



# City of Coppell

**Fiscal Year 2024**  
**September 12, 2023**



## Who We Are

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Span, Inc. is a nonprofit established in 1974 that enables people in Denton County to live as fully and independently as possible by providing nutrition and transportation to seniors, people with disabilities, veterans, and other members of the public.



Span Transportation is a demand response (scheduled) program that provides shared ride services to Denton County residents.

Passenger Fare: \$3.00 one-way fare



## Approved Trip Purposes:

Medical

Shopping for necessities

Public Libraries

Seniors Program

Employment

Education

Nutrition

Recreation

Workshop



# Transportation Front Line

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## **DRIVERS:**

- Trained, Credentialed, and Safe
- Represented on the SPAN Safety Committee
- See Something/Say Something Culture (See the Big Picture)

## **DISPATCH:**

- Client Reservations
- Customer Service
- Driver Liaison / Constant Communication
- Quality Assurance

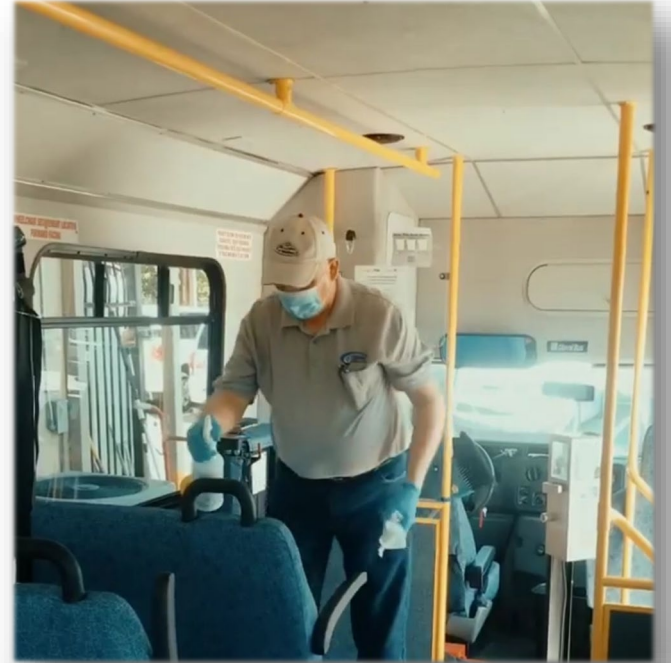
## **SCHEDULING:**

- Computer Assisted Scheduling
- Ensure Service Quality
- Maximize Rider Access to Trips

# Span Fleet

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- **Over Thirty Vehicles (30)**
- **Professional Preventative and Running Repair Maintenance**
- **Vehicles Maintained in State of Good Repair (SGR)**
- **Audited by TxDOT, NCTCOG, and DPS**
- **Eight (8) new Mini-Buses Delivered in August**
- **Fully Accessible Fleet**
- **All Vehicles Stored and Maintained at Secure Centralized Facility**



# Coppell Riders and Trips October 2022 – July 2023

- ❖ Unduplicated Riders First 10 Months: 17
- ❖ Trips Performed First Ten Months: 565
- ❖ Full FY 2023 Trip Estimate: 678
- ❖ Monthly Trip Average: 56.5
- ❖ Confirmed Trip Purpose Use Rate:

**Medical 41.06%**

**Life Skills 21.77%**

**Employment 2.83%**

**Education 20.18%**

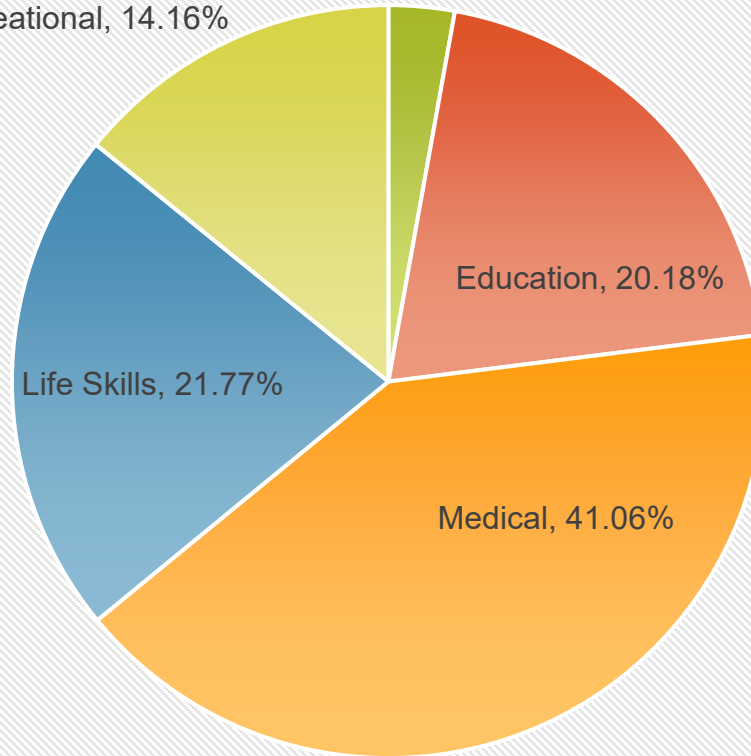
**Shopping 3%**

**Other 14.16%**

# Trip Purposes October 2022 – July 2023

## Coppell Trip Purposes

Other (Shopping, Nutrition, Employment, 2.83%  
Recreational, 14.16%



- Employment
- Education
- Medical
- Life Skills
- Other (Shopping, Nutrition, Recreational)



# City Subsidy

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- In FY 2022, SPAN provided **356 transportation trips** to Coppell residents and has performed 565 trips the first 10 months of FY 2023.
- CARES Act Funding will be fully expensed soon after December 31, 2023.
- Annual 2024 Local Trip Budget: \$16,000.
- Trips Supported per Month: 88 (1,056 Annually).
- 9 month non-CARES Act Service locally subsidized: 792 Trips
- Local Rate Per Trip is \$20.24.



*Thank  
You!*