

# AUTOMATED SERVICES IS READY TO HELP!

METRO now offers three (3) options to assist you in booking, verifying and cancelling your METROLift trip. Not sure which one to use? The summary chart on the right provides a basic overview of each.



**FOR MORE INFORMATION ON HOW TO USE ONE OF OUR CONVENIENT AUTOMATED SERVICES, PLEASE CONTACT METROLIFT CUSTOMER SERVICE AT 713-225-0119.**

Automated Option	Book or Cancel	Verify Trip	Notable Features
<p><b>MACS</b> (METRO Automated Calling System)</p> <ul style="list-style-type: none"> <li>• Manage trips using your telephone</li> <li>• Booking: 5 a.m. - 5 p.m., 7 days a week Confirm/cancel: 24/7</li> </ul> <p>Call 713-225-6716 or 713-225-0410, Press 1</p>	✓	✓	<ul style="list-style-type: none"> <li>- Move to the front of the line with zero hold time</li> <li>- Book your trip by choosing from your frequent locations, plus 1500 additional locations</li> </ul>
<p><b>MACS-WEB</b> (METRO Automated Computer System on the Web)</p> <ul style="list-style-type: none"> <li>• Manage trips using your computer, tablet or smart phone</li> <li>• Booking: 5 a.m. - 5 p.m., 7 days a week Confirm/cancel: 24/7</li> </ul> <p>Go to <a href="https://pass-web.ridemetro.org">https://pass-web.ridemetro.org</a></p>	✓	✓	<ul style="list-style-type: none"> <li>- Compatible with screen reading software</li> <li>- Book your trip by choosing from your frequent locations, plus 1500 additional locations</li> </ul>
<p><b>TimePoint</b> (Mobile-friendly website)</p> <ul style="list-style-type: none"> <li>• Verify trip status using your computer, tablet or smart phone</li> <li>• Map available approximately two hours before your scheduled pick-up time</li> </ul> <p>Go to <a href="http://mlift.thebus.mobi">http://mlift.thebus.mobi</a></p>		✓	<ul style="list-style-type: none"> <li>- Compatible with screen reading software</li> <li>- Includes vehicle number</li> <li>- Map feature activates when your pick-up time is near – see where your vehicle is located</li> </ul>