



# PUBLIC PARTICIPATION PLAN





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## 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. The Public Participation Plan (PPP) for DART was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, have meaningful opportunities to participate in the decision-making process for DART.

DART's public outreach strategies are designed to provide the public with effective access to information about DART services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. DART also recognizes the importance of 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, LEP, and other traditionally underserved communities.



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 respond to new communication and outreach methods.

### 1.1 Regulations and Policies Relevant to DART's Public Participation Plan

DART functions under a wide variety of federal and state requirements. The list below 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



- ▷ Executive Order 12898 -- Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations
- ▷ National Environmental Policy Act (NEPA)
- ▶ State of Iowa Requirements:
  - ▷ Open Public Meetings Act
  - ▷ Public Records Act

## 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 the identification of potential impacts of proposed transportation decisions by DART.

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

- ▶ **Transparency** - The process should clearly identify and communicate where and how participants can have influence and direct impact on 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 people.

## 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 in the decisions, so they are clear on 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 the major themes, the decisions reached and rationale for the decisions.

The recommendations in the Public Participation Plan reflect feedback from DART customers and the general public, as well as best practices in the field. Information on the preferences of DART customers and the general public was collected primarily through surveys conducted in



the fall of 2018. DART staff analyzed the results of the survey based on self-reported demographic information to cater recommendations to the expressed preferences of minority and low-income respondents. DART also has close relationships with many human service organizations that provide feedback on how DART can best communicate with the populations they serve.

## 4 PUBLIC INPUT POLICY

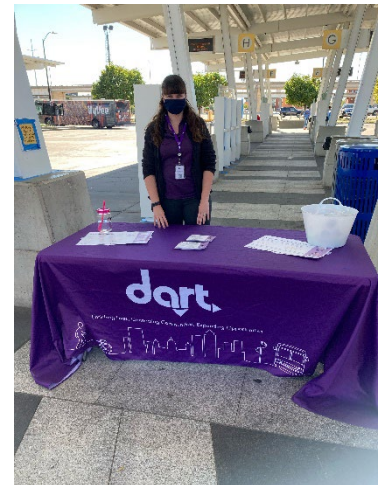
The methods described in the Public Participation Plan cover a range of ways in which DART engages with its customers and the general public. However, DART understands that decisions about budgets as well as changes to services or fares are of particular importance, and DART therefore has the following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

### 4.1 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.
- ▶ A minimum of one public meeting will be held to gather comments.
- ▶ Public comment is always welcome at regularly scheduled DART Commission meetings.
- ▶ A notice of the final changes will be posted 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 electronic 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 approves multiple phases or implementations of fare or service adjustments over a period of time, DART reserves the right to modify this public comment process.

