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Dear MobilityLink Paratransit Customer,

Welcome to Maryland Department of Transportation Maryland Transit Administration (MDOT MTA) MobilityLink paratransit services. MobilityLink services are for individuals with disabilities who are unable to use the MDOT MTA fixed route system, which includes Local Bus, Light RailLink, Metro SubwayLink, MARC Train Service and Commuter Bus.

This guide provides helpful information on all aspects of MDOT MTA’s MobilityLink services. If you have questions about the service, please call 410-764-8181 and select Option 8 for Customer Service assistance.

We look forward to meeting your transportation needs.

Sincerely,

Holly Arnold
MDOT MTA ADMINISTRATOR
WHAT IS MOBILITYLINK PARATRANSIT SERVICE?

MobilityLink is a specialized transit service available to people who, because of a disability, are functionally unable to get to a bus stop, wait unassisted at a stop or station, or board or ride a bus or train by themselves.

MobilityLink is a shared ride service offered from the first exterior door of your home or pick up location to the first exterior door of your destination.

WHERE AND WHEN DOES MOBILITYLINK OPERATE?

MobilityLink service is available within three-quarters (3/4) of a mile of any Local Bus route in Baltimore City, Anne Arundel, and Baltimore counties and within three quarters (3/4) of a mile radius of a Light RailLink or Metro SubwayLink stations. MobilityLink service area parameters do not apply to MARC Train or Commuter Bus routes.

MobilityLink is available on the same days and during the same hours as any Local Bus, Light RailLink or Metro SubwayLink 365 days a year.

WHAT ARE THE HOURS OF SERVICE?

Reservations are accepted during normal business hours seven days a week. You can make reservations by calling MobilityLink at 410-764-8181 or the free TDD 711 Maryland Relay Service. You can always reach the after-hours line 24 hours every day of the week.

Customer Care is open Monday through Friday 8:30 a.m. to 5:00 p.m. Certification hours are from 8:00 a.m. to 4:30 p.m.

Cancellations can be made using the Interactive Voice Response (IVR) system 24 hours a day, every day of the week.
WHAT DOES IT COST TO RIDE?

Effective June 23, 2019, the one way fare is $2.10 for eligible riders and their guests. If you are certified to travel with a Personal Care Attendant (PCA), the PCA rides for free. Passengers pay exact fare when boarding the MobilityLink vehicle. A maximum of two children under the age of six may ride free of charge and children over the age of six pay $2.10.

We cannot provide change or accept round-trip fares. A 20-ride ticket book may be purchased for your convenience at the MDOT MTA Transit Store located at 6 Saint Paul Street, 1st Floor, Baltimore, MD 21202, Monday through Friday between 8:30 a.m. and 4:30 p.m. Call the Transit Store for more information at 410-767-3522 or go online to mta.maryland.gov/pass-store to purchase the ticket ride book. Tickets never expire and are valid anytime.

HOW DO I MAKE A RESERVATION?

Reservations can be made one to seven days in advance by calling MobilityLink at 410-764-8181 or the free TDD 711 Maryland Relay Service. We do not accept same day reservations. Trips for next day service must be made before 5:00 p.m.

Reservation hours are 8:00 a.m. to 5:00 p.m., seven days a week. The best time to call is between 10:00 a.m. and 2:00 p.m.

A MobilityLink Reservation Agent is the only person who may make a passenger trip reservation; drivers are not allowed to make reservations for a passenger or change the pick-up or drop-off location on the day of travel.

MobilityLink recommends that you provide either a pick-up time or the appointment time you need to arrive at your destination. Every effort will be made to accommodate your requested pick-up time. However, demand at certain times of the day may require that you adjust your desired travel time up to one hour before or one hour after the desired pick-up or drop-off time. Reservations are accepted on a first-come, first-served basis, so call early for the best selection of pick-up times.

