



DART Update

**Joint DART Board/Dallas City Council
Transportation and Infrastructure (TRNI)
Committee**

February 18, 2025

Nadine S. Lee
President & CEO

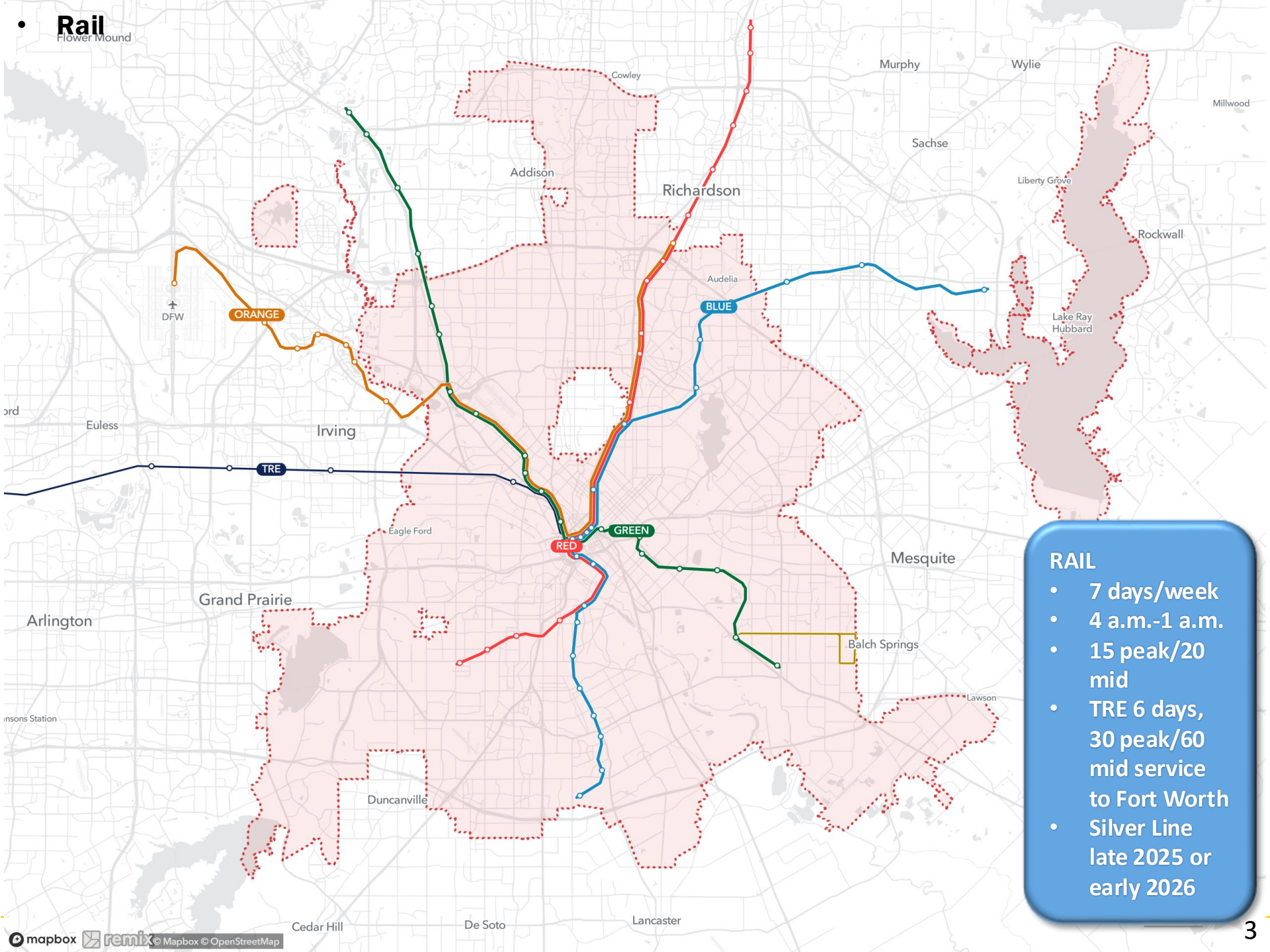


Agenda

- Current state of DART in Dallas
- D2 and Streetcar
- Strategic Goals and Key Initiatives
- Governance Update

A yellow DART bus is driving on a city street. In the background, there are several tall skyscrapers under a cloudy sky. The bus has the number 41041 on its side. A semi-transparent yellow box with a dark blue border is overlaid on the image, containing the text "DART in Dallas Today".

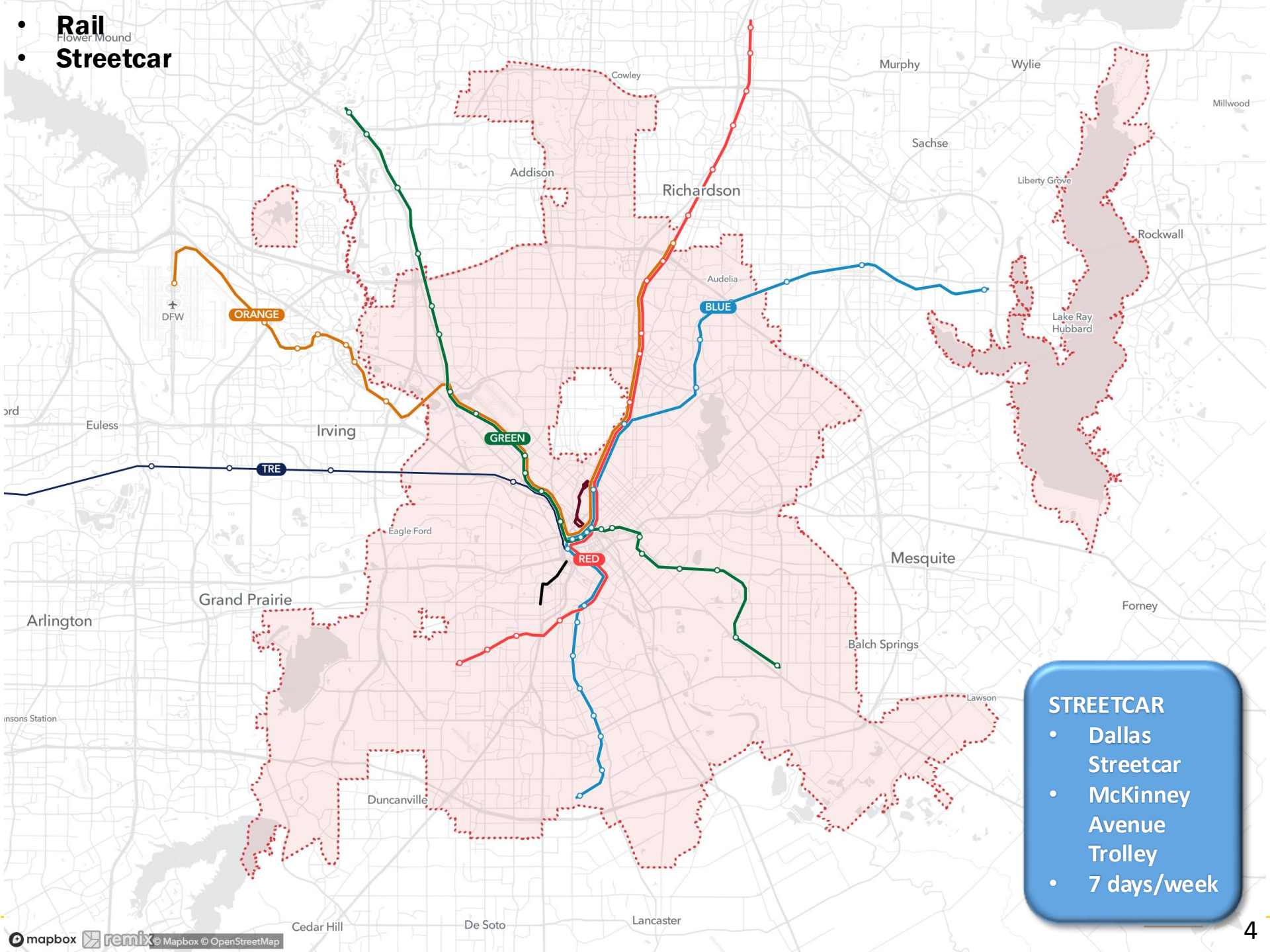
DART in Dallas Today



RAIL

- 7 days/week
- 4 a.m.-1 a.m.
- 15 peak/20 mid
- TRE 6 days, 30 peak/60 mid service to Fort Worth
- Silver Line late 2025 or early 2026

