



1900 Main
P.O.Box 61429
Houston, TX 77208-1429
713-225-0119
713-652-8969 TDD
www.RIDEMetro.org

Dear METROLift Rider:

Welcome to METROLift! The METROLift Program Guide will introduce you to METROLift Transportation and provide the basic information you need to use the service. Upon request, this information is available in other formats.

It is important to us that our patrons know that METROLift is a shared-ride public transit service. In accordance with the Americans with Disabilities Act (ADA), travel times and the timeliness of service are comparable to fixed route bus 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 METROLift, please phone the METROLift Customer Service Department at 713-225-0119.

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METRO Buses, 100% Accessible, Providing the Missing Link to Mobility!

Transportation Choices:

METRO's fixed-route buses are 100% accessible, requiring no advance notice to ride. Try one of our convenient routes for yourself to help take control over your own mobility.

Accessible Bus Features Include:

- Ramps or lifts on all of our buses for riders using wheelchairs, scooters or ambulatory riders who have difficulty reaching the first step. Also, many METRO buses offer a kneeling feature to assist with boarding.
- Two priority-seating areas for the elderly and people with disabilities. Equipped with an easy-to-reach call bell and special securement belts designed to secure the mobility devices of patrons who use a wheelchair or scooter.
- Bus pads, sidewalk links, and curb cuts at most of our 10,000 bus stops.
- Solid-square bus poles at bus stops.
- Automatic audio and visual announcements on buses at major stops, main intersections and transfer points along the route.
- Large, bright destination signs on the front and side of the bus.
- Lighted "Stop Request" signs inside the bus for riders with hearing impairments.
- 19 transit centers connecting bus routes in neighborhoods across the region for safe and easy transfers.

METRORail

- Also accessible is METRORail, our 7.5-mile light rail line connecting Downtown, the museum district, the Texas Medical Center and Reliant Park.
- 16 METRORail accessible stations featuring audio and visual announcements telling when the next train is arriving.
- Audio and visual announcements of stops inside the rail cars.
- Each rail car offers four areas for wheelchairs. No securements are required on the train. Riders using wheelchairs also may choose to sit in any space that is available to them.
- Doors open automatically and have a sensitive edge that prevents closing if an object or person is detected in its path.
- Major transit centers Downtown, Midtown, and in the Texas Medical Center provide connections to METRORail with accessible METRO bus service.

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 and rail network.



What is METROLift and How Does it Work?

METROLift is complementary paratransit service offered by the Metropolitan Transit Authority of Harris County in accordance with the 1990 Americans with Disabilities Act (ADA). METROLift provides transportation for persons with disabilities 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 vans with wheelchair lifts and ramp-equipped mini-vans to provide service. Persons using wheelchairs and scooters will be accommodated with either lift-vans or ramp equipped mini-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.

METROLift transports thousands of patrons each day and we rely on our patrons to immediately inform our dispatch office when service issues occur.

A strong partnership with our patrons enables METROLift to respond 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 or visual disability, 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 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 that an attendant ride with the patron to ensure his or her safety and prevent the patron from wandering off unattended after leaving the METROLift vehicle.

METROLift is Public Transportation

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. For example, if you need to be at work at 8:00 a.m., your appointment time should be 7:00 a.m. or 7:15 a.m. In most cases, we will get you there at the scheduled appointment time; however, if we are running late for any reason, you should still be on time.

METROLift Rules of the Road

Required Securements

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 using wheelchairs, passenger safety requires that a METROLift operator secure your wheelchair with specially developed tie-downs. In addition, you must wear two METROLift provided seatbelts:

- One METROLift furnished seatbelt is required while you are riding up or down on the wheelchair lift.
- 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 has removed the seatbelt and wheelchair securements.

Mandatory Car Seat For Children Younger Than 2 Years of Age

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

City Ordinance

City of Houston Ordinance 77-1667 forbids passengers from smoking, eating or drinking in the vehicle.

Service Animals

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

Packages

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

Disruptive Behavior

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

Telephone Calls Are Recorded

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

School Trips

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 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 local bus service.

Healthcare professionals certify the applicant's disability. METRO makes the final eligibility decisions based upon the applicants' functional abilities to navigate the fixed-route bus and light-rail system in accordance with the Americans with Disability Act (ADA).

Eligibility & Recertification Process

You must complete and submit a METROLift application for a certification of 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 "Applicant's Signature." 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, bus and stop announcements, and infrastructure improvements at bus stops.

You also must ask the doctor to submit an additional signature on his or her professional letterhead or prescription form, verifying completion of your METROLift eligibility form. Remember, both the eligibility form (completely filled out) and the doctor's additional signature must be submitted to METROLift for processing. Failure to do so will delay the processing of your application.