### 4.2 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.

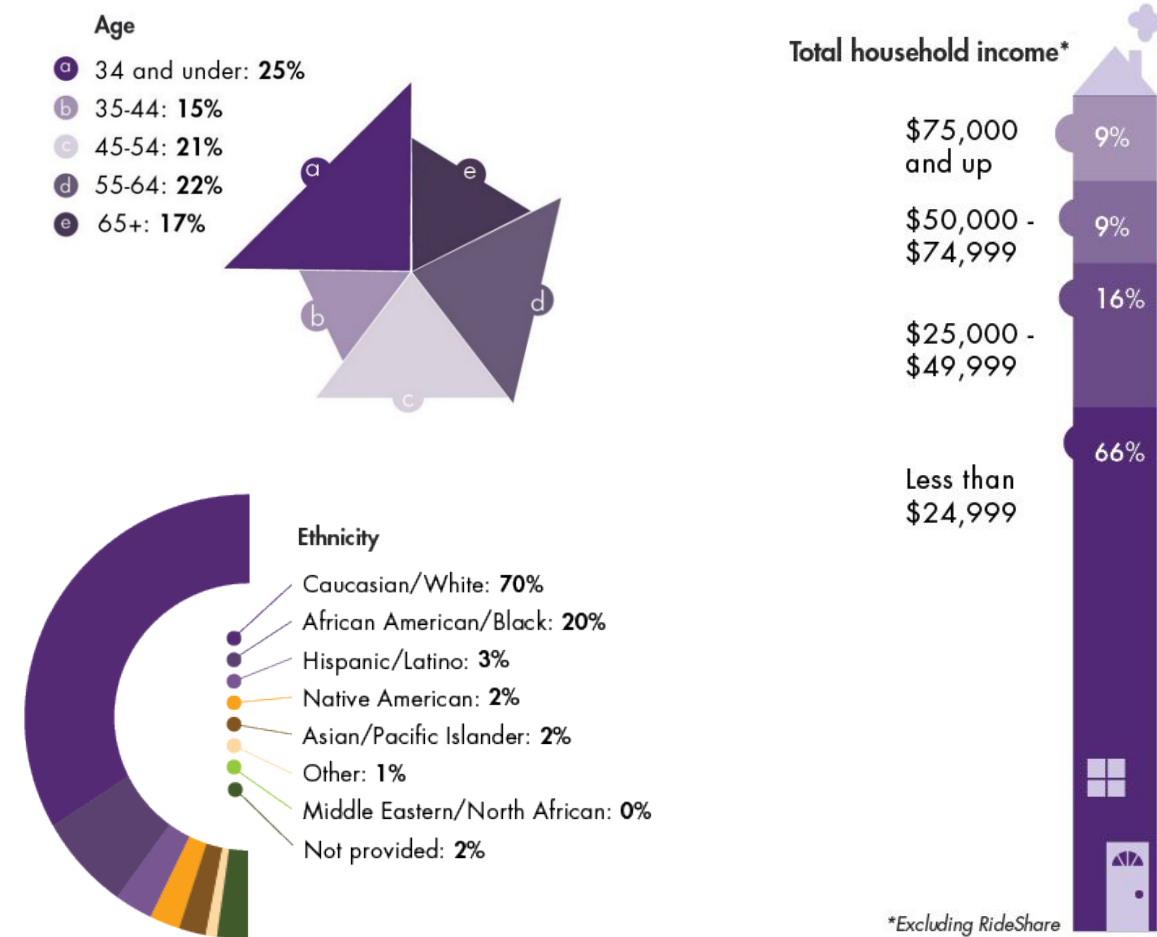




## 5 CUSTOMER PREFERENCES

### 5.1 Customer Profile

DART understands the importance of tailoring communications 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 biannual customer satisfaction survey:



### 5.2 Preferred Customer Communication Techniques

In the fall of 2018, DART conducted a survey of its customers on all fixed routes to gauge various aspects of customer satisfaction and preferences. Among the questions asked were questions about 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 769 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 on-board brochures (hangtags) printed in English and Spanish
3. Bus audio announcement
4. Posters and signs at DART Central Station
5. Emails from DART

Other response options included bus shelter ads, interior/exterior bus ads, public meetings, Facebook, Twitter, Instagram, and member city communications, which collectively represented 24% of responses.

DART analyzed the responses from minority (39% of respondents) and low-income (52% of respondents) and found that the same top 5 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:

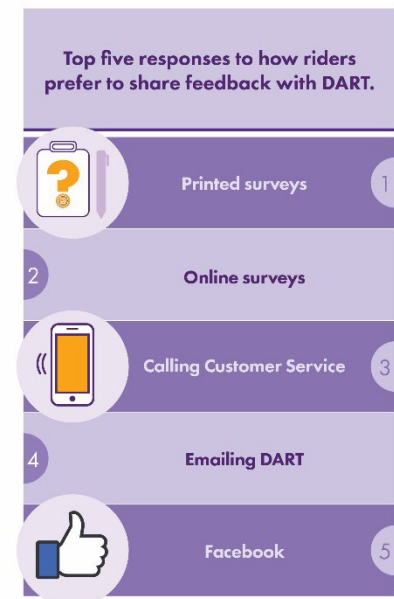
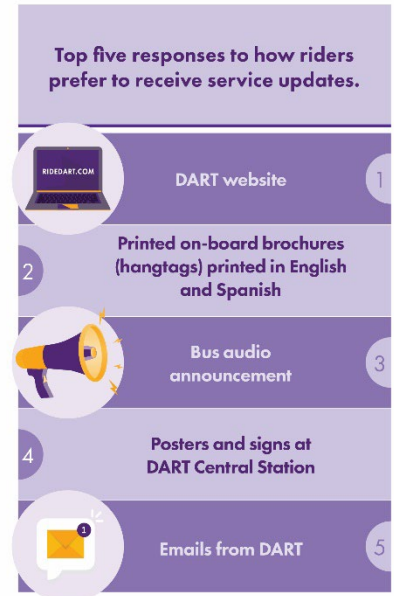
1. Printed surveys
2. Online surveys
3. Calling Customer Service
4. Emailing DART
5. Facebook

Other response options included public meetings, Twitter and Instagram, which collectively represented 9% of responses.

DART analyzed the responses from minority (39% of respondents) and low-income (52% of respondents) and found that the same top 5 methods for sharing feedback with DART were preferred by these sub-groups of DART customers.

