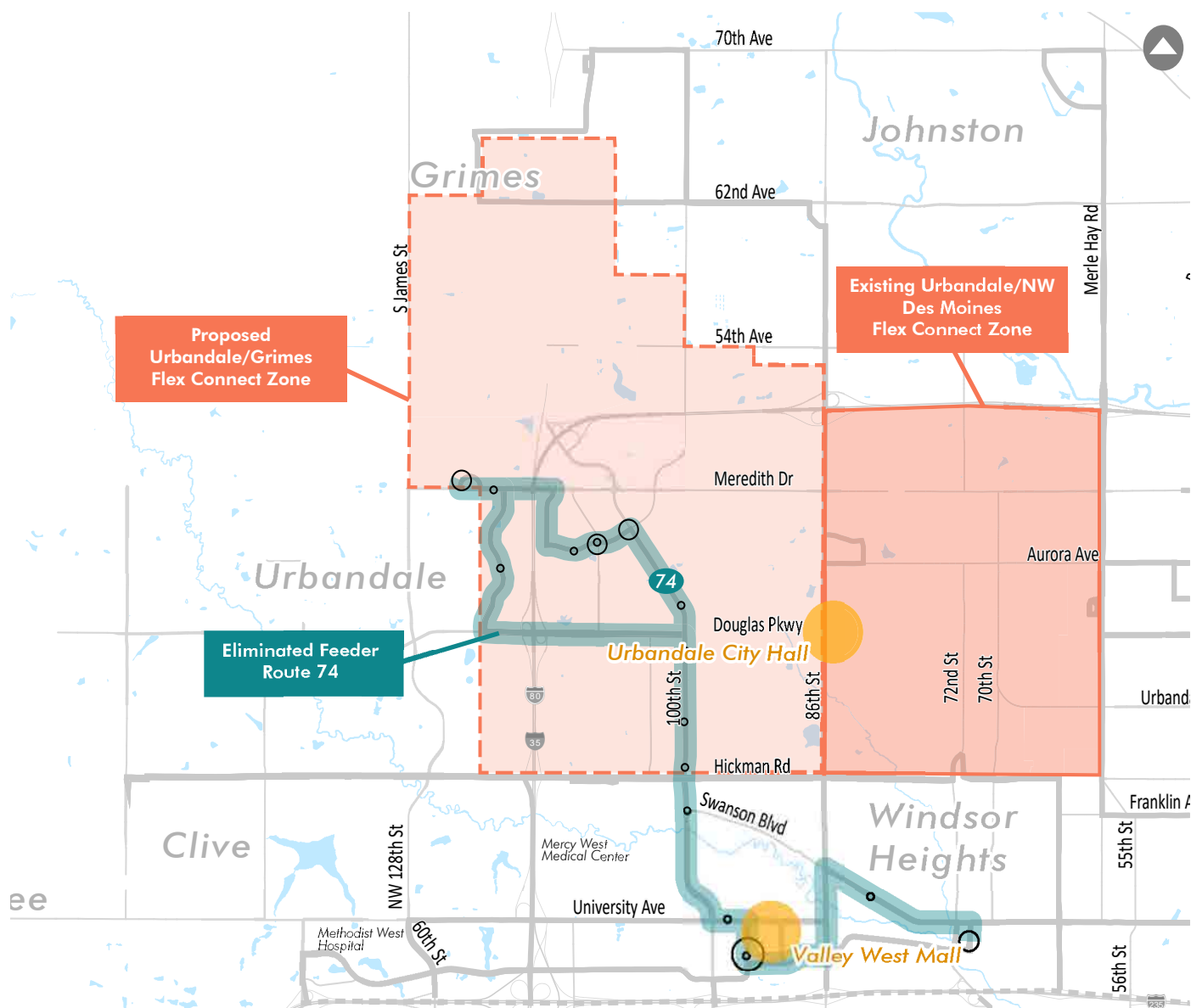


Flex Connect Urbandale / Grimes



In DART's spring survey, respondents expressed concern about the reliability of service provided through Uber and taxis. DART must monitor the reliability of its existing Flex Connect service against its Service Standards before proceeding with expansion.

The Goal

- Provide cost-effective first/last mile connection to employment areas in NW Urbandale and Grimes

Proposed Change

- Replace Route 74 with a new Flex Connect Zone that will provide Uber or taxi service to select bus stops from anywhere in the zone
- Mobility hubs and designated fixed-route transfer points at Valley West, Urbandale City Hall
- Expansion to Grimes
- Service hours 6 a.m. to 6:30 p.m. Monday - Friday

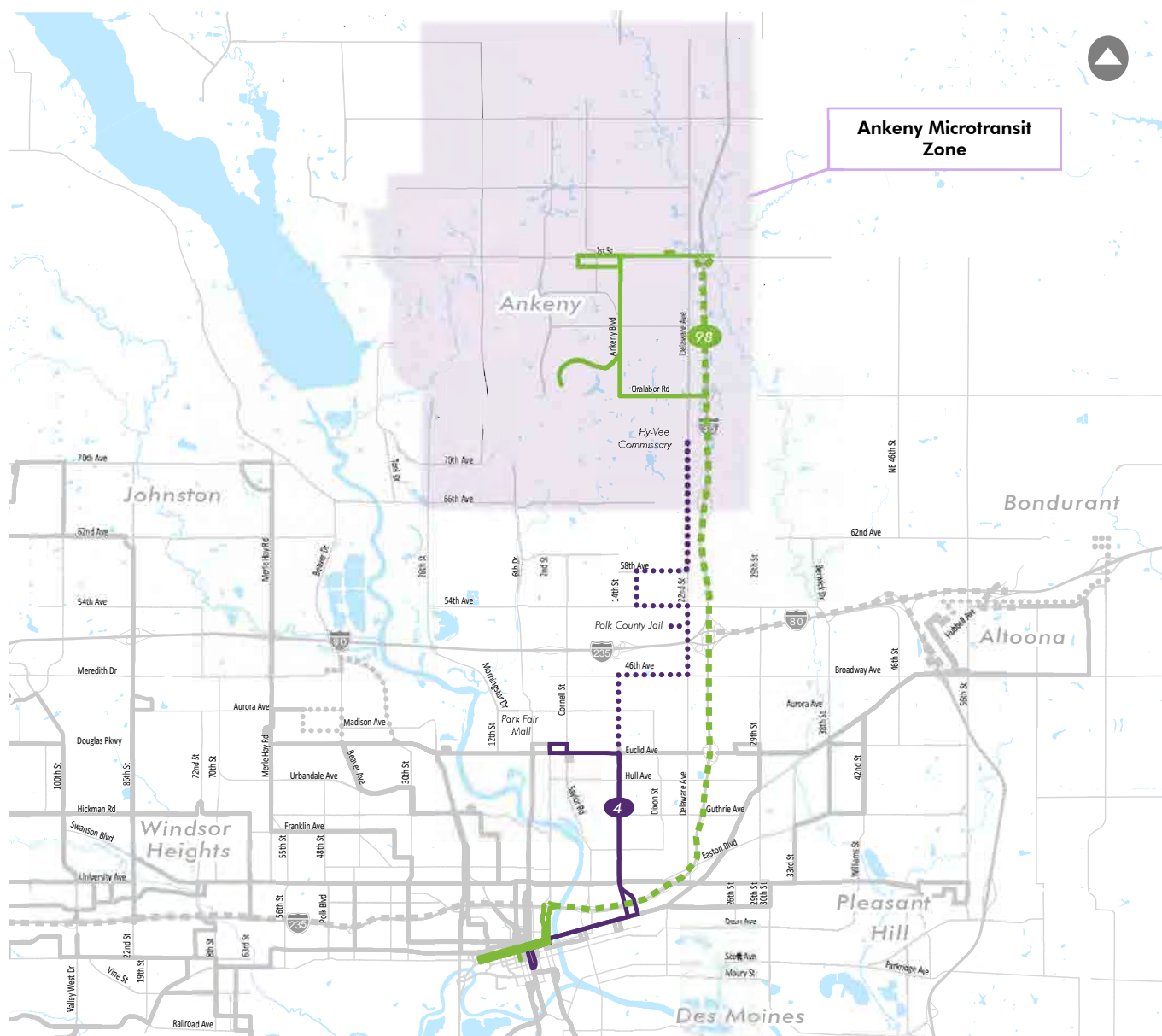
Rider Impact

- Minimal disruption: only 25 daily boardings, most are transferring already
- Expanded hours of service compared to existing Route 74
- On demand service reduces wait times compared to the current hourly bus service.