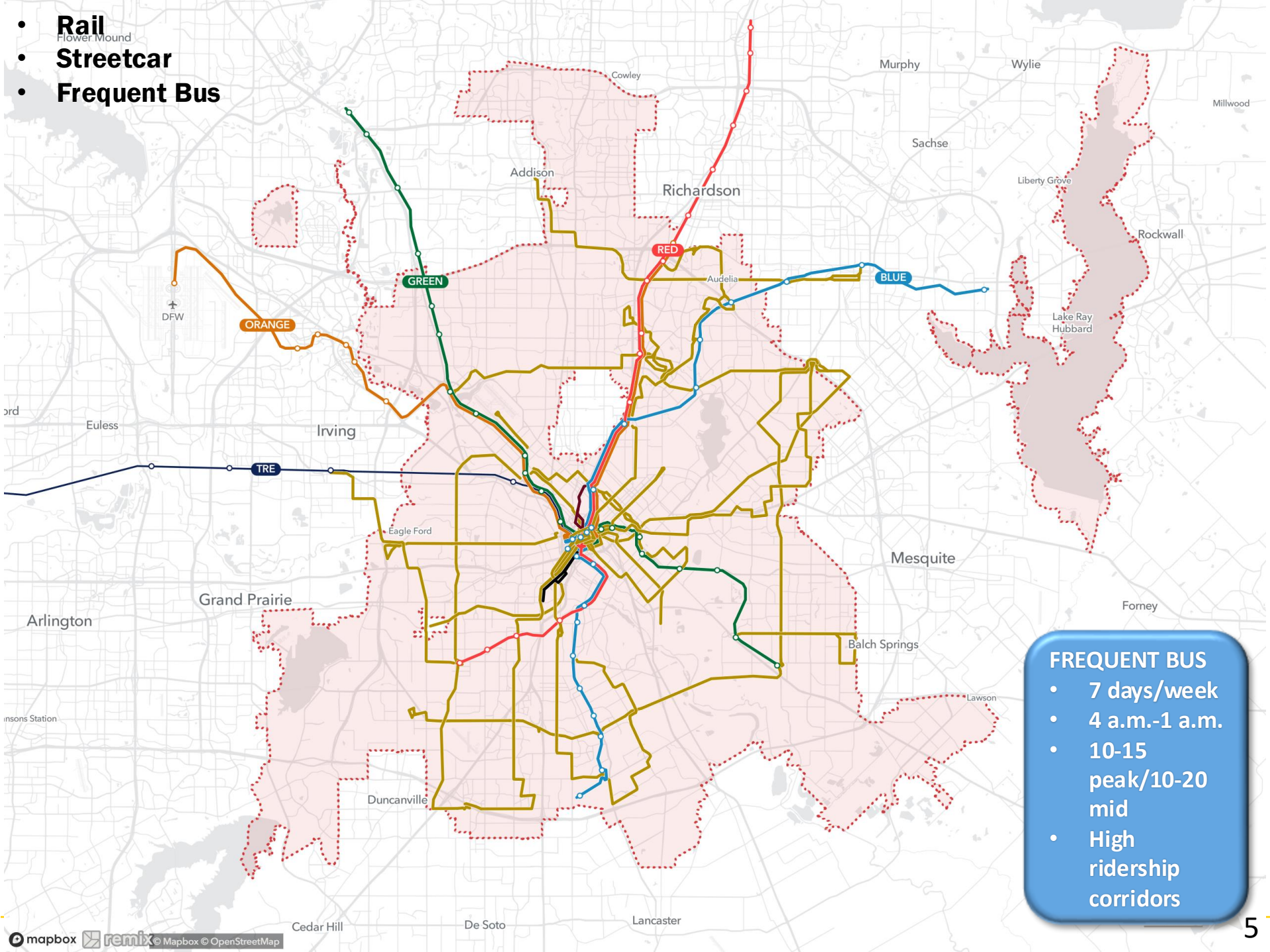
- **Rail**
Flower Mound
- **Streetcar**



STREETCAR

- Dallas Streetcar
- McKinney Avenue Trolley
- 7 days/week

- Rail
- Streetcar
- Frequent Bus



FREQUENT BUS

- 7 days/week
- 4 a.m.-1 a.m.
- 10-15 peak/10-20 mid
- High ridership corridors

- Legend:**

 - Rail
 - Streetcar
 - Frequent Bus
 - Local Bus

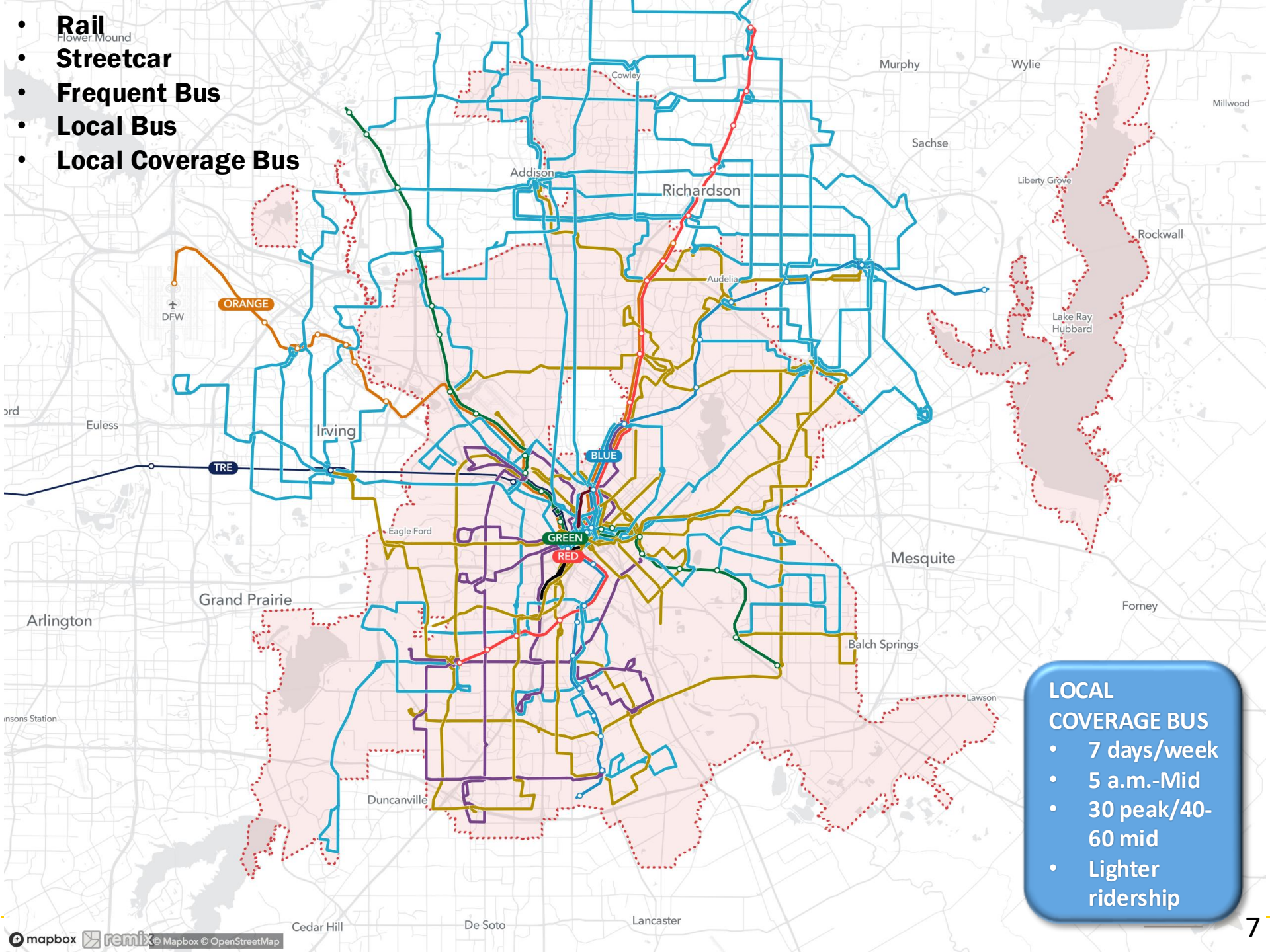
LOCAL BUS

 - 7 days/week
 - 5 a.m.-Mid
 - 15 peak/30 mid
 - Other high ridership corridors

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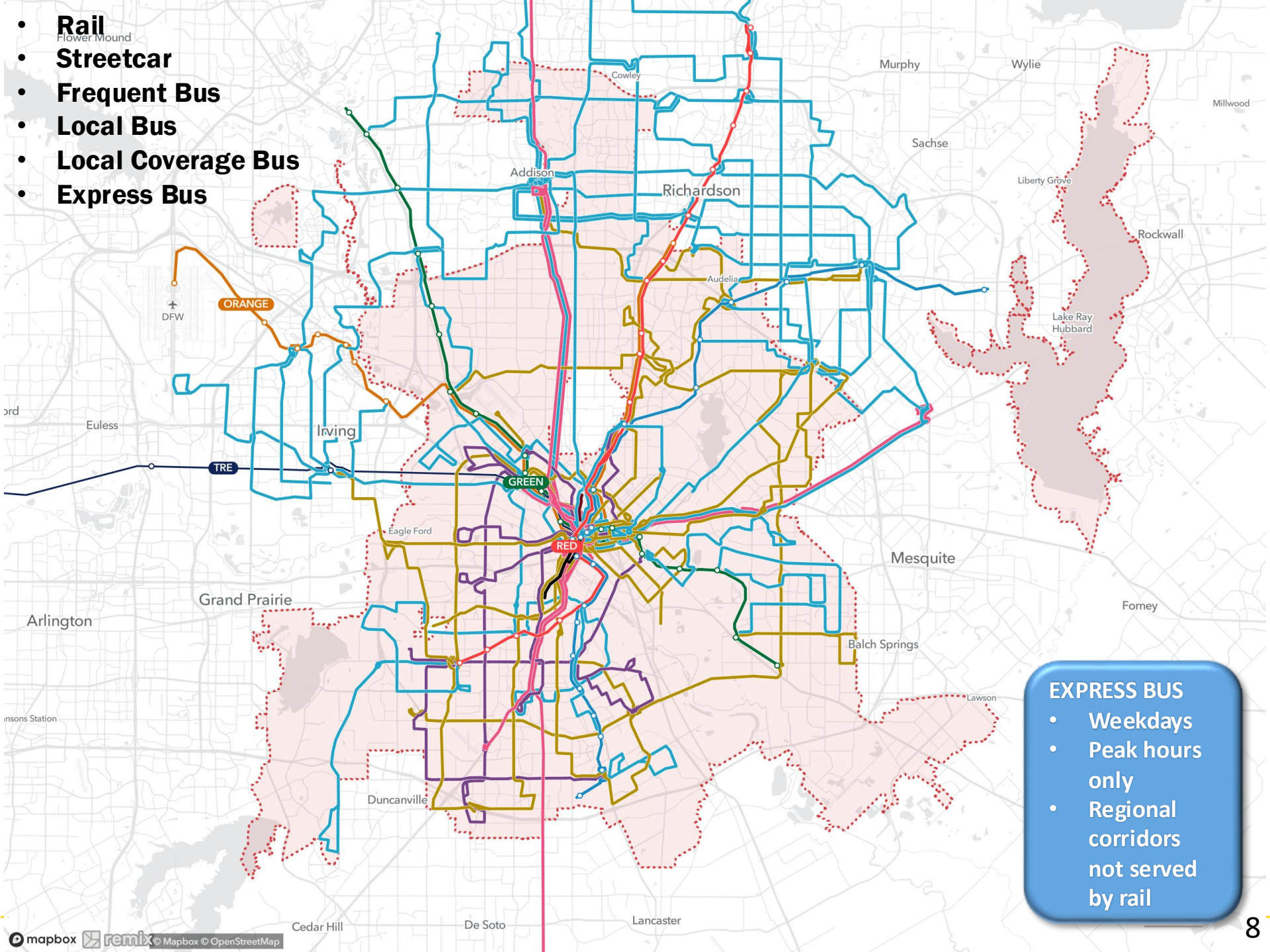
- **Rail**
- **Streetcar**
- **Frequent Bus**
- **Local Bus**
- **Local Coverage Bus**



**LOCAL
COVERAGE BUS**

- 7 days/week
- 5 a.m.-Mid
- 30 peak/40-60 mid
- Lighter ridership

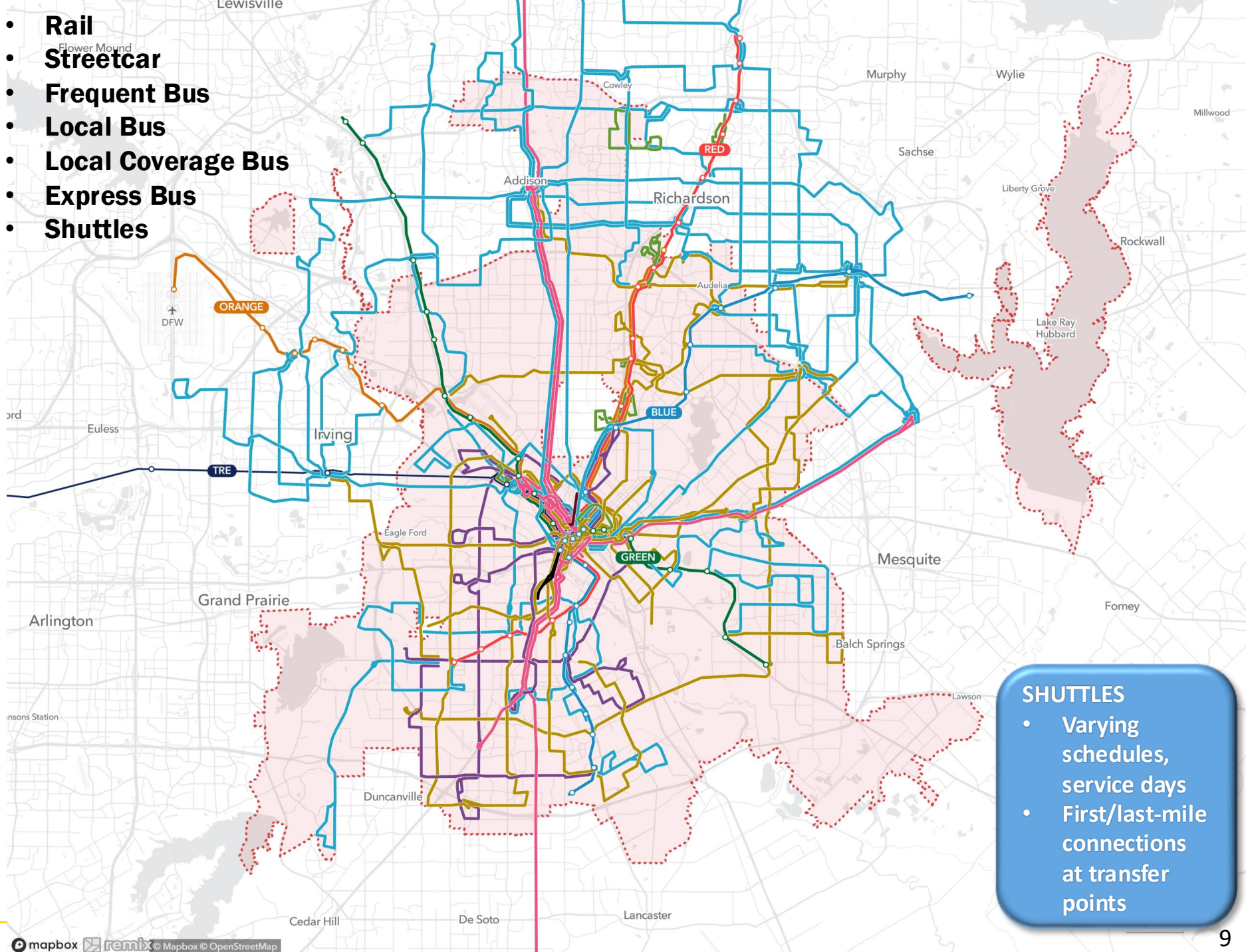
- **Rail**
- **Streetcar**
- **Frequent Bus**
- **Local Bus**
- **Local Coverage Bus**
- **Express Bus**



