all to benefit DCTA and not the general public who use the service	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	1	0							✓				
76201	5/28/2021	What do the dashed lines represent if not the routes?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0	✓										
76201	5/28/2021	Guys, Corinth isn't part of DCTA. That's why they aren't included. If you want public services you have to vote to fund them.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	1	0				✓							
76201	5/28/2021	Wait so their will also be fixed routes in addition to the on demand service? Is there any place like a decent website to get information on what is actually going on?	Social PinPoint - (Interactive Map)	NEGATIVE	1	0	✓					✓					
76201	5/28/2021	I never knew we had a bus route to Fort Worth! That's awesome. That would save a lot of hassle.	Social PinPoint - Service Functionality (Ideas Wall)	POSITIVE	0	0				✓			✓				
76201	5/28/2021	Public services are paid for with taxes. You have to have the taxes to pay for them.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	0	0		✓									
	5/29/2021	Public transportation is an essential service for a healthy city. Without adequate transportation, many people would suffer. Please don't make cuts to this wonderful service	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓				✓				
	5/29/2021	I'm signing this petition because riders deserve better, not worse, service and workers deserve better, not worse, treatment. Also, some riders do not have access to the technology that will allow them to connect with the GoZone alternative.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓				✓				✓
75077	5/29/2021	These prices are amazingly low. If the pick up locations are within a 15 minute walk, I could see myself getting rid of our second car. Currently I spend far more each month.	Social PinPoint - (Interactive Map)	POSITIVE	1	1		✓				✓					
	5/30/2021	Please Stop these cuts! Everyone does not want app based rides !!	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓				✓				
	5/30/2021	I ride the bus often and have years	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A							✓				
	5/31/2021	Bad idea, but a great example of poor service to the community.	Social PinPoint - (Interactive Map)	NEGATIVE	0	1							✓				
	5/31/2021	Speak any English?	Social PinPoint - (Interactive Map)	NEUTRAL	0	0	✓										
	5/31/2021	I'm in the same boat. They quit going to East Corporate and left me walking across a heavily trafficked bridge with no walkway.	Social PinPoint - (Interactive Map)	NEUTRAL	2	0				✓							
	5/31/2021	I agree and feel it is discrimination to require smart phone technology.	Social PinPoint - (Interactive Map)	NEGATIVE	1	1								✓			
	5/31/2021	That is because you are not the brightest tool in the shed.	Social PinPoint - (Interactive Map)	NEGATIVE	0	2											
	5/31/2021	To address your question (something the canned response failed to do), No, there is not any website or any place to find out what is actually going on. Thanks for your feedback!	Social PinPoint - (Interactive Map)	MIXED	0	0		✓									
	5/31/2021	It will be horrible for bus drivers.	Social PinPoint - (Interactive Map)	NEGATIVE	0	0							✓				✓
	5/31/2021	Isn't it discrimination to require smart phone technology? How is that possible?	Social PinPoint - (Interactive Map)	NEUTRAL	0	0			✓								
	6/1/2021	I'm signing because I know with certainty that these cuts will IMMEDIATELY OBSTRUCT citizens' ability to: *earn income, for those who work to sustain this service already and for those who need the services to get to and from employment; *get to and from interviews for employment; *interact within the community and events provided by community establishments; and *get to and from needed services--four essential community-building activities that when hindered lead to or increase poverty, stress and mental health problems and produce and overall sense of both individual and societal helplessness--for the individuals who need the services and for those of us who are impacted by willful political cruelty toward our fellow citizens that we are left feeling powerless to fight against taking root in our community. This is a willful political NON-DENTON-CENTERED financial motive. Nothing for the benefit of Denton's growth or community health and increase can be located anywhere in the efforts to make these cuts.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓				✓				
76209	6/1/2021	To me this sounds like a \$3 Uber (rideshare service). I read the difference as being, "if someone requests a ride during your ride, heading in the same direction, we will veer slightly off course in order to pick them up as well during your ride." Sure a \$3 Uber sounds well until you realize the amount of new customers you're about to have flock to the GoZone service. There will be so many new ride requests during a single ride that a originally quoted 10-20min ride will turn into a 40-50min one	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	5	0		✓									
76209	6/1/2021	This is a logistical nightmare in reality.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	2	0											
76209	6/1/2021	No cuts #NoGoZone	Email	NEGATIVE	N/A	N/A							✓				

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes	Phased Launch	Fares	Accessibility	GoZone Hours/Area	Service Area Requests	GoZone Functionality	DCTA Service Impacts	Concerns About Smartphone Access	Concerns With Removing Fixed Routes	Concerns About Vans	Concerns About Job Loss	
76201	6/1/2021	this plan is bad. you're laying drivers off en masse. people living along the routes who depend on them are being left in the lurch. not everyone has a smartphone to schedule rides with- why are you all so determined to cut off service to the city's poorest citizens, who need it most and are the ones most likely to use DCTA instead of uber and lyft?	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEGATIVE	6	0			✓				✓	✓			✓	
76201	6/1/2021	i do not want to get into a minivan with strangers during a pandemic. this is the part that loses me the most. there's absolutely zero reason to switch to smaller more poorly-ventilated vehicles while people are still dying from this virus.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	7	0						✓				✓		
75067	6/1/2021	This Thrive Recreation Center and should be a stop or focused location for DCTA. The facility hosts a wide range of Lewisville residents (from youth to seniors).	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	1	0				✓								
75067	6/1/2021	I would like a service where my mother (a senior citizen 71) can take a ride to pick her up near my house and drop her off at the supermarket or the bookstore and that she could have the option of calling them to bring her home from	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0			✓									
76201	6/1/2021	Please don't cancel the bus service. I can't use my cell phone very often with my disabilities	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	7	0			✓				✓	✓				
76201	6/1/2021	This is such a hateful idea to make our homeless even more disadvantaged. Please! They already have to deal with too much. Do not go through with this!	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	5	0			✓				✓					
76204	6/1/2021	This sounds like a terrible downgrade compared to fixed bus service. A bus schedule is reliable in route, high-capacity with relative comfort, and allows for passenger destination anonymity. That's why I prefer buses as a disabled public transport user. Also: 1. What if someone doesn't have a phone, or their phone is dead? Do they not deserve transport? 2. Getting into a stranger's van is a hard enough sell before you take into account Covid risk and the decrease in passenger space.	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	2	0			✓				✓	✓		✓		
	6/1/2021	Trinity Mills isn't safe and is a lonely stop most days and at night. 1 DART BUS from FRANKFORD RAIL should run out to Hebron stop in Lewisville. REDRAW THE BUS ROUTES (2) INSIDE Lewisville to ferry more BUS riders around. I would ride a bus, BUT never in a stranger's car. I would ride Train to	Social PinPoint - Phase I Launch (Ideas Wall)	NEGATIVE	0	0				✓				✓				
	6/1/2021	remove Trinity Mills stop and replace it with a single bus from Frankford to Lewisville with direct (NO STOP) service. criminals pass background checks all the time, your living in a fantasy land, putting the elderly and females and younger kids in cars for hire (uber) puts the vulnerable at risk for crime, KEEP the buses but redraw the routes to better suit the needs of the needy tax paying citizens of the counties	Social PinPoint - Phase I Launch (Ideas Wall)	NEUTRAL	0	0				✓								
	6/1/2021	On behalf of the Denton County Commissioners Court, I am writing to express our full support of the proposed Go-Zone On-Demand Rideshare Services from the Denton County Transportation Authority. We believe many benefits, including extending beyond the current coverage area of fixed routes, providing various transportation modes to meet the needs of the passengers, and offering an increased number of pick-up & drop-off locations, will be paramount to the future success of DCTA. With the increase in fuel costs and the constant maintenance of the vehicles, these changes will be a substantial cost-saving measure for DCTA. Thank you for presenting this plan to Commissioners Court on May 5th and leading the team into a more economical and efficient mode of transportation. Please know that as you County Judge, I am available to assist should you need anything.	Email	POSITIVE	N/A	N/A								✓				
76247	6/2/2021	What type of service will be going into Justin? In the southwest area of Denton County are there going to be any service? Are our property taxes in the areas without service receiving a discount? I think the train should go between Denton and Ft. Worth.	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	0	0				✓			✓					
76247	6/2/2021	I do not ever want to get into a van with strangers! As a female I was taught decades ago don't make yourself a target. Riding in an enclosed space sitting closer to a person spreads germs from strangers.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	1	0			✓								✓	
75077	6/2/2021	I see a problem with this service not all people have access to smartphones or cell phones period. What if a person has no charge on their cell phone how do they ride? This is a problem for a large portion of the population of the business 121 population in Lewisville.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	0	0			✓					✓				
75067	6/2/2021	I live in Lewisville but I work in Arlington. Arlington implemented the On Demand Rideshare Via almost 2 and half years ago. It started with only covering about 60% of the city and a TRE stop. As of Jan. 2021, it now services the entire city and continues to connect to the TRE. I have several colleagues who use the service regularly. Generally, it has worked well for the citizens of Arlington. It think this would be great for Denton County! I suggest coming to Arlington and checking it out!	Social PinPoint - Service Functionality (Ideas Wall)	POSITIVE	0	0							✓					
75067	6/2/2021	According to the information on this site and my experience with this type service in other cities, there is a phone call option, so a ride could be booked from a house phone or on behalf of a rider from a business phone.	Social PinPoint - Service Functionality (Ideas Wall)	NEUTRAL	0	0						✓		✓				
75067	6/2/2021	Rides can be scheduled by calling a phone number as well. This type service provides the convenience of Uber and Lyft but without the price. It also allows the city to better manage staffing with more data on where and how the service is being used. In Arlington, many citizens who used the bus have found that their wait times are less and they get picked up closer to their homes vs. walking long distances to get to a fixed bus route.	Social PinPoint - DCTA Service Impacts (Ideas Wall)	POSITIVE	0	0						✓		✓				
75067	6/2/2021	The algorithms used by these services are pretty amazing. There are even more robust than what Uber and Lyft use. Because there are multiple vehicles they can deploy the vehicles to the requested areas based on the number of passengers already in the vehicle and the direction and destination already enroute. So yes, you might get diverted enroute, but most likely it will be in the direction you are headed, rather than being rerouted to the opposite side of the city for a pick up.	Social PinPoint - Service Functionality (Ideas Wall)	POSITIVE	0	0						✓						
75067	6/2/2021	I work in Arlington where Via has been operating for more than 2 years. There have been no incidents. Keep in mind these drivers are employees of Via and not independent contractors like Uber and Lyft. So there are not only background checks, but the vehicles are monitored, not through a phone app such as Lyft and Uber that can be moved around, but within the vehicle itself.	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	0	0						✓						

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75067	6/2/2021	The data that Via can collect and provide regarding demand is amazing! The DCTA will be able to make changes quickly not in weeks or months but days and even hours when they think things might be busy.	Social PinPoint - Other Ideas (Ideas Wall)	POSITIVE	0	0						✓	✓				
75067	6/2/2021	In Arlington, the students at UTA have found Via to be pretty easy to use. I have heard a few comments from students that they have lower wait times. They can get to more places in town and the flexibility with the pick up locations has shortened their walking distances. As with any system like this, it won't be perfect for everyone but it does allow more flexibility in both timing and pick up locations. With the option to phone in to book rides, not having smartphone because less of a problem.	Social PinPoint - Service Functionality (Ideas Wall)	POSITIVE	0	0				✓		✓					
75067	6/2/2021	This on demand service would pick up closer to your home and be able to take him to his work location or within a close walking distance. He may have people in the car with him and he may have to wait for people to be dropped off before him but the walk for pick up would most likely be the closest major intersection to your house and then same thing for his work. It could also be scheduled ahead of time.	Social PinPoint - Make a Comment (Interactive Map)	POSITIVE	0	0						✓					
76205	6/3/2021	Access to Denton Waterworks Park and surrounding facilities.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	1	0			✓								
76205	6/3/2021	I'm concerned about the long-term implications of creating a partnership with Via that will be difficult to remove or replace when their fees and service offerings inevitably change over time. What and how flexible are the services being purchased--is this just software and analytics, with in-house fulfillment, or is the entire service stack managed? Does VIA make direct contact with riders in case of problems during a ride? Will GoZone drivers be DCTA employees? Will DCTA own the vehicles?	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	1	0						✓	✓				
76205	6/3/2021	Excited about the prospect of an extended service area, reduced wait times, and an app that makes fares easier for occasional riders! I think increased ridership can happen with these changes if they are advertised effectively. I hope that usage data will show that Denton has enough riders to support fixed bus service along at least some routes if the timing of those buses is more convenient. 30/60 minute waits on long one-way routes is tough to utilize, even if you want to do so.	Social PinPoint - Service Functionality (Ideas Wall)	POSITIVE	1	1						✓	✓				
76205	6/3/2021	So you contracted with an out-of-state company to provide another money losing service when you should be scraping the ghost train and hiring Uber/Lyft instead.	Facebook	NEGATIVE	N/A	N/A						✓	✓				
76205	6/3/2021	I strongly urge not adopting the proposed plan. My family makes regular use of the current bus system, Lines 1, 7, and NT Xpress, and our family work schedules have been tailored to the regular bus times. Removal of this service will be a detriment to my family's ability to get to work and school. A regular bus system is a function of a community that services everyone, not just smart phone users and those with access to internet. A third-party service through Via is a step backward for all.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	4	0			✓				✓	✓			
75077	6/3/2021	flower mound senior center	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	2	0				✓							
76201	6/3/2021	These changes from fixed bus routes to a on demand service will be severely detrimental to the residents as well university students of Denton. The only route that allows a passage from the biggest shopping centers/areas, Route 4, is being taken away. Most of the riders have fixed their daily lives and even living spaces around these bus times and stop locations. If nothing else, this will hurt the economy of this city. Both major universities go back to full swing in the fall, no buses = no \$	Social PinPoint - Phase I Launch (Ideas Wall)	NEGATIVE	3	0							✓				
75019	6/3/2021	I like the phase 1 plans, it's very good that the weekend service is being extended esoe ually on holiday's. With the ride share service, it's very similar to Uber and Lyft hopefully, the wait time will be around the same as well *3-5 minutes, especially in the evenings and Kate at night. The extension to Frankford will be very accommodating as well, once I'm in Carrollton at times I have to use Uber between my trips some of the buses end their services in the afternoon.	Social PinPoint - Phase I Launch (Ideas Wall)	POSITIVE	0	0	✓					✓	✓				
75019	6/3/2021	agree, great points, especially with the services in Irving and Dallas, many just ride from train to train all day.	Social PinPoint - Other Ideas (Ideas Wall)	POSITIVE	0	0							✓				
75077	6/3/2021	Suggest that residents of Highland Village will need rides to see doctors who office in and around Presbyterian Hospital.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0					✓		✓				
76051	6/4/2021	I think the weekday late night extension is one of the best ideas I've heard. Because everyone's lives are different, not everybody has the ideal 9-5 job. Some of us have a 5-3 in the morning jobs we do what we have to do to pay the bills. And our lives are filled with enough stress. we shouldn't add to it by worrying how to get back home after a long days work. So keep up the good work!!!- Supporter	Social PinPoint - Phase II Launch (Ideas Wall)	POSITIVE	0	0	✓										
75077	6/4/2021	I just wish the train ran more during the day. I would love to use it, but it's not beneficial with the current hours.	Social PinPoint - Other Ideas (Ideas Wall)	MIXED	0	0				✓			✓				
75077	6/4/2021	if I am reading your fare schedule correctly UNT students will have to now pay for rides? We will no longer get to ride for free?	Social PinPoint - (Interactive Map)	NEUTRAL	0	0		✓									
75077	6/4/2021	This just seems like a way to privatize what should really be a public service.	Social PinPoint - Phase I Launch (Ideas Wall)	NEGATIVE	3	0	✓					✓					
76179	6/4/2021	This is a terrible idea and is frankly a downgrade, transit advocates and experts such as Jarrett Walker have argued that on demand service like this is not a good transit alternative to fixed route buses, other studies have showed fixed route service is cheaper and better for development then on demand service, there's also the concern of those with lack of cell phones and issues with regional connectivity, overall this is a bad idea	Social PinPoint - Other Ideas (Ideas Wall)	NEGATIVE	6	0			✓				✓	✓			
75231	6/5/2021	Why is the cost for a reduced-fare day pass doubling? I'm fine with paying more if I actually use the GoZone, but not in favor of paying more just for the option.... And a suggestion: make realistic schedules instead of schedules that seem to be delayed during peak hours. Rt 7 runs late every day.	Social PinPoint - (Interactive Map)	NEGATIVE	0	0		✓									
76209	6/5/2021	I like it if the service goes here and will take me to Dollar Tree on Loop 288 where I work. I used to ride the bus until route 4 was canceled.	Social PinPoint - Something I Like (Interactive Map)	POSITIVE	0	0				✓							
75231	6/5/2021	(1) I have read much on your web site about the proposed plan, but I have not seen anything (yet) on wait times for one of these rides. (2) On a bus I have some choice about where I sit, I don't see the same flexibility with van rides. (I am extremely sensitive to certain smells, such as perfumes and cigarette/tobacco smoke, so I try to sit farther away from certain passengers.) (3) The regional reduced-fare appears to be doubling. Why make us pay more for GoZone--something we may not use?	Social PinPoint - Other Ideas (Ideas Wall)	MIXED	4	0		✓				✓	✓				

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75231	6/5/2021	Even if having a smart phone is not required, the rider still has to book a trip instead of just going to a bus stop. I agree: this sounds like (yet another) downgrade.	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	0	0						✓	✓	✓			
75231	6/5/2021	Did Arlington dismantle an existing bus service? If so, I would be interested in learning how the phase out worked and how bus riders felt about the changes.	Social PinPoint - Service Functionality (Ideas Wall)	NEUTRAL	0	0	✓								✓		
75231	6/5/2021	Keep Route 71	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEUTRAL	0	0							✓				
76053	6/5/2021	With this development, I believe the city and its public servants/peace officers should consider it's presence as purpose for the development of Public Works UAS (Drones) Regulations, Responsibilities, and Reason.	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	0	0											
75067	6/6/2021	Public transportation is incredibly necessary as Denton's population rapidly expands. Not only is the proposed cut in a food desert, but cutting public transportation deprives every day working people from quickly getting to their jobs, shopping centers, and other obligations. Public transportation cuts down on individual vehicle use and the traffic that comes with it	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A			✓				✓				
75067	6/6/2021	I use the bus everyday to get to work because I don't drive. So to go from bus to on demand system would be SUPER DUOPER trouble for me! I rely on this service every day. If it switches it's not as reliable. I would appreciate if it stays the ways it is!	Social PinPoint - Service Functionality (Ideas Wall)	MIXED	3	0			✓				✓				
76201	6/6/2021	Current buses can easily accommodate families with small children, as no car seat is required. Assuming car seats are legally required in a passenger van like Via, how will families with small children be accommodated? Will car seats be provided so families with small children can continue to have access to public transportation?	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	3	0			✓							✓	
75067	6/7/2021	Covered stop/area for apartment residents & students to have easy & safe access?	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	0	0			✓								
76201	6/7/2021	Consider expanding the zone to include both sides of Loop 288 for a distance of a 1/4 mile or so. New housing developments have been constructed on the outside of the loop at Stuart Road, Sherman Dr. and currently two new ones are being planned at Kings Row/Deerwood/Farris Roads that will add over 500 new homes.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0				✓							
75067	6/7/2021	Will gozone provide transportation to Ft. Worth to continue that service?	Facebook	NEUTRAL	N/A	N/A				✓							
75067	6/7/2021	Please have a pickup point right here at this intersection. Thanks!	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0				✓							
76209	6/7/2021	This is a terrible idea. Not only is DCTA setting themselves up to compete with Uber and Lyft, but they are leaving people who rely on fixed route services out to dry. A service like GoZone should be offered alongside fixed routes in the form of a service similar to taxi cabs in large cities, not in lieu of them! It should be used to fill the gaps that things like buses and trains can't fill.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	4	0						✓			✓		
75067	6/7/2021	The City of Arlington did not have a bus system outside UTA shuttle buses.	Social PinPoint - Service Functionality (Ideas Wall)	NEUTRAL	0	0						✓					
75067	6/7/2021	Will local GoPass and regional GoPass be accepted as forms of payment to use this service? Purchasing a monthly GoPass helps tremendously on my personal finances.	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	0	0		✓									
76115	6/7/2021	Be great if the A-Train could tie in at grapevine station and Textrail	Social PinPoint - Ideas and Suggestions (Interactive Map)	POSITIVE	0	0							✓				
6/8/2021	6/8/2021	The public is pretty concerned about it. I'm pretty concerned about it as well. There are a lot of things that I really like about it. I'm in favor of anything that might expand ridership. I think that's an important goal. And it sounds like this has the potential to do that. It will be more convenient for some folks who live in the city.	Event - Denton City Council Meeting	MIXED	N/A	N/A							✓				
6/8/2021	6/8/2021	I was surprised to hear that we would continue to carry Routes 3 and 7 for a brief period for a testing period. I can only speak from our perspective as an organization but we house and put 300 people to work a year and predominantly utilize Routes 2 and 4 considering this is where most employment is obtained. 3 and 7 are very important for social and city services but for our organization routes 4 and 2 are vital.	Event - Special Abilities of North Texas	NEUTRAL	N/A	N/A	✓		✓				✓		✓		
6/8/2021	6/8/2021	The transferring of credit to our clients makes sense but this is concerning considering a healthy percentage of our client does not have smart phones and sometimes even phones. Nor do they have access to a computer when they are out around town looking for employment or heading to social services.	Event - Special Abilities of North Texas	NEUTRAL	N/A	N/A			✓	✓			✓	✓			✓
6/8/2021	6/8/2021	I love that it offers expanded hours. I love that it offers improved connectivity to DART. Those are all great things. I'm very concerned about the plan to cut fixed routes. We have a significant number of residents in our city who really depend on those fixed routes. We have many folks who do not use smart phones for whom an on-demand service just would not be accessible in the way that a fixed route bus service is.	Event - Denton City Council Meeting	POSITIVE	N/A	N/A				✓			✓				
6/8/2021	6/8/2021	I'm concerned about loss of jobs for drivers and other DCTA employees. I'm aware that drivers will have an opportunity to apply for these you know to drive these vans, but there is certainly no guarantee that they will be hired. And as far as I'm aware they no longer be represented by a union if they were to lose their union - their full time with benefits Union job driving buses (fixed bus routes) and go to this on demand service, I'm very concerned about that.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A							✓				✓
6/8/2021	6/8/2021	We are a really rapidly growing city. We are in the process of transforming from being a small town to being a metropolitan city. And we are also in the midst of a climate emergency. We urgently need to be working to get cars off the road. The best way to do that is to make it safer and more convenient for people to choose to walk or bike or ride public transportation instead of driving. Right? And I'm concerned that, from my perspective, over the last few years, DCTA and the city of Denton and the County and the State have consistently failed to take steps that would make it safer and more convenient for people to use our fixed bus routes. And now that the predictable outcome has occurred that ridership has gone down, now we are saying oh I guess we don't need the fixed bus routes and it's time to cut them. I don't think that that's the right move. I'm not necessarily opposed to adding on demand services, but I want to see us investing in increasing ridership on fixed routes by making it safer and more convenient for people to choose those fixed routes. So I'm just very concerned about the cutting fixed routes portion of this.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A							✓				

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	6/8/2021	I'm personally very open to the possibility that people will find this more convenient. It was initially presented to the mobility committee as a trial and now it seems to have gone full tilt into this sort of you know - no element of trial about it, so I just think we need to ask some questions that we would have asked had it been a trial.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A	✓										
	6/8/2021	In other deployments I understand sometimes ridership has gone up and sometimes ridership has gone down. It seems very plausible to me, that if you are going to go on my schedule then that's going to be more convenient than me having to go on your schedule. So I can completely see that it may have been very effective. But what about where it hasn't. Do we know anything about the circumstances that favor ridership going up versus the circumstances that lead to ridership going down when on demand has been deployed?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A	✓										
	6/8/2021	I'm aware from people that I know that have relied on SPAN (disabled passengers relied on SPAN) requires them booking travel a day ahead (which isn't how I live and I wouldn't expect anyone else to). Could you contrast the SPAN process for disabled passenger with what the GoZone process would be?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A			✓				✓				
	6/8/2021	Is there a difference between the sort of physical ability to accommodate a wheelchair between SPAN, current fixed route bus capabilities and these vehicles that we've been shown?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A			✓				✓				
	6/8/2021	Service animals, are they able to be transported in the GoZone?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A			✓								
	6/8/2021	There's I think a misconception going around that you had to have the app to access the service and we've heard about lots of people may not have smart phones, but I understand that you can call from any phone, from a land line, there's people who will talk to you and schedule your ride. How does the payment work if you do that?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A			✓			✓					
	6/8/2021	In any city you go to anywhere in the world if you get out of a train the cabs are there. Whereas here, the driver would say no I can't take you, you've have to call me. So if it would be possible for the driver to initiate the ride in effect so that your there, get in. And then once you've got that worked out, you have the ability to be hailable in effect, could you be also hailable en route? So if the driver is running one person and someone is en route could they hail, if there is a way to pay then would that be possible?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A						✓					
	6/8/2021	I think the driver (so to speak) behind all of this is trying to be more efficient in delivering a more convenient experience. These are the people who at significant personal risk to themselves, were our front line during COVID19 - making sure that transportation options were there for people who needed to get to work and wherever they needed to go. So my question is, is it possible, entirely separate from the fact that we are going to a different set of vehicles and so on, entirely separate from the fact that Via becomes the employer, is it possible for DCTA to keep that crew of individuals whole on paying benefits in some way?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A							✓				
	6/8/2021	I separate entirely the issue of how best to deliver convenient/affordable service, entirely open to (why wouldn't you be open to) longer hours, bigger service area, responding to passengers, passengers responding to you, better service to disabled people, connecting to cyclists. All of that, I think it's very intriguing. I just think it's a separate question of what responsibility do we owe to those people, and how can we meet it as a group? You've been very creative in crafting this offering, and I would ask to see how creative you could be in responding to that as well?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A			✓								
	6/8/2021	I work in the technology field myself so I understand the concept of fail fast. But the problem with fail fast when you work in the public sector is the failure is on the backs of the public. And you know if I'm making a poker app that's great and it fails I have to go to a different game. If the middle class that will likely use this service doesn't materialize and you have the ridership concerns that were mentioned by other counselors, then you failed really fast and almost abandoned the people who can do least response to that failure. Particularly in a time when we are trying to respond to COVID.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A	✓										
	6/8/2021	Are there any municipalities that have completely transitioned to a Via only and what was their similarities and differences to our metropolis? Are they actually comparable that we can say ok a pure transition thing worked out in this city which is basically identical to Denton?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A	✓					✓					
	6/8/2021	You are making the incredible case for a phase transition, I love that, unfortunately that doesn't seem to be what we are doing. And so that is my concern. It is one thing to hang some nice limbs off an already stable skeleton and then slowly transition to a different way of doing it or even quickly if it works great. But it feels like this ripping the band aid off is happening at the wrong time for the wrong reasons at the wrong moment.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A	✓										
	6/8/2021	Privatization is always a bit unnerving from me because it just seems like going that direction tends to not allow for enough feedback. We find ourselves having to go back and redo and rethink when we fall into the whole privatization aspect. So I'm not really keen on that first of all point blank.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A	✓										
	6/8/2021	Is there some kind of profit margin with this kind of system?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A		✓									
	6/8/2021	The predictability of the service, we know that it's - it sounds like from what I've heard that you are predicting that the ridership will go down in the summertime because of the Universities, are you all making the arrangements to handle that predictability? It just sounds like to me that that hasn't been studied yet.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A	✓			✓		✓					
	6/8/2021	I think what you are seeing today is that a majority of council members on the current Denton City Council have significant concerns about this move to an on demand service from bus service.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A	✓										
	6/8/2021	I'm not against the idea of testing out a public taxi shuttle service, but just not at the expense of buses.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A	✓								✓		
	6/8/2021	How does this change affect folks who currently use vouchers provided by a service agency? Could you speak to how those vouchers are currently handled? Or how folks who get their rides from service agencies or non-profits, currently get those rides and how do they get plugged in with the Via service?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A			✓								
	6/8/2021	Recognizing that the second largest source of your revenue annually is these contracts with particular entities like the universities. Recognizing that those are contracts that have to be negotiated, what changes to those service lulls do you anticipate? Are we still going to see as many UNT branded DCTA buses? Are we going to see a change in their routes? What do we anticipate from that or is it too early to tell?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A			✓								

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	6/8/2021	if we know that there are some folks that fixed route works better for either because they can connect very well to the app, or the system is onerous for them or some other reason. Can you tell us how are you going to identify those folks, how are you going to find them? And how can we design the system to be the best for the most people and design the fail safes or the work arounds for the folks who actually need it as opposed to the other way around?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A	✓		✓				✓				
	6/8/2021	the City of Denton has never had very good blood pressure. Our ridership has never been significant. We have a certain population that depend upon the buses, we have a whole other segment of the population that's never set foot on one. Your farebox receipts have never been significant. They've never been much more than a drop in the bucket of your budget. Our sales tax in the contracts have been floating those big buses and trains and all that kind of stuff. That may sound like a little bit of an attack. I don't intend it to be I think public transportation is really important, I'm glad we have it. We just don't have a lot of people who take advantage of it for the amount of money that we send into it.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A		✓					✓				
	6/8/2021	If our farebox receipts are so low and we have a ridership issue, why are we charging for the bus? If we have some small number of fixed routes, make them free and then charge a fare for the direct - door to door service and then we will see. If ridership goes up on the free buses, then we know what the issue was. If it doesn't, like I predict, it will stay about the same or even go down (people are willing to pay .75 cents for door to door service) why don't we do that? Why are we charging for these buses? Why don't we right size the buses themselves, and why don't we right size the fare to the amount of money we are paying for these buses? I feel like I'm already paying a good bus ticket price in my sales tax dollars. Why not open the buses up for free?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A	✓						✓				
	6/8/2021	I wanted to second council member Davis's question about exploring reducing rates even further. For me free public transportation would be the ideal. For me that's the goal. Of course we have to look at - what are we giving people for free? And I think now part of what you are seeing is a city council that's really invested in public transportation. Obviously we all have a lot to say about it where councils from the past may not have. So you are getting all this new direction. I really appreciate and I understand the sense of going back and forth that you've been experiencing as DCTA staff. But I think ultimately these changes will be positive if we are representing the people and not experimenting on them.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A	✓										
	6/8/2021	So, the issue of declining ridership has come up quite a bit, but I don't know that we've discussed much what's driven that. I know council member Davis brought up the issue of fares and suggested that if fares were lower or nonexistent that ridership might go up. I would like to suggest as well, and get your perspective on headways and transportation to and from stops. A great deal of which is the responsibility of the city more than it is of DCTA. Is it your opinion that if headways were shorter, ridership would go up on fixed routes?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A						✓					
	6/8/2021	Of course fixed routes should have flexibility and should change over time with shifting population centers and mobility patterns. I do think that the proposed GoZone program could be a great tool for helping us determine what those changing mobility patterns look like, but I just want to reiterate my support for keeping something resembling our current fixed bus route system.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A						✓			✓		
	6/8/2021	Who makes the final decision on how this is implemented, is that the DCTA board, member cities and their councils? Who's going to vote on what's finally approved?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A	✓										
	6/8/2021	the bus drivers have always been contract labor and not DCTA employees, did that pivot, did they become employees currently or where are we?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A							✓				✓
	6/8/2021	there are concerns but the benefits are safety. People would have to wait outside in 100 degree temperatures and rain, etc, currently. So it moves people from having to do that. I see people all the time walking down the street from the Dollar General store from areas that have food deserts carrying tons of plastic bags. They have to walk down the service road where there is no sidewalk and so visualize that and visualize the opportunity to remove that concern. And at the same time get a large bus off the road that then has environmental concerns. So every time you are driving around the city of Denton and you see a poor person (poor/unfortunate in the situation that they have to walk with a whole bunch of bags from the grocery store to their home). We can replace that and that's to be celebrated. That's to uplift those people.	Event - Denton City Council Meeting	POSITIVE	N/A	N/A			✓			✓					
	6/8/2021	DCTA's job is how can we provide the most convenient, cost effective method for all citizens but especially for those dependent upon public transportation.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A			✓								
75019	6/8/2021	service similar to the tree would be very helpful from either Lewisville, Carrollton or Denton.	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	0	0				✓							
75231	6/8/2021	You are telling us that citizens in general liked the service (give us your source, please). I wanted to know how bus riders liked the change. If anyone has data on that, I would like to see the data.	Social PinPoint - Service Functionality (Ideas Wall)	NEUTRAL	0	0							✓				✓
75067	6/8/2021	Would be nice to have this as a stop location since a lot of activities go on here and would be a great addition to a connected stop to thrive.	Social PinPoint - Ideas and Suggestions (Interactive Map)	POSITIVE	0	0				✓	✓						
	6/8/2021	I don't think you're guys should get rid of the bus route a lot of people rely on them	Facebook	NEGATIVE	N/A	N/A			✓						✓		
	6/10/2021	Denton is already an area lacking in public transportation infrastructure to adequately support its area and connect it to other cities within the metroplex. Outsourcing transportation needs with a private contractor and increasing the reliance on "gig" labor will hurt the local economy and put workers at risk.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓				✓				✓
76205	6/10/2021	There should be a bus stop closer to this apartment complex. Currently it takes close to two hours on the bus from UNT including walking times. Hopefully the GoZone fixes this problem.	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEGATIVE	0	0				✓	✓						
	6/10/2021	I have zero faith in this... we need a regukkar bus system we can depend on.	Facebook	NEGATIVE	N/A	N/A							✓				
	6/11/2021	Will the GoZone vehicles have video cameras on them?	Event - Denton County Friends of the Family	NEUTRAL	N/A	N/A											✓
	6/12/2021	What about Little Elm city, still Denton county??	Email	NEUTRAL	N/A	N/A					✓						

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76116	6/12/2021	It sounds great if it gets us to appointments on time	Social PinPoint - Service Functionality	POSITIVE	0	1						✓					
76201	6/13/2021	I can't support this. One of the reasons for public transit is to provide a reliable, affordable form of transit for the poorest — who are also least likely to have smartphones. The elderly, the visually impaired, and others who may struggle with both driving and using technology-based solutions are others who need this service and would be harmed by losing it. Uber and Lyft already exist — if your goal is to just offer basically the service they offer, that seems like a waste.	Social PinPoint - DCTA Service Impacts	NEGATIVE	10	0			✓				✓				
	6/14/2021	Will Car Seats be allowed on a GoZone vehicle?	Event - Denton County Friends of the Family	NEUTRAL	N/A	N/A				✓						✓	
	6/14/2021	Will the routes be decreased?	Event - Denton County Friends of the Family	NEUTRAL	N/A	N/A						✓					
	6/14/2021	Will car seats be allowed on the GoZone vehicle?	Event - Denton County Friends of the Family	NEUTRAL	N/A	N/A											
	6/14/2021	How will pre purchased non-profit passes be handled?	Event - Denton County Friends of the Family	NEUTRAL	N/A	N/A		✓									
	6/14/2021	Is the app available in Spanish?	Event - Denton County Friends of the Family	NEUTRAL	N/A	N/A			✓								
	6/14/2021	Would the GoZone boundary be expanded to the Savannah area where we have a shelter for our domestic violence clients?	Event - Denton County Friends of the Family	NEUTRAL	N/A	N/A				✓							
76205	6/14/2021	DCTA likes to highlight Arlington, TX which replaced a campus shuttle with on-demand service. Take note of what is happening there. "Until February 15, 2021, a \$3.00 flat per trip fee will be charged for each trip. Beginning February 15, 2021, fares will move to a distance-based structure." New fares will be \$3-5 each way. On-demand is a coverage maximization rather than ridership maximization tool. If it expands ridership also, fares will increase like Arlington and Innisfil.	Social PinPoint - Other Ideas	NEUTRAL	8	0		✓				✓					
76205	6/14/2021	DCTA touts this as a way to increase ridership, but VIA's marketing material disagrees: "one thing remains true for all microtransit services: their main goal is to expand a network's geographic and demographic reach" https://ridewithvia.com/resources/articles/what-is-microtransit/ If DCTA's goal is to maximize coverage irrespective of fare impacts, this seems good. If the goal is ridership increase and lowering per-trip cost, this seems much more risky than a bus route redesign.	Social PinPoint - Service Functionality	NEUTRAL	6	0		✓				✓					
	6/14/2021	I think that this is an interesting idea. The cost should be kept comparable to the Connect Bus ticket cost because it is replacing this current public transportation option.	Social PinPoint	POSITIVE	0	0		✓					✓				
	6/14/2021	I am interested in learning more about the upcoming changes.	Social PinPoint	NEUTRAL	0	0	✓										
	6/14/2021	I am a 100% disabled Vietnam Veteran and I am uncertain how this will affect me.	Social PinPoint	NEUTRAL	1	0			✓								
	6/15/2021	I hope your project is getting better and better	Social PinPoint	POSITIVE	0	0	✓										
	6/15/2021	I would be interested to learn more about the upcoming changes	Social PinPoint	NEUTRAL	0	0	✓										
	6/15/2021	Sounds great! Save us money!	Social PinPoint	POSITIVE	0	0		✓									
	6/15/2021	Seems like it addresses what it needs to, nice	Social PinPoint	POSITIVE	0	0											
	6/15/2021	Well, this service is good, but I got a lil issue with the schedule, looks a little bit delayed, but I already read in the other comments why it is	Social PinPoint	MIXED	0	0				✓							
	6/15/2021	Hoping to reduce ticket prices	Social PinPoint	NEGATIVE	0	0		✓									
	6/15/2021	That sounds great and will save me a lot of money	Social PinPoint	POSITIVE	0	0		✓									
	6/15/2021	I want it to be super secure and private	Social PinPoint	NEUTRAL	0	0						✓					
	6/15/2021	I don't think the fixed route service of the bus company and the existing on-demand area should be abolished. What about after the promotional fare? So-called one-way credits require an account on the new mobile app to earn them. Wait for six months before the fare is reassessed. Make changes as needed	Social PinPoint	NEGATIVE	0	0		✓									
	6/16/2021	Will GoZone replace all fixed bus routes?	Event - Town Hall	NEUTRAL	N/A	N/A											
	6/16/2021	Who reviews the comments on DCTAfeedback.net and who responds?	Event - Town Hall	NEUTRAL	N/A	N/A	✓										
	6/16/2021	Will the bus drivers from the cut routes drive the GoZone vans?	Event - Town Hall	NEUTRAL	N/A	N/A											
	6/16/2021	Since the buses run on a set schedule and you know where to be and when do you have any tips on how to ride GoZone so you don't miss your train connection?	Event - Town Hall	NEUTRAL	N/A	N/A						✓					
	6/16/2021	Why is the Denton Airport Zone not included in any of the phases?	Event - Town Hall	NEUTRAL	N/A	N/A	✓										
	6/16/2021	How will the unhouseed or homeless access the service without a smartphone?	Event - Town Hall	NEUTRAL	N/A	N/A								✓			
	6/16/2021	Will drivers at Via have access to a union?	Event - Town Hall	NEUTRAL	N/A	N/A											
	6/16/2021	Will Denton residents be able to ride the UNT buses?	Event - Town Hall	NEUTRAL	N/A	N/A						✓					
	6/16/2021	Did UNT cut funding from DCTA?	Event - Town Hall	NEUTRAL	N/A	N/A											
	6/16/2021	Is there any research on how the elderly will interact with this new system?	Event - Town Hall	NEUTRAL	N/A	N/A			✓								
	6/16/2021	It'll save me money. I like it.	Social PinPoint	POSITIVE	0	0		✓									
	6/16/2021	Hopefully it will be very convenient	Social PinPoint	POSITIVE	0	0											
75067	6/16/2021	Project Search via Lewisville ISD Program for students with special abilities will be partnering with Nebraska Furniture Mart for jobs assisting these students learning independent life skills. Would it be possible to add this location into the proposed zone?	Social PinPoint - Make a Comment	NEUTRAL	0	0					✓						
76118	6/16/2021	I like how it will ease my travel to and fro as well as save time and have more time with my family. Not every sector or areas cater to the needs of the people. I'm so glad you are listening to our voices, introducing new zones and making us all happy. Thank you. This is just a start.	Social PinPoint - Something I Like	POSITIVE	0	0	✓										
	6/16/2021	I like the bus. It saves money.	Social PinPoint	POSITIVE	0	0											
	6/16/2021	I like the bus very much.	Social PinPoint	POSITIVE	0	0											
	6/16/2021	It will be horrible for bus drivers.	Social PinPoint	NEGATIVE	1	0											
	6/16/2021	Your way to get them to the bus they gone over a big Bridge	Social PinPoint	NEUTRAL	0	0					✓						
	6/16/2021	It'll save me money. I like it.	Social PinPoint	POSITIVE	0	0											
	6/16/2021	I am interested in learning more about the upcoming changes.	Social PinPoint	NEUTRAL	0	0											

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	6/16/2021	I think that this is an interesting idea. The cost should be kept comparable to the Connect Bus ticket cost because it is replacing this current public transportation option.	Social PinPoint	POSITIVE	0	0		✓					✓		✓		
	6/16/2021	Is a regional annual pass no longer available?	Social PinPoint	NEUTRAL	0	0		✓									
76201	6/16/2021	Some fixed bus routes in the city are really important for students to get around town, both TWU and UNT, to get to their jobs, etc. Please give A LOT of thought before you eliminate those, because it could affect parking, traffic and congestion in an adversarial way.	Social PinPoint - Make a Comment	NEUTRAL	4	0			✓						✓		
76201	6/16/2021	Please add back service to the Denton Enterprise Airport zone. There are many good-paying jobs in this area.	Social PinPoint - Redraw Zone	NEUTRAL	1	0				✓							
	6/17/2021	I would consider this proposal more seriously if it were an addendum to the currently existing routes or used the specific bus stops that already exist. Getting rid of buses and the current Connect fixed routes entirely demolishes accessibility, I'm not paying to get rid of something I need.	Social PinPoint -	NEUTRAL	3	0			✓				✓				
76201	6/17/2021	How does DCTA plan to train driver to accommodate riders who may be living unsheltered? These folks may have multiple bags/belongings, and may even have a certain odor from being outside all day. It would be helpful for them to have a sensitivity training to serve these and other vulnerable populations.	Social PinPoint - Service Functionality	NEGATIVE	3	0			✓				✓				
75028	6/17/2021	I don't know that this is a fair comparison, considering the VIA system in Arlington is managed by the City of Arlington and, as best as I can tell, is not getting federal or state funding the way DCTA is. The \$3 flat fare for Arlington VIA still applies for trips to/from Centreport TRE Station.	Social PinPoint - Other Ideas	NEGATIVE	0	0		✓					✓				
75077	6/17/2021	Why can't there be both a commuter service, like Rideshare, and a bus line? Make the buses dependable, consistent, predictable, and expand their coverage. That's what I voted for when you were on the ballot! Public transportation is a public good and should be available to all. I shouldn't have to book it, and neither should my disabled mother, just to go to the grocery store.	Social PinPoint - Other Ideas	POSITIVE	4	0			✓			✓	✓				
75077	6/17/2021	I agree with the comment. Further, Lyft and Uber are already experiencing driver shortages, and an on-demand service will have the same problem; it's a side gig for many, and that's not what my taxes were supposed to pay for. I demand a public good from our public officers!	Social PinPoint - DCTA Service Impacts	MIXED	1	0					✓	✓					
75028	6/17/2021	When the new GoZone (I'm still not a fan of the name because DART calls their similar microtransit system GoLink, which may cause some confusion) begins in September, it will coincide with the opening of the State Fair of Texas, including four Sunday from Sept. 24 to Oct. 17. Would DCTA be open to extending Sunday hours until 10-11pm for those days when the State Fair is open?	Social PinPoint - Service Functionality	NEUTRAL	0	0				✓			✓				
76207	6/18/2021	It would be great for Denton residents to be able to access healthcare by putting a stop here.	Social PinPoint - Ideas and Suggestions	POSITIVE	2	0											
		Thanks for the informative new DCTA/Via Proposed Go-Zone On-Demand Ride Share Presentation on June 15th, 2021 to Evergreen residents at Lewisville. There were a couple of resident questions that you may be able to answer about the new Proposed Programs: (1) what is the difference between the Proposed GoZone program and the ADA and NON-ADA program? (2) Will the ADA and NON-ADA program will be the same program after September 7th? Will DCTA/Via be using the van/buses? (3) After September 7th, will the \$3.00 coupons be accepted as fare or will the change for ADA and NON-ADA riders and other riders? (4) Will the DCTA/Via Chrysler Pacifica transportation be used after September 7th for ADA and NON-ADA curb to curb pickup or the regular van/buses? The wheel chairs, walkers and items purchased at various stores may present a storage car problem? (5) Will it be necessary for new both ADA and NON-ADA riders and new regular riders to obtain the App on Play Store? What is it called? Is there a deadline and when would this new program start? (6) Where would Evergreen at Lewisville regular riders go to pick up the Chrysler Pacifica cars? (7) Can ADA and NON-ADA riders still call into 940-243-0077 in advance several days for a one way or round trip? (8) For regular riders, how far in advance do they need to use their app or to call in to DCTA/Via to schedule a pickup ride?	Email	NEUTRAL	N/A	N/A		✓			✓	✓		✓			✓
	6/19/2021	I'm signing because cutting the buses in Denton will negatively impact the hard working low income citizens in this city.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓						✓		
	6/19/2021	The price of the ticket is very suitable	Social PinPoint	POSITIVE	1	0		✓									
76209	6/19/2021	The change to on-demand makes intuitive sense. I support the effort.	Social PinPoint - Something I Like	POSITIVE	1	0							✓				
	6/20/2021	(1) The new DCTA-branded Chrysler Pacificas will be inadequate for transporting wheel chairs, walkers, and not to mention numerous bags of groceries, etc; for each rider.	Petition - Evergreen at Lewisville	NEGATIVE	N/A	N/A			✓								
	6/20/2021	That sounds good. It will do us good	Social PinPoint	POSITIVE	1	1							✓				
	6/20/2021	Hopefully it will be very convenient	Social PinPoint	POSITIVE	0	1						✓					
76208	6/20/2021	While it is great that route 3 will stay in service for the first six months of this proposed idea - which grants riders access to locations catered to a good portion of the city's low-income citizens such as the Salvation Army - I am afraid that this demographic will not be utilizing GoZone during this somewhat trial period and therefore their input will be excluded in six months when an evaluation takes place.	Social PinPoint - Phase I Launch	MIXED	1	0							✓				
	6/21/2021	(2) The Senior and Disabled Population without transportation continues to grow at an alarming rate. With this population increasing to up to 15% to 20% of the Current population. The need to continue the present route is a increasing need.	Petition - Evergreen at Lewisville	NEGATIVE	N/A	N/A			✓								
		We oppose DCTA's "GoZone" plan, because it would hurt the agency's workers and riders, and also the greater Denton community. DCTA's "GoZone" plan															
		• eliminates four of Denton's city bus routes after only two weeks (Routes 1, 2, 4, and 6). Two more would be guaranteed to run for only another six months (Routes 3 and 7).															
6/21/2021		• replaces our safe, fixed-stop bus system with rides in minivans and pickups at undisclosed locations that have to be scheduled by app or telephone.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A		✓					✓				✓
		• pays millions of dollars out of county funds for this inferior service to Via Transportation, a multinational corporation with its headquarters in New York City.															

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	6/21/2021	Bad for Workers: Bus drivers have risked their lives during the COVID pandemic to provide us with vital transportation. DCTA's GoZone plan says nothing about what will happen to these heroic workers when they lose their jobs during the layoffs that would certainly follow the elimination of the six bus routes.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A											✓	
	6/21/2021	Bad for Riders: Many bus riders do not have access to a telephone or cannot use an on line app. DCTA's "GoZone" plan would leave many of us without a safe way to travel to grocery stores, public buildings, and medical services - including the Denton VA Clinic on Colorado Boulevard (Route 2).	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓					✓				
	6/21/2021	Bad for Denton: DCTA's "GoZone" plan substitutes precarious "gig" jobs with undisclosed salaries and benefits for stable employment and a collectively negotiated contract. It also sends money that should be invested in our own community to a big company in New York. Neither the downgrading of our jobs nor the transfer of our public funds to a private corporation is good for the people of Denton. We urge Denton City Council and Denton County Transportation Authority NOT to implement the proposed "GoZone" changes to its services.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓				✓				✓	
	6/21/2021	Denton needs to stop making it more difficult for people who are already struggling to survive	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A			✓				✓					
	6/21/2021	well we really really do need these busses going so how is this go zone service going to be any different then these busses so i think that the busses should continue running so if you have any questions about my feedback please do call me @ 940399 2235	Social PinPoint	NEUTRAL	0	0							✓					
76201	6/21/2021	With the previous routes I could not get to a grocery store... or anywhere really, other than the square, unless I wanted my route to take an hour. I'm really optimistic that this system will be more functional for me and I'll finally be able to venture beyond my neighbourhood without paying for a taxi.	Social PinPoint - Something I Like	POSITIVE	0	0				✓		✓						
	6/22/2021	(3) There is a large piece of this new plan missing, for this population, because of funding, human and moral reasons. The ADA Federal Funding Plan is to provide needed transportation funding for Seniors and the disabled and not to discontinue and disengage from this necessary medical and mandated Federal law.	Petition - Evergreen at Lewisville	NEGATIVE	N/A	N/A			✓				✓					
76210	6/22/2021	I support the GoZone program. I always wanted to use the DCTA to commute, but the time on the bus routes after reaching my station was too long for me to consider it as a viable option. If we add ride share, I can get my company to help pay commuter fees, decrease the miles I put on my own vehicle, decrease vehicle maintenance and gas costs, reduce my carbon footprint, put the stress of driving on someone else, and get to work on time. We need this service. Also, please add WiFi on the train.	Social PinPoint - Other Ideas	POSITIVE	1	2						✓						
75051	6/22/2021	As a student worker at UNT & religious Connect/A-Train commuter pre-pandemic, fixed routes should be kept in high-traffic areas (UNT/TWU, the University/35 & Loop 288/35E corridors). The GoZone idea is a great supplement, but not the only solution to transit issues. I hope DCTA reconsiders doing away with fixed-route services. And if it does go forward, fixed-route/A-Train frequencies should be improved and synced w/ one another for better connections.	Social PinPoint - Something I Don't Like	MIXED	2	1							✓					
	6/23/2021	My name is Kayla I'm a second year of grad student at UNT in the anthropology department. I've been listening to the meeting and to other staff and it sounds like the new system will adversely affect not only the DCTA's employees, but anyone who rides the buses in Denton. As we talked earlier, a portion of our own tuition allows us to have the ability to ride any Denton buses free of charge. And as we all know, after February, all the Denton connect bus routes will be closed and replaced with Gozone meaning that at that very moment, most of the students will be paying for the service off of the fees you already paid.	Event - UNT Student Town Hall	MIXED	N/A	N/A	✓	✓					✓					
	6/23/2021	The only promotional fee eventually leave. Also, during the last board meeting, they talked about how 50% of buses will be cut and also the bus drivers, which is very concerning. This is all written down, and the route has many reviews complaining about wait times, increase fees and a distance to walk to it. For these new services, you must request it, then walk to a go zone stop, wait a bit, get picked up, dropped off at different gozone. Only to walk again to your destination. It sounds like we already have something like this. It's called a bus. And I will also like to add that solutions are solutions to problems that the DCTA created and consolidate with out. This is just another privatized effort. Heck, the council is starting to recognize this as yesterday. They just voted not to renew the \$40,000 a year contract we're with bird consulting, one of the architects for digital don't English response to like public pressure. So I'm hoping I'd leave with the student. That's a UNT and SGA does a responsible thing act then with bus drivers, then residents and a student's wallets and not with DCTA and an out of state non-Denton company.	Event - UNT Student Town Hall	MIXED	N/A	N/A												
	6/23/2021	I am conflicted because you and we, we do take pride. I mean, I've personally formed relationships with the DCTA best drivers for the ones who kind of have a little bit more on the frequent routes. And they're very friendly, very lovable, and they know their stuff, and they're very respectful to the students. So other than, you know, if there is any price increase for any type of UNT students. I will not vote. I would vote no on it immediately, but what exactly what will happen to those DCTA uh, let's say bus drivers who were then going to not be able to, will they be transitioned into driving those vans or would they just be like, you're fired basically, if that's my comment, are you addressing that?	Event - UNT Student Town Hall	MIXED	N/A	N/A												✓
	6/23/2021	(4) The number of ADA and NON-ADA riders have been understated during this last years Co-virus 19 epidemic. It was much lower, due to fears of passing this contagion on to other Seniors and Drivers.	Petition - Evergreen at Lewisville	NEGATIVE	N/A	N/A			✓									
	6/23/2021	Will the future drivers of these GoZones be trained as well?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A											✓	

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	6/23/2021	I know that some people who use public transit don't have access to technology. And I know you said that people can request rides through an application. So how can people who don't have access to technology still take advantage of the service?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A			✓					✓			
	6/23/2021	what are some of the downsides that the DCTA has identified when it comes to the implementation of this program?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A	✓										
	6/23/2021	as far as I'm aware of, student access to many of the bus lines that are going to be shut down are paid for by our student fees. So when these bus lines are shut down, would that mean transit costs for UNT students will increase?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A		✓					✓				
	6/23/2021	You say that there will be absolutely no additional charges to students whatsoever? Or are you saying it's a possibility, but we're trying to do everything to avoid it?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A		✓					✓				
	6/23/2021	You mentioned that there were several options on the table that both UNT and the DCTA were exploring to ensure that students get the same quality services with no increased costs. Could you lay some of those options out for us?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A		✓					✓				
	6/23/2021	I know currently with the connect shuttles, UNT students get a free ride share. Will there be a timeline where, or be even it's possible that you and UNT students will pay no costs to use that new service that that goes down?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A		✓									
	6/23/2021	With like Uber and Lyft ride share companies that are already a little bit more established and people around Denton might be a little bit more familiar with beyond just like having a more fair price. What kind of competition do you guys kind of expect to see as you transition from bus routes into that ride?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A		✓									
	6/23/2021	I'm 17 years old. I got my first credit card, maybe three weeks ago. And I know full well that a lot of the members of my community don't have access to them. You know, those kinds of banking services. They don't have a credit card, a debit card than a bank accounts. And so my main concern, number one is that students without access to these services might find it more difficult to get around it. And, uh, as you know, this sort of lack of these kinds of services might hinder their ability to book rides with the new goes on proposal. And, number two, I'm worried that, you know, student transit costs might increase. A lot of the constituents that I represent come from low income families. And I think that any cost, no matter what it is, might put undue strain on their finances.	Event - UNT Student Town Hall	NEGATIVE	N/A	N/A			✓					✓			
	6/23/2021	You said earlier that 40% of the bus routes will be cut. How many of those are UNT? Obviously not on campus, because I know UNT has its own buses. We do have students who come off and on campus, what is the major impact for them? Because, we're going from a big bus to a small van I don't see that being very practical.	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A			✓				✓				
	6/23/2021	Will the prices be per ride? Will there be an increase in price after the six month trial phase?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A	✓										
	6/23/2021	My understanding is that 75 cents is from the place I get picked up to the destination. And that includes the driver taking me to the train station and then I don't have to pay additional costs to get on the train and then continue. It would pay for the entire trip.	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A		✓				✓					
	6/23/2021	I know you mentioned that after a period of time, there's going to be a new update in price or a new price. Do you know an estimated time after that first period when they'll roll out the new prices for that next phase in March of 2022?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A	✓										
	6/23/2021	Does the DCTA expect to the cost of this service to be more or less than the, the existing buses that they're going to cut?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A		✓					✓				
	6/23/2021	One of the biggest requests for a lot of the people who experience homelessness in the Denton area are bus passes and their fares. I know you said earlier that you're working with nonprofits and NGOs around Denton. Can you maybe give us some information about how you're making sure that the homeless population not only have a viable way of transportation or keeping the fees at zero, like they can with the bus?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A		✓									
	6/23/2021	For the virtual stops, will the van turn into a parking lot or just stop on the street?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A											
76295	6/23/2021	Anything that makes it easier for the handicapped and elderly should be made available to them. Bus service is not always convenient on many levels.	Social PinPoint - DCTA Service Impacts	NEGATIVE	1	2			✓								
76210	6/23/2021	Buses should run to Nebraska furniture mart.	Social PinPoint - Redraw Zone	NEUTRAL	0	0					✓						
76210	6/23/2021	Would be great if transportation to Sprouts could be added and also possibility of pick up from South Denton homes	Social PinPoint - Make a Comment	NEUTRAL	1	0					✓						
	6/24/2021	(5) Please reconsider using available federal funding and additional funding assistance from Via. Just as DCTA provided this funding for the LYFT/DCTA program to Flower Mound Doctors riders last few years. Despite the City of Flower Mound unwillingness of cover this 1/2 tax infusion.	Petition - Evergreen at Lewisville	NEGATIVE	N/A	N/A			✓				✓				
	6/24/2021	I work for a community of individuals who rely on the nearby bus routes for transportation to doctors, grocery shopping, etc. Many of them are not able to afford/use smartphones or computers to purchase tickets, so how will they be able to reserve rides? This program excludes more than you realize.	Social PinPoint	NEUTRAL	1	0			✓				✓				
	6/25/2021	(6) Though the cost for ADA and NON-ADA riders is currently at \$3.00 per trip. In the immediate future the cost could rise up substantially. Thereby, with many monthly doctor visits, making it impossible for riders to afford these accessibility services. Also check out Federal compliance issues. Looking forward to hearing from you regarding how the Board will address these various ADA and NON-ADA concerns. Thank you.	Petition - Evergreen at Lewisville	NEGATIVE	N/A	N/A			✓				✓				

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	6/25/2021	My name is Andy McDowall, and I am a Senator serving under the Student Government Association of the University of North Texas. I am emailing you today to inform you of some concerns of our Student Body regarding the GoZone Proposal, described and enumerated in the attached document. Please note that this document was not officially ratified (a Special Senate Meeting was called, but we missed quorum) and as such is not official correspondence from the UNT Student Government. Rather, it is the opinion of those duly elected representatives of SGA who have signed it. Please contact me or any of the copied Senators with questions. We hope that you take our concerns in good faith, as we have provided them.	Email	NEGATIVE	N/A	N/A							✓				
76028	6/25/2021	As you know, the majority of the current bus stops are not accessible for individuals who use mobility devices. Much of this is due to the City's lack of commitment to constructing sidewalks that safety lead to and from the bus stops. If the GoZone project moves forward, please do not use any of the existing bus stops that are not safe and accessible as virtual stops. Instead use business lots, apartment lots, etc where space and access are readily available.	Social PinPoint - Accessibility	MIXED	4	0			✓				✓				
76028	6/25/2021	Unfortunately, Lyft and Uber do not provide service to individuals who use mobility devices. The GoZone program will.	Social PinPoint - Service Functionality	POSITIVE	1	0			✓								
76205	6/25/2021	Cutting DCTA bus routes will negatively impact Denton's working class and good paying union jobs. The current bus system already lacks enough routes to fully service our rapidly growing city. Buses are convenient and reliable for the working classes. A fleet of vans owned by a private company is not. It's an unpopular proposal.	Social PinPoint - Other Ideas	MIXED	5	0			✓				✓				
76201	6/25/2021	privatizing our public transit, firing drivers, and cutting their pay is not the way for our city to have a successful infrastructure. this plan is dangerous and needs to be reformed to better serve the needs of working people in Denton.	Social PinPoint - Other Ideas	NEGATIVE	3	0							✓				✓
	6/25/2021	What about the students that take the Connect buses for free with their IDs? It sounds like the GoZone is going to be much more expensive in comparison.	Social PinPoint	NEGATIVE	4	0		✓									
		Via says it can only service 2-4 riders per hour at best. The worst-performing DCTA bus routes (pre-COVID) averaged at least 4 riders per hour (rph): Route 1 = 5-6 rph Route 2 = 7 rph Route 3 = 10-12 rph Route 4 = 4 rph Route 5 = 6-8 rph Route 6 = 6 rph Route 7 = 13 rph Route 8 = 14 rph LC-21 = 4 rph LC-22 = 5-8 rph	Social PinPoint - DCTA Service Impacts	NEUTRAL	3	0						✓					
		Transporting this many riders with Via requires more drivers and vehicles than with current buses. Via does not sound like an adequate replacement for most bus routes.															
76201	6/25/2021	Knowing that on-demand transit costs more per rider than fixed bus routes, it's concerning that cost has been mostly left out of the conversation. No one has mentioned whether fares will be increased for the people who rely most on transit. When discussing the flexibility for Via to scale up or down depending on ridership, no one mentions where the money will come from if ridership increases to the point where the DCTA budget cannot sustain the promised levels of service.	Social PinPoint - Other Ideas	NEUTRAL	2	0						✓					
76201	6/25/2021	While not always predictable due to traffic and mechanical issues, fixed bus routes still provide a level of predictability that Via does not. Currently, I know when to expect my bus to work and approximately how long it will take to get to work. With Via, I cannot make last-minute decisions to take public transit to work, because I won't know how long the wait time or travel time will be. Detours picking up or dropping off other people create unpredictability that make it harder to use.	Social PinPoint - Other Ideas	MIXED	2	0						✓					
76201	6/25/2021	It is concerning that DCTA is proposing to replace fixed bus routes with on-demand transit without implementing a pilot first to see if the nice-sounding promises from Via turn out to be true or sustainable. Is the service as seamless as promised? Does it serve our current riders well? Will DCTA have enough money to sustain the promised wait times even if ridership increases? What is the plan if service isn't as promised and DCTA cannot afford to maintain the promised level of service?	Social PinPoint - Other Ideas	NEGATIVE	1	0						✓					
76201	6/25/2021	Fixed bus routes are an efficient transportation system in terms of cost, ridership capacity, and carbon emissions. They allow us to plan cities in a more efficient and sustainable manner with transit-oriented development. We should improve and invest in the fixed routes that attracted at least 4 riders per hour pre-COVID. At best, Via should be an add-on service to replace Route 4 and LC-21 or to extend service hours. It isn't an adequate replacement of buses averaging more than 4 riders per hr	Social PinPoint - Other Ideas	NEUTRAL	2	0				✓			✓				
	6/25/2021	Taking the bus routes out entirely removes a reliable form of transportation for so many people. This isn't a viable substitution and having it be strictly app based means that people who cannot navigate smartphones, or even afford them, will be able to access the transport system.	Social PinPoint -	POSITIVE	2	0							✓				
76210	6/25/2021	From the perspective of someone who has worked with students and other individuals without consistent access to personal transportation and thus understands the extent of negative impact it can have, I strongly oppose eliminating the Connect bus routes in Denton. Many individuals rely on these routes to attend classes, get to work, and transport their children. Doing away with these is nothing but irresponsible and shows no regard or consideration for those who rely on these routes.	Social PinPoint - Make a Comment	NEGATIVE	1	0			✓				✓				

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76209	6/25/2021	Most apartment complexes in Denton have a bus stop within walking distance, except this area adding a bus stop to this area might help those who don't have a vehicle due to finances etc.	Social PinPoint - Ideas and Suggestions	NEUTRAL	0	0				✓			✓				
76201	6/25/2021	Denton is not a walkable city and neither is the city of Lewisville. Consistent transportation is needed for cities to get to and from work.	Social PinPoint - Accessibility	NEUTRAL	2	0							✓				
76205	6/25/2021	Denton is not a walkable city at ALL! The buses are necessary to so many people to get around.	Social PinPoint - Other Ideas	NEUTRAL	2	0							✓				
	6/25/2021	What about people who don't have phones and need the buses? What will happen when students need to get to campus? Will they need to pay extra besides their tuition for this or over \$200 for a pass (UNT)? Some people chose apartments specifically for the access to campus.	Social PinPoint	NEUTRAL	1	0			✓					✓			
	6/25/2021	This is not accessible to those who do not have services needed such as smart phones or funds. Public transportation is something we all share and willingly put our taxes toward, so to have something strip away the easier accessed and reliable is not ideal.	Social PinPoint	NEGATIVE	0	0			✓					✓			
	6/25/2021	What happens when your phone dies? The buses will be there to pick you up, but this leaves you stranded.	Social PinPoint	NEGATIVE	1	0								✓			
	6/25/2021	This still makes it difficult for the local population who does not have cars or phones (which, as someone apart of the community, I have met many). Not everyone can make it by foot to the DTC. Do you expect them to use someone else's technology to book a ride? This isn't accessible to everyone.	Social PinPoint	NEGATIVE	2	0			✓					✓			
	6/25/2021	This still requires access to a phone or computer. What are you supposed to do if your phone dies? How do you get a ride to the transit center if there's no buses?	Social PinPoint	NEGATIVE	2	0								✓			
	6/28/2021	Concern regarding the elimination of the North Texas Express service as there are so many employment opportunities along the I-35W corridor.	Email	NEUTRAL	N/A	N/A							✓				
	6/28/2021	She would like to see the Denia neighborhood included in the GoZone service to connect that neighborhood to employment opportunities.	Email	NEUTRAL	N/A	N/A			✓								
N/A	No Date	I think it's a good plan! The only thing that I'm a bit worried about is reliability and availability during peak hours. Since it's an on-demand service, I have a little hesitancy as far as if it'll be as predictable as the fixed route buses. I do look forward to increased flexibility thought.	Immediate Feedback Form	MIXED	N/A	N/A						✓					
N/A	No Date	GoZone seems like a great idea. However, it can present problems to those riding the trains. If only three vehicles are available and six people want to catch the same train, how many of those won't make it? Another related issue is the length of waiting times. DART's GoLink service has a problem where a rider may request a vehicle, but can take a while to get.	Immediate Feedback Form	MIXED	N/A	N/A							✓				
N/A	No Date	I think the new service will be a huge benefit, especially to the student population. On the other hand, I feel there will be many challenges with Denton residents getting used to it from a technological perspective (considering the city's culture). I do not like the fact that this service will impact the hours in which call center employees will have to work, or the fact that they may have to adjust their work schedules.	Immediate Feedback Form	MIXED	N/A	N/A							✓			✓	
N/A	No Date	If this is something the city wants to pursue, I believe there needs to be an increased trial period (now that the pandemic seems to be calming down and ridership will most likely be increasing again) without first disrupting current bus routes and availability. Many of our citizens who use our present system would find this inconvenient, confusing and may not even have the technology/availability/know-how to access this new service and would therefore be at a disadvantage. Parts of Denton are already food deserts, our aging and lower income populations would suffer, I believe this needs more input and testing before pulling our established and much needed services from our community members. I read that the pickup/drop off locations will vary with this service. Where are those located and are they safe for pedestrians? Will we need to make any more improvements (god forbid!) on our street crossings for this? We probably should anyway as we have unfortunately seen SEVERAL pedestrians hit by cars in the past few years. Would the drivers take into consideration dropping off patrons so that they do not have to cross dangerous cross streets? Our city is growing drastically and growing quickly, I don't believe taking away our already limited public transportation is an ideal solution when so many people will be returning back to work in-person, re-gaining employment and new businesses will be coming to Denton. I realize many buses were driving around a lot this year mostly empty but that will not be the case for long. I think this could be a wonderful complement to our system which could be updated a little more with the current times I'm sure. Most likely we would find more adjustments after a more thorough study and more input from citizens using this new initiative. I think many would like the idea of smaller vehicles, quicker transportation times, etc. Many good things could come of this and it is forward thinking. However, I don't think the pros outweigh the cons with how it is presented currently. My questions: 1. What will the cost of this service be and how will that vary? How is that determined? Mileage, time of day, etc.? 2. How will passengers be able to pay, only via a smartphone app? Can you pay cash? Some people do not have smartphones, bank accounts or even phone plans, they just pay for minutes. 3. Has there been a pool of everyday citizens asked to use this service as a test pool? Non-English speakers, varying ages and educational levels, times of day, location in Denton, disabilities, etc.? 4. What will the effect be on our DCTA staff regarding layoffs, if any? Thank you for your time and consideration.	Immediate Feedback Form	MIXED	N/A	N/A		✓					✓				
N/A	No Date	Very unclear about what is or is not changing. My understanding is that all buses are being replaced with cars and no routes only on-demand. But the map shows some dashed lines? What are those? DCTA social media keeps repsonding about this or that route - so routes will still be in place? It is quite confusing and there seems to be no real information provided about what is happening. I guess I feel pretty defeated honestly because I have no hopes at all for DCTA to be a meaningful public good so just do whatever your board thinks makes sense to them. I kind of wish DCTA didn't exist so we could propose one and start over with a real bus network.	Immediate Feedback Form	MIXED	N/A	N/A						✓					

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N/A	No Date	I'm concerned about this new change regarding the "On Demand" services that's being proposed. I work in Lewisville and depend on the buses getting to and from home. Is the new service comparable?	Immediate Feedback Form	MIXED	N/A	N/A				✓			✓					
N/A	No Date	My adult daughter who is autistic would greatly benefit from this service, with some specific suggestions. She is disabled and therefore receives SSI along with her employment, but she does not have a high earning capacity and therefore makes low wages. Those who would greatly benefit from this service, such as disabled and elderly, have limited financial resources, therefore, costs are important.	Immediate Feedback Form	MIXED	N/A	N/A		✓				✓						
N/A	No Date	I like the thought behind this plan. I think it further expands the reach that people can travel using DCTA services. My main worries include people who are disabled or people who don't have the resources to have a smart phone and/or easy access to contact someone at DCTA to help schedule trips. While it says they can contact a representative at the DDTC, that might not be easy for some people, especially if they don't live around the DDTC. Also want to just make sure you're keeping price in mind — if it costs less or just about the same for someone to use Uber or Lyft and be able to travel just as far or even further, that might be an issue. Just a couple things to think about!	Immediate Feedback Form	MIXED	N/A	N/A		✓	✓	✓			✓					
N/A	No Date	I think this is a horrible idea. Many people I know depend on the buses to get to work and buy groceries and the layout of the city is not made for pedestrians to get from one place to another easy especially with Texas' extreme weather.	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓						✓			
N/A	No Date	This is the wrong direction for the DCTA to go. Instead of expanding and making public transportation more accessible, you instead decide to partially privatize and cut service for those who need it the most. The people of Denton need a reliable and accessible public transportation system.	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓				✓		✓			
N/A	No Date	I can't think of anything good about the GoZone plan. It will cause people to lose jobs; it will be difficult to use for people with limited cell phone access, disabilities, or communication challenges—creating more "hoops" to jump through for people who already have to do more work just to live their lives. And I can totally see costs for users going up over the years, far surpassing what would have been the cost of mass transit service over the same time period. This "plan" sounds like more of a scheme to transfer public costs to individual users who cannot afford to take on that burden. What DCTA really needs to do is increase the availability of bus routes and make them more convenient and efficient so that riders can spend less time commuting without taking on yet another financial burden. I am a taxpayer and I think it is more responsible for the county to provide services that EVERYONE can use.	Immediate Feedback Form	NEGATIVE	N/A	N/A							✓		✓			
N/A	No Date	Many people use the bus please do not cut them especially university students who can't afford cars.	Immediate Feedback Form	NEUTRAL	N/A	N/A			✓				✓		✓			
N/A	No Date	Let's no eradicate feasible transportation for the people in the city of Denton	Immediate Feedback Form	NEUTRAL	N/A	N/A			✓				✓		✓			
N/A	No Date	Please don't get rid of the bussing systems, so many individuals rely on them for transportation to and from work. We must be able to provide public transportation in order to ensure people in the Denton community can make their wages!	Immediate Feedback Form	NEUTRAL	N/A	N/A							✓		✓			
N/A	No Date	I am confused and upset by this change. I am concerned for those who come to Denton from other cities as well as those, including myself, who's only source of transit is public transit. I wish for clarification to be made to not only those with access to technology, but for those including the homeless who may not have a way to move around the city without open access to public transit. As well, I am concerned by those workers you are laying off in order to improve the DCTA system. I understand you want to save money but you are making dozens of people at risk of homelessness or lower income. I am wondering where your priorities lie and wonder if you have taken this transit system. Especially when it comes to transit from Denton to Ft. Worth.	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓				✓		✓		✓	
N/A	No Date	The Go Zone is an awful idea. privatizing union jobs and lopping off an important civic service is honestly a disgusting prospect. It's adding insult to injury by sending our Texas tax dollars to a NYC company. Don't go through with this it will hurt workers, the poor and the elderly	Immediate Feedback Form	NEGATIVE	N/A	N/A											✓	
N/A	No Date	I don't always have service on my mobile phone sometimes or it may be extremely slow. Since the removal of Route 8 from W. Oak @ Bradley it is more difficult for me to ride.	Immediate Feedback Form	NEUTRAL	N/A	N/A								✓	✓			
N/A	No Date	I think accessible public transit is essential for a strong economic infrastructure. It enables folks of all SES backgrounds to get where they need to go, car or no. I think moving in the direction of on-demand only service would create difficulties members of our community to make it work, appointments or to get other needs met, which could impact Denton Co. with higher unemployment rates (including extensive job loss among bus drivers), higher demand on thinly stretched social services and decrease in connection for those who can't get around the city/ county any other way. A lack of a robust public transit system is an unfortunate feature of cities like Arlington, TX. It's essentially kept their city disconnected and disables many from access to work, services and housing. They (and we) have a growing homeless population, a disconnected city center and lack of accessible community resources. Having accessible public transit connects people. I'd hate to see us move in the direction of disconnection, especially knowing how impactful and helpful the DCTA bus system has been to so many. If GoZones are added, I'd recommend keeping the bus system (and your amazing drivers) fully functional at the same time. Both options support different goals and could be beneficial. But I don't believe GoZones can adequately replace the bus system.	Immediate Feedback Form	NEGATIVE	N/A	N/A												

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		After listening to DCTA presentations, asking questions, and researching on-demand transit, I am not in support of the proposal to replace DCTA's fixed bus routes with on-demand service. The lack of concrete detail in the proposal is disconcerting. If concrete details, like fares and travel times, cannot be provided, this should be a pilot at the most-not a complete change. Below are my primary concerns:																
N/A	No Date	1) CAPACITY/EFFICIENCY: Research from Via itself indicates that it can only service 3-4 riders per hour at its best. In suburban areas, they can service about 2 riders per hour. The worst-performing DCTA bus routes (pre-COVID) averaged at least 4 riders per hour--the maximum that Via can handle. Several routes averaged more riders per hour (rph): Route 1 = 5-6 rph; Route 2 = 7 rph; Route 3 = 10-12 rph; Route 4 = 4 rph; Route 5 = 6-8 rph; Route 6 = 6 rph; Route 7 = 13 rph; Route 8 = 14 rph; LC-21 = 4 rph; LC-22 = 5-8 rph. Replacing rider capacity of buses with vans will require more drivers and more vehicles on the road. Further, in peak times or unexpected surges of riders, Via will not have the capacity to accommodate more people like a bus does.	Immediate Feedback Form	NEGATIVE	N/A	N/A							✓					
		2) COST: Knowing that on-demand transit costs more per rider than fixed bus routes, it's disconcerting that cost has been mostly left out of the conversation. No one has mentioned whether fares will be increased for the people who rely most on transit. When discussing the flexibility for Via to scale up or down depending on ridership, no one mentions where the money will come from if ridership increases to the point where the DCTA budget cannot sustain the promised levels of service. We know that the more people use on-demand service, the more expensive it becomes--it simply cannot scale the way that fixed route buses can scale.																
		3) PREDICTABILITY: While fixed routes aren't always predictable due to traffic and mechanical issues, there is some predictability for riders by looking at the route schedule. They also know where that bus will go, where it will stop, and how long the travel time should be. It is possible to plan a trip or a commute based on the schedule. With on-demand, it is unknown when the ride will arrive before requesting the ride. It's unknown how long it will take to travel to the destination, because it's unknown how many detours there will be to pick up or drop off passengers. Currently, I can make a last second decision to take the Route 4 bus to work. I can watch where the bus is, walk out to the bus stop when it's about to arrive, and I know approximately how long it will take to arrive to my destination. With on-demand, it will be more challenging to make these last-second decisions or ensure that I arrive to work on time.	Immediate Feedback Form	NEGATIVE	N/A	N/A								✓				
N/A	No Date	Not in favor of GOZONE program at ALL!!!	Immediate Feedback Form	NEGATIVE	N/A	N/A												
N/A	No Date	This bus system is not only necessary, but vital to half of your community! students and elderly need access and this actually needs to be more robust	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓						✓			
N/A	No Date	This is me saying NO to GoZone. The community is full of college students who rely on these routes: to get to where they need to be safely, and the many bus drivers that work current routes are the ones able to make that possible. Implementing GoZone in favor of our current system will lead to a loss of jobs by Denton community members and a loss of accessibility to some of the people who need the buses the most.	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓						✓			✓
N/A	No Date	The go zone is an awful idea and should not be implemented. This would take away valuable services from people who rely on this transportation. Shame on those who pushed this idea forward.	Immediate Feedback Form	NEGATIVE	N/A	N/A									✓			
N/A	No Date	In general people who do not have money to own a car are very likely to not be able to afford a smart phone, tablet or computer and internet service, this troubles me when thinking about the GoZone proposal. Why would you take away a service that is primarily used by low income people who have limited resources and force them to either find other modes of transportation or spend money they don't have so they can request a ride. Plus, it seems you have already decided you are doing this, so why ask for feedback?	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓					✓				
N/A	No Date	Sounds like a bus with extra steps and very little guarantee. Especially with prices as y'all haven't even gave us a price range after the promotional price. UNT students have the ability to ride buses for free, so far nothing has been done to reassure students that their tuition fee will go down or DCTA allowing us to use this service for free. Also all of these solutions these Gozones will fix sounds like problems y'all caused and created.	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓					✓				
N/A	No Date	I think the idea is cool. I'm unsure if the car will pick up from home or does a rider have to go to a particular bus stop?	Immediate Feedback Form	NEUTRAL	N/A	N/A												
N/A	No Date	We don't want GoZone!!!	Immediate Feedback Form	NEGATIVE	N/A	N/A												
N/A	No Date	I am not in support of the proposed GoZone. I am a UNT student and cannot drive and do not have access to a car. The only way for me to get to class, work, and the grocery store is through DCTA transit. Without access to these bus routes I would not have a way to get to these places. This would affect me financially as well because I would not be able to get to work and I cannot afford to pay for a ride.	Immediate Feedback Form	NEGATIVE	N/A	N/A		✓										
N/A	No Date	I Thank the connect is better for the customer, most of these people's don't have a phone, are no other devices in they're home, I Thank the best is the bus, you'll say care about the people, let them keep the bus, they have more room in them, if there more then 2 bike, the other bike can get inside the bus, and if they're more then 10 people and they all friends, then they all can get inside the big bus, and the route need to go out a little further, let Thank about the people, no your self, people don't want to set close to people in a little bus, and Thank about how people is going to lose they job behind, if love people let Thank about other people God did	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓									
N/A	No Date	Please don't do this, too many people rely on the bus system as it is. Especially employees who get free passes.	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓									
N/A	No Date	The GoZone will be really flexible for everyone since I know there are some bus stops that are farther walking distance for some to travel, so gozone will be instantly more reliable as there is not a lot of people that ride the bus as well.	Immediate Feedback Form	POSITIVE	N/A	N/A												

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N/A	No Date	I am opposed to the Gozone plan. It will take away a service used by students and many residents who don't have other transportation options. Many of them do not have access to the internet and are not even aware this discussion is taking place.	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓				✓					
N/A	No Date	To all DCTA Board Members, I have looked over the positive and negative feedback that the public has given. First of all, I want to thank you for giving us an opportunity to allow us to express our thoughts on this new GoZone on-demand service proposal. In my opinion this would be a great idea if the public was a little more informed of what this service is about. I understand that this website was put up to explained it, but you got to understand that a lot of people don't have a computer or smart phone. You also have riders who don't speak English. A lot of people who depend on fixed routes may not know that this service will benefit them and shorten wait times and give them quicker access to get to their destination without having to worry about meeting other route connections. A lot of customers call in because they are not aware that the bus routes and train times have been changed this is because they lack the technology available to them. This is why DCTA needs to set up tents and explained to the public how this is going to work. I ask that you put yourself in their shoes. A lot of people are just worried that their source of transportation is getting cut off when that is not the case. If you don't have plans in going out and informing the public on how this is going to work don't plan on seeing an increase in ridership. Denton isn't Arlington or Dallas. Denton has no ridership, and in order to build that up you need to make that extra step and be involved with the public more. A lot of people don't like change. Can't DCTA stop making sudden changes for once? This is what causes the public to get discouraged and confused. You are not giving the public a chance to adapt to the public transportation because it keeps changing on them. On the other hand, if this proposal passes then what is going to happen to all the bus drivers who have given so many years to this company? How is that fair? I understand that they will be given a chance to apply for a via driver position however it doesn't guarantee they will be hired. My understanding they will be getting a tremendously pay cut from \$17.50 to \$8.00 an hr with no benefits. These drivers risk their lives for the public throughout this pandemic and this is how you pay them? On another note, is the customer service center ready and prepared to tackle all these phone calls? Will there be enough coverage to cover all incoming calls? Because there will be a lot of customers calling in the first few months. There aren't enough customer service reps to handle all these calls. How are ADA/NON-ADA customers supposed to get through to request their trips if they can't get through? Or the other callers. And the service hours that you are planning to add to customer service how is that fair to those employees? Operating 365 days, open 7 days out of the week? When are those employees able to take time off? Honestly, I don't think you are going to find anyone who is willing to handle that schedule unless there is an increase in pay. I'm sure you have a family of your own that you go to everyday. I just ask that you reconsider some of this layout. It's the little people (employees) that make this happen and the public that pays for the service.	Immediate Feedback Form	NEGATIVE	N/A	N/A	✓		✓	✓		✓		✓				✓
N/A	No Date	Due the fact Denton City Council is involved I believe it only about who the contract goes to for the vehicles. Doesn't make sense.	Immediate Feedback Form	NEUTRAL	N/A	N/A							✓					
N/A	No Date	The buses sometimes are inaccurate at times on the app	Immediate Feedback Form	NEUTRAL	N/A	N/A							✓					
N/A	No Date	I am against this proposal due to the fact that many low-income individuals and seniors (such as Mother) are not able to access apps on Smartphones. In my view, an on-demand, app-based service favors people with higher incomes who do not rely on bus service. If the GoZone service can be offered by telephone on-demand, that would be more fair.	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓				✓	✓				
N/A	No Date	Negative: Isn't your ridership low income people. I don't like Apps. Can't you just call a phone number? My battery is always low...blah, blah. Technology is really stupid and can't you just focus on improving your customer experience. Denton streets are horrible and you aren't even coordinating with them. Can a bus even go down Hinkle or Bonnie Brae? Could we just fire everyone at your office and the Denton streets department? I hear Amazon is hiring and building more warehouses. More apartments for those warehouse employees. You know if you don't live in Denton and care about all the traffic, apartments, the local Amazon economy and your riders wearing crap on their faces- could you just slash your budget in half and if you can't live in Denton go work somewhere else. Apps are stupid. Cell phones are stupid. Technology is stupid-you must be bored. You know you should all pick up trash by the ditch by Taco Bell. This whole project is just boring. I know you didn't shop at Drug Emporium or Fish and Chirps otherwise they would still be in business. My criteria is whether your employees can help? How's the shopping center by you? Lost two businesses recently and your bragging about spending money. Burecrats-this is like a depression economy and you want an app. What jerks? I hate you DCTA. Sorry for the negativity but my husband is working 16 hours today. Out if touch with reality and I can't think of anything at all nice to say. Could you hire 20 people to answer calls about your bus service and get rid of all the tech junk?	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓					✓				

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N/A	No Date	I am a postdoctoral fellow working at the discovery park UNT campus. I don't have a license yet and totally dependent on the bus and train. I strongly recommend that you don't scrape out route 6 bus that goes from ddtc to discovery park UNT. In fall naturally the number of students will be up so you should be seeing a surge in the riders. Moreover, most international students of UNT campus will want to use this service as they won't have a Texas driver's license.	Immediate Feedback Form	NEUTRAL	N/A	N/A												
N/A	No Date	Also please consider rescheduling the bus and train timings and frequency property...like may be every 30 mins from our campus. I see that there is no coordination between the train and bus timings. I take the A train which is at every 1 hour. G rthos works great!! However, the route 6 bus taking me to ddtc and vice-versa is scheduled for every 50 mins!!! which leaves me either missing my train or waiting for long time to reach ddtc and take the next train. If you schedule it such that we have a bus 30 mins prior to the train timing then we can easily board the train on time saving about an hour on each trip!! Please consider this advice seriously.	Immediate Feedback Form	NEUTRAL	N/A	N/A												
N/A	No Date	We are against the GoZone proposal! This puts MANY families in jeopardy of jobs and doctor appointments as they won't have transportation! This is a BIG NO!	Immediate Feedback Form	NEGATIVE	N/A	N/A												✓
N/A	No Date	Please PLEASE do not cut the bus routes. They impact my life and so many others. We need a stable and consistent bus route. This new system is not nearly as accessible and I really don't know a single person who wants it.	Immediate Feedback Form	NEGATIVE	N/A	N/A												
N/A	No Date	I'm not in favor of eliminating bus routes to replace them with ride share.	Immediate Feedback Form	NEGATIVE	N/A	N/A												
N/A	No Date	It is despicable to cut union jobs that provide essential services to so many people in Denton.	Immediate Feedback Form	NEGATIVE	N/A	N/A												
N/A	No Date	I don't think you should get rid of fixed route service. I think you should focus on your highest traffic or potential traffic route areas and create a more robust fixed route service. Go zone is fine for replacing low ridership routes or far out routes but there should still be core fixed route service. It drives foot traffic which is good for business and the community.	Immediate Feedback Form	NEUTRAL	N/A	N/A												
N/A	No Date	The disregard for what low income and disabled people who depend on these services is disgraceful. We have been giving feedback on what we need and want for years and each time we've been ignored.	Immediate Feedback Form	NEGATIVE	N/A	N/A												
N/A	No Date	The needs of the community needs to be top priority instead of profits and performative gestures that do nothing to improve this city.	Immediate Feedback Form	NEGATIVE	N/A	N/A												
N/A	No Date	The go zone plan is a horrible plan, all it will do is drive up the cost of transportation and make public transport worse than it already is. Cutting such a critical part of so many Denton residents life in the middle of what is planned to be one of the hottest summers shows how little people care for less fortunate or more eco conscious folk. Denton is slowly turning into a rich kid paradise and is becoming less community oriented everyday due to bad plans like this.	Immediate Feedback Form	NEGATIVE	N/A	N/A		✓										
N/A	No Date	If DCTA is to incorporate RideSharing, they should do it while keeping the bus routes. Denton is not a walkable city, and countless citizens rely on buses to get to & from work, school, etc. while not providing this & only having ride-sharing would cause many citizens to miss out on many aspects of their daily life and could put some people out of work or school.	Immediate Feedback Form	NEGATIVE	N/A	N/A												
N/A	No Date	The system in place provides reliability to people living, working, and enjoying outings across the city.	Immediate Feedback Form	NEUTRAL	N/A	N/A												
N/A	No Date	This plan will be DETRIMENTAL to Denton citizens. Period.	Immediate Feedback Form	NEGATIVE	N/A	N/A												
N/A	No Date	Cannot WAIT for this to start! Our clients need lyft but it's too expensive so we will definitely use this with the 75 cent per ride!	Immediate Feedback Form	POSITIVE	N/A	N/A		✓										
N/A	No Date	I don't like the GoZone plan.	Immediate Feedback Form	NEGATIVE	N/A	N/A												
N/A	No Date	Denton needs a dedicated bus service for the community. A ride share option is not going to work for people who need bus services to get around, especially if they have to rely on smartphones to access. People who can afford ride sharing will use it. People who need to bus can't afford the technology to use ride sharing. And cutting routes and accessibility makes it harder for people to get to where they need to go. And moving Our Daily Bread to the Loop means people will need bus service to get there. This plan will marginalize people further who need it.	Immediate Feedback Form	NEGATIVE	N/A	N/A												
N/A	No Date	Service should be reduced. The buses and trains are virtually empty every time I see them.	Immediate Feedback Form	NEUTRAL	N/A	N/A												
N/A	No Date	I hope you end the fixed bus route program. I hope you pass on some savings to taxpayers. Rail service to Dallas and Ft. Worth makes sense, but it seems buses have been a colossal waste of money. I don't think dcta should compete with Uber and Lyft. Let the market work. If there is a need, private companies will provide the service. There's no need to waste more taxpayer money on public transportation in this area.	Immediate Feedback Form	POSITIVE	N/A	N/A												
N/A	No Date	Thank you. Stuart Mason	Immediate Feedback Form	POSITIVE	N/A	N/A												
N/A	No Date	As someone who relies on dcta for transportation please do not cut it. I do not like the GoZone plan.	Immediate Feedback Form	NEGATIVE	N/A	N/A												

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N/A	No Date	I am not in support of the proposed Go-Zone. Not only have I been a Denton resident for years, I am also a UNT graduate student who cannot drive. Mental health is hard to talk about, but I try to be open and honest to de-stigmatize it. There are some days that it is a struggle to get out of bed, and let me tell you, if I need to go do something, having a fee attached to a ride is not the way to go. This discourages me from doing, well, anything. From a financial standpoint, my apartment complex is within an area where the only store I could reasonably bike to is a Dollar General. I consider myself blessed to not have to exclusively shop at Dollar General, and part of me wonders if those proposing this plan shop at more than one grocery store. I cannot help but wonder about those with a lower income than me, struggling to make ends meet. God forbid if they have any sort of dietary restrictions. This new proposed service seems more like an idea pushed by someone who wants to make an extra bucks for DCTA and disregards not only those who may not be able to drive, but also those who are of lower income. Even if I do not get the details correctly 150%, I hope my comment is not disregarded and taken seriously.	Immediate Feedback Form	NEGATIVE	N/A	N/A		✓	✓				✓					
N/A	No Date	Bus route 7 is a route I depend on as a student. This service is covered by my tuition, which is also beneficial for me. The GoZone sounds like a great idea but would it be able to take to handful of students to campus during the fall?	Immediate Feedback Form	NEUTRAL	N/A	N/A	✓						✓					
N/A	No Date	I think eradicating the Connect buses is a huge mistake. From a college student's perspective, many students needed the Connect buses to transport them around Denton when they didn't have access to their own vehicle. Even though UNT shall be upholding their bus systems, it isn't as inclusive for students who need to be on campus on the weekends for jobs or other reasons. From a socioeconomic standpoint. News flash, not everyone can afford a vehicle or choose the option if public transit to get to work or other locations. Denton is NOT a walkable city. Getting rid of a vast network of Connect routes will leave Denton residents without a reliable form of transportation and in turn impact their livelihoods. Instead of eradicating all routes consider determining the most important routes. One's that connect to grocery stores and significant places of employment to ensure that no citizen is without a way to get to work and food.	Immediate Feedback Form	NEGATIVE	N/A	N/A		✓	✓				✓					
N/A	No Date	I am significantly concerned with out the move to this service will impact the college students in the area who rely on partnerships between their universities and DCTA for free use of public transportation. It is critical that we consider the affordability for the many students in Denton County that this will impact.	Immediate Feedback Form	NEGATIVE	N/A	N/A		✓	✓				✓					
N/A	No Date	I haven't really heard good things about the changes to the bus schedule recently. I was hoping for months that the bus schedule would finally go back to normal after covid, only to hear buses are becoming even more limited. This is going to put difficulty on my work schedule since I rely on the bus to get to work each morning. Before covid I used to take a 6 AM bus to work, after covid the hours have only kept changing, now it's around 7:30 before I can get a bus. It only seems to get worse with time.	Immediate Feedback Form	NEUTRAL	N/A	N/A							✓					
N/A	No Date	PLEASE do NOT get rid of the Lyft service in Highland Village area. This exercise (despite its weak business case and ROI) seems to be designed to make DCTA relevant (superseding Lyft) but the wait times and fare increase of 75 cents per ride (versus \$13 promo per ride promo available on Lyft at present) will be a disaster for the Highland Village zone. PLEASE leave the Lyft program operational in the Highland Village zone. Thank you!	Immediate Feedback Form	NEUTRAL	N/A	N/A					✓							
N/A	No Date	Mary did a great job of going into detail with the changes and phases to come. Definitely sounds like a program that is adapting more to the way society transportation system currently functions.	Immediate Feedback Form	POSITIVE	N/A	N/A	✓											
N/A	No Date	All of the families we serve have young children, therefore, the accessibility of the virtual stops relative to their pick up and drop off locations will be a major consideration of use. Also, the ease of getting home from the grocery store (juggling groceries and children / car seats) will be a factor.	Immediate Feedback Form	POSITIVE	N/A	N/A							✓					
N/A	No Date	I think this is a nice option and I hope it proves to be useful.	Immediate Feedback Form	POSITIVE	N/A	N/A							✓					
N/A	No Date	I was at your meeting yesterday in Lewisville. It is unrealistic to think that Seniors ages 70-100 can use the service when needing to go to Denton. When it is hot, too cold or raining most will cancel their appointments. Vera White	Immediate Feedback Form	NEUTRAL	N/A	N/A							✓					
N/A	No Date	Don't make some unrealistic sales promotion.	Immediate Feedback Form	NEGATIVE	N/A	N/A	✓						✓					
N/A	No Date	There are so many low income/unhoused individuals around Denton County that rely on fixed bus service to get to medical appointments, job interviews, shelters, etc. and not all of them have consistent access to a phone or the ability to contact an on-demand ride plan. Unless the fleet of vehicles is going to vastly outnumber the number of users, I could foresee many issues in which people attempt to schedule a ride but are unable to find one in time. I could see this working as a supplement to the existing infrastructure, but not as a replacement to it.	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓				✓	✓				
N/A	No Date	Our special needs daughter would benefit greatly if this service was expanded to include Flower Mound.	Immediate Feedback Form	POSITIVE	N/A	N/A							✓					

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N/A	No Date	My name is Dan Mojica, and I have a club in Downtown Denton called Dan's Silver Leaf. We're a music venue who frequently presents shows that run until 10:30pm. Sometimes later. Subsequently, I think it is important to offer late night service for patrons who are enjoying Denton's vibrant entertainment district. However, I think a more important component that should be added to existing service, is a Sunday morning, southbound return service. To handle folks who might like to take the train to Denton on a Friday evening, stay a couple nights in local hotels (HOT money), buying some drinks and dinner (sales tax), roaming the Square, visiting our numerous independent retail outlets (more sales tax) and enjoying music, one our primary trademarks. This isn't a viable scenario unless there is return service on Sunday morning.	Immediate Feedback Form	NEUTRAL	N/A	N/A				✓			✓				
N/A	No Date	What is General Go Zone?	Immediate Feedback Form	NEUTRAL	N/A	N/A	✓										
N/A	No Date	Almost all of Denton County is low density and is not well suited to efficient public transit. I think the new GoZone service is well intentioned, but will ultimately fail in one of two ways: 1) Rides may be priced so cheap that GoZone becomes a convenient and affordable alternative to owning a car. If enough people decide to forgo car ownership and start using GoZone, the service will have to be massively expanded, breaking the budget because fares will not come close to covering the cost of the service. Alternatively, the service is not expanded and response times suffer and it is no longer a good option for reliable transit. 2) Fares are set high enough to cover the cost of the service but are unaffordable for anyone who wasn't able to afford their own car to start with. The system essentially becomes a costly duplicate of Uber and Lyft service already available in the area.	Immediate Feedback Form	NEGATIVE	N/A	N/A		✓					✓				
N/A	No Date	I feel the bus service should remain in some capacity. The GoZone won't satisfy everyone's needs and for those negatively impacted, the bus service should remain.	Immediate Feedback Form	NEGATIVE	N/A	N/A							✓				
N/A	No Date	This appears to be a service for those who use their phones and download apps. I do not load apps on my phone. What is a virtual stop? The designation makes no sense. This "service" looks like it is a done deal. It will go into action, regardless of whether the public likes it or not. It is therefore not a "proposed" service. You are going through the motions of public comment solicitation. I have no sense that you will take the comments into consideration. No. I don't like the "proposed service."	Immediate Feedback Form	NEGATIVE	N/A	N/A							✓	✓			
N/A	No Date	I am sad to hear that the service directly from Denton to Ft. Worth is being cut. I don't own a car and was hoping to meet my newly retired cousins in Ft. Worth.	Immediate Feedback Form	NEUTRAL	N/A	N/A							✓		✓		
N/A	No Date	I like the predictability of fixed schedules (at least when they are adhered to). I am concerned about how long it would take to secure a ride, especially during peak times.	Immediate Feedback Form	NEUTRAL	N/A	N/A				✓			✓				
N/A	No Date	More buses for TWU!! :(Immediate Feedback Form	NEUTRAL	N/A	N/A							✓				
N/A	No Date	I am fully against the idea of the City of Denton Texas outsourcing their public transportation. The proposed format of public transportation is classic, because it makes it impossible for people who do not have access to a phone or the computer to use the new system. It also is hostile towards people who use the bus to get to work, as it does not provide a set schedule that can be given to managers. I do not have a drivers license and cannot get one due to medical concerns. I rely on the bus system to go everywhere. This would remove my ability to schedule work hours, and would make me dependent on having a charged phone. What if my phone dies while I am at work? How will I take the bus in that case? I also use Google Maps to find out how long the commute via bus will be? How will I do that if the public bus system does not have set routes. Not to mention that we will be funneling money to New York rather than investing our money into our beautiful city. I do not agree with any portion of this new plan. This plan offers no benefits to the people of Denton, and in fact, hurts the very people who rely on public transportation. Not having any public transportation at all would be a better result than this new plan.	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓				✓	✓			
N/A	No Date	The go zones are terrible. Don't cut a service before communities can build around them.	Immediate Feedback Form	NEGATIVE	N/A	N/A							✓				
N/A	No Date	This plan seems to alienate the poor people of Denton and increase use of vehicles which is terrible for the environment (Air quality is already SO BAD in Denton), and will cause an increase in traffic accidents resulting in deaths. This is so backwards and regressive. Very disappointing. What we want is an actual increase of run times of the DCTA, including nights and weekends so that tourists can come in without worrying about parking (WHICH THERE IS NOT ENOUGH OF), or so that people can easily travel to Dallas on nights and weekends and can avoid the death trap that is I-35. More direct routes. Our poor and homeless populations who use these services most may not have access to a phone to use the app. Denton is already largely unwalkable and terrible for cyclists. Why not actually make our city more accessible for all? Stop building massive 6 lane roads through our town. Stop cutting back on public transportation. Focus on streets for slow traffic, bike lanes that are SEPARATE and NOT shoulder areas on major busy roads, better downtown transportation for commuters, better sidewalks. That's what people want.	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓					✓			

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N/A	No Date	I am a lecturer at UNT who, before the pandemic, used route 7 as my primary transport to and from work. I selected my current apartment primarily based in access to the bus system. I am extremely concerned about the suggestion that route 7 may be eliminated in the future. I understand that ridership has dropped, but I urge the city to consider that decreases in ridership may possibly be linked to the deadly global pandemic that has reduced the number of people commuting and made people uncertain about the morality of taking public transport where they could expose someone to the virus. If route 7 is eliminated, I cannot imagine that there would be enough of these cars to transport me and the other people who make the morning commute on route 7 (before the pandemic, at least, the bus was usually completely full with A-Train users going to UNT).	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓				✓	✓				
		I can't imagine the environmental impact of this entire system being anything but detrimental, and I assume it will also have negative effects on traffic. I am aware that UNT has a bus system, but frankly it is not adequate, ends much too early in the day to be used by most working adults (suppose my office is open 9-5-- how am I supposed to get home when the last bus is at 5?), and doesn't even go to my side of the city.																
		Frankly, it's hard for me to justify continuing to pay for the expensive rent in Denton if I know the public transport will be essentially eliminated.																
		Furthermore, as someone who works with unhoused and impoverished people in the city who rely on the bus, I am very concerned that this will cause trouble for them. The website claims that a car can be scheduled by physically going to the bus station, but the bus station closes early and often isn't open, and there is only one in Denton. This system is highly inaccessible for anyone who doesn't have access to a smartphone. It also adds considerable extra steps and difficulty to getting around town in a way that will create unnecessary stress and waste time for those who rely on public transport.																
		Frankly, I find this decision baffling. Denton is a rapidly growing city and its largest employer is a university. Eliminating public transport seems like a terrible decision that will make the city less livable in the long term, even if it saves a little money now (which I assume is what this is about). I realize this decision has probably already been made over the citizen's heads, but I will certainly remember it and will be encouraging other voters to do the same.																
N/A	No Date	Giving someone who probably has a financial interest in a transportation company the right to cut bus lines and place this company in charge is fraudulent.	Immediate Feedback Form	NEGATIVE	N/A	N/A							✓					
N/A	No Date	Why not create a program that provides vouchers of some sort to utilize existing ride shares like lift and Uber, versus making the capital outlay for dedicated vehicles. Granted the exception would be for handicap accessible, dedicated vehicles would most likely be needed for these	Immediate Feedback Form	NEUTRAL	N/A	N/A			✓									
N/A	No Date	I am opposed to all parts of the GoZone plan and how it actively harms our low-income neighbors.	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓				✓					
N/A	No Date	This will exclude underserved communities who already don't have access to every convenience like cell phones with data like we do. I don't even see how all the drivers can keep their jobs.	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓				✓					
N/A	No Date	This is a 365 day operational service? Will Via be providing their own reps after call center closes @ 7:00 PM or does that mean the call center will be open those service hours? How will it effect the employees there? Why operate Mon-Sunday?	Immediate Feedback Form	NEUTRAL	N/A	N/A	✓			✓							✓	
		As an employee of the agency the hours of service bother me. While I understand the importance of providing service to the community, as well as; being able to do it both effectively and efficiently, I feel the proposed service hours put a lot of demand on the employees. Especially taking into consideration the proposal of 365 days a year. With the proposed hours (although not effective right away) it doesn't leave much time for work life balance. I don't feel that the board or executive team are taking or have taken into consideration the impact these hours/days will have on the lives of employees because they will still be able to have holidays off to spend with their friends and families. It would be nice if some consideration was put in for the staff/employees that it takes to make this a successful agency.	Immediate Feedback Form	NEGATIVE	N/A	N/A												✓
N/A	No Date	I don't want to say	Immediate Feedback Form	NEUTRAL	N/A	N/A							✓					
N/A	No Date	What has ever happened to the idea for the A Train to extend to Corinth?	Immediate Feedback Form	NEUTRAL	N/A	N/A							✓					
N/A	No Date	As someone who has regularly and consistently worked with people experiencing poverty who relied on public transportation in the past, I think the proposed GoZone on-demand service is a terrible idea. Good public transportation that is widely accessible to poorer community members is essential for their chance to break out of poverty and work toward the American dream of prosperity and comfortable living. Not everyone can afford a car and/or smart phone with all the additional expenses those require.	Immediate Feedback Form	NEGATIVE	N/A	N/A		✓					✓	✓				
N/A	No Date	Seems you ought to conduct a survey of all riders who depend on the service. Not sure when this initiative began but over a 6 month period figure out who's riding and when and what alternatives they have. Then you'd have a better decision making process. Asking someone who doesn't use it even though I'm a taxpayer doesn't serve you or the rider. If I say yes or no it's largely uninformed if not completely. I'm speaking for me and the general taxpayer.	Immediate Feedback Form	NEUTRAL	N/A	N/A												
N/A	No Date	If cost is comparable to lift and Uber then eliminate the tax payer funded bus routes. No demand equals no service.	Immediate Feedback Form	POSITIVE	N/A	N/A		✓										
N/A	No Date	Don't take away all the fixed routes. They are numerous homeless people that rely on the fixed routes. They often don't have access to a smartphone to book rides with Via. I use the fixed route to get to work.	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓									
N/A	No Date	Thank you for including Castle Hills and 121.	Immediate Feedback Form	NEUTRAL	N/A	N/A							✓					

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N/A	No Date	I strongly oppose the proposed changes to the city bus system through the GoZone plan. The plan offers inferior service, hurts city workers, and makes it difficult for riders. It's bad for Denton -- bad for workers, bad for bus riders, and bad for our community.	Immediate Feedback Form	NEGATIVE	N/A	N/A											
N/A	No Date	Sounds great! I hope the rates are fair, it provides timely service, and a comfortable clean ride. My only concern is teenage use in an individual vehicle vs. a bus.	Immediate Feedback Form	POSITIVE	N/A	N/A		✓	✓	✓			✓			✓	
N/A	No Date	I does not make any sense to go from 121 & southwest. To train just to get to denton VA clinic. We can get there on time for appointments. Plus. From Dallas if you dont get to train a certain time. You stuck out	Immediate Feedback Form	NEUTRAL	N/A	N/A							✓				
N/A	No Date	I moved to Lewisville within the last 3 years and I do not think that you have advertised the current BUS routes enough. What about the elderly, and handicapped citizens that need the bus services to get to doctors appts and store, etc.	Immediate Feedback Form	NEGATIVE	N/A	N/A	✓		✓				✓				
N/A	No Date	I live in Denton I've lived here in this house for 13 years and I pay county and city taxes and your bus service does not service me and I think that's incredibly unfair because that means I live in a place and pay for it and the place I pay for does not support my mobility and that's utterly shameful. Shame on you Denton for not supporting your citizens with mobility.	Immediate Feedback Form	NEUTRAL	N/A	N/A							✓				
N/A	No Date	I am a new Denton resident. A mother of 2 small kids. Who really needs and uses the buses and train in Denton to grocery shop for me and my family because I don't have transportation. And to get back and forth other places in Denton and to Dallas. Please keep them going and even add Sunday's so I can have visitors on the weekend more. It's hard walking around my part of Denton because of my herniated discs in my lower back and premature left hip.	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓				✓				
N/A	No Date	For the love of god and all that is holy... Get Union Pacific off their lazy asses and get them to complete the Railroad Quiet Zones within the City of Denton. We the people deserve better, and the railroad horns are destroying the quality of life in the city. Lawsuits against Union Pacific are in the works. I am all for this. As someone who has suffered from horribly outdated tech with On Demand Services, there just need to be a few tweaks to ensure it's perfect:	Immediate Feedback Form	NEUTRAL	N/A	N/A							✓				
N/A	No Date	-Let us pay with a card. Taking cash or buying bulk tickets make literally no sense and it's very hard for a disabled person, who already has transportation needs, to constantly be taking out cash from an ATM. Bulk tickets don't really work either because it's just another thing I have to carry with me and fiddle with. Make it available to pay via an app so it's easy, and easy to track expenses.	Immediate Feedback Form	NEGATIVE	N/A	N/A							✓				
N/A	No Date	- Let us schedule online with NO need to call customer service. Literally every on demand service I've had to use requires you to call in. Sure, let that be an option for the older people who don't want to mess with technology, but I'm 29 with horrible phone anxiety because of my Hard of Hearing disability. Each and every time the service answers, the dispatch always sound totally bored or annoyed that you're calling them and that doesn't do well for my anxiety either. Requiring customer service calls ensures I'm not going to use your service.	Immediate Feedback Form	NEGATIVE	N/A	N/A							✓				
N/A	No Date	- Ping customers when the ride is here. Again, I can't stress this enough at how important this is especially in situations of extreme weather like the upcoming summer. Other OD services wanted me to just sit outside and wait for them up to 30 mins before they arrive. Others would have dispatch call and tell you that the bus is here, which is way better. It's 2021 and this heat is going to be brutal, don't make your customers sit and wait outside especially when you tell them the ETA is between 10 minutes and 3 hours.	Immediate Feedback Form	POSITIVE	N/A	N/A		✓	✓	✓		✓	✓				
N/A	No Date	- Give us some version of on-demand pickup. This is more a bonus, because personally if I'm going out just to go out for coffee or something recreational, I don't really know how long I'll want to stay there. So trying to plan a start and end time is not ideal for me. If your service works like Lyft or other rideshares, then just let us be able to hop on and to our destination whenever the nearest van is close enough or something like that. Or give us a cut off time of on-demand pickup until 5pm. Just something to think about.	Immediate Feedback Form	POSITIVE	N/A	N/A							✓				
N/A	No Date	-Cover all of Denton and any other connecting services you can. I can promise you if you do everything I've asked for above, I will absolutely be using this service over a fixed route any day because trying to handle the heat waiting for the bus is horrible. It makes me sick, like literally sick, and as climate change continues, it's going to get worse for the general population as well.	Immediate Feedback Form	POSITIVE	N/A	N/A							✓				
N/A	No Date	Please don't replace buses with vans! We need more robust and reliable public transportation, and we need more clear information on how to use the transport we already have. Ideally, the city would use train loops to connect different parts of the city together, and buses to fill gaps in service. I don't think the solution is to create on-demand van service. That system does not seem as efficient as it would be to provide frequent options that people can use to plan ahead of time.	Immediate Feedback Form	NEGATIVE	N/A	N/A	✓						✓				

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N/A	No Date	<p>Please don't dismantle fixed bus routes. People with the greatest need rely on fixed bus routes. The rest of us who live financially connected lives can already afford to get around. If anything, DCTA should maintain current bus routes and use GoZone as a supplement, not as a replacement of buses.</p> <p>GoZone is a private enterprise. Why is DCTA funding private enterprise with public funds? If DCTA is incapable of providing adequate service itself, why are we funding DCTA? This will mean we're paying DCTA staff and GoZone staff. It's a legitimate question, why should Denton area residents pay two agencies for one service?</p> <p>I'm familiar with the "data" angle that GoZone will help DCTA by providing data and thus better more targeted service. It's a faulty premise to state, GoZone will help us gather data. Of course GoZone will have better data than DCTA because GoZone requires phone connectivity and data collection in order for anyone to ride.</p> <p>By the way, I do not appreciate how you're requiring GoZone Feedback. I don't know who I'm writing to. This is not a responsive form of government in its current state, and the residents of Denton and other funders of DCTA deserve better.</p> <ul style="list-style-type: none"> • Reasons to not pursue contract with VIA Rideshare <ul style="list-style-type: none"> o Service is dependent on a number of factors that are not a concern with DCTA transport o The VIA app working properly o A rider's battery level o Smartphone access (despite call-ahead options for booking) o "App-toggling" can happen if VIA isn't available for a rider, meaning they will switch to another, more expensive rideshare service if they aren't finding the timely service they need with VIA. This puts more cars on the road, puts more cost onto the rider, and gives nothing to the city. • Ridesharing in lieu of public transport increase the number of vehicles on the road, which leads to <ul style="list-style-type: none"> o Increased traffic congestion o Increased exhaust emissions o Increased cost burden (see next) • Lower-income residents are more likely to be using public transit, and the VIA rideshare options will ultimately end up costing riders more than DCTA options. For example, going off of the VIA Arlington fare prices as a baseline: <ul style="list-style-type: none"> o Rides with VIA cost \$3 per ride, whereas a full Day-Pass with DCTA costs the same amount with no limit on rides for the day. These dollars can add up and cause a headache that already cash-strapped individuals might not face with using DCTA • Using a private company for public transit means that less dollars are being put back into the community. o Private companies also serve only to make a profit, not serve the public good, and given Uber & Lyft's track record of throwing their weight around to influence policy decisions on the local level, VIA could do the same in the future as they grow. o As residents, we would have less of a say in how VIA is run in our city, given that it is a private company contracted with the city, rather than a city utility itself • Allowing VIA into our city means cutting down DCTA routes, which end up cutting hours for drivers or even cutting out drivers altogether, leaving them under-employed or unemployed and without the usual benefits given to a city employee. o VIA operates within the "air economy" model, and despite a better track record than other rideshare companies like Uber, this is one of the worst ideas I have ever heard. Instead DCTA should be installing street car lines and increasing bus routes and frequency on all bus routes. <p>For question asking me to rank the attributes is meaningless because none of the attributes stands alone. Public transit attributes are holistic and work together to provide an effective system.</p> <p>Hard working people who can't afford a car & especially insurance should be less inconvenienced due to "on demand". They will be able to track their ride & walk a shorter distance with virtual stops at any corner.</p> <p>As usual a horrible idea. You should be increasing services to the area, and instead you want to do the opposite. You always were inept at serving our needs. I say goodbye and goodluck, because on demand is NOTHING. Hate it. A crackpot idea. You conveniently neglect to mention that On Demand is 3 dollars per ride. DCTA, you're more than incompetent, you are just plain LAZY.</p> <p>It is hard to read the fare schedule on phones. If the rates are raised I believe you will have fewer and fewer riders. People already have a hard time paying the fares. Over the past few years with DCTA trying to "improve the times" has made a mess out of the scheduling for riders who were trying to get to work and back causing them to find optional transportation.</p> <p>I oppose the GoZone proposed by DCTA. It's unthinkable classist and will disproportionately harm the most vulnerable people in our city.</p> <p>The loss of jobs regarding the cutback of certain routes here in Denton TX. Unfortunately I do not have any specific answers to the problem but would like to address that some of the men and women are hard working people and do a great job of helping people (like myself) at getting to our destinations. Thank You for all of your help and if anything I can say or do to help keep these important routes, please let me know.</p>	Immediate Feedback Form	NEGATIVE	N/A	N/A	✓	✓										
N/A	No Date		Immediate Feedback Form	NEGATIVE	N/A	N/A		✓					✓	✓				
N/A	No Date		Immediate Feedback Form	NEGATIVE	N/A	N/A	✓						✓					
N/A	No Date		Immediate Feedback Form	POSITIVE	N/A	N/A												
N/A	No Date		Immediate Feedback Form	NEGATIVE	N/A	N/A		✓										
N/A	No Date		Immediate Feedback Form	NEGATIVE	N/A	N/A												
N/A	No Date		Immediate Feedback Form	NEGATIVE	N/A	N/A												
N/A	No Date		Immediate Feedback Form	NEUTRAL	N/A	N/A												✓

