

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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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/-/-/-

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	-

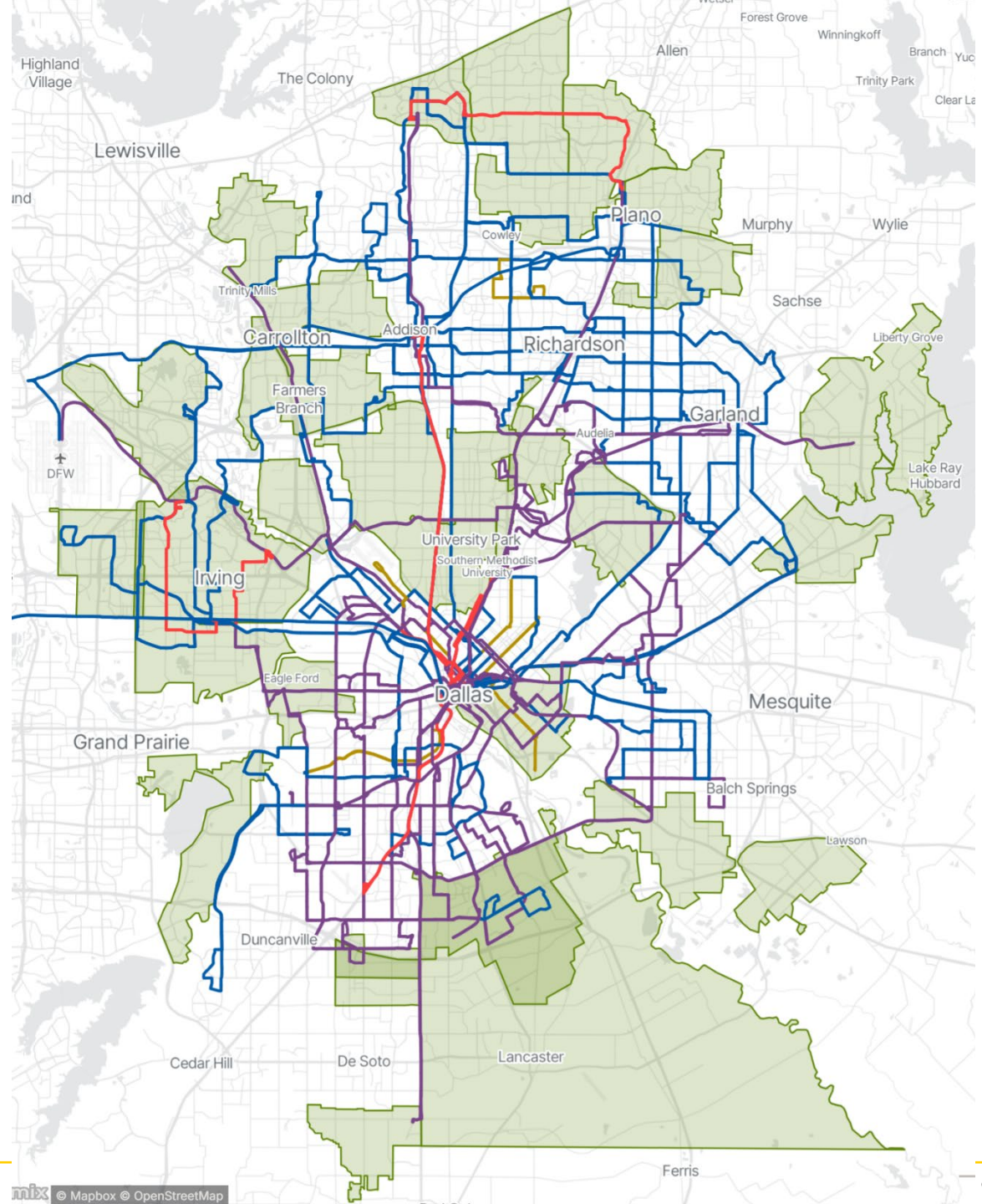
Service Map with Changes *Peak Service Frequency*

