



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. The service is curbside-to-curbside, meaning it takes them directly from their home or other locations to their destination. 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) requires 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?

Previously, DDOT engaged a single contractor to provide MetroLift service. DDOT has changed its service model and is now using several contractors to provide MetroLift service to its disabled consumers.

Who are the new MetroLift service providers?

DDOT has contracted with three 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

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.

- **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.

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 MetroLift drivers wear a visible DDOT issued picture ID.
- 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?

The new contractors began providing MetroLift service on Nov. 6, 2009.

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 220 drivers operating a fleet of cabs and vans as compared to 90 drivers that operated a maximum of 60 vehicles with the previous contractor.

Does the new service model reduce ride sharing?

Yes. Due to increased capacity, MetroLift has greatly reduced the number of shared rides for the 80 percent of its disabled passengers who do not use a wheelchair. The majority of passengers who do not use a wheelchair will now get individual service directly to their destinations rather than sharing rides with others.

Does the new service model reduce travel time for passengers?

Yes. Because passengers who do not need a wheelchair are taken directly to their destination when being serviced by a Checker Cab, travel time is reduced to less than half the time previously needed for a round trip.

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

Yes. With more certified drivers available, you can now schedule the exact time you want to arrive at your destination. With the previous contractors, passengers had a two-hour scheduling window, which meant DDOT would schedule a trip for up to an hour before or after the requested arrival time.

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 (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 seven days a week, including holidays, 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 denied. MetroLift now has more than 220 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 Monday - Friday, 6:00 a.m. - 6:00 p.m.

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