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 application for certification of eligibility be mailed to you.

Applications are available at the METRO RideStore at 1900 Main at St. Joseph.

Send the completed application to:

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

After the properly completed eligibility form has been received by METROLift, 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 with the greatest mobility.

Applicants can schedule in-person eligibility interview appointments Monday-Friday, 10 a.m. to 5 p.m., by calling 713-225-0119. Interview appointments must be scheduled in advance, walk-ins will not be accepted. Applications are considered incomplete if applicants do not call to schedule or fail to keep their in-person eligibility interview appointments and no further processing will be made by METRO.

After the in-person interview has been conducted, a decision regarding eligibility will be furnished in writing within 21 days. If a decision is not made within this time period, the patron has the right to use the service until a decision is made.

Process for Eligibility Appeals

Applicants who are denied METROLift service have the right to appeal METRO's decision. Appeals must be received within 60 days and mailed 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. The Appeals Committee is comprised of an independent group of people with disabilities and advocates for people with disabilities. Patrons have the right to use the service if the appeal decision is not made within 30 days after all required information to process the appeal has been received by the Appeals Committee.

Fare Policy

Before boarding the METROLift vehicle, show the driver a photo ID or METROLift ID Q[®] Card. **One METROLift ticket or a METROLift 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

Riders without proper fare will not be transported.

Purchasing METROLift tickets, ticket books and monthly passes is simple and convenient for METROLift customers. METROLift fare items are currently available at more than 200 METROStops, including check-cashing locations and grocery store courtesy booths, at most Fiesta Marts, Foodaramas, Gerland's, Foodtown, H-E-B Stores (6-HEB), Kroger Food Stores, Randall's Food Markets and Sellers Brothers Food Markets - and one Foodland and Sak-N-Sav location. For more information about METROStops and how to find the one nearest you, call 713-635-4000. METROLift fare tickets and monthly passes also may be purchased by mail or at:

METRO RideStore
1900 Main Street
8 a.m. - 5 p.m.
Monday - Friday

When Does METROLift Service Operate?

METROLift base service hours are:

Monday - Friday 5 a.m. - 11 p.m.
Saturday 7 a.m. - 12 a.m. (midnight)
Sunday & Holidays 7 a.m. - 11 p.m.

METROLift has expanded service hours for those persons living within 3/4 mile from a local bus route. The service is available from 3:45 a.m., with the last trip originating at 1:30 a.m., 7 days a week.

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 or early morning service. See METROLift Subsidy Program, page 17.

How Do I Schedule a METROLift Trip?

Using our Automated Calling system (MACS), trips are scheduled one day in advance by calling 713-225-6716 and pressing 1, then simply following the prompts, or use MACS-WEB (www.ridemetro.org). To use MACS and MACS-WEB you will need your client ID and Password. MACS/MACS-WEB are available 7 days a week from 5 a.m. – 5 p.m. Scheduling assistance is available through the dispatch office on weekends and holidays. Or call the METROLift reservation office at 713-225-6716, Monday-Thursday, 8 a.m. – 5 p.m. for next day trips, or Friday, 8 a.m. – 5 p.m. for trips on Saturday, Sunday and Monday.

Travel Time

METROLift, ADA Paratransit Service is a shared-ride program. Our concern is to get you to your appointments on time. Total travel time includes the time it takes other passengers to board, ride and alight the vehicle. Paratransit travel time should be comparable to trips with the same origin and destination on the fixed-route bus system including transfers and wait times. This comparison exists except when circumstances are beyond our control, such as in times of inclement weather, traffic congestion, construction, etc.

Note: You must have METROLift fare tickets or a monthly/annual pass to ride. Cash is not accepted. Riders without the proper fare will not be transported.



When scheduling your trip, you can eliminate confusion and unnecessary follow-up calls by having pencil and paper near the telephone so that you can write down the estimated pick-up time the operator gives you.

Write down your ESTIMATED scheduled times. Remember, that these times can change plus or minus 20 minutes. You should verify your trip times using MACS-WEB at www.ridemetro.org or MACS at 713-225-0410 after 7 p.m. the night before or on the day of service. The automated services MACS and MACS-WEB are available 24 hours, seven days a week. You will need your client ID and password.

If you are traveling with an attendant, companion, or service animal, don't forget to include space for them. An "attendant" is someone who assists you while you are traveling and rides for free. A "companion" is someone who is accompanying you on your trip and must pay for one ticket. Multiple companions (more than one) are scheduled on a space-available basis with a reservationist. Each companion must pay a fare regardless of age.

