



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

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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 buildings with glass facades. The sky is blue with some clouds. A semi-transparent yellow rectangle is overlaid on the image, containing the word "Welcome" in bold black text.

Welcome

Safety Briefing

Housekeeping Rules

- Please hold your questions until after the presentation.
- Questions will be addressed one at a time. Please step to the mic if you have a question.
- If you prefer, you can write your question on a comment card that we can read to the audience.
- Please stay on topic. Questions about the potential 2026 Service and Fare Changes will be addressed first.
- Use of profanity or inappropriate language is prohibited
- Questions and comments can also be submitted via 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

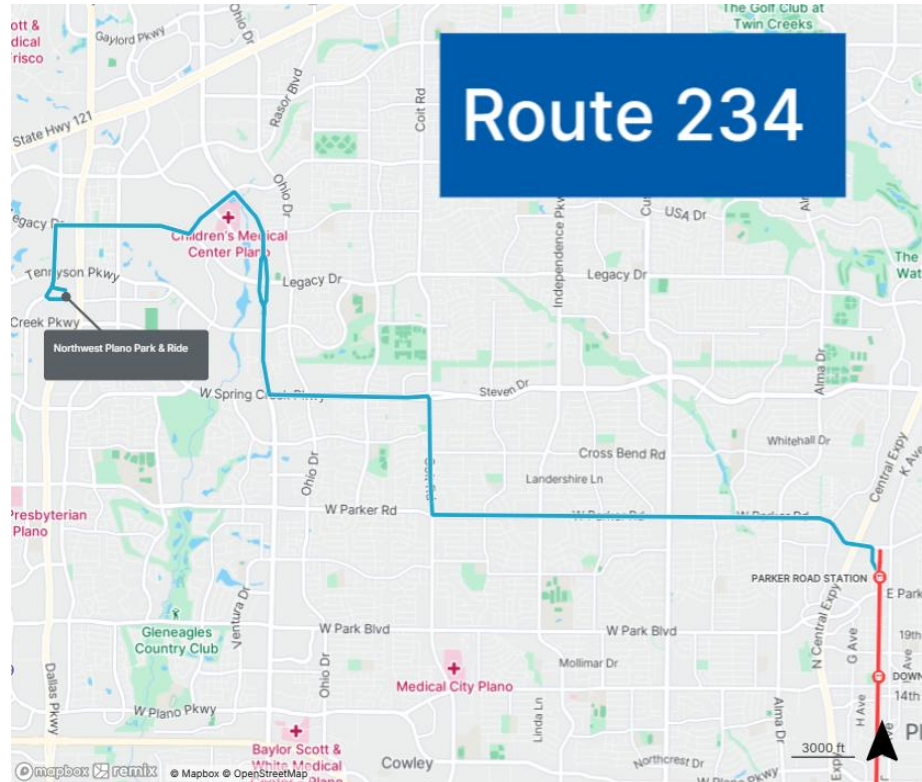
Identification and Approach

- 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

Route 234 Parker Road

Discontinued

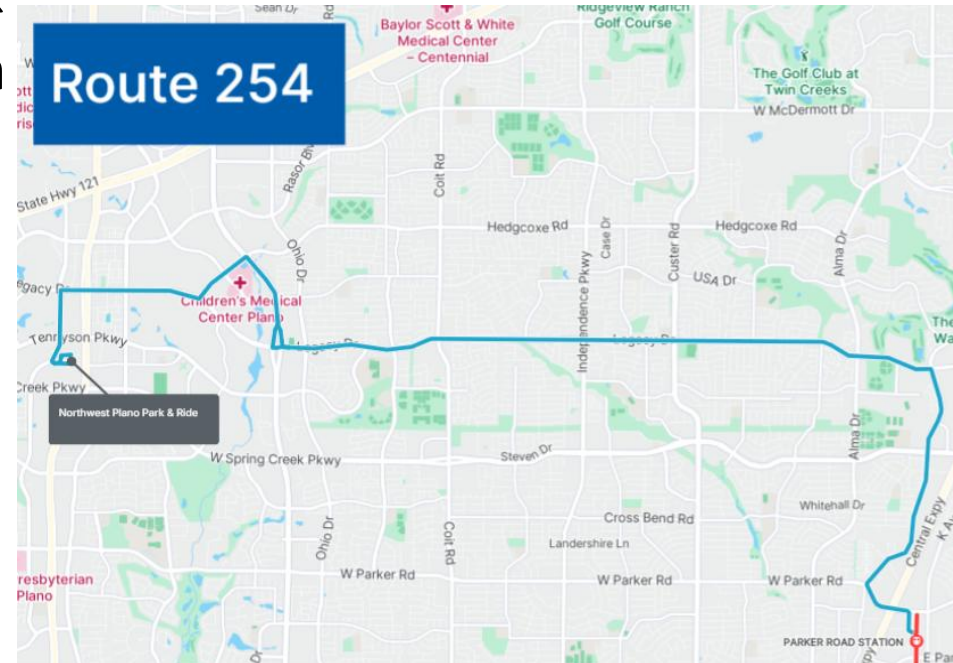
- Connects Northwest Plano Park and Ride to Parker Road Station via Parker Road
- Plano
- 399 average weekday riders
- Alternative services:
 - Proposed city-wide GoLink service
 - Route 241