Whenever you or your representative makes a reservation for a trip, please be prepared to provide the following information:

- First and last name and the ID number on your MobilityLink identification card.
- Date and requested pick-up time or appointment time and desired return time.
• Exact address of pick-up location including the zip code and apartment number if appropriate. Please provide the building name and entrance – front, side or rear. Provide the nearest main street and cross street whenever possible. A trip cannot be scheduled without an exact address.
• Exact address of your destination location including the zip code and apartment number if appropriate.
• Information about a companion, Personal Care Attendant or child traveling with you and whether you or any of your guests will be using a mobility device.
• Any special instructions, such as the need for the bus operator to announce his or her presence if you are visually impaired.
• Your cell phone number so we can contact you in the event of a service change.

A MobilityLink Reservation Agent is required to ask for complete information and will repeat the information back to you to make sure everything is correct.

Remember that you are traveling on a shared ride service and travel time will be longer than if you are traveling by car. You must allow a minimum of two hours between pick-up and drop-off times when making a return reservation. The MobilityLink Reservation Agent will negotiate a return time if the time between trips cannot be accommodated.

Service begins and ends within the MobilityLink service area; if you live outside the service area you will need to designate a pick-up and drop-off point. A requested pick-up or drop-off location such as a public building, shopping center or restaurant with access for a large vehicle is recommended.
WHO IS PERMITTED TO TRAVEL WITH ME?

You can always bring one guest in addition to your Personal Care Attendant (PCA), or two guests if you are not approved for a PCA. A personal care attendant is someone designated to assist you or employed specifically by you to meet your personal needs. Over two guests will be scheduled on a space available basis. Your PCA and traveling companions must board and exit the vehicle with you.

Anyone, including children, may be considered traveling companions. Please remember when traveling with children that every child under eight years of age must ride in a booster or other appropriate child safety seat. The customer is responsible for providing the safety seat.

WHAT IS THE 30-MINUTE PICK-UP WINDOW?

When you make your reservation you will be given a pick-up time which is the earliest time you need to be ready to board the bus. You may expect the bus to arrive any time within 30 minutes after the time your scheduled pick-up time. If MobilityLink has not arrived within 31 minutes of the pick-up window, call 410-764-8181 and press the prompt for the late line (Option 2).

If the vehicle has arrived before the pick-up window, you do not have to board the vehicle until the start of the window. The driver will wait five minutes for you to board after the start of the window. But if you are ready, please feel free to board early as this helps us to operate on time.

WHAT IS A SUBSCRIPTION TRIP?

If you are traveling to or from the same destination on the same day of the week at the same time on a recurring basis, you may request to use our subscription service. This allows you to make regular trips without telephoning to reserve your trip. The same rules apply about canceling a trip, and if any information changes, you will need to make a new trip reservation.

This is a premium service and MobilityLink reserves the right to accept or deny requests for subscription service. Subscription trips are subject to cancellation if you repeatedly cancel late or fail to show at the scheduled time.
CAN I CHECK ON MY RIDE WITHOUT SPEAKING WITH A MOBILITYLINK RESERVATION AGENT?

It is easy for MobilityLink customers to check on their ride without speaking to a Reservation Agent; all you need is your MobilityLink Direct password to access the system. If you have never tried MobilityLink Direct, a default password is already established for you. Your default password/client identification number is your eight-digit date of birth. For instance, if your birth date is April 30, 1940, your password will be 04301940. To change your default password, call the MobilityLink number 410-764-8181 and select Option 5. After entering your identification number, you can select Option 1 to change your password.

To use MobilityLink Direct, call 410-764-8181 and select MobilityLink Direct (Option 5). You will be prompted to follow instructions to begin your self-service journey. Please note that MobilityLink Direct trip options are only available for trips already scheduled in our system. You still need to speak to a Reservation Agent to schedule your new trips.

You can use MobilityLink Direct to:

- Check the status of your trips on the day of service
- Confirm scheduled trips
- Cancel scheduled trips
- Access a list of answers to frequently asked questions
- Verify your contact information on file (includes MobilityLink expiration information) and check the status of your MobilityLink account
- Change your MobilityLink Direct password
- Change the phone number you want called when the MobilityLink vehicle arrives for pick-up

As a courtesy, MobilityLink Direct will attempt to call you with service reminders and vehicle arrival times. You will receive the calls automatically unless you elect otherwise.

