



# Bus Training



**Central  
Iowa  
Center for  
Independent  
Living**

## **Outline for Bus Training**

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## BUS TRAINING

### I. Introduction

#### A. Why ride the bus?

- Saves money
- Less maintenance on your vehicle
- Reduces your carbon footprint
- Relieves congestion
- Lessens dependency on foreign oil
- Improves quality of life
- Provides accessibility
- Encourages mobility and freedom for people with disabilities

#### B. How to know what bus route to take?

**There's a very important phone number you will all need to know and remember. That number is 283-8100. This is the number to call the Des Moines Area Regional Transit Authority to get information on your bus trip.**

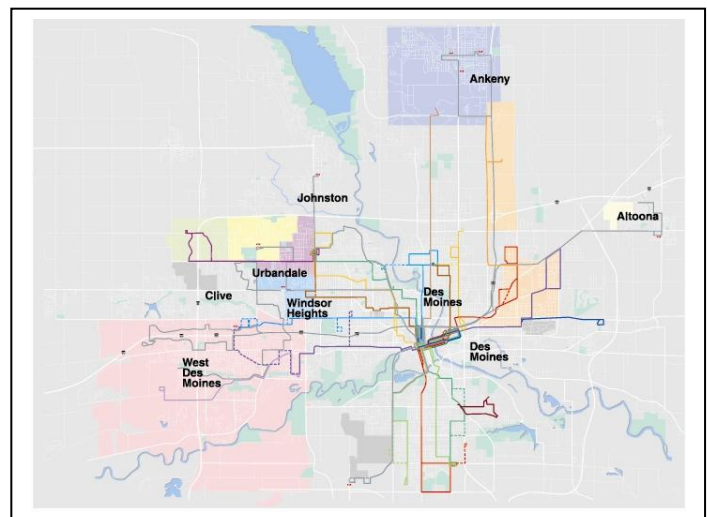
Before you call, you will need to know your destination-where are you going?

Tell the customer service representative where you're starting from and where you want to go. They'll map your trip for you right over the phone, including routes, times and stop locations.

You can also plan your trip by using DART's System Route Map and bus schedules, which are available online at [ridedart.com](http://ridedart.com), or where DART bus passes and tokens are sold.

#### C. System Route Map:

The map is designed to give you an overview of the bus system. With this, you can see at a glance the areas we serve and what routes will get you where you need to go. Locate your starting point and destination to find the route(s) that best meets your needs.






If you are using more than one route to complete your trip, refer to the System Route Map to determine where your first route connects to your second route. Check the schedule for the route you will be transferring to, and coordinate the time your first bus arrives and your transfer bus departs. Most transfers take place downtown at the Walnut Street Transit Mall. Find the closest bus stop and wait for the bus. All DART stops are clearly marked with purple and orange bus stop signs. Some stops will have shelters or benches.

- At the top of the schedule is the name of the route. This is also the name of the bus you will need to catch.
- The name of the bus is on the destination sign. This is found above the front windshield and on the side of the bus near the front door.
- The schedule has a small map of the route the bus will take, and there are small white circles on the map called timepoints. You can use these to help find what time you need to catch the bus.
- There is a color coded number matching your schedule's color on the front window opposite the driver.

#### E. Transfers:

If you need to travel on more than one bus to reach your destination, ask the driver for a transfer as you pay your fare on the first bus you board. A transfer is free and is valid for 2 hours after the time shown on the transfer, or until your connecting bus arrives. When you board the next bus just hand the transfer to the driver and continue on your trip.

**DART does not guarantee same time transfers; you may want to take an earlier bus to insure timeliness.**

				
GOOD FOR TWO HOURS AFTER TIME OF ISSUE.				
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# SAMPLE

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9				
10				
<b>EMERGENCY</b>				

## F. Bus Stops:

### A few things to remember

- When you are at the bus stop, make sure the driver can see you; be visible, but safe.
- Be early, so you don't miss your bus.
- Have your bus fare ready.
- When you get on the bus, use the front door; to get off of the bus use the rear door.
- Never walk in front of a bus.
- Always watch for on-coming cars.



