



***STAR TRANSIT***

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# ***Propose: Mesquite Mobility Service Changes***

***June 2022***

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 | MESQUITE POTENTIAL SERVICE CHANGES
- Click on the link that says **VIRTUAL PUBLIC MEETING PRESENTATION.**

**Explain** proposed service changes

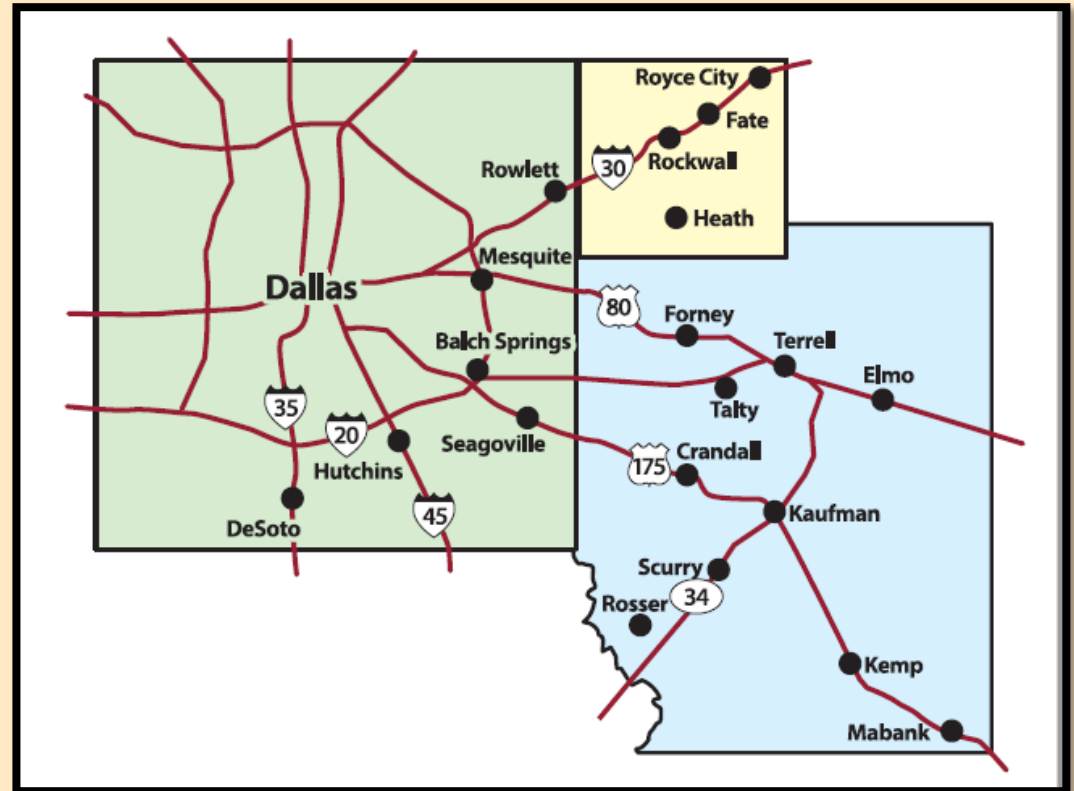
**Receive** input from the public about changes

**Review** the timeline



- **STAR Transit** is a political sub-division of the state of Texas providing over **135,000 rides** per year with a **staff of 102** and a **fleet of 55+ vehicles**.
- 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.
- Based in **Kaufman County** operating as a Rural Transit District.
- **Agreements in place with 10+ entities** (as big as Mesquite and as small as Fate) with service ranging from Royse City to Navarro County.
- 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
- Ellis County
- Navarro County



## Current Service Details

### Includes:

- 76 Hours = Demand Response
  - Hours of Operation: 6:00 am – 8:00 pm
- 24 Hours = STARNow (Same day service)
  - Hours of Operation: M – F, 6:00 am – 8:00 pm & Sat, 8:00 am – 5:00 pm
- 12 hours = COMPASS Fixed Route
  - Hours of Operation: 5:00 am – 10:00 am, 3:00 pm – 8:00 pm

**Total Daily Contracted Hours = 112**

*Note: Pre and Post trip time is included in overall hours.*



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# *Revisions & Proposed Ideas*



- Continue Demand Response and STARNow service.
- Explore the option of allocating COMPASS hours to same day – STARNow service.
- Expand the STARNow (same day) zone to include Mesquite city limits and the DART Lawnview station.



