



**Collin County Transit: Service Update**  
**McKinney UTD Meeting**  
**September 12, 2018**

# Program Overview

## Participants

Total: 319

Taxi Voucher Program: 316

292 – McKinney  
13 – Princeton  
0 – Lowry Crossing  
6 – Melissa  
5 – Celina

Demand Response Program: 3

3 – McKinney

Low Income Pilot Program: 15

15 - McKinney

## Budget

Annual Budget: \$350,000

Expended to Date:  
\$95,095.69

Balance: \$254,904.31

## Fun Facts

20 passengers make up more than 50% of the total ridership on Collin County Transit

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# Service Overview

June 2017 – July 2018	Total	Taxi Voucher Program	Demand Response Program
Participants	319	316	3
Low Income Program	15	15	0
Number of Riders	167	165	2
Trips Taken	4,706	4,693	13
Average Cost Per Trip		\$16.60	\$60.45
Average Miles Per Trip		9.51	10.54

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# Monthly Ridership

	Taxi Trips	Demand Response Trips	Total Trips	Unduplicated Riders	New Riders
June 2017	89	6	95	22	22
July 2017	150	0	150	34	20
August 2017	272	2	274	41	9
September 2017	320	1	321	42	10
October 2017	399	0	399	50	11
November 2017	361	0	361	55	9
December 2017	317	0	317	48	4
January 2018	289	4	293	55	14
February 2018	285	0	285	55	9
March 2018	397	0	397	73	17
April 2018	435	0	435	70	10
May 2018	443	0	443	71	13
June 2018	448	0	448	72	10
July 2018	488	0	488	81	9
<b>Total</b>	<b>4,693</b>	<b>13</b>	<b>4,706</b>		<b>167</b>

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# Trips by City

	Taxi Trips	Demand Response Trips	Total Trips
Celina	61	0	61
Lowry Crossing	0	0	0
McKinney	4,552	13	4,565
Melissa	14	0	14
Princeton	66	0	66
<b>Total</b>	<b>4,693</b>	<b>13</b>	<b>4,706</b>

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# Trip Types

- Intracity Trips = 3,290 (70%)
  - 98.9% McKinney to McKinney: 3,255 trips
- Intercity Trips = 1,403 (30%)
  - 30.3% McKinney to Plano: 421 trips
  - 12.8% Plano to McKinney: 178 trips
  - 12.3% McKinney to Allen: 171 trips
  - 7.5% Allen to McKinney: 104 trips
  - 6.8% McKinney to Frisco: 94 trips
  - 6.4% Frisco to McKinney: 89 trips

# Saturday Service

	Number of Saturday Trips	Unduplicated Saturday Riders	Average Cost of Saturday Trips	Total Cost of Saturday Trips
October	11	4	\$6.00	\$65.95
November	8	1	\$5.65	\$45.20
December	23	7	\$10.53	\$242.15
January	16	4	\$19.14	\$306.20
February	9	2	\$9.69	\$87.20
March	22	8	\$17.60	\$387.20
April	10	5	\$11.93	\$119.30
May	24	10	\$13.57	\$325.75
June	27	11	\$13.15	\$354.95
July	19	7	\$12.04	\$228.75
<b>Total</b>	<b>169</b>	<b>59</b>	<b>\$12.80</b>	<b>\$2,162.65</b>

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# Low Income Pilot Program

April 2018 – July 2018	Total	Taxi Voucher Program	Demand Response Program
Participants	15	15	0
Number of Riders	10	10	0
Trips Taken	115	115	0
Average Cost Per Trip	\$14.28		--
Average Miles Per Trip	5.42		--

