

FY 2025 Second Quarter Ridership and Route Performance Update

Committee-of-the-Whole
Development Subcommittee

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Ralph Parker
Director Research & Service Analysis



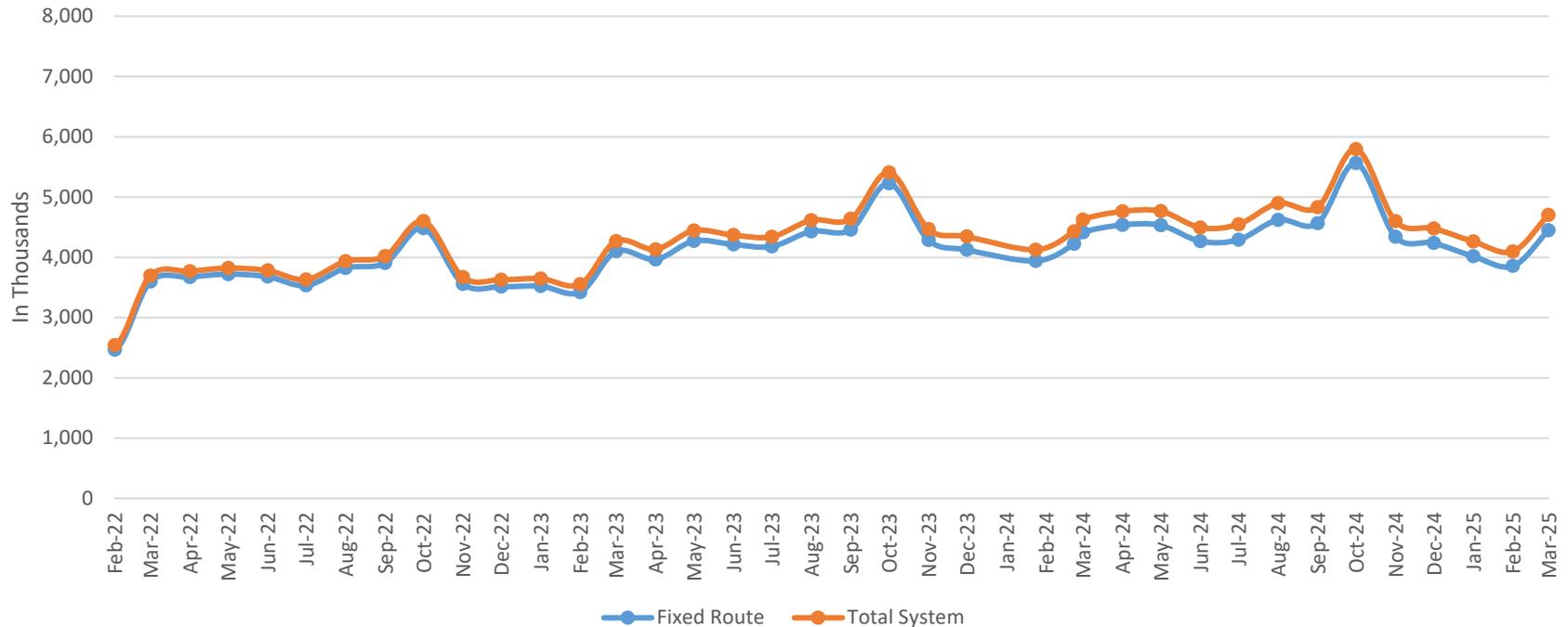
Ridership

- This will look at FY25 Q2 data, covering January-March 2025
- Ridership for Q2 showed growth in January and March, although February was down year over year.
 - Weekend ridership shows growth while weekday service has flattened out.
- GoLink continues to show the greatest growth, however that growth is slowing down year over year.