You may choose to receive reminder calls the evening before your ride. When you receive a reminder call, you will have the opportunity to cancel your ride if you no longer need the scheduled trip. MobilityLink Direct also allows you to choose to receive a reminder call when the vehicle arrives at your pickup location.
WHAT IS THE MOBILITYLINK PASSWEB?

PassWeb allows customers to use their computer or smartphone to do the following:

- Book MobilityLink trips
- Cancel MobilityLink trips
- View trip history
- View, change or update account history and information

Visit the MDOT MTA MobilityLink website at mta.maryland.gov/mobility and click on the PassWeb icon. You can also go directly to passweb.mta.maryland.gov. Be sure to have your client ID number. Your default password is your date of birth (for example, if you were born on June 6, 1945, your password would be 06291945) unless a password is already established through MobilityLink Direct.

You can make future reservations and cancel rides any time. Next day reservations can only be made during the same hours that Customer Care is open.

HOW DO I CANCEL OR CONFIRM A TRIP?

You can call MobilityLink at 410-764-8181 seven days a week, 24 hours a day from a touch-tone phone to confirm or cancel your trip. You will need your identification number and date of birth. Select Option 3 and follow the instructions.
WHAT IS THE NO-SHOW AND LATE CANCELLATION POLICY?

The MobilityLink No-Show and Late Cancellation policy has been designed to discourage unnecessary cancellations and No-Shows. No-Shows and cancellations reduce the efficiency of the service and cause inconvenience to other passengers. MobilityLink recognizes that there are times you cannot help canceling your service or not showing up for a scheduled trip.

A No-Show will be added to a passenger’s record when the following situation(s) occur:

- A passenger is not at the pick-up point within five minutes after the vehicle arrives within the scheduled pick-up window
- A passenger cancels a ride less than two hours before the scheduled pick-up time
- A passenger chooses not to ride after the vehicle arrives within the scheduled pick-up window

If you fail to show up for a scheduled trip and a No-Show is recorded, any other trips for that day will remain on the schedule. It is your responsibility to cancel any other trips for the day if not needed. Under federal law, MobilityLink may not assume that a passenger will not take the other scheduled trips for that day.

If you have a No-Show or cancel late for reasons beyond your control (for example, a sudden illness or hospitalization) please contact MobilityLink at 410-764-8181 and select Option 8 as soon as possible to provide an explanation. Any customer who receives a No-Show designation will be notified of such in writing. You will have the opportunity to appeal any No-Show on your record.
WHAT ARE THE PENALTIES FOR NO-SHOW VIOLATIONS?

You are subject to the No-Show penalties if you cancel your rides late and/or fail to show up for 30 percent of your scheduled trips during a month. The purpose of the policy is to discourage behavior that is costly for MobilityLink and an inconvenience to other customers who are delayed when someone does not show up as scheduled.

- A warning letter will be issued after the first violation
- A final warning letter will be issued after the second violation
- After the third violation you will be notified of a seven (7) day suspension of service
- After the fourth violation you will be notified of a seven (7) day suspension of service
- After the fifth violation you will be notified of a seven (7) day suspension of service
- After the sixth violation you will be notified of a thirty (30) day suspension of service

Each letter will show the day and time of each violation. If you disagree with the notification or warning letters, you should take the earliest opportunity to clarify misinformation. Please provide information that explains any circumstances beyond your control that may have caused a No-Show or late cancellation. If the initial information is not corrected in a timely manner it may affect your appeal in later steps.

A No-Show will not be charged if the vehicle arrives beyond the 30-minute pick up window.

HOW DO I APPEAL A NO-SHOW PENALTY?

