

# **METROLIFT**

PROGRAM GUIDE



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713-225-0119 • 713-652-8969 TDD • [RideMETRO.org](http://RideMETRO.org)



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RideMETRO.org

Dear METROLift Rider:

Welcome to METROLift! The METROLift Program Guide will introduce you to METROLift transportation and provide the basic information you need to use the service. Upon request, this information is available in other formats.

METROLift is a shared-ride public transit service. In accordance with the Americans with Disabilities Act (ADA), travel times and the timeliness of service are comparable to METRO's fixed-route bus service. Please read this policy brochure carefully to familiarize yourself with the type and level of service that METROLift provides. Remember that you have a responsibility to use accessible fixed-route METRO bus and rail service when possible.

Our goal is to provide safe and reliable transportation. If, after reading this manual, you have questions regarding METROLift, please call the METROLift Customer Service and Eligibility Department at 713-225-0119.

Visit **RideMETRO.org/METROLift** for the latest news and service updates.

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***METRO Buses  
and METRORail  
are 100%  
Accessible!***

## Transportation Choices:

**METRO's fixed-route buses** and **METRORail** are 100% accessible and require no advance notice to ride. Try one of our convenient routes and take control of your mobility. If you are not familiar with riding fixed-route bus and rail and would like to learn, please call 713-750-4234 to speak with a METRO Travel Trainer who will assist you.

### Accessible Bus Features Include:

- Ramps or lifts on all of our buses
- Many METRO buses offer, upon request, a kneeling feature to assist with boarding. Standees on lifts are permitted under the ADA
- Two priority-seating areas for the elderly and people with disabilities
- Equipped with an easy-to-reach call bell and special securement belts designed to secure the mobility devices of patrons who use a wheelchair or scooter in two 30"x 48" wheelchair securement areas
- Bus pads, sidewalk links, and curb cuts at most of our bus stops
- Solid-square bus poles at bus stops
- Automatic audio and visual announcements on buses at major stops, main intersections and transfer points along the route
- Large, bright destination signs on the front and sides of the bus
- Lighted "Stop Request" signs inside the bus for riders with hearing impairments
- Transit Centers connecting bus routes in neighborhoods across the region



for safe and easy transfers

## METRORail

METRORail features accessible light rail cars and accessible rail stations.

- All METRORail accessible stations feature audio and visual announcements explaining when the next train is arriving
- Rail cars are level with the station platform for easy boarding
- There are audio and visual announcements of stops inside the rail cars
- Each rail car offers four areas for wheelchairs. No securements are required on the train. Riders using wheelchairs also may choose to sit in any space that is available to them
- The rail car doors open automatically and have a sensitive edge that prevents closing if an object or person is detected in their path

Green Line: Provides service from the Theater District in Downtown through the Historic East End, ending at the Magnolia Park Transit Center.

Purple Line: Provides service from Downtown to Texas Southern University, University of Houston (Central Campus), MacGregor Park, and ending at Palm Center Transit Center near MLK and Griggs.

Red Line: Provides service from the Northline Transit Center/HCC to Fannin South Transit Center and numerous points in between. Featured stops include Downtown, the Museum District, the Texas Medical Center and NRG Park.

We are committed to a public transportation system that everyone can use. We

encourage persons with disabilities to take advantage of the freedom, independence, flexibility and reliability provided by our accessible bus and rail network.

**METROLift Freedom Q® Card**

A METROLift Freedom Q® Card allows METROLift customers to ride free on METRO’s local bus, Park & Ride, and METRORail services. Customers are permitted to have one attendant ride along at no cost. All METROLift customers are eligible for a METROLift Freedom Q® Card. You can pick up your METROLift Freedom Q® Card at METRO’s RideStore located at 1900 Main Street, Monday through Friday, 8 a.m. until 5 p.m.

To take advantage of this valuable service, as you board the bus show the bus operator your valid picture METROLift Freedom Q® Card, then tap the card on the Q Card reader. You will hear a beep when the fare has been accepted and a green light will display on the Q Card reader.

The METROLift Freedom Q® Card cannot be used for reduced fare trips on the METROLift Subsidy Program (MSP) or on the METROLift service. If you need information about how to ride METRO using the lift- or ramp-equipped buses, visit the METRO RideStore or call METRO information at 713-635-4000 (TDD 713-635-6993). Brochures, public guides and instructional materials are available for all METRO services. Remember that METROLift is a pre-scheduled service. METRO’s fixed-route bus system can accommodate your needs without any advance scheduling, giving you the freedom to travel where and when you want to as the need arises.

**WHAT IS METROLIFT AND HOW DOES IT WORK?**

METROLift is a complementary paratransit service offered by the Metropolitan Transit Authority of Harris County in accordance with the ADA. METROLift provides transportation for persons with disabilities who **cannot** board, ride or disembark from a METRO fixed-route bus, even if that bus is equipped with a wheelchair lift or ramp. METROLift provides service using wheelchair lift vans and ramp-equipped minivans that accommodate persons using wheelchairs and scooters. Boarding chairs are available to assist any patron who is unable to access the van using the stairs. **Please note that patrons cannot request specific vehicle types.** METROLift is a curb-to-curb service with assistance beyond the curb provided upon request. METROLift transports thousands of patrons each day and we rely on our patrons to immediately inform our Dispatch Office when service issues occur. A strong partnership with our patrons enables METROLift to respond quickly to service issues, reducing wait time for our patrons. METROLift provides origin-to-destination service.

All customers may request assistance at the time of scheduling their trip or on the day of service by calling METROLift dispatch at 713-225-0410 or by asking the driver at the time of pick-up or drop-off. Assistance beyond the curb will be provided at both the pick-up and drop-off as requested or as required due to unforeseen circumstances. For safety reasons, we encourage drivers to be mindful of not losing sight of their vehicle while providing customer assistance.

METRO utilizes transportation contractors to provide transportation services to METROLift riders. If you have questions, please call the METROLift Customer Service department at 713-225-0119.

**METROLift is Public Transportation**

METROLift is a shared-ride service. This means that each vehicle makes several stops to pick up and drop off other passengers along the route. When scheduling, patrons should consider an added time cushion for stops at various destinations en route and also any unexpected service delays. All trips are treated with equal priority. Examples include, but are not limited to, traveling to/from work, a medical appointment, a shopping trip, a sports event, a restaurant, etc.

