

Connector Service

SMART Connector service is a great option for seniors, people with disabilities, or individuals with limited access to a Fixed Route. Connector Service allows customers to remain active, healthy, and independent by picking up at the curb of their home or destination!

All vehicles are equipped with lifts to accommodate wheelchairs and scooters, as well as for those using canes and walkers. Since SMART picks up other passengers along the way, please be sure to mention any mobility aids you will be bringing with you at the time of booking.

SMART is the regional transit provider for southeast Michigan. As part of our family of services, SMART offers Fixed Route, Connector Small Bus, and Americans with Disabilities (ADA) service, connecting citizens to work, doctors' appointments, school, shopping and much more!

Drivers and Passenger Safety

For your safety, and the safety of our drivers, at no time is the driver:

- Allowed to enter into your home
- Assist a passenger with their belongings
- Push a manual wheelchair or operate the controls of a power wheelchair or scooter
- Help passengers from the house to the vehicle



535 Griswold Street
Detroit, MI 48226

(866) 962-5515 • smartbus.org

[facebook.com/rideSMARTbus](https://www.facebook.com/rideSMARTbus)



Connector Service Key Service Information



Curb – to – curb
Advance Reservations
(866) 962-5515

Who is Eligible?

- Adults age 65 years and older
- People with Disabilities
- Full fare customers living more than 1/3 of a mile from a Fixed Route

Connector Basics

- Advance Reservations for curb – to – curb service
 - Limited to trips up to 10 miles from pick-up / drop-off location or to the closest Fixed Route
- Trips are scheduled stops on a first come, first served basis
- Service Hours
 - Monday - Friday, 6 a.m. to 6 p.m., except for major holidays
- Reservation Hours
 - Monday - Friday, 7 a.m. to 4 p.m., except for major holidays

Scheduling Connector Trips

- Reserve your SMART Connector trip by:
 - Calling (866) 962-5515, *press 1* for Connector, then *press 1* again for reservations
 - Access MyConnector account online at smartbus.org
 - ♦ Registration required and can take up to 5 business days

When to Book?

- Connector trips can be booked up to:
 - Six days in advance for medical trips
 - Two days in advance for general trips
- Due to space limitations, try to book your trip as early as possible
- All reservations must be received by 4 p.m. one day before the service is needed
- At the time of reservation, you will receive a 30 minute pick-up window. Please be ready at the beginning of the window
- Same day trip requests are not accepted

When Reserving Your Ride

- Please have the following information ready when reserving your ride:
 - Date of the trip
 - Pick-up and destination addresses
 - Appointment time and return pick up time
 - Major intersection near the pickup and destination points
 - Telephone number
 - Number of passengers traveling
 - Use of mobility aids, such as a wheelchair

SMART also offers a premium service for individuals who are ADA certified. For more information on ADA Service call (866) 962-5515, *press 1* for Connector/ADA, and then *press 2* for ADA Information



How Much Does it Cost?

- Full Fare (6-64) – \$4.00 each way
 - Transfers – \$0.25
- Adults age 65 & older, Medicare cardholders, people with disabilities – proper ID required – \$1.00 each way
 - Transfers – Free

Trip Tools

- Automated Trip Calls
 - Customers with scheduled trips will receive a call the night before to confirm the pick up
 - When the bus is near, customers will receive a “Get ready” call
- When the bus arrives it will wait 3 minutes. Please be ready, the driver cannot wait
- If you need to cancel a trip
 - Call (866) 962-5515 and *press 1* for Connector, *press 3* for Same day Cancellations
- Be sure to read the Connector Ridership Guidelines found on smartbus.org