## Goals:

- Accommodate current COMPASS riders.
- Increase overall Mesquite service ridership.

### ▼ Lawnview Shuttle

#### Ridership & Rider Experience

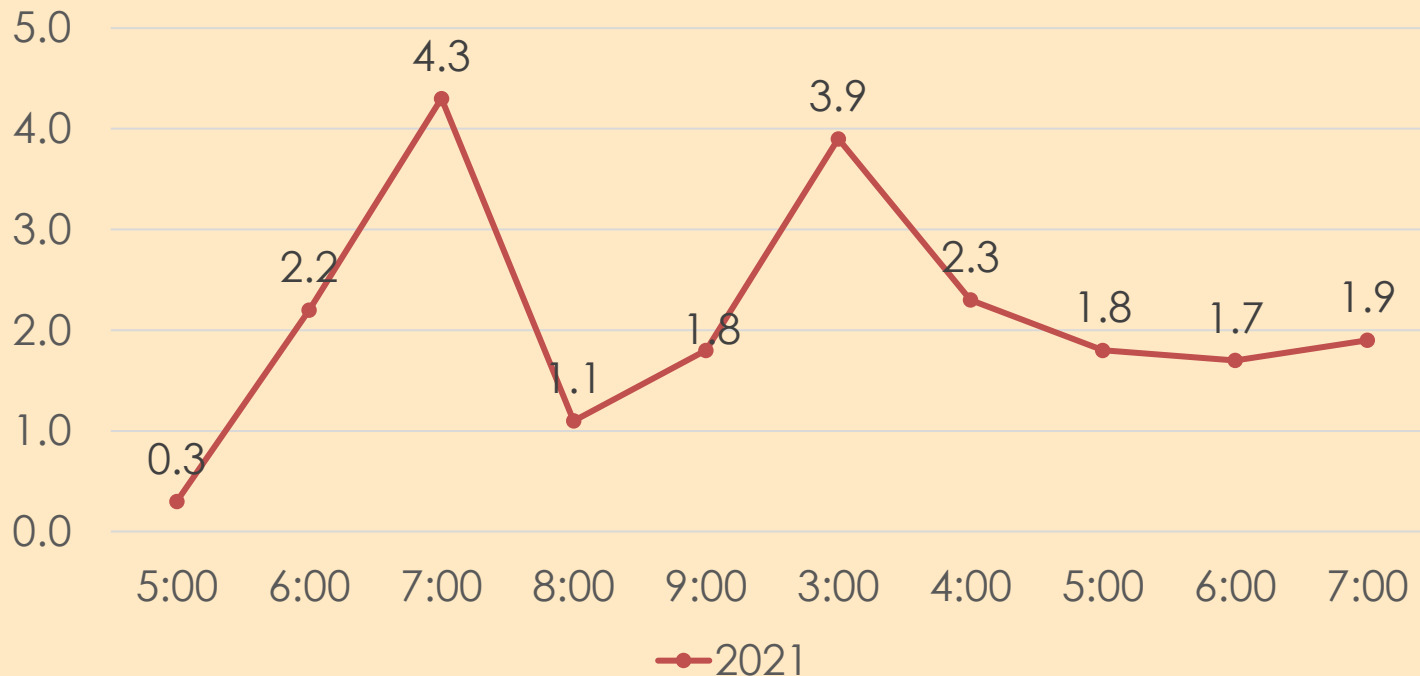
Total Boardings	73 ⓘ
Passengers Per Vehicle Hour	2 ⓘ
Average Travel Distance	5 mi ⓘ
Average Travel Duration	13 min ⓘ
Max Wait Time	66 min ⓘ
Median Wait Time	18 min ⓘ
Cancellation Percentage	17% ⓘ





Could we handle COMPASS' daily ridership with STARNow Service?

