



July 2023 – Changes to Bus Plus Frequently Asked Questions (FAQ)

What changes are being made to DART Paratransit's Bus Plus service?

Beginning July 1, 2023, new enrollees to DART's Paratransit Bus Plus service are now required to submit verification to be completed by a medical provider or other qualified professional with their enrollment. Information about the changes taking place is fully outlined at ridedart.com/Paratransit.

Where can I find the new Bus Plus application?

As of July 1, 2023, the new enrollee application is available at ridedart.com/Paratransit. Printable PDF versions will be available in English, Spanish, Vietnamese and Arabic.

How does this impact prospective new enrollees of the Bus Plus service?

Riders interested in new enrollment in the Bus Plus service must apply to use the service, which now includes a section requiring verification of disability status from a medical provider or another qualified professional. To start the eligibility process, prospective riders should fill out a DART Bus Service Eligibility Form at ridedart.com/Paratransit.

How does this impact existing users of the Bus Plus service?

Existing Bus Plus users will not be impacted by the new application going into effect on July 1, 2023. However, beginning January 1, 2024, all existing Bus Plus users will be required to submit a new eligibility application to continue their eligibility for Paratransit services.

What if I don't have a medical or other qualified professional that can help me?

As needed, DART can help new Bus Plus applicants find a medical or other qualified professional to verify their disability status for the application. Please call 515-283-8100, then select Option 0, to speak to DART Customer Service.

I don't speak English. Is DART able to help me with my application?

The Bus Service Eligibility Form will be provided in translated versions including Spanish, Arabic and Vietnamese at ridedart.com/Paratransit. For additional assistance, please call DART's Customer Service team at 515-283-8100, Option 0.

Do I need the internet or a printer to complete the Bus Plus application?

You do not need internet or a printer to complete the application. DART's Customer Service team can provide printed copies of the application. Please stop in to DART Central Station and visit the Customer Service window at 620 Cherry Street, Des Moines. Additionally, the application can be returned fully completed in-person or by mail.

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Des Moines
Area Regional
Transit Authority

620 Cherry Street
Des Moines, Iowa
50309-4530

515-283-8100
Fax 515-283-8135
ridedart.com



July 2023 Bus Plus FAQ – CONT'D

I have fully completed the Bus Plus Eligibility Form. Where do I submit my application?

Once completed, the Bus Plus Eligibility Form can be returned several ways:

1. In-person at the Customer Service window at DART Central Station, 620 Cherry Street, Des Moines
2. Email to busplus@ridedart.com
3. Fax to DART Customer Service at 515-283-8103
4. Mail to Attn: DART Customer Service, 620 Cherry Street, Des Moines, IA 50309

When will the Bus Plus application changes occur?

The new Bus Plus application, which includes a new section requiring verification by a medical or other qualified professional, will go into effect beginning on Saturday, July 1, 2023.

Will DART still accept old versions of the Bus Plus application?

DART prefers newly interested Bus Plus enrollees to use the recently updated application beginning on Saturday, July 1, 2023. However, individuals that had begun the process to fill out a Bus Plus Eligibility Form shortly before July 1 can take advantage of a grace period, and the old version of the application will be accepted for 60 days (i.e., until August 30, 2023). With specific questions, please speak to DART Customer Service by phone at 515-283-8100, Option 0, or in person at DART Central Station's Customer Service window located at 620 Cherry Street, Des Moines.

Can a DART Customer Service representative fill out the application on behalf of the applicant?

DART staff are not authorized to complete a Bus Plus application on behalf of the applicant. Individuals filling out an application may have someone complete the application on the individual's behalf.

Why do I have to recertify for Paratransit service?

The Americans with Disabilities Act (ADA), as defined in Part 37 – Transportation Services for Individuals with Disabilities, states that a public transit entity, in this case, DART, may require recertification of the eligibility of ADA paratransit eligible individuals at reasonable intervals. Effective July 1, 2023, DART will require paratransit eligible customers to recertify their eligibility every three (3) years.

I am an existing Paratransit Bus Plus service user. What will I need to do to recertify my disability status every three years?

DART will share recertification instructions with existing Paratransit Bus Plus service users prior to January 1, 2024.

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