



# Detroit MetroLift's Disabled Riders Enjoy Benefits of *New, Expanded Service*

## The Detroit Department of Transportation (DDOT)

has completed major innovations to its MetroLift service that provides independence to thousands of disabled individuals who use DDOT. MetroLift allows riders with disabilities to schedule trips directly from their homes or other locations to wherever they want to go within DDOT's service area. This service is offered to all riders in DDOT's service area that are certified under the Americans with Disabilities Act as being unable to use fixed-route buses and service.

DDOT has expanded its service from using a single contractor with 60 wheelchair accessible vehicles to a new model that uses three experienced transportation contractors operating 220-240 vehicles daily. The result is an additional 5,000 MetroLift riders per month, and the end of the old practice of

denying some ride requests when there were not enough vehicles available. The change has also increased the number of MetroLift riders who receive direct service from their home to their destinations, in addition to other benefits for our customers.

### *New MetroLift Service Benefits*

- **Increased ridership.** MetroLift monthly ridership has increased by 31 percent under the new service model. Total ridership was 16,000 in October, the last month under the old system, compared with more than 21,000 riders each month in December and January.
- **Customized service.** Passengers can request a specific time they want their trip to start. Before the change they had to allow for a two-hour scheduling window.

- **Direct service/reduced travel time.** Passengers who do not need a vehicle with a wheelchair lift can now go directly to their destination without sharing a ride with another passenger, reducing travel time and ending the frustration of long, shared rides.
- **No trip denials.** Requests for service are never denied. MetroLift is now in full compliance with ADA and Federal Transit Administration regulations.
- **MetroLift customers receive personalized, dedicated service.** DDOT has created a new in-house Customer Care Center dedicated to handling MetroLift complaints. Customers speak directly to representatives that can solve their problems on the spot.

## ➤ *Old MetroLift Service* **vs.** ➤ *New MetroLift Service*

✓ One contractor with 60 wheelchair accessible vans	✓ Three contractors with 220-240 cabs and wheelchair accessible vans and buses
✓ 16,000 riders per month	✓ 21,000 riders per month – an increase of 31 percent
✗ Monthly trip denials. MetroLift <u>not</u> in full compliance with ADA and FTA guidelines	✓ <u>No</u> trip denials. MetroLift operates in full compliance with ADA and FTA guidelines
✓ All drivers trained and certified in compliance with ADA and FTA guidelines	✓ All drivers trained and certified in compliance with ADA and FTA guidelines
✓ All rides shared with other customers	✓ Shared rides reduced by 50%
<i>Improved services making MetroLift better than before!</i>	✓ Passengers who do not require a wheelchair can now go directly to their destinations



Checker's MetroLift fleet of 200 cabs reduces travel time for 80% of MetroLift's riders who do not need a wheelchair. The service takes passengers directly to their destinations without sharing rides with other passengers.



Enjoi Transportation's MetroLift fleet consists of 35 vans and buses, 30 of which are wheelchair accessible. Enjoi is well known for servicing major health organizations and disabled passengers throughout the region.



Lakeside's MetroLift fleet consists of 10 buses, five of which are wheelchair accessible. Lakeside's skilled staff is well experienced in serving Detroit's disabled community.



*The New MetroLift Service!*

# *Detroit MetroLift – Making everyday life more convenient for disabled riders.*