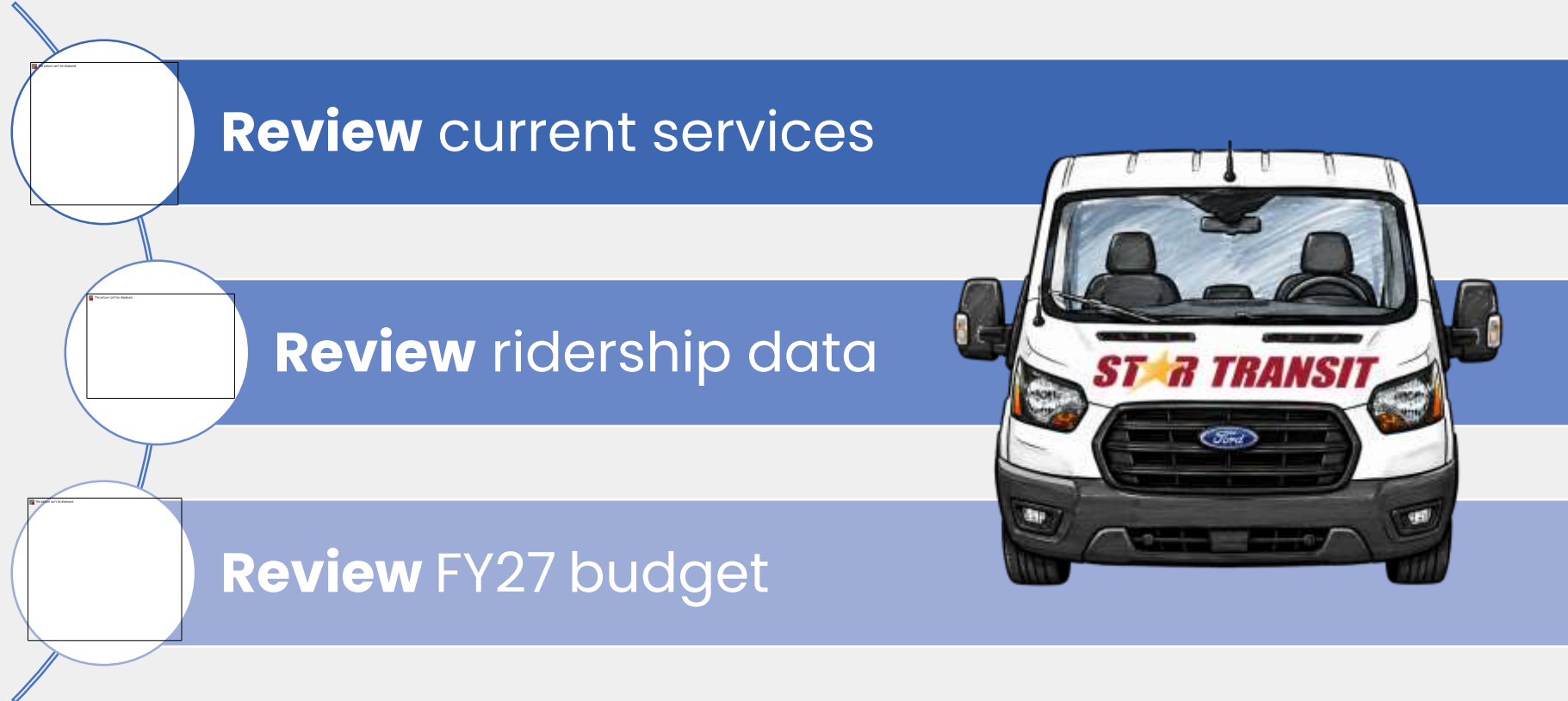




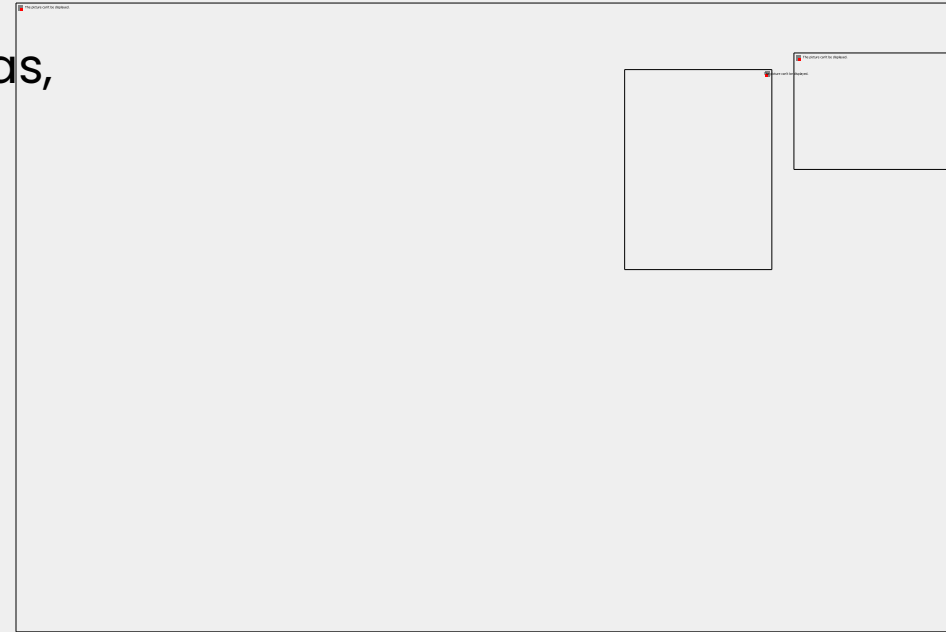
STAR TRANSIT

Transit Review:
City of Hutchins

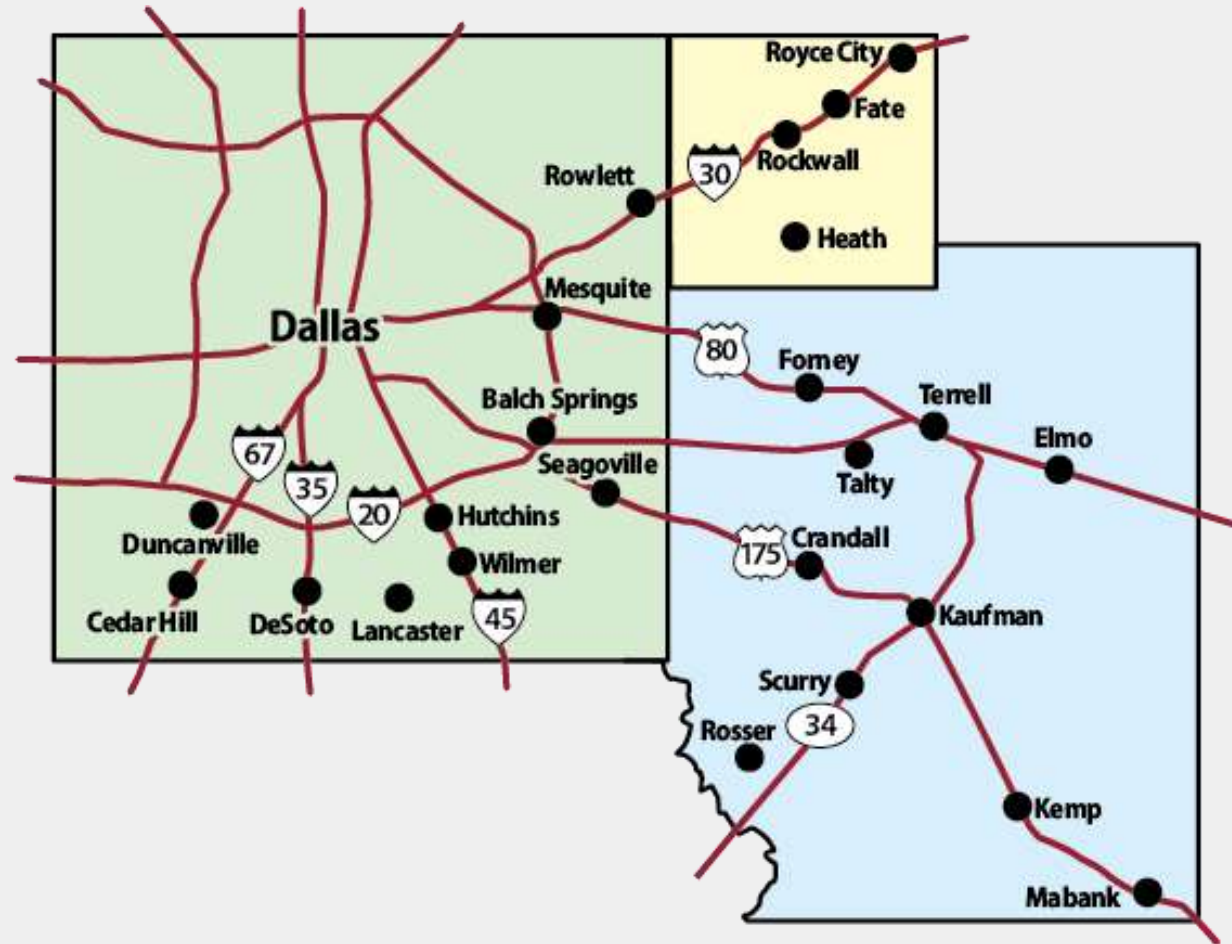




- **Providing public transportation for over 45 years** and our mission is to improve quality of life through safe, affordable and reliable mobility.
- We are a political sub-division of the state of Texas providing over **235,000 rides** per year with a **staff of 80+** and a **fleet of 55+ vehicles**. Call Center averages over **680 calls** a day.
- Based in **Kaufman County** operating as a Rural Transit District.
- 4th largest transit agency in greater North Texas, with **no dedicated sales tax**.



