



Dallas Area Rapid Transit
P.O. Box 660163
Dallas, TX 75266-0163
214-749-3278

October 7, 2020

Mr. Mark Israelson
City Manager
City of Plano
1520 K Avenue
Plano, Texas 75074

Dear Mr. Israelson:

Thank you for inviting Dallas Area Rapid Transit (DART) to provide a Quarterly Briefing to the Plano City Council on October 12, 2020. A copy of the presentation is included as Enclosure 5. This letter provides an update for DART's service and projects in addition to the Quarterly Briefing.

DART serves the City of Plano through light rail, bus, GoLink supplemented by UberPool, and paratransit service. Light rail ridership for Fiscal Year (FY) 2020 (through August 2020) was 748,621 riders. Bus ridership for the same time period was 663,731 riders, and GoLink ridership for the same time period was 59,448 riders. GoLink service in the City is broken down into three zones: Legacy West Zone, Far North Plano Zone, and North Central Plano Zone. Lastly, paratransit ridership for the same time period was 51,741 riders. In addition, DART also operates DART Rides, which is a rider assistance program for registered residents of qualified cities who are age 65 or over or have a certified disability. The DART Rides program in Plano had 39 unique riders in August 2020, which is a slight decrease compared to the 78 unique riders for the previous year.

DART has been committed to the safety and wellbeing of our riders and operators during the pandemic crisis. In accordance with Governor Abbott's Executive Order, riders are required to wear a face covering on all DART vehicles. DART operators have provided face coverings to riders upon request and recently DART installed face mask and hand sanitizer dispensers on all buses, light rail vehicles, and streetcars. Furthermore, DART installed respiratory droplet shields on buses to help protect riders and bus operators. Light rail vehicles and buses are cleaned with Halosil Foggers that use a hydrogen peroxide-based cleaning solution with antimicrobial silver ions to sanitize and disinfect vehicles ensuring all surfaces are cleaned. Light rail vehicles also receive a thorough cleaning at the eight terminus stations throughout the day with a focus on cleaning high touch areas with an EPA-approved cleaning agent known to kill the coronavirus. Buses are cleaned on a rotating basis with EPA-approved cleaning agents and over 70% of buses are equipped with SanUVAire Breathe-Safe Germicidal UV Systems that utilize ultraviolet germicidal irradiation technology to kill viruses as air is recirculated throughout the bus.

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The pandemic has impacted DART's ridership, as it has with transit agencies world-wide, causing a reduction in ridership beginning in mid-March. As seen in Enclosure 1, ridership levels decreased in mid-March, but ridership has slowly increased and begun to level off since April. In response, DART made service adjustments including implementing a modified Saturday service schedule on April 6, 2020. As ridership has increased due to the Texas economy slowly reopening, on October 19, 2020, DART will restore 90% of pre-pandemic levels of service that includes service restoration, replacement or discontinuation of routes. This restoration of service focuses on those customers that are currently riding DART, their originations and destinations. The following October service changes will impact the City of Plano: Red Line rail will have 20-minute service until 7:00 p.m. followed by 30-minute evening service. Bus routes 410, 451, and 452 will be restored to full pre-pandemic levels. Bus routes 210 (alternative service on bus route 208 and Red/Orange Rail Lines) and 211 (alternative service on bus route 452) will be discontinued due to low performance, and the remaining bus routes 208, 347, 350, 841, 843, and 870 will continue to operate on a modified weekday service schedule.

DART continues to make significant progress with our Capital Projects, which include the Silver Line Project and the Dallas Central Business District Second Alignment (D2) Project. The Silver Line project is a 26-mile long, regional rail, extending from Shiloh Road in Plano to DFW International Airport. The project will interface with three existing rail lines: the Red/Orange Lines in Richardson/Plano, the Green Line in Carrollton, and the Orange Line at DFW International Airport. The date of the projected revenue service for this project is early 2023. As part of the Silver Line project, DART has collaborated with City staff in designing the 12th Street Station, which will allow customers to transfer from the station to the new elevated existing 12th Street Light Rail Station. Enhancements for the Silver Line 12th Street Station include a covered pedestrian walkway between the Silver Line and the light rail station, enhanced landscape and lighting and covered stairs and a plaza at the light rail station.

The D2 Subway project is a future second light rail line through downtown Dallas that extends from Victory Park to Deep Ellum as seen in Enclosure 2. The D2 Subway will help to ensure the sustainability of the DART system by providing needed capacity and improving system reliability and passenger service throughout the system by allowing a more dependable and quicker trip through downtown Dallas. Enclosure 3 provides a list of key timeline milestones reached for this project.

DART is also approximately 50% complete with the platform lengthening project. This project is adding approximately 100 feet to 28 platforms that were constructed prior to 2002. These platforms are on the Red and Blue lines. This will allow the use of 3-car trains throughout the light rail system, helping to relieve overcrowding.

In addition to DART's Capital Projects, DART is also in the process of redesigning our bus network through the DARTzoom: A New Bus Network Redesign project. The project will define an approved mix between ridership and coverage goals. The DART Board is currently considering a policy decision on the appropriate balance between ridership and coverage that will be used to design the draft Bus Network Plan. The Board is expected to make a decision on October 20, and the drafting of the Bus Network Plan will begin in November. The Board is considering a hybrid approach to the ridership-coverage ratio in designing the new transit network. This approach will

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both increase the number of bus routes with improved frequency and increase access to transit for more residents and jobs. In fact, up to 30 % of all DART routes will offer 20 minute or better frequency during the midday. The hybrid network will also increase the number of residents and jobs with walking distance access to transit by expanding the use of GoLink and UberPool where regular bus service is not successful. Approximately 73% of residents are within a half-mile of service and GoLink service can be expanded, including in Plano. The drafting of the plan will include a second network design retreat involving City of Plano staff, DART staff, the DARTzoom consultant team, and staff from DART's other Service Area cities. Enclosure 4 provides an overview of the redesign timeline.

