

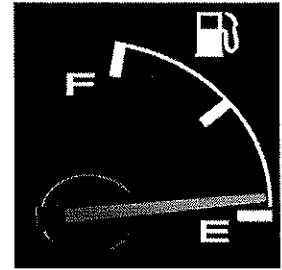
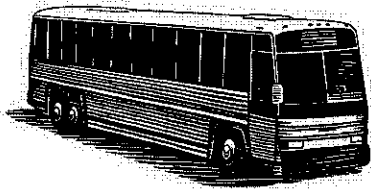
# POLK COUNTY DECATEGORIZATION

WWW.POLKDECAT.COM

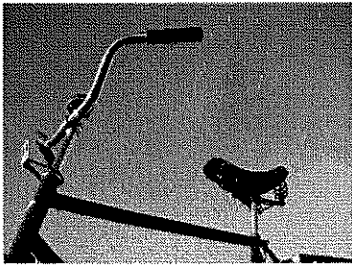
IOWA DEPARTMENT OF HUMAN SERVICES  
POLK COUNTY – RIVER PLACE OFFICE  
2309 EUCLID AVENUE  
DES MOINES, IOWA 50310-5703

DEPT: POLK COUNTY DECATEGORIZATION

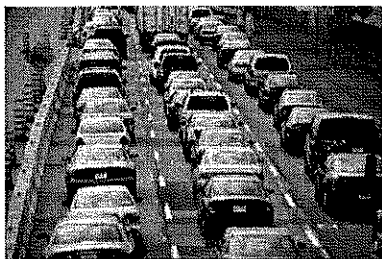
PH: 515.725.2729 FX: 515.725.2899



## Polk County Decategorization



## Provider's Advisory Group



## Transportation Directory

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## **Tips For Helping Clients Obtain Transportation**

The list below contains items the group has offered as suggestions of items they feel would be helpful to include in the directory.

1. Inform clients to know their Medicaid number.
2. Make sure you know the age requirements for each provider included in the Transportation Directory.
3. Review the information is needed up front for each provider because each one is different.
4. Have the client call the Transportation Provider in your presence the first time so you can coach him/her through the process.

## Mobility Options for the Community

This tool will help you think about the various transportation options that might be available in a community and includes a chart on which you can record information about transportation services, and their characteristics.

- 1) Before you begin thinking about the various transportation options and their characteristics in a community, review the completed Mobility Options for the Community Chart provided as an example.
- 2) Use the blank Mobility Options for the Community Chart to record information about the characteristics of transportation services across your community.
- 3) Identify those transportation options that might be useful for students as they transition from school to employment, higher education, and independent living.

### Directions to use the Mobility Options for the Community Chart

The chart has five columns. What follows is a brief description of the information intended for each column.

#### Column 1: "Providers"

- The name of each transportation provider you find who offers some level of service to the community.

#### Column 2: "Vehicle Access":

- The percentage of vehicles that are accessible to people with disabilities, (e.g., lifts, ramps, securements for mobility devices, audible/visual information about route and stops).

#### Column 3: "Eligibility"

- Who is eligible to use the service;
- Often restricted to a particular population such as 65 and older, people using particular service programs, etc.

#### Column 4: "Availability"

- When is the service available;
- Where does it go?

#### Column 5: "Cost/Fare"

- An estimate of the cost of a ride for a single trip.

Review the "Greater Des Moines Options for the Community" chart to gain a better understanding of the use of the chart. Then use the blank chart to start recording information pertinent to your community.

## Greater Des Moines Area Mobility Options for the Community

Providers	Vehicle Access	Eligibility	Availability	Cost/Fare
<b>Des Moines Area Regional Transit</b> Fixed-Route 515-283-8100	100%	Everyone	Hours vary based on location of route. General operating: Monday – Friday 5:30 a.m. - 10:30p.m. Saturday & Sunday 7:00 a.m. - 6:00 p.m.	\$.75 (Reduced Fare) \$1.75 (Regular Fare) \$2.00 (Express) \$3.50 (Flex, On-Call)  Transit Pass program offered by <b>West Des Moines</b> for clients 515-274-0373 & <b>TMS</b> for eligible clients 866-572-7662
<b>Polk County Paratransit</b> 515-286-3484 <b>DART BusPlus</b> 515-283-8136	100%	Polk County Paratransit & DART Bus Plus: People with disabilities unable to use Fixed-Route  Polk County Paratransit: Based on income	Hours mimic Fixed-Route Hours for the area. General Operating Monday – Friday 5:30 a.m. - 10:30p.m. Saturday & Sunday 7:00 a.m. - 6:00 p.m. Polk County and parts of Dallas and Warren County	Polk County fare is free but is Income Eligible.  DART Bus Plus fare is \$3.50 One-Way
<b>Translowa</b> 515-243-1111, 515-282-8111 <b>Freedom Taxi Cab</b> 515-289-9800	0%	General public	24 hours/7 days a week Greater Des Moines Metro (GDM)	Based on length of trip

<b>Heart of Iowa Regional Transit Agency</b> 1-877-686-0029	100%	Everyone	Boone, Dallas, Jasper, Madison, Marion, Story, and Warren. Time: Varies Depending on County Days: Varies depending on County	Varies: Depending on County and Eligibility
<b>West Des Moines</b> 515-222-3660	West Des Moines: 100%	West Des Moines Clients	Greater Des Moines Metro (GDM)	Free/Medicaid
<b>Midwest Ambucare</b> 515-222-2222 <b>Fraser Wheelchair Transportation</b> 515-284-1111 <b>Joyride</b> 515-987-9992	100%	Individuals with Physical Disabilities (Wheelchairs)	Greater Des Moines Metro (GDM)	<b>Midwest Ambucare:</b> Free for Elderly Waiver & Medicaid (TMS); otherwise \$35.00 first 14 miles, then \$2.10 per mile. <b>Fraser Transport:</b> Free for Elderly Waiver; \$35.00 one- way in GDM <b>Joyride:</b> Weekdays: \$40 for one way trip in GDM Weekends/Holiday: \$50 for one way trip in GDM
<b>Volunteer Driving Programs:</b> <b>Ankeny</b> 515-965-1976 <b>Urbandale</b> 515-278-3999 <b>Grimes</b> 515-986-5355 <b>RSVP</b> 515-292-8890 <b>DAV</b> 515-699-5876	For most programs volunteers use their own vehicles 0%	Ankeny residents 60 & Over Urbandale Residents Grimes Residents Story County Residents DAV- Veterans	For Medical Appointments within Metro Area DAV- For Medical Appointments at VA Hospitals.	Free (Depending upon organization) <b>RSVP:</b> \$3-\$11.00 Outside Story County 39 Cents/Mile

## Mobility Options for the Community

Providers	Vehicle Access	Eligibility	Availability	Cost/Fare



Easter Seals Project ACTION is funded through a cooperative agreement with the U.S. Department of Transportation, Federal Transit Administration, and is administered by Easter Seals, Inc. This document is disseminated under the sponsorship of ESPA in the interest of information exchange. Neither Easter Seals nor the U.S. DOT, FTA assumes liability for its contents or use thereof.

**SECTION 1**

**TMS MANAGEMENT GROUP, INC.**



**Speaker: Scott Anderson, TMS Management Group**

TMS Management Group is an Iowa Medicaid non-emergency medical transportation program across the entire state of Iowa. They provide transportation services in three ways:

1. Bus passes. TMS works with 16 transit systems across the state.
2. Mileage reimbursement for those clients who drive themselves.
3. Provider rides.

A client has to call to get set up in their system. TMS has an up-to-date list of all Medicaid eligible members. Once set up, a client needs to schedule appointments a minimum of three days in advance no matter how they are travelling. Urgent care trips can be schedule in less than three days.

Mileage reimbursement is at \$.30 a mile. TMS uses MapPoint to figure the shortest distance from the client's home to their appointment. To drive themselves, they will have to have proof of a valid driver's license and proof of insurance.

