



Coppell Presentation FY 2025

T H E · C I T Y · O F
COPPELL

Who is Span/Meals on Wheels of Denton County?



Span, Inc has been serving the Denton County residents for 50 years! We have enabled people in our county, to live as fully and independently as possible by consistently providing nutritious meals, reliable and safe transportation to our vulnerable seniors, people with disabilities, honored veterans, and other members of the public.





Span Transportation is a demand response program that provides shared ride services for Coppell Residents.

Because of city contributions, we are able to provide low-cost fares to riders over the age of 60 and people with disabilities, going anywhere in Coppell's contracted service area.

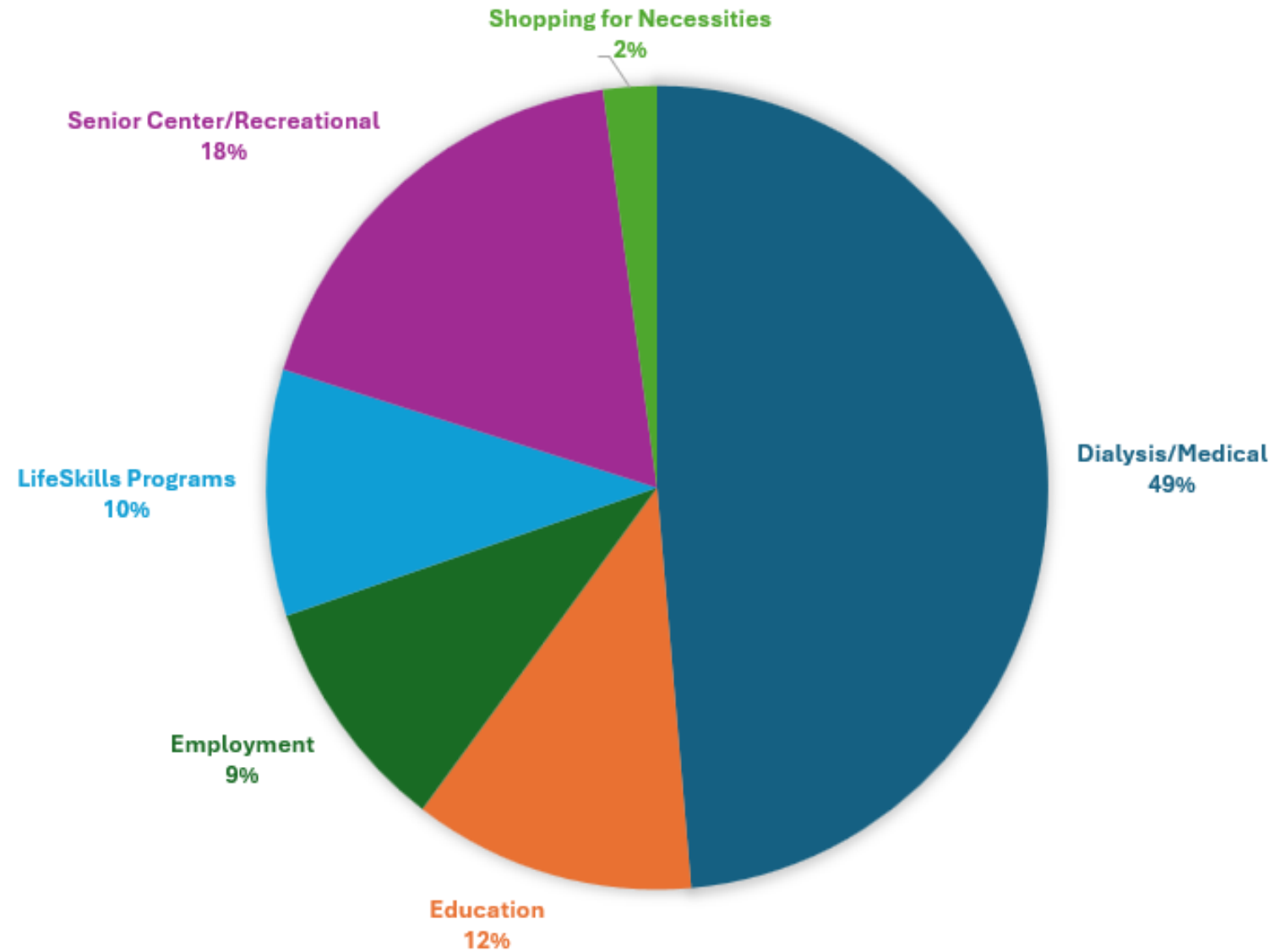
Each one-way trip is \$3.00



Approved Trip Purposes:

- Medical
- Shopping
- Public Libraries
- Senior Programs
- Employment
- Education
- Nutrition
- Recreation
- Life Skills Programs

YTD FY 24 TRIP COUNTY BY PURPOSE



Our Transportation Team



DRIVERS:

- Trained, Credentialed, and Fully Vetted
- Represented on the Span Safety Committee
- Mission Minded
- Developing Professional Relationships

DISPATCH:

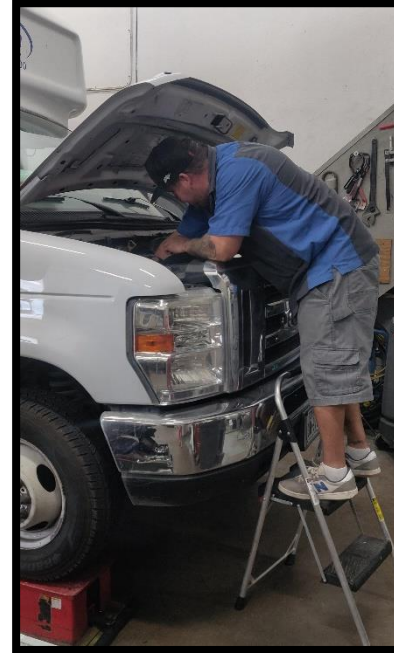
- Client Reservations
- Friendly and Helpful Customer Service
- Driver Liaison/Constant Communication
- Experienced and Tenured Staff

SCHEDULING:

- Software Assisted Route Scheduling
- Ensure Service Quality and Efficiency
- Maximize Rider Access to Trips
- Applied Route and Driving Experience

Our Fleet

- **Thirty-Four Fully ADA Compliant Vehicles (34)**
- **Professional Preventative Maintenance and Repair Staff**
- **Utilize a Software Maintenance Module to track PM and repairs.**
- **Vehicles Maintained in State of Good Repair (SGR)**
- **Audited by TxDOT, NCTCOG, and DPS**
- **Eight (8) new Mini-Buses Delivered in August 2023**
- **All Vehicles Stored and Maintained at Secure Centralized Facility**



Policies and Procedures 2025

- Reservation Window move from 1 – 14 days to 2 – 14 days
 - Increase the number of people we can serve
 - More efficient Schedules
- Updated “Helpful Information” for new and existing Riders
 - Based on Frequent Rider Questions
 - Input from Staff



City Support

- In FY 2024, October 2023 through July 2024, Span provided 1220 one-way transportation trips.
- The projected monthly trip count is One Hundred Fifty (150) in FY 2025.
- The Rate is \$21.96 per one-way trip.
- The October 1, 2024 – September 30, 2025 Budget Request for Local Contribution is **\$39,528.00**.
- FY 2024 Unduplicated Riders: Twenty-Six (26)



*Thank You
from
Span!*