



## Board of Directors Regular Meeting

April 27, 2023 | 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 on Thursday, April 27, 2023, at 10:00 a.m. at the DCTA Administrative Offices located at 1955 Lakeway Drive, Suite 260, Lewisville, Texas 75057 and by Zoom Video Conference at which time the following agenda will be discussed.

The public is allowed to use the ZOOM link below to participate in a Board Meeting. To join the meeting, please use the information below:

<https://us06web.zoom.us/j/83906256823?pwd=azN5UFc1RUtWTHZiVk8wRXhxTWpyQT09>

Passcode: 992976

Or One tap mobile: +13462487799

Or Telephone: Dial +1 346 248 7799 US

Webinar ID: 839 0625 6823

Passcode: 992976

As authorized by Section 551-071 of the Texas Government Code, the Board of Directors may convene into Closed Executive Session for the purpose of seeking legal advice from Legal Counsel on any item on the agenda at any time during the meeting.

CALL TO ORDER

INVOCATION

PLEDGE OF ALLEGIANCE

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.

Speakers making personal, impertinent, profane, or slanderous remarks may be removed from the meeting. Unauthorized remarks from the audience, stamping of feet, whistles, yells, clapping and similar demonstrations will not be permitted.

Citizens that are not able to participate in-person must email his or her public comment to [kmorris-perkins@dcta.net](mailto:kmorris-perkins@dcta.net) no later than **3:00 pm on Wednesday, April 26, 2023**, to ensure the comment will be distributed to Board Members prior to the meeting.



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 Monthly Financial Statements for February 2023

(packet pages 6-8)

*Action Item*

Backup Information: Memo

Exhibit 1: February 2023 Financial Statements

### 2. Consider Approval of Task Order with Lockwood, Andrews & Newnam for A-train Enhancement Study, Amendment 1, in the amount of \$115,540

(packet pages 9-10)

*Action Item*

Backup Information: Memo

### 3. Consider Approval of Regular Meeting Minutes dated February 23, 2023

(packet pages 11-17)

*Action Item*

Backup Information: Exhibit 1: February 23, 2023 Regular Meeting Minutes

## REGULAR AGENDA

### 1. Discuss Denton County Transportation Authority (DCTA) Methodology to Identify Peer Transit Agencies

(packet page 18)

*Discussion Item*

Backup Information: Memo

### 2. Consider a Resolution to Approve a Budget Amendment to Modify Denton County Transportation Authority (DCTA) and North Texas Mobility Corporation (NTMC) Staff Organizational Structures

(packet pages 19-23)

*Action Item*

Backup Information: Memo

Exhibit 1: Draft Resolution

### 3. Discuss State Legislative Update

(packet page 24)

*Discussion Item*

Backup Information: Memo

**4. Discuss Intermediate Service Plan Update**

**(packet page 25)**

*Discussion Item*

Backup Information: Memo

**5. Discuss Chief Operating Officer (COO) 100-day Report**

**(packet page 26)**

*Discussion Item*

Backup Information: Memo

**6. Discuss Local and Regional Transportation Updates and Legislative Issues**

**(packet pages N/A)**

*Discussion Item*

**INFORMATIONAL REPORTS**

**1. Monthly Safety, Service and Ridership Reports**

**(packet pages 27-38)**

Backup Information: Memo

Exhibit 1: Safety Performance – FY to Date

Exhibit 2: Service Performance – FY to Date

Exhibit 3: Ridership by Mode – March 2023

Exhibit 4: Connect and GoZone Ridership by Month and Year

Exhibit 5: Connect Ridership Year-Over-Year by Month

Exhibit 6: A-train Year-Over-Year Ridership Comparison

Exhibit 7: Fixed-Route Ridership –March 2023

Exhibit 8: UNT Ridership Year-Over-Year by Month

**2. Update on North Central Texas Council of Governments (NCTCOG) Grant Funding for Relocation and Rehabilitation of Bus Stops & Shelters and A-train Extended Service Hour Program**

**(packet pages 39-40)**

Backup Information: Memo

**3. Update on Collin County Rides Program**

**(packet pages 41-42)**

Backup Information: Memo

**4. Denton County Transportation Authority (DCTA) Fare Policy**

**(packet pages 43-46)**

Backup Information: Memo



## 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 Regular Board Meeting Date:** May 25, 2023

## 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

No items scheduled for this agenda.

## RECONVENE OPEN SESSION

Reconvene and Take Necessary Action on Items Discussed during Executive Session (if applicable).

## ADJOURN

### **Board Members:**

Cesar Molina, Denton County Seat 1, *Chair*  
TJ Gilmore, Lewisville, *Vice-Chair*  
Dianne Costa, Highland Village, *Secretary*  
Alison Maguire, Denton  
Andy Eads, Denton County Seat 2

### **Alternates**

Jody Gonzalez, Denton County Seat 1  
Kristin Green, Lewisville  
Pat Smith, Denton  
Paul Stevens, Highland Village  
Vacant, Denton County Seat 2

### **Non-Voting Board Members:**

Dennie Franklin, Frisco  
Mark Miller, Flower Mound  
Jeremie Maurina, The Colony  
Connie White, Small Cities  
Tom Winterburn, Corinth  
Vacant, Little Elm



**Staff Liaison:**  
Paul Cristina, CEO

This notice was posted on April 21, 2023 by 5pm.

A handwritten signature in blue ink, reading "Kisha Morris-Perkins", is written over a horizontal line.

Kisha Morris-Perkins  
Executive Assistant | Board Process Manager



## Board of Directors Memo

April 27, 2023

SUBJECT: Consider Approval of Monthly Financial Statements for February 2023

### **Recommendation**

Staff recommends the Board approve the Monthly Financial Statements for February 2023.

### **Background**

The Financial Statements are presented monthly to the Board of Directors for acceptance. The reports for the period ending February 28, 2023, include the Statement of Revenue and Position for Denton County Transportation Authority and North Texas Mobility Corporation. These reports provide a comparison of year-to-date budget vs. actual performance.

### **Previous Board Activity & Action**

There has been no previous Board activity on this item.

### **Identified Need**

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

### **Financial Impact**

The financial impact of February 28, 2023 has been summarized within the respective documents provided. The staff stands ready to answer any questions the board may have regarding the February 28, 2023 financial performance.

### **Exhibits**

Exhibit 1: Year-to-Date Financial Statements – February 2023

Submitted by:

A handwritten signature in blue ink that reads "Sherrelle Evans-Jones".

Sherrelle Evans-Jones, CPA  
Chief Financial Officer



## DENTON COUNTY TRANSPORTATION AUTHORITY

Statement of Revenue and Expenditures  
Presented for the Period Ended February 28, 2023  
(UNAUDITED)

	Prior Year Actual			FY 2023 - February 28, 2023					
	2020	2021	2022	YTD Budget	YTD Actual	Annual Budget	Actual %	Expected %	Notes
Revenue and Other Income									
Passenger Revenues	\$ 833,637	\$ 542,920	\$ 928,716	\$ 721,270	\$ 497,743	\$ 1,797,627	27.7%	40.1%	Total system YTD ridership revenue down about 10% compared to budgeted ridership.
Contract Service Revenues	3,378,826	2,969,330	3,718,416	1,786,533	1,747,209	3,828,781	45.6%	46.7%	
Sales Tax Revenues	29,817,364	34,653,779	38,030,250	15,965,098	16,147,447	39,646,685	40.7%	40.3%	Sales tax continues to perform ahead of budget.
Federal/State Grants - Capital	3,472,677	1,409,423	95,069	285,000	58,817	2,801,060	2.1%	10.2%	
Federal/State Grants - Operating	16,214,135	15,858,885	19,028,351	2,141,278	155,661	13,042,809	1.2%	16.4%	Invoicing/grant revenue processing underway. This timing difference will correct in future updates.
Total Revenues and Other Income	53,716,639	55,434,337	61,800,802	20,899,179	18,606,877	61,116,962			
Operating Expenses									
Salary, Wages and Benefits	4,432,165	3,903,858	4,002,824	2,329,752	1,597,598	5,563,276	28.7%	41.9%	FY23 Budget vs Actual Note: FY23 budget includes estimates for vacant positions.
Outsourced Services and Charges	2,922,575	3,029,903	4,517,965	2,834,877	1,088,446	6,297,146	17.3%	45.0%	
Materials and Supplies	1,922,265	1,711,081	2,536,927	1,464,325	773,469	3,363,038	23.0%	43.5%	
Utilities	431,838	425,655	455,020	270,653	141,717	666,751	21.3%	40.6%	
Insurance	1,656,122	1,692,506	1,608,328	729,365	696,122	1,750,482	39.8%	41.7%	
Purchased Transportation Services	10,091,454	9,810,849	19,146,955	9,476,472	8,137,108	22,584,376	36.0%	42.0%	
Employee Development	164,699	80,428	119,259	138,537	37,555	310,565	12.1%	44.6%	
Leases and Rentals	226,632	215,069	132,033	61,025	58,824	146,452	40.2%	41.7%	
Depreciation	9,559,752	9,524,340	11,351,682	4,699,165	4,632,260	11,211,908	41.3%	41.9%	
Total Operating Expenses	31,407,502	30,393,689	43,870,994	22,004,171	17,163,099	51,893,994			
Income Before Non-Operating Revenues and Expenses	22,309,137	25,040,648	17,929,808	(1,104,992)	1,443,778	9,222,968			
Non-Operating Revenues/(Expense)									
Investment Income	320,793	31,178	462,425	2,500	1,585,449	6,000	26424.2%	41.7%	2023 Actual revenue reflects investment of liquid assets in accordance with agency investment policy.
Gain (Loss) on Disposal of Assets	(7,482)	42,344	29,719	-	-	-	0.0%	0.0%	
Other Income/(Expense) - Miscellaneous	421,389	460,209	447,462	9,355,636	316,376	9,623,610	3.3%	97.2%	\$9.6M annual budget includes plans for the JROF.
Long Term Debt Interest/Expense	(909,133)	(697,187)		(88,600)	(88,516)	(212,640)	41.6%	41.7%	
Total Non-Operating Revenues/(Expenses)	(174,434)	(163,456)	939,606	9,269,536	1,813,309	9,416,970			
Income (Loss) before Transfers to NTMC	22,134,703	24,877,192	18,869,414	8,164,544	3,257,087	18,639,938			
Transfers Out to NTMC	(7,555,428)	(6,489,350)	(5,926,669)	(3,136,791)	(2,319,892)	(7,337,796)	31.6%	42.7%	
Total Transfers	(7,555,428)	(6,489,350)	(5,926,669)	(3,136,791)	(2,319,892)	(7,337,796)			
Change in Net Position	\$ 14,579,275	\$ 18,387,842	\$ 12,942,745	\$ 5,027,753	\$ 937,195	\$ 11,302,142			



