

WINTER 12

WHEELS

MAKING TRANSIT ACCESSIBLE FOR ALL

YOUR RIDE IS HERE.



CONDITIONAL ELIGIBILITY ROLL-OUT BEGINS IN APRIL

Conditional Eligibility is recognition that many people with disabilities can sometimes ride MTA's regular fixed-route transit resources. MTA will be recording those conditions when a person can ride regular fixed-route services. Typically, the conditions will address a person's ability to get to and from stops and stations. According to the Code of Federal Regulations CFR 37.123, if a person meets the eligibility criteria for some trips but not others, that person "shall be ADA paratransit eligible only for those trips for which he or she meets the criteria."

MTA Mobility Certification will begin using Conditional Eligibility as one of their determinations on April 2, 2012. Since this will follow the regular renewal cycle, it will take three years for all customers to see this change. The MTA Mobility ID card will look the same for customers with Conditional and Unconditional determinations.

Placing a reservation to ride will also be the same with Conditional Eligibility as with Unconditional. For now, MTA will be relying on Mobility customers to honor the conditions identified for them.

If, at your recertification appointment, you are granted Conditional Eligibility, more information will be provided. As always, customers will be able to appeal their eligibility decisions.

SERVICE AREA CHANGES IN 2012

The geographic area where Mobility service is provided will be changing this spring, to reflect the actual fixed-route service that MTA provides. Letters were sent in February 2012 to the customers most affected by these changes. MTA also sent letters to non-affected customers.

If you still have questions, or if you did not receive a letter regarding the service area, please call us at **410-764-8186** or **410-764-8004** and we will be happy to check for you.

Also, we will be having informational meetings in various locations from March 5 through March 27. MTA plans to have maps available at these meetings. You can see the exact schedule at <http://mta.maryland.gov/advisories/mobility-service-informational-sessions> or get information by calling us at **410-764-8186**.



MTA Mobility's Travel Training program is focused on helping people with disabilities and older adults become more familiar and aware of the flexibility and accessibility of fixed route transit, including Local Bus, Metro Subway and Light Rail. Instruction includes individual and group presentations. To find out more, call MTA Mobility at **410-764-8181** and press Option "6."

MEET YOUR MTA CALL CENTER OPERATORS

Everyone at the MTA is very proud of our Call Center representatives and the efforts they make to provide Mobility clients with the most efficient and friendly service possible. Below are a few short interviews with some of our very special operators – along with insights into their work, what you can do to improve your call process, and how they like to spend some of their free time.



“Hi. I am operator number 6622 and I work from 6 a.m. to noon Monday through Friday. I have been with MTA Mobility five years and I have about 31 years of other call center and communication experience. What I like best about my work is that this is a very comfortable working environment. We can feel relaxed and not feel an overwhelming pressure, and this means that we can provide better and more personal service to our callers. I would ask callers to please read their Mobility guidelines and other materials so that they can know how the program works and what is expected by both MTA and clients. Often callers have common questions and the answers are already in their materials. It sounds so simple but so many times we have a caller who doesn't know what they need and this means we have to spend a lot of extra time on that call. When I'm not working I like spending a lot of my free time with my family.”

“Hello there. I am operator 6633 and I work between 10 a.m. and 4 p.m. Monday through Friday. I've been

with Mobility reservations for 2½ years and before that I worked for Social Security in customer service. This experience offered an opportunity to work with diverse types of clients, disabilities and needs. I really like that, even though I was hired to work in reservations, I've been able to work in various areas within Mobility and I've learned about the overall Mobility program and have gained a broader picture of how Mobility serves customers. This understanding of the significance of this program in a larger view helps me to meet our passenger's needs. I would ask callers to not assume that, if they might have to call us back about a trip, that they will get the same operator as they did in their earlier call. Sometimes a caller will start a conversation thinking that we already have all of the information about the caller or the trip. I don't get to spend very much time with my sister and so in my off-time I try to spend as much time with her as I can.”

“Hello to my callers. I am operator number 6609 and I work from 6 a.m. to noon Tuesdays through Saturdays. I have been here in reservations for about 4½ years and before this I worked an additional three years in customer relations and communications. I really like working with a service that helps people get to where they need to go in their lives. This means our customers can take care of their personal or professional needs and participate in their community and activities that, without this service, they might not be able to. I would ask clients to please remember that our pick-ups have a 30-minute window and to allow plenty of time for their appointments because sometimes it might take all of the 30 minutes before we can arrive to pick them up. I enjoy being creative and doing things like sewing or crocheting when I can. I also like spending time at the Inner Harbor and with my church activities.”

“Hi. My identification is operator number 6682. My work times are from 1:00-7:00 p.m. Monday through Friday. I have been here with Mobility for three years and prior to this I was with customer service at MCI for five years. I like making our clients happy and being able to connect with them, and especially



anyone who might not have a good personal or supportive network. We can help them make stronger connections with people in their lives. I can in my own way encourage them to know what they can accomplish for themselves and with independence. I try to uplift any down spirit they might be feeling. Sometimes callers are not prepared to make their reservation. They might not have all of the location information they need, or the times, or even their identification number. We don't want our clients to have to wait on the phone any longer than absolutely necessary, and callers being prepared can make the process faster not only for the caller but those who are waiting on the telephone as well. Also, they should be ready to write down information they need and to remember that this is a shared ride service. When I am not working I like spending time with my 12-year-old daughter and this includes shopping, visiting the zoo and traveling.”

TAXI ACCESS CAB AND SEDAN COMPANIES

PARTICIPATING CAB COMPANIES

A. A. County Cab

410-787-8800 | 24 hours a day, 7 days a week
Rides originating in Anne Arundel County

Arrow Cab

410-261-0000 | 24 hours a day, 7 days a week
Rides originating in Baltimore City

Checker Cab of A.A. County

410-789-2300 | 24 hours a day, 7 days a week
Glen Burnie, Curtis Bay, Brooklyn and Cherry Hill

County Cab

410-338-0000 | 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

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

PARTICIPATING SEDAN COMPANIES

24/7 Sedan

410-686-2666 or 410-686-0003
24 hours a day, 7 days a week
Rides originating in southeast Baltimore City and County

Green Sedan, Inc.

410-633-6666 | 24 hours a day, 7 days a week
Rides originating in southeast Baltimore City and County

IMPORTANT NUMBERS TO SAVE

MJM Innovations Customer Service 410-664-2030
Taxi Access II Certification Office 410-764-8181
Mobility General Information 410-764-8181
Mobility Certification Office 410-764-8181
Mobility Reservation Line 410-764-8181
MTA General Information 410-539-5000
Toll-free 1-866-RIDE-MTA (743-3682)
MTA Directory Assistance 1-888-218-2267
Maryland Relay 7-1-1
Taxi Access II Website www.taxiaccess.org
MTA Website www.mta.maryland.gov

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