



Paratransit Rider Guide
Effective 2021

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Chapter 1: Introduction

STRIDE Paratransit's Mission is to Enhance our Community by:

Delivering safe, reliable, efficient, and friendly service.

Providing access to transportation for those with disabilities to key destinations within our community.

Our STRIDE Drivers

Special Transit RIDE (STRIDE) drivers are specially trained to assist passengers with disabilities. Our drivers are friendly, responsible, and respectful people. All drivers pass regular drug and alcohol screenings as well as criminal background checks. They are trained in Customer Service, Disability Awareness, Rider Assistance Techniques and Defensive Driving.

About Paratransit

The Americans with Disabilities Act of 1990 (ADA) requires all public transportation agencies to provide fixed route service that is accessible to everyone, including people with disabilities. The role of paratransit is to serve those whose disability makes them unable to access fixed routes.

DTA's paratransit service provides curb-to-curb transportation to riders whose disability prevents them from riding fixed routes. Paratransit service is designed to be equal to—not better than—fixed route service. For this reason, our paratransit service area, and hours of operation mirror those of fixed routes.

Like fixed route service, paratransit is public transportation. Riders share the vehicle with other passengers. Grouping trips efficiently is essential for meeting demand. Because we schedule many trips every day, riders should expect to share their trips.

Riders can schedule paratransit trips for any type of trip such as personal appointments, shopping, religious services, or other purposes. Just like our fixed route service, no trip purpose is more important than another.

Working Together

What you can expect from DTA:

- We will protect your safety
- We will treat you with respect
- We will listen to your concerns
- We will keep you informed
- We will respect your privacy

What DTA expects from you:

- To follow DTA's Code of Conduct
- To show courtesy to other riders and to DTA employees
- To provide feedback if you have a negative experience
- To provide feedback when we provide service that is better than you expected

Comparing Fixed Routes to Paratransit

Every DTA bus is accessible to people with disabilities. All are equipped with wheelchair lifts or ramps, and all drivers are professionally trained to work with riders with disabilities.

Fixed-Route Bus Service:

- Is open to everyone
- Serves fixed stops according to a published schedule
- Is ½ the fare compared to STRIDE Paratransit service
- Allows greater independence, spontaneity, and predictability with no advance reservations required
- In addition to having ramps, buses can kneel or lower the bus to the curb for easier boarding
- Our technology, or operators upon request, will announce key stops to all passengers to identify their location while driving

Paratransit Service:

- Limited to eligible riders whose disabilities prevent them from using fixed routes
- Must be scheduled in advance
- Operates in the same service area as fixed route buses
- Operates during the same days and hours as fixed route buses
- Provides curb-to-curb service

Chapter 2: Who Can Ride?

You may be eligible to ride Paratransit if your disability impacts:

- Getting to or from a fixed route bus stop
- Getting on or off a fixed route bus
- Riding or navigating the fixed route bus system
- Eligibility to ride Paratransit is not based solely upon the following factors:
 - Your age

- Disability, even if verified by SSA, SSI or the VA
- Need for dialysis treatment
- A note from your doctor

A disabled person is defined as a person “who by reason of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including any individual who is a wheelchair user or has semi-ambulatory capabilities) cannot utilize, without special facilities, planning, or design, mass transportation service or facility as effectively as persons not so affected.” (49 C.F.R. part 609.3.)

The following are not factors in determining your eligibility to ride Paratransit:

- Lack of familiarity with the fixed route system
- Illiteracy
- Inability or limited ability to read or speak English
- Fear of crime
- Preference for paratransit due to scheduling, routing, or inconvenience of fixed route system

The role of paratransit is to serve only those whose disability prevents them from riding fixed routes. DTA staff are happy to help riders become familiar with our fixed routes and can provide information in alternative formats for those with difficulty reading or cannot read or speak English.

Everyone who rides paratransit must first apply for eligibility; requirements are established by the ADA. The DTA adheres to ADA requirements during the eligibility application process (described on pages 10 and 11), and in the delivery of our service.

Becoming Eligible

To be considered for eligibility for STRIDE service, you must first request an application either in person, by mail, by fax, phone, or email. You will receive the application within 7 days of the request with instructions on how to complete it. There is no time limit to complete the application.

- During the application process, you will be asked to provide specific information about your disability and how it prevents you from riding fixed routes. A friend, relative, or caregiver may, with your permission, complete the application on your behalf.