DART also analyzed the responses from separate surveys of paratransit and 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 attending a public meeting.





- ▶ Rideshare customers strongly prefer electronic forms of communication (email, website), as well as calling DART.

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.

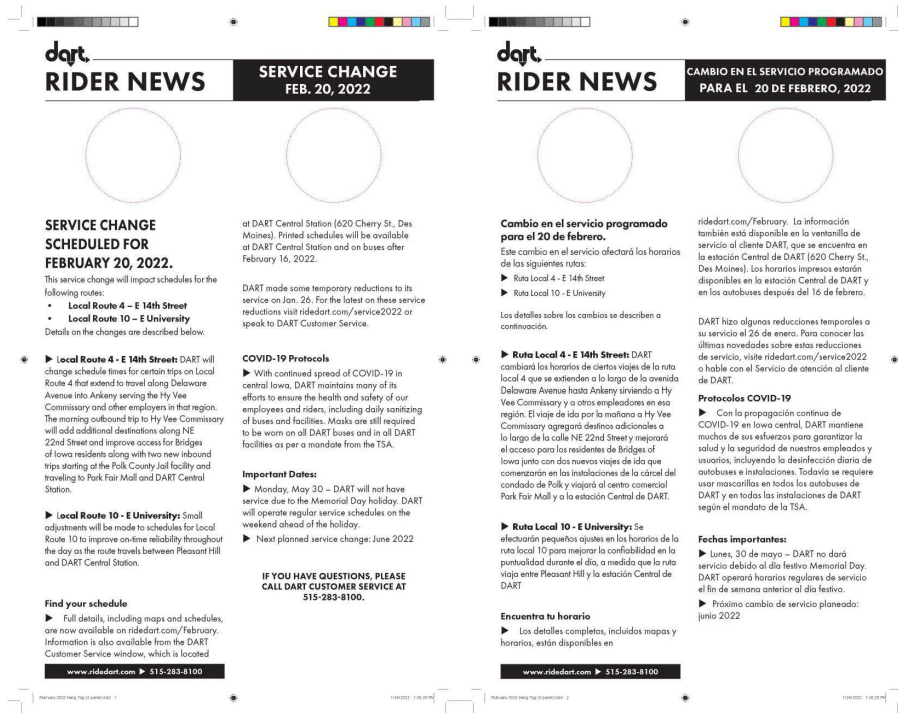


## 6 DIRECT COMMUNICATION METHODS

The Public Participation Plan identifies a menu of available methods for providing information to DART customers and the general public. While these communication methods are broadcast widely, they are important tools in reaching minority and LEP populations, who identified them as means by which they want to receive relevant information. These include:

- ▶ **DART's website\*** – DART's website, [www.ridedart.com](http://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 xx 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 handle bars on buses. They are printed on both sides, with English on one side and Spanish on the other side. Their size can be increased with additional folding panels, depending on the amount of information. They are a highly visible and effective means of communicating directly with DART riders.

