



Public Participation Plan



Submitted by:

**Des Moines Area Regional
Transit Authority**

Submitted to:

**Federal Transit Administration,
Region VII**

June 2013

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I. INTRODUCTION

A. Des Moines Area Regional Transit Authority Background

The Des Moines Area Regional Transit Authority (DART) is a regional transit system that operates in the 569-square-mile region of greater Des Moines, Iowa, predominantly within the boundaries of Polk County but also in small portions of Dallas and Warren counties. DART is made up of 20 member communities, including Polk County, Ankeny, Altoona, Alleman, Bondurant, Carlisle, Clive, Des Moines, Elkhart, Granger, Grimes, Johnston, Mitchellville, Pleasant Hill, Polk City, Runnells, Sheldahl, Urbandale, Windsor Heights and West Des Moines. DART was formed in July 2006 out of the former Metropolitan Transit Authority or MTA. DART is governed by a nine-member board of commissioners.

DART's fleet consists of 150 buses (8 diesel-electric hybrid), as well as 114 vanpool vans. On a typical weekday, approximately 15,000 people ride DART. DART provides discounted fares for seniors, job seekers, persons with low incomes, persons with disabilities, students and refugees. Children ages 5 and younger ride free.

In November 2012, DART opened a new \$21 million transfer facility in downtown Des Moines. Named DART Central Station, it replaced the Walnut Street Transit Mall, a stretch of Walnut Street in downtown Des Moines that was dedicated to bus traffic and was the bus system's primary transfer point. Today, the station is the primary transfer point, and it offers customers a myriad benefits that were not previously available to them at the transit mall. These include indoor waiting areas with heating, cooling and seating for more than 70; a Customer Service desk where people can purchase bus passes and speak with a Customer Service Representative; public restrooms; a secure bicycle storage facility; 15 covered bus platforms for boarding and alighting; and digital schedule-information signs inside, outside and at each bus platform.

In 2009, DART started an advisory board of customers called the Transit Riders Advisory Committee, or TRAC. The group is comprised of 13 members representing DART's fixed-route, paratransit and Rideshare vanpool services. Members are appointed by members of the DART Commission and the General Manager. Members provide ongoing and in-depth input and feedback on DART initiatives, including marketing, planning and operations efforts. The group meets six times per year and provides regular updates to the DART Commission.

B. Purpose of the Public Participation Plan (Plan)

The purpose of the Public Participation Plan is to assure and improve access to DART's decision-making process for low income, minority and limited English proficient (LEP) populations.

DART is a recipient of federal funding and, pursuant to Federal Transit Administration (FTA) Title VI regulatory guidance, should therefore seek out and consider the viewpoints of minority, low income and LEP populations "in the course of conducting public outreach and involvement activities." (FTA Circular 4702.1A) Additionally, the funding recipient should offer "early and continuous opportunities for the

public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at DART.”

DART may modify its public participation methods over time based on feedback from the low income, minority and LEP populations, including customer and community-based organizations. The Plan is a “living” document that may be updated periodically to reflect community preferences, changing demographics and transit services, as well as respond to new communication and outreach methods.

C. Process to Develop the Plan

DART hosted two public meetings on March 14, 2013, at the central hub of its operations, DART Central Station, located at 620 Cherry Street in downtown Des Moines, Iowa. The meetings were held to gather public input on how DART could best provide information and receive public input on transportation issues from low income, minority and LEP populations. A summary of the comments from the public meetings can be found in Appendix A.

In addition, DART consulted with its partners in the community who work with low income, minority and LEP populations. These partners offered valuable suggestions for how best to communicate with these populations. A summary of the comments from DART partners can be found in Appendix B.

Lastly, DART conducted a Public Participation Plan Survey and consulted the results in developing the plan. The survey results are discussed in greater detail in in Section I, Part E.

DART notified the public about the meetings and surveys using the following methods. Translation services were available upon request.

- Notices on DART’s website, www.ridedart.com
- Advertisements in daily newspaper The Des Moines Register
- Email distribution lists
- Notices at DART Central Station
- Distribution of surveys to customers at DART Central Station
- Social media including Facebook and Twitter

D. Low Income, Minority and LEP Population in DART Service Areas

DART’s service area covers 569 square miles and is generally described as the Greater Des Moines Region of central Iowa, predominantly within the boundaries of Polk County but also in small portions of Dallas and Warren counties. The service area includes 20 member communities, including Polk County, Ankeny, Altoona, Alleman, Bondurant, Carlisle, Clive, Des Moines, Elkhart, Granger, Grimes, Johnston, Mitchellville, Pleasant Hill, Polk City, Runnells, Sheldahl, Urbandale, Windsor Heights and West Des Moines.

DART used the following methodologies to identify Low Income, Minority and Limited English Proficiency populations within its service area.

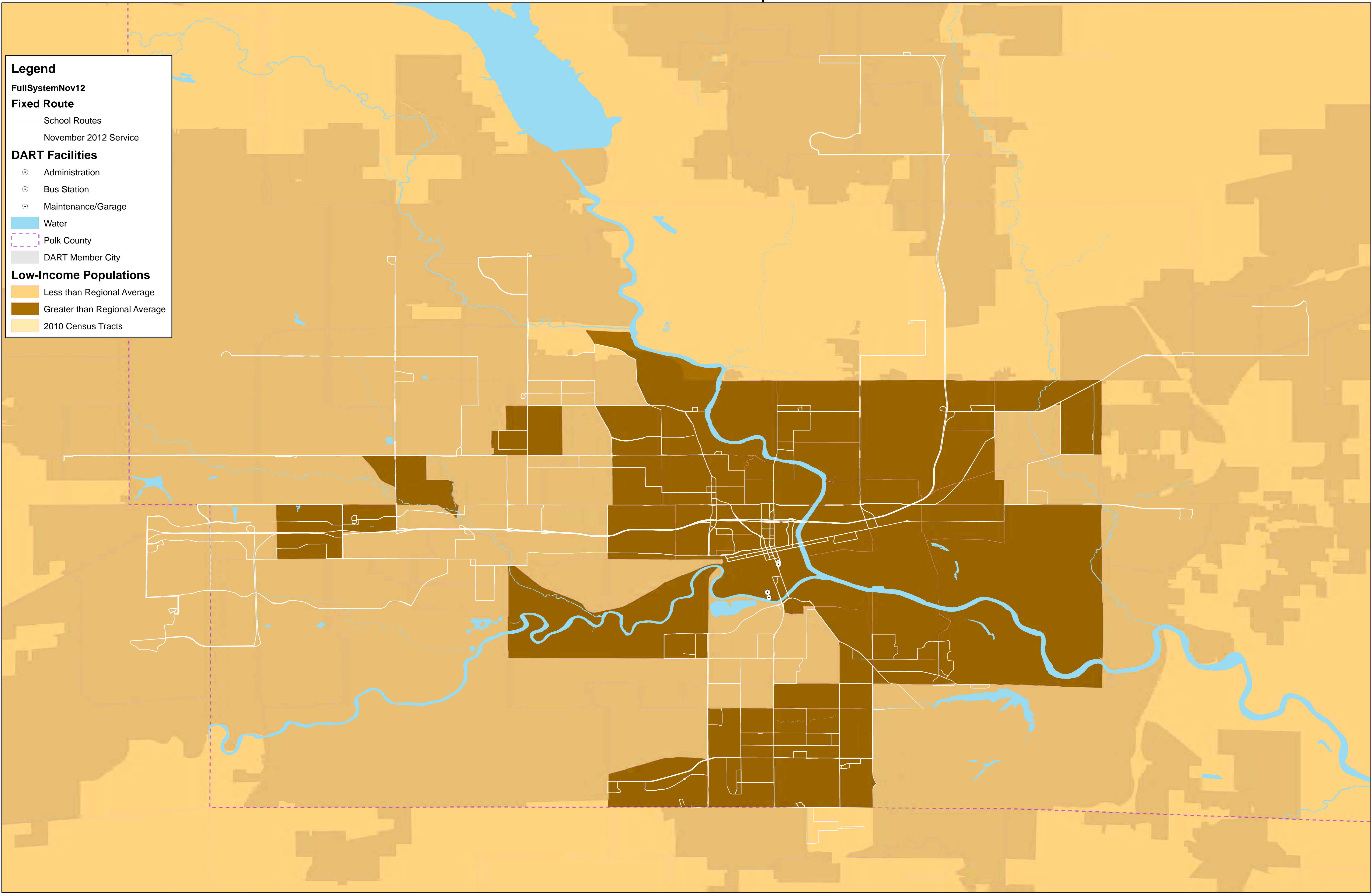
- **Low income:** DART defined low income as those who were identified by the U.S. Census as being in poverty (anyone who falls below the 1.0 ratio in the Census). This data was collected from the 2009-2011 American Community Survey.
- **Minority:** DART defined minorities as those who identified themselves in the U.S. Census by any Ethnicity/Race other than “Caucasian / White.” This data was collected from the 2010 Census.
- **Limited English Proficiency:** DART defines Limited English Proficiency populations as any prospective, potential, or actual recipient of services from DART who cannot speak, read, write or understand the English language at a level that permits them to interact effectively with transit system staff. For the purpose of locating higher than average concentrations of LEP populations within its service area, DART defined LEP individuals as those who identified themselves as speaking English “less than very well” in the U.S. Census.

DART then sought to identify Census tracts within its service area with higher than average Low Income, Minority and Limited English Proficiency populations. DART used the following methodologies:

- **Low income:** DART determined that 10.66 percent of the population within its service area is Low Income as defined above. DART then measured the percentages of Low Income among the populations of every Census tract within its service area. From this, DART was able to identify Census tracts with higher than average percentages of population that are Low Income.
- **Minority:** DART determined that 13 percent of the population within its service area is Minority. DART then measured the percentages of Minorities among the populations of every Census tract within its service area. From this, DART was able to identify Census tracts with higher than average percentages of populations that are Minority.
- **Limited English Proficiency:** DART determined that 0.05 percent of the population within its service area is LEP. DART then measured the percentages of LEP among the populations of every Census tract within its service area. From this, DART was able to identify Census tracts with higher than average percentages of populations that are LEP.

These data are represented in the maps on the subsequent pages.

2010 Low Income Populations



Legend

FullSystemNov12

Fixed Route

- School Routes
- November 2012 Service

DART Facilities

- Administration
- Bus Station
- Maintenance/Garage

Water

Polk County

DART Member City

Low-Income Populations

- Less than Regional Average
- Greater than Regional Average
- 2010 Census Tracts



THIS MAP WAS PREPARED BY THE DES MOINES AREA REGIONAL TRANSIT AUTHORITY (DART) AND MAY BE REVISED WITHOUT NOTIFICATION TO ANY USER.
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 Datum: North American 1983
 Units: Degree



