



US 380 EIS from Coit Road to FM 1827 Frequently Asked Questions

CSJs: 0135-02-065, 0135-03-053, 0135-15-002

FREQUENTLY ASKED QUESTIONS (FAQ)

February 2023 Public Hearing

1.	What is the status of the project?	2
2.	Didn't TxDOT already announce a final alignment?	3
3.	Which is the Preferred Alternative, and why was it selected?	3
4.	Why is this US 380 Project proceeding separately from the Spur 399 Extension Project?	3
5.	How will the other US 380 Project segments be considered along with this US 380 Project? Will they be coordinated?	4
6.	Why is this project needed?	4
7.	What happens with the project after this Public Hearing?	4
8.	What is an Environmental Impact Statement (EIS)?	4
9.	What factors are being considered in the EIS?	5
10.	Which reasonable alternatives were evaluated by TxDOT?	5
11.	Has a route further north been considered? Will this project even be necessary if the Outer Loop is built?	8
12.	Have elevated freeway lanes above the existing US 380 been considered?	8
13.	What engineering tasks are being done by TxDOT?	8
14.	Where can I find out more about the traffic analysis that was completed?	9
15.	Did TxDOT consider public input or input from local governments in its selection of the Preferred Alternative?	10
16.	What is included in the total project cost?	11
17.	What safety measures are being considered?	11
18.	Has noise been evaluated during the EIS?	11
19.	Was air quality evaluated during the EIS?	12
20.	Has TxDOT studied the indirect impacts of the project?	13
21.	Has TxDOT studied the cumulative impacts of the project?	13
22.	What will the impact be to dams, wetlands, floodplains, and other sensitive resources?	13
23.	Will the Preferred Alternative require displacements?	14
24.	How will the project impact community facilities, including ManeGait Therapeutic Horsemanship?	14
25.	Is TxDOT tracking future developments in the study area?	14
26.	How will the project impact Erwin Park?	14
27.	Will the project impact any historic properties?	15
28.	Who can I contact at TxDOT about the project?	15

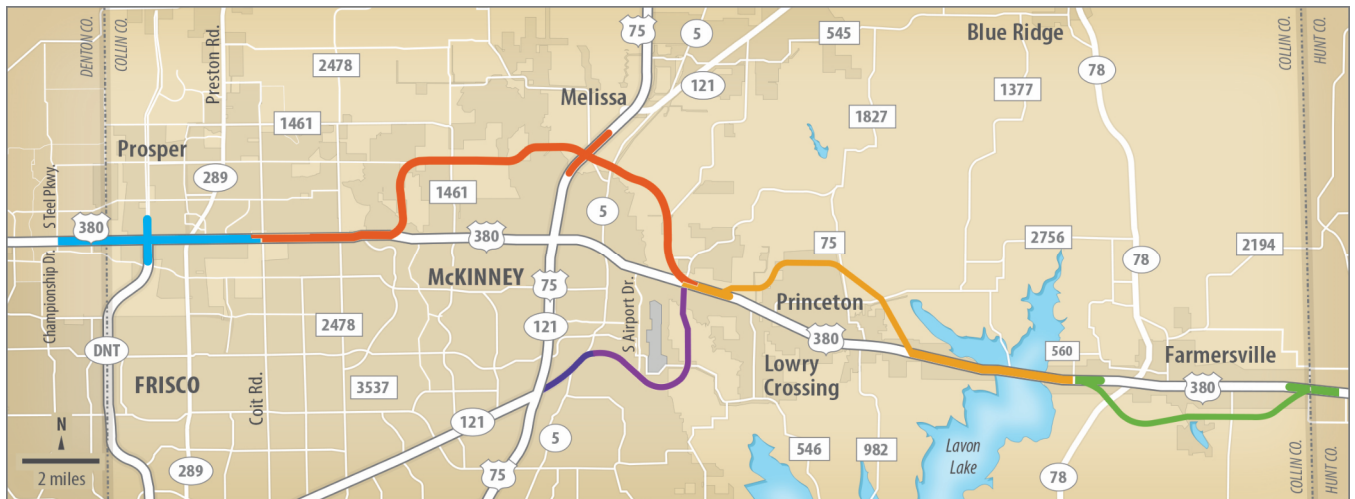
US 380 EIS from Coit Road to FM 1827 Frequently Asked Questions

1. What is the status of the project?

TxDOT completed the [US 380 Collin County Feasibility Study](#) in March 2020 and separated the study area into five independent project segments. These projects (shown on the map below) are advancing at different paces depending on mobility needs and availability of funding. In each of these segments, TxDOT is working to complete more in-depth environmental study, public involvement, and schematic design. The following are the five Collin County projects being studied:

- Blue Segment - CSJs 0135-11-024, 0135-02-068, 0134-10-065: US 380 from Teel Pkwy/Championship Dr in Denton County to Coit Road
- Orange Segment - CSJs 0135-02-065, 0135-03-053, 0135-15-002: US 380 from Coit Road to FM 1827
- Purple Segment - CSJs 0364-04-051, 0047-05-058, 0047-10-002: Spur 399 from US 75 to US 380
- Yellow Segment - CSJ 0135-03-056, 0135-04-036, 0135-16-002: US 380 from FM 1827 to CR 560
- Green Segment - CSJ 0135-04-038, 0135-05-028, 0135-17-002: US 380 from CR 560 to CR 699/698 (east of the Hunt County line)

All of these projects are expected to be environmentally cleared in 2023.



