BUILDING A BETTER CUSTOMER EXPERIENCE
Progress Report FY 2018
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ON THE COVER:
DART has several improvement projects in the works that will create a smoother, more comfortable and more efficient ride for our customers. Every time you see DART Plus, you know that we are making major improvements to the DART System to build a better future for North Texas.
Under the banner of DART Plus, DART is communicating the value and benefits of current and future construction projects, which include more than $2.5 billion in rail projects and expanding capacity on the current light rail system over the next five years. These capital investment projects build a better customer experience for our riders as well as expand North Texas’ transportation options.
DOWNTOWN DALLAS LIGHT RAIL REPLACEMENT

DART Light Rail customers will have a smoother ride through downtown Dallas once the agency upgrades the rail and makes street repairs in the city’s Central Business District.

The rail replacement project started in late March and will continue through the fall. DART is upgrading the worn rail in the downtown corridor between the Pearl/Arts District and West End stations to the type and gauge used on the rest of the light rail system.

As part of the project, the agency will add a crossover near St. Paul Station to provide another place where trains can switch tracks, which will reduce service disruptions. Crews also will replace an existing crossover near West End Station and repair the underlying road and drainage at four street intersections.

The rail replacement and other track improvements will give the light rail system greater operational flexibility and eliminate ongoing maintenance issues.

DART is suspending weekend rail service through September to complete the work. Six bus shuttle routes will connect the affected stations during track replacement. Normal service resumes each weekday.

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DART is replacing worn light rail tracks, adding or replacing crossovers, and repairing streets and drainage along the rail corridor in downtown Dallas to create a smoother ride and eliminate ongoing maintenance issues. DART Rail in downtown will be shut down on the weekends through September to complete the work.
DART is lengthening platforms and modifying level-boarding areas at 28 light rail stations along the Red and Blue lines. Once these rail stations can accommodate longer trains, the agency will have the capacity to move up to 33 percent more passengers per hour through downtown Dallas during the busiest operating times.

These stations lie outside of downtown Dallas and were built before 2004. All other light rail stations were either built to accommodate three-car trains or already have been modified.

Longer platforms mean DART will be able to operate three-car trains on any rail line during peak ridership hours or during special events when the trains are most crowded.

Crews will move and add level-boarding areas at the Red Line’s four aerial stations, as those platforms were built long enough. At the remaining 24 stations, contractors will extend the platforms by approximately 100 feet, as well as move the level-boarding areas.

A third light rail vehicle on a train adds 100 more seats, room for 50 more standees and five more entry doors per side. Customers who board trains at the low-floor center car gain a third level-boarding accessible entrance.

Construction should begin in late spring and is scheduled to be complete in late 2021, with full operation of three-car trains in 2022. The Platform Extensions project is funded by grants from the Texas Department of Transportation and the Federal Transit Authority.

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COTTON BELT REGIONAL RAIL PROJECT

Residents in the northern part of the DART Service Area have a new rail option coming.

DART’s 26-mile Cotton Belt Corridor spans from Dallas Fort Worth International Airport to Shiloh Road in Plano. The alignment traverses seven cities: Plano, Richardson, Addison, Carrollton, Dallas, Coppell and Grapevine.

This project will improve mobility, accessibility and transit connections to major employment, population and activity centers. Regional rail also will support sustainable growth and economic development taking place in these communities.

The Cotton Belt line will intersect three DART Light Rail lines: The Red/Orange lines in both Richardson and Plano, the Green Line in Carrollton and the Orange Line at DFW Airport Station at Terminal A. Additionally, the project will connect to Trinity Metro’s TEXRail to Fort Worth – which opened January 2019 – at the DFW Airport North and DFW Airport Terminal B stations.

DART has awarded the contract for construction of the Cotton Belt Regional Rail Project to rail builder Archer Western Herzog 4.0. The agency also approved a contract with WSP/AZ&B to act as the project manager and DART’s representative.

