



Board of Directors Regular Meeting Minutes

December 12, 2024 | 10:00 a.m.

The Board of Directors of the Denton County Transportation Authority (DCTA) convened a Regular Board of Directors Meeting with Chair TJ Gilmore presiding on Thursday, December 12, 2024 at 10:00am, located at the DCTA Administrative Offices, 1955 Lakeway Drive, Suite 260, Lewisville, Texas 75057.

Voting Members

Chair TJ Gilmore, City of Lewisville
Vice-Chair Cesar Molina, Denton County
Secretary Andy Eads, Denton County
Board Member Daniel Jaworski, City of Highland Village
Board Member Alison Maguire, City of Denton

Alternates

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

Non-Voting Members

Board Member Dennie Franklin, City of Frisco
Board Member Jeremie Maurina, City of The Colony
Board Member Jared Eutsler, City of Corinth

Legal Counsel

Joe Gorfida, Nichols Jackson

DCTA CEO

Paul A. Cristina

CALL TO ORDER

The Board Meeting was called to order at 10:00am by Chair Gilmore. All Board Members were present except for Board Members Maguire and Jaworski. Board Member Alternate Stevens represented Highland Village in Board Member Jaworski's absence and Board Member Alternate Smith represented Denton in Board Member Maguire's absence.

Note: Alternate Board Member Stevens arrived at 10:45am. Chair Gilmore departed the meeting at 10:46am and returned at 11:39am. A quorum was present at all times.

INVOCATION

Alternate Smith provided the invocation.



PLEDGE OF ALLEGIANCE

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

INTRODUCTIONS

The following DCTA staff were introduced during this time.

Randy Evans – Marketing & Communications Manager

The following former North Texas Mobility Corporation (NTMC) Board Members were recognized and thanked for their service: Cassie Ogden, Gina McGrath, and Fred Busche

PUBLIC COMMENT

No individuals wished to address the Board during this time.

Prior to the approval of the Consent Agenda, Paul Cristina, CEO, advised the Board of minor edits that were made to the October 24, 2024 Regular Board Meeting minutes.

CONSENT AGENDA

1. Consider Approval of the Denton County Transportation Authority Equal Employment Opportunity (EEO) Policy and Program
2. Consider Approval of a Three-Year Contract with Segra for Fiber Based Communication Services in an Amount Not to Exceed \$167,400
3. Consider Approval of Revision 1 to the Denton County Transportation Authority (DCTA) Chief Executive Officer (CEO) Evaluation Policy
4. Consider Approval of Regular Agenda Meeting Minutes dated October 24, 2024

Motion by Secretary Eads with a second by Vice-Chair Molina to approve the Consent Agenda as presented. Motion passes 4-0.

REGULAR AGENDA

1. **Consider Approval of Monthly Financial Statements for September 2024, Quarterly Grants Report for Quarter 4 – Fiscal Year 2024, and Receive an Update from the Chief Financial Officer Regarding Enterprise Resource Program (ERP) Implementation and Finance Operations**

Sherrelle Evans-Jones, CFO, provided an update on the ERP System, performance fiscal year-to-date:

- Passenger revenue vs. budget – positive ridership, 9.3% ahead of budget
- Contracted revenue performance (\$4.6M) vs. budget (\$6.6M). Includes Collin County Rides program
- Sales taxes – performance 1.5% ahead of budget

- Capital and Operating Grants – reimbursement grants – working with FRA to make expenditure for PTC during upcoming year
- Salary and wage benefits
- Purchased transportation services (\$24.8M actual vs. \$25M budget)
- Investment income – positive \$7.8M
- Preparing for audit – early January (current numbers reflect 9/30/2024)

Grants

- Investments – 97% AAA rated, all investments in the portfolio comply with DCTA investment policy
- Status of invested assets – total yield to maturity was 5.21% as of June 30, 2024

ERP Phase 1 status update – implementation stages 1, 2, and 3 are complete

- User Acceptance Testing
- Work the ‘Go-Live Checklist’
- Work the ‘Cut-Over Plan’
- End User Training Preparation
- Go Live – April 1, 2025

Ms. Evans-Jones thanked and congratulated the DCTA Phase 1 ERP Team as they passed all modules in initial testing.

Motion by Vice-Chair Molina with a second by Board Member Smith to approve Regular Agenda Item 1 as presented. Motion passes 5-0.

2. Discuss the Initial Work Plan for the A-train Enhancement Program

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

- Reviewed Overall Program Scope and Cost Estimate
- Key steps to outline success for A-train PMC
- Multiple Decision Points Impact Recommendations to Spend Design Funds
- A-train Enhancement Program path forward – 3 phases
 - Phase 1: Curve and Speed Improvements
 - Phase 2: Downtown Carrollton Extension
 - Phase 3: 15-Minute Headway Improvement
 - Potential Scope Add: Corinth Station
- Initial work plan for curve and speed enhancements, goal and consultant responsibilities.
- Subsequent task order anticipated: Additional work after model validation – initiate, define, develop and identify, coordinate.

No Board action required at this time.

3. Authorize the Chief Executive Officer to Negotiate and Execute a Master Professional Services Agreement with HW Lochner for a 3-year initial term and up to two (2) one-year renewals for A-train Program Management

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

- Planning and Development, Consultant Objectives, RFP timeline 7/22/24 to 12/12/24
- PMC Master Agreement highlights – rate schedule, task order approval, no dollar value assigned
- HW Lochner team structure: responsibility (i.e., Project Management, Project Controls, Environmental Services, Value Engineering, Real Estate - and firms overseeing)
- HWL team - Leadership, Project Management, support areas, specialized teams, project team focus, stakeholder coordination
- Roles Distribution – preliminary engineering and design oversight is the most significant
- Depth of experience of each position noted
- Value Driven and Cost-Effective Approach. HWL team experience noted

Motion by Secretary Eads with a second by Vice Chair Molina to approve Regular Agenda Item 3 as presented. Motion passes 4-0.

