

# Memorandum



CITY OF DALLAS

DATE April 9, 2018

TO Honorable Members of the Mobility Solutions, Infrastructure and Sustainability Committee

SUBJECT **City of Dallas Service Resolution: A DART Update**

On Monday, April 9, 2018, you will be briefed on Dallas Area Rapid Transit (DART) updates regarding the service resolution adopted by the Dallas City Council in October 2016. The briefing materials are attached.

Please feel free to contact me if you have any questions or concerns.

A handwritten signature in blue ink, appearing to read 'Majed A. Al-Ghafry'.

Majed A. Al-Ghafry  
Assistant City Manager

[Attachment]

- c: Honorable Mayor and Members of the City Council  
T.C. Broadnax, City Manager  
Larry Casto, City Attorney  
Craig D. Kinton, City Auditor  
Billierae Johnson, City Secretary (Interim)  
Daniel F. Solis, Administrative Judge  
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager  
Jo M. (Jody) Puckett, Assistant City Manager (Interim)
- Jon Fortune, Assistant City Manager  
Joey Zapata, Assistant City Manager  
M. Elizabeth Reich, Chief Financial Officer  
Nadia Chandler Hardy, Chief of Community Services  
Raquel Favela, Chief of Economic Development & Neighborhood Services  
Theresa O'Donnell, Chief of Resilience  
Directors and Assistant Directors



# City of Dallas Service Resolution: A DART Update

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Dallas Council Committee on Mobility  
Solutions, Infrastructure and Sustainability

March 26, 2018



# **City of Dallas, DART Service Metrics**

- In October 2016, the Dallas City Council adopted a resolution recommending service goals related to DART bus and rail service
- This presentation provides the status of DART's response to the items in the resolution

# D2

## DALLAS Resolution

- Construction of the second LRT line (D2) through the CBD in a subway generally between Woodall Rodgers and I-345 along an alignment to be developed by DART, and subject to approval by the Dallas City Council

## DART

- DART proposed and remains committed to move forward with the D2 project
- The City Council approved the Victory/Commerce/Swiss D2 subway alignment in September 2017
- DART Board action approved the Victory /Commerce /Swiss D2 alignment as the Locally Preferred Alternative in September 2017
- Project development process continues to refine the final plan
- Revenue Service projections remains 2024

# Level of Service Policy

## DALLAS

- Expedited implementation of expanded bus services targeted toward the transportation needs of low income and transit-dependent riders

## DART

- FY15-19 implemented and projected service improvements:
  - On time performance schedule adjustments on 41 routes
  - Added weekend service on 5 routes
  - More frequent service on 16 routes; others may be added in FY19
  - Route extensions on 4 routes
  - NE Dallas changes on 9 routes
  - Blue Line South Oak Cliff changes on 5 routes
  - New GoLink services in 6 zones, including Rylie, Kleberg, and Inland Port
- A grant has been obtained to offer taxi voucher service for seniors and disabled in selected areas (including Pleasant Grove) as identified by the Senior Commission
- DART purchased 43 new buses for core service frequency improvements in August 2019

# Level of Service Policy

## DALLAS

- The City Council requests that DART develop, adopt and implement a Level of Service policy consistent with transit industry best practices

## DART

- The DART Board reviews and updates the Service Standards on a regular basis, incorporating modifications as is appropriate
- The DART Board of Directors is currently reviewing DART's Service Standards in the Operations, Safety and Security Committee
- Revised Standards will be presented to the DART Board for consideration in late FY18

# Timeline for Board Discussions and Update of DART Service Standards

Topic	Potential Timing
Performance Measurement	December 2017
Route Types and Structure <i>(including potential frequent service and grid network route systems)</i>	February 2018
Board Policy Considerations	March 2018
Service Span <i>(including hours of service)</i>	April 2018
On Time Performance and Directness of Service	May 2018
Service Frequency	June 2018
Amenities <i>(shelters, benches, lighting etc.)</i>	July 2018
Board Action on Revised Standards	August/ September 2018

# Level of Service

## DALLAS

- Level of Service policies should be based on increasing ridership by improving passenger service and efficiency through a sustainable high frequency grid network

## DART

- Reviewing service structure and updated Service Standards as part of Operations, Safety, Security Committee
- Review includes grid and high frequency networks
- Service frequency improvements on a number of routes will be implemented on March 26, 2018, with a larger round of changes planned for August 2019 when new buses arrive
- New service on Greenville Avenue connecting Richland College, Healing Hands Medical Clinics, and Downtown Dallas



# On Time Performance

## DALLAS

- On time performance 90% or better during peak service and 95% all other times

## DART

- Board of Directors is reviewing service standards for On Time Performance (OTP) for bus and rail
- Implement first traffic signal priority project serving Dallas and six other cities in 2018 to speed up routes
- Reviewing consolidation of DART's 11,200 bus stops
- DART is discussing arterial priority concepts with the City of Dallas staff including dedicated bus lanes and queue jumps to speed up bus service and increase OTP

# Directness of Travel

## DALLAS

- Travel time for public transit passengers should be as time-competitive as possible with auto travel and should not exceed two times (2x) auto travel time per trip ratio

## DART

- DART continues to design new services to help address route directness opportunities, including proposals for additional crosstown, limited-stop, and crosstown express service
- Jobs accessible from low income areas by DART in 60 minutes with current network
  - Vickery Meadows area -- 957,000 jobs
  - Kiest Station area -- 405,000 jobs
  - ML King Station area – 730,000 jobs
  - West Dallas Area – 540,000 jobs
  - LBJ-Skillman area – 560,000 jobs
- Priority for improving trip duration includes frequent route service, weekend service improvements, and service span (hours of operation)
- DART is working with City staff to implement traffic signal priority, dedicated lanes, queue-jumping lanes, and other strategies to improve travel times and reliability

# Directness of Travel from Low to Moderate Income Areas

## DALLAS

- Special focus should be placed on minimizing the travel time from low to moderate income areas (defined by the City of Dallas) to:
  - The top five work centers
  - Health care centers and hospitals
  - Education and training centers
  - General merchandise or food stores greater than 3,500 square feet

## DART

- Rail or bus service is available to top 10 employment centers and all regional medical facilities, and other key destinations throughout the DART Service Area
- DART now operates rail service to all major regional medical facilities and adjacent clinics, and has bus service or special shuttles to provide more direct access
  - (e.g. Medical City, Baylor, Parkland, UTSW, Texas Presbyterian, Methodist Hospital)
- We are analyzing access to grocery stores, educational facilities, and training centers
- New GoLink Mobility on Demand service to the Inland Port area started in February 2018 to offer faster access to jobs for residents of southern Dallas

# Passenger Shelters and Benches

## DALLAS

- Passenger shelters should be provided at all bus stops where warranted by existing conditions, including boarding passenger counts, passenger wait time, bus stop situation, exposure to weather conditions, and the facility or land use being served

## DART

- Under current Standards, passenger amenities are placed where daily boardings exceed 25 (bench) or 50 (shelter), with the additional opportunity for amenities at schools, hospitals, senior centers, rehabilitation centers, social service agencies, and medical facilities
- 895 shelters in Dallas, 1,031 in Service Area
- Up to 114 new shelters and 106 expanded shelters programmed for 2018-2020, where 85% are in Dallas
- DART Board is considering potential changes to this Standard as a part of the review process
- DART is conducting an analysis of sidewalk availability for use to collaborate with cities to improve accessibility to transit

