DCTA | DENTON COUNTY TRANSPORTATION AUTHORITY

Board of Directors Regular Meeting

May 28, 2026

DCTA Board Meeting

- Call to Order
- Invocation
- Pledge of Allegiance (United States and Texas Flags)

Pledge of Allegiance

I pledge allegiance to the flag of the United States of America,
and to the republic for which it stands,
one nation under God,
indivisible, with liberty and justice for all.

Texas Pledge

Honor the Texas flag; I pledge allegiance to thee,
Texas, one state under God, one and indivisible.

Introductions

Public Comment

DCTA

This agenda item provides an opportunity for citizens to address the Board of Directors on any agenda item(s) or other matters relating to the DCTA. Anyone wishing to speak (3-minute limit) shall be courteous and cordial.

Speakers making personal, impertinent, profane or slanderous remarks may be removed from the meeting. Unauthorized remarks from the audience, stamping of feet, whistles, yells, clapping and similar demonstrations will not be permitted.

Citizens that are not able to connect to the Zoom meeting must have emailed his or her public comment to kmorris-perkins@dcta.net no later than 3:00 pm on Wednesday, May 27, 2026, to ensure the comment will be distributed to the Board Members prior to the meeting.

The Board of Directors is not permitted to take action on any subject raised by a speaker during Public Comments. However, the Board of Directors may have the item placed on a future agenda for action; refer the item to the DCTA Administration for further study or action; briefly state existing DCTA policy; or provide a brief statement of factual information in response to the inquiry.

Consent Agenda

Consent Agenda

1. Consider Approval of Regular Meeting Minutes dates April 23, 2026

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/Lewisville Lake 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

Regular Agenda

Regular Agenda Item 1

DCTA

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

Presenters: LaKeisha Williams
Senior Manager of Accounting

Jane Filarowicz
Senior Manager of Budget & Grants

Derick Sibley
Vice President, Finance

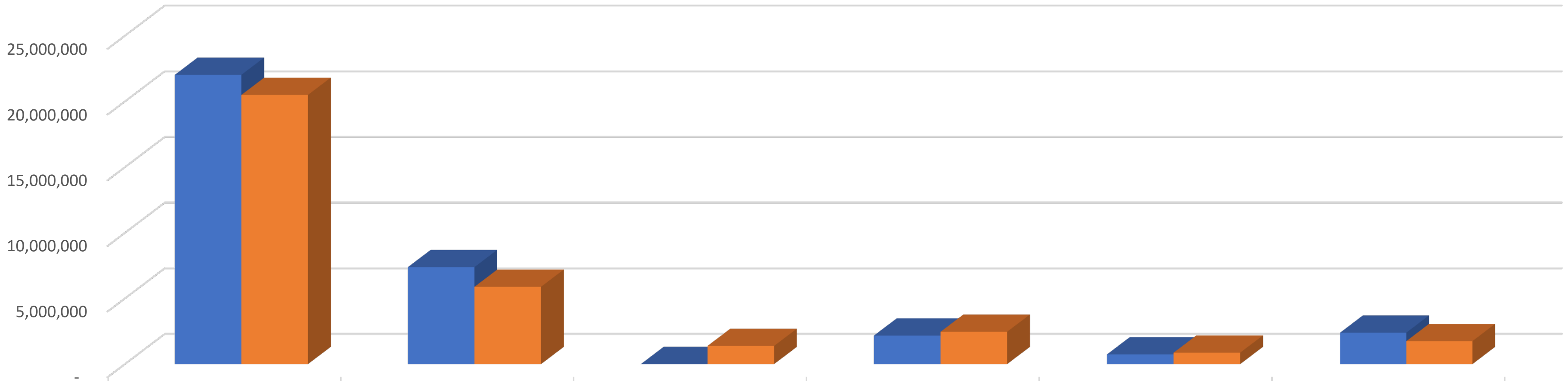
Recommendation

Staff Recommends the Board Approve the Monthly Financial Statement, Grant Report, and Investment Report Ending March 31, 2026.

Monthly Financial Report

DCTA

Revenues and Other Income
For the Period Ended March 31, 2026



	Sales Tax Revenues	Federal/State Grants - Operating	Federal/State Grants - Capital	Contract Service Revenues	Passenger Revenues	Investment Income
YTD Actual	22,027,092	7,387,617	5,899	2,174,838	742,131	2,393,645
YTD Budget	20,500,000	5,888,237	1,383,853	2,463,021	870,751	1,750,000

Sales Tax Revenue – Sales tax collections continue to outperform expectations through March 2026. The strong year-to-date performance reflects stable consumer spending patterns.

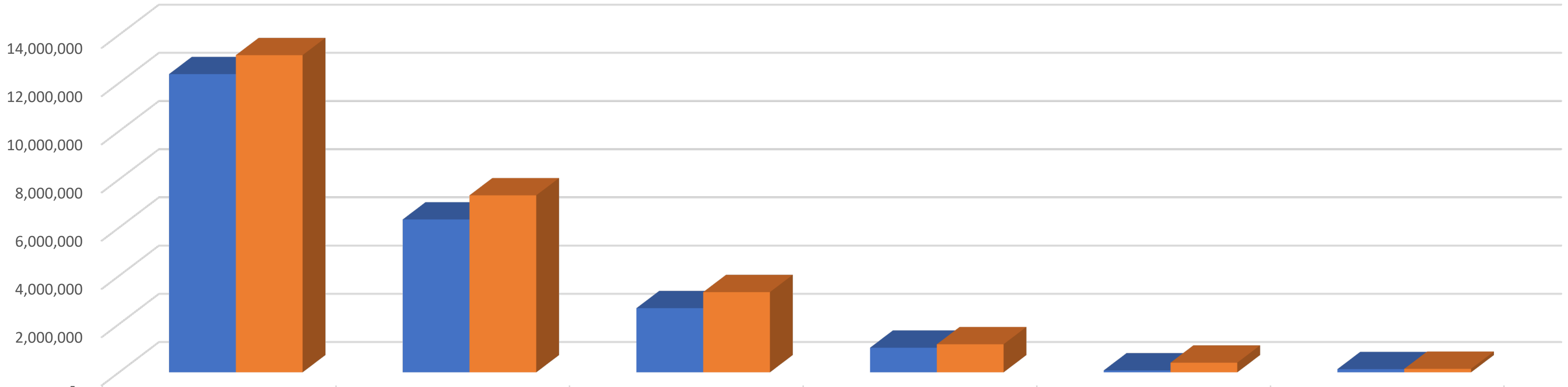
Federal/State Grants – Operating – Performing ahead of budget due to the grant enabling the reimbursement of Purchase Transportation expenditures.

Contract Service Revenue – The City of Frisco revenue is now categorized under operating grants rather than contract services. This accounting change will be reflected in Q3 budget revision to align budgeted and actual reporting categories.

Passenger Revenue - Passenger fare revenues are slightly below the year-to-date budget target. This is largely due to the timing of revenue recognition, as fare collections are recorded one month in arrears.

Monthly Financial Report

Selected Operating Expenditures
For the Period Ended March 31, 2026



	Purchased Transportation Services	Salary, Wages and Benefits	Outsourced Services and Charges	Insurance	Employee Development	Leases and Rentals
YTD Actual	12,371,683	6,338,728	2,659,436	1,020,019	79,553	131,593
YTD Budget	13,158,299	7,338,966	3,325,470	1,164,410	400,227	144,146

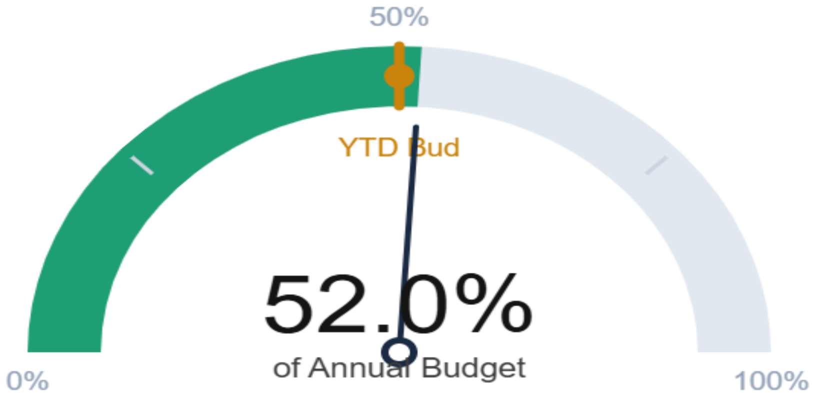
Purchased Transportation – Expenditures for purchased transportation are currently under budget due to the timing of contractor invoicing.
Salary, Wages and Benefits – Trending behind budget due to the timing of hires and vacant positions.

Insurance – Insurance costs appear elevated early in the fiscal year because DCTA pays a significant portion of its annual non-rail insurance premiums upfront.
Employee Development - Conservative utilization of training programs, certifications, and professional development initiatives.

Monthly Financial Report

DCTA

Total Revenues & Other Income



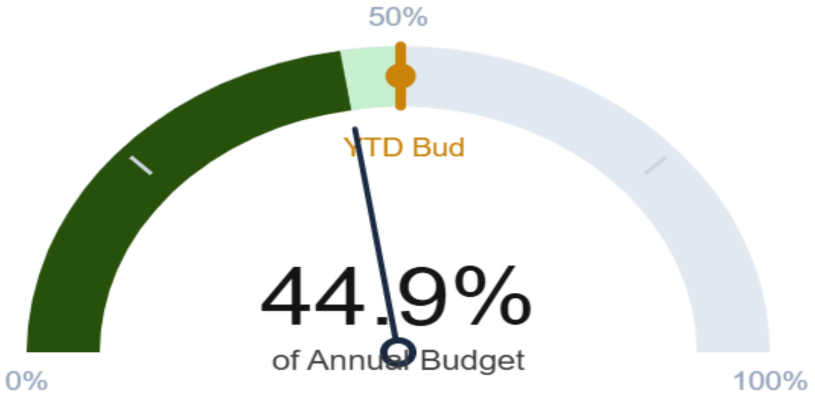
YTD ACTUAL	YTD BUDGET	ANNUAL BUDGET
$32.3M	$31.1M	$62.2M
52.0%	50.0%	Baseline

▲ $1,231,715 (4.0%) ahead of YTD Budget

FAVORABLE

YTD Actual · YTD Budget · Remaining

Total Operating Expenses



YTD ACTUAL	YTD BUDGET	ANNUAL BUDGET
$29.3M	$32.8M	$65.3M
44.9%	50.3%	Baseline

▼ $3,485,482 (10.6%) under YTD Budget

FAVORABLE

YTD Actual · YTD Budget · Favorable Gap · Remaining

Grant Report

DCTA

Comparison of Grant Balances – January 1, 2026 – March 31, 2026

Positive in the variance column indicates reimbursement to revenue or new/increased grant amounts

Program	Q1 - FY26 Balance	Q2 - FY26 Balance	Q2 - FY26 Drawdowns Amount	Grant Activity
Denton-Lewisville UZA (5307)	$4,361,133	$10,199,245	$1,927,599	**Operating Assistance, Fleet Purchase, Bus Preventive Maintenance, Safety & Security, ADA Paratransit** *Addition of FY23 Formula Funds - $7.7M*
Rail Preventive Maintenance (5337)	$772,090	$3,343,372	$1,012,611	**Rail Preventive Maintenance** *Addition of FY25 Formula Funds - $3.5M*
Bus and Bus Facilities (5339)	$1,816,090	$1,816,090	$0	Fleet Purchase/Replacement, Facilities Maintenance & IT Enhancements
Mobility Management/Collin County Rides (5310)	$175,089	$402,992	$197,097	**Collin County Rides Mobility Manager & Frisco Demand Response (Taxi)** *Addition of Frisco Taxi Grant - $425K*
Surface Transportation Block Grant (STBG) & STP Flex Funds	$1,382,423	$1,135,889	$246,534	Bus Preventive Maintenance, Vanpool & Bus Stop Enhancements
Congestion Mitigation & Air Quality (CMAQ)	$8,346,252	$11,340,353	$5,899	**Land Acquisition, RFQ Support & Construction (Old Town)** *Addition of A-train Enhancement Grant - $3M*
Consolidated Rail Infrastructure and Safety Improvements (FRA)	$3,882,356	$3,882,356	$0	PTC Enhancements
Total	**$ 20,735,433**	**$32,120,297**	**$3,389,740**	

Quarterly Portfolio Review

QUARTERLY INVESTMENT REPORT • BOARD PRESENTATION

Denton County Transportation Authority • January 1 – March 31, 2026

BOOK VALUE	Q2 NET INCOME	FISCAL YTD INCOME	YIELD TO MATURITY
$136.3M	**$1.23M**	**$2.52M**	**3.726%**
as of 31-Mar-2026	*$1.18M interest income*	*Oct 2025 – Mar 2026*	▼ *6.9 bps from prior*

Key Highlights

Outperforming Benchmarks

DCTA yield of 3.73% exceeds 6-Month CMT (3.68%) and TexStar (3.65%) at quarter-end.

High Credit Quality

99.81% of holdings rated AAA or AA+; remaining 0.19% in collateralized deposits.

Strong Liquidity

68% available overnight; 78% matures within 12 months — ample operational coverage.

Disciplined Repositioning

$10.0M deployed into agency callables; LGIP reduced 5.38% to capture additional yield.

