



## Frequently Asked Questions

**Q: How often does the bus run?**

A: The bus runs every Monday. It makes four “loops”; each loop is 1-hour & 15-minutes long.

**Q: What is the cost?**

A: The fare is \$3 for all day.

**Q: Can I use the Connector Loop if I use a scooter, wheelchair or walker?**

A: Yes, the driver will help load your mobility device and assist you as needed. Anyone can request to use the lift.

**Q: If I have a PCA, can they ride with me?**

A: Yes, PCA’s can accompany you at no charge.

**Q: Are pets allowed?**

A: No, but service animals are welcome.

**Q: What if I don’t live at one of the stops?**

A: If you live within 2 blocks of the route, you can call DARTS (651-234-2272) and ask dispatch to have the bus to stop at your home for an on-demand pickup. ***Please call at least one day in advance to be picked up from home.***

**Q: Can I visit Valley Outreach at anytime on Monday?**

A: Valley Outreach has two options. They have a **walk-in** service for food, clothing and other support from 9:30am-12pm. They also have a **by appointment** food only service from 12pm-2pm.

**Q: Can I get dropped off at a business that is not on the regular route?**

A: Yes, as long as the stop is close to a regular stop, just tell the driver where you want to go; they will drop you off and then stop back on the next loop.

**Q: How many bags or parcels can I bring on the bus?**

A: At this time there is no limit on the amount of bags or parcels brought on the bus.

**Q: Will I always have the same driver?**

A: Yes, the Connector Loop will have the same driver each week, with occasional exceptions.

**Q: What if the bus is full when it gets to my stop?**

A: The driver will make every effort to accommodate all passengers, but occasionally a rider may need to wait until the next loop.

**Q: What happens if I want someone else wants to pick me up from a Loop stop?**

A: Please tell the driver your plans, as he/ she will be looking for you to get back on the bus.

**Q: Is there a rider “card” or bus pass that I will use?**

A: At this time, there is no card or pass.

**Q: How is this service funded?**

A: The service is funded in part by a grant from the MN Department of Human Services and with these community partners: Allina Health—Courage Kenney Rehabilitation Center, the City of Oak Park Heights, Community Thread, Lakeview Hospital, Rotary Club of Stillwater and The United Way of Washington County-East.

**Q: What is DARTS?**

A: DARTS is a non-profit organization based in West St Paul which provides transportation and in-home services for older adults. (In-home services provided mainly in Dakota County)

**Q: I have other questions. Who can I call?**

A. Please call DARTS Transportation department at 651-234-2272.

*Thank you to our community partners*



Lakeview Hospital



City of Oak Park Heights

*This project was supported, in part, by a Live Well at Home grant from Minnesota Department of Human Services.*