After the environmental review process for the orange segment (US 380 from Coit Road to FM 1827) was initiated, TxDOT hosted a Virtual Agency Scoping Meeting in October 2020 and a Virtual Public Scoping Meeting in January 2021. We gathered input on the project's Purpose and Need, Range of Alternatives, Methodology and Level of Detail for Analyzing Alternatives, and Coordination Plan. A Public Meeting was held in March 2022 to



US 380 EIS from Coit Road to FM 1827 Frequently Asked Questions

present information about the Reasonable Alternatives and gather input. A series of in-person and virtual public hearings are being held in February 2023. The purpose of these hearings is to:

1. Inform the public of project status and present the recommended project.
2. Describe the project so the public can determine how they may be affected.
3. Provide the public an opportunity to see information and express their views.
4. Gather comments to develop a record of public views and participation to accompany recommendations for subsequent decisions.

2. Didn't TxDOT already announce a final alignment?

No. TxDOT announced a Recommended Alignment at the end of its Collin County Feasibility Study. That recommendation was based on the data collected during the Feasibility Study and with the information that was available at the time. For TxDOT to name a final alignment (also referred to as a Preferred Alternative), the project team was required to perform a more in-depth environmental study and develop a schematic design as required by the National Environmental Policy Act (NEPA). TxDOT is presenting the Preferred Alternative at the Public Hearing in February 2023.

3. Which is the Preferred Alternative, and why was it selected?

TxDOT performed a detailed evaluation of all alternatives and segments from Coit Road to FM 1827. The Blue Alternative has been identified as the Preferred Alternative. Following this Public Hearing, public comments will be reviewed by TxDOT and minor changes may be implemented to the schematic design and Final Environmental Impact Statement (FEIS). The Blue Alternative was selected because it:

- Best meets the project purpose and need;
- Requires acquisition of the least amount of new ROW of all Reasonable Build Alternatives;
- Does not displace any community facilities;
- Results in the fewest noise receptors with substantial noise level increases;
- Is the least impactful on floodplains and regulatory floodways; and
- Minimizes the conversion of farmland.

4. Why is this US 380 Project proceeding separately from the Spur 399 Extension Project?

NEPA requires that projects be studied separately to determine if they have independent utility, meaning they can function as a usable roadway without implementation of another project and not restrict consideration of alternatives for other foreseeable improvements. The Purpose and Need for the US 380 from Coit Road to FM



US 380 EIS from Coit Road to FM 1827 Frequently Asked Questions

1827 Project includes addressing east to west traffic, while the Purpose and Need for the Spur 399 Extension Project includes addressing north to south traffic.

5. How will the other US 380 Project segments be considered along with this US 380 Project? Will they be coordinated?

TxDOT is required to evaluate the US 380 Project from Coit Road to FM 1827 as an independent project that would not require the construction of any other transportation improvements for it to operate. TxDOT is also evaluating possible options for connections to the other US 380 Projects including the schematic and environmental study for the US 380 Project from Teel Parkway/Championship Dr to Coit Road, the schematic and environmental study for the Spur 399 Extension from US 75 to US 380, and the schematic and environmental study for the US 380 Project from FM 1827 to CR 560. TxDOT is also preparing to widen existing US 380 from Airport Drive to CR 458. Construction will begin in 2024. Regular coordination meetings occur between TxDOT staff and the different US 380 project teams.

6. Why is this project needed?

The project is needed because population growth within the central portion of Collin County has caused increases in current and forecasted traffic volumes that exceed the capacity of US 380 between Coit Road and FM 1827, leading to increased congestion, reduced mobility, and higher crash rates compared to other similar roadways in the region. The purpose of the proposed action is to manage congestion, improve east-west mobility, and improve safety.

7. What happens with the project after this Public Hearing?

This Public Hearing is the public's opportunity to provide input on the Draft EIS and Preferred Alternative. After the Public Hearing, TxDOT will develop the FEIS and anticipates obtaining a Record of Decision (ROD) in late summer of 2023. A ROD is the official approval of a FEIS, clearing the way for TxDOT to identify funding, develop a construction schedule, and begin final design.

