

Approval of 2026 Service & Fare Changes and Title VI Equity Assessments

Committee-of-the-Whole
Development Subcommittee
August 12, 2025

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VP Service Planning and Scheduling

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A yellow and black bus is driving through a city street, with tall buildings in the background. The bus has a large advertisement on its side featuring a woman's face. The text "Service Changes" is overlaid on the image within a yellow-bordered box.

Service Changes

Today's Action

- Authorize the President & Chief Executive Officer or her designee to implement major service changes in January 2026, as shown in Exhibit 1 to the Resolution; and
- Approve the Title VI assessment of the proposed service modifications and the proposed mitigation plan, included as Exhibit 2 to the Resolution

Background

- Final staff recommendations reflect public input on a menu of potential service changes taken to community meetings and Public Hearing this summer
- Recommendations also reflect extensive work on operating and capital budgets, reducing targeted service change savings from \$60m/year to \$25m/year
- We have used the revised target to retain as much service frequency and coverage as possible, minimizing impacts to riders
- Many routes see no service reduction at all
- The Board received a detailed briefing on proposed changes at the August 1 Board Workshop

Key Changes from Original Potential Menu of Options

- No changes to current ADA paratransit service area
- No changes to current TRE or planned Silver Line service levels
- Two bus routes are not proposed for discontinuation: Routes 234 (Plano) and 242 (Dallas/Garland)
- No existing GoLink service would be discontinued, including the South Dallas GoLink and the GoLink Zone-to-Zone Pilots
- Plano GoLink services would expand to cover the entire city, but under the traditional zonal structure rather than as a city-wide service
- For most bus routes and rail lines, midday, evening, and weekend service remains at current levels – only peak frequencies adjusted for some (see highlights on next two slides)

Weekday Bus and Rail Frequency Changes

- LRT, Frequent Bus, Local Bus, and Express Bus peak changed from 15 to 20 minutes
 - Retain current midday, evening and night frequencies
 - Least impact to riders and aligns with flatter peak and stronger midday ridership
- Routes 28/41/47 - Shift routes to local bus category (100's) in accordance with Board-approved service standards based on route performance since 2019 (Route 28) and 2022 (Routes 41, 47)
- Local Coverage Bus (200's) – no changes recommended from current service

WEEKDAY Service Type	Current	Potential Changes Covered in Public Process	Recommendation
LRT	15/20/20/30	20/20/30/30	20/20/20/30
Very Frequent Bus (1-9)	15/15/15/30	20/20/30/30	15/15/15/30
Frequent Bus (10-99)	15/20/20/30	20/20/30/30	20/20/20/30
Routes 28/41/47	15/20/20/30	20/30/30/30	20/30/30/30
Local Bus (100s)	15/30/30/30	20/30/60/60	20/30/30/30
Local Coverage Bus (200s)	30/40-60/40-60/60	30/60/60/60	30/40-60/40-60/60
Express Bus (300s)	15/-/-/-	20/-/-/-	20/-/-/-



Weekday frequencies: peak/midday/evening/night
Changes highlighted in YELLOW

Weekend Bus and Rail Frequency Changes

- Weekend frequency changes across all categories were presented to public
 - No changes are recommended from current service
- Weekend ridership has shown strong growth across system based on service investments during DARTZoom and exceeds pre-pandemic levels

WEEKEND Service Type	Current	Potential Changes Covered in Public Process	Recommendation
LRT	30/20/20/30	30/30/30/30	30/20/20/30
Very Frequent Bus (1-9)	30/15/30/30	30/30/30/30	30/15/30/30
Frequent Bus (10-99)	30/20/30/30	30/30/30/30	30/20/30/30
Routes 28/41/47	30/20/30/30	60/60/60/60	30/30/30/30
Local Bus (100's)	30/30/30/30	60/60/60/60	30/30/30/30
Local Coverage Bus (200's)	60/40-60/60/60	60/60/60/60	60/40-60/60/60



*Weekend frequencies: morning/midday/evening/night
Changes highlighted in YELLOW*

Summary of Service Recommendations

Service	Recommendation	Annualized Cost Saving Estimate
Light Rail	Peak frequency to 20 minutes all lines, no other changes	\$4.5M
Commuter Rail	No changes all lines	-
Very Frequent Bus (1-9)	No changes all routes	-
Frequent Bus (10-99)	Peak frequency to 20 minutes all routes, no other changes	\$5.5M
Routes 28/41/47	Become local bus routes due to route performance per Service Standards	\$2.5M
Local Bus (100's)	Peak frequency to 20 minutes all routes, no other changes	\$2.9M
Local Coverage Bus (200's)	4 routes discontinued (209, 225, 254, 255), no other changes	\$5.6M
Express Bus (300's)	<ul style="list-style-type: none"> 3 routes discontinued (305, 378, 383) Peak frequency to 20 minutes for 306 Retain current service for 308 due to strong growth 	\$2.6M \$0.4M
GoLink	<ul style="list-style-type: none"> Retain current service for all zones and zone-to-zone groups Plano and Addison zones added 	(\$2.9M)
Shuttles	Plano, Addison shuttles added with 50% share	(\$1.6M)
Paratransit	No changes to current service area	-

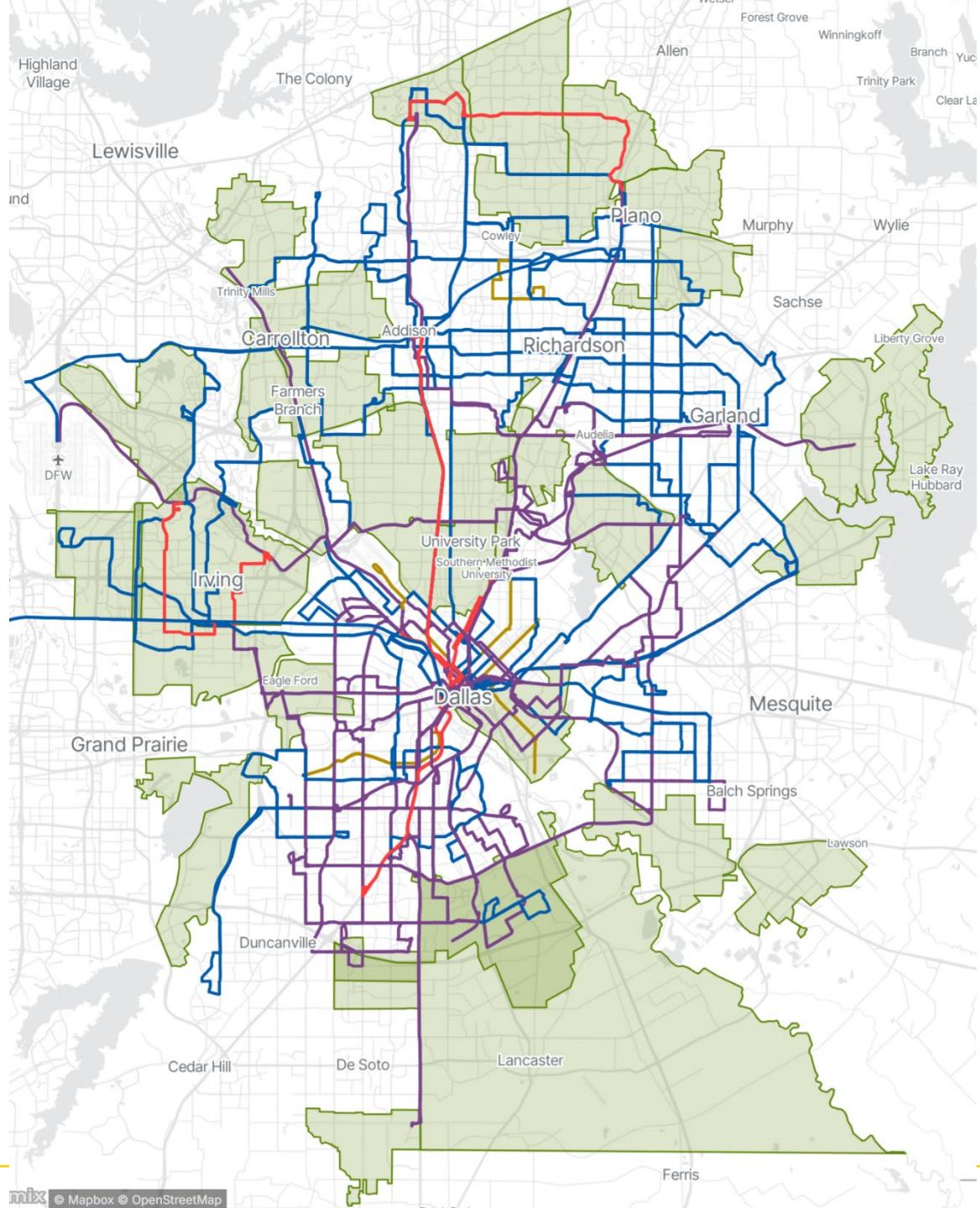
Service Map with Changes *Peak Service Frequency*

