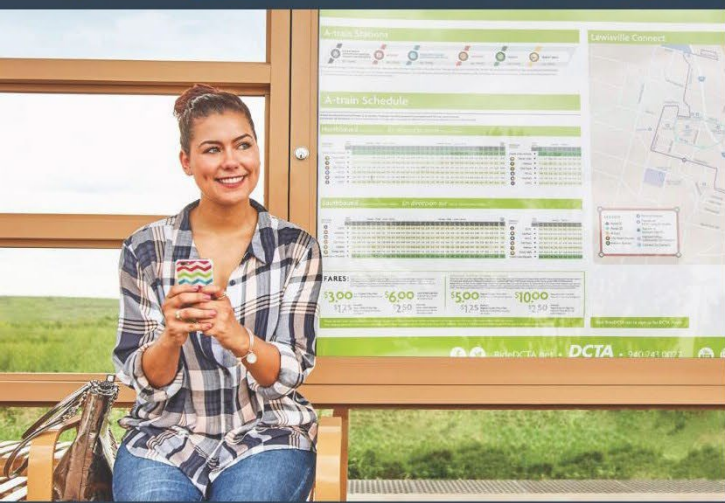




DENTON COUNTY  
TRANSPORTATION AUTHORITY



# DCTA TITLE VI PROGRAM

April 24, 2025



## Table of Contents

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1.	<i>Introduction</i> .....	4
	DCTA's Commitment to Civil Rights.....	4
	Agency Overview .....	5
	System Overview .....	8
2.	<i>General Title VI Requirements</i> .....	12
	Notice to the Public .....	12
	Discrimination Complaint Procedures .....	13
	DCTA's Public Participation Plan.....	14
	Limited English Proficiency Plan.....	19
	LEP Program and Activities.....	28
	Overview of Decision-Making Bodies, Planning, and Advisory Groups .....	31
	Subrecipient Compliance .....	32
3.	<i>Additional Requirements for Transit Providers</i> .....	33
	Service Standards and Policies .....	33
	Level and Quality of Service Monitoring.....	35
	Service Area Demographics .....	35
4.	<i>Title VI Equity Analysis</i> .....	38
	Fare and Service Equity Analysis Process .....	38
	Construction Equity Analysis.....	39
5.	<i>Grants, Reviews, and Certifications</i> .....	40
	<i>Appendix A – Board of Directors Resolution Adopting Title VI Program</i> .....	42
	<i>Appendix B – Title VI Notice to the Public</i> .....	44
	<i>Appendix C – Title VI Complaint Procedures and Forms</i> .....	45
	<i>Appendix D – Title VI Complaint Documentation</i> .....	55
	<i>Appendix E – Outreach Efforts, Community Advisory Committee Meetings, and Social Services Agency Roundtable Meetings</i> .....	56
	<i>Appendix F – Public Meeting Advertisement Example</i> .....	58
	<i>Appendix G – Major Service Change and Disparate Impact Guidance</i> .....	60
	<i>Appendix H – Title VI Analyses</i> .....	61
	Old Town Station Expansion – Equity Analysis.....	62
	GoZone – Title VI – Equity Analysis .....	68
	Fall 2020 Service Changes .....	94
	<i>Appendix I – FTA Triennial Title VI Findings</i> .....	129
	<i>Appendix J – UNT Schedule Exhibits</i> .....	130
	<i>Appendix K – 2022 Ridership Campaign</i> .....	131



## List of Figures

Figure 1. DCTA Service Area Context .....	6
Figure 2. Population Density by Census Tract with DCTA Fixed Routes .....	7
Figure 3. Persons with Disability .....	10
Figure 4. Population 65 Years and Older .....	11
Figure 5. DCTA’s Title VI Notice .....	12
Figure 6. Limited English-Speaking Households – All Languages .....	23
Figure 7. Limited English-Speaking Households – Spanish Language .....	24
Figure 8. Limited English-Speaking Households – Indo-European Languages .....	25
Figure 9. Limited English-Speaking Households – Asian and Pacific Island Languages.....	26
Figure 10. Limited English-Speaking Households – Other Languages .....	27
Figure 11. Minority Population.....	36
Figure 12. Poverty Status.....	37

## List of Tables

Table 1. LEP Household Percentages by Primary Household Language .....	21
Table 2. Desired Minimum Service Span.....	34
Table 3. Existing Fixed-Route Service Frequencies.....	34

## 1. Introduction

This update of the Denton County Transportation Authority's (DCTA) Title VI program has been prepared to ensure that the level and quality of DCTA's services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to all DCTA's riders and other community members regardless of race, color, national origin, or income status. Additionally, through its adaptation from the 2022 program, DCTA examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

The program outlined herein contains all elements required of a transit provider operating in an urban area of 200,000 or more in population with less than 50 vehicles operating in peak service in accordance with FTA Advisory Circular 4702.1B Ch IV, Section 4. This program supersedes DCTA's previous Title VI Program, is effective as of June 1, 2025, was adopted April 24, 2025, and addresses activities since June 2022. This document was prepared using data provided by the United States Census Bureau, the North Central Texas Council of Governments, and DCTA community surveys. DCTA staff, community stakeholders, and passengers have provided additional anecdotal data. Appendix A presents documentation that the DCTA Board of Directors reviewed and approved of this Title VI Program.

### **DCTA's Commitment to Civil Rights**

DCTA is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination in the receipt of any of DCTA services on the basis of race, color, or national origin. The content of this program has been adapted from the 2022 program, which was prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964, Executive Order 13166 (Improving Access to Services for Persons with Limited English Proficiency [LEP]), and Federal Transit Administration (FTA) Circular 4702.1B, dated October 1, 2012:

Title VI of the Civil Rights Act of 1964, as amended, protects any person in the United States on the grounds of race, color, or national origin from being excluded from participation, being denied the benefits of, or being otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the U.S. Department of Transportation (USDOT).

As a regular direct recipient of federal funds under the programs of the FTA and USDOT and pursuant to the federal requirements referenced above, DCTA clearly understands its responsibility and obligation to ensure equitable access and opportunity for participation in the planning and decision-making process. These responsibilities and obligations assure that:

- The benefits of its transit services are shared equitably throughout the service area.
- The level and quality of transit services are sufficient to provide equal access to all riders in its service area.
- No one is precluded from participating in DCTA's service planning and development process.
- Decisions about service changes or facility locations are made without regard to race, color, or national origin.
- Development and urban renewal, which benefit a community, will not unjustifiably be acquired through the disproportionate allocation of adverse environmental and health burdens on any minority population.
- A program is in place for correcting any discrimination, whether intentional or unintentional.



## **Agency Overview**

The Texas Legislature created DCTA in 2001 to accelerate transportation solutions critical to reducing traffic congestion and enhancing air quality, while contributing to orderly growth and development and improving the quality of life for current and future residents of Denton County, Texas. Authorized by 70 percent of Denton County voters in 2002 and funded in 2003 by a dedicated sales tax from the cities of Denton, Lewisville, and Highland Village, DCTA fulfilled its initial service plan in 2011. In March 2012, the Agency adopted its updated service plan to include system-wide improvements that build on the initial investments and meet the needs associated with future growth. In March 2012, the Agency adopted system wide performance and design standards to guide future service changes, capital investments, and system expansions. In 2020 through 2022, the Agency removed several fixed-routes and significantly expanded transit coverage through implementation of new on-demand microtransit service, GoZone. Figure 1 depicts DCTA's current urbanized area (UZA), Denton-Lewisville, and adjacent UZAs. Figure 2 shows the population density within Denton and Collin Counties by U.S. Census block groups<sup>1</sup>.

<sup>1</sup> For the purposes of this document, DCTA's service area will be defined as all of Denton and Collin Counties.

Figure 1. DCTA Service Area Context.

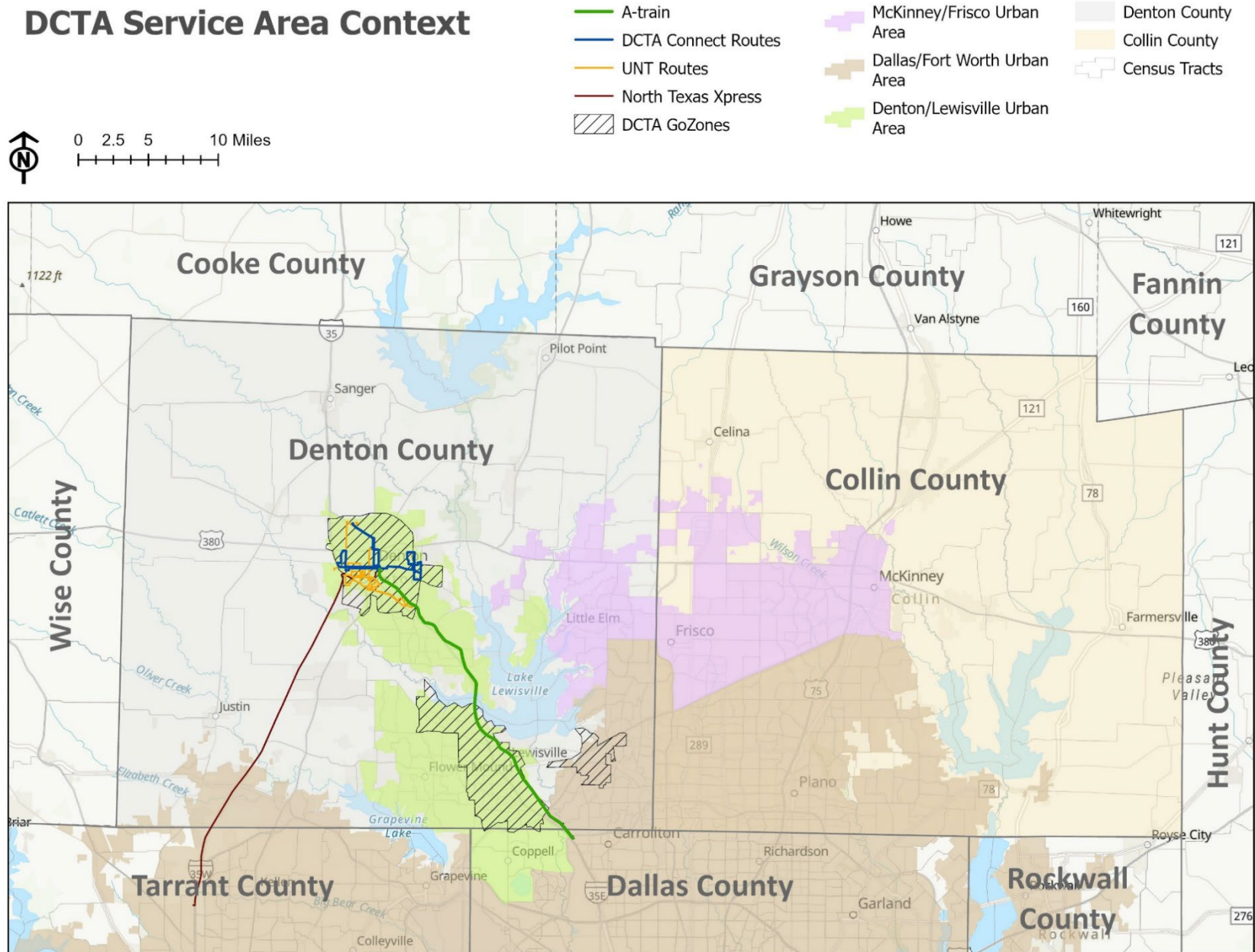
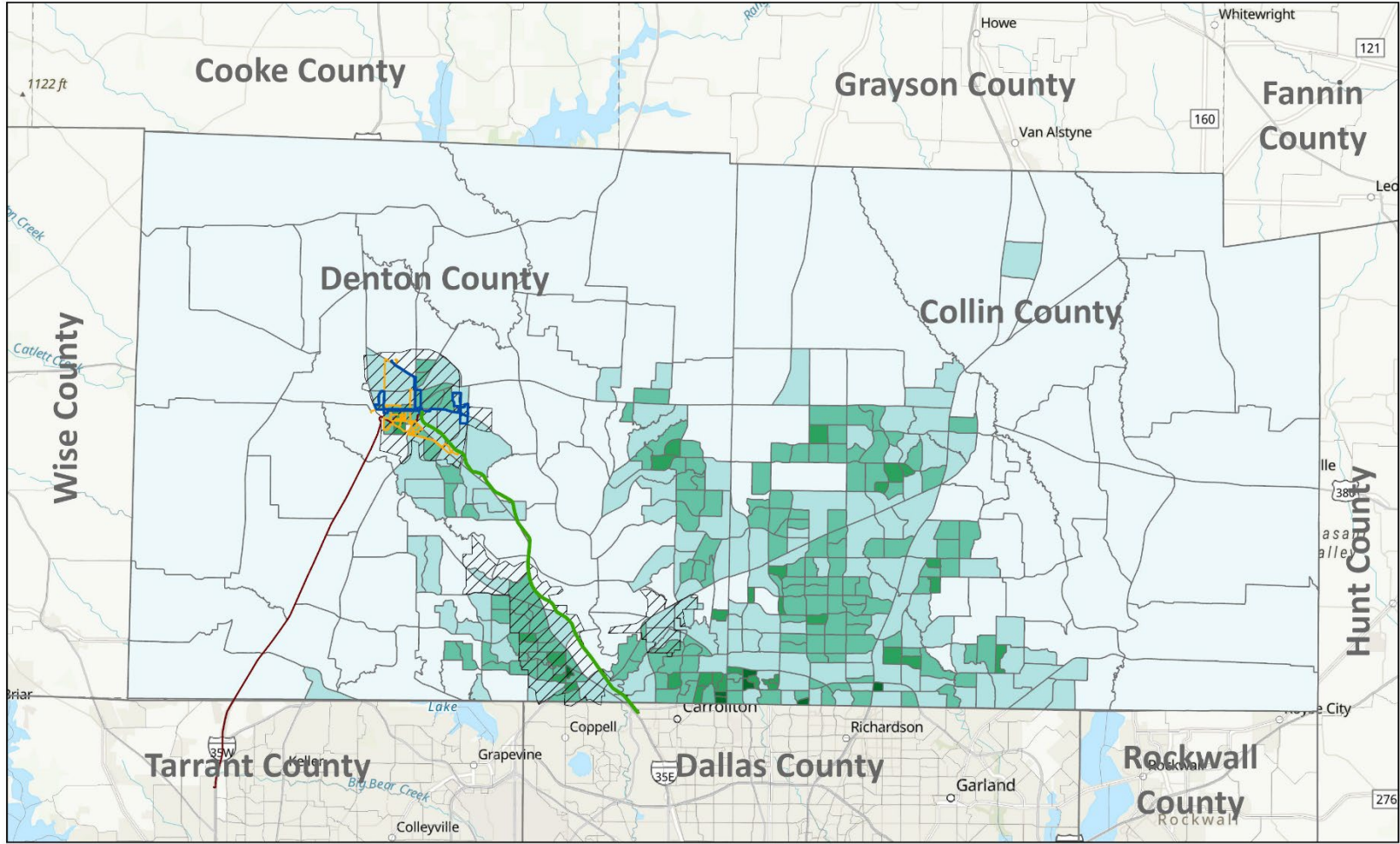
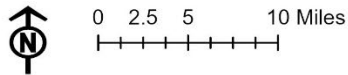


Figure 2. Population Density by Census Tract with DCTA Fixed Routes.

**DCTA Service Area  
Population Density (sq mi)**





## **System Overview**

DCTA provides transit services within Denton and Collin Counties. DCTA operates three fixed bus routes on its Connect system, a 21-mile commuter rail system, on-demand microtransit services, limited stop shuttle services, demand response/paratransit services, and vanpool services. DCTA also manages contracted services for the University of North Texas (UNT) with its UNT Shuttle service that provides 11 fixed routes, and within the cities of Frisco, Allen, Fairview, and Coppell. DCTA's 23 peak-service bus vehicles, four peak-service rail vehicles, and 144 employees and contracted employees served approximately 3.2 million trips in FY 2024.

### **Local Fixed-Route Services**

DCTA operates three Connect Bus routes and eleven UNT Shuttle routes in Denton. The Connect Bus network (Routes 3, 6, and 7) runs Monday through Saturday and links major destinations such as the Downtown Denton Transit Center, Texas Woman's University, Discovery Park, Ryan High School, and Rayzor Ranch. UNT Shuttles operate primarily on weekdays during the academic year, connecting the main campus with student housing, Discovery Park, and popular student destinations like the Union, Pohl Rec Center, and Victory Hall. Connect buses run every 20 minutes on weekdays from 7:00 AM to 9:00 PM, while UNT shuttles offer high-frequency service during class hours.

### **Commuter Rail Service**

The A-train, DCTA's commuter rail line, operates Monday through Saturday excluding holidays and serves six rail stations including a station that DCTA shares with Dallas Area Rapid Transit (DART). The A-train, which averages approximately 983 passengers a day, operates 30-minute frequencies every weekday between 6:00 AM and 9:00 PM, and 60-minute frequency on Saturdays between 8:00 AM and 10:00 PM.

### **On-Demand Microtransit Services**

DCTA provides on-demand microtransit in two zones – one within the central core of the City of Denton and the other across the entirety of the city limits of Lewisville and Highland Village. The zone features key destinations such as the Golden Triangle Mall, Downtown Denton Transit Center, and Rayzor Ranch Marketplace. The Lewisville/Highland Village zone connects residents to major retail and recreation centers in Lewisville such as Music City Mall, Wayne Ferguson Plaza, and Lewisville Towne Crossing. The Denton and Lewisville/Highland Village GoZones both operate Monday through Thursday from 5 a.m. to 10 p.m., Friday from 5 a.m. to 11 p.m., Saturdays from 5 a.m. to 11 p.m., and Sundays/major holidays from 8 a.m. to 6 p.m. For night safety, DCTA offers a "Guaranteed Ride Home" GoZone program which allows travel from the DART Trinity Mills Station to any GoZone destination between 9 p.m. and 1 a.m. from Monday through Thursday and between 10 p.m. and 2 a.m. on Fridays and Saturdays.

### **Limited-Stop Shuttle Service**

In September 2016, DCTA launched the North Texas Xpress in coordination with Trinity Metro that operates Monday through Friday. This route operates twice a day on weekdays, at approximately 6 a.m. and 5 p.m. (excluding major holidays). The commuter shuttle serves several points along the I-35W corridor, has two park and ride options, and provides connectivity to employment centers. The limited-stop commuter shuttle provides connections to the Trinity Railway Express (TRE), University of North Texas (UNT) campus shuttles, and local DCTA fixed routes.

### **ADA/Demand Response**

DCTA provides ADA/Paratransit Demand Response service for individuals with disabilities and elderly

riders in Denton, Highland Village, and Lewisville. Figure 3 shows the percentage of the population with a disability, and Figure 4 shows the percentage of the population that is 65 years of age or older.

## **Vanpools**

The Denton County Transportation Authority (DCTA) offers a vanpool program for groups of 6 to 15 people who share similar work schedules and commute routes. The program is partially subsidized and ideal for trips that begin or end in Denton or Wise counties. DCTA partners with Enterprise Rideshare to provide a variety of vehicle options, including minivans, SUVs, and ADA-accessible vans, on a flexible month-to-month basis. To support commuters, DCTA also offers a Guaranteed Ride Home (GRH) program for vanpool participants. This program provides up to four subsidized rides home per year in cases of personal illness, family emergencies, or unscheduled overtime—covering up to \$50 per qualifying trip. Participants must have used the vanpool that day and submit a reimbursement form with supporting documentation. The GRH program does not apply to pre-scheduled events or weather-related situations.

## **Contract Services**

DCTA operates contracted transit service for the University of North Texas (UNT), providing a campus shuttle system consisting of 11 routes that circulate throughout Denton. These shuttles run Monday through Friday during the academic year, with schedules that vary by semester and reduced service offered during summer and winter breaks. Limited service is also available on Saturdays and Sundays during peak periods. The shuttle system connects seamlessly with DCTA's fixed-route bus network and the A-train commuter rail, offering broader mobility options for students, faculty, and staff. While the system is primarily designed for UNT riders, it is open to the general public with valid fare. Additionally, through a partnership with Lyft and UNT, DCTA supports a late-night transportation option that offers free on-campus rides for UNT students, faculty, and staff from 2:00 a.m. to 7:00 a.m. daily, along the UNT Lyft Zone.

In partnership with the City of Coppell and Lyft, DCTA launched the “Work Hard, Get a Lyft” program in October 2019 to provide first- and last-mile transportation for employees commuting to jobs within Coppell's workforce zones. The service offers discounted Lyft rides from key public transit stops to nearby employment centers and operates daily from 4:00 a.m. to 12:00 a.m., excluding major holidays.

DCTA offers curb-to-curb demand-response transit services for eligible residents in Frisco, Allen, and Fairview.

**Frisco Demand Response:** This service is available to Frisco residents who are 65 years or older, have qualifying disabilities, or require transportation for medical-care-related purposes. It operates Monday through Friday from 6:00 a.m. to 6:00 p.m., excluding major holidays. The service area includes trips within Frisco and designated portions of Plano, bounded by Sam Rayburn Tollway (SRT/121) to the north, President George Bush Turnpike (PGBT) to the south, Coit Road to the east, and West Spring Creek Parkway/Midway Road to the west.

**Collin County Rides (Allen and Fairview):** DCTA provides similar demand-response services for residents of Allen and Fairview who are 65 years or older or have qualifying disabilities. The service operates Monday through Friday from 6:00 a.m. to 6:00 p.m., excluding major holidays. Trips must begin or end in Allen or Fairview and are limited to destinations within Collin County.

These services aim to enhance mobility for elderly and disabled residents, ensuring access to essential destinations within their communities.

Figure 3 . Persons with Disability.

DCTA Service Area Persons with Disability

**DCTA Service Area  
Persons with a Disability (Percent)**

- A-train
- DCTA Connect Routes
- UNT Routes
- North Texas Xpress
- DCTA GoZones
- Below County Average
- Above County Average

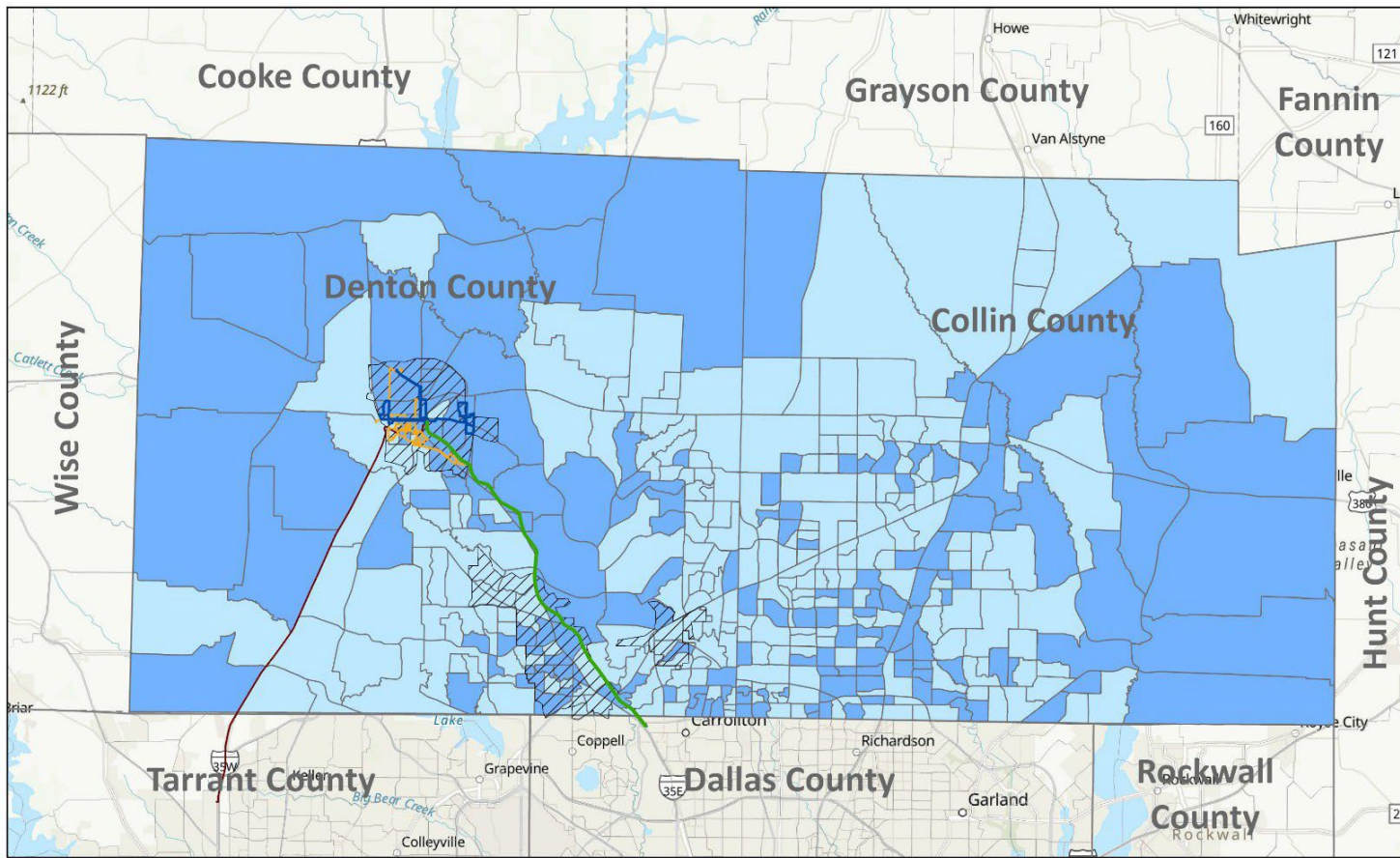
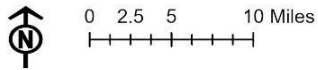
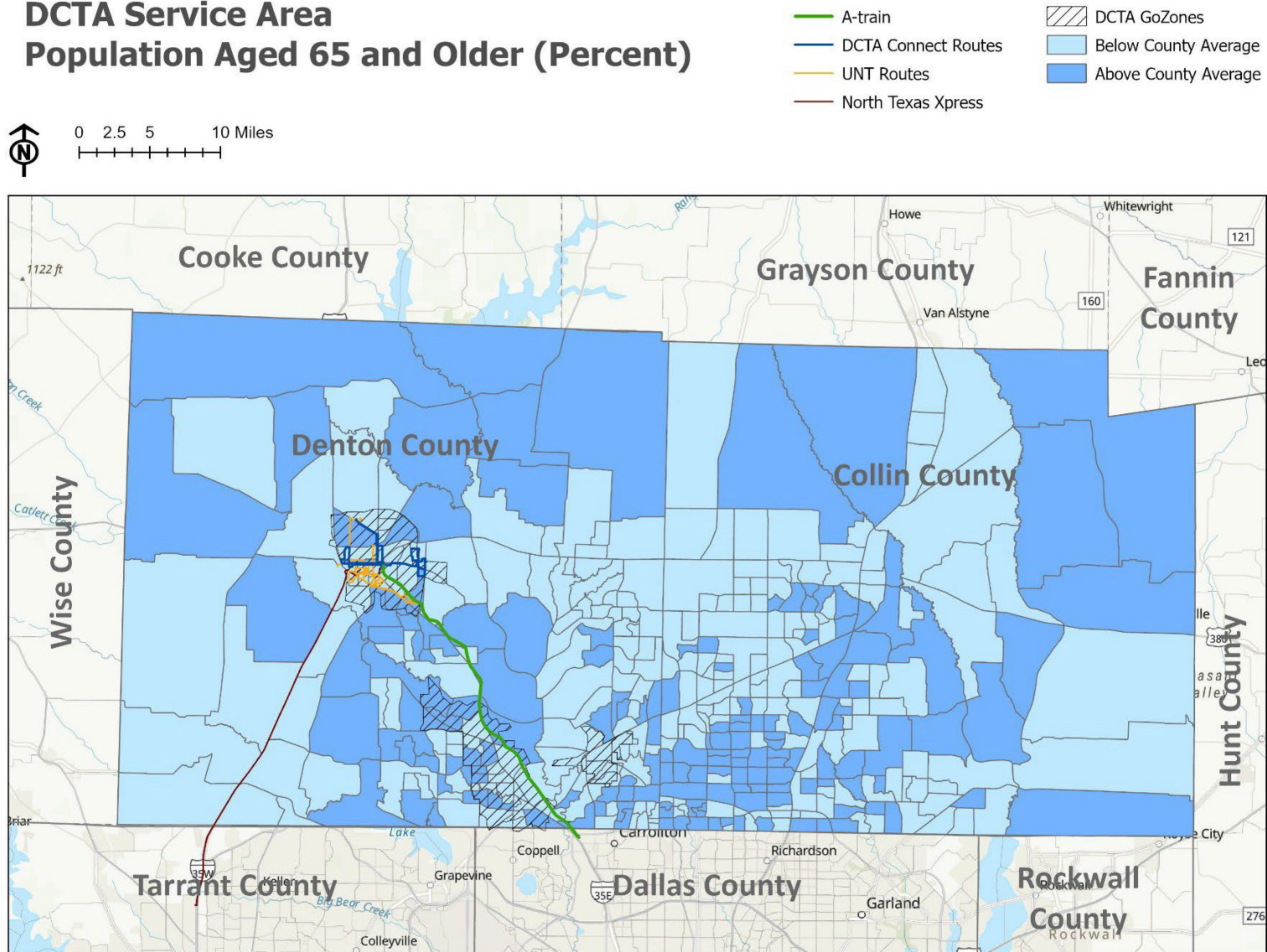




Figure 4. Population 65 Years and Older.

### DCTA Service Area Population Density Age 65 and Over

#### DCTA Service Area Population Aged 65 and Older (Percent)



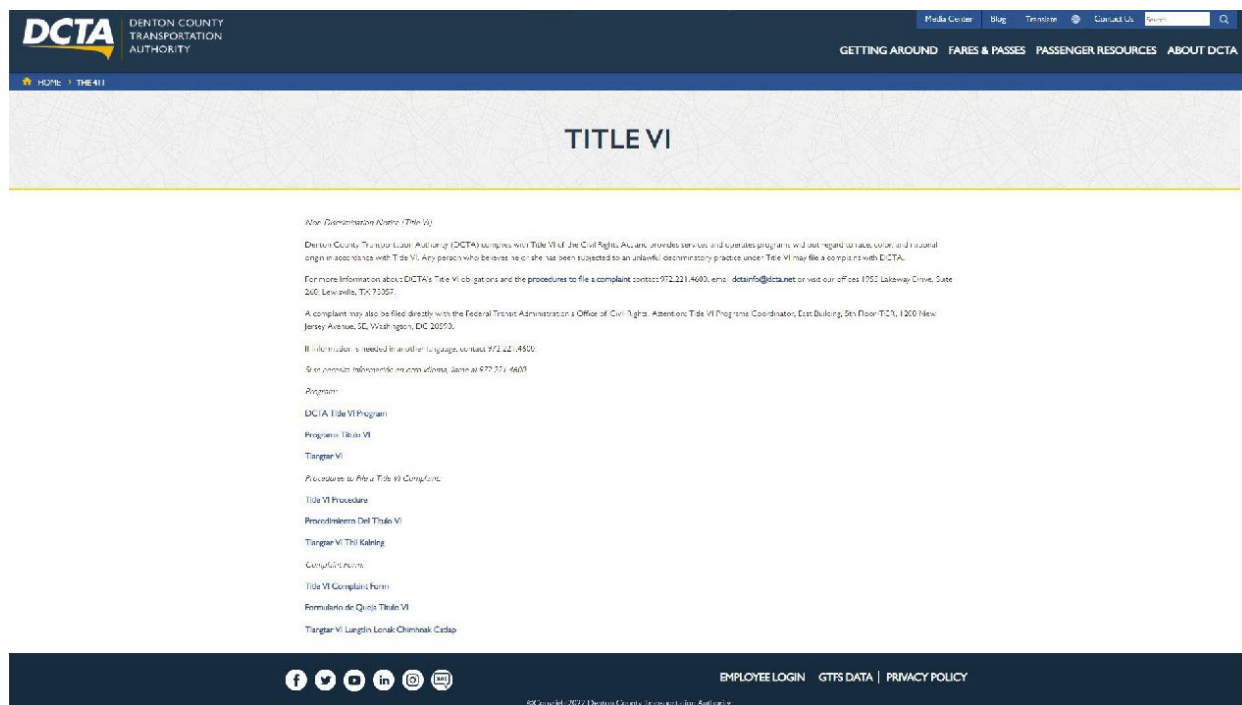
## 2. General Title VI Requirements

This section documents DCTA's efforts to meet general Title VI requirements, as defined by FTA Circular 4702.1B, III.4.a.1-9, as applicable. Included is a description of the following: DCTA's Title VI public notice; the transit agency's complaint procedures; a list of applicable Title VI investigations, complaints, and lawsuits; the Public Participation Plan; the LEP Plan, program, and activities; and an overview of DCTA's decision-making bodies.

### Notice to the Public

To make DCTA passengers and the general public aware of the agency's commitment to Title VI compliance and the public's right to file a civil rights complaint, DCTA posts the following language in English, Spanish, and Hakha Chin on its website, at its transit center and rail stations, and on its bus fleet. Figure 5 presents DCTA's Title VI notice (also presented in Appendix B and made available to the public on DCTA's website - <https://www.dcta.net/rider-info/411/title-vi>).

Figure 5. DCTA's Title VI Notice



## **Discrimination Complaint Procedures**

DCTA has established a process for passengers to file a complaint under Title VI. Any person who believes that he or she has been discriminated against on the basis of race, color, or national origin by DCTA or its contract operators may file a Title VI complaint by completing and submitting the agency's Title VI Complaint form available at DCTA's Administrative Office, DCTA's Downtown Denton Transit Center (DDTC) or on the DCTA website at <https://www.dcta.net/contact-us/title-vi-complaint>. Appendix C presents copies of DCTA's complaint procedures and complaint form in English, Spanish, and Hakha Chin.

DCTA encourages complaints to be filed immediately. DCTA will process complaints that are submitted and will investigate complaints up to 180 days after the alleged incident. Once the complaint is received, DCTA will review, and the complainant will receive an acknowledgement letter within 10 working days informing the complainant whether the complaint will be investigated by DCTA.

Complaints may be filed in writing using the Title VI Complaint form or verbally by calling the DCTA Administrative Office at 972- 221- 4600. Completed complaint forms may be mailed to DCTA's Administrative Office at P.O. Box 96, Lewisville, Texas 75067. A person may also file a complaint directly to FTA's Office of Civil Rights at 1200 New Jersey Avenue SE, Washington, DC, 20590, or with The Texas Department of Transportation's Public Transportation Division, Attention: Title VI, 125 East 11th Street, Austin, TX 78701.

DCTA has up to 30 days to investigate the complaint. If more information is needed to resolve the case, DCTA may contact the complainant. The complainant has 30 days from the date of the letter to send requested information to the investigator assigned to the case or the case may be administratively dismissed. A case may also be administratively dismissed if the complainant no longer wishes to pursue their case.

