



Little Elm Presentation FY 2025



Who is Span/Meals on Wheels of Denton County?



Span, Inc has been serving the Denton County residents for 50 years! We have enabled people in our county, to live as fully and independently as possible by consistently providing nutritious meals, reliable and safe transportation to our vulnerable seniors, people with disabilities, honored veterans, and other members of the public.





- Last year, we delivered over **149,000** meals to **1,437** clients. We served **88** clients **9304** 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. Due to a volunteer shortage in Little Elm home delivered clients receive 5 frozen meals per week.
- The Little Elm Senior Center now serves more congregate clients than years prior.
- Due to additional private grant funding, we are delivering Ensure supplements to our clients.

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. Due to a grant, we are now able to provide veterinary services to our Senior Paws clients.

Senior Paws depends on donations from the community.





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

Because of city contributions, we are able to provide low-cost fares to riders over the age of 60 and people with disabilities, going anywhere in Denton County.

Each one-way trip is \$3.00



Approved Trip Purposes:

- Medical
- Shopping
- Public Libraries
- Seniors Programs
- Employment
- Education
- Nutrition
- Recreation
- Life Skills Programs



LITTLE ELM

Our Transportation Team



DRIVERS:

- Trained, Credentialed, and Fully Vetted
- Represented on the Span Safety Committee
- Mission Minded
- Developing Professional Relationships

DISPATCH:

- Client Reservations
- Friendly and Helpful Customer Service
- Driver Liaison/Constant Communication
- Experienced and Tenured Staff

SCHEDULING:

- Software Assisted Route Scheduling
- Ensure Service Quality and Efficiency
- Maximize Rider Access to Trips
- Applied Route and Driving Experience

Policies and Procedures 2025

- Reservation Window move from 1 – 14 days to 2 – 14 days
 - Increase the number of people we can serve
 - More efficient Schedules
- Updated “Helpful Information” for new and existing Riders
 - Based on Frequent Rider Questions
 - Input from Staff

Span Serves Veterans

In our current fiscal year 2024, Span has provided **721 one-way trips** for our honored veterans. Any verified veteran residing in Denton County, is qualified for transportation to the locations listed below. This is all done at **no charge** to our Veterans.

We also offer three different daily drop off and pickup times to go to the Dallas VA Hospital.

- ✓ Dallas Va Hospital
 - AM, Midday and Afternoon depending on trips booked.
- ✓ Ft Worth VA Hospital
- ✓ Denton VA Clinic
- ✓ Veterans Affairs Office in Denton



Span is always looking for and accepting any contributions to help support our Veteran Service.

Our Fleet

- **Thirty-Four Fully ADA Compliant Vehicles (34)**
- **Professional Preventative Maintenance and Repair Staff**
- **Utilize a Software Maintenance Module to track PM and repairs.**
- **Vehicles Maintained in State of Good Repair (SGR)**
- **Audited by TxDOT, NCTCOG, and DPS**
- **Eight (8) new Mini-Buses Delivered in August 2023**
- **All Vehicles Stored and Maintained at Secure Centralized Facility**



City Support



- In FY 2024, October 2023 through July 2024, Span provided 3927 one-way transportation trips.
- The projected monthly trip count is Four Hundred Fourteen (414) in FY 2025.
- The Rate is \$21.96 per one-way trip.
- The October 1, 2024 – September 30, 2025 Budget Request for Local Contribution is **\$109,141.20**.
- FY 2024 Unduplicated Riders: Seventy-Nine (79)

City Support for Meals on Wheels Program

- FY 2023 Congregate and Home Delivered Meals Served: Approximately 9304.
- FY 2025 request for City Support for Meals-on-Wheels: \$18,608



*Thank You
from
Span/Meals on Wheels
of Denton County!*