GOLD: 15 minutes

PURPLE: 20 minutes

BLUE: 30 minutes

RED: Discontinued



Service Map with Changes

Midday Service Frequency

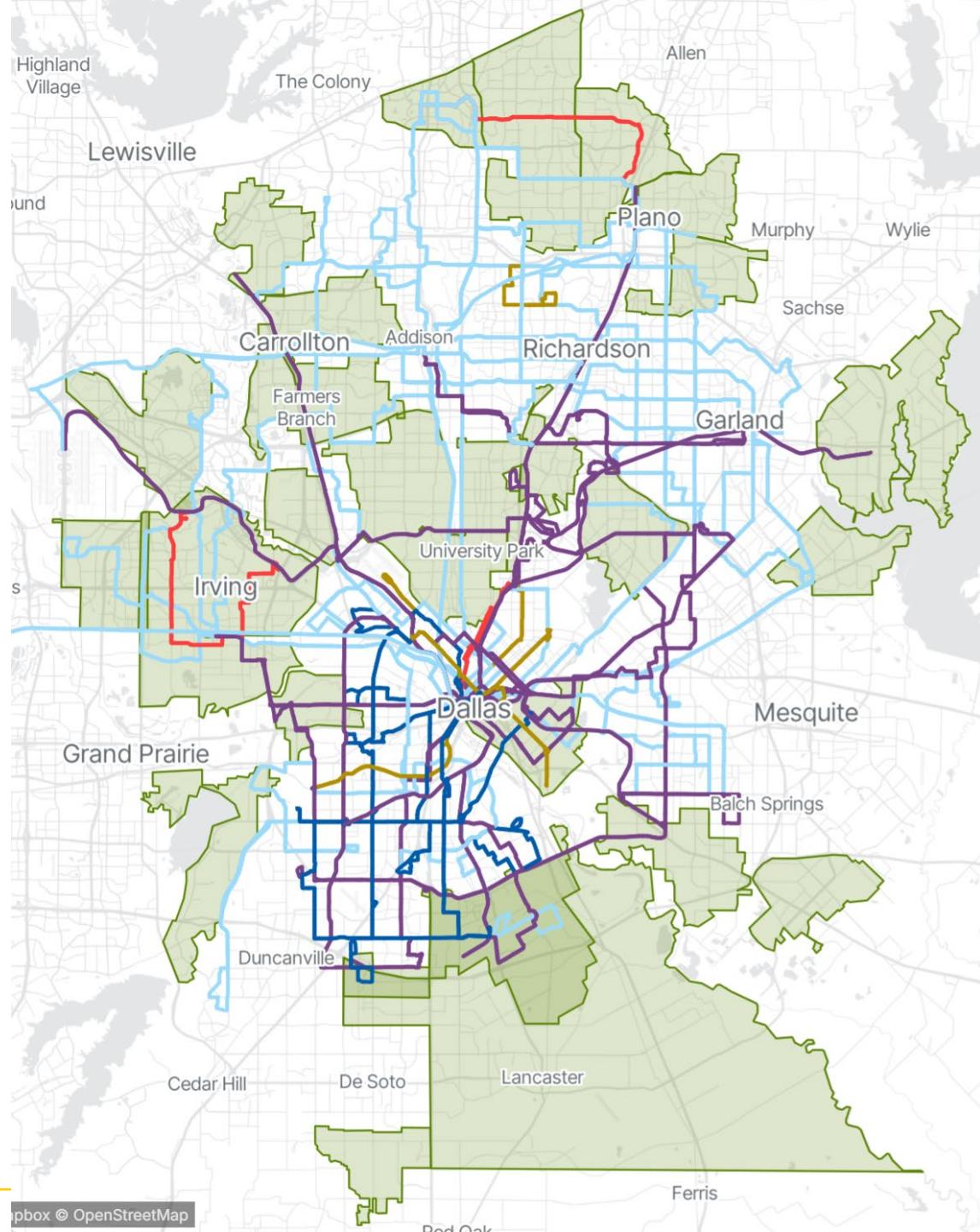
GOLD: 15 minutes

PURPLE: 20 minutes

BLUE: 30 minutes

LIGHT BLUE: 40-60 minutes

RED: Discontinued



Title VI Policy

- FTA requires transit agencies to analyze whether major service changes have a disparate impact/disproportionate burden on minority and/or low-income areas
- DART's EEO and Cultural Engagement Department reviews the analysis to ensure compliance
- DART Service Standards define disparate impact/disproportionate burden as:
 - An adverse impact upon minority (or low-income) population that is 5% greater than the proportion of minority (or low-income) population in the service area
- If an issue is identified, DART must justify the change in accordance with federal requirements and provide a mitigation plan

Title VI Analysis

- Draft Title VI analysis for the recommended service changes indicates that:
 - There is disparate impact on minority communities, and
 - There is not a disproportional burden to low-income communities
- Proposed mitigation plan to address disparate impacts includes:
 1. All discontinued services have replacement services available
 - Details in Exhibit 2 report
 2. As a part of future service changes, peak frequencies would be restored to previous levels in a prioritized sequence for the following routes:
 - Routes 57 (Westmoreland), 104 (Illinois), 38 (Ledbetter), 108 (Camp Wisdom), 114 (East Oak Cliff)

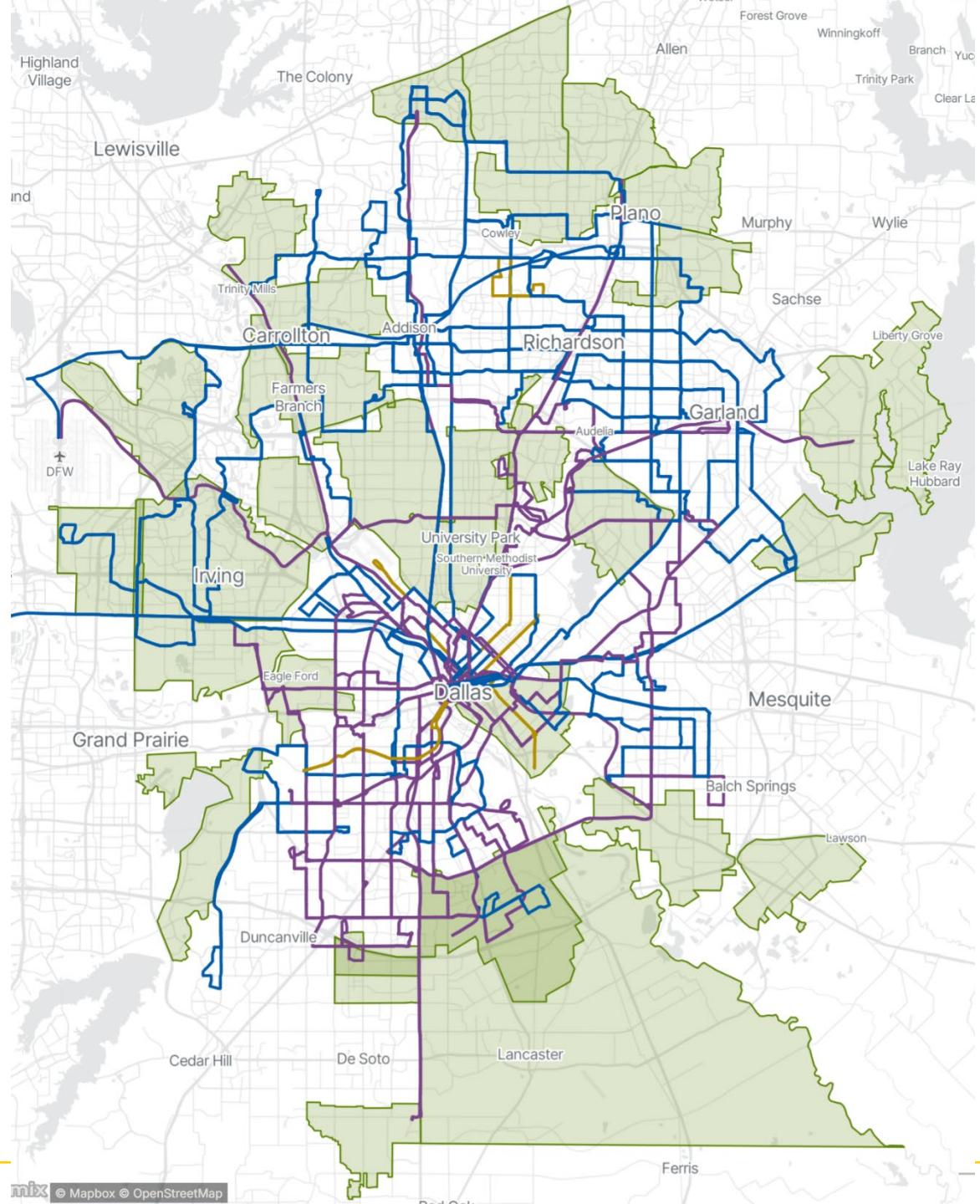
Service Map with Changes

Peak Service Frequency

GOLD: 15 minutes

PURPLE: 20 minutes

BLUE: 30 minutes



Service Map with Changes

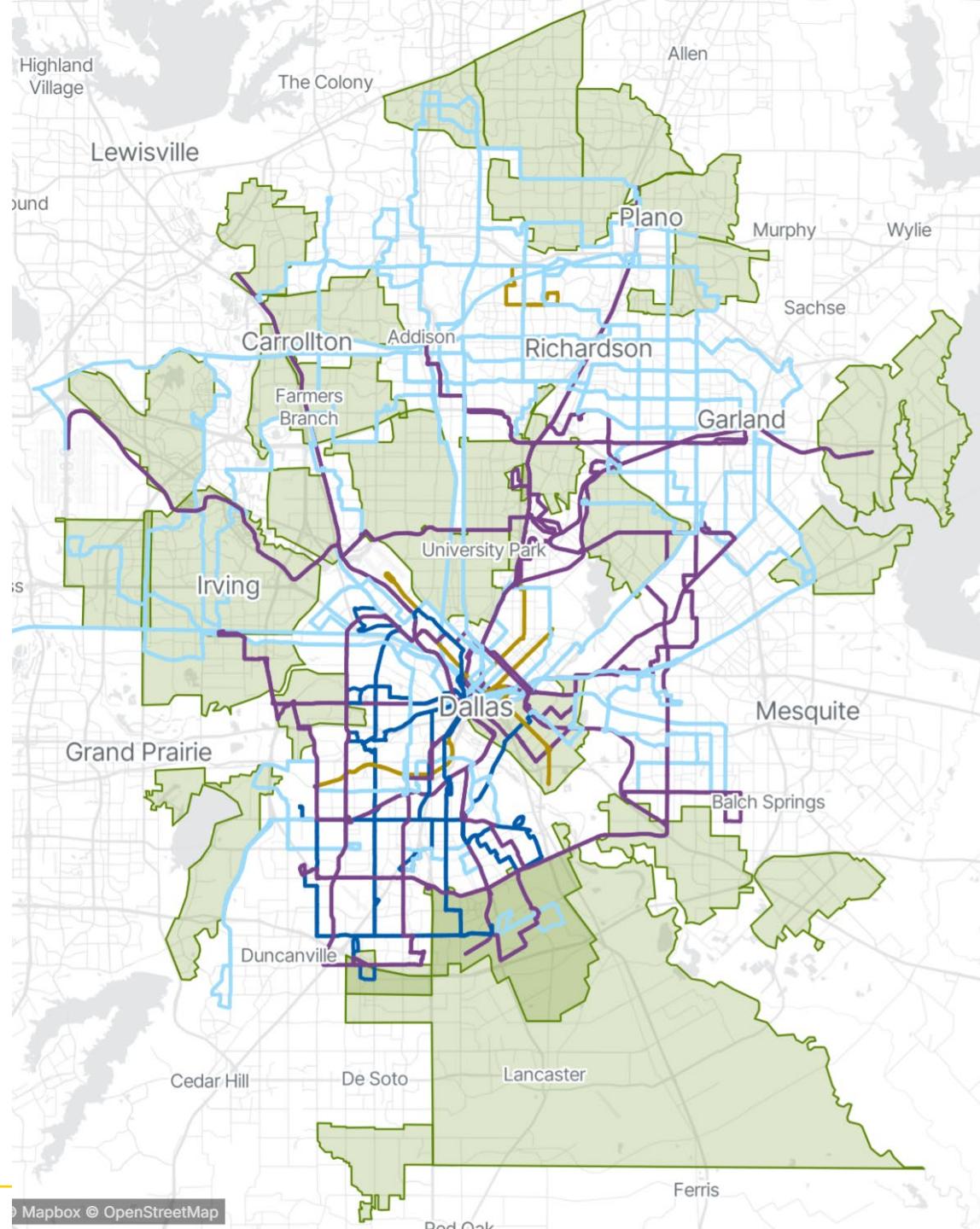
Midday Service Frequency

GOLD: 15 minutes

PURPLE: 20 minutes

BLUE: 30 minutes

LIGHT BLUE: 40-60 minutes



Next Steps

Month	Steps
July/Aug.	<ul style="list-style-type: none">• Prepare final recommendations• Incorporate changes into proposed budget
August	<ul style="list-style-type: none">• Prepare Title VI analysis and other supporting information• Seek final Board approval of service and fare changes
September	<ul style="list-style-type: none">• Seek final Board approval of budget• Negotiate contract modifications with Transdev/other contractors if needed
Sept.-Dec.	<ul style="list-style-type: none">• ILAs with cities for shuttle services
January	<ul style="list-style-type: none">• Implementation of service changes
March	<ul style="list-style-type: none">• Implementation of fare changes

Recommendation

- Authorize the President & Chief Executive Officer or her designee to implement major service changes in January 2026, as shown in Exhibit 1 to the Resolution; and
- Approve the Title VI assessment of the proposed service modifications and the proposed mitigation plan, included as Exhibit 2 to the Resolution



Fare Changes

Today's Action

- Approval of a resolution authorizing the President & Chief Executive Officer or her designee to 1) accept the results of the Title VI Fare Equity Assessment, as shown in Exhibit 1 to the Resolution; and 2) amend DART's fare structure effective March 1, 2026, as shown in Exhibit 2.