**METROLIFT RULES OF THE ROAD**

**Operator Expectations**

Operators are expected to:

- Operate the vehicles in a safe manner under all circumstances.
- Dress in approved METROLift uniforms, with approved operator identification.
- Exit the vehicle; announce their arrival and the name of the customer.
- Verify the identity of the customer by visually inspecting the METRO Freedom Q® card.
- Collect proper fare from the customer before assisting the customer onto the vehicle.
- Aid the customer by pushing the manual wheelchair or offering a hand or forearm for guidance or balance.
- Operate the lift for any customer who requests it.
- Be courteous and respectful always.

**Operators are prohibited from:**

- Losing sight of the vehicle.
- Leaving customers unattended in the vehicle.
- Operating the controls of an electronically operated device, motorized wheelchair, or scooter.
- Accepting money as a tip or a gift.
- Going into a customer’s purse, bag, backpack, or pouch to retrieve personal belongings to include tickets or pass, keys, money, etc.
- Entering a customer’s house, apartment, or commercial property.
- Locking/unlocking doors or arming/disarming alarm systems to a residence or a business.
- Using a personal cell phone while operating the vehicle or when assisting a customer.

**Required Securements**

To ensure maximum safety for you and other patrons, passengers are required to wear a METRO-furnished seatbelt while riding the METROLift vehicle. For persons using wheelchairs, passenger safety requires that a METROLift operator secure your wheelchair with specially designed tie-downs. In addition, two METROLift seatbelts are provided:

- A seatbelt goes around you and attaches to the floor while you ride the METROLift vehicle
- While you are riding up or down on the wheelchair lift, a METROLift furnished seatbelt is available, but not required

All METROLift passengers must remain in place until the vehicle has stopped and the driver has removed the seatbelt and wheelchair securements. Under the ADA, standees are permitted on paratransit van lifts.

**Vehicle Seating**

METROLift has no assigned seating in vehicles. Drivers may recommend a seat location to facilitate the loading and unloading of customers.

All children under eight years of age, unless the child is taller than four feet, nine inches, must travel in an approved child seat furnished by the parent or person accompanying the child, regardless of the vehicle type.

**Passenger Code of Conduct and Disruptive Behavior**

Any person who engages in prohibited conduct may be subject to enforcement actions ranging from:

- A verbal or written warning,
- Immediate suspension or a period of suspension, and/or
- A criminal citation.

METRO Police may also be engaged in addressing code of conduct violations.

For non-exhaustive list of prohibited conduct details, read Addendum.

Committing an infraction of the Prohibited Conduct may be cause for suspension of a person’s riding privileges. Notice of such suspension shall be in a written Suspension Notice and shall inform the person suspended of the cause, the period of the suspension, and the right to appeal the suspension. A person receiving a Suspension Notice that does not involve violence, injury, or property damage shall be suspended for a period up to 14 days.

Persons who have been issued a Suspension Notice may appeal their suspension to the Appeals Coordinator within ten (10) business days following the date of the letter.

Appeals may be submitted through the Appeals Coordinator either by email to [Suspension.Appeals@RideMETRO.org](mailto:Suspension.Appeals@RideMETRO.org), written letter to:

**METRO Appeal Program**  
P.O. Box 61429  
Houston, TX 77208-1429  
or by phone at 713-739-4941

If the person issued the Suspension Notice is unable to submit an appeal, the request may be submitted by their representative, upon written verification regarding the authority to act on behalf of such individual.

The Appeals Coordinator will review all relevant information and provide notification via e-mail or written letter within five (5) business days of their decision. The Appeals Coordinator has the authority to reconsider and modify the suspension period. A Suspension Appeal Panel or a Hearing Officer will review the matter and make a final determination.

**Service Animals**

Service animal means any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, and must be kept under the handler’s control. Inform the reservations operator that you will be traveling with a service animal each time you schedule a trip reservation to ensure space is reserved. Non-service animals (pets) are allowed to travel only in an animal carrier transported by the patron.

**Packages**

Patrons must be able to handle their own packages. Patrons may carry only the number of packages that they can handle safely while riding a METROLift vehicle. The driver can assist with a reasonable number of packages (3 to 4) in and out of the vehicle, but the patron must handle the packages beyond the curb or make arrangements for assistance.

**Telephone Calls Are Recorded**

METROLift records and monitors passenger calls to our office to ensure courteous phone service.

**ELIGIBILITY INFORMATION**

**Who is Eligible?**

There are three categories of people eligible for METROLift service.

- Category 1** - Individuals with disabilities who are unable, without the assistance of another person, to board, navigate, ride or disembark from an accessible local bus.
- Category 2** - Individuals with disabilities who can use an accessible vehicle but want to travel on a bus or rail route that is inaccessible.
- Category 3** - Individuals with disabilities who are prevented from getting to and from the local bus due to their disability. Eligibility is based on a functional limitation preventing the patron from walking or rolling to a bus stop without assistance from others.

Eligibility cannot be granted based solely on the lack of curb cuts or other environmental barriers, distance to the bus stop, or because METROLift is perceived to be safer or more convenient than local bus service.

Healthcare professionals certify the applicant’s disability. METRO makes the final eligibility decision based upon the applicant’s functional abilities to navigate the fixed-route bus and light-rail system in accordance with the Americans with Disabilities Act (ADA).

**Eligibility & Recertification**

You must complete and submit a METROLift eligibility application to become certified to use METROLift services. It is important that the eligibility form is completed properly. Please complete your personal information on the METROLift eligibility form, including your signature on the line marked “Applicant’s Signature.” Then you must have your doctor, or other licensed or certified healthcare professional, complete and sign the physician section of the METROLift eligibility form.

The doctor, or other licensed or certified healthcare professional, must describe in detail why your disability prevents you from boarding, navigating, riding, or disembarking from the local bus, even if the local bus provides accessible features

such as a wheelchair lift, ramp, bus stop announcements, and infrastructure improvements at bus stops.

You also must ask the doctor, or other licensed or certified healthcare professional, to submit an additional signature on his or her professional letterhead or prescription form, verifying completion of your METROLift eligibility form. Remember, both the eligibility form (completely filled out) and the doctor’s additional signature must be submitted to METROLift for processing. Failure to do so will delay the processing of your application.

