

FY 2025 First Quarter Ridership and Route Performance Update

Committee-of-the-Whole
Development Subcommittee

March 25, 2025

Ralph Parker
Director Research & Service Analysis



Background

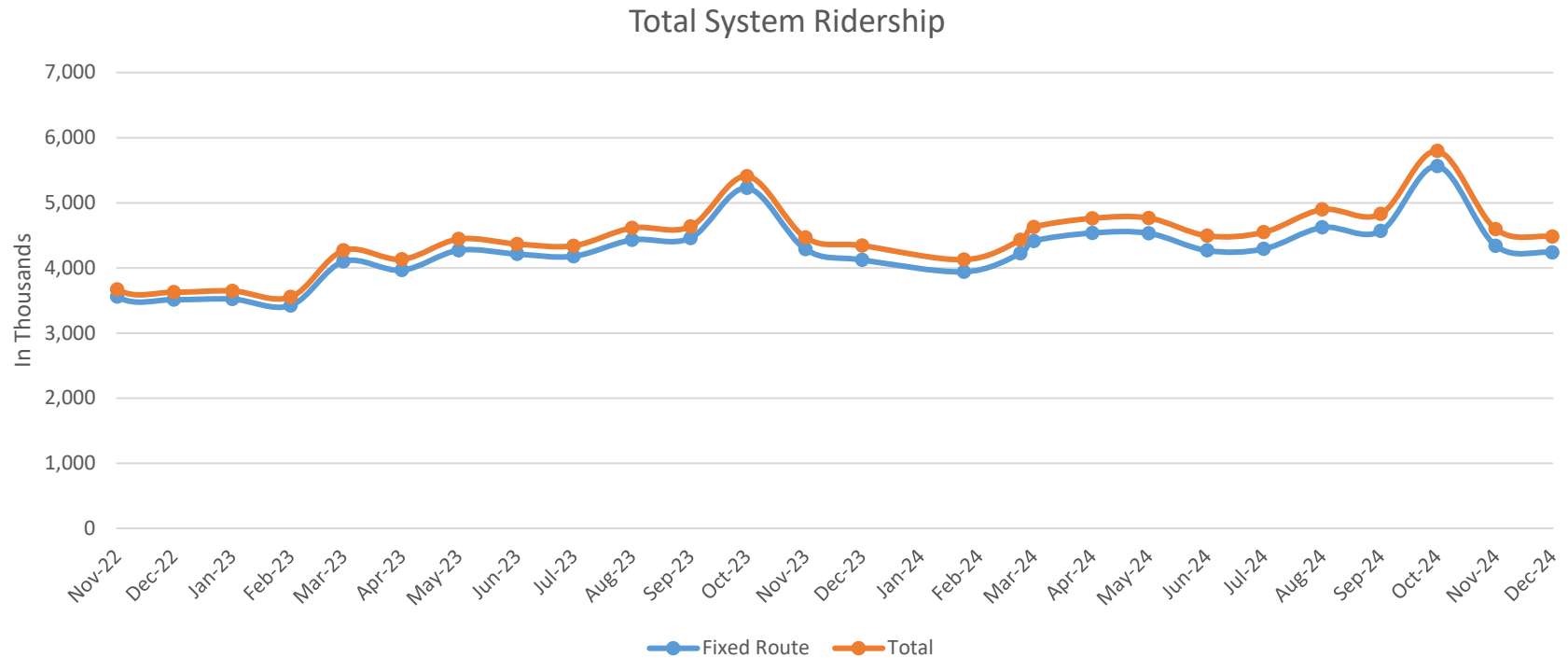
- For many years, DART has prepared quarterly reports on ridership and route performance
- Beginning FY24 Q3, light rail performance was included in this briefing
- Currently, there are no adopted standards for the performance of individual light rail lines

Ridership

- Ridership continues to show growth, although growth is slowing
- Weekend ridership continues to recover faster than weekdays
 - Reflects more significant weekend service improvements for DART zoom
 - Common with other transit systems
- GoLink continues to grow but ridership is starting to level off