- Kaufman County
- Rockwall County
- Seagoville
- Balch Springs
- Mesquite
- DeSoto
- Cedar Hill
- Duncanville
- Lancaster
- Hutchins
- Wilmer
- Ellis County (Title IIIB)



Service area is over 1,000 square miles with a population of over 730,000 residents.

- **Origin to destination, public transportation:**
 - Monday – Friday, 6 am – 6 pm
 - Trips can be booked one business day up to two weeks in advance.
 - Call 877-631-5278 to book a ride.
- **For:**
 - Anyone in Hutchins.
 - 13 and above can ride unaccompanied.
- **Destinations:**
 - Anywhere within the city and surrounding service area.
 - Outside service area for medical appointments.
- **Fares:**
 - Based on direct travel distance from origin to destination.
 - Range from \$2.00 – \$12.00 for those 13 – 59.
 - Half fares for qualified 60+, veterans and disabled riders.
 - PCA's and children 12 and under ride free with an adult fare.



STARNow is STAR Transit's microtransit service designed to provide convenient, same-day transportation within designated service zones.

- **Same-Day, origin to destination, public transportation:**

- Monday – Friday, 5 am – 8 pm.
- Trips booked same day via the STARNow app or by calling 877-631-5278.

- **For:**

- Anyone in Hutchins.
- 13 and above can ride unaccompanied.

