

# Reimagine DART Concepts Survey

Reimagine DART is an effort to redesign DART’s public transit network. Bus routes and services will change beginning in summer 2026. Our goal is to provide the best service we can within our budget by designing a network that meets people’s changing travel needs.

This survey is part of the first phase of public input. In this survey, we are asking some questions about two different bus network Concepts. You can read more about the Concepts and the overall project at [ReimagineDARTdsm.com](http://ReimagineDARTdsm.com).

The Concepts presented in this survey are not recommendations. Instead, they are two very different Concepts intended to help DART better understand what is most important for providing transit service to the community and how to balance different goals. Your input in response to these Concepts will inform the design of the Draft Network, which we will present for public input in August.

### YOUR TRAVEL

#### 1. First, which city do you live in?

*(Check the box that applies.)*

- Altoona
- Ankeny
- Bondurant
- Clive
- Des Moines
- Johnston
- Pleasant Hill
- Unincorporated Polk County
- Urbandale
- West Des Moines
- Windsor Heights
- Other

#### 2. Apart from where you live, which city do you go to the most?

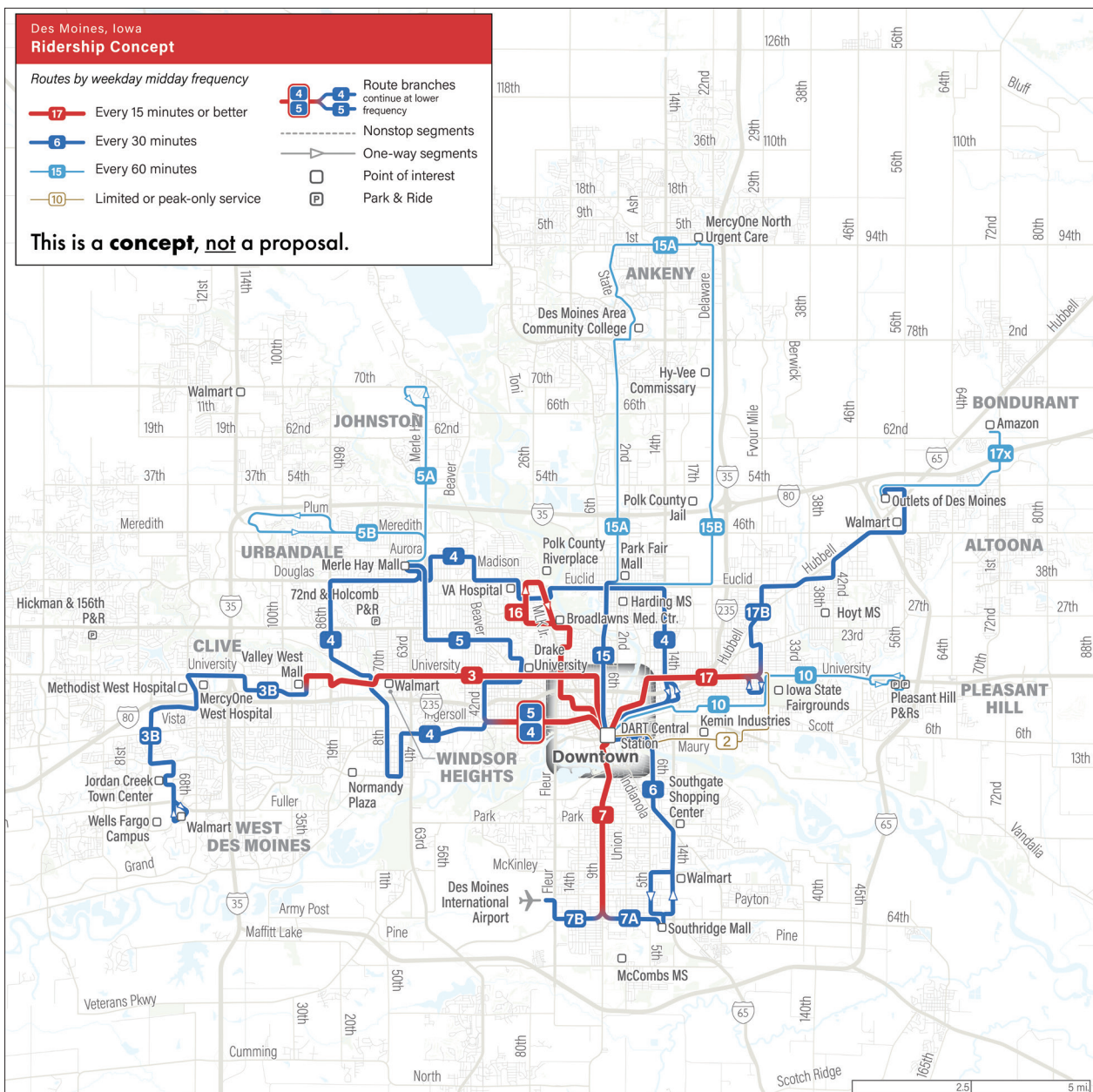
*(Check the box that applies.)*

- Altoona
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### The **RIDERSHIP** Concept

The **Ridership Concept** focuses on providing frequent service where most people and jobs are. Buses in these places would arrive on several routes every 15 or 30 minutes during most of the day, all week. So many people would have to wait less time for a bus. However, by providing so much bus service in these places, there would be fewer total bus routes, even with the same amount of money that DART has to deliver service today. Some riders to have longer walks to their bus routes, while others may not have bus service at all.

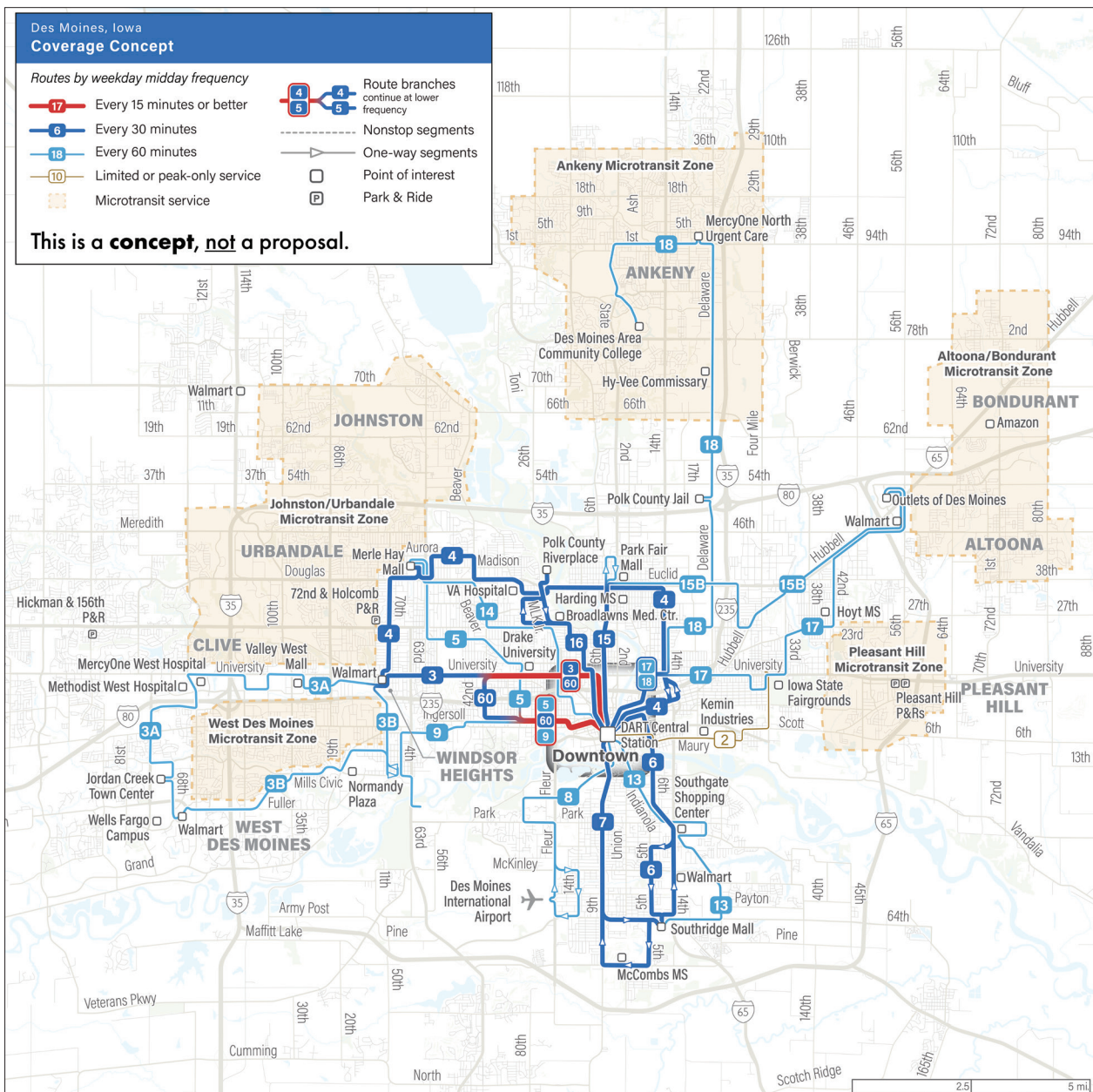
Where service remains, most buses would come more often than today, so more people would be able to get to more jobs and other locations faster. More people would find the service useful, so more people would ride the bus.



