

SUMMER 16

WHEELS

MAKING TRANSIT ACCESSIBLE FOR ALL

Maryland Department
of Transportation



DRAMATIC PICKUP IN ON-TIME PERFORMANCE

The Maryland Department of Transportation's Maryland Transit Administration (MTA) has made some significant improvements in the past year geared toward improving your Mobility ride experience – largely utilizing the latest technology available to improve customer service and satisfaction.



The most beneficial technologies added in the past 12 months are online tools in the new software programs at the core of all Mobility operations. These are enhancements that you cannot see, but ones that enable us to deliver more efficient rides. These tools continually monitor and analyze data and customer communications to ensure that every trip you take is as smooth as possible.

By analyzing this data and applying what we've learned from these tools, Mobility agents now are able to answer

95 percent of your reservation calls within three minutes and 72 percent of the calls within 10 seconds.

The information gained also has helped us become more efficient in day-to-day operations. And in the past year, Mobility's on-time Performance (OTP) has improved – with 95.03 percent of all trips completed on time.

For those of you who also use MTA fixed route, you will be pleased to learn that OTP is up across the board with all modes – Local Bus, Metro Subway, Light Rail and MARC Train.



WHAT YOU NEED TO KNOW ABOUT USING A PERSONAL CARE ASSISTANT

A Personal Care Assistant (PCA) is someone who assists with your needs. Without this person's help, you would have great difficulty taking your Mobility trip or in some cases, you might not be able to take it at all.

A personal care attendant may be designated or employed to help you meet your individual personal needs. They are always allowed to ride with you. However, you must inform the reservationist booking your trip when you will be bringing a PCA.

Call the Mobility Certification Office at 410-767-3441 if you require additional information. A registered PCA may ride free of charge.



The PCA must have the same pick-up and drop-off points as the Mobility customer. Due to space limitations, we limit the number of people who may accompany you to no more than two persons including a PCA and a companion.

IMPROVING SERVICE FROM YOUR POINT OF VIEW

The Citizens Advisory Committee for Accessible Transportation (CACAT), was established as a volunteer advisory group which collaborates with MTA and the communities it serves.

Guest speakers from MTA and Mobility service providers are invited to the CACAT meetings to provide updates on projects and topics that concern the committee. The members of the committee make recommendations and provide potential solutions to problems which are identified by the MTA or its customers.

“We want to ensure that customer needs and community interests are adequately recognized and taken into consideration,” said MTA Administrator Paul Comfort. “The information CACAT members share with us from the monthly meetings helps MTA deliver the highest possible level of safe, efficient and reliable transit with world-class customer service.”

The new CACAT chairperson is Nicole Fincham-Shehan and her co-chair is Tisha Guthrie. MTA facilitators are Denise Hagans from the Office of Customer and Community Relations and Aaron Campbell, customer care officer at Mobility. Committee members for 2016 include: Peggy Clark, Edward Cohen, Nicole Fincham-Shehan, Cheryl Fogle-Hatch, Margaret Fulcher, Michael Gerlach, Tisha Guthrie, Marlene Hendler, Desiree’ Marcano, Gary Messma, Jonathan Moore, Ella Scovens, Mary Tran Do and Dr. Nollie Wood, Jr.

“Our goal at MTA,” Campbell said, “is to provide 100 percent customer satisfaction to all users of Mobility, and CACAT plays an important role in monitoring and advising us on ways to improve service. We take its recommendations very seriously, and also rely on the group to provide potential solutions to any problems identified by either MTA or its customers.”

CACAT meetings, which the public is invited to observe, are held on the third Thursday of each month (except in August and September) at 6 St. Paul Street in the 5th floor conference room from 1:00 p.m. to 2:00 p.m. The next two meetings this year will be on October 20 and November 17. For additional information, call Denise Hagans at 410-767-8359

TOWARD THE BEST CUSTOMER SERVICE POSSIBLE

The Maryland Department of Transportation’s MTA Mobility service already has a strong commitment to providing you with world-class customer service. That’s why we were well prepared when Governor Larry Hogan launched a new customer service initiative in June



Carl W. Parr, Jr.
Director of Mobility Services

designed to foster improvements in customer service across all Maryland state agencies.