Cost Impact

- Cost-neutral to serve existing Route 74 demand + up to 50% increase in demand
- As resources allow, consider **longer hours and weekends**

Ankeny Microtransit Pilot



In DART's spring and fall outreach efforts, there was strong support for implementing microtransit in Ankeny and elsewhere in the region. As with other on demand models, short wait times and reliability will be key to customer satisfaction. In late 2021, DART launched the DART On Demand microtransit pilot in Ankeny.

The Goal

- Provide more flexible, customer-friendly local circulation in Ankeny

Proposed Change

- Upgrade Ankeny On Call to Microtransit, expand hours to 6 a.m. - 6:30 p.m. Monday - Friday

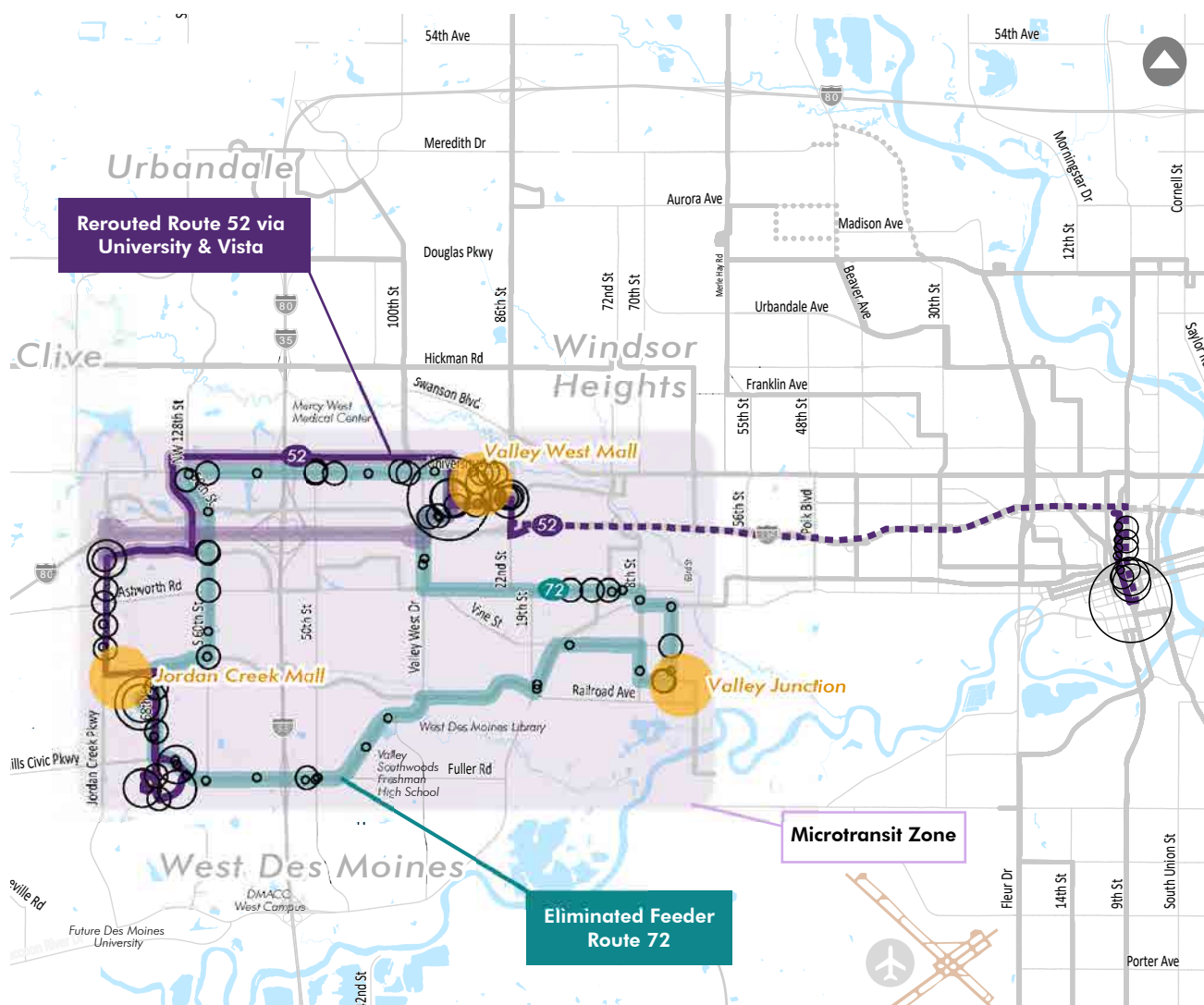
Rider Impact

- Few riders use the On Call today: opportunity for growth
- May be able to accommodate some local paratransit trips
- Could be a "stepping stone" to local fixed route service if demand exceeds practical limitations of Microtransit

Cost Impact

- **One vehicle funded for FY22**
- Resource needs are driven by service standard (i.e. maximum wait times): if demand is strong, additional vehicles may be needed, increasing the cost

Microtransit West



In DART's Fall 2021 outreach, over 40% of West Des Moines residents said this proposal would lead them to ride transit more, and only 17% said they would ride less. Feedback from Route 72 riders was mixed, and additional outreach should be conducted to explain the specific proposals and better understand how the service can be tailored to meet customer needs.

The Goal

- **First/last mile connections and local circulation** in West Des Moines, expanded service hours

Proposed Change

- Discontinue Route 72
- Reroute Route 52 to cover portions of the discontinued Route 72 along University Ave and 60th Street
- Implement microtransit throughout West Des Moines, substituting Route 72 and expanding local travel options. Microtransit would operate from early morning to late evening, with service offered 7 days a week.
- Mobility hubs at Valley West, Jordan Creek, and Valley Junction