# Transfer Wait Times

## DALLAS

- Passenger wait time should be reduced during transfers by coordinating bus schedules to reduce wait times at key transfer locations or by reducing number of transfers where possible

## DART

- Buses planned to connect with a rail station are designed for a maximum of 5 minutes wait time
- Bus routes serving multiple rail stations are timed for highest ridership station
- Reducing wait time overall will be accomplished by improving frequency and OTP
- High frequency route improvements have been underway in FY16, FY17, FY18 and will continue in FY19
- Implement minimum recovery standard of 15% of route time to improve bus timeliness will be implemented by August 2019

# Rail Service Coverage

## DALLAS

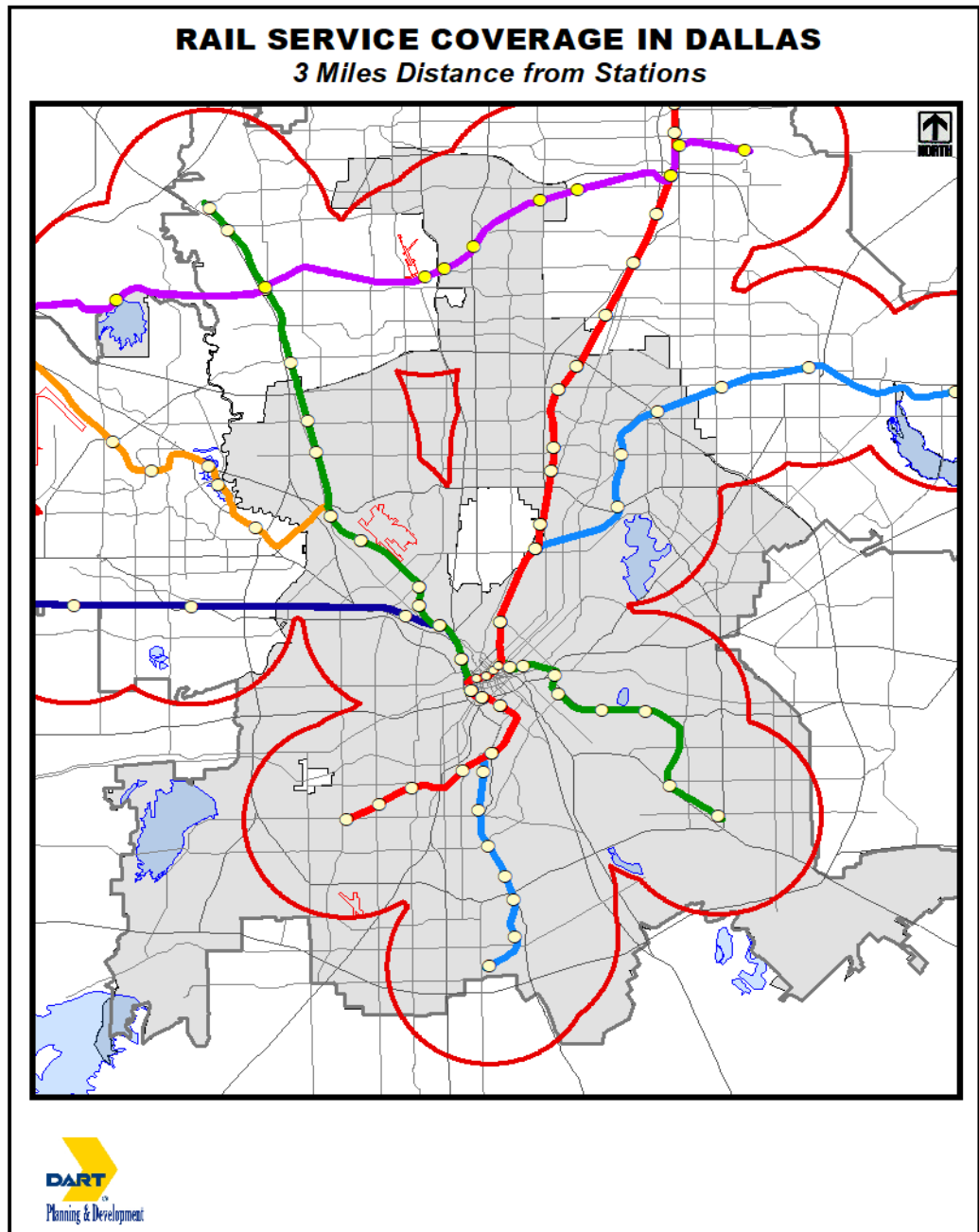
- Transit rail stations should be within 3 miles of all service areas within the City of Dallas to support multi-modal transportation options

## DART

- A majority of the City of Dallas is now within 3 miles of rail stations
- The Cotton Belt project will fill in access to several Dallas areas that are not within 3 miles
- DART is assessing other potential corridor extensions as a part of the 2040 System Plan vision process

# Rail Service Coverage in Dallas

Red lines = 3 miles distance from stations



# Public Safety

## DALLAS

- Enhanced public safety and quality of life plans (including DART's Code of Conduct) in and around DART stations, bus stops, and rail lines should be made public and cite specific collaborations and responsibilities with partnering jurisdictional entities to ensure coverage and enforcement at all times DART modes of transportation are operational

## DART

- On November 14, 2017 (Resolution No. 170127) DART Board passed a Resolution reinforcing our commitment to providing a safe and reliable system.
- DART has already increased our uniformed presence throughout our system, and by the end of March 26, 2018, a uniformed security presence (officers, fare inspectors, or security guards) will be scheduled on every DART train
- DART has begun to implement a combination of physical, service, and security improvements throughout the service area including in the vicinity of West End Station and Rosa Parks Plaza to improve the passenger environment



# Safety and Security Plan 2018

Safety Items	Completion
Video on Bus Fleet	100% complete
Video Cameras on 48 Rail Cars	100% complete
Video Cameras on 50 Additional Rail Cars	Early 2019
Video Cameras on Balance of Rail Cars	2020
Flag Lights Directed on Stations at West End Station	Completed Dec. 2017
Improved Lighting Globes	Completed Dec. 2017
Replaced Bus Bay and Perimeter Building Lighting at West End Transit Center	Completed Dec. 2017
LED Lighting at Downtown Stations	Completed Feb. 2018
Improved Cameras At Rosa Parks Plaza	Completed Feb. 2018
912 Commerce Bus Stop Concrete Seat Wall Demolition	Completed Mar. 2, 2018
Improved Lighting Convention Center Station	Aug. 2018

# Safety and Security Plan 2018 Continued

Safety Items	Completion
Design of West End Station to Improve Security	Spring 2018
Marketing Efforts for Security	Customer Blitz – Mar. 2018
Rollout of “See Something Say Something” APP	Mar. 2018
100% Coverage on All In-Service Light Rail Trains by Security, Police and Fare Enforcement Staff	Mar. 2018
Bus Routing and Transfer Location Study	May 2018

# Streetcar

## DALLAS

- Construction of the Central Dallas Streetcar Link and study of streetcar extensions to Knox Street, Deep Ellum and the Government District
- The City Council endorsed the Elm/Commerce alternative as the locally preferred alternative and asked for additional analysis of other alternatives in the project development phase

## DART

- A supplemental alternatives analysis effort was completed in January 2018 for the Central Link project
- The next stage is development of a project scope of work, cost estimate and Interlocal Agreement
- Upon completion of that stage we will pursue Project Development under the Federal Transit Administration (FTA) Small Starts Program

A yellow and black 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 buildings with glass facades under a blue sky with some clouds. The entire image is overlaid with a semi-transparent blue filter.

