



***STAR TRANSIT***

*Connecting you to where you want to go.*

***Public Meeting:***  
***Duncanville New Mobility Services***

***June 2023***

We are running today's meeting using inclusive practices. We invite everyone to use the Zoom Chat Box or Facebook Comment Section to ask questions or to make comments.

We will address/answer the questions/comments at the end of the presentation.

If you don't feel comfortable asking questions/making comments in this public setting, you may visit our website where you'll find a survey form that can be completed and returned to us.

As a note – we are recording this session.



If you have called into this meeting and would like to view the PPT presentation, go to our website at [www.STARtransit.org](http://www.STARtransit.org).

- Scroll down to Current News.
- Click on PUBLIC MEETING NOTICE | STAR TRANSIT HOSTS PUBLIC MEETINGS IN DUNCANVILLE
- Click on the link that says **PUBLIC MEETING PRESENTATION.**

A vertical timeline diagram consisting of four white circles connected by a dark blue line, positioned on the left side of the agenda items.

**Introduce** STAR Transit

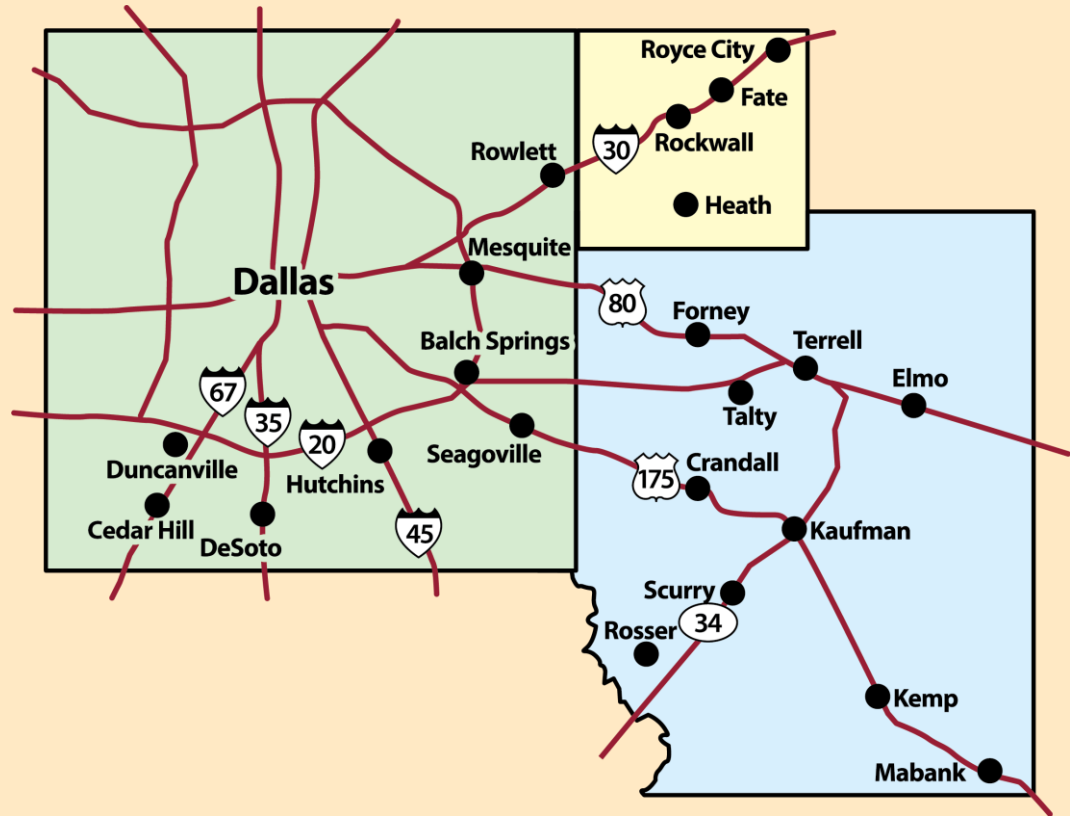
**Discuss** new services

**Review** the timeline

**Receive** input from the public

- **Providing public transportation for over 40 years** and our mission is to provide people with safe, affordable, convenient and desirable mobility options to enrich quality of life by connecting all to services and opportunities.
- We are a political sub-division of the state of Texas providing over **155,000 rides** per year with a **staff of 100** and a **fleet of 55+ vehicles**.
- Based in **Kaufman County** operating as a Rural Transit District.
- 4<sup>th</sup> largest transit agency in greater North Texas, with **no dedicated sales tax**.
- **2012 and 2019 Texas Transit Association Outstanding Rural Transit System.**