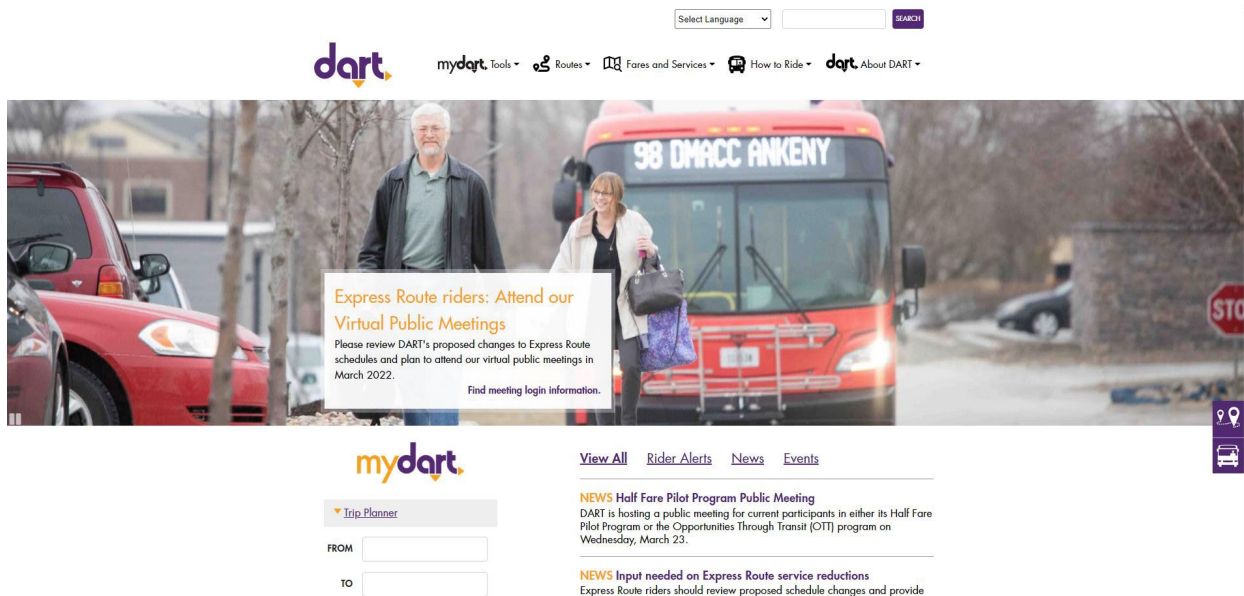




- ▶ **On-board audio announcements\*** – DART's Automatic Vehicle Location System has the capability of scheduling automatic audio announcements on DART buses. These announcements can be scheduled on all routes, or single routes, and can be triggered by location on route or on regularly timed intervals. Announcements can be recorded in both English and Spanish.
- ▶ **Emails to DART emails 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 ridership, 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 directly from staff members' email accounts, as well as through DART's mass email program. Similar to mailers, these can include letters to key staff members at these locations, as well as additional posters or other materials for them to distribute.
- ▶ **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 News and Media 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.

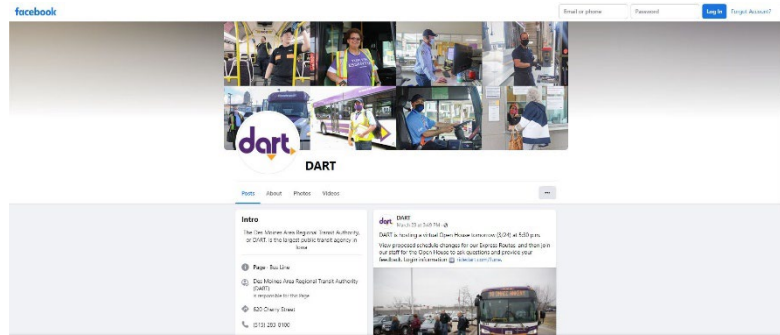


- ▶ **Ads on buses and bus shelters** – Overhead advertisements can be posted inside DART's buses. Additionally, printed advertisements can be posted on the sides of DART's bus shelters.
- ▶ **Posters at DART Central Station** – Printed posters can be posted around DART Central Station, including designated news bulletin areas within the waiting area, using sandwich boards on the platform and at the Customer Service Window.
- ▶ **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 additional posters or other materials for them to post around their offices.
- ▶ **Partners' websites** – Like community newsletters, DART's many community partners maintain websites that are frequented by the public. DART can provide information to these partners to be included on their websites.
- ▶ **Community calendars** – One feature that is common to many of DART's partners' websites is a calendar. DART can share the times and dates of key meetings or events with the partners for inclusion on these calendars.
- ▶ **Paid ads in local media** – DART can publish paid advertisements in the daily newspaper of record, The Des Moines Register, in community newsletters and on local broadcast channels.
- ▶ **Paid ads in non-English media\*** – DART can publish paid advertisements in non-English newspapers, magazines 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 Facebook page** – DART's Facebook page is used by staff to interact with riders and can be leveraged to push out information regarding service changes and opportunities for the public to participate in DART's decision-making process.



- ▶ **DART's Twitter feed** – DART's Twitter account allows staff to share newsworthy items with riders, including service changes and opportunities for the public to participate in DART's decision-making process.

\* **All communication methods are available for translation or interpretation upon request.**

## 7 METHODS OF INVOLVING THE PUBLIC

DART employs several methods for involving the public in DART's decision-making process. Staff consider a number of factors when designing public outreach, such as the magnitude of the proposed change or decision, what level of influence public opinion has over 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.

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. It is a question-and-answer format and an open discussion with a member of the DART staff to make sure comments stay focused on the proposed change and that everyone has a chance to ask questions. 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 allowing attendees to attend in-person, or login in 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.
- ▶ **Open House** - DART hosts Open House events which allows the public to attend and visit at specific stations to meet with DART staff and provide feedback. The nature of this event allows flexibility for attendees, permitting them to come and leave at any time during the multi-hour event. 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 are a series of specific questions, often in multiple-choice format that can be distributed in print form as well as in 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, issues, or needed input may require engaging targeted 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 meets the first Tuesday of each month at 12:00 p.m. at DART Central Station, 920 Cherry Street, Des Moines, IA. 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 printed form as well as in 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](mailto:dart@ridedart.com), via a comment form on DART's website at [ridedart.com](http://ridedart.com) or by mail at 620 Cherry Street, Des Moines, Iowa, 50309, or in person at DART Central Station.