North Texas Mobility Corporation  
Statement of Revenue and Expenditures  
Presented for the Period Ended February 28, 2023  
(UNAUDITED)

**Operating Expenses**

Salary, Wages and Benefits  
Outsourced Services and Charges  
Materials and Supplies  
Insurance  
Employee Development  
**Total Operating Expenses**

**Income (Loss) before Transfers**

Transfers In  
**Total Transfers**

Prior Year Actual		
2020	2021	2022
\$ 7,211,423	\$ 6,028,468	\$ 5,355,034
201,117	366,444	504,702
-	603	940
127,872	109,898	52,044
15,015	15,051	13,949
<b>7,555,428</b>	<b>6,520,464</b>	<b>5,926,669</b>
<b>(7,555,428)</b>	<b>(6,520,464)</b>	<b>(5,926,669)</b>
7,555,428	6,520,464	5,926,669
<b>\$ 7,555,428</b>	<b>\$ 6,520,464</b>	<b>\$ 5,926,669</b>

FY 2023 - February 28, 2023					
YTD Budget	YTD Actual	Annual Budget	Actual %	Expected %	Notes
\$ 2,817,936	\$ 2,238,666	\$ 6,579,563	34.0%	42.8%	
253,602	48,899	\$ 607,445	8.0%	41.7%	
818	16,147,447	\$ 1,936	#####	42.3%	
39,840	29,961	\$ 95,592	31.3%	41.7%	
24,595	1,871	\$ 53,260	3.5%	46.2%	
<b>3,136,791</b>	<b>18,466,844</b>	<b>7,337,796</b>			
<b>(3,136,791)</b>	<b>(18,466,844)</b>	<b>(7,337,796)</b>			
3,136,791	18,466,844	7,337,796			
<b>\$ 3,136,791</b>	<b>\$ 18,466,844</b>	<b>\$ 7,337,796</b>			



## Board of Directors Memo

April 27, 2023

SUBJECT: Consider Approval of Task Order with Lockwood, Andrews & Newnam for A-train Enhancement Study, Amendment 1, in the amount of \$115,540

### Recommendation

Staff recommends the Board approve Task Order with Lockwood, Andrews & Newnam for A-train Enhancement Study, Amendment 1, in the amount of \$115,540.

### Background

A-train ridership in FY2019 was approximately 393,000. Ridership rebounded by 55% in FY2022 to 175,000 and is up 28% so far in FY23. However, that figure puts the A-train on pace to finish the year at just over half its 2019, pre-pandemic ridership and less than half of its peak ridership in FY2014. The Board of Directors has expressed interest in expanding A-train service to Downtown Carrollton and potentially increasing train frequency to facilitate further ridership growth.

The Board of Directors approved a Task Order with Lockwood, Andrews, and Newnam (LAN) in April 2022 to conduct train simulations to determine the program of projects that would be required to accomplish these objectives. This study was completed, and results were briefed to the Board in the February Board meeting.

In that meeting, the Board expressed interest in modifying the study to understand how the results would be affected if a new train station was constructed at Corinth along with the extension to Carrollton. While several options for runtime and frequency were presented, the Board provided direction to develop a cost proposal to further evaluate the system on 30-minute, 20-minute, and 15-minute headways.

### Previous Board Activity

The Board received a briefing on the results of the initial study in February 2023.

### Identified Need

None.

### Financial Impact

The cost of the work is \$115,540 and can be accommodated in the existing budget.

### Exhibits

None.

Submitted By:

Paul A. Cristina, Chief Executive Officer



## Board of Directors Regular Meeting February 23, 2023 | 10:00 a.m.

The Board of Directors of the Denton County Transportation Authority (DCTA) convened a Regular Board of Directors Meeting with Chair Cesar Molina presiding on Thursday, February 23, 2023 at 10:00am, located at the DCTA Administrative Offices, 1955 Lakeway Drive, Suite 260, Lewisville, Texas 75057.

### 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 Jeremie Maurina, City of The Colony

### Legal Counsel

Joe Gorfida, Nichols Jackson

### DCTA CEO

Paul A. Cristina

### CALL TO ORDER

Chair Molina called the meeting to order at 10:40am. All Board Members were present with the exception of Board Member Maguire who arrived at 10:11am (Board Member Smith filled in for Board Member Maguire until her arrival). Board Member Maurina arrived at 10:16pm. Board Secretary Costa recessed from 12:02pm until 12:08pm. Board Member Smith departed at 12:11pm. Board Member Eads departed at 2:34pm.

### INVOCATION

Board Member Smith provided the invocation.

### PLEDGE OF ALLEGIANCE

The Board of Directors and staff recited the Pledge of Allegiance to the United States and Texas flags.

## INTRODUCTIONS

Chair Molina advised the Board and public that Alternate Board Member Smith would be filling in for Board Member Maguire until her arrival.

## PUBLIC COMMENT

The following individual addressed the Board during this time:  
Eva Grecco

## CONSENT AGENDA

1. Consider Approval of Cooperative Agreements with North Texas Share, BuyBoard, and Omnia Partners for Parts, Tools, and Supplies
2. Consider Approval of Regular Meeting Minutes dated January 26, 2023
3. Consider Approval of a Resolution to Approve the North Texas Mobility Corporation (NTMC) Amended and Restated Bylaws as Approved by the NTMC Board of Directors on February 16, 2023

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

## REGULAR AGENDA

### 1. Discuss and Consider Acceptance of the FY 2022 Financial Audit

Chief Financial Officer (CFO) Sherrelle Evans-Jones introduced the item and staff from Plante Moran presented/highlighted the following information:

- Audit Timeline (August 25, 2022 – February 2023)
- Deliverables (Independent Auditor's Report, End of Audit Letter, Single Audit Report)
- Financial Highlights
- Report to the Board
- Other Comments (Quarterly investment Reports, National Transit Database Procedure)

Board discussion regarding reporting net position, understanding depreciation, inventory, payroll, COVID, cybersecurity, and accounting standards.

Pam Hill and Keith Szymanski (Plante Moran) thanked the Finance Team and the entire DCTA staff for wonderful work accomplished during this period.

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

## 2. Consider Approval of Monthly Financial Statements for December 2022 and Quarterly Reports for Quarter 1- Fiscal Year (FY) 2023 and Receive Update from the Chief Financial Officer regarding Finance Operations

Chief Financial Officer (CFO) Sherrelle Evans-Jones presented to the Board highlighting the following:

- Accomplishments (New hires, Transition from Accenture, FY2022 Audit)
- Areas of Focus (Integrating team members/Team Building, Evaluating Financial Controls, ERP Implementation, FY2024 Budget)
- What You Should Expect (Monthly Financial Focus, Quarterly Financial Reports, Transparent and Accurate Financial Information)
- Current and Previous Financial Updates
- Financial Statements (Revenues, Other Income, Non-Operating Revenues/Transfers, NTMC Financial Statements)
- Investments

Board discussion regarding calculation of depreciation, Capital Budget, and ERP Timeline (approximately 9-12 months).

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

## 3. Provide an update on the A-train Enhancement Study

CEO Paul Cristina presented an update to the Board highlighting the following:

- Current Opportunity
- Define Capital Program Requirements per Objective
- Scenario Comparison
  - Existing Service
  - 20 minute headways (Option 1A)
  - 30 minute headways (Option 1B)
  - 20 minute headways (Option 2)
  - 15 minute headways (Option 3)
- Next Steps
  - Evaluate Option 1B and Option 2 with Corinth Station
  - Discussions with Dallas Area Rapid Transit (DART) and North Central Texas Council of Governments (NCTCOG)
  - Continue conversations with Carrollton on Quiet Zones
  - Engage with Signal PTC manufacturers
  - Identify Federal Discretionary Grant Opportunities
  - Trinity Metro Coordination
  - Continue dialogue with DGNO on Ops Coordination

Board discussion regarding Corinth Station model and possible financial contributions from Corinth and CRISI Grant. It was the consensus of the Board to discuss with consultants and “model out” Options 1B, Option 2 and Option 3, as well as continue focusing on better service and rider experiences.

***No Board action required at this time.***

#### **4. Discuss Marketing and Communications Director Update and Denton County Transportation Authority (DCTA) Communications Evolution**

David Magaña, Director of Marketing and Communications, presented to the Board highlighting the following:

- Observing, Learning, Analyzing
- Back to the Basics (Who We Are, What We Do for Customers)
- Community Presence
- Business Development
- Customer Engagement – Strategy (Brand/Social Media/Others)
- January Service and Fare Change
- Ice Storm
- News Story Placements
- Newsletters
- Blog (HopOnBoard Blog)
- Denton Black Film Festival Sponsorship

Board discussion regarding the importance of educating customers/communities to get them excited over what DCTA has to offer, Denton County Days sponsorship opportunities and the possibility of showing the marketing video at the event, marketing staff positions/descriptions (to be reviewed by the Board), and a policy on advertisement sales, professional marketing advertisement firms, “wraps” on vehicles (caution with driver/passenger visibility), Frisco Bike Trail, and HopOnBoard.

***No Board action required at this time.***

#### **5. Discuss Denton County Transportation Authority (DCTA) Customer Service Function, Providers, and Alternatives**

CEO Paul Cristina presented to the Board highlighting the following:

- Customer Service at DCTA
  - Opportunity – DCTA customers receive service from two providers: Via (GoZone and NTMC (all others)
  - Anticipate Via contract cost \$420K in FY2023 will increase in FY2024

- Way Forward – “Drive a better future for Denton County” with consolidated, insourced customer service function (new DCTA position – Customer Service Director) and Consultant Effort to consist of four (4) tasks: 1. Evaluate existing services 2. Review Via Operations Center (VOC) Platform and Transfer of Duties Requirements 3. Identify/Optimize Customer Service Technology, Communications and Physical Infrastructure, and Staffing Requirements 4. Provide temporary resources to facilitate transition
- Anticipated Outcomes
  - Improved customer experience
  - Improved employee experience
  - Improved service quality and control
  - Cost efficiencies
- Current DCTA Customer Service Structure
- Customer Service Contact Profiles
- Current DCTA Customer Service Structure – Concept

It was the consensus of the Board that DCTA was moving in a good direction with the recommendation of in-house customer service. It was noted awareness should be given to those who do not have the capacity to own or operate a smart phone when developing policy and procedures.

***No Board action required at this time.***

## **6. Discuss Transit Asset Management Plan and Long-Range Financial Planning**

Chief Financial Officer (CFO) Sherrelle Evans-Jones and Planning and Data Analytics Manager Tim Palermo provided the presentation to the Board highlighting the following:

- Transit Asset Management (TAM) Plan Requirements
- TAM Plan Elements
- Asset Inventory Summary
- Condition Assessment
- SGR Backlog Analysis
- Key Conclusions
- Reinvestment Alternative

Board discussion regarding Increment Asset Management Plan prioritization and UNT contract, dedicated equipment, fleet replacement, revenue & liquid capital. The Board encouraged staff to continue to have conversations regarding the potential impacts on TRiP and ELAP.