8. What is an Environmental Impact Statement (EIS)?

An EIS is a multi-year environmental review process that provides rigorous analysis of proposed alternatives and their environmental impacts. During the development of the EIS, TxDOT gathers more field data, completes a more detailed evaluation and schematic design, and completes even more coordination with agencies, stakeholders, and the public. An EIS is prepared when it is anticipated that a proposed project could affect the

US 380 EIS from Coit Road to FM 1827 Frequently Asked Questions

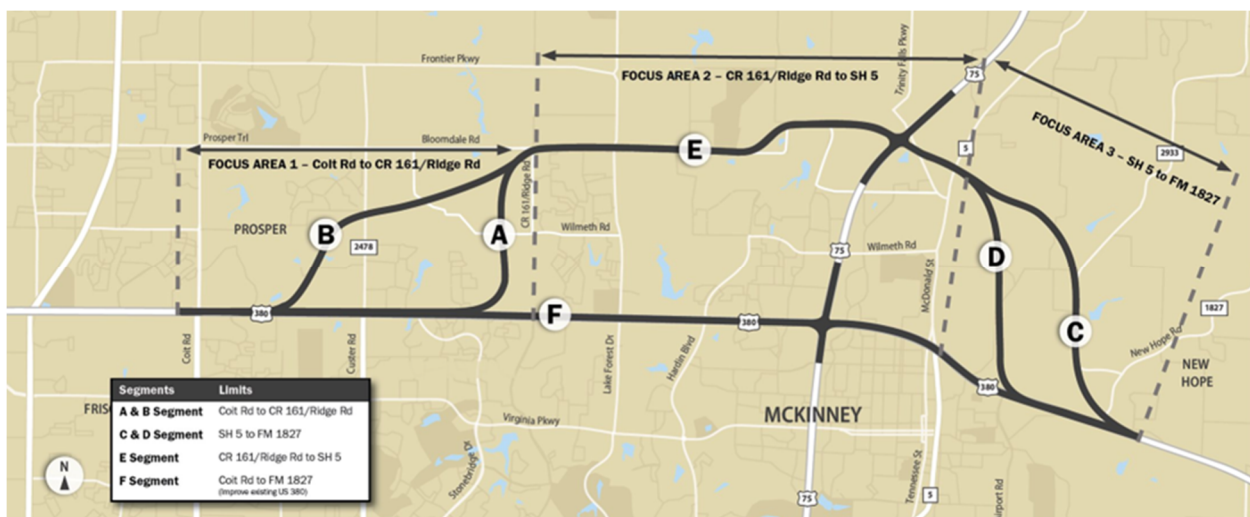
quality of the human and natural environment. There are three categories of analysis that TxDOT can complete as part of NEPA, of which an EIS is the most rigorous.

9. What factors are being considered in the EIS?

You can view the factors considered in the Segment Analysis Matrix on the Public Hearing website at www.KeepItMovingDallas.com/US380EIS. The matrix is a tool used to review segments and objectively compare them according to various evaluation criteria. These comparisons helped TxDOT to identify a Preferred Alternative. Each matrix includes both qualitative and quantitative data. It is organized into four different categories that TxDOT considers, including how well the project meets criteria for 1) purpose and need 2) engineering analysis 3) environmental analysis and 4) public input.

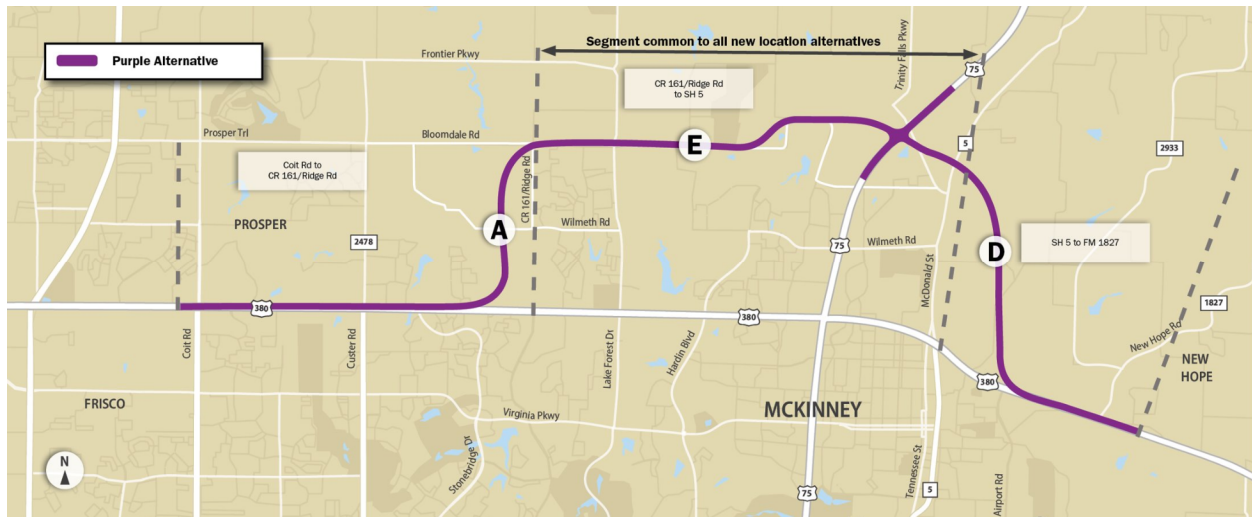
10. Which reasonable alternatives were evaluated by TxDOT?