DCTA conducts all investigations in cooperation with the Operations Department and General Counsel. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant and other affected parties may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

Based upon all the information received and discovered during the investigation, an investigation report will be written for submittal and final determination by the DCTA President/CEO.

Once the final determination is made, the complainant will receive a letter stating the final decision. The letter will either be a letter of finding or closure. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. The closure letter will also include information about the complainant's right to appeal the decision within 10 days. A letter of finding summarizes the allegations and the interviews regarding the alleged incident, explains whether any disciplinary action, additional training of the staff member(s) involved or other action will occur, and the right to appeal the decision within 10 days.

If the complainant simultaneously files a complaint with DCTA and with an external organization such as the state or federal government, the jurisdiction and investigation of the external agency will supersede.



DCTA maintains a list of active investigations conducted internally or by external agencies including lawsuits and complaints naming DCTA that allege discrimination on the basis of race, color, or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by DCTA in response, or final findings related to the investigation, lawsuit, or complaint.

DCTA did not receive Title VI complaints during the reporting period. Appendix D confirms no complaints have been submitted in this period.

### **List of Transportation-Related Title VI investigations, Complaints, and Lawsuits**

DCTA has not received any transportation-related Title VI Complaints or Lawsuits since the previous Title VI Program was submitted in June 2022. Accordingly, no Title VI investigations have been completed.

### **DCTA's Public Participation Plan**

DCTA maintains a Public Participation Plan that is designed to gather feedback from all constituents and encourage participation in the agency's decision-making process in the development of project programs and when modifying fares or conducting a major reduction in service, as defined in C4702.1B, section III.8. This section documents the principles and objectives of the plan, procedures used to implement public participation strategies, performance measures, and other relevant details.

#### ***Key Principles***

DCTA's Public Participation Plan has been prepared to ensure that no individual is precluded from participating in DCTA's service planning and development process. This plan ensures that:

- The public understands and is aware of public transportation's role in the community.
- Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity or investment that may affect their environment, community, and/or health.
- The public's contribution can and will influence DCTA's decision making.
- The concerns of all participants involved will be considered in the decision-making process.
- DCTA will actively seek out and facilitate involvement of those potentially affected.

Through an open public process, DCTA has developed a program that uses various techniques to encourage and guide public involvement efforts and enhance access to DCTA's transportation decision-making process by minority and LEP populations. This program is intended to create opportunities for dialogue with passengers and affected communities, enabling them to contribute to and influence DCTA's services. The Public Participation Plan describes the overall objective and outreach methods used to reach passengers and stakeholders.

### ***Program Objectives***

DCTA's Public Participation Plan seeks to develop a proactive public involvement process that provides complete information, timely public notice, and full public access to key decisions. This plan is intended to support early and continuing involvement of the public in developing services and programs and modifying services or programs and other projects that might impact the public.

DCTA uses a variety of communication methods in order to provide public awareness and understanding about the agency, its functions, programs, and specific initiatives. Additionally, DCTA seeks to engage citizens from various backgrounds, demographics, and income levels while specifically targeting residents typically underserved in transportation decision making.

Through regular review and performance measurement, DCTA continues to improve its public participation methods over time based on feedback from riders and community members, specifically low-income, minority, LEP populations, and customer and community-based organizations.

### ***Public Involvement Procedures***

Public involvement action plans may be developed and implemented to engage the public in the decision-making process during:

- A major service change in accordance with DCTA's Major Service and Fare Change policy contained in *Appendix G*.
- A fare increase, new fare type, or significant change in the method of fare payment in accordance with DCTA's Major Service and Fare Change policy.
- Program of Projects development.

DCTA partners with other agencies and organizations when appropriate. In the past, DCTA used the North Central Texas Council of Government's adopted Public Participation Plan and process. The notices for the regional Transportation Improvement Program meet the notice requirements of the FTA Program of Projects requirements. Additionally, DCTA has partnered with member cities, welcome centers, and social service agencies to garner access to targeted audiences.

DCTA staff reviews all public comment information it receives. All comments are given careful, thoughtful consideration. The comments are incorporated into the planned changes and initiatives, where feasible.

### ***Performance Measures***

DCTA regularly reviews and refines the public involvement process to ensure that the plan's objectives and goals are being achieved. Following each initiative, DCTA staff reviews the process and outcomes and reports to the DCTA Board of Directors with a measurement of the plan's effectiveness. Measurements include, but are not limited to the following:

- Did the public know there was an opportunity to participate?
- Did the public have access to appropriate resources and information to allow for meaningful participation?
- How much input was received?
- How relevant was the input received?
- How many people participated in the meetings?
- What type of media coverage did the initiative receive?

- What types of outreach methods were utilized?
- Did the outreach methods reach the desired audience?
- How did the public's input contribute to the final decision?
- What could have been done differently to achieve a better outcome?

### ***Communication and Involvement Methods***

DCTA's public involvement approach is customized to meet the needs of the agency information being presented. The Vice President, Engagement and Administration will determine the appropriate methods and develop an action plan based on the desired outcome and goals for each public/open house meeting.

DCTA strives to provide the public with timely notice of the agency's public involvement opportunities. At a minimum, core communications should be released to the public two weeks prior to the first public involvement opportunity. DCTA will also make a concerted effort to provide adequate time for the public to provide input on key decisions. At a minimum, feedback channels should be open 21 days starting from the first public involvement opportunity.

Although this timeframe is DCTA's goal, there are times when an abbreviated timeline may be necessary to educate, collect feedback, and report findings. This does not supersede any state or federal programs or studies that call for a longer comment period.

Core methods of communication will include, but are not limited to:

- News release sent to local media
- Signage on train and bus vehicles
- Targeted communications to neighborhood groups and identified populations

DCTA will develop and manage the appropriate databases to ensure proper tracking of outreach efforts.

DCTA recognizes that the traditional meeting format does not work for all. As a result, DCTA typically varies input opportunities to include one or more of the following: one-on-one interactions, online interactions, surveys, hotlines, open houses, and meetings with formal presentations. DCTA posts copies of each presentation following the meeting to allow for additional citizen and stakeholder review and feedback.

### ***Media***

DCTA recognizes that the media plays an important role in developing and maintaining a relationship with the public. The media is used whenever possible to provide publicity about key events and initiatives and to provide key information to the public. A media database, including print, TV, and radio, is maintained to ensure efficient and timely dissemination of information. DCTA also makes a concerted effort to engage media outlets that reach diverse demographic audiences.

DCTA is dedicated to fostering strong community relationships through a diverse range of services. DCTA actively shares information about initiatives and upcoming opportunities for public participation, ensuring that everyone has a chance to engage with us. The approach includes various communication channels to collect feedback, facilitate dialogue, and encourage meaningful conversations within the community including:



- Print: DCTA uses community newspapers within its service area.
- Outdoor: DCTA uses electronic boards provided by its member cities and posts notices (in both English and Spanish) on buses and trains and at transit facilities.
- DCTA's comprehensive website
- Rider Alerts: DCTA has nearly 10,000 users subscribing to email rider alerts. These alerts provide information about public input opportunities, upcoming service changes, and service impacts.
- GOREquest: GOREquest is an online comment submission system that includes an Apple/Android mobile application and a web-based submission form. GOREquest is used by customers and DCTA customer service staff to input and track comments as well as monitor response and service requests.
- Social Media: DCTA uses X, Facebook, YouTube, Instagram, and DCTA's Hop on Board Blog to communicate with and engage customers. DCTA has 17,814 Facebook followers, 6,391 X followers, 608 Instagram followers, and 270 YouTube subscribers.
- Direct emails to passengers (where applicable), community partners, and stakeholders are used when appropriate.
- Speaker's Bureau: DCTA staff and board solicit opportunities to speak on behalf of the organization to stakeholders and civic groups.
- Public Information Sessions and Open Houses: At minimum, DCTA hosts two rounds of three public meetings/open houses each year when appropriate.
- Community Events: DCTA sets up trade show booths at key community events.
- Public Hearings: DCTA annually holds a public hearing to solicit feedback during the budget development process.
- Legal Notices: DCTA uses legal notices as necessary to advertise public participation, employment, and business opportunities.

Appendix F presents an example of a public meeting advertisement.

### ***Community Relations***

DCTA establishes regular relationships with key stakeholders, community groups, and identified populations throughout the region to assist with the authority's public participation process and its service to Title VI customers and those with limited English proficiency. These relationships are intended to expand public involvement by:

- Increasing the public's awareness of the role public transportation plays in its community.
- Creating and maintaining an open dialogue with the public.
- Informing the public on the services provided and where DCTA services can take them
- Ensuring efficient and timely dissemination of information.
- Assisting DCTA with identifying and understanding the demographics of DCTA's rider groups and potential rider groups.

DCTA maintains a community database that includes elected officials, neighborhood groups, civic groups, minority groups, chambers of commerce, social service agencies, municipalities, and other groups based on their spheres of influence in the community. Any community organization or person can be added to the database by contacting DCTA's Marketing and Communication staff at 972-221-4600 or by emailing [dctainfo@dcta.net](mailto:dctainfo@dcta.net).

### ***Public Participation Since the Last Reporting Period***

There are three primary factors to consider when evaluating DCTA's requirement and execution of Title VI compliance and public participation in conjunction with service and fare changes. First, as of April 2025, DCTA operates 25 vehicles in its weekday peak fixed route service. FTA Circular 4702.1B, Paragraph IV.1 stipulates that a provider operating fewer than 50 fixed route vehicles in peak service and within a UZA of at least 200,000 are required to set system-wide policies and standards but are not required to collect and report data, evaluate service and fare equity changes, or monitor transit service for purposes of Title VI compliance. DCTA did not break the 50-vehicle threshold during the period between April 2022 and April 2025.

Second, DCTA's "Major Service Change and Disparate Impact Guidance," found in Appendix G of the 2022 Title VI Program and Appendix G of this document, acknowledges DCTA does not operate 50 fixed route vehicles at peak but sets forth policy "should DCTA return to 50 or more peak vehicles or as DCTA elects to conduct these analyses at its discretion." This policy does not address service changes made to microtransit services such as GoZone.

Third, DCTA completed a "DCTA GoZone Title VI and Equity Analysis" in July 2021 that evaluated the impact of removing all non-UNT fixed route service from the DCTA service area and substituting it with GoZone service. That analysis, provided in Appendix H and also included in the 2022 Title VI Program Document, found that the "change in service with the addition of GoZone is estimated to not have a disparate impact or disproportionate burden, with or without the implementation of add-on service zones." (Section 4)

Since the last reporting period, DCTA completed a public involvement process in conjunction with its "Comprehensive Operations Analysis" (COA) that led to a service change decision by the Board of Directors in July 2022.

The objectives of the COA were as follows:

1. Establish a minimum productivity threshold for fixed route service measured in passengers per hour
2. Establish a permanent fare structure for the GoZone service to transition from the GoZone promotional fare that had been in place since service launch in September 2021
3. Reconfigure DCTA's pass products to reflect changes to the GoZone service

Additional analysis or public participation was not required because the COA was intended to bring the previous evolution from fixed route to microtransit to conclusion. However, DCTA did conduct public outreach prior to making a final decision to implement the COA. A public feedback survey was conducted and presented in the June 2022 Board meeting. In addition, DCTA conducted an extensive advertising, email, social media, and public engagement campaign that was briefed in the July 2022 Board meeting. The details of that engagement as briefed in the Board meetings can be found in Appendix K

Ultimately, the COA resulted in three bus routes being retained within the City of Denton: Connect 3, Connect 6, and Connect 7. At the same time, the Board chose to increase frequency on Connect 6 to 20 minutes for part of each weekday and on Connect 7 all day long. Since the July 2021 Title VI analysis found no disparate impact if all bus routes were eliminated, the final disposition of the bus network can be considered without disparate impact to low income and minority populations.

Another objective of the COA was to establish a permanent fare structure for the GoZone service, which had been operating under a promotional fare structure of \$0.75 per trip since inception. Public input and feedback on fares was sought and shared with the Board through the COA process, as referenced above. Ultimately, the GoZone fare was set at \$1.50 per trip, matching the fare for a local AM / PM pass. An exception was made in the City of Denton, where fixed route service remains. There, GoZone fares are \$1.50 per trip plus \$0.50 per mile for trips over 4 miles up to a maximum of \$5.00 per trip

DCTA continued its network modifications through the Intermediate Service Plan initiative, intended to begin to optimize the transit network in Denton with the most efficient, effective mix of fixed route and microtransit service. Through an extensive data analysis process and dialogue, the Board made a decision in May 2024 to increase frequency on Connect 3, Connect 6, and Connect 7 to 20 minutes on each route, each weekday between 7 am and 9 pm. At the same time, the GoZone service was modified to enable people attempting to use GoZone within the Connect network boundary to use fixed route instead. No additional public outreach was conducted or input sought for this effort, in accordance with our standing below the 50-vehicle threshold.

In addition to these service change initiatives, DCTA also performed informal and formal community outreach through its various public and community partners and through the systems and structures in place for its Community Advisory Committee and Social Services Agency Roundtable. More information regarding DCTA's public participation in the last reporting period can be found in Appendix E.

### **Limited English Proficiency Plan**

DCTA's LEP Plan addresses the agency's responsibilities, as a recipient of federal financial assistance to meet the needs of individuals with limited English language skills. Executive Order 13166, titled *Improving Access to Service for Persons with LEP*, indicates that differing treatment based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination. This order applies to all state and local agencies that receive federal funds, including DCTA. DCTA receives federal assistance through the U.S. DOT, which includes FTA, the Federal Railroad Administration, and the Federal Highway Administration.

DCTA has developed this LEP Plan as part of its Title VI Program to help identify reasonable mechanisms for providing language assistance to persons with LEP who wish to access DCTA services. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English.

To ensure meaningful access to programs and activities, DCTA uses the information obtained in a Four Factor Analysis to determine the specific language services that are required by the transit agency's ridership and the appropriate methods to engage those with LEP. This analysis helps DCTA determine if it communicates effectively with LEP persons and informs language access planning and the development of passenger information.

The four-factor analysis is a local assessment outlined by the U.S. DOT that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by DCTA.
2. The frequency with which LEP persons come into contact with DCTA services and programs.
3. The nature and importance of DCTA's services and programs in people's lives.
4. The resources available to DCTA for LEP outreach and the costs associated with that outreach.



For the purposes of this plan, statistically significant LEP groups are defined as persons with the same first language, comprising two percent or more of the DCTA service area (as defined in the Agency Overview section), who have LEP. Additionally, in accordance with the Safe Harbor Provision of FTA Circular 4702.1B, DCTA provides written translation of vital documents (defined under the Factor 1 discussion, below) for each eligible LEP groups that constitutes 5 percent or 1,000 persons, whichever is less, of the total population served or likely to be encountered or affected. Based on the four-factor analysis outlined more thoroughly below, DCTA has identified Spanish speakers as an eligible population group throughout the service area and Hakha Chin speaking individuals in the Lewisville, TX, service area.

***Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.***

As defined in the Agency Overview section, for the purposes of this document DCTA’s service area includes all of Denton and Collin County, while its fixed route services are focused within the cities of Denton, Lewisville, and Highland Village within the Denton/Lewisville UZA. The A-train has a terminus station in Carrollton which provides transfer opportunities for continued travel into Downtown Dallas and other connections via Dallas Area Rapid Transit (DART) light rail and bus services. The North Texas Xpress, as operated by DCTA, includes nonstop service from the Trinity Metro North Park and Ride to Downtown Denton Transit Center (DDTC), with several stops around Denton. Under contract with the City of Frisco, DCTA operates curb-to-curb demand response transit service to eligible Frisco residents for trips within Frisco as well as designated portions in the City of Plano.

DCTA’s demographic profile has been established using the following sources:

- An analysis of the U.S. Census Bureau’s 2019–2023 American Community Survey (ACS) 5-Year Estimates, released in December 2024, confirms a significant presence of Limited English Proficiency (LEP) households across key areas in the region. According to the data, Spanish-speaking households with limited English proficiency are notably represented in Denton County, Collin County, the City of Denton, and the City of Lewisville. In addition, households that primarily speak Asian and Pacific Island languages and have limited English proficiency are prominently present in Denton County, Collin County, the City of Frisco, and Lewisville. Table 1 presents the percentage of total households in each geography that identify as LEP, organized by the primary language spoken at home. Table 1 represents the percent of total household in each geography that identify as LEP organized by the household’s primary household language.

**Table 1. LEP Household Percentages by Primary Household Language.**

	Geography	Spanish	Other Indo-European Languages	Asian and Pacific Island languages	Other languages
Key Cities	Denton	13.4%	11.3%	34.3%	3.7%
	Frisco*	5.6%	4.4%	11.2%	1.6%
	Highland Village	0.0%	0.0%	30.0%	0.0%
	Lewisville	16.7%	7.7%	23.8%	8.7%
County Totals	Denton County	13.5%	6.6%	16.3%	3.1%
	Collin County	12.0%	8.9%	15.8%	9.2%

Source: U.S. Census Bureau, U.S. Department of Commerce. "Limited English Speaking Households." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1602, 2023, [https://data.census.gov/tables/ACSST5Y2023.S1602?g=050XX00US48085,48121\\_160XX00US4819972,4827684,4833848,4842508](https://data.census.gov/tables/ACSST5Y2023.S1602?g=050XX00US48085,48121_160XX00US4819972,4827684,4833848,4842508). Accessed on April 16, 2025.

Note: Key cities represent a portion of Denton or Collin counties; therefore city totals do not sum to county totals.

\*The borders of Frisco cross county borders so that the city is in both Denton and Collin Counties.

- Review of DCTA Survey Data: According to DCTA customer survey data from 2019, English and Spanish were the predominant languages spoken by DCTA customers. Nearly 7 percent of customers in 2019 indicated that Spanish was their primary language. Other languages submitted via the survey included Hakha Chin (0.06 percent) and English (86 percent).
- Examination of prior experiences: Discussions with DCTA transit operators, customer service representatives, and the call center confirmed frequent and consistent encounters with Spanish speaking individuals who have little or no English proficiency. In most cases, the information requested relates to routes, schedules, connections with other transit systems, key destinations (retail, medical, social services, and employers) and fare information.
- Discussions with partner cities, local school districts, and stakeholders revealed that their data and experience indicated a need to provide Spanish speaking individuals with information in their native language. Knowing that fact, DCTA has worked with the local school districts, Texas Workforce Commission, and social service agencies to ensure the needs of these individuals, especially those with LEP, are met.
- Chin refugees from Myanmar have relocated to Lewisville with the assistance of Catholic Charities. While representing a small portion of the Lewisville population, a majority of these individuals do not own a car and are likely to need public transportation. DCTA utilized a translation company to assist with all translations for this population. All DCTA's vital documents are translated in Hakha Chin and available via download. Vital documents for these purposes include:
  - All agency Route Guides for bus, the A-train and on-demand services
  - Title VI information including DCTA's Title VI Program, policies, procedures, and complaint form
  - Access information including policies, procedures, and application.

The analysis conducted in Factor 1 clearly indicates the need for language services in Spanish throughout the service area and in Hakha Chin in Lewisville. Additional understanding of where in the service area populations of LEP reside is also helpful. Figure 6 through Figure 10 present spatial reference for the location of LEP households within the DCTA service area.

***Factor 2: The Frequency with Which LEP Individuals Come Into Contact with DCTA Programs, Activities and Services***

There are a large number of places where members of the LEP population may come into contact with DCTA services. An important part of the development of DCTA's Language Access Plan is the assessment of major points of contact.

Spanish-speaking persons are frequent users of DCTA's fixed route and demand response services. While interactions with other individuals that are linguistically isolated but do not speak Spanish is limited, rare occurrences are experienced. African, Asian, and Middle Eastern dialects are the next most frequent occurrences.

Based on Factor 2 and the discussions described, no significant additional languages or populations were identified as eligible participation groups (beyond those identified by Factor 1, Spanish and Hakha Chin).



**Figure 6. Limited English-Speaking Households – All Languages.**

# **DCTA Service Area** **Limited English Proficiency Households** **All Languages (Percent)**

- A-train
- DCTA Connect Routes
- UNT Routes
- North Texas Xpress
- DCTA GoZones
- Below County Average
- Above County Average

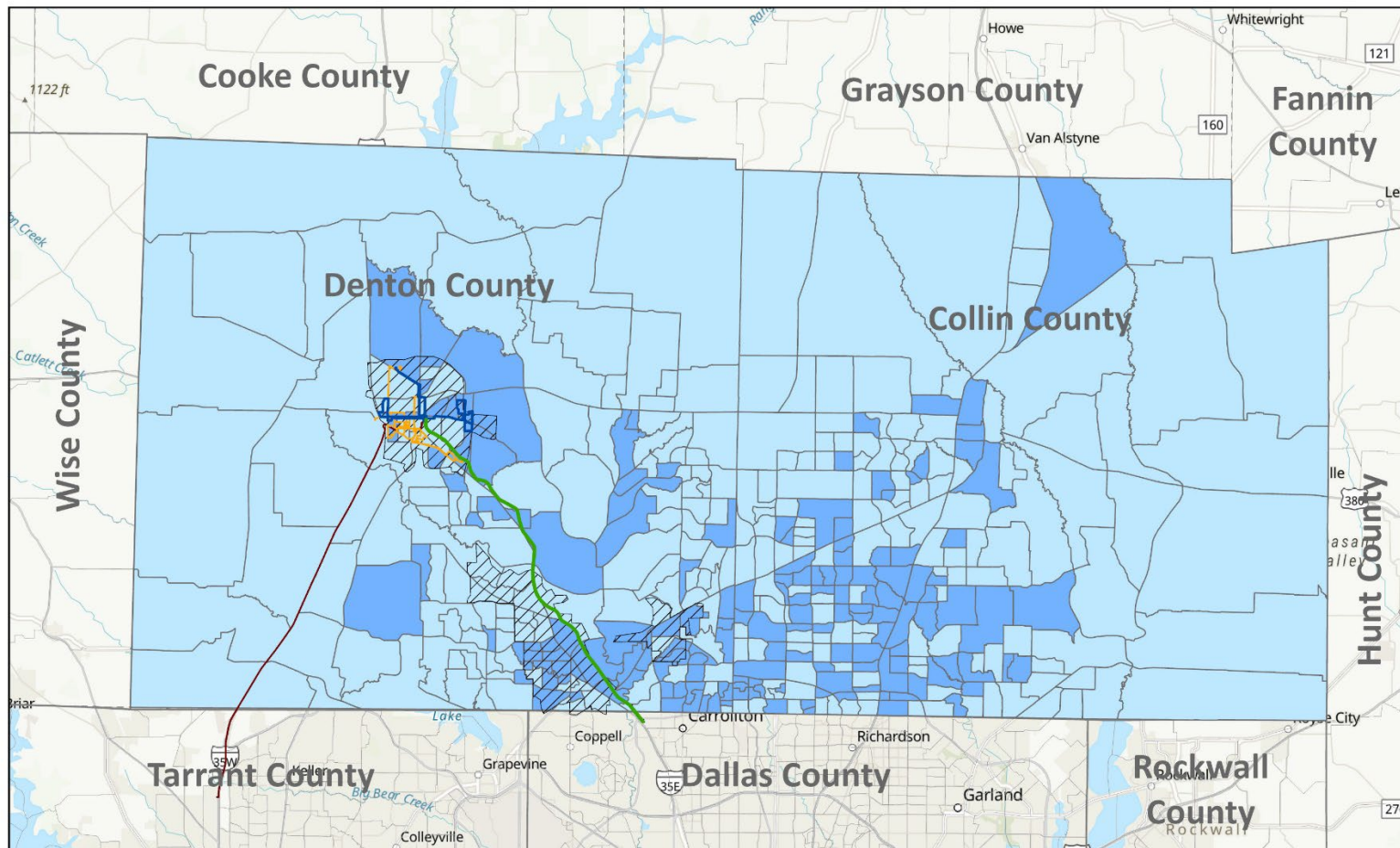
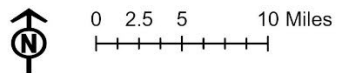
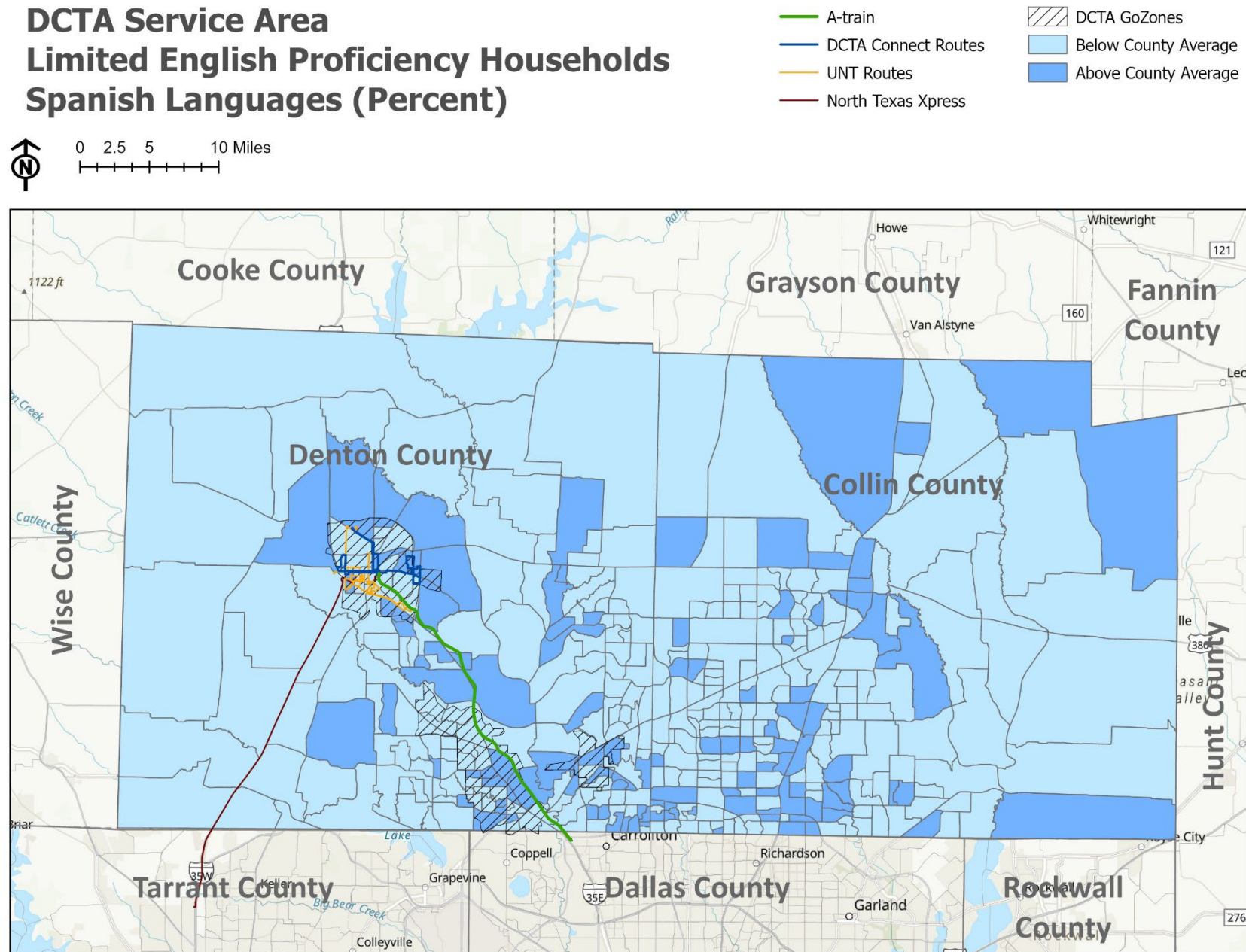
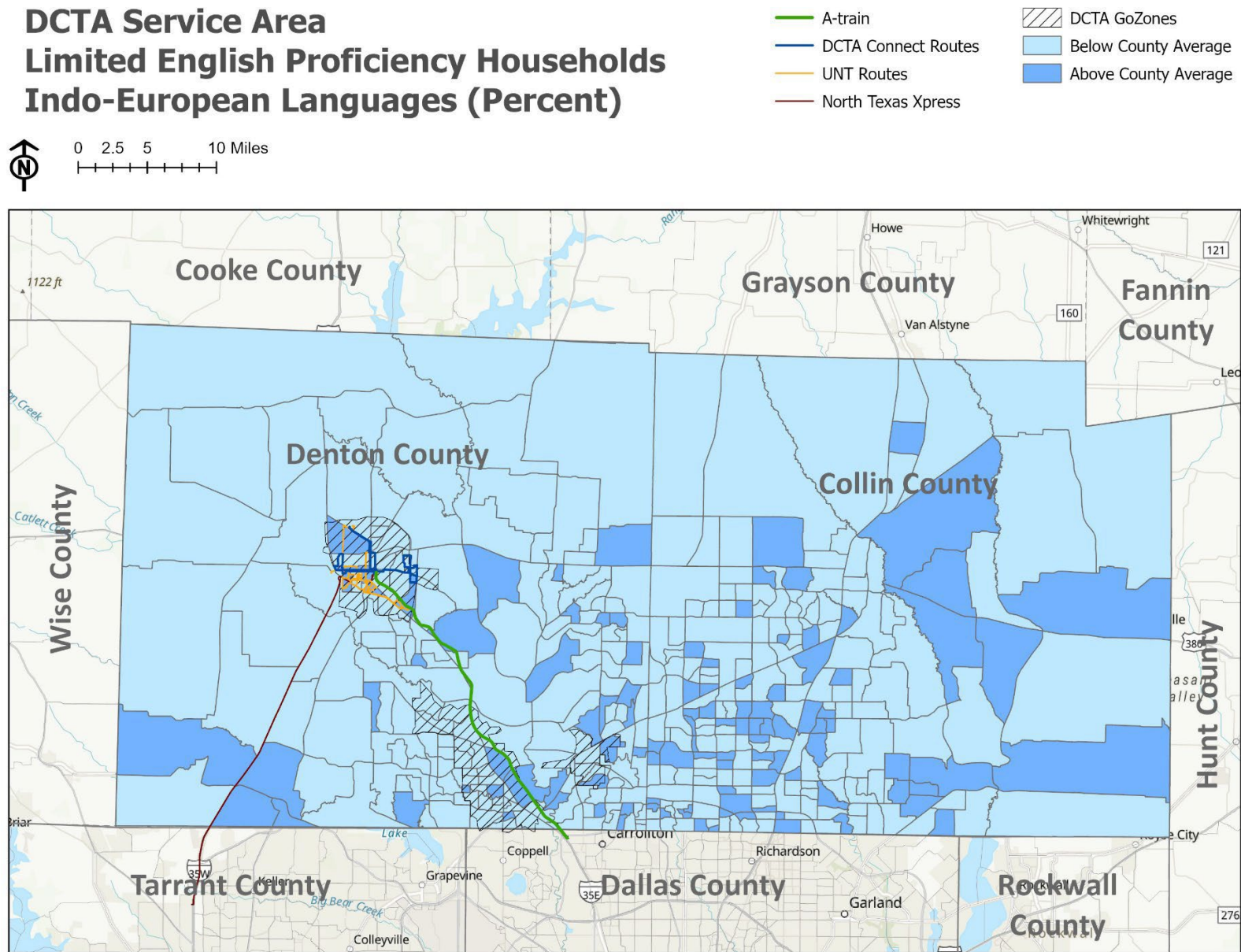


Figure 7. Limited English-Speaking Households – Spanish Languages



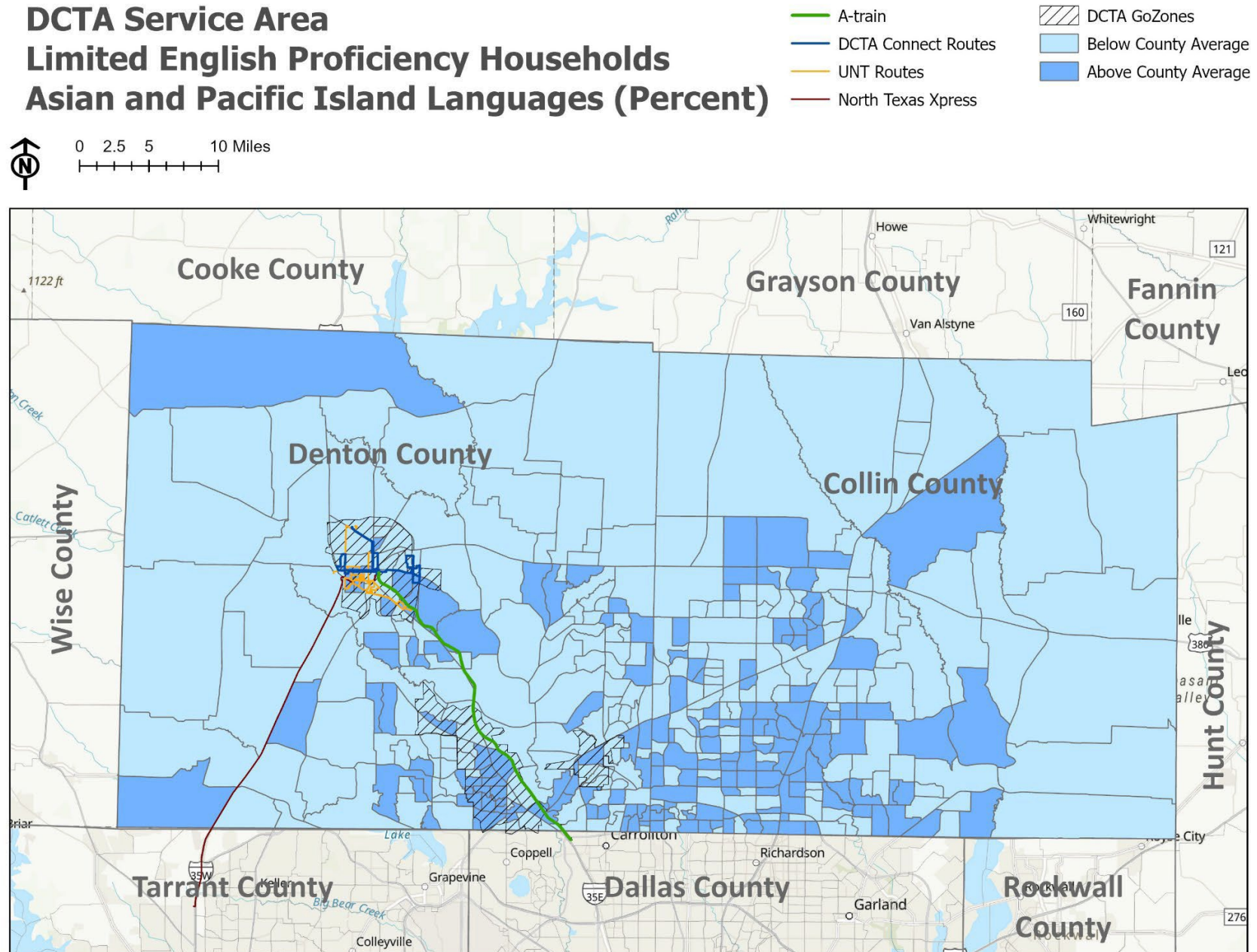


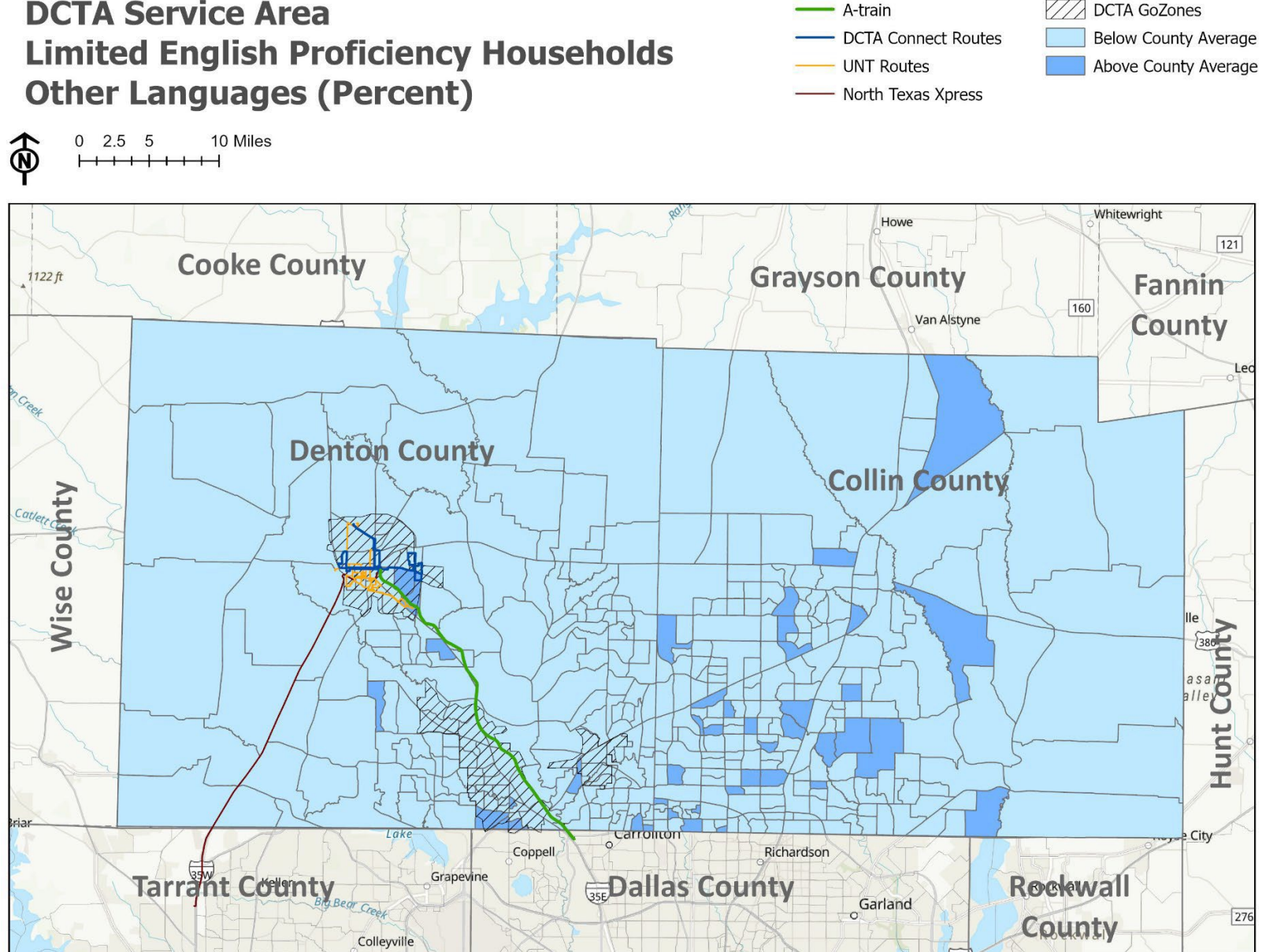
**Figure 8. Limited English-Speaking Households – Indo-European Languages**





**Figure 9. Limited English-Speaking Households – Asian and Pacific Island Languages.**





### ***Factor 3: The Importance to LEP Persons of DCTA Programs, Activities and Services***

Access to the services provided by DCTA, both fixed route and on-demand are critical to the lives of many in the area. Many depend on DCTA's fixed route services for access to jobs, education, and essential social services. Due to the essential nature of services provided by DCTA, the transit agency needs to make every effort to ensure that language is not a barrier for access to the system.

