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New DART On Demand service debuts in Ankeny

On-demand service to help meet region's evolving transportation needs

Des Moines Area Regional Transit Authority (DART) launched a new microtransit service today in Ankeny called [DART On Demand](#). The service is a new pilot project featuring on-demand service that picks you up at your location and takes you to your destination within a [designated zone in Ankeny](#).

DART On Demand rides can be booked when you need them (in real-time) or scheduled in advance. Trips can be booked in the new DART On Demand app, through a web portal or by calling DART Customer Service. The app is available for [iOS](#) and [Android](#).

DART On Demand is enabled by technology powered by [Via](#). The platform books and creates optimized routes in real-time to serve the most riders through shared trips.

The service operates Monday - Friday from 6:00 a.m. - 6:30 p.m. Rides are \$1 for a limited time. There are no eligibility requirements to use this new service, it is open to the public.

DART On Demand is DART's first foray into microtransit and replaces the Ankeny On Call. This change in service allows DART to better serve riders with app-enabled technology, on-demand booking and expanded hours of operation.

"Ankeny is a growing community with an increased need for local transit, as well as connections to the regional transit system," said Chief Planning Officer Luis Montoya. "DART On Demand aims to address those needs by providing a flexible transit service with expanded hours to get people where they want to go within the zone, when they need to get there."

This pilot program is one example of how DART is working to be innovative by leveraging technology to provide a better and more efficient service for its customers. In 2019, DART introduced [Flex Connect](#), another on-demand service that provides a

first-last mile connection to DART's fixed route bus network. Flex Connect allows riders who live or work within a designated zone to use Uber, YellowCabCo. taxi or a DART accessible vehicle to pick them up at their location and take them to a designated transfer point where they can catch a bus.

For more information, please visit ridedart.com or call DART Customer Service at 515-283-8100.

The Des Moines Area Regional Transit Authority (DART) is the public transportation provider in and around Polk County. DART operates a family of transportation services that connects thousands of people every day to jobs, school, medical appointments, entertainment and more. For more information about DART services, schedules, route changes, or directions to the nearest DART stop, visit the website at ridedart.com or call 515-283-8100.

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