

# COLLIN COUNTY TRANSIT

## Program Overview & Update

August 30, 2017

<b>DATE</b>	<b>ACTION</b>
<b>April 5</b>	<b>McKinney Urban Transit District selected a hybrid service model Taxi Voucher Program Demand Response Service</b>
<b>April 24</b>	<b>Transit Services Contract Awarded to DCTA</b>
<b>May 22 – 30</b>	<b>Pre-Launch Community Outreach Events</b>
<b>June 1</b>	<b>Service Implemented</b>

# Pre-Launch Community Outreach

- Held a series of local pre-qualification events prior to June 1:
  - ✓ Old Settler's Recreation Center
  - ✓ John & Judy Gay Library
  - ✓ McKinney Senior Center
  - ✓ City of Melissa Community Room
  - ✓ Princeton Chamber of Commerce/Senior Center
- Assisted customers in filling out the application, certified eligible customers, issued debit cards, reviewed the program, and answered questions

# Old Settler's Recreation Center



# McKinney Senior Center



# Program Materials

- Pre-Launch Community Outreach Flyer
- Joint Press Release
- Website – [www.CollinCountyTransit.net](http://www.CollinCountyTransit.net)
- Application – English and Spanish
- Terms & Conditions – English and Spanish
- Program Brochure – English and Spanish
- Request to Appeal Eligibility Determination Form – English and Spanish

- Resident of one of the participating McKinney Urban Transit District cities

AND

- Older adult (65 years of age or older)

or

- Individual with a disability

## Service

Monday – Friday from 6:00 am to 6:00 pm

Trips provided anywhere in Collin County

## Fares

Based on the published meter rate:

\$2.25 boarding fee, \$2 each additional passenger

\$1.80 per mile

\$0.45 per 1.5 minutes for traffic delay/waiting time

Tolls if applicable



# Application Process

Residents can apply by submitting the following to DCTA Customer Service via e-mail, fax, phone, in-person, or mail:

- Completed Application
- Copies of Required Eligibility Documentation
  - ✓ Proof of Residency
  - ✓ Proof of Age or Disability
- Terms & Conditions

# Application Process (cont'd)

- DCTA Customer Service reviews the application and supporting documentation to make an eligibility determination
- Customer will be notified in writing of their eligibility determination  
If eligible, customer receives an introductory packet that includes their approval letter and program brochure
- Appeals Process in place

# Debit Card

- Once approved, customer calls Irving Holdings to request their debit card and add funds to their card
  - ✓ Funds can be added via Credit Card, Debit Card, Cash, or Check
- Customer's funds are matched 3:1
  - ✓ For every \$5 the customer adds to their card, an additional \$15 in matching funds are added
- Cards are then mailed to the customer
- Customers can load up to \$400 in value on their debit card monthly

# Scheduling A Trip

- Customer calls Irving Holdings using the dedicated Collin County Transit phone number (972.728.6789)
  - ✓ Requests can be made 24/7/365
- Trips can be scheduled up to 7 days in advance
- Customer's are encouraged to make trip requests at least 2 hours in advance
- Customer's needing an accessible vehicle are encouraged to make trip requests by 5:00 pm the day before
- Subscription service is available

# Taking A Trip

- Irving Holdings operates the service on a 20 min. ready time window
  - ✓ On-time if arrive 10 minutes before or 10 minutes after the scheduled pick-up time
- Service is provided curb-to-curb
- Service animals are permitted
- Cancellations/No Shows
- Irving Holdings will make their best attempt to schedule service for customers who call with less than the suggested notice
  - ✓ Trips may be denied due to eligibility and/or capacity constraints

# Customer Service

- Customers are encouraged to call DCTA Customer Service with questions regarding how the program works, to determine their eligibility, and to provide feedback on the service provided

## DCTA Customer Service

Monday – Friday: 5:00 am to 7:00 pm

Saturdays from 8:00 am to 4:00 pm

(940) 243-0077

- Can also submit comments online via DCTA's GoRequest system

Total Participants: 162

## Participation by Program

Taxi Voucher Program: 159

Demand Response Program: 3

## Participation by City

McKinney: 155

Princeton: 4

Melissa: 3

Lowry Crossing: 0

## June 2017

Taxi Trips: 89

Demand Response Trips: 6

Total Trips: 95

## July 2017

Taxi Trips: 150

Demand Response Trips: 0

Total Trips: 150



**Annual budget of \$350,000**

**Expended to Date: \$13,483**

**June 2017: \$6,452**

**July 2017: \$3,881**

**August 2017: \$3,150\***

**Balance: \$336,517**

\* Invoiced to date.

## Scheduled

July 19 - Towne Creek

July 25 - McKinney Housing Authority Public Meeting

September 12 - County Lane & Grand Reserve

October 3 – Towne Creek Annual Health Fair

## Pending

Early September – McKinney Senior Center

Late September – Celina Pre-Qualification Event(s)

Early October - Lowry Crossing

# COMMUNITY OUTREACH

## SCHEDULED

July 19	Towne Creek
July 25	McKinney Housing Authority Public Meeting
September 12	Country Lane & Grand Reserve
October 3	Towne Creek Annual Health Fair

## PENDING

Early September	McKinney Senior Center
Late September	Celina Pre-Qualification Event(s)
Early October	Lowry Crossing

## Service Modifications

- Now have a dedicated phone in Irving Holdings' Dispatch Office
- Debit cards now issued by Irving Holdings
- Dedicated back-up driver staged in Collin County
- Coordinated with Irving Holdings to develop a Communications Protocol and Escalation Process

## Customer Requested

- Expand service to include Saturday/Sundays
- Expand hours of service
- Walmart Shuttle

# Next Steps

Discuss future mobility options with community leaders

- Planning progress on BNSF rail line from Hwy 380 to Carrollton
  - ✓ Future connection to Airport
- Express Bus and Rail planning study for Hwy 380 from Downtown Denton with potential connections to BNSF Rail and Downtown McKinney
- Toyota, Grande Scape, Plano TMA – Express Bus service along SRT 121 with Connection to DCTA A-train at Old Town Lewisville station
- Future mobility options: TNC's, Express Bus, US 75 Rail
- DCTA transportation forum