Through outreach and the agency's community and passenger satisfaction surveys, DCTA has determined that the transit agency's services are often the primary means of transportation for populations with LEP. Critical information that can affect transit access for these populations includes:

- Route Guides
- Fare and Payment Information (as listed in route guides)
- GoZone Service Policies, Procedures and Smartphone Application
- Title VI Notices
- Title VI Complaint Form and Procedures

According to DCTA's service area demographic profile, individuals that speak Spanish are the only LEP population identified as a statistically significant LEP group according to DCTA's threshold for a significant language (a language group comprising 2 percent or more of the DCTA service area, who have LEP) across the service area. All the above documents are available in Spanish.

### ***Factor 4: LEP Resources Available to DCTA and the Costs***

DCTA assessed its resources for providing LEP assistance, including cost of translation and printing of additional materials, and identifying materials and information that need to be made immediately available in other languages. Consideration was also given to the amount of staff and vehicle operator training that is needed.

DCTA minimizes annual costs by printing English and Spanish materials and providing Hakha Chin materials in a print-friendly, digital format. DCTA's website makes use of Google Translate, which allows translation of the website's contents into 17 languages, including Spanish, and it is free of charge to DCTA and its customers. DCTA reviews its translation expenditures and budgets accordingly for each fiscal year.

### **LEP Program and Activities**

Following the four-factor analysis, in addition to providing outreach materials in Spanish and vital documents in Hakha Chin, there is a need for additional services to assist other LEP populations within the region.

As a result, DCTA's LEP Program outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. Methods of determination of need and assistance include:

- Examination of records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events.
- A welcome table at any DCTA sponsored event so that a staff person greets participants as they arrive. By informally engaging participants in conversation, it is possible to gauge each attendee's ability to speak and understand English.



- Individuals self-identifying as persons not proficient in English may not be able to be accommodated with translation assistance at the event, but it will assist DCTA in identifying language assistance needs for future events. Follow-up participation opportunities will be offered to those individuals either via phone call with an interpreter or through written communication in their native language.
- Actively recruiting bilingual employees.
- Dispatchers and schedulers have been instructed on how to employ Language Line services for assistance.
- Employees at both the Downtown Denton Transit Center (DDTC) and the main office reception desk have been instructed on how to utilize Language Line services to assist any LEP individuals encountered.
- Specific web content for both DCTA's Title VI and Limited English Proficiency programs can be found at:
  - Title VI - <https://www.dcta.net/rider-info/411/title-vi>
  - LEP - <https://www.dcta.net/rider-info/411/limited-english-proficiency-plan>

## **Language Assistance Measures**

Spanish and Hakha Chin speaking individuals with LEP have been identified as statistically significant populations that require access to vital information in their native languages. DCTA will provide the following measures to ensure access to these individuals and other individuals with LEP:

- Translation services are available at all public meetings with advanced request.
- The DCTA Title VI Policy, Complaint Form, and LEP Plan is posted on the agency website at [www.dcta.net](http://www.dcta.net).
- DCTA posts translated versions of the Title VI notice along with the English version on all DCTA vehicles and at the DDTC.
- DCTA provides translations of agency vital documents and information necessary for a passenger to effectively use DCTA services.
- DCTA provides reasonable means for an individual to request public information, comment on DCTA programs or services during the public participation process or file a complaint to DCTA regarding services or programs.
- DCTA makes every effort to hire bilingual operations staff, customer service representatives, and operators.
- When an interpreter is needed, in person or on the telephone, staff attempts to determine what language is required and to access language assistance services through [www.language.com](http://www.language.com).
- When staff prepares a document or schedules a meeting for which the target population is expected to include LEP individuals, the documents, meeting notices, flyers, and agendas are printed in an alternative language based on the known LEP population.



## **Staff Training**

The following training is provided to DCTA staff and DCTA operations contractors.

- Information on DCTA Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Description of agencies and resources that can assist DCTA in providing service to special populations including those with LEP.
- Use of Language Identification Flashcards.
- How to handle a potential Title VI/LEP complaint.

## **Monitoring and Updating the Plan**

The Marketing and Communications Department in conjunction with Planning and Operations staff will monitor the effectiveness of this plan. Monitoring includes annual reviews of census data in coordination with North Central Texas Council of Governments for changing patterns of LEP populations, ongoing collaboration with regional partners and community groups, and post event assessments. Additionally, staff will continue to pursue new media opportunities to offer affordable and effective travel information in multiple languages.

LEP plan updates will include the following:

- How the needs of LEP persons have been addressed.
- Determination of appropriate documents for translation.
- Determination of the current LEP and Safe Harbor populations in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether transit system's financial resources are sufficient to fund the language assistance resources needed.
- Determine whether DCTA has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.

## **Dissemination of DCTA's LEP Plan**

A link to DCTA's plan is included on the DCTA website at <https://www.dcta.net/rider-info/411/limited-english-proficiency-plan>.

Any person or agency with Internet access will be able to access and download the plan from the DCTA website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person, and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation, which DCTA will provide, if feasible.

Questions or comments on the LEP Plan may be submitted to DCTA's President or any member of the agency's Executive Team.

## **Overview of Decision-Making Bodies, Planning, and Advisory Groups**

Through the course of a significant evolution of the Agency and its governance structure, DCTA has suspended its previous non-elected committees and councils. Therefore, there is no data to provide regarding membership of such bodies . DCTA will consider the requirements of Title VI if or when those bodies are re-established.

### **Board of Directors**

DCTA is governed by a politically appointed 5-member Board of Directors. These Voting Members represent Denton County (2 seats) and the financially-contributing cities that DCTA serves, with one seat each for the City of Denton, City of Highland Village, and the City of Lewisville. Denton County and the three cities each also have a single, alternate board member who serves in the absence of their respective board member. Board terms are typically for two years, beginning on November 13. Board officers (Chair, Vice Chair, and Secretary) serve one-year terms. No positions are directly appointed by DCTA. Board meetings are held the fourth Thursday of each month beginning at 10:00 AM in the DCTA Board Room.

Texas Transportation Code 460 [Section 460.202] outlines eligibility for participation on the board. To be eligible for appointment, a person must: (i) have professional experience in the field of transportation, business, government, engineering, or law; and (ii) reside: (A) within the territory of the Authority; or (B) outside the territory of the authority in a municipality that is located partly in the territory of the Authority.

### **Subrecipient Compliance**

DCTA does not have any subrecipients.

### 3. Additional Requirements for Transit Providers

DCTA is required to establish service standards and policies as a public transportation provider in accordance with FTA Circular 4702.1B.

#### **Service Standards and Policies**

DCTA provides the following system-wide standards and policies to ensure service design and operations do not result in discrimination based on race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold. Quantitative standards for vehicle load, vehicle headways, on-time performance, and service availability are listed below.

Service standards and policies provide a framework for guiding decisions by which fixed route services are created, expanded, and evaluated. By providing a defined set of performance standards, DCTA staff and the Board have consistent standards regarding on how to allocate, prioritize, and deploy services.

These service performance and design standards include:

- Route classification.
- Desired minimum service spans and frequencies.
- Desired minimum route-level operating standards.
- On-time performance

#### **Route Classification System**

Transit services are most effective when they are tailored to the design and needs of the communities they serve. For planning purposes, the following definitions of service types will be used to identify both the types of fixed route services provided by DCTA and those that might be provided by DCTA in the future:

- **Regional Commuter Rail Services:** This service is best characterized as a bidirectional passenger rail service with limited stops, efficient travel times, and stations in major population centers or at major employment destinations. The A-train is categorized as this service.
- **Local Bus Service:** This service is designed to ensure a basic level of access to the general public in a limited geographic area. It features a fixed route with preset stops, schedules, and frequencies. The Connect service is an example of Local Bus service.
- **University Shuttle Bus Service:** This service is designed to ensure a access to the University of North Texas in Denton. It is provided under a service contract between DCTA and the University and features preset stops, schedules, and frequencies. This service is branded differently than the Connect service and the stops, schedules, and frequencies can vary significantly based upon the University class calendar.
- **Regional Express Bus Services:** This service type offers service during peak commute hours, focusing on linking cities or neighborhoods with high concentrations of workers traveling to a specific employment area or a major transit hub. DCTA's North Texas Xpress (NTX) is an example of regional express bus service.



## Minimum Service Span and Frequency

### *Span of Service*

The time between the first and last trip operated on a route defines the span of service. In addition, service span specifies the minimum period of time service will operate at any point in the system. This gives customers confidence that direct and connecting service will be provided during the span hours. The table below details the span of service that should be provided by type of service. Please reference Appendix J: UNT Schedule Exhibits for detailed schedules on the University Shuttle Bus Service.

**Table 2. Desired Minimum Service Span**

Route Type	Weekday		Saturday	Sunday
Commuter Rail	6am - 9pm		8am - 10pm	N/A
Regional Express Bus	6am - 6pm		N/A	N/A
Local Bus Service	7am - 9pm		8am - 6pm	N/A
University Shuttle Bus Service	7am – 10pm		Limited Service	N/A
GoZone	Monday - Thursday	Friday	5am - 11pm	8am – 6pm
	5am - 10pm	5am - 11pm	Guaranteed Ride Home 10pm - 2am	
	Guaranteed Ride Home 10pm - 1am	Guaranteed Ride Home 10pm - 2am		

### *Frequency*

Service frequency has a major influence on transit ridership. Frequent service is costly to provide but is valued by regular and occasional customers. Table 3 presents current service frequencies for DCTA fixed-route modes.

**Table 3. Existing Fixed-Route Service Frequencies**

Route Type	Weekday Peak	Weekday Mid-day	Saturday	Sunday
A-train (Commuter Rail)	30	30	60	N/A
North Texas Xpress	twice/day (6:30 am, 5:00pm)	N/A	N/A	N/A
Connect Route 3	20	20	45	N/A
Connect Route 6	20	20	40	N/A
Connect Route 7	20	20	45	N/A

\* North Texas Express operates a single trip only during AM/PM peak periods

\*\*Reference Appendix J for Details on UNT Service Schedules

DCTA continually evaluates its fixed-route network with an eye towards improving operating efficiencies and service frequencies in areas with high transit demand.

## **On-Time Performance**

The on-time performance standard for all fixed route modes operated by DCTA is measured by arriving no earlier than one (1) minute from scheduled and no later than five (5) minutes after scheduled. Routes which are in the bottom ten percent for this metric should be reviewed to identify any operational improvements or schedule adjustments.

## **Service Performance Standards**

DCTA will monitor key system-wide performance statistics, using pre-established targets to measure organizational success. System service standards cover a wide range of subjects including safety, on-time performance, ridership, and customer satisfaction. DCTA's GoZone service measures metrics for "Seat Unavailability" and "Wait Time," the standards of which can vary based on the level of demand on the system.

## **Level and Quality of Service Monitoring**

DCTA conducts regular analyses to provide an accurate depiction of service quality. Prior comparative analyses tended to indicate a high level of transit service existed in areas with predominant minority populations and suggested minority population centers tended to generate substantial ridership. Comprehensive data analytics efforts inform necessary service changes to maintain an efficient, effective network.

## **Service Provision to Minorities and Low-Income Individuals**

Fixed route service provides significant access in the City of Denton with above average minority populations. DCTA will continue to evaluate available service and demographic information to ensure quality service for all citizens.

## **Service Area Demographics**

As defined in the Agency Overview section, for the purposes of this document DCTA's service area includes all of Denton and Collin County. DCTA's current fixed route services are focused within the City of Denton and on-demand service is available in Denton, Lewisville, and Highland Village. For demographic and equity analyses purposes, Denton County's demographic statistics are considered the baseline service area statistics against which other census geographies' statistics will be compared. DCTA also has a regional commuter rail service that connects with the regional transit network in the City of Carrollton.

Figure 11 illustrates the location of census block groups with minority populations that exceed the DCTA's service area's average minority population. Figure 12 depicts the census block groups that exceed the average percentage of low-income populations within the two counties within DCTA's service area.

**Figure 11. Minority Population.**

**DCTA Service Area Minority Population**

**DCTA Service Area  
Minority Population (Percent)**

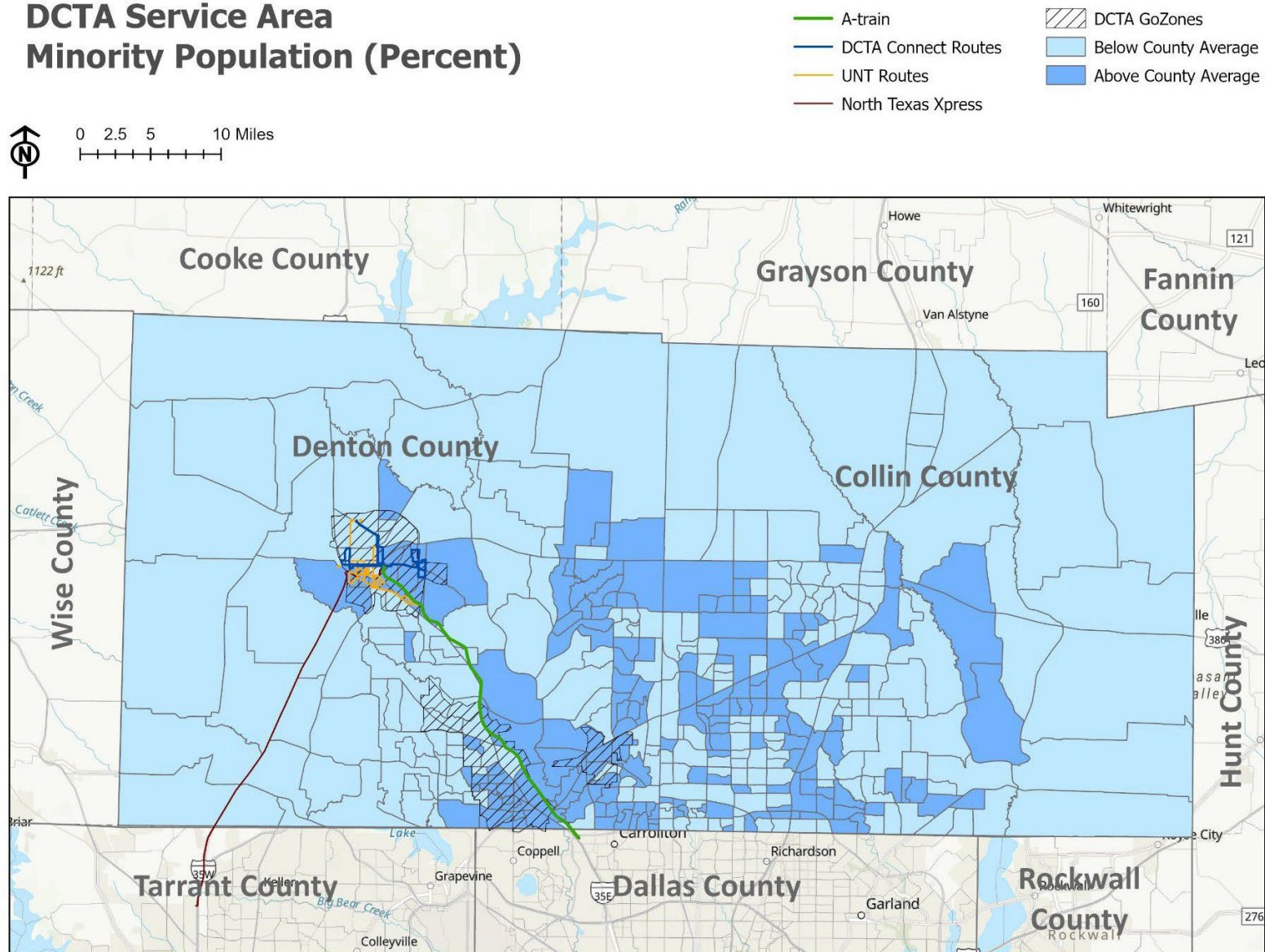
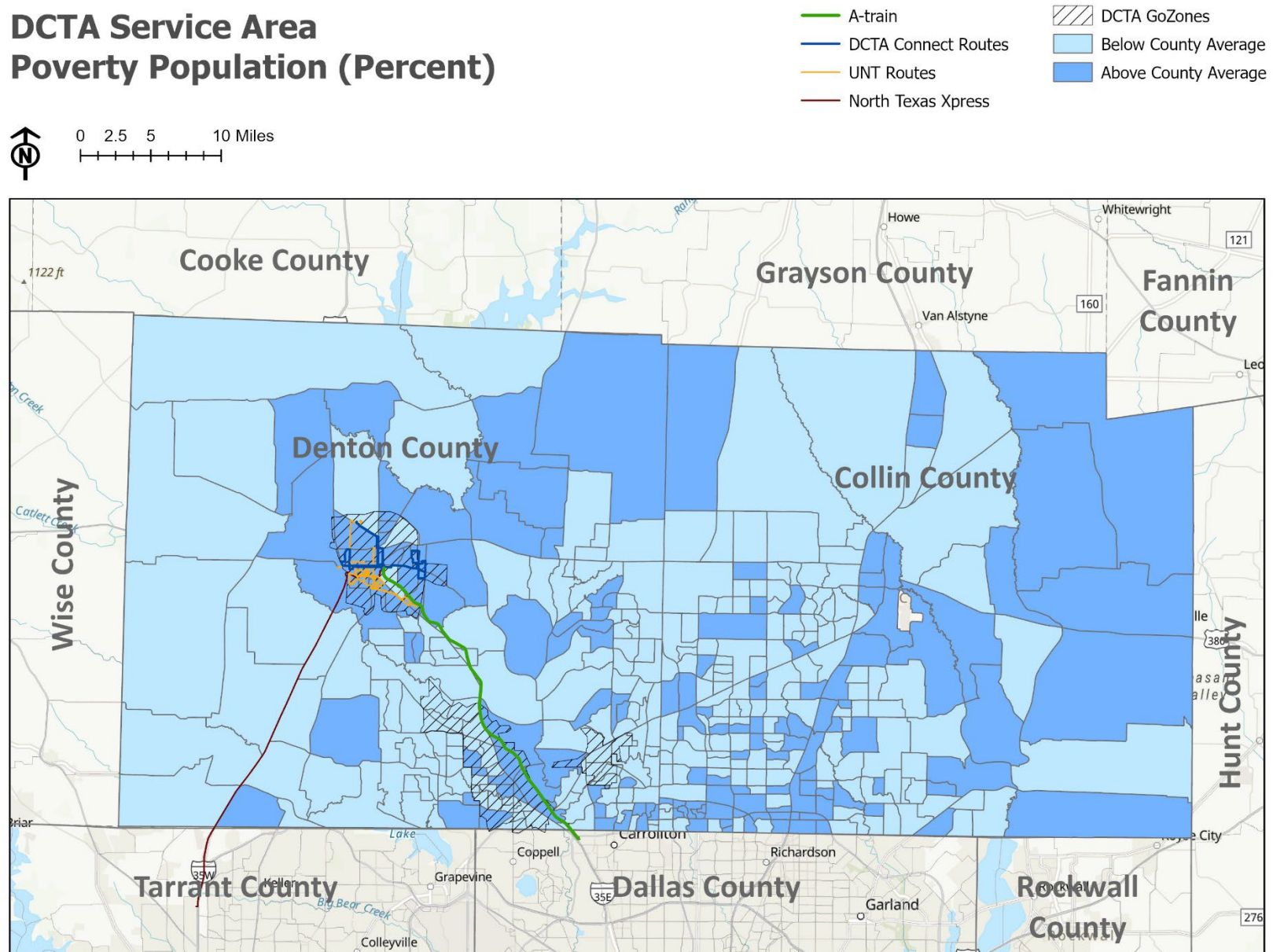




Figure 12. Poverty Status

## DCTA Service Area Poverty Population (Percent)





## 4. Title VI Equity Analysis

DCTA operates a fixed route transit service with less than 50 vehicles during peak service in an area of over 200,000 people. According to FTA Circular 4702.1B, DCTA is required to develop service standards and policies for its services. DCTA is not required to analyze transit service performance, analyze and summarize the demographics of its service area, nor develop a plan for addressing equity issues related to major service and fare changes because DCTA is not operate more than 50 vehicles in peak fixed route service. However, DCTA had previously established these Title VI Policy sections when operating 50 or more vehicles in peak service, and these have been brought forward should DCTA elect to continue tracking or analyzing these measures moving forward. This section documents each of these topics.

DCTA may elect to conduct an equity analysis to measure any impact of service and fare changes. Suggested guidance on what may be considered significant changes and equity evaluation criteria may be found in Appendix G. The Title VI equity analyses provided in this report are based on FTA guidance using methods and definitions within the public transit community.

### **Fare and Service Equity Analysis Process**

To conduct a Fare and Service Equity Analysis, DCTA may choose to utilize the following process:

1. As soon as any change in fare or service is proposed, DCTA staff describes in detail the proposed change. The detailed description included what routes, schedules, and service indicators (level and/or quality of service) would be affected. Additionally, staff describes the need or impetus for change.
2. A determination is then made if the changes qualify as a major fare or service change under the Agency's Major Fare and Service Change Policy. In the future, a record will be kept of both determinations.
3. If the determination is yes, further analysis is required, and public participation is warranted.
4. A comparison is made to determine the difference between the existing service and proposed service for those impacted by the change.
5. To analyze possible adverse effects, DCTA staff uses the following steps:
  - a. Determine the affected area.
  - b. Describe the demographic and ridership data and ridership data being used for the analysis and how they were collected.
  - c. Describe how the data will be used to determine if the proposed change will have an adverse effect.
  - d. Compare the location of the proposed change to the most recent demographic data on file. According to the data, is the affected area a minority, low-income, or LEP area?
  - e. Compare the ridership population that will be affected by the change as compared to the general ridership population. Could there be a potential disparate impact or disproportionate burden? Explain.
  - f. Analyze the data to describe the details and extent of the possible impacts.
    - i. Create maps showing the affected areas and demographic data along with route information.
    - ii. Create tables showing impacts of each type of change and the affected and overall ridership population.

- iii. Determine whether the proportion of minorities and/or low-income population that is affected is significant when compared to the general population set using thresholds designed in each policy. If not, finalize the analysis and provide to the Board. If so, steps need to be taken to describe these negative effects and to develop alternative options that mitigate, avoid, or minimize these effects.
  - iv. Repeat the analysis for any alternative options.
  - v. Present the finding to the Board of Directors for review and acceptance.
6. The Public Participation Plan determines adequate comment period and appropriate communication and participation methods.
  7. All comments are recorded and presented to the Board of Directors as part of the decision-making process.

Appendix H presents the Title VI analysis documentation for each proposed service change that occurred since DCTA's 2019 Title VI Program Update.

### **Construction Equity Analysis**

When DCTA plans to construct or expand a facility, the agency may choose to conduct a Title VI Equity Analysis on the location of the facility during the planning stages. The following principles are applied in the analysis:

1. To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, or minority and low-income populations.
2. To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
3. To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

## **5. Grants, Reviews, and Certifications**

DCTA currently has 1 active grant with the FRA, 13 active grants with the FTA, and four applications pending approval and execution by FTA.

DCTA has not been subject to any Civil Rights Compliance Reviews in the past three years. DCTA's 2022 Triennial Review resulted in zero findings with respect to its Title VI plan/activities, as presented in Appendix I. DCTA is currently in the process of its 2025 Triennial Review which is expected to conclude in July 2025.

DCTA has executed its most recent Certifications and Assurances from the FTA as required.

## Contact

For additional information on DCTA's Title VI Plan, or its efforts to comply with the Civil Rights Act of 1964 or Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, please contact:

**Jackie Bronson, SHRM-SCP**  
**Vice President, Engagement & Administration**  
**Denton County Transportation Authority**  
[jbronson@dcta.net](mailto:jbronson@dcta.net)  
**972-316-6107**



## **Appendix A – Board of Directors Resolution Adopting Title VI Program**

### **DENTON COUNTY TRANSPORTATION AUTHORITY RESOLUTION NO. R25-04**

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE DENTON COUNTY TRANSPORTATION AUTHORITY (“DCTA”) APPROVING ITS TITLE VI PROGRAM UPDATE; PROVIDING A REPEALING CLAUSE; AND PROVIDING AN EFFECTIVE DATE.**

**WHEREAS**, the Denton County Transportation Authority, as a recipient of federal funds, has been required to comply with Federal Transit Administration Circular 4702.1B and Title VI of the Civil Rights Act of 1964 and its related regulations; and

**WHEREAS**, the DCTA has developed a Title VI Policy in accordance with FTA Circular 4702.1B as amended; and

**WHEREAS**, Title VI of the Civil Rights Act of 1964 and related statutes prohibit discrimination on the basis of race, religion, color, national origin, sex, age, or disability; and

**WHEREAS**, the DCTA, as a recipient of federal financial assistance and a Federal Transit Administration designated recipient, is required to comply with Title VI requirements which include review and approval of a Title VI Program every three (3) years; and

**WHEREAS**, the DCTA is updating Title VI policies which will be included in the 2025 Title VI Program Update.

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

**SECTION 1.** The Denton County Transportation Authority Board of Directors hereby approves the DCTA 2025 Title VI Program Update, the original of which shall be maintained in the office of the Vice President of Engagement and Administration referenced by the date and number of this resolution.

**SECTION 2.** This resolution shall be transmitted to the Federal Transit Administration and other funding agencies as appropriate.

**SECTION 3.** That all provisions of the resolutions of the Board of Directors of the DCTA, in conflict with the provisions of this resolution be, and the same are hereby, repealed, and all other provisions not in conflict with the provisions of this resolution shall remain in full force and effect.

**SECTION 4.** 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 24TH DAY OF APRIL 2025.

APPROVED:


  
TJ Gilmore, Board Chair

ATTEST:

  
Andy Eads, Board Secretary



## Appendix B – Title VI Notice to the Public

**DENTON COUNTY  
TRANSPORTATION  
AUTHORITY**


### Title VI Policy

The Denton County Transportation Authority (DCTA) designs and operates services and programs without regard to gender, race, color, national origin. For more information regarding the commitment of DCTA to non-discrimination, please contact our offices using the information below. If you feel you or another person has been discriminated against by the actions of the DCTA or its employees, please address your complaint using the information below.

DCTA diseña y opera servicios y programas sin tomar en consideración alguna hacia el género, raza, color y nacionalidad. Para más información relacionada al compromiso de DCTA de no-discriminación por favor contacte nuestras oficinas usando la información proveída abajo. Si usted siente que usted u otra persona ha sido discriminada por las acciones de DCTA o de sus empleados por favor dirija su queja usando la información proveída abajo.

The Denton County Transportation Authority (DCTA) nih hin nu le pa, miphun, taksa, ratnak ram zelhmanh tleidang lo tein bawmhchannak le rian hi a ser i a tuan. DCTA i an i nautat zuamtaihnak dohnak kong he an i pekchannak kong he pehtlai in tam deuh theih na duh ahcun a tang lei ning in kan zung ah pehtlainak rak kan tuah te. Nangmah na siloah midang pakhatkhat nih DCTA asiloah riantuantu pakhatkhat i nautat zuamtaihnak nan ton asiahcun a tang lei ning in theihternak rak kan tuah te.

**Denton County Transportation Authority**  
P.O. Box 96 • Lewisville, TX 75067  
972.221.4600 • [dctainfo@dcta.net](mailto:dctainfo@dcta.net)

RideDCTA.net • 940.243.0077HopOnBoardBlog.com • #RideDCTA

## **Appendix C - Title VI Complaint Procedures & Forms**

### **TITLE VI PROCEDURE**

DCTA has established a process for passengers to file a complaint under Title VI. Any person who believes that he or she has been discriminated against on the basis of race, color, or national origin by DCTA or its contract operators may file a Title VI complaint by completing and submitting the agency's Title VI Complaint form available at DCTA administrative office, DCTA's Downtown Denton Transit Facility or on our website at [www.dcta.net](http://www.dcta.net).

DCTA encourages complaints to be filed immediately. DCTA will investigate complaints up to 180 days after the alleged incident. DCTA will process complaints that are complete. Once the complaint is received, DCTA will review it and the complainant will receive an acknowledgement letter within 10 working days informing them whether the complaint will be investigated by DCTA.

Complaints can be filed in writing using the Title VI Complaint form or verbally by calling 972-221-4600. Completed forms are mailed to DCTA's Administrative Office at P.O. Box 96, Lewisville, Texas 75067. A person may also file a complaint directly to FTA's Office of Civil Rights at 1200 New Jersey Avenue SE in Washington, DC 20590.

DCTA has up to 30 days to investigate the complaint. If more information is needed to resolve the case, DCTA may contact the complainant. The complainant has 30 days from the date of the letter to send requested information to the investigator assigned to the case or the case could be administratively dismissed. A case may also be administratively dismissed if the complainant no longer wishes to pursue their case.

DCTA's Title VI Coordinator conducts all investigations in cooperation with the Human Resources Department and the General Counsel. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant and other affected parties may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

Based upon all the information received and discovered during the investigation, an investigation report will be written by the Title VI Coordinator for submittal and final determination by the DCTA President.

Once the final determination is made, the complainant will receive a letter stating the final decision. The letter will either be a letter of finding or a closure letter. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. The closure letter will also include information about the complainant's right to appeal the decision within 10 days. A letter of finding summarizes the allegations and the interviews regarding the alleged incident, explains whether any disciplinary action, additional training of the staff member or other action will occur, and the right to appeal the decision within 10 days.

If the complainant simultaneously files a complaint with DCTA and with an external organization such as the state or federal government, the jurisdiction and investigation of the external agency will supersede DCTA's procedures and DCTA's investigation will be suspended.



## PROCEDIMIENTO DEL TÍTULO VI

DCTA ha establecido un proceso para que los pasajeros presenten una queja bajo el Título VI. Cualquier persona que crea que ha sido discriminada por motivos de raza, color o nacionalidad por DCTA o sus contratistas puede presentar una queja que cumpla con el Título VI completando y enviando el formulario de Queja del Título VI de la agencia, que se encuentra disponible en la oficina administrativa de DCTA, en el Centro de Tránsito de DCTA del Centro de la ciudad de Denton o en nuestro sitio web en [www.dcta.net](http://www.dcta.net).

DCTA insta a los demandantes a presentar las quejas inmediatamente. DCTA investigará las quejas hasta 180 días después de sucedido el presunto incidente. DCTA procesará las quejas que estén completas. Una vez recibida la queja, DCTA la revisará y el demandante recibirá una carta de reconocimiento dentro de los 10 días hábiles posteriores a su recepción, en la que se le informará si la queja será investigada por DCTA o no.