GOLD: 15 minutes

PURPLE: 20 minutes

BLUE: 30 minutes

RED: Discontinued



Service Map with Changes *Midday Service Frequency*

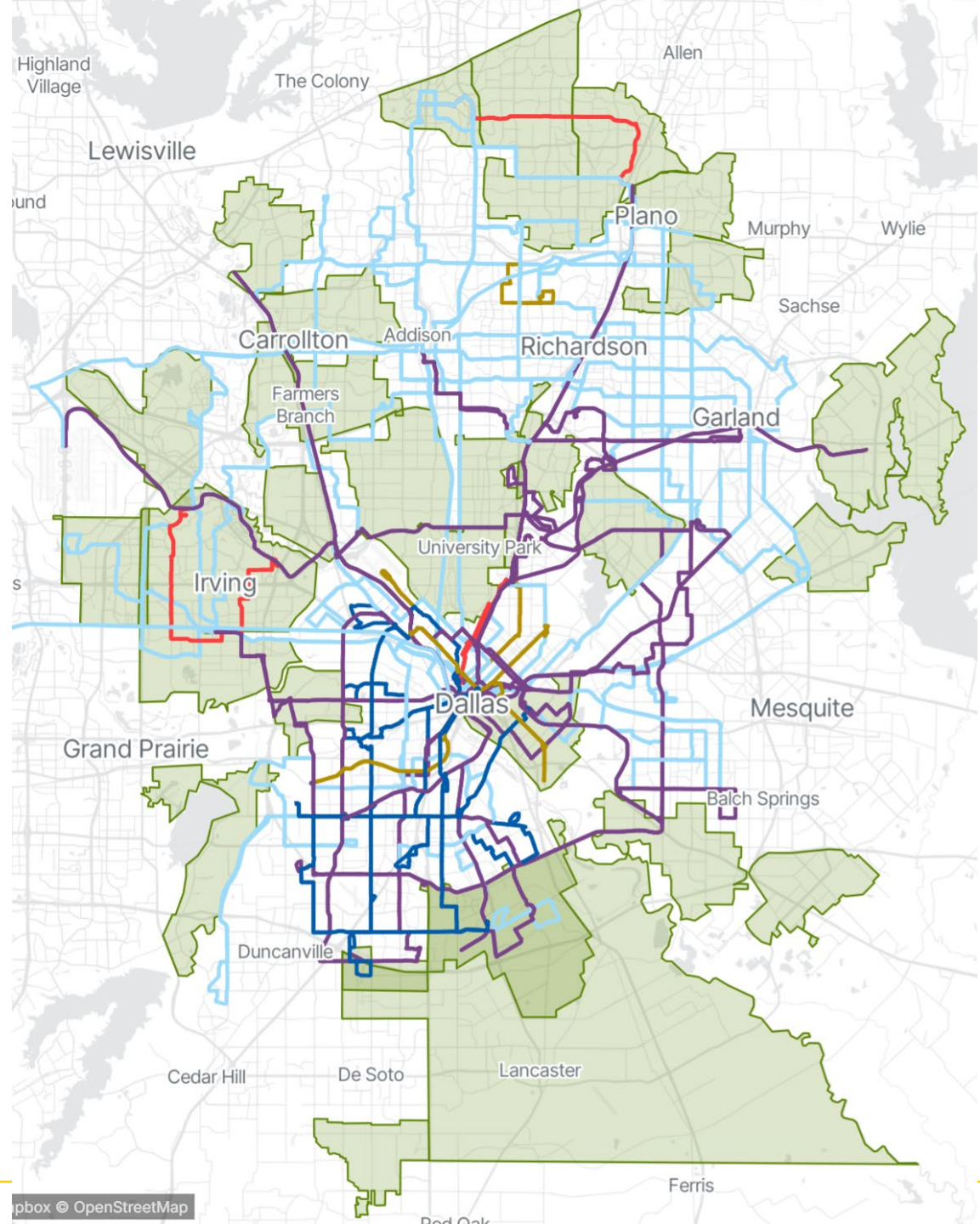
GOLD: 15 minutes

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

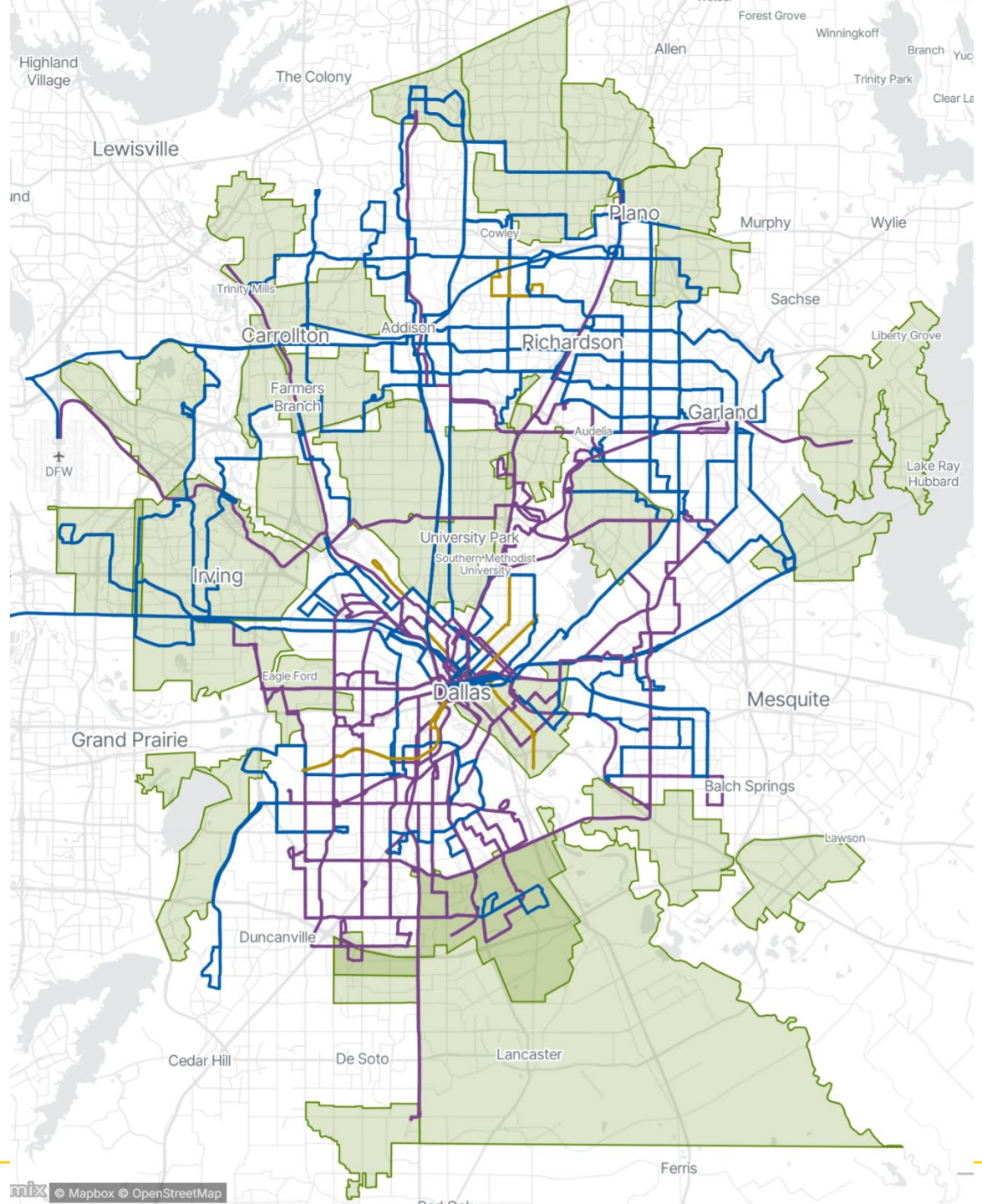
- Draft Title VI analysis for the recommended service changes indicates that:
 - There is disparate impact on minority communities, and
 - There is not a disproportional burden to low-income communities
- Proposed mitigation plan to address disparate impacts includes:
 1. All discontinued services have 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



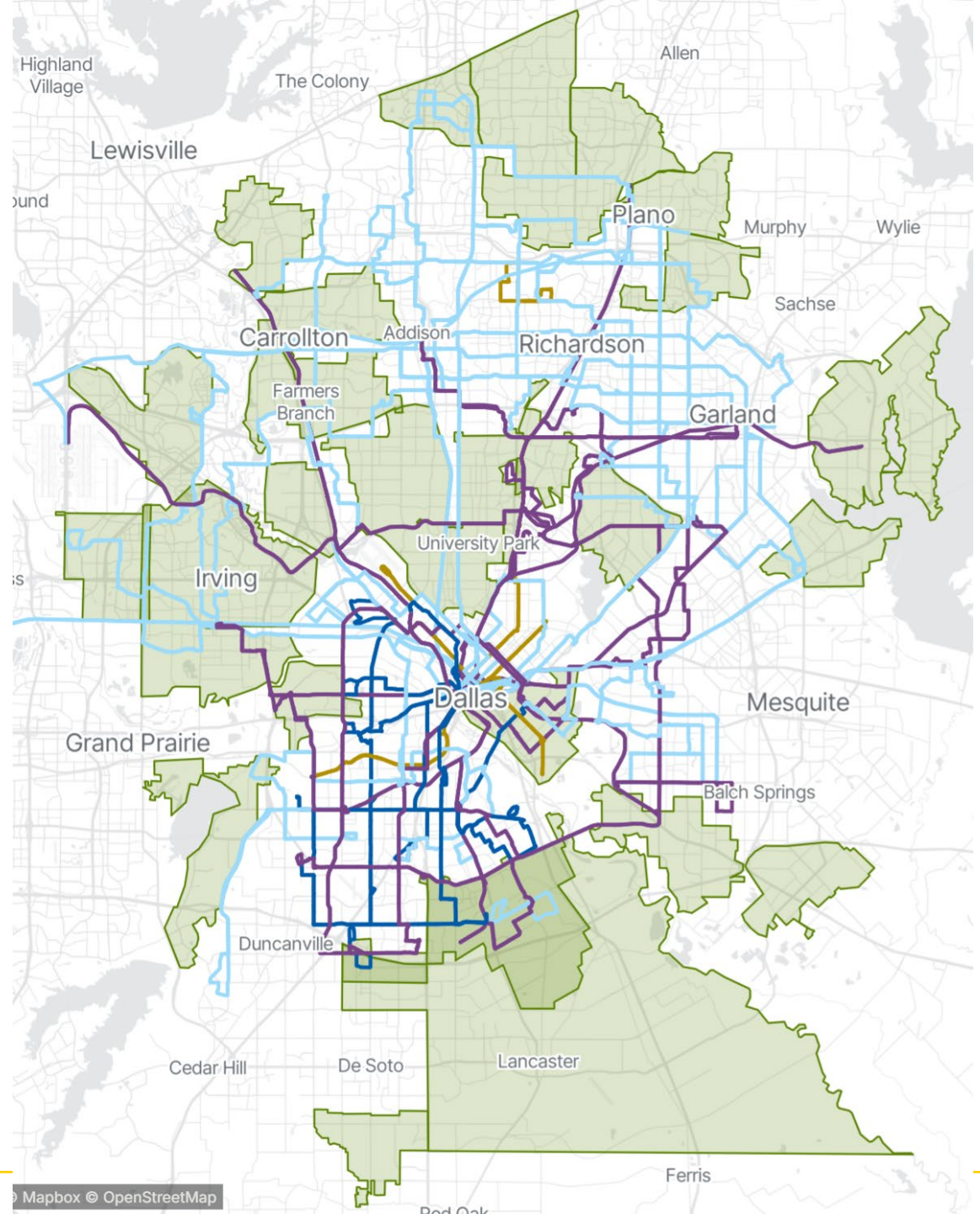
Service Map with Changes *Midday Service Frequency*

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.