The initiative, which went into effect immediately, focuses on three core deliverables: a renewed focus on a strong service culture in state agencies; improved customer service training for state employees; and the establishment of new service performance metrics, which will allow the administration and all Marylanders to track improvements in customer service over time.

I am determined to ensure that you receive the best customer service possible, whether from Certification, Reservations or our over 1,000 contract drivers. Please contact our Customer Care Department at 410-764-8181, Option #8, any time you feel that you didn’t receive the best service possible. I’ll also be glad to hear from you when you do.

Safe travels!



HEAR MTA TRANSIT UPDATES THREE WAYS

Baltimore's newest radio station, MTA Radio WTTZ-FM 93.5, now plays at all 14 Metro Subway stations, all 33 Light Rail stops, and is streaming online. The smooth jazz station features timely and useful commuter updates from all business units of the Maryland Department of Transportation (MDOT): Maryland Transit Administration (MTA); Maryland Aviation Administration (MAA); Maryland Transportation Authority (MdTA); and State Highway

Administration (SHA). WTTZ is the only station in the area broadcasting transit and traffic reports that include buses, trains, cars *and* planes. The new station joins MTA's other station WMVK-FM 107.3 in Perryville.

You can also hear WTTZ-FM 93.5 online by clicking on the icon on the MTA website homepage mta.maryland.gov or download the free TuneIn app onto your smartphone.



CALL-A-RIDE CAB AND SEDAN COMPANIES

PARTICIPATING CAB COMPANIES

AA Taxi

410-327-7777 | 24 hours a day, 7 days a week
Rides originating in Anne Arundel County

Arrow New Green Cab

443-575-4111 | 24 hours a day, 7 days a week
Rides originating in Baltimore City
One wheelchair accessible taxi

County Cab

443-575-4110 | 24 hours a day, 7 days a week
Rides originating in western Baltimore County

Diamond Cab

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

Diamond Cab of Anne Arundel County

410-400-6000 | 24 hours a day, 7 days a week
Glen Burnie, Hanover, Linthicum Heights,
Pasadena, Halethorpe

Diamond Cab of Annapolis

410-573-0184 | 24 hours a day, 7 days a week
Annapolis, Pasadena, Riva, Severna Park

Independent Taxi Company

410-233-8294 | 24 hours a day, 7 days a week
Rides originating in Baltimore City

Jimmy's Cab

410-296-7200 | 24 hours a day, 7 days a week
Rides originating in eastern 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
10 wheelchair accessible taxis

PARTICIPATING SEDAN COMPANIES

24/7 Sedan

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

Green Sedan, Inc.

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

IMPORTANT NUMBERS TO SAVE

Mobility Main Number..... **410-764-8181**
Mobility Reservation Line..... **Option #1**
Mobility Certification Office..... **Option #6**
Call-a-Ride Certification Office..... **Option #7**
Customer Care Center **Option #8**
MTA General Information **410-539-5000**
Toll-free..... **866-RIDE-MTA (743-3682)**
Call-a-Ride Customer Service..... **410-664-2030**
Maryland Relay **711**
Call-a-Ride Website **mtacallaride.org**
MTA Website **mta.maryland.gov**

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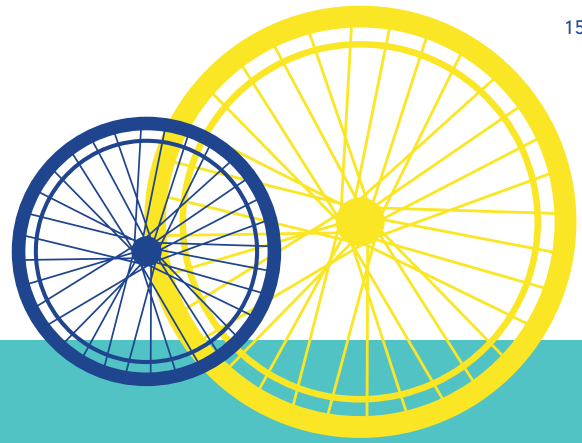
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and

MTA Office of Communications and Marketing
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