MOBILITY LINK

SERVICE CHOICES

MARYLAND DEPARTMENT OF TRANSPORTATION
MARYLAND TRANSIT ADMINISTRATION
## MOBILITYLINK SERVICE CHOICES

<table>
<thead>
<tr>
<th>Service</th>
<th>When to Reserve</th>
<th>Trip Cost</th>
<th>Type of Service</th>
<th>Trip Area</th>
<th>Shared or Direct Ride</th>
<th>No Strand Policy Applies</th>
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<tbody>
<tr>
<td>MobilityLink</td>
<td>24 hours in advance</td>
<td>$2.20</td>
<td>Door-to-Door</td>
<td>Anywhere in the MDOT MTA service area</td>
<td>Shared</td>
<td>✓</td>
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<tr>
<td>MobilityLink Subscription</td>
<td>One time only, when you first set up your subscription</td>
<td>$2.20 (No extra charge to set up a subscription)</td>
<td>Door-to-Door</td>
<td>Anywhere in the MDOT MTA service area</td>
<td>Shared</td>
<td>✓</td>
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<tr>
<td>Local Bus, Light RailLink, or Metro SubwayLink</td>
<td>No reservation Same day trips</td>
<td>Free</td>
<td>Limited Boarding assistance</td>
<td>Any transit route</td>
<td>Shared</td>
<td>x</td>
</tr>
<tr>
<td>Call-a-Ride Center Card (For dialysis customers only)</td>
<td>Call when you are ready to ride * Same day trips</td>
<td>$2.00 (up to $40 fare)</td>
<td>Curb-to-Curb</td>
<td>To or from any Dialysis Treatment Center in the MDOT MTA service area</td>
<td>Direct</td>
<td>x</td>
</tr>
<tr>
<td>Call-a-Ride Center Subscription (For dialysis customers only)</td>
<td>Once, to set up your subscription** Call 24 hours prior to trip and confirm.</td>
<td>$2.00 (up to $40 fare) (No extra charge to set up a subscription)</td>
<td>Curb-to-Curb</td>
<td>To or from any Dialysis Treatment Center in the MDOT MTA service area</td>
<td>Direct</td>
<td>x</td>
</tr>
<tr>
<td>Call-a-Ride</td>
<td>Call when you are ready to ride * Same day trips</td>
<td>$3.00 (up to $40 fare)</td>
<td>Curb-to-Curb</td>
<td>Anywhere in the MDOT MTA service area</td>
<td>Direct</td>
<td>x</td>
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</table>

*Be ready to travel once you arrange a Call-a-Ride trip. Check on your ride if it is not there within 20 minutes. **Contact Call-a-Ride Customer Service at 410-664-2030 for information and assistance with this service.
MobilityLink is MDOT MTA’s paratransit service for individuals who, because of a disability, are functionally unable to get to a stop or station, wait unassisted at a stop or station, or board or ride a bus or train by themselves.

LOCAL BUS, LIGHT RAILLINK, OR METRO SUBWAYLINK

MobilityLink customers can travel for free on Local Bus, Light RailLink, or Metro SubwayLink with their MobilityLink ID card. Learn more about the accessibility of Bus, Light Rail, and Metro Subway at mta.maryland.gov/accessibility

MOBILITYLINK SUBSCRIPTION TRIPS

If you take a trip to the same place, on the same day of the week and at the same time, you can set up a MobilityLink subscription and will no longer need to reserve these trips in advance. Mobility will automatically schedule these recurring trips for you. There is no additional charge to enroll in the subscription trip program.

Alice travels from her home in Milford Mill to her job at Social Security in Woodlawn every weekday.

She has been calling every Saturday to book her work trip for the upcoming week.

Because she travels to the same place at the same time every weekday, Alice can set up a subscription trip for her rides to and from work.

Alice calls 410-764-8181, Option 9, to sign up for a subscription for her regular rides to and from work.

Once the subscription is set up, Alice only calls to:
• change the times,
• put her rides on hold if she is taking time off from work, or cancel a trip at least two hours before the pick-up time.
George goes to dialysis every week on Mondays, Wednesdays, and Fridays.

He forgot to set up a MobilityLink ride for his Monday morning dialysis appointment so he called a Call-a-Ride Center service provider and booked a same-day ride to pick him up.

Call-a-Ride Center Card provided same-day, curb-side pick-up to get George to his dialysis treatment center.

George will use his Call-a-Ride Center Card and call for a ride at the end of his treatment, to travel home.

He called Call-a-Ride Customer Service at 410-664-2030 for information and assistance on the subscription option.

George called a Call-a-Ride service provider and set up a subscription to take him to his dialysis treatment center at a set time every Monday, Wednesday, and Friday.
CALL-A-RIDE

Call-a-Ride is an on demand service that gives customers the option to call for same day travel. You must be ready to travel once you have made the arrangements. This program has 62 available trips per month anywhere in the MDOT MTA service area and is a Curb-to-Curb service.

CALL-A-RIDE TAXI AND SEDAN SERVICES

Call-a-Ride Taxi and Sedan Services are contracted through local companies within the MDOT MTA service area. Call-a-Ride Center Card and Call-a-Ride Customers can contact the transportation companies directly when they need a ride. They will be picked up at their requested location and transported directly to their drop off destination. This is a curb-to-curb not door-to-door service.

WHO IS ELIGIBLE FOR CALL-A-RIDE SERVICES?

You are eligible for Call-a-Ride services if you are a MobilityLink Certified customer and:

- Over the age of 13,
- Able to board, ride, and exit vehicles independently or with the assistance of a companion.

FREQUENTLY VISITED ADDRESSES

Place: ______________________________________
Address: ______________________________________
________________________________________
Phone: ______________________________________

Place: ______________________________________
Address: ______________________________________
________________________________________
Phone: ______________________________________

Place: ______________________________________
Address: ______________________________________
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Phone: ______________________________________
### FREQUENTLY CALLED NUMBERS

<table>
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<tr>
<th>Name:</th>
<th>Phone Number:</th>
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### NOTES:

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For more information, or to request this information in an alternate format or translated into another language, please contact the department listed below.

Para más información, o para pedir esta información en un formato alternativo o traducida a otro lenguaje, por favor contacte el departamento nombrado abajo.

**MTA MobilityLink Information:**
410-764-8181 • 866-743-3682
TTY 410-539-3497 • Maryland Relay 7-1-1
MOBILITY LINK

CONTACT INFORMATION

Mobility Website
mta.maryland.gov/mobility

Mobility General Information
410-764-8181

Mobility Certification Office
410-764-8181, option #6

Mobility Reservation Line
410-764-8181, option #1

Call-a-Ride /Call-a-Ride
Center Customer Service
410-664-2030

Call-a-Ride Enrollment
410-764-8181, option #6