DART.org

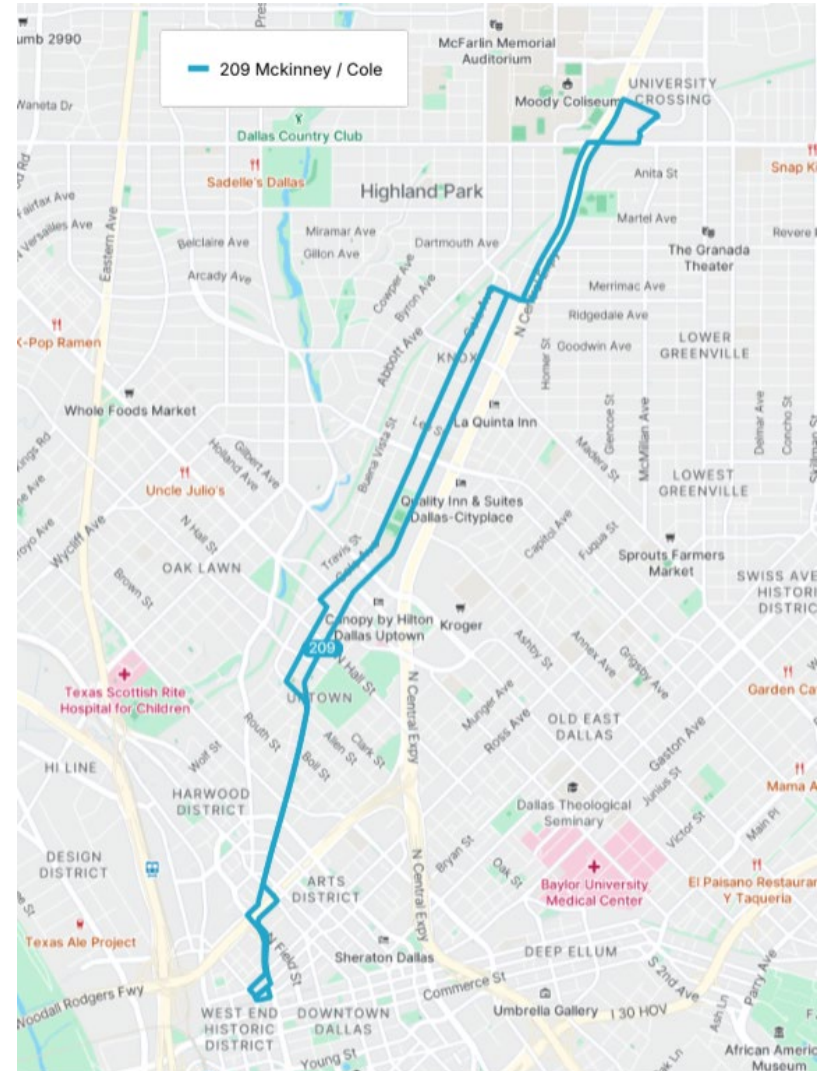


Service Discontinuations

Route 209 McKinney / Cole

Discontinued

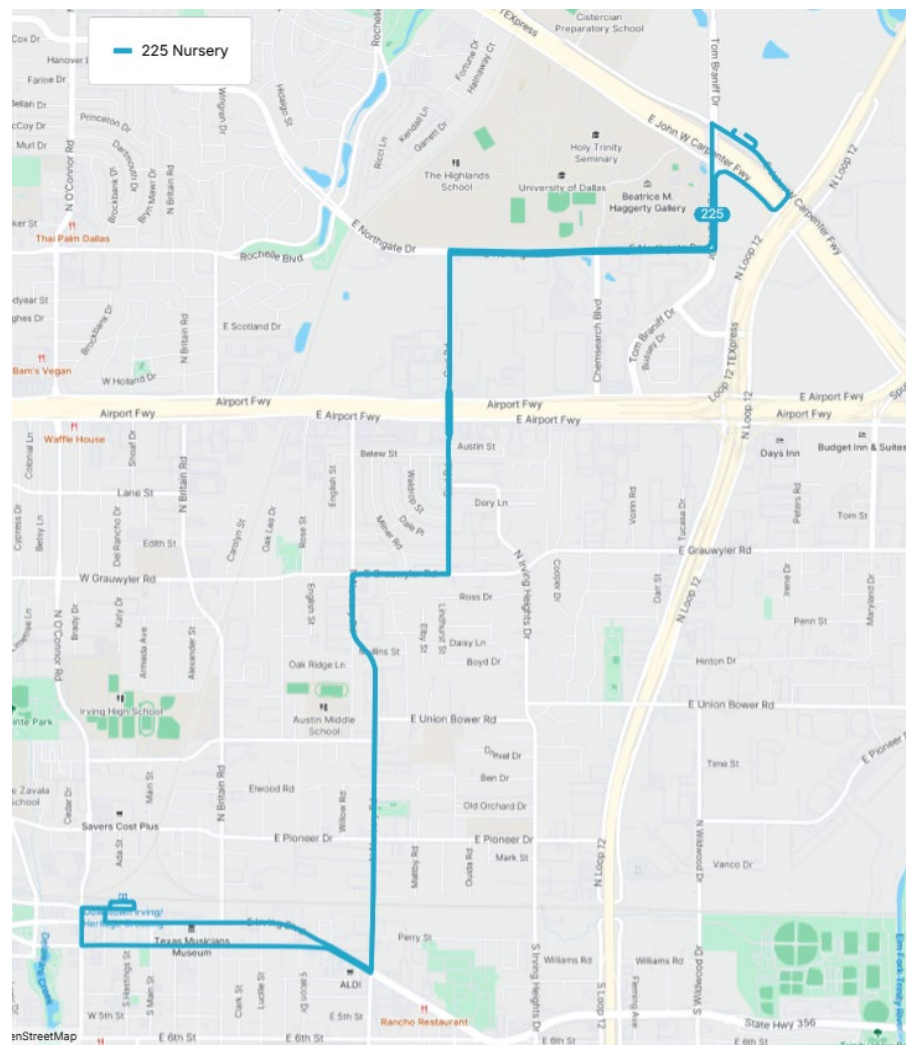
- Serves Downtown to SMU / Mockingbird Station mainly via McKinney / Cole couplet
- Dallas
- 200 average weekday riders
- Alternative services:
 - Park Cities GoLink
 - Red or Orange Light Rail lines
 - McKinney Avenue trolley
 - Route 105 Henderson



Route 225 Nursery

Discontinued

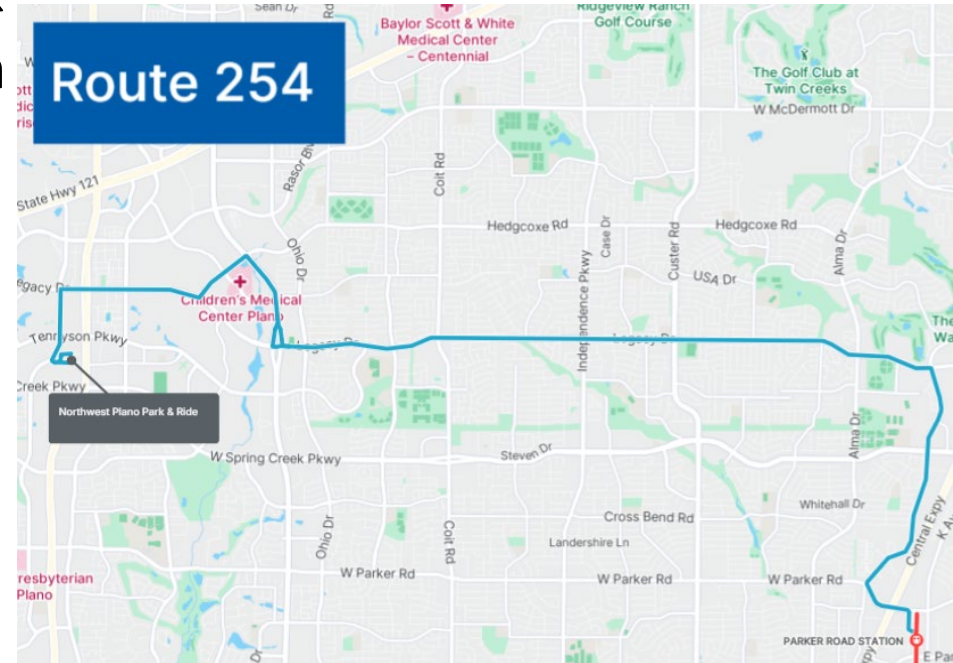
- Serves Downtown Irving / Heritage Crossing Station to University of Dallas Station via Nursery
- Irving
- 329 average weekday riders
- Alternative services:
 - North Central Irving GoLink



Route 254 Legacy

Discontinued

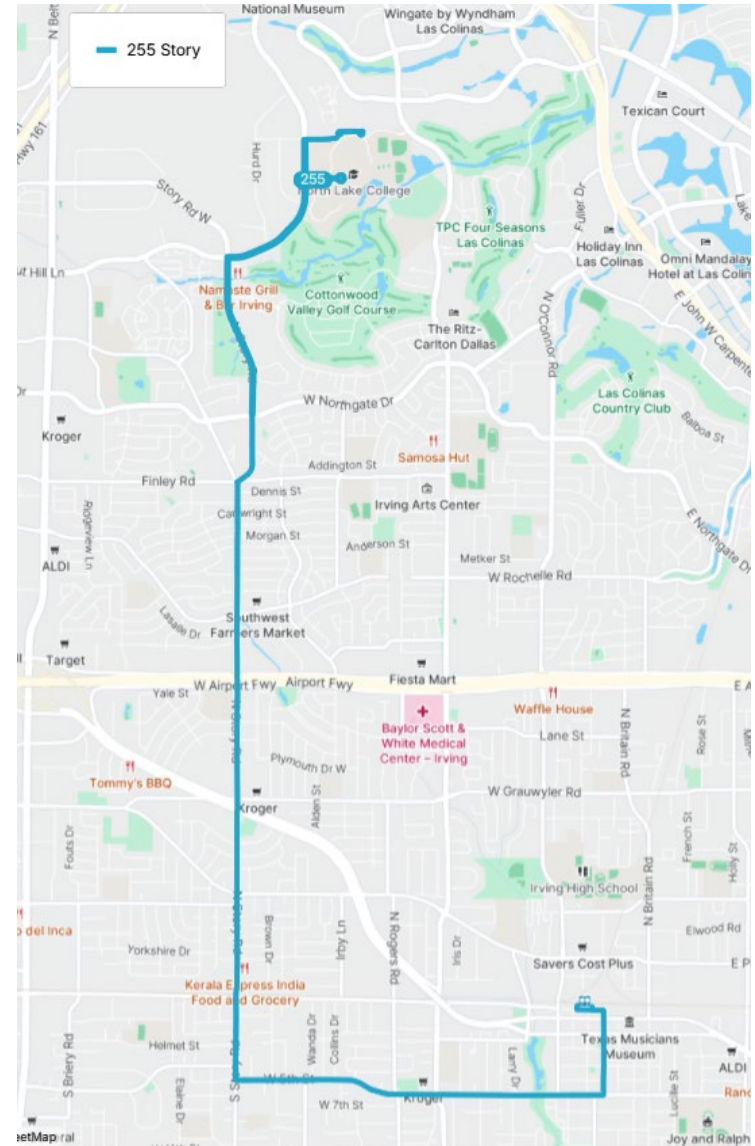
- Connects Northwest Plano Park and Ride to Parker Road Station via Legacy Drive
- Plano
- 338 average weekday riders
- Alternative services:
 - Proposed city-wide Plano GoLink service