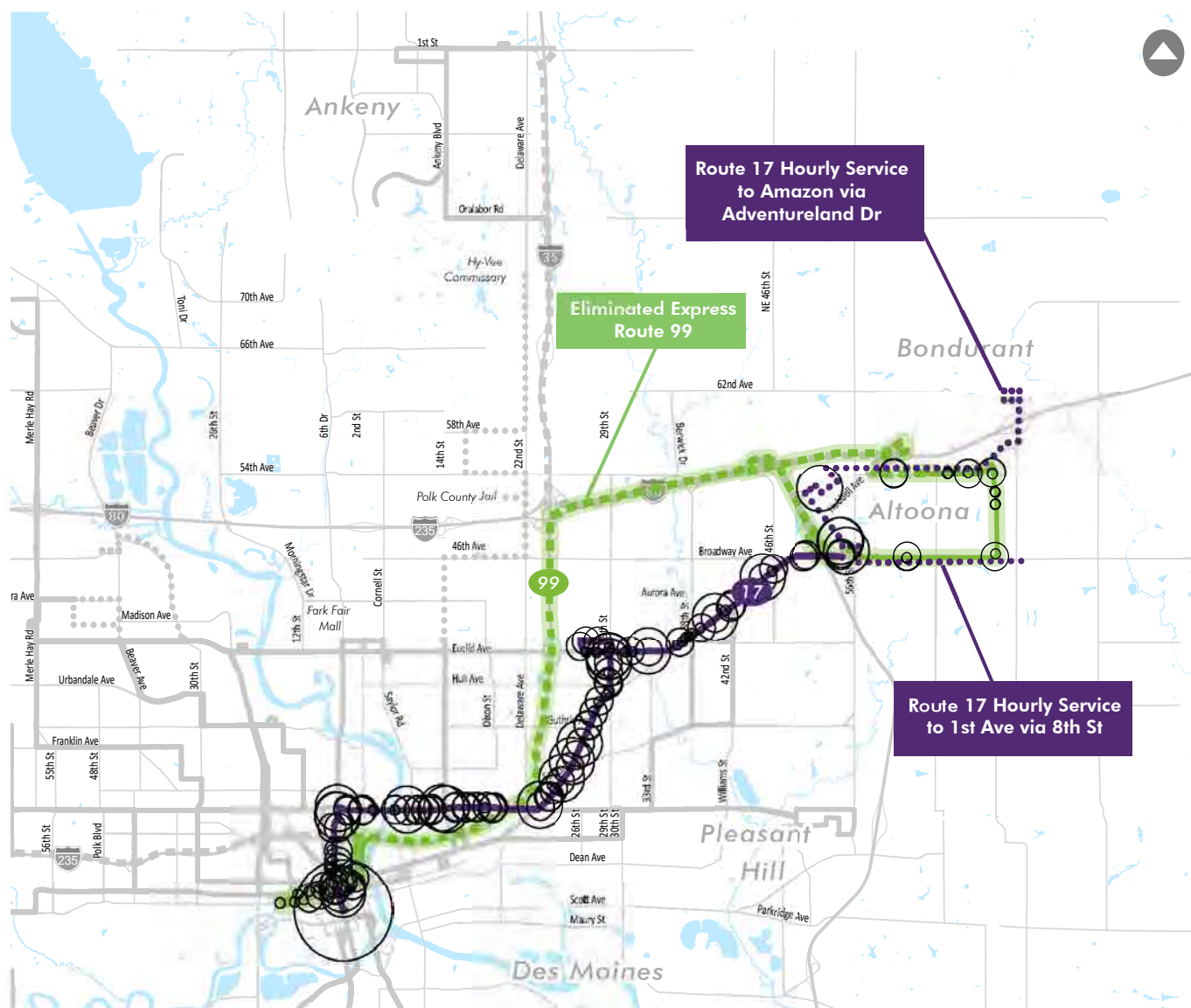
Rider Impact

- 75 riders (Route 52+72) riders lose fixed route service
- 100 Route 72 riders receive one-seat ride to more destinations, higher frequency service, and longer hours via the rerouted Route 52
- Route 52 frequency is reduced from 30 to 40 minutes to facilitate timed transfers with Route 3 at Valley West Mall.
- Microtransit increases access and schedule flexibility over discontinued Route 72

Cost Impact

- Potential cost savings depending on number of microtransit vehicles deployed
- Flexibility to expand microtransit

Discontinue Route 99, Reinvest in Route 17



This proposal was adjusted in response to public feedback from DART's fall 2021 outreach, where some expressed concern over the loss of service resulting from elimination of Route 99.

The Goal

- Improve mobility for reverse commuters seeking jobs in Altoona and Bondurant

Proposed Change

- Discontinue Route 99
- Reinvest resources into Route 17: operate 30-minute service to WalMart, with hourly service to Adventureland Drive, Amazon, and 8th Street corridor

Rider Impact

- Longer hours, better service for reverse commuters
- Significant increase in service along Adventureland Drive and along 8th Street
- Travel time impact depends on destination
- Route 99 riders switch to Route 17 or stop riding
- Fewer than 2 daily Route 99 riders would lose fixed route service

Cost Impact

- Cost-neutral

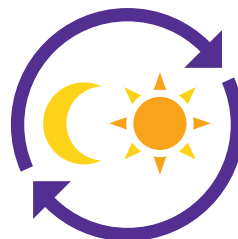
Potential Future Improvements

As one of the fastest growing Midwest metro areas, we know transportation needs will continue to evolve as the region grows. DART's vision for the future of its transit network includes recommendations for additional investment of operating resources in the DART system that can be rolled out over time as resources become available. Many of the recommendations in this section build and expand upon the near term service proposals presented in the previous section. These recommendations are intended to respond to the following community needs, which are priorities that have been articulated in multiple rounds of public outreach:



Providing access to new places

New fixed-routes, Microtransit zones, and Flex Connect zones greatly expand the geographic reach of DART's network, providing more residents and jobs with access to transit service.



Extending service for longer hours

Longer service hours make transit available at more times of day, so it is useful to riders for a wider variety of trip purposes. Select routes with service earlier in the morning and later at night on weekdays and weekends will increase transit's usability for many riders.



Reducing travel and wait times

Increased frequencies reduce the amount of time riders have to wait for the bus, shortening overall travel times, especially when trips involve a transfer.



Facilitating travel outside of downtown

Acknowledging that not all trips are destined for Downtown Des Moines, new Microtransit and Flex Connect zones focus on facilitating intra-community travel, allowing riders to use transit for short-distance, local trips such as grocery shopping and running errands.

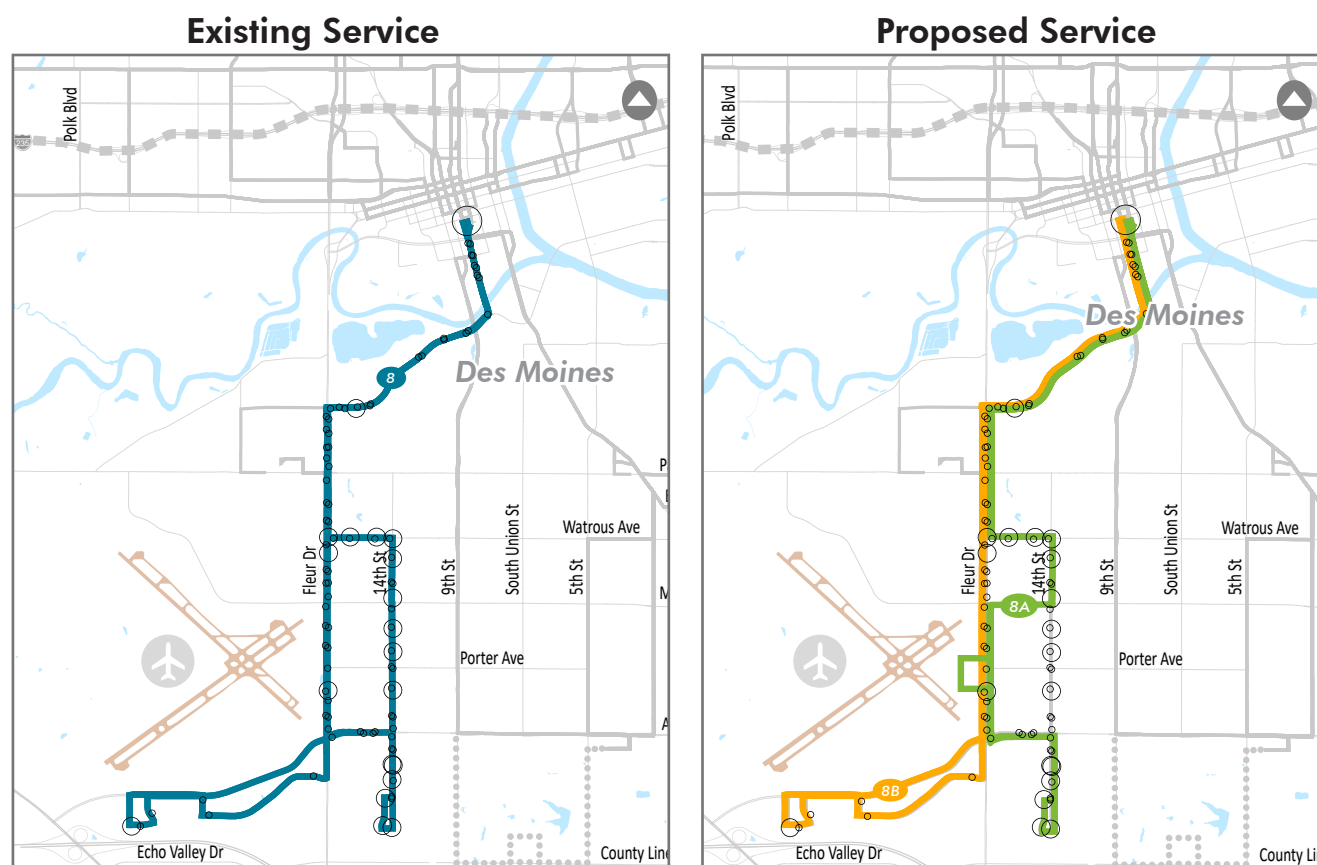
Modest Enhancements

DART has identified a number of recommendations that are responsive to regional needs and customer requests, but are beyond DART's existing budget. These recommendations could only be implemented if additional funding were identified for DART.

Long-Term Enhancements

As the region continues to grow and conditions evolve, additional investments in transit could be needed to accommodate expected growth in jobs and housing. The following recommendations would be appropriate to pursue with additional funding partnerships or in response to significant future growth.

All Day Service on Fleur Drive



More service on Fleur Drive and to the airport has been a common customer request and was identified as a top priority in DART's Fall 2021 public outreach.

With a major expansion of service to the South Business Park, DART would expect ridership growth along this segment which sees few riders today. If ridership does not respond, the service would be reevaluated in the future for potential elimination or substitution with MOD.