Bus Stop Shelter Locations - 2010 Minority Populations

Legend

- Shelter
- Bus Stops

FullSystemNov12

Fixed Route

- School Routes
- November 2012 Service

DART Facilities

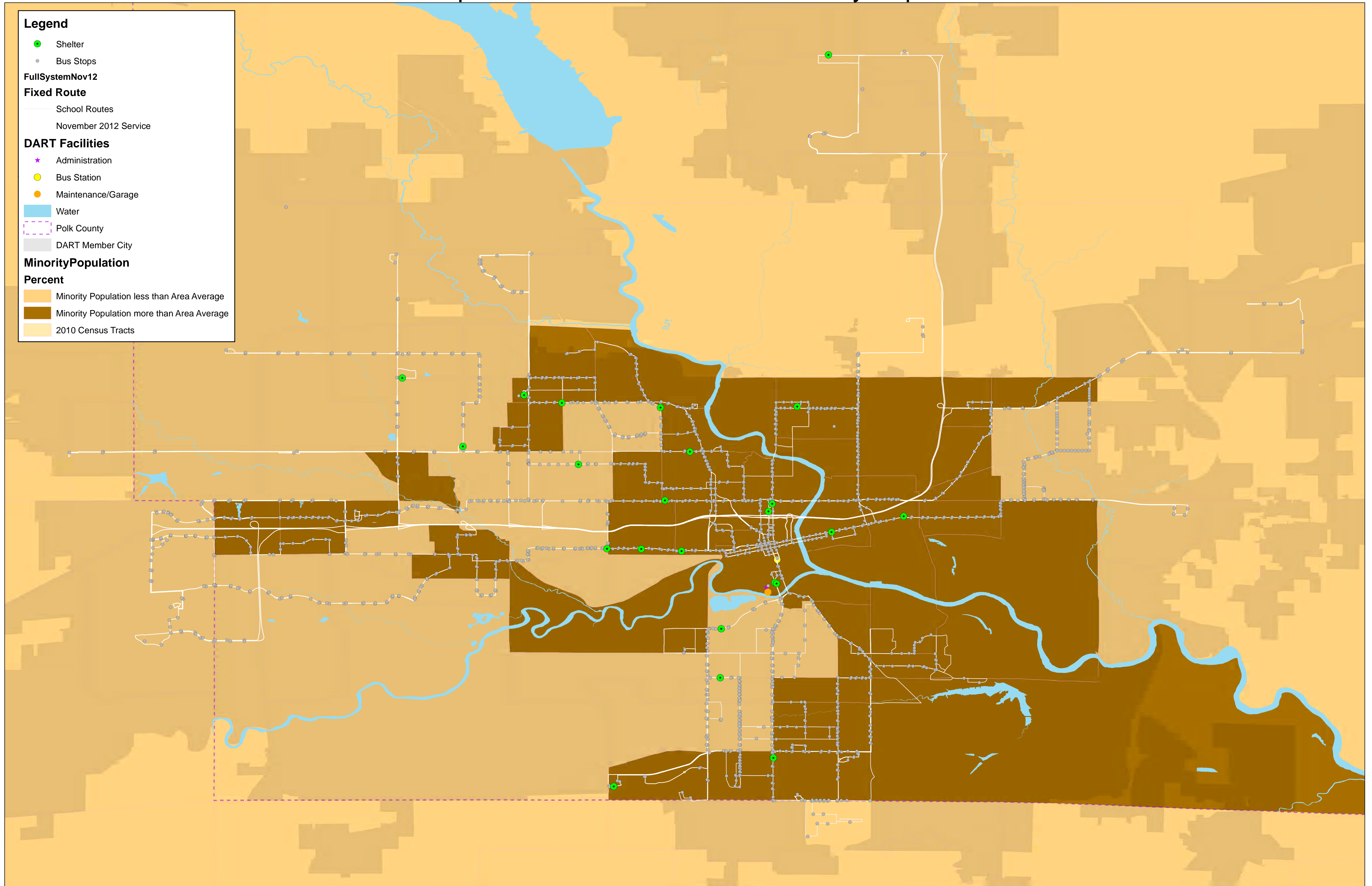
- ★ Administration
- Bus Station
- Maintenance/Garage

- Water
- Polk County
- DART Member City

MinorityPopulation

Percent

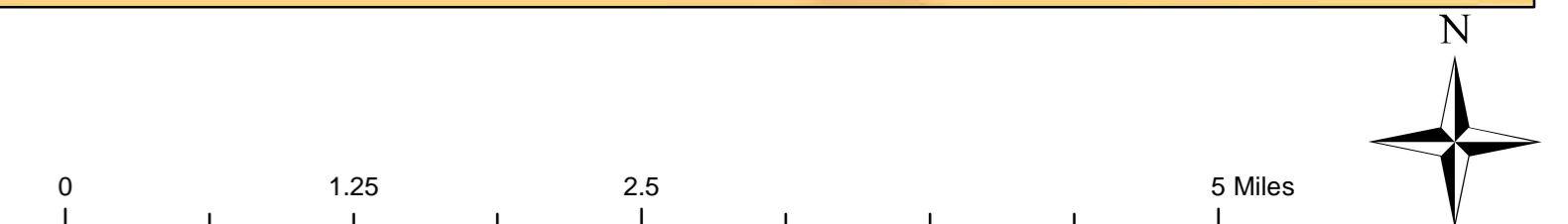
- Minority Population less than Area Average
- Minority Population more than Area Average
- 2010 Census Tracts



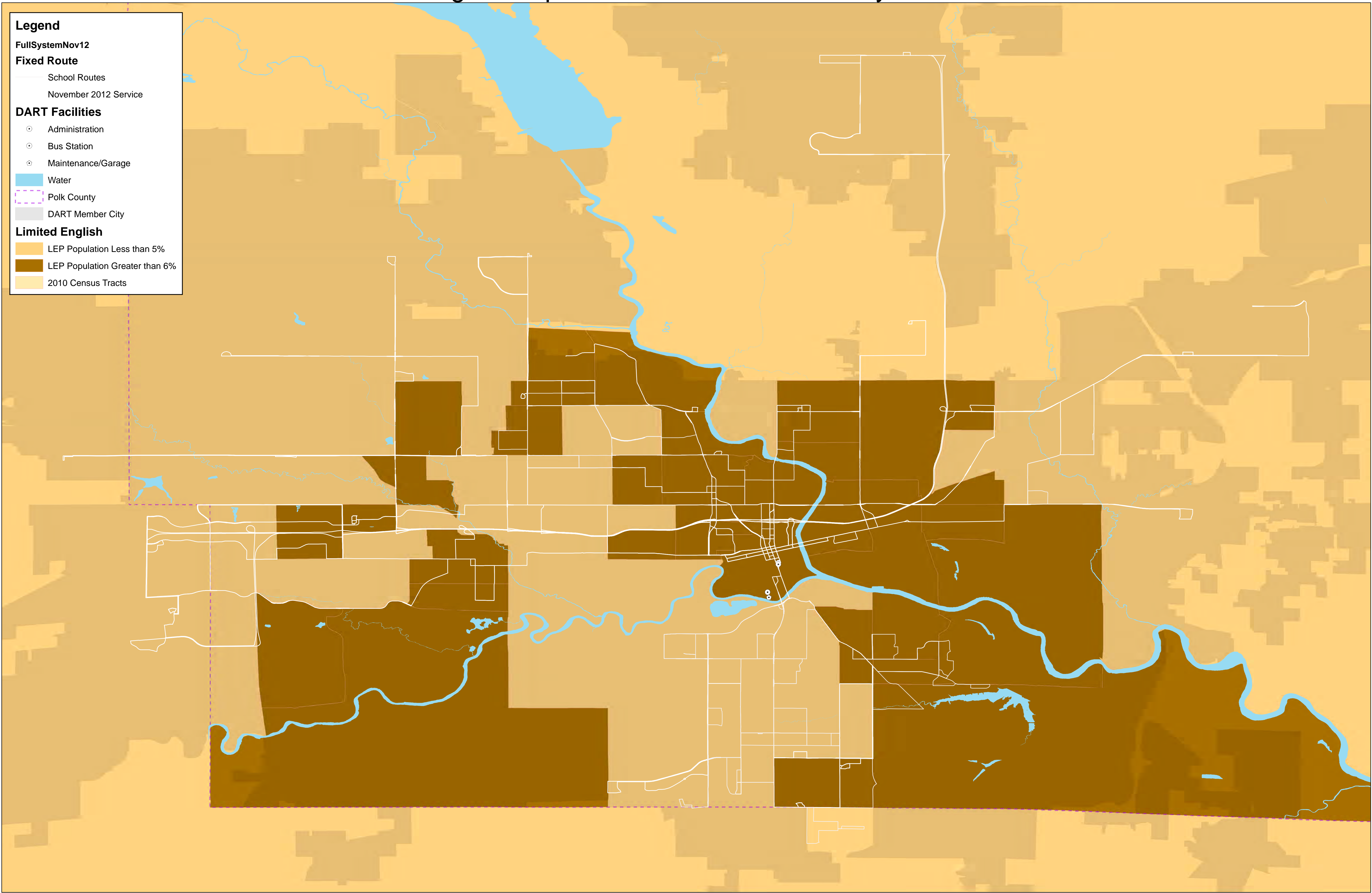
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 Datum: North American 1983
 Units: Degree



Limited English Populations Greater than 6% by Census Tract



Legend

FullSystemNov12

Fixed Route

- School Routes
- November 2012 Service

DART Facilities

- Administration
- Bus Station
- Maintenance/Garage

Water

Polk County

DART Member City

Limited English

- LEP Population Less than 5%
- LEP Population Greater than 6%
- 2010 Census Tracts



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 Datum: North American 1983
 Units: Degree



E. Survey Outcomes Regarding Public Participation

DART conducted a survey of riders in March 2013. The survey asked questions aimed at learning the preferences of riders in the following areas:

- How to receive information about opportunities to participate in DART decisions.
- The best times of days for public meetings
- The best locations for public meetings.

In addition, the survey asked respondents a series of questions about their backgrounds in order to determine whether they were Low Income, Minority or Limited English Proficiency populations:

- **Low Income** – Respondents were considered Low Income if they identified themselves as coming from a household with an annual income of less than \$35,000.
- **Minority** – Respondents were considered Minority if they identified themselves as any ethnicity other than “White / Caucasian.”
- **Limited English Proficiency** – Respondents were considered to be LEP if they indicated they spoke English anything less than “Very Well,” including those who answered “Well,” “Not Well,” and “Not at All.”

A total of 405 people completed the survey. Of them, 326 took the survey online and 79 took the survey by completing a printed-out comment card.

The digital version of the survey was conducted using the online tool Survey Monkey. It was distributed via DART’s website, rider and partner email lists, and Facebook and Twitter.

The printed version of the survey was distributed at the two public meetings held Thursday, March 14. The survey was handed out by Customer Service staff to customers at DART Central Station. In addition, the printable version was emailed as an attachment to DART partners, who were encouraged to print them, work with their clients to fill them out, and submit them back to DART.

The results of the survey were then compiled by staff and analyzed. Specifically, staff examined the preferences of those identified as Low Income, Minority or Limited English Proficiency.

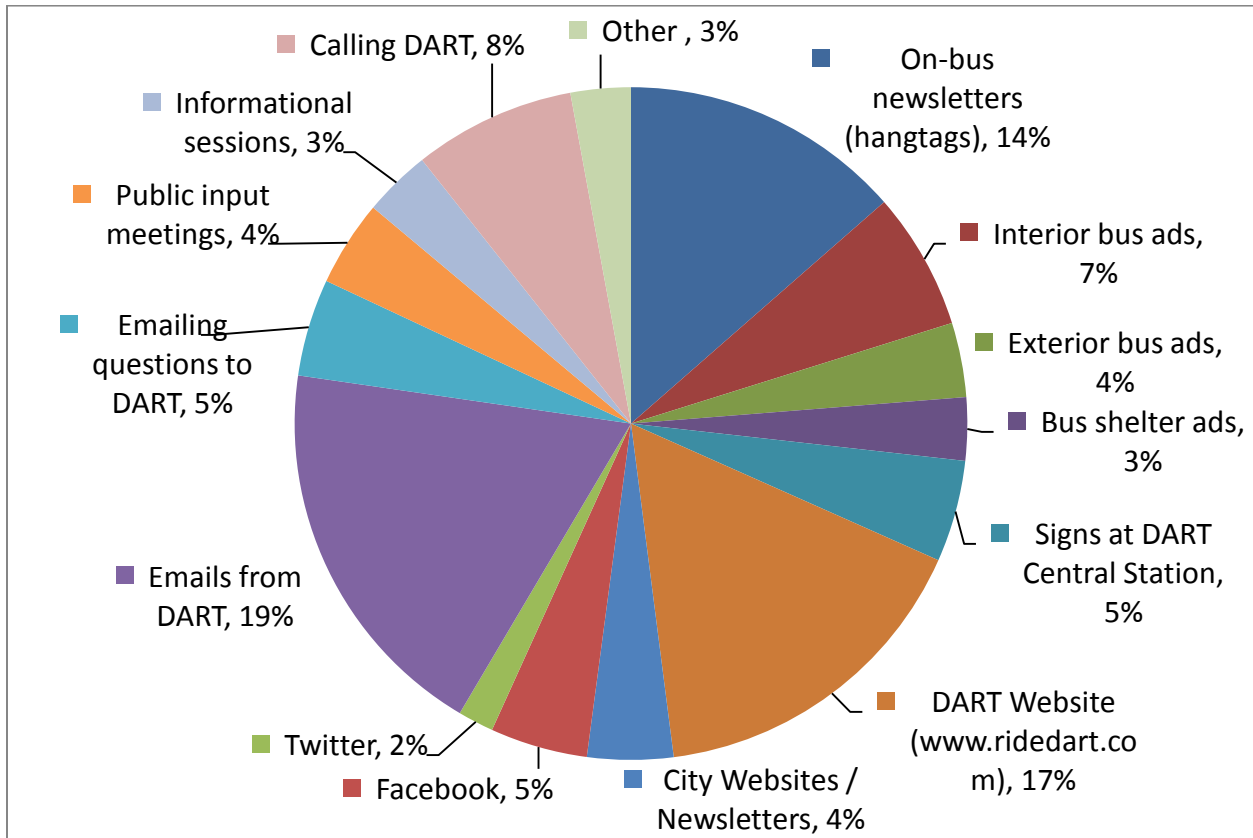
Four survey takers identified themselves as “other.” Of them, one indicated him- or herself to be American Indian. The remaining three did not identify their ethnicity.

