



STAR TRANSIT

Public Meeting:

**Transit Updates for Hutchins,
Lancaster & Wilmer**



We are running today's meeting using inclusive practices.

We will address/answer questions/comments during designated times throughout 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.

If you would like to view the PPT presentation, go to our website at www.STARtransit.org.

- Scroll down to Current News.
- Click on **VIRTUAL Public Meeting | Transit updates in Hutchins, Lancaster & Wilmer**
- Click on the link that says **VIRTUAL PUBLIC MEETING PRESENTATION: HLW_ServiceUpdate_VPM_8 29 25**



Introduce STAR Transit



Review transit services



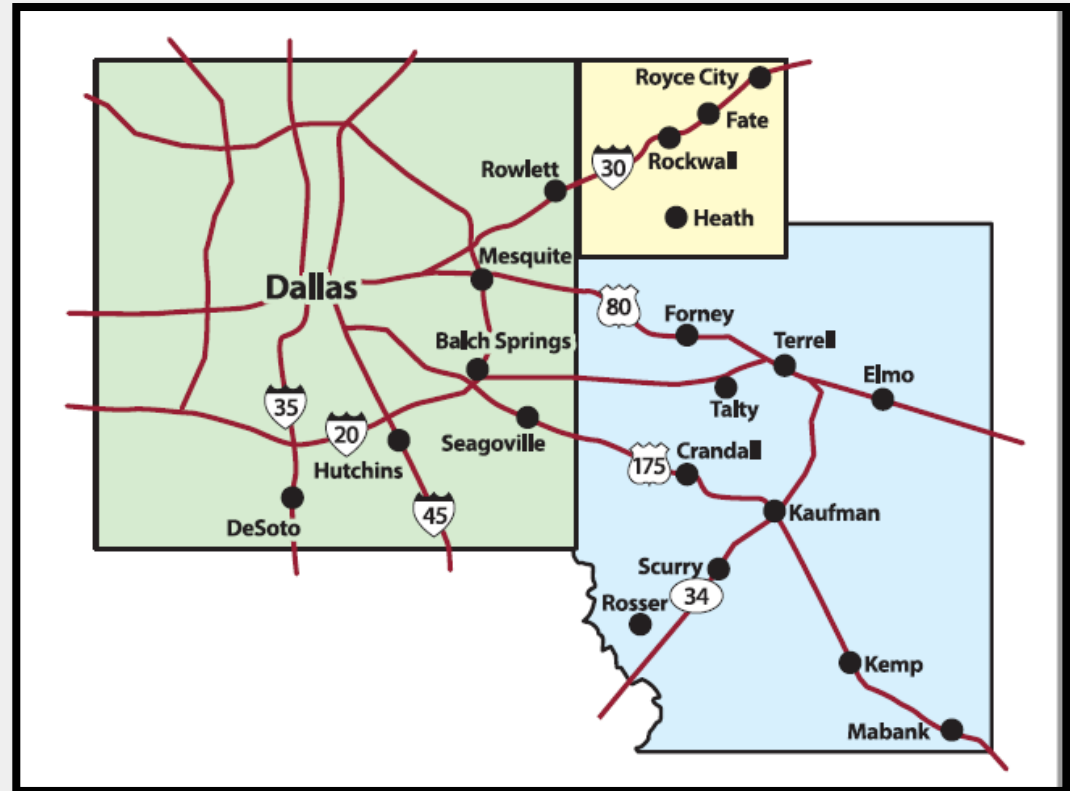
Review timeline



Receive input

- **Providing public transportation for over 45 years** and our mission is to improve quality of life through safe, affordable, and reliable mobility.
- We are a political sub-division of the state of Texas providing over **215,000 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
- DeSoto
- Cedar Hill
- Duncanville
- Hutchins (2025)
- Lancaster (2025)
- Wilmer (2025)



- Ellis County (Title IIIB Grant)

- All vehicles meet the Americans with Disabilities Act (ADA) requirements, offering wheelchair lifts and other features to accommodate riders with disabilities.
- Seating Capacity: 6-18 seats.





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Transit Services



Public transportation operated by **STAR Transit** has been approved by the Hutchins, Lancaster and Wilmer City Council.