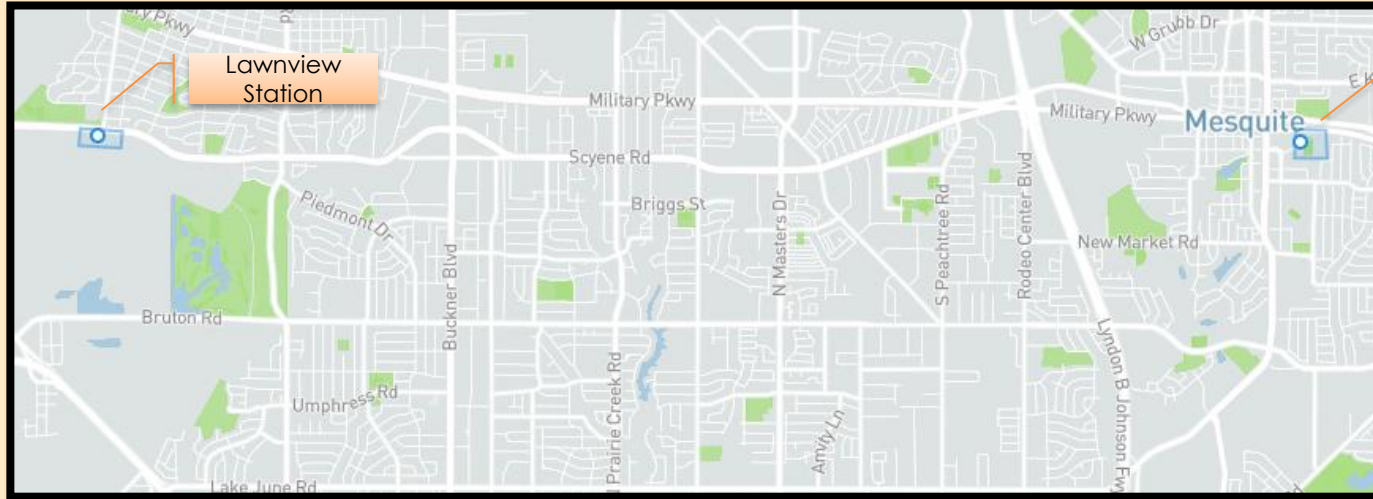
COMPASS Average Daily Trips by Hour



# Proposed FY23 Service Plan

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Hanby		Lawnview
6:00 AM		6:30 AM
7:00 AM		7:30 AM
8:00 AM		8:30 AM
9:00 AM		
<b>3:00 PM</b>		<b>3:30 PM</b>
<b>4:00 PM</b>		<b>4:30 PM</b>
<b>5:00 PM</b>		<b>5:30 PM</b>
<b>6:00 PM</b>		<b>6:30 PM</b>

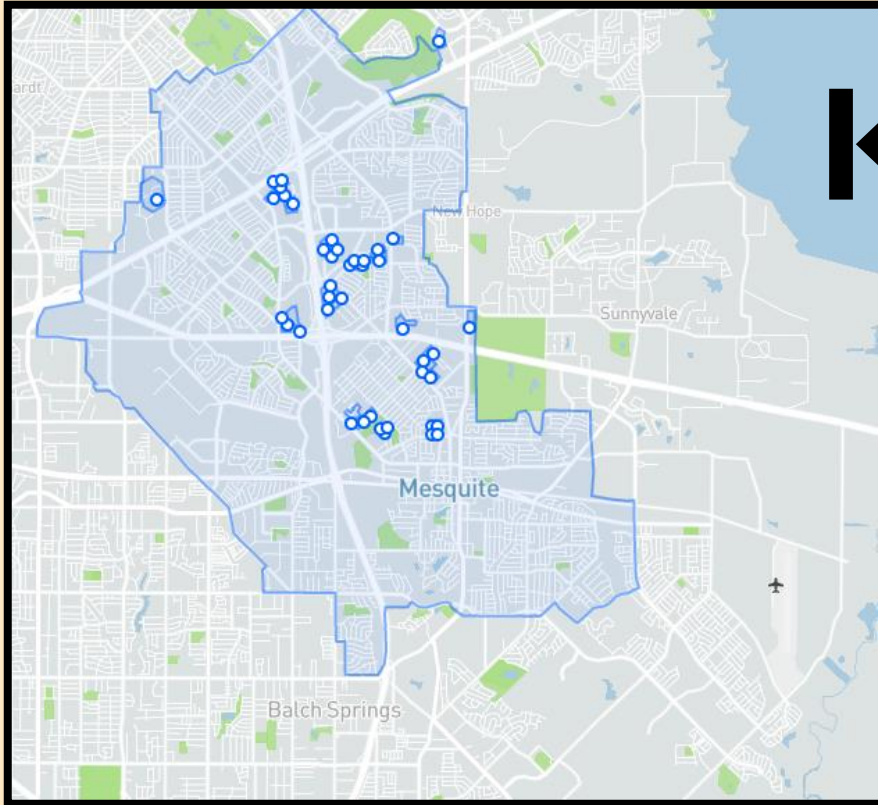
- Set time points in order to pool trips.