Combined Results

Survey question: “Please select your top five ways of learning about changes to DART services.”

Summary answer: As a whole, riders showed a strong preference among riders for receiving information about DART on DART’s website, via DART emails, and on DART buses. The top five preferred methods of communication:

1. Emails from DART (19 percent)
2. DART’s website (17 percent)
3. On-board newsletters, or “hangtags” (14 percent)
4. Calling DART (8 percent)
5. Interior bus ads (7 percent)



Survey question: What are the best times for DART meetings?

Summary answer: Respondents to the survey showed a strong preference for meeting in the afternoon, with the strongest preferences for times between 4 and 8 p.m. The noon hour also proved popular. The top five preferred times are as follows:

1. 6 p.m. to 8 p.m. (33 percent)
2. 4 p.m. to 6 p.m. (17 percent)
3. Noon to 2 p.m. (15 percent)
4. 2 p.m. to 4 p.m. (8 percent)
5. 10 a.m. to Noon (6 percent)

Survey question: What are the best locations for DART meetings?

Summary answer: Respondents showed a strong preference for meeting in downtown Des Moines, with 59 percent favoring DART Central Station or Des Moines Central Library. Suburban

and Des Moines branch libraries were also among the preferred locations. The top five preferred locations:

1. DART Central Station (33 percent)
2. Des Moines Central Library (26 percent)
3. Branch / Suburban Libraries (22 percent)
4. Senior Centers / Community Centers (9 percent)
5. City Halls (4 percent)

Low Income

Survey question: “Please select your top five ways of learning about changes to DART services.”

Summary answer: Respondents’ preferences varied depending on income levels, as measured by annual household income.

For example, those with the lowest income levels preferred on-bus newsletters and signs at DART Central Station over visiting DART’s website or receiving emails from DART. By contrast, those at the highest income levels preferred visiting DART’s website or receiving emails from DART.

However, the similarities are more pronounced than the differences. For example, on-board newsletters and DART’s website were among the top three preferences of all respondents, regardless of income level.

\$0 - \$9,999 annual household income

1. On-bus newsletters, or “hangtags” (15 percent)
2. Signs at DART Central Station (13 percent)
3. DART website (11 percent)
4. Calling DART (10 percent)
5. Interior bus ads (9 percent)

\$10,000 - \$19,999 annual household income

1. On-bus newsletters, or “hangtags” (17 percent)
2. DART website (12 percent)
3. Signs at DART Central Station (10 percent)
4. Emails from DART (10 percent)
5. Interior bus ads (10 percent)

\$20,000 - \$34,999 annual household income

1. On-bus newsletters, or “hangtags” (15 percent)
2. DART website (14 percent)

3. Emails from DART (13 percent)
4. Signs at DART Central Station (9 percent)
5. Interior bus ads (9 percent)

\$35,000 - \$49,999 annual household income

1. Emails from DART (21 percent)
2. DART website (18 percent)
3. On-bus newsletters, or “hangtags” (12 percent)
4. Calling DART (10 percent)
5. Emailing questions to DART (7 percent)

\$50,000 - \$74,999 annual household income

1. Emails from DART (22 percent)
2. DART website (18 percent)
3. On-bus newsletters, or “hangtags” (12 percent)
4. Calling DART (8 percent)
5. Emailing questions to DART (6 percent)

\$75,000 or more

1. Emails from DART (24 percent)
2. DART website (18 percent)
3. On-bus newsletters, or “hangtags” (13 percent)
4. Interior bus ads (7 percent)
5. Calling DART (6 percent)

Survey question: “What are the best times for DART meetings?”

Summary answer: Respondents’ preferences varied depending on income levels, as measured by annual household income.

The differences are most notable when contrasting the preference of those with the lowest income levels (\$0 - \$9,999) to those with the middle income levels (35,000 - \$49,999). For example, the 2 p.m. to 4 p.m. time slot was the most preferred among the former group (27 percent); the 2 p.m. to 4 p.m. time slot it was among the least preferred among the latter group (3 percent), which greatly preferred the 6 p.m. to 8 p.m. time slot (46 percent).

Three time slots stand out as popular among all income levels: Noon to 2 p.m., 4 p.m. to 6 p.m., and 6 p.m. to 8 p.m.

Some people selected “other” and noted that the preferred time of the meeting depended on its location.

\$0 - \$9,999 annual household income

1. 2 p.m. to 4 p.m. (27 percent)
2. 4 p.m. to 6 p.m. (18 percent)
3. 6 p.m. to 8 p.m. (16 percent)
4. Noon to 2 p.m. (14 percent)
5. 10 a.m. to Noon (12 percent)

\$10,000 - \$19,999 annual household income

1. 2 p.m. to 4 p.m. (22 percent)
2. 6 p.m. to 8 p.m. (20 percent)
3. 4 p.m. to 6 p.m. (13 percent)
4. Noon to 2 p.m. (13 percent)
5. Other (9 percent)

\$20,000 - \$34,999 annual household income

1. 6 p.m. to 8 p.m. (31 percent)
2. 4 p.m. to 6 p.m. (20 percent)
3. Noon to 2 p.m. (11 percent)
4. 2 p.m. to 4 p.m. (9 percent)
5. 8 p.m. to 10 p.m. (9 percent)

\$35,000 - \$49,999 annual household income

1. 6 p.m. to 8 p.m. (46 percent)
2. 4 p.m. to 6 p.m. (14 percent)
3. Noon to 2 p.m. (13 percent)
4. 8 p.m. to 10 p.m. (8 percent)
5. 6 a.m. to 8 a.m. (6 percent)

\$50,000 - \$74,999 annual household income

1. 6 p.m. to 8 p.m. (39 percent)
2. 4 p.m. to 6 p.m. (17 percent)
3. Noon to 2 p.m. (14 percent)
4. 8 p.m. to 10 p.m. (7 percent)
5. Other (7 percent)

\$75,000 or more

1. 6 p.m. to 8 p.m. (31 percent)
2. Noon to 2 p.m. (22 percent)
3. 4 p.m. to 6 p.m. (17 percent)
4. 2 p.m. to 4 p.m. (6 percent)
5. Other (6 percent)

Survey question: “What are the best locations for DART meetings?”

Summary answer: Respondents’ preferences varied depending on income levels, as measured by annual household income.

Generally speaking, the lower the respondents’ income, the stronger their preference is for meeting in downtown Des Moines. Those with mid-level incomes preferred meeting in suburban or Des Moines branch libraries. At the highest income level, the preferences were more evenly split between downtown and suburban locations.

On the whole, the survey results show a demand for meetings at locations throughout the region, with emphasis on downtown Des Moines locations including DART Central Station and Des Moines Central Library, as well as on branch and suburban libraries.

Among the “other” answers was a handful of suggestions to conduct meetings virtually.

\$0 - \$9,999 annual household income

1. DART Central Station (51 percent)
2. Des Moines Central Library (33 percent)
3. Branch / Suburban Libraries (6 percent)
4. City Halls (6 percent)
5. Senior Centers / Community Centers (2 percent)

\$10,000 - \$19,999 annual household income

1. DART Central Station (36 percent)
2. Des Moines Central Library (27 percent)
3. Branch / Suburban Libraries (16 percent)
4. Senior Centers / Community Centers (13 percent)
5. Other (5 percent)

\$20,000 - \$34,999 annual household income

1. DART Central Station (42 percent)
2. Des Moines Central Library (29 percent)
3. Branch / Suburban Libraries (13 percent)
4. Senior Centers / Community Centers (10 percent)
5. City Halls (5 percent)

\$35,000 - \$49,999 annual household income

1. DART Central Station (30 percent)
2. Branch / Suburban Libraries (26 percent)
3. Des Moines Central Library (18 percent)
4. Senior Centers / Community Centers (14 percent)

5. City Halls, Other (6 percent each)

\$50,000 - \$74,999 annual household income

1. Branch / Suburban Libraries (29 percent)
2. DART Central Station (27 percent)
3. Des Moines Central Library (24 percent)
4. Senior Centers / Community Centers (11 percent)
5. Other (5 percent)

\$75,000 or more

1. Des Moines Central Library (31 percent)
2. Branch / Suburban Libraries (26 percent)
3. DART Central Station (25 percent)
4. Other (8 percent)
5. City Halls, Senior Centers / Community Centers (5 percent each)

Minorities

Survey question: “Please select your top five ways of learning about changes to DART services.”

Summary answer: There are more similarities than differences among the preferences for receiving DART information when comparing minorities’ responses to the overall responses.

The three primary groups surveyed – Latino / Hispanic, Black / African American, and Asian / Pacific Islander – identified DART’s website and on-bus newsletters as being among their preferred methods for learning about changes to DART services. This is consistent with the overall results.

However, among the Black / African American respondents, there was notably less priority given emails from DART, unlike other minority groups or the overall preferences. Though not a top choice, Facebook was a more popular among Black / African American respondents than it was among all respondents combined (10 percent among Black / African American, versus 5 percent among all respondents combined).

Minority combined results

1. DART’s website (15 percent)
2. On-board newsletters, or “hangtags” (14 percent)
3. Facebook (10 percent)
4. Interior bus ads, signs at DART Central Station, and calling DART (9 percent each)

Latino / Hispanic

1. DART’s website (20 percent)
2. On-board newsletters, or “hangtags” (17 percent)
3. Emails from DART (13 percent)
4. Bus shelter ads (10 percent)
5. Other (10 percent)

Black / African American

1. On-board newsletters, or “hangtags” (15 percent)
2. Interior bus ads (12 percent)
3. Calling DART (12 percent)
4. Signs at DART Central Stations, DART website, Facebook (10 percent each)

Asian / Pacific Islander

1. DART’s website (16 percent)
2. On-board newsletters, or “hangtags” (16 percent)
3. Emails from DART (16 percent)
4. Interior bus ads, signs at DART Central Station, Facebook and emailing questions to DART (8 percent each)

Survey question: What are the best times for DART meetings?

Summary answer: The preferred meeting times among minority respondents were very similar to those of all respondents as a whole.

The three primary groups surveyed – Latino / Hispanic, Black / African American, and Asian / Pacific Islander – all selected the 4 p.m. to 6 p.m. and the 6 p.m. to 8 p.m. time slots as being in their top three preferred times for DART meetings. This is consistent with the overall results.

However, the Noon to 2 p.m. time slot – the third highest preference overall – was less popular among Black / African American respondents. They had a stronger preference for mid-afternoon.

Combined results

1. 6 p.m. to 8 p.m. (27 percent)
2. 4 p.m. to 6 p.m. (23 percent)
3. Noon to 2 p.m. (12 percent)
4. 2 p.m. to 4 p.m. (10 percent)
5. 8 p.m. to 10 p.m. (8 percent)

Latino / Hispanic

1. 4 p.m. to 6 p.m. (36 percent)
2. 6 p.m. to 8 p.m. (14 percent)

3. Noon to 2 p.m. (14 percent)
4. Other (14 percent)
5. 8 a.m. to 10 a.m., 10 a.m. to Noon and 8 p.m. to 10 p.m. (7 percent each)

Black / African American

1. 6 p.m. to 8 p.m. (29 percent)
2. 2 p.m. to 4 p.m. (19 percent)
3. 4 p.m. to 6 p.m. (14 percent)
4. 6 a.m. to 8 a.m., 10 a.m. to Noon to 2 p.m. (10 percent each)

Asian / Pacific Islander

1. 6 p.m. to 8 p.m. (56 percent)
2. 8 p.m. to 10 p.m. (22 percent)
3. Noon to 2 p.m. (11 percent)
4. 4 p.m. to 6 p.m. (11 percent)

Survey question: What are the best locations for DART meetings?