System Ridership

Total System Ridership

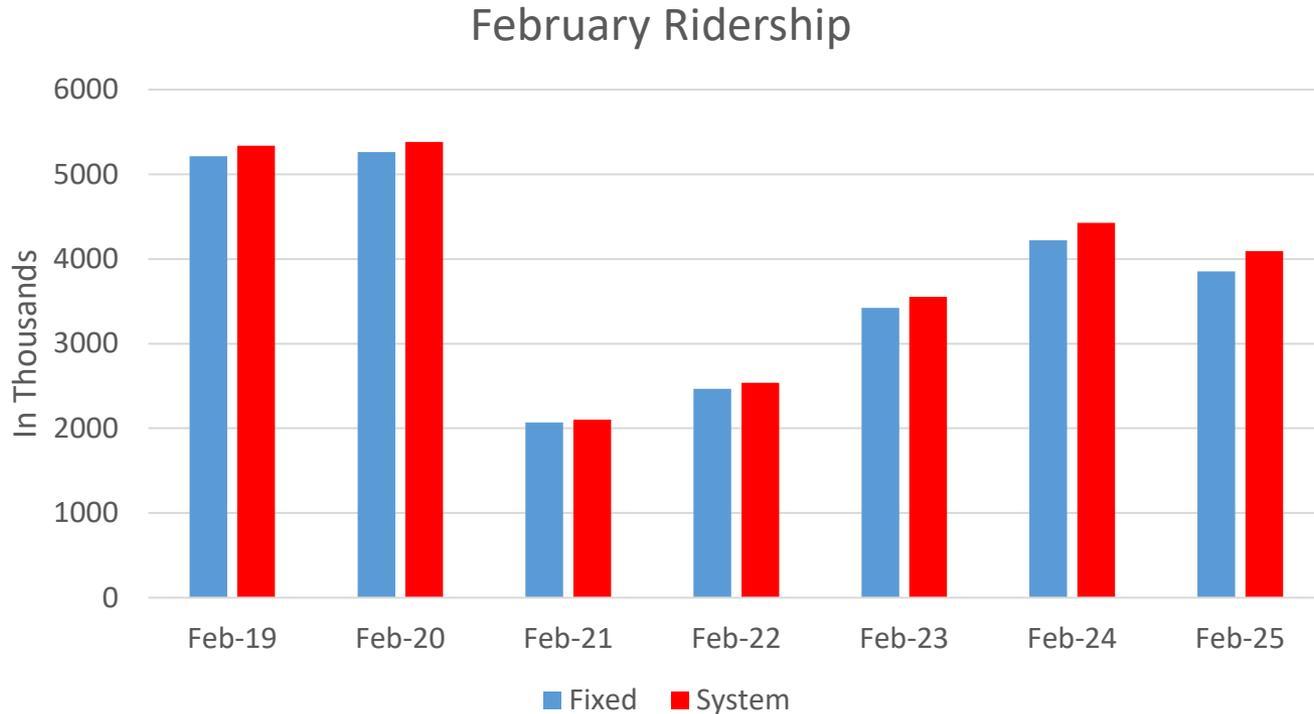


- Fixed route ridership 12.3 million
- Total system ridership 13 million
- Annual system decrease from FY24 Q2 to FY25 Q2 0.9%

- January ridership increased 3.3%
- February ridership decreased 7.5%
- March ridership increased 1.7%



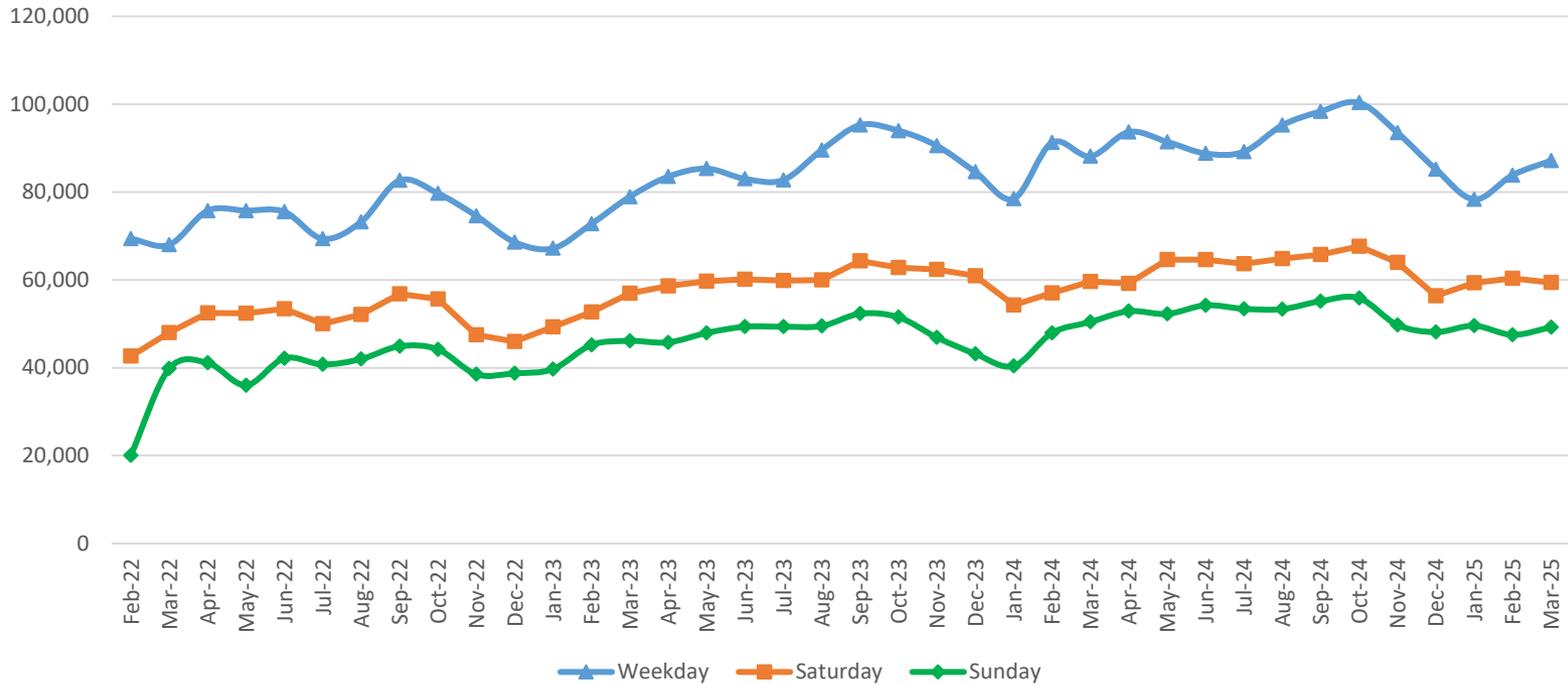
System Ridership (February Comparison)



- 2025 precipitation was higher than 2024
- Temperatures were lower than average for 2025
- Three days temps were at or below freezing for highs
- February 2024 also had one extra weekday (leap year)