### The **COVERAGE** Concept

The **Coverage Concept** focuses on providing some service to as many people and places as possible. All places that have service today would still be near some service, and some areas would get new, though minimal, service.

Spreading the service out to so many areas means that most routes can't offer service that comes often (every 15 minutes). There would be more total routes, but most buses would only come every 30 or 60 minutes throughout the week. So most people would still have to wait a long time for a bus. This concept also has microtransit zones that would run Monday-Friday where you would use an app or call to get a ride to another point within the zone. The response time could be up to an hour, and you may be asked to walk to a major street.



### YOUR THOUGHTS ON THE TWO CONCEPTS

#### 3. As you view the two concepts, which do you prefer?

(Check the circle that applies.)



#### 4. Are there any service route ideas in either concept that stand out to you?

Are there any ideas in the Ridership Concept that you like? (Write your answers below.)

Are there any ideas in the Coverage Concept that you like? (Write your answers below.)

#### 5. Are there any service route ideas in either concept that you dislike?

Are there any ideas in the Ridership Concept that you dislike? (Write your answers below.)

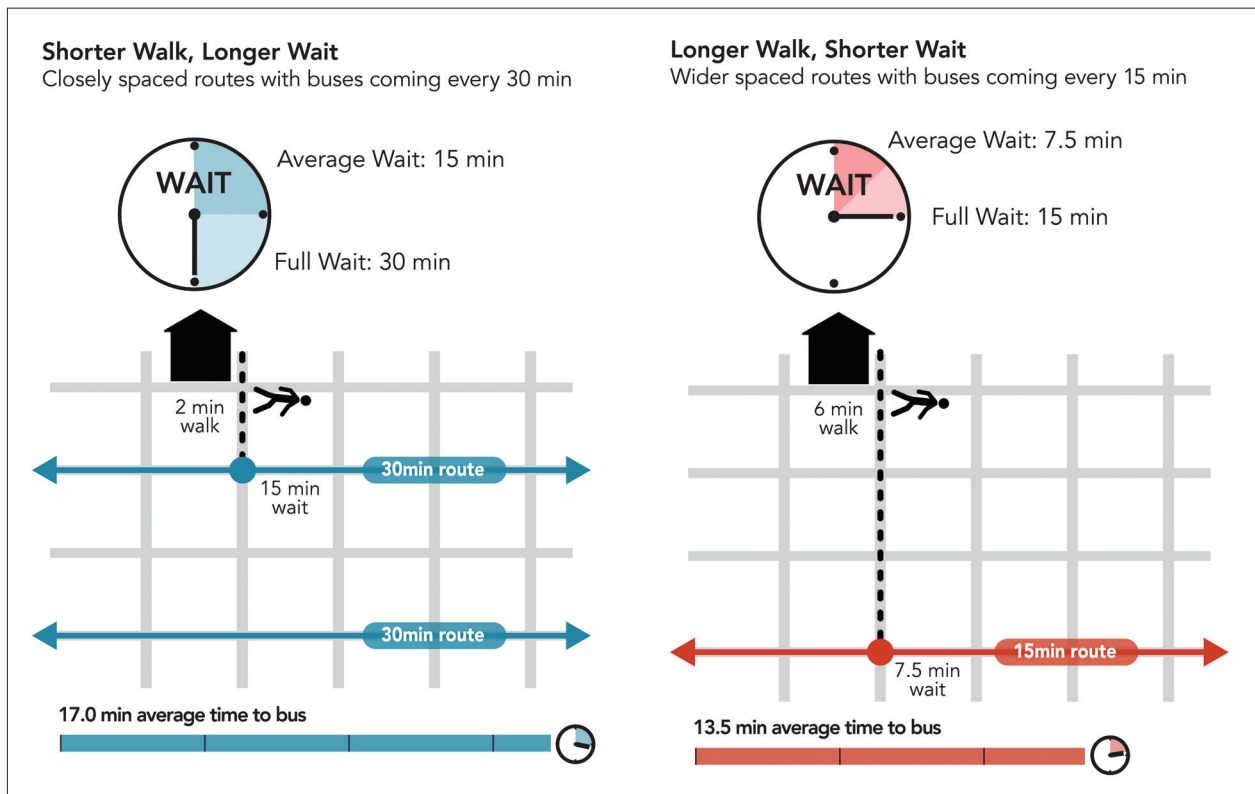
Are there any ideas in the Coverage Concept that you dislike? (Write your answers below.)

## Walking or Waiting

This example shows two different ways to provide transit service in the same neighborhood at the same cost.

In this first image, there are two bus routes where the service runs less often (every 30 minutes). This means that walks to the bus stop are short, but because the routes run less often, people have to wait longer for the bus to arrive.

In this second image, one bus route is running more often (every 15 minutes) on one major road. Some people may have to walk farther to reach the bus stop, but once they get to a bus stop, the wait for the bus is shorter.



