

Board of Directors Regular Meeting Minutes
May 28, 2026 | 10:00 a.m.

The Board of Directors of the Denton County Transportation Authority (DCTA) convened a Regular Board of Directors Meeting with Chair Eads presiding on Thursday, May 28, 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

Chair Eads called the meeting to order at 10:00am. All Board Members were present except for Alternate Board Member Christo. Board Member Smith arrived at 10:01am and departed at 11:35am. Chair Eads excused himself from the meeting at 11:47am to participate in a time-sensitive matter. He returned to the meeting at 11:57am.

INVOCATION

CEO Cristina provided the invocation.

PLEDGE OF ALLEGIANCE

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

INTRODUCTIONS

No introductions.

PUBLIC COMMENT

No public comments.

CONSENT AGENDA

1. Consider Approval of Regular Meeting Minutes dated April 23, 2206
2. Consider Authorizing the Chief Executive Officer (CEO) to Negotiate and Execute a Contract with Good Guard Texas, Inc. in an Amount Not to Exceed \$699,300 for Security Guard Services for a Period of Three (3) Years Beginning July 6, 2026, through July 9, 2029, with an Option for Two (2) Additional One (1) Year Terms through July 11, 2031
3. Consider Authorizing the Chief Executive Officer (CEO) to Negotiate and Execute a Contract with Ford Audio-Video Systems, LLC for Digital Passenger Signage and Audio Paging System at Five (5) A-train Station Platforms – Downtown Denton Transit Center (DDTC), MedPark Station, Highland Village/Lake Lewisville Station, Old Town Station and Hebron Station – Utilizing TIPS Cooperative Contract #230901 in an Amount Not to Exceed \$392,888
4. Consider Authorizing the Chief Executive Officer (CEO) to Negotiate and Execute a Second Amendment to the Agreement with Planetaria Media, LLC for a Period of One (1) Year Beginning July 13, 2026, and Ending July 13, 2027, Within the Existing Not to Exceed Amount of \$200,000 for Web Hosting and Design Services

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

REGULAR AGENDA

1. **Discuss and Consider Approval of Monthly Financial Statement, Grants Report and Investment Report for the Period Ending March 31, 2026, and Receive an Update Regarding Finance Operations**

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



- Monthly Financial Report (Revenues, Other Income, Operating Expenses)
 - Grant Report
 - ✓ Denton-Lewisville UZA
 - ✓ Rail Preventive Maintenance
 - ✓ Bus and Bus Facilities
 - ✓ Mobility Management/Collin County Rides
 - ✓ Surface Transportation Block Grant
 - ✓ Congestion Mitigation and Air Quality
 - ✓ Consolidated Rail Infrastructure and Safety Improvements
- Total Q1 – FY26 Balance = \$20,735,433
Total Q2 – FY26 Balance = \$32,120,298
Total Q2 – FY26 Drawdowns = \$3,389,740
- Quarterly Portfolio Review (Book Value, Q2 Net Income, Fiscal YTD Income and Yield to Maturity)
 - Portfolio Summary and Characteristics
 - Asset Allocation, Maturity and Distribution Changes
 - Bank Depository Services – Re-Solicitation

Board discussion on funds allocated for employee development and its utilization.

Motion by Vice Chair Gilmore with a second by Secretary Jaworski to approve Regular Agenda Item 1 as presented. Motion passes 5-0.

2. **Discuss and Consider Authorizing the Chief Executive Officer (CEO) to Negotiate and Execute a Contract with Plante & Moran, PLLC for Annual Audit Services for Fiscal Years 2026 through 2028 in an Amount Not to Exceed \$229,400 for a Three (3) Year Term with Two (2) Additional One (1) Year Renewal Options for Fiscal Years 2029 and 2030**

Derick Sibley, Vice President of Finance, presented to the Board highlighting the following:

- Annual Audit Services (Procurement process and Award of Contract to Plante & Moran)
- Audit Services – Fee Comparison

Motion by Vice Chair Gilmore with a second by Board Member Rumohr to approve Regular Agenda Item 2 as presented. Motion passes 5-0.



