

## Companion Riders

STRIDE riders may be accompanied by up to three companion riders with space permitting. Companion riders need not be certified for STRIDE, but must pay a fare. STRIDE riders must inform the scheduler about companion riders when the trip is scheduled. Personal care attendants ride for FREE.

**STRIDE fares  
are \$3.00 during peak hours  
and only \$1.50 during  
off-peak hours.**

## STRIDE Drivers and Vehicles

STRIDE drivers are licensed professionals specially trained to provide assistance from origin to destination as needed by each passenger. Drivers will assist passengers onto the vehicle and assist them with seat belts and wheelchair securement as needed. All STRIDE vehicles meet ADA requirements.



## Suggestions, Complaints and Protests

STRIDE wants to hear from you. The service is only as good as you help make it. Please contact STRIDE with your questions, suggestions and any concerns you have. Please call 722-3327 or 722-SAVE during business hours.

## Wheelchair Information

STRIDE carries any wheelchair and occupant if the lift and vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements. Legitimate safety requirements include such circumstances as a wheelchair of such size that it would block an aisle or would be too large to fully enter a vehicle, would block the vestibule or would interfere with the safe evacuation of passengers in an emergency. Contact the STRIDE office for further information. Ramp widths are between 31 and 34 inches.

**PLEASE NOTE:** People who have wheelchairs that cannot safely be secured may be asked to ride in a conventional seat if possible.



## STRIDE Safety

Passengers on STRIDE 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 therefore the responsibility of the passenger.

## STRIDE and the DTA

The Duluth Transit Authority (DTA) manages STRIDE. An independent contractor provides the scheduler and vehicle operators. STRIDE offices are located at the DTA Operations Center at 2402 W. Michigan St. Duluth, MN 55806. Call 218-722-4426 for information.



# DTA STRIDE GUIDE

## PUBLIC TRANSPORTATION SERVICES FOR PEOPLE WITH DISABILITIES



**218-722-3327**  
**duluthtransit.com**

EFFECTIVE September 15, 2017

# STRIDE GUIDE

## **STRIDE is a dial-a-ride service for people with physical or mental disabilities who meet the guidelines of the Americans with Disabilities Act (ADA)**

**PLEASE NOTE: THERE ARE ELIGIBILITY DIFFERENCES BETWEEN STRIDE IN DULUTH AND STRIDE IN SUPERIOR; CALL FOR CLARIFICATIONS.**

### **What is STRIDE?**

STRIDE - Special Transit RIDE is dial-a-ride transportation service for qualified individuals with disabilities in the Twin Ports. It operates in accordance with the Americans with Disabilities Act (ADA). STRIDE operates within 3/4 of a mile from the DTA's regular routes in the City of Superior and Proctor within the city boundaries of Duluth.



### **Who Can Ride STRIDE?**

Individuals whose disabilities prevent them from boarding, riding on, or alighting regular route DTA buses may qualify for this service. A physician's statement is required. People with temporary disabilities are eligible while the condition exists. Inability to get to a DTA bus stop is NOT a major factor in determining STRIDE eligibility.

### **How to Register for STRIDE?**

Certification for STRIDE is easy! Call the STRIDE office at 218-722-3327 weekdays between 7:30 a.m. and 4:00 p.m. and you'll be mailed an ADA Eligibility Application for Certification. Fill out the questionnaire and then give it to your physician. Your physician will complete the form and send it to STRIDE for review. STRIDE staff will promptly review the information and contact you regarding your eligibility.

### **STRIDE Hours of Service**

Duluth, Weekdays: 4:25 a.m. - 1:20 a.m.  
Superior, Weekdays: 5:50 a.m. - 7:08 p.m.

Duluth, Saturday: 6:20 a.m. - 12:00 a.m.  
Superior, Saturday: 6:44 a.m. - 7:08 p.m.

Duluth, Sunday: 7:35 a.m. - 10:20 p.m.  
Superior, Sunday: 10:44 a.m. - 7:01 p.m.

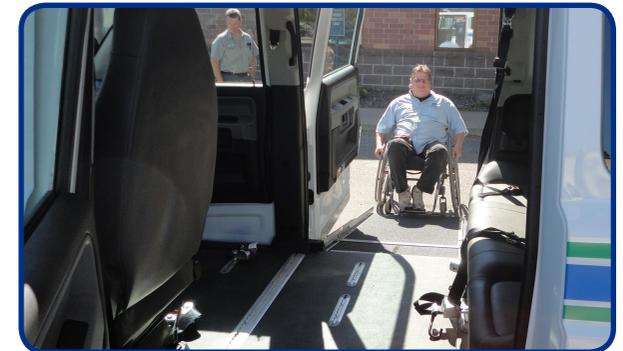
### **Riding STRIDE is Easy**

Once you are eligible, you can call the STRIDE office (218-722-3327) weekdays between 7:30 a.m. and 4:00 p.m. to reserve trips. Trips may be scheduled up to 7 days in advance. Same day STRIDE trips may also be scheduled based on availability.

**Call 218-722-3327 today!**

### **Cancellations - Limitations**

Cancellations of scheduled STRIDE trips should be made as soon as possible so that other passengers can utilize the service. Cancellations must be made at least two (2) hours in advance of the scheduled pick-up time. Riders who miss scheduled trips without proper cancellation may lose their ability to use STRIDE service. Riders may not alter scheduled destinations once they are made. STRIDE maintains the right to refuse service to unruly passengers if necessary.



### **STRIDE Fares**

The fare for STRIDE is \$1.50 during off-peak hours and \$3.00 during peak hours. Peak hours are from 7:00 a.m. to 9:00 a.m. and from 2:30 p.m. to 6:00 p.m. on weekdays. All other times are considered off-peak hours. Fares must be paid in exact change. For your convenience, books containing 10 one-dollar-and-fifty-cents tickets are also available for purchase from the STRIDE drivers.