EXPRESS BUS

- Weekdays
- Peak hours only
- Regional corridors not served by rail

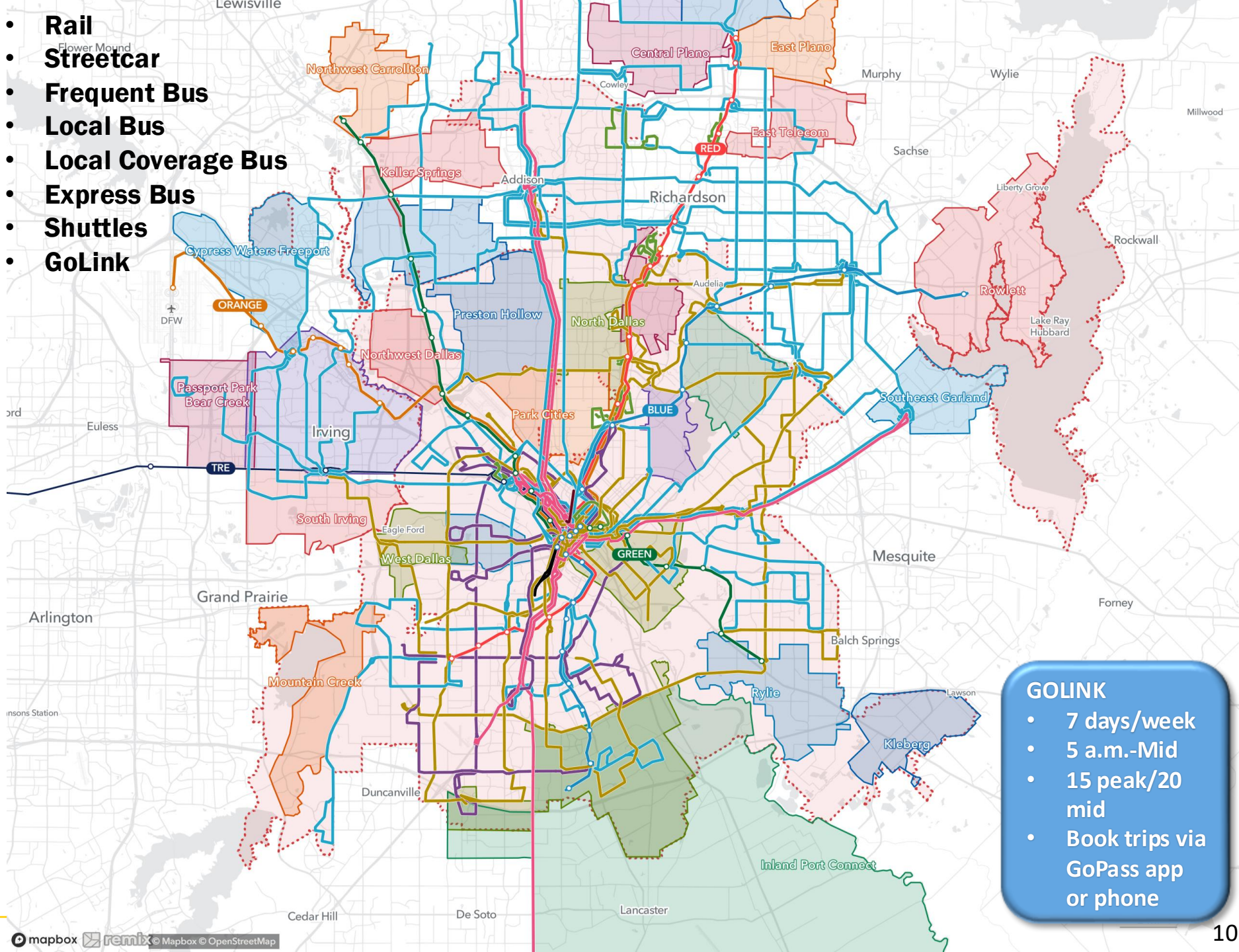
- **Rail**
- **Streetcar**
- **Frequent Bus**
- **Local Bus**
- **Local Coverage Bus**
- **Express Bus**
- **Shuttles**



SHUTTLES

- Varying schedules, service days
- First/last-mile connections at transfer points

- Rail
- Streetcar
- Frequent Bus
- Local Bus
- Local Coverage Bus
- Express Bus
- Shuttles
- GoLink

