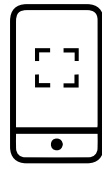




METRO LIFT

PROGRAM GUIDE

1900 Main • P.O. Box 61429 • Houston, TX 77208-1429
713-225-0119 • 713-652-8969 TDD • RideMETRO.org



METROLIFT SERVICE TOOLS

Learn more about MACS-WEB, METROLift Service Alerts, and our Fare Calculator.

MACS-WEB Trip Planner

As a METROLift subscriber, you can schedule your trips days in advance, manage and track your daily travels in real-time, and even prepay your fare using our convenient EZ Wallet feature. Visit **MACSWEB.RideMETRO.org** or scan the MACS-WEB QR code to get started.



METROLift Service Alerts

Stay connected with METRO by subscribing to receive information directly to your phone or email. Visit **RideMETRO.org/METROLiftAlerts** or scan the Service Alert QR code to receive updates regarding your route, system news and announcements, METRO project updates and more.



Fare Calculator

METROLift riders can scan the QR Code or calculate their fare online:

1. Visit **Map.RideMETRO.org**
2. Click the **METROLift icon**
3. Select "**Open Fare Calculator**" and add in a pick-up address and a drop-off address



Travel Training Form

Scan to schedule a Travel Training appointment with our team for personalized, one-on-one training to help you achieve your travel goals. You'll receive firsthand experience riding METRO services, while building the skills and confidence needed for independent travel through guided demonstrations.



EZ-Wallet

Scan to learn more about EZ-Wallet.



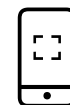
1900 Main
P.O. Box 61429
Houston, TX 77208-1429
713-225-0119
713-652-8969 TDD
RideMETRO.org

Dear METROLift Rider:

Welcome to METROLift! This program guide will introduce you to METROLift transportation and provide the essentials you need to use the service. For your convenience, this information is available in multiple formats upon request.

METROLift is a shared-ride public transit service. In accordance with the Americans with Disabilities Act (ADA), the travel times and timeliness of this service is 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. Please note that you have the ability to use accessible fixed-route METRO bus and light-rail service whenever possible.

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



Visit RideMETRO.org/METROLiftAlerts or scan the Service Alerts QR code found inside the cover page to subscribe to the latest METROLift news and updates.

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METRO Buses and METRORail are 100% Accessible!

Transportation Choices:

METRO fixed-route bus and **light-rail** services are **100% accessible**, requiring no advance notice to ride. Try one of our convenient routes and take control of your daily travels. Call or text **713-635-4000 (TDD 713-635-6993)** for all the details.

If you are unfamiliar with riding our fixed-route bus and rail service and would like to learn more, please call **713-750-4234** to speak with a METRO Travel Trainer for assistance.

Accessible Bus Features Include:

- Ramps or lifts on all buses
- Many METRO buses offer a kneeling feature to assist with boarding (upon request) — standees on lifts are permitted under the ADA
- Two priority-seating areas for the elderly and people with disabilities
- Easy-to-reach call bells and special securement belts designed to secure the mobility devices of customers who use a wheelchair or scooter in two 30" x 48" wheelchair securement areas
- Bus pads, sidewalk links, and curb cuts at most bus stops
- Solid square metal poles at bus stops
- Automated audio and visual announcements on buses at major stops, main intersections and transfer points along each route
- Large, brightly-lit 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

All METRORail vehicles and stations are ADA Accessible:

- All METRORail stations feature automated audio and visual announcements — including next train arrivals
- METRORail vehicles run level with station platforms for easy boarding
- Vehicles provide audio and visual stop announcements for each station
- METRORail vehicles offer four exclusive areas for wheelchair riders — no securements required — or they may sit wherever space is available
- METRORail 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 Downtown Theater District to the Historic East End with the Magnolia Park Transit Center as its destination.

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, Texas Medical Center and NRG Park.

METRO is committed to providing a public transportation system for everyone. We encourage customers with disabilities to take advantage of the freedom, independence, flexibility and reliability provided by our accessible bus and light-rail network.

METRO Freedom Q® Card

A METRO 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 METRO Freedom Q® Card, which will be mailed with their welcome packet. You can pick up or replace your METRO Freedom Q® Card at METRO's RideStore located at 1900 Main Street, Monday through Friday, 7 a.m. until 6 p.m. Each replacement METRO Freedom Q® Card cost \$10 (cash or card accepted ONLY) after a one-time courtesy.

When boarding your bus, show the Operator your valid METRO Freedom Q® Card picture ID, then tap the card on the reader. You will hear a beep when the fare has been accepted and a green light will display on the reader.

