



# **DART Update**

## **40 Proud. 40 Forward.**

Joint Dallas City Council  
Transportation and Infrastructure  
Committee and DART Board of  
Directors Meeting

Dee Leggett, EVP, Chief Development Officer

Charles Cato, Chief of Police

November 7, 2023

# Discussion Items

- Ridership Update
- Public Transportation Improvement Funds Status
- Customer Experience Focus
- D2 Subway and Streetcar
- Strategic Plan and Key Initiatives

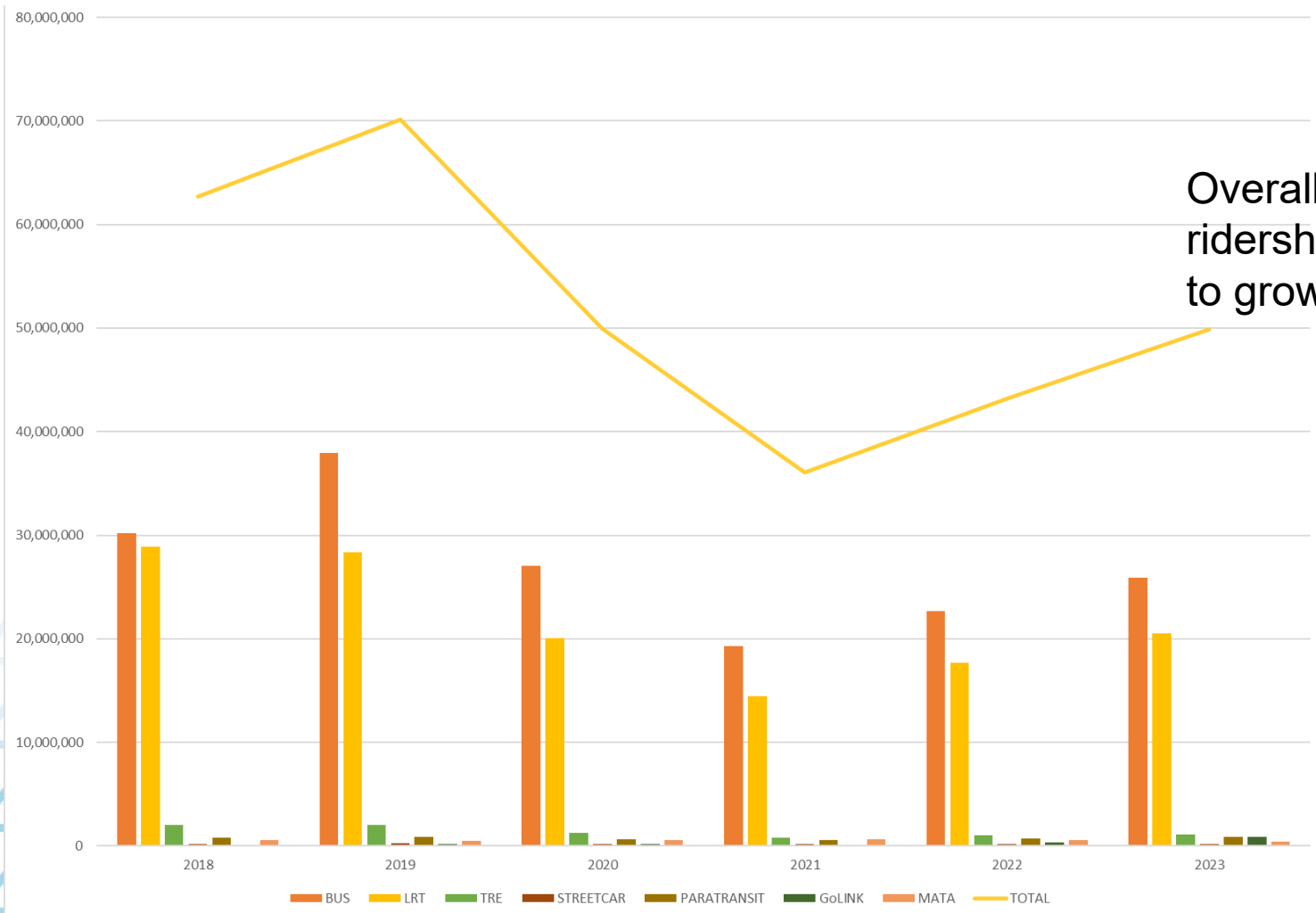


# Ridership Update

# DART Ridership

- DART ridership has increased steadily post-pandemic to 73% of pre-pandemic levels (as of July).
  - Interim figures for 4Q indicate we are trending toward 77%.
- Light rail ridership is returning faster than bus
- Weekend ridership is now near or higher than pre-pandemic levels
- Paratransit and GoLink (micro-transit) ridership exceed pre-pandemic levels

# Systemwide Ridership by Mode



Overall system ridership continues to grow

# Comparison to Pre-Pandemic Ridership

*July 2023 Average Daily Riders*

Mode	Weekday	Saturday	Sunday
Bus	66%	87%	98%
Light Rail	73%	<b>108%</b>	<b>114%</b>
Commuter Rail	52%	77%	No Service
Streetcar	61%	67%	82%
Paratransit	97%	<b>109%</b>	96%
Microtransit	<b>404%</b>	<b>5,379%</b>	<b>5,710%</b>
<b>System</b>	<b>70%</b>	<b>96%</b>	<b>106%</b>

*Numbers show percentage of pre-pandemic ridership observed in July 2023*

# Regional On-Board Survey Update

- NCTCOG, in cooperation with regional transit agencies, completed an extensive on-board transit rider survey this year
- Data is being analyzed now with the report available later this year on current rider demographics and travel characteristics
- This data will inform future service planning and ridership projections for capital planning needs



# Public Transportation Improvement Funds Update

# Approved City of Dallas Projects

Project	Approved Project Amount	Amount Disbursed
Dallas Streetcar Maintenance and Professional Services <sup>1</sup>	\$3,000,000	\$3,000,000
Sidewalk Improvements on DART Routes	\$10,067,904	\$1,006,790
Reconstruction of 22 Traffic Signals	\$11,550,000	\$1,155,000
Dallas Connector Project <sup>2</sup>	\$250,000	---
