



Board of Directors Regular Meeting Minutes February 26, 2026 | 10:00 a.m.

The Board of Directors of the Denton County Transportation Authority (DCTA) convened a Regular Board of Directors Meeting with Vice Chair Gilmore presiding on Thursday, February 26, 2026 at 10:00am, located at the DCTA Administrative Offices, 1955 Lakeway Drive, Suite 260, Lewisville, Texas 75057.

Voting Members

Chair Andy Eads, Denton County
Vice Chair TJ Gilmore, City of Lewisville
Secretary Dan Jaworski, Highland Village
Board Member Cesar Molina, Denton County
Board Member Suzi Rumohr, City of Denton

Alternates

Board Member Jody Gonzalez, Denton County
Board Member Kristin Green, City of Lewisville
Board Member Pat Smith, City of Denton
Board Member Paul Stevens, City of Highland Village

Non-Voting Members

Board Member Dennie Franklin, City of Frisco
Board Member Jeremie Maurina, City of The Colony
Board Member Stephen Christo, Alternate - City of The Colony
Board Member Jared Eutsler, City of Corinth

Legal Counsel

Joe Gorfida, Nichols Jackson

DCTA CEO

Paul A. Cristina

CALL TO ORDER

Vice Chair Gilmore called the meeting to order at 10:00am. All Board Members were present with the exception of Chair Eads and Board Members Stevens, Eutsler and Christo. Vice-Chair noted that Judge Eads was attending a medical appointment and was unable to attend the meeting.

INVOCATION

The invocation was provided by Board Member Smith.

PLEDGE OF ALLEGIANCE

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



INTRODUCTIONS

CEO Cristina and DCTA staff recognized approximately 20 operations staff members for their steadfast dedication and diligence during the winter storm that impacted North Texas during the period of January 24-26, 2026. Despite challenges, the Operations Team worked tirelessly to maintain service to the community. On behalf of the Operations Department Melvin Barkley, Director of Bus Operations, Erik Hill-Rivera, Training Manager and Bobby Yard, Fleet & Facilities Manager, accepted certificates of appreciation in recognition of the department's collective efforts.

In addition, CEO Cristina recognized John Johnson, an employee of Via who has driven for GoZone for 5 years, for his outstanding service and compassion when he assisted an individual during the storm. Specifically, he provided transportation and personal financial assistance to obtain a hotel room for a wheelchair bound, unsheltered customer that had been denied shelter entry due to capacity during the storm. Mr. Johnson was awarded a certificate of appreciation and DCTA memorabilia along with a standing ovation by the Board of Directors and attendees in recognition of his extraordinary and unselfish act of service. It should be noted that the customer now has an apartment and is doing better.

PUBLIC COMMENT

The following individual addressed the Board of Directors during this time.

Liam Guam-Wakefield
Denton, Texas

CONSENT AGENDA

1. Consider Approval of Regular Meeting Minutes dated January 22, 2026
2. Consider Approval of a Resolution to Approve an Update to the Investment Policy Contained in the DCTA Financial Management Policies
3. Consider Approval of Resolution Designating Derick Sibley as the Investment Officer
4. Consider Approval of Parking License Agreement with Action Behavior Centers Therapy, LLC for MedPark Station

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

REGULAR AGENDA

1. Discuss and Consider Acceptance of the Fiscal Year (FY) 2025 Financial Audit

LaKeisha Williams, Senior Manager of Budget, along with Keith Szymanski and Amy Tytar of Plante Moran presented to the Board highlighting the following:

- Audit Timeline
- Deliverables
- Independent Auditor's Report (currently in draft form/unmodified opinion)
- Financial Highlights
- Report to the Board
- Single Audit Report
- Other Comments
 - ✓ ERP conversion took place mid-year
 - ✓ Reviewed quarterly investment reports and noted no errors or exceptions
 - ✓ DCTA has been responsive to previous findings and recommendations
 - ✓ National Transit Database procedures to be performed

The Plante Moran staff thanked DCTA and the Finance Department staff who assisted with the audit.

