

Collin County Transit Hardship Pilot Program

McKinney Urban Transit District

November 13, 2019

Background Information: On August 14, 2019, the MUTD Board asked staff to research ways to improve Collin County Transit and reach those in need who are not currently participating. Specifically, the Board wanted to address how Collin County Transit could assist individuals experiencing extreme hardships.

Potential Solution: Collin County Transit would introduce a “hardship” category among the existing elderly, disabled, and low-income categories for 12 months. This hardship category would allow individuals who are experiencing hardships, such as but not limited to, homelessness, unemployment, or severe poverty to qualify for free transportation through a taxi voucher program.

How it Works: Individuals who would like to apply for this hardship category will need to go through a local social services or nonprofit agency approved by the MUTD. Up to five agencies will be approved and each agency will be allocated 10 slots. The MUTD will subsidize 75% of the trips while the agency will subsidize the remaining 25%. As a result, participants can ride at no cost. The maximum financial cost impact to the MUTD would be up to \$270,000 for the 12-month period. This number assumes every participant will use \$600 worth of rides monthly.

The agencies will be responsible for in-take, eligibility checks, case management, and trip verification. After an agency has identified the individuals who would qualify for this category, they will send their names to the Denton County Transportation Authority (DCTA). DCTA and City staff will keep track of all of the individuals enrolled in this program and under which agency. Each participant will receive a CCT debit card and each agency will be responsible for loading funds onto the cards. If an individual is removed from the program, their debit cards will be deactivated.

Scheduling a Ride: Participants will schedule rides through Irving Holdings.

Next Steps:

- Staff has scheduled meetings with several local social services agencies and non-profits to gauge their level of interest
- If approved, staff will start identifying partners and drafting MOUs
- Services could start early 2020