

Phase 2 Survey Results

Reimagine DART

OCTOBER 2025

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The logo for DART, featuring the word "dart" in a bold, lowercase, purple sans-serif font.

Survey Results Summary

In the second phase of Reimagine DART, the public viewed a proposed new bus network. The Draft Network reflected the region's preference for high ridership, with fewer bus routes running more often along the busiest corridors, while providing some coverage services in Ankeny, Altoona and Clive. The proposed network also reflected 10% less service hours than the Existing Network based on the budget set by DART's governing board, the DART Commission.

Throughout September, the public could give feedback on what they liked about the draft network and what DART should consider changing. This report summarizes the results that are being used to inform changes before DART finalizes its new bus network. The survey received **900 total responses**.

The Draft Network will be better for me.

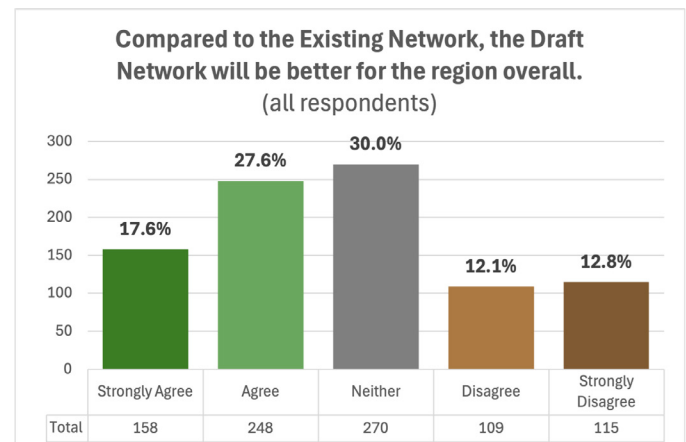
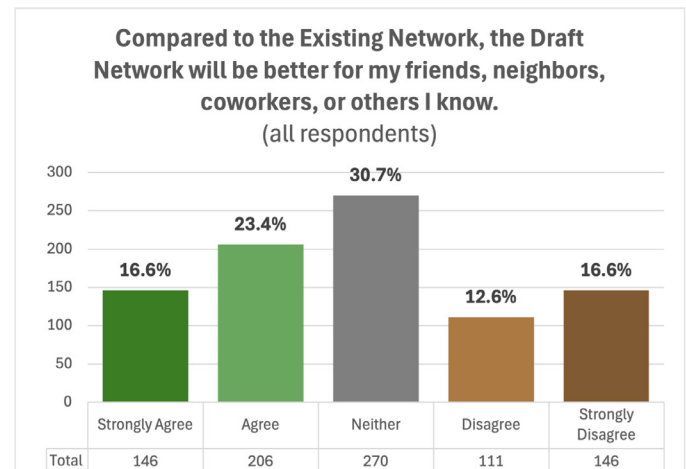
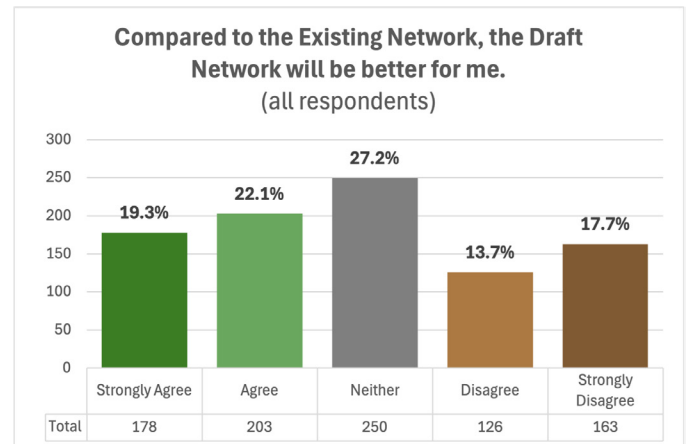
Respondents were asked if they agree or disagree that the Draft Network will be better for them specifically. The responses to this question tell us about people's personal experiences and how the Draft Network might impact them. Respondents said, on average, that they agree the network will be better for them. A total of 41% either strongly agreed or agreed, 32% either disagreed or strongly disagreed, and 27% said neither.

