

WHEELS

MAKING TRANSIT ACCESSIBLE FOR ALL

YOUR RIDE IS HERE.



MOBILITY SERVICE IMPROVEMENTS

As Mobility service demand and customer expectations increase, the Maryland Transit Administration (MTA) is seeking ways to improve customer service and optimize resources that can improve your service. As a Mobility customer, we want to let you, as well as customer caregivers and other stakeholders know in advance about several policy changes planned for implementation this coming spring.

Revised Origin-To-Destination Service – The existing “curb to curb” service for Mobility customers will be upgraded to “door to door” service. This change means that rather than require customers to wait at a curb, the Mobility driver will leave the vehicle to knock on the nearest external door of the pick up location. The driver will then provide the customer reasonable assistance to the vehicle. By allowing drivers to knock on the customer’s door, we hope to provide a more comfortable wait for the customer and reduce the number of instances where the customer and the operator are unable to

locate one another. This will help eliminate confusion, frustration and the waste of valuable time. Certain safety conditions must be met at pick up and drop off locations in order for this service to be provided.



Town Hall Meeting TUESDAY, FEBRUARY 23

Important improvements are happening to Mobility Service this spring, and MTA Mobility invites you to learn all about them by attending the next “Town Hall” meeting on Tuesday, February 23 at the

Catonsville Senior Center on
501 N. Rolling Rd., Catonsville 21228.
Presentations will be held
on that day from 10:00 a.m. – noon
and also from 2:00 p.m. – 4:00 p.m.

Revised No-Show Policy – MTA will implement and enforce a revised “no-show” policy. This policy is intended to discourage customers from scheduling a trip and then not meeting the vehicle at the designated location and time. This practice wastes other customer’s time and consumes resources that could be put to better use. “No-shows” now occur about 10 percent of the time, which is more than double the average for other systems. Although we expect no-shows to be reduced by the origin-to-destination service described above, under the revised policy Mobility will suspend service for customers with high no-show rates for short periods of time (a maximum of 30 days for severe offenders). Any suspension in service would occur only after proper notification, warning and a timely appeal, if requested.

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Mobility Service Improvements continued

Travel Training – For customers who want to expand their travel options by using MTA's accessible fixed-route services, MTA will offer travel training. This provides customers with the ability to use fixed-route services such as Local Buses, Light Rail and Metro Subway for at least some trips and increases transportation flexibility, along with providing the opportunity to travel more spontaneously than allowed by just using Mobility.

Travel training will cover all aspects of taking trips on fixed-route transportation, including reading schedules, finding stops, and entering and exiting vehicles. This training is voluntary and successful completion of travel training will not affect the customer's Mobility status.

These program improvements and policy modifications will greatly enhance Mobility's ability to provide more efficient and effective paratransit service to our customers. As the implementation date for these changes approaches, Mobility will provide additional information and answers to commonly asked questions through the Wheels newsletter, the Mobility website at mta.maryland.gov, and other outreach activities. You may also forward comments to Mobility in the following ways:

- **By Mail:** MTA Mobility Customer Service, 4201 Patterson Ave., 2nd Fl., Baltimore, MD 21215
- **By Phone:** 410-764-7143 or MD Relay 711
- **Online:** www.mta.maryland.gov and click on "Contact Us" on the top right of the home page, and then click on Mobility "Compliments, Complaints or Comments/Questions."

MOBILITY ADOPTS A FAMILY

On December 23, 2009 Mobility held an "Adopt a Family Drive" at 4201 Patterson Avenue, and the McDonald family was chosen after being referred by Baltimore City Department of Social Services caseworker Sharon Williams. Mrs. Williams and other staff members selected the McDonald family based on their circumstances, along with the fact that they were recently reunited.

Kamilla McDonald has three daughters, with a baby boy on the way. Once the news of the McDonald family arrived, the Mobility team sprung into action, and made sure the drive was a huge success! Thanks to Mobility, the McDonald family was able to experience the true meaning of giving this past holiday season. Through an abundance

of generous donations, the McDonald family received clothing, toys, household items, food, \$245 in cash, and \$125 in gift cards.

The McDonald family is very appreciative of the conscientious effort that the Mobility employees put forth as a team to make this happen. During the presentation Kamilla McDonald personally thanked Mobility for taking the time to collect all the contributions and for caring so much about her family.

WHEELS Spotlight on...

Charles Brown



Charles Brown has been a client of Mobility Services for quite some time. He has always demonstrated leadership abilities in the Disability Community, and these qualities have resulted in "Charlie" being elected the chairperson of the Citizens Advisory Committee for accessible Transportation (CACAT). Mr. Brown is also a member of the *Holy Rollers*, which consists of a group of paraplegics and quadriplegics who fellowship at the same church, and they are very vocal about their use of Mobility to regularly attend church services. Mr. Brown is very supportive of MTA transportation services, and, drawing from his own personal experience, has served on several panels to make sure the public has a clear understanding of the benefits that Mobility can offer.