Portfolio Summary & Characteristics

DCTA

POSITION AND PROFILE • QUARTER-OVER-QUARTER

Portfolio Summary

Metric	Prior Dec. 31, 2025	Current Mar. 31, 2026	Change
Par Value	$131,122,216.84	$136,669,063.18	+$5,546,846
Original Cost	$130,770,704.69	$136,229,811.03	+$5,459,106
Book Value	$130,808,287.47	$136,315,057.34	+$5,506,770
Market Value	$130,883,484.42	$136,248,816.61	+$5,365,332
Accrued Interest	$297,952.84	$284,068.06	−$13,884
Book Value + Accrued	$131,106,240.31	$136,599,125.41	+$5,492,885
Net Unrealized G/(L)	$75,196.94	($66,240.74)	−$141,437

Portfolio Characteristics

YIELD TO MATURITY / WORST

3.726%

Prior: 3.795%

−6.9 bps

DAYS TO MATURITY

174

Prior: 140

+34 days

PORTFOLIO DURATION

1.43

Prior: 1.43

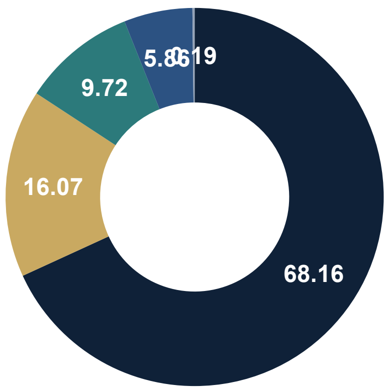
Unchanged

Q2 NET INCOME	FYTD NET INCOME (OCT–MAR)	INTEREST + AMORTIZATION
$1,227,844	$2,524,618	$1,180,180 + $47,664

Asset Allocation, Maturity, & Distribution Changes

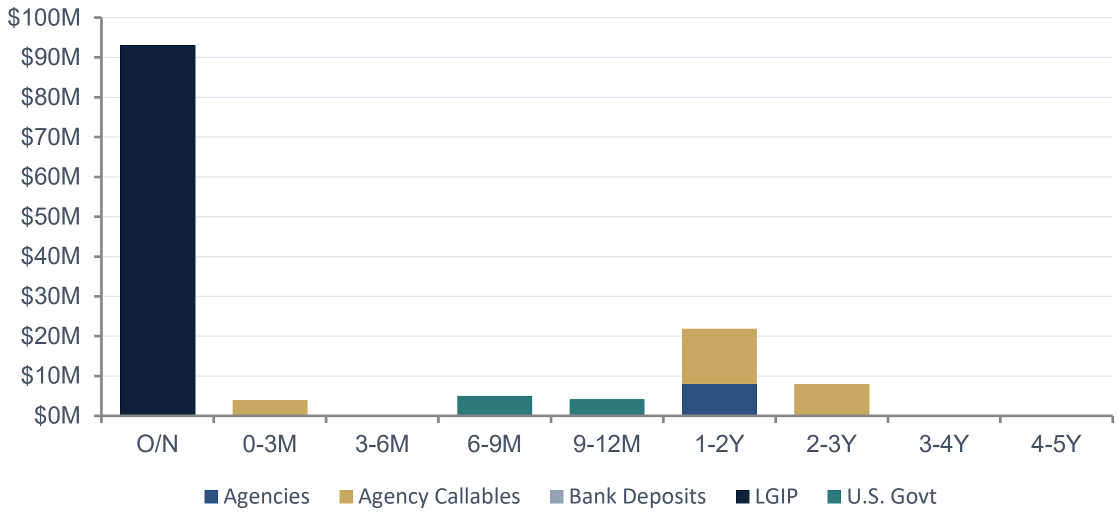
PORTFOLIO COMPOSITION • AS OF MAR. 31, 2026

Asset Allocation (Market Value)



LGIP (TexStar)	68.16%
Agency Callables	16.07%
U.S. Government	9.72%
Agencies	5.86%
Bank Deposits	0.19%
Total Book Value	**$136.3M**

Maturity Distribution



Asset Allocation, Maturity, & Distribution Changes

DCTA

PORTFOLIO COMPOSITION • AS OF MAR. 31, 2026

Book Value Security Distribution — Dec. 2025 vs Mar. 2026

Security Type	Prior Balance (Dec-31)	Prior %	Current Balance (Mar-31)	Current %	Allocation
Agencies	$7,990,257.95	6.11%	$7,991,592.26	5.86%	**−0.25%**
Agency Callables	$11,944,351.56	9.13%	$21,903,539.51	16.07%	**+6.94%**
Bank Deposits	$1,428,213.11	1.09%	$254,484.12	0.19%	**−0.91%**
LGIP	$96,194,003.73	73.54%	$92,914,579.06	68.16%	**−5.38%**
U.S. Government	$13,251,461.12	10.13%	$13,250,862.39	9.72%	**−0.41%**
Portfolio Total	**$130,808,287.47**	**100.00%**	**$136,315,057.34**	**100.00%**	**—**

Bank Depository Services — Re-Solicitation

WHY

1. **Contract expiring**
   Current agreement ends Nov. 30, 2026.

2. **Statutory requirement**
   Texas LGC Ch. 105 requires competitive selection.

3. **Best value**
   Benchmark fees and modernize treasury services.

TIMELINE

RFP issued on PlanetBids	June 2, 2026
Proposals due	July 17, 2026
Board contract award	Sept. 24, 2026
New services commence	**Dec. 1, 2026**

Recommendation

Staff Recommends the Board Approve the Monthly Financial Statement, Grant Report, and Investment Report Ending March 31, 2026.

Regular Agenda Item 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

Presenter: Derick Sibley
Vice President, Finance

Recommendation

Staff recommends the Board authorize 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 the initial three-year term, with two (2) additional one-year renewal options for fiscal years 2029 and 2030.

Annual Audit Services

DCTA

Award of Contract · Plante & Moran, PLLC

PROCUREMENT PROCESS

1. **RFP Released — February 2026**
   RFP No. 26-02 issued for Annual Audit Services covering FY2026–2028 with two optional extensions through FY2030.

2. **8 Proposals Received — March 20**
   Proposals were evaluated on qualifications, approach, past performance, and price.

3. **4 Firms Interviewed — April 21**
   Plante & Moran, Crowe LLP, CliftonLarsonAllen, and Weaver & Tidwell were interviewed by the selection committee.

4. **Selection Committee Recommendation**
   Plante & Moran scored highest — and was unanimously recommended by the selection committee.

WHY PLANTE & MORAN

- **5-Year Proven DCTA Track Record**
  Incumbent auditor since FY2021. All deliverables completed on time every year. GFOA Certificate of Achievement maintained throughout.

- **Highest Score**
  Outscored all eight firms across qualifications, project approach, past performance, and price.

- **Deep DCTA-Specific Expertise**
  Team knows DCTA's systems, staff, and schedule. Tyler Munis IT specialist directly matched to DCTA's ERP. One competing September 30 year-end client.

- **Contract: 3 Years + 2 Optional Renewals**
  Initial term FY2026–2028 not to exceed $229,400.
  Two one-year options through FY2030.

Audit Services – Fee Comparison

DCTA

Plante & Moran (First 3 Yrs)	Firm A	Firm B	Firm C
$229,400	$236,250	$238,475	$237,630
Recommended — Lowest Fee	Interviewed	Interviewed	Interviewed

Prior Contract (FY2021–FY2025)		
FY 2021	Initial Term — Year 1	$55,000
FY 2022	Initial Term — Year 2	$56,450
FY 2023	Initial Term — Year 3	$58,100
FY 2024	Optional Year 1	$59,650
FY 2025	Optional Year 2	$61,300
5-Year Total (estimated)		$290,500

New Contract (FY2026–FY2030)		
FY 2026	Initial Term — Year 1	$72,800
FY 2027	Initial Term — Year 2	$76,400
FY 2028	Initial Term — Year 3	$80,200
FY 2029	Optional Year 1 est.	$83,600–85,200
FY 2030	Optional Year 2 est.	$86,100–89,500
3-Year Initial Term Total		$229,400

Recommendation

Staff recommends the Board authorize 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 the initial three-year term, with two (2) additional one-year renewal options for fiscal years 2029 and 2030.

Regular Agenda Item 3

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

Presenter: Randi Trantham
Customer Experience Manager

Recommendation

This is a discussion item. No Board action required at this time.

Briefing Objectives and Background

Objectives

- Update Board on a refreshed **FY 25 & 26** dataset regarding call volume for DCTA and GoZone services
- Provide an update on current progress achieved through implemented call reduction strategies.
- Discuss the optimal call center support model that aligns cost and service quality.

Oct 2023
Initial concept of Customer Service Evolution briefed to Board

April 2024
Hiring of DCTA Customer Service Manager

June 2024
NTMC support including customer service transitioned to DCTA

July 2024
NTMC operations transitioned to DCTA

Dec 2024
Board provided review of Customer Service

June 2025
Board provided review of refreshed Customer Service data.

Feb 2026
Board provided review of refreshed Customer Service data and phone system upgrade options.

DCTA Customer Service Model - Proposed

DCTA

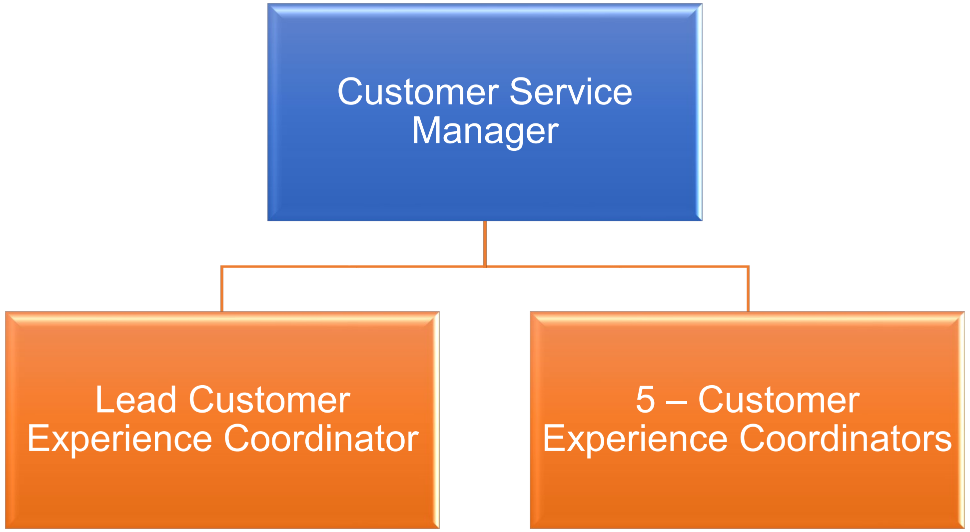
Current State

Point of Contact	Service Options	Resource
GoZone (VIA) Customer Service	• Book a GoZone Ride • Ride Status • GoZone Driver/Experience Complaint • GoZone General Question	VIA Customer Service Team
DCTA Customer Service	• Ride Assistance • Customer complaint • Access Service Certification • Access Ride Booking • Fare Purchase • Contracted Service Ride Booking	DCTA Customer Experience Team
DDTC Lobby Window	• Ride Assistance • Customer complaint • Access Service Certification • Access Ride Booking • Fare Purchase • Contracted Service Ride Booking	DCTA Customer Experience Team

Future State

Point of Contact	Service Options	Resource
DCTA Customer Service Monday – Friday 7:00am – 7:00pm	• Ride Assistance • Customer complaint • Access Service Certification • Access Ride Booking • Fare Purchase • Contracted Service Ride Booking • **Book a GoZone Ride** • **Ride Status** • **GoZone General Question**	DCTA Customer Experience Team
GoZone (VIA) Customer Service Monday – Friday 5:00am – 7:00am & 7:00pm –1:00am	• **GoZone Driver/Experience Complaint**	VIA Customer Service Team
DDTC Lobby Window	Exploring Options	-