Call the METROLift Customer Service and Eligibility Department at 713-225-0119 between 10 a.m. and 5 p.m., Monday-Friday, and ask that a METROLift application for certification of eligibility be mailed to you.

Applications are available on METRO’s website, RideMETRO.org, and at the METRO RideStore at 1900 Main St. at St. Joseph Parkway. Send the completed application to:

**METROLift Eligibility**  
P.O. Box 61429  
Houston, TX 77208-1429

After the properly completed eligibility form has been received by METROLift, you will receive a letter explaining how to make an appointment for your in-person interview. The in-person interview will help METRO determine which of the METRO services will provide you with the greatest mobility.

Applicants can schedule in-person eligibility interview appointments Monday-Friday, 10 a.m. to 5 p.m., by calling 713-225-0119. Interview appointments must be scheduled in advance; walk-ins will not be accepted. Applications are considered incomplete if applicants do not call to schedule or fail to keep their in-person eligibility interview appointments and no further processing will be made by METRO.

After the in-person interview has been conducted, a decision regarding eligibility will be furnished in writing within 21 days. If a decision is not made within this time period, the patron has the right to use the service until a decision is made.

Eligibility decisions are based upon information provided by healthcare professionals and the applicant’s functional abilities to navigate the fixed-route bus and rail system in accordance with the ADA. Eligible riders’ certification will be classified as

permanent, standard, or temporary. Riders classified as standard or temporary will be notified by letter to reapply for services 60 days prior to the end of their eligibility period.

**Process for Eligibility Appeals**

Applicants who are denied METROLift service, or are granted temporary eligibility, have the right to appeal METRO’s decision. Appeals must be received within 60 days of the notification date. To appeal the eligibility determination you can request an appeal hearing.

To request an appeal hearing you have several options:

- Complete and return the Notice of Appeal form included with your letter
- Write your own letter notifying METROLift of your intent to appeal
- Call the METROLift Appeals office at 713-652-4328, Monday-Friday, 8 a.m. to 5 p.m.

Appeals are conducted by the Appeals Hearing Officer. You have the right to an in-person hearing with the Hearing Officer; however, you may waive your right to an in-person hearing and have the Hearing Officer review your case without your presence. You may also participate by telephone. All hearings must be scheduled with the Appeals Coordinator.

All of these options provide you the opportunity to be heard and to present information and arguments why you believe your eligibility should be approved or changed. If you decide to request an appeal hearing via mail or if you decide to submit additional documentation as part of your appeal, please send items to the following address:

**METROLift Eligibility Appeals**  
P.O. Box 61429  
Houston, TX 77208-1429  
or fax to 713-652-8952  
Email: Suspension.Appeals@RideMETRO.org



The decision of the Hearing Officer is final. Patrons have the right to use the service if a decision has not been made within 30 days of the completion of the appeal process. A letter will be mailed to you advising you of the Hearing Officer’s decision, including an explanation.

METROLIFT FARES

MACS & MACS-Web/EZ-Wallet

MACS-WEB/EZ-Wallet offers these exciting features:

- Book a trip not from your previous trip list
  - Manage recurring trips
  - Buy and book trips via electronic fare media on your personal online account
  - Get a countdown to real-time trip arrival
  - Locate your ride in real-time
  - View previous trips/transaction history
  - Purchase fare tickets/period passes
- 
- Comment online

Fare Policy

METROLift drivers do not accept cash fare payments, only tickets or passes. Before boarding the METROLift vehicle, show the driver a photo ID or METROLift ID Q® Card.

**A METROLift ticket or a METROLift pass is required for each one-way trip.**

- **METROLift Base Fare - \$1.25**  
Offers one-way service anywhere within the METROLift Base Service Area.
- **METROLift Premium Fare - \$2.50** (Two \$1.25 tickets)  
Offers service within METROLift Extended Service Area.
- **METROLift 10 Trip Ticket Book (plus one free) - \$12.50**  
Offers a book of 10 tickets, plus free bonus ticket for total of 11.
- **METROLift Monthly Pass - \$47.25**  
Offers unlimited travel anywhere within the METROLift Base Service Area for an entire calendar month. ***This pass cannot be used in the METROLift expanded service area.***
- **METROLift Annual Pass - \$418.50**

This pass offers riders unlimited travel anywhere within the METROLift Base Service Area for an entire year from date of purchase. This pass cannot be used in the METROLift expanded service area.

- Riders without proper fare will not be transported.
- Note: You must have METROLift fare tickets or a monthly/annual pass to ride. Cash is not accepted. Riders without the proper fare will not be transported.

Purchasing METROLift tickets, ticket books, monthly or annual passes is simple and convenient. METROLift fare items are currently available at 200 area vendors, including check-cashing locations and grocery store courtesy booths. No ID or proof of disability is required in order to purchase tickets or passes. METROLift fare tickets and passes also may be purchased at:

**METRO RideStore**  
1900 Main Street  
Houston, Texas 77208-1429  
Monday-Friday, 8 a.m. to 5 p.m.

**By mail at:**  
METROLift  
P. O. Box 61429  
Houston, TX 77208-1429

- Or at the Online Store:**
1. Go to RideMETRO.org.
  2. Click on the “Fares” tab.
  3. Click on the METRO Online Store.
  4. Select and pay for your tickets or monthly passes online.

Your purchase will be shipped promptly through the U.S. Postal Service.

**Jurors**

METROLift provides a complimentary one-way trip for ADA paratransit eligible customers going to jury duty on the original date of their summons. Prospective jurors who are not selected for jury duty may ask the court for a METRO jury pass for their trip home. The pass will be date stamped (valid through the same day) and should be presented to the METROLift driver upon boarding. If selected for jury duty, ask the court for a jury pass. This pass should be stamped with a “valid through” date. Be aware that both passes look the same, but the date stamped on them is what deems the pass valid.

**METROLIFT OPERATING HOURS**

**When Does METROLift Service Operate?**

Paratransit is designed to be “comparable to” METRO’s fixed-route bus and METRORail service. For this reason, ADA paratransit service (METROLift) is only required to transport riders to and from locations which are within three-quarters (3/4) of a mile of and during the same days and hours of METRO’s existing fixed-route bus and light-rail services. Points of origin and destination not within this three-quarters (3/4) of a mile corridor are not required to be provided with ADA paratransit service, or could require an additional fee as established by METRO’s Board of Directors. The current METROLift service area encompasses 772 square miles and is composed of the 557 square mile ADA required service area (base service area) and a 215 square mile ADA Non-Required service area.

