



SUSTAINABILITY

— Snapshot —



Go Green with Dallas Area Rapid Transit

Applying a holistic view of sustainability to operations and service is vital to meeting the needs of the communities that DART serves. From our clean fuel technology to planting drought-resistant landscaping to incorporating solar panels, sustainable practices are at the center of our operations. Dallas-Fort Worth is the fastest-growing, fourth-largest and fifth most congested metro in the country. Being big certainly has its benefits, but it also has its challenges. As population has increased, so has travel, and with it more congestion and emissions. It will take both small changes and bold moves on each of our parts to improve this. We are doing our part, and we hope you will join us!

By using public transit you are supporting a more sustainable and equitable future. Combined with more walkable and bikeable communities, transit-oriented development (TOD) and our green operations, we can make a real difference. Look inside to learn more about how we are advancing sustainability for Our Community, Our Agency, and Our Planet. We've got big sustainability goals and we are excited about reaching them!

Let's go!

OUR COMMUNITY

- DIVERSITY & INCLUSION
- RIDERSHIP & SERVICE
- EQUITY & ACCESS
- LIVABLE COMMUNITIES
- COMMUNITY ENGAGEMENT
- SECURITY

OUR AGENCY

- DIVERSITY & INCLUSION
- EMPLOYEE ENGAGEMENT
- FINANCIAL STRENGTH
- OCCUPATIONAL SAFETY
- OPERATIONAL RESILIENCY

OUR PLANET

- PLANNING & DESIGN
- SUSTAINABLE PROCUREMENT
- ENERGY & AIR QUALITY
- WATER
- WASTE

Our Community



DIVERSITY & INCLUSION

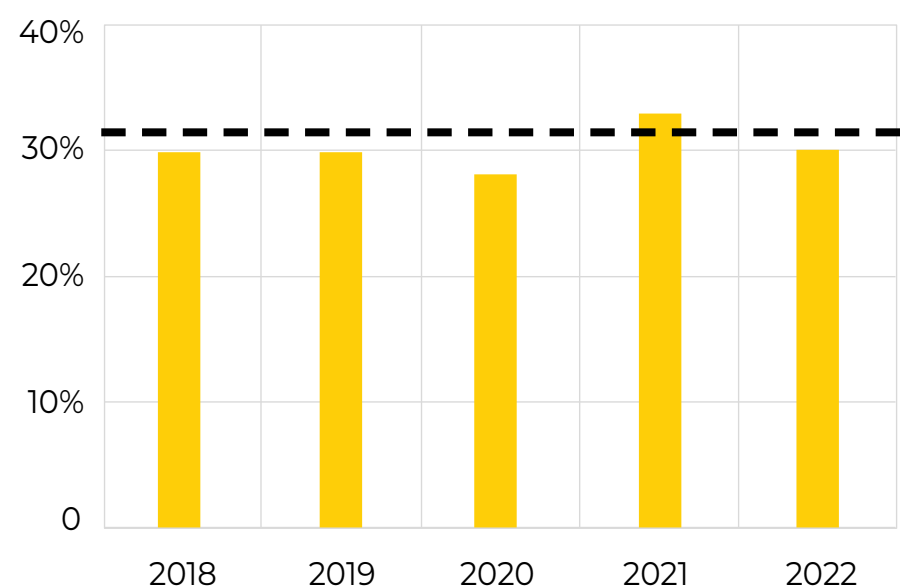
DART creates opportunities for diverse business owners to work with DART and grow their business.

DART's Small Business Academy trains small businesses to participate and compete for DART procurement opportunities. Participants have established contractual partnerships with DART.



D/M/WBE CONTRACTS AWARDED AS A PERCENTAGE OF ALL CONTRACTS AWARDED

DART strives to award 32% of its contracts to Disadvantaged/Minority/Women Business Enterprises (D/M/WBE).



RIDERSHIP & SERVICE

DART is focused on growing ridership through quality service.

The pandemic led to a significant drop in ridership in March 2020. Since 2021, DART ridership is recovering and is currently at about 65% of pre-pandemic levels. The launch of a new bus network in January 2022 and a renewed focus on the customer experience is supporting continued ridership growth.