The Draft Network will be better for people I know.

Then, respondents were asked if they think the network will be better for their friends, neighbors, coworkers, or other people they know. The Draft Network might impact people differently, so this question allows respondents to tell us about people they know. 40% of respondents either strongly agreed or agreed, 29% either disagreed or strongly disagreed, and 31% said neither.

The Draft Network will be better for the region overall.

Finally, respondents were asked if they agree or disagree that the Draft Network will be better for the region overall. After hearing about their personal experience, this question asks if, objectively,



they think the network is better. Survey respondents said, on average, that they agree. A total of 45% of respondents either strongly agreed or agreed, 25% either disagreed or strongly disagreed, and 30% said neither.

Survey Results Summary

How would you use DART services?

When asked how they would use DART services if the Draft Network is implemented as proposed, 53% of respondents said they would use services as much or more than they do today. 24% said they don't ride DART; of those respondents, 10% said they would start to ride and 14% would not start. 23% of respondents said they would use services less than they do today.

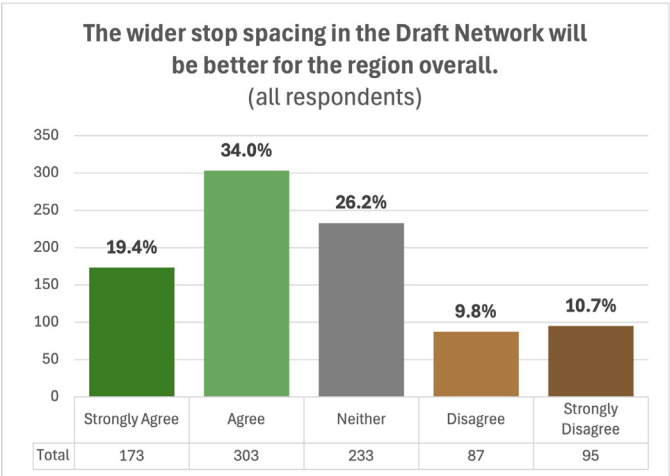
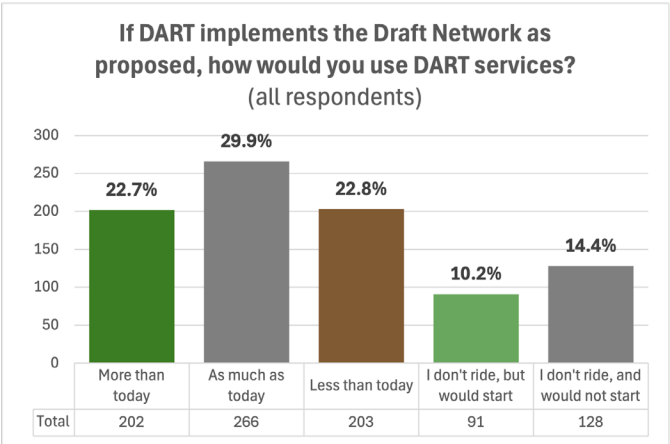
Wider Stop Spacing

The Draft Network includes wider bus stop spacing for faster, more reliable service. Buses today stop every 1-2 blocks, on average; in the Draft Network, they would stop every 3-4 blocks. Respondents were asked specifically what they think about the new bus stop spacing. More than double the number of respondents agreed that the wider stop spacing will be better compared to those who disagreed. 53% of respondents either agreed or strongly agreed, 21% of respondents either disagreed or strongly disagreed, and 26% said neither.

Overall Results

The results from this survey are consistent with what we heard during the first engagement phase (in April 2025). When people were previously asked about their preference between the two conceptual alternatives, 49% preferred the Ridership Concept and 26% preferred the Coverage Concept.

This network was designed with that input in mind by concentrating service into fewer routes that run more frequently. As a result, 46% of respondents agreed that the network will be better for the region and 25% disagreed.



Who took the survey?