**Required ADA Service Area and Times**

METROLift’s 557 square mile ADA required service area encompasses areas within 3/4 mile of bus and rail routes. Origins and destinations within this area have paratransit service that is comparable to bus and rail times:

7 days a week ..... 3:25 a.m. with last drop off by 3:35 a.m.

**Non-Required ADA Service Area and Times**

METROLift’s 215 square mile ADA non-required area includes areas beyond the 3/4 mile requirement. In this area, origins and/or destinations beyond the 3/4 mile limit will be served from:

Monday-Friday ..... 5:00 a.m. to 11:30 p.m.  
Saturday ..... 7:00 a.m. to 12:30 a.m.  
Sunday ..... 7:00 a.m. to 11:30 p.m.

**SCHEDULING TRIPS**

**How Do I Schedule a METROLift Trip?**

METROLift offers three (3) convenient ways to schedule your travels:

**Book Online** - Book your trip online at MACSWEB.RideMETRO.org, seven (7) days a week, 5 a.m. to 5 p.m. Trips can be cancelled or verified online 24 hours a day using the above link.

**METROLift Automated Computer System (MACS)** - Call MACS at 713-739-4690 and follow the prompts to book your trip, seven (7) days a week, 5 a.m. to 5 p.m. Trips can be cancelled or verified 24 hours a day by calling MACS.

**Speak to a Reservation Specialist** - Book your ride at 713-225-6716, Monday through Friday, 8 a.m. to 5 p.m. Trips can be cancelled or verified 24 hours a day by calling METROLift Dispatch at 713-225-0410.

*\*\*Live agents can be reached 8:00am to 5:00pm Saturdays, Sundays and Holidays for customer reservation request for the following day of service by calling 713-225-0410.\*\**

**What is my METROLift Fare?**

METROLift riders can calculate their fare online by:

- 1. Go to RideMETRO.org
- 2. Go to More Tools and use the drop down menu
- 3. Go to METROLift Fare Calculator, add in a pick-up address and a drop-off address.

The tool will plot the two addresses on the map and let you know the fare amount for the trip. This tool will also help with customer questions like “Is my address in or out of the service area?”

**Scheduling Tips**

- Arrange your return trip at the same time you make a reservation
- Have exact addresses ready at the time of reservation
- Verify any mobility aids to ensure proper space on the vehicle
- Include any additional passengers traveling with you
- Provide a phone number at which you can be reached at time of pick-up
- Review trip details for accuracy at time of reservation

**Scheduling Window vs. Scheduled Pick-Up Time**

When booking your trip, you will be given a requested time with a plus or minus 20 minute scheduling window. If the scheduling window does not meet your needs, you may negotiate a new scheduling window of one (1) hour before or one (1) hour after your requested time with the reservations operator. All requested trips will be scheduled. When scheduling your trip, you can eliminate confusion and unnecessary follow-up calls by having pencil and paper near the telephone so that you can write down the estimated scheduling window the operator gives you.

After Reservations closes at 5 p.m., your trip will be scheduled onto a vehicle route and assigned a scheduled pick-up time (user time). Your scheduled pick-up time will fall within the scheduling window given at time of reservation. If you would like to receive your scheduled pick-up time, you may use MACS-WEB at RideMETRO.org or MACS at 713-739-4690 after 7 p.m. the night before or on the day of service. Customers on the night before their pick-up trips may negotiate a new pick-up time within their original scheduled window (one hour before or one hour after requested time).

The automated services MACS and MACS-WEB are available 24 hours, seven days a week. You will need your ID number and password. Alternatively, you may call the

Dispatch Office at 713-225-0410.

**Scheduling Reminders**

If you need to be at your destination by a certain time, METROLift recommends requesting an appointment time for your trip. You may consider allowing a time cushion for unexpected service delays. For example, you may consider requesting a METROLift appointment time earlier than 8:00 a.m. if you have an 8:00 a.m. medical procedure.

Please remember not to schedule your trips too close together. This action could cause you to not be ready at the scheduled pick-up time, causing the trip to count as a no-show or having to put your trip(s) on hold resulting in a late cancellation. Both a no-show and a late cancellation are violations of the No-Show/Late Cancellation

Policy subject to suspension. See No-Show/Late Cancellation Policy for more information.

If you are traveling with an attendant, companion, or service animal, don't forget to include space for them. An "attendant" is someone designated or employed specifically to help the eligible individual meet his or her personal needs and rides for free. Also someone assisting the customer at the trip origin and/or destination also meet the definition of a personal care "attendant". An "attendant" need not provide assistance while on the transit vehicle. A "companion" is someone who is accompanying you on your trip and must pay for one ticket. Multiple companions (more than one) are scheduled on a space-available basis with a reservationist. Each companion must pay ticket/fare regardless of age.

On certain holidays, METROLift closes the Reservations and Customer Service Offices and has fewer vehicles scheduled for service. The holidays observed by METRO are:

- |                               |                             |
|-------------------------------|-----------------------------|
| • New Year's Day              | • Labor Day                 |
| • Martin Luther King, Jr. Day | • Thanksgiving Day          |
| • Memorial Day                | • Friday after Thanksgiving |
| • Juneteenth                  | • Christmas Day             |
| • Independence Day            |                             |

**Travel Time**

METROLift ADA Paratransit Service is a shared-ride program. Our concern is to get you to your appointments on time. Total travel time includes the time it takes other passengers to board, ride and alight the vehicle. Paratransit travel time should be comparable to trips with the same origin and destination on the fixed-route bus system including transfers and wait times. This comparison exists except when circumstances are beyond our control, such as during inclement weather, traffic congestion, construction, etc.

**Subscription Service**

Subscription trip service may be available on a limited basis to those METROLift patrons traveling to and from the same location at the same time each week on a long-term basis. Once instituted, subscription users no longer need to call the reservations line.

The maximum subscriptions allowed under the transportation provisions of the Americans with Disabilities Act (ADA) is 50% of daily ridership. Therefore, availability of new subscriptions is limited. Subscription riders must cancel in advance any trips they will not be using. Failure to cancel will jeopardize their subscription service. Changes to existing subscription rides can be requested through the METROLift Customer Service and Eligibility Department.