The Goal

- Simplify routing to make it more customer-friendly
- Address customer and business requests for more service

Proposed Change

- Break Route 8 into two simpler alignments
- Hourly all-day service along SW 14th Street
- Hourly peak service on Fleur Drive to Airport South Business Park
- Start with weekday only service

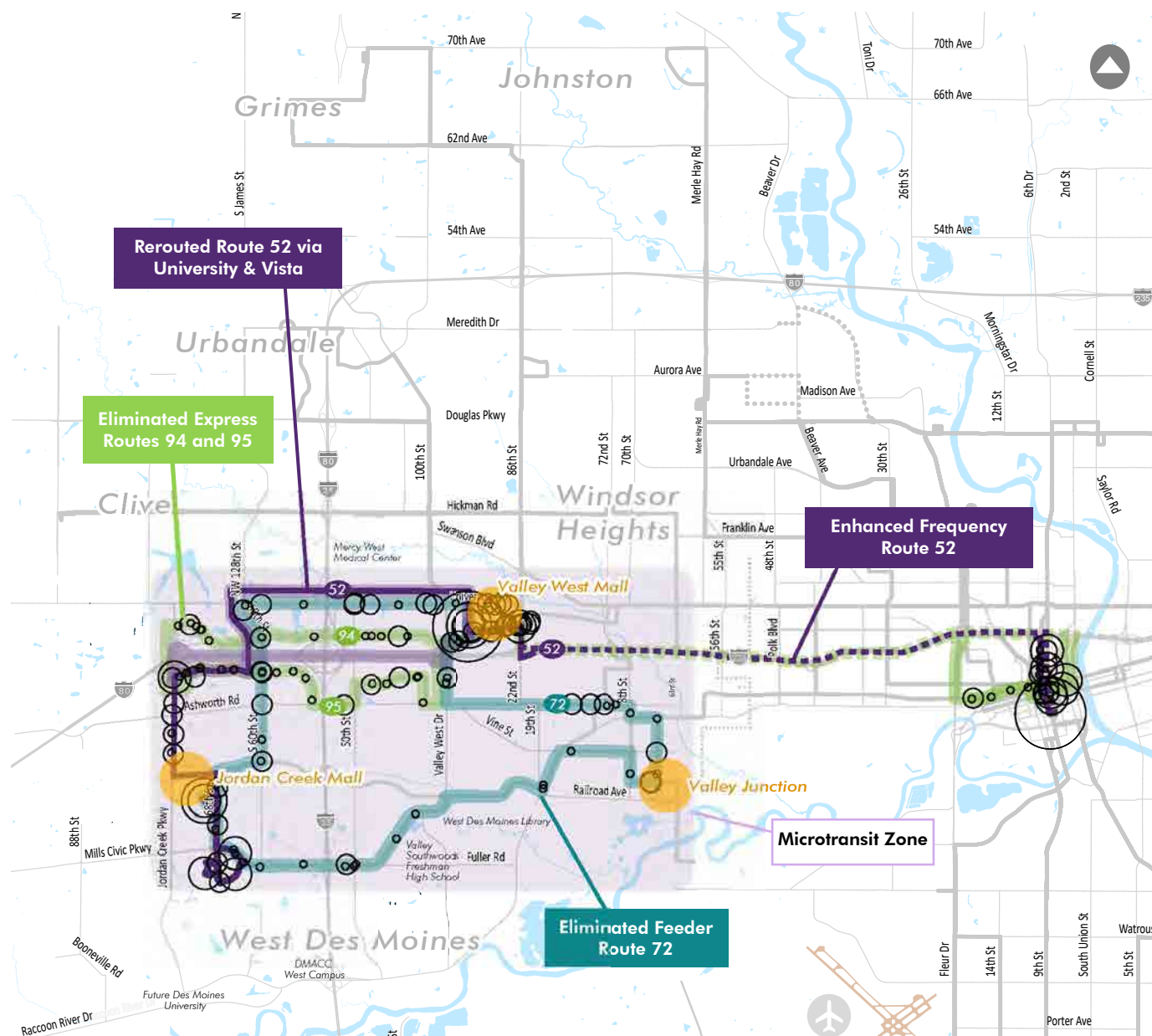
Rider Impact

- Significant increase in service compared with peak-only service that operates today
- Simpler routing
- SW 14th St would lose service between McKinley Ave and Army Post Road, but would remain within 1/2 mile of both Route 7 and Route 8

Cost Impact

- \$300k/year additional operating cost

Microtransit West, Phase II



The Goal

- Improved local circulation
- All-day reverse commute service

Proposed Change

- Discontinue express routes 94 and 95
- Increase frequency on Route 52 to 20 minutes during peak hours
- Expand microtransit resources to accommodate increased demand - anticipate up to three vehicles deployed during peak hours
- Mobility hubs at Valley West, Jordan Creek, and Valley Junction

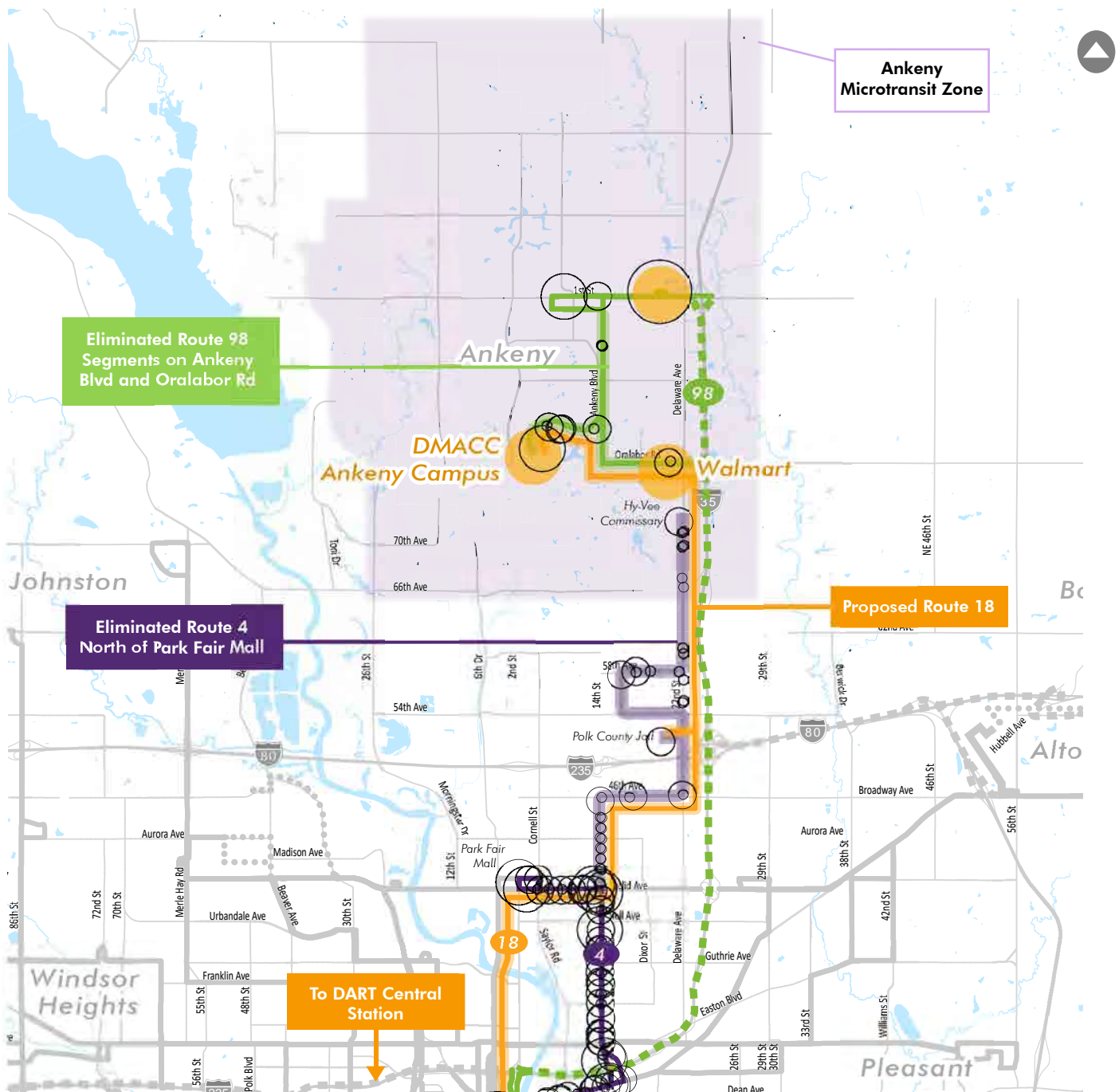
Rider Impact

- More convenient reverse commute option with longer hours
- 35 inbound express passengers shift to Route 52, 92, 96, or stop riding
- 40 reverse commute express route passengers switch to microtransit

