



DEPARTMENT OF
ECONOMIC SECURITY
Division of Developmental Disabilities

How to Apply for a Valley Metro Bus and Light Rail Pass

What is Valley Metro?

Valley Metro is a transportation service that helps people in the Phoenix area get around by using local buses and light rail. They offer help to persons with a disability for adults under 65 years of age.

Call (602) 716-2100 or go to [ADA Paratransit Eligibility](#) to see if you qualify or for more information.



▶ What are the choices for people who qualify to get transportation services?

- Valley Metro offers a Reduced Fare ID Program
 - This program saves 50% on bus and light rail fares
- ADA Platinum Pass
 - The Pass provides unlimited service on all local buses, express buses, and light rail

▶ How to get the Reduced Fare ID Program?

- Fill out the [Reduced Fare ID Application](#)
- You will need proof of disability. You can provide proof by including one of these:
 - A Qualifying Letter from Social Security showing you get:
 - Social Security Disability Income (SSDI), or
 - Supplemental Security Income (SSI), or
 - A signed prescription or medical paperwork with your disability on it, or
 - A formal letter from an accepted healthcare professional or certified agency listed on the application.

See the instructions on the [Application](#) for more information.

- Bring your application and proof of disability paperwork to the Valley Metro Mobility Center.
- Get a Valley Metro Photo ID (there is a small fee) at:

Valley Metro Mobility Center

4600 E. Washington St., Suite #101
Phoenix, AZ 85034
602.253.5000

Tempe Transit Store

200 E. 5th Street
Tempe, AZ 85281
480.858.2350



How to get the ADA Platinum Pass?

- Call Valley Metro ADA for more information at (602) 716-2100 or visit [ADA Platinum Pass](#).
- Fill out the [Valley Metro ADA Paratransit Application](#).
- Sign the Release of Information that is included with the Application.
- Mail the signed Application to Valley Metro Mobility Center at the address on the application.
- Valley Metro staff will have a meeting with you after they verify your disability paperwork.
- Valley Metro staff will call you to schedule the meeting.
- The staff will see you in person. They will see how safely you get around.
- Within 21 working days, you will hear back if you can get a pass.

▶ Does Valley Metro offer training for people to use the bus and light rail?

Yes, one-on-one training on how to ride buses and light rail is provided for free. Call (602) 716-2108 to learn more about this free training or visit [Valley Metro Travel Training](#).

▶ How can I get more information?

Visit [Valley Metro Reduced Fare Program](#) or call (602) 253-5000.



Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact your local office; TTY/TDD Services: 7-1-1 • Disponible en español en línea o en la oficina local