

MetroLift is a shared ride service provided by the Detroit Department of Transportation (DDOT) for individuals with functional limitations who are unable to use fixed-route service. MetroLift is an origin to destination service and provides door-to-door service on request or when necessary.

**To comment or express a concern  
regarding Detroit MetroLift service:**  
**(313) 208-7363**  
Monday - Friday, 8:00 a.m. - 4:00 p.m.

**Detroit MetroLift**  
1301 E. Warren Avenue  
Room 106, Detroit, MI 48207

**[www.RideDetroitTransit.com](http://www.RideDetroitTransit.com)**  
 @RideDDOT



For more information, please see  
the DDOT Paratransit Guide by  
visiting [www.RideDetroitTransit.com](http://www.RideDetroitTransit.com)  
(click on the ADA Services tab).



**DETROIT**  
**MetroLift**

**frequently asked questions**



# F.A.Q.

## **What are the MetroLift service guidelines?**

The Americans with Disabilities Act of 1990 (ADA) requires public transit agencies to provide complementary, equivalent public transportation to individuals with functional limitations who cannot board, ride or get to an accessible fixed-route public transportation because of their functional limitations.

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

Only approved persons are eligible for MetroLift service. Once approved, trips can be scheduled for any reason within the MetroLift service area. The service area is within  $\frac{3}{4}$  mile of DDOT's fixed route service.

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

An application can be downloaded by visiting [www.RideDetroitTransit.com](http://www.RideDetroitTransit.com) (click on the ADA Services tab) or by calling 313-578-8268. Complete the application and have a professional familiar with your limitation complete the Professional Verification form. Return the completed application and Professional Verification form to the MetroLift Eligibility Office.

Once the application and Professional Verification form have been processed, the applicant will receive a letter reflecting their status and instructions for next steps.

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

You can schedule a MetroLift pickup by calling (313) 208-7363, Monday through Saturday 8:00 a.m.- 4:00 p.m. Reservations can be made 1 to 14 days in advance on a first come-first served basis. Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.131(e), complementary paratransit service must be available during the same days and hours that fixed route service operates.

## **Who are the MetroLift service providers?**

DDOT has contracted with experienced transportation companies to provide MetroLift service. Currently, MetroLift service is provided by:

- Detroit Checker Cab Company
- Comfort and Care Transportation
- Delray United
- Lakeside Division, Inc.
- Moe Transportation
- Odyssey Transportation
- People's Transit
- Wrightway Transportation

## **How do I identify MetroLift providers?**

Licensed and certified MetroLift drivers and vehicles will have MetroLift signage and logo visibly displayed on their vehicle.

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

Yes. All drivers complete The Community Transportation Association of America's (CTAA) Passenger Service and Safety (PASS) Training Program. MetroLift provides non-emergency medical transportation for all eligible riders, both ambulatory (not requiring a mobility device) and non-ambulatory (requiring the use of a mobility device). MetroLift drivers must undergo a background screening that includes: a criminal records check, substance-abuse screening and testing, and a motor-vehicle license verification and record review.

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

A client must cancel a trip at least two (2) hours in advance of the scheduled pickup time. Failure to do so will result in the client being charged with a "No-Show" violation

## **What is a No-Show Violation?**

A No-Show violation occurs when a client fails to board the vehicle after the driver reaches the pick-up location or a client does not cancel a trip at least two (2) hours in advance of a scheduled ride.