Cost Impact

- Around \$300k/year

Expanded Ankeny Microtransit with Supporting Fixed Route



The Goal

- Expand local circulation in Ankeny
- Better connect points throughout Ankeny to the rest of the DART service area

Proposed Change

- Expand Ankeny Microtransit hours to 10:00 pm and add weekends
- All day local service via new Route 18, replacing the low-frequency Route 4 extension
- Reduce Route 98 circulation and eliminate some off-peak trips
- Mobility hubs at DMACC, WalMart, Mercy North

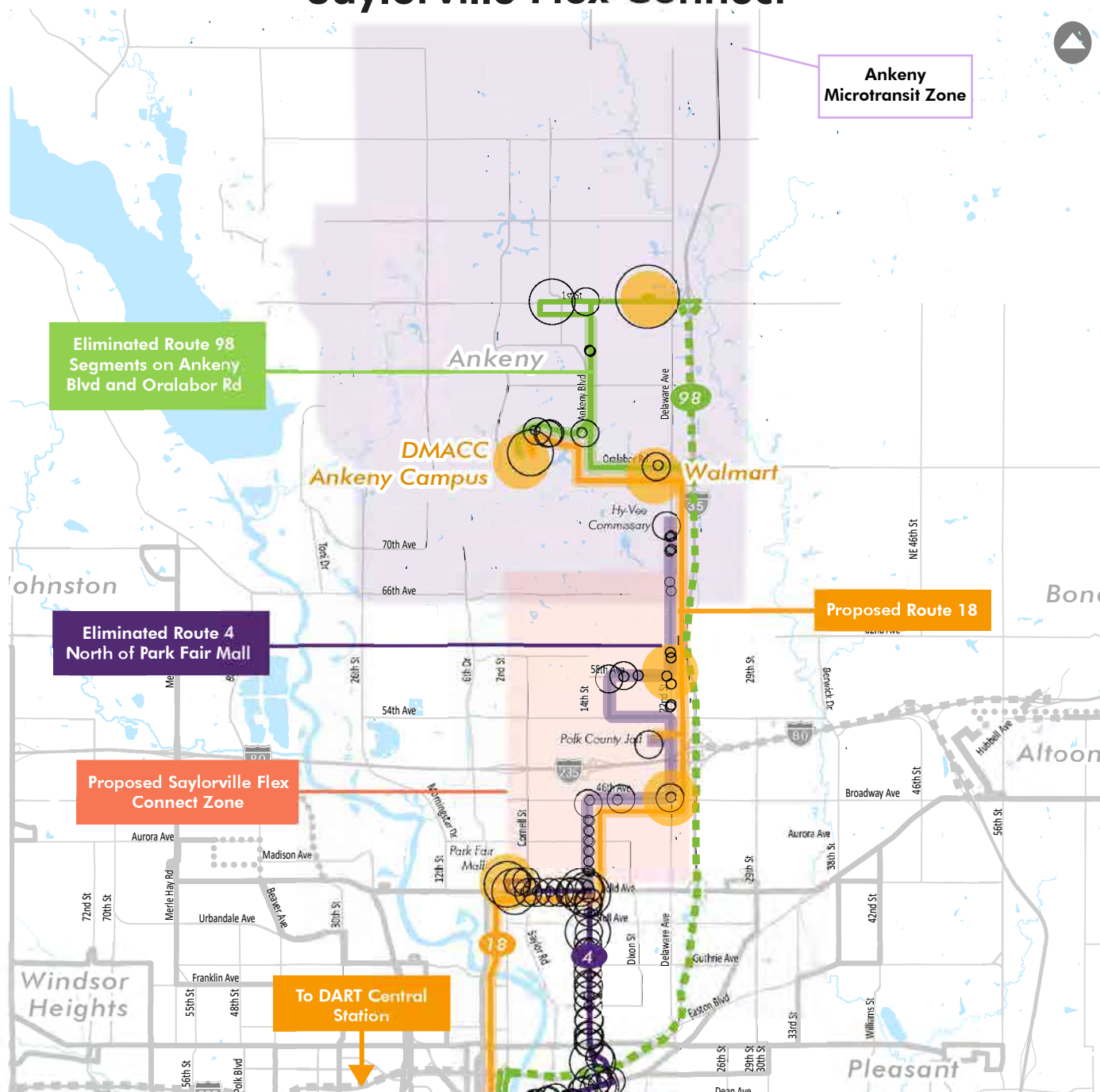
Rider Impact

- Loss of one-seat express at DMACC
- Significant expansion in local and inter-city mobility for Ankeny

Cost Impact

- \$750k/year for fixed route expansion
- \$125k/year to extend Microtransit to 10pm and weekends

Saylorville Flex Connect



The Goal

- Improved first/last mile service to jobs between Euclid Avenue and Ankeny

Proposed Change

- Implement Flex Connect service to link to the expanded Route 18
- Mobility hubs along Delaware Ave and Park Fair Mall

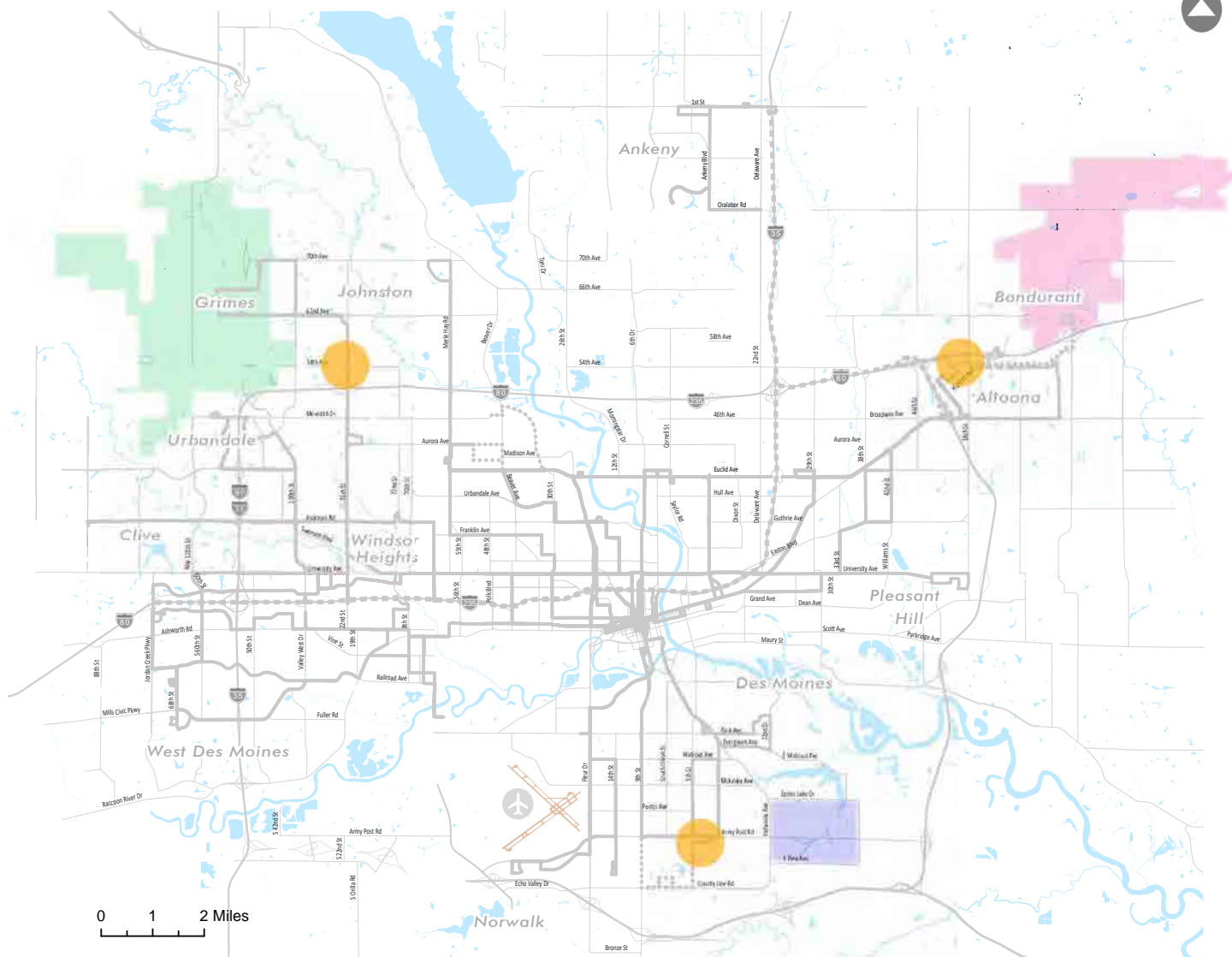
Rider Impact

- Enhanced jobs access from both Ankeny and Des Moines

Cost Impact

- \$9-10/trip for additional Flex Connect service, demand TBD
- Seek employer support for this service