TMS offers bus passes with all transit systems in Iowa. Clients are offered a bus pass if they live within a half mile of a bus stop.

The service the client is requesting transportation for must be a Medicaid approved service and the most economical mode of transportation must be used. The client must also be fully covered by Medicaid.

Questions

Q: Who can sign to approve appointments? Is a therapist ok?

A: Any professional at the office requiring or seeing the client. A therapist would be acceptable.

Q: What are the age requirements?

A: Any person who is eligible for Medicaid. However, a minor has to have an escort when being transported. When a bus pass is issued, a pass is also issued to a caretaker. This bus pass can be transferred to a different person for the purposes of taking this minor.

Q: If a covered child lives with a Foster Family or Caregiver other than the parents, and the non-Medicaid-covered parent is required by the court or DHS to be at the therapy appointments, can the parent(s) transportation be covered?

A: Yes, as long as the requirement is documented and communicated to TMS.

Q: What are the hours transportation is available?

A: Transports are available anytime if they are scheduled. Obviously the bus has its limitations based on their schedule.

Q: How many members does TMS have?

A: Medicaid has 400,000 members. TMS gets approximately 2,500 calls a month and makes approximately 3,500 trips a month.

Q: How does TMS handle provider rides?

A: TMS has ambulatory, stretcher, EMS services, taxi services and a volunteer program.



**TMS Management Group, Inc.**

5800 Fleur Drive, Suite 231

Des Moines, IA 50321

Phone: 866.572.7662 Fax: 866.584.7601

[www.tmsmanagementgroup.com](http://www.tmsmanagementgroup.com)

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November 5, 2012

Dear Iowa Medicaid Member,

The Iowa Medicaid Enterprise (IME) and TMS Management Group, Inc. (TMS) have two (2) important Non-Emergency Medical Transportation (NEMT) program policy clarifications.

Beginning Wednesday, December 5, 2012,

1. Members who have access to transportation such as a vehicle registered to them, or a Legally Responsible Individual (LRI), or who can get a ride from friends or family members will have the following options available to them:
  - Only eligible to receive mileage reimbursement.
  - Are not eligible for a provider ride (someone to pick-up the member).
  
2. Members who require a provider ride to long distance medical appointments (example: travel to the University of Iowa Hospitals and Clinic's) will have the following options available to them:
  - Transportation will only be scheduled on the day of the week that the members Regional Transit Authority (RTA) gives rides to that medical appointment destination. These are shared rides with other passengers.
  - If the member does not want this option they must make their own transportation arrangements and ask TMS for mileage reimbursement.

Questions? Please visit our website at [www.tmsmanagementgroup.com](http://www.tmsmanagementgroup.com) or call TMS at **1-866-572-7662** between 8:00 am and 5:00 pm Monday through Friday.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott M. Anderson".

**Scott M. Anderson**  
Iowa Account Manager  
TMS Management Group, Inc.



# Iowa Medicaid Non-Emergency Medical Transportation Program

In 2009, the Iowa State Legislature authorized the Department of Human Services (DHS), Iowa Medicaid Enterprise (IME) to develop a brokerage system for the non-emergency medical transportation (NEMT) program. On February 25, 2010, a request for proposal (RFP) was posted and the IME received five bid proposals. On May 10, 2010, the contract was awarded to TMS Management Group, Inc. (TMS). The new brokerage system began October 1, 2010.

## Information Needed to Register a Member

- 1) Iowa Medicaid ID number
- 2) Members first and last name
- 3) Members home address
- 4) Members phone number
- 5) Members date of birth

## Information Needed to Schedule an Appointment

- 1) Medical appointment date and time
- 2) Medical appointment time/ Return time
- 3) Doctor's name, address, phone number and fax number
- 4) Reason for appointment
- 5) Who called the members appointment in
- 6) Drivers first and last name
- 7) We then give you a confirmation number, to the trip we just booked

## Program Structure

- 1) Iowa NEMT Program is designed to provide transportation services to eligible Iowa Medicaid members:
  - a) TMS will provide **mileage reimbursement** to the member or the driver who provides transportation to and from their medical appointment.
    1. Reimbursement is for the service provided by the driver to transport the member to their medical appointment.
    2. Mileage is calculated at \$ .30 a mile using MapPoint for the shortest distance from home to the appointment.
  - b) If the option to be driven is not available, TMS will make arrangements for a **transportation provider** to pick-up the member and transport them to and from their medical appointment.
- 2) Call the TMS Call Center **at least 3 business days** before your trip.

## **Program Structure – cont’d**

- 3) Urgent Care trips can be scheduled for appointments that occur within the required 3 business days.
- 4) Required documentation:
  - a) Out of County (OOC) Form – required if the medical provider is more than 30 miles and out of county from the member’s home address.
    1. Purpose of the OOC Form
      - a. to verify the medical provider is an approved Iowa Medicaid provider.
      - b. to verify the appointment.
      - c. to verify the medical provider is the closest provider for this particular medical treatment.
    2. Separate OOC Form for each medical provider.
    3. Must be renewed annually.
  - b) Copy of Driver’s License
    1. Must be renewed upon expiration.
  - c) Copy of vehicle insurance
    1. Must show the name of the driver.
    2. Must be renewed upon expiration.
- 5) Routine reoccurring trips can be scheduled for a full month:
  - a) Call to schedule before the end of the for the upcoming month’s trips.

## Basic Program Guidelines

The process to **Make a Reservation** is an easy 4 steps:

1. Schedule your medical appointment.
2. Call TMS toll-free at **1-866-572-7662 at least 3 business days** before your trip.
3. Provide the TMS operator all the necessary information such as your name, Medicaid ID number, appointment date, time and location, if you will be driven or need a ride, any special needs (wheelchair) and the medical provider's contact information, including the provider's fax number.
4. TMS will provide you a trip confirmation number for your scheduled trip.

Some of the **Basic Guidelines** are:

- All non-emergency medical transportation must be scheduled through TMS.
- An escort is allowed if due to age, disability or medical necessity.
- Wheelchairs and car seats are to be supplied by the member.
- Drivers cannot enter the member's home or medical facility.
- TMS hours of operation are 8:00 am to 5:00 pm (CST)
- If a ride is late or you have an urgent situation you can call TMS at **1-866-572-7662** anytime 24 hours a day / 7 days a week.
- For a **medical emergency call 911.**
- Si usted necesita esta informacion en espanol, por favor llame a 1-866-572-7662.

## Contact Information

TMS Management Group, Inc.  
5800 Fleur Drive, Suite 231  
Des Moines, Iowa 50321-2854  
[www.tmsmanagementgroup.com](http://www.tmsmanagementgroup.com)

Call Center: 866-572-7662  
Fax: 866-584-7601

### **Scott M. Anderson**

Iowa Account Manager  
Direct: 515-657-5160  
Cell: 515-320-6602  
[Scott.Anderson@tmsmg.com](mailto:Scott.Anderson@tmsmg.com)

### **Michelle Tredway**

Iowa Call Center Manager  
Direct: 515-657-5161  
[Michelle.Tredway@tmsmg.com](mailto:Michelle.Tredway@tmsmg.com)

## **SECTION 2**

# **VISITING NURSE SERVICES OF IOWA**



**Speaker: Terri Walker, VNS, Transportation Services**

VNS provides transportation services to children age birth to 21 years old who live in Polk County on Title XIX for dental, medical and therapy appointments. Medicaid pays for a guardian or parent to ride in the vehicle with the child. Other children who are family members can ride also in the vehicle if the names of the children were given when the appointment was made.

The VNS vans are more cost effective and are used when available. Freedom Cab is also used by VNS to provide transportation.

A transportation request form must be filled out. Some providers fill out the forms for the client. It is helpful to specify a door if a client is being picked up or dropped off at a hospital.

Clients are told to be ready for pick up 45 minutes before their appointment time. When their appointment is over, they call for pick up. They are told to allow up to 30 minutes for pick up for a ride home. Typically there are no stops to and from appointments.

