



**Collin County Transit: Service Update
McKinney UTD Meeting
June 17, 2020**



Contract Year	Fund Expended
Year 1 (June 2017 – May 2018):	\$79,071
Year 2 (June 2018 – May 2019):	\$176,689
Year 3 (June 2019 – April 2020):	\$257,706
Total	\$492,847

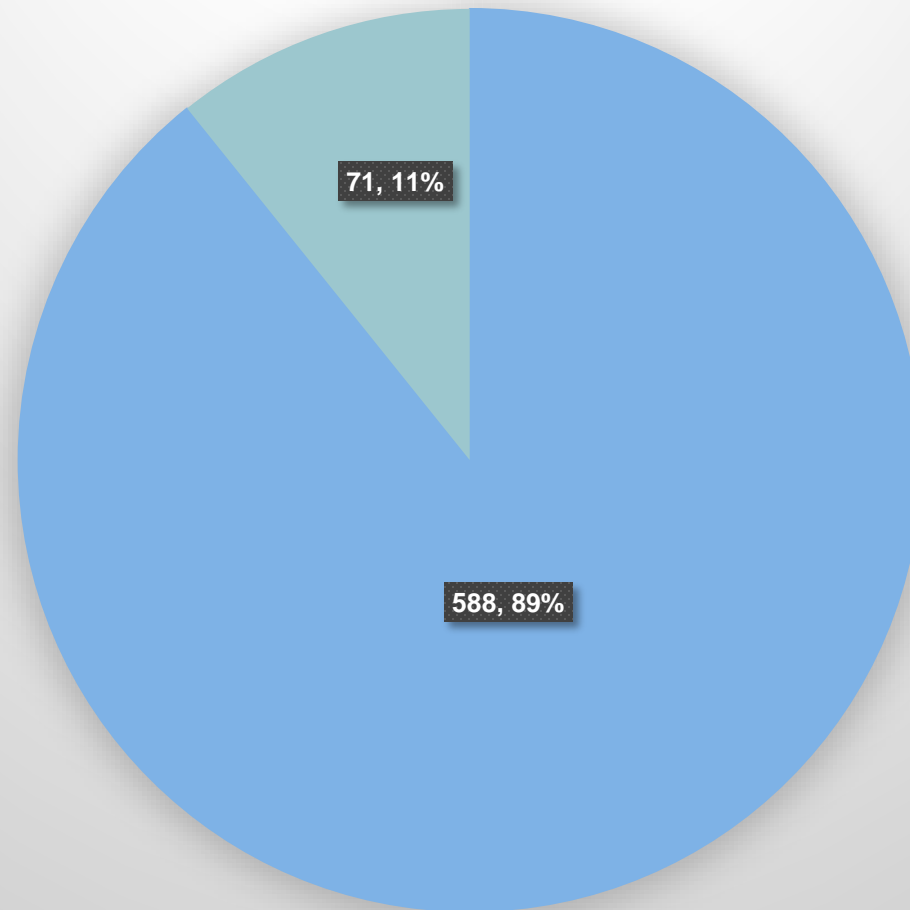


Service Overview

Participant Overview

Program	Demand Response	Taxi Voucher Program	Total
Elderly and Disabled Participants	14	574	588
Low Income Participants	0	71	71
Total Number Qualified for Program	14	645	659