Roll out MOD to DART's other On Call Zones



The Goal

- Improved customer experience with flexible, same-day booking

Proposed Change

- Roll out Flex Connect platform to existing On Call zones
- Would require adding the ability to collect fares
- Eventually transition Grimes On Call to Microtransit following evaluation of the Ankeny pilot
- Complement with mobility hubs to facilitate transfers to fixed routes

Rider Impact

- Service availability remains the same, increased convenience of on-demand option
- Some customers may still prefer DART-operated service

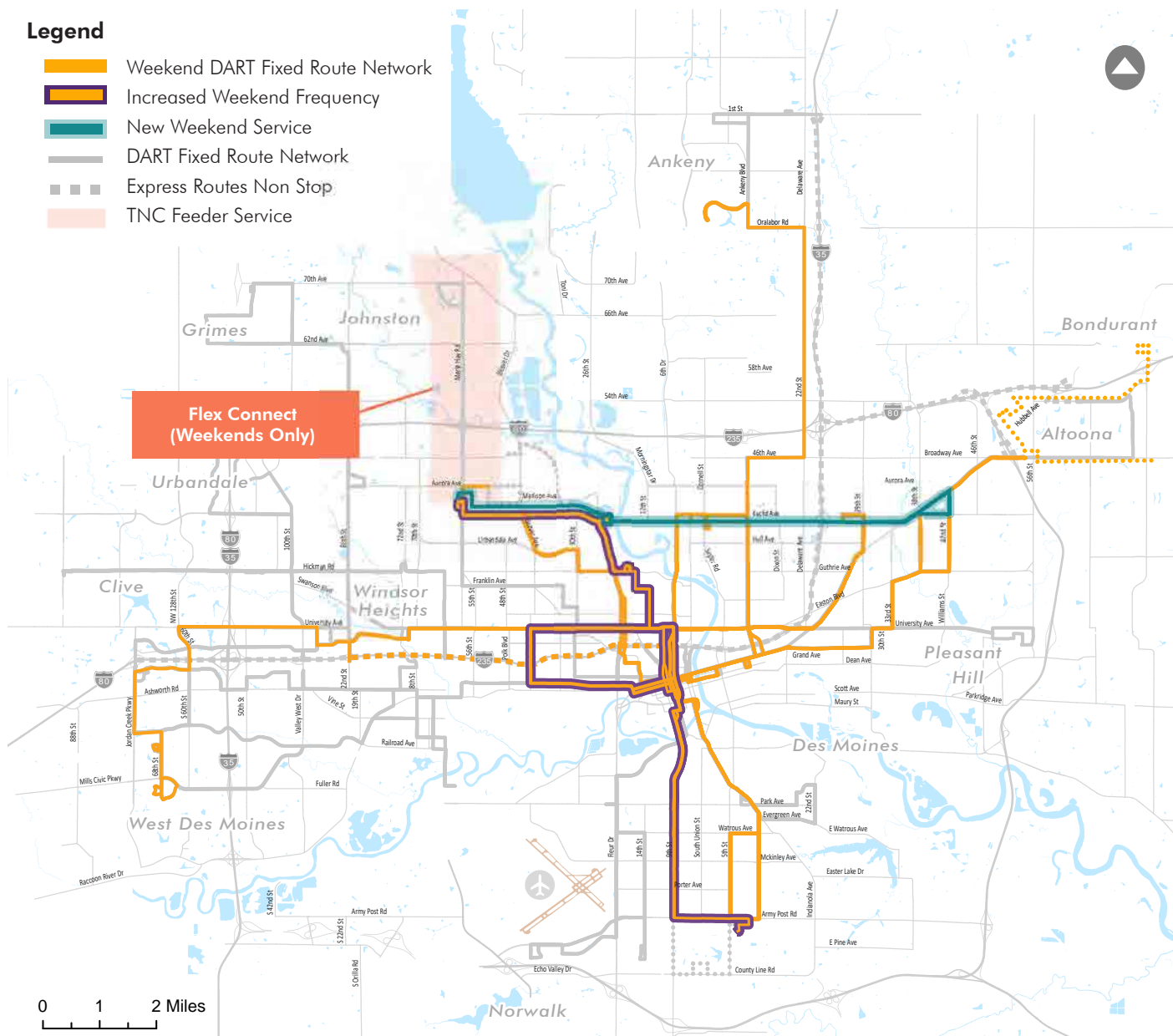
Cost Impact

- Cost-neutral or potential cost savings for addition of Flex Connect option. Transition to microtransit and expansion of Grimes service would result in additional costs

Provide More Weekend Service, Especially on Sundays

Legend

- Weekend DART Fixed Route Network
- Increased Weekend Frequency
- New Weekend Service
- DART Fixed Route Network
- Express Routes Non Stop
- TNC Feeder Service



Increased frequency, longer hours, and more routes on weekends are consistently the top-requested improvement among DART's existing customers, especially those with low incomes who depend on transit.

The Goal

- Better meet customers' mobility needs throughout the week

Proposed Change

- Expand Sunday hours to 7:00 am - 8:00 pm systemwide
- Extend Saturday hours to 11:00 pm systemwide
- Introduce weekend Flex Connect feeder service on Merle Hay Rd from Merle Hay Mall to Johnston, linking this corridor to the rest of the DART network on weekends
- Add weekend service on Route 50
- 30 minutes frequency all weekend on Routes 7, 16, and 60