Design work is expected to take six to eight months, followed by utility relocation and foundation work for bridges. Completion of the new rail line is expected in December 2022.
DART’s light rail system will have improved capacity, flexibility and reliability with the addition of a second light rail corridor through downtown Dallas. The project, which has been named the D2 Subway, will improve access to, through and within the city center.

Under the current light rail system, all four of DART’s lines converge on the same tracks through downtown Dallas. The D2 Subway will allow DART to redistribute its rail lines between two rail corridors, operate more trains through downtown, and add needed operational flexibility. Bringing the D2 line underground also will help trains avoid surface disruptions.

DART is in the middle of the project development phase for the D2 Subway project, which is the first step in the Federal Transit Administration’s Capital Investment Grants (CIG) Program. This phase – which will take 18-24 months – includes developing preliminary engineering design plans. DART also is preparing a Supplemental Draft Environmental Impact Statement (SDEIS) that integrates the subway directive and assesses the benefits, impacts and costs of the project.

To date, the agency has reached the 10 percent level of design and has determined the soil types and rock depth along the route. DART is working toward the 20 percent level of design and will conduct environmental impact assessments concurrent with that effort.

The SDEIS will be available for public review and comment in late 2019. DART hopes to complete the project development phase and gain FTA approval to enter the next CIG phase, called engineering, in 2020.
INNOVATIVE TECHNOLOGY

CHANGING THE WAY CUSTOMERS RIDE

DART is committed to making its entire multimodal transit system flexible, reliable, affordable and smart. Integrating technology into vehicles, payment systems and customer information help make North Texas more mobile now and for the future.

Since its launch in 2013, GoPass® has changed the way customers purchase transit passes on their smartphone, and now the app provides new options and features that make traveling easier and more comprehensive. DART also has introduced new innovative payment options, transit services and customer touchpoints to put the best travel options and trip-planning tools at the customer’s fingertips.
GOLINK℠ EXPANSION

Since introducing GoLink in three southern Dallas and two Plano areas early last year, DART continues to expand the personalized on-demand service.

A citywide GoLink zone in Rowlett replaced DART On-Call bus service in June. New GoLink service began in Far North Plano – an area that previously had no bus routes – in August.

On March 25, the agency converted all remaining DART On-Call routes to GoLink as part of the March 2019 bus service change. DART also is partnering with Uber for a one-year pilot program that enables customers to book an UberPool shared ride in the southern Dallas and Plano zones through the GoPass® app.

GOPASS® APP ENHANCEMENTS

The GoPass mobile app has had a number of upgrades over the past year that make it more powerful than ever.

DART riders now can schedule GoLink trips through the app’s trip-planning tool. When the origin and destination both lie within one of 13 GoLink zones, the trip planner will suggest that travel option and enable customers to schedule a pickup.

Other enhancements include a new fare-capping feature that tracks passes purchased and activated, and ensures GoPass users never spend more than the cost of a monthly pass in a calendar month. DART also added two payment options to the app: Apple Pay® and a cash-to-mobile feature that allows customers to add value to their GoPass account at participating retailers.
**GOPASS® TAP CARD**

Customers now have another way to pay for DART tickets and passes. DART introduced GoPass Tap – a reloadable fare payment card – in November 2018.

Riders simply tap their card at the card reader located on buses and rail platforms every time they board. The system deducts the correct fare from their card balance.

Customers can purchase cards or add value to their GoPass Tap account at hundreds of retail stores, online at GoPass.org, or over the phone by calling Customer Service. GoPass Tap offers customers other benefits including fare capping, balance protection and online account management.

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**INTERACTIVE KIOSKS**

DART’s new interactive CityPost kiosks by Smart City Media will make discovering entertainment options, shopping and dining easier. Over the next three years, DART plans to deploy 300 to 500 of these touchscreen units at rail platforms, transit centers and other high-traffic passenger sites throughout the DART System.

The kiosks will display rail and bus schedules, wayfinding information, and localized content, such as nearby restaurants, venues and special events. Additionally, the kiosks will broadcast digital advertising and emergency notifications, provide public Wi-Fi, and house security cameras and GoPass Tap readers, among other features.