***No Board action required at this time.***

## **7. Discuss Federal Legislative Update**

Chris Giglio, CapitalEdge, provided an update to the Board highlighting the following:

- Department of Transportation (DOT) Budget
- Infrastructure Bill Implementation
- 118<sup>th</sup> Congress

Board discussion regarding ideas for Federal funding for the A-train (CSIS) for quiet zones, rail crossings, and rail improvements. It was also discussed the importance of DCTA visiting with appropriate individuals at the federal level at events such as Denton County Days; however, during other individual opportunities.

***No Board action required at this time.***

## **8. Discuss Local and Regional Transportation Updates and Legislative Issues**

The following items were discussed during this time:

- No DMRC meeting due to Ice Storm Mara
- March 20 – DCTA Day (in conjunction with Denton County Days – Austin)
- RTC Meeting (Education Campaigns, Changing Mobility Data, Cotton Belt, Regional Safety Performance Targets, Transit Surveys)
- North Central Texas Council of Governments (NCTCOG) – Public Meeting (Transit Study) – February 23, 2023 at 5:30pm at the Denton Senior Center

## **INFORMATIONAL REPORTS**

### **1. Monthly Safety, Service and Ridership Reports**

Backup Information:

Memo

Exhibit 1: Safety Performance – FY to Date

Exhibit 2: Service Performance – FY to Date

Exhibit 3: Ridership by Mode – January 2023

Exhibit 4: Connect and GoZone Ridership by Month and Year

Exhibit 5: Connect Ridership Year-Over-Year by Month

Exhibit 6: A-train Year-Over-Year Ridership Comparison

Exhibit 7: Fixed-Route Ridership – January 2023

Exhibit 8: UNT Ridership Year-Over-Year by Month

### **2. Update on Denton County Transportation Authority (DCTA) and Dallas Area Rapid Transit (DART) Interlocal Agreement for the Joint Rail Operations Facility (JROF)**

Backup Information:

Memo

### **3. Monthly Financial Reports**

Backup Information:

Memo

Exhibit 1: Monthly Sales Tax Report

### **4. North Central Texas Council of Governments (NCTCOG) Grant Funding Opportunity for Repurpose/Rehabilitation of Bus Stops and Shelters and A-train Extended Service Hour Pilot Program**

Backup Information:

Memo

The following was noted during Informational Reports:

- Informational Reports now include Safety and Service reports
- Ridership increased 36%
- Connect Service – Increased
- Amending Interlocal Agreement (ILA) with Dallas Area Rapid Transit (DART)
- NCTCOG – Bus stop rehabilitation and A-train

Comments from the Board regarding Seat Unavailability on two (2) different zones, low on-time performance on the bus service in January, and to be mindful of “overlapping” funding regarding NCTCOG grants.

#### FUTURE AGENDA ITEMS AND BOARD MEMBER REQUESTS

The Board discussed the possibility of canceling the March 23, 2023 Board Meeting due to Spring Break and DCTA/Denton County Days scheduled for March 20-22, 2023 in Austin. Staff will review the Board Agenda Outlook to determine if the meeting should be canceled.

#### REPORT ON ITEMS OF COMMUNITY INTEREST

No items to report at this time.

#### CONVENE EXECUTIVE SESSION

**Pursuant to Section 551.074 of the Texas Government Code, Personnel Matters, the Board will convene into Closed Executive Session to discuss the duties and evaluation of the Chief Executive Officer (Mid-Year Performance Review)**

**Pursuant to Section 551.072 of the Texas Government Code, Real Property, the Board will convene into Closed Executive Session to discuss generally located at Lot 1, Block A of Denton County Transportation Authority (DCTA) Hebron Station Addition**

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

#### RECONVENE OPEN SESSION

The Board reconvened into Open Session at 2:50pm with no action taken.

#### ADJOURN

Motion by Board Secretary Costa and a second by Board Member Eads to adjourn the meeting at 2:50pm. Motion passes 5-0.

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Cesar Molina, Board Chair

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Dianne Costa, Board Secretary

DCTA Board of Directors Meeting Minutes – February 23, 2023



## Board of Directors Memo

April 27, 2023

SUBJECT: Discuss Denton County Transportation Authority (DCTA) Methodology to Identify Peer Transit Agencies

### Recommendation

None. This is a discussion item only.

### Background

This peer agency review contributes to accomplishment of objectives in the 2023 DCTA Work Plan and provides other benefits:

- Completes first step of the upcoming Long Range Service Plan by identifying sources of U.S. transit “best practices” that can be helpful in considering the future of DCTA.
- Provides information to evaluate recommendations to adjust DCTA and NTMC staffing and manpower budget and organizational structures to reflect current and anticipated operational needs.
- Provides context for DCTA Board of Directors and other stakeholders to understand DCTA’s modal service offerings and future potential.

This briefing item will review the methodology and data staff utilized to generate a set of recommended peer transit agencies that will be leveraged for future work.

### Previous Board Activity

None.

### Identified Need

None.

### Financial Impact

None.

### Exhibits

None.

Submitted By:

Paul A. Cristina, Chief Executive Officer



## Board of Directors Memo

April 27, 2023

SUBJECT: Consider a Resolution to Approve a Budget Amendment to Modify Denton County Transportation Authority (DCTA) and North Texas Mobility Corporation (NTMC) Organizational Structures

### Recommendation

Staff recommends the Board approve the budget amendment as presented to modify the DCTA and NTMC organizational structures.

### Background

The evolution of DCTA and NTMC since March 2022 has enabled staff to identify opportunities for operational efficiencies in both organizations. Staff have identified several positions that can be removed from the budget, enabling new capabilities to be delivered within the existing budget and generate cost savings to the operation overall.

This item will review the current and proposed organizational structures for DCTA and NTMC and provide a budget amendment for approval that enables DCTA to hire staff for recommended positions.

All positions identified for removal from the budget are currently vacant. Therefore, no employee of DCTA or NTMC will lose their employment due to the results of this item.

### Previous Board Activity

None.

### Identified Need

None.

### Financial Impact

As defined in item.

### Exhibits

Exhibit 1: Draft Resolution

Submitted By:

Paul A. Cristina, Chief Executive Officer

**DENTON COUNTY TRANSPORTATION AUTHORITY  
RESOLUTION NO. R23-04**

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE DENTON COUNTY TRANSPORTATION AUTHORITY (DCTA) APPROVING FISCAL YEAR 2023 BUDGET REVISION NUMBER 2023-02 REVISED OPERATING & CAPITAL BUDGET, ATTACHED HERETO AS EXHIBIT “A”; PROVIDING A REPEALING CLAUSE; AND PROVIDING AN EFFECTIVE DATE.**

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

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

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

**WHEREAS**, the Board of Directors of the DCTA desires to amend the fiscal year 2023 Operating and Capital Budget as set forth in Exhibit “A”.

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

**SECTION 1.** The Operating and Capital Budget Revision attached hereto as Exhibit “A” and the same is hereby adopted and which shall amend the original budget adopted September 22, 2022, from and after the effective date of this Resolution.

**SECTION 2.** 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 3.** This Resolution shall become effective immediately upon its passage and approval.

**DULY PASSED AND APPROVED BY THE BOARD OF DIRECTORS OF THE DENTON COUNTY TRANSPORTATION AUTHORITY THE 27TH DAY OF APRIL, 2023.**

**APPROVED:**

---

Cesar Molina, Chair

**ATTEST:**

---

Dianne Costa, Secretary  
(01-10-2023:TM 133081)

**Exhibit “A”**  
**Budget Revision 2023-02**  
**(to be attached)**

NORTH TEXAS MOBILITY CORPORATION  
BUDGET TRANSFER / REVISION REQUEST

TRANSACTION TYPE:      Transfer    ☐  
   Revision    ☒

4/27/2023

Current Budget Amount	Budget Transfer Amount	Adjusted Budget Amount
-----------------------------	------------------------------	------------------------------

TRANSFERS WITHIN EXISTING BUDGET

<i>Salaries, Benefits and Wages</i>	\$	6,579,563	\$	(756,900)	\$	5,822,663
-------------------------------------	----	-----------	----	-----------	----	-----------

*Net Budget Impact*      (756,900)

ADDITIONS TO CAPITAL BUDGET AND CAPITAL SOURCES

TRANSFERS IN / OUT

Net Revision Impact    \$                      -

EXPLANATION: To reduce Salary expenditures for FY23 and reorganize DCTA and NTMC positions control ledger.

REVIEWED BY: *Shenelle Sizemore-Jones*

CEO: *Paul A. Bart*



## Board of Directors Memo

April 27, 2023

**SUBJECT:** Discuss State Legislative Update

### **Recommendation**

This is a discussion item. No action is required.

### **Background**

The state legislative consultant team will give an update to the Board on the DCTA Legislative Day at the Capitol held on March 20, 2023, the current status of legislation affecting DCTA and the industry and plans to develop a strategy over the interim to prepare for the 2025 state legislative session.

### **Previous Board Activity & Action**

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

### **Financial Impact**

There is no financial impact associated with this discussion item.

### **Exhibits**

None.

Submitted by:

Drew Campbell, Capitol Insights  
State Legislative Consultant

Reviewed by:

Brittney M. Farr, Senior Director  
Engagement and Administration



## Board of Directors Memo

April 27, 2023

SUBJECT: Discuss Intermediate Service Plan Update

### Recommendation

None. This is a discussion item only.

### Background

The purpose of the Intermediate Service Plan is to generate data-driven alternatives that attempt to balance GoZone coverage and fixed route service to increase ridership and improve efficiency, service, and cost outcomes.

Staff has progressed the work and is prepared to provide the Board an update on the effort. The Board will also have an opportunity to provide input that will enable staff to focus on alternatives most likely to generate preferred outcomes.

### Previous Board Activity

The Board received a briefing on this item in the October 2022 and January 2023 Board Meetings.

### Identified Need

None.

### Financial Impact

As defined in item.

### Exhibits

None.

Submitted By:

Tim Palermo, Planning & Data Analytics Manager

Submitted By:

Javier Trilla, AVP Innovation & Information Technology

**Board of Directors Memo****April 27, 2023****SUBJECT:** Discuss Chief Operating Officer (COO) 100-day Report**Recommendation**

This is a discussion item only. No Board action is required.

**Background**

COO presentation on 100+ day State of Operations provides an overview of the performance of DCTA in five (5) key areas: Safety, Security, Risk, Operations Performance, and Ridership Experience. The presentation covers observations made and initiatives identified for improvement in the past 100 + days in each of these areas.

- Measures taken by the organization to ensure the safety of its employees and customers, the organization's efforts to maintain security and reduce the risk of security incidents, implementation of technology such as surveillance cameras and access control systems, and the implementation of security protocols.
- Operations' performance, including the measures taken to improve efficiency and reduce costs. This includes the use of data analytics to optimize operations, the implementation of lean management practices, and the use of technology to automate processes.
- The measures taken to improve the customer experience, including the implementation of customer service programs, using technology to provide real-time information to customers, and the implementation of initiatives to improve accessibility.