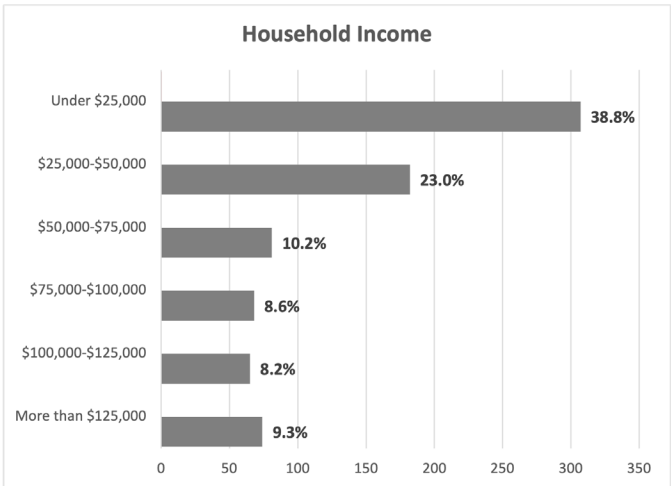
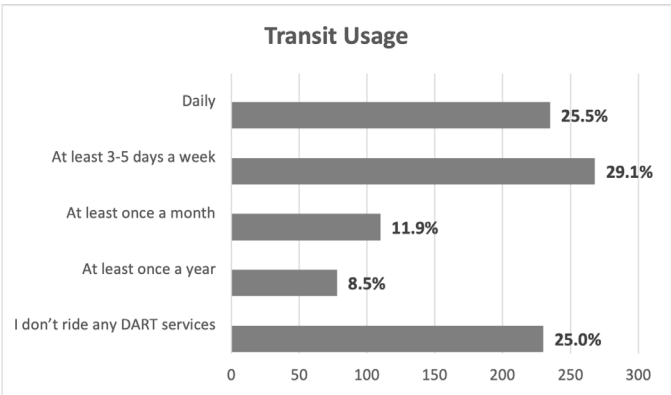
To ensure the community was thoroughly represented, respondents were asked some questions about themselves.

Transit Usage

Out of all survey respondents, 75% were transit riders and 25% were non-riders. 55% were regular riders that use DART at least 3 days a week. It's essential to know what riders value, but it's also important to hear from non-riders.

Household Income

The survey received responses from people in various income levels. The largest single group was residents living in households that make \$25,000 or less a year. 62% earn less than \$50,000.

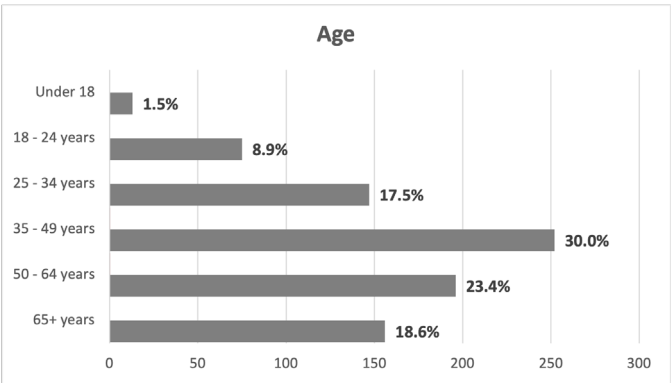
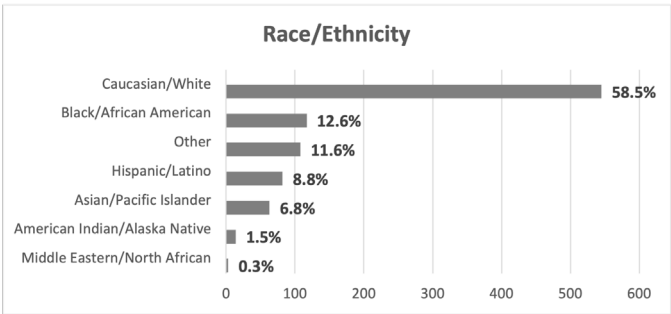


Race/Ethnicity

The people who took the survey represent the racial composition of the region fairly well. The percentage of White, Black, and Latino respondents is close to the percentage of residents in those groups in the metro.

Age

The survey received a good representation of residents of all age groups. Most responses were from people within working age, 18-64 years old.



Transit Usage

In addition to knowing how many transit riders took the survey, we can compare the preference of transit riders and non-riders when asked if the Draft Network would be better for the region overall.