The METRO Freedom Q® Card cannot be used for reduced fare trips on the METROLift Subsidy Program (MSP) / Same-Day Trip or for METROLift service. If you need information regarding the use of our lift or ramp-equipped buses, please visit the METRO RideStore or call or text **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 buses can accommodate **your needs without any advance** schedule. This gives you the freedom to travel where and when you want 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, Texas (METRO) 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 customer who is unable to access the van using the stairs. **Please note that customers cannot request specific vehicle types.** METROLift is a curb-to-curb service with assistance beyond the curb provided upon request.

METROLift transports thousands of customers each day and we rely on our customers to immediately inform METROLift Dispatch when service issues occur. A strong partnership with our customers enables METROLift to respond quickly to service issues, reducing wait times. 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 contractors to provide transportation services to METROLift riders. If you have questions, please call the METROLift Customer Service department at 713-225-0119. The Authority relies on current contact information to provide regular updates for our riders and subscribers.

Visit **RideMETRO.org/MyInfo** to stay informed by providing us with your up-to-date cell phone number and / or email address.

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, customers 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 destination and the name of their customer
- Verify the identity of the customer by visually inspecting their METRO Freedom Q® Card
- Collect the proper fare before assisting the customer onto the vehicle
- Aid the customer by pushing the manual wheelchair, offering a hand or forearm for guidance or balance
- Operate the lift for any customer who requests it
- Always be courteous and respectful

Operators are prohibited from:

- Losing sight of the vehicle
- Leaving customers in the vehicle unattended
- 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 including: tickets or passes, keys and money
- Entering a customer's house, apartment or commercial property
- Locking / unlocking doors or arming / disarming alarm systems to a residence or business
- Using a personal cell phone while operating the vehicle or assisting a customer

Required Securements

To ensure maximum safety for all, passengers are required to wear a METRO-furnished seat belt traveling in a 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 seat belts are provided:

- The first seat belt goes around you and attaches to the floor while you ride the METROLift vehicle

- While you are moving up or down on the wheelchair lift, a METROLift furnished seat belt is available, but not required

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

Vehicle Seating

METROLift vehicles do not offer assigned seating. 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 and 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

Anyone engaging in negligent, malicious or repeated actions that result in the loss of service or create an unsafe environment for METRO staff, contractors or transit equipment is prohibited. Those found in violation of this policy are subject to enforcement actions, including:

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

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

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

Any individual who engages or threatens violent, disruptive or illegal conduct, creates unsanitary conditions, or poses 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. 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 the driver
5. Playing loud music
6. Smoking or vaping
7. Littering on the vehicle
8. Inconsiderate cell phone usage.
This includes holding conversations on speaker
9. Not wearing pants, shirts, or shoes
10. Attempting to threaten or intimidate a METROLift driver, staff, or another rider
11. Using profanity, whether directed at others, or in general 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 that are leaking or draining, or otherwise unsanitary
14. Attempting to board the bus with visible signs of insect infestation (bed bugs, fleas, roaches, etc.) or other unsanitary conditions.*
15. Participation in illegal activities. These include but are not limited to:
 - a. Use or sale of illegal substances
 - b. Possession of, or drinking from, an open alcohol container
 - c. Possession of weapons, explosives, 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 that expose riders and transit personnel to health risks. This includes, but is not limited to bodily fluids, feces, open wounds, and trash
19. Panhandling on METROLift vehicles and facilities
20. Failure to follow the lawful direction of transit personnel or other authorities
21. Misuse of fare card.

Example: Providing a fare card to anyone other than the registered rider.

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 on the nature and severity of the infraction. 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 occurring during transport shall be reported to local law enforcement.

Service Animals

The term "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 to ensure space is reserved. Non-service animals (pets) are allowed to travel only in an animal carrier transported by the customer.

Packages

Customers must handle their own packages and only the amount that can be safely carried 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 customer must handle all packages beyond the curb or make arrangements for assistance.

Telephone Calls Are Recorded

METROLift records and monitors all calls to our to help 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 a local bus due to their disability. Eligibility is based on a functional limitation preventing the customer 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 must certify the applicant’s disability. METRO makes the final eligibility decision based on 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

Customers 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 fully complete the METROLift eligibility form, including your signature on the line marked “Applicant’s Signature.” Then 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 a 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 their professional letterhead or prescription form, verifying completion of your METROLift eligibility form. Remember, both the fully completed eligibility form and the doctor’s 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 be sent to you.