Summary answer: Like respondents overall, minority respondents showed a strong preference for meeting in downtown Des Moines.

Combined results

1. DART Central Station (48 percent)
2. Des Moines Central Library (32 percent)
3. Branch / Suburban Libraries (12 percent)
4. Senior Centers / Community Centers (3 percent)
5. City Halls (3 percent)

Latino / Hispanic

1. DART Central Station (38 percent)
2. Des Moines Central Library (38 percent)
3. Branch / Suburban Libraries (15 percent)
4. Senior Centers / Community Centers (8 percent)

Black / African American

1. DART Central Station (67 percent)
2. Des Moines Central Library (30 percent)
3. City Halls (4 percent)

Asian / Pacific Islander

1. Des Moines Central Library (36 percent)

2. Branch / Suburban Libraries (36 percent)
3. DART Central Station (27 percent)

Limited English Proficiency

Survey question: “Please select your top five ways of learning about changes to DART services.”

Summary answer: Respondents with Limited English Proficiency shared similar preferences with those who speak English “Very Well” when it came to their preferences on how to learn about changes to DART services.

1. On-bus newsletter, or “hangtags” (16 percent)
2. DART website (15 percent)
3. Emails from DART (14 percent)
4. Interior bus ads (9 percent)
5. Calling DART (8 percent)

Survey question: What are the best times for DART meetings?

Summary answer: Respondents with Limited English Proficiency preferred, by large margin, to meet at the 6 p.m. to 8 p.m. time slot. This time is the preference of the overall respondents, as well, albeit by a smaller margin.

Notably, the Noon to 2 p.m. time slot – among the top three preferences of all respondents combined – was among the least favorite of respondents with Limited English Proficiency.

1. 6 p.m. to 8 p.m. (43 percent)
2. 4 p.m. to 6 p.m. (14 percent)
3. 10 a.m. to Noon (11 percent)
4. Noon to 2 p.m. (15 percent)
5. 8 a.m. to 10 a.m., Noon to 2 p.m., 2 p.m. to 4 p.m., 8 to 10 p.m. (7 percent each)

Survey question: What are the best locations for DART meetings?

Summary answer: Respondents with Limited English Proficiency preferred meeting in downtown Des Moines at a nearly identical rate to all respondents combined. However, they expressed stronger preference for DART Central Station than Des Moines Central Library.

1. DART Central Station (44 percent)
2. Branch / Suburban Libraries (22 percent)
3. Des Moines Central Library (16 percent)
4. Senior Centers / Community Centers (9 percent)
5. Other (9 percent)

II. GOALS AND GUIDING PRINCIPLES

A. Goals

DART endeavors to provide meaningful opportunities for the public to assist staff in identifying social, economic, and environmental impacts of proposed transportation decisions. This includes input from low income, minority and limited English proficient populations.

Specific goals and outcomes include:

- **Quality Input and Participation** – Comments received by DART are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.
- **Consistent Commitment** – DART communicates regularly, develops trust with communities and builds community capacity to provide public input.
- **Diversity** – Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low income neighborhoods, ethnic communities and residents with limited English proficiency.
- **Accessibility** – Effort is made to ensure that opportunities to participate are accessible physically, geographically, temporally, linguistically and culturally.
- **Relevance** – Issues are framed in such a way that the significance and potential effect is understood by participants.
- **Participant Satisfaction** – People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- **Clarity in Potential for Influence** – The process clearly identifies and communicates where and how participants can have influence and direct impact on decision-making.

Guiding Principles

Effective public participation should be based on the following principles:

- **Flexible** – The engagement process should accommodate participation in a variety of ways and be adjusted as needed.
- **Inclusive** – DART should proactively reach out and engage low income, minority and LEP populations from the DART service area so these groups will have an opportunity to participate.
- **Respectful**— All feedback received should be given careful and respectful consideration.
- **Tailored** – DART’s public participation methods should be tailored to match local and cultural preferences as much as possible.

- **Proactive and Timely** – Participation methods should allow for early involvement and be ongoing and proactive so participants can influence decisions.
- **Clear, Focused and Understandable** – Participation methods should have a clear purpose and use for the input, and should be described in language that is easy to understand.
- **Trustworthy** – Information provided should be accurate and trustworthy.
- **Responsive** – DART should strive to respond and incorporate appropriate public comments into transportation decisions.
- **Transparent in Impact** – DART should communicate the results of the public’s input in terms of the impact on decisions at a broad summary level, providing the major themes, the decisions reached and rationale for the decisions.
- **Authentic and Meaningful** – DART should support public participation as a dynamic and meaningful activity that requires teamwork and commitment at all levels of the organization.

III. TYPES OF ACTIVITIES INVOLVING PUBLIC PARTICIPATION

A. Introduction

Operating a public transit system requires DART to make decisions every day. Some decisions are very insignificant, while others are quite significant. DART's aim with the Public Participation Plan is to involve the public in a way that is most appropriate with the decisions being made.

B. Activities Involving Public Participation

Decisions that involve public participation include:

- **Major service changes**
 - Includes expansions, discontinuations, and route realignments
 - Defined as service changes affecting more than 25 percent of a route's ridership
- **Changes to fare policy, including**
 - Price (how much it costs to ride)
 - Media (the means of making the transactions, such as passes, tokens, smart cards, et cetera)
 - Or structure (the overall selection of payment options)
- **Major capital construction projects**
- **Short and long term system wide planning**
- **Corridor based planning initiatives**

C. Guidelines for Choice of Public Participation Methods

DART recognizes that different types of decisions have varying magnitudes of impact. Accordingly, DART understands that public participation activities should be scaled appropriately to the changes in question. DART will use the following guidelines to determine the best methods for involving public participation:

- **Scale of plan or project**
 - Region-wide
 - Within Member Cities
 - Neighborhood level
- **Level of potential impact**

- **Financial impact for stakeholders**

- DART
- Customers
- Taxpayers

IV. PUBLIC PARTICIPATION STRATEGIES AND OPPORTUNITIES

A. Introduction

DART is including a “menu of public participation methods” in the Public Participation Plan, recognizing that public participation efforts need to be “scalable” to fit the level of impact they will have on customers. In other words, DART recognizes that a “one size fits all” approach would be unrealistic and would not serve the needs of the public.

B. Target Populations’ Needs

The DART Public Participation Survey found that the needs of the target populations – Low Income, Minority and Limited English Proficiency – vary only slightly from those of the general population when it comes to involving them in DART’s decision-making process.

As the survey of riders found, they have similar preferences for how they receive information about changes to DART services, when they prefer to attend DART meetings, and the best locations for those DART meetings.

Differences do exist. For example, respondents with lower household incomes had a stronger preference for materials on board DART vehicles or at DART Central Station, compared to respondents with higher household incomes with stronger preferences for electronic communications.

But those differences are minor when compared to the similarities. There was general consensus among all populations on several of the most important communication channels, meeting times, and meeting locations.

The differences that do exist are best mitigated by assuring the public participation efforts include an array of alternatives that appeal to all groups.

For example, meetings on service changes should be shared with the public by both on-board and digital means; they should be held not only in the early afternoon but also in the late afternoon and early evening; and they should be held at locations in downtown Des Moines as well as regional locations such as suburban and Des Moines branch libraries.

In summary, the best approach to assure all populations have access to DART’s decision-making process is to use an array of methods for involving public input.

C. DART Partners

DART has sought out and maintained close working relations with several partners within the community. These relationships are mutually beneficial to all parties. For DART, there are several benefits that are noteworthy for the Public Participation Plan:

- DART can “amplify” its messages by routing them through partners’ communication networks. These messages include:

- Relay valuable information
- Opportunities to participate in DART’s decision-making process
- DART can consult with these partners’ staff and clients on:
 - Transportation needs
 - Solutions to potential or real issues

DART counts more than 340 organizations, businesses and other government agencies among its list of partners. These organizations fit into one of the following categories:

- | | |
|---------------------------------------|---|
| ● Youth centers | ● Correctional facilities |
| ● Rehabilitation centers | ● Agencies for people with disabilities |
| ● Agencies for low-income individuals | ● Corporate partners |
| ● Refugee agencies | ● Pass-sales outlets |
| ● Human rights organization | ● Member governments |
| ● Shelters | ● State government agencies |
| ● Community action centers | ● Federal government agencies |

A complete listing of these agencies is included in Appendix C.

D. Translation and Interpretive Services

DART established a program for providing translation services to anyone who needs them. The program was established in keeping with the Language Assistance Implementation Plan that was submitted to the FTA in July 2010 and revised in April 2011.

DART contracts with a firm called Optimal Phone Interpreters (OPI) to provide interpretation services in 150 languages to customers upon request. These services can be accessed by phone, at DART Central Station, or on board buses.

Additionally, DART makes translation services available at its public meetings to anyone who requests them. The translation services are publicized in meeting notices.

E. Methods for Informing the Public

As part of the Public Participation Plan, DART developed menu of available methods for informing the public. One of the primary uses of these methods is informing the public of opportunities to participate in DART’s decision-making process.

These include:

- **On-board newsletters or “hangtags” *** – These are printed materials with round cutouts (shaped like “Do Not Disturb” door hangers at hotels) that hang from the hang bars on buses. They are printed on both sides, with English on one side and Spanish on the other side. Their size can be increased with additional folding panels, depending on the amount of information. They are a highly visible and effective means of communicating directly with DART riders.
- **On-board audio announcements** – DART’s Automatic Vehicle Location System has the capability of scheduling automatic audio announcements on DART buses. These announcements can be scheduled on all routes, or single routes, and can be triggered by location on route or on regularly timed intervals.
- **Ads on buses and bus shelters** – Overhead advertisements can be posted inside DART’s buses. Additionally, printed advertisements can be posted on the sides of DART’s bus shelters.
- **Posters at DART Central Station** – Printed posters can be posted around DART Central Station, including designated news bulletin areas within the waiting area and at the Customer Service Window.
- **Mailers to partners** – These printed materials can be distributed via mail to DART’s partners. They can include letters to key staff at these locations, as well as additional posters or other materials for them to post around their offices.
- **Emails to partners** – These electronic communications can be sent out directly from staff members’ email accounts, as well as through DART’s Constant Contact email service. Similar to mailers, these can include letters to key staff members at these locations, as well as additional posters or other materials for them to distribute.
- **Emails to DART emails subscribers (customers)** – These electronic communications are sent out via DART’s Constant Contact email subscription service. Customers can sign up on DART’s website to receive emails from DART on topics of interest to them. They can select to receive emails about individual routes, press releases, et cetera. Staff has the flexibility to target email communications to subgroups of DART ridership, such as those on a particular route. Staff can also elect to send email to all DART customers.
- **Press releases** – Press releases are aimed at generating news coverage of DART events, changes, meetings, et cetera. They are distributed electronically via DART’s media email list, as well as posted on the News and Media page of DART’s website.
- **Community newsletters** – DART has several partners in the community that publish newsletters, including several member governments. DART can provide articles to these partners for publication in their newsletters.
- **Partners’ websites** – Like community newsletters, DART’s many community partners maintain websites that are frequented by the public. DART can provide information to these partners to be included on their websites.
- **Community calendars** – One feature that is common to many of DART’s partners’ websites is a calendar. DART can share the times and dates of key meetings or events with the partners for inclusion on these calendars.
- **Paid ads in daily newspaper** – DART can publish paid advertisements in the daily newspaper of record, The Des Moines Register.