# **Appendix 1: FY15-19 Service Improvement Program**

# FY15-16 Bus Service Expansion

Improvement
Route 361: Sunday service added
Route 385: Extended to Rowlett Station
Route 401: Weekend service added on entire route
Route 463: Midday frequency improvements, Sunday service extended to entire route
Route 488: Sunday service added
Route 527: More frequent off-peak service
Route 531: Sunday service added
Route 549: More frequent midday service
Route 749: More frequent service
Route 887: Extended to Lake Pointe Hospital

Annual cost of these improvements:  
**\$1,313,958**

# FY17 Bus Service Expansion

## Improvement

Route 415: New route alignment with UNT Blue Line extension

Route 515: Route modified with UNT Blue Line extension

Route 516: New route created with UNT Blue Line extension

Route 553: New route alignment with UNT Blue Line extension

Route 555: New route created with UNT Blue Line extension

Dallas Streetcar extended to Bishop Arts with expanded operating hours

Route 208: New express service extended to major Legacy employers

Route 211: New express service from Parker Road Station to Legacy area

On-time performance schedule improvements (off-peak and weekend) on Routes 2, 24, 35, 76, 161, 350, 401, 415, 444, 463, 488, 507, 521, 527, and 531

**Annual cost of these improvements:  
\$2,315,753**

# FY18-19 Innovative Service Expansion

Date	Service	Description
February 26, 2018	Rylie GoLink (OnCall) Service	New Micro Transit Service in Southern Dallas
February 26, 2018	Kleberg GoLink (OnCall) Service	New Micro Transit Service in Southern Dallas
February 26, 2018	UNT-Inland Port GoLink Service	New Micro Transit Service in Southern Dallas
March 26, 2018	Plano MOD GoLink Service	Reverse flow transit access to Plano jobs
March 26, 2018	Inland Port GoPool	New carpool service connecting Dallas to Inland Port
September 2018	Expansion of Senior Taxi Voucher	Selected unserved areas of the City of Dallas

\$3.5 million in service improvements

# FY 18-19 Bus Service Expansion

Major Service Packages	
On time performance schedule improvements on Routes 1, 11, 76, 111, 208, 283, 350, 361, 372, 400, 405, 409, 410, 415, 466, 467, 504, 513, 528, 536, 538, 541, 568, 571, 582, and 841	
Route 466/467 frequency improvements midday, evening, Saturday, Sunday	<b>Annual operating cost of improvements:</b> <b>\$10,000,000</b>
Route 400 realignment with more frequent service between Carrollton, Spring Valley Station	
Route 378 frequency improvements midday, evening	<b>Capital costs for supporting buses:</b> <b>\$21,525,000</b>
Route 164 frequency improvements midday	
Route 404 frequency improvements Saturday	
Route 453 frequency improvements midday, evening, Saturday	
Route 463 frequency improvements Weekday, Saturday	
Route 554 frequency improvements midday, evening	
Route 592 frequency improvements midday, Saturday, Sunday	
Route 10/11 restructure and improvements: Jefferson, Malcolm X, and Maple corridors	
NE Dallas restructure, first phase: frequency and route changes in Vickery Meadow, Village, and other areas, affecting Routes 428, 502, 506, 582, and 583	
NE Dallas restructure, second phase: frequency and route changes, new routes on Greenville and Abrams, affecting Routes 24, 36, 582, and 583	