## 7.1 Selection of meeting times and locations

The selection of meeting times and locations that are convenient for target audiences is crucial to providing meaningful opportunities for public participation. For example, announcements about meetings on service changes should be shared with the public by both on-board and digital means; 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 branch libraries.

## 8 PUBLIC OUTREACH BETWEEN APRIL 2019 – APRIL 2022

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

- ▶ Eight public meetings were held May 13-23, 2019, to collect input on a major service change planned for Fall 2019 that would impact six Local Routes, seven Express Routes, three Flex Routes and two On Call shuttles. These meetings were promoted in English and Spanish on buses and on signage posted in DART Central Station. English language promotion of this meeting also included emails to riders, social media posts and posts to DART's website. An online and paper survey was also administered to understand the transit needs of the affected individuals.





- ▶ Eight virtual public meetings were held April 5 – 23, 2021, to collect public feedback on the first phase of input for DART's long-range planning efforts, the Transit Optimization Study. One of the eight meetings was promoted as Spanish language with an interpreter in attendance. Along with the feedback, surveys were collected digitally and in print format from riders and members of the public. To promote the feedback DART advertised input on Spanish language radio stations and in Spanish language local print publications, as well as in English in print publications, and on radio stations, that targeted the local African American population. Signage, on bus audio announcements and on bus printed newsletters were all shared in both English and Spanish to promote these public meetings and general input.

- ▶ Two public meetings and two open house events were held Sept. 20 – Oct. 12, 2022, to collect a second round of input on DART's long-range planning effort, the Transit Optimization Study. One public meeting and one open house event were held virtually, while the other events were held in-person. Spanish language interpreters and ESL interpreters were present at the events on Sept. 27 and 28. In addition to these events, DART staff participated in nine grab and go events across its member



communities, including one at a local farmers' market which specifically served local refugee populations, and staffed a grab and go table five times in Sept. and Oct. 2021 to engage with riders at DART Central Station. DART also collected feedback for these efforts using an interactive website and online survey. Promotion of all these efforts was done bilingually with hang tag newsletters, signage and on bus audio announcements in both English and Spanish. Advertisements of the input and public meetings were also promoted on social media in Spanish, and in local Spanish language magazines and on local Spanish language radio stations.

- ▶ A print and online survey as well as two virtual public meetings on March 21-24, 2022, were used to collect rider feedback on proposed schedules for DART's Express Routes. This feedback followed an online and in-person survey effort conducted in February 2022. Input will be used to finalize condensed Express Route schedules to adjust service levels to better fit ridership demands. These schedules are proposed to go into effect in June 2022. These meetings were promoted in English and Spanish using bilingual printed panel cards placed on all Express Route buses.
- ▶ One public meeting was held March 23, 2022, to collect input from participants in DART's Half Fare Pilot Program and the Opportunities Through Transit (OTT) program. DART also collected feedback through an online and print survey. DART is proposing to make the Half Fare Pilot Program changes permanent effective in July 2022, discontinuing the OTT program as part of this process.





- ▶ One public meeting was held April 21, 2022, to collect input and suggestions for updates to DART's Public Participation Plan. This meeting was promoted via on bus audio announcements, on bus printed materials, and in signage posted at DART Central Station in both English and Spanish.
- ▶ Public hearings on DART's budget process were held annually each March.

Attendance at public meetings typically averaged roughly 5-10 members of the public, while Grab and Go events resulted in dozens of interactions per event and surveys resulted in hundreds of responses. Virtual public meetings and open houses garnered more participation than in-person meetings in some instances. DART has also found that paid promotion of public meetings on social media, as well as bus audio announcements have led to higher turnout at outreach events. DART also found that having technical staff available at outreach events in addition to customer service and communications staff can allow for more detailed conversations with customers and members of the public.

## 9 TRANSLATION AND INTERPRETIVE SERVICES

DART's program for providing translation and interpretive services is critical to the success of the Public Participation Plan in reaching minority and LEP populations. The program 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.

DART provides all applications available on its website and from DART Customer Service in English and Spanish and will provide the documents in other languages upon request. In addition, on bus communications for public meetings, including bus audio announcements and hang tag newsletters are provided in both English and Spanish.

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.

## 10 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 of the minority and LEP 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 for 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

In particular, these DART partners provide valuable avenues for reaching minority and LEP populations.

