



# CITY OF DENTON MOBILITY COMMITTEE

MC22-036

NOVEMBER 30, 2022

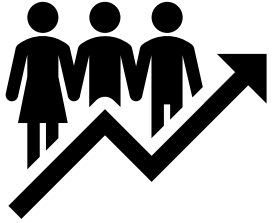


# DCTA – A Year in Review

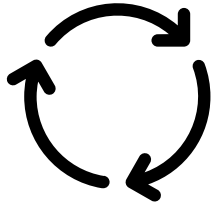




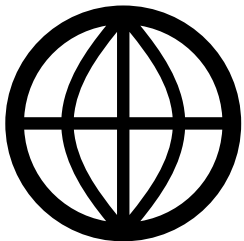
# DCTA – “Back to Basics”



Get People Where They  
Need and Want to Go



Make it Easy for the Rider



Drive a Better Future for  
Denton County

## DCTA gets back to basics, talks long-term goals at work session

By Justin Grass Staff Writer [jgrass@dentonrc.com](mailto:jgrass@dentonrc.com) Jun 13, 2022



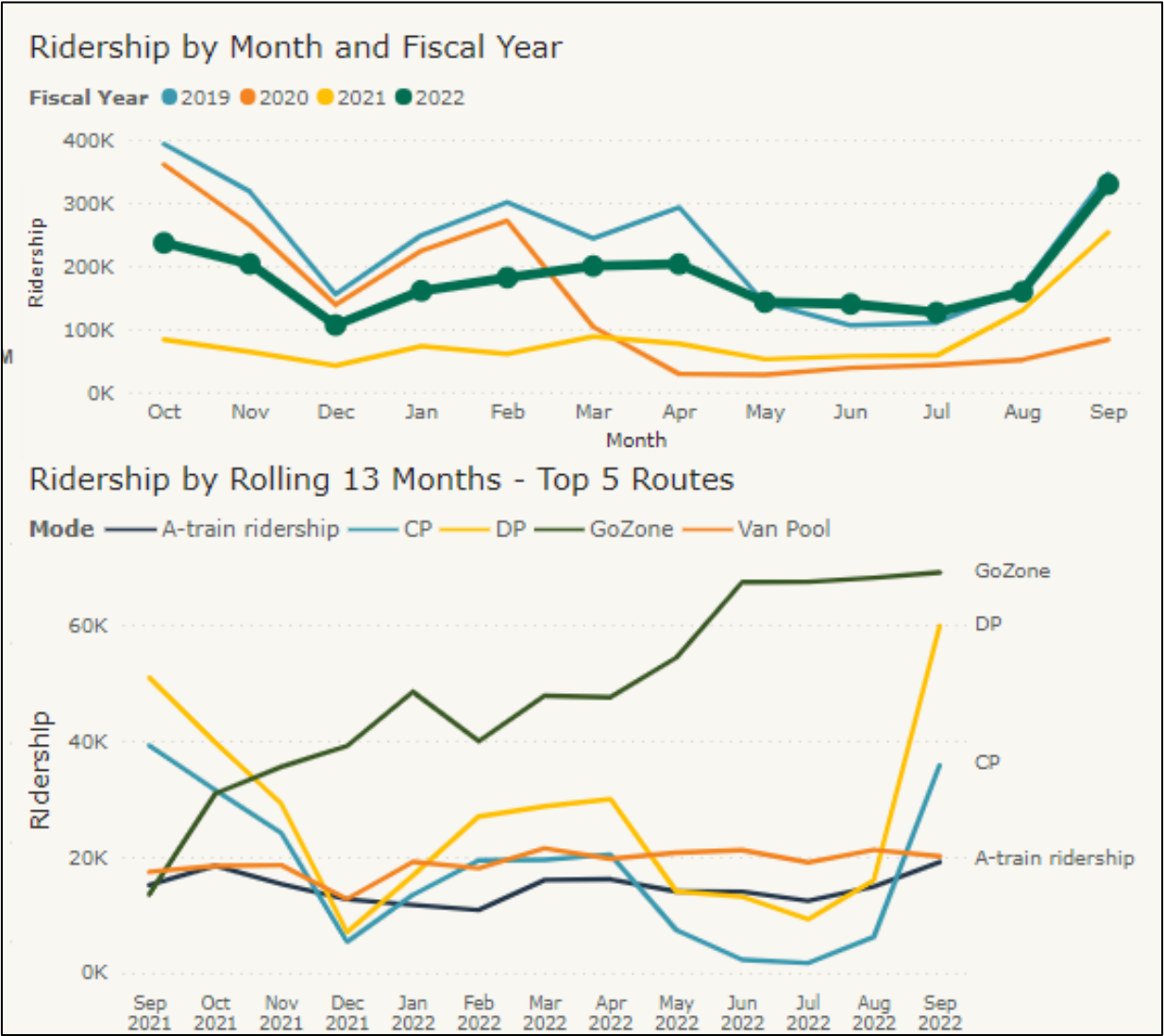
# FY22 Ridership



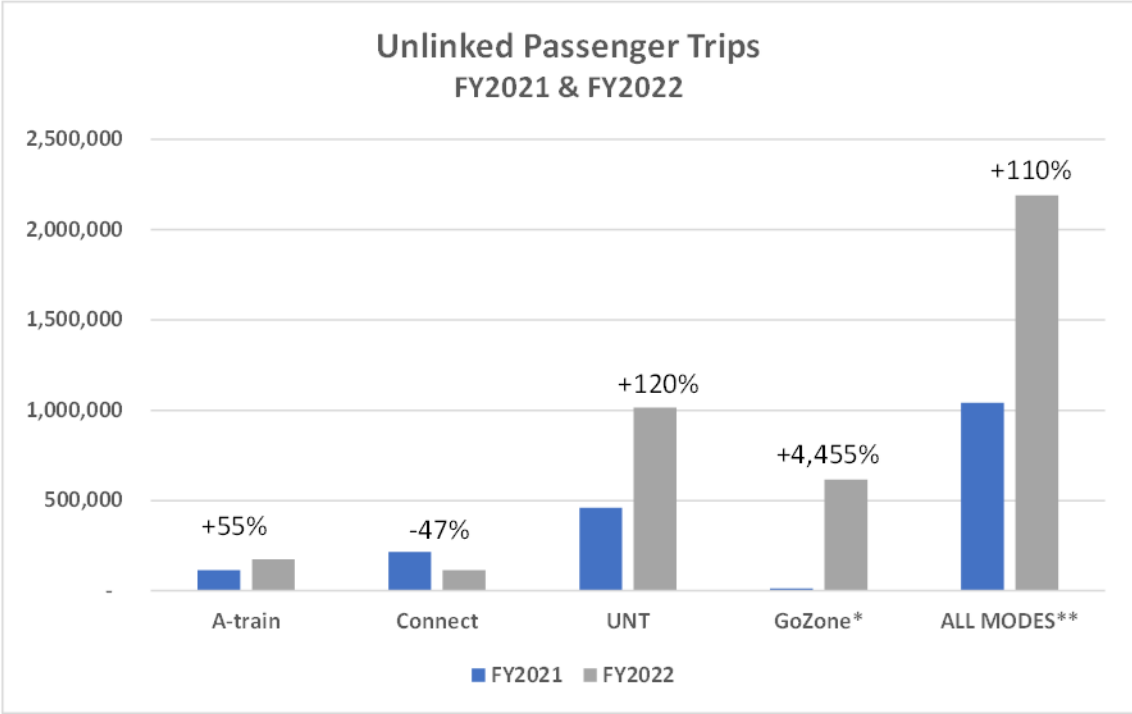
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# Strong Ridership Growth in FY22 and Momentum for FY23



