

METROLift



METRI



Dear METROLift Rider:

Welcome to METROLift! The METROLift Program Guide will introduce you to METROLift Transportation and provide the basic information you need to be able to use the service.

It is important to us that patrons know METROLift is a shared-ride public transit service, not a taxicab service. Please read this brochure carefully to familiarize yourself with the type and level of service that METROLift provides.

Our goal is to provide safe and reliable transportation. If, after reading this manual, you have questions regarding the METROLift service, please phone the METROLift Customer Service Department at 713-225-0119 or call the Telecommunication Device for the Deaf (TDD) at 713-652-8969.

Contents

What Is METROLift And How Does It Work?	6
Do I Ride METROLift By Myself?	7
METROLift Rules Of The Road	8
Eligibility Information	
Who Is Eligible?	10
How Do I Apply For METROLift Service?	11
METROLift Fares	
What Is The Fare?	13
METROLift Operating Hours	
When Does METROLift Service Operate?	14
Scheduling Trips	
How Do I Schedule A METROLift Trip?	15
Subscription Service	18
Calling Dispatch	
Is METROLift On Time?	19
Vehicle Late?	20
Not Going? Last Minute Schedule Change?	20
No Ride Policy	21
Appeal Process	23
Ready Early?	24
Have A Service Comment? ..	25
Calling Dispatch From A Pay Phone	25
Calling Dispatch From A Cellular Phone	25
Travel Information	
Service To The Airport	25
Traveling In Other Cities	26
Out-Of-Town Visitors	27
Lost And Found	27
Other METROLift	
Programs	28
METROLift Subsidy Program (MSP)	29
METROLift Advisory Committee (MAC)	29
METROLift Operator Of The Month	30
METROLift Designated Stops At Major Locations	30
METROLift Phone Numbers	Inside Back Cover
METRO Numbers To Know	Back Cover

METRO Buses, 100% Accessible Providing The Missing Link To Mobility!

Transportation Choices: METRO's fixed route buses are now 100% accessible requiring no advanced notice to ride. Try METRO soon to learn that you too have control over your mobility.

Accessible features include:

- Ramps or lifts on all of our buses for riders using wheelchairs or scooters or ambulatory riders who have difficulty reaching the first step.
- Two priority seating areas for elderly and people with disabilities, equipped with an easy-to-reach stop call bell and special securement belts designed to secure patrons who use a wheelchair or scooter.
- Bus pads, sidewalk links, and curb cuts at most of our 10,500 bus stops.
- Solid square bus poles at all bus stops.

- Drivers announcing major stops, main intersections and transfer points along the route.
- Larger, brighter destination signs on the front and side of the bus.
- Lighted "Stop Request" signs inside the bus for the riders with hearing impairments.
- 18 Transit Centers connecting bus routes in neighborhoods for safe and easy transfers from one route to another.
- Major transit centers are located Downtown and the Texas Medical Center.

We are committed to a public transportation system that everyone can use. We encourage persons with disabilities to take advantage of the freedom, independence, flexibility, and reliability that is provided by our accessible bus network.

What Is METROLift And How Does It Work?

METROLift is a service offered by the Metropolitan Transit Authority of Harris County. METROLift provides transportation for persons with a disability who **cannot** board, ride, or disembark from a regular METRO fixed-route bus, even if that bus is equipped with a wheelchair lift or ramp.

METROLift uses wheelchair lift-equipped vans, four-door sedans and minivans to provide service. Persons using wheelchairs and scooters will be accommodated with lift-equipped vans. Boarding chairs are available to assist any patron who is unable to access the van using the stairs. Please note that patrons cannot request specific vehicle types. Patrons who can walk will ride on vans and/or sedans based on which vehicle is nearest the patron at the time the trip is scheduled.

METROLift is a curb-to-curb service, meaning patrons must meet the vehicle at the curb and all patrons must be prepared to exit the vehicle at their scheduled destination. METROLift operators cannot leave

their vehicles to assist patrons to or from the inside of buildings. All patrons should know how to call METROLift for assistance, know their address and should carry identification. Patrons who require physical assistance, or guardians of patrons who are cognitively impaired, or of young children, are responsible for making arrangements for someone to meet the METROLift vehicle at home and at the patron's destination to provide all required assistance. METRO recommends the use of attendants, and they can ride METROLift free of charge when scheduled in advance.

Do I Ride METROLift By Myself?

METROLift is a shared-ride service. This means that each vehicle makes several stops en route to its various destinations. When scheduling, patrons must remember to allow sufficient time to stop and pick up others. A minimum of one hour travel time should be allowed for your trips and two hours for longer trips traveling across the service area. If you have an appointment, it is highly recommended that you ask the operator to add the appointment time to

your reservation record. If your trip is accepted, our scheduling system will track your trip to help you get to your appointment on time.

METROLift Rules Of The Road.

To ensure maximum safety for you and other patrons, passengers are required to wear a METRO furnished seatbelt while riding the METROLift vehicle. For persons who use wheelchairs, passenger safety requires that a METROLift operator secure your wheelchair with specially developed tie-downs. You must also wear two METROLift provided seatbelts. One METROLift furnished seatbelt is required while you are riding up or down on the wheelchair lift, and the second seatbelt goes around you and attaches to the floor while you ride the METROLift vehicle. All METROLift passengers must remain in place until the vehicle is stopped and the driver removes the seatbelt and wheelchair securements.

All children under 2 years and/or under 40 pounds must travel in an approved child carseat furnished by the parent or person accompanying the child regardless of the vehicle type.

City of Houston Ordinance 77-1667 forbids passengers from smoking, eating or drinking in the vehicle. Carrying a handgun is strictly prohibited.