## G. Getting On the Bus:



- Find the closest bus stop and wait for the bus. All DART stops are clearly marked with purple and orange bus stop signs.
- Remember to sit or stand where the driver can see you. It's always a good idea to arrive at your stop at least 5 minutes early!
- When the bus arrives, read the name and number sign on the front of the bus before getting on to make sure you are boarding the right bus. If you're not sure, ask the bus driver. Our drivers are always happy to help!
- (Note: some old MTA signs have yet to be replaced with DART signs, driver will stop at both DART and MTA signs)

## H. Bus Fares:

You have your System Route Map and Route Schedule, now you will need bus fare.

You can use:

- Cash
- Bus tokens
- Bus passes



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

# DART FARES

• **FARES**

**Regular Routes**

Adult.....\$1.75  
Reduced Fare\*.....\$0.75  
Children 6-10 .....\$0.75  
Children 5 & Under.....FREE

**(Must be accompanied by an adult)**

**Express Routes**

Cash .....\$2.00  
Reduced Fare.....\$0.75  
Children 6-.....\$0.75  
Children 5 & Under.....FREE

**(Must be accompanied by an adult)**

**Transfers** .....FREE

Request when boarding.  
Valid two hours after issued

**On Call Services**

Cash.....\$3.50  
Reduced Fare\* .....\$0.75  
Transfers .....FREE

**LINK, MLK and D-Line Shuttle**

Cash.....FREE  
Reduced Fare\* .....FREE

**Tokens**

Tokens must be purchased in packages of 10.

Full Fare .....10/\$17.50  
Half Fare .....10/\$7.50

**(Reduced Fare ID Only)**

**When purchasing reduced fare passes or tokens you must show your DART ID and a photo ID.**

**DART Passes**

Passes are good for unlimited rides during the time period shown on the Face of the pass. Weekly/Monthly passes may be used for Express and On-Call services with an additional fare.

Weekly (Regular) .....\$16.00  
Monthly (Regular) .....\$48.00  
Express Plus Monthly  
(Regular, Express & On-Call ..\$58.00

Reduced\* Weekly (Regular).....\$7.00  
Reduced\* Monthly (Regular).....\$24.00  
Reduced\* Express Plus Monthly  
(Regular, Express & On-Call ...\$29.00

**Zone Fares**

West Zone.....\$0.75  
The DART West Zone applies to the #1, #3, #94, #95, and #96 routes west of 63<sup>rd</sup> Street. Passenger must begin and end their trip west of 63<sup>rd</sup> Street.

Downtown Loop Zone .....\$0.50  
The Loop Zone applies to all routes going through Downtown Des Moines with the following boundaries: I-235 – North, E. 14<sup>th</sup> Street – East; 15<sup>th</sup> Street – West; and Mulberry/Court – South. Passenger must begin and end their trip within the zone boundaries.

\* Applies to Senior Citizens 65+ and persons with disabilities with DART issued ID. Medicare card may be used as proof to receive ID.

## I. Getting Off The Bus

Requesting a stop:

How will you know when to get off the bus?

When you're ready to get off the bus, signal the driver by pulling the cord above the window or pushing the vertical strip on the side of the window. Signal the driver a block before your stop.

To make sure you get the right stop, ask the driver to announce your stop when the bus arrives.

You can also:

- Look for your street sign
- Look for bus stop signs – you have to let the driver know one block before you want off
- Look for landmarks such as structures, natural landmarks, major streets, and traffic patterns




When you signal, a light will come on above the windshield that reads, “Stop Requested” and a bell will ring at the same time.

When you get off the bus, make sure the driver can see you when they proceed on. Never cross in front of the bus.

If possible, exit through the rear door of the bus. Wait for the green light before pushing the door open.

