



Dear Applicant:

METROLift service is a “curb-to-curb” shared-ride paratransit service comparable to METRO’s local fixed-route bus service for persons with disabilities who cannot use the METRO accessible local bus or light rail system. The METROLift service area is required to encompass ¾ mile around METRO’s local bus routes.

You must be certified as eligible to use METROLift ADA paratransit service. Eligibility is not based on your disability but on your inability to ride local fixed route buses and is determined on a case-by-case basis. According to ADA regulations, eligibility is strictly limited to people who have specific limitations that prevent them from using METRO’s accessible local bus and light rail transportation.

Your application may be approved for full eligibility or on a limited basis for some trips which is called conditional eligibility. If you are found to be capable of using the local bus and light rail system for all trips without the help of another person, you will not be eligible for METROLift.

To apply for eligibility you must fully complete the attached application form. Incomplete forms will be returned to you, which will delay the eligibility determination. As part of the eligibility process, you will be requested to participate in an in-person interview to evaluate your travel needs. Please dress appropriately for the weather. The application process will be completed within 21 days after your in-person interview.

You will receive notice of your eligibility determination by mail. If you are certified as eligible, you will be sent a METROLift identification Q® Card along with a METROLift Program Guide. If you are found ineligible, you will be provided with instructions on how you may appeal the decision.

If you have any questions about this application, please call the METROLift Customer Service office at 713-225-0119 (TDD 713-652-8969) between 10 a.m. and 5 p.m., Monday through Friday.

INSTRUCTIONS FOR APPLICANTS:

- 1) Please PRINT CLEARLY or TYPE responses to all of the questions on the application form and sign the applicant’s portion, pages 1-4. Be sure to respond to all questions. If you fail to respond to all questions, your application will be considered incomplete and returned.
- 2) A physician/certified health professional must complete and sign the medical verification section of the application, pages 5-6, and also submit an additional signature on his/her letterhead or prescription note verifying completion of this application form to help us prevent fraudulent applications.

Return the completed application to:
METROLift, P.O.Box 61429, Houston, TX 77208-1429.

Frequently asked questions about METROLift Service:

If you have additional questions about the METROLift service, please ask the METROLift representative when you come in for your in-person interview.

Please read and check (P) all of the following:

		P
1.	METROLift is public transportation and I will be sharing rides with other passengers.	
2.	METROLift is curb-to-curb service. Limited assistance beyond the curb provided as required	
3.	METROLift does not provide emergency service.	
4.	I must show the driver my METROLift ID Q Card each time I ride.	
5.	METROLift requires one ticket or valid pass for each trip. Attendants may accompany patrons for free and additional companions pay one ticket each.	
6.	METROLift has 20 minutes before and after the estimated time to schedule your trip. MACS and MACS-WEB are available to check on your scheduled times.	
7.	Ten (10) "No-Rides" that equal 10% of trips in 30 days will result in a 10-day suspension of services.	