Route 255 Story

Discontinued

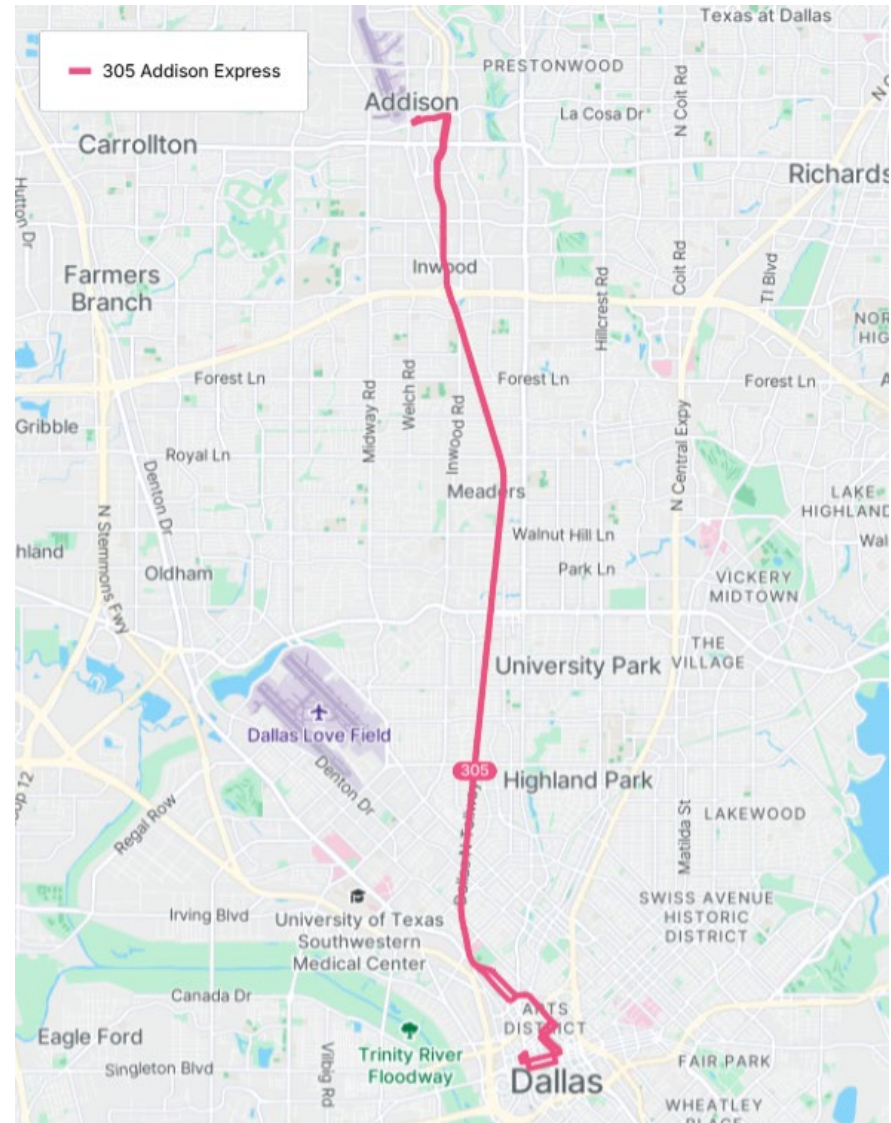
- Connects Dallas College North Lake Campus Station to Downtown Irving / Heritage Crossing Station via Story Road
- Irving
- 250 average weekday riders
- Alternative services:
 - North Central Irving and South Irving GoLink



Route 305

Discontinued

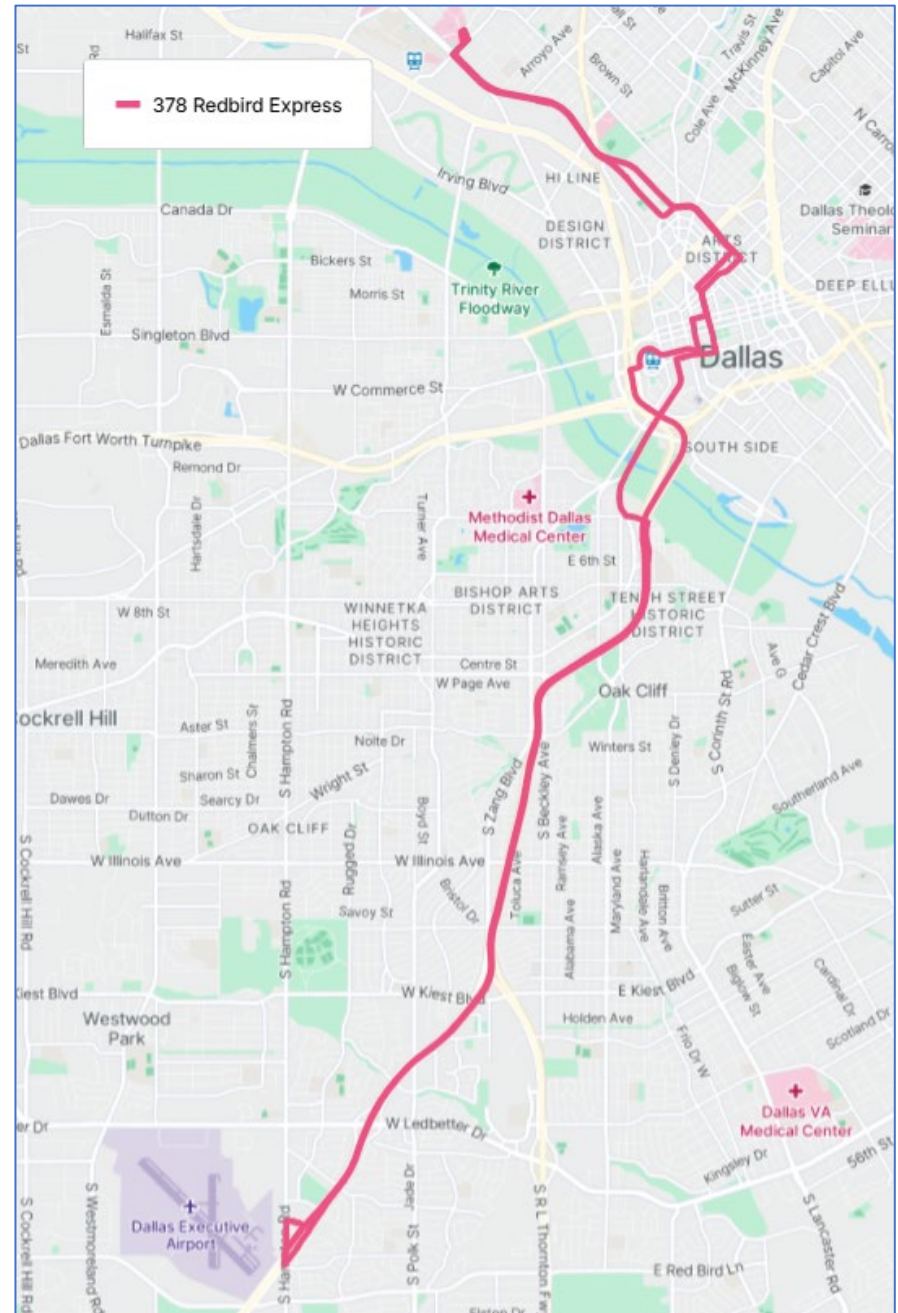
- Connects Addison Transit Center to Downtown Dallas via North Dallas Tollway
- Addison, Dallas
- 290 average weekday riders
- Alternative services:
 - Route 239



Route 378

Discontinued

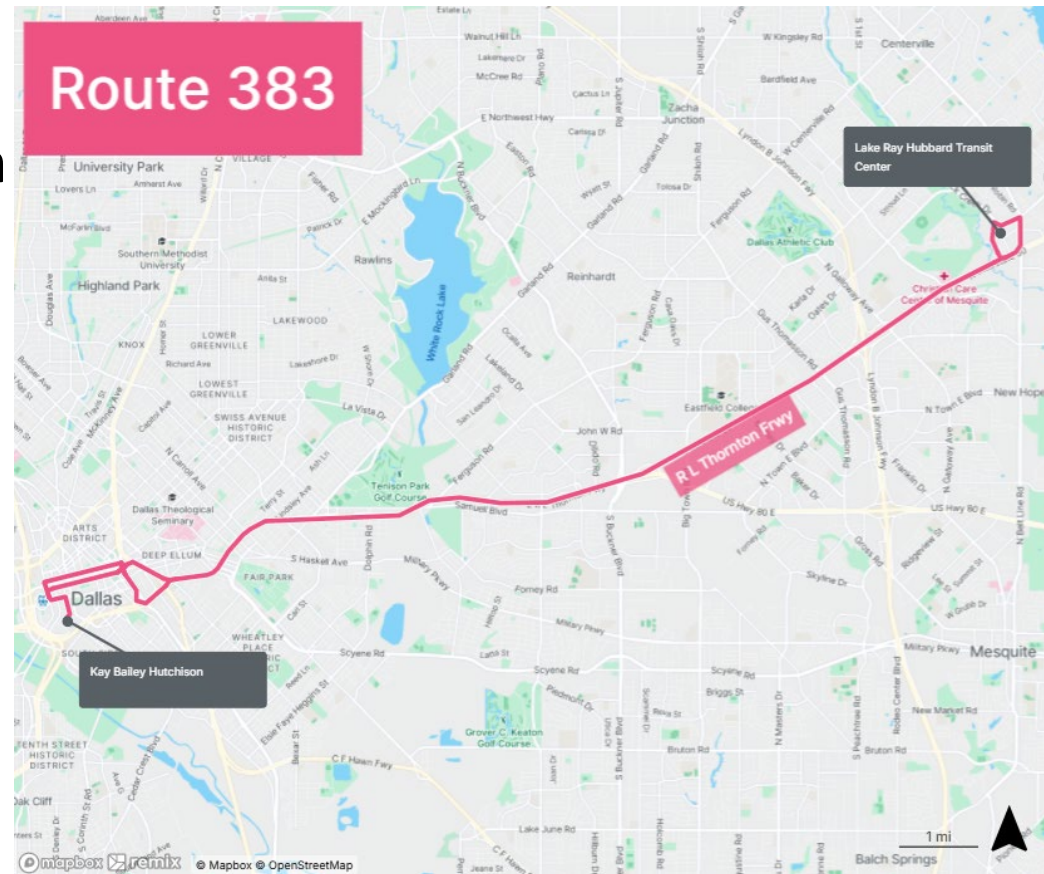
- Connects Red Bird Transit Center to Downtown Dallas via IH 35
- Dallas
- 191 average weekday riders
- Alternative services:
 - Route 109