## II. Rider Tips:

- Arrive at the stop three to five minutes before your schedule departure time.
- Wait for the bus at the stop marked with purple and orange DART bus stop sign.
  - Note: some MTA signs are still being used; the driver will stop at both DART and MTA.***
- Don't stand behind trees, parked vehicles or other obstructions.
- Verify the route name and number on the front of the bus, or ask the driver.
- Exact fare, passes or reduced-fare ID's are required upon boarding.
- Ask the driver for a transfer as you board.
- Upon boarding, swipe your pass or deposit your fare in the farebox --- one slot is for coins and tokens, the other for bills.
- Some riders may pay reduced fares on regular bus routes if proper ID is shown.
- Whenever possible, remain seated during the ride. If you must stand, hold on to the handrails. If the bus is crowded, please move to the back.
- Please remember that it is against the law to smoke or eat on the bus.
- Please take your papers, magazines or other materials with you when you leave the bus.
- In the winter, please scrape snow or slush from your shoes before boarding.
- Please don't distract the driver or other riders. Earphones are required if you're listening to a radio or MP3 player.
- Signal the driver a block before your stop.
- Look for the  symbol on the route schedules to indicate wheelchair accessible trips. Ramp or lift equipped buses provide accessible service on most regular bus trips. DART accommodates passengers with service animals.

## III. Loop Zones:

There are two Loop Zones where you can ride the bus for a reduced fare if your trip begins and ends inside the Loop.

**The West Zone** applies to all regular and express routes that travel west of 63rd Street. Passengers must board and end their trip within the zone at \$.75 per ride.

**Downtown Loop Zone** applies to all routes going through Downtown Des Moines within the following boundaries: I-235-North, E. 14th Street-East, W. 15th-West, and Mulberry/Court-South. Passengers must begin and end their trips within the zone at \$.50 per ride. And as always, if you have any questions, call 283-8100.

#### IV. DART Bus Guidelines

1. Signs on the bus state that **“Seats in the front of the bus are “Reserved” for Disabled and Seniors”**. All passengers seated in this area are expected to give up their seat in the event that either one of these protected classes board the bus.
2. Wheelchairs and other mobility devices must be secured.
3. If you want the bus lowered, please tell the driver. Do not assume that the driver will automatically lower the bus for you.
4. No “Profanity” on the bus.
5. No “Fighting” on the bus.
6. No “Smoking” on the bus.
7. No Smoking DART facilities: Shelters, bus benches and the Walnut Transit Mall are smoke free pursuant to the Iowa Smoke Free Air Act.
8. No “Loud” music or talking on the bus.
9. No Food/Eating on the bus. (You can take food on the bus; you cannot consume it while on the bus).
10. No open beverage containers are allowed on the bus. (All containers must have a screw on lid or hard plastic container with a secured lid, i.e. coffee mugs).
11. Do not leave your garbage on the bus or at the bus stops.
12. No illegal activities or substances on the bus.
13. For your safety on crowded buses, please utilize the hand rails and straps at all times.
14. When the bus is crowded please utilize only one seat per person.
15. Feet, hands, heads and other body parts are to remain in the bus and not out the windows.
16. Do not stand in the doorway of the bus.
17. Mis-use of a non-transferable DART Reduced Fare card or misuse of a bus pass could lead to temporary or permanent loss of riding privileges.
18. Please be safe but visible to the driver when standing at the bus stop. Wave at the driver to insure they see you. If you do not need the approaching bus, please wave the driver on.
19. **No unnecessary conversation with the driver.** If you need to ask the driver a question, wait for the driver to stop at a stoplight or while stopped to load or unload passengers.
20. **Do not walk in front of the bus. Wait for the bus to pass so you can see on-coming traffic.**
21. **No activity is allowed that would hinder the safe operation of the bus.**
22. **All passengers must remain behind the yellow line.**
23. Bikes are to be secured on the bike rack. DART is not responsible for improperly secured bikes or bikes left on the bus.