Las quejas se pueden presentar por escrito usando el formulario de Queja del Título VI, o verbalmente llamando al 972-221-4600. Los formularios completados se envían por correo a la Oficina administrativa de DCTA a la siguiente dirección: P.O. Box 96, Lewisville, Texas 75067. Una persona también puede presentar una queja directamente a la Oficina de Derechos Civiles de la FTA en 1200 New Jersey Avenue SE en Washington, DC 20590.

DCTA cuenta con hasta 30 días para investigar la queja. Si se precisa más información para resolver el caso, DCTA puede contactar al demandante. El demandante tiene 30 días a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso; de lo contrario el caso puede ser desestimado administrativamente. Un caso también puede ser desestimado administrativamente si el demandante ya no desea proseguir con su caso.

El Coordinador del Título VI de DCTA lleva adelante todas las investigaciones en cooperación con el Departamento de Recursos Humanos y el Director de Asesoría Jurídica. La investigación puede incluir una discusión(es) sobre la queja con todas las partes afectadas para determinar el problema. El demandante y las otras partes afectadas pueden ser representados por un abogado o por otro representante de su elección, y pueden aportar testigos y presentar testimonios y evidencia durante el transcurso de la investigación.

A partir de toda la información recibida y exhibida durante la investigación, el Coordinador del Título VI escribirá un informe sobre la investigación para presentarlo al Presidente de DCTA, quien tomará la decisión final.

Una vez tomada la decisión final, el demandante recibirá una carta que contendrá la decisión final. La carta será una carta de resultados o una carta de cierre. Una carta de cierre resume las acusaciones y afirma que no existió una violación del Título VI y que el caso se cerrará. La carta de cierre también incluirá información acerca del derecho de apelación del demandante dentro de los 10 días posteriores. Una carta de resultados resume las acusaciones y las entrevistas con respecto al presunto incidente,

explica si tendrá lugar cualquier medida disciplinaria, capacitación adicional del miembro del personal u cualquier otra acción, y el derecho a apelar la decisión dentro de los 10 días posteriores.

Si el demandante presenta una queja de manera simultánea ante DCTA y ante una organización externa como el gobierno del estado o el gobierno federal, la jurisdicción e investigación de la agencia externa reemplazará a los procedimientos de DCTA y la investigación de DCTA se suspenderá.

## TLANGTAR VI THIL KALNING

DCTA nih hin Tlangtar VI tangah lungtlinlonak langhter khawhnak a tuah. Ahohmanh nih miphun, taksa, ratnak ram hna ruangah DCTA le rian ngeihu pakhatkhat sinin nautat zuamtaih ka tong tiah aa ruah asi ahcun Tlangtar VI ning in lungtlinlonak cu Tlangtar VI lungtlinlonak catlap ah tial in DCTA Tawlreeltu Zung, , DCTA's Downtown Denton Transit Facility ah siseh kan maivan [www.dcta.net](http://www.dcta.net). Ah siseh arak tial khawh.

Lungtlinlonak a um ahcun makhat te ah chim colh lengmang dingin DCTA nih a duh. Lungtlinlonak langhter hnu ni 180 chung ah DCTA nih hlattlainak a tuah lai. Lungtlinlonak tlamtling te I tuahmi pawl cu DCTA nih rian a thok colh lai. Lungtlinlonak ca a hmuh le cangka, DCTA nih a zohfel lai i, lungtlinlonak catial tu sinah an lungtlinlonak hlattlai piak an si lai maw si lailo timi cu ni 10 chungah thawng an thanh than lai.

Tlangtar VI Lungtlinlonak Catlap mang in siseh, mah te bakin 972-221-4600 ah auh in siseh lungtlinlonak langhter khawh asi. Ca cu tlamtling te in DCTA Tawlreeltu Zung e P.O. Box 96, Lewisville, Texas 75067 ah na kuat lai. Na duh ai ahcun FTA's Office of Civil Rights at 1200 New Jersey Avenue SE in Washington, DC 20590 zongah kuat khawh asi thiamthiam.

DCTA nih hin a tlawmbik ni 30 chung tal lungtlinlonak langhter mi kong ah hlatltainak a tuah lai. Theih aherhmi a um rih ahcun lungtlinlonak a lang tertu sinah DCTA nih a hal chap lai. Lungtlinlonak a lang tertu nih ca a kuat hnu ni 30 chungah thil cang kong hlattlai piak dingin a hal khawh bantukin, hlattlai ti lo ding zongain a hal khawh. Hi thil cang kongah an peh duh tilo asi ahcun lungtlinlonak langhter tu pehzulh tilo dingin a um khawh.

DCTA i Tlangtar VI kong Bawmchantu nih Human Resources Zung le General Counsel he i bawm in hlattlainak a tuah lai. Hi hlattlainak ahhin lungtlinlotu le nawlbualtu hna remdaihnak tuahnak ding caah bia i ruah tinak zong aa tel kho. Lungtling lotu le a dangdang pawl nih hin anmah aiawhtu an ngei lai I cucu anmah te in an I thim chommi zong asi kho thiamthiam/ cun hi thil cang kong i a hmumi midang le thildangdang zonh an ratpi khawh.

Hi hlatltainak chung i a ummi le hmuhmi thil hna chirhchan in, hlatltainak theihternak ca cu Tlangtar VI bawmchantu niha tial lai i a hnu bik apnak le biakhiahnak caah DCTA Hotu sinah a kuat lai.

Biakhiahnak an tuah khawh le cangka, lungtlinglotu sinah biakhiahnak ca kuat colh asi lai. Cu ca cu thilcang kong cung i hmuhmi asiloah tuaktaanmi kong asi lai. Tuaktaanmi ca ahcun Tlangtar VI ning in nautat zuamtaihnak a um lo zia tu langhter asi lai. Tuaktaanmi ca chungah lungtlinlotu nih biakhiahnak cung i a lungtlinlo asiahcun ni 10 chungah a chal tthan khawh timi zong aa tel lai. Thilcang cung I hmuhnak ca ahcun thil a cangmi vialte le biahnak le bia I ruahnak vialte le hi thil kongah zeitindah dantatnak le remhnak a um lai timi le himinung pawl cawnnak pekchap ding kong le thildang dagn kongah ni 10 chungah zungah chimh tthan khawhnak nawl pawl tial asi lai.

Lungtlinglotu nih DCTA kongah lungtlinlonak DCTA sinah siseh adang zung tate le pengtlang zung tibantuk ahsiseh pehzulh in voi tampi a langhter ahcun, biakhiahnak le hlattlainak hi DCTA nih tuah tiloin, cu bu dang pawl nih an pehzulh lai I DCTA nih peh tilo in a ngol ta rih lai.



**Title VI Complaint Form**  
Denton County Transportation Authority (DCTA)

DCTA is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI coordinator by calling (972) 221-4600. The completed form must be returned to DCTA, P.O. Box 96, Lewisville, Texas 75067.

Your Name:	Phone:
Street Address:	Alt Phone:
	City, State & Zip Code
Person(s) discriminated against (if someone other than complainant):	
Name(s):	
Street Address, City State & Zip Code:	

Which of the following best describes the reason the alleged discrimination took place? (Circle one)

- Race
- Color
- National Origin (Limited English Proficiency)

Date of the Incident:

\_\_\_\_\_

Please describe the alleged discrimination incident. Provide the names of and titles of all DCTA employees involved if available. Explain what happened and who you believe was responsible. Please use the back of this form if additional space is required.


Complete reverse side of form



**Title VI Complaint Form**  
Denton County Transportation Authority (DCTA)

Describe the alleged discrimination incident (continued)


Have you filed a complaint with any other federal, state or local agency? (Circle one) Yes / No  
If so, list the agency/agencies along with their contact information below:

Agency:	Contact Name:
Street Address, City State & Zip Code:	Phone:
Agency:	Contact Name:
Street Address, City State & Zip Code:	Phone:

I affirm that I have read the above charge and it is true to the best of my knowledge and belief.

\_\_\_\_\_  
Complainant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print or Type Name of Complainant

Date Received: _____
Received By: _____



**Formulario de Queja Título VI**  
Autoridad de Transporte del Condado Denton (DCTA)

DCTA está comprometido con asegurar que nadie sea excluido de participar o sea negado los beneficios de sus servicios basado en raza, color u origen nacional, conforme a lo dispuesto por el Título VI del Acta de Derechos Civiles de 1964, en su forma enmendada. Quejas de Título VI deben ser sometidas dentro de 180 días de la fecha del presunto incidente de discriminación.

La siguiente información es necesaria para asistirnos en procesar su queja. Si usted requiere asistencia para llenar este formulario, por favor comuníquese con un coordinador de Título VI llamando al (972) 221-4600. El formulario completo debe regresarse a DCTA, P.O.Box 96, Lewisville, Texas 75067.

Su Nombre:	Numero de teléfono:
Dirección:	Número de teléfono sustituto:
	Ciudad, Estado & Código Postal
Persona(s) discriminada(s) (si es alguien aparte del acusador):	
Nombre(s):	
Dirección, Ciudad Estado & Código Postal:	

¿Cuál de los siguientes mejor describe la razón por la cual el presunto incidente de discriminación ocurrió?(Circular uno)

- Raza
- Color
- Origen Nacional (competencia de Ingles limitada)

Fecha del incidente:

\_\_\_\_\_

Por favor describa el presunto incidente de discriminación. Proporcione los nombres y títulos de todos los empleados de DCTA involucrados si es posible. Explique lo sucedido y quien usted cree que fue responsable. Por favor utilice el lado reverso de este formulario si requiere de espacio adicional.


Complete el lado reverso de este formulario

**Formulario de Queja Título VI**  
Autoridad de Transporte del Condado Denton (DCTA)

Describa el presunto incidente de discriminación (continuado)


¿Usted ha sometido una queja con alguna otra agencia federal, estatal o local? (Circular uno) Si/No. De ser así, nombre la agencia/agencias con su información de contacto:

Agencia:	Nombre de contacto:
Dirección, Ciudad Estado & Código Postal:	Teléfono:
Agencia:	Nombre de contacto:
Dirección, Ciudad Estado & Código Postal:	Teléfono:

Yo afirmo que he leído el cargo previo y que este es verdadero de acuerdo a mi mejor entendimiento y creencia.

Firma del acusador

Fecha

\_\_\_\_\_  
Escriba a mano o por computadora el nombre del acusador

Fecha de Recibo: _____ Recibido Por: _____
---



A tang lei thil pawl hi theihternak na tuahnak ah bawmchantu dingah aherhmi an si. Hi catlap kongah bawmhnak na herh ahcun, Tlangtar VI nak bawmchantu sinah (972) 221-4600 bawmh halh khawh asi.. Hi cca chugn thil pawl na tial dih hnu ah atang lei hmun ah na kuat lai DCTA, P.O. Box 96. Lewisville. Texas 75067.

Zeiruang bikah dah an in nautat zuamtaih? (pakhat I thim ding)

- Thil a can ni:

[illegible]

53



**Tiangtar VI Lungtlin Lonak Chimhnak Catlap**  
Denton County Transportation Authority (DCTA)

Thil cangmi zeipauh tial (a peh)


Hmun dang, state dang le khua zung pakhatkhat ah lungtlinlonak ca na kuat bal maw? Pakhat I thim kuat/ kuatlo  
Ti sicun, cuka phu pawl hi an konglam cu a tang lei ah tial.

Phu min:	Pehtlaihnak Min:
Umnak, Khua, State & Cabuk Nambat	Phone:
Phu min:	Pehtlaihnak Min:
Umnak, Khua, State & Cabuk Nambat	Phone:

A cung lei thilcang pawl hi that e in ka reel i lungthiang le le zumhnak in ka feh ter.

\_\_\_\_\_  
Lungtling lo tuMinsenthut Ni

\_\_\_\_\_  
Lungtling Lotu hi Min tial

<p style="text-align: center;">Hmuh Ni: _____</p> <p style="text-align: center;">A Cohlang tu: _____</p>
--

## **Appendix D – Title VI Complaint Documentation**

FY 2022 - No complaints/lawsuits were filed against DCTA

FY 2023 - No complaints/lawsuits were filed against DCTA

FY 2024 - No complaints/lawsuits were filed against DCTA

## Appendix E – Outreach Efforts, Community Advisory Committee Meetings, and Social Services Agency Roundtable Meetings

### Community Advisory Committee Meetings

#### 2023

February 1, 2023 – 6:00 p.m.  
 May 3, 2023 – 6:00 p.m.  
 August 1, 2023 – 6:00 p.m.  
 November 7, 2023 – 6:00 p.m.

#### 2024

May 8, 2024 – 6:00 p.m.  
 August 7, 2024 – 6:00 p.m.  
 November 6, 2024 – 6:00 p.m.

### Social Services Agency Meetings

#### 2023

February 7, 2023 – 6:00 p.m.  
 May 9, 2023 – 6:00 p.m.  
 August 8, 2023 – 6:00 p.m.  
 November 7, 2023 – 6:00 p.m.

#### 2024

May 14, 2024 – 9:00 a.m.  
 August 13, 2024 – 9:00 a.m.  
 November 12, 2024 – 9:00 a.m.

Denton	Date	NOTES
Denton Black Film Festival	January 26-28, 2023	
Denton Arts and Jazz Festival	October 6-8, 2023	
Denton Black Film Festival	January 24-28, 2024	
Denton United Way Tribute Gala	January 27, 2024	
Denton Juneteenth	June 17-22, 2024	
Denton Arts & Jazz Festival	October 4-6, 2024	
Denton Halloween Town	October 2024	
Denton United Way Tribute Gala	January 25, 2025	Sponsorship
Denton Black Film Festival Opening	January 27, 2025	Sponsorship
Outreach with UNT regarding student services	Ongoing	Events include tabling at UNT Student Orientations and regular meetings to discuss DCTA initiatives and education on DCTA services.
Denton Halloween Boo	Oct. 1 – 31, 2025	Partner with City of Denton to highlight month long event and increase visitors to downtown Denton; provide transportation opportunities to event destinations
Partnership with Our Daily Bread	Ongoing	Provide education via printed materials and onsite tabling to educate residents on how to ride with DCTA and provide bus passes for residents' use.

<b>Lewisville</b>	<b>Date</b>	<b>NOTES</b>
Lewisville Colorpalooza	April 22, 2023	
Zimmerer Kubota Lewisville	September 16, 2023	
Lewisville Western Days	September 29-30, 2023	
Serve Denton & Serve Lewisville – A Giant Celebration	April 13, 2024	
Lewisville Colorpalooza	April 27, 2024	
Lewisville Chamber Award Gala	May 3, 2024	
Lewisville Western Days	September 27-28, 2024	
Bike With the Mayors	May 31, 2025	Partnering with the cities of Lewisville, Denton and Corinth to promote biking and transit with city Mayors. Route is along the Rail Trail.
Advertorial meeting with Community Impact	Ongoing	Advertorial meeting to discuss strategic marketing; ads run on monthly basis packages

<b>Highland Village</b>	<b>Date</b>	<b>NOTES</b>
Salute Our Veterans Luncheon	November 10, 2023	
Cross Timbers Rotary Club Christmas Luncheon	December 2023	Sponsorship
McAuliffe Elementary Cook Off	March 21, 2024	
Concerts in the Park	October 2024	
Advertorial meeting with Cross Timbers Gazette	Ongoing	Quarterly meeting to discuss strategic marketing opportunities and story ideas
General Community Outreach	Ongoing	General research for opportunities in Highland Village.
Shops of Highland Village	Ongoing	Exploring opportunities for onsite advertising

<https://www.dcta.net/media-center/news/2020/denton-county-transportation-authoritys-june-2020-public-meeting-goes-digital>



## Appendix F – Public Meeting Advertisement Example



DENTON COUNTY  
TRANSPORTATION  
AUTHORITY

**DROP BY OUR NEXT OPEN  
HOUSE MEETING!**

# PROPOSED FARE CHANGES

DCTA is recommending a new fare structure in an effort to simplify your fare options and to provide system-wide access. DCTA's Local Fare Promotion is set to expire on January 13, 2019 and be replaced by the new fare structure on January 14, 2019.

## OPEN HOUSE TOPIC:

New Fare Structure and Fare Programs Effective January 14, 2019



### LEWISVILLE

Saturday, November 3, 2018 | 9:00 a.m. – noon\*  
Lewisville Community Resource Expo | Next Steps Center  
1305 TX-121 BUS | Lewisville, TX 75067

### HIGHLAND VILLAGE

Saturday, November 3, 2018 | 10:00 a.m. – 2:00 p.m.\*  
City of Highland Village Fall Festival | Unity Park  
2200 Briarhill Blvd | Highland Village, TX 75077

### DENTON

Thursday, November 8, 2018 | 3:00 p.m. – 6:00 p.m.  
Downtown Denton Transit Center | Lobby  
604 E. Hickory Street, Denton, TX 76205

### DENTON

Saturday, November 10, 2018 | 10:00 a.m. – 2:00 p.m.  
Denton Welcome Center on the Square  
111 W. Hickory St | Denton, TX 76201

### ONLINE

Review the presentation and submit feedback online at [dcta.net/about-dcta/public-engagement](http://dcta.net/about-dcta/public-engagement) between Monday, October 29, and Friday, November 16.

\*Come to this free event and locate the DCTA table for more information.

Everyone is welcome to attend the open house meetings. Those who need materials in large-print or translated in a different language, or persons with hearing or sight interpretive service needs are asked to contact DCTA at least five (5) days in advance of the specific meeting at 940.243.0077 or via email at [dctainfo@dcta.net](mailto:dctainfo@dcta.net) so that DCTA can accommodate requests.

RideDCTA.net • 940.243.0077



HopOnBoardBlog.com • #RideDCTA

# Denton County Transportation Authority's June 2020 Public Meeting Goes Digital

June 01, 2020



The Denton County Transportation Authority (DCTA) invites the public to view its online June public meeting video presentation to provide feedback on upcoming proposed agency projects. In lieu of in-person public meetings, DCTA will host its June public meeting presentation online due to the [coronavirus \(COVID-19\) health emergency](#).

The agency regularly holds public meetings to inform and engage with the community regarding DCTA projects, programs and services. DCTA encourages people to provide feedback that will help the agency deliver mobility options that benefit the many communities DCTA serves.

The online video presentation will be available online from Monday, June 15, until Friday, June 26, and will include all the information on the proposed DCTA service changes and projects usually presented during an in-person public meeting.

## **Appendix G – Major Service Change and Disparate Impact Guidance**

DCTA operates fewer than 50 peak vehicles and is not required to establish these policies or conduct major service change analyses, according to FTA Advisory Circular 4702.1B Ch IV, Section 4. However, this information has been provided for use should DCTA choose to conduct these analyses at its discretion.

### **Disparate Impact**

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

DCTA will implement alternatives or modifications to proposed changes to address adverse impacts unless:

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

### **Disproportionate Burden**

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

### **Major Service Change Policy**

A service equity analysis may be conducted whenever the DCTA implements a major service change. A major service change is a change that results in one or more of the following conditions:

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

It is important to note that, as of date of this publication, FTA has not established criteria to define a Major Service change for microtransit or on-demand services like GoZone nor has FTA defined disparate impact thresholds for these services. However, DCTA may also apply these metrics to GoZone and other on-demand services using equivalent thresholds.

### **Fare Change Policy**

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

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

## Appendix H – Title VI Analyses

### **Content**

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- Old Town Station Expansion
- GoZone

## Old Town Station Expansion – Equity Analysis

# Title VI Equity Analysis: Old Town Station Expansion

## Background and Purpose

Denton County is the 25<sup>th</sup> fastest-growing county in United States with over 850,000 residents, according to the U.S. Census Bureau. On November 5, 2002, Denton County approved the creation of the Denton County Transportation Authority (DCTA) to advance public transportation alternatives. DCTA was funded in 2003 by a dedicated half-cent sales tax from the cities of Denton, Lewisville and Highland Village and fulfilled its initial service plan in June of 2011 with the launch of its A-train commuter rail service. In December 2011, DCTA updated its service plan to include system-wide improvements to build on the initial investments and meet the public transit needs caused by the area’s dynamic growth. Today DCTA serves nearly three million passengers annually and provides service within Denton and Collin county as well as service into Tarrant and Dallas counties with transit connections to Trinity Metro and Dallas Area Rapid Transit.

DCTA is committed to improving mobility, air quality, economic development and livability in the areas we serve. For the past 16 years, DCTA has accelerated innovative transportation solutions which have been critical to reducing traffic congestion and enhancing air quality, while contributing to orderly growth and development and improving the quality of life for Denton County residents.

DCTA plans to expand its current A-train commuter rail station in Old Town Lewisville through purchase of the John Burns Construction Company property (± 5 acres) located at 655 East Main Street and adjacent to the existing station. Upon buildout, the Old Town Station will encompass an Intermodal Transportation Center (ITC) and future DCTA administrative offices in downtown Lewisville. The expansion’s initial phase will reconfigure existing parking and bus lanes to allow for construction of bus transfer facilities to include a roundabout for bus parking/transfers, first/last mile solutions and pedestrian connections, covered bus bays, passenger information booth, sidewalks, curbs, and driveways. At full buildout, the ITC will include a building for passenger amenities and waiting area, community meeting space and will serve as a regional hub connecting DCTA rail and bus routes with first/last mile solutions through direct access to TNC, taxi, rail, trail, and bicycle/pedestrian connections.

DCTA is committed to ensuring that no person is excluded from participation in, or denied benefits of, its transit services based on race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964. The requirements specified FTA C. 4702.1B for complying with 49 CFR Section 21.9(b)(3) state that, *“In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.”*

On October 2019, FTA found that DCTA’s proposed station expansion qualifies as a *Categorical Exclusion* (“C List”, Type 9) in accordance with 23 CFR 771.117(c).



The Title VI equity analysis contained herein is intended to demonstrate that siting for DCTA's planned station expansion was done without regard to race, color or national origin.

## Site Selection Process

The approximately five-acre subject parcel (Figure 1) was selected solely due to its size and location immediately adjacent to the southern boundary of the Old Town Station's park-and-ride lot. Title 46 CFR Part 21, Appendix C, Section 3(iv) provides that "The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin." The site is now being used as a materials yard for the John Burns Construction Company and is owned by the same. The property or construction company is not owned by a Title VI protected class. Table 1 documents in-person outreach activities between DCTA, its representative (Stateside) and the affected property owner.

**Table 1: Outreach to Affected Property/Business Owner**

<b>Date</b>	<b>Activity</b>
March 22, 2017	In Person Meeting, discuss acquisition and valuation with Mr. O'Malley & representatives, DCTA and Stateside
February 11, 2019	In Person Meeting, new representative for Mr. O'Malley to discuss acquisition
March 13, 2019	In Person Meeting, DCTA & Mr. O'Malley's representative discussed acquisition of property moving past land swap
May 28, 2019	In Person Meeting, In Person Meeting, DCTA, Mr. O'Malley's representative and Stateside discussed acquisition of property moving past land swap

Figure 1

# DCTA Intermodal Center/Administrative Office Complex



 **Subject Property**

0 0.05 0.1 Miles



## Benefits and Burdens Analysis

While preparing its *Categorical Exclusion Worksheet*, DCTA reviewed benefits and burdens of locating its ITC and administrative offices at the subject property. The existing development context at and around the site is almost entirely non-residential, light industrial uses and is proximate to the City of Lewisville's Old Town Mixed-Use District which is being incrementally (re)developed in a transit-supportive form to include an integrated balance of homes and businesses. Table 2 summarizes benefits and burdens associated with the site.

**Table 2: Benefits and Burdens**

<b>Benefits/Positive Images</b>	<b>Burdens/Adverse Impacts</b>
<ul style="list-style-type: none"><li>• Adjacency to Old Town A-train station</li><li>• Underdeveloped property</li><li>• Supportive of City of Lewisville's Main Street redevelopment vision</li></ul>	<ul style="list-style-type: none"><li>• Active business on site</li></ul>

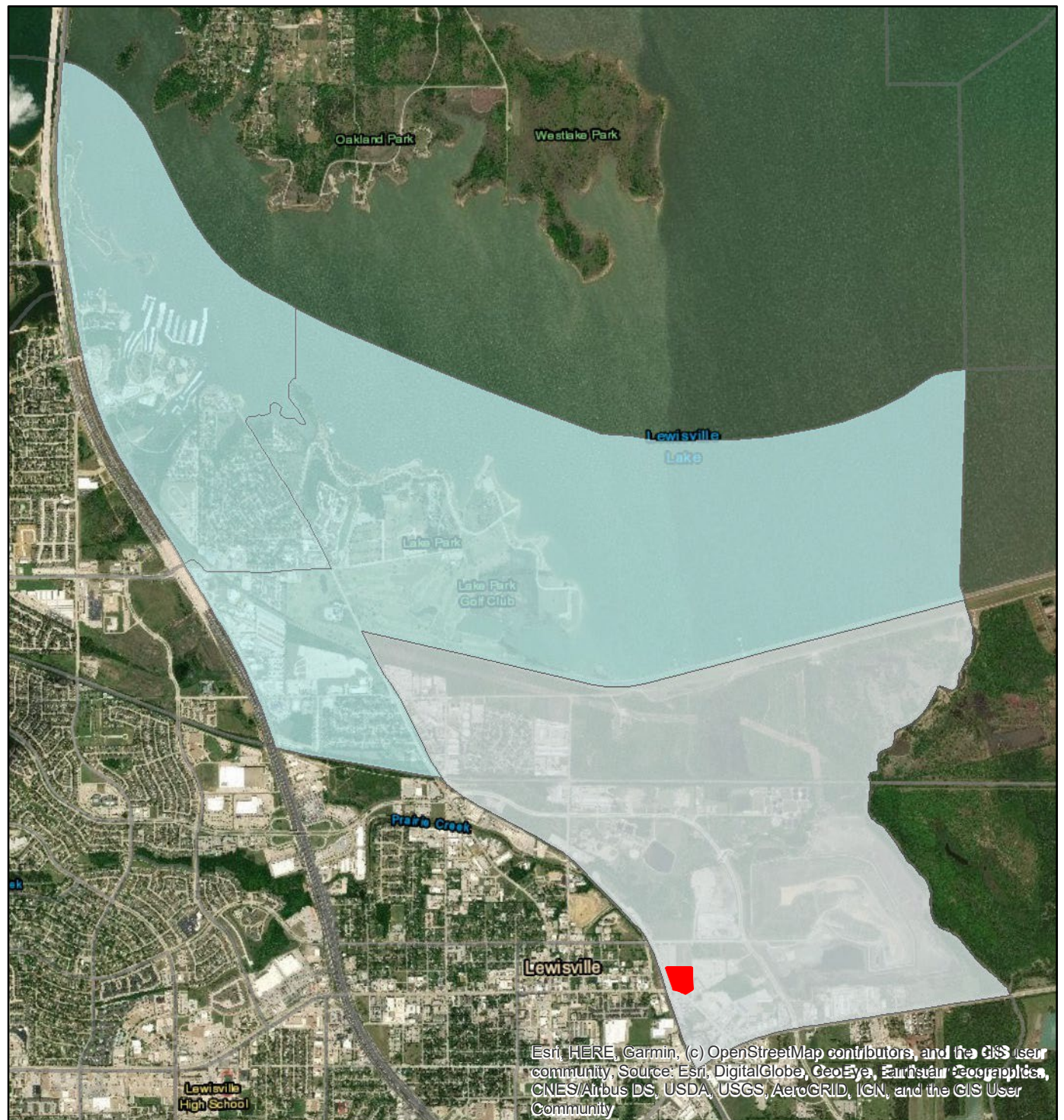
## Equity Analysis and Cumulative Impacts

DCTA documented demographics using the 2017 American Community Survey (ACS) 5-year Block Group Estimates associated with the site to ensure its selection did not have yield disparate impacts due to race, color, or national origin. The site is located entirely within Census Tract 21502, Block Group 3 as depicted in Figure 2. Table 3 presents applicable demographic characteristics associated with Denton County and the Census Tract and Block Group which contain the selected site.



Figure 2

# DCTA Intermodal Center/Administrative Office Complex



- Census Tract: 21502
- Block Group: 3
- Subject Property

0 0.5 1 Miles

**Table 3: Demographic Characteristics**

	<b>Block Group 3 Tract 21502</b>	<b>Tract 21502</b>	<b>Denton County, TX</b>
Total Population	1,242	4,649	859,064
White	1,129	3,560	655,466
Non-White	113	1,089	203,598
Non-White Percent	9%	23%	24%
Percent Below Poverty	35.7%	6.1%	7.3%
Median Household Income	\$32,221	\$86,532	\$83,376
Percent Limited English Proficiency	26.0%	20.3%	23.1%

Source: US Census Geodatabase: 'ACS\_2017\_5YR\_BG\_48\_TEXAS.gdb'

Review of demographic characteristics around the site reveals the census block group containing the site contains a significantly lower proportion of non-white persons when compared to the larger census tract or overall Denton County. It is noteworthy that, at the block group level, a significantly higher proportion of households with incomes below the poverty threshold, which is likely due to the location of a large manufactured home community in the block group's northwest corner. No adverse impacts to this low-income community were identified during the NEPA review conducted in support of the *Categorical Exclusion Worksheet* prepared for the site.

## Conclusion

Upon review of the documentation contained herein, it is clearly evident that no adverse disparate impacts will result from acquisition of the subject parcel.



## **GoZone – Title VI – Equity Analysis**

# DCTA GOZONE TITLE VI AND EQUITY ANALYSIS

April 15, 2022

# DCTA GOZONE TITLE VI AND EQUITY ANALYSIS

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July 9, 2021



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# CONTENTS

Introduction .....	6
1. Overview of Proposed Changes.....	6
1.1 Baseline Service .....	7
1.2 Service Implementation Phases .....	10
2. Peer Review.....	12
3. Methodology .....	12
3.1 DCTA Title VI Policy .....	13
Disparate Impact.....	13
Fare Change Policy .....	13
Disproportionate Burden.....	13
Existing Thresholds .....	13
3.2 Definitions and Analysis .....	14
4. Results .....	17
5. Recommendations.....	22



# INTRODUCTION

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

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

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

This document is organized as follows:

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

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

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

## 1. OVERVIEW OF PROPOSED CHANGES

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

## 1.1 BASELINE SERVICE

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

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

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

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

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

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

Figure 1. Existing DCTA Service (December 2019)

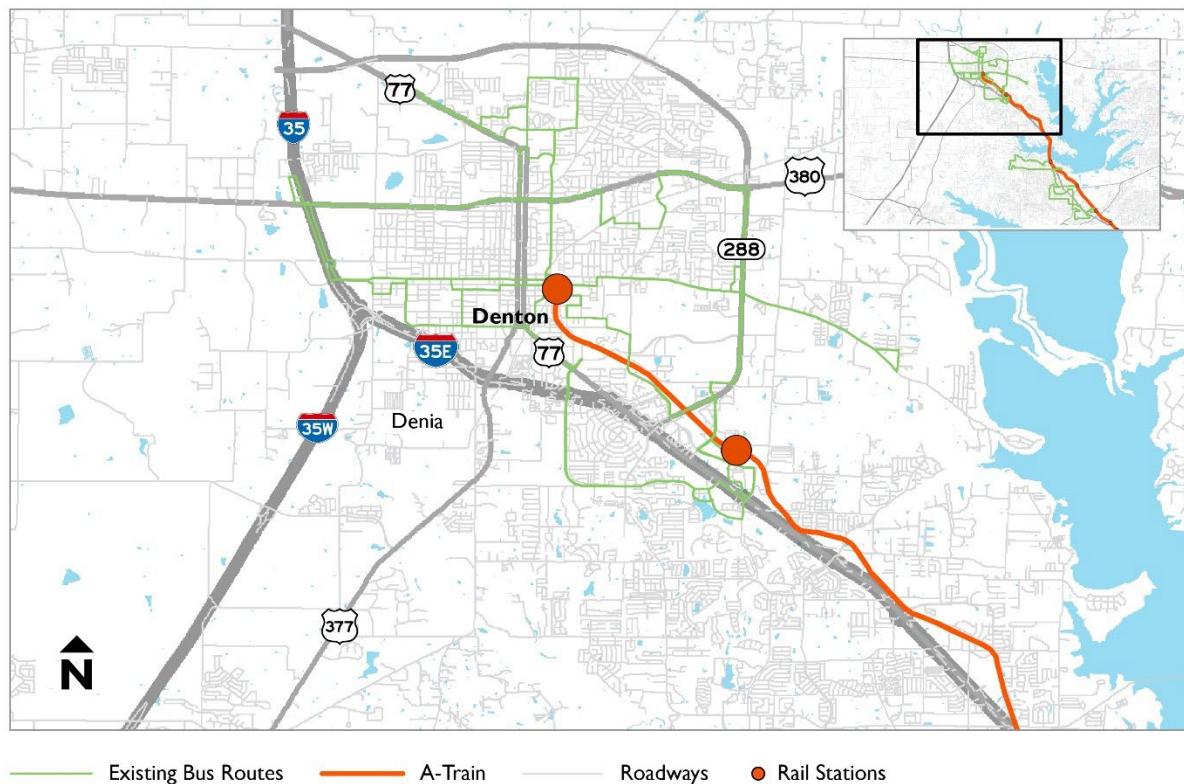
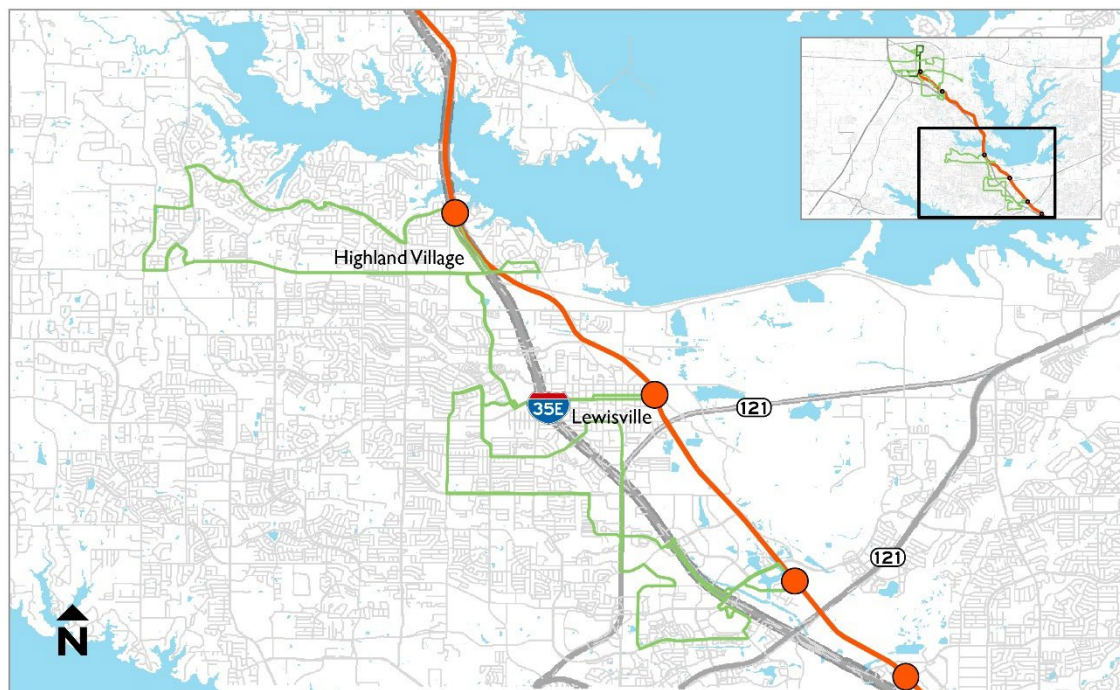