|        | A-train | Connect | UNT       | GoZone* | ALL MODES** |
|--------|---------|---------|-----------|---------|-------------|
| FY2021 | 113,440 | 215,535 | 460,712   | 13,519  | 1,041,604   |
| FY2022 | 175,637 | 114,364 | 1,015,360 | 615,795 | 2,189,434   |



Notes:

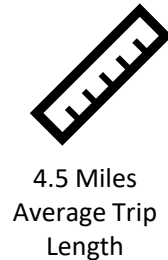
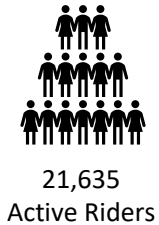
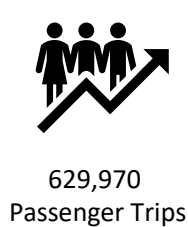
\*GoZone operated only one full month in FY2021

\*\*"ALL MODES" includes all commuter rail, bus, vanpool, paratransit, and GoZone service

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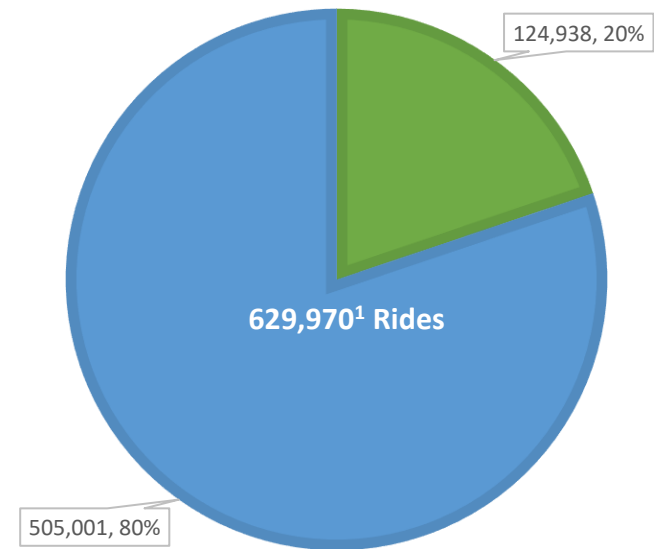
# GoZone Service

- September 7, 2022, marked **one year** of GoZone service
- During that first year of service, GoZone:
  - Completed 629,970 passenger trips - an average of 25 passengers per day.
  - Expanded DCTA's service offerings in multiple ways
    - Greater service coverage
    - Sunday service
    - Late night service (expanded hours)
    - Sunday A-train replacement service



