



## **Board of Directors Regular Meeting Minutes**

### **October 26, 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 TJ Gilmore presiding on Thursday, October 26, 2023 at 10:00am, located at the DCTA Administrative Offices, 1955 Lakeway Drive, Suite 260, Lewisville, Texas 75057.

#### **Voting Members**

Chair TJ Gilmore, City of Lewisville  
Vice-Chair Cesar Molina, Denton County  
Secretary Andy Eads, Denton County  
Board Member Dianne Costa, City of Highland Village  
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 Dennie Franklin, City of Frisco  
Board Member Jeremie Maurina, City of The Colony

#### **Legal Counsel**

Joe Gorfida, Nichols Jackson

#### **DCTA CEO**

Paul A. Cristina

#### **CALL TO ORDER**

Chair Gilmore called the meeting to order at 10:02am. All Board Members were present except for Board Member Green who arrived at 10:47am.

#### **INVOCATION**

Board Member Costa provided the invocation.

#### **PLEDGE OF ALLEGIANCE**

The Board recited pledges to the United States and Texas flags.

#### **INTRODUCTIONS**

There were no introductions during this meeting.



## PUBLIC COMMENT

The following individual addressed the Board during this time:

Liam Gaume-Wakefield

## CONSENT AGENDA

1. Consider Approval to De-Obligate Grant Funds in the amount of \$2,625,000 for the Bus Lite Maintenance Facility in Lewisville at the Rail Operating and Maintenance Facility (ROMF) Site
2. Consider Approval of First Amendment to FY21 TRiP Reimbursement Agreement with the City of Highland Village
3. Consider Approval of a Contract with DataVox Inc., for a Server Infrastructure Refresh Project in the amount of \$398,455.41
4. Consider Authorizing the Chief Executive Officer to execute an Interlocal Agreement with Denton County Sheriff's Office for Law Enforcement Services in the amount of \$122,287 for one (1) year beginning October 1, 2023, through September 30, 2024
5. Consider Approval of Regular Meeting Minutes dated September 28, 2023

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

## REGULAR AGENDA

1. **Consider Approval of Monthly Financial Statement for August 2023, Quarterly Grants Report for Quarter 4 – Fiscal Year 2023, Updated Investment Policy, and Receive an Update From the Chief Financial Officer Regarding Finance Operations**

Sherrelle Evans-Jones, CFO and Joe Oerum, Senior Manager of Contracts and Procurement gave the presentation highlighting the following:

- Financial Statement – August 31, 2023
  - Revenues and Other Income
  - Operating Expenses
  - Non-Operating Revenues/Transfers (Expenses)
- eProcurement Platform
- Digital Routing Software
- Agency Surplus Disposition
- Disadvantaged Business Enterprise (DBE) Program



- Quarterly Grants Report
- Status of Invested Assets
- Approved Hires
- ERP Update
- FY23 Close

Board discussion regarding revenue and other income (uncollected funds).

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

*COO Maurice Bell gave the presentation for Regular Agenda Items 2-6 highlighting the below. After the presentation, the Board voted on each item separately.*

- Service Overview
- Agreements Matrix (Funding Agreement, ILA, Operations Contract, Technology Contract, Transfer Agreement, Access Agreement)
- Program Funding Summary (Taxi Productivity, Monthly Taxi Cost, Annual Rollup)
- Collin County Rides Service Transition Summary
- Current Service Ridership Profile
- Proposed Ridership Profile
- Spare Labs Analysis: Trip Distribution
- Implementation Schedule
- Observations/Summary

Board discussion regarding who determined the recommended service and changes (DCTA staff), service type (i.e. passengers receiving/needing assistance), and having conversations as to the “why” DCTA is doing this (i.e. regionalism and getting more people to understand the need for consistent and dedicated transit) and developing the policy and direction on these types of regional projects and intended outcomes. The Board also thanked staff for their detailed and precise work on this project.

- 2. Discuss update on the Collin County Rides program and Consider Approval of the Funding Agreement with the North Central Texas Council of Governments (NCTCOG) for Collin County Rides Transit Services for an amount not to exceed \$1,647,750 for a period of up to two (2) years beginning on the execution date, and continuing through September 30, 2025, with an option to extend one additional year through September 30, 2026 and authorize the Chief Executive Officer (CEO) to Execute Such Agreement**

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

3. **Consider Approval of the Interlocal Agreement with the City of Allen for Collin County Rides Transit Services for an amount not to exceed \$672,975 for a period of 20 months beginning on February 1, 2024, and continuing through September 30, 2025, with an option to extend one additional year through September 30, 2026 and authorize the Chief Executive Officer (CEO) to Execute Such Agreement.**

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

4. **Consider Approval of the Interlocal Agreement with the Town of Fairview for Collin County Rides Transit Services for an amount not to exceed \$74,775 for a period of 20 months beginning on February 1, 2024, and continuing through September 30, 2025, with an option to extend one additional year through September 30, 2026 and Authorize the Chief Executive Officer (CEO) to Execute Such Agreement.**

