DART’s Coronavirus Response

The coronavirus has dramatically altered every aspect of our daily lives and every facet of DART’s operations. The agency continues to provide transit service while safeguarding its customers and employees in response to the COVID-19 pandemic.

During the rapidly changing situation, the agency has updated its processes based on the latest guidance. Staff has remained in direct contact with local, state and federal authorities and monitored the public health situation closely.

Through news media and its own communications channels, DART regularly updates the community on changes to service or procedures and conveys its measures to keep vehicles and facilities clean.

The agency also is using its buses and staff to help care for the people and communities it serves. Through several partnerships, DART is delivering food and supplies to families and seniors who need assistance during this challenging time.

AT A GLANCE

- DART is committed to maintaining service for riders – including many transit-dependent first responders and essential workers – who rely on public transit.
- The agency expanded cleaning and safety protocols, began new boarding procedures, and added physical barriers to help increase social distancing and decrease the spread of the coronavirus on board vehicles.
- New partnerships allow DART to utilize temporarily available assets and capabilities to help North Texans in need.

DART.ORG/HEALTH
DART.ORG/NEWS
DART.ORG/DARTSERVES

TIMELINE OF DART’S CORONAVIRUS RESPONSE

<table>
<thead>
<tr>
<th>March 9-13</th>
<th>March 23-28</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Suspended in-person public meetings</td>
<td>• Emphasized social distancing with new marketing campaign on DART assets</td>
</tr>
<tr>
<td>• Limited vendor and contractor visits</td>
<td>• Closed transit center waiting areas</td>
</tr>
<tr>
<td>• Suspended nonessential DART employee business travel</td>
<td>• Required bus customers to board at rear doors</td>
</tr>
<tr>
<td></td>
<td>• Authorized remote work for office staff</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>March 16-20</th>
<th>March 30-April 4</th>
<th>April 6-10</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Expanded vehicle cleaning protocols</td>
<td>• Closed DART Headquarters lobby, including DARTmart and Lost &amp; Found</td>
<td>• Began modified DART weekday service</td>
</tr>
<tr>
<td>• Began modified TRE weekday service</td>
<td>• Installed aisle chains on all buses with two doors to enforce rear door entry/exit</td>
<td>• Launched the corporate social responsibility platform called &quot;DART Serves&quot;</td>
</tr>
<tr>
<td>• Launched DART.org/health</td>
<td></td>
<td>• Started delivering weekly meals for Dallas ISD students and care packages to Dallas seniors</td>
</tr>
</tbody>
</table>
DART installed plexiglass respiratory droplet shields on all buses to help protect operators and passengers. The new shield leverages DART’s initial investment in the operator barrier door by expanding the clear barrier forward toward the windshield and upward toward the ceiling.

April 13-17
- Strongly recommended face coverings when riding DART
- DART Serves expanded outreach efforts
  - Began grocery pickup and delivery service for paratransit customers
  - Helped deliver meals for Catholic Charities Dallas

April 20-24
- DART Serves assisted more communities
  - Started delivering weekly meals for Garland ISD students
  - Helped deliver food and supplies to families in food deserts in southern Dallas
  - Started delivering meal packages for Network of Community Ministries to Richardson ISD and Richardson families

April 27
- Began sanitizing and disinfecting trains and buses with Halosil foggers, which use a hydrogen peroxide-based cleaning solution with antimicrobial silver ions

June 1-5
- Began installing plexiglass respiratory droplet shields on all buses
CARES Act Allocation

DART received $229 million from the Coronavirus Aid, Relief, and Economic Security (CARES) Act, enacted on March 27.

CARES Act funding can be used for capital, operating and other expenses incurred to prevent, prepare for and respond to the COVID-19 pandemic. DART has provided transit service through the pandemic to ensure North Texans have access to essential jobs and medical facilities.

The U.S. Department of Transportation’s Federal Transit Administration has distributed $25 billion in federal funding to the nation’s public transportation systems.

