



Frequently Asked Questions

Q: How often does the bus run?

A: The bus runs every Monday. It makes five "loops"; each loop is 1-hour.

Q: What is the cost?

A: Starting November 7, 2022 the bus is free; voluntary donations are accepted.

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 Newtrax (651-846-9302) and ask dispatch to have the bus stop at your home for an on-demand pickup. Please call at least one working day in advance to be picked up from home.

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: Can I use the bus to just take a ride and enjoy the scenery?

A: Yes! Plan a day out in the community. You can even invite a friend!



Q: Can I get picked up at a destination if the bus did not take me there?

A: Yes, if you contact Newtrax (651-846-9302) to let them know you are there.

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

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

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: How is this service funded?

A: The service is funded in part by these community partners: Allina Health, City of Oak Park Heights, City of Stillwater, Hugh J. Andersen Foundation, Lakeview Hospital, Stillwater Lions Club, and Stillwater Rotary Club.

Q: Does Community Thread operate the bus?

A: No, Community Thread contracts with Newtrax, a NE Metro Transportation service.

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

A: Please call Newtrax at 651-846-9302.

THANK YOU TO OUR COMMUNITY SPONSORS!



Hugh J. Andersen Foundation

Stillwater Lions Club