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

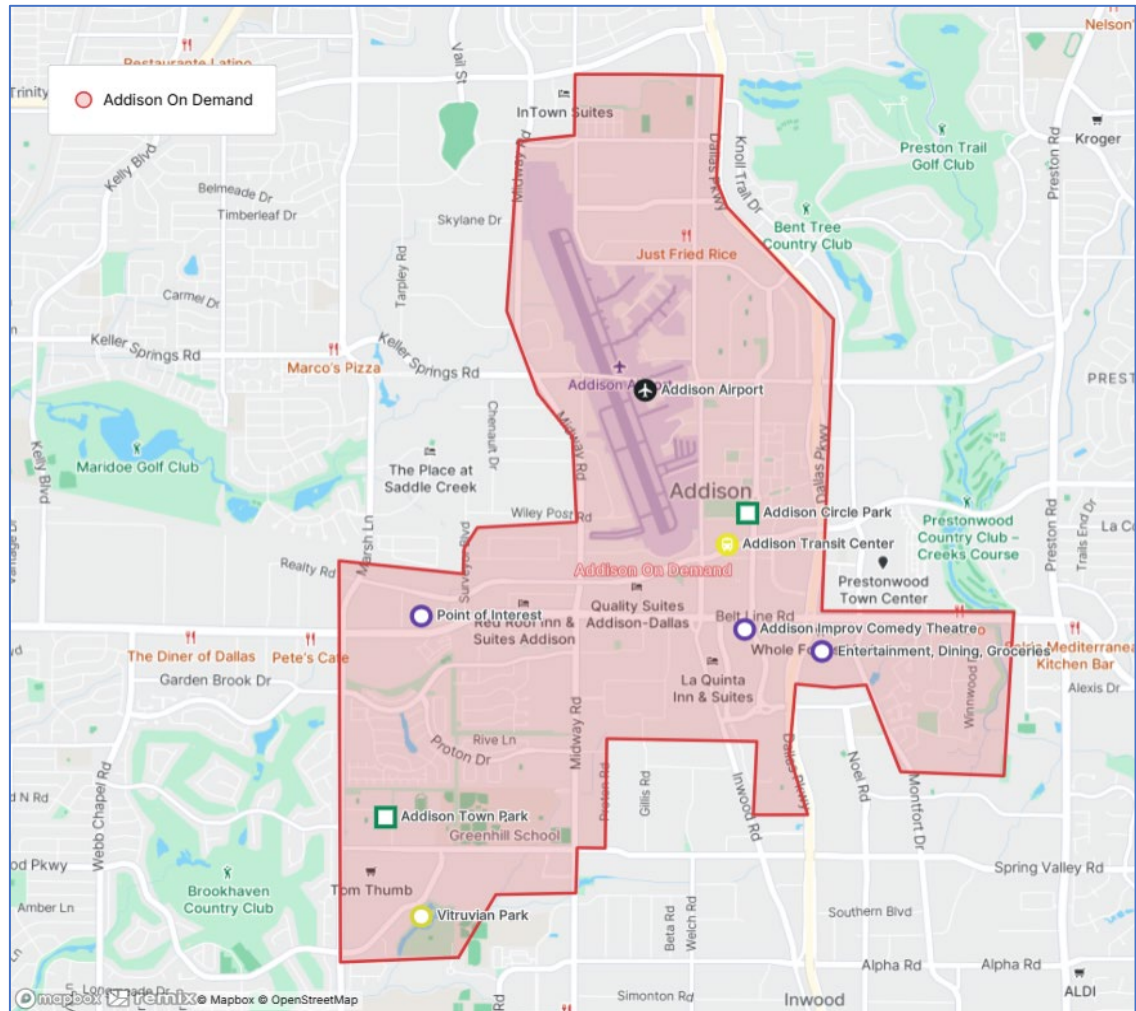




DART City Requests

Addison GoLink zone

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



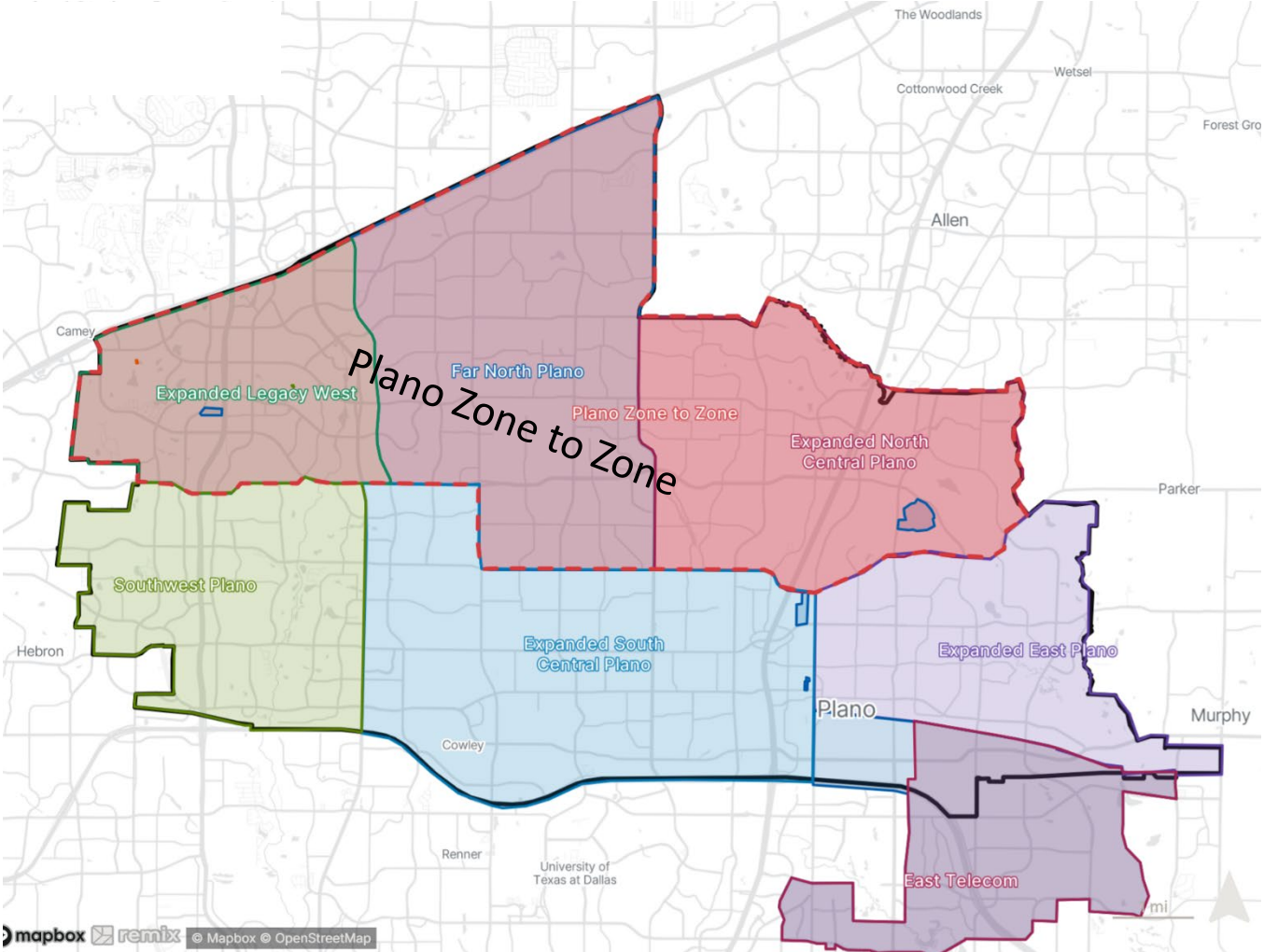
Route 430 Addison Circulator

Addison Station

- 15-minute service
Weekdays 6a-10p,
Weekends 10a-10p
- 30-minute service
at other times
- 50% paid by
Addison

