

## NTMC BOARD OF DIRECTORS REGULAR MEETING MINUTES

Wednesday, April 21, 2021 | 8:30 am  
Held by Video Conference

### ATTENDANCE

#### Board Members

Chair Dean Ueckert  
Vice-Chair Richard Hayes  
Board Member Don Combs  
Board Member Sara Hensley  
Board Member Raymond Suarez

#### Officers

President Kristina Holcomb  
Vice President Nicole Recker  
Treasurer Marisa Perry  
Secretary (Vacant)

#### Legal Counsel

Joseph J. Gorfida, Jr.,  
Nichols, Jackson, Dillard, Haggard, & Smith

**CALL TO ORDER** – Chair Ueckert called the meeting to order at 8:30am. All Board Members were present which constituted a quorum. It should be noted that Board Member Hensley departed the meeting at 9:30am.

### **PUBLIC COMMENT**

There were no public comments received in advance via email or by utilizing the electronic “raised hand” function during the meeting.

### 1. **CONSENT AGENDA**

Consent Agenda Item 1a. – March 24, 2021 NTMC Board Meeting

*Motion by Board Member Hensley with a second by Board Member Suarez to approve as presented. Motion passes unanimously, 5-0.*

Consent Agenda Items 1b-1d

March 29, 2021 – NTMC Special Called Board Meeting  
March 31, 2021 – NTMC/DCTA Joint Special Called Board Meeting  
April 5, 2021 – NTMC Special Called Meeting

*Motion by Board Member Suarez with a second by Vice-Chair Hayes to approve as presented. Motion passes unanimously, 5-0.*

2. INFORMATIONAL REPORTS

- a. Monthly Financial Statements – FY 2021 Year to Date March 2021
- b. Proposed FY22 Budget Calendar
- c. DCTA Bus Ridership Report – March 2021

Board discussion regarding ridership data as it relates to bus and on-demand services. It was the request of the Board to be able to obtain/track revenues/customers for specific services or obtain an estimate of such services.

Staff reported that DCTA's current fare structure does not have a "bus only" fare because an electronic fare media platform is not utilized at this time. Fares are manually validated and the best way to capture this information is through cash collection and keeping track of the transfers. However, most usage comes from AM/PM and Regional passes that are valid for hours or a full day which can be tracked. Moreover, staff can capture data by conducting bi-annual passenger surveys (i.e. spot checks) documenting passenger behaviors, as well as a "Fare Sales by Type" report that will be shared with the NTMC Board through the monthly General Manager's report. The General Manager's report will also contain the percentage of fare collection, sales tax, etc). An electronic fare-box system to track specific usage would be ideal and will be considered in the future. It also should be noted that moving forward with Via, DCTA will be able to track travel patterns.

*No Board action required.*

3. REGULAR AGENDA

**Regular Agenda Item 3a. - Discuss and Give Officers Direction Regarding Re-evaluation of NTMC's Current Reporting Structure and Bylaws**

Chair Ueckert spearheaded the discussion indicating that conversations were held with Vice Chair Hayes, Board President Holcomb, General Manager Garza, and Legal Counsel Joseph Gorfida to develop ways to assist the General Manager and DCTA staff working with NTMC through the local agreement. Chair Ueckert also mentioned that comments and suggestions were solicited from DCTA Board Chair Watts.

Discussions included the following:

- Clarification of Item 12 – Special Events: Should there be a need to reschedule bus services due to annual events (i.e. annual jazz festival) that there would be a 30-day notice given. This 30-day notice would not apply in emergency situations (i.e. inclement weather, Texas Motor Speedway Shuttle Service).
- Item 14-15 – NTMC provides Route Planning, Route Improvement and Run-Bid scheduling: The General Manager has indicated that he has staff available in this area of responsibility keeping in mind his staff will need to be trained on the software. It was clarified that NTMC would make recommendations/have input in route planning; however, DCTA would continue the route planning responsibility.
- Item 12 – Recommendation of retaining the “collective bargaining” language in the contract to be provided by NTMC.
- Item 14 – The General Manager’s recommendations for enhancement will be provided to DCTA through NTMC.
- Clarification that NTMC shall continue to be responsible for Fixed Route, Commuter Service, Mobility Service, Demand Response and Customer Service.
- Proposed elimination of the Contract Manager position, changes of the NTMC Officers as well as the President, General Manager and Legal to report directly to NTMC.
- Agenda items will be submitted from the General Manager directly to the NTMC Chair who will work with the Vice-Chair and NTMC President.
- In order to ensure continuity of business workflow, communication and due to federal mandate, DCTA will continue to oversee audit functions and contracts.

*It was the consensus of the NTMC Board to have Legal Counsel move forward with the recommendations and “red-lined” material and later have incorporated changes presented to the NTMC Board for review and consideration.*

**Regular Agenda Item 3b. - Consider Appointment of the NTMC Officer Positions of President, Vice-President, Treasurer and Secretary**

Kristina Holcomb, Board President, opened the conversation outlining the roles of the NTMC Officers, to include her role as Deputy CEO and Nicole Recker, Vice-President of Mobility Services and Administration. Based upon the duties of both roles and specific knowledge base, she recommended the following:

Nicole Recker (President)  
Vice-President (Vacant)  
Marisa Perry (Treasurer)  
Kristina Holcomb (Secretary).

Administrative duties (i.e. calendar invites, minutes, etc.) will be handled by the Executive Assistant/Board Process Manager through the direction/coordination of Secretary Holcomb.

*Motion by Board Member Hensley with a second by Vice-Chair Hayes to approve recommendations as presented. Motion passes unanimously, 5-0.*

#### Regular Agenda Item 3c. - FY 22' NTMC Budget Overview Process

RJ Garza, General Manager, indicated that his team is working with DCTA staff to review the preliminary budget to include hours of service and expectations. It is expected that the internal review process for the budget will be complete by July 2021.

