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On-demand transit service could be coming to West Des Moines

Residents encouraged to attend a public meeting or complete a short survey

After soaring demand for [DART On Demand](#) in Ankeny since it was introduced in November 2021, DART is proposing a new DART On Demand transit zone in West Des Moines. DART is hosting public meetings and events and asking people to [complete a survey](#) to provide feedback on the proposed changes.

What changes is DART proposing?

The addition of a DART On Demand zone in West Des Moines would result in the elimination of [Local Route 72](#), which currently travels in a loop between the Jordan Creek Town Center area, University Avenue medical corridor, Valley West Mall and the Valley Junction Area. DART is also proposing to re-route a portion of [Local Route 52](#) to travel on University Avenue west of Valley West Mall instead of on I-235.

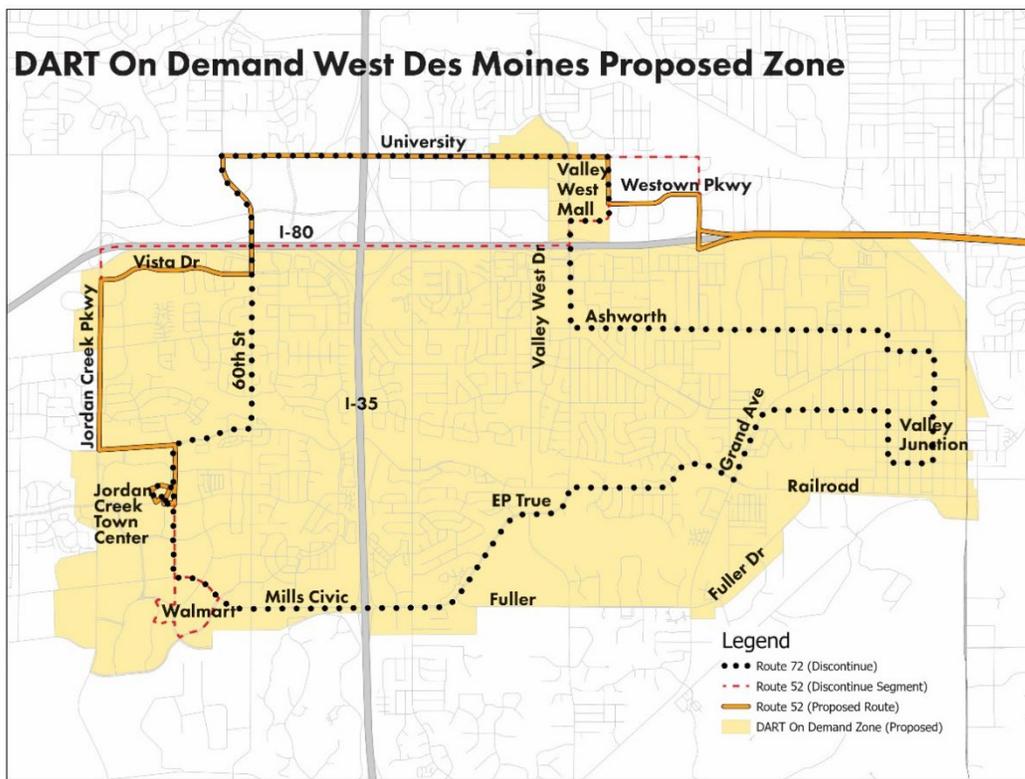
What is DART On Demand?

DART On Demand is a point-to-point service, allowing riders to book on-demand trips that start and end within a designated zone. This service will operate using smaller transit buses, with riders sharing trips with others who are traveling at similar times to similar locations. All buses are equipped to provide service to riders using mobility devices and will also include bike racks. Rides can be reserved using the DART On Demand app, through a web portal, or by calling DART Customer Service, and can be booked as you need them or reserved in advance.

DART is proposing a fare of \$1.75 for trips on DART On Demand in West Des Moines. Riders who qualify for half-fare will be able to pay half the cost to ride the service. Proposed hours of service would be:

- **Weekdays:** 4:15 a.m. – 11:30 p.m.
- **Saturdays:** 5 a.m. – 11 p.m.
- **Sundays:** 6:30 a.m. – 7 p.m.

A map of DART's proposed DART On Demand Zone for West Des Moines is [available here](#).



Ways to give input

In addition to an [online survey](#), there are several opportunities to learn more and provide feedback:

- **Open House** at West Des Moines Human Services (139 6th St., West Des Moines) 10 a.m. – Noon, Tuesday May 24
- **Virtual public meeting**, Zoom login details at www.ridedart.com/WestDesMoines Noon, Wednesday, May 25
- **Public meeting** at the West Des Moines Public Library (4000 Mills Civic Parkway, West Des Moines) 5:30 p.m., Thursday, May 26

If someone is unable to attend one of the above meetings or events and cannot complete an online survey:

- Paper copies of the survey can be picked up and dropped off at the Customer Service window in DART Central Station (620 Cherry Street), and
- Paper copies of the survey can be mailed to riders who request a copy from DART Customer Service by calling 515-283-8100 and selecting option 0.

The Des Moines Area Regional Transit Authority (DART) is Iowa's largest, and only, regional transit agency, providing service in and around Polk County. DART operates a family of transportation services, providing nearly 4.5 million annual rides that connect thousands of people every day to jobs, school, healthcare and other essential destinations. Twelve member governments make up DART's service area, where the agency carries out its mission to enrich lives, connect communities and expand opportunities for central Iowans. For more information about DART services, schedules, route changes, or directions to the nearest DART stop, visit the website at ridedart.com, download the free MyDART app or call 515-283-8100.