Route 254 Legacy

Discontinued

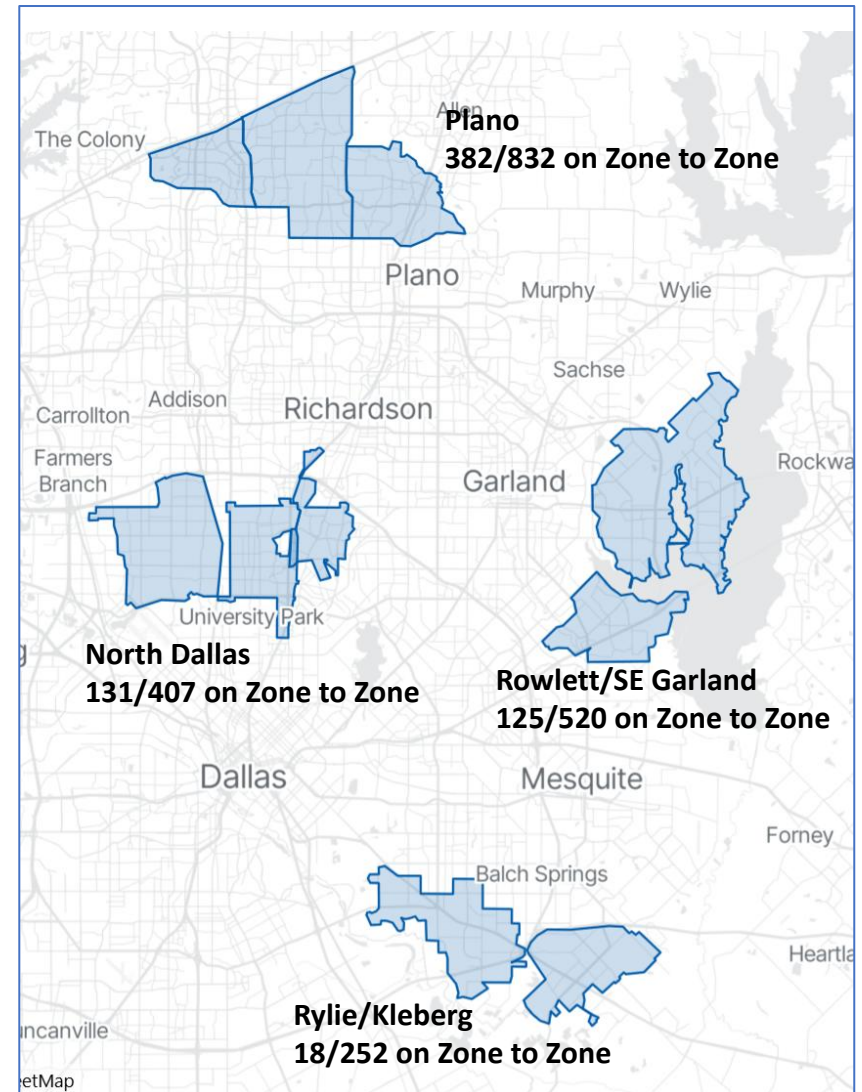
- Connects Northwest Plano Park and Ride to Parker Road Station via Legacy Drive
- Plano
- 338 average weekday riders
- Alternative services:
 - Proposed city-wide Plano GoLink service



