

dart

2025

**TITLE VI
PROGRAM
UPDATE**

Submitted by:
Des Moines Area
Regional Transit Authority
515-283-8102

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Federal Transit
Administration
Region 7

May 2025

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1 Introduction

This 2025 Title VI Program Update of the Des Moines Area Regional Transit Authority (DART) is offered to verify compliance with Civil Rights Act of 1964 and its amendments (42 U.S.C. §2000d), collectively known as Title VI, which prohibit discrimination on the basis of race, color or national origin in programs and activities that receive federal funds.

This document has been produced consistently with the guidelines in Federal Transit Administration (FTA) Circular 4702.1B, effective October 1, 2012, as well as the requirements of 49 C.F.R. § 21.23(f). Updates to this Title VI Program are submitted to the Federal Transit Administration Region Seven Civil Rights Officer every three years, as required by 49 CFR Section 21.9(b). The date arranged by FTA for submittal of the DART 2025 Title VI Program Update is June 1, 2025.

DART is the regional transit authority governed by an independent commission. Effective July 1, 2025, DART's service area includes the following communities: Altoona, Ankeny, Bondurant, Clive, Des Moines, Johnston, Pleasant Hill, Unincorporated Polk County, Urbandale, West Des Moines, and Windsor Heights. DART operates 19 fixed local routes, 7 express routes, 2 shuttle routes, 1 flex route, 4 on-call routes and 1 on-demand microtransit zone. DART Paratransit provides both general public demand response transportation services as well as ADA complementary service. DART also has an extensive RideShare program that operates more than 23 vans throughout the region serving approximately 200 customers. The population of Des Moines is approximately 214,000 and the regional metro service area has a population of approximately 495,000. About 3.5 million unlinked passenger trips are provided annually.

This 2025 Title VI Program Update has been prepared to verify that:

- DART benefits and services supported by FTA funds are available to, and fairly distributed among, transit customers without regard to race, color or national origin;
- The opportunity and ability of persons to participate in transit planning, programming and implementation is not limited on the basis of race, color or national origin; and
- Any necessary corrective, remedial and affirmative actions have been taken to eliminate and prevent discriminatory treatment of people on the basis of race, color or national origin.

2 General Requirements & Guidelines

2.1 Annual Title VI Certification and Assurance

DART's Annual Title VI Certifications and Assurances are current. The annual certificate of assurances submission was filed in TrAMS in 2024.

2.2 Title VI Notice

DART notifies the public of the agency's Title VI obligations and informs the public of the protections against discrimination afforded by Title VI regulations. DART's Title VI public notice is posted at the following locations: Onboard DART vehicles, on the DART website (<http://www.ridedart.com>), at the Customer Service window at DART Central Station, and on the system map brochure.

These notices include:

- A statement that DART operates programs without regard to race, color and national origin;
- A description of how to contact DART for additional information on the recipient's nondiscrimination obligations; and,
- A description of how to file a discrimination complaint against DART.

The notice is provided in English along with Spanish, an identified language exceeding the safe harbor threshold.



2.3 Title VI Complaint Procedures

DART has established and implemented a Title VI complaint procedure, which is available on the DART website at www.ridedart.com.

The Customer Experience Supervisor will review and investigate every complaint promptly. Reasonable measures will be undertaken to preserve any information that is confidential. At a minimum the Customer Experience Supervisor will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the complainant; anyone who may have been subject to similar activity; or anyone with relevant information.
- Upon completion of the investigation, the Customer Experience Supervisor will complete a final report for the DART Chief Financial Officer. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty (20) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the Chief Executive Officer, DART, 620 Cherry St., Des Moines, Iowa, 50309.

The Customer Experience Supervisor shall maintain a log of Title VI complaints received from this process. The log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by DART in response to the complaint. Should DART receive a Title VI complaint in the form of a formal charge or lawsuit, the complaint will be forwarded to DART's attorney.

2.4 Record of Title VI Investigations, Complaints, and Lawsuits

DART maintains a record of all Title VI investigations, complaints and lawsuits.

No Title VI investigations, complaints or lawsuits have been received since the submission of the last DART Title VI Program.

File Date	Summary of Complaint	Summary of Findings	Actions Taken	Close Date
None	None	None	None	None

3 Public Participation Plan

3.1 Purpose

The Des Moines Area Regional Transit Authority (DART) encourages timely public involvement and participation and strives to deliver information, services and programs that reflect community values and benefit all segments of the community. DART developed this Public Participation Plan to ensure all members of the public, including minority and limited English proficient populations, have meaningful opportunities to participate in DART's decision-making process.

DART's public engagement strategies are designed to provide community members with effective access to information about DART services and to provide a variety of methods for receiving and considering public comment prior to implementing changes to services. DART also recognizes the importance of engaging many types of stakeholders in the decision-making process, including other units of government, metropolitan area agencies, community-based organizations, major employers, passengers and the general public, including low-income, minority, limited English proficient, and other traditionally underserved populations.



As a recipient of federal funding and, pursuant to Federal Transit Administration (FTA) Title VI regulatory guidance, DART should therefore seek out and consider the viewpoints of minority and low-income populations, as well as individuals who do not speak English fluently "in the course of conducting public outreach and involvement activities." (FTA Circular 4702.1B) Additionally, the funding recipient should offer "early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at DART."

DART may modify its public participation methods over time based on feedback from its customers and the general public. The Plan is a "living" document that is updated periodically to reflect community preferences, changing demographics and transit services, as well as to respond to new communication and outreach methods.

Regulations and Policies Relevant to DART's Public Participation Plan

DART functions under a wide variety of federal and state requirements. This list provides an overview of the basic laws and regulations DART operates within:

- Federal Requirements:
 - Americans with Disabilities Act of 1990
 - Title VI of the Civil Rights Act of 1964
 - Executive Order 13166 -- Improving Access to Services for Persons with Limited English Proficiency
 - National Environmental Policy Act (NEPA)
- State of Iowa Requirements:
 - Open Public Meetings Act
 - Public Records Act

3.2 Goals

The Public Participation Plan endeavors to promote meaningful opportunities for the public, including low income, minority, and limited English proficient populations, to be involved in identifying potential impacts of DART's proposed transportation decisions.

The specific goals of DART's public engagement efforts include:

- **Transparency** – The process should clearly identify and communicate where and how participants can have influence and directly impact decision-making.
- **Participation** – DART customers and members of the public should have ample opportunity to participate in key decisions, such as having multiple options for how they receive critical information and share feedback.
- **Accessibility** – Every effort is made to ensure that opportunities to participate are physically, geographically, temporally and linguistically accessible.
- **Diversity of input** – Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low-income neighborhoods, ethnic communities and residents with limited English proficiency, and other traditionally underserved populations.

3.3 Principles

Public participation at DART is based on the following principles:

- **Proactive and Timely** – Participation methods should allow for early involvement and be ongoing and proactive so participants can influence decisions.
- **Tailored** – DART's public participation methods should be tailored to match local and cultural preferences as much as possible.
- **Authentic and Meaningful** – DART should support public participation as a dynamic and meaningful activity that requires teamwork and commitment at all levels of the organization.
- **Clarity in potential for influence** – DART should communicate to those giving input the factors weighing on the decisions, so they understand the potential for influence. In addition, staff should communicate the results of the public's input in terms of the impact on decisions at a broad summary level, providing major themes, the decisions reached and rationale for the decisions.

The recommendations in the Public Participation Plan reflect feedback from DART customers and the public, as well as best practices in the field. Information on customer preferences was collected primarily through a survey conducted in fall 2022. DART staff analyzed the survey results based on self-reported demographic information to cater recommendations to the expressed preferences of respondents who are low-income or from marginalized communities. DART also has close relationships with many human service organizations that provide feedback on how DART can best communicate with the populations they serve.

3.4 Public Input Policy

The methods described in the Public Participation Plan cover a range of ways in which DART engages with its customers and the general public. However, DART understands that decisions about budgets as well as changes to services or fares are of particular importance. DART, therefore, has the following guidelines when considering such changes:

Major Service Changes and Fare Changes

DART will conduct public input on major service changes and fare changes. A major service change is defined as when 25 percent or more of a route's revenue hours or revenue miles is added or reduced, or when the total revenue hours for the system are expanded or reduced by 10 percent or more.

Major service changes and fare changes will meet the following public input requirements:

- Changes will be published for public review and comment no less than 60 days before the proposed changes are implemented.
- The public will have an opportunity to provide feedback through at least two of the top five methods for providing feedback preferred by customers, as highlighted in Section 5.2.
- Public comment is always welcome at regularly scheduled DART Commission meetings.
- A notice of the final changes will be posted at least 15 days before the changes are implemented.
- Notification methods may include on-board printed, digital and audio announcements, posted notices at DART Central Station or affected bus stops, and various forms of digital communication.
- The DART Commission must be given a verbal and/or written summary of public input results and approve all significant changes.



In the event the DART Commission approves a comprehensive fare policy that involves multiple phases or implementations of fare or service adjustments over a period of time, DART reserves the right to modify this public comment process.

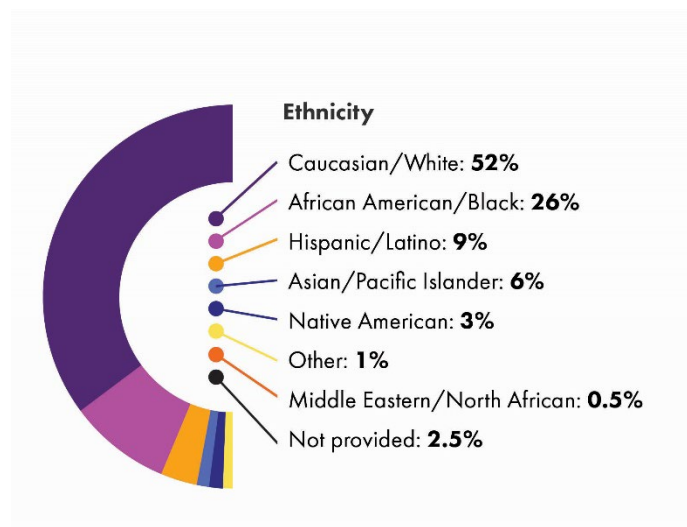
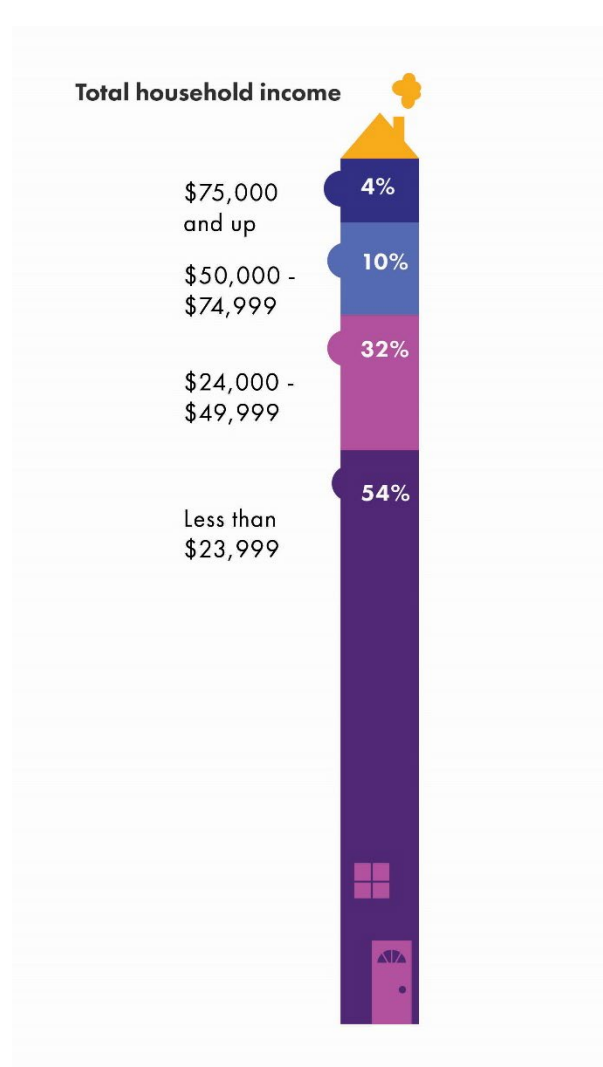
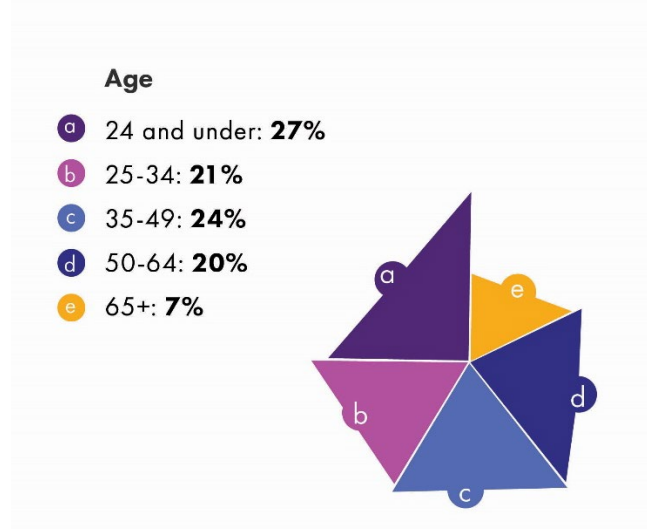
Budget and Tax Levy Changes

DART's annual budget and any associated tax levy changes will have a scheduled public hearing at a DART Commission Meeting. The public hearing will be advertised per Iowa Code, not more than 20 (twenty) days and not less than 10 (ten) days in advance.

