



The Existing DART System

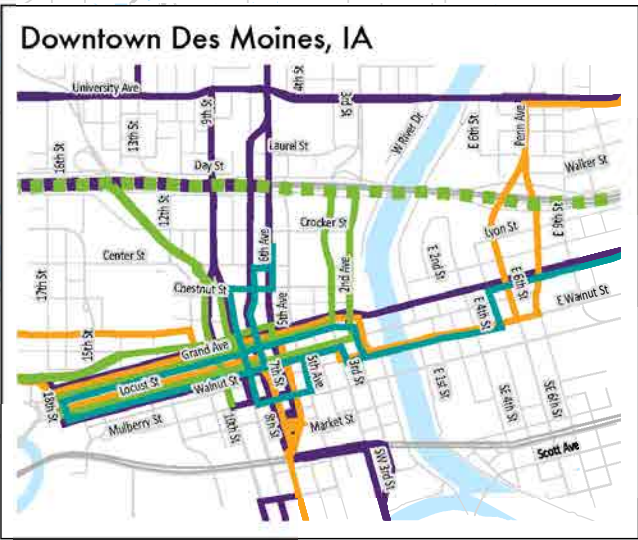
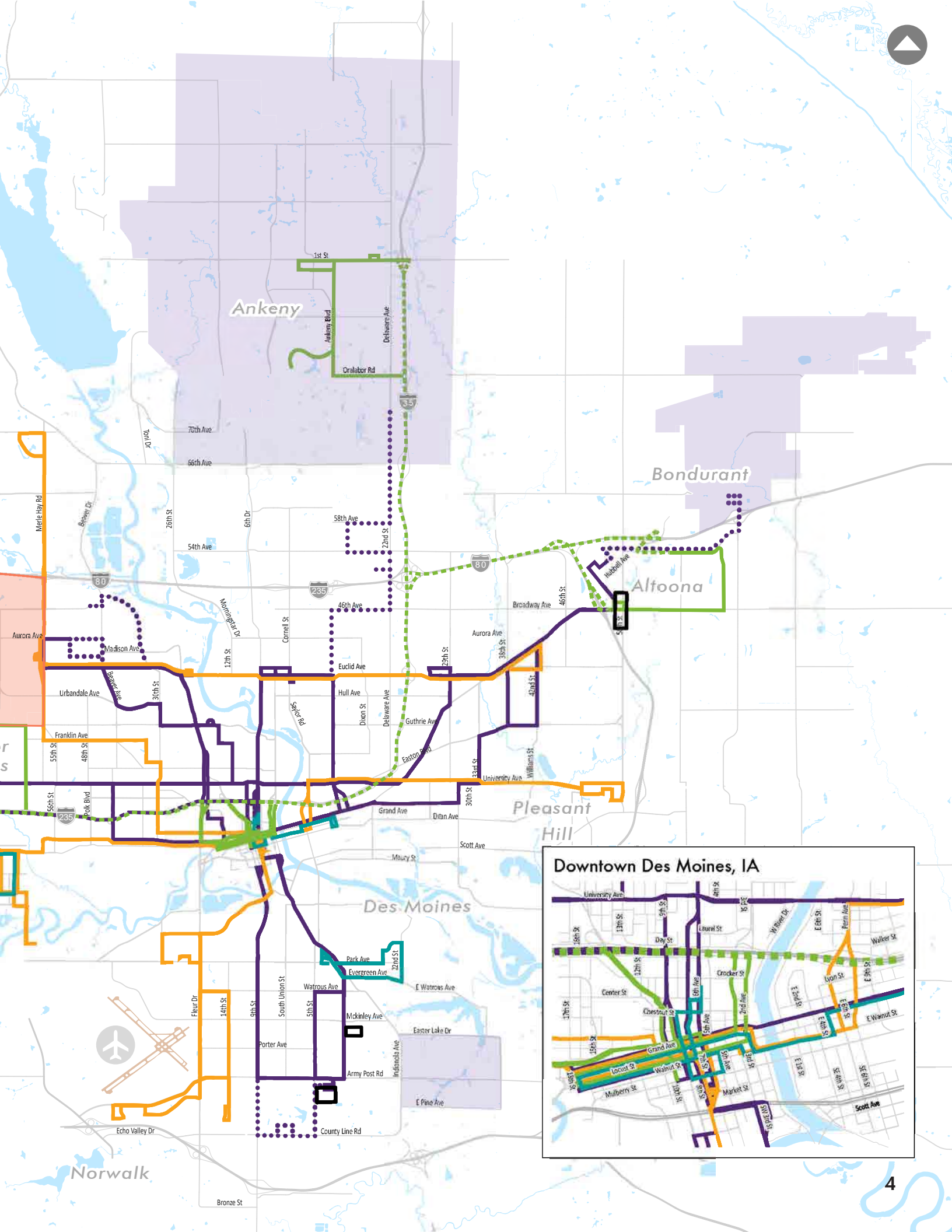
DART provides fixed route and/or On Call transit service to all of its member communities. Some DART services have different service areas. For example, ADA paratransit service is provided mostly within 3/4 miles of the fixed route and On Call bus network, while RideShare vanpool service is offered throughout an 18-county region.