NEPA requires TxDOT to evaluate all viable alternatives considered and eliminated during the Feasibility Study, as well as other alternatives developed by TxDOT. The alternatives evaluated are comprised of segments placed end-to-end connecting Coit Road on the west to FM 1827 on the east, and include the No-Build Alternative, improvement of the existing US 380 corridor (Segment F), and four new location Build Alternatives that share a common segment in Focus Area 2 (Segment E). The new location alternatives differ in their alignments on the west and east ends of the study area.

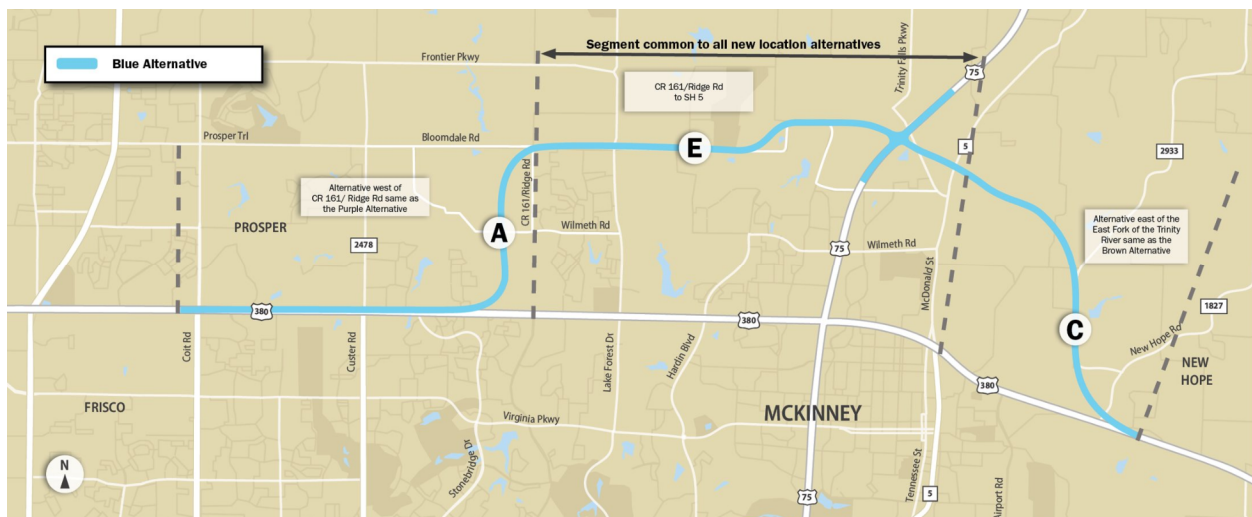


US 380 EIS from Coit Road to FM 1827 Frequently Asked Questions

The **Purple Alternative** represents the Coit Road to FM 1827 segment of the Recommended Alignment from the Feasibility Study in 2020. It links Segments A, E, and D. All Reasonable Build Alternatives include Segment E. The total length for the Purple Alternative is approximately 15.9 miles long.