Patrick Curtis



Patrick Curtis attended the Gateway School of the Hearing and Speech Agency and the Kennedy Krieger School, and graduated from the Chimes program. He currently uses MTA Mobility services to attend the Saint Peter's Adult Learning Program in Southwest Baltimore five days a week. He has been a perennial attendee of the Mobility Rodeo for the past several years, and is also an active member of the League, where he frequently enjoys the swimming pool. Patrick often uses MTA's accessible fixed-route Light Rail transportation, along with his family, when going to Hunt Valley, downtown to Harborplace or a ball game at Oriole Park at Camden Yards.

MTA TAXI ACCESS SUPPLEMENT

2010 UPDATES FOR TAXI ACCESS II

Taxi Access II provides on demand premium Taxi /Sedan service transportation opportunities to MTA Mobility customers, and all MTA Mobility customers may apply for this service. Taxi Access II customers can take **two one-way trips per day within the MTA service area.** **The service area for Taxi Access II is the same as MTA Mobility. If Mobility does not transport to an area, then Taxi Access II will not transport.**



A Taxi Access II customer pays \$3.00 for each trip, up to \$20.00 on the taxi meter. If the meter fare is greater than \$20.00, the client has to pay the amount over the \$20.00 limit. For example: If the fare on the meter is \$25.00, you will pay the \$3.00 Taxi Access II fare plus \$5.00 because the fare is greater than \$20.00. Taxi Cab rates and fees are set by the Public Service Commission and are calculated by time and distance traveled. Taxi Access II Customers do not receive discounts – they must pay the scheduled fares and applicable fees.

New providers have been added to better serve participants. Additionally, Yellow Transportation has added wheelchair accessible vehicles to their fleet. Please keep in mind that Taxi Access II does not have any vehicles or dedicated drivers. Taxi Access II is your payment mechanism that allows you to contact a participating provider to request a ride. Listed on this page is an updated list of Providers. This list and program information is also available on the Taxi Access II website www.taxiaccess.org.

TAXI ACCESS COMPANIES

A. A. COUNTY CAB

410-787-8800 | 24 hours a day, 7 days a week
Rides originating in Anne Arundel County

ARROW CAB

410-261-0000 | 24 hours a day, 7 days a week
Rides originating in Baltimore City

CHECKER CAB OF A.A. COUNTY

410-789-2300 | 24 hours a day, 7 days a week
Glen Burnie, Curtis Bay, Brooklyn and Cherry Hill

COUNTY CAB

410-338-0000 | 24 hours a day, 7 days a week
Rides originating in west Baltimore County

DIAMOND CAB

410-947-3333 and 410-233-6000
24 hours a day, 7 days a week
Rides originating in west Baltimore City

JIMMY'S CAB

410-296-7200 | 24 hours a day, 7 days a week
Rides originating in east Baltimore County

VALLEY CAB

410-486-4000 | 24 hours a day, 7 days a week
Rides originating in northwest Baltimore County

YELLOW-CHECKER CAB

410-685-1212 | 24 hours a day, 7 days a week
Rides originating in Baltimore City

TAXI ACCESS SEDAN COMPANIES

24/7 SEDAN

410-686-2666 or 410-686-0003
24 hours a day, 7 days a week
Rides originating in southeast Baltimore City and County

GREEN SEDAN, INC.

410-633-6666 | 24 hours a day, 7 days a week
Rides originating in southeast Baltimore City and County

J&P CHILDS TRANSPORTATION

443-742-4843 | 5 a.m. - 5 p.m., Monday - Friday
Rides originating in southeast Baltimore City and County

IMPORTANT NUMBERS TO SAVE

Mobility Information.....410-764-8181
Fax.....410-764-7526
Mobility Reservations.....**410-764-8181** ext. 1
Mobility Cancellation Line.....ext. 1-1
Mobility Late Line.....ext. 1-2
Mobility/Taxi Access II Certification.....ext. 2
Mobility Customer Service.....ext. 3
Current Status of Mobility Service.....ext. 4
MTA & Mobility Website.....www.mta.maryland.gov
Taxi Access II Website.....www.taxiaccess.org
MJM Customer Service (Taxi Access II)...410-664-2030
Reduced Fare Certification (6 St. Paul St.) 410-767-3441
Reduced Fare TTY.....410-333-2051
MTA Transit Information.....410-539-5000
Toll-free.....866-RIDE-MTA (743-3682)
MTA TTY.....410-539-3497
Maryland Relay.....DIAL 7-1-1

WHEELS

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

and

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