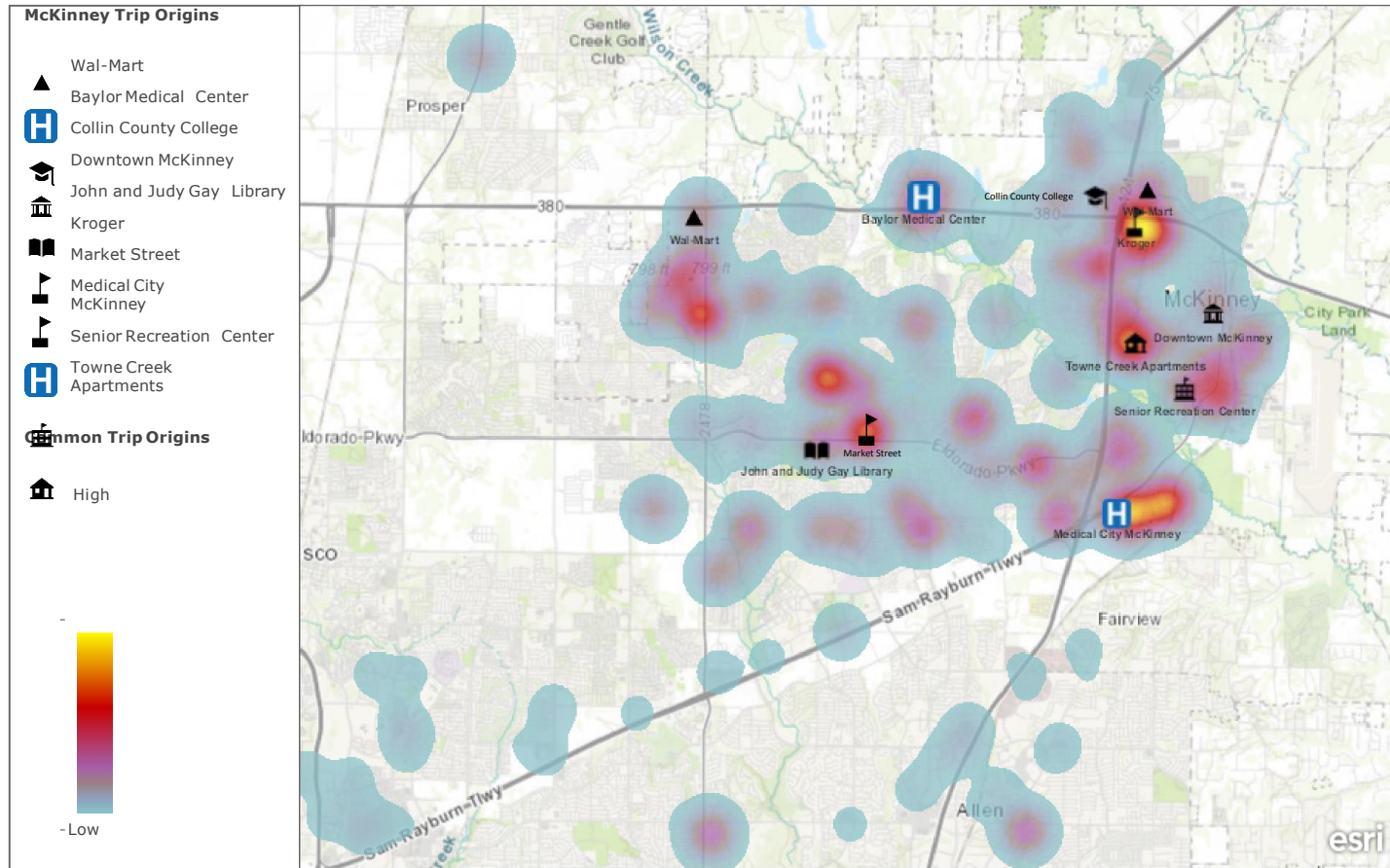
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# Program Updates

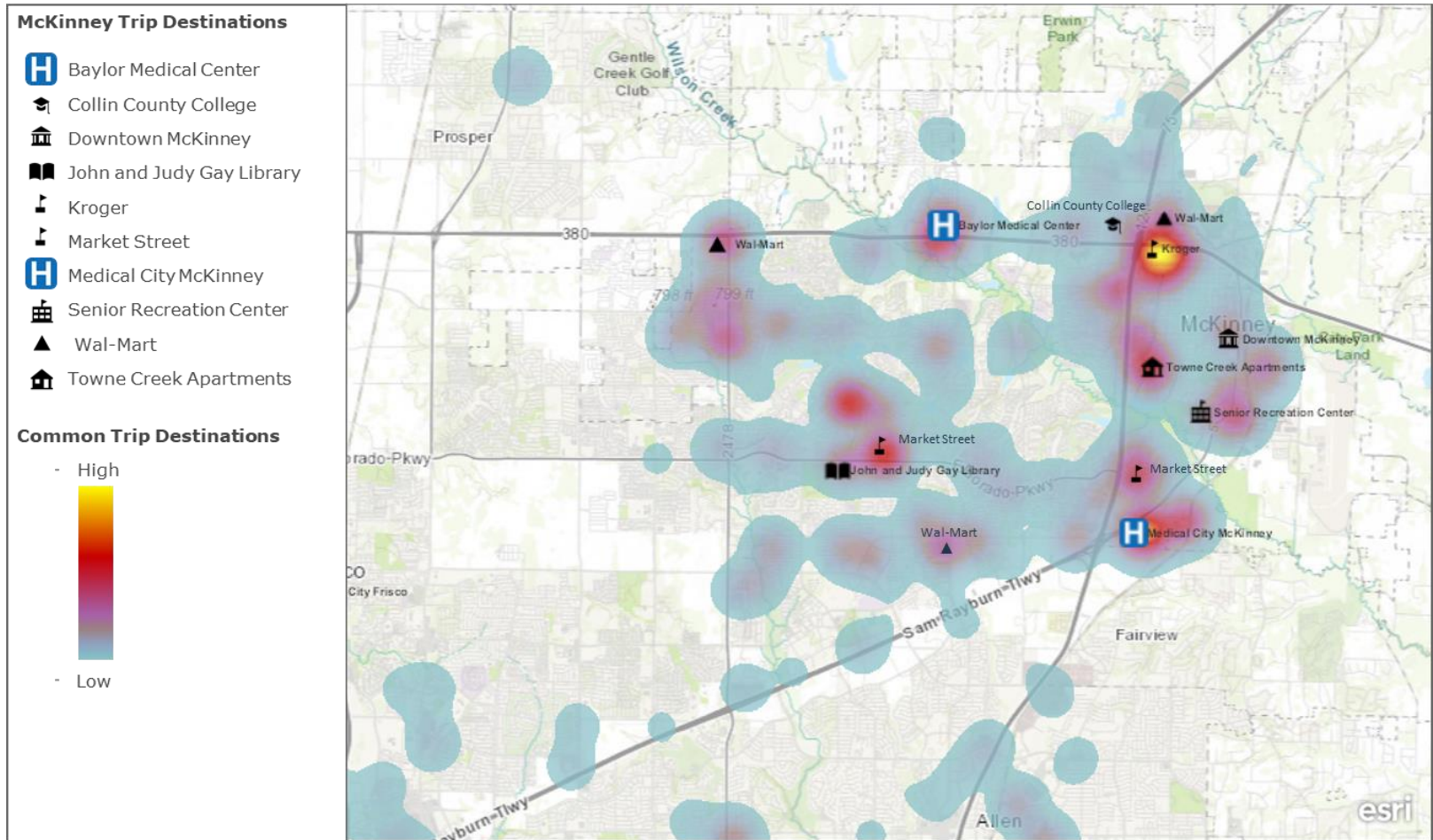
- Customer Satisfaction Survey
  - Surveys Mailed: 295
    - Sent surveys to participants eligible for the Older Adults and/or Persons with Disabilities programs
  - Mailed July 31
  - Total responses: 85
  - A detailed report on results will be distributed at the meeting