Figure 2. Existing DCTA Service – Peak Headways (December 2019)



- |   |  |
|---|--|
| <span style="color: orange;">—</span> A-Train       | Peak Transit Headway (minutes)             |
| <span style="color: gray;">—</span> Roadways        | <span style="color: green;">—</span> 7-20  |
| <span style="color: orange;">●</span> Rail Stations | <span style="color: green;">—</span> 21-94 |



- |   |  |
|---|--|
| <span style="color: orange;">—</span> A-Train       | Peak Transit Headway (minutes)             |
| <span style="color: gray;">—</span> Roadways        | <span style="color: green;">—</span> 7-20  |
| <span style="color: orange;">●</span> Rail Stations | <span style="color: green;">—</span> 21-94 |

## 1.2 SERVICE IMPLEMENTATION PHASES

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

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

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

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

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

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

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

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

- Denton Routes 1, 2, 4, and 6<sup>1</sup>
- Highland Village Connect Shuttle
- Lewisville Routes 21 and 22

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

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

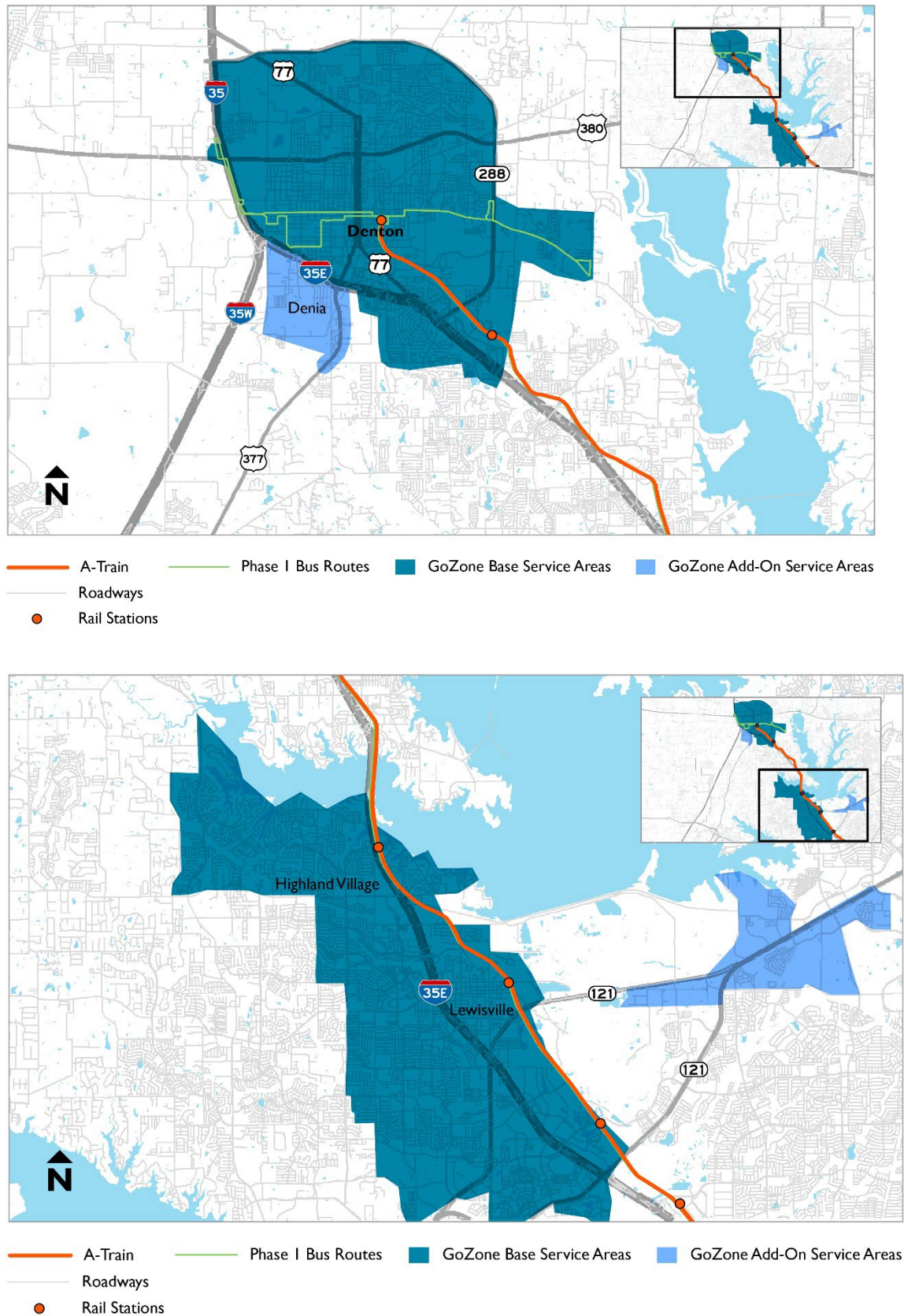
- Lewisville Lakeway Zone
- Highland Village Lyft Zone
- Denton Evening On-Demand Zone
- Lewisville to Flower Mound Lyft Zone

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



Figure 3. Phase I DCTA GoZone Service



## 2. PEER REVIEW

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

**Table 2. Peer Agency Discussion Summary**

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

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

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

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

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

## 3. METHODOLOGY

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

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<sup>2</sup> Discovered through the interview with MDOT MTA.

## 3.1 DCTA TITLE VI POLICY

The DCTA Title VI Policy establishes what qualifies as a major service change, what parameters are used to perform a Title VI Analysis, and what potential mitigation strategies or exceptions exist<sup>3</sup>.

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

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

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

### DISPARATE IMPACT

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

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

### FARE CHANGE POLICY

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

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

### DISPROPORTIONATE BURDEN

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

### EXISTING THRESHOLDS

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

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<sup>3</sup>[https://www.dcta.net/sites/default/files/documents/Title%20VI/Title%20VI%20Program%202019\\_0.pdf](https://www.dcta.net/sites/default/files/documents/Title%20VI/Title%20VI%20Program%202019_0.pdf)

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

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

## 3.2 DEFINITIONS AND ANALYSIS

To assess service increases and reductions to minority and low-income communities, this analysis uses a “Person-Trips” methodology. Person-Trips are calculated at the 2010 Census Block Group boundaries and ACS 2019 5-Year Counts estimates by multiplying the total number of bus trips that pass through a Census Block Group by the number of people who can access these trips. For fixed-route services, the number of people who can access a bus line is determined by multiplying the population density of the Census Block Group by the total area inside the Block Group that is within ¼ mile of any bus stop on the line. For example, if buses serve a stop 10 times per day, every day of the year (365 days) and there are 10 people living within ¼ mile of that bus stop, this equates to 36,500 annual person-trips (10 x 365 x 10).

Via estimates wait time at 11-to-14-minutes on average and has proposed that additional vehicles will be added to the GoZone fleet as demand increases, maintaining this 11-to-14-minute wait time. For demand-response services, the number of trips is calculated by converting the expected wait time of 11-to-14-minutes to an equivalent fixed-route headway of 12.5 minutes, on average, for all residents of the service area. The number of people who can access the service is determined by multiplying the population density of the Census Block Group by the total area within the demand-response service boundary – in other words, this analysis assumes that all residents have equal access to GoZone trips across the service areas, and that trips will be distributed evenly throughout the service geography. For each relevant population and each relevant service, person-trips are calculated for each service and all Block Groups within the service area, and then summed. Figure 4 shows an example of access, where the yellow highlighted areas are those within ¼ mile of a fixed-route bus stop and the green GoZone are those with access to demand-response service.

These values are then multiplied by the number of transit trips per year. For fixed-route services, the annual number of vehicle trips is determined by the route schedules. For demand-response services, the annual number of vehicle trips is determined using the Via Simulation Results for Year One, assuming the average number of passengers per vehicle hour, number of vans, and service hours.<sup>5</sup>

See Figure 5 and Figure 6 for a graphical illustration of these calculations.

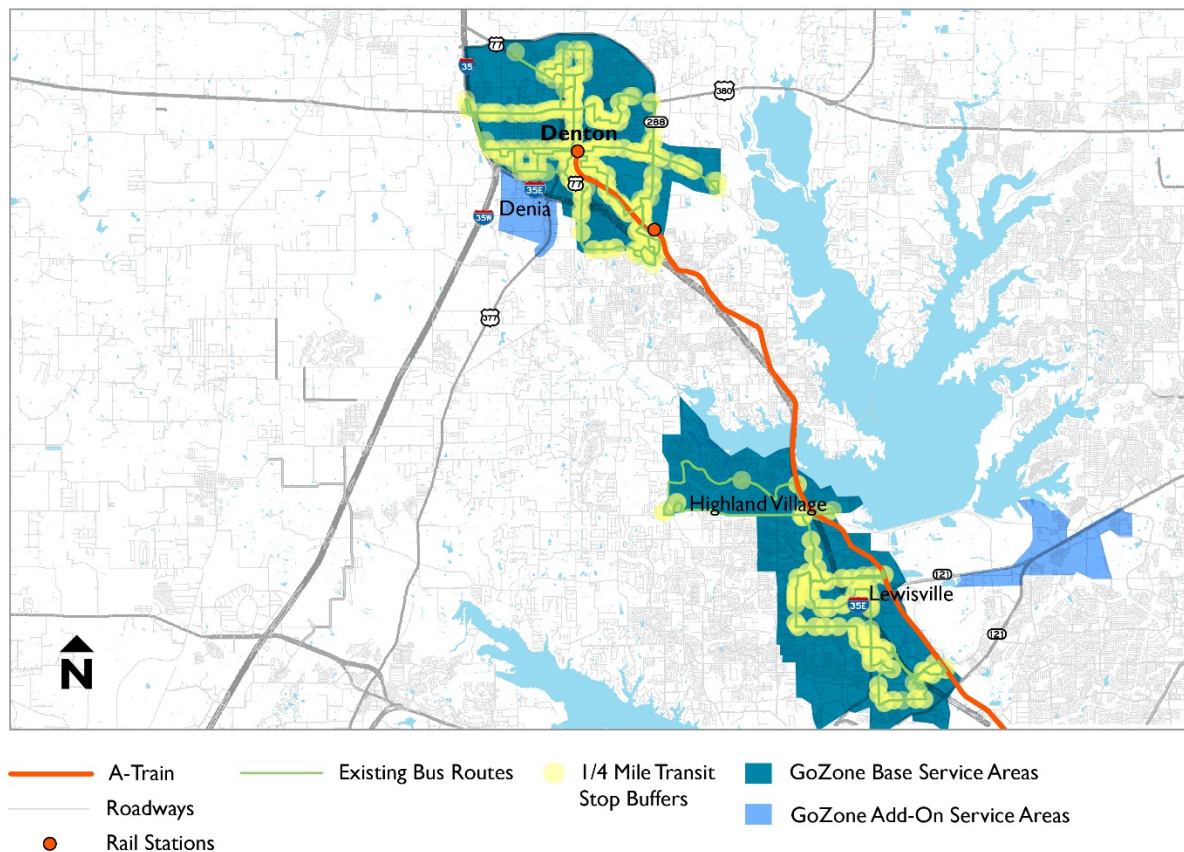
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<sup>4</sup> American Community Survey, 2019 5-Year Counts

<sup>5</sup> <https://dctafeedback.net/gozone/home>; Accessed July 8, 2021



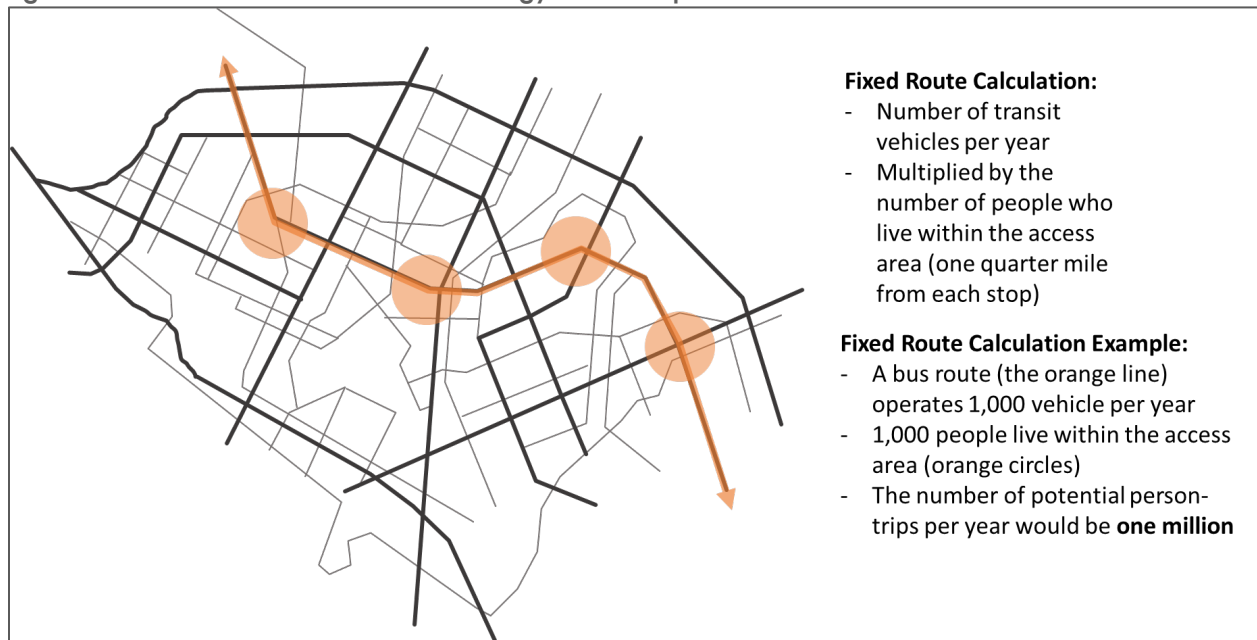
**Figure 4. Depiction of Access to Transit Service**



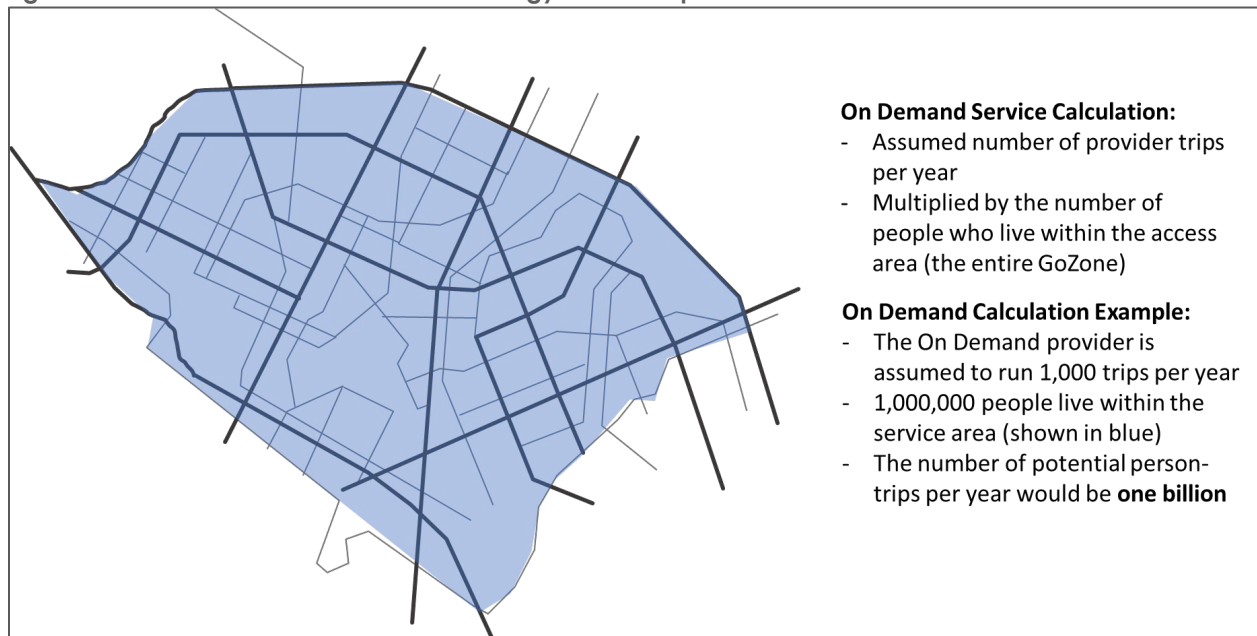
For example – Via Simulation Results indicate GoZone Base would serve 3.8 rides per vehicle hour on average, or 3.8 “vehicle trips” per hour (only one passenger served at a time). Operating hours are Monday through Thursday, 5 AM to 10 PM, Friday 5 AM to 11 PM and Saturday 8 AM to 8 PM. We assume each year has 51 of each day of the week, per year. This would equate to 4,998 annual operating hours available to each individual. At 3.8 vehicle trips per hour, this is 18,992 trips per year for the GoZones in its first year. With a population of 187,890 among the initial zones, the general population annual person-trips would be 3,568,482,036.



**Figure 5. Fixed Route Calculation Methodology and Example**



**Figure 6. On Demand Calculation Methodology and Example**



This analysis calculates person-trips for the following groups under the Existing Network and with the Proposed Network.

- Person-Trips for non-white and/or Hispanic/Latino residents (Minority)
- Person-Trips for residents with incomes below the poverty line (Low-Income)
- Person-Trips for residents with limited English proficiency (LEP)
- Person-Trips for all residents

These values allow for the calculation of the proportion of total service increases or reductions experienced by minority and low-income and then these proportions will be compared to the thresholds identified above to determine compliance.

The analysis was performed in two steps. First, the impacts of removing fixed-route service are evaluated independently. Then the estimated person-trips from GoZone service are estimated and added and the net result is evaluated. This analysis was performed for both the base Phase I GoZone service, as well as a base service with those Phase I add-ons listed in Section 1.2 of this memo.

## 4. RESULTS

The results of the Title VI analysis excluding the add-on service areas are summarized in Table 3 -- the Limited English Proficiency analysis is summarized in Table 4. Title VI results that include the add-on service areas are summarized in Table 5 -- the Limited English Proficiency analysis with add-ons is summarized in Table 6. The net changes in person-trips are summarized at the Census Block Group-level for GoZone Phase I base service in Figure 7. The net changes in person-trips are summarized at the Census Block Group-level for GoZone Phase I base service with add-ons in Figure 8.

---

*The net change in service with the addition of GoZone is estimated to not have a disparate impact or disproportionate burden, with or without the implementation of add-on service zones.*

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As discussed above, this analysis assumes the following of GoZone service:

- GoZone is expected to serve an average of 3.8 person-trips per vehicle-hour<sup>6</sup>. For comparison, DCTA's existing bus service provided an average of 17 person-trips per vehicle-hour in 2019.<sup>7</sup>
- Via proposes to maintain 11-to-14-minute wait times by adding vehicles to the fleet during times of peak demand.
- The 11-to-14-minute wait time is the rider-equivalent of a 12.5-minute fixed-route transit service.
- Residents across the GoZone service areas will have equal access to service. Factors that could prevent equal access include, but are not limited to:
  - Disparities in knowledge about how to access GoZone service
  - Disparities based on the ease of use of cash payment and phone call-based reservation systems compared to the use of credit cards and mobile apps, respectively.
  - Unintentional geographic discrimination in the algorithm used to match riders to trips

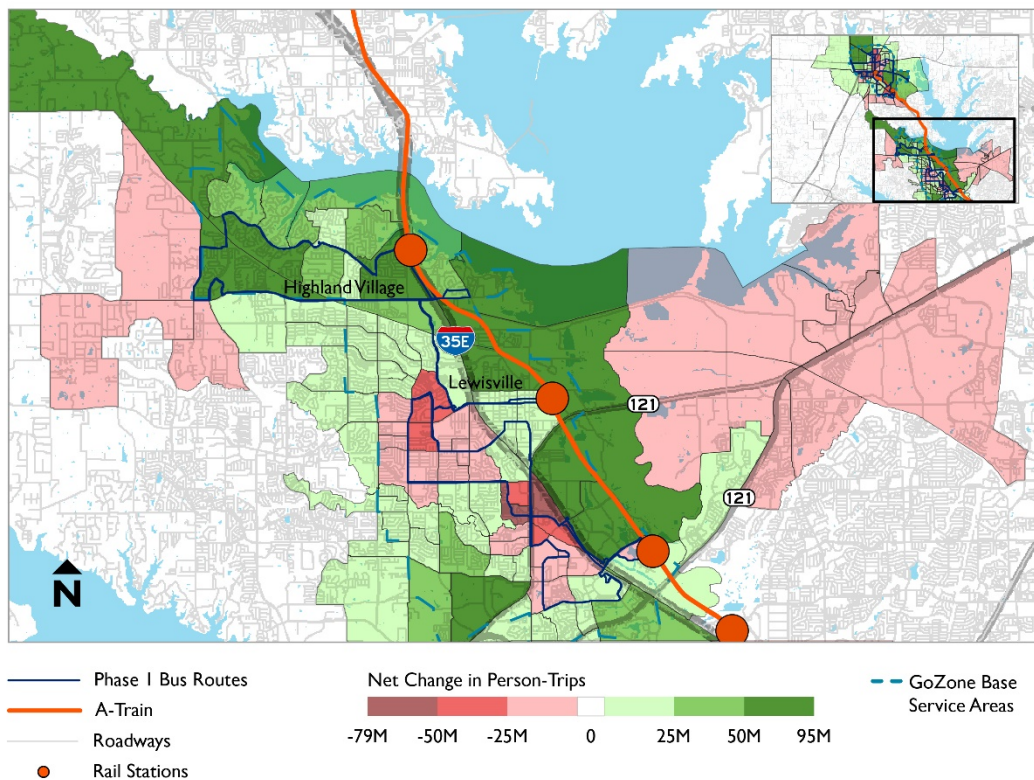
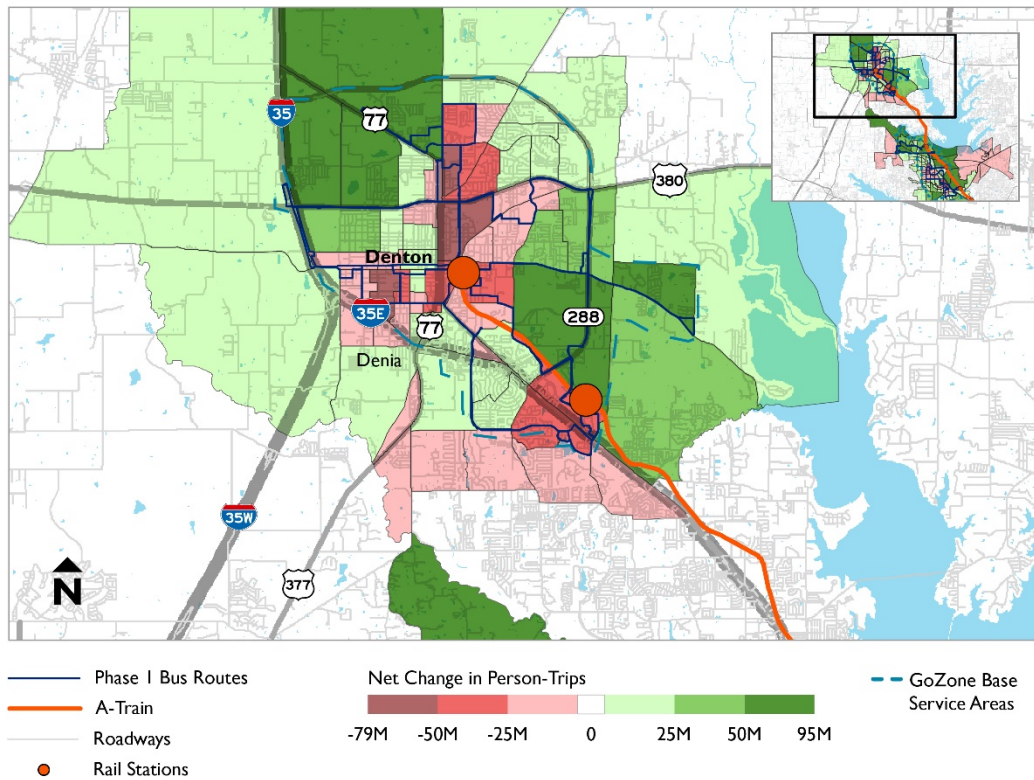
Figure 9 through Figure 14 depict the existing fixed-route transit system, ¼ mile bus stop buffers, and Title VI populations within Denton and Lewisville. As shown, higher concentrations of Title VI populations live near existing fixed-route service, hence higher impacts to these populations with the removal of fixed-route service. However, implementation of the GoZones can still provide service to these populations, as well as expand service for those not within ¼ mile of bus stops, as in east Denton and south Lewisville.

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<sup>6</sup> <https://dctafeedback.net/gozone/home>; Accessed July 8, 2021

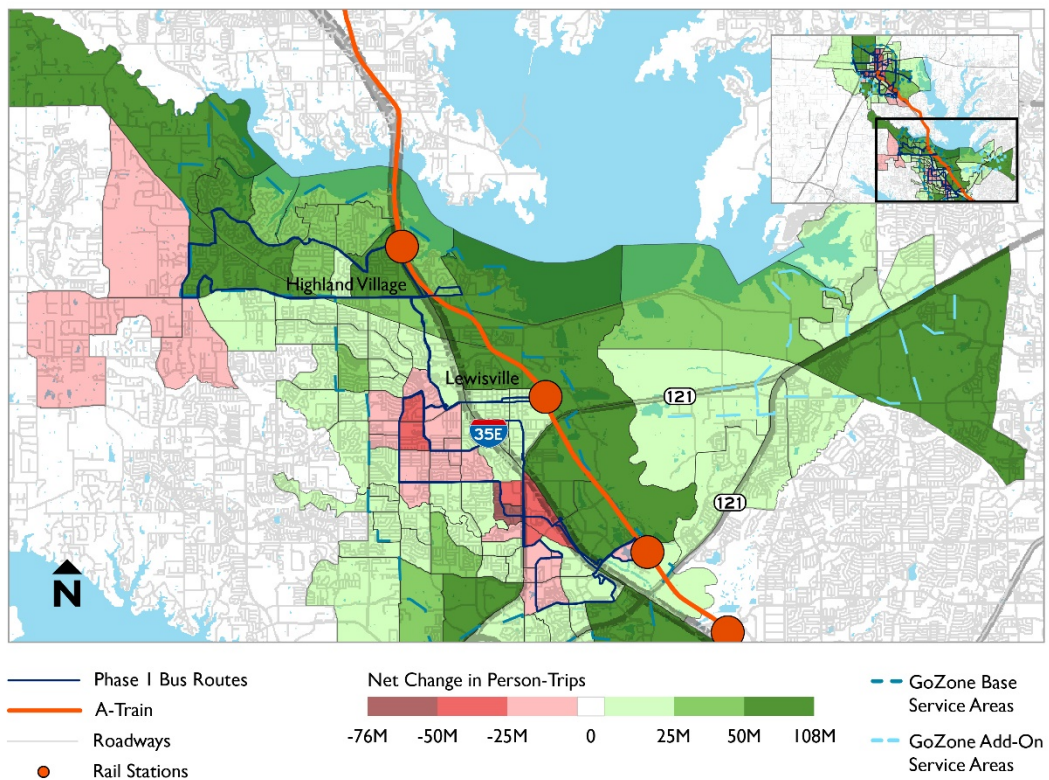
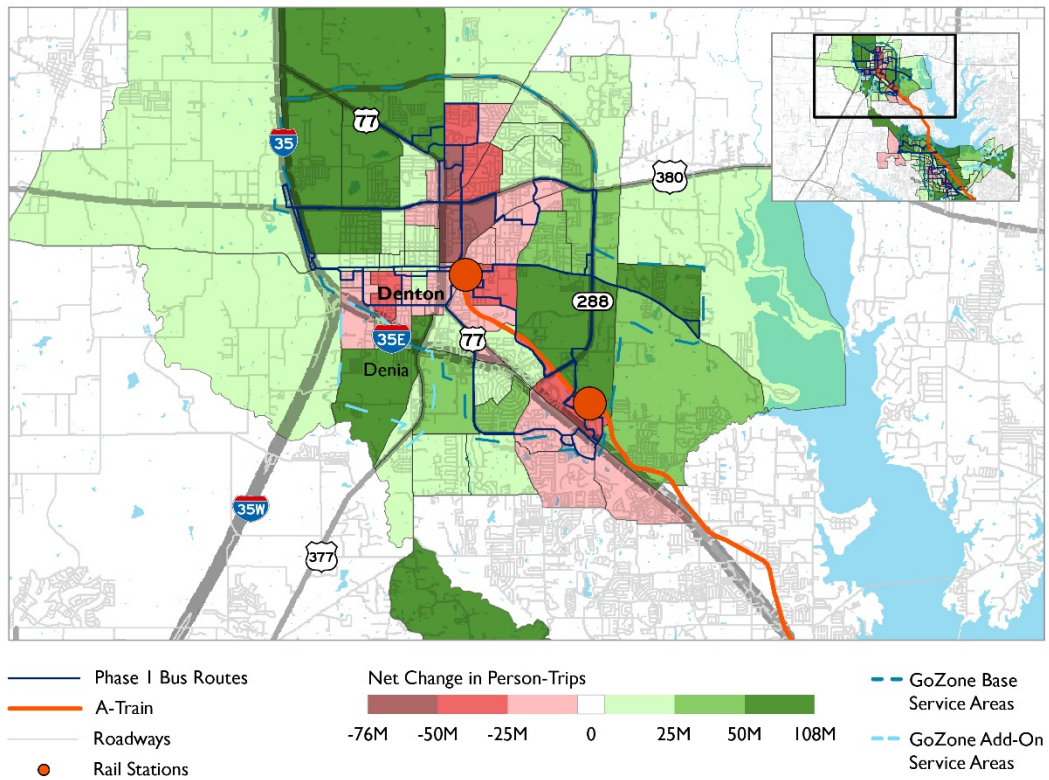
<sup>7</sup> Federal Transit Administration National Transit Database.

Figure 7. Net Changes in Person-Trips by Census Block Group – GoZone Phase I Base Service





**Figure 8. Net Changes in Person-Trips by Census Block Group – GoZone Phase I Base Service with Add-Ons**



**Table 3. Title VI Analysis Results – Phase I Base Service<sup>8</sup>**

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

**Table 4. Limited English Proficiency (LEP) Analysis Results – Phase I Base Service<sup>9</sup>**

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

<sup>8</sup> Person-Trips are rounded to the nearest 100

<sup>9</sup> Person-Trips are rounded to the nearest 100



**Table 5. Title VI Analysis Results – Phase I Base + Add-On Service<sup>10</sup>**

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

**Table 6. Limited English Proficiency (LEP) Analysis Results – Phase I Base + Add-On Service<sup>11</sup>**

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

<sup>10</sup> Person-Trips are rounded to the nearest 100

<sup>11</sup> Person-Trips are rounded to the nearest 100

---

## 5. RECOMMENDATIONS

The study team developed its analysis based on projected levels of ridership and service outlined in the GoZone proposal. Once data from the initial Phase I deployment is available, it would be appropriate to revisit this analysis and use observed data regarding ridership, virtual stop locations, and hours of revenue service to determine whether the methodology used in this study should be further refined.

In a Title VI analysis for fixed-route transit, the proposed changes represent a commitment from an agency to provide prescribed service. Should the actual service implemented deviate from the assumptions outlined above, it is possible that there may be additional negative impacts to low-income, minority, and/or LEP communities. It is strongly recommended that the assumptions above be confirmed in finalizing the details of the GoZone implementation, and that operations be monitored to ensure consistency with the findings in this analysis. DCTA should also consider requiring any contractors providing on-demand services to provide reporting on trips by Census Block Group to ensure equitable service and compliance with Title VI. Data should be verified by a third party wherever possible. Finally, DCTA should seek demographic information of riders to ensure that service is as equitable as predicted. This should be done through voluntary intercept surveys. Regular surveys are already done as part of DCTA's routine efforts toward improvement.

GoZone service will have a promotional fare for the first six months of service. The long-term fare policy for GoZone service has not yet been finalized. A final fare policy will be presented to the DCTA board in March 2022. The fare policy will require separate analysis for Title VI compliance.

As FTA has yet to establish guidelines for performing Title VI analyses on on-demand services, it would be appropriate to share this initial analysis with FTA for their feedback.