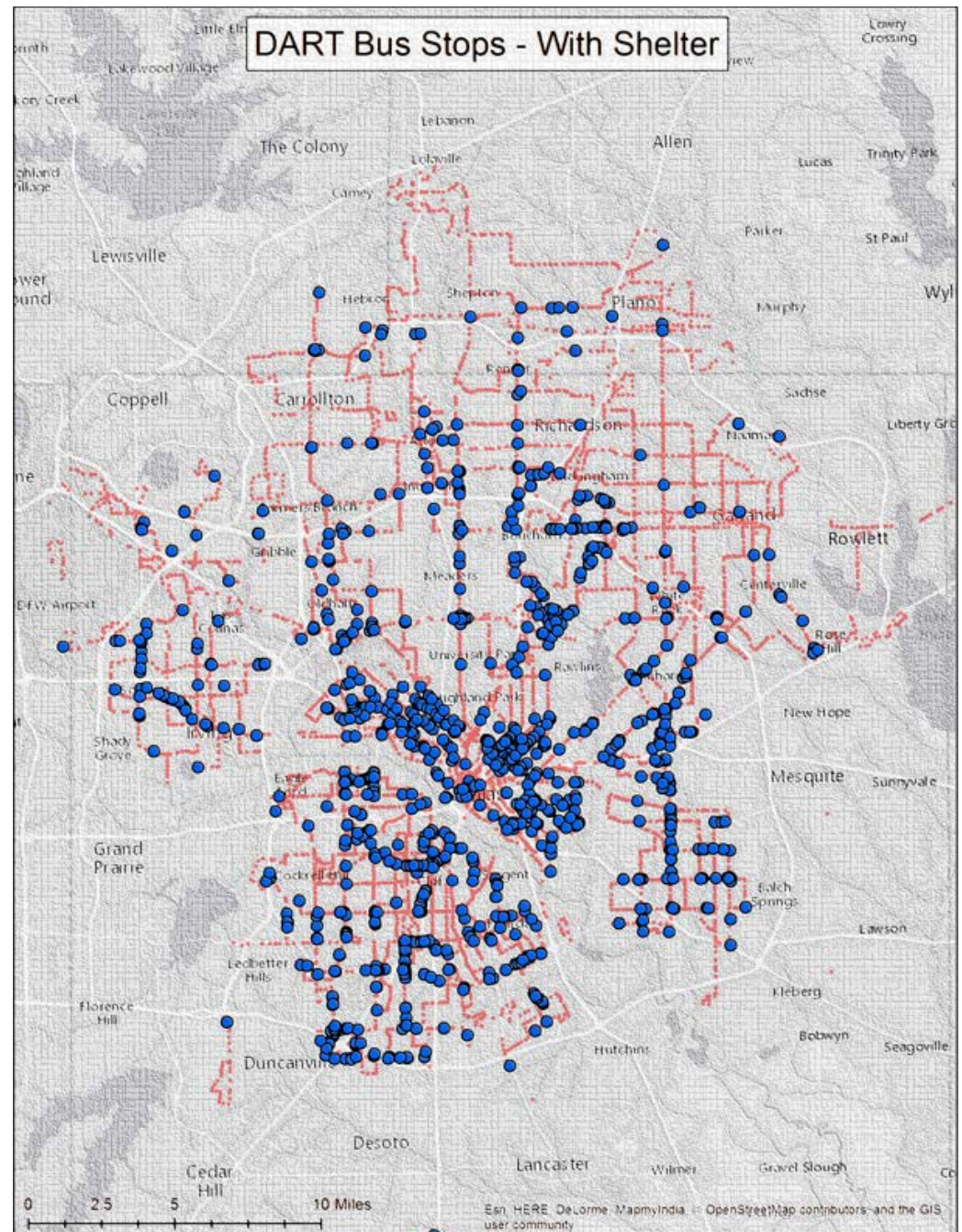


## **Appendix 2: Passenger Amenities Details**

# Existing Shelter Locations

# 1,031

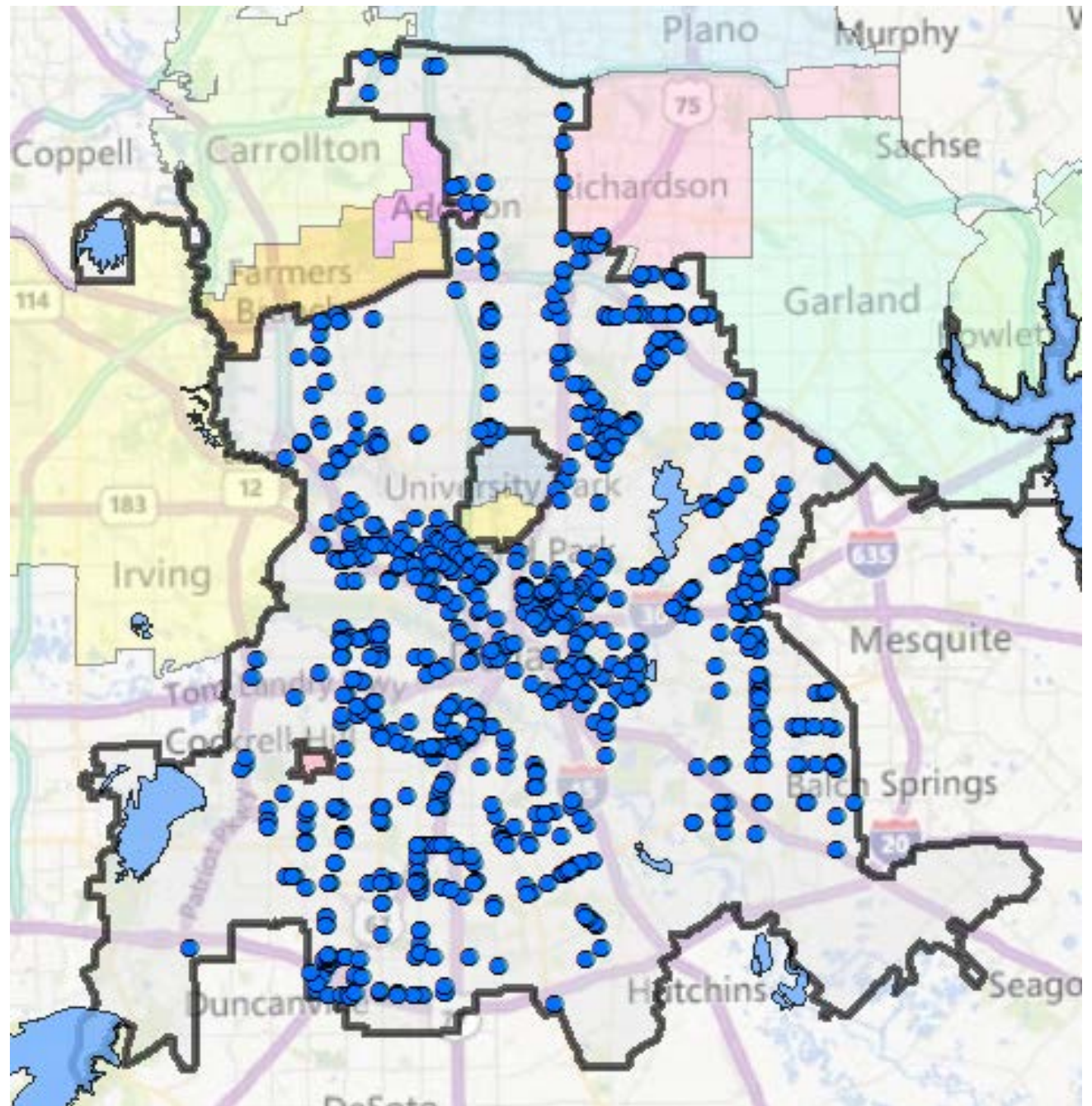
Bus Stops with Shelters  
895 within the City of Dallas





# Current Dallas Shelter Locations

895 total

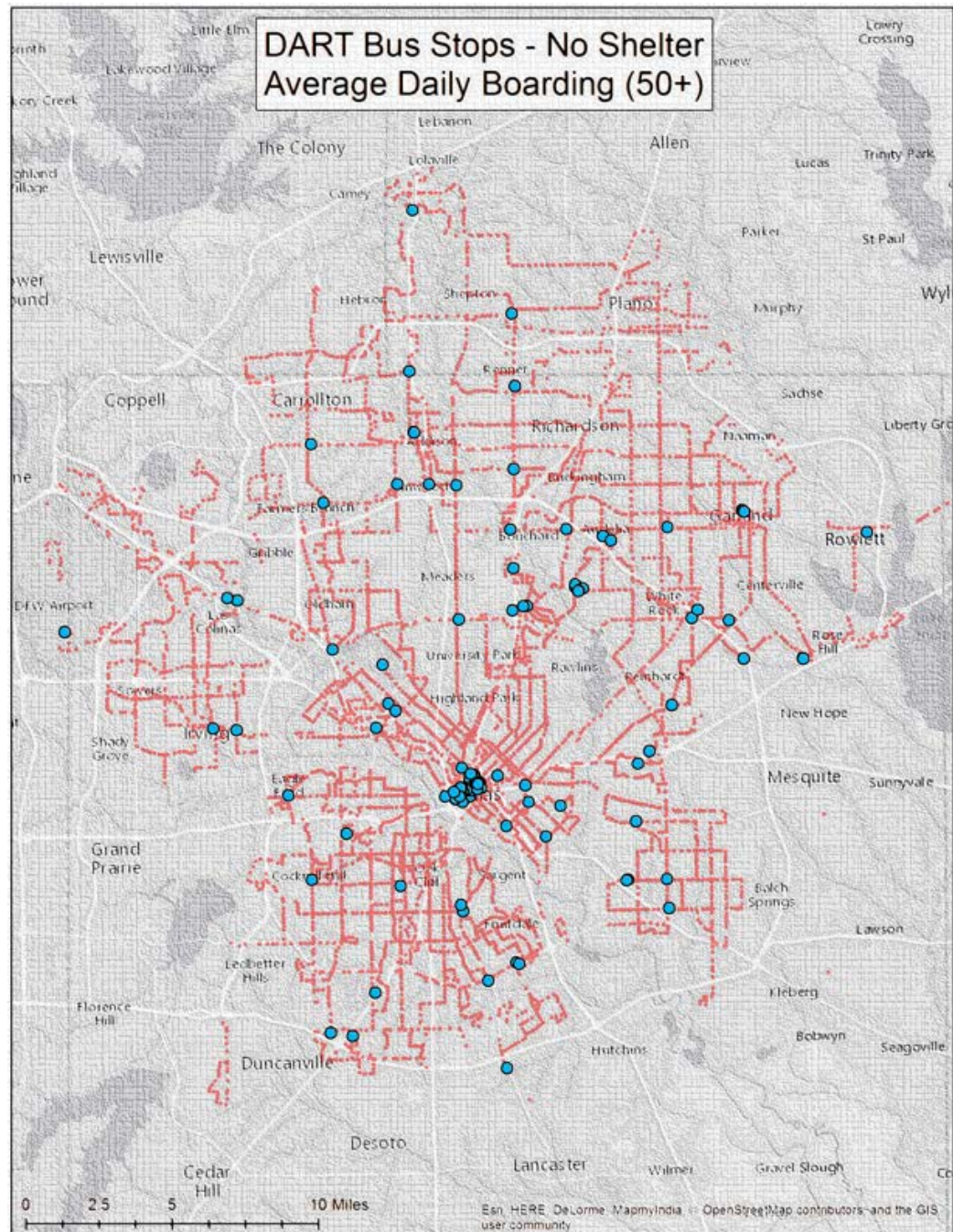
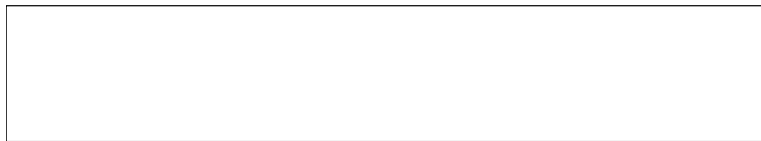