Background

- Final recommendations reflect public input on all fare changes presented to the public
 - Based on public comments, staff is not proposing reducing the ADA paratransit zone to federal minimum
- Two recommendations are included for possible future implementation, not March 2026
- Board discussed proposed fare changes at August 1 workshop

Recommended Fare Changes

- Regional
 - Adjust regional day pass to \$9/reduced to \$4.50
 - Establish regional reduced monthly pass and eliminate annual pass
- Paratransit
 - Increase ADA fare to \$4/trip
 - *Board discussion at Workshop of \$4 or \$5*
 - Eliminate feeder fare
 - Establish non-ADA fare at \$10 in policy only

Recommended Fare Changes

- GoLink
 - Implement distance-based fare for trips that do not connect to fixed-route/rally point
- Special products
 - Align corporate annual pass price with March 2025 fare structure
 - Eliminate regional day pass voucher and add local 3-hour pass voucher
- Establish \$5 fare evasion fee in policy only

Summary of Fare Recommendations

Fare Category	Current		Staff Proposed		Revenue Impact
To Be Effective March 2026					
Regional Day Pass	\$12 Reg.	\$3 Red.	\$9 Reg.	\$4.50 Red.	\$5K (+1%)
Paratransit ADA	\$3.50		\$4		\$1.5M (+36%)
GoLink Distance-Based	-	-	\$1/mi beyond 5mi		\$0.3M (+16%)
Corporate Annual Pass	\$720 Loc.	\$1,440 Reg.	\$945 Loc.	\$1,440 Reg.	+4%
Day Pass Voucher	10ct/\$36 Local	10ct/\$36 Regional	10ct/\$36 Local	-	Negligible
3-Hour Pass Voucher	-	-	10ct/\$18 Local	-	Negligible
Future-Proofing Options (will not take effect without additional Board action)					
Paratransit Non-ADA	-	-	\$10		\$1.1M
Fare Evasion Fee	-	-	\$5		TBD

Title VI Analysis

- Fixed-Route Fares:
 - Title VI analysis of regional fare changes indicates no disparate impact on minority or low-income communities
- Demand-Response Fares:
 - Federal regulations do not require equity analysis for fares specific to demand-response service (paratransit and GoLink distance-based fares) (FTA Circular 4702.1B Chapter IV)

Recommendation

- Approval of a resolution authorizing the President & Chief Executive Officer or her designee to 1) accept the results of the Title VI Fare Equity Assessment, as shown in Exhibit 1 to the Resolution; and 2) amend DART's fare structure effective March 1, 2026, as shown in Exhibit 2.



let's go.



DART.org

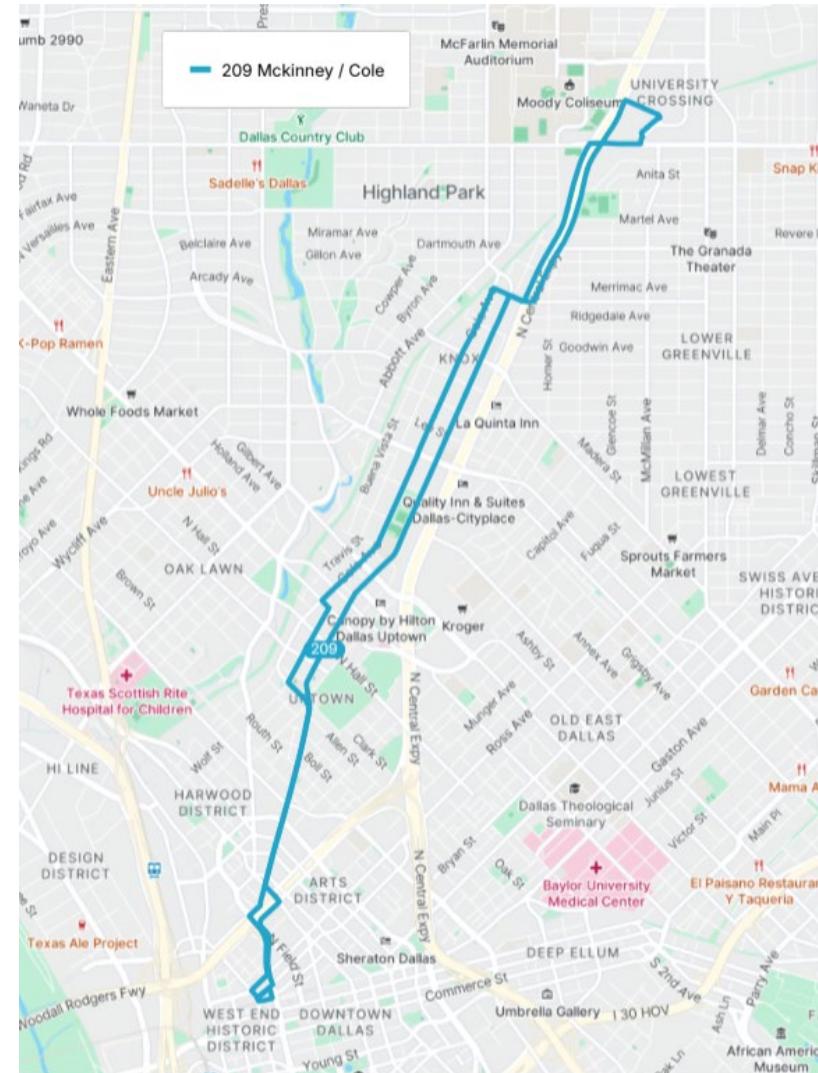
A yellow and black bus is driving through a city street, with tall buildings in the background. The bus has the number 41041 on its side. The image is slightly blurred, suggesting motion.

Service Discontinuations

Route 209 McKinney / Cole

Discontinued

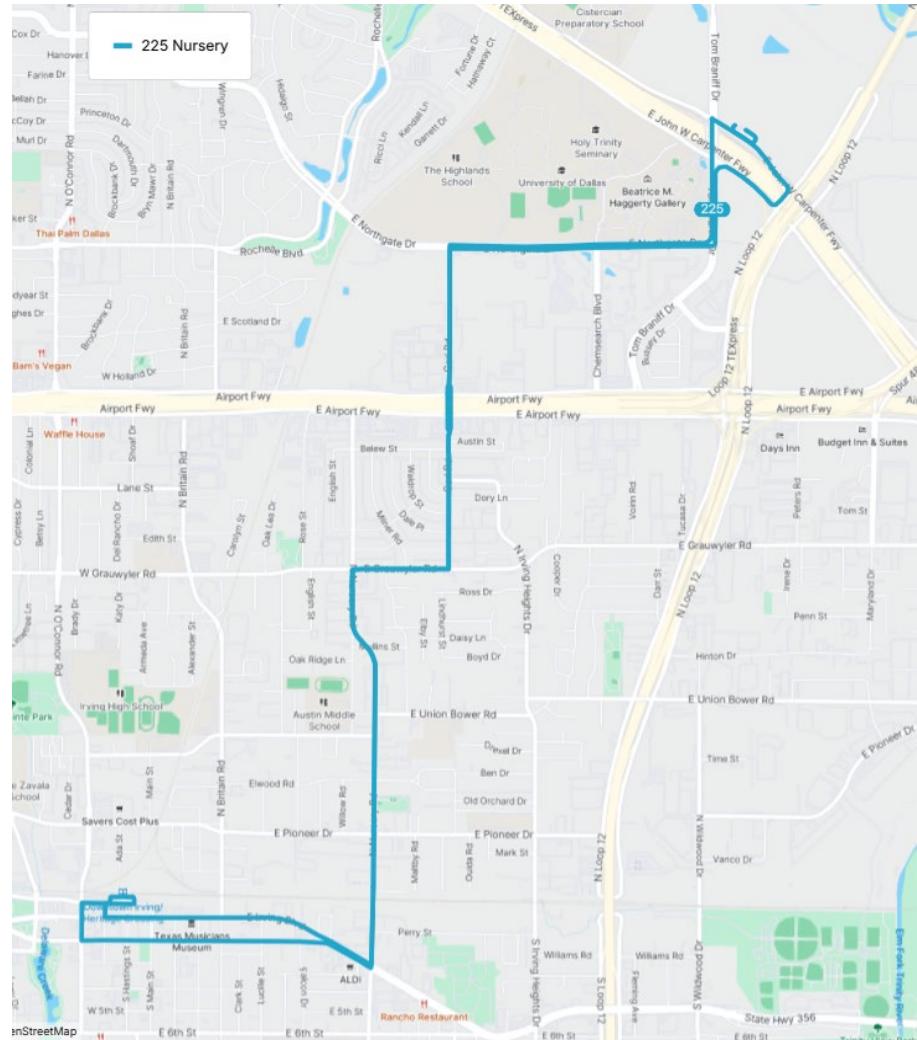
- Serves Downtown to SMU / Mockingbird Station mainly via McKinney / Cole couplet
- Dallas
- 200 average weekday riders
- Alternative services:
 - Park Cities GoLink
 - Red or Orange Light Rail lines
 - McKinney Avenue trolley
 - Route 105 Henderson



Route 225 Nursery

Discontinued

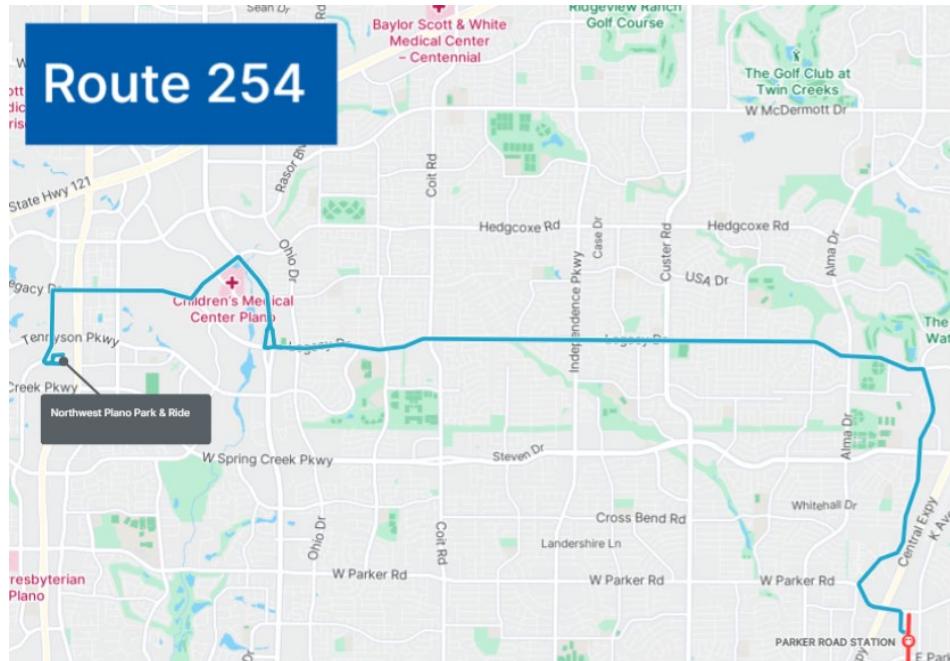
- Serves Downtown Irving / Heritage Crossing Station to University of Dallas Station via Nursery
- Irving
- 329 average weekday riders
- Alternative services:
 - North Central Irving GoLink