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N/A	No Date	Include Flower Mound!!!! 75022. My 24 year old Autistic daughter cannot drive & she needs transportation out of Flower Mound and throughout N. Dallas. Please! Please include our city. I've been trying for the last 5+ years to get transportation access for her... Bubble too. Include Flower Mound please.	Immediate Feedback Form	POSITIVE	N/A	N/A			✓		✓						
N/A	No Date	I don't like how the bus drivers make me put up my weed up on the buses. And if I want to talk about Shrek to other passengers, I have every right to. I have a collection of pictures of Shrek in my purse, and I would like to be able to share those with the bus drivers too.	Immediate Feedback Form	NEUTRAL	N/A	N/A											
N/A	No Date	1/ Please consider including the zone that Route 64 runs otherwise students could not get to Alliance, ITC, and the Forth Worth area. 2/ Please consider extend the service zone to Trinity Mills Station as A train does not stop as often and is not running on Sundays	Immediate Feedback Form	NEUTRAL	N/A	N/A				✓	✓						
N/A	No Date	Will our local or regional passes be valid, or do we have to purchase something else to use this service?	Immediate Feedback Form	NEUTRAL	N/A	N/A	✓	✓	✓								
N/A	No Date	I don't like it. I don't have internet.	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓								
N/A	No Date	Listened to presentation this evening. It's very interested in the mobility this will provide for Dentonites	Immediate Feedback Form	POSITIVE	N/A	N/A							✓				
N/A	No Date	I live in Lewisville. I take the train to Denton and then a bus to get to work. The schedule is very predictable. On the way home, I have 2 bus options to get to the train station (route 3 or 4) so I can usually leave work, get on a bus quickly and get to the train station. Again, very predictable. If the scheduled routes are replaced with on-demand buses, will the schedule be as predictable? I cannot wait 30 minutes to get to work or spend 30 minutes to take other riders. I am concerned that this change may make it less predictable and less advantageous to use public transit.	Immediate Feedback Form	NEGATIVE	N/A	N/A				✓			✓				
N/A	No Date	Currently a DART Paratransit user did not realize other alternatives.	Immediate Feedback Form	NEUTRAL	N/A	N/A											
N/A	No Date	Please keep DCTA local buses here. I ride them daily to go to work and the price it is now is very reasonable and affordable and comfortable just the way it is now. Thank You!	Immediate Feedback Form	NEGATIVE	N/A	N/A		✓					✓				
N/A	No Date	I just wish that the tickets would be more affordable and not expensive. I would like an ID card so you don't have to keep buying tickets. I would like to keep track of where the bus is at like an app or something like that. And better communication between the office and us.	Immediate Feedback Form	NEGATIVE	N/A	N/A		✓				✓					
N/A	No Date	After trying to navigate your websites I have no idea what you are trying to push and no idea what purpose it would serve.	Immediate Feedback Form	NEUTRAL	N/A	N/A	✓					✓					
N/A	No Date	If you are ADA, will you still get to ride for free and do you get to bring an attendant? What about service animals? Will there be a class to re-orient ADA users to the new system as well?	Immediate Feedback Form	NEUTRAL	N/A	N/A	✓		✓								
N/A	No Date	I think it is not inclusive that this requires a mobile device, what if my phone dies or I don't have it with me? What about people who don't have smart phones? I don't like that I would be in a small car with a stranger, the busses feel very safe to me and they feel safer because they are government employees and not privately contracted ones. I'm not sure if the current bus stops will be used as pick-up points but I am VERY uncomfortable with the idea of having to walk to random unmarked places to get in a strangers car, especially if I have to sit so close to other passengers in such a small space. The regularity of the bus routes and times makes it very easy to use, and I dislike that I have to schedule a ride whereas now I can just hop on the bus when it is convenient. I understand that I may schedule rides in advance but that is still less easy than what it is now. Is this more environmentally friendly?	Immediate Feedback Form	NEGATIVE	N/A	N/A							✓	✓			
N/A	No Date	Entiendo que este servicio seria tipo Uber, con tarifas mas economicas, pero en mi caso me gusta el metodo actual de dcta ya que es una forma que me funciona y gusta, los horarios se acomodan a mis necesidades. tambien pensando en los adultos mayores no todos manejan la tecnologia, para ellos sera complicado bajar una aplicacion, no se sabe si tendran cuenta a donde se pueda cobrar el servicio, muchos de ellos van por sus medicamentos o a trabajos, yo he platicado con varios y les digo como checar la hora y eso se les hace complicado, imagino un servicio a pedido y mas digital.	Immediate Feedback Form	NEGATIVE	N/A	N/A							✓	✓			
N/A	No Date	Do not remove current routes or replace with ride-sharing	Immediate Feedback Form	NEGATIVE	N/A	N/A							✓				
N/A	No Date	I love the service it work thanks	Immediate Feedback Form	POSITIVE	N/A	N/A						✓					
N/A	No Date	I am not in favor of the GoZone system. It leaves many people who don't have access to computers or smart phone technology out of the system. The system is designed to take phone request but after the initial call how does the user track the ride coming to pick them up?	Immediate Feedback Form	NEGATIVE	N/A	N/A								✓			
N/A	No Date	The following information is still unclear: 1. Costs are unavailable for this service, how much are riders likely to spend? 2. Removing other options seems harmful to residents who rely on them 3. Does Via sell the data of people who use the app? Where does that data end up? How are riders protected from data breaches? 4. Why did the city partner with a private company for this? 5. Because it is a private company, how do you ensure that users will not eventually be price gauged by rising prices set by the company after whatever contract time has been established? It seems like setting a precedent for dependence on a company whose primary concern is profit might not be the wisest way to manage our necessary city infrastructure.	Immediate Feedback Form	NEUTRAL	N/A	N/A		✓				✓					

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N/A	No Date	Please don't take away bus routes. I rely on the cheap fares and accessibility of the current routes to go about my life.	Immediate Feedback Form	NEGATIVE	N/A	N/A		✓	✓				✓				
N/A	No Date	Heard that the bus lines would be closed down in Denton. He wants to put in complaint about this because he rides the bus and a lot of other people ride the buses to get to work. This decision will make it difficult for those who live up there and need to ride the bus to get around. He knows that DCTA does have public meetings about this, but most people are at work and cannot attend. He doesn't agree with this decision and something needs to be done. He will call every day to complain about this because this is wrong. Joshua Jones (940) 514-4617	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓				✓				
N/A	No Date	It seems that the general focus of DCTA is to get commuters from Denton to city center of Dallas or Ft. Worth. But there are lots of high density work locations in between that are not connected to the A-Train. Lake Vista and Legacy West being the prime examples. If you connected the A-train to either locations there would be much higher utilization of the A-train.	Immediate Feedback Form	NEUTRAL	N/A	N/A							✓				
N/A	No Date	1) The proposed GoZone hours of operation are good. 2) The proposed GoZone fare structure looks good. 3) Having GoZone service to/from the Lewisville/Highland Village zone to/from North Carrollton/Frankford Station on Saturdays and Sundays in addition to weekdays would be helpful. 4) The Lewisville/Highland Village, Business 121 North, First Park One, and Castle Hills GoZones look good. In addition to the currently proposed Denton GoZone, service to/from Denton WaterWorks and the C.H. Collins Athletic Complex should also be included. Also, I recommend extending the southeastern Denton GoZone border south along FM 2499, then west along Hickory Creek Rd., then north along Montecito Dr. to Hobson Ln. which would include the shopping centers containing Kroger, Sprouts and Walmart Neighborhood, along with other businesses and residences in southeastern Denton. Additionally, I recommend extending the southwestern and western Denton GoZone border west and then north along Corbin Rd. to Airport Rd., then north along Western Blvd., then east on University Dr. back to I-35 which would include major employment centers and retail businesses near the Denton Airport. 5) The plan to promote and communicate DCTA's service changes look good, as there already have been and will continue to be many questions asked by people. 6) Will fares still be able to be purchased on the GoPass app? 7) I've already seen several people on various Facebook pages express concerns about the long-term viability and sustainability of the GoZone transit model, so these concerns may need to be addressed at some point. 8) One side note that could potentially impact the GoZone service in the near future is that on Friday, April 16, DART issued a press release regarding its future Silver Line rail service connecting with Trinity Metro's TEXRail at DFW Airport. That press release stated that the A-Train will connect to the Silver Line at Downtown Carrollton Station. Is the A-Train extension from Trinity Mills Station to Downtown Carrollton Station still scheduled to take place, and if it is, will it be extended by the start of Silver Line service in 2023? 9) Overall, I think that the current GoZone proposal is mostly good and well planned!	Immediate Feedback Form	POSITIVE	N/A	N/A				✓	✓		✓				
N/A	No Date	the decision seems to have already been made but this will lower DCTA's already dwindling use, public transit is the only thing keeping many young and/or low-income people in Denton, conversion to an inferior Uber-copycat is unnecessary and inaccessible to homeless Denton residents without phones, who are already facing hostility on all other fronts in this city.	Immediate Feedback Form	NEGATIVE	N/A	N/A			✓				✓				
N/A	No Date	The name of the service needs some work. DART already has a last-mile microtransit system under the GoLink branding. DART is also revamping their system with a proposed GoLink service in Northwest Carrollton that will hub at Frankford DART station. DCTA needs to come up with a different branding for this new system.	Immediate Feedback Form	NEUTRAL	N/A	N/A	✓										
N/A	No Date	There are not any buses on north Valley Parkway and Garden Ridge that connect to buses 21 route if u work around Huffness Middle school or the daycares. Close to their. Or for people that live in apartment or work in that area. No way to take the bus to The store.	Immediate Feedback Form	NEUTRAL	N/A	N/A							✓				
N/A	No Date	The GoZone needs to have funding allocated to it in case it becomes an actual popular mode of transit. Otherwise Uber will outcompete it.	Immediate Feedback Form	NEUTRAL	N/A	N/A											
N/A	No Date	We need more rail times and DEFINITELY Sunday options please. Great job I appreciate all the devices you provide!	Immediate Feedback Form	NEUTRAL	N/A	N/A							✓				
N/A	No Date	I think it sounds promising. I can not walk to and from bus stops. I could really use this service.	Immediate Feedback Form	POSITIVE	N/A	N/A				✓							
N/A	No Date	I live at University Park and when I use the #6 Bus Route at Nicosia and 77 occasionally. I am not concerned so much for the change of service as am about being able to transport my bike as I would on the buses.	Immediate Feedback Form	NEUTRAL	N/A	N/A											✓
N/A	No Date	I think the idea of replacing fixed routes with an on demand service seems asinine and would take public transit away from people that cannot afford cell phones, partially defeating the point of having public transit. Please just keep doing what you're doing, and maybe reach out to the community to get info on how to improve routes.	Immediate Feedback Form	NEGATIVE	N/A	N/A							✓	✓			

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N/A	No Date	Hi! If you're going to implement the GoZone idea, there should be kiosks at each bus stop that allow a patron to purchase fare with cash or card, and at which they can request a ride. Making this into an app-based service will harm homeless/underserved populations with limited access to smartphones or adequate data plans, or who need to use cash due to being unbanked. I am a fairly affluent person, but even I can imagine being in a situation where my phone has died and I only have cash. Public transportation is part of our infrastructure. The roads are there even if I have no cell phone, and this service should be as well.	Immediate Feedback Form	NEUTRAL	N/A	N/A			✓				✓	✓			
N/A	No Date	Please consider this as you plan.	Immediate Feedback Form	POSITIVE	N/A	N/A							✓				
N/A	No Date	Very supportive of on demand ride services, including feeder routes to DCTA and DART stations (Trinity Mills) scheduling feedback - the Saturday of the UT/OU football game, the train should run much earlier. the game typically starts at 11. if you ran the trains beginning at 6AM until midnight - that would give people an option to driving to the fairgrounds and parking.	Immediate Feedback Form	NEUTRAL	N/A	N/A							✓				
N/A	No Date	Have bus services and train services 24hr that be great for a lot students special college students,staff or people do not have transportation in Denton area. Increase stop area so people can get around Denton area.	Immediate Feedback Form	NEUTRAL	N/A	N/A							✓				

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	4/5/2021	I very much appreciate the addition of later night Saturday service and bike racks as supplemental options for the Via phase 1 implementation.	Email	POSITIVE	N/A	N/A
	4/5/2021	Is there any plan to transition DCTA Connect routes 3 and 7 to more frequent headway during the pilot of those routes to compare more similar service levels to Via? It would seem the existing 30-minute + headways compared to 7-10 minute wait times for on-demand would incentivize on-demand, so the pilot would not be purely testing mode choice, but is rather testing mode choice combined with a service quality difference.	Email	NEUTRAL	N/A	N/A
	4/19/2021	Is there information on the buses about upcoming changes?	Email	NEUTRAL	N/A	N/A
	4/26/2021	Good morning Sarah. When we spoke at the last CAC meeting I asked how the citizens of Denton as a whole would be made aware of the proposed "on demand service." You stated that to reach all the residents of Denton there would be something in the insert included in individual's Denton Municipal electric bill. I received my bill and there is nothing mentioning DCTA in any way on the insert. To have something put on the insert of the electric bill is not something that is done at the last minute. Whether you intentionally misstated or were unaware that it would not be in the insert, I don't know, but it is moot at this point. This does, however, confirm the misleading and deceptive practices of DCTA, including what I believe to be mismanagement of funds. Mary Worthington has stated there were several roundtables yet the general public was never made aware of the roundtables. I can't seem to get a straight answer from anyone at DCTA. Every time I have a question I am referred to the feedback. I am looking to give my feedback. I am looking for straightforward answers.	Facebook	NEGATIVE	N/A	N/A
76201	4/26/2021	It is a promotion! To be profitable in any way DCTA would have to raise the rates substantially after the promo. The money received from the City of Denton to DCTA should have been used to upgrade existing bus service. Where did that money go?	Social PinPoint - (Interactive Map)	NEGATIVE	2	0
	4/30/2021	Is the app available yet?	Facebook	NEUTRAL	N/A	N/A
	4/30/2021	GoZone app, is downloadable yet?	Twitter	NEUTRAL	N/A	N/A
76201	5/3/2021	To create a more legitimate comparison between rider preference for the fixed bus routes and the Go Zone service, is it possible to increase the frequencies (15-20 min. headways) for the fixed routes that will remain, especially Route 3 and 7, during the assessment period? Making infrequent fixed routes compete with frequent Go Zone doesn't seem like an accurate measurement of rider preference. Everyone wants better frequency, but does everyone prefer Go Zone over fixed routes?	Social PinPoint - Phase I Launch (Ideas Wall)	NEUTRAL	3	0
	5/6/2021	I had a bus driver ask me what I was going to do in 3 months when the service goes away.	Email	NEUTRAL	N/A	N/A
76205	5/12/2021	By testing two differences in service simultaneously (fixed-route and frequency), you cannot ascribe preference to a single difference. Instead, this plan tests between two options: 1. Fixed route service with a longer wait time (1-30 minutes) 2. Demand response service with a shorter wait time (2-10 minutes) Please communicate to the board that this is a combination of two preferences, and therefore cannot be reasonably interpreted as a simple preference for on-demand or fixed-route.	Social PinPoint - Phase I Launch (Ideas Wall)	NEUTRAL	4	0

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	5/16/2021	My name is Monica and I'm a college student enrolled in the University of North Texas. Because of personal and financial reasons, I have to take route #64 to UNT. I have not been taking the bus in the last year because of covid. Our classes have been remote mostly, only a few classes had been in person. I'm looking at the draft key changes for fall 2021. The paper states that Nort Texas Xpress will be removed. I talked to Trinity metro, and they told me DCTA would still keep a route from North Park and Ride to Denton. If that is true, why is it not stated or covered by the GoZone plan? I would like further clarification of the route because it looks like it will not be continuing and that would negatively affect commuter students, especially those that are disadvantaged like me. If the draft is implemented as it is right now, how would a commute from the Ridgmar Mall to the University of North Texas would look like? It will most likely take me 10 hours every day to make my commute	Facebook	NEUTRAL	N/A	N/A
	5/18/2021	Is the feedback that is delivered anonymous?	Event - UNT Town Hall	NEUTRAL	N/A	N/A
	5/18/2021	I am curious about trends you are seeing in the feedback you have received already.	Event - UNT Town Hall	NEUTRAL	N/A	N/A
	5/18/2021	I am wondering how much feedback is possible from UNT students who may be gone over the summer.	Event - UNT Town Hall	NEUTRAL	N/A	N/A
	5/18/2021	Are you tracking how many students you are reaching through feedback?	Event - UNT Town Hall	NEUTRAL	N/A	N/A
	5/18/2021	As a student community manager, this is the first time I am hearing of this. Have you attempted to utilize the student communities that would be affected? That might give you a more solid feedback pool.	Event - UNT Town Hall	NEUTRAL	N/A	N/A
	5/19/2021	@RideDCTA Safety of real background checks doesn't matter to #DCTA? You're going to use the background check that is incomplete https://t.co/Ssdcjwm8iV own website statement of their stated identity background checks by @checkr if you submit the riders to a #uber or #lyft #rideshare!	Facebook	NEGATIVE	N/A	N/A
	5/21/2021	How long will promo fare be?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	How can you discern segmentation vs. preference?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	Why wouldn't test the 4 routes you are taking away?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	Have you spoken with nonprofits about this?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	It would great to present at Our Daily Bread	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	Can you name 1 or more cities that have programs like this?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	Is Brandi Byrd a consultant for the city.	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	What is the total landscape of case studies?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	What are the critical success factors that didn't work?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	Is NTMC locally owned?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/24/2021	How much will GoZone cost after the promotional period	Event - United Way of Denton County	NEUTRAL	N/A	N/A
	5/26/2021	How will nonprofit passes be handled when the GoZone starts?	Event - Salvation Army Denton Advisory Council	NEUTRAL	N/A	N/A
	5/26/2021	Can we get copy of the presentation?	Event - Salvation Army Denton Advisory Council	NEUTRAL	N/A	N/A
	5/26/2021	What is the Status of the Arbocs	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/26/2021	When is the rollout for GoZone?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/26/2021	Can we have a copy of the presentation?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/26/2021	Who is VIA?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/26/2021	Where do we go to learn about the GoZone?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
76201	5/28/2021	What do the dashed lines represent if not the routes?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0

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76201	5/28/2021	Wait so their will also be fixed routes in addition to the on demand service? Is there any place like a decent website to get information on what is actually going on?	Social PinPoint - (Interactive Map)	NEGATIVE	1	0
	5/31/2021	Speak any English?	Social PinPoint - (Interactive Map)	NEUTRAL	0	0
75019	6/3/2021	I like the phase 1 plans, it's very good that the weekend service is being extended especially on holiday's. With the ride share service, it's very similar to Uber and Lyft hopefully, the wait time will be around the same as well *3-5 minutes, especially in the evenings and Kate at night. The extension to Frankford will be very accommodating as well, once I'm in Carrollton at times I have to use Uber between my trips some of the buses end their services in the afternoon.	Social PinPoint - Phase I Launch (Ideas Wall)	POSITIVE	0	0
76051	6/4/2021	I think the weekday late night extension is one of the best ideas I've heard. Because everyone's lives are different, not everybody has the ideal 9-5 job. Some of us have a 5-3 in the morning jobs we do what we have to do to pay the bills. And our lives are filled with enough stress, we shouldn't add to it by worrying how to get back home after a long days work. So keep up the good work!!!- Supporter	Social PinPoint - Phase II Launch (Ideas Wall)	POSITIVE	0	0
75077	6/4/2021	This just seems like a way to privatize what should really be a public service.	Social PinPoint - Phase I Launch (Ideas Wall)	NEGATIVE	3	0
75231	6/5/2021	Did Arlington dismantle an existing bus service? If so, I would be interested in learning how the phase out worked and how bus riders felt about the changes,	Social PinPoint - Service Functionality (Ideas Wall)	NEUTRAL	0	0
	6/8/2021	I was surprised to hear that we would continue to carry Routes 3 and 7 for a brief period for a testing period. I can only speak from our perspective as an organization but we house and put 300 people to work a year and predominately utilize Routes 2 and 4 considering this is where most employment is obtained. 3 and 7 are very important for social and city services but for our organization routes 4 and 2 are vital.	Event - Special Abilities of North Texas	NEUTRAL	N/A	N/A
	6/8/2021	I'm personally very open to the possibility that people will find this more convenient. It was initially presented to the mobility committee as a trial and now it seems to have gone full tilt into this sort of you know – no element of trial about it, so I just think we need to ask some questions that we would have asked had it been a trial.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	In other deployments I understand sometimes ridership has gone up and sometimes ridership has gone down. It seems very plausible to me, that if you are going to go on my schedule then that's going to be more convenient than me having to go on your schedule. So I can completely see that it may have been very effective. But what about where it hasn't. Do we know anything about the circumstances that favor ridership going up versus the circumstances that lead to ridership going down when on demand has been deployed?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	I work I the technology field myself so I understand the concept of fail fast. But the problem with fail fast when you work in the public sector is the failure is on the backs of the public. And you know if I'm making a poker app that's great and it fails I have to go to a different game. If the middle class that will likely use this service doesn't materialize and you have the ridership concerns that were mentioned by other counselors, then you failed really fast and almost abandoned the people who can do least response to that failure. Particularly in a time when we are trying to respond to COVID.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	are there any municipalities that have completely transitioned to a Via only and what was there similarities and differences to our metroplex? Are they actually comparable that we can say ok a pure transition thing worked out in this city which is basically identical to Denton?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A

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Comment Category: Phased Launch

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
	6/8/2021	You are making the incredible case for a phase transition, I love that, unfortunately that doesn't seem to be what we are doing. And so that is my concern. It is one thing to hang some nice limbs off an already stable skeleton and then slowly transition to a different way of doing it or even quickly if it works great. But it feels like this ripping the band aid off is happening at the wrong time for the wrong reasons at the wrong moment.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A
	6/8/2021	Privatization is always a bit unnerving from me because it just seems like going that direction tends to not allow for enough feedback. We find ourselves having to go back and redo and rethink when we fall into the whole privatization aspect. So I'm not really keen on that first of all point blank.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A
	6/8/2021	The predictability of the service, we know that it's – it sounds like from what I've heard that you are predicting that the ridership will go down in the summertime because of the Universities, are you all making the arrangements to handle that predictability? It just sounds like to me that that hasn't been studied yet.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	I think what you are seeing today is that a majority of council members on the current Denton City Council have significant concerns about this move to an on demand service from bus service.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A
	6/8/2021	I'm not against the idea of testing out a public taxi shuttle service, but just not at the expense of buses.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	if we know that there are some folks that fixed route works better for either because they can connect very well to the app, or the system is onerous for them or some other reason. Can you tell us how are you going to identify those folks, how are you going to find them? And how can we design the system to be the best for the most people and design the fail safes or the work arounds for the folks who actually need it as opposed to the other way around?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	if our farebox receipts are so low and we have a ridership issue, why are we charging for the bus? If we have some small number of fixed routes, make them free and then charge a fare for the direct - door to door service and then we will see. If ridership goes up on the free buses, then we know what the issue was. If it doesn't, like I predict, it will stay about the same or even go down (people are willing to pay .75 cents for door to door service) why don't we do that? Why are we charging for these buses? Why don't we right size the buses themselves, and why don't we right size the fare to the amount of money we are paying for these buses? I feel like I'm already paying a good bus ticket price in my sales tax dollars. Why not open the buses up for free?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	I wanted to second council member Davis's question about exploring reducing rates even further. For me free public transportation would be the ideal. For me that's the goal. Of course we have to look at – what are we giving people for free? And I think now part of what you are seeing is a city council that's really invested in public transportation. Obviously we all have a lot to say about it where councils from the past may not have. So you are getting all this new direction. I really appreciate and I understand the sense of going back and forth that you've been experiencing as DCTA staff. But I think ultimately these changes will be positive if we are representing the people and not experimenting on them.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	Who makes the final decision on how this is implemented, is that the DCTA board, member cities and their councils? Who's going to vote on what's finally approved?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/14/2021	I am interested in learning more about the upcoming changes.	Social PinPoint	NEUTRAL	0	0
	6/15/2021	I hope your project is getting better and better	Social PinPoint	POSITIVE	0	0
	6/15/2021	I would be interested to learn more about the upcoming changes	Social PinPoint	NEUTRAL	0	0
	6/16/2021	Who reviews the comments on DCTAfeedback.net and who responds?	Event - Town Hall	NEUTRAL	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
	6/16/2021	Why is the Denton Airport Zone not included in any of the phases? I like how it will ease my travel to and fro as well as save time and have more time with my family. Not every sectors or areas cater to the needs of the people. I'm so glad you are listening to our voices, introducing new zones and making us all happy. Thank you. This is just a start.	Event - Town Hall	NEUTRAL	N/A	N/A
76118	6/16/2021	While it is great that route 3 will stay in service for the first six months of this proposed idea - which grants riders access to locations catered to a good portion of the city's low-income citizens such as the Salvation Army - I am afraid that this demographic will not be utilizing GoZone during this somewhat trial period and therefore their input will be excluded in six months when an evaluation takes place.	Social PinPoint - Something I Like	POSITIVE	0	0
76208	6/20/2021	what are some of the downsides that the DCTA has identified when it comes to the implementation of this program?	Social PinPoint - Phase I Launch	MIXED	1	0
	6/23/2021	My name is Kayla I'm a second year of grad student at UNT in the anthropology department. I've been listening to the meeting and to other staff and it sounds like the new system will adversely affect not only the DCTA's employees, but anyone who rides the buses in Denton. As we talked earlier, a portion of our own tuition allows us to have the ability to ride any Denton buses free of charge. And as we all know, after February, all the Denton connect bus routes will be closed and replaced with Gozone meaning that at that very moment, most of the students will be paying for the service off of the fees you already paid. The only promotional fee eventually leave. Also, during the last board meeting, they talked about how 50% of buses will be cut and also the bus drivers, which is very concerning. This is all written down, and the route has many reviews complaining about wait times, increase fees and a distance to walk to it. For these new services, you must request it, then walk to a go zone stop, wait a bit, get picked up, dropped off at different gozone. Only to walk again to your destination. It sounds like we already have something like this. It's called a bus. And I will also like to add that solutions are solutions to problems that the DCTA created and consolidate with out. This is just another privatized effort. Heck, the council is starting to recognize this as yesterday. They just voted not to renew the \$40,000 a year contract we're with bird consulting, one of the architects for digital don't English response to like public pressure. So I'm hoping I'd leave with the student. That's a UNT and SGA does a responsible thing act then with bus drivers, then residents and a students wallets and not with DCTA and an out of state non-Denton company.	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	Will the prices be per ride? Will there be an increase in price after the six month trial phase?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	I know you mentioned that after a period of time, there's going to be a new update in price or a new price. Do you know an estimated time after that first period when they'll roll out the new prices for that next phase in March of 2022?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	To all DCTA Board Members, I have looked over the positive and negative feedback that the public has given. First of all, I want to thank you for giving us an opportunity to allow us to express our thoughts on this new GoZone on-demand service proposal. In my opinion this would be a great idea if the public was a little more informed of what this service is about. I understand that this website was put up to explained it, but you got to understand that a lot of people don't have a computer or smart phone. You also have riders who don't speak English. A lot of people who depend on fixed routes may not know that this service will benefit them and shorten wait times and give them quicker access to get to their destination without having to worry about meeting other route connections. A lot of customers call in because they are not aware that the bus routes and train times have been changed this is because they lack the technology available to them. This is why DCTA needs to set up tents and explained to the public how this is going to work. I ask that you put yourself in their shoes. A lot of people are just worried that their source of transportation is getting cut off when that is not the case. If you don't have plans in going out and informing the public on how this is going to work don't plan on seeing an increase in ridership. Denton isn't Arlington or Dallas. Denton has no ridership, and in order to build that up you need to make that extra step and be involved with the public more. A lot of people don't like change, Can't DCTA stop making sudden changes for once? This is what causes the public to get discouraged and confused. You are not giving the public a chance to adapt to the public transportation because it keeps changing on them. On the other hand, if this proposal passes then what is going to happen to all the bus drivers who have given so many years to this company? How is that fair? I understand that they will be given a chance to apply for a via driver position however it doesn't guarantee they will be hired. My understanding they will be getting a tremendously pay cut from \$17.50 to \$8.00 an hr with no benefits. These drivers risk their lives for the public throughout this pandemic and this is how you pay them? On another note, is the customer service center ready and prepared to tackle all these phone calls? Will there be enough coverage to cover all incoming calls? Because there will be a lot of customers calling in the first few months. There aren't enough customer service reps to handle all these calls. How are ADA/NON-ADA customers supposed to get through to request their trips if they can't get through? Or the other callers. And the service hours that you are planning to add to customer service how is that fair to those employees? Operating 365 days, open 7 days out of the week? When are those employees able to take time off? Honestly, I don't think you are going to find anyone who is willing to handle that schedule unless there is an increase in pay. I'm sure you have a family of your own that you go to everyday. I just ask that you reconsidered some of this layout. It's the little people(employees) that make this happen and the public that pays for the service.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Bus route 7 is a route I depend on as a student. This service is covered by my tuition, which is also beneficial for me. The GoZone sounds like a great idea but would it be able to take to handful of students to campus during the fall?	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Mary did a great job of going into detail with the changes and phases to come. Definitely sounds like a program that is adapting more to the way society transportation system currently functions.	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	Don't make some unrealistic sales promotion.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	What is General Go Zone?	Immediate Feedback Form	NEUTRAL	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	This is a 365 day operational service? Will Via be providing their own reps after call center closes @ 7:00 PM or does that mean the call center will be open those service hours? How will it effect the employees there? Why operate Mon-Sunday?	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	I moved to Lewisville within the last 3 years and I do not think that you have advertised the current BUS routes enough. What about the elderly, and handicapped citizens that need the bus services to get to doctors appts and store, etc.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Please don't replace buses with vans! We need more robust and reliable public transportation, and we need more clear information on how to use the transport we already have. Ideally, the city would use train loops to connect different parts of the city together, and buses to fill gaps in service. I don't think the solution is to create on-demand van service. That system does not seem as efficient as it would be to provide frequent options that people can use to plan ahead of time.	Immediate Feedback Form	NEGATIVE	N/A	N/A
		Please don't dismantle fixed bus routes. People with the greatest need rely on fixed bus routes. The rest of us who live financially connected lives can already afford to get around. If anything, DCTA should maintain current bus routes and use GoZone as a supplement, not as a replacement of buses.				
N/A	No Date	GoZone is a private enterprise. Why is DCTA funding private enterprise with public funds? If DCTA is incapable of providing adequate service itself, why are we funding DCTA? This will mean we're paying DCTA staff and GoZone staff. It's a legitimate question, why should Denton area residents pay two agencies for one service?	Immediate Feedback Form	NEGATIVE	N/A	N/A
		I'm familiar with the "data" angle that GoZone will help DCTA by providing data and thus better more targeted service. It's a faulty premise to state, GoZone will help us gather data. Of course GoZone will have better data than DCTA because GoZone requires phone connectivity and data collection in order for anyone to ride.				
		By the way, I do not appreciate how you're requiring GoZone Feedback. I don't know who I'm writing to. This is not a responsive form of government in its current state, and the residents of Denton and other funders of DCTA deserve better.				
N/A	No Date	This is one of the worst ideas I have ever heard. Instead DCTA should be installing street car lines and increasing bus routes and frequency on all bus routes.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Your question asking me to rank the attributes is meaningless because none of the attributes stands alone. Public transit attributes are holistic and work together to provide an effective system.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Will our local or regional passes be valid, or do we have to purchase something else to use this service?	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	After trying to navigate your websites I have no idea what you are trying to push and no idea what purpose it would serve.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	If you are ADA, will you still get to ride for free and do you get to bring an attendant? What about service animals? Will there be a class to re-orient ADA users to the new system as well?	Immediate Feedback Form	NEUTRAL	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	The name of the service needs some work. DART already has a last-mile microtransit system under the GoLink branding. DART is also revamping their system with a proposed GoLink service in Northwest Carrollton that will hub at Frankford DART station. DCTA needs to come up with a different branding for this new system.	Immediate Feedback Form	NEUTRAL	N/A	N/A

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Comment Category: Accessibility

Some comments provided by stakeholders address issues across multiple categories. These have been highlighted in the table below.

ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
	4/5/2021	Can children ride in these on-demand vehicles? I would assume small children and infants could ride in the lap on a large bus, but I'm not familiar with safety requirements, vehicle accommodations, or age restrictions which might impact families who might want to use this transit service with smaller vehicles.	Email	NEUTRAL	N/A	N/A
	4/9/2021	Will there be assistance with getting individuals who are handicap to the centralized bus stops?	Email	NEUTRAL	N/A	N/A
	4/9/2021	How will the changes impact dialysis patients regarding their chair times and return pick-ups?	Email	NEUTRAL	N/A	N/A
	4/9/2021	Will clients still be allowed to have a PCA and/or guests accommodate them?	Email	NEUTRAL	N/A	N/A
	4/9/2021	Are the vehicles handicap accessible?	Email	NEUTRAL	N/A	N/A
	4/9/2021	Does my Reduced Fare or ADA ID provide a discount or allow me to ride free like the train?	Email	NEUTRAL	N/A	N/A
	4/17/2021	New Proposal sounds great, but are ADA people are to ride for free?	Email	POSITIVE	N/A	N/A
	4/18/2021	Will service animals be allowed to ride?	Email	NEUTRAL	N/A	N/A
76201	4/20/2021	DCTA will be saving money with this new plan. Please include in the new plan much more ticket verification for ATrain riders. Especially at the DART ATrain transfer. It is well know people are riding the ATrain without tickets to access our homeless services. Issuing them a fine is useless. Our services for our homeless have limited funds and cannot serve our homeless population with this added ticketless ridership.	Social PinPoint - Other Ideas (Ideas Wall)	NEGATIVE	1	2
77777	4/23/2021	Need to cover the whole DC to allow easier mobility though out the county	Social PinPoint - Redraw Zone (Interactive Map)	NEGATIVE	11	0
75077	4/29/2021	My mother is blind and cannot use a smart phone. She lives in North Denton. She simply just wants a bus to take her to the store and back, without having to transfer or having to walk a huge distance from the bus stop to the store. She doesn't trust Access anymore because they once failed to pick her up and she's terrified of being stranded. How will this new service benefit her?	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	1	0
	5/2/2021	@RideDCTA How will this impact citizens with disabilities who use fixed routine?	Email	NEUTRAL	N/A	N/A
		How will this new service impact disabled riders?				
76209	5/2/2021	1. Will each vehicle have the capability to transport wheelchair users? If so, how many wheelchair users can be transported in each vehicle? 2. What type of vehicles will be used (minivans, full size vans, etc)? 3. Will all designated pick up and drop off spots comply with access laws? I appreciate your response and will address items accordingly.	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	2	0
76207	5/10/2021	My only comment at this time is that I am concerned that the only way to use DCTA will be through a cellphone application. I hope DCTA will offer alternative means to access services such as perhaps a fully functional browser version of the application or telephone dispatch (like a taxi).	Social PinPoint - (Interactive Map)	NEUTRAL	3	1
75067	5/12/2021	A couple of suggestions/questions from the mom of a high-functioning special needs teenager that could use this service to get to/from work or other activities: 1. Are all drivers background checked and "safety-certified"? 2. It would be nice to be able to request a female driver vs. a male driver for "comfort" - seeing as how they would be in a car alone together. 3. What kind of training will be given to drivers to help them deal with special needs folks? Thank you!	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	3	0
76205	5/12/2021	All of this sounds great, and as long as the service is adaptable, listens to its customers and stays properly funded, I'm fine with it replacing fixed routes entirely as long as it is able to compete or be cheaper than other rideshares. Otherwise why not just use those? As someone disabled, fixed routes are nice because you can just go when you want to. But the problem is waiting on the buses at stops with no benches, no shade, in the brutal heat. That's not healthy for anyone.	Social PinPoint - Service Functionality (Ideas Wall)	MIXED	5	0
	5/15/2021	Will this accommodate car seats?	Event - Denton Welcome Center	NEUTRAL	N/A	N/A
	5/15/2021	Can I bring a service animal on?	Event - Denton Welcome Center	NEUTRAL	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
	5/16/2021	Denton needs more, better, and m with 100% ADA accessibility, not a private taxi service that's onlyore affordable bus routes 20% ADA accessible. We already have Uber and Lyft! I oppose DCTA's plan to finance a private taxi shuttle service (VIA) with public transportation dollars intended to serve the needs of many.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/16/2021	Do you not know how many UNT students and the disabled rely on the bus routes especially now that the doctors and campus is now opening but they were closed during this pandemic	Twitter	NEGATIVE	N/A	N/A
	5/17/2021	Proposed cuts will lead to lower ridership, leading to more cuts. Bus Stops need to be improved to increase ridership!	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/17/2021	Public transportation is the right of every resident of a metropolitan area such as denton. to cut public transportation is to tell the already vulnerable members of society that there's no room for them	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/18/2021	I want everyone in my town to have accessible public transportation. Students and workers rely on this service to get around, and their needs must not be forgotten in favor of fascistic efforts to privatize public infrastructure	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/18/2021	Denton deserves available transportation for all!	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
	5/18/2021	Have there been conversations about accessibility of the Go Zone app for blind/visually impaired folks?	Event - UNT Town Hall	NEUTRAL	N/A	N/A
	5/18/2021	I understand the GoZone vehicles are wheelchair accessible. Is there any advance notice required if you need that or would you just book like normal?	Event - UNT Town Hall	NEUTRAL	N/A	N/A
	5/18/2021	Considering UNT has a large international student base, will there be any type of translation services in the app or while using the phone scheduling?	Event - UNT Town Hall	NEUTRAL	N/A	N/A
76226	5/18/2021	Will riders be able to book trips via text message if they don't have access to data or internet plans?	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	0	0
75028	5/18/2021	Would love a bus stop or something right here at Kirkpatrick/ Valley. My son is a disabled adult but would like to be able to get to work independently. He works off Corporate. The nearest bus stop is a 45 minute walk. Flower Mound doesn't seem to care about their disabled residents but accessibility that is regular, reliable, and affordable is actually a great thing for a town.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
76226	5/18/2021	Can someone call for a ride in the Denton go zone and be dropped off outside of it? There is a new affordable housing development proposed just outside the zone and there will be families without vehicles who need access to transportation.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
	5/19/2021	There is absolutely a need for fully public transportation	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
	5/19/2021	This plan proposes to reduce accessibility to those who need a reliable public transportation system the most. The "GoZone" plan is not an improvement on the current system	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/19/2021	As someone who relies on public transit, this is not a good idea for our community	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/19/2021	More public transportation not less. Tell people about it and they might use it.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/20/2021	I'm standing up for the customers.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/20/2021	I want to protect our jobs, but more importantly we need to think about the passengers who will be hurt badly by our Route cuts. Too many depend on our services for basic living needs, less service means hard times for them.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A

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	5/20/2021	Keep Denton and Lewisville city routes open, while making improvements to the stop locations and coverage areas, and job security. Bring back Route 5 for those who relied on it to meet their needs getting to work, school, and or shopping needs	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
75067	5/20/2021	I understand that DCTA operates under the jurisdiction of Denton County, but there should be more consideration given to the North-Central DFW Region. Whether that be with the City of Grapevine or the City of Frisco; both of these cities are major business leaders. The cities of Denton County can offer a unique living experience while providing affordable ease of access for commuters. Preferably modes of transportation that do not increase the number of vehicles on the streets and roads.	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	1	0
	5/21/2021	Will there be fewer Access vehicles?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	So people who are experiencing homelessness ride DCTA for protection. How will this affect them?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	Are you imaging seeing an increase of UNT routes by homeless?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
76205	5/22/2021	I work at UNT and I am very concerned that it was mentioned that Route 7 is likely to be eliminated as well. Before the pandemic, it was packed in the morning with people commuting from the A-Train to UNT. Is the city going to expect all of us to wait for vans to take groups of like 3 people at a time to campus? Won't that also make traffic worse?. I'm very frustrated that the city is eliminating public transport when it is the main reason I stay in Denton despite high rent.	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEGATIVE	3	0
	5/24/2021	Will car seats be required?	Event - United Way of Denton County	NEUTRAL	N/A	N/A
	5/24/2021	Will there be any expansion of GoZone for 3rd shift employees?	Event - United Way of Denton County	NEUTRAL	N/A	N/A
	5/24/2021	What are you allowed to bring on the GoZone vehicles? (In regard to homeless)	Event - United Way of Denton County	NEUTRAL	N/A	N/A
	5/24/2021	This would be absolutely terrible. On demand service would be a hindrance and would cost more without garnering the same viability. You're hacking away at a system when housing costs are going up before ever getting to see the benefits of consistent long term reliable service.	Twitter	NEGATIVE	N/A	N/A
	5/26/2021	Does the public need the app to order the ride?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
76201	5/26/2021	As a UNT student without a car, I depend on the DCTA bus service. This new development is profitable for the DCTA, I'm guessing. But this just seems like another way to reduce any services that actually 'help' the public. Also, not everyone owns or knows how to operate a smartphone. That too will end up curbing lower income people's access to public transport. Honestly, I cannot see this benefiting those who actually use the service regularly and have no other options.	Social PinPoint - Service Functionality (Ideas Wall)	MIXED	6	0
	5/27/2021	What percentage of DCTA Connect riders have no telephone access or are unable to use the online app? I would also appreciate having the opportunity during this meeting to make a statement about the "GoZone" plan.	Event - Town Hall	NEUTRAL	N/A	N/A
	5/27/2021	As a student at UNT, and a resident of Denton, I think the necessity to have access to Ft Worth, not to just those who are students commuting but for those simply traveling between Denton - Ft Worth should be enough to let 64X continue to run. As well: You touched upon the wage cuts and loss of jobs that those who work alongside you will be effected by. When you speak of the efficiency of this new go-zone system, it seems to be only efficient for your wallets.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	2	0
	5/29/2021	Public transportation is an essential service for a healthy city. Without adequate transportation, many people would suffer. Please don't make cuts to this wonderful service	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/29/2021	I'm signing this petition because riders deserve better, not worse, service and workers deserve better, not worse, treatment. Also, some riders do not have access to the technology that will allow them to connect with the GoZone alternative.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A

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Comment Category: Accessibility

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
	5/30/2021	Please Stop these cuts! Everyone does not want app based rides !!	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/31/2021	Isn't it discrimination to require smart phone technology? How is that possible?	Social PinPoint - (Interactive Map)	NEUTRAL	0	0
	6/1/2021	I'm signing because I know with certainty that these cuts will IMMEDIATELY OBSTRUCT citizens' ability to: *earn income, for those who work to sustain this service already and for those who need the services to get to and from employment; *get to and from interviews for employment; *interact within the community and events provided by community establishments; and *get to and from needed services--four essential community-building activities that when hindered lead to or increase poverty, stress and mental health problems and produce and overall sense of both individual and societal helplessness--for the individuals who need the services and for those of us who are impacted by willful political cruelty toward our fellow citizens that we are left feeling powerless to fight against taking root in our community. This is a willful political NON-DENTON-CENTERED financial motive. Nothing for the benefit of Denton's growth or community health and increase can be located anywhere in the efforts to make these cuts.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
76201	6/1/2021	this plan is bad. you're laying drivers off en masse. people living along the routes who depend on them are being left in the lurch. not everyone has a smartphone to schedule rides with- why are you all so determined to cut off service to the city's poorest citizens, who need it most and are the ones most likely to use DCTA instead of uber and lyft?	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEGATIVE	6	0
75067	6/1/2021	I would like a service where my mother (a senior citizen 71) can take a ride to pick her up near my house and drop her off at the supermarket or the bookstore and that she could have the option of calling them to bring her home from	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
76201	6/1/2021	Please don't cancel the bus service, I can't use my cell phone very often with my disabilities	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	7	0
76201	6/1/2021	This is such a hateful idea to make our homeless even more disadvantaged. Please! They already have to deal with too much. Do not go through with this!	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	5	0
76204	6/1/2021	This sounds like a terrible downgrade compared to fixed bus service. A bus schedule is reliable in route, high-capacity with relative comfort, and allows for passenger destination anonymity. That's why I prefer buses as a disabled public transport user. Also: 1. What if someone doesn't have a phone, or their phone is dead? Do they not deserve transport? 2. Getting into a stranger's van is a hard enough sell before you take into account Covid risk and the decrease in passenger space.	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	2	0
	6/1/2021	criminals pass background checks all the time, your living in a fantasy land, putting the elderly and females and younger kids in cars for hire (uber) puts the vulnerable at risk for crime, KEEP the buses but redraw the routes to better suit the needs of the needy tax paying citizens of the counties	Social PinPoint - Accessibility (Ideas Wall)	MIXED	0	0
76247	6/2/2021	I do not ever want to get into a van with strangers! As a female I was taught decades ago don't make yourself a target. Riding in an enclosed space sitting closer to a person spreads germs from strangers.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	1	0
75077	6/2/2021	I see a problem with this service not all people have access to smartphones or cell phones period. What if a person has no charge on their cell phone how do they ride? This is a problem for a large portion of the population of the business 121 population in Lewisville.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	0	0
76205	6/3/2021	Access to Denton Waterworks Park and surrounding facilities.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	1	0

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76205	6/3/2021	I strongly urge not adopting the proposed plan. My family makes regular use of the current bus system, Lines 1, 7, and NT Xpress, and our family work schedules have been tailored to the regular bus times. Removal of this service will be a detriment to my family's ability to get to work and school. A regular bus system is a function of a community that services everyone, not just smart phone users and those with access to internet. A third-party service through Via is a step backward for all.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	4	0
76179	6/4/2021	This is a terrible idea and is frankly a downgrade, transit advocates and experts such as Jarrett Walker have argued that on demand service like this is not a good transit alternative to fixed route busses, other studies have showed fixed route service is cheaper and better for development then on demand service, there's also the concern of those with lack of cell phones and issues with regional connectivity, overall this is a bad idea	Social PinPoint - Other Ideas (Ideas Wall)	NEGATIVE	6	0
	6/6/2021	Public transportation is incredibly necessary as Denton's population rapidly expands. Not only is the proposed cut in a food desert, but cutting public transportation deprives every day working people from quickly getting to their jobs, shopping centers, and other obligations. Public transportation cuts down on individual vehicle use and the traffic that comes with it	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
75067	6/6/2021	I use the bus everyday to get to work because I don't drive. So to go from bus to on demand system would be SUPER DUOPER trouble for me! I rely on this service every day. If it switches it's not as reliable. I would appreciate if it stays the way it is!	Social PinPoint - Service Functionality (Ideas Wall)	MIXED	3	0
76201	6/6/2021	Current buses can easily accommodate families with small children, as no car seat is required. Assuming car seats are legally required in a passenger van like Via, how will families with small children be accommodated? Will car seats be provided so families with small children can continue to have access to public transportation?	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	3	0
75067	6/7/2021	Covered stop/area for apartment residents & students to have easy & safe access?	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	0	0
	6/8/2021	I was surprised to hear that we would continue to carry Routes 3 and 7 for a brief period for a testing period. I can only speak from our perspective as an organization but we house and put 300 people to work a year and predominately utilize Routes 2 and 4 considering this is where most employment is obtained. 3 and 7 are very important for social and city services but for our organization routes 4 and 2 are vital.	Event - Special Abilities of North Texas	NEUTRAL	N/A	N/A
	6/8/2021	The transferring of credit to our clients makes sense but this is concerning considering a healthy percentage of our client does not have smart phones and sometimes even phones. Nor do they have access to a computer when they are out around town looking for employment or heading to social services.	Event - Special Abilities of North Texas	NEUTRAL	N/A	N/A
	6/8/2021	I'm very concerned about the plan to cut fixed routes. We have a significant number of residents in our city who really depend on those fixed routes. We have many folks who do not use smart phones for whom an on-demand service just would not be accessible in the way that a fixed route bus service is.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A
	6/8/2021	I'm aware from people that I know that have relied on SPAN (disabled passengers relied on SPAN) requires them booking travel a day ahead (which isn't how I live and I wouldn't expect anyone else to). Could you contrast the SPAN process for disabled passenger with what the GoZone process would be?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	Is there a difference between the sort of physical ability to accommodate a wheelchair between SPAN, current fixed route bus capabilities and these vehicles that we've been shown?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	Service animals, are they able to be transported in the GoZone?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	There's I think a misconception going around that you had to have the app to access the service and we've heard about lots of people may not have smart phones, but I understand that you can call from any phone, from a land line, there's people who will talk to you and schedule your ride. How does the payment work if you do that?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A

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	6/8/2021	I separate entirely the issue of how best to deliver convenient/affordable service, entirely open to (why wouldn't you be open to) longer hours, bigger service area, responding to passengers, passengers responding to you, better service to disabled people, connecting to cyclists. All of that, I think it's very intriguing. I just think it's a separate question of what responsibility do we owe to those people, and how can we meet it as a group? You've been very creative in crafting this offering, and I would ask to see how creative you could be in responding to that as well?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	how does this change affect folks who currently use vouchers provided by a service agency? Could you speak to how those vouchers are currently handled? Or how folks who get their rides from service agencies or non-profits, currently get those rides and how do they get plugged in with the Via service?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	if we know that there are some folks that fixed route works better for either because they can connect very well to the app, or the system is onerous for them or some other reason. Can you tell us how are you going to identify those folks, how are you going to find them? And how can we design the system to be the best for the most people and design the fail safes or the work arounds for the folks who actually need it as opposed to the other way around?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	there are concerns but the benefits are safety. People would have to wait outside in 100 degree temperatures and rain, etc, currently. So it moves people from having to do that. I see people all the time walking down the street from the Dollar General store from areas that have food deserts carrying tons of plastic bags. They have to walk down the service road where there is no sidewalk and so visualize that and visualize the opportunity to remove that concern. And at the same time get a large bus off the road that then has environmental concerns. So every time you are driving around the city of Denton and you see a poor person (poor/unfortunate in the situation that they have to walk with a whole bunch of bags from the grocery store to their home). We can replace that and that's to be celebrated. That's to uplift those people.	Event - Denton City Council Meeting	POSITIVE	N/A	N/A
	6/8/2021	DCTA's job is how can we provide the most convenient, cost effective method for all citizens but especially for those dependent upon public transportation.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	I don't think you're guys should get rid of the bus roust a lot of people rely on them	Facebook	NEGATIVE	N/A	N/A
	6/10/2021	Denton is already an area lacking in public transportation infrastructure to adequately support its area and connect it to other cities within the metroplex. Outsourcing transportation needs with a private contractor and increasing the reliance on "gig" labor will hurt the local economy and put workers at risk.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
76201	6/13/2021	I can't support this. One of the reasons for public transit is to provide a reliable, affordable form of transit for the poorest — who are also least likely to have smartphones. The elderly, the visually impaired, and others who may struggle with both driving and using technology-based solutions are others who need this service and would be harmed by losing it. Uber and Lyft already exist — if your goal is to just offer basically the service they offer, that seems like a waste.	Social PinPoint - DCTA Service Impacts	NEGATIVE	10	0
	6/14/2021	Is the app available in Spanish?	Event - Denton County Friends of the Family	NEUTRAL	N/A	N/A
	6/14/2021	I am a 100% disabled Vietnam Veteran and I am uncertain how this will affect me.	Social PinPoint	NEUTRAL	1	0
	6/16/2021	How will the unhouseed or homeless access the service without a smartphone?	Event - Town Hall	NEUTRAL	N/A	N/A
	6/16/2021	Is there any research on how the elderly will interact with this new system?	Event - Town Hall	NEUTRAL	N/A	N/A
75067	6/16/2021	Project Search via Lewisville ISD Program for students with special abilities will be partnering with Nebraska Furniture Mart for Jobs assisting these students learning independent life skills. would it be possible to add this location into the proposed zone?	Social PinPoint - Make a Comment	NEUTRAL	0	0

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76201	6/16/2021	Some fixed bus routes in the city are really important for students to get around town, both TWU and UNT, to get to their jobs, etc. Please give A LOT of thought before you eliminate those, because it could affect parking, traffic and congestion in an adversarial way.	Social PinPoint - Make a Comment	NEUTRAL	4	0
	6/17/2021	I would consider this proposal more seriously if it were an addendum to the currently existing routes or used the specific bus stops that already exist. Getting rid of buses and the current Connect fixed routes entirely demolishes accessibility. I'm not paying to get rid of something I need.	Social PinPoint -	NEUTRAL	3	0
76201	6/17/2021	How does DCTA plan to train driver to accommodate riders who may be living unsheltered? These folks may have multiple bags/belongings, and may even have a certain odor from being outside all day. It would be helpful for them to have a sensitivity training to serve these and other vulnerable populations.	Social PinPoint - Service Functionality	NEGATIVE	3	0
75077	6/17/2021	Why can't there be both a commuter service, like Rideshare, and a bus line? Make the buses dependable, consistent, predictable, and expand their coverage. That's what I voted for when you were on the ballot! Public transportation is a public good and should be available to all. I shouldn't have to book it, and neither should my disabled mother, just to go to the grocery store.	Social PinPoint - Other Ideas	POSITIVE	4	0
	6/19/2021	Thanks for the informative new DCTA/Via Proposed Go-Zone On-Demand Ride Share Presentation on June 15th, 2021 to Evergreen residents at Lewisville. There were a couple of resident questions that you may be able to answer about the new Proposed Programs: (1) what is the difference between the Proposed GoZone program and the ADA and NON-ADA program? (2) Will the ADA and NON-ADA program will be the same program after September 7th? Will DCTA/Via be using the van/buses? (3) After September 7th, will the \$3.00 coupons be accepted as fare or will the change for ADA and NON-ADA riders and other riders? (4) Will the DCTA/Via Chrysler Pacifica transportation be used after September 7th for ADA and NON-ADA curb to curb pickup or the regular van/buses? The wheel chairs, walkers and items purchased at various stores may present a storage car problem? (5) Will it be necessary for new both ADA and NON-ADA riders and new regular riders to obtain the App on Play Store? What is it called? Is there a deadline and when would this new program start? (6) Where would Evergreen at Lewisville regular riders go to pick up the Chrysler Pacifica cars? (7) Can ADA and NON-ADA riders still call into 940-243-0077 in advance several days for a one way or round trip? (8) For regular riders, how far in advance do they need to use their app or to call in to DCTA/Via to schedule a pickup ride?	Email	NEUTRAL	N/A	N/A
	6/20/2021	(1) The new DCTA-branded Chrysler Pacificas will be inadequate for transporting wheel chairs, walkers, and not to mention numerous bags of groceries, etc; for each rider.	Petition - Evergreen at Lewisville	NEGATIVE	N/A	N/A
	6/21/2021	(2) the Senior and Disabled Population without transportation continues to grow at an alarming rate. With this population increasing to up to 15% to 20% of the Current population. The need to continue the present route is a increasing need.	Petition - Evergreen at Lewisville	NEGATIVE	N/A	N/A
	6/22/2021	(3) There is a large piece of this new plan missing, for this population, because of funding, human and moral reasons. The ADA Federal Funding Plan is to provide needed transportation funding for Seniors and the disabled and not to discontinue and disengage from this necessary medical and mandated Federal law.	Petition - Evergreen at Lewisville	NEGATIVE	N/A	N/A
	6/23/2021	(4) The number of ADA and NON-ADA riders have been understated during this last years Co-virus 19 epidemic. It was much lower, due to fears of passing this contagion on to other Seniors and Drivers.	Petition - Evergreen at Lewisville	NEGATIVE	N/A	N/A
	6/24/2021	(5) Please reconsider using available federal funding and additional funding assistance from Via. Just as DCTA provided this funding for the LYFT/DCTA program to Flower Mound Doctors riders last few years. Despite the City of Flower Mound unwillingness of cover this 1/2 tax infusion.	Petition - Evergreen at Lewisville	NEGATIVE	N/A	N/A
	6/25/2021	(6) Though the cost for ADA and NON-ADA riders is currently at \$3.00 per trip. In the immediate future the cost could rise up substantially. Thereby, with many monthly doctor visits, making it impossible for riders to afford these accessibility services. Also check out Federal compliance issues. Looking forward to hearing from you regarding how the Board will address these various ADA and NON-ADA concerns. Thank you.	Petition - Evergreen at Lewisville	NEGATIVE	N/A	N/A

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	6/19/2021	I'm signing because cutting the buses in Denton will negatively impact the hard working low income citizens in this city.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	6/21/2021	Bad for Riders: Many bus riders do not have access to a telephone or cannot use an on line app. DCTA's "GoZone" plan would leave many of us without a safe way to travel to grocery stores, public buildings, and medical services - including the Denton VA Clinic on Colorado Boulevard (Route 2).	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	6/21/2021	Bad for Denton: DCTA's "GoZone" plan substitutes precarious "gig" jobs with undisclosed salaries and benefits for stable employment and a collectively negotiated contract. It also sends money that should be invested in our own community to a big company in New York. Neither the downgrading of our jobs nor the transfer of our public funds to a private corporation is good for the people of Denton. We urge Denton City Council and Denton County Transportation Authority NOT to implement the proposed "GoZone" changes to its services.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	6/21/2021	Denton needs to stop making it more difficult for people who are already struggling to survive	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	6/23/2021	I know that some people who use public transit don't have access to technology. And I know you said that people can request rides through an application. So how can people who don't have access to technology still take advantage of the service?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	You mentioned that there were several options on the table that both UNT and the DCTA were exploring to ensure that students get the same quality services with no increased costs. Could you lay some of those options out for us?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	I know currently with the connect shuttles, UNT students get a free ride share. Will there be a timeline where, or be even it's possible that you and UNT students will pay no costs to use that new service that that goes down?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	My name is Kayla I'm a second year of grad student at UNT in the anthropology department. I've been listening to the meeting and to other staff and it sounds like the new system will adversely affect not only the DCTA's employees, but anyone who rides the buses in Denton. As we talked earlier, a portion of our own tuition allows us to have the ability to ride any Denton buses free of charge. And as we all know, after February, all the Denton connect bus routes will be closed and replaced with Gozone meaning that at that very moment, most of the students will be paying for the service off of the fees you already paid. The only promotional fee eventually leave. Also, during the last board meeting, they talked about how 50% of buses will be cut and also the bus drivers, which is very concerning. This is all written down, and the route has many reviews complaining about wait times, increase fees and a distance to walk to it. For these new services, you must request it, then walk to a go zone stop, wait a bit, get picked up, dropped off at different gozone. Only to walk again to your destination. It sounds like we already have something like this. It's called a bus. And I will also like to add that solutions are solutions to problems that the DCTA created and consolidate with out. This is just another privatized effort. Heck, the council is starting to recognize this as yesterday. They just voted not to renew the \$40,000 a year contract we're with bird consulting, one of the architects for digital don't English response to like public pressure. So I'm hoping I'd leave with the student. That's a UNT and SGA does a responsible thing act then with bus drivers, then residents and a students wallets and not with DCTA and an out of state non-Denton company.	Event - UNT Student Town Hall	MIXED	N/A	N/A

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	6/23/2021	I'm 17 years old. I got my first credit card, maybe three weeks ago. And I know full well that a lot of the members of my community don't have access to them. You know, those kinds of banking services. They don't have a credit card, a debit card than a bank accounts. And so my main concern, number one is that students without access to these services might find it more difficult to get around it. And, uh, as you know, this sort of lack of these kinds of services might hinder their ability to book rides with the new goes on proposal. And, number two, I'm worried that, you know, student transit costs might increase. A lot of the constituents that I represent come from low income families. And I think that any cost, no matter what it is, might put undue strain on their finances.	Event - UNT Student Town Hall	NEGATIVE	N/A	N/A
	6/23/2021	You said earlier that 40% of the bus routes will be cut. How many of those are UNT? Obviously not on campus, because I know UNT has its own buses. We do have students who come off and on campus, what is the major impact for them? Because, we're going from a big bus to a small van I don't see that being very practical.	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	One of the biggest requests for a lot of the people who experience homelessness in the Denton area are bus passes and their fares. I know you said earlier that you're working with nonprofits and NGOs around Denton. Can you maybe give us some information about how you're making sure that the homeless population not only have a viable way of transportation or keeping the fees at zero, like they can with the bus?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
76295	6/23/2021	Anything that makes it easier for the handicapped and elderly should be made available to them. Bus service is not always convenient on many levels.	Social PinPoint - DCTA Service Impacts	NEGATIVE	1	2
	6/24/2021	I work for a community of individuals who rely on the nearby bus routes for transportation to doctors, grocery shopping, etc. Many of them are not able to afford/use smartphones or computers to purchase tickets, so how will they be able to reserve rides? This program excludes more than you realize.	Social PinPoint	NEUTRAL	1	0
76028	6/25/2021	As you know, the majority of the current bus stops are not accessible for individuals who use mobility devices. Much of this is due to the City's lack of commitment to constructing sidewalks that safety lead to and from the bus stops. If the GoZone project moves forward, please do not use any of the existing bus stops that are not safe and accessible as virtual stops. Instead use business lots, apartment lots, etc where space and access are readily available.	Social PinPoint - Accessibility	MIXED	4	0
76028	6/25/2021	Unfortunately, Lyft and Uber do not provide service to individuals who use mobility devices. The GoZone program will.	Social PinPoint - Service Functionality	POSITIVE	1	0
76205	6/25/2021	Cutting DCTA bus routes will negatively impact Denton's working class and good paying union jobs. The current bus system already lacks enough routes to fully service our rapidly growing city. Buses are convenient and reliable for the working classes. A fleet of vans owned by a private company is not. It's an unpopular proposal.	Social PinPoint - Other Ideas	MIXED	5	0
	6/25/2021	What about the students that take the Connect buses for free with their IDs? It sounds like the GoZone is going to be much more expensive in comparison.	Social PinPoint	NEGATIVE	4	0
76210	6/25/2021	From the perspective of someone who has worked with students and other individuals without consistent access to personal transportation and thus understands the extent of negative impact it can have, I strongly oppose eliminating the Connect bus routes in Denton. Many individuals rely on these routes to attend classes, get to work, and transport their children. Doing away with these is nothing but irresponsible and shows no regard or consideration for those who rely on these routes.	Social PinPoint - Make a Comment	NEGATIVE	1	0
	6/25/2021	What about people the don't have phones and need the buses? What will happen when students need to get to campus? Will they need to pay extra besides their tuition for this or over \$200 for a pass (UNT)? Some people chose apartments specifically for the access to campus.	Social PinPoint	NEUTRAL	1	0
	6/25/2021	This is not accessible to those who do not have services needed such as smart phones or funds. Public transportation is something we all share and willingly put our taxes toward, so to have something strip away the easier accessed and reliable is not ideal.	Social PinPoint	NEGATIVE	0	0

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
	6/25/2021	This still makes it difficult for the local population who does not have cars or phones (which, as someone apart of the community, I have met many). Not everyone can make it by foot to the DTC. Do you expect them to use someone else's technology to book a ride? This isn't accessible to everyone.	Social PinPoint	NEGATIVE	2	0
	6/28/2021	She would like to see the Denia neighborhood included in the GoZone service to connect that neighborhood to employment opportunities.	Email	NEUTRAL	N/A	N/A
N/A	No Date	I think this is a horrible idea. Many people I know depend on the buses to get to work and buy groceries and the layout of the city is not made for pedestrians to get from one place to another easy especially with Texas' extreme weather.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	This is the wrong direction for the DCTA to go. Instead of expanding and making public transportation more accessible, you instead decide to partially privatize and cut service for those who need it the most. The people of Denton need a reliable and accessible public transportation system.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Many people use the bus please do not cut them especially university students who can't afford cars.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Let's no eradicate feasible transportation for the people in the city of Denton	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	I am confused and upset by this change. I am concerned for those who come to Denton from other cities as well as those, including myself, who's only source of transit is public transit. I wish for clarification to be made to not only those with access to technology, but for those including the homeless who may not have a way to move around the city without open access to public transit. As well, I am concerned by those workers you are laying off in order to improve the DCTA system. I understand you want to save money but you are making dozens of people at risk of homelessness or lower income. I am wondering where your priorities lie and wonder if you have taken this transit system. Especially when it comes to transit from Denton to Ft Worth.	Immediate Feedback Form	NEGATIVE	N/A	N/A
		I think accessible public transit is essential for a strong economic infrastructure. It enables folks of all SES backgrounds to get where they need to go, car or no. I think moving in the direction of on-demand only service would create difficulties members of our community to make it work, appointments or to get other needs met, which could impact Denton Co. with higher unemployment rates (including extensive job loss among bus drivers), higher demand on thinly stretched social services and decrease in connection for those who can't get around the city/ county any other way. A lack of a robust public transit system is an unfortunate feature of cities like Arlington, TX. It's essentially kept their city disconnected and disables many from access to work, services and housing. They (and we) have a growing homeless population, a disconnected city center and lack of accessible community resources. Having accessible public transit connects people. I'd hate to see us move in the direction of disconnection, especially knowing how impactful and helpful the DCTA bus system has been to so many. If GoZones are added, I'd recommend keeping the bus system (and your amazing drivers) fully functional at the same time. Both options support different goals and could be beneficial. But I don't believe GoZones can adequately replace the bus system.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	this bus system is not only necessary, but vital to half of your community! students and elderly need access and this actually needs to be more robust	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	This is me saying NO to GoZone. The community is full of college students who rely on these routes to get to where they need to be safely, and the many bus drivers that work current routes are the ones able to make that possible. Implementing GoZone in favor of our current system will lead to a loss of jobs by Denton community members and a loss of accessibility to some of the people who need the buses the most.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	In general people who do not have money to own a car are very likely to not be able to afford a smart phone, tablet or computer and internet service, this troubles me when thinking about the GoZone proposal. Why would you take away a service that is primarily used by low income people who have limited resources and force them to either find other modes of transportation or spend money they don't have so they can request a ride. Plus, it seems you have already decided you are doing this, so why ask for feedback?	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Sounds like a bus with extra steps and very little guarantee. Especially with prices as y'all haven't even gave us a price range after the promotional price. UNT students have the ability to ride busses for free, so far nothing has been done to reassure students that their tuition fee will go down or DCTA allowing us to use this service for free. Also all of these solutions these Gozones will fix sounds like problems y'all caused and created.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I am not in support of the proposed GoZone. I am a UNT student and cannot drive and do not have access to a car. The only way for me to get to class, work, and the grocery store is through DCTA transit. Without access to these bus routes I would not have a way to get to these places. This would affect me financially as well because I would not be able to get to work and I cannot afford to pay for a ride.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I Thank the connect is better for the customer, most of these people's don't have a phone, are no other devices in they're home, I Thank the best is the bus, you'll say care about the people, let them keep the bus, they have more room in them, if there more then 2 bike, the other bike can get inside the bus, and if they're more then 10 people and they all friends, then they all can get inside the big bus, and the route need to go out a little further, let Thank about the people, no your self, people don't want to set close to people in a little bus, and Thank about how people is going to lose they job behind, if love people let Thank about other people God did	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Please don't do this, too many people rely on the bus system as it is. Especially employees who get free passes.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I am opposed to the Gozone plan. It will take away a service used by students and many residents who don't have other transportation options. Many of them do not have access to the internet and are not even aware this discussion is taking place.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	<p>To all DCTA Board Members,</p> <p>I have looked over the positive and negative feedback that the public has given. First of all, I want to thank you for giving us an opportunity to allow us to express our thoughts on this new GoZone on-demand service proposal. In my opinion this would be a great idea if the public was a little more informed of what this service is about. I understand that this website was put up to explained it, but you got to understand that a lot of people don't have a computer or smart phone. You also have riders who don't speak English. A lot of people who depend on fixed routes may not know that this service will benefit them and shorten wait times and give them quicker access to get to their destination without having to worry about meeting other route connections. A lot of customers call in because they are not aware that the bus routes and train times have been changed this is because they lack the technology available to them. This is why DCTA needs to set up tents and explained to the public how this is going to work. I ask that you put yourself in their shoes. A lot of people are just worried that their source of transportation is getting cut off when that is not the case. If you don't have plans in going out and informing the public on how this is going to work don't plan on seeing an increase in ridership. Denton isn't Arlington or Dallas. Denton has no ridership, and in order to build that up you need to make that extra step and be involved with the public more. A lot of people don't like change, Can't DCTA stop making sudden changes for once? This is what causes the public to get discouraged and confused. You are not giving the public a chance to adapt to the public transportation because it keeps changing on them. On the other hand, if this proposal passes then what is going to happen to all the bus drivers who have given so many years to this company? How is that fair? I understand that they will be given a chance to apply for a via driver position however it doesn't guarantee they will be hired. My understanding they will be getting a tremendously pay cut from \$17.50 to \$8.00 an hr with no benefits. These drivers risk their lives for the public throughout this pandemic and this is how you pay them? On another note, is the customer service center ready and prepared to tackle all these phone calls? Will there be enough coverage to cover all incoming calls? Because there will be a lot of customers calling in the first few months. There aren't enough customer service reps to handle all these calls. How are ADA/NON-ADA customers supposed to get through to request their trips if they can't get through? Or the other callers. And the service hours that you are planning to add to customer service how is that fair to those employees? Operating 365 days, open 7 days out of the week? When are those employees able to take time off? Honestly, I don't think you are going to find anyone who is willing to handle that schedule unless there is an increase in pay. I'm sure you have a family of your own that you go to everyday. I just ask that you reconsidered some of this layout. It's the little people(employees) that make this happen and the public that pays for the service.</p> <p>I am against this proposal due to the fact that many low-income individuals and seniors (such as Mother) are not able to access apps on Smartphones. In my view, an on-demand, app-based service favors people with higher incomes who do not rely on bus service. If the GoZone service can be offered by telephone on-demand, that would be more fair.</p>	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date		Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	Negative: Isn't your ridership low income people. I don't like Apps. Can't you just call a phone number? My battery is always low...blah, blah. Technology is really stupid and can't you just focus on improving your customer experience. Denton streets are horrible and you aren't even coordinating with them. Can a bus even go down Hinkle or Bonnie Brae? Could we just fire everyone at your office and the Denton streets department? I hear Amazon is hiring and building more warehouses. More apartments for those warehouse employees. You know if you don't live in Denton and care about all the traffic, apartments, the local Amazon economy and your riders wearing crap on their faces- could you just slash your budget in half and if you can't live in Denton go work somewhere else. Apps are stupid. Cell phones are stupid. Technology is stupid-you must be bored. You know you should all pick up trash by the ditch by Taco Bell. This whole project is just boring. I know you didn't shop at Drug Emporium or Fish and Chirps otherwise they would still be in business. My criteria is whether your employees can help? How's the shopping center by you? Lost two businesses recently and your bragging about spending money. Burecrats-this is like a depression economy and you want an app. What jerks? I hate you DCTA. Sorry for the negativity but my husband is working 16 hours today. Out if touch with reality and I can't think of anything at all nice to say. Could you hire 20 people to answer calls about your bus service and get rid of all the tech junk?	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	We are against the GoZone proposal! This puts MANY families in jeopardy of jobs and doctor appointments as they won't have transportation! This is a BIG NO!	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Please PLEASE do not cut the bus routes. They impact my life and so many others. We need a stable and consistent bus route. This new system is not nearly as accessible and I really dont know a single person who wants it.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	The disregard for what low income and disabled people who depend on these services is disgraceful. We have been giving feedback on what we need and want for years and each time we've been ignored. The needs of the community needs to be top priority instead of profits and performative gestures that do nothing to improve this city.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	The go zone plan is a horrible plan, all it will do is drive up the cost of transportation and make public transport worse than it already is. Cutting such a critical part of so many Denton residents life in the middle of what is planned to be one of the hottest summers shows how little people care for less fortunate or more eco conscious folk. Denton is slowly turning into a rich kid paradise and is becoming less community oriented everyday due to bad plans like this.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	If DCTA is to incorporate RideSharing, they should do it while keeping the bus routes. Denton is not a walkable city, and countless citizens rely on buses to get to & from work, school, etc. while not providing this & only having ride-sharing would cause many citizens to miss out on many aspects of their daily life and could put some people out of work or school.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	Denton needs a dedicate bus service for the community. A ride share option is not going to work for people who need bus services to get around, especially if they have to rely on smartphones to access. People who can afford ride sharing will use it. People who need to bus can't afford the technology to use ride sharing. And cutting routes and accessibility makes it harder for people to get to where they need to go. And moving Our Daily Bread to the Loop means people will need bus service to get there. This plan will marginalize people further who need it.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	As someone who relies on dcta for transportation please do not cut it, I do not like the GoZone plan.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I am not in support of the proposed Go-Zone. Not only have I been a Denton resident for years, I am also a UNT graduate student who cannot drive. Mental health is hard to talk about, but I try to be open and honest to de-stigmatize it. There are some days that it is a struggle to get out of bed, and let me tell you, if I need to go do something, having a fee attached to a ride is not the way to go. This discourages me from doing, well, anything. From a financial standpoint, my apartment complex is within an area where the only store I could reasonably bike to is a Dollar General. I consider myself blessed to not have to exclusively shop at Dollar General, and part of me wonders if those proposing this plan shop at more than one grocery store. I cannot help but wonder about those with a lower income than me, struggling to make ends meet. God forbid if they have any sort of dietary restrictions. This new proposed service seems more like an idea pushed by someone who wants to make an extra bucks for DCTA and disregards not only those who may not be able to drive, but also those who are of lower income. Even if I do not get the details correctly 150%, I hope my comment is not disregarded and taken seriously.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I think eradicating the Connect buses is a huge mistake. From a college student's perspective, many students needed the Connect buses to transport them around Denton when they didn't have access to their own vehicle. Even though UNT shall be upholding their bus systems, it isn't as inclusive for students who need to be on campus on the weekends for jobs or other reasons. From a socioeconomic standpoint. News flash, not everyone can afford a vehicle or choose the option if public transit to get to work or other locations. Denton is NOT a walkable city. Getting rid of a vast network of Connect routes will leave Denton residents without a reliable form of transportation and in turn impact their livelihoods. Instead of eradicating all routes consider determining the most important routes. One's that connect to grocery stores and significant places of employment to ensure that no citizen is without a way to get to work and food.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I am significantly concerned with out the move to this service will impact the college students in the area who rely on partnerships between their universities and DCTA for free use of public transportation. It is critical that we consider the affordability for the many students in Denton County that this will impact.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	There are so many low income/unhoused individuals around Denton County that rely on fixed bus service to get to medical appointments, job interviews, shelters, etc. and not all of them have consistent access to a phone or the ability to contact an on-demand ride plan. Unless the fleet of vehicles is going to vastly outnumber the number of users, I could foresee many issues in which people attempt to schedule a ride but are unable to find one in time. I could see this working as a supplement to the existing infrastructure, but not as a replacement to it.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I am fully against the idea of the City of Denton Texas outsourcing their public transportation. The proposed format of public transportation is classist, because it makes it impossible for people who do not have access to a phone or the computer to use the new system. It also is hostile towards people who use the bus to get to work, as it does not provide a set schedule that can be given to managers. I do not have a drivers liscence and cannot get one due to medical concerns. I rely on the bus system to go everywhere. This would remove my ability to schedule work hours, and would make me dependent on having a charged phone. What if my phone dies while I am at work? How will I take the bus in that case? I also use Google Maps to find out how long the commute via bus will be? How will I do that if the public bus system does not have set routes. Not to mention that we will be funneling money to New York rather than investing our money into our beautiful city. I do not agree with any portion of this new plan. This plan offers no benefits to the people of Denton, and in fact, hurts the very people who rely on public transportation. Not having any public transportation at all would be a better result than this new plan.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	This plan seems to alienate the poor people of Denton and increase use of vehicles which is terrible for the environment (Air quality is already SO BAD in Denton), and will cause an increase in traffic accidents resulting in deaths. This is so backwards and regressive. Very disappointing. What we want is an actual increase of run times of the DCTA, including nights and weekends so that tourists can come in without worrying about parking (WHICH THERE IS NOT ENOUGH OF), or so that people can easily travel to Dallas on nights and weekends and can avoid the death trap that is I-35. More direct routes. Our poor and homeless populations who use these services most may not have access to a phone to use the app. Denton is already largely unwalkable and terrible for cyclists. Why not actually make our city more accessible for all? Stop building massive 6 lane roads through our town. Stop cutting back on public transportation. Focus on streets for slow traffic, bike lanes that are SEPARATE and NOT shoulder areas on major busy roads, better downtown transportation for commuters, better sidewalks. That's what people want.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	I am a lecturer at UNT who, before the pandemic, used Route 7 as my primary transport to and from work. I selected my current apartment primarily based in access to the bus system. I am extremely concerned about the suggestion that route 7 may be eliminated in the future. I understand that ridership has dropped, but I urge the city to consider that decreases in ridership may possibly be linked to the deadly global pandemic that has reduced the number of people commuting and made people uncertain about the morality of taking public transport where they could expose someone to the virus. If route 7 is eliminated, I cannot imagine that there would be enough of these cars to transport me and the other people who make the morning commute on route 7 (before the pandemic, at least, the bus was usually completely full with A-Train users going to UNT). I can't imagine the environmental impact of this entire system being anything but detrimental, and I assume it will also have negative effects on traffic. I am aware that UNT has a bus system, but frankly it is not adequate, ends much to early in the day to be used by most working adults (suppose my office is open 9-5-- how am I supposed to get home when the last bus is at 5?), and doesn't even go to my side of the city.	Immediate Feedback Form	NEGATIVE	N/A	N/A
		Frankly, it's hard for me to justify continuing to pay for the expensive rent in Denton if I know the public transport will be essentially eliminated. Furthermore, as someone who works with unhoused and impoverished people in the city who rely on the bus, I am very concerned that this will cause trouble for them. The website claims that a car can be scheduled by physically going to the bus station, but the bus station closes early and often isn't open, and there is only one in Denton. This system is highly inaccessible for anyone who doesn't have access to a smartphone. It also adds considerable extra steps and difficulty to getting around town in a way that will create unnecessary stress and waste time for those who rely on public transport. Frankly, I find this decision baffling. Denton is a rapidly growing city and its largest employer is a university. Eliminating public transport seems like a terrible decision that will make the city less livable in the long term, even if it saves a little money now (which I assume is what this is about). I realize this decision has probably already been made over the citizen's heads, but I will certainly remember it and will be encouraging other voters to do the same.				
N/A	No Date	Why not create a program that provides vouchers of some sort to utilize existing ride shares like lift and Uber, versus making the capital outlay for dedicated vehicles. Granted the exception would be for handicap accessible, dedicated vehicles would most likely be needed for these	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	I am opposed to all parts of the GoZone plan and how it actively harms our low-income neighbors. This will exclude underserved communities who already don't have access to every conveniences like cell phones with data like we do. I don't even see how all the drivers can keep their jobs.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	As someone who has regularly and consistently worked with people experiencing poverty who relied on public transportation in the past, I think the proposed GoZone on-demand service is a terrible idea. Good public transportation that is widely accessible to poorer community members is essential for their chance to break out of poverty and work toward the American dream of prosperity and comfortable living. Not everyone can afford a car and/or smart phone with all the additional expenses those require.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Dont take away all the fixed routes. They are numerous homeless people that rely on the fixed routes. They often dont have access to a smartphone to book rides with Via. I use the fixed route to get to work.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	<p>If this is something the city wants to pursue, I believe there needs to be an increased trial period (now that the pandemic seems to be calming down and ridership will most likely be increasing again) without first disrupting current bus routes and availability. Many of our citizens who use our present system would find this inconvenient, confusing and may not even have the technology/availability/know-how to access this new service and would therefore be at a disadvantage. Parts of Denton are already food deserts, our aging and lower income populations would suffer; I believe this needs more input and testing before pulling our established and much needed services from our community members. I read that the pickup/drop off locations will vary with this service. Where are those located and are they safe for pedestrians? Will we need to make any more improvements (god forbid!) on our street crossings for this? We probably should anyway as we have unfortunately seen SEVERAL pedestrians hit by cars in the past few years. Would the drivers take into consideration dropping off patrons so that they do not have to cross dangerous cross streets? Our city is growing drastically and growing quickly, I don't believe taking away our already limited public transportation is an ideal solution when so many people will be returning back to work in-person, re-gaining employment and new businesses will be coming to Denton. I realize many buses were driving around a lot this year mostly empty but that will not be the case for long. I think this could be a wonderful complement to our system which could be updated a little more with the current times I'm sure. Most likely we would find more adjustments after a more thorough study and more input from citizens using this new initiative. I think many would like the idea of smaller vehicles, quicker transportation times, etc. Many good things could come of this and it is forward thinking. However, I don't think the pros outweigh the cons with how it is presented currently. My questions:</p> <ol style="list-style-type: none"> 1. What will the cost of this service be and how will that vary? How is that determined? Mileage, time of day, etc.? 2. How will passengers be able to pay, only via a smartphone app? Can you pay cash? Some people do not have smartphones, bank accounts or even phone plans, they just pay for minutes. 3. Has there been a pool of everyday citizens asked to use this service as a test pool? Non-English speakers, varying ages and educational levels, times of day, location in Denton, disabilities, etc.? 4. What will the effect be on our DCTA staff regarding layoffs, if any? <p>Thank you for your time and consideration.</p>	Immediate Feedback Form	MIXED	N/A	N/A
N/A	No Date	Sounds great! I hope the rates are fair, it provides timely service, and a comfortable clean ride. My only concern is teenage use in an individual vehicle vs. a bus.	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	I moved to Lewisville within the last 3 years and I do not think that you have advertised the current BUS routes enough. What about the elderly, and handicapped citizens that need the bus services to get to doctors appts and store, etc.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I am a new Denton resident. A mother of 2 small kids. Who really needs and uses the buses and train in Denton to grocery shop for me and my family because I don't have transportation. And to get back and forth other places in Denton and to Dallas. Please keep them going and even add Sunday's so I can have visitors on the weekend more. It's hard walking around my part of Denton because of my herniated discs in my lower back and premature left hip.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	<p>I am all for this. As someone who has suffered from horribly outdated tech with On Demand Services, there just need to be a few tweaks to ensure it's perfect:</p> <ul style="list-style-type: none"> -Let us pay with a card. Taking cash or buying bulk tickets make literally no sense and it's very hard for a disabled person, who already has transportation needs, to constantly be taking out cash from an ATM. Bulk tickets don't really work either because it's just another thing I have to carry with me and fiddle with. Make it available to pay via an app so it's easy, and easy to track expenses. - Let us schedule online with NO need to call customer service. Literally every on demand service I've had to use requires you to call in. Sure, let that be an option for the older people who don't want to mess with technology, but I'm 29 with horrible phone anxiety because of my Hard of Hearing disability. Each and every time the service answers, the dispatch always sound totally bored or annoyed that you're calling them and that doesn't do well for my anxiety either. Requiring customer service calls ensures I'm not going to use your service. - Ping customers when the ride is here. Again, I can't stress this enough at how important this is especially in situations of extreme weather like the upcoming summer. Other OD services wanted me to just sit outside and wait for them up to 30 mins before they arrive. Others would have dispatch call and tell you that the bus is here, which is way better. It's 2021 and this heat is going to be brutal, don't make your customers sit and wait outside especially when you tell them the ETA is between 10 minutes and 3 hours. - Give us some version of on-demand pickup. This is more a bonus, because personally if I'm going out just to go out for coffee or something recreational, I don't really know how long I'll want to stay there. So trying to plan a start and end time is not ideal for me. If your service works like Lyft or other rideshares, then just let us be able to hop on and to our destination whenever the nearest van is close enough or something like that. Or give us a cut off time of on-demand pickup until 5pm. Just something to think about. -Cover all of Denton and any other connecting services you can. I can promise you if you do everything I've asked for above, I will absolutely be using this service over a fixed route any day because trying to handle the heat waiting for the bus is horrible. It makes me sick, like literally sick, and as climate change continues, it's going to get worse for the general population as well. 	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	<p>Please don't dismantle fixed bus routes. People with the greatest need rely on fixed bus routes. The rest of us who live financially connected lives can already afford to get around. If anything, DCTA should maintain current bus routes and use GoZone as a supplement, not as a replacement of buses.</p> <p>GoZone is a private enterprise. Why is DCTA funding private enterprise with public funds? If DCTA is incapable of providing adequate service itself, why are we funding DCTA? This will mean we're paying DCTA staff and GoZone staff. It's a legitimate question, why should Denton area residents pay two agencies for one service?</p> <p>I'm familiar with the "data" angle that GoZone will help DCTA by providing data and thus better more targeted service. It's a faulty premise to state, GoZone will help us gather data. Of course GoZone will have better data than DCTA because GoZone requires phone connectivity and data collection in order for anyone to ride.</p> <p>By the way, I do not appreciate how you're requiring GoZone Feedback. I don't know who I'm writing to. This is not a responsive form of government in its current state, and the residents of Denton and other funders of DCTA deserve better.</p>	Immediate Feedback Form	NEGATIVE	N/A	N/A

Master Table: Comments from Social PinPoint, Emails, Petitions, Meetings, Events, Social Media, & Immediate Feedback Form

Comment Category: Accessibility

Some comments provided by stakeholders address issues across multiple categories. These have been highlighted in the table below.

ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	<p>Reasons to not pursue contract with VIA Rideshare</p> <ul style="list-style-type: none"> • Service is dependent on a number of factors that are not a concern with DCTA transport <ul style="list-style-type: none"> o The VIA app working properly o A rider's battery level o Smartphone access (despite call-ahead options for booking) o "App-toggling" can happen if VIA isn't available for a rider, meaning they will switch to another, more expensive rideshare service if they aren't finding the timely service they need with VIA. This puts more cars on the road, puts more cost onto the rider, and gives nothing to the city. • Ridesharing in lieu of public transport increase the number of vehicles on the road, which leads to <ul style="list-style-type: none"> o Increased traffic congestion o Increased exhaust emissions o Increased cost burden (see next) • Lower-income residents are more likely to be using public transit, and the VIA rideshare options will ultimately end up costing riders more than DCTA options. For example, going off of the VIA Arlington fare prices as a baseline: <ul style="list-style-type: none"> o Rides with VIA cost \$3 per ride, whereas a full Day-Pass with DCTA costs the same amount with no limit on rides for the day. These dollars can add up and cause a headache that already cash-strapped individuals might not face with using DCTA • Using a private company for public transit means that less dollars are being put back into the community. o Private companies also serve only to make a profit, not serve the public good, and given Uber & Lyft's track record of throwing their weight around to influence policy decisions on the local level, VIA could do the same in the future as they grow. o As residents, we would have less of a say in how VIA is run in our city, given that it is a private company contracted with the city, rather than a city utility itself • Allowing VIA into our city means cutting down DCTA routes, which end up cutting hours for drivers or even cutting out drivers altogether, leaving them under-employed or unemployed and without the usual benefits given to a city employee. o VIA operates within the "gig economy" model, and despite a better track record than other rideshare companies like it is hard to read the fare schedule on phones. If the rates are raised I believe you will have fewer and fewer riders. People already have a hard time paying the fares. Over the past few years with DCTA trying to "improve the times" has made a mess out of the scheduling for riders who were trying to get to work and back causing them to find optional transportation. 	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I oppose the GoZone proposed by DCTA. It's unthinkably classist and will disproportionately harm the most vulnerable people in our city.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	<p>Include Flower Mound!!!</p> <p>75022.</p> <p>My 24 year old Autistic daughter cannot drive & she needs transportation out of Flower Mound and throughout N. Dallas. Please! Please include our city. I've been trying for the last 5+ years to get transportation access for her... Bubble too. Include Flower Mound please.</p>	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	I don't like it. I don't have internet.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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Comment Category: Accessibility

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	If you are ADA, will you still get to ride for free and do you get to bring an attendant? What about service animals? Will there be a class to re-orient ADA users to the new system as well?	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	The following information is still unclear: 1. Costs are unavailable for this service, how much are riders likely to spend? 2. Removing other options seems harmful to residents who rely on them 3. Does Via sell the data of people who use the app? Where does that data end up? How are riders protected from data breaches? 4. Why did the city partner with a private company for this? 5. Because it is a private company, how do you ensure that users will not eventually be price gauged by rising prices set by the company after whatever contract time has been established? It seems like setting a precedent for dependence on a company whose primary concern is profit might not be the wisest way to manage our necessary city infrastructure.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Please don't take away bus routes. I rely on the cheap fares and accessibility of the current routes to go about my life.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Heard that the bus lines would be closed down in Denton. He wants to put in complaint about this because he rides the bus and a lot of other people ride the buses to get to work. This decision will make it difficult for those who live up there and need to ride the bus to get around. He knows that DCTA does have public meetings about this, but most people are at work and cannot attend. He doesn't agree with this decision and something needs to be done. He will call every day to complain about this because this is wrong. Joshua Jones (940) 514-4617	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	the decision seems to have already been made but this will lower DCTA's already dwindling use. public transit is the only thing keeping many young and/or low-income people in Denton. conversion to an inferior Uber-copycat is unnecessary and inaccessible to homeless Denton residents without phones, who are already facing hostility on all other fronts in this city.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Hi! If you're going to implement the GoZone idea, there should be kiosks at each bus stop that allow a patron to purchase fare with cash or card, and at which they can request a ride. Making this into an app-based service will harm homeless/underserved populations with limited access to smartphones or adequate data plans, or who need to use cash due to being unbanked. I am a fairly affluent person, but even I can imagine being in a situation where my phone has died and I only have cash. Public transportation is part of our infrastructure. The roads are there even if I have no cell phone, and this service should be as well. Please consider this as you plan.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	I like the thought behind this plan. I think it further expands the reach that people can travel using DCTA services. My main worries include people who are disabled or people who don't have the resources to have a smart phone and/or easy access to contact someone at DCTA to help schedule trips. While it says they can contact a representative at the DDTC, that might not be easy for some people, especially if they don't live around the DDTC. Also want to just make sure you're keeping price in mind — if it costs less or just about the same for someone to use Uber or Lyft and be able to travel just as far or even further, that might be an issue. Just a couple things to think about!	Immediate Feedback Form	MIXED	N/A	N/A

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Comment Category: Concerns About Removing Fixed Routes

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
	4/5/2021	My impression is that the Via cost quoted is for a fixed number of vehicles regardless of their usage, and Via is projecting they will be sufficient to serve anticipated ridership based on Via's experience in other cities. Therefore, if ridership grew above those projections, additional funding would be necessary to maintain service (wait times). In comparison, the current fixed route system has more capacity for increased ridership at the same cost than the Via proposal does, but does not offer as convenient of service (based on headways vs wait times, service areas, etc.). So if ridership rose, fixed-route service could be provided at a lower net cost to DCTA per passenger mile than Via service. But there are many details about non-farebox funding grants and mechanisms which I don't fully grasp. Is my general understanding here correct?	Email	NEUTRAL	N/A	N/A
	4/5/2021	Does DCTA have a planned threshold of ridership within an area/corridor to supplement or transition to fixed-route larger vehicle service as that becomes desirable or necessary? If so, are you communicating these to member cities to aid their planning efforts so they know what usage/frequency is required to provide high frequency transit in areas of future and incremental growth?	Email	NEUTRAL	N/A	N/A
	4/15/2021	DCTA doesn't market its services. If you marketed your services you wouldn't need to eliminate the buses.	Email	NEGATIVE	N/A	N/A
	4/16/2021	DCTA could afford to keep the buses if you won't up on your prices.	Email	NEGATIVE	N/A	N/A
76205	4/20/2021	Will DCTA still have a fleet of buses necessary to run event-focussed mass transit service? For instance, in both 2018 and 2019, DCTA provided shuttle bus service and A-train service between Medpark station and Denton Jazz Fest to relieve parking concerns. But there are other events DCTA has partnered with in the past (holiday lighting, etc.). Will the liquidation of buses preclude DCTA from providing this type of service in the future?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	5	0
76205	4/20/2021	What is the contingency plan if ridership exceeds projections? I see the contract is stated as a 'not to exceed' amount. Does this mean that if ridership is higher than anticipated, wait times will just increase until fewer people choose to ride and the number of circulating vehicles is sufficient to meet demand at whatever wait time customer demand stabilizes at?	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	2	1
	4/25/2021	Confusing! How is a bus system suppose to make it when scheduling/plans are constantly changing over the years. Frustrating	Social PinPoint - (Interactive Map)	NEGATIVE	9	0
76201	4/26/2021	It is a promotion! To be profitable in any way DCTA would have to raise the rates substantially after the promo. The money received from the City of Denton to DCTA should have been used to upgrade existing bus service. Where did that money go?	Social PinPoint - (Interactive Map)	NEGATIVE	2	0
76201	4/26/2021	Change is good but is it necessary? Instead of enhancing, upgrading, extending and supporting the current bus system it is just being discarded. As a former New Jersey resident used to mass transit and seeing the growing population of Denton mass transit is more advantageous to the residents of Denton. The effort and monies utilized for GoZone could have and should have been used on enhancing the current outdated bus and train system. 9 new buses but yet bus routes are being eliminated!?	Social PinPoint - Other Ideas (Ideas Wall)	MIXED	3	0
	4/28/2021	Can't please get more information on this plan I'm not really understanding and I depend on the bus to get to work how will it work will they be stop signs and stuff please help me understand .I already struggle to work sends y'all took route 5 now I walk every day too Catch rout 4 on university.	Social PinPoint - (Interactive Map)	NEGATIVE	5	0
	4/28/2021	I think it is awful to get rid of the buses and take a chance with on demand service, i know times are changing why fix it if it's not broken	Social PinPoint - (Interactive Map)	NEGATIVE	6	1
75077	4/29/2021	My mother is blind and cannot use a smart phone. She lives in North Denton. She simply just wants a bus to take her to the store and back, without having to transfer or having to walk a huge distance from the bus stop to the store. She doesn't trust Access anymore because they once failed to pick her up and she's terrified of being stranded. How will this new service benefit her?	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	1	0

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
76209	5/2/2021	How will this new service impact disabled riders? 1. Will each vehicle have the capability to transport wheelchair users? If so, how many wheelchair users can be transported in each vehicle? 2. What type of vehicles will be used (minivans, full size vans, etc)? 3. Will all designated pick up and drop off spots comply with access laws? I appreciate your response and will address items accordingly.	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	2	0
76201	5/3/2021	To create a more legitimate comparison between rider preference for the fixed bus routes and the Go Zone service, is it possible to increase the frequencies (15-20 min. headways) for the fixed routes that will remain, especially Route 3 and 7, during the assessment period? Making infrequent fixed routes compete with frequent Go Zone doesn't seem like an accurate measurement of rider preference. Everyone wants better frequency, but does everyone prefer Go Zone over fixed routes?	Social PinPoint - Phase I Launch (Ideas Wall)	NEUTRAL	3	0
	5/6/2021	I had a bus driver ask me what I was going to do in 3 months when the service goes away.	Email	NEUTRAL	N/A	N/A
76201	5/6/2021	Why get rid of the 64x? How will students get to Alliance, and the ITC?	Social PinPoint - Something I Don't Like (Interactive Map)	NEUTRAL	4	1
75067	5/10/2021	I dislike the ride-share on demand service. The current bus system needs a centralized bus terminal that is located near the denser areas of the region. There needs to be shorter bus routes to get people to the terminal faster and change over to longer routes to get them where they need to go.	Social PinPoint - (Interactive Map)	NEGATIVE	4	0
76205	5/12/2021	By testing two differences in service simultaneously (fixed-route and frequency), you cannot ascribe preference to a single difference. Instead, this plan tests between two options: 1. Fixed route service with a longer wait time (1-30 minutes) 2. Demand response service with a shorter wait time (2-10 minutes) Please communicate to the board that this is a combination of two preferences, and therefore cannot be reasonably interpreted as a simple preference for on-demand or fixed-route.	Social PinPoint - Phase I Launch (Ideas Wall)	NEUTRAL	4	0
	5/15/2021	Keep city busses public utilities with broad access	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/16/2021	My name is Monica and I'm a college student enrolled in the University of North Texas. Because of personal and financial reasons, I have to take route #64 to UNT. I have not been taking the bus in the last year because of covid. Our classes have been remote mostly, only a few classes had been in person. I'm looking at the draft key changes for fall 2021. The paper states that Nort Texas Xpress will be removed. I talked to Trinity metro, and they told me DCTA would still keep a route from North Park and Ride to Denton. If that is true, why is it not stated or covered by the GoZone plan? I would like further clarification of the route because it looks like it will not be continuing and that would negatively affect commuter students, especially those that are disadvantaged like me. If the draft is implemented as it is right now, how would a commute from the Ridgmar Mall to the University of North Texas would look like? It will most likely take me 10 hours every day to make my commute	Facebook	NEUTRAL	N/A	N/A
	5/16/2021	Denton needs more, better, and m with 100% ADA accessibility, not a private taxi service that's onlyore affordable bus routes 20% ADA accessible. We already have Uber and Lyft! I oppose DCTA's plan to finance a private taxi shuttle service (VIA) with public transportation dollars intended to serve the needs of many.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/16/2021	A cities bus system is part of its infrastructure. Fixed routes are a way people can plan their mobility. Bus ridership shouldn't be judged during a time people were avoiding other people during the epidemic. Let Uber and Lift fill in the gaps	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/16/2021	We should not privatize a public utility! Expand what we have - don't tear it down and replace it with something inferior	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A

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Comment Category: Concerns About Removing Fixed Routes

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
	5/16/2021	As a rider of the local public transit system, this royally screws me and other non-drivers in the city. Mini-vans sound incredibly sketchy, and having safe, marked bus stops has made myself and others feel safe and that we can trust the service! Overtake this mad idea and just work on fixing the transit system as a whole if there is a problem!"	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/16/2021	Do you not know how many UNT students and the disabled rely on the bus routes especially now that the doctors and campus is now opening but they were closed during this pandemic	Twitter	NEGATIVE	N/A	N/A
	5/17/2021	Proposed cuts will lead to lower ridership, leading to more cuts. Bus Stops need to be improved to increase ridership!	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/17/2021	Public transportation should be accessible to the public not made more convenient for people who are not directly affected by this decision	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/17/2021	Public transportation is the right of every resident of a metropolitan area such as denton. to cut public transportation is to tell the already vulnerable members of society that there's no room for them	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/18/2021	I want everyone in my town to have accessible public transportation. Students and workers rely on this service to get around, and their needs must not be forgotten in favor of fascistic efforts to privatize public infrastructure	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/18/2021	Many people need Denton's public transportation in order to keep their jobs. Reduction in services and privatization will cost us all.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/18/2021	Denton deserves available transportation for all!	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
	5/18/2021	I am concerned about affordability for students who depend on free transportation to campus for classes and work on routes being discontinued (this comment reiterated by two attendees).	Event - UNT Town Hall	NEGATIVE	N/A	N/A
	5/19/2021	This plan proposes to reduce accessibility to those who need a reliable public transportation system the most. The "GoZone" plan is not an improvement on the current system	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/19/2021	As someone who relies on public transit, this is not a good idea for our community	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/19/2021	More public transportation not less. Tell people about it and they might use it.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/20/2021	I want to protect our jobs, but more importantly we need to think about the passengers who will be hurt badly by our Route cuts. Too many depend on our services for basic living needs, less service means hard times for them.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/20/2021	I cant see why DCTA can not run all 8 routes and this on demand service, they could tailor the on demand routes to complement the Connect routes, so that all of the city can be covered. More routes a buses means better opportunities for riders and better business for DCTA, you cant take away routes and expect the ridership to go up.	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
	5/20/2021	Keep Denton and Lewisville city routes open, while making improvements to the stop locations and coverage areas, and job security. Bring back Route 5 for those who relied on it to meet their needs getting to work, school, and or shopping needs	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
	5/20/2021	Because my mom's best friend is a bus driver for the city of Denton! And she deserves the best! I Love You Karon Moore	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
	5/20/2021	This bad for rider, employees and the city	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/20/2021	Because the people of Denton need a bus	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
	5/21/2021	Will there be fewer Access vehicles?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	So people who are experiencing homelessness ride DCTA for protection. How will this affect them?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/22/2021	Don't cancel bus routes, Denton, Texas	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
76205	5/22/2021	I work at UNT and I am very concerned that it was mentioned that Route 7 is likely to be eliminated as well. Before the pandemic, it was packed in the morning with people commuting from the A-Train to UNT. Is the city going to expect all of us to wait for vans to take groups of like 3 people at a time to campus? Won't that also make traffic worse?. I'm very frustrated that the city is eliminating public transport when it is the main reason I stay in Denton despite high rent.	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEGATIVE	3	0
	5/23/2021	High quality transit is a cornerstone of a developed society (and an ecofriendly one). We shouldn't need cars to get from point A to point B.	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
	5/24/2021	This would be absolutely terrible. On demand service would be a hindrance and would cost more without garnering the same viability. You're hacking away at a system when housing costs are going up before ever getting to see the benefits of consistent long term reliable service.	Twitter	NEGATIVE	N/A	N/A
76201	5/26/2021	As a UNT student without a car, I depend on the DCTA bus service. This new development is profitable for the DCTA, I'm guessing. But this just seems like another way to reduce any services that actually 'help' the public. Also, not everyone owns or knows how to operate a smartphone. That too will end up curbing lower income people's access to public transport. Honestly, I cannot see this benefiting those who actually use the service regularly and have no other options.	Social PinPoint - Service Functionality (Ideas Wall)	MIXED	6	0
76108	5/26/2021	I'm a college student enrolled in the University of North Texas. Because of personal reasons, I have to take route #64 to UNT. I have not been taking the bus in the last year because of covid. Our classes have been remote mostly, only a few classes had been in person. I'm looking at the draft key changes for fall 2021. The paper states that North Texas Xpress will be removed. I talked to Trinity metro, and they told me DCTA would still keep a half of the route. So will the route still exist?	Social PinPoint - Service Functionality (Ideas Wall)	NEUTRAL	1	0
	5/27/2021	Please see @NoBusCutsDenton on Facebook and Twitter for information about the campaign to oppose the "GoZone" bus cuts. For details or to join the campaign, email NoBusCutsDenton@gmail.com	Event - Town Hall	NEUTRAL	N/A	N/A
	5/27/2021	I'm a student at UNT as well as a worker there, so the idea that 7 might be removed when 8 was already moved to begin with is upsetting. 7, along with 4 are the only routes to Rayzor Ranch, so not only is that stunting students but the dozens of people I get on the bus with who take the bus to Mesa Dr.	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEGATIVE	0	0
	5/27/2021	As a student at UNT, and a resident of Denton, I think the necessity to have access to Ft Worth, not to just those who are students commuting but for those simply traveling between Denton - Ft Worth should be enough to let 64X continue to run. As well: You touched upon the wage cuts and loss of jobs that those who work alongside you will be effected by. When you speak of the efficiency of this new go-zone system, it seems to be only efficient for your wallets.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	2	0

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Comment Category: Concerns About Removing Fixed Routes

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
	5/29/2021	Public transportation is an essential service for a healthy city. Without adequate transportation, many people would suffer. Please don't make cuts to this wonderful service	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/29/2021	I'm signing this petition because riders deserve better, not worse, service and workers deserve better, not worse, treatment. Also, some riders do not have access to the technology that will allow them to connect with the GoZone alternative.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/30/2021	I ride the bus often and have years	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
	6/1/2021	I'm signing because I know with certainty that these cuts will IMMEDIATELY OBSTRUCT citizens' ability to: *earn income, for those who work to sustain this service already and for those who need the services to get to and from employment; *get to and from interviews for employment; *interact within the community and events provided by community establishments; and *get to and from needed services--four essential community-building activities that when hindered lead to or increase poverty, stress and mental health problems and produce and overall sense of both individual and societal helplessness--for the individuals who need the services and for those of us who are impacted by willful political cruelty toward our fellow citizens that we are left feeling powerless to fight against taking root in our community. This is a willful political NON-DENTON-CENTERED financial motive. Nothing for the benefit of Denton's growth or community health and increase can be located anywhere in the efforts to make these cuts.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	6/1/2021	No cuts #NoGoZone	Email	NEGATIVE	N/A	N/A
76201	6/1/2021	Please don't cancel the bus service, I can't use my cell phone very often with my disabilities	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	7	0
76201	6/1/2021	This is such a hateful idea to make our homeless even more disadvantaged. Please! They already have to deal with too much. Do not go through with this!	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	5	0
76204	6/1/2021	This sounds like a terrible downgrade compared to fixed bus service. A bus schedule is reliable in route, high-capacity with relative comfort, and allows for passenger destination anonymity. That's why I prefer buses as a disabled public transport user. Also: 1. What if someone doesn't have a phone, or their phone is dead? Do they not deserve transport? 2. Getting into a stranger's van is a hard enough sell before you take into account Covid risk and the decrease in passenger space.	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	2	0
	6/1/2021	criminals pass background checks all the time, your living in a fantasy land, putting the elderly and females and younger kids in cars for hire (uber) puts the vulnerable at risk for crime, KEEP the buses but redraw the routes to better suit the needs of the needy tax paying citizens of the counties	Social PinPoint - Accessibility (Ideas Wall)	MIXED	0	0
76179	6/4/2021	This is a terrible idea and is frankly a downgrade, transit advocates and experts such as Jarrett Walker have argued that on demand service like this is not a good transit alternative to fixed route busses, other studies have showed fixed route service is cheaper and better for development then on demand service, there's also the concern of those with lack of cell phones and issues with regional connectivity, overall this is a bad idea	Social PinPoint - Other Ideas (Ideas Wall)	NEGATIVE	6	0
75231	6/5/2021	Even if having a smart phone is not required, the rider still has to book a trip instead of just going to a bus stop. I agree: this sounds like (yet another) downgrade.	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	0	0

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Comment Category: Concerns About Removing Fixed Routes

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
75231	6/5/2021	Did Arlington dismantle an existing bus service? If so, I would be interested in learning how the phase out worked and how bus riders felt about the changes,	Social PinPoint - Service Functionality (Ideas Wall)	NEUTRAL	0	0
75231	6/5/2021	Keep Route 7!	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEUTRAL	0	0
	6/6/2021	Public transportation is incredibly necessary as Denton's population rapidly expands. Not only is the proposed cut in a food desert, but cutting public transportation deprives every day working people from quickly getting to their jobs, shopping centers, and other obligations. Public transportation cuts down on individual vehicle use and the traffic that comes with it	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
76209	6/7/2021	This is a terrible idea. Not only is DCTA setting themselves up to compete with Uber and Lyft, but they are leaving people who rely on fixed route services out to dry. A service like GoZone should be offered alongside fixed routes in the form of a service similar to taxi cabs in large cities, not in lieu of them! It should be used to fill the gaps that things like buses and trains can't fill.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	4	0
	6/8/2021	I was surprised to hear that we would continue to carry Routes 3 and 7 for a brief period for a testing period. I can only speak from our perspective as an organization but we house and put 300 people to work a year and predominately utilize Routes 2 and 4 considering this is where most employment is obtained. 3 and 7 are very important for social and city services but for our organization routes 4 and 2 are vital.	Event - Special Abilities of North Texas	NEUTRAL	N/A	N/A
	6/8/2021	I'm very concerned about the plan to cut fixed routes. We have a significant number of residents in our city who really depend on those fixed routes. We have many folks who do not use smart phones for whom an on-demand service just would not be accessible in the way that a fixed route bus service is.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A
	6/8/2021	We are a really rapidly growing city. We are in the process of transforming from being a small town to being a metropolitan city. And we are also in the midst of a climate emergency. We urgently need to be working to get cars off the road. The best way to do that is to make it safer and more convenient for people to choose to walk or bike or ride public transportation instead of driving, right? And I'm concerned that, from my perspective, over the last few years, DCTA and the city of Denton and the County and the State have consistently failed to take steps that would make it safer and more convenient for people to use our fixed bus routes. And now that the predictable outcome has occurred that ridership has gone down, now we are saying oh I guess we don't need the fixed bus routes and it's time to cut them. I don't think that that's the right move. I'm not necessarily opposed to adding on demand services, but I want to see us investing in increasing ridership on fixed routes by making it safer and more convenient for people to choose those fixed routes. So I'm just very concerned about the cutting fixed routes portion of this.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	I'm not against the idea of testing out a public taxi shuttle service, but just not at the expense of buses.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	Of course fixed routes should have flexibility and should change over time with shifting population centers and mobility patterns. I do think that the proposed GoZone program could be a great tool for helping us determine what those changing mobility patterns look like, but I just want to reiterate my support for keeping something resembling our current fixed bus route system.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A
	6/8/2021	I don't think you're guys should get rid of the bus roust a lot of people rely on them	Facebook	NEGATIVE	N/A	N/A
	6/10/2021	Denton is already an area lacking in public transportation infrastructure to adequately support its area and connect it to other cities within the metropolx. Outsourcing transportation needs with a private contractor and increasing the reliance on "gig" labor will hurt the local economy and put workers at risk.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	6/14/2021	Will the routes be decreased?	Event - Denton County Friends of the Family	NEUTRAL	N/A	N/A

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76205	6/14/2021	DCTA touts this as a way to increase ridership, but VIA's marketing material disagrees: "one thing remains true for all microtransit services: their main goal is to expand a network's geographic and demographic reach" https://ridewithvia.com/resources/articles/what-is-microtransit/ If DCTA's goal is to maximize coverage irrespective of fare impacts, this seems good. If the goal is ridership increase and lowering per-trip cost, this seems much more risky than a bus route redesign.	Social PinPoint - Service Functionality	NEUTRAL	6	0
	6/16/2021	Will GoZone replace all fixed bus routes?	Event - Town Hall	NEUTRAL	N/A	N/A
	6/16/2021	I think that this is an interesting idea. The cost should be kept comparable to the Connect Bus ticket cost because it is replacing this current public transportation option.	Social PinPoint	POSITIVE	0	0
76201	6/16/2021	Some fixed bus routes in the city are really important for students to get around town, both TWU and UNT, to get to their jobs, etc. Please give A LOT of thought before you eliminate those, because it could affect parking, traffic and congestion in an adversarial way.	Social PinPoint - Make a Comment	NEUTRAL	4	0
	6/17/2021	I would consider this proposal more seriously if it were an addendum to the currently existing routes or used the specific bus stops that already exist. Getting rid of buses and the current Connect fixed routes entirely demolishes accessibility. I'm not paying to get rid of something I need.	Social PinPoint -	NEUTRAL	3	0
	6/19/2021	Thanks for the informative new DCTA/Via Proposed Go-Zone On-Demand Ride Share Presentation on June 15th, 2021 to Evergreen residents at Lewisville. There were a couple of resident questions that you may be able to answer about the new Proposed Programs: (1) what is the difference between the Proposed GoZone program and the ADA and NON-ADA program? (2) Will the ADA and NON-ADA program will be the same program after September 7th? Will DCTA/Via be using the van/buses? (3) After September 7th, will the \$3.00 coupons be accepted as fare or will the change for ADA and NON-ADA riders and other riders? (4) Will the DCTA/Via Chrysler Pacifica transportation be used after September 7th for ADA and NON-ADA curb to curb pickup or the regular van/buses? The wheel chairs, walkers and items purchased at various stores may present a storage car problem? (5) Will it be necessary for new both ADA and NON-ADA riders and new regular riders to obtain the App on Play Store? What is it called? Is there a deadline and when would this new program start? (6) Where would Evergreen at Lewisville regular riders go to pick up the Chrysler Pacifica cars? (7) Can ADA and NON-ADA riders still call into 940-243-0077 in advance several days for a one way or round trip? (8) For regular riders, how far in advance do they need to use their app or to call in to DCTA/Via to schedule a pickup ride?	Email	NEUTRAL	N/A	N/A
	6/19/2021	I'm signing because cutting the buses in Denton will negatively impact the hard working low income citizens in this city.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
76208	6/20/2021	While it is great that route 3 will stay in service for the first six months of this proposed idea - which grants riders access to locations catered to a good portion of the city's low-income citizens such as the Salvation Army - I am afraid that this demographic will not be utilizing GoZone during this somewhat trial period and therefore their input will be excluded in six months when an evaluation takes place.	Social PinPoint - Phase I Launch	MIXED	1	0
	6/21/2021	We oppose DCTA's "GoZone" plan, because it would hurt the agency's workers and riders, and also the greater Denton community. DCTA's "GoZone" plan <ul style="list-style-type: none"> eliminates four of Denton's city bus routes after only two weeks (Routes 1, 2, 4, and 6). Two more would be guaranteed to run for only another six months (Routes 3 and 7). replaces our safe, fixed-stop bus system with rides in minivans and pickups at undisclosed locations that have to be scheduled by app or telephone. pays millions of dollars out of county funds for this inferior service to Via Transportation, a multinational corporation with its headquarters in New York City. 	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A

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	6/21/2021	well we really really do need these busses going so how is this go zone service going to be any different then these busses so i think that the busses should continue running so if you have any questions about my feedback please do call me @ 940399 2235	Social PinPoint	NEUTRAL	0	0
75051	6/22/2021	As a student worker at UNT & religious Connect/A-Train commuter pre-pandemic, fixed routes should be kept in high-traffic areas (UNT/TWU, the University/35 & Loop 288/35E corridors). The GoZone idea is a great supplement, but not the only solution to transit issues. I hope DCTA reconsiders doing away with fixed-route services. And if it does go forward, fixed-route/A-Train frequencies should be improved and synced w/ one another for better connections.	Social PinPoint - Something I Don't Like	MIXED	2	1
	6/23/2021	My name is Kayla I'm a second year of grad student at UNT in the anthropology department. I've been listening to the meeting and to other staff and it sounds like the new system will adversely affect not only the DCTA's employees, but anyone who rides the buses in Denton. As we talked earlier, a portion of our own tuition allows us to have the ability to ride any Denton buses free of charge. And as we all know, after February, all the Denton connect bus routes will be closed and replaced with Gozone meaning that at that very moment, most of the students will be paying for the service off of the fees you already paid. The only promotional fee eventually leave. Also, during the last board meeting, they talked about how 50% of buses will be cut and also the bus drivers, which is very concerning. This is all written down, and the route has many reviews complaining about wait times, increase fees and a distance to walk to it. For these new services, you must request it, then walk to a go zone stop, wait a bit, get picked up, dropped off at different gozone. Only to walk again to your destination. It sounds like we already have something like this. It's called a bus. And I will also like to add that solutions are solutions to problems that the DCTA created and consolidate with out. This is just another privatized effort. Heck, the council is starting to recognize this as yesterday. They just voted not to renew the \$40,000 a year contract we're with bird consulting, one of the architects for digital don't English response to like public pressure. So I'm hoping I'd leave with the student. That's a UNT and SGA does a responsible thing act then with bus drivers, then residents and a students wallets and not with DCTA and an out of state non-Denton company.	Event - UNT Student Town Hall	MIXED	N/A	N/A
	6/23/2021	You said earlier that 40% of the bus routes will be cut. How many of those are UNT? Obviously not on campus, because I know UNT has its own buses. We do have students who come off and on campus, what is the major impact for them? Because, we're going from a big bus to a small van I don't see that being very practical.	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	Does the DCTA expect to the cost of this service to be more or less than the, the existing buses that they're going to cut?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
76205	6/25/2021	Cutting DCTA bus routes will negatively impact Denton's working class and good paying union jobs. The current bus system already lacks enough routes to fully service our rapidly growing city. Buses are convenient and reliable for the working classes. A fleet of vans owned by a private company is not. It's an unpopular proposal.	Social PinPoint - Other Ideas	MIXED	5	0

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
76201	6/25/2021	Via says it can only service 2-4 riders per hour at best. The worst-performing DCTA bus routes (pre-COVID) averaged at least 4 riders per hour (rph): Route 1 = 5-6 rph Route 2 = 7 rph Route 3 = 10-12 rph Route 4 = 4 rph Route 5 = 6-8 rph Route 6 = 6 rph Route 7 = 13 rph Route 8 = 14 rph LC-21 = 4 rph LC-22 = 5-8 rph	Social PinPoint - DCTA Service Impacts	NEUTRAL	3	0
		Transporting this many riders with Via requires more drivers and vehicles than with current buses. Via does not sound like an adequate replacement for most bus routes.				
76201	6/25/2021	Knowing that on-demand transit costs more per rider than fixed bus routes, it's concerning that cost has been mostly left out of the conversation. No one has mentioned whether fares will be increased for the people who rely most on transit. When discussing the flexibility for Via to scale up or down depending on ridership, no one mentions where the money will come from if ridership increases to the point where the DCTA budget cannot sustain the promised levels of service.	Social PinPoint - Other Ideas	NEUTRAL	2	0
76201	6/25/2021	While not always predictable due to traffic and mechanical issues, fixed bus routes still provide a level of predictability that Via does not. Currently, I know when to expect my bus to work and approximately how long it will take to get to work. With Via, I cannot make last-minute decisions to take public transit to work, because I won't know how long the wait time or travel time will be. Detours picking up or dropping off other people create unpredictability that make it harder to use.	Social PinPoint - Other Ideas	MIXED	2	0
76201	6/25/2021	It is concerning that DCTA is proposing to replace fixed bus routes with on-demand transit without implementing a pilot first to see if the nice-sounding promises from Via turn out to be true or sustainable. Is the service as seamless as promised? Does it serve our current riders well? Will DCTA have enough money to sustain the promised wait times even if ridership increases? What is the plan if service isn't as promised and DCTA cannot afford to maintain the promised level of service?	Social PinPoint - Other Ideas	NEGATIVE	1	0
76201	6/25/2021	Fixed bus routes are an efficient transportation system in terms of cost, ridership capacity, and carbon emissions. They allow us to plan cities in a more efficient and sustainable manner with transit-oriented development. We should improve and invest in the fixed routes that attracted at least 4 riders per hour pre-COVID. At best, Via should be an add-on service to replace Route 4 and LC-21 or to extend service hours. It isn't an adequate replacement of buses averaging more than 4 riders per hr	Social PinPoint - Other Ideas	NEUTRAL	2	0
		Taking the bus routes out entirely removes a reliable form of transportation for so many people. This isn't a viable substitution and having it be strictly app based means that people who cannot navigate smartphones, or even afford them, will be able to access the transport system.	Social PinPoint -	POSITIVE	2	0
76210	6/25/2021	From the perspective of someone who has worked with students and other individuals without consistent access to personal transportation and thus understands the extent of negative impact it can have, I strongly oppose eliminating the Connect bus routes in Denton. Many individuals rely on these routes to attend classes, get to work, and transport their children. Doing away with these is nothing but irresponsible and shows no regard or consideration for those who rely on these routes.	Social PinPoint - Make a Comment	NEGATIVE	1	0

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76205	6/25/2021	Denton is not a walkable city at ALL! The buses are necessary to so many people to get around.	Social PinPoint - Other Ideas	NEUTRAL	2	0
	6/28/2021	Concern regarding the elimination of the North Texas Express service as there are so many employment opportunities along the I-35W corridor.	Email	NEUTRAL	N/A	N/A
N/A	No Date	I think this is a horrible idea. Many people I know depend on the buses to get to work and buy groceries and the layout of the city is not made for pedestrians to get from one place to another easy especially with Texas' extreme weather.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	This is the wrong direction for the DCTA to go. Instead of expanding and making public transportation more accessible, you instead decide to partially privatize and cut service for those who need it the most. The people of Denton need a reliable and accessible public transportation system.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I can't think of anything good about the GoZone plan. It will cause people to lose jobs; it will be difficult to use for people with limited cell phone access, disabilities, or communication challenges--creating more "hoops" to jump through for people who already have to do more work just to live their lives. And I can totally see costs for users going up over the years, far surpassing what would have been the cost of mass transit service over the same time period. This "plan" sounds like more of a scheme to transfer public costs to individual users who cannot afford to take on that burden. What DCTA really needs to do is increase the availability of bus routes and make them more convenient and efficient so that riders can spend less time commuting without taking on yet another financial burden. I am a taxpayer and I think it is more responsible for the county to provide services that EVERYONE can use.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Many people use the bus please do not cut them especially university students who can't afford cars.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Let's no eradicate feasible transportation for the people in the city of Denton	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Please don't get rid of the bussing systems, so many individuals rely on them for transportation to and from work. We must be able to provide public transportation in order to ensure people in the Denton community can make their wages!	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	I am confused and upset by this change. I am concerned for those who come to Denton from other cities as well as those, including myself, who's only source of transit is public transit. I wish for clarification to be made to not only those with access to technology, but for those including the homeless who may not have a way to move around the city without open access to public transit. As well, I am concerned by those workers you are laying off in order to improve the DCTA system. I understand you want to save money but you are making dozens of people at risk of homelessness or lower income. I am wondering where your priorities lie and wonder if you have taken this transit system. Especially when it comes to transit from Denton to Ft Worth.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I don't always have service on my mobile phone sometimes or it may be extremely slow. Since the removal of Route 8 from W. Oak @ Bradley it is more difficult for me to ride.	Immediate Feedback Form	NEUTRAL	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	I think accessible public transit is essential for a strong economic infrastructure. It enables folks of all SES backgrounds to get where they need to go, car or no. I think moving in the direction of on-demand only service would create difficulties members of our community to make it work, appointments or to get other needs met, which could impact Denton Co. with higher unemployment rates (including extensive job loss among bus drivers), higher demand on thinly stretched social services and decrease in connection for those who can't get around the city/ county any other way. A lack of a robust public transit system is an unfortunate feature of cities like Arlington, TX. It's essentially kept their city disconnected and disables many from access to work, services and housing. They (and we) have a growing homeless population, a disconnected city center and lack of accessible community resources. Having accessible public transit connects people. I'd hate to see us move in the direction of disconnection, especially knowing how impactful and helpful the DCTA bus system has been to so many. If GoZones are added, I'd recommend keeping the bus system (and your amazing drivers) fully functional at the same time. Both options support different goals and could be beneficial. But I don't believe GoZones can adequately replace the bus system.	Immediate Feedback Form	NEGATIVE	N/A	N/A
		After listening to DCTA presentations, asking questions, and researching on-demand transit, I am not in support of the proposal to replace DCTA's fixed bus routes with on-demand service. The lack of concrete detail in the proposal is disconcerting. If concrete details, like fares and travel times, cannot be provided, this should be a pilot at the most--not a complete change. Below are my primary concerns: 1) CAPACITY/EFFICIENCY: Research from Via itself indicates that it can only service 3-4 riders per hour at its best. In suburban areas, they can service about 2 riders per hour. The worst-performing DCTA bus routes (pre-COVID) averaged at least 4 rider per hour--the maximum that Via can handle. Several routes averaged more riders per hour (rph): Route 1 = 5-6 rph; Route 2 = 7 rph; Route 3 = 10-12 rph; Route 4 = 4 rph; Route 5 = 6-8 rph; Route 6 = 6 rph; Route 7 = 13 rph; Route 8 = 14 rph; LC-21 = 4 rph; LC-22 = 5-8 rph. Replacing rider capacity of buses with vans will require more drivers and more vehicles on the road. Further, in peak times or unexpected surges of riders, Via will not have the capacity to accommodate more people like a bus does. 2) COST: Knowing that on-demand transit costs more per rider than fixed bus routes, it's disconcerting that cost has been mostly left out of the conversation. No one has mentioned whether fares will be increased for the people who rely most on transit. When discussing the flexibility for Via to scale up or down depending on ridership, no one mentions where the money will come from if ridership increases to the point where the DCTA budget cannot sustain the promised levels of service. We know that the more people use on-demand service, the more expensive it becomes -it simply cannot scale the way that fixed route buses can scale. 3) PREDICTABILITY: While fixed routes buses aren't always predictable due to traffic and mechanical issues, there is some predictability for riders by looking at the route schedule. They also know where that bus will go, where it will stop, and how long the travel time should be. It is possible to plan a trip or a commute based on the schedule. With on-demand, it is unknown when the ride will arrive before requesting the ride. It's unknown how long it will take to travel to the destination, because it's unknown how many detours there will be to pick up or drop off passengers. Currently, I can make a last second decision to take the Route 4 bus to work. I can watch where the bus is, walk out to the bus stop when it's about to arrive, and I know approximately how long it will take to arrive to my destination. With on-demand, it will be more challenging to make these last-second decisions or ensure that I arrive to work on time.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	this bus system is not only necessary, but vital to half of your community! students and elderly need access and this actually needs to be more robust	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	This is me saying NO to GoZone. The community is full of college students who rely on these routes to get to where they need to be safely, and the many bus drivers that work current routes are the ones able to make that possible. Implementing GoZone in favor of our current system will lead to a loss of jobs by Denton community members and a loss of accessibility to some of the people who need the buses the most.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	The go zone is an awful idea and should not be implemented. This would take away valuable services from people who rely on this transportation. Shame on those who pushed this idea forward.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	In general people who do not have money to own a car are very likely to not be able to afford a smart phone, tablet or computer and internet service, this troubles me when thinking about the GoZone proposal. Why would you take away a service that is primarily used by low income people who have limited resources and force them to either find other modes of transportation or spend money they don't have so they can request a ride. Plus, it seems you have already decided you are doing this, so why ask for feedback?	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Sounds like a bus with extra steps and very little guarantee. Especially with prices as y'all haven't even gave us a price range after the promotional price. UNT students have the ability to ride busses for free, so far nothing has been done to reassure students that their tuition fee will go down or DCTA allowing us to use this service for free. Also all of these solutions these Gozones will fix sounds like problems y'all caused and created.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	To all DCTA Board Members, I have looked over the positive and negative feedback that the public has given. First of all, I want to thank you for giving us an opportunity to allow us to express our thoughts on this new GoZone on-demand service proposal. In my opinion this would be a great idea if the public was a little more informed of what this service is about. I understand that this website was put up to explained it, but you got to understand that a lot of people don't have a computer or smart phone. You also have riders who don't speak English. A lot of people who depend on fixed routes may not know that this service will benefit them and shorten wait times and give them quicker access to get to their destination without having to worry about meeting other route connections. A lot of customers call in because they are not aware that the bus routes and train times have been changed this is because they lack the technology available to them. This is why DCTA needs to set up tents and explained to the public how this is going to work. I ask that you put yourself in their shoes. A lot of people are just worried that their source of transportation is getting cut off when that is not the case. If you don't have plans in going out and informing the public on how this is going to work don't plan on seeing an increase in ridership. Denton isn't Arlington or Dallas. Denton has no ridership, and in order to build that up you need to make that extra step and be involved with the public more. A lot of people don't like change, Can't DCTA stop making sudden changes for once? This is what causes the public to get discouraged and confused. You are not giving the public a chance to adapt to the public transportation because it keeps changing on them. On the other hand, if this proposal passes then what is going to happen to all the bus drivers who have given so many years to this company? How is that fair? I understand that they will be given a chance to apply for a via driver position however it doesn't guarantee they will be hired. My understanding they will be getting a tremendously pay cut from \$17.50 to \$8.00 an hr with no benefits. These drivers risk their lives for the public throughout this pandemic and this is how you pay them? On another note, is the customer service center ready and prepared to tackle all these phone calls? Will there be enough coverage to cover all incoming calls? Because there will be a lot of customers calling in the first few months. There aren't enough customer service reps to handle all these calls. How are ADA/NON-ADA customers supposed to get through to request their trips if they can't get through? Or the other callers. And the service hours that you are planning to add to customer service how is that fair to those employees? Operating 365 days, open 7 days out of the week? When are those employees able to take time off? Honestly, I don't think you are going to find anyone who is willing to handle that schedule unless there is an increase in pay. I'm sure you have a family of your own that you go to everyday. I just ask that you reconsider some of this layout. It's the little people(employees) that make this happen and the public that pays for the service.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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Comment Category: Concerns About Removing Fixed Routes

Some comments provided by stakeholders address issues across multiple categories. These have been highlighted in the table below.

ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	I don't think you should get rid of fixed route service. I think you should focus on your highest traffic or potential traffic route areas and create a more robust fixed route service. Go zone is fine for replacing low ridership routes or far out routes but there should still be core fixed route service. It drives foot traffic which is good for business and the community.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Denton needs a dedicate bus service for the community. A ride share option is not going to work for people who need bus services to get around, especially if they have to rely on smartphones to access. People who can afford ride sharing will use it. People who need to bus can't afford the technology to use ride sharing. And cutting routes and accessibility makes it harder for people to get to where they need to go. And moving Our Daily Bread to the Loop means people will need bus service to get there. This plan will marginalize people further who need it.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I am sad to hear that the service directly from Denton to Ft. Worth is being cut. I don't own a car and was hoping to meet my newly retired cousins in Ft. Worth. I am a lecturer at UNT who, before the pandemic, used Route 7 as my primary transport to and from work. I selected my current apartment primarily based in access to the bus system. I am extremely concerned about the suggestion that route 7 may be eliminated in the future. I understand that ridership has dropped, but I urge the city to consider that decreases in ridership may possibly be linked to the deadly global pandemic that has reduced the number of people commuting and made people uncertain about the morality of taking public transport where they could expose someone to the virus. If route 7 is eliminated, I cannot imagine that there would be enough of these cars to transport me and the other people who make the morning commute on route 7 (before the pandemic, at least, the bus was usually completely full with A-Train users going to UNT).	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	I can't imagine the environmental impact of this entire system being anything but detrimental, and I assume it will also have negative effects on traffic. I am aware that UNT has a bus system, but frankly it is not adequate, ends much to early in the day to be used by most working adults (suppose my office is open 9-5-- how am I supposed to get home when the last bus is at 5?), and doesn't even go to my side of the city. Frankly, it's hard for me to justify continuing to pay for the expensive rent in Denton if I know the public transport will be essentially eliminated. Furthermore, as someone who works with unhoused and impoverished people in the city who rely on the bus, I am very concerned that this will cause trouble for them. The website claims that a car can be scheduled by physically going to the bus station, but the bus station closes early and often isn't open, and there is only one in Denton. This system is highly inaccessible for anyone who doesn't have access to a smartphone. It also adds considerable extra steps and difficulty to getting around town in a way that will create unnecessary stress and waste time for those who rely on public transport. Frankly, I find this decision baffling. Denton is a rapidly growing city and its largest employer is a university. Eliminating public transport seems like a terrible decision that will make the city less livable in the long term, even if it saves a little money now (which I assume is what this is about). I realize this decision has probably already been made over the citizen's heads, but I will certainly remember it and will be encouraging other voters to do the same.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	<p>Please don't dismantle fixed bus routes. People with the greatest need rely on fixed bus routes. The rest of us who live financially connected lives can already afford to get around. If anything, DCTA should maintain current bus routes and use GoZone as a supplement, not as a replacement of buses.</p> <p>GoZone is a private enterprise. Why is DCTA funding private enterprise with public funds? If DCTA is incapable of providing adequate service itself, why are we funding DCTA? This will mean we're paying DCTA staff and GoZone staff. It's a legitimate question, why should Denton area residents pay two agencies for one service?</p> <p>I'm familiar with the "data" angle that GoZone will help DCTA by providing data and thus better more targeted service. It's a faulty premise to state, GoZone will help us gather data. Of course GoZone will have better data than DCTA because GoZone requires phone connectivity and data collection in order for anyone to ride.</p> <p>By the way, I do not appreciate how you're requiring GoZone Feedback. I don't know who I'm writing to. This is not a responsive form of government in its current state, and the residents of Denton and other funders of DCTA deserve better.</p> <p>Reasons to not pursue contract with VIA Rideshare</p> <ul style="list-style-type: none"> • Service is dependent on a number of factors that are not a concern with DCTA transport <ul style="list-style-type: none"> o The VIA app working properly o A rider's battery level o Smartphone access (despite call-ahead options for booking) o "App-toggling" can happen if VIA isn't available for a rider, meaning they will switch to another, more expensive rideshare service if they aren't finding the timely service they need with VIA. This puts more cars on the road, puts more cost onto the rider, and gives nothing to the city. • Ridesharing in lieu of public transport increase the number of vehicles on the road, which leads to <ul style="list-style-type: none"> o Increased traffic congestion o Increased exhaust emissions o Increased cost burden (see next) • Lower-income residents are more likely to be using public transit, and the VIA rideshare options will ultimately end up costing riders more than DCTA options. For example, going off of the VIA Arlington fare prices as a baseline: <ul style="list-style-type: none"> o Rides with VIA cost \$3 per ride, whereas a full Day-Pass with DCTA costs the same amount with no limit on rides for the day. These dollars can add up and cause a headache that already cash-strapped individuals might not face with using DCTA • Using a private company for public transit means that less dollars are being put back into the community. o Private companies also serve only to make a profit, not serve the public good, and given Uber & Lyft's track record of throwing their weight around to influence policy decisions on the local level, VIA could do the same in the future as they grow. o As residents, we would have less of a say in how VIA is run in our city, given that it is a private company contracted with the city, rather than a city utility itself • Allowing VIA into our city means cutting down DCTA routes, which end up cutting hours for drivers or even cutting out drivers altogether, leaving them under-employed or unemployed and without the usual benefits given to a city employee. o VIA operates within the "gig economy" model and despite a better track record than other rideshare companies like 	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	<ul style="list-style-type: none"> • Lower-income residents are more likely to be using public transit, and the VIA rideshare options will ultimately end up costing riders more than DCTA options. For example, going off of the VIA Arlington fare prices as a baseline: <ul style="list-style-type: none"> o Rides with VIA cost \$3 per ride, whereas a full Day-Pass with DCTA costs the same amount with no limit on rides for the day. These dollars can add up and cause a headache that already cash-strapped individuals might not face with using DCTA • Using a private company for public transit means that less dollars are being put back into the community. o Private companies also serve only to make a profit, not serve the public good, and given Uber & Lyft's track record of throwing their weight around to influence policy decisions on the local level, VIA could do the same in the future as they grow. o As residents, we would have less of a say in how VIA is run in our city, given that it is a private company contracted with the city, rather than a city utility itself • Allowing VIA into our city means cutting down DCTA routes, which end up cutting hours for drivers or even cutting out drivers altogether, leaving them under-employed or unemployed and without the usual benefits given to a city employee. o VIA operates within the "gig economy" model and despite a better track record than other rideshare companies like 	Immediate Feedback Form	NEGATIVE	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	The loss of jobs regarding the cutback of certain routes here in Denton TX. Unfortunately i do not have any specific answers to the problem but would like to address that some of the men and woman are hard working people and do a great job of helping people (like myself) at getting to our destinations. Thank You for all of your help and if anything i can say or do to help keep these important routes, please let me know.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Do not remove current routes or replace with ride-sharing	Immediate Feedback Form	NEGATIVE	N/A	N/A

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Comment Category: Concerns About Job Loss

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	5/18/2021	Many people need Denton's public transportation in order to keep their jobs. Reduction in services and privatization will cost us all.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/20/2021	I want to protect our jobs, but more importantly we need to think about the passengers who will be hurt badly by our Route cuts. Too many depend on our services for basic living needs, less service means hard times for them.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/20/2021	Because my mom's best friend is a bus driver for the city of Denton! And she deserves the best! I Love You Karon Moore	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
	5/20/2021	This bad for rider, employees and the city	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
76205	5/22/2021	I realize that maybe this is not considered a big priority, but I am frankly also a little concerned about the environmental impact of this change. How will adding these vans driving around impact the pollution levels in Denton? Are they more efficient than the buses? Denton already has issues with air quality (which, according to the DRC, may have been bad enough to drive some businesses away). Is environmental impact of adding these extra cars to the road being considered?	Social PinPoint - Other Ideas (Ideas Wall)	NEGATIVE	2	0
	5/24/2021	Will there be any expansion of GoZone for 3rd shift employees?	Event - United Way of Denton County	NEUTRAL	N/A	N/A
	5/24/2021	This would be absolutely terrible. On demand service would be a hindrance and would cost more without garnering the same viability. You're hacking away at a system when housing costs are going up before ever getting to see the benefits of consistent long term reliable service.	Twitter	NEGATIVE	N/A	N/A
	5/25/2021	Is pay going to change for Drivers who go to the GoZone	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/25/2021	Any idea how many people will be let go?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/25/2021	Will Go Zone & NTMC Routes be full time?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/25/2021	Are there any plans for benefits?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/25/2021	Will driver pay change for those who drive for GoZone service?	Event - Bus Drivers Town Hall	NEUTRAL	N/A	N/A
	5/25/2021	How many drivers will be let go?	Event - Bus Drivers Town Hall	NEUTRAL	N/A	N/A
	5/25/2021	Will remaining NTMC positions and/or Via positions be full-time or part-time?	Event - Bus Drivers Town Hall	NEUTRAL	N/A	N/A
	5/25/2021	Will there be benefits for drivers?	Event - Bus Drivers Town Hall	NEUTRAL	N/A	N/A
	5/26/2021	What about furloughs?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/26/2021	What will the percentage decrease in operators (there will be a decrease in service hours)	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/26/2021	If we have to go to VIA would be loose our pay here?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/26/2021	When is VIA's job fair?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/27/2021	How many bus drivers to you expect to be laid off as a result of the cuts to the bus routes?	Event - Town Hall	NEUTRAL	N/A	N/A
	5/29/2021	I'm signing this petition because riders deserve better, not worse, service and workers deserve better, not worse, treatment. Also, some riders do not have access to the technology that will allow them to connect with the GoZone alternative.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/31/2021	It will be horrible for bus drivers.	Social PinPoint - (Interactive Map)	NEGATIVE	0	0

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	6/1/2021	I'm signing because I know with certainty that these cuts will IMMEDIATELY OBSTRUCT citizens' ability to: *earn income, for those who work to sustain this service already and for those who need the services to get to and from employment; *get to and from interviews for employment; *interact within the community and events provided by community establishments; and *get to and from needed services--four essential community-building activities that when hindered lead to or increase poverty, stress and mental health problems and produce and overall sense of both individual and societal helplessness--for the individuals who need the services and for those of us who are impacted by willful political cruelty toward our fellow citizens that we are left feeling powerless to fight against taking root in our community. This is a willful political NON-DENTON-CENTERED financial motive. Nothing for the benefit of Denton's growth or community health and increase can be located anywhere in the efforts to make these cuts.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
76201	6/1/2021	this plan is bad. you're laying drivers off en masse. people living along the routes who depend on them are being left in the lurch. not everyone has a smartphone to schedule rides with- why are you all so determined to cut off service to the city's poorest citizens, who need it most and are the ones most likely to use DCTA instead of uber and lyft?	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEGATIVE	6	0
	6/8/2021	The transferring of credit to our clients makes sense but this is concerning considering a healthy percentage of our client does not have smart phones and sometimes even phones. Nor do they have access to a computer when they are out around town looking for employment or heading to social services.	Event - Special Abilities of North Texas	NEUTRAL	N/A	N/A
	6/8/2021	I'm concerned about loss of jobs for drivers and other DCTA employees. I'm aware that drivers will have an opportunity to apply for these you know to drive these vans, but there is certainly no guarantee that they will be hired. And as far as I'm aware they no longer be represented by a union if they were to lose their union – their full time with benefits Union job driving buses (fixed bus routes) and go to this on demand service, I'm very concerned about that.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A
	6/8/2021	I think the driver (so to speak) behind all of this is trying to be more efficient in delivering a more convenient experience. These are the people who at significant personal risk to themselves, were our front line during COVID19 – making sure that transportation options were there for people who needed to get to work and wherever they needed to go. So my question is, is it possible, entirely separate from the fact that we are going to a different set of vehicles and so on, entirely separate from the fact that Via becomes the employer, is it possible for DCTA to keep that crew of individuals whole on paying benefits in some way?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	the bus drivers have always been contract labor and not DCTA employees, did that pivot, did they become employees currently or where are we?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
75231	6/8/2021	You are telling us that citizens in general liked the service (give us your source, please). I wanted to know how bus riders liked the change. If anyone has data on that, I would like to see the data.	Social PinPoint - Service Functionality (Ideas Wall)	NEUTRAL	0	0
	6/10/2021	Denton is already an area lacking in public transportation infrastructure to adequately support its area and connect it to other cities within the metroplex. Outsourcing transportation needs with a private contractor and increasing the reliance on "gig" labor will hurt the local economy and put workers at risk.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A

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	6/16/2021	Will the bus drivers from the cut routes drive the GoZone vans?	Event - Town Hall	NEUTRAL	N/A	N/A
	6/16/2021	Will drivers at Via have access to a union?	Event - Town Hall	NEUTRAL	N/A	N/A
	6/16/2021	It will be horrible for bus drivers.	Social PinPoint	NEGATIVE	1	0
	6/19/2021	Thanks for the informative new DCTA/Via Proposed Go-Zone On-Demand Ride Share Presentation on June 15th, 2021 to Evergreen residents at Lewisville. There were a couple of resident questions that you may be able to answer about the new Proposed Programs: (1) what is the difference between the Proposed GoZone program and the ADA and NON-ADA program? (2) Will the ADA and NON-ADA program will be the same program after September 7th? Will DCTA/Via be using the van/buses? (3) After September 7th, will the \$3.00 coupons be accepted as fare or will the change for ADA and NON-ADA riders and other riders? (4) Will the DCTA/Via Chrysler Pacifica transportation be used after September 7th for ADA and NON-ADA curb to curb pickup or the regular van/buses? The wheel chairs, walkers and items purchased at various stores may present a storage car problem? (5) Will it be necessary for new both ADA and NON-ADA riders and new regular riders to obtain the App on Play Store? What is it called? Is there a deadline and when would this new program start? (6) Where would Evergreen at Lewisville regular riders go to pick up the Chrysler Pacifica cars? (7) Can ADA and NON-ADA riders still call into 940-243-0077 in advance several days for a one way or round trip? (8) For regular riders, how far in advance do they need to use their app or to call in to DCTA/Via to schedule a pickup ride?	Email	NEUTRAL	N/A	N/A
	6/21/2021	We oppose DCTA's "GoZone" plan, because it would hurt the agency's workers and riders, and also the greater Denton community. DCTA's "GoZone" plan <ul style="list-style-type: none"> eliminates four of Denton's city bus routes after only two weeks (Routes 1, 2, 4, and 6). Two more would be guaranteed to run for only another six months (Routes 3 and 7). replaces our safe, fixed-stop bus system with rides in minivans and pickups at undisclosed locations that have to be scheduled by app or telephone. pays millions of dollars out of county funds for this inferior service to Via Transportation, a multinational corporation with its headquarters in New York City. 	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	6/21/2021	Bad for Workers: Bus drivers have risked their lives during the COVID pandemic to provide us with vital transportation. DCTA's GoZone plan says nothing about what will happen to these heroic workers when they lose their jobs during the layoffs that would certainly follow the elimination of the six bus routes.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	6/21/2021	Bad for Denton: DCTA's "GoZone" plan substitutes precarious "gig" jobs with undisclosed salaries and benefits for stable employment and a collectively negotiated contract. It also sends money that should be invested in our own community to a big company in New York. Neither the downgrading of our jobs nor the transfer of our public funds to a private corporation is good for the people of Denton. We urge Denton City Council and Denton County Transportation Authority NOT to implement the proposed "GoZone" changes to its services.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	6/23/2021	Will the future drivers of these GoZones be trained as well?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	I am conflicted because you and we, we do take pride. I mean, I've personally formed relationships with the DCTA best drivers for the ones who kind of have a little bit more on the frequent routes. And they're very friendly, very lovable, and they know their stuff, and they're very respectful to the students. So other than, you know, if there is any price increase for any type of UNT students. I will not vote. I would vote no on it immediately, but what exactly what will happen to those DCTA uh, let's say bus drivers who were then going to not be able to, will they be transitioned into driving those vans or would they just be like, you're fired basically, if that's my comment, are you addressing that?	Event - UNT Student Town Hall	MIXED	N/A	N/A
76201	6/25/2021	privatizing our public transit, firing drivers, and cutting their pay is not the way for our city to have a successful infrastructure. this plan is dangerous and needs to be reformed to better serve the needs of working people in Denton.	Social PinPoint - Other Ideas	NEGATIVE	3	0

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N/A	No Date	I am confused and upset by this change. I am concerned for those who come to Denton from other cities as well as those, including myself, who's only source of transit is public transit. I wish for clarification to be made to not only those with access to technology, but for those including the homeless who may not have a way to move around the city without open access to public transit. As well, I am concerned by those workers you are laying off in order to improve the DCTA system. I understand you want to save money but you are making dozens of people at risk of homelessness or lower income. I am wondering where your priorities lie and wonder if you have taken this transit system. Especially when it comes to transit from Denton to Ft Worth.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	The Go Zone is an awful idea. privatizing union jobs and lopping off an important civic service is honestly a disgusting prospect. It's adding insult to injury by sending our Texas tax dollars to a NYC company. Don't go through with this it will hurt workers, the poor and the elderly	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	This is me saying NO to GoZone. The community is full of college students who rely on these routes to get to where they need to be safely, and the many bus drivers that work current routes are the ones able to make that possible. Implementing GoZone in favor of our current system will lead to a loss of jobs by Denton community members and a loss of accessibility to some of the people who need the buses the most.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I Thank the connect is better for the customer, most of these people's don't have a phone , are no other devices in they're home, I Thank the best is the bus, you'll say care about the people, let them keep the bus, they have more room in them, if there more then 2 bike, the other bike can get inside the bus , and if they're more then 10 people and they all friends, then they all can get inside the big bus, and the route need to go out a little further, let Thank about the people, no your self, people don't want to set close to people in a little bus, and Thank about how people is going to lose they job behind, if love people let Thank about other people God did	Immediate Feedback Form	NEGATIVE	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	To all DCTA Board Members, I have looked over the positive and negative feedback that the public has given. First of all, I want to thank you for giving us an opportunity to allow us to express our thoughts on this new GoZone on-demand service proposal. In my opinion this would be a great idea if the public was a little more informed of what this service is about. I understand that this website was put up to explained it, but you got to understand that a lot of people don't have a computer or smart phone. You also have riders who don't speak English. A lot of people who depend on fixed routes may not know that this service will benefit them and shorten wait times and give them quicker access to get to their destination without having to worry about meeting other route connections. A lot of customers call in because they are not aware that the bus routes and train times have been changed this is because they lack the technology available to them. This is why DCTA needs to set up tents and explained to the public how this is going to work. I ask that you put yourself in their shoes. A lot of people are just worried that their source of transportation is getting cut off when that is not the case. If you don't have plans in going out and informing the public on how this is going to work don't plan on seeing an increase in ridership. Denton isn't Arlington or Dallas. Denton has no ridership, and in order to build that up you need to make that extra step and be involved with the public more. A lot of people don't like change, Can't DCTA stop making sudden changes for once? This is what causes the public to get discouraged and confused. You are not giving the public a chance to adapt to the public transportation because it keeps changing on them. On the other hand, if this proposal passes then what is going to happen to all the bus drivers who have given so many years to this company? How is that fair? I understand that they will be given a chance to apply for a via driver position however it doesn't guarantee they will be hired. My understanding they will be getting a tremendously pay cut from \$17.50 to \$8.00 an hr with no benefits. These drivers risk their lives for the public throughout this pandemic and this is how you pay them? On another note, is the customer service center ready and prepared to tackle all these phone calls? Will there be enough coverage to cover all incoming calls? Because there will be a lot of customers calling in the first few months. There aren't enough customer service reps to handle all these calls. How are ADA/NON-ADA customers supposed to get through to request their trips if they can't get through? Or the other callers. And the service hours that you are planning to add to customer service how is that fair to those employees? Operating 365 days, open 7 days out of the week? When are those employees able to take time off? Honestly, I don't think you are going to find anyone who is willing to handle that schedule unless there is an increase in pay. I'm sure you have a family of your own that you go to everyday. I just ask that you reconsidered some of this layout. It's the little people(employees) that make this happen and the public that pays for the service.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	We are against the GoZone proposal! This puts MANY families in jeopardy of jobs and doctor appointments as they won't have transportation! This is a BIG NO!	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	It is despicable to cut union jobs that provide essential services to so many people in Denton. If DCTA is to incorporate RideSharing, they should do it while keeping the bus routes. Denton is not a walkable city, and countless citizens rely on buses to get to & from work, school, etc. while not providing this & only having ride-sharing would cause many citizens to miss out on many aspects of their daily life and could put some people out of work or school.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	This will exclude underserved communities who already don't have access to every conveniences like cell phones with data like we do. I don't even see how all the drivers can keep their jobs.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	This is a 365 day operational service? Will Via be providing their own reps after call center closes @ 7:00 PM or does that mean the call center will be open those service hours? How will it effect the employees there? Why operate Monday-Sunday?	Immediate Feedback Form	NEUTRAL	N/A	N/A

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Comment Category: Concerns About Job Loss

Some comments provided by stakeholders address issues across multiple categories. These have been highlighted in the table below.

ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	As an employee of the agency the hours of service bother me. While I understand the importance of providing service to the community, as well as; being able to do it both effectively and efficiently, I feel the proposed service hours put a lot of demand on the employees. Especially taking into consideration the proposal of 365 days a year. With the proposed hours (although not effective right away) it doesn't leave much time for work life balance. I don't feel that the board or executive team are taking or have taken into consideration the impact these hours/days will have on the lives of employees because they will still be able to have holidays off to spend with their friends and families. It would be nice if some consideration was put in for the staff/employees that it takes to make this a successful agency.	Immediate Feedback Form	NEGATIVE	N/A	N/A
		Reasons to not pursue contract with VIA Rideshare <ul style="list-style-type: none"> • Service is dependent on a number of factors that are not a concern with DCTA transport <ul style="list-style-type: none"> o The VIA app working properly o A rider's battery level o Smartphone access (despite call-ahead options for booking) o "App-toggling" can happen if VIA isn't available for a rider, meaning they will switch to another, more expensive rideshare service if they aren't finding the timely service they need with VIA. This puts more cars on the road, puts more cost onto the rider, and gives nothing to the city. • Ridesharing in lieu of public transport increase the number of vehicles on the road, which leads to <ul style="list-style-type: none"> o Increased traffic congestion o Increased exhaust emissions o Increased cost burden (see next) • Lower-income residents are more likely to be using public transit, and the VIA rideshare options will ultimately end up costing riders more than DCTA options. For example, going off of the VIA Arlington fare prices as a baseline: <ul style="list-style-type: none"> o Rides with VIA cost \$3 per ride, whereas a full Day-Pass with DCTA costs the same amount with no limit on rides for the day. These dollars can add up and cause a headache that already cash-strapped individuals might not face with using DCTA • Using a private company for public transit means that less dollars are being put back into the community. o Private companies also serve only to make a profit, not serve the public good, and given Uber & Lyft's track record of throwing their weight around to influence policy decisions on the local level, VIA could do the same in the future as they grow. o As residents, we would have less of a say in how VIA is run in our city, given that it is a private company contracted with the city, rather than a city utility itself • Allowing VIA into our city means cutting down DCTA routes, which end up cutting hours for drivers or even cutting out drivers altogether, leaving them under-employed or unemployed and without the usual benefits given to a city employee. o VIA operates within the "gig economy" model and doesn't have a better track record than other rideshare companies like Uber. The loss of jobs regarding the cutback of certain routes here in Denton TX. Unfortunately I do not have any specific answers to the problem but would like to address that some of the men and women are hard working people and do a great job of helping people (like myself) at getting to our destinations. Thank You for all of your help and if anything I can say or do to help keep these important routes, please let me know. 	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date		Immediate Feedback Form	NEUTRAL	N/A	N/A

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Comment Category: Concerns About Smartphones

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
75077	4/29/2021	My mother is blind and cannot use a smart phone. She lives in North Denton. She simply just wants a bus to take her to the store and back, without having to transfer or having to walk a huge distance from the bus stop to the store. She doesn't trust Access anymore because they once failed to pick her up and she's terrified of being stranded. How will this new service benefit her?	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	1	0
76207	5/10/2021	My only comment at this time is that I am concerned that the only way to use DCTA will be through a cellphone application. I hope DCTA will offer alternative means to access services such as perhaps a fully functional browser version of the application or telephone dispatch (like a taxi).	Social PinPoint - (Interactive Map)	NEUTRAL	3	1
	5/12/2021	I'm skeptical this will work for Denton. Many riders are familiar with the current system and may not have the technology to use this type of system, but I'm willing to try. I'd probably use DCTA more if there were a pick-up location closer to my neighborhood; now it's 3/4 mile and a 15-minute walk.	Social PinPoint - (Interactive Map)	NEUTRAL	5	1
75067	5/12/2021	A couple of suggestions/questions from the mom of a high-functioning special needs teenager that could use this service to get to/from work or other activities: 1. Are all drivers background checked and "safety-certified"? 2. It would be nice to be able to request a female driver vs. a male driver for "comfort" - seeing as how they would be in a car alone together. 3. What kind of training will be given to drivers to help them deal with special needs folks? Thank you!	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	3	0
	5/15/2021	I believe that the current system should be improved upon rather than be completely replaced. One of my main concerns is that the new system will be dependent on a smart phone. This is very unreliable since phones can unexpectedly die and if that happens, we'll be left with no ride.	Social PinPoint - (Interactive Map)	NEGATIVE	3	1
	5/18/2021	Have there been conversations about accessibility of the Go Zone app for blind/visually impaired folks?	Event - UNT Town Hall	NEUTRAL	N/A	N/A
	5/18/2021	How would a student use the GoZone service if they do not own a smartphone and can't use the app?	Event - UNT Town Hall	NEUTRAL	N/A	N/A
76226	5/18/2021	Will riders be able to book trips via text message if they don't have access to data or internet plans?	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	0	0
	5/20/2021	I want to protect our jobs, but more importantly we need to think about the passengers who will be hurt badly by our Route cuts. Too many depend on our services for basic living needs, less service means hard times for them.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/21/2021	What would demand be on the phone?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	What would phone wait time be?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	Could someone who calls in on landline still rate their ride?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	So people who are experiencing homelessness ride DCTA for protection. How will this affect them?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/26/2021	Does the public need the app to order the ride?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
76201	5/26/2021	As a UNT student without a car, I depend on the DCTA bus service. This new development is profitable for the DCTA, I'm guessing. But this just seems like another way to reduce any services that actually 'help' the public. Also, not everyone owns or knows how to operate a smartphone. That too will end up curbing lower income people's access to public transport. Honestly, I cannot see this benefiting those who actually use the service regularly and have no other options.	Social PinPoint - Service Functionality (Ideas Wall)	MIXED	6	0
	5/27/2021	What percentage of DCTA Connect riders have no telephone access or are unable to use the online app? I would also appreciate having the opportunity during this meeting to make a statement about the "GoZone" plan.	Event - Town Hall	NEUTRAL	N/A	N/A
	5/29/2021	I'm signing this petition because riders deserve better, not worse, service and workers deserve better, not worse, treatment. Also, some riders do not have access to the technology that will allow them to connect with the GoZone alternative.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/30/2021	Please Stop these cuts! Everyone does not want app based rides!!	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/31/2021	I agree and feel it is discrimination to require smart phone technology.	Social PinPoint - (Interactive Map)	NEGATIVE	1	1

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	5/31/2021	Isn't it discrimination to require smart phone technology? How is that possible?	Social PinPoint - (Interactive Map)	NEUTRAL	0	0
76201	6/1/2021	this plan is bad. you're laying drivers off en masse. people living along the routes who depend on them are being left in the lurch. not everyone has a smartphone to schedule rides with- why are you all so determined to cut off service to the city's poorest citizens, who need it most and are the ones most likely to use DCTA instead of uber and lyft?	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEGATIVE	6	0
76201	6/1/2021	Please don't cancel the bus service, I can't use my cell phone very often with my disabilities	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	7	0
76204	6/1/2021	This sounds like a terrible downgrade compared to fixed bus service. A bus schedule is reliable in route, high-capacity with relative comfort, and allows for passenger destination anonymity. That's why I prefer buses as a disabled public transport user. Also: 1. What if someone doesn't have a phone, or their phone is dead? Do they not deserve transport? 2. Getting into a stranger's van is a hard enough sell before you take into account Covid risk and the decrease in passenger space.	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	2	0
	6/2/2021	On behalf of the Denton County Commissioners Court, I am writing to express our full support of the proposed Go-Zone On-Demand Ridershare Services from the Denton County Transportation Authority. We believe many benefits, including extending beyond the current coverage area of fixed routes, providing various transportation modes to meet the needs of the passengers, and offering an increased number of pick-up & drop-off locations, will be paramount to the future success of DCTA. With the increase in fuel costs and the constant maintenance of the vehicles, these changes will be a substantial cost-saving measure for DCTA. Thank you for presenting this plan to Commissioners Court on May 5th and leading the team into a more economical and efficient mode of transportation. Please know that as you County Judge, I am available to assist should you need anything.	Email	POSITIVE	N/A	N/A
75077	6/2/2021	I see a problem with this service not all people have access to smartphones or cell phones period. What if a person has no charge on their cell phone how do they ride? This is a problem for a large portion of the population of the business 121 population in Lewisville.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	0	0
75067	6/2/2021	According to the information on this site and my experience with this type service in other cities, there is a phone call option, so a ride could be booked from a house phone or on behalf of a rider from a business phone.	Social PinPoint - Service Functionality (Ideas Wall)	NEUTRAL	0	0
75067	6/2/2021	Rides can be scheduled by calling a phone number as well. This type service provides the convenience of Uber and Lyft but without the price. It also allows the city to better manage staffing with more data on where and how the service is being used. In Arlington, many citizens who used the bus have found that their wait times are less and they get picked up closer to their homes vs. walking long distances to get to a fixed bus route.	Social PinPoint - DCTA Service Impacts (Ideas Wall)	POSITIVE	0	0
76205	6/3/2021	I strongly urge not adopting the proposed plan. My family makes regular use of the current bus system, Lines 1, 7, and NT Xpress, and our family work schedules have been tailored to the regular bus times. Removal of this service will be a detriment to my family's ability to get to work and school. A regular bus system is a function of a community that services everyone, not just smart phone users and those with access to internet. A third-party service through Via is a step backward for all.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	4	0
76179	6/4/2021	This is a terrible idea and is frankly a downgrade, transit advocates and experts such as Jarrett Walker have argued that on demand service like this is not a good transit alternative to fixed route busses, other studies have showed fixed route service is cheaper and better for development then on demand service, there's also the concern of those with lack of cell phones and issues with regional connectivity, overall this is a bad idea	Social PinPoint - Other Ideas (Ideas Wall)	NEGATIVE	6	0
75231	6/5/2021	Even if having a smart phone is not required, the rider still has to book a trip instead of just going to a bus stop. I agree: this sounds like (yet another) downgrade.	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	0	0
	6/8/2021	The transferring of credit to our clients makes sense but this is concerning considering a healthy percentage of our client does not have smart phones and sometimes even phones. Nor do they have access to a computer when they are out around town looking for employment or heading to social services.	Event - Special Abilities of North Texas	NEUTRAL	N/A	N/A

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	6/8/2021	I'm very concerned about the plan to cut fixed routes. We have a significant number of residents in our city who really depend on those fixed routes. We have many folks who do not use smart phones for whom an on-demand service just would not be accessible in the way that a fixed route bus service is.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A
	6/8/2021	There's a misconception going around that you had to have the app to access the service and we've heard about lots of people who may not have smart phones, but I understand that you can call from any phone, from a land line, there's people who will talk to you and schedule your ride. How does the payment work if you do that?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
76201	6/13/2021	I can't support this. One of the reasons for public transit is to provide a reliable, affordable form of transit for the poorest — who are also least likely to have smartphones. The elderly, the visually impaired, and others who may struggle with both driving and using technology-based solutions are others who need this service and would be harmed by losing it. Uber and Lyft already exist — if your goal is to just offer basically the service they offer, that seems like a waste.	Social PinPoint - DCTA Service Impacts	NEGATIVE	10	0
	6/16/2021	How will the unhouseed or homeless access the service without a smartphone?	Event - Town Hall	NEUTRAL	N/A	N/A
	6/19/2021	Thanks for the informative new DCTA/Via Proposed Go-Zone On-Demand Ride Share Presentation on June 15th, 2021 to Evergreen residents at Lewisville. There were a couple of resident questions that you may be able to answer about the new Proposed Programs: (1) what is the difference between the Proposed GoZone program and the ADA and NON-ADA program? (2) Will the ADA and NON-ADA program will be the same program after September 7th? Will DCTA/Via be using the van/buses? (3) After September 7th, will the \$3.00 coupons be accepted as fare or will the change for ADA and NON-ADA riders and other riders? (4) Will the DCTA/Via Chrysler Pacifica transportation be used after September 7th for ADA and NON-ADA curb to curb pickup or the regular van/buses? The wheel chairs, walkers and items purchased at various stores may present a storage car problem? (5) Will it be necessary for new both ADA and NON-ADA riders and new regular riders to obtain the App on Play Store? What is it called? Is there a deadline and when would this new program start? (6) Where would Evergreen at Lewisville regular riders go to pick up the Chrysler Pacifica cars? (7) Can ADA and NON-ADA riders still call into 940-243-0077 in advance several days for a one way or round trip? (8) For regular riders, how far in advance do they need to use their app or to call in to DCTA/Via to schedule a pickup ride?	Email	NEUTRAL	N/A	N/A
	6/21/2021	We oppose DCTA's "GoZone" plan, because it would hurt the agency's workers and riders, and also the greater Denton community. DCTA's "GoZone" plan <ul style="list-style-type: none"> eliminates four of Denton's city bus routes after only two weeks (Routes 1, 2, 4, and 6). Two more would be guaranteed to run for only another six months (Routes 3 and 7). replaces our safe, fixed-stop bus system with rides in minivans and pickups at undisclosed locations that have to be scheduled by app or telephone. pays millions of dollars out of county funds for this inferior service to Via Transportation, a multinational corporation with its headquarters in New York City. 	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	6/21/2021	Bad for Riders: Many bus riders do not have access to a telephone or cannot use an on line app. DCTA's "GoZone" plan would leave many of us without a safe way to travel to grocery stores, public buildings, and medical services - including the Denton VA Clinic on Colorado Boulevard (Route 2).	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	6/23/2021	I know that some people who use public transit don't have access to technology. And I know you said that people can request rides through an application. So how can people who don't have access to technology still take advantage of the service?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A

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	6/23/2021	I'm 17 years old. I got my first credit card, maybe three weeks ago. And I know full well that a lot of the members of my community don't have access to them. You know, those kinds of banking services. They don't have a credit card, a debit card than a bank accounts. And so my main concern, number one is that students without access to these services might find it more difficult to get around it. And, uh, as you know, this sort of lack to these kinds of services might hinder their ability to book rides with the new goes on proposal. And, number two, I'm worried that, you know, student transit costs might increase. A lot of the constituents that I represent come from low income families. And I think that any cost, no matter what it is, might put undue strain on their finances.	Event - UNT Student Town Hall	NEGATIVE	N/A	N/A
	6/24/2021	I work for a community of individuals who rely on the nearby bus routes for transportation to doctors, grocery shopping, etc. Many of them are not able to afford/use smartphones or computers to purchase tickets, so how will they be able to reserve rides? This program excludes more than you realize.	Social PinPoint	NEUTRAL	1	0
	6/25/2021	What about people the don't have phones and need the buses? What will happen when students need to get to campus? Will they need to pay extra besides their tuition for this or over \$200 for a pass (UNT)? Some people chose apartments specifically for the access to campus.	Social PinPoint	NEUTRAL	1	0
	6/25/2021	This is not accessible to those who do not have services needed such as smart phones or funds. Public transportation is something we all share and willingly put our taxes toward, so to have something strip away the easier accessed and reliable is not ideal.	Social PinPoint	NEGATIVE	0	0
	6/25/2021	What happens when your phone dies? The buses will be there to pick you up, but this leaves you stranded.	Social PinPoint	NEGATIVE	1	0
	6/25/2021	This still makes it difficult for the local population who does not have cars or phones (which, as someone apart of the community, I have met many). Not everyone can make it by foot to the DTC. Do you expect them to use someone else's technology to book a ride? This isn't accessible to everyone.	Social PinPoint	NEGATIVE	2	0
	6/25/2021	This still requires access to a phone or computer. What are you supposed to do if your phone dies? How do you get a ride to the transit center if there's no buses?	Social PinPoint	NEGATIVE	2	0
N/A	No Date	I don't always have service on my mobile phone sometimes or it may be extremely slow. Since the removal of Route 8 from W. Oak @ Bradley it is more difficult for me to ride.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	In general people who do not have money to own a car are very likely to not be able to afford a smart phone, tablet or computer and internet service, this troubles me when thinking about the GoZone proposal. Why would you take away a service that is primarily used by low income people who have limited resources and force them to either find other modes of transportation or spend money they don't have so they can request a ride. Plus, it seems you have already decided you are doing this, so why ask for feedback?	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I Thank the connect is better for the customer, most of these people's don't have a phone, are no other devices in they're home, I Thank the best is the bus, you'll say care about the people, let them keep the bus, they have more room in them, if there more then 2 bike, the other bike can get inside the bus, and if they're more then 10 people and they all friends, then they all can get inside the big bus, and the route need to go out a little further, let Thank about the people, no your self, people don't want to set close to people in a little bus, and Thank about how people is going to lose they job behind, if love people let Thank about other people God did	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	To all DCTA Board Members, I have looked over the positive and negative feedback that the public has given. First of all, I want to thank you for giving us an opportunity to allow us to express our thoughts on this new GoZone on-demand service proposal. In my opinion this would be a great idea if the public was a little more informed of what this service is about. I understand that this website was put up to explained it, but you got to understand that a lot of people don't have a computer or smart phone. You also have riders who don't speak English. A lot of people who depend on fixed routes may not know that this service will benefit them and shorten wait times and give them quicker access to get to their destination without having to worry about meeting other route connections. A lot of customers call in because they are not aware that the bus routes and train times have been changed this is because they lack the technology available to them. This is why DCTA needs to set up tents and explained to the public how this is going to work. I ask that you put yourself in their shoes. A lot of people are just worried that their source of transportation is getting cut off when that is not the case. If you don't have plans in going out and informing the public on how this is going to work don't plan on seeing an increase in ridership. Denton isn't Arlington or Dallas. Denton has no ridership, and in order to build that up you need to make that extra step and be involved with the public more. A lot of people don't like change, Can't DCTA stop making sudden changes for once? This is what causes the public to get discouraged and confused. You are not giving the public a chance to adapt to the public transportation because it keeps changing on them. On the other hand, if this proposal passes then what is going to happen to all the bus drivers who have given so many years to this company? How is that fair? I understand that they will be given a chance to apply for a via driver position however it doesn't guarantee they will be hired. My understanding they will be getting a tremendously pay cut from \$17.50 to \$8.00 an hr with no benefits. These drivers risk their lives for the public throughout this pandemic and this is how you pay them? On another note, is the customer service center ready and prepared to tackle all these phone calls? Will there be enough coverage to cover all incoming calls? Because there will be a lot of customers calling in the first few months. There aren't enough customer service reps to handle all these calls. How are ADA/NON-ADA customers supposed to get through to request their trips if they can't get through? Or the other callers. And the service hours that you are planning to add to customer service how is that fair to those employees? Operating 365 days, open 7 days out of the week? When are those employees able to take time off? Honestly, I don't think you are going to find anyone who is willing to handle that schedule unless there is an increase in pay. I'm sure you have a family of your own that you go to everyday. I just ask that you reconsider some of this layout. It's the little people(employees) that make this happen and the public that pays for the service.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I am against this proposal due to the fact that many low-income individuals and seniors (such as Mother) are not able to access apps on Smartphones. In my view, an on-demand, app-based service favors people with higher incomes who do not rely on bus service. If the GoZone service can be offered by telephone on-demand, that would be more fair.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	Negative: Isn't your ridership low income people. I don't like Apps. Can't you just call a phone number? My battery is always low....blah, blah. Technology is really stupid and can't you just focus on improving your customer experience. Denton streets are horrible and you aren't even coordinating with them. Can a bus even go down Hinkle or Bonnie Brae? Could we just fire everyone at your office and the Denton streets department? I hear Amazon is hiring and building more warehouses. More apartments for those warehouse employees. You know if you don't live in Denton and care about all the traffic, apartments, the local Amazon economy and your riders wearing crap on their faces- could you just slash your budget in half and if you can't live in Denton go work somewhere else. Apps are stupid. Cell phones are stupid. Technology is stupid-you must be bored. You know you should all pick up trash by the ditch by Taco Bell. This whole project is just boring. I know you didn't shop at Drug Emporium or Fish and Chirps otherwise they would still be in business. My criteria is whether your employees can help? How's the shopping center by you? Lost two businesses recently and your bragging about spending money. Burecrats-this is like a depression economy and you want an app. What jerks? I hate you DCTA. Sorry for the negativity but my husband is working 16 hours today. Out if touch with reality and I can't think of anything at all nice to say. Could you hire 20 people to answer calls about your bus service and get rid of all the tech junk?	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Denton needs a dedicate bus service for the community. A ride share option is not going to work for people who need bus services to get around, especially if they have to rely on smartphones to access. People who can afford ride sharing will use it. People who need to bus can't afford the technology to use ride sharing. And cutting routes and accessibility makes it harder for people to get to where they need to go. And moving Our Daily Bread to the Loop means people will need bus service to get there. This plan will marginalize people further who need it.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	There are so many low income/unhoused individuals around Denton County that rely on fixed bus service to get to medical appointments, job interviews, shelters, etc. and not all of them have consistent access to a phone or the ability to contact an on-demand ride plan. Unless the fleet of vehicles is going to vastly outnumber the number of users, I could foresee many issues in which people attempt to schedule a ride but are unable to find one in time. I could see this working as a supplement to the existing infrastructure, but not as a replacement to it.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	This appears to be a service for those who use their phones and download apps. I do not load apps on my phone. What is a virtual stop? The designation makes no sense. This "service" looks like it is a done deal. It will go into action, regardless of whether the public likes it or not. It is therefore not a 'proposed' service. You are going through the motions of public comment solicitation. I have no sense that you will take the comments into consideration. No. I don't like the "proposed service."	Immediate Feedback Form	NEGATIVE	N/A	N/A

Master Table: Comments from Social PinPoint, Emails, Petitions, Meetings, Events, Social Media, & Immediate Feedback Form

Comment Category: Concerns About Smartphones

Some comments provided by stakeholders address issues across multiple categories. These have been highlighted in the table below.

ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	I am fully against the idea of the City of Denton Texas outsourcing their public transportation. The proposed format of public transportation is classist, because it makes it impossible for people who do not have access to a phone or the computer to use the new system. It also is hostile towards people who use the bus to get to work, as it does not provide a set schedule that can be given to managers. I do not have a drivers liscence and cannot get one due to medical concerns. I rely on the bus system to go everywhere. This would remove my ability to schedule work hours, and would make me dependent on having a charged phone. What if my phone dies while I am at work? How will I take the bus in that case? I also use Google Maps to find out how long the commute via bus will be? How will I do that if the public bus system does not have set routes. Not to mention that we will be funneling money to New York rather than investing our money into our beautiful city. I do not agree with any portion of this new plan. This plan offers no benefits to the people of Denton, and in fact, hurts the very people who rely on public transportation. Not having any public transportation at all would be a better result than this new plan.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	This plan seems to alienate the poor people of Denton and increase use of vehicles which is terrible for the environment (Air quality is already SO BAD in Denton), and will cause an increase in traffic accidents resulting in deaths. This is so backwards and regressive. Very disappointing. What we want is an actual increase of run times of the DCTA, including nights and weekends so that tourists can come in without worrying about parking (WHICH THERE IS NOT ENOUGH OF), or so that people can easily travel to Dallas on nights and weekends and can avoid the death trap that is I-35. More direct routes. Our poor and homeless populations who use these services most may not have access to a phone to use the app. Denton is already largely unwalkable and terrible for cyclists. Why not actually make our city more accessible for all? Stop building massive 6 lane roads through our town. Stop cutting back on public transportation. Focus on streets for slow traffic, bike lanes that are SEPARATE and NOT shoulder areas on major busy roads, better downtown transportation for commuters, better sidewalks. That's what people want.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	<p>I am a lecturer at UNT who, before the pandemic, used Route 7 as my primary transport to and from work. I selected my current apartment primarily based in access to the bus system. I am extremely concerned about the suggestion that route 7 may be eliminated in the future. I understand that ridership has dropped, but I urge the city to consider that decreases in ridership may possibly be linked to the deadly global pandemic that has reduced the number of people commuting and made people uncertain about the morality of taking public transport where they could expose someone to the virus. If route 7 is eliminated, I cannot imagine that there would be enough of these cars to transport me and the other people who make the morning commute on route 7 (before the pandemic, at least, the bus was usually completely full with A-Train users going to UNT).</p> <p>I can't imagine the environmental impact of this entire system being anything but detrimental, and I assume it will also have negative effects on traffic. I am aware that UNT has a bus system, but frankly it is not adequate, ends much to early in the day to be used by most working adults (suppose my office is open 9-5-- how am I supposed to get home when the last bus is at 5?), and doesn't even go to my side of the city.</p> <p>Frankly, it's hard for me to justify continuing to pay for the expensive rent in Denton if I know the public transport will be essentially eliminated.</p> <p>Furthermore, as someone who works with unhoused and impoverished people in the city who rely on the bus, I am very concerned that this will cause trouble for them. The website claims that a car can be scheduled by physically going to the bus station, but the bus station closes early and often isn't open, and there is only one in Denton. This system is highly inaccessible for anyone who doesn't have access to a smartphone. It also adds considerable extra steps and difficulty to getting around town in a way that will create unnecessary stress and waste time for those who rely on public transport.</p> <p>Frankly, I find this decision baffling. Denton is a rapidly growing city and its largest employer is a university. Eliminating public transport seems like a terrible decision that will make the city less livable in the long term, even if it saves a little money now (which I assume is what this is about). I realize this decision has probably already been made over the citizen's heads, but I will certainly remember it and will be encouraging other voters to do the same.</p>	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	<p>This will exclude underserved communities who already don't have access to every conveniences like cell phones with data like we do. I don't even see how all the drivers can keep their jobs.</p> <p>As someone who has regularly and consistently worked with people experiencing poverty who relied on public transportation in the past, I think the proposed GoZone on-demand service is a terrible idea. Good public transportation that is widely accessible to poorer community members is essential for their chance to break out of poverty and work toward the American dream of prosperity and comfortable living. Not everyone can afford a car and/or smart phone with all the additional expenses those require.</p> <p>Dont take away all the fixed routes. They are numerous homeless people that rely on the fixed routes. They often dont have access to a smartphone to book rides with Via. I use the fixed route to get to work.</p>	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	<p>Dont take away all the fixed routes. They are numerous homeless people that rely on the fixed routes. They often dont have access to a smartphone to book rides with Via. I use the fixed route to get to work.</p>	Immediate Feedback Form	NEGATIVE	N/A	N/A

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Comment Category: Concerns About Smartphones

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	<p>If this is something the city wants to pursue, I believe there needs to be an increased trial period (now that the pandemic seems to be calming down and ridership will most likely be increasing again) without first disrupting current bus routes and availability. Many of our citizens who use our present system would find this inconvenient, confusing and may not even have the technology/availability/know-how to access this new service and would therefore be at a disadvantage. Parts of Denton are already food deserts, our aging and lower income populations would suffer; I believe this needs more input and testing before pulling our established and much needed services from our community members. I read that the pickup/drop off locations will vary with this service. Where are those located and are they safe for pedestrians? Will we need to make any more improvements (god forbid!) on our street crossings for this? We probably should anyway as we have unfortunately seen SEVERAL pedestrians hit by cars in the past few years. Would the drivers take into consideration dropping off patrons so that they do not have to cross dangerous cross streets? Our city is growing drastically and growing quickly, I don't believe taking away our already limited public transportation is an ideal solution when so many people will be returning back to work in-person, re-gaining employment and new businesses will be coming to Denton. I realize many buses were driving around a lot this year mostly empty but that will not be the case for long. I think this could be a wonderful complement to our system which could be updated a little more with the current times I'm sure. Most likely we would find more adjustments after a more thorough study and more input from citizens using this new initiative. I think many would like the idea of smaller vehicles, quicker transportation times, etc. Many good things could come of this and it is forward thinking. However, I don't think the pros outweigh the cons with how it is presented currently. My questions:</p> <ol style="list-style-type: none"> 1. What will the cost of this service be and how will that vary? How is that determined? Mileage, time of day, etc.? 2. How will passengers be able to pay, only via a smartphone app? Can you pay cash? Some people do not have smartphones, bank accounts or even phone plans, they just pay for minutes. 3. Has there been a pool of everyday citizens asked to use this service as a test pool? Non-English speakers, varying ages and educational levels, times of day, location in Denton, disabilities, etc.? 4. What will the effect be on our DCTA staff regarding layoffs, if any? <p>Thank you for your time and consideration.</p>	Immediate Feedback Form	MIXED	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	<p>Reasons to not pursue contract with VIA Rideshare</p> <ul style="list-style-type: none"> • Service is dependent on a number of factors that are not a concern with DCTA transport <ul style="list-style-type: none"> o The VIA app working properly o A rider's battery level o Smartphone access (despite call-ahead options for booking) o "App-toggling" can happen if VIA isn't available for a rider, meaning they will switch to another, more expensive rideshare service if they aren't finding the timely service they need with VIA. This puts more cars on the road, puts more cost onto the rider, and gives nothing to the city. • Ridesharing in lieu of public transport increase the number of vehicles on the road, which leads to <ul style="list-style-type: none"> o Increased traffic congestion o Increased exhaust emissions o Increased cost burden (see next) • Lower-income residents are more likely to be using public transit, and the VIA rideshare options will ultimately end up costing riders more than DCTA options. For example, going off of the VIA Arlington fare prices as a baseline: <ul style="list-style-type: none"> o Rides with VIA cost \$3 per ride, whereas a full Day-Pass with DCTA costs the same amount with no limit on rides for the day. These dollars can add up and cause a headache that already cash-strapped individuals might not face with using DCTA • Using a private company for public transit means that less dollars are being put back into the community. o Private companies also serve only to make a profit, not serve the public good, and given Uber & Lyft's track record of throwing their weight around to influence policy decisions on the local level, VIA could do the same in the future as they grow. o As residents, we would have less of a say in how VIA is run in our city, given that it is a private company contracted with the city, rather than a city utility itself • Allowing VIA into our city means cutting down DCTA routes, which end up cutting hours for drivers or even cutting out drivers altogether, leaving them under-employed or unemployed and without the usual benefits given to a city employee. o VIA operates within the "gig economy" model, and despite a better track record than other rideshare companies like Uber, it is hard to read the fare schedule on phones. If the rates are raised I believe you will have fewer and fewer riders. People already have a hard time paying the fares. Over the past few years with DCTA trying to "improve the times" has made a mess out of the scheduling for riders who were trying to get to work and back causing them to find optional transportation. 	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I don't like it. I don't have internet.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I think it is not inclusive that this requires a mobile device, what if my phone dies or I don't have it with me? What about people who don't have smart phones? I don't like that I would be in a small car with a stranger, the busses feel very safe to me and they feel safer because they are government employees and not privately contracted ones. I'm not sure if the current bus stops will be used as pick-up points but I am VERY uncomfortable with the idea of having to walk to random unmarked places to get in a strangers car, especially if I have to sit so close to other passengers in such a small space. The regularity of the bus routes and times makes it very easy to use, and I dislike that I have to schedule a ride whereas now I can just hop on the bus when it is convenient. I understand that I may schedule rides in advance but that is still less easy than what it is now. Is this more environmentally friendly?	Immediate Feedback Form	NEGATIVE	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	Entiendo que este servicio seria tipo Uber, con tarifas mas economicas, pero en mi caso me gusta el metodo actual de dcta ya que es una forma que me funciona y gusta, los horarios se acomodan a mis necesidades. tambien pensando en los adultos mayores no todos manejan la tecnologia, para ellos sera complicado bajar una aplicacion, no se sabe si tendran cuenta a donde se pueda cobrar el servicio, muchos de ellos van por sus medicamentos o a trabajos, yo he platicado con varios y les digo como checar la hora y eso se les hace complicado, imagino un servicio a pedido y mas digital.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I am not in favor of the GoZone system. It leaves many people who don't have access to computers or smart phone technology out of the system. The system is designed to take phone request but after the initial call how does the user track the ride coming to pick them up?	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I think the idea of replacing fixed routes with an on demand service seems asinine and would take public transit away from people that cannot afford cell phones, partially defeating the point of having public transit. Please just keep doing what you're doing, and maybe reach out to the community to get info on how to improve routes.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Hi! If you're going to implement the GoZone idea, there should be kiosks at each bus stop that allow a patron to purchase fare with cash or card, and at which they can request a ride. Making this into an app-based service will harm homeless/underserved populations with limited access to smartphones or adequate data plans, or who need to use cash due to being unbanked. I am a fairly affluent person, but even I can imagine being in a situation where my phone has died and I only have cash. Public transportation is part of our infrastructure. The roads are there even if I have no cell phone, and this service should be as well. Please consider this as you plan.	Immediate Feedback Form	NEUTRAL	N/A	N/A

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Comment Category: Concerns About Vans

Some comments provided by stakeholders address issues across multiple categories. These have been highlighted in the table below.

ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
	4/5/2021	My impression is that the Via cost quoted is for a fixed number of vehicles regardless of their usage, and Via is projecting they will be sufficient to serve anticipated ridership based on Via's experience in other cities. Therefore, if ridership grew above those projections, additional funding would be necessary to maintain service (wait times). In comparison, the current fixed route system has more capacity for increased ridership at the same cost than the Via proposal does, but does not offer as convenient of service (based on headways vs wait times, service areas, etc.). So if ridership rose, fixed-route service could be provided at a lower net cost to DCTA per passenger mile than Via service. But there are many details about non-farebox funding grants and mechanisms which I don't fully grasp. Is my general understanding here correct?	Email	NEUTRAL	N/A	N/A
	4/5/2021	Can children ride in these on-demand vehicles? I would assume small children and infants could ride in the lap on a large bus, but I'm not familiar with safety requirements, vehicle accommodations, or age restrictions which might impact families who might want to use this transit service with smaller vehicles.	Email	NEUTRAL	N/A	N/A
	4/9/2021	Do the vehicles have bike racks?	Email	NEUTRAL	N/A	N/A
	4/9/2021	How will this new service impact disabled riders?				
76209	5/2/2021	1. Will each vehicle have the capability to transport wheelchair users? If so, how many wheelchair users can be transported in each vehicle? 2. What type of vehicles will be used (minivans, full size vans, etc)? 3. Will all designated pick up and drop off spots comply with access laws? I appreciate your response and will address items accordingly.	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	2	0
	5/8/2021	Can passengers request female drivers in the evening if they are female?	Event - Thrive Event	NEUTRAL	N/A	N/A
75067	5/12/2021	A couple of suggestions/questions from the mom of a high-functioning special needs teenager that could use this service to get to/from work or other activities: 1. Are all drivers background checked and "safety-certified"? 2. It would be nice to be able to request a female driver vs. a male driver for "comfort" - seeing as how they would be in a car alone together. 3. What kind of training will be given to drivers to help them deal with special needs folks? Thank you!	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	3	0
	5/15/2021	Will this accommodate car seats?	Event - Denton Welcome Center	NEUTRAL	N/A	N/A
	5/15/2021	Can I bring a service animal on?	Event - Denton Welcome Center	NEUTRAL	N/A	N/A
	5/21/2021	Who owns the vehicles that will be used for GoZone?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
76205	5/22/2021	I realize that maybe this is not considered a big priority, but I am frankly also a little concerned about the environmental impact of this change. How will adding these vans driving around impact the pollution levels in Denton? Are they more efficient than the buses? Denton already has issues with air quality (which, according to the DRC, may have been bad enough to drive some businesses away). Is environmental impact of adding these extra cars to the road being considered?	Social PinPoint - Other Ideas (Ideas Wall)	NEGATIVE	2	0
	5/24/2021	What are you allowed to bring on the GoZone vehicles? (in regard to homeless)	Event - United Way of Denton County	NEUTRAL	N/A	N/A
	5/26/2021	For the virtual stops, will the van turn into a parking lot or just stop on the street?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
76201	6/1/2021	i do not want to get into a minivan with strangers during a pandemic. this is the part that loses me the most. there's absolutely zero reason to switch to smaller more poorly-ventilated vehicles while people are still dying from this virus.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	7	0
76204	6/1/2021	This sounds like a terrible downgrade compared to fixed bus service. A bus schedule is reliable in route, high-capacity with relative comfort, and allows for passenger destination anonymity. That's why I prefer buses as a disabled public transport user. Also: 1. What if someone doesn't have a phone, or their phone is dead? Do they not deserve transport? 2. Getting into a stranger's van is a hard enough sell before you take into account Covid risk and the decrease in passenger space.	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	2	0

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	6/1/2021	criminals pass background checks all the time, your living in a fantasy land, putting the elderly and females and younger kids in cars for hire (uber) puts the vulnerable at risk for crime, KEEP the buses but redraw the routes to better suit the needs of the needy tax paying citizens of the counties	Social PinPoint - Accessibility (Ideas Wall)	MIXED	0	0
76247	6/2/2021	I do not ever want to get into a van with strangers! As a female I was taught decades ago don't make yourself a target. Riding in an enclosed space sitting closer to a person spreads germs from strangers.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	1	0
76201	6/6/2021	Current buses can easily accommodate families with small children, as no car seat is required. Assuming car seats are legally required in a passenger van like Via, how will families with small children be accommodated? Will car seats be provided so families with small children can continue to have access to public transportation?	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	3	0
	6/11/2021	Will the GoZone vehicles have video cameras on them?	Event - Denton County Friends of the Family	NEUTRAL	N/A	N/A
	6/14/2021	Will Car Seats be allowed on a GoZone vehicle?	Event - Denton County Friends of the Family	NEUTRAL	N/A	N/A
	6/14/2021	Will car seats be allowed on the GoZone vehicle?	Event - Denton County Friends of the Family	NEUTRAL	N/A	N/A
	6/15/2021	I want it to be super secure and private	Social PinPoint	NEUTRAL	0	0
	6/19/2021	Thanks for the informative new DCTA/Via Proposed Go-Zone On-Demand Ride Share Presentation on June 15th, 2021 to Evergreen residents at Lewisville. There were a couple of resident questions that you may be able to answer about the new Proposed Programs: (1) what is the difference between the Proposed GoZone program and the ADA and NON-ADA program? (2) Will the ADA and NON-ADA program will be the same program after September 7th? Will DCTA/Via be using the van/buses? (3) After September 7th, will the \$3.00 coupons be accepted as fare or will the change for ADA and NON-ADA riders and other riders? (4) Will the DCTA/Via Chrysler Pacifica transportation be used after September 7th for ADA and NON-ADA curb to curb pickup or the regular van/buses? The wheel chairs, walkers and items purchased at various stores may present a storage car problem? (5) Will it be necessary for new both ADA and NON-ADA riders and new regular riders to obtain the App on Play Store? What is it called? Is there a deadline and when would this new program start? (6) Where would Evergreen at Lewisville regular riders go to pick up the Chrysler Pacifica cars? (7) Can ADA and NON-ADA riders still call into 940-243-0077 in advance several days for a one way or round trip? (8) For regular riders, how far in advance do they need to use their app or to call in to DCTA/Via to schedule a pickup ride?	Email	NEUTRAL	N/A	N/A
	6/20/2021	(1) The new DCTA-branded Chrysler Pacificas will be inadequate for transporting wheel chairs, walkers, and not to mention numerous bags of groceries, etc; for each rider.	Petition - Evergreen at Lewisville	NEGATIVE	N/A	N/A
	6/23/2021	For the virtual stops, will the van turn into a parking lot or just stop on the street?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
N/A	No Date	I Thank the connect is better for the customer, most of these people's don't have a phone, are no other devices in they're home, I Thank the best is the bus, you'll say care about the people, let them keep the bus, they have more room in them, if there more then 2 bike, the other bike can get inside the bus, and if they're more then 10 people and they all friends, then they all can get inside the big bus, and the route need to go out a little further, let Thank about the people, no your self, people don't want to set close to people in a little bus, and Thank about how people is going to lose they job behind, if love people let Thank about other people God did	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I think the new service will be a huge benefit, especially to the student population. On the other hand, I feel there will be many challenges with Denton residents getting used to it from a technological perspective (considering the city's culture). I do not like the fact that this service will impact the hours in which call center employees will have to work, or the fact that they may have to adjust their work schedules.	Immediate Feedback Form	MIXED	N/A	N/A
N/A	No Date	Sounds great! I hope the rates are fair, it provides timely service, and a comfortable clean ride. My only concern is teenage use in an individual vehicle vs. a bus.	Immediate Feedback Form	POSITIVE	N/A	N/A

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N/A	No Date	I think it is not inclusive that this requires a mobile device, what if my phone dies or I don't have it with me? What about people who don't have smart phones? I don't like that I would be in a small car with a stranger, the busses feel very safe to me and they feel safer because they are government employees and not privately contracted ones. I'm not sure if the current bus stops will be used as pick-up points but I am VERY uncomfortable with the idea of having to walk to random unmarked places to get in a strangers car, especially if I have to sit so close to other passengers in such a small space. The regularity of the bus routes and times makes it very easy to use, and I dislike that I have to schedule a ride whereas now I can just hop on the bus when it is convenient. I understand that I may schedule rides in advance but that is still less easy than what it is now. Is this more environmentally friendly?	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I live at University Park and when I use the #6 Bus Route at Nicosia and 77 occasionally. I am not concerned so much for the change of service as am about being able to transport my bike as I would on the buses.	Immediate Feedback Form	NEUTRAL	N/A	N/A

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Comment Category: DCTA Service Impacts

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	4/5/2021	My impression is that the Via cost quoted is for a fixed number of vehicles regardless of their usage, and Via is projecting they will be sufficient to serve anticipated ridership based on Via's experience in other cities. Therefore, if ridership grew above those projections, additional funding would be necessary to maintain service (wait times). In comparison, the current fixed route system has more capacity for increased ridership at the same cost than the Via proposal does, but does not offer as convenient of service (based on headways vs wait times, service areas, etc.). So if ridership rose, fixed-route service could be provided at a lower net cost to DCTA per passenger mile than Via service. But there are many details about non-farebox funding grants and mechanisms which I don't fully grasp. Is my general understanding here correct?	Email	NEUTRAL	N/A	N/A
	4/5/2021	Is there any plan to transition DCTA Connect routes 3 and 7 to more frequent headway during the pilot of those routes to compare more similar service levels to Via? It would seem the existing 30-minute + headways compared to 7-10 minute wait times for on-demand would incentivize on-demand, so the pilot would not be purely testing mode choice, but is rather testing mode choice combined with a service quality difference.	Email	NEUTRAL	N/A	N/A
	4/5/2021	Does DCTA have a planned threshold of ridership within an area/corridor to supplement or transition to fixed-route larger vehicle service as that becomes desirable or necessary? If so, are you communicating these to member cities to aid their planning efforts so they know what usage/frequency is required to provide high frequency transit in areas of future and incremental growth?	Email	NEUTRAL	N/A	N/A
	4/9/2021	How will this affect connecting to the train?	Email	NEUTRAL	N/A	N/A
	4/9/2021	Will there be service pick-up's in the Robson Ranch areas of Denton like before?	Email	NEUTRAL	N/A	N/A
	4/15/2021	DCTA doesn't market its services. If you marketed your services you wouldn't need to eliminate the buses.	Email	NEGATIVE	N/A	N/A
76201	4/20/2021	DCTA will be saving money with this new plan. Please include in the new plan much more ticket verification for ATrain riders. Especially at the DART ATrain transfer. It is well know people are riding the ATrain without tickets to access our homeless services. Issuing them a fine is useless. Our services for our homeless have limited funds and cannot serve our homeless population with this added ticketless ridership.	Social PinPoint - Other Ideas (Ideas Wall)	NEGATIVE	1	2
75057	4/20/2021	I really love using the DCTA rail! 2 issues: 1) not enough stops (especially on weekends) and 2) why isn't there service on Sunday?	Social PinPoint - Something I Like (Interactive Map)	MIXED	2	0
76205	4/20/2021	Will DCTA still have a fleet of busses necessary to run event-focussed mass transit service? For instance, in both 2018 and 2019, DCTA provided shuttle bus service and A-train service between Medpark station and Denton Jazz Fest to relieve parking concerns. But there are other events DCTA has partnered with in the past (holiday lighting, etc.). Will the liquidation of busses preclude DCTA from providing this type of service in the future?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	5	0
76205	4/20/2021	What is the contingency plan if ridership exceeds projections? I see the contract is stated as a 'not to exceed' amount. Does this mean that if ridership is higher than anticipated, wait times will just increase until fewer people choose to ride and the number of circulating vehicles is sufficient to meet demand at whatever wait time customer demand stabilizes at?	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	2	1
75067	4/20/2021	I recommend consolidating or removing some stops that are so close to each other or in "no man's land". For example, you have one on Vista Ridge Mall Drive and then a 2 minute walk away on Oakbend is another stop on same side of road. That stop isn't practical either as it's not near any residential or commercial entrance. No one would get on or off there.	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEGATIVE	4	3
75067	4/20/2021	I think the overall project is a great idea. On demand service that can move quicker and more fuel efficient is smart. Better for riders as they can service that can better match their schedules or agenda for the day. I've never used the current services but may use this to get to train station or somewhere else local.	Social PinPoint - Make a Comment (Interactive Map)	POSITIVE	5	0
76201	4/21/2021	will UNT students still get free rides with ID?	Social PinPoint - (Interactive Map)	NEUTRAL	0	0
76201	4/22/2021	How will this change impact the new TRIP funding program? Being near a DCTA route was one of the criteria for a project to receive TRIP funding. What happens when there aren't "routes" anymore?	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEUTRAL	1	0

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
75067	4/22/2021	DCTA service continues to Trinity Mills Station. Please consider rideshare service to this station. I have personally been stuck at this station for over almost an hour because the A-Train doesn't stop as often. Provide rideshare assistance to Trinity Mills Station or North Carrollton/Frankford Station.	Social PinPoint - Something I Don't Like (Interactive Map)	NEUTRAL	6	0
76201	4/22/2021	Seems like a missed opportunity to not expand DCTA service to other parts of the "DC" in its name, if you're switching to point-to-point rideshares. Corinth, Hickory Creek, Argyle, Flower Mound, and Highland Village are Denton County too.	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEGATIVE	6	0
76210	4/22/2021	Add an A-Train stop in Corinth	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	11	0
76210	4/23/2021	We need more DCTA services in Corinth, as Corinth is also part of Denton county. I understand NCTC has a route but it is limited and what about the rest of the area?	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	6	0
	4/25/2021	Confusing! How is a bus system suppose to make it when scheduling/plans are constantly changing over the years. Frustrating	Social PinPoint - (Interactive Map)	NEGATIVE	9	0
	4/25/2021	What is going to happen to all the day passes that I bought in bulk	Social PinPoint - (Interactive Map)	NEUTRAL	2	0
75067	4/25/2021	Just a few days ago, I was thinking of writing a letter about the fact that the busses did not go near the Thrive Center at Valley Parkway and Corporate, or my home. Then I saw this. I see that it also includes Thrive and my home, which earlier routes did not. Well done!	Social PinPoint - Something I Like (Interactive Map)	POSITIVE	3	0
	4/26/2021	Good morning Sarah. When we spoke at the last CAC meeting I asked how the citizens of Denton as a whole would be made aware of the proposed "on demand service." You stated that to reach all the residents of Denton there would be something in the insert included in individual's Denton Municipal electric bill. I received my bill and there is nothing mentioning DCTA in any way on the insert. To have something put on the insert of the electric bill is not something that is done at the last minute. Whether you intentionally misstated or were unaware that it would not be in the insert, I don't know, but it is moot at this point. This does, however, confirm the misleading and deceptive practices of DCTA, including what I believe to be mismanagement of funds. Mary Worthington has stated there were several roundtables yet the general public was never made aware of the roundtables. I can't seem to get a straight answer from anyone at DCTA. Every time I have a question I am referred to the feedback. I am looking to give my feedback. I am looking for straightforward answers.	Facebook	NEGATIVE	N/A	N/A
76201	4/26/2021	It is a promotion! To be profitable in any way DCTA would have to raise the rates substantially after the promo. The money received from the City of Denton to DCTA should have been used to upgrade existing bus service. Where did that money go?	Social PinPoint - (Interactive Map)	NEGATIVE	2	0
76201	4/26/2021	Change is good but is it necessary? Instead of enhancing, upgrading, extending and supporting the current bus system it is just being discarded. As a former New Jersey resident used to mass transit and seeing the growing population of Denton mass transit is more advantageous to the residents of Denton. The effort and monies utilized for GoZone could have and should have been used on enhancing the current outdated bus and train system. 9 new buses but yet bus routes are being eliminated!?	Social PinPoint - Other Ideas (Ideas Wall)	MIXED	3	0
	4/28/2021	Can't please get more information on this plan I'm not really understanding and I depend on the bus to get to work how will it work will they be stop signs and stuff please help me understand . I already struggle to work sends y'all took route 5 now I walk every day too Catch rout 4 on university.	Social PinPoint - (Interactive Map)	NEGATIVE	5	0
	4/28/2021	I think it is awful to get rid of the buses and take a chance with on demand service, i know times are changing why fix it if it's not broken	Social PinPoint - (Interactive Map)	NEGATIVE	6	1
75077	4/29/2021	My mother is blind and cannot use a smart phone. She lives in North Denton. She simply just wants a bus to take her to the store and back, without having to transfer or having to walk a huge distance from the bus stop to the store. She doesn't trust Access anymore because they once failed to pick her up and she's terrified of being stranded. How will this new service benefit her?	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	1	0

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76209	5/2/2021	How will this new service impact disabled riders? 1. Will each vehicle have the capability to transport wheelchair users? If so, how many wheelchair users can be transported in each vehicle? 2. What type of vehicles will be used (minivans, full size vans, etc)? 3. Will all designated pick up and drop off spots comply with access laws? I appreciate your response and will address items accordingly.	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	2	0
76201	5/3/2021	To create a more legitimate comparison between rider preference for the fixed bus routes and the Go Zone service, is it possible to increase the frequencies (15-20 min. headways) for the fixed routes that will remain, especially Route 3 and 7, during the assessment period? Making infrequent fixed routes compete with frequent Go Zone doesn't seem like an accurate measurement of rider preference. Everyone wants better frequency, but does everyone prefer Go Zone over fixed routes?	Social PinPoint - Phase I Launch (Ideas Wall)	NEUTRAL	3	0
76201	5/5/2021	Hi, can we please include NCTC Corinth in this Proposed service area? The NCTC shuttle isn't in service, and some students really relied on the shuttle to get to class as they don't have a car. I also know there used to be a plan to put a train stop next to the campus as well. When is that doable?	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	2	0
76201	5/6/2021	Why get rid of the 64x? How will students get to Alliance, and the ITC?	Social PinPoint - Something I Don't Like (Interactive Map)	NEUTRAL	4	1
75067	5/10/2021	I dislike the ride-share on demand service. The current bus system needs a centralized bus terminal that is located near the denser areas of the region. There needs to be shorter bus routes to get people to the terminal faster and change over to longer routes to get them where they need to go.	Social PinPoint - (Interactive Map)	NEGATIVE	4	0
76205	5/12/2021	By testing two differences in service simultaneously (fixed-route and frequency), you cannot ascribe preference to a single difference. Instead, this plan tests between two options: 1. Fixed route service with a longer wait time (1-30 minutes) 2. Demand response service with a shorter wait time (2-10 minutes) Please communicate to the board that this is a combination of two preferences, and therefore cannot be reasonably interpreted as a simple preference for on-demand or fixed-route.	Social PinPoint - Phase I Launch (Ideas Wall)	NEUTRAL	4	0
	5/12/2021	I'm skeptical this will work for Denton. Many riders are familiar with the current system and may not have the technology to use this type of system, but I'm willing to try. I'd probably use DCTA more if there were a pick-up location closer to my neighborhood; now it's 3/4 mile and a 15-minute walk.	Social PinPoint - (Interactive Map)	NEUTRAL	5	1
76205	5/12/2021	All of this sounds great, and as long as the service is adaptable, listens to its customers and stays properly funded, I'm fine with it replacing fixed routes entirely as long as it is able to compete or be cheaper than other rideshares. Otherwise why not just use those? As someone disabled, fixed routes are nice because you can just go when you want to. But the problem is waiting on the buses at stops with no benches, no shade, in the brutal heat. That's not healthy for anyone.	Social PinPoint - Service Functionality (Ideas Wall)	MIXED	5	0
75067	5/12/2021	Many people in Lewisville see physicians, etc., in this area.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	2	0
	5/12/2021	Wouldn't it be better for the environment and much more economical to get rid of all the buses and especially that ghost train that virtually no one rides, and just pay to get an Uber/Lyft ride for those that need it. Faster, better, safer.	Social PinPoint - (Interactive Map)	NEGATIVE	1	5
	5/15/2021	Keep city busses public utilities with broad access	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/15/2021	Will UNT students still ride free?	Event - Denton Welcome Center	NEUTRAL	N/A	N/A
	5/15/2021	Will these changes affect the A Train?	Event - Denton Welcome Center	NEUTRAL	N/A	N/A
	5/15/2021	I believe that the current system should be improved upon rather than be completely replaced. One of my main concerns is that the new system will be dependent on a smart phone. This is very unreliable since phones can unexpectedly die and if that happens, we'll be left with no ride.	Social PinPoint - (Interactive Map)	NEGATIVE	3	1

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	5/16/2021	My name is Monica and I'm a college student enrolled in the University of North Texas. Because of personal and financial reasons, I have to take route #64 to UNT. I have not been taking the bus in the last year because of covid. Our classes have been remote mostly, only a few classes had been in person. I'm looking at the draft key changes for fall 2021. The paper states that Nort Texas Xpress will be removed. I talked to Trinity metro, and they told me DCTA would still keep a route from North Park and Ride to Denton. If that is true, why is it not stated or covered by the GoZone plan? I would like further clarification of the route because it looks like it will not be continuing and that would negatively affect commuter students, especially those that are disadvantaged like me. If the draft is implemented as it is right now, how would a commute from the Ridgmar Mall to the University of North Texas would look like? It will most likely take me 10 hours every day to make my commute	Facebook	NEUTRAL	N/A	N/A
	5/16/2021	Denton needs more, better, and m with 100% ADA accessibility, not a private taxi service that's onlyore affordable bus routes 20% ADA accessible. We already have Uber and Lyft! I oppose DCTA's plan to finance a private taxi shuttle service (VIA) with public transportation dollars intended to serve the needs of many.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/16/2021	A cities bus system is part of its infrastructure. Fixed routes are a way people can plan their mobility. Bus ridership shouldn't be judged during a time people were avoiding other people during the epidemic. Let Uber and Lift fill in the gaps	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/16/2021	Denton needs to provide as many people affordable transportation	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
	5/16/2021	We should not privatize a public utility! Expand what we have - don't tear it down and replace it with something inferior	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/16/2021	As a rider of the local public transit system, this royally screws me and other non-drivers in the city. Mini-vans sound incredibly sketchy, and having safe, marked bus stops has made myself and others feel safe and that we can trust the service! Overtun this mad idea and just work on fixing the transit system as a whole if there is a problem!"	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/16/2021	Do you not know how many UNT students and the disabled rely on the bus routes especially now that the doctors and campus is now opening but they were closed during this pandemic	Twitter	NEGATIVE	N/A	N/A
	5/17/2021	There are things we need to do for the common good of our community. This is one of them	Petition - No Bus Cuts Denton Petition	POSITIVE	N/A	N/A
	5/17/2021	Proposed cuts will lead to lower ridership, leading to more cuts. Bus Stops need to be improved to increase ridership!	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/17/2021	Public transportation should be accessible to the public not made more convenient for people who are not directly affected by this decision	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/17/2021	Public transportation is the right of every resident of a metropolitan area such as denton. to cut public transportation is to tell the already vulnerable members of society that there's no room for them	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
75067	5/17/2021	Please make Easier to get to a bus instead of having to walk over the round Grove Road bridge by Walmart. I think it is a very dangerous bridge to walk over.	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	2	1
75067	5/17/2021	Your way to get them to the bus they gone over a big Bridge	Social PinPoint - (Interactive Map)	NEUTRAL	0	0

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75057	5/17/2021	If traveling from Lewisville to this area of Flower Mound, where I go often, could I this on-demand service? Would it drop me off part of the way there? Could I then switch to Flower Mound's Lyft service? Would there be someplace to wait safely for the Lyft service? Would I pay another fare or would these services connect? Is there somewhere to find answers to these basic questions?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	2	0
	5/18/2021	I want everyone in my town to have accessible public transportation. Students and workers rely on this service to get around, and their needs must not be forgotten in favor of fascistic efforts to privatize public infrastructure	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/18/2021	Many people need Denton's public transportation in order to keep their jobs. Reduction in services and privatization will cost us all.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/18/2021	Denton deserves available transportation for all!	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
	5/18/2021	Signing because I don't want to cut the budget even though I want the reengineer the fixed routes	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/18/2021	Will there still be annual passes available and how would they be incorporated into the GoZone program?	Event - UNT Town Hall	NEUTRAL	N/A	N/A
	5/18/2021	I am concerned about affordability for students who depend on free transportation to campus for classes and work on routes being discontinued (this comment reiterated by two attendees).	Event - UNT Town Hall	NEGATIVE	N/A	N/A
	5/18/2021	Do you know if this service would be available on game days for the University, such as football games? I believe this would help cut down on traffic as well as cut down on drinking and driving.	Event - UNT Town Hall	NEUTRAL	N/A	N/A
76226	5/18/2021	Will riders be able to book trips via text message if they don't have access to data or internet plans?	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	0	0
76226	5/18/2021	Can someone call for a ride in the Denton go zone and be dropped off outside of it? There is a new affordable housing development proposed just outside the zone and there will be families without vehicles who need access to transportation.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
	5/19/2021	This plan proposes to reduce accessibility to those who need a reliable public transportation system the most. The "GoZone" plan is not an improvement on the current system	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/19/2021	As someone who relies on public transit, this is not a good idea for our community	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/19/2021	More public transportation not less. Tell people about it and they might use it.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
76135	5/19/2021	would love an option to be taken to TWU campus from other areas of denton	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	0	0
	5/19/2021	What will the fares change for Local AM/PM Reduced pass & Reduce Day Pass?	Social PinPoint - (Interactive Map)	NEUTRAL	0	1
76207	5/19/2021	I am pleased that riders shall be able to call DCTA customer service to obtain a ride with the new service. However, does the new plan include resources for adequate personnel at DCTA customer service so that we can secure our rides in a timely manner? Also, I want to confirm if there shall there be a web browser version of the DCTA GoZone App so riders can book services from PCs. This option was indicated in the materials explaining the new service.	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	0	1
	5/20/2021	I want to protect our jobs, but more importantly we need to think about the passengers who will be hurt badly by our Route cuts. Too many depend on our services for basic living needs, less service means hard times for them.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A

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	5/20/2021	I cant see why DCTA can not run all 8 routes and this on demand service, they could tailor the on demand routes to complement the Connect routes, so that all of the city can be covered. More routes a buses means better opportunities for riders and better business for DCTA, you cant take away routes and expect the ridership to go up.	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
	5/20/2021	Keep Denton and Lewisville city routes open, while making improvements to the stop locations and coverage areas, and job security. Bring back Route 5 for those who relied on it to meet their needs getting to work, school, and or shopping needs	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
	5/20/2021	Because my mom's best friend is a bus driver for the city of Denton! And she deserves the best! I Love You Karon Moore	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
	5/20/2021	This bad for rider, employees and the city	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/20/2021	Because the people of Denton need a bus	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
75067	5/20/2021	I understand that DCTA operates under the jurisdiction of Denton County, but there should be more consideration given to the North-Central DFW Region. Whether that be with the City of Grapevine or the City of Frisco; both of these cities are major business leaders. The cities of Denton County can offer a unique living experience while providing affordable ease of access for commuters. Preferably modes of transportation that do not increase the number of vehicles on the streets and roads.	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	1	0
	5/21/2021	Will there be fewer Access vehicles?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	Why start on Saturday 15 minutes later?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	Why wouldn't test the 4 routes you are taking away?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	So people who are experiencing homelessness ride DCTA for protection. How woll this affect them?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	Are you imaging seeing an increase of UNT routes by homeless?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/22/2021	Don't cancel bus routes, Denton, Texas	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
76205	5/22/2021	I work at UNT and I am very concerned that it was mentioned that Route 7 is likely to be eliminated as well. Before the pandemic, it was packed in the morning with people commuting from the A-Train to UNT. Is the city going to expect all of us to wait for vans to take groups of like 3 people at a time to campus? Won't that also make traffic worse?. I'm very frustrated that the city is eliminating public transport when it is the main reason I stay in Denton despite high rent.	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEGATIVE	3	0
	5/23/2021	High quality transit is a cornerstone of a developed society (and an ecofriendly one). We shouldn't need cars to get from point A to point B.	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
75077	5/24/2021	GoZone close to route 21/22 would help facilitate travel to areas that aren't serviced by the bus.	Social PinPoint - Something I Like (Interactive Map)	NEUTRAL	0	0
	5/24/2021	This would be absolutely terrible. On demand service would be a hindrance ava would cost more without garnering the same viability. You're hacking away at a system when housing costs are going up before ever getting to see the benefits of consistent long term reliable service.	Twitter	NEGATIVE	N/A	N/A
	5/25/2021	Any idea how many people will be let go?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/25/2021	Will Go Zone & NTMC Routes be full time?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/25/2021	Will driver pay change for those who drive for GoZone service?	Event - Bus Drivers Town Hall	NEUTRAL	N/A	N/A
	5/25/2021	How many drivers will be let go?	Event - Bus Drivers Town Hall	NEUTRAL	N/A	N/A
	5/25/2021	Will remaining NTMC positions and/or Via positions be full-time or part-time?	Event - Bus Drivers Town Hall	NEUTRAL	N/A	N/A
	5/25/2021	What other impacts does GoZone have on existing service?	Event - Bus Drivers Town Hall	NEUTRAL	N/A	N/A
	5/25/2021	Will there be benefits for drivers?	Event - Bus Drivers Town Hall	NEUTRAL	N/A	N/A

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	5/26/2021	What about furloughs?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/26/2021	What will the percentage decrease in operators (there will be a decrease in service hours)	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/26/2021	If we have to go to VIA would be loose our pay here?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
76201	5/26/2021	As a UNT student without a car, I depend on the DCTA bus service. This new development is profitable for the DCTA, I'm guessing. But this just seems like another way to reduce any services that actually 'help' the public. Also, not everyone owns or knows how to operate a smartphone. That too will end up curbing lower income people's access to public transport. Honestly, I cannot see this benefiting those who actually use the service regularly and have no other options.	Social PinPoint - Service Functionality (Ideas Wall)	MIXED	6	0
76108	5/26/2021	I'm a college student enrolled in the University of North Texas. Because of personal reasons, I have to take route #64 to UNT. I have not been taking the bus in the last year because of covid. Our classes have been remote mostly, only a few classes had been in person. I'm looking at the draft key changes for fall 2021. The paper states that Nort Texas Xpress will be removed. I talked to Trinity metro, and they told me DCTA would still keep a haft of the route. So will the route still exits?	Social PinPoint - Service Functionality (Ideas Wall)	NEUTRAL	1	0
	5/27/2021	How many bus drivers to you expect to be laid off as a result of the cuts to the bus routes?	Event - Town Hall	NEUTRAL	N/A	N/A
	5/27/2021	Please see @NoBusCutsDenton on Facebook and Twitter for information about the campaign to oppose the "GoZone" bus cuts. For details or to join the campaign, email NoBusCutsDenton@gmail.com	Event - Town Hall	NEUTRAL	N/A	N/A
	5/27/2021	Could it be possible to incorporate the North Texas Express route within the GoZone?	Event - Town Hall	NEUTRAL	N/A	N/A
	5/27/2021	I'm a student at UNT as well as a worker there, so the idea that 7 might be removed when 8 was already moved to begin with is upsetting. 7, along with 4 are the only routes to Rayzor Ranch, so not only is that stunting students but the dozens of people I get on the bus with who take the bus to Mesa Dr.	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEGATIVE	0	0
	5/27/2021	As a student at UNT, and a resident of Denton, I think the necessity to have access to Ft Worth, not to just those who are students commuting but for those simply traveling between Denton - Ft Worth should be enough to let 64X continue to run. As well: You touched upon the wage cuts and loss of jobs that those who work alongside you will be effected by. When you speak of the efficiency of this new go-zone system, it seems to be only efficient for your wallets.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	2	0
76201	5/27/2021	This is all to benefit DCTA and not the general public who use the service	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	1	0
	5/28/2021	I never knew we had a bus route to Fort Worth! That's awesome. That would save a lot of hassle.	Social PinPoint - Service Functionality (Ideas Wall)	POSITIVE	0	0
	5/29/2021	Public transportation is an essential service for a healthy city. Without adequate transportation, many people would suffer. Please don't make cuts to this wonderful service	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/29/2021	I'm signing this petition because riders deserve better, not worse, service and workers deserve better, not worse, treatment. Also, some riders do not have access to the technology that will allow them to connect with the GoZone alternative.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/30/2021	Please Stop these cuts! Everyone does not want app based rides !!	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/30/2021	I ride the bus often and have years	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
	5/31/2021	Bad idea, but a great example of poor service to the community.	Social PinPoint - (Interactive Map)	NEGATIVE	0	1
	5/31/2021	It will be horrible for bus drivers.	Social PinPoint - (Interactive Map)	NEGATIVE	0	0

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	6/1/2021	I'm signing because I know with certainty that these cuts will IMMEDIATELY OBSTRUCT citizens' ability to: *earn income, for those who work to sustain this service already and for those who need the services to get to and from employment; *get to and from interviews for employment; *interact within the community and events provided by community establishments; and *get to and from needed services--four essential community-building activities that when hindered lead to or increase poverty, stress and mental health problems and produce and overall sense of both individual and societal helplessness--for the individuals who need the services and for those of us who are impacted by willful political cruelty toward our fellow citizens that we are left feeling powerless to fight against taking root in our community. This is a willful political NON-DENTON-CENTERED financial motive. Nothing for the benefit of Denton's growth or community health and increase can be located anywhere in the efforts to make these cuts.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	6/1/2021	No cuts #NoGoZone	Email	NEGATIVE	N/A	N/A
76201	6/1/2021	this plan is bad. you're laying drivers off en masse. people living along the routes who depend on them are being left in the lurch. not everyone has a smartphone to schedule rides with- why are you all so determined to cut off service to the city's poorest citizens, who need it most and are the ones most likely to use DCTA instead of uber and lyft?	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEGATIVE	6	0
76201	6/1/2021	Please don't cancel the bus service, I can't use my cell phone very often with my disabilities	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	7	0
76201	6/1/2021	This is such a hateful idea to make our homeless even more disadvantaged. Please! They already have to deal with too much. Do not go through with this!	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	5	0
76204	6/1/2021	This sounds like a terrible downgrade compared to fixed bus service. A bus schedule is reliable in route, high-capacity with relative comfort, and allows for passenger destination anonymity. That's why I prefer buses as a disabled public transport user. Also: 1. What if someone doesn't have a phone, or their phone is dead? Do they not deserve transport? 2. Getting into a stranger's van is a hard enough sell before you take into account Covid risk and the decrease in passenger space.	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	2	0
	6/1/2021	Trinity Mills isn't safe and is a lonely stop most days and at night, 1 DART BUS from FRANKFORD RAIL should run out to Hebron stop in Lewisville, REDRAW THE BUS ROUTES (2) INSIDE Lewisville to ferry more BUS riders around, I would ride a bus, BUT never in a strangers car. I would ride Train to	Social PinPoint - Phase I Launch (Ideas Wall)	NEGATIVE	0	0
	6/1/2021	criminals pass background checks all the time, your living in a fantasy land, putting the elderly and females and younger kids in cars for hire (uber) puts the vulnerable at risk for crime, KEEP the buses but redraw the routes to better suit the needs of the needy tax paying citizens of the counties	Social PinPoint - Accessibility (Ideas Wall)	MIXED	0	0
76247	6/2/2021	What type of service will be going into Justin? In the southwest area of Denton County are there going to be any service? Are our property taxes in the areas without service receiving a discount? I think the train should go between Denton and Ft. Worth.	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	0	0
75067	6/2/2021	I live in Lewisville but I work in Arlington. Arlington implemented the On Demand Rideshare Via almost 2 and half years ago. It started with only covering about 60% of the city and a TRE stop. As of Jan. 2021, it now services the entire city and continues to connect to the TRE. I have several colleagues who use the service regularly. Generally, it has worked well for the citizens of Arlington. It think this would be great for Denton County! I suggest coming to Arlington and checking it out!	Social PinPoint - Service Functionality (Ideas Wall)	POSITIVE	0	0

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75067	6/2/2021	Rides can be scheduled by calling a phone number as well. This type service provides the convenience of Uber and Lyft but without the price. It also allows the city to better manage staffing with more data on where and how the service is being used. In Arlington, many citizens who used the bus have found that their wait times are less and they get picked up closer to their homes vs. walking long distances to get to a fixed bus route.	Social PinPoint - DCTA Service Impacts (Ideas Wall)	POSITIVE	0	0
75067	6/2/2021	The data that Via can collect and provide regarding demand is amazing! The DCTA will be able to make changes quickly not in weeks or months but days and even hours when they think things might be busy.	Social PinPoint - Other Ideas (Ideas Wall)	POSITIVE	0	0
76205	6/3/2021	I'm concerned about the long-term implications of creating a partnership with Via that will be difficult to remove or replace when their fees and service offerings inevitably change over time. What and how flexible are the services being purchased--is this just software and analytics, with in-house fulfillment, or is the entire service stack managed? Does VIA make direct contact with riders in case of problems during a ride? Will GoZone drivers be DCTA employees? Will DCTA own the vehicles?	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	1	0
76205	6/3/2021	Excited about the prospect of an extended service area, reduced wait times, and an app that makes fares easier for occasional riders! I think increased ridership can happen with these changes if they are advertised effectively. I hope that usage data will show that Denton has enough riders to support fixed bus service along at least some routes if the timing of those buses is more convenient. 30/60 minute waits on long one-way routes is tough to utilize, even if you want to do so.	Social PinPoint - Service Functionality (Ideas Wall)	POSITIVE	1	1
	6/3/2021	So you contracted with an out-of-state company to provide another money losing service when you should be scraping the ghost train and hiring Uber/Lyft instead.	Facebook	NEGATIVE	N/A	N/A
76205	6/3/2021	I strongly urge not adopting the proposed plan. My family makes regular use of the current bus system, Lines 1, 7, and NT Xpress, and our family work schedules have been tailored to the regular bus times. Removal of this service will be a detriment to my family's ability to get to work and school. A regular bus system is a function of a community that services everyone, not just smart phone users and those with access to internet. A third-party service through Via is a step backward for all.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	4	0
76201	6/3/2021	These changes from fixed bus routes to a on demand service will be severely detrimental to the residents as well university students of Denton. The only route that allows a passage from the biggest shopping centers/areas, Route 4, is being taken away. Most of the riders have fixed their daily lives and even living spaces around these bus times and stop locations. If nothing else, this will hurt the economy of this city. Both major universities go back to full swing in the fall, no buses = no \$	Social PinPoint - Phase I Launch (Ideas Wall)	NEGATIVE	3	0
75019	6/3/2021	I like the phase 1 plans, it's very good that the weekend service is being extended especially on holiday's. With the ride share service, it's very similar to Uber and Lyft hopefully, the wait time will be around the same as well *3-5 minutes, especially in the evenings and Kate at night. The extension to Frankford will be very accommodating as well, once I'm in Carrollton at times I have to use Uber between my trips some of the buses end their services in the afternoon.	Social PinPoint - Phase I Launch (Ideas Wall)	POSITIVE	0	0
75019	6/3/2021	agree, great points. especially with the services in Irving and Dallas. many just ride from train to train all day,	Social PinPoint - Other Ideas (Ideas Wall)	POSITIVE	0	0
75077	6/3/2021	Suggest that residents of Highland Village will need rides to see doctors who office in and around Presbyterian Hospital.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
75077	6/4/2021	I just wish the train ran more during the day. I would love to use it, but it's not beneficial with the current hours.	Social PinPoint - Other Ideas (Ideas Wall)	MIXED	0	0
76179	6/4/2021	This is a terrible idea and is frankly a downgrade, transit advocates and experts such as Jarrett Walker have argued that on demand service like this is not a good transit alternative to fixed route busses, other studies have showed fixed route service is cheaper and better for development then on demand service, there's also the concern of those with lack of cell phones and issues with regional connectivity, overall this is a bad idea	Social PinPoint - Other Ideas (Ideas Wall)	NEGATIVE	6	0
76209	6/5/2021	I like it if the service goes here and will take me to Dollar Tree on Loop 288 where I work. I used to ride the bus until route 4 was canceled.	Social PinPoint - Something I Like (Interactive Map)	POSITIVE	0	0

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75231	6/5/2021	(1) I have read much on your web site about the proposed plan, but I have not seen anything (yet) on wait times for one of these rides. (2) On a bus I have some choice about where I sit; I don't see the same flexibility with van rides. (I am extremely sensitive to certain smells, such as perfumes and cigarette/tobacco smoke, so I try to sit farther away from certain passengers.) (3) The regional reduced-fare appears to be doubling. Why make us pay more for GoZone-- something we may not use?	Social PinPoint - Other Ideas (Ideas Wall)	MIXED	4	0
75231	6/5/2021	Even if having a smart phone is not required, the rider still has to book a trip instead of just going to a bus stop. I agree: this sounds like (yet another) downgrade.	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	0	0
75231	6/5/2021	Keep Route 7!	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEUTRAL	0	0
	6/6/2021	Public transportation is incredibly necessary as Denton's population rapidly expands. Not only is the proposed cut in a food desert, but cutting public transportation deprives every day working people from quickly getting to their jobs, shopping centers, and other obligations. Public transportation cuts down on individual vehicle use and the traffic that comes with it	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
75067	6/6/2021	I use the bus everyday to get to work because I don't drive. So to go from bus to on demand system would be SUPER DUPEr trouble for me! I rely on this service every day. If it switches it's not as reliable. I would appreciate if it stays the way it is!	Social PinPoint - Service Functionality (Ideas Wall)	MIXED	3	0
76209	6/7/2021	This is a terrible idea. Not only is DCTA setting themselves up to compete with Uber and Lyft, but they are leaving people who rely on fixed route services out to dry. A service like GoZone should be offered alongside fixed routes in the form of a service similar to taxi cabs in large cities, not in lieu of them! It should be used to fill the gaps that things like buses and trains can't fill.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	4	0
76115	6/7/2021	Be great if the A-Train could Tie in at grapevine station and Texrail	Social PinPoint - Ideas and Suggestions (Interactive Map)	POSITIVE	0	0
	6/8/2021	I was surprised to hear that we would continue to carry Routes 3 and 7 for a brief period for a testing period. I can only speak from our perspective as an organization but we house and put 300 people to work a year and predominately utilize Routes 2 and 4 considering this is where most employment is obtained. 3 and 7 are very important for social and city services but for our organization routes 4 and 2 are vital.	Event - Special Abilities of North Texas	NEUTRAL	N/A	N/A
	6/8/2021	The transferring of credit to our clients makes sense but this is concerning considering a healthy percentage of our client does not have smart phones and sometimes even phones. Nor do they have access to a computer when they are out around town looking for employment or heading to social services.	Event - Special Abilities of North Texas	NEUTRAL	N/A	N/A
	6/8/2021	The public is pretty concerned about it. I'm pretty concerned about it as well. There are a lot of things that I really like about it. I'm in favor of anything that might expand ridership, I think that's an important goal. And it sounds like this has the potential to do that. It will be more convenient for some folks who live in the city.	Event - Denton City Council Meeting	MIXED	N/A	N/A
	6/8/2021	I love that it offers expanded hours, I love that it offers improved connectivity to DART. Those are all great things.	Event - Denton City Council Meeting	POSITIVE	N/A	N/A
	6/8/2021	I'm very concerned about the plan to cut fixed routes. We have a significant number of residents in our city who really depend on those fixed routes. We have many folks who do not use smart phones for whom an on-demand service just would not be accessible in the way that a fixed route bus service is.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A
	6/8/2021	I'm concerned about loss of jobs for drivers and other DCTA employees. I'm aware that drivers will have an opportunity to apply for these you know to drive these vans, but there is certainly no guarantee that they will be hired. And as far as I'm aware they no longer be represented by a union if they were to lose their union -- their full time with benefits Union job driving buses (fixed bus routes) and go to this on demand service, I'm very concerned about that.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A

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	6/8/2021	We are a really rapidly growing city. We are in the process of transforming from being a small town to being a metropolitan city. And we are also in the midst of a climate emergency. We urgently need to be working to get cars off the road. The best way to do that is to make it safer and more convenient for people to choose to walk or bike or ride public transportation instead of driving, right? And I'm concerned that, from my perspective, over the last few years, DCTA and the city of Denton and the County and the State have consistently failed to take steps that would make it safer and more convenient for people to use our fixed bus routes. And now that the predictable outcome has occurred that ridership has gone down, now we are saying oh I guess we don't need the fixed bus routes and it's time to cut them. I don't think that that's the right move. I'm not necessarily opposed to adding on demand services, but I want to see us investing in increasing ridership on fixed routes by making it safer and more convenient for people to choose those fixed routes. So I'm just very concerned about the cutting fixed routes portion of this.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	I'm aware from people that I know that have relied on SPAN (disabled passengers relied on SPAN) requires them booking travel a day ahead (which isn't how I live and I wouldn't expect anyone else to). Could you contrast the SPAN process for disabled passenger with what the GoZone process would be?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	Is there a difference between the sort of physical ability to accommodate a wheelchair between SPAN, current fixed route bus capabilities and these vehicles that we've been shown?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	I think the driver (so to speak) behind all of this is trying to be more efficient in delivering a more convenient experience. These are the people who at significant personal risk to themselves, were our front line during COVID19 – making sure that transportation options were there for people who needed to get to work and wherever they needed to go. So my question is, is it possible, entirely separate from the fact that we are going to a different set of vehicles and so on, entirely separate from the fact that Via becomes the employer, is it possible for DCTA to keep that crew of individuals whole on paying benefits in some way?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	I separate entirely the issue of how best to deliver convenient/affordable service, entirely open to (why wouldn't you be open to) longer hours, bigger service area, responding to passengers, passengers responding to you, better service to disabled people, connecting to cyclists. All of that, I think it's very intriguing. I just think it's a separate question of what responsibility do we owe to those people, and how can we meet it as a group? You've been very creative in crafting this offering, and I would ask to see how creative you could be in responding to that as well?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	are there any municipalities that have completely transitioned to a Via only and what was there similarities and differences to our metroplex? Are they actually comparable that we can say ok a pure transition thing worked out in this city which is basically identical to Denton?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	Privatization is always a bit unnerving from me because it just seems like going that direction tends to not allow for enough feedback. We find ourselves having to go back and redo and rethink when we fall into the whole privatization aspect. So I'm not really keen on that first of all point blank.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A
	6/8/2021	I think what you are seeing today is that a majority of council members on the current Denton City Council have significant concerns about this move to an on demand service from bus service.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A
	6/8/2021	I'm not against the idea of testing out a public taxi shuttle service, but just not at the expense of buses.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	how does this change affect folks who currently use vouchers provided by a service agency? Could you speak to how those vouchers are currently handled? Or how folks who get their rides from service agencies or non-profits, currently get those rides and how do they get plugged in with the Via service?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	Recognizing that the second largest source of your revenue annually is these contracts with particular entities like the universities. Recognizing that those are contracts that have to be negotiated, what changes to those service lulls do you anticipate? Are we still going to see as many UNT branded DCTA buses? Are we going to see a change in their routes? What do we anticipate from that or is it too early to tell?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A