Barrier Free Ramp Construction on DART Routes	\$50,000,000	\$5,000,000
<b>Total</b>	<b>\$74,867,904</b>	<b>\$10,161,790</b>
<b>Amount Remaining for Projects</b>	<b>\$5,132,096</b>	
Five Mile Creek – Local funds to NCTCOG as part of the DART/Dallas MOU		\$10,000,000
<b>Total Amount Disbursed</b>		<b>\$20,161,790</b>

Information as of October 27, 2023

<sup>1</sup> This project will be completed by DART; funds have been transferred to a separate account.

<sup>2</sup> This contract between DART and Austin Street Shelter; once an agreement has been drafted between the City of Dallas and DART, the funds will be sent over for payment



# Customer Experience Focus

# Customer Experience Focus

- DART is focusing resources to address top customer issues
  - Security
  - Cleanliness
  - Reliability
- Quality product is key to retaining the customers we have and serving them well - while working to regain former and gain new



# Security

- 100 contract Transit Security Officers (TSO) authorized to improve public safety and security for DART commuters
- Upgraded security cameras planned for trains, buses and platforms
- Increased community involvement
- New high visibility enforcement initiatives
- Homelessness and mental health initiative – partnership with Meadows Institute



# DART Cares

- DART is committed to providing a safe, clean, and reliable transit system to connect communities and enhance lives
- Utilizing a collaborative care model, DART will help those on our system that are experiencing homelessness or behavioral health concerns
- Safety test scheduled to start this month followed by one year pilot



# Cleanliness



- Bus Stops are now being cleaned twice as much as before, with some up to 7 days a week if needed.
- Rail Stations and Transit Facilities are cleaned every night between 10 pm and 4 am.
  - Those with elevators, restrooms and/or are high traffic are cleaned during the day between 6 am and 8 pm.
- Additional morning and evening cleaning crews
- Elevator attendants are staffed at all stations with active elevators maintained by DART. One attendant per station (1st shift, 6am-2:30pm and 2nd shift, 3pm-11:00pm) 7 days a week.