Route 254 Legacy

Discontinued

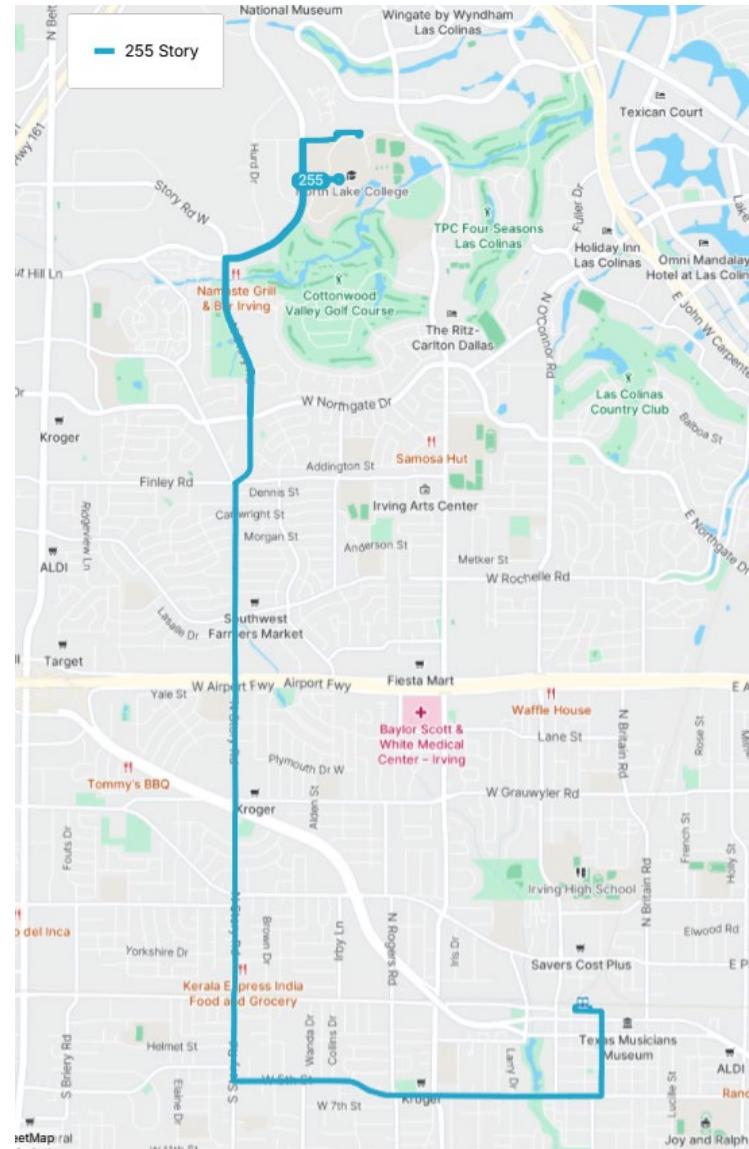
- Connects Northwest Plano Park and Ride to Parker Road Station via Legacy Drive
- Plano
- 338 average weekday riders
- Alternative services:
 - Proposed city-wide Plano GoLink service



Route 255 Story

Discontinued

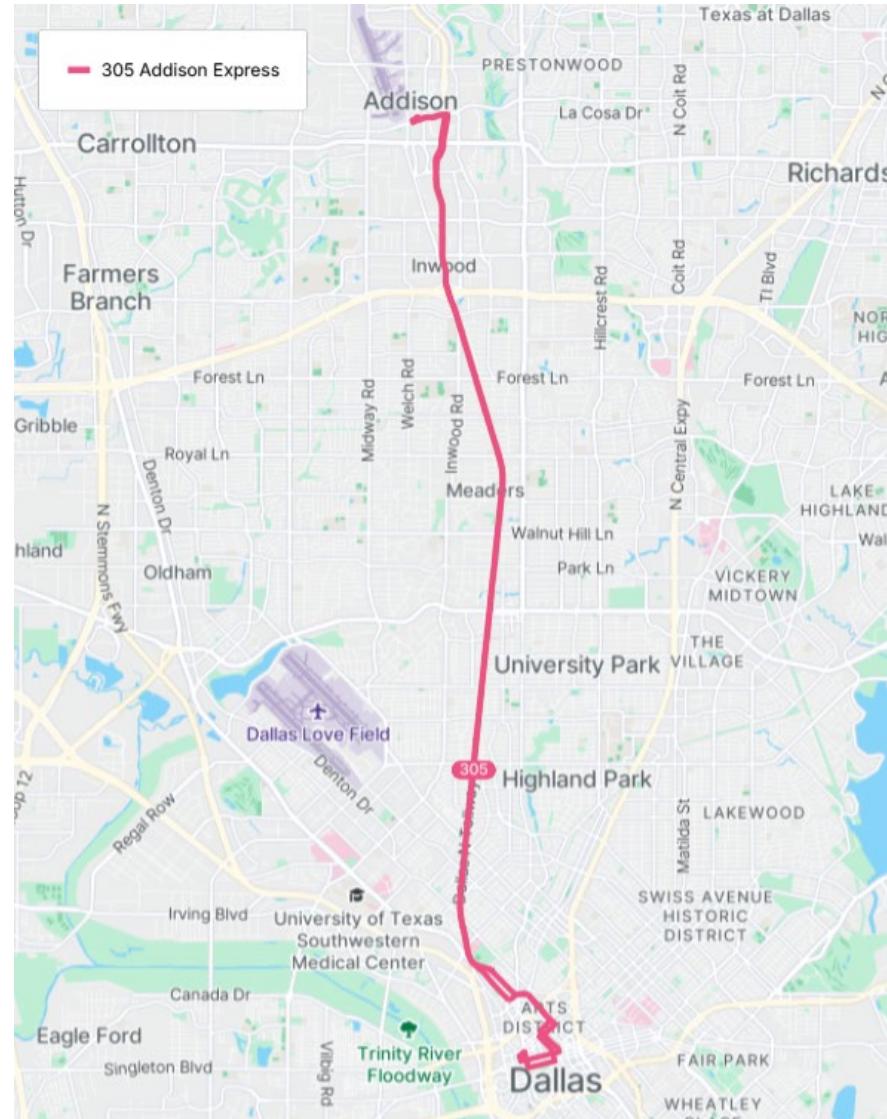
- Connects Dallas College North Lake Campus Station to Downtown Irving / Heritage Crossing Station via Story Road
- Irving
- 250 average weekday riders
- Alternative services:
 - North Central Irving and South Irving GoLink



Route 305

Discontinued

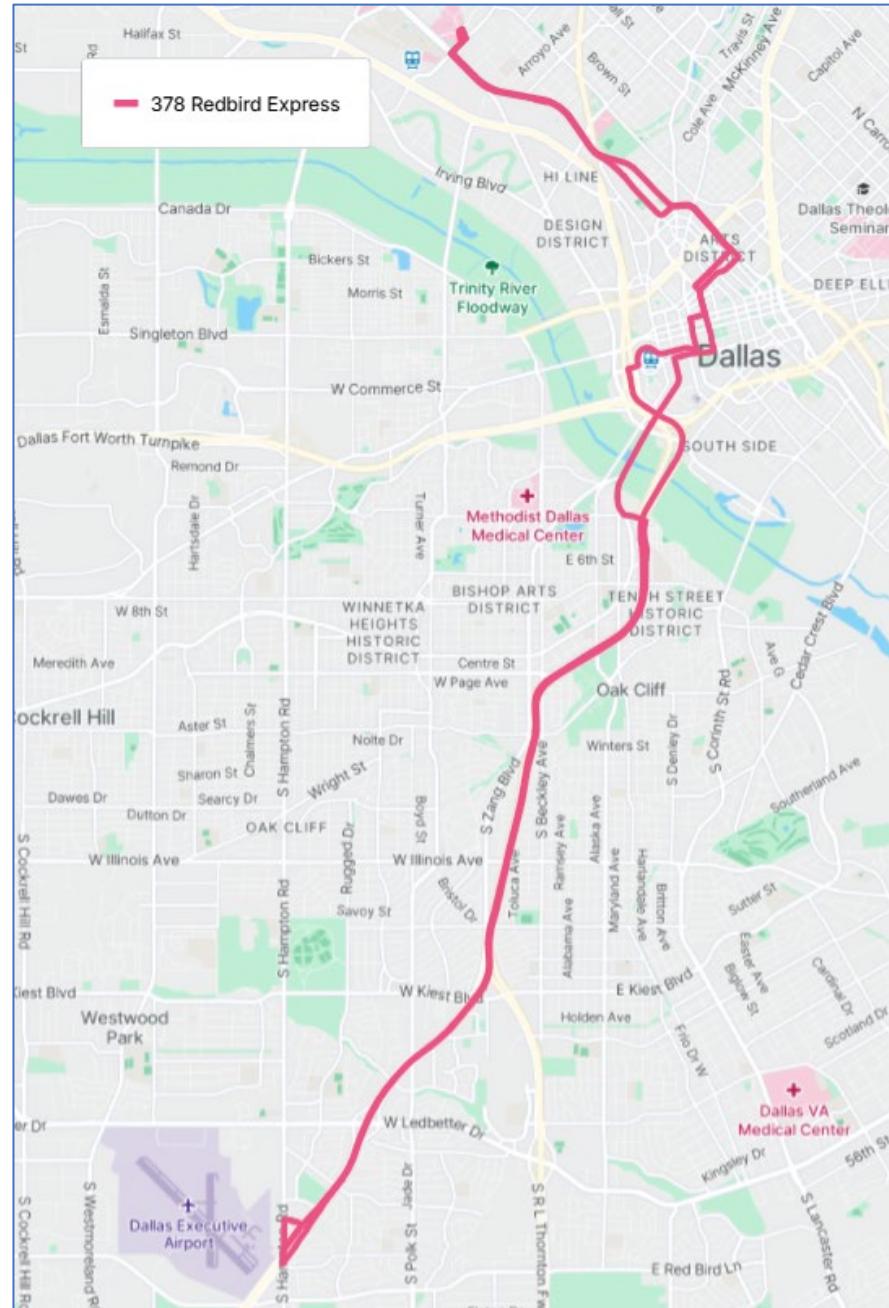
- Connects Addison Transit Center to Downtown Dallas via North Dallas Tollway
- Addison, Dallas
- 290 average weekday riders
- Alternative services:
 - Route 239