Of the 43M riders in 2022, **over 97%** use DART bus or rail

Bus service carries over 50% of the system riders - nearly **23M per year**

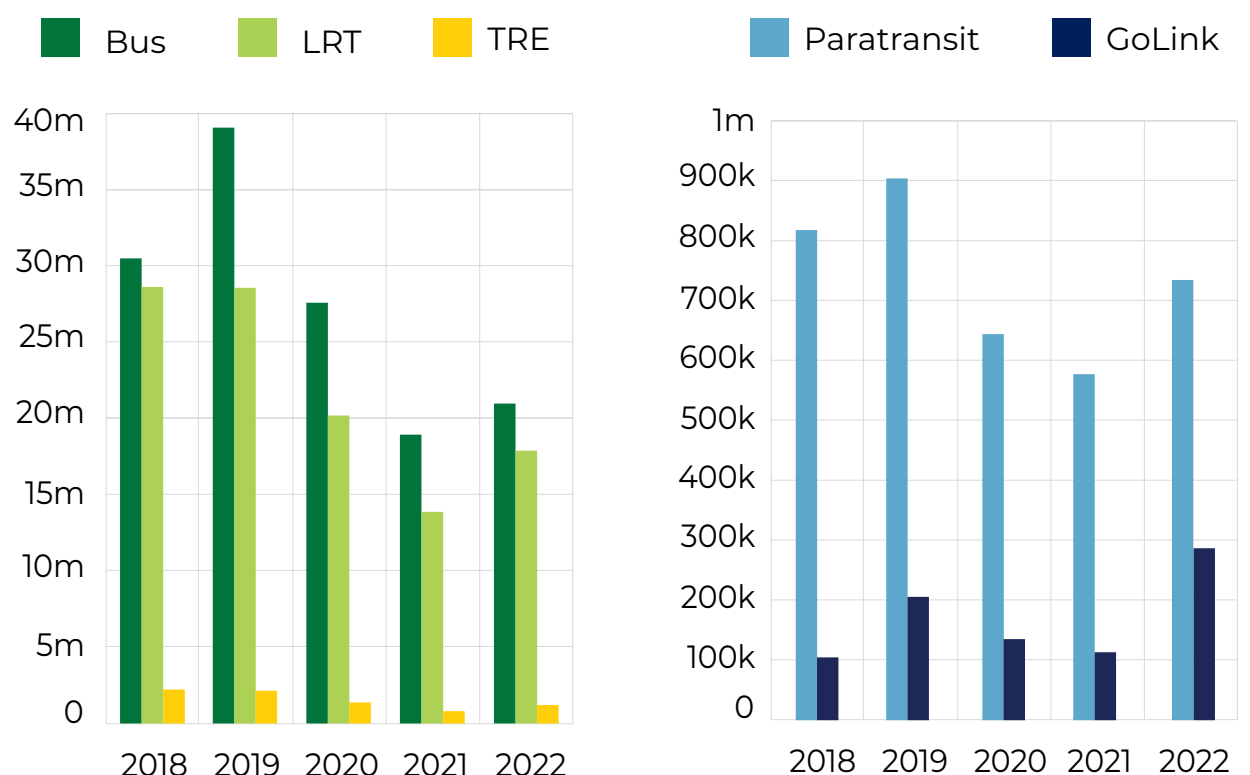
GoLink zones nearly doubled to **30 zones** with the new bus network, doubling ridership - which continues to see strong growth

ANNUAL SYSTEMWIDE RIDERSHIP

2018	62,525,948
2019	70,518,594
2020	49,773,307
2021	35,316,794
2022	40,821,777



ANNUAL RIDERSHIP BY MODE



Our Community continued

EQUITY & ACCESS

In January 2022, DART enhanced access to jobs and services with the new bus network.

