Briefing on DARTzoom Bus Network Redesign

Committee-of-the-Whole
June 8, 2021

Rob Smith, Interim VP Service Planning
Today’s Briefing

1. Update on public input on the Draft Final Bus Network Plan and January 2022 service changes
2. Timing and schedule issues
Public Involvement Update
Public Meetings

• Over 50 events covered – most virtual
• 15 Community meetings completed
• Stakeholder meetings
• Facebook Live – 2 events, most recent June 2

• General reactions:
  – Excitement and approval from many
  – Concern over mode change to GoLink
  – Interest in further expansion of service
  – Concern about communication with regular bus customers
Participation

- Light to moderate participation at community meetings (1-5 per meeting typical)
- Some participants are riders and have in-depth concerns or questions, but many are stakeholders
- First Facebook Live event had nearly 300 during the meeting and over 3,000 views in the week that followed, with a lot of substantive questions and concerns about bus routes – replays available on Facebook and YouTube
Bus Network Plan Input (North)

- E-W travel between GoLink zones
- Changes to current Route 347 alignment
- GoLink coverage N of Bush Turnpike
- GoLink coverage SW Farmers Branch
- Central Richardson
Review of 2021 Survey Responses

• Survey responses started slowly, but accelerated, increasing from 179 to 1,795 over five weeks
• 60% of responses have come from regular bus riders
• Good demographic and geographic distribution in response results thus far
Round 2 Participation by Zip Code
May 21, 2021
Would The Draft Network Be Better For You?

Overall
- Much Better: 40.4%
- Somewhat Better: 27.0%
- Neither Better or Worse: 15.6%
- Somewhat Worse: 3.8%
- Much Worse: 4.6%
- Not Sure/Can't Tell: 8.6%

Frequent Riders
- Much Better: 47.3%
- Somewhat Better: 22.8%
- Neither Better or Worse: 11.9%
- Somewhat Worse: 3.6%
- Much Worse: 6.5%
- Not Sure/Can't Tell: 7.9%

1,484 responses to date
More to Come

• Our July briefing will fully discuss public input, the survey results, and potential implications for the final January recommendations
Timing/Schedule
Upcoming Work

Two Plan Versions

**JANUARY 2022: BASE PLAN**

- Includes current Draft Final Bus Network Plan and associated January 2022 service change proposals, plus budget-neutral adjustments based upon public input
- Implementation: January 24, 2022

**FUTURE: ASPIRATIONAL PLAN**

- Includes additional service changes should financial resources become available
- Potential items: additional frequency improvements, fill-in route coverage, bus rapid transit, crosstown express
- Implementation: TBD, likely FY23 based upon Board approval, finances, staffing capacity
**Base Plan:**

*Next Steps, Timing*

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<tr>
<th>Month</th>
<th>Items</th>
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<tr>
<td><strong>June</strong></td>
<td>• Public meetings conclude</td>
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<td></td>
<td>• Public Hearing</td>
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<td></td>
<td>• Briefing on public input, timing/schedule</td>
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<td><strong>July</strong></td>
<td>• Review of public input</td>
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<td>• Discussion of potential plan changes based upon public input</td>
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<td><strong>August</strong></td>
<td>• Final approval of January service changes</td>
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<td>• Final approval of Final Bus Network Plan</td>
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<td><strong>Through January</strong></td>
<td>• Behind-the-scenes: preparation for implementation</td>
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<td><strong>January 2022</strong></td>
<td>• Changes implemented</td>
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Aspirational Service Plan

Potential Next Steps

• January 2022 changes would serve as the baseline for future changes
• The Board would identify potential funding in the Financial Plan for aspirational improvements, with input from the new President & CEO
• DART would extend the current contract for Jarrett Walker + Associates to develop a more complete plan for the aspirational improvements
• The aspirational plan should include full cost estimates and analysis of potential impacts on customers, job access, and ridership, allowing the Board to prioritize possible implementation items
• Additional changes would be implemented in phases over the next five years, subject to funding availability, our ability to staff the changes, capital acquisition requirements (if needed), and any other issues affecting timing
## Aspirational Plan: Timing

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<th>Month</th>
<th>Items</th>
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<tbody>
<tr>
<td>June</td>
<td>• Initial discussion on budget implications, aspirational plan process and elements</td>
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<tr>
<td>July</td>
<td>• Continued discussion on aspirational plan elements</td>
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<td>August 2021 - Spring 2022</td>
<td>• Develop business plan for aspirational improvements</td>
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<td>Summer 2022</td>
<td>• Determine budget allocations for aspirational improvements</td>
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<td></td>
<td>• Initiate service change process for first round of aspirational improvements</td>
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<tr>
<td>TBD 2022/23</td>
<td>• Implement first round of aspirational improvements</td>
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