GoLink Zone to Zone Pilots

Discontinued

- Four active pilots
 - Rylie / Kleberg
 - Rowlett / Southeast Garland
 - Plano
 - North Dallas
- All existing Plano GoLink zones would be discontinued and replaced by city-wide Plano GoLink



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 minutes in some periods)

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)
- **No Plano routes impacted**

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 in Plano 236, 239, 241, 247**

EXPRESS BUS (Routes 305-378)

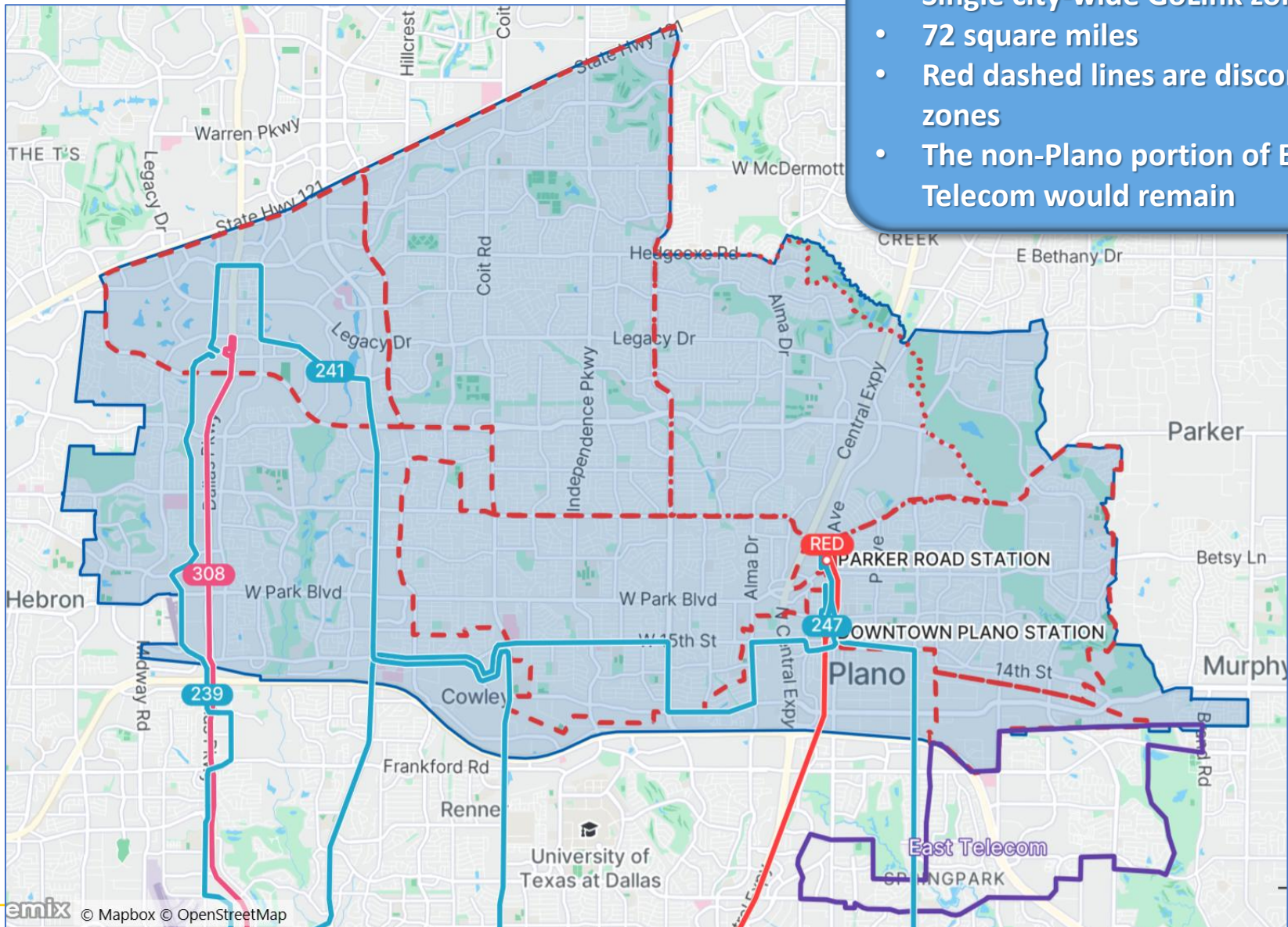
- Route 306, currently at 15 minutes frequency, would be reduced to 20 minutes frequency

