

North Texas Mobility Corporation (NTMC)
Board of Directors Regular Meeting
Thursday, August 17, 2023 | 9:00 am

NOTICE IS HEREBY GIVEN that the members of the North Texas Mobility Corporation (NTMC) Board of Directors will hold a Regular Called Meeting on Thursday, August 17, 2023, at 9:00 am at the Denton County Transportation Authority (DCTA) Administrative Offices located at 1955 Lakeway Drive, Suite 260, Lewisville, Texas, 75057 and by Zoom Conference at which time the following agenda will be discussed.

The public is allowed to use the ZOOM link below to view the Board Meeting.

Please click the link below to join the webinar:

<https://us06web.zoom.us/j/86528624363?pwd=YWtLdWpmbkNLR3crT01hbGttU1FoZz09>

Passcode: 550776

Or One tap mobile: +13462487799

Or Telephone: +1 346 248 7799

Webinar ID: 865 2862 4363

Passcode: 550776

The Board of Directors reserves the right to convene into Closed Executive Session at any time during the meeting pursuant to the Texas Government Code § 551.071(2) to seek confidential legal advice from the Corporation's attorneys regarding any agenda item listed hereon.

CALL TO ORDER

INTRODUCTIONS

PUBLIC COMMENT

This agenda item provides an opportunity for citizens to address the Board of Directors on any agenda item(s) or other matters relating to NTMC. Each speaker will be given a total of three (3) minutes to address any item(s). Anyone wishing to speak 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 email his or her public comment to kmorris-perkins@dcta.net no later than 12:00 noon on Wednesday, August 16, 2023, to ensure the comment will be distributed to Board Members prior to the meeting.

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

CONSENT AGENDA

1. Consider Approval of Regular Meeting Minutes dated June 15, 2023 and July 20, 2023
Backup Information: Exhibit 1: June 15, 2023, Meeting Minutes
Exhibit 2: July 20, 2023, Meeting Minutes

INFORMATIONAL REPORTS

None.

REGULAR AGENDA

1. Monthly Financial Statements: FY 2023 Comparison to Prior Years (2020, 2021, 2022)
2. Presentation of the General Manager's Monthly Report
3. Presentation of the North Texas Mobility Corporation (NTMC) Staff Spotlight

FUTURE AGENDA ITEMS AND BOARD MEMBER REQUESTS

Staff will discuss proposed future agenda items. Board members may request an informational item or action item be added to the next Board Meeting agenda.

Next Regular Board Meeting Date: September 21, 2023

CONVENENE EXECUTIVE SESSION

The Board may convene the Regular Board Meeting into Closed Executive Session for the following:

The Board of Directors will convene into Closed Executive Session pursuant to Section 551.074, Personnel Matters, of the Texas Government Code, to discuss the duties and evaluation of the North Texas Mobility Corporation General Manager.

RECONVENE OPEN SESSION

Reconvene and take necessary action on items discussed during Closed Executive Session.

ADJOURN

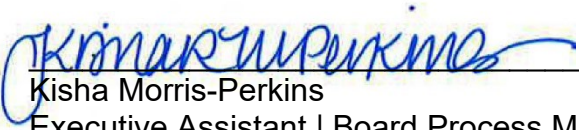
BOARD MEMBERS

Paul Cristina, Chair
Fred Busche, Vice Chair
Gina McGrath
Cassey Ogden

OFFICERS

Maurice Bell, NTMC President
Sherrelle Evans-Jones, NTMC Treasurer
Kisha Morris-Perkins, NTMC Secretary

I certify that the above agenda giving notice of the meeting was posted on the bulletin board at the Corporation's offices, which are also the offices of the Denton County Transportation Authority (DCTA), on Friday, August 11, 2023, by 5pm.



Kisha Morris-Perkins
Executive Assistant | Board Process Manager
NTMC Secretary

North Texas Mobility Corporation (NTMC)

Board of Directors Regular Meeting Minutes

Thursday, June 15, 2023 | 9:00 am

The Board of Directors of the North Texas Mobility Corporation convened a Regular Board of Directors Meeting with Chair Paul Cristina presiding on Thursday, June 15, 2023, at 9:00am located at the Denton County Transportation Authority (DCTA) Administrative Offices, 1955 Lakeway Drive, Suite 260, Lewisville, Texas 75057.

