



Pre-Public Hearing Community Meetings on Potential 2026 Service and Fare Changes – Carrollton

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A yellow and white bus with the number 41041 is parked on a city street. The bus has a large advertisement on its side featuring a woman's face. In the background, there are several tall, modern skyscrapers under a blue sky with scattered clouds. A semi-transparent orange rectangle is overlaid on the image, containing the word "Welcome" in a bold, dark blue font.

Welcome

Safety Briefing

Housekeeping Rules

- Please hold your questions until after the presentation.
- Please raise your hand or step to the mic if you have a question. You will be recognized by the presenter.
- Questions and comments will be addressed one at a time. If you have multiple concerns, please rejoin the line after each comment.
- Please stay on topic. Questions about the potential 2026 Service and Fare Changes will be addressed only.
- Use of profanity or inappropriate language is prohibited
- Questions and comments can be submitted by a comment card or by emailing DART_TownHall@DART.org



Purpose of Meeting

Purpose of Today's Meeting

- The purpose of today's meeting is to obtain your feedback on a range of potential service and fare changes for 2026
- This meeting is one of several being held prior to a formal public hearing at the July 8 DART Board meeting
- Your input will help us understand what is most important to you and use that information to shape recommendations for the DART Board to consider in August

June/July
Meetings



July 8 Public
Hearing



August DART
Board Approval

Why Service Reductions Are Needed in 2026

Four key factors are necessitating DART plan for service reductions:

1. In March 2025, the DART board approved a new General Mobility Program (GMP). The GMP is a proposed initiative that would redistribute five percent (5%) of the agency's annual sales tax among seven eligible member cities for a period of two years.
2. We have been engaging with cities on their strategic objectives for mobility and have received requests for new services that are currently not funded
3. We anticipate opening the Silver Line early and need one-time funding to cover four extra months of operating cost
4. Growth limitations and inflationary cost pressures on our annual budget mean we need cost reductions in areas across the agency, including potentially to service

Key Topics

Service Changes

- The service changes cover a range of categories for service reductions, and also include some new service requests from several DART cities to better meet their local mobility needs

Fare Changes

- DART did a Comprehensive Fare Study in 2024 which has two phases:
 - Phase 1 was already approved and became effective March 2025
 - Phase 2 is being covered in these meetings and includes changes to regional and paratransit fares, and introduces distance-based fares for certain GoLink trips



Service Changes

Identification and Approach

- Maintain system coverage as much as possible
- Minimize ridership impacts
- Frequency adjustments target:
 - Peak periods where ridership remains well below pre-pandemic loads
 - Evening/weekend periods
 - Midday service only on local coverage routes
- Maintain current hours of operation on all services

Frequency Changes

Rail, Frequent Bus

RAIL

Light Rail

- 20 minutes peak/midday weekdays
(currently 15 minutes peak)
- 30 minutes evening after 7pm, all
day weekends
(currently 20 minute in some
periods)
- **Green Line**

TRE / Silver Line

- 60 minutes all day, weekdays and
weekends
(currently 30 minutes peak)

FREQUENT BUS (Routes 1-57)

- Most frequent routes reduced to
20 minutes peak/midday frequency
- Routes 28, 41, 47: 30 minutes
midday weekday frequency
- Evening after 7pm, weekend
service would be uniformly 30
minutes frequency
(currently it is mostly 20 minutes)

Frequency Changes

Local, Local Coverage, Express Bus

LOCAL BUS (Routes 101-122)

- Reduced to 20 minutes peak frequency (currently at 15)
- Evening frequency after 7pm would be reduced to 60 minutes (currently at 30)
- Weekend service would be uniformly 60 minutes frequency (currently most at 30)

LOCAL COVERAGE BUS (Routes 200-255)

- Peak weekday service would remain at 30 minutes
- Weekday midday would be uniformly 60 minutes frequencies (currently most at 40)
- Weekend service would be uniformly 60 minutes frequency (currently most at 40)
- **Routes 229, 232, 233, 235**

EXPRESS BUS (Routes 305-378)

