



STRIDE is a dial-a-ride service for persons with physical or mental disabilities unable to ride regular DTA buses

WHAT IS STRIDE?

STRIDE - Special Transit RIDE, is a dial-a-ride transportation service for qualified persons with disabilities living in the Twin Ports. In compliance with the American with Disabilities Act, the DTA provides curb-to-curb service with wheelchair-accessible buses and vans for those who cannot access regular route DTA buses. STRIDE service is provided within 3/4 mile of regular DTA routes in Superior and within the city limits of Duluth and Proctor.

STRIDE SERVICE HOURS

	Duluth	Superior
Weekday	6 a.m. - 11 p.m.	6 a.m. - 7 p.m.
Saturdays	6 a.m. - 8 p.m.	7 a.m. - 7 p.m.
Sundays	8 a.m. - 7 p.m.	10:30 a.m. - 7 p.m.

WHO CAN RIDE STRIDE?

Persons whose disabilities prevent them from boarding, riding or getting off regular route DTA buses may qualify for STRIDE. Inability to get to a DTA bus stop is NOT a major factor in determining eligibility. The completion of a STRIDE application form with physician's approval is required for STRIDE certification and eligibility.

HOW TO REGISTER FOR STRIDE

Certification for STRIDE is easy. Call the STRIDE office at 722-3327 during the week between 7:30 a.m. and 4 p.m. to apply. The DTA will send you a STRIDE certification package. Fill out the questionnaire included in the package and mail it to your doctor. Your physician will complete the application form and return it to the STRIDE office for review. You will be promptly notified by STRIDE of your eligibility.

RIDING STRIDE IS EASY

Once you become certified for STRIDE, you can call the STRIDE office at 722-3327 to make reservations. When making reservations for next day trips, call in advance or before 2 p.m. the day before if possible. STRIDE service may be scheduled up to 7 days in advance. STRIDE will also take a limited number of subscription trips for people with routine schedules. Same day STRIDE service is not guaranteed; but may be scheduled based on availability.

CANCELLATIONS - LIMITATIONS

Cancellation of scheduled STRIDE trips should be made as soon as possible so others can take advantage of the service.

Cancellations must be made at least three hours in advance of the scheduled pick-up time.

Riders who miss three scheduled trips without proper cancellation will lose their STRIDE certification for a minimum of 30 days. Riders may not alter scheduled destinations once reservations are made. STRIDE maintains the right to refuse service to unruly passengers.

STRIDE FARES

The STRIDE fare is \$1.20 during off-peak hours and weekends, and \$2.50 during weekday peak hours. Peak hours are 7 a.m. to 9 a.m. and from 2:30 p.m. to 6 p.m. during the week. STRIDE fares must be paid in exact change, as drivers do not make change. Ten-ticket STRIDE RIDE booklets can be purchased for \$12 from STRIDE drivers and at the DTA STRIDE office located at 2402 W. Michigan Street



COMPANION RIDERS

STRIDE riders may be accompanied by up to three companion riders, space permitting. Companion riders need not be certified for STRIDE, but must pay a fare. Personal care attendants needed to assist STRIDE riders may ride free. The STRIDE office must be informed about companion riders and personal care attendants when the trip is scheduled.

STRIDE DRIVERS & VEHICLES

STRIDE drivers are licensed professionals, specially trained in providing curb-to-curb assistance to mobility-disabled persons. Drivers will assist passengers on and off the vehicle, and will assist riders with seat belts and wheelchair securement as needed. All STRIDE vehicles meet ADA requirements and are easily accessible as they are equipped with wheelchair lifts or ramps.

USING THE RIGHT WHEELCHAIR

STRIDE vehicles do not accommodate all types of wheelchairs. When making reservations, please inform the STRIDE office of the type of wheelchair you are using. Persons using three-wheeled wheelchairs may be asked to ride in a conventional seat.

STRIDE SAFETY COMES FIRST

STRIDE riders are required to wear safety belts. Drivers will offer assistance with belts as needed. Restraint seats for children are not provided by STRIDE and are the responsibility



TDD COMMUNICATION

STRIDE is TDD equipped for speech and hearing impaired persons. STRIDE's TDD number is 722-3327.

Callers should strike their TDD keyboard upon reaching the operator. This will alert the operator to connect the TDD communication device.



SUGGESTIONS & COMPLAINTS

STRIDE wants to hear from you. Please direct your suggestions and comments to the STRIDE office at 722-3327.

STRIDE & THE DTA

The Duluth Transit Authority manages STRIDE services. An independent contractor provides scheduling services and STRIDE drivers. STRIDE offices are located at the DTA Operations Center, 2402 West Michigan Street, Duluth, MN 55806.