Guide dogs and service animals are permitted; however, you must tell the reservation operator that you will be traveling with an animal each time you make a trip reservation. Non-service pets are only allowed to travel in an animal carrier transported by the patron.

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

METROLift has the right to refuse service to any patron who is considered to be a threat to themselves, other riders or the safe operation of the vehicle.

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

School districts are responsible for providing transportation for students. METROLift transportation is not provided to students going to and from school or school sponsored events.

Who Is Eligible?

There are two categories for METROLift eligibility.

1. Persons with disabilities who are unable, without the assistance of another person, to board, navigate, ride or disembark from an accessible local bus.
2. Persons with disabilities who are prevented from getting to and from the local bus due to their disability. Eligibility is based on a functional limitation preventing the patron from walking or rolling to a bus stop without assistance from others.

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

How Do I Apply For METROLift Service?

You must complete and submit a METROLift eligibility form to become certified to use METROLift services. It is important that the eligibility form is completed properly.

Please complete your personal information on the METROLift eligibility form, including your signature on the line marked "Signature of Applicant." Then you must have your doctor or other METRO approved healthcare professional complete and sign the physician section of the METROLift eligibility form. The doctor must describe in detail (using lay terminology) why your disability prevents you from boarding, navigating, riding, or disembarking from the local bus, even if the local bus provides accessible features such as a wheelchair lift, ramp, and stop announcements.

You must also ask the doctor to submit an accompanying letter on his or her professional letterhead or prescription form, verifying completion and signature of your METROLift application. This must be done for each applicant.

Remember, both the eligibility form (completely filled out) and the doctor's signed letter must be submitted to METRO for review prior to acceptance for processing by METROLift. Failure to do so will delay the processing of your application.

Applications are available at any METRO RideStore. You can also call METROLift Customer Service at 713-225-0119 (TDD 713-652-8969) between 10 a.m. and 5 p.m., Monday through Friday, and ask that a METROLift eligibility form be mailed to you. Send the completed applications to:

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

After your fully completed application has been received by METRO, 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 the greatest mobility. Appointments can be made Monday through Friday, 10 a.m. to 5 p.m., by calling 713-225-0119. If an appointment is not

scheduled within 14 days, no further processing will be made by METRO. Interviews are not conducted without an appointment. No walk-ins will be accepted.

Decisions regarding eligibility will be furnished in writing within 21 days. Applicants that are denied METROLift services have the right to appeal METRO's decision in writing within 60 days to the following address:

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

Appeals will be forwarded to the METROLift Appeals Committee for review and final ruling.

Patrons have the right to use the service if the appeal decision is not made within 30 days after METRO receives complete information required to process your written appeal.

What Is The Fare?

One METROLift ticket or a monthly pass is required for each one-way trip.

Single ticket	\$1.15
10-ride book	\$9.75

Monthly Pass	\$38.60
Annual Pass	\$347.00

Purchasing METROLift tickets, ticket books and monthly passes is simple and convenient for METRO customers. We operate more than 200 METROStops at local malls, check-cashing locations and grocery store courtesy booths, including most Fiesta Marts, Foodaramas, Gerland's Food Fairs, H-E-B Stores, Kroger Food Stores, Randall's Food Markets and Sellers Brothers Food Markets. For more information about METRO Stops and how to find the one nearest you, call 713-635-4000. METROLift fare tickets and monthly passes may also be purchased at our two downtown RideStores:

720 Main Street
7:30 a.m. - 5:30 p.m.
Monday - Friday

1001 Travis Street
7:30 a.m. - 5:30 p.m.
Monday - Friday

When Does METROLift Service Operate?

Monday-Friday	5 a.m. - 11 p.m.
Saturday	7 a.m. - Midnight

Sunday	7 a.m. - 11 p.m.
Holidays	7 a.m. - 11 p.m.

METROLift service hours are comparable to those of METRO's local fixed route services. The METROLift Subsidy Program (MSP) service is available before and after the hours listed above for those who require late night, early morning service. See METROLift Subsidy Program page 29.

How Do I Schedule A METROLift Trip?

All trips are scheduled one day in advance by calling for a reservation at 713-225-6716. The METROLift reservation office is open 7 days a week:

Monday - Friday	8 a.m. - 3 p.m.
Saturday	9 a.m. - 1 p.m.
Sunday	1 p.m. - 5 p.m.

METROLift is a shared-ride service. Remember when making a reservation, allow a minimum of 60 to 90 minutes for travel.

Our concern is to get you to your appointments on time. Allow time to travel to your destination, taking into consideration the time it takes to pick up other patrons.

Remember, you must have METROLift fare tickets or a monthly pass to ride. Cash is not accepted.

You can eliminate confusion and unnecessary follow-up calls by having pencil and paper near the telephone so that you can write the estimated scheduled time the operator gives you.

When you call:

1. Spell out your full name.
2. Have the specific pickup and destination addresses, including any description of the location (e.g. Airport Landing Apts., etc.). Remember, you must have the specific address; METROLift operators are unable to look up an address without causing delay to other patrons calling for appointments.
3. Confirm your telephone numbers with the reservation operator.
4. Write down your ESTIMATED scheduled times. Remember that these times can change plus or minus 15 minutes. You should call the Dispatch office at 713-225-0410 after 7 p.m. the

night before your trip to verify your times.

5. If you are traveling with an attendant or a companion, you must inform the reservation operator when you schedule your trip. An attendant is someone who assists you while you are traveling and rides free. A companion is someone who is accompanying you on your trip and must pay one ticket. Multiple companions (more than one) are scheduled on a space available basis and each pays for service regardless of age.