TRANSIT.DOT.GOV/CARES-ACT

Federal Priorities
for the Surface Transportation Reauthorization Bill

The DART System has grown rapidly because the agency has leveraged nearly every federal grant and financing program available. Predictable, long-term funding allows agencies and local governments to make long-range plans and major capital investments.

A new federal surface transportation authorization bill is needed to replace the Fixing America’s Surface Transportation Act (FAST Act) when it expires Sept. 30.

DART supports the American Public Transportation Association (APTA) recommendation for a federal investment of $105 billion over six years to fund critical projects that will repair, maintain and improve our public transit and passenger rail systems today and in the future.

APTA estimates that for every $1 billion invested in public transportation, we create or sustain 50,000 jobs across industries. Every $1 invested in public transportation generates approximately $5 in economic returns. Maintaining and expanding our public transportation network represent a commitment to growing jobs, supporting our communities and providing expanded mobility options.

DART’s priorities for the new federal surface transportation authorization bill

GROW
Increase funding for the Capital Investment Grant program that supports Core Capacity projects like the D2 Subway through downtown Dallas.

MAINTAIN
Increase formula funding for transit programs, such as State of Good Repair, Bus & Rail Facilities, and Workforce Development.

INNOVATE
Increase funding for transit research that supports innovative projects like DART’s award-winning GoPass® app.

INVEST
Increase funding for discretionary grant programs, such as Infrastructure for Rebuilding America (INFRA) and Better Utilizing Investments to Leverage Development (BUILD).

REHABILITATE
Increase flexibility to infrastructure financing programs, such as the Transportation Infrastructure Finance and Innovation Act (TIFIA) and the Railroad Rehabilitation and Improvement Financing (RRIF), so that more public agencies, like DART, can utilize these much needed programs.
D2 Subway

DART is seeking to finish the project development phase of the D2 Subway project, also known as the Dallas Central Business District (CBD) Second Light Rail Alignment.

In partnership with the Federal Transit Administration (FTA), the agency completed the Supplemental Draft Environmental Impact Statement (SDEIS) in May. The SDEIS contains several appendices, including 20% Preliminary Engineering design plans. A 45-day public comment period for the SDEIS ran from May 15 to June 29.

DART also is meeting regularly with the Texas Department of Transportation, the North Central Texas Council of Governments and the city of Dallas regarding the D2 Subway interface with Interstate 345. TxDOT is conducting a two-year feasibility study of options to rebuild or remove the elevated highway. DART plans to locate D2’s east tunnel portal under the elevated I-345. To date, TxDOT options include D2 Subway as currently designed.

The agency is working closely with FTA to advance the project into the engineering phase of the Capital Investment Grant program to support a future grant. DART will also monitor other stimulus programs that could be announced in the future.

By the end of the 2020, DART plans to complete the 30% design level and work with FTA to issue a combined Final Environmental Impact Statement and Record of Decision. These project milestones will ensure that the D2 Subway is ready to move forward at the appropriate time.

FTA awarded DART $1 million to plan for transit-oriented development at the five D2 Subway stations. DART is coordinating with the city of Dallas and will engage key stakeholders around the stations. The effort will support an implementation plan that outlines potential zoning changes and defines multimodal accessibility improvements.

D2 Map Legend

- D2 Subway Station (Proposed)
- D2 Proposed At Grade
- D2 Proposed Subway
- D2 Tunnel Portal
- Blue Line
- Red Line
- Green Line
- Orange Line
- Trinity Railway Express
- M-Line Trolley
- Dallas Streetcar
- Transit Center

D2 Subway is ready to move forward at the appropriate time.

DART and the FTA completed the Supplemental Draft Environmental Impact Statement in May.

The agency has finished preliminary engineering design to the 20% level and will reach 30% by year end.

DART is working with TxDOT to integrate the D2 Subway design with plans for I-345.