Another project that DART has coordinated with City of Plano staff includes the Traffic Signal Priority (TSP) project. TSP technology assists buses by allowing a green light extension or an early green light along rapid bus corridors, corridors with traffic congestion and corridors with efficiency issues. DART has continued to work with City staff to discuss TSP implementation. Currently, the proposal is to implement TSP on Route 452, which serves Legacy, Preston Road, Parker Road and Parker Road Station. DART is considering centralized TSP, which will meet the cities' needs and is cost effective.

Lastly, DART has continued the Discount GoPass Tap Card pilot program to assist riders. The Discount GoPass Tap Card is a reloadable fare payment card that provides qualified DART riders a convenient way to pay for bus and train fares at half the cost of the regular fare. Riders who qualify for the following programs automatically qualify for the Discount GoPass Tap Card: Children's Health Insurance Program (CHIP), Housing Solutions for North Texas (DHA), Housing Choice Voucher Program (Section 8), Supplemental Nutrition Assistance Program (SNAP), Special Supplemental Nutrition Program for Women, Infants, and Children (Texas WIC), Temporary Assistance for Needy Families (TANF), Comprehensive Energy Assistance Program (CEAP), Medicare, and Texas Medicaid.

If you have any questions about this information, please do not hesitate to contact me at (214) 749-2544 or by email at gthomas@dart.org.