Regular Transit Riders

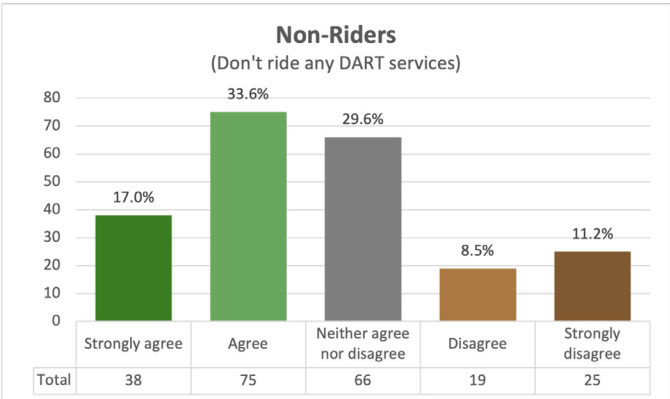
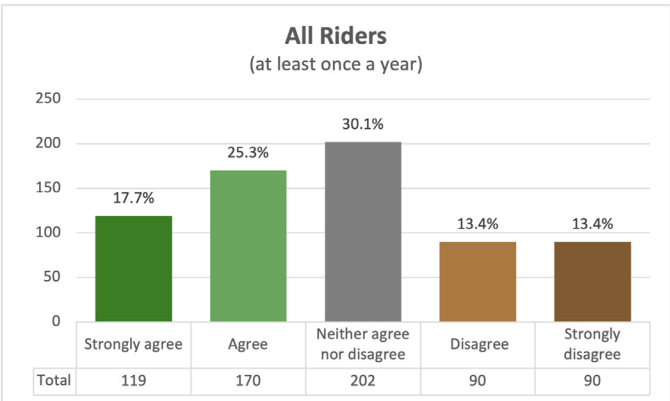
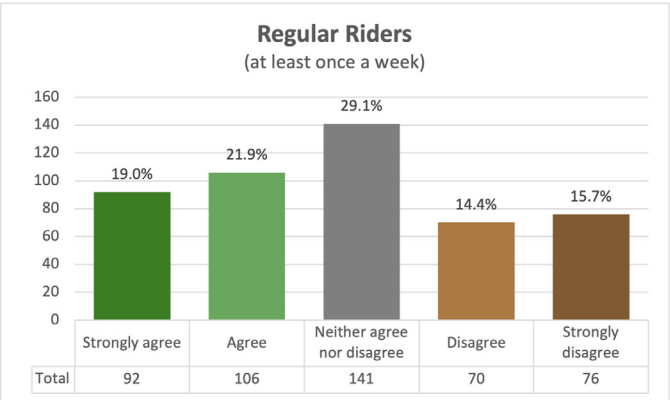
People who take the bus regularly (at least 3 days a week) tended to agree that the Draft Network would be better for the region. 41% of respondents said they agree, while 30% said they disagree. 29% neither agreed or disagreed.

All Riders

If we look at all transit riders, we see a similar preference. All riders includes anyone who responded that they use transit at least a few times a year. 43% of all transit riders agree that the Draft Network would be better for the region.

Non-Riders

People who don't ride transit expressed an even larger belief that the Draft Network would be better for the region. 51% agreed that the Draft Network would be better for the region, whereas only 20% disagreed.



Income Levels

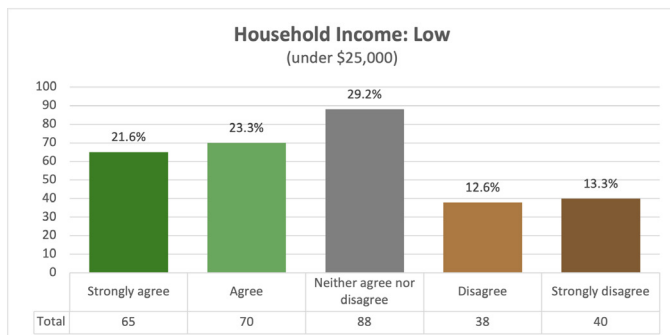
A common goal for transit is to provide service to low-income residents, so it's useful to see how respondents of different income levels answered the survey.