DART.ORG/D2
Silver Line Regional Rail

Following groundbreaking events in September, design and construction are underway on the Silver Line Regional Rail project along the historic Cotton Belt Corridor. The 26-mile route extends between Dallas Fort Worth International Airport and Shiloh Road in Plano.

Archer Western Herzog (AWH), a joint venture between Archer Western Construction and Herzog Contracting Corp., is DART’s design-builder for the project. AWH began field construction in November 2019, removing old rail components and relocating some utilities.

DART, aided by AWH, has deployed an extensive community engagement effort as part of the design-build process. Since March 2019, DART has invited the community to update meetings that cover design progress, project schedule, vehicles, hike-and-bike trails and construction.

Additionally, DART meets regularly with city staff, elected officials and adjacent property owners. Each Silver Line station has a Station Art & Design committee that gives input on themes and unique design elements.

The agency selected railcar manufacturer Stadler U.S. to build up to eight FLIRTs (Fast Light Intercity and Regional Train) and design an equipment maintenance facility. The Stadler FLIRT is a self-propelled diesel multiple unit (DMU) rail vehicle that meets Tier 4 EPA emissions standards and Federal Railroad Administration standards.

AT A GLANCE

• Construction began in November 2019, and the line is scheduled to open in March 2023.
• DART and its design-builder are conducting an extensive community engagement effort.
• Stadler U.S. is building up to eight diesel rail vehicles that meet Tier 4 EPA standards.

DART.ORG/SILVERLINE
Hidden Ridge Station

DART awarded a contract in January to Archer Western Construction to build Hidden Ridge Station. Formerly known as Carpenter Ranch Station, the new Orange Line stop is between the North Lake College and Irving Convention Center stations.

Verizon Communications Inc. is creating a $1.5 billion, 110-acre development called Hidden Ridge. The first phase – Pioneer Natural Resources’ new 1.1 million-square-foot headquarters – was recently sold to a partnership of domestic and international investors.

Now Verizon is working with the city of Irving to start the next phase of the mixed-use Hidden Ridge project. Along with the Pioneer Natural Resources buildings, Hidden Ridge is designed to include an additional 1.5 million square feet of offices for corporate tenants, a 200-room full-service hotel, more than 1,000 residential units, 80,000 square feet for restaurant and retail space, a 2-acre park and the new DART station.

“Located between Dallas and Fort Worth, the station will provide unbeatable passenger access to what will be one of the most significant mixed-use developments in North Texas when completed,” Irving Mayor Rick Stopfer said.

Verizon is building Hidden Ridge on the site of the former Carpenter family ranch, once home to the founders of the Las Colinas development. DART agreed to the city of Irving’s request to change the name to Hidden Ridge Station.

As part of a 2018 agreement, the city of Irving committed to funding station construction, originally deferred during Orange Line construction. A grant from the North Central Texas Council of Governments covered the most of the cost.

Construction began in February. DART expects to complete the project in early 2021. The light rail station will include 136 parking spaces and six bus bays.

AT A GLANCE

- DART expects to open Hidden Ridge Station in early 2021.
- The new station will serve the $1.5 billion Hidden Ridge mixed-use development.
DARTzoom: A New Bus Network

DART is reenvisioning its bus network to provide services that match how people use transit today. Branded “DARTzoom: A New Bus Network,” the agency began the two-year bus network redesign process in October.

An effective bus network is critical to DART’s ability to provide Mobility as a Service (MaaS). A blank-slate redesign is needed to address population and employment growth throughout North Texas.

DART hired a leading transit planning and policy consulting firm, Jarrett Walker + Associates (JWA), to conduct the public and stakeholder outreach process and design the new bus network. To date, JWA has completed a Choices Report analyzing the current service and ridership; conducted workshops with DART and municipal staff; and started the first round of public involvement.

The agency postponed in-person events due to COVID-19 precautions but started holding web-based meetings in late April, with over 200 participants. A new project website – DARTzoom.org – contains a survey, reports and other resources. Nearly 600 people completed the survey as of June.