Route 378

Discontinued

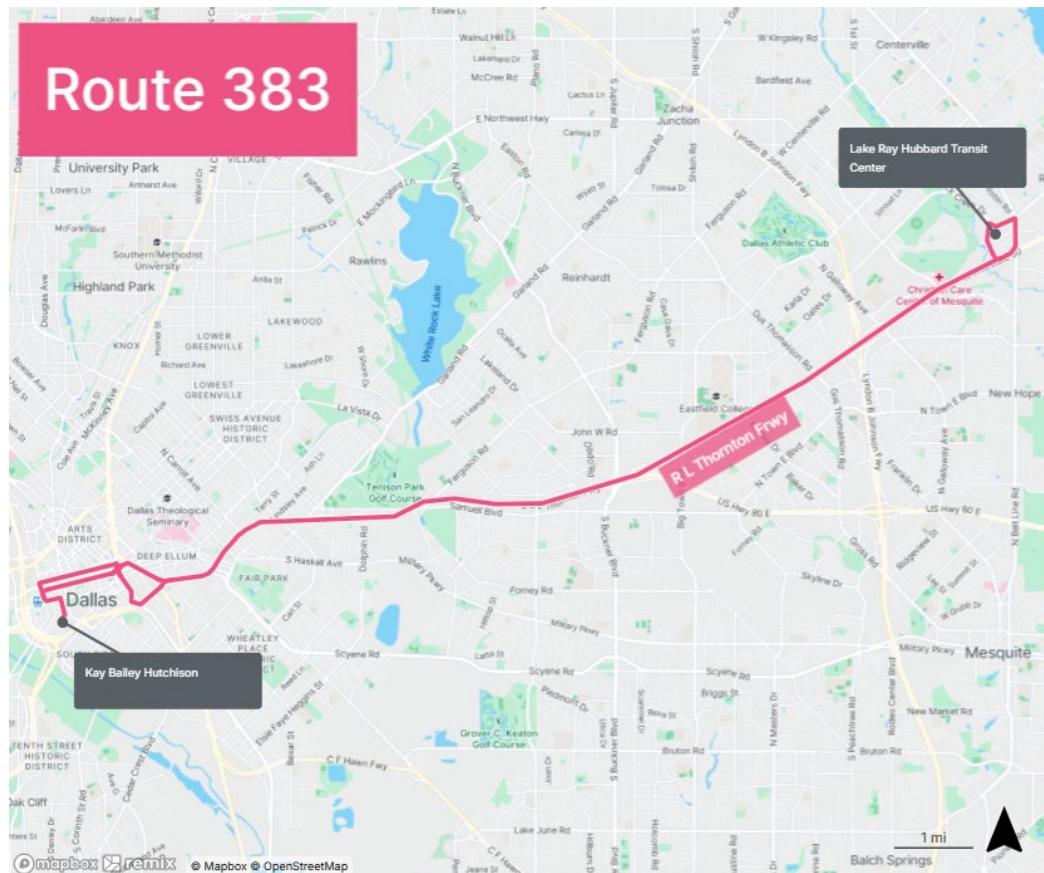
- Connects Red Bird Transit Center to Downtown Dallas via IH 35
- Dallas
- 191 average weekday riders
- Alternative services:
 - Route 109



Route 383

Discontinued

- Connects Lake Ray Hubbard Transit Center to Downtown Dallas via IH 30
- Garland, Dallas
- 195 average weekday riders
- Alternative services:
 - Route 224

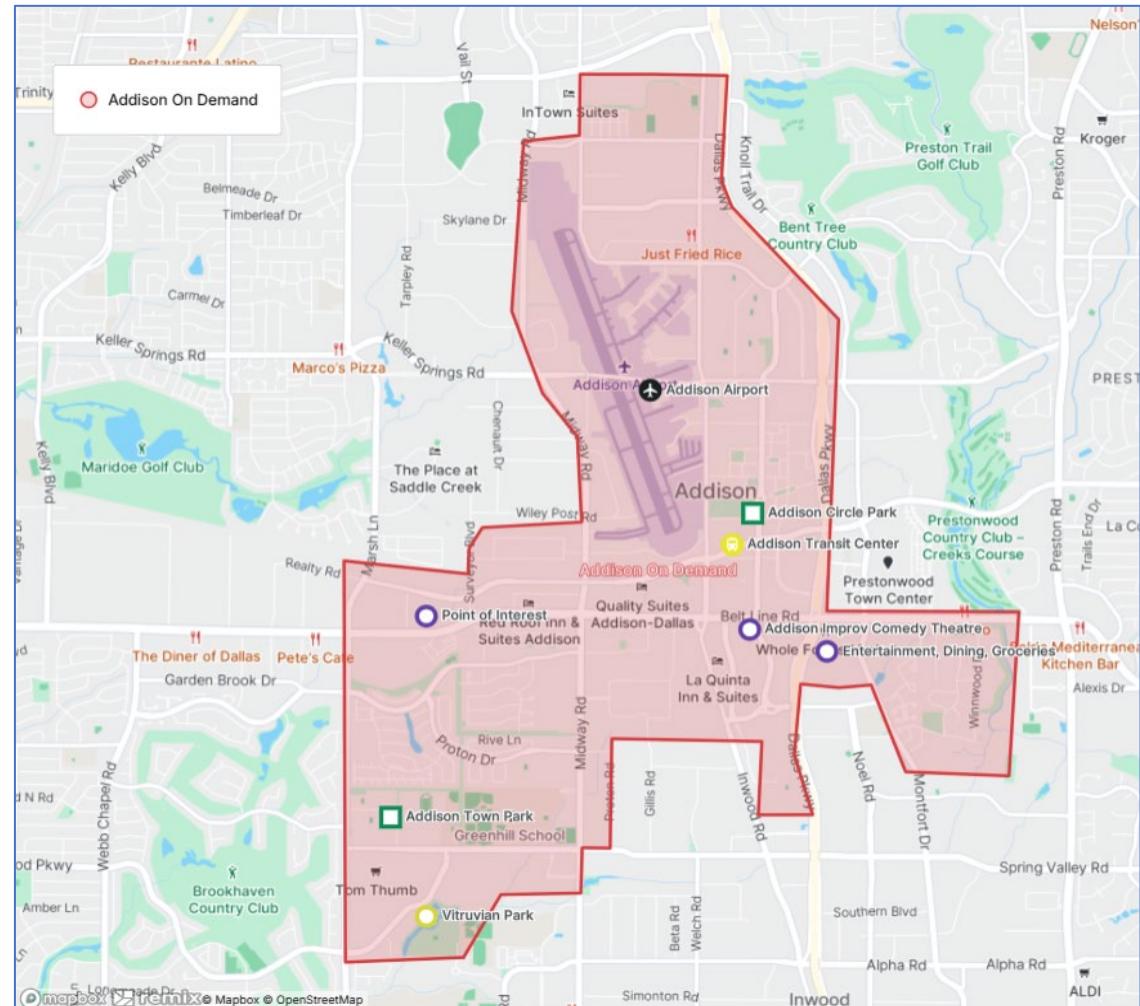


A yellow DART bus is shown driving through a city street. The bus is modern and has "DART" and "41041" written on its side. It is moving from left to right. In the background, there are several tall, modern office buildings. The sky is blue with some white clouds. The overall scene is a typical urban environment.

DART City Requests

Addison GoLink zone

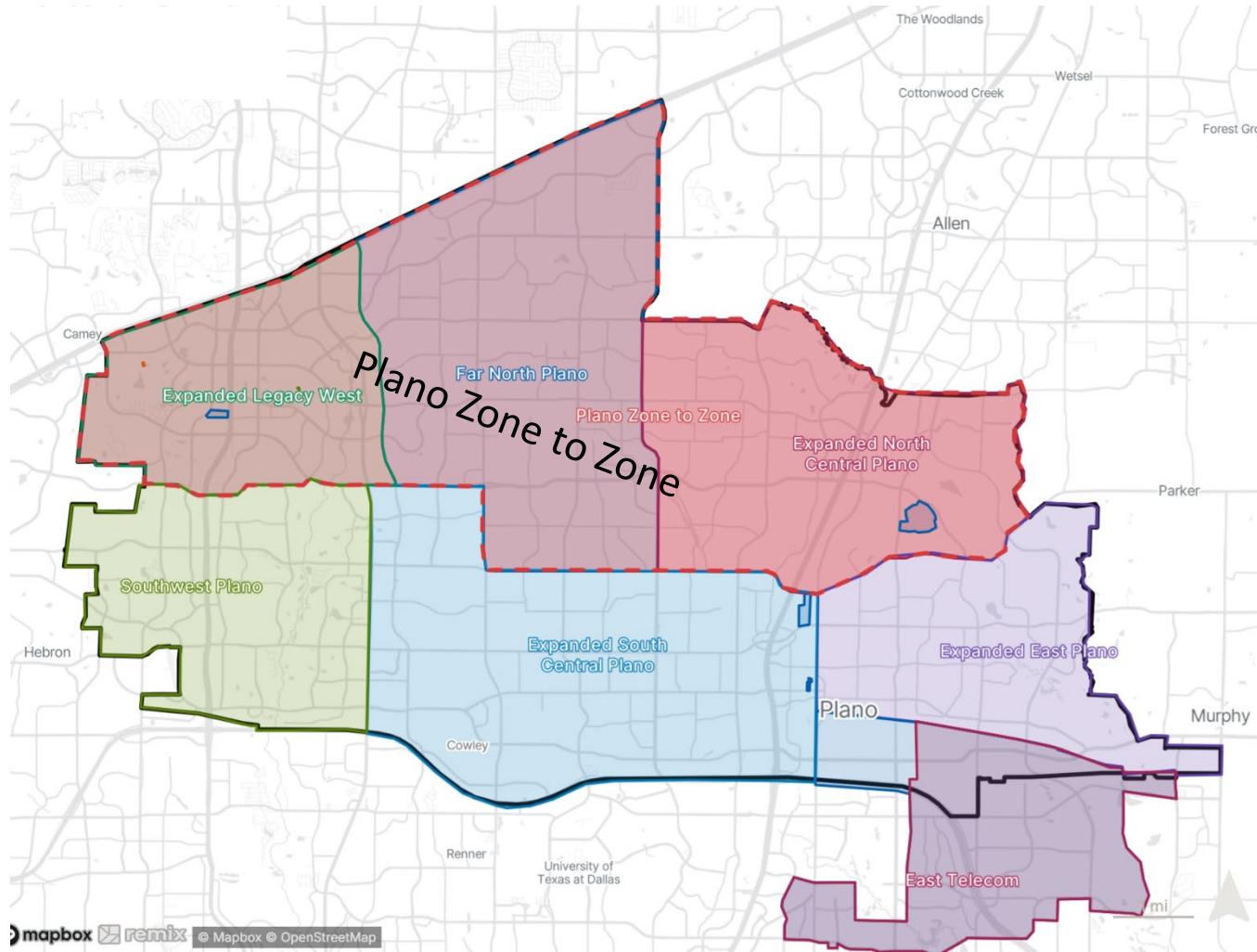
- Covers Addison
- Focused on internal mobility
- Seven days per week, from 5AM to midnight
- Around five square miles



