



May 15, 2009

DART RideShare Customer
Address
Location, Iowa

Dear RideShare Customer:

RE: Accessible Vanpool Opportunities

On behalf of the Des Moines Area Regional Transit Authority (DART) I wanted to alert you, as a current or recent user of one of DART's Midwest-leading 95-plus vanpools, that DART can offer you and your fellow van riders, or a newly formed vanpool, with a **van that includes a wheelchair lift and is fully accessible.**

DART has made arrangements with a van leasing company to provide one or more accessible vans whenever a request is made for these accommodations:

- If the potential customer's trip is matched with a current van, then we would switch out the current assigned van with the lift-equipped van.
- Even though the accessible vans have fewer total seats than non-accessible vans, RideShare customers pay the same monthly rates they would pay otherwise.
- As always, DART's RideShare staff coordinates all our vanpools and customers to ensure no customer is left without a seat.

DART is also excited to be purchasing its own lift-equipped van to become our 100th van in the fleet. We should have this van later this summer. While we will maintain the leasing arrangement to rent an accessible van, by owning one outright, we will improve our flexibility in assigning vehicles as needed.

As you already serve as DART's most important ambassadors to promote the RideShare program, if you know of any potential rider that is not aware or potentially could be interested in joining our program with the availability of an accessible van, please let us know. If you have any questions please contact Rebecca Lovig, DART's RideShare Manager at rlovig@ridedart.com or (515) 283-5000 or the direct DART RideShare program line at (515) 288-7433.

Sincerely,

A handwritten signature in black ink, appearing to read "Brad Miller", is written over a white rectangular area.

Brad Miller
General Manager

cc: Rebecca Lovig, DART
Thomas Harris, FTA Region VII Civil Rights Officer