# Preliminary Ridership Data Analysis



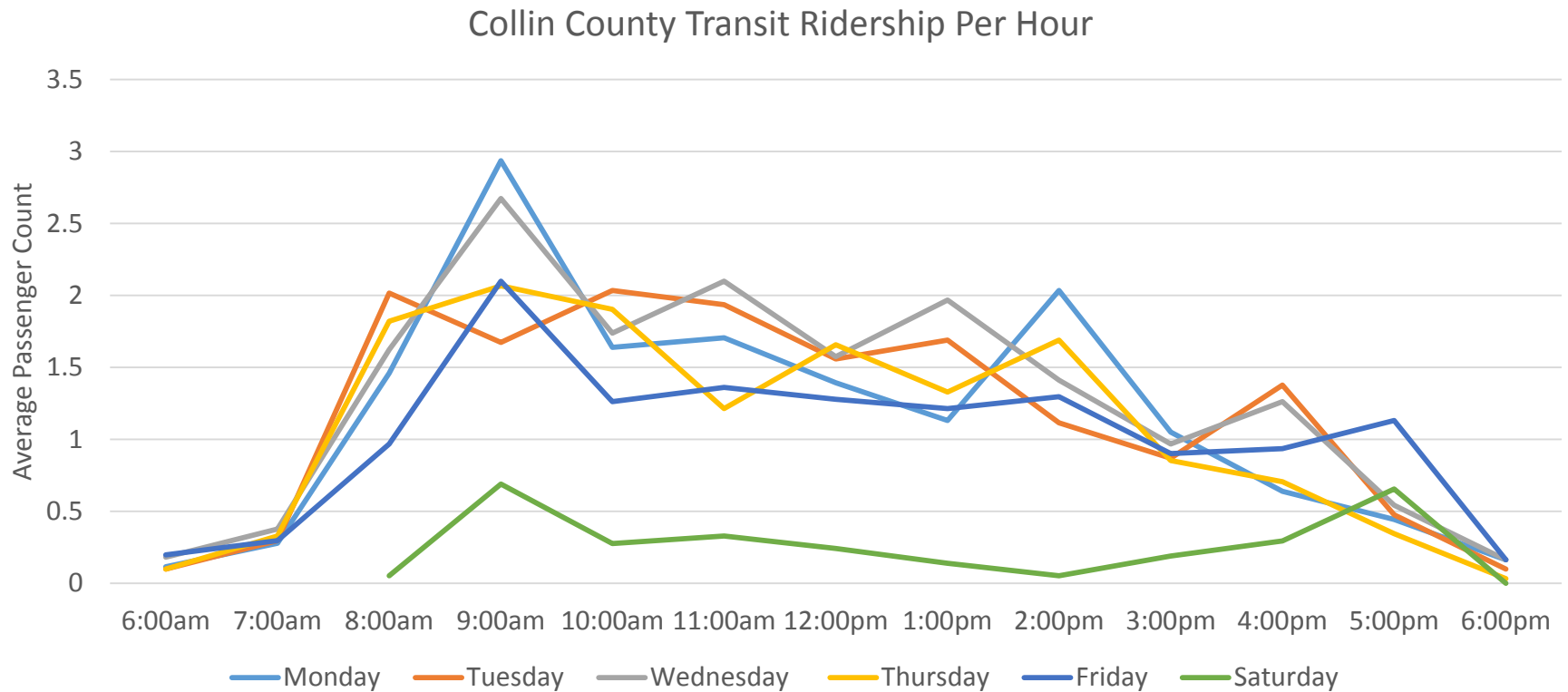
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# Preliminary Ridership Data Analysis



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# Program Updates

- Lyft Update
- Transportation Forum
- Collin County Transit Study

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