3.5 Customer Preferences

Customer Profile

DART understands the importance of tailoring communication and public participation techniques to the preferences of intended audiences. For most aspects of service planning and communication about DART's services, the primary audience is DART customers. In order to understand who DART's customers are, the following information was collected as part of a customer satisfaction survey:



Preferred Customer Communication Techniques

In fall 2022, DART conducted a survey of its customers on all fixed routes to gauge various aspects of customer satisfaction and preferences. Questions asked included how customers prefer to receive important updates from DART, how they prefer to share feedback with DART, as well as demographic information, such as race and household income. The survey resulted in 825 unique responses, and a statistically significant sample size for the system as a whole and on each DART route.

The survey revealed the top five methods DART customers prefer to receive important service updates are:

1. DART website
2. Printed signs at DART bus stops
3. Bus audio announcements
4. Posters and signs at DART Central Station
5. Printed on-board brochures (hangtags) printed in English and Spanish

Other response options included emails from DART, interior/exterior bus ads, public meetings, Facebook, Twitter, Instagram, and member city communications, which collectively represented 30% of all responses.

DART analyzed the responses from minority (45% of respondents) and low-income (54% of respondents) and found that the same top five methods for receiving information were preferred by these sub-groups of DART customers.

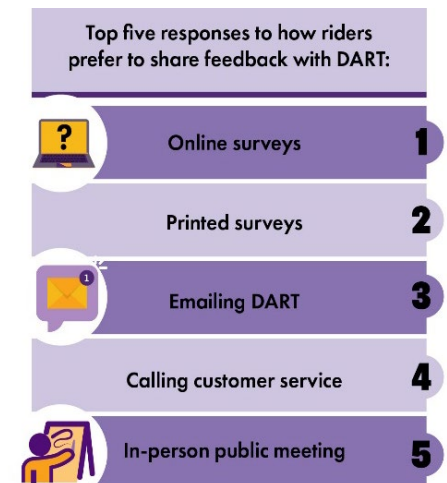
Additionally, the survey revealed the top five methods DART customers prefer to share feedback with DART are:

1. Online surveys
2. Printed surveys
3. Emailing DART
4. Calling Customer Service
5. In-person public meetings

Other response options included online public meetings, Facebook, Twitter and Instagram, which collectively represented 15% of responses.

DART analyzed the responses from minority (45% of respondents) and low-income (54% of respondents) customers and found that the same top five methods for sharing feedback with DART were preferred by these sub-groups of customers.

DART also analyzed the responses from separate surveys of paratransit and Caravan (formerly known as Rideshare) customers. While a much smaller proportion of DART's customers, tailoring communications about these programs to the formats preferred by established customers should improve participation rates.



- Paratransit customers have similar preferences for receiving information and sharing feedback as fixed-route customers (described above), with the exception that Paratransit customer have a stronger preference for interpersonal forms of communication, such as calling DART or receiving emails from DART.
- Caravan customers strongly prefer electronic forms of communication, such as receiving emails from DART or visiting DART's website.

The customer preferences described above were used to guide the methods described in this public participation plan. Additionally, the tabular results of the surveys can be analyzed by bus route, member community and demographics in order to tailor communication with specific subgroups of customers as needed.

3.6 Direct Communication Methods

The Public Participation Plan identifies a menu of available methods for providing information to DART customers and the public. While these communication methods allow DART to broadcast information widely, they also are important tools in reaching minority and limited English proficient populations, who identified these methods as ways they want to receive relevant information. Communications methods include:

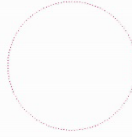
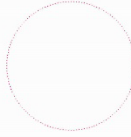


- **DART's website*** – DART's website, www.ridedart.com, is one of the primary sources of information for DART riders. Several tools are available within the site to communicate changes in service, as well as to notify the public of opportunities to participate in DART's decision-making process. These include "news items" that appear as short summaries on the home page and, when selected, can lead to longer news items, including meeting schedules and links to route maps, surveys, etc. DART's website translates into more than 100 languages.
- **On-board newsletters or "hangtags" *** – These are printed materials with round cutouts (shaped like "Do Not Disturb" door hangers at hotels) that hang from the handlebars on buses. They are printed on both sides, with English on one side and Spanish on the other side. Their size can increase with additional folding panels, depending on the amount of information. They are a highly visible and effective means of communicating directly with DART riders.



dart
RIDER NEWS

SERVICE CHANGE
AUG. 25, 2024



DART Service Change – Sunday, Aug. 25

DART will make minor schedule changes to several local and express bus routes beginning August 25, 2024.

Minor changes to stop times are planned for these routes:

- ▶ Local Route 8 – Fleur Dr
- ▶ Local Route 11 – Ingersoll Ave
- ▶ Local Route 13 – SE Park Ave
- ▶ Local Route 14 – Beaver Ave
- ▶ Local Route 15 – 6th Ave
- ▶ Local Route 16 – Douglas Ave
- ▶ Express Route 92 – Hickman
- ▶ Express Route 93 – NW 86th
- ▶ Express Route 94 – Westtown
- ▶ Express Route 95 – Vista
- ▶ Express Route 98 – Ankeny

Time changes on local routes will follow a new bell schedule for the 2024-2025 Des Moines Public Schools academic year, while time changes on express routes are planned to better serve riders.

Trips will also be added to some local bus routes on school days during the 2024-2025 Des Moines Public Schools academic year.

Local Route 8 – Fleur Dr: Service will be added to Local Route 8 that travels along Fleur Drive. A new weekday morning trip will travel outbound from DART Central Station to the south side of Des Moines. On weekday evenings, a new inbound trip will travel north from the south side of Des Moines to DART Central Station.

Updated schedules and route maps are available now at ridedart.com/August or from DART Customer Service. Printed brochures will be available on buses and at DART Central Station after August 21, 2024.

www.ridedart.com ▶ 515-283-8100

Ride to Thrive Re-Enrollment

DART's Ride to Thrive program allows people who are receiving food assistance, housing assistance or workforce assistance to pay about half the cost of a regular bus fare. Once signed up for Ride to Thrive, riders are eligible for two years. Many Ride to Thrive customers will need to enroll in the program this fall. Please check the expiration date on your Ride to Thrive ID card to see when you need to re-enroll to continue paying half fare to ride DART. Learn more about re-enrolling in Ride to Thrive at ridedart.com/RidetoThrive.

Public Input on November Service Changes

DART plans to eliminate the D-Line downtown shuttle in November 2024 because ridership has not recovered like most other routes have since the pandemic and some funding sources dedicated to operating the D-Line are no longer available. In addition, Route 52 will change from running every 30 minutes to running every 40 minutes to ensure buses are running on time. DART will also adjust sections of Route 17 in Altona and Route 74 in Urbandale, which will impact a few bus stops.

Please look for an announcement later this summer about these changes and ways to provide feedback on how they will impact you.

Important Dates

Monday, Sep. 2 – DART will not have service due to the Labor Day holiday. Regular service is scheduled on the weekend before the holiday.

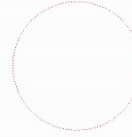
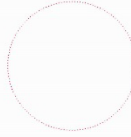
Next planned service change: November 2024

Thông tin này có thể được cung cấp bằng tiếng Việt theo yêu cầu. Vui lòng liên hệ với bộ phận Dịch vụ Khách hàng theo số 515-283-8100 để noi chuyen voi dai dien hoặc gửi email đến dart@ridedart.com.

يمكن توفير هذه المعلومات باللغة العربية عند الطلب. يرجى الاتصال بخدمة العملاء على الرقم 515-283-8100 للتحدث إلى ممثل أو بريد إلكتروني dart@ridedart.com.

dart
RIDER NEWS

CAMBIOS EN EL SERVICIO:
25 DE AGOSTO, 2024



Cambios en el servicio de DART – domingo 25 de agosto

A partir del 25 de agosto del 2024 DART realizará cambios menores en los horarios de varias rutas de autobuses locales y exprés.

Están planeados cambios menores en los horarios de paradas de las siguientes rutas:

- ▶ Ruta local 8 – Fleur Dr
- ▶ Ruta local 11 – Ingersoll Ave
- ▶ Ruta local 13 – SE Park Ave
- ▶ Ruta local 14 – Beaver Ave
- ▶ Ruta local 15 – 6th Ave
- ▶ Ruta local 16 – Douglas Ave
- ▶ Ruta exprés 92 – Hickman
- ▶ Ruta exprés 93 – NW 86th
- ▶ Ruta exprés 94 – Westtown
- ▶ Ruta exprés 95 – Vista
- ▶ Ruta exprés 98 – Ankeny

Los cambios de horario en las rutas locales serán de acuerdo al nuevo horario del año académico 2024-2025 de las escuelas públicas de Des Moines, mientras que los cambios en los horarios de las rutas exprés son para brindar un mejor servicio a los usuarios.

También, durante el año académico 2024-2025 de las escuelas públicas de Des Moines, se agregarán viajes en algunas rutas de autobuses locales durante los días de escuela.

Ruta local 8 – Fleur Dr: se aumentará el servicio en la ruta local 8 que va por Fleur Drive. Entre semana, habrá un nuevo viaje matutino que irá desde la estación central de DART hacia el lado sur de Des Moines. Entre semana por las noches, habrá un nuevo viaje que irá del lado norte del sur de Des Moines hasta la estación central de DART.

Los horarios actualizados y los mapas de rutas están disponibles en ridedart.com/August o en el servicio de atención al cliente de DART. Los folletos impresos estarán disponibles en los autobuses y en la estación central de DART después del 21 de agosto de 2024.

www.ridedart.com ▶ 515-283-8100

Programa Ride to Thrive

El programa Ride to Thrive de DART permite a las personas que reciben asistencia alimentaria, asistencia para vivienda o asistencia laboral pagar aproximadamente la mitad del costo de un boleto de autobús regular. Una vez inscritos en Ride to Thrive, los usuarios son elegibles por dos años. Este año, muchos clientes del servicio Ride to Thrive deberán inscribirse en el programa. Por favor verifique la fecha de vencimiento en su tarjeta de identificación Ride to Thrive para ver cuándo necesita volver a inscribirse y continuar pagando la mitad de la tarifa para viajar en DART. Obtenga más información sobre Ride to Thrive en ridedart.com/RidetoThrive.

Opinión pública sobre los cambios en el servicio de noviembre

En noviembre del 2024, DART planea eliminar el servicio de transporte de la Línea D que va al centro, debido a que el número de pasajeros no se ha recuperado desde la pandemia como lo han hecho la mayoría de las otras rutas y algunos fuentes de financiamiento dedicados a operar la línea D ya no están disponibles. Además, la ruta 52 cambiará de circular cada 30 minutos a circular cada 40 minutos para garantizar que los autobuses lleguen a tiempo. DART también ajustará secciones de la ruta 17 en Altona y la ruta 74 en Urbandale, lo que afectará algunas paradas de autobús.

Por favor esté atento al aviso que saldrá a finales del verano acerca de estos cambios y los formas en que puede dar retroalimentación de como lo impactará.

Fechas importantes

Lunes, 2 de septiembre: no habrá servicio de DART debido al feriado de Día del Trabajo. El fin de semana anterior al día festivo está programado servicio regular.

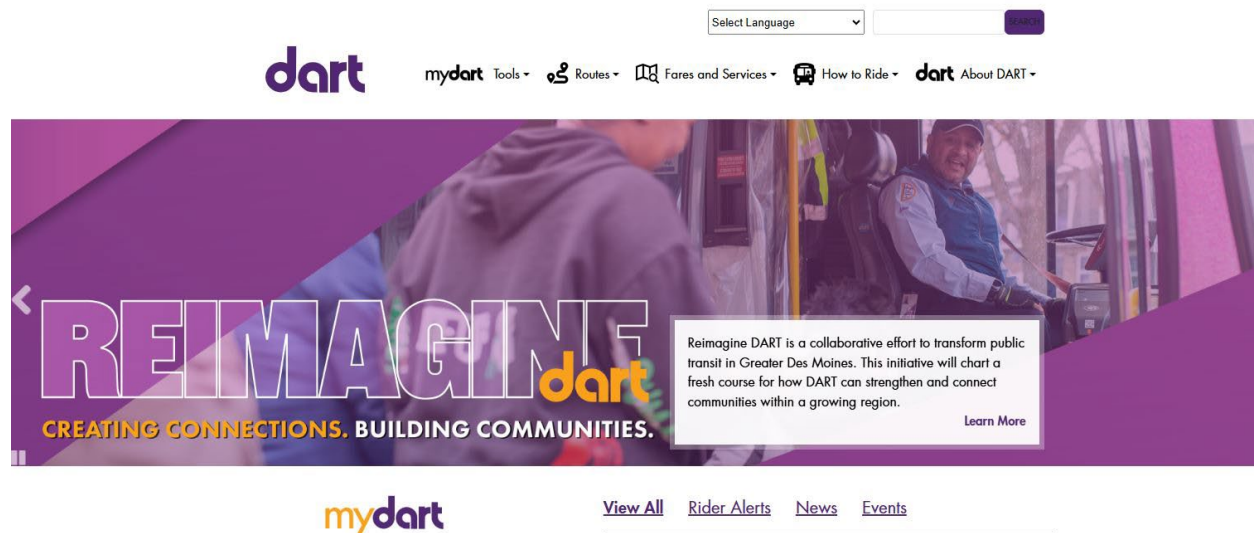
Próximo cambio de servicio programado: noviembre 2024

Thông tin này có thể được cung cấp bằng tiếng Việt theo yêu cầu. Vui lòng liên hệ với bộ phận Dịch vụ Khách hàng theo số 515-283-8100 để noi chuyen voi dai dien hoặc gửi email đến dart@ridedart.com.