# Cleanliness

- DART light rail vehicles are cleaned between 7 pm and 3 am
- Vehicles also get cleaned at the eight terminus stations throughout the day
- Partnership with United Community of Faith on Clean Team Initiative pilot program – now permanent
  - 24 additional contract cleaners on light rail vehicles Monday – Friday 6 am to 10 pm
- Vinyl seats on buses (complete) and trains (in progress)



# Reliability

- Launched new bus route network in January 2022 with improved frequencies and expanded GoLink Service
  - Full service returned in January 2023 thanks to multi-faceted hiring efforts
  - GoLink service hours were expanded to 5:00 am – midnight, 7 days per week for all zones in January 2023
  - Currently delivering over **99%** of scheduled trips
- State of Good Repair (SGR) baseline assessment of 100% of DART assets is nearing completion to prioritize investments supporting reliability and modernization



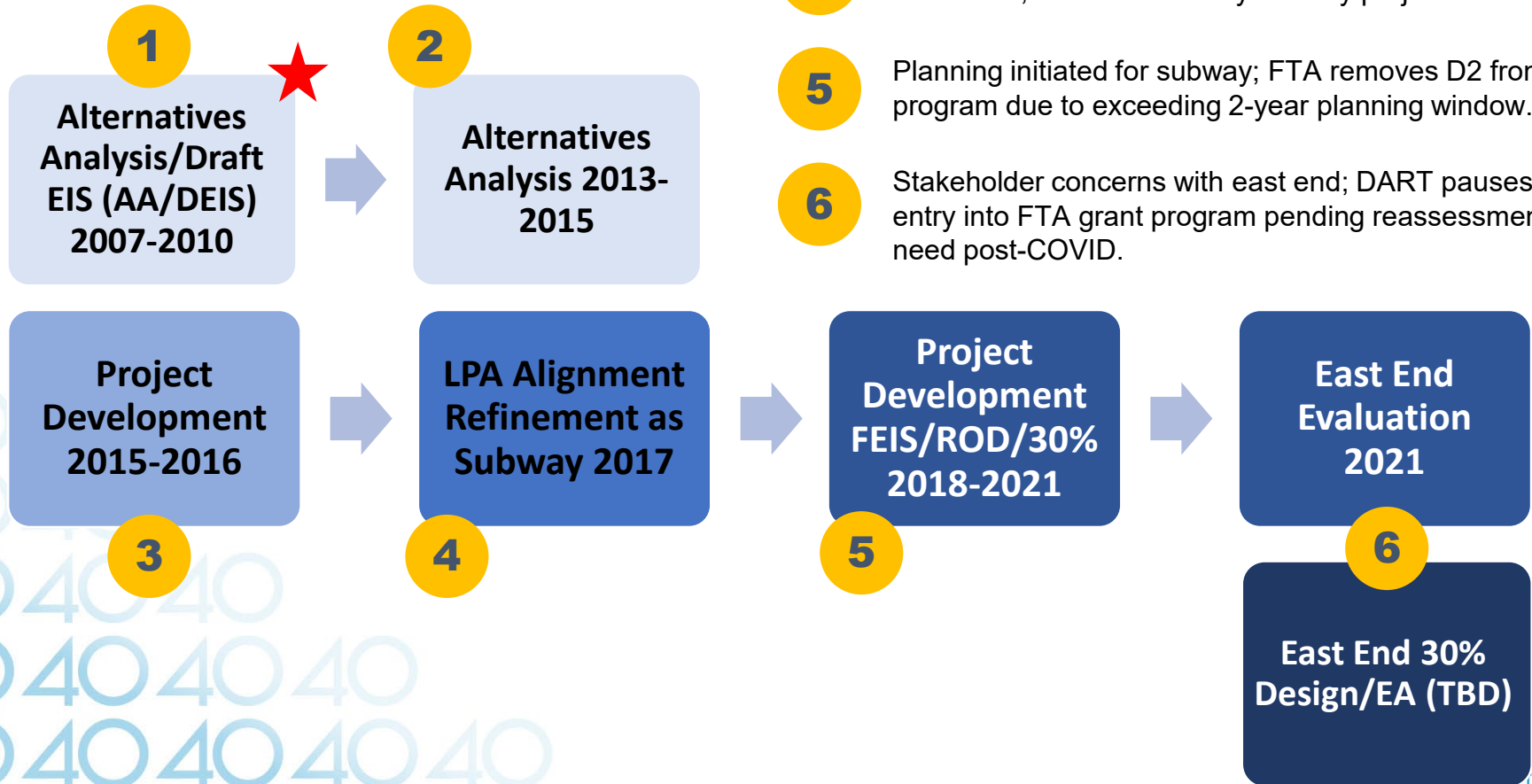


# D2 Subway Decision

# D2 Subway Update

- DART/City of Dallas Master Interlocal Agreement
- Context for Decision to Reprogram D2 in 20-Year Financial Plan
- Near- Mid-Term System and Mobility Needs and Opportunities

# Planning History



- ★ 1 Planning initiated; **LRT projected to reach 2.5-minute headway trigger in 2010 (all 4 lines at 10-minute peak)**
- 2 In 2010, 2.5-minute headway adjusted to 3.75 (15-minute peak). FTA creates Core Capacity; planning continues given potential grant opportunity
- 3 D2 enters FTA Project Development as Core Capacity project; rated Medium-High
- 4 Stakeholder concerns with mostly at-grade alignment in downtown; refined as mostly subway project
- 5 Planning initiated for subway; FTA removes D2 from grant program due to exceeding 2-year planning window.
- 6 Stakeholder concerns with east end; DART pauses re-entry into FTA grant program pending reassessment of need post-COVID.

# Master ILA Triggers

## 1990 Master ILA “Article V – DART System Plan: Mutual Agreements”

Section c. notes that DART will commit to construction of a subway downtown no later than when:

1. over a six-month period, (a) average ridership exceeds 8,000 passengers per peak hour per peak direction, and/or (b) headways decrease to 2.5 minutes.
2. funding first becomes available earlier through one or a combination of these sources: City of Dallas; state; private; or federal funds in excess of those programmed in DART financial plan;