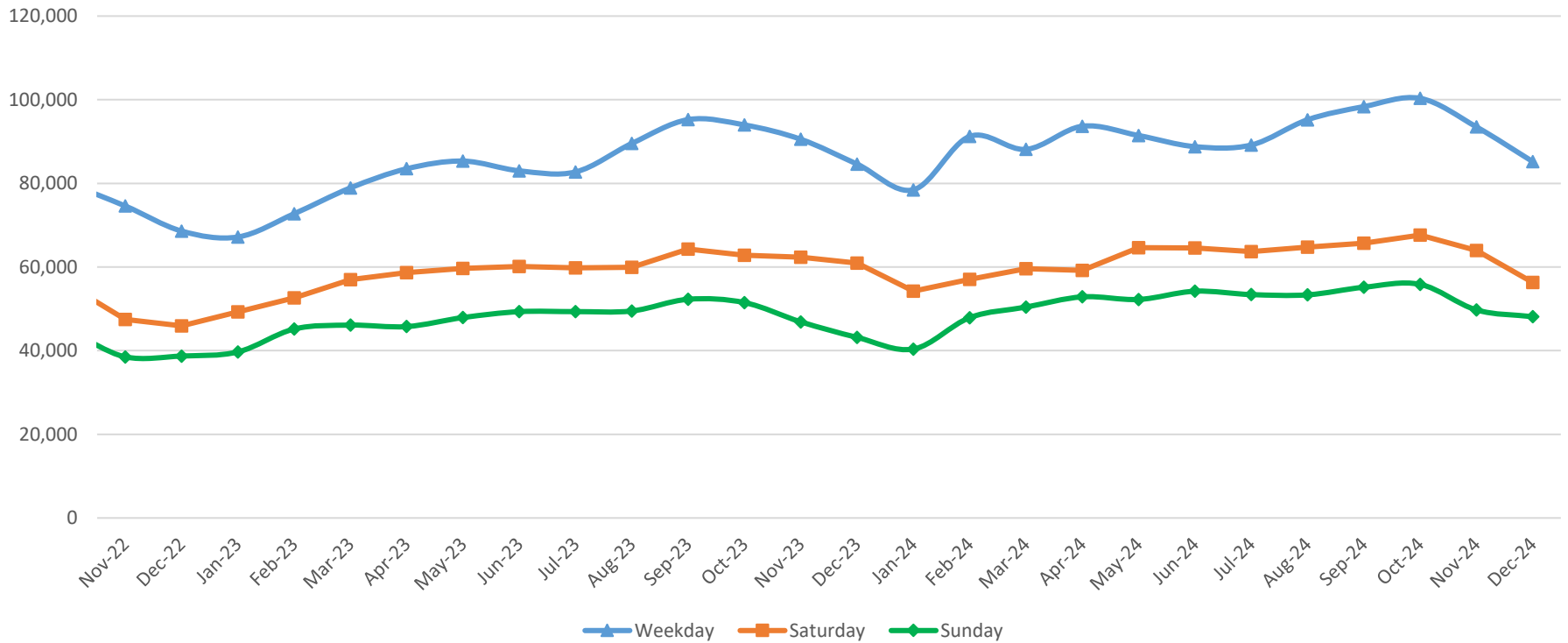
System Monthly Ridership



- Fixed route ridership 14.1 million
- Total system ridership 14.9 million
- Annual system increase 4.6%
- 83.3% of Pre-pandemic levels