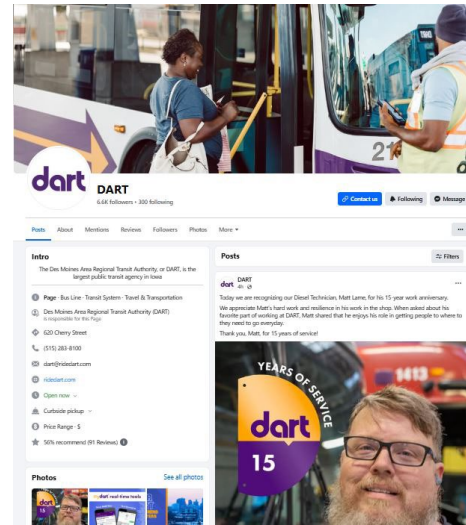
يمكن توفير هذه المعلومات باللغة العربية عند الطلب. يرجى الاتصال بخدمة العملاء على الرقم 515-283-8100 للتحدث إلى ممثل أو بريد إلكتروني dart@ridedart.com.

- **On-board audio announcements*** – DART's Automatic Vehicle Location System has the capability of scheduling automatic audio announcements on buses. These announcements can be scheduled on all routes, or single routes, and can be triggered by location on a route or on regularly timed intervals. Announcements can be recorded in both English and Spanish.
- **Emails to DART email subscribers (customers)** – These electronic communications are sent out via DART's mass email subscription service. Customers can sign up on DART's website to receive emails from DART. Staff has the flexibility to target email communications to subgroups of DART riders, such as those on a particular route. Staff can also elect to send an email to all email subscribers.
- **Emails to partners** – These electronic communications can be sent out from staff members' email accounts, as well as through DART's mass email program. Similar to mailers, these can include informational letters, as well as resources for partners to share information with their networks, such as newsletter copy, social media posts and fliers.
- **Press releases** – Press releases are aimed at generating news coverage of DART events, changes, meetings, etc. They are distributed via email to DART's media contact list, as well as posted on the Press Releases page of DART's website.

- **Community newsletters** – DART has several partners in the community that publish newsletters, including several member governments. DART can provide articles to these partners for publication in their newsletters.
- ▶ **Ads on buses and bus shelters** – Overhead advertisements can be posted inside DART's buses. Additionally, printed advertisements can be posted on the sides of DART's bus shelters.
- **Posters at DART Central Station and bus stops** – Printed posters can be posted around DART Central Station, including designated news bulletin areas within the waiting area, using sandwich boards on the platform and at the Customer Service window. Flyers can also be posted at specific bus stops.
- **Mailers to partners** – These printed materials can be distributed via mail to DART's partners. They can include letters to key staff at these locations, as well as posters or other materials for them to distribute at their offices.
- **Paid advertisements** – DART can pay for advertisements in local publications (Des Moines Register, Axios, Business Record, Black Iowa News, etc.), in community newsletters and on local broadcast channels (radio and TV), reaching both broad and targeted audiences. DART can also advertise public input opportunities through social media and as digital ads on websites.
- **Paid ads in non-English media*** – DART can publish paid advertisements in non-English newspapers, magazines, websites and radio stations to reach a wider span of the population.
- **Public notices** – These are published in the daily newspaper of record, The Des Moines Register, and are also posted on DART's website.



- **DART's Social Media Platforms** – DART staff uses several social media accounts to interact with riders and share information regarding service changes and opportunities for the public to participate in DART's decision-making process. DART has accounts on Facebook, X, Instagram and LinkedIn, but primarily uses Facebook to publish important information for riders and partners.
 - **DART Technology Tools** – MyDART Tools that allow customers to book and plan trips can also be used to send alerts and automated messages.
- * **All communication methods are available for translation or interpretation upon request.**



3.7 Methods of Involving the Public

DART employs several methods for involving the public in DART's decision-making process. Staff consider many factors when designing public outreach, such as the magnitude of the proposed change or decision, what level of influence public opinion has on the decision, and who will be impacted by the decision. As cited above, DART customer surveys indicate that minority and low-income populations have similar preferences to DART riders as a whole in how they provide input.

DART's public involvement methods include:

- **Public Meetings** – A public meeting is an opportunity for DART to present information about a proposed change or upcoming decision and collect feedback from interested parties, often including riders. DART staff typically present an overview of the proposed change and then answer questions and hear feedback from participants. These meetings can be held in-person at DART Central Station, at a transit-accessible location in a member community, virtually using Zoom or a similar online meeting software, or a hybrid approach that allows attendees to attend in-person or login through a virtual platform. DART staff considers audience and other factors, such as high levels of illness in the community, before deciding what format a meeting will be held in. A public meeting is NOT required by federal regulations and comments do not go into the public record.
- **Public Hearings** – A public hearing is required by federal or state regulations where comments from the public go into the public record. A public hearing is governed by rules concerning who speaks when and for how long and is overseen by a DART official. A public hearing is NOT a question-and-answer format.
- **Grab-and-Go Events** – DART will staff informational tables at community events and at DART Central Station to share information about changes to service, new initiatives or

community resources. These events allow DART to interact with a wide variety of community members for a shorter time span.

- **Partnerships with Community-Based Organizations** – To ensure feedback from specific populations or groups, DART may provide a small amount of funding and materials to support community-based organizations (mostly nonprofits) in gathering public input from the clients they serve and/or their broader networks. This process aims to honor the trusting relationships their staff already has with community members and the time and resources organizations dedicate to helping DART with its public input efforts. Community-based organizations can decide the best ways to reach their networks, such as having conversations during case-management meetings, sending emails or distributing a survey during a group meeting.
- **Open House** – DART hosts Open House events, which allow the public to attend and visit specific stations to meet with DART staff and provide feedback. The nature of this type of event allows flexibility for attendees, permitting them to come and leave at any time during the scheduled time. Open House events can be held in-person at DART Central Station, at a transit accessible location in a member community, or virtually using Zoom or a similar online meeting software. DART staff considers audience and other factors, such as high levels of illness in the community, before deciding what format an Open House will be held in. Open Houses are NOT required by federal regulations and comments do not go into the public record.
- **Surveys** – Surveys contain a series of specific questions, often in multiple-choice format, and can be distributed in print and/or digital form. The results from surveys can be quantified and analyzed, but are not as conducive to broader, more open-ended discussions.
- **Focus Groups** – At times, the complexity of a project, issue or needed input may require engaging specific audiences of stakeholders where more in-depth discussion and feedback can occur. Focus groups generally work better if held in-person but can be conducted through a virtual format, like Zoom.
- **DART Commission Meetings** – The Board of Commissioners typically meets the first Tuesday of each month at 12:00 p.m. at DART Central Station, 620 Cherry Street, Des Moines, IA, 50309. These meetings are open to the public to attend in-person and also may be available online via Zoom and include an opportunity at the beginning of the meeting for the public to comment on any item relating to transit.
- **Public Comment Cards** – Public comment cards are open-ended questionnaires that can be distributed in print and/or digital form. Comments from comment cards are valuable for open-ended discussions, although they are not as easy to quantify or analyze.
- **General Comments** – DART is always open to and accepting of public comments, regardless of whether they were given as part of an organized effort. Comments can be shared with DART by phone at 515-283-8100, by email at dart@ridedart.com, via a comment form on DART's website at ridedart.com, in-person at DART Central Station, or by mail at 620 Cherry Street, Des Moines, Iowa, 50309.

3.8 Selection of meeting times and locations

Selecting meeting times and locations that are convenient for target audiences is crucial to providing meaningful opportunities for public participation. For example, meeting announcements for service changes should be shared with the public on-board buses and through digital platforms; they should be held not only in the early afternoon but also in the late afternoon or early evening; and they should be held at locations in downtown Des Moines, as well as regional locations such as suburban and Des Moines library locations.

3.9 June 2022 – March 2025 Outreach

DART's outreach for its long-range planning, major service changes and other changes impacting riders and the public included the following activities:

- DART hosted three virtual and in-person public meetings between May 24-26, 2022, to collect input on changes to service in West Des Moines, including re-routing one local route and discontinuing service on one local route to replace it with a new microtransit zone. These meetings were promoted in English and Spanish on buses and in signage posted at DART Central Station. English language promotion of these meetings also included emails to rider, social media posts and posts to DART's website. DART staff members were periodically available on buses during the month of May to discuss the proposed changes with riders and collect their feedback.
- DART collected feedback on a major service change in Des Moines and West Des Moines between January 12-18, 2023. The service change included making changes to two local routes and adding two new microtransit zones. DART hosted three public meetings and offered print and digital surveys to members of the public. To promote the meetings and survey opportunities, DART shared signs and on-bus audio announcements in English and Spanish.
- DART collected significant public input from mid-November through mid-December 2023 on a possible 40% cut in service in the City of Des Moines. DART sought input on the public's desire to increase funding to maintain public transit service, as well as how riders would be impacted by service cuts. DART held a public meeting in each of Des Moines' four wards, as well as an open house at DART Central Station and a virtual meeting on Zoom. DART also provided a survey in digital and print formats. Public input opportunities were promoted widely, including signs, newsletters, audio announcements, and emails directed to riders; toolkits shared with partners to distribute; radio and digital advertising reaching Latino and Black communities; and boosted social media posts to neighborhoods surrounding public input meetings. DART provided fliers in English, Spanish, Vietnamese and Arabic.



- An online survey was open for two weeks starting November 6, 2023, for riders to provide input on realigning a portion of one route. The survey was promoted on DART's website, in two emails directed to riders of the route and in a toolkit sent to the city's government and chamber of commerce.
- DART held one public meeting on May 28, 2024, to collect feedback on a proposed fare increase for DART On Demand, DART's microtransit service. In addition to the meeting, print and digital surveys were offered to the public in English and Spanish.
- In September 2024, DART gathered public input on proposed changes to four local routes and discontinuing a free shuttle in downtown Des Moines. DART held one in-person meeting and one virtual meeting between September 19-25, 2024, and distributed print and digital surveys to the public in English and Spanish. The two meetings and surveys were promoted in English and Spanish on buses and in signage posted at DART Central Station. English language promotion of the meetings and surveys also included emails to riders, emails to stakeholders, social media posts and posts on DART's website.
- DART held one virtual public meeting on November 14, 2024, to collect feedback on proposed changes to one express route and DART's mobility service zone following the City of Grimes' decision to withdraw from DART in summer 2025. The meeting was promoted in both English and Spanish through on-bus audio announcements and signs posted at bus stops in Grimes and the adjacent city of Johnston. Comment cards were mailed with a letter to more than 50 affected riders living in Grimes or using mobility services in that city.
- Public hearings on DART's budget process were held annually in either March or April.

Participation in public input opportunities can vary significantly depending on the type of change DART is considering and how broadly the opportunities are promoted. For example, during public input on possible service cuts, DART had significant attendance at public meetings (253 individuals over six meetings) and a high response rate to an online and print survey (1,136 responses). Public input meetings for other service changes have had minimal attendance (about 3-7 members of the public).

Mailing comment cards and sharing a link to an online survey have resulted in more participation than in-person meetings in several instances. DART has also found that paid promotion of public meetings on social media, bus audio announcements, signs at bus stops, and working with community-based organizations have led to higher participation. Also, DART found that having technical staff available at engagement events, in addition to customer service and communications staff, can allow for more detailed conversations with customers and members of the public.

3.10 Translation and Interpretive Services

Providing translation and interpretive services is critical to the success of the Public Participation Plan in reaching minority and limited English proficient populations. DART provides translation and interpretive services upon request:

- At the customer service window,
- over the phone,
- at public meetings, and

- for important documents.

For example, DART contracts with a firm called CTS Language Link to provide interpretation services in over 240 languages to customers upon request. These services can be accessed by phone or at the customer service window at DART Central Station. Additionally, DART makes interpretation services available at its public meetings to anyone who requests them. The interpretation services are publicized in meeting notices.