**Previous Board Activity & Action**

None.

**Identified Need**

DCTA should provide clear and measurable outcomes to enable continuous improvement and stakeholder understanding.


**Financial Impact**

There is no financial impact associated with this item.

**Exhibits**

None.

Submitted By:



Maurice Bell, Chief Operating Officer



## Board of Directors Memo

April 27, 2023

SUBJECT: Monthly Safety, Service and Ridership Reports

### Introduction

Attached Exhibits 3-8 provide an overview of total monthly ridership trends across all DCTA services for March 2023. These Exhibits represent a visual digest of GoZone and fixed-route ridership by route and type of service.

### Items of Note

The summary table below shows that March 2023 month-over-month bus trips were slightly fewer (-4.5%) than what was observed during the prior month. Passenger trips on Connect routes were, however, more than 17 percent above February levels.

March completed GoZone trips were over 20 percent greater than the previous month and more than 57 percent above March 2022.

Unlinked Passenger Trips Three-Month Trend

	2022	2023			February-March % Change	March 2022 - 2023 % Change
	March	January	February	March		
Bus*	112,652	101,283	164,326	157,013	-4.5%	39.4%
Rail	16,026	15,734	16,613	20,691	24.5%	29.1%
GoZone	47,754	71,439	62,338	75,217	20.7%	57.5%
<b>TOTAL</b>	<b>176,432</b>	<b>188,456</b>	<b>243,277</b>	<b>252,921</b>	<b>4.0%</b>	<b>43.4%</b>

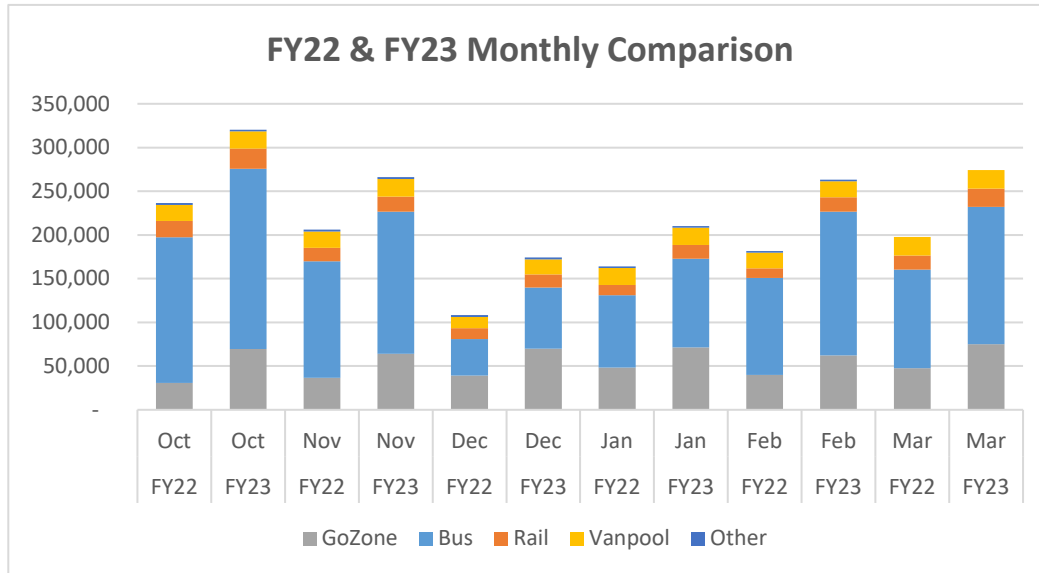
\* UNT, Connect, and Non-Connect Fixed Routes

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DCTA's strong ridership recovery continues with total March 2023 ridership being over 43 percent above March 2022 levels. Similarly, last month's A-train boardings were about 29 percent above March 2022. March 2023 A-train boardings were 41.4 percent greater than average monthly A-train boardings (14,636) in FY22 as seen in the following table.

FY 22 A-train Average Monthly Passengers	14,636
March 2023 A-train Passengers	20,691
<b>Percent Increase (Decrease)</b>	<b>41.4%</b>

Total FY23 ridership by mode through March 2023 is 37.9 percent above the same period in FY22 as seen in the chart below.

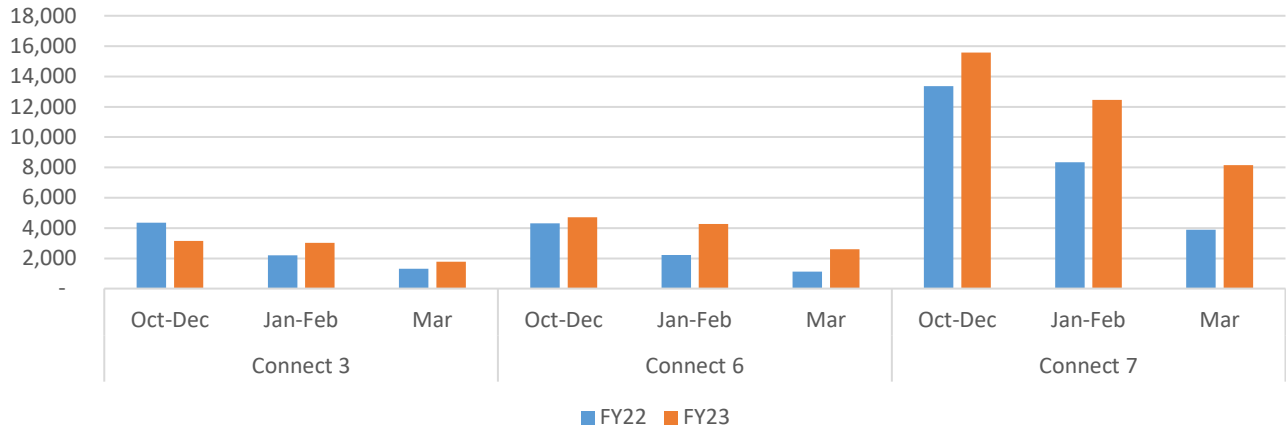


	FY22 YTD	FY23 YTD	Percent Change
GoZone	242,776	412,683	70.0%
Bus	648,294	861,106	32.8%
Rail	85,014	108,441	27.6%
Vanpool	108,410	116,631	7.6%
Other	9,937	10,079	1.4%
<b>All Modes</b>	<b>1,094,431</b>	<b>1,508,940</b>	<b>37.9%</b>

S:\STRATEGIC PLANNING\ServicePlaningSupport\Trend Analysis\IR1Materials4April27\_23\FY19-FY23Compare\_041423.xlsx]Master

The final chart illustrates how service improvements on Connect routes 3, 6, and 7 have yielded significant month-over-month ridership gains since the beginning of the calendar year with total March 2023 ridership on the three routes exceeding March 2022 by over 97 percent.

### Connect 6, 7, and 3 Monthly Comparison FY22/FY23



	Month	FY22	FY23	% CHG
Connect 3	Oct-Dec	4,350	3,143	-27.7%
	Jan-Feb	2,198	3,021	37.4%
	Mar	1,322	1,771	34.0%
Connect 6	Oct-Dec	4,310	4,719	9.5%
	Jan-Feb	2,213	4,272	93.0%
	Mar	1,129	2,603	130.6%
Connect 7	Oct-Dec	13,353	15,583	16.7%
	Jan-Feb	8,336	12,449	49.3%
	Mar	3,881	8,151	110.0%
March Totals		6,332	12,525	97.8%
FY to Month Totals		41,092	55,712	35.6%

S:\STRATEGIC PLANNING\ServicePlaningSupport\AllModesMasterPivotDB\Routes 367\[Routes367MarchV2.xlsx]Sheet1

### Exhibits

- Exhibit 1: Ridership by Mode – March 2023
- Exhibit 2: Connect and GoZone Ridership by Month and Year
- Exhibit 3: Connect Ridership Year-Over-Year by Month
- Exhibit 4: A-train Year-Over-Year Ridership Comparison
- Exhibit 5: Fixed-Route Ridership – March 2023
- Exhibit 6: UNT Ridership Year-Over-Year by Month

Submitted By:



Tim Palermo, Planning & Data Analytics Manager

*Bracey Goodwin IV*

Final Review:

Bracey Goodwin, IV, Director of Safety and Compliance

*Javier Trilla*

Final Review:

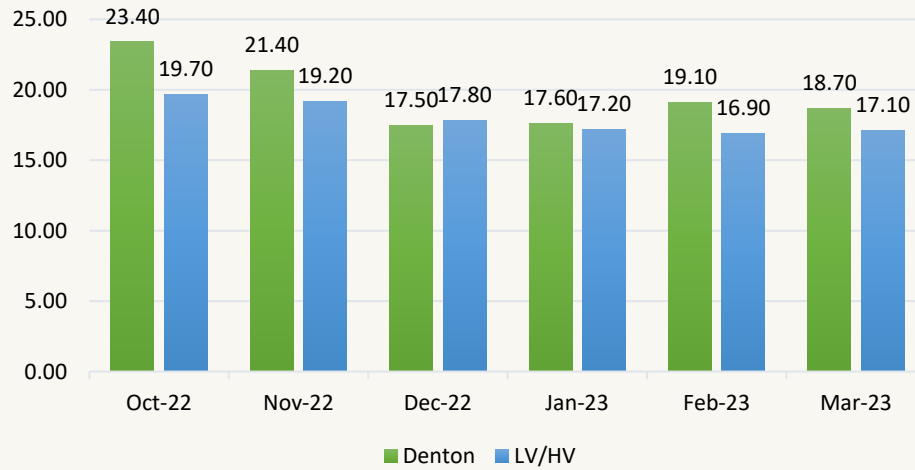
Javier Trilla, AVP of Innovation and Information Technology

*Maurice Bell*

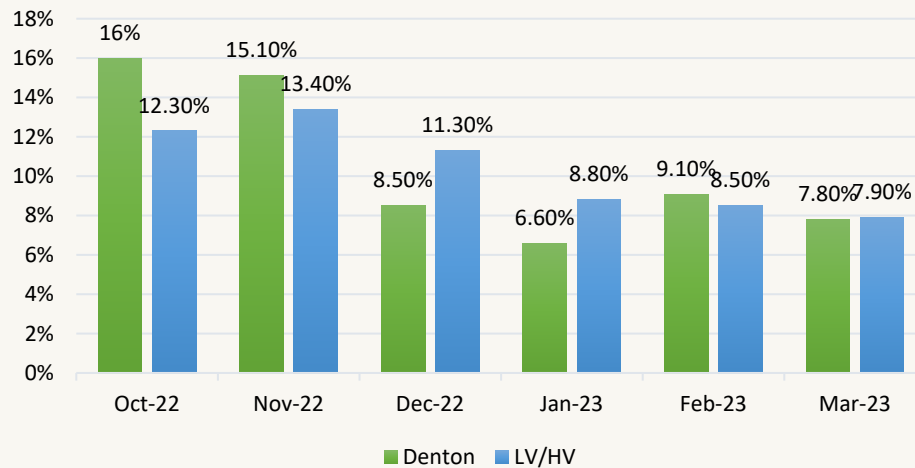
Final Review:

Maurice Bell, Chief Operating Officer

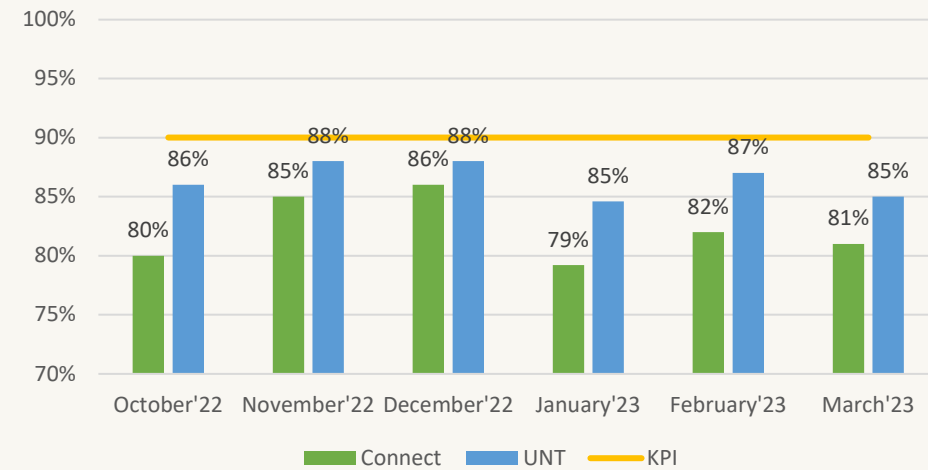
**GoZone Wait Times by Zone - FY23 YTD**



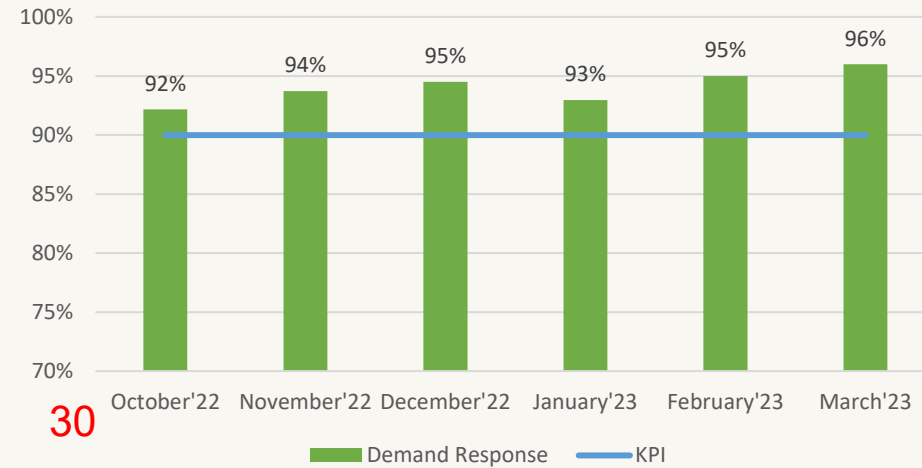
**GoZone Seat Unavailable by Zone - FY23 YTD**



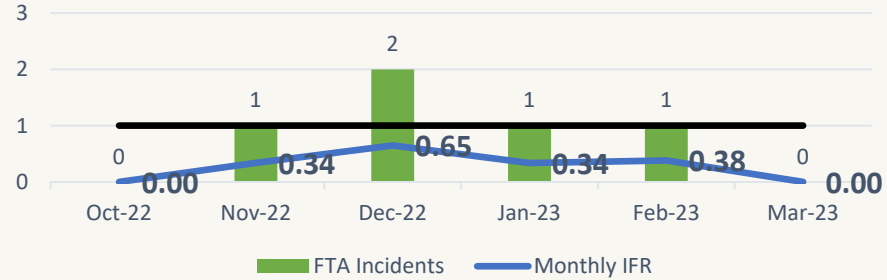
**Fixed Route OTP**



**Demand Response OTP**

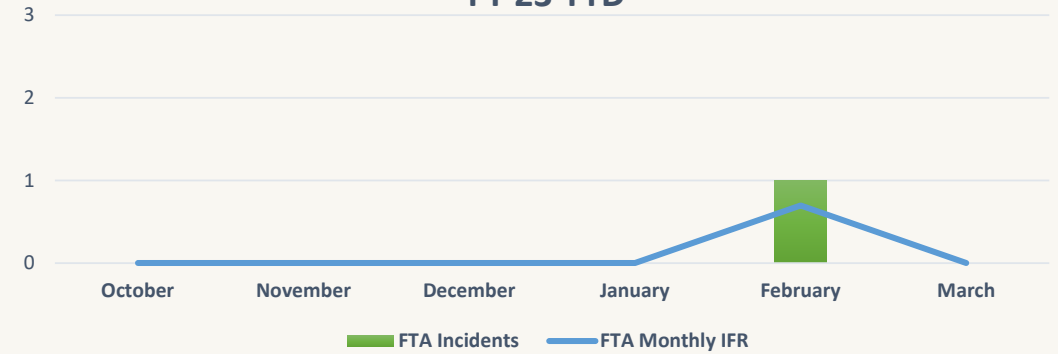


## GoZone Incident Frequency Ratio (IFR) FY23 YTD



	October	November	December	January	February	March
FTA Incidents	0	1	2	1	1	0
FTA Monthly IFR	0	0.34	0.65	0.34	0.38	0
Non-FTA Incidents	2	7	7	4	2	7

## Bus Incident Frequency Rate (IFR) FY'23 YTD



	October	November	December	January	February	March
FTA Incidents	0	0	0	0	1	0
FTA Monthly IFR	0	0	0	0	0.70	0
Non-FTA Incidents	5	4	4	3	5	3