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

Randi Trantham, Customer Experience Manager, presented to the Board highlighting the following:

- Objectives and Background (October 2023 – February 2026)
- DCTA Customer Service Model – Proposed (Current & Future State)
- Current DCTA Customer Service Staffing
- DCTA and GoZone – Call Volume Reduction Strategy (Initiative/tool, current state and next steps)
- DCTA Customer Service Current Performance – Mobility
- DCTA Call Center Performance
- Monthly GoZone Call Volume Customer Service
- GoZone Call Integration – Call Type Volume
- GoZone and DCTA Calls Per Hour (FY26 Dataset)
- DCTA Transition – 3 Scenario Explorations
- DCTA Next Steps

Board discussion regarding Artificial Intelligence (AI) to assist with bookings, the need for additional staff hires, clarification of current and proposed staffing and discussions with phone vendors.

No Board action required at this time.

4. Discuss and Consider Approval of the Purchase of a Cloud-Based Phone and Contact Center System using Texas DIR Cooperative Contract #DIR-CPO-5687 and TIPS Cooperative Contract #230105 from DataVox, Inc. in an Amount Not to Exceed \$238,277.94

Kyler Hagler, Director of Information Technology and Cybersecurity, presented to the Board highlighting the following:

- Current phone system Background (Aging infrastructure, modern feature support, insourcing the call center, solution identified)
- Zoom Contact Center (Enabling DCTA to manage inbound customer calls, agent workflows and real-time reporting from a single platform)
- DCTA Phone System Upgrade – Cost Summary
 - ✓ \$238,277.94 = Total 3-year contract
 - ✓ +\$61,727 = Net Annual Change
- Spare AI Voice
 - ✓ Transit-Native AI call service
 - ✓ Case for Action – DCTA is insourcing and scaling its call center to handle higher inbound call volume (i.e. trip booking, ETA's,



- cancellations, etc.) AI Voice automates – frees agents for more complex customer issues
- ✓ FY27 Budget Consideration – To be included in the FY27 Expanded Level Project request
- ✓ Key Capabilities – Automated Trip Booking, Live ETA, Multilingual Support, Smart Escalation

Board discussion regarding current video conferencing preferences (i.e. Zoom vs Teams), limitations and challenges associated with the current phone infrastructure, capacity for remote work, exploration of comparable cloud-based telephone systems and analyzing funding between the cloud-based program with and without the inclusion of the call center component.

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

5. Discuss the A-train Enhancement Program Update

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

- A-train Enhancement Program Context
 - ✓ Curve and Speed Enhancements
 - ✓ Downtown Carrollton Extension
 - ✓ Expanded Service Hours
 - ✓ 15-Minute Headways
- A-train Enhancement Program Timelines
- Curve and Speed – Carlisle Drive Alignment Update
- Downtown Carrollton Extension – Design Progress
- A-train Extension – Project Cost Estimate
- Platform Design/Waterline Mitigation
- Alignment and PTC Decision Framework
- Quiet Zone Assessment
- Carrollton Hike/Bike Trail
- Expanded Service Hours Analysis
- Expanded Service Hours Options (Bus Bridge Compare)
- Expanded Service Hours Next Steps
- Upcoming Board Deliverables
 - ✓ August 2026 – PTC Assessment Update/Recommendations
 - ✓ September 2026 – Delivery Method Assessment
 - ✓ December 2026 – Final Cost Estimates/Funding Opportunities



Board discussion regarding 15-minute headways, project cost estimate, western alignment and operational costs.

The Board also requested additional information regarding the location of the water main easement and clarification of the related easement rights. Staff will obtain the requested clarification and bring the information back to the Board for information.

No Board action required at this time.