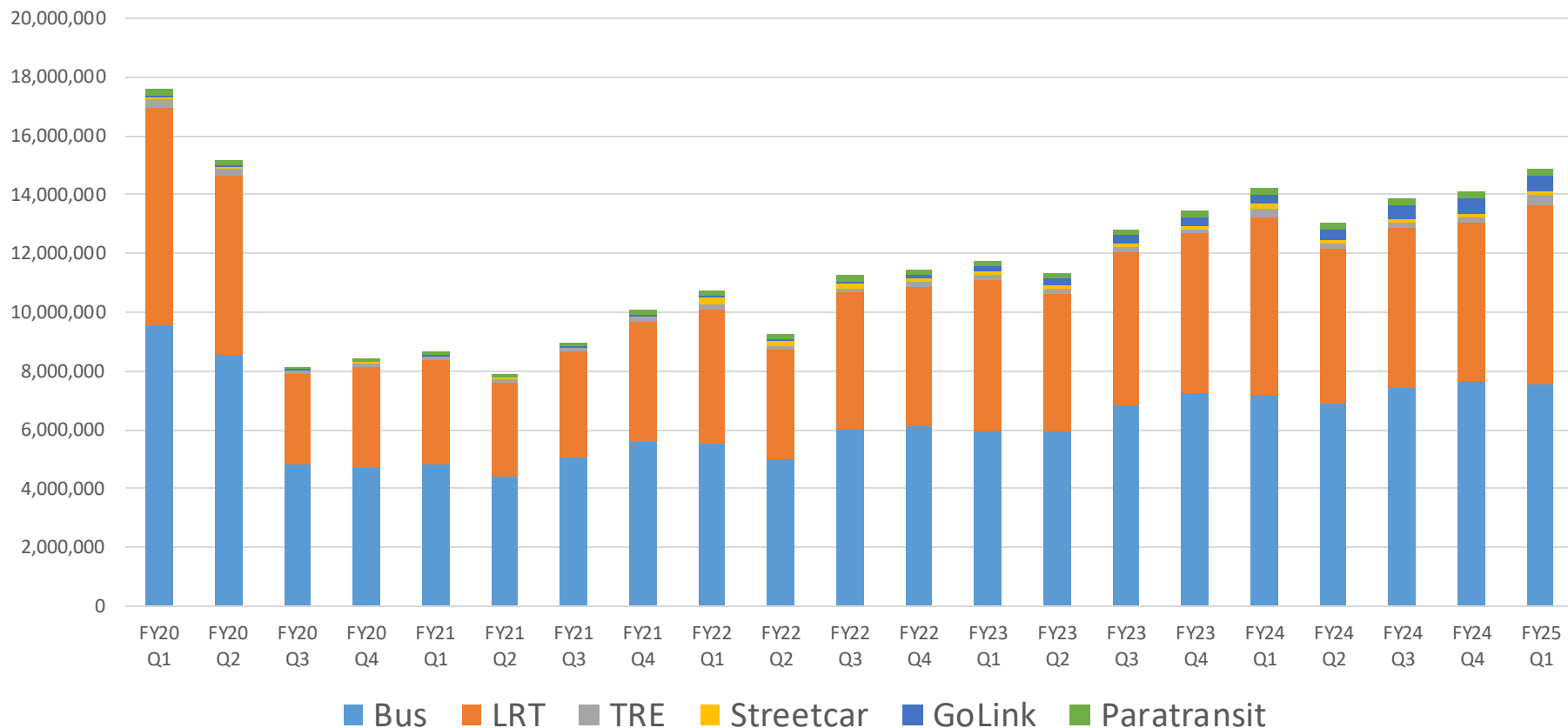


GOLINK

- 7 days/week
- 5 a.m.-Mid
- 15 peak/20 mid
- Book trips via GoPass app or phone

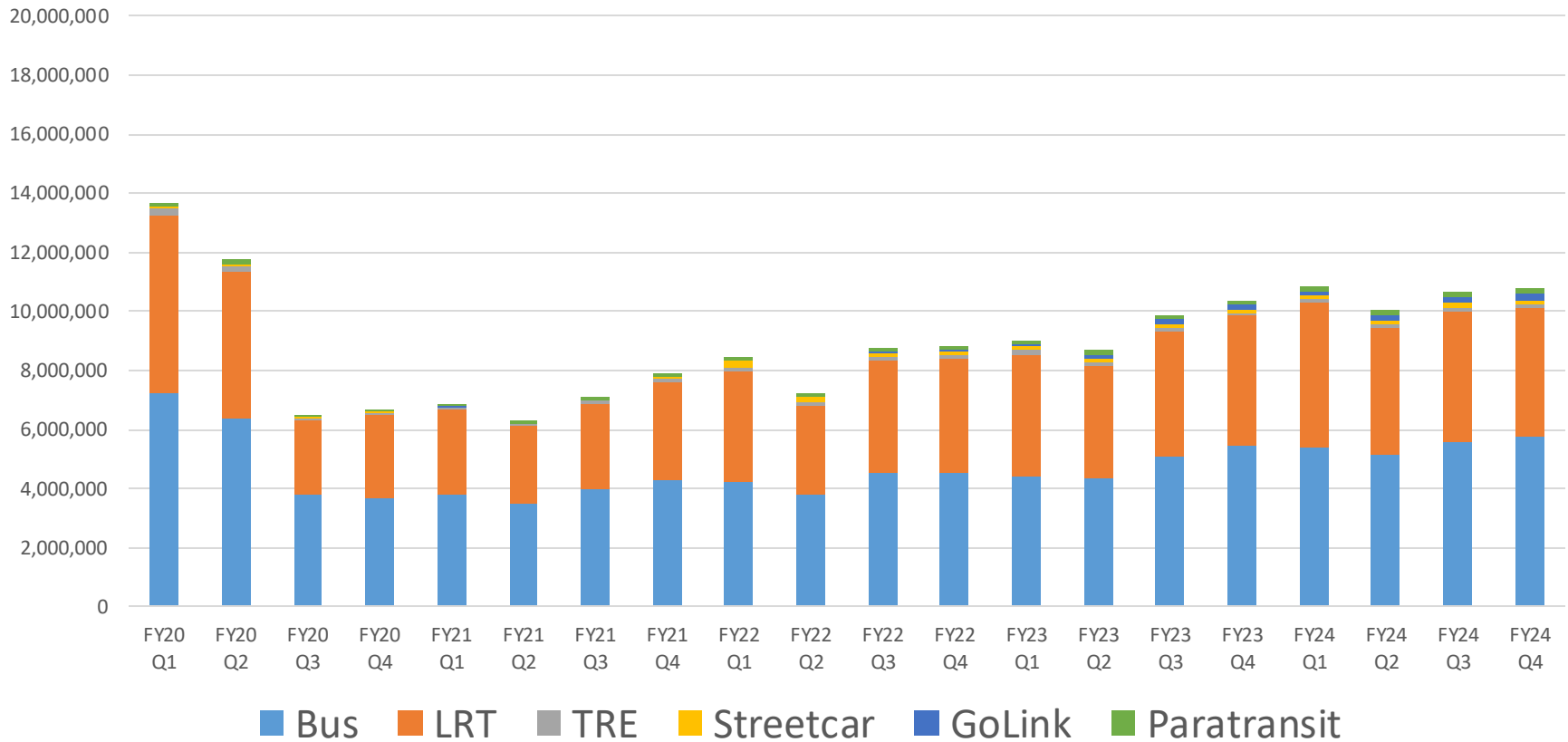
System Ridership

Passenger Trips



Dallas Ridership

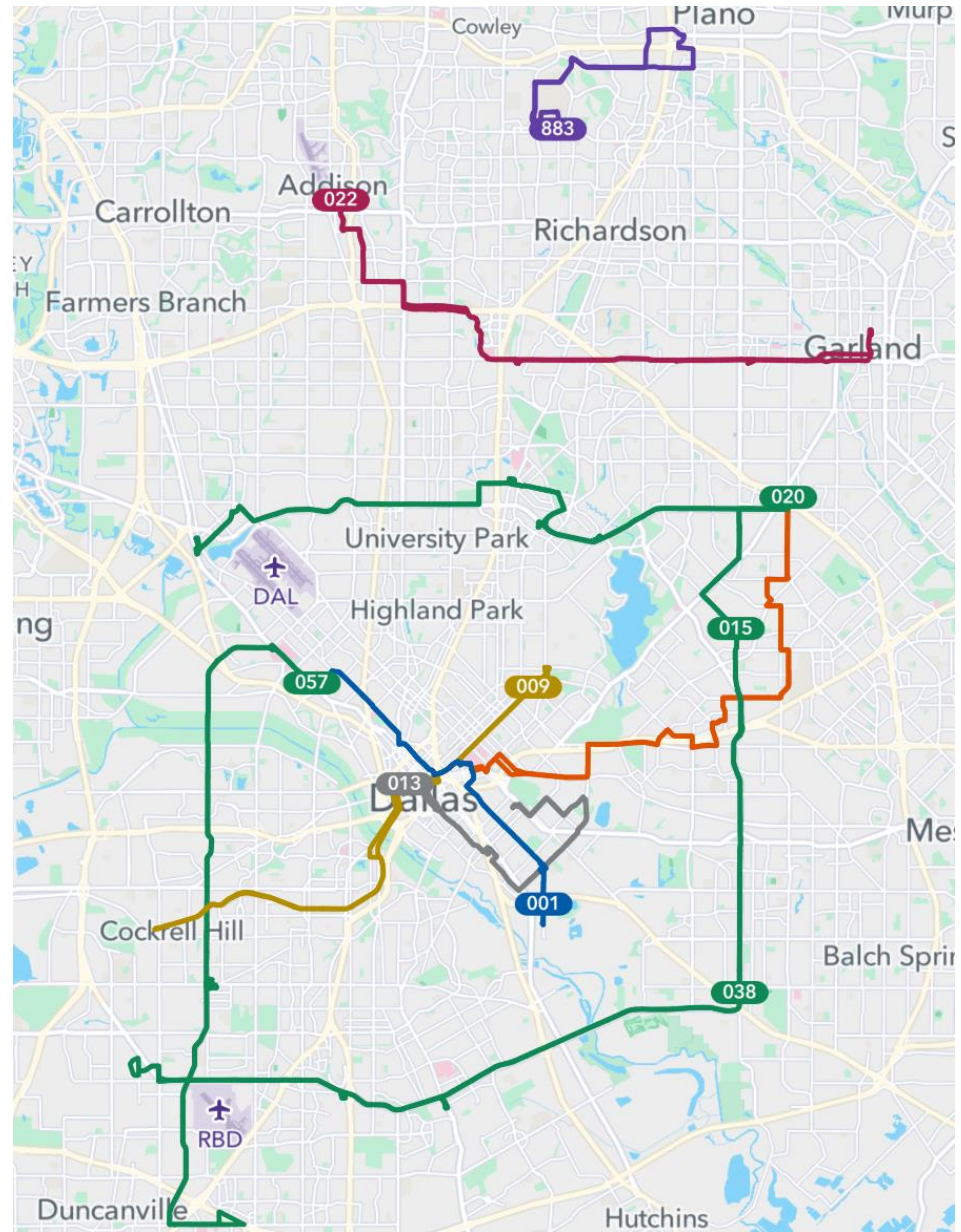
Passenger Trips



FY25 Q1 Top Ridership Bus Routes

1.	883 UTD Shuttle	4,422
2.	22 Forest Lane	3,700
3.	57 Westmoreland	3,419
4.	38 Ledbetter	2,897
5.	20 Northwest Hwy	2,734
6.	9 Jefferson/Gaston	2,724
7.	15 Buckner	2,615
8.	18 Samuell	2,583
9.	1 Malcolm X/Maple	2,536
10.	13 Ervay	2,405

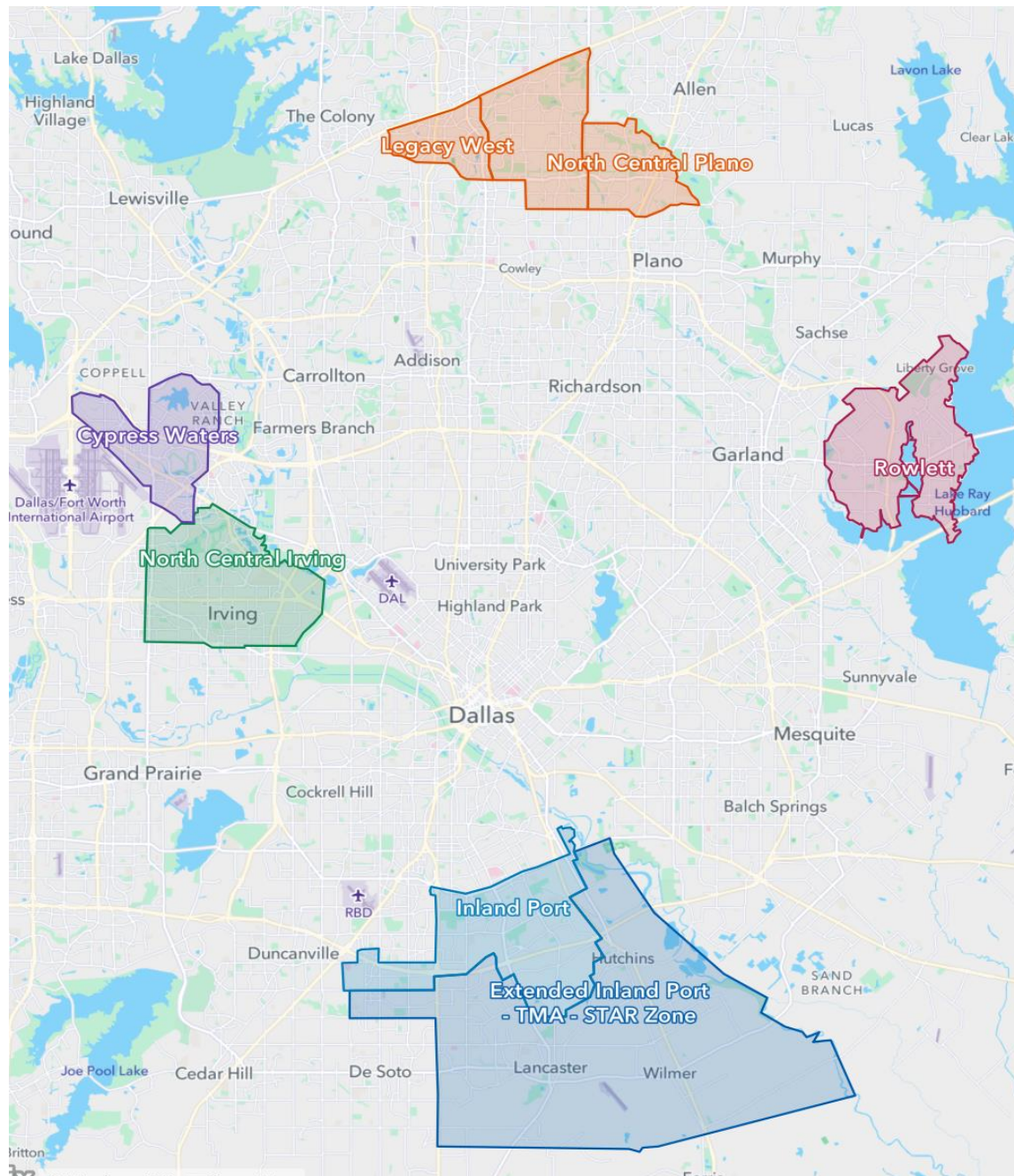
**Avg Weekday Ridership*



FY25Q1 Top 5 GoLink Zones

1. Inland Port Expanded Zone (975)
2. North Central Irving (506)
3. Cypress Waters (470)
4. Plano Zone to Zone (423)
5. Rowlett (438)

*Avg Weekday Ridership



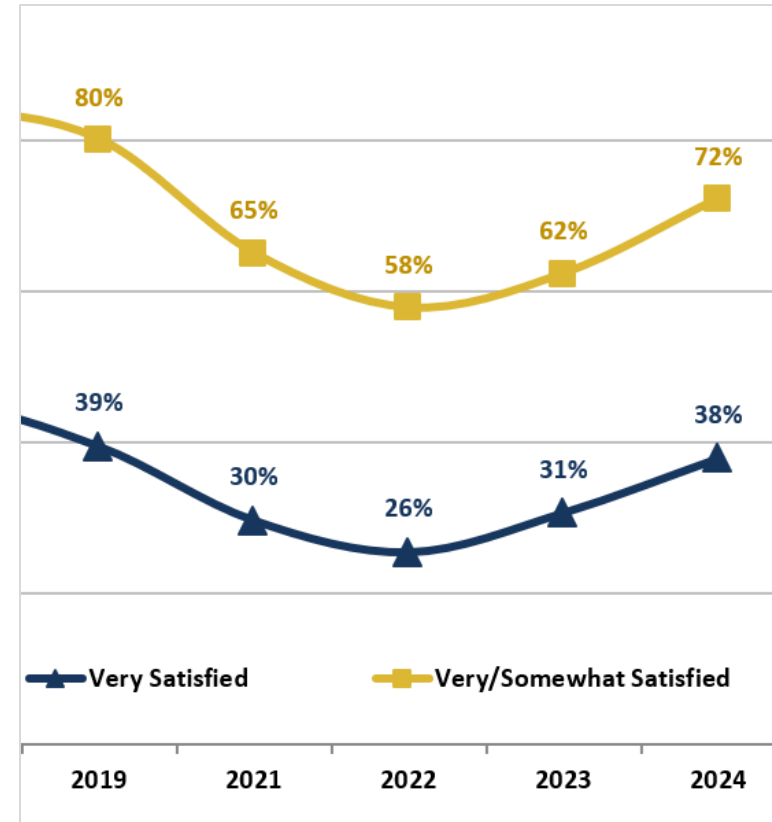
Security, Cleanliness & Reliability

- The DART Board continues to focus on security, cleanliness and reliability to address city and rider feedback.
- Highlights:
 - 100 transit security officers patrolling system have improved response times
 - Multi-disciplinary response team pilot extended
 - New Security Strategy developed
 - Continuing extensive cleaning regimen
 - Replaced all bus and light rail seating
 - Strong hiring and improved retention enabling delivery more than 99% of trips
 - Real time data available across all industry apps