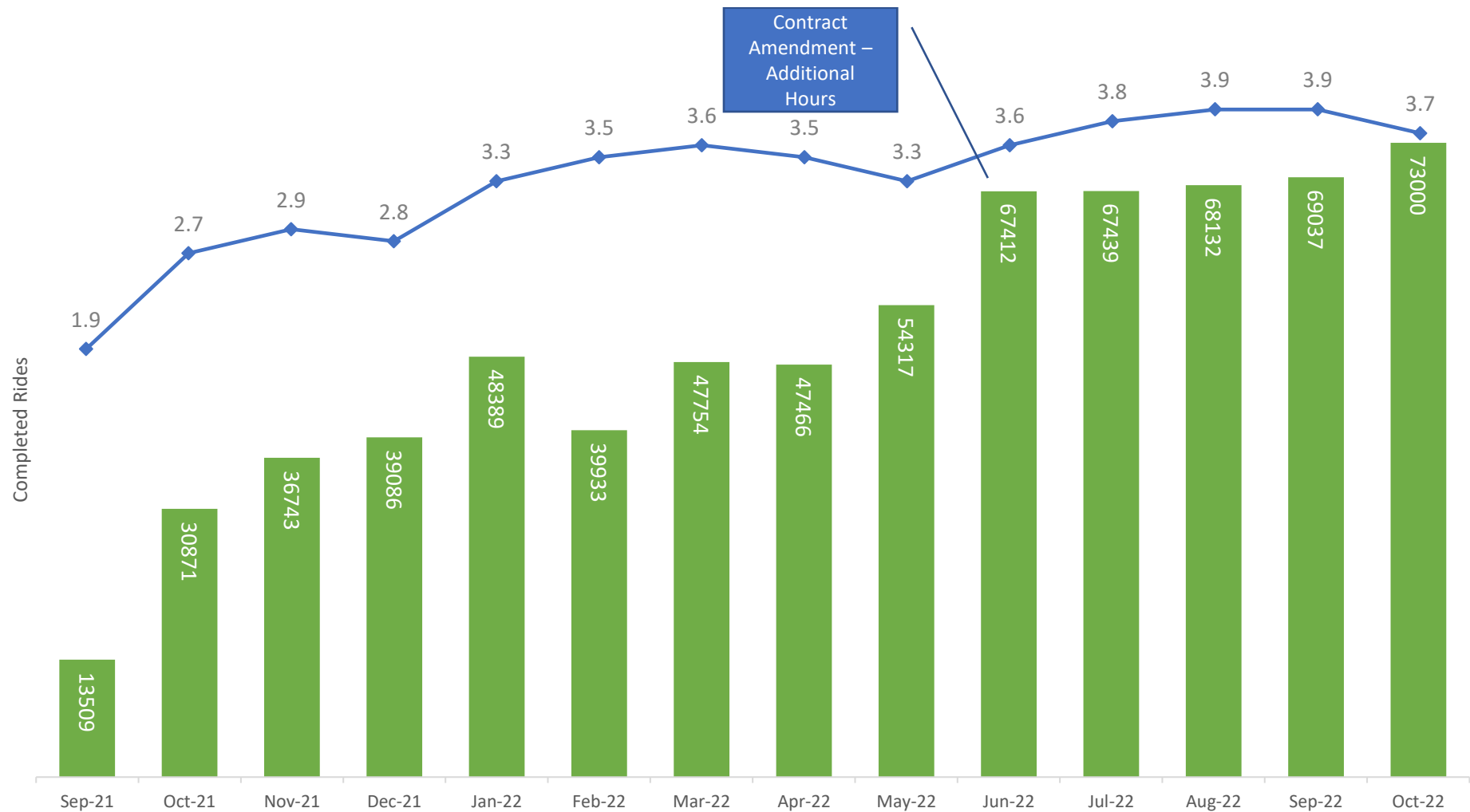
## GOZONE - YEAR 1 RIDERSHIP

■ LV/HV Completed Rides ■ Denton Completed Rides



<sup>1</sup>Year 1 of service - from 9/7/21 until 9/30/22

# GoZone Ridership by Month



# Comprehensive Operations Analysis and January 2023 Service and Fare Change



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# The Comprehensive Operations Analysis (COA) and Developing a Policy on Effective Fixed Route Service

- In early 2022 DCTA embarked on a COA to evaluate how the Connect service and GoZone service best work together.
- Utilizing passenger data, the Board reached a policy decision on efficient bus service.
- This policy guided the Board in their service decision for January 2023

| Route       | Average Weekday Productivity            | Average Saturday Productivity | Weekday Productivity by Time of Day (service hours vary slightly by route) |                        |                     |                          |
|-------------|---|-------------------------------|--|------------------------|---------------------|--------------------------|
|             |   |                               | Morning<br>Before 10 AM  | Midday<br>10 AM - 4 PM | Evening<br>4 - 7 PM | Late Night<br>After 7 PM |
| DC Route 1* | 3.4                                     | 2.8                           | 4  | 3.5                    | 2.6                 | -                        |
| DC Route 2  | 4.1                                     | 2.6                           | 4  | 5.4                    | 3.6                 | 1.4                      |
| DC Route 3  | 5.1                                     | 2.4                           | 7.4  | 4.4                    | 3.2                 | -                        |
| DC Route 4  | 2.6                                     | 1.9                           | 2.6  | 3.4                    | 2.6                 | -                        |
| DC Route 5  | Not enough data –route launch mid-March |                               |  |                        |                     |                          |
| DC Route 6  | 5.8                                     | 2.8                           | 7.2  | 5.3                    | 5.5                 | -                        |
| DC Route 7  | 7.9                                     | 6.5                           | 9.6  | 9.7                    | 9.9                 | 3.2                      |

# January 2023 Service and Fare Change



Get updates on the upcoming service change by visiting  
[www.ridedcta.net/service-updates](http://www.ridedcta.net/service-updates)

## SERVICE / FARE CHANGES

⚠ EFFECTIVE JANUARY 1, 2023 ⚠

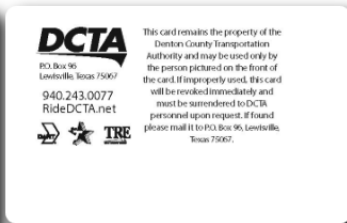
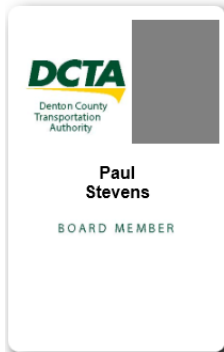
**connect bus**

**GoZone**  
DENTON COUNTY TRANSPORTATION AUTHORITY

|                |   |
|----------------|---|
| <b>Route 2</b> | No longer in service  |
| <b>Route 3</b> | Weekdays: Last bus departs Morse at Mayhill at approx. 5:50pm                               |
| <b>Route 4</b> | No longer in service  |
| <b>Route 5</b> | No longer in service  |
| <b>Route 6</b> | Weekdays: Peak time frequency increased to 20 minutes; service extended to 7:45pm           |
| <b>Route 7</b> | Weekdays: Frequency increased to 20 minutes<br>Saturdays: Frequency increased to 45 minutes |

|                              |   |
|------------------------------|---|
| <b>Base Fare</b>             | Increases to \$1.50   |
| <b>Trips Over Four Miles</b> | Additional \$0.50 charge per mile in Denton only<br>No per mile charge for Lewisville / Highland Village  |
| <b>Fare Cap</b>              | <ul style="list-style-type: none"><li>• Denton: \$5.00</li><li>• Lewisville: \$1.50</li><li>• Highland Village: \$1.50</li></ul>  |
| <b>GoZone Passes</b>         | Only available to those with: <ul style="list-style-type: none"><li>• Reduced-fare media qualifications</li><li>• Non-Profit/Social Services passes</li><li>• Employee Pass Program</li></ul> |

# Fare Media Design



- DCTA accepts several different forms of fare media.
- Redesigning all fare media to eliminate GoZone passes for riders who are not eligible for existing discount or non-profit passes.
- Newly designed media labeled “Valid on GoZone” or “Not Valid on GoZone” to alleviate passenger and operator confusion.
- Reduced Fare media will be sold as common media with pricing reduction applied at point of sale.
- Anticipate fare media overhaul will provide more clarity and consistency across DCTA system.

