



**Enriching Lives,
Connecting Communities,
Expanding Opportunities**

515-283-8100 ► ridedart.com

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Frequently Asked Questions

If I book a trip, how long will it take for my bus to arrive?

Wait times can vary. When booking a trip, it may take 5 to 30 minutes for the bus to arrive. You will be given an estimated time when you book your trip.

Can I book a ride for more than 1 person?

You can bring up to seven additional passengers. Please note that each additional passenger will need to pay a fare. It is important to include all people you are traveling with, including children, when you book your trip to ensure there are enough available seats on the bus.

Are vehicles wheelchair accessible?

Yes! Please let us know you need a wheelchair accessible ride when you set-up your account. This can be done in the app and on the web portal by tapping your profile picture or image at the top of the app menu and tapping the wheelchair accessibility toggle to turn it on. If someone in your party needs an accessible ride, please indicate that when adding passengers to your booking.

It is important to indicate that you are using a mobility device to ensure there are enough seats for you and other passengers.

Can I schedule trips in advance?

Yes, you can schedule trips up to seven days in advance. This can be done in the app and on the web portal by tapping "schedule" once you have entered your start and end locations. Riders have the option to schedule by pick-up time or the time they would like to arrive at their destination.

Can I cancel my ride?

Yes, if you no longer wish to take your booked trip, please cancel the trip in a timely fashion. You can cancel your trip by the same way you booked your trip; through the DART on Demand app, in the web portal or by calling Customer Service at 515-283-8100. You will not be charged for a trip canceled before your scheduled pickup time.

Can I use the MyDART app to plan a trip, book a trip or pay for a ride?

The MyDART app may only be used to pay for a trip using a mobile pass.

Planning and booking a trip must be done in the DART On Demand app, in the web portal or by calling Customer Service at 515-283-8100.

Questions?

Visit ridedart.com/ondemand for more information.

DART On Demand Partner



DART ON DEMAND



**On-Demand service
in Ankeny**

Pilot program effective Nov. 15, 2021



What is DART On Demand?

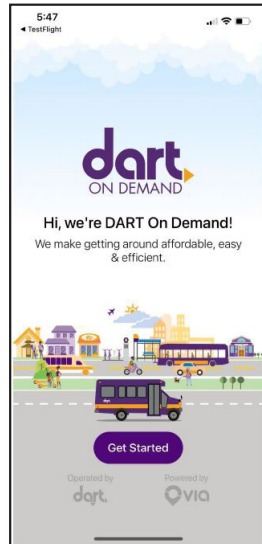
DART On Demand is a new pilot project featuring on-demand service in Ankeny. DART On Demand allows riders to book trips from their location to any destination.

All trips must take place within the designated zone. Trips can be booked in real-time (on-demand) or scheduled in advance and may be shared with other riders. DART On Demand uses smaller buses and smart technology to optimize your ride while picking up or dropping off other riders.

Riders can also book through an online web portal or by calling DART customer service at 515-283-8100.

DART On Demand operates Monday - Friday, from 6:00 a.m. - 6:30 p.m.

Rides are \$1 for a limited time. Riders who qualify for half fare and children ages 6-10 can ride for \$0.50.

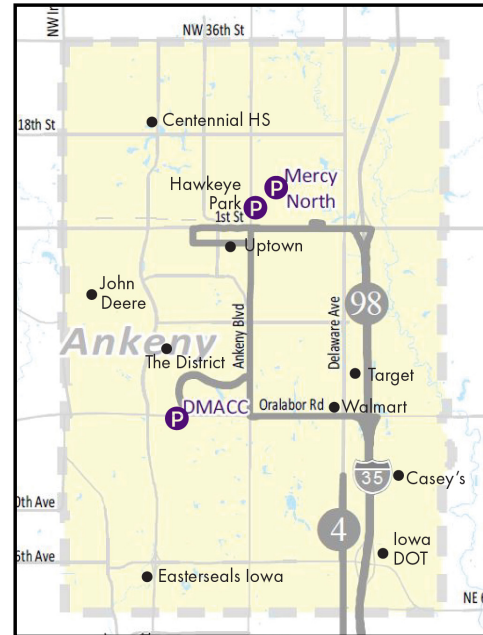


The DART On Demand Zone

DART On Demand is a curb-to-curb service that operates within a designated zone in Ankeny. All trips must start and end within the designated zone. Its boundaries consist of four major roadways:

- ▶ **North - 36th Street**
- ▶ **East - SE Four Mile Drive**
- ▶ **South - NE 62nd Avenue**
- ▶ **West - SW Irvinedale Drive**

Trips can also be booked to any bus stop within the zone to connect to DART's Fixed Route service. Riders can connect to Express Route 98 and Local Route 4.



3 Ways to Book a Ride

DART On Demand rides can be booked when you need them or scheduled in advance.

DART On Demand App

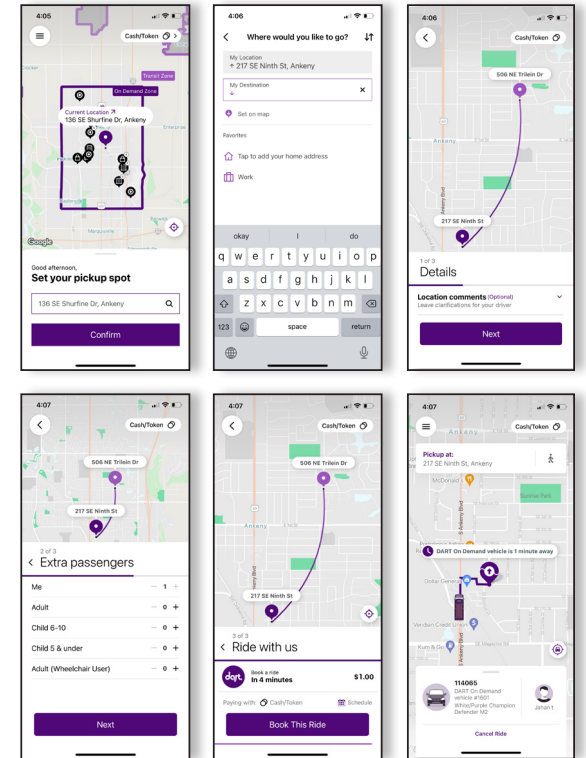
- ▶ **FIRST TIME USERS** Download the DART On Demand app from the App Store or Google Play store and follow the simple signup steps to create an account.
- ▶ Log into your account.
- ▶ Enter your pick-up and drop-off locations.
- ▶ Choose the ride option that works best for you.
- ▶ Track your ride in real-time while you wait.

Web Portal

- ▶ **FIRST TIME USERS** Follow the simple signup steps to create an account.
- ▶ Click to open the web portal or click the "Book a Ride" button.
- ▶ Log into your account.
- ▶ Enter your pick-up and drop-off locations.
- ▶ Choose the ride option that works best for you.
- ▶ If you entered a valid cell phone, you will be sent a link to track your ride in real-time.

Calling Customer Service

- ▶ **FIRST TIME USERS** You will need to provide your name and phone number to create an account.
- ▶ Call 515-283-8100 to book your trip.
- ▶ Request a DART On Demand trip and give the customer service representative your name, pick-up and drop-off locations and what time you would like to book a ride.
- ▶ If your account is tied to a valid cell phone, you will be sent a link to track your ride in real-time.



Paying for your ride

There are several ways to conveniently pay for your ride:

1. Pay when you book a ride in the DART On Demand app! To do this you will need to add a credit card to your app account. The driver will know you have paid in the app when you board.
2. Pay with cash when you board. If using cash, please bring the exact fare as bus operators cannot give change.
3. Pay using the MyDART app. Mobile DART On Demand passes are available in the MyDART app. Keep in mind DART On Demand rides cannot be booked in the MyDART app.
4. Swipe your weekly or monthly DART pass or pay using tokens. One token per ride (tokens are valued at \$1.75, no change will be given).