Participant Overview



■ Elderly and Disabled Participants

■ Low Income Participants

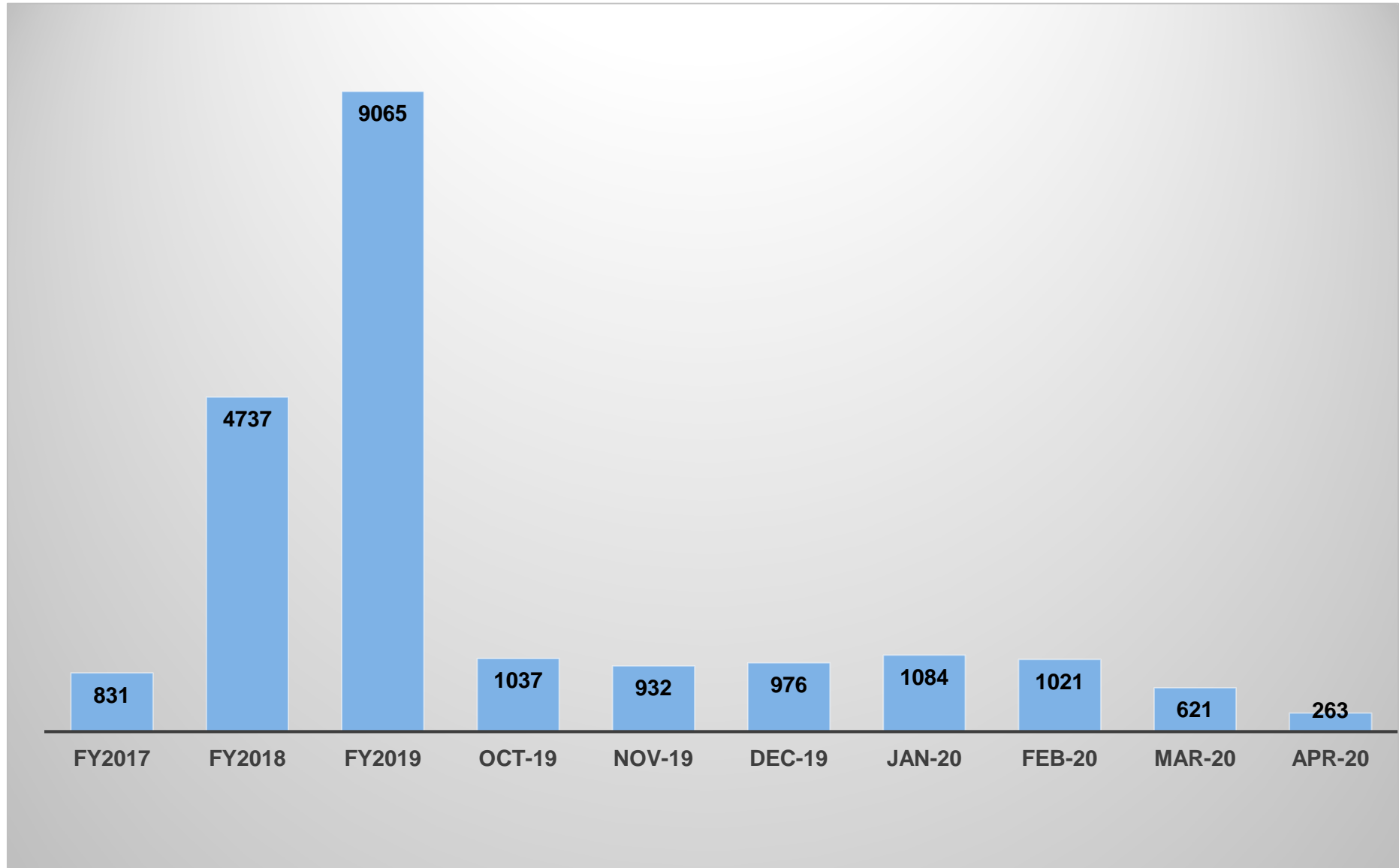
**Trips by City
June 2017 –
April 2020**

Trips June 2017 – April 2020	Taxi	Demand Response	Total
Celina ¹	392	0	392
Lowry Crossing	0	0	0
McKinney	19,470	1,995	21,465
Melissa	101	0	101
Princeton	224	0	224
Prosper ²	380	0	380
Total	20,567	1,995	22,562

