

JUN 14 2017



Dallas Area Rapid Transit
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Dallas, TX 75266-0163
214/749-3278

City Manager's Office

June 9, 2017

Mr. Peter H. Vargas, City Manager
City of Allen
3rd Floor, Allen City Hall
305 Century Parkway
Allen, TX 75013

Dear Mr. Vargas:

The Dallas Area Rapid Transit Local Government Corporation is pleased to offer this proposal to continue the Collin County Rides (CCR) taxi voucher service for seniors and disabled residents of the City of Allen, at the same funding commitment for FY18 and FY19, as contributed in FY17.

The City of Allen's financial obligation is \$12,500 per month or \$150,000 annually. DART can make this firm proposal because the program will be financially backstopped, if required, by two grants including an FTA New Freedom grant provided by NCTCOG, and a charitable grant from Toyota Motors to DART to support senior and disabled transportation in Collin County.

In addition to the continuation of this service, DART will complete a transit service plan for Fairview, Allen and Wylie as proposed in last year's agreement. DART delayed initiating this planning effort with the hope that other Northern Collin County communities without public transportation would elect to add service and collaborate on the study. Since no other cities have chosen to collaborate, DART will begin the planning effort with the three CCR cities later this year, completing the study in FY18. The study will require the City's assistance in identifying stakeholder participants and providing feedback to our consultant team.

Also included is an attachment with background on the program, and a description of a recent service improvement that will allow more trips for those needing them, as requested by riders, and approved by the City. Also attached is a fact sheet showing performance of the service in Allen, and a proposed interlocal agreement between DART and the City for the service extension in FY18 and FY19.

It is notable that all Allen riders responding to a recent survey said they would recommend CCR to a friend, with the same percentage saying CCR drivers were courteous, and the CCR vehicles clean. DART looks forward to providing continued quality service to the City's residents. Please let me know if you have any questions or concerns.

Sincerely,

A handwritten signature in blue ink, appearing to read "Todd Plesko".

Todd Plesko
Vice President
Service Planning and Scheduling

TP/RP:vw

Attachments

Two-Year Collin County Rides Extension Proposal

City of Allen

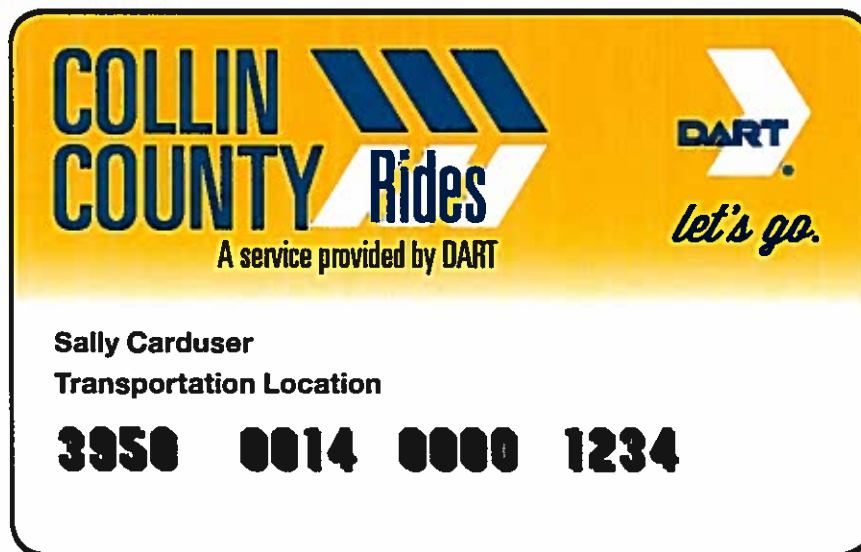
1. Project Proposal

DART is pleased to propose a two-year extension of Collin County Rides (CCR) for eligible seniors and disabled residents of the City of Allen. If funded, the proposal will permit extension and expansion of the current program for which funding runs out on September 30, 2017.