# 2018 - 2020 Proposed Expansion

# 114

Bus Stops with No Shelter  
Average Daily Boardings  
50 or More

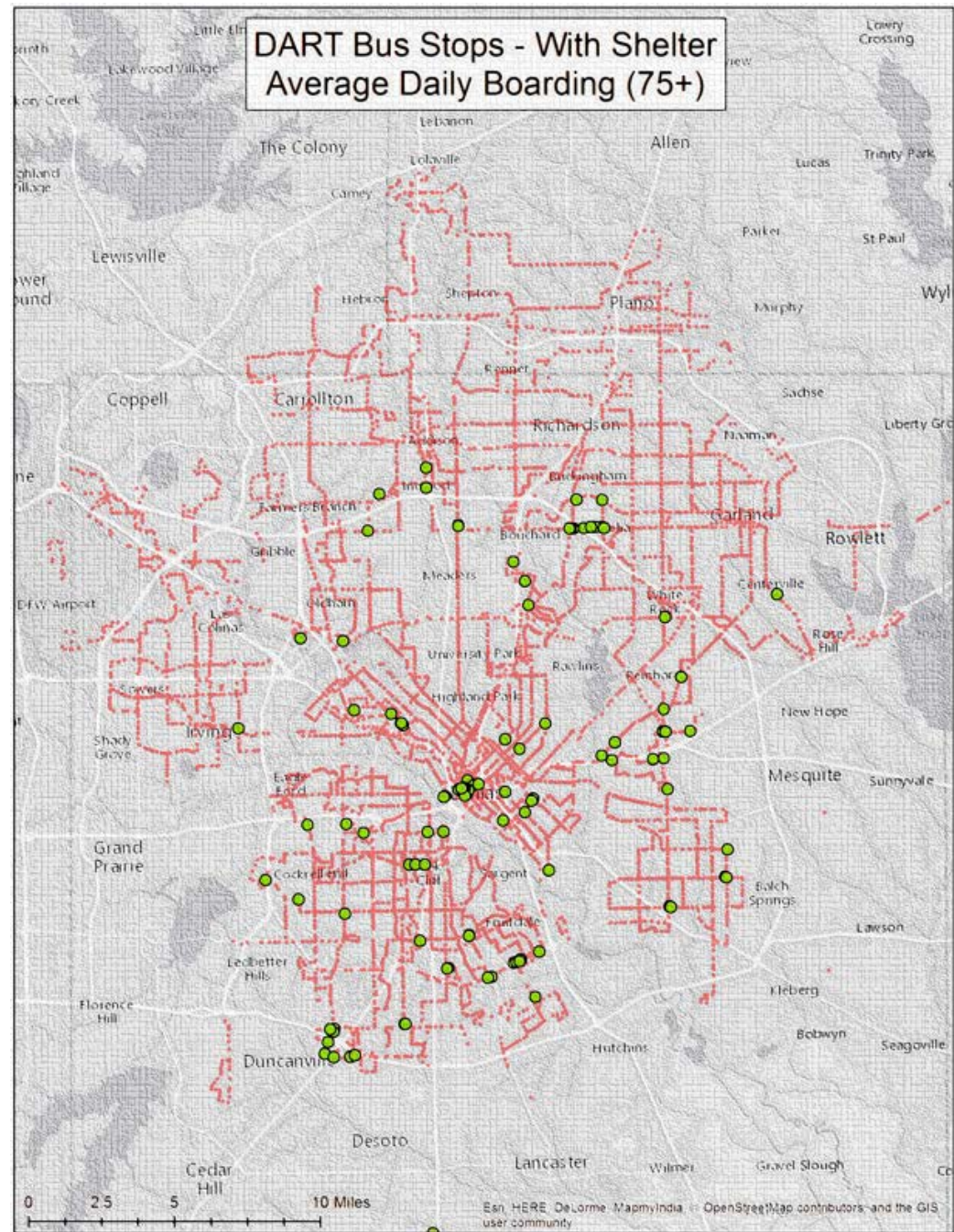




# 2018 - 2020 Proposed Expansion

# 106

Bus Stops Requiring Larger or  
Additional Shelter Space

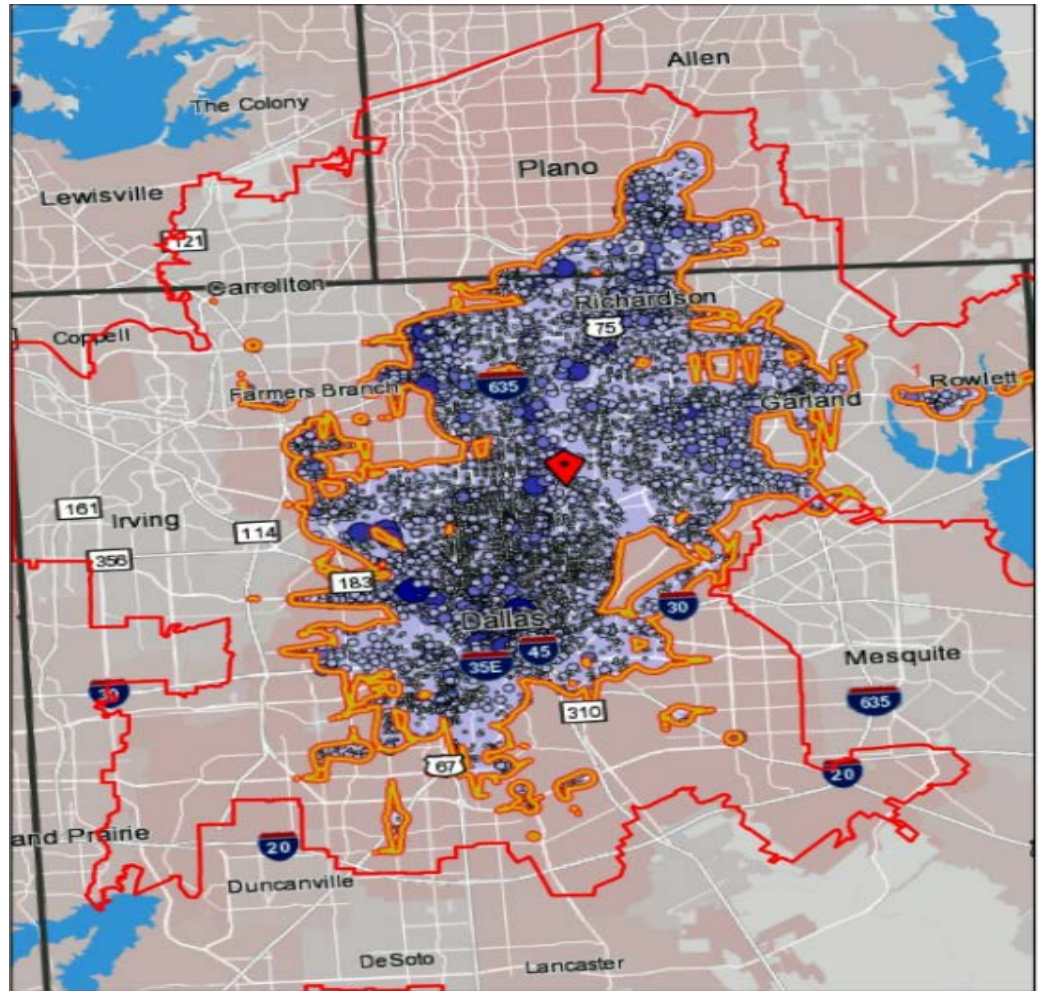
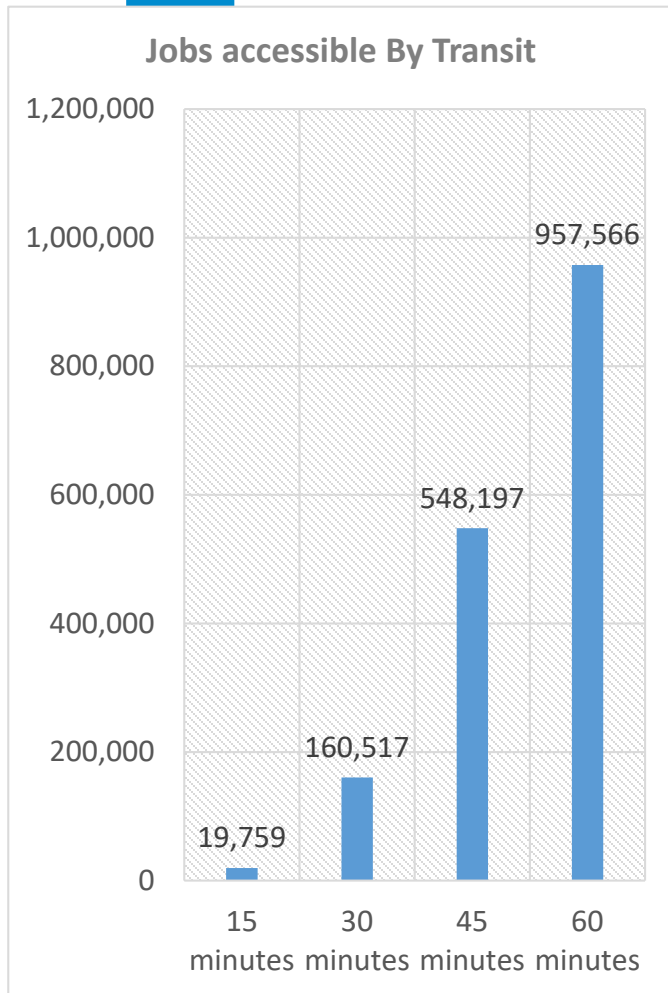