Customer Satisfaction

- Overall customer satisfaction increased by 10% over last year
- Improvements across all categories of security, cleanliness and reliability
- Net promoter score (NPS):
 - -16.1 in 2022
 - 2.4 in 2023
 - 16 in 2024
 - Highest NPS since 2016



DART Transit-Oriented Development Projects

Dallas:

- Mockingbird Station
- Royal Lane Station
- Hampton Station
- Westmoreland Station
- Lake June Station
- Buckner Station

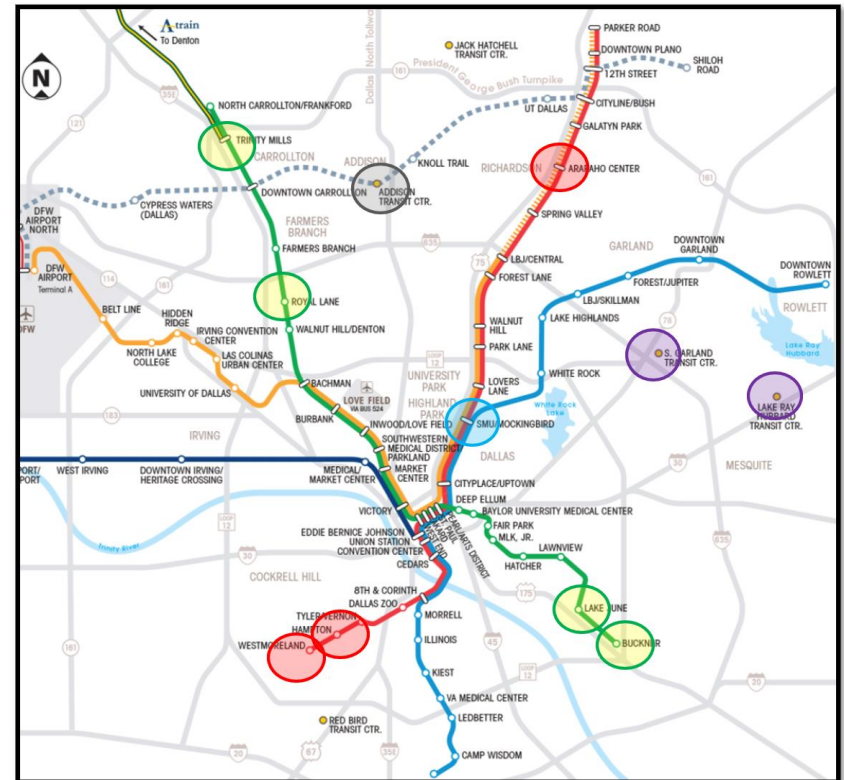
Addison: Addison Transit Center

Carrollton: Trinity Mills Station

Garland:

- Lake Ray Hubbard Transit Center
- South Garland Transit Center

Richardson: Arapaho Center



Economic Impact of DART Stations

Rise in Property Values	
1999-2018	\$16.1 Billion
2019-2021	\$980 Million

Total
Economic
Impact
1999-2021

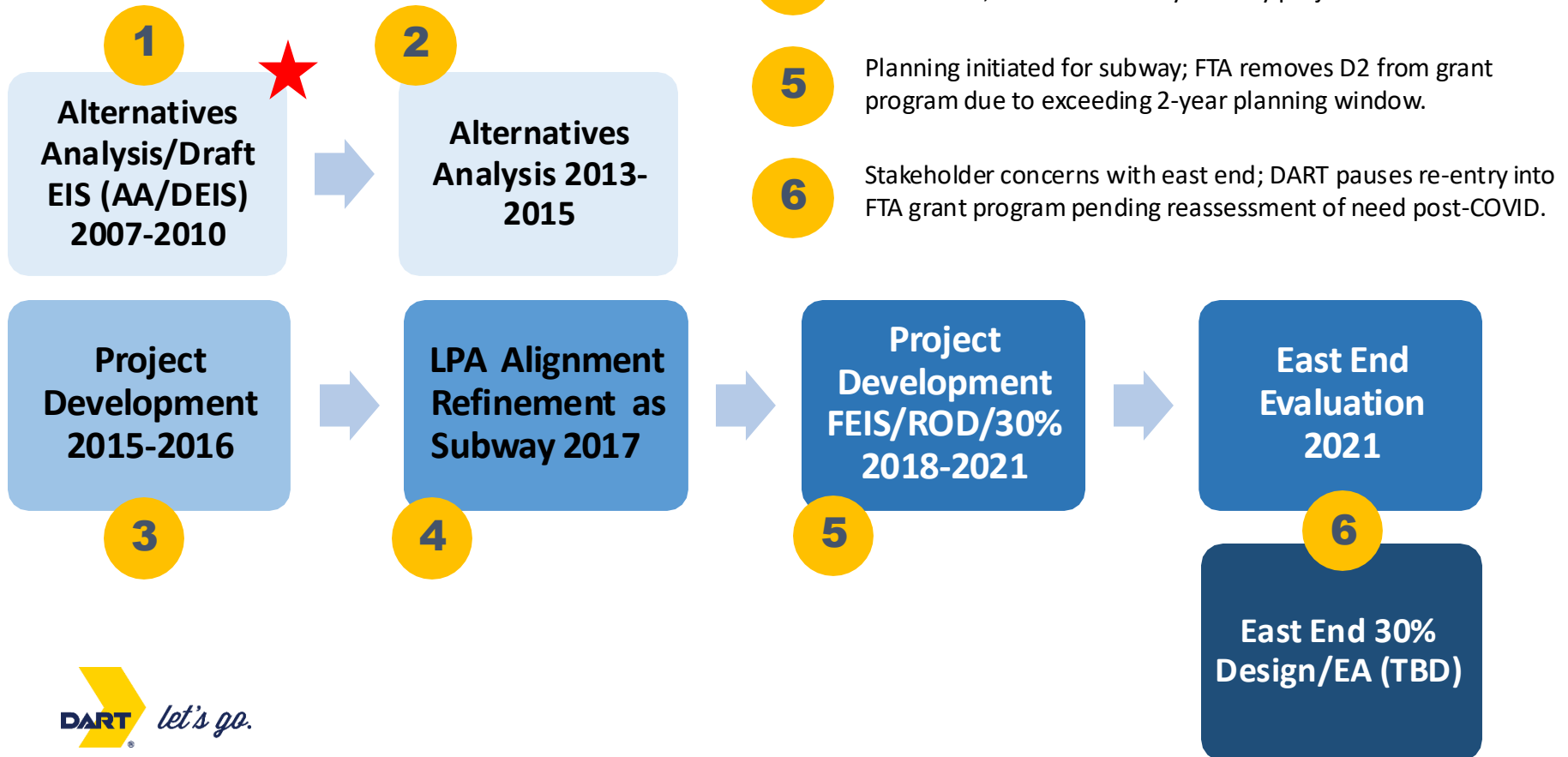
\$17.1 B



A yellow D2 bus and a streetcar are shown in a city street. The bus is on the left, and the streetcar is on the right. They are both yellow and have the number 41041 on them. The background features tall buildings and a cloudy sky. The text "D2 & Streetcar" is overlaid in the center.

D2 & Streetcar

D2 Planning History



D2 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

D2 Assumed Funding Sources

- The FY 2023 Financial Plan reflected a 2035 service date. Triggers would not likely be met by 2035.
- Capital cost funding sources for \$2.3 billion estimate:
 - Future debt issuances
 - External grants (discretionary federal, state or regional – but no guarantee and no clear funding path based on current ridership trends and current federal programs)
 - Reprogramming the project frees up debt capacity for other capital project priorities including system modernization needs
- 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 FY 2024 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 through less intensive capital investments and through system modernization
- Area Plan discussions creates an opportunity for reimagining travel through downtown and throughout broader Dallas area

City/DART Partnership Agreement – D2

- In June 2023, the City of Dallas and DART signed a Partnership Agreement/Memorandum of Understanding (MOU) to capture the key actions and commitments necessary to achieve and maintain good standing relative to PTI Interlocal Agreement funds and to advance collaboration on other partnerships.
- Item 13 under Partnership Commitments states:
 - *DART and the City agree that improving the frequency of light rail through downtown Dallas is a long-term goal and beneficial to the entire transit system. Both parties agree that DART should focus on evaluating the most cost-efficient and cost-effective solution to achieve those results...*
 - *DART will incorporate a financial obligation in its 20-year financial plan only when the DART Board of Directors deems such investment necessary, based on technical justification...*

Dallas Streetcar Today

- City of Dallas owns system
- DART operates system under Master Interlocal Agreement (ILA)
- 500 average daily boardings
- 2.5-mile route
- Four Brookville dual-mode streetcars
- Service every 20 minutes
- 7 days a week: 5:30 a.m. – midnight
- \$1.00 one-way fare (included in DART pass)
- 2020 economic study - \$12.6 M in annual state and local taxes



Master Streetcar ILA

- Several ILA's consolidated into a Master Streetcar ILA in 2019
- Limits DART O&M funding to original Starter Line base funding as required by TIGER Grant
- Includes section on Project Specific Agreements for expansion

CITY RESPONSIBILITIES	DART RESPONSIBILITIES
• Streetcar System Owner • Project Scope • Planning Funding • Grant Management (unless DART is grantee) • Design and Construction Funding • Utility Relocations • O&M Funding	• Technical Advisor/Owner Representative • Planning, Environmental, and Preliminary Design • Final Design, Procurement, and Construction • Operations and Maintenance • System Safety • Fare Collection

City/DART Partnership Agreement - Streetcar

- In June 2023, the City of Dallas and DART signed a Partnership Agreement/Memorandum of Understanding (MOU) to capture the key actions and commitments necessary to achieve and maintain good standing relative to PTI Interlocal Agreement funds and to advance collaboration on other partnerships.
- Item 16 under Partnership Commitments states:
 - *The City commits to develop a sustainable governance and funding structure to support the operations, maintenance, and capital expansion of the City of Dallas Streetcar. DART, as the City of Dallas's streetcar contract operator, shall advise the City of best practices for a viable and resilient streetcar operations.*

A photograph of a city street scene. In the foreground, a yellow and white bus is parked or moving slowly. The background features several tall, modern skyscrapers under a cloudy sky. A semi-transparent yellow rectangular box is overlaid in the center of the image, containing the text "Future Plans and Initiatives" in a bold, dark blue font.

Future Plans and Initiatives



Where We Are



Where We Want to Be

Point B Strategic Plan's overarching goal:

Leverage DART as a strategic economic and mobility asset for the 13 service area cities



Point B represents what success looks like for DART in the future and lays out a more substantial role for DART in our rapidly growing region.

DART's New Vision & Mission

Vision Statement:

Your first-in-mind mobility partner.

Mission Statement:

We create best-in-class mobility experiences that help people and communities connect and flourish.

Strategic Goals



EMPOWERED AGENCY

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



CULTURE OF CONTRIBUTION

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



QUALITY SERVICE

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



SEAMLESS MOBILITY

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



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.

What is DART Transform?

DART Transform is our 10-year System Modernization program to modernize necessary infrastructure to address state of good repair and improve the customer experience.

Five Core Elements of DART Transform



VEHICLES

Replace up to 95 oldest LRVs and 500 Buses.



UNIFIED SIGNAL SYSTEM

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 & PASSENGER FACILITIES

Raise platforms to support universal level boarding and improve other passenger facilities.



OPERATING FACILITIES

Modify operating facilities to support new vehicle maintenance activities.