# Cost Considerations

- The FY23 Financial Plan reflected a 2035 service date. Triggers would not likely be met by 2035.
- Capital cost funding sources for \$2.3 billion estimate:
  - Debt issuances
  - External grants (potential federal, state or regional – but no clear funding path based on current ridership trends)
  - Reprogramming the project frees up debt capacity for other capital project priorities
- Project O&M estimates - \$4 million annually
  - Reprogramming the project allows this to support other systemwide operating needs post-2036

# Decision to Reprogram D2 from 20-Year Financial Plan

- Post pandemic uncertainties have led many agencies to pivot and redefine priorities based on changing needs
- October 2022 DART Board Workshop discussion focused on direction for D2 for the FY24 20-Year Financial Plan
  - Direction to reprogram to fund alternative near- and mid-term system modernization needs that can benefit riders and entire service area and achieve many of the same mobility goals as D2
- DART will monitor ILA ridership triggers and can add appropriate capacity investment to financial plan when necessary
- Also exploring opportunities to enhance redundancy and incident response plans
- Area Plan discussions creates an opportunity for reimagining travel through and throughout Dallas

# Streetcar Information

- Ridership averages about 500 riders per weekday; similar or less on weekends
- On-time performance is 95%
  - Higher than bus (75%) and LRT (88%)
- Missed trips are decreasing as vehicle issues are being resolved or mitigated
- Per Master Streetcar ILA, DART O&M contributions are capped to fund base level of service of the original TIGER grant starter line
  - FY24 budget: \$2.63M / DART contribution: \$692,323
  - DART contribution guarantees of a minimum level of service through 2040 per grant
  - Service improvements and expansion costs are responsibility of the City



# Strategic Plan and Key Initiatives

# What's Next?

- DART is developing a new Strategic Plan
- Several exciting efforts underway that align with City of Dallas plans
  - Mobility+ Program Initiatives
  - Transit-Oriented Development
  - System Modernization
  - Area Plans
  - Seamless integration of services and modes

# Strategic Plan



The Strategic Plan will help us move from Point A to Point B - our future vision.



