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July 30, 2025

**1. Effective August 25, 2025 - Limit of Two (2) Carry-On Parcels per Passenger**

To improve passenger safety and comfort, ensure that our vehicles remain accessible to all riders, and ensure that no one's safety or personal space is compromised by excessive or oversized luggage, MTA will resume enforcement of its policy limiting each rider to **two (2) carry-on parcels (excluding car seats and mobility aids)** that together may **weigh not more than twenty (20) pounds in total**.

We recommend that riders consider using small, lightweight bags or items that can be easily managed. Additional items beyond the allowable weight, or quantity are prohibited.

**2. Effective January 1, 2026- Rider Identification Requirement**

To maintain the integrity of our service and ensure that only eligible individuals are able to use our service, all certified Mobility riders must present their official MDOT MTA Mobility identification card to the Operator prior to boarding an MTA Mobility vehicle. Personal Care Attendants are exempt from this requirement.

**Accepted forms of Identification include:**

- **Your official MDOT MTA Mobility ID.**

Please have your ID ready to present to the driver upon boarding. **Riders will not be permitted to board the Mobility vehicle without proper ID.** Additionally, **facility staff at pickup or drop-off locations will not be required to assist operators in retrieving or escorting riders.** Riders are expected to be ready and waiting at the designated pickup point to avoid delays.

**Mobility IDs without a photo will no longer be accepted after January 1, 2026.** If your photo-less Mobility ID expires after January 1, 2026, please contact our Certification Department for an appointment to obtain a new Mobility ID with a photo. Walk-ins for a replacement ID with a photo are welcome. For more information about Mobility service, the MobilityLink Rider Guide provides helpful information on all aspects of Mobility Service. To access the Rider Guide and other MobilityLink publications please navigate to: <https://www.mta.maryland.gov/mobility>. For questions, please contact our Customer Service Department at 410-764-8181 (option 8).