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	6/8/2021	if we know that there are some folks that fixed route works better for either because they can connect very well to the app, or the system is onerous for them or some other reason. Can you tell us how are you going to identify those folks, how are you going to find them? And how can we design the system to be the best for the most people and design the fail safes or the work arounds for the folks who actually need it as opposed to the other way around?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	the City of Denton has never had very good blood pressure. Our ridership has never been significant. We have a certain population that depend upon the buses, we have a whole other segment of the population that's never set foot on one. Your farebox receipts have never been significant. They've never been much more than a drop in the bucket of your budget. Our sales tax in the contracts have been floating those big buses and trains and all that kind of stuff. That may sound like a little bit of an attack. I don't intend it to be I think public transportation is really important, I'm glad we have it. We just don't have a lot of people who take advantage of it for the amount of money that we send into it.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	If our farebox receipts are so low and we have a ridership issue, why are we charging for the bus? If we have some small number of fixed routes, make them free and then charge a fare for the direct - door to door service and then we will see. If ridership goes up on the free buses, then we know what the issue was. If it doesn't, like I predict, it will stay about the same or even go down (people are willing to pay .75 cents for door to door service) why don't we do that? Why are we charging for these buses? Why don't we right size the buses themselves, and why don't we right size the fare to the amount of money we are paying for these buses? I feel like I'm already paying a good bus ticket price in my sales tax dollars. Why not open the buses up for free?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	So, the issue of declining ridership has come up quite a bit, but I don't know that we've discussed much what's driven that. I know council member Davis brought up the issue of fares and suggested that if fares were lower or nonexistent that ridership might go up. I would like to suggest as well, and get your perspective on headways and transportation to and from stops. A great deal of which is the responsibility of the city more than it is of DCTA. Is it your opinion that if headways were shorter, ridership would go up on fixed routes?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	Of course fixed routes should have flexibility and should change over time with shifting population centers and mobility patterns. I do think that the proposed GoZone program could be a great tool for helping us determine what those changing mobility patterns look like, but I just want to reiterate my support for keeping something resembling our current fixed bus route system.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A
	6/8/2021	the bus drivers have always been contract labor and not DCTA employees, did that pivot, did they become employees currently or where are we?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
75231	6/8/2021	You are telling us that citizens in general liked the service (give us your source, please). I wanted to know how bus riders liked the change. If anyone has data on that, I would like to see the data.	Social PinPoint - Service Functionality (Ideas Wall)	NEUTRAL	0	0
	6/10/2021	Denton is already an area lacking in public transportation infrastructure to adequately support its area and connect it to other cities within the metroplex. Outsourcing transportation needs with a private contractor and increasing the reliance on "gig" labor will hurt the local economy and put workers at risk.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	6/10/2021	I have zero faith in this.. we need a regukkar bus system we can depend on.	Facebook	NEGATIVE	N/A	N/A
76201	6/13/2021	I can't support this. One of the reasons for public transit is to provide a reliable, affordable form of transit for the poorest — who are also least likely to have smartphones. The elderly, the visually impaired, and others who may struggle with both driving and using technology-based solutions are others who need this service and would be harmed by losing it. Uber and Lyft already exist — if your goal is to just offer basically the service they offer, that seems like a waste.	Social PinPoint - DCTA Service Impacts	NEGATIVE	10	0

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76205	6/14/2021	DCTA likes to highlight Arlington, TX which replaced a campus shuttle with on-demand service. Take note of what is happening there: "Until February 15, 2021, a \$3.00 flat per trip fee will be charged for each trip. Beginning February 15, 2021, fares will move to a distance-based structure." New fares will be \$3-5 each way. On-demand is a coverage maximization rather than ridership maximization tool. If it expands ridership also, fares will increase like Arlington and Innisfil.	Social PinPoint - Other Ideas	NEUTRAL	8	0
76205	6/14/2021	DCTA touts this as a way to increase ridership, but VIA's marketing material disagrees: "one thing remains true for all microtransit services: their main goal is to expand a network's geographic and demographic reach" https://ridewithvia.com/resources/articles/what-is-microtransit/ If DCTA's goal is to maximize coverage irrespective of fare impacts, this seems good. If the goal is ridership increase and lowering per-trip cost, this seems much more risky than a bus route redesign.	Social PinPoint - Service Functionality	NEUTRAL	6	0
	6/14/2021	I think that this is an interesting idea. The cost should be kept comparable to the Connect Bus ticket cost because it is replacing this current public transportation option.	Social PinPoint	POSITIVE	0	0
	6/15/2021	Sounds great! Save us money!	Social PinPoint	POSITIVE	0	0
	6/15/2021	Seems like it addresses what it needs to, nice	Social PinPoint	POSITIVE	0	0
	6/16/2021	Will GoZone replace all fixed bus routes?	Event - Town Hall	NEUTRAL	N/A	N/A
	6/16/2021	Will the bus drivers from the cut routes drive the GoZone vans?	Event - Town Hall	NEUTRAL	N/A	N/A
	6/16/2021	Did UNT cut funding from DCTA?	Event - Town Hall	NEUTRAL	N/A	N/A
	6/16/2021	It will be horrible for bus drivers.	Social PinPoint	NEGATIVE	1	0
	6/16/2021	I think that this is an interesting idea. The cost should be kept comparable to the Connect Bus ticket cost because it is replacing this current public transportation option.	Social PinPoint	POSITIVE	0	0
	6/17/2021	I would consider this proposal more seriously if it were an addendum to the currently existing routes or used the specific bus stops that already exist. Getting rid of buses and the current Connect fixed routes entirely demolishes accessibility. I'm not paying to get rid of something I need.	Social PinPoint - Service Functionality	NEUTRAL	3	0
76201	6/17/2021	How does DCTA plan to train driver to accommodate riders who may be living unsheltered? These folks may have multiple bags/belongings, and may even have a certain odor from being outside all day. It would be helpful for them to have a sensitivity training to serve these and other vulnerable populations.	Social PinPoint - Service Functionality	NEGATIVE	3	0
75028	6/17/2021	I don't know that this is a fair comparison, considering the VIA system in Arlington is managed by the City of Arlington and, as best as I can tell, is not getting federal or state funding the way DCTA is. The \$3 flat fare for Arlington VIA still applies for trips to/from Centreport TRE Station.	Social PinPoint - Other Ideas	NEGATIVE	0	0
75077	6/17/2021	Why can't there be both a commuter service, like Rideshare, and a bus line? Make the buses dependable, consistent, predictable, and expand their coverage. That's what I voted for when you were on the ballot! Public transportation is a public good and should be available to all. I shouldn't have to book it, and neither should my disabled mother, just to go to the grocery store.	Social PinPoint - Other Ideas	POSITIVE	4	0
75028	6/17/2021	When the new GoZone (I'm still not a fan of the name because DART calls their similar microtransit system GoLink, which may cause some confusion) begins in September, it will coincide with the opening of the State Fair of Texas, including four Sunday from Sept. 24 to Oct. 17. Would DCTA be open to extending Sunday hours until 10-11pm for those days when the State Fair is open?	Social PinPoint - Service Functionality	NEUTRAL	0	0

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
	6/19/2021	Thanks for the informative new DCTA/Via Proposed Go-Zone On-Demand Ride Share Presentation on June 15th, 2021 to Evergreen residents at Lewisville. There were a couple of resident questions that you may be able to answer about the new Proposed Programs: (1) what is the difference between the Proposed GoZone program and the ADA and NON-ADA program? (2) Will the ADA and NON-ADA program will be the same program after September 7th? Will DCTA/Via be using the van/buses? (3) After September 7th, will the \$3.00 coupons be accepted as fare or will the change for ADA and NON-ADA riders and other riders? (4) Will the DCTA/Via Chrysler Pacifica transportation be used after September 7th for ADA and NON-ADA curb to curb pickup or the regular van/buses? The wheel chairs, walkers and items purchased at various stores may present a storage car problem? (5) Will it be necessary for new both ADA and NON-ADA riders and new regular riders to obtain the App on Play Store? What is it called? Is there a deadline and when would this new program start? (6) Where would Evergreen at Lewisville regular riders go to pick up the Chrysler Pacifica cars? (7) Can ADA and NON-ADA riders still call into 940-243-0077 in advance several days for a one way or round trip? (8) For regular riders, how far in advance do they need to use their app or to call in to DCTA/Via to schedule a pickup ride?	Email	NEUTRAL	N/A	N/A
	6/22/2021	(3) There is a large piece of this new plan missing, for this population, because of funding, human and moral reasons. The ADA Federal Funding Plan is to provide needed transportation funding for Seniors and the disabled and not to discontinue and disengage from this necessary medical and mandated Federal law.	Petition - Evergreen at Lewisville	NEGATIVE	N/A	N/A
	6/24/2021	(5) Please reconsider using available federal funding and additional funding assistance from Via. Just as DCTA provided this funding for the LYFT/DCTA program to Flower Mound Doctors riders last few years. Despite the City of Flower Mound unwillingness of cover this 1/2 tax infusion.	Petition - Evergreen at Lewisville	NEGATIVE	N/A	N/A
	6/25/2021	(6) Though the cost for ADA and NON-ADA riders is currently at \$3.00 per trip. In the immediate future the cost could rise up substantially. Thereby, with many monthly doctor visits, making it impossible for riders to afford these accessibility services. Also check out Federal compliance issues. Looking forward to hearing from you regarding how the Board will address these various ADA and NON-ADA concerns. Thank you.	Petition - Evergreen at Lewisville	NEGATIVE	N/A	N/A
76209	6/19/2021	The change to on-demand makes intuitive sense. I support the effort.	Social PinPoint - Something I Like	POSITIVE	1	0
	6/20/2021	That sounds good. It will do us good	Social PinPoint	POSITIVE	1	1
76208	6/20/2021	While it is great that route 3 will stay in service for the first six months of this proposed idea - which grants riders access to locations catered to a good portion of the city's low-income citizens such as the Salvation Army - I am afraid that this demographic will not be utilizing GoZone during this somewhat trial period and therefore their input will be excluded in six months when an evaluation takes place.	Social PinPoint - Phase I Launch	MIXED	1	0
	6/21/2021	We oppose DCTA's "GoZone" plan, because it would hurt the agency's workers and riders, and also the greater Denton community. DCTA's "GoZone" plan <ul style="list-style-type: none"> eliminates four of Denton's city bus routes after only two weeks (Routes 1, 2, 4, and 6). Two more would be guaranteed to run for only another six months (Routes 3 and 7). replaces our safe, fixed-stop bus system with rides in minivans and pickups at undisclosed locations that have to be scheduled by app or telephone. pays millions of dollars out of county funds for this inferior service to Via Transportation, a multinational corporation with its headquarters in New York City. 	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	6/21/2021	Bad for Denton: DCTA's "GoZone" plan substitutes precarious "gig" jobs with undisclosed salaries and benefits for stable employment and a collectively negotiated contract. It also sends money that should be invested in our own community to a big company in New York. Neither the downgrading of our jobs nor the transfer of our public funds to a private corporation is good for the people of Denton. We urge Denton City Council and Denton County Transportation Authority NOT to implement the proposed "GoZone" changes to its services.	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A

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	6/21/2021	Denton needs to stop making it more difficult for people who are already struggling to survive	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	6/21/2021	well we really really do need these busses going so how is this go zone service going to be any different then these busses so i think that the busses should continue running so if you have any questions about my feedback please do call me @ 940399 2235	Social PinPoint	NEUTRAL	0	0
76210	6/22/2021	I support the GoZone program. I always wanted to use the DCTA to commute, but the time on the bus routes after reaching my station was too long for me to consider it as a viable option. If we add ride share, I can get my company to help pay commuter fees, decrease the miles I put on my own vehicle, decrease vehicle maintenance and gas costs, reduce my carbon footprint, put the stress of driving on someone else, and get to work on time. We need this service. Also, please add WiFi on the train.	Social PinPoint - Other Ideas	POSITIVE	1	2
75051	6/22/2021	As a student worker at UNT & religious Connect/A-Train commuter pre-pandemic, fixed routes should be kept in high-traffic areas (UNT/TWU, the University/35 & Loop 288/35E corridors). The GoZone idea is a great supplement, but not the only solution to transit issues. I hope DCTA reconsiders doing away with fixed-route services. And if it does go forward, fixed-route/A-Train frequencies should be improved and synced w/ one another for better connections.	Social PinPoint - Something I Don't Like	MIXED	2	1
	6/23/2021	what are some of the downsides that the DCTA has identified when it comes to the implementation of this program?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	as far as I'm aware of, student access to many of the bus lines that are going to be shut down are paid for by our student fees. So when these bus lines are shut down, would that mean transit costs for UNT students will increase?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	You say that there will be absolutely no additional charges to students whatsoever? Or are you saying it's a possibility, but we're trying to do everything to avoid it?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	You mentioned that there were several options on the table that both UNT and the DCTA were exploring to ensure that students get the same quality services with no increased costs. Could you lay some of those options out for us?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	My name is Kayla I'm a second year of grad student at UNT in the anthropology department. I've been listening to the meeting and to other staff and it sounds like the new system will adversely affect not only the DCTA's employees, but anyone who rides the buses in Denton. As we talked earlier, a portion of our own tuition allows us to have the ability to ride any Denton buses free of charge. And as we all know, after February, all the Denton connect bus routes will be closed and replaced with Gozone meaning that at that very moment, most of the students will be paying for the service off of the fees you already paid. The only promotional fee eventually leave. Also, during the last board meeting, they talked about how 50% of buses will be cut and also the bus drivers, which is very concerning. This is all written down, and the route has many reviews complaining about wait times, increase fees and a distance to walk to it. For these new services, you must request it, then walk to a go zone stop, wait a bit, get picked up, dropped off at different gozone. Only to walk again to your destination. It sounds like we already have something like this. It's called a bus. And I will also like to add that solutions are solutions to problems that the DCTA created and consolidate with out. This is just another privatized effort. Heck, the council is starting to recognize this as yesterday. They just voted not to renew the \$40,000 a year contract we're with bird consulting, one of the architects for digital don't English response to like public pressure. So I'm hoping I'd leave with the student. That's a UNT and SGA does a responsible thing act then with bus drivers, then residents and a students wallets and not with DCTA and an out of state non-Denton company.	Event - UNT Student Town Hall	MIXED	N/A	N/A

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	6/23/2021	I am conflicted because you and we, we do take pride. I mean, I've personally formed relationships with the DCTA best drivers for the ones who kind of have a little bit more on the frequent routes. And they're very friendly, very lovable, and they know their stuff, and they're very respectful to the students. So other than, you know, if there is any price increase for any type of UNT students. I will not vote. I would vote no on it immediately, but what exactly what will happen to those DCTA uh, let's say bus drivers who were then going to not be able to, will they be transitioned into driving those vans or would they just be like, you're fired basically, if that's my comment, are you addressing that?	Event - UNT Student Town Hall	MIXED	N/A	N/A
	6/23/2021	You said earlier that 40% of the bus routes will be cut. How many of those are UNT? Obviously not on campus, because I know UNT has its own buses. We do have students who come off and on campus, what is the major impact for them? Because, we're going from a big bus to a small van I don't see that being very practical.	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	Does the DCTA expect to the cost of this service to be more or less than the, the existing buses that they're going to cut?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
76210	6/23/2021	Buses should run to Nebraska furniture mart.	Social PinPoint - Redraw Zone	NEUTRAL	0	0
	6/24/2021	I work for a community of individuals who rely on the nearby bus routes for transportation to doctors, grocery shopping, etc. Many of them are not able to afford/use smartphones or computers to purchase tickets, so how will they be able to reserve rides? This program excludes more than you realize.	Social PinPoint	NEUTRAL	1	0
	6/25/2021	My name is Andy McDowell, and I am a Senator serving under the Student Government Association of the University of North Texas. I am emailing you today to inform you of some concerns of our Student Body regarding the GoZone Proposal, described and enumerated in the attached document. Please note that this document was not officially ratified (a Special Senate Meeting was called, but we missed quorum) and as such is not official correspondence from the UNT Student Government. Rather, it is the opinion of those duly elected representatives of SGA who have signed it. Please contact me or any of the copied Senators with questions. We hope that you take our concerns in good faith, as we have provided them.	Email	NEGATIVE	N/A	N/A
76205	6/25/2021	Cutting DCTA bus routes will negatively impact Denton's working class and good paying union jobs. The current bus system already lacks enough routes to fully service our rapidly growing city. Buses are convenient and reliable for the working classes. A fleet of vans owned by a private company is not. It's an unpopular proposal.	Social PinPoint - Other Ideas	MIXED	5	0
76201	6/25/2021	privatizing our public transit, firing drivers, and cutting their pay is not the way for our city to have a successful infrastructure. this plan is dangerous and needs to be reformed to better serve the needs of working people in Denton.	Social PinPoint - Other Ideas	NEGATIVE	3	0

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76201	6/25/2021	Via says it can only service 2-4 riders per hour at best. The worst-performing DCTA bus routes (pre-COVID) averaged at least 4 riders per hour (rph): Route 1 = 5-6 rph Route 2 = 7 rph Route 3 = 10-12 rph Route 4 = 4 rph Route 5 = 6-8 rph Route 6 = 6 rph Route 7 = 13 rph Route 8 = 14 rph LC-21 = 4 rph LC-22 = 5-8 rph Transporting this many riders with Via requires more drivers and vehicles than with current buses. Via does not sound like an adequate replacement for most bus routes.	Social PinPoint - DCTA Service Impacts	NEUTRAL	3	0
76201	6/25/2021	Knowing that on-demand transit costs more per rider than fixed bus routes, it's concerning that cost has been mostly left out of the conversation. No one has mentioned whether fares will be increased for the people who rely most on transit. When discussing the flexibility for Via to scale up or down depending on ridership, no one mentions where the money will come from if ridership increases to the point where the DCTA budget cannot sustain the promised levels of service.	Social PinPoint - Other Ideas	NEUTRAL	2	0
76201	6/25/2021	While not always predictable due to traffic and mechanical issues, fixed bus routes still provide a level of predictability that Via does not. Currently, I know when to expect my bus to work and approximately how long it will take to get to work. With Via, I cannot make last-minute decisions to take public transit to work, because I won't know how long the wait time or travel time will be. Detours picking up or dropping off other people create unpredictability that make it harder to use.	Social PinPoint - Other Ideas	MIXED	2	0
76201	6/25/2021	It is concerning that DCTA is proposing to replace fixed bus routes with on-demand transit without implementing a pilot first to see if the nice-sounding promises from Via turn out to be true or sustainable. Is the service as seamless as promised? Does it serve our current riders well? Will DCTA have enough money to sustain the promised wait times even if ridership increases? What is the plan if service isn't as promised and DCTA cannot afford to maintain the promised level of service?	Social PinPoint - Other Ideas	NEGATIVE	1	0
76201	6/25/2021	Fixed bus routes are an efficient transportation system in terms of cost, ridership capacity, and carbon emissions. They allow us to plan cities in a more efficient and sustainable manner with transit-oriented development. We should improve and invest in the fixed routes that attracted at least 4 riders per hour pre-COVID. At best, Via should be an add-on service to replace Route 4 and LC-21 or to extend service hours. It isn't an adequate replacement of buses averaging more than 4 riders per hr	Social PinPoint - Other Ideas	NEUTRAL	2	0
	6/25/2021	Taking the bus routes out entirely removes a reliable form of transportation for so many people. This isn't a viable substitution and having it be strictly app based means that people who cannot navigate smartphones, or even afford them, will be able to access the transport system.	Social PinPoint -	POSITIVE	2	0
76210	6/25/2021	From the perspective of someone who has worked with students and other individuals without consistent access to personal transportation and thus understands the extent of negative impact it can have, I strongly oppose eliminating the Connect bus routes in Denton. Many individuals rely on these routes to attend classes, get to work, and transport their children. Doing away with these is nothing but irresponsible and shows no regard or consideration for those who rely on these routes.	Social PinPoint - Make a Comment	NEGATIVE	1	0

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76209	6/25/2021	Most apartment complexes in Denton have a bus stop within walking distance, except this area adding a bus stop to this area might help those who don't have a vehicle due to finances Etc.	Social PinPoint - Ideas and Suggestions	NEUTRAL	0	0
76201	6/25/2021	Denton is not a walkable city and neither is the city of Lewisville. Consistent transportation is needed for cities to get to and from work.	Social PinPoint - Accessibility	NEUTRAL	2	0
76205	6/25/2021	Denton is not a walkable city at ALL! The buses are necessary to so many people to get around.	Social PinPoint - Other Ideas	NEUTRAL	2	0
	6/28/2021	Concern regarding the elimination of the North Texas Express service as there are so many employment opportunities along the I-35W corridor.	Email	NEUTRAL	N/A	N/A
N/A	No Date	This is the wrong direction for the DCTA to go. Instead of expanding and making public transportation more accessible, you instead decide to partially privatize and cut service for those who need it the most. The people of Denton need a reliable and accessible public transportation system.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I can't think of anything good about the GoZone plan. It will cause people to lose jobs; it will be difficult to use for people with limited cell phone access, disabilities, or communication challenges--creating more "hoops" to jump through for people who already have to do more work just to live their lives. And I can totally see costs for users going up over the years, far surpassing what would have been the cost of mass transit service over the same time period. This "plan" sounds like more of a scheme to transfer public costs to individual users who cannot afford to take on that burden. What DCTA really needs to do is increase the availability of bus routes and make them more convenient and efficient so that riders can spend less time commuting without taking on yet another financial burden. I am a taxpayer and I think it is more responsible for the county to provide services that EVERYONE can use.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Many people use the bus please do not cut them especially university students who can't afford cars.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Let's no eradicate feasible transportation for the people in the city of Denton	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Please don't get rid of the bussing systems, so many individuals rely on them for transportation to and from work. We must be able to provide public transportation in order to ensure people in the Denton community can make their wages!	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	I am confused and upset by this change. I am concerned for those who come to Denton from other cities as well as those, including myself, who's only source of transit is public transit. I wish for clarification to be made to not only those with access to technology, but for those including the homeless who may not have a way to move around the city without open access to public transit. As well, I am concerned by those workers you are laying off in order to improve the DCTA system. I understand you want to save money but you are making dozens of people at risk of homelessness or lower income. I am wondering where your priorities lie and wonder if you have taken this transit system. Especially when it comes to transit from Denton to Ft Worth.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	I think accessible public transit is essential for a strong economic infrastructure. It enables folks of all SES backgrounds to get where they need to go, car or no. I think moving in the direction of on-demand only service would create difficulties members of our community to make it work, appointments or to get other needs met, which could impact Denton Co. with higher unemployment rates (including extensive job loss among bus drivers), higher demand on thinly stretched social services and decrease in connection for those who can't get around the city/ county any other way. A lack of a robust public transit system is an unfortunate feature of cities like Arlington, TX. It's essentially kept their city disconnected and disables many from access to work, services and housing. They (and we) have a growing homeless population, a disconnected city center and lack of accessible community resources. Having accessible public transit connects people. I'd hate to see us move in the direction of disconnection, especially knowing how impactful and helpful the DCTA bus system has been to so many. If GoZones are added, I'd recommend keeping the bus system (and your amazing drivers) fully functional at the same time. Both options support different goals and could be beneficial. But I don't believe GoZones can adequately replace the bus system.	Immediate Feedback Form	NEGATIVE	N/A	N/A
		<p>After listening to DCTA presentations, asking questions, and researching on-demand transit, I am not in support of the proposal to replace DCTA's fixed bus routes with on-demand service. The lack of concrete detail in the proposal is disconcerting. If concrete details, like fares and travel times, cannot be provided, this should be a pilot at the most--not a complete change. Below are my primary concerns:</p> <p>1) CAPACITY/EFFICIENCY: Research from Via itself indicates that it can only service 3-4 riders per hour at its best. In suburban areas, they can service about 2 riders per hour. The worst-performing DCTA bus routes (pre-COVID) averaged at least 4 rider per hour--the maximum that Via can handle. Several routes averaged more riders per hour (rph): Route 1 = 5-6 rph; Route 2 = 7 rph; Route 3 = 10-12 rph; Route 4 = 4 rph; Route 5 = 6-8 rph; Route 6 = 6 rph; Route 7 = 13 rph; Route 8 = 14 rph; LC-21 = 4 rph; LC-22 = 5-8 rph. Replacing rider capacity of buses with vans will require more drivers and more vehicles on the road. Further, in peak times or unexpected surges of riders, Via will not have the capacity to accommodate more people like a bus does.</p> <p>2) COST: Knowing that on-demand transit costs more per rider than fixed bus routes, it's disconcerting that cost has been mostly left out of the conversation. No one has mentioned whether fares will be increased for the people who rely most on transit. When discussing the flexibility for Via to scale up or down depending on ridership, no one mentions where the money will come from if ridership increases to the point where the DCTA budget cannot sustain the promised levels of service. We know that the more people use on-demand service, the more expensive it becomes--it simply cannot scale the way that fixed route buses can scale.</p> <p>3) PREDICTABILITY: While fixed routes buses aren't always predictable due to traffic and mechanical issues, there is some predictability for riders by looking at the route schedule. They also know where that bus will go, where it will stop, and how long the travel time should be. It is possible to plan a trip or a commute based on the schedule. With on-demand, it is unknown when the ride will arrive before requesting the ride. It's unknown how long it will take to travel to the destination, because it's unknown how many detours there will be to pick up or drop off passengers. Currently, I can make a last second decision to take the Route 4 bus to work. I can watch where the bus is, walk out to the bus stop when it's about to arrive, and I know approximately how long it will take to arrive to my destination. With on-demand, it will be more challenging to make these last-second decisions or ensure that I arrive to work on time.</p>	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Not in favor of GO ZONE program at ALL!!!	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	This is me saying NO to GoZone. The community is full of college students who rely on these routes to get to where they need to be safely, and the many bus drivers that work current routes are the ones able to make that possible. Implementing GoZone in favor of our current system will lead to a loss of jobs by Denton community members and a loss of accessibility to some of the people who need the buses the most.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	The go zone is an awful idea and should not be implemented. This would take away valuable services from people who rely on this transportation. Shame on those who pushed this idea forward.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	In general people who do not have money to own a car are very likely to not be able to afford a smart phone, tablet or computer and internet service, this troubles me when thinking about the GoZone proposal. Why would you take away a service that is primarily used by low income people who have limited resources and force them to either find other modes of transportation or spend money they don't have so they can request a ride. Plus, it seems you have already decided you are doing this, so why ask for feedback?	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Sounds like a bus with extra steps and very little guarantee. Especially with prices as y'all haven't even gave us a price range after the promotional price. UNT students have the ability to ride busses for free, so far nothing has been done to reassure students that their tuition fee will go down or DCTA allowing us to use this service for free. Also all of these solutions these Gozones will fix sounds like problems y'all caused and created.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I am not in support of the proposed GoZone. I am a UNT student and cannot drive and do not have access to a car. The only way for me to get to class, work, and the grocery store is through DCTA transit. Without access to these bus routes I would not have a way to get to these places. This would affect me financially as well because I would not be able to get to work and I cannot afford to pay for a ride.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I Thank the connect is better for the customer, most of these people's don't have a phone, are no other devices in they're home, I Thank the best is the bus, you'll say care about the people, let them keep the bus, they have more room in them, if there more then 2 bike, the other bike can get inside the bus, and if they're more then 10 people and they all friends, then they all can get inside the big bus, and the route need to go out a little further, let Thank about the people, no your self, people don't want to set close to people in a little bus, and Thank about how people is going to lose they job behind, if love people let Thank about other people God did	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Please don't do this, too many people rely on the bus system as it is. Especially employees who get free passes.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I am opposed to the Gozone plan. It will take away a service used by students and many residents who don't have other transportation options. Many of them do not have access to the internet and are not even aware this discussion is taking place.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	To all DCTA Board Members, I have looked over the positive and negative feedback that the public has given. First of all, I want to thank you for giving us an opportunity to allow us to express our thoughts on this new GoZone on-demand service proposal. In my opinion this would be a great idea if the public was a little more informed of what this service is about. I understand that this website was put up to explained it, but you got to understand that a lot of people don't have a computer or smart phone. You also have riders who don't speak English. A lot of people who depend on fixed routes may not know that this service will benefit them and shorten wait times and give them quicker access to get to their destination without having to worry about meeting other route connections. A lot of customers call in because they are not aware that the bus routes and train times have been changed this is because they lack the technology available to them. This is why DCTA needs to set up tents and explained to the public how this is going to work. I ask that you put yourself in their shoes. A lot of people are just worried that their source of transportation is getting cut off when that is not the case. If you don't have plans in going out and informing the public on how this is going to work don't plan on seeing an increase in ridership. Denton isn't Arlington or Dallas. Denton has no ridership, and in order to build that up you need to make that extra step and be involved with the public more. A lot of people don't like change, Can't DCTA stop making sudden changes for once? This is what causes the public to get discouraged and confused. You are not giving the public a chance to adapt to the public transportation because it keeps changing on them. On the other hand, if this proposal passes then what is going to happen to all the bus drivers who have given so many years to this company? How is that fair? I understand that they will be given a chance to apply for a via driver position however it doesn't guarantee they will be hired. My understanding they will be getting a tremendously pay cut from \$17.50 to \$8.00 an hr with no benefits. These drivers risk their lives for the public throughout this pandemic and this is how you pay them? On another note, is the customer service center ready and prepared to tackle all these phone calls? Will there be enough coverage to cover all incoming calls? Because there will be a lot of customers calling in the first few months. There aren't enough customer service reps to handle all these calls. How are ADA/NON-ADA customers supposed to get through to request their trips if they can't get through? Or the other callers. And the service hours that you are planning to add to customer service how is that fair to those employees? Operating 365 days, open 7 days out of the week? When are those employees able to take time off? Honestly, I don't think you are going to find anyone who is willing to handle that schedule unless there is an increase in pay. I'm sure you have a family of your own that you go to everyday. I just ask that you reconsidered some of this layout. It's the little people(employees) that make this happen and the public that pays for the service	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Due the fact Denton City Council is involved I believe it only about who the contract goes to for the vehicles. Doesn't make sense.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	the buses sometimes are inaccurate at times on the app	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	I am against this proposal due to the fact that many low-income individuals and seniors (such as Mother) are not able to access apps on Smartphones. In my view, an on-demand, app-based service favors people with higher incomes who do not rely on bus service. If the GoZone service can be offered by telephone on-demand, that would be more fair.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	Negative: Isn't your ridership low income people. I don't like Apps. Can't you just call a phone number? My battery is always low...blah, blah. Technology is really stupid and can't you just focus on improving your customer experience. Denton streets are horrible and you aren't even coordinating with them. Can a bus even go down Hinkle or Bonnie Brae? Could we just fire everyone at your office and the Denton streets department? I hear Amazon is hiring and building more warehouses. More apartments for those warehouse employees. You know if you don't live in Denton and care about all the traffic, apartments, the local Amazon economy and your riders wearing crap on their faces- could you just slash your budget in half and if you can't live in Denton go work somewhere else. Apps are stupid. Cell phones are stupid. Technology is stupid-you must be bored. You know you should all pick up trash by the ditch by Taco Bell. This whole project is just boring. I know you didn't shop at Drug Emporium or Fish and Chirps otherwise they would still be in business. My criteria is whether your employees can help? How's the shopping center by you? Lost two businesses recently and your bragging about spending money. Burecrats-this is like a depression economy and you want an app. What jerks? I hate you DCTA. Sorry for the negativity but my husband is working 16 hours today. Out if touch with reality and I can't think of anything at all nice to say. Could you hire 20 people to answer calls about your bus service and get rid of all the tech junk?	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I am a postdoctoral fellow working at the discovery park UNT campus. I don't have a license yet and totally dependent on the bus and train. I strongly recommend that you don't scrape out route 6 bus that goes from ddtc to discovery park UNT. In fall naturally the number of students will be up so you should be seeing a surge in the riders. Moreover, most international students of UNT campus will want to use this service as they won't have a Texas driver's license. Also please consider rescheduling the bus and train timings and frequency property...like may be every 30 mins from our campus. I see that there is no coordination between the train and bus timings. I take the A train which is at every 1 hour. G rthos works great!! However, the route 6 bus taking me to ddtc and vice-verse is scheduled for every 50 mins!!! which leaves me either missing my train or waiting for long time to reach ddtc and take the next train. If you schedule it such that we have a bus 30 mins prior to the train timing then we can easily board the train on time saving about an hour on each trip!! Please consider this advice seriously.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	We are against the GoZone proposal! This puts MANY families in jeopardy of jobs and doctor appointments as they won't have transportation! This is a BIG NO! GoZone seems like a great idea. However, it can present problems to those riding the trains. If only three vehicles are available and six people want to catch the same train, how many of those won't make it? Another related issue is the length of waiting times. DART's GoLink service has a problem where a rider may request a vehicle, but can take a while to get.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Please PLEASE do not cut the bus routes. They impact my life and so many others. We need a stable and consistent bus route. This new system is not nearly as accessible and I really don't know a single person who wants it.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I'm not in favor of eliminating bus routes to replace them with ride share.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	I don't think you should get rid of fixed route service. I think you should focus on your highest traffic or potential traffic route areas and create a more robust fixed route service. Go zone is fine for replacing low ridership routes or far out routes but there should still be core fixed route service. It drives foot traffic which is good for business and the community.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	The disregard for what low income and disabled people who depend on these services is disgraceful. We have been giving feedback on what we need and want for years and each time we've been ignored. The needs of the community needs to be top priority instead of profits and performative gestures that do nothing to improve this city.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	The go zone plan is a horrible plan, all it will do is drive up the cost of transportation and make public transport worse than it already is. Cutting such a critical part of so many Denton residents life in the middle of what is planned to be one of the hottest summers shows how little people care for less fortunate or more eco conscious folk. Denton is slowly turning into a rich kid paradise and is becoming less community oriented everyday due to bad plans like this.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	If DCTA is to incorporate RideSharing, they should do it while keeping the bus routes. Denton is not a walkable city, and countless citizens rely on buses to get to & from work, school, etc. while not providing this & only having ride-sharing would cause many citizens to miss out on many aspects of their daily life and could put some people out of work or school.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	The system in place provides reliability to people living, working, and enjoying outings across the city.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	This plan will be DETRIMENTAL to Denton citizens. Period.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I don't like the GoZone plan.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Denton needs a dedicate bus service for the community. A ride share option is not going to work for people who need bus services to get around, especially if they have to rely on smartphones to access. People who can afford ride sharing will use it. People who need to bus can't afford the technology to use ride sharing. And cutting routes and accessibility makes it harder for people to get to where they need to go. And moving Our Daily Bread to the Loop means people will need bus service to get there. This plan will marginalize people further who need it.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Service should be reduced. The buses and trains are virtually empty every time I see them.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	I hope you end the fixed bus route program. I hope you pass on some savings to taxpayers. Rail service to Dallas and Ft. Worth makes sense, but it seems busses have been a colossal waste of money. I don't think dcta should compete with Uber and Lyft. Let the market work. If there is a need, private companies will provide the service. There's no need to waste more taxpayer money on public transportation in this area. Thank you. Stuart Mason	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	As someone who relies on dcta for transportation please do not cut it, I do not like the GoZone plan.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	<p>I am not in support of the proposed Go-Zone. Not only have I been a Denton resident for years, I am also a UNT graduate student who cannot drive.</p> <p>Mental health is hard to talk about, but I try to be open and honest to de-stigmatize it. There are some days that it is a struggle to get out of bed, and let me tell you, if I need to go do something, having a fee attached to a ride is not the way to go. This discourages me from doing, well, anything.</p> <p>From a financial standpoint, my apartment complex is within an area where the only store I could reasonably bike to is a Dollar General. I consider myself blessed to not have to exclusively shop at Dollar General, and part of me wonders if those proposing this plan shop at more than one grocery store. I cannot help but wonder about those with a lower income than me, struggling to make ends meet. God forbid if they have any sort of dietary restrictions.</p> <p>This new proposed service seems more like an idea pushed by someone who wants to make an extra bucks for DCTA and disregards not only those who may not be able to drive, but also those who are of lower income.</p> <p>Even if I do not get the details correctly 150%, I hope my comment is not disregarded and taken seriously.</p>	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	<p>Bus route 7 is a route I depend on as a student. This service is covered by my tuition, which is also beneficial for me. The GoZone sounds like a great idea but would it be able to take to handful of students to campus during the fall?</p> <p>I think eradicating the Connect buses is a huge mistake. From a college student's perspective, many students needed the Connect buses to transport them around Denton when they didn't have access to their own vehicle. Even though UNT shall be upholding their bus systems, it isn't as inclusive for students who need to be on campus on the weekends for jobs or other reasons.</p> <p>From a socioeconomic standpoint. News flash, not everyone can afford a vehicle or choose the option if public transit to get to work or other locations. Denton is NOT a walkable city. Getting rid of a vast network of Connect routes will leave Denton residents without a reliable form of transportation and in turn impact their livelihoods.</p> <p>Instead of eradicating all routes consider determining the most important routes. One's that connect to grocery stores and significant places of employment to ensure that no citizen is without a way to get to work and food.</p>	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	<p>I am significantly concerned with out the move to this service will impact the college students in the area who rely on partnerships between their universities and DCTA for free use of public transportation. It is critical that we consider the affordability for the many students in Denton County that this will impact.</p> <p>I haven't really heard good things about the changes to the bus schedule recently. I was hoping for months that the bus schedule would finally go back to normal after covid, only to hear buses are becoming even more limited. This is going to put difficulty on my work schedule since I rely on the bus to get to work each morning. Before covid I used to take a 6 AM bus to work, after covid the hours have only kept changing, now it's around 7:30 before I can get a bus. It only seems to get worse with time.</p>	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date		Immediate Feedback Form	NEUTRAL	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	PLEASE do NOT get rid of the Lyft service in Highland Village area. This exercise (despite its weak business case and ROI) seems to be designed to make DCTA relevant (superseding Lyft) but the wait times and fare increase of 75 cents per ride (versus \$13 promo per ride available on Lyft at present) will be a disaster for the Highland Village zone. PLEASE leave the Lyft program operational in the Highland Village zone. Thank you!	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	All of the families we serve have young children, therefore, the accessibility of the virtual stops relative to their pick up and drop off locations will be a major consideration of use. Also, the ease of getting home from the grocery store (juggling groceries and children / car seats) will be a factor.	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	I think this is a nice option and I hope it proves to be useful.	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	I was at your meeting yesterday in Lewisville. It is unrealistic to think that Seniors ages 70-100 can use the service when needing to go to Denton. When it is hot, too cold or raining most will cancel their appointments. Vera White	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Don't make some unrealistic sales promotion.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	There are so many low income/unhoused individuals around Denton County that rely on fixed bus service to get to medical appointments, job interviews, shelters, etc. and not all of them have consistent access to a phone or the ability to contact an on-demand ride plan. Unless the fleet of vehicles is going to vastly outnumber the number of users, I could foresee many issues in which people attempt to schedule a ride but are unable to find one in time. I could see this working as a supplement to the existing infrastructure, but not as a replacement to it.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Our special needs daughter would benefit greatly if this service was expanded to include Flower Mound.	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	My name is Dan Mojica, and I have a club in Downtown Denton called Dan's Silver Leaf. We're a music venue who frequently presents shows that run until 10:30pm. Sometimes later. Subsequently, I think it is important to offer late night service for patrons who are enjoying Denton's vibrant entertainment district. However, I think a more important component that should be added to existing service, is a Sunday morning, southbound return service. To handle folks who might like to take the train to Denton on a Friday evening, stay a couple nights in local hotels (HOT money), buying some drinks and dinner (sales tax), roaming the Square, visiting our numerous independent retail outlets (more sales tax) and enjoying music, one our primary trademarks. This isn't a viable scenario unless there is return service on Sunday morning.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Almost all of Denton County is low density and is not well suited to efficient public transit. I think the new GoZone service is well intentioned, but will ultimately fail in one of two ways: 1) Rides may be priced so cheap that GoZone becomes a convenient and affordable alternative to owning a car. If enough people decide to forgo car ownership and start using GoZone, the service will have to be massively expanded, breaking the budget because fares will not come close to covering the cost of the service. Alternatively, the service is not expanded and response times suffer and it is no longer a good option for reliable transit. 2) Fares are set high enough to cover the cost of the service but are unaffordable for anyone who wasn't able to afford their own car to start with. The system essentially becomes a costly duplicate of Uber and Lyft service already available in the area.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I feel the bus service should remain in some capacity. The GoZone won't satisfy everyone's needs and for those negatively impacted, the bus service should remain.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	This appears to be a service for those who use their phones and download apps. I do not load apps on my phone. What is a virtual stop? The designation makes no sense. This "service" looks like it is a done deal. It will go into action, regardless of whether the public likes it or not. It is therefore not a 'proposed' service. You are going through the motions of public comment solicitation. I have no sense that you will take the comments into consideration. No. I don't like the "proposed service."	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I am sad to hear that the service directly from Denton to Ft. Worth is being cut. I don't own a car and was hoping to meet my newly retired cousins in Ft. Worth.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	I like the predictability of fixed schedules (at least when they are adhered to). I am concerned about how long it would take to secure a ride, especially during peak times.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	More buses for TWU!! :(Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	I am fully against the idea of the City of Denton Texas outsourcing their public transportation. The proposed format of public transportation is classist, because it makes it impossible for people who do not have access to a phone or the computer to use the new system. It also is hostile towards people who use the bus to get to work, as it does not provide a set schedule that can be given to managers. I do not have a drivers liscence and cannot get one due to medical concerns. I rely on the bus system to go everywhere. This would remove my ability to schedule work hours, and would make me dependent on having a charged phone. What if my phone dies while I am at work? How will I take the bus in that case? I also use Google Maps to find out how long the commute via bus will be? How will I do that if the public bus system does not have set routes. Not to mention that we will be funneling money to New York rather than investing our money into our beautiful city. I do not agree with any portion of this new plan. This plan offers no benefits to the people of Denton, and in fact, hurts the very people who rely on public transportation. Not having any public transportation at all would be a better result than this new plan.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	The go zones are terrible. Don't cut a service before communities can build around them.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	This plan seems to alienate the poor people of Denton and increase use of vehicles which is terrible for the environment (Air quality is already SO BAD in Denton), and will cause an increase in traffic accidents resulting in deaths. This is so backwards and regressive. Very disappointing. What we want is an actual increase of run times of the DCTA, including nights and weekends so that tourists can come in without worrying about parking (WHICH THERE IS NOT ENOUGH OF), or so that people can easily travel to Dallas on nights and weekends and can avoid the death trap that is I-35. More direct routes. Our poor and homeless populations who use these services most may not have access to a phone to use the app. Denton is already largely unwalkable and terrible for cyclists. Why not actually make our city more accessible for all? Stop building massive 6 lane roads through our town. Stop cutting back on public transportation. Focus on streets for slow traffic, bike lanes that are SEPARATE and NOT shoulder areas on major busy roads, better downtown transportation for commuters, better sidewalks. That's what people want.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	<p>I am a lecturer at UNT who, before the pandemic, used Route 7 as my primary transport to and from work. I selected my current apartment primarily based in access to the bus system. I am extremely concerned about the suggestion that route 7 may be eliminated in the future. I understand that ridership has dropped, but I urge the city to consider that decreases in ridership may possibly be linked to the deadly global pandemic that has reduced the number of people commuting and made people uncertain about the morality of taking public transport where they could expose someone to the virus. If route 7 is eliminated, I cannot imagine that there would be enough of these cars to transport me and the other people who make the morning commute on route 7 (before the pandemic, at least, the bus was usually completely full with A-Train users going to UNT).</p> <p>I can't imagine the environmental impact of this entire system being anything but detrimental, and I assume it will also have negative effects on traffic. I am aware that UNT has a bus system, but frankly it is not adequate, ends much too early in the day to be used by most working adults (suppose my office is open 9-5-- how am I supposed to get home when the last bus is at 5?), and doesn't even go to my side of the city.</p> <p>Frankly, it's hard for me to justify continuing to pay for the expensive rent in Denton if I know the public transport will be essentially eliminated.</p> <p>Furthermore, as someone who works with unhoused and impoverished people in the city who rely on the bus, I am very concerned that this will cause trouble for them. The website claims that a car can be scheduled by physically going to the bus station, but the bus station closes early and often isn't open, and there is only one in Denton. This system is highly inaccessible for anyone who doesn't have access to a smartphone. It also adds considerable extra steps and difficulty to getting around town in a way that will create unnecessary stress and waste time for those who rely on public transport.</p> <p>Frankly, I find this decision baffling. Denton is a rapidly growing city and its largest employer is a university. Eliminating public transport seems like a terrible decision that will make the city less livable in the long term, even if it saves a little money now (which I assume is what this is about). I realize this decision has probably already been made over the citizen's heads, but I will certainly remember it and will be encouraging other voters to do the same.</p>	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	<p>Giving someone who probably has a financial interest in a transportation company the right to cut bus lines and place this company in charge is fraudulent.</p>	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	<p>I am opposed to all parts of the GoZone plan and how it actively harms our low-income neighbors.</p> <p>This will exclude underserved communities who already don't have access to every conveniences like cell phones with data like we do. I don't even see how all the drivers can keep their jobs.</p>	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	<p>I think the new service will be a huge benefit, especially to the student population. On the other hand, I feel there will be many challenges with Denton residents getting used to it from a technological perspective (considering the city's culture). I do not like the fact that this service will impact the hours in which call center employees will have to work, or the fact that they may have to adjust their work schedules.</p>	Immediate Feedback Form	MIXED	N/A	N/A

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N/A	No Date	As an employee of the agency the hours of service bother me. While I understand the importance of providing service to the community, as well as; being able to do it both effectively and efficiently, I feel the proposed service hours put a lot of demand on the employees. Especially taking into consideration the proposal of 365 days a year. With the proposed hours (although not effective right away) it doesn't leave much time for work life balance. I don't feel that the board or executive team are taking or have taken into consideration the impact these hours/days will have on the lives of employees because they will still be able to have holidays off to spend with their friends and families. It would be nice if some consideration was put in for the staff/employees that it takes to make this a successful agency.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I don't want to say	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	What has ever happened to the idea for the A Train to extend to Corinth?	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	As someone who has regularly and consistently worked with people experiencing poverty who relied on public transportation in the past, I think the proposed GoZone on-demand service is a terrible idea. Good public transportation that is widely accessible to poorer community members is essential for their chance to break out of poverty and work toward the American dream of prosperity and comfortable living. Not everyone can afford a car and/or smart phone with all the additional expenses those require.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Seems you ought to conduct a survey of all riders who depend on the service. Not sure when this initiative began but over a 6 month period figure out who's riding and when and what alternatives they have. Then you'd have a better decision making process. Asking someone who doesn't use it even though I'm a taxpayer doesn't serve you or the rider. If I say yes or no it's largely uninformed if not completely. I'm speaking for me and the general tax payer.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	If cost is comparable to lift and Uber then eliminate the tax payer funded bus routes. No demand equals no service.	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	Dont take away all the fixed routes. They are numerous homeless people that rely on the fixed routes. They often dont have access to a smartphone to book rides with Via. I use the fixed route to get to work.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	If this is something the city wants to pursue, I believe there needs to be an increased trial period (now that the pandemic seems to be calming down and ridership will most likely be increasing again) without first disrupting current bus routes and availability. Many of our citizens who use our present system would find this inconvenient, confusing and may not even have the technology/availability/know-how to access this new service and would therefore be at a disadvantage. Parts of Denton are already food deserts, our aging and lower income populations would suffer; I believe this needs more input and testing before pulling our established and much needed services from our community members. I read that the pickup/drop off locations will vary with this service. Where are those located and are they safe for pedestrians? Will we need to make any more improvements (god forbid!) on our street crossings for this? We probably should anyway as we have unfortunately seen SEVERAL pedestrians hit by cars in the past few years. Would the drivers take into consideration dropping off patrons so that they do not have to cross dangerous cross streets? Our city is growing drastically and growing quickly, I don't believe taking away our already limited public transportation is an ideal solution when so many people will be returning back to work in-person, re-gaining employment and new businesses will be coming to Denton. I realize many buses were driving around a lot this year mostly empty but that will not be the case for long. I think this could be a wonderful complement to our system which could be updated a little more with the current times I'm sure. Most likely we would find more adjustments after a more thorough study and more input from citizens using this new initiative. I think many would like the idea of smaller vehicles, quicker transportation times, etc. Many good things could come of this and it is forward thinking. However, I don't think the pros outweigh the cons with how it is presented currently. My questions: 1. What will the cost of this service be and how will that vary? How is that determined? Mileage, time of day, etc.? 2. How will passengers be able to pay, only via a smartphone app? Can you pay cash? Some people do not have smartphones, bank accounts or even phone plans, they just pay for minutes. 3. Has there been a pool of everyday citizens asked to use this service as a test pool? Non-English speakers, varying ages and educational levels, times of day, location in Denton, disabilities, etc.? 4. What will the effect be on our DCTA staff regarding layoffs, if any? Thank you for your time and consideration.	Immediate Feedback Form	MIXED	N/A	N/A
N/A	No Date	Thank you for including Castle Hills and 121!	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Sounds great! I hope the rates are fair, it provides timely service, and a comfortable clean ride. My only concern is teenage use in an individual vehicle vs. a bus.	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	I does not make any sense to go from 121 & southwest. To train just to get to denton VA clinic. We can get there on time for appointments. Plus. From dallas if you dont get to train a certian time. You stuck out	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	I moved to Lewisville within the last 3 years and I do not think that you have advertised the current BUS routes enough. What about the elderly, and handicapped citizens that need the bus services to get to doctors appts and store, etc.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I live in Denton I've lived here in this house for 13 years and I pay county and city taxes and your bus service does not service me and I think that's incredibly unfair because that means I live in a place and pay for it and the place I pay for does not support my mobility and that's utterly shameful. Shame on you Denton for not supporting your citizens with mobility.	Immediate Feedback Form	NEUTRAL	N/A	N/A

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Comment Category: DCTA Service Impacts

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	I am a new Denton resident. A mother of 2 small kids. Who really needs and uses the buses and train in Denton to grocery shop for me and my family because I don't have transportation. And to get back and forth other places in Denton and to Dallas. Please keep them going and even add Sunday's so I can have visitors on the weekend more. It's hard walking around my part of Denton because of my herniated discs in my lower back and premature left hip.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	For the love of god and all that is holy... Get Union Pacific off their lazy asses and get them to complete the Railroad Quiet Zones within the City of Denton. We the people deserve better, and the railroad horns are destroying the quality of life in the city. Lawsuits against Union Pacific are in the works. I am all for this. As someone who has suffered from horribly outdated tech with On Demand Services, there just need to be a few tweaks to ensure it's perfect: -Let us pay with a card. Taking cash or buying bulk tickets make literally no sense and it's very hard for a disabled person, who already has transportation needs, to constantly be taking out cash from an ATM. Bulk tickets don't really work either because it's just another thing I have to carry with me and fiddle with. Make it available to pay via an app so it's easy, and easy to track expenses. - Let us schedule online with NO need to call customer service. Literally every on demand service I've had to use requires you to call in. Sure, let that be an option for the older people who don't want to mess with technology, but I'm 29 with horrible phone anxiety because of my Hard of Hearing disability. Each and every time the service answers, the dispatch always sound totally bored or annoyed that you're calling them and that doesn't do well for my anxiety either. Requiring customer service calls ensures I'm not going to use your service. - Ping customers when the ride is here. Again, I can't stress this enough at how important this is especially in situations of extreme weather like the upcoming summer. Other OD services wanted me to just sit outside and wait for them up to 30 mins before they arrive. Others would have dispatch call and tell you that the bus is here, which is way better. It's 2021 and this heat is going to be brutal, don't make your customers sit and wait outside especially when you tell them the ETA is between 10 minutes and 3 hours. - Give us some version of on-demand pickup. This is more a bonus, because personally if I'm going out just to go out for coffee or something recreational, I don't really know how long I'll want to stay there. So trying to plan a start and end time is not ideal for me. If your service works like Lyft or other rideshares, then just let us be able to hop on and to our destination whenever the nearest van is close enough or something like that. Or give us a cut off time of on-demand pickup until 5pm. Just something to think about. -Cover all of Denton and any other connecting services you can. I can promise you if you do everything I've asked for above, I will absolutely be using this service over a fixed route any day because trying to handle the heat waiting for the bus is horrible. It makes me sick, like literally sick, and as climate change continues, it's going to get worse for the general population as well.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Please don't replace buses with vans! We need more robust and reliable public transportation, and we need more clear information on how to use the transport we already have. Ideally, the city would use train loops to connect different parts of the city together, and buses to fill gaps in service. I don't think the solution is to create on-demand van service. That system does not seem as efficient as it would be to provide frequent options that people can use to plan ahead of time.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	<p>Please don't dismantle fixed bus routes. People with the greatest need rely on fixed bus routes. The rest of us who live financially connected lives can already afford to get around. If anything, DCTA should maintain current bus routes and use GoZone as a supplement, not as a replacement of buses.</p> <p>GoZone is a private enterprise. Why is DCTA funding private enterprise with public funds? If DCTA is incapable of providing adequate service itself, why are we funding DCTA? This will mean we're paying DCTA staff and GoZone staff. It's a legitimate question, why should Denton area residents pay two agencies for one service?</p> <p>I'm familiar with the "data" angle that GoZone will help DCTA by providing data and thus better more targeted service. It's a faulty premise to state, GoZone will help us gather data. Of course GoZone will have better data than DCTA because GoZone requires phone connectivity and data collection in order for anyone to ride.</p> <p>By the way, I do not appreciate how you're requiring GoZone Feedback. I don't know who I'm writing to. This is not a responsive form of government in its current state, and the residents of Denton and other funders of DCTA deserve better.</p> <p>Reasons to not pursue contract with VIA Rideshare</p> <ul style="list-style-type: none"> • Service is dependent on a number of factors that are not a concern with DCTA transport <ul style="list-style-type: none"> o The VIA app working properly o A rider's battery level o Smartphone access (despite call-ahead options for booking) o "App-toggling" can happen if VIA isn't available for a rider, meaning they will switch to another, more expensive rideshare service if they aren't finding the timely service they need with VIA. This puts more cars on the road, puts more cost onto the rider, and gives nothing to the city. • Ridesharing in lieu of public transport increase the number of vehicles on the road, which leads to <ul style="list-style-type: none"> o Increased traffic congestion o Increased exhaust emissions o Increased cost burden (see next) • Lower-income residents are more likely to be using public transit, and the VIA rideshare options will ultimately end up costing riders more than DCTA options. For example, going off of the VIA Arlington fare prices as a baseline: <ul style="list-style-type: none"> o Rides with VIA cost \$3 per ride, whereas a full Day-Pass with DCTA costs the same amount with no limit on rides for the day. These dollars can add up and cause a headache that already cash-strapped individuals might not face with using DCTA • Using a private company for public transit means that less dollars are being put back into the community. o Private companies also serve only to make a profit, not serve the public good, and given Uber & Lyft's track record of throwing their weight around to influence policy decisions on the local level, VIA could do the same in the future as they grow. o As residents, we would have less of a say in how VIA is run in our city, given that it is a private company contracted with the city, rather than a city utility itself • Allowing VIA into our city means cutting down DCTA routes, which end up cutting hours for drivers or even cutting out drivers altogether, leaving them under-employed or unemployed and without the usual benefits given to a city employee. o VIA operates within the "gig economy" model and despite a better track record than other rideshare companies like 	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	<ul style="list-style-type: none"> • Lower-income residents are more likely to be using public transit, and the VIA rideshare options will ultimately end up costing riders more than DCTA options. For example, going off of the VIA Arlington fare prices as a baseline: <ul style="list-style-type: none"> o Rides with VIA cost \$3 per ride, whereas a full Day-Pass with DCTA costs the same amount with no limit on rides for the day. These dollars can add up and cause a headache that already cash-strapped individuals might not face with using DCTA • Using a private company for public transit means that less dollars are being put back into the community. o Private companies also serve only to make a profit, not serve the public good, and given Uber & Lyft's track record of throwing their weight around to influence policy decisions on the local level, VIA could do the same in the future as they grow. o As residents, we would have less of a say in how VIA is run in our city, given that it is a private company contracted with the city, rather than a city utility itself • Allowing VIA into our city means cutting down DCTA routes, which end up cutting hours for drivers or even cutting out drivers altogether, leaving them under-employed or unemployed and without the usual benefits given to a city employee. o VIA operates within the "gig economy" model and despite a better track record than other rideshare companies like 	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	This is one of the worst ideas I have ever heard. Instead DCTA should be installing street car lines and increasing bus routes and frequency on all bus routes.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Yor question asking me to rank the attributes is meaningless because none of the attributes stands alone. Public transit attributes are holistic and work together to provide and effective system.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	It is hard to read the fare schedule on phones. If the rates are raised I believe you will have fewer and fewer riders. People already have a hard time paying the fares. Over the past few years with DCTA trying to "improve the times" has made a mess out of the scheduling for riders who were trying to get to work and back causing them to find optional transportation.	Immediate Feedback Form	MIXED	N/A	N/A
N/A	No Date	Very unclear about what is or is not changing. My understanding is that all buses are being replaced with cars and no routes only on-demand. But the map shows some dashed lines? What are those? DCTA social media keeps repsonding about this or that route - so routes will still be in place? It is quite confusing and there seems to be no real information provided about what is happening. I guess I feel pretty defeated honestly because I have no hopes at all for DCTA to be a meaningful public good so just do whatever your board thinks makes sense to them. I kind of wish DCTA didn't exist so we could propose one and start over with a real bus network.	Immediate Feedback Form	MIXED	N/A	N/A
N/A	No Date	I'm concerned about this new change regarding the "On Demand" services that's being proposed. I work in Lewisville and depend on the buses getting to and from home. Is the new service comparable?	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	Listened to presentation this evening. It's very interested in the mobility this will provide for Dentonites	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I live in Lewisville. I take the train to Denton and then a bus to get to work. The schedule is very predictable. On the way home, I have 2 bus options to get to the train station (route 3 or 4) so I can usually leave work, get on a bus quickly and get to the train station. Again, very predictable. If the scheduled routes are replaced with on-demand buses, will the schedule be as predictable? I cannot wait 30 minutes to get to work or spend 30 minutes to take other riders. I am concerned that this change may make it less predictable and less advantageous to use public transit.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Please keep DCTA local busses here. I ride them daily to go to work and the price it is now is very reasonable and affordable and comfortable just the way it is now. Thank You!	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I think it is not inclusive that this requires a mobile device, what if my phone dies or I don't have it with me? What about people who don't have smart phones? I don't like that I would be in a small car with a stranger, the busses feel very safe to me and they feel safer because they are government employees and not privately contracted ones. I'm not sure if the current bus stops will be used as pick-up points but I am VERY uncomfortable with the idea of having to walk to random unmarked places to get in a strangers car, especially if I have to sit so close to other passengers in such a small space. The regularity of the bus routes and times makes it very easy to use, and I dislike that I have to schedule a ride whereas now I can just hop on the bus when it is convenient. I understand that I may schedule rides in advance but that is still less easy than what it is now. Is this more environmentally friendly?	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Entiendo que este servicio seria tipo Uber, con tarifas mas economicas, pero en mi caso me gusta el metodo actual de dcta ya que es una forma que me funciona y gusta, los horarios se acomodan a mis necesidades. tambien pensando en los adultos mayores no todos manejan la tecnologia, para ellos sera complicado bajar una aplicacion, no se sabe si tendran cuenta a donde se pueda cobrar el servicio, muchos de ellos van por sus medicamentos o a trabajos, yo he platicado con varios y les digo como checar la hora y eso se les hace complicado, imagino un servicio a pedido y mas digital.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Do not remove current routes or replace with ride-sharing	Immediate Feedback Form	NEGATIVE	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	Please don't take away bus routes. I rely on the cheap fares and accessibility of the current routes to go about my life.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Heard that the bus lines would be closed down in Denton. He wants to put in complaint about this because he rides the bus and a lot of other people ride the buses to get to work. This decision will make it difficult for those who live up there and need to ride the bus to get around. He knows that DCTA does have public meetings about this, but most people are at work and cannot attend. He doesn't agree with this decision and something needs to be done. He will call every day to complain about this because this is wrong. Joshua Jones (940) 514-4617	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	It seems that the general focus of DCTA is to get commuters from Denton to city center of Dallas or Ft Worth. But there are lots of high density work locations in between that are not connected to the A-Train. Lake Vista and Legacy West being the prime examples. If you connected the A-train to either locations there would be much higher utilization of the A-train.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	<p>1) The proposed GoZone hours of operation are good.</p> <p>2) The proposed GoZone fare structure looks good.</p> <p>3) Having GoZone service to/from the Lewisville/Highland Village zone to/from North Carrollton/Frankford Station on Saturdays and Sundays in addition to weekdays would be helpful.</p> <p>4) The Lewisville/Highland Village, Business 121 North, First Park One, and Castle Hills GoZones look good. In addition to the currently proposed Denton GoZone, service to/from Denton WaterWorks and the C.H. Collins Athletic Complex should also be included., Also, I recommend extending the southeastern Denton GoZone border south along FM 2499, then west along Hickory Creek Rd., then north along Montecito Dr. to Hobson Ln. which would include the shopping centers containing Kroger, Sprouts and Walmart Neighborhood, along with other businesses and residences in southeastern Denton. Additionally, I recommend extending the southwestern and western Denton GoZone border west and then north along Corbin Rd. to Airport Rd., then north along Western Blvd., then east on University Dr. back to I-35 which would include major employment centers and retail businesses near the Denton Airport.</p> <p>5) The plan to promote and communicate DCTA's service changes look good, as there already have been and will continue to be many questions asked by people.</p> <p>6) Will fares still be able to be purchased on the GoPass app?</p> <p>7) I've already seen several people on various Facebook pages express concerns about the long-term viability and sustainability of the GoZone transit model, so these concerns may need to be addressed at some point.</p> <p>8) One side note that could potentially impact the GoZone service in the near future is that on Friday, April 16, DART issued a press release regarding its future Silver Line rail service connecting with Trinity Metro's TEXRail at DFW Airport. That press release stated that the A-Train will connect to the Silver Line at Downtown Carrollton Station. Is the A-Train extension from Trinity Mills Station to Downtown Carrollton Station still scheduled to take place, and if it is, will it be extended by the start of Silver Line service in 2023?</p> <p>9) Overall, I think that the current GoZone proposal is mostly good and well planned!</p>	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	the decision seems to have already been made but this will lower DCTA's already dwindling use. public transit is the only thing keeping many young and/or low-income people in Denton. conversion to an inferior Uber-copycat is unnecessary and inaccessible to homeless Denton residents without phones, who are already facing hostility on all other fronts in this city.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	There not any buses on north Valley Parkway and Garden Ridge that connect to buses 21 route if u work around Huffness Middle school or the daycares. Close to their. Or for people that live in apartment or work in that area. No way to take the bus to The store.	Immediate Feedback Form	NEUTRAL	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	We need more rail times and DEFINITELY Sunday options please. Great job! I appreciate all the devices you provide!	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	I think the idea of replacing fixed routes with an on demand service seems asinine and would take public transit away from people that cannot afford cell phones, partially defeating the point of having public transit. Please just keep doing what you're doing, and maybe reach out to the community to get info on how to improve routes.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Hi! If you're going to implement the GoZone idea, there should be kiosks at each bus stop that allow a patron to purchase fare with cash or card, and at which they can request a ride. Making this into an app-based service will harm homeless/underserved populations with limited access to smartphones or adequate data plans, or who need to use cash due to being unbanked.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	I am a fairly affluent person, but even I can imagine being in a situation where my phone has died and I only have cash. Public transportation is part of our infrastructure. The roads are there even if I have no cell phone, and this service should be as well.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Please consider this as you plan.	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	Very supportive of on demand ride services, including feeder routes to DCTA and DART stations (Trinity Mills) scheduling feedback - the Saturday of the UT/OU football game, the train should run much earlier. the game typically starts at 11. if you ran the trains beginning at 6AM until midnight - that would give people an option to driving to the fairgrounds and parking.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Have bus services and train services 24hr that be great for a lot students special college students,staff or people do not have transportation in Denton area. Increase stop area so people can get around Denton area.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	I like the thought behind this plan. I think it further expands the reach that people can travel using DCTA services. My main worries include people who are disabled or people who don't have the resources to have a smart phone and/or easy access to contact someone at DCTA to help schedule trips. While it says they can contact a representative at the DDTC, that might not be easy for some people, especially if they don't live around the DDTC. Also want to just make sure you're keeping price in mind — if it costs less or just about the same for someone to use Uber or Lyft and be able to travel just as far or even further, that might be an issue. Just a couple things to think about!	Immediate Feedback Form	MIXED	N/A	N/A

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Comment Category: Fares

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	4/9/2021	Will the fare prices change?	Email	NEUTRAL	N/A	N/A
	4/9/2021	Will the fare be available on the GoPass App?	Email	NEUTRAL	N/A	N/A
	4/9/2021	Will there be a feature on the spare app for customers with standing orders?	Email	NEUTRAL	N/A	N/A
	4/9/2021	Will the pricing change based on length of trip?	Email	NEUTRAL	N/A	N/A
	4/9/2021	Does my Reduced Fare or ADA ID provide a discount or allow me to ride free like the train?	Email	NEUTRAL	N/A	N/A
	4/9/2021	Do I have to pay in exact change or purchase tickets to ride the on demand system?	Email	NEUTRAL	N/A	N/A
	4/9/2021	The only thing that I keep thinking about and I know it's already partially on here is regarding fare?	Email	NEUTRAL	N/A	N/A
76201	4/9/2021	How come the regional passes provide me with the same number of Go Zone rides as a local pass? I pay more for a regional pass, is it not worth more rides? (the benefit to a regional pass is that you have the ability to connect regionally, which does not automatically mean you get more via trip credits)	Email	NEUTRAL	N/A	N/A
	4/16/2021	DCTA could afford to keep the buses if you won't up on your prices.	Email	NEGATIVE	N/A	N/A
	4/17/2021	New Proposal sounds great, but are ADA people are to ride for free?	Email	POSITIVE	N/A	N/A
	4/20/2021	DCTA will be saving money with this new plan. Please include in the new plan much more ticket verification for ATrain riders. Especially at the DART ATrain transfer. It is well know people are riding the ATrain without tickets to access our homeless services. Issuing them a fine is useless. Our services for our homeless have limited funds and cannot serve our homeless population with this added ticketless ridership.	Social PinPoint - Other Ideas (Ideas Wall)	NEGATIVE	1	2
76201	4/21/2021	will UNT students still get free rides with ID?	Social PinPoint - (Interactive Map)	NEUTRAL	0	0
	4/21/2021	This proposed fare structure looks good!	Social PinPoint - (Interactive Map)	POSITIVE	0	3
	4/25/2021	What is going to happen to all the day passes that I bought in bulk	Social PinPoint - (Interactive Map)	NEUTRAL	2	0
76201	4/26/2021	It is a promotion! To be profitable in any way DCTA would have to raise the rates substantially after the promo. The money received from the City of Denton to DCTA should have been used to upgrade existing bus service. Where did that money go?	Social PinPoint - (Interactive Map)	NEGATIVE	2	0
76205	5/12/2021	All of this sounds great, and as long as the service is adaptable, listens to its customers and stays properly funded, I'm fine with it replacing fixed routes entirely as long as it is able to compete or be cheaper than other rideshares. Otherwise why not just use those? As someone disabled, fixed routes are nice because you can just go when you want to. But the problem is waiting on the buses at stops with no benches, no shade, in the brutal heat. That's not healthy for anyone.	Social PinPoint - Service Functionality (Ideas Wall)	MIXED	5	0
76203-5017	5/12/2021	Is a regional annual pass no longer available?	Social PinPoint - (Interactive Map)	NEUTRAL	0	1
	5/15/2021	Will UNT students still ride free?	Event - Denton Welcome Center	NEUTRAL	N/A	N/A
	5/16/2021	Denton needs to provide as many people affordable transportation	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
75057	5/17/2021	If traveling from Lewisville to this area of Flower Mound, where I go often, could I this on-demand service? Would it drop me off part of the way there? Could I then switch to Flower Mound's Lyft service? Would there be someplace to wait safely for the Lyft service? Would I pay another fare or would these services connect? Is there somewhere to find answers to these basic questions?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	2	0
	5/18/2021	Will there still be annual passes available and how would they be incorporated into the GoZone program?	Event - UNT Town Hall	NEUTRAL	N/A	N/A
	5/18/2021	I am concerned about affordability for students who depend on free transportation to campus for classes and work on routes being discontinued (this comment reiterated by two attendees).	Event - UNT Town Hall	NEGATIVE	N/A	N/A
	5/19/2021	What will the fares change for Local AM/PM Reduced pass & Reduce Day Pass?	Social PinPoint - (Interactive Map)	NEUTRAL	0	1
	5/21/2021	How long will promo fare be?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	Can you speak to fees and what they will be on that	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/24/2021	How much will GoZone cost after the promotional period	Event - United Way of Denton County	NEUTRAL	N/A	N/A
	5/26/2021	How will nonprofit passes be handled when the GoZone starts?	Event - Salvation Army Denton Advisory Council	NEUTRAL	N/A	N/A

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	5/26/2021	How will money be stored on vehicle?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
76201	5/28/2021	Public services are paid for with taxes. You have to have the taxes to pay for them.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	0	0
75077	5/29/2021	These prices are amazingly low. If the pick up locations are within a 15 minute walk, I could see myself getting rid of our second car. Currently I spend far more each month.	Social PinPoint - (Interactive Map)	POSITIVE	1	1
	5/31/2021	To address your question (something the canned response failed to do), No, there is not any website or any place to find out what is actually going on. Thanks for your feedback!	Social PinPoint - (Interactive Map)	MIXED	0	0
76209	6/1/2021	To me this sounds like a \$3 Uber (rideshare service). I read the difference as being, "If someone requests a ride during your ride, heading in the same direction, we will veer slightly off course in order to pick them up as well during your ride." Sure a \$3 Uber sounds well until you realize the amount of new customers you're about to have flock to the GoZone service. There will be so many new ride requests during a single ride that a originally quoted 10-20min ride will turn into a 40-50min one	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	5	0
	6/4/2021	If I am reading your fare schedule correctly UNT students will have to now pay for rides? We will no longer get to ride for free?	Social PinPoint - (Interactive Map)	NEUTRAL	0	0
75231	6/5/2021	Why is the cost for a reduced-fare day pass doubling? I'm fine with paying more if I actually use the GoZone, but not in favor of paying more just for the option.... And a suggestion: make realistic schedules instead of schedules that seem to be delayed during peak hours. Rt 7 runs late every day.	Social PinPoint - (Interactive Map)	NEGATIVE	0	0
75231	6/5/2021	(1) I have read much on your web site about the proposed plan, but I have not seen anything (yet) on wait times for one of these rides. (2) On a bus I have some choice about where I sit; I don't see the same flexibility with van rides. (I am extremely sensitive to certain smells, such as perfumes and cigarette/tobacco smoke, so I try to sit farther away from certain passengers.) (3) The regional reduced-fare appears to be doubling. Why make us pay more for GoZone-- something we may not use?	Social PinPoint - Other Ideas (Ideas Wall)	MIXED	4	0
75067	6/7/2021	Will local GoPass and regional GoPass be accepted as forms of payment to use this service? Purchasing a monthly GoPass helps tremendously on my personal finances.	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	0	0
	6/8/2021	Is there some kind of profit margin with this kind of system?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	the City of Denton has never had very good blood pressure. Our ridership has never been significant. We have a certain population that depend upon the buses, we have a whole other segment of the population that's never set foot on one. Your farebox receipts have never been significant. They've never been much more than a drop in the bucket of your budget. Our sales tax in the contracts have been floating those big buses and trains and all that kind of stuff. That may sound like a little bit of an attack. I don't intend it to be I think public transportation is really important, I'm glad we have it. We just don't have a lot of people who take advantage of it for the amount of money that we send into it.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	If our farebox receipts are so low and we have a ridership issue, why are we charging for the bus? If we have some small number of fixed routes, make them free and then charge a fare for the direct - door to door service and then we will see. If ridership goes up on the free buses, then we know what the issue was. If it doesn't, like I predict, it will stay about the same or even go down (people are willing to pay .75 cents for door to door service) why don't we do that? Why are we charging for these buses? Why don't we right size the buses themselves, and why don't we right size the fare to the amount of money we are paying for these buses? I feel like I'm already paying a good bus ticket price in my sales tax dollars. Why not open the buses up for free?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A

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	6/8/2021	I wanted to second council member Davis's question about exploring reducing rates even further. For me free public transportation would be the ideal. For me that's the goal. Of course we have to look at – what are we giving people for free? And I think now part of what you are seeing is a city council that's really invested in public transportation. Obviously we all have a lot to say about it where councils from the past may not have. So you are getting all this new direction. I really appreciate and I understand the sense of going back and forth that you've been experiencing as DCTA staff. But I think ultimately these changes will be positive if we are representing the people and not experimenting on them.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/14/2021	How will pre purchased nonprofit passes be handled?	Event - Denton County Friends of the Family	NEUTRAL	N/A	N/A
76205	6/14/2021	DCTA likes to highlight Arlington, TX which replaced a campus shuttle with on-demand service. Take note of what is happening there: "Until February 15, 2021, a \$3.00 flat per trip fee will be charged for each trip. Beginning February 15, 2021, fares will move to a distance-based structure." New fares will be \$3-5 each way. On-demand is a coverage maximization rather than ridership maximization tool. If it expands ridership also, fares will increase like Arlington and Innisfil.	Social PinPoint - Other Ideas	NEUTRAL	8	0
76205	6/14/2021	DCTA touts this as a way to increase ridership, but VIA's marketing material disagrees: "one thing remains true for all microtransit services: their main goal is to expand a network's geographic and demographic reach" https://ridewithvia.com/resources/articles/what-is-microtransit/ If DCTA's goal is to maximize coverage irrespective of fare impacts, this seems good. If the goal is ridership increase and lowering per-trip cost, this seems much more risky than a bus route redesign.	Social PinPoint - Service Functionality	NEUTRAL	6	0
	6/14/2021	I think that this is an interesting idea. The cost should be kept comparable to the Connect Bus ticket cost because it is replacing this current public transportation option.	Social PinPoint	POSITIVE	0	0
	6/15/2021	Sounds great! Save us money!	Social PinPoint	POSITIVE	0	0
	6/15/2021	Hoping to reduce ticket prices	Social PinPoint	NEGATIVE	0	0
	6/15/2021	That sounds great and will save me a lot of money	Social PinPoint	POSITIVE	0	0
	6/15/2021	I don't think the fixed route service of the bus company and the existing on-demand area should be abolished. What about after the promotional fare? So-called one-way credits require an account on the new mobile app to earn them. Wait for six months before the fare is reassessed. Make changes as nee	Social PinPoint	NEGATIVE	0	0
	6/16/2021	It'll save me money. I like it.	Social PinPoint	POSITIVE	0	0
	6/16/2021	I think that this is an interesting idea. The cost should be kept comparable to the Connect Bus ticket cost because it is replacing this current public transportation option.	Social PinPoint	POSITIVE	0	0
	6/16/2021	Is a regional annual pass no longer available?	Social PinPoint	NEUTRAL	0	0
75028	6/17/2021	I don't know that this is a fair comparison, considering the VIA system in Arlington is managed by the City of Arlington and, as best as I can tell, is not getting federal or state funding the way DCTA is. The \$3 flat fare for Arlington VIA still applies for trips to/from Centreport TRE Station.	Social PinPoint - Other Ideas	NEGATIVE	0	0

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	6/19/2021	Thanks for the informative new DCTA/Via Proposed Go-Zone On-Demand Ride Share Presentation on June 15th, 2021 to Evergreen residents at Lewisville. There were a couple of resident questions that you may be able to answer about the new Proposed Programs: (1) what is the difference between the Proposed GoZone program and the ADA and NON-ADA program? (2) Will the ADA and NON-ADA program will be the same program after September 7th? Will DCTA/Via be using the van/buses? (3) After September 7th, will the \$3.00 coupons be accepted as fare or will the change for ADA and NON-ADA riders and other riders? (4) Will the DCTA/Via Chrysler Pacifica transportation be used after September 7th for ADA and NON-ADA curb to curb pickup or the regular van/buses? The wheel chairs, walkers and items purchased at various stores may present a storage car problem? (5) Will it be necessary for new both ADA and NON-ADA riders and new regular riders to obtain the App on Play Store? What is it called? Is there a deadline and when would this new program start? (6) Where would Evergreen at Lewisville regular riders go to pick up the Chrysler Pacifica cars? (7) Can ADA and NON-ADA riders still call into 940-243-0077 in advance several days for a one way or round trip? (8) For regular riders, how far in advance do they need to use their app or to call in to DCTA/Via to schedule a pickup ride?	Email	NEUTRAL	N/A	N/A
	6/25/2021	(6) Though the cost for ADA and NON-ADA riders is currently at \$3.00 per trip. In the immediate future the cost could rise up substantially. Thereby, with many monthly doctor visits, making it impossible for riders to afford these accessibility services. Also check out Federal compliance issues. Looking forward to hearing from you regarding how the Board will address these various ADA and NON-ADA concerns. Thank you.	Petition - Evergreen at Lewisville	NEGATIVE	N/A	N/A
	6/19/2021	The price of the ticket is very suitable	Social PinPoint	POSITIVE	1	0
	6/21/2021	We oppose DCTA's "GoZone" plan, because it would hurt the agency's workers and riders, and also the greater Denton community. DCTA's "GoZone" plan <ul style="list-style-type: none"> • eliminates four of Denton's city bus routes after only two weeks (Routes 1, 2, 4, and 6). Two more would be guaranteed to run for only another six months (Routes 3 and 7). • replaces our safe, fixed-stop bus system with rides in minivans and pickups at undisclosed locations that have to be scheduled by app or telephone. • pays millions of dollars out of county funds for this inferior service to Via Transportation, a multinational corporation with its headquarters in New York City. as far as I'm aware of, student access to many of the bus lines that are going to be shut down are paid for by our student fees. So when these bus lines are shut down, would that mean transit costs for UNT students will increase?	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	6/23/2021	You say that there will be absolutely no additional charges to students whatsoever? Or are you saying it's a possibility, but we're trying to do everything to avoid it?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	You mentioned that there were several options on the table that both UNT and the DCTA were exploring to ensure that students get the same quality services with no increased costs. Could you lay some of those options out for us?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	I know currently with the connect shuttles, UNT students get a free ride share. Will there be a timeline where, or be even it's possible that you and UNT students will pay no costs to use that new service that goes down?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A

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	6/23/2021	My name is Kayla I'm a second year of grad student at UNT in the anthropology department. I've been listening to the meeting and to other staff and it sounds like the new system will adversely affect not only the DCTA's employees, but anyone who rides the buses in Denton. As we talked earlier, a portion of our own tuition allows us to have the ability to ride any Denton buses free of charge. And as we all know, after February, all the Denton connect bus routes will be closed and replaced with Gozone meaning that at that very moment, most of the students will be paying for the service off of the fees you already paid. The only promotional fee eventually leave. Also, during the last board meeting, they talked about how 50% of buses will be cut and also the bus drivers, which is very concerning. This is all written down, and the route has many reviews complaining about wait times, increase fees and a distance to walk to it. For these new services, you must request it, then walk to a go zone stop, wait a bit, get picked up, dropped off at different gozone. Only to walk again to your destination. It sounds like we already have something like this. It's called a bus. And I will also like to add that solutions are solutions to problems that the DCTA created and consolidate with out. This is just another privatized effort. Heck, the council is starting to recognize this as yesterday. They just voted not to renew the \$40,000 a year contract we're with bird consulting, one of the architects for digital don't English response to like public pressure. So I'm hoping I'd leave with the student. That's a UNT and SGA does a responsible thing act then with bus drivers, then residents and a students wallets and not with DCTA and an out of state non-Denton company.	Event - UNT Student Town Hall	MIXED	N/A	N/A
	6/23/2021	With like Uber and Lyft ride share companies that are already a little bit more established and people around Denton might be a little bit more familiar with beyond just like having a more fair price. What kind of competition do you guys kind of expect to see as you transition from bus routes into that ride?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	Will the prices be per ride? Will there be an increase in price after the six month trial phase? My understanding is that 75 cents is from the place I get picked up to the destination. And that includes the driver taking me to the train station and then I don't have to pay additional costs to get on the train and then continue. It would pay for the entire trip.	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	I know you mentioned that after a period of time, there's going to be a new update in price or a new price. Do you know an estimated time after that first period when they'll roll out the new prices for that next phase in March of 2022?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	Does the DCTA expect to the cost of this service to be more or less than the, the existing buses that they're going to cut?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/23/2021	One of the biggest requests for a lot of the people who experience homelessness in the Denton area are bus passes and their fares. I know you said earlier that you're working with nonprofits and NGOs around Denton. Can you maybe give us some information about how you're making sure that the homeless population not only have a viable way of transportation or keeping the fees at zero, like they can with the bus?	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
	6/24/2021	I work for a community of individuals who rely on the nearby bus routes for transportation to doctors, grocery shopping, etc. Many of them are not able to afford/use smartphones or computers to purchase tickets, so how will they be able to reserve rides? This program excludes more than you realize.	Social PinPoint	NEUTRAL	1	0
	6/25/2021	What about the students that take the Connect buses for free with their IDs? It sounds like the GoZone is going to be much more expensive in comparison.	Social PinPoint	NEGATIVE	4	0
N/A	No Date	I am not in support of the proposed GoZone. I am a UNT student and cannot drive and do not have access to a car. The only way for me to get to class, work, and the grocery store is through DCTA transit. Without access to these bus routes I would not have a way to get to these places. This would affect me financially as well because I would not be able to get to work and I cannot afford to pay for a ride.	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	The go zone plan is a horrible plan, all it will do is drive up the cost of transportation and make public transport worse than it already is. Cutting such a critical part of so many Denton residents life in the middle of what is planned to be one of the hottest summers shows how little people care for less fortunate or more eco conscious folk. Denton is slowly turning into a rich kid paradise and is becoming less community oriented everyday due to bad plans like this.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Cannot WAIT for this to start! Our clients need lyft but it's too expensive so we will definitely use this with the 75 cent per ride!	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	Denton needs a dedicate bus service for the community. A ride share option is not going to work for people who need bus services to get around, especially if they have to rely on smartphones to access. People who can afford ride sharing will use it. People who need to bus can't afford the technology to use ride sharing. And cutting routes and accessibility makes it harder for people to get to where they need to go. And moving Our Daily Bread to the Loop means people will need bus service to get there. This plan will marginalize people further who need it.	Immediate Feedback Form	NEGATIVE	N/A	N/A
		I am not in support of the proposed Go-Zone. Not only have I been a Denton resident for years, I am also a UNT graduate student who cannot drive.				
		Mental health is hard to talk about, but I try to be open and honest to de-stigmatize it. There are some days that it is a struggle to get out of bed, and let me tell you, if I need to go do something, having a fee attached to a ride is not the way to go. This discourages me from doing, well, anything.				
N/A	No Date	From a financial standpoint, my apartment complex is within an area where the only store I could reasonably bike to is a Dollar General. I consider myself blessed to not have to exclusively shop at Dollar General, and part of me wonders if those proposing this plan shop at more than one grocery store. I cannot help but wonder about those with a lower income than me, struggling to make ends meet. God forbid if they have any sort of dietary restrictions.	Immediate Feedback Form	NEGATIVE	N/A	N/A
		This new proposed service seems more like an idea pushed by someone who wants to make an extra bucks for DCTA and disregards not only those who may not be able to drive, but also those who are of lower income.				
		Even if I do not get the details correctly 150%, I hope my comment is not disregarded and taken seriously.				
		I think eradicating the Connect buses is a huge mistake. From a college student's perspective, many students needed the Connect buses to transport them around Denton when they didn't have access to their own vehicle. Even though UNT shall be upholding their bus systems, it isn't as inclusive for students who need to be on campus on the weekends for jobs or other reasons.				
N/A	No Date	From a socioeconomic standpoint. News flash, not everyone can afford a vehicle or choose the option if public transit to get to work or other locations. Denton is NOT a walkable city. Getting rid of a vast network of Connect routes will leave Denton residents without a reliable form of transportation and in turn impact their livelihoods.	Immediate Feedback Form	NEGATIVE	N/A	N/A
		Instead of eradicating all routes consider determining the most important routes. One's that connect to grocery stores and significant places of employment to ensure that no citizen is without a way to get to work and food.				

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N/A	No Date	I am significantly concerned with out the move to this service will impact the college students in the area who rely on partnerships between their universities and DCTA for free use of public transportation. It is critical that we consider the affordability for the many students in Denton County that this will impact.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	Almost all of Denton County is low density and is not well suited to efficient public transit. I think the new GoZone service is well intentioned, but will ultimately fail in one of two ways: 1) Rides may be priced so cheap that GoZone becomes a convenient and affordable alternative to owning a car. If enough people decide to forgo car ownership and start using GoZone, the service will have to be massively expanded, breaking the budget because fares will not come close to covering the cost of the service. Alternatively, the service is not expanded and response times suffer and it is no longer a good option for reliable transit. 2) Fares are set high enough to cover the cost of the service but are unaffordable for anyone who wasn't able to afford their own car to start with. The system essentially becomes a costly duplicate of Uber and Lyft service already available in the area.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	As someone who has regularly and consistently worked with people experiencing poverty who relied on public transportation in the past, I think the proposed GoZone on-demand service is a terrible idea. Good public transportation that is widely accessible to poorer community members is essential for their chance to break out of poverty and work toward the American dream of prosperity and comfortable living. Not everyone can afford a car and/or smart phone with all the additional expenses those require.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	If cost is comparable to lift and Uber then eliminate the tax payer funded bus routes. No demand equals no service.	Immediate Feedback Form	POSITIVE	N/A	N/A

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N/A	No Date	<p>If this is something the city wants to pursue, I believe there needs to be an increased trial period (now that the pandemic seems to be calming down and ridership will most likely be increasing again) without first disrupting current bus routes and availability. Many of our citizens who use our present system would find this inconvenient, confusing and may not even have the technology/availability/know-how to access this new service and would therefore be at a disadvantage. Parts of Denton are already food deserts, our aging and lower income populations would suffer; I believe this needs more input and testing before pulling our established and much needed services from our community members. I read that the pickup/drop off locations will vary with this service. Where are those located and are they safe for pedestrians? Will we need to make any more improvements (god forbid!) on our street crossings for this? We probably should anyway as we have unfortunately seen SEVERAL pedestrians hit by cars in the past few years. Would the drivers take into consideration dropping off patrons so that they do not have to cross dangerous cross streets? Our city is growing drastically and growing quickly, I don't believe taking away our already limited public transportation is an ideal solution when so many people will be returning back to work in-person, re-gaining employment and new businesses will be coming to Denton. I realize many buses were driving around a lot this year mostly empty but that will not be the case for long. I think this could be a wonderful complement to our system which could be updated a little more with the current times I'm sure. Most likely we would find more adjustments after a more thorough study and more input from citizens using this new initiative. I think many would like the idea of smaller vehicles, quicker transportation times, etc. Many good things could come of this and it is forward thinking. However, I don't think the pros outweigh the cons with how it is presented currently. My questions:</p> <ol style="list-style-type: none"> 1. What will the cost of this service be and how will that vary? How is that determined? Mileage, time of day, etc.? 2. How will passengers be able to pay, only via a smartphone app? Can you pay cash? Some people do not have smartphones, bank accounts or even phone plans, they just pay for minutes. 3. Has there been a pool of everyday citizens asked to use this service as a test pool? Non-English speakers, varying ages and educational levels, times of day, location in Denton, disabilities, etc.? 4. What will the effect be on our DCTA staff regarding layoffs, if any? <p>Thank you for your time and consideration.</p>	Immediate Feedback Form	MIXED	N/A	N/A
N/A	No Date	Sounds great! I hope the rates are fair, it provides timely service, and a comfortable clean ride. My only concern is teenage use in an individual vehicle vs. a bus.	Immediate Feedback Form	POSITIVE	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	<p>I am all for this. As someone who has suffered from horribly outdated tech with On Demand Services, there just need to be a few tweaks to ensure it's perfect:</p> <ul style="list-style-type: none"> -Let us pay with a card. Taking cash or buying bulk tickets make literally no sense and it's very hard for a disabled person, who already has transportation needs, to constantly be taking out cash from an ATM. Bulk tickets don't really work either because it's just another thing I have to carry with me and fiddle with. Make it available to pay via an app so it's easy, and easy to track expenses. - Let us schedule online with NO need to call customer service. Literally every on demand service I've had to use requires you to call in. Sure, let that be an option for the older people who don't want to mess with technology, but I'm 29 with horrible phone anxiety because of my Hard of Hearing disability. Each and every time the service answers, the dispatch always sound totally bored or annoyed that you're calling them and that doesn't do well for my anxiety either. Requiring customer service calls ensures I'm not going to use your service. - Ping customers when the ride is here. Again, I can't stress this enough at how important this is especially in situations of extreme weather like the upcoming summer. Other OD services wanted me to just sit outside and wait for them up to 30 mins before they arrive. Others would have dispatch call and tell you that the bus is here, which is way better. It's 2021 and this heat is going to be brutal, don't make your customers sit and wait outside especially when you tell them the ETA is between 10 minutes and 3 hours. - Give us some version of on-demand pickup. This is more a bonus, because personally if I'm going out just to go out for coffee or something recreational, I don't really know how long I'll want to stay there. So trying to plan a start and end time is not ideal for me. If your service works like Lyft or other rideshares, then just let us be able to hop on and to our destination whenever the nearest van is close enough or something like that. Or give us a cut off time of on-demand pickup until 5pm. Just something to think about. -Cover all of Denton and any other connecting services you can. I can promise you if you do everything I've asked for above, I will absolutely be using this service over a fixed route any day because trying to handle the heat waiting for the bus is horrible. It makes me sick, like literally sick, and as climate change continues, it's going to get worse for the general population as well. 	Immediate Feedback Form	POSITIVE	N/A	N/A

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N/A	No Date	<p>Please don't dismantle fixed bus routes. People with the greatest need rely on fixed bus routes. The rest of us who live financially connected lives can already afford to get around. If anything, DCTA should maintain current bus routes and use GoZone as a supplement, not as a replacement of buses.</p> <p>GoZone is a private enterprise. Why is DCTA funding private enterprise with public funds? If DCTA is incapable of providing adequate service itself, why are we funding DCTA? This will mean we're paying DCTA staff and GoZone staff. It's a legitimate question, why should Denton area residents pay two agencies for one service?</p> <p>I'm familiar with the "data" angle that GoZone will help DCTA by providing data and thus better more targeted service. It's a faulty premise to state, GoZone will help us gather data. Of course GoZone will have better data than DCTA because GoZone requires phone connectivity and data collection in order for anyone to ride.</p> <p>By the way, I do not appreciate how you're requiring GoZone Feedback. I don't know who I'm writing to. This is not a responsive form of government in its current state, and the residents of Denton and other funders of DCTA deserve better.</p>	Immediate Feedback Form	NEGATIVE	N/A	N/A

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N/A	No Date	<p>Reasons to not pursue contract with VIA Rideshare</p> <ul style="list-style-type: none"> • Service is dependent on a number of factors that are not a concern with DCTA transport <ul style="list-style-type: none"> o The VIA app working properly o A rider's battery level o Smartphone access (despite call-ahead options for booking) o "App-toggling" can happen if VIA isn't available for a rider, meaning they will switch to another, more expensive rideshare service if they aren't finding the timely service they need with VIA. This puts more cars on the road, puts more cost onto the rider, and gives nothing to the city. • Ridesharing in lieu of public transport increase the number of vehicles on the road, which leads to <ul style="list-style-type: none"> o Increased traffic congestion o Increased exhaust emissions o Increased cost burden (see next) • Lower-income residents are more likely to be using public transit, and the VIA rideshare options will ultimately end up costing riders more than DCTA options. For example, going off of the VIA Arlington fare prices as a baseline: <ul style="list-style-type: none"> o Rides with VIA cost \$3 per ride, whereas a full Day-Pass with DCTA costs the same amount with no limit on rides for the day. These dollars can add up and cause a headache that already cash-strapped individuals might not face with using DCTA • Using a private company for public transit means that less dollars are being put back into the community. o Private companies also serve only to make a profit, not serve the public good, and given Uber & Lyft's track record of throwing their weight around to influence policy decisions on the local level, VIA could do the same in the future as they grow. o As residents, we would have less of a say in how VIA is run in our city, given that it is a private company contracted with the city, rather than a city utility itself • Allowing VIA into our city means cutting down DCTA routes, which end up cutting hours for drivers or even cutting out drivers altogether, leaving them under-employed or unemployed and without the usual benefits given to a city employee. o VIA operates within the "gig economy" model and despite a better track record than other rideshare companies <p>As usual a horrible idea. You should be increasing services to the area, and instead you want to do the opposite. You always were inept at serving our needs. I say goodbye and goodluck, because on demand is NOTHING. Hate it. A crackpot idea. You conveniently neglect to mention that On Demand is 3 dollars per ride. DCTA, you're more than incompetent, you are just plain LAZY.</p> <p>It is hard to read the fare schedule on phones. If the rates are raised I believe you will have fewer and fewer riders. People already have a hard time paying the fares. Over the past few years with DCTA trying to "improve the times" has made a mess out of the scheduling for riders who were trying to get to work and back causing them to find optional transportation.</p> <p>Will our local or regional passes be valid, or do we have to purchase something else to use this service?</p> <p>Please keep DCTA local busses here. I ride them daily to go to work and the price it is now is very reasonable and affordable and comfortable just the way it is now. Thank You!</p>	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date		Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date		Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date		Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date		Immediate Feedback Form	NEGATIVE	N/A	N/A

Master Table: Comments from Social PinPoint, Emails, Petitions, Meetings, Events, Social Media, & Immediate Feedback Form

Comment Category: Fares

Some comments provided by stakeholders address issues across multiple categories. These have been highlighted in the table below.

ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	I just wish that the tickets would be more affordable and not expensive. I would like an ID card so you don't have to keep buying tickets. I would like to keep track of where the bus is at like an app or something like that. And better communication between the office and us.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	My adult daughter who is autistic would greatly benefit from this service, with some specific suggestions. She is disabled and therefore receives SSI along with her employment, but she does not have a high earning capacity and therefore makes low wages. Those who would greatly benefit from this service, such as disabled and elderly, have limited financial resources, therefore, costs are important.	Immediate Feedback Form	MIXED	N/A	N/A
N/A	No Date	The following information is still unclear: 1. Costs are unavailable for this service, how much are riders likely to spend? 2. Removing other options seems harmful to residents who rely on them 3. Does Via sell the data of people who use the app? Where does that data end up? How are riders protected from data breaches? 4. Why did the city partner with a private company for this? 5. Because it is a private company, how do you ensure that users will not eventually be price gauged by rising prices set by the company after whatever contract time has been established? It seems like setting a precedent for dependence on a company whose primary concern is profit might not be the wisest way to manage our necessary city infrastructure.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Please don't take away bus routes. I rely on the cheap fares and accessibility of the current routes to go about my life.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I like the thought behind this plan. I think it further expands the reach that people can travel using DCTA services. My main worries include people who are disabled or people who don't have the resources to have a smart phone and/or easy access to contact someone at DCTA to help schedule trips. While it says they can contact a representative at the DDTTC, that might not be easy for some people, especially if they don't live around the DDTTC. Also want to just make sure you're keeping price in mind — if it costs less or just about the same for someone to use Uber or Lyft and be able to travel just as far or even further, that might be an issue. Just a couple things to think about!	Immediate Feedback Form	MIXED	N/A	N/A

Master Table: Comments from Social PinPoint, Emails, Petitions, Meetings, Events, Social Media, & Immediate Feedback Form

Comment Category: GoZone Functionality

Some comments provided by stakeholders address issues across multiple categories. These have been highlighted in the table below.

ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
	4/9/2021	If clients will have to catch the bus at centralized locations, how will the customers be notified where those stops are?	Email	NEUTRAL	N/A	N/A
	4/9/2021	Will the on-demand service "routes" be like the actual bus routes or will they model the current Lakeway Zone/Denton-On-Demand structure?	Email	NEUTRAL	N/A	N/A
	4/9/2021	Why was the decision to change the way the service made?	Email	NEUTRAL	N/A	N/A
	4/9/2021	Will there be restrictions on where clients can be transported? i.e., stores/appts, etc.	Email	NEUTRAL	N/A	N/A
	4/9/2021	What will the specifications be for appointments?	Email	NEUTRAL	N/A	N/A
	4/9/2021	How will this affect connecting to the train?	Email	NEUTRAL	N/A	N/A
	4/9/2021	How long will you have to wait for a shuttle?	Email	NEUTRAL	N/A	N/A
	4/9/2021	How many people can go on a shuttle at once?	Email	NEUTRAL	N/A	N/A
	4/9/2021	Do they make stops in between locations?	Email	NEUTRAL	N/A	N/A
	4/9/2021	How many pickup locations will there be in the area?	Email	NEUTRAL	N/A	N/A
	4/9/2021	Do I have to pay in exact change or purchase tickets to ride the on demand system?	Email	NEUTRAL	N/A	N/A
	4/9/2021	How do we schedule for a ride?	Email	NEUTRAL	N/A	N/A
	4/9/2021	How come the regional passes provide me with the same number of Go Zone rides as a local pass? I pay more for a regional pass, is it not worth more rides? (the benefit to a regional pass is that you have the ability to connect regionally, which does not automatically mean you get more via trip credits)	Email	NEUTRAL	N/A	N/A
	4/14/2021	I don't understand why you are making these changes?	Email	NEUTRAL	N/A	N/A
75077	4/19/2021	Please do not cut out such a large portion of Lewisville. I see my neighbors using Uber/Lyft all the time. We want ride sharing. To exclude us is arbitrary and wrong.	Social PinPoint - Redraw Zone (Interactive Map)	NEGATIVE	12	2
76201	4/20/2021	DCTA will be saving money with this new plan. Please include in the new plan much more ticket verification for ATrain riders. Especially at the DART ATrain transfer. It is well know people are riding the ATrain without tickets to access our homeless services. Issuing them a fine is useless. Our services for our homeless have limited funds and cannot serve our homeless population with this added ticketless ridership.	Social PinPoint - Other Ideas (Ideas Wall)	NEGATIVE	1	2
76205	4/20/2021	Will DCTA still have a fleet of busses necessary to run event-focussed mass transit service? For instance, in both 2018 and 2019, DCTA provided shuttle bus service and A-train service between Medpark station and Denton Jazz Fest to relieve parking concerns. But there are other events DCTA has partnered with in the past (holiday lighting, etc.). Will the liquidation of busses preclude DCTA from providing this type of service in the future?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	5	0
76205	4/20/2021	What is the contingency plan if ridership exceeds projections? I see the contract is stated as a 'not to exceed' amount. Does this mean that if ridership is higher than anticipated, wait times will just increase until fewer people choose to ride and the number of circulating vehicles is sufficient to meet demand at whatever wait time customer demand stabilizes at?	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	2	1
75067	4/20/2021	I recommend consolidating or removing some stops that are so close to each other or in "no man's land". For example, you have one on Vista Ridge Mall Drive and then a 2 minute walk away on Oakbend is another stop on same side of road. That stop isn't practical either as it's not near any residential or commercial entrance. No one would get on or off there.	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEGATIVE	4	3
75067	4/20/2021	I think the overall project is a great idea. On demand service that can move quicker and more fuel efficient is smart. Better for riders as they can service that can better match their schedules or agenda for the day. I've never used the current services but may use this to get to train station or somewhere else local.	Social PinPoint - Make a Comment (Interactive Map)	POSITIVE	5	0
75067	4/20/2021	Idea to have scannable QR codes on the stops' signage so someone could just scan and order a ride.	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	5	1
	4/21/2021	This proposed fare structure looks good!	Social PinPoint - (Interactive Map)	POSITIVE	0	3

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Comment Category: GoZone Functionality

Some comments provided by stakeholders address issues across multiple categories. These have been highlighted in the table below.

ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
75067	4/22/2021	DCTA service continues to Trinity Mills Station. Please consider rideshare service to this station. I have personally been stuck at this station for over almost an hour because the A-Train doesn't stop as often. Provide rideshare assistance to Trinity Mills Station or North Carrollton/Frankford Station.	Social PinPoint - Something I Don't Like (Interactive Map)	NEUTRAL	6	0
76210	4/22/2021	The Lake Cities have been left out of even basic connecting service to train and bus. Looks like we're being left out again. Why is that? Seems the perfect opportunity to get residents between established mass transit and walking distance of our homes.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	1	0
76209	4/23/2021	There are a lot of manufacturing businesses in this area - might be good to extend out to this locale so people who work for them can use the rideshare program for commuting I don't drive and have considered applying to the companies in this area but couldn't because of lack of transportation	Social PinPoint - Something I Don't Like (Interactive Map)	NEUTRAL	18	0
77777	4/23/2021	Need to cover the whole DC to allow easier mobility though out the county	Social PinPoint - Redraw Zone (Interactive Map)	NEGATIVE	11	0
75057	4/24/2021	DCTA rideshare should at least connect to major intersections, busy areas, medical areas in Flower Mound.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	3	1
	4/25/2021	Confusing! How is a bus system suppose to make it when scheduling/plans are constantly changing over the years. Frustrating	Social PinPoint - (Interactive Map)	NEGATIVE	9	0
76201	4/26/2021	It is a promotion! To be profitable in any way DCTA would have to raise the rates substantially after the promo. The money received from the City of Denton to DCTA should have been used to upgrade existing bus service. Where did that money go?	Social PinPoint - (Interactive Map)	NEGATIVE	2	0
76201	4/26/2021	Change is good but is it necessary? Instead of enhancing, upgrading, extending and supporting the current bus system it is just being discarded. As a former New Jersey resident used to mass transit and seeing the growing population of Denton mass transit is more advantageous to the residents of Denton. The effort and monies utilized for GoZone could have and should have been used on enhancing the current outdated bus and train system. 9 new buses but yet bus routes are being eliminated!?	Social PinPoint - Other Ideas (Ideas Wall)	MIXED	3	0
	4/28/2021	If the new system ends up being as good as it sounds (something I by no means feel confident about) it would easily be worth \$3.00 to me to quicker service with less walking. I ride everywhere I go, and my current closest stop is about 1/4 mile away.	Social PinPoint - Promotional Fare Forum	MIXED	0	0
	4/28/2021	Can't please get more information on this plan I'm not really understanding and I depend on the bus to get to work how will it work will they be stop signs and stuff please help me understand .I already struggle to work sends y'all took route 5 now I walk every day too Catch rout 4 on university.	Social PinPoint - (Interactive Map)	NEGATIVE	5	0
75077	4/29/2021	My mother is blind and cannot use a smart phone. She lives in North Denton. She simply just wants a bus to take her to the store and back, without having to transfer or having to walk a huge distance from the bus stop to the store. She doesn't trust Access anymore because they once failed to pick her up and she's terrified of being stranded. How will this new service benefit her?	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	1	0
76209	5/2/2021	How will this new service impact disabled riders? 1. Will each vehicle have the capability to transport wheelchair users? If so, how many wheelchair users can be transported in each vehicle? 2. What type of vehicles will be used (minivans, full size vans, etc)? 3. Will all designated pick up and drop off spots comply with access laws? I appreciate your response and will address items accordingly.	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	2	0
76201	5/3/2021	To create a more legitimate comparison between rider preference for the fixed bus routes and the Go Zone service, is it possible to increase the frequencies (15-20 min. headways) for the fixed routes that will remain, especially Route 3 and 7, during the assessment period? Making infrequent fixed routes compete with frequent Go Zone doesn't seem like an accurate measurement of rider preference. Everyone wants better frequency, but does everyone prefer Go Zone over fixed routes?	Social PinPoint - Phase I Launch (Ideas Wall)	NEUTRAL	3	0
	5/6/2021	This is an awesome program love this...	Social PinPoint - (Interactive Map)	POSITIVE	2	1

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Comment Category: GoZone Functionality

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
	5/8/2021	Can passengers request female drivers in the evening if they are female?	Event - Thrive Event	NEUTRAL	N/A	N/A
75067	5/10/2021	I dislike the ride-share on demand service. The current bus system needs a centralized bus terminal that is located near the denser areas of the region. There needs to be shorter bus routes to get people to the terminal faster and change over to longer routes to get them where they need to go.	Social PinPoint - (Interactive Map)	NEGATIVE	4	0
	5/10/2021	I'm excited about this service! I will use it instead of my car for trips. Thank you.	Social PinPoint - (Interactive Map)	POSITIVE	1	1
76207	5/10/2021	My only comment at this time is that I am concerned that the only way to use DCTA will be through a cellphone application. I hope DCTA will offer alternative means to access services such as perhaps a fully functional browser version of the application or telephone dispatch (like a taxi).	Social PinPoint - (Interactive Map)	NEUTRAL	3	1
76205	5/12/2021	By testing two differences in service simultaneously (fixed-route and frequency), you cannot ascribe preference to a single difference. Instead, this plan tests between two options: 1. Fixed route service with a longer wait time (1-30 minutes) 2. Demand response service with a shorter wait time (2-10 minutes) Please communicate to the board that this is a combination of two preferences, and therefore cannot be reasonably interpreted as a simple preference for on-demand or fixed-route.	Social PinPoint - Phase I Launch (Ideas Wall)	NEUTRAL	4	0
	5/12/2021	I'm skeptical this will work for Denton. Many riders are familiar with the current system and may not have the technology to use this type of system, but I'm willing to try. I'd probably use DCTA more if there were a pick-up location closer to my neighborhood; now it's 3/4 mile and a 15-minute walk.	Social PinPoint - (Interactive Map)	NEUTRAL	5	1
76205	5/12/2021	All of this sounds great, and as long as the service is adaptable, listens to its customers and stays properly funded, I'm fine with it replacing fixed routes entirely as long as it is able to compete or be cheaper than other rideshares. Otherwise why not just use those? As someone disabled, fixed routes are nice because you can just go when you want to. But the problem is waiting on the buses at stops with no benches, no shade, in the brutal heat. That's not healthy for anyone.	Social PinPoint - Service Functionality (Ideas Wall)	MIXED	5	0
	5/12/2021	Wouldn't it be better for the environment and much more economical to get ride of all the buses and especially that ghost train that virtually no one rides, and just pay to get an Uber/Lyft ride for those that need it. Faster, better, safer.	Social PinPoint - (Interactive Map)	NEGATIVE	1	5
	5/15/2021	Will UNT students still ride free?	Event - Denton Welcome Center	NEUTRAL	N/A	N/A
	5/15/2021	Will this accommodate car seats?	Event - Denton Welcome Center	NEUTRAL	N/A	N/A
	5/15/2021	Can I bring a service animal on?	Event - Denton Welcome Center	NEUTRAL	N/A	N/A
	5/15/2021	I believe that the current system should be improved upon rather than be completely replaced. One of my main concerns is that the new system will be dependent on a smart phone. This is very unreliable since phones can unexpectedly die and if that happens, we'll be left with no ride.	Social PinPoint - (Interactive Map)	NEGATIVE	3	1
75010	5/15/2021	Please extend to here and make passengers would be able to travel to other zones including Lewisville/Highland Village Zone.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	1	1
	5/16/2021	As a rider of the local public transit system, this royally screws me and other non-drivers in the city. Mini-vans sound incredibly sketchy, and having safe, marked bus stops has made myself and others feel safe and that we can trust the service! Overturn this mad idea and just work on fixing the transit system as a whole if there is a problem!"	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/17/2021	Proposed cuts will lead to lower ridership, leading to more cuts. Bus Stops need to be improved to increase ridership!	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A

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Comment Category: GoZone Functionality

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
75057	5/17/2021	If traveling from Lewisville to this area of Flower Mound, where I go often, could I this on-demand service? Would it drop me off part of the way there? Could I then switch to Flower Mound's Lyft service? Would there be someplace to wait safely for the Lyft service? Would I pay another fare or would these services connect? Is there somewhere to find answers to these basic questions?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	2	0
	5/18/2021	Signing because I don't want to cut the budget even though I want the reengineer the fixed routes	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/18/2021	Do you know if this service would be available on game days for the University, such as football games? I believe this would help cut down on traffic as well as cut down on drinking and driving.	Event - UNT Town Hall	NEUTRAL	N/A	N/A
	5/18/2021	I understand the GoZone vehicles are wheelchair accessible. Is there any advance notice required if you need that or would you just book like normal?	Event - UNT Town Hall	NEUTRAL	N/A	N/A
	5/18/2021	How would a student use the GoZone service if they do not own a smartphone and can't use the app?	Event - UNT Town Hall	NEUTRAL	N/A	N/A
	5/18/2021	Considering UNT has a large international student base, will there be any type of translation services in the app or while using the phone scheduling?	Event - UNT Town Hall	NEUTRAL	N/A	N/A
	5/18/2021	I have had a couple of people with concerns about the reliability of an on-demand service; can you speak to the response time?	Event - UNT Town Hall	NEUTRAL	N/A	N/A
75028	5/18/2021	Would love a bus stop or something right here at Kirkpatrick/ Valley. My son is a disabled adult but would like to be able to get to work independently. He works off Corporate. The nearest bus stop is a 45 minute walk. Flower Mound doesn't seem to care about their disabled residents but accessibility that is regular, reliable, and affordable is actually a great thing for a town.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
76226	5/18/2021	Can someone call for a ride in the Denton go zone and be dropped off outside of it? There is a new affordable housing development proposed just outside the zone and there will be families without vehicles who need access to transportation.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
76210	5/18/2021	Dynamically redraw bus routes, using convergent data sources, based on demand signals and traffic conditions to minimize time to destination and maximize resource utilization.	Social PinPoint - Service Functionality (Ideas Wall)	NEUTRAL	3	0
75077	5/19/2021	If someone lives in highpoint but works in Flower Mound, where would the service take them?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
76207	5/19/2021	I am pleased that riders shall be able to call DCTA customer service to obtain a ride with the new service. However, does the new plan include resources for adequate personnel at DCTA customer service so that we can secure our rides in a timely manner? Also, I want to confirm if there shall there be a web browser version of the DCTA GoZone App so riders can book services from PCs. This option was indicated in the materials explaining the new service.	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	0	1
	5/20/2021	I cant see why DCTA can not run all 8 routes and this on demand service, they could tailor the on demand routes to complement the Connect routes, so that all of the city can be covered. More routes a buses means better opportunities for riders and better business for DCTA, you cant take away routes and expect the ridership to go up.	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
	5/20/2021	Keep Denton and Lewisville city routes open, while making improvements to the stop locations and coverage areas, and job security. Bring back Route 5 for those who relied on it to meet their needs getting to work, school, and or shopping needs	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A

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Comment Category: GoZone Functionality

Some comments provided by stakeholders address issues across multiple categories. These have been highlighted in the table below.

ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
75067	5/20/2021	I understand that DCTA operates under the jurisdiction of Denton County, but there should be more consideration given to the North-Central DFW Region. Whether that be with the City of Grapevine or the City of Frisco; both of these cities are major business leaders. The cities of Denton County can offer a unique living experience while providing affordable ease of access for commuters. Preferably modes of transportation that do not increase the number of vehicles on the streets and roads.	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	1	0
	5/21/2021	How much is a taxpayer paying for leasing vehicles?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	Will any of the virtual stops be protected?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	What would demand be on the phone?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	What would phone wait time be?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	Could someone who calls in on landline still rate their ride?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/24/2021	Will car seats be required?	Event - United Way of Denton County	NEUTRAL	N/A	N/A
	5/24/2021	Will there be any expansion of GoZone for 3rd shift employees?	Event - United Way of Denton County	NEUTRAL	N/A	N/A
	5/24/2021	If your 13 year old + child rides can you track there trip?	Event - United Way of Denton County	NEUTRAL	N/A	N/A
	5/24/2021	What are you allowed to bring on the GoZone vehicles? (In regard to homeless)	Event - United Way of Denton County	NEUTRAL	N/A	N/A
	5/25/2021	Is pay going to change for Drivers who go to the GoZone	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/26/2021	For the virtual stops, will the van turn into a parking lot or just stop on the street?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/26/2021	Does the public need the app to order the ride?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/26/2021	How will money be stored on vehicle?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
76201	5/28/2021	Wait so their will also be fixed routes in addition to the on demand service? Is there any place like a decent website to get information on what is actually going on?	Social PinPoint - (Interactive Map)	NEGATIVE	1	0
75077	5/29/2021	These prices are amazingly low. If the pick up locations are within a 15 minute walk, I could see myself getting rid of our second car. Currently I spend far more each month.	Social PinPoint - (Interactive Map)	POSITIVE	1	1
	5/31/2021	Bad idea, but a great example of poor service to the community.	Social PinPoint - (Interactive Map)	NEGATIVE	0	1
	5/31/2021	I'm in the same boat. They quit going to East Corporate and left me walking across a heavily trafficked bridge with no walkway.	Social PinPoint - (Interactive Map)	NEUTRAL	2	0
	5/31/2021	I agree and feel it is discrimination to require smart phone technology.	Social PinPoint - (Interactive Map)	NEGATIVE	1	1
	5/31/2021	That is because you are not the brightest tool in the shed.	Social PinPoint - (Interactive Map)	NEGATIVE	0	2
	5/31/2021	To address your question (something the canned response failed to do), No, there is not any website or any place to find out what is actually going on. Thanks for your feedback!	Social PinPoint - (Interactive Map)	MIXED	0	0
	5/31/2021	Isn't it discrimination to require smart phone technology? How is that possible?	Social PinPoint - (Interactive Map)	NEUTRAL	0	0
76209	6/1/2021	To me this sounds like a \$3 Uber (rideshare service). I read the difference as being, "If someone requests a ride during your ride, heading in the same direction, we will veer slightly off course in order to pick them up as well during your ride." Sure a \$3 Uber sounds well until you realize the amount of new customers youre about to have flock to the GoZone service. There will be so many new ride requests during a single ride that a originally quoted 10-20min ride will turn into a 40-50min one	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	5	0
76209	6/1/2021	This is a logistical nightmare in reality.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	2	0
76201	6/1/2021	i do not want to get into a minivan with strangers during a pandemic. this is the part that loses me the most. there's absolutely zero reason to switch to smaller more poorly-ventilated vehicles while people are still dying from this virus.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	7	0
75067	6/2/2021	According to the information on this site and my experience with this type service in other cities, there is a phone call option, so a ride could be booked from a house phone or on behalf of a rider from a business phone.	Social PinPoint - Service Functionality (Ideas Wall)	NEUTRAL	0	0

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Comment Category: GoZone Functionality

Some comments provided by stakeholders address issues across multiple categories. These have been highlighted in the table below.

ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
75067	6/2/2021	Rides can be scheduled by calling a phone number as well. This type service provides the convenience of Uber and Lyft but without the price. It also allows the city to better manage staffing with more data on where and how the service is being used. In Arlington, many citizens who used the bus have found that their wait times are less and they get picked up closer to their homes vs. walking long distances to get to a fixed bus route.	Social PinPoint - DCTA Service Impacts (Ideas Wall)	POSITIVE	0	0
75067	6/2/2021	The algorithms used by these services are pretty amazing. There are even more robust than what Uber and Lyft use. Because there are multiple vehicles they can deploy the vehicles to the requested areas based on the number of passengers already in the vehicle and the the direction and destination already enroute. So yes, you might get diverted enroute, but most likely it will be in the direction you are headed, rather than being rerouted to the opposite side of the city for a pick up.	Social PinPoint - Service Functionality (Ideas Wall)	POSITIVE	0	0
75067	6/2/2021	I work in Arlington where Via has been operating for more than 2 years. There have been no incidents. Keep in mind these drivers are employees of Via and not independent contractors like Uber and Lyft. So there are not only background checks, but the vehicles are monitored, not through a phone app such as Lyft and Uber that can be moved around, but within the vehicle itself.	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	0	0
75067	6/2/2021	The data that Via can collect and provide regarding demand is amazing! The DCTA will be able to make changes quickly not in weeks or months but days and even hours when they think things might be busy.	Social PinPoint - Other Ideas (Ideas Wall)	POSITIVE	0	0
75067	6/2/2021	In Arlington, the students at UTA have found Via to be pretty easy to use. I have heard a few comments from students that they have lower wait times. They can get to more places in town and the flexibility with the pick up locations has shortened their walking distances. As with any system like this, it won't be perfect for everyone but it does allow more flexibility in both timing and pick up locations. With the option to phone in to book rides, not having smartphone because less of a problem.	Social PinPoint - Service Functionality (Ideas Wall)	POSITIVE	0	0
75067	6/2/2021	This on demand service would pick up closer to your home and be able to take him to his work location or within a close walking distance. He may have people in the car with him and he may have to wait for people to be dropped off before him but the walk for pick up would most likely be the closest major intersection to your house and then same thing for his work. It could also be scheduled ahead of time.	Social PinPoint - Make a Comment (Interactive Map)	POSITIVE	0	0
76205	6/3/2021	I'm concerned about the long-term implications of creating a partnership with Via that will be difficult to remove or replace when their fees and service offerings inevitably change over time. What and how flexible are the services being purchased--is this just software and analytics, with in-house fulfillment, or is the entire service stack managed? Does VIA make direct contact with riders in case of problems during a ride? Will GoZone drivers be DCTA employees? Will DCTA own the vehicles?	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	1	0
76205	6/3/2021	Excited about the prospect of an extended service area, reduced wait times, and an app that makes fares easier for occasional riders! I think increased ridership can happen with these changes if they are advertised effectively. I hope that usage data will show that Denton has enough riders to support fixed bus service along at least some routes if the timing of those buses is more convenient. 30/60 minute waits on long one-way routes is tough to utilize, even if you want to do so.	Social PinPoint - Service Functionality (Ideas Wall)	POSITIVE	1	1
	6/3/2021	So you contracted with an out-of-state company to provide another money losing service when you should be scraping the ghost train and hiring Uber/Lyft instead.	Facebook	NEGATIVE	N/A	N/A
75019	6/3/2021	I like the phase 1 plans, it's very good that the weekend service is being extended esoe ually on holiday's. With the ride share service, it's very similar to Uber and Lyft hopefully, the wait time will be around the same as well * 3-5 minutes, especially in the evenings and Kate at night. The extension to Frankford will be very accommodating as well, once I'm in Carrollton at times I have to use Uber between my trips some of the buses end their services in the afternoon.	Social PinPoint - Phase I Launch (Ideas Wall)	POSITIVE	0	0
75077	6/4/2021	This just seems like a way to privatize what should really be a public service.	Social PinPoint - Phase I Launch (Ideas Wall)	NEGATIVE	3	0

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75231	6/5/2021	Why is the cost for a reduced-fare day pass doubling? I'm fine with paying more if I actually use the GoZone, but not in favor of paying more just for the option.... And a suggestion: make realistic schedules instead of schedules that seem to be delayed during peak hours. Rt 7 runs late every day.	Social PinPoint - (Interactive Map)	NEGATIVE	0	0
75231	6/5/2021	(1) I have read much on your web site about the proposed plan, but I have not seen anything (yet) on wait times for one of these rides. (2) On a bus I have some choice about where I sit; I don't see the same flexibility with van rides. (I am extremely sensitive to certain smells, such as perfumes and cigarette/tobacco smoke, so I try to sit farther away from certain passengers.) (3) The regional reduced-fare appears to be doubling. Why make us pay more for GoZone-- something we may not use?	Social PinPoint - Other Ideas (Ideas Wall)	MIXED	4	0
75231	6/5/2021	Even if having a smart phone is not required, the rider still has to book a trip instead of just going to a bus stop. I agree: this sounds like (yet another) downgrade.	Social PinPoint - Accessibility (Ideas Wall)	NEGATIVE	0	0
76201	6/7/2021	Consider expanding the zone to include both sides of Loop 288 for a distance of a 1/4 mile or so. New housing developments have been constructed on the outside of the loop at Stuart Road, Sherman Dr. and currently two new ones are being planned at Kings Row/Deerwood/Farris Roads that will add over 500 new homes.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
76209	6/7/2021	This is a terrible idea. Not only is DCTA setting themselves up to compete with Uber and Lyft, but they are leaving people who rely on fixed route services out to dry. A service like GoZone should be offered alongside fixed routes in the form of a service similar to taxi cabs in large cities, not in lieu of them! It should be used to fill the gaps that things like buses and trains can't fill.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	4	0
75067	6/7/2021	The City of Arlington did not have a bus system outside UTA shuttle buses.	Social PinPoint - Service Functionality (Ideas Wall)	NEUTRAL	0	0
	6/8/2021	There's I think a misconception going around that you had to have the app to access the service and we've heard about lots of people may not have smart phones, but I understand that you can call from any phone, from a land line, there's people who will talk to you and schedule your ride. How does the payment work if you do that?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	In any city you go to anywhere in the world if you get out of a train the cabs are there. Whereas here, the driver would say no I can't take you, you've have to call me. So if it would be possible for the driver to initiate the ride in effect so that you're there, get in. And then once you've got that worked out, you have the ability to be hailable in effect, could you be also hailable en route? So if the driver is running one person and someone is en route could they hail, if there is a way to pay then would that be possible?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	are there any municipalities that have completely transitioned to a Via only and what was there similarities and differences to our metroplex? Are they actually comparable that we can say ok a pure transition thing worked out in this city which is basically identical to Denton?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	The predictability of the service, we know that it's - it sounds like from what I've heard that you are predicting that the ridership will go down in the summertime because of the Universities, are you all making the arrangements to handle that predictability? It just sounds like to me that that hasn't been studied yet.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	So, the issue of declining ridership has come up quite a bit, but I don't know that we've discussed much what's driven that. I know council member Davis brought up the issue of fares and suggested that if fares were lower or nonexistent that ridership might go up. I would like to suggest as well, and get your perspective on headways and transportation to and from stops. A great deal of which is the responsibility of the city more than it is of DCTA. Is it your opinion that if headways were shorter, ridership would go up on fixed routes?	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
	6/8/2021	Of course fixed routes should have flexibility and should change over time with shifting population centers and mobility patterns. I do think that the proposed GoZone program could be a great tool for helping us determine what those changing mobility patterns look like, but I just want to reiterate my support for keeping something resembling our current fixed bus route system.	Event - Denton City Council Meeting	NEGATIVE	N/A	N/A

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	6/8/2021	there are concerns but the benefits are safety. People would have to wait outside in 100 degree temperatures and rain, etc, currently. So it moves people from having to do that. I see people all the time walking down the street from the Dollar General store from areas that have food deserts carrying tons of plastic bags. They have to walk down the service road where there is no sidewalk and so visualize that and visualize the opportunity to remove that concern. And at the same time get a large bus off the road that then has environmental concerns. So every time you are driving around the city of Denton and you see a poor person (poor/unfortunate in the situation that they have to walk with a whole bunch of bags from the grocery store to their home). We can replace that and that's to be celebrated. That's to uplift those people.	Event - Denton City Council Meeting	POSITIVE	N/A	N/A
76116	6/12/2021	It sounds great if it gets us to appointments on time	Social PinPoint - Service Functionality	POSITIVE	0	1
	6/14/2021	Will Car Seats be allowed on a GoZone vehicle?	Event - Denton County Friends of the Family	NEUTRAL	N/A	N/A
	6/14/2021	Will the routes be decreased?	Event - Denton County Friends of the Family	NEUTRAL	N/A	N/A
76205	6/14/2021	DCTA likes to highlight Arlington, TX which replaced a campus shuttle with on-demand service. Take note of what is happening there: "Until February 15, 2021, a \$3.00 flat per trip fee will be charged for each trip. Beginning February 15, 2021, fares will move to a distance-based structure." New fares will be \$3-5 each way. On-demand is a coverage maximization rather than ridership maximization tool. If it expands ridership also, fares will increase like Arlington and Innisfil.	Social PinPoint - Other Ideas	NEUTRAL	8	0
76205	6/14/2021	DCTA touts this as a way to increase ridership, but VIA's marketing material disagrees: "one thing remains true for all microtransit services: their main goal is to expand a network's geographic and demographic reach" https://ridewithvia.com/resources/articles/what-is-microtransit/ If DCTA's goal is to maximize coverage irrespective of fare impacts, this seems good. If the goal is ridership increase and lowering per-trip cost, this seems much more risky than a bus route redesign.	Social PinPoint - Service Functionality	NEUTRAL	6	0
	6/15/2021	I want it to be super secure and private	Social PinPoint	NEUTRAL	0	0
	6/16/2021	Since the buses run on a set schedule and you know where to be and when do you have any tips on how to ride GoZone so you don't miss your train connection?	Event - Town Hall	NEUTRAL	N/A	N/A
	6/16/2021	Will Denton residents be able to ride the UNT buses?	Event - Town Hall	NEUTRAL	N/A	N/A
	6/16/2021	Hopefully it will be very convenient	Social PinPoint	POSITIVE	0	0
75077	6/17/2021	Why can't there be both a commuter service, like Rideshare, and a bus line? Make the buses dependable, consistent, predictable, and expand their coverage. That's what I voted for when you were on the ballot! Public transportation is a public good and should be available to all. I shouldn't have to book it, and neither should my disabled mother, just to go to the grocery store.	Social PinPoint - Other Ideas	POSITIVE	4	0
75077	6/17/2021	I agree with the comment. Further, Lyft and Uber are already experiencing driver shortages, and an on-demand service will have the same problem; it's a side gig for many, and that's not what my taxes were supposed to pay for. I demand a public good from our public officers!	Social PinPoint - DCTA Service Impacts	MIXED	1	0

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
	6/19/2021	Thanks for the informative new DCTA/Via Proposed Go-Zone On-Demand Ride Share Presentation on June 15th, 2021 to Evergreen residents at Lewisville. There were a couple of resident questions that you may be able to answer about the new Proposed Programs: (1) what is the difference between the Proposed GoZone program and the ADA and NON-ADA program? (2) Will the ADA and NON-ADA program will be the same program after September 7th? Will DCTA/Via be using the van/buses? (3) After September 7th, will the \$3.00 coupons be accepted as fare or will the change for ADA and NON-ADA riders and other riders? (4) Will the DCTA/Via Chrysler Pacifica transportation be used after September 7th for ADA and NON-ADA curb to curb pickup or the regular van/buses? The wheel chairs, walkers and items purchased at various stores may present a storage car problem? (5) Will it be necessary for new both ADA and NON-ADA riders and new regular riders to obtain the App on Play Store? What is it called? Is there a deadline and when would this new program start? (6) Where would Evergreen at Lewisville regular riders go to pick up the Chrysler Pacifica cars? (7) Can ADA and NON-ADA riders still call into 940-243-0077 in advance several days for a one way or round trip? (8) For regular riders, how far in advance do they need to use their app or to call in to DCTA/Via to schedule a pickup ride?	Email	NEUTRAL	N/A	N/A
	6/20/2021	Hopefully it will be very convenient	Social PinPoint	POSITIVE	0	1
76201	6/21/2021	With the previous routes I could not get to a grocery store... or anywhere really, other than the square, unless I wanted my route to take an hour. I'm really optimistic that this system will be more functional for me and I'll finally be able to venture beyond my neighbourhood without paying for a taxi.	Social PinPoint - Something I Like	POSITIVE	0	0
76210	6/22/2021	I support the GoZone program. I always wanted to use the DCTA to commute, but the time on the bus routes after reaching my station was too long for me to consider it as a viable option. If we add ride share, I can get my company to help pay commuter fees, decrease the miles I put on my own vehicle, decrease vehicle maintenance and gas costs, reduce my carbon footprint, put the stress of driving on someone else, and get to work on time. We need this service. Also, please add WiFi on the train.	Social PinPoint - Other Ideas	POSITIVE	1	2
	6/23/2021	My understanding is that 75 cents is from the place I get picked up to the destination. And that includes the driver taking me to the train station and then I don't have to pay additional costs to get on the train and then continue. It would pay for the entire trip.	Event - UNT Student Town Hall	NEUTRAL	N/A	N/A
76201	6/25/2021	Via says it can only service 2-4 riders per hour at best. The worst-performing DCTA bus routes (pre-COVID) averaged at least 4 riders per hour (rph): Route 1 = 5-6 rph Route 2 = 7 rph Route 3 = 10-12 rph Route 4 = 4 rph Route 5 = 6-8 rph Route 6 = 6 rph Route 7 = 13 rph Route 8 = 14 rph LC-21 = 4 rph LC-22 = 5-8 rph	Social PinPoint - DCTA Service Impacts	NEUTRAL	3	0
		Transporting this many riders with Via requires more drivers and vehicles than with current buses. Via does not sound like an adequate replacement for most bus routes.				

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
76201	6/25/2021	Knowing that on-demand transit costs more per rider than fixed bus routes, it's concerning that cost has been mostly left out of the conversation. No one has mentioned whether fares will be increased for the people who rely most on transit. When discussing the flexibility for Via to scale up or down depending on ridership, no one mentions where the money will come from if ridership increases to the point where the DCTA budget cannot sustain the promised levels of service.	Social PinPoint - Other Ideas	NEUTRAL	2	0
76201	6/25/2021	While not always predictable due to traffic and mechanical issues, fixed bus routes still provide a level of predictability that Via does not. Currently, I know when to expect my bus to work and approximately how long it will take to get to work. With Via, I cannot make last-minute decisions to take public transit to work, because I won't know how long the wait time or travel time will be. Detours picking up or dropping off other people create unpredictability that make it harder to use.	Social PinPoint - Other Ideas	MIXED	2	0
76201	6/25/2021	It is concerning that DCTA is proposing to replace fixed bus routes with on-demand transit without implementing a pilot first to see if the nice-sounding promises from Via turn out to be true or sustainable. Is the service as seamless as promised? Does it serve our current riders well? Will DCTA have enough money to sustain the promised wait times even if ridership increases? What is the plan if service isn't as promised and DCTA cannot afford to maintain the promised level of service?	Social PinPoint - Other Ideas	NEGATIVE	1	0
N/A	No Date	I think it's a good plan! The only thing that I'm a bit worried about is reliability and availability during peak hours. Since it's an on-demand service, I have a little hesitancy as far as if it'll be as predictable as the fixed route buses. I do look forward to increased flexibility thought.	Immediate Feedback Form	MIXED	N/A	N/A
N/A	No Date	I think the idea is cool. I'm unsure if the car will pick up from home or does a rider have to go to a particular bus stop?	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	We don't want GoZone!!!	Immediate Feedback Form	NEGATIVE	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	<p>To all DCTA Board Members,</p> <p>I have looked over the positive and negative feedback that the public has given. First of all, I want to thank you for giving us an opportunity to allow us to express our thoughts on this new GoZone on-demand service proposal. In my opinion this would be a great idea if the public was a little more informed of what this service is about. I understand that this website was put up to explained it, but you got to understand that a lot of people don't have a computer or smart phone. You also have riders who don't speak English. A lot of people who depend on fixed routes may not know that this service will benefit them and shorten wait times and give them quicker access to get to their destination without having to worry about meeting other route connections. A lot of customers call in because they are not aware that the bus routes and train times have been changed this is because they lack the technology available to them. This is why DCTA needs to set up tents and explained to the public how this is going to work. I ask that you put yourself in their shoes. A lot of people are just worried that their source of transportation is getting cut off when that is not the case. If you don't have plans in going out and informing the public on how this is going to work don't plan on seeing an increase in ridership. Denton isn't Arlington or Dallas. Denton has no ridership, and in order to build that up you need to make that extra step and be involved with the public more. A lot of people don't like change, Can't DCTA stop making sudden changes for once? This is what causes the public to get discouraged and confused. You are not giving the public a chance to adapt to the public transportation because it keeps changing on them. On the other hand, if this proposal passes then what is going to happen to all the bus drivers who have given so many years to this company? How is that fair? I understand that they will be given a chance to apply for a via driver position however it doesn't guarantee they will be hired. My understanding they will be getting a tremendously pay cut from \$17.50 to \$8.00 an hr with no benefits. These drivers risk their lives for the public throughout this pandemic and this is how you pay them? On another note, is the customer service center ready and prepared to tackle all these phone calls? Will there be enough coverage to cover all incoming calls? Because there will be a lot of customers calling in the first few months. There aren't enough customer service reps to handle all these calls. How are ADA/NON-ADA customers supposed to get through to request their trips if they can't get through? Or the other callers. And the service hours that you are planning to add to customer service how is that fair to those employees? Operating 365 days, open 7 days out of the week? When are those employees able to take time off? Honestly, I don't think you are going to find anyone who is willing to handle that schedule unless there is an increase in pay. I'm sure you have a family of your own that you go to everyday. I just ask that you reconsider some of this layout. It's the little people(employees) that make this happen and the public that pays for the service</p>	Immediate Feedback Form	NEGATIVE	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	<p>I am all for this. As someone who has suffered from horribly outdated tech with On Demand Services, there just need to be a few tweaks to ensure it's perfect:</p> <ul style="list-style-type: none"> -Let us pay with a card. Taking cash or buying bulk tickets make literally no sense and it's very hard for a disabled person, who already has transportation needs, to constantly be taking out cash from an ATM. Bulk tickets don't really work either because it's just another thing I have to carry with me and fiddle with. Make it available to pay via an app so it's easy, and easy to track expenses. - Let us schedule online with NO need to call customer service. Literally every on demand service I've had to use requires you to call in. Sure, let that be an option for the older people who don't want to mess with technology, but I'm 29 with horrible phone anxiety because of my Hard of Hearing disability. Each and every time the service answers, the dispatch always sound totally bored or annoyed that you're calling them and that doesn't do well for my anxiety either. Requiring customer service calls ensures I'm not going to use your service. - Ping customers when the ride is here. Again, I can't stress this enough at how important this is especially in situations of extreme weather like the upcoming summer. Other OD services wanted me to just sit outside and wait for them up to 30 mins before they arrive. Others would have dispatch call and tell you that the bus is here, which is way better. It's 2021 and this heat is going to be brutal, don't make your customers sit and wait outside especially when you tell them the ETA is between 10 minutes and 3 hours. - Give us some version of on-demand pickup. This is more a bonus, because personally if I'm going out just to go out for coffee or something recreational, I don't really know how long I'll want to stay there. So trying to plan a start and end time is not ideal for me. If your service works like Lyft or other rideshares, then just let us be able to hop on and to our destination whenever the nearest van is close enough or something like that. Or give us a cut off time of on-demand pickup until 5pm. Just something to think about. -Cover all of Denton and any other connecting services you can. I can promise you if you do everything I've asked for above, I will absolutely be using this service over a fixed route any day because trying to handle the heat waiting for the bus is horrible. It makes me sick, like literally sick, and as climate change continues, it's going to get worse for the general population as well. 	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	<p>Very unclear about what is or is not changing. My understanding is that all buses are being replaced with cars and no routes only on-demand. But the map shows some dashed lines? What are those? DCTA social media keeps repsonding about this or that route - so routes will still be in place? It is quite confusing and there seems to be no real information provided about what is happening. I guess I feel pretty defeated honestly because I have no hopes at all for DCTA to be a meaningful public good so just do whatever your board thinks makes sense to them. I kind of wish DCTA didn't exist so we could propose one and start over with a real bus network.</p>	Immediate Feedback Form	MIXED	N/A	N/A
N/A	No Date	<p>I just wish that the tickets would be more affordable and not expensive. I would like an ID card so you don't have to keep buying tickets. I would like to keep track of where the bus is at like an app or something like that. And better communication between the office and us.</p>	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	<p>After trying to navigate your websites I have no idea what you are trying to push and no idea what purpose it would serve.</p>	Immediate Feedback Form	NEUTRAL	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	My adult daughter who is autistic would greatly benefit from this service, with some specific suggestions. She is disabled and therefore receives SSI along with her employment, but she does not have a high earning capacity and therefore makes low wages. Those who would greatly benefit from this service, such as disabled and elderly, have limited financial resources, therefore, costs are important.	Immediate Feedback Form	MIXED	N/A	N/A
N/A	No Date	i love the service it work thanks	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	The following information is still unclear: 1. Costs are unavailable for this service, how much are riders likely to spend? 2. Removing other options seems harmful to residents who rely on them 3. Does Via sell the data of people who use the app? Where does that data end up? How are riders protected from data breaches? 4. Why did the city partner with a private company for this? 5. Because it is a private company, how do you ensure that users will not eventually be price gauged by rising prices set by the company after whatever contract time has been established? It seems like setting a precedent for dependence on a company whose primary concern is profit might not be the wisest way to manage our necessary city infrastructure.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	1) The proposed GoZone hours of operation are good. 2) The proposed GoZone fare structure looks good. 3) Having GoZone service to/from the Lewisville/Highland Village zone to/from North Carrollton/Frankford Station on Saturdays and Sundays in addition to weekdays would be helpful. 4) The Lewisville/Highland Village, Business 121 North, First Park One, and Castle Hills GoZones look good. In addition to the currently proposed Denton GoZone, service to/from Denton WaterWorks and the C.H. Collins Athletic Complex should also be included., Also, I recommend extending the southeastern Denton GoZone border south along FM 2499, then west along Hickory Creek Rd., then north along Montecito Dr. to Hobson Ln. which would include the shopping centers containing Kroger, Sprouts and Walmart Neighborhood, along with other businesses and residences in southeastern Denton. Additionally, I recommend extending the southwestern and western Denton GoZone border west and then north along Corbin Rd. to Airport Rd., then north along Western Blvd., then east on University Dr. back to I-35 which would include major employment centers and retail businesses near the Denton Airport. 5) The plan to promote and communicate DCTA's service changes look good, as there already have been and will continue to be many questions asked by people. 6) Will fares still be able to be purchased on the GoPass app? 7) I've already seen several people on various Facebook pages express concerns about the long-term viability and sustainability of the GoZone transit model, so these concerns may need to be addressed at some point. 8) One side note that could potentially impact the GoZone service in the near future is that on Friday, April 16, DART issued a press release regarding its future Silver Line rail service connecting with Trinity Metro's TEXRail at DFW Airport. That press release stated that the A-Train will connect to the Silver Line at Downtown Carrollton Station. Is the A-Train extension from Trinity Mills Station to Downtown Carrollton Station still scheduled to take place, and if it is, will it be extended by the start of Silver Line service in 2023? 9) Overall, I think that the current GoZone proposal is mostly good and well planned!	Immediate Feedback Form	POSITIVE	N/A	N/A

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Comment Category: Service Area & Service Hours

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	4/9/2021	Will the service hours change?	Email	NEUTRAL	N/A	N/A
	4/9/2021	Will lobby hours at DCTA change?	Email	NEUTRAL	N/A	N/A
75077	4/19/2021	Please do not cut out such a large portion of Lewisville. I see my neighbors using Uber/Lyft all the time. We want ride sharing. To exclude us is arbitrary and wrong.	Social PinPoint - Redraw Zone (Interactive Map)	NEGATIVE	12	2
75077	4/20/2021	It really would be more advantageous to have service also from Frankford to Lewisville/HV Station from Sat 11PM - 2 AM	Social PinPoint - Phase I Launch (Ideas Wall)	NEGATIVE	2	0
75057	4/20/2021	I really love using the DCTA rail! 2 issues: 1) not enough stops (especially on weekends) and 2) why isn't there service on Sunday?	Social PinPoint - Something I Like (Interactive Map)	MIXED	2	0
76205	4/20/2021	Will DCTA still have a fleet of busses necessary to run event-focussed mass transit service? For instance, in both 2018 and 2019, DCTA provided shuttle bus service and A-train service between Medpark station and Denton Jazz Fest to relieve parking concerns. But there are other events DCTA has partnered with in the past (holiday lighting, etc.). Will the liquidation of busses preclude DCTA from providing this type of service in the future?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	5	0
75028	4/21/2021	The new proposal does offer additional options for connecting from DART which didn't exist before. However, even with the addition of Sunday service, there should be options available after 6pm, especially on Sunday nights when events are taking place at the American Airlines Center. But this is a good start, especially for Lewisville/Highland Village and even those just outside the zone who can walk to access the service.	Social PinPoint - Phase I Launch (Ideas Wall)	POSITIVE	2	0
75028	4/21/2021	Trinity Mills is the stop right before Frankford, so that would seem a little redundant.	Social PinPoint - Phase I Launch (Ideas Wall)	NEUTRAL	0	1
75067	4/22/2021	DCTA service continues to Trinity Mills Station. Please consider rideshare service to this station. I have personally been stuck at this station for over almost an hour because the A-Train doesn't stop as often. Provide rideshare assistance to Trinity Mills Station or North Carrollton/Frankford Station.	Social PinPoint - Something I Don't Like (Interactive Map)	NEUTRAL	6	0
76201	4/22/2021	Seems like a missed opportunity to not expand DCTA service to other parts of the "DC" in its name, if you're switching to point-to-point rideshares. Corinth, Hickory Creek, Argyle, Flower Mound, and Highland Village are Denton County too.	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEGATIVE	6	0
76210	4/23/2021	We need more DCTA services in Corinth, as Corinth is also part of Denton county. I understand NCTC has a route but it is limited and what about the rest of the area?	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	6	0
76209	4/23/2021	There are a lot of manufacturing businesses in this area - might be good to extend out to this locale so people who work for them can use the rideshare program for commuting. I don't drive and have considered applying to the companies in this area but couldn't because of lack of transportation	Social PinPoint - Something I Don't Like (Interactive Map)	NEUTRAL	18	0
77777	4/23/2021	Need to cover the whole DC to allow easier mobility though out the county	Social PinPoint - Redraw Zone (Interactive Map)	NEGATIVE	11	0
75057	4/24/2021	DCTA rideshare should at least connect to major intersections, busy areas, medical areas in Flower Mound.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	3	1
	4/25/2021	Confusing! How is a bus system suppose to make it when scheduling/plans are constantly changing over the years. Frustrating	Social PinPoint - (Interactive Map)	NEGATIVE	9	0
76205	4/25/2021	Covering this entire area might be premature, as it will take a couple of years before future housing is built between Roselawn and Willowood at which point this program will be re-evaluated anyway. Covering south of 35E to Willowood would cover much of the area, or it could be extended to Denia park to aid those who would have difficulty making the five minute walk from Willowood to the park. Suggest rethinking the size of this coverage area if it would save cost.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	6	0
75067	4/25/2021	Just a few days ago, I was thinking of writing a letter about the fact that the busses did not go near the Thrive Center at Valley Parkway and Corporate, or my home. Then I saw this. I see that it also includes Thrive and my home, which earlier routes did not. Well done!	Social PinPoint - Something I Like (Interactive Map)	POSITIVE	3	0

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	4/28/2021	Can't please get more information on this plan I'm not really understanding and I depend on the bus to get to work how will it work will they be stop signs and stuff please help me understand .I already struggle to work sends y'all took route 5 now I walk every day too Catch rout 4 on university.	Social PinPoint - (Interactive Map)	NEGATIVE	5	0
75077	4/29/2021	My mother is blind and cannot use a smart phone. She lives in North Denton. She simply just wants a bus to take her to the store and back, without having to transfer or having to walk a huge distance from the bus stop to the store. She doesn't trust Access anymore because they once failed to pick her up and she's terrified of being stranded. How will this new service benefit her?	Social PinPoint - Accessibility (Ideas Wall)	NEUTRAL	1	0
76201	5/3/2021	To create a more legitimate comparison between rider preference for the fixed bus routes and the Go Zone service, is it possible to increase the frequencies (15-20 min. headways) for the fixed routes that will remain, especially Route 3 and 7, during the assessment period? Making infrequent fixed routes compete with frequent Go Zone doesn't seem like an accurate measurement of rider preference. Everyone wants better frequency, but does everyone prefer Go Zone over fixed routes?	Social PinPoint - Phase I Launch (Ideas Wall)	NEUTRAL	3	0
76201	5/5/2021	Hi, can we please include NCTC Corinth in this Proposed service area? The NCTC shuttle isnt in service, and Some students really relied on the shuttle to get to class as they don't have a car. I also know there used to be a plan to put a train stop next to the campus as well, When is that doable?	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	2	0
75077-6930	5/7/2021	Does the area not include Flower Mound?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
75067	5/10/2021	I dislike the ride-share on demand service. The current bus system needs a centralized bus terminal that is located near the denser areas of the region. There needs to be shorter bus routes to get people to the terminal faster and change over to longer routes to get them where they need to go.	Social PinPoint - (Interactive Map)	NEGATIVE	4	0
	5/12/2021	I'm skeptical this will work for Denton. Many riders are familiar with the current system and may not have the technology to use this type of system, but I'm willing to try. I'd probably use DCTA more if there were a pick-up location closer to my neighborhood; now it's 3/4 mile and a 15-minute walk.	Social PinPoint - (Interactive Map)	NEUTRAL	5	1
75067	5/12/2021	Please have a pickup close to Forestbrook/Oakbend Dr intersection. There are many apartments right there at that intersection and would greatly benefit from a convenient (and safe!) pick up location there.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
75067	5/12/2021	Many people in Lewisville see physicians, etc., in this area.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	2	0
	5/15/2021	How late will this service be available?	Event - Denton Welcome Center	NEUTRAL	N/A	N/A
	5/16/2021	My name is Monica and I'm a college student enrolled in the University of North Texas. Because of personal and financial reasons, I have to take route #64 to UNT. I have not been taking the bus in the last year because of covid. Our classes have been remote mostly, only a few classes had been in person. I'm looking at the draft key changes for fall 2021. The paper states that Nort Texas Xpress will be removed. I talked to Trinity metro, and they told me DCTA would still keep a route from North Park and Ride to Denton. If that is true, why is it not stated or covered by the GoZone plan? I would like further clarification of the route because it looks like it will not be continuing and that would negatively affect commuter students, especially those that are disadvantaged like me. If the draft is implemented as it is right now, how would a commute from the Ridgmar Mall to the University of North Texas would look like? It will most likely take me 10 hours every day to make my commute	Facebook	NEUTRAL	N/A	N/A
	5/17/2021	Proposed cuts will lead to lower ridership, leading to more cuts. Bus Stops need to be improved to increase ridership!	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
75077	5/17/2021	I would suggest adding an hour in the evening each Monday through Thursday day and at least two hours on Friday and Saturday. Many people work at and attend restaurants and bars who do not close until after the service hours.	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	2	0
75067	5/17/2021	Your way to get them to the bus they gone over a big Bridge	Social PinPoint - (Interactive Map)	NEUTRAL	0	0

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75057	5/17/2021	If traveling from Lewisville to this area of Flower Mound, where I go often, could I this on-demand service? Would it drop me off part of the way there? Could I then switch to Flower Mound's Lyft service? Would there be someplace to wait safely for the Lyft service? Would I pay another fare or would these services connect? Is there somewhere to find answers to these basic questions?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	2	0
	5/18/2021	Signing because I don't want to cut the budget even though I want the reengineer the fixed routes	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/18/2021	Do you know if this service would be available on game days for the University, such as football games? I believe this would help cut down on traffic as well as cut down on drinking and driving.	Event - UNT Town Hall	NEUTRAL	N/A	N/A
	5/18/2021	I have had a couple of people with concerns about the reliability of an on-demand service; can you speak to the response time?	Event - UNT Town Hall	NEUTRAL	N/A	N/A
76210	5/18/2021	Dynamically redraw bus routes, using convergent data sources, based on demand signals and traffic conditions to minimize time to destination and maximize resource utilization.	Social PinPoint - Service Functionality (Ideas Wall)	NEUTRAL	3	0
76135	5/19/2021	would love an option to be taken to TWU campus from other areas of denton	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	0	0
75077	5/19/2021	if someone lives in highpoint but works in Flower Mound, where would the service take them?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
76207	5/19/2021	I am pleased that riders shall be able to call DCTA customer service to obtain a ride with the new service. However, does the new plan include resources for adequate personnel at DCTA customer service so that we can secure our rides in a timely manner? Also, I want to confirm if there shall there be a web browser version of the DCTA GoZone App so riders can book services from PCs. This option was indicated in the materials explaining the new service.	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	0	1
75067	5/20/2021	I understand that DCTA operates under the jurisdiction of Denton County, but there should be more consideration given to the North-Central DFW Region. Whether that be with the City of Grapevine or the City of Frisco; both of these cities are major business leaders. The cities of Denton County can offer a unique living experience while providing affordable ease of access for commuters. Preferably modes of transportation that do not increase the number of vehicles on the streets and roads.	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	1	0
	5/21/2021	What would phone wait time be?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	Why start on Saturday 15 minutes later?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/21/2021	How would you go about adding to the service area?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/24/2021	Will there be any expansion of GoZone for 3rd shift employees?	Event - United Way of Denton County	NEUTRAL	N/A	N/A
75077	5/24/2021	GoZone close to route 21/22 would help facilitate travel to areas that aren't serviced by the bus.	Social PinPoint - Something I Like (Interactive Map)	NEUTRAL	0	0
	5/25/2021	Are the GoZone hours extended?	Event - NTMC Safety Meeting	NEUTRAL	N/A	N/A
	5/27/2021	Could it be possible to incorporate the North Texas Express route within the GoZone?	Event - Town Hall	NEUTRAL	N/A	N/A
	5/27/2021	I'm a student at UNT as well as a worker there, so the idea that 7 might be removed when 8 was already moved to begin with is upsetting. 7, along with 4 are the only routes to Rayzor Ranch, so not only is that stunting students but the dozens of people I get on the bus with who take the bus to Mesa Dr.	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEGATIVE	0	0
76201	5/28/2021	Guys, Corinth isn't part of DCTA. That's why they aren't included. If you want public services you have to vote to fund them.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	1	0
76201	5/28/2021	I never knew we had a bus route to Fort Worth! That's awesome. That would save a lot of hassle.	Social PinPoint - Service Functionality (Ideas Wall)	POSITIVE	0	0
	5/31/2021	I'm in the same boat. They quit going to East Corporate and left me walking across a heavily trafficked bridge with no walkway.	Social PinPoint - (Interactive Map)	NEUTRAL	2	0
75067	6/1/2021	This Thrive Recreation Center and should be a stop or focused location for DCTA. The facility hosts a wide range of Lewisville residents (from youth to seniors).	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	1	0

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75067	6/1/2021	I would like a service where my mother (a senior citizen 71) can take a ride to pick her up near my house and drop her off at the supermarket or the bookstore and that she could have the option of calling them to bring her home from	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
	6/1/2021	Trinity Mills isn't safe and is a lonely stop most days and at night, 1 DART BUS from FRANKFORD RAIL should run out to Hebron stop in Lewisville, REDRAW THE BUS ROUTES (2) INSIDE Lewisville to ferry more BUS riders around, I would ride a bus, BUT never in a strangers car. I would ride Train to	Social PinPoint - Phase I Launch (Ideas Wall)	NEGATIVE	0	0
	6/1/2021	remove Trinity Mills stop and replace it with a single bus from Frankford to Lewisville with direct (NO STOP) service.	Social PinPoint - Phase I Launch (Ideas Wall)	NEUTRAL	0	0
76247	6/2/2021	What type of service will be going into Justin? In the southwest area of Denton County are there going to be any service? Are our property taxes in the areas without service receiving a discount? I think the train should go between Denton and Ft. Worth.	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	0	0
75067	6/2/2021	In Arlington, the students at UTA have found Via to be pretty easy to use. I have heard a few comments from students that they have lower wait times. They can get to more places in town and the flexibility with the pick up locations has shortened their walking distances. As with any system like this, it won't be perfect for everyone but it does allow more flexibility in both timing and pick up locations. With the option to phone in to book rides, not having smartphone because less of a problem.	Social PinPoint - Service Functionality (Ideas Wall)	POSITIVE	0	0
75019	6/3/2021	I like the phase 1 plans, it's very good that the weekend service is being extended especially on holiday's. With the ride share service, it's very similar to Uber and Lyft hopefully, the wait time will be around the same as well * 3-5 minutes, especially in the evenings and late at night. The extension to Frankford will be very accommodating as well, once I'm in Carrollton at times I have to use Uber between my trips some of the buses end their services in the afternoon.	Social PinPoint - Phase I Launch (Ideas Wall)	POSITIVE	0	0
75077	6/3/2021	Suggest that residents of Highland Village will need rides to see doctors who office in and around Presbyterian Hospital.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
76051	6/4/2021	I think the weekday late night extension is one of the best ideas I've heard. Because everyone's lives are different, not everybody has the ideal 9-5 job. Some of us have a 5-3 in the morning jobs we do what we have to do to pay the bills. And our lives are filled with enough stress , we shouldn't add to it by worrying how to get back home after a long days work. So keep up the good work!!!- Supporter	Social PinPoint - Phase II Launch (Ideas Wall)	POSITIVE	0	0
75077	6/4/2021	I just wish the train ran more during the day. I would love to use it, but it's not beneficial with the current hours.	Social PinPoint - Other Ideas (Ideas Wall)	MIXED	0	0
76209	6/5/2021	I like it if the service goes here and will take me to Dollar Tree on Loop 288 where I work. I used to ride the bus until route 4 was canceled.	Social PinPoint - Something I Like (Interactive Map)	POSITIVE	0	0
76201	6/7/2021	Consider expanding the zone to include both sides of Loop 288 for a distance of a 1/4 mile or so. New housing developments have been constructed on the outside of the loop at Stuart Road, Sherman Dr. and currently two new ones are being planned at Kings Row/Deerwood/Farris Roads that will add over 500 new homes.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
	6/8/2021	I love that it offers expanded hours, I love that it offers improved connectivity to DART. Those are all great things.	Event - Denton City Council Meeting	POSITIVE	N/A	N/A
	6/8/2021	The predictability of the service, we know that it's - it sounds like from what I've heard that you are predicting that the ridership will go down in the summertime because of the Universities, are you all making the arrangements to handle that predictability? It just sounds like to me that that hasn't been studied yet.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
75019	6/8/2021	service similar to the tree would be very helpful from either Lewisville, Carrollton or Denton.	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	0	0
75067	6/8/2021	Would be nice to have this as a stop location since a lot of activities go on here and would be a great addition to a connected stop to thrive.	Social PinPoint - Ideas and Suggestions (Interactive Map)	POSITIVE	0	0
76205	6/10/2021	There should be a bus stop closer to this apartment complex. Currently it takes close to two hours on the bus from UNT including walking times. Hopefully the GoZone fixes this problem.	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEGATIVE	0	0

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	6/14/2021	Would the GoZone boundary be expanded to the Savannah area where we have a shelter for our domestic violence clients?	Event - Denton County Friends of the Family	NEUTRAL	N/A	N/A
	6/15/2021	Well, this service is good, but I got a lil issue with the schedule, looks a little bit delayed, but I already read in the other comments why it is	Social PinPoint	MIXED	0	0
	6/16/2021	Since the buses run on a set schedule and you know where to be and when do you have any tips on how to ride GoZone so you don't miss your train connection?	Event - Town Hall	NEUTRAL	N/A	N/A
	6/16/2021	Why is the Denton Airport Zone not included in any of the phases?	Event - Town Hall	NEUTRAL	N/A	N/A
75067	6/16/2021	Project Search via Lewisville ISD Program for students with special abilities will be partnering with Nebraska Furniture Mart for Jobs assisting these students learning independent life skills. would it be possible to add this location into the proposed zone?	Social PinPoint - Make a Comment	NEUTRAL	0	0
76118	6/16/2021	I like how it will ease my travel to and fro as well as save time and have more time with my family. Not every sectors or areas cater to the needs of the people. I'm so glad you are listening to our voices, introducing new zones and making us all happy. Thank you. This is just a start.	Social PinPoint - Something I Like	POSITIVE	0	0
76201	6/16/2021	Please add back service to the Denton Enterprise Airport zone. There are many good-paying jobs in this area.	Social PinPoint - Redraw Zone	NEUTRAL	1	0
75028	6/17/2021	When the new GoZone (I'm still not a fan of the name because DART calls their similar microtransit system GoLink, which may cause some confusion) begins in September, it will coincide with the opening of the State Fair of Texas, including four Sunday from Sept. 24 to Oct. 17. Would DCTA be open to extending Sunday hours until 10-11pm for those days when the State Fair is open?	Social PinPoint - Service Functionality	NEUTRAL	0	0
	6/19/2021	Thanks for the informative new DCTA/Via Proposed Go-Zone On-Demand Ride Share Presentation on June 15th, 2021 to Evergreen residents at Lewisville. There were a couple of resident questions that you may be able to answer about the new Proposed Programs: (1) what is the difference between the Proposed GoZone program and the ADA and NON-ADA program? (2) Will the ADA and NON-ADA program will be the same program after September 7th? Will DCTA/Via be using the van/buses? (3) After September 7th, will the \$3.00 coupons be accepted as fare or will the change for ADA and NON-ADA riders and other riders? (4) Will the DCTA/Via Chrysler Pacifica transportation be used after September 7th for ADA and NON-ADA curb to curb pickup or the regular van/buses? The wheel chairs, walkers and items purchased at various stores may present a storage car problem? (5) Will it be necessary for new both ADA and NON-ADA riders and new regular riders to obtain the App on Play Store? What is it called? Is there a deadline and when would this new program start? (6) Where would Evergreen at Lewisville regular riders go to pick up the Chrysler Pacifica cars? (7) Can ADA and NON-ADA riders still call into 940-243-0077 in advance several days for a one way or round trip? (8) For regular riders, how far in advance do they need to use their app or to call in to DCTA/Via to schedule a pickup ride?	Email	NEUTRAL	N/A	N/A
76201	6/21/2021	With the previous routes I could not get to a grocery store... or anywhere really, other than the square, unless I wanted my route to take an hour. I'm really optimistic that this system will be more functional for me and I'll finally be able to venture beyond my neighbourhood without paying for a taxi.	Social PinPoint - Something I Like	POSITIVE	0	0
76201	6/25/2021	Fixed bus routes are an efficient transportation system in terms of cost, ridership capacity, and carbon emissions. They allow us to plan cities in a more efficient and sustainable manner with transit-oriented development. We should improve and invest in the fixed routes that attracted at least 4 riders per hour pre-COVID. At best, Via should be an add-on service to replace Route 4 and LC-21 or to extend service hours. It isn't an adequate replacement of buses averaging more than 4 riders per hr	Social PinPoint - Other Ideas	NEUTRAL	2	0
76209	6/25/2021	Most apartment complexes in Denton have a bus stop within walking distance, except this area adding a bus stop to this area might help those who don't have a vehicle due to finances Etc.	Social PinPoint - Ideas and Suggestions	NEUTRAL	0	0

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	6/28/2021	She would like to see the Denia neighborhood included in the GoZone service to connect that neighborhood to employment opportunities.	Email	NEUTRAL	N/A	N/A
N/A	No Date	I Thank the connect is better for the customer, most of these people's don't have a phone, are no other devices in their home, I Thank the best is the bus, you'll say care about the people, let them keep the bus, they have more room in them, if there more then 2 bike, the other bike can get inside the bus, and if they're more then 10 people and they all friends, then they all can get inside the big bus, and the route need to go out a little further, let Thank about the people, no your self, people don't want to set close to people in a little bus, and Thank about how people is going to lose they job behind, if love people let Thank about other people God did	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	The GOZone will be really flexible for everyone since I know there are some bus stops that are farther walking distance for some to travel, so gozone will be instantly more reliable as there is not a lot of people that ride the bus as well.	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	To all DCTA Board Members, I have looked over the positive and negative feedback that the public has given. First of all, I want to thank you for giving us an opportunity to allow us to express our thoughts on this new GoZone on-demand service proposal. In my opinion this would be a great idea if the public was a little more informed of what this service is about. I understand that this website was put up to explained it, but you got to understand that a lot of people don't have a computer or smart phone. You also have riders who don't speak English. A lot of people who depend on fixed routes may not know that this service will benefit them and shorten wait times and give them quicker access to get to their destination without having to worry about meeting other route connections. A lot of customers call in because they are not aware that the bus routes and train times have been changed this is because they lack the technology available to them. This is why DCTA needs to set up tents and explained to the public how this is going to work. I ask that you put yourself in their shoes. A lot of people are just worried that their source of transportation is getting cut off when that is not the case. If you don't have plans in going out and informing the public on how this is going to work don't plan on seeing an increase in ridership. Denton isn't Arlington or Dallas. Denton has no ridership, and in order to build that up you need to make that extra step and be involved with the public more. A lot of people don't like change, Can't DCTA stop making sudden changes for once? This is what causes the public to get discouraged and confused. You are not giving the public a chance to adapt to the public transportation because it keeps changing on them. On the other hand, if this proposal passes then what is going to happen to all the bus drivers who have given so many years to this company? How is that fair? I understand that they will be given a chance to apply for a via driver position however it doesn't guarantee they will be hired. My understanding they will be getting a tremendously pay cut from \$17.50 to \$8.00 an hr with no benefits. These drivers risk their lives for the public throughout this pandemic and this is how you pay them? On another note, is the customer service center ready and prepared to tackle all these phone calls? Will there be enough coverage to cover all incoming calls? Because there will be a lot of customers calling in the first few months. There aren't enough customer service reps to handle all these calls. How are ADA/NON-ADA customers supposed to get through to request their trips if they can't get through? Or the other callers. And the service hours that you are planning to add to customer service how is that fair to those employees? Operating 365 days, open 7 days out of the week? When are those employees able to take time off? Honestly, I don't think you are going to find anyone who is willing to handle that schedule unless there is an increase in pay. I'm sure you have a family of your own that you go to everyday. I just ask that you reconsider some of this layout. It's the little people(employees) that make this happen and the public that pays for the service	Immediate Feedback Form	NEGATIVE	N/A	N/A

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Comment Category: Service Area & Service Hours

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	I don't think you should get rid of fixed route service. I think you should focus on your highest traffic or potential traffic route areas and create a more robust fixed route service. Go zone is fine for replacing low ridership routes or far out routes but there should still be core fixed route service. It drives foot traffic which is good for business and the community.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	I hope you end the fixed bus route program. I hope you pass on some savings to taxpayers. Rail service to Dallas and Ft. Worth makes sense, but it seems busses have been a colossal waste of money. I don't think dcta should compete with Uber and Lyft. Let the market work. If there is a need, private companies will provide the service. There's no need to waste more taxpayer money on public transportation in this area. Thank you. Stuart Mason	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	My name is Dan Mojica, and I have a club in Downtown Denton called Dan's Silver Leaf. We're a music venue who frequently presents shows that run until 10:30pm. Sometimes later. Subsequently, I think it is important to offer late night service for patrons who are enjoying Denton's vibrant entertainment district. However, I think a more important component that should be added to existing service, is a Sunday morning, southbound return service. To handle folks who might like to take the train to Denton on a Friday evening, stay a couple nights in local hotels (HOT money), buying some drinks and dinner (sales tax), roaming the Square, visiting our numerous independent retail outlets (more sales tax) and enjoying music, one our primary trademarks. This isn't a viable scenario unless there is return service on Sunday morning.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Almost all of Denton County is low density and is not well suited to efficient public transit. I think the new GoZone service is well intentioned, but will ultimately fail in one of two ways: 1) Rides may be priced so cheap that GoZone becomes a convenient and affordable alternative to owning a car. If enough people decide to forgo car ownership and start using GoZone, the service will have to be massively expanded, breaking the budget because fares will not come close to covering the cost of the service. Alternatively, the service is not expanded and response times suffer and it is no longer a good option for reliable transit. 2) Fares are set high enough to cover the cost of the service but are unaffordable for anyone who wasn't able to afford their own car to start with. The system essentially becomes a costly duplicate of Uber and Lyft service already available in the area.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	I like the predictability of fixed schedules (at least when they are adhered to). I am concerned about how long it would take to secure a ride, especially during peak times.	Immediate Feedback Form	NEUTRAL	N/A	N/A

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N/A	No Date	I am fully against the idea of the City of Denton Texas outsourcing their public transportation. The proposed format of public transportation is classist, because it makes it impossible for people who do not have access to a phone or the computer to use the new system. It also is hostile towards people who use the bus to get to work, as it does not provide a set schedule that can be given to managers. I do not have a drivers license and cannot get one due to medical concerns. I rely on the bus system to go everywhere. This would remove my ability to schedule work hours, and would make me dependent on having a charged phone. What if my phone dies while I am at work? How will I take the bus in that case? I also use Google Maps to find out how long the commute via bus will be? How will I do that if the public bus system does not have set routes. Not to mention that we will be funneling money to New York rather than investing our money into our beautiful city. I do not agree with any portion of this new plan. This plan offers no benefits to the people of Denton, and in fact, hurts the very people who rely on public transportation. Not having any public transportation at all would be a better result than this new plan.	Immediate Feedback Form	NEGATIVE	N/A	N/A
N/A	No Date	This is a 365 day operational service? Will Via be providing their own reps after call center closes @ 7:00 PM or does that mean the call center will be open those service hours? How will it effect the employees there? Why operate Monday?	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Sounds great! I hope the rates are fair, it provides timely service, and a comfortable clean ride. My only concern is teenage use in an individual vehicle vs. a bus.	Immediate Feedback Form	POSITIVE	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	<p>I am all for this. As someone who has suffered from horribly outdated tech with On Demand Services, there just need to be a few tweaks to ensure it's perfect:</p> <ul style="list-style-type: none"> -Let us pay with a card. Taking cash or buying bulk tickets make literally no sense and it's very hard for a disabled person, who already has transportation needs, to constantly be taking out cash from an ATM. Bulk tickets don't really work either because it's just another thing I have to carry with me and fiddle with. Make it available to pay via an app so it's easy, and easy to track expenses. - Let us schedule online with NO need to call customer service. Literally every on demand service I've had to use requires you to call in. Sure, let that be an option for the older people who don't want to mess with technology, but I'm 29 with horrible phone anxiety because of my Hard of Hearing disability. Each and every time the service answers, the dispatch always sound totally bored or annoyed that you're calling them and that doesn't do well for my anxiety either. Requiring customer service calls ensures I'm not going to use your service. - Ping customers when the ride is here. Again, I can't stress this enough at how important this is especially in situations of extreme weather like the upcoming summer. Other OD services wanted me to just sit outside and wait for them up to 30 mins before they arrive. Others would have dispatch call and tell you that the bus is here, which is way better. It's 2021 and this heat is going to be brutal, don't make your customers sit and wait outside especially when you tell them the ETA is between 10 minutes and 3 hours. - Give us some version of on-demand pickup. This is more a bonus, because personally if I'm going out just to go out for coffee or something recreational, I don't really know how long I'll want to stay there. So trying to plan a start and end time is not ideal for me. If your service works like Lyft or other rideshares, then just let us be able to hop on and to our destination whenever the nearest van is close enough or something like that. Or give us a cut off time of on-demand pickup until 5pm. Just something to think about. -Cover all of Denton and any other connecting services you can. I can promise you if you do everything I've asked for above, I will absolutely be using this service over a fixed route any day because trying to handle the heat waiting for the bus is horrible. It makes me sick, like literally sick, and as climate change continues, it's going to get worse for the general population as well. 	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	<p>I'm concerned about this new change regarding the "On Demand" services that's being proposed. I work in Lewisville and depend on the buses getting to and from home. Is the new service comparable?</p>	Immediate Feedback Form	MIXED	N/A	N/A
N/A	No Date	<p>1/ Please consider including the zone that Route 64 runs otherwise students could not get to Alliance, ITC, and the Forth Worth area. 2/ Please consider extend the service zone to Trinity Mills Station as A train does not stop as often and is not running on Sundays</p>	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	<p>I live in Lewisville. I take the train to Denton and then a bus to get to work. The schedule is very predictable. On the way home, I have 2 bus options to get to the train station (route 3 or 4) so I can usually leave work, get on a bus quickly and get to the train station. Again, very predictable. If the scheduled routes are replaced with on-demand buses, will the schedule be as predictable? I cannot wait 30 minutes to get to work or spend 30 minutes to take other riders. I am concerned that this change may make it less predictable and less advantageous to use public transit.</p>	Immediate Feedback Form	NEGATIVE	N/A	N/A

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	<p>1) The proposed GoZone hours of operation are good.</p> <p>2) The proposed GoZone fare structure looks good.</p> <p>3) Having GoZone service to/from the Lewisville/Highland Village zone to/from North Carrollton/Frankford Station on Saturdays and Sundays in addition to weekdays would be helpful.</p> <p>4) The Lewisville/Highland Village, Business 121 North, First Park One, and Castle Hills GoZones look good. In addition to the currently proposed Denton GoZone, service to/from Denton WaterWorks and the C.H. Collins Athletic Complex should also be included., Also, I recommend extending the southeastern Denton GoZone border south along FM 2499, then west along Hickory Creek Rd., then north along Montecito Dr. to Hobson Ln. which would include the shopping centers containing Kroger, Sprouts and Walmart Neighborhood, along with other businesses and residences in southeastern Denton. Additionally, I recommend extending the southwestern and western Denton GoZone border west and then north along Corbin Rd. to Airport Rd., then north along Western Blvd., then east on University Dr. back to I-35 which would include major employment centers and retail businesses near the Denton Airport.</p> <p>5) The plan to promote and communicate DCTA's service changes look good, as there already have been and will continue to be many questions asked by people.</p> <p>6) Will fares still be able to be purchased on the GoPass app?</p> <p>7) I've already seen several people on various Facebook pages express concerns about the long-term viability and sustainability of the GoZone transit model, so these concerns may need to be addressed at some point.</p> <p>8) One side note that could potentially impact the GoZone service in the near future is that on Friday, April 16, DART issued a press release regarding its future Silver Line rail service connecting with Trinity Metro's TEXRail at DFW Airport. That press release stated that the A-Train will connect to the Silver Line at Downtown Carrollton Station. Is the A-Train extension from Trinity Mills Station to Downtown Carrollton Station still scheduled to take place, and if it is, will it be extended by the start of Silver Line service in 2023?</p> <p>9) Overall, I think that the current GoZone proposal is mostly good and well planned!</p>	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	<p>I think it sounds promising. I can not walk to and from bus stops. I could really use this service.</p>	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	<p>I like the thought behind this plan. I think it further expands the reach that people can travel using DCTA services. My main worries include people who are disabled or people who don't have the resources to have a smart phone and/or easy access to contact someone at DCTA to help schedule trips. While it says they can contact a representative at the DDTC, that might not be easy for some people, especially if they don't live around the DDTC. Also want to just make sure you're keeping price in mind — if it costs less or just about the same for someone to use Uber or Lyft and be able to travel just as far or even further, that might be an issue. Just a couple things to think about!</p>	Immediate Feedback Form	MIXED	N/A	N/A

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Comment Category: Service Requests

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ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
	4/9/2021	Will there be service pick-up's in the Robson Ranch areas of Denton like before?	Email	NEUTRAL	N/A	N/A
	4/9/2021	How far out 380 in the city of Denton will pick-ups be available?	Email	NEUTRAL	N/A	N/A
76209	4/19/2021	It would be great if the skate park and water park were included. It is currently difficult for people to get to this area as either pedestrians or via public transit.	Social PinPoint - Something I Don't Like (Interactive Map)	NEUTRAL	22	0
75077	4/19/2021	Please do not cut out such a large portion of Lewisville. I see my neighbors using Uber/Lyft all the time. We want ride sharing. To exclude us is arbitrary and wrong.	Social PinPoint - Redraw Zone (Interactive Map)	NEGATIVE	12	2
	4/19/2021	This will be great for college students	Social PinPoint - (Interactive Map)	POSITIVE	1	3
76207-1612	4/20/2021	Please extend the boundary to include the waterworks park, the athletic complex, and the natatorium!	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	15	0
75077	4/20/2021	It really would be more advantageous to have service also from Frankford to Lewisville/HV Station from Sat 11PM - 2 AM	Social PinPoint - Phase I Launch (Ideas Wall)	NEGATIVE	2	0
76210	4/20/2021	I work here. Would be great to have a stop here or close by	Social PinPoint - Something I Don't Like (Interactive Map)	POSITIVE	2	1
75057	4/20/2021	I really love using the DCTA rail! 2 issues: 1) not enough stops (especially on weekends) and 2) why isn't there service on Sunday?	Social PinPoint - Something I Like (Interactive Map)	MIXED	2	0
76205	4/20/2021	Will DCTA still have a fleet of busses necessary to run event-focussed mass transit service? For instance, in both 2018 and 2019, DCTA provided shuttle bus service and A-train service between Medpark station and Denton Jazz Fest to relieve parking concerns. But there are other events DCTA has partnered with in the past (holiday lighting, etc.). Will the liquidation of busses preclude DCTA from providing this type of service in the future?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	5	0
75067	4/20/2021	I recommend consolidating or removing some stops that are so close to each other or in "no man's land". For example, you have one on Vista Ridge Mall Drive and then a 2 minute walk away on Oakbend is another stop on same side of road. That stop isn't practical either as it's not near any residential or commercial entrance. No one would get on or off there.	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEGATIVE	4	3
76209	4/21/2021	This is a very popular park which you can walk through to get to Wilson Elementary School. I think it would be great if people could get to this park by bus.	Social PinPoint - Redraw Zone (Interactive Map)	POSITIVE	1	0
75028	4/21/2021	The new proposal does offer additional options for connecting from DART which didn't exist before. However, even with the addition of Sunday service, there should be options available after 6pm, especially on Sunday nights when events are taking place at the American Airlines Center. But this is a good start, especially for Lewisville/Highland Village and even those just outside the zone who can walk to access the service.	Social PinPoint - Phase I Launch (Ideas Wall)	POSITIVE	2	0
75067	4/22/2021	DCTA service continues to Trinity Mills Station. Please consider rideshare service to this station. I have personally been stuck at this station for over almost an hour because the A-Train doesn't stop as often. Provide rideshare assistance to Trinity Mills Station or North Carrollton/Frankford Station.	Social PinPoint - Something I Don't Like (Interactive Map)	NEUTRAL	6	0
75067	4/22/2021	Please include Railroad Park in your service. There are plenty of activities and events that could utilize a rideshare at this location.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	3	0
76201	4/22/2021	Seems like a missed opportunity to not expand DCTA service to other parts of the "DC" in its name, if you're switching to point-to-point rideshares. Corinth, Hickory Creek, Argyle, Flower Mound, and Highland Village are Denton County too.	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEGATIVE	6	0
76210	4/22/2021	The Lake Cities have been left out of even basic connecting service to train and bus. Looks like we're being left out again. Why is that? Seems the perfect opportunity to get residents between established mass transit and walking distance of our homes.	Social PinPoint - Service Functionality (Ideas Wall)	NEGATIVE	1	0
76210	4/22/2021	Add an A-Train stop in Corinth	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	11	0
75010	4/22/2021	Can we have service extended to the Apartment complex Mansions at Sunset Ridge?	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	0	0
75253	4/23/2021	Extend to include Grandscape and Nebraska furniture mart	Social PinPoint - Redraw Zone (Interactive Map)	POSITIVE	5	1
75253	4/23/2021	Include Carrollton DPS Mega Center	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	2	1

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76210	4/23/2021	We need more DCTA services in Corinth, as Corinth is also part of Denton county. I understand NCTC has a route but it is limited and what about the rest of the area?	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	6	0
76209	4/23/2021	There are a lot of manufacturing businesses in this area - might be good to extend out to this locale so people who work for them can use the rideshare program for commuting I don't drive and have considered applying to the companies in this area but couldn't because of lack of transportation	Social PinPoint - Something I Don't Like (Interactive Map)	NEUTRAL	18	0
75057	4/24/2021	DCTA rideshare should at least connect to major intersections, busy areas, medical areas in Flower Mound.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	3	1
76205	4/25/2021	Covering this entire area might be premature, as it will take a couple of years before future housing is built between Roselawn and Willowood at which point this program will be re-evaluated anyway. Covering south of 35E to Willowood would cover much of the area, or it could be extended to Denia park to aid those who would have difficulty making the five minute walk from Willowood to the park. Suggest rethinking the size of this coverage area if it would save cost.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	6	0
	4/28/2021	Can't please get more information on this plan I'm not really understanding and I depend on the bus to get to work how will it work will they be stop signs and stuff please help me understand . I already struggle to work sends y'all took route 5 now I walk every day too Catch rout 4 on university.	Social PinPoint - (Interactive Map)	NEGATIVE	5	0
76201	5/5/2021	Hi, can we please include NCTC Corinth in this Proposed service area? The NCTC shuttle isnt in service, and Some students really relied on the shuttle to get to class as they don't have a car. I also know there used to be a plan to put a train stop next to the campus as well, When is that doable?	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	2	0
76201	5/6/2021	Why get rid of the 64x? How will students get to Alliance, and the ITC?	Social PinPoint - Something I Don't Like (Interactive Map)	NEUTRAL	4	1
75077-6930	5/7/2021	Does the area not include Flower Mound?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
	5/12/2021	I'm skeptical this will work for Denton. Many riders are familiar with the current system and may not have the technology to use this type of system, but I'm willing to try. I'd probably use DCTA more if there were a pick-up location closer to my neighborhood; now it's 3/4 mile and a 15-minute walk.	Social PinPoint - (Interactive Map)	NEUTRAL	5	1
75067	5/12/2021	Please have a pickup close to Forestbrook/Oakbend Dr intersection. There are many apartments right there at that intersection and would greatly benefit from a convenient (and safe!) pick up location there.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
75067	5/12/2021	Many people in Lewisville see physicians, etc., in this area.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	2	0
76203-5017	5/12/2021	Important to include high-population-concentration businesses, such as hotels, on the west side of I-35.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	2	0
75068	5/15/2021	We would like transportation for LSD's Project Search to and from this address.	Social PinPoint - Something I Like (Interactive Map)	NEUTRAL	1	0
75010	5/15/2021	Please extend to here and make passengers would be able to travel to other zones including Lewisville/Highland Village Zone.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	1	1
75067	5/17/2021	Please make Easier to get to a bus instead of having to walk over the round Grove Road bridge by Walmart. I think it is a very dangerous bridge to walk over.	Social PinPoint - Other Ideas (Ideas Wall)	NEUTRAL	2	1
75057	5/17/2021	If traveling from Lewisville to this area of Flower Mound, where I go often, could I this on-demand service? Would it drop me off part of the way there? Could I then switch to Flower Mound's Lyft service? Would there be someplace to wait safely for the Lyft service? Would I pay another fare or would these services connect? Is there somewhere to find answers to these basic questions?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	2	0
	5/18/2021	Signing because I don't want to cut the budget even though I want the reengineer the fixed routes	Petition - No Bus Cuts Denton Petition	NEGATIVE	N/A	N/A
	5/18/2021	Do you know if this service would be available on game days for the University, such as football games? I believe this would help cut down on traffic as well as cut down on drinking and driving.	Event - UNT Town Hall	NEUTRAL	N/A	N/A

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75028	5/18/2021	Would love a bus stop or something right here at Kirkpatrick/Valley. My son is a disabled adult but would like to be able to get to work independently. He works off Corporate. The nearest bus stop is a 45 minute walk. Flower Mound doesn't seem to care about their disabled residents but accessibility that is regular, reliable, and affordable is actually a great thing for a town.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
76135	5/19/2021	would love an option to be taken to TWU campus from other areas of denton	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	0	0
76135	5/19/2021	as a full time student with no car, having transportation from my apartment to TWU would be helpful since it is more affordable for me to live off campus	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	2	0
75077	5/19/2021	If someone lives in highpoint but works in Flower Mound, where would the service take them?	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
	5/20/2021	Keep Denton and Lewisville city routes open, while making improvements to the stop locations and coverage areas, and job security. Bring back Route 5 for those who relied on it to meet their needs getting to work, school, and or shopping needs	Petition - No Bus Cuts Denton Petition	NEUTRAL	N/A	N/A
	5/21/2021	How would you go about adding to the service area?	Event - Denton Mobility Committee	NEUTRAL	N/A	N/A
	5/27/2021	Could it be possible to incorporate the North Texas Express route within the GoZone?	Event - Town Hall	NEUTRAL	N/A	N/A
	5/27/2021	I'm a student at UNT as well as a worker there, so the idea that 7 might be removed when 8 was already moved to begin with is upsetting. 7, along with 4 are the only routes to Rayzor Ranch, so not only is that stunting students but the dozens of people I get on the bus with who take the bus to Mesa Dr.	Social PinPoint - DCTA Service Impacts (Ideas Wall)	NEGATIVE	0	0
75010	5/27/2021	Cross the border a bit in order to service Legacy Weat, Stonebriar, and IKEA	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	0	0
75056	5/27/2021	Include the senior apartments Evergreen at Morningstar. The residents would benefit greatly from a transportation service like this.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	1	0
76201	5/28/2021	Guys, Corinth isn't part of DCTA. That's why they aren't included. If you want public services you have to vote to fund them.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	1	0
76205	6/3/2021	Access to Denton Waterworks Park and surrounding facilities.	Social PinPoint - Redraw Zone (Interactive Map)	NEUTRAL	1	0
75077	6/3/2021	flower mound senior center	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	2	0
75077	6/3/2021	Suggest that residents of Highland Village will need rides to see doctors who office in and around Presbyterian Hospital.	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
	6/4/2021	If I am reading your fare schedule correctly UNT students will have to now pay for rides? We will no longer get to ride for free?	Social PinPoint - (Interactive Map)	NEUTRAL	0	0
76209	6/5/2021	I like it if the service goes here and will take me to Dollar Tree on Loop 288 where I work. I used to ride the bus until route 4 was canceled.	Social PinPoint - Something I Like (Interactive Map)	POSITIVE	0	0
75067	6/7/2021	Covered stop/area for apartment residents & students to have easy & safe access?	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEUTRAL	0	0
	6/7/2021	Will gozone provide transportation to Ft. Worth to continue that service?	Facebook	NEUTRAL	N/A	N/A
75067	6/7/2021	Please have a pickup point right here at this intersection. Thanks!	Social PinPoint - Make a Comment (Interactive Map)	NEUTRAL	0	0
	6/8/2021	The predictability of the service, we know that it's - it sounds like from what I've heard that you are predicting that the ridership will go down in the summertime because of the Universities, are you all making the arrangements to handle that predictability? It just sounds like to me that that hasn't been studied yet.	Event - Denton City Council Meeting	NEUTRAL	N/A	N/A
75067	6/8/2021	Would be nice to have this as a stop location since a lot of activities go on here and would be a great addition to a connected stop to thrive.	Social PinPoint - Ideas and Suggestions (Interactive Map)	POSITIVE	0	0
76205	6/10/2021	There should be a bus stop closer to this apartment complex. Currently it takes close to two hours on the bus from UNT including walking times. Hopefully the GoZone fixes this problem.	Social PinPoint - Ideas and Suggestions (Interactive Map)	NEGATIVE	0	0
	6/12/2021	What about Little Elm city, still Denton county??	Email	NEUTRAL	N/A	N/A

Master Table: Comments from Social PinPoint, Emails, Petitions, Meetings, Events, Social Media, & Immediate Feedback Form

Comment Category: Service Requests

Some comments provided by stakeholders address issues across multiple categories. These have been highlighted in the table below.

ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
	6/14/2021	Would the GoZone boundary be expanded to the Savannah area where we have a shelter for our domestic violence clients?	Event - Denton County Friends of the Family	NEUTRAL	N/A	N/A
	6/16/2021	Why is the Denton Airport Zone not included in any of the phases?	Event - Town Hall	NEUTRAL	N/A	N/A
75067	6/16/2021	Project Search via Lewisville ISD Program for students with special abilities will be partnering with Nebraska Furniture Mart for Jobs assisting these students learning independent life skills. would it be possible to add this location into the proposed zone?	Social PinPoint - Make a Comment	NEUTRAL	0	0
	6/16/2021	Your way to get them to the bus they gone over a big Bridge	Social PinPoint	NEUTRAL	0	0
76201	6/16/2021	Please add back service to the Denton Enterprise Airport zone. There are many good-paying jobs in this area.	Social PinPoint - Redraw Zone	NEUTRAL	1	0
76207	6/18/2021	It would be great for Denton residents to be able to access healthcare by putting a stop here.	Social PinPoint - Ideas and Suggestions	POSITIVE	2	0
	6/19/2021	Thanks for the informative new DCTA/Via Proposed Go-Zone On-Demand Ride Share Presentation on June 15th, 2021 to Evergreen residents at Lewisville. There were a couple of resident questions that you may be able to answer about the new Proposed Programs: (1) what is the difference between the Proposed GoZone program and the ADA and NON-ADA program? (2) Will the ADA and NON-ADA program will be the same program after September 7th? Will DCTA/Via be using the van/buses? (3) After September 7th, will the \$3.00 coupons be accepted as fare or will the change for ADA and NON-ADA riders and other riders? (4) Will the DCTA/Via Chrysler Pacifica transportation be used after September 7th for ADA and NON-ADA curb to curb pickup or the regular van/buses? The wheel chairs, walkers and items purchased at various stores may present a storage car problem? (5) Will it be necessary for new both ADA and NON-ADA riders and new regular riders to obtain the App on Play Store? What is it called? Is there a deadline and when would this new program start? (6) Where would Evergreen at Lewisville regular riders go to pick up the Chrysler Pacifica cars? (7) Can ADA and NON-ADA riders still call into 940-243-0077 in advance several days for a one way or round trip? (8) For regular riders, how far in advance do they need to use their app or to call in to DCTA/Via to schedule a pickup ride?	Email	NEUTRAL	N/A	N/A
76210	6/23/2021	Buses should run to Nebraska furniture mart.	Social PinPoint - Redraw Zone	NEUTRAL	0	0
76210	6/23/2021	Would be great if transportation to Sprouts could be added and also possibility of pick up from South Denton homes	Social PinPoint - Make a Comment	NEUTRAL	1	0
	6/28/2021	She would like to see the Denia neighborhood included in the GoZone service to connect that neighborhood to employment opportunities.	Email	NEUTRAL	N/A	N/A
N/A	No Date	Please add the Denton Enterprise Airport Zone into the area of service.	Immediate Feedback Form	NEUTRAL	N/A	N/A
N/A	No Date	Include Flower Mound!!!! My 24 year old Autistic daughter cannot drive & she needs transportation out of Flower Mound and throughout N. Dallas. Please! Please include our city. I've been trying for the last 5+ years to get transportation access for her... Bubble too. Include Flower Mound please.	Immediate Feedback Form	POSITIVE	N/A	N/A
N/A	No Date	1/ Please consider including the zone that Route 64 runs otherwise students could not get to Alliance, ITC, and the Forth Worth area. 2/ Please consider extend the service zone to Trinity Mills Station as A train does not stop as often and is not running on Sundays	Immediate Feedback Form	NEUTRAL	N/A	N/A

Master Table: Comments from Social PinPoint, Emails, Petitions, Meetings, Events, Social Media, & Immediate Feedback Form

Comment Category: Service Requests

Some comments provided by stakeholders address issues across multiple categories. These have been highlighted in the table below.

ZipCode	Date	Comment/Question	Source	Sentiment	Up Votes	Down Votes
N/A	No Date	<p>1) The proposed GoZone hours of operation are good.</p> <p>2) The proposed GoZone fare structure looks good.</p> <p>3) Having GoZone service to/from the Lewisville/Highland Village zone to/from North Carrollton/Frankford Station on Saturdays and Sundays in addition to weekdays would be helpful.</p> <p>4) The Lewisville/Highland Village, Business 121 North, First Park One, and Castle Hills GoZones look good. In addition to the currently proposed Denton GoZone, service to/from Denton WaterWorks and the C.H. Collins Athletic Complex should also be included., Also, I recommend extending the southeastern Denton GoZone border south along FM 2499, then west along Hickory Creek Rd., then north along Montecito Dr. to Hobson Ln. which would include the shopping centers containing Kroger, Sprouts and Walmart Neighborhood, along with other businesses and residences in southeastern Denton. Additionally, I recommend extending the southwestern and western Denton GoZone border west and then north along Corbin Rd. to Airport Rd., then north along Western Blvd., then east on University Dr. back to I-35 which would include major employment centers and retail businesses near the Denton Airport.</p> <p>5) The plan to promote and communicate DCTA's service changes look good, as there already have been and will continue to be many questions asked by people.</p> <p>6) Will fares still be able to be purchased on the GoPass app?</p> <p>7) I've already seen several people on various Facebook pages express concerns about the long-term viability and sustainability of the GoZone transit model, so these concerns may need to be addressed at some point.</p> <p>8) One side note that could potentially impact the GoZone service in the near future is that on Friday, April 16, DART issued a press release regarding its future Silver Line rail service connecting with Trinity Metro's TEXRail at DFW Airport. That press release stated that the A-Train will connect to the Silver Line at Downtown Carrollton Station. Is the A-Train extension from Trinity Mills Station to Downtown Carrollton Station still scheduled to take place, and if it is, will it be extended by the start of Silver Line service in 2023?</p> <p>9) Overall, I think that the current GoZone proposal is mostly good and well planned!</p>	Immediate Feedback Form	POSITIVE	N/A	N/A

No Bus Cuts Denton Campaign

Petitions and Comments to Denton City Council and
Denton County Transportation Authority:

Stop Proposed Cuts to Denton City Bus Routes



CONTENTS

Change.org Petition (as of Monday, June 21, 2021, 11:00pm)	1
Denton Juneteenth Celebration Petition (Saturday, June 19, 2021).....	31

COMBINED COUNT AS OF MONDAY, JUNE 21, 2021, 11PM:

563 SUPPORTERS

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Welcome back to Change.org!

A new petition wins every hour thanks to signers like you.

[Go to my petition's dashboard](#)



Stop proposed cuts to Denton city bus routes



510 have signed. Let's get to 1,000!

 At 1,000 signatures, this petition is more likely to be featured in recommendations!

 At 1,000 signatures, this petition is more likely to be featured in recommendations!



No Bus Cuts Denton started this petition to Denton City Council and Denton County Transportation Authority.

We oppose DCTA's "GoZone" plan, because it would hurt the agency's workers and riders, and also the greater Denton community.

DCTA's "GoZone" plan

- eliminates four of Denton's city bus routes after only two weeks (Routes 1, 2, 4, and 6). Two more would be guaranteed to run for only another six months (Routes 3 and 7).
- replaces our safe, fixed-stop bus system with rides in minivans and pickups at undisclosed locations that have to be scheduled by app or telephone.
- pays millions of dollars out of county funds for this inferior service to Via Transportation, a multinational corporation with its headquarters in New York City.

Bad for Workers

Bus drivers have risked their lives during the COVID pandemic to provide us with vital transportation. DCTA's "GoZone" plan says nothing about what will happen to these heroic workers when they lose their jobs during the layoffs that would certainly follow the elimination of the six bus routes.

Bad for Riders

Many bus riders do not have access to a telephone or cannot use an online app. DCTA's "GoZone" plan would leave many of us without a safe way to travel to grocery stores, public buildings, and medical services – including the Denton VA Clinic on Colorado Boulevard (Route 2).

Bad for Denton

DCTA's "GoZone" plan substitutes precarious "gig" jobs with undisclosed salaries and benefits for stable employment and a collectively negotiated contract. It also sends money that should be invested in our own community to a big company in New York. Neither the downgrading of our jobs nor the transfer of our public funds to a private corporation is good for the people of Denton.

We urge Denton City Council and Denton County Transportation Authority NOT to implement the proposed "GoZone" changes to its services.

Updates

Keep your supporters engaged with a news update. Every update you post will be sent as a separate email to signers of your petition.

[Post an update](#)

1. 13 hours ago
500 supporters
2. [Other Ways to Help Stop the DCTA Bus Cuts](#)

[Thank you for signing the petition to stop the bus cuts in Denton. If you haven't already done so, please also tell DCTA directly that you oppose its "GoZone" plan of cuts by filling out the public input form at <https://dctafee...>](#)

[Other Ways to Help Stop the DCTA Bus Cuts](#)

[Thank you for signing the petition to stop the bus cuts in Denton. If you haven't already done so, please also tell DCTA directly that you oppose its "GoZone" plan of cuts by filling out the public input form at <https://dctafeedback.net/gozone/immediate-general-feedback>.](#)

[Follow @NoBusCutsDenton on Facebook and Twitter for campaign news, and email us at \[NoBusCutsDenton@gmail.com\]\(mailto:NoBusCutsDenton@gmail.com\) if you have a question or want to volunteer to help.](#)



[No Bus Cuts Denton](#)

- [1 month ago](#)
3. 1 month ago
250 supporters
 4. 1 month ago
No Bus Cuts Denton started this petition

Reasons for signing

Comments

Name	Location	Date	Comment
Clark Pomerleau	Denton, TX	2021-05-15	"Keep city busses public utilities with broad access."
Deb Armintor	Denton, TX	2021-05-16	"Denton needs more, better, and more affordable bus routes with 100% ADA accessibility, not a private taxi service that's only 20% ADA accessible. We already have Uber and Lyft! I oppose DCTA's plan to finance a private taxi shuttle service (VIA) with public transportation dollars intended to serve the needs of many."
Joy Roberts	Denton, TX	2021-05-16	"A cities bus system is part of its infrastructure. Fixed routes are a way people can plan their mobility. Bus ridership shouldn't be judged during a time people were avoiding other people during the epidemic. Let Uber and Lift fill in the gaps."
phyllis wolper	Denton, TX	2021-05-16	"Denton needs to provide as many people affordable transportation."
Parker Sams	Denton, TX	2021-05-16	"We should not privatize a public utility! Expand what we have - don't tear it down and replace it with something inferior."
Bret Thomas	Denton, TX	2021-05-16	"As a rider of the local public transit system, this royally screws me and other non-drivers in the city. Mini-vans sound incredibly sketchy, and having safe, marked bus stops has made myself and others feel safe and that we can trust the service! Overturn this mad idea and just work on fixing the transit system as a whole if there is a problem!"
Lola Garrett-Davis	Tampa, FL	2021-05-17	"There are things we need to do for the common good of our community. This is one of them."
Linda Wallace	Denton, TX	2021-05-17	"Proposed cuts will lead to lower ridership, leading to more cuts. Bus Stops need to be improved to increase ridership!"
Chase Parker	Denton, TX	2021-05-17	"Public transportation should be accessible to the public not made more convenient for people who are not directly affected by this decision."
Ashley Bow	Denton, TX	2021-05-17	"Public transportation is the right of every resident of a metropolitan area such as denton. to cut public transportation is to tell the already vulnerable members of society that there's no room for them"
cody cantu	Denton, TX	2021-05-18	"I want everyone in my town to have accessible public transportation. Students and workers rely on this service to get around, and their needs must not be forgotten in favor of fascistic efforts to privatize public infrastructure."
Deborah Wright	Denton, TX	2021-05-18	"Many people need Denton's public transportation in order to keep their jobs. Reduction in services and privatization will cost us all."
Alejandro Galindo	houston, TX	2021-05-18	"Denton deserves available transportation for all!"

Name	Location	Date	Comment
Valerian Eshelman	US	2021-05-18	"Signing because I don't want to cut the budget even though I want the reengineer the fixed routes."
Chrissy Smith	US	2021-05-19	"There is absolutely a need for fully public transportation."
Kelly Partin	Denton, TX	2021-05-19	"This plan proposes to reduce accessibility to those who need a reliable public transportation system the most. The "GoZone" plan is not an improvement on the current system."
Keara Soller	Denton, TX	2021-05-19	"As someone who relies on public transit, this is not a good idea for our community"
Kenneth Saintonge	Denton, TX	2021-05-19	"More public transportation not less. Tell people about it and they might use it."
Victoria Allen	Lewisville, TX	2021-05-20	"I'm standing up for the customers."
Jeremiah Wilkins	US	2021-05-20	"I want to protect our jobs, but more importantly we need to think about the passengers who will be hurt badly by our Route cuts. Too many depend on our services for basic living needs, less service means hard times for them."
Jeremiah Wilkins	US	2021-05-20	"I cant see why DCTA can not run all 8 routes and this on demand service, they could taylor the on demand routes to complement the Connect routes, so that all of the city can be covered. More routes a buses means better opportunities for riders and better business for DCTA, you cant take away routes and expect the ridership to go up."
Karon Moore	Denton, TX	2021-05-20	"Keep Denton and Lewisville city routes open, while making improvements to the stop locations and coverage areas, and job security. Bring back Route 5 for those who relied on it to meet their needs getting to work, school, and or shopping needs."
Mariah Pursley	Gainesville, TX	2021-05-20	"Because my mom's best friend is a bus driver for the city of Denton! And she deserves the best! I Love You Karon Moore!"
Buddy Ballard	US	2021-05-20	"This bad for rider, employees and the city."
James Wilkins	Weatherford, TX	2021-05-20	"Because the people of Denton need a bus."
Sherry Johnson	US	2021-05-22	"Don't cancel bus routes, Denton, Texas"
Brinda Gurumoorthy	Dallas, TX	2021-05-23	"High quality transit is a cornerstone of a developed society (and an ecofriendly one). We shouldn't need cars to get from point A to point B."
Hilari Oller	Denton, TX	2021-05-29	"Public transportation is an essential service for a healthy city. Without adequate transportation, many people would suffer. Please don't make cuts to this wonderful service!"
Patricia Murphy	Dallas, TX	2021-05-29	"I'm signing this petition because riders deserve better, not worse, service and workers deserve better, not worse, treatment. Also, some riders do not have access to the technology that will allow them to connect with the GoZone alternative."

Name	Location	Date	Comment
Eleanor Johnson	Argyle, TX	2021-05-30	"Please Stop these cuts ! Everyone does not want app based rides !!!"
Amanda Smith	Denton, TX	2021-05-30	"I ride the bus often and have years"
Margarita Dritsas	Denton, TX	2021-06-01	"I'm signing because I know with certainty that these cuts will IMMEDIATELY OBSTRUCT citizens' ability to: *earn income, for those who work to sustain this service already and for those who need the services to get to and from employment; *get to and from interviews for employment; *interact within the community and events provided by community establishments; and *get to and from needed services--four essential community-building activities that when hindered lead to or increase poverty, stress and mental health problems and produce and overall sense of both individual and societal helplessness--for the individuals who need the services and for those of us who are impacted by willful political cruelty toward our fellow citizens that we are left feeling powerless to fight against taking root in our community. This is a willful political NON-DENTON-CENTERED financial motive. Nothing for the benefit of Denton's growth or community health and increase can be located anywhere in the efforts to make these cuts."
Lauren Bordignon	Denton, TX	2021-06-06	"Public transportation is incredibly necessary as Denton's population rapidly expands. Not only is the proposed cut in a food desert, but cutting public transportation deprives every day working people from quickly getting to their jobs, shopping centers, and other obligations. Public transportation cuts down on individual vehicle use and the traffic that comes with it."
hakyong ko	fort worth, TX	2021-06-10	"Denton is already an area lacking in public transportation infrastructure to adequately support its area and connect it to other cities within the metroplex. Outsourcing transportation needs with a private contractor and increasing the reliance on "gig" labor will hurt the local economy and put workers at risk."
amy Carter	Dentkn, TX	2021-06-19	"I'm signing because cutting the buses in Denton will negatively impact the hard working low income citizens in this city."
Deborah Wright	Denton, TX	2021-06-21	"Denton needs to stop making it more difficult for people who are already struggling to survive."

Signatures

Name	Location	Date
No Bus Cuts Denton	US	2021-05-15
Katy Beebe	Denton, TX	2021-05-15
Clark Pomerleau	Denton, TX	2021-05-15
Barb Rodman	Denton, TX	2021-05-15
Sandra Mendiola	Denton, TX	2021-05-16
Rachel Moran	Denton, TX	2021-05-16
Mark Hlavacik	Denton, TX	2021-05-16
JON INWOOD	Brooklyn, NY	2021-05-16
Jonathan Guadian	Arlington, TX	2021-05-16
Deb Armintor	Denton, TX	2021-05-16
Sarah Ben-Ezra	Denton, TX	2021-05-16
Edith Campa	Garland, TX	2021-05-16
Madeline King	Placentia, CA	2021-05-16
Jason Uecker	Denton, TX	2021-05-16
Micah K	Denton, TX	2021-05-16
Peter Davis	Arlington, TX	2021-05-16
Emily Lea	Denton, TX	2021-05-16
Ashlyn Billings	Denton, TX	2021-05-16
Brian Henthorn	Denton, TX	2021-05-16
Melissa Benitez	Denton, TX	2021-05-16

Name	Location	Date
R M	Carrollton, TX	2021-05-16
Angel Vakser	Plano, TX	2021-05-16
Kara Spencer	Denton, TX	2021-05-16
Brittany Eichler	Denton, US	2021-05-16
Justin Eves	Denton, TX	2021-05-16
Ryan Semegran	Austin, TX	2021-05-16
Bailie VZ	Fort Worth, TX	2021-05-16
Julie Collins	Denton, TX	2021-05-16
Ameur Larbi	Chatou, France	2021-05-16
Marisela Zubia	Denton, US	2021-05-16
Daniel Bergeron	Denton, TX	2021-05-16
Brandon Arthur	Denton, TX	2021-05-16
Kevin Sample	Denton, TX	2021-05-16
Magali Monterroso	Denton, TX	2021-05-16
Melanie Fisher	Denton, TX	2021-05-16
Debbra Aiken	Denton, TX	2021-05-16
Joy Roberts	Denton, TX	2021-05-16
Heather Tipton	Denton, TX	2021-05-16
wanda needleman	Denton, TX	2021-05-16
Kathy Torres	Denton, TX	2021-05-16
Barbara Whitacre	Denton, TX	2021-05-16
Ethan King	Denton, TX	2021-05-16

Name	Location	Date
Susan Swenson	Arlington, TX	2021-05-16
Deana Ayers	Denton, TX	2021-05-16
Mark Sierra	Sunnyvale, TX	2021-05-16
Lirio Linares	Denton, TX	2021-05-16
Ian McMenemy	Denton, TX	2021-05-16
Kaycee Byers	Denton, TX	2021-05-16
Jonathan Bryant	Denton, TX	2021-05-16
Ellie Romero	North Richland Hills, TX	2021-05-16
Michael Wade	Plano, TX	2021-05-16
Franco Carlo	New York	2021-05-16
Marsh Anderson	Denton, TX	2021-05-16
Eunice Hernandez	Dallas, US	2021-05-16
Marygail Lakner	Denton, TX	2021-05-16
phyllis wolper	Denton, TX	2021-05-16
Taylor Ransom	Garland, TX	2021-05-16
Jodi Ismert	Denton, TX	2021-05-16
Parker Sams	Denton, TX	2021-05-16
Amanda Guerrero	Lewisville, TX	2021-05-16
Bret Thomas	Denton, TX	2021-05-16
Elizabeth Durham	Denton, TX	2021-05-16
Lily Rebecsek	Austin, TX	2021-05-16
James Baker	Arlington, TX	2021-05-16

Name	Location	Date
Clarissa Christensen	Dallas, TX	2021-05-16
Lori Pyles	Denton, TX	2021-05-16
Anthony Corais-Marsh	Denton, TX	2021-05-16
Allison Groves	Denton, TX	2021-05-16
Lacy Hulen	Denton, TX	2021-05-16
Analiese Claire	Denton, TX	2021-05-16
Kassandra Hernandez	rosenberg, TX	2021-05-16
Ryan King	Denton, TX	2021-05-16
Skye Weatheread	Arlington, TX	2021-05-16
Chad Anderson	Denton, TX	2021-05-16
Phoebe Sheward	Conroe, TX	2021-05-17
Clover Raebig	Denton, TX	2021-05-17
Mary Poe	Denton, TX	2021-05-17
Lola Davis	Denton, TX	2021-05-17
Margarita Muniz	US	2021-05-17
Gracey Bagwell	US	2021-05-17
David H Smith	Dallas, TX	2021-05-17
Kate Batangan	Denton, TX	2021-05-17
Linda Wallace	Denton, TX	2021-05-17
Lynn Ball	Denton, TX	2021-05-17
Hannah Davidson	Austin, TX	2021-05-17
Gabriel Xobos	Denton, TX	2021-05-17

Name	Location	Date
Crystal Moulden Lindsey	Denton, TX	2021-05-17
Zekay Goodie	Mckinney, TX	2021-05-17
Gina Kent	Denton, TX	2021-05-17
Gabby Pelton	Denton, TX	2021-05-17
nathan anderson	Denton, TX	2021-05-17
James Grandfield	Denton, TX	2021-05-17
Kasey Francis-Eusea	Denton, TX	2021-05-17
Amanda Galvan	Irving, US	2021-05-17
Scott Webb	Denton, TX	2021-05-17
Rachel King	Denton, TX	2021-05-17
Barbara Troupe	Denton, TX	2021-05-17
Perry Goodwyn	Denton, TX	2021-05-17
Allison Oropeza	Lewisville, TX	2021-05-17
Chase Parker	Denton, TX	2021-05-17
Emily Nuebling	Denton, TX	2021-05-17
Lisa Benton	Denton, TX	2021-05-17
Courtney Keefer	Denton, TX	2021-05-17
Melissa Nielsen	Denton, TX	2021-05-17
Erica Walsh	Denton, TX	2021-05-17
sunny claybour	denton, TX	2021-05-17
Andrew Rothlisberger	Denton, TX	2021-05-17
Kayla Lusk	Denton, TX	2021-05-17

Name	Location	Date
Ada Dye	Denton, TX	2021-05-17
Amaliya Bennett	Denton, TX	2021-05-17
Mary Burke	Denton, TX	2021-05-17
Cole Rivers	Denton, TX	2021-05-17
Timothy Swenson	Denton, TX	2021-05-17
Shuhua Bell	Gaithersburg, MD	2021-05-17
Sarah Jay	Denton, TX	2021-05-17
Keaton Hare	Arlington, TX	2021-05-17
Jim Benton	Denton, TX	2021-05-17
Ashley Bow	Denton, TX	2021-05-17
Emily Barron	Denton, TX	2021-05-17
Collin Renfro	Denton, TX	2021-05-17
Joseph Prein	Denton, US	2021-05-17
Meredith Buie	Denton, TX	2021-05-17
Alex Khraish	Denton, TX	2021-05-17
Dawn E Dreyer	Denton, TX	2021-05-17
James Jackson	Denton, TX	2021-05-17
Eryn Butler	Denton, TX	2021-05-17
Garrett Hardy	Denton, TX	2021-05-17
Adam Kaluba	Burleson, US	2021-05-17
Justin Lemons	Denton, TX	2021-05-17
Liam Gaume-Wakefield	Denton, TX	2021-05-17

Name	Location	Date
Shannon McGahey	Denton, TX	2021-05-17
Sean Miller	Dallas, TX	2021-05-17
Ashley Johnson	Dallas, TX	2021-05-17
Armendia Ruth Cross	Denton, TX	2021-05-17
Bruce Burns	Dallas, TX	2021-05-17
Ian Campbell	Denton, TX	2021-05-17
Sam Elliot	Myrtle Beach, US	2021-05-17
Melody Parker	Denton, TX	2021-05-17
Arthur J Seely Jr	Denton, TX	2021-05-17
Courtney Finley	Denton, TX	2021-05-18
Rev Gina Purcell	Denton, TX	2021-05-18
Pamela Ms	Denton, TX	2021-05-18
Xana Hammonds	Denton, TX	2021-05-18
John Zimmerman	Denton, TX	2021-05-18
Leslie Thoma	Dallas, TX	2021-05-18
Daphne Underground	Dallas, TX	2021-05-18
Emily McHenry	Midland, TX	2021-05-18
Michael Osborn	Denton, TX	2021-05-18
Vonni McLean	Lewisville, TX	2021-05-18
Bird Poo	Hillman, US	2021-05-18
Maryam 濾 # # 掠 Non ya	Lake Mary, US	2021-05-18

Name	Location	Date
Bowie Payne	Denton, TX	2021-05-18
Lauren Putnam	Waco, TX	2021-05-18
Daniel Carr	Denton, TX	2021-05-18
Rachel Gunter	Denton, TX	2021-05-18
Katie Workman	Denton, TX	2021-05-18
Melodi Collett	Denton, TX	2021-05-18
John Butler	Denton, TX	2021-05-18
Sandra Lucero	Denton, TX	2021-05-18
Shirley Matherson	Denton, TX	2021-05-18
cody cantu	Denton, TX	2021-05-18
Rachel Williamson	Denton, TX	2021-05-18
Dara Wen	Denton, TX	2021-05-18
Mike Flores	Denton, TX	2021-05-18
Braden Weinmann	Denton, TX	2021-05-18
Brent Joines	Spring, TX	2021-05-18
Sarah McMullen	Flower Mound, TX	2021-05-18
Keely briggs	Denton, TX	2021-05-18
Morgan Quinnelly	Denton, US	2021-05-18
Sean Hunt	Argyle, TX	2021-05-18
Rebecca McAdams	Denton, TX	2021-05-18
KIMBERLY MOORE	Denton, TX	2021-05-18
Katherine Weber	Dallas, TX	2021-05-18

Name	Location	Date
Gerry Veeder	Denton, TX	2021-05-18
Michaela Wilson	Aubrey, TX	2021-05-18
Jeannie Naylor	Denton, TX	2021-05-18
Sallyi Austin	Denton, TX	2021-05-18
Olivia Fillmore	Denton, TX	2021-05-18
Meghan Kajihara	Denton, TX	2021-05-18
Dustin McCarty	Denton, TX	2021-05-18
KURT STEINMAN	Denton, TX	2021-05-18
Franciscon Santillan	Denton, TX	2021-05-18
Jeff Dachroeden	Denton, TX	2021-05-18
Gina Earwood	Denton, TX	2021-05-18
Savannah Dali	Denton, TX	2021-05-18
Deborah Wright	Denton, TX	2021-05-18
Constance McCammon	Arlington, US	2021-05-18
Taylor Brown	Denton, TX	2021-05-18
Tara Hunter	Denton, TX	2021-05-18
Nathaniel Johnson	Denton, TX	2021-05-18
Sydney Cooper	Aubrey, TX	2021-05-18
Michelle Terrell	Denton, TX	2021-05-18
Alejandro Galindo	houston, TX	2021-05-18
Taylor Childress	Denton, TX	2021-05-18
Brent Best	Fort Worth, TX	2021-05-18

Name	Location	Date
Candace Ferraro	Quitman, TX	2021-05-18
Kaitlyn Sifford	Denton, KS	2021-05-18
Kiara Hunter	Denton, TX	2021-05-18
Kenneth Adams	Dallas, TX	2021-05-18
Marsha Marlatt	Denton, TX	2021-05-18
David Kling	Denton, TX	2021-05-18
Chris Sobray	Denton, TX	2021-05-18
Kaden Powers	Denton, US	2021-05-18
Beth Kirkby	Denton, TX	2021-05-18
Shelby Thomas	Amarillo, TX	2021-05-18
Valerian Eshelman	US	2021-05-18
William Harris	Denton, TX	2021-05-18
Bradley Weidner	Denton, TX	2021-05-18
Alasdair Green	Denton, TX	2021-05-19
Caitlin Essex	New York, NY	2021-05-19
Chrissy Smith	US	2021-05-19
Charla Carlat	Denton, TX	2021-05-19
Tevita Uhatafe	Eules, TX	2021-05-19
John Servello	Shady Shores, TX	2021-05-19
Serlesi Olguin	Denton, TX	2021-05-19
Heather Does-Krell	Denton, TX	2021-05-19
Naomi Meier	Denton, TX	2021-05-19

Name	Location	Date
Ky Burke	Dallas, TX	2021-05-19
Heidi Cooper	Denton, TX	2021-05-19
Celene Welch	Denton, TX	2021-05-19
Zyanya Franco	Carrollton, TX	2021-05-19
Manuel Alonzo	Denton, TX	2021-05-19
Sandy Stetz	Denton, TX	2021-05-19
Andrew Gibbons	Denton, TX	2021-05-19
sydney holland	Denton, TX	2021-05-19
Kelly Partin	Denton, TX	2021-05-19
Adam Rutledge	Denton, TX	2021-05-19
Keara Soller	Denton, TX	2021-05-19
Aran L	Lake Dallas, TX	2021-05-19
Lanie Craig	DENTON, TX	2021-05-19
Kenneth Saintonge	Denton, TX	2021-05-19
Paula Richardson	US	2021-05-20
Aliyonna Jefferson	Missouri City, US	2021-05-20
Jarlem Lopez Morel	New York, US	2021-05-20
Tricia Maurice	New York, US	2021-05-20
Victoria Allen	Lewisville, TX	2021-05-20
Angela Grubke	Corinth, TX	2021-05-20
Jeremiah Wilkins	US	2021-05-20
Sandra Bourdon	Weatherford, TX	2021-05-20

Name	Location	Date
Karon Moore	Denton, TX	2021-05-20
Theresaa Garcia	Austin, TX	2021-05-20
Matilda Anne Lindberg	Mesquite, TX	2021-05-20
Jennifer Moore	Denton, TX	2021-05-20
Deborah Mathews	Dallas, TX	2021-05-20
Samantha Edwards	Dallas, TX	2021-05-20
Jake Conroe	Denton, TX	2021-05-20
Michael Wise	Frisco, TX	2021-05-20
Steven Jent	Denton, TX	2021-05-20
Mariah Pursley	Gainesville, TX	2021-05-20
Glen Sorge	The Colony, TX	2021-05-20
Alex Lindberg	Denton, TX	2021-05-20
James Wilkins	Weatherford, TX	2021-05-20
Mike McMullen	Fort worth, TX	2021-05-20
roy latkowski	US	2021-05-20
Brad McCain	Denton, TX	2021-05-20
Joseph Jacob	US	2021-05-20
Angela DeFelippo	Dallas, TX	2021-05-20
Tony Dahlin	Dallas, TX	2021-05-20
Steve Ruiz	Fort worth, TX	2021-05-21
Tonda Hrab	Chicago, US	2021-05-21
Jessika Shelton	Denton, TX	2021-05-21

Name	Location	Date
Lindsay Gonzalez	Dallas, TX	2021-05-21
Allison Ayo	Denton, TX	2021-05-21
chris rivers	US	2021-05-21
Terrance Daugherty	Atlanta, US	2021-05-21
Patti Ripple	US	2021-05-21
joel Tapper	Oak lawn, US	2021-05-21
J Jones	Tampa, US	2021-05-21
Shafaq Sohail	Sugar Land, US	2021-05-21
Darieon Ranson	Dalli, US	2021-05-22
Sherry Johnson	US	2021-05-22
Angela Harris	Denton, TX	2021-05-22
Jackeline De Los Santos	Austin, US	2021-05-22
Laetitia Knight	Denton, TX	2021-05-23
Amanda Wall	Denton, TX	2021-05-23
Brinda Gurumoorthy	Dallas, TX	2021-05-23
Katherine Lopez	El Salvador	2021-05-24
Eva Grecco	Denton, TX	2021-05-25
John Thorngren	Lake Dallas, TX	2021-05-25
Audrey Thorstad	Denton, TX	2021-05-26
Gavin Holland	Denton, TX	2021-05-28
Dalton Dickson	Texarkana, TX	2021-05-28
Mar Linares	Denton, TX	2021-05-29

Name	Location	Date
Aubrey Seaton	Lewisville, TX	2021-05-29
Stephen Lucas	Denton, TX	2021-05-29
Lirio Linares	Denton, TX	2021-05-29
Hilari Oller	Denton, TX	2021-05-29
Carol Barnhart	Denton, TX	2021-05-29
Cathy Mitchell Mitchell	Denton, TX	2021-05-29
Patricia Murphy	Dallas, TX	2021-05-29
Adam Bull	Irving, TX	2021-05-29
Juan Martinez-Guevara	Dallas, TX	2021-05-29
Elizabeth Hutchison	Huntsville, AR	2021-05-29
Andrew Greear	Denton, TX	2021-05-29
Esther Rodriguez-Phelps	Denton, US	2021-05-29
Laura Hermosillo	Denton, TX	2021-05-29
James Rowe	Denton, TX	2021-05-30
Yash Khaleque	Ricardson, TX	2021-05-30
Leslie Cunningham	Mckinney, TX	2021-05-30
Amanda Smith	Denton, TX	2021-05-30
Stephanie Shiver	Garland, TX	2021-05-31
Julia Johnson	Denton, TX	2021-05-31
Sengrithey Pich	Brunswick, US	2021-06-01
Margarita Dritsas	Denton, TX	2021-06-01
Justin Biggs	Denton, TX	2021-06-01

Name	Location	Date
Aimee Tullos	Denton, TX	2021-06-03
Reuben Garrett	The Colony, TX	2021-06-03
Joselyn Rodriguez	Chicago, US	2021-06-03
Felicia Harris	Erie, US	2021-06-03
Marian Jones	Cleveland, US	2021-06-03
steven gunter	Pelion, US	2021-06-03
Melissa Smith	Denton, TX	2021-06-03
George Ramon	Endicott, US	2021-06-03
Lauren Bordignon	Denton, TX	2021-06-06
Ezra Nguyen	Denton, TX	2021-06-06
Heidi Hickman	Irving, TX	2021-06-06
jennifer schreiber	denton, TX	2021-06-06
Erika Sisk	Denton, TX	2021-06-06
Emily Stallings	Gainesville, TX	2021-06-06
John Kramer	Marshfield, US	2021-06-06
Harry Heckmann	Denton, TX	2021-06-07
Xochitl Miranda	Denton, TX	2021-06-07
Derek Behrens	Plano, TX	2021-06-07
Rhonda Reily	Baytown, US	2021-06-07
Logan Leblanc	Bronx, US	2021-06-07
Jesyca Avery	Cullowhee, US	2021-06-07
Zach Guzman	Indianapolis, US	2021-06-07

Name	Location	Date
Bailey Biggs	Denton, TX	2021-06-07
Kenneth Stretcher	Dallas, TX	2021-06-07
Natalie Renfro	Seattle, WA	2021-06-08
Mistinguette Grandison	Plano, TX	2021-06-08
Katie Sobering	Denton, TX	2021-06-08
Anita Davidson	Washington, DC	2021-06-08
Jon Rise	Black River Falls, US	2021-06-09
Samantha Flores	Denton, TX	2021-06-09
Cameron Springer	Denton, TX	2021-06-09
Sierra Moore	Dallas, TX	2021-06-09
hakyong ko	fort worth, TX	2021-06-10
Nabeel Siddiqui	Murphy, TX	2021-06-11
Gloria Tokmo	Denton, TX	2021-06-12
Jane Piper-Lunt	Houston, TX	2021-06-16
Patrick Pickett	Dallas, TX	2021-06-17
John Thomas	Oklahoma City, US	2021-06-17
Tyrone Woodstock	Buffalo, US	2021-06-17
Ella Durham	Henrietta, US	2021-06-17
Peace Aquarius	Santa Cruz, US	2021-06-17
Luis Gurrola	Pharr, US	2021-06-17
Lilia Doyle	Denton, TX	2021-06-18
Amber Kirk	Denton, TX	2021-06-18

Name	Location	Date
Danielle Miller	Denton, TX	2021-06-18
ricardo andres	Arlington, TX	2021-06-18
Emilia Gaston	Denton, TX	2021-06-18
Jonathan Edwards	Denton, TX	2021-06-18
Brandon Meadows	Denton, TX	2021-06-18
Brenda McDade	Arlington, TX	2021-06-18
Troy Coleman	Denton, TX	2021-06-18
Yolanda Bazan	Rio Grande City, US	2021-06-18
Veronica Donjuan	Dallas,, TX	2021-06-18
Asmin Simsek	Lynbrook, US	2021-06-18
Ilonka odom	Arlington, US	2021-06-18
alyssa high	Saint Louis, US	2021-06-18
Alexandra Gomez	Miami, US	2021-06-18
Milana Tsimbalist	Inman, US	2021-06-18
Leslie Herrera	Dallas, US	2021-06-18
Ben James	Austin, US	2021-06-18
Alexis Rodriguez	Bayside, US	2021-06-18
Adrion Johnson	Chesapeake, US	2021-06-18
Maribel Marulanda	New York, US	2021-06-18
Mina Martinez	Houston, US	2021-06-18
Ariadna Encarnacion	Kissimmee, US	2021-06-18
Chelsey Belcher	Atlanta, US	2021-06-18

Name	Location	Date
Valeria Leos	Greeley, US	2021-06-18
Veronica Amoakoh	Newark, US	2021-06-18
Emma Panzica	Chicago, US	2021-06-18
Adrian Lyons	West Des Moines, US	2021-06-18
Selena Camargo	Nashville, US	2021-06-18
Timothy Newman	Denton, TX	2021-06-18
Kashif Abbas	US	2021-06-18
Samaha Ali	Austin, US	2021-06-18
Callie Federow	Western Springs, US	2021-06-18
Colin Winters	Pittsburgh, US	2021-06-18
Payton Hewitt	Taylorsville, US	2021-06-18
Skylar Laskowski	Naugatuck, US	2021-06-18
Alyssa Powell	Pompano Beach, US	2021-06-18
Fareena Adnan	Rawalpindi, US	2021-06-18
Lynsey Annmarie	Bradford, US	2021-06-18
ralphie beam	Cumberland, US	2021-06-18
Lakendra Davis	Doylestown, US	2021-06-18
Emily Martinez	Houston, US	2021-06-18
Dulce M	Bloomington, US	2021-06-18
Ashley Jimenez	Bronx, US	2021-06-18
Raven Cortez	San Antonio, US	2021-06-18
Michael Ellner	Pioneer, US	2021-06-18

Name	Location	Date
Larry Calloway	Waukegan ,, US	2021-06-18
Hafsa Mohamed	Converse, US	2021-06-18
Jay Smith	Sherman, TX	2021-06-18
Dale Wilkerson	Denton, TX	2021-06-18
Candice Thornton	Denton, TX	2021-06-18
Thomas Allen	Denton, TX	2021-06-18
Shaun Treat	Denton, TX	2021-06-18
Benjamin Wilson	McKinney, TX	2021-06-18
Jaqueline Cervantes	Denton, TX	2021-06-18
Melissa Briones	Mission, TX	2021-06-18
Hannah Andrades	Denton, TX	2021-06-18
Rex Davis	Denton, TX	2021-06-18
Jackie Ward	Denton, TX	2021-06-18
Frank Martinez	howe, TX	2021-06-19
Christian Maldonado	Dallas, TX	2021-06-19
Samantha Quijano	The Colony, TX	2021-06-19
Miguel Torres	Dallas, TX	2021-06-19
Joslyn Sandlin	Denton, TX	2021-06-19
karli ragsdale	Dallas, TX	2021-06-19
Edward Soph	Denton, TX	2021-06-19
Delaney Murdock	Texas	2021-06-19
Jana Adams	Denton, TX	2021-06-19

Name	Location	Date
Rhonda Love	Denton, TX	2021-06-19
Quinn Kimery	Denton, TX	2021-06-19
amy Carter	Dentkn, TX	2021-06-19
Keith Carter	Arlington, TX	2021-06-19
Ana Holstrom	Fort Worth, TX	2021-06-19
Brian Kucharski	Denton, TX	2021-06-19
Ken Gold	Denton, TX	2021-06-19
Marianna Seaton	Highland Village, TX	2021-06-19
Ian Lesser	Denton, TX	2021-06-20
Carlotta Jackson	Lawrenceville, US	2021-06-20
NANCY DE CICCIO	FLORL PARK, US	2021-06-20
Diane Schrader	Lehigh, US	2021-06-20
Neal Camerlengo	kalamazoo, US	2021-06-20
Zafer Colak	Lafayette, US	2021-06-20
Christina Thomas	Denton, TX	2021-06-20
Paige Hite	Mckinney, TX	2021-06-20
Elinor Lichtenberg	Denton, TX	2021-06-20
Karen Brenner	Denton, TX	2021-06-20
Diana Leggett	Denton, TX	2021-06-20
Charles Wright	Dallas, TX	2021-06-20
Michele Mckay	Denton, TX	2021-06-20
Stiles Alexander	Atlanta, GA	2021-06-20

Name	Location	Date
Kim McKibben	Lewisville, TX	2021-06-20
Oscar Lopez	Denton, TX	2021-06-20
Jerry Dooley	Denton, TX	2021-06-20
sandy Swan	Denton, TX	2021-06-20
Chichi Ughanze	Arlington, TX	2021-06-20
Georgianne Burlage	Denton, TX	2021-06-20
Monica Remmers	Plano, TX	2021-06-20
Leslie Lopez	Denton, TX	2021-06-20
Zoe Saveal	Denton, TX	2021-06-21
Anthony Ellis	Denton, TX	2021-06-21
Victor Espinoza	Denton, TX	2021-06-21
Nikisha Ceaser	Penns Grove, US	2021-06-21
John A Heiken	Las Vegas, US	2021-06-21
Vianney Galeano	Houston, US	2021-06-21
Abena Anim	Reading, US	2021-06-21
David Rummell	Salem, US	2021-06-21
Sarah Sheppard	Semmes, US	2021-06-21
diana tesillo	Garden Grove, US	2021-06-21
Orin Might	Covington, US	2021-06-21
Andrew Grayer	Macon, US	2021-06-21
Charles Lindsay	Shreveport, LA	2021-06-21
Jacob Rimmel	Aurora, US	2021-06-21

Name	Location	Date
Marcus Morgridge	Norristown, US	2021-06-21
Eddie Bowman	Granite Falls, US	2021-06-21
Rachel Burke	Whitestown, US	2021-06-21
Vernon Allen	Palm Desert, US	2021-06-21
Jessica Burchett	Greenwood, US	2021-06-21
Manuel Smith	Wharton, US	2021-06-21
Sophia Benitez	Dexter, US	2021-06-21
Evyonne Perez	Hudson, US	2021-06-21
Venkat Bell	San Jose, US	2021-06-21
angela jackson	locust grove, US	2021-06-21
Loretta Ramsey	Mammoth, US	2021-06-21
Gerald Haskins	Algonquin, IL	2021-06-21
Helena Scarcella-Colon	Washington, US	2021-06-21
Timothy Gaston	Atlanta, US	2021-06-21
Jonathan Jennett	Chicago, US	2021-06-21
Lynn Whitehead	Chipley, US	2021-06-21
Natalie Tate	Phoenix, US	2021-06-21
Ebony Brya	Orlando, US	2021-06-21
Steve Elenich	Hancock, US	2021-06-21
Janice Burgess	Saint Petersburg, US	2021-06-21
Charles Geter	Charlotte, US	2021-06-21
Valerie De Leon	Corpus Christi, US	2021-06-21

Name	Location	Date
Nakiesha West	Fortworth, US	2021-06-21
gilberto barrios	Fort Worth, US	2021-06-21
Henry Redd	Fort Worth, US	2021-06-21
Haseeb Ahmad	Lahore, US	2021-06-21
Ronald Chambers	Chapmanville, US	2021-06-21
Galilea Mena	Carrollton, US	2021-06-21
Matthes Ty	Calhoun, US	2021-06-21
Deon Crenshaw	Lansing, US	2021-06-21
Karen Billotto	Mercersburg, US	2021-06-21
Robyne Algood	Far Rockaway, US	2021-06-21
John Russell	Chester, US	2021-06-21
Lanette Gould Morgan	Cuba City, US	2021-06-21
Ronald Iron	Baton Rouge, US	2021-06-21
Jamie North	Peoria, US	2021-06-21
John L. Reed	Cincinnati, US	2021-06-21
Whitfred Siati	Richmond, US	2021-06-21
Makaylla Moore	Fruitland Park, US	2021-06-21
Jessica Shipley	Portland, US	2021-06-21
tylin yaldas	Vancouver, US	2021-06-21
Betty Smith	Elk Park, US	2021-06-21
Tanya Mason	Los Angeles, US	2021-06-21
Stacey Irish	Denton, TX	2021-06-21

Name	Location	Date
Sashenka Lopez	Denton, TX	2021-06-21
Lara Elio	Gainesville, TX	2021-06-21
Alex Kasetta	Allen, TX	2021-06-21
Macey Gibaszek	Denton, TX	2021-06-21

Petition to Denton City Council and Denton County Transportation Authority
 Denton Juneteenth Celebration
 Saturday, June 19, 2021

Stop proposed cuts to Denton city bus routes

DCTA's "GoZone" plan

- eliminates four of Denton's city bus routes after only two weeks (Routes 1, 2, 4, and 6). Two more would be guaranteed to run for only another six months (Routes 3 and 7).
- replaces our safe, fixed-stop bus system with rides in minivans and pickups at undisclosed locations that have to be scheduled by app or telephone.
- pays millions of dollars out of county funds for this inferior service to Via Transportation, a multinational corporation with its headquarters in New York City.

We urge Denton City Council and Denton County Transportation Authority NOT to implement the proposed "GoZone" changes to its services.

Name	Email	Phone Number
Corrona Williams		
Josephine Nwaogu		
Nicholas Jones		
Jessica Garnett		
Angelica Torres		
Diana Michaelson		
Bf Brown		
Reese Washington		
Howard Douglas	3	

ara Goodman

Petition to Denton City Council and Denton County Transportation Authority
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 Saturday, June 19, 2021

Stop proposed cuts to Denton city bus routes

DCTA's "GoZone" plan

- eliminates four of Denton's city bus routes after only two weeks (Routes 1, 2, 4, and 6). Two more would be guaranteed to run for only another six months (Routes 3 and 7).
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We urge Denton City Council and Denton County Transportation Authority NOT to implement the proposed "GoZone" changes to its services.

Name	Email	Phone Number
Jessica Armstead		
Asia Young		
Dayveon Jones		
Aranda Comeau-Sheren		
Laurel Crawford		
Frances Punch		_____
Kellis Ruiz		_____
James Kincaid		
Kyrin Davis		
Debbie Leffey		_____

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We urge Denton City Council and Denton County Transportation Authority NOT to implement the proposed "GoZone" changes to its services.