## V. Paratransit and Bus Plus:

### HOW TO OBTAIN SERVICE

**STEP 1:** You may call 515-286-3484 to speak to or leave a message for a Polk County Adult Services social worker. If the social workers are out making home visits, voicemail will answer. Please leave a message with your name, address, telephone number, and zip code, and state that you wish to apply for Paratransit.

**STEP 2:** The social worker will ask you questions regarding your income, who else lives in the home, why you need the service, and why you cannot use the city bus. After you have provided the social worker with this information, he or she may schedule a home visit to talk with you more about your situation. Or, the social worker may tell you over the phone that based on your information, you would not meet the County's eligibility criteria for funding.

If you are not approved for County-funded service because you are over income guidelines or otherwise do not meet their guidelines, you can apply for DART's "**Bus Plus**" program. In order to qualify for Bus Plus you must have a disability that prevents you from being able to use the regular city bus. You may contact DART's Paratransit department at 515-283-8136 to request an application. You will be notified in writing within 21 days with a determination of eligibility.

**STEP 3:** In order to make a reservation for services, you must contact Paratransit the working day before you need the ride. Be prepared to give the reservationist the street address you are going to and the time you need to be there. Please be sure to tell the reservationist to note any special needs, such as a personal care attendant, mobility device used, etc. Please allow enough travel time as it is a public bus.

**STEP 4:** Should you have questions regarding your service, please call the Paratransit office at 515-283-8136.



*We'll Take You There!*

## VI. Bike & Ride:

Getting around Greater Des Moines is easier than ever thanks to DART's Bike & Ride program. With a bike rack on every regular and express-route bus you can take your bike just about anywhere - work, special events, parks, even your favorite bike trail!

To watch a video on how to use DART's Bike & Ride racks visit our website at [www.ridedart.com](http://www.ridedart.com)



## VII. Guaranteed Ride Home:

**Have a personal emergency while at work?** The Guaranteed Ride Home is a form of insurance for commuters who regularly ride an express bus or take a vanpool to work.

To qualify for a Guaranteed Ride Home you must:

- 1. Be a monthly bus pass holder, participate in the Unlimited Access program or belong to a vanpool.**
- 2. Ride an Express bus, Urbandale or West Des Moines On Call.**
- 3. Have a personal emergency between 8:00 am – 3:30 pm.**

**Call Dart at 515-283-8100 and we will provide a vehicle within 30 minutes.**

## **VIII. Process for DART's Reduced Fare Program**

The reduced fare program provides individuals with Disabilities and Seniors 65 and over the option to purchase reduced fare bus passes and tokens or pay cash at a reduced fare.

### **Reduced Fare for Disabled:**

An individual may inquire about the Reduced Fare Program by calling 515-283-8100 or stopping by DART at 1100 DART Way, Des Moines, IA. There is an application that must be filled out and the individual must provide documentation certifying that they are disabled.

There are many ways that an individual may become eligible for DART's disability program:

- ❖ Proof that they receive social security disability from the federal government (i.e. copy of award letter or check)
- ❖ Medicare Card
- ❖ Have a certified agency from the list provided fill out the **Agency Certification** section on application
- ❖ Have a family physician fill out the **Agency Certification** section on application.

Once an applicant is approved for the Disability Program the applicant will receive a DART Identification Card that is purple/white that says **REDUCED FARE**. The card may or may not have an expiration date depending on the nature of the disability. With the DART ID card the individual is eligible to use DART services for reduced fare. The individual may purchase a reduced fare monthly or weekly bus pass, reduced fare tokens, or pay cash at a reduced fare.

**If you are mailing in your application you must**  
**include a copy of your photo ID.**

## **Reduced Fare for Senior**

An individual may inquire about the Reduced Fare Program by calling 515-283-8100 or stopping by DART at 1100 DART Way, 1100 DART Way, Des Moines, IA. The individual must be 65 or older to qualify for the program. They must fill out an application and present a current photo ID with their date of birth on it.