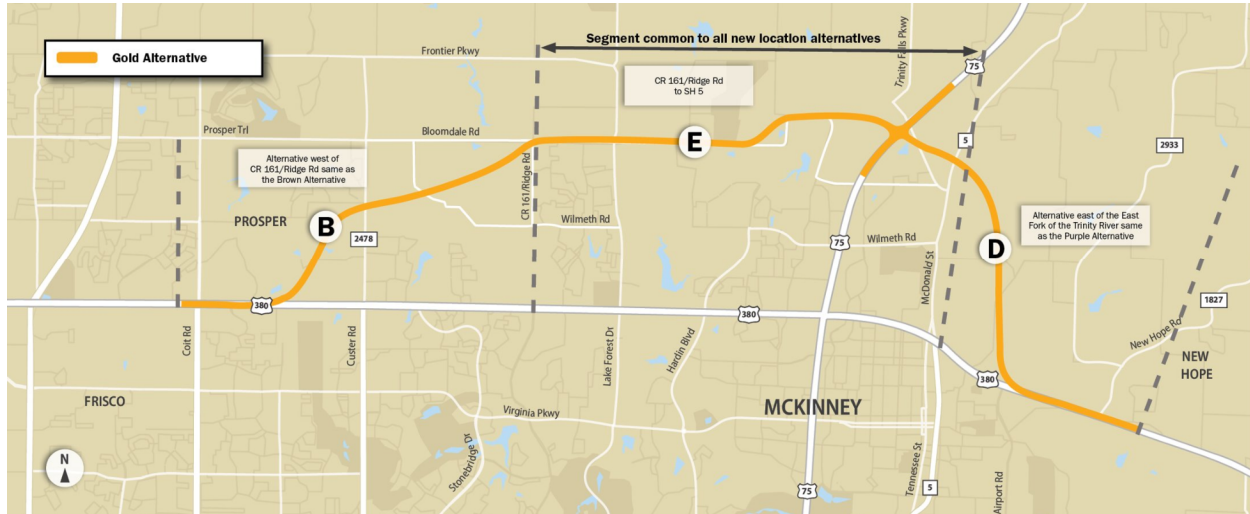


The **Blue Alternative**, which has been identified by TxDOT as the **Preferred Alternative**, links Segments A, E, and C for a total length of approximately 15.6 miles. The Blue Alternative differs from the Purple Alternative between SH 5 and existing US 380 east of McKinney where the alignment follows Segment C parallel to and east of the East Fork of the Trinity River.

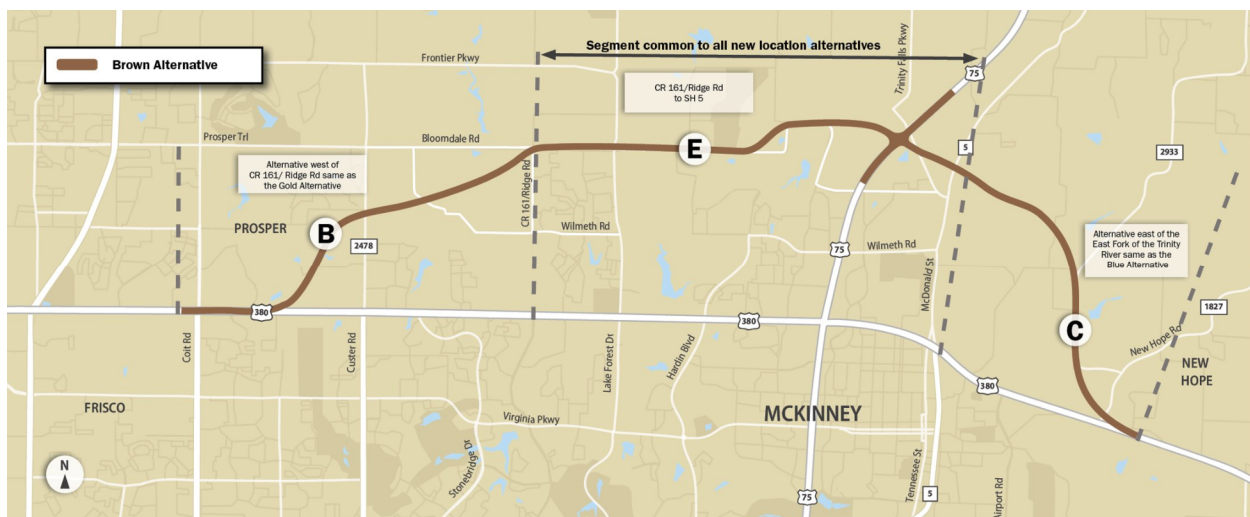


US 380 EIS from Coit Road to FM 1827 Frequently Asked Questions

The **Gold Alternative** links Segments B, E, and D for a total length of approximately 16.3 miles. It matches the *Brown Alternative* between Coit Road and SH 5.



The **Brown Alternative** links Segments B, E, and C, and is approximately 14.8 miles long. The Brown Alternative differs from the Blue Alternative in the alignment from Coit Road to the future intersection of Ridge Road and Bloomdale Road, which is Segment B.



The **Green Alternative** would be a freeway constructed where the existing US 380 is today. A freeway in that location would require approximately 350 to 400 feet of right-of-way to be constructed. For reference, the right-of-way width for the existing US 380 varies from approximately 130 to 180 feet.



US 380 EIS from Coit Road to FM 1827 Frequently Asked Questions

TxDOT is required to consider a No-Build Alternative through the EIS process. The No-Build Alternative would not construct a new roadway, nor would it improve existing roadways beyond projects that are already planned by the cities, county, or TxDOT. The No-Build Alternative does not meet the project's Purpose and Need, nor would it provide the benefits that the Build Alternatives do. The No-Build Alternative is included in the DEIS document because it sets the baseline for comparison of the Build Alternatives.

11. Has a route further north been considered? Will this project even be necessary if the Outer Loop is built?

Initial traffic analysis conducted during the US 380 Collin County Feasibility Study indicated that locating an alternative further north would not address US 380 congestion and would not satisfy regional travel demands. Additionally, dense residential development north of the study area would impact many more existing neighborhoods.