- If more information about your disability is required, DTA’s eligibility staff will need to talk to your health care provider. If this is the case, you must complete and sign a Healthcare Professional Form. This gives your doctor, social worker, or other social and health professional permission to talk with our eligibility staff about you. You may also be asked to participate in a capability assessment.
- Include all requested information with your application. DTA will not consider your application for eligibility complete until all required verifications have been provided. If your application is incomplete, we will return it by mail with a request for the required information.
- Information collected during your application process will only be used to determine your eligibility for paratransit service. DTA keeps this information confidential.
- Once your application process is completed, DTA will let you know by mail (within 21 days) whether you are eligible for service. The letter will state your eligibility status as well as the date your eligibility will expire.
- If the DTA does not approve your application within 21 days of a “completed” application, then you will be granted “conditional approval” to use our Stride services until a final response is given to you.
- If you disagree with your eligibility status, complete the appeals form you received with your eligibility letter. You can appeal DTA’s determination within 60 days of receiving your notification letter.

Types of Eligibility

Full - Your disability always prevents you from accessing fixed routes either because you cannot travel to/from the bus stop or you are unable to independently navigate the system once onboard.

Conditional - You can ride fixed routes for some trips, but your disability prevents you from using it for other trips. Your eligibility letter will outline the conditions of your eligibility.

Temporary - You have a temporary disability that prevents you from using fixed routes.

Seasonal - Under certain circumstances, changes in weather conditions such as temperature sensitivity.

Snow, ice, and other elements may render certain passengers eligible for STRIDE services, who would otherwise utilize fixed-route service for their transit trips. The DTA will provide information on seasonal use at the time of the determination of eligibility.

Conditional Eligibility

If you can ride fixed route buses for some trips, but your disability prevents you from riding them for others, you may be conditionally eligible for paratransit service. Your eligibility notification letter will describe the trips you are eligible to make using paratransit.

Many riders who are conditionally eligible must wait to schedule their trips until the day before they want to travel, due to the variable nature of their disability.

Please call by 4:00 pm the day before to schedule your trip.

If you are conditionally eligible, DTA staff will ask you during the scheduling process to clarify whether you are able to make your trip using fixed routes.

Children

Disabled children aged eight and under must be accompanied by an adult and cannot ride unattended. Paratransit does not provide transportation to and from school. Children under eight (8) years of age will be considered for Paratransit eligibility based on the functional ability of both the accompanying adult and the child (as a team) to use fixed-route bus service.

Travel Training

Travel training can help you learn how to ride fixed route buses. If you have questions or would like to receive travel training, call (218) 623-4314. There is no cost for travel training. DTA staff will work with you directly or assist you in finding another trainer. Potential trainers include family members, staff at residential facilities or staff at vocational agencies.

Using Paratransit Outside of the Twin Ports

If you are eligible for DTA paratransit, you are also eligible when visiting other communities. You are eligible for 21 calendar days of service per calendar year in other communities, provided they offer ADA complimentary paratransit services. Contact the DTA or the public transit provider in the community you plan to visit for information on eligibility for transit services.

Visitors to the Twin Ports

ADA eligible visitors to the Duluth/Superior service area can use DTA paratransit service for 21 days in a calendar year but must provide documentation of their eligibility. For service beyond those 21 days, you must apply for eligibility. Contact (218) 722-3327 in advance of your visit, to get registered in our system.

Chapter 3: How Does It Work?

Service Hours and Areas of Service

STRIDE service operates on the same hours and days as the DTA fixed route service. The origin and destination of STRIDE trips must be within 3/4 of a mile on either side or from the endpoint of any DTA fixed route.

To find out if paratransit is available for a specific trip, call (218) 722-3327.

DTA fixed route and Stride service are offered on a reduced service only in Duluth on the following holidays:

- New Year's Day
- Labor Day
- Memorial Day
- Thanksgiving
- Independence Day
- Christmas Day

What Kind of Trips Can I Take?

You may use paratransit for any kind of trip, other than a medical emergency. Urgent medical situations require immediate help. Our drivers cannot transport riders who require urgent medical care. Please dial 911 in the event of an emergency.

Can Others Ride with Me?

Yes. A companion, guest, Personal Care Attendants (PCAs), children, small pets (in an approved pet carrier), and service animals can travel with you.