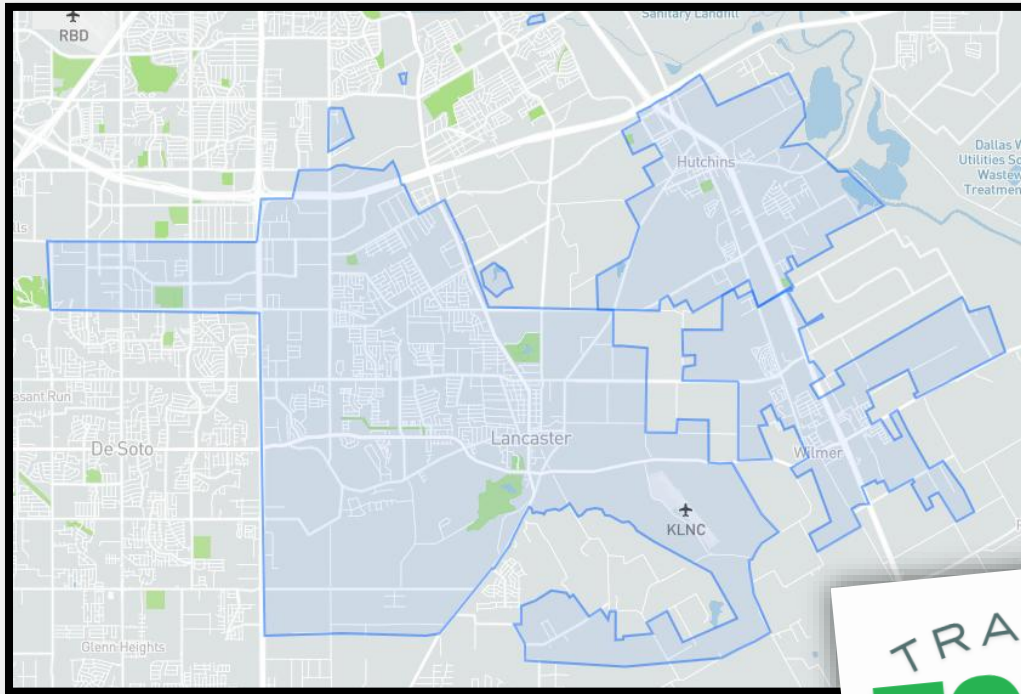
Service to include **Demand Response (Dial-A-Ride)** and **STARNow** (same day service).



- Same day, origin to destination service that operates within the STAR Transit zone.
- Customer request a ride via STARNow/GoPass App or by calling 877-631-5278; Goal is to arrive within 15-20 minutes.
 - Same day advanced scheduling options available.
- Operates Mon–Fri, 5 am – 8 pm.
- Fare structure:
 - \$2.00 (13 – 59), \$1.00 (60+, veteran and/or disabled).
 - PCA's and children under 12 ride free with fare paying adult.
 - 13 and above can ride unaccompanied.
 - Pay cash on the vehicle, credit/debit card or via STARNow/GoPass mobile app.
- Integrated UberX Share to increase availability and decrease wait times.



