



DART Agency Update

SAME Infrastructure Forum

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Agency Overview

DART is a \$1.8B regional transit agency connecting North Texas residents in 13 cities across more than 700 square miles.

DART was created in 1983 by a majority of voters in each city and funded with a one-cent (1%) sales tax.

We operate:

- 93-mile light rail system – longest in the United States,
- 570 buses traveling more than 25 million revenue miles,
- 34-mile Trinity Railway Express commuter line,
- Dallas Streetcar
- On-demand curb-to-curb paratransit, senior medical transportation,
- Largest micro-transit operation in North America (GoLink).

Agency Overview

Current focus is on improving the rider experience, finalizing expansion program and addressing issues related to **reliability, cleanliness and security.**

Finalizing system expansion with opening of Silver Line in late 2025 to early 2026.

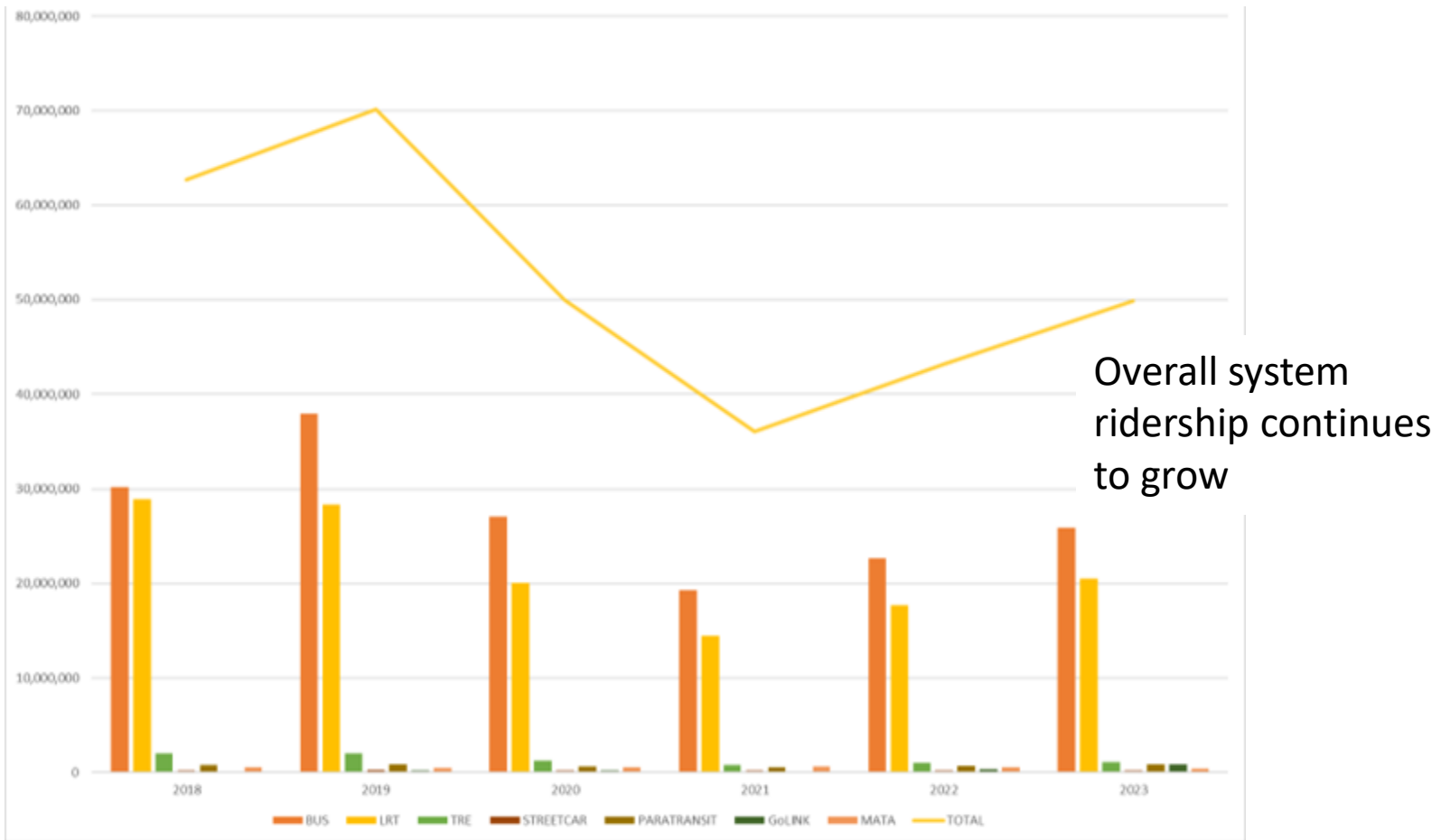
Future focus on:

- Opportunities to leverage and enhance our system through better integration of transit into communities,
- Developing a transit network that creates high frequency connections throughout our service area,
- Modernization of the system to incorporate new technologies and fleets that improve reliability, operations and safety.