- **Paid ads in non-English newspapers *** – DART can publish paid advertisements in non-English newspapers, including Spanish and Bosnian newspapers, to reach a wider span of the population.
- **Public notices** – These are published in the daily newspaper of record, The Des Moines Register, and are also posted on DART’s website.
- **DART’s website *** – DART’s website, www.ridedart.com, is one of the primary sources of information for DART riders. Several tools are available within the site to communicate changes in service as well as to notify the public of opportunities to participate in DART’s decision-making process. These include “news items” that appear as short summaries on the home page and, when selected, can lead to longer news items, including meeting schedules and links to route maps, surveys, et cetera.
- **DART’s Facebook page** – DART’s Facebook page is used by staff to interact with riders and can be leveraged to push out information regarding service changes and opportunities for the public to participate in DART’s decision-making process.
- **DART’s Twitter feed** – DART’s Twitter account allows staff share newsworthy items with riders, including service changes and opportunities for the public to participate in DART’s decision-making process.
- **National Federal for the Blind Newsline** – DART press releases are sent to the local content provider to the National Federation for the Blind Newsline. DART’s news items are thereby able to be heard by calling the Newsline, rather than relying on printed materials.
- **Informational Sessions** – Informational sessions are meetings held throughout the community for the purpose of sharing information, such as significant route changes, with members of the public.

** These communication methods are typically offered in English and Spanish. All methods are available for translation or interpretation upon request.*

F. Methods of Involving the Public:

Also as part of the Public Participation Plan, DART developed a menu of available methods for involving public participation in DART’s decision-making process.

Note: The list is NOT intended to provide prescriptive recipes for every type activity involving public participation. Rather, the menu gives DART the flexibility to scale public participation efforts to the appropriate level based on the guidelines laid out in Section III, Part C.

- **Public Meetings** – A public meeting is a discussion between interested parties, often including riders. It is a question-and-answer format and an open discussion with a member of the DART staff to make sure comments stay focused on the proposed change and that everyone has a chance to ask questions. A public meeting is NOT required by federal regulations and comments do not go into the public record.

- **Public Hearings** -- A public hearing is required by federal or state regulations where comments from the public go into the public record. A public hearing is governed by rules concerning who speaks when and for how long and is overseen by a DART official. A public hearing is NOT a question-and-answer format.
- **Opportunity for Public Comment** – An Opportunity for Public Comment is a solicitation for public input on a specific subject over a specified duration of time. DART may offer these by advertising them as it would a Public Hearing.
- **Surveys** – Surveys are a series of specific questions, often in multiple-choice format, that can be distributed in print form as well as in digital form. The results from surveys can be quantified and analyzed, but are not as conducive to broader, more open ended discussions.
- **Public Comment Cards** – Public Comment cards open-ended questionnaires that can be distributed in printed form as well as in digital form. Comments from comment cards are valuable for open-ended discussions, although they are not as easy to quantify or analyze.
- **General Comments** – DART is always open to and accepting of public comments, regardless of whether they were given as part of an organized effort. Comments can be shared with DART by phone at 515-283-8100, by email at dart@ridedart.com, or by mail at 620 Cherry Street, Des Moines, Iowa, 50309.

G. Methods for Reaching Target Populations

DART employs several methods for encouraging public participation that reach the Low Income, Minority and Limited English Proficiency populations. Though these methods are stated as preference by these populations, they are effective for reaching the general population, as well.

Low Income

DART riders with lower incomes are best reached with information aboard buses and at DART Central Station, although they also access DART’s website and email lists for information.

Meeting times in the early, mid and late afternoon are the best for lower-income riders.

Low-income riders prefer meeting in downtown Des Moines.

Minority

DART riders who are Minorities are best reached with information on DART’s website and on-board newsletters.

Meeting times in the mid to late afternoon are preferred by Minority riders.

Minority riders prefer meeting in downtown Des Moines.

Limited English Proficiency

DART riders with Limited English Proficiency lower incomes are best reached with information via on-bus newsletters and DART's website.

Meeting times in the mid to late afternoon are the best for lower-income riders. Noontime meetings are acceptable.

Low-income riders prefer meeting in downtown Des Moines, preferably at DART Central Station. Suburban and Des Moines branch libraries are acceptable.

V. PERFORMANCE MEASURES AND OBJECTIVES

A. Monitoring and Tracking

DART will monitor and track its public participation methods and share results in a transparent way. Whether DART is meeting its public participation goals can be determined using several measurements, including:

- Number of participants at meetings or activities
- Percent of the participants from a specific geographic area.
- Number and percent of participants providing feedback in languages other than English (identify number of respondents by language).
- Number and percent of responses received to a survey or questionnaire.
- Number and percent of participants signed up to receive web, phone, or mail- based communications as a result of a participation activity.

B. Public Participation Outcomes

The outcomes of public participation will be reported in an open and transparent manner. The expectation is that, once community members have participated in a process, DART owes it to them to say how their participation influenced the outcome. DART should be able to demonstrate that it explored the suggestions and recommendations of the public and taken that into consideration as part of the process.

For example, DART recently completed a long-range planning document called the DART Forward 2035 plan. It was developed with extensive public participation. When the plan was finalized and presented to the DART Commission, staff outlined several of the changes it made to the plan based on public feedback – as well as suggestions that it did not take. Moreover, in subsequent public meetings, DART offered explanations of the rationale behind changes to the service.

DART needs to report back on the results of the analysis for methods for which public input was sought. Additionally, DART should explain its rationale for making decisions, especially when those decisions are contrary to popular opinion and are due based on reasons such as being technically unfeasible or cost-prohibitive.

C. Conclusion

DART's Public Participation Plan is intended to be a "living" document that can be updated as staff continues to refine best practices for including public participation, especially among Low Income, Minority and Limited English Proficiency populations.

Through the development of this plan, an invaluable lesson was reinforced: DART is a service for all of the people of the Greater Des Moines region, regardless of their circumstances in life, and it is a great responsibility to make sure they have access to DART's decision-making process.

More than 400 community members provide valuable input for this plan, and DART staff is grateful for their time and insightfulness. DART commits to continue efforts to maintain an open, transparent and accessible public participation process.

APPENDIX A – PUBLIC MEETING COMMENTS

DART hosted two public meetings on March 14, 2013, at the central hub of its operations, DART Central Station, located at 620 Cherry Street in downtown Des Moines, Iowa. The meetings were held to gather public input on how DART could best provide information and receive public input on transportation issues from low income, minority and LEP populations.

Noon Meeting

Question/Comments/Suggestions

- Font size on DART Central Station scrolling monitors both inside and at platforms were said to be difficult to read unless you were right under them.
- Question if DART still provides rides to public meetings.
- Suggestion for audio phone line for DART announcements.
- Question how customers and the visually impaired will know bus stop numbers.
- The phone system takes longer to get through and may be an issue for customers with limited minutes.
- Suggestion to use QR codes at bus stops.
- Emphasis on use of smartphones a good way to reach out to low-income populations.
- Public Participation should be proactive and not just announcements after the decision has been made.

Other Comments

- The route on Indianola is a hardship on those who have a difficulty walking.
- South Union may have had decreased riders during the study due to a construction project.
- Indianola Road was stated as being too far to walk to.
- Is there a fare increase coming?
- If you're on the same route but get off midway to run an errand, do you have to pay again to get back on?
- Will DART announce when the IVR becomes active?

5:30 Meeting

Question/Comments/Suggestions

- What is the definition of a route change?
- Suggestion to display announcement cards in three languages near public computers at the public libraries.
- Encourage the plan not to isolate minority, low-income, or LEP groups during outreach. This may be an unintentional result of the tailored participation methods.
- Font size on DART Central Station scrolling monitors both inside and at platforms were said to be difficult to read unless you were right under them.

- Asked if service was provided to senior citizen centers.
- The comment cards are in English – are these available in other languages?
- Provide more opportunities to comment besides just during proposed service changes. Have accessible avenues to contact staff with ideas often.
- Public libraries a good place for multi-language advertisements/posters.
- Grocery stores would be a good place for posting notices and advertisements.
- General question asked about the process for getting a translator at Customer Service.
- Fliers and e-mails are effective ways of communicating with customers.

Other Comments

- Asked about a regional program that gives tokens to people who need a ride to different social services.
- Asked if services can go to Prairie Meadows Casino.

APPENDIX B – COMMENTS FROM DART PARTNERS WORKING WITH LOW INCOME, MINORITY, AND LIMITED ENGLISH PROFICIENCY POPULATIONS

From Central Iowa Center for Independent Living:

We get referrals from Des Moines Housing Authority, Central Iowa Shelter Services, AARP Senior Employment, and fast food places like Burger King and the bagel place on the skywalk.

We will continue to distribute info at our office on the OTT program to prospective customers.

From Iowa Department of Human Services, Bureau of Refugee Services:

Our clients attend ESL classes at DMACC. There is a large group attending Basic Beginner ESL at the First Christian Church on the 25th and University.

Some ethnic groups have associations or belong to the same church. (example: Orthodox Christian Eritreans - Greek Orthodox Church on the 35th, Burmese go to different church - I do not know which one but I can find out).

From Iowa Workforce Development:

If you have flyers available, we could hand them out to people who come in for wage verifications (white sheets) to get assistance from various agencies.

From Iowa Department of Human Rights, Latino Affairs:

Here are my suggestions:

- 1- For Latinos, use radio – 1260 AM and 105.5FM – Each of their FB pages has over 6,000 friends/likes.
- 2- Also the catholic church – Mayra Moriel Buñuelos at the diocese could better guide you on this. <http://www.dmdiocese.org/hispanic-community-outreach.cfm>
- 3- Latino newspapers could be useful too.

El Enfoque

A weekly Spanish sports/soccer publication based in Perry, IA

Distributes in Perry and Des Moines

P.O. Box 145

Perry, IA 50220

Owner: Mario Morales

Phone: 515/360-3985

Web page: www.elenfoque.com

E-mail: elenfoque@aol.com

El Herald Hispano

Director: Oscar A. Argueta &

Editor: David Suarez

P.O. Box 927

Mt. Pleasant, IA 52641

319.385.3431

heraldohispano@yahoo.com

El Latino (Central Iowa, Eastern Iowa & Omaha and Council Bluffs)

3318 Cambridge St.

Des Moines, Iowa 50313

Owners: Jose Ramos

Phone: 515/266-3399

Fax: 515/266-5820

Website: www.latinonewspaper.com

E-mail: info@latinonewspaper.com

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Latino Midwest News

Publication dates: First and third Thursday of the month.
Deadline: Friday before publishing day of publication
Tabloid
Bi weekly Spanish/English publication based in St. Paul, MN.
Distributed in the tri state area of MN, IA, WI & IL.
3300 County Road 10, Suite 300F
Brooklyn Center, MN 55429
Owner: Adolfo R. Cardona
Phone: 763/535-3373
E-mail: Director@latinomidwestnews.com
Website: www.latinomidwestnews.com

Statewide

El Heraldito Hispano

Bi monthly publication.
Address:
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Mount Pleasant, IA 52641
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From YMCA Supportive Services:

Another way to reach these consumers is by contacting agencies. Any time you email me information about an event you have, I post it on all of our bulletin boards here.

From Lutheran Services in Iowa:

We often distribute important community information to key ethnic community leaders who then can help share information with others in their community that they are in contact with.

Going out to speak at ethnic community worship services has been successful for sharing info and getting feedback, but there are a lot of churches to cover.

Obviously translated flyers make it easier to share information.

We've also tossed around the ideas over the years of doing video announcements and then having them interpreted into other languages so that each language group would have it's own YouTube video which would contain key information.

We could always try and host something at our site since many in the refugee community are familiar with our space. We also have a distribution list of service providers in the community that work with refugee families and could share information with them to pass along to clients.

That's all I can think of for now.