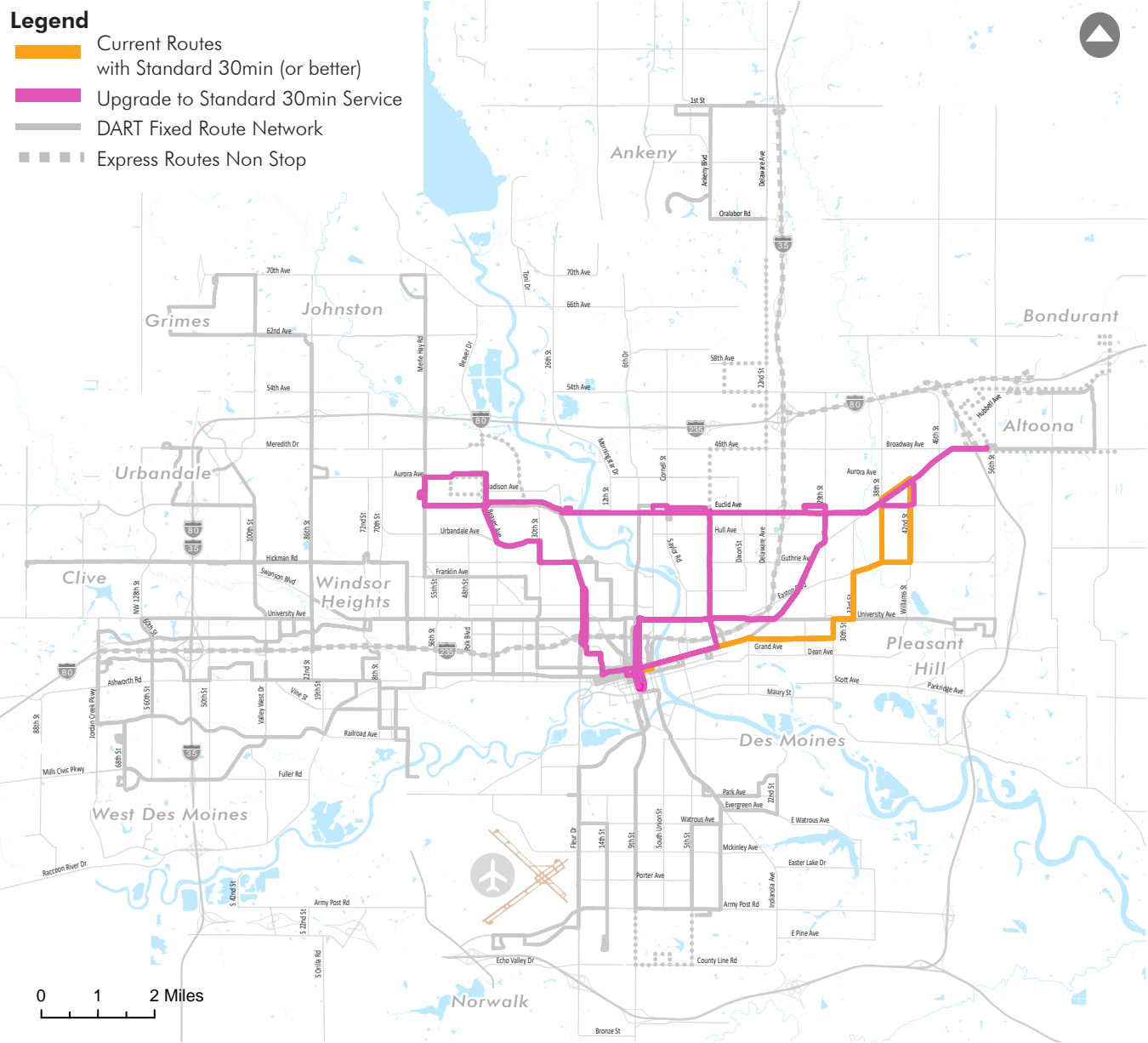
Rider Impact

- Improved weekend service

Cost Impact

- \$250k for extended weekend hours
- \$400k for frequency improvements
- \$115k for new Route 50 service
- \$67,000 for Merle Hay Rd weekend Flex Connect

Increased Frequency on DART's Most Productive Routes



The Goal

- Reinforce DART's Priority Corridor network with increased frequency
- Facilitate timed transfers to supporting routes and MOD
- Respond to a top customer request
- Grow ridership where demand is highest

Proposed Change

- Standardize 30-minute service on routes 4, 14, 17, and 50

Rider Impact

- Improved convenience & access

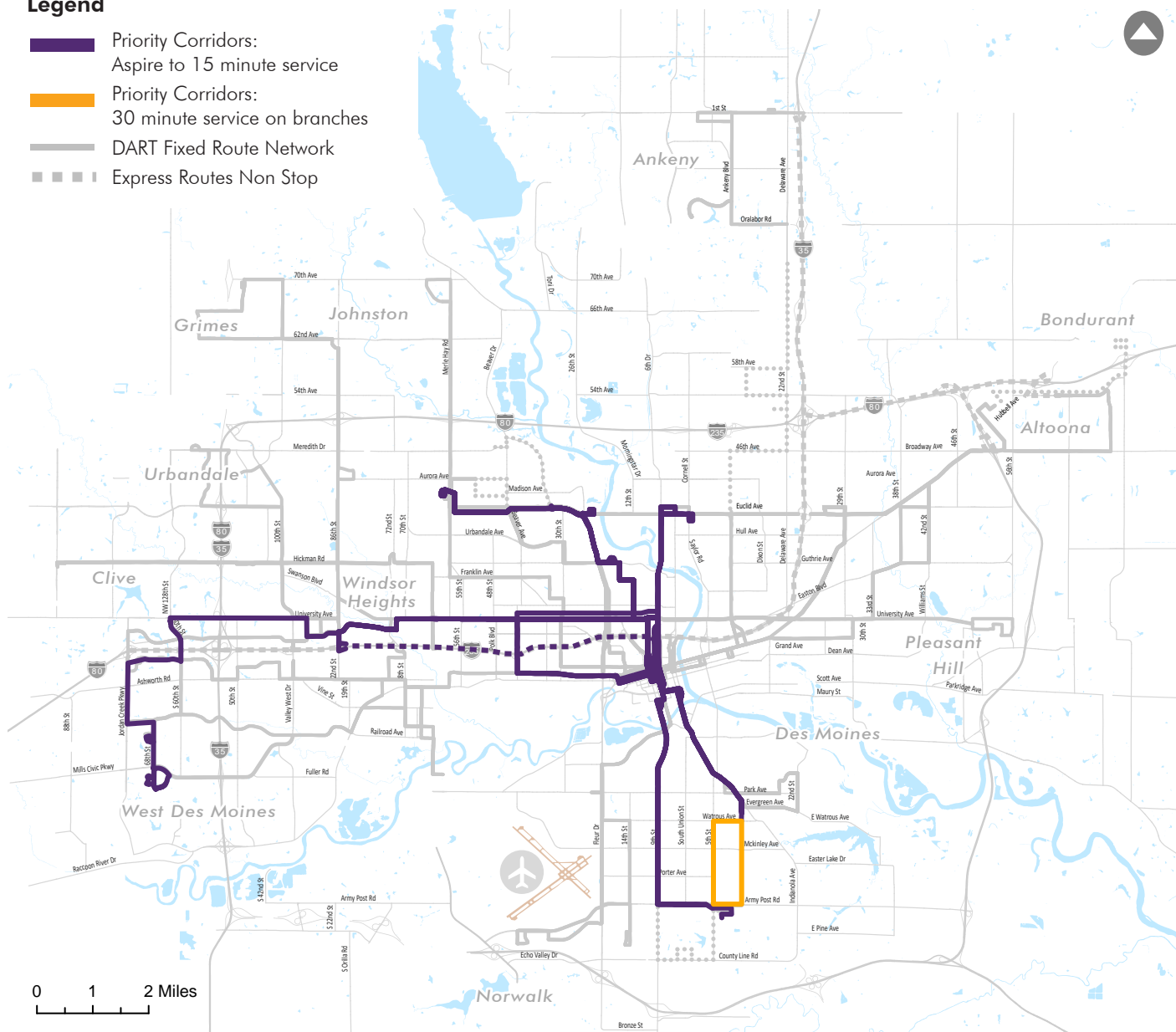
Cost Impact

- \$500k/year
- Can be phased in over time

Increased Weekday Frequency on DART's Most Productive Routes

Legend

- Priority Corridors:
Aspire to 15 minute service
- Priority Corridors:
30 minute service on branches
- DART Fixed Route Network
- Express Routes Non Stop



The Goal

- Reinforce DART's Priority Corridor network with increased frequency
- Facilitate timed transfers to supporting routes and MOD
- Respond to a top customer request
- Grow ridership where demand is highest

Proposed Change

- 15-minute all-day service on routes 3, 6, 7, 15, 16, 52, and 60

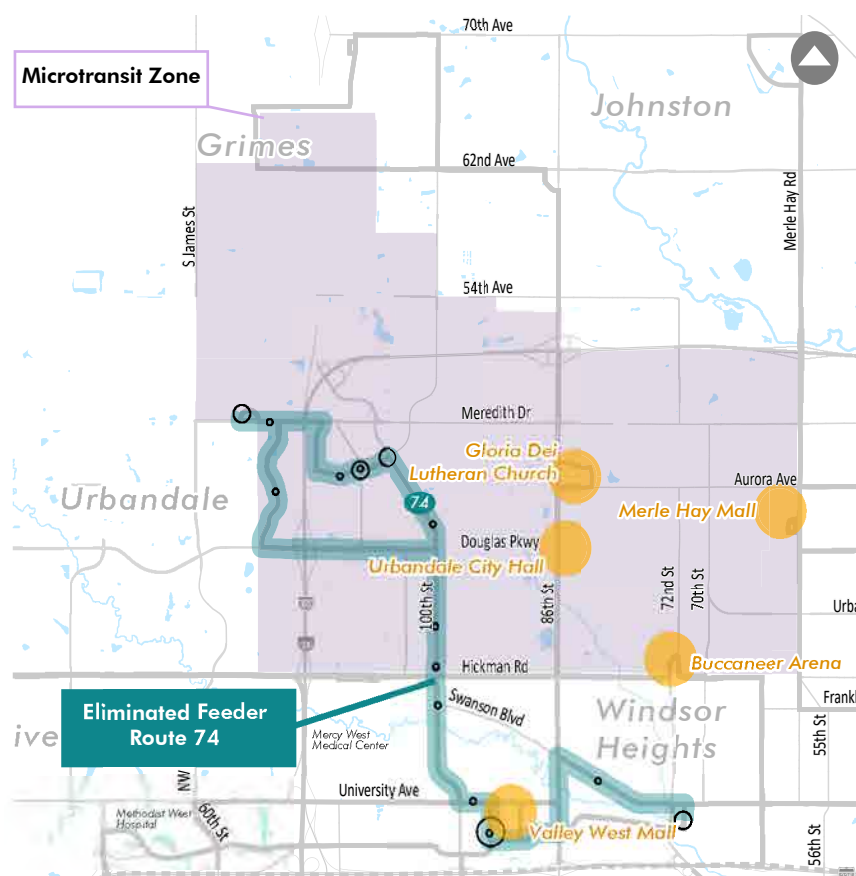
Rider Impact

- Improved convenience & access

Cost Impact

- \$2.5M/year
- Can be phased in over time

Urbandale Microtransit



The Goal

- Increase local circulation opportunities
- Improve customer experience with a DART-operated service

