

SPRING 16

WHEELS

MAKING TRANSIT ACCESSIBLE FOR ALL

YOUR RIDE IS HERE.



MANY NEW IMPROVEMENTS FOR MOBILITY CUSTOMERS IN 2016



There are lots of new and exciting things happening at Mobility this year! At the top of the list – and the man at the top who is behind many of the improvements to Mobility service – is new Director Carl Parr. During his first year as Director, Carl has made significant changes that will make a noticeable difference not only in your ride, but in the ease with which you are able to book it as well.



Carl W. Parr, Jr. is the new Director of Mobility Services

The Reservation Call Center now has a new “Unify” phone system that makes access to agents much easier. This new system enables Call Center representatives to answer over 70 percent of incoming calls within the first ten seconds, often before you even hear the IVR message.

In addition, in keeping with MTA Administrator and CEO Paul Comfort’s “World-Class Customer Service” initiative, over 75 percent of Mobility’s agents have taken a specialized World Class Customer Service training course. This enhanced training means that each agent now has a renewed focus on their personal role in delivering excellent customer service – and that you will receive the

same courteous, professional service whether you call our Reservation, Late or Cancellation line.

To further improve service, the Call Center has new hours of operation, and is now open from 8:00 a.m. to 5:00 p.m., seven days a week. The heaviest call volumes are from 8:00 a.m. to 9:00 a.m. and from 3:00 p.m. to 5:00 p.m., so it is best to make your reservations during off-peak times to minimize delays and to reach an agent more quickly. You can also book reservations yourself online through PassWeb during these same hours.

To centralize operations and increase efficiency, the MTA Mobility Certification Office has relocated to the first floor of 4201 Patterson Avenue. The newly-renovated office offers greater accessibility, more space, more seating, and is designed to streamline the entire certification process from check-in to interviews to assessments. If needed, functional or cognitive assessments can also be done now on the same day as the interview. In addition, each member of the certification team has completed training in customer service and the Americans with Disabilities Act enabling them to better assist new clients.

As a result of this new technology and enhanced training, the Control Center’s on-time performance (OTP) has improved significantly. In March 2015, Mobility’s OTP was 84 percent and in March 2016 it climbed to over 94 percent.

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FRIENDLY REMINDERS FOR A SMOOTHER RIDE

- Mobility is a door-to-door service. Please be ready and visible to the driver at the curb and have the exact fare of \$1.90 and your MTA Mobility ID Card with you. Operators cannot wait for you to go back into your building, as this delays service for others.
- Best time to reach our Reservation Call Center is from 10:00 a.m. - 2:00 p.m., but agents are available seven days a week from 8:00 a.m. - 5:00 p.m.
- Limit the number of packages you take on the vehicle to two. The total weight of both bags cannot exceed twenty (20) pounds.
- Please be responsible for your personal items, including your medications.
- Use PassWeb to book your own ride online and pick a day and time that suits your schedule best. Simply click on the PassWeb icon at www.mta.maryland.gov/mobility, enter your Client Identification Number and follow the instructions. For further questions about PassWeb, call our Customer Care Center at 410-767-8181 and choose Option #8.
- Shopping carts and strollers are allowed on all rides but must be capable of being collapsed once they are taken inside the vehicle.
- Please take all of your personal belongings with you when you exit vehicles. Personal items are only kept for 30 days in Lost and Found.
- Fasten your seat belt.
- Exit vehicles only at your proper destination. Drivers must follow their manifests for your protection and safety.
- Please share our guidelines for using Mobility service with your travel companion and/or Personal Care Assistant.
- Service animals in Mobility vehicles must be clean and well groomed.

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YOU ASKED...AND WE LISTENED

Mobility Service has also made some significant strides this year to upgrade its fleet of vehicles. The fleet currently consists of MV1s, cutaways and sedans. MV1s can carry two ambulatory individuals and one wheelchair; cutaways carry six to eight ambulatory and two wheelchairs, and sedans can accommodate three ambulatory passengers.

Since 75 percent of Mobility customers do not use a wheelchair, the Maryland Department of Transportation also awarded a \$5.3 million contract to purchase 147 new Ford Taurus "Police Interceptor" vehicles.

"These new vehicles are all-wheel drive with good suspension and bigger tires, offering a much more comfortable ride to our mobility customers," said MTA Administrator and CEO Paul Comfort. "We chose the Ford Taurus because the majority of our passengers don't require the big wheelchair vehicles to get them where they need to go. These new cars offer a more comfortable ride, lower maintenance costs, better fuel economy and better functionality for our drivers." The all-wheel drive Taurus Interceptor sedan also comes with two-way radio, computer, safety apparatus and backup cameras.

"We are committed to our riding public to provide safe, efficient, and reliable transportation with world-class customer service," said Mobility Director Carl Parr. "The new vehicles are being distributed to the MTA's three mobility vendors – First Transit, MV Transportation and TransDev. Most are in service already and the remainder will be delivered in the next few weeks."



The new Ford "Police Interceptor" Mobility sedans

WHAT IS MTA CALL-A-RIDE SERVICE?

The MTA Call-a-Ride service is available to MTA-certified Mobility customers for travel in the Mobility service area. The MTA Call-a-Ride service is not part of MTA Mobility service, but rather a separate MTA service provided under contract by participating area taxicab and sedan companies.

MTA Call-a-Ride is not paratransit under the Americans with Disabilities Act (ADA) and is not a replacement for Mobility service. Printed below are the cab and sedan companies that are currently participating in the Call-a-Ride program. For more information, visit www.mtacallaride.org or call 410-664-2030.



CALL-A-RIDE CAB AND SEDAN COMPANIES

PARTICIPATING CAB COMPANIES

A.A. Cab Connection

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
1 wheelchair accessible taxi

Checker Cab of A.A. County

410-789-2300 and 410-355-3333
24 hours a day, 7 days a week.
Glen Burnie, Curtis Bay, Brooklyn, Cherry Hill

County Cab

443-575-4110 | 24 hours a day, 7 days a week
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

Diamond Cab of A.A. 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 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
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 and County

Green Sedan, Inc.

410-633-6666 | 24 hours a day, 7 days a week
Rides originating in northwest Baltimore City and 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..... **www.mtacallaride.org**
MTA Website..... **www.mta.maryland.gov**

WHEELS

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