# Proposed FY23 Service Plan

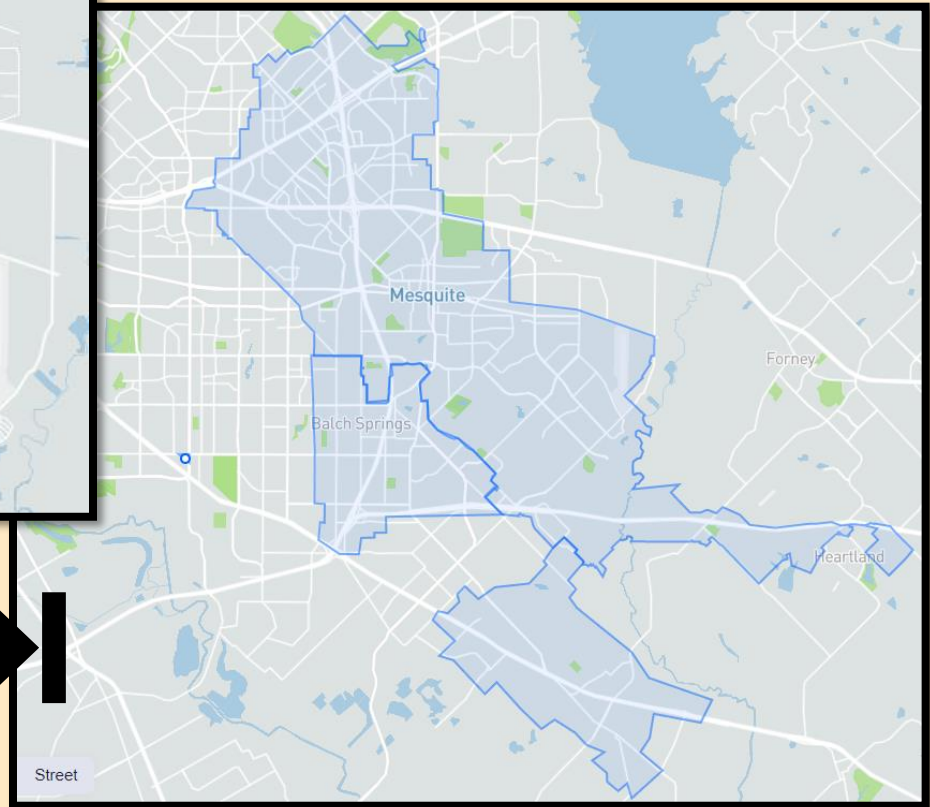
**STAR TRANSIT**

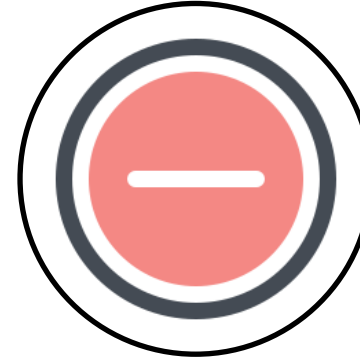
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**Current Same Day Zone**

**New Same Day Zone**





- Origin to destination.
- No route limitations.
- More customized service.
- Fill in 10 am – 3 pm service gap.
- Expanded Travel Zone = Entire City Limits.
- Create daily pick-up time.
- Continue to utilize the shelter.

- Limited commuter time.
- No free fare.

## **June – August**

- Conduct public involvement process.
  - Conduct rider survey. (Ends 7/8/22)
  - Host public meeting(s). (6/21 & 6/24)
  - Provide information to city council.

## **September**

- Begin marketing service change.

## **October 1**

- Launch service change.





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*Questions or  
Comments*





# Mesquite Transit Survey

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**Ends: 7/8/22**

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## **STAR TRANSIT** **SURVEY**



*Mesquite, tell us how we can  
make service better for you.*



**Scan this to take it  
online.**

**Or ask your driver  
for a print copy today!**

## **STAR TRANSIT** **ENCUESTA**



*Mesquite, díganos cómo podemos  
mejorar el servicio para usted.*



**Escanea esto para  
ponerlo en línea.**

**¡O pídale a su conductor  
una copia impresa hoy!**



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***Thank You!***