# Looking to the Future



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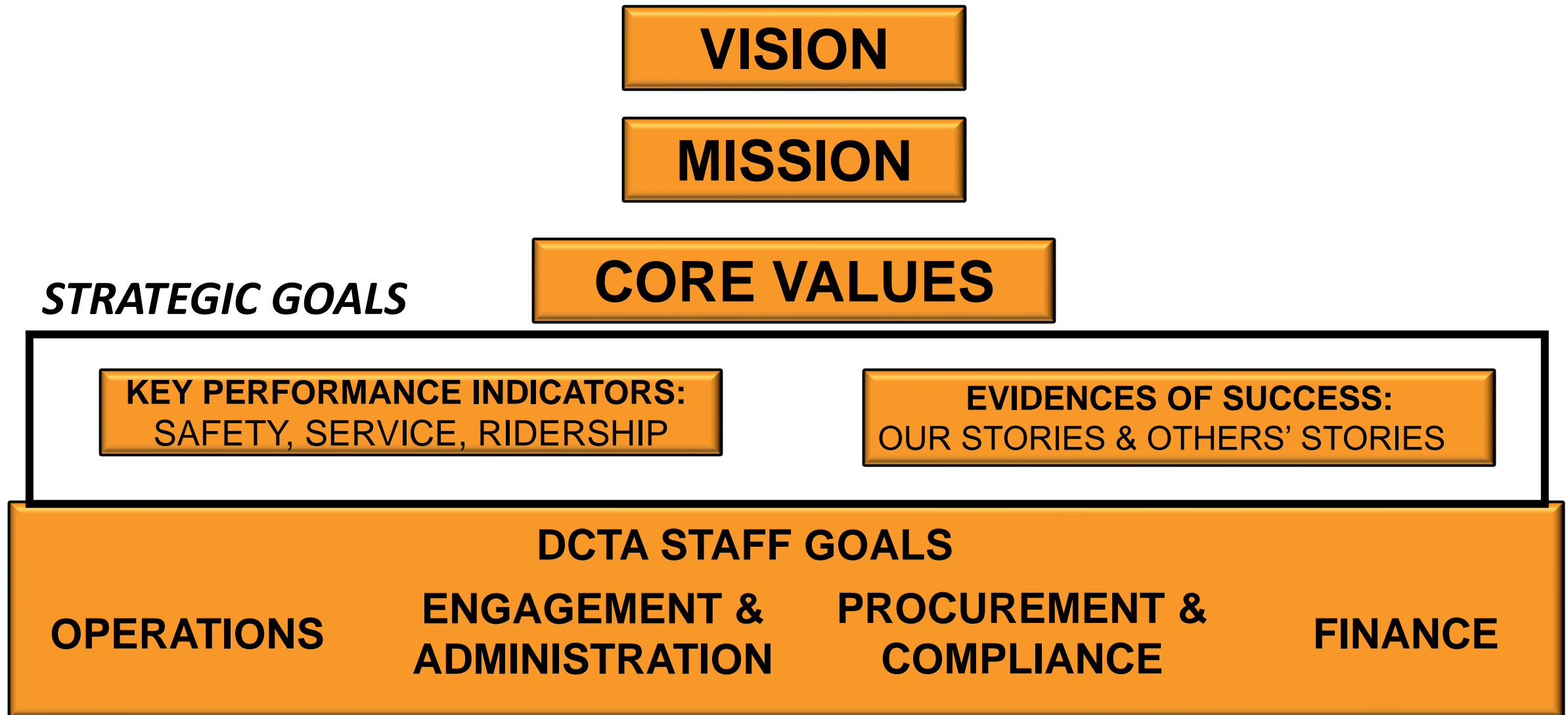
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# CEO Priorities: 6-month Look Ahead

- Building the Foundation
- Implementing the Service Change
- Intermediate Service Planning & Modal Optimization

# Establishing a Framework to Build Upon Success



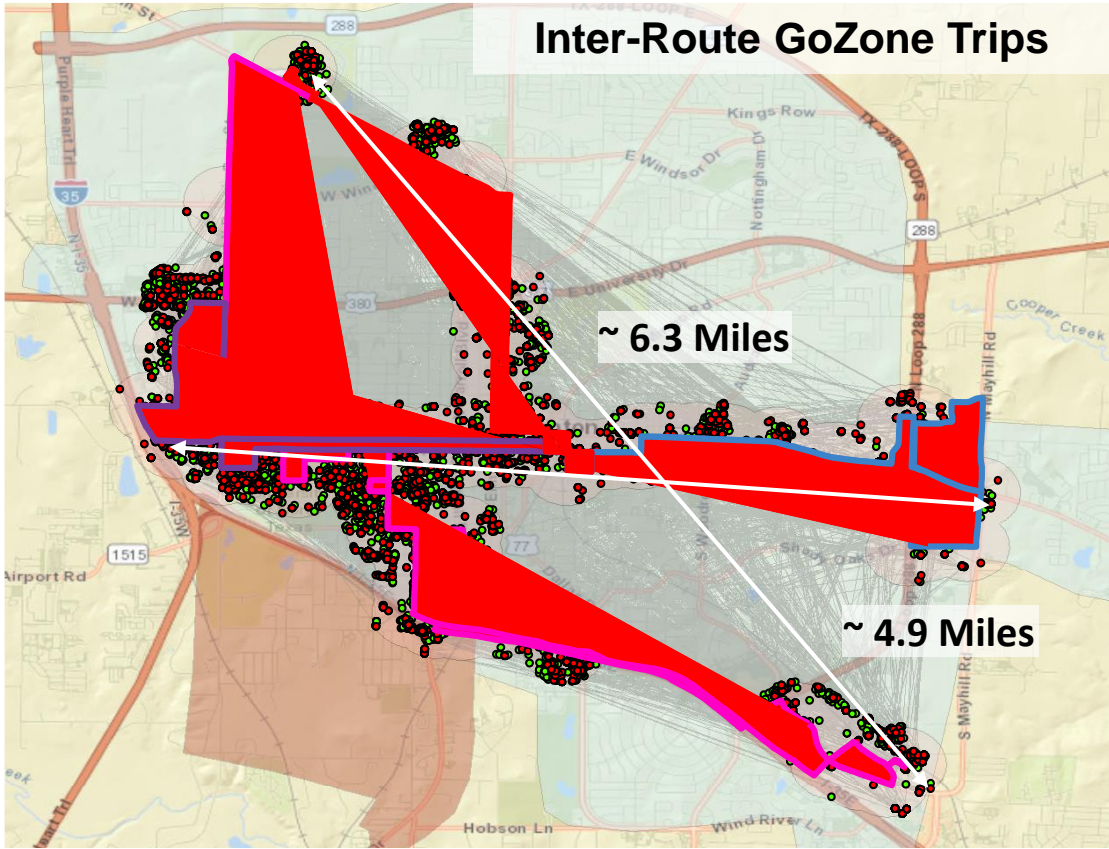
# Intermediate Service Planning Concept

Intra-Route GoZone Trips By Month

| Route                | August | September |
|----------------------|--------|-----------|
| Connect 7            | 1,382  | 1,451     |
| Connect 6            | 299    | 411       |
| Connect 3            | 190    | 163       |
| UNT Colorado Express | 1,750  | 2,573     |
| UNT Discovery Park   | 865    | 1,451     |
| Total                | 4,486  | 6,049     |

|                              |        |        |
|------------------------------|--------|--------|
| Total Denton to Denton Trips | 30,528 | 40,911 |
| Intra-Route Trip %           | 14.6   | 14.8   |



|  | Aug-22 |     | Sep-22 |     |
|--|--------|-----|--------|-----|
| Total completed Denton-to-Denton GoZone trips              | 30,528 |     | 40,911 |     |
| Total trip origins in fixed-route service area             | 17,521 |     | 24,342 |     |
| Total trip destinations in fixed-route service area        | 12,826 |     | 22,505 |     |
| Total origin-destination pairs in fixed-route service area | 9,197  | 30% | 12,996 | 32% |