- **74%** of DART service area residents have access to transit services within walking distance. This is **6% more** than the prior network.
- With a focus on transit riders working non-traditional hours, all local DART bus routes now provide service **seven days a week** between the hours of 5 a.m. and midnight at a minimum.
- The new network increased the number of **jobs** accessible within one hour by **34%** compared to the prior bus network.
- GoLink zones increased from **16 to 30**, enhancing first- and last-mile access throughout the service area. In January 2023, GoLink increased hours of service to match local bus.
- DART extended its Discount GoPass® Tap Card pilot program through 2024, making mobility financially feasible to more people. Qualified riders get a **50% discount** on DART fare to support access to jobs, health care and educational opportunities.

LIVABLE COMMUNITIES (TOD)

Livable communities allow people to live, work and play without needing a car.

DART and its service area cities are advancing transit-oriented development projects around bus and rail facilities to increase ridership, reduce vehicle travel, and reduce emissions while enhancing quality of life.



DART is currently working with its cities to develop TOD plans at 10 sites



Two exciting mixed-use developments are currently in development at SMU/ Mockingbird and Trinity Mills stations.

COMMUNITY ENGAGEMENT

DART is an active member of the community, providing service and connections that bring people together, and providing outreach to promote transit and other sustainable mobility options.

- Every year, DART promotes Bike to Work Day through special events, encouraging people to make a positive impact on their health and on the environment by using a bicycle and DART to commute to work.
- New in 2022, DART introduced a holiday train and bus, delighting everyone – both riders and non-riders alike.



- DART hosted 27 community engagement special events in 2022.

SAFETY & SECURITY



DART strives to enhance customers' sense of security through improved awareness, design features, and increased visibility of DART staff and contractors.

- DART has launched an elevator attendant program to support both cleanliness and security at key stations.
- LED lighting retrofits are underway at all facilities to create a brighter environment that uses less energy.
- DART has multiple ways for riders to report issues which allows DART to respond quickly. Riders can use the Say Something app, text a tip, report a problem on DART's website, or through the GoPass App.

Our Agency



DIVERSITY & INCLUSION

DART promotes an inclusive culture and supports efforts to attract and retain a diverse and skilled workforce.



From 2018 to 2022 the percent of minorities in management positions (manager & above) increased from **56% to 67%**.



In that same timeframe, the percent of women in management positions increase from **31% to 36%**.



DART is collaborating with Univision to increase outreach to the Hispanic population to increase diversity of new hires.

EMPLOYEE ENGAGEMENT

DART strives to create a positive and rewarding work environment by engaging employees and helping them to grow professionally, be recognized and stay healthy.



MAY 2023

New Wellness Portal launched with health challenges for employees



JUNE 2023

Employee Engagement Survey



JUNE 2023

Annual Wellness Family Picnic

DART offers a variety of professional development opportunities including Leadership DART, Executive DART, and Supervisory DART. For Supervisory DART, DART partners with Dallas College to upskill 24 emerging Supervisors annually and provide a path to a college degree.

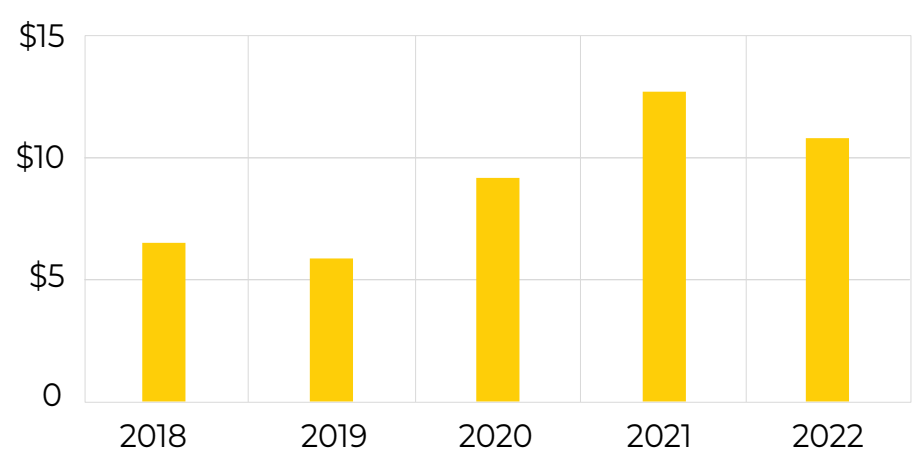
FINANCIAL STRENGTH

Financial stewardship is important. Through responsible financial planning, DART can invest in services, programs and projects that deliver value to our riders and communities.