Bus Average Daily Ridership

Bus System Average Daily Ridership

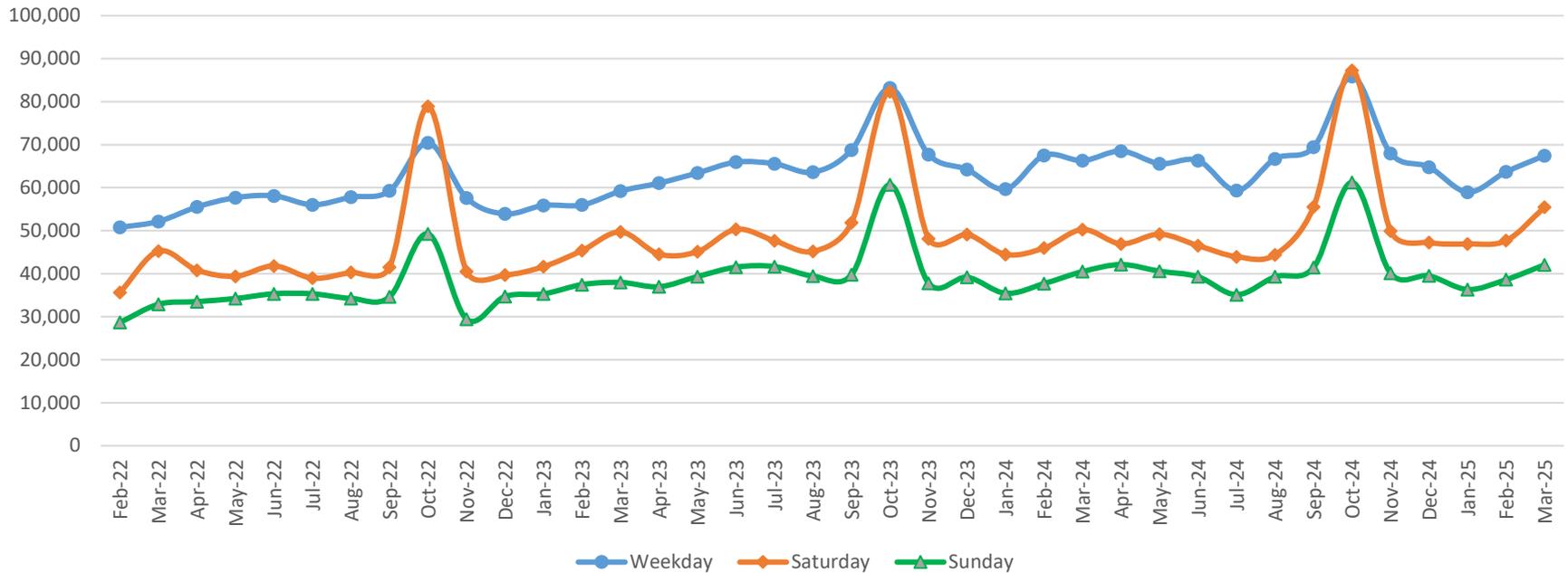


- Bus ridership 6.7 million
- Avg Weekday 249K **(-3.3%)**
- Avg Saturday 190K **(4.7%)**
- Avg Sunday 153K **(5.4%)**



Light Rail Average Daily Ridership

Light Rail Average Daily Ridership



- LRT ridership 5.2 million
- Avg Weekday 190K **(-1.7%)**
- Avg Saturday 150K **(6.7%)**
- Avg Sunday 117K **(3.0%)**



March Annual Comparison

Monthly Total Ridership

Mode	2022	2023	2024	2025
Bus	1,914,763	2,227,656	2,401,021	2,373,393
Light Rail	1,512,214	1,712,395	1,845,892	1,904,131
TRE	99,736	106,374	109,365	118,644
Streetcar	71,193	52,599	57,091	51,410
Microtransit	33,273	91,040	132,872	170,028
Paratransit	65,751	77,057	79,818	83,190
System	3,696,930	4,267,121	4,626,059	4,700,796

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 Q2 Bus Performance by Route Type

Route Type	Riders/ Hour	Passenger Miles/ Revenue Miles	Subsidy/ Rider
Frequent	18.02	4.56	\$11.64
Local	14.20	3.54	\$15.81
Local Coverage	12.97	3.91	\$17.59
Express	8.82	6.19	\$37.47
Microtransit	4.67	Does Not Apply	\$13.93
Shuttle	26.36	Does Not Apply	\$1.74
OVERALL	13.37	4.29	\$13.85

Bus Performance Riders per Hour by Route Type

	FY23 Q2	FY24 Q2	FY25 Q2
Frequent	13.00	18.05	18.02
Local	10.36	14.31	14.20
Local Cvrgr	10.18	13.98	12.97
Express	6.76	9.60	8.82
Microtransit	2.95	4.03	4.67
Shuttle	24.64	24.94	26.36

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
- Deficient performers for Q2 include:
 - 8 bus routes,
 - 3 shuttle routes,
 - 5 GoLink zones



FY25 Q2 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	13.51	3.42	\$15.52
Local: 15 min peak, 30 midday/off peak	10.65	2.66	\$21.07
Local Coverage: 30 min peak, 40 midday, 40-60 off peak	9.73	2.93	\$23.45
Express: 15 min peak	6.62	4.64	\$49.97
Shuttle	19.77	*6.05	\$2.33
Microtransit/GoLink	3.50	<i>Not Applicable</i>	\$18.57

*Only shuttle routes 402 and 883 are calculated

Example Performance Calculation

Route 45 Marsalis

- Riders/hour = 9.24 vs. 13.51 target → **deficient**
- Passenger miles/revenue mile = 2.68 vs. 3.42 target → **deficient**
- Subsidy/rider = \$22.66 vs. \$15.52 target → **deficient**
- All three measures are below targets, so Route 45 has deficient performance for FY25 Q2
- Analysis:
 - Next steps: Frequency reduction
 - Review: Route 45's frequency will be reduced from 15-20 peak/midday to 15 peak/30 midday service