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

Plano Citywide GoLink

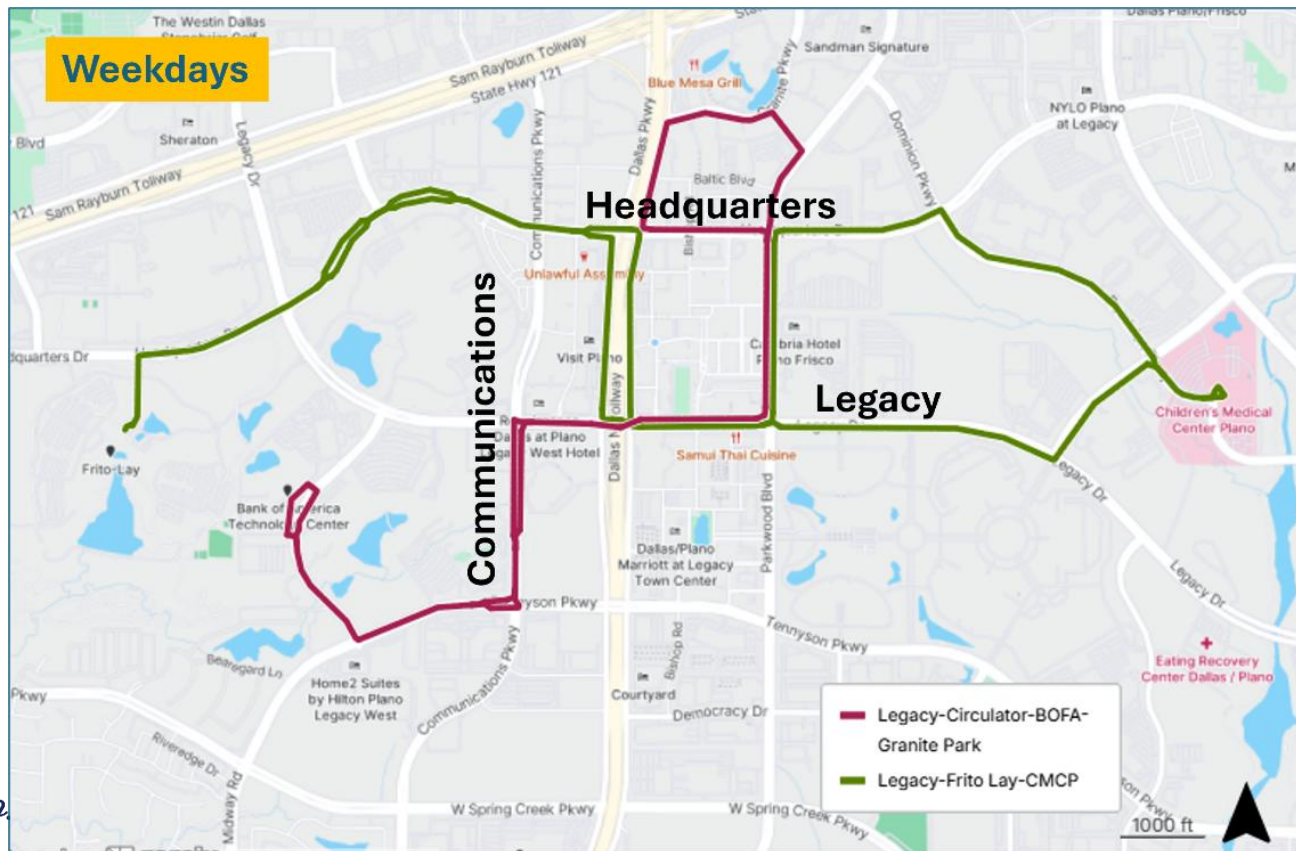
- Single city-wide GoLink zone
- 72 square miles
- Red dashed lines are discontinued zones
- The non-Plano portion of East Telecom would remain