With input from riders, employers, stakeholders and community leaders, the DART Board will solidify its priorities between the extremes of pursuing high ridership and providing broad coverage. JWA and DART staff hope to present a final draft bus network plan for board and public consideration in Spring 2021.

The agency is still evaluating the impact of the COVID-19 pandemic on the financial plan, but the decrease in revenue will affect resources available for the new bus network.

Upon approval of the plan by the DART Board later in 2021, the agency could begin executing the first phase of the DARTzoom Bus Service Plan as early as January 2022. DART staff will implement as many recommendations as possible with available financial resources.
Interactive Digital Kiosks

In February, DART unveiled the first of its new interactive digital kiosks at the J.B. Jackson Jr. Transit Center near Dallas’ Fair Park. Over the next few years, DART will install up to 300 kiosks at rail stations, transit centers and other high-traffic areas throughout the DART Service Area.

The kiosks display rail and bus schedules, wayfinding information and localized content, such as nearby restaurants, shops and entertainment venues. Customers can use the trip-planning feature to get transit or walking instructions to nearby resources like medical facilities and social service agencies.

“From a customer standpoint, interactive kiosks give our riders more ways to engage with DART,” Chief Marketing Officer Nevin Grinnell said. “They can customize a trip plan and send it to their phone. It’s like having a personal assistant.”

The kiosks can translate information into nine languages and comply with the Americans with Disabilities Act. Additionally, the kiosks include security cameras, can broadcast emergency notifications and will provide free Wi-Fi beginning late this year.

DART signed a master lease agreement with LD Flexgrid Dallas LLC for the design, installation and support of the interactive digital kiosks and the installation of cell tower facilities on DART property.

DART will deploy up to 300 kiosks at passenger facilities.

Installations began in early 2020.

The kiosks will provide free Wi-Fi starting late this year.

AT A GLANCE

• DART will deploy up to 300 kiosks at passenger facilities.
• Installations began in early 2020.
• The kiosks will provide free Wi-Fi starting late this year.
Discount GoPass® Tap Card

DART’s new Discount GoPass Tap card brings affordable transportation to those who require financial support services. Participants from any of the approved assistance programs automatically qualify for reduced fares. This two-year pilot program began in January.

With the reloadable Discount GoPass Tap card, customers pay half price for DART fares. As with all GoPass Tap cards, riders enjoy fare capping, balance protection and best fare. The card also serves as a reduced fare photo ID for customers buying regional passes.

To increase awareness, DART partnered with social service agencies and other organizations that work with lower-income individuals. Participants apply for a card at DARTmart in DART Headquarters. Since DARTmart is closed during the coronavirus pandemic, qualified applicants can call DART Customer Service to have a temporary discount applied to a registered, standard GoPass Tap card.

In early 2022, the DART Board will review the results of the pilot program to determine whether to make this discount part of the agency’s fare structure.

AT A GLANCE
• The new discount fare program provides half-price fares to participants in any of the qualifying assistance programs.
• DART partnered with social service agencies to reach lower-income riders.
• The pilot program expires Dec. 31, 2021.

DART.ORG/TAPFORHALF

DISCOUNT GOPASS TAP AGENCIES

Participants in these approved assistance programs automatically qualify for the Discount GoPass Tap card:

• Children’s Health Insurance Program (CHIP)
• Comprehensive Energy Assistance Program (CEAP)
• DHA Housing Solutions for North Texas
• Housing Choice Vouchers (Section 8) or Public Housing Program
• Medicaid
• Medicare
• Special Supplemental Nutrition Program for Women, Infants and Children (WIC)
• Supplemental Nutrition Assistance Program (SNAP)
• Texas Temporary Assistance for Needy Families (TANF)
DART Current and Future Rail Services
MAKING NORTH TEXAS A BETTER PLACE

DART and its employees serve in the community, aid our partners and neighbors, volunteer with local charitable causes, and implement sustainable initiatives that benefit the region.

LEARN MORE: DART.ORG/DARTSERVES