Q: When a client has a no call, no show is there any sanctions the next time they want to make an appointment?

A: Clients are warned and there is a "three strikes" rule. There is a little more leniency when there is a language barrier.

Q: Where there is an appointment during school hours, is the child picked up at school and the parent picked up at home?

A: Yes. As long as all addresses are on the transportation request form. The parent is always picked up first and then dropped off last so the child is accompanied.

Q: Would you cover mom and/or dad to a therapy appointment when the child lives with a foster parent?

A: It would depend on all the details.

Typically, transportation requests need to be made at least two business days before an appointment. Exceptions are made in emergencies instances, but before noon is required.

Q: Do you stop to pick up prescriptions after appointments?

A: Only if it is on the route and approved by a supervisor.

VNS has two transportation coordinators on site Monday through Friday. The last transportation pick up to an appointment is scheduled by 2:30 – 3:00 p.m. and returning home from an appointment is by 4:30 – 5:00 p.m. Staff leave the office by 4:30 p.m. They ensure everyone is back home and safe before they go home. Their tracking system is strictly a paper system.

Q: What if a parent does not have a phone for the driver to call when they arrive to pick them up?

A: Even though it is not ideal, the driver will knock on the door and return to the vehicle to wait.

Q: Are the vans equipped to accommodate handicap clients?

A: VNS utilizes Paratransit, minivan or cab for those with disabilities or mobility issues..

There are car seats in vehicles that can be utilized. Up to two car seats can be used in Freedom Cab.

Q: Do drivers go through a background check?

A: All VNS drivers go through the same background check as other VNS workers.

Q: Are grandparents eligible to ride with the child(ren)?

A: Yes.

Q: How many vans does VNS have?

A: Seven.

Q: How do you receive your funding for this program?

A: Medicaid reimbursement.

Q: How many rides do you provide?

A: In 2011, we provided approximately 14,000 rides.



## Transportation for children with Title 19

Children age birth to 21 years old who live in Polk County.

Transportation to medical, dental, therapy, etc. appointments (anything that Medicaid will cover) is provided for any child under the age of 21 years of age that lives in Polk County and is currently enrolled in Medicaid/Title 19 . (*We have a Transportation Coordinator who speaks Spanish*).

Parents, Grandparents, Foster Parents, Medical providers can request Transportation by calling 558-9972, OR by Faxing the request form to 557-9020 OR emailing the request to [transport@vnsia.org](mailto:transport@vnsia.org)

Transportation is provided for any of the following appointments:

- Medical appointments,
- Dental appointments,
- Mental health appointments,
- Orthodontist appointment,
- Anything that Medicaid/Title 19 will cover

Transportation Requests **NEED** to be made **at** least 2 business days before an appointment for routing procedures. (Exceptions are made only for sick children and other emergencies).

Car seats must be used at all times for children under 6 years old. VNS of Iowa vans have car seats. However, if a taxi is providing the transportation, the client must bring age appropriate car seats for each child.

Pick up times will be scheduled for 45 minutes prior to the appointment time, unless the client or Transportation Coordinator requests differently.

Minor children **must be accompanied** by a parent or guardian. Pregnant and parenting mothers under age 18 may ride without an adult.

If there are several children in a family, the parent may bring their other children along to one child's appointment if child care cannot be found. All children or other adults going with to the appointment **MUST** have their name on the Transportation Request Form. When calling to request a ride please give that information to the person taking the Transportation Request so they can put that information on the Transportation Form. If a name is **NOT** on the Transportation Form the passenger is **NOT** able to be transported.

Other people, such as children a parent baby-sits, extended family, friends, etc. are ***not allowed to be transported***.

The maximum number of passengers allowed in cabs is four (4). Maximum number of car seats in a cab is two (2).

We are able to pick up children at school, it is just **VERY** important that all address's and information be given to the Transportation Coordinator when calling to request a ride or put on the request form if emailing or faxing. If an address is **NOT** on the Transportation Request Form we are unable to go to that location.

**If you have any questions please call 558-9972.**

Visiting Nurse Services **TRANSPORTATION** Request Form

<b>Client Information</b>		<b>Driver:</b>	<b>Van #:</b>
<b>WHO HAS THE APPOINTMENT:</b>		Gender:	
DOB:	Child Under 6 in the home? <b>YES</b> <b>NO</b>	Child Under 2 in the home? <b>YES</b> <b>NO</b>	Pregnant? <b>YES</b> <b>NO</b>
Parent's Name (if client is minor)			
<b>Complete</b> Pick Up Address:		Bldg/Apt./Lot#:	
Name of Apt. Complex:		Zip:	
Phone( # where client can be contacted):			
Other passengers riding (give names & ages):			
Do any passengers have physical limitations making it difficult to get in & out of a vehicle?			
		<b>YES</b>	<b>NO</b>
Does client have proper car seats / booster seats for all passengers under age 6?		<b>YES</b>	<b>NO</b> <b>N/A</b>
<b>Appointment Information</b>			
Type of Appointment:		Date of Appointment:	
Pick Up Time:		Time of Appointment:	
Address of Appointment:		Zip:	
Name of Provider:	Phone:	Bldg. Name, Suite #:	
Can this client communicate in <b>English?</b> <b>YES</b> <b>NO</b> ( if <b>NO</b> -Circle which language; if other, please fill in)			
Spanish	Arabic	Vietnamese	Bosnian Other: _____
<b>Please give any info. needed to better serve this client:</b>			
<b>Request Made By:</b>		<b>Date:</b>	

<b>Name of Child's Medical Home:</b>	<b>Name of Child's Dental Home:</b>
--------------------------------------	-------------------------------------

EPSDT	Healthy Start	Empowerment	Facilitating #_____	MCH- Adult	M&M
HS Fac.	DHS	EMPWR Fac.	MCH: Connect	MCH - Child	SED DCAT
VNS Van		Cab	Paratransit	Van & Cab Combination	
<b>Authorized by (check that client is eligible for transportation):</b>					
Title 19 #: (If applicable)	Type T-19	Enrolled in VNS program?			
<b>Pick-Up</b>		<b>Return</b>		<b>Pick-Up</b>	
Mileage:		Mileage:		Mileage:	
# Adult:	# Adult:	# Adult:	# Adult:	# Adult:	# Adult:
# Child:	# Child:	# Child:	# Child:	# Child:	# Child:

**SECTION 3**

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
(DART)**



# Riding DART is Easy.....



**Des Moines Area Regional Transit Authority  
620 Cherry Street  
Des Moines, Iowa 50309  
515-283-8100**

## Outline for Bus Training

### I. Introduction

- A. Why ride the bus?
- B. How to know what bus route to take?
- C. System Route Map
- D. Bus Schedules
- E. Transfers
- F. Bus Stops
- G. Getting On The Bus
- H. Bus Fares
- I. Getting Off The Bus

### II. Rider Tips and DART Central Station Rules and Code of Conduct

### III. Loop Zones

### IV. DART Bus Guidelines

### V. Paratransit and Bus Plus

### VI. Bike & Ride

### VII. Guaranteed Ride Home

### VIII. Half Fare Program

- A. Disabled Application
- B. Senior Application
- C. Refugee Application

### IX. Pass Sales Outlet

### X. Opportunities Thru Transit

### XI. Trip Planner

## BUS TRAINING

### I. Introduction

#### A. Why ride the bus?

- Saves money
- Less maintenance on your vehicle
- Reduces your carbon footprint
- Relieves congestion
- Lessens dependency on foreign oil
- Improves quality of life
- Provides accessibility
- Encourages mobility and freedom for people with disabilities

#### B. How to know what bus route to take?

**There's a very important phone number you will all need to know and remember. That number is 283-8100. This is the number to call the Des Moines Area Regional Transit Authority to get information on your bus trip.**

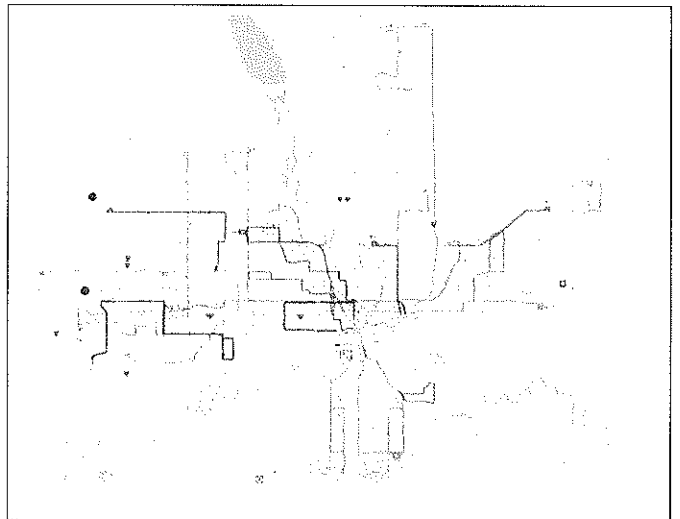
Before you call, you will need to know your destination-where are you going?

