INTRODUCTION

The North Texas region is growing at one of the fastest rates in the country, and Dallas Area Rapid Transit (DART) continues to innovate and invest in mobility services to meet the diverse needs of its customers in 13 service area cities. DART defines its long-range vision through Transit System Plans that document the challenges and opportunities for the future, while outlining a range of programs, projects and services to meet this vision.

Since the last Transit System Plan, DART has accomplished several initiatives related to its capital program, bus services, and customer-facing applications. DART also continues to be a national leader in developing and testing new ideas in light of rapidly changing technology and emerging mobility services offered by the private sector. Integrating these options into our system allows DART to leverage their strengths, complement our core services, and give choices to our customers.

This progress report provides an overview of our accomplishments, our current focus, and what we are doing to plan for the future.

Nearly 80% of commuters see public transit as the backbone of a lifestyle that includes current and future technologies such as ride hailing (i.e. Uber and Lyft), bike/car share, automated vehicles (AVs), scooters and other future emerging innovations, according to a 2018 study by the American Public Transportation Association (APTA).

EXPANDING THE MOBILITY NETWORK

The DART network layers a range of services to provide both mobility and accessibility. As DART looks to the future, we continue to expand options and integrate services that make it easier for our customers to move around the region.

MOBILITY

REGIONAL SERVICES
- Regional Rail, Regional Express, Bus Rapid Transit

HIGH FREQUENCY
- Core Frequent Bus Network, Light Rail

LOCAL SERVICE
- Local, Crosstown, and Feeder Bus

COMMUNITY/CIRCULATOR
- Streetcar, Shuttles, and Circulators

NEW MOBILITY OPTIONS/FIRST-LAST MILE
- Micro Transit, GoLink, Shared Use Mobility Bike & Scooter

ACCESSIBILITY
In the last ten years, DART has accomplished a range of initiatives that have benefitted not only our customers, but that continue to strengthen the North Texas region’s competitiveness and ability to accommodate future growth. DART currently operates an extensive multi-modal network of services that carries more than 200,000 people per day. Over time, DART has added innovative services and forged new partnerships to meet the changing needs of customers and provide them with enhanced customer information to support their mobility decisions. Coupled with this, DART has invested in sustainable technology for both our facilities and fleets to reduce our environmental footprint.

**ACCOMPLISHMENTS**

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Over the next five to seven years, DART will continue to advance a series of committed projects and programs, as well as initiate new studies to set the stage for the future. These efforts emphasize continuing to improve customer-facing technology, adding capacity to our rail network, implementing new and expanded services and amenities, enhancing safety and security, and maintaining our system in a state of good repair.

As DART moves into providing Mobility as a Service (MaaS), our focus continues to be on serving our customers and creating a transit system that is an integral part of communities to enhance quality of life and opportunity, while sustaining our system into the future.

**FREQUENT AND FLEXIBLE SERVICE**
In August 2019, DART will implement a major bus service change, introducing five more Core Frequent Routes. In March 2019, DART transitioned On-Call service into 13 GoLink microtransit zones throughout the Service Area to provide on-demand, personalized curb-to-curb service.

**FARE PAYMENT SYSTEM ENHANCEMENTS**
DART continues to roll out enhancements to GoPass® as part of its Comprehensive Payment System for ease of payment and integration of other mobility providers to provide a central point for customers to plan their trip and enhance first- and last-mile connections.

**STATE OF GOOD REPAIR INITIATIVES**
The Central Business District (CBD) rail replacement program will be complete in Fall 2019, building upon prior phases to ensure smooth operations and enhanced flexibility downtown.

**CORE CAPACITY UPGRADES**
By the end of 2022, 28 Red and Blue Line platform modifications will be complete, providing the ability to add capacity and alleviate crowding by operating longer trains systemwide.

The D2 Subway project is advancing to help sustain the system into the future with added capacity and operational flexibility, while serving new downtown markets.

