

MetroLift is a 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:
Call (313) 933-1300 or (313) 208-7363
Monday - Friday, 8:00 a.m. - 4:00 p.m.

Detroit MetroLift
1301 E. Warren Avenue
Room 111, Detroit, MI 48207

E-mail:
DDOT Customer Service: 313-933-1300
www.RideDetroitTransit.com

  @RideDDOT



DETROIT

MetroLift

frequently asked questions

FAQ.

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. The individual has to live within $\frac{3}{4}$ mile of the fixed route.

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.

How can I be certified to use MetroLift service?

An application can be downloaded by visiting 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 approved, an ID card will be issued reflecting your status.

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 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 8:00 a.m. and 4:00 p.m.

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 MetroLift drivers are trained to handle the needs of 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 two (2) hours in advance of a scheduled ride.

Please see the No-Show policy by visiting www.RideDetroitTransit.com (click on the ADA Services tab).