Route 430 Addison Circulator



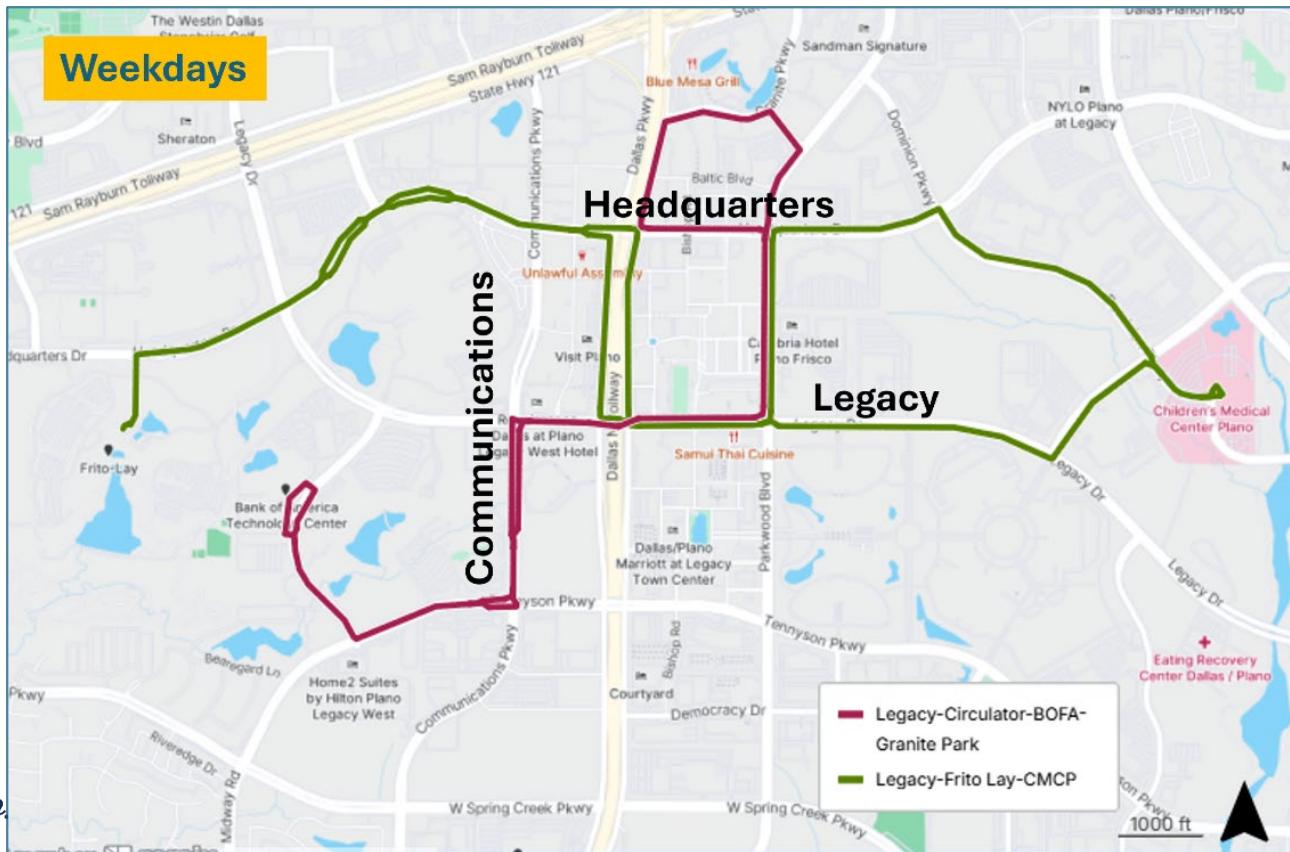
Plano GoLink



Plano Legacy Shuttle Service

Routes 431, 432

- The weekday service would operate as two complementary routes, Monday - Friday 5AM – 7PM, frequency of every 15 minutes
- Half paid for by Plano



Plano Legacy Shuttle Service

Route 433

- Weekend and evening option would operate as a bidirectional loop, Monday – Friday, 7PM – midnight; 5AM – midnight on the weekend; 30 minutes
- Half paid by Plano



Frequency Changes

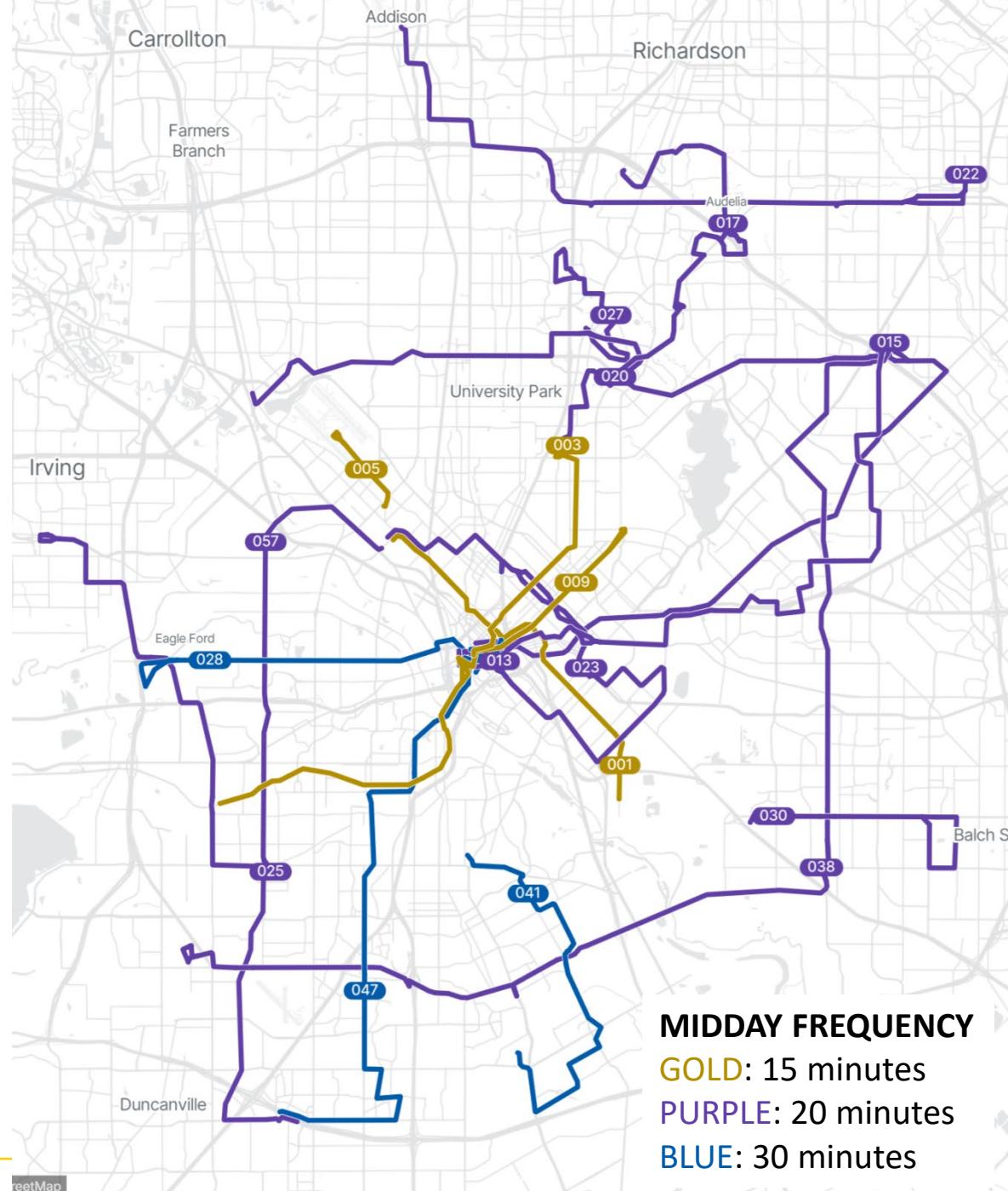
Rail Service

- Light rail
 - Peak frequency reductions to 20 minutes
 - No changes to current midday, evening, and weekend service levels
 - For rail segments served by more than one line, frequency will be much higher (e.g., Orange/Red lines in N. Central corridor)
 - Changes also allow for more consistent operation as we make network improvements under DART Transform
- No changes to commuter rail service; continue current/planned schedules

Bus Service

Frequent Service

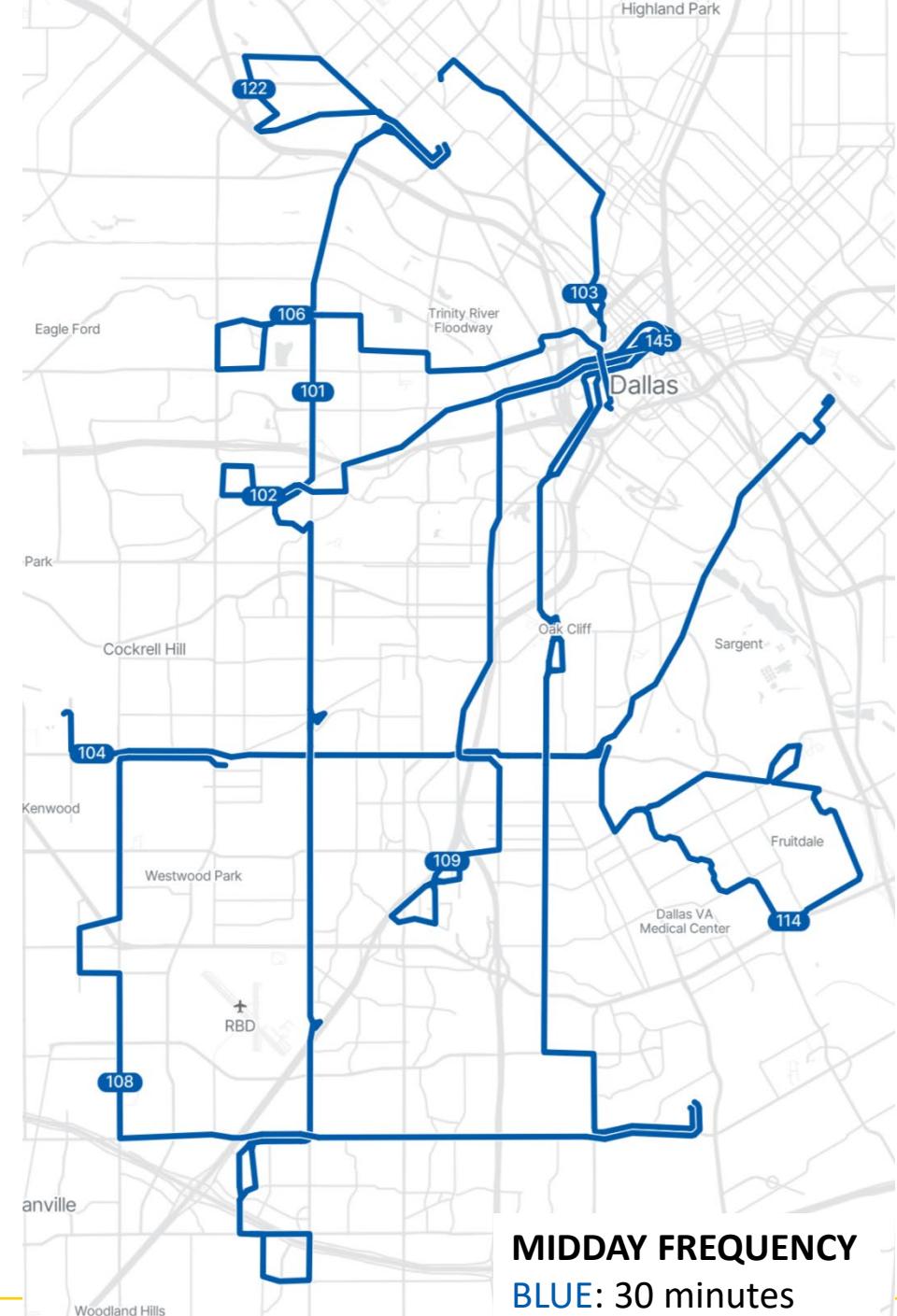
- No changes to very frequent routes (1-9)
- Frequent routes (11-57)
 - Peak frequency reductions to 20 minutes
 - No changes to midday, evening, and weekend service levels
- Routes 28, 41, 47 become local routes



Bus Service

Local Service

- Local routes (100s) would see peak frequency reductions to 20 minutes
- No changes to midday, evening, and weekend service levels