The proposal is for an extension of funding at the current rate of \$12,500.00 monthly. Along with funding provided from the Toyota grant, this level of City funding in Fiscal Year 2018 and Fiscal Year 2019 will allow DART to guarantee the continued operation of service, even with ridership and registration increasing, during Fiscal Years 2018 and 2019.

Collin County Rides Background and Description

DART has operated a program for senior citizens and disabled residents of Collin County since 2009, when service was initiated in the City of Plano. In November of 2015, DART converted Plano's taxi voucher program to one using an account based system and a secure debit fare card, rather than paper voucher tickets. This system was developed for DART by MJM Innovations, which is the industry leader in account based systems in use across the United States.



Texoma Area Paratransit Service (TAPS) ceased all Collin County operations in late 2015. From February 29, 2016, through September 30, 2016, DART offered CCR service to eligible residents of Allen, Fairview, and Wylie. Initially, service was operated through a contractor, MV Services, under a taxi voucher system. On October 3, 2016, the program was transitioned to Irving Holdings operating under an account-based program using a fare debit card shown above.



Under the fare debit card system, once a person is determined eligible for CCR, DART staff orders the cards which are mailed. Persons may also register and add card value to debit fare cards on line.

The program permits eligible persons to purchase up to \$400 in taxi voucher value per month for 25% of the value. For example, a person may purchase \$400 in value for \$100. This limit was recently raised from a maximum value of \$200 with the agreement of the participating cities.

Eligible persons schedule taxi trips by calling Irving Holdings dispatch and call center the day prior to the scheduled trip. Ride requests may be scheduled between 8:00 am 5:00 pm, Monday through Friday. (Taxi service is available on weekdays between 5:00 am and 6:00 pm.)

There are no limits on trip purpose of destinations within Collin County or to the Rowlett Rail Station.

Ridership, Registration and Interlocal Agreement

Attached is a fact sheet showing results during the period of the taxi operation.

Continuation of CCR in the City of Allen will require finalization of a two-year Interlocal Agreement between the DART Bus Local Government Corporation and the City. A draft agreement between DART and the City of Allen is attached. The final agreement must be approved by the DART Local Government Corporation and its Board of Directors.

A final agreement must be in place prior to October 1, 2017.

2. Project Manager/Staff Qualifications

Project Manager -- Todd Plesko, DART's Vice President of Service Planning and Scheduling. Mr. Plesko has over 40 years' experience in planning and operating public transit service including dedicated demand responsive service, bus service, rail service, and taxi voucher service. He is the project manager for Collin County Rides and the Plano Taxi Voucher program.

Operation Manager -- Kendra Bullard, DART's Senior Manager of Mobility Management and Planning. Ms. Bullard is the operations manager over the Collin County Rides and the Plano Taxi Voucher program. She has supervised the eligibility program.

Finance and Technology Manager -- Katina Morch-Pierre, DART's Assistant Vice President for Finance. Ms. Morch-Pierre has managed the technology conversion to the account based voucher system and her staff manages the taxi reconciliation accounting program.

Taxi Operator – Irving Holdings, Inc (Yellow Cab)

3. Agency Qualifications/References

DART is a governmental agency created by the State of Texas under Texas Transportation Code 452 in 1983. It is the region's largest public transportation provider operating light rail, commuter rail, bus service, demand responsive services, vanpool, and other programs. There are 13 formal DART cities within the service area. DART's LGC provides contract service to five cities outside the DART service area. Over 88% of the region's transit rides are provided by DART.

References:

Peter H. Vargas, City Manager
City of Allen
3rd Floor, Allen City Hall
305 Century Parkway
Allen, TX 75013

Julie Couch, Manager
Town of Fairview
372 Town Place
Fairview, TX 75069

Mindy Manson, City Manager
City of Wylie
Wylie Municipal Complex
300 Country Club Rd.

4. Project Schedule

Assuming approval of the Interlocal Agreement by the DART Board and the City of Allen no later than September 30, 2017, service for Collin County Rides will continue to operate in Fiscal Year 2018, beginning October 1, 2017, and continuing through Fiscal Year 2019.

Allen Registration and Passengers