Most applications available on DART's website and from DART Customer Service are in English and Spanish, and DART will provide documents in other languages upon request. In addition, on bus communications about public meetings, including bus audio announcements and hangtag newsletters are provided in both English and Spanish. DART translates some public meeting fliers in other languages, such as Arabic, based on needs identified by riders and partner organizations.

More details about DART's strategy and resources to ensure that language is not a barrier for people to take full advantage of DART's services can be found in DART's Language Assistance Plan.

3.11 DART Partners

DART utilizes a network of local partners to enhance its reach within the community.

- DART can “amplify” its messages by routing them through partners' communication networks, thereby reaching more minority and limited English proficient populations. These messages include:
 - Valuable information about DART's services
 - Opportunities to participate in DART's decision-making process
- DART can consult with these partners' staff and clients on:
 - Transportation needs
 - Solutions to potential or real issues

DART counts more than 200 organizations, businesses and other government agencies among its list of partners. These organizations span the following categories (*a complete list of partners can be found in Appendix A*):

- Youth centers
- Rehabilitation centers
- Agencies serving low-income individuals
- Refugee resettlement agencies
- Human rights organization
- Shelters
- Community action centers
- Correctional facilities
- Agencies for people with disabilities
- Residential properties
- Corporate partners
- Pass sales outlets
- Member governments
- State government agencies
- Federal government agencies

- Neighborhood associations

In particular, these DART partners may provide valuable avenues for reaching minority and limited English proficient populations.

3.12 Equity Considerations

DART recognizes that minority and low-income populations have historically been systematically excluded from participating in public decision-making. Due to persistent societal and cultural influences, ensuring diverse public participation in DART's decision-making can be difficult, despite the concerted efforts described in this plan. DART therefore recognizes the need to think carefully about how to design inclusive outreach processes and to build in measures that consider whether a public participation process and its outcomes are achieving the intended results.

DART staff will utilize the following considerations developed as part of the Capital Crossroads program, a collaborative vision for improving Central Iowa, to evaluate the racial equity implications of key decisions:

- Have a variety of ethnic communities/people of color been informed, meaningfully involved and authentically represented in this process/decisions?
 - How has this been done?
 - How has the feedback been considered, incorporated and lifted up?
 - What challenges have we faced in hearing that voice?
- Is there a group that benefits more than another because of this process/decision?
- What could be one unintended consequence of this process/decision for ethnic communities/communities of color?
- What action will be implemented to advance equity in this process/decision?

3.13 Outcomes

The outcomes of public participation will be reported in an open and transparent manner. The expectation is that DART will follow-up with community members after they have participated in the process to inform them how their participation influenced the outcome. DART should be able to demonstrate that it explored the public's suggestions and recommendations and considered that feedback as part of the process.

3.14 Conclusion

This Public Participation Plan must, first and foremost, be accountable to the public. The strategic approach, goals and guiding principles DART has established are intended to foster public participation by providing early, continuous and meaningful public engagement opportunities for its stakeholders regardless of race, color or national origin, including populations and individuals who may be underserved because of limited English proficiency, racial or socioeconomic status, or disability. The methods and techniques employed by DART help increase public participation rates, particularly among those individuals and populations that are often overlooked or underrepresented.

While the methods and techniques used during the public participation process may vary according to each circumstance, DART will make every effort to achieve the standards it has set and to design public outreach efforts with the goal of most effectively reaching out to the diverse populations throughout DART's service area. As a living document, the Plan may evolve according to the demographic makeup of DART's communities and their unique needs, as well as DART's evaluation of its public participation effectiveness.

4 Limited English Proficiency (LEP) and Language Assistance

4.1 Four Factor Framework Analysis

This plan utilizes the four-factor analysis of an individualized assessment described in the FTA guidance publication of December 14, 2005, entitled “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers.”

In accordance with this guidance, this section examines each of the following factors to determine the level and extent of language assistance measures required to sufficiently ensure meaningful access to public transit services within DART’s service area. These factors are:

- Factor 1: Proportion, Numbers and Distribution of LEP Persons in DART’s Service Area
- Factor 2: Frequency of Contact with LEP Persons
- Factor 3: Nature and Importance of DART Services to LEP Persons
- Factor 4: Resources Available to DART and Overall Cost

Factor 1: Proportion, Numbers and Distribution of LEP Persons in DART’s Service Area

The U.S. Census Bureau has a range of 4 classifications of how well people speak English. The classifications are ‘very well,’ ‘well,’ ‘not well,’ and ‘not at all.’ Consistent with federal guidance, this plan considers people who are reported by the Census to speak English less than “very well” as Limited English Proficient persons.

► **Service Area Boundaries**

DART’s service area is primarily Polk County; however some community boundaries do slightly spill over into adjacent counties. For this analysis, only Polk County boundaries will be used. DART member communities as of July 1, 2025 include:

- Altoona
- Ankeny
- Bondurant
- Clive
- Des Moines
- Johnston
- Polk County
- Pleasant Hill
- Urbandale
- West Des Moines
- Windsor Heights

► **Analysis of Language Related Population Data**

Language Spoken at Home

Analysis of the 2019-2023 American Community Survey variable S1601, Language Spoken at Home 5-Year estimates data for Polk County presented in Table A shows that the proportion of residents within the DART service area who may be considered LEP is 6.4 percent. Of the population 5 years of age or older in Polk County, 14.6 percent speak a language other than English at home, with 43.6 percent of that population speaking English less than “very well.”

TABLE A:

S1601 | Language Spoken at Home (5 Years and Over)

LANGUAGE SPOKEN AT HOME (5 YEARS AND OVER)	ESTIMATE	PERCENT
English only	396,858	85.4%
Language other than English	67,638	14.6%
Speak English less than "very well"	29,503	6.4%
Spanish	32,012	6.9%
Speak English less than "very well"	13,302	2.9%
Other Indo-European Languages	10,467	2.3%
Speak English less than "very well"	3,835	0.8%
Asian and Pacific Islander Languages	15,348	3.3%
Speak English less than "very well"	7,834	1.7%
Other Languages	9,811	2.1%
Speak English less than "very well"	4,532	1.0%
TOTAL	464,496	100%

Safe Harbor Languages

In addition to the sources shown in Table A, DART also analyzed individual languages as reported by 2019-2023 American Community Survey 5-Year Estimates for variable B16001, Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over, to better assess which languages meet the threshold of the Safe Harbor provision. DART determined that a language meets the threshold if there are over 1,000 people estimated to speak the language less than "very well" in Polk County. Some language families with over 1,000 less than "very well" speakers may have been omitted if DART does not have the means to reasonably assess whether one predominant language in the group meets the threshold. Additional relevant data sources such as school district ELL (English Language Learner) program enrollment or DART half-fare card applications may supplement ACS data if they help identify individual languages within a language group that may meet the threshold, such as Swahili. The Safe Harbor Languages in DART's service area are:

- Spanish (13,302)
- Vietnamese (2,074)
- Swahili (1,935)
- Serbo-Croatian (1,574)
- Arabic (1,254)

A. Limited English Speaking Households

According to the US Census Bureau, a "limited English speaking household" is one in which no member 14 years old and over (1) speaks only English or (2) speaks a non-English language and speaks English "very well." In other words, all members 14 years old and over have at least some difficulty with English. By definition, English-only households cannot belong to this group. Previous Census Bureau data products have referred to these households as "linguistically isolated" and "Household where no one age 14 and over speaks English only or speaks English 'very well.'" In 2023 ACS 5-Year estimates, shown in Table B below, Polk County has 202,404 total households, and of the limited English speaking households Spanish is the most prevalent.

TABLE B:

Limited English Speaking Households

LIMITED ENGLISH SPEAKING	TOTAL	PERCENT
English	152,889	87.5%
Spanish	12,270	6.1%
<i>Limited English Speaking</i>	2,765	1.4%
<i>Not Limited English Speaking</i>	9,505	4.7%
Other Indo-European languages	5,274	2.6%
<i>Limited English Speaking</i>	1,106	0.5%
<i>Not Limited English Speaking</i>	4,168	2.1%
Asian and Pacific Island language:	6,783	3.4%
<i>Limited English Speaking</i>	1,934	1.0%
<i>Not Limited English Speaking</i>	4,849	2.4%
Other languages	4,010	2.0%
<i>Limited English Speaking</i>	1,156	0.6%
<i>Not Limited English Speaking</i>	2,854	1.4%
TOTAL	202,404	100%

► **Des Moines Public Schools**

Another way that DART analyzes the language diversity of the communities it serves is by reviewing student enrollment data. The Des Moines Public School district is the largest in Polk County and by far the most diverse. Data retrieved from the district shows that as of 2024-2025 school year, approximately 7,700 students are enrolled in the district’s English Language Learners (ELL) program. This program is designed for students learning English as a second language. With nearly 31,000 students enrolled district-wide, about one in four students in the district is enrolled in the ELL program. Approximately 7,000 students in Des Moines Public Schools speak Spanish, and about 68% are enrolled in the ELL Program, indicating that only 32% of students who primarily speak Spanish at home also have English speaking proficiency. Though there are over 100 different languages spoken in households within the Des Moines Public School District, the top 4 primary languages for students enrolled within the school system’s ELL program are ranked in the following order:

- Spanish (4,794 students)
- Karen Languages (707 students)
- Swahili (932 students)
- Nilo-Saharan (366 students)

► **Summary**

In using the above census data as well as information from the Des Moines Public School District, DART has determined that the greatest non-English language need in the community is Spanish, and therefore DART should focus its language assistance efforts on this sub-population. Additionally, the community that DART serves is ethnically and linguistically diverse, and DART should also consider how to provide appropriate language assistance to these groups as well.

Factor 2: Frequency of Contact of LEP Persons

Employees of DART are in contact with LEP persons on a daily basis. The most frequent type of encounter is between bus driver and passenger. The second most frequent contact is via telephone on the DART Schedule Information line. Other points of contact include:

- Walk-in customers and assistance from operations staff at DART Central Station
- Public hearings and meetings with community-based organizations
- Agency training sessions, providing education on how to ride and service information

DART staff and community partners were consulted in the development of this plan to ensure that the languages focused on and the methods described in this plan are consistent with their front-line experience serving customers and the general public.

DART monitors the languages spoken by refugee persons applying for “Half Fare” ID cards, which allow them to ride DART’s services for less than half the cost of a full fare. The following table is a breakdown of languages spoken by refugees that obtained one of the 960 “Half Fare” IDs made between June 2022 and February 2025.

Language	Number	Percent of Total
Acholi	1	0.07%
Arabic	159	10.81%
Belin	1	0.07%

Language	Number	Percent of Total
Burmese	17	1.16%
Burundi	5	0.34%
Chin	13	0.88%
Dari	100	6.80%
Dinka	15	1.02%
English	88	5.98%
Haka	1	0.07%
Karen	20	1.36%
Karenni	3	0.20%
Kibembe	29	1.97%
Kinyabwisha	2	0.14%
Kinyamulenge	44	2.99%
Kinyarwanda	32	2.18%
Kirundi	5	0.34%
Kiswahili	106	7.21%
Kunama	24	1.63%
Nepali	18	1.22%
Nuba	1	0.07%
Pashto	71	4.83%
Pashto Northern	1	0.07%
Pashton	5	0.34%
Sgnaw	20	1.36%
Somali	45	3.06%
Spanish	74	5.03%
Swahili	538	36.57%
Tedim	1	0.07%
Tigrinya	22	1.5%
Zotung	10	0.68%
TOTAL	960	100%

Factor 3: Nature and Importance of DART Services to LEP Persons

DART recognizes that thousands of people depend on its services each day for critical mobility needs, such as traveling to work, medical appointments, shopping for food, and getting to school.

Public transportation has been considered the “to” in Welfare to Work, Access to Healthcare, and several other programs and/or services that often are utilized by low-income, minorities and LEP persons. Without access to public transportation many of these individuals would not be able to take advantage of other services that could potentially be life changing or life sustaining. Any denial, delay or reduction in access to DART services because of language-related barriers is unacceptable to DART.

Factor 4: Resources Available to DART and Overall Cost

DART is committed to providing resources for language assistance. Today, DART mainly focuses its language assistance resources on providing important information in Spanish, and DART has leveraged technology and community partnerships to amplify its ability to provide useful information in many more languages used by the local population.

The cost associated with these efforts fall within DART's operating budget. Current costs are predominately a reflection of translation/interpretation services and marketing materials. DART's budget for these services is set annually using a base level consistent with historical need, plus consideration of service planning, public outreach, or targeted marketing that might require additional language assistance resources.

4.2 Implementation Plan

Existing Language Assistance Programs and Services

DART utilizes the following methods to assist customers and the general public with understanding and accessing its services in their native language:

► **General Language Assistance**

- DART website content can be translated into over 100 languages.
- Access to real-time telephone translation services, providing DART with 240 language options to translate with customers.
- Translation of DART documents is made available upon request.
- Translation services available at all public meetings by request.
- Meeting notices include explanation of procedures to request language translation.
- Pocket guides printed in eight languages to provide guidance on how to ride DART, as well as a trip identification tool to help front-line DART staff assist LEP customers.
- A pilot wayfinding sign program was launched at 30 bus stops along a corridor with multiple human service agencies and shopping destinations with icons and maps that were designed to be accessible regardless of English language abilities.
- DART's Title VI and Language Assistance Plan are posted on the DART website.
- Partnerships with local agencies who work specifically with LEP populations to assist with applying for reduced fare programs and other services, as well as "How-to-Ride" training.
- Training of all staff on Title VI requirements and how to provide language assistance.