DCTA Customer Service Staffing - Current



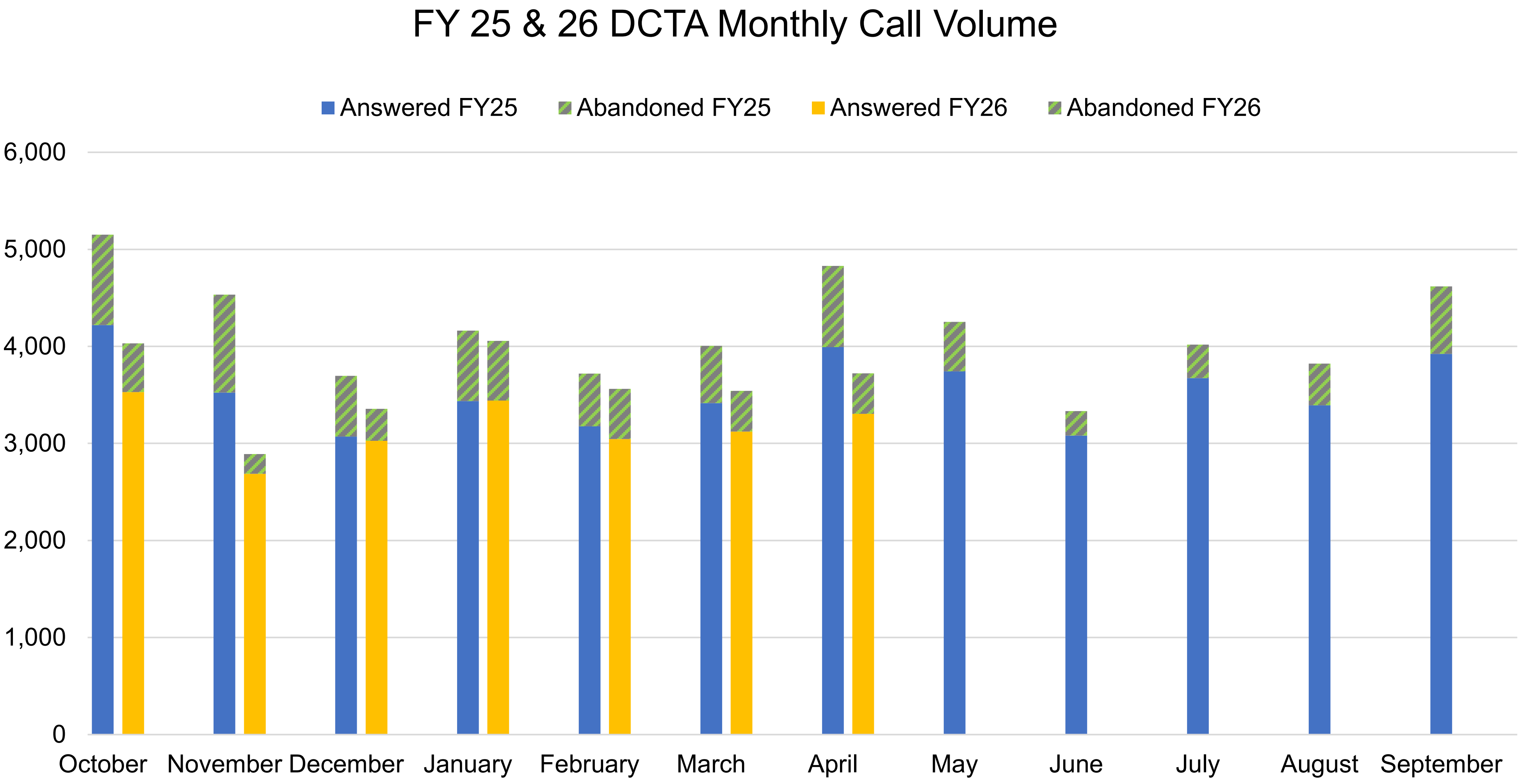
DCTA Customer Service		
Point of Contact	**Contact Method**	**Resource**
DCTA Customer Service	Phone Line	DCTA Customer Exp. Team
Denton Downtown Transit Center Lobby Window	Lobby Window	DCTA Customer Exp. Team

DCTA Phone Staffing	Phone Assistance	Lobby Assistance
1 Lobby CEC	Part-time	Part-time
4 Phone CECs	Full-time	

DCTA & GoZone – Call Volume Reduction Strategy

Initiative/Tool	Current State	Next Steps
Ride DCTA App (Booking – Cancel – Tracking)	**FY 26 Adoption: 35% Access | 70% CCR**	Marketing campaign to increase adoption
GoZone Booking Call Deflection Message (Ride Booking Call Reduction)	**Implemented:** Dec 2025 | **Result: 31% reduction** in **ride booking calls** (compared to same time last year) by diverting app users to automated message.	Continue using the initiative and monitor outcomes for sustained reduction
GoZone App Wav Approval (Reduce barriers for eligible riders)	WAV toggle updated to require approval prior to requesting a WAV vehicle.	Completed
Transit App – Royale (Trip Plan – Track – Service Alerts)	**Upgraded to Transit Royale (July 2025)** |	Partner with Transit to continue evaluating rider behavior, sentiment, and satisfaction
AI Agent (SPARE) (Booking – Cancel – Tracking)	SPARE AI available. Funding/resources needed for implementation (FY27 Budget Item)	Include SPARE AI after new phone system implementation
GoZone (VIA) - AI Agent (Booking – Cancel – Tracking)	Unable to utilize AI Agent due to DCTA phone system limitations	Secure new phone vendor who is compatible with VIAs AI Agent requirements

DCTA Customer Service Current Performance - Monthly



Operation: 6 Days Per Week	
Monday – Friday	7:00AM – 7:00PM
Saturday	8:00AM – 4:00PM

FY 26 Q1 & Q2 Call Volume	
FY 25 – 30,099	FY 26 – 25,161
16% YOY Decrease	

FY 26 Highlights
Ride DCTA App for Access • 35% Rides booked through app
Staffing Resource Reallocation • Decreased AHT by 6%

FY 26	
Average Monthly Call Volume	3,594
Average Calls Per Day	150

DCTA – Call Center Performance

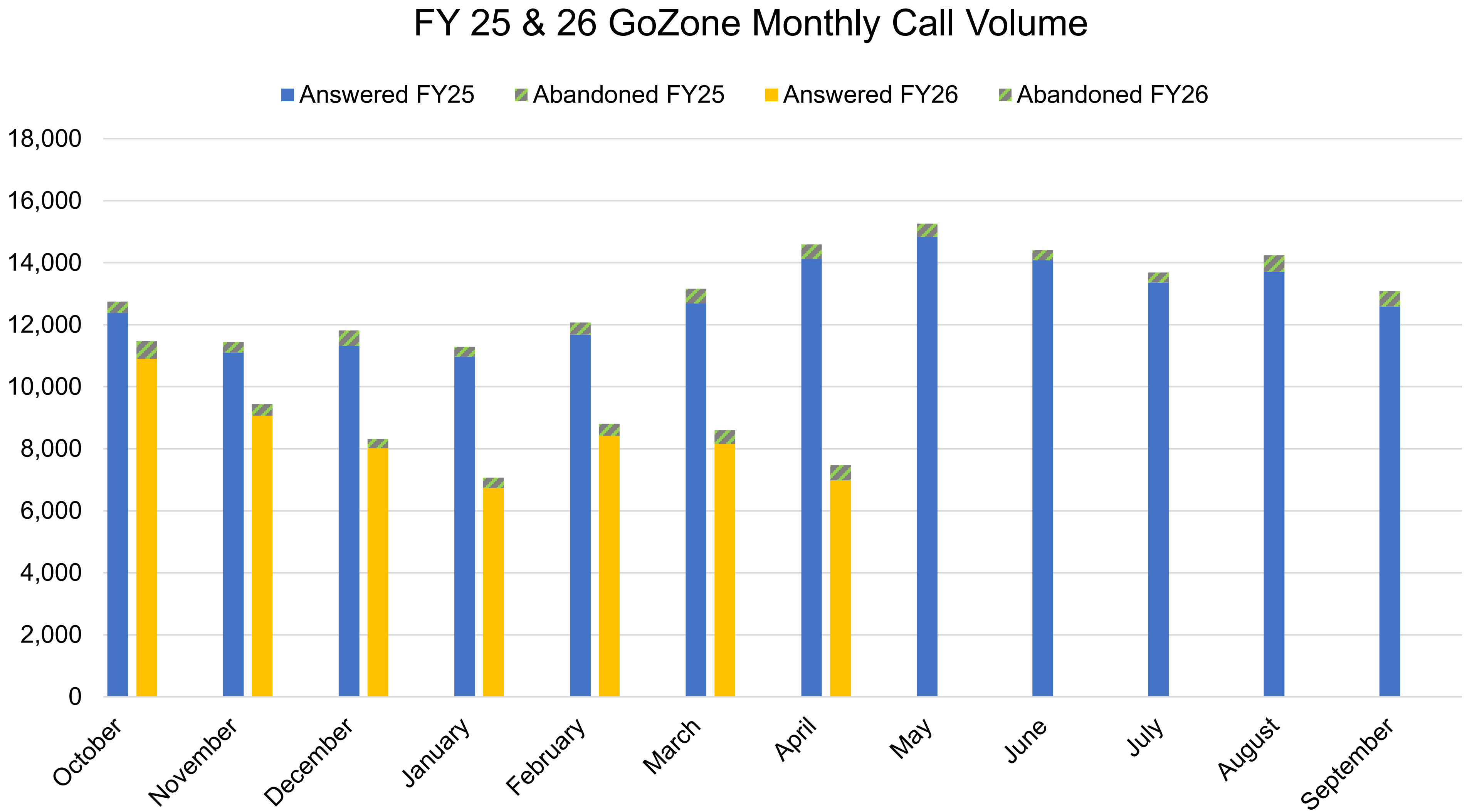
Customer Service Department Performance Goals				
	Target	**FY 24 Actual**	**FY 25 Actual**	**FY 26 Q1 & Q2**
Quality Assurance		-	92%	92%
Average Handle Time	4 mins or less	2:23	2:58	2:59
Call Abandonment Rate	8%	24%	14%	12%
Average Call Wait	2 mins or less	4:02	3:16	3:20

Notes:

1. **Average Call Wait** – The average length of time a caller spends in the queue.
2. **Average Handle Time** – The average amount of time it takes to fully handle a customer interaction.
3. **Call Abandonment Rate** – The percentage of callers who hang up before reaching a live representative.

GoZone Call Volume Customer Service - Monthly

DCTA

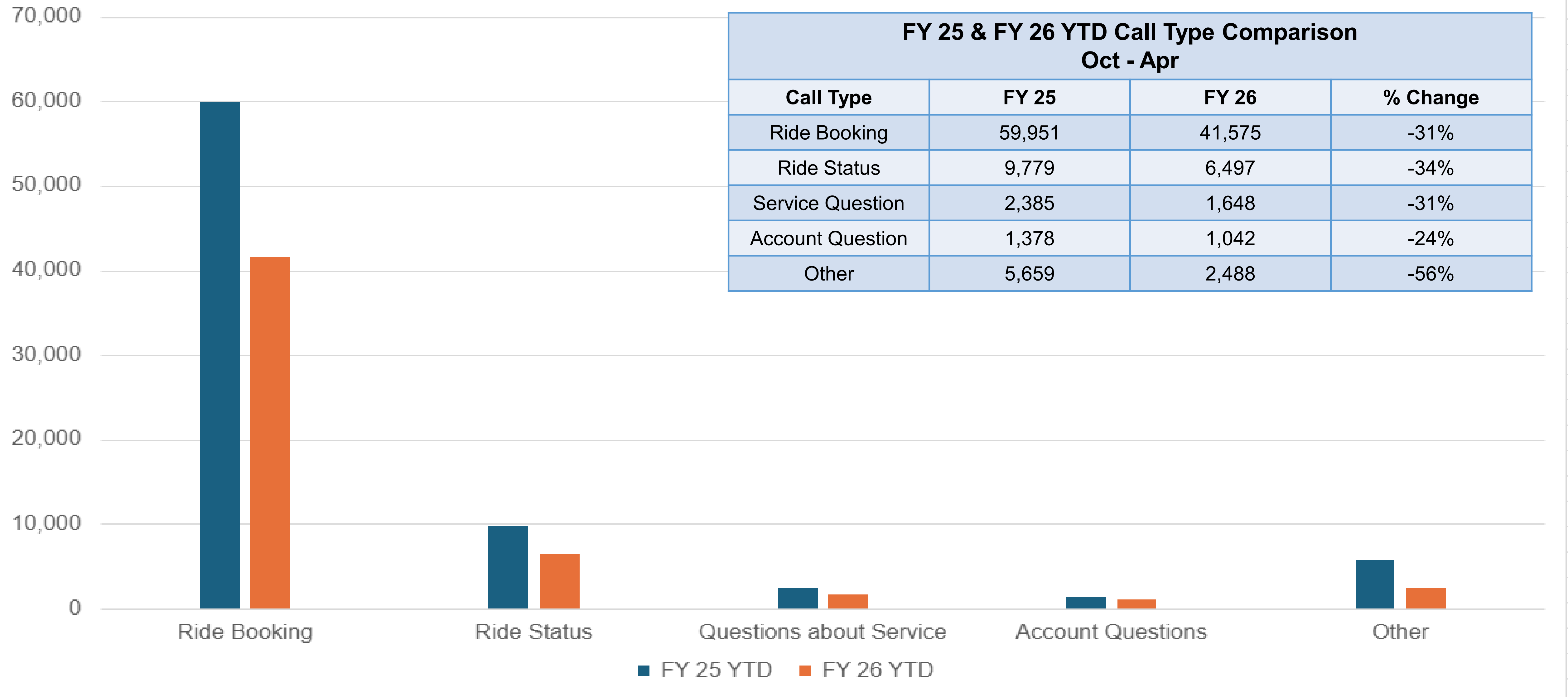


Operation: 7 Days Per Week	
Monday – Thursday	5:00 AM - 1:00 AM
Friday - Saturday	5:00 AM - 2:00 AM
Sunday	8:00 AM - 6:00 AM