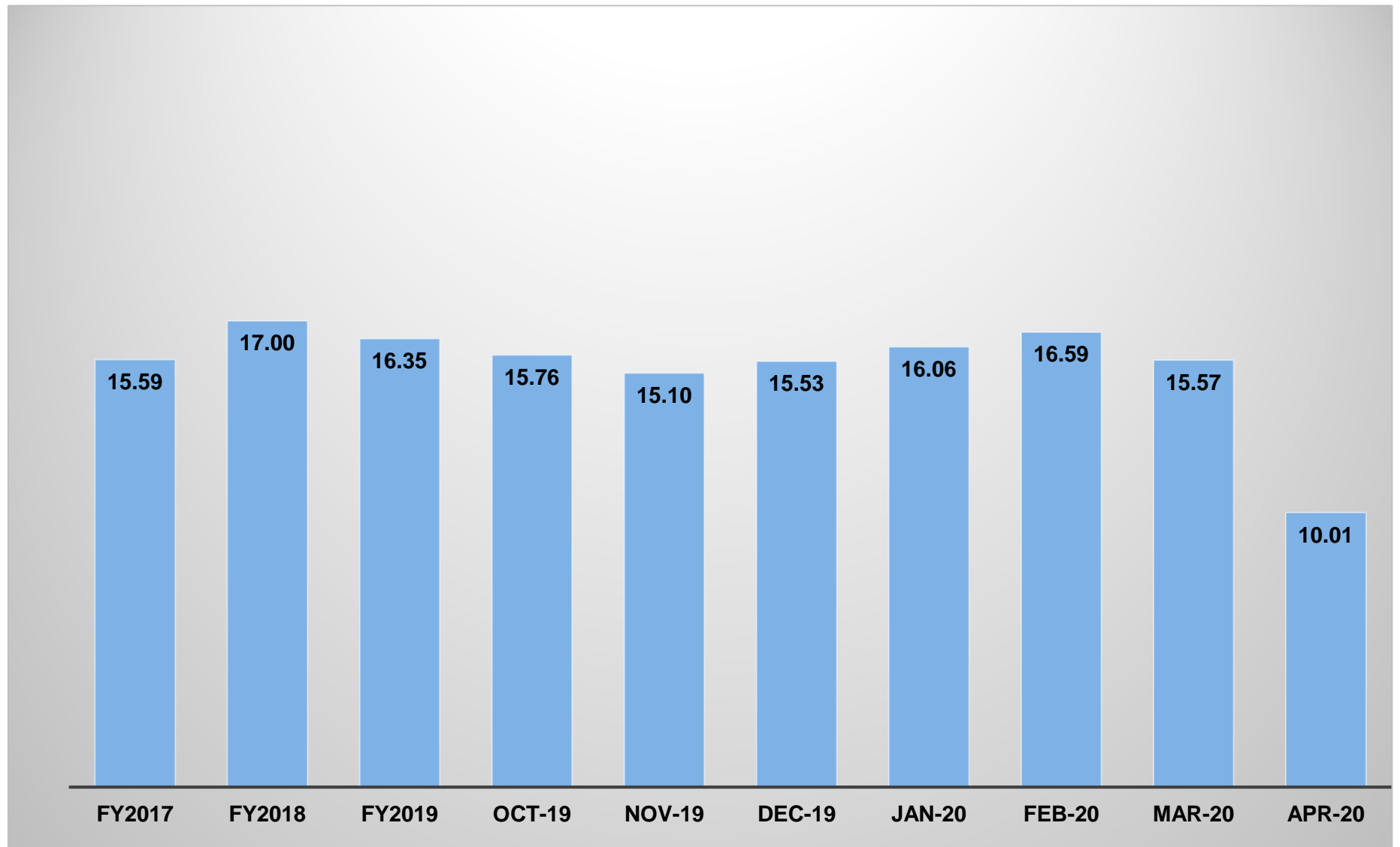
¹ Service implemented October 2, 2017.

² Service implemented June 4, 2019.