## 11 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, it can be difficult to ensure diverse public participation in DART's decision-making, 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 key steps to 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?

## 12 OUTCOMES

The outcomes of public participation will be reported in an open and transparent manner. The expectation is that, once community members have participated in a process, DART owes it to them to say how their participation influenced the outcome. DART should be able to demonstrate that it explored the suggestions and recommendations of the public and taken that into consideration as part of the process.

## 13 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 processes for its stakeholders regardless of race, color, or national origin, including populations and individuals who may be underserved because of limited English proficiency (LEP), minority 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.





# APPENDIX A

## LIST OF DART COMMUNITY PARTNERS



## APPENDIX A: LIST OF DART COMMUNITY PARTNERS

- ▶ AARP IOWA
- ▶ AGE FRIENDLY DSM
- ▶ AGING ADVOCATES
- ▶ AGING RESOURCES OF CENTRAL IOWA
- ▶ AHEPA
- ▶ ALLIANCE TECHNOLOGIES
- ▶ AMERICAN CANCER SOCIETY
- ▶ AMERICAN RED CROSS
- ▶ AMERIGROUP
- ▶ ANAWIM HOUSING
- ▶ ANKENY COMMUNITY SCHOOLS
- ▶ ARTFORCE IOWA
- ▶ BANKERS TRUST
- ▶ BEACON OF LIFE
- ▶ BETHEL MISSION
- ▶ BHUTANESE COMMUNITY IN IOWA
- ▶ BIDWELL RIVERSIDE CENTER
- ▶ BOYS & GIRLS CLUB OF CENTRAL IOWA
- ▶ BRAVO GREATER DES MOINES
- ▶ BRIDGES OF IOWA
- ▶ BROADLAWNS MEDICAL CENTER
- ▶ CANDEO
- ▶ CASH SAVER
- ▶ CATHOLIC CHARITIES REFUGEE RESETTLEMENT
- ▶ CENTRAL IOWA CENTER FOR INDEPENDENT LIVING
- ▶ CENTRAL IOWA SHELTER AND SERVICES
- ▶ CENTRAL IOWA WORKS
- ▶ CENTRAL SENIOR CENTER
- ▶ CHAPEL RIDGE
- ▶ CHAPEL RIDGE WEST DES MOINES
- ▶ CHI LIVING COMMUNITIES
- ▶ CHILDREN & FAMILIES OF IOWA
- ▶ CHILDSERVE
- ▶ CITIZENS FOR COMMUNITY IMPROVEMENT
- ▶ CITY OF ALTOONA
- ▶ CITY OF ANKENY
- ▶ CITY OF BONDURANT
- ▶ CITY OF CLIVE
- ▶ CITY OF DES MOINES
- ▶ CITY OF DES MOINES HOUSING
- ▶ CITY OF GRIMES
- ▶ CITY OF JOHNSTON
- ▶ CITY OF PLEASANT HILL
- ▶ CITY OF URBANDALE
- ▶ CITY OF WEST DES MOINES
- ▶ CITY OF WINDSOR HEIGHTS
- ▶ CLIVE SUITES & CONFERENCE CENTER
- ▶ COMMUNITY FOUNDATION OF GREATER DES MOINES
- ▶ COMMUNITY HOME SERVICES
- ▶ COMMUNITY SUPPORT ADVOCATES
- ▶ COMMUNITY YOUTH CONCEPTS
- ▶ CONLIN PROPERTIES
- ▶ CORINTHIAN GARDENS
- ▶ CREATIVE VISIONS
- ▶ CREST SERVICES
- ▶ DADS WITH A PURPOSE
- ▶ DEAF ACTION CENTER
- ▶ DEER RIDGE
- ▶ DENTAL CONNECTIONS
- ▶ DES MOINES AREA COMMUNITY COLLEGE
- ▶ DES MOINES AREA METROPOLITAN PLANNING ORGANIZATION
- ▶ DES MOINES AREA RELIGIOUS COUNCIL
- ▶ DES MOINES CIVIL AND HUMAN RIGHTS COMMISSION
- ▶ DES MOINES PERFORMING ARTS
- ▶ DES MOINES PUBLIC LIBRARY
- ▶ DES MOINES PUBLIC SCHOOLS
- ▶ DES MOINES REGISTER
- ▶ DES MOINES STREET COLLECTIVE
- ▶ DES MOINES UNIVERSITY
- ▶ DISABILITY RIGHTS IOWA
- ▶ DOWLING CATHOLIC HIGH SCHOOL
- ▶ DRAKE UNIVERSITY
- ▶ EASTERSEALS IOWA
- ▶ ELSIE MASON MANOR