Name	Email	Phone Number
Robyn Fernandez		
Gretta Hurd		
Wilson M. Yager		
Kelsey Fryman		
James Baker		16
Chub McHenry		7
Diane Cannon		9
Twan Brown		
Aija Flores		
Anna Stringer		

Petition to Denton City Council and Denton County Transportation Authority
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 Saturday, June 19, 2021

Stop proposed cuts to Denton city bus routes

DCTA's "GoZone" plan

- eliminates four of Denton's city bus routes after only two weeks (Routes 1, 2, 4, and 6). Two more would be guaranteed to run for only another six months (Routes 3 and 7).
- replaces our safe, fixed-stop bus system with rides in minivans and pickups at undisclosed locations that have to be scheduled by app or telephone.
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We urge Denton City Council and Denton County Transportation Authority NOT to implement the proposed "GoZone" changes to its services.

Name	Email	Phone Number
Sadi Bond		
Alma Glass		
Angela Bennett		
Taylor Berry		
Tracy		
Daniel Heiman		
Terrence Valliant		
Damonica Kurcaid		
Casey Ting		

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Stop proposed cuts to Denton city bus routes

DCTA's "GoZone" plan

eliminates four of Denton's city bus routes after only two weeks (Routes 1, 2, 4, and 6). Two more would be guaranteed to run for only another six months (Routes 3 and 7).

replaces our safe, fixed-stop bus system with rides in minivans and pickups at undisclosed locations that have to be scheduled by app or telephone.

pays millions of dollars out of county funds for this inferior service to Via Transportation, a multinational corporation with its headquarters in New York City.

We urge Denton City Council and Denton County Transportation Authority NOT to implement the proposed "GoZone" changes to its services.

Name	Email	Phone Number
Jesse Chandler		
Camille Simmons		
Maya Leptuch		
Nancy Bauer		
Matthew Granados		
Prudence Sanchez		
Alfred Sanchez		
Danny Mockster		

Petition to Denton City Council and Denton County Transportation Authority
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Stop proposed cuts to Denton city bus routes

DCTA's "GoZone" plan

- eliminates four of Denton's city bus routes after only two weeks (Routes 1, 2, 4, and 6). Two more would be guaranteed to run for only another six months (Routes 3 and 7).
- replaces our safe, fixed-stop bus system with rides in minivans and pickups at undisclosed locations that have to be scheduled by app or telephone.
- pays millions of dollars out of county funds for this inferior service to Via Transportation, a multinational corporation with its headquarters in New York City.

We urge Denton City Council and Denton County Transportation Authority NOT to implement the proposed "GoZone" changes to its services.

Name	Email	Phone Number
Tijuanne Herring		55
KASHAD PATTEN		C
Yasmine Gordon		E

Petition to Denton City Council and Denton County Transportation Authority
 Denton Juneteenth Celebration
 Saturday, June 19, 2021

Stop proposed cuts to Denton city bus routes

DCTA's "GoZone" plan

- eliminates four of Denton's city bus routes after only two weeks (Routes 1, 2, 4, and 6). Two more would be guaranteed to run for only another six months (Routes 3 and 7).
- replaces our safe, fixed-stop bus system with rides in minivans and pickups at undisclosed locations that have to be scheduled by app or telephone.
- pays millions of dollars out of county funds for this inferior service to Via Transportation, a multinational corporation with its headquarters in New York City.

We urge Denton City Council and Denton County Transportation Authority NOT to implement the proposed "GoZone" changes to its services.

Name	Email	Phone Number
<i>Brodrick Jackson</i>	<i>[Redacted]</i>	<i>N/A</i>

NANCY SANSOM <nancysansom@comcast.net>

6/19/2021 1:43 PM

FOLLOW-UP QUESTIONS TO DCTA PRESENTATION JUNE 15TH AT EVERGREEN

To mary worthington <mworthington@dcta.net>

Hi Mary

June 19th, 2021

Thanks for the informative new DCTA/Via Proposed Go-Zone On-Demand Ride Share Presentation on June 15th, 2021 to Evergreen residents at Lewisville.

There were a couple of resident questions that you may be able to answer about the new Proposed Programs.

1. What is the difference between the Proposed Go-Zone program and the ADA and NON-ADA program?
2. Will the ADA and NON-ADA program will be the same program after September 7th? Will DCTA/Via be using the van/buses?
3. After September 7th, will the \$3.00 coupons be accepted as fare or will that change for ADA and NON-ADA riders and other riders?
4. Will the DCTA/VIA Chrysler Pacifica transportation be used after September 7th for ADA and NON-ADA curb to curb pickup or the regular van/buses? The wheel chairs, walkers and items purchased at various stores may present a storage car problem?
5. Will it be necessary for new both ADA and NON-ADA riders and new regular riders to obtain the App on Play Store? What is it called? Is there a deadline and when would this new program start?
6. Where would Evergreen at Lewisville regular riders go to pick up the Chrysler Pacifica cars?
7. Can ADA and NON-ADA riders still call into 940-243-0077 in advance several days for a one way or round trip?
8. For regular riders, how far in advance to they need to use their app or to call in to DCTA/Via to schedule a pickup ride?

Thank You,

Nancy Sansom
nancysansom@comcast.net

Judy Hammer

PROCLAMATION

Please sign in FAVOR of funding and
Renewing Flower Mound Dr. Rides

Nancy Sammons

Linda Timmerello

Indi Paulus

Jean Hardy

John Shedd

Judy Hammer

Connie Rooks

Charlene Davis

Judy Collins

Mary Cleaver

Betty Street

Betty Collevocchio

Fern Jordan

Sharon Needham

Nancy Leach

Vita Brooks

Gaytha Smith

Ane Munson

JUNE 15TH, 2021



PROCLAMATION

Please sign in FAVOR of funding and
Renewing Flower Mound Dr. Rides

Arthur McDaniel

Martha Harris

Nella Bailey

Lane Bradtke

Peggy Brock

Priscilla Zuegg

Daryl Schulten

Dale Zuegg

Carol Schulten

Judy Collins

Joyce Fuel

Charlotte Fouché

Eldon Fuel

Betty Blackburn

Shirley Cox

Dorothy Hall

Fran Ingram

JUNE 15TH, 2021

Thank you



Turn in by
June 25

3

PROCLAMATION

Please sign in FAVOR of funding and
Renewing Flower Mound Dr. Rides



Belle Hoffman

Gregory ~~Montgomery~~ Parker

Sue Nicklisse

Lynn J. Lucier

Donald Campbell

Linda Montgomery

JUNE 15TH, 2021

Thank You



To Mary Worthington
Customer Relations Manager

June 19, 2021

Thank You for the DCTA Proposed GoZone On-Demand Rideshare Services Presentation on June 15th, to residents from Evergreen at Lewisville.

We have signed a petition asking the DCTA Board to reconsider ADA and Non ADA Continuing local and Federal funds for qualified riders and expanding as necessary the Bus Routes 20 and 21 in Lewisville for the following reasons.

- 1. The new DCTA-branded Chrysler Pacificas will be inadequate for transferring wheel chairs, walkers and not to mention numerous bags of groceries , etc; for each rider.**
- 2. The Senior and Disabled Population without transportation continues to grow at an alarming rate. With this population increasing to up to 15% to 20% of the Current population. The need to continue the present Route is a increasing need.**

- 3. There is a large piece of this new plan missing, for this Population, because of funding, human and moral reasons. The ADA Federal Funding Plan Is to provide needed transportation funding for Seniors and the disabled and not to discontinue and disengage from this necessary medical and mandated Federal law**
- 4. The number of ADA and NON-ADA riders have been understated during this last years CO-Virus 19 epidemic. It was much lower, due to fears of passing this contagion on to other Seniors and Drivers.**
- 5. Please reconsider using available federal funding and additional funding assistance from Via. Just as DCTA provided this funding for the LYFT/DCTA program to Flower Mound Doctors riders last few years. Despite the City of Flower Mound unwillingness of cover their 1/2 Percent tax infusion.**

6. Though the cost for ADA and NON-ADA riders is currently at \$3.00 per trip. In the immediate future the cost could rise up substantially. Thereby, with many monthly Doctor visits, making it impossible for riders to afford these accessibility services. Also check out Federal compliance issues.

Looking forward to hearing from you regarding how the Board will address these various ADA and NON-ADA concerns.

Thank You,

Nancy Sansom, Ph.D, MeD., OTR

nancysansom@comcast.net

Co-Chairman *person*

Judy Hammer *B.S.*

Jhammer5600@att.net

Co-Chairman *person*

CC: *Sam Ault, operator manager*
Diana Blossom, Henderson City Manager

Judy Hammer, Co chair
Lewie Miller DLTA 399 Flower Mand Committee



Andy Eads
Denton County Judge

June 2nd, 2021

Mr. Raymond Suarez
Denton County Transportation Authority
1955 Lakeway Drive, Suite 260
Lewisville, TX 75067

Dear Raymond,

On behalf of the Denton County Commissioners Court, I am writing to express our full support of the proposed Go-Zone On-Demand Rideshare Services from the Denton County Transportation Authority.

We believe the many benefits, including extending beyond the current coverage area of fixed routes, providing various transportation modes to meet the needs of the passengers, and offering an increased number of pick-up & drop-off locations, will be paramount to the future success of DCTA.

With the increase in fuel costs and the constant maintenance of the vehicles, these changes will be a substantial cost-saving measure for DCTA.

Thank you for presenting this plan to Commissioners Court on May 5th and leading the team into a more economical and efficient mode of transportation.

Please know that as your County Judge, I am available to assist should you need anything.

Cordially,

Andy Eads
Denton County Judge



UNT Student's Concerns and Position Regarding DCTA's GoZone Proposal

LET IT BE KNOWN, This document is not ratified or otherwise officially endorsed by the University of North Texas Student Government Association. It is instead correspondence from those signed, who are officially elected representatives of the UNT Student Government Association, and thus have a vested interest in speaking on behalf of the undergraduate population of the University of North Texas;

WHEREAS, The Summer Session exists to protect the interests of the students of the University of North Texas, to include those present for a Summer Semester and those on holiday;

WHEREAS, The GoZone Proposal (*discussed under Denton City Council Meeting 6/22/21 Agenda Item 1T, ID 21-1214*) would replace Denton-area bus lines with minivans in contract with Via;

WHEREAS, Bus lines 1, 2, 4, and 6 will be immediately eliminated after two weeks, whereas bus lines 3 and 7 could be eliminated after six months. This will greatly affect students in off-campus housing, who may rely on the bus system to get groceries and medical attention. In addition, Discovery Park shuttles have direct connections to route 7ⁱ, which could disproportionately affect students at this campus.

WHEREAS, DCTA promotes GoZone's increased safety, but users will have to meet vans at undisclosed and varying locationsⁱⁱ, meant to promote efficiency in the GoZone routes. However, this is likely to confuse longtime users of DCTA's current bus system;

WHEREAS, In addition, the varying pickup locations will create an undue burden on those without smartphones. DCTA says these individuals will be able to schedule pickups ahead of time by phoneⁱⁱⁱ, but those without smartphones are unlikely to own a cell phone, and pay phones are uncommon. This might create scenarios in which good people are unable to access critical goods and services, to include groceries and medicine;

WHEREAS, The GoZone proposal intrinsically requires laying off bus drivers, who, as employees, have stable salaries and provide reliability to Denton's transportation infrastructure. It will replace these employees with "gig" workers^{iv}, who will not have stable salaries and who may work when it suits them. This will create a supply-demand effect where vans are overly available during slow hours and critically unavailable during busy ones. The availability of buses depends only on traffic, which will also be a factor in the availability of GoZone vans;

WHEREAS, Safety from assault is a key concern in transportation, and no matter the guarantees of DCTA and Via, travelers are less likely to feel safe in a van. Buses provide more people as witnesses and possible allies in violent altercations, and a familiar bus driver may also put riders at ease;

WHEREAS, GoZone is produced in partnership with Via^v, a multimillion-dollar company headquartered in New York, which is more than 1500 miles away. This means that contract money awarded thus far in the proposal process, and any proceeds Via makes from Denton going forward, aren't benefitting the community, but instead wealthy executives in far-flung penthouses;

WHEREAS, A petition on Change.org^{vi}, created by the No Bus Cuts Denton organization, had received more than 500 signatures as of June 23rd, 2021 at 3:30pm;

WHEREAS, The GoZone Proposal will result in the closure of bus lines that are normally included in fees students pay at the University of North Texas, and DCTA leadership has not confirmed that students will have special pricing, potentially leading to increased transit costs for students;

LET IT BE RESOLVED THAT, That the students of the University of North Texas, and representatives thereof, disagree with the GoZone Proposal, and strongly request any further work by the DCTA toward the object of the GoZone Proposal cease as soon as legally possible. The students of the University of North Texas cite the following grievances:

- The Proposal will confuse longtime residents and users of the current bus system.
- The Proposal will disproportionately disenfranchise people with lower income, specifically those without cell phones.
- The Proposal will replace a reliable system with a system fraught with the volatility of supply-demand economies.
- The Proposal will eliminate jobs.
- The Proposal will make citizens feel unsafe.
- The Proposal will siphon money from Denton, its people, and the students of UNT and give it to a company that not only is based out of DFW, but is based out-of-state, in New York.
- The Proposal will potentially lead to increased transit costs for the students of UNT.

LET IT BE FURTHER RESOLVED, A copy of this resolution be sent to the following individuals:

1. Mayor Gerard Hudspeth, Mayor of Denton
2. Vicki Byrd, Denton City Council Member for District 1
3. Bryan Beck, Denton City Council Member for District 2
4. Jesse Davis, Denton City Council Member for District 3
5. Alison Maguire, Denton City Council Member for District 4
6. Deb Armintor, Denton City Council Member At-Large Place 5
7. Paul Meltzer, Denton City Council Member At-Large Place 6
8. Raymond Suarez, CEO, DCTA
9. William Donovan, Senior Director of Transportation, UNT

LET IT BE FURTHER RESOLVED, This document be submitted to the DCTA as a public comment before the period for public comment closes on June 25th, 2021.

LET IT BE FURTHER RESOLVED, Signatories shall be responsible for executing the will of this document to the best of their ability.

Respectfully Signed,

Senator Andy McDowall

College of Engineering

Senator Ted Kwee-Bintoro

Texas Academy of Mathematics and Science

Senator Luke Em

College of Hospitality, Merchandising and Tourism

Senator-Elect Rachel Lee

College of Information

ⁱ DCTA. (n.d.). *UNT: Discovery Park - Connect Bus Service to UNT*. DCTA. <https://www.dcta.net/node/788>.

ⁱⁱ Via. (2021, May 27). *What is microtransit? - Microtransit Today*. Via Transportation. <https://ridewithvia.com/resources/articles/what-is-microtransit/>.

ⁱⁱⁱ DCTA. (n.d.). *GoZone On-Demand - Can riders without Smartphone use Via?* DCTA. <https://www.dcta.net/getting-around/micro-demand/gozone-demand>.

^{iv} *Via Driver: Everything You Need To Know*. Ridester.com. (2021, May 25). <https://www.ridester.com/via-driver/>.

^v DCTA. (2021, April 19). *DCTA Seeking Public Feedback on Proposed GoZone On-Demand Rideshare Service - The Decision to Transition from Majority Fixed Route to On-Demand*. DCTA. <https://www.dcta.net/media-center/news/2021/dcta-seeking-public-feedback-proposed-gozone-demand-rideshare-service>.

^{vi} *No Bus Cuts Denton*. Change.org. (n.d.). https://www.change.org/p/denton-city-council-and-denton-county-transportation-authority-stop-proposed-cuts-to-denton-city-bus-routes?utm_source=share_petition&utm_medium=custom_url&recruited_by_id=91764d20-b5a6-11eb-a78c-4fad0fc69a5f.

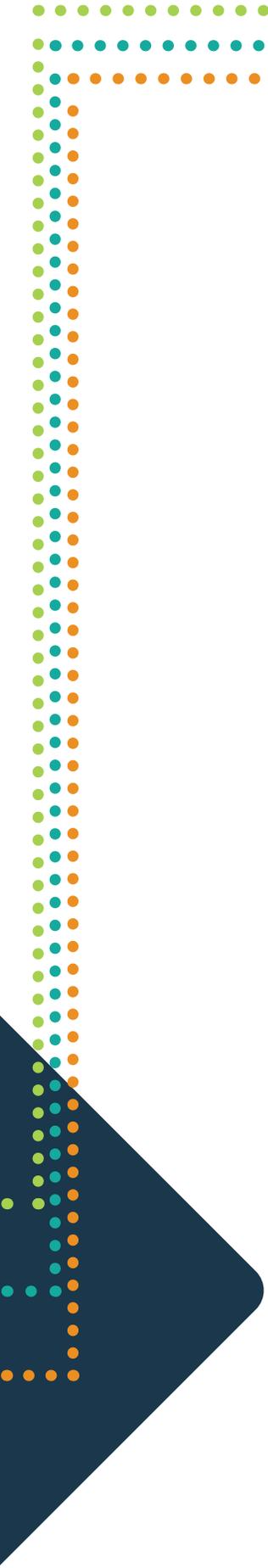


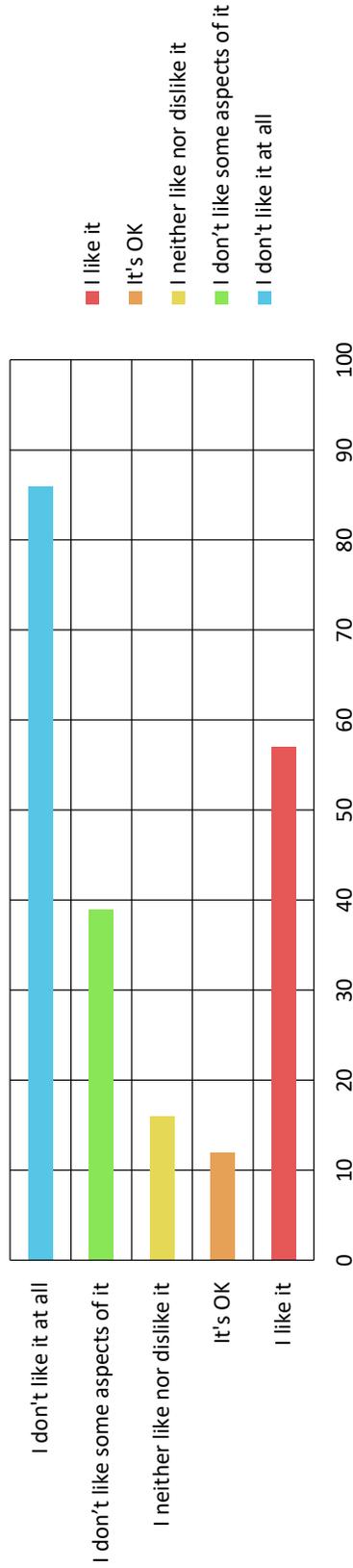
EXHIBIT D: SURVEY QUESTIONS AND SUMMARY OF RESPONSES

Give Us Your Feedback

What do you think of our proposed GoZone on-demand service plan?

Choice	Responses
I like it	57
It's OK	12
I neither like nor dislike it	16
I don't like some aspects of it	39
I don't like it at all	86
Answered	215
Skipped	0

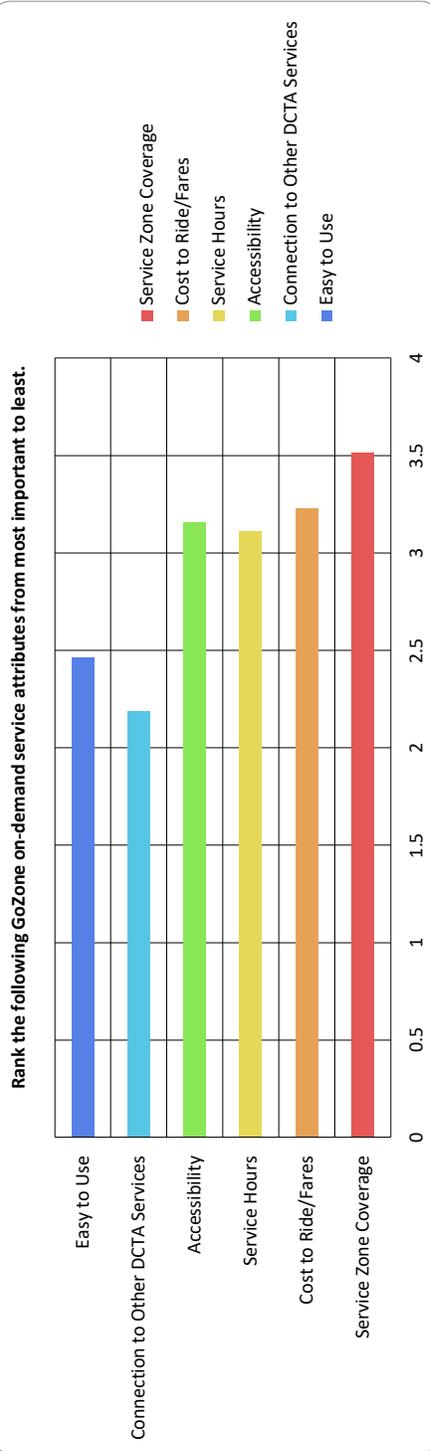
What do you think of our proposed GoZone on-demand service plan?



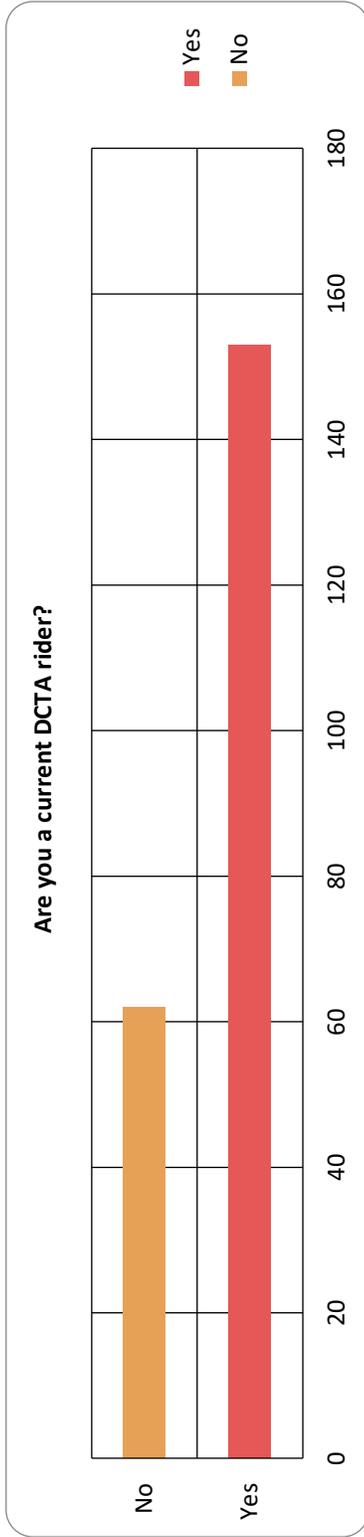
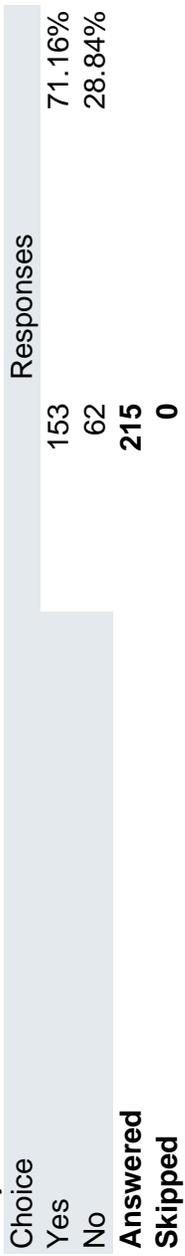
Give Us Your Feedback

Rank the following GoZone on-demand service attributes from most important to least.

Choice	Ranking						Weighted Score				
	1	2	3	4	5	6					
Service Zone Coverage	54	25.12%	36	16.74%	18	8.37%	19	8.84%	16	7.44%	3.51627907
Cost to Ride/Fares	45	20.93%	40	18.60%	23	10.70%	20	9.30%	24	11.16%	3.227906977
Service Hours	29	13.49%	32	14.88%	43	20.00%	34	15.81%	22	10.23%	3.111627907
Accessibility	44	20.47%	32	14.88%	24	11.16%	27	12.56%	31	14.42%	3.158139535
Connection to Other DCTA Services	18	8.37%	15	6.98%	18	8.37%	31	14.42%	38	17.67%	2.186046512
Easy to Use	25	11.63%	19	8.84%	28	13.02%	30	13.95%	24	11.16%	2.465116279
Answered	215										
Skipped	0										



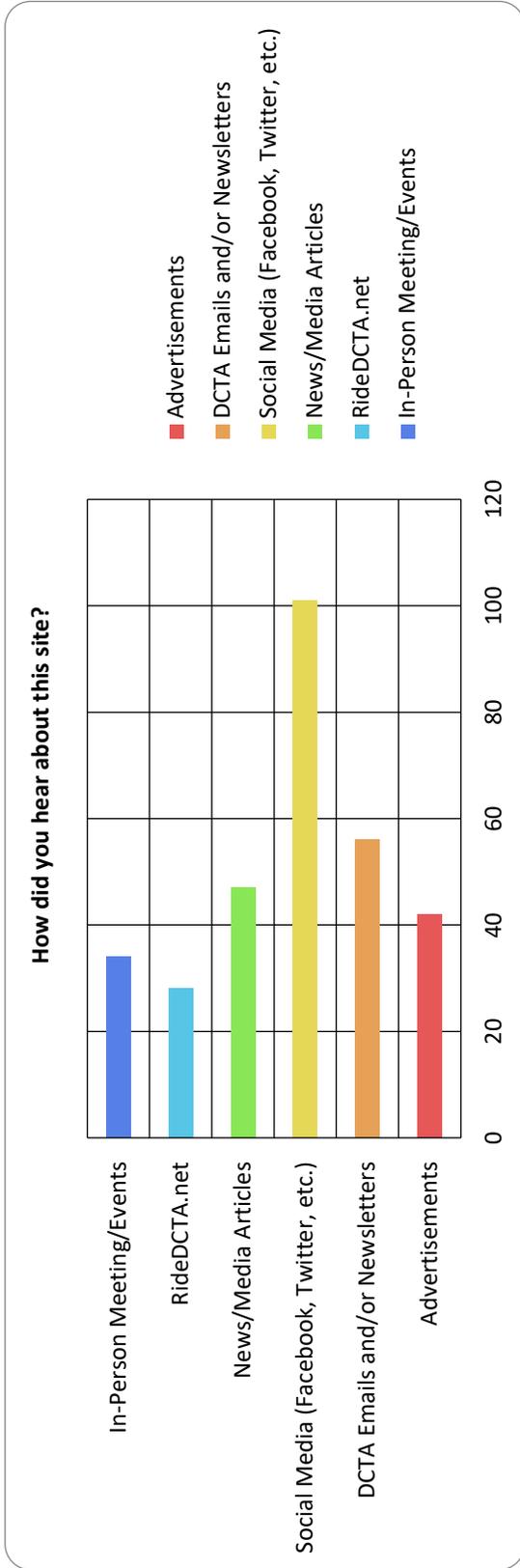
Give Us Your Feedback
Are you a current DCTA rider?



Give Us Your Feedback

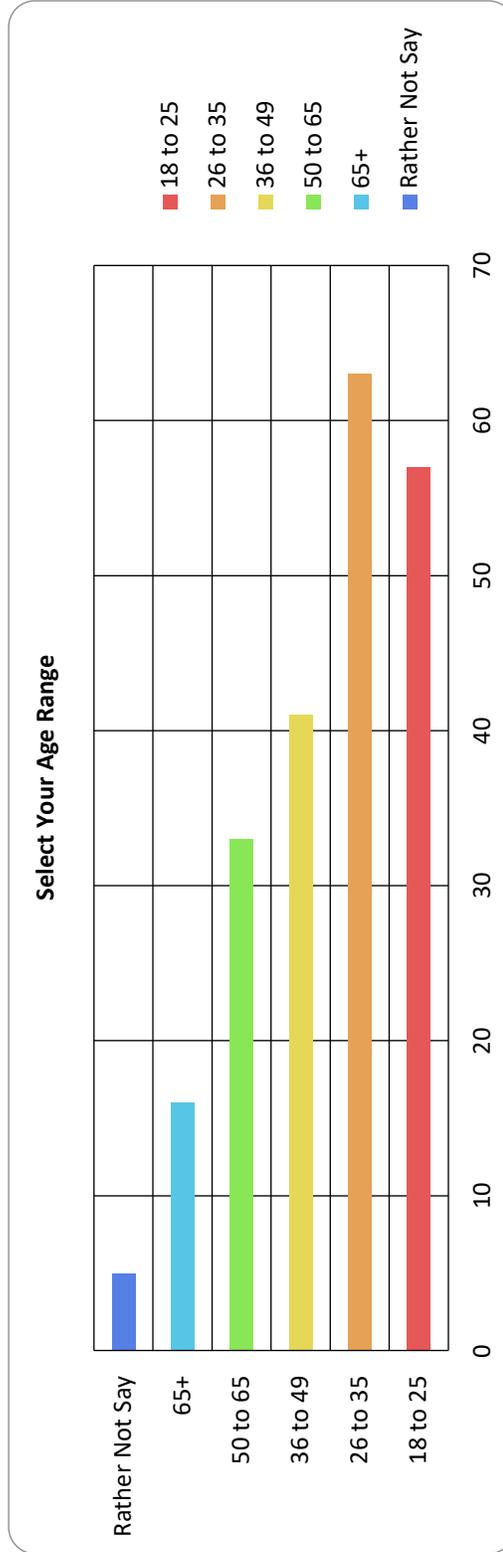
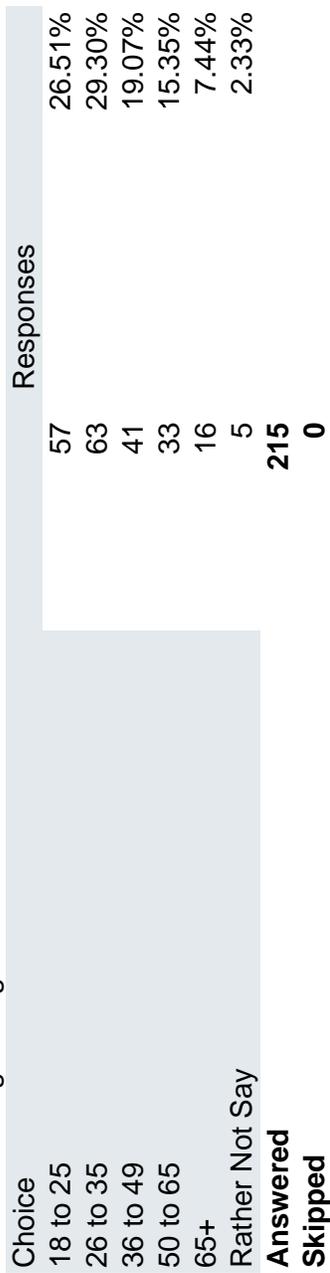
How did you hear about this site?

Choice	Responses	Percentage
Advertisements	42	19.53%
DCTA Emails and/or Newsletters	56	26.05%
Social Media (Facebook, Twitter, etc.)	101	46.98%
News/Media Articles	47	21.86%
RideDCTA.net	28	13.02%
In-Person Meeting/Events	34	15.81%
Answered	215	
Skipped	0	



Give Us Your Feedback

Select Your Age Range

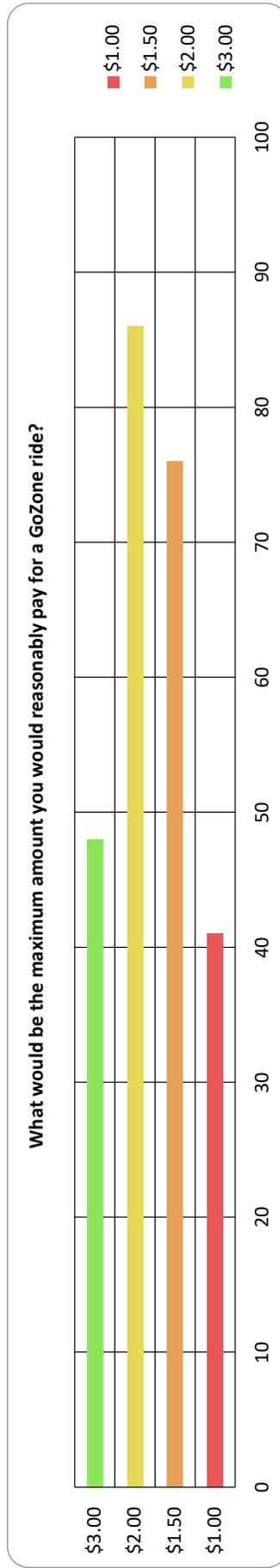


Give Us Your Feedback		
Enter your home zip code:		Response Count
76201		55
75067		26
76205		17
76209		17
76210		15
77590		13
75077		8
75028		6
75057		6
76207		5
76208		5
75007		4
76203		3
77591		3
63011		2
75022		2
7605		1
7621		1
23223		1
31543		1
37211		1
40205		1
43055		1
51502		1
66935		1
75019		1
75035		1
75056		1
75062		1
75063		1
75214		1
75215		1
75219		1
75231		1
75254		1
76011		1
76063		1
76086		1
76102		1
76204		1
76206		1
77389		1
77788		1
78538		1
Answered		215
Skipped		0

Fare Structure Survey

What would be the maximum amount you would reasonably pay for a GoZone ride?

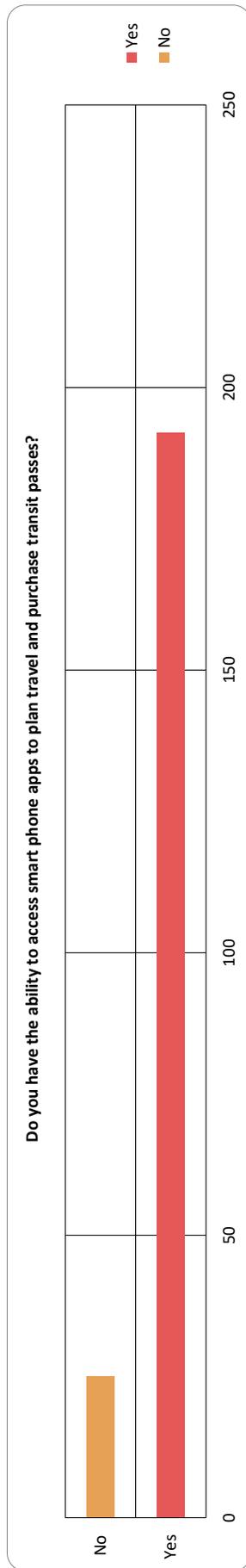
Choice	Responses	
\$1.00	41	18.89%
\$1.50	76	35.02%
\$2.00	86	39.63%
\$3.00	48	22.12%
Answered	217	
Skipped	0	



Fare Structure Survey

Do you have the ability to access smart phone apps to plan travel and purchase transit passes?

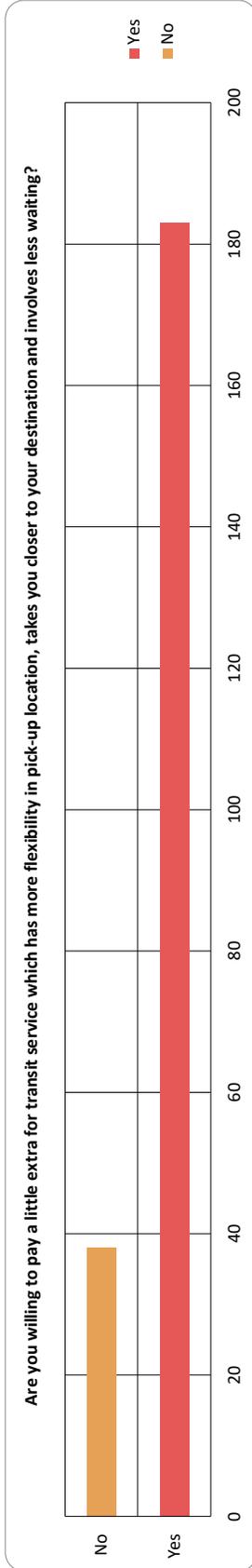
Choice	Responses	Percentage
Yes	192	88.48%
No	25	11.52%
Answered	217	
Skipped	0	



Fare Structure Survey

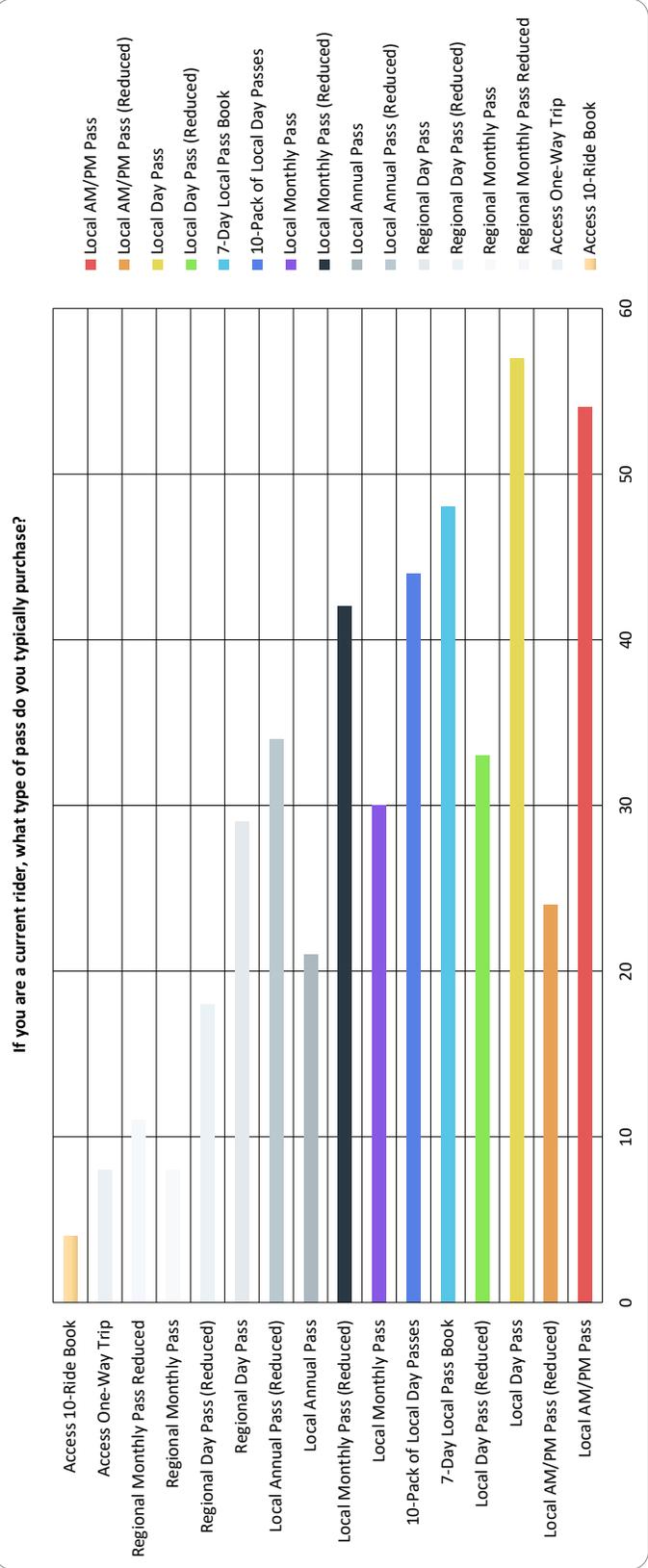
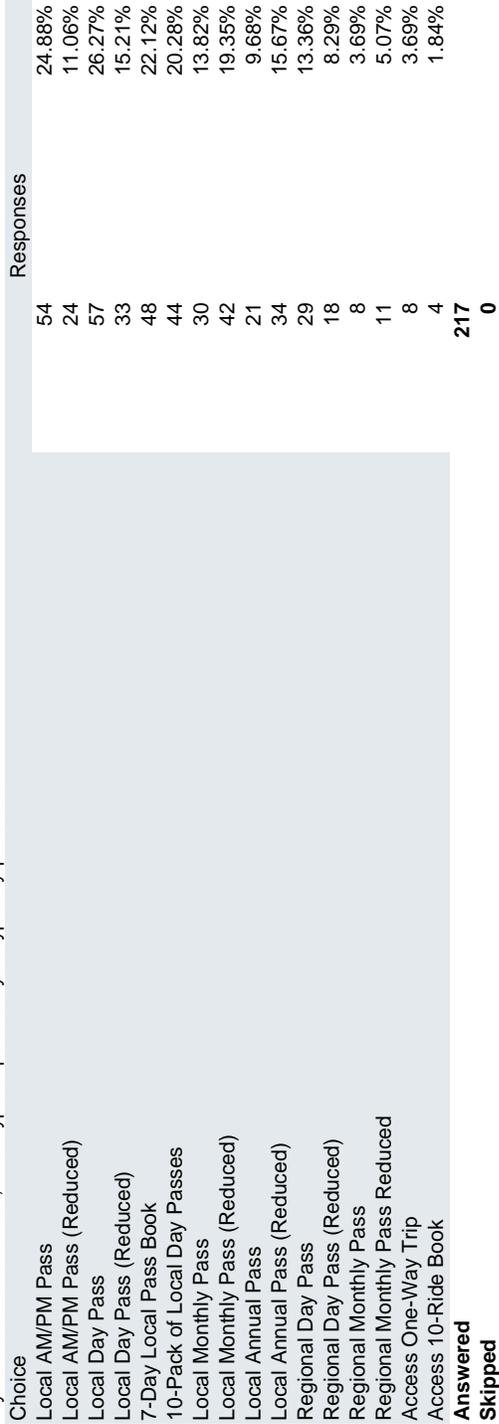
Are you willing to pay a little extra for transit service which has more flexibility in pick-up location, takes you closer to your destination and involves less waiting?

Choice	Responses	Percentage
Yes	183	84.33%
No	38	17.51%
Answered	217	
Skipped	0	



Fare Structure Survey

If you are a current rider, what type of pass do you typically purchase?





**Denton County Transportation Authority
Task Order No. 1**

Task Number: 1 (one) Project ID: <input type="text"/> Grant #: <input type="text"/>			
Contractor: River North Transit LLC (VIA)			
Description: On-Demand Service in Member Cities and Contract Cities			
DCTA Account Code: (Contract to be Billed Under)		Approved Budget Yes <input type="checkbox"/> No <input type="checkbox"/>	
Project Lead		Sarah Hultquist, Mobility Services Specialist Nicole Recker, VP of Mobility Services & Admin	
Cost Estimate		\$33,520,691	
Not to Exceed Budget		\$33,520,691	
<p>Plan, develop and implement services as outlined in Via's updated Proposal #4 and authorized by the DCTA Board of Directors on April 7, 2021.</p> <p>Per DCTA board direction (April 22, 2021), signatures on Task Order #1 will serve as an official notice to proceed for Phase I Base Service only (as defined by Updated Proposal #4). Board authorization and respective written notification will be required for any and all future add-ons and phases.</p>			
DCTA General Counsel: <i>Approved as to form only</i>	DocuSigned by: <i>Joe Gorfida</i>	Date	
Manager of River North:	DocuSigned by: <i>Alex Lavoie</i>	Date	
DCTA Vice President of Mobility Services & Admin:	DocuSigned by: <i>Nicole Recker Crim</i>	Date	6/2/2021
DCTA CEO:	DocuSigned by: <i>Raymond Suarez</i>	Date	6/2/2021

Section 1: Purpose and Scope of Work

By this Task Order (the “**Order**”), River North Transit LLC (“**River North**”), a wholly owned subsidiary of Via Transportation, Inc. (“**Via**”) and Denton County Transportation Authority (“**Customer**”) agree to collaborate towards the initiation of Customer’s demand response transit service in Denton, Lewisville, and Highland Village, TX (as agreed upon by the parties during the planning and design stages of the Service).

In accordance with the Agreement for Mobility Services between the parties, dated June 11, 2019 (the “**Agreement**”), River North will provide Customer with technology and technology- enabled integration services (the “**Services**”), acting as a broker coordinating the services of third party service providers to effectuate the on-demand transit service (the “**Service**”). River North will contract with third party service providers to effectuate such integration, including with fleet managers, vehicle suppliers, driver partners, background check providers, customer service support agencies, a payment processor and insurance brokers and underwriters. River North’s Services will include:

- Localization of a proprietary cloud-based dynamic vehicle routing and real-time passenger aggregation system;
- Support with service planning including scoping new zones, expansions, etc.
- Access to the Via mobile rider application (iOS and Android) for individuals using the Customer’s service (“**Riders**”) to book and pay for rides through a smartphone;
- Access to a backend dashboard for booking rides on behalf of riders who do not have access to a smartphone;
- Access to the Via mobile driver application for drivers to route and service rides through a smartphone or tablet;
- Establish relationship with vehicle rental company (“**Vehicle Partner**”) to provide access to vehicles on a rental basis to independent contractor driver partners (“**Driver Partners**”) who shall provide transportation services;
- Accompanying technical and operational support service;
- Marketing and outreach initiatives as described herein;
- Data sharing and reporting as described herein.

Section 2: Hierarchy of Documents

Conflicts between this Task Order and any other terms and conditions or written agreements between the parties shall be resolved in the order of the documents listed below:

- (1) Task Order No. 1 and all appendices thereto;
- (2) Via’s Updated Proposal No. 4;
- (3) Via’s Proposal No. 2;
- (4) Agreement for Mobility Service between Customer and River North dated June 13, 2019; and

- (5) River North’s Original Response to DCTA Solicitation 19-05 “Mobility as a Service”.

Section 3: Duration & Launch Date

The duration of the Service shall last for a period of two (2) years following the launch date (the “**Initial Term**”), subject to extension by mutual agreement of the parties on terms to be agreed (including any increase in monthly fees for additional months). Thereafter, DCTA shall have the option to extend the Term of this Agreement for two (2) additional one (1) year terms (each a “**Renewal Term**”) by providing written notice to River North thirty (30) days prior to the expiration of the Initial or Renewal Term.

The Customer will provide written notice to proceed to River North at least 12 weeks prior to service launch. For the avoidance of doubt, notice to proceed can only be written by Customer once the contract and appendices are final and signed, and any necessary local and regulatory approvals have been received or registrations completed.

For Phase I (Base Service + Add-Ons), the signed Task Order will serve as appropriate written notification for Phase 1 Base Service only. Additional written notification will be required for any and all future Add-Ons and phases.

Upon receipt of such written notice to proceed, River North will commence local preparation for launch (“**Launch Preparation Period**”). Service operation for Phase I and Phase I Add-ons will begin on a mutually agreeable date, no earlier than September 7, 2021, unless River North and the Customer define an alternative mutually agreeable date in writing (“**Launch Date**”).

Timing for Task Order 1 includes:

- Implementation Phase: April 23, 2021 – September 6, 2021; requires a minimum of 15 weeks for Phase I Base Service.
 - o Secure drivers and leases
 - o Wrap vehicles
 - o Outfit vehicles with wheelchair accessibility and bike racks
 - o Complete the app development and white labeling – including all payment functions on the backend (i.e. onboard cash collection, etc.)
 - o GoPass integration workshop and potential integration (may take longer than the minimum 15 weeks)
 - o Conduct beta testing of services prior to launch
- Service Deployment:
 - o First two years – September 7, 2021 – September 6, 2023
 - Phase I Launch – September 7, 2021
 - To include the base service as described in the updated Proposal #4 (dated April 22, 2022) and any Phase I Add-ons approved by the DCTA board of directors prior to the Phase I launch date
 - The approval of Phase I Add-ons must occur in parallel with the Base Service, or an additional four (4) weeks will be required to retrofit vehicles
 - Phase IIA Launch – Early 2022

- To include Access service and the Castle Hills zone
- Phase IIB Launch – Summer 2022
 - To include increased weekday hours (based on ridership justification)
- Two one-year options – September 7, 2023 – September 6, 2025

Section 4: Fee Structure

All costs below are based on not-to-exceed costs only and a singular fleet model provided by River North.

- Implementation Phase: April 23, 2021 – September 6, 2021
- Service Deployment:
 - First two years – September 7, 2021 – September 6, 2023
 - Two one-year options – September 7, 2023 – September 6, 2025

All costs below are based on Via’s updated Proposal #4 presented to the DCTA Board of Directors on April 22, 2021. All costs are based on a singular fleet model (provided by Via) and presented as not-to-exceed.

All costs outlined within the Task Order are subject to funding availability, compliance with federal requirements, board approval and a written notice to proceed. DCTA reserves the right to adjust service hours and delivery, as needed, subject to reasonable expenses.

DCTA will be billed for the fees as described below. Driver hours will be billed as incurred and for services used at the end of each month.

Customer shall pay the following fees to Via:

Fixed (Upfront) Costs

DCTA shall pay to River North a non-refundable installation fee of \$128,000 (for base service retrofits), payable to Via upon completion of the approved retrofits of Avis vehicles.

Phase I Retrofits and Vehicle Wraps <ul style="list-style-type: none"> • Base Service – 25 Vehicles • Phase I Add-Ons – 5 Vehicles 	<ul style="list-style-type: none"> • Base service - \$128,000 • Phase I Add-Ons - \$25,600
Phase I Bike Racks <ul style="list-style-type: none"> • Base Service – 25 Vehicles • Phase I Add-Ons – 5 Vehicles 	<ul style="list-style-type: none"> • Base Service - \$37,500 • Phase I Add-Ons - \$7,500

Should DCTA choose to add vehicles to the launch fleet, or the fleet overall post launch, Via charges a \$1,500 fee per bike rack. All costs would be invoiced by River North upon installation of the bike rack.

Should DCTA choose to add vehicles to the launch fleet, or the fleet overall post launch, Via charges an \$11,000 fee per retrofitted vehicle. All costs would be invoiced by River North upon retrofit of the vehicle.

Ongoing Invoice Fees

DCTA shall pay the following fees to be invoiced monthly by Via, starting upon launch of the Service:

- \$41.06 per vehicle hour during Year 1
- \$41.28 per vehicle hour during Year 2
- \$42.11 per vehicle hour during Year 3
- \$42.95 per vehicle hour during Year 4

Via will invoice DCTA on or before the 5th business day of each month for vehicle hours incurred in the prior month.

Should changes in applicable federal, state or local law result in a significant change in Via's costs, Via or Customer may opt to renegotiate the ongoing vehicle hour fees, pending Customer Board approval.

River North's total liability under this Task Order shall be limited to direct damages in the amount of ten million dollars (\$10,000,000). However, this limitation of total liability shall not preclude DCTA from claiming any insurance placed or provided pursuant to the Agreement for Mobility Services up to the full amount payable under such insurance.

4-Year Not-to-Exceed Cost Model

Service	Timeframe	Two-Year Base Contract Term (9/7/21 - 9/6/23)					
		Year 1			Year 2		
		Cost / Vehicle Hour	Max. No. of Vehicle Hours	Total Cost	Cost / Vehicle Hour	Max. No. of Vehicle Hours	Total Cost
Implementation Phase	April 23, 2021 – September 6, 2021	n/a	n/a	\$0	n/a	n/a	\$0
Up Front Hard Costs	Retrofits & vehicle wraps	n/a	n/a	\$128,000	n/a	n/a	\$0
	Bike Racks for Every Vehicle in Singular Fleet (\$1,500/vehicle) <i>Estimated at 29 vehicles</i>	n/a	n/a	\$43,500	n/a	n/a	\$10,500
	Option: Additional Retrofits from Expansions	n/a	n/a	\$11,000	n/a	n/a	\$0
	Option: Additional Bike Racks from	n/a	n/a	\$22,500	n/a	n/a	\$0

	Expansions & Access <i>Estimated at 14 vehicles (10 Access, 4 from other potential expansions)</i>						
	Access Retrofits	n/a	n/a	\$33,000	n/a	n/a	\$0
Base Service (Monday – Saturday)	Phase I Launch – September 7, 2021 25 vehicles <i>Hours estimate includes cost for starting service at 5 a.m. M-F in all years</i>	\$41.06	99,097	\$4,068,910	\$41.28	133,535	\$5,512,341
Sunday and Holiday Service	Phase I Launch – September 7, 2021	\$41.06	9,300	\$381,858	\$41.28	11,902	\$491,315
Saturday Service Hours Extension	Phase I Launch – September 7, 2021	\$41.06	1,560	\$64,054	\$41.28	1,996	\$82,395
Denia Neighborhood Expansion	Phase I Launch – September 7, 2021 1 extra vehicle	\$41.06	6,250	\$256,625	\$41.28	7,999	\$330,199
Business 121 North Zone Expansion	Phase I Launch – September 7, 2021 1 extra vehicle	\$41.06	4,874	\$200,126	\$41.28	6,238	\$257,505
Frankford Station (DART) to the Lewisville/HV Zone	Phase I Launch – September 7, 2021 1 extra vehicle	\$41.06	4,250	\$174,505	\$41.28	5,439	\$224,522
Sunday A-train Replacement	Phase I Launch – September 7, 2021	\$41.06	1,860	\$76,372	\$41.28	2,380	\$98,246
Service To/From Trinity Mills Station (“Guaranteed Ride Home”)	Phase I Launch – September 7, 2021	\$41.06	2,750	\$112,915	\$41.28	3,519	\$145,264
Castle Hills Zone Expansion	Phase 2A Launch – Estimated for January / February 2022 1 extra vehicle <i>Via is currently modifying this</i>	\$41.06	4,874	\$200,126	\$41.28	6,238	\$257,505

	<i>zone but does not anticipate the modification requiring any additional vehicles</i>						
Access Service	Phase 2A Launch – Estimated for January / February 2022 8-10 extra vehicles <i>DCTA and Via still need to discuss and analyze date to provide an accurate not-to-exceed amount</i>	TBD	TBD	\$1,000,000	TBD	TBD	\$1,005,358
Weekday Late-Night Service Hours Extension	Phase 2B Launch – Estimated for Summer 2022	\$41.06	5,000	\$205,300	\$41.28	6,399	\$264,151
Total Not-to-Exceed Amount			139,814 <i>Access Vehicle Hours TBD and not included in total</i>	\$6,978,791		185,645 <i>Access Vehicle Hours TBD and not included in total</i>	\$8,679,300
Total Not-to-Exceed Amount: Two-Year Base Term	\$15,658,091						

Service	Timeframe	Two-Year Option Period (9/7/23 - 9/6/25)					
		Option Year 1			Option Year 2		
		Cost / Vehicle Hour	Max. No. of Vehicle Hours	Total Cost	Cost / Vehicle Hour	Max. No. of Vehicle Hours	Total Cost
Implementation Phase	April 23, 2021 – September 6, 2021	n/a	n/a	\$0	n/a	n/a	\$0
Up Front Hard Costs	Retrofits & vehicle wraps	n/a	n/a	\$0	n/a	n/a	\$0
	Bike Racks for Every Vehicle in Singular Fleet (\$1,500/vehicle)	n/a	n/a	\$0	n/a	n/a	\$0

	<i>Estimated at 29 vehicles</i>						
	Access Retrofits	n/a	n/a	\$0	n/a	n/a	\$0
Base Service (Monday – Saturday)	Phase I Launch – September 7, 2021 25 vehicles <i>Hours estimate includes cost for starting service at 5 a.m. M-F in all years</i>	\$42.11	133,535	\$5,623,176	\$42.95	133,535	\$5,735,345
Sunday and Holiday Service	Phase I Launch – September 7, 2021	\$42.11	11,902	\$501,193	\$42.95	11,902	\$511,191
Saturday Service Hours Extension	Phase I Launch – September 7, 2021	\$42.11	1,996	\$84,052	\$42.95	1,996	\$85,728
Denia Neighborhood Expansion	Phase I Launch – September 7, 2021 1 extra vehicle	\$42.11	7,999	\$336,838	\$42.95	7,999	\$343,557
Business 121 North Zone Expansion	Phase I Launch – September 7, 2021 1 extra vehicle	\$42.11	6,238	\$262,682	\$42.95	6,238	\$267,922
Frankford Station (DART) to the Lewisville/HV Zone	Phase I Launch – September 7, 2021 1 extra vehicle	\$42.11	5,439	\$229,036	\$42.95	5,439	\$233,605
Sunday A-train Replacement	Phase I Launch – September 7, 2021	\$42.11	2,380	\$100,222	\$42.95	2,380	\$102,221
Service To/From Trinity Mills Station ("Guaranteed Ride Home")	Phase I Launch – September 7, 2021	\$42.11	3,519	\$148,185	\$42.95	3,519	\$151,141
Castle Hills Zone Expansion	Phase 2A Launch – Estimated for January / February 2022 1 extra vehicle <i>Via is currently modifying this zone but does not anticipate the modification requiring any</i>	\$42.11	6,238	\$262,682	\$42.95	6,238	\$267,922

	<i>additional vehicles</i>						
Access Service	Phase 2A Launch – Estimated for January / February 2022 8-10 extra vehicles <i>DCTA and Via still need to discuss and analyze date to provide an accurate not-to-exceed amount</i>	\$42.11	TBD	\$1,025,572	\$42.95	TBD	\$1,046,030
Weekday Late-Night Service Hours Extension	Phase 2B Launch – Estimated for Summer 2022	\$42.11	6,399	\$269,462	\$42.95	6,399	\$274,837
Total Not-to-Exceed Amount			185,645 <i>Access Vehicle Hours TBD and not included in total</i>	\$8,843,100		185,645 <i>Access Vehicle Hours TBD and not included in total</i>	\$9,019,500
Total Not-to-Exceed Amount: Two-Year Option Period	\$17,862,600						

Section 5: Service Parameters

River North will provide access to a platform service (the “**Platform**”) through which Riders will be able to book and pay for rides on a shared and on-demand basis; and dedicated vehicles will be offered by the Vehicle Provider to Driver Partners on a rental basis.

- **Geographic Coverage Zone:** 3 Core Zones
 - Denton: Approximately 25 square miles coverage zone
 - Lewisville/Highland Village: Approximately 27 square miles coverage zone
 - Business 121/Castle Hills: Approximately 7 square miles coverage zone (once Castle Hills is annexed, it will be one contiguous zone).
- **Phase I Service Days/Hours:**
 - Monday – Thursday
 - 5 a.m. – 10 p.m. (regular service)

- 10 p.m. – 1 a.m. (Trinity Mills)
 - Friday:
 - 5 a.m. – 11 p.m. (regular service)
 - 11 p.m. – 2 a.m. (Trinity Mills)
 - Saturday:
 - 8 a.m. – 11 p.m. (regular service)
 - 11 p.m. – 2 a.m. (Trinity Mills)
 - Sundays and Holidays (up to 10 days): 8 a.m. – 6 p.m.
- **Phase II Service Days/Hours:**
 - Monday - Thursday:
 - 5 a.m. – 1 a.m. (Regular Service including Trinity Mills from 10 p.m. – 1 a.m.)
 - Friday:
 - 5 a.m. – 11 p.m. (regular service)
 - 11 p.m. – 2 a.m. (Trinity Mills)
 - Saturday:
 - 8 a.m. – 11 p.m. (regular service)
 - 11 p.m. – 2 a.m. (Trinity Mills)
 - Sundays and Holidays (up to 10 days): 8 a.m. – 6 p.m.
- **Rider Fare:** Rider fare will be determined by mutual agreement between Customer and River North.
- **Payment:** River North will ensure acceptance of Rider payment through the app via credit cards and pre-paid debit cards, online, GoPass, ticket outlets, and will work to discuss additional options for the unbanked.
- **Vehicle Fleet:** The Vehicle Provider will offer a fleet of up to 30 branded, licensed and insured vehicles, including 9 Wheelchair Accessible Vehicles (WAV) to be made available to independent contractor Driver Partners, who will be able to gain access to these vehicles after being registered onto the Platform. River North has the flexibility to allow Driver Partners to drive their own personal vehicles. While River North does not intend to use this option, if the branded vehicle fleet is not sufficient to meet drastic spikes in demand (weather, special event, etc.), this is an option available to the Customer. The Vehicle Provider will ensure that the vehicles are properly maintained and further ensure both interior and exterior cleanliness.
- **Wait Times:** Phase I will be delivered with an average wait time of 10- 15 minutes.
- **Access:** ADA Paratransit service parameters will be mutually agreed upon by River North and Customer. River North and Customer will work collaboratively to refine the plan as needed.
- **Parking:** Customer shall identify and make available a depot or parking lot with ample overnight parking for the dedicated fleet. The depot/lot must be in a safe and lighted area inside the boundaries of the service zone

River North will ensure the execution of the necessary registrations and licensing to perform the Services, with the cooperation and assistance of the Customer. Such registrations and licenses are provided at no cost to the Customer.

Section 6: Project Team & Governance

River North will be responsible for the integration of all relevant elements of the Service on a continuous basis during the course of the service and will designate a project manager for this purpose (the “River North Project Manager”) who will lead River North’s Project Team. Customer will designate a project manager to be the primary point of contact with River North throughout the duration of the Service (the “Customer Project Manager”). The River North Project Manager will be in regular contact with the Customer Project Manager through informal and scheduled project meetings.

The River North Project Manager will be empowered to enact day-to-day decisions related to the Services and will serve as the primary point of contact with the Customer Project Manager on an ongoing basis. The River North Project Manager will appoint members to the Project Team to assist in the integration of the various elements of the Service, to include personnel with expertise in service scoping, independent contractor driver outreach and registration to the Platform, fleet maintenance procurement, marketing, and data analytics. For the avoidance of doubt, the River North Project Manager will have no power to serve notice or amend the Agreement, or this Order.

Leading up to the launch of, and during the course of the Service, River North’s Project Team, led by the River North Project Manager, will liaise with the Customer Project Manager over the key deliverables of this Order and to endeavor to maximize ongoing service optimization.

Section 7: Driver Partner Registration & Supply Management

River North will source Driver Partners to provide transportation services to Customer through the Platform. River North will engage in a good faith effort to register Denton County residents as Driver Partners.

River North will ensure that Driver Partners have appropriate insurance and qualifications required for the type of vehicles and services being operated. As part of Driver Partner registration for access to the Platform, all Driver Partners will be introduced to River North with the following areas covered: familiarization with the service areas; hours of service; Customer’s expectations; use of the Driver App; and reporting incidents and delays in service.

River North will be responsible for ensuring that there is adequate driver supply for each service zone within designated hours to meet demand with optimal quality of service, given constraints.

Section 8: Rider and Driver Partner Support

Customer will ensure the provision of customer service and support Riders on issues that arise in connection with use of the Platform. Customer will also support all phone bookings for the service when Riders want to book by calling in.

Following each ride, the Rider will be prompted to submit a ride rating with feedback in the app. If an issue arises for a Rider before, during, or after a ride, the Rider will be able to reach customer support staff by phone, or by submitting an email ticket, which will be replied to promptly by such customer support staff.

Section 9: Marketing, Promotions & Press

River North shall work closely with Customer to determine a unified marketing and promotional program that increases community awareness of the service and maximizes its success.

The Service, including the rider app will be co-branded as “powered by Via”. The “powered by Via” banner must be used only in the exact format provided by Via, and will be prominent on all assets promoting the Service, including (but not limited to) printed collateral, digital materials, websites, and any vehicle wraps. The “powered by Via” banner will have equal prominence on all marketing materials to any additional partner logos or trademarks. Via may provide pre-approved brand assets and guidelines that must be complied with in all marketing communications distributed by the Customer.

All Customer-developed content that pertains to Via’s brand, technology, and operations must be reviewed and approved in writing (i.e. email) by River North before distribution. Via will coordinate with the Customer to determine the appropriate process and approvals required.

River North will work collaboratively to support Customer’s marketing strategy for the Service, potentially including the following activities and tactics:

- Development of marketing and communications plans to guide the overall strategy and tactics to drive Rider awareness, acquisition, and growth
- Design key marketing collateral (print and digital)
- Design vehicle branding/graphics in coordination with the Customer
- Create virality by providing an intuitive and frictionless referral program with customizable incentive structures that creates opportunities for Riders to become the service’s biggest ambassadors
- Develop street marketing programs to effectively drive hyper-local awareness of the service
- Manage digital marketing campaigns to build awareness and drive service adoption
- Propose and implement in-app promotional programs to drive Rider activation, retention and growth
- Implement community outreach plan by meeting with key organizations and community members to educate, build awareness, and garner support for the service

The Customer shall coordinate with River North at least four (4) weeks before the launch of the service. For the avoidance of doubt, River North will have the flexibility to execute similar marketing initiatives

as the Customer at its own expense. In such cases, River North will coordinate with the Customer in advance.

Section 10: Data Sharing & Reporting

River North will share data from the Service as set forth in Appendix 2.

The Service Data shall be made available in formatted numerical and graphical reports.

For the avoidance of doubt, the information above constitutes proprietary trade secrets of River North and Via, and shall be treated as confidential information and accessed only by those individuals that have a need to know for the purposes of receiving the services under this Task Order.

Appendix 1Authorized Users - Contract

The below appendix sets forth the members of the Customer's "Core Team" who are designated authorized users of the Via Solution and Service Data. Any usage beyond the members of the Core Team would be in violation of the confidentiality provisions in the Terms. Members of the Core Team can be altered through a formal request to Via.

Core Team	
<i>Title</i>	<i>Name</i>
Vice President, Mobility Services and Administration	Nicole Recker
Deputy Chief Executive Officer	Kristina Holcomb
Chief Financial Officer	Marisa Perry
Mobility Service Specialist	Sarah Hultquist (Ault)
Senior Director of Mobility Services	Troy Raley
Manager of Bus Administration	Rusty Comer
Senior Manager of Marketing and Communications	Adrienne Hamilton
Controller	Amber Karkauskas
Data Analyst	Ashley Jensen

Appendix 2

Data Sharing Plan

As part of the Service, Via will make below data available to members of the Customer's Core Team, for the purpose of research and program evaluation. The data to be shared will be uploaded to a Tableau server and protected by Via's VPN. Each of the individuals listed as members of the Core Team will be provided their own Tableau and VPN credentials. Access to the Tableau server will be available through the VPN only and might require appropriate software to connect. Underlying data may not be shared through any other method. The data is considered trade secret by Via and is subject to the confidentiality and other protective provisions set forth in the Terms.

River North will work with Customer to scope all necessary operational and regulatory reports not listed below, all of which will be included in the Agreement.

To protect Via's intellectual property and the privacy of Riders, Via will provide the following data tables and dashboards in the form of aggregated Tableau reports that will be provided for Customer's access. These reports will be refreshed daily. The reports are aggregated, de-identified and do not include any personal information of Riders.

Section A: STANDARD REPORTING SET		
Dashboard	Data Point	Level of Detail
Rides Data <i>Key data for each completed ride</i>	rider ID	completed ride; hashed rider ID
	request origin lat/long	completed ride; truncated to 3rd decimal place
	pickup date + time	completed ride; truncated to minute
	request destination lat/long	completed ride; truncated to 3rd decimal place
	dropoff date + time	completed ride; truncated to minute
	number of Riders	completed ride
	ride distance (miles)	completed ride

	ride duration (minutes)	completed ride
	fare paid	completed ride
	WAV	completed ride
Quality of Service Trends <i>Summary of rides and quality of service</i>	completed rides	week
	avg. ride distance (miles)	week
	avg. ride duration (minutes)	week
	utilization	week
	active drivers	week
	driver hours	week
	ETA	week
	on-time pickup %	week
	completed ride %	week
	pickup request locations (by polygon)	week
	dropoff request locations (by polygon)	week
	top 5 pickup request intersections	week
	top 5 dropoff request intersections	week
Access <i>ADA Paratransit Service</i>	River North and Customer will agree to mutually acceptable additional reporting details for Access service at a later date.	

Board of Directors Memo

July 22, 2021

SUBJECT: Discuss and Consider Approval of GoZone Fare Promotion for Launch on September 7, 2021

Recommendation

This is an action item. It is recommended that Board approve the revised Proposed Promotional Fare as depicted in **Exhibit 1** for the first six months of GoZone service implementation.

Background

During previous conversations with the Board, the executive team recommended that GoZone service deployment incorporate a Promotional Fare period to accomplish several goals. Firstly, the executive team seeks to minimize obstacles and confusion for passengers to adopt and grow use of the new service. Secondly, the executive team desires to provide the Board with quantitative and qualitative insights regarding ridership adoption and growth, mobility patterns, and willingness to pay for the new service as inputs to a formal revision to DCTA fare structures. Finally, executive team has sought to rationalize service launch activities where possible; utilization of a Promotional Fare period does not require a Federal Transit Administration Fare Equity Analysis, which is required prior to formally revising a fare structure.

The initial recommendation for the Promotional Fare period also included the addition of a single “new” fare for a one-way GoZone trip for \$0.75, or 50% of the current Local AM/PM pass, as well as adding credit(s) for GoZone trips to each existing DCTA fare type. Other elements of existing fare types would be unchanged.

Prior Board Activity & Action

- April 7, 2021 – Regular Agenda Item 3 – Discuss and Consider Proposed Promotional Fare for Microtransit On-Demand Service
- May 27, 2021 – Regular Agenda Item 1 – PMO Progress Report

Identified Need

The DCTA team has sought and received feedback on this approach from GoZone implementation partners as well as current and potential DCTA passengers. This feedback has exposed risks that executive team seeks to mitigate by revising its recommended approach for the GoZone launch Promotional Fare period.

DCTA, Via, and regional partners are aligned in recognizing that by utilizing a finite number of GoZone ride credits during the Promotional Fare Period causes a technical and operational complexity to the service launch and ongoing operations. The launch team is also concerned that implementing credit limits may artificially limit actual GoZone service demand and therefore negatively impact the quality of utilization data collected during the Promotional Fare Period.

To mitigate these risks, it is being recommended that passengers be allowed unlimited GoZone rides with the purchase of existing DCTA fare types as it will simplify trip planning and service adoption for passengers, reduce technical and operational complexity of service launch and ongoing operations and simplify potential preparations for broader GoPass regional fare and trip planning discussions. GoZone unlimited rides would only be available for the period that each fare type is valid under the current fare structure.

Financial Impact

GoZone trips would only be available for use by passengers that purchase one of the existing DCTA fare types. Via does not anticipate that it would exceed its service model projections, and associated expenses to DCTA, by providing unlimited GoZone trips for the period that each existing fare type is valid.

Exhibits

Exhibit 1: Recommended GoZone Promotional Fare Overview



Final Review: _____

Kristina Holcomb, Deputy CEO

Proposed GoZone Promotional Fare Overview

(Revised post public involvement phase)

Previous recommendation included limited GoZone credits per fare type.

New recommendation includes unlimited GoZone credits while each purchased fare type is valid.

Fare Type	Local Fare	Regional Fare	Reduced Fare ²	Compatible Purchase Locations	GoZone Trips/Via Credits
GoZone Single Ride¹	\$0.75	-	-	Cash On Board, Via App	One Single Ride
Local AM/PM Pass	\$1.50	-	\$1.50 Local \$6.00 Regional	Ticket Outlets, GoPass, Cash, Exploring Potential in Via App	Unlimited for duration of fare validity
Day Pass	\$3.00	\$12.00	-	Ticket Outlets, Online, Go Pass, Via App, Cash	Unlimited for duration of fare validity
7-Day Pass	\$15.00	-	-	Ticket Outlets, Go Pass ³	Unlimited for duration of fare validity; No Daily Rollover
10-Pack of Day Passes	\$20.00	\$84.00	-	Ticket Outlets, Online	Unlimited for duration of fare validity; No Daily Rollover
Monthly Pass	\$48.00	\$192.00	\$24.00 Local \$48.00 Regional	Ticket Outlets, Online, Via App	Unlimited for duration of fare validity; No Daily Rollover
Annual Pass	\$480.00	\$1,920.00	\$240.00 Local \$576.00 Regional	Ticket Outlets, Online	Unlimited for duration of fare validity; No Daily Rollover

¹Single Ride is a new fare type and only applicable on the GoZone service

²Reduced fares – Seniors (65+), persons with disabilities, Medicare cardholders and students (ages 5 to 18; students over the age of 14 must have a valid high school or DCTA issued ID)

³Local versions of the 7-Day Passes are sold on GoPass, but Regional versions of the 7-Day Passes are not sold on GoPass



Board of Directors Memo

July 22, 2021

SUBJECT: Discuss and Consider Approval of to Modify Route 3 and Route 7 in Conjunction with the GoZone Launch on September 7, 2021

Recommendation

Staff is requesting Board action on the following items:

- Route 3 – frequency and duration of service
- Route 7 – frequency and duration of service

Background

DCTA staff proposed continuing the operation of Denton Connect Route 3 and Route 7 in concurrence with GoZone service for six months for the following reasons:

- Route 7 exceeds 10 boardings per hour and provides connectivity between the Downtown Denton Transit Center, Downtown Denton, the University of North Texas, and Rayzor Ranch
- Route 3 comes close to 10 boardings per hour and provides connectivity to many of the primary social service agencies located in Denton
- Provide an A/B test of services to determine if GoZone on-demand service could fully replace successful fixed route service

In June 2021, staff presented the board with preliminary GoZone public feedback including a common public concern regarding the removal of Route 3 and Route 7 after six months of GoZone service. Additionally, staff provided a variety of Route 3 and Route 7 service models for discussion.

The board requested that staff model additional frequency and duration options for discussion and consideration at the July board meeting.

Financial Impact

Staff has modeled two additional, directly operated scenarios. The details of each scenario can be found in Exhibit 1. The financial impact is solely dependent on the individual route models chosen by the board.

The continuation of Routes 3 and 7 in FY '21, regardless of frequency, can be accommodated within the FY '21 budget. Any decisions regarding FY '22 service levels will impact the proposed FY '22 budget.

Exhibits

Exhibit 1: Route 3 and Route 7 Service Options

Submitted By: Rusty Comer
Rusty Comer, Manager of Bus Administration

Final Review: Nicole Recker
Nicole Recker, Vice President of Mobility Services and Administration

Board of Directors Memo

July 22, 2021

SUBJECT: Discuss and Consider Approval of Modifying Route 3 and Route 7 in Conjunction with the GoZone Launch on September 7, 2021

Recommendation

Staff is requesting Board action on the following items:

- Route 3 – frequency and duration of service
- Route 7 – frequency and duration of service

Background

DCTA staff had proposed continuing the operation of Denton Connect Route 3 and Route 7 in concurrence with GoZone service for six months for the following reasons:

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The continuation of Routes 3 and 7 in FY '21, regardless of frequency, can be accommodated within the FY '21 budget. Any decisions regarding FY '22 service levels will impact the proposed FY '22 budget.

Exhibits

Exhibit 1: Route 3 and Route 7 Service Options

Submitted By: 
Rusty Comer, Manager of Bus Administration

Final Review: 
Nicole Recker, Vice President of Mobility Services and Administration

Route 3 and Route 7 Service Options

	FY '22 Proposed Budget		15 Minute Frequency all Day				15 Minute Peak Frequency & 25/30 Minute Off-Peak Frequency			
	6 Months		6 Months		12 Months		6 Months		12 Months	
	Route 3	Route 7	Route 3	Route 7	Route 3	Route 7	Route 3	Route 7	Route 3	Route 7
Weekday Frequency Peak/Off-Peak	44/44	30/60	15/15	15/15	15/15	15/15	15/25	15/30	15/25	15/30
Saturday Frequency Peak/Off-Peak	45/45	60/60	15/15	15/15	15/15	15/15	15/25	15/25	15/25	15/25
Monday - Thursday Hours of Service	7:05 am to 6:23 pm	6:00 am to 9:38 pm	5:00 am to 11:00 pm	5:00 am to 11:00 pm	5:00 am to 11:00 pm	5:00 am to 11:00 pm	5:00 am to 10:20 pm	5:00 am to 9:30 pm	5:00 am to 10:20 pm	5:00 am to 9:30 pm
Friday Hours of Service	7:05 am to 6:23 pm	6:00 am to 9:38 pm	5:00 am to 11:00 pm	5:00 am to 11:00 pm	5:00 am to 11:00 pm	5:00 am to 11:00 pm	5:00 am to 10:20 pm	5:00 am to 11:00 pm	5:00 am to 10:20 pm	5:00 am to 11:00 pm
Saturday Hours of Service	8:05 am to 6:19 pm	8:17 am to 7:07 pm	8:05 am to 11:00 pm	8:05 am to 11:00 pm	8:05 am to 11:00 pm	8:05 am to 11:00 pm	8:05 am to 11:00 pm	8:00 am to 11:00 pm	8:05 am to 11:00 pm	8:00 am to 11:00 pm
Cost	\$80,675.88	\$146,884.22	\$386,314.82	\$488,108.71	\$774,065.19	\$978,138.48	\$328,781.23	\$462,595.88	\$659,040.21	\$927,081.16
Total Cost	\$227,560.10		\$874,423.53		\$1,752,203.67		\$791,377.11		\$1,586,121.37	

Board of Directors Memo

July 22, 2021

SUBJECT: Discuss and Consider Approval of Modifying North Texas Xpress in Conjunction with the GoZone Launch on September 7, 2021

Recommendation

Staff will require a motion that includes board decision on the following items:

- The number of North Texas Xpress trips per day (Monday – Friday)
- The type of vehicle to be utilized for North Texas Xpress trips
- Length of time for GoZone service and North Texas Xpress service to run concurrently

Background

North Texas Xpress, a commuter bus service operated jointly by DCTA and Trinity Metro, offers connections between Denton and downtown Fort Worth with stops in Alliance. DCTA and Trinity Metro have been operating the commuter service since September 2016. Currently, DCTA leases two vehicles for this service from Trinity Metro and remits a monthly fee to Trinity Metro to cover the cost of the lease, maintenance, depreciation and fuel.

In November 2020, the DCTA board approved the dissolution of North Texas Xpress as a joint operation and instructed staff to explore alternative options for providing the service.

In June 2021, staff presented the board with the following information for consideration:

- Preliminary GoZone public feedback where the complete removal of North Texas Xpress service was proposed
- The cost for DCTA to provide six trips per day vs the existing 10 trips per day
- The cost for Via to provide the service through the GoZone on-demand model
- The cost for Trinity Metro to provide two trips per day vs the exiting 10 trips per day

At the June board meeting, the board requested that staff provide additional trip models for board discussion and consideration.

Financial Impact

DCTA currently remits \$154,188 per year to Trinity Metro.

Staff has modeled two additional, directly operated scenarios for board discussion and consideration:

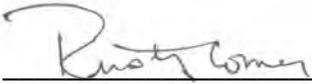
	Six Trips per Day	Four Trips per Day	Two Trips per Day
Cost for Large (Gillig) Bus	\$146,295.90	\$107,452.23	\$64,882.36
Cost for Cutaway Bus	\$125,236.09	\$93,412.35	\$57,862.42

The scenarios above assume 12 months of service and would impact the proposed FY '22 budget.



Exhibits

Exhibit 1: North Texas Xpress Service Options

Submitted By: 
Rusty Comer, Manager of Bus Administration

Final Review: 
Nicole Recker, Vice President of Mobility Services and Administration

Regular Item 7, Exhibit 1

North Texas Xpress Service Options

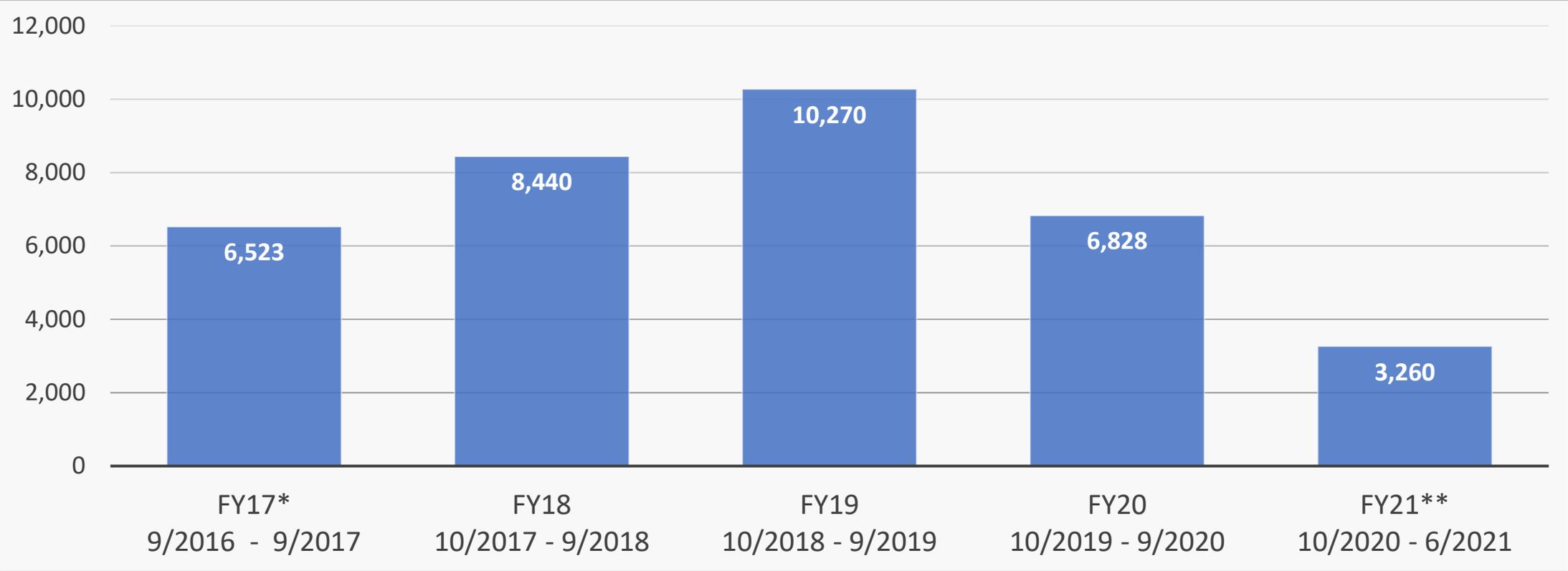
North Texas Xpress Directly Operated Proposal

	Six Trips per Day	Four Trips per Day	Two Trips per Day
Large Bus (Gillig)	\$146,295.90	\$107,452.23	\$64,882.36
Small Bus (Cutaway)	\$125,236.09	\$93,412.35	\$57,862.42

Proposed Routing:

- Fort Worth Transportation Authority's North Park and Ride
- Downtown Denton Transit Center
- Westbound Hickory at City Hall
- Honors Hall on Eagle Drive

North Texas Xpress Ridership



*FY17 total includes the ridership for last week in September 2016 as that was the first week of service

**FY21 is through June 2021

Board of Directors Memo

July 22, 2021

SUBJECT: Discuss Brand Ambassador Services to Support the Launch of GoZone on September 7, 2021

Recommendation

This is not an action item. Staff is requesting board guidance on the number of weeks that a brand ambassador should provide support services on fixed routes in conjunction with the launch of GoZone service. This guidance will provide the information necessary to modify the existing brand ambassador contract, begin work with the provider, and prepare a corresponding budget amendment for the August 2021 board meeting.

Background

To support the transition from fixed route service to GoZone on-demand service, the DCTA board of directors expressed interest in providing staff support on each bus, of each route, for the entire duration of the day, for a select period of time.

Staffed explored this request and recommends utilization of brand ambassadors to fulfill this need. DCTA's existing brand ambassador services contract with PS-Stearns can be modified and utilized for this purpose.

Identified Need

This type of on-board support would provide the following benefits:

- Educate passengers who are not aware of the new GoZone service
- Remind passengers about the last day of fixed route service
- Survey those who are choosing to ride fixed route service vs GoZone service
- Provide one-on-one travel training for those passengers who are concerned about transitioning to the GoZone service
- Escalate specific passenger situations/barriers to DCTA staff who can work directly with the passenger to troubleshoot and travel plan accordingly

Financial Impact

It will cost \$17,566 per week (Monday – Saturday) to provide one brand ambassador on each bus, of each route, for the entire duration of the day.

Options for consideration include, but are not limited to the following:

- Tuesday, September 7 – Monday, September 20 (2 weeks) - \$35,133.28
- Tuesday, September 7 – Monday, September 27 (3 weeks) - \$52,699.92
- Tuesday, September 7 – Monday, October 4 (4 weeks) - \$70,266.56
- Tuesday, September 7 – Monday, October 11 (5 weeks) - \$87,833.20
- Tuesday, September 7 – Monday, October 18 (6 weeks) - \$105,399.84

A budget amendment that corresponds with the board's final decision regarding brand ambassador services will be included on the August 2021 board agenda for consideration of approval.

Submitted By: 
Nicole Recker, VP of Mobility Services and Administration

Board of Directors Memo

July 22, 2021

SUBJECT: Discuss and Consider Approval of the Disadvantaged Business Enterprise (DBE) Goal for FY 22, FY 23, and FY 24 and Approval of Resolution No. 21-03

Recommendation

In compliance with the public notice requirements, DCTA posted a Public Notice on its website on June 22, 2021. DCTA will accept public comments for a period of thirty (30) days following the public notice through July 21, 2021. On July 9, 2021, Staff held a virtual stakeholder meeting which was attended by one (1) firm. As of the date of this memo, no comments have been received. After DCTA Board approval, Staff must submit the goal to FTA detailing the data and methodology used to calculate the tri-annual DBE goal.

Staff recommends the Board of Directors approve Resolution 21-03, establishing the tri-annual Disadvantaged Business Enterprise (DBE) goal of ten percent (10%) for fiscal years 2022, 2023 and 2024.

Background

The Federal Transit Administration (FTA), in conjunction with the Department of Transportation, has established rules and guidelines governing the procurement of goods and services from Disadvantaged Business Enterprises (DBEs). DCTA's DBE program must be updated every three years for the upcoming fiscal years; the current program expires on September 30, 2021. The next tri-annual program for the fiscal years 22, 23 and 24 is due to FTA by August 1, 2021.

As part of the requirements to establish an agency goal, DCTA must consult with firms in the area who have knowledge of disadvantaged firms along with posting a notice on DCTA's website. These processes are currently scheduled and will be concluded in July.

Previous Board Activity & Action

- June 22, 2021 Staff briefed the Board of the upcoming approval

Identified Need

As a recipient of federal funds, DCTA is required to update its DBE program every three years.

Financial Impact

DCTA contracted with a third-party contractor, The Burrell Group, to assist with the development of the DBE goal and consultation requirements. Fees were paid from the current FY21 budget. No additional funding is required.

Exhibits

Exhibit 1: Resolution No. 21-03

Exhibit 2: Tri-annual DBE Goal for FY22-FY24



Submitted By: *Athena Forrester*
Athena Forrester, AVP of Regulatory Compliance/DBE Liaison

Final Review: *Raymond Suarez*
Raymond Suarez, CEO

**DENTON COUNTY TRANSPORTATION AUTHORITY
RESOLUTION NO. 21-03**

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE DENTON COUNTY TRANSPORTATION AUTHORITY ESTABLISHING THE AUTHORITY'S TRI-ANNUAL DISADVANTAGED BUSINESS ENTERPRISE GOAL FOR FISCAL YEARS OCTOBER 1, 2021 THROUGH SEPTEMBER 30, 2024; PROVIDING A REPEALING CLAUSE; PROVIDING A SEVERABILITY CLAUSE; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the Board of Directors of the Denton County Transportation Authority (DCTA) has adopted a policy that establishes rules and guidelines governing the procurement of goods and services from Disadvantaged Business Enterprises (DBEs) pursuant to the rules and guidelines in the Code of Federal Regulations (Title 49, Part 26) and Federal Transit Administration Circular 4716.1A; and

WHEREAS, the key to the development of the DBE program is the establishment of a tri-annual DCTA program goal of DBE participation available from Federal Transit Administration assisted contract opportunities; and

WHEREAS, the Board of Directors of the DCTA finds that it is in the best interest of the DCTA to adopt a DBE goal for the fiscal years beginning October 1, 2021 through September 30, 2024.

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

SECTION 1. The Board of Directors of the DCTA hereby adopts a DBE program goal of ten percent (10%) for fiscal year beginning October 1, 2021 through September 30, 2024.

SECTION 2. The Board of Directors of the DCTA hereby finds and declares the recitals contained herein to be true and correct and approves and adopts the same herein as part of this Resolution.

SECTION 3. All provisions of the resolutions of the Board of Directors of the DCTA, in conflict with the provisions of this Resolution be, and the same are hereby, repealed, and all other provisions not in conflict with the provisions of this Resolution shall remain in full force and effect.

SECTION 4. Should any word, sentence, paragraph, subdivision, clause, phrase or section of this Resolution be adjudged or held to be void or unconstitutional, the same shall not affect the validity of the remaining portions of said Resolution which shall remain in full force and effect.

SECTION 5. This Resolution shall become effective July 22, 2021.

DULY PASSED AND APPROVED BY THE BOARD OF DIRECTORS OF THE DENTON COUNTY TRANSPORTATION AUTHORITY THE 22ND DAY OF JULY, 2021.

APPROVED:

Chris Watts, Chairman

ATTEST:

Sam Burke, Secretary
(06-28-2021:TM 123277)



DENTON COUNTY
TRANSPORTATION
AUTHORITY

Tri-annual DBE Goal for FY22-FY24 For the Federal Transit Administration



Denton County Transportation Authority
Disadvantaged Business Enterprise (DBE) Goal
Fiscal Years 2022 – 2024

Summary

In compliance with provisions of the U.S. Department of Transportation (DOT) regulations 49 CFR Part 26, Denton County Transportation Authority (DCTA) is required to establish an overall Tri-annual Disadvantaged Business Enterprise DBE Goal (Tri-annual Goal) for its federally-assisted contracts during Fiscal Year 2022 through Fiscal Year 2024.

Denton County Transportation Authority will submit the overall Tri-annual Goal to the Federal Transit Administration (FTA) for approval on August 1, 2021. The submission includes a description of the methodology used to establish the overall goal.

Pursuant to the regulations 49 CFR Part 26 requirements, DCTA used a three-step process to establish the overall DBE goal, as described below:

Step 1: Determine a Base Figure

Step 2: Adjust the Base Figure

Step 3: Determine race/gender-neutral and race/gender conscious Split

DCTA proposes an overall Tri-annual DBE Goal of 10% for its federally assisted contracts for Fiscal Year 2022 through Fiscal Year 2024. This overall goal is exclusive of FTA funds to be used for the purchase of transit vehicles.

DCTA started the goal setting process by identifying anticipated FTA-assisted contracts for FY22 through FY24. Table 1 reflects projected FTA-assisted contracting opportunities for the tri-annual period. The assigned weight of each project is represented as a percentage of the total of all anticipated federal-assisted projects.

Table 1-FTA Projects List of FY 2022 – FY 2024 (excluding vehicle purchases)

Project Name	Estimated Project Cost	Estimated Federal Amount	Percent Federal Funding
Positive Train Control Implementation	\$782,633	\$626,106	1.63%
Bus Preventative Maintenance	\$1,870,947	\$1,850,207	4.81%
Vanpool Program	\$515,575	\$515,575	1.34%
Operating Assistance (Bus and Rail)	\$13,913,824	\$13,913,824	36.18%
Safety and Security (Bus)	\$149,466	\$149,466	0.39%
Safety and Security (Rail)	\$123,865	\$123,865	0.32%
Real Estate Relocation	\$677,500	\$677,500	1.76%
Intermodal Transit Terminal	\$8,309,731	\$8,309,731	21.60%

Operating Assistance (Bus)	\$10,681,664	\$5,340,832	13.89%
ADA Paratransit Operating	\$1,115,934	\$1,115,934	2.90%
Bus Satellite/Lite Maintenance Facility	\$2,625,000	\$2,625,000	6.82%
Safety and Security	\$63,183	\$63,183	0.16%
Rail Preventive Maintenance	\$1,972,516	\$1,972,516	5.13%
KCS Corridor	\$750,000	\$600,000	1.56%
Communication System Upgrade	\$75,000	\$60,000	0.16%
Acquisition of Radios	\$31,250	\$25,000	0.07%
Automated Fare Collection System	\$250,000	\$250,000	0.65%
Enhanced ADA Access	\$41,768	\$41,768	0.11%
Acquisition of Bus Shelters	\$50,000	\$50,000	0.13%
Fleet Replacement (non-revenue)	\$155,633	\$151,522	0.39%
Total	\$44,155,489	\$38,462,029	100.00%

Step 1 – Determining a Base Figure

To set the overall goal, DCTA determined a base figure for the relative availability of DBEs to perform work on anticipated contracts. In accordance with DOT Regulation 49 CFR Part 26, DCTA considered several factors in setting the base figure. Table 2 takes into consideration:

- (1) North American Industry Classification System (NAICS) code(s) most relevant to each anticipated federal-assisted contract;
- (2) Local market where DCTA spends its contracting dollars (Figure A);
- (3) Number of available firms in DCTA's local market by NAICS code(s) most relevant to each contract from the 2019 U.S. Census Bureau County Business Patterns;
- (4) Number of certified DBEs by NAICS code(s) most relevant to each anticipated federal-assisted contract from the Texas Unified Certification Program Directory (TUCP);
- (5) Weight of each project as a percentage of the total value of all anticipated federal-assisted projects; and
- (6) Base number for weight of the project multiplied by DBE availability.

Figure A

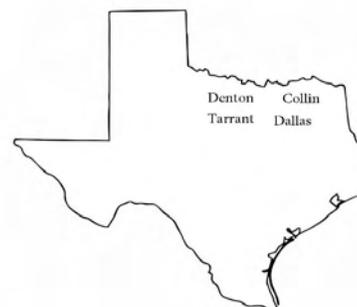


Table 2- Base Figure Calculation (Relative Availability of DBEs)

Project Name	NAICS	Estimated Federal Amount	DBEs TUCP	Available Firms CBP	DBE Availability	Percent Federal Funding	Weighted Availability
Positive Train Control Implementation	488210	\$626,106	10	41	.2439	.0163	.0040
Bus Preventative Maintenance	326220 423120 441310 441320	\$1,850,207	16	2,655	.0060	.0481	.0003
Vanpool Program	485999 488999	\$515,575	25	38	.6579	.0134	.0088
Operating Assistance (Bus and Rail)	336510 485111 485112 485113 485510 488490 532411 541614 611519	\$13,913,824	127	728	.1744	.3618	.0631
Safety and Security (Bus)	238210 423410 561621	\$149,466	139	2,705	.0514	.0039	.0002
Safety and Security (Rail)	238210 423410 561621	\$123,865	139	2,705	.0514	.0032	.0002
Real Estate Relocation	531210	\$677,500	19	5,110	.0037	.0176	.0001
Intermodal Transit Terminal	238190 488210	\$8,309,731	44	238	.1849	.2160	.0399
Operating Assistance (Bus)	485111 485113 485510 488490 541614 611519	\$5,340,832	127	709	.1791	.1389	.0249
ADA Paratransit Operating	485111 485991 485999 541614	\$1,115,934	129	472	.2733	.0290	.0079

Bus Satellite/Lite Maintenance Facility	236220						
	237110						
	237130						
	237990						
	238110						
	238140						
	238150	\$2,625,000	968	11,068	.0875	.0682	.0060
	238210						
	238220						
	238350						
238390							
517919							
811192							
Safety and Security	423410 561790	\$63,183	177	3,414	.0518	.0016	.0001
Rail Preventive Maintenance	238210 327390 331110 331511 331513	\$1,972,516	123	2,357	.0521	.0513	.0027
KCS Corridor	541310 541320 541330	\$600,000	449	3,540	.1268	.0156	.0020
Communication System Upgrade	237130 238210 423690	\$60,000	139	3,238	.0429	.0016	.0001
Acquisition of Radios	334220 334290 811223	\$25,000	25	155	.1613	.0007	.0001
Automated Fare Collection System	339999 423850	\$250,000	18	252	.0714	.0065	.0005
Enhanced ADA Access	541310	\$41,768	50	932	.0536	.0011	.0001
Acquisition of Bus Shelters	236220 332311	\$50,000	372	1,662	.2238	.0013	.0003
Fleet Replacement (non-revenue)	326220 423110	\$151,522	4	239	.0167	.0039	.0001
Total		\$38,462,029					0.1614

The DBE availability was multiplied by the percent of federal funding for each project to obtain the weighted availability. The weighted availability for each anticipated federal-assisted project was summed to obtain a weighted based figure of 16%.

Step 2 – Adjustment to the Base Figure

In accordance with 49 CFR, following calculation of a base figure, all available evidence must be examined to determine what adjustment, if any, is needed to the base figure in order to arrive at the overall DBE goal. After calculating the weighted base figure, DCTA considered an adjustment to the Base Figure based on historical DBE goal achievement on similar projects to those contracting opportunities identified and considered in the Overall DBE Goal analysis for federal fiscal years 2019-2021. DCTA used the past participation method as captured in Table 3 to make adjustments to the weighted base in arriving at an overall goal. Based on this information, DCTA adjusted the weighted base figure to an overall goal of 10% DBE participation for Fiscal Year 2022 through 2024.

Table 3- Median Historical DBE Goal Achievement – FY 2019 - FY 2021

	Total Dollars	Total DBE Dollars Race - Neutral	Total DBE Dollars Race - Conscious	Total DBE Dollars	Percent to DBE
FY19	\$762,007	\$1,919	\$0	\$1,919	0.25%
FY20	\$6,068,848	\$0	\$503,500	\$503,500	8.30%
FY21*	\$57,403,485	\$0	\$2,609,245	\$2,609,245	4.55%
Total	\$64,234,340	\$1,919	\$3,112,745	\$3,114,664	

Source: DCTA's Semi-Annual Uniform Report of DBE Awards or Commitments and Payments. *(June 1, 2021)

Base Figure Adjustment (Base Figure + Historical Median) ÷ 2

$$16\% + 5\% = 21\%$$

$$21\% \div 2 = 10\%$$

FY22 - FY24 DBE Goal = 10%

Step 3 – Determine Race/Gender-Neutral and Race/Gender Conscious Split

The U.S. DOT regulations require that race-neutral methods be used to the maximum extent feasible to achieve the DBE overall goal. Race-neutral methods include making efforts to assure that bidding and contract requirements facilitate participation by DBEs and other small businesses; unbundling large contracts to make them more accessible to small businesses; encouraging prime contractors to subcontract portions of the work that they might otherwise perform themselves; and providing technical assistance, communications programs, and other support services to facilitate consideration of DBEs and other small businesses.

DCTA calculated its race-neutral and race-conscious split of the overall goal by analyzing race-neutral attainment over the past three federal fiscal years as presented in Table 4. A 7% goal was proposed for FY 2019 – 2021. The goal was anticipated to be achieved through race-neutral methods. In FY 2020, the median year, zero percent of the proposed goal was achieved through race-neutral means. The overall goal for the median year, however, was exceeded through race-

conscious measures. Because of the emphasis placed on race-neutral methods, the Authority will continue to develop race-neutral methods and establish contract specific goals to facilitate DBE participation on FTA-assisted contracts to be awarded in Fiscal Year 2022 through Fiscal Year 2024. The Authority is recommending the race-neutral and race-conscious split of the overall goal of 10% as Race-Neutral: 5% and Race-Conscious: 5%.

Table 4 – DBE Participation Race-Neutral and Race-Conscious Attainment (FY 19-21)

	Total Dollars	Total DBE Dollars	Total Race Conscious Dollars	Total DBE Dollars Race-Neutral	Percent Race Neutral
FY19	\$762,007	\$1,919	\$0	\$1,919	0.25%
FY20	\$6,068,848	\$503,500	\$503,500	\$0	0%
FY21*	\$57,403,485	\$2,609,245	\$2,609,245	\$0	0%
Total	\$64,234,340	\$3,114,664	\$3,112,745	\$1,919	

Source: DCTA's Semi-Annual Uniform Report of DBE Awards or Commitments and Payments. *(June 1, 2021)

Public Participation Consultation

DCTA proposed overall DBE goal for Fiscal Year 2022 through Fiscal Year 2024 for Federally-assisted contracts was posted on DCTA website for a period of thirty (30) days following the date of the notice, encouraging interested parties to submit comments (Exhibit 1).

A virtual meeting was held July 9, 2021 to inform all interested parties about DCTA proposed DBE goal for Fiscal Year 2022 through Fiscal Year 2024 (Exhibit 2). Comment cards were made available for interested parties to submit comments. (Exhibit 3).

The Denton County Transportation Authority formally adopted the overall DBE goal on July 22, 2021.

Exhibit 1: DCTA Public Notification on Website



Proposed Tri-annual DBE Goal

In accordance with requirements of the US Department of Transportation (USDOT) as set forth in 49 CFR Part 26, Denton County Transportation Authority (DCTA) hereby notifies the public that it has set an overall Disadvantaged Business Enterprise (DBE) goal for federally funded contracts during Fiscal Years 2022 – 2024. The proposed goal is 10%. Information pertaining to the goal and a description of how it was determined are available by contacting our principal office during normal business hours. DCTA will accept comments for 30 days beginning June 22, 2021. Comments may be sent to the following:

Denton County Transportation Authority
Athena Forrester, CPPO, CPPB
DBE Liaison
1955 Lakeway, Suite 260
Lewisville, Texas 75057
procurement@dcta.net

Exhibit 2: DCTA Public Meeting Notification



Proposed Tri-annual DBE Goal

Denton County Transportation Authority will conduct a meeting on its proposed Tri-annual Disadvantage Business Enterprise (DBE) goal for Federal Transit Administration (FTA) assisted projects during federal fiscal years (FY) 2022 through 2024.

DCTA will achieve its DBE goal through race and gender conscious measures, as well as race and gender-neutral measures. DCTA proposes an overall goal of 10% for FY 2022-2024 for federally-assisted projects.

DCTA will conduct the public meeting on the proposed goal on July 9, 2021 to solicit comments regarding the methodology of the DBE FY 2022 – 2024 overall goal. DCTA encourages all interested parties to attend the public meeting to express their views. Meeting details can be found below:

To Join Online:

Online Public Meeting, July 9, 2021 10:00 am CT

Join on your computer or mobile app

[Click here to join the meeting](#)

To Join via phone, call:

Toll Free 254-266-7685

Phone Conference ID: 858 607 504#

If you are unable to attend, please send you comments to:

Denton County Transportation Authority

Athena Forrester, CPPO, CPPB

DBE Liaison

1955 Lakeway, Suite 260

Lewisville, Texas 75057

procurement@dcta.net

Exhibit 3: DCTA Public Meeting Comment Card



**Denton County Transportation Authority (DCTA)
Tri-annual Overall DBE Goal FY 2022 – 2024
July 9, 2021 10:00am CT
Comment Card**

Instructions: Please use this form for comments or suggestions.

Firm Name: _____
Contact Name: _____
Email: _____
Phone No: _____
Agency: _____

Comments/Suggestions

Please submit your comments/suggestions to:
Denton County Transportation Authority
Athena Forrester, CPPO, CPPB
DBE Liaison
1955 Lakeway, Suite 260
Lewisville, Texas 75057
procurement@dcta.net

Board of Directors Memo

July 22, 2021

SUBJECT: Review and Discuss Project Management Office (PMO) Activities Related to Task Order #2 with Accenture, LLC

Recommendation

This is a discussion item only. There is no recommendation at this time.

Background

Effective February 1, 2021, Accenture began a 12-month engagement to deliver Agency Transformation Initiative Implementation Program Management Office (PMO) services. The Regular Agenda will feature a standing item to discuss progress of Transformation Roadmap Initiative implementation. Accenture's scope of work under Task Order #2 includes:

- Transformation Roadmap Initiatives Implementation
- Mobility Orchestration – Fare Management and Regional Touchless Fare Integration
- ERP Sourcing Strategy

Prior Board Discussion

- January 28, 2021 – Board approved Task Order #2 with Accenture, LLP and associated budget amendment for Transformation Initiative PMO services. Accenture has provided an update on PMO activities at monthly Board meetings since March.

Progress Report - Activities since June board update:

PMO activities remain focused on progression of governance, service delivery and regional collaboration Transformation initiatives: 1) Consolidated feedback from Board interviews re: Agenda planning and communications, which will serve as a key input to planning for a Board-Staff Strategic Planning Workshop; 2) preparation for implementation of Go Zone micro-transit demand response service, to include regional integration planning discussions with DART; and, 3) consideration of an ILA with Trinity Metro/MATS as a mechanism to improve the effectiveness and efficiency of bus operations and maintenance activities. The PMO has also advanced or initiated work on additional Initiatives. Please see **Exhibit 1** for additional detail.

Exhibits

Exhibit 1: Accenture PMO Status Report

Submitted By: *Chris Newport*
Chris Newport, Accenture

Reviewed By: *Nicole Recker*
Nicole Recker, VP of Mobility Services and Administration

Approved By: _____
Raymond Suarez, CEO

DCTA ACCENTURE PMO: STATUS REPORT

Week Ending: 7/16/21

Program Status Dashboard

Week Ending: 07/16/21

DRAFT: For Internal Discussion Purposes Only



Legend: N Not Started C Complete G On Track Y At Risk R Behind/Overdue

Overall	Detailed – Task Order 2							Current Focus / Accomplishments	Risks/Issues/ Mitigations
	Revised Roadmap	ERP Strategy	Board-Staff Operating Model	Trinity Metro Coordination	Fare Management Process	IT Manager Staffing	On Demand Partnership		
G	C	G	G	G	G	G	G	<ul style="list-style-type: none"> Continue weekly ILA discussions, and work through recent challenges identified regarding reimbursement approaches Coordinating financial cost data exchange to develop cost benefit framework and set up discussions for business case Update recommendation regarding GoZone Promotional Fare Period to unlimited GoZone trips with purchase of existing DCTA fares Identified sources for ERP alternatives cost estimation re: licensing and implementation, kicked off discussions for potential “best-fit” vendors for licensing and implementation cost estimates Consolidated feedback regarding Board-Staff agenda planning and communications processes; will serve as input to Board-Staff Strategic Planning Workshop to be scheduled Review Granicus application template flexibility to understand constraints on Agenda document designs 	<ul style="list-style-type: none"> Trinity Metro expressed preference to suspend ILA discussions pending DCTA Board direction on scale of bus operations post-GoZone service launch DCTA Management Team agreed to repurpose time to review ILA concept with FTA Region VI for feedback and guidance to minimize timeline impact

Board of Directors Memo

July 22, 2021

SUBJECT: Discuss and Provide Direction regarding Future Board Strategic Planning and Board/Staff Communication Workshop

Recommendation

Accenture recommends DCTA Board offer feedback and direction to the Management Team regarding the timing for the FY21/22 Board-Management Team Strategic Planning workshop. DCTA management team seeks to schedule the workshop for a time that is least disruptive to current Board meeting schedules and associated Board and management meeting commitments, as well as upcoming operational priorities such as deployment of GoZone service. Based on a review of calendars and management priorities, Accenture recommends the workshop be scheduled for September 30, 2021.

Background

The DCTA Board and management team desire to conduct a strategic planning workshop to develop consensus regarding Board agency performance expectations and how the Board and management team can collaborate to ensure effective, efficient decision making while equipping the management team with time to effective service delivery and Transformation initiatives.

Accenture will provide two facilitators for the day-long workshop, which is anticipated to combine full-group discussions, short presentations by Accenture, and potentially small group breakout sessions. As before, the workshop will comply with open-meeting requirements. Accenture will capture key points made by participants during the discussions and activities. The Board will not be asked to take any formal votes during the workshop.

Accenture will compose a written summary of the workshop, which will emphasize points of consensus among Board members and between Board and management team regarding agency performance expectations for FY21/22 as well as agreement regarding processes for effective and sustainable Board-management team communications.

Prior Board Discussion

- June 26, 2021 – Board Member Requests – Schedule Strategic Planning Workshop

Progress Report

Activities to Date:

- Consolidated Board feedback re: Agenda planning and communications processes
- Discussed potential scope of workshop with Board members and management team

Next Steps:

- Finalize date, time and location for workshop
- Compose and socialize workshop agenda and activities for feedback
- Finalize workshop agenda and activities



Exhibits

None.

Submitted By: Chris Newport
Chris Newport, Accenture

Reviewed and
Approved By: Raymond Suarez
Raymond Suarez, CEO

Board of Directors Memo

July 22, 2021

SUBJECT: Consider Approval of the Amended and Restated Bylaws of the North Texas Mobility Corporation (NTMC) as Adopted on June 23, 2021

Recommendation

This is an action item. Legal Counsel, Joe Gorfida will provide a complete overview of the required NTMC bylaw approval process and the NTMC restated bylaws as approved by the NTMC Board of Directors. NTMC anticipates formally adopting the restated bylaws at their August 2021 Board meeting upon approval of the DCTA Board.

Exhibits

Exhibit 1: NTMC Bylaws (Redline Version)

Exhibit 2: NTMC Bylaws (Final Version)

**AMENDED AND RESTATED BYLAWS OF THE
NORTH TEXAS MOBILITY CORPORATION.**

A Texas Non-Profit Local Government Corporation created by and on behalf of the
Denton County Transportation Authority

**ARTICLE I
Corporate Purpose and Authority**

1.01 *Purpose.* The Corporation is organized for the purpose of aiding, assisting, and acting on behalf of the Denton County Transportation Authority (“the Authority”) in the performance of its governmental functions to promote the common good and general welfare of the Authority, including, without limitation, financing, constructing, owning, managing and operating regional mobility services (the “Mobility Services”) on behalf of the Authority, and to perform such other governmental purposes of the Authority, as may be determined from time to time by the Authority’s Board of Directors (the “DCTA Board”). Subject to applicable state law and any contractual obligations of DCTA or the Corporation, DCTA may discontinue participation in the activities of the Corporation, or a non-participating unit of local government, business, or individuals may join in the activities of the Corporation, under procedures established in the Bylaws of the Corporation (the “Bylaws”). The Corporation, with the prior written consent of the Authority or as may be provided by the Bylaws, shall have the following powers to carry out the purposes of the Corporation, by and through its Directors:

A. employ and/or contract with persons to carry out the purposes of the Corporation;

~~B. issue debt or enter into and administer other contractual obligations to carry out the purposes of the Corporation;~~

~~B.~~ own, lease, maintain and dispose of real and personal property; and

~~D.C.~~ contract with the Authority, political subdivisions, units of governments, and other persons and non-governmental entities.

1.02 *Local Government Corporation.* The Corporation is formed pursuant to the provisions of Subchapter D of Chapter 431, Texas Transportation Code (the “Act”), as it now or may hereafter be amended, and Chapter 394, Texas Local Government Code, which authorizes the Corporation to assist and act on behalf of the Authority and to engage in activities in the furtherance of the purposes for its creation.

1.03 *Non-Profit Corporation.* The Corporation shall have and exercise all of the rights, powers, privileges, and functions given by the general laws of Texas to non-profit corporations incorporated under the Act including, without limitation, the Texas Nonprofit Corporation Law (Tex. Bus. Org. Code, Chapters 20 and 21 and the provisions of Title I thereof to the extent applicable to non-profit corporations, as amended) or their successor.

1.04 *Powers of Non-Profit Corporation.* The Corporation shall have all other powers of a like or different nature not prohibited by law which are available to non-profit corporations in Texas and which are necessary or useful to enable the Corporation to perform the purposes for which it is created, ~~including the power to issue bonds, notes or other obligations, and otherwise exercise its borrowing power to accomplish the purposes for which it was created; provided, however, that the Corporation shall not issue any bond, certificate, note or other obligation evidenced by an instrument without the prior written consent of each of the Authority or as otherwise allowed by these Bylaws.~~

1.05 *Governmental Entity for Immunity.* The Corporation is created as a local government corporation pursuant to the Act and shall be a governmental unit within the meaning of Subdivision (3), Section 101.001, Texas Civil Practice and Remedies Code. The operations of the Corporation are governmental and not proprietary functions for all purposes, including for purposes of the Texas Tort Claims Act, Section 101.001, et seq., Texas Civil Practice and Remedies Code. The Corporation shall have the power to acquire land in accordance with the Act as amended from time to time.

1.06 *Authority Consent.* References herein to the consent or written consent of the Authority shall refer to a resolution or order of the Authority's Board of Directors.

1.07 *Other Units of Government.* The Corporation, upon approval of the Authority, may contract with a non-member unit of government to provide services on behalf of such non-member unit of government.

1.08 *Approved Projects.* The Corporation, by and through its Board of Directors, may approve capital improvements, services, or other projects consistent with the purposes of the Corporation to assist the Authority in the performance of the Authority's governmental functions (each an "Approved Project").

ARTICLE II

Board of Directors

2.01 *Powers Vested in Board.* All powers of the Corporation shall be vested in a Board of Directors consisting of five (5) members (the "Board") subject to the oversight of the Authority and as otherwise provided in these Bylaws. The qualification, selection, terms, removal, replacement, and resignation of the members of the Board of Directors of the Corporation ("Director" or "Directors") shall be governed by Article VI of the Certificate of Formation ("Certificate").

2.02 *Initial Board and Transition.* The initial directors of the Corporation ("Director" or "Directors") shall be those persons named in Article VIII of the Certificate. To provide for terms which end at the end of a calendar month, each initial Director named in Article VIII of the Certificate shall serve for the term prescribed therein. With respect to the initial Board, the terms of the initial Directors shall commence on the date the Secretary of State has issued the certificate of incorporation for the Corporation. Upon the expiration of the terms of office of the initial Directors, the subsequent Directors shall be appointed for a three (3) year term, or until his or her

successor is appointed by the Authority; provided, however, upon the death, resignation or removal of a Director, the Authority shall appoint a replacement Director to serve for the unexpired term of office of the replaced Director.

2.03 *Governing Documents.* All other matters pertaining to the internal affairs of the Corporation shall be governed by these Bylaws, so long as these Bylaws are not inconsistent with the Certificate, and such other documents agreed to by the Authority and as the same may be amended from time to time, or the laws of the State of Texas.

2.04 *Voting Rights.* All Directors shall have full and equal voting rights. All references herein to an act, resolution or vote of the Directors shall refer to a vote of the Directors entitled to vote on the matter as provided herein.