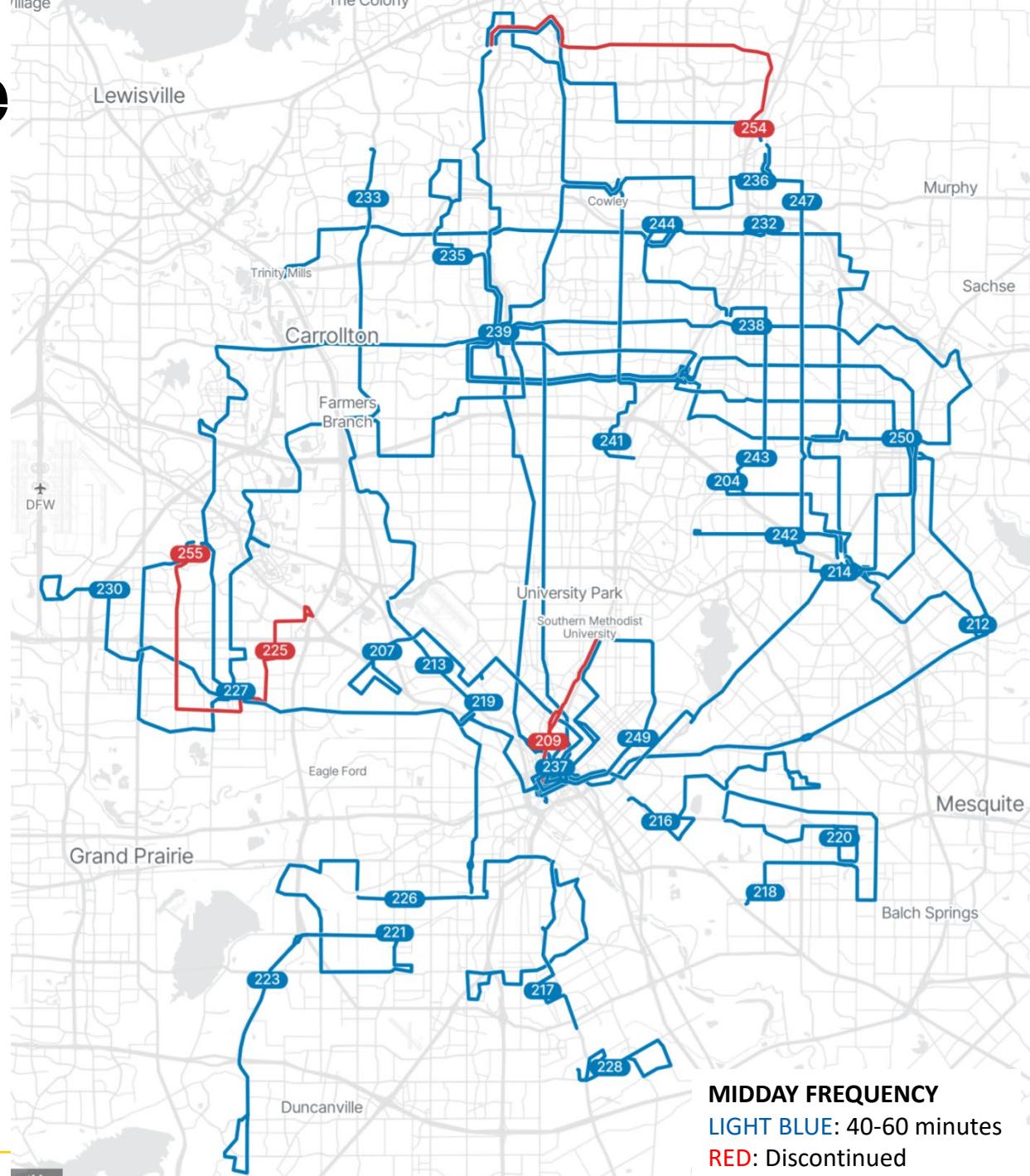


Bus Service

Local Coverage Service

- Would discontinue Routes 209 (Dallas), 225 (Irving), 254 (Plano), 255 (Irving)
- 254/255 are relatively new routes serving areas with full GoLink service, but are not meeting standards so far
- No changes to service levels on the other local coverage routes (200s)

Route	Weekday Riders 25Q2	Subsidy/ Rider 25Q2
209	196	\$32.46
225	329	\$18.21
254	340	\$39.90
255	244	\$26.92

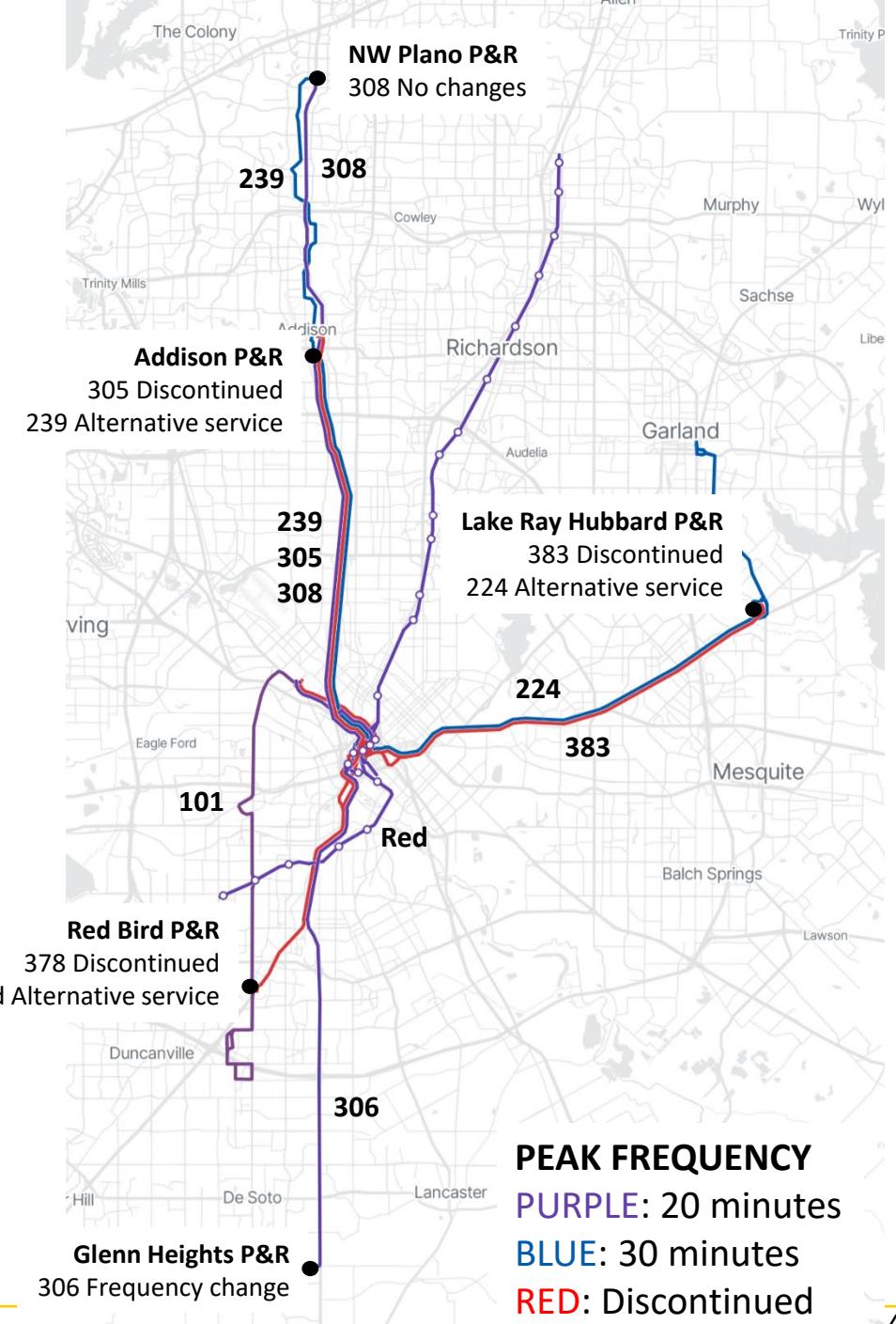


Bus Service

Express Service

- Would discontinue Routes 305 (Addison), 378 (Dallas), 383 (Garland)
 - 305 has alternative service to Downtown Dallas via Route 239
 - 383 has alternative service via Route 224
 - 378 has connecting service via Routes 101 with transfer to Red Line
- Route 306 (Glenn Heights) would see peak frequency reductions to 20 minutes
- No changes to Route 308 (Plano)

Route	Weekday Riders 25Q2	Subsidy/ Rider 25Q2
305	290	\$28.89
378	186	\$30.95
383	199	\$39.73





Fare Changes

Regional Fares

Minimal revenue and ridership impact—regional passes make up <4% of DART’s fare revenue and have low price elasticities (<1)

1. Adjust the regional day pass to \$9/reduced to \$4.50
 - Current pass is more expensive than stacking two local passes
2. Establish a regional reduced monthly pass at \$96
3. Eliminate the regional retail annual pass

Fare Category	Current		Proposed	
	Regional	Regional Reduced	Regional	Regional Reduced
TRE One-Way	\$6.00	-	\$6.00	-
Day Pass	\$12.00	\$3.00	\$9.00	\$4.50
Monthly Pass	\$192.00	-	\$192.00	\$96.00
Annual Pass	\$1,920.00	\$576.00	-	-

Paratransit Fares

ADA Fare

1. Increase ADA fare to \$4 per trip
 - 75% of paratransit riders pay with cash, and drivers cannot make change
2. Eliminate \$1 feeder fare (connection to fixed route)
 - Affected riders are eligible for free fixed-route and GoLink service, both of which provide accessible vehicles

Paratransit Fares

Other Changes

3. Establish non-ADA fare at \$10 (or 2x adopted ADA fare)
 - We are **not recommending** changes to DART's existing paratransit service area
 - Would allow DART to implement the fare **in the future** without additional administrative hurdles if the Board needed to reduce the paratransit service area

Paratransit Fares

Summary of Public Input

- Less than 20% of public comments were related to any of the fare changes (~150 commenters)
 - Of those, 60% were specifically opposed to reducing the ADA paratransit service area and increasing non-ADA fares to \$10
 - <10% were related to non-paratransit fare changes (GoLink distance-based, regional, etc.)

