



## MTA Mobility Service Changes for 2012

### 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.

### Revised 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

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**[www.mtamaryland.gov](http://www.mtamaryland.gov)**