2.05 *Meetings of Directors.* The Directors may hold their meetings and may have an office and keep the books of the Corporation at such place or places within Denton County, Texas, as the Board may from time to time determine; provided, however, in the absence of any such determination, such place shall be the registered office of the Corporation in the State of Texas. The Board shall meet in accordance with and file notice of each meeting of the Board for the same length of time and in the same manner and location as is required under Chapter 551, Texas Government Code (the "Open Meetings Act"); provided that the notice of each meeting of the Board shall be posted on the official bulletin board designated by the Authority for the posting of meetings of the Authority. The Corporation, the Board, and any committee of the Board exercising the powers of the Board are subject to Chapter 552, Texas Government Code (the "Public Information Act").

2.06 *Regular Meetings.* Regular meetings of the Board shall be held at least quarterly at such times and places as shall be designated, from time to time, by ~~resolution~~ of the Board.

2.07 *Special and Emergency Meetings.* Special and emergency meetings of the Board shall be held whenever called by the Chair of the Board, the President of the Corporation, or by any two (2) Directors who are serving duly appointed terms of office at the time the meeting is called. A majority of the Board must be present for the conduct of any special called or emergency meeting. The Secretary of the Corporation shall give notice of each special meeting in person, by telephone, facsimile, mail or email at least three (3) days before the meeting to each Director and to the public in compliance with the Open Meetings Act. Notice of each emergency meeting shall also be given in the manner required under the Open Meetings Act. An emergency meeting may only be held when there is an emergency or an urgent public necessity exists and immediate action is required of the Board because of an imminent threat to public health and safety, or a reasonably unforeseeable situation. The agenda notice of the emergency meeting must be posted at least two (2) hours before the meeting and clearly identify the emergency or urgent public necessity. The President or Secretary of the Corporation, the Chair of the Board, or the Board members who call an emergency meeting must notify by telephone, facsimile transmission, or electronic mail not later than one hour before the meeting those members of the news media that have previously filed at the Corporation's office a request containing all pertinent information for the special notice and has agreed to reimburse the Board for the cost of providing the special notice. Unless otherwise indicated in the notice thereof, any and all matters pertaining to the purposes of the Corporation

may be considered and acted upon at a special meeting to the same extent as they may be considered and acted upon in a regular meeting. At any meeting at which every Director shall be present, even though without any notice, any matter pertaining to the purposes of the Corporation may be considered and acted upon to the extent allowed by the Open Meetings Act.

2.08 *Election of Chair and Vice-Chair of the Board.* Upon the initial meeting of the Board and at the last regular meeting of the Board occurring prior to October 1 of each calendar year thereafter, the Directors shall elect a Chair and Vice-Chair from among the members of the Board who will serve as Chair and Vice-Chair, respectively, for the period of October 1 until September 30 immediately following their election, and until their replacements are elected.

2.10 *Quorum.* A majority of the entire Board shall constitute a quorum for the consideration of matters pertaining to the purposes of the Corporation. If at any meeting of the Board there is less than a quorum present, those present may adjourn the meeting. The vote of a majority of the entire membership of the Board in favor of a motion, resolution, or other act shall be required to constitute the act of the Board, unless the vote of a greater number of Directors is required by law, by the Certificate of Formation, or by these Bylaws.

2.11 *Assent Presumed Without Express Abstention or Dissent.* A Director who is present at a meeting of the Board at which any corporate action is taken shall be presumed to have assented to such action unless such person's dissent or abstention shall be entered in the minutes of the meeting or unless such person shall file written dissent or abstention to such action with the person acting as the secretary of the meeting before the adjournment thereof. Such right to dissent or abstain shall not apply to a Director who voted in favor of the action.

2.12 *Conduct of Business.* At the meetings of the Board, matters pertaining to the purpose of the Corporation shall be considered in such order as the Board may from time to time determine. At all meetings of the Board, the Chair of the Board shall preside, and in the absence of the Chair, the Vice-Chair shall preside. In the absence of the Chair and Vice-Chair, the majority of Directors present and voting shall select from among the Directors in attendance a Director to preside at the meeting. The Secretary of the Corporation shall act as secretary of all meetings of the Board, but in the absence of the Secretary, the Director presiding at the meeting may appoint any person to act as secretary of the meeting.

2.13 *Executive Committee, Other Committees.* The Board may, by resolution passed by a majority of the entire Board, designate two (2) or more Directors to constitute an executive committee or other type of committee. In addition, the Board may appoint members of Corporation staff and citizens and/or employees of the Authority to be members of a committee, except for an Audit, Compensation or Governance Committee, which committees may only be composed of Directors.

2.14 *Power of Committees.* Except to the extent provided in the authorizing resolution for the committee and the Board-approved committee charter, a committee may not exercise the authority of the Board. Each committee so designated shall keep regular minutes of the transactions of its meetings, shall cause such minutes to be recorded in books kept for that purpose in the office of the Corporation, and shall report the same to the Board from time to time.

Committees authorized to exercise the powers of the Board shall give notice of any meeting in the manner required for a meeting of the Board.

2.15 *Compensation of Directors.* Directors, as such, shall receive no salary or compensation for their services as Directors; provided, however, Directors may be reimbursed for reasonable and necessary expenses incurred in carrying out the Corporation's purposes.

2.16 *Director's Reliance on Consultant Information.* A Director shall not be liable if, while acting in good faith and with ordinary care, such person relies on information, opinions, reports or statements, including financial statements and other financial data, concerning the Corporation or another person that were prepared or presented by:

- (a) one or more other officers or employees of the Corporation;
- (b) an employee of the Authority; or
- (c) legal counsel, public accountants, or other persons as to matters the officer reasonably believes are within the person's professional or expert competence.

2.17 *Attorneys and Consultants.* The Board may employ attorneys, auditors, certified accountants, engineers, and such other professionals and consultants as may be required for the purposes of the Corporation from time to time.

2.18 *Approval of Contracts.* The Board shall approve all contracts regardless of the amount of the expenditure. Upon approval by the Board, the President is authorized to sign on behalf of the Board.

ARTICLE III Officers

3.01 *Titles and Term of Office.* The officers of the Corporation shall be a President, ~~one or more Vice Presidents~~, a Secretary, a Treasurer, and such other officers as the Board may from time to time elect or appoint. One person may hold more than one office, except the President shall not hold the office of Secretary. The initial term of the officers of the Corporation shall extend to December 31, 2021. The subsequent terms of office for each officer shall be three (3) years commencing on January 1.

All officers shall be appointed and subject to removal at any time, with or without cause, by a vote of a majority of the entire Board.

A vacancy in any office elected pursuant to this Article III shall be filled by a vote of a majority of the entire Board and shall be for the remainder of the then current term of office vacated.

3.02 *Powers and Duties of the President.* The President shall be the principal executive officer of the Corporation and, subject to the Board's approval, the President shall be in general

charge of the properties and affairs of the Corporation. In furtherance of the purposes of the Corporation and subject to the limitations contained in the Certificate, the President ~~or Vice-President~~ may sign and execute all ~~bonds, notes,~~ deeds, conveyances, franchises, assignments, mortgages, notes, contracts and other obligations in the name of the Corporation. The President will be responsible for implementing all orders and resolutions of the Board, and all other powers that are not specifically reserved to the Directors or Authority will be executed by the President within the general guidelines and policies of the Board and ~~Authority.~~ The Authority. The President shall have such other duties as are assigned by the Board including, but not limited to, those set forth in Article VI, below. The President shall be an ex-officio member of all Board committees except the Audit Committee, if established.

~~3.03 Powers and Duties of the Vice President. The Vice President shall have such powers and duties as may be assigned to such person by the Board or the President, including the performance of the duties of the President upon the death, absence, disability, or resignation of the President, or upon the President's inability to perform the duties of such office. Any action taken by the Vice President in the performance of the duties of the President shall be conclusive evidence of the absence or inability to act of the President at the time such action was taken.~~

3.0403 *Treasurer.* The Treasurer shall have custody of all funds and securities of the Corporation which come into possession of the Corporation. When necessary or proper, the Treasurer (i) may endorse, on behalf of the Corporation, for collection, checks, notes and other obligations and shall deposit the same to the credit of the Corporation in such bank or banks or depositories as shall be designated in the manner prescribed by the Board; (ii) may sign all receipts and vouchers for payments made to the Corporation, either alone or jointly with such other officer as is designated by the Board; (iii) shall enter or cause to be entered regularly in the books of the Corporation to be kept by such person for that purpose full and accurate accounts of all moneys received and paid out on account of the Corporation; (iv) shall perform all acts incident to the position of Treasurer subject to the control of the Board; including the monitoring and audit of all cash accounts whose existence must first be approved by the Board; and (v) shall, if required by the Board, give such bond for the faithful discharge of his or her duties in such form as the Board may require. The Corporation may contract with the Authority to provide financial services for the Corporation in deciding the performance of the duties of the Treasurer set forth in this Section 3.04.

3.0504 *Secretary.* The Secretary (i) shall keep or cause to be kept the minutes of all meetings of the Board in books provided for that purpose; (ii) shall attend to the giving and serving of all notices; (iii) in furtherance of the purposes of the Corporation and subject to the limitations contained in the Certificate of Formation, may sign with the President in the name of the Corporation and/or attest the signatures thereof, all contracts, conveyances, franchises, bonds, deeds, assignments, mortgages, notes and other instruments of the Corporation; (iv) shall have charge of the Corporation's books, records, documents and instruments, except the books of account and financial records and securities of which the Treasurer shall have custody and charge, and such other books and papers as the Board may direct, all of which shall at all reasonable times be open to the inspection of any Director upon application at the office of the Corporation during business hours; and, (v) shall in general perform all duties incident to the office of Secretary subject to the control of the Board.

In addition to the duties prescribed above, upon the death, absence, disability, or resignation of the President, or upon the President's inability to perform the duties of such office, the Secretary shall have such powers and duties as those assigned to the President. Any action taken by the Secretary in the performance of the duties of the President shall be conclusive evidence of the absence or inability to act of the President at the time such action was taken.

Nothing in this Section 3.05 shall be construed as prohibiting the Board or the President from providing to the Secretary such support as may be reasonable and necessary to assist the Secretary in carrying out the duties set forth herein.

~~3.0605.~~ *Compensation and Staff.* Officers who are members of the DCTA Board of Directors or DCTA employees or who occupy a government office of emolument (as defined in Tex. Const. art. XVI §40) shall serve without compensation with respect to the performance of their duties as officers of the Corporation but are entitled to receive reimbursement for their reasonable expenses only in performing their functions in accordance with any policies that may be adopted by the Board. Administrative services for the Corporation may be performed by employees of the Authority, as directed by the Authority's Chief Executive Officer, and the Corporation shall pay the costs for such services pursuant to an agreement between the Corporation and the Authority entered pursuant the Interlocal Cooperation Act (Chapter 791, Tex. Govt. Code).

~~3.0706.~~ *Officer's Reliance on Consultant Information.* In the discharge of a duty imposed or power conferred on an officer of the Corporation, the officer may in good faith and with ordinary care rely on information, opinions, reports, or statements, including financial statements and other financial data, concerning the Corporation or another person that were prepared or presented by:

- (a) one or more other officers or employees of the Corporation, including members of the Board;
- (b) legal counsel, public accountants, or other persons as to matters the officer reasonably believes are within the person's professional or expert competence; or,
- (c) an employee of the Authority.

ARTICLE IV

Financial Responsibilities

4.01 *Audit.* The Corporation shall have an annual audit prepared by an independent auditor who is duly licensed or certified as a public accountant in the State of Texas of the financial books and records of the Corporation.

4.02 *Capital Spending Authority:* The Board may expend funds for capital improvements in accordance with a capital improvement plan approved by the Board for the current fiscal year budget as follows:

(a) Funds from the Authority shall be used for the purposes of the Corporation as authorized and directed by the Authority.

(b) Funds from other sources, such as donations, may be used at the discretion of the Board for capital purposes as long as the uses are consistent with the direction of the Authority and are not reasonably expected by the Board to increase the operation and maintenance costs of the Corporation above the limits established in Section 4.04, below, or have a capital cost greater than \$100,000.

(c) Proceeds of bonds, notes and other obligations shall be expended in accordance with the terms of the resolution authorizing the issuance of such bonds, notes or other obligations.

4.03 *Issuance of Debt.* The Corporation shall have no authority to issue debt.

~~(a) The Corporation, with the approval of the Authority, is authorized to issue short-term debt in the form of bonds, notes, and other obligations which by their terms mature and are payable not later than one (1) year from their initial date of issuance. Where possible, the amount and purpose of the short-term debt shall be projected by the Corporation in its annual budget to the Authority. The Authority shall be given the first opportunity to provide these funds before the Board incurs debt.~~

~~(b) The Corporation, with the approval of the Authority, is authorized to issue long-term debt in the form of bonds, notes, and other obligations which by their terms mature and are payable beyond one (1) year from their initial date of issuance. Long term debt may be issued to finance capital improvements and costs related thereto, and to refund or refinance any outstanding bonds, notes, or obligations issued or incurred by the Corporation, or for such other reasons as may be approved by the Authority.~~

~~(c) Short term debt as defined in Subsection (a) and long term debt as defined in Subsection (b) of this Section 4.03 may be issued only if:~~

~~(i) the issuance of said debt is approved by a majority of the entire Board; and~~

~~(ii) the issuance of said debt is approved by resolution or ordinance of the Authority.~~

~~(d) Any debt issuance approved by the Authority shall be paid from any source or sources permitted by law including the income and revenue of the Corporation.~~

4.04 *Increase of O&M Costs.* Except for items mandated by changes in state or federal law or regulation that could not reasonably have been anticipated prior to submission of the Corporation's annual budget to the Authority for review and comment, in the event any one or more items are added during a fiscal year that would increase or cause the annual operation and

maintenance costs to exceed ten percent (10%) above the budgeted amount for that year, the Board must receive prior approval from the Authority prior to making that addition.

4.05 *Fiscal Year.* The fiscal year of the Corporation shall begin October 1 of each year.

4.06 *Annual Budget.*

(a) Prior to the beginning of each fiscal year, the Board shall prepare, or cause to be prepared, and approve a budget (the “Budget”) for the fiscal year. After approval by the Board, the Budget shall be submitted to the Authority for approval.

(b) The Budget shall, at a minimum, include capital, operational, ~~debt-service~~ and project-specific expenditures and corresponding revenues. The Budget shall clearly indicate the sources and purposes of revenues contributed by the Authority, any non-participating unit of government, or other third-parties.

(c) If the Board fails to approve the Budget, or if the Budget is not approved by the Authority, then the Budget for the prior fiscal year shall be deemed approved.

(d) From time to time, the Board may undertake one or more projects related to the purposes of the Corporation requiring the expenditure of funds not approved in the Annual Budget. While the Board may elect to amend the Annual Budget for a particular project(s) related to the purposes of the Corporation, such expenditures may not be undertaken in that regard unless or until an agreement with the Authority or a third-party unit of government is executed with the Corporation, which shall contain at least the following:

(i) the service(s) to be provided by the Corporation;

(ii) the method by which the Corporation intends to provide the service(s) (i.e., the Corporation intends to contract with a private entity or perform the service(s) itself, or some blending of the various methods);

(iii) the total cost of the project(s) to be undertaken by the Corporation; and

(iv) written agreement by the third-party unit of government to contribute an agreed-upon portion of the stated project expenditures, along with the agreed-upon portion being contributed by the Authority, if any.

4.07 *Line Item Flexibility.* The Board and, if authorized by the Board, the President, has the authority to shift operation and maintenance funds from one line item of the Budget to another without the approval of the Authority.

4.08 *Reserve Fund.* The Budget may provide for one or more reserve funds for the replacement of scheduled assets, for capital improvements and reasonable reserves for future activities, debt, establishment of a capital reserve. Any unencumbered funds remaining at the end of the fiscal year shall be converted to the Reserve Fund.

4.09 *Other Funds.* Other funds, such as unrestricted charitable donations, may be used by the Board in accordance with the approved budget or, if not anticipated in the Budget, as the Board directs, provided that the limitation set out in Section 4.04, above or a capital cost of \$100,000 is not exceeded.

4.10 *Appropriations and Grants.* The Corporation shall have the power to request and accept any appropriations, grant, contribution, donation, or other form of aid from the federal government, the State, any political subdivision, or municipality in the State, or from any other source.

4.11 *Sale or Transfer of Assets.* The Corporation may not sell, transfer or assign real property or permits of the Corporation, in whole or in part, without the approval of the Board. After approval by the Board, the proposed sale, transfer or assignment of the assets (“the Asset Transfer”) must be submitted to the Authority for approval. The Authority will approve or disapprove the Asset Transfer in whole or in part. Notwithstanding the foregoing, the Board shall not be required to obtain the consent of the Authority to sell, convey, or transfer to a third-party personal property of the Corporation determined by the Board to be surplus and which has a depreciated unit value of less than \$1000.00 per unit.

ARTICLE V

Indemnification of Directors and Officers

5.01 *Right to Indemnification.* Subject to the limitations and conditions as provided in this Article V and the Certificate, each person who was or is made a party, is threatened to be made a party to, or is involved in any threatened, pending or completed action, suit or proceeding, whether civil, criminal, administrative, arbitratative or investigative (hereinafter a “proceeding”), or any appeal in such a proceeding or any inquiry or investigation that could lead to such a proceeding, by reason of the fact that he or she, or a person of whom he or she is the legal representative, is or was a Director or officer of the Corporation shall be indemnified by the Corporation to the fullest extent permitted by the Texas Nonprofit Corporation Law, as the same exists or may hereafter be amended (but, in the case of any such amendment, only to the extent that such amendment permits the Corporation to provide broader indemnification rights than said law permitted the Corporation to provide prior to such amendment) against judgments, penalties (including excise and similar taxes and punitive damages), fines, settlement and reasonable expenses (including, without limitation, attorneys’ fees) actually incurred by such person in connection with such proceeding, and indemnification under this Article V shall continue as to a person who has ceased to serve in the capacity which initially entitled such person to indemnify hereunder. The rights granted pursuant to this Article V shall be deemed contract rights, and no amendment, modification or repeal of this Article V shall have the effect of limiting or denying any such rights with respect to actions taken or proceedings arising prior to any such amendment, modification or repeal. It is expressly acknowledged that the indemnification provided in this Article V could involve indemnification for negligence or under theories of strict liability.

5.02 *Advance Payment.* The right to indemnification conferred in this Article V shall include the right to be paid in advance or reimbursed by the Corporation the reasonable expenses

incurred by a person of the type entitled to be indemnified under Section 5.01 who was, is or is threatened to be made a named defendant or respondent in a proceeding in advance of the final disposition of the proceeding and without any determination as to the person's ultimate entitlement to indemnification; provided, however, that the payment of such expenses incurred by any such person in advance of the final disposition of a proceeding, shall be made only upon delivery to the Corporation of a written affirmation by such Director or officer of his or her good faith belief that he or she has met the standard of conduct necessary for indemnification under this Article V and a written undertaking, by or on behalf of such person, to repay all amounts so advanced if it shall ultimately be determined that such indemnified person is not entitled to be indemnified under this Article V or otherwise.

5.03 *Indemnification of Employees and Agents.* The Corporation, by adoption of a resolution of the Board, may indemnify and advance expenses to an employee or agent of the Corporation to the same extent and subject to the same conditions under which it may indemnify and advance expenses to Directors and officers under this Article V.

5.04 *Appearance as a Witness.* Notwithstanding any other provision of this Article V, the Corporation may pay or reimburse expenses incurred by a Director or officer in connection with his or her appearance as a witness or other participation in a proceeding involving the Corporation or its business at a time when he or she is not a named defendant or respondent in the proceeding.

5.05 *Non-exclusivity of Rights.* The right to indemnification and the advancement and payment of expenses conferred in this Article V shall not be exclusive of any other right which a Director or officer or other person indemnified pursuant to Section 5.03 of this Article V may have or hereafter acquire under any law (common or statutory), provision of the Certificate or these Bylaws, agreement or disinterested Directors or otherwise.

5.06 *Insurance.* The Corporation shall provide for the purchase and maintenance of insurance, at its expense, to protect itself and any person who is (or was) serving as a Director, officer, employee or agent of the Corporation or who is (or was) serving at the request of the Corporation as a Director, officer, partner, venturer, proprietor, trustee, employee, agent or similar functionary of another foreign or domestic corporation, partnership, joint venture, proprietorship, employee benefit plan, trust or other enterprise against any expense, liability or loss, whether or not the Corporation would have the power to indemnify such person against such expense, liability or loss under this Article V.

5.07 *Notification.* Any indemnification of or advance of expenses to a Director or officer in accordance with this Article V shall be reported in writing to the members of the Board with or before the notice of the next regular meeting of the Board and, in any case, within the ninety (90) day period immediately following the date of the indemnification or advance notification.

5.08 *Savings Clause.* If this Article V or any portion hereof shall be invalidated on any ground by any court of competent jurisdiction, then the Corporation shall nevertheless indemnify and hold harmless each Director, officer or any other person indemnified pursuant to this Article V as to costs, charges and expenses (including attorneys' fees), judgments, fines and amounts paid

in settlement with respect to any action, suit or proceeding, whether civil, criminal, administrative or investigative, to the full extent permitted by any applicable portion of this Article V that shall not have been invalidated and to the fullest extent permitted by applicable law.

ARTICLE VI

Additional Duties and Authority of the ~~General Manager~~President; Employees

6.01 ~~Additional Powers and Duties of the President~~General Manager.

(a) *Responsible for hiring and supervision of Employees.* The ~~President~~General Manager shall be responsible for hiring and terminating the employees of the Corporation. Except to the extent provided (i) in a collective bargaining agreement to which the Corporation is a party or (ii) under applicable state or federal law or regulations, all employees hired by the ~~President~~General Manager shall be terminable at-will and not be provided any term or promise of employment. The General Manager shall report directly to the Chair of the Board. NTMC employees shall report directly to the General Manager.

~~(e) — Spending Authority. The President is authorized to approve expenditures, make purchases, and enter into contracts on behalf of the Corporation which require an expenditure not to exceed \$50,000 without Board approval as long as funds are budgeted and are available for the expenditure.~~

~~(d) — Annual Budget. The President is responsible for the preparation of the Corporation's annual budget for consideration and approval by the Board.~~

6.02 *Contracting with the Authority.* The Corporation may contract with the Authority for utilization of employees of the Authority. The Corporation may, without compensation, use the services of employees the Authority with the prior written consent of the Authority's Chief Executive Officer. The Board is authorized to employ or contract for project-specific personnel to manage or to operate a service provided by the Corporation.

ARTICLE VII

Code of Ethics

7.01 *Policy.* It is the policy of the Corporation that Directors and officers conduct themselves in a manner consistent with sound business and ethical practices; that the public interest always be considered in conducting corporate business; that the appearance of impropriety be avoided to ensure and maintain public confidence in the Corporation; and that the Board establish policies to control and manage the affairs of the Corporation fairly, impartially, and without discrimination.

7.02 *Purpose.* This Code of Ethics has been adopted as part of the Corporation's Bylaws for the following purposes: (i) to encourage high ethical standards in official conduct by Directors and corporate officers; and (ii) to establish guidelines for such ethical standards of conduct.

ARTICLE VIII
Miscellaneous Provisions

8.01 *Seal.* The seal of the Corporation shall be such as may be from time to time approved by the Board. The seal of the Corporation shall not be required to be placed on a document in order for the document to be considered a valid act or agreement of the Corporation.

8.02 *Notice and Waiver of Notice.* Whenever any notice, other than public notice of a meeting given to comply with the Open Meetings Act, is required to be given under the provisions of these Bylaws, such notice shall be deemed to be sufficient if given by depositing the same in a post office box in a sealed postpaid wrapper addressed to the person entitled thereto at his or her post office address, as it appears on the books of the Corporation, and such notice shall be deemed to have been given on the day of such mailing. If transmitted by facsimile or email, such notice shall be deemed to be delivered upon successful transmission of the facsimile or email. A Director may waive notice of any meeting. The attendance of a Director at any meeting shall constitute a waiver of notice of such meeting unless such attendance is for the purpose of objecting to the failure of notice. A waiver of notice, signed by the person or persons entitled to said notice, whether before or after the time stated therein, shall be deemed equivalent thereto.

8.03 *Gender.* References herein to the masculine gender shall also refer to the feminine in all appropriate cases and vice versa.

8.04 *Distribution of Net Income; Return of Funds.* Notwithstanding Section 431.107 of the Act entitling the Authority at all times to have the right to equally receive the income earned by the Corporation, any income earned by the Corporation after payment of reasonable expenses, reasonable reserves for future activities, debt, establishment of a capital reserve, and establishment of a reserve for satisfaction of other legal obligations of the Corporation shall be retained by the Corporation and applied as a credit to the charges to the Authority for operations of the Corporation and/or other services provided by the Corporation to the Authority.

8.05 *Authority Access to Records of Corporation.* Notwithstanding the provisions of the Public Information Act or any exceptions contained therein to disclosure and the rights or limitations thereof regarding the review of records of Texas non-profit corporations, the Authority shall have a special right to review and obtain copies of the records of the Corporation, regardless of format, upon reasonable notice and during regular business hours of the Corporation; provided, however, such special right of access to the Authority shall not apply to records to which law or regulation expressly prohibit disclosure to third parties that would by definition include the Authority.

8.06 *Amendments.* A proposal to alter, amend or repeal these Bylaws shall be made by the affirmative vote of a majority of the entire Board at any regular meeting, or at any special meeting if notice of the proposed amendment be contained in the notice of said special meeting. However, any proposed change or amendment to these Bylaws must be approved by resolution of the Authority in order to be effective.

Approved by DCTA Board of Directors on February 28, 2019

Approved by Board of Directors of North Texas Mobility Corporation on April 16, 2019.

Amended by NTMC Board of Directors and DCTA Board of Directors on May 23, 2019

**AMENDED AND RESTATED BYLAWS OF THE
NORTH TEXAS MOBILITY CORPORATION.**

A Texas Non-Profit Local Government Corporation created by and on behalf of the
Denton County Transportation Authority

**ARTICLE I
Corporate Purpose and Authority**

1.01 *Purpose.* The Corporation is organized for the purpose of aiding, assisting, and acting on behalf of the Denton County Transportation Authority (“the Authority”) in the performance of its governmental functions to promote the common good and general welfare of the Authority, including, without limitation, financing, constructing, owning, managing and operating regional mobility services (the “Mobility Services”) on behalf of the Authority, and to perform such other governmental purposes of the Authority, as may be determined from time to time by the Authority’s Board of Directors (the “DCTA Board”). Subject to applicable state law and any contractual obligations of DCTA or the Corporation, DCTA may discontinue participation in the activities of the Corporation, or a non-participating unit of local government, business, or individuals may join in the activities of the Corporation, under procedures established in the Bylaws of the Corporation (the “Bylaws”). The Corporation, with the prior written consent of the Authority or as may be provided by the Bylaws, shall have the following powers to carry out the purposes of the Corporation, by and through its Directors:

- A. employ and/or contract with persons to carry out the purposes of the Corporation;
- B. own, lease, maintain and dispose of real and personal property; and
- C. contract with the Authority, political subdivisions, units of governments, and other persons and non-governmental entities.

1.02 *Local Government Corporation.* The Corporation is formed pursuant to the provisions of Subchapter D of Chapter 431, Texas Transportation Code (the “Act”), as it now or may hereafter be amended, and Chapter 394, Texas Local Government Code, which authorizes the Corporation to assist and act on behalf of the Authority and to engage in activities in the furtherance of the purposes for its creation.

1.03 *Non-Profit Corporation.* The Corporation shall have and exercise all of the rights, powers, privileges, and functions given by the general laws of Texas to non-profit corporations incorporated under the Act including, without limitation, the Texas Nonprofit Corporation Law (Tex. Bus. Org. Code, Chapters 20 and 21 and the provisions of Title I thereof to the extent applicable to non-profit corporations, as amended) or their successor.

1.04 *Powers of Non-Profit Corporation.* The Corporation shall have all other powers of a like or different nature not prohibited by law which are available to non-profit corporations in

Texas and which are necessary or useful to enable the Corporation to perform the purposes for which it is created.

1.05 *Governmental Entity for Immunity.* The Corporation is created as a local government corporation pursuant to the Act and shall be a governmental unit within the meaning of Subdivision (3), Section 101.001, Texas Civil Practice and Remedies Code. The operations of the Corporation are governmental and not proprietary functions for all purposes, including for purposes of the Texas Tort Claims Act, Section 101.001, et seq., Texas Civil Practice and Remedies Code. The Corporation shall have the power to acquire land in accordance with the Act as amended from time to time.

1.06 *Authority Consent.* References herein to the consent or written consent of the Authority shall refer to a resolution or order of the Authority's Board of Directors.

1.07 *Other Units of Government.* The Corporation, upon approval of the Authority, may contract with a non-member unit of government to provide services on behalf of such non-member unit of government.

1.08 *Approved Projects.* The Corporation, by and through its Board of Directors, may approve capital improvements, services, or other projects consistent with the purposes of the Corporation to assist the Authority in the performance of the Authority's governmental functions (each an "Approved Project").

ARTICLE II

Board of Directors

2.01 *Powers Vested in Board.* All powers of the Corporation shall be vested in a Board of Directors consisting of five (5) members (the "Board") subject to the oversight of the Authority and as otherwise provided in these Bylaws. The qualification, selection, terms, removal, replacement, and resignation of the members of the Board of Directors of the Corporation ("Director" or "Directors") shall be governed by Article VI of the Certificate of Formation ("Certificate").

2.02 *Initial Board and Transition.* The initial directors of the Corporation ("Director" or "Directors") shall be those persons named in Article VIII of the Certificate. To provide for terms which end at the end of a calendar month, each initial Director named in Article VIII of the Certificate shall serve for the term prescribed therein. With respect to the initial Board, the terms of the initial Directors shall commence on the date the Secretary of State has issued the certificate of incorporation for the Corporation. Upon the expiration of the terms of office of the initial Directors, the subsequent Directors shall be appointed for a three (3) year term, or until his or her successor is appointed by the Authority; provided, however, upon the death, resignation or removal of a Director, the Authority shall appoint a replacement Director to serve for the unexpired term of office of the replaced Director.

2.03 *Governing Documents.* All other matters pertaining to the internal affairs of the Corporation shall be governed by these Bylaws, so long as these Bylaws are not inconsistent with

the Certificate, and such other documents agreed to by the Authority and as the same may be amended from time to time, or the laws of the State of Texas.

2.04 *Voting Rights.* All Directors shall have full and equal voting rights. All references herein to an act, resolution or vote of the Directors shall refer to a vote of the Directors entitled to vote on the matter as provided herein.

2.05 *Meetings of Directors.* The Directors may hold their meetings and may have an office and keep the books of the Corporation at such place or places within Denton County, Texas, as the Board may from time to time determine; provided, however, in the absence of any such determination, such place shall be the registered office of the Corporation in the State of Texas. The Board shall meet in accordance with and file notice of each meeting of the Board for the same length of time and in the same manner and location as is required under Chapter 551, Texas Government Code (the “Open Meetings Act”); provided that the notice of each meeting of the Board shall be posted on the official bulletin board designated by the Authority for the posting of meetings of the Authority. The Corporation, the Board, and any committee of the Board exercising the powers of the Board are subject to Chapter 552, Texas Government Code (the “Public Information Act”).

2.06 *Regular Meetings.* Regular meetings of the Board shall be held at least quarterly at such times and places as shall be designated, from time to time, by of the Board.

2.07 *Special and Emergency Meetings.* Special and emergency meetings of the Board shall be held whenever called by the Chair of the Board, the President of the Corporation, or by any two (2) Directors who are serving duly appointed terms of office at the time the meeting is called. A majority of the Board must be present for the conduct of any special called or emergency meeting. The Secretary of the Corporation shall give notice of each special meeting in person, by telephone, facsimile, mail or email at least three (3) days before the meeting to each Director and to the public in compliance with the Open Meetings Act. Notice of each emergency meeting shall also be given in the manner required under the Open Meetings Act. An emergency meeting may only be held when there is an emergency or an urgent public necessity exists and immediate action is required of the Board because of an imminent threat to public health and safety, or a reasonably unforeseeable situation. The agenda notice of the emergency meeting must be posted at least two (2) hours before the meeting and clearly identify the emergency or urgent public necessity. The President or Secretary of the Corporation, the Chair of the Board, or the Board members who call an emergency meeting must notify by telephone, facsimile transmission, or electronic mail not later than one hour before the meeting those members of the news media that have previously filed at the Corporation’s office a request containing all pertinent information for the special notice and has agreed to reimburse the Board for the cost of providing the special notice. Unless otherwise indicated in the notice thereof, any and all matters pertaining to the purposes of the Corporation may be considered and acted upon at a special meeting to the same extent as they may be considered and acted upon in a regular meeting. At any meeting at which every Director shall be present, even though without any notice, any matter pertaining to the purposes of the Corporation may be considered and acted upon to the extent allowed by the Open Meetings Act.

2.08 *Election of Chair and Vice-Chair of the Board.* Upon the initial meeting of the Board and at the last regular meeting of the Board occurring prior to October 1 of each calendar year thereafter, the Directors shall elect a Chair and Vice-Chair from among the members of the Board who will serve as Chair and Vice-Chair, respectively, for the period of October 1 until September 30 immediately following their election, and until their replacements are elected.

2.10 *Quorum.* A majority of the entire Board shall constitute a quorum for the consideration of matters pertaining to the purposes of the Corporation. If at any meeting of the Board there is less than a quorum present, those present may adjourn the meeting. The vote of a majority of the entire membership of the Board in favor of a motion, resolution, or other act shall be required to constitute the act of the Board, unless the vote of a greater number of Directors is required by law, by the Certificate of Formation, or by these Bylaws.

2.11 *Assent Presumed Without Express Abstention or Dissent.* A Director who is present at a meeting of the Board at which any corporate action is taken shall be presumed to have assented to such action unless such person's dissent or abstention shall be entered in the minutes of the meeting or unless such person shall file written dissent or abstention to such action with the person acting as the secretary of the meeting before the adjournment thereof. Such right to dissent or abstain shall not apply to a Director who voted in favor of the action.

2.12 *Conduct of Business.* At the meetings of the Board, matters pertaining to the purpose of the Corporation shall be considered in such order as the Board may from time to time determine. At all meetings of the Board, the Chair of the Board shall preside, and in the absence of the Chair, the Vice-Chair shall preside. In the absence of the Chair and Vice-Chair, the majority of Directors present and voting shall select from among the Directors in attendance a Director to preside at the meeting. The Secretary of the Corporation shall act as secretary of all meetings of the Board, but in the absence of the Secretary, the Director presiding at the meeting may appoint any person to act as secretary of the meeting.

2.13 *Executive Committee, Other Committees.* The Board may, by resolution passed by a majority of the entire Board, designate two (2) or more Directors to constitute an executive committee or other type of committee. In addition, the Board may appoint members of Corporation staff and citizens and/or employees of the Authority to be members of a committee, except for an Audit, Compensation or Governance Committee, which committees may only be composed of Directors.

2.14 *Power of Committees.* Except to the extent provided in the authorizing resolution for the committee and the Board-approved committee charter, a committee may not exercise the authority of the Board. Each committee so designated shall keep regular minutes of the transactions of its meetings, shall cause such minutes to be recorded in books kept for that purpose in the office of the Corporation, and shall report the same to the Board from time to time. Committees authorized to exercise the powers of the Board shall give notice of any meeting in the manner required for a meeting of the Board.

2.15 *Compensation of Directors.* Directors, as such, shall receive no salary or compensation for their services as Directors; provided, however, Directors may be reimbursed for reasonable and necessary expenses incurred in carrying out the Corporation's purposes.

2.16 *Director's Reliance on Consultant Information.* A Director shall not be liable if, while acting in good faith and with ordinary care, such person relies on information, opinions, reports or statements, including financial statements and other financial data, concerning the Corporation or another person that were prepared or presented by:

- (a) one or more other officers or employees of the Corporation;
- (b) an employee of the Authority; or
- (c) legal counsel, public accountants, or other persons as to matters the officer reasonably believes are within the person's professional or expert competence.

2.17 *Attorneys and Consultants.* The Board may employ attorneys, auditors, certified accountants, engineers, and such other professionals and consultants as may be required for the purposes of the Corporation from time to time.

2.18 *Approval of Contracts.* The Board shall approve all contracts regardless of the amount of the expenditure. Upon approval by the Board, the President is authorized to sign on behalf of the Board.

ARTICLE III Officers

3.01 *Titles and Term of Office.* The officers of the Corporation shall be a President, a Secretary, a Treasurer, and such other officers as the Board may from time to time elect or appoint. One person may hold more than one office, except the President shall not hold the office of Secretary. The initial term of the officers of the Corporation shall extend to December 31, 2021. The subsequent terms of office for each officer shall be three (3) years commencing on January 1.

All officers shall be appointed and subject to removal at any time, with or without cause, by a vote of a majority of the entire Board.

A vacancy in any office elected pursuant to this Article III shall be filled by a vote of a majority of the entire Board and shall be for the remainder of the then current term of office vacated.

3.02 *Powers and Duties of the President.* The President shall be the principal executive officer of the Corporation and, subject to the Board's approval, the President shall be in general charge of the properties and affairs of the Corporation. In furtherance of the purposes of the Corporation and subject to the limitations contained in the Certificate, the President may sign and execute all deeds, conveyances, franchises, assignments, mortgages, notes, contracts and other obligations in the name of the Corporation. The President will be responsible for implementing

all orders and resolutions of the Board, and all other powers that are not specifically reserved to the Directors or Authority will be executed by the President within the general guidelines and policies of the Board and Authority. The President shall have such other duties as are assigned by the Board including, but not limited to, those set forth in Article VI, below. The President shall be an ex-officio member of all Board committees except the Audit Committee, if established.

3.03 *Treasurer.* The Treasurer shall have custody of all funds and securities of the Corporation which come into possession of the Corporation. When necessary or proper, the Treasurer (i) may endorse, on behalf of the Corporation, for collection, checks, notes and other obligations and shall deposit the same to the credit of the Corporation in such bank or banks or depositories as shall be designated in the manner prescribed by the Board; (ii) may sign all receipts and vouchers for payments made to the Corporation, either alone or jointly with such other officer as is designated by the Board; (iii) shall enter or cause to be entered regularly in the books of the Corporation to be kept by such person for that purpose full and accurate accounts of all moneys received and paid out on account of the Corporation; (iv) shall perform all acts incident to the position of Treasurer subject to the control of the Board; including the monitoring and audit of all cash accounts whose existence must first be approved by the Board; and (v) shall, if required by the Board, give such bond for the faithful discharge of his or her duties in such form as the Board may require. The Corporation may contract with the Authority to provide financial services for the Corporation in deciding the performance of the duties of the Treasurer set forth in this Section 3.04.

3.04 *Secretary.* The Secretary (i) shall keep or cause to be kept the minutes of all meetings of the Board in books provided for that purpose; (ii) shall attend to the giving and serving of all notices; (iii) in furtherance of the purposes of the Corporation and subject to the limitations contained in the Certificate of Formation, may sign with the President in the name of the Corporation and/or attest the signatures thereof, all contracts, conveyances, franchises, bonds, deeds, assignments, mortgages, notes and other instruments of the Corporation; (iv) shall have charge of the Corporation's books, records, documents and instruments, except the books of account and financial records and securities of which the Treasurer shall have custody and charge, and such other books and papers as the Board may direct, all of which shall at all reasonable times be open to the inspection of any Director upon application at the office of the Corporation during business hours; and, (v) shall in general perform all duties incident to the office of Secretary subject to the control of the Board.

In addition to the duties prescribed above, upon the death, absence, disability, or resignation of the President, or upon the President's inability to perform the duties of such office, the Secretary shall have such powers and duties as those assigned to the President. Any action taken by the Secretary in the performance of the duties of the President shall be conclusive evidence of the absence or inability to act of the President at the time such action was taken.

Nothing in this Section 3.05 shall be construed as prohibiting the Board or the President from providing to the Secretary such support as may be reasonable and necessary to assist the Secretary in carrying out the duties set forth herein.

3.05. *Compensation and Staff.* Officers who are members of the DCTA Board of Directors or DCTA employees or who occupy a government office of emolument (as defined in Tex. Const. art. XVI §40) shall serve without compensation with respect to the performance of their duties as officers of the Corporation but are entitled to receive reimbursement for their reasonable expenses only in performing their functions in accordance with any policies that may be adopted by the Board. Administrative services for the Corporation may be performed by employees of the Authority, as directed by the Authority's Chief Executive Officer, and the Corporation shall pay the costs for such services pursuant to an agreement between the Corporation and the Authority entered pursuant the Interlocal Cooperation Act (Chapter 791, Tex. Govt. Code).

3.06. *Officer's Reliance on Consultant Information.* In the discharge of a duty imposed or power conferred on an officer of the Corporation, the officer may in good faith and with ordinary care rely on information, opinions, reports, or statements, including financial statements and other financial data, concerning the Corporation or another person that were prepared or presented by:

- (a) one or more other officers or employees of the Corporation, including members of the Board;
- (b) legal counsel, public accountants, or other persons as to matters the officer reasonably believes are within the person's professional or expert competence; or,
- (c) an employee of the Authority.

ARTICLE IV Financial Responsibilities

4.01 *Audit.* The Corporation shall have an annual audit prepared by an independent auditor who is duly licensed or certified as a public accountant in the State of Texas of the financial books and records of the Corporation.

4.02 *Capital Spending Authority:* The Board may expend funds for capital improvements in accordance with a capital improvement plan approved by the Board for the current fiscal year budget as follows:

- (a) Funds from the Authority shall be used for the purposes of the Corporation as authorized and directed by the Authority.
- (b) Funds from other sources, such as donations, may be used at the discretion of the Board for capital purposes as long as the uses are consistent with the direction of the Authority and are not reasonably expected by the Board to increase the operation and maintenance costs of the Corporation above the limits established in Section 4.04, below, or have a capital cost greater than \$100,000.
- (c) Proceeds of bonds, notes and other obligations shall be expended in accordance with the terms of the resolution authorizing the issuance of such bonds, notes or other obligations.

4.03 *Issuance of Debt.* The Corporation shall have no authority to issue debt.

4.04 *Increase of O&M Costs.* Except for items mandated by changes in state or federal law or regulation that could not reasonably have been anticipated prior to submission of the Corporation's annual budget to the Authority for review and comment, in the event any one or more items are added during a fiscal year that would increase or cause the annual operation and maintenance costs to exceed ten percent (10%) above the budgeted amount for that year, the Board must receive prior approval from the Authority prior to making that addition.

4.05 *Fiscal Year.* The fiscal year of the Corporation shall begin October 1 of each year.

4.06 *Annual Budget.*

(a) Prior to the beginning of each fiscal year, the Board shall prepare, or cause to be prepared, and approve a budget (the "Budget") for the fiscal year. After approval by the Board, the Budget shall be submitted to the Authority for approval.

(b) The Budget shall, at a minimum, include capital, operational, and project-specific expenditures and corresponding revenues. The Budget shall clearly indicate the sources and purposes of revenues contributed by the Authority, any non-participating unit of government, or other third-parties.

(c) If the Board fails to approve the Budget, or if the Budget is not approved by the Authority, then the Budget for the prior fiscal year shall be deemed approved.

(d) From time to time, the Board may undertake one or more projects related to the purposes of the Corporation requiring the expenditure of funds not approved in the Annual Budget. While the Board may elect to amend the Annual Budget for a particular project(s) related to the purposes of the Corporation, such expenditures may not be undertaken in that regard unless or until an agreement with the Authority or a third-party unit of government is executed with the Corporation, which shall contain at least the following:

(i) the service(s) to be provided by the Corporation;

(ii) the method by which the Corporation intends to provide the service(s) (i.e., the Corporation intends to contract with a private entity or perform the service(s) itself, or some blending of the various methods);

(iii) the total cost of the project(s) to be undertaken by the Corporation; and

(iv) written agreement by the third-party unit of government to contribute an agreed-upon portion of the stated project expenditures, along with the agreed-upon portion being contributed by the Authority, if any.

4.07 *Line Item Flexibility.* The Board and, if authorized by the Board, the President, has the authority to shift operation and maintenance funds from one line item of the Budget to another without the approval of the Authority.

4.08 *Reserve Fund.* The Budget may provide for one or more reserve funds for the replacement of scheduled assets, for capital improvements and reasonable reserves for future activities, debt, establishment of a capital reserve. Any unencumbered funds remaining at the end of the fiscal year shall be converted to the Reserve Fund.

4.09 *Other Funds.* Other funds, such as unrestricted charitable donations, may be used by the Board in accordance with the approved budget or, if not anticipated in the Budget, as the Board directs, provided that the limitation set out in Section 4.04, above or a capital cost of \$100,000 is not exceeded.

4.10 *Appropriations and Grants.* The Corporation shall have the power to request and accept any appropriations, grant, contribution, donation, or other form of aid from the federal government, the State, any political subdivision, or municipality in the State, or from any other source.

4.11 *Sale or Transfer of Assets.* The Corporation may not sell, transfer or assign real property or permits of the Corporation, in whole or in part, without the approval of the Board. After approval by the Board, the proposed sale, transfer or assignment of the assets (“the Asset Transfer”) must be submitted to the Authority for approval. The Authority will approve or disapprove the Asset Transfer in whole or in part. Notwithstanding the foregoing, the Board shall not be required to obtain the consent of the Authority to sell, convey, or transfer to a third-party personal property of the Corporation determined by the Board to be surplus and which has a depreciated unit value of less than \$1000.00 per unit.

ARTICLE V

Indemnification of Directors and Officers

5.01 *Right to Indemnification.* Subject to the limitations and conditions as provided in this Article V and the Certificate, each person who was or is made a party, is threatened to be made a party to, or is involved in any threatened, pending or completed action, suit or proceeding, whether civil, criminal, administrative, arbitratative or investigative (hereinafter a “proceeding”), or any appeal in such a proceeding or any inquiry or investigation that could lead to such a proceeding, by reason of the fact that he or she, or a person of whom he or she is the legal representative, is or was a Director or officer of the Corporation shall be indemnified by the Corporation to the fullest extent permitted by the Texas Nonprofit Corporation Law, as the same exists or may hereafter be amended (but, in the case of any such amendment, only to the extent that such amendment permits the Corporation to provide broader indemnification rights than said law permitted the Corporation to provide prior to such amendment) against judgments, penalties (including excise and similar taxes and punitive damages), fines, settlement and reasonable expenses (including, without limitation, attorneys’ fees) actually incurred by such person in connection with such proceeding, and indemnification under this Article V shall continue as to a person who has ceased to serve in the capacity which initially entitled such person to indemnify

hereunder. The rights granted pursuant to this Article V shall be deemed contract rights, and no amendment, modification or repeal of this Article V shall have the effect of limiting or denying any such rights with respect to actions taken or proceedings arising prior to any such amendment, modification or repeal. It is expressly acknowledged that the indemnification provided in this Article V could involve indemnification for negligence or under theories of strict liability.

5.02 *Advance Payment.* The right to indemnification conferred in this Article V shall include the right to be paid in advance or reimbursed by the Corporation the reasonable expenses incurred by a person of the type entitled to be indemnified under Section 5.01 who was, is or is threatened to be made a named defendant or respondent in a proceeding in advance of the final disposition of the proceeding and without any determination as to the person's ultimate entitlement to indemnification; provided, however, that the payment of such expenses incurred by any such person in advance of the final disposition of a proceeding, shall be made only upon delivery to the Corporation of a written affirmation by such Director or officer of his or her good faith belief that he or she has met the standard of conduct necessary for indemnification under this Article V and a written undertaking, by or on behalf of such person, to repay all amounts so advanced if it shall ultimately be determined that such indemnified person is not entitled to be indemnified under this Article V or otherwise.

5.03 *Indemnification of Employees and Agents.* The Corporation, by adoption of a resolution of the Board, may indemnify and advance expenses to an employee or agent of the Corporation to the same extent and subject to the same conditions under which it may indemnify and advance expenses to Directors and officers under this Article V.

5.04 *Appearance as a Witness.* Notwithstanding any other provision of this Article V, the Corporation may pay or reimburse expenses incurred by a Director or officer in connection with his or her appearance as a witness or other participation in a proceeding involving the Corporation or its business at a time when he or she is not a named defendant or respondent in the proceeding.

5.05 *Non-exclusivity of Rights.* The right to indemnification and the advancement and payment of expenses conferred in this Article V shall not be exclusive of any other right which a Director or officer or other person indemnified pursuant to Section 5.03 of this Article V may have or hereafter acquire under any law (common or statutory), provision of the Certificate or these Bylaws, agreement or disinterested Directors or otherwise.

5.06 *Insurance.* The Corporation shall provide for the purchase and maintenance of insurance, at its expense, to protect itself and any person who is (or was) serving as a Director, officer, employee or agent of the Corporation or who is (or was) serving at the request of the Corporation as a Director, officer, partner, venturer, proprietor, trustee, employee, agent or similar functionary of another foreign or domestic corporation, partnership, joint venture, proprietorship, employee benefit plan, trust or other enterprise against any expense, liability or loss, whether or not the Corporation would have the power to indemnify such person against such expense, liability or loss under this Article V.

5.07 *Notification.* Any indemnification of or advance of expenses to a Director or officer in accordance with this Article V shall be reported in writing to the members of the Board with or before the notice of the next regular meeting of the Board and, in any case, within the ninety (90) day period immediately following the date of the indemnification or advance notification.

5.08 *Savings Clause.* If this Article V or any portion hereof shall be invalidated on any ground by any court of competent jurisdiction, then the Corporation shall nevertheless indemnify and hold harmless each Director, officer or any other person indemnified pursuant to this Article V as to costs, charges and expenses (including attorneys' fees), judgments, fines and amounts paid in settlement with respect to any action, suit or proceeding, whether civil, criminal, administrative or investigative, to the full extent permitted by any applicable portion of this Article V that shall not have been invalidated and to the fullest extent permitted by applicable law.

ARTICLE VI

Duties and Authority of the General Manager; Employees

6.01 Powers and Duties of the General Manager.

(a) *Responsible for hiring and supervision of Employees.* The General Manager shall be responsible for hiring and terminating the employees of the Corporation. Except to the extent provided (i) in a collective bargaining agreement to which the Corporation is a party or (ii) under applicable state or federal law or regulations, all employees hired by the General Manager shall be terminable at-will and not be provided any term or promise of employment. The General Manager shall report directly to the Chair of the Board. NTMC employees shall report directly to the General Manager.

6.02 *Contracting with the Authority.* The Corporation may contract with the Authority for utilization of employees of the Authority. The Corporation may, without compensation, use the services of employees the Authority with the prior written consent of the Authority's Chief Executive Officer. The Board is authorized to employ or contract for project-specific personnel to manage or to operate a service provided by the Corporation.

ARTICLE VII

Code of Ethics

7.01 *Policy.* It is the policy of the Corporation that Directors and officers conduct themselves in a manner consistent with sound business and ethical practices; that the public interest always be considered in conducting corporate business; that the appearance of impropriety be avoided to ensure and maintain public confidence in the Corporation; and that the Board establish policies to control and manage the affairs of the Corporation fairly, impartially, and without discrimination.

7.02 *Purpose.* This Code of Ethics has been adopted as part of the Corporation's Bylaws for the following purposes: (i) to encourage high ethical standards in official conduct by Directors and corporate officers; and (ii) to establish guidelines for such ethical standards of conduct.

ARTICLE VIII
Miscellaneous Provisions

8.01 *Seal.* The seal of the Corporation shall be such as may be from time to time approved by the Board. The seal of the Corporation shall not be required to be placed on a document in order for the document to be considered a valid act or agreement of the Corporation.

8.02 *Notice and Waiver of Notice.* Whenever any notice, other than public notice of a meeting given to comply with the Open Meetings Act, is required to be given under the provisions of these Bylaws, such notice shall be deemed to be sufficient if given by depositing the same in a post office box in a sealed postpaid wrapper addressed to the person entitled thereto at his or her post office address, as it appears on the books of the Corporation, and such notice shall be deemed to have been given on the day of such mailing. If transmitted by facsimile or email, such notice shall be deemed to be delivered upon successful transmission of the facsimile or email. A Director may waive notice of any meeting. The attendance of a Director at any meeting shall constitute a waiver of notice of such meeting unless such attendance is for the purpose of objecting to the failure of notice. A waiver of notice, signed by the person or persons entitled to said notice, whether before or after the time stated therein, shall be deemed equivalent thereto.

8.03 *Gender.* References herein to the masculine gender shall also refer to the feminine in all appropriate cases and vice versa.

8.04 *Distribution of Net Income; Return of Funds.* Notwithstanding Section 431.107 of the Act entitling the Authority at all times to have the right to equally receive the income earned by the Corporation, any income earned by the Corporation after payment of reasonable expenses, reasonable reserves for future activities, debt, establishment of a capital reserve, and establishment of a reserve for satisfaction of other legal obligations of the Corporation shall be retained by the Corporation and applied as a credit to the charges to the Authority for operations of the Corporation and/or other services provided by the Corporation to the Authority.

8.05 *Authority Access to Records of Corporation.* Notwithstanding the provisions of the Public Information Act or any exceptions contained therein to disclosure and the rights or limitations thereof regarding the review of records of Texas non-profit corporations, the Authority shall have a special right to review and obtain copies of the records of the Corporation, regardless of format, upon reasonable notice and during regular business hours of the Corporation; provided, however, such special right of access to the Authority shall not apply to records to which law or regulation expressly prohibit disclosure to third parties that would by definition include the Authority.

8.06 *Amendments.* A proposal to alter, amend or repeal these Bylaws shall be made by the affirmative vote of a majority of the entire Board at any regular meeting, or at any special meeting if notice of the proposed amendment be contained in the notice of said special meeting. However, any proposed change or amendment to these Bylaws must be approved by resolution of the Authority in order to be effective.

Approved by DCTA Board of Directors on February 28, 2019

Approved by Board of Directors of North Texas Mobility Corporation on April 16, 2019.

Amended by NTMC Board of Directors and DCTA Board of Directors on May 23, 2019



Board of Directors Memo

July 22, 2021

SUBJECT: Monthly Sales Tax Receipts

Recommendation

This item is presented for informational purposes only. No action is required.

Background

Sales tax represents the single largest source of revenue for DCTA at 55.27% for the Fiscal Year 2021 budget. The annual revised sales tax budget for FY21 is \$31,154,178. Because of its importance in funding of DCTA’s ongoing operations, the Board adopted a Budget Contingency Plan that outlines the Agency’s response when declines in sales tax hit a specific target.

For the month of July, receipts were favorable compared to budget.

- Sales tax for sales generated in the month of May and received in July was \$3,171,719.
- This represents an increase of 44.62% or \$978,576 compared to budget for the month.
- Compared to the same month last year, sales tax receipts are \$770,976 or 32.11% higher.
- Member city collections for the month compared to prior year are as follows:
 - City of Lewisville up 78.76%
 - City of Denton up 19.58%
 - City of Highland Village up 19.50%

Previous Board Activity & Action

There has been no previous Board-level activity on this item.

Identified Need

Provides the Board of Directors a monthly status on sales tax collections.

Financial Impact

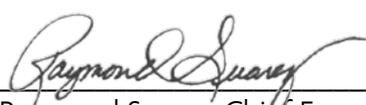
This item is included for informational purposes only; there is no financial impact associated with this informational item.

Exhibits

Exhibit 1: FY21 Monthly Sales Tax Report

Submitted By: 
Amanda Riddle, Senior Manager of Budget

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

Approval: 
Raymond Suarez, Chief Executive Officer

DENTON COUNTY TRANSPORTATION AUTHORITY

SALES TAX REPORT BUDGET TO ACTUAL AND PREVIOUS YEAR COMPARISON

Sales Generated in Month of:	Received in Month of:	2020-2021 Adopted Budget	2020-2021 Revised Budget	2020-2021 Year Actual	Variance Actual to Original Budget	CY Actual to CY Original Budget % Variance ^(A)	Variance Actual to Revised Budget	CY Actual to CY Revised Budget % Variance ^(B)	2019-2020 Year Actual	Variance Actual to Prior Year	CY Actual to PY Actual % Variance
October	December	\$ 1,723,286	\$ 2,944,573	\$ 2,944,573	\$ 1,221,287	70.87%	\$ -	0.00%	\$ 2,329,419	\$ 615,154	26.41%
November	January	\$ 1,712,280	\$ 2,617,881	\$ 2,617,881	\$ 905,601	52.89%	\$ -	0.00%	\$ 2,188,220	\$ 429,661	19.64%
December	February	\$ 2,124,605	\$ 3,356,939	\$ 3,356,939	\$ 1,232,334	58.00%	\$ -	0.00%	\$ 3,191,714	\$ 165,225	5.18%
January	March	\$ 2,069,351	\$ 2,296,659	\$ 2,296,659	\$ 227,308	10.98%	\$ -	0.00%	\$ 2,268,362	\$ 28,297	1.25%
February	April	\$ 2,022,897	\$ 2,080,957	\$ 2,080,957	\$ 58,060	2.87%	\$ -	0.00%	\$ 2,114,448	\$ (33,491)	-1.58%
March	May	\$ 2,483,676	\$ 3,369,140	\$ 3,369,140	\$ 885,464	35.65%	\$ -	0.00%	\$ 2,503,274	\$ 865,866	34.59%
April	June	\$ 2,492,462	\$ 2,492,462	\$ 2,839,395	\$ 346,933	13.92%	\$ 346,933	13.92%	\$ 2,185,555	\$ 653,840	29.92%
May	July	\$ 2,193,143	\$ 2,193,143	\$ 3,171,719	\$ 978,576	44.62%	\$ 978,576	44.62%	\$ 2,400,743	\$ 770,976	32.11%
June	August	\$ 2,586,198	\$ 2,586,198						\$ 2,819,430		
July	September	\$ 2,183,351	\$ 2,183,351						\$ 2,412,772		
August	October	\$ 2,399,699	\$ 2,399,699						\$ 2,511,707		
September	November	\$ 2,633,176	\$ 2,633,176						\$ 2,910,752		
YTD TOTAL		\$ 16,821,700	\$ 21,351,754	\$ 22,677,264	\$ 5,855,564	34.81%	\$ 1,325,509	6.21%	\$ 19,181,735	\$ 3,495,529	18.22%
FISCAL YEAR TOTAL		\$ 26,624,124	\$ 31,154,178						\$ 29,836,396		

^(A) Formula: YTD Variance Actual to Original Budget/YTD Original Budget

Sources: Texas Comptroller of Public Accounts and DCTA Finance Department
 Prepared By: Denton County Transportation Authority Finance Department
 July 12, 2021

DENTON COUNTY TRANSPORTATION AUTHORITY

MEMBER CITIES SALES TAX REPORT
MONTH ALLOCATION IS RECEIVED FROM COMPTROLLER
PREVIOUS YEAR COMPARISON

CITY OF LEWISVILLE						CITY OF HIGHLAND VILLAGE					
Sales Generated in Month of:	Received in Month of:	2019-2020 Year Actual	2020-2021 Year Actual	Variance Actual to Prior Year	CY Actual to PY Actual % Variance	Sales Generated in Month of:	Received in Month of:	2019-2020 Year Actual	2020-2021 Year Actual	Variance Actual to Prior Year	CY Actual to PY Actual % Variance
October	December	\$ 3,282,870	\$ 3,348,633	\$ 65,763	2.00%	October	December	\$ 357,488	\$ 341,390	\$ (16,099)	-4.50%
November	January	\$ 2,904,782	\$ 3,755,579	\$ 850,797	29.29%	November	January	\$ 356,224	\$ 354,573	\$ (1,651)	-0.46%
December	February	\$ 4,407,090	\$ 4,903,701	\$ 496,610	11.27%	December	February	\$ 521,121	\$ 503,020	\$ (18,101)	-3.47%
January	March	\$ 3,148,942	\$ 3,072,003	\$ (76,939)	-2.44%	January	March	\$ 338,734	\$ 320,412	\$ (18,322)	-5.41%
February	April	\$ 2,987,194	\$ 2,971,403	\$ (15,791)	-0.53%	February	April	\$ 262,811	\$ 288,219	\$ 25,408	9.67%
March	May	\$ 3,733,423	\$ 4,956,466	\$ 1,223,043	32.76%	March	May	\$ 322,245	\$ 436,049	\$ 113,804	35.32%
April	June	\$ 3,294,690	\$ 3,990,693	\$ 696,004	21.13%	April	June	\$ 267,280	\$ 353,678	\$ 86,398	32.32%
May	July	\$ 3,399,328	\$ 6,076,775	\$ 2,677,447	78.76%	May	July	\$ 311,278	\$ 371,973	\$ 60,695	19.50%
June	August	\$ 4,039,429				June	August	\$ 394,759			
July	September	\$ 3,032,247				July	September	\$ 303,996			
August	October	\$ 3,509,227				August	October	\$ 304,285			
September	November	\$ 4,164,883				September	November	\$ 404,670			
YTD TOTAL		\$ 27,158,318	\$ 33,075,252	\$ 5,916,933	21.79%	YTD TOTAL		\$ 2,737,180	\$ 2,969,313	\$ 232,133	8.48%
<i>FISCAL YEAR TOTAL</i>		\$ 41,904,104				<i>FISCAL YEAR TOTAL</i>		\$ 4,144,890			

CITY OF DENTON					
Sales Generated in Month of:	Received in Month of:	2019-2020 Year Actual	2020-2021 Year Actual	Variance Actual to Prior Year	CY Actual to PY Actual % Variance
October	December	\$ 2,887,178	\$ 3,174,573	\$ 287,396	9.95%
November	January	\$ 2,911,334	\$ 3,050,388	\$ 139,054	4.78%
December	February	\$ 4,230,616	\$ 4,149,443	\$ (81,173)	-1.92%
January	March	\$ 2,902,937	\$ 3,086,526	\$ 183,589	6.32%
February	April	\$ 2,571,667	\$ 2,606,494	\$ 34,827	1.35%
March	May	\$ 3,061,108	\$ 4,277,512	\$ 1,216,404	39.74%
April	June	\$ 2,521,781	\$ 3,557,513	\$ 1,035,731	41.07%
May	July	\$ 2,878,630	\$ 3,442,340	\$ 563,710	19.58%
June	August	\$ 3,555,689			
July	September	\$ 2,999,523			
August	October	\$ 3,167,204			
September	November	\$ 3,710,560			
YTD TOTAL		\$ 23,965,251	\$ 27,344,789	\$ 3,379,538	14.10%
<i>FISCAL YEAR TOTAL</i>		\$ 37,398,228			

Sources: Texas Comptroller of Public Accounts and DCTA Finance Department
Prepared By: Denton County Transportation Authority Finance Department
July 12, 2021

ALL TRANSIT AGENCIES
MONTHLY SALES AND USE TAX COMPARISON SUMMARY

Transit Agency	Current Rate	Net Payment This Period	Comparable Payment Prior Year	% Change	Payments YTD (Calendar)	Prior Year Payments YTD (Calendar)	% Change
Austin MTA	1.00%	\$ 25,875,152	\$ 19,686,848	31.43%	\$ 166,647,244	\$ 151,826,580	9.76%
Corpus Christi MTA	0.50%	\$ 3,014,401	\$ 2,791,009	8.00%	\$ 20,462,649	\$ 19,419,984	5.36%
Dallas MTA	1.00%	\$ 56,100,773	\$ 45,262,179	23.94%	\$ 384,481,218	\$ 355,007,280	8.30%
Denton CTA	0.50%	\$ 3,171,719	\$ 2,400,743	32.11%	\$ 19,732,690	\$ 16,852,316	17.09%
El Paso CTD	0.50%	\$ 4,740,374	\$ 3,583,449	32.28%	\$ 31,799,759	\$ 27,685,987	14.85%
Fort Worth MTA	0.50%	\$ 6,944,324	\$ 6,261,108	10.91%	\$ 51,048,815	\$ 46,601,512	9.54%
Houston MTA	1.00%	\$ 70,679,545	\$ 56,764,076	24.51%	\$ 479,293,584	\$ 444,678,174	7.78%
Laredo CTD	0.25%	\$ 763,277	\$ 652,428	16.99%	\$ 5,438,628	\$ 4,770,365	14.00%
San Antonio ATD	0.25%	\$ 6,764,511	\$ 5,446,477	24.19%	\$ 45,666,634	\$ 40,595,672	12.49%
San Antonio MTA	0.50%	\$ 14,913,924	\$ 12,115,621	23.09%	\$ 100,907,719	\$ 90,564,650	11.42%
TOTALS		\$ 192,968,000	\$ 154,963,939	24.52%	\$ 1,305,478,940	\$ 1,198,002,521	8.97%

Sources: Texas Comptroller of Public Accounts and DCTA Finance Department
 Prepared By: Denton County Transportation Authority Finance Department
 July 12, 2021

Board of Directors Memo

July 22, 2021

SUBJECT: Monthly Mobility-as-a-Service Update

Recommendation

For information only. No action required.

Background

A Request for Proposals (RFP) was released on January 16, 2019 for Mobility as a Service (MaaS). Firms were invited to submit proposals (for both federal and non-federal funding project categories) to provide innovative mobility service to DCTA member cities, contracted communities, partner organizations, as well as large employment centers and other areas as the need arises. On March 12, 2019, DCTA received thirty-seven (37) proposals in response to the RFP. Thirty-three (33) proposals were deemed responsive and were evaluated by the evaluation team. The evaluation team rejected two proposals that scored less than seventy (70) points and recommended award to thirty-one (31) firms. The Board of Directors approved the award of Mobility-as-a-Service to thirty-one firms and reduced the total annual contract value of \$2,400,000 to \$75,000 for all task orders issued under the master on-call contracts. One of the recommended firms will not execute a contract due to business operational changes; therefore, thirty (30) firms remain eligible for contract execution. As requested by the Board of Directors, staff is providing a monthly update on all Mobility-as-a-Service commitments, activities and expenses.

To date, the following twenty-six contracts have been fully executed:

- AJL International
- Bird Rides
- Bubbl Investments, LLC.
- Dashboard Story dba DUET
- DemandTrans Solutions
- DoubleMap
- Downtowner Holdings, LLC.
- First Transit
- Ford Smart Mobility, LLC.
- Irving Holdings
- Iteris
- Kapsch
- Lyft
- Moovel
- Moovit
- MV Transportation
- Muve: Quebec, Inc.
- Quebec, Inc. dba Transit
- RideCo
- Rideshark Corporation
- River North (Via)
- Roundtrip
- Routematch
- Spare Labs, Inc.
- Spare Labs, Inc. (with First Transit)
- Transdev North America

The remaining four contracts, all with software companies (Passport, SeatsX, Token Transit and Transloc), have been placed on hold until a need arises to enter into a contract for software.

Previous Board Activity & Action

Task Order #1 Lewisville Lakeway Zone and Denton Evening Zone was issued to Spare Labs, Inc. for Platform-as-a Service (Spare Platform). The task order was approved for award at the June 2020 Board meeting and was issued on 6/30/2020 for a not-to-exceed amount of \$50,000 per year with an initial term of two years and one two-year option to extend (total of 4 years). \$36,616 has been paid as of June 2021 for this task order.

Task Order #2 On-Demand Services in Member Cities and Contracted Cities was discussed at the June 2020 Board meeting and was presented at the September 2020 Board meeting to authorize negotiations with two firms. In January 2021, the Board approved and authorized staff to enter into a Task Order with River North (Via) to move forward with the recommendations and implementation of an On-Demand Service plan. Staff and Via have executed the task order. No expenses have been paid as of June 2021 for this task order.

Task Order #3 On-Demand Services for the McKinney Urban Transit District (MUTD) was requested by the City of McKinney. The City of McKinney has asked DCTA and DART, as a joint partnership, to provide on-demand services for the MUTD member cities.

DCTA received responses from three (3) qualified vendors to provide services effective January 1, 2022. This on-demand program will replace the taxi program currently operating in the MUTD service area. Staff plans to brief the Board at the August meeting and seek approval at the September meeting. The three entities are working on an interlocal agreement to outline responsibilities for each agency, and it is anticipated staff will present the ILA to the Board in late summer. No expenses have been paid as of June 2021 for this task order.

Identified Need

Provides the Board of Directors a monthly status on Mobility-as-a-Services Contracts

Financial Impact

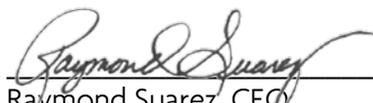
This item is included for informational purposes only; there is no financial impact associated with this item.

Exhibits

N/A

Submitted By: 
Athena Forrester, AVP of Regulatory Compliance

Final Review: 
Marisa Perry, CPA, CFO/VP of Finance

Approval: 
Raymond Suarez, CEO

Board of Directors Memo

July 22, 2021

SUBJECT: Budget Information

Recommendation

This item is presented for informational purposes only. No action is required. The Financial Management Policies authorize the CEO to approve budget transfers between expense categories and departments, not to exceed 5% of the total annual operating budget.

Background

The DCTA budget is prepared months in advance of the start of the October 1 fiscal year and not all expenses can be anticipated at the time of the budget preparation. Therefore, during the fiscal year, it may become necessary to reforecast the annual expenses and complete transfers between budget categories and/or departments based on changing needs of the agency. Revising the budget for material changes will provide a better forecasting and management tool for the Board and DCTA staff for future periods.

BUDGET TRANSFER / REVISION REQUEST						
TRANSACTION TYPE:	Transfer	<input checked="" type="checkbox"/>	Number: 2021-05			
	Revision	<input type="checkbox"/>				
			Current Budget Amount	Budget Revision Amount	Adjusted Budget Amount	
TRANSFERS WITHIN EXISTING BUDGET						
<i>General & Administrative:</i>	180.50313	Computer & Software Maintenance	\$ 179,808	\$ (20,000)	\$ 159,808	
	100.50309	Professional Services	\$ 235,140	\$ (20,000)	\$ 215,140	
	180.50440	Computer & Software Supplies	\$ 67,300	\$ 40,000	\$ 107,300	
				<i>Net Budget Impact</i>	-	

Previous Board Activity & Action

The FY21 budget was originally adopted on September 24, 2020. This is the fifth budget transfer/revision related to the FY21 budget.

Identified Need

Provides the Board of Directors a monthly status on any budget transfers completed.

Identified budget savings will be repurposed for the audio & visual improvements for the Board room. Audio Visual equipment located at DCTA’s Board room facilities were installed in 2015 to support Texas HB 283 requirements that Board meetings be recorded for later viewing by the public. The meeting challenges brought about by the Coronavirus pandemic pushed this system beyond its limits, with many temporary measures put in place to successfully conduct both remote and hybrid meetings. As DCTA returns to regular business activities including in-person Board meetings and hybrid external meetings, quality video and sound challenges will be exacerbated by the current AV system.

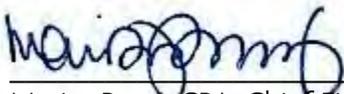
Financial Impact

Budget Transfer 2021-05 has a net budget impact of zero. Identified necessary expense increases have been offset by realized savings in other areas as noted above.

Exhibits

Exhibit 3: Year-to-Date FY21 Budget Revisions

Submitted By: 
Amanda Riddle, Senior Manager of Budget

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

Approval: 
Raymond Suarez, Chief Executive Officer

YEAR-TO-DATE FY21 BUDGET REVISIONS

DCTA 2021-01 (Presented to DCTA Board January 28, 2021)					
<i>*Budget Transfer - No Approval Necessary; Completed*</i>					
		Adopted		Revised	
		Budget	Revision	Budget	
G&A:	100.50309	Professional Services	\$ 298,000	\$ (24,860)	\$ 273,140
	120.50309	Professional Services	206,560	24,860	231,420
	100.50309	Professional Services	273,140	(38,000)	235,140
	180.50440	Computer Materials & Supplies	29,300	38,000	67,300
Bus:	500.50318	Facilities Maintenance	328,891	(36,617)	292,274
	531.50313	Computer & Software Maintenance	41,915	7,236	49,151
	533.50313	Computer & Software Maintenance	28,376	29,381	57,757
			<i>Net Budget Impact</i>	\$	-

DCTA 2021-02 (Presented to DCTA Board January 28, 2021)					
<i>*Approved by DCTA Board in January; Completed*</i>					
		Working		Revised	
		Budget	Revision	Budget	
<u>OPERATING REVENUE:</u>					
		Contract Service Revenue	\$ 3,458,402	\$ 175,358	\$ 3,633,760
<u>OPERATING EXPENSES:</u>					
		Salary, Wages & Benefits	4,193,211	70,450	4,263,661
		Outsourced Services & Charges	3,917,959	1,016,833	4,934,792
		Materials & Supplies	2,955,735	(2,216)	2,953,519
		Utilities	506,668	2,142	508,810
		Insurance	1,681,336	4,376	1,685,712
		Purchased Transportation Services	10,732,539	471,118	11,203,657
		Employee Development	241,304	300	241,604
<u>NON-OPERATING REVENUES:</u>					
		Misc. Revenues	-	200,000	200,000
		Long Term Debt Interest/Expense	(841,080)	228,750	(612,330)
<u>CAPITAL PROJECTS:</u>					
		TRiP Program (10702)	5,914,152	(5,814,152)	100,000
		TRiP Program Denton (10702.1)	-	2,605,707	2,605,707
		TRiP Program Highland Village (10702.2)	-	288,794	288,794
		TRiP Program Lewisville (10702.3)	-	2,919,651	2,919,651
		Transfers Out	8,027,839	186,464	8,214,303
			<i>Net Budget Impact</i>	\$	1,145,359

NTMC 2021-001 (Presented to NTMC Board March 24, 2021)					
<i>*Approved by NTMC Board in March; Completed*</i>					
		Working		Revised	
		Budget	Revision	Budget	
<u>OPERATING EXPENSES:</u>					
		Salary, Wages & Benefits	\$ 7,451,314	\$ 185,240	\$ 7,636,554
		Outsourced Services & Charges	399,919	300	400,219
		Insurance	118,878	924	119,802
		Transfers In	8,027,839	186,464	8,214,303
			<i>Net Budget Impact</i>	\$	-

DCTA 2021-03 (Presented to DCTA Board April 22, 2021)
Budget Transfer - No Approval Necessary; Completed

			Adopted Budget	Revision	Revised Budget
G&A:	140.50309	Professional Services	\$ 101,800	\$ 95,000	\$ 196,800
Bus:	200.50410	Fuel - UNT	342,308	(75,000)	267,308
	511.50410	Fuel - Fixed Route Denton	303,023	(20,000)	283,023
			<i>Net Budget Impact</i> \$ -		

DCTA 2021-04 (Presented to DCTA Board June 24, 2021)
Approved by DCTA Board in June; Completed

			Working Budget	Revision	Revised Budget
<u>NON-OPERATING REVENUES:</u>					
		Sales Tax Revenue	\$ 26,624,124	\$ 4,530,054	\$ 31,154,178
		Federal Grants & Reimbursements	22,601,232	(1,901,845)	20,699,387
<u>CAPITAL PROJECTS:</u>					
		PTC Implementation	887,931	(678,276)	209,655
		PTC Enhancements	3,000,000	(3,000,000)	-
		Fleet 2020	-	1,062,600	1,062,600
		Fleet 2021	1,870,100	(1,869,225)	875
		Integrated Fare Payment	300,000	(300,000)	-
		Major Maintenance - Bus	-	15,530	15,530
		Trail Safety Improvements	-	10,650	10,650
		Brownfield Remediation	43,752	(17,157)	26,595
		Infrastructure Acquisition	-	11,745	11,745
		TRiP Program	100,000	-	100,000
		TRiP Program Denton	2,605,707	819,239	3,424,946
		TRiP Program Highland Village	288,794	90,797	379,591
		TRiP Program Lewisville	2,919,651	917,946	3,837,597
			<i>Net Budget Impact</i> \$ 5,564,360		

DCTA 2021-05 (Presented to DCTA Board July 22, 2021)
Budget Transfer - No Approval Necessary; Completed

			Adopted Budget	Revision	Revised Budget
G&A:	180.50313	Computer & Software Maintenance	\$ 179,808	\$ (20,000)	\$ 159,808
	100.50309	Professional Services	235,140	(20,000)	215,140
	180.50440	Computer & Software Supplies	67,300	40,000	107,300
			<i>Net Budget Impact</i> \$ -		

Board of Directors Memo

July 22, 2021

SUBJECT: Ridership Trend and Rail Trail Utilization Report

Ridership Trends

Beginning in March 2020, DCTA staff began a series of special COVID-related ridership tabulations to gain a better understanding of the ridership impacts associated with the pandemic and ensuing service changes. Exhibits 1-4 provide an overview of total monthly ridership trends across all DCTA services--comparing FY19 against FY20 and FY21 and their COVID associated impacts.

The summary table below reveals that June 2021 month-over-month bus trips were about 18 percent above May levels. June A-train boardings increased by approximately 8 percent over the same period.

Unlinked Passenger Trips

Mode	2020				2021			May-June % Change
	September	October	November	December	April	May	June	
Bus	54,773	54,725	42,194	18,149	46,540	23,051	28,262	18.4%
A-train	8,206	9,018	7,819	7,564	9,160	8,750	9,568	8.5%
Access	1,229	1,214	1,041	1,166	1,541	1,398	1,435	2.6%
On-Demand	663	707	640	584	666	725	749	3.2%

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Ridership recovery from the COVID-19 pandemic is continuing with June 2021 bus ridership at about 75 percent above reported June 2020 levels and A-train boardings at about 35 percent above June 2020 levels.

Unlinked Passenger Trips

	June 2020	June 2021	% Change
Bus	16,164	28,262	75%
Rail	7,069	9,568	35%
Access	1,193	1,435	20%
On-Demand	742	749	1%
ALL MODES	25,168	40,014	59%

Average monthly A-train passenger trips during the March 2020 - April 2021 COVID-impacted months remain about 74 percent less than prior pre-COVID monthly averages. Exhibit 5 shows A-train ridership trends before and during the COVID-19 pandemic.

	Average Monthly Boardings	% Change
Average Monthly A-train Ridership Pre-COVID (March '19-December '19)	32,340	
Average Monthly A-train Ridership (March '20-June '21)	8,460	-73.8%

S:\STRATEGIC PLANNING\ServicePlaningSupport\Trend Analysis\Item2Materials4July22\June\[A-trainCOVIDTrend_072221.xlsx]Sheet1

Exhibits 1-4 graphically depict monthly ridership levels across all DCTA modes since FY 2019. Exhibit 5 shows a rolling comparison of A-train ridership levels before and during the COVID-19 era.

Rail Trail Utilization Report

Attached as Exhibit 6 is a new monthly Rail Trail Utilization Report. This report is generated by the agency’s recently deployed network of four permanent bicycle-pedestrian counters spaced along the A-train Rail Trail. Over time, bicycle/pedestrian volumes and trends will be used to identify areas for future investment in facilities which support active transportation connections to the greater DCTA smart mobility ecosystem.

Exhibits

- Exhibit 1: FY19, FY20, & FY21 Total Monthly Ridership – Rail
- Exhibit 2: FY19, FY20, & FY21 Total Monthly Ridership – Bus
- Exhibit 3: FY19, FY20, & FY21 Total Monthly Ridership – Access
- Exhibit 4: FY19, FY20, & FY21 Total Monthly Ridership – On-Demand
- Exhibit 5: A-train Ridership Before and During COVID-19 Comparison
- Exhibit 6: Rail Trail Utilization Report

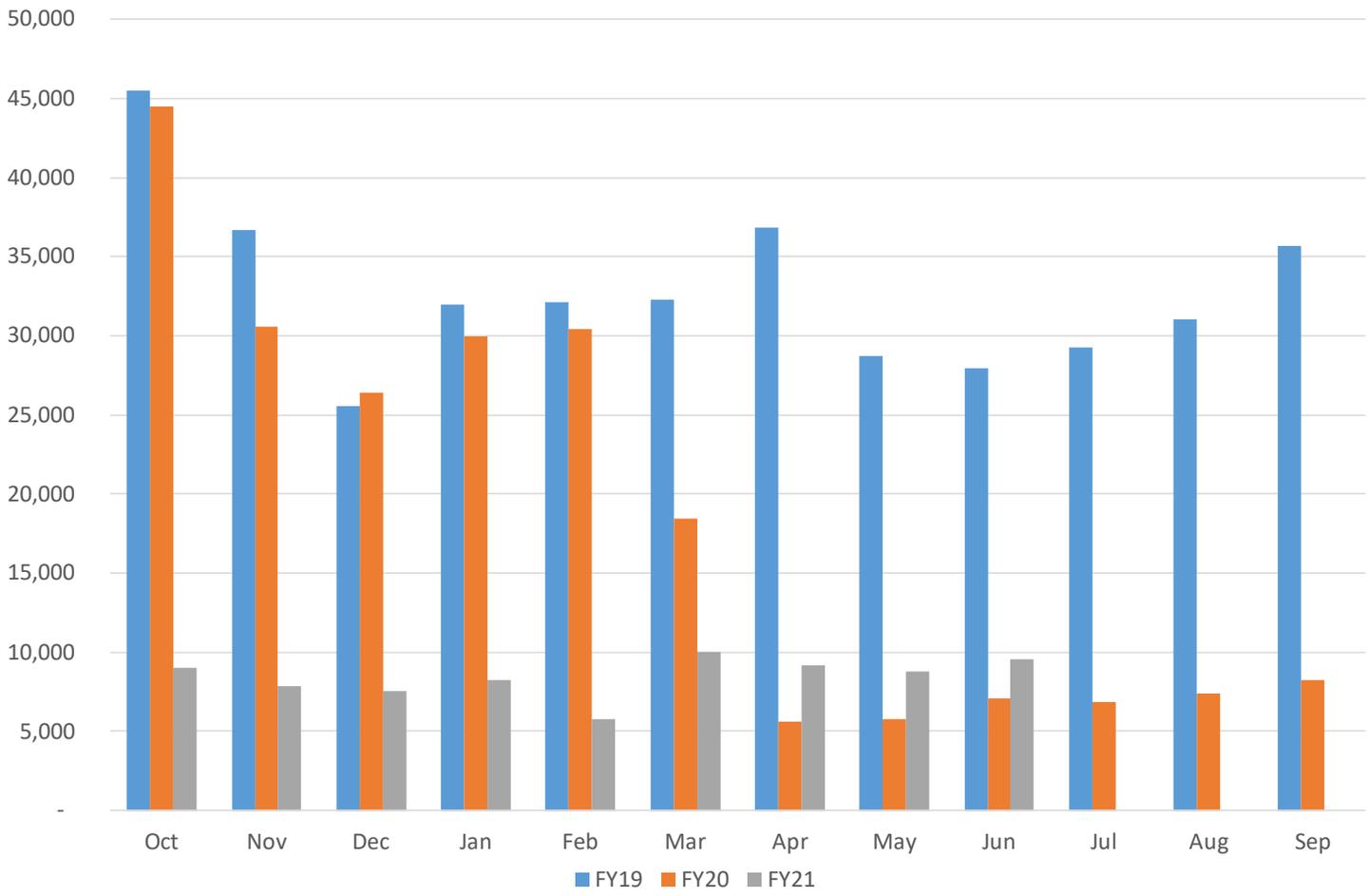
Submitted By: 
 Tim Palermo, Planning & Data Analytics Manager

Final Review: 
 Troy Raley, Senior Director of Mobility Services

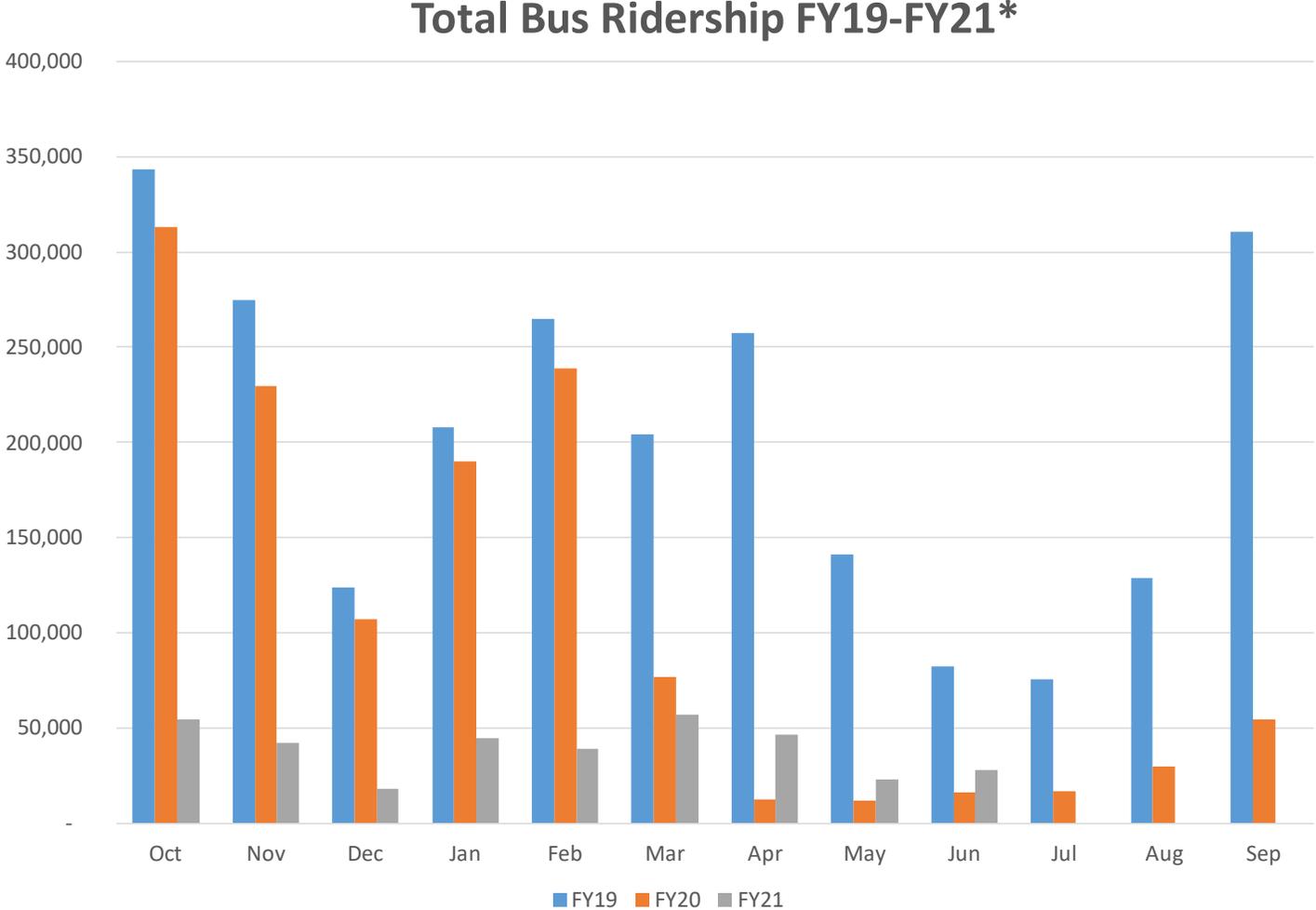
Approval: 
 Kristina Holcomb, Deputy CEO

FY19-FY21 Total Monthly Ridership – A-train

Total A-train Ridership FY19-FY21

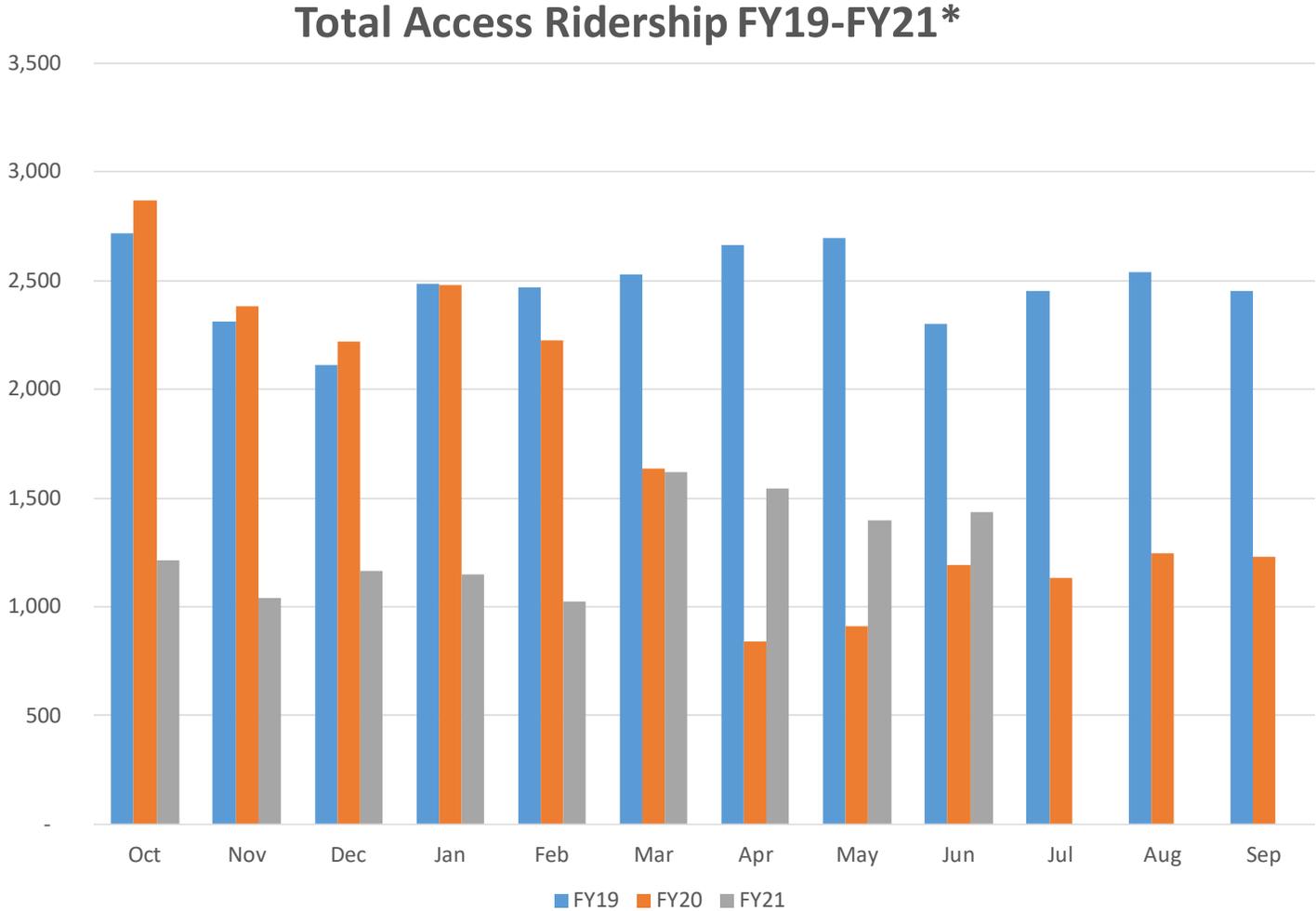


FY19-FY21 Total Monthly Ridership – Bus



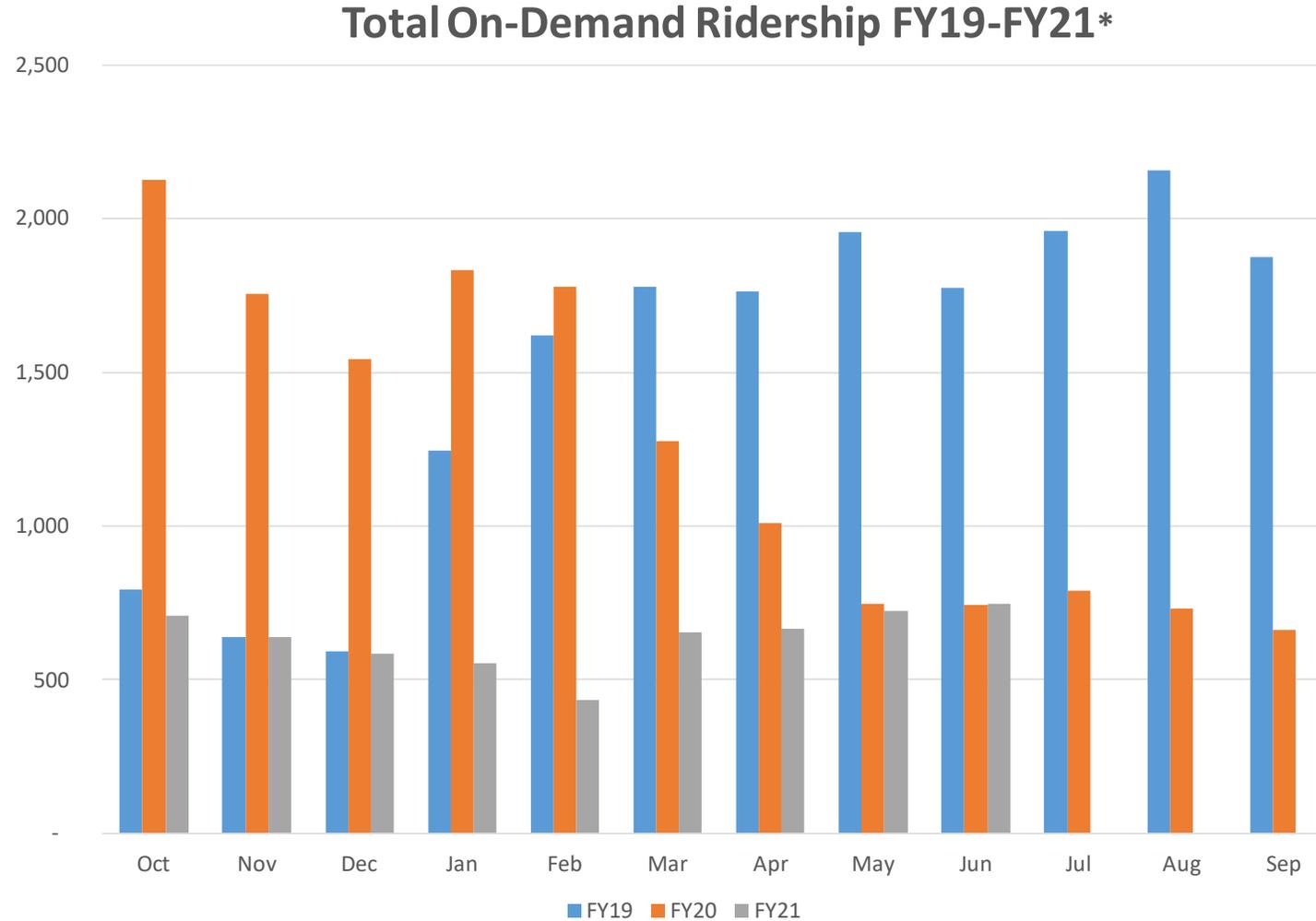
*UNT, NCTC, Denton, Lewisville, and Highland Village Connect Service

FY19-FY21 Total Monthly Ridership – Access



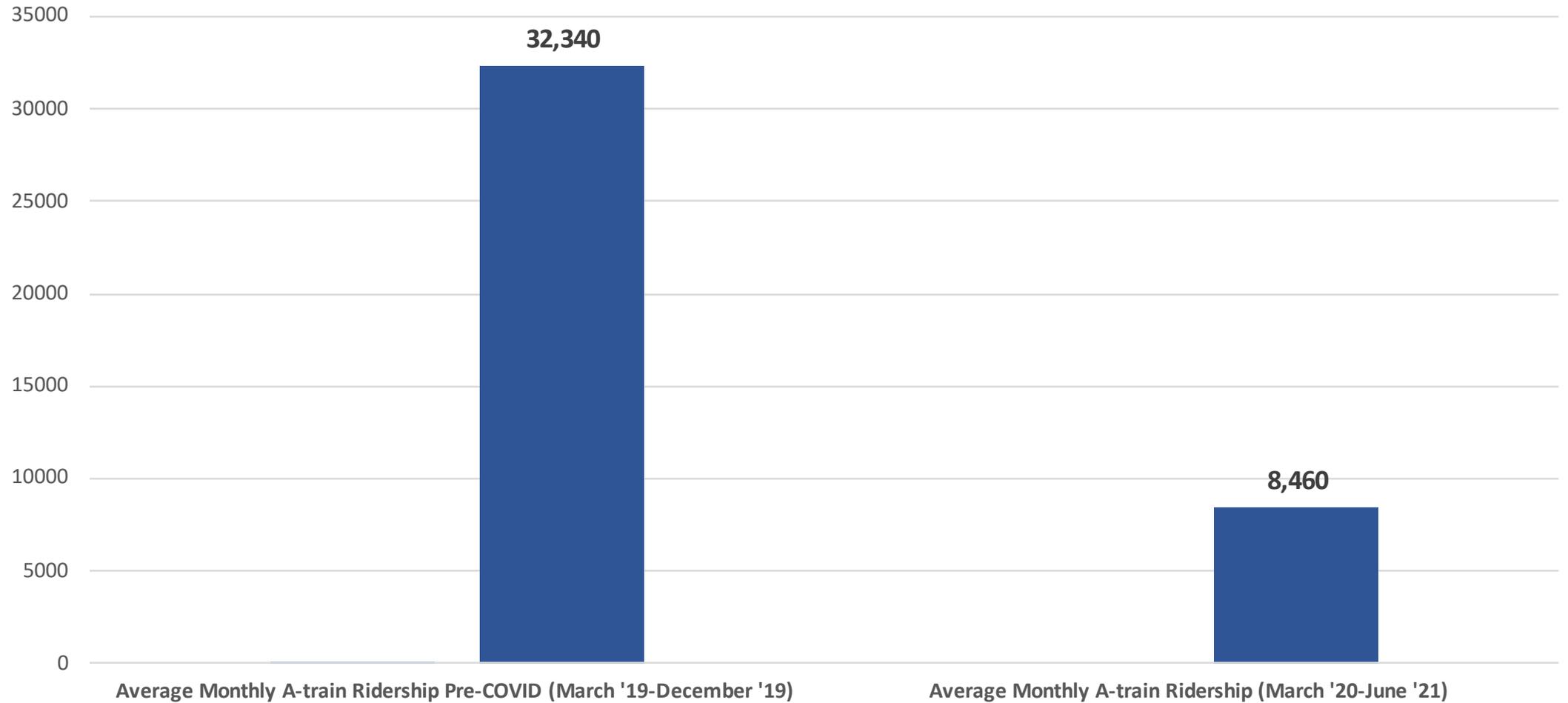
*ADA & Non-ADA Service in Denton, Lewisville & Highland Village

FY19-FY21 Total Monthly Ridership – On-Demand

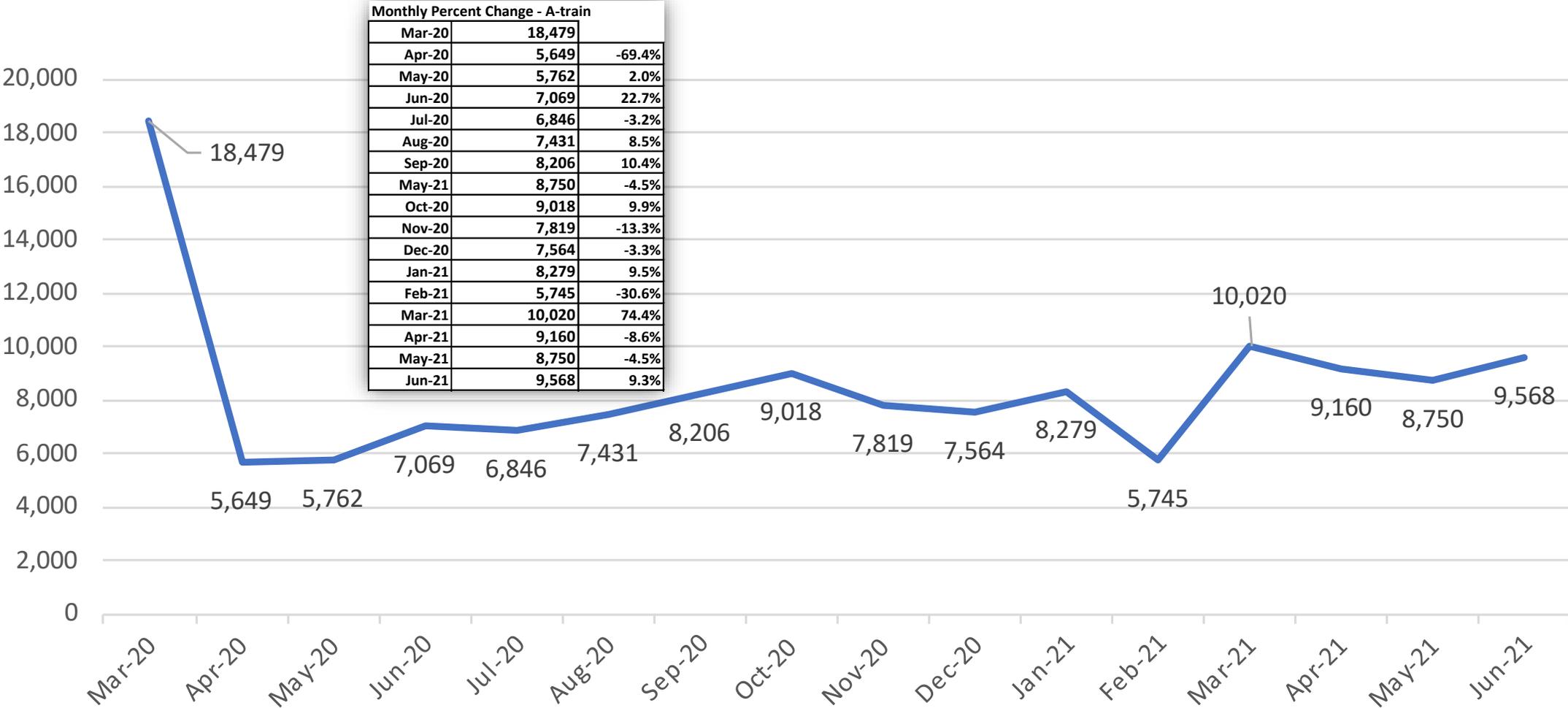


*Frisco, Collin County Transit and Zoned Service In Denton & Highland Village

Pre-COVID Average Monthly A-train Ridership and Current Average



Monthly A-train Ridership Trend: March 2020 - June 2021



June 2021 Rail Trail Utilization Report



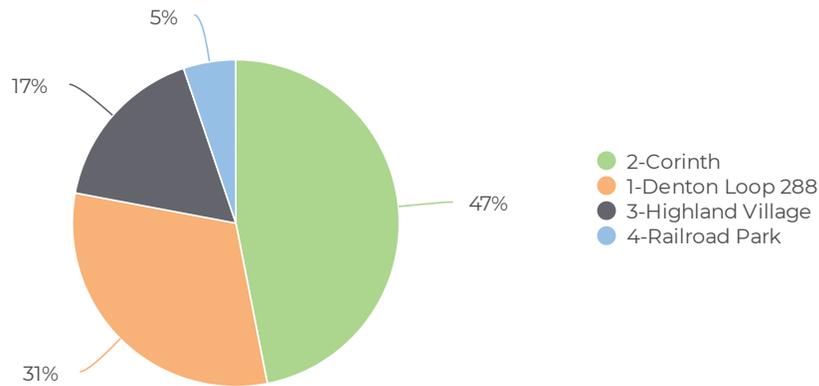
DCTA

June 1, 2021 → June 30, 2021

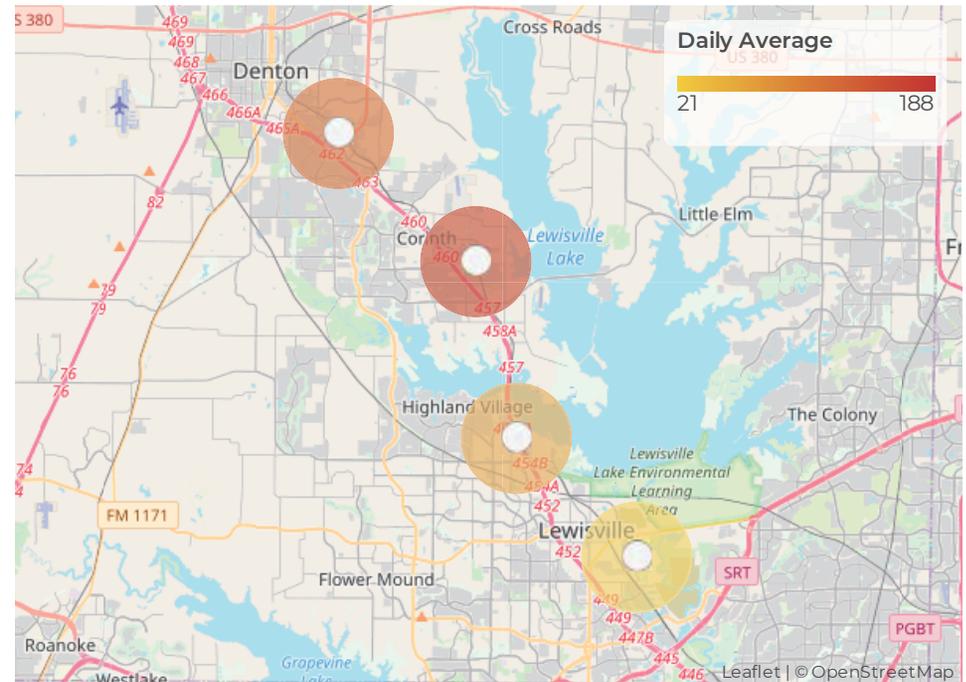
Total
12,049

Peak Day
Sunday
Jun 6, 2021
642

Distribution



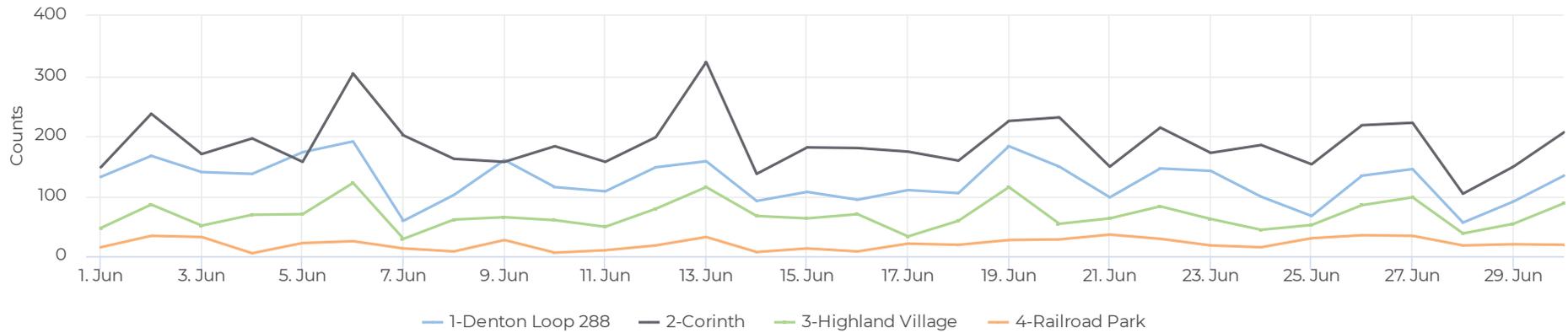
Key Figures Map



Compared to 06/02/2020 → 07/01/2020

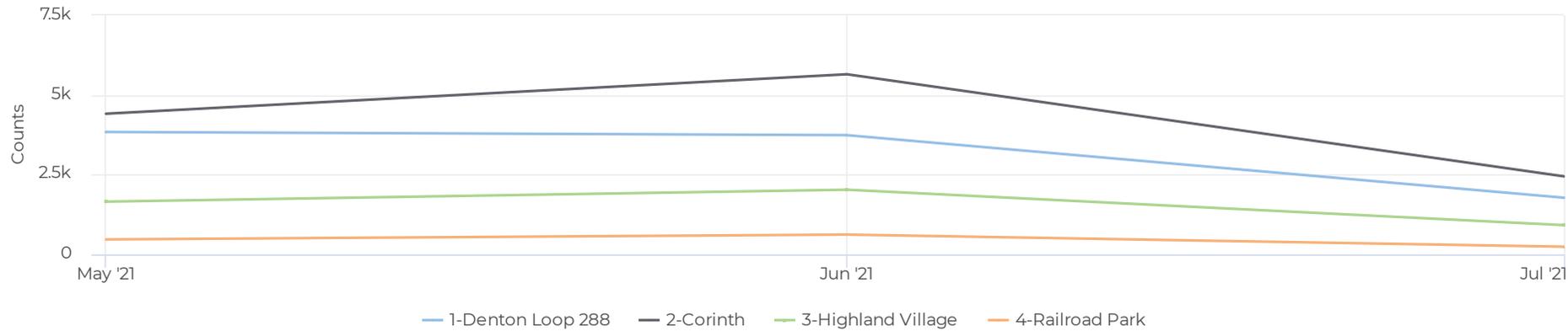
June 1, 2021 → June 30, 2021

Time Series



Time Series

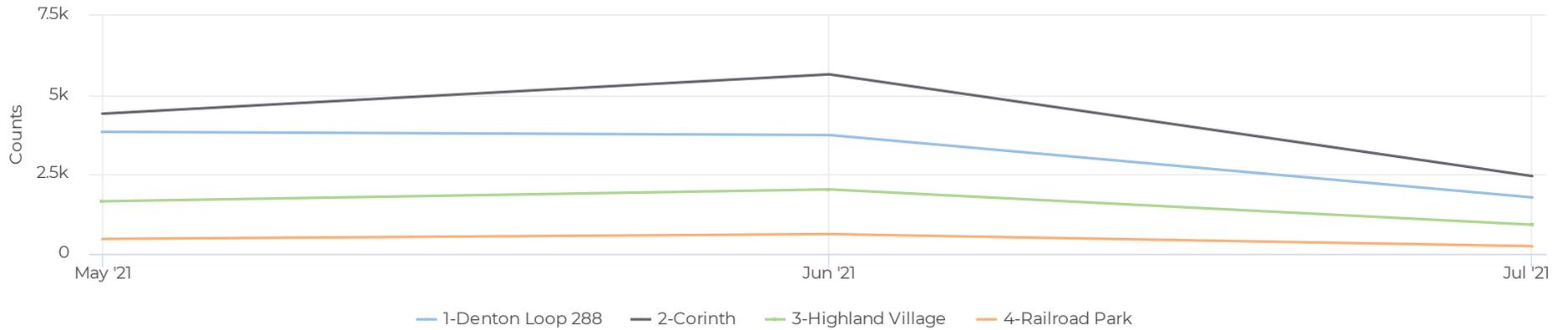
07/12/2020 → 07/11/2021



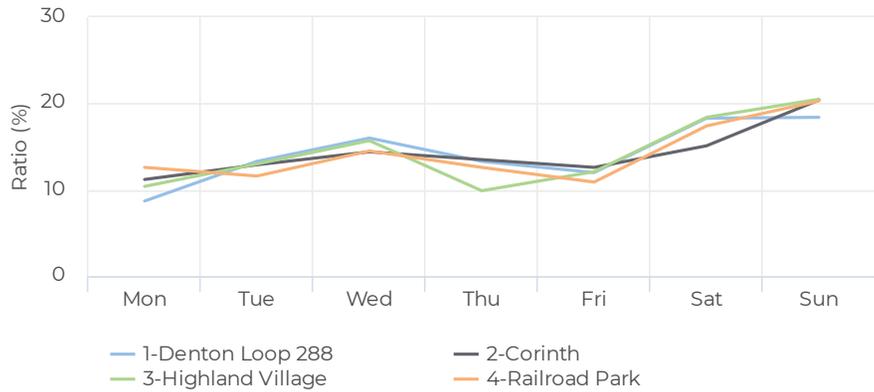
June 1, 2021 → June 30, 2021

Time Series

📅 Whole Period



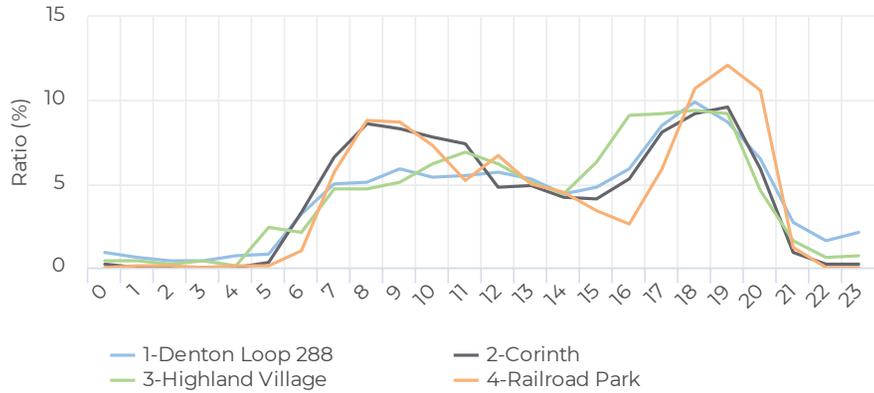
Daily Profile



June 1, 2021 → June 30, 2021

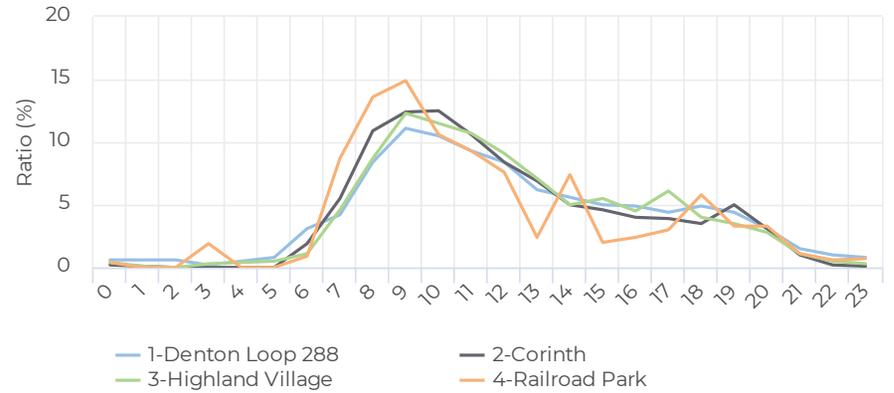
Hourly Profile - Weekdays

01/01/2021 → 07/11/2021



Hourly Profile - Weekend

01/01/2021 → 07/11/2021



June 1, 2021 → June 30, 2021

Key Figures Summary

Site	Average	Peak Count	Peak Period
2-Corinth	188	323	Sun Jun 13, 2021
1-Denton Loop 288	125	191	Sun Jun 6, 2021
3-Highland Village	68	122	Sun Jun 6, 2021
4-Railroad Park	21	36	Mon Jun 21, 2021

📈 Compared to 06/02/2020 → 07/01/2020

Board of Directors Memo

July 22, 2021

SUBJECT: Replacement Print Services RFP 21-09

Recommendation

This is an informational item only. Staff will bring an action item to the board in August for consideration of approval.