On certain holidays, METROLift closes the Reservation and Customer Service offices and has fewer vehicles scheduled for service. Holiday trips are usually scheduled on the last day before the holiday. Call METROLift Customer Service at 713-225-0119 (TDD 713-652-8969) for information about specific holidays. The holidays observed by METRO are:

New Year's Day
Martin Luther King, Jr.'s
 Birthday
Memorial Day
Independence Day
Labor Day
Thanksgiving Day

Friday after Thanksgiving
Christmas Day

Subscription Service

Subscription trip service may be available, on a limited basis, to those METROLift patrons traveling to and from the same location at the same time 3 or more days per week on a long-term basis. Once instituted, the subscription users no longer need to call the reservation line. At present, 50% of our daily riders use our subscription trip service, which is the maximum allowed under the transportation provisions of the Americans with Disabilities Act (ADA). Therefore, new subscriptions are very limited.

Subscription riders must cancel, in advance, any trips they will not be using.

Changes to existing subscription rides can be requested through the METROLift Customer Service Office. Changes are not guaranteed and will be determined on a case-by-case basis. If the changes are not able to be accommodated, you can request a new subscription.

Note: Subscription service is not

available on holidays. Patrons who have subscription trips and still need to travel on a holiday, must call and schedule a reservation at 713-225-0119 (TDD 713-652-8969) prior to the holiday.

Is METROLift On Time?

METRO staff, its drivers and you, the rider, must work together to ensure on-time performance. METRO's job is to schedule your trip accurately without mistakes. Ask the reservation operator to repeat your trip information including your name, home address, destination address, any description comments (such as where you are waiting) and most importantly, your estimated trip times.

Please call the Dispatch office at 713-225-0410 the night before your trip to find out what time the driver has you scheduled. This will help pinpoint your scheduled time. Be ready and waiting 15 minutes before your scheduled time.

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

On-time service depends on the driver finding you without delay. Be sure METROLift has a record of all gate codes and other special instructions. Make sure you are ready when the driver arrives and proceed immediately to the vehicle. If all parties responsible for on-time operation do their share, you will get to your destination on time.

Vehicle Late?

We rely on you to let us know if your vehicle is late. The longer you wait, the longer it takes for us to respond. If the vehicle has not arrived at the scheduled time, call 713-225-0410 immediately. Repeat this process every 15 minutes until you receive service. If a third call is necessary, ask to speak to a supervisor. By contacting METROLift immediately, you assist in eliminating unnecessary delays in providing service. Remember, don't wait if your vehicle is late.

Not Going? Last Minute Schedule Change?

If you know you're not going to be ready or find out at the last minute you cannot go at all, please call

the Dispatch office at 713-225-0410 to cancel your trip. Call Dispatch 30 minutes or more before your trip. If you don't call and don't show up for your trip, you will be considered a "No-Ride." METRO limits the number of No-Rides you can have in one month to three. So, call and help us avoid sending a vehicle to your location when you know you're not riding.

In the event we send a vehicle to your location and the driver cannot locate you, the driver will report the No-Ride to the Dispatcher. The Dispatcher will log the call, verify your trip information, and No-Ride your trip. All of your remaining trips for the day will automatically be put on hold by the Dispatcher if you are a No-Ride. If you call in after your No-Ride and you still need to travel, your trips will be reinstated. So please call the Dispatch office before the driver wastes a trip to your location.

No-Ride Policy

If you have three No-Rides in a one-month period, METROLift staff will call you and/or send you a letter that puts you on the No-Ride Confirmation Program. The No-Ride Confirmation Program

will require that you call Dispatch 30 minutes before each trip to let METRO know you intend to ride. You will stay on the No-Ride Confirmation Program until you go one month without a No-Ride.

While on the No-Ride Confirmation Program, if you fail to call in 30 minutes prior to each trip, all your trips for the day will be cancelled.

If you have two more No-Rides, while on the No-Ride Confirmation Program, your riding privileges will be suspended for one week. After the one-week suspension, you will be returned to the No-Ride Confirmation Program until you clear your account by being No-Ride free for one month.

Continued abuse of the No-Ride Policy will lead to progressively longer suspensions, up to a permanent suspension. Prior to suspension for excessive No-Rides, METRO will send you a certified letter explaining why you are being suspended. The letter will give you two weeks before the suspension becomes effective. The two weeks will begin from the date you receive the letter as documented by the certified mail receipt. METRO will review the circumstances for each

No-Ride prior to counting the No-Ride toward your record. If you have information that will explain a No-Ride, please call immediately to our Customer Service office at 713-225-0119.

We realize that there are times when you cancel and the vehicle still arrives to pick you up. We strive to communicate with the driver to avoid this but sometimes it can't be done, and your driver still comes. However, these trips will not count against you as No-Rides because, if you called the Dispatch office at 713-225-0410, we have a record of your cancelled trips.

Appeal Process

All nonpermanent suspension appeals must be made immediately to METROLift Customer Service at 713-225-0119. All nonpermanent suspensions are issued by certified mail allowing two weeks before they become effective from the date the letter is received by the patron. METRO encourages patrons to provide information that may explain or clear the reason for suspension.

If you are permanently suspended from service due to excessive No-

Rides or behavior that is a threat to yourself or other patrons, you have the right to appeal METRO's decision. All appeals must be made in writing and received by METROLift within 60 days after you receive a certified letter of suspension. Send letters of appeal to:

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

If a decision is not made within 30 days after receipt of the written appeal, the patron has the right to use service until a decision is made. All disputes that cannot be handled by METROLift management will be forwarded to the METROLift Advisory Committee (MAC).

Ready Early?

METROLift will make every effort to send a vehicle early. Our goal is to send a vehicle to a waiting patron within 90 minutes. We ask for your patience and understanding as "ready early" trips cannot be guaranteed. We ask for your patience and understanding as "ready early" trips cannot be guaranteed, especially during peak periods and inclement weather.