Paratransit Fares Customer Impact

Cost Increase for Most Frequent Users				
Month	Most Trips by a Single Rider	Monthly Cost @ \$3.50/Trip	Monthly Cost @ \$4/Trip	Monthly Cost @ \$5/Trip
Oct-24	79	\$276.50	\$316	\$395
Nov-24	73	\$255.50	\$292	\$365
Dec-24	42	\$147	\$168	\$210
Jan-25	63	\$220.50	\$252	\$315
Feb-25	39	\$136.50	\$156	\$195
Mar-25	42	\$147	\$168	\$210
Apr-25	83	\$290.50	\$332	\$415
May-25	42	\$147	\$168	\$210
Average Rider	10 trips/month	\$35	\$40	\$50

- ~30% of riders take 1-2 trips, ~50% of riders take ≤ 5 trips, and nearly 70% of riders take ≤ 10 trips per month

GoLink

Distance-Based Fares

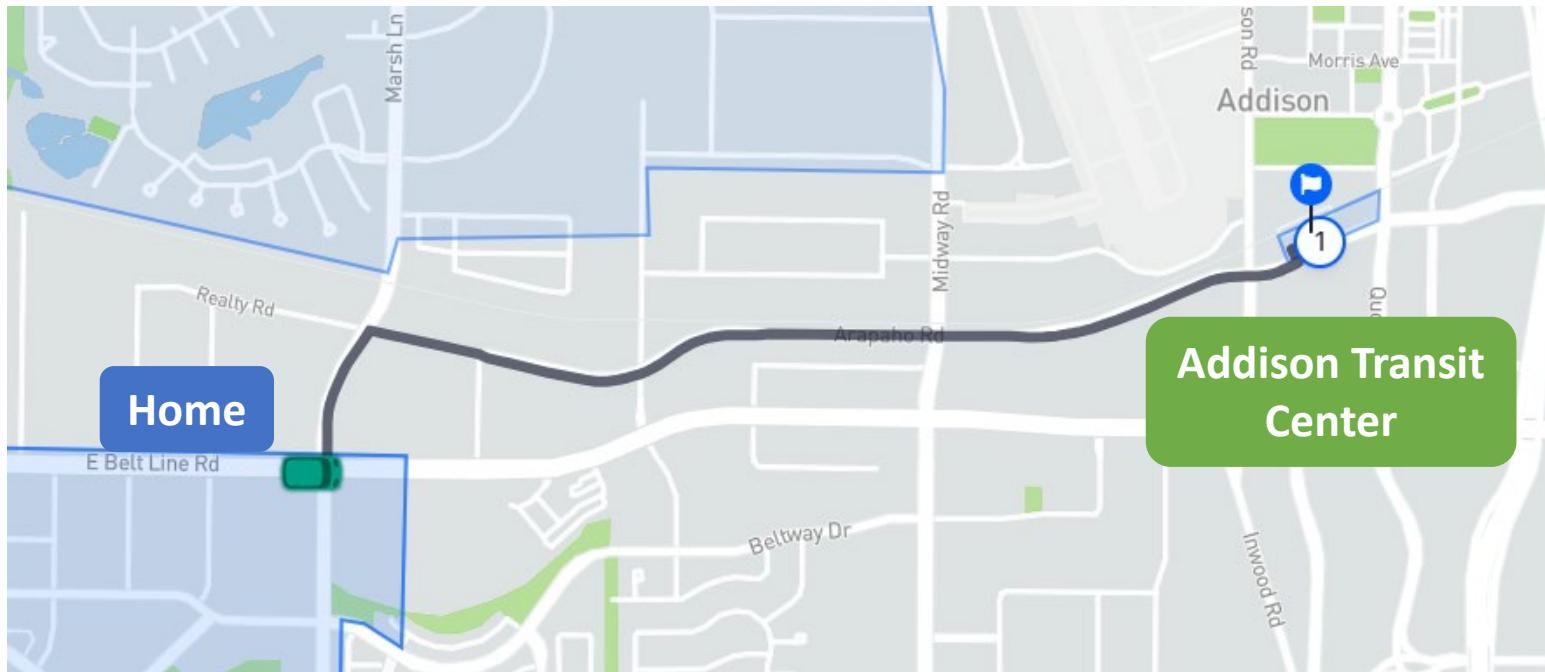
1. Implement a “distance-based” fare for curb-to-curb service that does not connect to fixed-route service
 - Trips charged at a per-mile rate (\$1/mile)
 - Trips shorter than 5 miles remain at \$3 (average GoLink trip is 3.8 miles)
 - Capped at \$15 per trip
2. Travel to/from fixed-route service **OR** a DART-designated “rally point” included in base fare

Miles	Rate
<5	\$3
5-6	\$4
6-7	\$5
7-8	\$6
8-9	\$7
9-10	\$8
10-11	\$9
11-12	\$10
12-13	\$11
13-14	\$12
14-15	\$13
15-16	\$14
16+	\$15

GoLink Distance-Based Fares

Scenario 1: Fixed-Route (Base Fare)

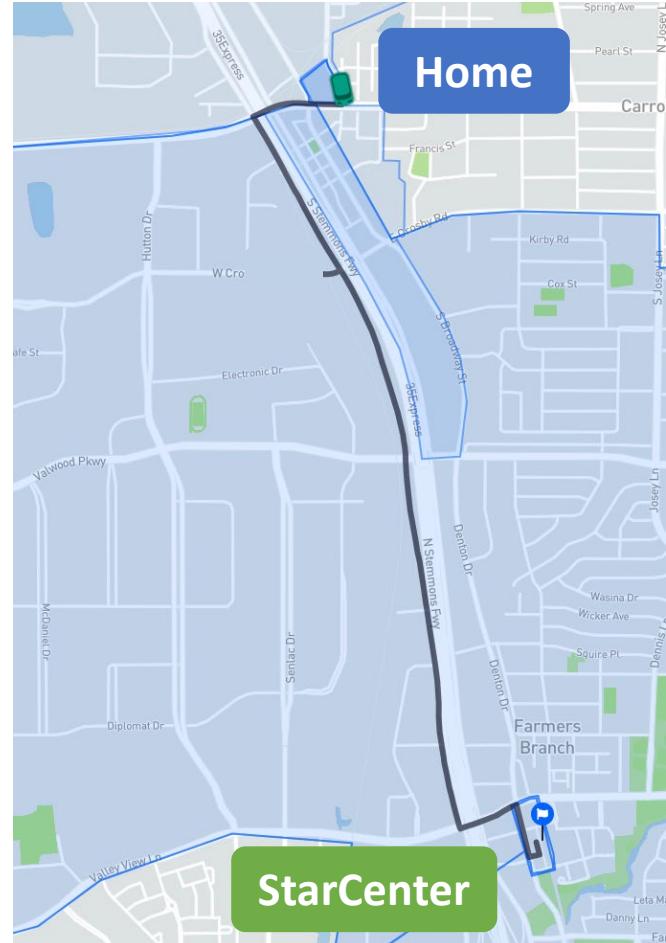
- Customer travels from home to transit center
- Included in base fare (\$3)



GoLink Distance-Based Fares

Scenario 2: Rally Point (Base Fare)

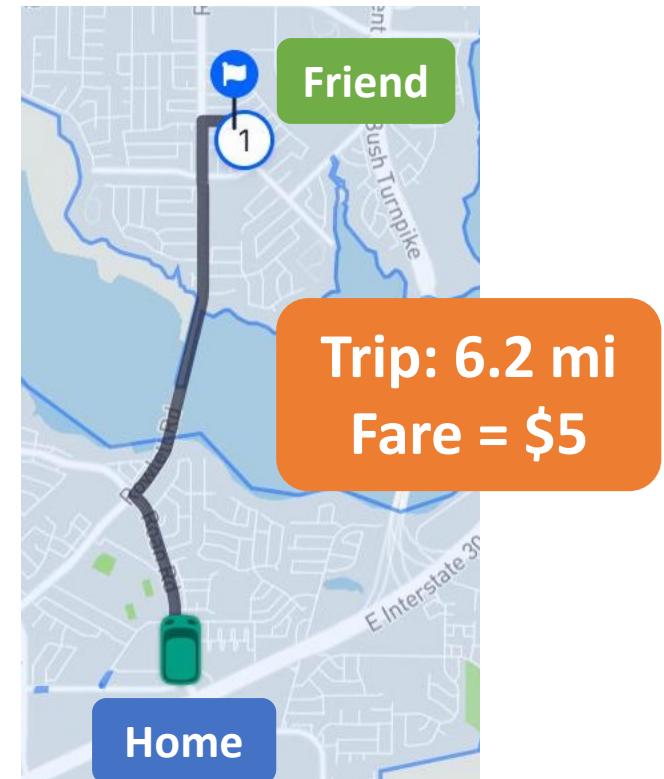
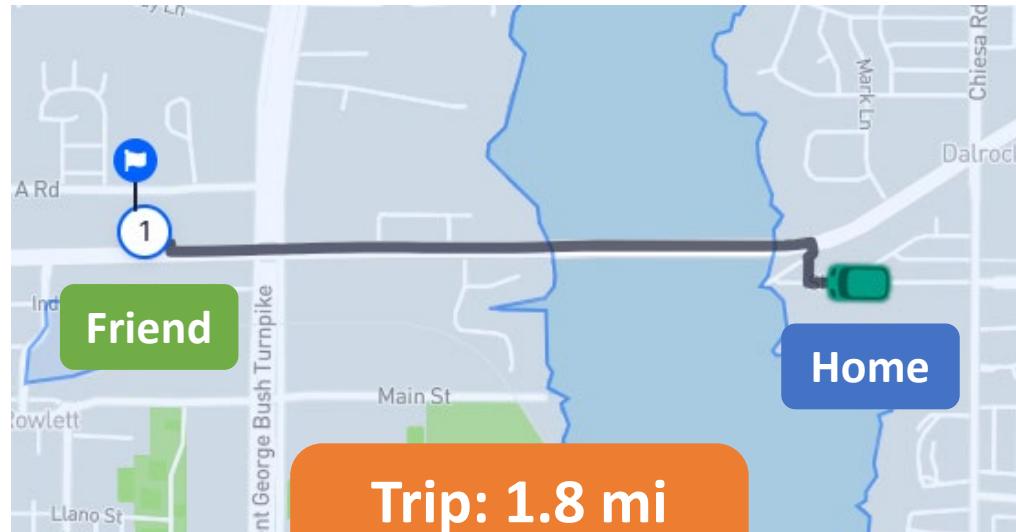
- Customer travels from home to a DART-designated rally point
 - Rally points operate like bus stops
 - DART identifies “hot spots” where frequent pick-ups and drop-offs occur
 - Increases service efficiency
 - Some trips may require short walks
- Included in base fare (\$3)



GoLink Distance-Based Fares

Scenario 3: Curb-to-Curb (Distance)

- Customer travels from their home to a friend's home
- Calculated based on distance



Corporate Annual Passes

Year Adopted	Local Monthly Pass	Local Annual Pass	Discount	
2015	\$80	\$720	25%	
2018	\$96	\$720	37.5%	
2025	\$126	\$720	52.4%	←
2026 (Revised Prop.)	\$126	\$945	37.5%	Current rates are based on 2015 structure

# Passes Purchased	Bulk Sale Discount	Current		Proposed	
		Local	Regional	Local	Regional
Less than 2,000	N/A	\$720	\$1,440	\$945	\$1,440
2,000-4,999	10%	\$648	\$1,296	\$851	\$1,296
5,000-9,999	20%	\$576	\$1,152	\$756	\$1,152
10,000-19,999	30%	\$504	\$1,008	\$662	\$1,008
20,000-29,999	40%	\$432	\$864	\$567	\$864
30,000-39,999	50%	\$360	\$720	\$473	\$720
40,000-49,999	60%	\$288	\$576	\$378	\$576
50,000 or more	70%	\$216	\$432	\$284	\$432

Day Pass Vouchers

- Eliminate regional day pass voucher
 - The system will no longer support digital validation of paper vouchers
- No changes to local day pass voucher
- Add local 3-hour pass voucher at the current 40% discount
 - Provides more flexibility for social service agencies and riders

Fare Evasion Fees Future-Proofing Option

- Establish a policy to permit DART fare enforcement to collect appropriate transit fare if not paid before/upon boarding
 - Update Board Resolution No. 110102
- Implement a fee of up to \$5 for:
 - Failure to provide a valid fare while riding
 - Misuse of a reduced fare credential
- Fee can be separate from or in addition to a fare evasion citation
- Because of technology limitations, this **would not** take effect immediately
 - If approved, DART will then procure new inspection device hardware (also subject to Board approval)