- Kaufman County
- Rockwall County
- Seagoville
- Balch Springs
- Mesquite
- Hutchins
- DeSoto
- Cedar Hill (6/1/23)
- Duncanville (7/17/23)
- Ellis County
- Navarro County



- All vehicles meet the Americans with Disabilities Act (ADA) requirements, offering wheelchair lifts and other features to accommodate riders with disabilities.
- Seating Capacity: 6-28 seats.





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# *New Mobility Services*



Public transportation operated by **STAR Transit** has been approved by the Duncanville City Council and Economic Development Corporation.

Service to include **Demand Response** and **STARNow**.



Rider Calls  
877-631-5278

Ride  
Scheduled

Bus Sent

**Scheduling Agents are available:**

Monday – Friday  
8:00 am – 4:00 pm

**Bus operates:**

Monday – Friday  
6:00 am – 6:00 pm

- **For:**
  - Anyone living, working, playing in Duncanville.
  - 13 and above can ride unaccompanied.
- **Fares:**
  - Based on direct travel distance from origin to destination.
  - Fares range from \$1.00 - \$12.00 for those 13 - 59.
  - Discounted fares for qualified 60+, Veterans and Disabled Riders.
  - Children 12 and under ride free with a paid fare.
- **Notifications:**
  - Call night before your trip.
  - Call/text 5 minutes before the bus arrives.
- **Holidays:**
  - New Years Day, President's Day, Martin Luther King Jr. Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas Eve, Christmas Day

## Where can you go?

- Anywhere in our Service Area
  - Doctor Appointments/Minor Procedures
  - Work, Job Interviews
  - Visit Family or Friends
  - College/University/Trade Schools
  - Shopping
  - Senior Centers (free fare)
  - Dayhabs
- Outside of our service area for medical appointments.



## Fare: One way

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Based on Shortest Distance	60 plus/ Veteran/ Disabled	General Public 13 - 59
Any trip 5 miles or less	\$1.00	\$2.00
More than 5 miles/less than 10	\$2.00	\$4.00
More than 10 miles/less than 15	\$3.00	\$6.00
More than 15 miles/less than 20	\$4.00	\$8.00
More than 20 miles/less than 25	\$5.00	\$10.00
More than 25 miles	\$6.00	\$12.00

- Children 12 and under are free with a paid fare.
- Ability to put money on your travel account.

## ***Client Advocate Program***

- Available to clients who need assistance going to medical appointments or shopping trips.
- Unique to STAR Transit.
- Offer travel training sessions.
- No additional cost to our funding partners or rider.





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*Questions or  
Comments*



- Same day, origin to destination service that operates within the Duncanville city limits.
- Customer request ride via STARNow App or by calling 877-631-5278; We arrive within 15-20 minutes and provide service.
- Service Hours: Monday – Friday, 6:00 am – 6:00 pm
- Fare structure:
  - Rides within travel zone (13-59) = \$2.00
    - ❑ Qualified 60+, Veterans, Disabled Riders = \$1.00
    - ❑ Children 12 and under = Free with a paid fare
- Shared ride service with trip purpose freedom.
- Passenger age requirement = 13 and above to ride unaccompanied.

