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**March 17, 2020**

### **Metro Public Transportation Operations Impacts During COVID-19**

Kalamazoo, MI – Metro, the public transportation system for Kalamazoo County, Michigan, continues to monitor the safety and security of the public and those that keep Metro operating while the community addresses COVID-19 (coronavirus). As of March 17, all public transit service, including Metro Connect paratransit service, is operating according to posted schedules. Additional measures have been put in place to protect passengers and staff that include:

- Disinfecting following Center for Disease Control and Prevention (CDD) and World Health Organization (WHO) guidelines. This includes frequent cleanings of all surfaces that may be touched within the bus and Metro Connect vehicles, including handrails, seats and fareboxes.
- Adding additional cleaning supplies and equipment to our facilities and fleet, including hand sanitizers on each vehicle.
- Maintaining regular contact with Kalamazoo County Health Department and Emergency Operations Center to monitor local response.

Starting Wednesday, March 18 until further notice, Metro will be closing the Kalamazoo Transportation Center building located at 459 South Burdick Street to the public. This includes access to the Metro customer service and Amtrak counters and waiting areas for passengers. The following resources are available for those needing to purchase train or bus tickets:

Metro: (269) 337-8222 [www.kmetro.com](http://www.kmetro.com)  
Amtrak: (800) 872-7245 [www.amtrak.com](http://www.amtrak.com)  
Greyhound: (800) 231-2222 [www.greyhound.com](http://www.greyhound.com)  
Indian Trails: (800) 292- 3831 [www.indiantrails.com](http://www.indiantrails.com)

The outside loading area for buses will remain open to the public. Metro bus fares may be purchased using cash and through the Token Transit app. Fares for Metro and Metro Connect can be purchased through the Token Transit app or Token Transit website at [www.tokentransit.com](http://www.tokentransit.com) 24-hours a day using a debit or credit card. The app eliminates the need to have cash or touch additional surfaces. Larger orders for tokens or passes may be requested by phone at (269) 337-8222 or by emailing [customerservice@kmetro.com](mailto:customerservice@kmetro.com). Arrangements will be made for large orders with our customer service staff for delivery or pickup. Token machines are located at Harding's Market on West Main, Walmart on Gull Road, and Kalamazoo Valley Community College Texas Township Campus.

As we continue to provide public transportation to the community, Metro advises the following:

- Limit non-essential travel on all buses. Distance yourself from other riders to avoid spreading the virus. Use hand sanitizer when boarding and after exiting vehicle.
- If you see an unhygienic surface on the bus, at a bus stop or at the Transportation Center, report it to a bus driver, another transit employee, or call customer service at (269) 337-8222.
- Wash hands frequently with soap and water for at least 20 seconds, especially after using the restroom, before eating, and after blowing your nose, coughing or sneezing.

- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Stay home if you are sick.

Additional resources relating to COVID-19 are available through the Center for Disease Control and Prevention (CDC), the Michigan Department of Health and Human Services (MDHHS) and the Kalamazoo County Department of Public Health.

Metro provides fixed-route system that travels throughout the communities of the cities of Kalamazoo, Portage, and Parchment as well as through Oshtemo, Texas, Kalamazoo, and Comstock townships. In addition, our Metro Connect system provides vital transportation links throughout Kalamazoo County.

Please contact Metro for additional assistance with accessing transportation fares and routes. Regular updates on public transportation in Kalamazoo County will be available at Metro's website at [www.kmetro.com](http://www.kmetro.com) or by calling (269) 337-8222.