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DART to share proposed fare policy changes at two public meetings

Current policy will be updated to reflect new technology

DART is updating its current fare policy to reflect a new mobile ticketing app, available later this fall, and new gofareboxes, scheduled to be installed next summer. The current fare policy was approved by the DART Board of Commissioners in 2014 and included language about a new fare collection system using smart cards. Because of rapid changes in technology, DART is implementing mobile ticketing rather than smart cards.

Fare policy changes

The implementation of mobile ticketing in fall 2017 will result in the following changes to DART fares:

- \$4 day pass will be available through the mobile ticketing app valid on all Local and Express service.
- Riders will purchase rolling period passes through the app. This change would include a 7-day pass and 31-day pass good from the time they are activated. These passes would not be bound to a certain week or month, and would instead last for a determined number of days before expiring.
- One-way ticket purchases will remain activated for two hours per ticket, eliminating the need for paper transfer slips.

The implementation of new fareboxes in summer 2018 will result in the following changes to DART fares:

- \$4 day pass valid on all Local and Express service will be available for purchase on the bus or from DART Customer Service.
- Paper transfers will no longer be provided for riders paying cash. Riders can pay \$1.75 for each bus ride, or they can purchase a \$4 day pass. Day passes will allow a rider to take unlimited rides on Local and Express service for the remainder of the service day from when the ticket was purchased.

Attend a public meeting

Riders are encouraged to attend one of the two public meetings being held:

- Tuesday, Aug. 22, 2017 at noon in the Multimodal Room of DART Central Station, 620 Cherry Street, Des Moines
- Monday, Aug. 28, 2017 at 6 p.m. at the Polk County Northside Community Center, 3010 6th Ave, Des Moines.

Those who are unable to attend a meeting but would still like to provide feedback are asked to contact DART Customer Service by calling 515-283-8100 or by emailing DART@ridedart.com.

Free language, visual, hearing services are available at meetings upon request. Transportation services are also available. For requests, please call DART Customer Service at 515-283-8100 with as much advanced notice as possible.

DART staff conducted a Title VI analysis to ensure these change to the fare policy would not have a disparate impact for riders based on their race, ethnicity or national origin. The analysis also ensured the change would not place a disproportionate burden on low-income riders.

DART staff will collect feedback on these changes throughout August and share the results with the DART Board of Commissioners during their September meeting before they vote to approve the updated fare policy.

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

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