



# Caravan by DART

Frequently Asked Questions

Caravan by DART  
515-288-RIDE (7433)  
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**Des Moines  
Area Regional  
Transit Authority**



# Caravan by DART

## **What is Caravan by DART?**

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

## **Where is Caravan available?**

Caravan currently serves a 20-county region that includes Adair, Boone, Carroll, Clarke, Crawford, Dallas, Decatur, Guthrie, Iowa, Jasper, Lucas, Madison, Marion, Marshall, Polk, Poweshiek, Story, Union, Warren and Wayne counties. Additional Caravans 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?**

Please contact Caravan Customer Service at 515-288-RIDE (7433) or email [caravan@ridedart.com](mailto:caravan@ridedart.com) and our team will help match you with an existing vanpool or start a new vanpool to fit your commute needs.

## **What is the cost for riding in a Caravan vanpool?**

Each full-time passenger pays one low monthly fare based on individual passenger miles traveled and will be calculated as follows: 9.5 cents per mile times the number of miles traveled per day times 22 days per month. Twenty-two (22) is the average number of days full time passengers use the van; anyone using the vanpool 12 or more days is considered full time. Full-time monthly fares are \$95 minimum and will be capped at \$400.

Additionally, 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.

## **Is there a rate for part-time passengers?**

Yes, individuals that ride less than 12 days per month can take advantage of part-time rates. Please contact Caravan Customer Service at 515-288-RIDE (7433) or email [caravan@ridedart.com](mailto:caravan@ridedart.com).

## **Are there any costs other than the monthly fare?**

Caravan 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?**

Caravan invoices each participant monthly. Caravaners 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 Caravan offer me savings?**

Caravan-ing saves you more than just gas money; it also reduces wear and tear on your car and routine maintenance, insurance and parking costs. Additionally, Caravan-ing 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.

**DART** | Caravan FAQ

**Who drives the Caravan vehicle 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 Caravan vehicle 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 Caravan vehicle 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?**

Caravan by DART 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 Caravan 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?**

Caravan by DART 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?**

Caravan 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 with Caravan by DART?**

Contact Caravan by DART's Customer Service today by phone at 515-288-RIDE (7433), fax to 515-283-8135 or email to [caravan@ridedart.com](mailto:caravan@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 Caravan by DART, please contact Customer Service by phone at 515-288-RIDE (7433) or email at [caravan@ridedart.com](mailto:caravan@ridedart.com).