The main theme of our journey to Point B is to move from being a service people sometimes use, to being valued as a key regional asset that helps people and cities thrive.



We are here



Our Destination

# Draft Strategic Goals

## *Agency*



### **EMPOWER**

Build a nimble organization that can act quickly and effectively by streamlining processes and empowering employees.



### **CONTRIBUTION**

Create a culture that aligns roles and responsibilities with the vision, deepens organizational trust, and encourages growth.

## *Customer*



### **QUALITY**

Deliver a quality customer experience defined by strong rider advocacy and built on professional pride and continuous improvement.



### **SEAMLESS**

Integrate mobility options to create a seamless travel experience defined by frequency and reliability to position DART as first in mind.

## *Community*



### **FANTASTIC SPACES**

Create fantastic spaces that add value to our communities, enhance the rider experience, and foster a sustainable and thriving region.



### **STRATEGIC RELATIONSHIPS**

Position DART as a collaborative leader and recognized regional economic and mobility asset.

# System Modernization



## VEHICLES

Replace 95 LRVs, 500+ buses, and 11 commuter rail locomotives



## UNIFIED SIGNAL SYSTEM & OTHER SYSTEM ELEMENTS

Modernize signal systems on the oldest lines to maximize safety, communications, reliability, and network capacity.



## RESILIENCY

Enhance resiliency of operations during extreme weather events.



## STATIONS & OTHER AMENITIES

Improve accessibility and customer experience at DART LRT stations and bus facilities. Install next generation bus shelters. Create mobility hubs.



## OPERATING FACILITIES

Modify operating facilities to support new vehicle maintenance activities and improve overall work environment for employees.



# Seamless

- “Total Journey” approach that builds on Mobility as a Service (MaaS) and GoPass platform
- Integration of modes, service improvements, and technology make transit easy and convenient
- Mobility+ Program Initiatives



# Bus Service Expansion

- Phase 2 of the Bus Network Redesign identifies a series of service improvements beyond DARTzoom changes implemented in January 2022
- Changes are designed to improve network reach and significantly improve service frequency throughout much of the system
- Budgeted FY24 service improvements are drawn from this Draft Plan
- Within Dallas, improvements in Dixon Circle (SE), Arlington Park/Love Field West (NW), Forest Lane (NE) along with zone-to-zone GoLink Pilots

# Mobility Hubs



Transforming facilities as community assets.



- |  |   |  |                                   |
|--|---|--|-----------------------------------|
| 1. DART rail/bus bays                                  | 6. Safe and comfortable connections within the mobility hub | 10. Ride hailing pick up/drop off - combine with kiss and ride | 15. Mobile vendors                |
| 2. Microtransit stop                                   | 7. E-bike charging station                                  | 11. Carshare parking   | 16. TOD and joint-use development |
| 3. Bus shelter and train canopy                        | 8. Electric scooter hub                                     | 12. EV parking/charging station                                | 17. Wayfinding and signage        |
| 4. Transit passenger facility/ Transit center building | 9. Bikeshare hubs   | 13. Outdoor public space/plaza                                 | 18. Info kiosk                    |
| 5. Real-time transit information                       |   | 14. Solar panels   | 19. Package delivery lockers      |

# Bus Corridor Improvements



- Phase 1 Report is complete
- Best Practices Toolbox
- Opportunities within 21 bus routes serving City of Dallas
- Will collaborate with City staff as details developed to collaborate on future implementation