APPENDIX C – COMPLETE LIST OF DART PARTNERS

Organization	Address 1	Address 2	City	State	Zip
ADP INC.	4900 UNIVERSITY AVENUE	SUITE 100	WEST DES MOINES	IA	50266
ALLEMAN CITY HALL	PO BOX 86		ALLEMAN	IA	50007
AMERICAN ENTERPRISE GROUP	601 6TH AVENUE		DES MOINES	IA	50309
AMERICAN RED CROSS	2116 GRAND AVENUE		DES MOINES	IA	50312
ARAG NORTH AMERICAN	400 LOCUST	SUITE 480	DES MOINES	IA	50309
AVIVA USA	7700 MILLS CIVIC PARKWAY		WEST DES MOINES	IA	50266
BEACON OF LIFE	1717 WOODLAND AVENUE		DES MOINES	IA	50309-3323
BELIN MCCORMICK	666 WALNUT STREET	SUITE 2000	DES MOINES	IA	50309
BLOOD CENTER OF IOWA	431 LOCUST STREET		DES MOINES	IA	50309
BONDURANT CITY HALL	PO BOX 37		BONDURANT	IA	50035
BROWN WINICK LAW FIRM	666 GRAND AVENUE	SUITE 2000	DES MOINES	IA	50309
CARLISLE CITY HALL	PO BOX 430		CARLISLE	IA	50047
CENTER FOR BEHAVIOR HEALTH	1200 UNIVERSITY	SUITE 106	DES MOINES	IA	50314
CETERA FINANCIAL GROUP	7021 VISTA DRIVE		WEST DES MOINES	IA	50266
CHILD & FAMILY POLICY CENTER	505 5TH AVENUE	SUITE 404	DES MOINES	IA	50309
CHILD SUPPORT RECOVERY UNIT	525 SW 5TH STREET		DES MOINES	IA	50309
CITIZENS FOR COMM. IMPROVEMENT	2001 FOREST AVENUE		DES MOINES	IA	50311
CIVIC CENTER	221 WALNUT STREET		DES MOINES	IA	50309
CLIVE SUITES & CONFERENCE CENTER	11040 HICKMAN ROAD		CLIVE	IA	50325
COMMUNITY SUPPORT ADVOCATES	333 SW 9TH STREET	SUITE E	DES MOINES	IA	50309
DCHV (VA)	3600 30TH		DES MOINES	IA	50310
DEAF ACTION CENTER	PO BOX 1501		DES MOINES	IA	50305
DEPARTMENT FOR THE BLIND	524 4TH STREET		DES MOINES	IA	50309
DEPT. OF ELDER AFFAIRS	1000 EAST GRAND AVENUE		DES MOINES	IA	50319-1007
DM VETERAN'S CENTER	2600 MLK JR PARKWAY		DES MOINES	IA	50310
DMACC URBAN CAMPUS	1100 7TH STREET		DES MOINES	IA	50314
DMACC-ANKENY	2006 SOUTH ANKENY BLVD		ANKENY	IA	50023
DRAKE BOOK STORE	3003 FOREST AVENUE		DES MOINES	IA	50311
ELPIS MINISTRIES	2301 FOREST AVENUE		DES MOINES	IA	50311
EMBASSY SUITES HOTEL	101 EAST LOCUST STREET		DES MOINES	IA	50309
EYERLY BALL	1301 CENTER STREET		DES MOINES	IA	50309
FAMILY DIRECTIONS OF IOWA	1221 VINE STREET	SUITE 2140	WEST DES MOINES	IA	50266
FARMERS MUTUAL HAIL	6785 WESTOWN PARKWAY		WEST DES MOINES	IA	50266
GANNETT RTC	715 LOCUST STREET	12TH FLOOR	DES MOINES	IA	50309
GOLDEN CIRCLE	945 19TH STREET		DES MOINES	IA	50314
GOOD NEWS MINISTRIES	4730 SW 9TH STREET		DES MOINES	IA	50315
GOODWILL INDUSTRIES	4520 NW URBANDALE		URBANDALE	IA	50322
GRANGER CITY HALL	PO BOX 333		GRANGER	IA	50109
GREATER DES MOINES PARTNERSHIP	700 LOCUST STREET	SUITE 100	DES MOINES	IA	50309
GRIMES CITY HALL	101 NE HARVEY STREET		GRIMES	IA	50111
HAWKEYE PANTRY	501 LOCUST	SKYWALK LEVEL SUITE 202	DES MOINES	IA	50309
HOLIDAY INN HOTEL	1050 6TH AVENUE		DES MOINES	IA	50314
HOTEL FORT DES MOINES	1000 WALNUT STREET		DES MOINES	IA	50309
HUMAN SERVICE PLANNING ALLIANCE	1111 9TH STREET	SUITE 100	DES MOINES	IA	50314
IA DEPT OF HUMAN SERVICES	1305 EAST WALNUT	1ST FLOOR	DES MOINES	IA	50319
IHYC	1216 MLK JR. PARKWAY		DES MOINES	IA	50314-1314
IOWA LUTHERAN HOSPITAL	700 EAST UNIVERSITY		DES MOINES	IA	50316
IOWA METHODIST MEDICAL CENTER		1200 PLEASANT STREET	DES MOINES	IA	50309-1406
IOWA NETWORK SERVICES	4201 CORPORATE DRIVE		WEST DES MOINES	IA	50266
IOWA VOCATIONAL REHAB	510 EAST 12TH STREET		DES MOINES	IA	50309
KATECHO	4020 GANNETT		DES MOINES	IA	50321
KEMIN INDUSTRIES	PO BOX 70		DES MOINES	IA	50309-0070
KIRKWOOD HOTEL	400 WALNUT STREET		DES MOINES	IA	50309-2217
KUNTZ, LAUGHLIN & EGGE LAW OFFICE	206 6TH AVENUE	SUITE 510	DES MOINES	IA	50309
LIFE CARE SERVICES	400 LOCUST	SUITE 820	DES MOINES	IA	50309

Organization	Address 1	Address 2	City	State	Zip
MARRIOTT HOTEL	700 GRAND AVENUE		DES MOINES	IA	50309
MARSH 1	12421 MEREDITH DRIVE		URBANDALE	IA	50398
MECCA	3451 EASTON BLVD		DES MOINES	IA	50317
MEREDITH CORPORATION	1716 LOCUST STREET		DES MOINES	IA	50309
MID-AMERICAN ENERGY	666 GRAND AVENUE	29TH FLOOR RUAN 1	DES MOINES	IA	50309
MITCHELLVILLE CITY HALL	PO BOX 817		MITCHELLVILLE	IA	50169
NYEMASTER GOODE	700 WALNUT	SUITE 1600	DES MOINES	IA	50309-3899
ORCHARD PLACE	925 SW PORTER		DES MOINES	IA	50315-7235
PEDDICORD & WHARTON	PO BOX 9130		DES MOINES	IA	50306-9130
PIONEER COMMUNICATIONS	300 Walnut Street	Suite #6	DES MOINES	IA	50309
POLK CITY HALL	PO BOX 426		POLK CITY	IA	50226
POLK COUNTY FAMILY ENRICHMENT	3409 EUCLID AVENUE		DES MOINES	IA	50310
POLK CTY SENIOR COMM. CENTER	2008 FOREST AVENUE		DES MOINES	IA	50314
QUALITY INN & SUITES	929 3RD STREET		DES MOINES	IA	50309
RANDOLPH HOTEL	204 4TH STREET		DES MOINES	IA	50309
RENAISSANCE DES MOINES SAVERY HOTEL	401 LOCUST STREET		DES MOINES	IA	50309
RUAN TRANSPORTATION CORP	666 GRAND AVENUE		DES MOINES	IA	50309
SAVATION ARMY ADULT REHAB. CENTER	211 EAST COURT AVENUE		DES MOINES	IA	50309
SOCIAL SECURITY ADMINISTRATION	455 SW 5TH STREET	SUITE F	DES MOINES	IA	50309
SOUTHEAST COMMUNITY SERVICES	3226 UNIVERSITY AVE		DES MOINES	IA	50311-3849
UNITED WAY-FIRST CALL FOR HELP	2116 GRAND AVENUE		DES MOINES	IA	50312
US DEPT OF HUD	210 WALNUT STREET	ROOM 239	DES MOINES	IA	50309
US DEPT OF LABOR	210 WALNUT STREET	ROOM 715	DES MOINES	IA	50309
US DEPT OF VETERANS AFFAIRS	3600 30TH STREET	BUILDING 5	DES MOINES	IA	50310
US DISTRICT COURT/SOUTH DISTRICT	123 EAST WALNUT STREET		DES MOINES	IA	50309
US TRUSTEES	210 WALNUT STRET	ROOM 793	DES MOINES	IA	50309
VATTEROTT COLLEGE LUTHERAN CLOTHES CLOSET	7000 FLEUR DRIVE		DES MOINES	IA	50321
WARREN COUNTY DHS	PO BOX 729		INDIANOLA	IA	50125
WASHINGTON HEIGHTS APARTMENTS	4101 WOODLAND PLAZA		WEST DES MOINES	IA	50266
WHITFIELD & EDDY	317 6TH AVENUE	SUITE 1200	DES MOINES	IA	50309
YMCA	1611 11TH STREET		DES MOINES	IA	50314
YOUNG WOMENS RESOURCE CENTER	818 5TH AVENUE		DES MOINES	IA	50309
YOUTH EMERGENCY YOUTH SHELTER	918 SE 11TH STREET		DES MOINES	IA	50309
VA HOSPITAL	3600 30TH STREET	BLDG 6M, ROOM 103	DES MOINES	IA	50310
AARP	3311 SW 9TH STREET	SUITE 300	DES MOINES	IA	50315-7677
AGING ADVOCATES	100 EAST EUCLID	SUITE 13	DES MOINES	IA	50313
AIB	2270 BELL AVENUE		DES MOINES	IA	50321
AIB	2500 BELL AVENUE		DES MOINES	IA	50321
AIDS PROJECT OF CENTRAL IOWA	711 EAST 2ND STREET		DES MOINES	IA	50309
ALLIED/NATIONWIDE INSURANCE	1100 LOCUST STREET		DES MOINES	IA	50391
ALTOONA CITY HALL	407 8TH STREET SE		ALTOONA	IA	50009
AMELIA MARCHANT	3224 SE 4TH STREET		DES MOINES	IA	50315
AMPKO SYSTEMS PARKING	210 2ND AVENUE		DES MOINES	IA	50309-2250
BETHEL MISSION	1310 6TH AVENUE		DES MOINES	IA	50314-2722
BROADLAWNS SOCIAL SERVICES	1801 HICKMAN ROAD		DES MOINES	IA	50314
BRODY MIDDLE SCHOOL	2501 PARK AVENUE		DES MOINES	IA	50321
CENTRAL SENIOR CENTER	2008 FOREST AVENUE		DES MOINES	IA	50314
CASADY SCHOOL	1801 16TH STREET		DES MOINES	IA	50314
CATHOLIC CHARITIES	REFUGEE RESETTLEMENT	601 GRAND AVENUE	DES MOINES	IA	50309
CENTRAL CAMPUS	1800 GRAND AVENUE		DES MOINES	IA	50309-3382
CENTRAL IOWA CENTER FOR INDEPENDENT LIVING	655 WALNUT STREET	SUITE 131	DES MOINES	IA	50309-3930
CENTRAL IOWA SHELTER AND SERVICES	205 15TH STREET		DES MOINES	IA	50309-3405
CENTRAL LIBRARY	1000 GRAND AVENUE		DES MOINES	IA	50309-3027
CHILDREN & FAMILIES OF IOWA	1111 UNIVERSITY AVENUE		DES MOINES	IA	50314
CICIL	655 WALNUT STREET	SUITE 131	DES MOINES	IA	50309
CITY OF CLIVE	1900 NW 114TH STREET		CLIVE	IA	50325-7039