Sincerely,

Gary C. Thomas

Reviewed and approved, but not signed due to
COVID-19 Coronavirus Pandemic

Gary C. Thomas

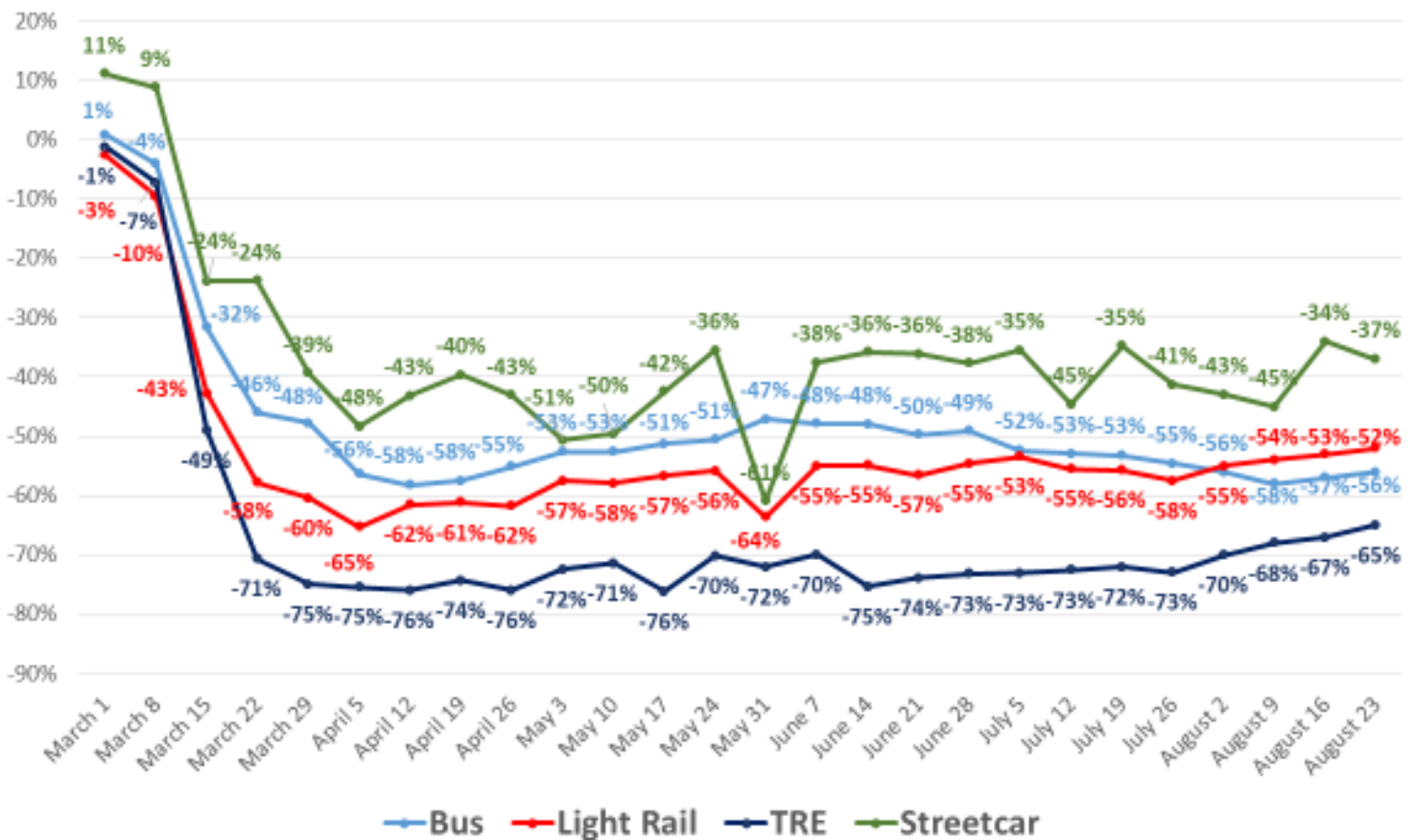
President/Executive Director

Enclosures

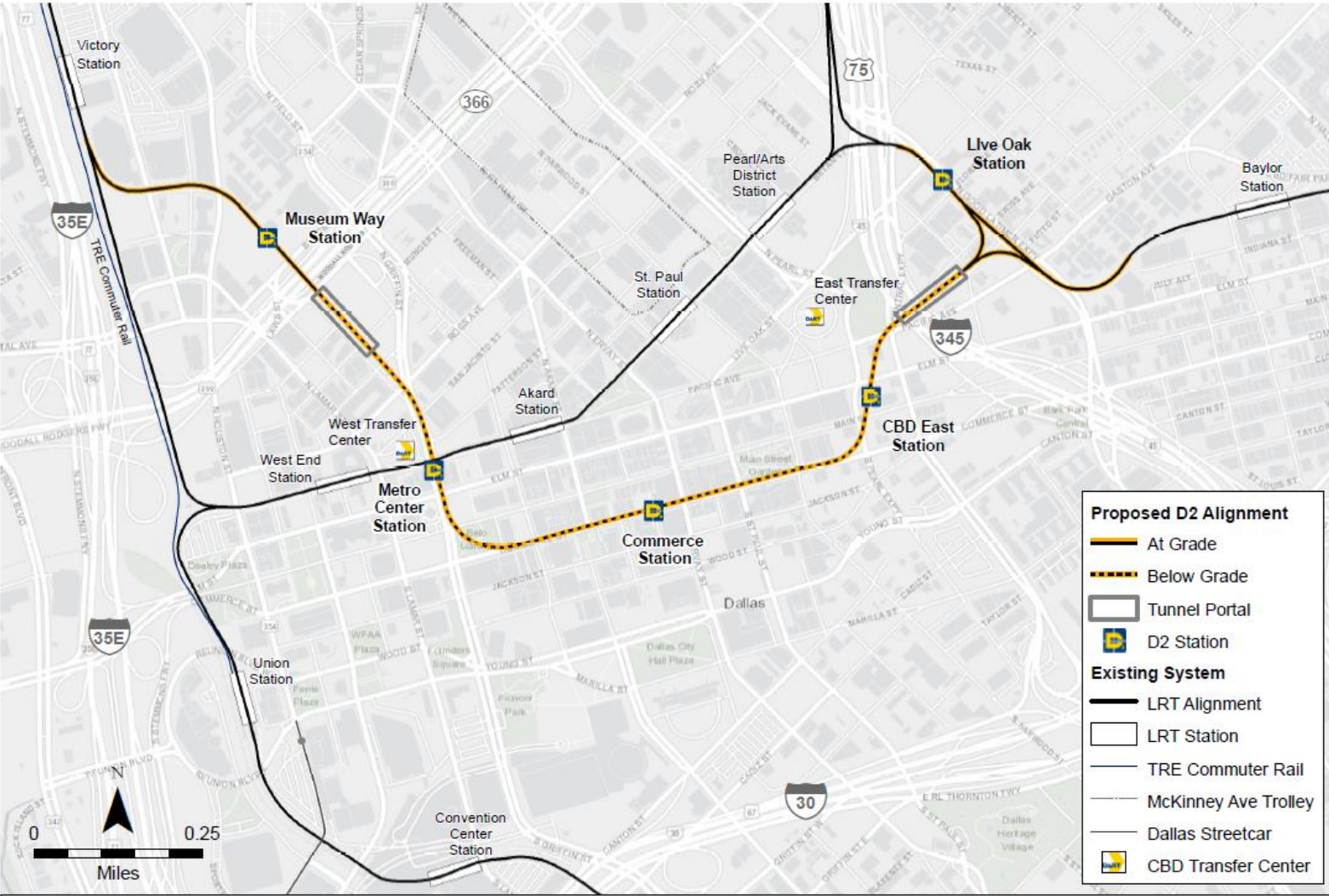
c: DART Board

Edie Diaz, Vice President, Government and Community Relations

Weekday Ridership Decline During COVID-19 Compared to Last Year



D2 Subway Alignment and Stations



Key Milestones for FTA Schedule

Activity	Date
20 percent design/initiate readiness documents	Mar 2020
Supplemental Draft Environmental Impact Statement (SDEIS)	Mar-June 2020
- <i>Notice of Availability (see www.DART.org/D2)</i>	May 2020
- <i>Public Hearings on Draft SDEIS</i>	June 2020
30 percent design	Oct 2020
Final EIS/Record of Decision (FEIS/ROD)	Nov 2020
Core Capacity Submittal	Dec 2020
Entry into Engineering	Mid 2021
- <i>FTA Rating</i>	
- <i>Readiness documents review complete</i>	
<i>Anticipated grant execution</i>	2022
<i>Revenue service date</i>	2025*

*Subject to Change

Bus Network Redesign Timeline

Task	Timing
Finish Network Concept Design	Winter/Spring 2020
Elected Officials Briefings (including this presentation)	Winter/Spring 2020
Choices & Network Concepts Report	April 14, 2020
Board Evaluation of Network Concepts	April through June
Public Engagement #1	April through September 2020
Board Choice of Network Concept	October 2020
Development of Draft Network	November 2020
Public Involvement, Round 2	January 2021- March 2021
Approve the Bus Network Plan	Summer 2021
Initiate Service Changes	January 2022