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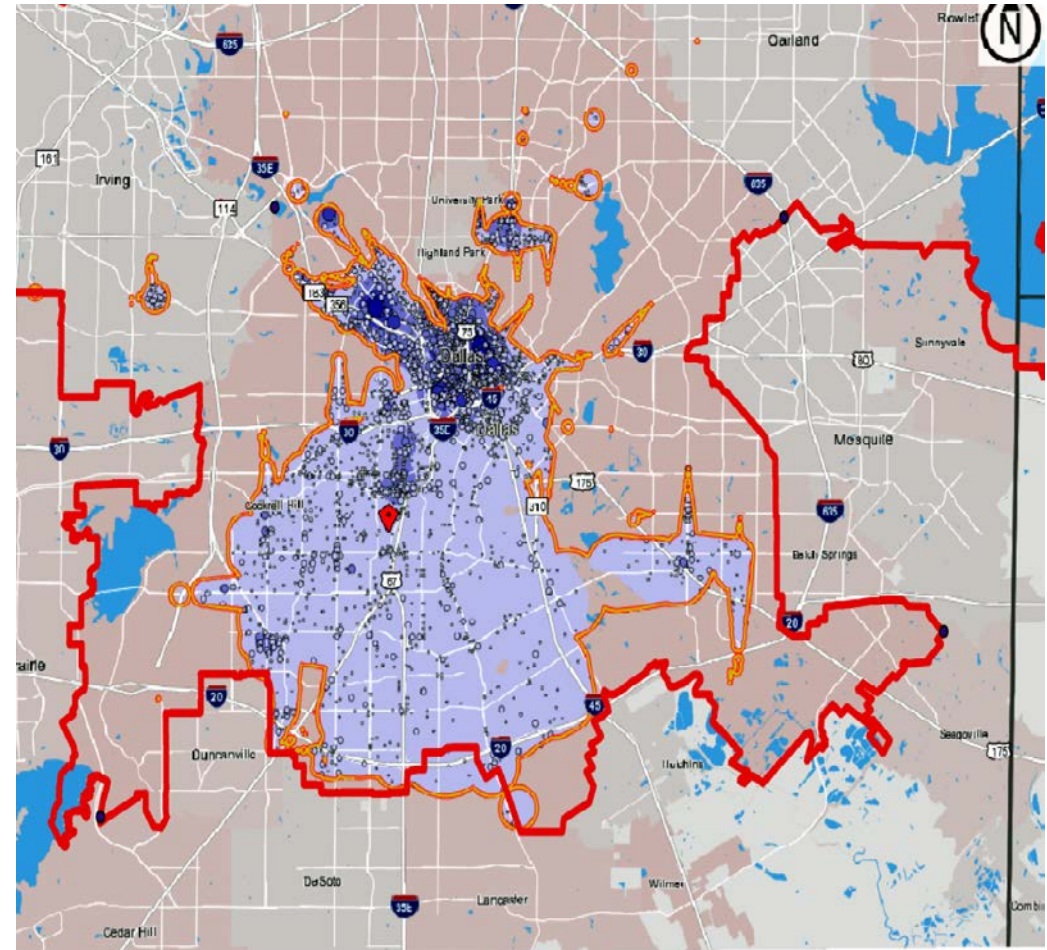
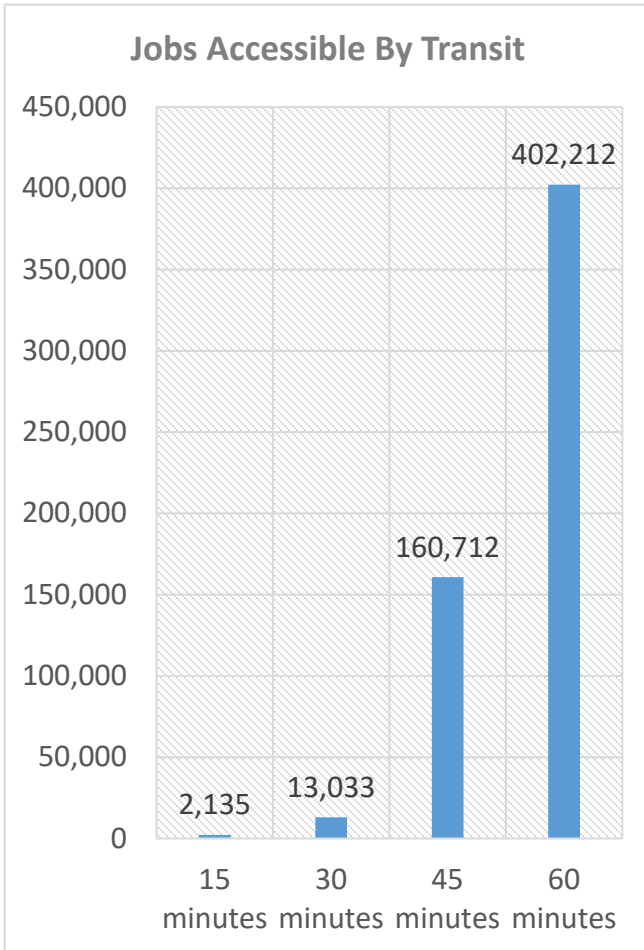
## **Appendix 3: Job Access for Low Income Neighborhoods Within 60-Minute Travel Time**