Even if all the planned roadways in Collin County, including the Outer Loop, are built, US 380 will continue to experience a failing level of service in the future. The regional model shows that both east to west freeways are needed to relieve congestion.

12. Have elevated freeway lanes above the existing US 380 been considered?

Double decked (or elevated) freeway sections were considered during the Feasibility Study. This will not be further considered for the corridor because it would not significantly reduce the amount of right-of-way needed to construct the roadway, and it would be more expensive. It's important to note that TxDOT is being asked by cities to remove elevated freeways in several locations across the state.

13. What engineering tasks are being done by TxDOT?

TxDOT developed the schematic design for the Build Alternatives by evaluating how much right-of-way (ROW) would be needed, developing horizontal and vertical alignments, customizing typical sections for different locations, developing ramp locations and interchanges, calculating more detailed cost estimates, evaluating and designing drainage, considering bicycle and pedestrian accommodations, and determining the constructability of the project.

The schematic design is available for review on the Public Hearing website, www.KeepItMovingDallas.com/US380EIS along with a Schematic Viewing Guide. The following features are included:



US 380 EIS from Coit Road to FM 1827 Frequently Asked Questions

- mainlanes
- ramps
- frontage roads
- horizontal and vertical alignments
- bridges or elevated structures
- retaining walls
- culverts
- proposed ROW needed for the proposed freeway
- existing utilities
- displacements

In addition, TxDOT recently conducted what is called a Value Engineering (VE) Study for the US 380 Project. An independent VE team objectively reviewed the schematic design. These studies are intended to question project decisions and add value to the project by improving its overall function.

The VE study team views schematic design purely through a technical lens, and public input is not considered in their final report. Recommendations provided by the VE Study team are under consideration by TxDOT. Any schematic design changes will be reflected in the project's final design and FEIS.

VE studies are required on all projects on the National Highway System that utilize Federal-Aid Highway Program funding with an estimated total project cost of \$50 million or more.

14. Where can I find out more about the traffic analysis that was completed?

All of the traffic analyses, along with the resulting performance metrics, presented were derived using VISSIM and Highway Capacity Software using TxDOT approved projections based on the NCTCOG Travel Demand Model, historical roadway volumes, future growth projections, and census data.

Using this data, TxDOT analyzed the following traffic indicators:

- Travel Time is measured by the projected time it takes a motorist to drive the section of road from Coit Road to FM 1827 in the year 2050. We looked at different factors such as if the driver was in the morning or evening rush hour and if they were traveling eastbound or westbound.
- Average Speed is measured by the average projected speed it takes a motorist to drive from Coit Road to FM 1827 in the year 2050. We also looked at average speed in the morning and evening rush hour and traveling eastbound and westbound.
- Level of Service (LOS) measures the quality of vehicle traffic service based on performance measures like vehicle speed, density, and congestion. For example, a level of service "F" is a rating assigned to



US 380 EIS from Coit Road to FM 1827 Frequently Asked Questions

roadways with breakdown flow which means that there are high traffic volumes and limited capacity on the roadway. A level of service "A" is a rating that means free flow conditions with low traffic volumes and greater roadway capacity available.

Additional information regarding the traffic analyses can be found in the Segment Analysis Matrix and the DEIS, Section 2.3.

15. Did TxDOT consider public input or input from local governments in its selection of the Preferred Alternative?

While the Preferred Alternative was not selected based on public and stakeholder input alone, it is one of the many things that TxDOT must consider. During the last public comment period, TxDOT received more than 9,000 comments. The Segment A versus Segment B topic was the most common theme from a wide variety of stakeholders, appearing in nearly 94 percent of comments. Of those, 71 percent noted a preference for Segment A over Segment B.

Throughout the course of the project, TxDOT has worked extensively with local governments, HOAs, the general public, resource agencies, and other stakeholders to gather input and to address regional mobility issues. In fact, TxDOT has made notable schematic design updates based on this input.

TxDOT continues to coordinate with developers and local governments to support future growth and minimize impacts where possible. TxDOT has done this with the Town of Prosper for multiple developments along Segment A in the town's limits. TxDOT has also worked with the City of McKinney and developers to mitigate impacts by moving the US 75 interchange with the proposed freeway as far south as possible. This was done because the area is extremely important to the City of McKinney, as it continues to promote regional commercial development at this location.

TxDOT has also been working with representatives from North Texas Municipal Water District (NTMWD) to avoid impacts to its existing and planned facilities. An area of interest is along the western side of Segment E, near existing Bloomdale Road. The design has also been updated to avoid directly impacting a future major water delivery pipeline to be constructed in this constrained area.