Organization	Address 1	Address 2	City	State	Zip
CITY OF DES MOINES	400 ROBERT D. RAY DRIVE		DES MOINES	IA	50309
COGNIZANT	909 LOCUST ST.	SUITE 400	DES MOINES	ia	50309
COMMUNITY SITE OFFICE	1618 6TH AVENUE		DES MOINES	IA	50314
CREATIVE VISIONS	1343 13TH STREET		DES MOINES	IA	50314
CULTURED INCORPORATED	2614 LOGAN AVENUE		DES MOINES	IA	50317-7916
DAHL'S JOHNSTON	5440 NW 86TH STREET		JOHNSTON	IA	50131
DAHL'S 50TH & EP TRUE	5003 EP TRUE PARKWAY		WEST DES MOINES	IA	50265
DAHL'S 86TH & HICKMAN	8700 HICKMAN ROAD		CLIVE	IA	50325
DAHL'S ANKENY	1802 NORTH ANKENY BLVD		ANKENY	IA	50023
DAHL'S BEAVER	1819 BEAVER AVENUE		DES MOINES	IA	50310
DAHL'S EAST 33RD	3400 EAST 33RD		DES MOINES	IA	50317
DAHL'S EUCLID	1320 EAST EUCLID AVENUE		DES MOINES	IA	50316
DAHL'S FLEUR	4121 FLEUR DRIVE		DES MOINES	IA	50321
DAHL'S GRAND WDM	1208 PROSPECT AVENUE		WEST DES MOINES	IA	50265
DAHL'S INGERSOLL	3425 INGERSOLL AVENUE		DES MOINES	IA	50312
DAHL'S MERLE HAY	4343 MERLE HAY ROAD		DES MOINES	IA	50310
DAHL'S WEST HICKMAN	15500 HICKMAN ROAD		CLIVE	IA	50325
DAVIS BROWN LAW FIRM	215 10th Street	SUITE 1300	DES MOINES	IA	50309
DEPARTMENT OF HUMAN SERVICES	1740 EAST GARFIELD STREET		DES MOINES	IA	50316
DEPT OF HUMAN SERVICES	2309 EUCLID AVENUE		DES MOINES	IA	50309
DES MOINES PUBLIC LIBRARY	1000 GRAND AVENUE		DES MOINES	IA	50309
DES MOINES PUBLIC SCHOOLS	901 WALNUT STREET		DES MOINES	IA	50309
DES MOINES UNIVERSITY	3440 GRAND AVENUE		DES MOINES	IA	50312
DM AREA METRO PLANNING ORG	420 WATSON POWELL	SUITE 200	DES MOINES	IA	50309
DOOR OF FAITH	6701 SW 9TH STREET		DES MOINES	IA	50315-6166
DOWLING HIGH SCHOOL	1400 BUFFALO ROAD		WEST DES MOINES	IA	50265
DRAKE UNIVERSITY	2875 UNIVERSITY AVENUE		DES MOINES	IA	50311
EAST HIGH SCHOOL	815 EAST 13TH STREET		DES MOINES	IA	50316
EAST SIDE LIBRARY	2559 HUBBELL AVENUE		DES MOINES	IA	50317
EASTER SEAL SOCIETY OF IOWA	2920 30TH STREET		DES MOINES	IA	50310-5257
EDS	3600 ARMY PSOT ROAD		DES MOINES	IA	50321-2906
EMC INSURANCE COMPANIES	717 MULBERRY STREET		DES MOINES	IA	50309
E-Z MONEY CHECK CASHING	2910 EAST UNIVERSITY		DES MOINES	IA	50317
E-Z MONEY CHECK CASHING	1238 EAST 14TH STREET		DES MOINES	IA	50316
E-Z MONEY CHECK CASHING	3314 INDIANOLA AVENUE		DES MOINES	IA	50315
FDMCC	66 GRUBER STREET		DES MOINES	IA	50315-6397
FEDERAL BUILDING	MAILSTOP 4400	210 WALNUT STREET	DES MOINES	IA	50309
FOOD BANK OF CENTRAL IOWA	2200 EAST 17TH STREET		DES MOINES	IA	50316
FOREST AVENUE LIBRARY	1326 FOREST AVENUE		DES MOINES	IA	50314
FORT DES MOINES CORRECTIONAL FACILITY	70 GRUBER		DES MOINES	IA	50315
FRANKLIN LIBRARY	5000 FRANKLIN AVENUE		DES MOINES	IA	50310
GOODWILL INDUSTRIES	4900 NE 22ND STREET		DES MOINES	IA	50313
GRANDVIEW COLLEGE	1200 GRANDVIEW AVENUE		DES MOINES	IA	50316
HARDING MIDDLE SCHOOL	203 EAST EUCLID AVENUE		DES MOINES	IA	50313
HAWTHORNE HILL	3001 GRAND AVENUE		DES MOINES	IA	50312-4206
HIGHLAND PARK CHRISTIAN CHURCH	4260 NW 6TH AVENUE		DES MOINES	IA	50313
HISPANIC EDUCATION RESOURCES	828 SE SCOTT STREET		DES MOINES	IA	50309
HOMES OF OAKRIDGE NEIGHBORHOOD	1236 OAKRIDGE DRIVE		DES MOINES	IA	50314-2119
HOOVER HIGH SCHOOL	4800 AURORA AVENUE		DES MOINES	IA	50310
HOOVER HIGH SCHOOL	1409 CLARK STREET		DES MOINES	IA	50314
HOUSE OF MERCY	1409 CLARK STREET		DES MOINES	IA	50314
HOYT MIDDLE SCHOOL	2700 EAST 42ND STREET		DES MOINES	IA	50317
HY-VEE 86TH & DOUGLAS	8601 DOUGLAS AVENUE		URBANDALE	IA	50322
HY-VEE ALTOONA	100 8TH STREET SW		ALTOONA	IA	50009
HY-VEE ANKENY	410 NORTH ANKENY BLVD		ANKENY	IA	50023
HY-VEE EUCLID	2540 EAST EUCLID AVENUE		DES MOINES	IA	50317

Organization	Address 1	Address 2	City	State	Zip
HY-VEE WINDSOR HEIGHTS	7101 UNIVERSITY		WINDSOR HEIGHTS	IA	50311
HY-VEE 35TH	1700 VALLEY WEST DRIVE		WEST DES MOINES	IA	50266
HY-VEE DRUGSTORE	4100 UNIVERSITY AVENUE		DES MOINES	IA	50311
HY-VEE FLEUR	4605 FLEUR DRIVE		DES MOINES	IA	50321
HY-VEE GRAND WDM	1990 GRAND AVENUE		DES MOINES	IA	50265
HY-VEE JORDAN CREEK	1725 JORDAN CREEK		WEST DES MOINES	IA	50266
HY-VEE MILLS CIVIC PARKWAY	555 SOUTH 51ST STREET		WEST DES MOINES	IA	50265
HY-VEE MLK	3330 MARTIN LUTHER KING PKWY		DES MOINES	IA	50310
HY-VEE PARK AVENUE	3221 SE 14TH STREET		DES MOINES	IA	50320
HY-VEE PLEASANT HILL	4815 MAPLE DRIVE		PLEASANT HILL	IA	50327
HY-VEE SOUTHRIDGE	1107 EAST ARMY PSOT ROAD		DES MOINES	IA	50315
IA WOMEN'S CORRECTIONAL	1917 HICKMAN ROAD		DES MOINES	IA	50314-1502
ING LIFE INSURANCE & ANNUITY CO.	909 LOCUST STREET		DES MOINES	IA	50309
INTERNATIONAL CENTER	929 3RD STREET	SUITE 203	DES MOINES	IA	50309
IOWA BUREAU OF REFUGEE SERVICES	401 SW 7TH STREET	SUITE N	DES MOINES	IA	50309-4620
IOWA COMPREHENSIVE HUMAN SERVICES	1111 9TH STREET	SUITE 260	DES MOINES	IA	50314-2527
IOWA DEPARTMENT OF THE BLIND	524 4TH STREET		DES MOINES	IA	50309
IOWA DEPT OF HUMAN SERVICES	1900 CARPENTER AVENUE		DES MOINES	IA	50314
IOWA HOMELESS YOUTH CENTERS	701 GRAND AVENUE		DES MOINES	IA	50309-2704
IOWA HOMELESS YOUTH CENTERS	1216 MLK JR. PARKWAY		DES MOINES	IA	50309-2704
IOWA HOMELESS YOUTH CENTERS	1219 BUCHANAN		DES MOINES	IA	50316-3433
IOWA LEGAL AID	1111 9TH STREET	SUITE 320	DES MOINES	IA	50309
IOWA WORKFORCE DEVELOPMENT	430 EAST GRAND AVENUE		DES MOINES	IA	50309-2310
KAPLAN UNIVERSITY	4655 121ST STREET		URBANDALE	IA	50323
KIM CARLSON	720 25TH AVENUE SW		ALTOONA	IA	50009
LINCOLN HIGH SCHOOL	2600 SW 9TH STREET		DES MOINES	IA	50315
LINK ASSOCIATES	1452 29TH STREET		WEST DES MOINES	IA	50266
LIQUITTI TOWER	430 GRAND AVENUE		DES MOINES	IA	50309
LUTHERAN SOCIAL SERVICES	3125 COTTAGE GROVE		DES MOINES	IA	50311
MAINSTREAM LIVING	333 SW 9TH STREET	SUITE C	DES MOINES	IA	50309-4440
MCCOMBS MIDDLE SCHOOL	201 COUNTYLINE ROAD		DES MOINES	IA	50320
MERCY MEDICAL CENTER	1111 6TH AVENUE		DES MOINES	IA	50314
MEREDITH MIDDLE SCHOOL	4827 MADISON STREET		DES MOINES	IA	50310
MERLE HAY MALL	3850 MERLE HAY ROAD	SUITE 101	DES MOINES	IA	50310
NATIONWIDE	1100 LOCUST STREET	DEPT 2005	DES MOINES	IA	50391-2005
NORTH HIGH SCHOOL	501 HOLCOMB		DES MOINES	IA	50313
NORTH SIDE LIBRARY	3516 5TH AVENUE		DES MOINES	IA	50313
PACE	620 8TH STREET		DES MOINES	IA	50309
PARK PLACE	615 PARK		DES MOINES	IA	50309-1601
PASSAGEWAY	305 15TH STREET		DES MOINES	IA	50309
PIONEER HI-BRED INTERNATIONAL	7000 NW 62ND AVENUE	PO BOX 1000	JOHNSTON	IA	50131
PLYMOUTH PLACE	4111 INGERSOLL AVENUE		DES MOINES	IA	50312
POLK COUNTY	111 COURT AVENUE	ROOM 320	DES MOINES	IA	50309
POLK COUNTY CLERK OF COURT	500 MULBERRY	ROOM 212	DES MOINES	IA	50309
POLK COUNTY FAMILY ENRICHMENT	2309 EUCLID AVENUE		DES MOINES	IA	50310
POLK COUNTY HEALTH SERVICES	1907 CARPENTER AVENUE		DES MOINES	IA	50314
POLK COUNTY JAIL	1985 NE 51ST PLACE		DES MOINES	IA	50313
POLK COUNTY SUPPLEMENTAL FOODS	2309 EUCLID AVENUE		DES MOINES	IA	50310
PRIMARY HEALTH CARE	3509 EAST 29TH STREET		DES MOINES	IA	50317
PROBATION OFFICE	1000 WASHINGTON		DES MOINES	IA	50314
ROOSEVELT HIGH SCHOOL	4419 CENTER STREET		DES MOINES	IA	50312
SCAVO CAMPUS	3725 52nd Street		DES MOINES	IA	50310
SOUTH SIDE LIBRARY	1111 PORTER AVENUE		DES MOINES	IA	50315
SOUTHRIDGE MALL	1111 EAST ARMY POST ROAD		DES MOINES	IA	50315
SPECTRUM RESOURCES	1700 KEO WAY		DES MOINES	IA	50314
ST. MARY'S FAMILY CENTER	1815 HUBBELL AVENUE		DES MOINES	IA	50316