# Vickery Meadows Neighborhood Job Access Within 60 Minutes Using Transit

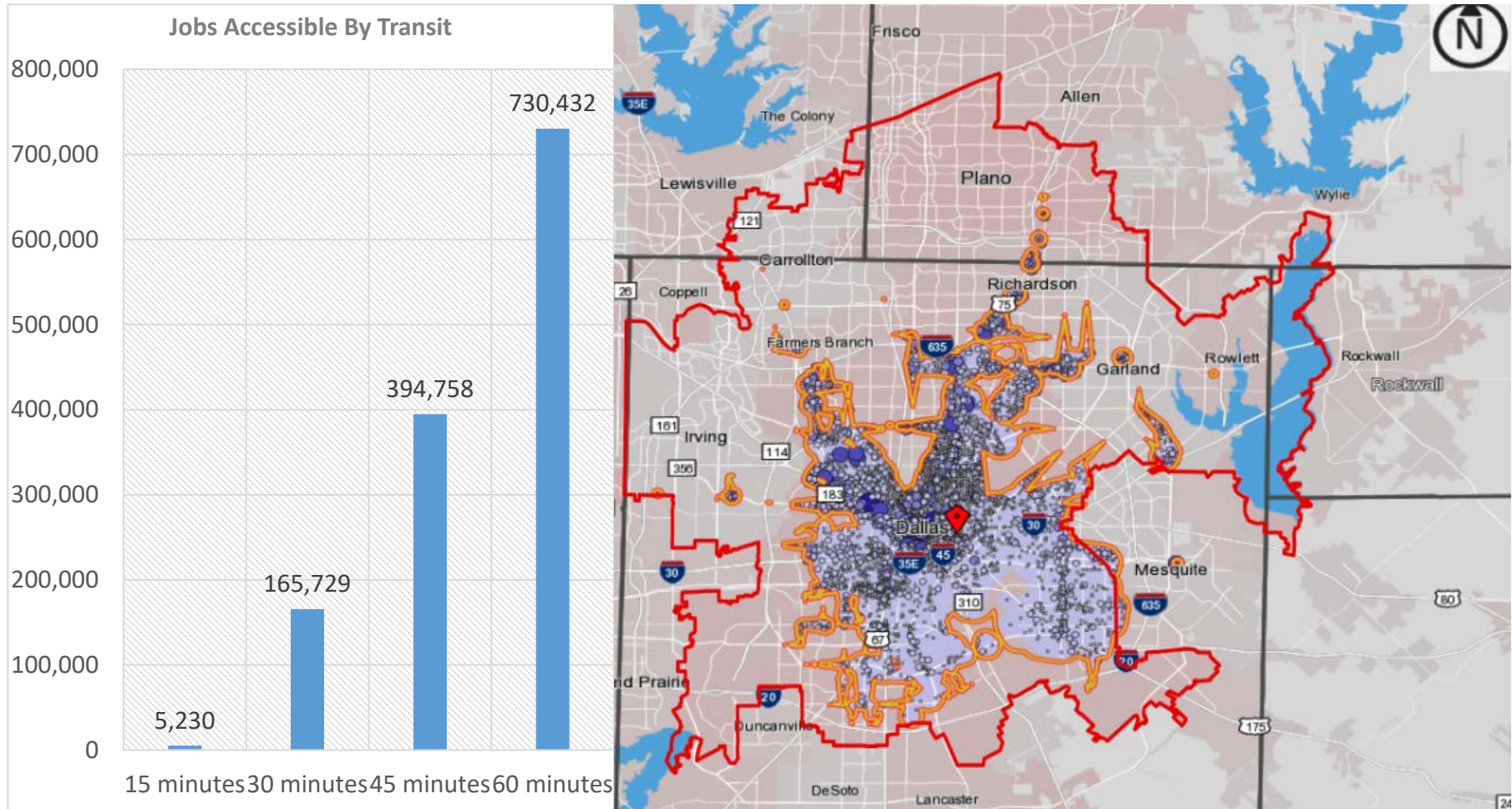


# Jobs Accessible Within 60 Minutes by Transit from Kiest Station Neighborhood in Oak Cliff

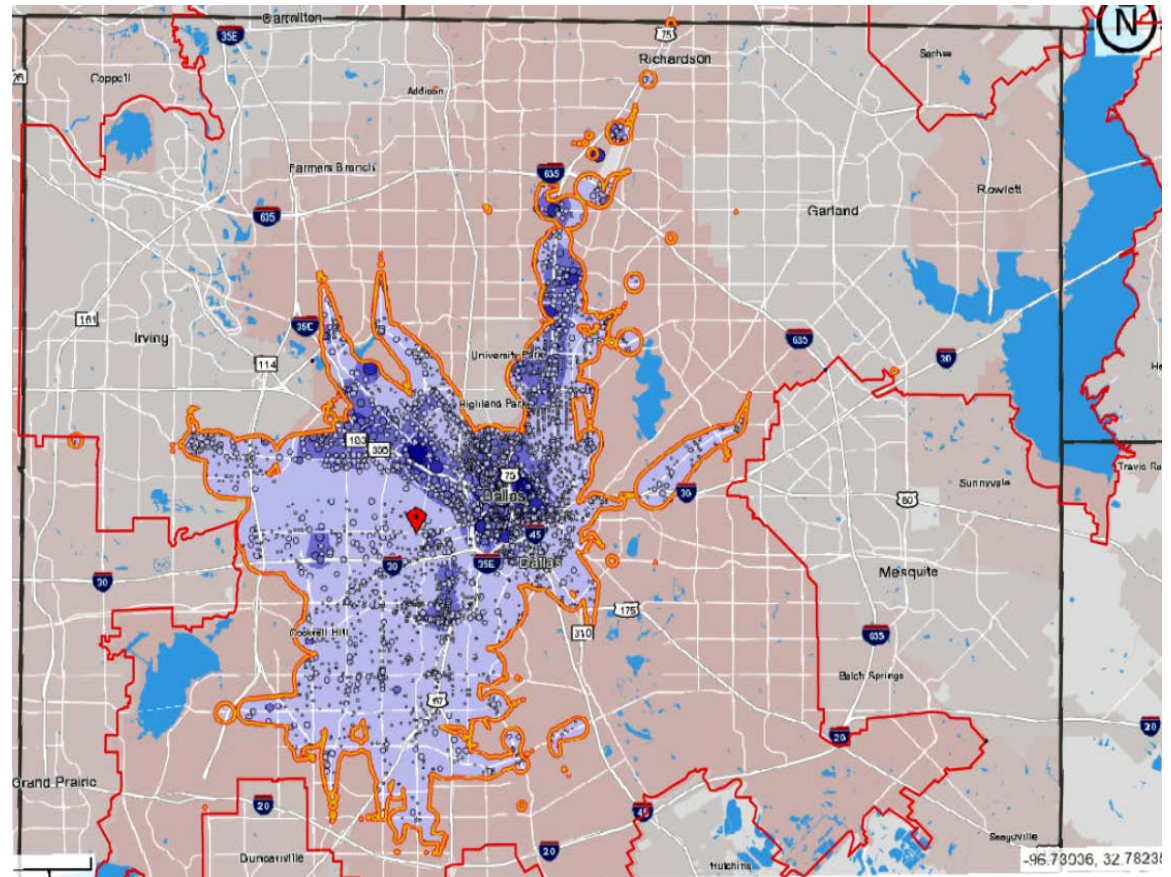
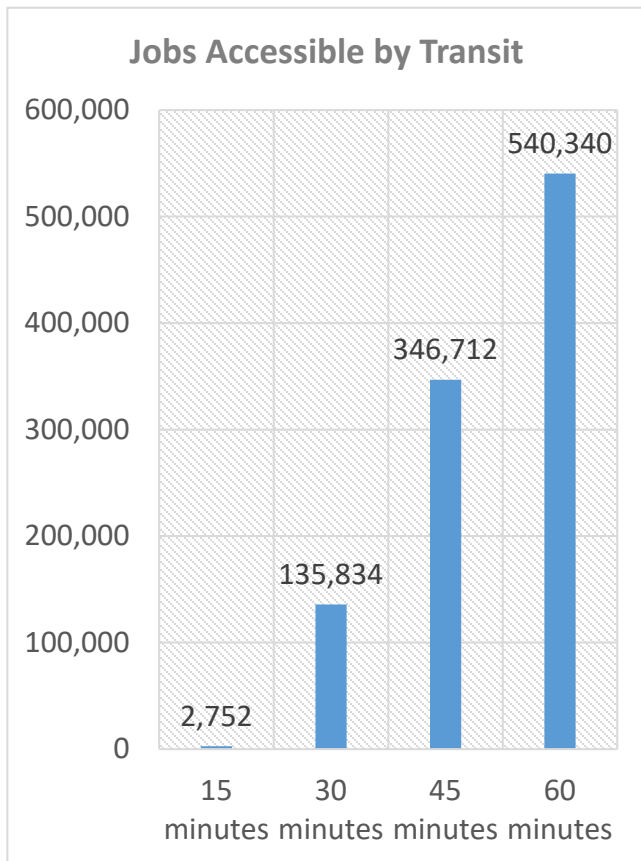




