



# METRO LIFT

## PROGRAM GUIDE

1900 Main • P.O. Box 61429 • Houston, TX 77208-1429

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



## Contact Information

### **METROLift Reservations**

713-225-6716

Monday–Friday, 8 a.m.–5 p.m.

### **METROLift Automated Phone System**

713-739-4690

Monday–Sunday, 5 a.m.–5 p.m.

### **METROLift AI Call Agent**

346-245-5189

### **METROLift Dispatch**

713-225-0410

Monday–Friday, 8 a.m.–5 p.m.

### **METROLift Customer Service**

713-225-0119

Monday–Friday, 10 a.m.–5 p.m.

### **MSP (zTrip)**

713-255-7024

### **Travel Training**

713-750-4234

[METROTravelTraining@RideMETRO.org](mailto:METROTravelTraining@RideMETRO.org)

### **METROLift Policy Administration**

713-652-4325

### **METROLift Appeals**

713-652-4328

### **METRO Customer Contact Center**

Call or text 713-635-4000

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

713-652-8969

### **Public Comments**

713-658-0180

### **Lost & Found**

713-658-0854

### **METRO curb2curb**

713-739-RIDE (7433)

### **METRO Police**

713-224-2677(COPS)



**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 bus and METRORail service. Please read this policy brochure carefully to understand the type and level of service that METROLift provides. You also have access to METRO's accessible Local Bus, Park & Ride bus, METRORail and METRO curb2curb services whenever those services are appropriate for your trip.

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



**Scan the QR code** or visit  
**RideMETRO.org/METROLiftAlerts** to subscribe  
to the latest METROLift news and updates.

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

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 offered by our accessible bus and rail network.

## **Transportation Choices**

METRO Local Bus, Park & Ride bus, METRORail and METRO curbside services are fully accessible. Call or text 713-635-4000 for details.

If you are unfamiliar with riding any of METRO's services and would like assistance, speak with a **Travel Trainer** at **713-750-4234**.

## **Accessible Bus Features Include**

- Ramps or lifts on all buses; ADA guidelines permit standees on lifts
- Many buses offer a kneeling feature to assist with boarding upon request
- Priority seating areas for older adults and people with disabilities
- Easy-to-reach call bells
- Securement belts designed to safely secure mobility devices 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 to assist those with visual impairments
- Automated audio and visual announcements at major stops, key intersections, and transfer points along each route
- 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 Accessibility Features

- All METRORail vehicles and stations are ADA accessible
- Level boarding at every station, allowing easy access between the platform and METRORail vehicles
- Automated audio and visual announcements at all stations, including next-train arrival information
- Audio and visual stop announcements provided onboard for each station
- Four designated areas for wheelchair riders on every vehicle — no securements required — with the option to sit anywhere space is available
- Automatic doors with sensitive edges that prevent closing when an object or person is detected
- 32-inch wide doors to support easy entering and exiting of rail cars
- Accessible station signage, including fare machines with Braille and raised-letter instructions
- Platform surfaces with truncated domes to help pedestrians with visual impairments differentiate the platform edge from surrounding sidewalks

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

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

**700 Red Line**: Provides service from the Northline Transit Center/HCC to Fannin South Park & Ride, with major stops including Downtown, the Museum District, the Texas Medical Center, and NRG Park



## What Is METROLift and How Does it Work?

METROLift is a shared-ride public paratransit service provided in accordance with the Americans with Disabilities Act (ADA), for customers with disabilities who cannot independently board, ride, or disembark from METRO's fixed bus and METRORail services.

METROLift operates wheelchair-lift vans and ramp-equipped minivans that can accommodate riders using wheelchairs or scooters. Boarding chairs are available for customers who cannot use the vehicle stairs (**please note: specific vehicle types cannot be requested**).

METROLift is a curb-to-curb service, with assistance beyond the curb available upon request. Vehicles make multiple stops to pick up and drop off other passengers along the way. Riders should plan for additional travel time due to these stops and any unexpected delays. All trips receive equal priority, whether traveling to work, medical appointments, shopping, restaurants, sports events, or any other destination.

During peak hours, riders may choose to use Transportation Network Company (TNC) service through the On Demand app, depending on availability. Each trip requires the rider's consent before using a TNC. While TNCs provide additional travel options, the drivers are not required to assist riders to or from the vehicle, as the service model is designed for efficiency rather than assisted boarding.

## Additional Support and Contact Information

Riders may request assistance when scheduling their trip, on the day of service by calling **METROLift Dispatch** at **713-225-0410**, or directly from the driver at pick-up or drop-off. Assistance beyond the curb is provided when requested or when needed due to unforeseen circumstances. For safety, drivers are encouraged to maintain awareness of their vehicle while assisting customers.

