



STAR TRANSIT

Connecting you to where you want to go.

Public Meeting:
Cedar Hill New Mobility Services

May 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.

- Scroll down to Current News.
- Click on PUBLIC MEETING NOTICE | STAR TRANSIT HOSTS PUBLIC MEETINGS IN CEDAR HILL
- 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

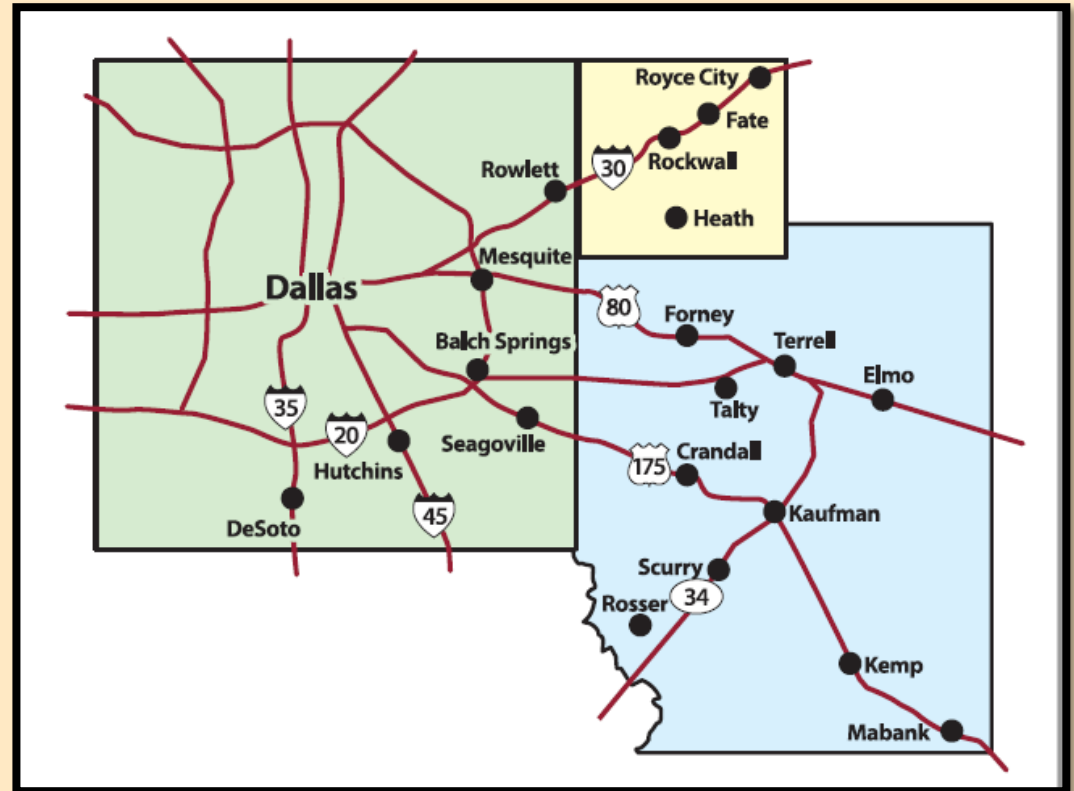
Discuss new services

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.
- 4th 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 (2023)
- Duncanville (2023)
- 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 Cedar Hill City Council.