Organization	Address 1	Address 2	City	State	Zip
STATE CAPITOL	EAST 9TH AND GRAND AVENUE		DES MOINES	IA	50319
STATE HISTORICAL SOCIETY	600 EAST LOCUST		DES MOINES	IA	50314-1006
STATE OF IOWA	1305 WALNUT STREET		DES MOINES	IA	50319
THE HOPE CENTER	602 EAST GRAND AVENUE		DES MOINES	IA	50309
THE ROSE OF DES MOINES	1330 19TH STREET		DES MOINES	IA	50314
UNITED COMMUNITY SERVICES INC.	4908 Franklin Ave		DES MOINES	IA	50310
URBAN DREAMS	1410 6TH AVENUE		DES MOINES	IA	50314
VA CENTRAL IOWA HEALTHCARE SYSTEM	3600 30TH STREET	ROOM 116A	DES MOINES	IA	50310
VALLEY WEST MALL MNGT OFFICE	1551 VALLEY WEST DRIVE	SUITE 400	WEST DES MOINES	IA	50266-1108
WALMART	2150 EAST 1ST STREET		GRIMES	IA	50111
WALMART ANKENY	1002 SE NATIONAL DRIVE		ANKENY	IA	50021
WDM HUMAN SERVICES	PO BOX 65320		WEST DES MOINES	IA	50265
WEEKS MIDDLE SCHOOL	901 EAST PARK AVENUE		DES MOINES	IA	50315
WELLMARK INC.	1331 GRAND AVENUE		DES MOINES	IA	50306-9232
WEST DES MOINES PUBLIC LIBRARY	4000 MILLS CIVIC PARKWAY		WEST DES MOINES	IA	50265-2049
YMCA	2 SW 9TH STREET		DES MOINES	IA	50309
YOUNKERS VALLEY WEST MALL	200 VALLEY WEST MALL		WEST DES MOINES	IA	50021
MERCY FRANKLIN	1818 FRANKLIN AVENUE		DES MOINES	IA	50310
ADECCO	3636 WESTOWN PARKWAY	SUITE 100	WEST DES MOINES	IA	50266-1054
AFSC	4211 GRAND AVENUE		DES MOINES	IA	50312
ALLIANCE TECHNOLOGIES	420 WATSON POWELL JR WAY	SUITE 100	DES MOINES	IA	50309
AMERICAN REPUBLIC INSURANCE	601 6TH AVENUE		DES MOINES	IA	50309-1605
ANAWIM HOUSING	2024 FOREST AVENUE	SUITE 101	DES MOINES	IA	50311
BANKERS TRUST	505 6TH AVENUE		DES MOINES	IA	50309
BELIN & HARRIS	7TH & WALNUT		DES MOINES	IA	50309-3817
BIDWELL RIVERSIDE CENTER	1203 HARTFORD		DES MOINES	IA	50315
BOYS & GIRLS CLUB OF CENTRAL IOWA	705 EAST UNIVERSITY AVENUE		DES MOINES	IA	50316
BOYS & GIRLS CLUB OF CENTRAL IOWA	201 SW COUNTY LINE ROAD		DES MOINES	IA	50320
BOYS & GIRLS CLUB OF CENTRAL IOWA	2500 UNIVERSITY AVENUE		DES MOINES	IA	50311
BROADLAWNS	1801 HICKMAN ROAD		DES MOINES	IA	50314
BROADLAWNS HOSPITAL	1800 HICKMAN ROAD		DES MOINES	IA	50314
BROADLAWNS HOSPITAL	1800 HICKMAN ROAD		DES MOINES	IA	50314
BROADLAWNS HOSPITAL	1801 HICKMAN ROAD		DES MOINES	IA	50314
BROADLAWNS HOSPITAL	1801 HICKMAN ROAD		DES MOINES	IA	50314
BROADLAWNS HOSPITAL	1801 HICKMAN ROAD		DES MOINES	IA	50314
BROADLAWNS OUTREACH PROGRAM	1801 HICKMAN ROAD		DES MOINES	IA	50314
CATHOLIC WORKER HOUSE	1310 7TH STREET		DES MOINES	IA	50314
CDS	1901 BELL AVENUE		DES MOINES	IA	50315-1199
CELEBRATION OF CHRIST CHURCH	530 NE BROADWAY		DES MOINES	IA	50313
CENTER FOR HEALTHY COMMUNITIES	1200 PLEASANT STREET		DES MOINES	IA	50309
CENTER STREET PARK & RIDE	210 2ND AVENUE		DES MOINES	IA	50309
CENTRAL IOWA GAMBLING TREATMENT PROGRAM	3451 EASTON BLVD		DES MOINES	IA	50317
CITY HALL ACTION CENTER	400 EAST 1ST STREET		DES MOINES	IA	50309-1803
CITY OF DM HOUSING	100 EAST EUCLID	SUITE 101	DES MOINES	IA	50313
CORNERSTONE FAMILY CHURCH	3114 SW 61ST STREET		DES MOINES	IA	50321
COTTAGE GROVE PRESBYTERIAN CHURCH	1050 24TH STREET		DES MOINES	IA	50311
CROWN SERVICES INC	3500 2ND AVENUE	SUITE 4	DES MOINES	IA	50313-4468
D.A.V THRIFT STORE	2627 EAST UNIVERSITY AVENUE		DES MOINES	IA	50317
DES MOINES AREA RELIGIOUS COUNCIL	3816 36TH STREET	SUITE 202	DES MOINES	IA	50310
DES MOINES REGISTER	715 LOCUST		DES MOINES	IA	50309
EMPLOYEE & FAMILY RESOURCES	505 5TH AVENUE	SUITE 600	DES MOINES	IA	50309
EYERLY BALL	5631 FRANCIS AVE		DES MOINES	IA	50310
FAMILY PLANNING COUNCIL OF IOWA	108 3RD STREET	SUITE 220	DES MOINES	IA	50309
GOODWILL INDUSTRIES	3251 EAST EUCLID		DES MOINES	IA	50317
GREATER DES MOINES CONVENTION AND VISITORS BUREAU	400 LOCUST STREET	SUITE 265	DES MOINES	IA	50309-2350
HAWKEYE SECURITY INSURANCE	1245 JORDAN CREEK PARKWAY	SUITE 200	WEST DES MOINES	IA	50266
ILLAHEE HILLS	8308 COLBY PARKWAY		URBANDALE	IA	50322-7006

Organization	Address 1	Address 2	City	State	Zip
INSTITUTE FOR SOCIAL & ECONOMIC DEVELOPMENT	1111 9TH STREET	SUITE 380	DES MOINES	IA	50314
IOWA DEPT OF CORRECTIONS	510 EAST 12TH STREET		DES MOINES	IA	50319
IOWA FINANCE AUTHORITY	2015 GRAND AVENUE		DES MOINES	IA	50312
IOWA MEDIATION SERVICES	1025 ASHWORTH ROAD	SUITE 504	WEST DES MOINES	IA	50265
IOWA STUDENT LOAN	6775 VISTA DRIVE		WEST DES MOINES	IA	50266-9305
IOWA TITLE COMPANY	3930 WESTOWN PARKWAY		WEST DES MOINES	IA	50266-1032
JOHNSON & HIGGINS/KVI	1776 WEST LAKES PARKWAY		DES MOINES	IA	50398-3119
LUTHERAN CLOTHES CLOSET	511 DES MOINES STREET		DES MOINES	IA	50309
MANAGER'S OFFICE	2800 DOUGLAS AVENUE		DES MOINES	IA	50310
MCGOWENHURST CLARK & SMITH	1601 WESTLAKES PARKWAY	SUITE 300	WEST DES MOINES	IA	50266-8230
METRO TEMP	520 ARMY POST ROAD	SUITE 25	DES MOINES	IA	50315
MOUNT HEBRON BAPTIST CHURCH	1338 9TH STREET		DES MOINES	IA	50314-2710
PLANNED PARENTHOOD	PO BOX 4557		DES MOINES	IA	50305-4557
POLK COUNTY ADMIN BLDG	2309 EUCLID AVENUE		DES MOINES	IA	50310
PORTICOHR	2910 WESTOWN PARKWAY	SUITE 106	WEST DES MOINES	IA	50266
PRAIRIE WOODS APTS	4014 HUBBELL AVENUE		DES MOINES	IA	50317
PRISM GROUP LLC	7405 UNIVERSITY AVENUE	SUITE 6	CLIVE	IA	50325
PSYCHIATRIC MEDICINE ADDICTIONS MEDICINES	1801 HICKMAN ROAD		DES MOINES	IA	50314
REGENCY WOODS APTS	1137 11TH STREET		WEST DES MOINES	IA	50265
SALVATION ARMY	133 EAST 2ND STREET		DES MOINES	IA	50309-4827
SCIENCE CENTER OF IOWA	401 MARTIN LUTHER KING JR PKWY		DES MOINES	IA	50309
SEVENTH DAY ADVENTIST CENTER	2317 WATROUS AVENUE		DES MOINES	IA	50315
SHELLY SILVERS	910 WASHINGTON		DES MOINES	IA	50314
ST. JOSEPH EMERGENCY SHELTER	1535 11TH STREET		DES MOINES	IA	50314
TRINITY UNITED METHODIST CHURCH	1548 8TH STREET	PO BOX 41005	DES MOINES	IA	50311
VALLEY VIEW VILLAGE	2571 GUTHRIE AVENUE		DES MOINES	IA	50317
VALLEY WEST MALL	1551 VALLEY WEST MALL		WEST DES MOINES	IA	50266-1112
VISITING NURSE SERVICES	1111 9TH STREET	SUITE 320	DES MOINES	IA	50314-2527
AGING RESOURCES OF CENTRAL IOWA	5835 GRAND AVENUE	SUITE 106	DES MOINES	IA	50312
AMERICAN CANCER SOCIETY	8364 HICKMAN ROAD		DES MOINES	IA	50325
BOONE COUNTY EMPOWERMENT/DECAT	900 WEST 3RD AVENUE		BOONE	IA	50036
BOONE COUNTY LANDFILL	1268 224TH LANE		BOONE	IA	50036-7529

Organization	Address 1	Address 2	City	State	Zip
BOONE COUNTY PUBLIC TRANSIT	328 SNEDDEN DRIVE		BOONE	IA	50036-7583
BOYS & GIRLS CLUB OF CENTRAL IOWA	1031 OFFICE PARK ROAD	SUITE 1	WEST DES MOINES	IA	50265
CANDEO	9550 WHITE OAK LANE	SUITE 36	JOHNSON	IA	50131
CHILDSERVE	1915 PHILADELPHIA STREET		AMES	IA	50010
CYRIDE	1700 UNIVERSITY BOULEVARD		AMES	IA	50014-7109
DAROLD POWERS	6190 NW 59TH COURT		JOHNSTON	IA	50131
IA DEPT OF PUBLIC DEFENSE MILITARY DIVISION	BUILDING B-61 CAMP DODGE	7105 NW 70TH AVE	JOHNSTON	IA	50131-1824
DES MOINES AREA MPO	420 WATSON POWELL JR WAY	SUITE 200	DES MOINES	IA	50309
DES MOINES COMM ACTION AGENCY	1618 6TH AVENUE		DES MOINES	IA	50314
DES MOINES COMM ACTION AGENCY	100 EAST EUCLID AVENUE	SUITE 101	DES MOINES	IA	50313
DUANE TROESTER	2400 30TH STREET	APT. 368	DES MOINES	IA	50310-5571
DUSTIN SHADLE	4010 EAST 42ND STREET		DES MOINES	IA	50317
HOMECARE SERVICES, INC.	101 NORTH 9TH STREET		ADEL	IA	50003
IARC	404 4TH STREET NW		BONDURANT	IA	50035
IOWA DEPARTMENT OF PUBLIC HEALTH	321 EAST 12TH STREET		DES MOINES	IA	50319-0075
IOWA DEPARTMENT OF PUBLIC HEALTH	321 EAST 12TH STREET		DES MOINES	IA	50319-0075
IOWA ENVIRONMENTAL COUNCIL	500 EAST LOCUST	SUITE 220	DES MOINES	IA	50309
IOWA MEDICAID ENTERPRISE	100 ARMY POST ROAD		DES MOINES	IA	50315
JACK ECKER	2824 GRAND AVENUE	APT 308	DES MOINES	IA	50312-4271
JOPPA OUTREACH	118 SE 4TH STREET	SUITE 120	DES MOINES	IA	50309
LINDA KELLY CONSULTING	PO BOX 12264		DES MOINES	IA	50312
LUTHERAN SOCIAL SERVICs	3116 UNIVERSITY AVENUE		DES MOINES	IA	50311
POLK COUNTY ADULT SERVICES	111 COURT AVENUE		DES MOINES	IA	50309
STOREY COUNTY BOARD OF SUPERVISORS	900 6TH STREET		NEVADA	IA	50201
UNITED WAY OF CENTRAL IOWA	1111 9TH STREET	SUITE 100	DES MOINES	IA	50314-2500
URBANDALE COMMUNITY ACTION NETWORK	PO BOX 7615		URBANDALE	IA	50322
URBANDALE CHAMBER OF COMMERCE	2900 JUSTIN DRIVE		URBANDALE	IA	50322
WESLEY COMMUNITY SERVICES	944 18TH STREET		DES MOINES	IA	50314
WESLEYLIFE MEALS ON WHEELS	944 18TH STREET		DES MOINES	IA	50314
WEST DES MOINES HUMAN SERVICES	318 5TH STREET		WEST DES MOINES	IA	50265