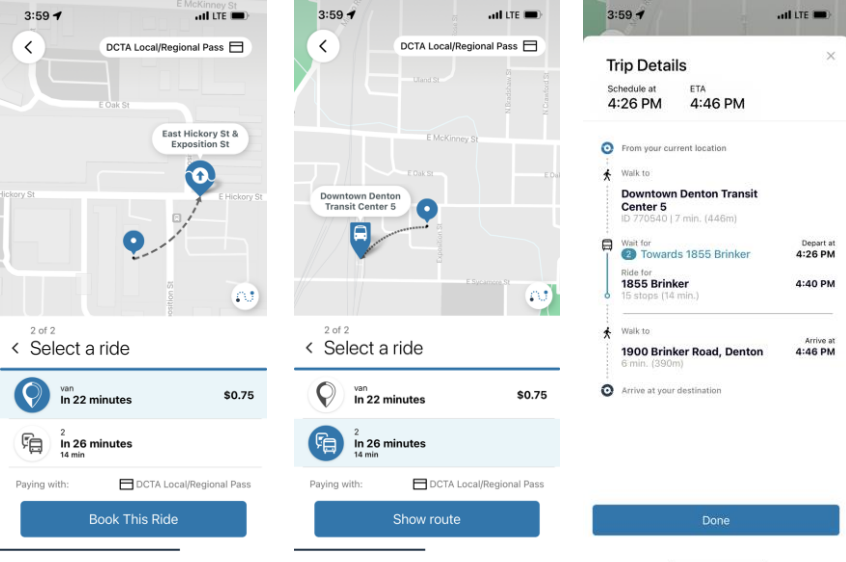
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# Upcoming Multimodal Trip Planning Capability Testing

Multimodal allows the rider to choose their mode

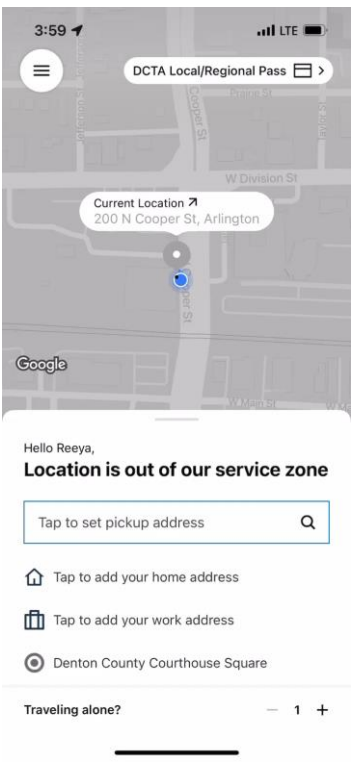
## Multimodal Trip Planning



**Multimodal:**  
*a seamless rider experience allowing the rider to choose GoZone or Connect for their trip*

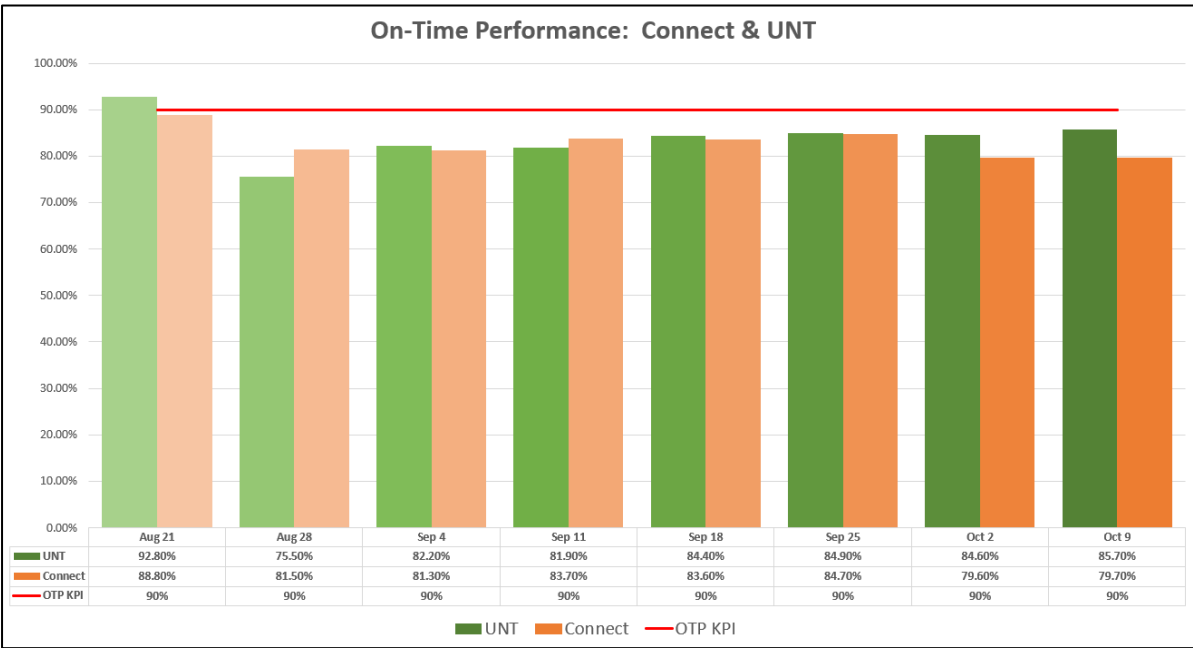
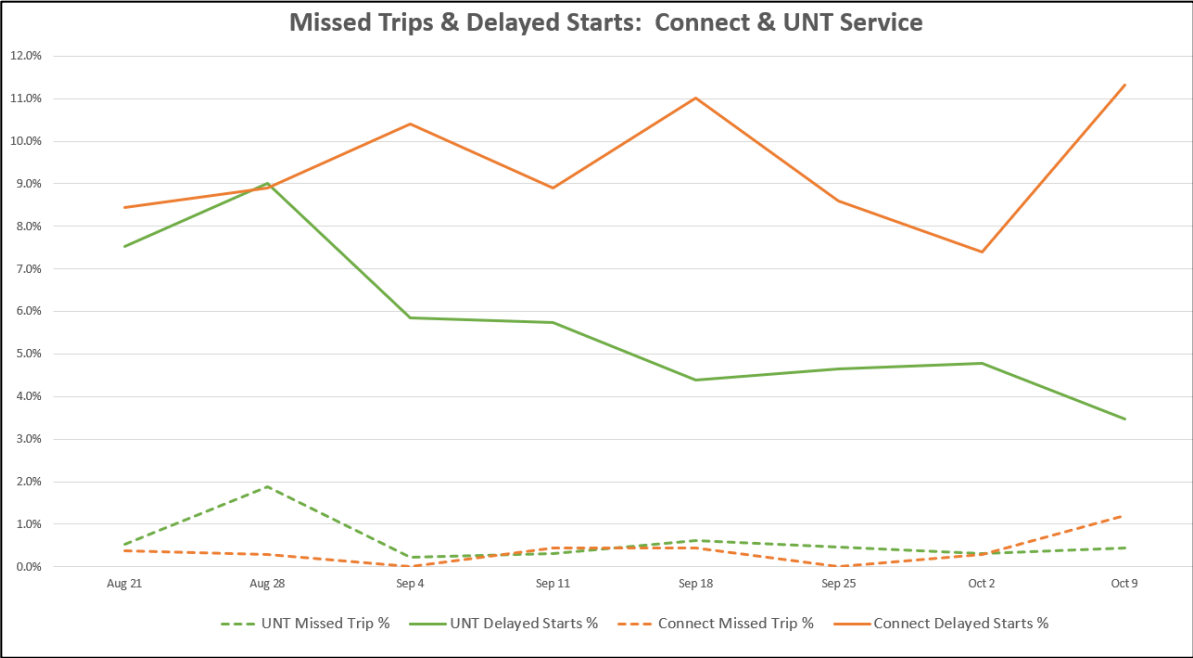
- Ability to show proposals for both a GoZone and Connect service
- Bus routing, walking, and scheduled time visible on the rider app
- Ability to prioritize across modes where applicable (i.e. show only fixed route under certain conditions)