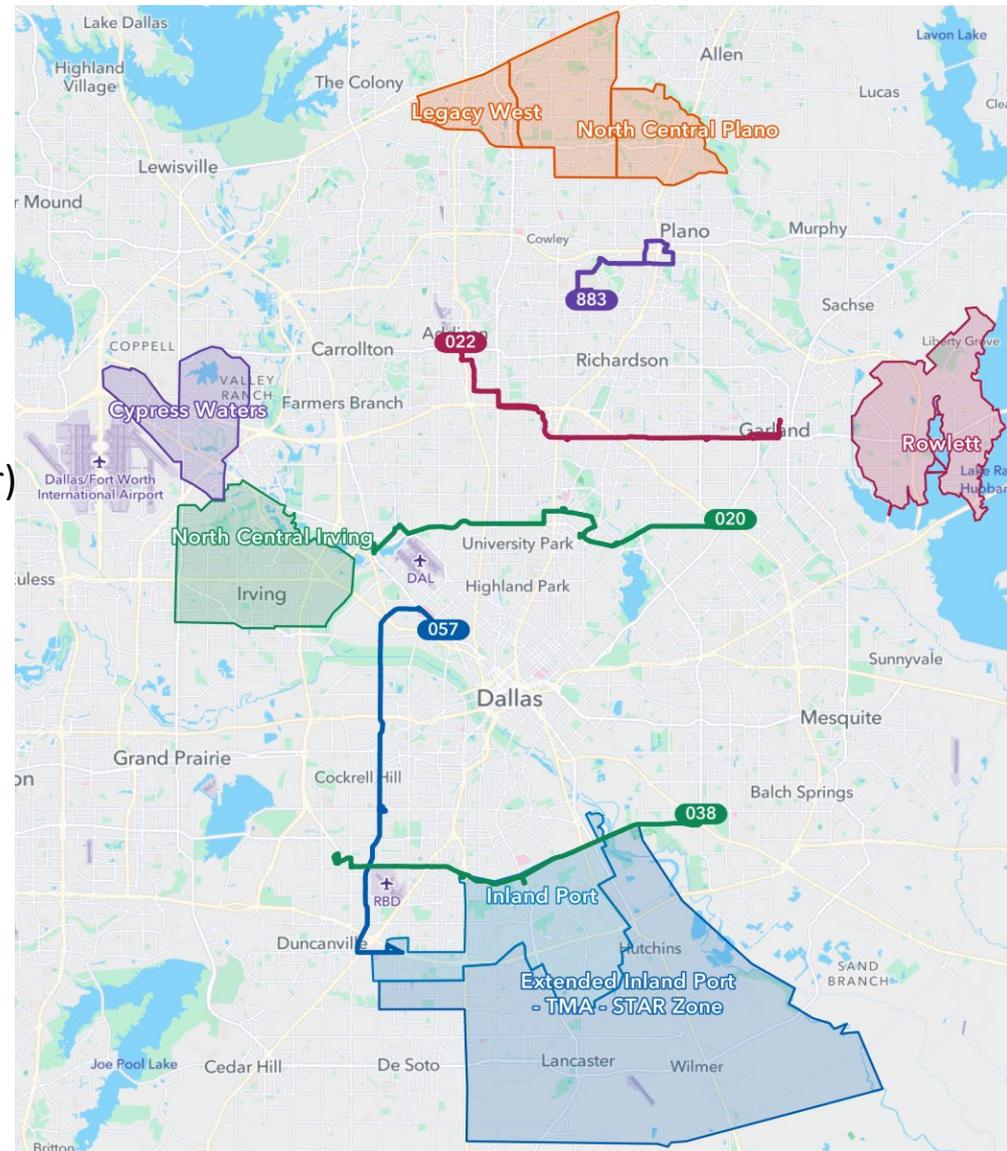
FY25 Q2 Highest Ridership

Top 5 bus average weekday ridership

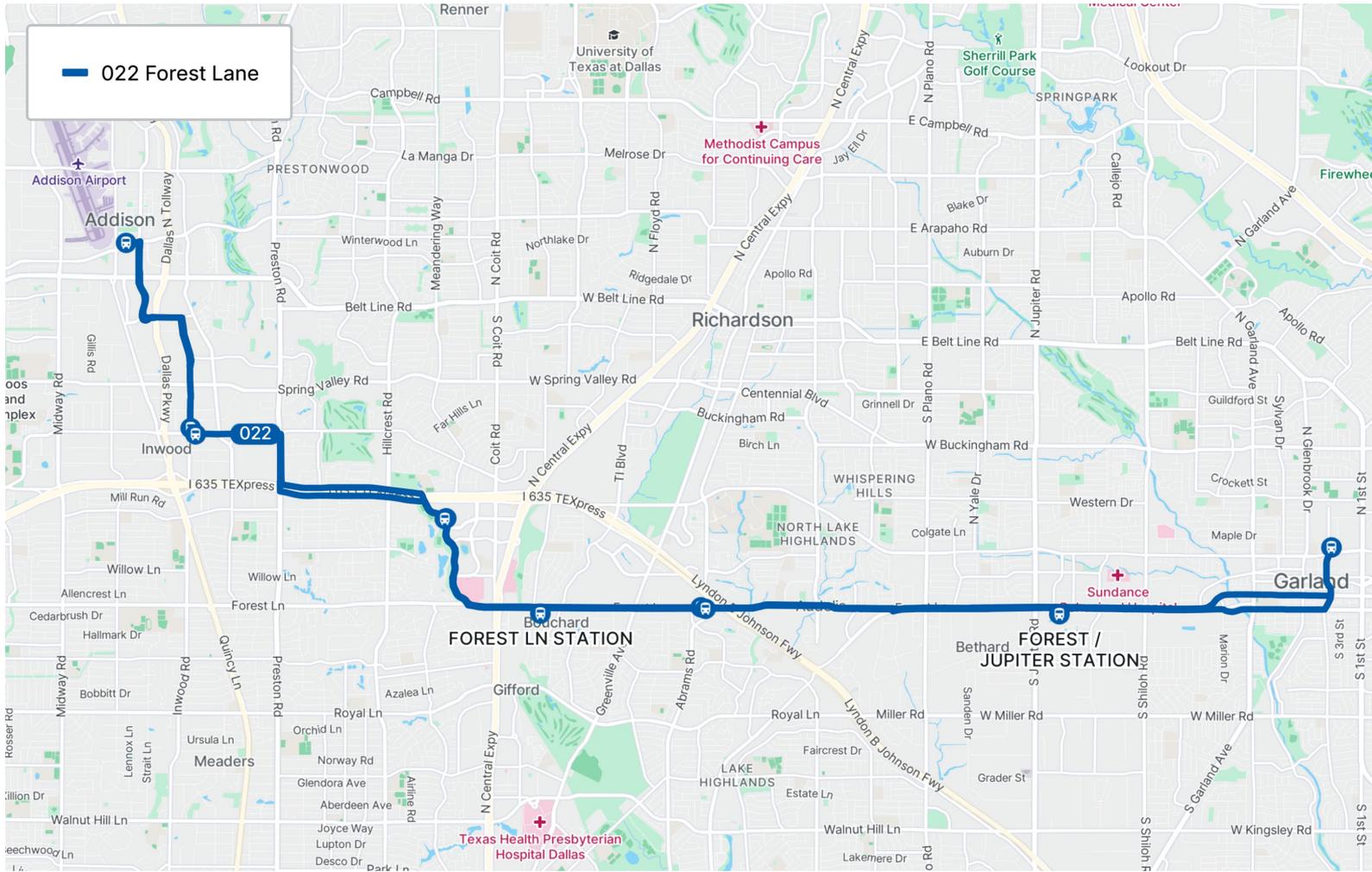
- 883 UTD Shuttle **4,568** (43.64 riders/hour)
- 22 Forest Lane **3,384** (20.82 riders/hour)
- 57 Westmoreland **3,041** (19.47 riders/hour)
- 20 Northwest Hwy **2,463** (16.33 riders/hour)
- 38 Ledbetter **2,377** (20.49 riders/hour)