## Rail KPI FY23 YTD



Total Ridership - Mar 2023

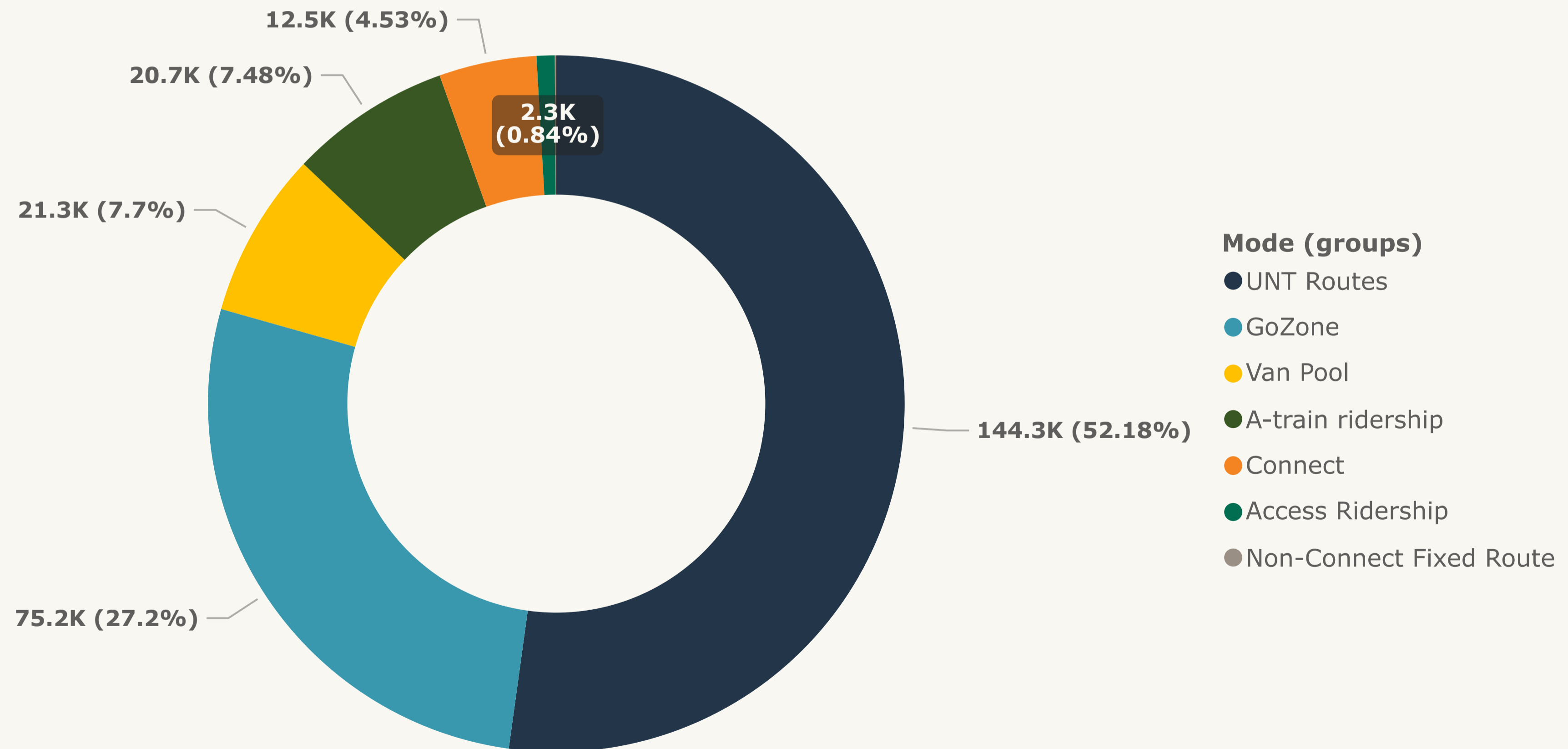
276.5K

Total Ridership FYTD

1.5M

**Informational Report 1  
Exhibit 3**

Ridership by Travel Mode - Mar 2023





Total Ridership - Mar 2023

276.5K

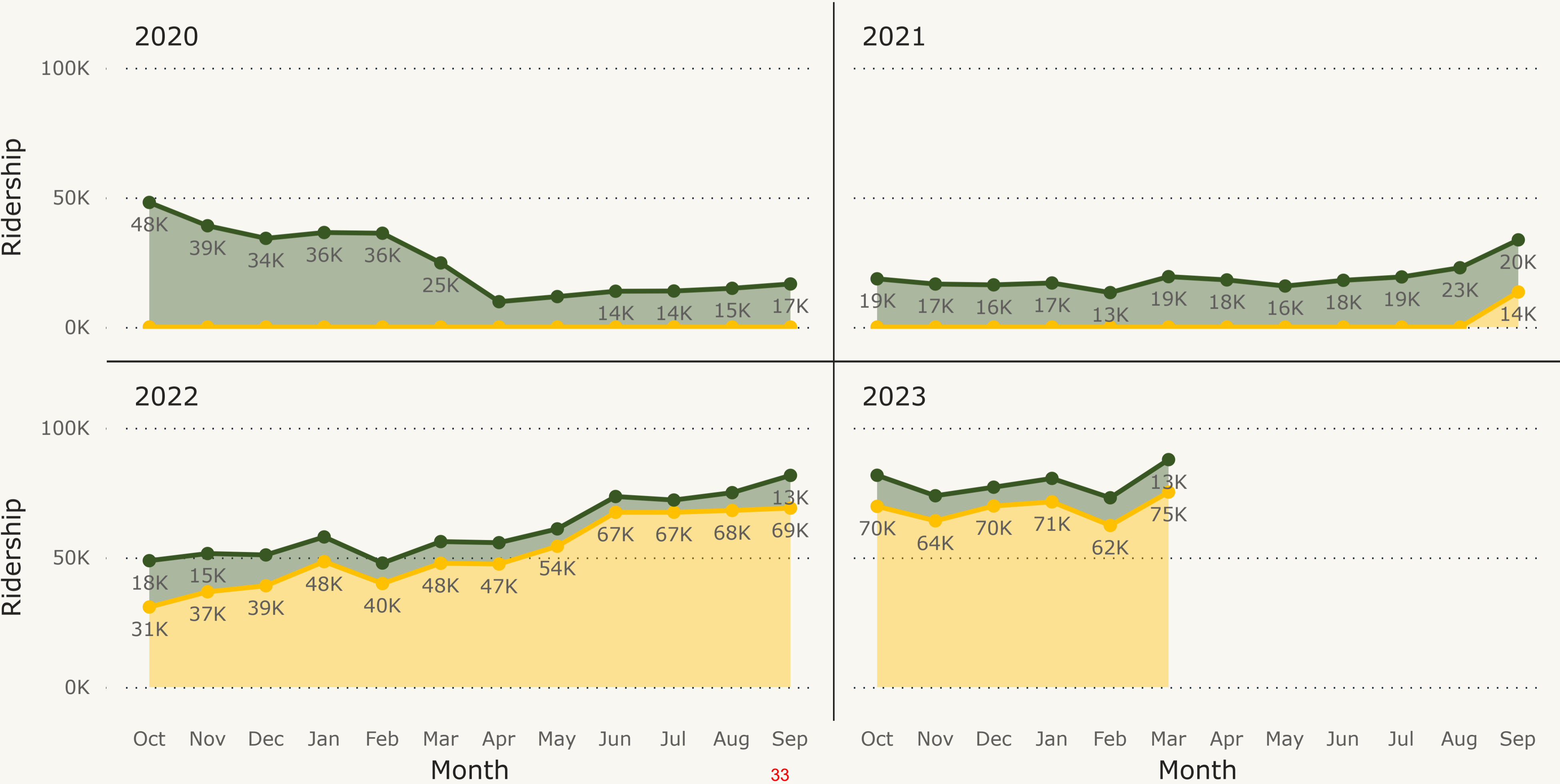
Total Ridership FYTD

1.5M

Informational Report 1  
Exhibit 4

Connect and GoZone Ridership by Month

Mode (groups) ● GoZone ● Connect

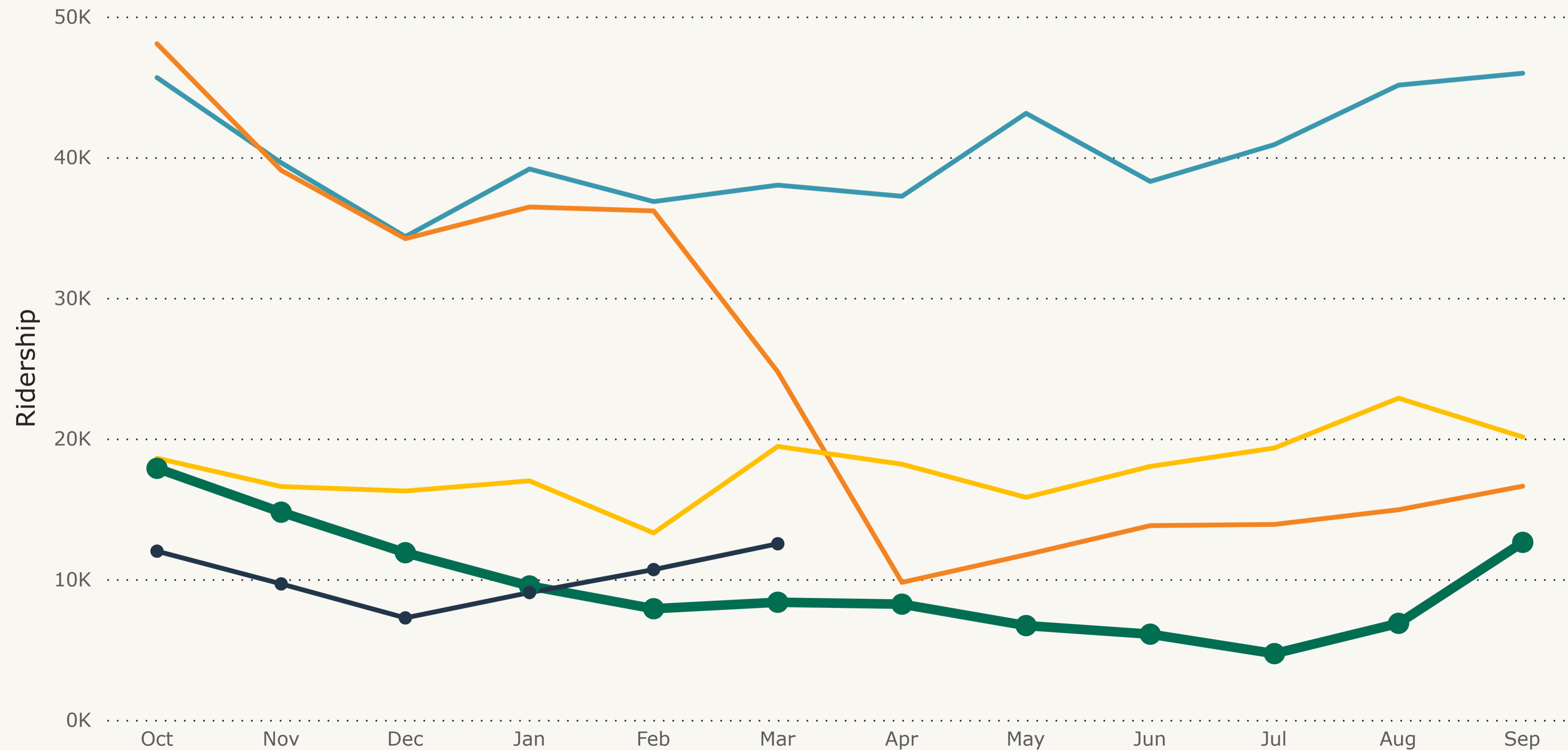


276.5K

1.5M

Ridership by Month and Fiscal Year - Connect

Fiscal Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023



Total Ridership - Mar 2023

276.5K

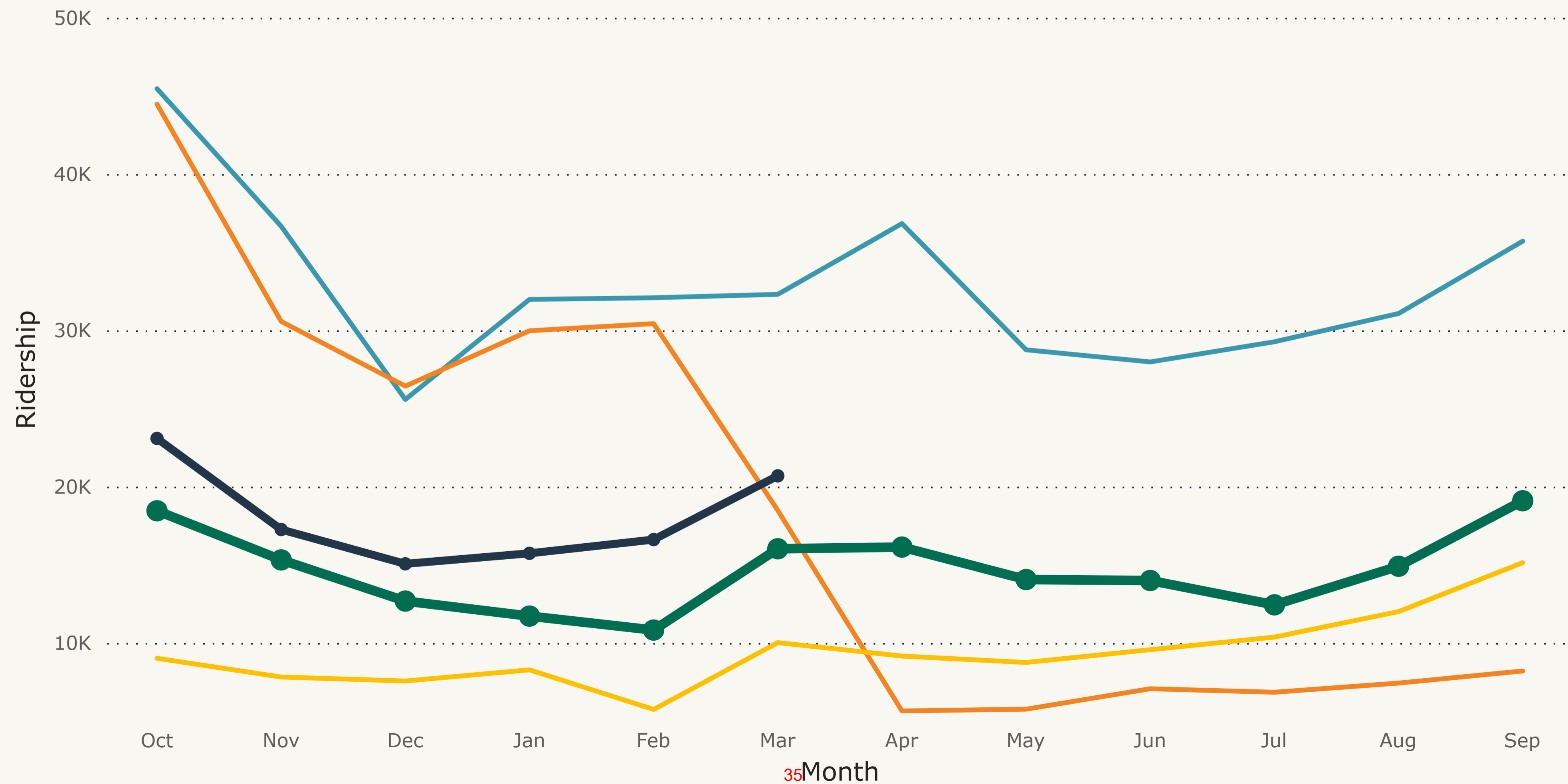
Total Ridership FYTD

1.5M

Informational Report 1  
Exhibit 6

### Ridership by Month and Fiscal Year - A-train

Fiscal Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023





Total Ridership - Mar 2023

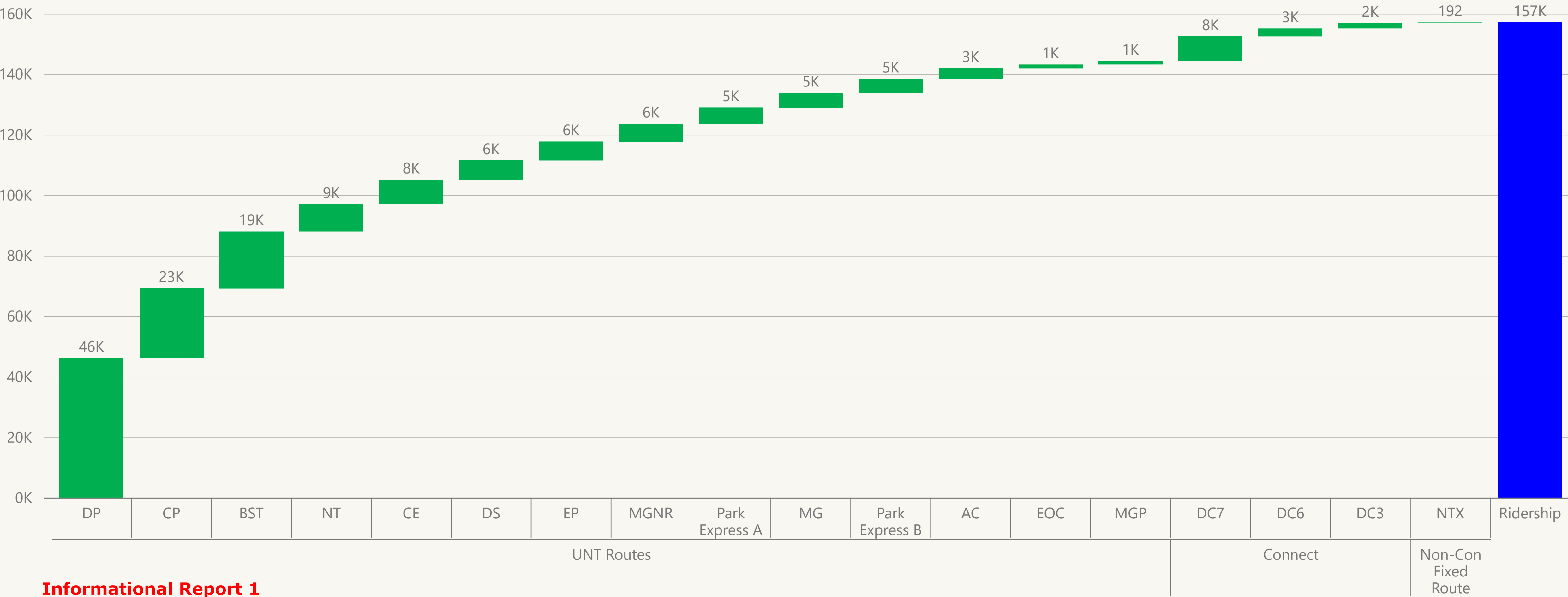
276.5K

Total Ridership FYTD

1.5M

Mode (groups)	Ridership
Connect	12,525
Non-Connect Fixed Route	192
UNT Routes	144,296
Total	157,013

Fixed-Route Ridership Waterfall

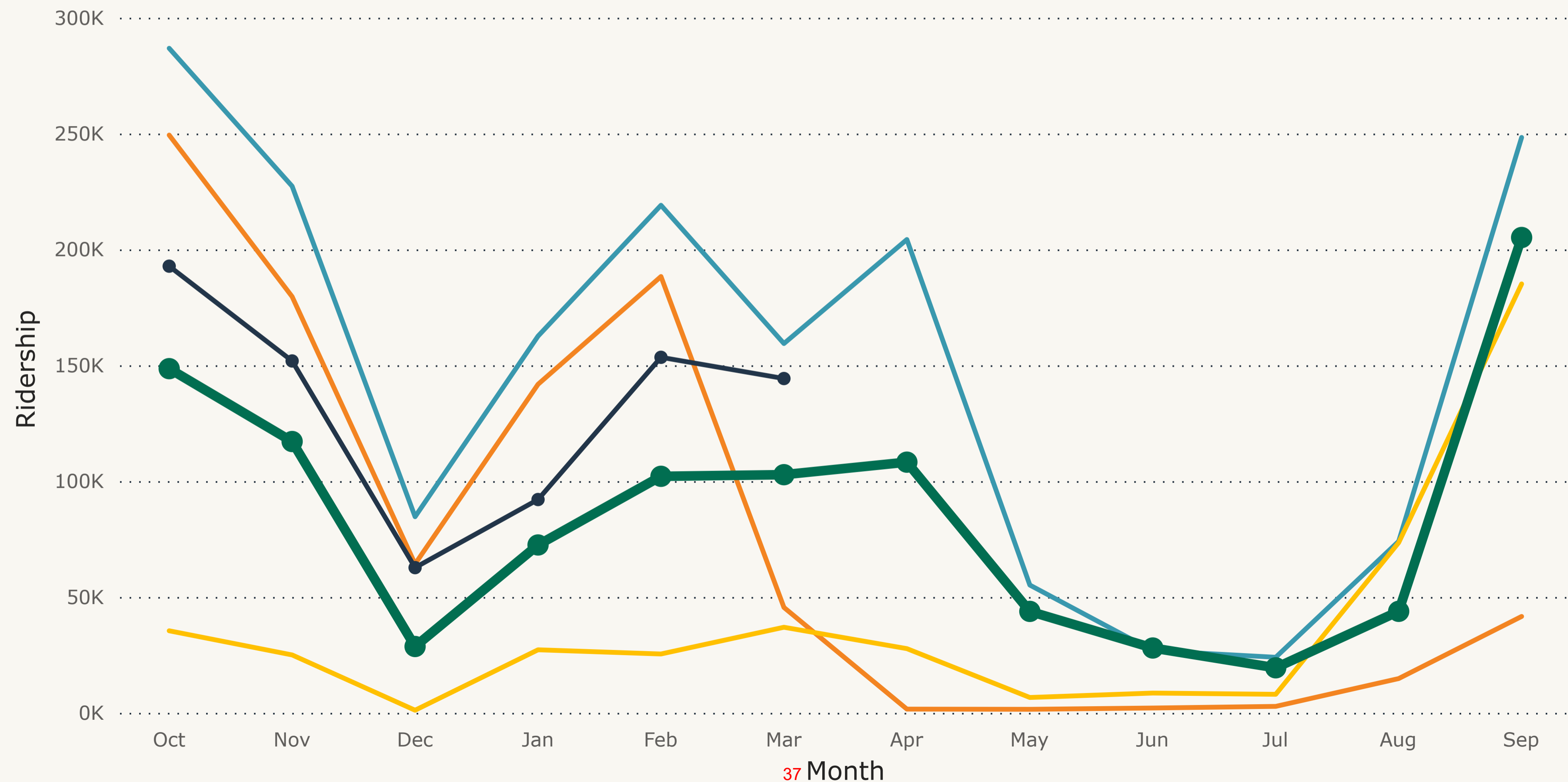


276.5K

1.5M

Ridership by Month and Fiscal Year - UNT

Fiscal Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023





## Board of Directors Memo

April 27, 2023

**SUBJECT:** North Central Texas Council of Governments (NCTCOG) Grant Funding Opportunity for Relocation and Rehabilitation of Bus Stops and Shelters and A-train Extended Service Hour Program

### Recommendation

This is an informational item only.

### Background

DCTA staff meets with NCTCOG staff on a quarterly basis to review the status of work between the two agencies and identify emerging opportunities. At our December 2022 meeting, COG staff identified a funding opportunity from their “COVID-19 Infrastructure Program #015: Transit Partnership” program.

The program was launched in 2021 to overcome the negative impacts of COVID-19 on transit ridership. The program does not require a matching contribution and is intended to provide funding for initiatives that focus on:

- Response to COVID-19 Impacts
- Insurance for passenger rail integration onto freight lines
- Engineering funds for passenger rail / roadway interfaces
- Next generation high-intensity bus expansion
- Review of bus stop amenities
- Partnership with Class 1 railroads on passenger rail corridors

DCTA identified two (2) opportunities that could be funded by the program to improve DCTA A-train and bus operations and performance. Funding for both items was approved in the March Regional Transportation Council (RTC) meeting. Summaries of DCTA’s two (2) candidate grant applications follow:

### Repurpose / Rehabilitate Bus Stops and Shelters

DCTA has an inventory of bus stops and shelter facilities that are no longer utilized because they are located on routes no longer in service. In addition, the Board’s investment in additional frequency on Connect has driven additional ridership along those routes. In order to “make it easy for the rider,” staff is developing recommendations for stop improvements in the ongoing Intermediate Service Plan.

This funding request from NCTCOG enables the relocation of bus stop facilities where bus service is no longer in operation to Denton where they can be utilized on Connect routes. It may also include recommendations for other facility upgrades that could be completed following the Intermediate Service Plan. In conversation with DCTA staff, NCTCOG staff indicated these funds cannot be utilized for the physical removal of existing infrastructure but can be used for the re-installation, rehabilitation, or replacement of existing infrastructure, or the purchase of new infrastructure.

The RTC approved \$1,000,000 for this effort.

### A-train Extended Service Hour Program

A-train ridership in FY2019 was approximately 393,000. Ridership rebounded by 55% in FY2022 to 175,000, and is up 28% so far in FY23. However, that figure puts the A-train on pace to finish the year at just over half its 2019, pre-pandemic ridership and less than half of its peak ridership in FY2014. Staff receives regular feedback from the community that indicates demand for extended hours of A-train service. The Dallas Area Rapid Transit (DART) Green Line operates northbound trains into Trinity Mills Station until approximately 1:04 a.m. Monday through Saturday. Extended A-train hours would allow passengers to use the A-train to connect to the DART system and return back to their origin point after the end of current A-train hours at 10:44, Monday through Saturday.

This funding would enable DCTA to provide additional, extended service hours for a limited period. When accompanied with appropriate marketing and communications support, these additional hours could increase A-train ridership and inform future decisions by the DCTA Board of Directors to apply resources to make the service hour extensions permanent. In conversation with DCTA staff, NCTCOG staff indicated DCTA does not have an obligation to continue the service beyond the period covered by the NCTCOG funds.

It is important to note that implementation of this service also requires careful coordination and operational planning with DART who will be operating its Silver Line equipment on the territory after normal A-train service hours. Freight operations by Dallas Garland and Northern (DGNO) Railroad also need to be considered. DCTA staff will commence that work following the award.