# METROLIFT RULES OF THE ROAD

## Operator Duties and Conduct Standards

### **Operators are expected to:**

- Operate vehicles safely under all circumstances
- Wear approved METROLift uniforms and display proper Operator identification
- Exit the vehicle and announce their destination and the customer's name
- Verify customer identity by visually inspecting the RideMETRO Fare Card
- Collect the proper fare 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
- Remain courteous and respectful at all times

### **Operators are prohibited from:**

- Losing sight of the vehicle for extended periods of time
- Leaving customers unattended in the vehicle for extended periods
- Operating controls of electronically operated devices, motorized wheelchairs, or scooters
- Accepting tips or gifts of any kind
- Retrieving personal belongings from a customer's purse, bag, backpack, or pouch—including tickets, passes, keys, or money
- Entering private property including residences or businesses
- Locking or unlocking doors or arming/disarming alarm systems at any 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, riders must wear a METRO-furnished seat belt while traveling in a METROLift vehicle.

For passengers using wheelchairs, the operator must secure the wheelchair using specially designed tie-downs. METROLift also provides two seat belts:

**Primary securement belt:** This belt goes around the passenger and attaches to the floor while riding in the vehicle.

**Lift securement belt:** This belt is available while moving up or down on the wheelchair lift, but it is not required.

All passengers must remain in place until the vehicle has stopped and the operator 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. Operators may recommend a seat location to facilitate safe and efficient loading and unloading.

All children under eight (8) years of age — unless taller than fifty seven (57) inches — must travel in an approved child seat furnished by the parent or accompanying adult, regardless of vehicle type.

## **Passenger Code of Conduct and Disruptive Behavior**

The Passenger Code of Conduct and Disruptive Behavior Policy ensures the safety of METRO and METROLift drivers, staff, riders, and equipment, and supports the continuity of service. This policy protects against inappropriate behavior, damage, service disruptions, violence, and unsanitary environmental hazards or conditions. It applies to all METROLift vans, minivans, and sedans.

Any negligent, malicious, or repeated actions that create an unsafe environment, cause damage, disrupt service, or interfere with METRO staff, contractors, or transit equipment are prohibited. Individuals who violate this policy are subject to enforcement actions, which may include:

- Verbal or written warning
- Immediate suspension or a defined suspension period
- Criminal citation

METRO Police may also be engaged when addressing violations of the Passenger Code of Conduct.

## **Prohibited Activities and Conditions**

Activities or conditions that violate this policy include, but are not limited to:

1. Physical contact, intimidation, or harassment toward a METROLift driver, staff member, or another rider
2. Talking excessively loudly or yelling
3. Eating or drinking on a METROLift vehicle

4. Attempting to distract the driver or disrupt service
5. Impairing or interrupting public transportation operations
6. Disorderly conduct in public space
7. Assault or threats of assault
8. Playing loud music
9. Smoking or vaping
10. Littering on the vehicle
11. Inconsiderate cell phone use, including conversations on speaker
12. Not wearing pants, shirts, or shoes
13. Using profanity, whether directed at others or in general conversation
14. Attempting to board with large carriages, carts, or an excessive number of bags requiring more than one boarding
15. Attempting to board with leaking, draining, or otherwise unsanitary bags or packages
16. Attempting to board with visible signs of insect infestation (e.g., bed bugs, fleas, roaches) or other unsanitary conditions
17. Participation in illegal activities, including but not limited to:
  - Use or sale of illegal substances
  - Possession of, or drinking from, an open alcohol container
  - Possession of weapons, explosives, or hazardous materials
  - Gambling
18. Damaging or destroying transit vehicles, facilities, property, or the personal property of another passenger or driver
19. Throwing objects out of windows
20. Creating unsanitary conditions that expose riders or personnel to health risks, including bodily fluids, feces, open wounds, or trash
21. Panhandling on METROLift vehicles or at METROLift facilities
22. Failure to follow the lawful direction of transit personnel or other authorities
23. Misuse of a fare card, including providing a fare card to anyone other than the registered rider

## **Enforcement and Service Restoration**

If METRO determines that a rider's behavior warrants denial or suspension of service, the duration of the suspension will be based on the nature and severity of the infraction. METRO may require the rider to provide assurances that the violating behavior will not recur before service is restored.

All violent or illegal conduct occurring during transport will be reported to local law enforcement.

## **Service Animals**

A service animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability. Service animals must remain under the handler's control at all times. 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) may 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 assistance from another person, to board, navigate, ride, or disembark from an accessible bus.

**Category 2:** Individuals with disabilities who can use an accessible vehicle but need to travel on a bus or rail train that is inaccessible.

**Category 3:** Individuals with disabilities who are prevented from getting to or from a bus stop due to a functional limitation that prevents them from walking or rolling to the stop without assistance.

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 bus service.

Healthcare professionals must certify the applicant's disability. METRO makes the final eligibility decision based on the applicant's functional ability to navigate the METRO bus and METRORail system in accordance with the Americans with Disabilities Act (ADA).

### Eligibility & Recertification

To use METROLift services, customers must complete and submit the METROLift eligibility form. The form must be filled out in full to ensure proper processing.

After you complete and sign the form on the line marked **Applicant's Signature**, the physician must complete and sign the medical section of the form.

The healthcare professional must clearly describe how your disability prevents you from boarding, navigating, riding, or exiting a local bus, even when accessible features are available—such as lifts, ramps, stop announcements, or improved bus stop infrastructure.

You must also ask your doctor, or another licensed or certified healthcare professional, to sign a letter or prescription on their official letterhead confirming that they completed the medical section of your METROLift eligibility form. Both the fully completed eligibility form and the doctor's signed verification must be submitted to METROLift for processing. Missing information will delay the processing of your application.