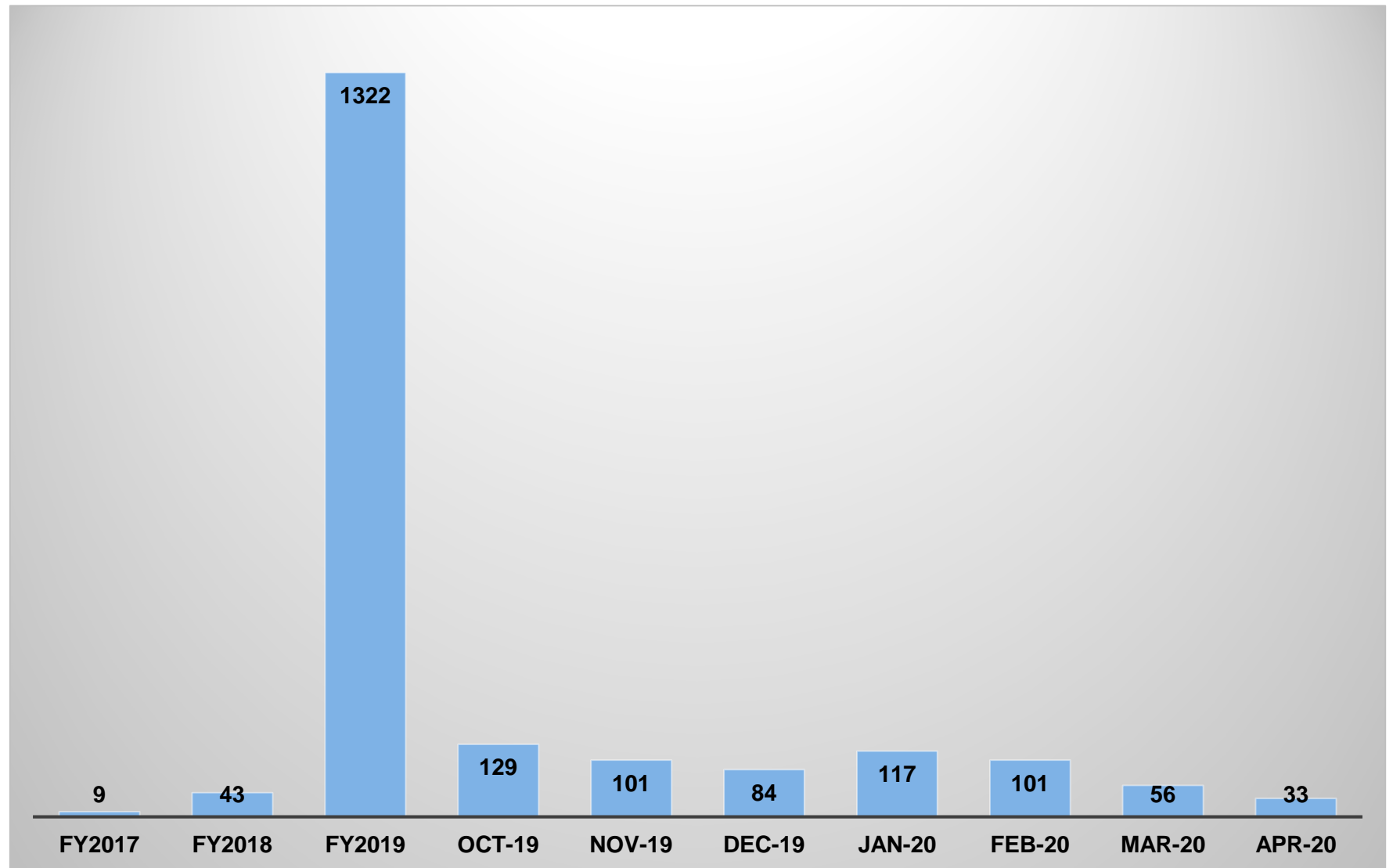
Taxi Trips



**Average
Cost per Taxi
Trip**



Demand Response Trips

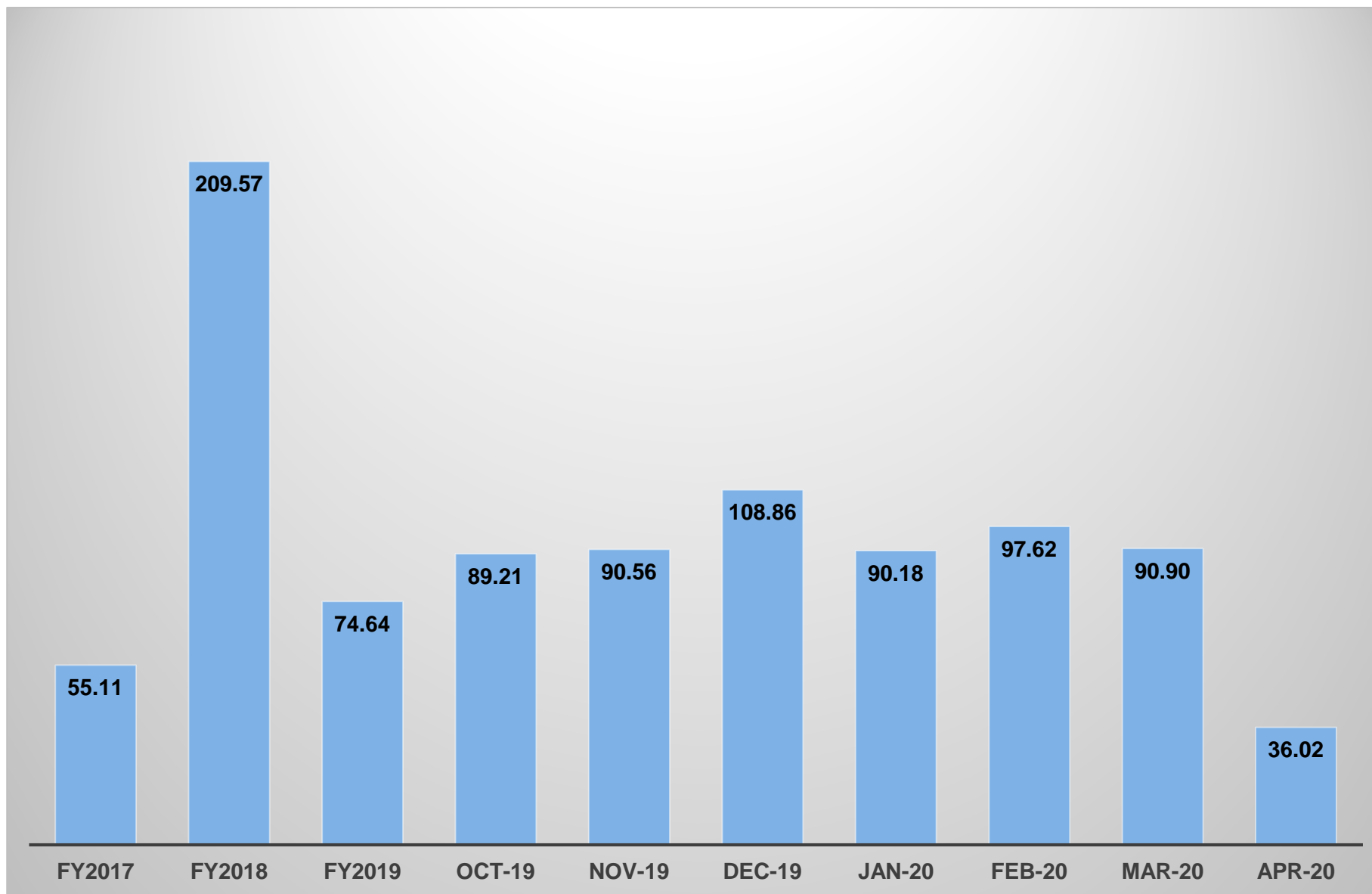