Enclosure 5

DART Briefing to the Plano City Council

Gary C. Thomas

President/Executive Director

October 12, 2020



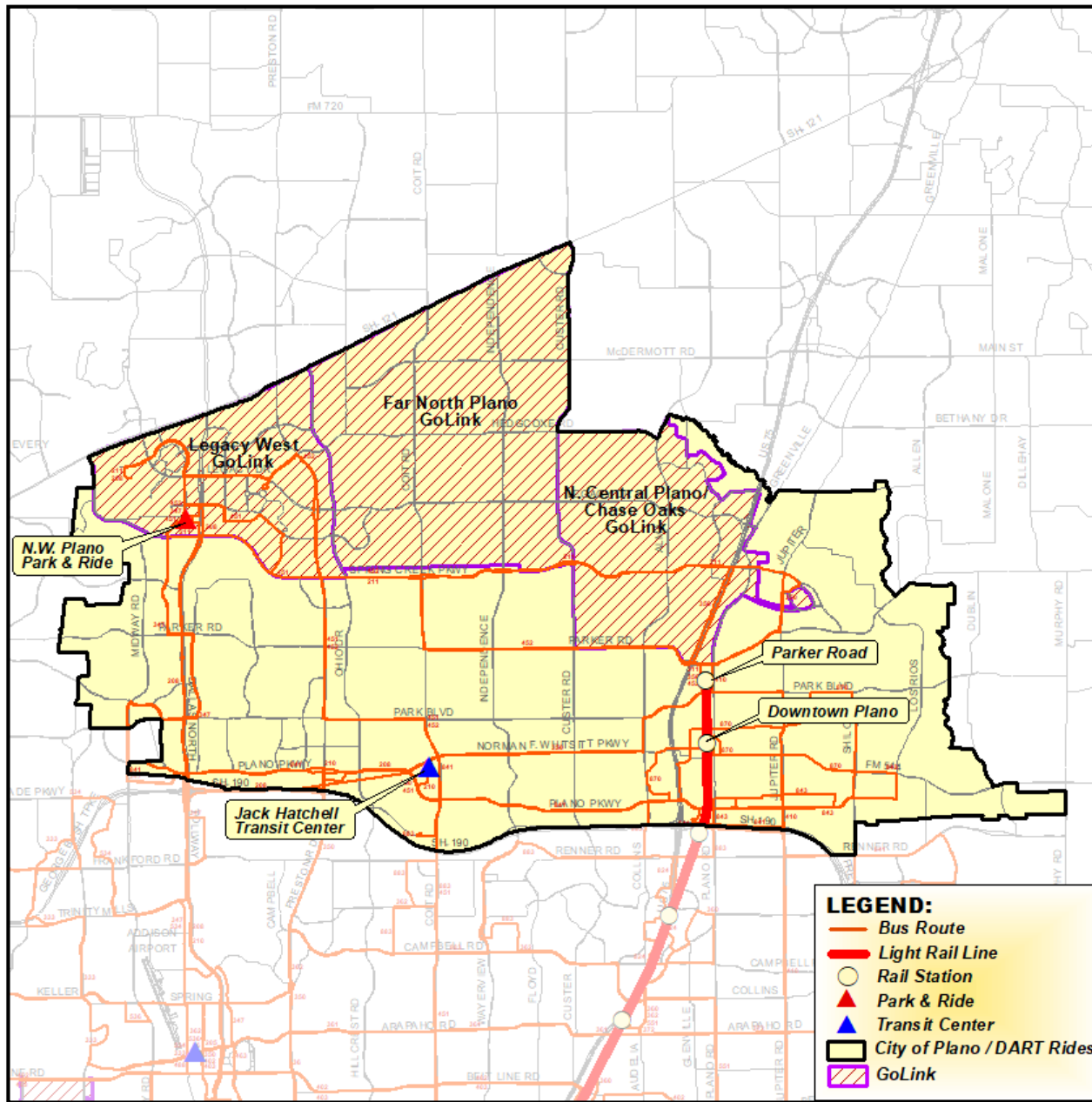
Agenda

- DART Service in Plano
- Ridership Update
- COVID-19 Impact on Ridership and Service
- Capital Project Update
 - Silver Line
- DARTzoom: A New Bus Network Update

A yellow DART bus with the number 41041 is parked on a city street. The bus has a large advertisement on its side. In the background, there are several tall, modern skyscrapers under a blue sky with some clouds. The entire image has a light blue overlay.

DART Service in the City of Plano

Plano Service Map





Ridership Update

Plano Ridership by Mode

FY 2020 Year to Date (through August 2020)