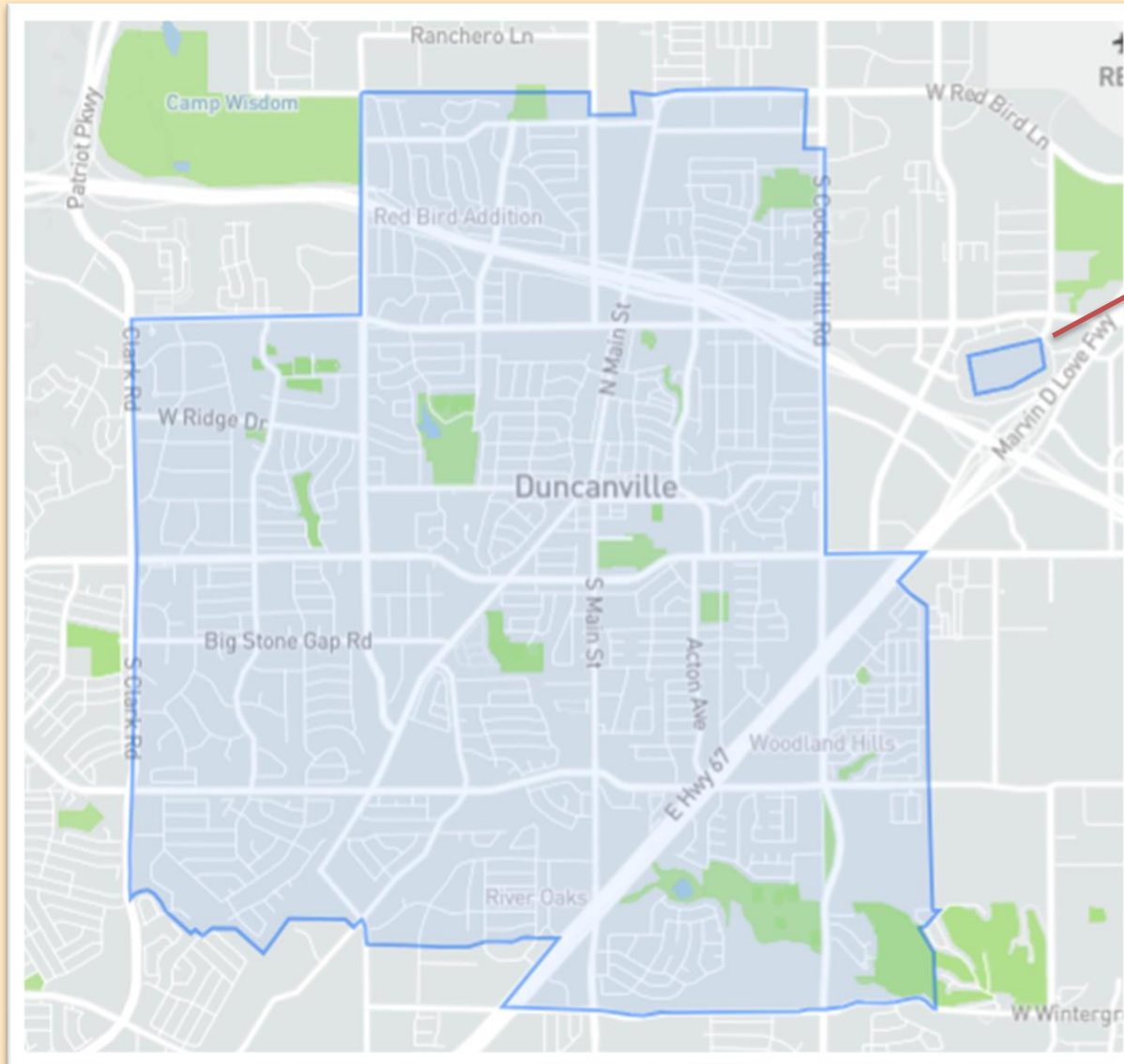




# New Service: **STARNow**

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- DART Red Bird Transit Center
- Redbird Health Complex
- DART UNT Station