If you disagree with a suspension, you will need to adhere to the following procedures for an appeal:

- Your appeal request may be done in writing, in person, or by phone within seven days from the date on your No-Show/Late Cancellation Suspension letter.
  - Submit the Appeals Form to Mobility Appeals, Office of Equal Opportunity Compliance Programs at 4201 Patterson Avenue 2nd Floor, Baltimore, MD 21215, or
  - Make an in-person appeal request at the same address, or
  - Call the ADA Compliance and Determination Administrator at 410-764-8507.
  You can leave a message and this will be recorded as a notice of appeal.
• Your hearing will be scheduled within 30 days of the appeal request. You will be notified of the date, time and location of your hearing.
• It is important that you attend the hearing in person, by phone, or that you submit by the hearing date any information you would like us to consider.
• Please contact MobilityLink to schedule a ride to your appeal hearing if needed. The ride will be provided free of charge to encourage your attendance at the hearing.
• If you fail to participate in your appeal, the original decision will be reviewed and an appeal decision will be rendered as to whether to uphold or overturn the original decision.
• You may have a representative with you during the hearing.
• Within thirty days of your hearing, you will be informed in writing whether your appeal is upheld or denied.
• If you appeal a suspension, service will continue until the appeal is decided. If the appeal is denied, suspension will begin the following day. During the time between a request for an appeal and the appeal hearing decision, any No-Show violations incurred during that time will be recorded and added to any existing violations.

GUIDELINES FOR A SAFE RIDE

Following the safety regulations listed below will ensure your safety and the safety of others.

• Electric batteries and oxygen tanks must be secured during the ride.
• Prior to departing your seat belts and restraints must be fastened. Customers may not stand while the vehicle is in motion. Please remain in your seat until the vehicle has come to a complete stop.
• Customers are permitted to bring two packages on board the vehicle but they should be limited to a size that can be stored safely under the seat or on your lap and the lap of your PCA and companions. Packages may not block the aisles or weigh more than 10 pounds each.
• Passengers are responsible for maintaining control over their service animals and caring for them at all times. MobilityLink paratransit service is not required to transport any animal that is not under control or poses a direct threat to the health or safety of others. Service animals are animals that are individually trained to perform tasks for people with disabilities – such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. MobilityLink personnel may ask if an animal is a service animal or ask what tasks the animal has been trained to perform.
• As is the case on fixed routes, smoking, eating, drinking or playing of audio devices without
headphones are not permitted on the vehicle.
• Passengers who exhibit disruptive or unsafe behavior will be removed from MobilityLink
vehicles and may be subject to a suspension of service.

WHAT IF THERE IS INCLEMENT WEATHER?

During severe weather such as ice and snow, MobilityLink paratransit service may be delayed or
canceled. We make every attempt to operate as long as local law enforcement and/or traffic agencies
permit us to remain on the streets. We will attempt to notify you if your trip is to be canceled.

Service advisories are provided on the MDOT MTA website at mta.maryland.gov. Updates are
posted periodically during periods of inclement weather or emergencies that have an impact on
service delivery.

MDOT MTA Transit Team announcements are featured on the media outlets listed below. You can
also call 410-764-8181 for updated information.

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WHO DO I CALL WITH COMMENTS OR COMPLAINTS?

Customer feedback regarding service is important. Customers have several options by which to
submit complaints to MobilityLink:

• Call MobilityLink’s Customer Care at 410-764-8181 and select Option 8
• Submit a comment or complaint through the online form
• Mail the feedback form included at the end of the Ride Guide to:
  Customer Care
  MDOT MTA MobilityLink
  4201 Patterson Avenue, 2nd Floor
  Baltimore, MD 21215

All complaints will be documented and tracked in MobilityLink’s Trapeze PassCom system. MobilityLink will investigate the complaint and provide a telephone response to the customer once the investigation is resolved.

• MobilityLink’s goal is to resolve all complaints within seven business days; however, some will require additional time to investigate and provide a response based on the issue type, severity and customer request(s).

**MobilityLink ADA Coordinator**
For additional support on accessibility-related complaints, customers can contact:

MDOT MTA ADA Coordinator
Office of Equal Opportunity Compliance Programs
Maryland Transit Administration
6 Saint Paul Street, Baltimore, Maryland 21202
410-767-3944

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**TRAVEL TO ANOTHER CITY**

As a MobilityLink customer you are entitled to use up to 21 days of paratransit services in other communities each year. Contact the local transit system for details.

