

Addison Transit Options

February 10, 2026
City Council Work Session



ADDISON

- Addison has been a member city of Dallas Area Rapid Transit (DART) **since its creation in 1983 and contributes a one-cent sales and use tax** to DART.
 - From 1984 to 2025, Addison has contributed over \$400.5 million to DART.
 - Last year, in FY2025, Addison contributed \$17.6 million to DART.
- Six cities (Addison, Plano, Highland Park, University Park, Farmers Branch, and Irving) have called elections in May 2026 to consider leaving DART.

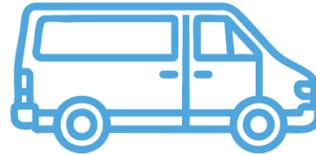
Definitions of Transit Modes

ADDISON



Paratransit

ADA-required transit service for people unable to use fixed-route systems.



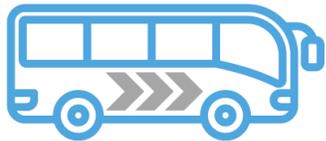
Microtransit

Small, shared vehicles offering fixed routes or on-demand service for specific populations and areas.



Commuter Rail

Passenger train service for short-distance travel between a city and its suburbs.



Express Bus

Bus service with limited stops connecting suburbs to urban centers.



Standard Bus

Fixed-route bus service operating on regular, high-frequency routes.

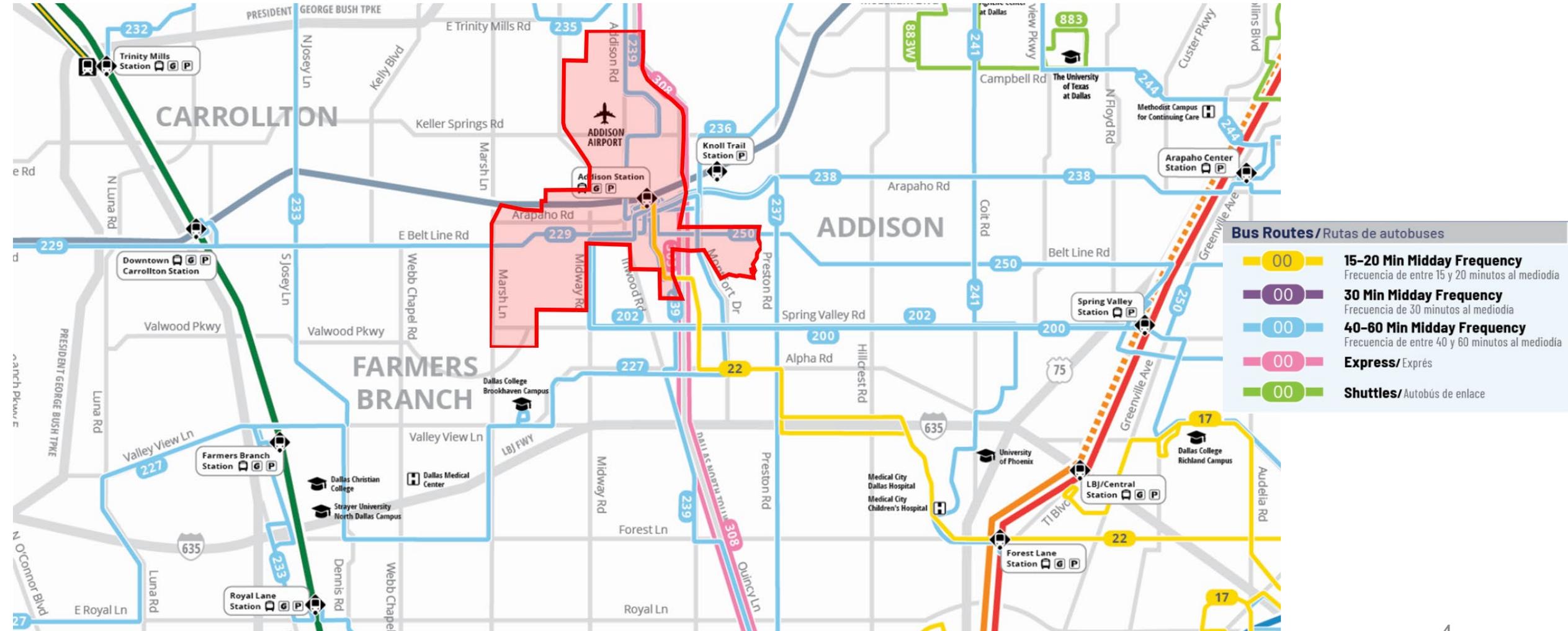


GoLink

DART's On-demand service providing zone-based trips to rail stations or transit centers.