DART POCKET GUIDE

Plan your trip



WEB | ridedart.com
GOOGLE MAPS | google.com/maps



My stop # is: _____
My Route # is: _____
My destination stops are: _____

Pay



PASS | Weekly or monthly paper pass



CASH | Pay with exact change



APP | Download MyDART app to buy your pass

Boarding the bus



ARRIVE at your bus stop ontime.
Check the Route number



BOARD the bus



PAY your fare

English version of DART Pocket guide

► **Spanish Language Assistance**

- Vital documents such as the Title VI policy and complaint form and paratransit application form are available in Spanish.
- On-board customer information bulletins ("hang tags") are printed in English and Spanish.
- On-board audio announcements regarding changes in service or public outreach opportunities are provided in Spanish.
- DART's automated telephone schedule information line includes a Spanish translation option.
- Onboard passenger surveys are available in Spanish.
- Many DART bus operators are bilingual, and Spanish language skills are targeted during bus operator recruitment.
- Some staff in the Customer Experience department are bilingual (Spanish).



Sample on-board bilingual signage

► **Other Safe Harbor Languages**

- All Vital documents are either fully translated into all Safe Harbor languages (identified in Section 4.1) or contain a translation availability statement
- Vital forms available with complete, physical translations in all safe harbor languages include: Title VI Complaint Form, Paratransit Service Eligibility Form, and ADA Complaint Form
- Vital forms with full translations in select Safe Harbor Languages and translation availability statements include: Title VI Notice, Bus Plus Policies, and Reduced Fare Eligibility and Application
- Some versions of vital forms such as the Title VI Notice, Title VI Complaint Procedure and Reduced Fare Eligibility and Application have a full web page version that can be translated into more than 100 languages as a feature of DART's website
- Non-vital situational materials such as surveys, alerts, or on-board bus announcements may be considered for translation into additional safe-harbor languages on an as-needed basis, and will include translation availability statements whenever reasonably practicable

Opportunities for Improvement

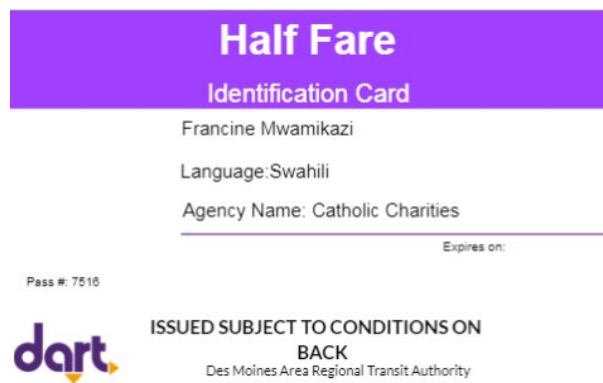
DART's intends to continue to evaluate and improve its language assistance programs and services in the following ways:

- Translate additional key documents: Analyze the use of the DART website and inquiries at the customer service window to determine what information is important to our customers and should be proactively translated into Spanish and other prevalent languages. For example, while applications for reduced-fare programs are available in Spanish, additional information about the various fare categories could be proactively translated.
- Improve how we coordinate with member governments to share best practices and leverage language assistance resources and outreach opportunities with LEP populations.
- Continue to identify community-based organizations that work with underrepresented groups such as LEP, minority and low-income populations to amplify DART's information sharing and provide "how-to-ride" training and other information to improve access to DART's services. Also work with those groups to design inclusive public outreach and target hard-to-reach populations to ensure that more diverse voices are included in DART's public participation processes.
- Recognizing that the rate at which DART's language interpretation services are utilized is relatively low, DART should consider how to improve how it advertises those services.

Training Staff

DART trains its staff on its role and responsibilities to provide meaningful access to services for LEP persons in the following ways:

- Training is provided to all new hires on Title VI and language assistance policies for providing meaningful access to services for LEP persons.
- DART staff re-trained annually on DART's Title VI policy and how to access language assistance resources.
- Front-line staff such as bus operators and customer service representatives receive additional specialized training in language assistance and how to handle a potential Title VI complaint.
- DART Customer Service and partner human service agencies encourage the use of Pocket Guides and Travel Cards to assist customers with navigating the system and identifying their destination and language preferences so that front line staff can best assist them.



Providing Notice to LEP Individuals

USDOT LEP guidance states: "Once an agency has decided, based on the four factors, that it will provide language service, it is important that the recipient notify LEP persons of services available free of charge. Recipients should provide this notice in languages LEP persons can understand."

DART provides this notification through the following:

- Translation or translation availability notice in Safe Harbor languages for vital documents
- Issuing service-related notices in English and Spanish.
- Meeting notices include instructions on how to request language assistance (with advance notice) written in both English and Spanish.
- DART's route system map includes a statement in Spanish about the availability of interpretation services and how to access them.
- Providing information for how to request translation services as part of outreach and training that DART conducts with clients of various human service agencies.
- Use of an automated telephone greeting in both Spanish and English, directing callers to select which language they prefer.
- Public Participation and Language Assistance Plans are available on DART's website.
- Interior signage on all buses.
- Title VI notices displayed at DART Central Station.

4.3 Monitoring and Updating the Language Assistance Plan

This plan is designed to be flexible, and should be viewed as a framework rather than a recipe since communications and methods should always be tailored to the circumstances and needs of the intended recipient. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and also to monitor changes in demographics and types of services. Additionally, a tailored public participation plan, including language assistance activities, should be developed for major undertakings such as fare changes or service planning activities.

On an ongoing basis, DART will examine and update its Language Assistance Plan in the following manner:

- Work with partner human service agencies to collect feedback on the accessibility and usefulness of DART's language assistance services.
- Monitor feedback from Customer Service staff about the effectiveness and utilization of language assistance services.
- Determine whether DART's financial resources are sufficient to fund language assistance resources needed as part of annual budgeting activities.
- On an annual basis, staff will review whether DART is complying with the goals and methods described in this Language Assistance Plan.

5 Racial Breakdown of Non-Elected Committees

The Transit Riders Advisory Committee (TRAC) of the Des Moines Area Regional Transit Authority (DART) in Des Moines, Iowa, was established in 2008 as a means for transit riders to advise DART staff and the DART Commission on services, initiatives, and related programs.

The committee's bylaws define the composition of the committee and the appointment process and were updated in 2022 to reflect changes to DART's governance structure, and to ensure more diverse participation across DART's customer base by selecting riders of various DART services, cultural backgrounds, ages and abilities.

Composition

TRAC shall be composed of eleven (11) members. These 11 members will include five (5) riders representing DART's fixed route (Express Routes and Local Routes, with at least 1 rider for Express and 1 rider for Local), three (3) riders representing DART's mobility services (Paratransit, On Call, and DART On Demand) and at-large membership to include three (3) members representing key constituencies such as refugees, seniors 65+, students, low-income individuals or millennials.

All 11 members must reflect a broad representation of people from different geographic locations of DART's service area and not any particular advocacy group. Membership shall reflect a broad array of age, gender, race, culture and disabilities to best reflect the concerns of riders. DART employees, family members and elected officials are not eligible for membership on TRAC.

Table C:

Racial Breakdown of Non-Elected Committees

Body	Total	White Alone (Not Hisp. or Latino)	Hispanic or Latino	African American	Asian American	Native American	Multi-racial	Un-specified
Polk County Population (Number)	505,255	373,889	53,557	39,915	15,220	2,021	14,147	N/A
Polk County Population (Percentage)	100%	74.0%	10.6%	7.9%	5.2%	0.4%	2.8%	N/A
Active Membership as of January 2025 Transit Rider Advisory Committee (Number)	11	7	1	1	0	0	1	1
Active Membership as of January 2025 Transit Rider Advisory Committee (Percentage)	100%	64%	9%	9%	0%	0%	9%	9%

Recruitment Process for Members

The day-to-day operation of the committee is handled by a "TRAC Liaison" who is designated by the Chief Executive Officer. When there are openings on the committee, the TRAC Liaison works with the Marketing and Communications Department to solicit applications from the riding population. The approach is to reach as many transit riders as possible in their environment, as well as through other means. Approaches to get higher rates of participation from minority groups include the following:

- Emails to partner agencies that serve minority populations
- Emails to subscription lists of fixed-route riders
- Audio ads on buses
- Website and social media posts
- Posters displayed at Dart Central Station
- Applications handed out at public reception desk
- Information postcards handed out at in person events
- In app notification to riders using the MyDART mobile app

6 Efforts to Ensure Subrecipient Compliance with Title VI

DART's only sub-recipient is the City of Des Moines as it relates to the FTA funded Center Street Park & Ride facility (sub-grantee). The parking facility opened in spring 1999 and is operated and maintained by the city. DART provides a shuttle service from the parking facility to downtown Des Moines, and the city pays for the bus service with the parking revenues.

DART regularly reviews the City of Des Moines' Title VI plan for compliance with FTA requirements, and requests documentation of all Title VI investigations, complaints or lawsuits filed with the sub-recipient since the last submission.

The City of Des Moines Title VI plan was last updated in September 2024 and was found to be meet FTA requirements. There have been no transportation related Title VI complaints, investigations, or lawsuits against the City of Des Moines over the past three years.

7 Title VI Program-Specific Requirements for Transit Providers

The following items respond to the specific information requirements described in Circular 4702.1B of October 1, 2012, for the Title VI programs of FTA transit funding recipients serving areas of 200,000 or more residents.

7.1 Requirements to Set Service Standards and Service Policies

DART's Service Standards and Performance Monitoring Policies can be found in Appendix B.