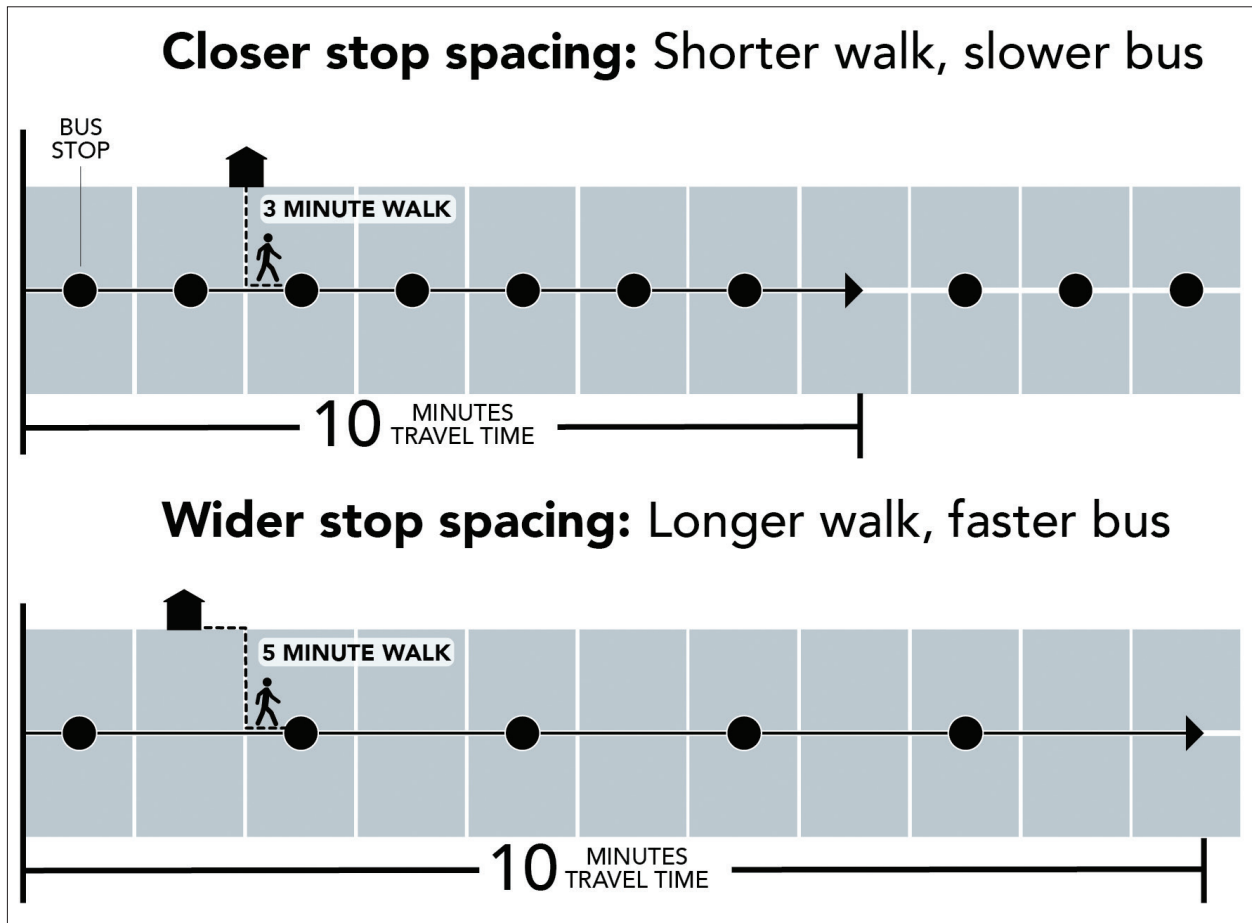
### 6. Thinking about this walking versus waiting trade-off, which do you prefer?

(Check the box that applies.)

- I prefer shorter waits for a bus, even if it means a longer walk to a bus stop.
- I prefer shorter walks to a bus stop, even if it means a longer wait for a bus.

## Bus Stop Spacing

Today, DART’s bus stops are spaced close to each other (about 8 stops per mile, on average). That means that for many people, it is easy to walk to any of several stops on a route. But a customer does not need several stops; they just need one stop. With wider stop spacing, bus travel times are faster but walking distances are longer.



### 7. Thinking about this trade-off, which do you prefer?

*(Check the box that applies.)*

- I prefer shorter walks to a bus stop, even if it means slower, less reliable bus service.
- I prefer faster, more reliable bus service, even if that means longer walks to a bus stop.

### ABOUT YOU

*(Optional Questions)*

#### A. On average, how often have you ridden DART in the past year?

*(Check the box that applies.)*

- Daily
- A few times a year
- At least once a week
- I didn't use DART in the last year

#### B. What is your gender?

*(Check the box that applies.)*

- Female
- Nonbinary or genderqueer
- Male
- Prefer not to say

#### C. What is your age?

*(Check the box that applies.)*

- Under 18
- 25-34 years
- 50-64 years
- 18-24 years
- 35-49 years
- 65+ years

#### D. Which of the following BEST describes your race/ethnicity?

*(Check the box that applies.)*

- American Indian/Alaska Native
- Caucasian/White
- Other
- Asian/Pacific Islander
- Hispanic/Latino
- Black/African American
- Middle Eastern/North African

#### E. What is your approximate household income, before taxes?

*(Check the box that applies.)*

- Under \$25,000
- \$50,000-\$75,000
- \$100,000-\$125,000
- \$25,000-\$50,000
- \$75,000-\$100,000
- More than \$125,000

### Is there anything else you'd like to share?

*(Write your answers below.)*

**If you would like to receive email updates about Reimagine DART, please enter your email address below.** Your email address will not be shared or linked with your responses.

Email: \_\_\_\_\_