

FALL 2016

WHEELS

MAKING TRANSIT ACCESSIBLE FOR ALL



NEW DIRECTOR MARLON BATES CONTINUES FOCUS ON WORLD-CLASS CUSTOMER SERVICE

Marlon Bates has joined MTA as the new Director of Mobility. Marlon will be responsible for the day to day oversight and strategic direction of MTA Mobility's operation, as well as ensuring the compliance and performance of the service providers to provide strong operational efficiencies, transparency and delivery of safe, efficient and reliable paratransit with world-class customer service.

"It's all about customer service," Marlon said. "My focus is on exceeding our customer's expectations and ensuring that all of their interactions with Mobility are positive. This includes every call into our call center and every trip taken on a Mobility vehicle."



Marlon Bates, Director of Mobility *(Photo by Juan Torrico)*

best paratransit operation in the country. To help accomplish this goal, all Mobility employees and contractual drivers are now required to participate in customer service training, taught in partnership with Anne Arundel Community College."

"I firmly believe in and embrace MTA Administrator Paul Comfort's commitment to providing safe, efficient and reliable transit with world-class customer service," Marlon concluded. "Supporting that goal is what inspires our Mobility team members to excel and be driven to improve your transit experience on every level."



Marlon comes to Mobility with over 25 years of public transportation and logistics experience. Before joining MTA, Marlon was General Manager of a local

paratransit operation and oversaw the transition of services from in-house to private contractor. He has also managed numerous paratransit operations in the northeast region, including some in Baltimore City, Baltimore County and Anne Arundel County. "My goal is to make MTA Mobility service the very

HELPFUL HINTS TO IMPROVE YOUR TRANSIT EXPERIENCE

The Maryland Department of Transportation's Maryland Transit Administration (MTA) wants you to have the best experience with MTA Mobility possible. Below are some tips that will help you help us make that experience the best that it can be.

Reserving a Ride

- Please have on hand: Your ID number; date of ride; pick-up and drop off addresses; appointment or arrive time, and time of return.
- Advise the Reservation Agent if you use a wheelchair, scooter, walker or service animal, and if a Personal Care Assistant (PCA) or companion will be traveling with you. Your PCA rides free, and a traveling companion pays \$1.90. Either one must be picked up and returned at your address.
- Next day rides must be booked by 5 p.m. the day before you plan to travel.
- Mobility is not able to provide same day trip requests.
- Future reservations may be requested up to seven days in advance.
- A ride is not considered late until 31 minutes after the scheduled time.

WHAT YOU WILL NEED TO KNOW WHEN TRAVELING TO OTHER STATES

Mobility customers are entitled to up to 21 days of paratransit services per year in other states. Call the local paratransit provider in advance for details. Before leaving, you will also need eligibility confirmation from MTA. Please call Mobility at 410-764-8181 and select the "Certification" option (fax 410-764-7526), and allow at least three business days for MTA to send this to you.

Customer Cancellations and No Shows

- Rides may be cancelled seven days a week, 24 hours a day.
- Provide your name, ID number, date and times.
- To cancel, contact Mobility at least two hours before your scheduled ride. Cancelling your ride less than two hours before your scheduled time is considered a "Late Cancellation."



Tips to Make Your Trip More Pleasant

- Be prepared to leave 10 minutes before your scheduled pick-up time.
- To stay on schedule for others, Mobility operators are only allowed to wait five minutes after your scheduled pick-up time.
- Driver has a 30-minute window for pickup. (At 31 minutes the ride is late and you should call 410-764-8181, option 2 for Late Line).
- Due to space limitations, you can only carry up to two bags (20 lbs. max).
- Children under six weighing less than 40 lbs. must be in an approved car or booster seat provided by the rider.
- Eating, drinking and smoking are not permitted on Mobility vehicles.





On August 24, members of the Citizens Advisory Committee for Accessible Transportation (CACAT) and the Citizens Advisory Committee (CAC) enjoyed an inside look at the Operations Control Center (OCC) and the Washington Boulevard facility. The group was escorted by CACAT Facilitator Denise Hagans, Office of Customer and Community Relations, and co-facilitator Aaron Campbell, customer care officer at Mobility. At the OCC, Administrator Paul Comfort spoke to them about BaltimoreLink and thanked them for the important role they play by advising and suggesting potential solutions to MTA about ways to improve service.

CALL-A-RIDE CAB AND SEDAN COMPANIES

PARTICIPATING CAB COMPANIES

Anne Arundel County Cab Connection

410-766-1000 | 24 hours a day, 7 days a week
Rides originating in Anne Arundel County

Associated Cab Company

410-766-1234 | 24 hours a day, 7 days a week
Brooklyn, Glen Burnie, Pasadena, Severna Park,
Linthicum, Hanover | 3 wheelchair accessible taxis

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

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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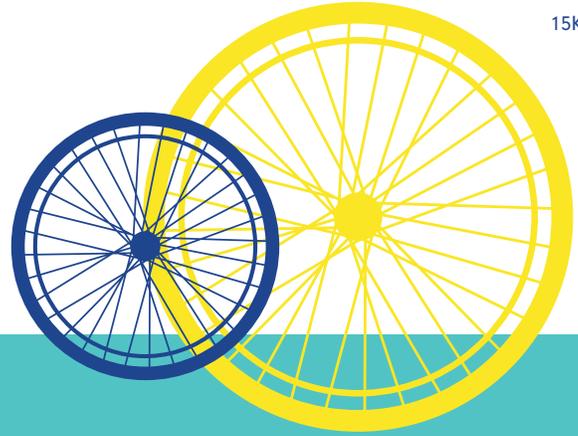
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