Tell the customer service representative where you're starting from and where you want to go. They'll map your trip for you right over the phone, including routes, times and stop locations.

You can also plan your trip by using DART's System Route Map and bus schedules, which are available online at [ridedart.com](http://ridedart.com), or where DART bus passes and tokens are sold.

#### C. System Route Map:

The map is designed to give you an overview of the bus system. With this, you can see at a glance the areas we serve and what routes will get you where you need to go. Locate your starting point and destination to find the route(s) that best meets your needs.





Once you decide on a route that is convenient for you, determine when to start your trip by using the route's bus schedule. Find the number of the schedule that matches the line that you found on the System Route Map. If you have two different colors, you will travel on two different routes; this is done using a transfer. Be sure you are looking on the correct side of the schedule. One side is for Monday-Friday, the other side is for Saturday and Sunday. The schedules also indicate the direction of the bus.

**D. Bus Schedules:**

Bus schedules are numbered to match the routes shown on the System Route Map. The schedule for each route includes a map and departure/arrival times for selected stops along the route (called timepoints).

The bus leaves at each of the times listed below the time points. Find the time you want to arrive at your destination, and then move your finger back along that line to your starting point. This determines your departure time. Please keep in mind that weather, special events and traffic conditions may alter service at times.

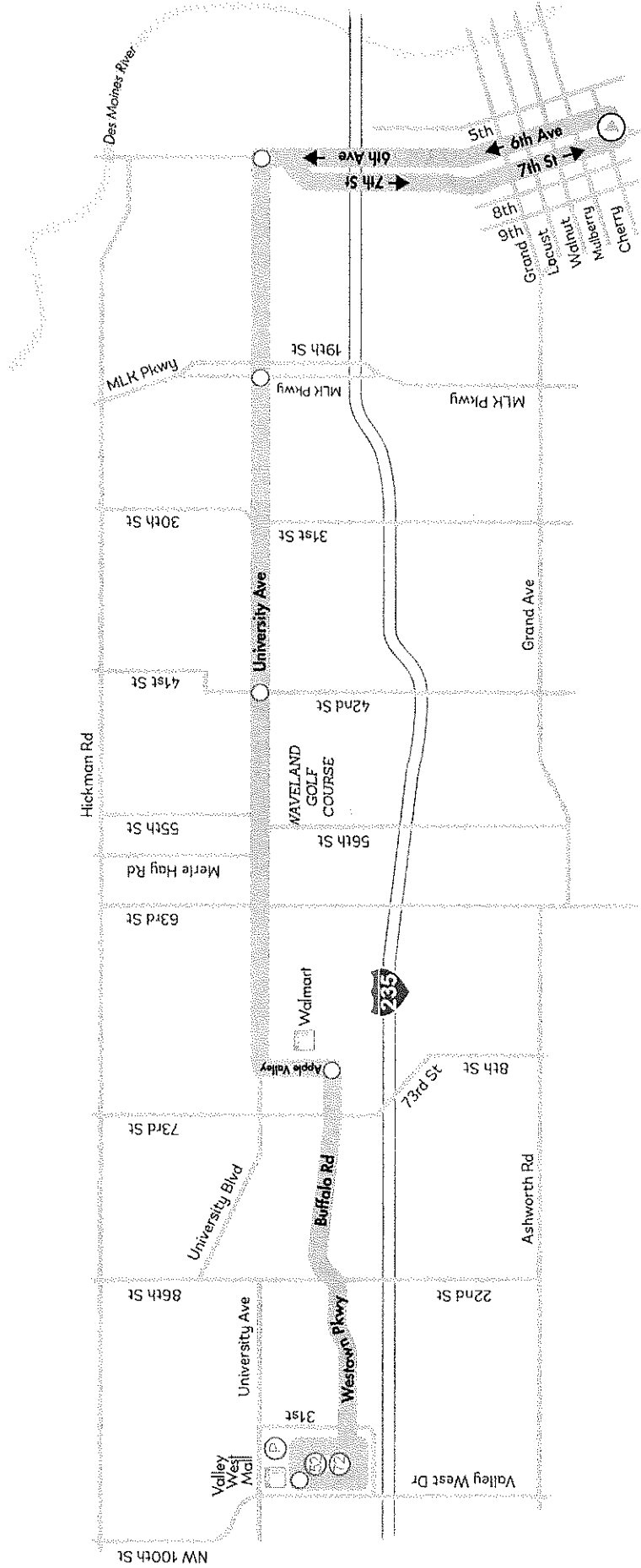
If your starting location and destination are not a listed time point, you can estimate the time the bus will be at your stop by looking at the time-point directly before your stop.