Figure 9. Populations with Low-Income in Denton

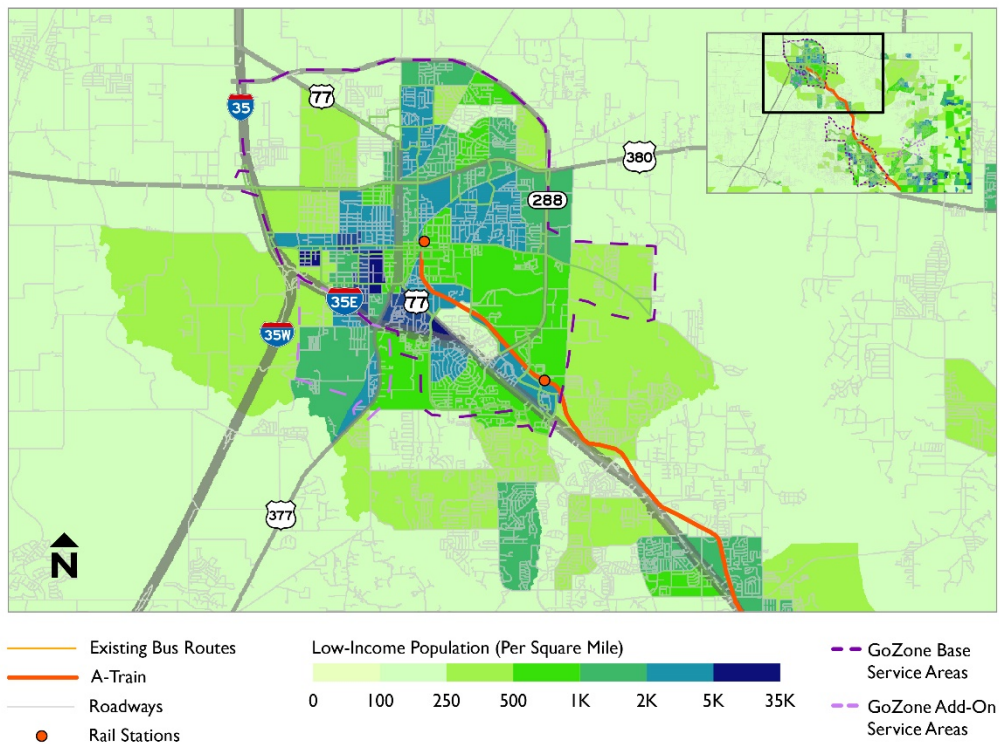


Figure 10. Minority Populations in Denton

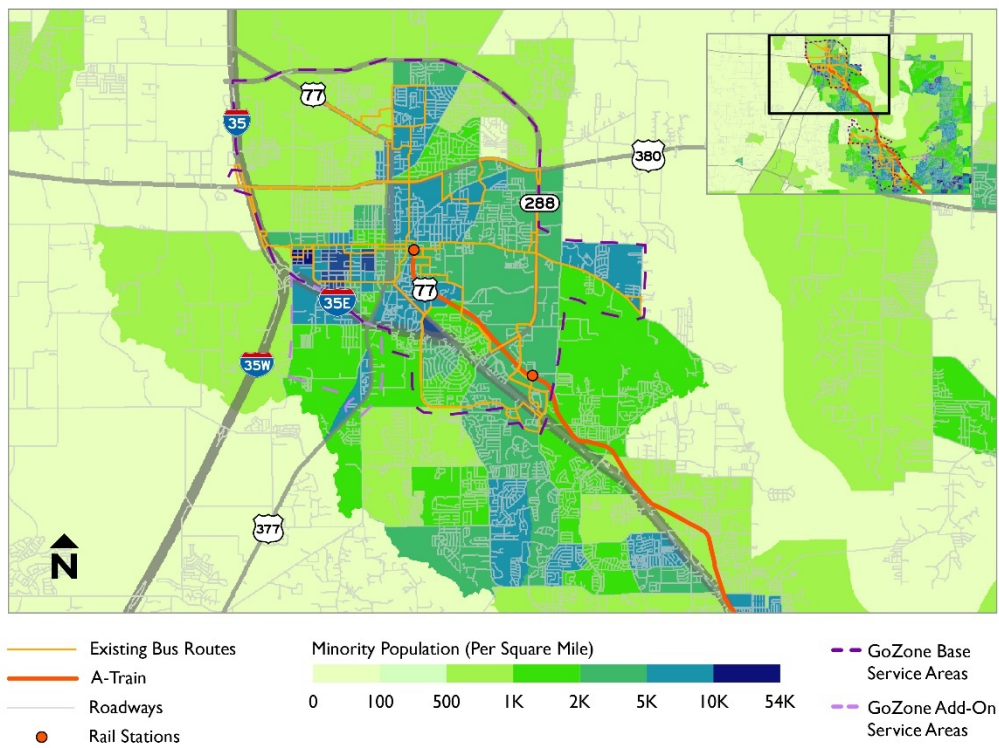


Figure 11. Populations with Limited English Proficiency in Denton

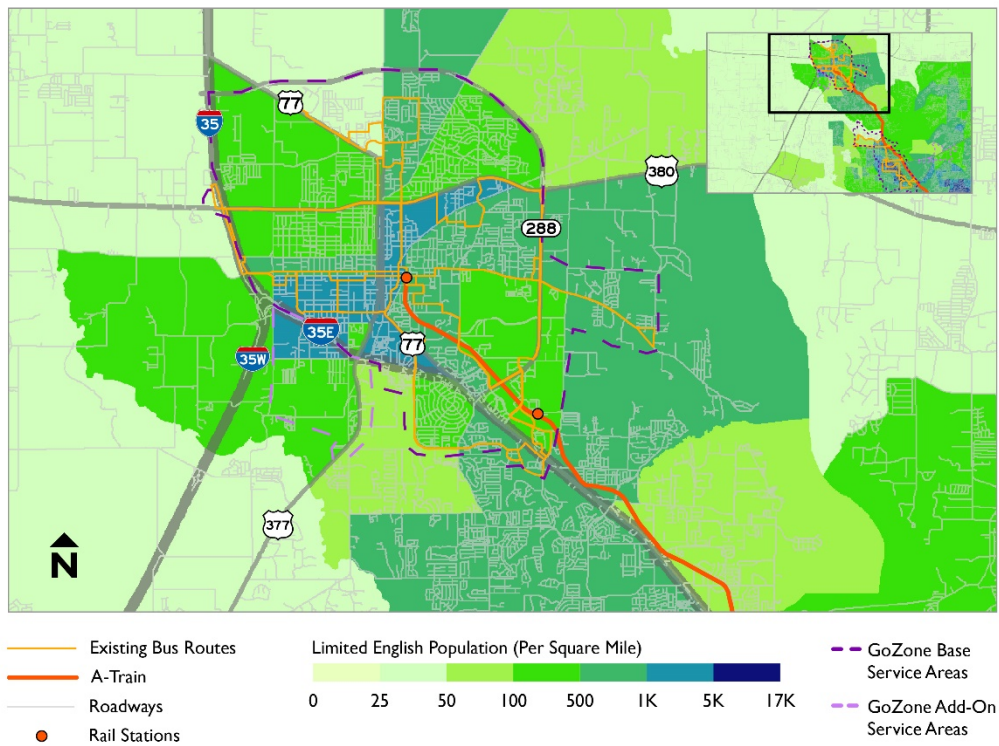




Figure 12. Populations with Low-Income in Lewisville

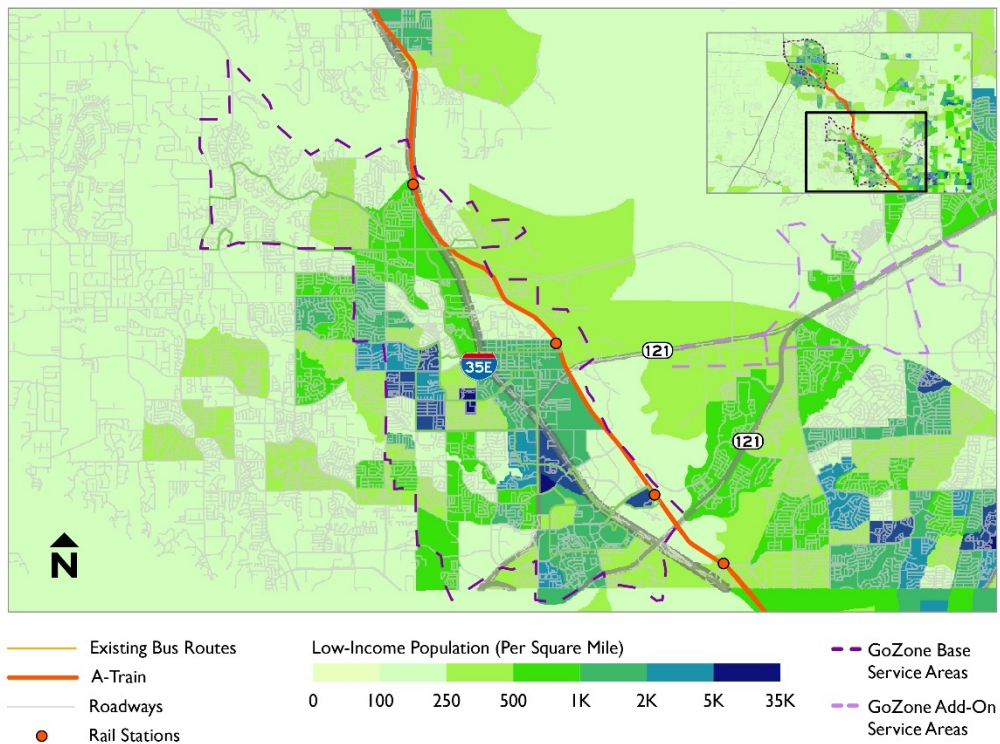


Figure 13. Minority Populations in Lewisville

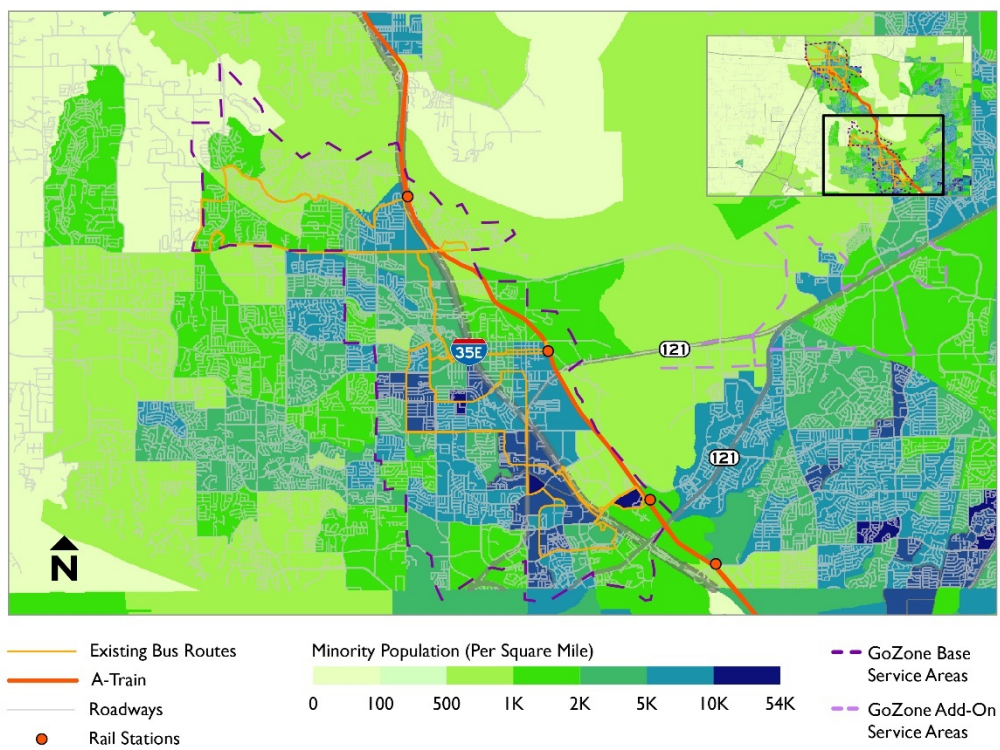
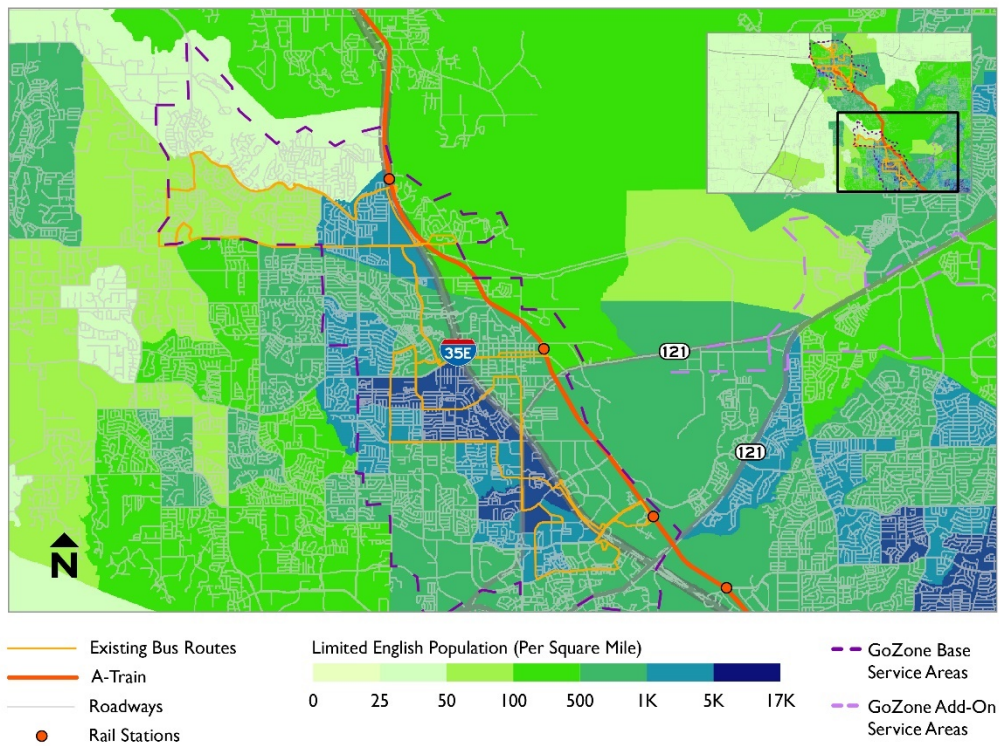




Figure 14. Populations with Limited English Proficiency in Lewisville



## **Fall 2020 Service Changes**



# ONLINE OPEN HOUSE MEETING

Presentation and Video Online: June 15 – June 26, 2020  
Available at [RideDCTA.net](https://RideDCTA.net)

# TABLE OF CONTENTS



- DCTA's COVID-19 Response
- Proposed Service Change Modification Overview
- Proposed Connect Bus Service Modifications
- Proposed A-train Service Modifications
- On-Demand Service Modifications
- University of North Texas Service Modifications
- City of Coppell Lyft Program Continuation
- Title VI Analysis
- Feedback Opportunities
- Contact Information

# DCTA'S COVID-19 RESPONSE





# DCTA'S COVID-19 RESPONSE

- DCTA is closely monitoring what is happening with the [novel coronavirus \(COVID-19\)](#)
- At DCTA, our top priorities are keeping our passengers and employees healthy and ensure a safe commute for our riders
- DCTA has continued to operate as an essential business during COVID-19
- Due to the current COVID-19 risks, DCTA has increased precautions to protect our passengers and staff and have dedicated a webpage to communicate actions and updates with riders
- Information on the dedicated webpage includes, but is not limited to:
  - Efforts to keep passengers and staff safe
  - DCTA service updates related to COVID-19
  - Appreciation video dedicated to frontline workers
  - COVID-19 facts and resources
  - How to protect yourself and prevent the spread of illness
  - Downloadable resources
  - FAQs
- To view DCTA's dedicated webpage, visit <https://www.dcta.net/media-center/news/2020/denton-county-transportation-authority-coronavirus-covid-19-update>

# PROPOSED SERVICE CHANGE MODIFICATION OVERVIEW



# PROPOSED SERVICE CHANGE MODIFICATION OVERVIEW



- Due to COVID-19, stay-at-home orders and state-wide disaster declarations, DCTA experienced ridership declines across the system.
- Due to existing ridership declines and the impacts of projected ridership growth as businesses reopen, DCTA is proposing system-wide service modifications.
- On March 23, 2020, DCTA implemented temporary system-wide service modifications due to the impacts of COVID-19
- On May 11, 2020, DCTA implemented additional temporary system-wide service modifications due to the continued impacts of COVID-19
- On August 24, 2020, DCTA is proposing the permanent adoption of the system-wide service modifications made in March and May

# PROPOSED CONNECT BUS SERVICE MODIFICATIONS



# PROPOSED CONNECT BUS SERVICE MODIFICATIONS

The table below showcases the individual Connect service modifications that were made in both March and April, as well as the proposed modifications slated for August

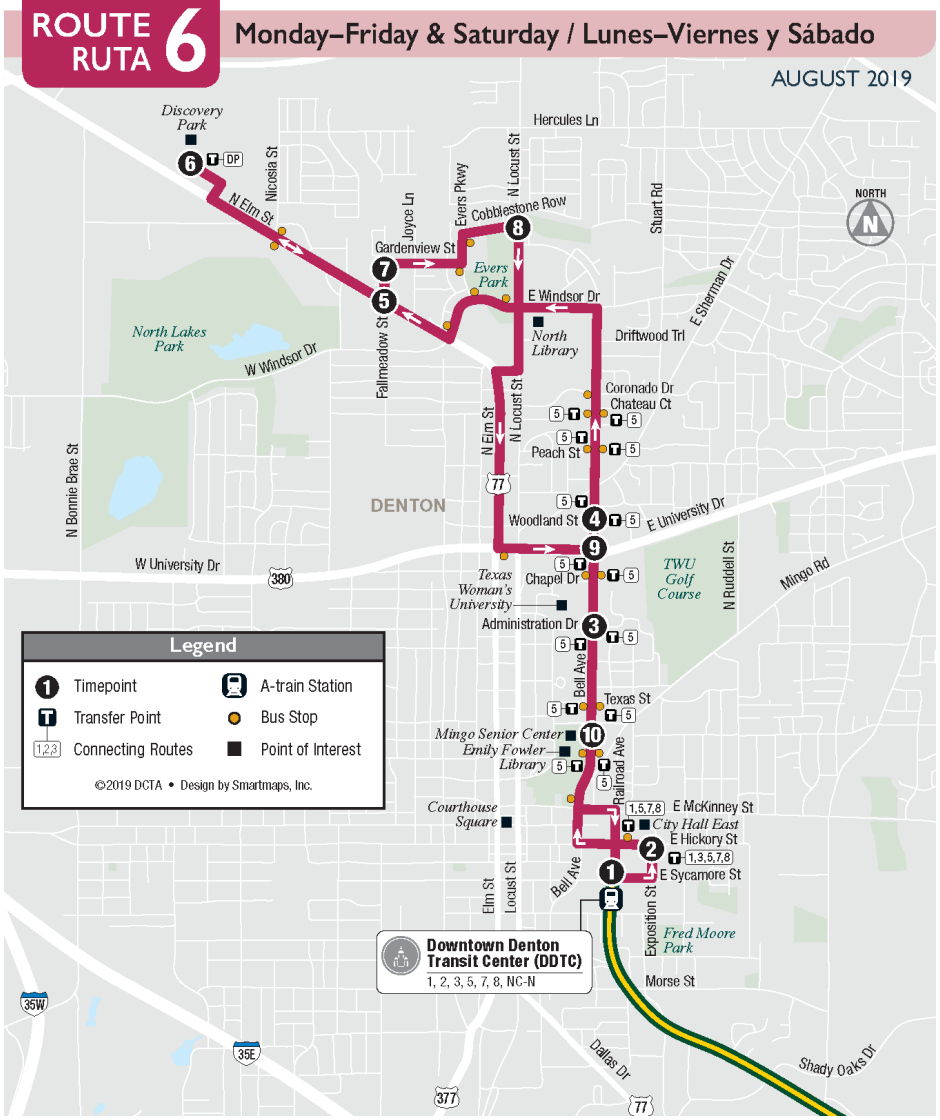
Service	March 23 Changes	May 11 Changes	August 24 Changes
<b>Route 1</b>	<ul style="list-style-type: none"> <li>• Saturday schedule with 60-minute frequency</li> <li>• Additional morning run</li> </ul>	Continued	Continued
<b>Route 2</b>	<ul style="list-style-type: none"> <li>• Saturday schedule with 60-minute frequency</li> <li>• Additional morning run</li> </ul>	Continued	Continued
<b>Route 3</b>	<ul style="list-style-type: none"> <li>• Saturday schedule with 60-minute frequency</li> <li>• Additional morning run</li> </ul>	Continued	Continued
<b>Route 4</b>	<ul style="list-style-type: none"> <li>• Saturday schedule with 60-minute frequency</li> <li>• Additional morning run</li> </ul>	Continued	Continued
<b>Route 5</b>	<ul style="list-style-type: none"> <li>• Saturday schedule with 60-minute frequency</li> <li>• Additional morning run</li> </ul>	Suspended Service	Removal of Route
<b>Route 6</b>	<ul style="list-style-type: none"> <li>• Saturday schedule with 60-minute frequency</li> <li>• Additional morning run</li> </ul>	Continued	Continued
<b>Route 7</b>	<ul style="list-style-type: none"> <li>• Saturday schedule with 60-minute frequency</li> <li>• Additional morning run</li> </ul>	Continued	Continued
<b>Route 8</b>	<ul style="list-style-type: none"> <li>• Saturday schedule with 60-minute frequency</li> <li>• Additional morning run</li> </ul>	Suspended Service	Removal of Route
<b>Route 21</b>	<ul style="list-style-type: none"> <li>• Saturday schedule with 60-minute frequency</li> <li>• Additional morning run</li> </ul>	Continued	Continued
<b>Route 22</b>	<ul style="list-style-type: none"> <li>• Saturday schedule with 60-minute frequency</li> <li>• Additional morning run</li> </ul>	Continued	Continued
<b>Highland Village Connect Shuttle</b>	<ul style="list-style-type: none"> <li>• Discontinued of service</li> </ul>	N/A	N/A



# PROPOSED CONNECT BUS SERVICE MODIFICATIONS



Passengers who previously utilized Denton Connect Route 5 can utilize Denton Connect Route 6 to get to the majority of destinations.



# PROPOSED CONNECT BUS SERVICE MODIFICATIONS



Passengers who previously utilized Denton Connect Route 8 can ride Denton Connect Route 7 to get to the majority of their destinations.



# PROPOSED A-TRAIN SERVICE MODIFICATIONS





# PROPOSED A-TRAIN SERVICE MODIFICATIONS

- A-train service will be provided hourly Monday through Friday from 6 a.m. to 9 p.m.
- Saturday service will remain the same



# PROPOSED ON-DEMAND SERVICE MODIFICATIONS





# PROPOSED ON-DEMAND SERVICE MODIFICATIONS

- Due to Connect bus service modifications, Connect bus service ends prior to A-train service
- To address last-mile connections during that time, DCTA implemented an on-demand service from four A-train stations
- On May 11, 2020, DCTA maintained the on-demand service at both the Hebron Station and the DDTC Station due to prior ridership trends
- On August 24, 2020, DCTA is recommending maintaining the on-demand service at the DDTC Station and utilizing the existing Lewisville Lakeway on-demand service for trips out of the Hebron Station

March 23 Changes	May 11 Changes	August 24 Changes
Hebron Station	Continued	Discontinued (Lewisville Lakeway Zone meets the needs)
Old Town Station	Discontinued	N/A
MedPark Station	Discontinued	N/A
DDTC Station	Continued	Made Permanent

NOTE: On-demand service was never added to the Highland Village/Lewisville Lake Station due to existing service through the Highland Village Lyft Program that met the last-mile needs of riders

# PROPOSED UNT SERVICE MODIFICATIONS



# PROPOSED UNT SERVICE MODIFICATIONS – FALL/SPRING ROUTES



- **{NEW} Parking Express (PE)** →

- Will operate two (2) buses from 7:30 a.m. until 3:15 p.m. each scheduled weekday
- Frequency of 20 minutes



- **Mean Green (MG)**

- Will operate one (1) bus from 7 a.m. until 5 p.m. each scheduled weekday
- Frequency of 20 minutes



- **North Texan (NT)**

- Will operate one (1) bus from 7 a.m. until 5 p.m. each scheduled weekday
- This route will also include one (1) morning peak vehicle that will provide additional service from 7 a.m. until 11 a.m., Monday through Friday on scheduled days
- Frequency
  - 11 minutes from 7 a.m. until 11 a.m.
  - 21 minutes from 11 a.m. until 5 p.m.



# PROPOSED UNT SERVICE MODIFICATIONS – FALL/SPRING ROUTES



- **Eagle Point (EP)**

- Will operate one (1) bus from 7 a.m. until 5 p.m. each scheduled weekday
- Frequency of 30 minutes



- **Colorado Express (CE)**

- Will operate one (1) bus from 7 a.m. until 5 p.m. each scheduled weekday
- This route will also include one (1) morning peak vehicle that will provide additional service from 7 a.m. until 11 a.m., Monday through Thursday on scheduled days



- **Centre Place (CP)**

- Will operate four (4) buses from 7 a.m. until 5 p.m. each scheduled weekday
- This route will also include
  - Extended evening service that will operate one (1) bus until 9 p.m., Monday through Thursday on scheduled days
- Frequency
  - 28 minutes from 7 a.m. until 11 a.m.
  - 55 minutes from 11 a.m. until 5 p.m.

# PROPOSED UNT SERVICE MODIFICATIONS – FALL/SPRING ROUTES



- **Discovery Park (DP)**

- Will operate three (3) buses from 7 a.m. until 5 p.m. each scheduled weekday
- This route will also include
  - {NEW} One (1) mid-day peak vehicle that will provide additional service from 9 a.m. until 3 p.m., Monday through Friday on scheduled days
  - Extended evening service that will operate one (1) bus until 9 p.m., Monday thru Friday on scheduled days
- Frequency
  - 12 minutes from 7 a.m. until 9 a.m.
  - 9 minutes from 9 a.m. until 3 p.m.
  - 12 minutes from 3 p.m. until 5 p.m.



- **Bernard Street (BST)**

- Will operate two (2) buses from 7 a.m. until 5 p.m. each scheduled weekday
- Frequency of 10 minutes



# PROPOSED UNT SERVICE MODIFICATIONS – FALL/SPRING ROUTES



- **Mean Green Night Rider (MGNR)**

- Will operate one (1) bus from 6 p.m. until 10 p.m. each scheduled weekday
- Frequency of 30 minutes



- **Mean Green Night Rider Late-Night (MGNR-LN)**

- Will operate one (1) bus from 10 p.m. until 2 a.m. each scheduled weekday
- Frequency of 30 minutes



# PROPOSED UNT SERVICE MODIFICATIONS – SUMMER ROUTES



- **Mean Green (MG)**

- Will operate one (1) bus from 7 a.m. until 5 p.m. each scheduled weekday
- Frequency of 20 minutes



- **North Texan (NT)**

- Will operate one (1) bus from 7 a.m. until 5 p.m. each scheduled weekday
- Frequency of 21 minutes



- **Eagle Point (EP)**

- Will operate one (1) bus from 7 a.m. until 5 p.m. each scheduled weekday
- Frequency of 30 minutes



- **Colorado Express (CE)**

- Will operate one (1) bus from 7 a.m. until 5 p.m. each scheduled weekday
- Frequency of 55 minutes

# PROPOSED UNT SERVICE MODIFICATIONS – SUMMER ROUTES



- **Centre Place (CP)**

- Will operate one (1) bus from 7 a.m. until 5 p.m. each scheduled weekday
- Frequency of 27 minutes



- **Discovery Park (DP)**

- Will operate one (1) bus from 7 a.m. until 7 p.m. each scheduled weekday
- Frequency of 35 minutes



- **Bernard Street (BST)**

- Will operate one (1) bus from 7 a.m. until 5 p.m. each scheduled weekday
- Frequency of 20 minutes



- **Mean Green Night Rider (MGNR)**

- Will operate one (1) bus from 5 p.m. until 9 p.m. each scheduled weekday
- Frequency of 30 minutes

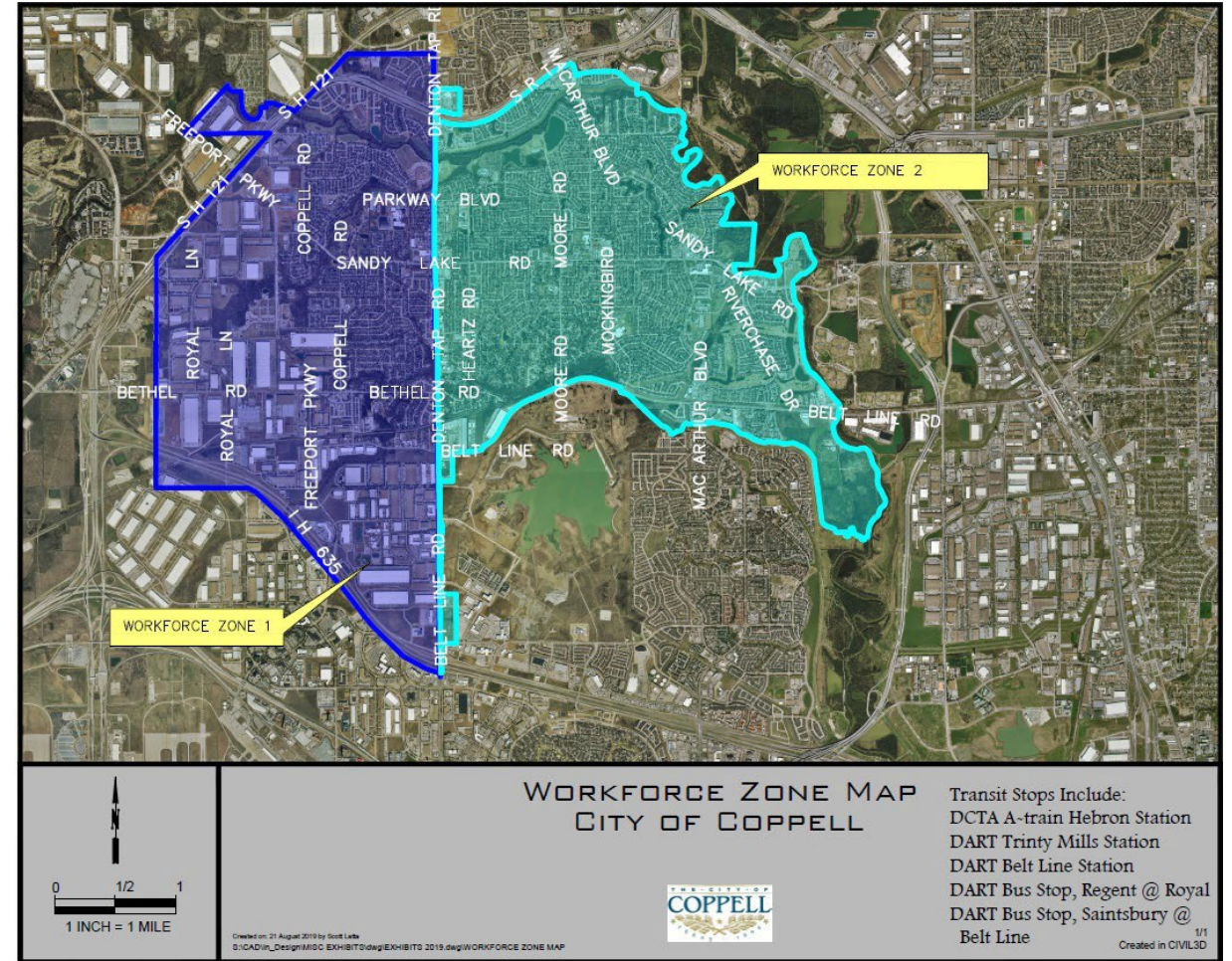
# CITY OF COPPELL LYFT PROGRAM CONTINUATION





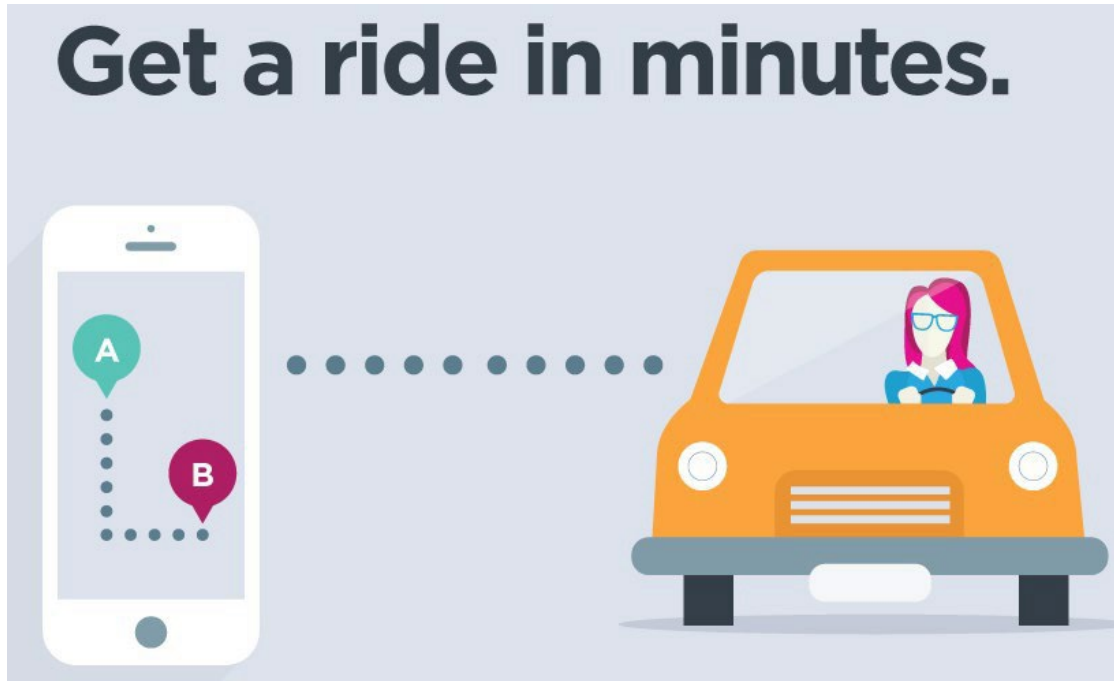
# CITY OF COPPELL LYFT PROGRAM CONTINUATION

- DCTA and the City of Coppel partnered to provide workforce transportation to Coppel's west side business park, which includes large distribution facilities, and an east side zone
- The program began on October 1, 2019 as a 12-month pilot, scheduled to end September 30, 2020
- DCTA and the City of Coppel are in discussion to continue the Lyft Program for another 12 months, beginning October 1, 2020
- DCTA's agreement with Lyft provides first/last mile connections between area transit stops and the east and west side zones within the City of Coppel





# CITY OF COPPELL LYFT PROGRAM CONTINUATION



- Services are available from 4 a.m. – 12 a.m., Monday - Sunday
- The customer pays the first \$2 and the City of Coppel pays the next \$12 for a total trip cost of \$17
- Anything over \$17 is the customer's responsibility
- The average Lyft trip using this program is \$12

# TITLE VI ANALYSIS (FIXED ROUTE ONLY)



# TITLE VI ANALYSIS - OVERVIEW

## **What is Title VI?**

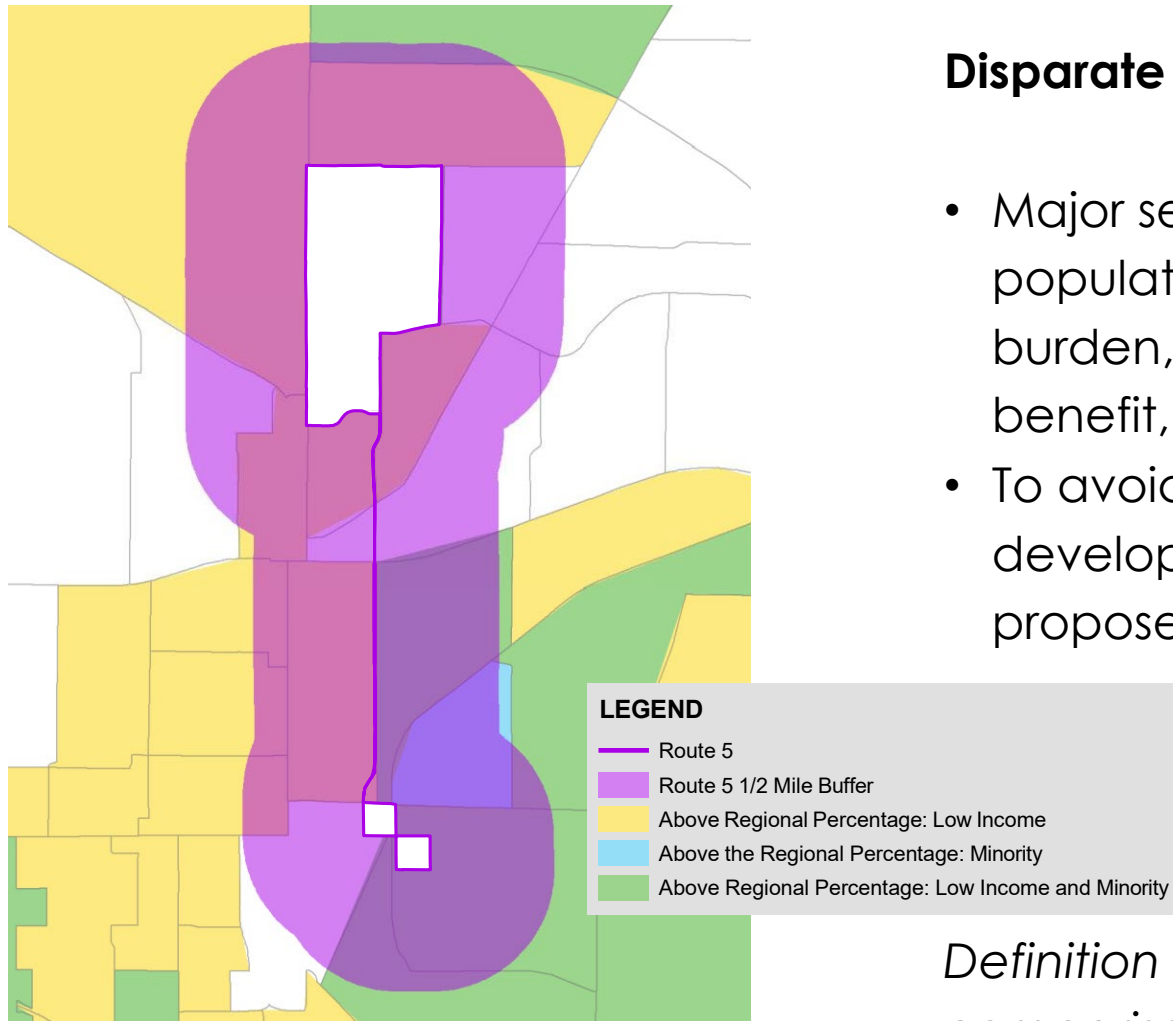
Title VI is part of the Civil Rights Act of 1964 which ensures that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

## **What is a Title VI Analysis?**

It is a detailed analysis of proposed fixed-route bus service modifications and/or fare media adjustments to ensure that those modifications do not result in a disparate impact or a disproportionate burden on low-income populations.