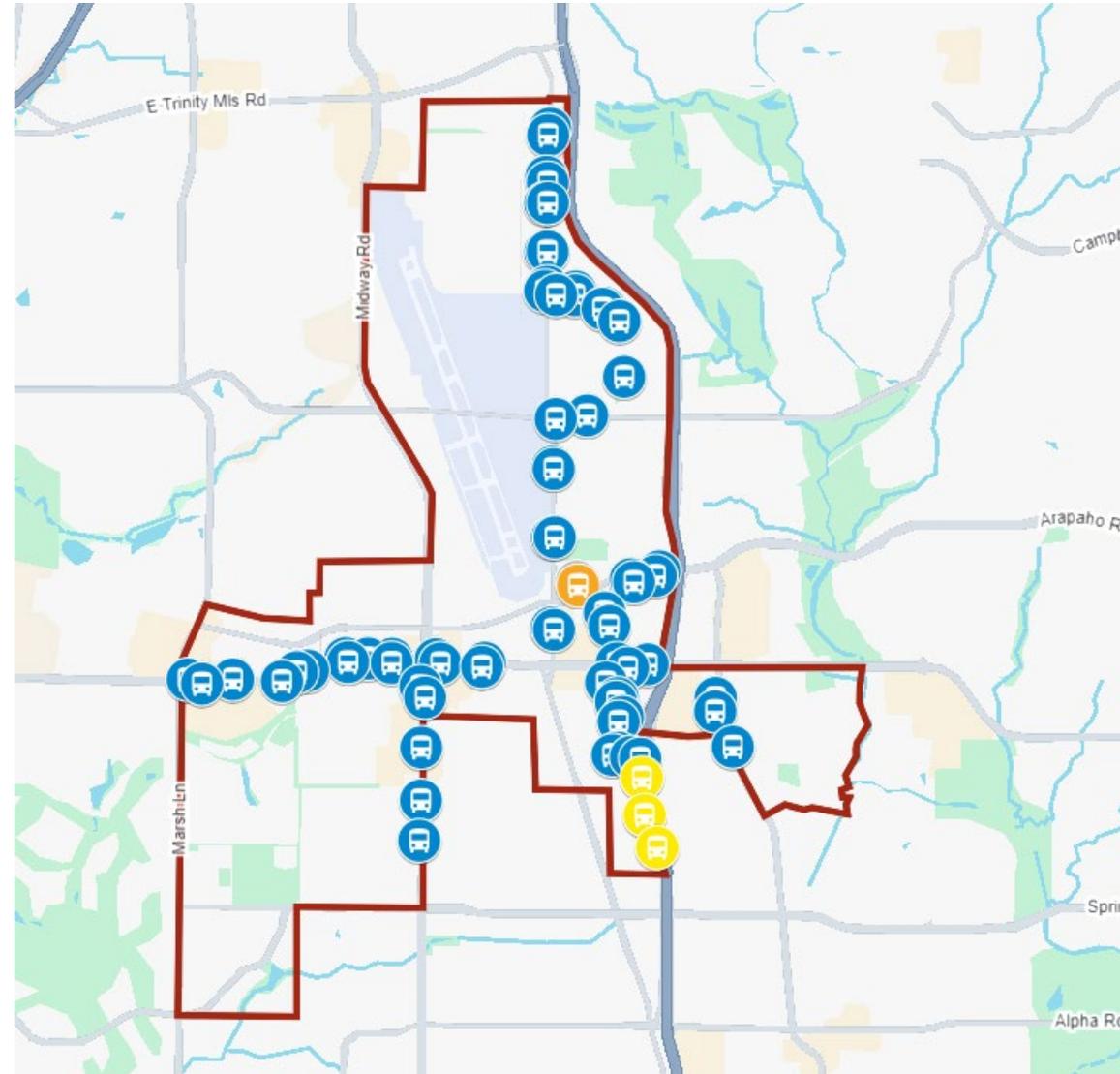
Existing DART Service Area

ADDISON



Existing DART Services

- Addison Bus Service:
 - Served by 12 bus routes.
 - 11 40-60 Min Frequency
 - 1 15-20 Min Frequency
 - 70 bus stops
 - 1 Transit Center
- Silverline Commuter Rail
 - 30 Min Peak
 - 60 Min Non-Peak
- Paratransit



What is Paratransit

- DART Paratransit Service is an origin to destination, door-to-door, public transportation service for people with disabilities who are unable to use DART fixed route buses or trains.
- Paratransit is a shared-ride service operated with modern, accessible

Who is Eligible?

- Persons who cannot independently use DART's bus or rail because of a physical, cognitive, or visual disability.
 - Category I Applicants who cannot independently use DART bus or rail service, even with training.
 - Category II Applicants who can use or learn to use an accessible public transit system, but the system is not fully accessible.
 - Category III Applicants who have a specific impairment that prevents them from getting to or from a bus stop or rail station.

Service Area

- Certified Paratransit riders are welcome to schedule trips to begin and end anywhere in the following municipalities: Addison, Garland, Rowlett, Carrollton, Glenn Heights, Plano, Cockrell Hill, Highland Park, University Park, Dallas, Irving, Farmers Branch, and Richardson.
- Service is also provided to and from DFW International Airport

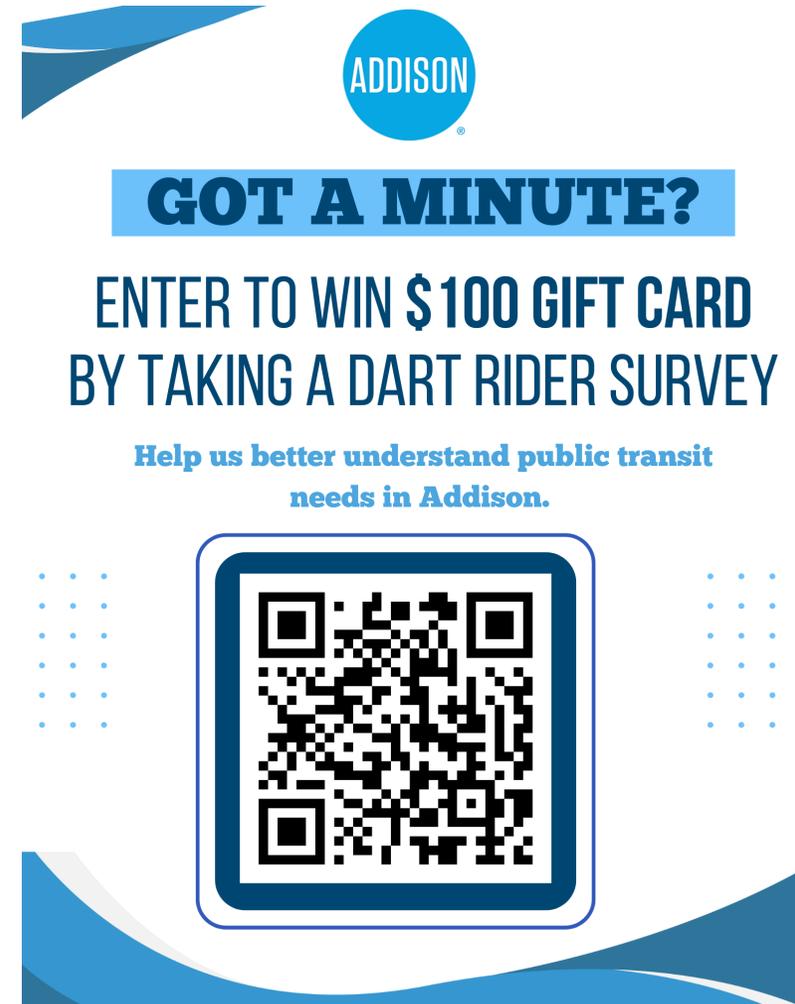


Addison Usage:

- Currently over 1,200 registered paratransit riders in Addison
- 1,600 paratransit rides annually
- 99% of all paratransit involving Addison start or end in a different DART city

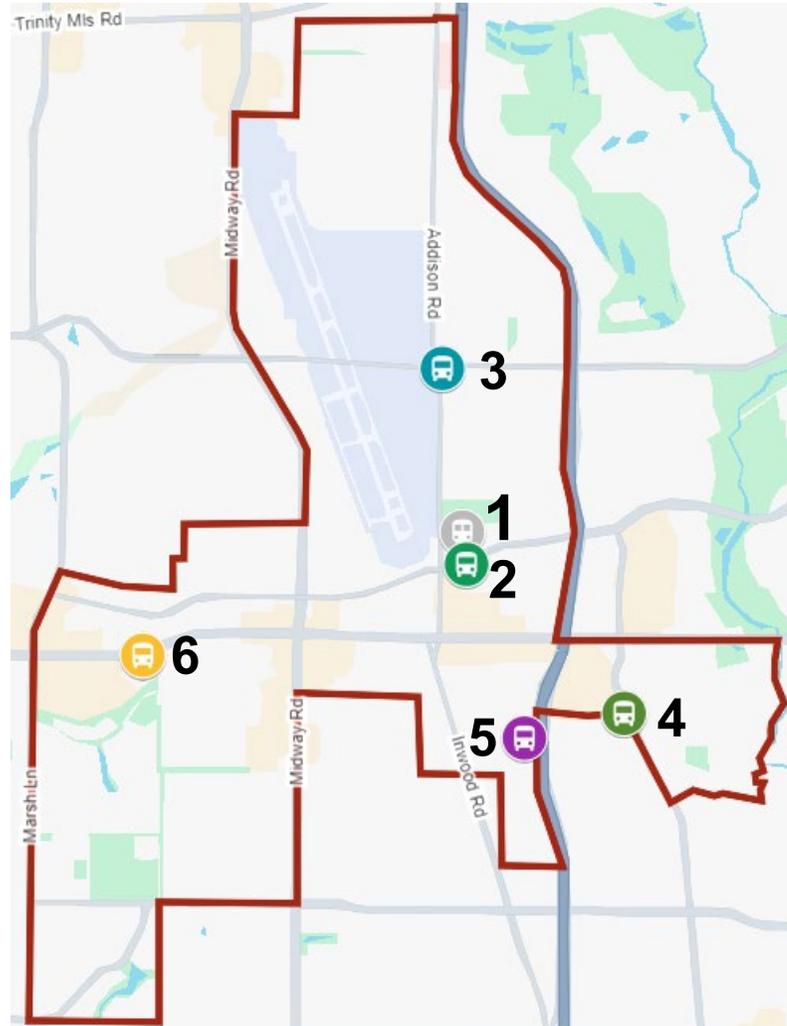
Collection Strategy

- **QR code flyer distribution at transit facilities:** Flyers with QR codes linking to the survey were placed in Addison transit station train and bus bays, as well as at all 70 DART bus stops within Town borders.
- **Trip-based data collection:** Respondents were asked to identify their trip starting point, ending point, and—if applicable—their specific destination or origin within Addison.
- **Incentivized participation:** Riders were offered entry into a drawing for a \$100 gift card to an Addison restaurant to encourage participation and improve response rates.