Note: Subscription service is not available on holidays. Patrons who have subscription trips and still need to travel on a holiday must schedule a reservation using MACS / MACS-WEB or by calling Reservations at 713-225-6716 on the last business day prior to the holiday.

**Will Call Trips**

We understand that when you go to a medical appointment, you don’t always know when you will be done, so when you schedule a trip to the doctor by calling the MetroLift Reservations Center at 713-225-6716, you can request a “WILL CALL” on the return trip. There is no need to give a time, just request a Will Call Trip. On the day of service, simply call the Dispatch Center at 713-225-0410 when you are finished, and our goal is to have someone pick you up in 59 minutes or less.

NOTE: When scheduling your return trip, if you want to give a time, you still can.

**CALLING DISPATCH**

**Timeliness of Service**

A pick-up is considered on-time if the vehicle arrives within 30 minutes of your scheduled pick-up time (user time, which does not change) and a drop-off is considered on time if we meet your appointment time. Our goal is 90% or better on-time performance. On-time service depends upon a partnership between our patrons, drivers and METRO staff. For the driver to find you without delay, be sure that METROLift has a record of all gate codes and other special instructions.

Make sure that you are ready when the driver arrives and proceed immediately to the vehicle. If all parties responsible for on-time operation do their share, you will get to your destination on time. Being ready and waiting 15 minutes before your scheduled time can help prevent service delays. There are times the driver may arrive early. The choice is yours to leave early (if you are ready) or the driver will wait until the scheduled time of your pick-up. Customers are allowed 5 minutes from the time the driver arrives before the vehicle can be cleared to leave the location without the customer.

On the other hand, if your vehicle arrives more than 30 minutes before your requested appointment time and there is a safety concern, please inform the driver to contact dispatch about the situation.

On the day of service, you can wait inside as long as you can see or hear the vehicle drive up. If you cannot, you must wait outside where you can see or hear the vehicle.

Please use MACS or MACS-WEB for updated trip information. MACS and MACS-WEB offer patrons the ability to avoid call hold times while better managing their service. MACS and/or MACS-WEB will provide you with METROLift’s current estimated arrival time.

MACS features include trip cancellation, trip confirmation and trip scheduling. To reach MACS, simply follow the menu when calling the dispatch or reservations office numbers. To use MACS you will need your client ID number and password.

Remember when using the MACS system that, if the estimated time of the arrival of your vehicle is more than 15 minutes later than the scheduled time, press “0” to talk to a dispatcher; don’t wait. MACS-WEB is also available and offers the same features as MACS. To access MACS-WEB, go to RideMETRO.org.

**Calling Dispatch From A Pay Phone**

When calling Dispatch from a pay phone, dial our toll-free number 1-877-214-RIDE (7433).

**Not Going? Schedule Change?**

If you know you’re not going to be ready or find out at the last minute that you cannot make your trip, please call 713-225-0410 to cancel your trip.

In the event that we send a vehicle to your location and the driver cannot locate you, the driver will report the no-show to the dispatcher. The dispatcher will log the call, verify your trip information, and no-show your trip. Please call the Dispatch Office before the driver wastes a trip to your location.

**Need to Cancel A Trip?**

There are three ways to cancel unneeded trips to avoid a no-show:

- 1. Call 713-225-0410 and speak to a customer service representative.
- 2. Call 713-739-4690 to use MACS, the METROLift Automated Calling System.
- 3. Use MACS-WEB, METROLift Automated Computer System, <http://www.RideMETRO.org/Pages/MACS-WEB.aspx>



# METROLIFT POLICIES

## No-Show/Late Cancellation and Suspension Policy

The METROLift No-Show and Late Cancellation Policy is intended to preserve service quality for all METROLift customers. Excessive no-shows and late cancellations that are within a customer’s control negatively impact on-time performance and service quality for other passengers. Customers with excessive no-shows/late cancellations may risk suspension of their access to METROLift services. Customers may call the METROLift Policy Administrator at any time during the month (prior to the suspension process) to discuss or dispute a no-show/late cancellation.

A **no-show** is when the vehicle arrives at the scheduled time and location on time but the customer and driver do not connect and the driver leaves without the customer. Please note: A customer has 5 minutes from the time the vehicle arrives before the vehicle can leave the location without making a connection with the customer and a no-show can be entered.

A **late cancellation** is when a trip is cancelled less than two (2) hours before the customer’s scheduled pick-up time.

**Policy Details:** METROLift accounts for no-shows and late cancellations relative to travel frequency. You are in violation of the policy if you have five (5) no-shows/late cancellations in one calendar month AND the five trips equal 5% or more of your total trips.

If you are in violation of the policy, a letter will be mailed to you indicating the number of days you may be suspended and advising of your right to appeal before the suspension may be effective.

- You may call the Policy Administrator at any point to discuss or dispute a no-show/late cancellation.
- Violation letters are mailed at the beginning of the month. You do not have to wait for a suspension letter to call to speak to the Policy Administrator; dial 713-225-0119 and select Option 2.

METROLift suspensions are as follows:

- 1st violation = warning letter
- 2nd violation = 5 day service suspension
- 3rd violation = 10 day service suspension
- 4th violation = 15 day service suspension

- 5 or more violations within the calendar year = 20 day service suspension
- You have the right to appeal the suspension and to provide information and documentation that may explain or clarify the reason for the no-show/late cancellation.
- Service suspensions that are “upheld” will start after completion of the appeals process or final determination.
- Service suspensions that are “overturned” will not result in any loss of service.
- The total number of violations is counted each year from January 1 to December 31. Each year, you start with zero (0) no-shows/late cancellations.

No-shows and late cancellations due to circumstances beyond your control are not counted against you. Also, if the METROLift vehicle arrives outside the 30-minute pick-up window and you do not ride, then this will be recorded as a missed trip and not counted against you.

**Appeals:** To appeal the proposed suspension, you may request an appeal hearing. Appeals are conducted by the Appeals Hearing Officer. You may appeal your service suspension in one of three (3) ways:

1. Attend in-person hearing with the Hearing Officer
2. Have the Hearing Officer review your case in your absence
3. Participate in a hearing by telephone

To request an appeal hearing you have several options:

- Complete and return the Notice of Appeal form included with your letter
- Write your own letter notifying METROLift of your intent to appeal
- Call the METROLift Appeals office at 713-652-4328, Monday-Friday, 8 a.m. to 5 p.m.