Have A Service Comment?

If you have a comment, positive or negative, about METROLift service or a METROLift employee, please note the time and date, vehicle number, vehicle location, and then call Customer Service at 713-225-0119 (TDD 713-652-8969). Comments help METROLift staff improve service and are treated confidentially.

Calling Dispatch From A Pay Phone

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

Calling Dispatch From A Cellular Phone

Cellular phone customers may be able to call the METROLift dispatch number to check on or cancel a trip by pressing "*-L-I-F-T" (*5438) or "#LIFT" and then pressing the "SEND" key. It's a free call. Check with your cellular phone company to verify this feature.

Service To The Airport

When a METROLift passenger travels out of town, a long distance

call would be necessary to schedule his or her trip home from the airport. To avoid this expense, riders can send details of their trips in writing and mail to:

METROLift
c/o Scheduling Department
P.O. Box 61429
Houston, TX 77208-1429

These written reservations must contain the passenger's name, home address, airport, airline, flight number and arrival date/time. The estimated scheduled pick-up time will be one hour after the passenger's scheduled flight arrival time.

Pick up will occur at the curb of the baggage claim area operated by the passenger's airline. To confirm these arrangements, a rider can call Monday-Friday, 713-225-0119 (TDD 713-652-8969) between 10 a.m. and 5 p.m. on the last business day before his or her arrival date.

Traveling In Other Cities

Your METROLift ADA I.D. 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

ADA certified visitors might be eligible for METROLift services. They must furnish METROLift with a copy (front and back) of their ADA I.D. card(s) or a letter of eligibility from their transit service provider at least five days before scheduling their first trip. Also, they must send a money order for the number of trip tickets they will need or purchase the tickets when they arrive in Houston.

Lost And Found

If you leave an item on a METROLift vehicle, call METRO Lost and Found at 713-658-0854. Items will be held for only 30 days.

If your METROLift ADA I.D. card is lost or stolen, you must go to our METROLift headquarters at 5700 Eastex Frwy and fill out an affidavit. The affidavit will be turned into our Treasury department. The lost pass will be deactivated or turned off and you will be issued another pass. The replacement pass is

\$15.00. No more than three replacement cards will be issued.

Other METROLift Programs

The METROLift ADA I.D. Card allows certified METROLift patrons to board and ride METRO's fixed-route bus service for free. To take advantage of this valuable service, show the bus operator the picture on your valid METROLift identification card and insert the card into the fare box. The valid METROLift I.D. card enables only the cardholder free access to this service. An attendant may also ride, but must board and exit with the cardholder. The METROLift I.D. card cannot be used for free trips on the METROLift Subsidy Program (MSP) or on the METROLift service.

If you need information about how to ride METRO using the lift - or ramp-equipped buses, visit a METRO RideStore or call METRO information at 713-635-4000 (TDD 713-635-6993). Brochures, public guides and instructional materials are available for all METRO services. You can also call the METROLift Customer Service office at 713-225-0119 for information on how to ride METRO's accessible fixed-route bus system.

Remember that METROLift is a pre-scheduled service. METRO's fixed-route bus system can accommodate your needs without any advanced scheduling, giving you the freedom to travel where and when you want as the need arises.

METROLift Subsidy Program (MSP)

MSP is taxi transportation for certified METROLift patrons who have same day trip requirements that can't be provided by METROLift. MSP can be scheduled on the day of service. For information, call METROLift Customer Service at 713-225-0119 (TDD 713-652-8969).

METROLift Advisory Committee (MAC)

METROLift Advisory Committee serves as a link between METROLift and the community, and it is comprised of METROLift riders, METROLift staff and providers of support services to persons with disabilities. Meetings are held throughout the year at various locations. If you would like to participate and need information on future meetings, call a Customer Service Representative at 713-225-0119 (TDD 713-652-8969).

METROLift Operator Of The Month

Help us find the best Operator in our bus system. By the last day of the month, simply send us a note of 100 or fewer words that tells us about your favorite Operator. Include your name, address, telephone number and route number. Send your nominations to:

**METROLift
Operator of the Month
P.O. Box 61429
Houston, TX 77208-1429**

Or call METROLift Customer Service.

METROLift Designated Stops At Major Locations

At frequently visited public places (like schools, shopping centers and hospitals) with multiple entrances, METROLift has installed designated METROLift stop signs where patrons and drivers can meet. Be sure you're at the METROLift sign so the driver can see you. This practice helps our drivers locate all patrons at that stop, making sure that no one is left behind.

Below is a list of designated stops at major locations.