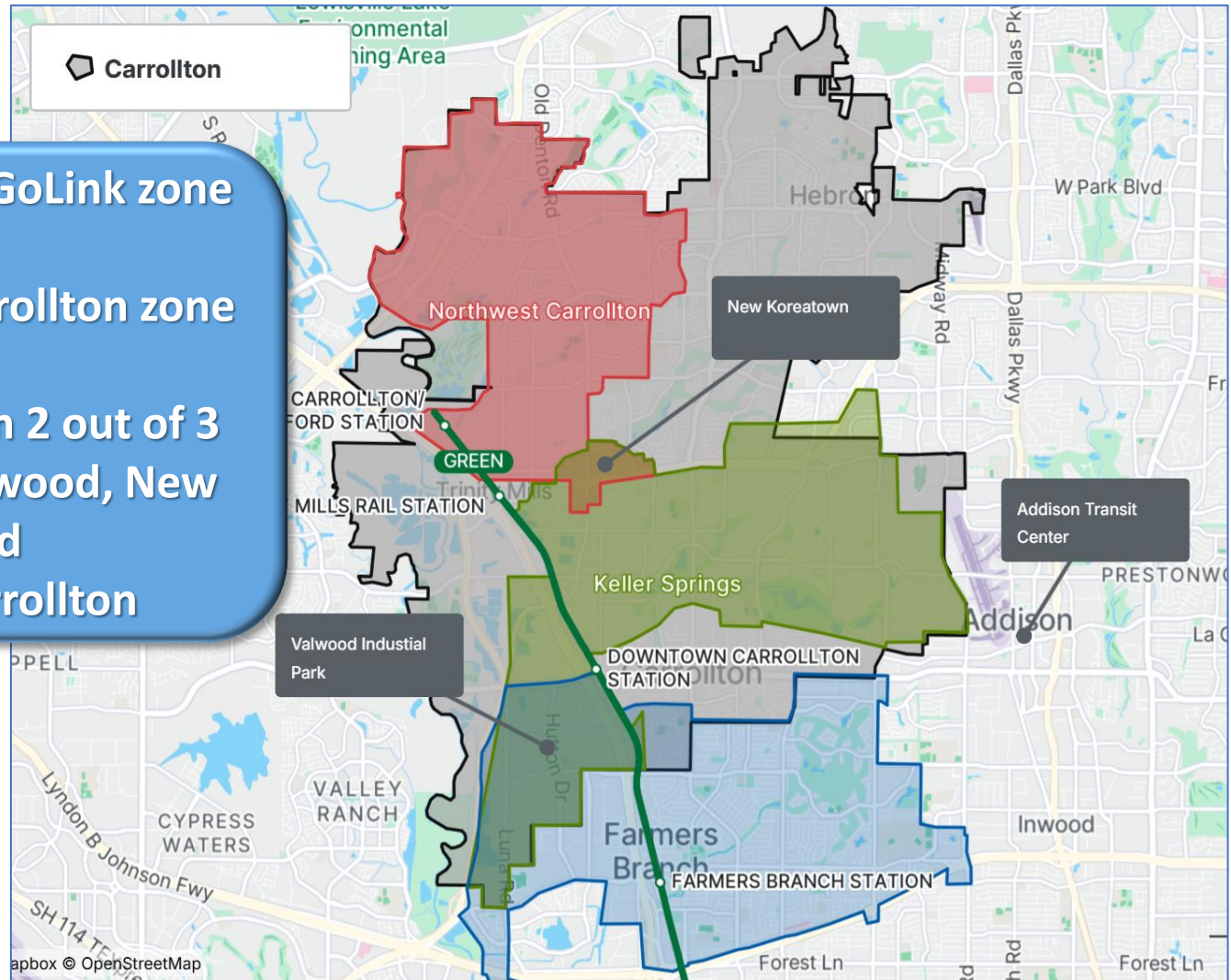
- Route 306, currently at 15 minutes frequency, would be reduced to 20 minutes frequency

Service Area City Requests

- DART service area cities have reached out to staff with various requests for additional service
- Site-specific Shuttles and on-demand expansions or modifications are among the examples
- Further coordination is required before the major requests can be implemented
- Other smaller modifications will be implemented in September 2025

Carrollton GoLink Modifications

- Keller Springs GoLink zone expanded
- Northwest Carrollton zone expanded
- Book trips from 2 out of 3 stations to Valwood, New Koreatown, and Downtown Carrollton



GoLink Rally Points

- DART has traditionally offered GoLink as a curb-to-curb service
- In some instances, we have established rally points – designated locations where GoLink customers can board or alight their vehicle
- We will expand rally points to all zones, with locations distributed throughout the zone for coverage
- Customers who use rally points would continue to pay regular fares
- Curb-to-curb trips may require a distance-based premium fare under proposed fare changes



