

Dallas Area Rapid Transit (DART)

How DART reduced costs and increased productivity with Aurigo Masterworks

CASE STUDY

Dallas Area Rapid Transit (DART) is a multimodal regional transit agency serving Dallas and North Texas, having a wide range of demographics and land use patterns. DART moves more than 220,000 passengers per day across a 700-square-mile service area. To improve customer service, reduce costs, and increase operational effectiveness, DART took a step toward modernization by implementing cloud-based Aurigo Masterworks.

Customer challenges

Over the span of four decades, DART has encountered numerous challenges, such as project delays and budget overruns, in the building of its transportation infrastructure due to the lack of an integrated system that could provide a 360-degree view of its operations. Teams relied on an in-house system, which became increasingly cumbersome to use and update. Additionally, spreadsheets were employed to manage a wide range of activities, including construction, detailed cost estimates, contract monitoring, budgeting, and financial planning. This disjointed approach made it difficult to generate project reports and analyze data. It had a cascading impact on planning, communication, data visibility, decision-making, time management, and data security.

Thus, DART needed a solution to manage its multiyear and current-year capital program and associated business processes, including:

- Multiyear capital planning
- Budget allocation, approvals, and authorization
- Forecasting for each program, project, and cost center
- Project monitoring and reporting
- Resource optimization



DART operates buses, light rail, commuter rail, modern streetcars, and paratransit along with high-occupancy vehicle lanes in Dallas and 12 of its suburbs

Moves more than **220,000 passengers per day** across a 700-square-mile service area

Handles a CIP budget of **over \$400 million**

Number of lines:

- **161** buses
- **20** FLEX/shuttles
- **4** light rail
- **1** commuter rail
- **1** modern streetcar



To do this, DART needed:

- A centralized, secure platform with extensive system integration
- Customized workflow automation
- Ability to access information anytime, anywhere
- A modernized user experience for data entry
- Dashboards to display user-defined project information
- A user-friendly customizable interface
- Query and reporting functionality
- Superior auditing capabilities

Aurigo at DART

Aurigo's capital planning solution offered DART a comprehensive forecasting, planning, scheduling, and budgeting tool to manage its capital improvement programs. Nearly 400 users now work more efficiently with built-in workflows and automation, speeding up decision-making with real-time reports. All stakeholders now have clear insights into project progress across DART.

The following modules and services have been implemented for DART:

- Project planning and management
- Project scoring
- Multiyear program forecasting
- Region-wise forecasting
- What-if analysis
- Cash flow expenditure curves
- Work orders and master contracts

Impact



Over \$400 million in CIP

worth of group projects centrally managed on Aurigo Masterworks



250+ projects

managed



Seamless integration

with financial systems

Business processes automated:

- Multiyear capital planning
- Budget and resource management
- Cashflow management
- What-if analysis and forecasting
- Work orders and master contracts