Schools

Art Institute

1900 Yorktown – Rear Entrance

Houston Community College

3400 Caroline – Jew Don Boney
Business Career Center

Houston Community College

3550 Austin - ADA Admin Bldg

Texas Southern University

3900 Tierwster at Wheeler –
In Circle Drive

University of Houston/Central Campus

4800 Calhoun – Entrance 1

4800 Cullen – Entrance 14,
University Center

4800 Cullen – Entrance 11,
University Center for Students
with Disabilities

4300 Wheeler – Entrance 6

University of Houston/Downtown

2 Travis – Lower Level Parking
Garage

Medical Facilities/Hospitals

Ben Taub

1502 Taub Loop – Front Entrance

Diagnostic Clinic

6448 Main – Front Entrance

Hermann Professional Building

6410 Fannin – N. Parking Lot Side

Hermann Hospital

6411 Fannin – Fannin Entrance
(Jones Building)

Houston Northwest Medical Center

710 Judiwood – Front Entrance

LBJ Hospital

5600 Kelley – Front Entrance

M.D. Anderson Hospital/Clinic

1515 Holcombe – Front Entrance

Medical Towers

1709 Dryden – Dryden Entrance

Memorial City General

920 Frostwood – Main Lobby

Memorial Hermann SW Hospital

7777 SW Frwy – Professional I

7737 SW Frwy – Professional II

Between Prof. I and Prof. II

Methodist Hospital

6565 Fannin – Valet Parking

MLK Clinic

3601 N. MacGregor Way – Front Entrance

Park Plaza Professional Building

1213 Hermann – Front Entrance

Park Plaza Hospital

1313 Herman – Front Entrance

Parkway Professional Building

150 W. Parker – Pharmacy Entrance

Parkway Hospital

233 Parker – Main Entrance

Smith Tower

6550 Fannin – East Side (Near Valet)

Christus St. Joseph Hospital

1819 LaBranch – Side Entrance

Christus St. Joseph Family Cullen Building

1404 St. Joseph Pkwy – Front Entrance

St. Luke's Children's Hospital

6720 Bertner – Bates Entrance
(Near Valet)

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

1333 Moursund – Front Parking Lot (Under Canopy)

V.A. Hospital

2020 Old Spanish Trail – Spinal Cord Injury Area

Dialysis Facilities**Gulf Coast Dialysis**

4407 Yoakum – Front Entrance

Davita Dialysis

5610 Alameda – Front Entrance

Methodist Annex

1130 Earle – Front Entrance

Recreation/Meeting Places**Lighthouse Activity Center**

3602 W. Dallas – Side Entrance

Miller Outdoor Theater

6199 Golf Course – Front Entrance

Metropolitan Multi-Service Center

1475 W. Gray – Front Entrance

Toyota Center

1500 Bell - Bell at LaBranch

**Residences/Apartment
Complexes**

Anna Dupre Apts.

10012 Cullen – Front Entrance

Goldberg Towers

10909 Fondren – Front Entrance

Independence Hall

6 Burress – Front (Under Canopy)

Hermann Manor Nursing

5925 Almeda – Back Entrance

Pinemont Apts.

6000 Pinemont – Rear Entrance

Residence Hall

8826 Harrell – Side Parking, Front
Right

Seven Acres

6200 N. Braeswood – Day Care
Center

St. Dominic's Home

2401 Holcombe – Side Entrance

Workshops

CRI

3550 W. Dallas – Rear Entrance

Goodwill

5200 Jensen – Front Entrance

Lighthouse

3530 W. Dallas – Front Entrance

Nightingale

5802 Holly – Side Entrance

Shopping

Almeda Mall

11700 Gulf Frwy – South Mall
Entrance (I-45 Side Between
Palais Royal & JC Penney)

Galleria I

5015 Westheimer – Street Level,
Entrance 19, Valet Parking Area
(Between Polo and Crate &
Barrel)

Greenspoint Mall

13200 N. Frwy – Entrance 3,
Between Sears/Dillard's

Gulfgate Shopping Center

3100 Woodridge – HEB Food
Store, Fresh Food Entrance

Memorial City Mall

997 Gessner – Mall Entrance
(Near Soup & Salad)

Meyerland Plaza

4701 Beechnut – JC Penney,
Jackwood Entrance

Northline Mall

75 E. Crosstimbers (Near
Piccadilly Cafeteria)

Northwest Mall

9600 Hempstead – freeway side
by food court entrance

Sharpstown Mall

7500 Bellaire – Clarewood Side
Mall Entrance (Between Foley's
and JC Penney)

Town & County Mall

10400 Town & Country – Near JC
Penney Package Pickup Area

West Oaks Mall

14750 Westheimer – NE 1
Entrance (Near Eye Masters,
Westheimer Side)

Willowbrook Mall

7550 FM 1960 Road West – Food
Court

Offices

**Houston Center for Independent
Living (HCIL)**

7000 Regency Square – Front
Entrance

Mickey Leland Federal Building

1919 Smith – Rear Entrance

Jefferson Bldg.