Background

A request for proposals was issued on May 17, 2021, seeking one print vendor to provide a variety of marketing, administrative and operational printing services on an as-needed basis.

Print companies were invited to submit proposals to provide DCTA's marketing, administrative and operations departments with the following services:

- Create a cost-saving relationship with a high-quality printer
- Allow the agency to track concurrent print jobs
- Provide shipping and delivery services at no additional cost
- Communicate print project updates routinely and proactively
- Offer quick-turn options when needed
- Ensure deadlines are met

DCTA's evaluation team reviewed two contract proposals, that included demonstrations of each print vendor based on the following criteria:

- Qualifications, Experience and Staff
- Project Approach
- References
- Print Samples
- Cost Proposal

Identified Need

This RFP was conducted as a result of a contract termination with a previous print vendor and the need to fill the gap with an experienced print vendor that specializes in small offset printing. Establishing long-term print contracts enables staff to have a single point of contact for agency-wide printing needs.

The benefits of establishing a long-term print contract include:

- Efficiency in staff time and overall project turnaround
- Cost-effective printing due to longevity of relationship
- Consistency with printed project quality and timing
- Familiarity with agency printing needs and deliverables
- Print project consistency and deadline management

Financial Impact

The agreement is for a three year and 10-month term to align with other printer contracts. The contract would begin on September 1, 2021 and continue through July 13, 2025. The total anticipated cost for the contract is \$224,000 over the four (4) year term. Annual departmental print budgets are incorporated into each fiscal year's budget to accommodate print services.

Exhibits

Exhibit 1 – Print Services RFP 21-09

Submitted By: *Geri Osinaike*
Geri Osinaike, Senior Procurement Specialist

Approval: *Nicole Recker*
Nicole Recker, VP of Mobility Services and Administration



SOLICITATION OVERVIEW AND ENDORSEMENT

SOLICITATION TYPE/No.	Request for Proposals (RFP) 20-09		
TITLE	Print Services		
PROCUREMENT SCHEDULE	Dates and times are subject to change, any changes will be issued by addenda.		
PRE BID/PROPOSAL MEETING DATE	N/A	PRE BID/PROPOSAL MEETING LOCATION	
QUESTIONS DUE	June 1, 2021 by 5:00 pm CST	RESPONSES TO QUESTIONS RELEASED	June 4, 2021 by 5:00 pm CST
DUE DATE/TIME	June 11, 2021 at 11:00 am CST		
QUESTIONS/ CLARIFICATIONS	All requests for clarifications and questions shall be submitted in writing. No verbal questions will be accepted and no verbal replies will be provided. Bidders/Proposers must submit requests for changes to or approval of equals, clarifications and modifications of the specifications in writing. The solicitation documents can only be modified in writing. Procurement must receive the requests no later than the date indicated above. Procurement will issue a response to those requests to all bidders/proposers by posting the replies to Periscope S2G no later than the date indicated above. DCTA assumes no responsibility for delayed or lost responses		
ALL QUESTIONS AND REQUESTS FOR CLARIFICATIONS SHALL BE SENT TO	Geri Osinaike procurement@dcta.net or submitted via Periscope S2G at www.bidsync.com		
RECEIPT OF BID/PROPOSAL	<p>1. Prior to the time and date indicated above, all proposals shall be received <u>electronically at www.bidsync.com</u></p> <p>2. Print Samples: Prior to the time and date indicated above, all print samples <u>shall be hand delivered or mailed to Procurement at:</u></p> <p style="margin-left: 40px;">DCTA 1955 Lakeway Drive, Suite 260 ATTN: Geri Osinaike SOLICITATION 21-09 Lewisville, Texas 75057</p> <p>Print samples received after the due time and date shall not be considered and will be returned unopened. The clock in the reception area of DCTA is the official time for receipt of samples. Samples submitted to other DCTA locations may be returned unopened and will not be considered in the award of the contract.</p> <p>DCTA reserves the right to change the deadline for submitting proposals. Further, DCTA reserves the right to unilaterally revise or amend the scope of services up to the time set for submitting bids/proposals. Such revisions and addenda, if any, shall be announced by addenda to this solicitation. Copies of such addenda shall be furnished electronically to all prospective bidders/proposers.</p>		
ACCEPTANCE PERIOD	PROPOSALS SHALL REMAIN VALID FOR 90 DAYS FROM THE DUE DATE		
DBE (DISADVANTAGED BUSINESS ENTERPRISE) PROGRAM	It is the policy of DCTA to create a level playing field on which DBEs, as defined in 49 CFR Part 26, can compete fairly for DOT-assisted contracts. Additionally, DCTA is committed to removing barriers to the participation of DBEs on DOT-assisted contracts. The DBE requirements of 49 CFR Part 26 applies to this procurement. By submitting its bid/proposal, Bidder/Proposer certifies that it will take all necessary and reasonable steps in accordance with 49 CFR Part 26 to ensure that DBEs are given the maximum opportunity to compete for and participate in the performance of this contract. Bidder/Proposer further certifies and agrees that it has not and will not discriminate on the basis of race, color, national origin, or sex in the award of subcontracts under this contract or in performance of this contract. DCTA's DBE Program is available at www.dcta.net		
DBE GOAL	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no DBE goal %		
DAVIS-BACON AND COPELAND ANTI-KICKBACK	The Davis-Bacon and Copeland Acts are codified at 40 USC 3141, et seq. and 18 USC 874. The Acts apply to grantee construction contracts and subcontracts that "at least partly are financed by a loan or grant from the Federal Government." 40 USC 3145(a), 29 CFR 5.2(h), 49 CFR 18.36(i) (5).The Acts apply to any construction contract over \$2,000. 40 USC 3142(a), 29 CFR 5.5(a). 'Construction,' for purposes of the Acts, includes "actual construction, alteration and/or repair, including painting and decorating of public buildings and public works of the Government." 29 CFR 5.5(a).		
CERTIFIED PAYROLL	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no Wage Rate		
BID/PROPOSAL ENDORSEMENT	TO BE COMPLETED FOR HAND DELIVERED AND MAILED RESPONSES ONLY		
BUSINESS NAME			
CONTACT NAME		TITLE	
TELEPHONE		EMAIL	
ADDRESS			
SIGNATURE			DATE

SCOPE OF WORK, TERMS AND CONDITIONS

1. CONTRACT

Submission of a proposal constitutes an offer to perform the work specified and to be bound by the terms contained or referenced herein. Upon acceptance of the offer, and upon award of the Contract to the successful offeror (if any), this procurement solicitation document (entitled "Request for Proposal") together with the completed and executed forms required herein, and all attachments hereto, together with the contract shall collectively constitute the Contract documents.

2. CONTRACT TERM

The initial term of the contract shall commence September 1, 2021 through July 13, 2022 with subsequent years two (2), three (3) and four (4) to cover July 14, 2022 through July 13, 2025.

3. BACKGROUND

The Denton County Transportation Authority (DCTA) is committed to improving mobility, air quality, economic development, and livability in the communities it serves. In collaboration with diverse stakeholders and partners, DCTA is a leader in advancing mobility initiatives to serve the ever-changing transit needs of riders. Formed in 2002 and funded in 2003, DCTA serves Denton, Collin and Tarrant County with fixed bus routes, 21-mile A-train commuter rail line, on-demand, paratransit, and additional services. DCTA serves nearly 3 million passengers each year with connections to the Dallas Area Rapid Transit (DART) Green Line. To learn more about how DCTA is shaping the future of North Texas, visit RideDCTA.net.

4. GOALS AND OBJECTIVES

DCTA is seeking services from a qualified DFW-based printing company that can produce offset, digital and signage print jobs. In addition, the printer should specialize in small print jobs to meet DCTA's marketing, administrative and operational printing needs. The proposer will be of the highest quality, with flexibility for quick turnaround times and strategic printing of materials along with satisfactory customer service.

The proposer will:

- Provide cost-saving with high-quality print services
- Track concurrent print jobs, so multiple job can be printed together on press to save money
- DCTA prefers shipping and delivery of print project to be included in the proposal at no additional cost
- Provide projects updates in a proactive manner
- Provide quick print project turnarounds and adjustments when needed
- Ensure deadlines are met on every printing job

DCTA's marketing and communications department will be managing the print contract. An individual from that department will be identified as the point person for the work to be conducted under the contract and will monitor those activities for the duration of the contract.

5. SCOPE OF SERVICES:

DCTA is seeking a qualified printer to perform a variety of marketing, administrative and operational printing services on an on-going, as needed the term of the contract. Work performed is expected to be routine in nature and of a scope normally required by a transit agency.

Projects include but are not limited to:

- Brochures, rack cards and fliers
- Facility and vehicle signage
- Vinyl Decals
- Bus wraps and exterior decals
- Banners and foam boards
- Stationary with the agency's logo
- Matching second page stationary that would not require any artwork
- Various sized business envelopes
- Business cards
- Forms

6. QUANTITIES

Approximate Usage: See Exhibit A: Print Samples, it is an estimate of annual quantities. Approximate usage does not constitute an order, but only implies the probable quantity DCTA will use. Print services will be ordered on an as-needed basis. Miscellaneous print jobs in limited quantities ranging from one to 10,000 pieces. The exact quantities and products will change based upon business necessity and cannot be predicted with exact certainty.

DCTA is seeking proposals that will identify quantity price discounts at pre-determined levels for standard and non-standard print jobs using both camera-ready copies supplied by DCTA as well as artwork designed and maintained by the selected proposer.

Over Runs: DCTA shall not pay for over-runs. Vendor is cautioned to provide only the quantity of print copies order. Any over-runs delivered to the DCTA shall be considered as a donation and no additional fees will be allowed and/or paid.

7. TECHNOLOGY CAPABILITIES

Contractor shall have the technology capabilities required to perform the proposed activities in this RFP. At a minimum, contractor shall have capability to submit invoices electronically. If the contractor can provide electronic ordering and tracking capabilities, please specify. In addition, contractor should describe all their technological capabilities related to printing services.

8. PRINT GRAPHIC FILES

DCTA will provide digital art files electronically either via email or a Dropbox link. All art files are

created using the following Mac and PC-based software programs (Adobe Creative Suite 6 (CS6) or high-resolution PDF).

The contractor shall be able to accept and use the data provided on any of the above software programs. PDF files require a full version of Adobe Acrobat by the contractor and shall be able to modify all file formats provided by DCTA to make corrections at proofing stage.

Contractor will evaluate the digital files upon receipt and immediately notify DCTA, within 24 hours or less of its receipt, of any problems encountered with those files. The contractor will provide trapping of colors, adjust files to secure highest quality of printing from press and stock and adjust files for creep to ensure proper trimming/finishing.

Artwork: All artwork, layouts, plate negatives, proofs, and all CD's (data and image) shall become the property of DCTA. Upon request, a copy of all artwork and/or data referenced in this article shall be delivered to DCTA within seven (7) working days.

9. PRESS CAPABILITIES

Colors/Inks/Effects: Exact color(s) will be identified within each project specification. Each project will specify one-color or four-color process printing [CMYK], using Solvent or UV inks, laminates or flood UV coatings, bleed or non-bleed. Standard ink densities as established for printing shall be maintained. The majority of signage projects in this contract are exposed to outdoor elements (weather, cold, heat, humidity, sun, rain, wind, etc.).

10. PAPER STOCK / SUBSTRATE

The substrate(s) and finishes will be specified per project. Stocks such as, but not limited to:

- Book/text stock
- Cover stocks
- Styrene or ridged plastic (polyethylene materials)
- One-way window film
- Coroplast
- Foam core board
- Transit (changeable and permanent) vinyl (3M series, Flexcon Busmark, Avery products accepted)

Each job order will specify stocks and finishing necessary. DCTA would like the opportunity to work with the chosen contractor to identify a "brand standard paper stock" that will be used on agency printing materials at no extra cost with a stock guarantee and suitable substitute paper stock if "brand standard paper stock" is not available.

11. PROOFING AND ALTERATIONS

- Proofs are required on all printing jobs. PDF proofs will be acceptable on most print jobs showing final dimensions, content, and layout to represent final product.
- Proofs for budget books: An initial digital proof, a second edited digital proof if needed and a paper proof for final approval. This is a minimum, the department will make changes as the project requires.
- If a hard copy proof is required, it will be specified at the time of order and take a maximum of four (4) business days to be sent to DCTA for review for no additional charge.
- When hard copy proofs are required, the Contractor shall provide press matchable proofs for approval prior to printing at no additional charge or provide cost-effective option. Proof(s) shall represent final color and quality of finished product.
- The color proof can be at a smaller size but shall be on specified substrate.
- The contractor shall consider additional time required for handling proofs and making changes in order to complete printing and delivery by a specified date.
- Contractor shall also account for the cost to ship proofs to DCTA and the cost to ship back to the contractor, via a prepaid shipping label, when estimating each job.
- DCTA will require 24 hours to review proofs for each print job.

Alterations for Proofs

- The contractor may be required to make minor type or image alterations at blue line stage (after final art submitted). These changes will be minimal type changes (i.e., spelling, grammar etc.) or image change(s).
- The contractor shall provide an hourly production charge, in addition to the cost for the new proof, shall be included on the fee schedule, if necessary.
- Second proofs will be provided to DCTA electronically.
- If changes are required by DCTA after printing plates are produced, the contractor shall provide additional cost(s) to remake the plate(s), shall be included on the fee schedule.

12. PRINT QUALITY

The highest quality printing is required. Printing is to be produced in register, without defects such as but not limited to:

- Hickeys
- Streaks
- Scratches
- Ghosting on images
- Water spots on solids or images.

Solids are to be smooth, full coverage with even inking without streaks on solid color or images, and no banding on graduated tones. Industry standards for ink density shall be maintained for specified substrate/stock(s). The appropriate amount of ink on substrate is required. The contractor shall provide correct trimming, die-cutting, and binding as detailed within each project work order.

13. FINISHING / BINDERY

Finishing will be identified within each project specification such as, but not limited to:

- UV laminate
- Adhesive-backed
- Mount or applied to other substrates
- Glued spine
- Wire-o or plastic coil bindery
- Final trim
- Drilled
- Grommets
- Velcro

14. PACKAGING & LABELING OF CARTONS

Each sealed carton will be labeled on the top and all sides, so the labels are clearly visible when delivered.

Each carton will be labeled with the job name, description, and quantity per package.

15. DELIVERY & INSTALLATION

Contractor shall provide for the delivery services. Delivery is required to one up to four local addresses within the DCTA service area. Variances will be detailed on project order specifications.

Deliveries may be made Monday through Friday, excluding DCTA holidays, and will be accepted between the hours of 9 a.m. and 4 p.m. to the address provided at the time of order.

Inside delivery is required on all orders and shipments to the DCTA administrative office and Downtown Denton Transit Center (DDTC). Deliveries to the rail and bus facilities may use the vehicle maintenance bays. For larger print jobs that need to be shipped by freight, the freight terms shall be FOB destination, prepaid.

Proposer shall provide for the pickup and delivery of print projects to their contractor's place of business of any services required to be completed at another location. All costs shall be included on the fee schedule.

DCTA Administrative Offices

1955 Lakeway Drive
Suite 260
Lewisville, TX 75057

DCTA Rail Operations and Maintenance Facility

640 TX-121 BUS
Lewisville, TX 75067

DCTA Bus Operations and Maintenance Facility

1101 Teasley Lane
Denton, TX 76205

DCTA Downtown Denton Transit Center

604 E Hickory Street
Denton, TX 76205

16. PRINT SIGNAGE INSTALLATION SERVICES

Proposer shall be equipped with staff and skill to install materials on the agency's vehicles. See below for more details to provide pricing for the following:

Installation for Rail Vehicle and Platform Decals/Signage (Interior and Exterior)

- Four hours for installation (timing may vary based on project – this is an estimate)
- Include the preparing of surface, installation and clean up as well as drive time to and from installation site

Installation for Bus/Van Wraps and Decals (Interior and Exterior)

- Six hours for installation (timing may vary based on project – this is an estimate)
- Include the preparing of surface, installation and clean up as well as drive time to and from installation site to be provided by DCTA

17. CUSTOM WORK: BUDGETARY LINE ITEMS

Within this contract there will be a need for custom print project(s), and, on occasion, there is a need for a "special" design and format. These custom projects will utilize the printing inks, paper stocks and equipment needed for all finishing and bindery treatments referenced in this Scope of Work.

These print projects may not be identified in the schedule of specific print examples required under this contract but are capable of being produced within all printing elements identified in this Scope of Work.

18. ORGANIZATION AND PERSONNEL REQUIREMENTS

DCTA is seeking printing companies with the requisite skills and abilities to perform the services. The selected companies Proposers shall have a minimum of three (3) years of experience providing printing services as a turn-key printing facility, producing quality printing.

DCTA reserves the right to conduct a site visit at any time of the proposers' and/or subcontractors' printing or finishing facility.

- Proposer shall have 100% control of scheduling for their printing facility being used for this contract.
- Proposer shall have a satisfactory record of performance for contracts of a similar scope.
- Proposer shall have adequate financial resources and demonstrate financial stability.

- Proposer shall include any credentials from any certifying organization that attest to the capabilities of the organization or of any of the individuals employed by the organization that will be working on the proposed project.
- Proposer shall operate a minimum of one shift, five days per week (two shifts are ideal).
- Proposer shall have pre-press capabilities from pre-flight of files to proofing stage to direct-to-print in-house.
- Proposer shall provide color calibrated proofs matchable on press/printing equipment.
- Proposer shall include descriptions of the services it proposes to provide in completion of the Services. In addition, proposers shall include descriptions of any services not listed in this section that proposer is willing to provide.

19. FEE SCHEDULE INSTRUCTIONS

DCTA is looking for a printer who has specialized experience in the following types of printing:

- Offset Printing
- Digital Printing
- Specialty/Signage/Large Format Printing

PRICE BREAKS:

- Proposers shall provide a price for each item and price breaks for multiple quantities listed on Exhibit A: Print Samples.
- Proposers shall provide the specific brand of substrate being quoted.
- Proposers shall provide shipping charges and all other fees applicable for any of the items on Exhibit A: Print Samples.
- Proposers shall provide all installation fees.

Contractor to utilize the most cost-effective and quickest type of printing (offset, digital, etc.) that will deliver quality print materials to DCTA in the time specified for each project at no extra cost.

PROPOSAL SUBMITTAL INFORMATION

The response shall be submitted online through Bidsync, at www.bidsync.com, proposals received via email shall not be considered. Proposals submitted to DCTA administrative office may not be considered, due to the current pandemic all proposals shall be submitted electronically as stated above.

DCTA shall requires hard copies of any print samples to be proposed from the list Exhibit A: Print Samples to be mailed or delivered to the DCTA Administrative office address on or before the due date of the proposals. See TAB 6. PRINT SAMPLES.

DCTA is receiving submittals via electronic means in unbound volumes on standard 8½"x11" standard paper. All information shall be assembled and indexed in the order described below. The proposal shall not exceed 50 single sided pages. 25 double sided pages. Only hard copies of the print samples shall be submitted and considered because of the need to evaluate the technical makeup of the samples. Additional information is included in section 6. Print samples.

The page count shall not include:

- Cover Letter (maximum two pages)
- Front and back cover and section dividers (bindings and covers will be at the discretion of the Proposer).
- Company brochure (not more than one item), which shall be part of the Appendix.
- Required certificates and forms

Proposals shall be prepared simply and economically, providing a straight-forward, concise description of contractor's capabilities to satisfy the requirements. The submission of technical literature shall be prepared in a simple and easy-to-read format.

TAB 1. COVER LETTER

Proposals shall include a cover letter not exceeding two pages in length. The cover letter should:

- Company name, address, telephone number(s), and website.
- Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.
- Summarize the key points of the proposal
- Describe the respondent's approach to the project as well as key personnel and project manager.
- The letter must be signed by a corporate officer or person authorized to bind the proposer to the proposal and cost schedule.
- A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date and will become part of the contract.

TAB 2. TABLE OF CONTENTS

A table of contents should be included as the second page of the proposal with each section of the proposal included and with a page number for the first page of each section.

TAB 3. QUALIFICATIONS AND EXPERIENCE AND PERSONNEL

- Provide contact information, including how long you have been in business, proof of business through Certificate of Formation of Fact and the specific services you provide.
- Provide a brief narrative description of the company background, history and why you're qualified to provide the services described.
- Describe the organizational structure of the company identifying key personnel who will be assigned to this project. Detail their experience in work related to the proposed assignment.
- Specify the Project Manager who will serve as a contact person.
- Provide resumes and job descriptions for all individuals proposed to participate in the project.
- Provide copies of certifications of any individual whose job description requires a certification.
- In this section, also state the intention, if that is the case, to utilize subcontractors to perform any of the work for this project. For each subcontractor, provide the name and address of the subcontractor, a description of the work the subcontractor will provide, and whether the subcontractor will assist in fulfilling the goals for inclusion of minority, woman, or disabled owned businesses.
- Organizational charts may be used to support appropriate aspects of this narrative and included in your proposal.

TAB 4. PROJECT APPROACH

Provide a detailed summary of how the proposer intends to provide the required services to accomplish the Scope of Work and individuals responsible for the deliverables. The responsibilities of any subcontractors, if any, should be clearly noted. It shall be based on the project understanding and Scope of Services but provide additional detail on the process to be used in delivering these services.

- Provide a proposed process needed to satisfactorily meet the objectives established in this RFP.
- This section should provide a description of the project plan and timeline for services you would expect to provide (e.g. how long it would take for your company to fill typical printing requests orders).
- Briefly describe quality assurance and control procedures to ensure quality, budget, and schedule control of the project. Failure by the selected firm or team to ensure quality, budget and schedule control of the project will adversely affect the award of contract extensions.
- Describe customer service process on print project status and delivery.
- Provide a statement of the service(s) that differentiate your firm from other respondents.
- Proposals shall describe alternate approaches to the requested services where feasible or additional services offered or recommended, which may not be specifically requested but of benefit to DCTA.

TAB 5. PROPOSER'S REFERENCES

- Identify and briefly describe related work completed in the last three years. Include a minimum of three client names; the name, phone number, email address of a contact person providing the reference; a description of the nature of the work, and the size and complexity of the project. Include the length of time you have worked with each company. DCTA prefers at least one of the references provided be in the public sector.
- Call out any staff assigned to referenced project who would work with DCTA. Describe only work related to the proposed effort and include any examples of similar work in governmental or nonprofit organizations. Include evidence of satisfactory and timely completion of similar work performed for past projects. Past work experience with DCTA will be considered.
- DCTA may contact and evaluate the references; contact any proposer to clarify any response; contact any current users of a proposing firm's services; solicit information from any available source concerning any aspect of a proposal; and seek and review any other information deemed pertinent to the evaluation process.

TAB 6. PRINT SAMPLES

DCTA shall requires hard copies of any print samples to be proposed from the list Exhibit A: Print Samples to be mailed or delivered to the DCTA Administrative office address on or before the due date of the proposals.

- Provide samples of each item proposed on the Exhibit A: Print Samples:
- Include quality print samples from current clients (variety of collateral such as brochures, flyers, rack cards, etc.)

DCTA Administrative Offices

1955 Lakeway Drive
Suite 260
Lewisville, TX 75057

TAB 7. PRICING

The proposed pricing shall include all costs necessary to fully complete the project. Provide the price schedule that would apply for each of the years of the term. Explain any additional expenses not covered by the price schedule for which DCTA would be billed. DCTA may require firms to provide services after hours and on weekends depending on system needs. It is the intention of the contract documents to include and require from all proposers, the following pricing information:

- Provide a detailed listing and narrative (if needed) of all fees for the services outlined in Exhibit A: Print Samples (sample offset and digital printing requests) of the scope of work and include details on any other fees or charges that apply.
- Provide pricing for each item and items with graduated quantity levels listed on Exhibit A: Print Samples:
- Discuss any creative pricing or payment options to best need DCTA's stated budget.

TAB 8. ATTACHMENTS

Include company brochure, copies of referenced certifications, acknowledgement of any Addenda issued, certifications and required forms, and any other attachments or acknowledgement required as part of this submittal:

Required forms shall be included in Tab 8:

1. Bidder's Questionnaire
2. Non-Collusion Affidavit
3. Conflict of Interest Questionnaire
4. Prohibition of Contracts with Companies Boycotting Israel

Each Proposer shall submit a detailed response to the RFP. The response shall include sufficient information to enable the Denton County Transportation Authority to evaluate the capabilities of the Proposer and its approach to providing the specified services. Best Value will be the base for the evaluation.

It is the responsibility of the proposer to examine the entire RFP package and seek clarification of any item or requirement that may not be clear and to check all responses for accuracy before submitting a proposal.

Proposers may not contact members of DCTA's Board of Directors concerning this procurement. Any proposer violating this provision may be disqualified from consideration in this procurement.

DCTA will not respond to oral requests. Any request for a change to any part of this document shall be fully supported with technical data, or other pertinent information evidencing that the exception will result in a condition equal to or better than the required by the RFP, without substantial increase in cost or time requirements. Any responses to such written requests shall be provided by DCTA in the form of an addendum.

Only written responses (including e-mail and/or email attachments) provided as addenda shall be official and all other forms of communication with any officer, employee, or agent of DCTA shall not be binding on DCTA.

EVALUATION AND SELECTION

1. GENERAL RESPONSIVENESS

In order for a proposer to be eligible to be awarded the Contract, the proposal shall be responsive to the RFP, and DCTA shall be able to determine that the proposer is responsible to perform the Contract satisfactorily. Responsive proposals are those complying in all material aspects of the solicitation. Proposals which do not comply with all the terms and conditions of this solicitation may be rejected as nonresponsive.

The Proposer may, at any time after the submission of the Proposal, be requested to submit further written evidence verifying that the firm(s) meet the criteria necessary to be determined a responsible Proposer. Refusal to provide requested information may result in the Proposer being declared nonresponsive, and the Proposal may be rejected.

2. EVALUATION OF PROPOSAL

A committee of DCTA staff will evaluate the responses and will make a recommendation for award based on the best value to the agency. DCTA intends to use the “best value” selection process for this procurement. A combination of technical and price factors will be used to determine the offer deemed most advantageous and of the greatest value to the agency. DCTA will score each response based on four objectives. Each printer will be reviewed, and scores will be assigned per levels listed below.

3. SCORING CRITERIA WEIGHT

FIRM AND PERSONNEL EXPERIENCE (15%)

Experience of the company and its staff in providing the products and services for projects of similar nature; experience working with public agencies; projects similar in type and scope that have been completed by the respondent in recent years will be evaluated.

PROJECT APPROACH (35%)

Understanding of project requirements; how the project approach will meet the project requirements; overall quality and detail of the proposed project approach; logic, clarity and specificity of the project approach and proposed project management. When scoring, DCTA will give special attention to the following criteria:

- Overall quality, customer service, location, and facilities the printer owns
- Type(s) and number of press(es)
- Capabilities (offset, digital, signage)
- Project management capabilities
- Willingness and ability for contractor to discuss upcoming projects, provide samples, and assist with crafting project specifications

PRINT SAMPLES (25%)

Provide various samples demonstration printing for projects of similar nature. When scoring, DCTA will give special attention to the following criteria:

- Quality of printing samples
- Color – Vibrant and sharp; contrast in color; degree of tones in an image (ranging from highlight to shadow)
- Ink’s appearance on paper (no spots)
- Is the sample color clean, or are there areas where the ink splatters and blotches?
- Are the traps clear, or do you notice traps around images?
- Project form – Quality of the binding, bleeds, die cuts, scores, and folds.
- Paper choice – Does the printing show off the high image quality with sharp and clean color? Is the type clear and easy to read?
- How many samples were attached? Did the samples reflect several types of printing projects?
- On one- or two-color samples, are the levels of color sharp and crisp?
- Are the black inks solid black?

COST PROPOSAL (25%)

The reasonableness and adequacy of the proposed price, as compared to the other price proposals submitted for the project.

TOTAL WEIGHT OF 100%**4. INTERVIEWS**

The evaluation committee will determine whether acceptance of the most favorable initial proposal without discussion is appropriate, or whether interviews/discussions and/or Site visits should be conducted. Interviews may be conducted by phone or webinar.

5. BEST AND FINAL OFFER

DCTA reserves the right to request a best and final offer from all or select proposers.

6. CONTRACT AWARD

DCTA intends to select a single firm and reserves the right to award to multiple firms. Award will be made to the responsible firm whose proposal is most advantageous to DCTA. Accordingly, DCTA may not necessarily make an award to the Proposer with the highest technical ranking nor award to the Proposer with the lowest Price Proposal if doing so would not be in the overall best interest of DCTA.

GENERAL TERMS AND CONDITIONS

1. CANCELLATION

The DCTA reserves the right to cancel this RFP or cancel the award of this contract at any time before execution of the contract by both parties if cancellation is deemed to be in DCTA's best interest. In no event shall the DCTA have any liability for the cancellation of award. The Proposer assumes the sole risk and responsibility for all expenses connected with the preparation of its proposal.

2. EVALUATION AND AWARD OF CONTRACT

The Owner reserves the right to reject any and all proposals, to waive any and all informalities except for the time of submission of the Proposal and to negotiate contract terms with the Successful Proposer. The Owner also reserves the right to reject all nonconforming, non-responsive, unbalanced or conditional Proposals. Also, the Owner reserves the right to reject the Proposal of any Proposer if the Owner believes that it would not be in the best interest of the Project to make an award to that Proposer, whether because the Proposal is not responsive or the Proposer is unqualified or has doubtful financial ability or fails to meet any other pertinent standard or criteria established by the Owner. Discrepancies in the multiplication of units of Work and unit prices will be resolved in favor of the unit prices. Discrepancies between the indicated sum of any column of figures and the correct sum thereof will be resolved in favor of the correct sum.

In evaluating Proposals, the owner will consider the qualifications of the Proposers, whether or not the Proposals comply with the prescribed requirements, unit prices, completion time, and other data, as may be requested in the Proposal form or prior to the Notice of Award.

Because offers can at times be ambiguous, DCTA reserves the right to request additional information before making an award. DCTA also reserves the right to seek clarification from any proposer or offeror about any statement in its proposal that DCTA finds ambiguous.

The Owner may consider the qualifications and experience of any Subcontractors, Suppliers, or other persons or organizations proposed for those portions of the Work as to which the identity of Subcontractors, Suppliers, and other persons and organizations must be submitted as requested by the Owner:

The Owner may consider its past experience with the Proposer and any Subcontractors, Suppliers or other persons or organizations proposed to perform any portions of the Work, and the Owner reserves the right to reject any and all proposals from persons or organizations with whom the Owner has previously experienced problems including but not limited to issues relating to performance, workmanship, and disputes or litigation.

The Owner may conduct such investigations as the owner deems necessary to assist in the evaluation of any Proposal and to establish the responsibility, qualifications and financial stability of Proposers, proposed Subcontractors, Suppliers and other persons and organizations to perform and furnish the Work in accordance with the Contract Documents to the Owner's satisfaction within the prescribed time.

If contract is to be awarded, it will be awarded to the best qualified Proposer whose evaluation by the Owner indicates to the Owner that the award will be in the best interests of the DCTA. DCTA may award the contract to a single supplier, affording DCTA the improved cost effectiveness as well as one stop shopping. If determined to be in the best interest of DCTA, it reserves the right to award to multiple proposers.

3. ADDENDUM

The contents of all addendums sent to proposer are to be incorporated in the RFP documents and will become part of the contract documents.

4. PROOF OF INSURABILITY

Proposer must submit proof of insurability with their proposal. Proof of insurability can be in the form of a letter from the Proposer's insurance provider stating the provider's commitment to insure the Proposer for the types of coverages and levels of coverages specified in this RFP.

5. CONFIDENTIALITY

It is in the public interest for the DCTA to receive as many proposals as possible. The DCTA acknowledges the possible confidential nature of any aspect of the proposal including the cost or price information requested by the Request for Proposals, and the DCTA obliges itself in good faith not to disclose any page of the proposal containing information which the Proposer clearly marks as confidential during the evaluation process. After contract award, disclosure of information shall be made only in accordance with Texas law and applicable Federal requirements.

6. TAXES

DCTA is tax exempt and shall furnish the successful proposer with the necessary tax exemption certificate.

7. INDEMNIFICATION

DCTA SHALL NOT BE LIABLE FOR ANY LOSS, DAMAGE, OR INJURY OF ANY KIND OR CHARACTER TO ANY PERSON OR PROPERTY ARISING FROM THE SERVICES OF THE CONTRACTOR PURSUANT TO THIS AGREEMENT. CONTRACTOR HEREBY WAIVES ALL CLAIMS AGAINST DCTA, ITS OFFICERS, AGENTS AND EMPLOYEES (COLLECTIVELY REFERRED TO IN THIS SECTION AS "DCTA") FOR DAMAGE TO ANY PROPERTY OR INJURY TO, OR DEATH OF, ANY PERSON ARISING AT ANY TIME AND FROM ANY CAUSE OTHER THAN THE NEGLIGENCE OR WILLFUL MISCONDUCT OF DCTA. CONTRACTOR AGREES TO INDEMNIFY AND SAVE HARMLESS DCTA FROM AND AGAINST ANY AND ALL LIABILITIES, DAMAGES, CLAIMS, SUITS, COSTS (INCLUDING COURT COSTS, ATTORNEYS' FEES AND COSTS OF INVESTIGATION) AND ACTIONS BY REASON OF INJURY TO OR DEATH OF ANY PERSON OR DAMAGE TO OR LOSS OF PROPERTY TO THE EXTENT CAUSED BY THE CONTRACTOR'S NEGLIGENT PERFORMANCE OF SERVICES UNDER THIS AGREEMENT OR BY REASON OF ANY ACT OR OMISSION ON THE PART OF CONTRACTOR, ITS OFFICERS, DIRECTORS, SERVANTS, AGENTS, EMPLOYEES, REPRESENTATIVES, CONTRACTORS, SUBCONTRACTORS, LICENSEES, SUCCESSORS OR PERMITTED ASSIGNS (EXCEPT WHEN SUCH LIABILITY, CLAIMS, SUITS, COSTS, INJURIES, DEATHS OR DAMAGES ARISE FROM OR ARE ATTRIBUTED TO SOLE NEGLIGENCE OF DCTA). IF ANY ACTION OR PROCEEDING SHALL BE BROUGHT BY OR AGAINST DCTA IN CONNECTION WITH ANY SUCH LIABILITY OR CLAIM, CONTRACTOR, ON NOTICE FROM DCTA, SHALL DEFEND SUCH ACTION OR PROCEEDINGS AT CONTRACTOR'S EXPENSE, BY OR THROUGH ATTORNEYS REASONABLY SATISFACTORY TO DCTA. CONTRACTOR'S OBLIGATIONS UNDER THIS SECTION SHALL NOT BE LIMITED TO THE LIMITS OF COVERAGE OF INSURANCE MAINTAINED OR REQUIRED TO BE MAINTAINED BY CONTRACTOR UNDER THIS AGREEMENT. THIS PROVISION SHALL SURVIVE THE TERMINATION OF THIS AGREEMENT.

CONTRACTOR SHALL INDEMNIFY DCTA FOR ANY FINES AND LEGAL FEES INCURRED BECAUSE EMPLOYEES, AGENTS, OR WORKERS SUPPLIED BY CONTRACTOR ARE NOT AUTHORIZED TO WORK IN THE UNITED STATES.

By the execution and submission of this proposal, proposer acknowledges proposer has

read and does comply with all terms and conditions, clauses and requirements contained herein.

8. PAYMENT

DCTA shall pay the PROPOSER, upon the submission of proper invoices. Unless otherwise specified in this contract, payment shall be made within thirty (30) days of receipt of a complete and correct invoice.

Proposer's invoices for the services rendered shall be emailed to the following e-mail address:

accountspayable@dcta.net

9. ASSIGNMENT

The successful proposer shall not assign, sell, transfer or convey the agreement completely or in part, without the prior written consent of DCTA.

10. VENUE

The agreement will be governed and construed according to the laws of the State of Texas; and venue for any action concerning this contract shall be in Denton County, Texas. The parties agree to submit to the personal and subject matter jurisdiction of said court.

11. INDEPENDENT CONTRACTOR

It is understood and agreed by and between the parties, that successful proposer, in satisfying conditions in this contract, is acting independently, and that DCTA assumes no responsibility or liabilities to any third party in connection with these actions. All services to be performed by successful proposer pursuant to this contract shall be in the capacity of an independent proposer, and not as an agent or employee of DCTA. Successful proposer shall supervise the performance of its services and shall be entitled to control the manner and means by which its services are to be performed, subject to the terms of this contract.

12. TERMINATION / DISPUTE RESOLUTION

Termination for Convenience of DCTA

DCTA may terminate all or part of this Contract upon determining that termination is in the public interest. Termination under this Article shall be effective upon delivery of written notice of termination to Contractor. Upon termination under this provision, Contractor shall be entitled to payment in accordance with the terms of this Contract for Contract work completed before termination, and to payment for all reasonable Contract close-out costs including reasonable profit to include materials purchased and work performed. Within thirty (30) days after termination pursuant to this provision, Contractor shall submit an itemized invoice for all un-reimbursed Contract work completed before termination and all Contract close-out costs actually incurred by Contractor. DCTA shall not be liable for any costs invoiced later than thirty (30) days after termination notice. Contractor is not entitled to any alleged lost profit on work not performed but which would have been performed had this Contract not been terminated.

Termination for Default

If the Contractor refuses or fails to properly prosecute or perform the work or any separable part, with the diligence and good workmanship that will ensure its completion and acceptance within the time specified in this Contract including any extension, or fails to complete the work within this time, DCTA may, by written notice to the Contractor, terminate the right to proceed with the work (or the

separable part of the work) that has been delayed or not performed in a good workmanship like manner. In this event, DCTA may take over the work and complete it by contract or otherwise, and may take possession of and use any materials, reports, schedules, appliances, or other work product necessary for completing the work. The Contractor and its sureties shall be liable for any damage to DCTA resulting from the Contractor's refusal or failure to complete the work within the specified time or not performed in a good workmanship like manner, whether or not the Contractor's right to proceed with the work is terminated. This liability includes any increased costs incurred by DCTA in completing the work.

The Contractor's right to proceed shall not be terminated nor the Contractor charged with damages under this Article, if:

- (1) The delay in completing the work arises from unforeseeable causes beyond the control and without the fault or negligence of the Contractor. Examples of such causes include (i) acts of God or of the public enemy, (ii) acts of another Contractor in the performance of a contract with DCTA, (iii) fires, (iv) floods, (v) epidemics, (vi) quarantine restrictions, (vii) strikes, (viii) freight embargoes, (ix) unusually severe weather, or (x) delays of subcontractors or suppliers at any tier arising from unforeseeable causes beyond the control and without the fault or negligence of both the Contractor and the subcontractors or suppliers; and
- (2) The Contractor, within 10 days from the beginning of any delay (unless extended by the Project Manager), notifies the Project Manager in writing of the causes of delay. The Project Manager shall ascertain the facts and the extent of delay. If, in the judgment of the Project Manager, the findings of fact warrant such action, the time for completing the work shall be extended with an appropriate Contract amendment, the right to proceed terminated or no action taken by the Project Manager. The findings of the Project Manager shall be final and conclusive on the parties, but subject to Claims.
- (3) The Contractor cures such failures to perform within 10 calendar days (or more if authorized in writing by the Project Manager) after receipt of the notice of default.

If, after termination of the Contractor's right to proceed, it is determined that the Contractor was not in default, or that the delay was excusable, the rights and obligations of the parties will be the same as if the termination had been issued for the convenience of DCTA.

Termination of Force Majeure

To the extent either party of this agreement shall be wholly or partially prevented from the performance of the term specified, or of any obligation or duty placed on such party by reason of or through work strikes, stoppage of labor, riot, fire, flood, acts of war, insurrection, court judgment, act of God, or other specific cause reasonably beyond the parties control and not attributable to its malfeasance, neglect or nonfeasance. In such event, the time for performance of such obligation or duty shall be suspended until such disability to perform is removed.

Disputes

Performance During Dispute – Unless otherwise directed by DCTA, contractor shall continue performance under this contract while matters in dispute are being resolved. Further, DCTA shall pay contractor for any undisputed work performed by contractor prior or during the resolution of the matters in dispute.

13. PROTEST PROCEDURES

Protests relative to this procurement will be reviewed and adjudicated by DCTA in accordance with its Procurement Policy and Procedures Manual maintained in DCTA's offices in Lewisville, TX.

14. ADMINISTRATIVE REMEDIES

Denton County Transportation Authority reserves the right to accept or reject any and/or all proposals, to waive any formalities and/or irregularities and to award the Contract in the best interest of the DCTA.

By submission of a proposal in response to this solicitation, the Proposer agrees to exhaust its administrative remedies under DCTA's Procurement Regulations or Disputes Clause of any resulting contract prior to seeking judicial relief of any type in connection with any matter related to this solicitation, the award of any contract, and any dispute under any related contract. Protests relative to this procurement will be reviewed and adjudicated by DCTA in accordance with its Procurement Policy and Procedures Manual maintained in DCTA's offices in Lewisville, TX.

15. OPEN RECORDS

All responses submitted to DCTA become the property of DCTA and are subject to the Public Information Act (Texas Government Code Chapter 552). The interested firms/individuals should familiarize themselves with the provisions of that Act. In no event shall DCTA, or any of its agents, Representatives, consultants, directors, officers, or employees, be liable to a firm/individual for the disclosure of all or any portion of a response submitted pursuant to the RFB.

If a firm/individual has special concerns about information that it desires to make available to DCTA, but which it believes constitutes a trade secret, proprietary information or other information excepted from disclosure, such firm/individual should specifically and conspicuously designate each page of that information, which the Proposer believes, should not be disclosed outside DCTA. Disclosure of requested information will be subject to the Texas Public Information Act.

16. CONTRACT

The successful Proposer may be required to execute a contract prepared and approved by DCTA General Counsel.

17. PROHIBITION OF BOYCOTT ISRAEL

Company verifies that (i) it does not Boycott Israel; and (ii) will not Boycott Israel during the term of the Contract. This section does not apply if the Company is a sole proprietor, a non-profit entity or a governmental entity; and only applies if: (i) the Company has ten (10) or more fulltime employees and (ii) this Contract has a value of \$100,000.00 or more to be paid under the terms of this Contract.

18. PROHIBITION OF CONTRACTS WITH CERTAIN COMPANIES

DCTA is prohibited from entering into a contract with a company that does business with Iran, Sudan, or a foreign terrorist organization.

19. RELATIONSHIP AND WORK IN GENERAL

Contractor, an independent contractor, covenants and agrees to perform for the stated compensation, all of the services described in Scope of Work, Terms and Conditions of this Contract. Contractor agrees to complete the work in a professional and workmanlike manner with a high degree of care to ensure the accuracy and timeliness thereof.

20. ASSIGNMENT OF PERSONNEL

Contractor agrees to assign qualified staff members including a Project Manager who shall be responsible for the task administration and work performance.

21. EMPLOYMENT OF PERSONNEL

Contractor agrees to employ, at its own expense, all personnel required in performing the services under this contract. Personnel employed by Contractor shall not be employees of, nor have any contractual relationship with DCTA. All personnel engaged in the work shall be fully qualified and shall be authorized or licensed to perform such work as required.

22. EMPLOYMENT OF VETERANS

Applicable to capital projects only-Contractor shall provide a hiring preference, to the extent practicable, to veterans (as defined in section 2108 of Title 5) who have the requisite skills and abilities to perform the construction work required under this contract. This shall not be understood, construed or enforced in any manner that would require an employer to give a preference to any veteran over any equally qualified applicant who is a member of any racial or ethnic minority, female, an individual with a disability, or a former employee.

23. USE OF SUBCONTRACTORS

The Contractor may utilize the services of specialty subcontractors on those parts of the work which, under normal contracting practices, are performed by specialty subcontractors.

No work or services under this Contract shall be subcontracted without the prior written approval of DCTA. DCTA reserves the right to reject any subcontractors proposed to be utilized on this project.

24. DBE SUBCONTRACTS

If DBE subcontractors are utilized to perform under this contract the contractor must make available to DCTA copies of all DBE subcontracts upon request. The subcontractor shall ensure that all subcontracts or agreements with the Prime to supply labor or materials require that the subcontract and all lower tier subcontracts be performed in accordance with 49 CFR Part 26.55.

25. INSPECTION OF WORK

DCTA shall have the right to review and inspect the progress of the work described herein at all times.

26. COPYRIGHT

No reports, maps, or other documents produced in whole or in part under this contract shall be the subject of an application for copyright by or on behalf of the Contractor. All reports, maps, and other documents produced under this contract shall become the property of DCTA. The Contractor shall, at its expense, defend all suits or proceedings instituted against DCTA and pay any award of damages assessed against DCTA in such suits or proceedings, insofar as the same are based on any claim that materials furnished or work performed under the contract constitutes an infringement of any patent, trade secret, copyright, or any other proprietary right.

27. PROPRIETARY RIGHTS

Contractor agrees not to release data or information about the results of the project to any person outside of DCTA without first obtaining written authorization to release such information from DCTA.

28. OWNERSHIP OF DOCUMENTS

The parties agree and understand that any and all documents produced under this Contract are the sole and exclusive property of DCTA and DCTA retains ownership of all such documentation including, but not limited to, studies, plans, specifications, intellectual property and all related documents. To the extent necessary, CONTRACTOR HEREBY ASSIGNS AND TRANSFERS ANY AND ALL COPYRIGHTS TO DCTA.

29. MAINTENANCE OF RECORDS

Proposer must maintain records to show actual time involved in performance of the Work.

30. CHANGES BY CONTRACTOR

If, during the performance of Work under the Contract, the Contractor finds it impracticable to comply strictly with the specifications, the Contractor will notify the DCTA Project Manager and Procurement Manager immediately in writing.

31. WRITTEN ACCEPTANCE BY DCTA

Any proposals by Contractor that vary or add to this Contract shall be construed as additional terms or modifications and shall not become part of the Contract unless accepted in writing, by DCTA.

32. CHANGE ORDERS / CONTRACT MODIFICATIONS

All requests for changes in the work must be submitted in writing to the DCTA Project Manager. Changes shall be made only with the prior approval DCTA and only by appropriate written Change Order or Contract Modification as appropriate. The Procurement Manager may, at any time, by a written Change Order or Contract Modification, and without notice to the Surety (if any), make changes within the general scope of this Contract. If the change affects the Contractor's costs, then the Procurement Manager shall also make an equitable adjustment in the Contractor's compensation.

33. WHOLE AGREEMENTS

The Contract constitutes the whole of the agreement between the parties hereto and neither thereof has been induced to make or enter into the Contract by reason of any promise, agreement, representation, statement, or warranty other than contained herein.

34. PARTIAL INVALIDITY

If any term, provision, covenant, or condition of this agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remainder of the provisions shall remain in full force and effect and shall in no way be affected, impaired, or invalidated.

35. TITLES AND HEADINGS FOR CONVENIENCE ONLY

As used throughout this Contract, titles and headings of sections are for convenience only, and shall not be used to aid in interpretation of the provisions contained herein.

36. COMPENSATION

The proposer shall be compensated for work in performance of the contract and per the agreed upon fees. The proposer shall include as part of his invoice a list of all subcontractors and the amounts to be paid to each of the subcontractors from this invoice. DCTA will require specific payment reporting criteria for all payments made to subcontractors and will provide additional information and forms upon selection as the awarded firm.

37. PROMPT PAYMENT

The prime contractor agrees to pay each subcontractor under this prime contract for satisfactory performance of its contract no later than 30 days from the receipt of each payment the prime contractor receives from the Denton County Transportation Authority. Any delay or postponement of payment from the above referenced time frame may occur only for good cause following written approval of the Denton County Transportation Authority. This clause applies to both DBE and non-DBE subcontracts and must be included in contracts between the Denton County Transportation Authority, the prime contractor, sub contracts and sub-recipients.

38. RETAINAGE

The prime contractor agrees to return retainage payments to each subcontractor within 30 days after the subcontractors work is satisfactorily completed. Any delay or postponement of payment from the above referenced time frame may occur only for good cause following written approval of the Denton County Transportation Authority. This clause applies to both DBE and non-DBE subcontracts.

39. MINORITY OWNED FINANCIAL INSTITUTIONS

In accordance with the requirements of 49 CFR Part 26, and grant agreements between DCTA and the Department of Transportation (DOT), to investigate the full extent of services offered by financial institutions owned and controlled by socially and economically disadvantaged individuals in the community, to make reasonable efforts to use these institutions, and to encourage prime contractors on DOT-assisted contract to make use of these institutions. Information regarding financial institutions may be obtained on-line from the Federal Reserve at <https://www.fdic.gov/regulations/resources/minority/mdi.html>

40. NON-DISCRIMINATION

The contractor, sub-recipient or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR part 26 in the award and administration of DOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the recipient deems appropriate, which may include, but is not limited to:

- (1) Withholding monthly progress payments;
- (2) Assessing sanctions
- (3) Liquidated damages; and/or
- (4) Disqualifying the contractor from future solicitations as non-responsible

41. GRATUITIES

It shall be unethical for any person to offer, give, or agree to give any DCTA officer or former DCTA officer, or for any DCTA officer or former DCTA officer to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, or preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy, or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation therefore.

42. FUNDING

Funds for payment have been provided through the DCTA budget approved by the Board of Directors for this fiscal year only. State of Texas statutes prohibit the obligation and expenditure of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or other obligations that may arise past the end of the current DCTA fiscal year shall be subject to budget approval.

43. FEDERAL FUNDS

DCTA is a recipient of federal funds from the Federal Transit Authority (FTA) and as a recipient of federal funds specific clauses and certifications must be included in any contract that involves the disbursement of federal funds. If federal dollars will be utilized under this contract, Proposers

must adhere to the clauses and certifications if applicable. All required clauses and certifications will be included if applicable.

44. PROCUREMENT OF RECOVERED MATERIALS

If federal dollars are utilized for this project all contractors must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act.

45. SILENCE OF SPECIFICATIONS

The apparent silence of the specifications as to any detail or to the apparent omission from it of a detailed description concerning any point, shall be regarded as meaning that only the best commercial practices are to prevail. All interpretations of these specifications shall be made on the basis of this statement.

INSURANCE REQUIREMENTS

Proposers performing work on DCTA’s behalf shall provide the DCTA a certificate of insurance or a copy of their insurance policy(s) evidencing the coverage and coverage provisions identified herein within ten (10) days of request from DCTA. Proposers shall provide DCTA evidence that all subcontractors performing work on the project have the same types and amounts of coverage as required herein or that the subcontractors are included under the proposer’s policy. Work shall not commence until insurance has been approved by DCTA.

All insurance companies and coverage must be authorized by the Texas Department of Insurance to transact business in the State of Texas and must have a A.M. Best’s rating A-VI or greater.

Listed below are the types and minimum amounts of insurances required and which must be maintained during the term of the contract. DCTA reserves the right to amend or require additional types and amounts of coverage or provisions depending on the nature of the work.

COMMERCIAL GENERAL LIABILITY:

Covering Bodily Injury/Property Damage, Products/Completed Operations and Personal Advertising Injury

- Per occurrence\$1,000,000
- General Aggregate \$2,000,000
- Products/Completed Aggregate \$2,000,000
- Personal Advertising Injury per occurrence \$1,000,000

BUSINESS AUTO LIABILITY

to include coverage for:

- Owned/Leased vehicles
- Non-owned vehicles
- Hired vehicles
- Combined Single Limit \$1,000,000

WORKERS’ COMPENSATION EMPLOYERS’ LIABILITY

Texas Statutory Limits with Employer’s Liability limits per occurrence:

- Each accident \$1,000,000
- Disease Policy Limits \$1,000,000
- Disease each employee \$1,000,000

ADDITIONAL INSURED:

The Commercial General Liability and Business Automobile Liability policies shall be endorsed to name DCTA, its directors and employees as additional insured regarding Bidder’s operations in performance of this Contract.

WAIVER OF SUBROGATION:

The Workers’ Compensation and Employers’ Liability policies shall be endorsed to provide a waiver of subrogation in favor of DCTA, its officers, directors and employees.

COVERAGE PRIMARY:

Such insurance as is provided therein shall be primary and non-contributing with any other valid and collectible insurance available to DCTA. The limits of liability required above may be provided by a single policy of insurance or by a combination of primary, excess or umbrella policies. But in no event shall the total limits of liability available for any one occurrence or accident be less than the amounts required herein.

NO COMMENCEMENT WITHOUT COVERAGE:

The Bidder shall not commence work at the site under this Contract until he/she has obtained all required insurance and until such insurance has been approved by DCTA. Bidder shall not allow any subcontractor to commence work until all similar required insurance has been obtained and approved. Approval of the insurance by DCTA shall not relieve or decrease the liability of the Bidder hereunder.

CERTIFICATES:

Certificate of Insurance evidencing insurance coverage as required shall be furnished to the Purchasing Manager prior to commencement of work and within ten (10) calendar days after the date of Notice of Award. CERTIFICATES SHALL BE PROVIDED BY BIDDER AND ANYONE INVOLVED IN THE PERFORMANCE OF WORK UNDER THIS CONTRACT (not otherwise included under Bidder's coverage), INCLUDING ALL SUBCONTRACTORS. All certificates from Bidder and any subcontractors must be issued reflecting DCTA as the certificate holder. All Certificates of Insurance shall reflect the Denton County Transportation Authority project number. Failure to furnish the required certificates of insurance within the time allowed shall not be considered cause for modification of any contractual time limits. All policies of insurance presented, as proof of compliance with the above requirements shall be on forms and with insurance companies approved by DCTA. All such insurance policies shall be provided by insurance companies having a Best's rating of A-VI rating or greater as shown in the most current issue of A.M. Best's Key Rating Guide. Policies of insurance issued by insurance companies not rated by Best's or have a Best's rating lower than A-VI will not be accepted as complying with the insurance requirements of the Contract unless such insurance companies are approved in writing prior to the award of the Contract. Certificate of Insurance shall contain transcripts from the proper office of the insurer, evidencing in particular those insured, the extent of the insurance, the location, and the cancellation clause as required below.

NO LAPSE OR CANCELLATION:

The Bidder and any subcontractor shall not cause any insurance to be canceled nor permit any insurance to lapse. All insurance policies shall not be canceled, reduced, restricted, or limited until thirty (30) days after DCTA has received written notice. In the event of cancellation or lapse of insurance, the Bidder shall notify DCTA immediately and unless otherwise directed by DCTA, shall cease work until evidence of acceptable insurance coverage is supplied to DCTA.

BREACH:

Failure to maintain insurance coverage as required herein shall constitute a material breach and default.

Board of Directors Memo

July 22, 2021

SUBJECT: Connect Route 3 and Route 7 Survey Data

Recommendation

There is no recommendation at this time. This is an informational report only.

Background

On March 10, 2021, the DCTA board of directors requested additional ridership data for Denton Connect Route 3 and Denton Connect Route 7. The intent of the data request was to provide insight on usage of the service by University of North Texas students, faculty and staff utilizing their university ID as fare media.

DCTA staff requested that NTMC begin tracking UNT-related ridership on Route 3 and Route 7 as part of their daily ridership counts. NTMC was able to accommodate this request effective March 25, 2021 and plans to continue this effort until further notice. DCTA staff also intends to conduct detailed on-board surveys aligned with the launch of GoZone service in September 2021 for this same purpose.

Identified Need

On March 10, 2021, the DCTA board of directors requested UNT-related ridership data for Denton Connect Route 3 and Denton Connect Route 7.

Prior Board Discussion/Action

- December 10, 2020 – Regular Agenda Item 6 – Discuss DCTA Priority Actions
- January 28, 2021 (Joint Meeting) – Regular Agenda Item 4 – DCTA Service Plan Update & MaaS Proposal Presentation
- March 10, 2021 (Rescheduled Meeting) – Regular Agenda Item 7 – Review and Discuss MaaS Service Plan Update and Considerations
- April 22, 2021 – Informational Report Item 3 – Connect Route 3 and Route 7 Survey Data
- May 27, 2021 – Informational Report Item 5 – Connect Route 3 and Route 7 Survey Data
- June 24, 2021 – Informational Report Item 4 – Connect Route 3 and Route 7 Survey Data

Data Request

Below is a table of data that was collected from March 25, 2021 through July 5, 2021.

UNT ID Badge Utilized for Service*

Date	Overall Ridership Route 7	UNT Ridership Route 7	UNT %	Overall Ridership Route 3	UNT Ridership Route 3	UNT %
March 25 - March 31, 2021	1,117	277	25%	356	4	1%
April 1 - April 30, 2021	4,837	1,335	28%	1,684	63	4%
May 1 - May 31, 2021	112	0	0%	22	0	0%
Tuesday, June 1, 2021	156	24	15%	61	0	0%
Wednesday, June 2, 2021	134	18	13%	56	1	2%
Thursday, June 3, 2021	187	42	22%	81	1	1%

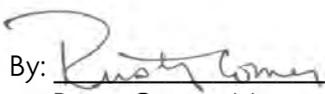


Date	Overall Ridership Route 7	UNT Ridership Route 7	UNT %	Overall Ridership Route 3	UNT Ridership Route 3	UNT %
Friday, June 4, 2021	243	45	19%	56	0	0%
Saturday, June 5, 2021	139	32	23%	27	5	19%
Monday, June 7, 2021	120	20	17%	43	1	2%
Tuesday, June 8, 2021	236	33	14%	73	1	1%
Wednesday, June 9, 2021	177	19	11%	57	1	2%
Thursday, June 10, 2021	193	40	21%	73	0	0%
Friday, June 11, 2021	197	33	17%	71	0	0%
Saturday, June 12, 2021	146	38	26%	40	5	13%
Monday, June 14, 2021	212	43	20%	72	0	0%
Tuesday, June 15, 2021	232	10	4%	65	2	3%
Wednesday, June 16, 2021	214	37	17%	72	1	1%
Thursday, June 17, 2021	180	33	18%	51	0	0%
Friday, June 18, 2021	197	27	14%	61	1	2%
Saturday, June 19, 2021	126	32	25%	35	1	3%
Monday, June 21, 2021	148	26	18%	70	0	0%
Tuesday, June 22, 2021	213	35	16%	53	0	0%
Wednesday, June 23, 2021	181	41	23%	66	0	0%
Thursday, June 24, 2021	188	25	13%	68	0	0%
Friday, June 25, 2021	188	30	16%	61	0	0%
Saturday, June 26, 2021	150	28	19%	37	9	24%
Monday, June 28, 2021	194	16	8%	67	0	0%
Tuesday, June 29, 2021	230	30	13%	60	0	0%
Wednesday, June 30, 2021	163	20	12%	65	0	0%
Thursday, July 1, 2021	217	28	13%	84	0	0%
Friday, July 2, 2021	187	33	18%	47	0	0%
Saturday, July 3, 2021	122	18	15%	34	5	15%
Monday, July 5, 2021	188	37	20%	35	0	0%

* Data tabulated and provided by NTMC

Financial Impact

There is a zero-cost impact for NTMC to collect the requested data.

Submitted By: 
Rusty Comer, Manager of Bus Administration

Approved By: 
Nicole Recker, VP of Mobility Services and Administration

Board of Directors Memo

July 22, 2021

SUBJECT: DCTA/DART Joint Rail Facility Partnership Update

Recommendation

No Board action required at this time.

Background

DCTA staff are advancing discussions and entering into negotiations on the details of a lease agreement to facilitate DART's short-term needs in support of the Silver Line project.

Staff has engaged Stateside Right of Way Services to work with DCTA staff and legal to draft the agreement. A joint meeting was held on July 16, 2021 at the DCTA Rail and Operations & Maintenance Facility between DART and DCTA to discuss Agency goals and priorities for both the lease and long term agreement with the goal to have a lease agreement for Board consideration in the August/September time frame.

Previous Board Activity & Action

On June 24, 2021, the Board authorized the CEO to give DART approval to move forward with the scope and approach as outlined in the letter dated May 28, 2021 from Interim President & CEO David Leininger. This approval to move forward allows DART to proceed with the cost estimating and engineering efforts required of the development of supporting documentation necessary for the future development of proposed Interlocal Agreements. The DCTA Board also agreed to proceed with negotiating a lease agreement to facilitate DART's need for a temporary facility to receive, test and commission the Silver Line rail vehicles until such time that a long-term agreement can be reached between DART and DCTA for a joint rail operations facility.

Identified Need

N/A

Financial Impact

No identified financial impact at this time.

Exhibits

None.

Submitted By:


Raymond Suarez, CEO

Board of Directors Memo

July 22, 2021

SUBJECT: Coppell Program Renewal Interlocal Agreement and Task Order

Recommendation

This is an informational item only. Staff will seek Board approval for the annual contract extensions at the August 2021 board meeting.

Background

DCTA and the City of Coppell approved an Interlocal Agreement in August 2019 to deploy a Lyft program to serve the workforce mobility needs Coppell's business parks beginning on October 1, 2019. The service is operated by Lyft through a task order with DCTA.

Lyft provides on-demand services from six transit stops to the City of Coppell's workforce centers. Transit stops include: The A-train Hebron Station, DART Trinity Mills Station, DART Beltline Station, two DART Bus Stops (Saintsbury at Beltline and Regent at Royal), and the Grapevine TRE station.

Services are offered Monday through Sunday, from 5 am to 12 am. The customer pays the first \$2, with the City of Coppell subsidizing the remainder of the fare up to \$17. Any remaining fare is paid by the customer.

Based on ridership data provided by Lyft, the majority of passengers are traveling to the Amazon warehouse and distribution center. The current annual program budget for Lyft rides is \$28,125.

DCTA staff will bring extensions of the City of Coppell ILA and Lyft Task Order to the DCTA Board of Directors for consideration at the August 2021 Board Meeting.

For additional background, the First Amended and Restated ILA with the City of Coppell and Coppell Lyft Task Order 9 Rev. 1 are included as Exhibits 1-2.

Previous Board Activity & Action

- August 2019 - DCTA Board of Directors approved an initial Interlocal Agreement with the City of Coppell.
- August 2020 – DCTA Board of Directors approved the First Amended and Restated ILA with the City of Coppell and Coppell Lyft Task Order 9 Rev. 1.

Identified Need

On September 30, 2021, the current City of Coppell ILA, as well as the current Lyft task order, will expire and contractual renewals will be necessary to continue current service.

Financial Impact

DCTA will be fully reimbursed by the City of Coppell for the Lyft service including appropriate administrative fees. All Lyft costs incurred are directly invoiced to the City of Coppell. To address the costs associated with executing the task order and related activities, the Interlocal Agreement with the City of Coppell provides for a 60% administrative fee.



Exhibits

Exhibit 1 – First Amended and Restated ILA with the City of Coppell

Exhibit 2 – Coppell Lyft Task Order 9 Rev. 1

Submitted By:

Sarah Ault

Sarah Ault - Mobility Service Specialist

Approval:

Nicole Recker

Nicole Recker, Vice President of Mobility Services and Administration

STATE OF TEXAS

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**FIRST AMENDED AND RESTATED
INTERLOCAL COOPERATION
AGREEMENT**

COUNTY OF DENTON

This First Amended and Restated Interlocal Cooperation Agreement (“Agreement”) is made by and between Denton County Transportation Authority (“DCTA”) and the City of Coppell, Texas (“Coppell”), (each a “Party” and collectively the “Parties”), acting by and through their authorized representatives.

RECITALS

WHEREAS, Coppell is a home-rule municipality and local governmental entity located within the State of Texas and in the counties of Dallas and Denton; and

WHEREAS, DCTA is a coordinated county transportation authority created under Chapter 460 of the Texas Transportation Code; and

WHEREAS, the Parties previously entered into that certain Interlocal Cooperation Agreement dated September 24, 2019, for purposes of providing transportation services to meet the mobility needs of Coppell businesses and residents (the "Original Agreement");

WHEREAS, the Parties have agreed on the terms and conditions for DCTA to deploy first/last mile workforce mobility solutions within the city limits of Coppell and between transit stations located outside of the city limits, as set forth in Section 3.1(b) of this Agreement, through use of a mobility provider; and

WHEREAS, due to the success of the pilot program and to incorporate DCTA’s Administrative Fee Policy established on April 23, 2020, the Parties desire to amend the Original Agreement to extend the Term for one (1) year, beginning October 1, 2020 and continuing through September 30, 2021,

WHEREAS, the Parties are authorized to enter into this Agreement pursuant to the Interlocal Cooperation Act (“Act”), Chapter 791, Texas Government Code; and

WHEREAS, DCTA and Coppell are units of local government that have the statutory authority under the Act to perform the services set forth in this Agreement; and

WHEREAS, pursuant to Chapter 460 of the Texas Transportation Code, DCTA is authorized to enter into this Agreement with Coppell to provide transportation services; and

NOW, THEREFORE, for and in consideration of the mutual promises and covenants set forth in this Agreement, and other valuable consideration, the receipts and sufficiency of which is hereby acknowledged, the Parties agree as follows:

Article I Purpose

1.1 The purpose of this Agreement is to provide for the administration and operation of mobility services to improve access to jobs within the city limits of Coppell for trips originating in a defined geofence to destinations located in the geofence and to/from designated transit stops as defined in section 3.1(b). Mobility services may include DCTA directly providing transportation to employees and residents in Coppell or through third-party service providers that directly contract with DCTA, including but not limited to taxi providers and transportation network companies (TNCs).

1.2 DCTA may execute a task order for a period not to exceed twelve (12) months with a contracted mobility provider (e.g. Lyft) to deploy first/last mile mobility services in the city limits of Coppell and as defined in section 3.1(b). The hours and days of operation shall be agreed upon by the Parties and adjusted based on ridership.

1.3 DCTA has entered into an appropriate mobility services provider agreement to provide their services herein; and, DCTA shall receive assurances under such agreement regarding the services provided herein; and, Coppell's sole responsibility shall be to fund such services.

Article II Term

2.1 Initial Term. The Term of this Agreement shall begin on October 1, 2020 and continue for the period ending on September 30, 2021 unless sooner terminated as provided herein (the "Initial Term").

2.2 Termination. Either Party may terminate this Agreement, with or without cause, by giving sixty (60) days prior written notice to the other Party. After the Initial Term, the required notice to terminate shall be at least ninety (90) days.

Article III Services

3.1 DCTA shall provide the Mobility Services as follows:

- (a) Beginning on October 1, 2019, DCTA shall deliver the Mobility Services during the hours and days of operation as mutually agreed upon by the Parties and based on ridership.
- (b) Mobility services will initially be provided generally within the city limits to serve the workforce population and to and from designated transit stops and stations that fall outside the Coppell city limits. Specific parameters will be determined through the Task Order process and in coordination with DCTA and Coppell. Location of mobility services and geofence boundaries

may be amended in writing as mutually agreed upon by the Parties and based on ridership trends.

- (c) The Parties shall work together to analyze and review ongoing service levels and alternative Mobility Service delivery methods and cost estimates to meet the long-term public transit needs of Coppell.
- (d) During the term of this Agreement, DCTA shall provide all administrative and operational services associated with the Mobility Services including, but not limited to, employment and management of necessary and sufficient personnel, contract management of third-party providers, billing, customer service, program management, and data reporting and analytics.
- (e) During the Term of this Agreement, Coppell shall be responsible for all primary marketing and outreach efforts, with ancillary support provided by DCTA.

Article IV Compensation and Fees

4.1 DCTA Compensation. DCTA shall be reimbursed for one-hundred percent (100%) of all costs for services invoiced from the mobility provider associated with this agreement, and an administrative fee per the schedule in Exhibit 1. Total costs shall not exceed ~~one hundred~~ ^{fifty} thousand dollars (\$50,000) in a twelve (12) month period, unless amended as mutually agreed upon in writing by the parties.

4.2 Invoicing. On or before the last day of each calendar month during the Term of this Agreement, DCTA shall prepare a written invoice to Coppell including number of trips, operating expenses, and administrative management fees for the services provided in the previous month.

4.3 Payment. Coppell shall pay DCTA within thirty (30) days of the receipt of each monthly invoice.

4.4 Current Revenues. To the extent applicable, Coppell and DCTA acknowledge that Coppell shall make payment of the aforementioned sums from current revenues. Coppell further agrees to make all appropriations reasonable and necessary to effectuate the terms of, and its responsibilities under, this Agreement. However, the Parties recognize that the continuation of this Agreement after the close of any given fiscal year of Coppell, September 30 of each calendar year, shall be subject to approval by Coppell's City Council. This approval may be presumed if the City Council includes funding for the Mobility Services in an adopted budget. This Agreement cannot be an unfunded liability of Coppell in violation of the Texas Constitution's unfunded debt prohibition applicable to home-rule cities. The Parties agree that this Agreement may be terminated by Coppell with notice as provided herein, without any penalty or liability to Coppell except for monies owed DCTA for Mobility Services provided pursuant to this Agreement and for

any costs incurred for demobilization, in the event Coppell's City Council fails to approve or appropriate funds for any continuation of this Agreement.

4.5 Fares. Customers utilizing the first/last mile service will pay a fare that shall be subsidized by Coppell. The subsidy and amount paid by the passenger shall be mutually agreed upon by DCTA and Coppell.

4.6 Additional Services. In an effort to provide the best Mobility Services possible, DCTA may work with additional third-party service providers to enhance service delivery to Coppell. At all times, DCTA shall be responsible for contracting directly with the third-parties and shall be responsible for ensuring the overall customer experience and complying with this Agreement. Furthermore, DCTA shall be responsible for managing the cost of such service providers within the mutually agreed funding authorizations established and approved between DCTA and Coppell.

Article V Dispute Resolution

The Parties agree to make a good faith effort to resolve through informal discussions any disagreement or other dispute between them in connection with this Agreement (a "Dispute"). If a Dispute cannot be resolved through informal discussions, before seeking an alternative remedy, either Party must submit a written complaint to the other Party setting out the basis of the complaint and a proposed resolution to the Dispute. The Party receiving the complaint must respond in writing within twenty-one (21) days after receipt of the complaint, by accepting the proposed resolution, rejecting the proposed resolution, or proposing an alternative resolution to the Dispute. If the proposed resolution is rejected, the Parties may seek alternative remedies as they deem appropriate. If an alternative resolution is proposed, the recipient of that alternative proposal shall, within twenty-one (21) days after receipt, either accept the alternative or reject it. If it is rejected, the Parties may seek alternative remedies as they deem appropriate. Subject to the procedure outlined in this section, both Parties will have all legal remedies allowed to them by applicable law. The provisions of this section are strictly limited in scope to serve as a prerequisite to the enforcement of remedies under this Agreement. Failure by either Party to raise a Dispute through this process shall not constitute waiver or acceptance of an alleged violation of this Agreement.

Article VI Insurance

During the Term of this Agreement, the mobility provider shall maintain and enforce during the Term, at the mobility provider's own expense, at least the following coverages:

- (a) Workers' Compensation Insurance in accordance with state statutory laws, including Employers' Liability with minimum limits of \$1,000,000 each Accident;
- (b) Commercial General Liability Insurance including, but not limited to, product and completed operations, personal and advertising injury and contractual liability

coverage with minimum limits of \$1,000,000 Each Occurrence; \$2,000,000 General Aggregate; and

- (c) Commercial Auto Liability Insurance including a minimum combined single limit of \$1,000,000 each accident and Uninsured/Underinsured motorist coverage with a minimum combined single limit of \$1,000,000.

The mobility provider will include Coppell as an additional insured via blanket endorsement under the mobility provider's commercial general liability insurance policy. All policies maintained shall be written as primary policies, not contributing with and not supplemental to coverage Coppell may carry and will contain a waiver of subrogation against Coppell and its insurance carrier(s) with respect to all obligations assumed by the mobility provider under this Agreement. The fact that the mobility provider has obtained the insurance required hereunder shall in no manner lessen or otherwise affect such mobility provider's other obligations or liabilities set forth in this Agreement.

Article VII Miscellaneous

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

7.2 Assignment. This Agreement may not be assigned by either Party without the prior written consent of the other Party.

7.3 Successors and Assigns. Subject to the provisions regarding assignment, this Agreement shall be binding on and inure to the benefit of the Parties to it and their respective heirs, executors, administrators, legal representatives, successors and permitted assigns.

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

7.5 No Waiver of Liability. The Parties acknowledge that neither Party is an agent, servant, or employee of the other Party, and each Party agrees it is responsible for its own individual negligent acts or omissions or other tortious conduct, as well as such acts and deeds of its contractors, agents, representatives, and employees, during the performance of this Agreement without waiving any governmental immunity available to the Parties under Texas law and other applicable law, and without waiving any available defenses under Texas law and other applicable law. Further, in the execution and performance of this Agreement, the Parties do not waive, and neither Party shall be deemed to have waived, any other immunity or defense that would otherwise be available to each Party as a local governmental entity and/or political subdivision of the State of Texas.

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

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

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

If intended for DCTA:

Raymond Suarez
Chief Executive Officer
DCTA
1955 Lakeway Drive, Suite 260
Lewisville, Texas 75067
Phone: 972-221-4600

With Copy to:

Joseph J. Gorfida, Jr.
Nichols, Jackson, Dillard, Hager & Smith, L.L.P.
1800 Ross Tower
500 North Akard
Dallas, Texas 75201
Phone: 214-965-9900

If intended for City of Coppell:

Mike Land
City Manager
255 Parkway Blvd.
Coppell, Texas 75019
Phone: 972-304-3618

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

7.10 Exhibits. The Exhibits attached hereto are incorporated herein.

7.11 Recitals. The recitals to this Agreement are incorporated herein and made a part hereof for all purposes.

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

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

7.14 Approval of Parties. Whenever this Agreement requires or permits the approval or consent to be given by a Party, the Parties agree that such approval or consent shall not be unreasonably withheld, conditioned or delayed.

7.15 No Third-Party Beneficiary. Nothing in this Agreement shall be construed as creating or giving rise to any rights of third-parties or any persons other than the Parties hereto.

7.16 Recordkeeping and Right to Inspect Records. Each Party shall have mutual access to, and the right to examine, all books, documents, papers, and other records of the other Party involving transactions relating to this Agreement. Each Party shall have access during normal business hours to all necessary facilities and shall be provided adequate and appropriate work space in order to conduct audits in compliance with the provisions of this Agreement. Each Party shall give the other Party advanced written notice of at least forty-eight (48) business hours of intended audits.

(signature page to follow)

EXECUTED this 30th day of September, 2020.

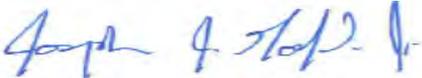
Denton County Transportation Authority



By: _____
Raymond Suarez, Chief Executive Officer

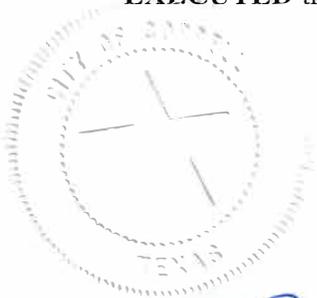
Marisa Perry, Chief Financial Officer, for

APPROVED AS TO FORM:

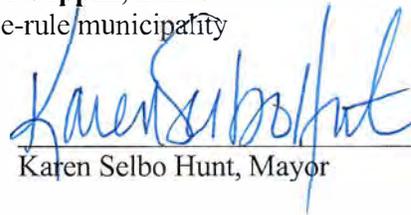
By: 

Joseph J. Gorfida, Jr., General Counsel
(08-07-2020:TM 117185)

EXECUTED this 25th day of August, 2020.

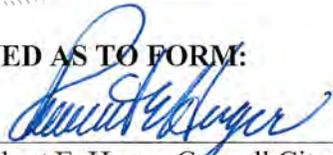


City of Coppell, Texas
a home-rule municipality



By: _____
Karen Selbo Hunt, Mayor

APPROVED AS TO FORM:

By: 

Robert E. Hager, Coppell City Attorney

EXHIBIT 1

AGENCY	Service Rendered	Cost Allocation Per Year \$50,000
Denton County Transportation Authority	Contracted Mobility Provider Service: <i>Direct invoiced costs</i>	Not-to-exceed \$28,125
	Administrative Fee: <i>Contract management, billing, administration, reporting, data analytics, and customer service</i>	Not-to-exceed \$16,875/60% of the direct invoiced costs
City of Coppell	Marketing and Outreach	Not-to-exceed \$5,000
		TOTAL: \$50,000



Denton County Transportation Authority Task Order

Task Number:	9 Rev 1 Project ID: N/A Grant N/A		
Contractor:	Lyft, Inc.		
PROJECT INFORMATION			
Name:	City of Coppell Lyft Zone		
DCTA Account Code: (Contract to be Billed Under)	240-50810	Approved Budget Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Project Lead	Sarah Hultquist		
Requested By	Lindsey Baker		
Cost Estimate			
Not to Exceed Budget	\$28,125		
DESCRIPTION			
(Include Scope, Cost, and Deliverables with Schedule)			
<p>This Denton County Transportation Authority Task Order #9 ("Task Order #9") shall be governed by the terms and conditions of the General Services Agreement executed by the parties on or around July 7, 2017 and amended as of June 19, 2020 ("Agreement"). In the event of any direct conflict between the terms of this Task Order and the terms of the Agreement, then the terms of this Task Order shall control.</p> <p>For clarity, this Program will provide a subsidy for Lyft rides to support workforce transit needs within the East & West Workforce Zones within the City of Coppell. Geofenced areas will initially include 5 transit stops: A-train Hebron Station, DART Trinity Mills Station, DART Beltline Station, two DART Bus Stops (Saintsbury @ Beltline and Regent @ Royal) in addition to the East & West Workforce Zones. This Revision 1 adds an existing stop at the Grapevine TRE Station. The estimated average trip cost is \$12. The rider will pay the first \$2 fare, after which the City of Coppell will subsidize the remainder of the fare up to a maximum of \$17. Any remaining fare over \$17 will be paid by the rider. The subsidized rides will only be permitted Monday-Sunday, 5:00 AM to 12:00 AM, and only within the designated geofenced zones.</p> <p>The term of this task order shall commence on October 1, 2020 and continue through September 30, 2021.</p>			
SIGNATURES/APPROVALS			
Contractor:	<small>DocuSigned by:</small> <small>38C87365A603421...</small>	Date	10/6/2020
Nicole Recker VP Mobility Service and Administration, DCTA	<small>DocuSigned by:</small> <small>3251E32C67BE4B2...</small>	Date	10/6/2020

TASK ORDER #9 Revision 1

1. **Overview.**

The intent of this Task Order is for Lyft Inc. to provide, on behalf of DCTA, on-demand rideshare services. Lyft will assist DCTA in implementing a discount program for City of Coppell for workforce transit needs. DCTA has identified the service of Transportation Network Companies (TNC) as important to address first mile / last mile connections in the agency's service area.

A rider participating in this program will receive a fare subsidy for rides within (8) geofenced and time blocked zones of (6) transit stops and (2) Workforce Zones (East and West). The rider will pay the first \$2 of the trip fare with the remainder of the fare up to a maximum of \$17 being subsidized by DCTA. Anything over \$17 will be the responsibility of the passenger.

2. **Term.**

The term of this task order shall commence on October 1, 2020 and continue through September 30, 2021 ("**Term**").

3. **The Dashboard.**

- i. **Access to the Dashboard.** In order for Partner to manage the Programs, Lyft will provide Partner with access to an online portal owned and hosted by Lyft (the "**Dashboard**"). As related to the Concierge Service, Partner may also use the Dashboard to request rides for riders. Additionally, Lyft grants Partner a non-exclusive, non-transferrable limited license to use the Dashboard solely in connection with the Programs during the Term. Partner shall not, and shall not authorize others to, (a) decompile, disassemble, reverse engineer or otherwise attempt to derive the source code or underlying technology, methodologies or algorithms of the Lyft Materials; (b) sublicense, lease, rent, sell, give, or otherwise transfer or provide the Lyft Materials to any unaffiliated third party except as may be provided in this Agreement; or (c) interfere with, modify or disable any features or functionality of the Lyft Materials. Lyft reserves all rights not expressly granted to Partner under this Agreement.
- ii. **Partner Administrator.** Partner will designate at least one (1) authorized personnel of Partner to serve as Partner's administrator (each, an "**Administrator**") and the Administrator will be required to create Dashboard login credentials to access and use the Dashboard. Partner is responsible and, to the extent allowed by law, will indemnify Lyft for all activity occurring under Partner's Dashboard login credentials, except to the extent caused by Lyft's breach of this Agreement. Partner will contact Lyft upon known or suspected unauthorized use under Partner's Dashboard or if Dashboard login credentials information is lost or stolen.

4. **Concierge Service.**

- i. **General.** Under the Concierge Service, an Administrator may request a Ride for a rider by submitting such request in the Dashboard (each, a "**Request**"). Each Request will include all relevant Ride information, including but not limited to, the rider's first and last name, pick-up and drop-off location, and telephone number (collectively, "**rider Information**"). Lyft will transmit the Request via the Lyft Platform to available Drivers. In the event a Ride is scheduled for a future date and time, Lyft will submit the Request to Drivers within a reasonable time from the desired pick-up time. If

the Request is accepted by a Driver, the Driver whom accepted the Request will provide the Ride to the rider. Lyft or the Driver may contact the rider via the calling or texting features within the Lyft App to provide updates on the Request. If the Request is not accepted by a Driver, a notification of non-acceptance will be sent via the Dashboard. In the event of a cancellation by a Driver, Partner will be notified of such cancellation via the Dashboard. Any Request cancellations by Partner or no-shows by riders will be subject to Lyft's cancellation policy. Partner will pay Lyft for all Rides under the Concierge Service (“**Concierge Rides**”). All Concierge Rides are subject to prime-time surcharges and Driver availability.

- ii. **Ride Requests.** When submitting a Request, Partner consents on behalf of itself and each rider to allow Lyft to use the rider Information to (a) send transactional SMS texts to the rider relating to the Request and rider's Ride; (b) share the rider Information with the Driver who accepted the Request; provided that the Driver will only receive the first name of the rider and pick-up and drop-off location; and (c) use and store the rider Information for the internal purposes of Lyft, subject to the Lyft Privacy Policy. Partner represents and warrants that (i) Partner will only submit Requests for riders whom are eighteen (18) years of age or older; and (ii) Partner has obtained all necessary consents from each rider to share such rider Information for the purposes set forth herein.

5. **Additional Obligations.**

Lyft Obligations.

1. **Geographic Area of Service:** The activities described herein shall take place in the City of Coppell East and West Business Park, four rail stations and two small bus stops as set forth in the maps hereto attached as Attachment 1 (“Program Map Area”)
2. **Partner Codes:** Lyft will provide Partner with two (2) coupon codes (the “Partner Code”) for use with this Agreement, with the following restrictions:
 - o Credit Value: Each Partner Code shall have a credit value of up to 62 rides per month and provide the rider with up to a \$17 subsidy per ride after the rider pays the initial \$2 fare. All ride costs above \$17 per ride will be the responsibility of the passenger.
 - o Valid Use: Valid for use by all riders who (a) download and install the Lyft App on a compatible mobile device; (b) create and maintain and active Lyft account, including agreeing to Lyft's Terms of Service (<https://www.lyft.com/terms>), as may be updated from time to time; (c) successfully redeem the Partner Code in the rider's Lyft App; (d) take a completed ride via the Lyft App which qualifies for Partner Code redemption under this Agreement; and (e) successfully apply the Lyft credit associated with the Partner Code at the end of the ride.
 - o Code Expiration: Each Partner Code and its corresponding ride credits will expire under the following conditions: (a) upon termination of this Agreement, pursuant to the provisions herein, by either party or by the expiration of the Term; or (b) upon a mutually agreed upon time and date by the parties prior to creation of the Partner Codes.
 - o Code-Credit Parameters and Budget: Below are the program parameters for the initial codes and/or credits implemented under the Agreement. These parameters may be changed and/or new code/credits program added as needed.

Location Limits	The Partner Codes/Credits will be for travel limited by a geofence as outlined and detailed in Attachment 1 .
Time Windows	Partner financed subsidies will only be applied to Rides on the following days at the following times: <ul style="list-style-type: none"> • Monday: 5:00 AM to 12:00 AM • Tuesday: 5:00 AM to 12:00 AM • Wednesday: 5:00 AM to 12:00 AM • Thursday: 5:00 AM to 12:00 AM • Friday: 5:00 AM to 12:00 AM • Saturday: 5:00 AM to 12:00 AM • Sunday: 5:00 AM to 12:00 AM
Ride Type Restriction	Lyft Standard
Number of Rides	Each Monthly Code/Credits shall grant each Rider up to 62 subsidized rides per month.
Subsidy Structure	The rider will pay the first \$2 of the trip fare. After the \$2 fare the Monthly Code will cover the remainder of the fare up to a maximum of \$17. Ride costs above \$17 will be the responsibility of the passenger.
Eligibility	Open to the Public

- Monthly renewal: Each month, enrollees in the program who have entered the Code in their app, will automatically receive a new monthly pass for the subsequent month, unless the Partner notifies Lyft to exclude specific current passengers from the ensuing month's enrollment within seven (7) business days of the last day of the current month.
- Modifications: To modify Partner Codes/Credits during the Term, Partner may send an email to transit@lyft.com and codeshelp@lyft.com, which contains the modifications to 1) the number of Partner Codes/Credits requested, 2) the price attributable to each Partner Codes/Credits, and/or 3) any additional Partner Codes/Credits parameters (collectively, the "Codes/Credits Modifications"). Partner represents and warrants that the person submitting Code Modifications has the requisite express, actual authority to modify Partner Codes/Credits on behalf of Partner. Upon Lyft's receipt of a Codes/Credits Modifications (i) Lyft agrees to sell, transfer and deliver the modified Partner Codes/Credits to Partner within five (5) business days, and (ii) Partner agrees to pay Lyft for any usage of the Partner Codes/Credits, subject to the terms and conditions herein.

3. **Special Program Parameters:** Any authorized rider who enters the DCTA partner code option within the Lyft platform is entitled to the fare subsidy applied to a qualified trip within the program time block.

The program is designed as a workforce transit program. Riders working in the City of Coppell's East and West business parks will be invited to participate in this program based on outreach through the City of Coppell and individual business outreach. Communication measures will be developed to promote usage of the Partner Code and to ensure the program's usage is limited only to riders who are eligible for participation under program guidelines.

4. **Reporting:** Each month, along with the invoice, Lyft will provide Partner with report regarding the usage of the Partner Codes. Each report shall include the data fields as outlined in **Attachment 2**.
5. **Marketing:** Lyft agrees to promote the Partner Code as mutually agreed upon by the parties. Both parties shall be responsible for its sole cost and expense incurred through this obligation.

Partner Obligations.

1. Partner agrees to pay for any usage of the Partner Codes, subject to the terms and conditions herein. Any amount of the ride fare that is greater than the credit value of the Partner Code, Lyft shall charge the rider's personal payment amount as associated with the rider's Lyft account.
R
2. The parties agree that the intention of this Agreement is to ensure Partner does not spend or incur a payment obligation of more than \$28,125 per year associated with Partner Codes ("Budget"), unless modified or amended in writing by Partner. Partner shall implement reasonable procedures to monitor its Budget and inform Lyft of its need to cancel or suspend Partner Codes within two (2) business days of reaching the Budget. For avoidance of doubt, Partner, not Lyft, shall be responsible for any fees incurred in the event Partner exceeds the Budget.
3. Partner agrees to promote the Partner Code via Partner's official website, blog, social media accounts, and additional marketing channels as mutually agreed upon by the parties.

6. **Fees; Payment.**

Each month during the Term, Lyft will invoice Partner for the full dollar amount for all charges associated with services provided to Partner, including but not limited to Concierge rides requested by Partner and Partner Codes redeemed by Partner or riders for the preceding month. Payment is due within thirty (30) days of invoice date. All invoices shall be sent to Partner by the 10th of each month for the preceding month. All late payments shall bear interest at the lesser of one and one-half percent (1.5%) per month or the maximum allowed by applicable law. Upon delivery or activation of the Partner Codes from Lyft to Partner, Partner is responsible for any and all activity relating to the Partner Codes and will indemnify Lyft for any claims related to Partner's use thereof. Lyft has the right to invoice Partner for any usage of Partner Codes by Partner or riders, even after expiration of the Term.

7. **Contacts.**

For Lyft:

Name: Paul Davis

Email: pdavis@lyft.com

For Partner:

Name: Sarah Hultquist

Email: shultquist@dcta.net

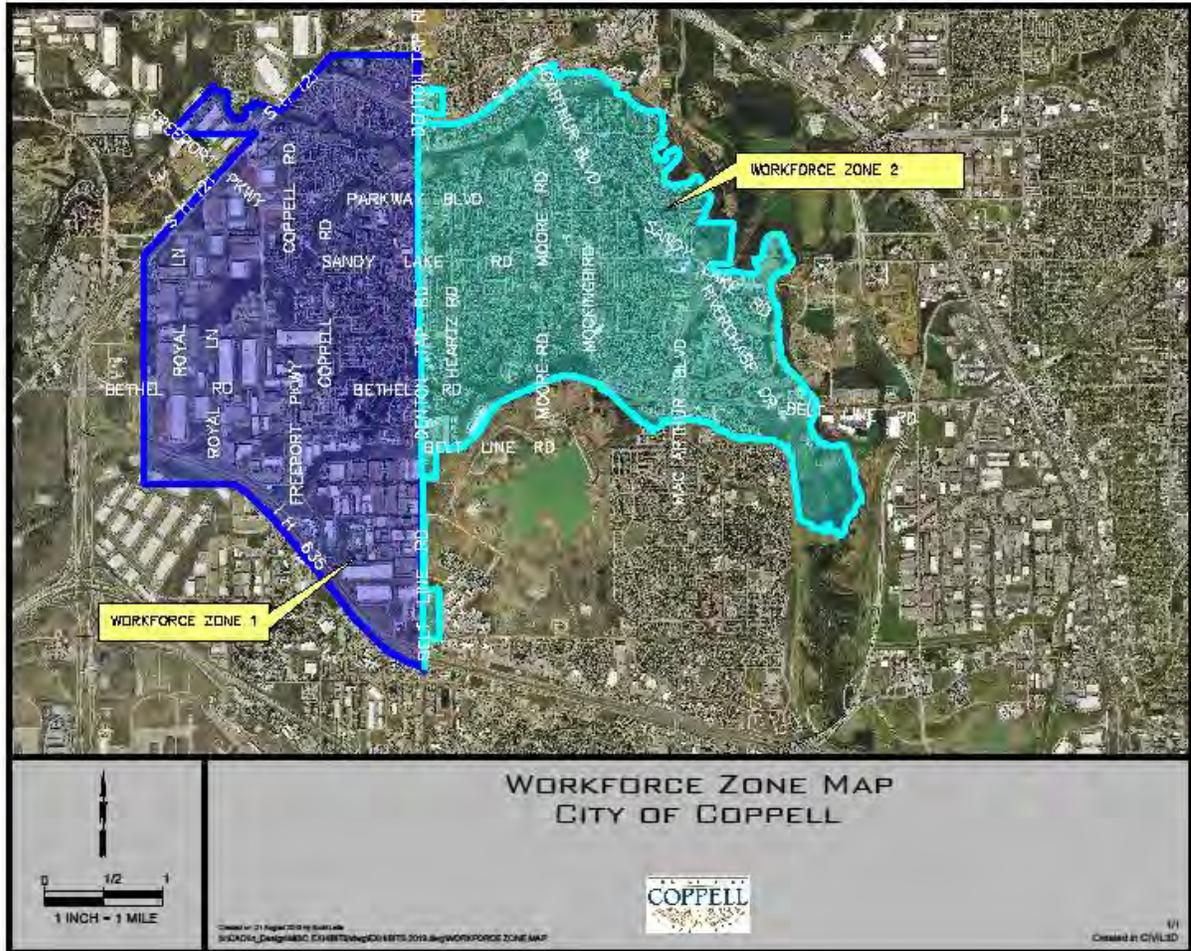
8. **Conditions.**

On July 7, 2017, Lyft and Partner entered into that certain Agreement under which Lyft and Partner agreed to launch Programs in accordance with the Agreement and as specified in specific Task Orders. The terms and conditions of the Agreement shall apply to this Task Order Number 9 rev. 1. If any terms or conditions contained in this Task Order Number 9 rev. 1 are inconsistent with the Agreement, the terms and conditions contained in this Task Order Number 9 rev. 1 will be controlling.

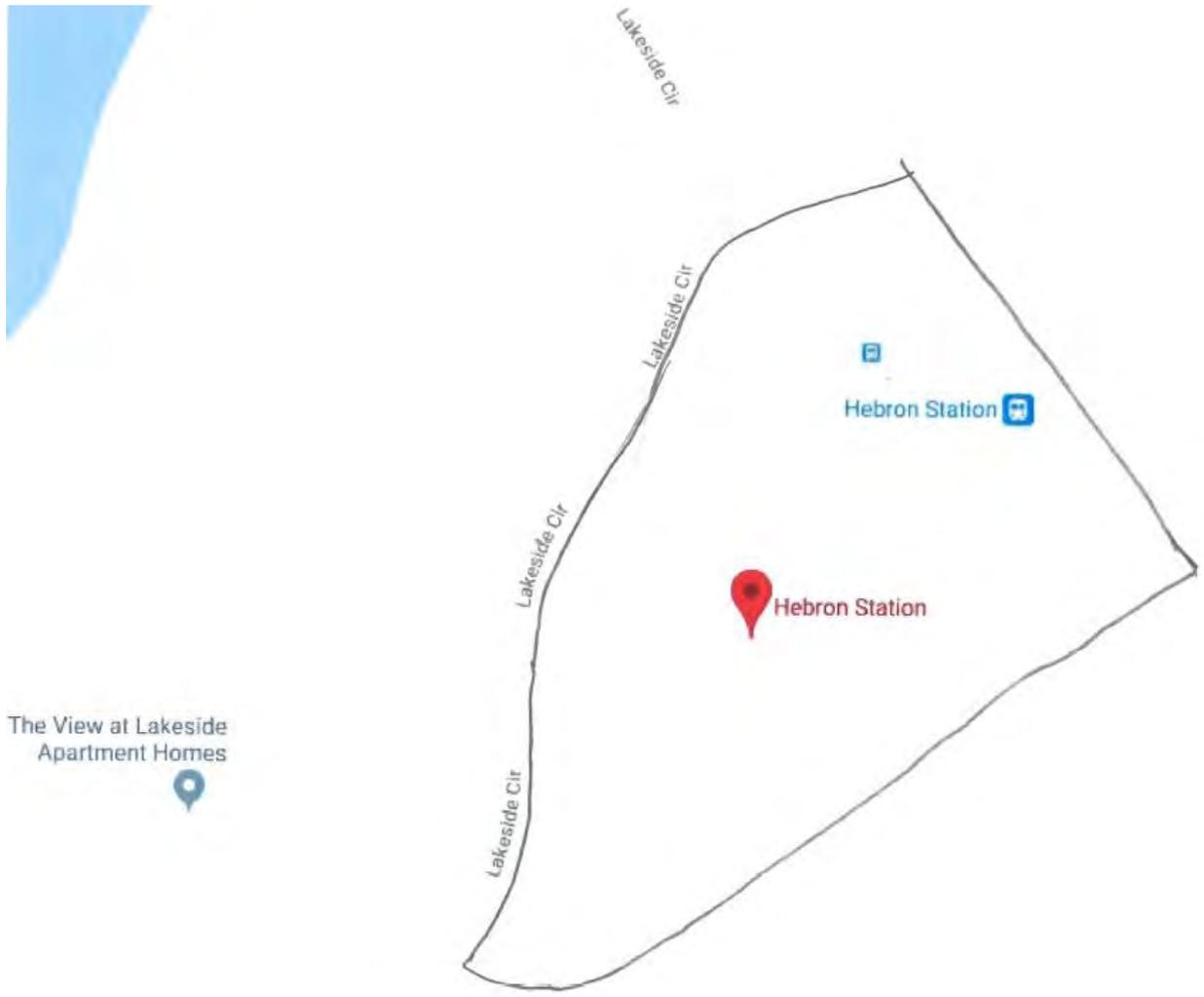
9. Prohibition of Boycott Israel.

Lyft verifies that it is in compliance with all applicable laws and regulations in its performance of the services outlined under this Agreement.

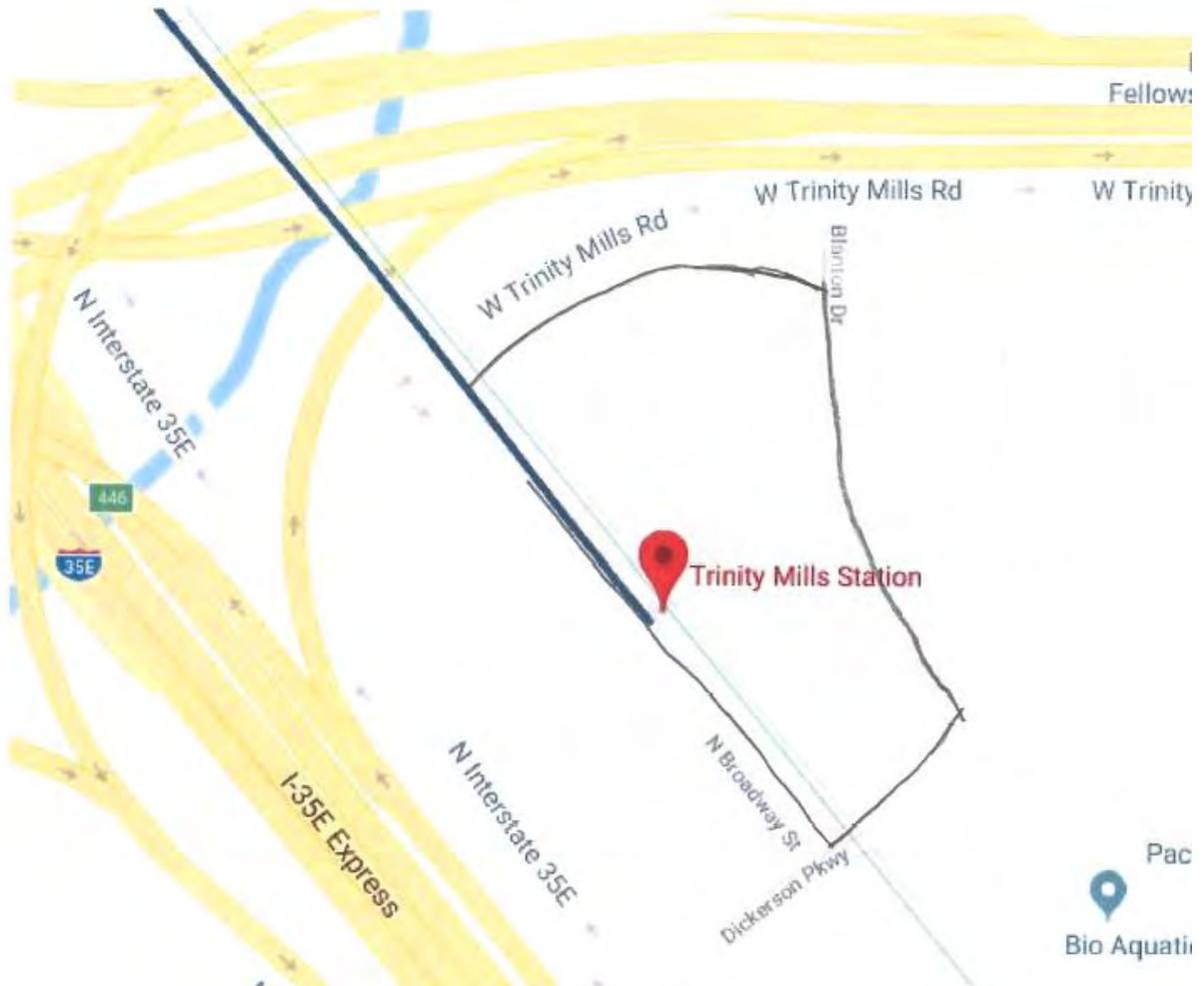
ATTACHMENT 1
[Program Map Area]
City of Coppel Workforce Zone 1 & Workforce Zone 2



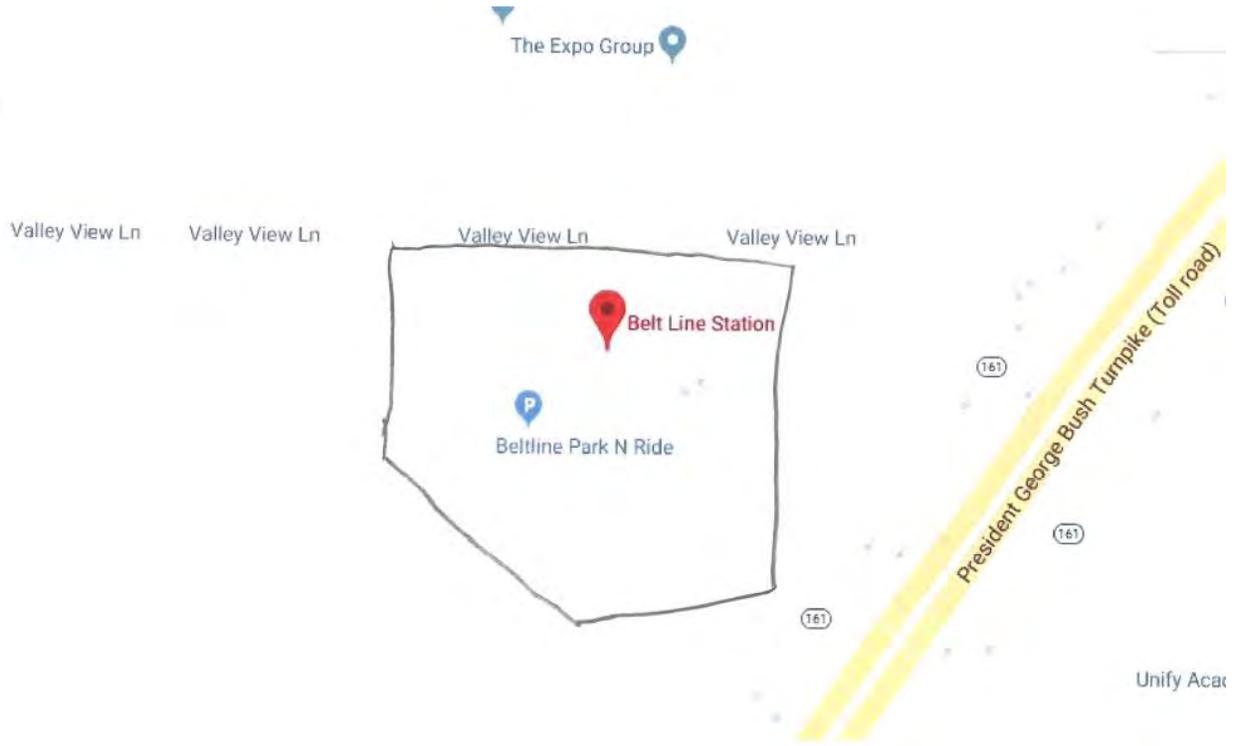
A-train Hebron Station



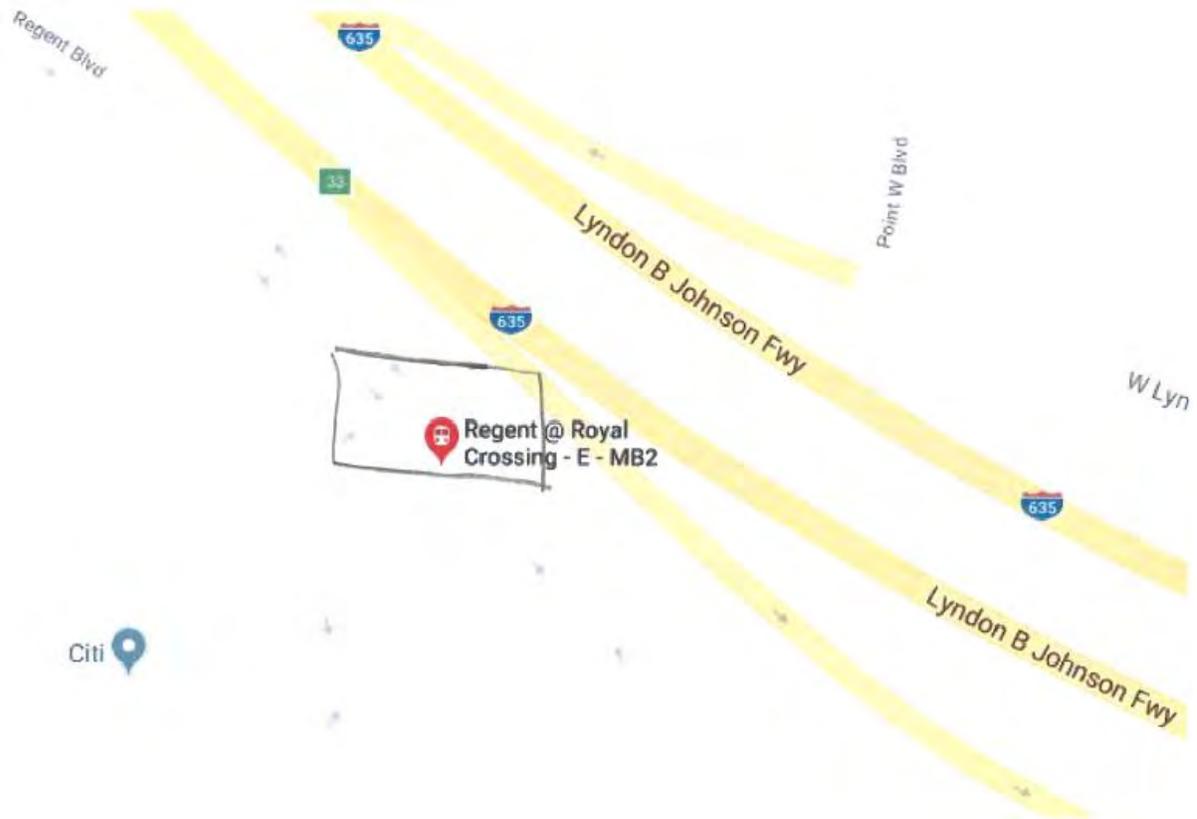
DART Trinity Mills Station



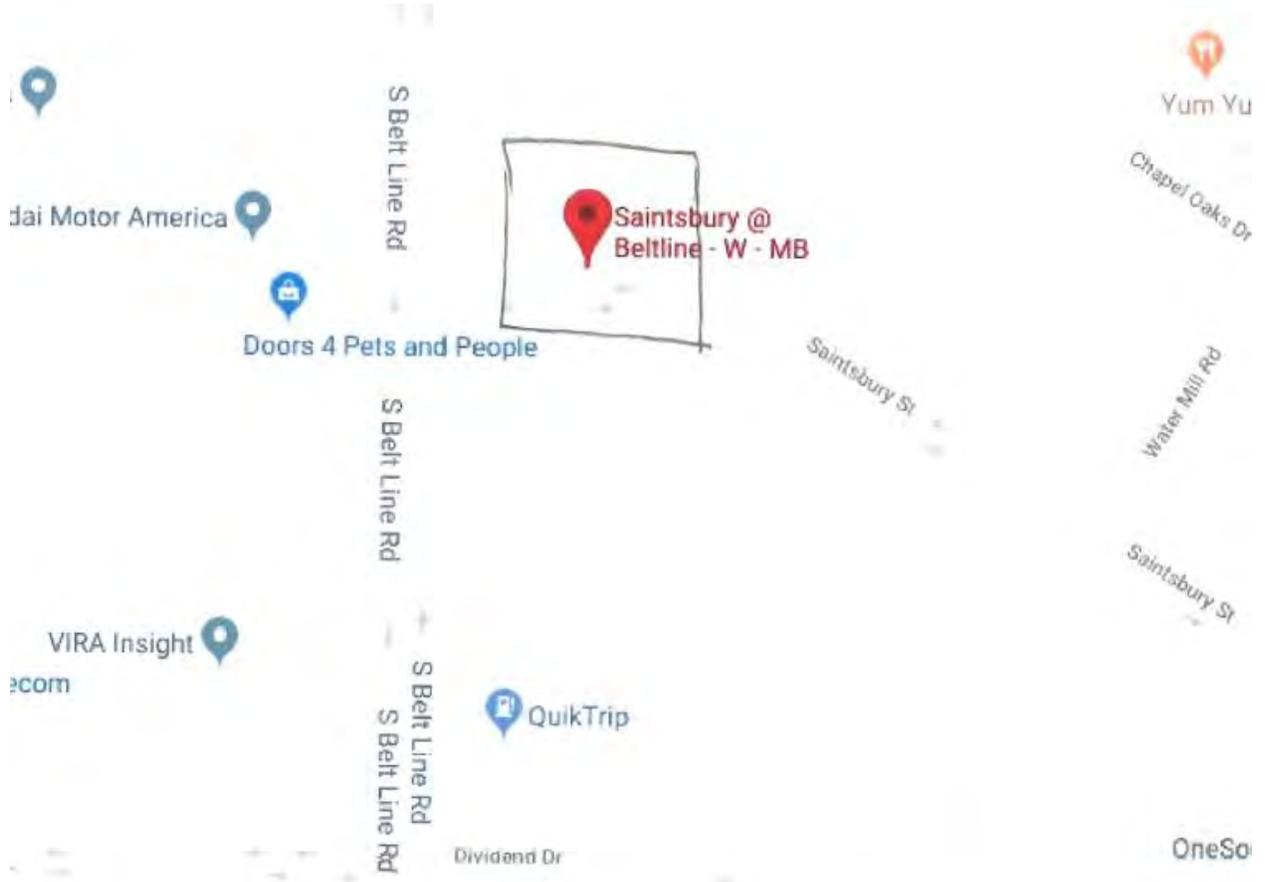
DART Beltline Station



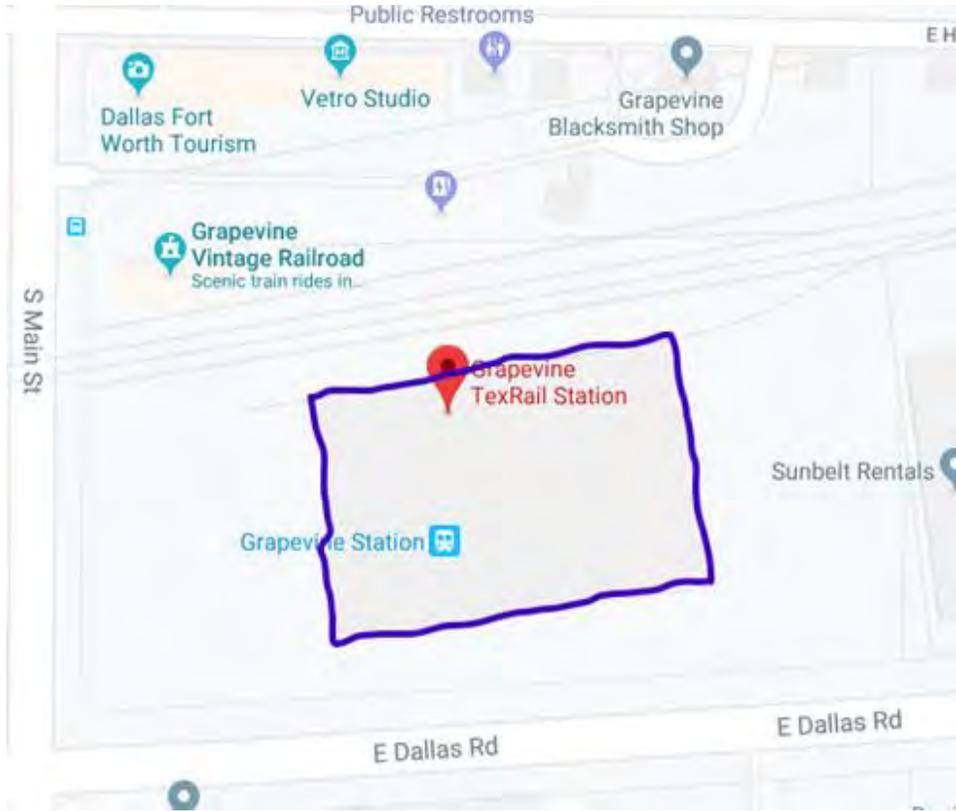
DART Bus Stop Regent @ Royal



DART Bus Stop Saintsbury @ Beltline



Grapevine TEXRail Station



ATTACHMENT 2 [Monthly Data Reporting]

CONFIDENTIAL/TRADE SECRET - DO NOT FORWARD OR SHARE

MONTHLY REPORT

Trips Data Decoupled

INVOICE

Passenger ID (Anonymized)	Trip Length (5 mile ranges)	Trip Duration (5 minute ranges)	Trip Cost (Actual)	Trip Subsidy (Actual)
34553	0-5	0-5	\$10.15	\$6.15
347477	15-20	15-20	\$25.35	\$21.35
5586	5-10	5-10	\$11.20	\$7.20
44433	20-25	20-25	\$32.40	\$28.40
			\$79.10	\$63.10

NTD REPORTING

Origin (Census Tract)	Destination (Census Tract)	Trip Time Period (AM Peak/Midday/PM Peak/Late Night)	Day of Travel
032013	031631	AM Peak	Monday
031634	032013	Midday	Tuesday
032013	031633	PM Peak	Thursday
031643	032013	Midday	Sunday

	Weekdays	Saturday	Sunday	Total
Overall Mileage of Service	38	4.1	2.1	44.2
Overall Hours of Service	1.2	1.1	1.1	3.4