Once an applicant is approved for the Reduced Fare Program the applicant will receive a DART Identification Card that is purple/white that says **REDUCED FARE**. The senior ID Cards will not have an expiration date.

With the DART ID card the individual is eligible to use DART services for reduced fare. The individual may purchase a reduced fare monthly or weekly bus pass, reduced fare tokens, or pay cash at a reduced fare.

There are conditions that apply to both programs:

- DART ID card and a photo ID must be shown to purchase reduced fare passes or tokens.
- You will also be required to show your DART ID upon boarding the bus to receive the reduced fare rate. You may also be asked for a photo ID.
- DART ID card is not transferable.
- Improper use if the DART ID card will result in loss of card privileges.
- You may purchase no more than 1 reduced fare monthly/Express Plus pass per month or 1 reduced fare weekly pass per week.

**If you are mailing in your application you must**  
**include a copy of your photo ID.**

**DISABLED APPLICATION**

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

D.O.B. \_\_\_\_\_ SEX F M SOC. SEC. \_\_\_\_\_

PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

**AGENCY CERTIFICATION:**

I certify that according to agency records or personal examination \_\_\_\_\_  
(Applicant's Name)  
qualifies for the disability reduced fare program offered by DART. (If temp. please  
specify dates.)

NATURE OF DISABILITY

\_\_\_\_\_ MENTAL \_\_\_\_\_ VISUAL IMPAIRMENT \_\_\_\_\_ PHYS. LIMIT  
\_\_\_\_\_ OTHER (PLEASE SPECIFY)

DATE \_\_\_\_\_ NAME \_\_\_\_\_

AGENCY \_\_\_\_\_

PHONE \_\_\_\_\_ ADDRESS \_\_\_\_\_

**If you are mailing this form into DART you must include a photo copy of your picture ID.**

OFFICE USE ONLY

DATE \_\_\_\_\_ CARD # \_\_\_\_\_ INT. \_\_\_\_\_ TEMP. \_\_\_\_\_ TO \_\_\_\_\_

DATE \_\_\_\_\_ CARD # \_\_\_\_\_ INT. \_\_\_\_\_ TEMP. \_\_\_\_\_ TO \_\_\_\_\_

DATE \_\_\_\_\_ CARD # \_\_\_\_\_ INT. \_\_\_\_\_ TEMP. \_\_\_\_\_ TO \_\_\_\_\_

Verified by: \_\_\_\_\_

Des Moines Area Regional Transit Authority  
1100 DART Way  
Des Moines, IA 50309  
Phone 515-283-8100  
Fax 515-283-8135

**SENIOR APPLICATION**

APPLICANT'S INFORMATION (PRINT CLEARLY)

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

DATE OF BIRTH \_\_\_\_\_ SEX M F

PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

**If you are mailing this form into DART you must include a photo copy of your picture ID.**

Verified by: \_\_\_\_\_

**IX. You can purchase your bus passes or tokens at any following Pass Sales Outlet location.**

Pass Sales Outlets are located at:

**Dahl's Food Marts**

3425 Ingersoll Ave  
1819 Beaver Ave.  
3400 E. 33rd St.  
4121 Fleur Dr.  
4343 Merle Hay Rd.  
1320 E. Euclid Ave.  
8700 Hickman Rd., Clive  
5440 N.W. 86th., Johnston  
1208 Prospect, WDM  
5003 E.P. True, WDM  
1802 N. Ankeny Blvd., Ankeny\*

**Hy-Vee Food Stores**

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

**Younkers**

Valley West Mall  
Jordan Creek\*

**Other Locations**

Hy-Vee Drugstore - 42nd & University Avenue  
Passageway - 305 15th St., Des Moines  
DART Office - 1100 DART Way, Des Moines  
Wal-Mart – Ankeny\* and Windsor Heights\*