Federal COVID relief funds helped to keep most DART service in place during the pandemic. While subsidy per passenger increased during this time, DART was able to ensure that people reliant on transit could get to their jobs, services and shopping. As ridership rebounds, subsidy per passenger is beginning to decrease. In addition, due to sound financial planning, the DART Board allocated \$110M from the mobility assistance and innovation fund to support cleanliness, reliability, and security initiatives to encourage post-COVID ridership recovery.



SUBSIDY PER PASSENGER FOR FIXED ROUTE



Our Agency continued

OCCUPATIONAL SAFETY

Safety is a priority for DART. The agency proactively works to prevent accidents and injuries.



DART approved an updated Public Transportation Agency Safety Plan (PTASP) in 2022 with performance measures for Injuries, Safety Events, and System Reliability.



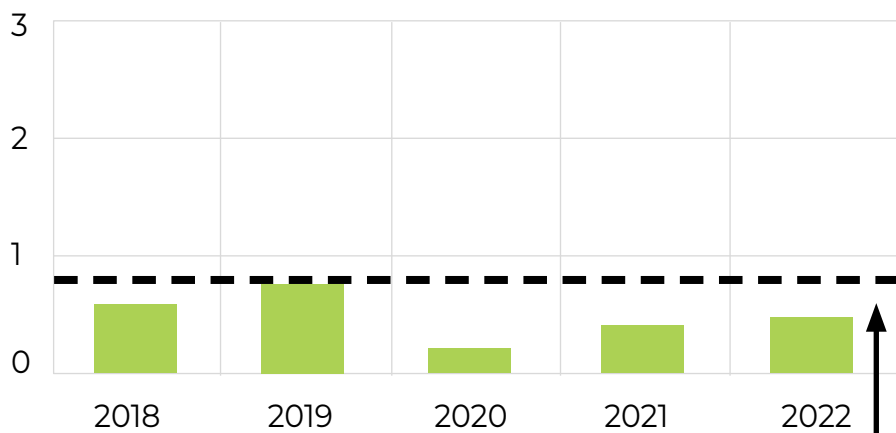
For the Red & Blue Line Platform Extension Project, from November 2020 to January 2023, recordable safety incidents and lost time are below the national average.

More than **538,000 man hours** were associated with the Red and Blue Platform Extensions Project. DART's recordable incident rate and lost time rate were both below the national average, demonstrating our commitment to safe practices during construction.



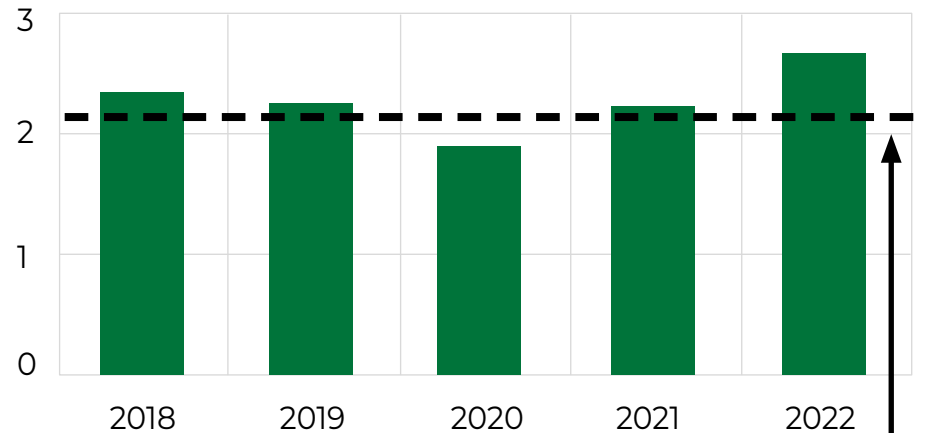
National Recordable Incident Rate	DART Recordable Incident Rate	National Lost Time Rate	DART Lost Time Rate
2.55	2.23	1.22	1.11

LIGHT RAIL TRAIN COLLISIONS SINCE 2018



Target for light rail train collisions per 100,000 miles operated (.75)

BUS COLLISIONS SINCE 2018



Target for bus collisions per 100,000 miles operated (2.25)

OPERATIONAL RESILIENCY

Focusing on operational resiliency leads to more secure, clean and reliable systems, vehicles and operations to benefit our riders and support agency health.



