

MTA MOBILITY SERVICE IS CHANGING TO SERVE ALL OUR CUSTOMERS BETTER.

SERVICE AREA CHANGES

- MTA is adjusting the Mobility service area to maximize efficiency and cost savings, and to align with federal standards. Federal regulations state that Mobility service be provided within 3/4 of a mile from all fixed routes, excluding Commuter Bus and MARC Train Service.
- MTA is establishing a comprehensive program to assist customers who travel from outside the service area to procure transportation with third-party providers.
- Customers who currently make trips to areas beyond the 3/4-mile limit will be provided with MTA's premium Taxi Access service to enhance accessibility to destinations that are no longer covered by Mobility.

CONDITIONAL ELIGIBILITY

- Places conditions on some individuals who can ride fixed-route services at certain times, under certain circumstances.
- Enables participants to reserve Mobility service for times when their

abilities do not permit them to ride the regular MTA fixed-route transit services.

- MTA may require a functional assessment completed by a certified physical or occupational therapist as part of the determination process.

NO-SHOW POLICY

- Mobility customers with repeated no-show occurrences face the possibility of a temporary loss of service, so that Mobility can better serve the vast majority of its customers.

TRAVEL TRAINING

- Is an opportunity for customers to expand their travel options by learning to ride fixed-route transportation services confidently.
- Covers entering and exiting vehicles, finding stops and reading schedules for MTA Local Bus, Light Rail and Metro Subway.
- Is voluntary, and the successful completion of travel training will not affect a customer's current or future Mobility status.

FOR MORE INFORMATION, CONTACT THE MTA:

BY EMAIL
 mobilitycomments@
 mta.maryland.gov

BY U.S. MAIL
 Mobility Customer Service
 4201 Patterson Avenue, 2nd Floor
 Baltimore, MD 21215-2222

BY PHONE
 410-764-8186 / 8004 or
 MD Relay Service: 711

BY WEB
 www.mta.maryland.gov

The information in this brochure is available in an alternate format upon request. Please call **410-764-8181**.



MOBILITY *from*
 MARYLAND TRANSIT ADMINISTRATION

SERVICE CHANGES FOR 2012



FREQUENTLY ASKED QUESTIONS

WHO IS AFFECTED BY THE NEW SERVICE AREA?

Approximately 1,500 customers are affected by the new service area.

WHAT WILL MTA DO TO HELP THOSE CUSTOMERS AFFECTED BY THIS CHANGE?

Customers affected by this adjustment will be able to use MTA's premium taxi program, Taxi Access II Limited, for a period of up to three years.

AM I AFFECTED BY THIS NEW SERVICE AREA?

Every customer affected by this adjustment was sent a personal letter with this news in February 2012. If you didn't get a letter, you're probably not affected.

WHAT IS PREMIUM TAXI ACCESS II LIMITED AND HOW DOES IT COMPARE TO MOBILITY?

Taxi Access II Limited is a premium, on demand, same-day service provided to eligible MTA Mobility customers that have taken a trip in their service area during MTA's calendar year 2011. Taxi Access II Limited is not part of MTA Mobility, but rather a separate and distinct MTA service provided under contract by participating area taxi cab and sedan companies. Rides are subject to the availability of a taxi/sedan vehicle at the time of the call to the taxi/sedan company dispatcher.

WHAT'S THE COST OF TAXI ACCESS VS. REGULAR MOBILITY?

Mobility is \$1.85 one-way. Taxi access customers pay \$3.00 with a meter limit of \$20.00 per trip.

WHY IS THIS HAPPENING NOW?

The MTA could have altered the service area last year, but wanted to make sure that we identified all customers that would be affected by this change. We also took the time to build out enhancements and other actions we could take to improve the service along with the service area change.

WHAT IS MY SERVICE AREA?

The service area is specified by the Americans with Disabilities Act (ADA). Transit districts must offer paratransit services to addresses that are within three-quarters of a mile, as the crow flies, with regular (non-express, non-commuter) fixed-route public transit resources. For MTA, this means our Local Bus, Light Rail and Metro Subway services. The regular services are the framework around which the paratransit service area is built.

I STILL DON'T GET THE SERVICE AREA IDEA. WHAT MAKES MTA MOBILITY SERVICE "COMPLEMENTARY" OR "COMPARABLE?"

Consider this example: If two people lived at the same address, and one of them, who did not have a disability, could take the trip walking out the front door and using public transit buses or trains, then the other person, who did have a disability, should be able to take the trip using paratransit services, at the same time of day and the same day of the week. Disabled customers are entitled to complementary or comparable service, which means generally the same level of service available to customers without disabilities.

HOW WILL I KNOW WHEN YOU'RE USING THE OLD SERVICE AREA VS. THE NEW ONE?

The change should be seamless to our customers. When we activate the 2012 map on May 7, 2012, your trips will be provided exactly as they were booked.