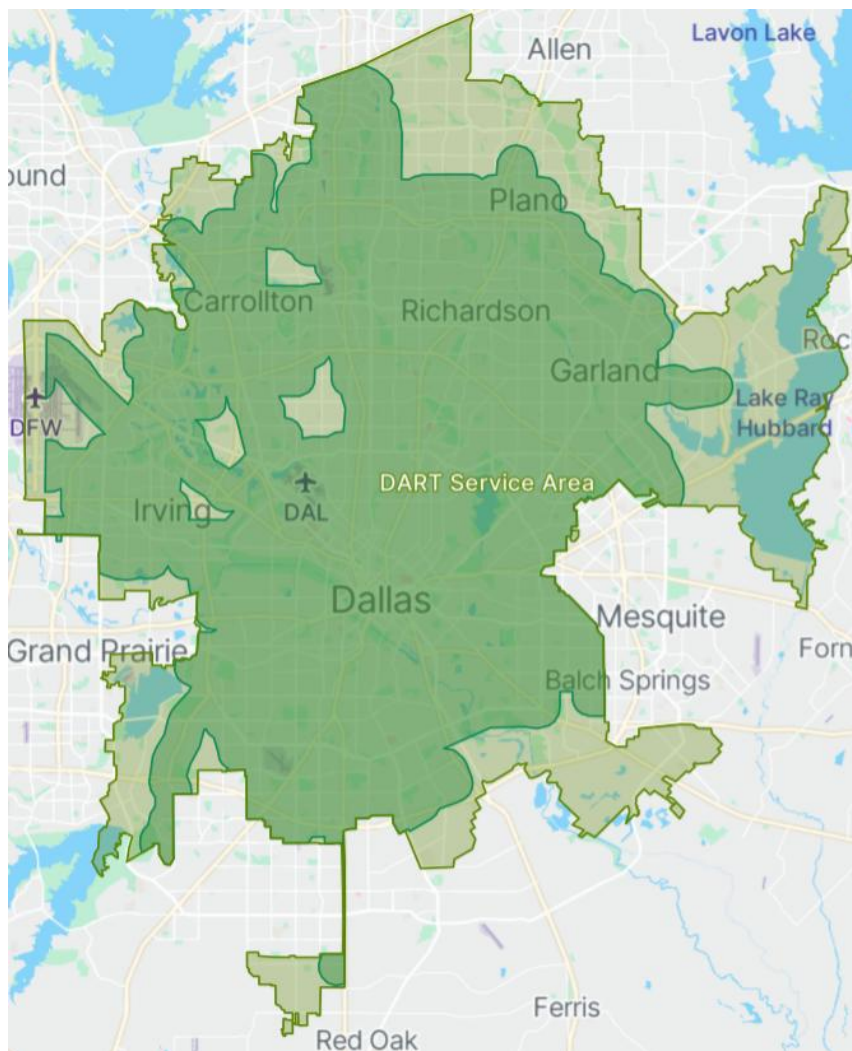
- Current rally points
- New rally points will be added throughout each zone

ADA Paratransit Changes

- DART currently offers paratransit service throughout the entire service area
- ADA regulations require service only within $\frac{3}{4}$ -mile of fixed-route service
- Most transit agencies use the ADA guidelines
- Proposal would implement the $\frac{3}{4}$ -mile limit for paratransit service
- Such a change is expected to impact up to 17% of current paratransit trips
- Fare changes may be considered as an alternative if there is a decision to preserve service outside of the $\frac{3}{4}$ -mile zone (discussed later)

Potential Changes Paratransit

ADA service area and $\frac{3}{4}$
mile zone



A photograph of a city street with a blue and yellow bus in the center. The bus has a banner on its side that reads "Hunger Action Month" and "6-12-20". Above the bus, a yellow box with a black border contains the text "Fare Changes". In the background, there are tall buildings and a traffic light. A sign on a building in the upper right corner reads "#HungerActionMonth".

Fare Changes

Potential Changes Regional Fares

- Replace TRE One-way Pass with a 3-hour Regional Pass
- Adjust the Regional Day Pass to \$9/reduced to \$4.50
- Establish a Regional Reduced Monthly Pass at \$96
- Eliminate Regional Annual Pass

| Fare Category | Current | | Proposed | |
|---------------|------------|------------------|----------|------------------|
| | Regional | Regional Reduced | Regional | Regional Reduced |
| 3-Hour Pass | - | - | \$6.00 | \$3.00 |
| TRE One-Way | \$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 | - | - |

Potential Changes Corporate Annual Passes

- Corporate Annual Passes should be offered at 37.5% discount for 2026
- Future price changes for subsequent years to align to 25% discount
- Current rates are based on the 2015 structure
- Propose conforming local and regional pricing to the current approved monthly fare

| Year Adopted | Local Monthly Pass | Local Annual Pass | Discount |
|------------------------|--------------------|-------------------|--------------|
| 2012 | \$80.00 | \$600.00 | 37.5% |
| 2015 | \$80.00 | \$720.00 | 25% |
| 2018 | \$96.00 | \$720.00 | 37.5% |
| 2025 | \$126.00 | \$720.00 | 52.4% |
| 2026 (proposed) | \$126.00 | \$945.00 | 37.5% |