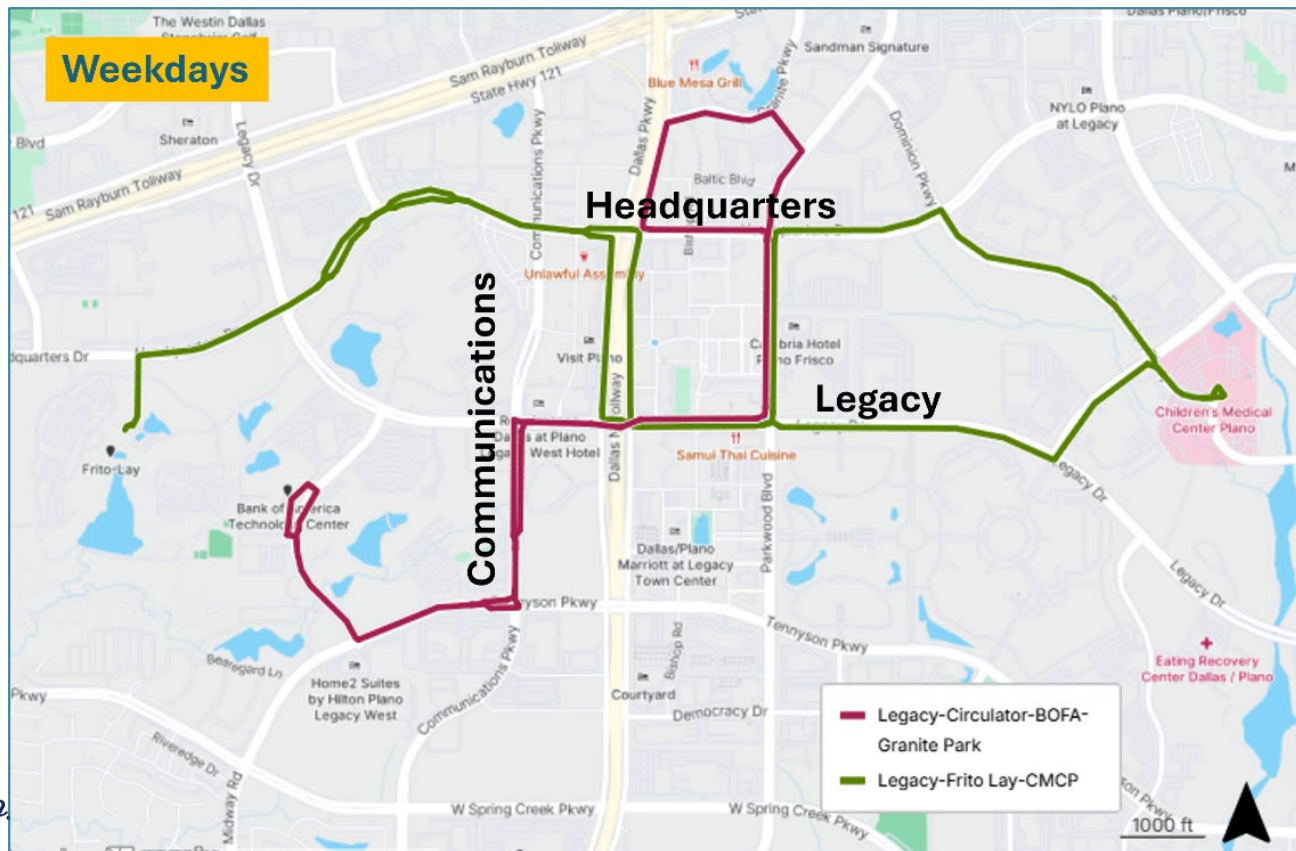


Plano GoLink



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



A blurred city street scene with a yellow bus and a yellow text box. The background shows a city street with buildings, a yellow bus, and a yellow text box. The text box is centered and contains the text "Frequency Changes".

Frequency Changes

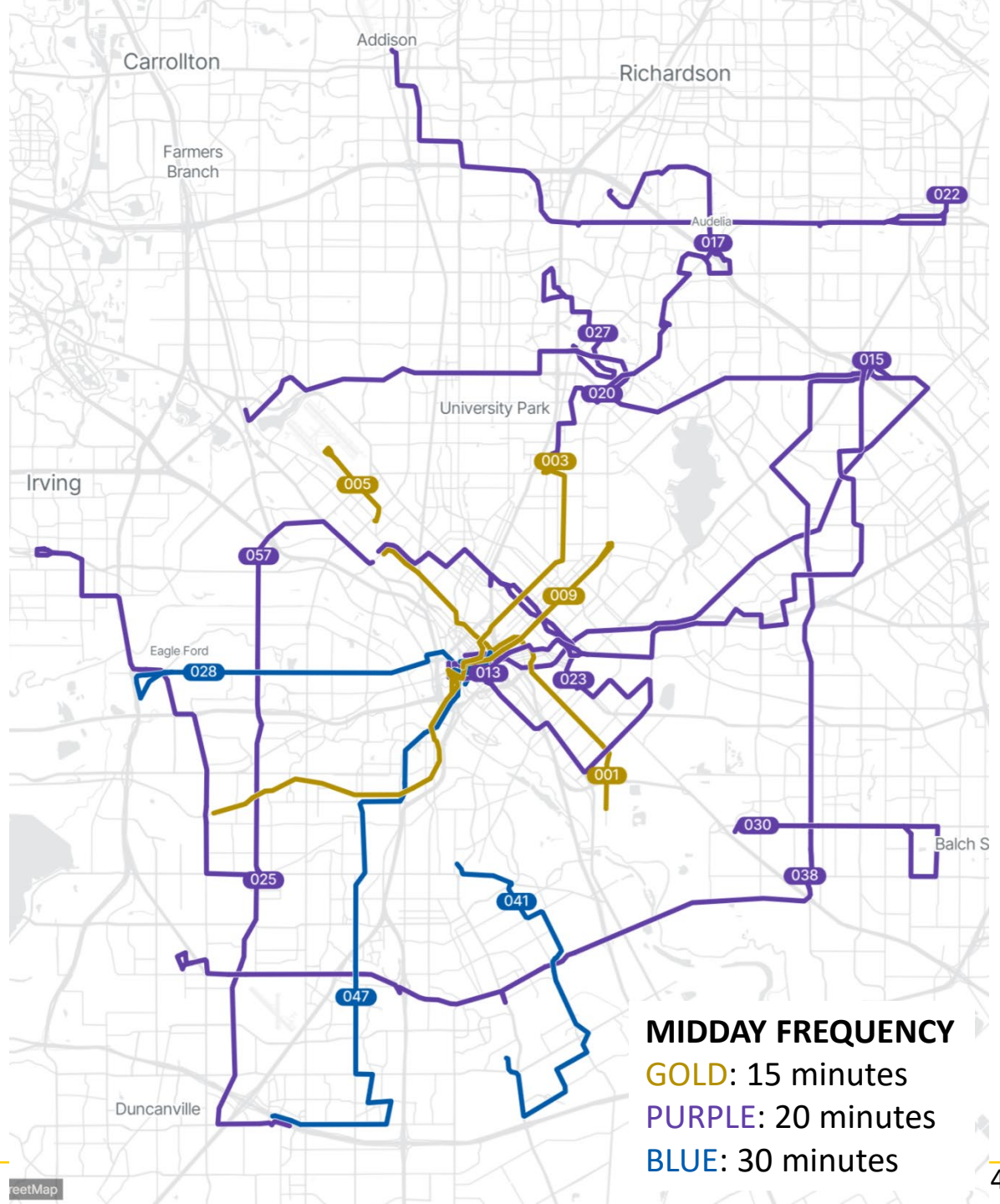
Rail Service

- 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

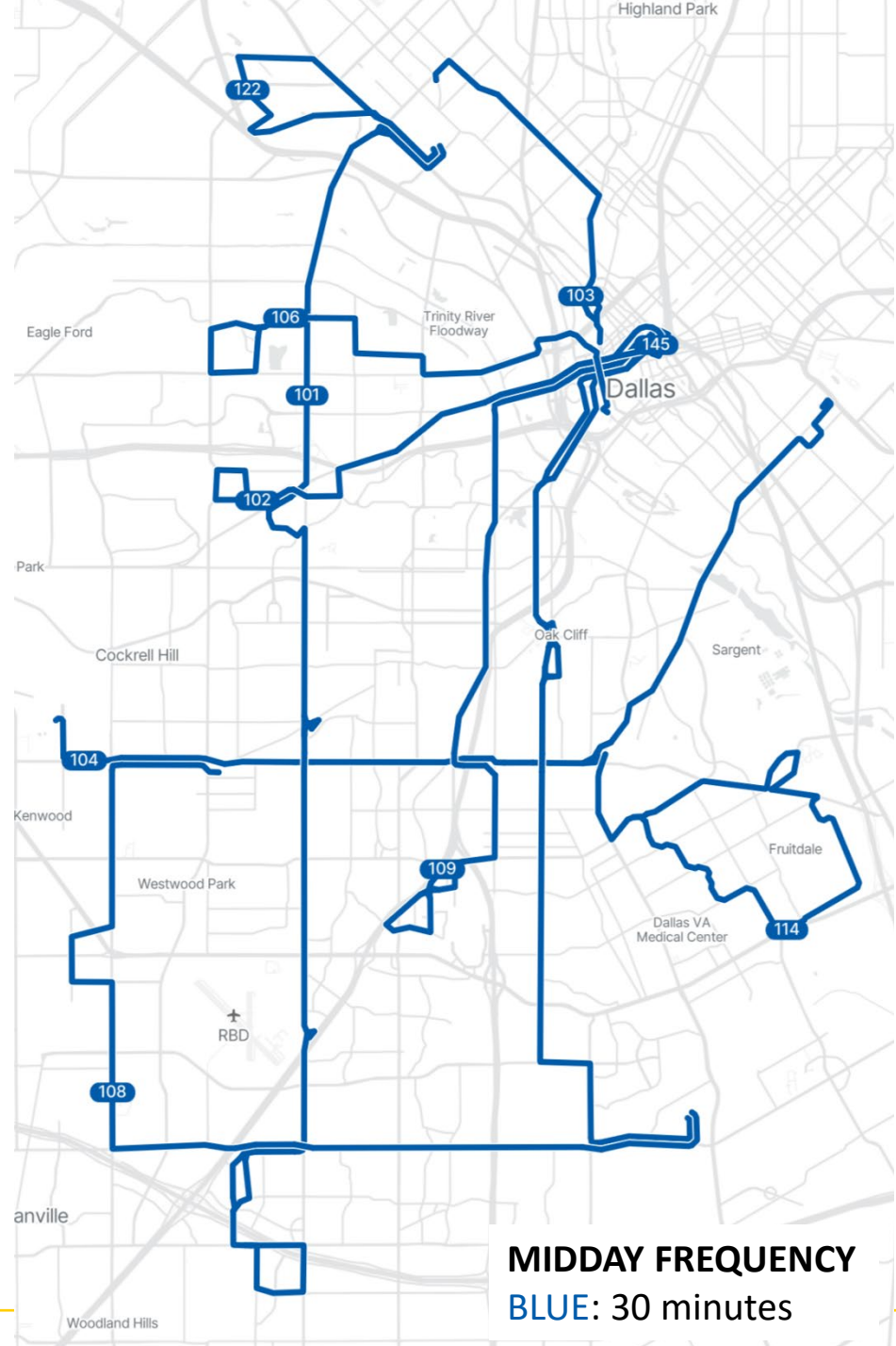
- No changes to very frequent routes (1-9)
- Frequent routes (11-57)
 - Peak frequency reductions to 20 minutes
 - No changes to midday, evening, and weekend service levels
- Routes 28, 41, 47 become local routes