Companions

One companion family member or guest who is not personal care attendant can travel with you provided there is room on the vehicle and the applicable fare is paid. If there's room on the bus you may travel with more than one, but not more than three. Please let us know how many companions you would like to travel with when you schedule your trip. If you do not let us know you will be traveling with others when you call to schedule your trip, they will be unable to board the bus. Companions must get on and off with you. If passengers have special mobility needs (such as a wheelchair), please let us know when scheduling a trip. If you cancel your ride, DTA automatically cancels any rides scheduled for your companions.

Personal Care Attendants (PCAs)

Riders unable to travel alone can travel with a Personal Care Attendant (PCA). The DTA does not provide PCAs. They are the rider's responsibility. It is OK if you need a PCA for some trips and not for others. A PCA does not always have to be the same person. Whether or not you need a PCA will be covered in your eligibility determination.

Let us know that you will be traveling with a PCA when you schedule your trip. We also need to know if your PCA has special mobility needs.

PCAs travel free on Paratransit. They must get on and off the bus with you.

PCAs can also ride with you on fixed route buses. In order for PCAs to ride free on fixed route, you should identify your PCA to the driver. For more information, call (218) 722-3327.

Service Animals and Pets

Your service animal, trained to assist you with your disabilities, can travel with you. Emotional support animals are not recognized by the ADA as a service animal.

Small pets can travel with you if they are contained in a secure pet carrier. If you have a question, please call us at (218) 722-3327.

Children

Children can travel with you. Let us know you are traveling with children and how many when you schedule your trip. Children age four (4) and under ride free and must be accompanied by an adult on all DTA buses. The maximum number of children that can ride free is three.

DTA does not provide car seats or booster seats. The child's parent or guardian is responsible for providing and using a car seat compatible with safety belts on our buses. Children must be secured in safety seats or wear safety belts appropriate to their age and weight.

Strollers and Grocery Carts

Children may not sit in a stroller while riding the bus. You must fold and store the stroller between seats or under your seat before the bus departs. The stroller or cart must not protrude into the aisle or present a tripping hazard. While the bus is moving, strollers must remain folded, placed securely out of the aisle and within reach.

- A small, foldable cart is recommended if you regularly travel with bags or packages. Remember you must be able to stow the cart safely out of the aisle.
- Packages must also be stored under the seats or in designated areas.
- The aisles must be kept clear of all obstructions for safety reasons.

Reasonable Modification

DTA is committed to providing transportation to people with disabilities within our service boundaries. On a case-by-case basis we will make reasonable modifications to our policies and practices to ensure access to our public transportation services.

We will not make modifications if they:

- Cause a direct threat to the health or safety of others
- Fundamentally alter our service or vehicles
- Are not essential for allowing a rider to access service
- Result in an undue financial or administrative burden for the DTA

To discuss a request for a modification, please contact the STRIDE Manager by phone at (218) 722-3327 or by mail at 2402 West Michigan Street, Duluth, MN 55806-1988. We appreciate as much advance notice as possible.

Chapter 4: How Do I Schedule A Trip?

To schedule a trip, call (218) 722-3327 during the following hours:

- Reservations are taken every day of the week (Sunday-Saturday) from 7:30 am to 4:00 pm
- On holidays, call between 7:30 am and 4:00 pm and leave a message to request a trip for the following day.
- Riders should schedule their own trips when possible to avoid errors or confusion. If you want to authorize someone other than yourself to schedule your trips, we will need to know in advance, in writing.
- Reservations for one-off trips can be made up to seven (7) days in advance.

When You Call, be Ready to Provide Personal Details:

- Your name
- The date and time of your requested pick up
- The time you would like to arrive at your destination
- The address of your pick-up point, including apartment number
- The address of your destination
- Would you like this to be a subscription trip
- A phone number where we can reach you
- Whether you will travel with a mobility aid or life support equipment
- Mobility aids include wheelchairs, canes, walkers, leg braces, etc.
- Life support equipment includes portable oxygen, battery-powered respirators, or ventilators, etc.
- Whether you will travel with a Personal Care Attendant (PCA), or a companion, children or a service animal

Trip Details:

- Date of trip
- Your desired arrival time at your destination
- Return trip pick-up time

Details to Help the Driver, Including:

- Which entrance to use
- Where to find the wheelchair ramp (if you have one)
- How to locate your home (if it is hard to find)

Arranging Travel Times

Pick-Up and Drop-Off Times

Before you contact us for a reservation, please have your requested day and pick-up time, as well as the time you would need or like to arrive at your destination. We will advise you of the time a bus will be able to pick you up, which may be up to 60 minutes prior to your requested time, just like regular route service. If you do not want the scheduled time, you may request a different time, a different day, or both and give as much advance notice as you can; this helps us to schedule trips efficiently.