To request a METROLift application, passengers may contact the **METROLift Customer Service and Eligibility Department** at **713-225-0119** between 10 a.m. and 5 p.m., Monday through Friday. Applications may also be completed electronically through the **How to Apply** section of the METRO website at **RideMETRO.org/METROLift**, where applicants can submit the online form and upload all required supporting documents.

For those who prefer a paper application, the form may be printed from the website or **obtained in person at the METRO RideStore**, located at **1900 Main St., Houston, Texas 77002**, which is open Monday through Friday from 7 a.m. to 6 p.m.

Completed applications should be returned by mail to **METROLift Eligibility, P.O. Box 61429, Houston, TX 77208-1429**, or submitted by fax to 713-652-4338.

## **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 three (3) 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](mailto:Suspension.Appeals@RideMETRO.org)

The decision of the Appeals 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 OPERATING HOURS**

**When Does METROLift Service Operate?**

Paratransit is designed to be “comparable” to METRO 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 bus and METRORail 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.

**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 251-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.

## METROLIFT FARES

### RideMETRO Fare Card for METROLift Users

The RideMETRO Fare Card is now available for \$2.00. This card replaces the METROLift Freedom Q® Card and serves as your official METROLift I.D. Riders may also use a photo I.D. when boarding METROLift vehicles.

**The RideMETRO Fare Card must be tapped to validate free fare when using Local Bus, Park & Ride, METRORail, and METRO curb2curb services.**

### How to Order Your RideMETRO Fare Card

**Follow these steps to order your card online:**

- Visit **METRORideStore.com**
- Select the **METROLift Card option** and click **Add to Cart**
- Enter your **METROLift customer ID number** and click **Continue**
- Verify the card user's name and METROLift ID and click **Add to Cart**
- Enter your contact information, shipping address, and payment method
- Click **Place Order**

Your RideMETRO Fare Card will be mailed to you in five (5) to seven (7) business days.

### Coming Soon for METROLift Riders

METRO is upgrading its fare system to offer a simpler and more flexible way to pay for trips. Once launched, METROLift riders will be able to:

- Tap a RideMETRO Fare Card, credit/debit card, or mobile wallet—no paper tickets required
- Earn rewards: one free ride for every ten (10) paid rides
- Track and manage payments and rewards through the RideMETRO app

METROLift paper tickets and passes will remain valid and available for purchase for a limited time.

## Fare Policy

Before boarding the METROLift vehicle, show the driver your state-issued photo ID or RideMETRO Fare Card for METROLift users. You must have a METROLift fare ticket, monthly pass, or annual pass to ride. Cash is not accepted.

| Fare Type           | Cost                                 | Where to Purchase              |                        |                  |                         |         |
|---------------------|--------------------------------------|--------------------------------|------------------------|------------------|-------------------------|---------|
|                     |                                      | METRO On Demand app or website | METRO Online RideStore | METRO RideStores | Participating retailers | By Mail |
| RideMETRO Fare Card | Not Available for METROLift Fare Use |                                |                        |                  |                         |         |
| One-Way Trip Ticket | <b>\$1.25</b>                        |                                |                        |                  |                         |         |
| 10 -Ticket Sheet    | <b>\$12.50</b>                       |                                |                        |                  |                         |         |
| Monthly Pass        | <b>\$47.25</b>                       |                                |                        |                  |                         |         |
| Annual Pass         | <b>\$418.50</b>                      |                                |                        |                  |                         |         |

## Where to Purchase METROLift Tickets

METROLift tickets are available at METRO RideStores, through the online store, at retail locations across the Houston region, and by mail.

### METRO RideStore Locations

#### **Downtown Transit Center**

1900 Main St.  
Houston, Texas 77002  
Monday–Friday  
7 a.m.–6 p.m.  
713-739-6968

#### **Main Street Square**

1001 Travis St.  
Houston, Texas 77002  
Monday–Friday  
8 a.m.–5 p.m.  
713-652-8994

#### **Fannin South Park & Ride**

1604 West Bellfort Ave.  
Houston, Texas 77054  
Monday–Friday  
6 a.m.–5 p.m.  
713-652-8937

#### **Northwest Transit Center**

7373 Old Katy Road  
Houston, Texas 77024  
Monday–Friday  
7 a.m.–5 p.m.  
713-739-6031

## **Online Store**

- Visit **METRORideStore.org**.
- Select **METROLift Tickets and Passes**.
- Choose your fare and click **Continue** to select the quantity.
- Click **Add to Cart** and review your cart.
- Select **Checkout** and follow the prompts.

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

## **Retail Vendors**

- Visit **RideMETRO.org/METROLift**.
- Scroll to **Retail Locations** to find a vendor near you using your zip code.
- Check with the store for ticket or pass availability.
- In the online listing, look for items such as “METROLift One-Way Trip Ticket” or “METROLift 10-Ticket Sheet + 1,” which indicate that the location sells METROLift tickets.