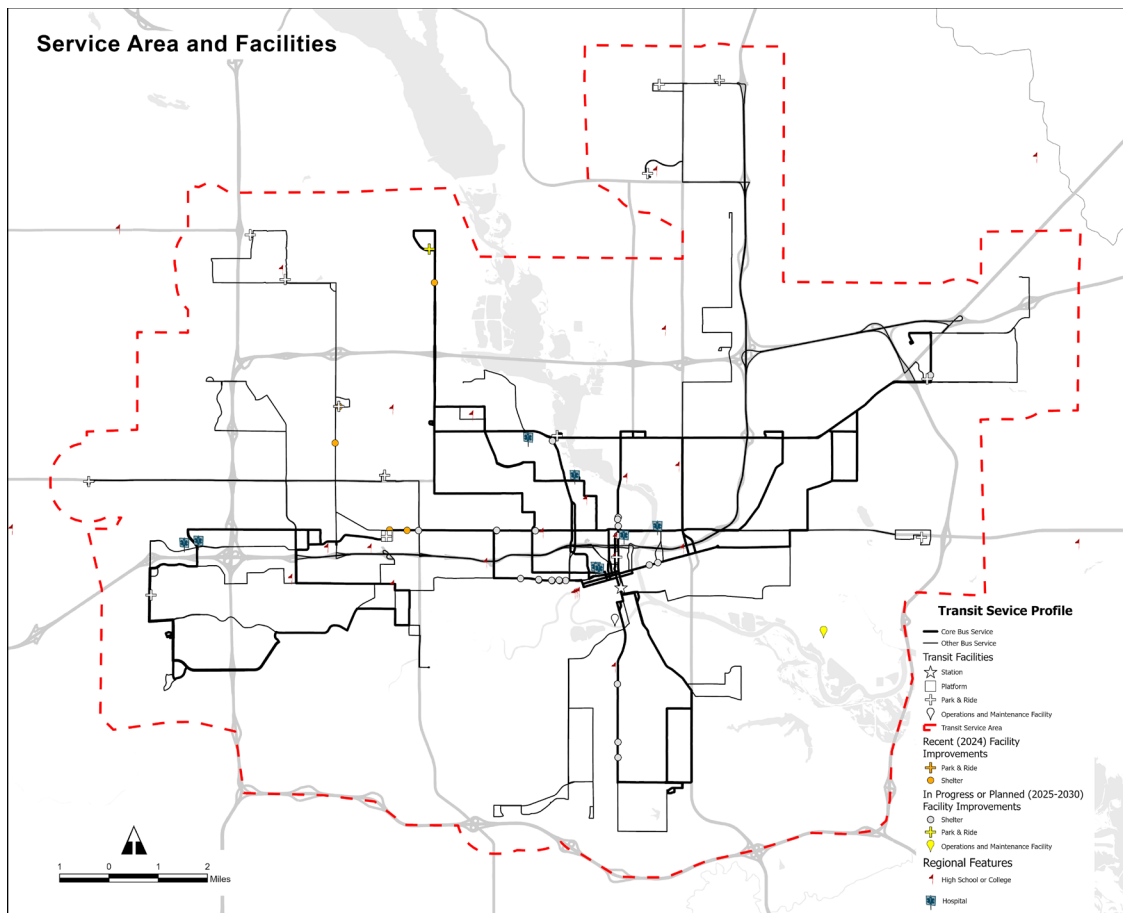
7.2 Collection of Demographic Data

Demographic and Service Profile Maps and Charts

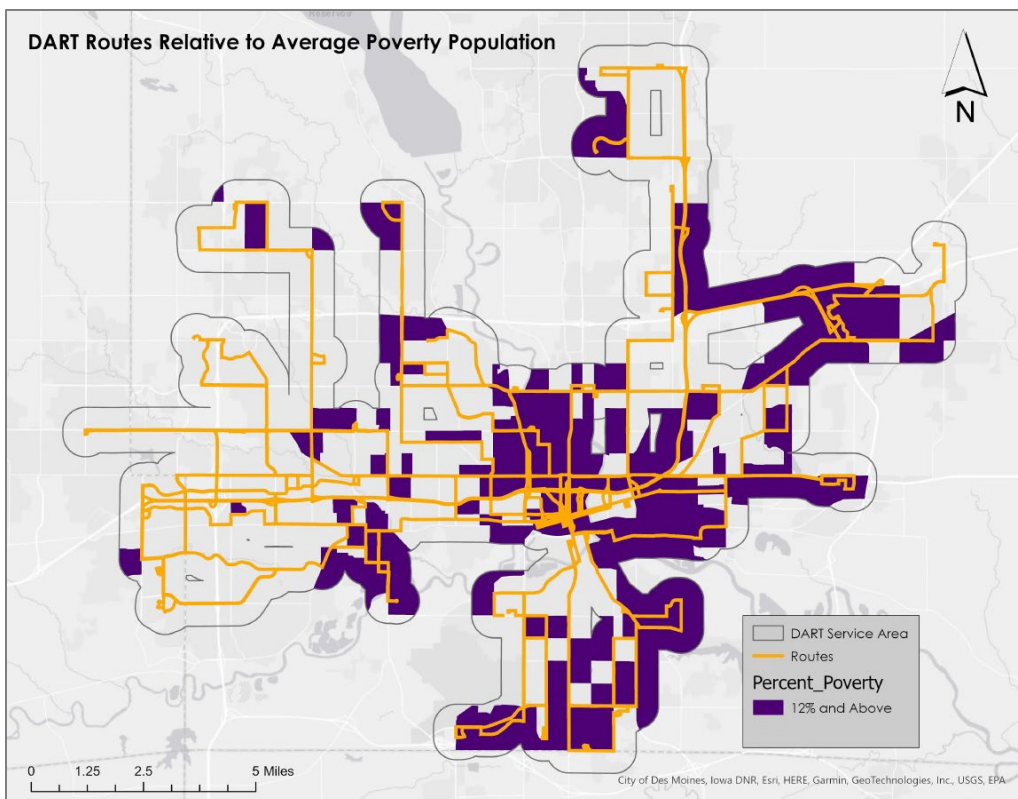
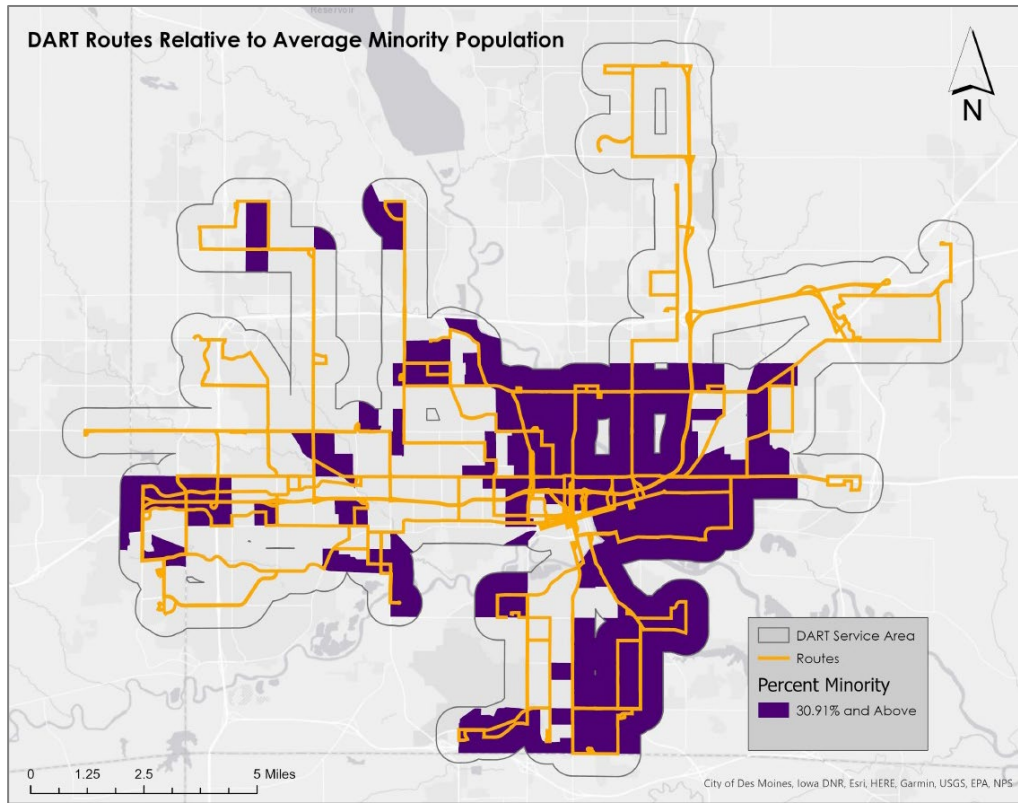
DART has prepared demographic and service profile maps and charts using the most recently available Census and American Community Survey data.

- A base map showing the current system network along with major attractors and generators within the service area, and recent and planned transit facility updates.
- A demographic map showing Census block analysis of minority populations throughout the DART service area. Areas on this map that are shaded are the Census blocks where the minority population percentage is at or above the average for DART's service area.
- A demographic map showing Census block analysis of low-income populations relative to DART's service area. Areas on this map that are shaded are the Census blocks where the low-income population percentage is at or above average for DART's service area.

DART System Network Map



Demographic and service Profile Maps





7.3 Results of Program Monitoring and Reports

The FTA requires transit providers that operate 50 or more fixed route vehicles in peak service and are located in urbanized areas (UZA) of 200,000 or more people to monitor their service standards and policies. Service standards and policies provide the framework for monitoring performance and comparing performance in minority communities to performance in non-minority communities for the purposes of assessing whether services are being provided equitably.

In general, DART's hub and spoke network provides the most coverage and frequency in the central area of the region, which is also generally the portion of DART's service area with the highest concentrations of minority populations. In order to compare the performance of minority routes relative to non-minority routes, DART has categorized all routes as a minority route if the minority population living within a half mile of the route is five (5) percentage points higher than the system average, and low-income if the low-income population living within a half mile of the route was five (5) percentage points higher than the system average.

	<u>Minority Routes:</u>	<u>Non-Minority Routes:</u>
Core Local:	Route 1	Route 7
	Route 3	Route 16
	Route 4	Route 52
	Route 6	
	Route 14	
	Route 15	
	Route 17	
	Route 60	
Support Local:	Route 5	
	Route 8	
	Route 10	
	Route 11	
	Route 50	
Shuttle:	Route 13	Route 74
	LINK	Route 72
	Route 2	
Express:	Route 96	Route 92
		Route 93
		Route 94
		Route 95
		Route 98
	Route 99	

For reference, DART's service standards are summarized in Table D below, and explained in more detail in Appendix B.

Table D. DART Service Standards

Service Type	Efficiency & Effectiveness Standards		Service Quality Standards						
	Passengers Per Hour	Cost Per Customer	Passenger Load	Vehicle Assignment	Headways	Stop Spacing	On-Time Performance	Percent Trips Completed	Average Fleet Age
Core Local	20	\$6.00	125%	40' (60' or 35' where appropriate)	15 - 30 min	0.25	85%	98%	7.5 years
Support Local	15	\$10.00	125%	40' (60' or 35' where appropriate)	30 - 60 min	0.25			
Express	15	\$15.00	100%	40' (60' or 35' where appropriate)	20 - 30 min	Only as needed			
Shuttle	5	\$25.00	125%	Vehicle smaller than 30' medium duty bus	Varies based on demand	0.25			

Monitoring of Service Standards

DART analyzed the performance of each category of route (minority or non-minority) for the data available in the reporting period, June 1st, 2022, through December 31st, 2024, against the service standards and policies required for the Title VI program, as follows:

- Standards
 - Vehicle Load
 - Vehicle Headway
 - On-Time Performance
 - Service Accessibility (Stop Spacing)
- Policies
 - Vehicle Assignment
 - Distribution of Transit Amenities

Reports on Effectiveness of Standards

This analysis shows that DART routes in minority communities perform similarly to routes in non-minority communities. This is primarily due to land use, density and the hub and spoke model of DART's fixed route network. Where routes do not meet DART's performance standards, efforts are already underway to consider remedial action.

Vehicle Load Monitoring

Maximum vehicle loads throughout trips were compared for minority and non-minority routes. Target capacity for each route classification is shown as a percentage in the service quality standards. To illustrate capacity targets, Table E below shows common bus sizes with typical seating capacities. Maximum passenger loads (in number of persons) corresponding to the load

targets in the service standards are also shown. For more information on how vehicles are assigned to route classes, see the 'Vehicle Assignment' section.

Table E. Typical seating capacities and load target capacities of common DART bus sizes

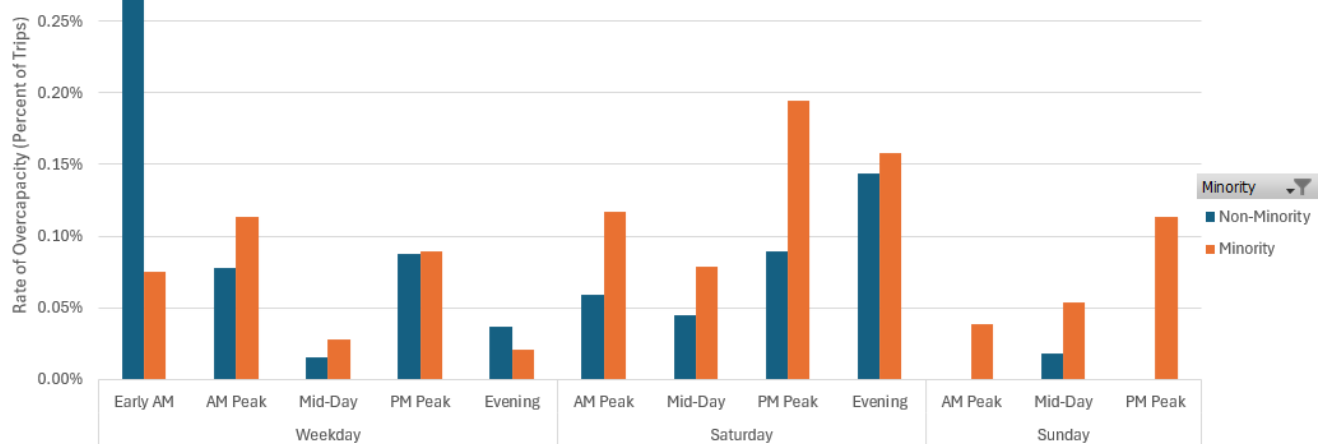
Vehicle Class (Length)	Seating Capacity (Persons)	100% Passenger Load (Persons)	125% Passenger Load (Persons)
40'	40	40	50
35'	35	35	44
30'	25	25	32
29'	23	23	29

The number of passengers on the bus at any given time is estimated using Automated Passenger Counter (APC) technology. APC data was analyzed by trip for the time period to determine the max load that all trips experienced. Table F shows a count of trips over and within capacity target for minority and non-minority by route class. 99.93% of all trips operate within target capacity. To further analyze the very few trips that go over capacity, Figure 1 shows the rate of these occurrences (number divided by the total trips offered) by type of day and time of day for minority and non-minority. Overcapacity events occur at a slightly higher overall rate for minority than non-minority routes, particularly on Saturday at AM Peak and PM peak times and Sunday all day.