Through DART's new Clean Team Initiative, 24 additional contract cleaners board light rail vehicles throughout the day to supplement cleaning efforts.



The Consolidated Command and Dispatch Center project will consolidate critical functions and improve emergency and dispatch communications for the agency.



A System Modernization Program is being advanced to modernize fleet and facilities, including a winterization study to identify projects to ensure operations can continue during extreme winter weather events.

Our Planet



PLANNING & DESIGN

DART seeks to minimize impacts to the natural environment and maximize benefits to the community through context-sensitive planning, design and mitigation.



Silver Line Highlights

- 22,050 ft. of noise walls, 34 quiet zones, 9,350 ft. of vibration mats using TDA, an environmentally friendly material made of recycled tires.
- Preservation of vegetation and trees and replanting as needed.
- Collaboration with agencies to construct the parallel Cotton Belt Regional Trail.
- Preservation of a portion of the historic White Rock Creek bridge for use in a historic marker along the trail.
- Community-driven Art & Design program at each station.

SUSTAINABLE PROCUREMENT

Working with suppliers and professional service providers to implement identified sustainable best practices and innovative solutions.

- DART Procurement use of Sustainability purchasing process inventory checklist
- Renewable energy credits purchased for bus fleet CNG fuel
- Procurement of new electricity contract with up to 100% renewable electricity sources

WATER

DART is making improvements on its water use efficiency through conservation, reuse, and best practices.

DART has begun incorporating xeriscaping at some of its stations. Three stations have been completed to date with plans for more in the future.



DART has a fleet of over 500 buses at three operating facilities, and most get washed every day. To conserve water, DART captures the water in floor drains and passes it through a filtration system so up to **75% of the water can be reclaimed** and reused to wash other buses.

WASTE

DART strives to minimize waste through durable design, preventative maintenance, material recovery, and best business practices.



To reduce waste sent to landfills, DART recycles batteries, motor oil, antifreeze and office waste.



Since 2018, DART fleet services has recycled over **28,000 gallons** of motor oil.