## Multimodal Rider App Demo





# Bus Operations Key Performance Indicators



Current Service (as of August 29):

- Connect: 663 Scheduled Trips per Week
- UNT: 2,299 Scheduled Trips per Week

# Major Initiatives



# Joint Rail Operations Facility (JROF) Update

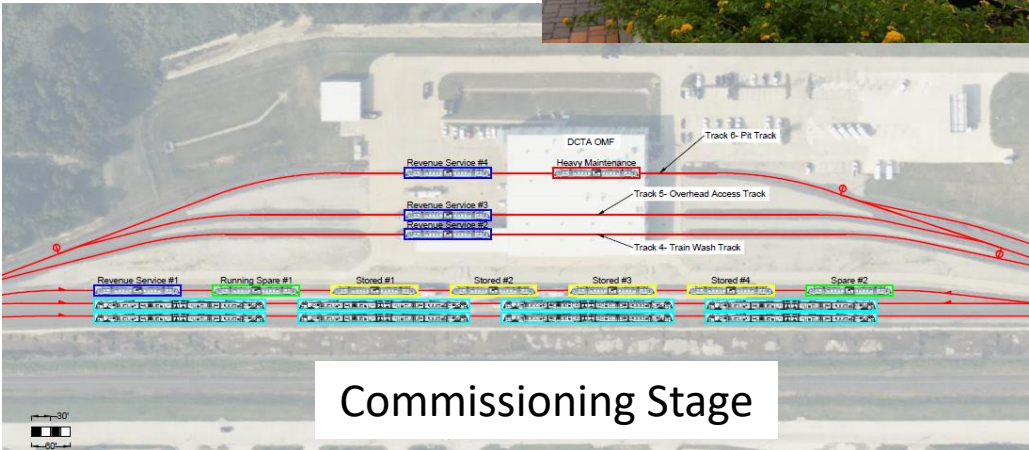


## Short-Term Lease

- Financial terms approved by DCTA and DART Boards in Q1 2022

| Basic Rent | Lease          | OPEX           | Total          |
|------------|----------------|----------------|----------------|
| Year 1     | \$6,927 / mo   | \$14,699 / mo  | \$21,626 / mo  |
|            | \$83,124 / yr  | \$176,388 / yr | \$259,512 / yr |
| Year 2     | \$36,091 / mo  | \$24,538 / mo  | \$60,629 / mo  |
|            | \$433,092 / yr | \$294,456 / yr | \$727,548 / yr |

- Business terms to resolve include:
  - Insurance
  - Fueling Plan / Infrastructure
  - Operating Plan
- Anticipate Short Term Lease completion in advance of first Silver Line equipment set delivery in December



Commissioning Stage

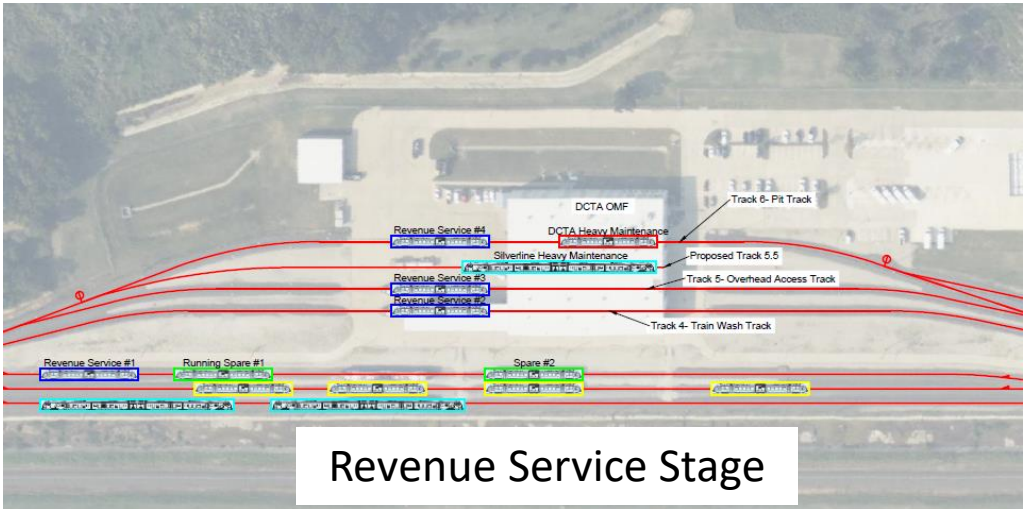
## Building Expansion

- Building expansion design is 30% complete. Anticipate 60% submittal in September and project ready for bid in Spring 2023