500 Jefferson – Front Entrance

Airports

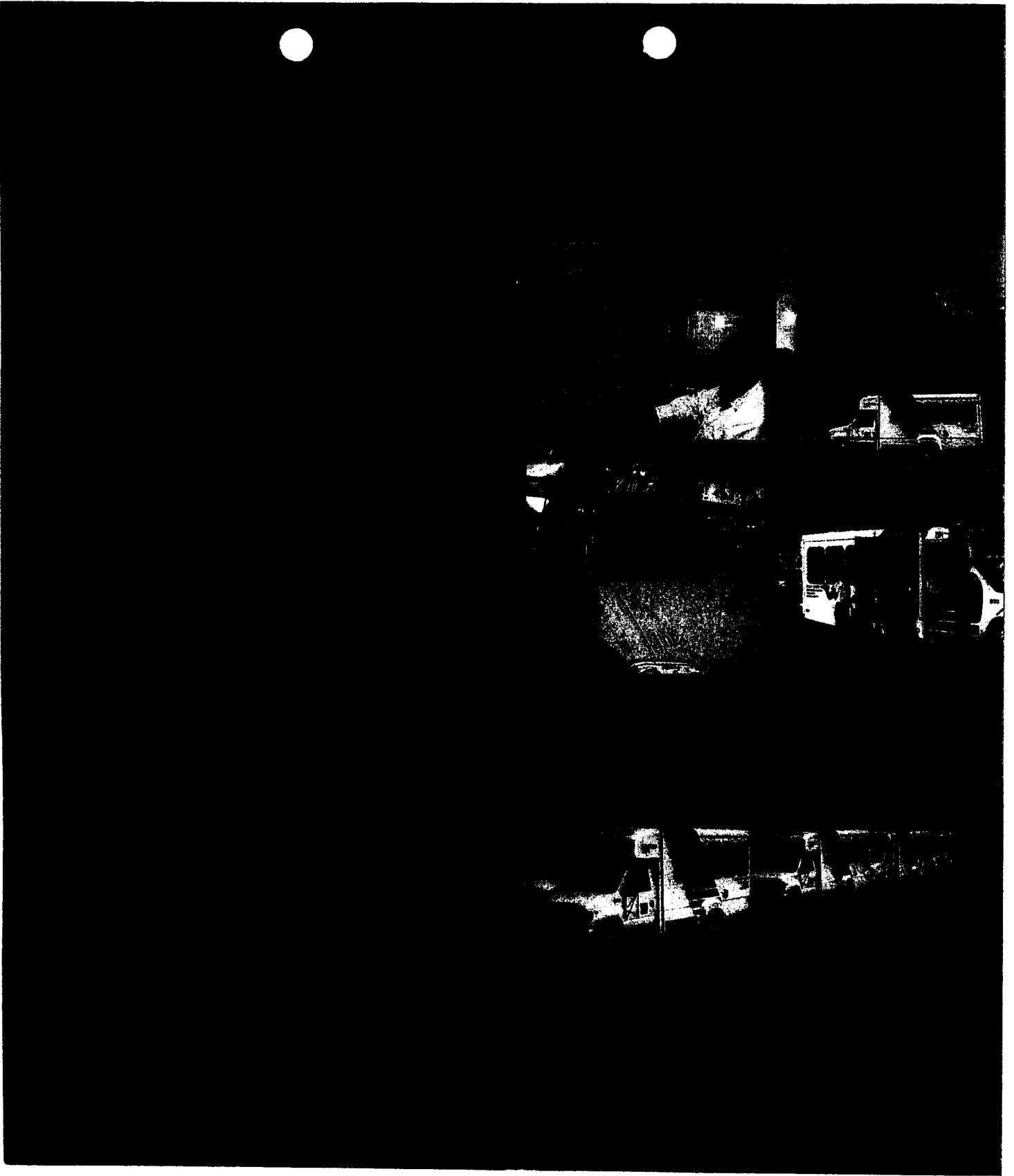
Hobby

Curb, Lower Level – Near
Baggage Claim

Bush Intercontinental

Baggage Claim of Airline Traveled

RE: Current Rider Manual



OTHER METRO PHONE LISTINGS

METROLine (Fixed Bus Route and
Schedule Information)
713-635-4000

TDD (Hearing & Speech Impaired)
713-635-6993

Public Comment
713-658-0180

Lost & Found
713-658-0854

Jobline
713-739-4089

RideShare
713-224-RIDE

Crime Prevention Program
713-615-6464

METRO Police
713-224-2677

**For Non-emergency Cell Phones
Only Dial**
#MPD (#673)

Dear METROLift Rider:

Welcome to METROLift! The METROLift Program Guide will introduce you to METROLift Transportation and provide the basic information you need to be able to use the service.

It is important to us that patrons know METROLift is a shared-ride public transit service, not a taxicab service. Please read this brochure carefully to familiarize yourself with the type and level of service that METROLift provides and remember that you have a responsibility to use accessible fixed route METRO bus service when possible.

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

www.ridemetro.org

CONTENTS

What Is METROLift And How Does It Work?	6
Do I Ride METROLift By Myself?	7
METROLift Rules Of The Road	8
Eligibility Information	
Who Is Eligible?	10
How Do I Apply For METROLift Service?	11
METROLift Fares	
What Is The Fare?	14
METROLift Operating Hours	
When Does METROLift Service Operate?	15
Scheduling Trips	
How Do I Schedule A METROLift Trip?	16
Subscription Service	19
Calling Dispatch	
Is METROLift On Time?	20
Vehicle Late?	21
Not Going? Last Minute Schedule Change?	22
No Ride Policy	23
Appeal Process	24
Ready Early?	25
Have A Service Comment? ...	26

Calling Dispatch From A Pay Phone	26
Calling Dispatch From A Cellular Phone	26

Travel Information	
Service To The Airport	26
Traveling In Other Cities	27
Out-Of-Town Visitors	28
Lost And Found	28

Other METROLift Programs		29
METROLift Subsidy Program (MSP)		30
METROLift Advisory Committee (MAC)		30
METROLift Designated Stops At Major Locations		31

METROLift Phone Numbers	Back Cover
METRO Phone Numbers To Know	Inside Back Cover

METRO Buses, 100% Accessible Providing The Missing Link To Mobility!

Transportation Choices:

METRO's fixed route buses are now 100% accessible requiring no advanced notice to ride. Try METRO soon to learn that you too have control over your mobility.

Accessible Features Include:

- Ramps or lifts on all of our buses for riders using wheel chairs or scooters or ambulatory riders who have difficulty reaching the first step.
- Two priority seating areas for elderly and people with disabilities, equipped with an easy-to-reach stop call bell and special securement belts designed to secure patrons who use a wheelchair or scooter.
- Bus pads, sidewalk links, and curb cuts at most of our 10,500 bus stops.
- Solid square bus poles at all bus stops.
- Bus stop announcements, both audible and visual, at major stops, main intersections and transfer points along the route.

- Larger, brighter destination signs on the front and side of the bus.
- Lighted "Stop Request" signs inside the bus for the riders with hearing impairments.
- 15 Transit Centers connecting bus routes in neighborhoods for safe and easy transfers from one route to another.
- Major transit centers are located Downtown and the Texas Medical Center, connecting METRO bus routes to the accessible METRORail.

We are committed to a public transportation system that everyone can use. We encourage persons with disabilities to take advantage of the freedom, independence, flexibility, and reliability that is provided by our accessible bus network.