FY 26 Call Volume	
FY 25 – 87,119	FY 26 – 61,192
30% YOY Decrease	

FY 26	
Average Monthly Call Volume	8,737
Average Calls Per Day	291

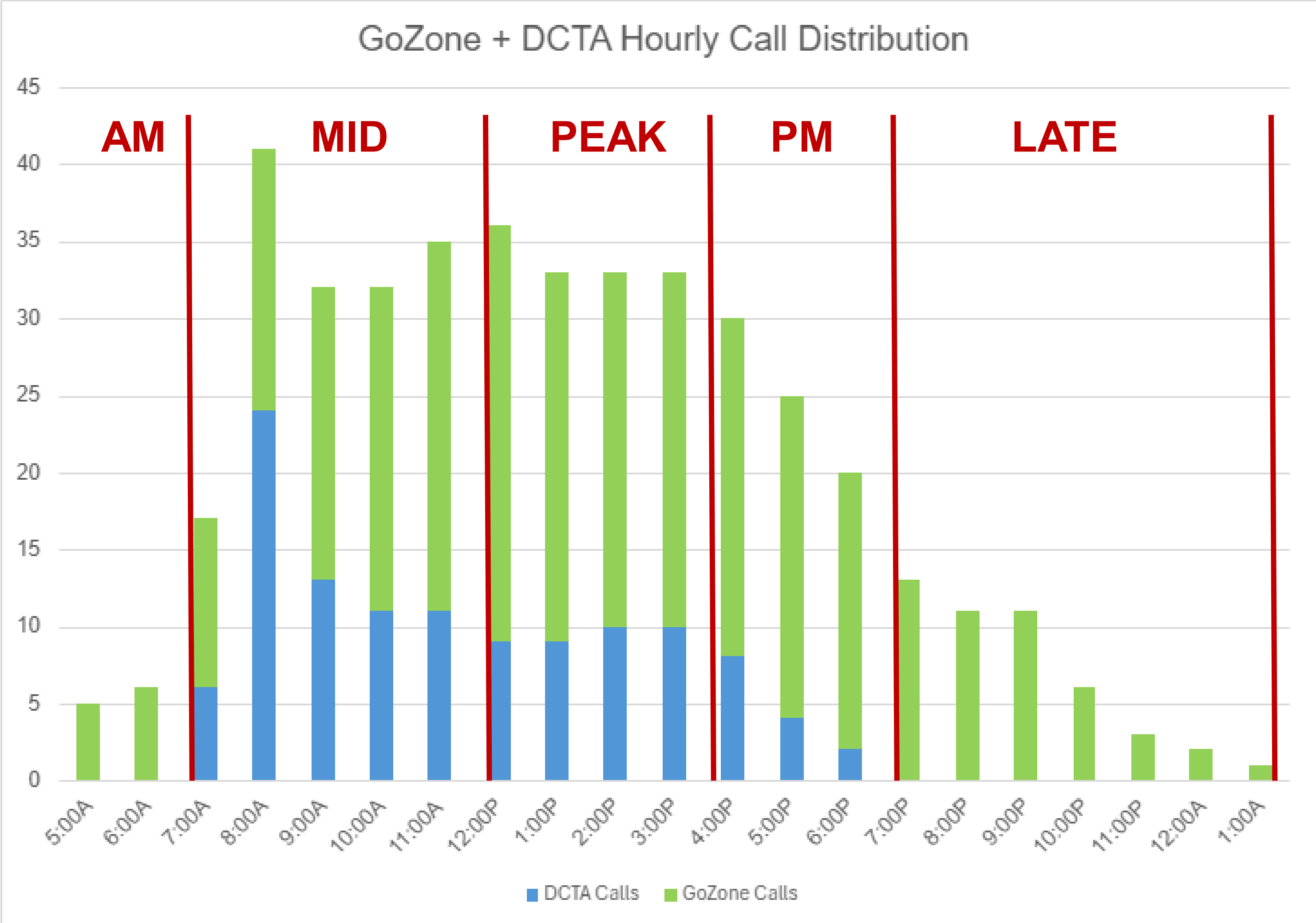
GoZone Call Integration – Call Type Volume



FY 25 & FY 26 YTD Call Type Comparison
Oct - Apr

Call Type	FY 25	FY 26	% Change
Ride Booking	59,951	41,575	-31%
Ride Status	9,779	6,497	-34%
Service Question	2,385	1,648	-31%
Account Question	1,378	1,042	-24%
Other	5,659	2,488	-56%

GoZone and DCTA Calls – Per Hour Snapshot (FY 26 Dataset)



Planning Factors for FTEs

In a Period of	60 minutes
Average Handle Time	240 seconds (4mins)
Target Answer Time	Within 20 seconds
Service Level	80% of calls answered within 20 seconds

Period	Average Volume Calls/HR	Time	FTE Req'd (max)	Total Current FTE	Total Additional FTE Needed
AM	9	5:00am – 7:00am	-	0	-
MID	32	7:00am - 12:00pm	10	5	**5**
PEAK	33	12:00pm - 4:00pm	10	5	**5**
PM	22	4:00pm - 7:00pm	7	2	**5**
LATE	7	7:00pm - 1:00am	-	0	-

DCTA Transition – Scenario Exploration

Scenario	Description (In addition to current DCTA staffing levels)	FY 26 Via Annual Support	DCTA Annual Support	Total Impact
1	• Via calls remain outsourced	$616.5K	$0	**$616.5K**
2	• Via supports Mon – Fri - 5am – 7am & 7pm – 1am + Full Weekends & Holidays (up to 1,350 calls per week) • DCTA hires 6 additional FTEs	$215K	$328K	**$543K**
3	• Via supports Mon – Fri - 5am – 7am & 7pm – 1am + Full Weekends & Holidays (up to 1,350 calls per week) • DCTA hires 7 additional FTEs	$215K	$381K	**$615K**

Turnkey vs Hybrid Insource Alternatives are generally equal over life of contract. Upsides remain for hybrid insourcing:

- Enhanced customer service quality and support
- Opportunity to control and drive call volume reduction through customer education, engagement, and technology
- Opportunity to identify and explore opportunities for 100% insource model in the future

	Annual Escalator	Year 1	Year 2	Year 3	Year 4	Year 5
Via Turnkey Cost	3%	$616,455.00	$634,949.00	$653,997.00	$673,617.00	$693,826.00
Via Hybrid Cost	3%	$214,980.00	$221,400.00	$228,060.00	$234,900.00	$241,920.00
DCTA Personnel Cost	4%	$328,798.00	$341,950.00	$355,628.00	$369,853.00	$384,647.00
Total Insource Cost	3.6%	$543,778.00	$563,350.00	$583,688.00	$604,753.00	$626,567.00

DCTA Next Steps

1

Call Reduction

Further enhance coordination with partner agencies to sustain and expand call reduction efforts.

2

Phone System Upgrade*

Work in partnership with IT to procure and implement a modernized phone system that supports advanced IVR & AI capabilities.

3

Self-Service Tools

Partner with internal stakeholders to broaden adoption of self-service tools and decrease dependence on live-agent support.

4

Call Volume Trends

Track call volume trends, service KPIs, and fiscal impacts to evaluate outcomes and guide future resource planning.

5

Call Insourcing

Continue monitoring trends to evaluate the cost effectiveness of call insourcing, including staffing and financial impacts.

**Anticipate request for Spare AI tool within FY27 budget to further reduce call volume. Requires phone system upgrade.*

Recommendation

This is a discussion item. No Board action required at this time.

Regular Agenda Item 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

Presenter: Kyler Hagler, Director
Information Technology & Cybersecurity

Recommendation

Staff recommends the Board approve 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

Current Phone System Background

DCTA

The why behind the ask:

Aging infrastructure. DCTA currently operates an aging Mitel on-premises phone system that has reached end-of-life and is no longer supported by the manufacturer. The platform relies on a multi-channel PRI circuit, an older telephony technology and lacks centralized management.

Modern Feature Support. This system cannot accommodate rider lookup and self-service verification when calling into GoZone customer service. This functionality is available today and isn't supported.

Insourcing the call center. DCTA anticipates transitioning from a third-party contracted call center to an in-house model — growing the full-time customer service staff. The current platform cannot scale to meet this need.

Solution identified. In Q1 FY2026, DCTA staff conducted a formal vendor review with DataVox, Inc. to define system requirements, scope desired functionality, and identify a solution that meets DCTA's needs through competitively bid cooperative contracts.

Zoom Contact Center

CCaaS — Contact Center as a Service

A cloud-native contact center platform built on Zoom's unified communications infrastructure — enabling DCTA to manage inbound customer calls, agent workflows, and real-time reporting from a single, scalable platform.

Omnichannel Routing

Route inbound voice, chat, and SMS to the right agent based on skills, availability, and queue logic — no calls fall through. An integrated CRM helps resolve customer inquires faster and with caller history to provide context.

Real-Time Dashboards

Supervisors monitor live queue metrics, agent status, and call volume in real time — no more blind spots during peak service hours.

Call Recording & QA

All calls recorded and stored in the cloud. Supervisors can review, score, and coach agents directly within the platform.

AI-Powered Agent Assist

Live transcription and AI suggestions help agents resolve customer issues faster and with greater consistency.

Zoom Phone Integration

Unified with Zoom Phone — agents use one app for all calls. No separate dialer. Same platform as DCTA's 130-user phone system.

Cloud-Native & Scalable

No on-premises hardware. Scale from 6 to 20+ agents instantly. Supports remote and hybrid work with no infrastructure changes.

DCTA Phone System Upgrade - Cost Summary

Funded through FY2026 ELP and identified operational savings — satisfies competitive procurement requirements

ITEM	COST	TYPE / CONTRACT
Year 1 Subscription	$67,323.10	Annual recurring | DIR-CPO-5687
Year 2 Subscription	$67,323.10	Annual recurring | DIR-CPO-5687
Year 3 Subscription	$67,323.10	Annual recurring | DIR-CPO-5687
One-Time Implementation Charge	$25,807.40	One-time | DIR-CPO-5687
One-Time Hardware Charge	$10,501.24	One-time | TIPS #230105
TOTAL	**$238,277.94**	**3-Year Contract Value**

	CURRENT SOLUTION	PROPOSED SOLUTION	DELTA
One-Time Installation Charge	$0	$25,807	+$25,807
Annual Operating Cost	$14,780	$67,500*	+$52,720
Existing Phone Circuits (PRI)	$16,800	$0	($16,800)
NET ANNUAL CHANGE			**+$61,727**

**Project Funding: FY2026 ELP ($81,000) + Fiscal Year 26 savings identified from above cost not yet realized this fiscal year.*
First year (FY26) cost: $103,631.74 – One time charges + 1st year of subscription

Spare AI Voice

Planned ELP Request for FY2027 — can be executed after Zoom phone system deployment is complete

What is Spare AI Voice?

Spare AI Voice is a transit-native AI call service that answers rider calls, books trips, processes cancellations, and resolves common requests automatically inside DCTA's scheduling system. No hold times. No staff required for routine calls.

Why — The Case for Action

- DCTA is insourcing and scaling its call center to handle higher inbound call volume.
- A large share of inbound calls are routine: trip booking, ETAs, cancellations, eligibility checks.
- AI Voice automates these calls end-to-end, freeing agents for complex rider inquires or customer issues.

FY2027 Budget Consideration

To be included in the FY2027 Expanded Level Project (ELP) budget request. Pricing TBD pending formal scope and vendor engagement.

Key Capabilities

Automated Trip Booking and Eligibility queries

Riders can book and cancel trips by phone and get eligibility questions answered immediately.

Live ETA & Status Updates

"Where is my ride?" answered instantly, 24/7, with up-to-date real time information.

Multilingual Support

Automatic support in multiple languages for DCTA’s growing ridership.

Smart Escalation

Complex calls that need more help get handed to a human right away.

Recommendation

Staff recommends the Board approve 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

Regular Agenda Item 5

Discuss the A-train Enhancement Program Update

Presenter: Austin Frith
Vice President, Planning and Development

Recommendation

This is a discussion item. No Board action required at this time.

A-train Enhancement Program Context

A multi-year initiative to improve regional connectivity, service reliability, capacity, safety, and customer experience along the A-train corridor.

The Downtown Carrollton Extension is the priority near-term element — enabling a single-seat transfer to the DART Silver Line and DFW Airport.

January 2026 (RA07): Board approved local match for the BUILD grant application.

February 2026 (RA09): Staff noted the cost estimate would continue to refine as planning advanced.

Today's briefing covers progress across active elements of the program, key cost drivers, and a Board action request to apply for upcoming grant opportunities for the Downtown Carrollton extension.