- ▶ EMBARC
- ▶ EMC INSURANCE
- ▶ EMPLOYEE & FAMILY RESOURCES
- ▶ EPILEPSY FOUNDATION OF IOWA
- ▶ EVELYN K. DAVIS CENTER FOR WORKING FAMILIES
- ▶ EVERYSTEP
- ▶ EYERLY BALL
- ▶ E-Z MONEY CHECK CASHING
- ▶ FIFTH DISTRICT DEPARTMENT OF CORRECTIONS
- ▶ FIFTH JUDICIAL DISTRICT OF IOWA, POLK COUNTY HISTORIC COURTHOUSE
- ▶ FOOD BANK OF IOWA
- ▶ FORT DES MOINES CORRECTIONAL FACILITY
- ▶ FRESH START WOMEN'S CENTER
- ▶ GENESIS YOUTH FOUNDATION
- ▶ GOODWILL INDUSTRIES OF CENTRAL IOWA
- ▶ GRANDVIEW COLLEGE
- ▶ GREATER DES MOINES CONVENTION AND VISITORS BUREAU
- ▶ GREATER DES MOINES PARTNERSHIP
- ▶ GREATER DES MOINES PUBLIC ART FOUNDATION
- ▶ GRIMES SENIOR CENTER
- ▶ GRUBB YMCA
- ▶ HAWTHORNE HILL
- ▶ HAYMARKET MALL
- ▶ HEART OF IOWA REGIONAL TRASPOTATION AGENCY (HIRTA)
- ▶ HOPE AGENCY DES MOINES
- ▶ HOPE MINISTRIES
- ▶ HOMES OF OAKRIDGE NEIGHBORHOOD
- ▶ HORIZONS: A FAMILY SERVICE ALLIANCE
- ▶ HOUSE OF MERCY
- ▶ HY-VEE
- ▶ HY-VEE COMMISSARY
- ▶ IMMANUEL PATHWAYS
- ▶ IMPACT COMMUNITY ACTION AGENCY
- ▶ INTERNATIONAL CENTER
- ▶ IOWA ASIAN ALLIANCE
- ▶ IOWA BUREAU OF REFUGEE SERVICES
- ▶ IOWA COUNCIL OF THE UNITED BLIND
- ▶ IOWA DEPARTMENT OF CORRECTIONS
- ▶ IOWA DEPARTMENT OF HUMAN SERVICES
- ▶ IOWA DEPARTMENT OF PUBLIC DEFENSE
- ▶ IOWA DEPARTMENT OF PUBLIC HEALTH
- ▶ IOWA DEPARTMENT OF THE BLIND
- ▶ IOWA DEPARTMENT OF TRANSPORTATION
- ▶ IOWA ENVIRONMENTAL COUNCIL
- ▶ IOWA FINANCE AUTHORITY
- ▶ IOWA HEALTHIEST STATE INITIATIVE
- ▶ IOWA HOMELESS YOUTH CENTER
- ▶ IOWA JUSTICE FOR OUR NEIGHBORS
- ▶ IOWA LEGAL AID
- ▶ IOWA LUTHERAN HOSPITAL
- ▶ IOWA MEDICAID ENTERPRISE
- ▶ IOWA METHODIST MEDICAL CENTER
- ▶ IOWA MIGRANT MOVEMENT FOR JUSTICE
- ▶ IOWA OFFICE OF OMBUDSMAND
- ▶ IOWA VOCATIONAL REHABILITATION SERVICES
- ▶ IOWA WORKFORCE DEVELOPMENT
- ▶ JOHN STODDARD CANCER CENTER
- ▶ JOHNSTON COMMUNITY SCHOOL DISTRICT
- ▶ JOPPA OUTREACH
- ▶ JORDAN CREEK TOWN CENTER
- ▶ KATECHO
- ▶ KINGDOM LIVING
- ▶ LATINO RESOURCE CENTER
- ▶ LIFESERVE BLOOD CENTER OF IOWA
- ▶ LIGUTTI TOWER
- ▶ LINK ASSOCIATES
- ▶ LUTHER PARK
- ▶ LUTHERAN SERVICES OF IOWA
- ▶ LUTHERAN SERVICES OF IOWA - REFUGEE SERVICES
- ▶ MAINSTREAM LIVING
- ▶ MARSH
- ▶ MERCY MEDICAL CENTER
- ▶ MEREDITH CORPORATION
- ▶ MERLE HAY MALL
- ▶ MID-AMERICAN ENERGY
- ▶ MILL POND