# Jobs Accessible Within 60 Minutes by Transit from ML King Station Neighborhood in South Dallas

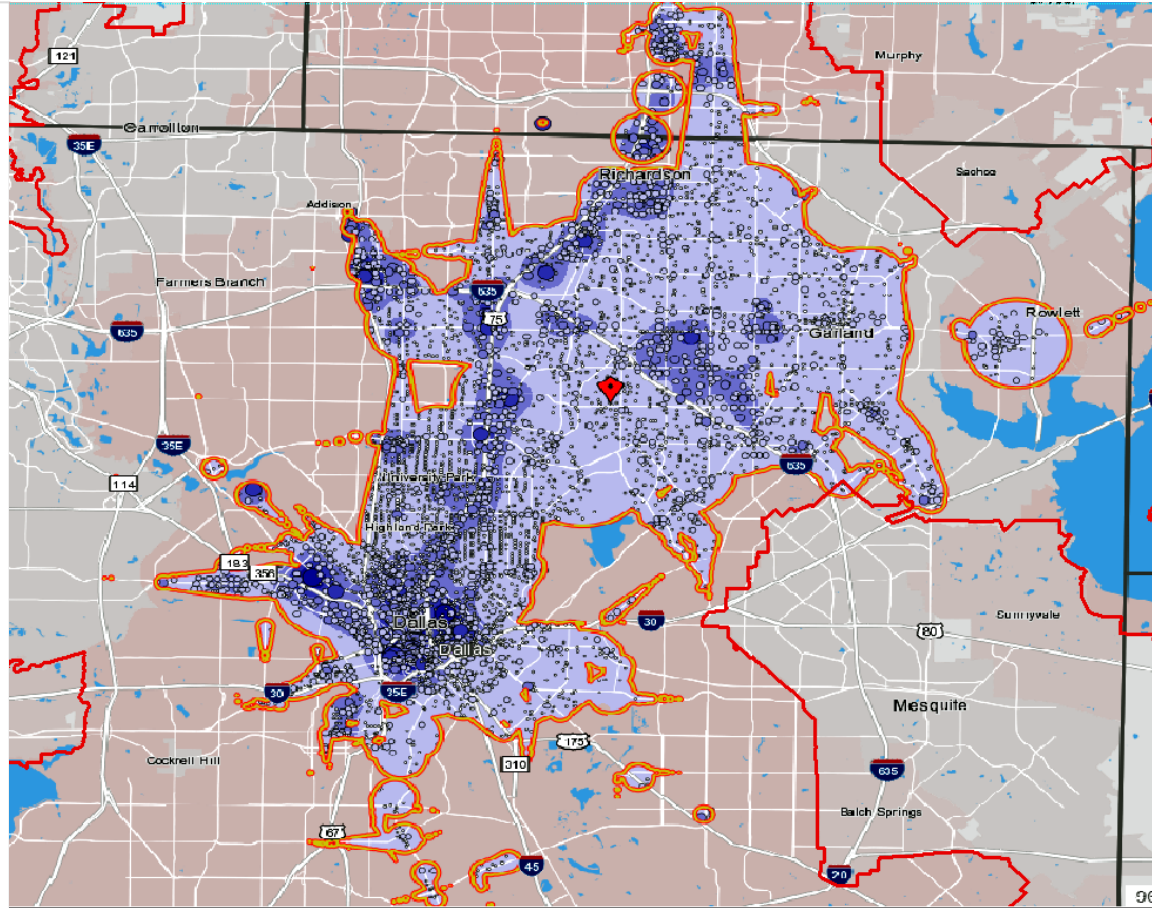
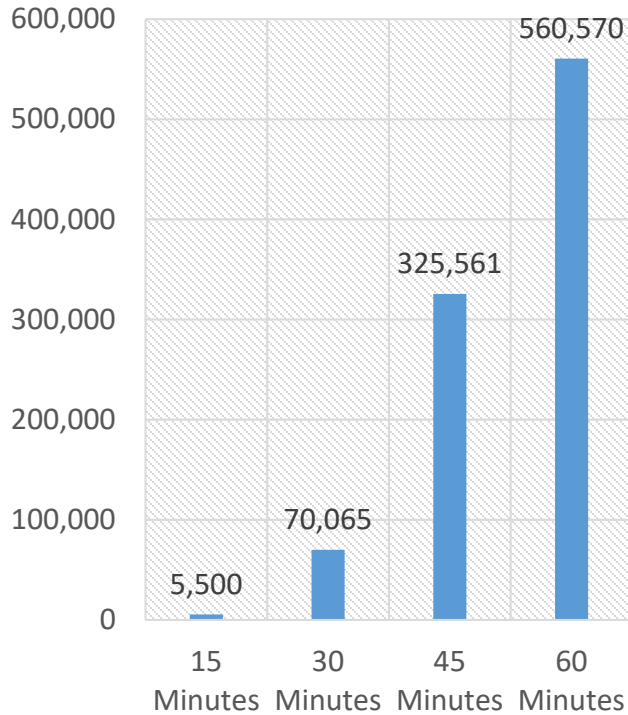


# Jobs Accessible Within 60 Minutes by Transit from West Dallas Neighborhood



# Jobs Accessible Within 60 Minutes by Transit from LBJ-Skillman Station Neighborhood

Jobs Accessible By Transit







*let's go.*



[DART.org](http://DART.org)