PROGRAM ELEMENTS

Curve & Speed Enhancement

Travel time and reliability improvements

Downtown Carrollton Extension

Single-seat transfer to DART Silver Line

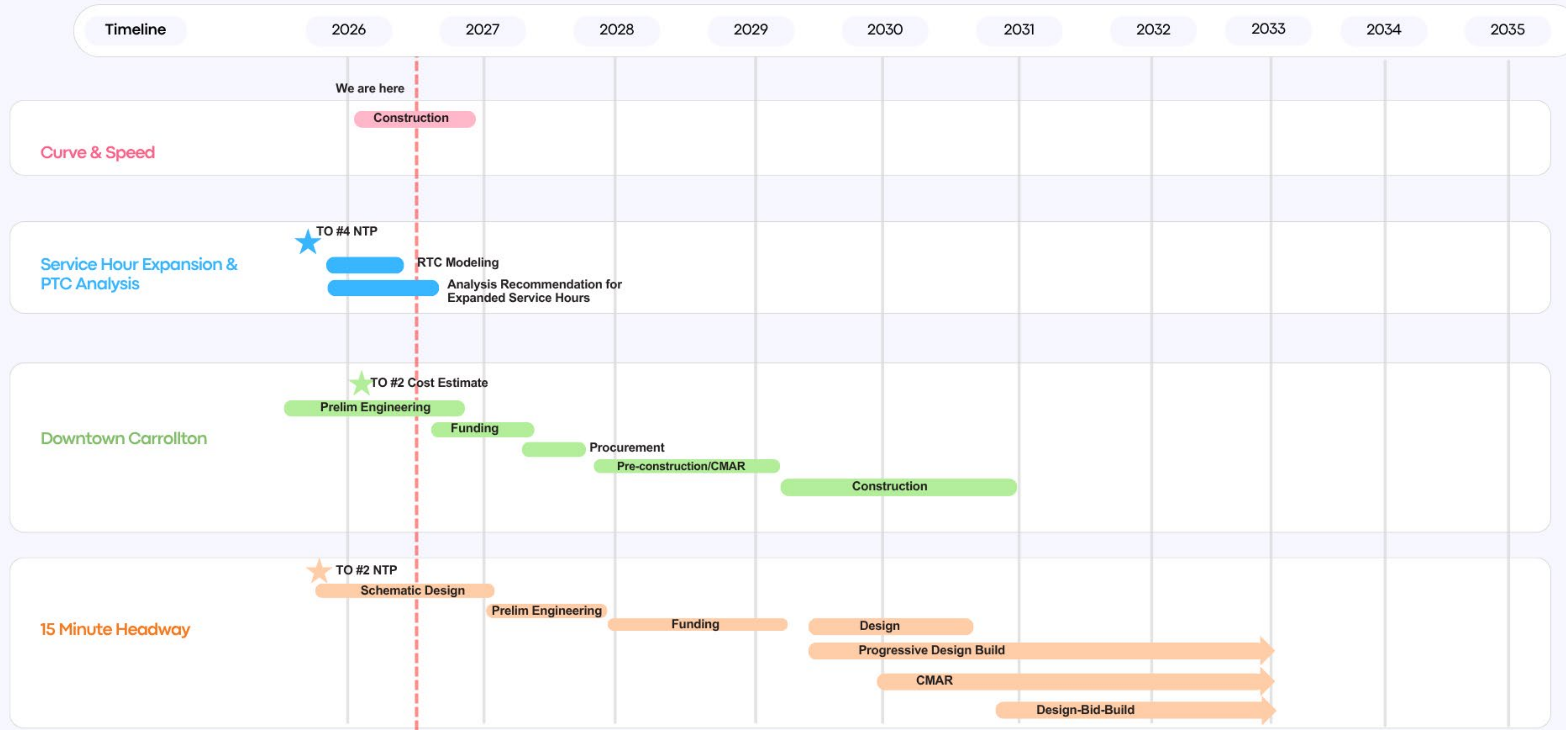
Expanded Service Hours

Late-evening service evaluation

15-Minute Headways

Increased service frequency

A-train Enhancement Program Timeline



Curve & Speed – Carlisle Dr Alignment Update

Project schedule update driven by interagency coordination needs.

HICKORY CREEK/ LAKE DALLAS COORDINATION

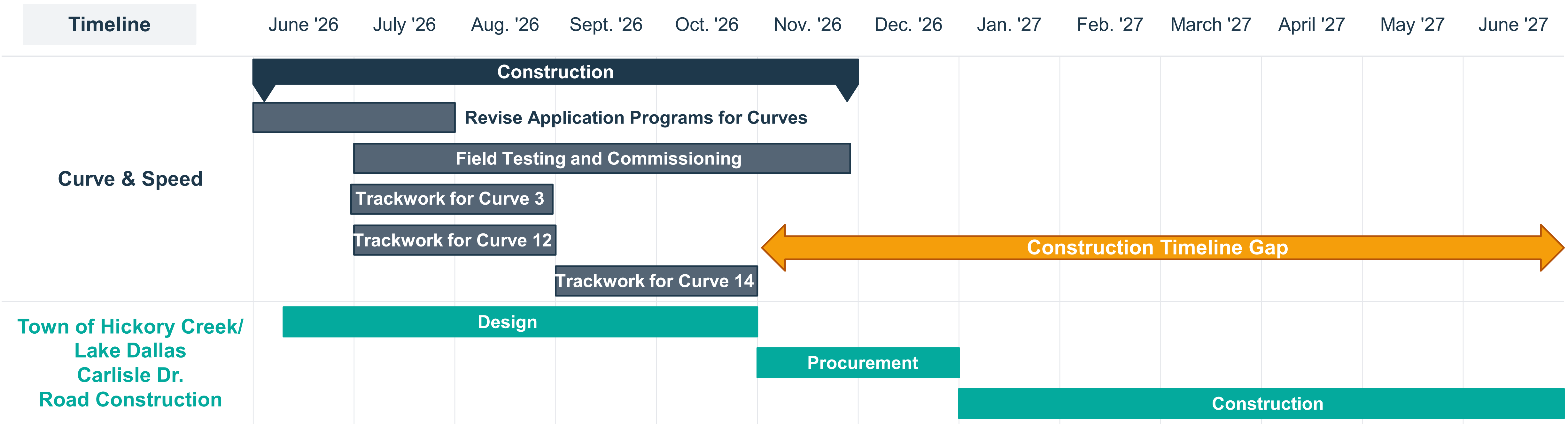
Carlisle Drive Interface

- Town of Hickory Creek's/ Lake Dallas Carlisle Drive road construction project interfaces with the A-train corridor.
- Goal: minimize disruption to both projects while maintaining corridor improvements.

FRA / CRISI GRANT ALIGNMENT

Schedule Discipline Required

- Staff has worked to maintain CRISI schedule alignment while accommodating Carlisle Drive coordination.
- FRA has indicated a meaningful schedule shift would not be favorable for current CRISI grant alignment.



Downtown Carrollton Extension – Design Progress

Design Progress

- Progressed from high-level concept to schematic design
- Survey and potholing complete; design refinement underway
- Preliminary station layout options adjacent to DART Silver Line
- Coordination ongoing with DART, DWU, City of Carrollton, and DGNO

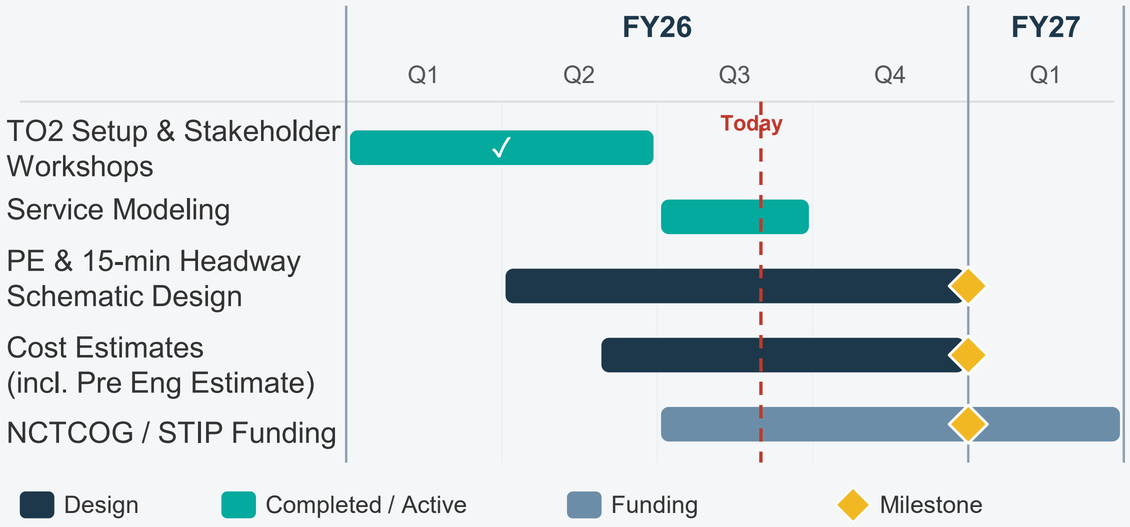
Service Modeling – Lochner / Jacobs

Building off the 2025 RTC model to:

- Extend the DCTA A-train span of service
- Incorporate DGNO operations (speeds and deliveries) into the model
- Analyze alternate runs to determine which combinations of headways, service hours, PTC, and track infrastructure will and will not work
- First-run results anticipated by end of May; final results by end of June

Design Schedule

Preliminary Engineering & 15-min Headway Schematic Design (TO2) · DCTA FY (Oct–Sep)



Key Milestones

Q2 FY26 — TO2 Notice to Proceed ✓
Q2 FY26 — DART / DGNO stakeholder workshops complete ✓
End Q3 FY26 — A-train service modeling complete
Q4 FY26 — Prelim Engineering Cost Estimate complete
Q4 FY26 — NCTCOG funding deadline (Nov '26 STIP)
End FY26 — Preliminary Engineering & Schematic Design complete

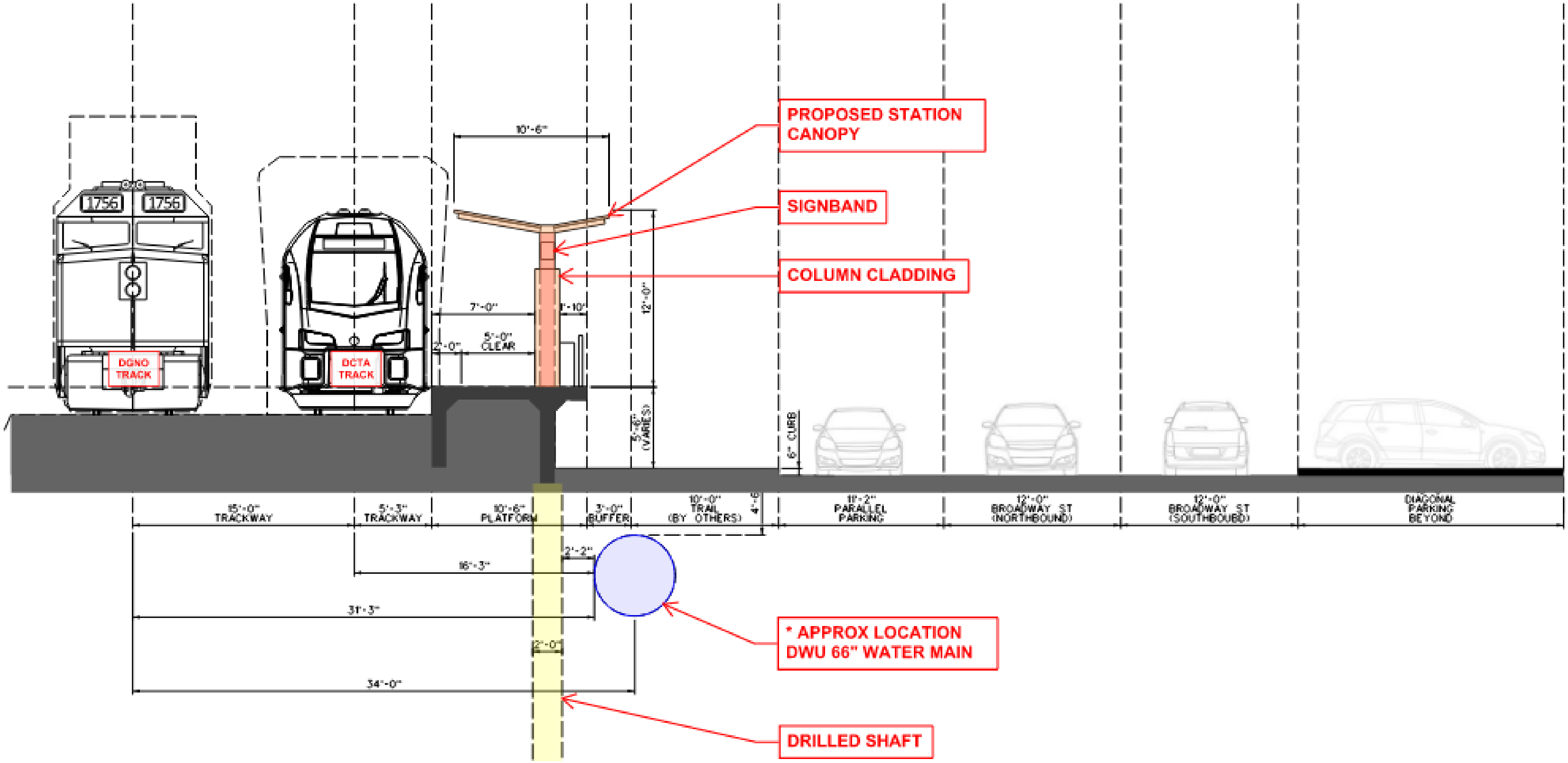
A-train Extension – Project Cost Estimate

DCTA

Standard Cost Category (SCC)	2026 Estimate Western Alignment (PTC-E-ATC) (2026 $, M)	2026 Estimate Existing Alignment (PTC-E-ATC) (2026 $, M)	2026 Estimate Existing Alignment (PTC-I-ETMS) (2026 $, M)
Guideway & Track Elements	21.98	30.29	30.29
Stations, Stops, Terminals, Intermodal	7.25	7.25	7.25
Sitework & Special Conditions	23.75	17.28	17.28
Systems (signals, PTC)	38.35	60.52	165.92
Construction Subtotal	**91.33**	**115.34**	**220.73**
ROW, Land, Existing Improvements	?	0	0
Vehicles	0	0	0
Professional Services	27.75	36.24	73.84
Subtotal	**119.07**	**151.57**	**294.58**
Unallocated Contingency	3.65	4.61	8.83
Finance Charges	0	0	0
Total Project Cost	**122.73**	**156.19**	**303.41**
Notes	Does not include extended span of service or freight service north of Trinity Mills Station	Does not include extended span of service or freight service north of Trinity Mills Station PTC would allow for integrated service with freight	Does not include track work needed for 15 min headways north of Trinity Mills Station PTC would allow for integrated service with freight

Platform Design/ Waterline Mitigation

DCTA



Alignment & PTC Decision Framework

DCTA

ALIGNMENT DECISION

WESTERN ALIGNMENT

- DCTA on separate track from DGNO
- No PTC compatibility decision required
- DCTA retains E-ATC PTC system