Low-Income (Under \$25k)

Residents who live in households with a income under \$25k per year responded on average in agreement that the Draft Network would be better for the region as a whole. 45% of those residents agreed while 26% disagreed.

Low-Medium-Income (\$25k-\$75k)

Residents in households that earn between \$25k and \$75k expressed a similar preference, with 44% agreeing that the Draft Network would be better for the region as a whole.

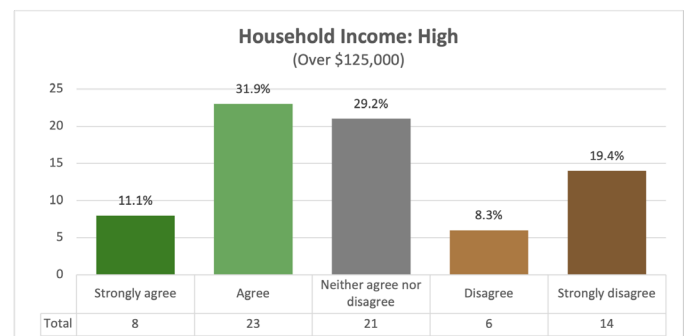
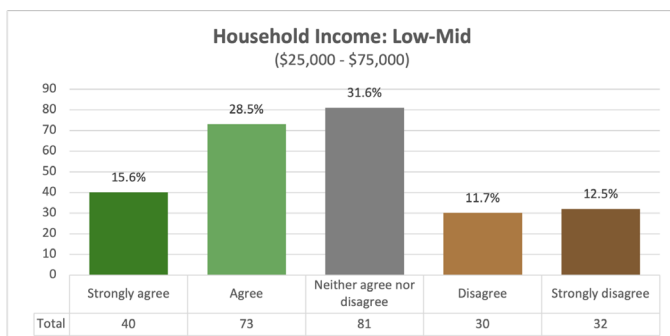
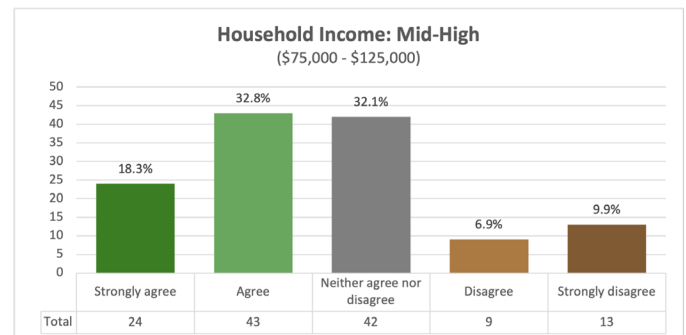


Medium-High-Income (\$75k-\$125k)

Residents in households that earn between \$75k and \$125k expressed a similar preference, with 51% in agreement.

High-Income (Over \$125k)

The highest income group expressed a similar preference, with 43% of all high-income residents agreeing that the Draft Network would be better for the region as a whole, while only 28% disagreed.



Race/Ethnicity

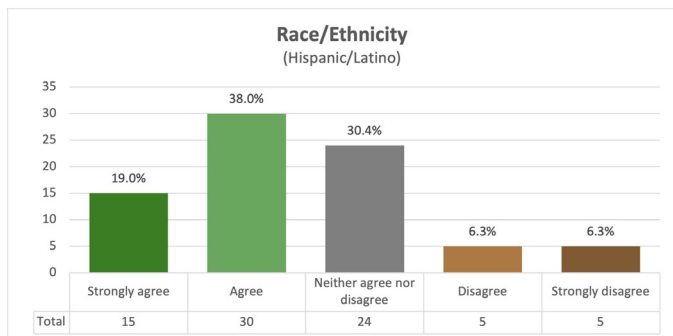
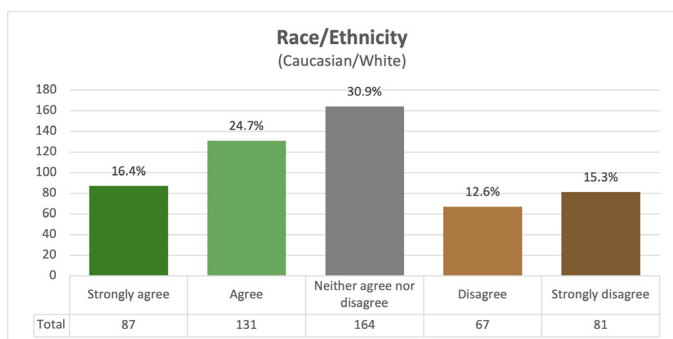
Race or ethnicity does not alone tell us enough about a person's need or likelihood to use transit. However, avoiding placing disproportionate burdens on people of color is essential to the transit planning process. Transit agencies are also required by Title VI of the Civil Rights Act of 1964 to ensure the services they provide do not discriminate on the basis of race, color or national origin.

