



# **Town of Little Elm Presentation FY 2024 September 5, 2023**



## Who We Are

---

Span, Inc. is a nonprofit established in 1974 that enables people in Denton County to live as fully and independently as possible by providing nutrition and transportation to seniors, people with disabilities, veterans, and other members of the public.



- Last year, we delivered over **124,000** meals to **1,297** clients. We served **69** clients **7183** meals in The Town of Little Elm.
- All clients receive **5** hot meals per week through home delivery and at various senior centers and senior living apartments throughout Denton County.
- In 2022/2023, we added over **300** new clients and trained over **100** new volunteers.
- Due to additional private grant funding, we will start delivering Ensure supplements to our clients in 2024.

# Meals on Wheels Team

---



Our Site Managers are our direct link to the community.

They provide the following for our volunteers:

- Scheduling
- Training
- Support



# Senior Paws

---

Through our Senior Paws program, we provide pet food and veterinarian care to homebound clients who might otherwise share their home-delivered meals with their pets.

**Senior Paws depends on donations from the community.**





Span Transportation is a demand response (scheduled) program that provides shared ride services to Denton County residents.

Passenger Fare: \$3.00



## Approved Trip Purposes:

Medical  
Shopping for necessities  
Public Libraries  
Seniors Program  
Employment  
Education  
Nutrition  
Recreation  
Workshop





# Transportation Front Line

---



## **DRIVERS:**

- Trained, Credentialed, and Safe
- Represented on the SPAN Safety Committee
- See Something/Say Something Culture (See the Big Picture)

## **DISPATCH:**

- Client Reservations
- Customer Service
- Driver Liaison / Constant Communication
- Quality Assurance

## **SCHEDULING:**

- Computer Assisted Scheduling
- Ensure Service Quality
- Maximize Rider Access to Trips



# Our Fleet

---

- Over Thirty Vehicles (30)
- Professional Preventative and Running Repair Maintenance
- Vehicles Maintained in State of Good Repair (SGR)
- Audited by TxDOT, NCTCOG, and DPS
- Eight (8) new Mini-Buses Delivered in August
- Fully Accessible Fleet
- All Vehicles Stored and Maintained at Secure Centralized Facility



# City Support

---

- CARES Act Funding will be fully expensed soon after December 31, 2023.
- The projected monthly trip count is One Hundred Eighty-Three (183) in FY 2024.
- The Rate per Trip is \$20.24.
- The January - September Budget Request for Local Contribution is \$33,133.
- FY 2023 Unduplicated Riders: Thirty-One (31)



*Thank  
You!*