- FY 2025 Audit Prep
 - ✓ Plan Early
 - ✓ Review Prior Audit Results
 - ✓ Communicate
 - ✓ Conduct a Pre-Audit Review

Motion by Board Member Molina with a second by Board Member Rumohr to approve and accept the Fiscal Year 2025 Financial Audit. Motion passes 5-0.

2. Discuss and Consider Approval of Monthly Financial Statement for December 31, 2025, Quarterly Grants Report for the Period Ended December 31, 2025, and Receive an Update Regarding Finance Operations

Derick Sibley, Vice President of Finance, Jane Filarowicz, Senior Manager of Budget and Grants, and LaKeisha Williams, Senior Manger of Accounting presented to the Board highlighting the following:

- Revenues and Other Income – December 31, 2025
- Status of Invested Assets (Portfolio Characteristics, Portfolio Summary, Allocation Rating and Asset Allocation by Security Type, Maturity Distribution by Security Type)
- Comparison of Grant Balances (October 1-December 31, 2025)

Mr. Sibley also presented a 60-Day Review highlighting the following:

Areas of Focus

- Building relationships with Finance and Executive Leadership
- Assessing Finance processes, procedures and operational challenges
- Review and updating financial policies and internal controls
- Participating in Tyler ERP training
- Evaluating existing contracts and RFPs
- Reviewing Long-Range Financial Plan and Fiscal Year Ending Rebudgeting
- Researching Fare Policy framework and developing outline
- Analyzing Fare Collection per mode relative to ridership trends
- Strengthening understanding of transit industry

What's Next:

- Complete Fiscal Year-End Rebudgeting
- Advance Comprehensive Fare Study and Policy Options
- Continue developing cost allocation and cost of service model
- Continue progressing Long Range Financial Plan to 20-year outlook
- Review and enhance monthly and quarterly financial reporting to strengthen transparency, forecasting and decision making

Motion by Board Member Molina with a second by Board Member Rumohr to approve the Monthly Financial Statement and Quarterly Grants report for December 31, 2025 as presented. Motion passes 5-0.

- 3. Discuss and Consider Approval of a Resolution Approving Budget Revision 2026-03 in the Amount of \$475,000 to be Allocated for the Purchase of Three (3) 40-foot Gillig Diesel Buses from Dallas Area Rapid Transit (DART)**
- 4. Discuss and Consider Approval of a Resolution Authorizing the Chief Executive Officer to Negotiate and Execute Necessary Documents Including the Execution of an Asset Transfer and In-Plant Services Agreement for the Purchase of Three (3) 2020 Gillig Buses from Dallas Area Rapid Transit (DART) in an Amount not to Exceed \$253,000 and an In-Plant Inspection Not to Exceed \$47,000**

Lisa Taylor, Vice President of Operations presented to the Board Regular Agenda Items 3-4 highlighting the following:

- Revenue Fleet Plan Update – 35 Foot Transit Bus
- Dallas Area Rapid Transit (DART) 202 Gillig Buses
- Fleet Plan Review/DART 2020 Gillig Buses
- Asset Transfer and In-Plant Inspection Services

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

Motion by Secretary Jaworski and a second by Board Member Rumohr to approve Regular Agenda Item 4 as presented. Motion passes 5-0.

- 5. Discuss Update on the Denton County Transportation Authority Marketing Program and Consider Approval of a Task Order with Ruby Media in an Amount Not to Exceed \$50,000 for Expanded Marketing Campaign**
- 6. Consider Approval of a Resolution Approving Budget Revision 2026-04 in the Amount of \$50,000 for Expanded Marketing Campaign**

Randy Evans, Marketing and Communications Manager presented Regular Items 5-6 to the Board highlighting the following:

- Social Media Spotlight (over 1 million impressions, 375% more video views, 144.3% increase in engagements, 239 more published posts)
- Impactful Strategies
- Fleet Makeover – Coming Soon!
- A-train Promotions (Haunted A-train, Denton’s Day of the Dead Festival Video, A-train or Treat, Silver Line Grand Opening, Santa at the Station, Holiday Lights at Old Town and DDTC)
- Community Spotlight (Denton Arts & Jazz Festival, City of Lewisville Health Fair, Highland Village Concerts at the Park & Fallen PD Tribute Event, Lewisville ISD Transition Expo, HVBA Salute to Our Veterans Luncheon, LISD Careers on Wheels, Lewisville Holiday Stroll, Denton Holiday Lighting Festival and Highland Village Christmas as the Ranch)
- APTA 2026 AdWheel Award WINNERS – DCTA wins First Place!
- Expanding Marketing Campaign
- Messaging Specific to “Southern Zone”
- The Creative – Wherever you Go – GoPlay, GoTaste
- Enhanced Marketing Campaign Options
 - ✓ Option 1 – Entire Budget allocated on Southern Zone messaging
 - ✓ Option 2 – Entire Budget allocated on Southern Zone messaging AND Southern Zone connectivity to Flower Mound district

The Board was very complimentary on the efforts of the Marketing and Communication Department and commented on the quality of the content produced across DCTA’s social media platforms. The Board offered suggestions of social media platforms to explore including YouTube and TikTok.

Staff indicated that although they use YouTube to house all DCTA videos, they are evaluating opportunities to utilize the channel differently but are keeping both

YouTube and TikTok in mind to further leverage DCTA's social media footprint as they solidify the current social media platforms.

Motion by Board Member Rumohr and a second by Secretary Jaworski to approve Regular Agenda Item 5 as presented. Motion passes 5-0.

Motion by Board Member Rumohr and a second by Secretary Jaworski to approve the Resolution as presented. Motion passes 5-0.

7. Discuss Update on City of Frisco Technology Based Transit Concept

CEO Cristina presented to the Board highlighting the following:

- Potential DCTA Board Policy Considerations (Contracted Services and Path to Membership – presented to the Board August/October 2024)
- DCTA New Member and Contracted Services Policy
- Service Overview
- Cost Model

Board discussion regarding clarification of DART licensing agreement and costs associated with the pass-through connection, and DCTA connectivity or Frisco connectivity. It was the consensus of the Board for DCTA staff to continue to move in the direction of developing a new Task Order with Via, an Interlocal Agreement with Frisco and DART licensing agreement with potential action in the March 2026 Board Meeting for implementation in the May-June 2026 timeframe.

No Board action required at this time.

8. Discuss Update on Denton County Transportation Authority Data Management and Construction of Data Warehouse

Austin Frith, VP of Planning and Development, presented to the Board highlighting the following:

- Current State: Data and Reporting Environment
- What We Report Today
 - ✓ Ridership data for all modes
 - ✓ Operational Performance
 - ✓ Safety Incident Data
 - ✓ Contracted Services Data
 - ✓ Regulatory Reporting (National Transit Database, NCTCOG, etc.)
- The Vision
 - ✓ Central SQL-based data warehouse
 - ✓ Automated ETL fees from Via, Hopthru, Swiftly, Spare Labs, Tyler
 - ✓ Power BI Dashboards
 - ✓ Roles and Responsibilities (DCTA and Data Warehouse Consultant)

- Path Forward
 - ✓ Ongoing
 - ✓ Near Term Project
 - ✓ Long Term Outcomes
- Data Warehouse Proposals/Options
- Timeline – March (Board Approval)

Board discussion regarding the importance of receiving assurance when DCTA/Vendor develop system pathways and should processes change, DCTA retains access and control over deliverables and data for which the agency has paid, opportunities to publicly share dashboards, and clarification of hardware related costs.

No Board action required at this time.

9. Discuss Update on the A-train Enhancement Program

Austin Frith, VP Planning and Development presented to the Board highlighting the following:

- A-train Program Update
- Curve and Speed Update
- Schematics – Current and Western Alignment
- A-train Extension – Project Cost Estimate
- Funding Opportunities
- Upcoming Discussions Timeline

No Board action required at this time.