Board Members

Chair Paul Cristina
Vice-Chair Fred Busche
Board Member Gina McGrath
Board Member Cassey Ogden

Officers

Maurice Bell, NTMC President
Sherelle Evans-Jones, NTMC Treasurer
Kisha Morris-Perkins, NTMC Secretary

Legal Counsel

Joseph J. Gorfida, Jr.
Nichols Jackson

CALL TO ORDER

Chair Cristina called the meeting to order at 9:00am. All Board Members were present. There was a short recess from 9:43am until 9:45am.

INTRODUCTIONS

Jane Filarowicz, Senior Manager of Budget

PUBLIC COMMENT

No one wished to address the Board of Directors during this time.

CONSENT AGENDA

1. Consider Approval of Regular Meeting Minutes dated April 20, 2023

Motion by Board Member McGrath with a second by Board Member Ogden to approve the Consent Agenda as presented. Motion passes 4-0.

INFORMATIONAL REPORTS

1. Monthly Financial Statements: FY2023 Comparison to Prior Years (2022, 2021, 2022)

No Board action required. This report is for information only.

REGULAR AGENDA

1. Presentation of the General Manager's Monthly Report

Bertram DeSha, General Manager, provided the General Manager's Monthly Report highlighting the following:

Executive Summary

- Key Performance Indicators (KPI) – April/May 2023
- Fixed Route & UNT On-Time Performance (OTP) – March-May, 2023
- Summer Run Bid – May 15, 2023
- Summer Orientation Schedules (commenced) – June 6, 2023
- Safety Meetings – April/May 2023 (topics: ADA compliance, proper pre-tripping, distracted driving, construction zones, defensive driving and new hire expectations). The Safety Committee met on May 15, 2023.
- FTA Reportable Events
 - Zero (0) Reportable Safety Events – April 2023
 - Four (4) Non-Reportable Safety Events – April 2023
 - One (1) Reportable Safety Event – May 2023
 - Two (2) Non-Reportable Safety Events – May 2023
- Personnel – Safety Manager, Safety Coordinator, Operations Manager

KPI – Fixed Route

- Passenger Count
- PPH
- Missed Trips/Delayed Starts
- On-Time Performance

KPI – Demand Response

- Passenger Count
- PPH
- Denied Trips/Trips Not Completed
- On-Time Performance

KPI – Service Metrics

- Fleet Status/Complaints
- Accidents/Road Calls

Vacancies

- 17 open positions
- June 22, 2023 – Job Fair for Operators
- Retention - Concerns
- HR Manager - Recruitment Process (pre-screen, hire, training, etc.)
- Overtime Trend Analysis – 2019 to Current
- Complaint Types
- Complaint Rate Goal – 7.5 per 100K riders

Board discussion regarding increased overtime and possible factors, trends in the City of Lewisville regarding on-time performance, bidding process, CBA discussion to ensure appropriate disciplinary processes (i.e. loss of privileges due to non-performance), process to register complaints (i.e. Operations Manager/General Manager), documented trends on why employees are leaving agency, process to more accurately report incidents to measure customer experiences, and clarification of Non-FTA Reported Incidents (i.e. disorderly conduct, fare dispute, mechanical, ADA).

No Board action required at this time.

2. Presentation of the North Texas Mobility Corporation (NTMC) Staff Spotlight

The recipients for the NTMC Staff Spotlight for the months of April and May are the following employees:

Erik Hill-Rivera, Safety and Training Manager (April 2023)

Jason Hausenfluck, Level 4 Mechanic (May 2023)

No Board action required at this time.

3. Discuss Proposed Fiscal Year (FY) 2024 NTMC Operating and Capital Budget

Sherrelle Evans-Jones, Chief Financial Officer/NTMC Treasurer and Paul Cristina, Chief Executive Officer/NTMC Chair, presented highlighting the following:

Budget Calendar

Budget Preparation and Review (April -July)

Board Strategic Planning (June)

Formal Budget Presentation and Public Hearing (August)

Formal Budget Adoption (September)

Budget Maintenance (October – September)

Budget Document Submission to GFOA for Award Consideration (December)