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 Cedar Hill.
 - 13 and above can ride unaccompanied.
- **Fares:**
 - Based on direct travel distance from origin to destination.
 - Fares range from \$1.00 - \$12.00.
 - 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/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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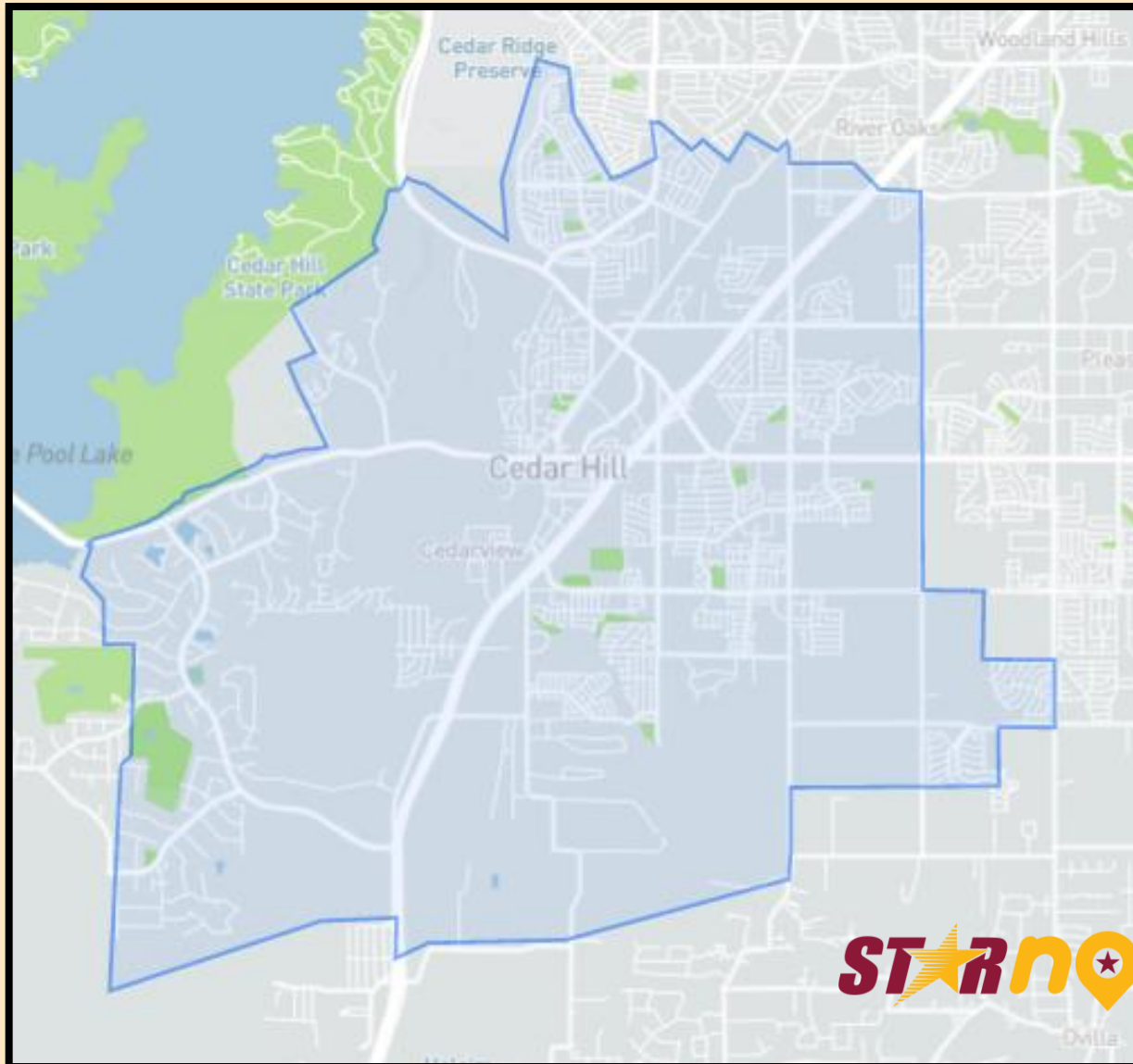
*Questions or
Comments*



- Same day, origin to destination service that operates within the Cedar Hill 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 = \$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.



