

SPRING 15

WHEELS

MAKING TRANSIT ACCESSIBLE FOR ALL

YOUR RIDE IS HERE.



CALL CENTER ENHANCEMENTS ACCOMMODATE CUSTOMERS MORE CONVENIENTLY THAN EVER

The demand for MTA Mobility services is constantly on the rise. To accommodate this increase in ridership, reservations and customers other telephone needs, Mobility installed its new “Unify” phone system in late January 2015. The technologically-advanced system allows greater capacity, enabling the Call Center to service more customers quickly and make it easier for them to make reservations, check on the status of their rides or cancel rides.

With the new system, wait time is reduced and callers can easily speak to a representative with just the click of a button. Simply call 410-764-8181 and follow the prompts to speak with a reservation agent. With the new system’s increased capacity, the Interactive Voice Response (IVR) can now route and qualify incoming calls more successfully as well as provide customers with more reliable “reminder calls” regarding upcoming trips. IVR calls will appear as calls from 410-764-8181.

In addition, the Mobility Call Center has increased its reservation agent staff, and courteous agents are now available to serve your transportation needs seven days a week. Future plans call for even more staff. By integrating the extra agents with the Unify phone system, callers can expect to experience shorter hold times and will be able to reach a representative faster. Please be aware that call volumes are heaviest during the peak hours of 2:00-5:00 p.m.

Another enhancement to Mobility’s customer service is the addition of Customer Care Officer Aaron Campbell. Mr. Campbell has made it his mission to provide 100



Customer Care Officer Aaron Campbell.

percent customer satisfaction to all Mobility users by using his skills in critical thinking, problem solving and conflict resolution. “I love working with and helping people,” Mr. Campbell said, “and look forward to the opportunity to better serve the Mobility community.”

Also new for the Call Center in 2015 is their improved subscription service. If you travel to a specific location on a regular schedule, consider enlisting in the subscription service and eliminate the need to call each time to schedule your ride. Talk to any reservation agent and they will be happy to assist you in signing up for this service.

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 \$1.85 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 Monday through Friday from 8:00 a.m. – 7:00 p.m. and on the weekends from 8:00 a.m. – 5:30 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.
- Mobility provides over 5,700 rides per day to over 25,000 customers, using a variety of vehicles. Please remember that sedans cannot be requested and are assigned as available.
- 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.

COMMUNICATION A TWO-WAY STREET

At Mobility we strive to bring you the most reliable paratransit service possible. To help us do this in the most efficient manner possible, please cancel any Mobility trips you do not need at least two (2) hours in advance by calling our Mobility Reservation Line at 410-764-8181 and choosing Option #1.

PASSWEB SAVES YOU TIME

PassWeb now enables you to save time online and plan your rides more efficiently from the convenience of your computer or smart phone. This new customer service tool allows you to book, cancel and review Mobility trips and account information. To use this service, simply click on the PassWeb icon at www.mta.maryland.gov/mobility, enter your Client Identification Number and follow the password instruction. The advantages of PassWeb are that by being your own booking agent, there is no phone wait time, you get instant reservations, and you can pick the time that suits your schedule best. If you have any questions about this new service, feel free to call our Customer Care Center at 410-764-8181 and choose Option #8 and we will be happy to assist you.



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 and distinct 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
Rides originating in 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

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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