Example items that may appear in the listing:

- Buy and Reload RideMETRO Fare Card
- Day Pass
- METROLift One-Way Trip Ticket
- METROLift 10-Ticket Sheet + 1

*For participating retail locations, payment options vary by location.*

## **By Mail**

You can also order one-way trip tickets through the mail. Please include your ticket request, a check or money order, and your return address, and mail it to:

**METRO Customer Service**

P.O. Box 61429

Houston, Texas 77208-1429

Once your request and payment are received, your tickets will be mailed to you.

## Jury Duty Trips

METROLift provides a complimentary one-way trip for ADA paratransit-eligible customers traveling to jury duty on the original date of their summons.

Prospective jurors who are not selected may request a METRO jury pass from the court for their trip home. The pass will be date-stamped for same-day use and should be presented to the METROLift driver when boarding.

If you are selected for jury duty, ask the court for a jury pass stamped with a “valid through” date. While both types of passes look the same, the date stamp is what makes the pass valid.

## 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?”



**Scan the QR code** to begin using the METROLift Fare Calculator: visit **Map.RideMETRO.org**, **click the METROLift icon**, and select **Open Fare Calculator** to enter your pick-up and drop-off addresses.

## METRO ON DEMAND APP

### Getting Started with the METRO On Demand app

The **METRO On Demand app** lets you schedule trips, manage reservations, receive updates, and track your ride from your smartphone or computer. Follow the steps below to get started.



**Scan the QR code** or visit **OnDemandRideMETRO.org** to book your trip, manage reservations, and track your rides using METRO On Demand.

### Newly Approved Customers

- Download the **METRO On Demand app** or visit **OnDemand.RideMETRO.org**
- Select **Sign In**, then choose **Forgot Password**
- **Enter the email address** you provided during your METROLift interview
- **Check your email** and select the **password reset link**
- **Create a password** and **log in** to begin using METRO On Demand

**Note:** You do not need to register on the app, as your METROLift interview information has already established your account.

### Need to Add an Email Address?

If you did not provide an email address during your interview and would like to use the METRO On Demand app or website, contact **METROLift Customer Service** at **713-225-0119** to add an active email address to your account.

### Existing METROLift Customers

Existing customers who want access to the METRO On Demand app or website must contact **METROLift Customer Service** at **713-225-0119** to update and verify their account information.

### Don't Have an Email Address?

Customers without an email address may continue scheduling trips by calling the **METROLift Reservations Line** at **713-225-6716**.

# Using the METRO On Demand app

## How early or late can I book a ride?

You can book METROLift trips through the **METRO On Demand app** or website at **OnDemand.RideMETRO.org**. Rides may be booked up to three (3) days in advance and as late as one (1) day before your travel date.

*Example: For a Sunday trip, you can book as early as Thursday or as late as Saturday.*

## What if I need special accommodations?

All METROLift vehicles are accessible under the ADA. When booking, you'll be able to select any needed accommodations, including options for a wheelchair or mobility scooter, walker, or service animal.

## Do I need to book recurring rides each time?

No. If you take the same trip at the same time on different days, you can set up a Multi-Day Subscription so you don't have to book each ride individually.

## How can I view upcoming and past rides?

Tap **My Journeys** to view both upcoming and past trips. Select **View Details** to see trip-specific information.

## How will I know when my ride is nearby?

When you book a trip, you'll receive a requested time with a  $\pm 20$ -minute scheduling window. You'll get a text when you're next to be picked up and can track your vehicle as it approaches.

You'll receive another text when your vehicle arrives. Drivers may wait up to five minutes, so please be ready 15 minutes before your scheduled pickup time.

## What if I need to cancel my trip?

Go to **My Journeys**, select the ride, tap **View Details**, then tap **Cancel the Ride** and confirm. Please cancel as soon as you know the trip is no longer needed. A cancellation within two hours of the scheduled pickup time is considered a late cancellation. Excessive no-shows or late cancellations may result in suspension of METROLift riding privileges.

*For full details, refer to the METROLift No-Show / Late Cancellation and Suspension Policy on page 26.*

### **Once I'm in the vehicle, am I able to change my drop-off location?**

No. Drop-off locations cannot be changed once your trip has started. If you need a different destination, you may book a same-day trip through **zTrip** at **713-255-7024**.

## **SCHEDULING TRIPS**

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

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

#### **METRO On Demand app or website:**

- Book your trip, manage reservations, and track your rides in real time using the METRO On Demand app or website at [OnDemandRideMETRO.org](https://OnDemandRideMETRO.org).
- Monday–Sunday, 5 a.m.–5 p.m.
- Trips can be canceled or verified 24 hours a day on the METRO On Demand app or website.

#### **Automated Phone System :**

- Call the automated phone system at **713-739-4690** and follow the keypad prompts or speech commands, to book from your frequent list.
- Monday–Sunday, 5 a.m.–5 p.m.
- Trips can be canceled or verified 24 hours a day by calling **713-739-4690**.

#### **Speak To A Live Agent:**

- Book your trip at **713-225-6716**.
- Monday–Friday, 8 a.m.–5 p.m.
- Trips can be canceled 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.\*\****

For quick trip details or cancellations, **call the AI Call Agent at 346-245-5189** using your METROLift client ID and password.