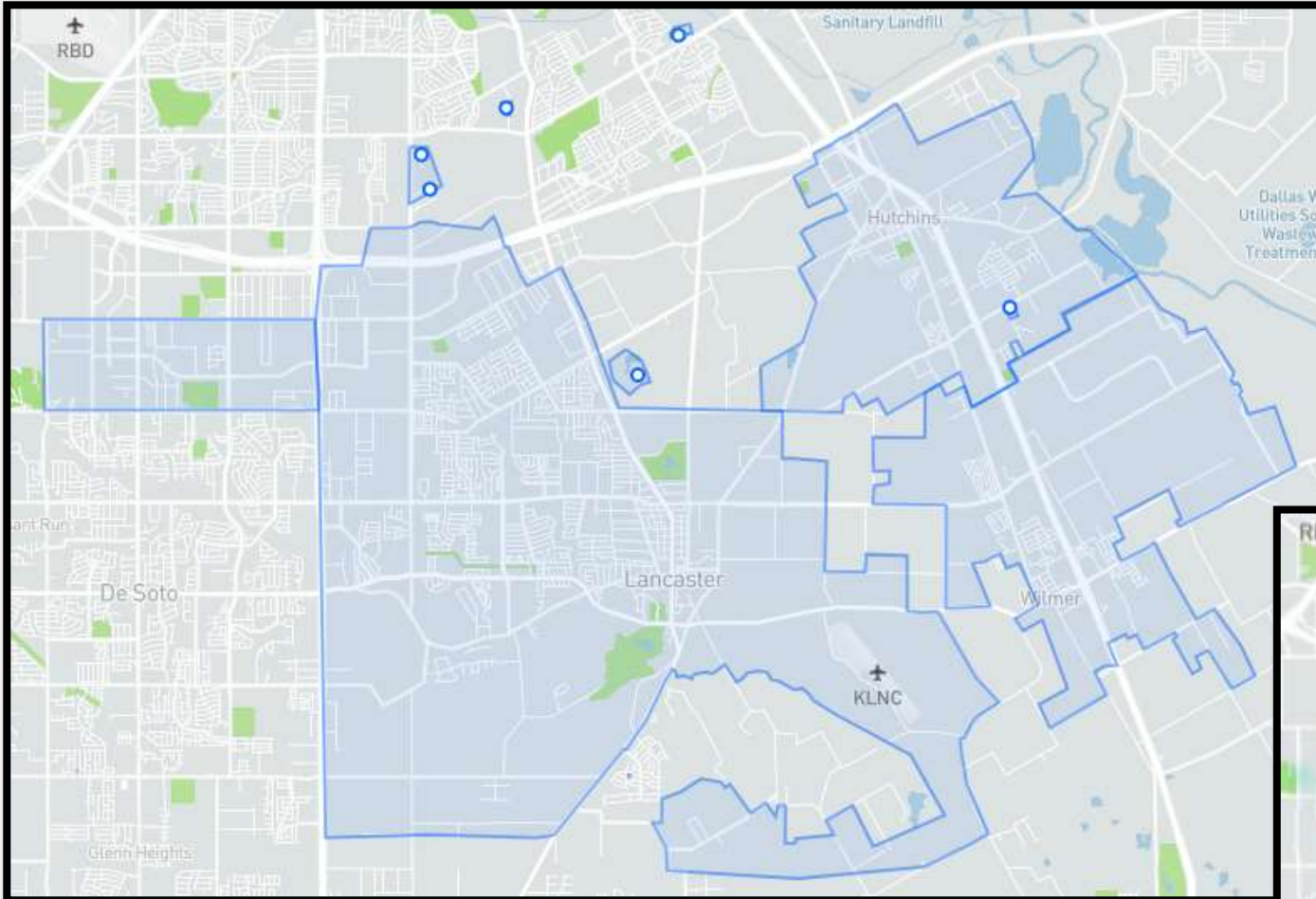
- **Destinations:**

- Anywhere within the Hutchins city limits/zone.
- Also includes the DART UNT Dallas Station, DART Camp Wisdom Station
Dallas College Cedar Valley Campus, UNT Dallas Campus and Paul Quinn College.

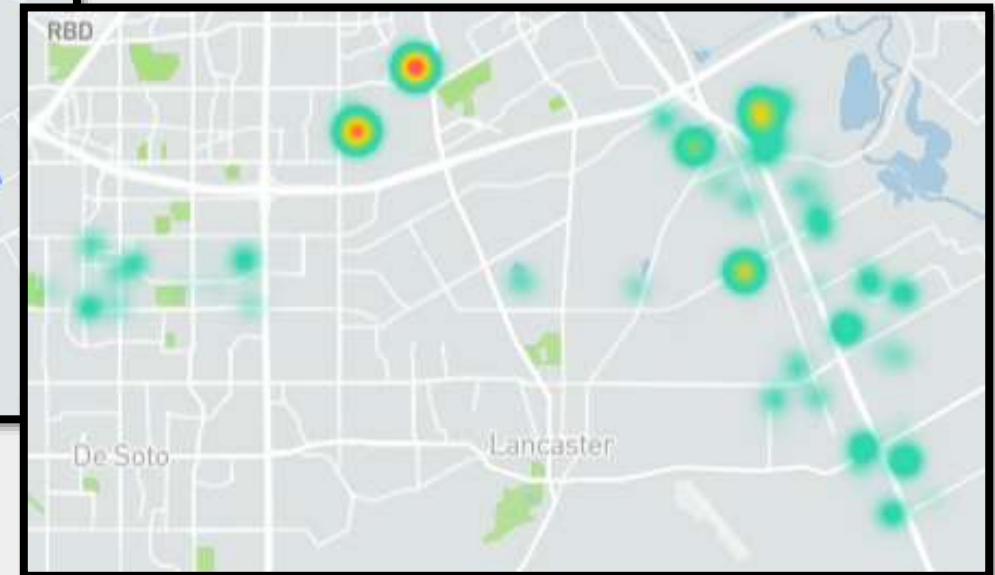
- **Fares:**

- Rides within travel zone = \$2.00 (13 – 59)
- Qualified 60+, Veterans, Disabled Riders = \$1.00
- PCA's and children 12 and under = free with an adult fare.
- Ability to use Promo Codes for free fares.
- Integrated UberX Share to increase availability and decrease wait times.