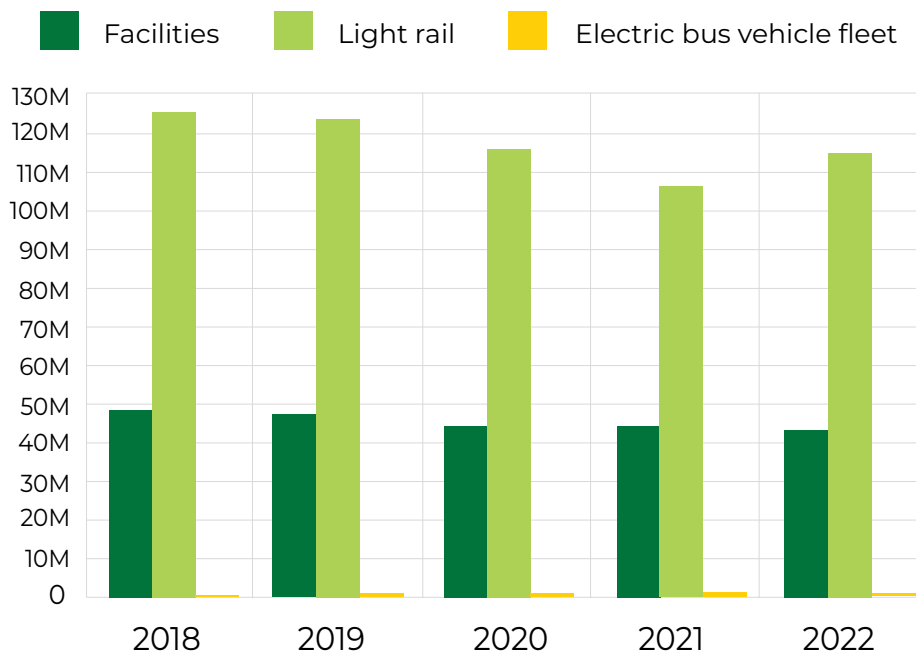
Our Planet continued

ENERGY & AIR QUALITY

DART has continued to improve fuel and energy use efficiency while transitioning to cleaner fuels and renewable energy sources that reduce its environmental footprint.

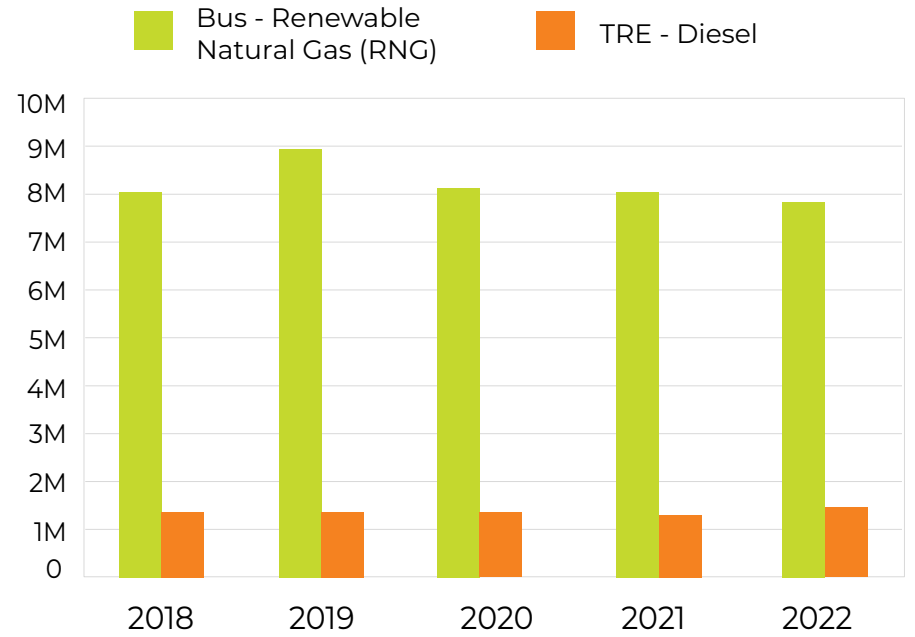
ELECTRICITY USE

(by kilowatt hour)



FUEL USE BY MODE

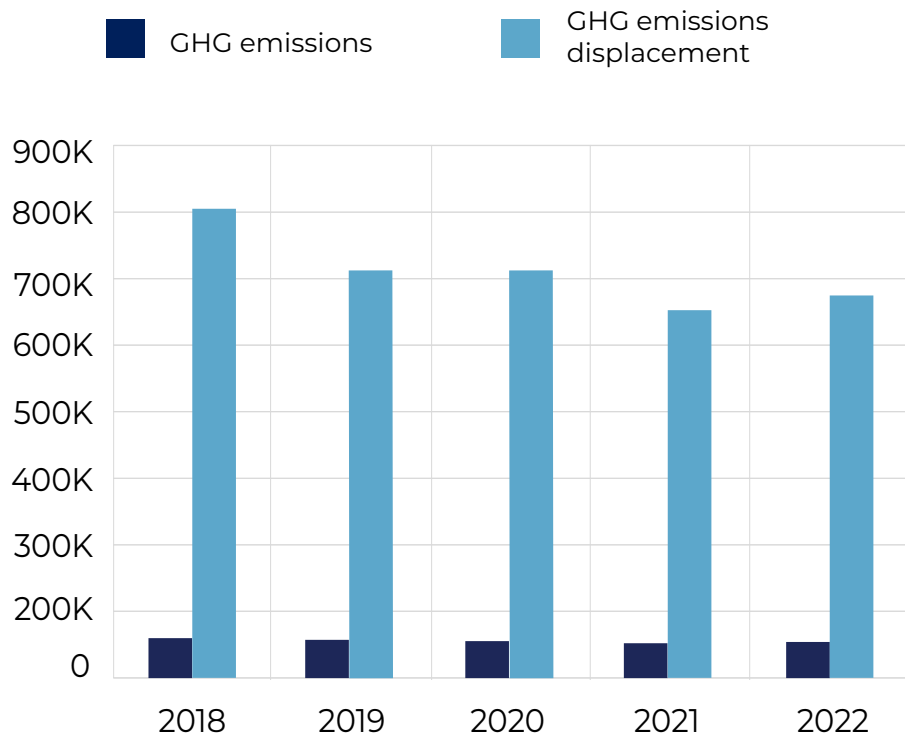
(gallons)