Table F. Count of trips within and over capacity target for minority and non-minority

Count of Trips	Non-Minority	Minority	Grand Total
Core Local	174971	438637	613608
Within Capacity Target	174870	438313	613183
Over Capacity Target	101	324	425
Over Capacity Rate (%)	0.06%	0.07%	0.07%
Express	35355	4562	39917
Within Capacity Target	35330	4557	39887
Over Capacity Target	25	5	30
Over Capacity Rate (%)	0.07%	0.11%	0.08%
Shuttle	31265	19966	51231
Within Capacity Target	31251	19952	51203
Over Capacity Target	14	14	28
Over Capacity Rate (%)	0.04%	0.07%	0.05%
Support Local		83332	83332
Within Capacity Target		83280	83280
Over Capacity Target		52	52
Over Capacity Rate (%)		0.06%	0.06%
Grand Total	241591	546497	788088

Figure 1. Rate of trips over capacity by day type and time of day for minority and non-minority



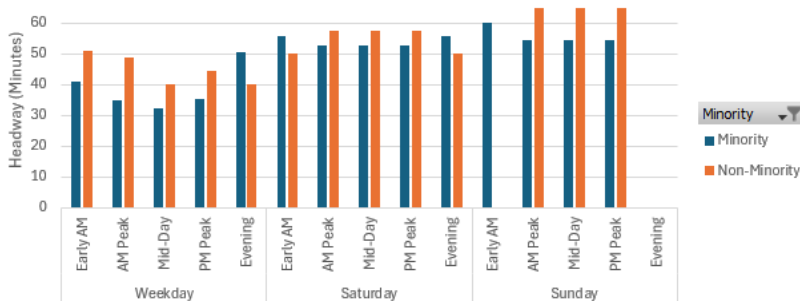
Vehicle Headway Monitoring

This metric evaluates the resource allocation for DART fixed route service and shows it is comparable between minority and non-minority routes. Table G shows lines operating, frequent lines, beginning and end times of service, average headway during each unique time period, and span. Overall, minority service comes slightly more often and operates slightly longer. Figure 2 compares average headway across routes by day type and time period for minority and non-minority (shorter column is more frequent service). Minority service consistently comes a little bit sooner aside from weekday and Saturday evenings and early AM on Saturday.

Table G. Operating and frequent lines, average headways, service start/end times and span by route day type for minority and non-minority routes

	Lines Operating %	Operating Frequent Lines	Service Begins	Average Headway					Service Ends	Span (Hours)	
				Early AM	AM Peak	Mid-Day	PM Peak	Evening			
Weekday	28	100%	9	5:36	45	40	34	39	48	19:48	14h 12m
Minority	16	100%	7	5:25	41	35	32	35	51	19:52	14h 26m
Non-Minority	12	100%	2	5:52	51	49	40	45	40	19:44	13h 51m
Saturday	14	50%	2	6:18	54	54	54	54	54	21:51	15h 32m
Minority	10	62%	1	6:12	56	53	53	53	56	21:48	15h 36m
Non-Minority	4	33%	1	6:33	50	58	58	58	50	21:57	15h 24m
Sunday	14	50%	1	7:05	60	58	58	58	N/A	18:37	11h 32m
Minority	10	62%	1	7:02	60	54	54	54	N/A	18:34	11h 32m
Non-Minority	4	33%	0	7:14	N/A	65	65	65	N/A	18:44	11h 30m

Figure 2. Average headway by day type and time period for minority and non-minority



Another way to monitor headway performance is to compare average published headways to target headways in the service standard. Figure 3 shows average headways by day type compared to the target headway with a difference (in minutes) for minority and non-minority. This analysis shows core local Saturday and Sunday service and weekday express service are below target headways but are relatively equal between minority and non-minority routes. It could be appropriate to consider defining separate weekend headway targets in the service standards in the future.

Table H. Average headways vs target headways for minority and non-minority

Route Type	Target Headway	Average Headways (+Difference from Target Headway)			
		Sunday	Saturday	Weekday	Grand Total
Core Local					
Minority	15 - 30 min	54 (+24)	53 (+23)	34 (+4)	46 (+16)
Non-Minority	15 - 30 min	60 (+30)	50 (+20)	33 (+3)	46 (+16)
Support Local					
Minority	30 - 60 min	60 (+0)	60 (+0)	51 (+0)	53 (+0)
Express					
Minority	20 - 30 min	No Serv	No Serv	60 (+30)	60 (+30)
Non-Minority	20 - 30 min	No Serv	No Serv	51 (+21)	51 (+21)
Shuttle					
Minority	Varies Based on Demand	No Serv	No Serv	20 (+N/A)	20 (+N/A)
Non-Minority	Varies Based on Demand	80 (+N/A)	80 (+N/A)	70 (+N/A)	75 (+N/A)

On-Time Performance Monitoring

On-time performance on average for all services in the period, shown in Figure 3, is below DART's 85% target and is almost the same for minority and non-minority routes. Figure 4 shows the same data by time of day and reveals the midday and PM peak are especially poor performing times. Figure 5 shows a progression of on-time performance through the period, which reveals a trend that on time performance worsened significantly between March 2023 and September 2024 and has started to recover since. For the most recent full quarter of data, shown in Figure 5, there are only three minority and two non-minority routes operating to the on-time service standard (routes below 85% marked in red). The period of poor performance could be due to a combination of factors such as federal infrastructure programs increasing city construction efforts and increased traffic as more people return to work in person in a post-COVID world. Improving on-time performance has been a significant point of effort for DART in 2024 for both the planning and operational sides of the organization. Multiple recent service changes have incorporated route realignments, schedule changes or run time adjustments in attempt to improve on-time performance. In operations, additional initiatives have been implemented to look at operator supervision strategies, remediation strategies and monitoring operator behaviors as they relate especially to on-time performance.

Figure 3. Average on-time performance (in percent on-time) for minority and non-minority routes

On-Time Performance (%) for Minority and Non-Minority

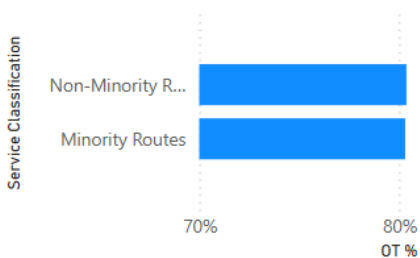




Figure 4. Average on-time performance (in percent on-time) by time of day for minority and non-minority routes

On-Time Performance (%) by Time Period for Minority and Non-Minority

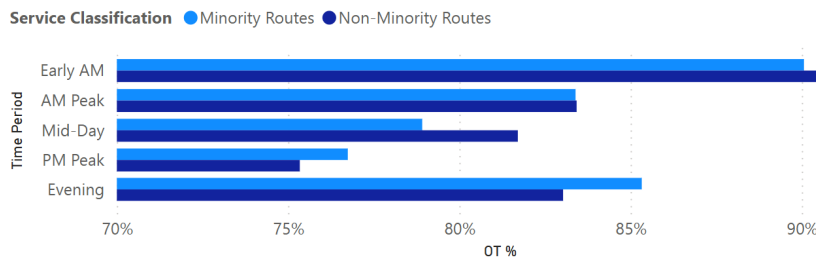
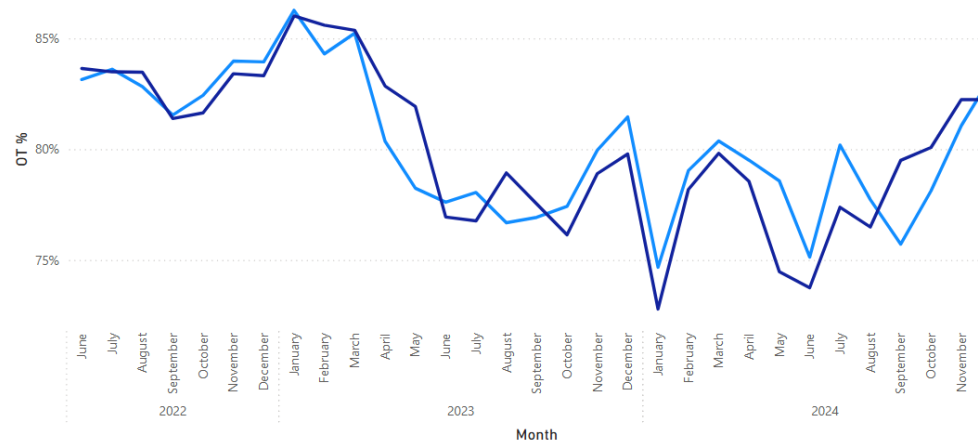


Figure 5. Chart of on-time performance (%) by month and table of on-time performance (%) for Q2 FY25 for minority and non-minority routes

On-Time Performance (%) by Time Period for Minority and Non-Minority

Service Classification ● Minority Routes ● Non-Minority Routes



On-Time Performance (%) Q2 FY25 for Minority and Non-Minority

Route #	Minority Routes	Non-Minority Routes
1	69.60%	
10	87.99%	
11	76.13%	
13	84.94%	
14	83.57%	
15	79.47%	
16		81.20%
17	79.37%	
2	82.11%	
3	80.50%	
4	82.70%	
5	82.20%	
50	84.39%	
52		77.71%
6	90.23%	
60	76.42%	
7		90.18%
72		84.07%
74		86.20%
8	86.66%	
92		75.72%
93		74.31%
94		81.42%
95		76.34%
96	82.69%	
98		80.05%
99		76.80%
LINK (40)	72.24%	
Total	80.64%	81.48%

Service Availability

DART uses bus stop spacing to measure service availability. DART's stop spacing target is 0.25 miles for the entire system. Bus stop spacing for each route or corridor depends on a number of factors, such as distance between controlled intersections and key destinations. Therefore, bus stops may be located more or less than the target distance. Table I shows current stop spacing for the entire system is 0.20 miles. Spacing is comparable between minority and non-minority for Core route types. For express and shuttle routes, minority routes tend to have more bus stops per mile, which is further out of compliance with our spacing targets. Efforts have been underway to consolidate stops where appropriate to bring total system stop spacing closer to our target.

Table I. Stop spacing by route class in miles per stop and stops per mile for minority and non-minority

Service Availability by Stop Spacing		
Service Classification	Average Stop Spacing (Miles)	Average Stops Per Mile
Minority Routes	0.18	5.48
Minority Core Routes	0.18	5.61
Minority Express Routes	0.17	5.79
Minority Shuttle Routes	0.15	6.76
Minority Support Routes	0.20	4.95
Non-Minority Routes	0.23	4.42
Non-Minority Core Routes	0.18	5.44
Non-Minority Express Routes	0.29	3.45
Non-Minority Shuttle Routes	0.26	3.78
Total	0.20	5.06

Reports on Effectiveness of Policies

Vehicle Assignment

A vehicle assignment standard provides guidance for matching the appropriate vehicle type to each service type. The primary consideration for vehicle assignment is the number of people on the vehicle at any one time (load). Most fixed-route services require a standard 40-foot bus; however, load variation may call for a different vehicle with more or less capacity. This standard is required of all fixed-route operators to ensure bus capacity is distributed in accordance with load or another objective measure.

Average Fleet Age. DART's policy is to rotate buses of appropriate size throughout the system, this results in a relatively proportional distribution of vehicle age across service classes and minority designation. The average fleet age as of December 31st, 2024, is 9 years. The average fleet age by route class for minority and non-minority is shown below in Figure 6. The random assignment policy is effective at ensuring the ages of buses serving minority and non-minority populations are comparable. The total average vehicle age by minority and non-minority for all DART fixed route services is shown below in Figure 7, they are both 8.9 years.

Figure 6. Average fleet age by route class for minority and non-minority

Vehicle Age by Route Class for Type Minority and Non-Minority

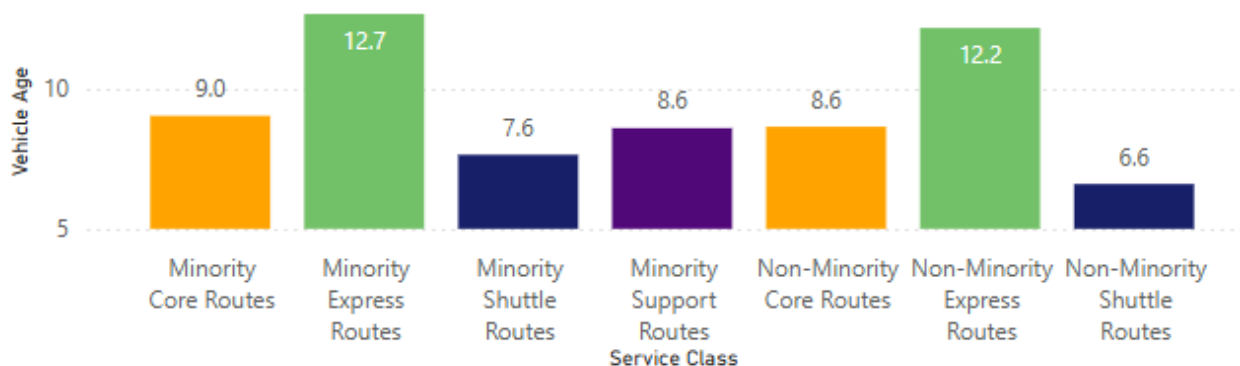
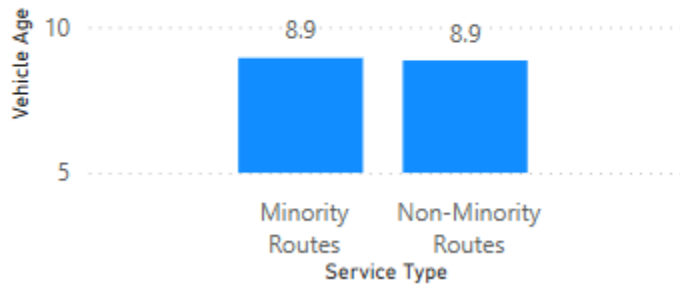