Bus Service

Local Service

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

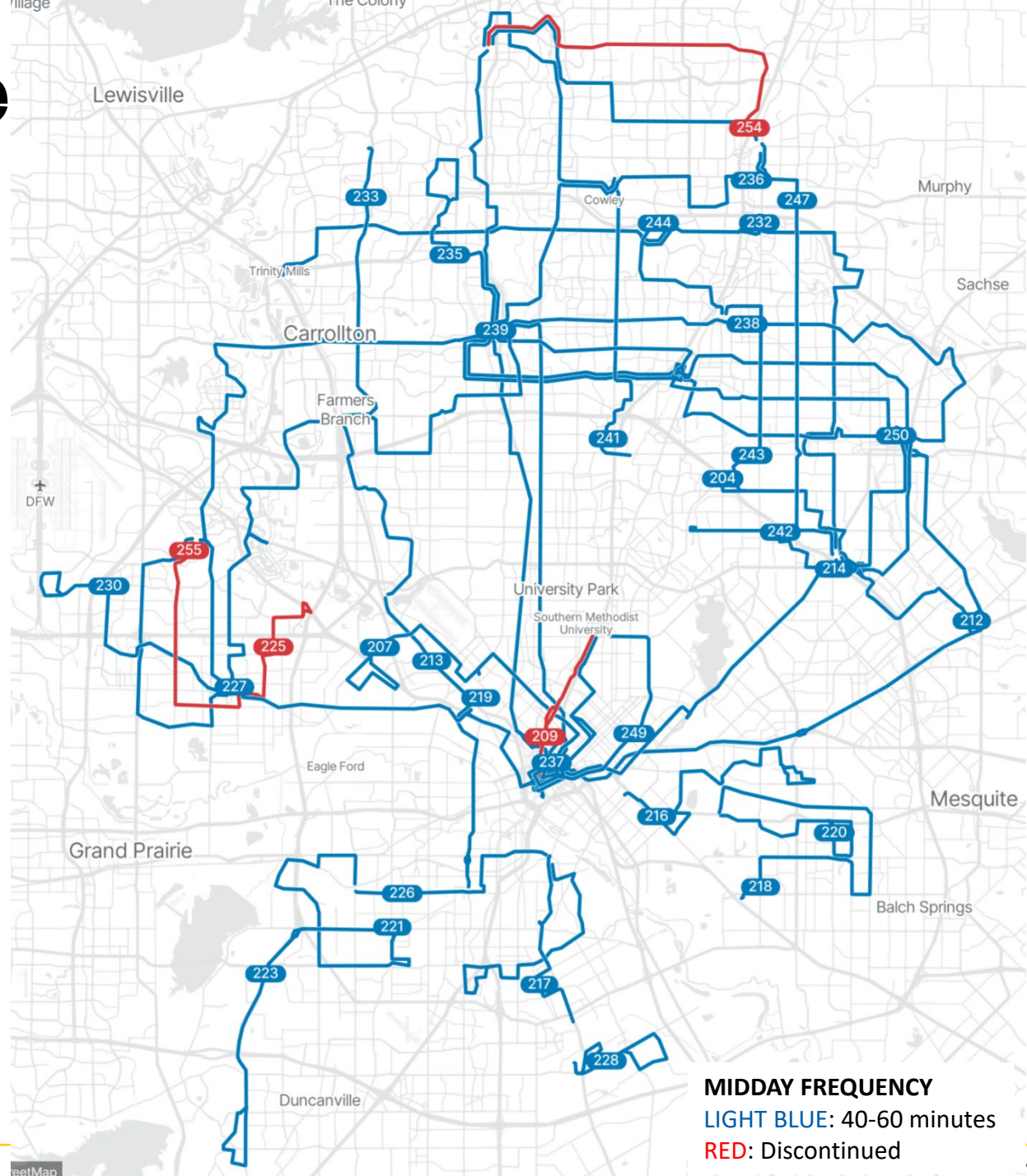


Bus Service

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



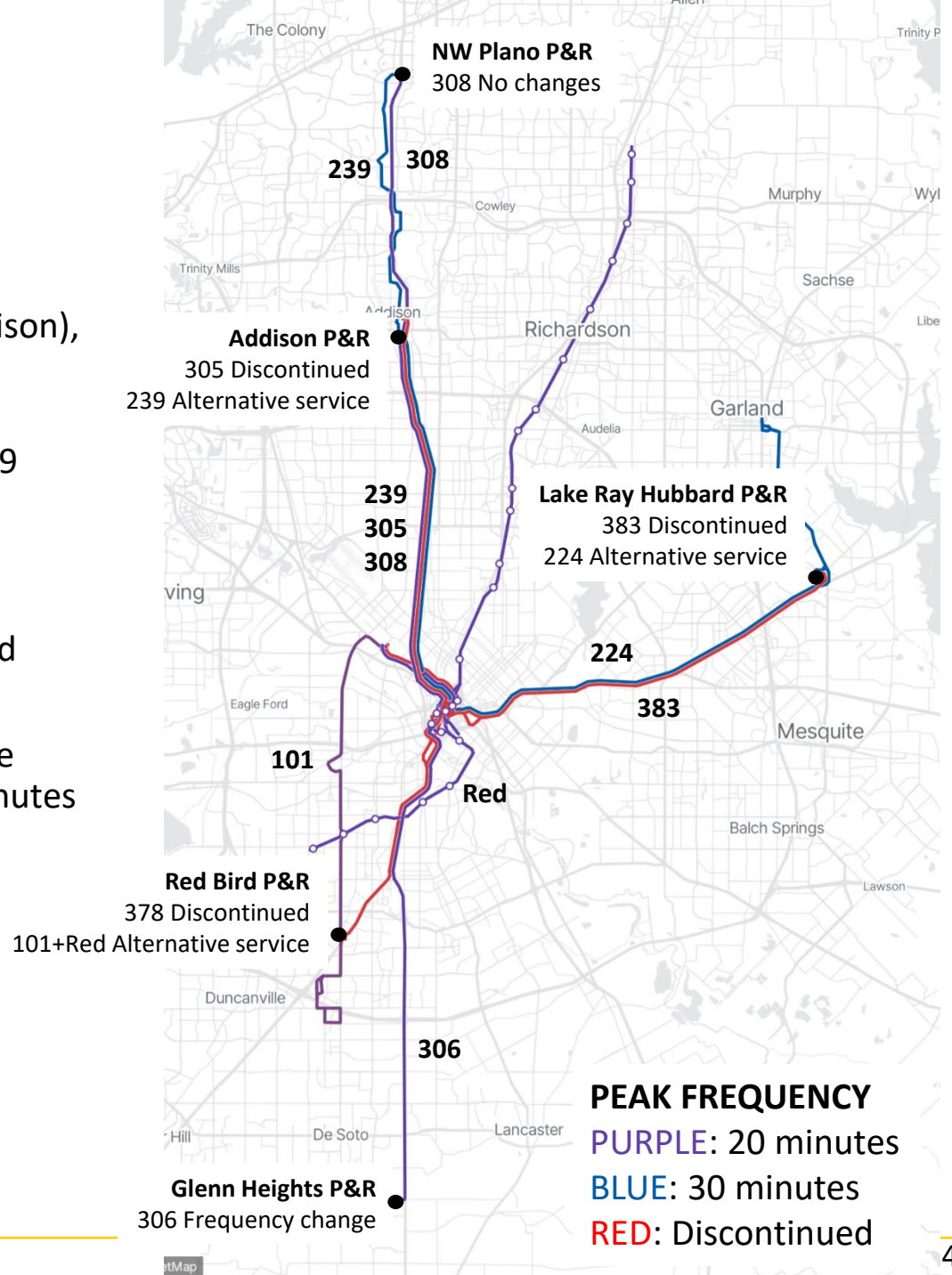
MIDDAY FREQUENCY
 LIGHT BLUE: 40-60 minutes
 RED: Discontinued