On certain holidays, METROLift closes the Reservation and Customer Service Offices and has fewer vehicles scheduled for service. The holidays observed by METRO are:

- New Year's Day
- Martin Luther King Jr. Day
- 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, for 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, availability of new subscriptions is very limited. Subscription riders must cancel in advance any trips they will not be using. Failure to cancel will jeopardize their subscription service.

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.

Note: Subscription service is not available on holidays. Patrons who have subscription trips and still need to travel on a holiday must schedule a reservation using MACS/ MACS-WEB or by calling Reservations at 713-225-6716 (TDD 713-652-8969) on the last business day prior to the holiday.

Is METROLift on Time?

Yes, METROLift is a timely service. The on-time performance of service reliability standard for METROLift is comparable to METRO's local fixed route bus service. On-time service depends upon a partnership between our patrons, drivers and METRO staff. For the driver to find you without delay, be sure that METROLift has a record of all gate codes and other special instructions. Make sure that 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.

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

Please use MACS or MACS-WEB for updated trip information. MACS and MACS-WEB offer patrons the ability to avoid call hold times while better managing their service. Always be ready and waiting 15 minutes before your scheduled time to prevent service delays. MACS and/or MACS-WEB 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 password. Remember when using the MACS system that, 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.

MACS-WEB is also available and offers the same features as MACS. To access MACS-WEB, go to www.ridemetro.org.

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 and talk to a dispatcher immediately. Repeat this process every 15 minutes until you receive service. 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 that you cannot go at all, please call 713-225-0410 to cancel your trip. Call 60 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 10. In the event that 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 call in after your No-Ride and you still need to travel, your trips will be reinstated. Please call the Dispatch Office before the driver wastes a trip to your location.

No-Ride Policy 10-10-10

A No-Ride by any patron hurts the service but excessive No-Rides are abusive to the METROLift system, affecting other riders, drivers and dispatchers.

In a one month period, if you have 10 No-Rides equaling 10% or more of your total trips, METROLift staff will send you a certified and regular letter that suspends your riding privileges. The 10-day suspension will start on the 20th day of the month. Continued abuse of the No-Ride policy will lead to progressively longer suspensions, up to a permanent suspension of service.

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. If you cancelled your trips using MACS at 713-225-0410, or MACS-WEB at www.ridemetro.org, we have a record of your cancelled trips, and they will not count against you.

Process for Appealing Suspension of Service

All non-permanent suspension appeals must be made immediately to METROLift Customer Service at 713-225-0119. All non-permanent suspensions are issued by certified and regular mail before they become effective. 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 received by METROLift within 60 days after you receive a certified letter of suspension.

Send letters of appeal to:

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

If a decision is not made within 30 days after receipt of appeal, the patron has the right to use the service until a decision is made. All disputes that cannot be handled by METROLift management will be forwarded to the METROLift Appeals Committee, comprised of an independent group of people with disabilities and advocates for people with disabilities.

Ready Early?

METROLift will make every effort to send a vehicle early as space permits. "Ready Early" rides are not guaranteed and are not offered for any trip less than 90 minutes early. "Ready Early" rides will not be offered during peak hours or during 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 METROLift Customer Service at 713-225-0119 (TDD 713-652-8969), Monday – Friday, 10a.m. – 5 p.m. Comments can also be received at the METRO Public Comment line for general information at 713-658-0180 (TDD 713-658-0180) 7 days a week, Monday – Friday 6 a. m. – 9 p.m., Saturday & Sunday, 8 a.m. – 8 p.m. Comments help METROLift staff improve service and are treated confidentially. On average, comments will be processed within 7 – 10 business days.

Calling Dispatch from a Pay Phone

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

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 mail details of their trips in writing to:

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

These written reservations must contain the passenger's name, client ID number, 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 ID 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. We require some basic information and hometown ADA certification. If certification documents are unavailable from the visitor's transit agency or you have never been certified by a transit agency, then physical or documented proof of disability may be used. This information should be furnished at least a week before scheduling the first trip. Also, they must send a money order in advance for the number of trip tickets they will need, or purchase the tickets when arriving in Houston. Visitor certification is valid for 21 days of travel in a one-year period.

Lost & Found

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

If your METROLift ADA ID card is lost or stolen, you must go to our METROLift office in the METRO RideStore at 1900 Main Street and fill out an affidavit. The lost pass will be deactivated, or turned off, and you will be issued another pass. The initial replacement cost is free and any additional replacements are \$10.00.

Other METROLift Programs

The METROLift ID Q® Card allows certified METROLift patrons to board and ride METRO’s fixed-route bus and rail service for a reduced cost of 50% of the regular fare.

