



Board of Directors Regular Meeting February 22, 2024 | 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, February 22, 2024 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 Daniel Jaworski, 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
Board Member Jared Eutsler, City of Corinth

Legal Counsel

Joe Gorfida, Nichols Jackson

DCTA CEO

Paul A. Cristina

CALL TO ORDER

Chair Gilmore called the meeting to order at 10:01am. All Board Members were present except for Secretary Eads who arrived at 10:08am. Board Member Smith participated virtually, and Board Members Gonzalez and Stevens were absent.

The Board recessed at 11:48am and reconvened at 12:08pm.

INVOCATION

The invocation was given by Board Member Jaworski.

PLEDGE OF ALLEGIANCE

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



INTRODUCTIONS

Jared Eutsler, Board Member
Tamrun Clark, Mobility Specialist
Brittany Manyika, Human Resources Generalist

PUBLIC COMMENT

Victoria Allen
Denton, Texas

CONSENT AGENDA

1. Consider Approval of Regular Meeting Minutes dated January 25, 2024
2. Consider Approval of Task Order 18 with Lockwood, Andrews, and Newnam (LAN) in the amount not to exceed \$132,290.10 for Design and Project Management Services in Support of A-train Curve and Speed Improvements

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

REGULAR AGENDA

1. **Consider Approval of Monthly Financial Statement for December 2023, Quarterly Grant Report for Quarter 1 – Fiscal year 2024, and Receive an Update from the Chief Financial Officer Regarding Finance Operations**

Sherrelle Evans-Jones, Chief Financial Officer (CFO) and LaKeisha Williams, Accounting Manager, presented the Monthly Financial Statement, Quarterly Grant Report and provided an update of financial operations highlighting the following:

- Financial Statement – December 31, 2023
 - Revenues and Other Income
 - Passenger Revenue
 - Federal/State Grants Capital and Operating Accounts
 - Outsource Service and Charges
 - Insurance
 - Transportation Reinvestment
 - Employee Development
 - Investment Income
 - FY2024 Q1 – October 1, 2023 through December 23, 2023 (Grants)
 - Status of Invested Assets

Board discussion regarding clarification of insurance, and total budget forecast.

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

- 2. Consider Authorizing the Chief Executive Officer (CEO) to Enter into a 5-year Agreement with Tyler Technologies, Inc. in an Amount Not to Exceed \$1,709,013 for the Purchase and Implementation of Tyler Technologies Enterprise Resource Planning (ERP) System Utilizing the Sourcewell Cooperative Contract No. 090320-TTI**

- 3. Consider Authorizing the Chief Executive Officer (CEO) to enter into an Agreement with Berry, Dunn, McNeil & Parker, LLC (BerryDunn) in an Amount Not to Exceed \$900,000 for Project Management Services associated with the Enterprise Resource Planning (ERP) Transition Project from SunGard OneSolution to Tyler Technologies ERP platform Utilizing TIPS Contract No 230105**

Sherrelle Evans-Jones, CFO and Joe Oreum, Senior Manager of Procurement, combined Regular Agenda Items 2 and 3 in their presentation highlighting the following:

- One Solution
- How Did We Get Here? (Journey to Date)
- Why Tyler Technologies
- Function Areas Included
- Implementation Schedule – Core Financials
- Implementation Schedule – Human Resources
- Tyler Technologies, Inc. – Final Cost Breakdown
- Why Berry Dunn?
- Budget Implementations
- Next Steps
 - Schedule Phase 1 (Financials) 45-60 days
 - DCTA to Finalize Personnel
 - Official Kick Off – Late April or Early May 2024
 - Summer 2025 – Go Live on Phase 1 (Financial)
 - Winter 2025/2026 – Go Live on Phase 2 (HR/Advanced Scheduling)

Board discussion regarding clarification of Phase 1-3 expenditures.

The Board voted as follows:

Motion by Board Member Maguire with a second by Secretary Eads to approve Regular Agenda Item 2 as presented. Motion passes 5-0.

Motion by Board Member Maguire with a second by Board Member Jaworski to approve Regular Agenda Item 3 as presented. Motion passes 5-0.

4. **Consider Approval of a Contract Amendment with Irving Holdings in the Amount of \$88,936 for the Purpose of Providing Taxi Service in the City of Frisco**
5. **Consider Approval of a Resolution to Approve Budget Revision 2024-15 in the amount of \$61,366 to provide Taxi Service in the City of Frisco**

Maurice Bell, Chief Operating Officer, combined Regular Agenda Items 4 and 5 in his presentation highlighting the following:

- Purpose: Evolving Frisco Service from Hybrid DCTA/Taxi operation to 100% Taxi Operation
- Fiscal Year 2023 Service Profile
- Trip Denials
- Frisco Service Model Evolution: Contract Amendment
- Frisco Service Model Evolution: Cost Structure

CEO Cristina also added that approval brings DCTA vehicles and drivers to member cities as well as transparency and simplicity to the billing function.

