

5. — Getting 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 half block before your stop.



- To make sure you get the right stop, ask the driver to announce your stop when the bus arrives.
- If possible, exit through the rear door of the bus. Wait for the green light before pushing the door open.

Thank you for riding DART!



If you have any questions, please contact customer service at:

515-283-8100

or

visit our website
ridedart.com

Pass Sales Outlets

Dahl's Food Marts

- 3425 Ingersoll Avenue
- 1819 Beaver Avenue
- 3400 E. 33rd St.
- 4121 Fleur Drive
- 4343 Merle Hay Road
- 1320 E. Euclid Avenue
- 8700 Hickman Road, Clive
- 5440 NW 86th, Johnston
- 1802 N. Ankeny Blvd., Ankeny
- 1208 Prospect Road, WDM
- 5003 E.P. True Parkway, WDM

Hy-Vee Food Stores

- 3330 Martin Luther King Jr. Parkway
- 2540 E. Euclid Avenue
- 3221 S.E. 14th Street
- 4707 Fleur Drive
- 1107 E. Army Post Road
- 8601 Douglas Avenue, Urbandale
- 1700 35th Street, WDM
- 1990 Grand Avenue, WDM
- 555 S. 51st Street, WDM
- 7101 University Ave., Windsor Heights
- 100 8th Street S.W., Altoona
- 4815 Maple Drive, Pleasant Hill
- 410 N. Ankeny Blvd., Ankeny

Hawkeye Pantry - 5th & Locust (Skywalk)

Passageway - 15th & Walnut

Hy-Vee Drugstore - 42nd & University Avenue

DART Administration Office - 1100 DART Way

Wal-Mart - 1002 SE National Drive, Ankeny

1001 73rd, Windsor Heights

Younkers - Jordan Creek Mall, Merle Hay Mall & Valley West Mall



For additional information about any DART service or program, contact:
Des Moines Area Regional Transit Authority
1100 DART Way, Des Moines, IA 50309-4530
515-283-8100 • www.ridedart.com

How to Ride Guide



Riding DART is easy!

Just follow these simple steps:

1. — Customer Service

The easiest way to get started using DART is to call and talk to a representative at:

515-283-8100

Monday - Friday 6:00 a.m. to 7:00 p.m.

Saturday 7:00 a.m. to 5:00 p.m.

Sunday 8:00 a.m. to 4:00 p.m.

- Tell us where you're starting from and where you want to go. We'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, or at the locations listed on the back of this guide.

2. — System Route Map

This easy-to-use map gives you an overview of the routes and services provided by DART. Locate your starting point and destination to find the route(s) that best meets your needs.



- 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.
- Once you decide on a route that is convenient for you, determine when to start your trip by using the route's bus schedule.

3. — Bus Schedules

Bus schedules are color-coded and 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 (timepoints).

- The bus leaves at each of the times listed below the timepoints. 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 point and destination are not listed timepoints, you can estimate the time the bus will be at your stop by looking at the timepoints directly before and after your stop.
- 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 at the Walnut Street Transit Mall.

4. — 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. Some stops will have shelters or benches.

- 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 sign on the front 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!



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



- Remember to ask the driver for a transfer if you will be using more than one bus to reach your destination!