What Is METROLift. And How Does It Work?

METROLift is a service offered by the Metropolitan Transit Authority of Harris County. METROLift provides transportation for persons with a disability who **cannot** board, ride, or disembark from a regular METRO fixed-route bus, even if that bus is equipped with a wheelchair lift or ramp.

METROLift uses wheelchair lift - or ramp-equipped vans, four-door sedans and minivans to provide service. Persons using wheelchairs and scooters will be accommodated with lift - or ramp-equipped vans. Boarding chairs are available to assist any patron who is unable to access the van using the stairs. Please note that patrons cannot request specific vehicle types. Patrons who can walk will ride on vans and/or sedans based on which vehicle is nearest the patron at the time the trip is scheduled.

METROLift is a public transportation service for people with disabilities. METROLift transports over 6,000 patrons each day and we rely on our patrons to immediately inform

our dispatch office when service issues occur. Our partnership with our patrons enables METROLift to respond more quickly to service issues reducing wait time for our patrons. Patrons must be able to independently travel to and from the vehicle parked at the curb for all scheduled pick-up and drop-off locations. For any patron who may not be able to independently assume this responsibility, such as those who have a cognitive, visual disability or younger patrons, it is the sole responsibility of the patron's guardian to ride with the patron or arrange to have a responsible party meet the vehicle and collect the patron at the origin and destination. It is the responsibility of the guardian to keep track of the patron in case the building is closed or if the responsible party fails to show-up as planned. METRO highly recommends an attendant ride with the patrons to ensure their safety and prevent the patron from wandering off unattended after they leave the METROLift vehicle.

Do I Ride METROLift By Myself?

METROLift is a shared-ride service. This means that each vehicle makes several stops en route to

its various destinations. When scheduling, patrons must remember to allow sufficient time to stop and pick up others. A minimum of one hour travel time should be allowed for your trips and two hours for longer trips traveling across the service area. If you have an appointment, it is highly recommended that you move the appointment time one hour earlier to allow for unexpected delays in service.

METROLift Rules Of The Road.

To ensure maximum safety for you and other patrons, passengers are required to wear a METRO furnished seatbelt while riding the METROLift vehicle. For persons who use wheelchairs, passenger safety requires that a METROLift operator secure your wheelchair with specially developed tie-downs. You must also wear two METROLift provided seatbelts. One METROLift furnished seatbelt is required while you are riding up or down on the wheelchair lift, and the second seatbelt goes around you and attaches to the floor while you ride the METROLift vehicle. All METROLift passengers must remain in place until the vehicle is

stopped and the driver removes the seatbelt and wheelchair securements.

All children under 2 years and/or under 40 pounds must travel in an approved child carseat furnished by the parent or person accompanying the child regardless of the vehicle type. City of Houston Ordinance 77-1667 forbids passengers from smoking, eating or drinking in the vehicle.

Guide dogs and service animals are permitted; however, you must tell the reservation operator that you will be traveling with an animal each time you make a trip reservation. Non-service pets are only allowed to travel in an animal carrier transported by the patron.

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

METROLift has the right to refuse service to any patron who is considered to be a threat to themselves, other riders or the safe operation of the vehicle.

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

School districts are responsible for providing transportation for students. Therefore, METROLift transportation is not provided to students going to and from a district school or sponsored events.

Who Is Eligible?

There are two categories for METROLift eligibility.

1. Persons with disabilities who are unable, without the assistance of another person, to board, navigate, ride or disembark from an accessible local bus.
2. Persons with disabilities who are prevented from getting to and from the local bus due to their disability. Eligibility is based on a functional limitation preventing the patron from walking or rolling to a bus stop without assistance from others.

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

How Do I Apply For METROLift Service?

You must complete and submit a METROLift eligibility form to become certified to use METROLift services. It is important that the eligibility form is completed properly.

Please complete your personal information on the METROLift eligibility form, including your signature on the line marked "Signature of Applicant." Then you must have your doctor or other METRO approved healthcare professional complete and sign the physician section of the METROLift eligibility form. The doctor must describe in detail (using lay terminology) why your disability prevents you from boarding, navigating, riding, or disembarking from the local bus, even if the local bus provides accessible features such as a wheelchair lift, ramp, and stop announcements.

You must also ask the doctor to submit an accompanying letter on his or her professional letterhead or prescription form, verifying completion and signature of your METROLift application. This must be done for each applicant.

Remember, both the eligibility form (completely filled out) and the doctor's signed letter must be submitted to METRO for review prior to acceptance for processing by METROLift. Failure to do so will delay the processing of your application.

Applications are available at any METRO RideStore. You can also call METROLift Customer Service at 713-225-0119 (TDD 713-652-8969) between 10 a.m. and 5 p.m., Monday – Friday, and ask that a METROLift eligibility form be mailed to you. Send the completed applications to:

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

After your fully completed application has been received by METRO, 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 the greatest mobility. Appointments can be made Monday – Friday, 10 a.m. to 5 p.m., by calling 713-225-0119. If an appointment is not scheduled within 14 days, no further processing will be made by METRO. Interviews are not conducted without an appointment. No walk-ins will be accepted.

Decisions regarding eligibility will be furnished in writing within 21 days. Applicants that are denied METROLift services have the right to appeal METRO's decision in writing within 60 days to the following address:

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

Appeals will be forwarded to the METROLift Appeals Committee for review and final ruling.

Patrons have the right to use the service if the appeal decision is not made within 30 days after METRO receives complete information required to process your written appeal.

What Is The Fare .

One METROLift ticket or a monthly pass is required for each one-way trip.