Light Rail Vehicle Replacement



Unified Signal System

Red and Blue Lines

- Technologies on Red and Blue Lines are 30 years old and need to be replaced.
- This effort will standardize all lines to Digital Automatic Train Protection (ATP) system with an initial prioritization on 43 miles on Red and Blue Lines.
- Key Benefits of unified system:
 - Maximize safety and level of automation
 - Digital train tracking from control center
 - Improve speed, reliability, safety and redundancy of the system and network capacity, especially through the Dallas Central Business District



Fully Raised Platform

Improved Light Rail Stations

Accessible boarding:

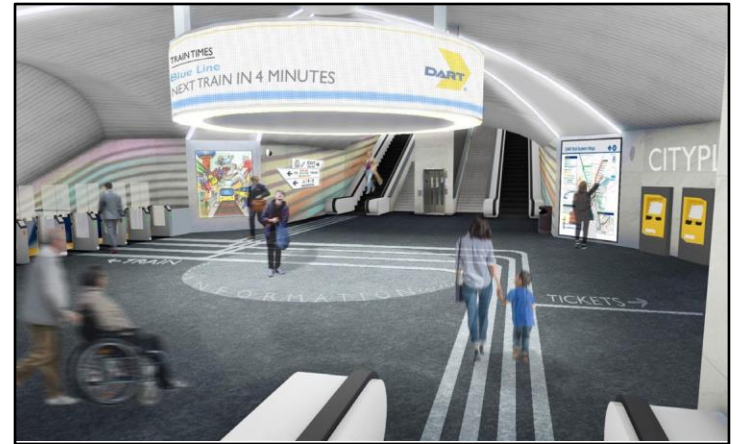
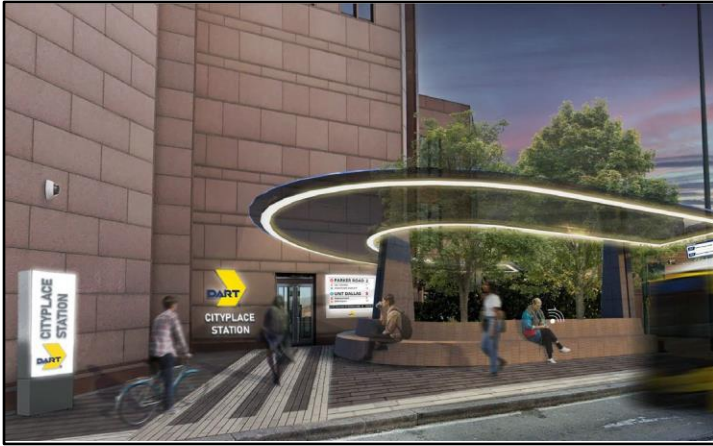
- Today: accessible boarding of light rail vehicles is only available at level boarding entrances
- Identified 23 Red and Blue Line station platforms needing to be raised 7.5 inches to allow for universal accessibility

Crosswalk safety:

- Intended to facilitate passenger flow efficiency
- Actual use has introduced challenging operational conditions
- All 44 center crosswalks to be removed



Cityplace Station Modernization



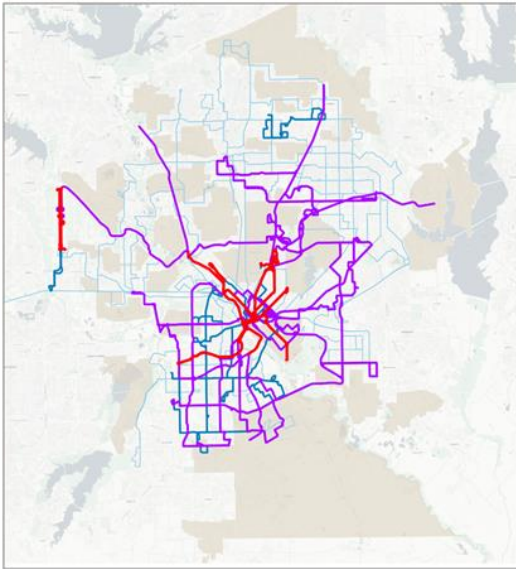


Seamless Mobility

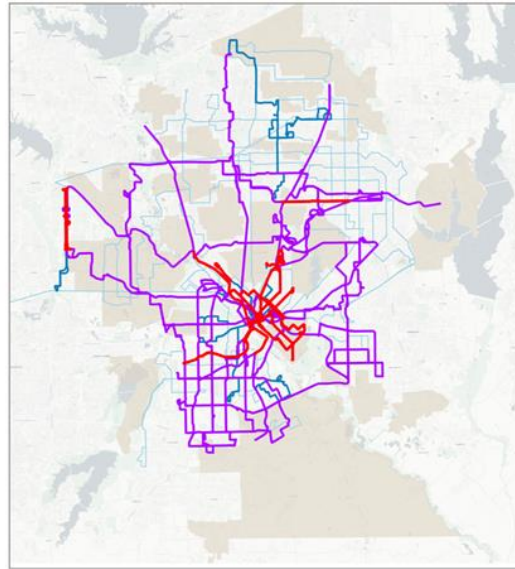
Phase 2 Bus Network Planning

- DARTzoom is the culmination of 3 years of service planning to completely rethink DART bus and GoLink services.

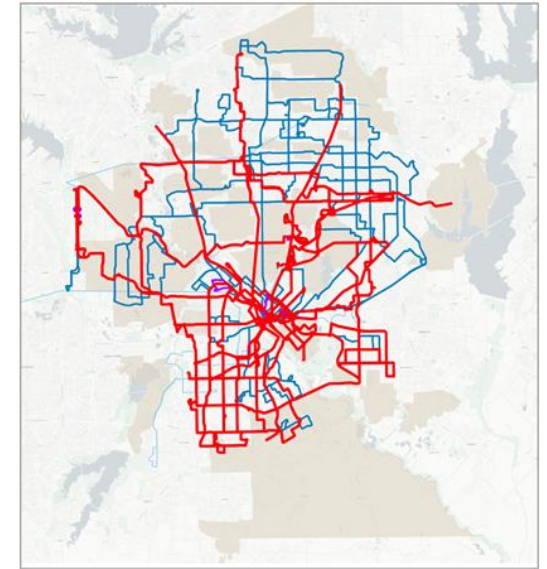
Existing Network



Tier 1 Network



Tier 2 Network





Seamless Mobility

Mobility Hub Elements

- Mobility Hub elements promote seamless mobility and enhance access and amenities, transforming transit facilities into community assets.



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





Seamless Mobility Amenities

- Three types of next-generation shelter prototypes in testing (slim, standard, and mini)
- Enhanced lighting, seating, visibility, and real-time information (for large shelters)



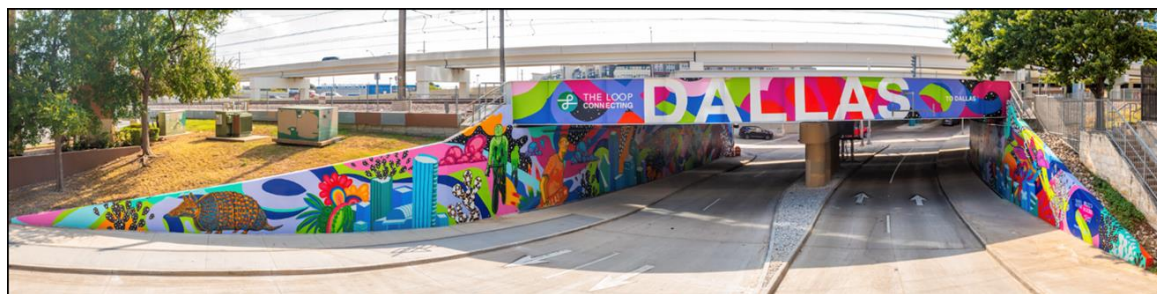


Fantastic Spaces

- Reimagining DART facilities and property and to integrate them into the community and add value.
 - Activation of underutilized spaces through events and programming
 - Transit-Oriented Development (TOD)
- Opportunities defined in collaboration with cities.
- Broader consideration of project scopes and desired outcomes.



Farmers Markets



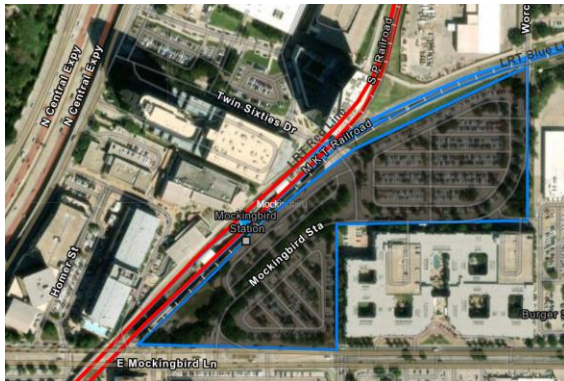


Joint Development Opportunities



Buckner Station TOD

Converting 374 unused parking spaces into 304 mixed-income housing units



Mockingbird Station TOD

Converting 16 acres into mixed-used development





TOD Summit

Join the industry's top thought leaders as we explore the opportunities and complexities of creating walkable urban development centered around transit.

You are cordially invited to the

2025 NORTH TEXAS TRANSIT ORIENTED DEVELOPMENT SUMMIT

WHEN:
Thursday, March 27
7:30 a.m. to 4:30 p.m.

WHERE:
W Dallas Hotel
at Victory Station
2440 Victory Park Ln.
Dallas, TX 75219

Register [here](#) by February 28 to take advantage of early bird pricing.

Registration closes on March 21 and space is limited, so act fast!