## Long-Term Lease

- Team will transition to long-term lease discussion following resolution of short-term lease.
  - A-train and Trinity Mills – Carrollton corridor appraisals are complete.

| Vehicle | Delivery date | Delivery Location |
|---------|---------------|-------------------|
| 1       | 10/8/2022     | Pueblo            |
| 2       | 10/8/2022     | Pueblo            |
| 3       | 12/3/2022     | DCTA              |
| 4       | 12/3/2022     | DCTA              |
| 5       | 3/4/2023      | DCTA              |
| 6       | 3/4/2023      | DCTA              |
| 1       | 3/31/2023     | DCTA              |
| 2       | 3/31/2023     | DCTA              |
| 7       | 6/24/2023     | DCTA              |
| 8       | 6/24/2023     | DCTA              |



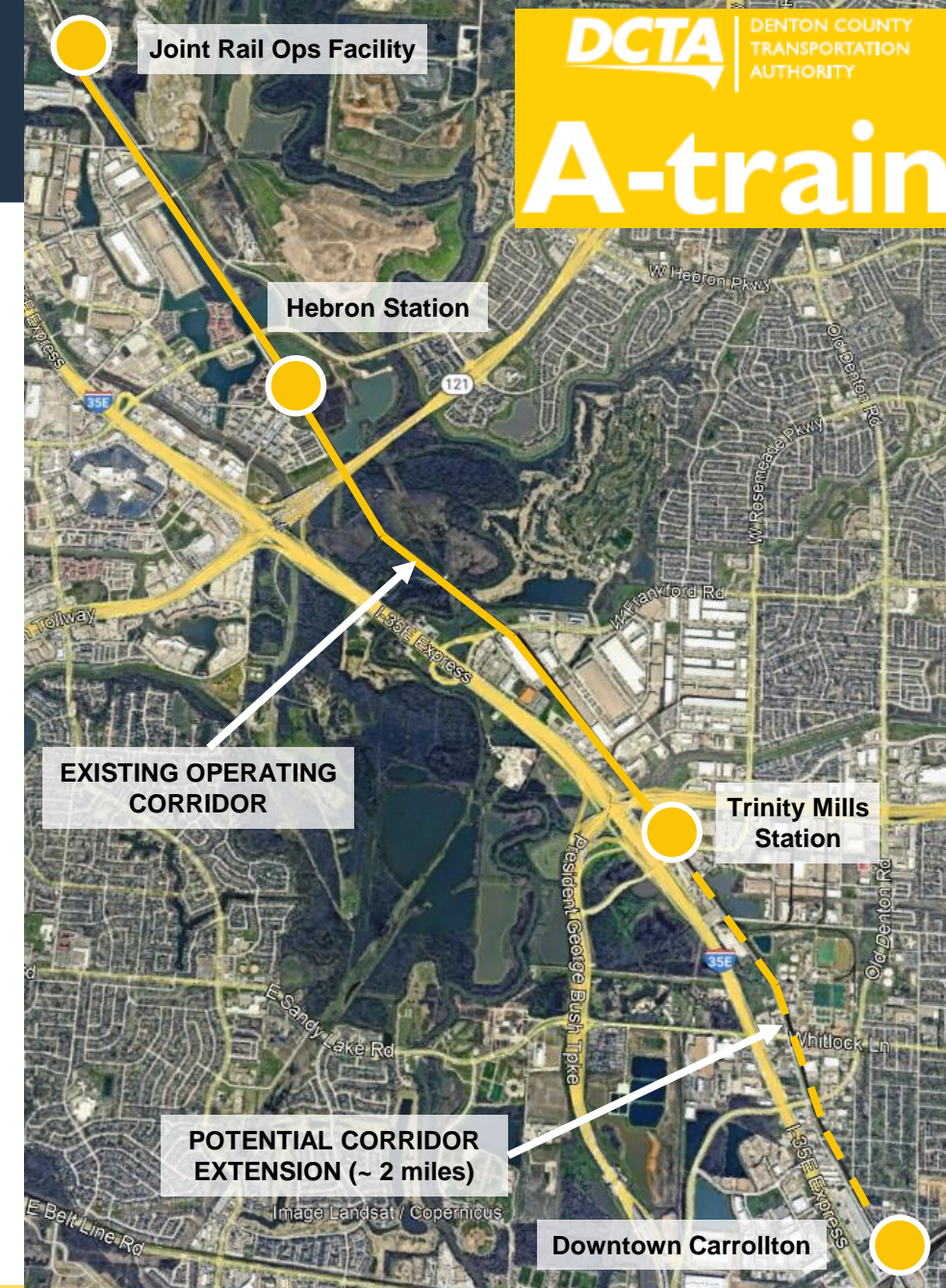
Revenue Service Stage



# A-train Enhancement Study

1. Improve schedule and frequency for regional connectivity
2. Consider service extension to new station at Carrollton

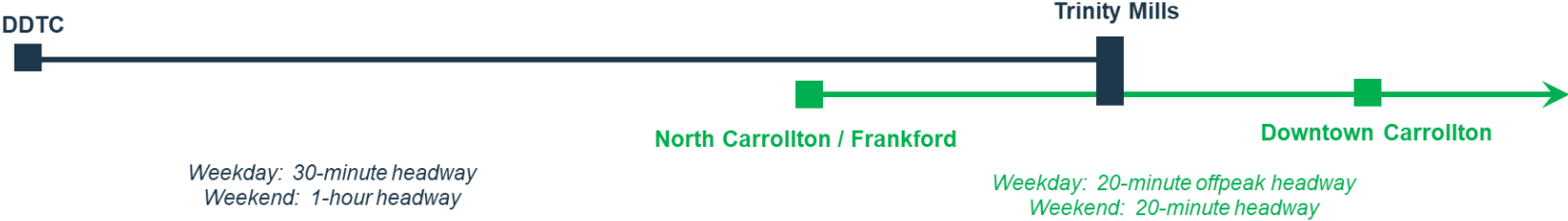
Anticipated timeline for DART investment in Trinity Mills – Downtown Carrollton segment could align with additional investment to extend A-train