Proposed Change

- Merge the two Urbandale Flex Connect Zones into a single DART-operated microtransit zone
- Allow local travel (current service primarily serves transfers to fixed routes)
- Expand hours to nights/weekends

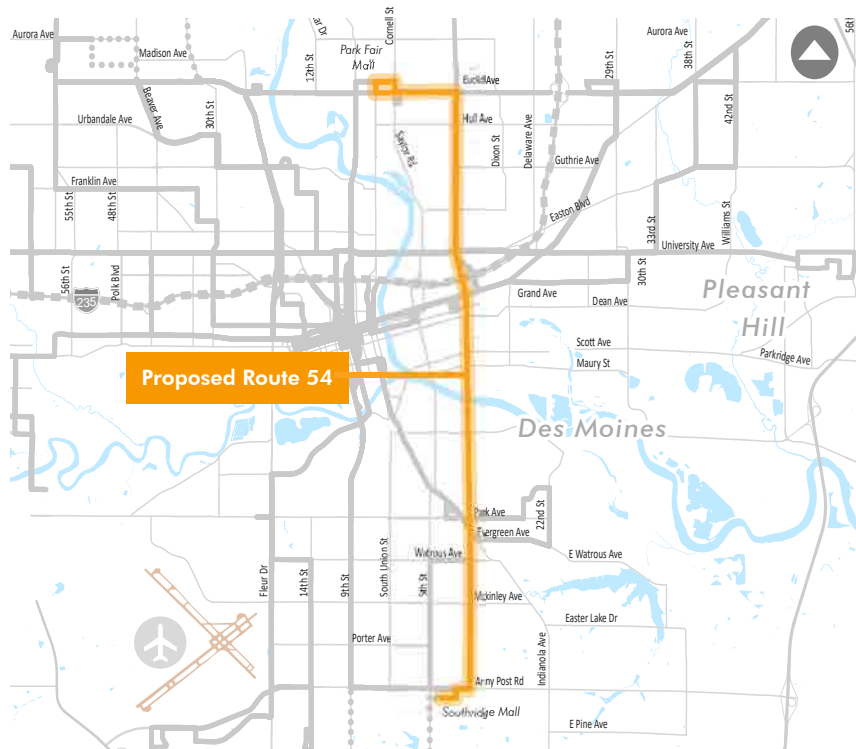
Rider Impact

- Enhanced flexibility to more fixed route connecting points
- Ability to make short trips within the zone
- No need to transfer to get between adjacent Flex Connect zones

Cost Impact

- \$275k/year (plus additional cost for nights and weekends)

New Service: Route 54



The Goal

- Increase non-downtown connections among highest transit-propensity areas
- Fill SE 14th Street service gap

Proposed Change

- Implement a new crosstown feeder route
- 30-minute weekdays, 60-minute nights and weekends

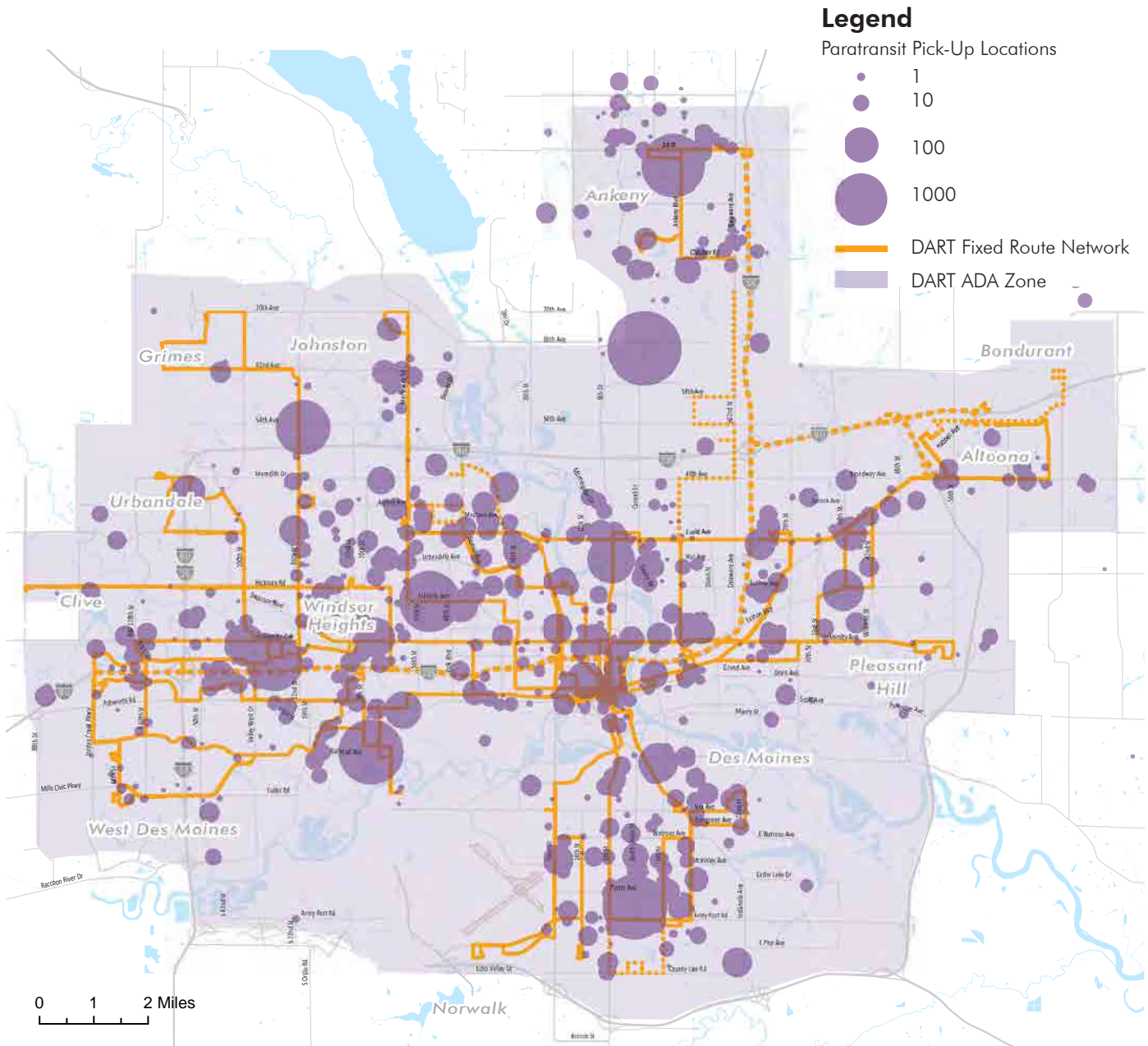
Rider Impact

- Increased mobility option

Cost Impact

- \$1.0M/year

MOD Paratransit Improvements



The Goal

- Improve customer experience with flexible, same-day booking option
- Control cost by encouraging lower-cost solutions for ambulatory trips

Proposed Change

- Augment existing service with an on-demand, curb-to-curb TNC option

Rider Impact

- Conventional paratransit option remains available to all
- Some riders take advantage of more convenient option (DART has above-average share of ambulatory paratransit customers)
- Potential reliability issues with TNCs will need to be monitored

Cost Impact

- Potential for cost savings on some existing paratransit trips