Trip Length

Expect your trip to take about the same time it would take on fixed route. (This includes the time to travel to and from bus stops and waiting to catch the bus.) We may pick up or drop off other riders on the way to your destination.

Negotiating Trip Times

To serve you as efficiently as possible, we sometimes need to adjust pick-up times. ADA rules allow us to negotiate an arrival time up to an hour before or after your requested time. During periods of high demand, we may need to negotiate your trip time. When this happens, please work with us to negotiate a time that meets your needs and allows us to group trips efficiently.

Return Trips

Your return trip does not have to be from the same location as the drop-off location. When you schedule the trip, you must provide details of where your return trip will originate from, including which door if you are at a location with multiple entrances, such as a shopping mall.

Passengers may be picked up as early as 15 minutes before or as late as 15 minutes after their scheduled pick-up time. This guideline may be suspended in case of inclement weather or other extenuating circumstances.

Subscription Trips

Subscription trips are those you make to the same place on the same day and at the same time every week. Work, educational trips, or dialysis appointments that occur regularly are examples of this type of service.

- If you do not need your subscription trip on a particular day, you must call to cancel it.
- You can temporarily suspend your subscription trips, for example if you will be out of town. But subscription trips are not meant to be suspended repeatedly.
- Generally, riders who are conditionally eligible cannot schedule subscription trips.
- The DTA encourages those passengers that are eligible to schedule subscription trips if applicable. You may request to be placed on a waiting list for future subscription services.

Multiple Trips on the Same Day

If you need to schedule several trips on the same day, they should be spaced at least 45 minutes apart. In other words, a second trip should start no sooner than 45 minutes after the scheduled drop-off time of your first trip. Drivers cannot wait for you to complete short errands, drop children off at daycare, etc. A person may take as many individual legs of a trip in a day as their schedule allows (factoring in pickup windows and time to complete their business), just as a fixed route user may take as many trips as he or she desires. For example, a person may take a fixed route from their home to work, then from work to an appointment, and then home again, so should a paratransit rider be able to. Each leg may be separately scheduled that is, paratransit providers are not required to wait while a passenger runs into the post office, just as a fixed route user would be required to wait for the next bus.

Preparing for Your Ride

Be ready for the bus at least 15 minutes before your requested pick-up time. For example, if you have scheduled a ride to the library for an 11:00 am pick up, watch for the bus beginning at 10:45 am. You can wait inside but be ready to gather your belongings and meet the bus when it approaches.

To keep on schedule for all our customers, drivers must leave if you are not ready within 5 minutes of their arrival at your pickup location. A missed trip will be counted as a “no-show.” If this happens, you will have to reschedule the trip. We most likely will not be able to reschedule for the same day. For information regarding no-show penalties, see our no-show policy.

Late Buses

Road construction, traffic congestion and other delays can cause buses to run behind schedule. If your bus has not arrived within 15 minutes of your requested appointment time, give us a call. For example, if you requested a pick-up time to at noon, and the bus has not arrived by 12:15 pm, call (218) 722-3327.

Snowy or Icy Roads

DTA will limit or cancel service when road conditions are hazardous. If this happens, we will call to let you know and work to reschedule your trip for when conditions improve.

If your trip is not essential, consider canceling or rescheduling during adverse weather conditions. This reduces the chance for weather-related delays or hassles and helps us provide essential trips to riders that need them.

Changing or Cancelling Trips

Change or cancel your trips by calling (218) 722-3327. Drivers are not able to change or cancel trips. Call to cancel unneeded trips as soon as you know you will not need them, but no less than two hours before your scheduled service.

Advance notice helps the DTA to schedule trips efficiently. Call to cancel at least two hours before your earliest pick-up time. If you do not cancel, this missed trip will be counted as a no-show.

Only schedule trips you intend to take. Do not schedule trips “just in case” you need them, then cancel them at a later time. We understand riders will at times have to cancel trips, for example for ill health or unanticipated events.