Top 5 GoLink average weekday ridership

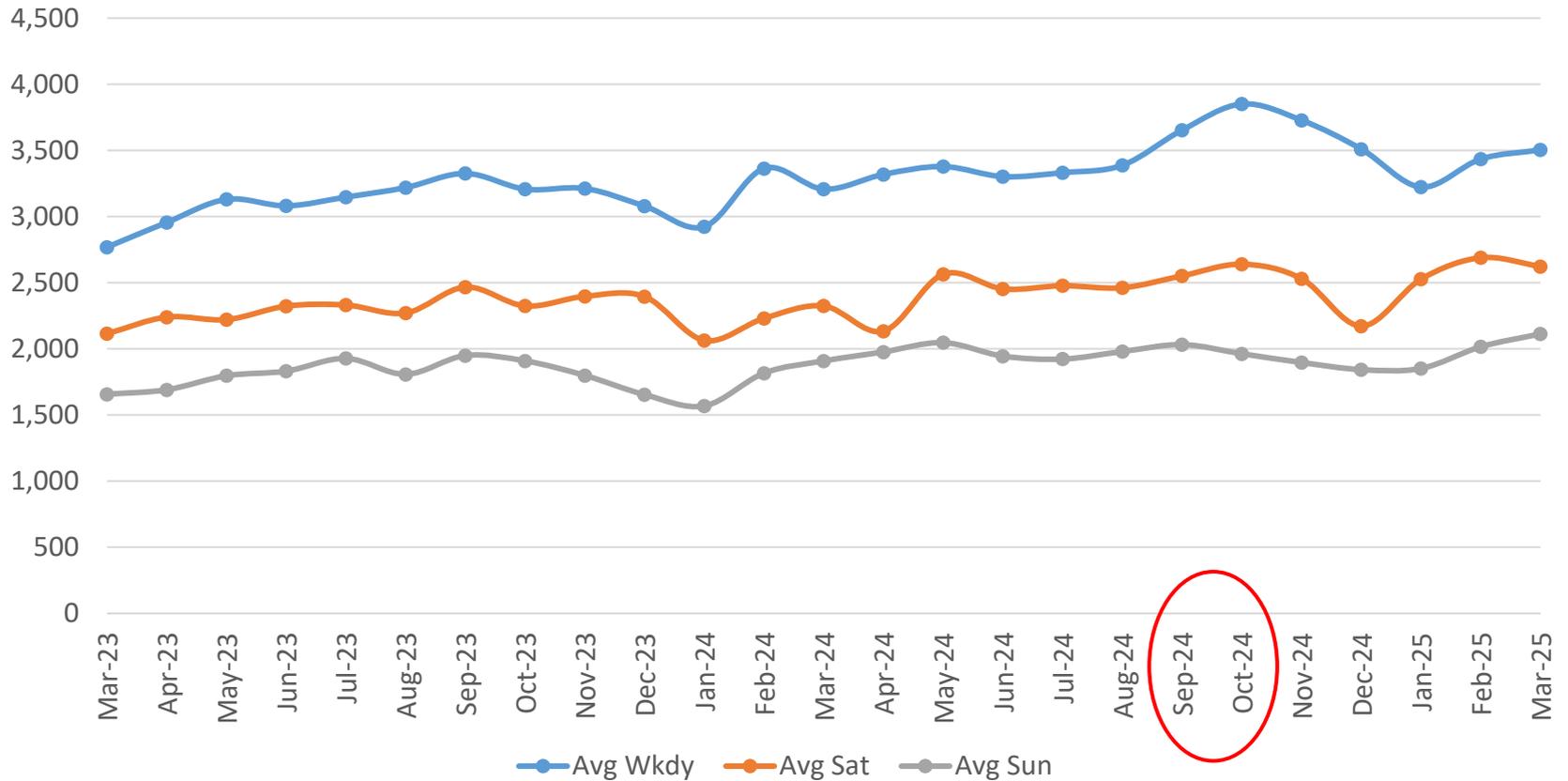
- Inland Port Expanded **1,034** (4.99 riders/hour)
- Plano Zone to Zone **635** (4.79 riders/hour)
- N. Central Irving **496** (5.36 riders/hour)
- Rowlett **484** (5.49 riders/hour)
- Cypress Waters **369** (4.18 riders/hour)