Survey Participation

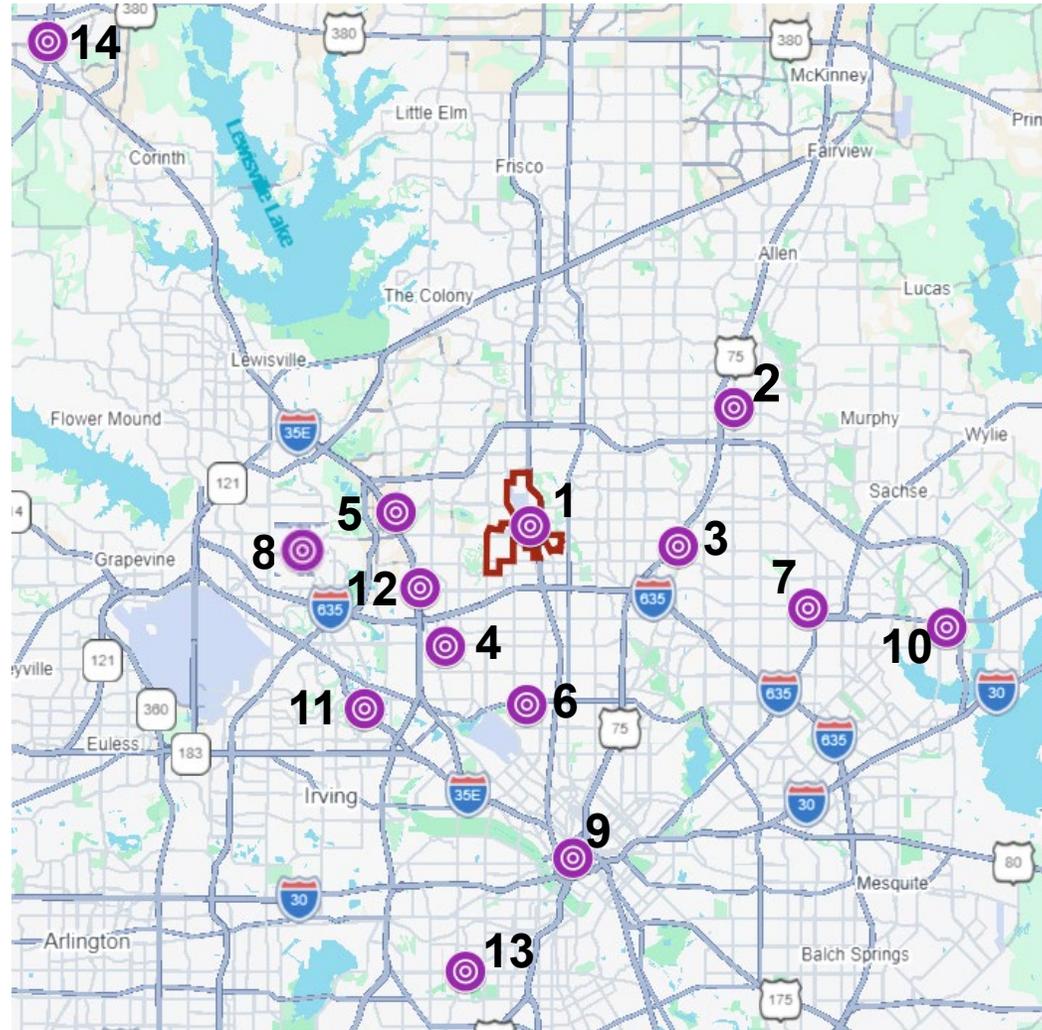
- In the first three days of the survey (February 2-4), 100 total responses were collected.
- Ninety-four responses came from the Addison Transit Center, including 66 at the bus bays and 26 at the Silver Line station.
- The remaining responses were collected at bus stops in four general areas: Addison Road, Montfort, Quorum/DNT, and Belt Line.



#	Station Area	# Of Responses
1	Transit Center (Bus)	66
2	Silver Line	26
3	Addison Rd	3
4	Montfort	2
5	Quorum/DNT	2
6	Belt Line	1

Survey Results: Starting Trip Location

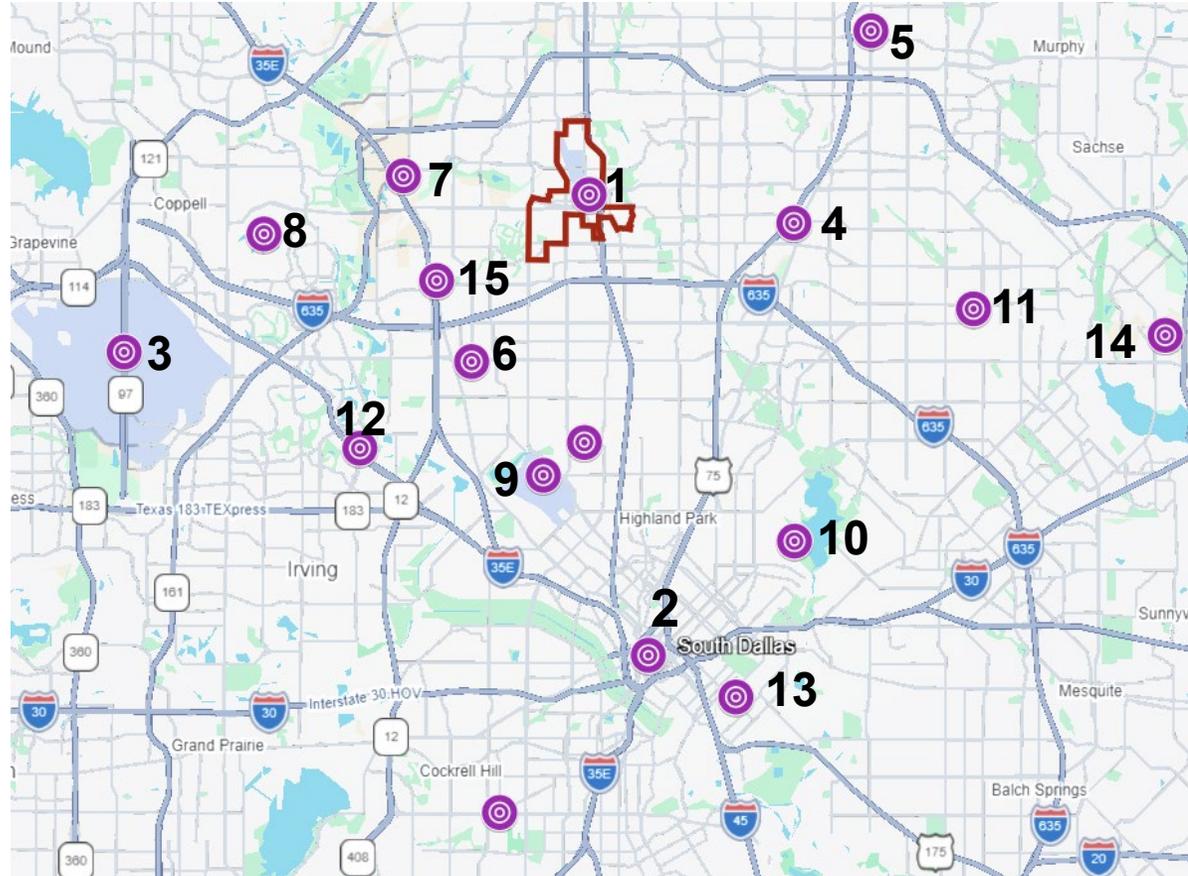
- Most trips originated in Addison, accounting for 51 of the 100 responses.
- The remaining trips originated primarily in Plano, Richardson, and North Dallas (6 trips each), with smaller numbers from Carrollton, Central Dallas, Garland (3 each), and limited single-trip origins across other nearby areas.



