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METRO CONNECT

Michigan Governor Gretchen Whitmer issued Executive order 2020-21 on March 24, 2020, to suspend activities and travel that are not essential to the citizens of Michigan. Metro fixed-route bus service has been suspended due to the outbreak of the COVID-19 virus until further notice. Metro Connect will continue to operate.

Metro Connect is Metro's shared ride origin-to-destination transit service. Metro Connect will be available to all residents of Kalamazoo County for **essential trips** only. **Essential trips** are:

- Medically necessary trips
- Essential workforce trips
- Grocery and pharmacy trips

Scheduling and Registration

You will be asked by the scheduler to verify that your trip is in one of the essential categories. Metro Connect will provide service during the following times:

- Monday – Friday: 6:00 am to 12:00 am
- Saturday: 6:00 am to 10:00 pm for medical and work trips only
- Sunday: 8:00 am to 6:00 pm for work trips only

If you have not used Metro Connect you can register with the scheduling office by calling **269-350-2970**. You just need to provide your name, address, telephone number and date of birth. You can schedule Metro Connect seven days a week from 8:00 am to 5:00 pm. Once you are registered you can also schedule by email at **mcc@applebuscompany.com**.

Please have the following information available when you call or email:

- Your name and birth date.
- The day and date of your trip.
- The exact address for both your pick-up and drop-off.
- A destination telephone number if available.
- The specific place or area where you want to be picked up.
- The time you would like to be picked up **OR** your appointment time.

Certain times of the day are busier than others. For grocery and pharmacy trips the scheduling staff will assist you in determining what times are available.

If you need to cancel a ride call **269-350-2970**. Please cancel at least one hour prior to the scheduled pick-up time.

Over:

Service Area

Metro Connect travels anywhere in Kalamazoo County and to the Veteran's Administration Hospital in Battle Creek.

Riding

Metro Connect operates three kinds of vehicles: 25-passenger Eldorado Buses, 11-passenger Ford medium duty buses and 10-passenger Ford Transit Vans. All vehicles are marked with the Metro Connect logo. You may be picked up in any of these vehicles so please watch for all three types.

Metro Connect will wait five minutes past your scheduled pick-up time and if you do not board the vehicle will leave and you will be charged with a no show that could lead to loss of future service.

It is the goal of Metro Connect to provide safe, comfortable service for all passengers. To assure a pleasant commute for all, please observe the following rules:

- Seatbelts must be used in accordance with State of Michigan Law.
- No eating or drinking is allowed on the vehicles unless required due to a medical condition.
- Smoking is prohibited on all vehicles.
- You cannot ride with open containers of alcohol or bring illegal drugs.
- You cannot ride while intoxicated.
- Proper attire, including shirts and shoes or appropriate foot coverings, is required on the vehicle.
- You cannot ride with any open wounds, sores or discharge of bodily fluids that create a biohazard for other passengers and drivers.
- You are requested not to wear scented personal care products on the vehicle for passengers with chemical sensitivities.
- You must remain seated while the vehicle is in motion.
- Ensure that mobility devices are in good working order.
- Be courteous to drivers and scheduling staff.
- Do not use vulgar, foul, abusive, threatening or obscene language or actions.
- Do not harass other passengers or Metro Connect staff, including racial, sexual, gender or age-related harassment.

All Metro Connect vehicles are cleaned and disinfected on a daily basis and between trips. Please maintain safe distances between yourself, fellow passengers and drivers. Public transportation is an essential service and we appreciate your understanding and cooperation.

For additional information call **269-337-8222** or visit our website at **www.kmetro.com**.