Route 22 Forest Lane



Route 22 Forest Lane

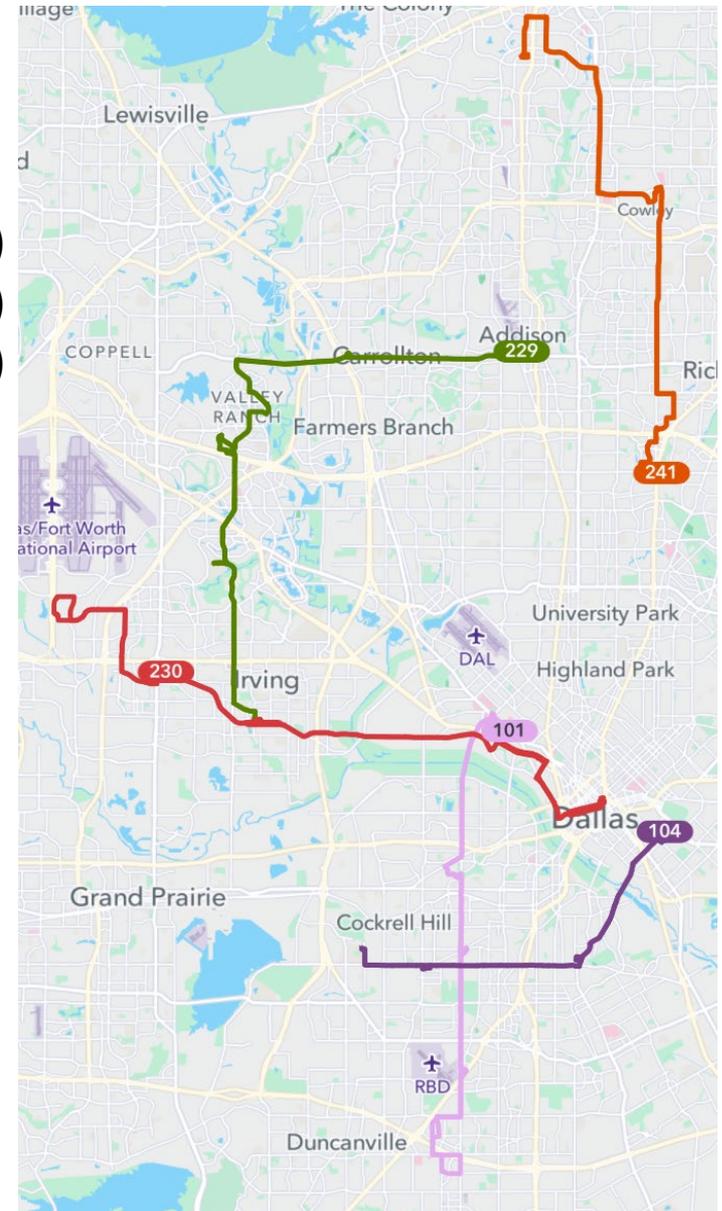


Year	Avg Wkdy	Avg Sat	Avg Sun
Mar 2025	3,504	2,626	2,113
Mar 2023	2,769	2,115	1,657
Gains	735	508	456