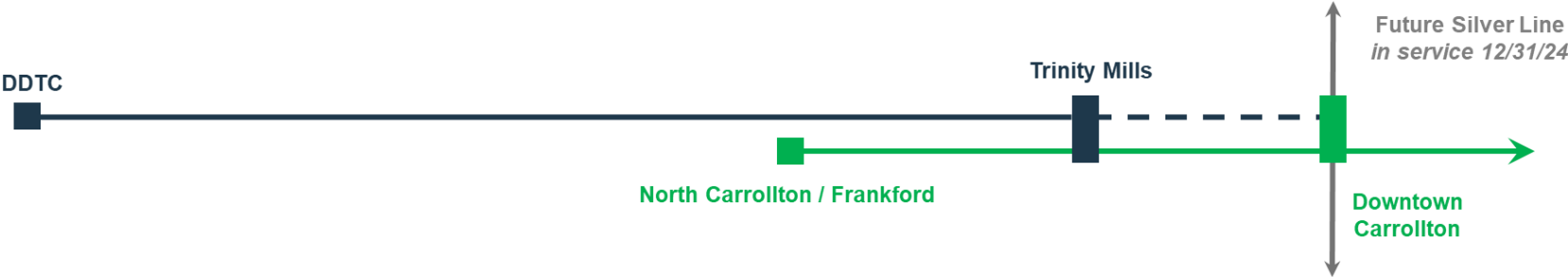


# Define capital program requirements per objective

1. Improve schedule and frequency for regional connectivity



2. Consider A-train service extension to new station at Downtown Carrollton



# Developing the Program

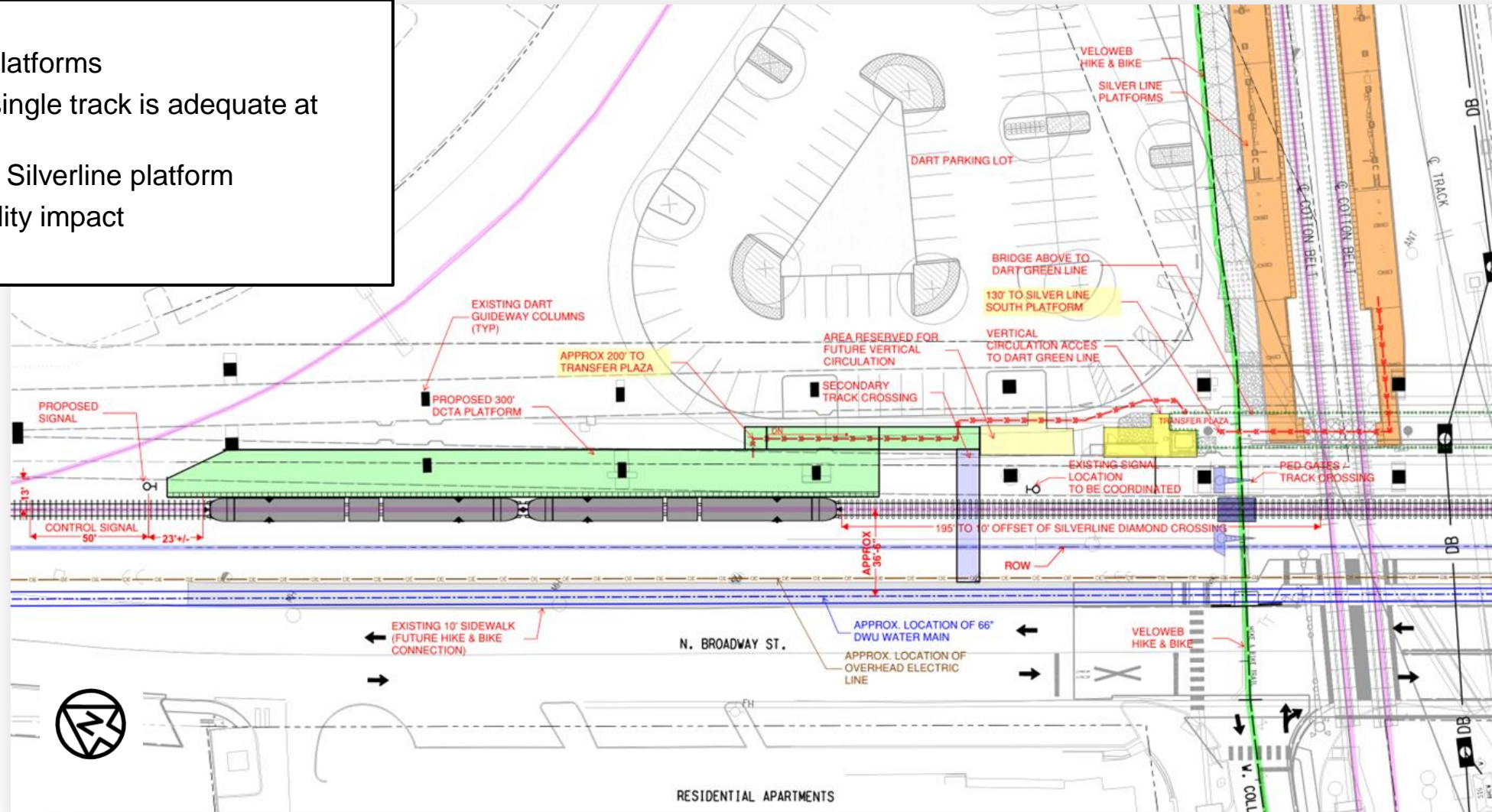
***Cost / Funding matrix populated with defined projects identifies partner agency contribution, commensurate with benefits and outcomes achieved***

| PROJECT  | COST | Contributor |      |                 |        |             | FUNDING |
|--|------|-------------|------|-----------------|--------|-------------|---------|
|  |      | DCTA        | DART | City of Corinth | NCTCOG | USDOT / FRA |         |
| Track Upgrades, DDTC - Trinity Mills   | TBD  |             |      |                 |        |             | TBD     |
| FRA Class 2 Track Upgrades,<br>Trinity Mills - Downtown Carrollton                 | TBD  |             |      |                 |        |             | TBD     |
| FRA Class 4 Track Upgrades and Install CTC,<br>Trinity Mills - Downtown Carrollton | TBD  |             |      |                 |        |             | TBD     |
| Install PTC,<br>Trinity Mills - Downtown Carrollton                                | TBD  |             |      |                 |        |             | TBD     |
| PTC Upgrade, DDTC - Trinity Mills  | TBD  |             |      |                 |        |             | TBD     |
| Upgrade At-Grade Crossings,<br>Trinity Mills - Carrollton                          | TBD  |             |      |                 |        |             | TBD     |
| Construct New Station, Downtown Carrollton   | TBD  |             |      |                 |        |             | TBD     |

# A-train: Downtown Carrollton Station

## Downtown Carrollton Station

- Evaluated east and west platforms
- Anticipate east platform / single track is adequate at station
- 200LF walk from A-train to Silverline platform
- Appears to avoid major utility impact



# Discussion