WESTBOUND-Inbound								Monday-Friday											
Street	Easton Blvd & E 37th Ct	Hickball Ave & E 42nd St	Easton Blvd & E 37th Ct	Sherry Lynn & E University	NE 54th St & E University	Grand Ave & E 30th St	Grand Ave & E 14th St	DART Central Station	Street	DART Central Station	Grand Ave & E 14th St	Grand Ave & E 30th St	Sherry Lynn & E University	NE 54th St & E University	Easton Blvd & E 37th Ct	Hickball Ave & E 42nd St	Heyl Middle School	Easton Blvd & E 37th Ct	Easton Blvd & E 37th Ct
WB/08	5:37	5:43	5:51	...	...	5:57	6:05	6:15	6:05	6:13	6:21	6:36	...	...	6:42	...	...	7:10	7:22
WB/09	5:41	5:55	6:03	...	6:15	6:18	6:31	6:45	6:25	6:43	6:49	6:55	...	...	7:11	...	7:16	7:21	...
WB/10	6:13	6:25	6:33	...	6:45	6:48	6:56	7:04	7:15	7:17	7:21	7:27	...	...	7:27	...	...	7:43	...
WB/11	6:41	6:55	7:03	...	7:14	7:17	7:25	7:34	7:45	7:50	7:51	8:04	...	...	8:12	...	...	8:40	...
WB/12	7:21	7:35	7:41	...	...	7:48	7:53	8:01	8:16	8:16	8:16	8:26	...	...	8:32	...	...	9:00	...
WB/13	7:44	7:58	8:04	...	...	8:03	8:10	8:20	8:40	8:47	8:54	...	...	...	9:00	...	...	9:30	...
WB/14	7:51	8:05	8:11	...	...	8:14	8:25	8:35	9:15	9:23	9:28	...	...	...	9:30	...	...	10:00	...
WB/15	8:11	8:25	8:31	...	...	8:30	8:45	8:55	9:45	9:53	9:58	...	...	...	10:04	...	...	10:30	...
WB/16	8:24	8:44	8:54	...	...	8:52	9:00	9:10	10:15	10:27	10:33	...	...	...	10:34	...	...	11:04	...
WB/17	8:04	8:18	8:24	...	...	8:27	8:38	8:48	10:45	10:57	10:54	...	...	...	11:04	...	...	11:34	...
WB/18	9:34	9:41	9:47	...	...	9:53	10:00	10:10	11:15	11:27	11:21	...	...	...	12:04	...	...	12:34	...
WB/19	10:06	10:11	10:17	...	...	10:23	10:30	10:40	11:45	11:57	11:58	...	...	...	12:04	12:09	...	12:34	12:39
WB/20	10:36	10:41	10:47	...	...	10:52	11:00	11:10	12:15	12:27	12:28	...	...	...	12:34	12:39	...	12:45	12:50
WB/21	11:06	11:11	11:17	...	...	11:22	11:30	11:40	12:45	12:57	12:54	...	...	...	1:04	1:09	...	1:15	1:20
WB/22	11:36	11:41	11:47	...	...	11:52	12:00	12:10	1:15	1:27	1:28	...	...	...	1:34	1:39	...	1:45	1:50
WB/23	...	...	12:17	...	...	12:22	12:30	12:40	1:45	1:57	1:58	...	...	...	2:04	2:09	...	2:15	2:20
WB/24	...	...	12:47	...	...	12:52	1:00	1:10	2:15	2:27	2:28	...	...	...	2:34	2:39	...	2:45	2:50
WB/25	...	...	1:17	...	...	1:22	1:30	1:40	2:45	2:57	2:58	...	...	...	3:04	3:09	...	3:15	3:20
WB/26	...	...	1:47	...	...	1:52	2:00	2:10	3:20	3:32	3:33	...	...	...	3:44	3:49	...	3:55	4:00
WB/27	...	...	2:17	...	...	2:22	2:30	2:40	3:35	3:47	3:48	...	...	...	3:54	4:00	...	4:05	4:10
WB/28	...	...	2:50	...	...	2:52	3:04	3:15	3:55	4:07	4:10	4:17	4:19	...	4:31	4:36	...	4:45	4:50
WB/29	...	...	3:25	...	...	3:32	3:39	3:50	4:30	4:47	4:24	...	...	...	4:57	5:02	...	5:15	5:20
WB/30	...	...	4:00	...	...	4:07	4:14	4:25	4:50	5:17	4:45	...	...	...	5:17	5:22	...	5:35	5:40
WB/31	...	...	4:34	...	...	4:41	4:50	5:00	4:45	5:14	5:07	5:09	5:11	...	5:29	5:34	...	5:45	5:50
WB/32	...	...	4:50	...	...	4:59	5:07	5:15	5:00	5:08	5:15	...	...	...	5:29	5:34	...	5:45	5:50
WB/33	...	...	5:07	...	...	5:14	5:20	5:30	5:35	5:43	5:50	...	...	...	5:57	6:02	...	6:15	6:20
WB/34	...	...	5:23	...	...	5:29	5:35	5:45	5:50	5:58	6:05	...	...	...	6:12	6:18	...	6:30	6:35
WB/35	...	...	5:47	...	...	5:54	6:00	6:10	6:35	6:27	6:28	...	...	...	6:38	6:29	...	6:45	6:50

WESTBOUND-Inbound								Saturday & Sunday								
Street	Easton Blvd & E 37th Ct	Hickball Ave & E 42nd St	Easton Blvd & E 37th Ct	Grand Ave & E 30th St	Grand Ave & E 14th St	DART Central Station	Street	DART Central Station	Grand Ave & E 14th St	Grand Ave & E 30th St	Easton Blvd & E 37th Ct	Hickball Ave & E 42nd St	Easton Blvd & E 37th Ct	WB/08	WB/09	WB/10
WB/08	8:04	8:11	8:17	8:19	8:31	8:40	8:45	8:55	8:57	9:01	...	...	...	...	...	...
WB/09	9:04	9:11	9:17	9:24	9:31	9:40	9:45	9:52	9:57	10:01	...	...	...	...	...	...
WB/10	10:04	10:11	10:17	10:24	10:31	10:40	10:45	10:52	10:57	11:01	...	...	...	...	...	...
WB/11	11:04	11:11	11:17	11:24	11:31	11:40	11:45	11:52	11:57	12:01	12:04	12:06	12:12	...	...	...
WB/12	...	...	12:17	12:24	12:30	12:40	12:45	12:52	12:57	1:01	1:06	1:11	...	...	...	...
WB/13	...	...	1:17	1:24	1:31	1:40	1:45	1:52	1:57	2:01	2:06	2:11	...	...	...	...
WB/14	...	...	2:17	2:24	2:31	2:40	2:45	2:52	2:57	3:01	3:06	3:11	...	...	...	...
WB/15	...	...	3:17	3:24	3:31	3:40	3:45	3:52	3:57	4:01	4:06	4:11	...	...	...	...
WB/16	...	...	4:17	4:24	4:31	4:40	4:45	4:52	4:57	5:01	5:06	5:11	...	...	...	...
WB/17	...	...	5:17	5:24	5:31	5:40	5:45	5:52	5:57	6:01	6:06	6:11	...	...	...	...



# Route #3



If you are using more than one route to complete your trip, refer to the System Route Map to determine where your first route connects to your second route. Check the schedule for the route you will be transferring to, and coordinate the time your first bus arrives and your transfer bus departs. Most transfers take place downtown DART Central Station. Find the closest bus stop and wait for the bus. All DART stops are clearly marked with purple and orange bus stop signs. Some stops will have shelters or benches.

- At the top of the schedule is the name and number of the route. This is also the name of the bus you will need to catch.
- The name of the bus is on the destination sign. This is found above the front windshield and on the side of the bus near the front door.
- The schedule has a small map of the route the bus will take, and there are small white circles on the map called timepoints. You can use these to help find what time you need to catch the bus.

**You can always call DART and we will mail the current schedules to you.**

**E. Transfers:**

If you need to travel on more than one bus to reach your destination, ask the driver for a transfer as you pay your fare on the first bus you board. A transfer is free and is valid for 2 hours after the time shown on the transfer, or until your connecting bus arrives. When you board the next bus just hand the transfer to the driver and continue on your trip.

**DART does not guarantee same time transfers; you may want to take an earlier bus to insure timeliness.**

dart		6			
A		Letter denotes date.			
GOOD FOR TWO HOURS AFTER TIME OF ISSUE.					
	N	E	S	W	
5					0
6					15
7					30
8					45
9					0
10					15
11					30
12 NOON					45
1 P.M.					0
2					15
3					30
					45

**SAMPLE**

## F. Bus Stops:

### A few things to remember

- When you are at the bus stop, make sure the driver can see you; be visible, but safe.
- Be early, so you don't miss your bus.
- Have your bus fare ready.
- When you get on the bus, use the front door; use the rear door to exit.
- Never walk in front of a bus.
- Always watch for on-coming cars.



## G. Getting On the Bus:



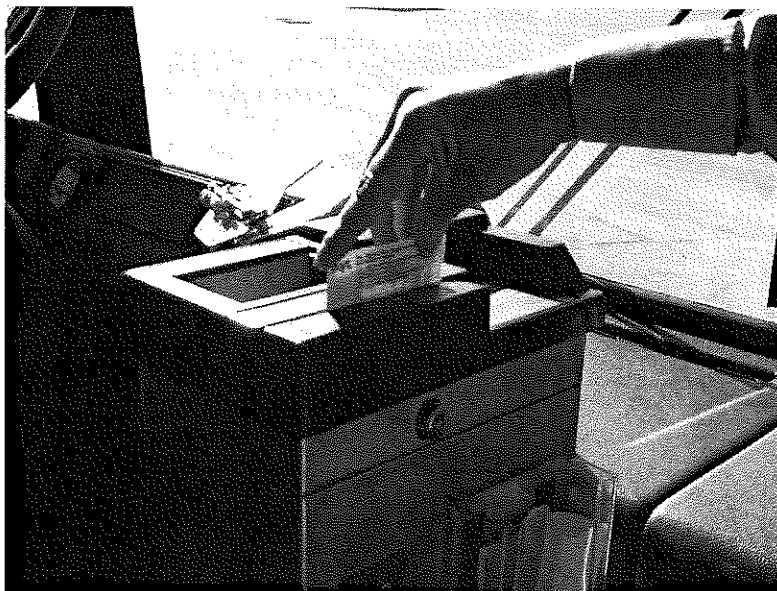
- Find the closest bus stop and wait for the bus. All DART stops are clearly marked with purple and orange bus stop signs.
- Remember to sit or stand where the driver can see you. It's always a good idea to arrive at your stop at least 5 minutes early!
- When the bus arrives, read the name and number of the bus before getting on to make sure you are boarding the right bus. If you're not sure, ask the bus driver. Our drivers are always happy to help!