10. Discuss Update on Intermediate Service Plan Phase III

Karina Maldonado, Planning Manager, presented to the Board highlighting the following:

- Scenario Recap
- Scenario 2 – Cost Per Passenger
- New Route 2 – Ridership Upside Potential
- Scenario Performance – What the Data Says
- New Route 4 – Ridership Upside Potential
- GoZone Redeployment Options
- GoZone Redeployment Summary
- Intermediate Service Plan Phase 3 Implementation Timeline

Board discussion regarding DCTA's approach on scenario 4 potentially being incremental, is the driving force for Scenario 2 as opposed to other options. The GoZone expansion option to Flower Mound drives a high estimate of required service hours since it's a service that is not currently covered. Other options

include expansion of the Denton zone and allocating more hours to Lewisville and Highland Village to improve Key Performance Indicators. Staff will reach out to Via to provide more concrete numbers and information to the Board.

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

Randi Trantham, Customer Service Manager and Kyler Hagler, Director of Information Technology and Cybersecurity, presented to the Board highlighting the following:

- Briefing Objectives and Background (October 2023-June 2025)
- DCTA Customer Service Model – Proposed
- DCTA Customer Service Staffing – Current
- DCTA & GoZone – Call Volume Reduction Strategy
- ELP – Cloud Based Phone System (Capital)
- Update on Phone System (Vendors: Dialpad, Five9, Elevate, Zoom Phone, 8x8)
- DCTA Customer Service Current Performance – Monthly
- DCTA – Call Center Performance
- GoZone Call Volume Customer Service – Monthly
- GoZone and DCTA Calls – Per Hour Snapshot (FY26 – Q1 Dataset)
- DCTA Next Steps
 - ✓ Call Reduction
 - ✓ Phone System Upgrade
 - ✓ Self-Service Tools
 - ✓ Call Volume Trends
 - ✓ Call Insourcing

No Board action required at this time.

INFORMATIONAL REPORTS

1. Safety, Service, and Ridership Reports – January 2026
2. Update on the Old Town Lewisville Transit Oriented Development Project
3. Update on Interlocal Agreement Between Dallas Area Rapid Transit (DART) and Denton County Transportation Authority (DCTA) for A-train Corridor Appraisal
4. Update on Data Reporting Support with AECOM
5. Update on Task Order with AECOM in the Amount Not to Exceed \$27,327.70 for Bus Stop Design Guidelines Phase II Stakeholder Engagement
6. Update on Trolley Relocation

No Board action required. These items are for informational purposes only.



FUTURE AGENDA ITEMS AND BOARD MEMBER REQUESTS

No future agenda items or Board Member requests were made during this period. The next Regular Board Meeting date is March 26, 2026.

REPORT ON ITEMS OF COMMUNITY INTEREST

There were no items discussed during this period.

CONVENE EXECUTIVE SESSION

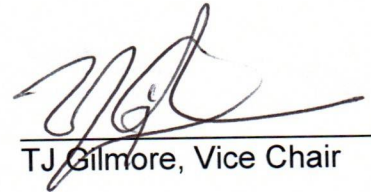
No items scheduled for this agenda.

RECONVENE OPEN SESSION

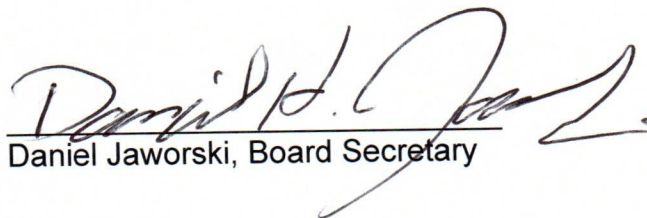
Due to no Executive Session reconvening into open session was not necessary

ADJOURN

The meeting was adjourned at 12:12pm.



TJ Gilmore, Vice Chair



Daniel Jaworski, Board Secretary