

SUMMER 14

WHEELS

MAKING TRANSIT ACCESSIBLE FOR ALL

YOUR RIDE IS HERE.



COLLABORATION BETWEEN MTA AND CACAT IS HELPING TO IMPROVE YOUR PARATRANSIT SERVICE

The Citizens Advisory Committee for Accessible Transportation (CACAT) is a volunteer advisory group to the Maryland Transit Administration (MTA). Although CACAT does not set regulations or policy, the members of the committee are the eyes and ears of the MTA transit system.

As a volunteer advisory group, the members of the committee make recommendations for solutions to problems that are identified or brought to their attention, and then discussed at monthly meetings held at MTA headquarters. CACAT is a collaborative effort between the MTA and the community. The meetings are held the third Thursday of the month (except August) from 1:00 p.m. to 2:00 p.m. at 6 Saint Paul Street in the 5th floor conference room.

The MTA is committed to providing the highest possible level of reliable, convenient and accessible paratransit service to its customers.

meetings provide an excellent opportunity and forum for Mobility and fixed-route customers to talk to MTA management, and all meetings are open to the public and the public is invited to attend.

For more information, please feel free to go to www.mta.maryland.gov or call 410-767-3999 for Denise Hagans, CACAT Facilitator.



On April 17, 2014, MTA Administrator **Robert L. Smith** spoke to CACAT (Citizens Advisory Committee for Accessible Transportation) members and presented the Governor's Volunteer Service Certificate to CACAT Co-Chairperson **Marlene Hendler**, seen here attending with her mother, **Betsy Schlosburg**. (Photo by Jon Berle)



FRIENDLY REMINDERS

Best time to reach Call Center

The Reservation Call Center operational hours are 8:00 a.m. to 7:00 p.m., Monday through Friday. Call Center weekend hours are from 8:00 a.m. to 5:30 p.m. For best possible service, call from 10:00 a.m. to 2:00 p.m. to avoid peak call times, and remember that you can reserve trips seven (7) days in advance. Trips can also be reserved using the PassWeb online system on the MTA website by visiting mta.maryland.gov/mobility.

Shopping Carts and Baby Strollers

Shopping carts and/or baby strollers are allowed on all rides, but please remember that each of these items must be folded and collapsed once inside the Mobility vehicle.

Please cancel rides two hours in advance

Due to the ever-increasing demand for rides, it is more important than ever to let us know if you need to cancel your ride reservation. MTA Mobility/Paratransit Service will continue to enforce its No Show policy, so be mindful that excessive No Shows may lead to suspension of your Mobility services. Please be sure to cancel trips you do not need at least two hours in advance.

Dedicated Sedans Are Not Available

To accommodate all customers for our heavy demand service, we cannot dedicate sedans, and vehicles are assigned as available. This procedure adheres to the provisions under the Americans with Disabilities Act (ADA). It is not a requirement under ADA to provide sedan service.



MTA Mobility, which offers paratransit service to over 22,000 certified customers, provides over 5,500 rides per week using a variety of vehicles. Pictured in front of our headquarters at 4201 Patterson Avenue in northwest Baltimore, is one of our "MTA" sedans, one of 121 in our sedan fleet. In addition, Mobility uses 285 wheelchair-equipped minivans known as Cutaways.

TOP TEN HOT TIPS FOR A COOL RIDE

1. Carry your MTA Mobility Card ID at all times.
2. Show your MTA Mobility ID to the driver.
3. Have the exact fare of \$1.85 ready to pay the driver before entering the vehicle as no change will be given.
4. Take all personal belongings with you when exiting the MTA Mobility vehicle.
5. Only two bags or packages not to exceed a total weight of 20 pounds are permitted for each passenger being transported.
6. When making a ride reservation, make sure you have the correct name, street, street number, and phone number of the location of your destination, and the date and time you are traveling.
7. When waiting for your MTA Mobility ride at the curb, BE VISIBLE so you can see the MTA Mobility vehicle and the vehicle driver can SEE YOU.
8. Arrival phone calls are a courtesy call and do not occur at all pick ups. Please watch for your driver to arrive as the five minute wait time begins upon arrival at your location.
9. Notify MTA Mobility of your change of address and phone number as soon as possible so your service will not be affected.
10. Severe weather may delay or cancel MTA Mobility service. Listen to local radio or watch television for service announcements.

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**

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and

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