BUS



663,731

LIGHT RAIL



748,621

GOLINK



59,448

PARATRANSIT

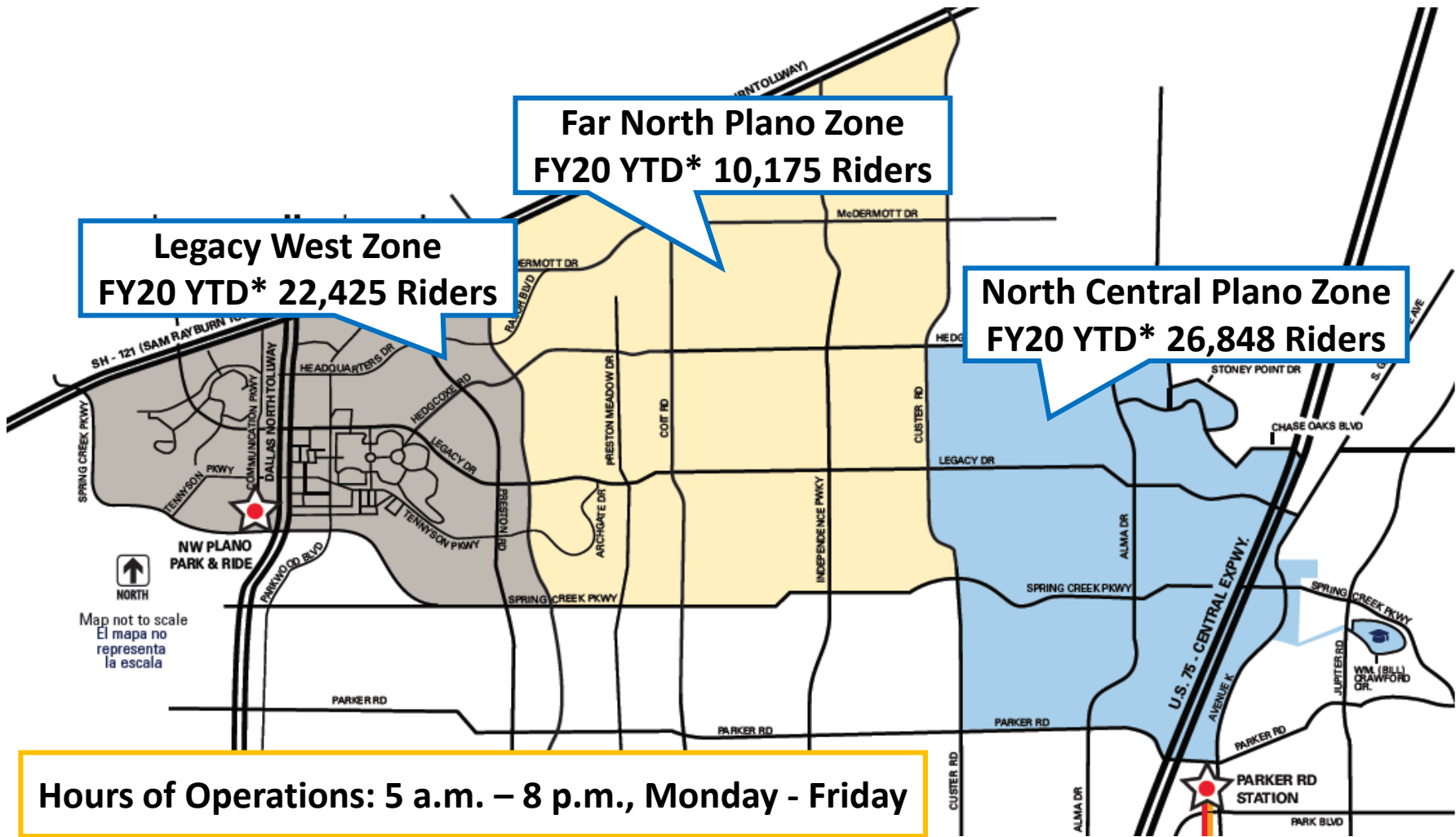


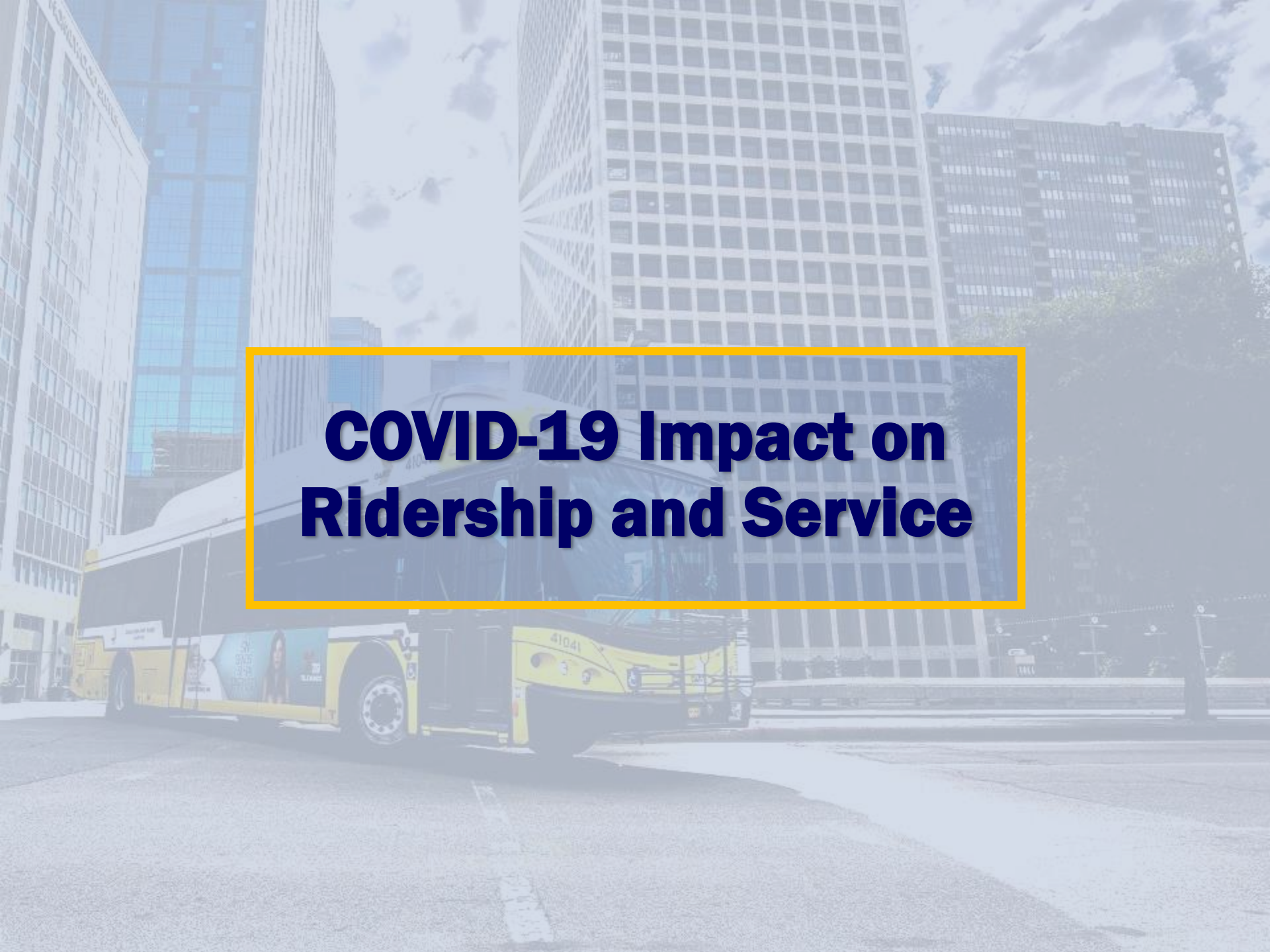
51,741

	Bus	Light Rail	GoLink	Paratransit
Plano	663,731	748,621	59,448	51,741
Garland	1,495,389	433,032	--	58,744
Richardson	1,162,525	712,883	--	20,781
Irving	1,261,701	630,160	--	35,679

GoLink Service in Plano

Legacy West, Far North Plano, North Central Plano





COVID-19 Impact on Ridership and Service

Recent Service Changes Impacting Plano

April 2020 “Modified Weekday Service” Changes:

Implemented Saturday routes and schedules on weekdays for most routes, with some earlier or later trips added

- Hourly service all day on Routes 347, 410, 451, 452, and 870 (with 870 making counterclockwise loop only in East Plano)