✓No further PTC decision until Expanded Service Hours is required

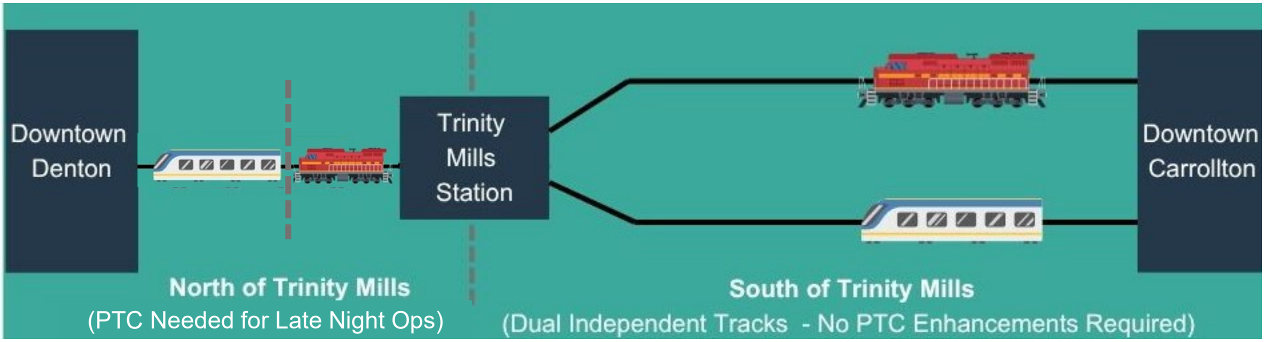
EXISTING ALIGNMENT

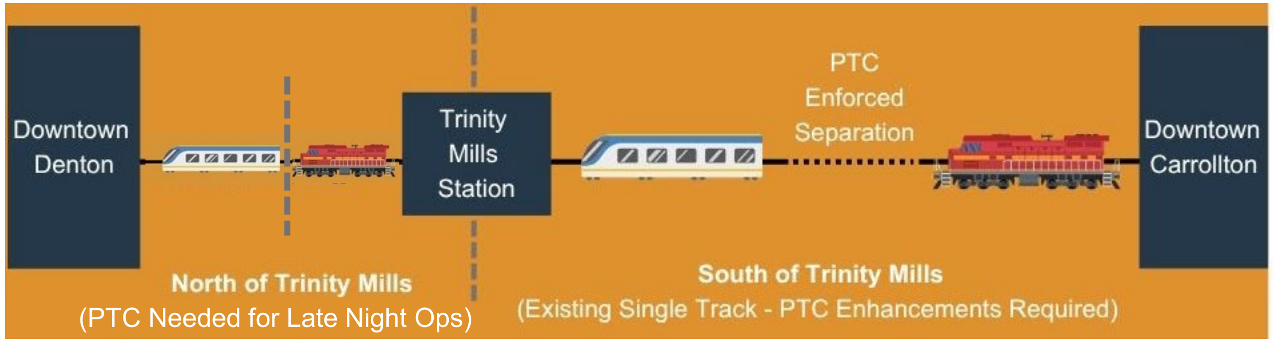
Track shared with DGNO freight operations

PTC compatibility decision required:

Dual-Equip DGNO
Equip DGNO locomotives with E-ATC. DCTA retains E-ATC.

Upgrade DCTA PTC
Upgrade DCTA from E-ATC to I-ETMS to match DGNO.





Quiet Zone Assessment

DCTA

9

at-grade crossings

Trinity Mills → Downtown Carrollton

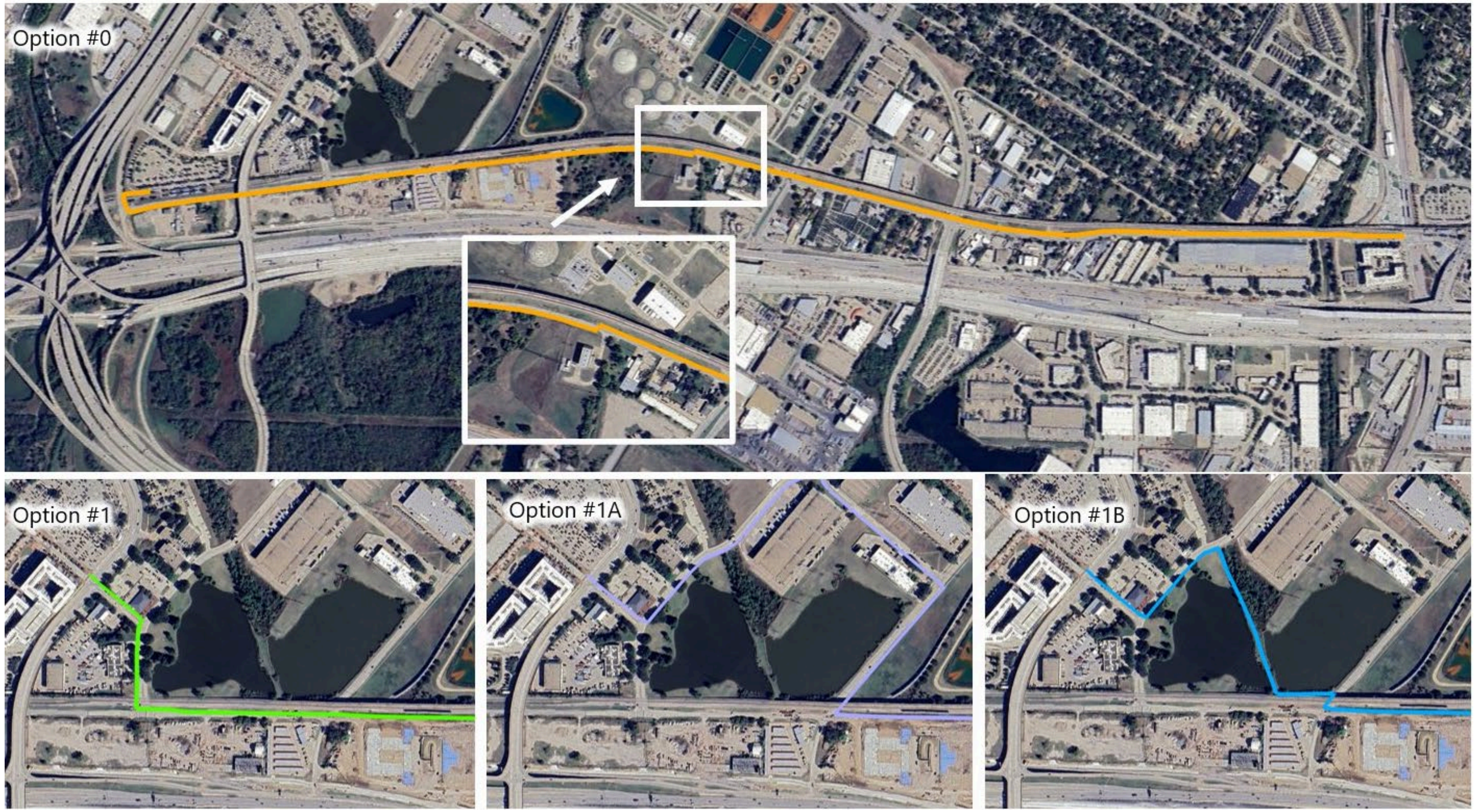
- Coordination with City of Carrollton on May 6, 2026 evaluated four potential closures.
- Donald Avenue closure remains under evaluation; other crossings will require quiet zone treatment.
- Pursuing federal grant funding through RCE program, with parallel TxDOT coordination under Section 130.

CROSSING CLOSURE ANALYSIS (4 of 9 crossings evaluated for closure)

Roadway	Recommendation	Notes	Updated Recommendation
Westway Cir	~~Close~~	New driveway from Random Rd needed.	**Keep Open** *City does not desire commercial traffic on Random Rd (residential)*
Donald Ave	Close	Short residential street with limited traffic.	**Closure Under Evaluation** *Closure remains on the table; further investigation needed*
Vinylex Dr	~~Close~~	May be possible to close both Vinylex and Meridian Brick if new driveway built.	**Keep Open** *ROW needed for new driveway accessible to all area businesses.*
Meridian Brick	~~Close~~	May be possible to close both Vinylex and Meridian Brick if new driveway built.	**Keep Open** *Consolidation would require relocation of one or more businesses.*

Carrollton Hike/Bike Trail

Coordinating with the City of Carrollton on a hike/bike trail along the corridor, **consistent with NCTCOG's Mobility 2050 regional trail vision** connecting Carrollton and Lewisville trail networks.



REGIONAL VISION

NCTCOG Mobility 2050
identifies a hike/bike trail along the A-train corridor as part of the regional active transportation network.

Connectivity goal: link existing City of Carrollton trail network to City of Lewisville trail network via the corridor.

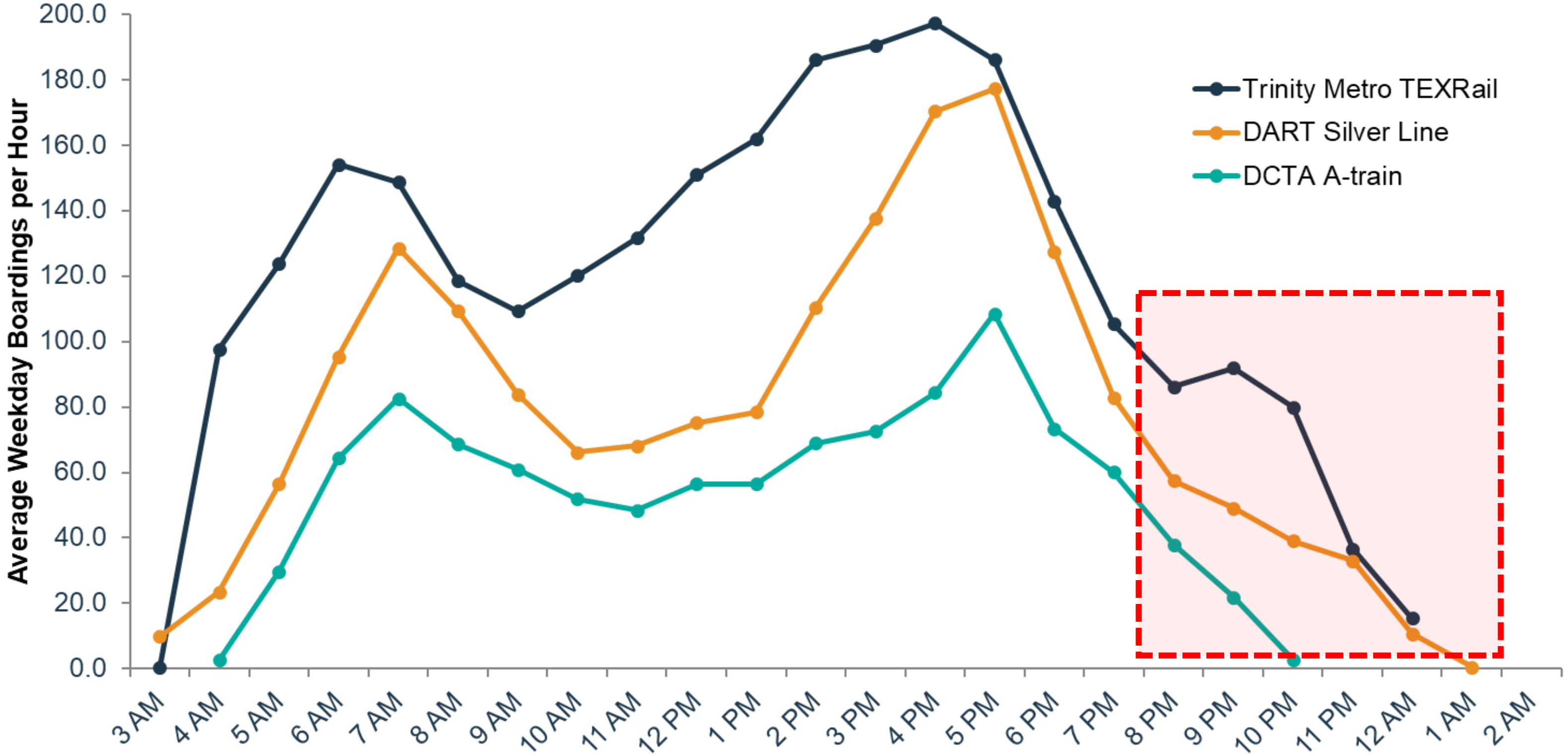
COORDINATION STATUS

- Available ROW is constrained by the addition of a second track under the Western Alignment scenario.
- City of Carrollton prefers to keep the trail along N Broadway St (Option #0).
- Trail location and design are being refined in parallel with overall corridor design.
- DCTA, City of Carrollton, and Lochner coordination ongoing.

FUNDING: Trail funding expected from external sources, not DCTA capital.

Expanded Service Hours Analysis

Staff analyzed March 2026 weekday ridership for DART Silver Line, Trinity Metro TEXRail, and DCTA A-train to inform expanded service hours and bus bridge alternatives.