US 380 EIS from Coit Road to FM 1827 Frequently Asked Questions

Last, continuous frontage roads were incorporated into the schematic design for all alternatives, providing the opportunity for drivers to have better connections to local roads and be re-routed should there be a crash or other incident that blocks all freeway mainlanes.

TxDOT will continue to consider public input and will work with stakeholders and partners as the EIS process is finalized.

16. What is included in the total project cost?

The total project costs are estimates TxDOT developed when considering costs for planning, engineering, and design; roadway construction; right-of-way; and utility relocations.

17. What safety measures are being considered?

Any future improvements will be designed to meet current design standards and address deficiencies of the current roadway system where feasible. A new location freeway alternative would likely attract traffic away from the existing US 380, thereby alleviating congestion, and reducing the number of crashes. All segments would be a freeway generally consisting of eight lanes (four in each direction), and two lanes of continuous access roads running parallel to each side. The freeway design eliminates direct access to the mainlanes from driveways and other roadways, thereby reducing the number of conflict points. Drivers would only be able to make left turns or U-turns where there are signalized intersections on access roads.

18. Has noise been evaluated during the EIS?

Yes. A traffic noise analysis was conducted in October 2022, in accordance with TxDOT's FHWA-approved Guidelines for Analysis and Abatement of Roadway Traffic Noise and Construction Noise (TxDOT, 2019). Existing sound level measurements were collected at noise sensitive areas adjacent to the project segments. Noise modeling software was used to predict what noise levels could be expected in 2050 and determine if a noise impact would occur.

Because traffic noise impacts were identified, TxDOT evaluated noise abatement measures for each location with predicted noise impacts to determine if such measures are *reasonable and feasible*. Noise barriers, also called noise walls, are the most common abatement measure.

To be considered *feasible*, noise barriers must provide a minimum noise reduction – or benefit – at or above the threshold of 5dB(A) at more than 50 percent of first-row impacted receptors and two impacted receptors. To be



US 380 EIS from Coit Road to FM 1827 Frequently Asked Questions

considered *reasonable*, the barrier must not exceed the cost reasonableness allowance of 1,500 square feet per benefited receptor and must meet the noise reduction design goal of 7 dB(A) for at least one receptor.

Based on these criteria, four noise barriers are proposed for the US 380 Project.

An additional, even more comprehensive noise abatement analysis will be conducted for the Preferred Alternative in the Final Environmental Impact Statement (EIS) to capture any alignment modifications made after the Public Hearing and any additional receptors resulting from ongoing land planning and construction.

Bordering and benefitting property owners and residents will be invited to attend a noise workshop and vote for or against the proposed noise barriers. If a majority of the weighted votes received are in favor, that barrier will be constructed. For more information on these proposed noise barriers, please view the DEIS, Section 3.14.

19. Was air quality evaluated during the EIS?

Yes. TxDOT performed studies to evaluate how the project will impact air quality and to confirm compliance with regional and federal air quality standards, including the Clean Air Act. These air quality analyses involved coordination with various resource agencies and planning organizations including the US Environmental Protection Agency (EPA), TCEQ, North Texas Council of Governments (NCTCOG), and Federal Highway Administration (FHWA). Analyses found the following:

- As required, the project is consistent with the Texas Commission on Environmental Quality (TCEQ) State Implementation Plan (SIP), the NCTCOG's Mobility 2045 Update, as well as the 2023 – 2026 TIP.
- TxDOT performed a Carbon Monoxide Traffic Air Quality Analysis (CO TAQA) which modeled carbon monoxide concentrations for the five study segments, and none of the modeled concentrations exceeded the 1-hour or 8-hour National Ambient Air Quality Standards for carbon monoxide, and are not expected to exceed national standards at any time.
- TxDOT performed a quantitative mobile source air toxics (MSAT) analysis. Despite the projected 22 percent increase in vehicle miles traveled (VMT) for the Preferred Alternative in 2050 compared to 2020 (No-Build), the total MSAT emissions are predicted to decrease by approximately 43 percent due to higher combustion efficiencies of vehicle engines and electrification of the US fleet. The VMT under the 2050 No-Build Scenario would increase by approximately 25 percent compared to the 2020 (No-Build) Scenario.



US 380 EIS from Coit Road to FM 1827 Frequently Asked Questions

To reduce congestion and the need for single-occupancy vehicle lanes in the region, TxDOT and NCTCOG will continue to promote appropriate congestion reduction strategies through the Congestion Mitigation and Air Quality Improvement (CMAQ) program, the congestion management process and the Metropolitan Transportation Plan.

If the project is not built and US 380 remains as is, localized air emissions would likely increase because of congestion, slower travel speeds, and longer idling times at signalized intersections. Regardless of whether or not the project is built, MSATs may be somewhat mitigated in the future because of federal regulations on vehicles, fuels, fleet turnover, and the increased use of electric vehicles. More information on Air Quality is included in Section 3.12 of the DEIS, and a technical report is included as an appendix.