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

Randi Trantham, Customer Service Manager, presented highlighting the following:

- Background – Customer Service Operations History
- Reviewed: Customer Service processes, positions, call volumes, hours of operation to include GoZone call volume and performance
- Intermediate Service Plan – Launched August 2024: Resulted in ridership growth and call volume challenges
- Spanish speaking customers are accommodated
- VIA Call Centers (fields the GoZone calls for DCTA) are stateside as well as overseas.
- Self-Service Tool – RideDCTA App
- DCTA customer service model – proposed (GoZone Call Integration)
- Next Steps
 - Work on requirements for the upcoming On-Demand Transit (GoZone) RFP to optimize mix of insource/outsource service.
 - Research new technology for implementation in FY26 and beyond

 - Consider physical space expansion of call center
 - Communicate information with staff

5. Discuss Update on the On-Demand / Transportation Network Company and Demand Response Requests for Proposal

CEO, Paul Cristina presented, highlighting the following:

- DCTA mobility as a Service – MaaS background
- Contract Reset: Demand Response vs. On-Demand Services (Proposed Solicitations)
- Demand-Response Services – Definition
 - Ride Request according to specific needs through app or online platform
 - Operates within DCTA's network of multimodal transit service
 - Accessible to the general public
 - Deploys fixed capacity of vehicles and operators dedicated to the DCTA system
 - DCTA & partner actively manage the daily service – adjusting deployed capacity, deployment zones and other such parameters
- Demand-Response Services – Objectives
 - DCTA's Demand-Response Service (GoZone) to its Member Cities
 - Use as a component within DCTA's overall multimodal network through integration and compatibility of the service with other modes
 - Enable DCTA to amend the scope of the deployment to meet demands of cities not currently receiving service from DCTA
 - Integrate Innovative mobility technologies to plan, book and pay for travel across different modes/online platforms within DCTA service area/region
 - Ensure top-quality customer service with localized, in-house expertise supplemented by contract service provider as necessary
- Demand-Response Services – Scope of Services/Project Approach
 - Evaluation Items (Vehicles, Drivers & Management Staff, Safety Program Support, Accessibility, Fare Calculation and Collection, Customer/Drive App, Administrative Tools, Data Access, Network Planning and Coordination, Support to Insourced Customer Service and Innovation)
- On Demand Services Definition
 - Request/Schedule transportation according to needs through DCTA Customer Service Department or App power by DCTA's scheduling platform (Spare, Inc.)
 - Accessible – Qualified individuals (i.e., Elderly, Disabled, ADA-qualified, etc.)
 - Dedicated Fleet or Transportation Network Company
- On Demand Services – Objectives
 - Deliver Cost-effective, On-Demand Transit and TNC solutions to Member Cities
 - Integrate On-Demand Transit and TNC's into DCTA's existing electronic booking and trip planning platform (Spare, Inc.)

- Enable DCTA to provide flexible and nimble services to cities not currently receiving service from DCTA including wheelchair, senior and disable populations
- Innovate Mobility technologies to provide customers with ability to plan, book, and pay for travel
- On-Demand Services – Scope of Services/Project Approach
 - Evaluation Items (Service Model, Technology Platform and Hardware Requirements, Fare Collection and Cash Handling, Accessibility, Customer and Driver Training, Data Reporting, Fleet and Personnel, and Regulatory Compliance)

Anticipated Timeline (not later than milestones)

December 2024 – Issue RFPs

February 2025 – Receive proposals

March 2025 – Review proposals and interviews

April 2025 – Award recommendation and contract

May 2025 – September 2025: Integration and transition preparation

October 1, 2025 – Service Start

No Board action required at this time.

6. Discuss Update on the Transportation Reinvestment Policy (TRiP)

CEO, Paul Cristina, presented highlighting the following:

- TRiP Policy Revision – Proposed Redlines
 - Page 1 (Scope, Funding)
 - Page 2 (paragraph regarding allocated funds)
 - Page 5 (Performance Evaluation and Reporting)
 - Page 12 (Table A)

CEO Cristina noted that the TRiP proposed revisions are scheduled for Board consideration during the January 2025 Regular Board Meeting.

No Board action required at this time.

7. Discuss Local and Regional Updates and Legislative Issues

Chair Gilmore advised the Board of ongoing conversations with the City of Lewisville and State Legislators regarding transit funding.

CEO Cristina reminded the Board of the upcoming Strategic Planning Work Session and indicated that Michael Morris, Director of Transportation – North Central Texas Council of Governments is scheduled as a guest speaker.



INFORMATIONAL REPORTS

1. Safety, Service, and Ridership Reports – October 2024
2. Update on Landscaping Maintenance Contract Solicitation

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

FUTURE AGENDA ITEMS AND BOARD MEMBER REQUESTS

Next Regular Board Meeting Date: January 23, 2025

Strategic Planning Work Session: January 30-31, 2025 (tentative) – Denton County Courthouse

REPORT ON ITEMS OF COMMUNITY INTEREST

Highland Village

Christmas at the Ranch - Saturday, December 14, 2024 – Double Tree Ranch Park

Lewisville

Santa in the Streets – December 9-19, 2024

CONVENE EXECUTIVE SESSION

No Items for the agenda.

RECONVENE OPEN SESSION

No items were scheduled for Executive Session; therefore, the Board did not reconvene in Open Session.

ADJOURN

The meeting was adjourned at 11:42am.



Andy Eads, Board Secretary



TJ Gilmore, Board Chair