The agency contracted with Landmark Infrastructure Partners LP and its operating partner, Smart City Media, for the provision, installation and support of these CityPost kiosks, and the associated wireless infrastructure. The kiosks will be installed over the next few years.

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Riders can pay their transit fare with a reloadable GoPass Tap card by tapping at the card reader every time they board a train or bus.

DART is developing interactive kiosks that will be placed at rail stations and bus transit centers to provide trip planning and travel information for riders.
TRANSFORMING THE WAY CUSTOMERS MOVE

For many DART customers, the bus system is essential to their lives, connecting them to and from work, school, medical appointments, activities, entertainment and DART train stations.

To better meet the needs of current bus riders and attract new ones, DART is investing resources and modifying routes to increase access to destinations throughout an evolving North Texas region.

Beginning this August, DART is improving bus frequency, efficiency and connections to better address travel needs and make it easier and faster for customers to travel by bus.

These enhancements include:

- Increased frequency and service hours
- Simpler and more direct routes
- Schedule adjustments to improve on-time performance and transfers
- Fewer bus stops for faster trips

When you see DART Zoom, you know that DART is enhancing bus service as part of a series of improvements to the entire DART bus system.
DART customers will have a faster, easier commute with an array of bus service improvements in August.

Basic components of the changes include:
• Begin building a network of core bus routes that offer light rail-like frequency
• Restructure routes to make them straighter, more direct and easier to understand
• Revise Express bus routes through the Uptown, Downtown and Cedars districts to increase schedule reliability for both inbound and outbound commuters
• Complete planned schedule adjustments aimed at improving on-time performance

DART will utilize 41 new buses — arriving this spring and summer — to implement the improved schedules and increased frequency.

The agency presented the planned changes to customers and stakeholders at community meetings in February and March. The public hearing before the DART Board was March 12.

Staff incorporated community feedback collected at these meetings into a final proposal for consideration. The DART Board approved most of the updated plan in late April.
DIFFERENCE BETWEEN LIGHT RAIL AND REGIONAL RAIL

DART operates electric light rail vehicles on the DART Rail System. The Dallas Streetcar system uses electric light rail vehicles that are dual-mode and can operate on battery power.

The Trinity Railway Express – owned by DART and Trinity Metro – operates diesel locomotives that pull passenger cars.

DART plans to use diesel-electric multiple unit (DMU) trains for the Cotton Belt Regional Rail Project, like those used on Trinity Metro’s TEXRail line. DMUs resemble light rail vehicles, but a diesel engine generates electrical energy that powers the train systems.

A comparison of key features of the three types of trains:

<table>
<thead>
<tr>
<th>Rail Line</th>
<th>DART Light Rail</th>
<th>Trinity Railway Express</th>
<th>DART Cotton Belt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles</td>
<td>Electric light rail vehicle</td>
<td>Diesel locomotive + passenger coach car(s)</td>
<td>Diesel-electric multiple unit</td>
</tr>
<tr>
<td>Propulsion</td>
<td>Each vehicle is powered by an on-board electric engine that draws power from an overhead electric line</td>
<td>A locomotive is powered by a diesel engine that pulls or pushes the coach cars</td>
<td>Each vehicle is powered by an on-board diesel engine that generates electricity</td>
</tr>
<tr>
<td>Rail Type</td>
<td>Light rail</td>
<td>Regional rail</td>
<td>Regional rail</td>
</tr>
<tr>
<td>Track Sharing</td>
<td>May share track with electric streetcars and trolleys</td>
<td>May share track with freight rail and other regional rail trains</td>
<td>May share track with freight rail and other regional rail trains</td>
</tr>
<tr>
<td>Travel Time from Plano to DFW Airport</td>
<td>At least 90 minutes from Parker Road Station to DFW Airport Station</td>
<td>N/A</td>
<td>About 57 minutes from Shiloh Station to DFW Airport Station</td>
</tr>
</tbody>
</table>
DART BOARD MEMBERS FY 2019

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