If you need assistance, MobilityLink paratransit will fax or email visitor eligibility confirmation to another transit agency for your visit. Please call us at 410-764-8181 and select certification (Option 6). It may take us three business days to send this for you. It will also take the other agency some time to process it.
PARTICIPATION FOR OUT-OF-TOWN VISITORS

If you are a visitor with a disability, MDOT MTA will be happy to assist you with using the MobilityLink service for up to 21 days each year. Simply fax us your eligibility determination letter from your service provider to 410-764-8509. We need to know your name, when you want to travel and how we should send you information confirming your eligibility for MobilityLink. It may take up to 3 days to process so please plan ahead.

If you have not been certified by another transit system and wish to use our service, please tell us what mobility device you use or provide a doctor’s note confirming a disability along with the information requested above.

TRAVEL TIPS

Both MDOT MTA and our contracted providers make every effort to provide you with efficient and dependable transportation. The goal of MobilityLink paratransit service is to be comparable with fixed-route service. The following suggestions will help to make your trip successful:

- The assignment of ready (pick-up) times is based upon your required appointment (arrival) time at a designated location, the distance traveled, the sharing of the ride with others, and vehicle availability. The farther the pickup location from the destination, the earlier the ready time. Such times are configured by a computerized scheduling system.

- Since this service is origin-to-destination, we recommend that you be ready to leave your location at least ten minutes before your scheduled ready-time. The vehicle will only wait five minutes after your scheduled ready time. For example, if your vehicle arrives at 7:00 a.m., the driver will wait until 7:05 a.m. If your ride arrives early, you are not obligated to board the vehicle before your scheduled time. However, you may do so if you wish.

- The driver has 30 minutes after your scheduled ready time to pick you up. For example, if your ready time is 7:00 a.m., the vehicle may arrive up to 7:31 a.m. before it is considered late. If the driver is not at your location within 30 minutes after your ready time, please call the MDOT MTA MobilityLink paratransit service at 410-764-8181.

- The driver can only assist you in boarding and exiting the vehicle. Drivers may not escort you into the building, and they may only remove packages from the vehicle. The “origin-to-destination” service is a requirement due to liability issues.
• Do not engage the driver in conversation while he/she is operating the vehicle. This is important for your safety as well as others.

• Do not verbally or physically abuse the driver. Any physical or verbal action you may take against the driver may affect your riding privilege.

• Keep a list of your needs (wheelchair, extra-wide wheelchair, scooter, service animal, extra seating space, etc.) by the phone, and make certain your special needs are discussed when you schedule a ride.

• Have your fare and the fare of your companion ready before the trip starts. The driver is required to collect fares before the trip departs. If you do not have the proper fare, the driver cannot transport you. You must have exact change; drivers do not carry change.

• Prior to departing your location, your seat belt and/or other restraints/tie-downs must be fastened. Make certain they are fastened so you feel secure.

• Eating, drinking, smoking or playing audible devices without earphones is not permitted by Maryland law.

• Please notify the MDOT MTA of any changes in your subscription trips (if you will be in the hospital, if you are going on vacation, etc.). Such information allows MDOT MTA to serve more customers.

**REASONABLE ACCOMMODATION**

If you need help understanding this information or assistance in completing or understanding Mobility forms or policies, wish to request a reasonable accommodation or modification, or need a copy of this document in an alternative format, please contact Mobility Information at 410-764-8181, Toll Free 1-866-743-3682, TTY 410-539-3497, or MD Relay 711. You may also contact the Office of Equal Opportunity Compliance Programs at 410-764-8507 and 410-767-3944.
### FREQUENTLY VISITED ADDRESSES

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### CALL LOG

When you call a Reservation Agent, please keep note of the date, time and agent number for your future reference.

