

CONTACT INFORMATION

Mobility Main Number..... 410-764-8181
Mobility Reservation Line..... Option #1
Mobility Certification Office..... Option #6
Call-a-Ride Certification Office..... Option #7
PassWeb (Customer Care Center)..... Option #8
MDOT 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
MDOT MTA Website..... www.mta.maryland.gov

MDOT MTA Mobility | 4201 Patterson Ave.,
2nd floor, Baltimore, MD 21215

www.mta.maryland.gov/mobility

If you need help understanding this information or assistance in completing or understanding Mobility forms or policies, wish to request a reasonable accommodation or modification, or need a copy of this document in an alternative format, please contact Mobility Information at 410-764-8181, Toll Free 1-866-743-3682, TTY 410-539-3497, or MD Relay 711. You may also contact the Office of Equal Opportunity Compliance Programs at 410-764-8507.

Este documento está disponible en un formato alternativo o traducido al pedirlo. Por favor, comuníquese con MDOT MTA Office of Customer and Community Relations.

По запросу этот документ доступен в альтернативном формате или в другом языке. Пожалуйста, обращайтесь к MDOT MTA Office of Customer and Community Relations.

본 문서는 다른 형식으로도 제공되며, 요청 시 번역도 해 드립니다. MDOT MTA Office of Customer and Community Relations 으로 연락하여 주십시오.

MOBILITY
LINK

PASSWEB
24/7 ONLINE RESERVATIONS



5K 8/18 PS-ID

MDOT
MARYLAND DEPARTMENT
OF TRANSPORTATION
MARYLAND TRANSIT
ADMINISTRATION

LINKING YOU
www.mta.maryland.gov

TAKE CONTROL OF YOUR MOBILITY NEEDS BY COMPUTER OR TABLET, ANY TIME OF DAY OR NIGHT.

CONVENIENCE.

That's what MDOT MTA's Mobility Service is all about. And now it's more convenient than ever to take control of your ability to get around.

PassWeb from Mobility enables you to enjoy the ease and convenience of booking trips from the comfort of your home – or even on the go – using your computer or tablet.



With *PassWeb*, you won't have to wait for a booking agent. You'll have all the options you need right at your fingertips, so you can:

- Book Mobility trips
- Cancel Mobility trips
- Review scheduled trips
- View, change or update account information
- Spend less time on the phone
- Make reservations anytime
- Save time

GETTING STARTED IS EASY.

The easy-to-use interface and step-by-step instructions are designed to make *PassWeb* as convenient to use as possible. Here's all you do:

1. Click on the *PassWeb* icon at **mta.maryland.gov/mobility**. (You can also go directly to **passweb.mta.maryland.gov**)
2. Enter your Mobility identification number. If you have already created your own Mobility Direct password, use that. If you have not created your own password, your default password is your birthday. For instance, if your birthday is August 30, 1940, your password would be 08301940.
3. Choose your options and fill in the required information.

BOOKING A NEXT DAY RIDE?

Next-day bookings are subject to specific cut-off times in order to coordinate driver schedules. Next-day bookings must be made by 5:00 p.m.