

# Detroit Department of Transportation MetroLift ADA Paratransit Application



## What is Detroit MetroLift?

Detroit MetroLift is the Americans with Disabilities Act (ADA) mandatory Paratransit Service of the Detroit Department of Transportation (DDOT). It is an advanced reservation, origin-to-destination service that is provided based on the applicant's inability to use DDOT's fixed route bus service due to a functional limitation. In special circumstances or upon request, a driver will provide door-to-door assistance. An application that includes a Professional Verification Form is necessary to determine eligibility.

Detroit MetroLift ADA Paratransit Service hours of operation are comparable to fixed route bus service. The one-way fare is \$2.50. The paratransit service area includes any address that measures  $\frac{3}{4}$  of a mile or less from a DDOT fixed route bus stop.

## What is ADA (or "ADA Paratransit")?

The Americans with Disabilities Act 1990 is a law prohibiting discrimination against persons with disabilities in the areas of employment, public accommodations, and public services such as transportation. The Federal Transportation Administration requires that complementary paratransit service be available to persons who,

because of a disability, are unable to use the regular fixed route bus system.

## Who is Eligible?

Eligibility for Detroit MetroLift ADA Paratransit Service is based on an individual's functional inability to independently board, ride, and/or disembark from an accessible fixed route bus. Paratransit eligibility does not include persons who find it uncomfortable or difficult to ride the bus. Eligibility is based on a person's functional limitation, not a medical diagnosis.

## Unconditional Eligibility

A person's disability or health condition that prevents them from using fixed route buses qualifies them for ADA Paratransit service for all trips.

## Conditional Eligibility

Conditional riders use the fixed route buses for some of the trips and qualify for ADA Paratransit service for other trips. Eligibility for paratransit is then determined on a trip-by-trip basis contingent upon the disability and environmental barriers that may prevent the use of fixed route transit service. If DDOT determines you to be conditionally eligible, we will identify all conditions that affect travel.

## Temporary Eligibility

Temporary eligibility is for people with a condition or disability that temporarily prevents them from using the fixed route system for a limited period of time.

## How to Apply

You, or an individual of your choosing, may complete the application for Detroit MetroLift ADA Paratransit Service. Applicants must complete the attached application and Professional Verification Form (must be completed by a licensed professional) in its entirety. Applications are processed within 21 days of receipt. If eligibility cannot be determined within 21 days, the applicant will be able to use the service until a final determination is completed. Incomplete applications may take longer to process or may be returned. Once the application is reviewed, the applicant will receive a determination letter along with instructions on how to proceed.

## Renewals

Eligibility may be granted for up to three (3) years. Renewal applications should be submitted at least 30 days prior to the expiration date of the applicant's eligibility period.

## Right to Appeal

Persons who disagree with the determination of their eligibility status may appeal the decision. Formal appeals must

be requested within 60 days from the date that the denial notice was sent. Appeal decisions are made within 30 days of the review. If a decision is not made within 30 days of completing the appeal process, paratransit service will be provided until and unless a decision to deny the appeal is issued.

## Visitors

If you plan on visiting the Detroit area and are eligible for paratransit services by another agency, you may be given presumptive eligibility to use paratransit services for up to 21 days within a year.

Please return completed forms to:  
Detroit Department of Transportation  
ATTN: Special Fares Division  
1301 E Warren Ave  
Detroit, MI 48211

Note: Applications not accompanied by a copy of valid identification, phone number, address and completed professional verification form will be denied.

# DDOT MetroLift ADA Paratransit Application



First name: \_\_\_\_\_ M.I.: \_\_\_\_\_

Last name: \_\_\_\_\_

Address: \_\_\_\_\_ Apartment/unit number: \_\_\_\_\_

City: \_\_\_\_\_ Zip code: \_\_\_\_\_

Date of birth: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email: \_\_\_\_\_

State of Michigan ID/Driver's license number: \_\_\_\_\_

What is the functional limitation that qualifies you for paratransit service?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Is this condition temporary?  Yes  No

Do you require a wheelchair?  Yes  No

Do you require a personal care attendant?  Yes  No

How does your functional ability prevent you from getting to a fixed route bus stop, waiting at a fixed route bus stop, or riding a regularly scheduled fixed route bus?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# DDOT MetroLift ADA Paratransit Application



Are there any other effects of your condition that we should know about?

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Please check the mobility aid(s) that you use:

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Manual wheelchair  | <input type="checkbox"/> Power chair/scooter | <input type="checkbox"/> Service animal |
| <input type="checkbox"/> Cane for the blind | <input type="checkbox"/> Other type of cane  | <input type="checkbox"/> Walker         |
| <input type="checkbox"/> Crutches           | <input type="checkbox"/> Braces              | <input type="checkbox"/> None           |
| <input type="checkbox"/> Other: _____       |  |   |

How many blocks are you able to walk or wheel?

- Less than 1       1       2       3       4 or more

Do you need information provided in an alternative format or language?       Yes       No

Would you be interested in learning how to ride DDOT's fixed route buses?       Yes       No

Other special needs (please explain):

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# DDOT MetroLift ADA Paratransit Application



## EMERGENCY CONTACT

First name: \_\_\_\_\_ M.I.: \_\_\_\_\_

Last name: \_\_\_\_\_

Phone number: \_\_\_\_\_

I attest that the above information is true and correct to the best of my knowledge. I also understand any of the above information found to have been intentionally falsified will lead to immediate termination of Detroit Department of Transportation Special Fares programs.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Note: Applications not accompanied by a copy of valid identification, phone number, address, and completed Professional Verification Form will be denied as incomplete.

## OFFICE USE ONLY

Date received: \_\_\_\_\_ Date entered: \_\_\_\_\_

Staff: \_\_\_\_\_





# Professional Verification



Is the condition temporary?  Yes  No

If yes, please explain the length of the condition and the circumstances:

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Does the client need a personal care attendant (PCA)?  Yes  No

*I certify under penalty of perjury under the laws of the State of Michigan that the information contained in this application is true and correct.*

First name: \_\_\_\_\_ M.I.: \_\_\_\_\_

Last name: \_\_\_\_\_

Title: \_\_\_\_\_ Phone number: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

State of Michigan License, Certification, or Registration: \_\_\_\_\_

## Authorization To Obtain Physician or Other Professional Verification

In order to evaluate your request, it may be necessary to contact your physician or other professional to confirm the information you have provided. Please complete the following information.

### Profession:

- Physician     Health Care Professional     Rehabilitation Professional

Professional's name: \_\_\_\_\_

Agency: \_\_\_\_\_

Office address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

Phone number: \_\_\_\_\_ Office fax: \_\_\_\_\_

Applicant's name: \_\_\_\_\_

Date of birth: \_\_\_\_\_

*I understand that the purpose of this application is to determine if there are times when I cannot use the public bus service and must therefore use ADA paratransit services. I certify that to the best of my knowledge the information in this application is true and correct. I understand that providing false or misleading information may result in a reevaluation of my eligibility.*

- I accept the terms listed above.

Click to send form now.