Applications are available on the METRO website, RideMETRO.org, and at the METRO RideStore located at 1900 Main St. at St. Joseph Parkway. Please return 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 an in-person eligibility interview appointment Monday through 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 they do not call to schedule or fail to keep their in-person eligibility interview appointments. As a result, 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 customer has the right to use the service until a decision is made.

Eligibility decisions are based on information provided by healthcare professionals and the applicant’s functional abilities to navigate the fixed-route bus and light-rail system in accordance with the ADA. Eligible rider certification will be classified as permanent, standard or temporary. Riders classified as standard or temporary will be notified by letter to reapply for service 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.

Each of these options provides you with the opportunity to be heard and present information / arguments as to why you believe your eligibility should be approved or changed. If you decide to request an appeal hearing via mail or if you 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. Customers 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

Fare Policy

METROLift drivers CANNOT accept cash fare payments, only tickets or passes. Before boarding the METROLift vehicle, show the driver your **state-issued photo ID or METRO Freedom Q® Card**.

- **METROLift Base Fare: \$1.25**
Offers one-way travel anywhere within the METROLift base service area
- **METROLift Premium Fare: \$2.50** (two \$1.25 tickets)
Offers travel within the 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 a 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 or for MSP / same-day service***)
- **METROLift Annual Pass: \$418.50**
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 or for MSP / same-day service***)
- Riders without proper fare may not board.
- Note: You must have a METROLift fare ticket or a monthly / annual pass to ride. Cash is not accepted.



Scan the Fare Calculator QR code inside the cover page to learn more.

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, 7 a.m. to 6 p.m.

By mail:

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

The online store:

1. Visit **METRORideStore.org** to get started
2. Find **METROLift Tickets and Passes** and click “**Learn More**”
3. Click on the **METRO Online Store**
4. Select your ticket and click “**Continue**”

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

Find a vendor near you:

1. Visit **RideMETRO.org**
2. Click on the **Riding METRO** Tab
3. Select **Transit Services**
4. **METROLift**
5. Scroll down to “**Retail Locations**” to find a vendor near you*

*Check the store for ticket / pass availability.

MACS & MACS-WEB / EZ-Wallet

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

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



Scan the QR code inside the cover page to learn more.

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. Please note that while both passes look the same, the date stamp is what makes the pass valid.

METROLIFT OPERATING HOURS

When Does METROLift Service Operate?

Paratransit is designed to be “comparable” to METRO 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 service. 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 the METRO Board of Directors.

The current METROLift service area encompasses 808 square miles and is composed of the 557 square mile ADA required service area (base service area) and a 251.4 square mile ADA non-required service area.

 Scan the Fare Calculator QR code inside the cover page to verify if your address is in the extended or base area.

Required ADA Service Area and Times

The 557-square mile ADA required service area encompasses locales within 3/4 mile of bus and rail routes. Origins and destinations within this area have paratransit service that is comparable to bus and light-rail times:

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

Non-Required ADA Service Area and Times

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

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. Now you can book your online Saturday, Sunday and Monday trips each Friday.

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. You can even navigate using key commands and / or the touch-tone keypad.

Speak to a Reservation Specialist: Book your trip 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 a.m. to 5 p.m., Saturdays, Sundays and Holidays for customers to request service the following day by calling 713-225-0410.

What Is My METROLift Fare?

Calculate your METROLift fare in advance by scanning the QR Code or go online:

- 1. Visit **Map.RideMETRO.org**
- 2. Click the **METROLift icon**
- 3. Select "**Open Fare Calculator**" and add in a pick-up address and a drop-off address

This tool will plot the two addresses on the map and let you know the fare amount for the trip. The tool will also help with customer questions like, “Is my address within 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
- Identify any additional passengers traveling with you
- Provide a phone number at which you can be reached during 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, 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 provides.

Once Reservations closes at 5 p.m., your trip will be scheduled and assigned a specific 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 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 arrive at your destination by a certain time, METROLift recommends requesting an appointment time for your trip. To ensure timely arrival, METROLift may drop you off at your destination up to an hour before your scheduled appointment. If your destination is not open, please contact METROLift dispatch at 713-225-0119. You may consider allowing a time cushion for unexpected service delays. For example, you may consider requesting a METROLift appointment time earlier than 8 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 be delayed at the scheduled pick-up time, resulting in the trip to be counted 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 (1) 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 include:

- New Year’s Day
- Martin Luther King, Jr. Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas 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 exit 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 customers 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. Customers 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 on a partnership between our customers, 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 part, you will get to your destination on time. Being ready and waiting 15 minutes before your scheduled time can help prevent service delays. Also, 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. Both MACS and MACS-WEB offer customers 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.