Bus Average Daily Ridership

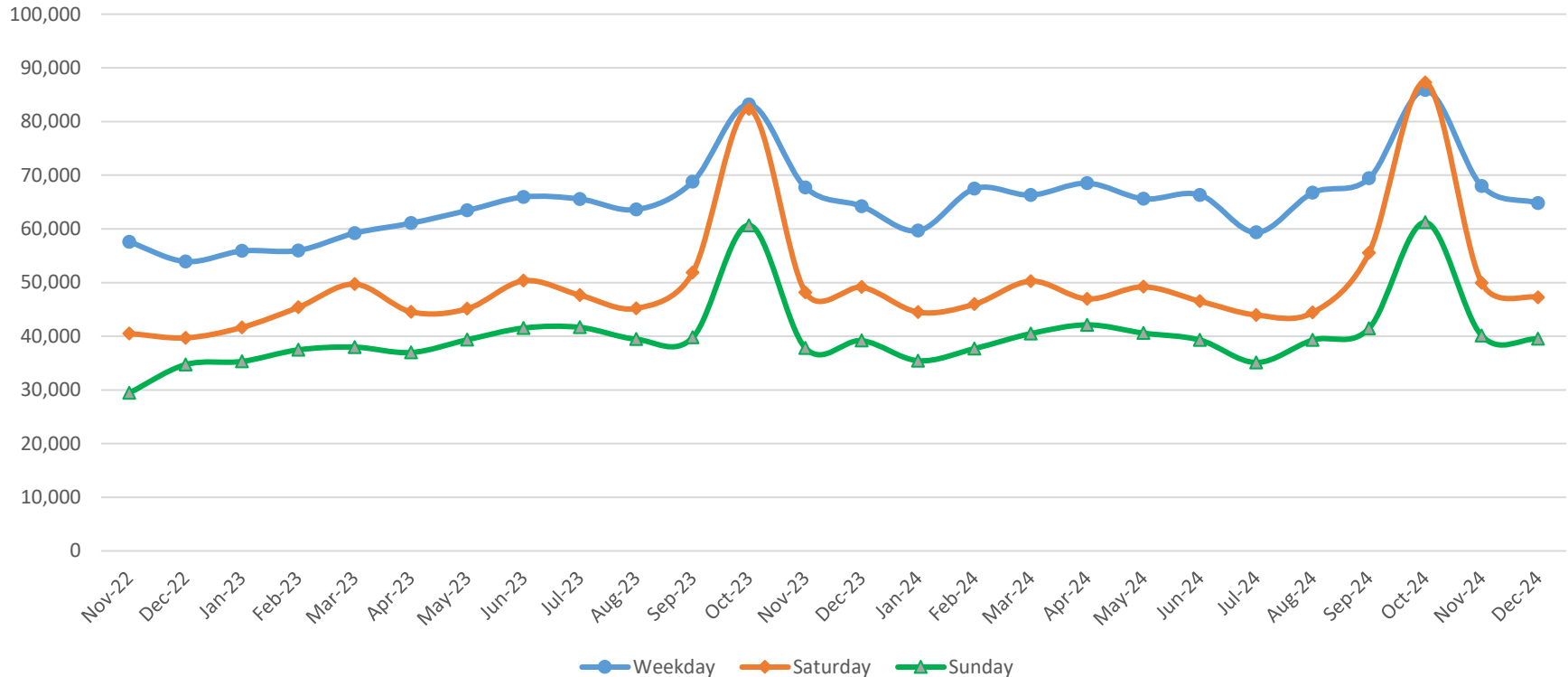
Bus System Average Daily Ridership



- Bus ridership 7.5 million
- Avg Weekday 93K
- Avg Saturday 62K
- Avg Sunday 51K
- Annual Increase: 4.4%
- % of Pre-pandemic: 79.6%

Light Rail Average Daily Ridership

Light Rail Average Daily Ridership



- LRT ridership 6.1 million
- Avg Weekday 73K
- Avg Saturday 61K
- Avg Sunday 47K
- Annual Increase 2.3%
- % of Pre-pandemic 83.2%

Comparison to Pre-Pandemic Ridership

December 2020, 2024

Month	December 2020	December 2024
<i>Bus</i>	51%	80%
<i>Light Rail</i>	55%	83%
<i>TRE</i>	34%	63%
<i>Streetcar</i>	53%	72%
<i>Paratransit</i>	61%	103%
<i>Microtransit</i>	47%	739%
<i>System</i>	52%	83%

Better than pre-pandemic levels

Comparison to Pre-Pandemic Ridership

December 2024 Average Daily Riders

Mode	Weekday	Saturday	Sunday
Bus	74%	88%	89%
Light Rail	81%	94%	115%
TRE	62%	72%	No Service
Streetcar	69%	103%	144%
Paratransit	109%	112%	123%
Microtransit	613%	9558%	9402%
System	79%	94%	103%

Better than pre-pandemic levels

Service Performance

- Performance for each DART bus route is assessed over three measures:
 - Riders per revenue hour
 - Passenger miles per revenue mile
 - Subsidy per rider
- Performance for each GoLink zone is assessed over two measures:
 - Riders per revenue hour
 - Subsidy per rider



FY25 Q1 Bus & Microtransit Performance

by Route Type

Route Type	Riders/ Hour	Passenger Miles/Revenue Mile	Subsidy/ Rider
Frequent	19.54	5.03	\$9.04
Local	15.94	3.93	\$12.15
Local Coverage	14.43	4.28	\$13.69
Express	9.79	5.93	\$33.64
Shuttle	25.96	Does Not Apply	\$5.83
Microtransit	4.70	Does Not Apply	\$16.36
OVERALL	14.76	4.67	\$11.39

Bus & Microtransit Performance Riders per Hour

by Route Type

	FY23 Q1	FY24 Q1	FY25 Q1
Frequent	14.82	15.70	19.54
Local	10.95	12.32	15.94
Local Cvrgr	10.45	11.90	14.43
Express	6.84	8.05	9.79