Single ticket	\$1.15
10-ride book	\$9.75
Monthly Pass	\$38.60
Annual Pass	\$347.00

Purchasing METROLift tickets, ticket books and monthly passes is simple and convenient for METRO customers. We operate more than 200 METROStops at local malls, check-cashing locations and grocery store courtesy booths, including most Fiesta Marts, Foodaramas, Gerland's Food Fairs, H-E-B Stores, Kroger Food Stores, Randall's Food Markets and Sellers Brothers Food Markets. For more information about METRO Stops and how to find the one nearest you, call 713-635-4000. METROLift fare tickets and monthly passes may also be purchased at our two downtown RideStores:

1900 Main Street

7:30 a.m. - 5:30 p.m.

Monday - Friday

1001 Travis Street

7:30 a.m. - 5:30 p.m.

Monday - Friday

When Does METROLift Service Operate?

METROLift has expanded service hours for those persons living within 3/4 mile from a local bus route. The expanded hours are available from 4 a.m., with the last trip originating at 12:30 a.m., 7 days a week.

The following base hours will remain unchanged to all METROLift patrons:

Monday - Friday 5 a.m. - 11p.m.

Saturday 7 a.m. - 12 a.m.

Sunday & Holidays 7 a.m. - 11 p.m.

METROLift service hours are comparable to those of METRO's local fixed route services. The METROLift Subsidy Program (MSP) service is available before and after the hours listed above for those who require late night, early morning service. See *METROLift Subsidy Program page 30.*

How Do I Schedule A METROLift Trip?

All trips are scheduled one day in advance by calling for a reservation at 713-225-6716 and pressing 1 to use the MACS automated scheduling system. To use MACS you will need your client I.D. and your password, then simply follow the menu.

MACS is available:
7 days a week 5 a.m. – 5 p.m.

Or call the METROLift reservation office:

<i>Monday - Friday</i>	<i>8 a.m. - 5 p.m.</i>
<i>Saturday</i>	<i>9 a.m. - 1 p.m.</i>
<i>Sunday</i>	<i>1 p.m. - 5 p.m.</i>

METROLift is a shared-ride service. Remember when making a reservation, allow a minimum of 60 to 90 minutes for travel. Our concern is to get you to your appointments on time. Allow time to travel to your destination, taking into consideration the time it takes to pick up other patrons.

Remember, you must have METROLift fare tickets or a monthly pass to ride. Cash is not accepted.

You can eliminate confusion and unnecessary follow-up calls by having pencil and paper near the telephone so that you can write the estimated scheduled time the operator gives you.

When you call:

1. Spell out your full name.
2. Have the specific pickup and destination addresses, including any description of the location (e.g. Airport Landing Apts., etc.). Remember, you must have the specific address; METROLift operators are unable to look up an address without causing delay to other patrons calling for appointments.
3. Confirm your telephone numbers with the reservation operator.
4. Write down your ESTIMATED scheduled times. Remember that these times can change plus or minus 20 minutes. You should call the Dispatch office or MACS at 713-225-0410 after 7 p.m. the night before or on the day of service to verify your times. The automated MACS feature is available from 4 a.m. - 1 a.m. 7 days/week.

5. If you are traveling with an attendant or a companion, you must inform the reservation operator when you schedule your trip. An attendant is someone who assists you while you are traveling and rides free. A companion is someone who is accompanying you on your trip and must pay one ticket. Multiple companions (more than one) are scheduled on a space available basis and each pays for service regardless of age.

On certain holidays, METROLift closes the Reservation and Customer Service offices and has fewer vehicles scheduled for service. Holiday trips are usually scheduled on the last day before the holiday. Call METROLift Customer Service at 713-225-0119 (TDD 713-652-8969) for information about specific holidays. The holidays observed by METRO are:

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

Subscription Service

Subscription trip service may be available, on a limited basis, to those METROLift patrons traveling to and from the same location at the same time 3 or more days per week on a long-term basis. Once instituted, the subscription users no longer need to call the reservation line. At present, 50% of our daily riders use our subscription trip service, which is the maximum allowed under the transportation provisions of the Americans with Disabilities Act (ADA). Therefore, new subscriptions are very limited.

Subscription riders must cancel, in advance, any trips they will not be using.

Changes to existing subscription rides can be requested through the METROLift Customer Service Office. Changes are not guaranteed and will be determined on a case-by-case basis. If the changes are not able to be accommodated, you can request a new subscription.

Note: *Subscription service is not available on holidays. Patrons who have subscription trips and still need to travel on a holiday, must call and schedule a reservation at 713-225-0119 (TDD 713-652-8969) prior to the holiday.*

Is METROLift On Time?

Please call Dispatch 713-225-0410 for updated trips information by using MACS the automated calling system and selecting #1. MACS offers patrons the ability to avoid call hold times while better managing their service. Be sure to be ready and waiting 15 minutes before your scheduled time to prevent service delays. MACS 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 reservation office numbers. To use MACS you will need your client ID number and your password. Remember 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.

WEB-MACS is also available offering the same MACS features. To access WEB-MACS go to www.ridemetro.org.

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

On time service depends on a partnership between our patrons, drivers and METRO staff. For the driver to find you without delay, be sure METROLift has a record of all gate codes and other special instructions. Make sure you are ready when the driver arrives and proceed immediately to the vehicle. If all parties responsible for on-time operation do their share, you will get to your destination on time.

Vehicle Late?

We rely on you to let us know if your vehicle is late. The longer you wait, the longer it takes for us to respond. If the vehicle has not arrived at the scheduled time, call 713-225-0410 immediately. Repeat this process every 15 minutes until you receive service. If a third call is necessary, ask to speak to a Dispatch supervisor. By contacting METROLift immediately, you assist in eliminating unnecessary delays in providing service. Remember, don't wait if your vehicle is late.