- ▶ MONSOON ASIAN & PACIFIC ISLANDERS IN SOLIDARITY
- ▶ MOSIAC IN CENTRAL IOWA
- ▶ NATIONWIDE
- ▶ NEWBURY LIVING
- ▶ OAKRIDGE NEIGHBORHOODS
- ▶ OFFICE OF ASIAN AND PACIFIC ISLANDERS' AFFAIRS
- ▶ OFFICE OF LATINO AFFAIRS
- ▶ ONE IOWA
- ▶ OPTIMAE LIFE SERVICES
- ▶ ORCHARD PLACE
- ▶ PACE
- ▶ PENELOPE 38
- ▶ PIONEER INTERNATIONAL
- ▶ PLANNED PARENTHOOD OF THE HEARTLAND
- ▶ PLYMOUTH PLACE
- ▶ POLK COUNTY
- ▶ POLK COUNTY ADULT SERVICES
- ▶ POLK COUNTY COMMUNITY, FAMILY AND YOUTH SERVICES
- ▶ POLK COUNTY CRISIS AND ADVOCACY SERVICES
- ▶ POLK COUNTY DECATAGORIZATION
- ▶ POLK COUNTY EMERGENCY MANAGEMENT
- ▶ POLK COUNTY FAMILY ENRICHMENT
- ▶ POLK COUNTY HEALTH SERVICES
- ▶ POLK COUNTY JAIL
- ▶ POLK COUNTY SENIOR COMMUNITY CENTER
- ▶ POLK COUNTY SUPPLEMENTAL FOODS
- ▶ POLK COUNTY VETERANS AFFAIRS
- ▶ PRELUDE BEHAVIORAL HEALTH
- ▶ PRICE CHOPPER
- ▶ PRIMARY HEALTH CARE
- ▶ PRINCIPAL
- ▶ PROGRESS INDUSTRIES
- ▶ REFUGEE ALLIANCE OF CENTRAL IOWA
- ▶ RUAN TRANSPORTATION
- ▶ SALVATION ARMY
- ▶ SAVATION ARMY ADULT REHAB. CENTER
- ▶ SCAVO CAMPUS
- ▶ SCIENCE CENTER OF IOWA
- ▶ SE POLK COMMUNITY SCHOOLS
- ▶ SHALOM COVENANT CHURCH
- ▶ SOCIAL SECURITY ADMINISTRATION
- ▶ SOUTHEAST COMMUNITY SERVICES
- ▶ SOUTHRIDGE MALL
- ▶ SQUARE ONE ASSESSMENTS LLC
- ▶ ST VINCENT DE PAUL
- ▶ ST. JOSEPH EMERGENCY SHELTER
- ▶ ST. MARY'S FAMILY CENTER
- ▶ STATE OF IOWA
- ▶ THE HOPE CENTER
- ▶ THE PROJECT OF PRIMARY HEALTHCARE
- ▶ THE ROSE OF DES MOINES
- ▶ TRANSIOWA CAB COMPANY
- ▶ U.S. COMMITTEE FOR REFUGEES AND IMMIGRANTS
- ▶ U.S. DEPARTMENT OF VETERANS AFFAIRS
- ▶ UNITED COMMUNITY SERVICES INC.
- ▶ UNITED HEALTHCARE
- ▶ UNITED WAY OF CENTRAL IOWA
- ▶ UNITY POINT
- ▶ URBAN DREAMS
- ▶ URBAN DALE CHAMBER OF COMMERCE
- ▶ URBAN DALE COMMUNITY ACTION NETWORK
- ▶ URBAN DALE COMMUNITY SCHOOLS
- ▶ URBAN DALE FOOD PANTRY
- ▶ VALLEY VIEW VILLAGE
- ▶ VALLEY WEST MALL
- ▶ VINTAGE HILLS RETIREMENT COMMUNITY
- ▶ VOYA FINANCIAL
- ▶ WALMART
- ▶ WELLMARK
- ▶ WESLEY ACRES COMMUNITY SERVICES
- ▶ WEST DES MOINES COMMUNITY SCHOOLS
- ▶ WEST DES MOINES HUMAN SERVICES
- ▶ WEST DES MOINES PUBLIC LIBRARY
- ▶ WILKIE HOUSE
- ▶ WITTERN GROUP
- ▶ YMCA SUPPORTIVE HOUSING
- ▶ YOUNG WOMENS RESOURCE CENTER



*Des Moines Area Regional Transit Authority  
Public Participation Plan - Appendix A: List of DART Community Partners*



- ▶ YOUTH EMERGENCY SHELTER
- ▶ YOUTH JUSTICE INITIATIVE