

# WHAT IS MOBILITY?

MTA MOBILITY / PARATRANSIT IS A CURB-TO-CURB, SHARED RIDE SERVICE FOR PEOPLE WITH DISABILITIES WHO ARE NOT ABLE TO RIDE FIXED-ROUTE TRANSIT.

Mobility service operates within ¾ mile of any MTA Local Bus, Light Rail, or Metro Subway route in Baltimore City and Baltimore & Anne Arundel counties. Mobility

service is not offered near MARC Train and Commuter Bus service areas unless the requested service is within ¾ mile of an MTA Local Bus, Light Rail, or Metro Subway route.



## MOBILITY CONTACT INFORMATION

Address.....4201 Patterson Ave., 2nd Fl.  
Baltimore, MD 21215

TELEPHONE.....410-764-8181

### Certification

Request Applications.....Press 2, then 1  
Mobility application status.....Press 2, then 2  
Taxi Access application status.....Press 2, then 3

### Reservations

Cancel a ride.....Press 1, then 1  
Check on a late ride.....Press 1, then 2  
Make a next day reservation  
(call by 5 p.m.).....Press 1, then 3  
Make a reservation beyond  
next day.....Press 1, then 4  
Current status of service  
(weather, traffic, equipment).....Press 4

### Customer Service

(compliments, complaints, questions,  
suggestions).....Press 3

Maryland Relay.....7-1-1

## LOCAL BUS, LIGHT RAIL, METRO SUBWAY, MARC TRAIN, COMMUTER BUS GENERAL INFORMATION

Phone Number.....410-539-5000  
Toll-free.....866-RIDE-MTA (866-743-3682)  
TTY.....410-539-3497  
Website.....www.mtamaryland.com

## REDUCED FARE OFFICE

(for seniors & medically qualified)

Address.....6 St. Paul St., 1st Fl.  
Baltimore, MD 21202

Reduced Fare Certification.....410-767-3441  
TTY.....410-333-2051

This brochure is available in alternate format upon request.

2009

# MARYLAND TRANSIT ADMINISTRATION MOBILITY SERVICE GUIDE



FROM HOME TO HOMEPLATE,  
WE CAN HELP GET YOU THERE.



LOCAL BUS  
METRO SUBWAY  
LIGHT RAIL  
MARC TRAIN  
COMMUTER BUS  
MOBILITY



# HOW TO PARTICIPATE

## COMPLETE AN APPLICATION (WHICH INCLUDES A DOCTOR'S EVALUATION SECTION) AND SUBMIT IT TO THE MTA. OBTAIN AN APPLICATION BY:

1. Calling the Certification Office at 410-764-8181 (Press 2, then 1)
2. Visiting the MTA's Certification Office at 4201 Patterson Avenue, Baltimore, MD 21215 (near Reisterstown Plaza) Mon. – Fri. from 8:30 a.m. – 4:30 p.m.
3. Or, logging onto our website at [www.mtmaryland.com](http://www.mtmaryland.com)

Eligibility is determined by assessing an individual's functional ability from application information provided by the applicant, a professional's verification of disability, and an in-person interview.



# HELPFUL SUGGESTIONS

1. When making your reservation, please inform the ride reservation agent of your special needs, such as whether you use any equipment or a service animal, require a Personal Care Attendant (PCA), or if you intend on having someone travel with you. You may bring up to two (2) companions with you, but each will have to pay \$1.85 each way unless one is your PCA (who rides for free).
2. Be ready by the curb at your scheduled pick-up time. The vehicle will wait only five (5) minutes past your scheduled pick-up time. If your ride arrives early, you do not have to board until your scheduled time.
3. Mobility has 30 minutes after your scheduled time to arrive. If Mobility is late, call 410-764-8181. When your call is answered, press 1, then 2, which will connect you with the Late Ride Agent.
4. The operator may only assist you in boarding and exiting the vehicle. Operators may not escort you into a building or carry your packages. Operators may only remove the packages from the vehicle at the curb.
5. Limit the number of packages or bags you take on board to two (2).
6. Present your Mobility Smart Card to the operator upon boarding.
7. The operator collects the fare before your trip begins. Exact fare (\$1.85) is required.
8. Prior to departing, your seat belt and/or other restraints/tie-downs must be fastened.
9. Verbal and/or physical abuse of the operator will not be tolerated. Riding privileges may be suspended for such behavior.
10. Eating, drinking, smoking, and playing audio/visual devices without earphones are not permitted.
11. Notify Mobility (410-764-8181, press 1, then 4) of any changes to your name, address, phone number, disability status, wheelchair use, service animal use, etc.
12. Safety is our #1 concern. Operators may not always be able to converse with you because of their driving duties.