DART's Energy Savings Performance review has identified opportunities at DART facilities to support energy efficiency. As the agency continues to perform modifications and updates to facilities, electricity usage is projected to continue to decrease.

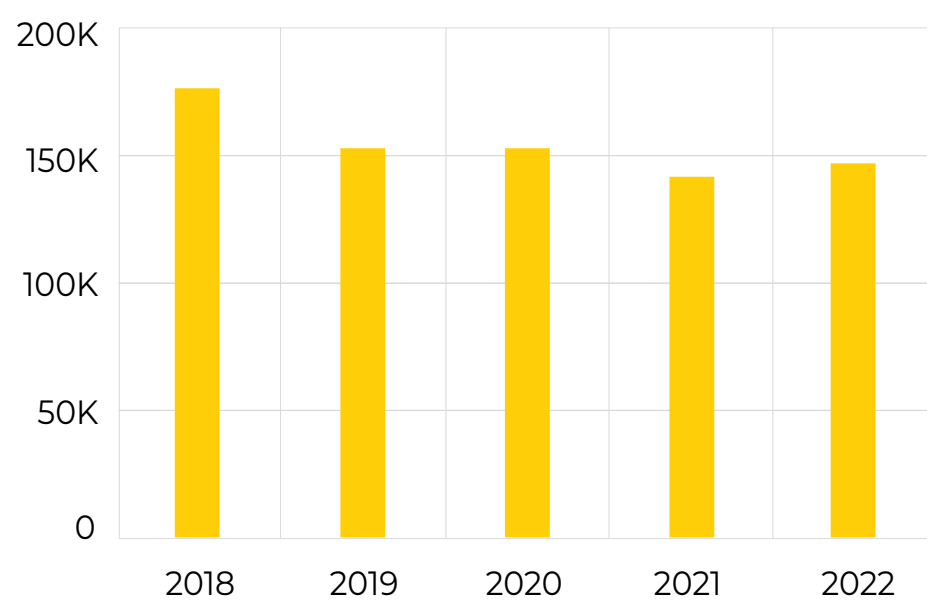
GREENHOUSE GAS (GHG) EMISSIONS AND REDUCTIONS

MTCO₂eq (Metric ton of CO₂ equivalent)



EQUIVALENT SINGLE OCCUPANT VEHICLE (SOV) REDUCTIONS DUE TO TRANSIT USE

(vehicles per year)



- DART bus fleet transitions reduced GHG emissions by nearly **80%** from 2014 to 2019. This continues to be reduced as electric buses are added to the fleet. Fuel modernization efforts for the TRE commuter rail will also support reduced emissions until the fleet is replaced in the future.
- GHG emissions from electricity use **also decreased** since DART obtained 30% of purchased power from renewable sources like wind and solar. Emissions dropped by **28%** from 2015 to 2019. As DART transitions to a higher percentage of renewable electricity this will decrease even more.

- DART displaces about **700,000 MT CO₂e emissions** by providing an alternative to single occupant vehicle (SOV) driving - more than seven times DART's operational emissions.
- This translates to **removing about 150,000 cars** off the road each year. Shifting more people to transit through coordinated planning and supportive policies can make an even bigger impact for our region.