Shuttle	20.36	24.55	25.96
Microtransit	2.69	3.88	4.70

Is Performance Meeting Targets?

- Each route or service is compared to performance for other routes of the same type
- If performance is less than 75% of the average for a route/service type (133% above for subsidy/rider), the service is deficient for that measure
- If all applicable measures are deficient, the route fails to meet performance targets
- For Q1, 10 bus routes, 1 shuttle route, and 4 GoLink zones were deficient performers



FY25 Q1 Minimum Performance Targets

Service Type	Riders per Hour Target	Pass Miles/ Rev Miles Target	Subsidy per Passenger Target
Frequent: 15-20min peak & midday, 20-30 off peak	14.65	3.77	\$12.05
Local: 15 min peak, 30 midday/off peak	11.96	2.95	\$16.19
Local Coverage: 30 min peak, 40 midday, 40-60 off peak	10.82	3.21	\$18.25
Express: 20 min peak	7.34	4.45	\$44.85
Shuttle	19.47	*6.08	\$7.78
Microtransit/GoLink	3.53	<i>Not Applicable</i>	\$21.82

*Only shuttle routes 402 and 883 are calculated

Example Performance Calculation

Route 45 Marsalis

1. Riders/hour = 10.00 vs. 14.65 target → deficient
2. Passenger miles/revenue mile = 2.78 vs. 3.77 target → deficient
3. Subsidy/rider = \$18.13 vs. \$12.05 target → deficient
4. All three measures are below targets, so Route 45 has deficient performance for FY25 Q1
5. Analysis:
 - Next steps: Frequency reduction
 - Review: Route 45 is a core frequent route operating in Oak Cliff, generally along Marsalis. This route provides a North/South connection from Downtown Dallas to Oak Cliff, which was extended further south on January 24, 2022, to give customers access to Light Rail Train Blue Line at Camp Wisdom Station. While service has improved, ridership has followed a seasonal pattern, thus staff is recommending downgrading service from core frequent to local service. This is planned to occur in September 2025 mark-up