DCTA staff also confirmed the following:

- The NTMC Board Meeting initially scheduled for September 22, 2021 has been proposed to move to Friday, September 24, 2021. This proposed move is because the DCTA Board has a requirement to approve the NTMC budget/funding before the NTMC Board can approve their budget for FY 2022.

*No Board action required.*

#### Regular Agenda Item 3d. - General Manager Report

RJ Garza, General Manager, provided a summary of the General Manager Report highlighting the following:

- CBA negotiations went smoothly within a few days congratulating John Hendrickson on a job well done.
- New Run Bid was accomplished; however, there were a few challenges that will be reviewed and appropriately addressed.
- Ticket sales will be added to the General Manager's Report.

Board Member Suarez complimented General Manager Garza and the Hendrickson Transportation Group (HTG) staff on the outstanding and prompt assistance provided with the Texas Motor Speedway (TMS) vaccination shuttle service. He also added that there is conversation by Denton County officials that they are proposing to suspend daily TMS services in mid-May to target other areas in need (i.e. school districts). In a continued attempt to provide service delivery at high standards, Mr. Suarez encouraged the NTMC staff to focus on recruitment efforts, retention of staff, and the accuracy of staff health benefits/payroll.

*No Board action required.*

**Regular Agenda Item 3e. – NTMC Staff Spotlight**

RJ Garza, General Manager, recognized the following NTMC staff members for their outstanding performance and customer service:

Brenda Valdez, Lead Dispatcher

Randy Wells, Road Supervisor

Chair Ueckert and Board Member Suarez echoed the sentiments of these outstanding employees who both display professionalism and a great attitude.

*No Board action required.*

**Regular Agenda Item 3f. – Discuss DCTA Updates**

NTMC Officer, Nicole Recker, presented the updates highlighting the following:

- April 7, 2021 – DCTA Board approved Via's Service Plan and Not-to Exceed Cost (Service Name – GoZone)
- April 19, 2021 – Public Involvement Period Open
  - DCTAfeedback.com
  - Online and in-person opportunities to provide feedback
  - Feedback will be collected from April 19 – June 25
- April 22, 2021 – DCTA Board Meeting – Consider Approval of Via Task Order (4-year total)
  - Timeframe
    - ✓ Phase 1 – September 7, 2021 (majority on-demand)
    - ✓ Phase IIA – Early 2022 (Access and Castle Hills)
    - ✓ Phase IIB – Summer 2022 (increase service hours)
- Total Cost
  - Years 1 & 2 - \$15,658,091 (2-year term)
  - Years 3 & 4 - \$17,862,600 (2 additional 1-year terms)
  - Total Not-to-Exceed Cost (4-year term) - \$33,520,691

Board and staff discussed and received clarification of Via's September 7, 2021 implementation date, and Phase I & Phase II costs. Staff also provided a recap of proposed services affecting NTMC to include UNT Campus, Access, Routes 3 and 7 (6-month pilot) and contract services. Staff will continue to update the NTMC Board of future progress.

President Recker also provided an update on the DCTA and Trinity Metro (TM) Partnership highlighting the following:

- November 12, 2020 – DCTA Board authorized the CEO to sign a Letter of Intent (LOI) with Trinity Metro for the purpose of bus operations and maintenance partnership exploration.
- March 10, 2021 – DCTA Board Direction to explore an Interlocal Agreement (ILA) Option with Trinity Metro – Accenture, LLC has led discussions with Trinity Metro on behalf of DCTA.
- April 22, 2021 – DCTA Board Meeting / Accenture to provide an update on ILA Exploration. DCTA and Trinity Metro has requested several months to evaluate the ILA option.

Chris Newport, Accenture, indicated that he continues to have exploratory conversations with Trinity Metro evaluating a partnership that will be mutually agreed upon by DCTA and Trinity Metro. Board Member Suarez added that all parties feel that a partnership could be mutually beneficial; however, at this point, all discussions have been exploratory in nature keeping in mind and being respectful of each entities organizational and legal processes. In response to whether Accenture investigated other entities in addition to Trinity Metro, Board Member Suarez indicated that the Board authorized the CEO to sign a letter of intent with Trinity Metro because of the proximity to DCTA and similar infrastructure.

In response to Board discussion regarding the differences between Via and Trinity Metro, President Recker clarified that both paths (which are completely separate) impact DCTA services; however, depending upon the decision of the DCTA Board, the path (Via or Trinity Metro) could be one or the other, or both.

*No Board action required.*

4. CONVENE EXECUTIVE SESSION

The NTMC Board of Directors did not convene into Executive Session.

5. RECONVENE OPEN SESSION

The NTMC Board of Directors did not convene into Executive Session; therefore, reconvening in Open Session is not applicable.

6. FUTURE AGENDA ITEMS

NTMC Officers may discuss proposed future agenda items. Board members may request an item(s) to be added to the next Board meeting agenda.

*It was requested that amendments to the NTMC Bylaws are added to the May 26, 2021 NTMC Board Meeting agenda.*

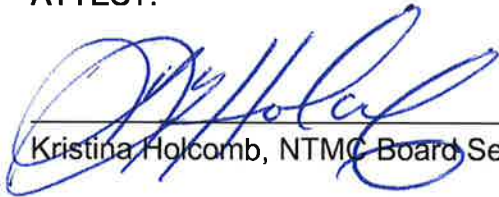
7. ADJOURN

*Motion by Board Member Suarez with a second by Vice-Chair Hayes to adjourn the meeting at 10:39am. Motion passes unanimously.*



Dean Ueckert, NTMC Board Chair

ATTEST:



Kristina Holcomb, NTMC Board Secretary