- 45-minute service all day on Route 350 serving Collin College with 1-direction loop
- Bus route 183 operating Saturday service (ends at Addison; no service to Plano)
- Reduced frequencies on peak Express routes: 208 (20 m); 210 (25 m); 211 (30 m)
- Bus routes 841 and 843 maintain regular weekday service
- 20-minute daytime service on Light Rail

June 2020 Service Changes:

Due to the end of the "FLEX" program, bus routes 841 (Telecom Corridor), 843 (South Plano), and 870 (East Plano) became regular local routes

October Service Changes Impacting Plano

October 2020 Service Changes:

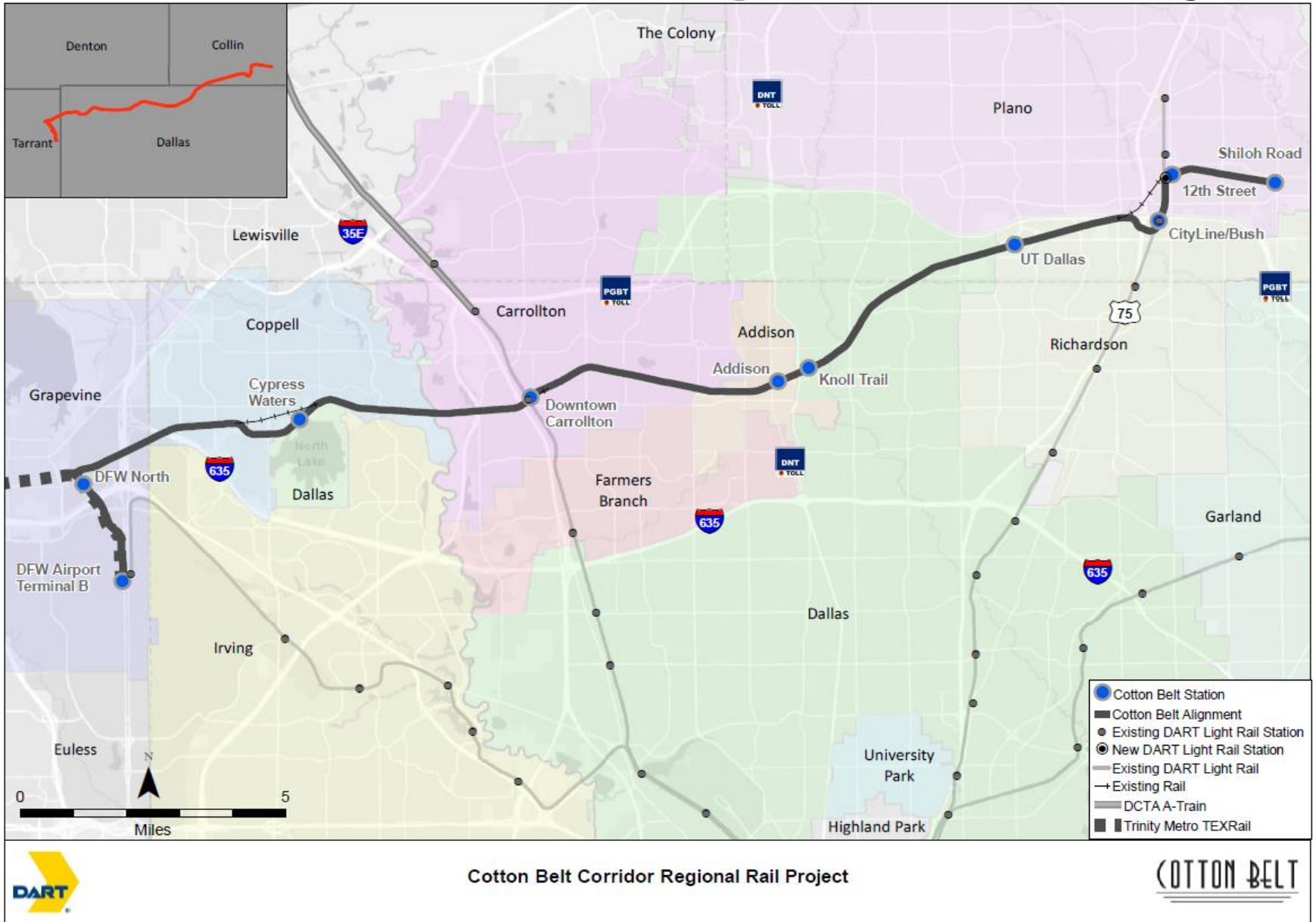
DART will implement service changes (weekdays only) effective October 19, 2020. The following changes will impact the City:

- Red Line will have 20-minute service until 7 p.m. followed by 30-minute evening service
- Bus routes 410, 451, and 452 will be restored to full pre-pandemic service levels
- Bus routes 210 (alternative service Route 208 and Red/Orange Lines) and 211 (alternative service Route 452) will be discontinued due to low performance
- Remaining Plano bus route (208, 347, 350, 841, 843, 870) services will continue at modified service levels that have operated since April 6, 2020

A blurred city street scene with a yellow bus and a yellow banner in the background. The banner has the text "#HungerActionMonth" and a graphic of a plant. The text "Capital Project Updates" is overlaid in a bold, dark blue font within a yellow rectangular border.

Capital Project Updates

Silver Line Corridor Regional Rail Project



12th Street Station Update

- DART, City of Plano staff, and the Toll Brothers have been working together to review design plans and City staff requests for design enhancements at the proposed pedestrian walkway, elevator, and stairs
- These enhancements will allow customers to transfer from the Silver Line at-grade 12th Street Station to the elevated Light Rail Train (LRT) 12th Street Station on the existing Red Line
- The design for 12th Street Station includes the following enhancements:
 - Covered pedestrian walkway between Silver Line and LRT Stations
 - Enhanced landscape and lighting
 - Covered stairs and plaza at LRT Station

12th Street and Shiloh Road Station Design Update

- 12th Street LRT Station
 - 30% Design
- 12th Street Silver Line Station
 - 60% Design
- Shiloh Road Station
 - 60% Design

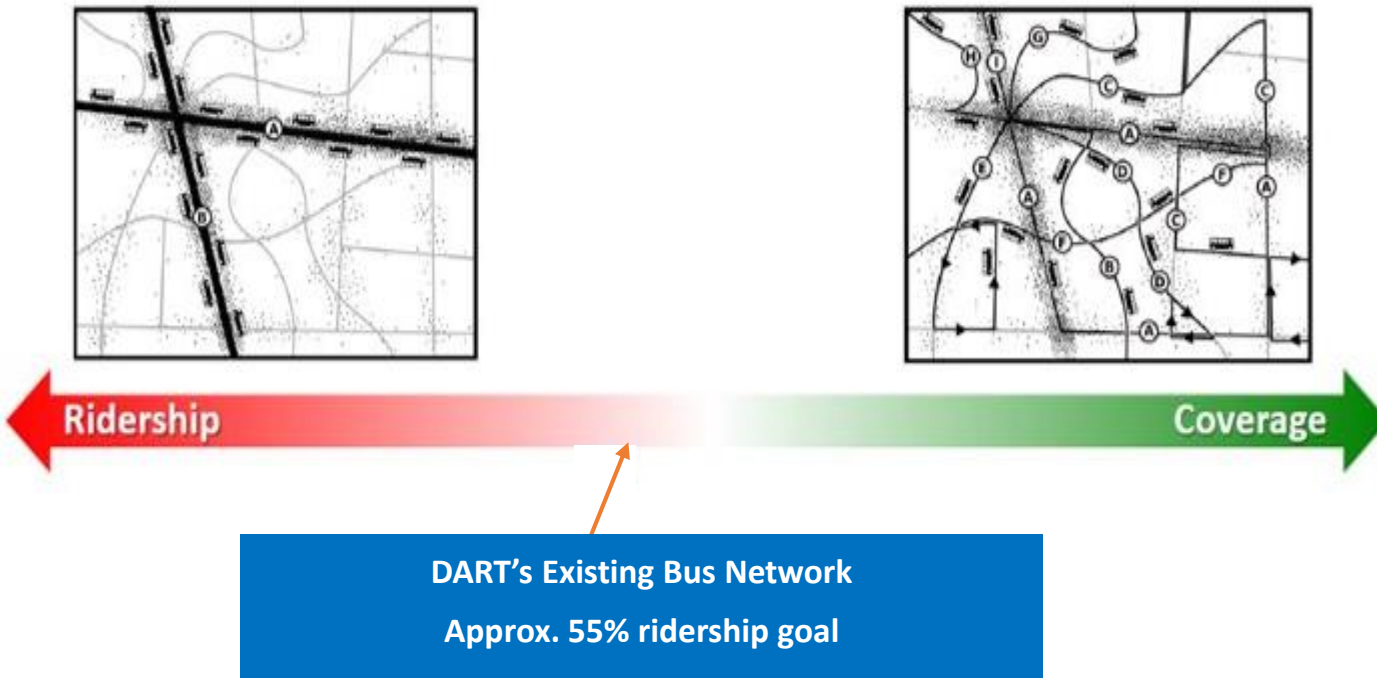




DARTzoom: A New Bus Network Update

Bus Network Redesign

- Continuing efforts to improve DART bus and system service
- To define an approved mix between ridership and coverage goals