#	Location	Trips
1	Addison	51
2	Plano	6
3	Richardson	6
4	North Dallas	6
5	Carrollton	3
6	Central Dallas	3
7	Garland	3
8	Cypress Waters	2
9	Downtown Dallas	2
10	Rowlett	1
11	Irving	1
12	Farmers Branch	1
13	Oak Cliff	1
14	Denton	1

Survey Results: Ending Trip Location

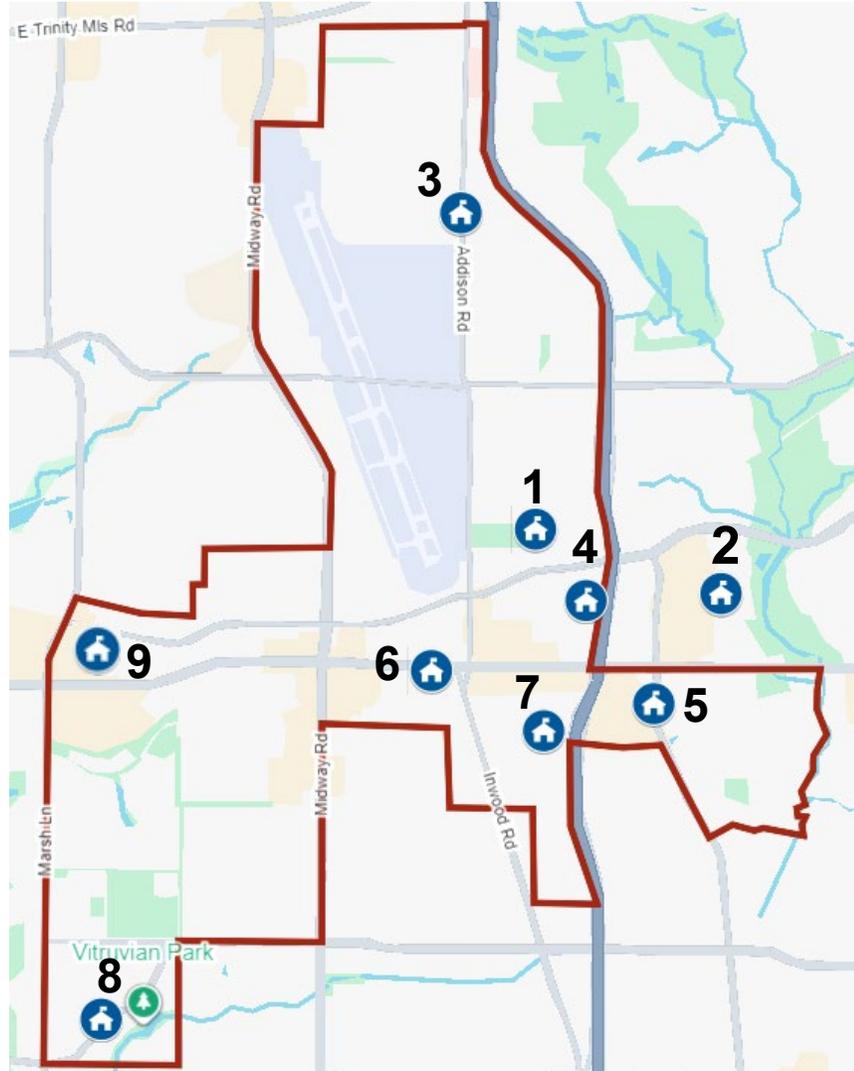
- More DART trips originated in Addison than ended there, with 51 outbound trips compared to 26 inbound trips.
- A larger share of trips ended outside Addison, with the most frequent destinations being Downtown Dallas, DFW Airport, Richardson, Plano, and North Dallas.



#	Location	Trips
1	Addison	26
2	Downtown Dallas	9
3	DFW	8
4	Richardson	7
5	Plano	6
6	North Dallas	5
7	Carrollton	4
8	Cypress Waters	3
9	Love Field	3
10	East Dallas	2
11	Garland	2
12	Irving	1
13	South Dallas	1
14	Rowlett	1
15	Farmers Branch	1

Start & End Points Within Addison

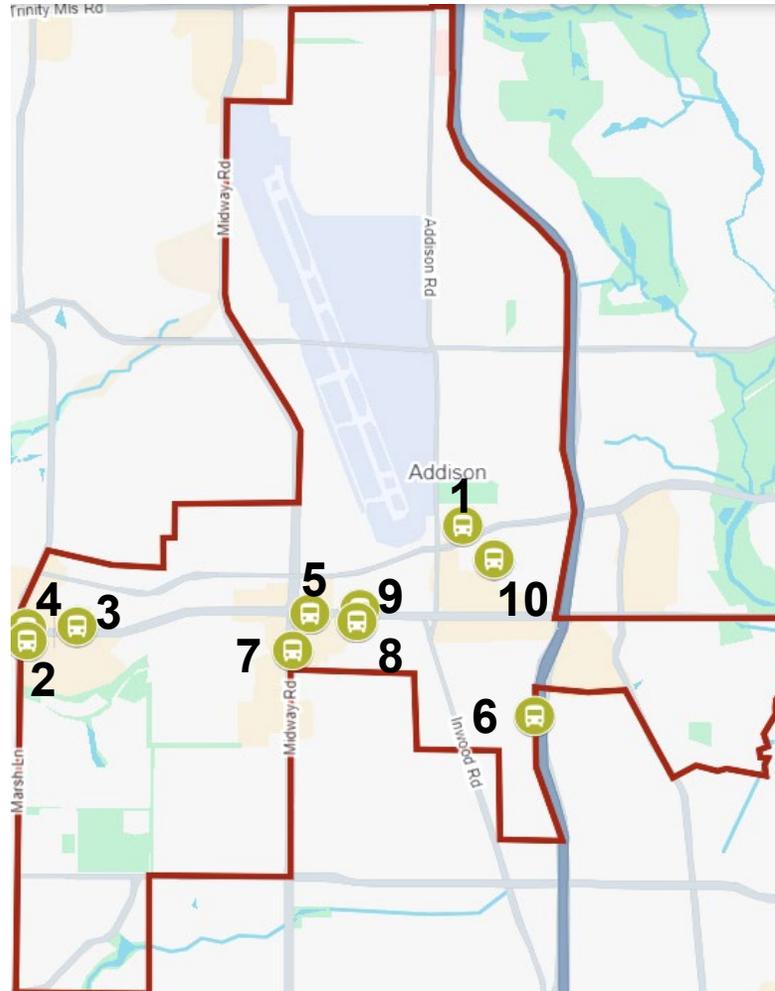
- 60 survey respondents reported either starting or ending their trip in Addison.
- Remaining respondents did not provide a start/end location or indicated they were just passing through Addison.
- The most common destination/origination for survey respondents was Addison Circle, a fourth of all respondents started or ended their trip there.