KEY OBSERVATIONS

197
TEXRail 4 PM peak

177
DART Silver Line 5 PM peak

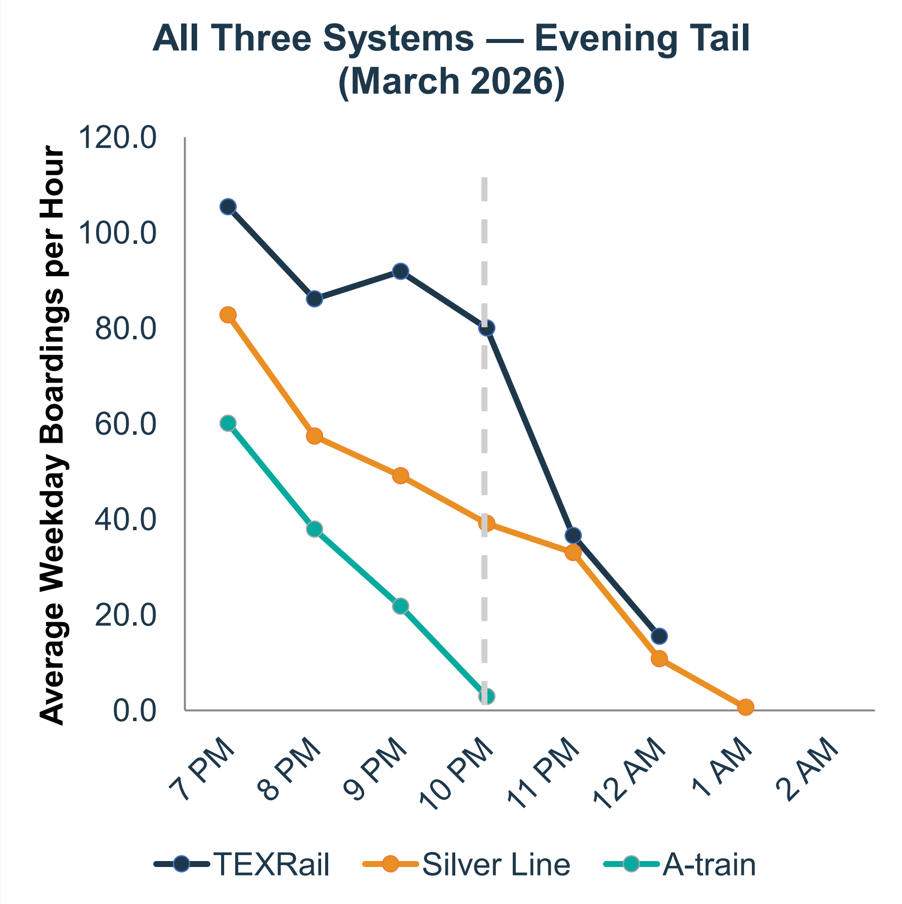
109
DCTA A-train 5 PM peak

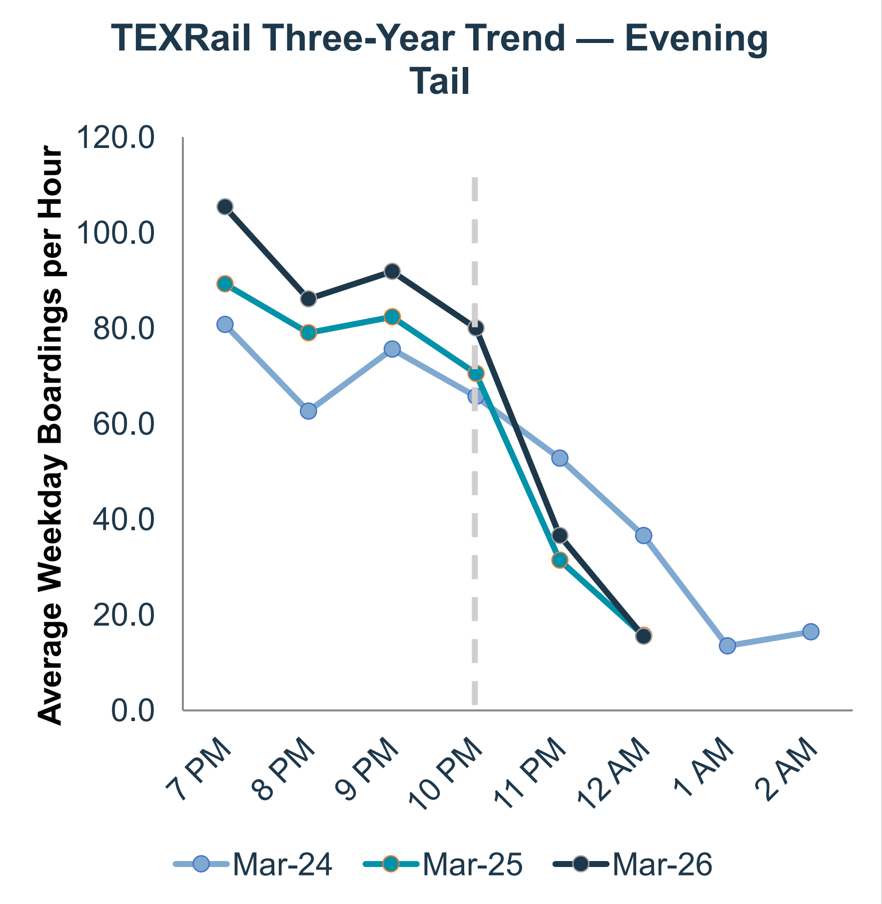
ANALYSIS FINDINGS

- TEXRail PM peak ~197 boardings/hr at 4 PM is highest of the three systems; DART Silver Line ~177/hr at 5 PM; A-train ~109/hr at 5 PM.
- All three systems share a similar evening pattern — ridership tails off after 8 PM and drops sharply after 10 PM.

Expanded Service Hours Analysis

Zooming in on the post-7 PM tail across all three systems, and TEXRail's multi-year evening pattern. **The 10 PM cliff is consistent across the region.**





TEXRAIL CASE STUDY

TEXRail post-7 PM ridership across 3 years:

Mar 2024: **404 riders** *(full service through 2 AM)*

Mar 2025: **368 riders** *(1–2 AM service cut)*

Mar 2026: **415 riders** *(consolidated, recovered)*

Net: ridership grew above 2024 levels despite trimming 1–2 AM trains.

DOWNTOWN CARROLLTON

Silver Line post-7 PM ridership:

273 daily — entire line

Downtown Carrollton station alone:

46 daily *(~17% of line)*

Source: DART, Trinity Metro, and DCTA monthly weekday ridership reports.

Expanded Service Hours Options

DCTA

Extending the A-train service window past 9 PM (Mon–Thu) / 10 PM (Fri) — with or without PTC infrastructure investment

THE CONSTRAINT

DGNO operates the corridor overnight. A-train and freight cannot run concurrently without compatible PTC. Today's service ends each evening to give DGNO its operating window.

THE GOAL

The A-train Enhancement Program calls for expanded service hours. The question is how to deliver late-night station access — by extending rail, or by supplementing with bus.

OPTION 1 — INFRASTRUCTURE

Corridor PTC Upgrade for Concurrent Rail Operation

Capital investment to allow A-train passenger service to overlap with DGNO freight movements — enabling extended rail hours into the evening.

- Path A: Dual-equip DGNO locomotives with E-ATC
- Path B: DCTA conversion of corridor to I-ETMS
- High upfront capital outlay; multi-year interagency coordination with DGNO and RGPC
- Long lead time before service expansion can launch

OPTION 2 — SERVICE DESIGN

Late-Night Bus Bridge from Downtown Carrollton

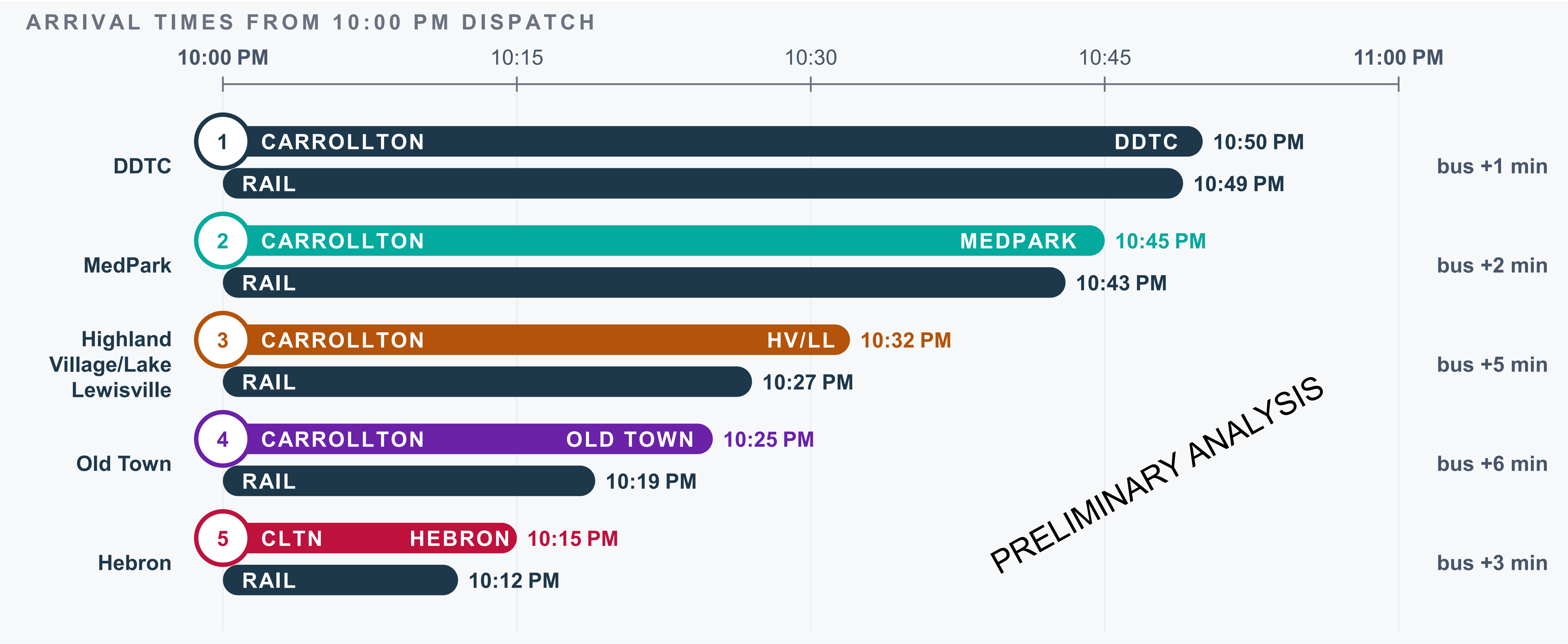
Buses extend station access after rail service ends — preserving today's DGNO operating model and avoiding the PTC capital question entirely.

- Rail ends on schedule (9 PM Mon–Thu / 10 PM Fri) — DGNO window unchanged
- 5 buses staged at Downtown Carrollton dispatch in coordination with the last A-train arrival
- Lower capital outlay; recurring O&M scales with service span and ridership
- Faster path to launch — fleet acquisition vs. infrastructure procurement

Expanded Service Hours – Bus Bridge Compare

DCTA

5 buses staged at Downtown Carrollton dispatch 10:00 PM after the day's final A-train — each arrives within 1–6 minutes of rail equivalent timing



Expanded Service Hours Next Steps

DCTA

1 Run Time Validation

- Rail: confirm DC → Trinity Mills extension timing and extended-schedule operating speeds
- Bus: engineering-grade route times with I-35E traffic modeling
- Verify rail dwell + acceleration for late-evening operating profile

2 Lifecycle Cost Comparison

- PTC capital: Option A (dual-equip DGNO with E-ATC) vs Option B (I-ETMS conversion)
- Bus bridge capital: fleet + ~20% spares, facility impacts
- 10-year O&M for both paths
- Federal funding: CRISI (PTC) vs Bus & Bus Facilities / 5307 / 5339 (bus)

3 Demand & Service Design

- Confirm late-night ridership by station, origin, day of week
- Service span, trip frequency, fleet sizing
- DART Green Line late-arrival coordination
- Expanded Service hours duration

Upcoming Board Deliverables

Cadence of program updates and decision points returning to the Board.

FEB 2026 ✓
Revised cost estimate, design alternatives
Downtown Carrollton

MAY 2026 ✓
Design update, Quiet Zone assessment
Updated design opportunities/ DT Carrollton crossings

AUG 2026
PTC assessment update / recommendations
Service Hours expansion and PTC recommendation

SEP 2026
Delivery method assessment
Project and Program-level analysis for delivery

DEC 2026
Final cost estimates / funding opportunities
Program timeline finalization/ funding update

Recommendation

This is a discussion item. No Board action required at this time.

Regular Agenda Item 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

Presenter: Austin Frith
Vice President, Planning and Development

Recommendation

Staff Recommends the Board Authorize 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.

