



## What is Detroit MetroLift?

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MetroLift is a service created by the Detroit Department of Transportation (DDOT) for individuals with disabilities who are unable to use fixed-route buses and service. MetroLift provides curb-to-curb service transporting riders directly from their home or other locations to their destination. Door-to-door service is available upon request. The service helps individuals gain independence by enabling them to arrange their own transportation to the doctor, shopping and other activities.

### How long has DDOT provided MetroLift service?

DDOT has provided MetroLift service for its disabled consumers since the Americans with Disabilities Act of 1990 (ADA) was mandated in 1997.

### What are the MetroLift service guidelines?

The Americans with Disabilities Act of 1990 (ADA) re-quires public transit agencies throughout the country to provide complementary, equivalent public transportation to individuals with disabilities who cannot board, ride or get to an accessible fixed-route bus or other forms of public transportation because of their disabilities. This service must be comparable to the level of service that is provided to individuals without disabilities who use an agency's fixed-route system.

## What changes have been made to DDOT's MetroLift service?

### What are the service changes to this program?

DDOT has engaged Transdev to provide MetroLift service. Transdev uses several contractors to provide MetroLift service to its disabled consumers.

### Who are the MetroLift service providers?

DDOT has contracted with five experienced, transportation companies to provide MetroLift service in Detroit. Additional transportation providers are being added weekly to DDOT's roster of certified contractors. Currently, MetroLift service is provided by:

- Enjoi Transportation, LLC
- Lakeside Division, Inc.
- Detroit Checker Cab Company
- Moe Transit
- Delray United (Non-profit)

## What experience do they have and who else do they serve?

Each transportation provider has a track record of service and experience serving the Metro Detroit area.

- **Moe Transit** offers a full range of quality service to governmental agencies, non-profit organizations and for-profit companies. Its vehicles are fully accessible to transport individuals with specific transit needs.
- **Enjoi Transportation** offers a full range of quality service to governmental agencies, non-profit organizations and for-profit companies. Its vehicles are fully accessible to transport individuals with specific transit needs.
- **Lakeside Division** has provided its customers with personalized and professional service for more than a decade. It maintains a diverse fleet of vehicles that provide transit services in Wayne, Oakland, Macomb, Washtenaw, and Monroe Counties.
- **Detroit Checker Cab**, founded in 1921, is the largest cab company in Michigan and is the only company capable of serving all of Detroit's 147 square miles. It operates its own radio and digital dispatch systems that handle 10,000 calls per day. Checker Cab drivers must undergo specific training before they can provide MetroLift service.
- **Delray United** offers a full range of quality service to governmental agencies and non-profit organizations. Its vehicles are fully accessible to transport individuals with specific transit needs.

## Are all Checker Cab drivers approved by DDOT to provide MetroLift service?

No. Only Checker Cab drivers who have completed ADA training are approved by DDOT to provide MetroLift service.

## How do I identify certified MetroLift providers?

You can easily identify licensed and certified MetroLift drivers in three ways:

- Certified drivers have DDOT-issued signage with the DDOT logo visibly displayed in their vehicle.
- Certified drivers will know the first and last name of the passenger they are picking up.



***When did the new contractors begin providing MetroLift service?***

Transdev began providing MetroLift service on March 1, 2016.

***Are taxi cabs an acceptable form of paratransit service?***

Yes. Transit agencies nationwide use taxi cabs for paratransit service. This usage is approved by the U.S. Department of Transportation. Other major cities, such as Chicago and New York, use taxi cabs to provide service for those who are disabled.

***Are there advantages with the new service providers?***

***What are the advantages with the new service providers?***

MetroLift now has more than 60 drivers operating a fleet of sedans, vans and cut-away paratransit buses as compared to 220 drivers that operated a maximum of 60 vehicles with the previous contractor.

***Does the new service model reduce ride sharing?***

No. Due to increased demand, MetroLift has greatly increased the number of shared rides for its disabled passengers who do not use a wheelchair.

***Does the new service model reduce travel time for passengers?***

Yes. New scheduling software and tablets optimize ride time to reduce travel time.

***Does the new service model allow passengers to schedule an exact time?***

No. However passengers can now schedule a trip with a negotiated 30 minute scheduling window as opposed to the previous (2) two hour scheduling in place before.

***Training for MetroLift service providers***

***Are All MetroLift drivers trained?***

Yes. All MetroLift drivers are trained to handle the needs of disabled passengers, both ambulatory (not requiring a wheelchair) and non-ambulatory (requiring the use of a wheelchair).

***What does the training include?***

Drivers are trained in ADA service guidelines, such as how quickly a request for service must be filled, proper handling of disabled consumers and sensitivity training.

***What kind of licensing and certification is required?***

All MetroLift drivers must have a State of Michigan driver's license appropriate for the vehicle they are driving and must be certified according to Federal Transit Administration (FTA) standards. DDOT issues the certification following thorough ADA training.

***Is there a background check performed on the drivers?***

All MetroLift drivers must undergo a background screen that includes criminal records, substance-abuse records, motor-vehicle records and drug testing.



## ***Accessing MetroLift service***

### ***Who is eligible for MetroLift service?***

Only ADA paratransit-certified persons are eligible. The trip may be for any purpose.

### ***How can I be certified to use MetroLift service?***

Call (313) 933-1300 for an application or download one from the web by visiting [www.RideDetroitTransit.com](http://www.RideDetroitTransit.com) (click on the ADA Services tab). Complete the application and mail it back to the address given. The application asks general questions about your particular disability and your transportation history to determine your eligibility. The application must be validated by a medical professional. Once certified, you will receive a permanent or temporary eligibility status and ID card to be shown each time you use Detroit MetroLift.

### ***Once certified, how do I schedule a trip?***

You can schedule a MetroLift pickup by calling (313) 933-1300 six days a week, Mon–Fri, 8 a.m.- 4 p.m. Reservations can be made 1- 8 days in advance on a first come-first served basis. You can reserve a ride for any time, but must make the reservation between 8 a.m. and 4 p.m. MetroLift operates seven days a week, 24 hours a day.

### ***Will my request for transportation be denied?***

No. Once you have been certified to receive MetroLift service, your request for transportation will not be de-nied. MetroLift now has more than 60 drivers to meet your needs, so trip denials have been eliminated.

### ***What if I can't make a trip I scheduled?***

Call to cancel at least two hours in advance of the scheduled pickup time.

## ***DDOT's system for community feedback***

### ***Does DDOT have a system for receiving community feedback?***

Yes. The DDOT Local Advisory Council (LAC) on transportation for the elderly and disabled is made up of consumers and interested people or agencies who represent the elderly and disabled within DDOT's service area. This council advises DDOT on service issues pertaining to public transit services for the disabled and the elderly.

### ***How do I comment on Detroit MetroLift service?***

Call (313) 933-1300 or (313) 208-7363 prompt 3 Monday - Friday, 7:00 a.m. - 5:00 p.m.

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