When using the MACS system, 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. Visit RideMETRO.org to access MACS-WEB.

Toll-Free Dispatch Number

Call METROLift dispatch toll-free at **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 reservation.

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 Dispatch prior to your vehicle's arrival to avoid receiving a no-show.

Need to Cancel A Trip?

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

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

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.

Definitions

A **no-show** is when a vehicle arrives at the scheduled time and location; however, both the customer and driver do not connect causing the vehicle to leave without the customer. Note: A customer has five (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 = Five (5) day service suspension

- 3rd violation = 10 day service suspension
- 4th violation = 15 day service suspension
- Five (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 begin 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 an 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 present information / arguments as to 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

Customers 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 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 and location. Comments can be received by visiting RideMETRO.org or calling the METRO Public Comment Line at 713-652-0180 (TDD 713-635-6993). Comments help METROLift staff improve service and are treated confidentially. On average, comments will be processed within seven (7) to ten (10) business days.

ADA COMPLAINT PROCESS

How to File a Complaint for Potential ADA Non-Compliance

The Metropolitan Transit Authority of Harris County, Texas (METRO) will investigate all complaints from individuals alleging discrimination in METRO 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 a METRO ADA Complaint Form.

Visit RideMETRO.org to access the ADA Complaint form online.

All ADA Complaint Forms 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 or not the complaint 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 the completed complaint form. METRO may contact the complainant if more information is needed to resolve the situation.

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 issue 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 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 METRO Freedom Q® Fare Card 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 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. Visitors 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, clicking the “FARES” tab and then going to the "All About Fares." 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. Please refer to page 15 for METROLift fare information.

Lost & Found

If you leave something on a METROLift vehicle, METRO does not assume responsibility for the item. Report lost or stolen items by calling METROLift dispatch at 713-225-0119. Found items will be initially returned to the contractor’s office and later transferred to METRO Lost and Found at 1900 Main Street. To check on your missing item, call METRO Lost and Found at 713-658-0854. Please note that all items turned into METRO will be held for up to 30 days.

If your METRO Freedom Q® 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 each.

OTHER METROLIFT PROGRAMS

Feeder Service

METROLift Feeder Service offers customers the freedom and flexibility to set their own “fare-free” schedules by combining METROLift with fixed-route and light-rail service. Passengers schedule a ride on METROLift from their home **to the nearest Transit Center, Park & Ride lot, or METRORail station**. From there, take a METRO 100% accessible bus or light-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, call 713-615-6241

METROLift Travel Training

All METRO-owned transit vehicles, METRORail station platforms are accessible under the standards of the Americans with Disabilities Act (ADA).

For your convenience, we encourage you to consider using METRO bus, light-rail or METRO curbside services. If you’re unfamiliar with, or nervous about riding, we offer travel trainers. These trained professionals can help you learn how to best use METRO services.

Get connected with a travel trainer by:

- Signing up using the Travel Training Form at [RideMETRO.org/TravelTraining](https://www.ridemetro.org/traveltraining)
- Calling 713-750-4234
- Sending an email to METROTravelTraining@RideMETRO.org

METROLift Subsidy Program (MSP) / Same-Day Trip

If you are a METROLift rider and you would like to request a MSP / Same-Day Trip or you have questions, please call zTrip at 713-255-7024. Riders will pay \$1.25 fee for up to 4-mile trips by cash, credit, or debit card. If the rider’s request exceeds 4 miles, the rider will also pay the difference. zTrip is great for short-distance trips based on service availability.

Customers will receive the following benefits:

- Same-day service
- No reservation required; call zTrip 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
- An attendant can accompany the rider for free (1 rider)
- Wheelchair accessible minivans are available upon request

Call zTrip at 713-255-7024, give the reservationist your ID number, and request a “MSP Trip.”

Learn more about METROLift service and METRO’s other travel options by calling the METROLift Customer Service Center at 713-225-0119 for more cost-efficient options.

METROLift Advisory Committee (MAC)

The METROLift Advisory Committee (MAC) 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 RideMETRO.org/METROLift for a list of current 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 travels. On the day of service, customers will receive an automated call before their scheduled trip, informing them that the driver will arrive shortly. Customers should gather their belongings and be ready to meet the vehicle at their schedule pickup time, **NOT** based on information or notification calls.