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



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; frequency of 30 minutes

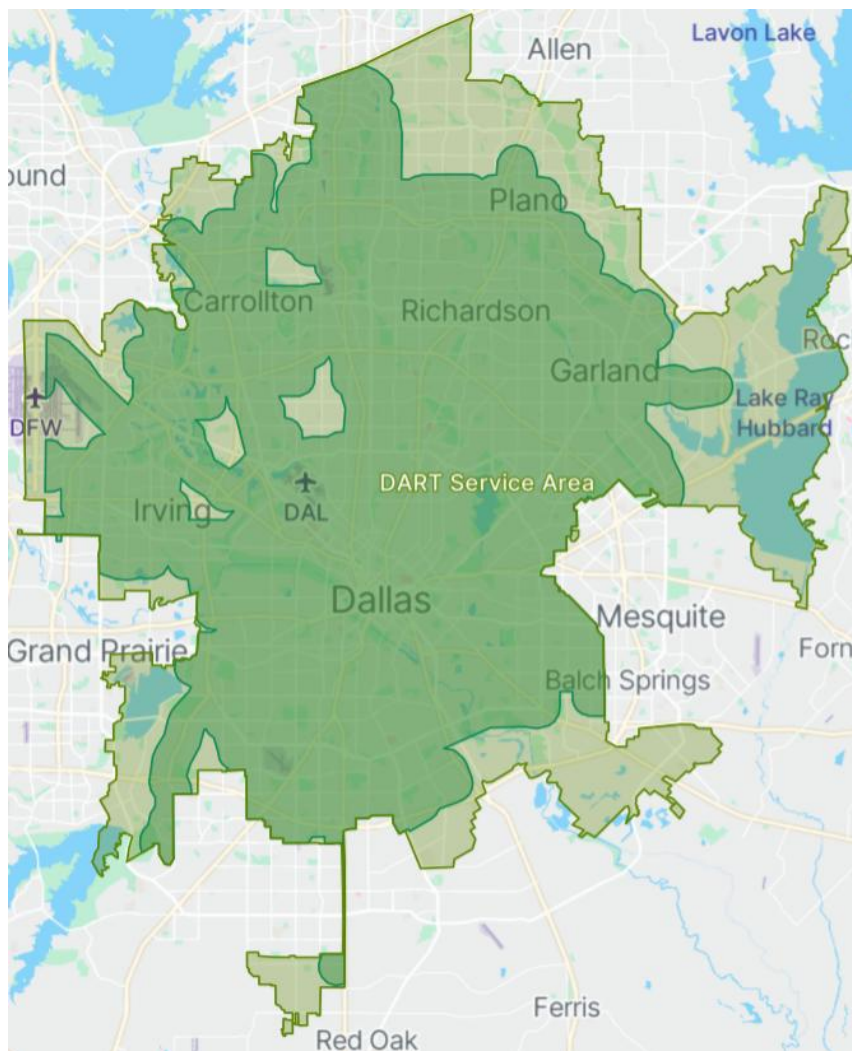


ADA Paratransit Changes

- 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 Fares

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



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

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 "Fare Changes". A yellow rectangular box is superimposed over the bus, containing the text "Fare Changes" in a bold, dark blue font. In the background, there are tall buildings and a traffic light. A sign on a building in the upper right corner also displays "#HungerActionMonth" and a logo of a hand holding a plant.

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
 - Collecting and giving change is problematic for this service
- 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 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

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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

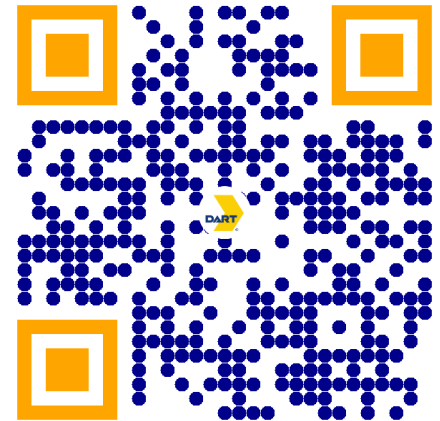
Public Meetings

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
June 28	Dallas	DART Board Room
July 1	General	Virtual Meeting

Q & A

For more information visit DART.org/2026Proposal

To leave a comment email DART_Townhall@DART.org





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