



Board of Directors Regular Board Meeting Minutes March 7, 2022 | 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 Chair Cesar Molina presiding on March 7, 2022, at 10:00am located at the DCTA Administrative Offices.

Voting Members

Chair Cesar Molina, Denton County

Vice-Chair TJ Gilmore, City of Lewisville

Secretary Dianne Costa, City of Highland Village

Board Member Andy Eads, Denton County

Board Member Alison Maguire, City of Denton

Alternates

Board Member Jody Gonzalez, Denton County

Board Member Kristin Green, City of Lewisville

Board Member Pat Smith, City of Denton

Board Member Paul Stevens, City of Highland Village

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 CEO

Raymond Suarez

CALL TO ORDER

Chair Molina called the meeting to order at 10:05am. All voting board members were present. The following alternates and non-voting members were present in-person: Jody Gonzalez, Kristin Green, Paul Stevens, Joe Perez, and Connie White. Pat Smith, Dennie Franklin, Tom Winterburn participated virtually. Note: The Board recessed at 12:12pm for lunch and reconvened at 12:46pm.

INVOCATION

Secretary Costa provided the invocation.



INTRODUCTIONS

There were no introductions during this meeting.

PUBLIC COMMENT

The following individual wished to address the board during this time: Eva Grecco

CONSENT AGENDA

1. Consider Approval of Regular Meeting Minutes dated December 2, 2021 and January 27, 2022

[\(packet pages 7-28\)](#)

Action Item

Backup Information Exhibit 1: December 2, 2021 Minutes
Exhibit 2: January 27, 2022 Minutes

2. Consider Approval of Monthly Financial Statements for January 2022

[\(packet pages 29-36\)](#)

Action Item

Backup Information: Memo
Exhibit 1.1: Monthly Financial Statements – January 2022
Exhibit 1.2: Capital Projects Budget Report – January 2022

Motion by Board Member Eads with a second by Secretary Costa to approve the Consent Agenda as presented. Motion passes 5-0.

REGULAR AGENDA

1. Presentation of Audit Report for Fiscal Year End September 30, 2021 by Plante Moran and Consider Approval of the FY2021 Financial Statements and Supplemental Information

[\(packet pages 37-121\)](#)

Action Item

Presenters: Amber Karkauskas, Controller/AVP of Finance
Keith Szymanski, Senior Manager – Plante Moran

Backup Information: Memo
Exhibit 1: FY2021 Annual Comprehensive Financial Report (ACFR)
Exhibit 2: FY2021 Single Audit Report
Exhibit 3: Plante Moran's Report to the Board of Directors

Amber Karkauskas, Controller/AVP of Finance, introduced Keith Szymanski, Senior Manager of Plante Moran, who presented the following:

- Recap
- Independent Auditor's Report
- Single Audit Report
- Other Comments

Mr. Szymanski was extremely complimentary of DCTA Staff during this audit. Board discussion regarding potential legal concerns with "lumping" the North Texas Mobility Corporation (NTMC) into the report (Note: Legal Counsel did not have any concerns).

No Board action required at this time.

2. Mobility Services Update

(packet pages 122-123)

Discussion Item

Presenter: Javier Trilla, AVP of Innovation & Information Technology

Backup Information: Memo

Javier Trilla, AVP of Innovation & Information Technology and Pamela Burns, Director of Public Involvement and Communications, provided an update to the Board highlighting the following:

- GoZone Dashboard
- Effect of Demand and correlation on seat unavailability (November-January)
- Seats unavailable by Member City and Time
- Comprehensive Operations Analysis (COA) Presentation and Future state of service to include:
 - ✓ Multimodal App Development and Design (February – March)
 - ✓ Develop Pricing Model and Levels (March)
 - ✓ Refine Service Profiles with Additional Data (April)
 - ✓ Present Initial Findings to Board (May)
 - ✓ Present Joint Service Design and Analysis to Board (June)
 - ✓ Service Change (September)
- Denton Connect Service Profile – March Implementation
- Communication Strategies (Marketing Collateral, Digital Marketing, News Releases, Community Outreach, Customer Service and Bus Stop Signage)

The Board had a hearty discussion regarding clarification of service hours (i.e. maximum per contract), number of completed trips by day of week, increased average pick up times, high demands and supply issues, additional vehicles and/or service needed for positive impact to address issues, managing the success of GoZone, shared-ride improvement, promotional fares (i.e. price alignment, capturing more revenue, individually tracking promotional fares), elimination of fares for A-train and Connect (discussion for June), thorough analysis of advertising and public relations and how DCTA communicates to the public (Board request: a “standing agenda item” to report public outreach efforts and receive the public outreach presentation prior to posting agenda for Board review), public outreach time periods, Title VI, setting a Policy Pricing Structure, analysis of GoZone Rate Structure, QR code challenges, additional GoZone signage, and ADA compliance with signs.