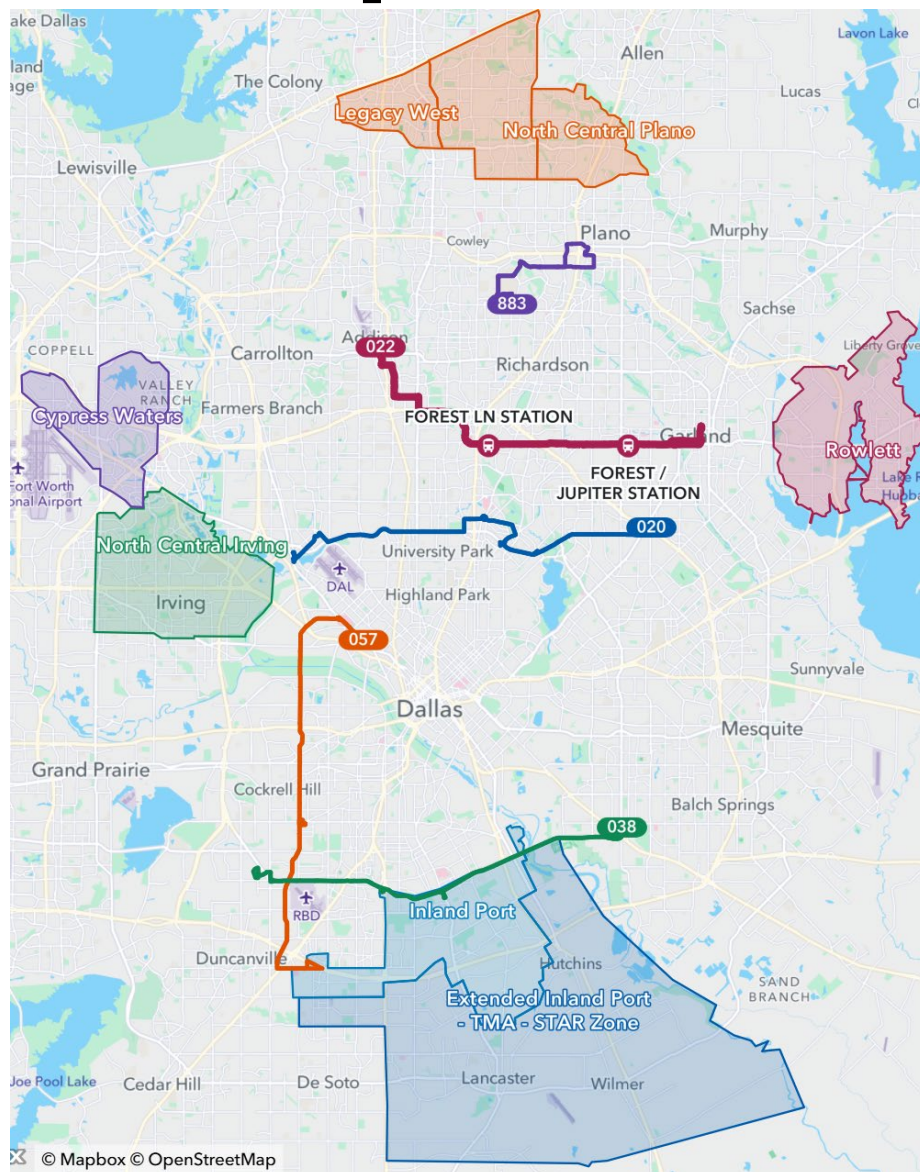
FY25 Q1 Highest Ridership

Top 5 bus average weekday ridership

- 883 UTD Shuttle **4,422** (41.47 riders/hour)
- 22 Forest Lane **3,700** (23.03 riders/hour)
- 57 Westmoreland **3,419** (21.46 riders/hour)
- 38 Ledbetter **2,897** (24.15 riders/hour)
- 20 Northwest Hwy **2,734** (16.87 riders/hour)