## H. Bus Fares:

You have your System Route Map and Route Schedule, now you will need bus fare.

You can use:

- Cash
- Bus tokens
- Bus passes



When you get on the bus, deposit exact change or tokens in the farebox, swipe your pass, or show your transfer, or special ID card. **The driver does not give change**, so please have exact fare.

**Note: individuals over-paying the farebox will receive the difference in tokens.**

# DART FARES

## Local Routes

Adult .....	\$1.75
Half Fare* .....	\$ .75
Children 6 - 10 .....	\$ .75
Children 5 and under .....	FREE

(Must be accompanied by an adult)

## Express Routes

Cash .....	\$2.00
Half Fare* .....	\$ .75
Transfers .....	Request when boarding. Valid two hours after issued.
Local to Local .....	FREE
Local to Express .....	\$ .25
Local to Flex .....	\$1.75
Express to Flex .....	\$1.50
Half Fare Transfers* (Local, Express & On Call)	FREE

## Tokens

Tokens must be purchased in packages of 10.

Full Fare .....	10/\$ 17.50
Half Fare (Half Fare ID*) .....	10/\$ 7.50

## Passes

Weekly (Local Routes Only) .....	\$16.00
Half Weekly* (Local, Express & Flex) .....	\$ 7.00
Monthly (Local Routes Only) .....	\$48.00
Half Monthly* (Local, Express & Flex) .....	\$24.00
Monthly Express Plus (Local, Express & Flex) .....	\$58.00

Half Fare student weekly/monthly passes for middle and high school now available with current school year ID. Student discount not valid with cash or tokens.

## On Call Service

Cash .....	\$3.50
Half Fare* .....	\$ .75

## Zone Fares

<u>Downtown Loop Cash</u> (No transfers issued) .....	\$ .75
---	--------

Applies to all routes going through downtown. You must begin and end your ride within the zone. Boundaries are: South of I-235 to Mulberry/Court Ave., East of W. 15th St. to E. 14th St.

## Please Remember...

DART requires exact fares and all special IDs upon boarding. All DART locations are smokefree pursuant to the Iowa Smokefree Air Act.

**SCHEDULE INFORMATION** ..... 283-8100

*\* Applies to Senior Citizens 65+, persons with disabilities, Medicare cardholders and Veterans with a Service Connected ID. May be asked for additional identification to validate use/sale of half fares or passes or tokens. Additional forms of identification include a driver's license, Veterans Service Connected ID, or a photo ID presented with a Medicare Card, SSI Disability Card, And DART Half Fare ID.*

## I. Getting Off The Bus

Requesting a stop:

How will you know when to get off the bus?

When you're ready to get off the bus, signal the driver by pulling the cord above the window or pushing the vertical strip on the side of the window. Signal the driver a block before your stop.

To make sure you get the right stop, ask the driver to announce your stop when the bus arrives.

You can also:

- Look for your street sign
- Look for bus stop signs – you have to let the driver know one block before you want off
- Look for landmarks such as structures, natural landmarks, major streets, and traffic patterns




When you signal, a light will come on above the windshield that reads, "Stop Requested" and a bell will ring at the same time.

When you get off the bus, make sure the driver can see you when they proceed on.

**Never cross in front of the bus.**

If possible, exit through the rear door of the bus. Wait for the green light before pushing the door open.

## II. Rider Tips:

- Arrive at the stop five minutes before your schedule departure time.
- Wait for the bus at the stop marked with purple and orange DART bus stop sign.
- Don't stand behind trees, parked vehicles or other obstructions.
- Verify the route name and number on the front of the bus, or ask the driver.
- Exact fare, passes or Half-fare ID's are required upon boarding.
- Ask the driver for a transfer as you board.
- Upon boarding, swipe your pass or deposit your fare in the farebox --- one slot is for coins and tokens, the other for bills.
- Some riders may pay half fares on regular bus routes if proper ID is shown.
- Whenever possible, remain seated during the ride. If you must stand, hold on to the handrails. If the bus is crowded, please move to the back.
- Please remember that it is against the law to smoke or eat on the bus.
- Please take your papers, magazines or other materials with you when you leave the bus.
- In the winter, please scrape snow or slush from your shoes before boarding.
- Please don't distract the driver or annoy other riders. Earphones are required if you're listening to a radio or MP3 player.
- Signal the driver a block before your stop.
- Look for the  symbol on the route schedules to indicate wheelchair accessible trips. Ramp or lift equipped buses provide accessible service on most regular bus trips. DART accommodates passengers with service animals.
- Talking on cell phones, keep your conversation low, turn volume down.

## III. Loop Zones:

There is one Loop Zone where you can ride the bus for a half fare if your trip begins and ends inside the Loop.

**Downtown Loop Zone** applies to all routes going through Downtown Des Moines within the following boundaries: I-235-North, E. 14th Street-East, W. 15th-West, and Mulberry/Court-South. Passengers must begin and end their trips within the zone at \$.75 per ride. And as always, if you have any questions, call 283-8100.



## V. DART Bus Guidelines

1. Signs on the bus state that **“Seats in the front of the bus are ‘Reserved for Disabled and Seniors’**. All passengers seated in this area are expected to give up their seat in the event that either one of these protected classes board the bus.
2. Wheelchairs and other mobility devices must be secured.
3. If you want the bus lowered, please tell the driver. Do not assume that the driver will automatically lower the bus for you.
4. No “Profanity” on the bus.
5. No “Fighting” on the bus.
6. No “Smoking” on the bus.
7. No Smoking DART facilities: Shelters, bus benches and DART Central Station is a smoke free facility.
8. No “Loud” music or talking on the bus.
9. No Food/Eating on the bus. (You can take food on the bus; you cannot consume it while on the bus).
10. No open beverage containers are allowed on the bus. (All containers must have a screw on lid or hard plastic container with a secured lid, i.e. coffee mugs).
11. Do not leave your garbage on the bus or at the bus stops.
12. No illegal activities or substances on the bus.
13. For your safety on crowded buses, please utilize the hand rails and straps at all times.
14. Some items are not allowed on the bus, i.e. car batteries, gas cans, weapons etc. call DART prior to riding for information.
15. When the bus is crowded please utilize only one seat per person.
16. Feet, hands, heads and other body parts are to remain in the bus and not out the windows.
17. Do not stand in the doorway of the bus.
18. Mis-use of a non-transferable DART Half Fare card or misuse of a bus pass could lead to temporary or permanent loss of riding privileges.
19. Please be safe but visible to the driver when standing at the bus stop. Wave at the driver to insure they see you. If you do not need the approaching bus, please wave the driver on.
20. **No unnecessary conversation with the driver.** If you need to ask the driver a question, wait for the driver to stop at a stoplight or while stopped to load or unload passengers.
21. **Do not walk in front of the bus. Wait for the bus to pass so you can see on-coming traffic.**
22. **No activity is allowed that would hinder the safe operation of the bus.**
23. **All passengers must remain behind the yellow line.**
24. Bikes are to be secured on the bike rack. DART is not responsible for improperly secured bikes or bikes left on the bus.