**E-Z Money Check Cashing**

2910 E University  
1238 E 14<sup>th</sup>  
904 Army Post

**\*Indicates Tokens are not sold at this location.**



## X. Opportunities Thru Transit

### What is OTT?

Opportunities Thru Transit allows income-eligible individuals to ride DART buses for a reduced rate of \$18.00 per month. The City of Des Moines, Polk County, and the Des Moines Area Regional Transit Authority (DART) fund this program. The monthly bus pass is an unlimited-use pass that is good from the first day of the month until the last day.

### What are OTT passes?

Individuals enrolled in OTT may purchase a monthly pass. The passes are swiped through the fare box as you board the bus.

### Who is Eligible?

1) Program eligibility is determined by **total** household income. Customers will be given one pass per household. **All applicants must be working, looking for work or attending adult training to qualify.**

### Income Guidelines for 2009

Family Size	Amount	Family Size	Amount
1 person household	\$13,540	5 person household	\$32,240
2 person household	\$18,220	6 person household	\$36,920
3 person household	\$22,890	7 person household	\$41,590
4 person household	\$27,570	8 person household	\$46,270

### How do you apply?

Go to your nearest community center and ask for an application. After you fill it out, return it with proof of **entire** household income, such as pay-stubs, Social Security checks, etc. DART will send you a letter stating whether you are eligible for the program.

**OTT Passes Distribution Sites**

Pioneer Columbus	2100 S.E. 5 <sup>th</sup> Street
Logan Community Service	1740 E. Garfield
6 <sup>th</sup> Avenue Site Office	1618 6 <sup>th</sup> Avenue
CICIL	655 Walnut Suite 131

***Where do you purchase the passes?***

Once you apply at a specific community center, that community center is the **only** place you may purchase your pass. **NO CHECKS WILL BE ACCEPTED; CASH ONLY!**

***What are the regulations for the use of the OTT passes?***

1. Passes and are good on any regular route, excluding special event service.
2. Additional fees must be paid for DART's On Call and Express services.
3. DART is not responsible for lost or stolen passes.
4. Failure to abide with these regulations will result in immediate and permanent termination from DART's OTT program.

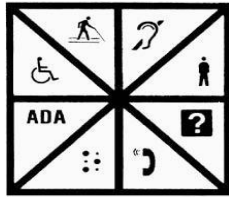
**For additional questions please call (515) 283-8100**

Des Moines Area Regional Transit Authority

## **XI. Trip Planner**

If you need assistance planning your bus trip we can help! You can call DART at 515-283-8100 and speak directly to a customer service representation and they can assist you right over the phone. You can also go to the DART website at [www.ridedart.com](http://www.ridedart.com), click on New Riders, then click Personal Trip Planning. With this you can email a DART customer service representative who will respond to your email with written instructions on when and where to catch your bus.

**"Come join us on the bus!"**



## **CICIL Central Iowa Center for Independent Living**

Contact us:

655 Walnut Street Suite 131

Des Moines, Iowa 50309

Toll Free: 1-888-503-2287

Local: 515-243-1742

TTY: 515-243-2177

Fax: 515-243-5385

Email: [cicl@centraliowacil.com](mailto:cicl@centraliowacil.com)

Visit us on the web: [www.centraliowacil.com](http://www.centraliowacil.com)

Our Mission

***Empowering people with disabilities to control their lives.***



## **Des Moines Area Regional Transit Authority**

For additional information about any DART service or program,

contact us:

1100 DART Way

Des Moines, Iowa 50309

Phone: 515-283-8100

Fax: 515-283-8135

Website: [www.ridedart.com](http://www.ridedart.com)

Our Mission

***The Des Moines Area Regional Transit Authority (DART) will be a leader in improving Central Iowa citizens' quality of life by placing the customer first while providing safe, innovative, and efficient public transportation service to the region.***