***DCTA is committed to ensuring that no person is excluded from participation in, or denied benefits of, its transit services based on race, color, or national origin.***

# TITLE VI ANALYSIS – DISPARATE IMPACT

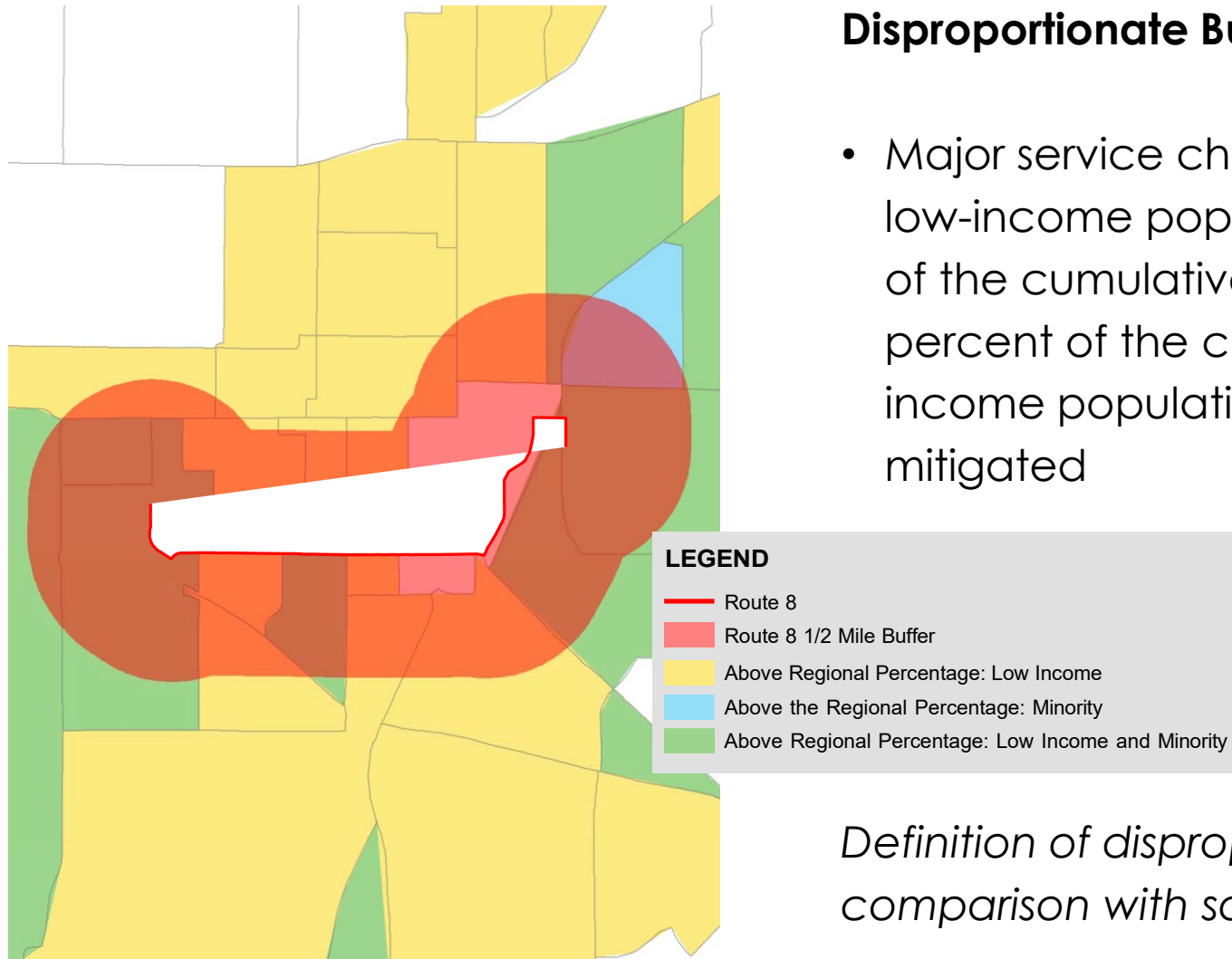


## Disparate Impact Test

- Major service changes have a **disparate impact** if the minority populations experience five percent more of the cumulative burden, or experience less than five percent of the cumulative benefit, relative to the non-minority populations
- To avoid, minimize, or mitigate disparate impacts, DCTA develops and assesses alternatives and/or modifications to proposed changes that result in adverse impacts

*Definition of disparate – essentially different in kind; not allowing comparison*

# TITLE VI ANALYSIS – DISPROPORTIONATE BURDEN



## Disproportionate Burden Test

- Major service changes have a **disproportionate burden** if low-income populations experience more than five percent of the cumulative burden, or experience less than five percent of the cumulative benefit, relative to non-low-income populations unless the disproportionate impacts are mitigated

*Definition of disproportionate – too large or too small in comparison with something else*



# TITLE VI ANALYSIS – ROUTE 5 RESULTS

**Census Block Groups With 1/2 Mile of Denton Connect Route 5**

Census Tract	Block Group	Total Population	Total Minority Population	Percent Total Minority	Ratio Total Minority to Regional Percentage	Individuals for Whom Poverty Status in Known	Total Below Poverty Population	Percent Below Poverty	Ratio Below Poverty to Regional Percentage	Minority Population Above Regional Percentage	Low Income Above Regional Percentage	Minority and Low Income Above Regional Percentage	SERVED BY DENTON CONNECT ROUTE 6
0211001	1	883	316	35.8%	0.683	883	129	14.6%	0.803	N	N	N	YES
0205042	2	2,033	979	48.2%	0.919	2,016	655	32.5%	1.785	N	Y	N	YES
0212023	3	2,402	1,628	67.8%	1.293	1,077	485	45.0%	2.475	Y	Y	Y	YES
0205041	1	1,231	725	58.9%	1.124	1,231	286	23.2%	1.277	Y	Y	Y	
0205053	3	950	101	10.6%	0.203	950	88	9.3%	0.509	N	N	N	
0212021	1	1,369	1,281	93.6%	1.785	1,323	593	44.8%	2.463	Y	Y	Y	YES
0206013	3	2,979	1,491	50.1%	0.955	1,197	444	37.1%	2.038	N	Y	N	YES
0205034	4	1,310	539	41.1%	0.785	1,310	234	17.9%	0.982	N	N	N	
0206012	2	813	586	72.1%	1.375	675	339	50.2%	2.760	Y	Y	Y	YES
0206022	2	2,525	1,654	65.5%	1.250	2,525	650	25.7%	1.415	Y	Y	Y	YES
0206023	3	577	500	86.7%	1.653	577	59	10.2%	0.562	Y	N	N	YES
0207003	3	614	203	33.1%	0.631	614	266	43.3%	2.381	N	Y	N	YES
0204011	1	4,984	1,925	38.6%	0.737	4,965	1,448	29.2%	1.603	N	Y	N	YES
0204023	3	1,251	128	10.2%	0.195	1,043	36	3.5%	0.190	N	N	N	YES
0204024	4	762	383	50.3%	0.959	699	132	18.9%	1.038	N	Y	N	YES
0204031	1	628	67	10.7%	0.204	628	206	32.8%	1.803	N	Y	N	YES
0204033	3	834	375	45.0%	0.858	834	380	45.6%	2.504	N	Y	N	YES
0205031	1	3,064	1,799	58.7%	1.120	3,064	1,091	35.6%	1.957	Y	Y	Y	YES
0205032	2	918	374	40.7%	0.777	918	234	25.5%	1.401	N	Y	N	YES
0205033	3	1,376	230	16.7%	0.319	1,376	621	45.1%	2.480	N	Y	N	YES
0205054	4	1,230	110	8.9%	0.171	1,230	17	1.4%	0.076	N	N	N	
0205055	5	1,151	263	22.8%	0.436	1,139	115	10.1%	0.555	N	N	N	
0205051	1	971	99	10.2%	0.195	971	133	13.7%	0.753	N	N	N	YES

Source: US Census Geodatabase: 'ACS\_2017\_5YR\_BG\_48\_Texas.gdb'

# TITLE VI ANALYSIS – ROUTE 8 RESULTS

**Census Block Groups With 1/2 Mile of Denton Connect Route 8**

Census Tract	Block Group	Total Population	Total Minority Population	Percent Total Minority	Ratio Total Minority to Regional Percentage	Individuals for Whom Poverty Status in Known	Total Below Poverty Population	Percent Below Poverty	Ratio Below Poverty to Regional Percentage	Minority Population Above Regional Percentage	Low Income Above Regional Percentage	Minority and Low Income Above Regional Percentage	SERVED BY DENTON CONNECT ROUTE 7
0211003	3	1,256	622	49.5%	0.945	1,256	859	68.4%	3.758	N	Y	N	YES
0211001	1	883	316	35.8%	0.683	883	129	14.6%	0.803	N	N	N	YES
0212023	3	2,402	1,628	67.8%	1.293	1,077	485	45.0%	2.475	Y	Y	Y	YES
0209002	2	2,575	1,398	54.3%	1.036	493	115	23.3%	1.282	Y	Y	Y	YES
0211002	2	995	506	50.9%	0.970	995	600	60.3%	3.314	N	Y	N	YES
0208001	1	1,570	1,025	65.3%	1.246	1,570	848	54.0%	2.968	Y	Y	Y	YES
0207001	1	1,253	454	36.2%	0.691	1,135	399	35.2%	1.932	N	Y	N	YES
0212021	1	1,369	1,281	93.6%	1.785	1,323	593	44.8%	2.463	Y	Y	Y	YES
0206013	3	2,979	1,491	50.1%	0.955	1,197	444	37.1%	2.038	N	Y	N	YES
0207002	2	935	441	47.2%	0.900	935	589	63.0%	3.462	N	Y	N	YES
0208002	2	3,248	1,069	32.9%	0.628	3,248	1,393	42.9%	2.357	N	Y	N	YES
0210004	4	944	492	52.1%	0.994	944	366	38.8%	2.131	N	Y	N	YES
0206012	2	813	586	72.1%	1.375	675	339	50.2%	2.760	Y	Y	Y	YES
0206022	2	2,525	1,654	65.5%	1.250	2,525	650	25.7%	1.415	Y	Y	Y	YES
0206023	3	577	500	86.7%	1.653	577	59	10.2%	0.562	Y	N	N	YES
0207003	3	614	203	33.1%	0.631	614	266	43.3%	2.381	N	Y	N	YES
0209001	1	2,301	1,498	65.1%	1.242	1,863	1,127	60.5%	3.324	Y	Y	Y	YES
0210001	1	694	303	43.7%	0.833	438	297	67.8%	3.726	N	Y	N	YES
0210002	2	3,704	1,793	48.4%	0.924	715	450	62.9%	3.459	N	Y	N	YES
0210003	3	785	464	59.1%	1.128	726	462	63.6%	3.497	Y	Y	Y	YES
0213011	1	3,254	983	30.2%	0.576	3,254	1,727	53.1%	2.916	N	Y	N	

Source: US Census Geodatabase: 'ACS\_2017\_5YR\_BG\_48\_Texas.gdb'

# TITLE VI ANALYSIS - FINDINGS

## **Route 5 Results:**

- 18 of the 23 census block groups associated with Route 5's service area are also located in the Route 6 service area
- Findings demonstrate that Routes 5 and Route 6 serve the same communities and that minority and low-income populations will be able to access Route 6 to get to their destinations and connect to the larger DCTA network

## **Route 8 Results:**

- 20 of the 21 census block groups associated with Route 8's service area also located in the Route 8 service area
- Findings demonstrate that Routes 8 and 7 serve the same communities and that minority and low-income populations will be able to access Route 7 to get to their destinations and connect to the larger DCTA network

DCTA's initial Title VI Analysis and review of demographic characteristics associated with the proposed fixed route modifications demonstrates that no adverse disparate impacts will result from the proposed service changes.

# TITLE VI ANALYSIS

Denton County Transportation Authority (DCTA) complies with Title VI of the Civil Rights Act and provides services and operates programs without regard to race, color, and national origin in accordance with Title VI. Any person who believes he or she has been subjected to an unlawful discriminatory practice under Title VI may file a complaint with DCTA.

For more Information about DCTA's Title VI obligations and the [procedures to file a complaint](#) contact 972.221.4600, email [dctainfo@dcta.net](mailto:dctainfo@dcta.net) or visit our offices 1955 Lakeway Drive, Suite 260, Lewisville, TX 75057.

A complaint may also be filed directly with the Federal Transit Administration's Office of Civil Rights, Attention: Title VI Programs Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.



# FEEDBACK OPPORTUNITIES





# FEEDBACK OPPORTUNITIES

Your feedback is critical to best inform the agency's decision-making process related to services, programs and projects.

DCTA welcomes all feedback. Below are various options you can use to submit detailed feedback for consideration.

- **Online Feedback Form** – <https://www.dcta.net/about-dcta/public-engagement>
- **Email** – [mworthington@dcta.net](mailto:mworthington@dcta.net)
- **Mail** – Written feedback can be sent to DCTA, Attn: Community Relations, P.O. Box 96, Lewisville, TX 75067
- **Phone** – Contact Mary Worthington at 972.316.6121
- **GORequest** – Available via mobile and desktop at <https://www.dcta.net/gorequest>



## **Appendix I – FTA Triennial Title VI Findings**

There were no Title VI Findings in the 2022 FTA Triennial Review

## Appendix J – UNT Schedule Exhibits

Type	ROUTE	Route Name	Existing Weekday Start Time	Existing Weekday End Time	Existing Weekday Average Frequency (min)	Existing Weekend Start Time	Existing Weekend End Time
UNT	AC101	AC	7:30 AM	4:03 PM	15.0	-	-
UNT	BST161	BST	7:00 AM	5:41 PM	12.0	-	-
UNT	CE171	CE	6:59 AM	8:14 PM	34.6	-	-
UNT	CP151	CP	6:50 AM	9:45 PM	16.0	-	-
UNT	DP144	DP	7:00 AM	10:21 PM	11.4	6:58 AM	10:35 PM
UNT	DS181	DS	7:15 AM	6:25 PM	24.9	-	-
UNT	EOC	EOC	5:45 PM	10:34 PM	30.0	-	-
UNT	EP131	EP	7:18 AM	11:54 PM	31.0	-	-
UNT	MGP113	MGP	-	-	-	8:02 AM	9:55 PM
UNT	PEXA	PEA	7:15 AM	6:47 PM	24.9	-	-
UNT	NT121	NT	7:00 AM	6:06 PM	20.8	-	-
NT	NTX	NTX	6:45 AM	5:15 PM	630.0	-	-

### 2024-2025 Transit Service Calendar



For Customer Service call:  
940-243-0077 (DCTA)

<b>Full Weekday Service</b> AC101, MG111, MG116, NT121, EOC136 EP131, DP141, CP151, EOC196, BS161, CE171, DS181, PEA, PE-B	<b>Saturday Service</b> MG113, DP143
<b>Summer Service</b> NT124, DP144, CP154, EP131, EOC194 BS164, CE174, DS184	<b>Sunday Service</b> MG113
	<b>Limited Service</b> MG116, DP148, EP131
	<b>Limited Discovery Park</b> DP148
	<b>No Service</b>

\*\*Service schedule subject to change in conjunction with academic calendar.

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Su	Mo	Tu	We	Th	Fr	Sa
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7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Su	Mo	Tu	We	Th	Fr	Sa
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30	31					

Su	Mo	Tu	We	Th	Fr	Sa
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

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23	24	25	26	27	28	29
30	31					

Su	Mo	Tu	We	Th	Fr	Sa
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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Su	Mo	Tu	We	Th	Fr	Sa
						1
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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Su	Mo	Tu	We	Th	Fr	Sa
						1
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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

## **Appendix K – 2022 Ridership Campaign**

# REGULAR AGENDA – ITEM 4

Discuss Public Involvement Plan as it Relates to Comprehensive Operations and Fare Structure Analysis and General Communications Plan Update

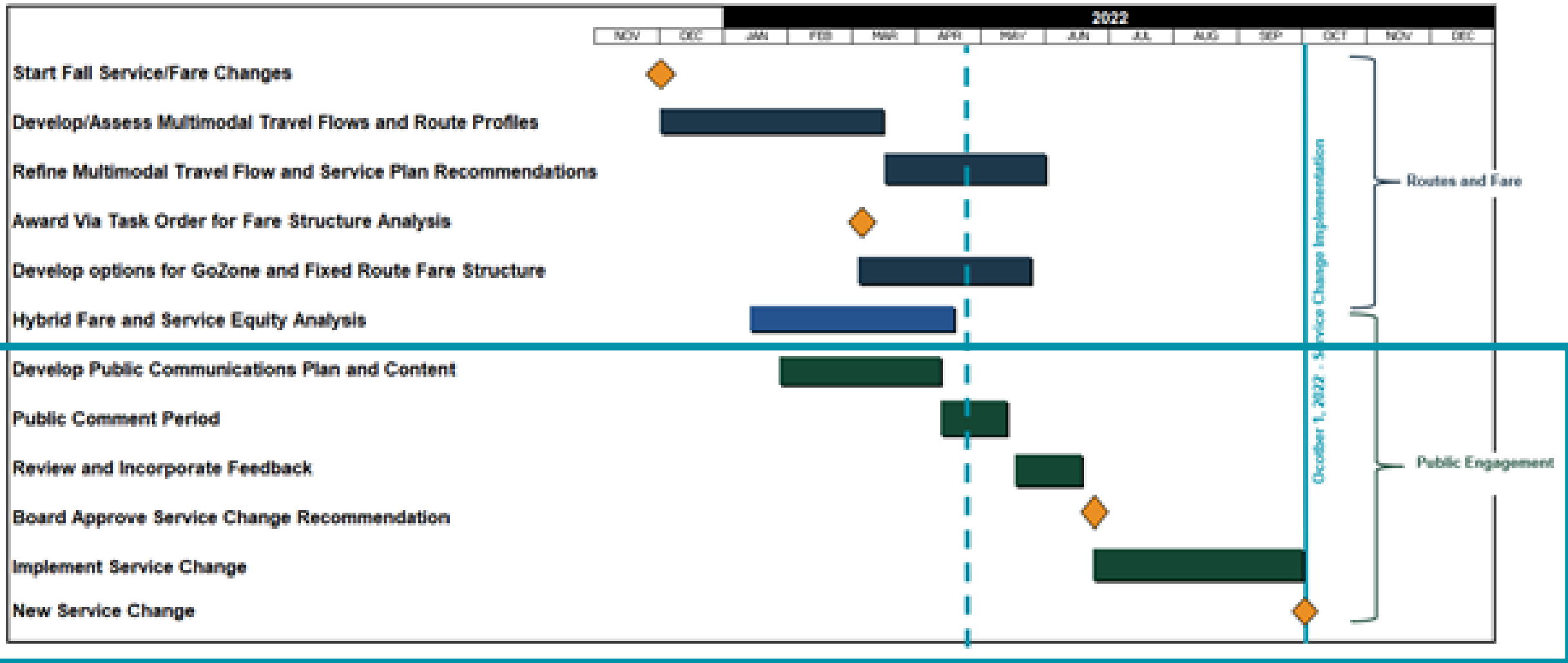
Presenter: Pamela Burns  
Director of Public Involvement & Communications



# SERVICE AND FARE PUBLIC INVOLVEMENT PLAN



# PUBLIC INVOLVEMENT TIMELINE



# LISTENING: APRIL 18 – MAY 17

Town Hall	Consultation	Presentation	Tabling/Pop Up	Direct Outreach (1:1)
City of Denton Public Meeting	City of Denton PIO	Chambers of Commerce (member cities)	Colorpalooza (Lewisville)	Friend of the Family
City of Highland Village Public Meeting*	City of Highland Village PIO	City of Denton City Council	Denton Community Market	Salvation Army
City of Lewisville Public Meeting	City of Lewisville PIO	City of Highland Village City Council	Denton Visitor Center	Social Service Agencies
NTMC Operators	Community Advisory Committee	City of Lewisville City Council	Libraries	SPAN, Inc. Denton County
Virtual Town Hall (am)	Denton County Commissioners Court	Denton County Veteran's Coalition	MLK Rec Center (Denton)	United Way of Denton County
Virtual Town Hall (noon)	Denton ISD	Grace Line Rain Ministries	Music City Mall	
Virtual Town Hall (pm)	Lewisville ISD	MHMR	Senior Centers	
Virtual Town Hall (evening)	University of North Texas	Serve Denton	Thrive Rec Center (Lewisville)	
		Texas Women's University		

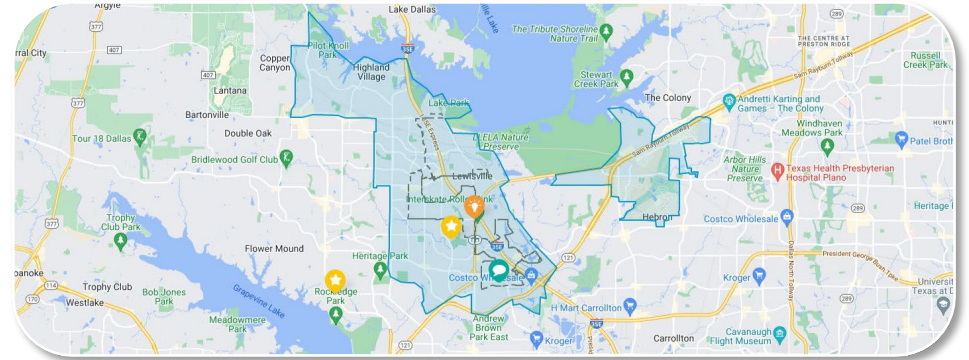
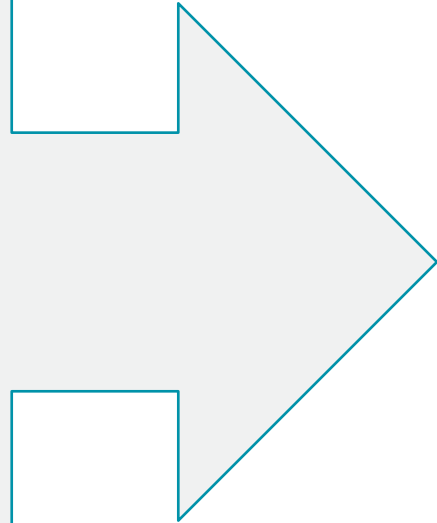
*\*pending*

# ADVERTISING: PIP LISTENING PHASE

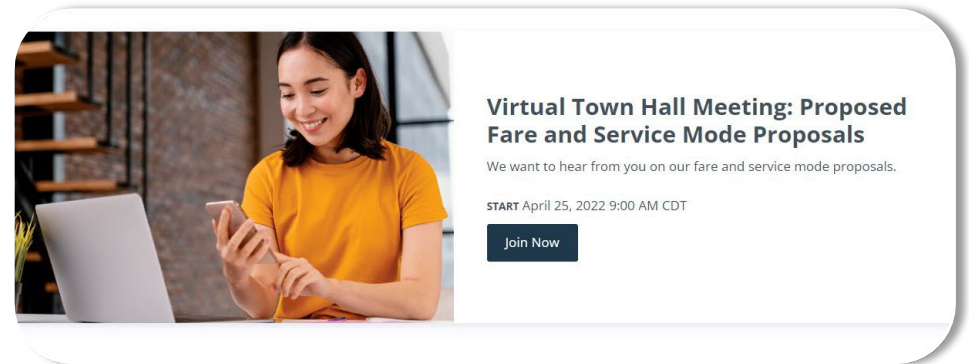
Print  
\$26,000

Digital  
\$27,000

Social  
\$5,000



Public Involvement Website



Public Meetings

# Adjusting service and fare decision to July Board meeting enables additional public involvement

**MAY 18 – JUNE 23**

Additional Community Events

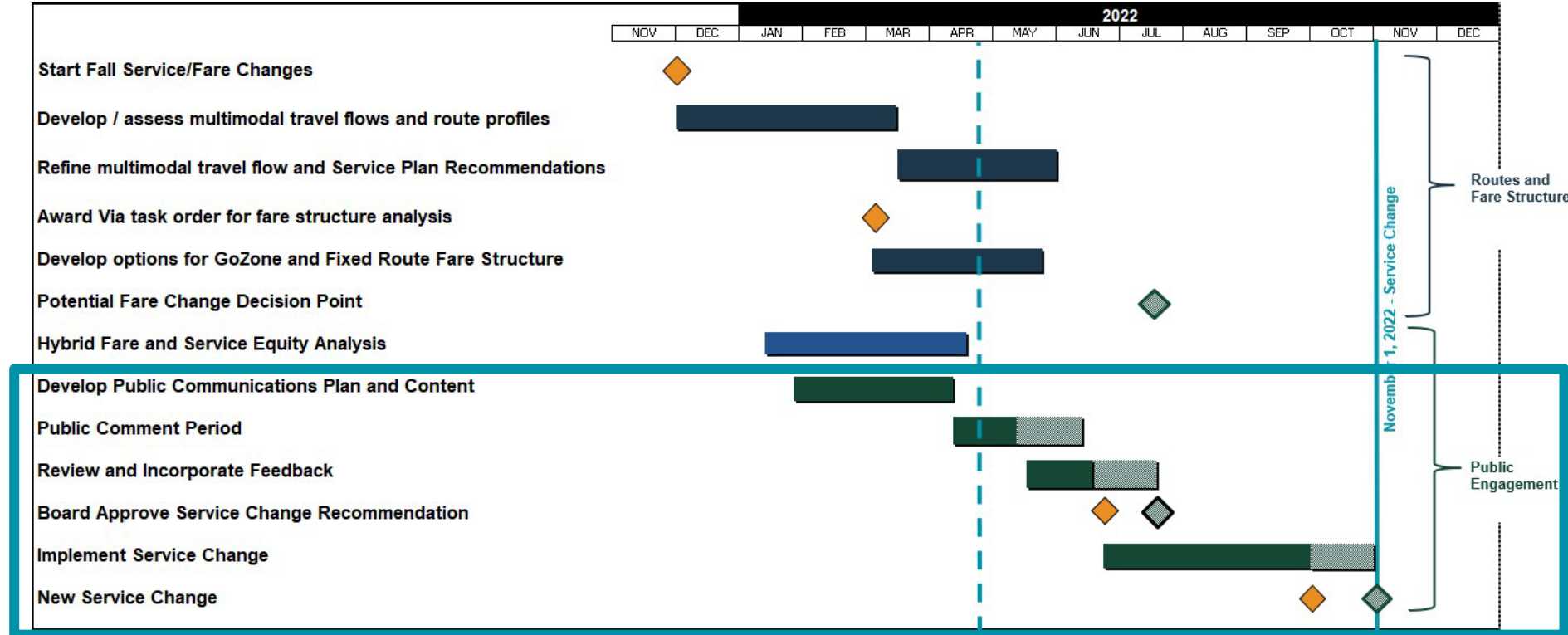
- Bike to Work Day – 5/20
- National Trail Day – 6/4
- Sounds of Lewisville – 6/7

Pop-Ups and Tabling Events

Newsletters/Blog articles

Additional advertising  
(approximately \$13,000 for both print and digital; ~250,000 impressions)

Additional social media (~40,000 impressions per \$500)





# REGULAR AGENDA – ITEM 4

Discuss GoZone Performance, Fare Structure Alternatives, Route Alternatives for Connect Fixed Route Service and Comprehensive Operations Analysis Public Feedback Summary

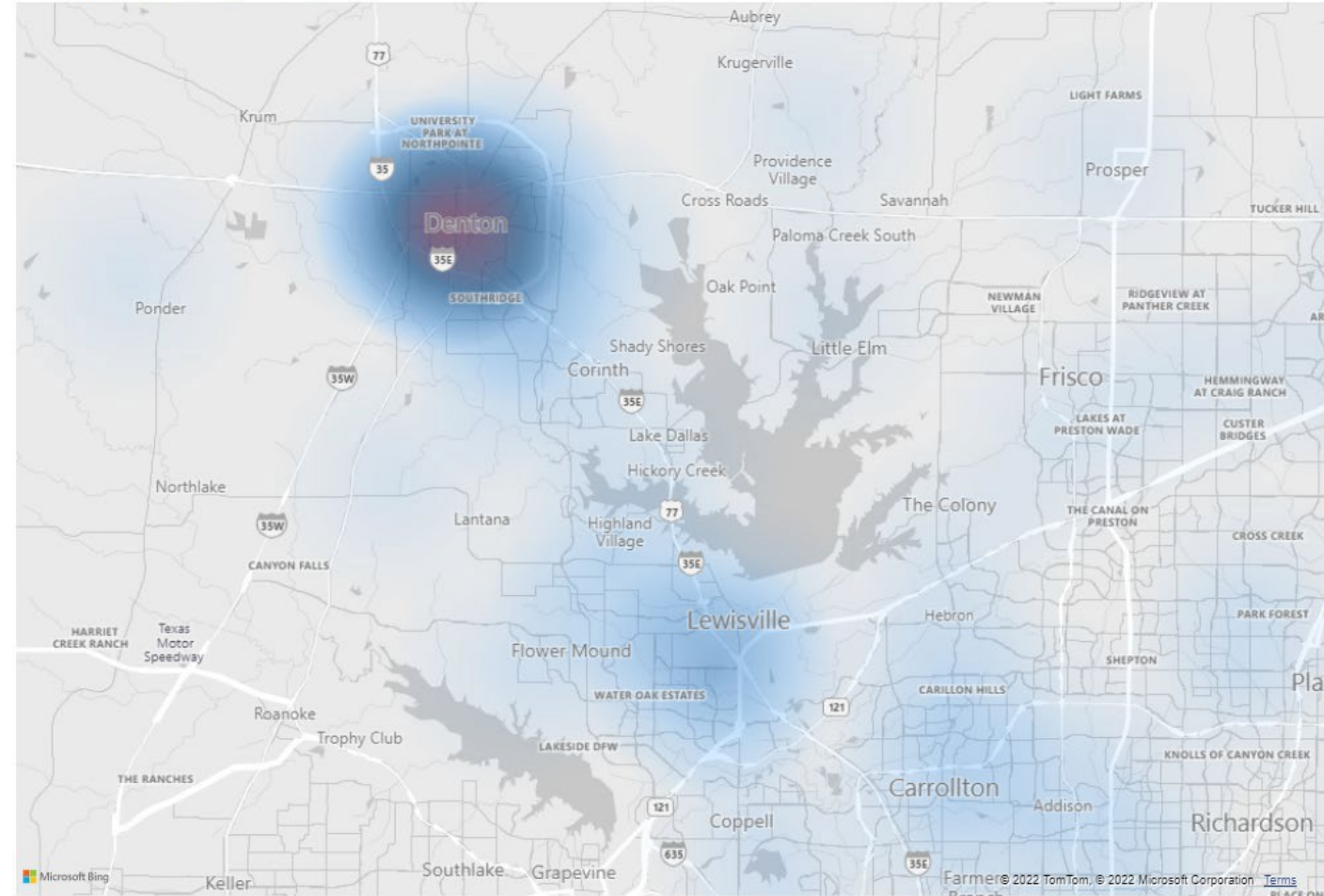
Presenter: Javier Trilla  
AVP – Innovation and Information Technology