## **DART Central Station Rules and Code of Conduct**

DART Central Station is for the residents and guests of Greater Des Moines. Please treat it with the care and respect.

No smoking

No alcohol

No littering

No loud music or sounds

No spitting

No aggressive or harassing behavior

No animals other than service animals

No rollerblading, roller shoes, skateboarding or bicycling

No loitering, sitting or lying on floors, or sleeping or camping

No use of property without wearing shirt and shoes

Tobacco-free facility

Facility is under video surveillance at all times

The complete Rules of Conduct is available online at **[ridedart.com](http://ridedart.com)**.

## V. Paratransit and Bus Plus:

### HOW TO OBTAIN SERVICE

**STEP 1:** You may call 515-286-3484 to speak to or leave a message for a Polk County Adult Services social worker. If the social workers are out making home visits, voicemail will answer. Please leave a message with your name, address, telephone number, and zip code, and state that you wish to apply for Paratransit.

**STEP 2:** The social worker will ask you questions regarding your income, who else lives in the home, why you need the service, and why you cannot use the city bus. After you have provided the social worker with this information, he or she may schedule a home visit to talk with you more about your situation. Or, the social worker may tell you over the phone that based on your information; you would not meet the County's eligibility criteria for funding.

If you are not approved for County-funded service because you are over income guidelines or otherwise do not meet their guidelines, you can apply for DART's "**Bus Plus**" program. In order to qualify for Bus Plus you must have a disability that prevents you from being able to use the regular city bus. You may contact DART's Paratransit department at 515-283-8136 to request an application. You will be notified in writing within 21 days with a determination of eligibility.

**STEP 3:** In order to make a reservation for services, you must contact Paratransit the working day before you need the ride. Be prepared to give the reservationist the street address you are going to and the time you need to be there. Please be sure to tell the reservationist to note any special needs, such as a personal care attendant, mobility device used, etc. Please allow enough travel time as it is a public bus.

**STEP 4:** Should you have questions regarding your service, please call the Paratransit office at 515-283-8136.

***We'll Take You There!***

## VI. Bike & Ride:

Getting around Greater Des Moines is easier than ever thanks to DART's Bike & Ride program. With a bike rack on every regular and express-route bus you can take your bike just about anywhere - work, special events, parks, even your favorite bike trail! The bike racks hold two bikes per bus.

For detailed information on how to use DART's Bike & Ride racks visit our website at [www.ridedart.com](http://www.ridedart.com)



## VII. Guaranteed Ride Home:

**Have a personal emergency while at work?** The Guaranteed Ride Home is a form of insurance for commuters who regularly ride an express bus or take a vanpool to work.

To qualify for a Guaranteed Ride Home you must:

1. **Be a monthly Express Plus bus pass holder, participate in the Unlimited Access program or belong to a vanpool.**
2. **Ride an Express bus or a Flex Service.**
3. **Have a personal emergency between 9:00 am – 3:30 pm.**
4. **Limit three rides per year.**

## **VIII. Process for DART's Half Fare Program**

The Half Fare program provides individuals with Disabilities and Seniors 65 and over the option to purchase half fare bus passes and tokens or pay cash at a half fare.

### **Half Fare for Disabled:**

An individual may inquire about the Half Fare Program by calling 515-283-8100 or stopping by DART at 620 Cherry Street, Des Moines, IA. There is an application that must be filled out and the individual must provide documentation certifying that they are disabled.

There are many ways that an individual may become eligible for DART's disability program:

- ❖ Proof that you receive social security disability from the federal government (i.e. copy of award letter)
- ❖ Medicare Card
- ❖ Veteran ID noting (Service Connected) under the picture.
- ❖ Have a certified physician complete out the **Nature of Disability** section, or provide a letter from a physician on professional letter head.

Have a certified physician or counselor complete out the **Nature of Disability** section above Once an applicant is approved for the Disability Program the applicant will receive a DART Identification Card that is purple/white that says **HALF FARE**. The card may or may not have an expiration date depending on the nature of the disability. With the DART ID card the individual is eligible to use DART services for half fare. The individual may purchase a half fare monthly or weekly bus pass, half fare tokens, or pay cash at a half fare.

**You must bring your completed application to DART to**

**acquire you Half Fare photo ID.**

## **Half Fare for Senior**

An individual may inquire about the Half Fare Program by calling 515-283-8100 or stopping by DART at 620 Cherry Street, 1100 DART Way, Des Moines, IA. The individual must be 65 or older to qualify for the program. They must fill out an application and present a current photo ID with their date of birth on it.

Once an applicant is approved for the Half Fare Program the applicant will receive a DART Identification Card that is purple/white that says **HALF FARE**. The senior ID Cards will not have an expiration date.

With the DART ID card the individual is eligible to use DART services for half fare. The individual may purchase a half fare monthly or weekly bus pass, half fare tokens, or pay cash at a half fare.

There are conditions that apply to both programs:

- DART ID card and a photo ID must be shown to purchase half fare passes or tokens.
- You will also be required to show your DART ID upon boarding the bus to receive the half fare rate. *“If your DART ID does not have a photo, you may also be asked for a second form of identification that has a photo.”*
- DART ID card is not transferable.
- Improper use of the DART ID card will result in loss of card privileges.
- You may purchase no more than one half fare monthly pass per month or 1 half fare weekly pass per week.

**You must bring your completed application to DART to  
acquire your Half Fare photo ID.**

Des Moines Area Regional Transit Authority, 620 Cherry Street, Des Moines, IA 50309  
Phone 515-283-8100, Fax 515-283-8135



Des Moines Area Regional Transit Authority  
 620 Cherry Street, Des Moines, IA 50309  
 Phone 515-283-8100 Fax 515-283-8135

**PERSONS WITH DISABILITIES APPLICATION**

NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
 BIRTH DATE \_\_\_\_\_ SEX F M SOCIAL SECURITY \_\_\_\_\_  
 PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_  
 SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

I certify that according to personal examination \_\_\_\_\_  
 (Applicant's Name)  
 qualifies for the disability Half Fare program offered by DART. (If temporary, please specify dates.)

**NATURE OF DISABILITY**

\_\_\_ MENTAL \_\_\_ VISUAL IMPAIRMEN \_\_\_ PHYS. LIMIT \_\_\_ OTHER (PLEASE SPECIFY) \_\_\_\_\_

PHYSICIAN PRINTED  
 NAME \_\_\_\_\_ DATE \_\_\_\_\_

PHYSICIAN  
 SIGNATURE \_\_\_\_\_ CERTIFICATION \_\_\_\_\_

To qualify for the Half Fare Disability Program you must fill out application and provide documentation certifying that you are disabled. There are many ways that you may become eligible for the half Fare Disability Program:

- ❖ Proof that you receive social security disability from the federal government (i.e. copy of Award Letter)
- ❖ Medicare Card
- ❖ Veteran ID noting (Service Connected) under the picture.
- ❖ Have a certified physician complete the "***Physician Section***" above.
- ❖ Proof of DART Paratransit rider (verify through DART staff)

All applications must have valid certification prior to review.