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CHECK LIST FOR RESERVING A RIDE

Agent Number Who Reserved Ride: ________________________________

Date of Request: ________________  Time of Day: __________________

Date of Ride: ____________________  Pick-up Time: ________________

Pick-up Address: ______________________________________________

Destination Address: __________________________________________

Special Needs: Check All That Apply

☐ Wheelchair, Scooter or Walker

☐ Personal Care Attendant (PCA) Companion

☐ Children Under Six

Pertinent information about your pick-up/drop-off location (such as location of special entrances, cross street or nearest main street)

______________________________________________________________

______________________________________________________________

______________________________________________________________

CHECK LIST FOR CANCELING A RIDE

Agent Number Who Canceled Ride: ________________________________

Date of Call: ________________  Time of Call: ____________________

Date of Ride Canceled: ________________________________

Pick-up Address: ______________________________________________

Destination Address: __________________________________________

Special Needs: Check All That Apply

☐ Wheelchair, Scooter or Walker

☐ Personal Care Attendant (PCA) Companion

☐ Children Under Six

Pertinent Information About Why You Canceled the Ride (such as taking alternative transportation, etc.) ____________________________________________

______________________________________________________________

______________________________________________________________
CUSTOMER FEEDBACK FORM

Customer Name: ___________________________ ID#: __________________
Address: ___________________________________________________________
____________________________________________________________________
Telephone Number: _____________ Cell Phone: _______________________
Email: _____________________________________________________________

PLEASE PROVIDE DETAILED INFORMATION ON THE SPECIFIC INCIDENT

Date of Incident: ________________ Time of Incident: ________________
Boarding Location: ________________________________________________
Destination: _________________________________________________________
Vehicle #: _________________________________________________________

COMMENT: (Please print)

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
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If you’d like to write to us, please include all the information requested on this form and send it to MDOT MTA MobilityLink, 4201 Patterson Ave., 2nd Fl., Baltimore, MD 21215. You may also contact our Customer Service Office with your specific concern by calling 410-764-8181 and select Option 8.
IMPORTANT CONTACT INFORMATION

MobilityLink Address ......................................................... 4201 Patterson Avenue, 2nd Fl. Baltimore, MD 21215
Telephone .............................................................................. 410-764-8181

Certification
Request Mobility applications ................................................ Press 6
Mobility application status ..................................................... Press 6
Request Call-a-Ride applications or check on status ................ Press 7

Reservations
Make a reservation ............................................................... Press 1
Cancel a ride ......................................................................... Press 3
Check on a late ride .............................................................. Press 2

Customer Service ................................................................. Press 8
Call-a-Ride Customer Service ............................................... 410-664-2030
Maryland Relay ..................................................................... 711

MDOT MTA GENERAL INFORMATION ............................. 410-539-5000
TTY .................................................................................... 410-539-3497
Toll-free .............................................................................. 866-RIDE-MTA (743-3682)
MDOT MTA Directory Assistance ........................................ 888-218-2267
Reduced Fare Certification ..................................................... 410-767-3441
Call-a-Ride website ............................................................. mtacallaride.org
MDOT MTA website ............................................................ mta.maryland.gov
This Mobility Ride Guide is available in alternate formats upon request.

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 traducido a otro lenguaje, por favor contacte el departamento nombrado abajo.

欲了解更多信息、要求本信息的其它格式或要求将本信息译成其它语言，请与以下列出的部门联系。

Pour plus d’informations, ou pour obtenir ce document sous un format différent ou traduit dans une autre langue, veuillez contacter le département indiqué ci-dessous.

더 많은 정보를 원하시거나 이 정보를 다른 포맷으로 원하시실 경우, 또는 다른 언어로 번역을 원하시실 경우 아래에 기재된 부서로 연락하시기 바랍니다.

Para sa higit na impormasyon, o para hilingin ang dokumentong ito na nasa panghaliling format o nakasaling-wika sa iba pang wika, mangyaring kontakin ang departamentong nakalista sa ibaba.

Для получения дополнительной информации, или чтобы запросить эту информацию в другом формате или в переводе на другой язык, пожалуйста, свяжитесь с отделом, перечисленным ниже.

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