**RAIL SERVICE EXPANSION**
Design and construction of the 26-mile Silver Line (in the Cotton Belt corridor) is underway to support service in 2022, connecting seven cities and DFW Airport with new, reliable east-west service in this part of the region.
LOOKING AHEAD

As DART embarks on defining a long-term vision, there are both challenges and opportunities. By 2045, the North Texas population will grow to more than 11 million residents. Population growth outside the DART Service Area is projected to be more than double that within our 13 cities. Congestion and delay will continue to increase as roadway construction cannot keep up with growth. And with much of the growth outside of the DART Service Area, mobility needs beyond our 13 cities will only increase. Transit will continue to be critical in addressing regional mobility and in meeting local, short trip needs. For many residents, transit is the only option for access to jobs, education and services. In the future, the integration of land use around key transit stops becomes even more important to direct economic growth and create walkable communities, all while enhancing access and ridership.

Technological advances and social trends will continue to influence and change travel behavior. While preparing for near-term conditions with specific improvements and services is important, planning for long-term conditions that are less clear, or even unknown, requires that DART continue to innovate and test concepts. Remaining flexible and forward-looking with policy updates and targeted pilot programs will allow DART to test emerging technology and adjust over time to changed conditions. This approach will not only help DART navigate the future but can help to ensure that the agency stays relevant for future generations.

Customers expect to be in control of their mobility choices, so it is up to us to prove our relevance. Being easy to use, responsive, and accessible via smartphones is key. Recent updates to our GoPass® mobile ticketing app deliver enhanced travel planning tools and a ‘cash-to-mobile’ option to help us reach the unbanked market, and fare-capping, which makes transit even more affordable.

Gary Thomas | President/Executive Director

KEY OPPORTUNITIES & CHALLENGES

- Job Access
- Faster Travel Times
- Direct Transit Service
- First- and Last-Mile Connections
- Public Private Partnerships
- New Mobility Services
- Technology Advancements
- Regional Mobility
Our region is constantly growing and evolving. And DART is evolving too. As we look towards what’s next, we are focusing on a new approach to mobility. We understand that people expect more from public transit than just trains and buses. DART is becoming a true mobility integrator for North Texas – bringing together traditional DART services with newer forms of transportation like ride-sharing, bike-sharing and carsharing. As much as DART evolves, our mission stays the same: To improve mobility, quality of life and enhance economic development in our Service Area and in the region.

As DART develops the next Transit System Plan, we will be engaging customers and stakeholders in conversations around the following major efforts:

**BUS SERVICE PLAN**
Does DART need to change our approach to bus service? What are the options and what will work best to serve and grow our ridership now and into the future? This effort will include robust stakeholder involvement as we assess and develop a new bus service plan during 2020.

**POTENTIAL HIGH CAPACITY CORRIDORS**
Most of the corridors from the original 1983 DART Service Plan are in place and others are moving forward. Which areas would benefit from new high capacity corridors? Should DART have a policy to direct where DART invests its future dollars?

**TECHNOLOGY**
Technology touches everything we do from our infrastructure, to our vehicles, to our customer communications. How do automated vehicles, new fleet technology, new applications, and smart city infrastructure fit into our future?

**MOBILITY as a SERVICE (MaaS)**
What does success look like for DART as we move into the future? How do we best leverage our core services and complement them with new service modes and other first- and last-mile solutions? As DART continues to expand and refine our MaaS framework, we need to stay flexible and forward-thinking with the customer and innovative partnerships in mind.

**HIGH-SPEED TRANSIT OPTIONS**
As congestion continues to grow across the region, transit service travel speeds and times continue to decline making transit a less viable option for moderate and long trips. Where should DART invest in higher speed transit options like Bus Rapid Transit (BRT) and regional express service?

**STREETCAR MASTER PLAN**
With the Dallas Streetcar in operation and being expanded, what other opportunities might there be in the DART Service Area? This effort will help to identify those areas, what the key needs are, and how cities can plan for streetcar or other modes to be successfully integrated into their community.

**GUIDING PRINCIPLES**

- CUSTOMER FOCUS
- SUSTAINABILITY
- FISCAL RESPONSIBILITY
- MOBILITY
- LEADERSHIP
- COMMON VISION
- INNOVATION
DART Current and Future Rail Services

WHAT’S NEXT FOR DART?

Email: TransitSystemPlan@DART.org
Visit: www.DART.org/growth