Caucasian/White

White respondents agreed that the Draft Network would be better for the region as a whole, with 41% agreeing and 28% disagreeing.

Hispanic/Latino

Latino residents responded with a strong agreement that the Draft Network would be better for the region, with over 3 times more respondents choosing agree or strongly agree than disagree or strongly disagree.

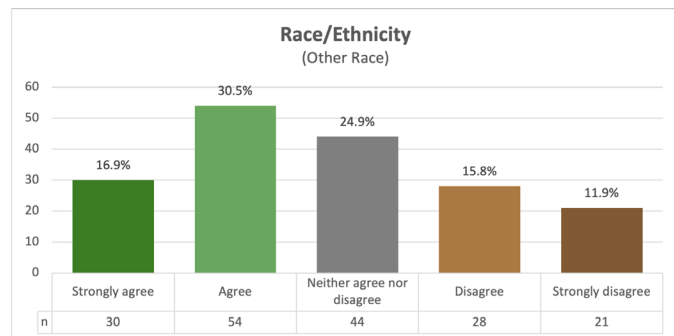
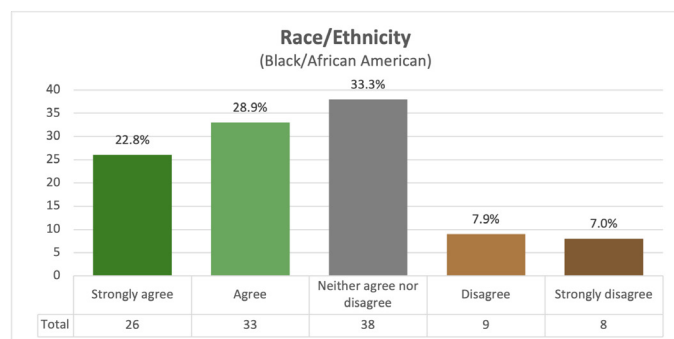


Black/African American

Black residents responded similarly with a lean towards agreement, with 52% of total responses either agreeing or strongly agreeing.

Other races/ethnicities

Since other groups had a smaller number of respondents, they were grouped together for this breakdown. Overall, they agreed that the Draft Network would be better for the region as a whole.



Age Groups

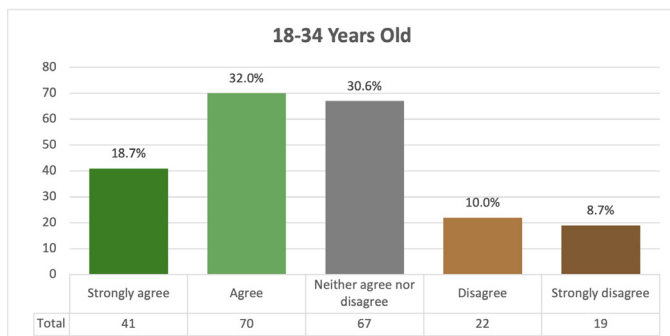
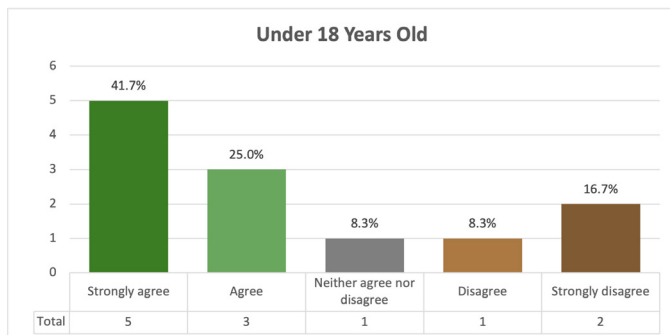
Different age groups have different mobility needs, so it's informative to learn whether they agree that the Draft Network would be better for the region.