- Relationship between DCTA and NTMC
- FY2024 Proposed Budget – NTMC

- Peer Agency Profiles
 - Denton County Transportation Authority
 - Knoxville Area Transit
 - Greensboro Transit Authority
 - Trinity Metro
 - Metropolitan Transit Authority
 - Ann Arbor Area Transit Authority
 - C-Tran
 - Centre Area Transportation Authority
 - Indianapolis Public Transportation Corporation (IndyGo)
 - Greater Dayton Regional Transportation Authority
 - Jacksonville Transportation Authority
- Organization & Compensation Structure Review: Findings & Recommendations (Staffing Headcount, Compensation)
- Current DCTA Organization Structure
- Current NTMC Organizational Chart – January 2022
- NTMC and DCTA Staffing Plan
- Redesigning Salary Levels
- DCTA and NTMC Salary Bands: FY2023-2024
- FY2024 Proposed Budget: Change In Net Position
- FY2024 Proposed Budget: Staffing Level Review

Building the Bus Operations Budget

- Operating Expenses (Salary, Wages & Benefits; Outsourced Services & Charges; Insurance; Employee Development)
- Operating Budget NTMC Bus: \$6.9 Million)
- NTMC Transfer in from DCTA – FY2023 and FY2024

Board discussion regarding living wage in Denton County, overtime trends (possible overtime budget increased in FY2024), incentives to attract/retain technicians/mechanics (i.e. tool allowances, hiring bonus, gear, KPIs and OTP performance).

Staff will present, during a future Board Meeting, incentives that are currently in place and those in the marketplace.

Congratulations were extended to the NTMC and DCTA teams for the fantastic job preparing and explaining the budget. A special “Thank You” was extended to Senior Budget Manager Jane Filarowicz on her performance and contributions preparing the budget as she is new to the DCTA family.

FUTURE AGENDA ITEMS AND BOARD MEMBER REQUESTS

None currently. The next Board Meeting is scheduled for Thursday, July 20, 2023.

CONVENENE EXECUTIVE SESSION

The Board did not convene into Closed Executive Session.

RECONVENE OPEN SESSION

Not applicable.

ADJOURN

Motion by Board Member Ogden and a second by Vice-Chair Busche to adjourn the meeting at 10:15am. Motion passes 4-0.

Paul A. Cristina, Board Chair

Kisha Morris-Perkins
Board Secretary

North Texas Mobility Corporation (NTMC) Board of Directors Regular Meeting Minutes Thursday, July 20, 2023 | 9:00 am

The Board of Directors of the North Texas Mobility Corporation convened a Regular Board of Directors Meeting with Chair Paul Cristina presiding on Thursday, July 20, 2023, at 9:00am located at the Denton County Transportation Authority (DCTA) Administrative Offices, 1955 Lakeway Drive, Suite 260, Lewisville, Texas 75057.

Board Members

Chair Paul Cristina
Vice-Chair Fred Busche
Board Member Gina McGrath
Board Member Cassey Ogden

Officers

Maurice Bell, NTMC President
Sherelle Evans-Jones, NTMC Treasurer
Kisha Morris-Perkins, NTMC Secretary

Legal Counsel

Joseph J. Gorfida, Jr.
Nichols Jackson

CALL TO ORDER

Chair Cristina called the meeting to order at 9:01am. All Board Members were present with the exception of Vice-Chair Busche.

INTRODUCTIONS

There were no introductions during this period.

PUBLIC COMMENT

There were no public comments during this period.

CONSENT AGENDA

1. Consider Approval of Regular Meeting Minutes dated June 22, 2023
Backup Information: Exhibit 1: June 22, 2023, Meeting Minutes

Chair Cristina recommended to have the NTMC Board of Directors Meeting Minutes removed due to a typographical error on the agenda. Minutes from the June 15, 2023 NTMC Board of Directors Meeting will be considered during the August 17, 2023 Board Meeting. It was the consensus of the Board to remove the minutes from the agenda.

REGULAR AGENDA

1. Presentation of the General Manager's Monthly Report

Bertram Desha, General Manager, provided the monthly report highlighting the following:

- Staffing Vacancies
 - CDL Bus Operators (9) *
 - Service Attendant (1)
 - Mechanics (1)
 - *One (1) Bus Operator was hired July 20, 2023, decreasing the vacancies to ten (10).*

- Recruiting – June
 - Hired (6)
 - Terminations (0)

- Overtime Trend Analysis 2021-2023

- Safety Highlights
 - SDS updates for Operations, Facilities and Maintenance – Completion date: July 31, 2023

 - Safety Committee Meeting: June 26, 2023
 - Topics Covered: Rider Code of Conduct, How to Ride the Bus, Network Connectivity, Risk Assessment, Hazard/Accident Reporting.