*METRO requires that ALL reservations must be scheduled at least one (1) day in advance of your trip. Please note that all trips are subject to a scheduling window of 30 minutes. If your ride is late, please check the On Demand app or call METROLift Dispatch and speak to a representative. All methods of scheduling offer options in English and Spanish.*

## **Scheduling Tips**

- Schedule your return trip at the same time you make your reservation
- Have exact addresses ready when booking your trip
- Confirm any mobility aids to ensure proper space on the vehicle
- Have the appropriate fare ready for your trip
- Identify additional passengers traveling with you
- Provide a reachable phone number for the time of pick-up
- Review all trip details for accuracy at the time of reservation

## **Scheduling Windows and Trip Reminders**

When you book your trip, you will be given a scheduling window, which includes your pick-up time plus a 30-minute window. If the scheduling window does not meet your needs, you may request a new scheduling window up to one (1) hour before or one (1) hour after your originally scheduled time. Requests may be made with the reservations operator or online. All scheduled times depend on service availability.

To avoid confusion or unnecessary follow-up calls, have pencil and paper ready when scheduling your trip so you can write down the scheduling window provided by the operator or online system.

To receive a reminder notification of your scheduled window, you may use:

- **METRO On Demand app** or the website at **OnDemand.RideMETRO.org**
- **Automated Phone System** at **713-739-4690**
- **AI Call Agent** at **346-245-5189**

Reminder notifications are available after 7 p.m. the night before or on the day of service.

Customers may also request a new pick-up time the night before their trip, as long as the new time remains within the original one-hour scheduling window.

**The automated services—the AI Call Agent, OnDemand.RideMETRO.org, and the Automated Phone System—are available 24 hours a day, seven days a week.**

You will need your METROLift client ID number and password to use these systems.

Alternatively, you may also call the **METROLift Dispatch** at **713-225-0410**.

## Trip Planning Guidelines

If you need to arrive at your destination by a specific time, METROLift recommends requesting an appointment time for your trip. To help ensure timely arrival, METROLift may drop you off up to one hour before your scheduled appointment. If your destination is not open when you arrive, please contact **METROLift Dispatch** at **713-225-0119**.

**You may want to allow extra time for unexpected service delays.** For example, if you have an 8:00 a.m. medical procedure, consider requesting a METROLift appointment time earlier than 8:00 a.m. METROLift also has a one-hour turnaround time for the next leg of your trip when an appointment time is used.

**Please avoid scheduling your trips too close together.** Doing so may cause delays at your scheduled pick-up time and may result in the trip being counted as a no-show or placed on hold as a late cancellation. Both no-shows and late cancellations are violations of the **No-Show/Late Cancellation Policy** and may result in suspension.

**If you are traveling with an attendant, companion, or service animal,** be sure to include space for them when booking your trip.

**Attendant:** someone designated or employed to help the eligible rider meet personal needs. **Attendants ride free of charge.** Someone assisting the customer at the trip origin and/or destination also meets the definition of a personal care attendant. An attendant does not need to provide assistance while on the vehicle.

**Companion:** someone accompanying you on your trip who must pay the proper fare. Multiple companions (more than one) are scheduled on a **space-available basis**, and each companion must pay the proper fare regardless of age.

On certain holidays, METROLift closes the Reservations and Customer Service offices and operates with fewer vehicles. METRO observes the following holidays:

- 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, and our goal is to get you to your appointments on time. Total travel time includes the time required for other passengers to board, ride, and exit the vehicle.

Paratransit travel time should be comparable to a trip with the same origin and destination on the fixed-route bus system, including walk time, transfers, and wait times, within 15 minutes. This comparison applies except when circumstances are beyond METRO's control, such as inclement weather, traffic congestion, construction, or other unavoidable delays.

## **Standing Order Service (Formally Subscription Trips)**

Standing Orders—**formerly known as Subscription Trips**—may be available on a limited basis for customers who travel to and from the **same location at the same time each week** on a long-term, recurring schedule. Once a Standing Order is set up, you do not need to call the reservations line each time to schedule those trips.

Under the Americans with Disabilities Act (ADA), no more than **50% of METROLift's daily trips may be Standing Orders**. Because of this limit, availability for new Standing Orders is limited.

Standing Order customers must **cancel in advance** any trips they will not be taking. Failure to cancel may jeopardize your Standing Order service.

If you need to make changes to an existing Standing Order, you may contact the **METROLift Customer Service and Eligibility Department**.

Standing Order service is not available on holidays. If you normally have a Standing Order trip and still need to travel on a holiday, you must schedule a reservation using:

- **METRO On Demand app** or the website: **OnDemand.RideMETRO.org**
- **Automated Phone System** at **713-739-4690**
- **Reservations** at **713-225-6716**

*Reservations for holiday travel must be made on the last business day before the holiday*

## **Will-Call Trips**

We understand that when you go to a medical appointment, you may not know exactly when you will be finished. When scheduling your trip to the doctor through the **METROLift Reservations Center** at **713-225-6716**, you can request a Will-Call for your return trip. You do not need to provide a return time—just let the reservationist know you want a Will-Call trip.

On the day of service, simply call **METROLift Dispatch** at **713-225-0410** when you are ready to return. METROLift's goal is to have a vehicle pick you up within 59 minutes or less.