#	Location	Trips
1	Addison Circle	24
2	North Belt Line (Dallas)	8
3	North Addison	7
4	Colonnade/ Spectrum Center	5
5	VOP/ Prestonwood Place	5
6	Restaurant Row	5
7	Quorum	4
8	Vitruvian	1
9	Marsh Business Park	1

2023 DART On Board Survey

- 10,075 total tracked passengers in Addison.
- Results consistent with 2026 transit survey.
 - Majority of trips start or end at Addison Transit Center.
 - More trips starting in Addison than ending in Addison.



Most Used Stations

#	Bus Stop	Onboarding	Offboarding	Total
1	Transit Center	4,178	4,073	8,251
2	Belt Line-Marsh East	88	97	185
3	Belt Line-Business West	43	62	105
4	Belt Line- Marsh West	72	29	101
5	Belt Line-Midway East	22	66	88
6	Quorum-DNT	43	34	77
7	Midway-Beltway South	50	15	66
8	Belt Line-Beltway E	14	39	53
9	Belt Line-Beltway W	35	15	51
10	Quorum-Edwin Lewis S	16	33	50

What other cities doing – San Antonio

Services meeting transit reliant commuter needs

- Via fixed-route Transit Service in urban core:
 - 15-60 minute wait times.
 - Connections to points of interest, shopping, hospital, school, airport, library, college, etc.
 - 50% fare discounts offered to seniors 62+, students, persons with certain disabilities, Medicare recipients, children 5-13, active-duty U.S. military veterans with a disability rating of 80%
- Via Link On-Demand Service Zones on outskirts:
 - On-demand minivan service booked through phone or Via Link mobile app.

primo
During the midday, a bus comes every
Durante el mediodía, un autobús pasa cada...
15 minutes or less
minutos o menos

20 minutes or less
minutos o menos

30 minutes
minutos

40-60 minutes
minutos

More than 60 minutes or rush hours
(Más de cada 60 minutos u horas pico)

Service Type

Regular Route
Ruta Regular

Skip Route
Ruta Skip
Limited stops along the route
Paradas limitadas a lo largo de la ruta

Express Route
Ruta Express
Travels mostly along highways with no stops in between
Viaja principalmente por autopistas sin paradas intermedias

	ADULT	DISCOUNT*
All Routes except Express	\$1.30	\$0.65
Express Routes	\$2.60	\$1.30
Link Service	\$1.30	\$0.65

VIAtrans riders, their personal care attendant and a companion, (with VIA ID) ride bus and special event service FREE.

OFF PEAK SPECIAL

Seniors and riders with limited mobility can ride bus service for just \$0.25 per ride, 9 am-3 pm weekdays and free on weekends (w/VIA ID).

PASSES

31-Day Pass - \$38 full fare, \$19 reduced fare*

7-Day Pass - \$12 full fare, \$6 reduced fare*

Day Pass - \$2.75 full fare, \$1.35 reduced fare*

Annual Pass - \$365 full fare

Semester Pass - \$38

Passes are valid for unlimited rides on all bus routes & VIA Link service.

DISCOUNTS

Discounted fares and passes are available to the following:

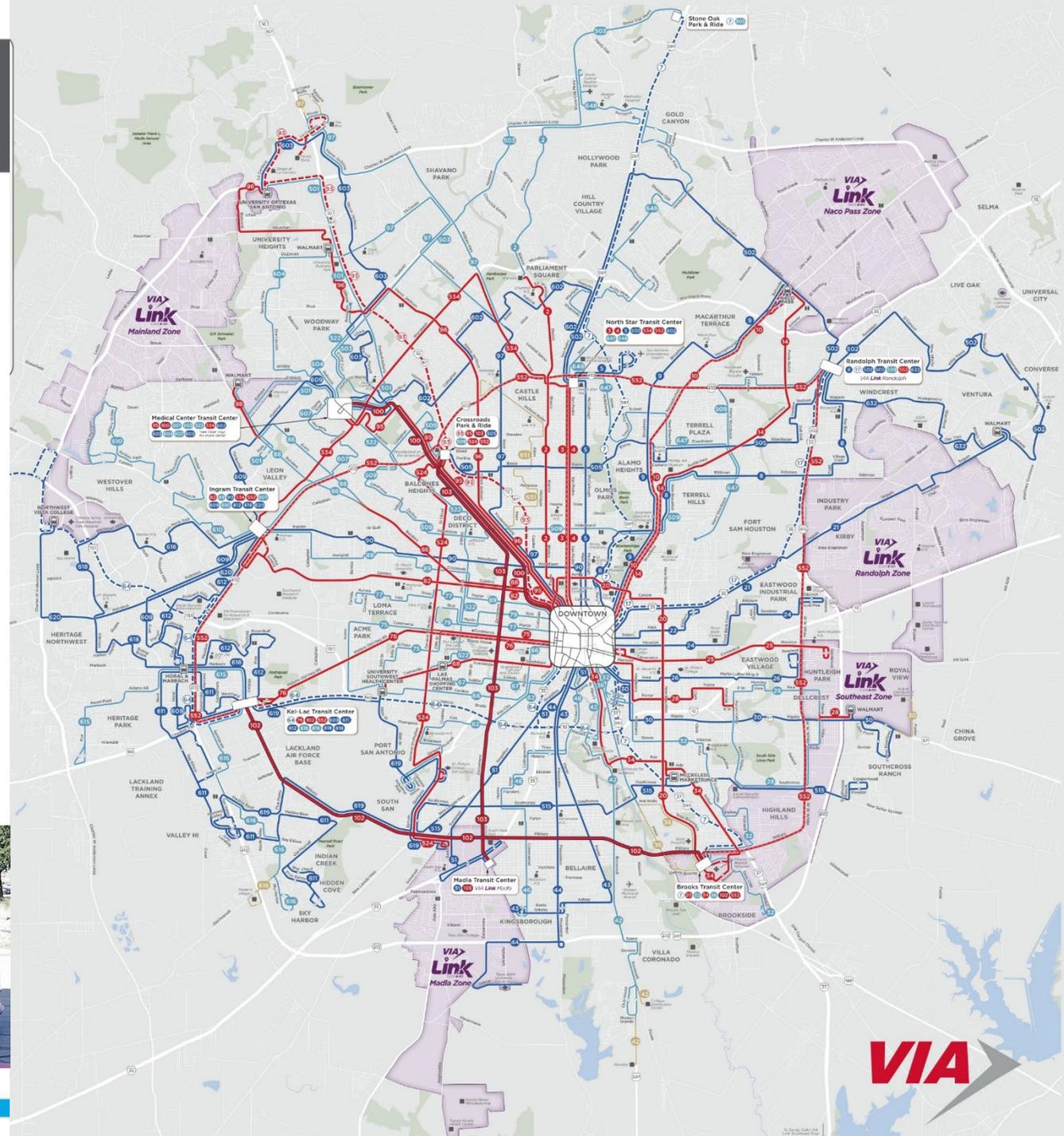
- Seniors (62 and older)
- Children 5-13. Children 4 and under ride free.
- Students
- Active-duty U.S. military
- Persons with certain disabilities
- Veterans with a disability rating of 80%
- Medicare recipients

A VIA Reduced Fare ID is required and must be presented when boarding in order to pay reduced fares or use discounted passes (children and active-duty U.S. military in uniform are not required to show ID). Call Customer Service to obtain the proper identification.