Potential Changes

Corporate Annual Passes

| # Passes Purchased | Bulk Sale Discount | Current | | Proposed | |
|--------------------|--------------------|--------------|-----------------|--------------|-----------------|
| | | <i>Local</i> | <i>Regional</i> | <i>Local</i> | <i>Regional</i> |
| 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 |

**Rates effective January 1, 2026*

Potential Changes Paratransit Fares

- FTA allows transit agencies to charge up to 2x the base fare for ADA paratransit service
 - DART base fare is \$3, meaning we can charge up to \$6
- The current price of \$3.50 was approved in 2018 but not implemented until March 1, 2025
- Propose increasing the paratransit fare up to \$6
- Remove the current “feeder” fare (connection to fixed-route) of \$1
- Propose implementing a non-ADA fare of \$10 for out-of-zone travel
 - Trips that extend $\frac{3}{4}$ mile beyond our service area
 - Dependent on 2026 service changes

Potential Changes

GoLink Distance-Based Fares

Option A

- Travel to/from DART-designated stops (“rally points”) in the zone
 - Includes active GoLink fare media
 - Includes transfers to fixed-route

Option B

- Curb-to-curb service that does not connect to fixed-route service
- Trips charged at a per-mile rate
 - Rates increase \$1/mile
 - Capped at \$15 per trip

| Proposed GoLink Rates for 2026 | | | | | | | |
|--------------------------------|--------|--|-------|---------|--|-------|---------|
| Miles | Rate | | Miles | Rate | | Miles | Rate |
| <5 | \$3.00 | | 9-10 | \$8.00 | | 14-15 | \$13.00 |
| 5-6 | \$4.00 | | 10-11 | \$9.00 | | 15-16 | \$14.00 |
| 6-7 | \$5.00 | | 11-12 | \$10.00 | | 16+ | \$15.00 |
| 7-8 | \$6.00 | | 12-13 | \$11.00 | | | |
| 8-9 | \$7.00 | | 13-14 | \$12.00 | | | |

Potential Changes

Day Pass Vouchers

- Eliminate regional day pass voucher
- Add local 3-hour pass voucher at the current 40% discount for
 - Available only to government, alternative schools, and nonprofit institutions



Next Steps

Things to Keep in Mind

- We need to understand your highest priorities so we can ensure the Board has the information they need for a final decision
- The potential service reductions and fare changes are just that – considerations subject to Board action later in August
- As we work to develop the FY 2026 Annual Budget over the next several months, we are looking to minimize the impact on service and riders. The changes represent a menu of options and are a worst-case scenario.

Calendar of Key Events

| Date | Action/Briefing |
|------------------|--|
| May 28 | Board approval to Call Public Hearing on January 2026 service and fare changes |
| June 9-July 1 | Public meetings on January 2026 service and fare changes |
| July 8 | Public Hearing on January 2026 service and fare changes |
| August 26 | Board approval of January 2026 service and fare changes |
| January 19, 2026 | Implement January 2026 service changes |
| March 1, 2026 | Implement fare changes |

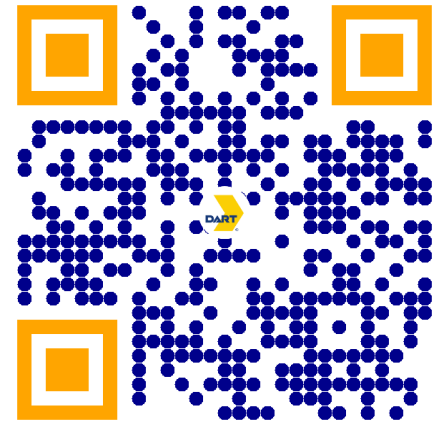
Public Meetings – 6:30 – 7:30 PM

| Date | City | Location |
|--------------------|----------------------------|---|
| June 9 | Irving | Irving City Hall |
| June 11 | Glenn Heights | Glenn Heights Recreation Center |
| June 11 | Richardson | City of Richardson |
| June 12 | Addison | Addison Athletic Club |
| June 16 | Plano | Plano City Hall |
| June 17 | Dallas | Singing Hills Recreation Center |
| June 17 | Cockrell Hill | Jaycee Zaragoza Recreation Center |
| June 18 | Farmers Branch | Farmers Branch Parks & Recreation Center |
| June 18 | University Park | University Park City Hall |
| June 23 | Carrollton | Carrollton Senior Center |
| June 25 | Rowlett | Rowlett Community Center |
| June 26 | Garland | Garland City Hall |
| June 27 | General | Telephone Town Hall (noon) |
| June 28 | Dallas | DART Board Room (10 AM) |
| July 1 | General | Virtual Meeting |

Q & A

For more information visit DART.org/2026Proposal

To leave a comment email DART_Townhall@DART.org





DART.org