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STARnow

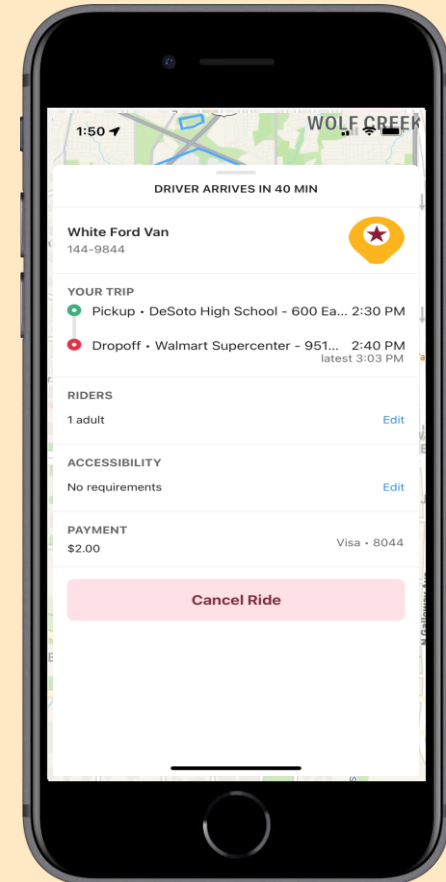
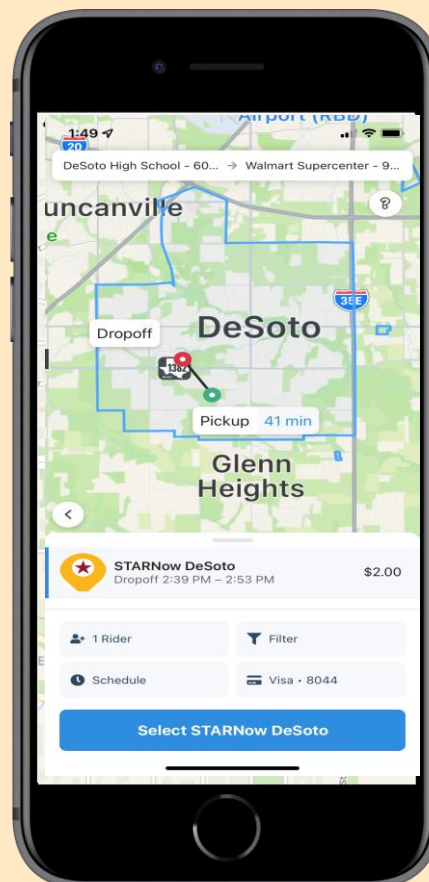
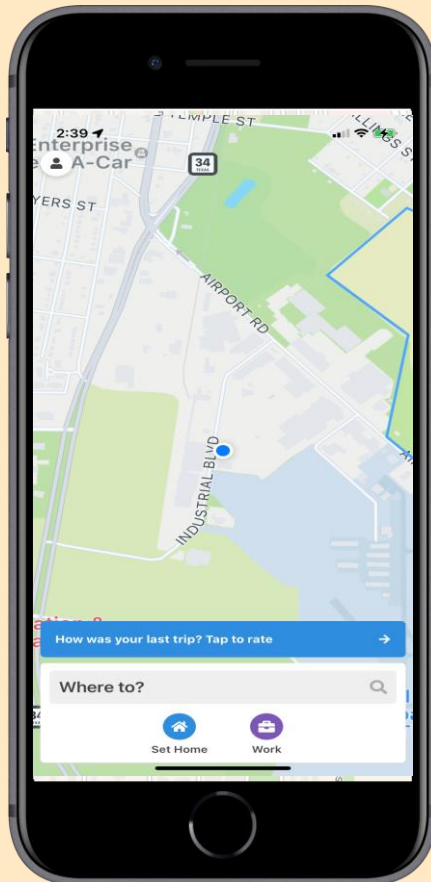
New Service: STARNow

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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*



May

- Conduct public involvement process.
 - Host public meetings. (5/10 & 5/12)
 - Receive public comments. (5/12 – 5/26)

May into June

- Advertise new services.

May 25

- Begin taking pre-booked trip reservations.

June 1 (Free trips for the month of June)

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



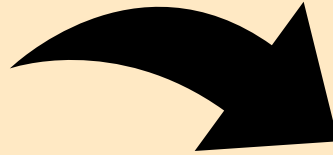
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***Final
Questions or
Comments***



The public comment period ends at the close of business May 26, 2023.



Public
Comment
Form



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Thank You!