San Antonio

Via Link connections

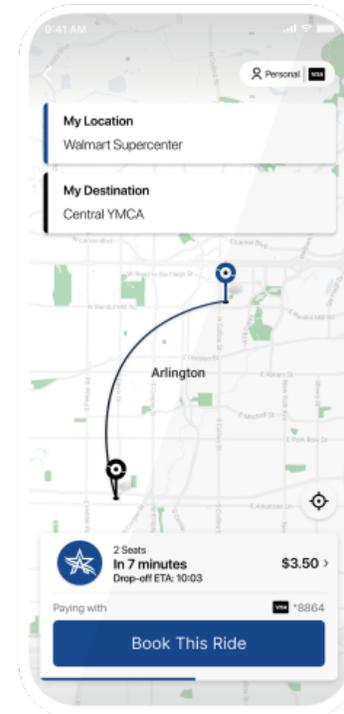
- 6 Via Link Zones with connections to/from Via fixed bus routes
- Generally runs from 5am – 9:30 pm, some through 11pm.
- Generally a 10-30 minute wait time.
- Free transfers to Via buses.
- \$1.30 Link fare, with discounts available for more transit dependent users.



What other cities doing – Arlington, TX

Arlington Transportation (Arlington On Demand)

- On-demand service offerings within Arlington City limits
 - Extends beyond city limits slightly to Centreport TRE station, Eastchase area in Fort Worth.
 - Via fleet utilized
 - Connections to Trinity Metro bus routes 21 and 22.
 - Fares vary based on distance, but range from \$3-\$8.
 - Handitran elderly/disabled discounted fare of \$3 per person per trip.
 - Vans run 6am – 9pm M-F, and 9am – 9pm Saturday.
 - Wait times generally 12-15 minutes.
 - City of Arlington & Via partnership protects from surge pricing.



What other cities doing – Round Rock, TX

Round Rock Rides:

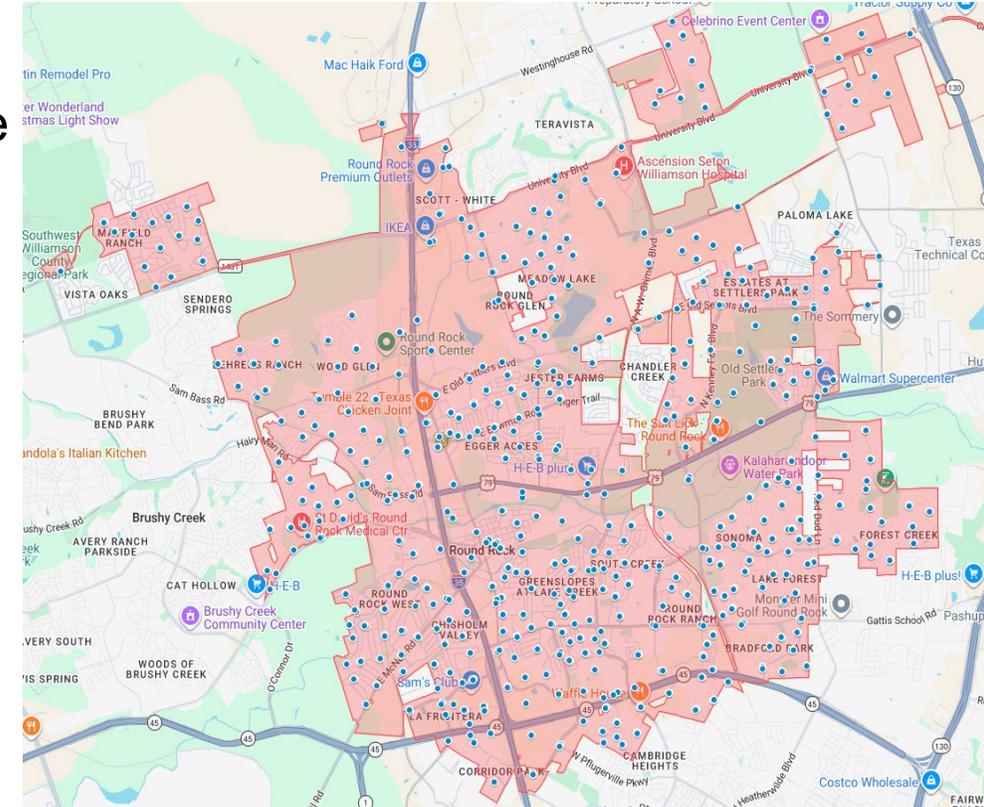
On-demand ride-sharing program for public transit use, powered by Austin-based "zTrip".

- Book, pay and track through mobile app, website, or by phone
- Cost:
 - Normal Fare - \$4.00 one-way
 - Reduced Fare - \$2.00 one-way (65+, Paratransit Service, Active-Duty Military)

ADA Curb to Curb Service:

Transportation service option through Round Rock Rides for customers who cannot utilize regular bus services due to disability.

- Must apply to determine eligibility, including an in-person interview. Reviewed by Round Rock ADA Coordinator.
- Reduced Fare - \$2.00 one-way.