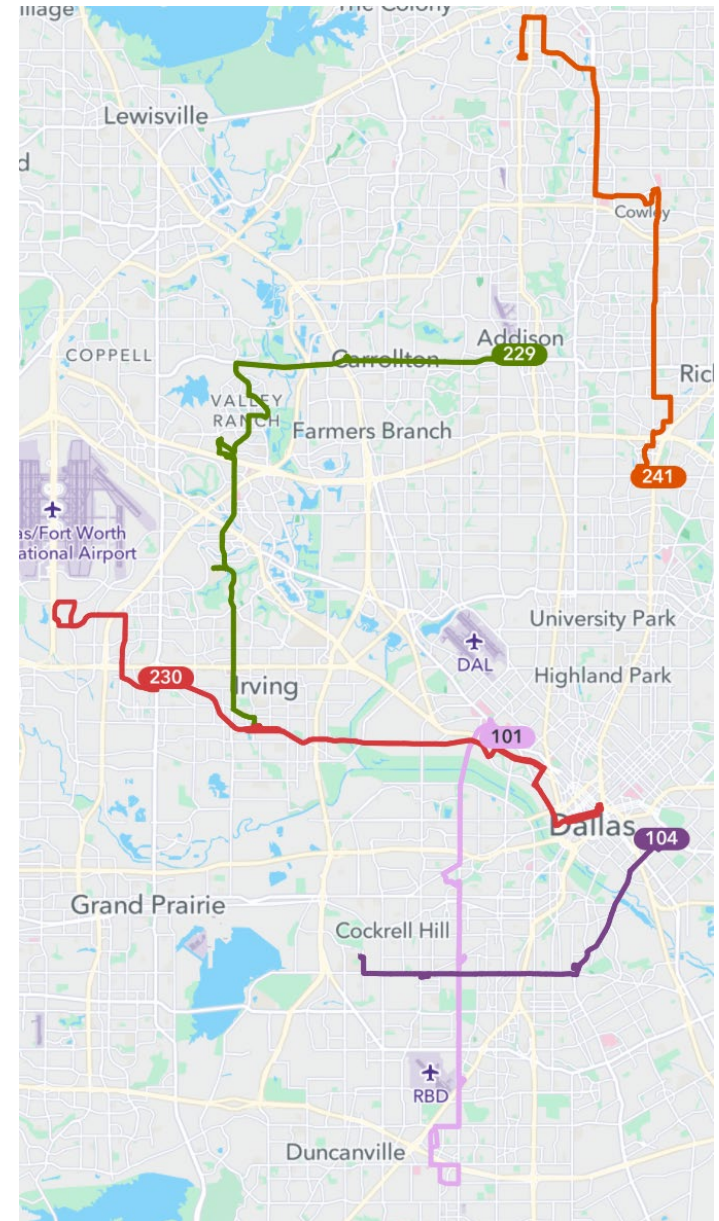
Top 5 GoLink average weekday ridership

- Inland Port Expanded **975** (8.42 riders/hour)
- North Central Irving **506** (5.15 riders/hour)
- Cypress Waters **470** (5.57 riders/hour)
- Rowlett **438** (5.39 riders/hour)
- Plano Zone to Zone **423** (4.18 riders/hour)

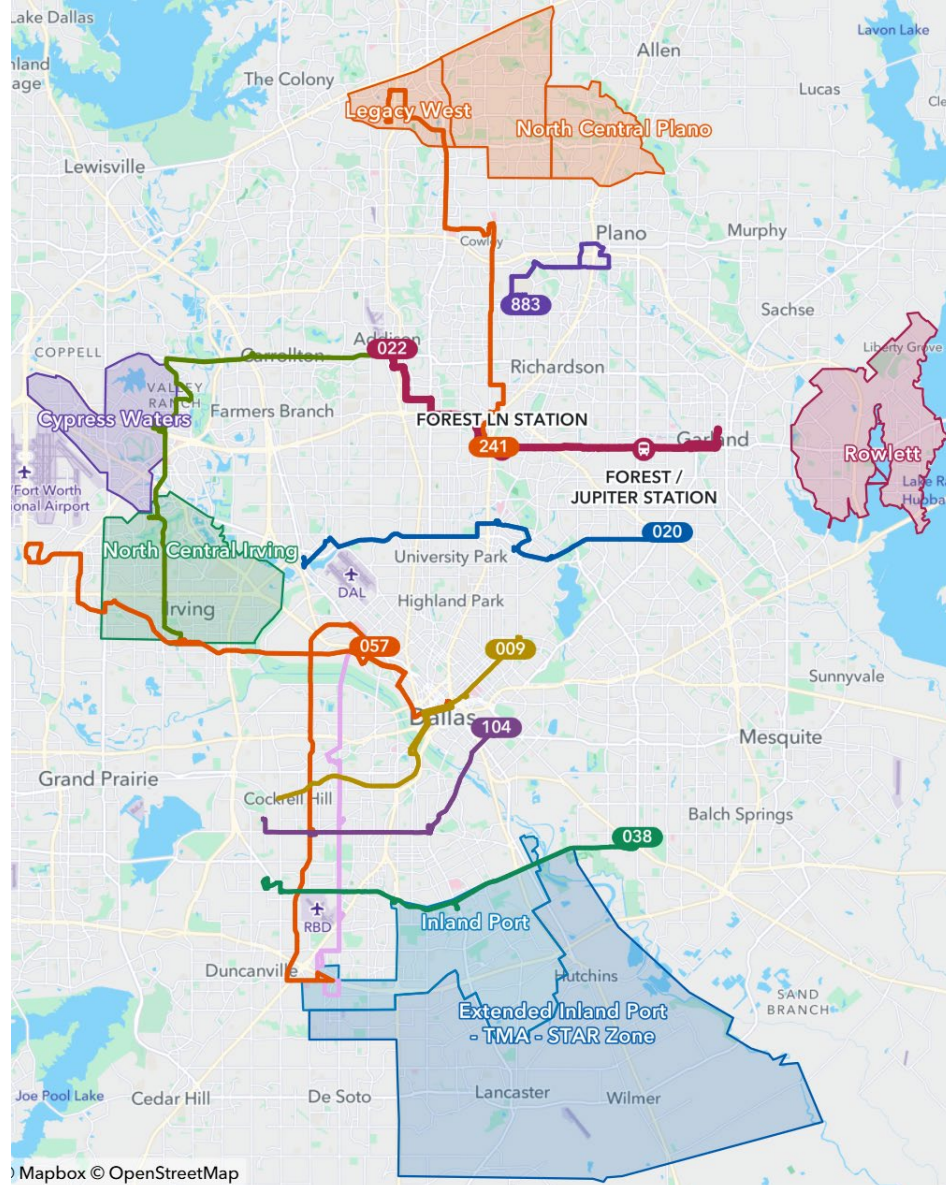


FY25 Q1 High Ridership Local & Local Coverage

1. 101 Hampton 1,952 (15.79 riders/hour)
2. 104 Illinois 1,917 (21.82 riders/hour)
3. 241 Coit 1,728 (21.55 riders/hour)
4. 230 Irving Blvd 1,707 (16.73 riders/hour)
5. 229 MacArthur/Beltline 1,618 (17.63 riders/hour)