Network Coverage Splits with Hybrid Approach

High Ridership Concept



85% towards ridership, 15% towards coverage

Hybrid 7x/2x

- ≈25-30% of routes operate 20 minutes or better
- ≈73% of residents within ½-mile of service
- Expanded GoLink

High Coverage Concept



60% towards ridership, 40% towards coverage

Existing DART Network: 55% – 45%

80/20

- ≈35% of routes operate 20 minutes or better
- ≈54% of residents within ½-mile of service
- Basic GoLink

75/25

- ≈29% of routes operate 20 minutes or better
- ≈59% of residents within ½-mile of service
- More GoLink

70/30

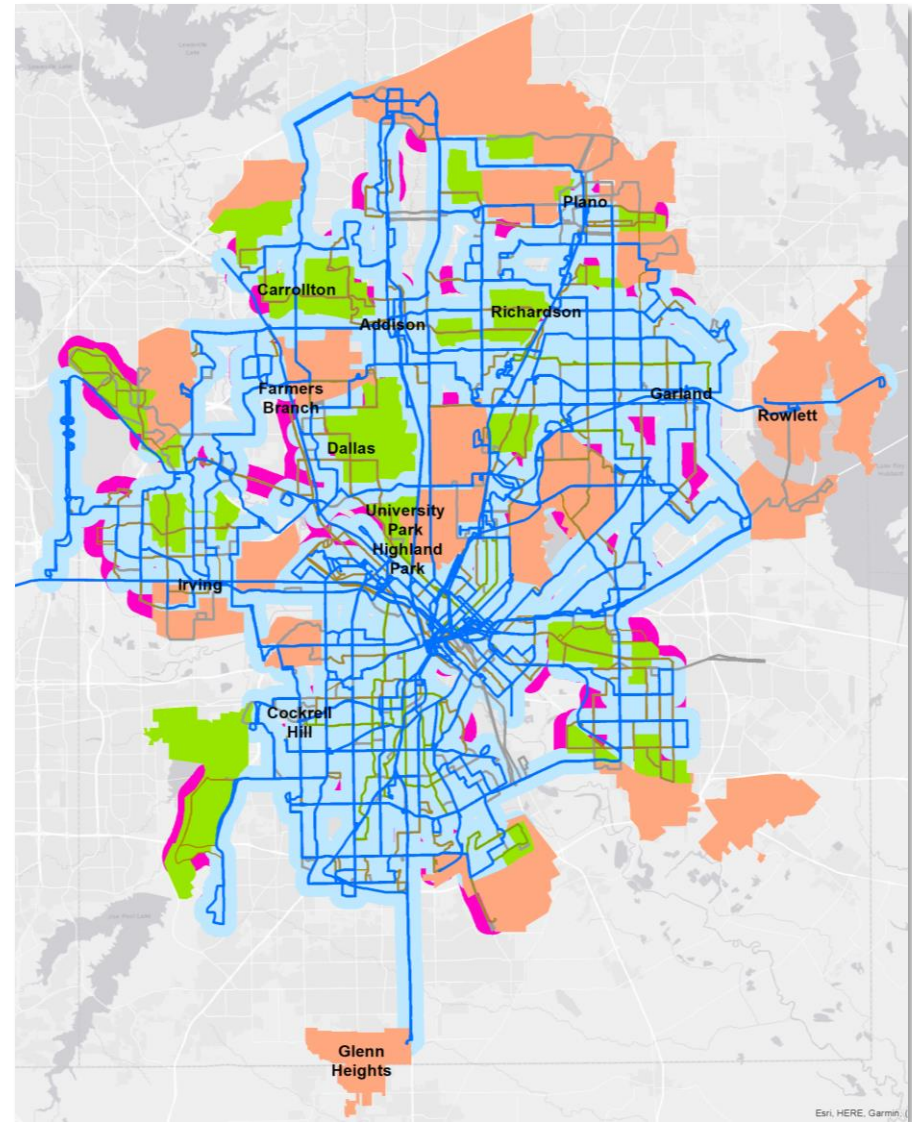
- ≈24% of routes operate 20 minutes or better
- ≈63% of residents within ½-mile of service
- More GoLink

65/35

- ≈18% of routes operate 20 minutes or better
- ≈68% of residents within ½-mile of service
- Expanded GoLink

Hybrid Approach

- This scenario offers nearly as much coverage as the coverage concept, and more coverage than the existing network
- The map at the right highlights areas that would not have coverage in this scenario relative to the coverage concept
- Most of these areas are relatively undeveloped, or generate few riders in the current system
- We believe this is a viable 70/30 or 75/25 option with little negative overall coverage impact



*Areas with less coverage compared to coverage concept in **ROSE***

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Questions?



DART.org