Trips starting in Hutchins, Lancaster or Wilmer

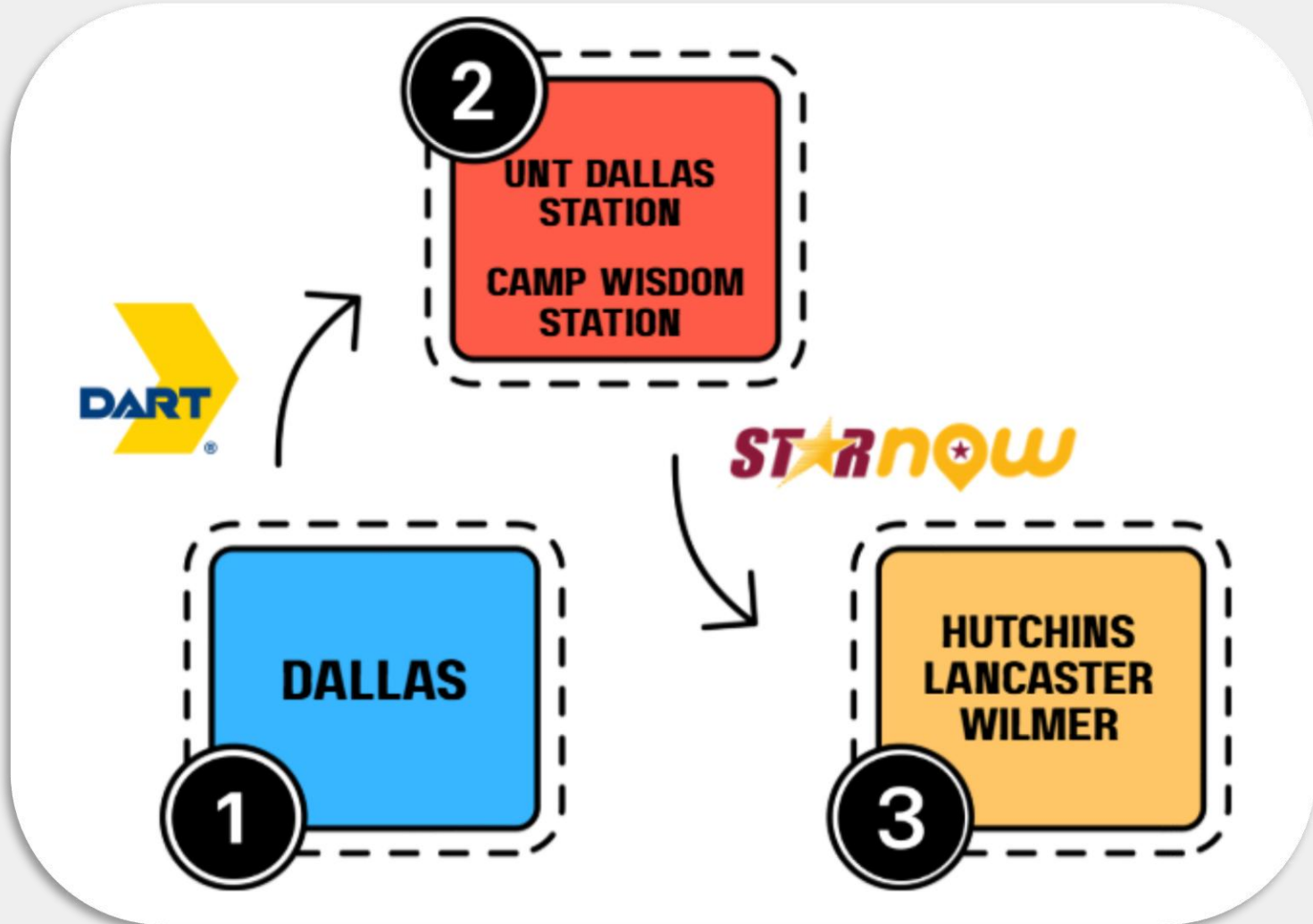


Zone includes:

Wilmer/Hutchins/Lancaster Zone
DART UNT Dallas Station
DART Camp Wisdom Station
UNT Dallas Campus
Dallas College Cedar Valley Campus
Paul Quinn College

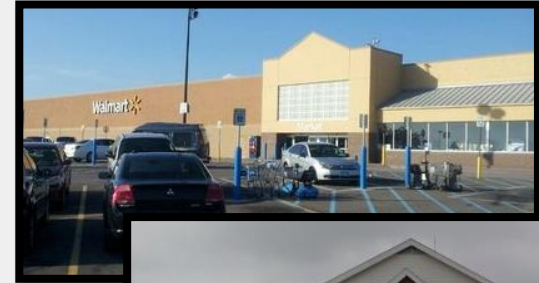


Trips starting/ending in Dallas



What can you do?

- Doctor Appointments/Minor Procedures
- Work, Job Interviews
- Visit Family or Friends
- College/University/Trade Schools
- Shopping
- Senior Centers/Dayhabs





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***Questions or
Comments***



Client Calls
877-631-5278

Ride
Scheduled

Bus Sent

Pre-Booked Rides in our Service Area:

Booked at least one business day; up to two weeks in advance.

Scheduling Agents are available:

Monday – Friday, 8:00 am – 4:00 pm

Buses operate:

Monday – Friday, 6:00 am – 6:00 pm

- **For:**
 - Anyone needing transportation.
 - 13 and above can ride unaccompanied.
- **Fare Structure:**
 - 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.
 - PCA's and children 12 and under ride free with a fare paying adult.
 - Pay cash on the vehicle, pre-pay with credit/debit card.
- **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

Fare: One way

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 fare paying adult.
- Ability to put money on your travel account.

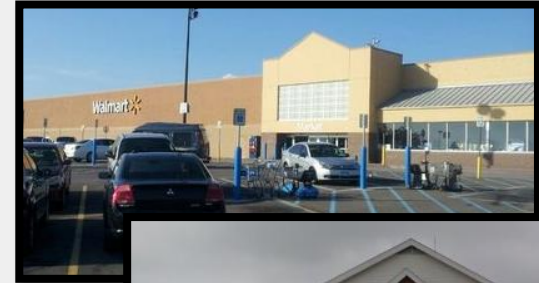
Where can you go?

- DeSoto
- Cedar Hill
- Duncanville
- Hutchins
- Lancaster
- Wilmer
- Into Dallas County for Medical Appointments



Where can you go?

- 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.



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***



August/September

- Conduct public involvement process.
 - Host in person public meetings. (Wilmer - 8/25, Lancaster – 9/10, Hutchins – 9/11)
 - Host virtual public meeting. (8/29)
 - Receive public comments. (8/25 – 9/19)



September

- Promote services.

October 1

- Launch services in Hutchins, Lancaster and Wilmer.



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***Final Questions
or Comments***



The public comment period ends at the close of business September 19, 2025.





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Thank You!