No Board action required at this time.

3. Discuss and Consider Authorizing the CEO to Negotiate and Enter into an Agreement with River North Transit LLC (Via) for Comprehensive Operations Analysis Services (packet pages 124-134)

Action Item

Presenter: Javier Trilla, AVP of Innovation & Information Technology

Backup Information: Memo

Exhibit 1: DCTA Via Consulting Agreement

Javier Trilla, AVP of Innovation & Information Technology provided the report highlighting the following:

DCTA Service Planning – Identified Tasks in Via Scope of Work

- Define Technology Options and Timeline
- Existing Conditions Analysis
- Develop and Assess Service Alternatives
- Refine Service Alternatives
- Cost-Benefit Analysis
- Develop Initial and Final Recommendations for the Board
- Implementation

Total Cost of proposed services over five months: \$75,000

Board discussion regarding “stand alone contract” versus Task Order clarification, whether or not exempt from competitive bidding, mobility app integration, whether or not Via was part of DART’s app, cost effectively servicing passengers (i.e., need cost-benefit analysis provided in June), discussion of elimination of fares, and continuous assessment of pricing.

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

4. Consider Approval of Resolution R22-02 Approving Budget Revision 2022-07
([packet pages 135-145](#))

Action Item

Presenter: Amanda Riddle, Senior Manager of Budget

Backup Information: Memo

Exhibit 1: Resolution R22-02 with the following Exhibits:

“A”: Budget Revision 2022-07

“B”: Change in Net Position (DCTA Only)

“B-1”: Change in Net Position (DCTA & NTMC Combined)

Exhibit 2: Year-to-Date FY22 Budget Revisions

Amanda Riddle, Senior Manager of Budget, provided the report to the Board highlighting the following:

Via Customer Service

- Increase of \$242,200
- Monthly Fee of \$35K (March – September 2022) with a credit of \$2,800
- Annualized Support Cost - \$420K
- Includes phone and email support for all GoZone service hours

Joint Rail Operations Facility (JROF)

- Design phase of the JROF expansion of the DCTA Rail Operations and Maintenance Facility with DART
- Capital Project Budget - \$1,027,200
- Receipt of DART design funds - \$1,027,200
- Execution of Task Orders with Jacobs Engineering

Board discussion regarding the selection of Jacobs Engineering.

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

5. Review and Discuss Project Management Office (PMO) Activities with Accenture, LLP
([packet pages 146-148](#))

Discussion Item

Presenter: Chris Newport, Accenture, LLP

Backup Information: Memo

Exhibit 1: Accenture PMO Status Report

Chris Newport, Accenture, provide the Board with an update highlighting the following:

- Task Order #3 – Board/Staff Strategic Planning Offsite, Service Analysis and Reporting, ERP Sourcing Strategy and Service and Fare Design Analysis (current focus/accomplishments and risks/issues/mitigations)
- DCTA ERP Alternative Selection
 - ✓ Project Purpose – Assess the capabilities, strengths, and challenges of alternatives for DCTA ERP, Financial, Contract and Grant Management capabilities to identify a sustainable solution for current and future DCTA back-office functionality needs.
 - ✓ Desired Outcomes
 - Increased awareness of ERP market options
 - Degree of functional and technical fit for DCTA
 - Awareness and mitigation of implementation risks
 - Streamline implementation and speed to value for DCTA
 - Selection and implementation of best value ERP for DCTA
 - ✓ Workplan Schedule
 - ✓ Overall Project Schedule
 - ✓ Phase 1 Activity Schedule Detail

Board discussion regarding an agenda item (on March 24, 2022 agenda) to reschedule the Board Strategic Planning Offsite, timeline for GoZone dashboard, overview of ERP demo presentations (several viable options available), detailed prompts, and designing/capturing risks with implementation.

No Board action required at this time.

6. Consider Approval of Amendment to Task Order with River North Transit LLC (Via Regarding GoZone Customer Support Services

[\(packet pages 149-151\)](#)

Action Item

Presenter: Javier Trilla, AVP of Innovation & Information Technology
Backup Information Memo
Exhibit 1: DCTA Amendment #4 - Full Time Customer Support (Mar 2022 - Sept 2022)

Javier Trilla, AVP of Innovation & Information Technology, presented to the Board highlighting the following:

- Total calls since October 1, 2021 – 21,714
- Average wait time (sec) – 65
- Total support cost (March 1-September 30, 2022): \$245,000
- Credit: Existing Monthly Fee – Late Night/Weekend Support (March 1-7, 2022- which is already contracted in Amendment #2) – (\$2,800)
- 2022 Incremental Costs to DCTA (March 1-September 30, 2022) - \$242,200

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

7. Presentation and Discussion of Approach to Enhance Value of the A-train

[\(packet page 152\)](#)

Discussion Item

Presenter: Paul Cristina, Deputy CEO

Backup Information: Memo

Paul Cristina, Deputy CEO, provided the report highlighting three (3) objectives to enhance A-train value and providing information of evaluations completed to date, evaluations required and potential enabling project/resources available.