Under 18 Years Old

Young residents, under 18 years of age, responded in strong agreement that the Draft Network would be better for the region, with 67% either agreeing or strongly agreeing. Note that only 11 young people took the survey.

18-34 Years Old

Residents between 18 and 35 years old also agreed, with 51% either agreeing or strongly agreeing.

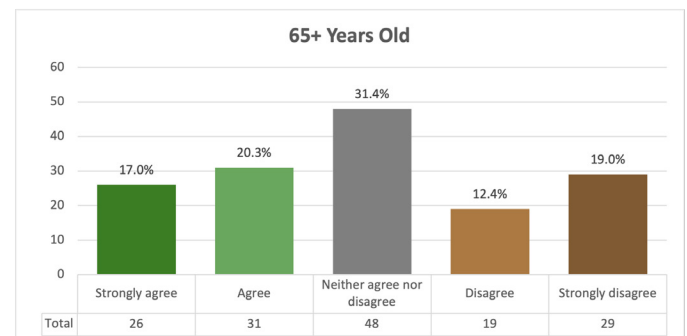
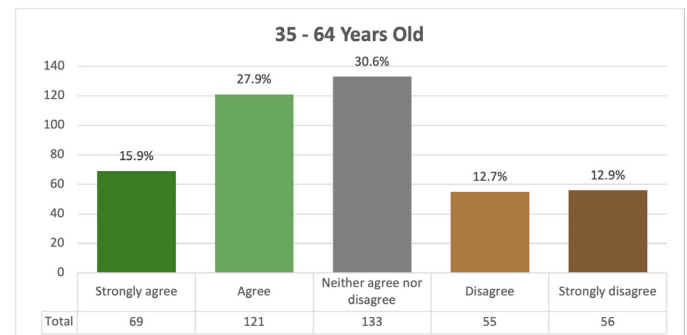


35-64 Years Old

Residents between 35 and 64 years old also agreed, with 44% either agreeing or strongly agreeing.

65+ Years Old

Senior residents showed a more even distribution among the responses, but on average, they still agreed that the Draft Network would be better for the region. 37% said they agreed, and 31% disagreed.



DART Services Used (Mode)

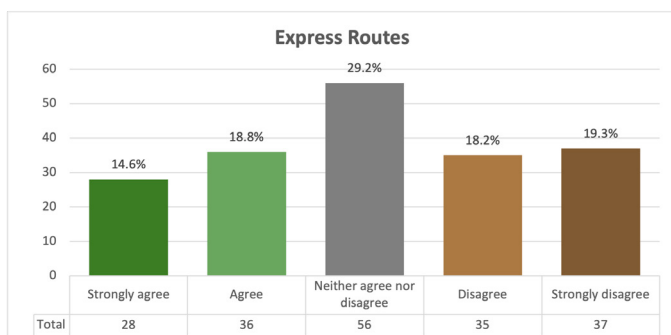
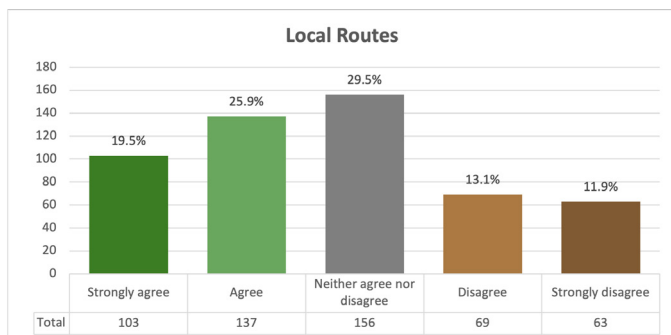
To learn more about the people who took the survey and what they think about the Draft Network, respondents were asked what DART services they use today.