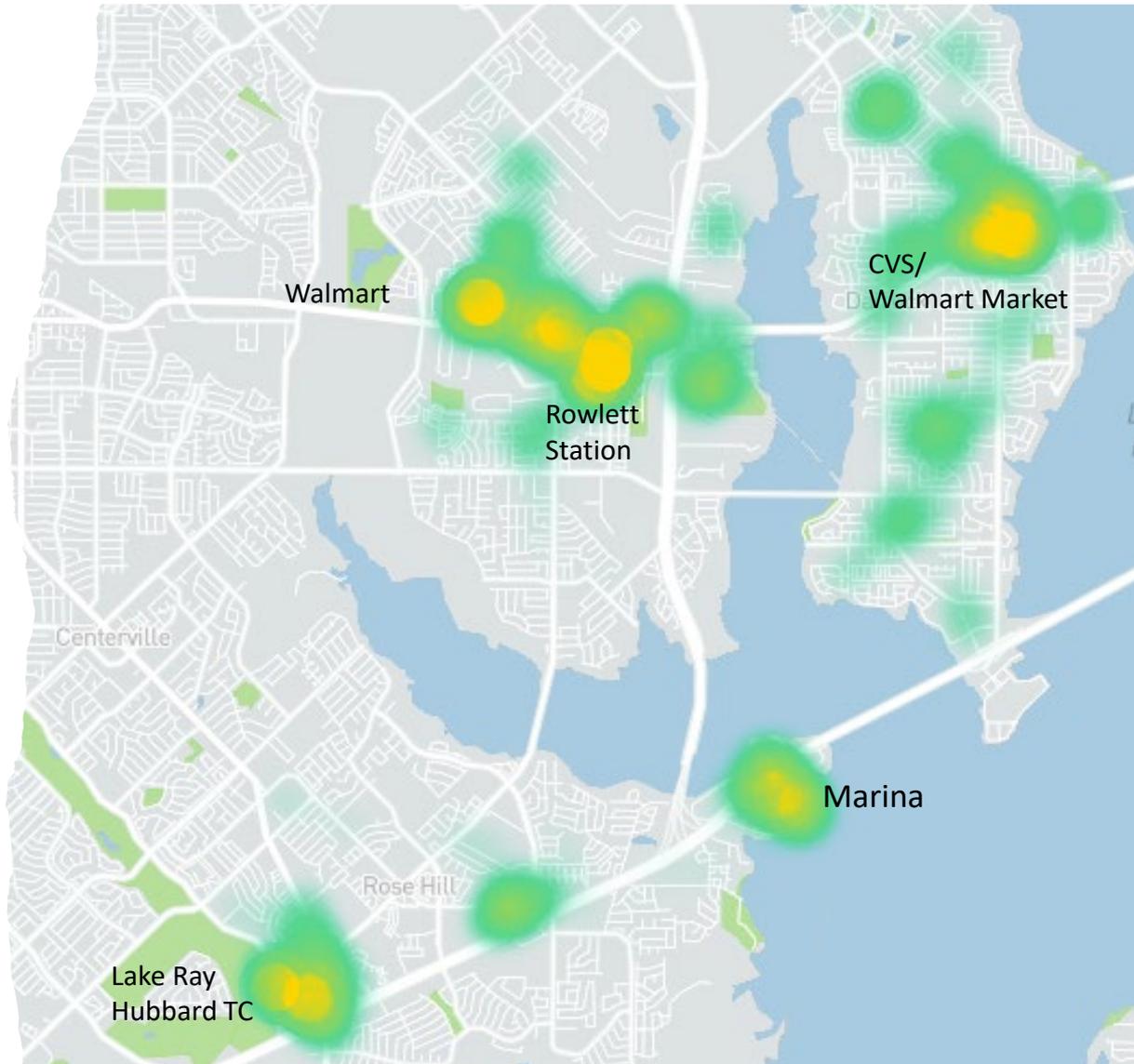


FY25 Q2 High Ridership Local & Local Coverage

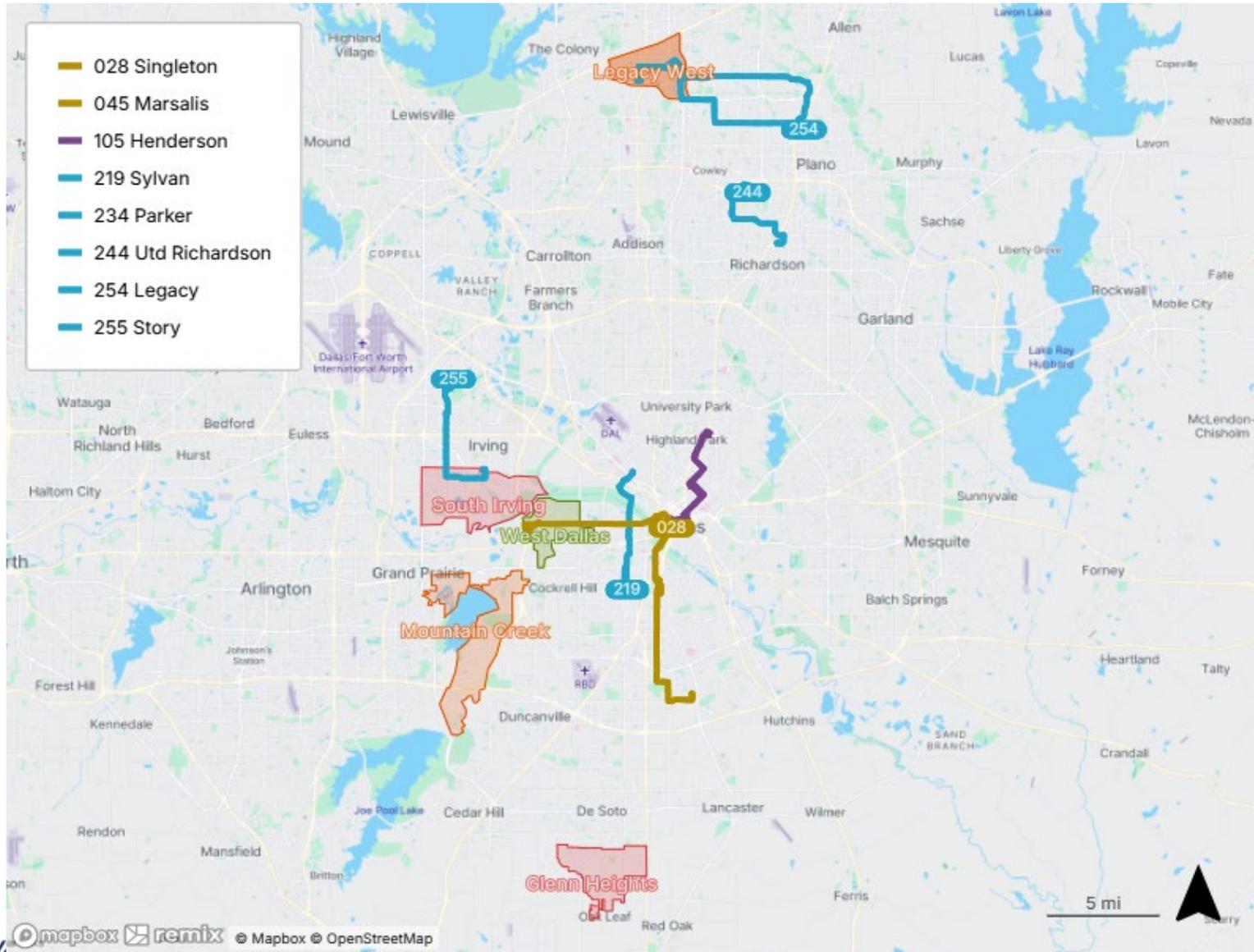
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|---------------------------|---------------------------|
| 1. 104 Illinois | 1,730 (19.92 riders/hour) |
| 2. 101 Hampton | 1,717 (14.21 riders/hour) |
| 3. 230 Irving Blvd | 1,562 (15.41 riders/hour) |
| 4. 241 Coit | 1,552 (18.25 riders/hour) |
| 5. 229 MacArthur/Beltline | 1,345 (15.23 riders/hour) |