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



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

Regional Fares

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

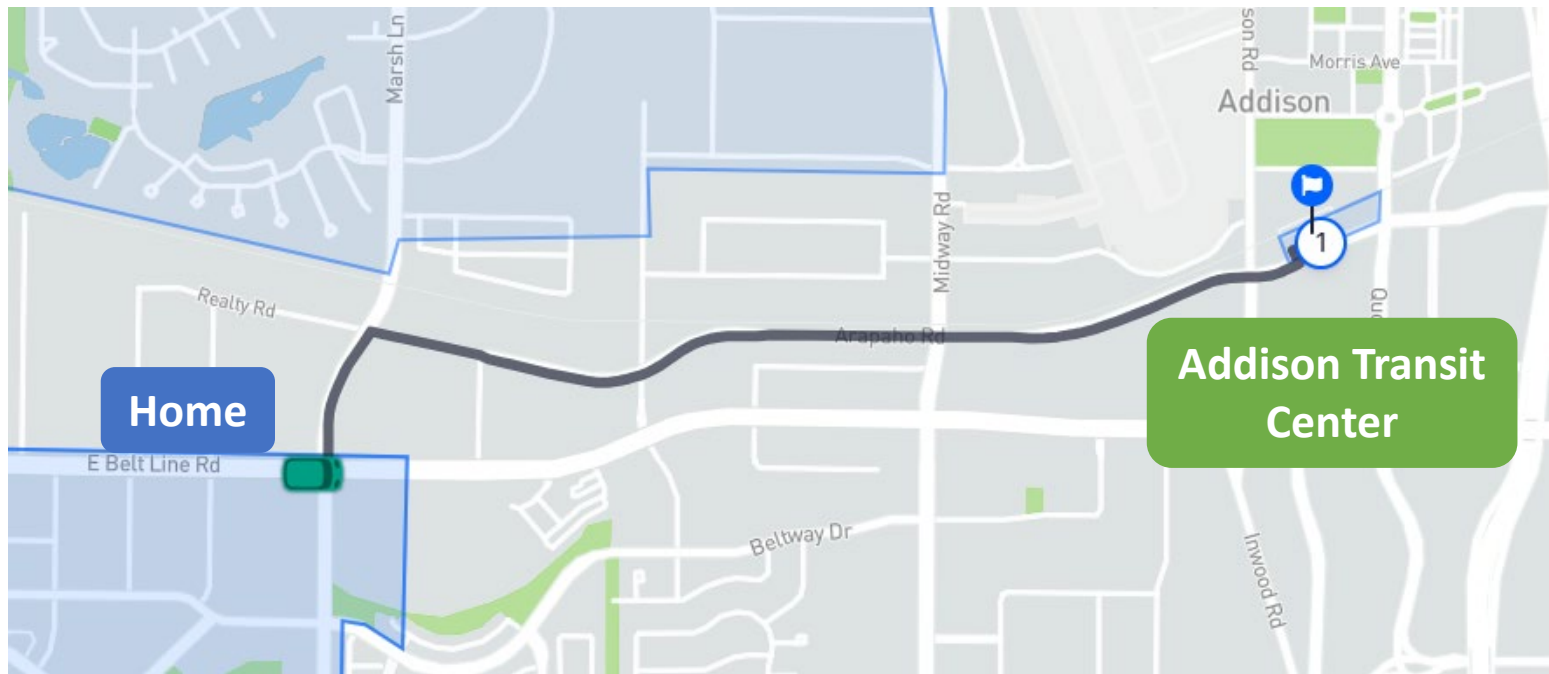
1. Implement a “distance-based” fare for curb-to-curb service that does not connect to fixed-route service
 - Trips charged at a per-mile rate (\$1/mile)
 - Trips shorter than 5 miles remain at \$3 (average GoLink trip is 3.8 miles)
 - Capped at \$15 per trip
2. Travel to/from fixed-route service **OR**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

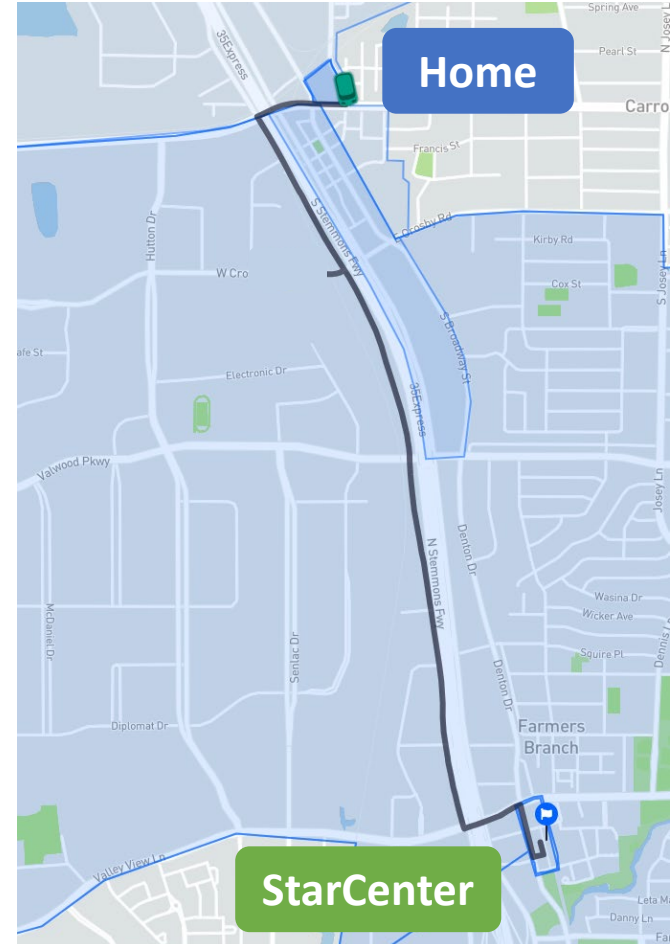
- Customer travels from home to transit center
- Included in base fare (\$3)



GoLink Distance-Based Fares

Scenario 2: Rally Point (Base Fare)

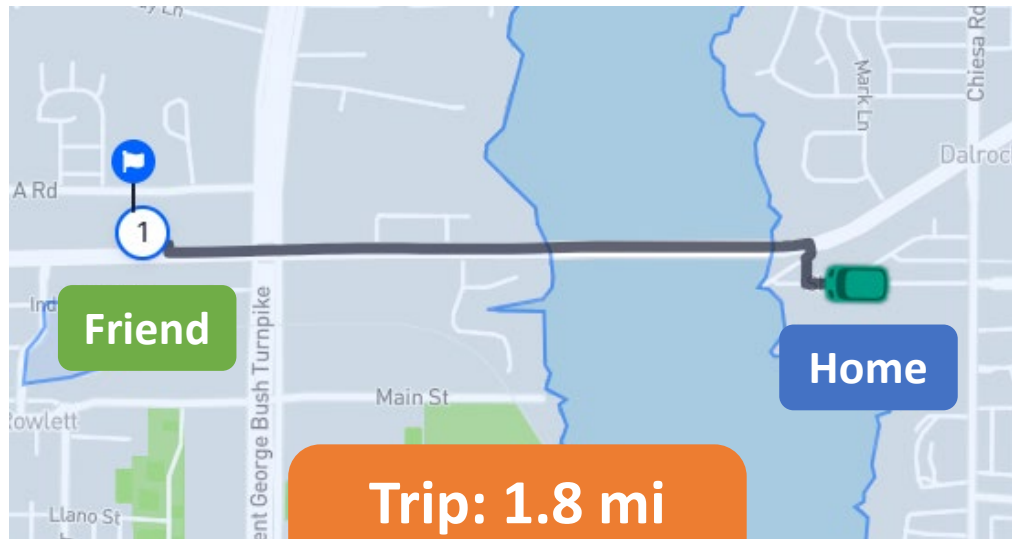
- Customer travels from home to a DART-designated rally point
 - Rally points operate like bus stops
 - DART identifies “hot spots” where frequent pick-ups and drop-offs occur
 - Increases service efficiency
 - Some trips may require short walks
- Included in base fare (\$3)



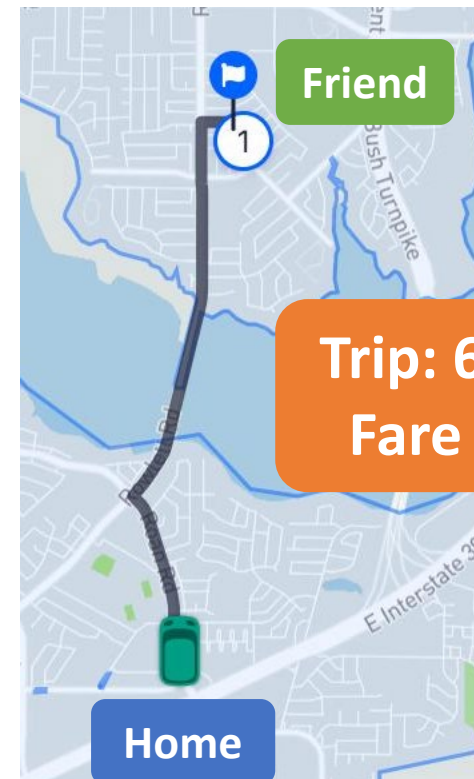
GoLink Distance-Based Fares

Scenario 3: Curb-to-Curb (Distance)

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



Trip: 1.8 mi
Fare = \$3



Trip: 6.2 mi
Fare = \$5

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)