 - Monthly Safety Meetings: June 20, 21, and 24, 2023
 - Topics Covered: Pedestrian Awareness, Emergency Preparedness, Slips, Trips and Falls, Heat Awareness and Hazard Recognition/Response. Introduction of Danny Gaines, Training Coordinator.

 - Safety FY 23 – FTA Reportable Events (3)
 - Safety FY 23 – Preventable Events (1.67)
 - FY 23 – Connect On-Time Performance
 - FY 23 – UNT On-Time Performance
 - FY 23 – Demand Response: By City
 - FY 23 – Demand Response: June 2023
 - Customer Feedback – Complaints per 100k Riders (most common complaints: Driver Conduct, On-Time Performance and Station, Shelter, Bus Stop)

No Board action required at this time.

2. Monthly Financial Statements: FY 2023 Comparison to Prior Years (2020, 2021, 2022)

Jane Filarowicz, Senior Manager of Budget, reviewed the monthly financial statements last updated July 10, 2023.

No Board action required at this time.

3. Presentation of the North Texas Mobility Corporation (NTMC) Staff Spotlight

The NTMC Employee recognized for the month of July: Travis Johnson, Operator

No Board action required at this time.

4. Discuss and Consider Approval of the Fiscal Year (FY) 2024 NTMC Operating and Capital Budget

Jane Filarowicz, Senior Manager of Budget, presented highlighting the following:

- Asked & Answered
 - NTMC Living Wage Increase
 - NTMC Funding Incentives for Hiring/Retention
- Proposed Budget: FY 2024 NTMC Statement of Revenue and Expenditures – Updated July 10, 2023
- Proposed Budget: FY 2024 NTMC Transfer in from DCTA – FY 2023 and FY 2024

Motion by Board Member Ogden and a second by Board Member McGrath to approve Fiscal Year 2024 NTMC Budget as presented. Motion passes 3-0.

FUTURE AGENDA ITEMS AND BOARD MEMBER REQUESTS

General Manager – Performance Evaluation

CONVENE EXECUTIVE SESSION

The Board did not convene into Closed Executive Session.

RECONVENE OPEN SESSION

Not applicable.

ADJOURN

Motion by Board Member McGrath with a second by Board Member Ogden to adjourn the meeting at 9:30am. Motion passes 3-0.

Paul A. Cristina, Board Chair

Kisha Morris-Perkins, Board Secretary



North Texas Mobility Corporation

Statement of Revenue and Expenditures
Presented for the Period Ended June 30, 2023
(UNAUDITED)

	Prior Year Actual			FY 2023 - June 30, 2023					
	2020	2021	2022	YTD Budget	YTD Actual	Annual Budget	Actual %	Expected %	Notes
Operating Expenses									
Salary, Wages and Benefits	\$ 7,211,423	\$ 6,028,468	\$ 5,355,034	\$ 4,739,570	\$ 3,948,841	\$ 6,241,126	63.3%	75.9%	Actual expenditures continue to trend behind the adjusted budgeted amount.
Outsourced Services and Charges	201,117	366,444	504,702	455,685	184,072	607,445	30.3%	75.0%	A significant portion of the FY23 Budget considered the hire of Temporary Staffing which has not been used.
Materials and Supplies	-	603	940	1,452	652	1,936	33.7%	75.0%	
Insurance	127,872	109,898	52,044	71,712	60,875	95,592	63.7%	75.0%	
Employee Development	15,015	15,051	13,949	42,475	3,405	53,260	6.4%	79.8%	
Total Operating Expenses	7,555,428	6,520,464	5,926,669	5,310,894	4,197,844	6,999,359			
Income (Loss) before Transfers	(7,555,428)	(6,520,464)	(5,926,669)	(5,310,894)	(4,197,844)	(6,999,359)			
Transfers In	7,555,428	6,520,464	5,926,669	5,310,894	4,197,844	6,999,359			
Total Transfers	\$ 7,555,428	\$ 6,520,464	\$ 5,926,669	\$ 5,310,894	\$ 4,197,844	\$ 6,999,359			