Local Routes

Residents who use local routes generally agreed that the Draft Network would be better for the region as a whole, with 45% of respondents either agreeing or strongly agreeing. About 25% of respondents either disagreed or strongly disagreed, and 30% of these users neither agreed nor disagreed.

Express Routes

The Draft Network removes express services to reflect regional changes in travel patterns. Therefore, residents who use Express Routes generally disagreed that the Draft Network would be better for the region as a whole, with 33% of respondents either agreeing or strongly agreeing and 38% either disagreeing or strongly disagreeing. Overall, a higher proportion of Express Route riders took the survey compared with all of the riders across DART's existing network.

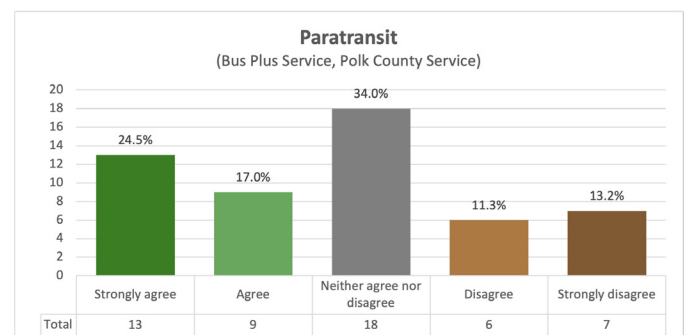
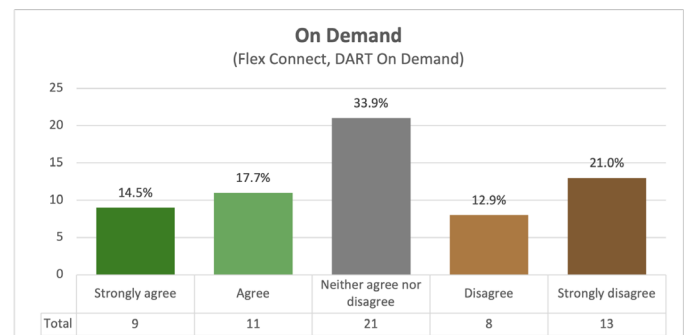


On Demand

Residents who use On Demand services today generally disagreed that the Draft Network would be better, with 32% of respondents either agreeing or strongly agreeing and 34% either disagreeing or strongly disagreeing. The Draft Network has three microtransit zones that would provide corner to hub trips within the designated area. This model is different than DART On Demand Ankeny to improve reliability and meet demand with the resources DART has.

Paratransit

Residents who use Paratransit services generally agreed that the Draft Network would be better for the region as a whole, with 42% of respondents either agreeing or strongly agreeing with the statement. 24% either disagreed or strongly disagreed, and 34% of these users neither agreed nor disagreed. The Draft Network did not show any changes to DART's Paratransit map, but DART proposed updated service hours to align with the proposed hours for the fixed-route bus network.



Open-Ended Comments

In addition to the multiple choice questions, the survey also gave respondents the opportunity to answer a few open-ended questions about the Draft Network. Here is a summary of common themes.

What features of the Draft Network do you like or work well for you?

1. Higher frequency
 - Many mentions of frequent routes and shorter waiting times
2. More service on weekends
 - Higher frequency on weekends
 - More consistent service throughout the day and week
3. Easier to get to major destinations
 - Direct service to key places without having to go Downtown
 - Specific mentions about Route 4
4. Timed transfers
 - Easier connections at DART Central Station
5. Wider stop spacing
 - Faster service
6. Microtransit service in new places

What changes, if any, do you think are needed for the Draft Network?

1. Keep express routes
 - Concerns about loss of service
 - Some changes will result in longer travel times from specific locations
2. Wider stop spacing
 - Accessibility concerns for seniors and those with mobility limitations
3. Specific areas losing service
 - Mills Civic Parkway, EP True Parkway, Ashworth Road in West Des Moines
 - Airport
 - Deer Ridge Apartments
 - Polk County Jail
4. Spans of service
 - Concerns for people who need to get to work at or before 6am
5. Microtransit service in Ankeny
 - Ankeny DART On Demand riders prefer door-to-door service with pre-booking option
 - Concerns about seniors who use DART On Demand
 - Want On Demand expanded to include nights and weekends