Rowlett GoLink Heat Map



FY25 Q2 Deficient Performers



Response to Deficient Performance

- Routes have two years after 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 Q2 Light Rail Performance by Line

Line	Riders/ Hour	Passenger Mile/Revenue Mile	Subsidy/Rider
Blue	88.19	N/A	\$9.18
Green	98.31	N/A	\$8.06
Orange	78.18	N/A	\$10.02
Red	113.8	N/A	\$7.33
Overall	93.47		\$8.59

Parking Lot Utilization

Overall Utilization Comparison			
	<i>Pre-pandemic</i> FY19 Q2	FY24 Q2	FY25 Q2
Spaces Occupied	9,745	3,065	3,308
Total Spaces	15,151	21,967	21,724
Utilization Percentage	38.9%	12.2%	13.2%





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Comparison to Pre-Pandemic Ridership

March 2021, 2025

Month	March 2021	March 2025
<i>Bus</i>	55%	74%
<i>Light Rail</i>	53%	80%
<i>TRE</i>	43%	68%
<i>Streetcar</i>	67%	197%
<i>Paratransit</i>	65%	108%
<i>Microtransit</i>	59%	984%
System	53%	80%

Better than pre-pandemic levels

Comparison to Pre-Pandemic Ridership

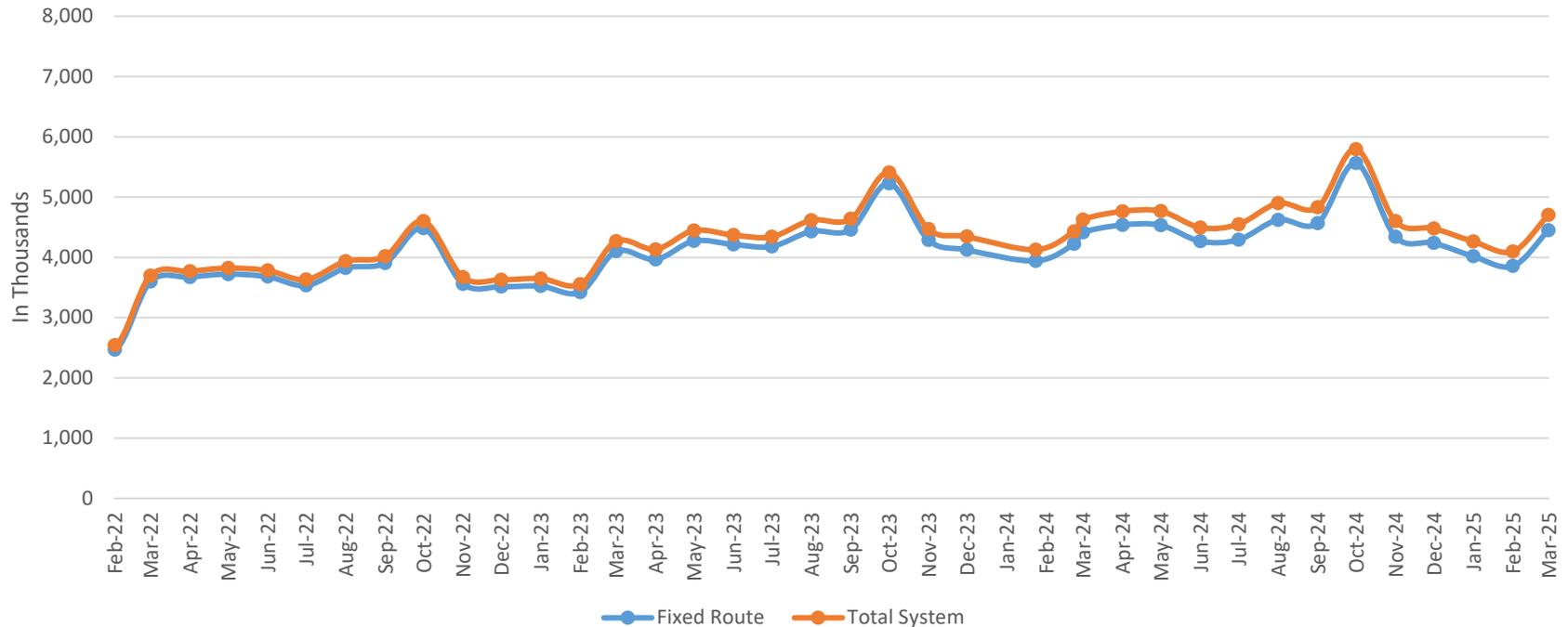
March 2025 Average Daily Riders

Mode	Weekday	Saturday	Sunday
Bus	72%	89%	108%
Light Rail	75%	94%	110%
TRE	67%	74%	No Service
Streetcar	71%	76%	70%
Paratransit	115%	134%	118%
Microtransit	940%	11060%	9928%
System	76%	94%	112%

Better than pre-pandemic levels

System Ridership

Total System Ridership



- Fixed route ridership 12.3 million
- Total system ridership 13 million
- Annual system decrease from FY24 Q2 to FY25 Q2 0.9%
- 23% decrease from pre-pandemic levels
- January ridership increased 3.3%
- February ridership decreased 7.5%
- March ridership increased 1.7%