Legend

Routes by Type


-  Frequent Local Fixed Routes
-  Local Fixed Routes
-  Express Routes
-  Express Routes No Stops
-  Shuttle Routes
-  On Call Zone
-  Flex Connect Zone


Note: DART On Demand microtransit pilot was launched in 2021, replacing the On Call zone in Ankeny.



DART's Services

DART operates a family of transportation services that make getting around Greater Des Moines easier and more convenient. In 2019, DART adopted its current Service Standards for the following performance metrics: Productivity (passengers per hour), Cost per Customer, and Target Frequency.

 Productivity (passengers per hour)

 Cost per Customer

 Target Frequency



Frequent Local Fixed Routes

Operates 7 days per week until 9 pm or later (5 pm on Sundays), and are dense corridors with key regional destinations. These routes form the backbone of DART's transit network.

 20  \$6.00  15-30 minutes



Supporting Local Fixed Routes

Serves lower-density areas with fewer regional destinations, helping to provide regular all-day weekday service to parts of the region where more frequent service may not be warranted yet. These routes operate Monday-Friday only, and some may operate only during peak commuting hours. Supporting local fixed routes also provide dedicated trips to many Des Moines schools.

 15  \$10.00  30-60 minutes



Express Routes




Operates Monday through Friday, mostly during the morning and evening rush hours, picking up passengers at limited stops and providing direct, nonstop service to and from Downtown Des Moines. Some provide local connections before proceeding nonstop to Downtown Des Moines.

 10  \$15.00  20-30 minutes



Shuttles

Facilitates first-last mile connections to other DART fixed routes and circulation in and around Downtown Des Moines. Downtown shuttles provide a fare-free connection between parking, employment centers, and other downtown destinations. Weekend service varies on Shuttle routes.

 5  \$25.00  varies



On Call Zones

Pick up passengers at their door and take them to destinations within specific zones. Customers book trips by calling DART customer service at least one day in advance. Most services operate 1-2 days per week, except Ankeny and Grimes which operate Monday-Friday. Service hours are limited.



5



\$25.00



subject to demand



Flex Connect

A new mobility-on-demand (MOD) service that connects passengers in areas where the fixed route network does not reach. Like On Call, riders can book trips within a defined zone to or from a bus stop that connects them to DART's fixed route network. Flex Connect allows same day booking using Uber, Yellow Cab taxi or a DART-operated accessible vehicle, and can be booked by phone or through the Uber app. DART introduced Flex Connect as part of a pilot program in 2019.



Paratransit

Available for senior citizens and persons with disabilities who are unable to use DART fixed route service. Paratransit is a "door-to-door" and wheelchair accessible service, and includes federally mandated ADA complementary service, as well as contracted trips to senior meal sites and medical appointments.



RideShare

Vanpool program administered by DART in which a group of commuters share a DART-provided van. Covering 18 counties in Central Iowa, RideShare is available beyond DART's normal service Area. Historically, DART has limited RideShare formation to areas beyond the reach of the Express Route network.