## 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. A drop-off is considered on time when METROLift meets your appointment time. METRO's goal is 90% or better on-time performance.

On-time service depends on a partnership between customers, drivers, and METRO staff. To help the driver locate you without delay, ensure METROLift has all gate codes and any special instructions on file.

Be ready when the vehicle arrives and proceed to the vehicle immediately. Being prepared and waiting 15 minutes before your scheduled time can help prevent delays. Drivers may arrive early; you may leave early if you are ready, or the driver will wait until your scheduled pick-up time. Customers have five (5) additional minutes from the scheduled time before the vehicle may be cleared to leave without the customer.

If your vehicle arrives more than 30 minutes before your requested appointment time and there is a safety concern, inform the driver so they can contact dispatch.

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

Use the **METRO On Demand app**, the website at **OnDemand.RideMETRO.org**, the **Automated Phone System**, or the **AI Call Agent** for updated trip information. These tools help reduce hold times and provide METROLift's current estimated arrival time.

- Use the **METRO On Demand app** or the website **OnDemand.RideMETRO.org** to access your account. Your personal email must be on file with METROLift for your account to work.
- The **Automated Phone System** includes trip cancellation, trip confirmation, and trip scheduling by calling **713-739-4690**. To use it, follow the menu when calling dispatch or reservations. You will need your METROLift client ID number and password. If the estimated arrival time is more than 15 minutes later than your scheduled time, press 0 to speak with a dispatcher.
- The **AI Call Agent** provides trip verification, ride tracking, and cancellation options by calling **346-245-5189**. You will need your METROLift client ID and password to log in.

## **Toll-Free Dispatch Number**

Call METROLift dispatch toll-free at **877-214-RIDE (7433)**.

## **Not Going? Schedule Change?**

If you know you will not be ready or find out at the last minute that you cannot make your trip, call **METROLift Dispatch** at **713-225-0410** to cancel your reservation.

If a vehicle is sent to your location and the driver cannot locate you, the driver will report a no-show to dispatch. Dispatch will verify your trip information and record the no-show. Please call before your vehicle arrives to avoid receiving a no-show.

## **Canceling a Trip and Avoiding a No-Show**

If you cannot make your scheduled trip, please cancel as soon as possible. Canceling before the vehicle arrives helps prevent a no-show, which is recorded when a driver arrives at your location and cannot find you.

You may cancel a trip using any of the options below. All methods allow you to provide a reason for your cancellation. You may cancel a METROLift trip using any of the options below. Each method allows you to provide a reason for your cancellation.

- **METRO On Demand app** or the website at **OnDemand.RideMETRO.org**
- **Automated Phone System** at **713-739-4690**
- **Dispatch** at **713-225-0410**
- **AI Call Agent** at **346-245-5189**

# METROLIFT POLICIES

## No-Show / Late Cancellation and Suspension Policy

The METROLift No-Show and Late Cancellation Policy helps maintain reliable service for all riders. When customers miss trips or cancel too late—when it is within their control—it affects on-time performance and reduces availability for others. Customers with repeated no-shows or late cancellations may risk suspension of METROLift service.

Customers may contact the METROLift Policy Administrator at any time during the month, before the suspension process begins, to discuss or dispute a no-show or late cancellation.

## Definitions

**No-Show:** A no-show occurs when the vehicle arrives at the scheduled time and location, but the customer and driver do not connect, and the vehicle leaves without the customer. Customers have five (5) minutes from the time the vehicle arrives to board before a no-show may be recorded.

**Late Cancellation:** A late cancellation occurs when a trip is canceled less than two (2) hours before the scheduled pick-up time.

## Policy Details

METROLift evaluates no-shows and late cancellations based on how often a customer travels. A customer is considered in violation of the policy if:

- They have five (5) no-shows and/or late cancellations in one calendar month, and
- Those five (5) trips equal 5% or more of their total trips for that month.

If a customer is in violation, METROLift will mail a letter explaining the number of suspension days and the customer's right to appeal before the suspension begins.

Customers may call the Policy Administrator at any time to discuss or dispute a no-show or late cancellation. Violation letters are mailed at the beginning of each month. Customers do not need to wait for a suspension letter to call.

**Policy Administrator:** 713-225-0119, Option 2

## Suspension Schedule

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
- 5th or more violation = 20-day service suspension

You have the right to appeal a suspension and provide information or documentation that helps explain the no-show or late cancellation.

- Suspensions that are upheld begin after the appeals process is complete.
- Suspensions that are overturned do not result in any loss of service.

Violations are counted on a monthly basis. The suspension cycle for the No-Show and Late Cancellation policy follows the calendar year, beginning on January 1 and ending on December 31. At the start of each new year, all riders begin with zero violations of this policy.

## Exceptions

No-shows or late cancellations caused by circumstances beyond your control are not counted against you. If the METROLift vehicle arrives outside the 30-minute pick-up window and you choose not to ride, the trip is recorded as a missed trip, not a violation.

## 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 may:

- 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 options give you the opportunity to be heard and to provide information or documentation explaining why you believe your suspension should be changed.

