

PUBLIC TRANSPORTATION SERVICES AVAILABLE IN KALAMAZOO

Metro provides three types of public transportation services in Kalamazoo: **Metro**, accessible, fixed-route service; county-wide **Metro Connect** service; and **ADA Access** paratransit service. For information about the fixed-route service, call 269-337-8222 or visit www.kmetro.com.

For individuals who are unable, as a result of a disability, to use the accessible bus service some or all of the time, **Access** provides origin-to-destination transportation service. This service is assured under the Americans with Disabilities Act (ADA).

VISITORS TO KALAMAZOO

If you are visiting Kalamazoo, you may be eligible to use ADA Access service.

- If you are certified as ADA eligible in the community in which you live, you have access to Kalamazoo's paratransit service while you are visiting our community. Please complete this Visitor's Pass Request.
- If you have not been certified as ADA eligible in your county of residence, but are qualified for this service, complete the attached Visitor's Pass Request. You will need to provide evidence of your visitor status and proof of your disability, if it is not readily apparent.

ADA ACCESS SERVICE

Certification Process

To use Kalamazoo's Access service, you must be certified or request a Visitor's Pass. A request form is included in this brochure. Applications for permanent certification are available by contacting Metro, 530 N. Rose Street, Kalamazoo, MI 49007-3638, (269) 337-8477.

Reservations

Once you have a Visitor's Pass or are certified to use Metro Connect service, call 269-350-2970 to make a trip reservation. Reservations may be made between 8 a.m. and 5 p.m. 7 days a week and up to 7 days in advance.

Service Days and Hours

Metro Connect service is provided from 6:00 a.m. to 12:15 a.m., Monday through Friday; 6:00 a.m. to 10:15 p.m. Saturday; and Sunday from 8:00 a.m. to 6:00 p.m.

Service Area

Metro Connect provides service to all of Kalamazoo County and the Veteran's Administration Hospital in Battle Creek. The ADA service area is 3/4 of a mile beyond the fixed-route service.

Cost Per Trip

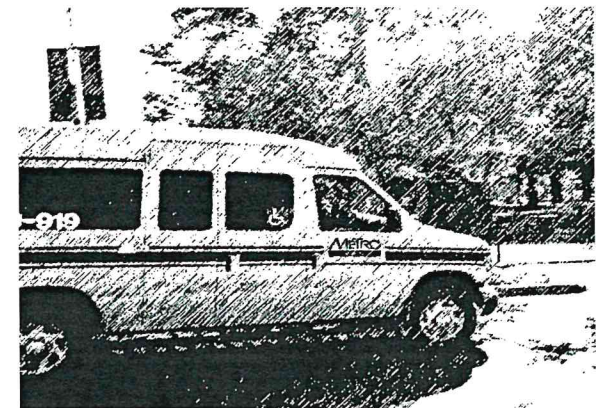
Each one-way ADA trip costs \$3.00. Countywide service is \$4.00 per trip if you are certified.

***Metro Connect:
Connecting people and places
in Kalamazoo.***



KALAMAZOO'S ADA PARATRANSIT SERVICE

VISITOR'S PASS APPLICATION



Revised 10/20/22

WELCOME TO KALAMAZOO

Welcome to the City of Kalamazoo! If you have transportation needs in our community you may want to consider using Metro Connect service.

Metro Connect Access service is for individuals who cannot use Metro's fixed-route bus service because of a disability. If you have moved to Kalamazoo but have been here less than 21 days, or if you are visiting and are interested in transportation services, complete the attached request form.

Bring or mail the completed form and verification of address and disability, if your disability is not readily apparent, to our office at 530 N. Rose Street to be entered into our scheduling system. If you have written verification of your disability, you can make your request by mail to:

Metro
ATTN: MC Program Manager
530 N. Rose Street
Kalamazoo, MI 49007-3638

Your Visitor's Pass will be good for 21 days of service in one year. If you need more than 21 days of service, or if you are moving to this area, you will need to fill out an application to become eligible to use this service on a permanent basis. Applications are available at our office, our website at www.kmetro.com, or for mail upon request, call 269-337-8477.

METRO CONNECT ADA ACCESS VISITOR'S PASS REQUEST

Name_____

Local Address_____

Phone Number_____

Date of Residence_____

Home Address (if other than local)

Date of Birth_____

Are you ADA certified?

☐Yes ☐No

Do you use a mobility device?

☐Yes ☐No

If yes, what kind_____

Are you certified to travel with a PCA?

☐Yes ☐No

Do you travel with a service animal?

☐Yes ☐No

Do you require door-to-door service?

☐Yes ☐No

Do you need information in an accessible format?

☐Yes ☐No

If yes, what kind_____

Date for service to begin_____

***Please remember to attach a copy of your paratransit ID**

Please check all that apply below:

☐ I have been certified as ADA paratransit eligible in my home community. [If requesting Visitor's Pass by mail, include copy of certification.]

☐ I reside outside of Kalamazoo County. [Provide proof of residency.]

☐ I am a new resident to Kalamazoo and have lived here less than 21 days.

☐ I have a disability and cannot use the fixed-route bus service. [If requesting by mail, include written verification of disability.]

Please return request to:

Metro
ATTN: MC Program Manager
530 N. Rose Street
Kalamazoo, MI 49007-3638