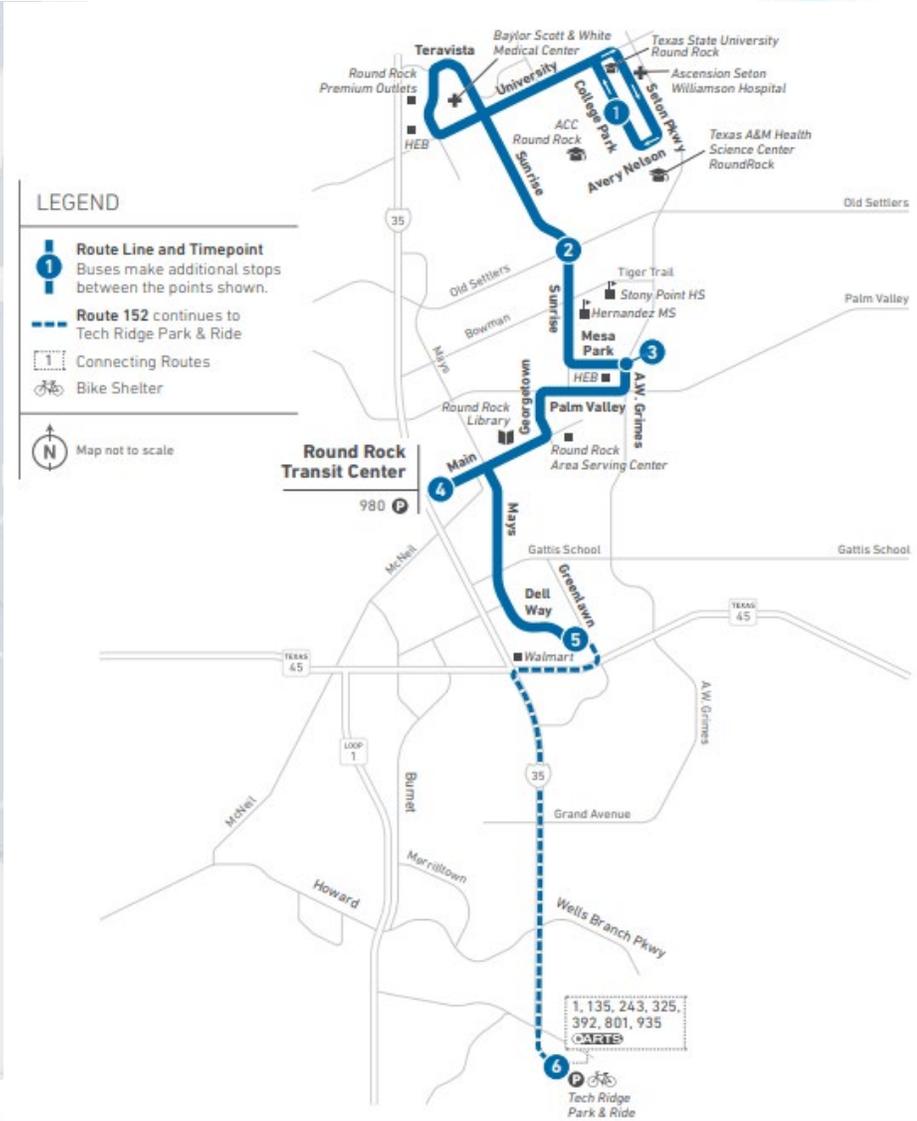
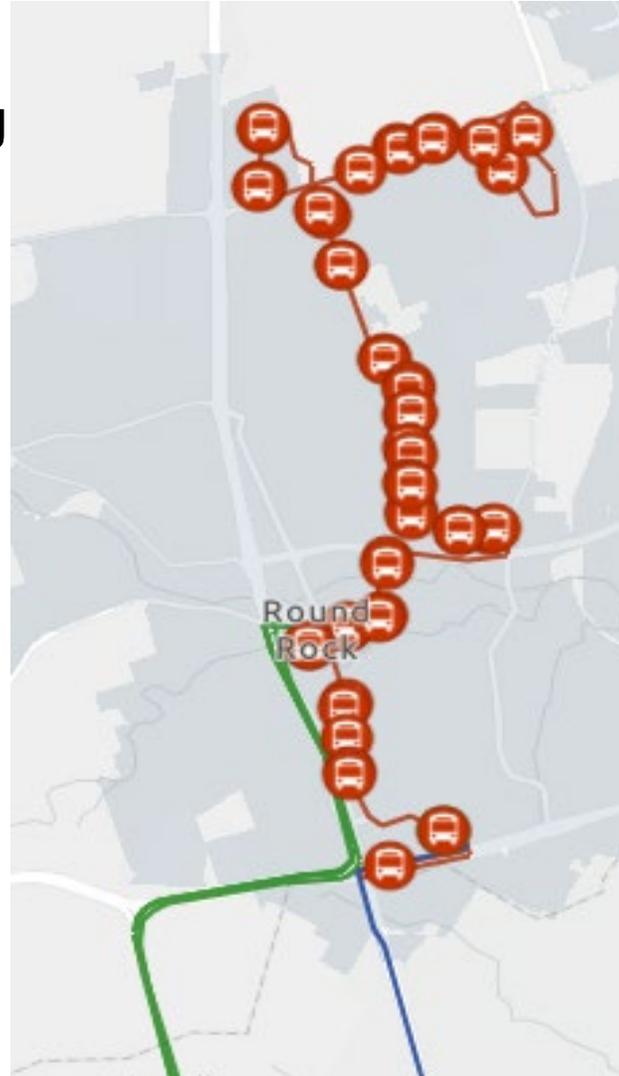
What other cities doing – Round Rock, TX

ADDISON

Fixed Bus Routes:

Partnership with CapMetro, providing hourly service to CapMetro's Tech Ridge Park and Ride and a daily Commuter Express Route between the Round Rock Transit Center Parking Garage and downtown Austin.

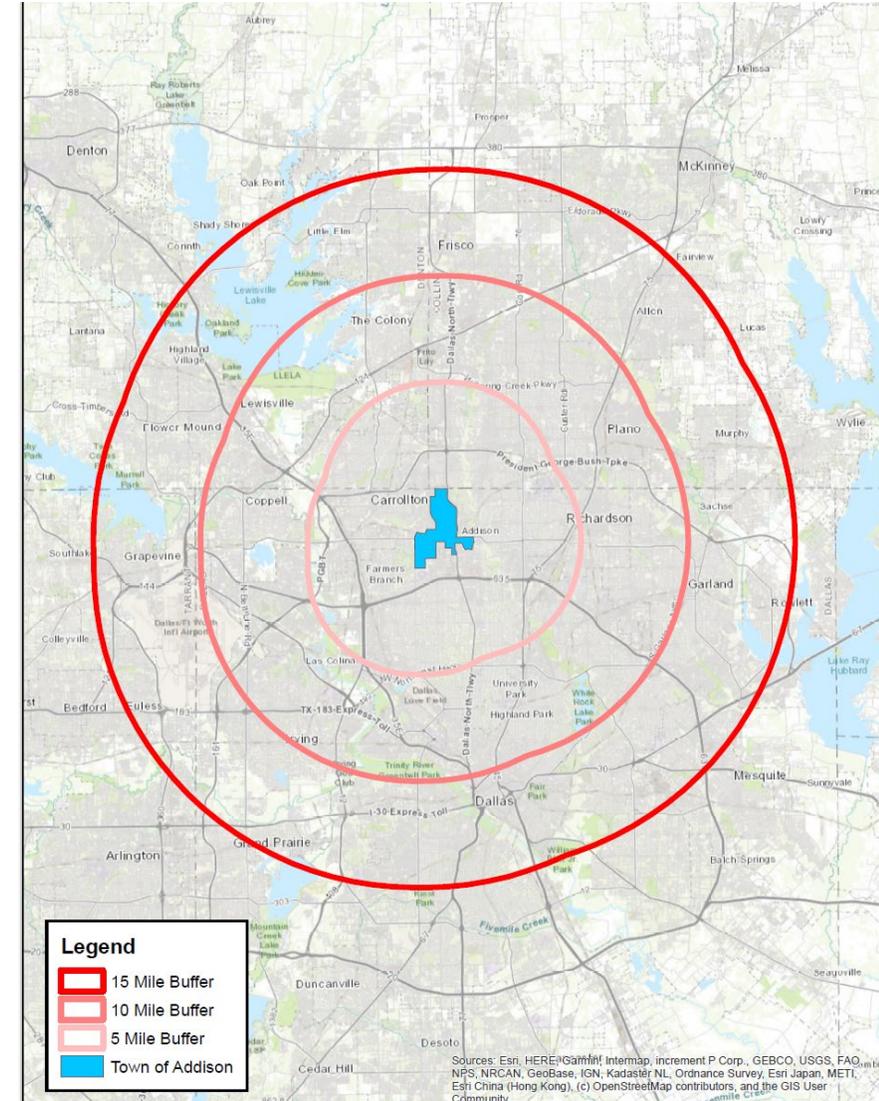
- Stops:
 - 46 Stops, North-bound and South-bound
- Costs:
 - Single Ride - \$1.25
 - Per Service Day - \$2.50
 - Per Calendar Month - \$41.25



Scope of Service - Paratransit

Today's situation

- DART provides paratransit across its member cities.
- DART's current paratransit operator: Transdev .
- Options for Addison
 - Match DART's service area
 - Addison plus buffer ring (e.g. 5, 10, 15 miles)
- Implementation Note:
 - We could do a full assessment or grandfather in everyone already certified.
- Proposals:
 - This would be included in the RFP.
 - The vendors we have spoken to offer paratransit.



