



How to Apply for METROLift

METROLift gives rides to people who have a disability that keeps them from using regular METRO buses or trains. **Age alone does not qualify you.** METRO makes the final decision.

START HERE: Call METROLift: 713-225-0119

Monday to Friday, 10 AM to 5 PM. Ask for the paper application.

1. Get the forms

Call **713-225-0119** and ask METROLift to mail you an application. You can also pick one up at **1900 Main St., Houston**, or print it from **RideMETRO.org**.

2. Fill out your part

On the paper form, fill in **pages 1-4**. Answer each question and **sign on pages 1 and 4**. A family member or caregiver can help. If they fill it out, they must also sign page 4.

3. Ask your doctor to complete the medical part

Bring **pages 5-6** to your doctor or healthcare professional. They must fill out and sign the form. **Ask them to also sign a note on clinic letterhead or a prescription slip to confirm they filled it out.**

4. Send all the papers to METROLift

Mail your completed forms and the extra provider signature to:

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

Or apply online at RideMETRO.org and upload the signed medical form and the extra signature. **Keep a copy of all papers.**

5. Watch for a letter and go to your interview

METRO will mail you a letter telling you how to book an **in-person interview**. After the interview, METRO will mail its decision within **21 days**.

After you are approved

To book a ride, call:

- **713-225-6716** (live help, Monday to Friday, 8 AM to 5 PM)
- **713-739-4690** (automated, daily 5 AM – 5 PM).

Book the day before your ride. On Fridays, you can also book for Saturday, Sunday, or Monday.

One-way rides usually cost \$1.25 in the base area or \$2.50 in the extended area.