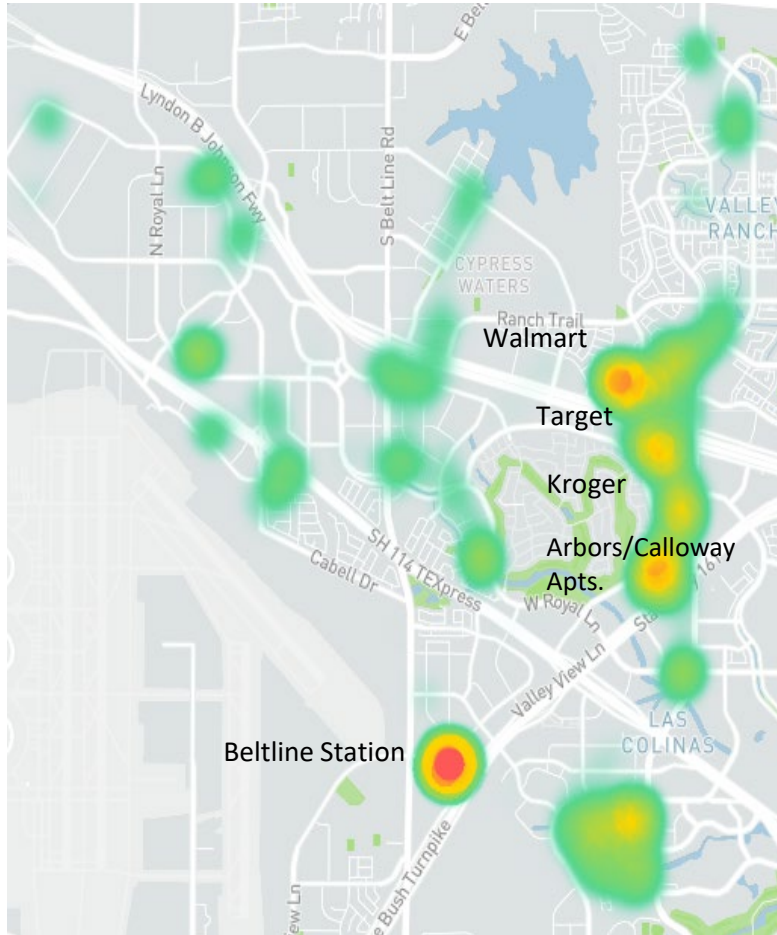


FY25 Q1 High Ridership Service

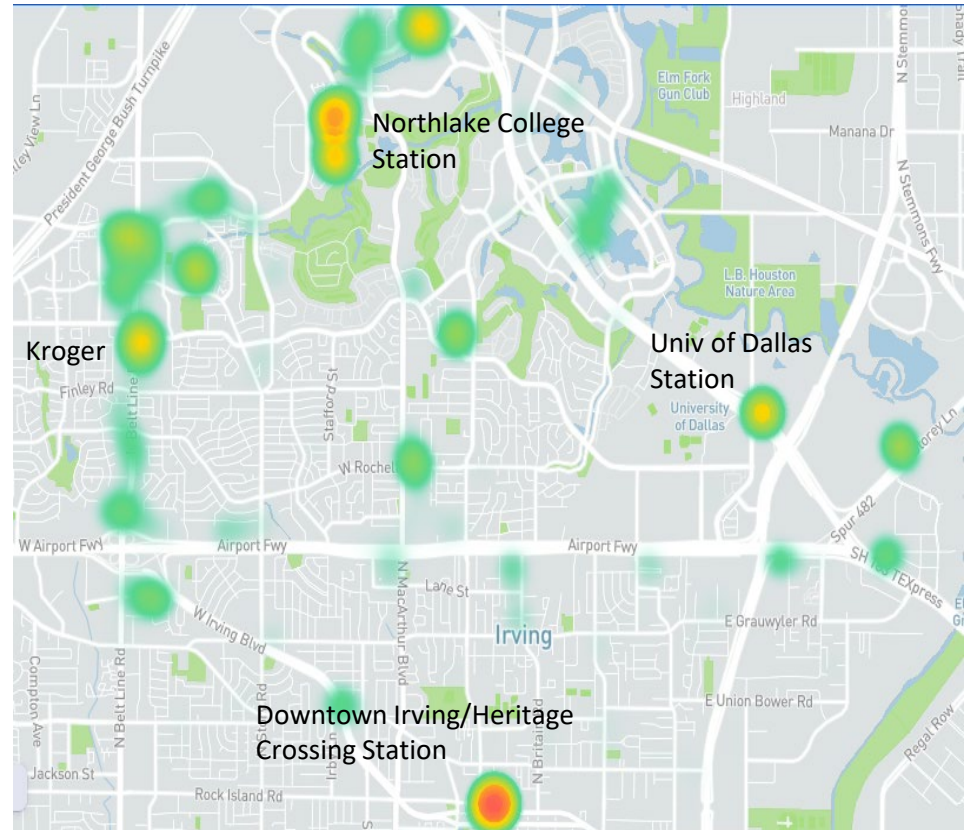


GoLink Hotspots

Cypress Waters



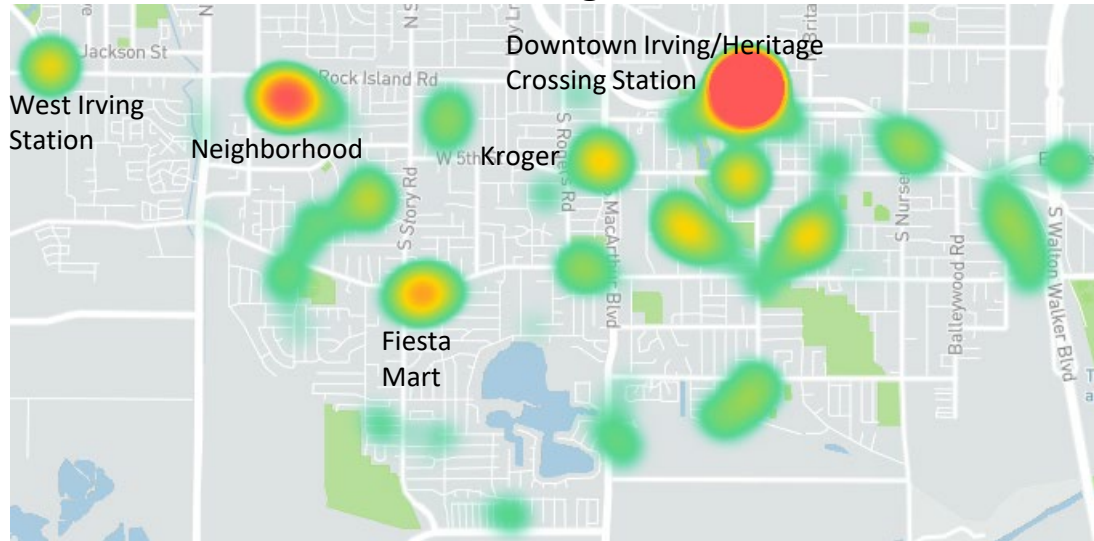
North Central Irving



- Irving GoLink zones were redesigned and expanded in June 2024
- The heat maps on this slide and the next show the busiest rider locations for each of the Irving zones