Penalties for No-Shows

Failing to cancel a trip is called a no-show and occurs when:

- You are not at the requested pick-up address; or
- You are at the pick-up address, but decide not to go once the bus arrives; or
- You are at the pick-up address, but are not ready to board within five minutes of the scheduled pickup time; or
- You cannot be left alone and are not met by a caregiver at your destination. In this case, public safety personnel may be called to assume custody; or
- You do not cancel your ride at least two hours before your earliest pick-up time

A missed trip is not considered a no-show when:

- You miss a trip due to a DTA-caused error or delay; or
- An emergency or sudden change in your health prevents you from calling to cancel
- A trip missed due to a family emergency
- A medical appointment that unexpectedly runs late without advance notice
- Severe weather that causes you to have difficulty to access the vehicle
- If you no-show on a day when you have scheduled more than one trip, we will not automatically cancel your later trips

Please cancel each trip you do not need to avoid receiving multiple no-shows on a single day.

Each verified no-show counts as an occurrence. Riders may be subject to suspension after meeting all of the following conditions:

- Scheduling more than 2 trips in a 30-day period
- The no-shows represent over 15% of the scheduled trips by that person in that time period.
- Accumulate more than two (2) no-show occurrences in a 30-day calendar period.
- If an individual accumulates two (2) or more no-show trips in a calendar month, they will receive a probationary warning letter, indicating that they are at risk of facing a suspension of service eligibility, which will be dictated by STRIDE and DTA leadership.

For example, if a rider schedules 20 trips in a 30-day period and 3 trips are no-shows, the rider will be subject to suspension.

The rider will be subject to suspension if both the minimum number of trips booked, and the minimum number of no-shows occur in the 30-day period.

Riders can appeal a suspension before it takes effect. Call (218) 722-3327 to discuss your suspension with the DTA Paratransit Manager, or to request a copy of our suspension policy.

Chapter 5: How Much Does It Cost To Ride?

Fares and Passes

Under ADA regulations, Paratransit customers can be charged up to twice the fare of fixed route fares.

The DTA has a Peak and Off-Peak fare for paratransit. Peak times are weekdays (Monday-Friday) from 7:00 am to 9:00 am in the morning, and 2:30 pm to 6:00 pm in the afternoon.

If you board during peak times the fare is \$3.00 and during off-peak fares are \$1.50. The fare is based upon when you board the Stride vehicle.

For example, if you are picked up at 7:10 am then your fare is \$3.00, and if your return trip pickup is at 1:00 pm the fare is \$1.50.

Coupon books are available at our Downtown Transit Center (DTC) at 228 West Michigan St., Duluth in packs of 10 for \$15.00. Each ticket is received as an off-peak fare.

Chapter 6: What Are My Responsibilities?

Rider Responsibilities

- Make sure the address at your pick-up location is clearly visible from the street.
- We can only provide safe, reliable service if we can safely access your pick-up and drop-off locations. Make sure there is safe and easy access to your pick-up and drop-off locations. We need obstruction-free access and enough space to turn the bus around. The driver must park the vehicle where it can be seen and cannot illegally park. Otherwise, we will need to arrange alternate pick-up and drop-off locations. If you are not sure, request an access check well in advance of your first ride by calling (218) 722-3327 and speak to a customer service agent.

- Remain seated - Please do not move if in a mobility device until the driver indicates he or she is ready to assist you. All riders, including PCAs, should expect to receive assistance getting on and off the bus.

Other Notes

- DTA drivers are not allowed to enter your home or to help you prepare to leave. Be ready with everything you need for your trip, so you can board the bus when it arrives.
- Cooperate with our drivers and staff. They are specially trained to provide a safe, efficient trip.
- DTA drivers are unable to assist you beyond the door or entrance of a facility, this includes internal stairs and elevators. If you need extra assistance, plan to travel with a PCA, or meet a PCA at your destination.