Scope of Service – Within Addison

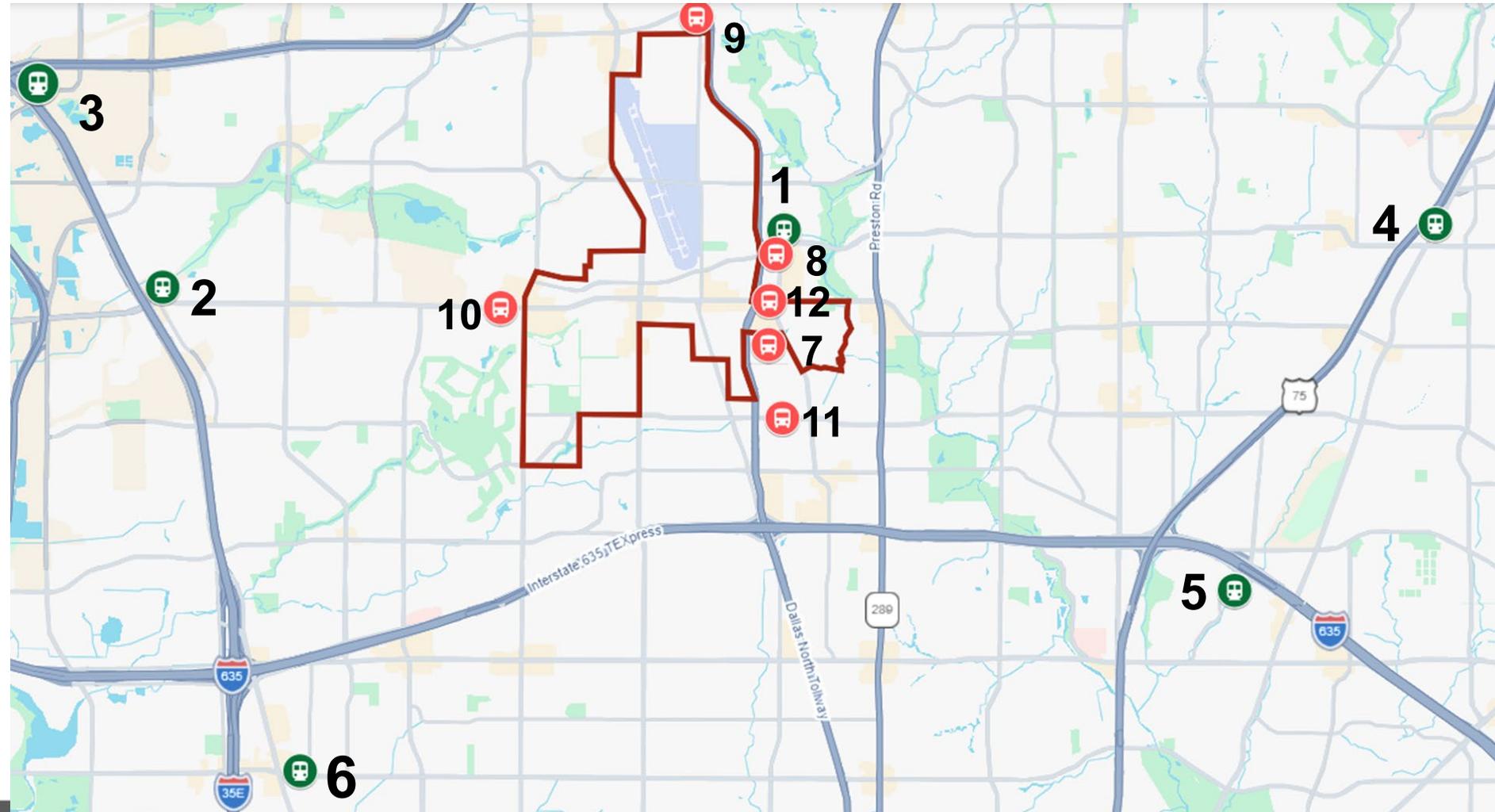
- Goal: Provide local access to key destinations and transit destinations within Addison.
- Service model options:
 - Stop-to-stop (designated pickup locations)
 - Curb-to-curb (direct pickup/drop-off)
 - Hybrid (stops in dense areas + curb-to-curb elsewhere)
- Vehicles / partners options:
 - Dedicated shuttles or vans
 - Circulators
 - On-demand supply via ride share partners (e.g., Uber/Lyft) where appropriate
- Planning inputs needed:
 - Preferred service type(s)
 - Target wait time and hours of operation

Scope of Service – Getting Riders in and out of

- Rally Points
 - To get people into Addison, an option other cities are looking at is using rally points.
 - Rally points are key DART transit areas or other major points of interest where we would pick up passengers and bring them directly to their destination in Addison.
 - Conversely, we would pick up riders from their current location and take them rally points to connect to DART to finish their commute..
- To achieve efficient and reasonable wait times, we would want to have a narrowed down list of rally points.
- Why this approach
 - Concentrates demand
- Alternate approach — Distance-based coverage
 - Allow curb-to-curb pickups within 5 / 10 / 15 miles
 - Tradeoff: higher cost and longer waits due to dispersed demand

Scope of Service – Outside Addison

Narrow list for pick up and drop off rally points



Number	Station Name
1	Knoll Trail
2	Downton Carrollton
3	Trinity Mills
4	Arapaho Center
5	LBJ Central Station
6	Royal Lane
7	Verde Valley / Noel
8	Montfort / Arapaho
9	Trinity Mills / Addison
10	Belt Line / Venture
11	Spring Valley / Montfort
12	Belt Line/ Montfort

Scope of Service – Outside Addison

Proposed rally points outside of Addison where riders could be picked up and brought to their destination in Addison or taken to connect with DART.

Number	Name	Type	Route 1	Route 2	Route 3	Distance From Addison Transit Center
1	Knoll Trail	Train Station	Silver Line			0.7 Miles
2	Downton Carrollton	Train Station	Green Line			4.6 Miles
3	Trinity Mills	Train Station	Green Line	A Train		5.8 Miles
4	Arapaho Center	Train Station	Red Line	Orange Line		6.2 Miles
5	LBJ Central Station	Train Station	Red Line	Orange Line		5.4 Miles
6	Royal Lane	Train Station	Green Line			5.7 Miles
7	Verde Valley/ Noel	Bus Stop	22			1.1 Miles
8	Montfort/ Arapaho	Bus Stop	236	237	238	0.6 Miles
9	Trinity Mills/ Addison	Bus Stop	235	239		1.9 Miles
10	Belt Line/ Venture	Bus Stop	229			2.2 Miles
11	Spring Valley/ Montfort	Bus Stop	200	202		1.7 Miles
12	Belt Line/ Montfort	Bus Stop	250			0.8 Miles

Additional Scope Questions

- To add a benefit to our businesses and entertainment districts, we could have direct circulators or dedicated routes that would service their areas.
- When evaluating the proposals and costs, the Town will need to determine the amount we would charge/subsidize for different transportation modes.
- Reference (FYI) - DART's rate structure:
 - Paratransit One-Way \$3.50
 - Bus One-Way \$3.50
 - Microtransit \$6.00
 - Bus Day Pass \$6.00

Direction needed for:

- Paratransit
 - Maintain DART's service area or Addison + buffer ring
- Microtransit within Addison
 - Curb to Curb, Circulators, Hybrid
 - Wait Time/Hours of Service
- Services outside of Addison
 - Rally Point Strategy vs Curb to Curb
 - Initial feedback on rally point shortlist
- Additional services for businesses
 - Add options to create specific services for businesses or business districts
- Pilot program prior to the election

Tentative Schedule for Transit Alternative Discussions

- Create RFP based on this direction
- **March 10, 2026 - Vendor Review**
 - Vendor presentations based on Council direction including possible tours of transit options in other cities.
- **March 24, 2026 – Decision**
 - Enter into an agreement for mobility services contingent on election results.

Questions