



DART Rideshare Vanpools

Frequently Asked Questions

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Vanpools

What is a RideShare vanpool?

A vanpool is a carpool taken a step further. Five to 12 commuters ride together to and from work in a fully equipped passenger van.

Where are RideShare vanpools available?

RideShare currently serves a 18-county region that includes Adair, Boone, Clarke, Dallas, Decatur, Guthrie, Iowa, Jasper, Lucas, Madison, Marion, Marshall, Polk, Poweshiek, Story, Union, Warren and Wayne counties. Additional vanpools are continually being created.

I don't know five to 12 people living and working in my area who share the same hours. What can I do?

DART RideShare partners with Iowa Rideshare to provide ridematching services. Simply complete the online registration at dart.iowarideshare.org and start finding your commute options. If you prefer personal assistance, please call DART RideShare Customer Service at 515-288-RIDE (7433).

What is the cost for riding in a RideShare vanpool?

The cost is calculated according to mileage and the number of passengers in the van. The complete fare chart can be viewed at ridedart.com. Van drivers ride for free and backup drivers can receive a \$25 per month discount. Many employers also offer a transportation benefit that further reduces rider costs.

Are there any costs other than the monthly fare?

RideShare collects a \$75 refundable deposit upon contract signing. Upon termination from the program, deposits are returned in full if the following criteria are met: 90-day participation, 30-day written notice of termination and no outstanding fees on account.

Who collects the money?

RideShare invoices each participant monthly. Vanpoolers can use a convenient online payment system to pay fares by credit card, debit card or electronic check. Automatic payment is also available. Some employers offer the option to have payment deducted pretax from employees' paychecks.

I spend less than \$70 per month in gas when driving alone. Would RideShare really offer me savings?

Vanpooling saves you more than just gas money; it also reduces wear and tear on your car and routine maintenance, insurance and parking costs. Additionally, vanpooling saves you time. You can catch up on work, read the paper, chat, sleep or just relax during your commute. You'll experience less stress and frustration because you won't have to fight rush hour traffic, congestion, construction and delays by yourself. And finally, carbon emissions can be eliminated by sharing rides to and from work and you'll play a direct role in cleaning the air we breathe.

Who drives the RideShare van and where will we meet?

An approved volunteer from the group drives the van. The van stays in possession of the group at all times. Once the group is formed, we work with you to find a convenient, central location for all vanpoolers to meet.

Does the RideShare van go to individuals' houses to pick them up?

Vanpoolers meet in a designated central location. This is where their cars will be left during the day when the van is in use.

**Who keeps the RideShare van when it is not in use?**

Each group decides where the van will be kept. The driver may keep the van for limited personal use.

What if I have an emergency in the middle of the day and need to get home?

RideShare will arrange for alternative transportation from work to home as many as three times per year, for personal emergencies.

I frequently travel between my company's offices in town. How will I get there if I do not drive?

All RideShare participants are eligible for a free bus pass that entitles them to ride any DART bus. Ride DART to run errands during the day or meet a friend across town for lunch. For help on planning your trip, call Customer Service at 515-283-8100.

Do you have any wheelchair accessible options?

RideShare has vans with wheelchair lifts that are available upon request. Once I'm in a vanpool, what if I decide vanpooling is not for me? RideShare has an initial three-month (90-day) commitment. After 90 days, it is a month-to-month commitment; there are no long-term obligations.

How do I get started in a RideShare vanpool or carpool?

Contact RideShare Customer Service today by phone at 515-288-RIDE (7433), fax to 515-283-8135 or email to rideshare@ridedart.com. We'll be happy to help group you with other commuters and provide you with more information.

Need more information?

For additional questions or concerns about DART RideShare and vanpooling, please contact DART RideShare Customer Service by phone at 515-288-RIDE (7433) or email at rideshare@ridedart.com.