December 2018 - Towne Creek

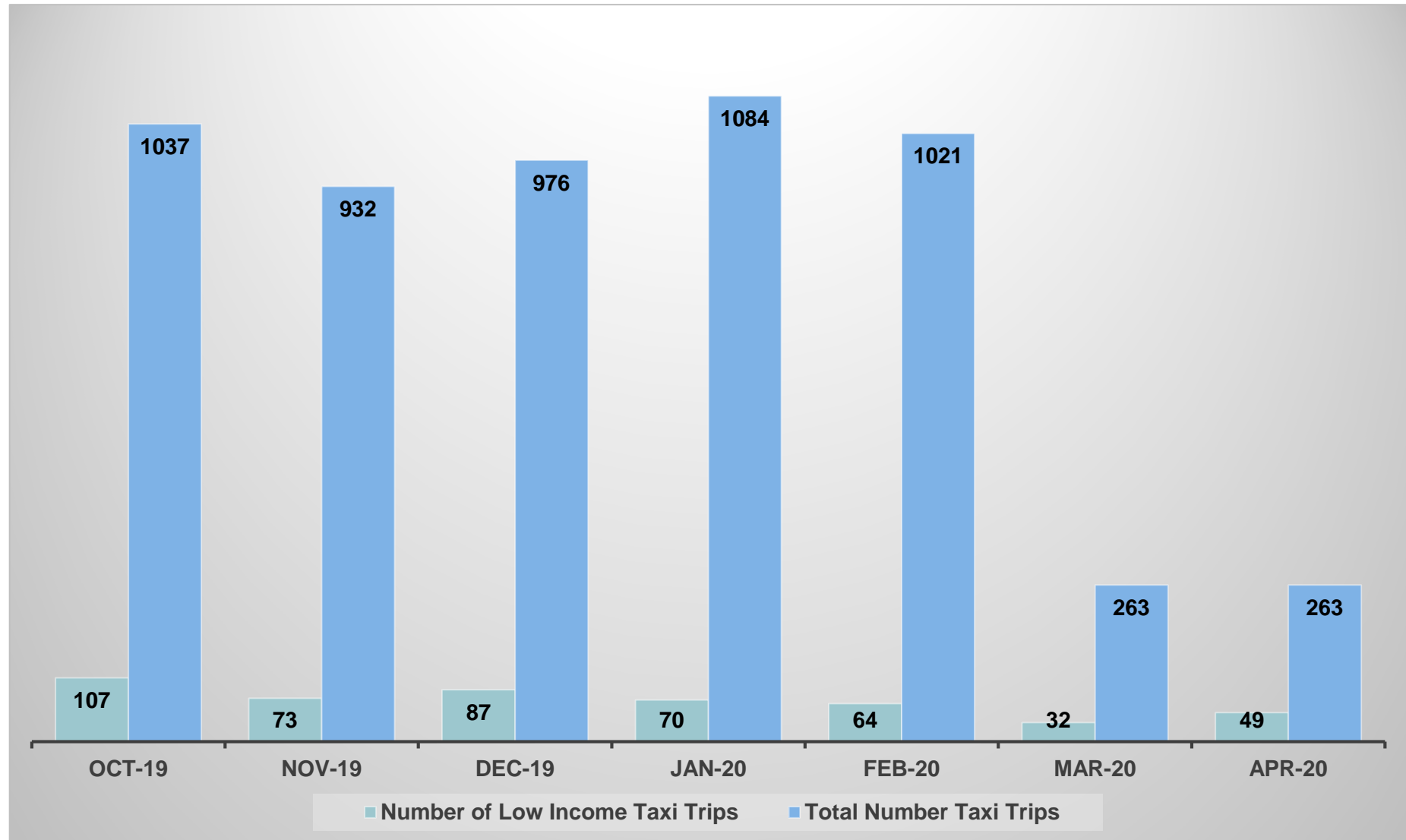
January 31, 2019 - Country Lane, Grand Texan and Grand Reserve

June 2019 - Open Horizons (reported as individual trips vs. shuttle trips until October 2019 causing the spike in FY19 ridership)