DART Ridership

- DART ridership has increased steadily post-pandemic, approaching 80% of pre-pandemic levels.
 - 15% year-over-year increase
- 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



New Strategic Plan

- Creates alignment and accountability within the agency
 - Are we all working toward the same goals?
 - Do employees know their role and value in achieving the broader vision for our mobility system?
- Focuses our time and resources on priorities
 - Are we investing in the right things at the right time?
 - Do we understand how different agency efforts and functions relate to one another?
- Communicates our goals to our community and stakeholders
 - Do our riders, agency partners, and stakeholders know how our priorities and desired outcomes address their needs?

Draft Strategic Goals

These six key priorities will guide us as we work together to achieve transformational change.

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.

Where We Want to Go

- Leverage transit as part of broader transportation system
 - Mobility versus mode
 - Reliability over expansion
 - Outcomes and capacity building versus ridership and cost recovery
- Adapt to customer needs focusing more on total customer journey
- Transform mobility through higher frequencies on key corridors, application of innovative technologies and unapparelled service
- Create more sustainable development to accommodate more people to locate in and around transit
- Alter our approach to change the course of the future through our strategic plan



EMPOWER



CONTRIBUTION



QUALITY



SEAMLESS



FANTASTIC SPACES



STRATEGIC RELATIONSHIPS

System Modernization



VEHICLES

Replace 95 LRVs, 300 buses, and 11 commuter rail vehicles



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.

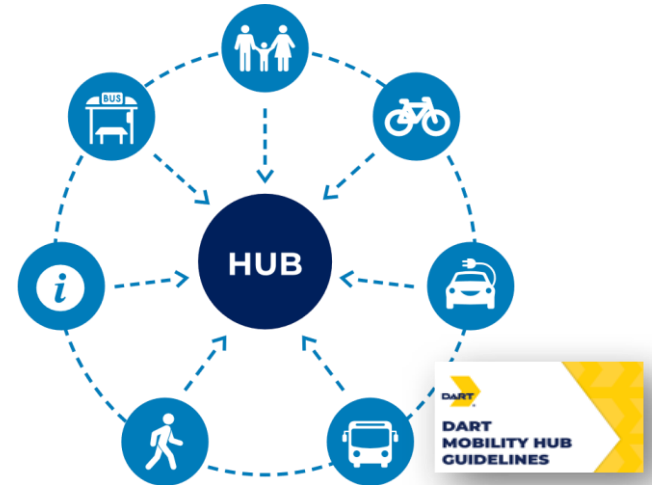


OPERATING FACILITIES

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

Upcoming Opportunities & Ongoing Efforts

- State of Good Repair Study
- City Area Plans
- Transit Oriented Development Projects
- Cotton Belt Regional Trail
- Fleet Transition Plan
- Bus Operating Facilities Master Plan
- Mobility Hub Guidelines
- Bus Corridor Optimization & Rider Experience
- Amenity Improvement & Expansion Program



Corridor Optimization + Rider Experience

Enhancing streets for transit and people



Strategy to Deliver Program

- Program Management Consultant Teams
- On-Call Construction Contracting Strategy
 - minor, major, stand-alone solicitations
- New Professional Services Contracts
 - Fewer awards
 - Ensure awarded firms receive task orders
 - Rotational for smaller tasks
 - Increased competition for larger opportunities
 - Decrease procurement timeline

Future Direction of Professional Services

Future Direction	Current PSP Category	Number of Future Awards
General Engineering, Architectural and Design Services (GEADS)	Groups 1, 2, & 3	3-5 awards
Third Party Project Support Services (TPPS)	All Groups	Single Award
Construction Management Support (CMS)	Group 5	3-5 awards
Systems Engineering and Design Services (SEDS)	Group 4	Single Award
Real Estate Management Support (REMS)	Group 5	Single Award
Project Controls Support (PCS)	Group 5	Single Award
System Safety Certification (SSC)	Group 5	Single Award
Management and Project Support (MAPS)	Group 5	3-5 Awards

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let's go.

DART.org