# Public Involvement Process – Feedback Summary

# Survey Responses

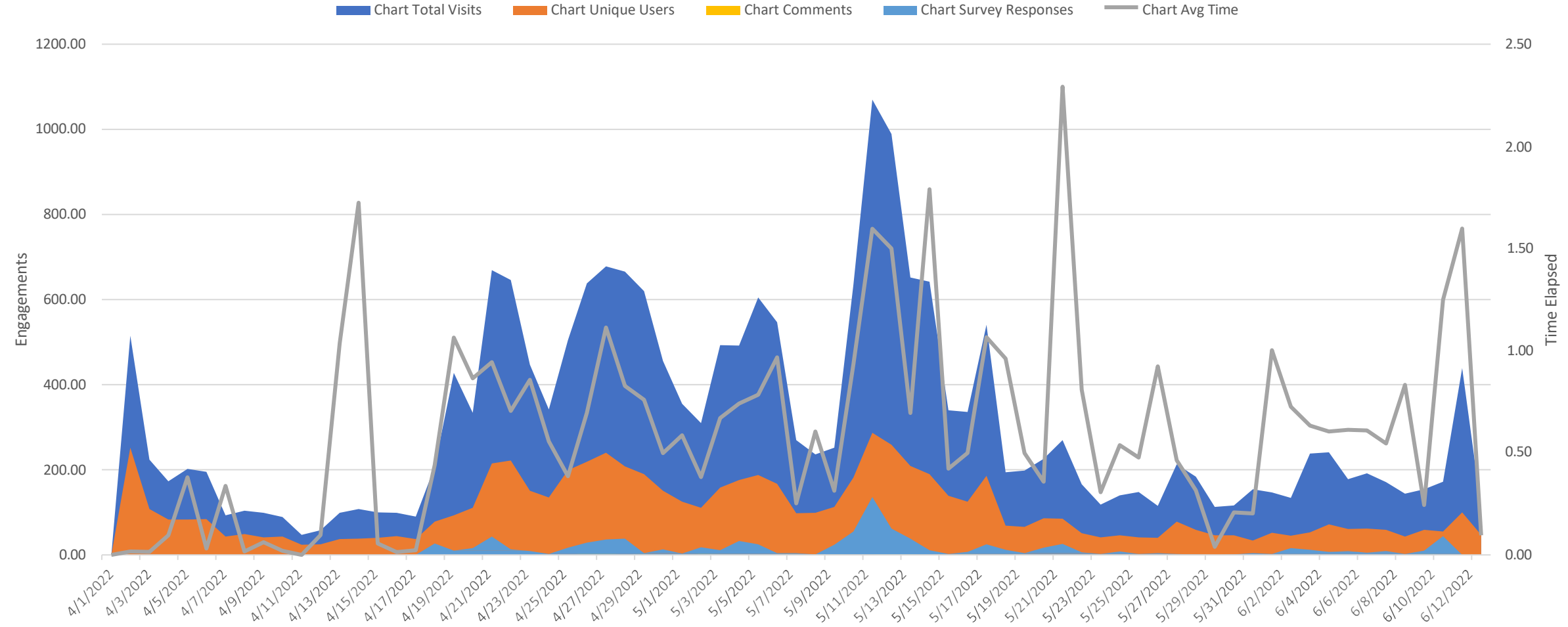
- Total Survey Responses – 796
- 69.2% of all responses came from within Denton County
- 28% of responses came from the 76201 zip code

### Survey Responses by Location



# Public Involvement Snapshot

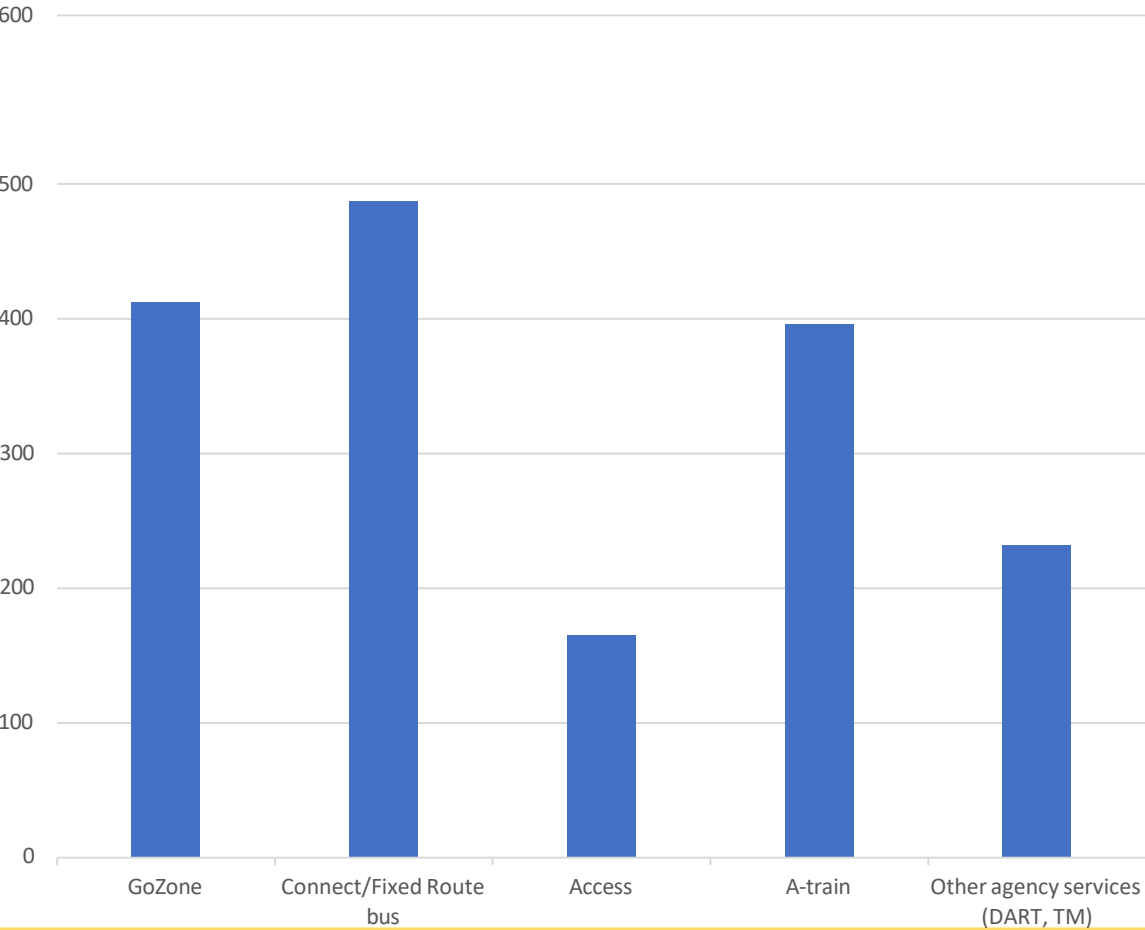
Fare and Service Engagement by Day



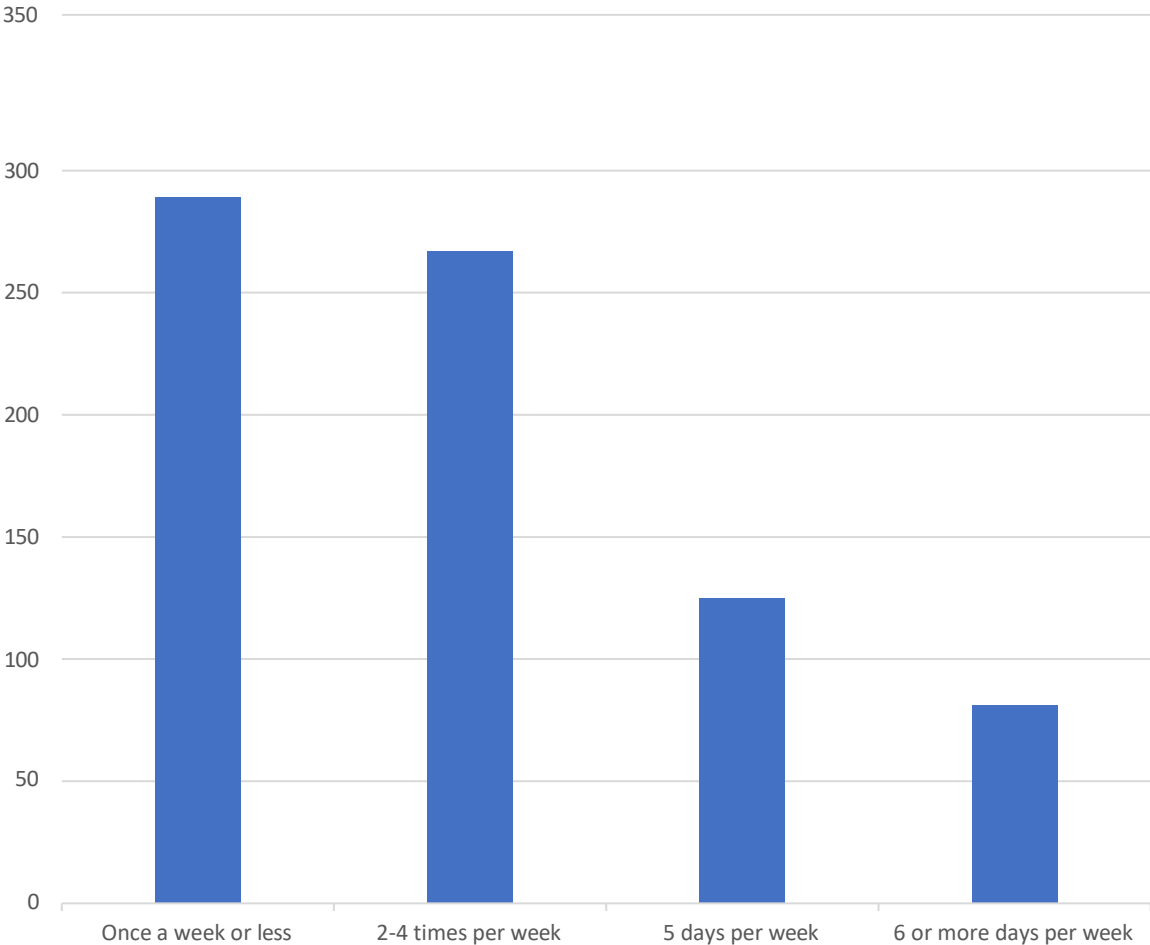
All data as of 6/12/22

# Survey Responses

Are you familiar with or do you use any of the following services?

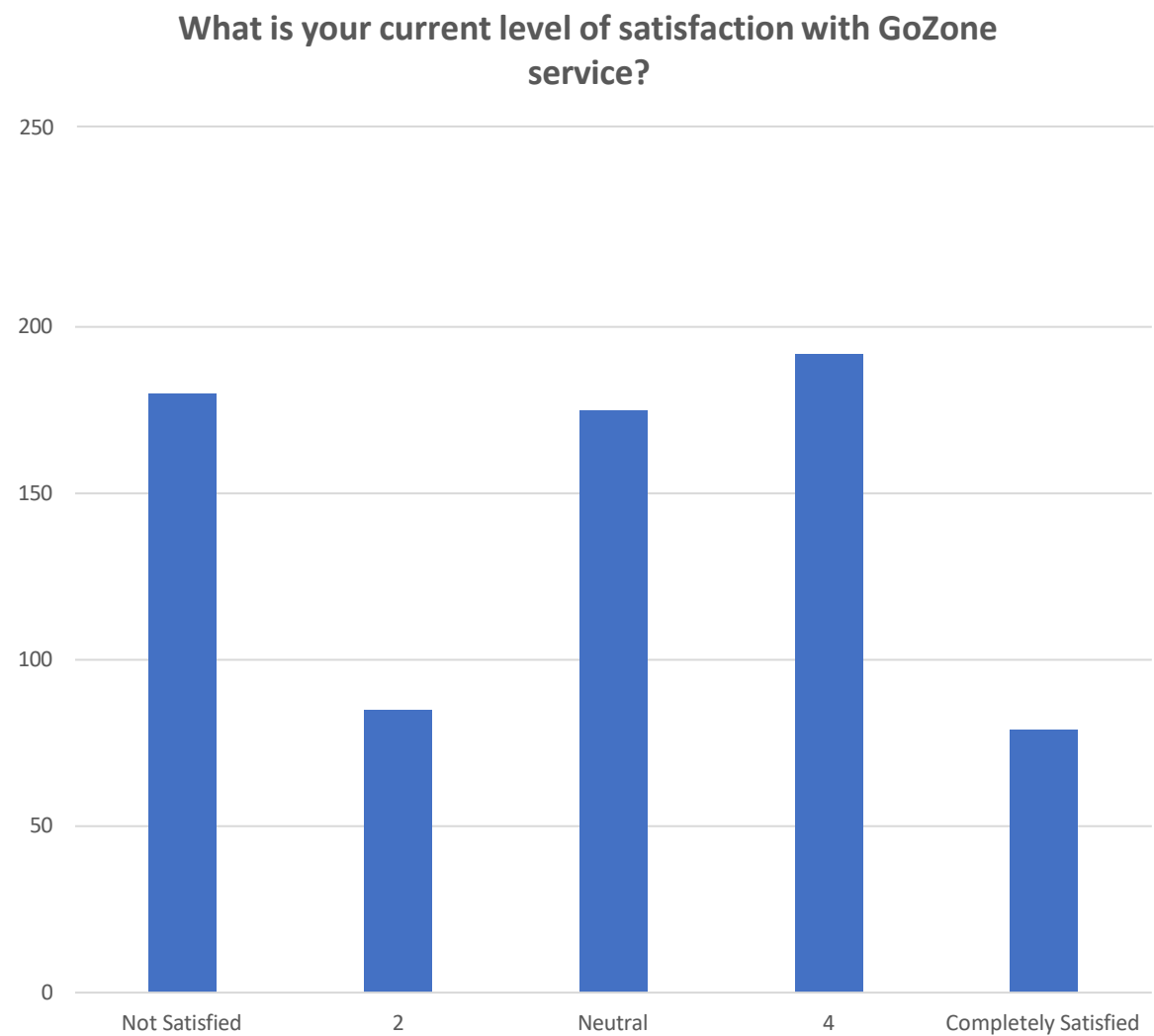
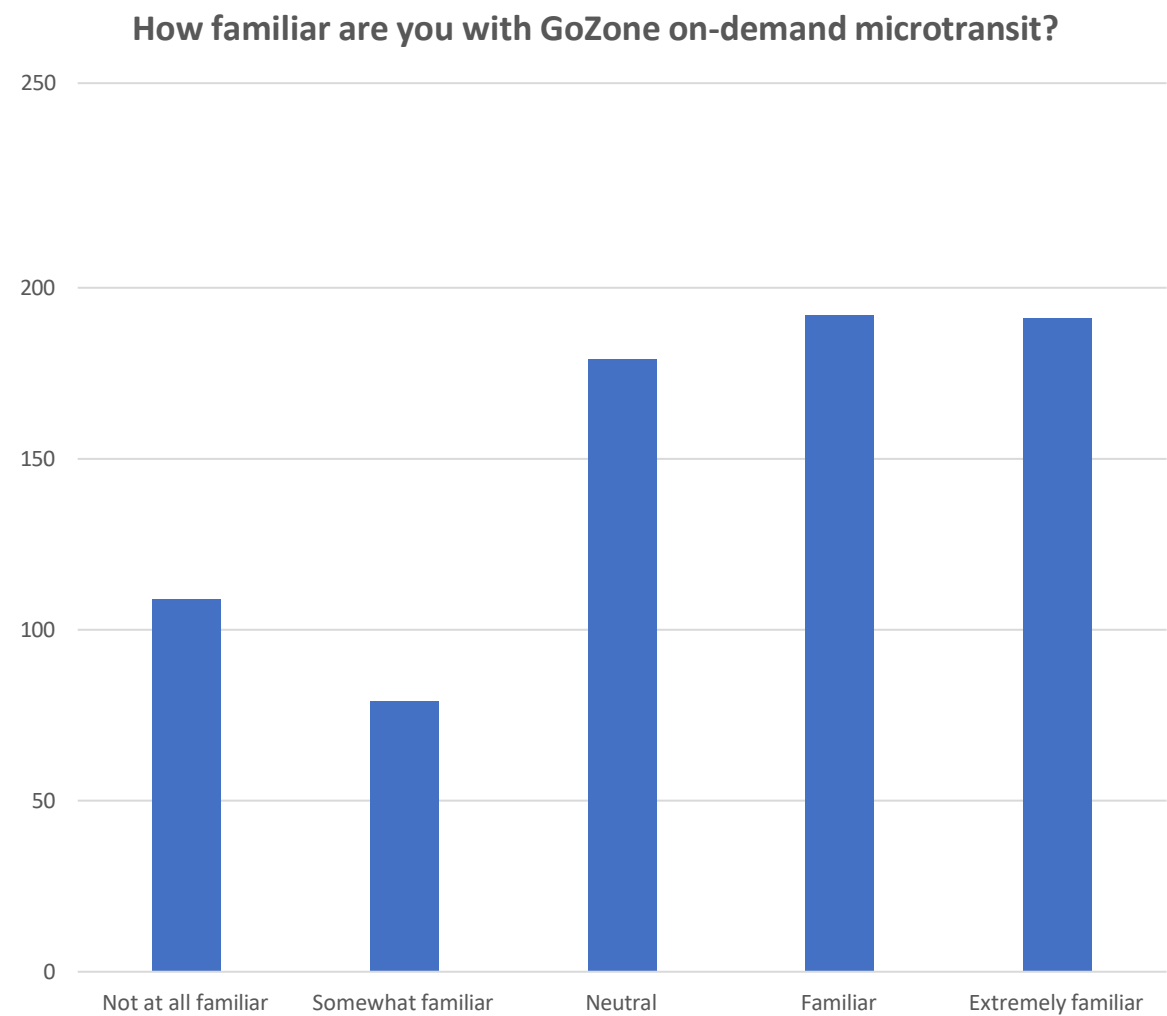


How often do you use transit?



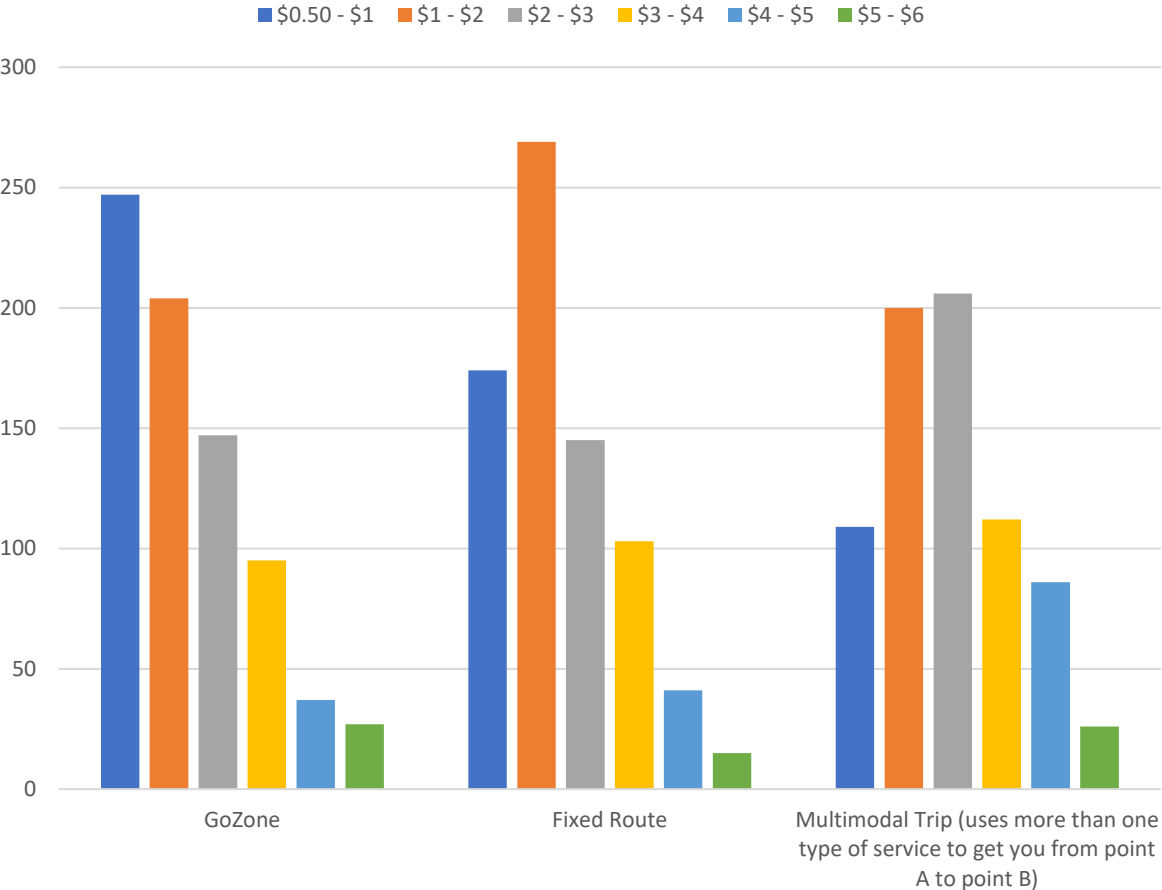


# Survey Responses

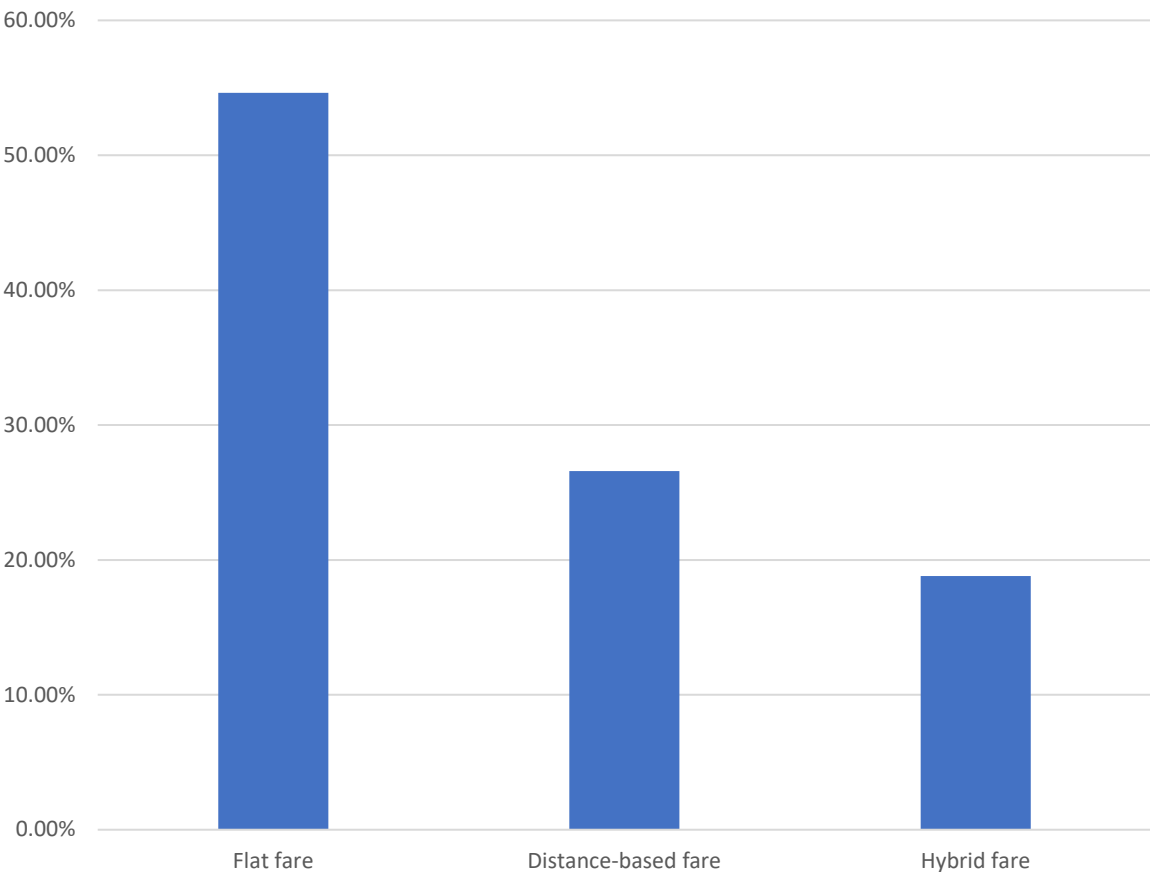


# Survey Responses

How much are you willing to pay for mode of travel?

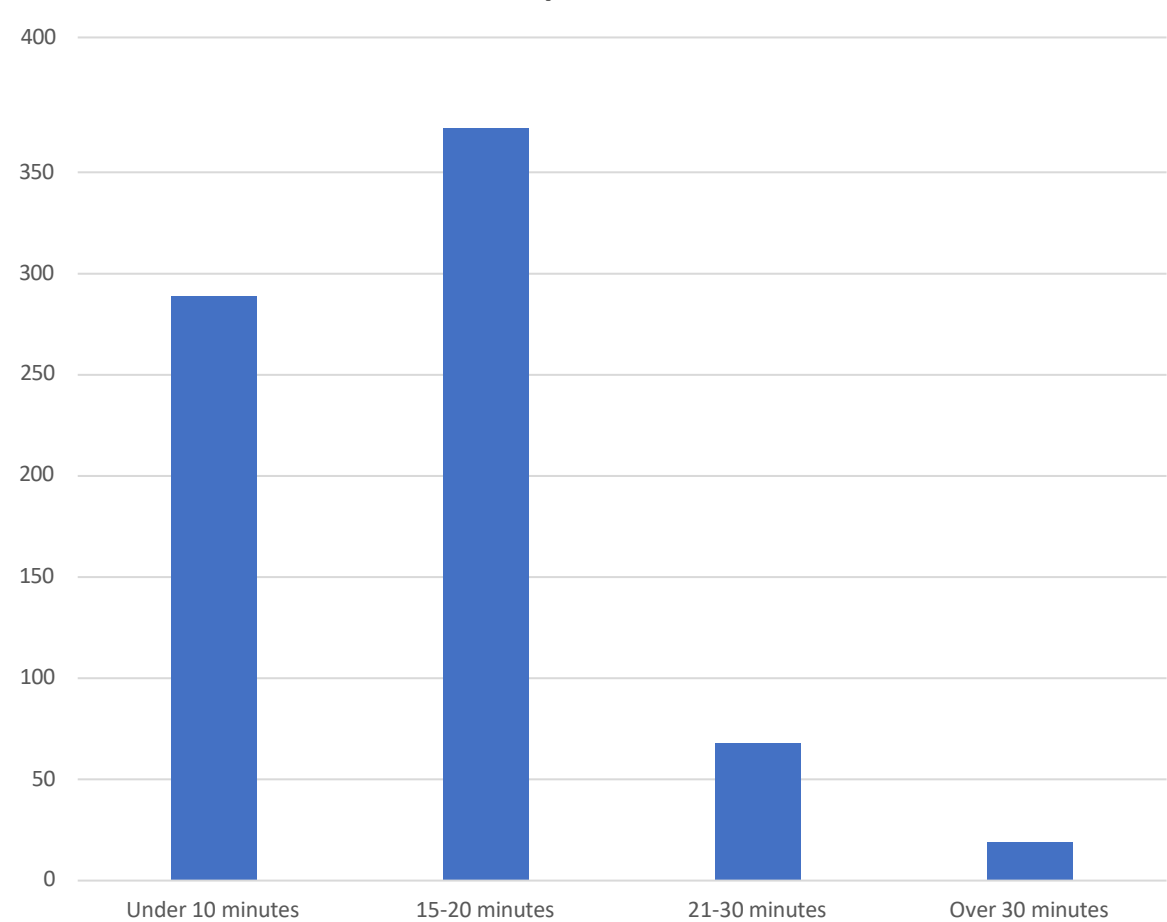


DCTA is considering three different fare models. Please rank your top preference.

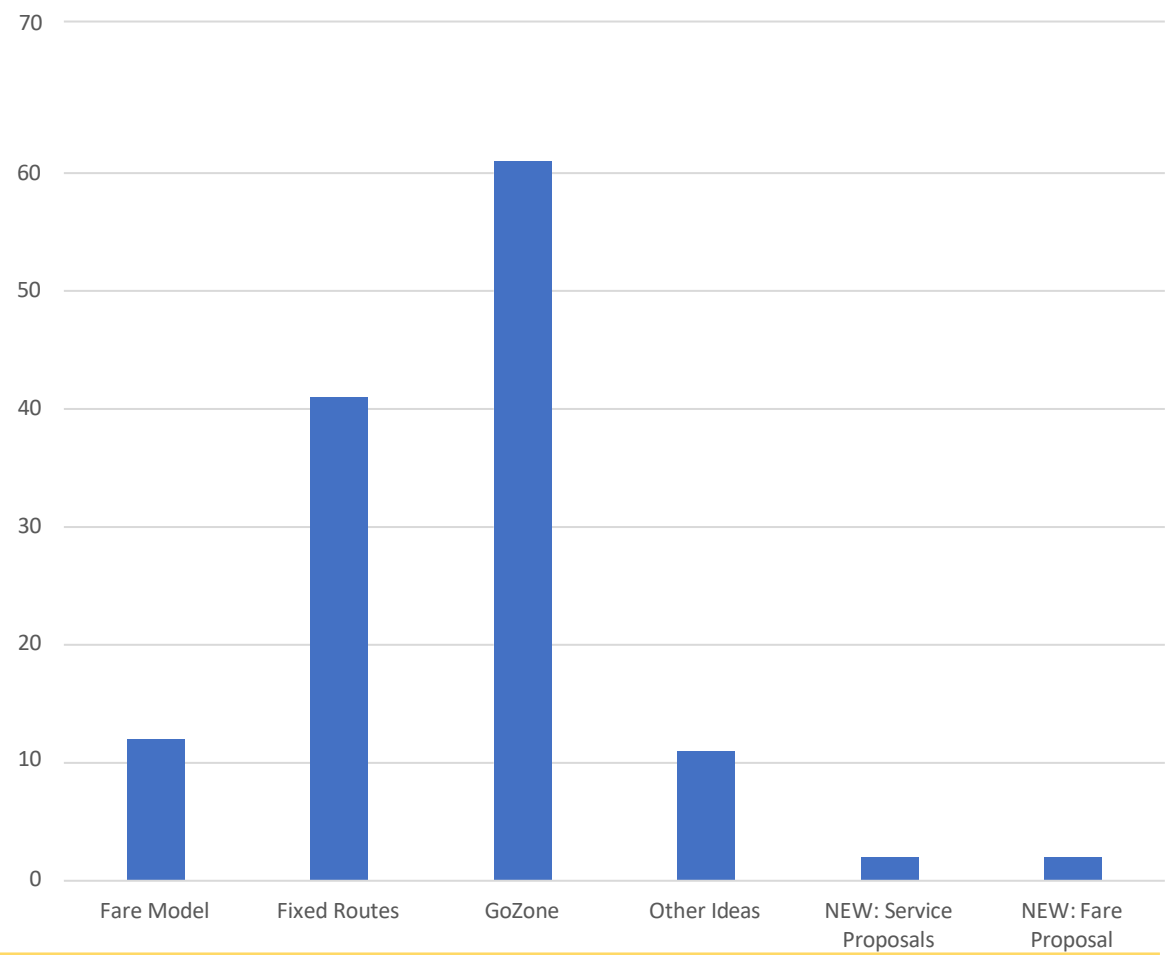


# Survey Responses

When booking a ride with GoZone, what do you consider to be an acceptable wait time?



Topic of Commentary Breakout



# Survey Responses – Word Cloud



# REGULAR AGENDA – ITEM 2

Discuss Public Feedback and Consider Approval of Service Change and Fare and Pass Structure Effective No Later Than November 1, 2022

Presenters:

Paul Cristina, Interim CEO

Javier Trilla, AVP Innovation and Information Technology

Pamela Burns, Director of Public Involvement and Communications

Chris Newport, Accenture

Daniel Berkovits, Via



# Public Involvement Process – Feedback Summary



# Marketing and Communications Promotion

6 million Total Advertising Impressions

31 Media Article Secured/89,947,138 Total Readership

- ~90 million Total Readership
- \$167,759 Ad Equivalency Value (\$60K actual spend)

480,574 Social Media Impressions/4,096 Engagements

5 Emails Distributed

- 57,587 Recipients
- >94% open rate

30 Partner Features and Mentions

# Community/Stakeholder Outreach

67 Calls and Emails

5,210 In-Person Impressions

11 Community Presentations

374 Brand Ambassador Hours

21,495 Mailers

# Microsite

24,131 Total Visits

8,109 Unique Users/990 Unique Stakeholders

775 Fare and Service Survey Responses

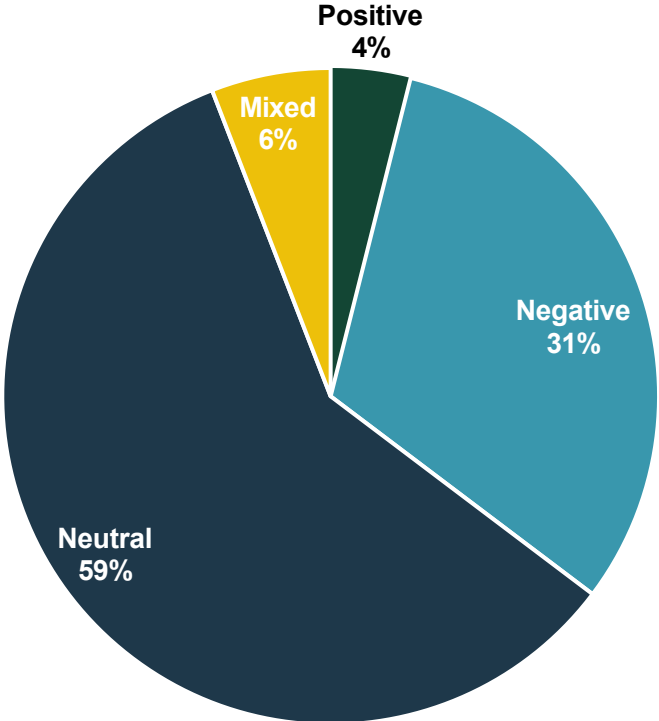
325 Total Comments

- 51 Map Comments
- 128 Ideas Wall Comments
- 146 General Feedback Comments

# Public Feedback Sentiment Analyses

Map Sentiment Analysis

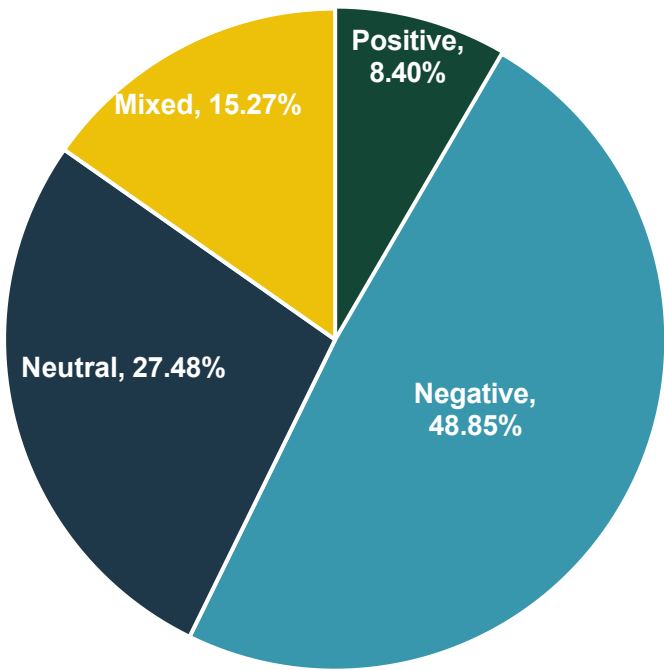
■ Positive ■ Negative ■ Neutral ■ Mixed



Positive: Suggestions for new stops  
Negative: Safety issues (GZ driver behavior, stop locations); wait times/frequency  
Neutral/Mixed: Inclusion of more areas (NCTC, Flower Mound, points of interest)

Ideas Wall Sentiment Analysis

■ Positive ■ Negative ■ Neutral ■ Mixed



Positive: Cost of GoZone; suggestions to improve fixed route  
Negative: Safety issues (GZ driver behavior, stop locations); accessibility for disabled (non-wheelchair users)  
Neutral/Mixed: Better integration between GoZone/Connect/Rail; use of fares to influence behavior



# Survey Responses

- 69.2% of all responses came from within Denton County
- 28% of responses came from the 76201 zip code
- Received more survey responses than 2021

