



## Contact

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## **DART restoring some service on Local Routes June 28, will begin to collect fares July 1**

The Des Moines Area Regional Transit Authority (DART) is beginning to phase back in service it reduced in March and April due to the spread of COVID-19. As a result, DART will restore trips to schedules for many of its Local Routes effective Sunday, June 28, 2020. DART has also been working throughout the month of June to implement new safety procedures, including the installation of new temporary barriers between the fareboxes and operator seats on all DART buses. These actions mean DART will begin to ask riders to board buses using the front doors and pay a fare to ride on Wednesday, July 1, 2020.

### **Service will be restored to many Local Routes June 28**

DART is currently operating reduced service due to the COVID-19 pandemic. As more businesses and organizations open, DART is adjusting its service to fit growing ridership and our available workforce levels. The next update to our service will happen on **Sunday, June 28**, and includes restoring evening service and increasing frequency on many Local Routes as well as resuming service on Local Route 74 in Urbandale and Clive. Routes with schedule changes as part of this update include:

- Local Routes: 1, 3, 4, 6, 7, 8, 14, 15, 16, 17, 52, 60, 72 and 74.

Route schedules and other information can be found on [DART's website](#).

### **Fare collection resumes July 1**

DART temporarily suspended fare collection on March 17, 2020 due to COVID-19. Since then, DART has continued to enhance safety measures to help protect employees and riders. Several new measures will be put in place before July 1, allowing DART to safely resume fare collection and front door boarding.

New safety measures in effect by July 1, 2020, include:

- installing new temporary plastic barriers between the fareboxes and the operator's seat on all buses;
- providing face masks for riders on the bus;
- providing hand sanitizer for riders on the bus; and
- limiting capacity on each bus to around 50% by blocking off seats to promote social distancing.

Safety measures that remain in place, include:

- daily cleaning and sanitizing of all DART vehicles and facilities with regular disinfecting of high-touch areas throughout the day;
- providing PPE for all employees;
- requiring employees to complete wellbeing check before work each day, which includes a temperature check;
- encouraging riders to wear face masks and practice social distancing;
- limiting the number of people inside DART Central Station; and

- operating extra buses on busy routes during peak travel times to prevent overcrowding on buses.

DART recognizes that some riders may be facing economic hardships, especially due to coronavirus, that may make it difficult to pay for bus fares. We have several programs that help those in need access reduced bus fares. To learn more, speak to DART Customer service, or visit DART's website, [ridedart.com/reducedfare](https://ridedart.com/reducedfare).

A video with more information surrounding this change can be [found here](#). Media can also [click here](#) to download a copy of the video.

### **Holiday service – Independence Day**

DART will **not have service** on Independence Day, **Saturday, July 4, 2020**. Regular weekday service will operate on the day before the holiday, Friday, July 3, and DART will operate Sunday service as normal on July 5.

DART administrative offices will be closed on Friday, July 3. Customer service will be staffed regular hours on that day.

### **More service updates planned for August**

The adjustments DART is making to its service in will remain in effect through most of the summer as we continue monitoring the impact of COVID-19 in central Iowa, as well as our ridership and available workforce levels. DART is currently planning more service updates for August 2020. For more details on the ongoing precautions DART is taking to ensure the safety of our employees and riders while continuing to provide service, visit our [website](#).

The Des Moines Area Regional Transit Authority (DART) is Iowa's largest, and only, regional transit agency, providing service in and around Polk County. DART operates a family of transportation services, providing nearly 4.5 million annual rides that connect thousands of people every day to jobs, school, healthcare and other essential destinations. Twelve member governments make up DART's service area, where the agency carries out its mission to enrich lives, connect communities and expand opportunities for central Iowans. For more information about DART services, schedules, route changes, or directions to the nearest DART stop, visit the website at [ridedart.com](https://ridedart.com), download the free MyDART app or call 515-283-8100.

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