Presented by



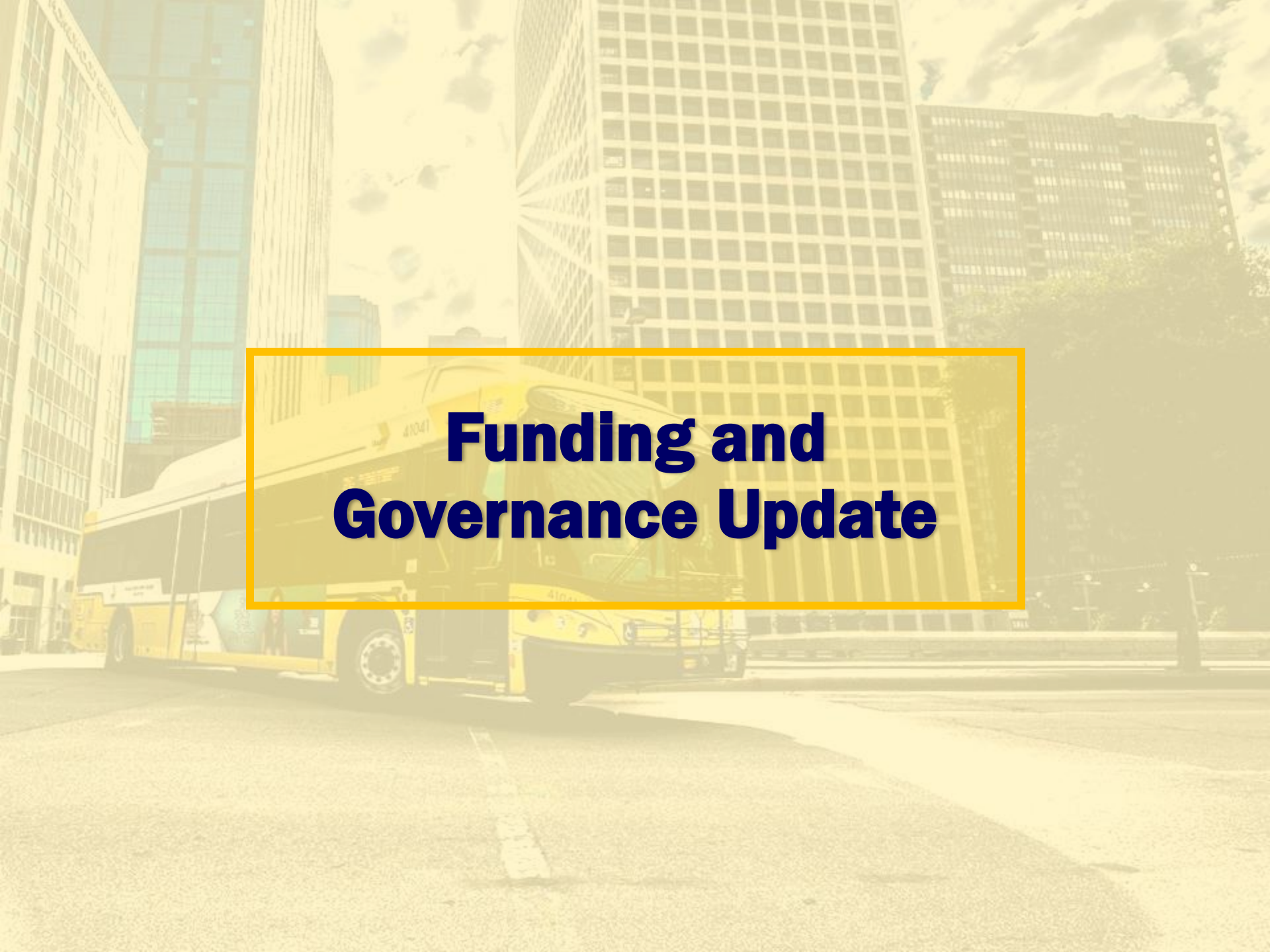
Dallas-Fort Worth



Strategic Relationships

- Expand existing partnerships with chambers, advocacy groups, developers, businesses, and social service organizations
- Align mutual objectives with our cities to leverage external funds and do more for more people
- Creative and intentional collaboration about how we deliver projects and services and how DART can add value and help advance city objectives
- Center the rider's needs, experience, and feedback as we continue to evolve our service offerings.



A yellow and white bus is parked on a city street. In the background, there are several tall, modern buildings with glass facades. The sky is blue with some clouds. The entire image has a yellow tint.

Funding and Governance Update

Consensus Board Position on Funding and Service

- Preserve the full one cent sales tax
 - Board approved legislative agenda
 - Provide services over returning funds to Cities
 - Collaborate with Cities on services
 - Circulator services
 - Expanded GoLink services (micro transit)
 - Work with corporations and multi-family to increase ridership
- Participate in economic development
 - Utilize sales tax growth from specific project sales tax increment
 - Utilize DART real estate assets
 - Collaborate with Cities on their development

Need for Governance Change

- Two Issues Heard From Suburb Meetings
 1. Do Not Have A Seat At The Table and Have No Voice
 - Farmers Branch
 - Highland Park
 - University Park
 2. Dallas's simple majority allows one city to control the Board
 - Carrollton
 - Farmers Branch
 - Highland Park
 - Irving
 - Plano
 - Rowlett

Proposed Governance Approach

- Board members based on population (no change to Chapter 452)
- 2025 Texas Transportation Institute (TTI) apportionment analysis will propose partial seat grouping options
 - Balance between Dallas and suburbs close (7.8 Dallas to 7.2 suburbs) and expected to shift with 2025 or 2030 population numbers
- Cities with less than one full member will:
 - Work with other cities to select their groupings
 - Each grouping will collaboratively select their board member
 - Looking forward, each grouping will determine their own approach to managing their representative. Possible options include:
 - Rotation within the grouping, with term timing
 - Reselection biannually
 - Largest city with over one board member allows other cities to have the position
- DART Board approved super majority vote on adding service

Initiatives for City Support

- Encourage six (6) DART Cities to reverse sales tax reduction resolutions
 - Carrollton, Farmers Branch, Highland Park, Irving, Plano, and Rowlett
- Encourage all DART Cities to pass resolutions in support of fully funding DART at the current \$.01 sales tax level
 - In addition to Dallas' support to maintain full funding for DART, resolutions of support have been passed by Richardson, Glenn Heights, Addison (pending), and possibly more

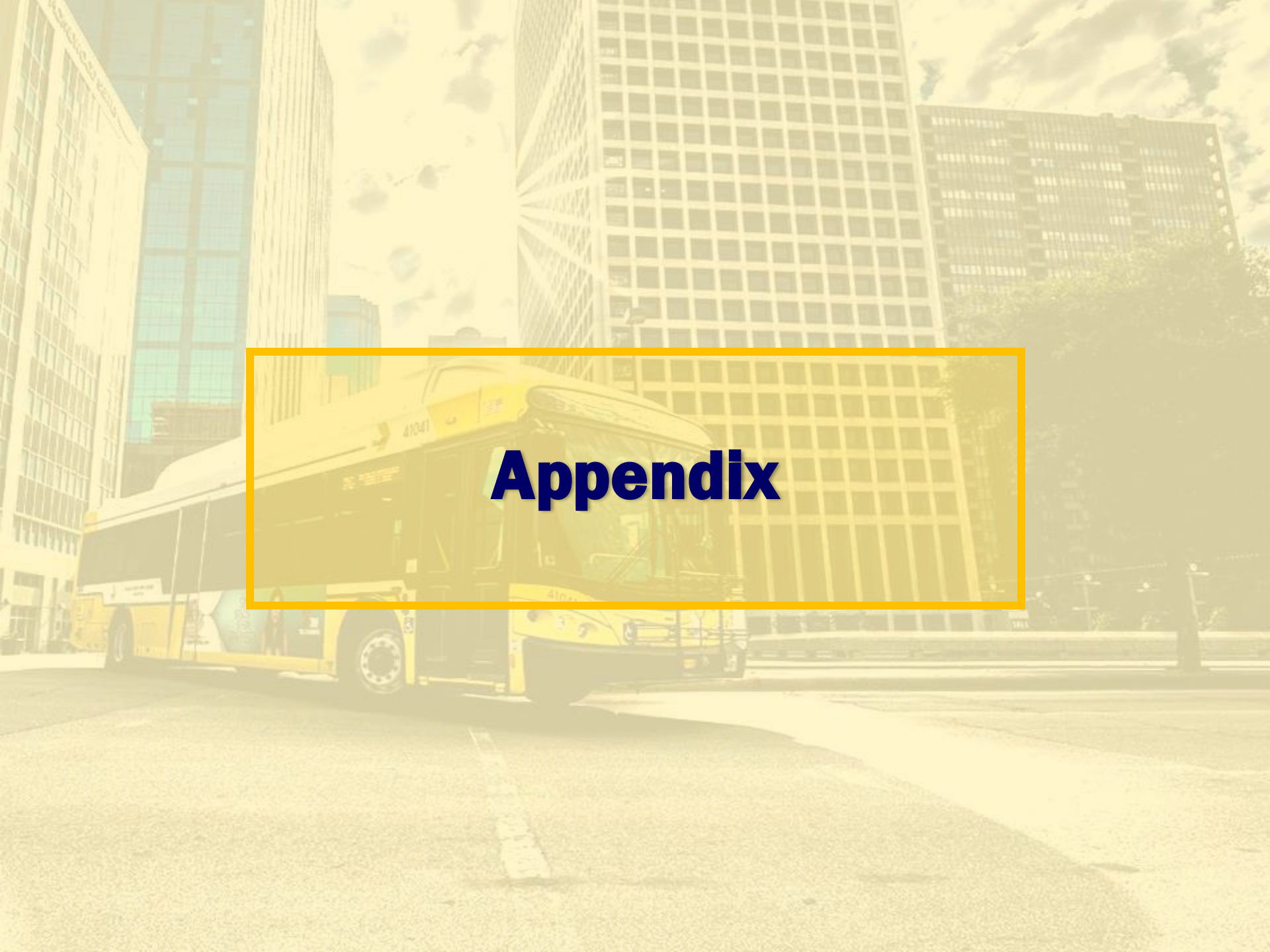
Thank You



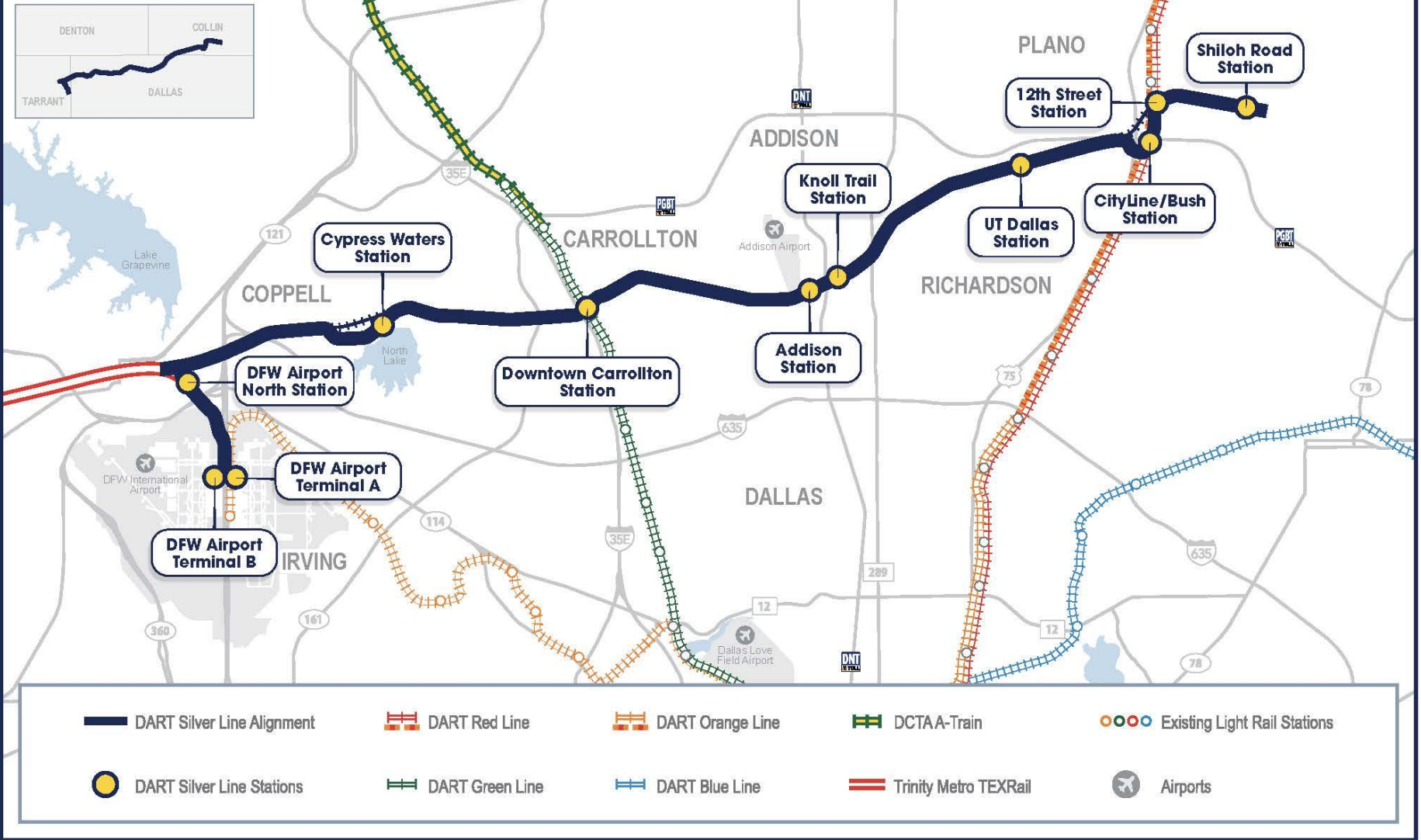
let's go.



DART.org

A photograph of a city street scene. In the foreground, a yellow and white bus is driving on a paved road. The bus has the number '41041' on its side. In the background, there are several tall skyscrapers with glass facades. The sky is blue with some clouds. The entire image has a yellowish tint.

