



RIDE TO THRIVE RE-ENROLLMENT

FREQUENTLY ASKED QUESTIONS (FAQ)

What is DART's Ride to Thrive program?

DART's Ride to Thrive program allows people who receive food assistance, housing assistance or workforce assistance to pay about half the cost of a regular bus fare. Riders only need to receive one of these kinds of assistance to qualify for Ride to Thrive. Customers who use this program must re-enroll every two years from the date of their enrollment. Learn more at rideDART.com/RidetoThrive or call DART Customer Service at 515-283-8100.

Can you tell me more about the Ride to Thrive re-enrollment process?

DART's Ride to Thrive program first launched in July 2022 and provides each customer with two years of enrollment in the program. After two years, a customer may choose to re-enroll in the program by providing proof they are receiving food assistance, housing assistance or workforce assistance.

To re-enroll, a Ride to Thrive customer must:

- 1) Visit the Customer Service window at DART Central Station (620 Cherry St., Des Moines)
- 2) Provide a photo ID or other form of identification
- 3) Bring proof they are receiving food, housing or workforce assistance

If you are a Ride to Thrive customer, please check the expiration date on your Ride to Thrive ID card to see when you need to re-enroll. Additionally, you can visit the Customer Service window at DART Central Station (620 Cherry St., Des Moines) or call 515-283-8100 if you would like to check when your enrollment expires.

If you have questions about what documents allow you to qualify for Ride to Thrive, please contact DART Customer Service or visit ridedart.com/RidetoThrive.

As a Ride to Thrive customer, when will I need to re-enroll in the program?

Each Ride to Thrive customer will need to re-enroll two years after their previous enrollment. Check the expiration date on your Ride to Thrive ID card. You can also ask DART Customer Service when you need to re-enroll by visiting the window at DART Central Station (620 Cherry St., Des Moines) or by calling 515-283-8100. DART Customer Service is available weekdays from 7 a.m. to 6 p.m., and weekends from 8 a.m. to 4 p.m.

What steps do I need to take to re-enroll?

1. Go to the Customer Service window at DART Central Station, 620 Cherry Street, Des Moines, IA 50309.
2. Be sure to bring the required documents for your program, noted below.

3. If approved, DART will take your photo and you will be given a new Half Fare or Ride to Thrive ID card.
4. Use this ID card to pay with cash on the bus or to buy a bus pass. You can ask Customer Service to add Half Fare passes to your MyDART account if you are using the MyDART app to pay.

What documents do I need to re-enroll in Ride to Thrive?

A customer only needs to provide the required documents for one of the listed assistance programs (either food, housing or workforce assistance) to re-enroll in Ride to Thrive.

- Individuals receiving food assistance:
 - Bring a photo ID or other form of identification.
 - Bring the Notice of Decision or Determination for Food Assistance mailed to you by the Iowa Department of Health and Human Services (HHS).
- Individuals receiving housing assistance through the Housing Choice Voucher:
 - Bring a photo ID or other form of identification.
 - Bring proof of receiving housing assistance through the Housing Choice Voucher.
- Individuals receiving workforce assistance:
 - Bring a photo ID or other form of identification.
 - Bring a letter on official letterhead from a participating organization showing proof that you are participating in a job training program.
 - **OR**, Bring the Unemployment Claim letter that Iowa Workforce Development sent you when you completed your unemployment application. This letter is printed on green paper and is otherwise known as your "green sheet."
 - **OR**, Bring the Notice of Decision or Determination for Childcare Assistance mailed to you by the Iowa Department of Health and Human Services (HHS).

What if I am no longer receiving food, housing or workforce assistance?

If you cannot provide proof that you are receiving food, housing or workforce assistance, you will not be eligible to continue using DART's Ride to Thrive reduced-fare program. However, DART has additional half fare programs. You can determine if you meet any of those requirements for eligibility (see below).

Are there other ways DART customers can receive reduced fare if they are not eligible for the Ride to Thrive program?

DART offers several reduced-fare opportunities for individuals that qualify, in addition to the Ride to Thrive program. If you qualify for one of these programs, bring the required proof documents to the Customer Service window at DART Central Station (620 Cherry St., Des Moines).

These individuals receive half fare with proof of eligibility as noted below:

- Adults 65+
 - Bring a photo ID with your date of birth (example: driver's license)
- Persons with Disabilities — Bring **one** of the following:

- Proof of Social Security disability payments from the federal government, such as a copy of the award letter that states payments are being received due to disability
- Medicare card
- DART's Health Care Provider Certification form completed by your physician. (NOTE: To save yourself another trip to DART Central Station, please have this form filled out before submitting your Half Fare application. You can get an application at DART Central Station.)
- Refugees
 - A representative from your refugee-service agency must be present when you fill out your application **and** bring the following documents:
 - I-94 form
 - Photo ID **or** green card
- Students
 - Bring a current school year ID from a middle school or high school, public or private, within Polk County. Parents may purchase passes for their children and the students do not need to be present; however, the parent must have the student's school ID.

Learn more at ridedart.com/reduced-fare-programs.

Additionally, Veterans ride for free with proof of eligibility when boarding the bus (DART Local, Express and On-Call services only) as noted below:

- Veterans Affairs (VA) hospital card
- Retired military service ID
- Iowa driver's license with Veterans status
- Veterans Identification Card (VIC)
- Polk County Veterans Affairs issued photo ID

Learn more at ridedart.com/veterans-ride-free.

Also, DART's Unlimited Access partners can ride free, including Local Routes, Express Routes and On Call. And DART Paratransit's Bus Plus customers have free access to DART's Local and Express Routes, as well.

What will happen if my Ride to Thrive enrollment expires and I have not re-enrolled?

If you choose not to re-enroll — or if you determine you are no longer eligible to receive Ride to Thrive because you are not using food assistance, housing assistance or workforce assistance — your Ride to Thrive access will expire. You will be notified your access has expired when you attempt to purchase your bus fare or bus pass. At that time, your Ride to Thrive ID should be turned over to DART staff.

If you use the MyDART Mobile App, your reduced-fare passes will not be available once your Ride to Thrive enrollment expires.

What if my Ride to Thrive ID has been lost or stolen?

If an ID card is lost or needs to be replaced, DART Customer Service can create a new card for \$5. Visit DART Central Station's Customer Service window at 620 Cherry St., Des Moines.

Can I buy half fare bus passes for others, including friends, family or people in my household?

Your Ride to Thrive ID card must be shown when boarding DART services or purchasing bus passes. You cannot give your ID card to someone else and can only use it for your bus fare. DART will take your ID card if you are found to be using it improperly. Your Ride to Thrive ID card may be used to purchase only one weekly pass per week or one monthly bus pass per month.