Funding Opportunities – Feb 2026 Update

DCTA

Long Range Financial Plan		65.11	85%	11.49	15%	76.60
	Notes	**Federal ($M)**	**Federal Share**	**Local ($M)**	**Local Share**	**Total ($M)**
BUILD Grant	Max award of $25M	25.00	80%	6.25	20%	31.25
NCTCOG	RTC Funding (Jan 2026)	65.00				65.00
Remaining Local Funds from Budget	To be used as match for future federal funds			5.24**		5.24
Subtotal		**90.00**		**11.49**		**101.49**
Funding Gap to reach February 2026 Cost Estimate						21.24*
Total						**122.73**

**The BUILD grant application notes that the funding gap shown reflects funding that has not yet been programmed or sourced, and therefore are not currently committed*

***The difference in local match between the LRFP and the current plan reflects the application of funding-source-specific match requirements, including the BUILD grant's lower federal share*

Grant Strategy & Local Match Commitment

DCTA

ACTIVE APPLICATION

SUBMITTED

BUILD

Capital construction of the Downtown Carrollton Extension and Platform

Administrator	USDOT
Purpose	Extension construction & connectivity
Federal Share	80% ($25M)
DCTA Local Match	**20% ($6.25M)**
Total Funding	**$31.25M**
Timing	Submitted January 2026

Track Extension

Corridor Connectivity

Multi-modal Transfer

Station Construction

Access & Mobility

ACTIVE APPLICATION

RCE

Crossing Closures and/or Safety Enhancements

Administrator	FRA
Purpose	Reduce train/vehicle conflicts
Federal Share	80% ($26.4M)
DCTA Local Match	**20% ($6.6M)**
Total Funding	**$33M**
Timing	June 2026

Grade Separations

Crossing Closures

Pedestrian & Bike Connectivity

Roadway Realignments

FUTURE COORDINATION

Section 130

Rail crossing safety upgrades at at-grade crossings

Administrator	TxDOT Rail Division
Purpose	Improve crossing safety
Federal Share	Up to 100%
DCTA Local Match	None required
Timing	TBD, Ongoing coordination

Service Expansion

Passenger Amenities

Bike/Ped Connections

Technology & Information

Access & Mobility

BEST CASE – BUILD Grant Received

Funding Source	Category	Fed	Local	Total	Status
NCTCOG CMAQ $3M	Fed — RTC	$3M	$0	$3M	AWARDED
NCTCOG $65M	Fed — RTC	$65M	$0	$65M	COMMITTED
BUILD Grant (USDOT)	Fed — USDOT	$25M	$0	$25M	RECEIVED
DCTA BUILD Match	Local — DCTA	$0	$6.25M	$6.25M	COMMITTED
DCTA Long-Range Funding	Local — DCTA	$0	$7.228M	$7.228M	COMMITTED
DCTA's 20% Match on NCTCOG $65M	Local — Match	$0	$16.25M	$16.25M	REQUIRED
TOTAL PROJECT COST		$93M	$29.728M	$122.7M	

WORST CASE – BUILD Not Received

Funding Source	Category	Fed	Local	Total	Status
NCTCOG CMAQ $3M	Fed — RTC	$3M	$0	$3M	AWARDED
NCTCOG $65M	Fed — RTC	$65M	$0	$65M	COMMITTED
BUILD Grant (USDOT)	Fed — USDOT	$0	$0	—	NOT RCVD
DCTA BUILD Match	Local — DCTA	$0	$0	—	N/A
DCTA Long-Range Funding	Local — DCTA	$0	$38.478M	$38.478M	REQUIRED
DCTA's 20% Match on NCTCOG $65M	Local — Match	$0	$16.250M	$16.25M	REQUIRED
TOTAL PROJECT COST		$68M	$54.728M	$122.7M	

Funding Timeline

	2026	2027	2028	2029	2030
PROJECT SPENDING NEEDS					
Design / Engineering	Design / Engineering (12/25 – 7/27)				
Construction + Contingency			Construction (7/28 – 12/2030)		
FUNDING AVAILABILITY					
CMAQ $3M Federal RTC	$3M Available Now				
NCTCOG $65M Federal RTC	STIP	$65M Federal RTC — COMMITTED — avail. ~Jun 2027 | STIP Apr-27			
BUILD $25M Federal USDOT	Decision Jun/Jul	$25M Federal USDOT — if awarded			
DCTA BUILD Match $6.25M Local		$6.25M DCTA Local Match — committed — conditional on BUILD			
DCTA Long-Range (Varies by scenario)	$7.228M (Best) – $38.478M (Worst) DCTA Local — amount varies by scenario				
NCTCOG 20% Match $16.25M	$16.25M required match				
PROJECTED COST	2026 $5M	2027 $5.5M	2028 $30M	2029 $41.25M	2030 $41.25M

Local Funding Options

LOCAL OBLIGATIONS

BUILD Received

$29.728M

DCTA BUILD match	$6.250M
DCTA Long-Range	$7.228M
DCTA 20% match on NCTCOG	$16.250M

No BUILD

$54.728M

DCTA Long-Range	$38.478M
DCTA 20% match on NCTCOG	$16.250M

TIER 1 — REDUCE THE OBLIGATION

EXPLORING

Transportation Development Credits (TDCs)

Up to $16.25M

Non-cash credits that satisfy DCTA's 20% match on NCTCOG $65M — if DCTA qualifies

TO EXPLORE

Regional Toll Revenue (RTR) Funds

TBD

NCTCOG-administered regional discretionary funds — subject to RTC approval

ACTIVE

RCE Grant — Railroad Crossing Elimination

80% Federal

FRA grant for crossing closures along corridor

FUTURE

Section 130 — TxDOT UTP Cat. 8

Up to 100% Federal

No DCTA local match on eligible crossings

Local Funding Options - Financing

DCTA

TIER 2 — FINANCE WHAT REMAINS

PRIMARY

Conventional Bond (Sales Tax Revenue)

4.50 – 5.50%

- Private placement or rated public offering

TO EXPLORE

TIFIA (49 USC — USDOT)

4.6 – 4.9% Treasury rate

- Direct federal loan — up to 49% of project ($60.1M max)
- Investment-grade credit rating required
- 12–18 month application timeline

TO EXPLORE

RRIF (FRA / USDOT)

4.6 – 4.9% Treasury rate

- Direct federal loan — up to 100% of project cost
- No formal credit rating required (CRP assessed)
- RRIF Express commuter railroad track — DCTA qualifies

Local Funding Options - Financing

DCTA

5-Year Bridge Note @4.25% → Refinance to 15-Year @ 4.50% or 20-Year @ 4.75% | Interest-only 1st FY

Scenario	Principal	Bridge	1st Year	15yr @4.50%	20yr @4.75%	Total 15yr	Total 20yr
Existing DS Only	—	$1.99M	$1.99M	$1.99M	$1.99M	$14.0M	$14.0M
Best Case $29.728M (BUILD received)	$29.728M	$3.04M	$4.37M	$4.37M	$4.00M	$50.8M	$55.3M
Worst Case $54.728M	$54.728M	$4.33M	$7.28M	$7.28M	$6.45M	$95.7M	$105.6M

Recommendation

Staff Recommends the Board Authorize 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.

Regular Agenda Item 7

Discuss Update on Transit Fare Policy

Presenter: Derick Sibley
Vice President, Finance

Recommendation

This is a discussion item. No Board action required at this time.

What This Policy Is – and Is Not

THIS POLICY IS	THIS POLICY IS NOT
• A governance document	• A fare schedule (those are in Attachment B)
• Authority, delegation, accountability	• A fare-change recommendation
• Required programs and protections	• A budget document
• Process for fare-change decisions	• A regional fare agreement

Document Structure (DRAFT)

17 sections plus three attachments, grouped into five themes.

FOUNDATION

1 Policy & Authority
2 Scope
3 Objectives
4 Delegation
5 Prudence
6 Internal Controls

FARE PROGRAMS

7 Products & Structures
8 Payment Systems
9 Reduced Fares
10 Sponsored Trip Program

FINANCIAL

11 Farebox Recovery
12 Performance Reporting

PROCESS

13 Schedule Adoption + Title VI
14 Compliance & Enforcement
15 Regional Fares

GOVERNANCE

16 Ethics
17 Training
Attachments A, B, C

Board Authority & Scope

DCTA

SECTIONS 1 & 2

THE BOARD HOLDS FULL AUTHORITY OVER ALL DCTA-OPERATED FARES

Authority: Texas Transp. Code Ch. 460 (§§ 460.109, 460.1091, 460.1092), HB 3323 (2003), DCTA bylaws, FTA grants.

SCOPE — ALL FARE-GENERATING DCTA SERVICES

Directly Operated

Rail, fixed-route bus, ADA paratransit, microtransit, and the UNT campus shuttle (ILA-governed, no individual fare).

Contracted

Demand-response, paratransit, and microtransit provided to Member or non-Member Cities under ILA, task order, or contract — DCTA retains fare-setting authority.

Objectives & Delegation of Authority

DCTA

SECTIONS 3–4

FOUR OBJECTIVES, IN PRIORITY ORDER

1 **Stewardship & Compliance**
Protect public resources; follow federal and state law

2 **Equity & Affordability**
Title VI analysis on every fare change

3 **Financial Sustainability**
Fares contribute, but not at the cost of ridership

4 **Operational Simplicity**
Minimum complexity for riders and staff

DELEGATION OF FARE AUTHORITY

Board retains:

- Fare Schedule adoption
- New fare structure types
- Base fare changes
- Fare capping; Income-Based Fare

CEO may act within:

- Promotions up to 90 days
- Institutional / employer agreements
- Emergency fare suspension (≤30 days)

Fare Products & New Programs

AUTHORIZED FARE STRUCTURES

a **Flat fare**
A-train, Connect Bus

b **Distance / zone-based**
Where trip lengths vary

c **Time-based**
Daily, monthly, annual passes

d **Hybrid**
Board-authorized combination

SPECIAL PROGRAMS

Free Fare Events
Peace officers, kids under 5, jurors, employees, PCAs, Veterans Day, Election Day

Income-Based Reduced Fare
Criteria TBD

Fare Capping
Per-trip riders capped at pass price

Non-Profit Pass Program
Annual Board-authorized budget (§ 9)

Sponsored Trip Program
Partner agencies fund trips (§ 10)

Anti-Fraud Framework
Non-transferability; lost / stolen procedure

Reduced Fares

SECTION 9

REQUIRED BY FEDERAL LAW	DCTA DISCRETIONARY
Seniors (65+) Half-fare; off-peak	**Income-Based** Verified via SNAP / TANF / WIC / Medicaid
Persons with disabilities Half-fare; Medicare ID accepted	**Non-Profit Pass Program** 501(c)(3) orgs; annual Board budget
ADA paratransit (Access) Cap: 2× comparable fixed-route	**Discretionary discounts** Listed in the Fare Schedule

Sponsored Trip Program

SECTION 10

Organizations may fund DCTA trips for their clients, employees, or members. The sponsor bears the full cost — DCTA does not subsidize sponsored trips from fare revenue.

ELIGIBLE SPONSORS

- Social-service agencies
- Non-profit organizations
- Employers; healthcare providers
- Member / non-Member City partners
- Educational and faith-based orgs
- Government agencies

PROGRAM RULES

- Applies to A-train, Connect Bus, GoZone
- Not Access, UNT Shuttle, or contracted
- Bulk purchase is the default model
- Pricing ≥ standard fare (unless reduced)
- Counts toward DCTA ridership
- Written Sponsored Trip Agreement required

Payment Systems & Fare Compliance

DCTA

SECTIONS 8 & 14

§ 8 PAYMENT SYSTEMS

All fare transactions through authorized DCTA payment systems or contracted providers.

Authorized channels (Attachment A):

- DDTC; GoPass mobile; Shopify
- TVMs at A-train platforms
- GoZone App (Via)
- Vendor qualification by VP Finance

§ 14 COMPLIANCE & ENFORCEMENT

Graduated enforcement; civil-rights compliant; defined rider dispute process.

Graduated framework:

- Warning → Citation
- Administrative resolution: 30 days
- Judicial resolution available
- Dispute process: 15-day staff response

Farebox Recovery Methodology

SECTION 11

FAREBOX RECOVERY RATE

Annual Fares Collected ÷ Annual Cost of Service × 100

HOW IT'S USED

Produced annually by mode; reviewed by the Board as part of budget adoption and § 12 performance reporting.

Targets are set annually by Board resolution — not embedded in this Policy.

Recovery data is reported separately, in the quarterly and annual performance reports.

METHODOLOGY HIGHLIGHTS

Pooled revenue: allocated by mode boardings

Targets: set by Board with budget

KPIs: ridership, revenue, recovery, cost/pax

Audit: annual independent audit (§ 12)

Fare Collection Performance

SECTION 12

REPORTING CADENCE

QUARTERLY
Fare revenue update by mode

ANNUALLY
Fare Performance Report (within 90 days of FY close)

ANNUALLY — REGIONAL
Regional Fare Report — changes, allocation

ANNUALLY (NTD)
FTA National Transit Database submission

PERIODIC
Board reviews this Policy by resolution (§ 1)

AUTOMATIC REVIEW TRIGGER

Fare Recovery Action Plan

If any mode falls below its annual target, VP Finance prepares an Action Plan for that mode.

ACTION PLAN ADDRESSES:

- Diagnosis of contributing factors
- Options with estimated impact
- Title VI equity analysis
- Staff recommendation

Regional Fare Coordination

DCTA

SECTION 15

DCTA participates in the GoPass regional fare system with DART and Trinity Metro. The Board retains final authority over Regional Fare changes affecting DCTA.

KEY DEFINITIONS

Local Fare (DCTA Board only) governs trips within DCTA.

Regional Fare (DART, Trinity Metro, DCTA) governs cross-system trips.

BOARD APPROVAL

No Regional Fare change without DCTA Board approval. 180-day notice.

§ 15.4(d)

ALLOCATION & SETTLEMENT

Written formula for DCTA share; written settlement schedule.

§ 15.6

Process & Governance

DCTA

SECTIONS 13, 14, 16, 17

Fare schedule adoption; compliance and enforcement; ethics; staff training.

§ 13

Schedule Adoption

Fares adopted by Board resolution with cost, Title VI equity, ADA. 30-day public notice.

§ 14

Compliance & Enforcement

Graduated framework: warning, citation, 30-day administrative resolution, or judicial. Civil-rights compliant. Customer dispute procedure.

§ 16

Ethics

No conflicts; disclosure required for material interests in fare-related vendors; statements filed with the Texas Ethics Commission and Board.

§ 17

Training

VP Finance and fare-administration staff maintain familiarity with fare law, Title VI, ADA, FTA grant conditions.

Recommendation

This is a discussion item. No Board action required at this time.

Informational Reports

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

Future Agenda Items/Board Member Requests

Items of Community Interest

Adjourn