



**Total cost: \$25.3M**

**213 TVMs installed  
by Summer 2026**

**Supports 11 languages**

**\$7K+ collected  
every weekday**

### **Why are we installing new TVMs?**

Most of our 190 legacy TVMs have exceeded their 10-year life expectancy. The average downtime systemwide before installations began was 20%, and many parts are obsolete, making repairs increasingly difficult.

### **What's new about them?**

The new TVMs have many requested features, including expanded language support, integration with the GoPass app, and the ability to dispense or reload Tap cards, including with cash.\* This all adds up to an easier way to pay, improving access to benefits like fare capping and increasing fare enforcement.

### **How did we choose these TVMs?**

DART completed a competitive procurement process to identify the best solution for our current and future fare collection needs. We ultimately awarded the contract to Flowbird America, which designed the TVMs to DART's specifications based on input from internal and external stakeholders, including customers, fare enforcement officers, and the Revenue team.

### **When can I start using them?**

All 31 Silver Line machines are installed and functional, and we have begun replacing legacy TVMs, starting with downtown Dallas, where all four rail lines meet. All TVMs are on track to be replaced by the end of Summer 2026, and most will be done before the FIFA World Cup.

*\*Some of these features are still in testing and will be operational by the end of the project*

# **TVM Modernization FAQS**