Drivers are not Permitted to:

- Give medication
- Operate oxygen or life assistance machines
- Move wheelchairs to and from the vehicle, or help passengers beyond doors or the distance that a driver loses visual contact of their vehicle
- Feed or dress passengers
- Handle complaints
- Schedule or modify reservations

DTA's Code of Conduct

- No profanity or derogatory statements, including racial slurs and other disrespectful statements or behaviors
- No intimidating, harassing or violent behavior
- No smoking, including e-cigarettes
- No eating (Riders with a medical need can request a Reasonable Modification see page 19)
- No alcoholic beverages
- No flammable or corrosive items or liquids
- Cell phones and other devices must be used quietly so as not to disturb others
- Impersonating a transit employee or official is not allowed
- Do not block an aisle, or occupy extra seats
- Appropriate attire is required, including shirt and shoes

- Must pay fare
- Assaulting a transit employee is a felony

We “Share the Air” in our Buses

For everyone’s health, safety, and comfort:

- Please do not wear fragrances, or strongly scented personal products
- Cover your sneezes and coughs, using a tissue or your upper sleeve (not your hands)

Safety Belts and Wheelchair Securements:

- All riders are required to use the safety belts provided in paratransit buses. This requirement is for your personal safety.
- Riders in mobility devices or wheelchairs are required to use the wheelchair securements/4-point wheel securement system (which are locked into position by the driver).
- If your torso is not strong and stable, consider using a positioning belt and/or footrests in addition to the seatbelt to ensure stability in your chair while traveling.

Riding with Mobility Aids, Wheelchairs or Life Support Equipment:

Keep your mobility aid, wheelchair, or life support equipment in good operating condition. Drivers may not be able to transport you if you have, for example, a manual wheelchair with parts that are loose, or with flat tires. Drivers are not allowed to operate a rider’s power wheelchair or to manually lift the passenger or mobility device.

Other Considerations Regarding Wheelchairs and Scooters:

- The DTA will transport all wheelchairs on its vehicles that have a combined weight of wheelchair and rider of not more than six hundred pounds, and the mobility device does not block the aisle when secured. If you have a question about the capacity of our lifts or ramps, please call us for more information.
- Wheelchairs must be placed in the designated area on the vehicle where it can be secured. Wheelchairs will not be permitted to ride in any other location.

- If you use a manual wheelchair, and the combined weight of you and your wheelchair is over 350 pounds, we recommend that you travel with a Personal Care Attendant (PCA) unless you are certain you can manage rough terrain, such as loose gravel or inclines, without help.
- If you have more than one step at your pick-up or drop-off location, you will need to arrange for assistance with your wheelchair up and down the steps.
- Power scooters are allowed on buses, but you are strongly encouraged to transfer into a seat while riding in the bus. Drivers can secure your scooter and assist you to a seat.
- Power mobility aids must be powered off on lifts, and prior to securement.
- Please comply with the driver's directions during the securement process.

Special Health Conditions:

- Paratransit is a shared ride service.
- Be sure your oxygen supply will last until you return home.
- Make sure that batteries for your mobility equipment have sufficient charge to last throughout your travel day.
- Bring several layers of clothing if you are sensitive to weather conditions.
- We transport riders with portable medical equipment, such as oxygen, respirators, etc. However, if you cannot carry or operate it by yourself, someone may need to accompany you.

Drivers cannot safely assist you and carry equipment at the same time. Drivers cannot administer oxygen or operate other life support equipment. You or your attendant must hold your equipment securely, or we must be able to secure it on the vehicle.

If you cannot withstand long trips and wait times on public transportation, paratransit service may not be right for you.

Communicating with Caregivers and Other Agencies:

In certain cases, we may need to speak directly with your caregiver, family member or others in your support network. This could happen as the result of an emergency, rider suspension, or a deteriorating health condition. Please make sure we have current emergency contact information on file.

Lost and Found:

DTA is not responsible for lost items. However, we will attempt to locate them. Found items are stored for at least seven days. If unclaimed, they are disposed of according to our Lost and Found policy. Call (218) 722-3327 for more information.

Chapter 6: Share Your Feedback With Us

Feedback helps us improve our service. Please share your comments, complaints, compliments, and suggestions:

- You can leave a voice message for STRIDE: (218) 722-3327
- You can report to customer care: (218) 722-7283 (SAVE) Option 2
- You can email comments to: STRIDE@duluthtransit.com
- You can email customer service at: customerservice@duluthtransit.com
- Leave a comment on our website:
<https://www.duluthtransit.com/home/contact/contact-us/>

If you have a specific complaint regarding an incident, please contact us as soon after the incident as possible. Whoever takes your call will need to know the date of the incident, the bus number and the driver's first name. If you have some but not all this information, call and provide as much information as you can.