Motion by Vice Chair Molina with a second by Board Member Jaworski to approve Regular Agenda Item 4 as presented. Motion passes 5-0.

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

6. Discuss Update on Innovation and Information Technology Initiatives

Javier Trilla, Vice-President of Innovation and Information Technology and Kyler Hagler, Senior Manager of Information Technology presented highlighting the following:

- Items to Cover
- DCTA – Operational Technology Stack
- Swiftly Platform – Project Timeline
- Swiftly Automatic Passenger Counter Update
- Swiftly Platform – Progress Update

Technical and Operational Challenges Discovered Post Installation

- Challenge: Tablets unable to withstand regional temperatures
Resolution: Work with Swiftly to replace/redeploy rugged tablets
- Challenge: Technical issues affecting table mounts and wiring harnesses led to low operator adoption of new technology
Resolution: Work with Swiftly to host multi-day onsite workshop to addresses issues and train team

- Challenge: Resolving low operator adoption and adherence to new technology and its effect on passenger counting
Resolution: Additional engagement and training with operators to show the benefit of the platform, obtaining more consistent feedback with hardware difficulties and manual intervention from dispatch staff when operators utilize the software
- Spare Labs – Implementation and Launch (January 8, 2024)
- Initial Results and What’s Next?
- Electronic Security and Access Control Systems: Procurement Updates
- Server Infrastructure Refresh – Update
- Cyber Security – State of the Agency Update (FY22-FY24 Milestones)

Board discussion regarding manual counting tally sheets (i.e. overtime data), timelines/timeframes (infrastructure refresh), Via taking on an access role, receiving “buy-in” from operators regarding concerns/complaints/suggestions with implementing new software system.

No Board action required at this time.

7. Discuss Update on the Creation of an Advertising Revenue Program and Business Development Initiative for Denton County Transportation Authority

David Magana, Marketing & Communications Director and Briana Ferguson, Marketing Business Development Specialist presented highlighting the following:

- Marketing: Ad Revenue/Business Development
 - Advertising Revenue Program
 - Advertising Management
 - Ridership Development (Commuter Vanpool, Employee Pass Program, Discount Pass Program)
 - Business Development (Member Cities, Chambers/Diverse Business Groups, Mayor Employers)
- Advertising Revenue Program – Policy Update
 - Board Policy (Adopted July 2010)
 - Best Practices Policy
 - Updates needed due to recent developments
 - Updated version in March 2024
- Advertising Revenue Program – Process (February – Launch of FY 2025)
- Business Development Outreach Plan (Strategies)
- Ridership Development

No Board action required at this time.

8. Discuss Update on Evolution of the Denton County Transportation Authority Community Advisory Committee

David Magana, Marketing and Communications Director and Mary Worthington, Community Relations Manager presented highlighting the following:

- Community Advisory Committee (definition/intentions of group)
- Community Advisory Committee – Process (guidelines, membership, activities/participation, reporting feedback)
- Community Advisory Committee – Next Steps (finalize guidelines, solicit committee members, restart meetings in May, establish public events and activate participation, establish reporting goals and structure for Committee Members)

The Board supported the committee however, had concerns regarding process to select/appoint members/officers as it may lead to impressions of the committee being a committee that directly impacts policy rather than as a listening mechanism/providing feedback for which it is intended. The Board also provided staff suggestions to contact the “most frequent riders”, major employers along the corridor and youth (i.e. student council) to give consideration of membership to the committee.

9. Discuss Local and Regional Updates and Legislative Issues

None at this time.

INFORMATIONAL REPORTS

1. Safety, Service, and Ridership Reports
2. Update on NTMC Uniform Agreement
3. Update on City of Frisco Technology Based Transit Concept

No Board action required at this time. These items were provided for informational purposes only.

FUTURE AGENDA ITEMS AND BOARD MEMBER REQUESTS

No items at this time.

REPORT ON ITEMS OF COMMUNITY INTEREST

March 5, 2024 – Election Day (Primaries)

May 4, 2024 – Municipal Elections

CONVENE EXECUTIVE SESSION

1. Pursuant to Section 551.071(2) of the Texas Government Code, the Board of Directors will convene into Closed Executive Session to Consult with General Counsel regarding the Collective Bargaining Agreement between North Texas Mobility Corporation (NTMC) and Amalgamated Transit Union (ATU).



The Board convened into Closed Executive Session at 12:30pm.

RECONVENE OPEN SESSION

The Board reconvened from Closed Executive Session at 1:22pm with no action taken.

ADJOURN

The meeting adjourned at 1:22pm.

A handwritten signature in black ink, appearing to read "TJ Gilmore", written over a horizontal line.

TJ Gilmore, Board Chair

A handwritten signature in blue ink, appearing to read "Andy Eads", written over a horizontal line.

Andy Eads, Board Secretary