If you submit your appeal or additional documentation by mail or fax, please send items to:

**METROLift Appeals**

P.O. Box 61429

Houston, TX 77208-1429

Fax: 713-652-8952

Email: [Suspension.Appeals@RideMETRO.org](mailto:Suspension.Appeals@RideMETRO.org)

Customers may continue using the service if a decision has not been made within 30 days after the appeal process is completed. A letter will be mailed with the Hearing Officer's decision and explanation.

## **Have a Service Comment?**

If you have a comment—positive or negative—about METROLift service or a METROLift employee, please note the date, time, vehicle number, and location.

Comments may be submitted by:

- Visiting **Crm.RideMETRO.org**
- Calling the **METRO Public Comment Line** at **713-652-0180 (TDD: 713-635-6993)**

Comments help METROLift improve service and are handled confidentially. Most comments are 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:

**Closure Letter:** A Closure Letter summarizing the allegations and indicating that METRO did not find a violation of ADA regulations. This letter closes the case.

**A Letter of Finding:** 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 RideMETRO Fare Card for METROLift Users allows you to access paratransit services operated in other U.S. cities. If you plan to travel, contact the paratransit provider in the city you will be visiting ahead of time for details on how to use their service.

### Out-of-Town Visitors

METROLift provides ADA Paratransit Service to visitors with disabilities who do not live in the METRO service area. Visitors who are ADA-certified in another city are eligible for METROLift service by presenting an ID card or other documentation from their current transit agency.

If certification documents are not available, or if the visitor has never been certified by a transit agency, proof of disability—such as a letter from a doctor or rehabilitation professional, self-certification, or physical proof of disability—may be used. Visitors are granted eligibility immediately once any of these verification methods are provided.

Visitor certification is valid for 21 days of travel within a one-year period.

Visitors may:

- Send a money order in advance for the number of trip tickets needed
- Purchase tickets upon arrival in Houston
- Buy tickets online at RideMETRO.org by selecting the **Fares** tab and then **All About Fares**

No ID or proof of disability is required to purchase tickets or passes. METROLift drivers accept only tickets or passes, not cash.

*Please refer to page 14 for METROLift Fare information.*

## Lost & Found

If you leave an item on a METROLift vehicle, METRO does not assume responsibility for it. Report lost or stolen items by calling **METROLift Dispatch** at **713-225-0119**.

Found items are first returned to the contractor's office and later transferred to METRO Lost and Found at **1900 Main St., Houston, Texas 77002**, . To check on a missing item, call **METRO Lost and Found** at **713-658-0854**. Items turned in to METRO are held for up to 30 days.

If your **RideMETRO Fare Card for METROLift Users** is lost or stolen, you must go online or visit a METRO RideStore. The lost card will be deactivated, and a replacement card will be issued for \$2.00. The replacement fee applies to all lost or stolen cards.

## OTHER METROLIFT PROGRAMS

### Feeder Service

METROLift Feeder Service offers same-day service that gives customers the freedom and flexibility to create their own fare-free travel by combining METROLift with METRO's fixed-route bus and light-rail services.

Customers may schedule a METROLift trip from their home to the nearest Transit Center, Park & Ride lot, or METRORail station (within 9 miles). When scheduling, the location must be identified by name. From there, customers can transfer to METRO's bus or METRORail service to reach their destination.

All trips using Feeder Service are FREE.

- Same-day scheduling 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

METRO-owned transit vehicles and 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, METRORail, or METRO curbside services. If you are unfamiliar with these services or feel nervous about riding, METRO offers travel training. Travel Trainers are trained professionals who can help you learn how to safely and confidently use METRO services.

You can connect with a Travel Trainer by:

- Signing up using the Travel Training Form at **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 would like to request an MSP/Same-Day Trip or have questions, please call **zTrip** at **713-255-7024**.

Riders pay a \$1.25 fee for trips up to 4 miles, payable by cash, credit card, or debit card. If the trip exceeds 4 miles, the rider is responsible for paying the additional cost. zTrip is ideal for short-distance trips and is available based on service availability.

### **Customers receive the following benefits:**

- Same-day service
- No reservation required — call zTrip on the day you want to travel
- Safe and reliable service
- Professional and courteous drivers
- Travel anywhere in the METRO service area, up to 4 miles one way
- One attendant may ride for free
- Wheelchair-accessible minivans available upon request

To schedule a trip, call **zTrip** at **713-255-7024**, provide your METROLift client ID number, and request an “MSP Trip.”

For more information about METROLift service or other cost-efficient travel options, call **METROLift Customer Service** at **713-225-0119**.

## **METROLift Advisory Committee (MAC)**

The METROLift Advisory Community (MAC) serves as a link between METROLift and the community it serves. There is no formal membership process. MAC is made up of METROLift riders, METROLift staff, and organizations that provide support services to people with disabilities.

Meetings are open to everyone and are held throughout the year. If you would like to participate or need information about upcoming meetings, call **METROLift Customer Service** at **713-225-0119** or visit **RideMETRO.org/METROLift** and look under the Community Meetings section for current dates and times.

## Info-Notification — Next-Day Trip Itinerary

A courtesy text message is sent after a paratransit trip is initially scheduled, typically from a non-local number. With Info-Notification, customers also receive an automated phone call the night before their scheduled travel date that provides a complete summary of their upcoming trips.