6. Discuss and Consider Authorizing the Chief Executive Officer (CEO) to Apply for the Railroad Crossing Elimination (RCE) Federal Grant Program with Local Matching Funds Not to Exceed \$6.6M to Support Safety Enhancements at Crossings Between the Trinity Mills Station and Downtown Carrollton

Austin Frith, Vice President of Planning and Development, and Derick Sibley, Vice President of Finance, presented to the Board highlighting the following:

- Funding Opportunities - February 2026 Update
- Grant Strategy and Local Match Commitment
- Best Case – BUILD Grant Received
- Worst Case – BUILD Grant Not Received
- Funding Timeline
- Local Finding Options (Financing)

Board discussion regarding the BUILD Grant and whether the grant is “all or nothing”, clarification of the existing debt service totals for 15 year and 20-year options which both listed at \$14M, and whether the proposed funding is solely intended for the extension to Downtown Carrollton.

Staff are scheduled to meet with North Central Texas Council of Governments (NCTCOG) staff next week and additional information will be provided following that meeting.

Motion by Vice Chair Gillmore with a second by Board Member Molina to approve Regular Agenda Item 6 as presented. Motion passes 5-0.

7. Discuss Update on Transit Fare Policy

Derick Sibley, Vice President of Finance, presented to the Board highlighting the following:

- Transit Fare Policy (What it Is and Is Not)



- Document Structure (In draft form)
 - ✓ Foundation
 - ✓ Fare Programs
 - ✓ Financial
 - ✓ Process
 - ✓ Governance
- Board Authority and Scope
- Objectives and Delegation of Authority
- Fare Products and New Programs
- Reduced Fares
- Sponsored Trip Program
- Payment Systems and Fare Compliance
- Farebox Recovery Methodology
- Fare Collection Performance
- Regional Fare Coordination
- Process and Governance

No Board action required at this time.

INFORMATIONAL REPORTS

1. Safety, Service, and Ridership Reports – March 2026
2. Update on Transit Asset Management (TAM) Plan
3. Update on Ongoing Architectural/Engineering Support with Kimley-Horn and Associates, Inc.
4. Update on Planning and Scheduling Software with Optibus
5. Update on Task Order 06 with Kimley-Horn and Associates, Inc. in an Amount Not to Exceed \$73,000 for Bus Stop Design Support

For informational purposes only. No Board action required at this time.

FUTURE AGENDA ITEMS AND BOARD MEMBER REQUESTS

None at this time.

REPORT ON ITEMS OF COMMUNITY INTEREST

Chair Eads reported on his attendance along with CEO Cristina, at the APTA Mobility Conference. Chair Eads noted that DCTA staff, the Board of Directors, and the agency's vision are well respected beyond our jurisdictional boundaries. He further shared that conversations with vendors and other transit leaders reflected DCTA's reputation as an innovative agency. Chair Eads stated that it was a positive experience to represent DCTA at the conference.



Vice Chair Gilmore reported that year-over-year ridership is down 2.8%, noting that the decrease is associated with UNT-related challenges. Excluding UNT, ridership is up 7%, which he described as outstanding. He also noted that the Lewisville/Highland Village KPIs were adjusted in response to requested goals of reducing seat unavailability below 7% and achieving a maximum wait-time of 20 minutes. Based on April data, seat unavailability is 4.5%, and the average wait time is 20.2 minutes.

Lastly, he appreciated staff and partners for listening to the needs of the community and making the necessary adjustments and stated that he is encouraged by how the year is progressing.

CONVENE EXECUTIVE SESSION

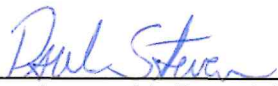
No items scheduled for this agenda.

RECONVENE OPEN SESSION

Not applicable.

ADJOURN

Chair Eads adjourned the meeting at 12:01pm.


For, Dan Jaworski, Board Secretary


Andy Eads, Board Chair