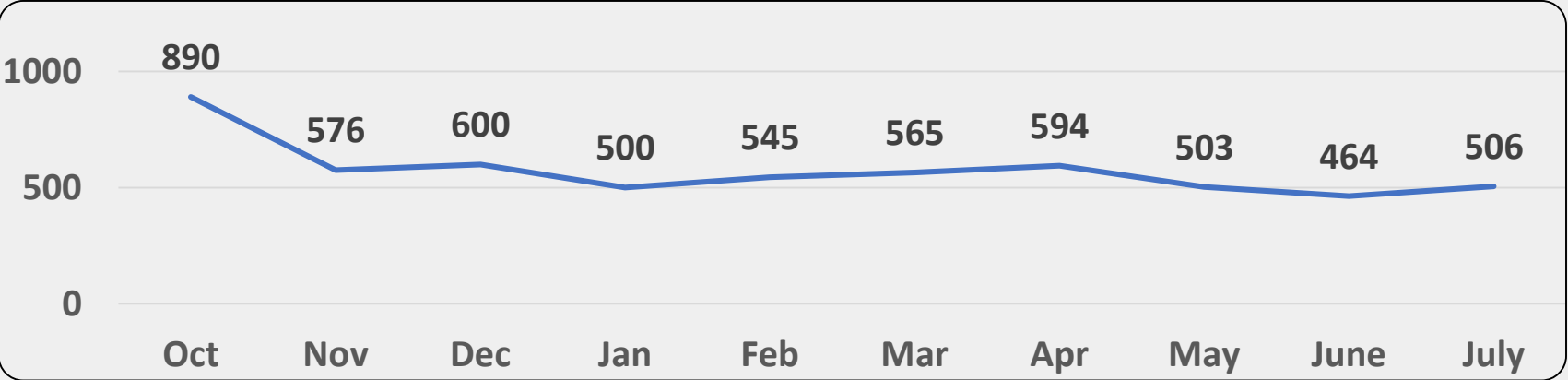




Top Destinations:
DART UNT Station
DART Camp Wisdom Station
FedEx Ground
Volunteers of America
Hutchins Gateway Apt.
ADESA Dallas
Wilmer-Hutchins High School



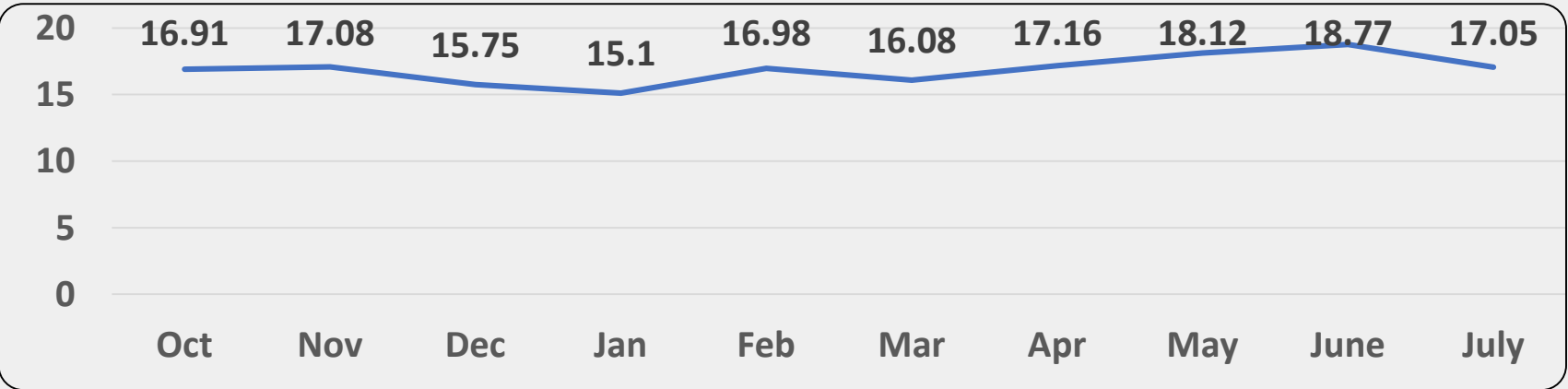
Average Monthly Trips



Currently average 529 microtransit trips per month. About 71% are provided by Uber.



Average Wait Times



For FY26 the daily Uber trip limit is hit 88% of the time, and the monthly Uber trip limit is hit every month.

93% On-Time Performance

88% Positive Reviews

559 Unique Riders

69% App Bookings

5,743 FY26 Total Ridership





STAR TRANSIT

FY27 Budget



For **FY27**, all public partners will be charged a uniform rate of **\$60.50 per hour** of transit service.

To maintain the current level of demand response and microtransit service provided in FY26, Hutchins's **FY27** annual operating cost will be **\$37,294**, or approximately **\$3,108** per month.

This rate does include funding for approximately 2,000 additional Uber trips.





STAR TRANSIT

Agency Updates



AI Integration

- To improve customer service and reduce call wait times, integrated **Spare AI Voice** to automate two of our most common call types: **trip cancellations** and **"Where's My Ride?"** inquiries.

EV Integration

- Participating in a **TxDOT Electric Vehicle Pilot Program** to evaluate the use of EV's in rural and suburban areas. The pilot will help assess vehicle performance, charging infrastructure, operating costs, and the long-term feasibility of integrating EVs into our fleet. We are scheduled to receive five EV's by the end of the month.



STAR TRANSIT
Questions/Comments





STAR TRANSIT

Thank You!