Corridor Optimization + Rider Experience

Enhancing streets for transit and people



## Enhance Speed & Reliability

Coordinate with service area cities to prioritize and implement speed and reliability improvements



## Improve Operational Safety

Reduce conflicts between corridor users



## Improve Access & Connectivity

Identify and deploy bike and walk safety upgrades for better transit access



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# Fantastic Spaces

- Transit Oriented Development (TOD)
- Sustainable and future proof design
- Opportunities defined in collaboration with cities
  - Area Plans in development
  - TOD ILAs
- Reimagining DART facilities and property and to integrate them into the community and add value
- Broader consideration of project scopes and desired outcomes



# Areas of Persistent Poverty Grant

- FTA grant for planning efforts:
  - Potential new Red Bird transit facility/mobility hub
  - TOD concept plan at existing Red Bird Transit Center site
  - Potential new East Dallas transit facility/mobility hub



**John West/Buckner Area  
(Routes 15 and 18)**



**Existing Red Bird TC  
Underutilized Parking**



**Red Bird Mall Redevelopment**



# Strategic Relationships

Working together so our region, business and residents continue to thrive.

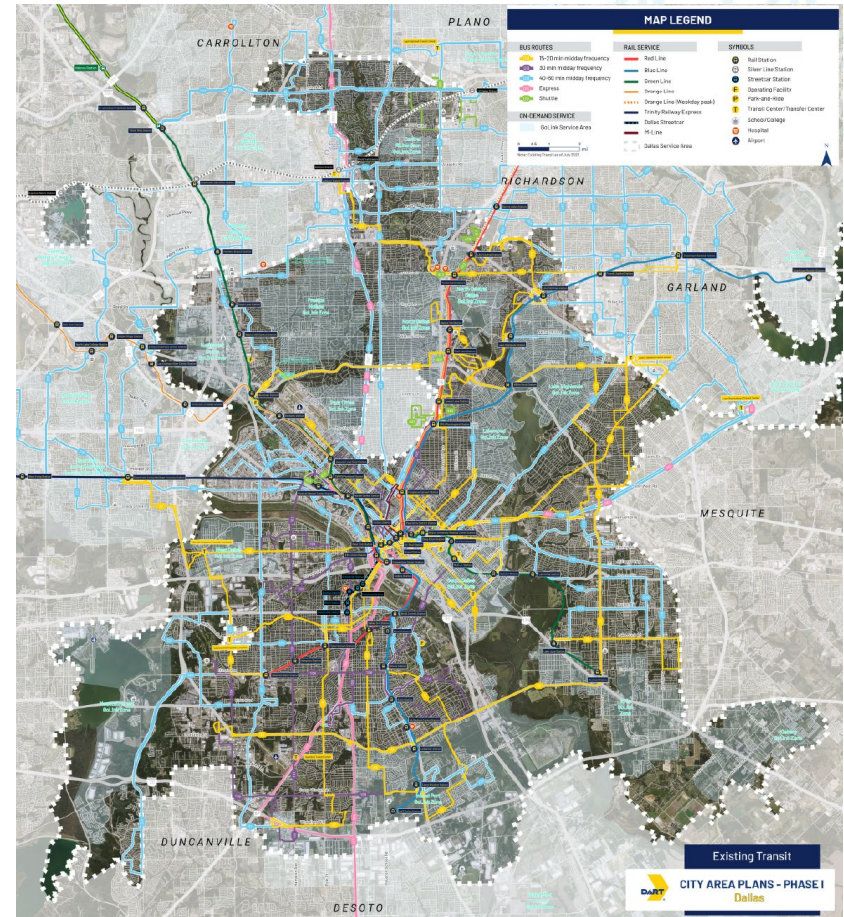
- Partnerships and advocacy
- Implementation of Area Plans
- Support economic development priorities
- Be creative and collaborative to how projects and service are delivered
- Align mutual objectives to leverage external funds and do more for more people



# Area Plans



- DART is meeting with all 13 service area cities to understand key city priorities
- Area plans will document a range of service and project opportunities to help advance mutual plans and policies



40 *years*



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