On the day of service, customers will receive an automated call and text when the driver is on the way, and another notification when the driver has arrived.

Customers should be ready at their scheduled pick-up time and should not rely solely on notification calls or texts when preparing to meet the vehicle.

Customers who prefer to receive email or text notifications instead of automated phone calls may update their preferences under **My Profile** in the OnDemand app or website.

Customers who choose to opt out of Info-Notification are responsible for confirming their trip information by contacting:

- **METRO On Demand app** or the website at **OnDemand.RideMETRO.org**
- **Automated Phone System** at **713-739-4690**
- **Dispatch** at **713-225-0410**
- **AI Call Agent** at **346-245-5189**

Please keep your contact information up to date. Info-Notification is a courtesy service, and dispatchers may not always be able to provide call-outs.

## METROLift Recommended Stops at Major Locations

METROLift, in coordination with property management, has installed designated METROLift stop signs at frequently visited public locations with multiple entrances, such as hospitals, schools, and shopping centers. Please wait at the METROLift sign so the driver can easily locate you. This ensures all customers at that stop are picked up safely and efficiently.

The following is a list of major locations with designated METROLift pickup points:

### 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 St.  
Houston, TX 77030

#### Houston Methodist

#### Scurlock Tower

6560 Fannin St.  
Houston, TX 77030

#### Houston Methodist

#### Smith Towers

6550 Fannin St.  
Houston, TX 77030  
(all pickups at Scurlock Tower)  
*Enter off Fannin or Main*

#### Houston Methodist

#### Outpatient

6445 Main St.

Houston, TX 77030

*Enter off John Freeman, Exit Fannin*

#### Houston Northwest Medical Center

710 Cypress Creek Pkwy.  
Houston, TX 77090

#### LBJ Hospital

5600 Kelley St.  
Houston, TX 77026

#### Martin Luther King Jr.

#### Health Center

3550 Swingle Rd.  
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 S.  
Houston, TX 77030  
*Enter off Cambridge and 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 and pickup by the  
Emergency Center METROLift sign*

**Memorial Hermann Hospital  
Southwest**

7600 Beechnut St.

Houston, TX 77074

*Pickup between Medical Plaza 1  
& Medical Plaza 2 METROLift sign*

**Memorial Hermann  
Professional Bldg.**

6410 Fannin St.

Houston, TX 77030

*Enter off Fannin and exit Main*

**Park Plaza Hospital**

1313 Hermann Dr.

Houston, TX 77004

**Park Plaza Professional Building**

1213 Hermann Dr. #510

Houston, TX 77004

**St. Luke's Hospital**

6720 Bertner Ave.

Houston, TX 77030

*EDnter off Bates and exit on Bertner*

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

1333 Moursund St.

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 Rd.

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 Dr.

Houston, TX 77042

Suite #385

**The Center for Pursuit**

4400 Harrisburg Blvd.  
Houston, TX 77011

**The Lighthouse of Houston**

3602 W. Dallas St.  
Houston, TX 77019

**Recreation Locations****Daikin Park**

401 Hamilton St.  
Houston, TX 77002

**Reliant Arena**

One NRG Park  
Houston, TX 77054

**Reliant Center**

One NRG Park  
Houston, TX 77054

**Reliant Stadium**

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

**Toyota Center**

1500 Bell St.  
Houston, TX 77002

**Airports****George Bush****Intercontinental Airport (IAH)**

2800 N Terminal R.d  
Houston, TX 77032  
*Terminal C Baggage Claim Door C-104*

**Hobby Airport (HOU)**

7800 Airport Blvd.  
Houston, TX 77061  
*Lower Level, Baggage Claim*

# METROLift Service Tools

SCAN



## METRO On Demand app

**Scan the QR code** to book your trip, manage reservations, and track your rides using METRO On Demand app.

SCAN



## METROLift Service Alerts

**Scan the QR code** to subscribe to the latest METROLift news and updates.

SCAN



## Fare Calculator

**Scan the QR code** to begin using the METROLift Fare Calculator: visit **Map.RideMETRO.org**, **click the METROLift icon**, and select **Open Fare Calculator** to enter your pick-up and drop-off addresses.

SCAN



## Travel Training Form

**Scan to schedule a Travel Training appointment** — a free, one-on-one program that teaches you how to use all METRO services.

SCAN



## Order Your RideMETRO Fare Card

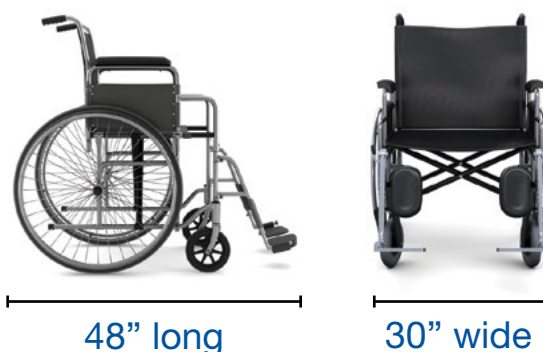
**Scan to order your RideMETRO Fare Card for \$2.00** — it replaces the METROLift Freedom Q® Card as your METROLift I.D.

# 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 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.