

SPRING 14

WHEELS

MAKING TRANSIT ACCESSIBLE FOR ALL

YOUR RIDE IS HERE.



SPRING IDEAL TIME FOR TRAVEL TRAINING



Transportation provides access to opportunities such as employment, education and recreation. By taking advantage of the Travel Training program offered by Mobility, you can learn to use MTA fixed route and gain more independence to participate in these activities. Being able to travel independently and safely opens many doors, allowing you to reach a new job or school, meet friends and family, visit a new restaurant or movie theater, make important appointments, or just enjoy a day out and about.

Whether you are interested in learning to travel somewhere specific or simply want to learn how to get around town, Travel Training might be your answer. Travel Training is a free service provided by the Maryland Transit Administration (MTA) in partnership with the IMAGE Center for People with Disabilities. Experienced travel trainers will teach you how to use the MTA fixed route system, which includes Local Buses, Light Rail and Metro Subway.

You will learn skills such as reading maps and timetables, managing time and money, route planning and safety.

They will also teach you how to practice safe pedestrian skills, how to better manage your personal mobility equipment and how to become a self-advocate. Above all, you will increase your freedom and independence and gain confidence in traveling on your own.



Travel Training is a free service that teaches you how to use MTA fixed route transportation and gain more independence to get to where you want to go. *(Photo by Jon Berle)*

Individual and classroom training is provided but small groups are also welcome. Our classroom training is interactive and focuses on individuals with cognitive needs, physical needs or seniors. Classroom sessions include hands-on activities and the opportunity to have your questions answered. Individual training is designed to be one-on-one and it is tailored to the individual's particular

interests, and includes traveling and learning about specific routes with your trainer.

Participating in our Travel Training program is available even if you are not a Mobility customer. For more information, contact the IMAGE Center for People with Disabilities at 443-275-9393 or email info@imagemd.org.

AGENT 6646 IS AN AGENT OF CHANGE

Agent 6646 Frances Muldrow, who began with Mobility in 2005, is determined to make a positive difference in people's lives. Already a committed community activist and advocate for those in need, Frances has brought her sense of commitment to Mobility and is using her skills to help those who need it most.



Agent 6646 Frances Muldrow

As if her duties at Mobility don't keep her busy enough, last year Frances still found time to write a grant request to Smart Growth America to hold a workshop for West Baltimore residents to promote Transit Oriented Development. This is in conjunction with her work as a Red Line Station Area Advisory Committee member representing Harlem Park. Frances has envisioned many positive changes related to the future Harlem Park station slated to open in 2020, and she is helping to lead those efforts.

An avowed hermit when she was younger, Frances blossomed after participating in Powertalk International (formerly Toastmistress), which encourages members to develop leadership, communication and writing skills. She has used these skills and served as an editor, won several speech contests, received awards for her poetry and non-fiction writing, and serves on numerous civic boards and committees.

Frances received her B.S. in Management Science from Coppin State University in 2005 and is very proud that her alma mater is also serving as an agent of change in her West Baltimore community.

Frances' creed is to live daily by her Mom's words "To whom much is given, much is expected" and therefore finds her work as Mobility Agent 6646 very gratifying.

COURTESY CALLS ARE A COURTESY BUT IT HAS TO WORK BOTH WAYS

Several years ago, in an ongoing effort to make Mobility service as efficient as possible, MTA added Interactive Voice Recognition (IVR) technology to our telephone lines. This system allows us to electronically send out automatic reminders and arrival notifications to customers.

In addition, we placed additional customer service representatives for each Provider (First Transit, MV Transit and Veolia) in the newly expanded Control Center. One of their duties is to contact customers with courtesy calls when trips are going to be late.

Although the IVR System is convenient and courtesy calls are very helpful, our phone system has a very high call volume during peak service hours, and this may occasionally prevent some calls from being sent out to customers as promptly as we might wish.

Please remember that you must be on the lookout for the arrival of your vehicle and not waiting for a phone call. You have to be ready to board the vehicle as soon as the operator arrives to pick you up at our predetermined time.

When one person is late, it can have a domino effect on the rest of the day's schedule and slow operations down, creating an inconvenience to the next customer. Please be aware that the operators have many individuals to transport, and they are only allowed to wait a maximum of five (5) minutes after their arrival at a location for each scheduled customer.

We're looking out for you, so please look out for us!



OUR RIDERS WRITE

“It is a privilege, and yes, a responsibility, to be an MTA Mobility client, for which I am incredibly grateful. Today I had one driver who was just exceptional. Please give my thanks, and please acknowledge the work of Marquis. He drove me home today, and he drove with a sense of safety, compassion and expediency. At my pick-up alone, he picked me up at the rear of the building, then drove to the front of that same building, and left off another customer! He did his work so well. He helped me, and every other customer, off the vehicle.

“Marquis was really terrific. And terrific work should always be singled out and praised. Mobility seems to be doing such a very good job lately, and I am so grateful. Kudos to Marquis and also to all the Mobility drivers, agents and administration. You are helping so many people! Blessings. Blessings.”

– Leslie K.



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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