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

5. **Consider Approval of Task Order #4.5 with Irving Holdings, Inc. for Collin County Rides Transit Services for an amount not to exceed \$355,000 for a period of eight (8) months beginning on January 22, 2024, and continuing through September 30, 2024.**

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

6. **Consider Approval of Task Order #18 with Lyft for Collin County Rides Transit Services for an amount not to exceed \$80,000 for a period beginning January 22, 2024, and Continuing Through September 30, 2024**

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

7. **Discuss Update on Consolidated Denton County Transportation Authority (DCTA) Customer Service Function**

CEO Paul Cristina gave the presentation highlighting the following:

- Customer Service Evolution: What and Why
  - Anticipated Outcomes
  - Via contract cost of \$420K in FY2023 increased in FY2024 to \$560



- Analysis
- Current DCTA Customer Service Structure – Current
- Current DCTA Customer Service Structure – Concept
- NTMC Rides and Customer Service Volume
- GoZone Ride and Customer Service Volume
- GoZone Trips Most Frequently Booked Through App
- NTMC and GoZone Customer Service Call Profile – Fiscal Year to Date
- GoZone Customer Service Productivity
- NTMC Customer Service Call Support Productivity and Staffing
- NTMC and GoZone Customer Service Call Staffing Considerations – Current State
- Opportunities to Reduce Customer Service Call Volume
- NTMC and GoZone Customer Service Call Staffing Considerations with 50% Reduction of GoZone Bookings by Phone
- Insourced DCTA Customer Service Call Center: Shift Design and Staffing Concept
- Opportunities to Insource GoZone Customer Service Activities
- Customer Service Transition - Concept Cost Scenarios/Structure
- Scenario Limits
- Next Steps (Advertise/Hire DCTA Customer Service Leader, refine streams and processes for NTMC and Via Customer Service, continue dialogue with Via, continue monitoring Via process in Interactive Voice Response, continue Spare Labs platform implementation to understand enhanced customer service outcomes, re-visit analysis in Spring 2024 timeframe following customer service leader onboarding).

Board discussion regarding GoZone call volume comparisons (i.e. Fiscal Year (FY) 22 vs Fiscal Year (FY) 23, the importance of providing service to individuals 60+ years old, clarification of “GoZone Trips by App”, and customer service training.

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

## **8. Discuss Update on the Intermediate Service Plan**

CEO Cristina and Planning Manager Palermo provided the update highlighting the following:

- Immediate Service Plan Update
- Ridership Performance – Through September
- Connect Network Performance
- GoZone Network Performance
- Fiscal Year (FY) Trends



- Recap from Last Spring – Summer Service Review
- Intermediate Service Plan – Road Ahead
- GoZone Trip Distribution at UNT – FY 23 to June
- GoZone Trip Distribution at TWU – FY 23 to June
- Spring 2022 COA – Passengers Per Revenue Hour
- Substantial Productivity Increase in Passengers Per Revenue Hour
- Methodology Proposal: Two Measures of Bus Network Efficacy
- Passengers per Revenue Hour and Passengers per Scheduled Hour
- Methodology Proposal: Cost Per Passenger
- Connect and GoZone Operating Costs Derivation: Summer 2022 Comprehensive Operations Analysis
- Methodology Proposal: GoZone/Bus Cost Per Passenger Calculation
- Methodology Proposal: Cost Per Passenger Evaluation – GoZone and Connect
- Next Steps: Continue data collection/validation of automated passenger counters, continue dialogue with UNT, open dialogue with TWU, refine operating cost inputs with FY 24 budget and revisit calculations and develop service change proposals for Spring 2024 discussion with the Board

Board discussion regarding why GoZone cost per passenger cannot go below \$12.70, maximum capacity on GoZone, KPI's, GoZone, Connect and Rail spending, long range financials, service hours and sustainability.

## **9. Discuss Local and Regional Updates and Legislative Issues**

The Board and staff provided updates from the Regional Transportation Council (RTC), Transit Agencies CEO Meeting, Texas Department of Transportation (TxDOT), and North Central Texas Council of Governments (NCTCOG).

## **INFORMATIONAL REPORTS**

1. Safety, Service, and Ridership Reports for FY 2023
2. Public Transportation Agency Safety Plan (PTASP) Update

***No Board action required for Informational Reports.***

## **FUTURE AGENDA ITEMS AND BOARD MEMBER REQUESTS**

None at this time.



## REPORT ON ITEMS OF COMMUNITY INTEREST

The Board and DCTA staff recognized and expressed sincere gratitude to Dianne Costa and provided her with a Resolution and trophy award for her six (6) years of dedicated service on the Board of Directors.

## CONVENE EXECUTIVE SESSION

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 duties and evaluation of the Chief Executive Officer.

Action as a result of Executive Session.


The Board recessed at 12:06pm and reconvened at 12:23pm. The Board convened into Closed Executive Session at 12:24pm.

## RECONVENE OPEN SESSION

The Board reconvened from Closed Executive Session at 1:30pm with no action taken.

## ADJOURN

The Board adjourned at 1:30pm.



TJ Gilmore, Board Chair



Andy Eads, Board Secretary