**All applications must be submitted in person at DART, 620 Cherry Street, to obtain a Half Fare ID card. Applicant must provide a photo ID with date of birth listed.**

DATE \_\_\_\_\_ CARD# \_\_\_\_\_ INT. \_\_\_\_\_ TEMP. \_\_\_\_\_ TO \_\_\_\_\_ **OFFICE USE ONLY**

DATE \_\_\_\_\_ CARD # \_\_\_\_\_ INT. \_\_\_\_\_ TEMP. \_\_\_\_\_ TO \_\_\_\_\_



Des Moines Area Regional Transit Authority  
620 Cherry Street, Des Moines, IA 50309  
Phone 515-283-8100 Fax 515-283-8135

**SENIOR APPLICATION**

APPLICANT'S INFORMATION (PRINT CLEARLY)

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

DATE OF BIRTH \_\_\_\_\_ SEX M F

PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

**All applications must be submitted in person at DART,  
620 Cherry Street, to obtain a photo ID.**

Verified by: \_\_\_\_\_





Des Moines Area Regional Transit Authority  
 620 Cherry Street  
 Des Moines, IA 50309  
 Phone 515-283-8100  
 Fax 515-283-8135

**Refugee Half Fare Application**

Name \_\_\_\_\_  
 (Print) (First) (Middle Initial) (Last)

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

D.O.B. \_\_\_\_\_ Sex F M Email \_\_\_\_\_

Spoken Language \_\_\_\_\_ Phone \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_

**Interpreter Contact Information (if available)**

Name \_\_\_\_\_ Phone: \_\_\_\_\_

**Agency Contact Information**

Agency Name \_\_\_\_\_ Phone \_\_\_\_\_

To qualify for the Refugee Half Fare Program you must fill out application on the approved form and be referred by an approved agency.

**OFFICE USE ONLY**

DATE \_\_\_\_\_ CARD # \_\_\_\_\_ INT. \_\_\_\_\_ TEMP. \_\_\_\_\_ TO \_\_\_\_\_

DATE \_\_\_\_\_ CARD # \_\_\_\_\_ INT. \_\_\_\_\_ TEMP. \_\_\_\_\_ TO \_\_\_\_\_



## Refugee Half Fare Program

The Half Fare Program provides Refugees the option to purchase half fare bus passes and tokens or pay cash at a less than half the cost.

### Half Fare Program Guidelines

All half fare participants must submit a completed application through a certified agency listed below.

- Lutheran Services of Iowa
- Bureau Of Refugee Services
- Visiting Nurses Services
- Iowa Department of Human Rights of Asian and Island Pacific
- Catholic Charities
- US Committee for Refugees and Immigrants

Once an individual is approved for the Half Fare Program the applicant should bring their completed application to DART to acquire the Half Fare photo ID. Agency representatives must complete the "Agency Contact Information" section of the application.

The applicant will receive a DART Photo Identification Card that is purple/white and says **HALF FARE**. The ID card will have an expiration date of five years from the date received. The user can renew the card at the end of the five years for an additional five years.

With this ID card the individual is eligible to use DART services for a half fare. The individual may also choose to purchase a half fare monthly or weekly bus pass, half fare tokens, or just pay cash on the bus at a half rate.

### Fares:

Half Weekly .....\$7.00  
Half Monthly .....\$24.00  
Tokens .....\$0.75  
Cash .....\$0.75

The conditions that apply to the program are as follows:

- DART photo ID must be shown to purchase half fare passes or tokens.
- You will also be required to show your DART photo ID upon boarding the bus to receive the half fare rate.
- DART ID card is not transferable.
- Improper use of the DART ID card will result in loss of card privileges.
- You may purchase no more than 1 half fare monthly per month or 1 half fare weekly pass per week.



## Student Half Fare Program

### **PURPOSE:**

The Half Fare Program provides all middle and high school students the option to purchase half fare weekly or monthly bus passes to ride on any of DART's services.

### **OBJECTIVES:**

- Reduce the cost of bus fares for middle and high school students
- Encourage ridership from all metro schools

### **FARES:**

Half Weekly .....\$7.50  
Half Monthly .....\$24.00

### **Half Fare Program for Students**

The program would offer low cost rates for middle and high school student at all schools in DART's 19 member cities. This would include students at DMPS who do not qualify for the free ride program, in addition offer incentives to students at many of the metro's largest districts including; West Des Moines, Urbandale, Johnston, Ankeny, Altoona and private schools.

Middle and high school students may purchase a half fare monthly or weekly bus passes.

### **Student Program Conditions:**

- Student photo ID must be shown to purchase half fare passes or tokens.
- **Students are required to show a current year student photo ID** upon boarding the bus to receive the half fare rate.
- Student IDs are not transferable.
- Improper use if the half fare program will result in loss of card privileges.
- No more than one half fare monthly pass per month or one half fare weekly pass per week may be purchased per person.

## IX. You can purchase your bus passes or tokens at any following

### Pass Sales Outlet location.

Pass Sales Outlets are located at:

#### **Dahl's Food Marts**

3425 Ingersoll Ave

1819 Beaver Ave.

3400 E. 33rd St.

4121 Fleur Dr.

4343 Merle Hay Rd.

1320 E. Euclid Ave.

8700 Hickman Rd., Clive

5440 N.W. 86th., Johnston

1208 Prospect, WDM

5003 E.P. True, WDM

1802 N. Ankeny Blvd., Ankeny\*

15500 Hickman Rd\*

#### **Hy-Vee Food Stores**

3330 Martin Luther King Jr. Pkwy

2540 E. Euclid

3221 S.E. 14th Street

4707 Fleur Dr.

1107 E. Army Post Rd.

8601 Douglas Ave., Urbandale

1700 35th St., WDM

1990 Grand Ave., WDM

555 S. 51st St., WDM

7101 University, Windsor Heights

1725 Jordan Creek Pkwy

100 8th Street S.W., Altoona

410 N. Ankeny Blvd., Ankeny

4815 Maple Dr., Pleasant Hill\*

#### **Other Locations**

DART Office – 620 Cherry Street, Des Moines

Hy-Vee Drugstore - 42nd & University Avenue

Passageway - 305 15th St., Des Moines

Wal-Mart – Ankeny\* and Windsor Heights\*

#### **E-Z Money Check Cashing**

2910 E University

1238 E 14<sup>th</sup>

904 Army Post

\*Indicates Tokens are not sold at this location.



## X. Opportunities Thru Transit

### What is OTT?

Opportunities Thru Transit allows income-eligible individuals within Polk County to ride DART buses for a reduced rate of \$18.00 per month when going to work, looking for a job, or traveling to adult educational and training programs. The monthly bus pass is an unlimited-use pass that is good from the first day of the month until the last day.

### What are OTT passes?

Individuals enrolled in OTT may purchase a monthly pass. The passes are swiped through the fare box as you board the bus.

### Who is Eligible?

- 1) Program eligibility is determined by **total** household income. Customers will be given one pass per household. **All applicants must be working, looking for work or attending adult training to qualify.**

### Income Guidelines effective November 2011

1 person household	\$13,963
2 person household	\$18,913
3 person household	\$23,863
4 person household	\$28,813
5 person household	\$33,763
6 person household	\$38,713
7 person household	\$43,663
8 person household	\$48,613

## How do you apply?

- 2) Go to your nearest community center and ask for an application. After you fill it out, return it with proof of **entire** household income, such as pay-stubs, Social Security checks, etc. DART will send you a letter stating whether you are eligible for the program.

### OTT Passes Distribution Sites

6 <sup>th</sup> Avenue Site Office	1618 6 <sup>th</sup> Avenue
Iowa Comprehensive Human Services	1111 9th St, Suite 260
West Des Moines Human Services	318 5 <sup>th</sup> Street WDM

Where do you purchase the passes?

Once you apply at a specific community center, that community center is the **only** place you may purchase your pass. **NO CHECKS WILL BE ACCEPTED; CASH ONLY!**

### ***What are the regulations for the use of the OTT passes?***

1. Passes are good on any regular route, excluding special event service.
2. Additional fees must be paid for DART's On Call and Express services.
3. DART is not responsible for lost or stolen passes.
4. Failure to abide with these regulations will result in immediate and permanent termination from DART's OTT program.

**For additional questions please call (515) 283-8100**

Des Moines Area Regional Transit Authority

## **XI. Trip Planner**

If you need assistance planning your bus trip we can help! You can call DART at 515-283-8100 and speak directly to a customer service representation and they can assist you right over the phone. You can also go to the DART website at [www.ridedart.com](http://www.ridedart.com), click on contact us and email us at [dart@riedart.com](mailto:dart@riedart.com). A DART customer service representative will respond to your email with written instructions on when and where to catch your bus.

# **“Ride for a Reason”**