**STARnow**

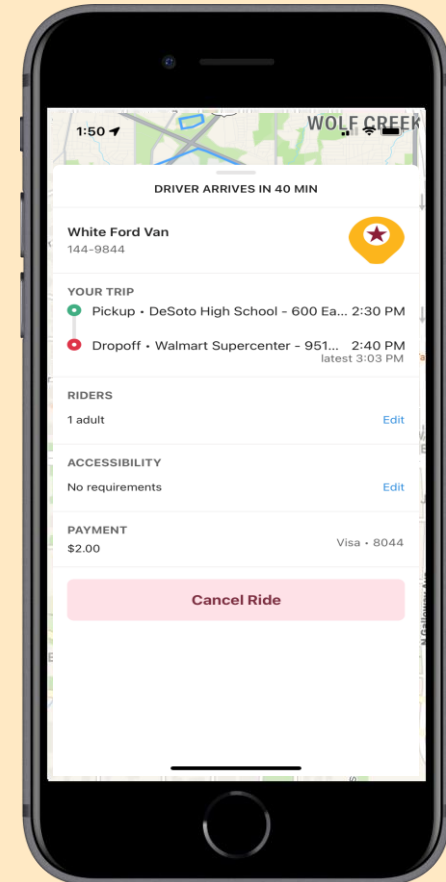
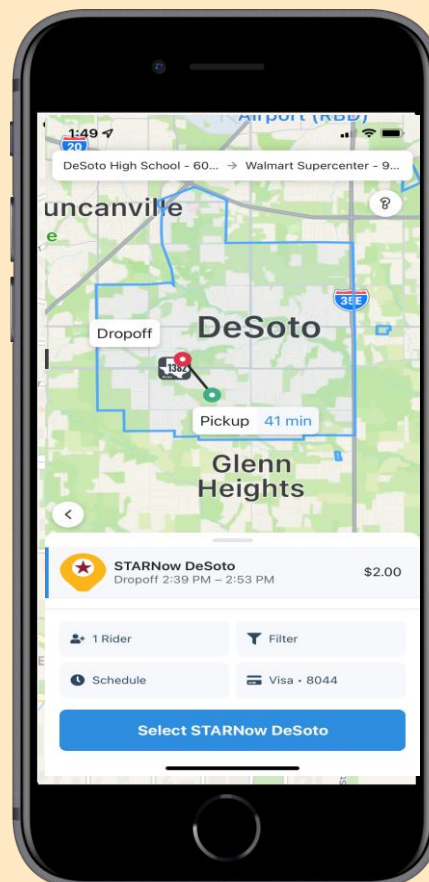
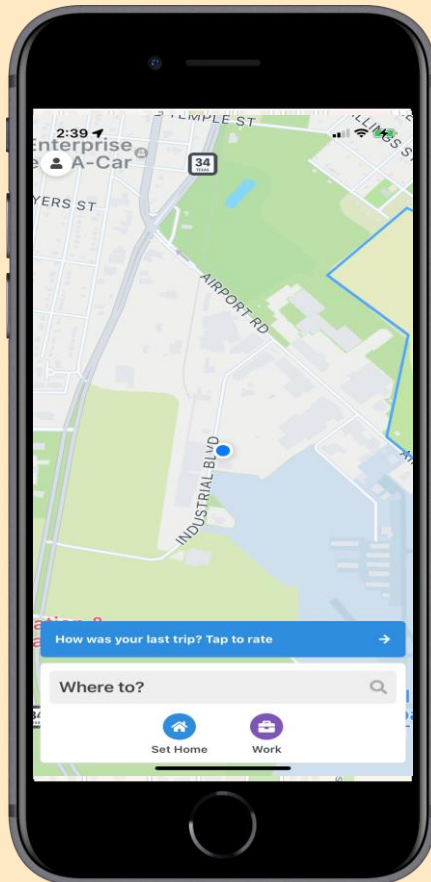
# New Service: STARNow

# STAR TRANSIT

## STARNOW



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## **Benefits of using the App:**

- Rider in control of booking/canceling rides.
- SMS/Call notifications when bus is arriving.
- Follow the bus on the app so you can see the location.
- Add payment method so you don't have to worry about exact fare.
- Review past trips.



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*Questions or  
Comments*



## June

- Conduct public involvement process.
  - Host public meetings. (6/21 & 6/23)
  - Receive public comments. (6/21 – 7/7)

## June - July

- Advertise new services.

## July 10

- Begin taking pre-booked trip reservations.

## July 17 (Free trips through August 17)

- Launch new services in Duncanville.
- Begin taking STARNow (same day) reservations.



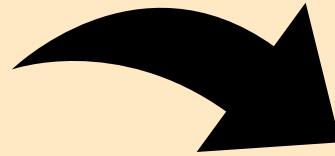


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*Final  
Questions or  
Comments*



The public comment period ends at the close of business July 7, 2023.



Public  
Comment  
Form



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***Thank You!***