All of these options provide you the opportunity to be heard and to present information and arguments why you believe your suspension should be changed. If you decide to request an appeal hearing via mail or if you decide to submit additional documentation as part of your appeal, please send items to the following address:

METROLift Appeals  
P.O. Box 61429  
Houston, TX 77208-1429  
or fax to 713-652-8952  
Email: Suspension.Appeals@RideMETRO.org

Patrons have the right to use the service if a decision has not been made within 30 days of the completion of the appeal process. A letter will be mailed to you advising you of the Hearing Officer’s decision, including an explanation.

**Have a Service Comment?**

If you have a comment, positive or negative, about METROLift service or a METROLift employee, please note the time and date, vehicle number, vehicle location. Comments can be received by calling METRO’s Public Comment line, 713-652-0180 (TDD 713-635-6993) or the METROLift Customer Service office at 713-225-0119, menu option 4, 10 a.m. to 5 p.m., Monday-Friday; or on METRO’s website, RideMETRO.org. Comments help METROLift staff improve service and are treated confidentially. On average, comments will be processed within seven to ten business days.

**ADA COMPLAINT PROCESS**

**How To File A Complaint For Potential ADA Non-compliance**

The Metropolitan Transit Authority of Harris County (METRO) will investigate all complaints from individuals alleging discrimination in METRO’s programs, services or activities, under the American with Disabilities Act of 1990 (ADA). Disability complaints alleging discrimination in programs, services, or activities may be filed pursuant to the following procedures.

**How To File A Complaint**

Any person who believes that METRO has discriminated against them based on their disability may file an ADA complaint, directly or through an authorized representative, by completing and submitting METRO’s ADA Complaint Form.

The ADA Complaint Form may be accessed by visiting RideMETRO.org.

The complaint should be filed with:

Metropolitan Transit Authority of Harris County (METRO)  
Human Resources Department  
Attention: Erica Tucker  
ADA & Accessibility Services Compliance Officer

Lee P. Brown METRO Administration Building  
1900 Main Street  
Houston, Texas 77002  
Email: Erica.Tucker@RideMETRO.org  
  
Phone: 713-739-4861

**Complaint Acceptance**

Within ten (10) business days of receiving an ADA complaint, METRO will review the submitted information and send the complainant an acknowledgement (letter or email) informing them whether the complaint will be investigated as an ADA complaint.

**Investigations**

METRO will promptly investigate all valid complaints of alleged discrimination based on disability in its programs, services and activities within 60 days of receiving a complete complaint. METRO may contact the complainant if more information is needed to resolve the complaint.

The complainant will have ten (10) business days from the date of contact to send the requested information to METRO. METRO may choose to close the complaint if the requested information is not provided by the complainant within the ten (10) business days. Likewise, METRO may close the complaint if a complainant no longer wishes to pursue the complaint, or if the complainant fails to cooperate in the investigation of the complaint.

**Letters Of Findings**

After an investigation is completed, METRO will make a final decision and issue one of the following letters to the complainant based on the investigation findings:

- 1. A Closure Letter, summarizing the allegations and indicating that METRO did not find a violation of ADA regulations. This letter closes the case.
- 2. A Letter of Finding, summarizing the allegations and interviews concerning the alleged incident and an explanation of any corrective actions, training of METRO staff or other actions will occur.

**Federal Transit Administration**

A person may also file a complaint directly with the Federal Transit Administration’s Office of Civil Rights at:

**Federal Transit Administration (FTA)**  
**Office of Civil Rights**  
**East Building**  
1200 New Jersey Ave., S.E.  
Washington, DC 20590

**TRAVEL INFORMATION**

**Traveling in Other Cities**

Your METROLift ADA ID allows you to access paratransit services operated in other U.S. cities. Call the transportation service in the city you plan to visit in advance for more information about this opportunity.

**Out-of-Town Visitors**

METROLift provides ADA Paratransit Service to visitors with disabilities who do not live in the METRO service area. ADA certified visitors are eligible for METROLift services by providing an ID card or other documentation from their current ADA transit agency. If certification documents are unavailable from the visitor’s transit agency or if they have never been certified by a transit agency, then proof of the disability (i.e., a letter from a doctor, rehabilitation professional, or self certification is permissible) or physical proof of disability can be used. Visitor are immediately granted eligibility by simply satisfying any of the above stated verification methods. Visitor certification is valid for 21 days of travel in a one-year period. METROLift drivers do not accept cash. You may send a money order in advance for the number of trip tickets you will need, or purchase the tickets when arriving in Houston. Visitors can also purchase tickets online at RideMETRO.org, click on the “FARES” tab then to go to “METRO online store”. No ID or proof of disability is required in order to purchase tickets or passes. METROLift drivers do not accept cash fare payments, only tickets or passes. See page 14 for METROLift fare information.

**Lost & Found**

If you leave an item on a METROLift vehicle, call METRO Lost & Found at 713-658-0854. Items will be held for only thirty days.

If your METROLift ADA ID Q® Fare Card is lost or stolen, you must go to the METROLift office in the METRO RideStore at 1900 Main Street. The lost pass will be deactivated, or turned off, and you will be issued another pass. There is no charge for initial replacement and any additional replacements are \$10.00 each.

**OTHER METROLIFT PROGRAMS**

**Feeder Service**

METROLift Feeder Service offers customers more freedom and flexibility to set their own schedules “fare-free” by combining METROLift with fixed-route and rail service. Passengers schedule a ride on METROLift from their home to the nearest Transit Center, Park & Ride lot, or rail station. From there, use METRO’s 100% accessible bus or rail service to their destination. All trips are FREE when using this service.

- Same-day schedule and service available
- Service hours: 6 a.m. to 9 p.m. daily
- For information or assistance with reservations, dial 713-615-6241

**METROLift Travel Training**

Travel Training is a free program that shows you how to ride METRO and get the most out of our bus and light rail services. Group training is also available. For information, call 713-750-4234 or email to METROTravelTraining@RideMETRO.org.