Appendix



Economic Impact of DART Light Rail 2019-2021

OF TOD PROJECTS

31 Projects
within ¼ mile of
a DART station



JOB CREATION



Direct Construction =
6,264 jobs

Total Employment =
10,747 jobs

\$980.1 Million



PROPERTY VALUE
INCREASE



\$49.6 Million
(excluding DART portion of
sales tax)

STATE & LOCAL TAX REVENUE

Dallas Streetcar and DART FY 2015 Financial Plan

- To support Small Starts application for Central Link (see Line #220), DART allocated local funding in the FY 2015 Financial Plan
- The project did not advance given need for sustainable O&M sources and ongoing D2 alignments discussions
- Funding for the Central Link remains in FY 2024 Financial Plan

FY 2015 Financial Plan

#	PROJECT NAME:	Expansion/ Enhancement Projects	State of Good Repair	Other	FY2015	5 Year Total	20 Year Total	External Funding	Operating cost/ (Saving)
220	Dallas Streetcar Extension (Central Link)				922	73,755	92,194	\$40,000	
221	Dallas Streetcar Extension (Bishop Arts/Convention Center Loop)				800	30,800	30,800	30,800	

FY 2024 Financial Plan

Five-Year Cash Flows and 20-Year Totals - Streetcar

CIP #	Project Name	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	5-Year Total (000s)	20-Year Total (000s)	Grant/External Funding
SC - GW - 01	Dallas Central Streetcar Link	766	8,454	31,658	36,878	18,439	96,194	96,194	50%
SC - GW - 02	Northern Streetcar Extension (Convention Center Loop)	3,500	3,500	0	0	0	7,000	7,000	100%

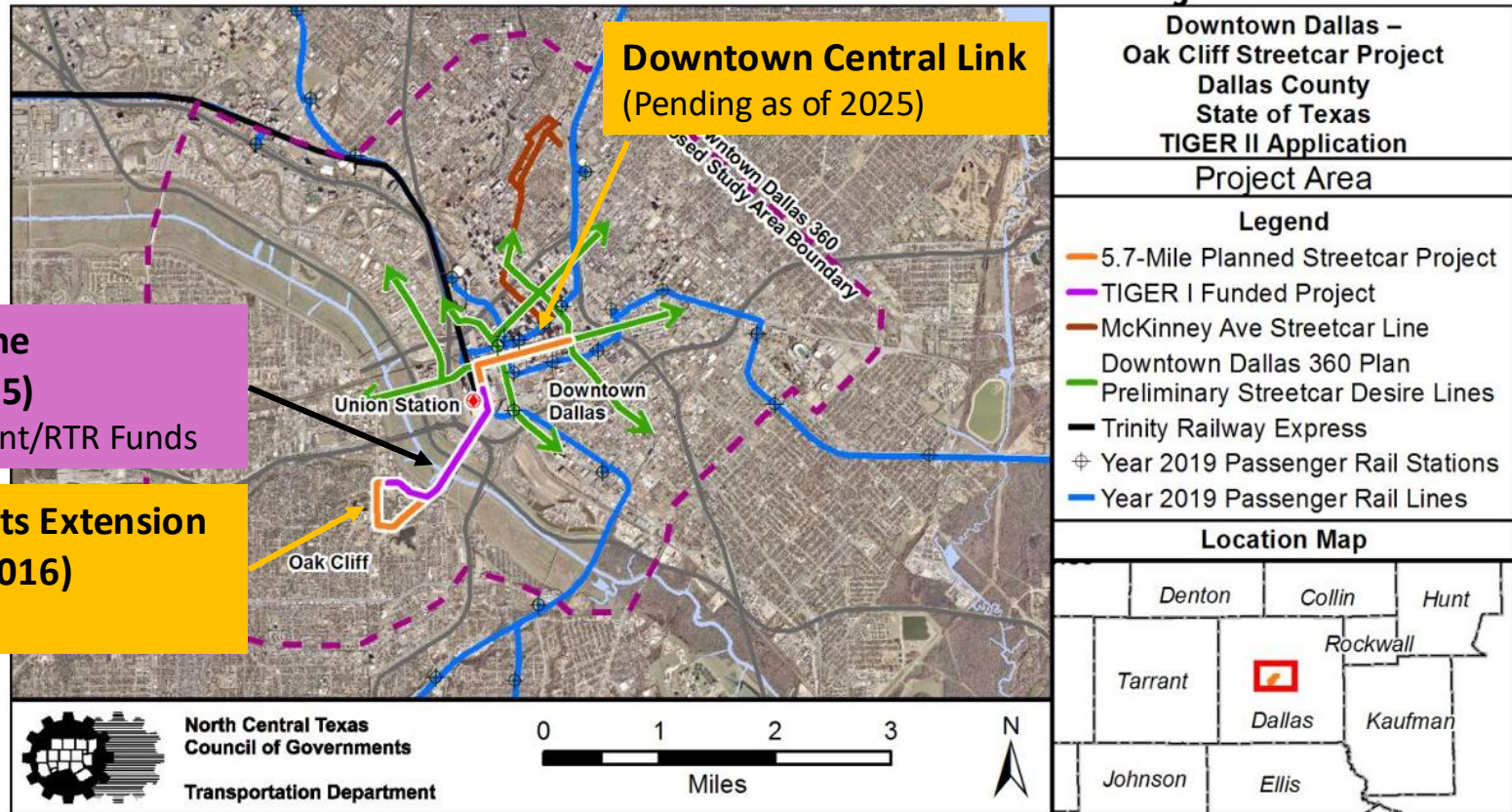


Dallas Streetcar Central Link Background

- 2009 Federal Transit Administration (FTA) TIGER I Grant application awarded in 2010 for starter line to Oak Cliff
- 2010 TIGER II Grant application for Bishop Arts extension and portion of Central Link along Main Street (not awarded)
 - Local funds envisioned to be Regional Toll Revenue (RTR) at the time
 - NCTCOG later used Texas Mobility Funds (TMF) to advance Bishop Arts extension
- 2014 - DART proposed “Program of Interrelated Projects” under FTA Capital Investment Grant (CIG) program for three projects: Phase 1 of D2, platform extensions (Core Capacity), and Central Link (Small Starts)
 - Central link intended to enhance downtown access, circulation and capacity until D2 could be completed
- 2014 - Main Street Central Link recommendation (\$92.2M estimate)
- 2017 - Dallas City Council approved Elm-Commerce couplet but retained other options
- Several foundational agreements established during this time

Streetcar Starter Line and Expansion TIGER II Grant Application

Exhibit 2: Downtown Dallas – Oak Cliff Streetcar Project Area



Dallas Streetcar and DART FY 2015 Financial Plan

- To support anticipated Small Starts application for Central Link, DART allocated local funding in the FY 2015 Financial Plan
- The project did not advance given need for sustainable O&M sources and ongoing D2 alignments discussions
- The DART Board recommended deferring the Central Streetcar local funding outside of the FY 2025 Financial Plan given uncertainty of schedule and to be consistent with DART/City Master Streetcar ILA responsibilities
- DART funding for capital or O&M for any streetcar expansion is subject to negotiation

Light Rail Vehicle Replacement

- Replacement of oldest LRVs
- Replacement vehicles will be designed for a 30-year service life
- Previous input identified amenities to enhance the customer and operator experiences

Activities to Date:

- Robust industry outreach to transit vehicle manufacturers
- Development of technical specification
- Development of contract terms and conditions
- Assessment of a local final assembly site
- Release of a Request for Information (RFI)

Upcoming Activities:

- Reviewing responses to and incorporate input into contract documents
- Mar 2025- Release Request for Proposal (RFP)
- Nov 2025- Notice to Proceed (NTP)
- Nov 2029- Start Delivery of Vehicles
- Aug 2033- Vehicle Project Complete

What We've Heard from Riders

Bus Riders

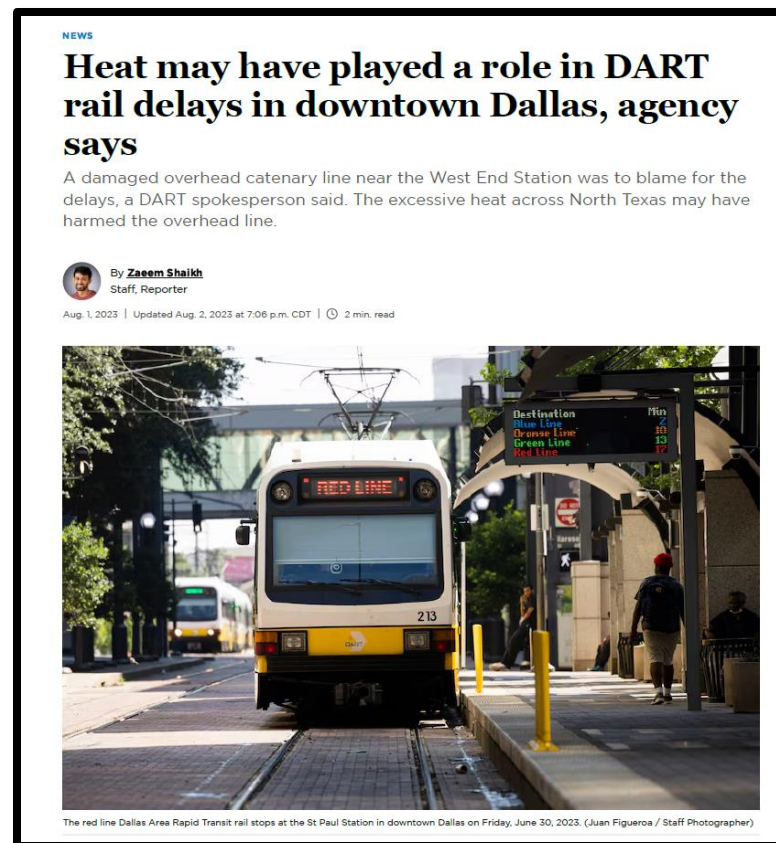
- WiFi & USB ports
- Better bike racks
- More storage for luggage or strollers
- Easy to clean seats
- Smoother ride
- Improved audio announcements and visual displays

Light Rail Riders

- Improved display screens
- More seating for those with disabilities
- Easy to clean seats
- Level boarding at all doors
- LED lighting
- Improved audio announcements

Resiliency Initiatives

Improvements to address severe weather events including ice and/or snow as well as extreme heat events that cause service disruption or shutdowns



Key Objectives for Dallas

The City's **Connect Dallas Strategic Mobility Plan** is rooted in six driving principles intended to guide investment and policy decisions.

- **Safety:** Improve safety for all modes of transportation.
- **Environmental Sustainability:** Reduce vehicle miles traveled and single occupancy vehicle mode share and provide a variety of travel options to encourage residents to travel by transit, biking, or walking, to reduce greenhouse gas emissions.
- **Equity:** Provide safe, affordable access to opportunities for all city residents.
- **Economic Vitality:** Integrate transportation investments with land use and economic priorities to improve quality of life.
- **Housing:** Support the creation of affordable and varied housing options that meet the city's growing needs.
- **Innovation:** Leverage existing and emerging technologies to meet 21st century challenges.

Other Related Improvements



- Public Information Display System
- Consolidated Dispatch & Command Center
- Ticket Vending Machines
- Project Management Information Systems Update
- Visual Experience improvement
- Customer Journey mapping
- LRV Civil & Systems Design Criteria
- Commuter Rail Design Criteria
- TRE Locomotives Replacement



Ridership Growth

Comparison to Pre-Pandemic Ridership

December 2024

Month	Overall December 2024	Weekday December 2024	Weekend December 2024
Bus	77%	74%	88%
Light Rail	86%	81%	105%
TRE	63%	62%	73%
Streetcar MATA + Dallas	84%	69%	103%
Paratransit	110%	109%	117%
GoLink	613%	713%	9480%
System	83%	79%	98%

Better than pre-pandemic levels