**Average
Cost per
Demand
Response
Trip**

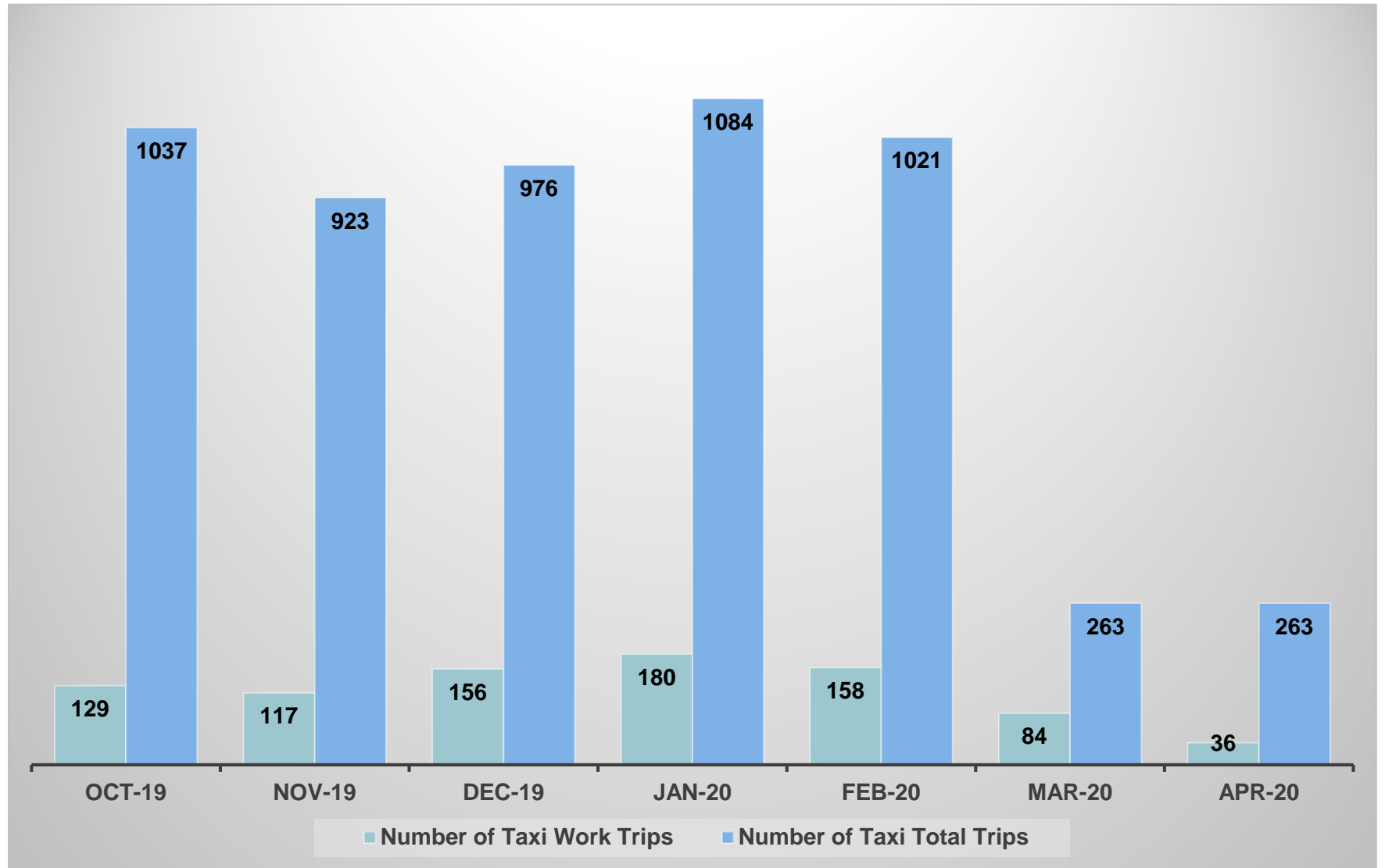


Low Income Trips Compared to Total Trips



Low Income Pilot-implemented March 2018
Full Program implemented April 2019

**Work
Related
Trips
Compared to
Total Trips**

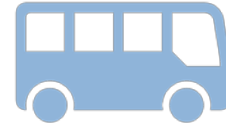


COVID-19 Update

Keeping Passengers Safe



DCTA is staying on top of alerts from local, state and national health organizations to closely monitor the situation and are following their recommendations on prevention measures.



Along with our regular daily cleanings, we are using a medical-grade disinfecting spray on all DCTA buses and trains. In addition, on a daily basis, all buses and trains are sprayed with a broad spectrum disinfectant.



Additional attention is being placed on high touch point areas such as door handles and steering wheels; and we continue to evaluate our cleaning processes as needed.

**Communications
and Up to Date
Information**



DCTA has created a dedicated page on our website to keep the public updated on COVID-19



Those with COVID-19 concerns are able to address them via our GO Request platform which is available on our website



Customer service is considered essential staff and continues to be available by phone at 940.243.0077

Irving Holdings Update



Irving Holdings has supplied drivers with cleaning supplies to disinfect taxis and all operators are wearing masks



During scheduling, dispatchers inquire if riders have COVID-19 symptoms or have recently tested positive



Taxi operators do not transport individuals reporting symptoms or have tested positive for COVID-19