1. Improve schedule and frequency for regional connectivity
2. Consider service extension to new station at Carrollton
3. Consider new station at Corinth

Defining the Approach

- Identify objectives
- Evaluate individual objective scenarios
- Identify enabling capital project by objective
- Understand capital project value across objectives and among partners to prioritize investment
- Identify funding and execute the program
- Developing the Program (Cost/funding matrix identifies partner agency contribution, commensurate with benefits and outcomes achieved)
- Regional efforts underway to provide conditions favorable to program development, funding, and execution (JROF momentum and contemplation of long-term deal, DART Silver Line: ongoing planning, engineering, and construction tasks, Silver Line revenue target date: Q42024, North Central Texas Council of Governments (NCTCOG) Denton County Transit Study, Federal funding streams)
- A-train Corridor Development (conceptual timeline)

- Next Steps
 - ✓ Scope and procure A-train Study
 - ✓ Collaborate with DART on engineering evaluation and operational requirement of Trinity Mills – Downtown Carrollton segment
 - ✓ Continue dialogue with NCTCOG to ensure alignment with upcoming plans
 - ✓ Begin discussions with City of Carrollton on station area plan
- Parallel Efforts
 - ✓ Negotiate and execute DART short term lease
 - ✓ Procure joint appraisal of A-train corridor with DART
 - ✓ Negotiate and execute DART long-term lease (target: Summer 2023)
 - ✓ Identify budget amendment item to hire staff resource: AVP, Rail Operations

Board discussion regarding more transit-oriented development and parking at the Downtown Denton Transit Center (DDTC) – underutilized area with potential value to increase ridership, LTK optimization study, upgraded vehicles to Class 2 or Class 4, role of the consultant to perform the operations/engineering analysis (and whether this task can be performed in-house), discussion of letter drafted by NCTCOG, signed by Denton County and sent to Mayors, individual to oversee the rail contractor (will bring back for consideration once scope is confirmed).

No Board action required at this time.

8. Provide Update on Burns Property Lease

[\(packet page 153\)](#)

Discussion Item

Presenter: Paul Cristina, Deputy CEO

Backup Information: Memo

Paul Cristina, Deputy CEO, provided the report to the Board with a report highlighting the following:

- June 2020 – DCTA executed FTA grant for \$11.3M to acquire property and construct Transit Oriented Development and DCTA Administrative Headquarters.
- Post-Closing Lease Terms

Board discussion regarding charging the seller of the Burns property “something”, concerns with letting someone use publicly owned land for free, entertaining a “lesser lease rate”, clarification of current lease rate and timelines, COVID challenges, gas line challenges, no immediate plans on how DCTA plans to utilize the property in the future, clarification of “gifting” public property, concerns that seller may be looking at other options, and discussion of a 6-month, with an optional 6-month extension (not a full 12 month).

It was the consensus of the Board for staff to negotiate with the seller a lease extension at a rate to be determined.

9. Staff Briefing on Recent Inclement Weather Response and Recovery
([packet pages 154-155](#))

Discussion Item

Presenter: Brittney Farr, Director of Government Relations

Backup Information: Memo

Brittney Farr, Director of Government Relations, provided a report to the Board highlighting the following from Winter Storm Landon and Winter Storm Oakley:

- Communications to Board, Staff and Public
- Decisions surrounding the suspension of service
- Member City requests
- Emergency Services
- Lessons Learned/Potential Improvement Opportunities
- Best Practices

The Board provided appreciative comments to staff.

No Board action required at this time.

10. Discuss Local and Regional Transportation Updates and Legislative Issues
([packet pages N/A](#))

Discussion Item

Presenters: Cesar Molina, Chair
Dianne Costa, Board Secretary
Raymond Suarez, CEO

Chair Molina, Secretary Costa and CEO Suarez reported on the following:

- APTA Legislative conference scheduled for March 13-15, 2022, in Washington DC
- Regional Transportation Council (Judge Eads appointed as Board Member)
- Regional Vanpool (DART notified DCTA and Trinity Metro that they are terminating their agreement with their current vanpool contractor and will be unable to provide service to 9 existing vanpools)
- Dallas Regional Mobility Coalition Update
- Transit Employee Transportation Day – March 18, 2022 - #thanksDCTA
- Continued Mask Mandate for Transit through March 18, 2022

11. Consider a Second Amended and Restated Employment Agreement Between Denton County Transportation Authority (DCTA) and the Chief Executive Officer (CEO)
[\(packet page 156\)](#)

Action Item

Backup Information: Memo

The Board convened into Closed Executive Session at 1:25pm.