**METROLift Subsidy Program (MSP)**

If you are a METROLift rider and you would like to request a MSP/Same Day Trip or you have questions, please call a METROLift representative at 713-652-8015. Riders pay one (1) ticket or METROLift Pass each way. **No cash accepted.** It’s great for short distance trips!

Customers will receive the following benefits:

- Same day service
- No reservation required; Call us on the day you would like to travel
- Safe and reliable service
- Professional and courteous drivers
- Travel anywhere in the METRO service area - up to 4 miles one way
- Family and friends ride FREE (no additional cost)
- Wheelchair accessible minivans are available upon request

Want a ride? Just call METRO at 713-652-8015, give the reservationist your ID number, and request an “MSP Trip.”

Learn more about the METROLift service and METROLift Subsidy Program (MSP) by calling the METROLift Customer Service Center at 713-225-0119.

**METROLift Advisory Committee (MAC)**

The METROLift Advisory Committee serves as a link between METROLift and the community it serves. There is no formal membership process. MAC is comprised of METROLift riders, METROLift staff and providers of support services to persons with disabilities. Meetings are open to everyone and held throughout the year at various locations. If you would like to participate and need information on future meetings, call a METROLift Customer Service Representative at 713-225-0119, or visit the METROLift website for a list of the current year’s meeting dates, times and locations.

**Info-Notification - Next-Day Trip Itinerary**

With Info-Notification, an automated phone call will be made to customers the night before their scheduled travel date providing a complete schedule of their rides. On the day of service, customers will receive an automated call before their scheduled trip, informing them that the driver will arrive shortly. At that point, customers should gather their belongings and prepare to meet the vehicle.

Customers who prefer to receive an email or text message instead of an automated phone call should contact the Info-notification line at 713-652-8015 Monday through Friday, 8 a.m. to 5 p.m. (Standard texting rates may apply)

Customers not interested in receiving automated messages through Info-Notification can “opt out” by calling the Info-Notification line at 713-652-8015. Customers who “opt out” are responsible for confirming their trip information by calling the METROLift Dispatch office, or using MACS at 713-739-4690 or MACS-WEB, RideMETRO.org.

Please remember to keep contact information up-to-date. Info-Notification is a courtesy. Also, dispatchers will not always be able to provide call-outs.

**METROLift Designated Stops at Major Locations**

At frequently visited public places (i.e., schools, shopping centers and hospitals) with multiple entrances, METROLift, together with the property management, has installed designated METROLift stop signs where patrons and drivers can meet. Be sure you’re at the METROLift sign so the driver can see you. This practice helps our drivers to locate all patrons at that stop, making sure that no one is left behind. Below is a list of designated stops at major locations

**SCHOOLS**

**Art Institute**  
4140 Southwest Freeway - Rear Entrance

**Houston Community College (HCC)**  
3400 Caroline - Jew Don Boney  
On Holman at Caroline - Eastbound

**Business Career Center**  
1301 Alabama - Faculty Parking  
Lot at Caroline

**Texas Southern University**  
4500 Ennis - Athletic Bldg. Under Canopy,  
Lot E Faculty Building  
4200 Tierwester - Lot M Student Health  
Center

**University of Houston/Central Campus**  
4800 Calhoun - Entrance 1  
4800 Cullen - Entrance 14 - Ed. Center  
Melcher Hall

**University Center**  
4800 Cullen - Entrance 11

**University Center for Students with  
Disabilities**  
4300 Wheeler - Entrance 6

**University of Houston-Downtown**  
2 Travis - Lower Level Parking Garage

By Police Station - Under Main St. Bridge

**MEDICAL FACILITIES/  
HOSPITALS**

**Ben Taub**  
1502 Taub Loop - Front Entrance

**Diagnostic Clinic**  
6448 Main - Front Entrance

**Hermann Professional Building**  
6410 Fannin -

METROLift Entrance - Truck Zone

**Memorial Hermann Hospital**  
6411 Fannin - Emergency Entrance

**Houston Northwest Medical Center**  
710 Judiwood - Front Entrance

**LBJ Hospital**  
5600 Kelley - Front Entrance

**M.D. Anderson Hospital/Clinic**  
1515 Holcombe - Front Entrance

**Medical Towers**  
1709 Dryden - Dryden Entrance

**Memorial City Hospital**  
920 Gessner - Main Lobby

**Memorial Hermann NW Hospital**  
1631 North Loop W.  
Pick-up & Drop-off at Awning

**Memorial Hermann SW Hospital**  
7777 SW Frwy - Professional I  
7737 SW Frwy - Professional II  
Between Prof. I and Prof. II