The RTC approved \$3,000,000 for this effort.

### **Previous Board Activity & Action**

Staff provided the Board an Informational Report in the February Board Packet.

### **Identified Need**

None.

### **Financial Impact**

This information report has no financial impact.

### **Exhibits**

None.

Submitted By:



Paul A. Cristina, Chief Executive Officer



## Board of Directors Memo

April 27, 2023

SUBJECT: Update on Collin County Rides Program

### Recommendation

This is an informational item only.

### Background

Since 2016, Dallas Area Rapid Transit (DART) has provided transit services to elderly and disabled residents in the cities of Allen, Fairview and Wylie through a program called Collin County Rides. DART began operating the service with the assistance of the North Central Texas Council of Governments (NCTCOG) and a grant by Toyota of North America after the rural provider in those cities, Texoma Area Paratransit Service (TAPS) abruptly withdrew service.

Collin County rides currently operates Monday through Saturday from 5:00 a.m. – midnight, and on Sundays/holidays from 7:00 a.m. to midnight, in accordance with DART paratransit service hours. Customers must apply for the service, either online or by printing and mailing an application to DART. Riders must be certified as a permanent resident of Allen, Fairview or Wylie and be either age 65 or older or have a qualifying disability (vision, hearing, physical disability, SSDI recipient, VA disability, non-ambulatory, semi-ambulatory, intellectual disability, seizure disorder, mental illness).

DART uses a variety of vehicles to provide the service, including Transportation Networking Companies like Uber. Residents of Allen, Fairview and Wylie may travel anywhere within Collin County as long as the origin or destination of the trip is within the resident city of the customer. Fares are calculated using a mileage fee, a minute fee, and a drop fee. Customers pay 25% of the trip cost up to \$125 each calendar month, at which point they become responsible for 100% of the fee. To schedule a ride, customers must call at least an hour in advance, but may also schedule up to 7 days in advance.

On March 21, 2022, DART notified the cities of Allen, Fairview and Wylie, that the DART Local Government Corporation would not renew the Interlocal Agreement with those cities upon the termination of the current agreement on September 30, 2022 due to the DART Board policy decision to limit service to non-service area cities that have not demonstrated a desire to hold an election to dedicate sales tax to DART.

The NCTCOG initially reached out to DCTA staff in the Spring of 2022, following the initial notification by DART to the cities of their intent to not renew the ILA once it expired on September 30, 2022, to gauge the agency interest and capacity to provide services to these cities. However, at the August 23, 2022, DART Board of Directors meeting, the Board voted to extend the agreement with the cities through September 30, 2023, to give the cities time to find an alternative transportation solution for their residents. Most recently, DART has indicated it will not extend the ILA between its LGC and the cities once it expires on September 30, 2023. NCTCOG has renewed its inquiry into DCTA's willingness to provide service for these cities once the ILA expires.



DCTA informed NCTCOG staff that it is willing to evaluate the option, but will not provide service to a non-member city at the expense of DCTA's tax-paying, member cities. NCTCOG has indicated willingness pay for DCTA's assumption of the program. DCTA staff is currently evaluating the level of service generated by the cities, as well as what operational and administrative capacities NCTCOG would need to fund for DCTA to provide an adequate level of service.

Staff will continue to evaluate the cost and ability to deliver services in the cities of Allen, Wylie and Fairview and provide updates to the Board on a regular basis.

#### **Previous Board Activity & Action**

None.

#### **Identified Need**

None.

#### **Financial Impact**

This information report has no financial impact.

#### **Exhibits**

None.

Submitted By:

A handwritten signature in blue ink, appearing to read "Paul A. Cristina", is written over a horizontal line.

Paul A. Cristina, Chief Executive Officer



## Board of Directors Memo

April 27, 2023

SUBJECT: Denton County Transportation Authority (DCTA) Fare Policy

### Recommendation

This is an informational report only. No action is required.

### Background

A fare policy is an essential component of a public transit agency's operations and can help ensure that the agency is providing affordable, accessible, and sustainable transit service to its riders and the community. A good public transit agency fare policy should be designed to meet the needs of the community while ensuring that the system remains financially sustainable. Fundamentals of a good public transit agency fare policy include affordability, simplicity, flexibility, and transparency. The fare policy should be designed to ensure that fares are affordable for all members of the community, regardless of their income levels. Fare policies can accomplish several goals for the agency including increasing ridership, promoting equity, providing transparency and establishing a framework for long term planning and budgeting.

DCTA's *Financial Management Policies* last adopted on September 22, 2022 state in the Revenue Policies, Section E, "DCTA shall develop and maintain fair and equitable fares for all public transportation services which it operates. A fare structure establishing a base fare, categories of prepaid fares and special fare programs shall be adopted by the Board and reviewed no less than every two years. The fare structure should be competitive and offer seamless integration for passengers within the regional transportation system."

### LEGAL REQUIREMENTS

Federal law does not require public transportation providers to charge a fare to customers for use of their services. However, if a transit provider collects fares, federal law requires that "federally subsidized transit providers may not charge more than half of the peak fare for fixed route transit during off-peak hours for seniors, people with disabilities, and Medicare cardholders."<sup>1</sup> Additionally, the Americans with Disabilities Act regulations allow for personal care attendants to ride for free on paratransit but may be charged a fare on fixed route services.

### DCTA FARES

Appropriate fare media is required to board DCTA services. DCTA charges a variety of different fares to access different DCTA services including local fares, regional fares, and a variety of reduced fare options. The last change made to the DCTA fare structure was the elimination of the promotional pricing for GoZone, and the institution of the new fare GoZone fare structure as part of the January 1, 2023, Service and Fare Change. Prior to January 1, 2023, fares were previously amended as of January 14, 2019. Regional fare prices are set in conjunction with Dallas Area Rapid Transit and Trinity Metro.

DCTA standard fares are as follows, and can be found on our website at [www.dcta.net](http://www.dcta.net) :

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<sup>1</sup> <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/frequently-asked-questions#41>

FARE TYPE	LOCAL	REGIONAL	LOCAL / REDUCED	WHERE TO BUY
Local AM/PM Pass*	\$1.50	-	\$.75** / -	TVM, GoPass
Day Pass	\$3.00	\$12.00	\$1.50** / \$3.00**	Ticket Outlets, TVM, GoPass
GoZone Single Ride	\$1.50***	-	-	Cash (Exact Change) Payment on Board, GoZone app
10-Pack of Day Passes	\$20.00†  Add	\$84.00†  Add	-	Ticket Outlets, Online****
Monthly Pass	\$48.00  Add	\$192.00  Add	\$24.00**  Add \$48.00**  Add	Ticket Outlets, TVM, GoPass, Online****
Annual Pass	\$480.00  Add	\$1,920.00  Add	\$240.00**  Add \$576.00**  Add	Ticket Outlets, Online****

In addition to standard fares, DCTA offers a variety of reduced fare options:

- In accordance with federal law, DCTA provides reduced fares for seniors, people with disabilities, and Medicare cardholders.
- DCTA also offers reduced fares for students between the ages of 5-18. DCTA offers an Employee Pass Program that provides discounted local monthly and annual passes for Denton-county based business.
- Discounts exist for the Employee Pass Program range based on number of employees participating.
- The Non-profit Discount Programs offers Denton County based non-profit organizations a 50% discount on Local Day and Monthly passes.
- The University Pass Program offers discounted Local and Regional semester and annual passes for students; however, those passes are not valid on GoZone nor Access.
- DCTA also offers a Group Discount Program for any purchases of more than 25 tickets.

DCTA currently offers free fares for a number of qualified individuals and events:

- Sworn peace officers in uniform
- Children under 5
- Denton County active jurors
- ADA certified Access customers using non-Access services.
- DCTA has traditionally offered free fares on Veteran's Day and Election Day.

Special event organizers regularly contact DCTA to request free rides in conjunction with the agency's sponsorship of the event. For example, DCTA has previously offered free fares for some special events such as the Thin Line Film Festival, Denton Holiday Stroll, and Lewisville Old Town Stroll. However, absent that provision in a Board-adopted policy, these requests will be denied moving forward.

## FAREBOX RECOVERY

Few US transit agencies have high farebox recovery rates. According to the Eno Center for Transportation, the average farebox recovery rate for transit agencies with \$20 million or less in annual

farebox revenue is 15%. However, for large transit agencies, low farebox recovery still means significant revenue measured in dollars.

## **FARE ELIMINATION**

Prior to the COVID-19 pandemic, some transit agencies began exploring the potential of eliminating fares to recoup declining ridership numbers. COVID-19 expedited those efforts by providing both the opportunity and the resources for some U.S. transit agencies to experiment with programs to allow for free fares.

The highest profile examples of pandemic-related free fare policies were in Los Angeles from March 2020 to January 2022 and in Washington, DC. The City of Boston is also using federal pandemic relief funds to pay for a fare free pilot for three bus lines within the City limits. In Kansas City, Missouri, the City opened its new downtown streetcar line with free fares in 2016 and in March 2020 during the COVID-19 pandemic, the Kansas City Area Transportation Authority decided to make their entire system fare free through 2023, with Kansas City subsidizing much of the loss of revenue. It is also worth noting that in Washington, DC a recent plan by the City Council to permanently extend free bus fares within the DC city limits is now in jeopardy because of declining revenues.

Advocates of fare elimination argue that it reduces financial burdens on low-income households, for whom housing, and transportation costs eat up a majority of their income. On the other hand, the most significant concern with free fare policies for most transit agencies is replacing the lost revenue. Many transit professionals believe that the loss of fare revenue would severely impact their ability to expand service and decrease headways, often to the benefit of people who may feasibly benefit from fare elimination but do not live or work near a fixed route. There are also concerns about safety and other logistical concerns with “non-destination riders.”

The Board of Directors briefly discussed the definition and concept of free fares in April 2022 within the Comprehensive Operations Analysis (COA) process. The presentation contained a slide on “Fixed Route “Fare Free” Policy Examples that cites some of the examples identified above. The topic was not taken further into the COA process.

## **NEXT STEPS**

The components described above, comprising the DCTA fare policy, should be reviewed, formalized and adopted into a revised Fare Policy by the Board of Directors in accordance with the agency’s *Comprehensive Financial Management Policy*. This effort can best be taken up as part of the agency’s Long Range Service Plan, which is currently programmed to kickoff in FY2023 but may push to FY2024. Update or establishment of a DCTA Fare Policy was not contemplated in the original scoping of that effort, but this work can be accommodated within a revised effort. Staff recommends the effort also address regional coordination of fare structures and the technology platforms that are increasingly utilized by passengers to pay fares in order to make it easy for DCTA customers to utilize transit services across the entire DFW region.

## **Previous Board Activity**

None.

**Identified Need**

None.

**Financial Impact**

None.

**Exhibits**

None.

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