To take advantage of this valuable service, as you board the bus show the bus operator your valid picture METROLift ID Q® Card, then tap the card on the Q® Box. You will hear a beep when the fare has been accepted and a green light will display on the Q® Box.

You must have pre-paid value on the METROLift ID Q® Card to receive the 50% discount fare. With the Q® Card, transfers between local buses and trains are free within a 2-hour time limit. An attendant may also ride with the METROLift patron, free of charge, but must board and exit the bus with the cardholder.

The METROLift ID Q® Card cannot be used for reduced fare 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 the 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. Remember that METROLift is a pre-scheduled service. METRO’s fixed-route bus system can accommodate your needs without any advance scheduling, giving you the freedom to travel where and when you want to 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).

Yellow Cab Co.	713-223-0303
United Cab Co.	713-699-0000
Fiesta Cab Co.	713-428-5888
Lone Star/Square Deal Co.....	713-659-7236
Liberty Cab Co.....	713-333-6770

METROLift Advisory Committee (MAC)

METROLift Advisory Committee serves as a link between METROLift and the community it serves. MAC 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 or visit the METROLift web site for a list of the current year's meeting dates, times and locations.

METROLift Designated Stops at Major Locations

At frequently visited public places (i.e., schools, shopping centers and hospitals) with multiple entrances, METROLift, together with the property management, 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 to 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 (HCC)

3400 Caroline - Jew Don Boney

Business Career Center

1301 Alabama - Faculty Parking Lot

3500 San Jacinto - In Circle Drive

Texas Southern University

3900 Tierwester 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 -

METROLift Entrance - Truck Zone

Memorial Hermann Hospital

6411 Fannin - Emergency Entrance

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 Gessner - 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

Pick-up & Drop-off at Smith Tower or
Skurlock Tower

MLK Clinic

3601 N. MacGregor Way - Front Entrance

Park Plaza Professional Building

1213 Hermann - Caroline Side

Park Plaza Hospital

1313 Herman - Front Entrance

Parkway Hospital

233 Parker - Main Entrance

Skurlock Tower

6550 Fannin - Pick-up & Drop-off at
Smith Tower

Smith Tower

6550 Fannin - East Side (Near Valet)

Christus St. Joseph Hospital

1819 LaBranch - Side Entrance

Christus St. Joseph Family Cullen Bldg.

1404 St. Joseph Pkwy - Front Entrance

St. Luke's Children's Hospital

6720 Bertner - Bates Entrance

(Near Valet)

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

1333 Moursund - Front Parking Lot

(Under Canopy)

V.A. Hospital

2020 Old Spanish Trail - Atrium

RECREATION/MEETING PLACES**Lighthouse Activity Center**

3602 W. Dallas - Side Entrance

Miller Outdoor Theater

6199 Golf Course - Snack Bar Area

West Gray Adaptive**Recreational Center**

1475 W. Gray - Front Entrance

Toyota Center

Bell at La Branch

Minute Maid Park

401 Hamilton at Preston

WORKSHOPS**Nightingale**

5802 Holly - Side Entrance

The Center
The Lighthouse of Houston
3550 W. Dallas

SHOPPING

Almeda Mall
11700 Gulf Frwy - South Mall Entrance
(I-45 Side)

Galleria I
5015 Westheimer - Street Level,
Entrance 19, Fox Sports Bar

Greenspoint Mall
13200 N. Frwy - Entrance 3, Between
Sears/Dillards

Gulfgate Shopping Center
3100 Woodridge - HEB Food Store, Fresh
Food Entrance

Memorial City Mall
997 Gessner - Back Side -
Main Entrance by Food Court

Meyerland Plaza
4701 Beechnut - Jackwood Entrance

Northwest Mall
9600 Hempstead Freeway
Side by the Food Court Entrance

West Oaks Mall
14750 Westheimer - NE 1 Entrance (Near
Eye Masters, Westheimer Side)

Willowbrook Mall
7550 FM 1960 Road West
- Mall Entrance - 1960

OFFICES

City Hall Annex
900 Bagby St - Entrance to
Lower Level on Walker

**Houston Center for Independent Living
(HCIL)**
6201 Bonhomme Rd
Entrance in Parking Lot

Jefferson Building
500 Jefferson - Front Entrance

Mickey Leland Federal Building
1919 Smith - Rear Entrance

AIRPORTS

Hobby
Curb, Lower Level - Outside of
Baggage Claim

Bush Intercontinental
Outside of Baggage Claim of Airline
Traveled Terminal
A - Taxi pickup area
B - Taxi pickup area
C - Taxi pickup area
D - Taxi pickup area
International - Taxi pickup area