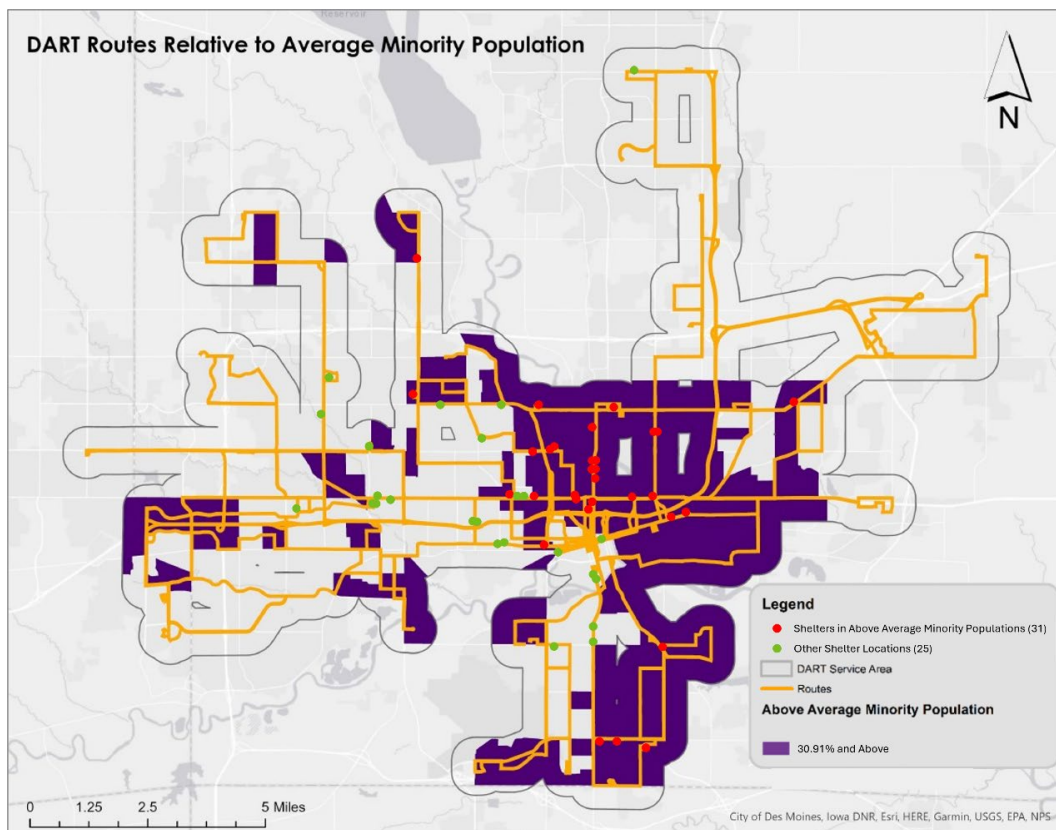
Figure 7. Average fleet age for minority and non-minority, whole system

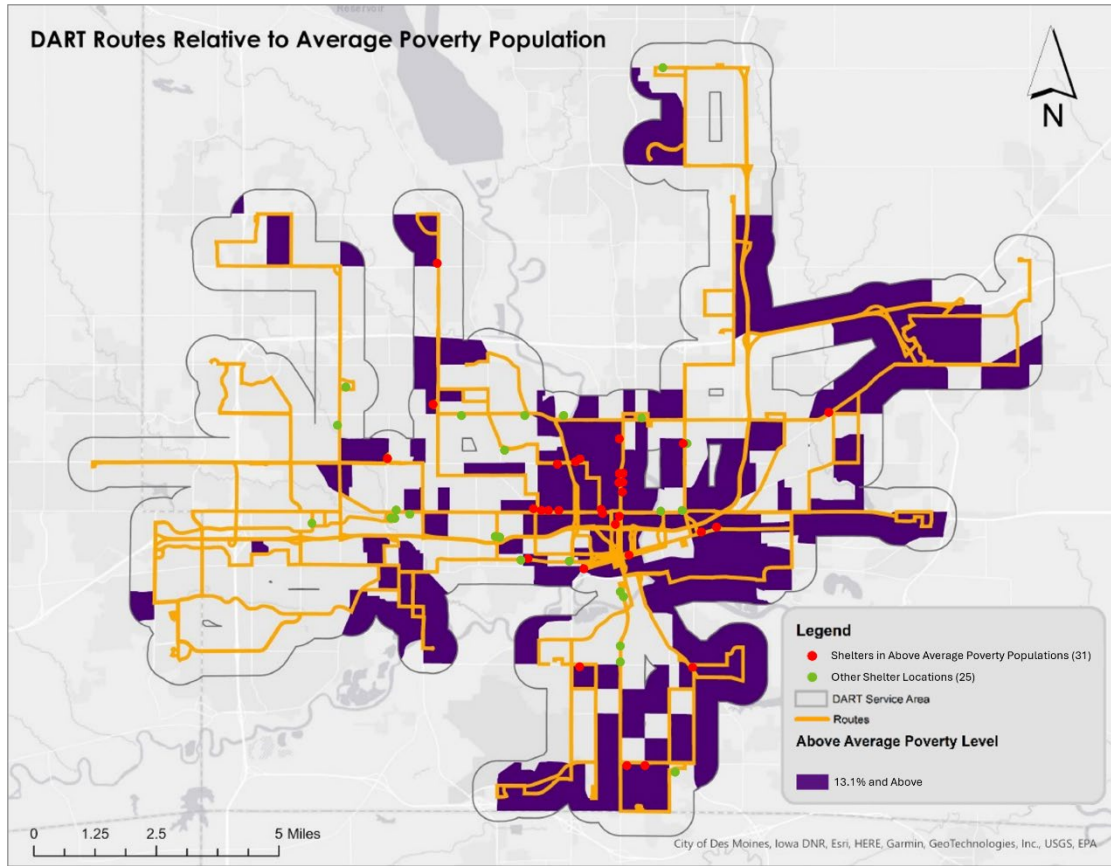
Vehicle Age for Minority and Non-Minority



Transit Amenities

The following maps show the current shelter locations relative to above-average minority and low-income census tracts within the DART service area. Of the 56 shelters in the service area owned and maintained by DART, 31 are located within or adjacent to minority census tracts and 31 are located within or adjacent to low-income census tracts. The analysis confirms a balanced distribution of transit amenities through the service area.





7.4 Public Engagement Process for Setting Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy

In early 2019, DART updated its Service and Fare Equity Policies.

DART hosted two public meetings on February 18 and 19, 2019 to gather public input on the proposed policy updates, as well as discuss how DART could best provide information and receive public input on transportation issues from low income, minority and LEP populations. Information was also shared about other elements of this Title VI Program update.

DART notified the public about the meetings and provided opportunities for electronic review and commenting using the following methods:

- Audio and text announcements in both English and Spanish on board all buses
- Notices on DART's website, www.ridedart.com
- Email distribution lists
- Requested that partner human service providers help us advertise the public meetings and website, or provide feedback directly
- Notices at DART Central Station
- Social media including Facebook and Twitter

Translation services were made available upon request.

REUNIONES PÚBLICAS DE DART

Necesitamos retroalimentación en posibles actualizaciones a su Programa de Título VI.

- ▶ **Lunes, 18 de febrero de 2019**
12 – 1 p.m., Multimodal Room (segunda planta),
DART Central Station
- ▶ **Martes, 19 de febrero de 2019**
5:30 – 6:30 p.m., Multimodal Room (segunda planta),
DART Central Station



Los detalles completos disponibles en ridedart.com/TitleVI
Servicios gratis de idiomas, visuales y de audición están disponibles para las reuniones, si se solicitan. También están disponibles los servicios de transporte. Para peticiones, por favor llame al Servicio de Atención al Cliente al 515.283.8100 con la mayor anticipación como le sea posible.

DART PUBLIC MEETINGS

Your input is wanted on updates to the Title VI Program

- ▶ **Monday, Feb. 18, 2019**
12 – 1 p.m., Multimodal Room (second floor),
DART Central Station
- ▶ **Tuesday, Feb. 19, 2019**
5:30 – 6:30 p.m., Multimodal Room (second floor),
DART Central Station



Complete details available at ridedart.com/TitleVI
Free language, visual and hearing services are available at meetings upon request. Transportation services are also available. For requests, please call DART Customer Service at 515.283.8100.

Bilingual public meeting announcements

At the DART Commission meeting on March 5, 2019, the policy was reviewed and adopted.

7.5 Major Service Change, Disparate Impact Policy, & Disproportionate Burden Policy

On March 5, 2019, the DART Commission adopted an updated version of DART's Service and Fare Equity Policy. The full policy document can be found in Appendix C, and the individual policies are listed below:

Major Service Change

A major service change is defined as when 25 percent or more of a route's revenue hours or revenue miles is added or reduced, or when the total revenue hours for the system are expanded or reduced by 10 percent or more.

Disparate Impacts

DART will consider a proposed major service change to have a disparate impact if the affected route's minority population is more than 5 percentage points greater than the system average.

DART will consider a proposed fare rate or media change to have a disparate impact if the proportion of minority customers likely to be negatively affected is more than 5 percentage points greater than the overall proportion of DART customers likely to be affected.

Disproportionate Burden

DART will consider a proposed major service change to have a disproportionate burden if the affected route's low-income population is more than 5 percentage points greater than the system average.

DART will consider a proposed fare rate or media change to have a disproportionate burden if the proportion of low-income customers likely to be negatively affected is more than 5 percentage points greater than the overall proportion of DART customers likely to be affected.

7.6 Results of Service Analysis and/or Fare Equity Analysis since Last Submission

Since the last Title VI Program Update, there were 11 service changes. Four service changes, listed below, met the threshold of a defined “major service change”. A Service Equity Analysis was performed for each of the major service changes and is included as Appendices D, F, H and I.

Two fare equity analyses were also conducted. The first was to determine the impact of setting a fare for DART’s microtransit service zone called DART On Demand. In November 2021, DART On Demand replaced the On-Call ‘day-ahead booking’ service model in the member city of Ankeny with a more flexible demand response service. The goals of DART on Demand are to respond to an increase in public feedback indicating a greater transit need in the community, to complement and enhance existing fixed-route express services to Ankeny, and to pilot an innovative service model to potentially consider how to apply it in other parts of the region. The new microtransit service was launched with a temporary discount rate of \$1. The fare equity analysis in July 2022 was to evaluate the impact of establishing a permanent rate at \$1.75, half the cost of previous On-Call services and the same as fixed-route fares. The proposal was found not to have a disproportionate negative impact on minority or low-income riders and was approved by commission action in August 2022.

The other fare equity analysis was conducted in September 2023 to evaluate the impact of a proposed change to the DART paratransit (or ‘Bus Plus’) fare policy. Bus Plus is DART Paratransit’s ADA door-to-door supportive service for riders with a disability. Policy changes were proposed to help control the costs and high demand of the service while still meeting customer needs. The policy proposed requiring customers to obtain a signed medical statement from a licensed medical professional to prove they meet the qualifications to receive service under the program. It would also make fixed-route fares free for anyone who qualifies for the Bus Plus program (49% of those surveyed indicated they would utilize DART fixed route service for some of their trips if the service was free to use). Finally, it would introduce a new ‘Bus Plus Premium Zone’ expanding service for a market-rate fee of \$30 to areas outside of the required paratransit service area. Upon evaluation, the proposed changes were not found to constitute a disproportionate burden on low-income individuals or a disparate impact on minority individuals and were approved by commission action in September 2023.

Major Service Changes

- June 2022
- June 2023
- February 2024
- November 2024

Minor Service Changes

- August 2022
- November 2022
- February 2023
- August 2023
- November 2023
- June 2024
- February 2025

8 DART Commission Approval of Title VI Program

On April 1, 2025, at their regularly scheduled meeting, the DART Commission approved the 2025 Title VI Program. The agenda and minutes for the meeting are included in Appendix J.

Appendices

- A. List of DART Community Partners
- B. Service Standards and Performance Monitoring Guidelines
- C. Service and Fare Equity Policy
- D. June 2022 Service Equity Analysis
- E. July 2022 DART on Demand Fare Policy Equity Analysis
- F. June 2023 Service Equity Analysis
- G. September 2023 Free Paratransit Fare Equity Analysis
- H. February 2024 Service Equity Analysis
- I. November 2024 Service Equity Analysis
- J. Commission agenda, minutes of approval of 2025 Title VI Program Update

APPENDIX A

List of DART Community Partners

[Click here for link to document](#)
(opens in web browser)

APPENDIX B

Service Standards and Performance Monitoring Guidelines

[Click here for link to document](#)
(opens in web browser)

APPENDIX C

Service and Fare Equity Policy

[Click here for link to document](#)
(opens in web browser)

APPENDIX D

June 2022 Service Equity Analysis

[Click here for link to document](#)
(opens in web browser)

APPENDIX E

July 2022 DART on Demand Fare Policy Equity Analysis

[Click here for link to document](#)
(opens in web browser)

APPENDIX F

June 2023 Service Equity Analysis

[Click here for link to document](#)
(opens in web browser)

APPENDIX G

September 2023 Free Paratransit Fare Equity Analysis

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APPENDIX H

February 2024 Service Equity Analysis

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APPENDIX I

November 2024 Service Equity Analysis

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APPENDIX J

Commission Agenda and Minutes of Approval of 2025 Title VI Program Update

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