20. Has TxDOT studied the indirect impacts of the project?

Yes. A six-step induced growth impact analysis was performed in coordination with city and county planners and officials to identify areas of potential growth, development trends, and the probability of the proposed project to influence local land use decisions within an Area of Influence (AOI). The Preferred Alternative is not anticipated to substantially induce growth; therefore, no mitigation for induced growth effects is proposed.

21. Has TxDOT studied the cumulative impacts of the project?

Yes. A cumulative effects analysis was performed to view the direct and indirect effects of the proposed project within the larger context of past, present, and future activities that are independent of the proposed project, but that are likely to affect the same resources in the future. As appropriate, mitigation strategies are proposed to mitigate impacts or indirect effects. For example, land clearing, stormwater management, and erosion control Best Management Practices (BMP) would be implemented before and during construction with permanent BMPs incorporated as part of the final design to manage roadway runoff.

22. What will the impact be to dams, wetlands, floodplains, and other sensitive resources?

TxDOT has conducted field assessments during the development of the EIS to identify all dams, wetlands, floodplains, and other sensitive resources in the study area. TxDOT is aware of the dams near the Tucker Hill and Stonebridge neighborhoods. The effect of the alternatives under consideration on the function of the dams is being assessed and mitigation measures will be considered, if necessary. More information can be found on the Segment Analysis Matrix.

23. Will the Preferred Alternative require displacements?

All alternatives considered, including the Preferred Alternative, would require displacements, including residences, businesses, and other buildings such as barns and outbuildings. While TxDOT has been working to reduce the number of displacements, some displacements cannot be avoided as TxDOT is required to comply with state and federal design standards. Interactive maps and schematic design roll plots that indicate displacements can be viewed at www.keepitmovingdallas.com/US380EIS.

24. How will the project impact community facilities, including ManeGait Therapeutic Horsemanship?

None of the alternatives, including the Preferred Alternative, directly impact ManeGait or any other community facility. Due to comments received about perceived impacts to ManeGait, TxDOT further studied the matter. We researched conditions at similar facilities throughout the U.S. with the Professional Association of Therapeutic Horsemanship International (PATH) accreditation. Staff at 17 facilities in Texas, Colorado, California, Florida, and Pennsylvania were interviewed. Noise measurements were taken at select facilities.

Staff at these facilities indicated that nearby infrastructure (such as highways) did not pose an issue to their operations. Ultimately, it was determined that therapeutic horsemanship facilities can function effectively in a variety of physical and environmental settings.

More information about TxDOT's research and analyses of PATH-accredited therapeutic horsemanship facilities is available in the DEIS, Appendix K.

25. Is TxDOT tracking future developments in the study area?

Yes. TxDOT is tracking future developments as a part of this project. These include locations of future homes, businesses, schools, parks, and open space. TxDOT is and will continue to coordinate with local governments and developers to gather the information on project status, potential cost, and planning/permit process timelines.

26. How will the project impact Erwin Park?

The Preferred Alternative will not require the acquisition of land from Erwin Park. Section 4(f) of the Department of Transportation Act stipulates that TxDOT cannot approve the use of land from publicly owned parks or recreational areas, wildlife and waterfowl refuges or public and private historic sites unless the following conditions apply:



US 380 EIS from Coit Road to FM 1827 Frequently Asked Questions

- There is no feasible and prudent avoidance alternative to the use of that land; and the action includes all possible planning to minimize harm to the property resulting from such use
- TxDOT determines that the use of the property will have a *de minimis* impact

For more information about the Section 4(f) process and how you can get involved, please refer to Section 3.9 of the DEIS at www.keepitmovingdallas.com/US380EIS.

27. Will the project impact any historic properties?

An intensive survey was performed to identify the National Register of Historic Places (NRHP)-eligibility of a property on Dave Brown Road in the proposed ROW of the interchange between Segment C and existing US 380. Based on historical research and for the purposes of this project, the Brown Property was determined to be ineligible for listing on the NRHP due to the lack of integrity and significance as an example of a resource type. The property is no longer active as a farm or ranch and many of the buildings on the property lack integrity of design, materials, workmanship, and feeling due to significant alterations and loss of original buildings and agricultural lands.

The Preferred Alternative is anticipated to have no physical or otherwise adverse effects to this resource, and no recommendations for Section 4(f) or *de minimis* consideration of impacts to the resource are anticipated.

28. Who can I contact at TxDOT about the project?

Mr. Stephen Endres, P.E.
Project Manager – TxDOT Dallas District
4777 E. US Highway 80
Mesquite, Texas 75150
Phone: (214) 320-4469
Email: stephen.endres@txdot.gov

TxDOT's normal business hours are 8:00 a.m. – 5:00 p.m. (central time), Monday through Friday.