**Methodist Hospital**  
6565 Fannin  
Pick-up & Drop-off at Smith Tower or  
Scurlock Tower

**MLK Clinic**  
3550 Swingle - Front Entrance

**Park Plaza Professional Building**  
5600 Caroline

**Park Plaza Hospital**  
1313 Hermann - Front Entrance

**Scurlock Tower**  
6550 Fannin - Pick-up & Drop-off at  
Smith Tower



**Smith Tower**  
6550 Fannin - East Side (Near Valet)

**Christus St. Joseph Hospital**  
1820 La Branch - Side Entrance

**Christus St. Joseph Cullen Family Bldg.**  
1404 St. Joseph Pkwy. - Front Entrance  
(turn in valet parking driveway)

**St. Luke’s Children’s Hospital**  
6720 Bertner - Bates Entrance  
(Near Valet)

**The Institute for Rehabilitation and Research (T.I.R.R.)**  
1333 Moursund - Front Parking Lot  
(Under Canopy)

**V.A. Hospital** (main pickup)  
2020 Old Spanish Trail - Atrium

**V.A. Blind Administration Building**  
  
2020 Old Spanish Trail, Bldg. 108-B

**RECREATION/MEETING PLACES**

**Lighthouse Activity Center**  
3602 W. Dallas - Side Entrance

**Miller Outdoor Theater**  
6199 Golf Course - Snack Bar Area

**West Gray Adaptive Recreational Center**  
1475 W. Gray - Front Entrance

**Toyota Center**  
1500 Bell

**Minute Maid Park**  
401 Hamilton at Preston

**WORKSHOPS**  
**The Center**  
**The Lighthouse of Houston**  
  
3550 W. Dallas

**SHOPPING**  
**Almeda Mall**  
11700 Gulf Frwy - Entrance B  
(I-45 Side)

**Galleria I**  
5015 Westheimer - Street Level  
Entrance 19 - Shake Shack

**Gulfgate Shopping Center**  
3111 Suite 500 Woodridge - HEB Food Store - Fresh Food Entrance

**Memorial City Mall**  
997 Gessner - Back Side -  
Main Entrance by Food Court

**Meyerland Plaza**  
4701 Beechnut - Kelsey Seybold

**PlazAmericas**  
7500 Bellaire - Clarewood Side Mall  
Entrance (by Mall Entrance)

**West Oaks Mall**  
14750 Westheimer - NE 1 Entrance  
(Near Vision Works, Westheimer Side)

**Willowbrook Mall**  
7550 FM 1960 Road West  
Mall Entrance - 1960

**OFFICES**  
**City Hall Annex**  
900 Bagby St. - Entrance to  
Lower Level on Walker

**Houston Center for Independent Living (HCIL)**  
6201 Bonhomme Rd.  
Entrance in Parking Lot

**Jefferson Building**  
500 Jefferson - Front Entrance

**Mickey Leland Federal Building**  
1919 Smith - Rear Entrance

**AIRPORTS**  
**Hobby**  
Curb, Lower Level - Outside of  
Baggage Claim

**Bush Intercontinental**  
Outside of Baggage Claim Door C-104 of  
Airline Terminal traveled

C - Taxi pick-up area

International - Taxi pick-up area

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# How Big Can My Wheelchair or Scooter Be?



**When purchasing a new wheelchair or scooter, we ask that you confirm the dimensions to ensure it will fit on all METRO vehicles:**

- METROLift vans
- Yellow Cab minivans
- METRO buses



**Maximum Size:**  
48 inches long and 30 inches wide

**Maximum Weight:** 600 pounds  
(including occupant)

Under ADA guidelines, all buses, paratransit vehicles and equipment are designed to carry any three- or four-wheeled mobility device, up to 48 inches long by 30 inches wide, and weighing no more than 600 pounds (including passenger). Any wheelchair larger than this is considered oversized.

When possible, try to select a mobility device that gives greater access to transit options – buses, vans, and minivans.

# METROLIFT PHONE LISTINGS

## SERVICE INFORMATION

### **MACS (option 1)**

METROLift's automated telephone system to manage your METROLift service when calling Dispatch or Reservations

**To use MACS**, Select menu option 1.  
MACS-Web, RideMETRO.org  
5 a.m. to 5 p.m., 7 days a week  
Live Agent available  
Monday-Friday, 8 a.m. to 5 p.m.

### **Scheduling – 713-225-6716**

MACS & MACS-WEB Hours:  
7 days a week, 5 a.m. to 5 p.m.  
Office Hours:  
Monday-Friday, 8 a.m. to 5 p.m.

### **Dispatch – 713-225-0410**

MACS & MACS-WEB Hours:  
7 days a week – 24/7  
Office Hours: 7 days a week  
Service begins every day at 3:25 a.m.  
Last drop-off:  
Monday-Sunday 3:35 a.m.

### **Customer Service**

713-225-0119  
Office Hours:  
Monday-Friday 10 a.m. to 5 p.m.

### **Travel Training**

713-750-4234  
MetroTravelTraining@RideMETRO.org

### **MACS-WEB**

METROLift's automated computer system using the internet at  
RideMETRO.org/Pages/MACS-Web.aspx  
to manage your METROLift service

### **METRO (Bus Route & Schedule Information)**

713-635-4000

### **TDD (Hearing & Speech Impaired)**

713-635-6993

### **Public Comments**

713-658-0180

### **Lost & Found**

713-658-0854

### **RideShare**

713-224-RIDE (7433)

### **Crime Prevention Program**

713-615-6464

### **METRO Police**

713-224-2677

**RideMETRO.org**

# Addendum

The purpose of this policy is to ensure the safety of METRO/METROLift Drivers, staff, riders, and equipment and the continuity of service, against inappropriate behavior, damage, service interruptions, violence and unsanitary environmental hazards or conditions. This policy applies to all METROLift vans, minivans, and sedans.

Any individual that engages/threatens violent, disruptive or illegal conduct or creates unsanitary conditions or represents a direct threat to the health or safety of others may be temporarily denied service in accordance with this policy.

Activities or conditions include but are not limited to:

1. Any physical contact, intimidation and/or harassment toward a METROLift driver, staff or another rider
2. Talking too loudly or yelling
3. Eating or drinking on a METROLift van, minivan or sedan, unless such action is required under METRO's ADA reasonable accommodation provisions
4. Attempting to distract driver's attention
5. Playing loud music
6. Smoking or vaping
7. Discarding litter on the vehicle
8. Inconsiderate cell phone usage or use of cell phone speaker
9. Not wearing pants, shirt and shoes.
10. Attempts to threaten or intimidate a METROLift driver, staff or another rider
11. The use of profanity whether directed at other riders, staff or in general use in conversation
12. Attempting to board with large carriages, carts or an excessive number of bags which require more than one boarding of the vehicle,



unless such action is required under ADA's reasonable accommodation provisions

13. Attempting to board with bags or other packages which are leaking or draining or otherwise unsanitary
14. Attempting to board the bus with visible signs of any insect infestation (Bed bugs, fleas, roaches, etc.) or other unsanitary condition. \*
15. Participation in illegal or other activity, including but not limited:
  - a. Use or sale of illegal substances
  - b. Possession of or drinking from an open container of alcohol
  - c. Possession of weapons, explosive or hazardous materials
  - d. Gambling
16. Damaging or destroying transit vehicles, facilities/properties or the personal property of another passenger or transit driver
17. Throwing objects out of windows
18. Creating unsanitary conditions which expose riders and transit personnel to health risk such as bodily fluids, feces, open wounds, trash
19. Panhandling on METROLift Vehicles and Facilities
20. Failure to follow the lawful direction of the transit personnel or other authorities
21. Misuse of fare media

If it has been determined that the behavior of a rider warrants the denial or suspension of service, the duration of the suspension shall be determined by METRO personnel based upon the nature and severity of the infraction and \*METRO reserves the right to require riders to provide assurances that the violating behavior will not be repeated during transport before restoring service. \*

All violent and/or illegal conduct that occurs during transport shall be reported to local law enforcement.