INFORMATIONAL REPORTS

1. Monthly Financial Reports

[\(packet pages 157-165 \)](#)

Backup Information: Memo 1: Monthly Sales Tax Receipts
Exhibit 1: FY22 Monthly Sales Tax Report
Memo 2: Monthly Mobility-as-a-Service Update
Memo 3: Budget Information
Exhibit 3: Proposed FY23 Budget Calendar

2. Monthly Ridership Reports

[\(packet pages 166-173\)](#)

Backup Information: Memo
Exhibit 1: Ridership by Mode – January 2022
Exhibit 2: A-train Year-Over-Year Ridership Comparison
Exhibit 3: Connect and GoZone Ridership by Month and Year
Exhibit 4: Fixed-Route Ridership – January 2022
Exhibit 5: Connect Ridership Year-Over-Year by Month
Exhibit 6: UNT Ridership Year-Over-Year by Month

3. Request for Proposals (RFP) 22-02 State Legislative Consultant

[\(packet page 174\)](#)

Backup Information: Memo

4. Community Advisory Committee Recap Report

[\(packet pages 175-184\)](#)

Backup Information: Memo
Exhibit 1: Community Advisory Committee Recap Report

5. Request for Proposals (RFP) 22-03 Unarmed Uniformed Security Guard Services at Bus Operations Facility and Downtown Denton Transit Center (DDTC)

[\(packet page 185\)](#)

Backup Information: Memo

6. Memorandum of Understanding (MOU) with Dallas Area Rapid Transit (DART) and Trinity Metro for Rail Liability Insurance Administration
([packet page 186](#))
Backup Information: Memo

7. Extension of 17-03 On-Demand Rideshare Services and 17-27 On-Call Taxi and Non-emergency Transportation Services Contracts
([packet pages 187-188](#))
Back up Information: Memo

No Board action regarding the Information Reports. However, Marisa Perry mentioned the Proposed FY2023 Proposed Budget Calendar highlighting the specific dates below. Any concerns or conflicts with dates should be forwarded to Kisha Morris-Perkins, Executive Assistant/Board Process Manager:

- *June 16, 2022 (DCTA Budget Workshop)*
- *June 22, 2022 (NTMC Budget Workshop)*
- *June 23, 2022 (DCTA Regular Board Meeting)*
- *July 27, 2022 (NTMC Budget Workshop Part II – If needed)*
- *July 28, 2022 (DCTA Budget Workshop Part II – If needed)*
- *August 24, 2022 (NTMC Board Meeting – FY23 Budget Presentation)*
- *August 25, 2022 (DCTA Board Meeting – FY23 Budget Presentation and Public Hearing)*
- *September 22, 2022 (DCTA Board Meeting – FY23 Budget Adoption)*
- *September 28, 2022 (NTMC Board Meeting – FY23 Budget Adoption)*

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: [March 24, 2022](#)

- Monthly Reports – Public Outreach
- Trinity Metro Bus Operations Outsourcing Update
- Service Areas – City of Lewisville – GoZone Service (possible expansion of service and/or explanation)
- Multi-vendor unified App (GoPass)
- Reinstate the Pledge of Allegiance during Board Meetings
- Reinstate in-person staff presentations during Board Meetings

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:

The Board of Directors will convene into Closed Executive Session pursuant to Section 551.074 of the Texas Government Code, Personnel Matters, to deliberate the evaluation, duties, and employment of the Chief Executive Officer.

The Board of Directors convened into Closed Executive Session at 1:25pm.

RECONVENE OPEN SESSION

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

The Board of Directors reconvened into Open Session at 3:30pm with the following action:

Motion by Vice-Chair Gilmore with a second by Board Member Eads to accept the resignation of Chief Executive Officer Raymond Suarez effective March 31, 2022, and appoint Paul Cristina as the Interim Chief Executive Officer effective April 1, 2022. Motion passes 5-0.

Motion by Secretary Costa with a second by Board Member Maguire to approve the severance benefits agreement. Motion passes 4-1. Board Member Eads opposed.

The Board of Directors completed the Executive Session at 3:30pm.

ADJOURN

Chair Molina adjourned the meeting at 3:33pm.



Cesar Molina, Chair



Dianne Costa, Board Secretary