



MEMORANDUM

To: Mayor and City Council

From: Mindi Hurley, Director of Community Development

Date: September 9, 2025

Reference: Consider approval of an interlocal agreement renewal between the City of Coppell and SPAN, Inc., for the provision of transit services for older persons, persons with disabilities, and veterans; with a fiscal impact of \$42,910 as budgeted in the FY 2026 General Fund budget; and authorizing the Mayor to sign and the City Manager to execute any necessary documents.

2040: Implement Innovative Transportation Networks

Introduction: This is the annual contract renewal between the City of Coppell and SPAN, Inc. for residential and paratransit services for older persons, persons with disabilities, and veterans.

Background: The City of Coppell initially entered into an agreement with SPAN, Inc. In 2016 to provide shared transportation services, by appointment, for older adults aged 60 and over, those who have a mobility impairment, and veterans. SPAN, Inc. manages the application process and provides subsidized transportation services to eligible Coppell residents and caretakers for doctor appointments, daily errands, libraries and recreation programs, life skills programs, employment and other approved locations within the designated service area. The service is only available to eligible riders that are residents of Coppell.

To use SPAN transit, passengers must first complete and submit an application to SPAN, Inc. Upon receipt of the approved applications, passengers receive a written notice and may begin scheduling trips. Passengers request transportation directly through SPAN, Inc. All SPAN, Inc. vehicles are equipped with wheelchair lifts or ramps. SPAN, Inc. provides door to door services and all drivers are trained to assist individuals who may have a mobility impairment and or use assistive devices. The designated service area includes all of Coppell and surrounding areas in close proximity to Coppell city limits.

Thus far in Fiscal Year 2024-25, SPAN, Inc. provided 1,389 one-way transportation trips for 30 unduplicated riders between October 2024-July 2025. Ridership for the current fiscal year has increased 14% compared to the same October-July timeframe from last fiscal year. The 1,389 one-way transportation trips for the current fiscal year were for the following purposes:

- 43% to dialysis or medical purposes
- 23% to the Coppell Senior & Community Center or other recreational purposes
- 14% for employment purposes
- 12% to Life Skills programs
- 4% to education services
- 4% to shopping trips for necessities

The local rate per trip will stay the same for this fiscal year, at \$21.96 per one-way trip. The maximum projected trip count for October 1, 2025-September 30, 2026, is 1,954 with an annual contribution of \$42,910 by the City. SPAN, Inc. will notify and work with the City if demand is higher than projected and amend the contribution amount if agreed to by both parties.

Coppell's rate per one-way trip will be \$21.96 per rider and the rider is responsible for a trip fare of \$3.00 each way. The nature of the trips are medical services, recreational activities, education services, life skills programs, employment and necessary shopping trips. This transportation service is secondary to, and not in lieu of, or as a substitution for transportation services available through or funded by Medicare and/or Medicaid, or any other insurance program or provider.

Benefit to the Community: The residents utilizing SPAN, Inc would not otherwise have paratransit options to receive these necessary services.

Legal Review:

City Attorney has reviewed the Agreement.

Fiscal Impact:

The fiscal impact of this item is \$42,910, as budgeted in the FY 2026 General Fund budget.

Recommendation:

Staff recommends approval.