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 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, MACS at 713-739-4690 or MACS-WEB by visiting 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 Recommended Stops at Major Locations

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

Hospitals / Medical Facilities

Ben Taub Hospital

1502 Ben Taub Loop, Houston, TX 77030

Christus St. Joseph Hospital

1401 St. Joseph Pkwy, Houston, TX 77002

Christus St. Joseph Cullen Family Bldg.

1404 St. Joseph Pkwy, Houston, TX 77002

Houston Methodist Hospital

6565 Fannin Street, Houston, TX 77030

Houston Methodist Scurlock Tower

6560 Fannin Street, Houston, TX 77030

Houston Methodist Smith Towers

6550 Fannin Street, Houston, TX 77030 — (all pickups at Scurlock Tower), enter off Fannin or Main

Houston Methodist Outpatient

6445 Main Street, Houston, TX 77030 — enter off John Freeman, exit Fannin

Houston Northwest Medical Center

710 Cypress Creek Pkwy, Houston, TX 77090

LBJ Hospital

5600 Kelley Street, Houston, TX 77026

Martin Luther King Jr. Health Center

3550 Swingle Road, Houston, TX 77047

MD Anderson Hospital

1515 Holcombe Blvd, Houston, TX 77030 — enter off MD Anderson Blvd @ Bates, exit on Holcombe

Memorial Hermann Hospital

6411 Fannin Street, Houston, TX 77030 — enter off Cambridge, exit on Fannin

Memorial Hermann Hospital Greater Heights

1635 North Loop W Fwy, Houston, TX 77008 — enter off Ella Blvd, pickup between Medical Plaza 1 and Emergency Room

Memorial Hermann Hospital Memorial City

921 Gessner Rd, Houston, TX 77024 — enter off Gessner, pickup by the Emergency Center (METROLift sign)

Memorial Hermann Hospital Southwest

7600 Beechnut Street, Houston, TX 77074 — pickup between Medical Plaza 1 and Medical Plaza 2 (METROLift sign)

Memorial Hermann Professional Bldg.

6410 Fannin Street, Houston, TX 77030 — enter off Fannin, exit Main

Park Plaza Hospital

1313 Hermann Drive, Houston, TX 77004

Park Plaza Professional Building

1213 Hermann Drive #510, Houston, TX 77004

St. Luke's Hospital

6720 Bertner Ave, Houston, TX 77030 — enter off Bates, exit on Bertner

The Institute for Rehabilitation and Research (T.I.R.R.)

1333 Moursund Street, Houston, TX 77030

V.A. Blind Administration Building

2020 Old Spanish Trail, Houston, TX 77054
Building #108

V.A. Hospital (main pickup)

2020 Old Spanish Trail, Houston, TX 77054

Shopping

Almeda Mall

555 Almeda Mall, Houston, TX 77034

Gulfgate Center

520 Gulfgate Center Mall, Houston, TX 77087

Memorial City Mall

303 Memorial City Way, Houston, TX 77024

Meyerland Plaza

420 Meyerland Plaza, Houston, TX 77096

PlazAmericas Mall

201 Sharpstown Center, Houston, TX 77036

The Galleria Mall

5085 Westheimer Road, Houston, TX 77056

West Oaks Mall

1000 Hwy 6, Houston, TX 77082

Willowbrook Mall

2000 Willowbrook Mall, Houston, TX 77070

Workshops / Activity Centers

Houston Center for Independent Living (HCIL)

11111 Wilcrest Green Drive, Houston, TX 77042
Suite #385

The Center for Pursuit

4400 Harrisburg Blvd, Houston, TX 77011

The Lighthouse of Houston

3602 W Dallas Street, Houston, TX 77019

Recreation Locations

Minute Maid Park
401 Hamilton Street, Houston, TX 77002

NRG Arena
One NRG Park, Houston, TX 77054

NRG Center
One NRG Park, Houston, TX 77054

NRG Stadium
8100 N Stadium Dr #12, Houston, TX 77054
Gate #12

Toyota Center
1500 Bell Street, Houston, TX 77002

Airports

George Bush Intercontinental Airport (IAH)
2800 N Terminal Road, Houston, TX 77032 — Terminal C Baggage Claim Door C-104

Hobby Airport (HOU)
7800 Airport Blvd, Houston, TX 77061 — Lower Level, Baggage Claim



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

- METROLift van
- METROLift 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)

Access the METROLift automated telephone system to manage your travels via dispatch, reservations, speech command or using the touchpad

To use MACS, Select menu option one (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:
24 hours a day / 7 days a week
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

Access the METROLift automated computer system by visiting 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

713-635-4000 (call or text)