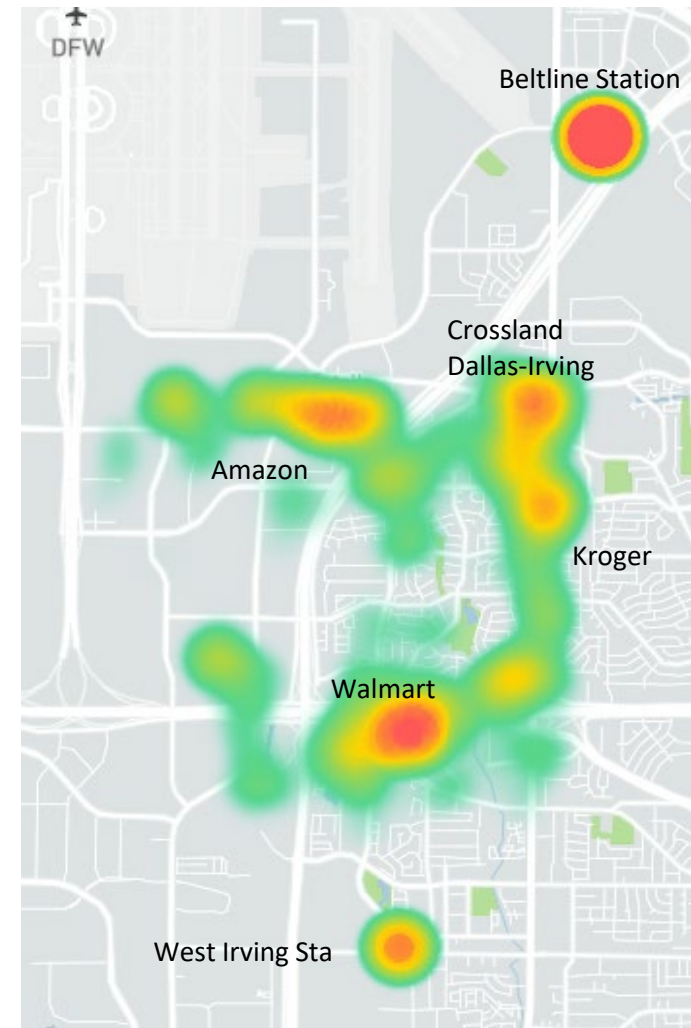
GoLink Hotspots

South Irving

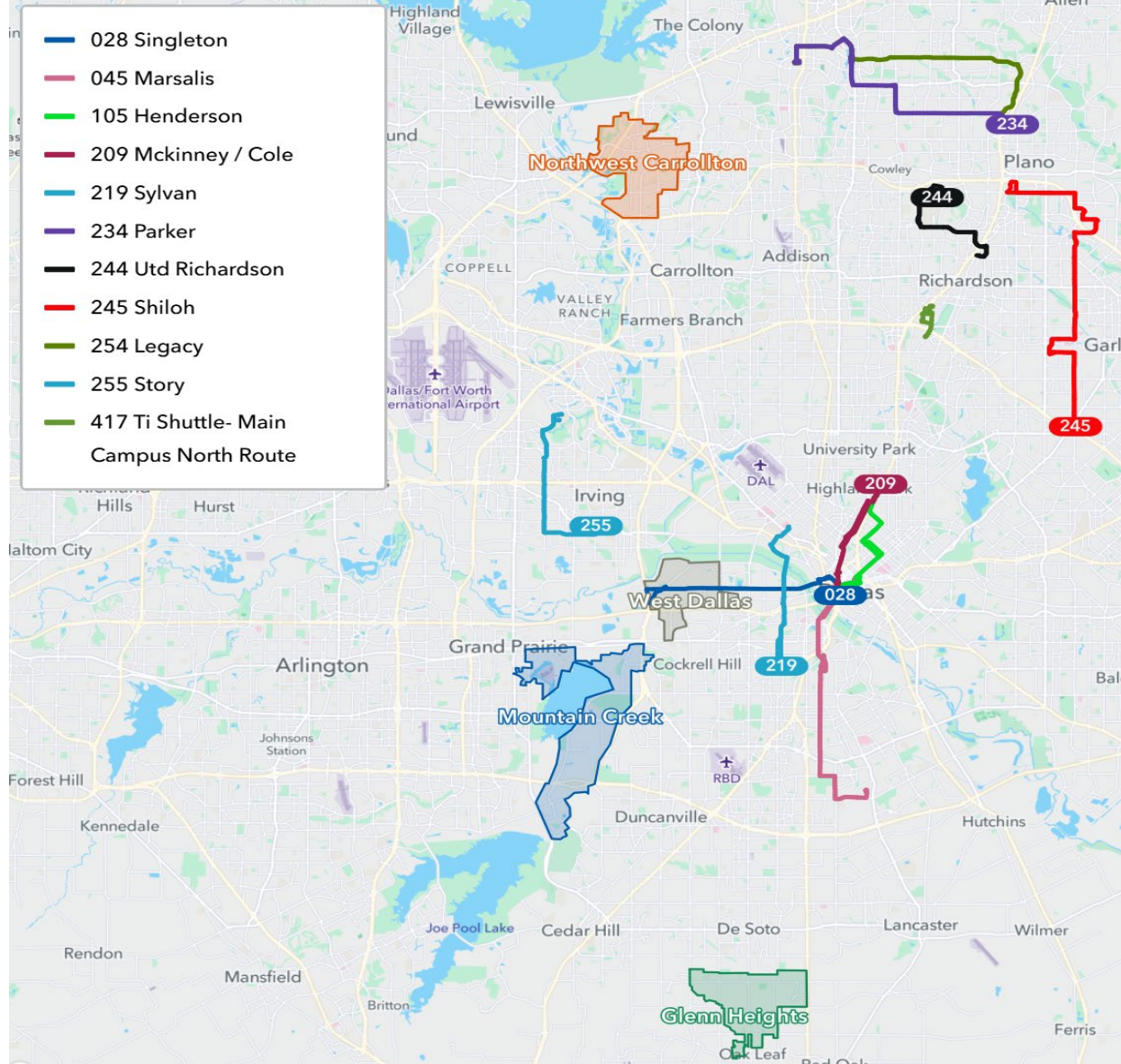


- Passport Park is a new GoLink zone serving West Irving and parts of the DFW Airport complex
- Based upon Q1 results, Irving GoLink ridership for FY25 should double to around 370,000 trips

Passport Park



FY25 Q1 Deficient Performers



Response to Deficient Performance

- Generally, routes have two years after establishment to establish a rider base, though adjustments/changes may happen within that period
- Routes that fail to meet performance guidelines are subject to review and follow-up actions that may include:
 - Targeted marketing;
 - Service frequency changes;
 - Service period and service day adjustments;
 - Rerouting;
 - Rescheduling;
 - Eliminating nonproductive route segments;
 - Consolidation of segments into other routes;
 - Replacement with GoLink service; and
 - Elimination of the route when none of the above actions are viable or prove successful

FY25 Q1 Light Rail Performance by Line

Line	Riders/ Hour	Passenger Miles/ Revenue Mile	Subsidy/ Rider
Blue	99.11	N/A	\$8.48
Green	114.56	N/A	\$6.67
Orange	81.89	N/A	\$9.86
Red	121.59	N/A	\$6.66
OVERALL	103.04		\$7.80

Parking Lot Utilization

Overall Utilization Comparison

	<i>Pre-pandemic</i> FY20 Q1	FY24 Q1	FY25 Q1
Spaces Occupied	9,848	2,896	3,023
Total Spaces	15,048	22,136	22,009
Utilization Percentage	39%	11.6%	12.1%





DART.org