

## Reservations

- » MTA may offer you a pick-up time that is one hour before or after your requested time, but must consider your earliest pick-up time or latest arrival time. If you cannot leave before a certain time, MTA can only offer pick-up times up to one hour after your requested time.
  - › Example: You tell MTA you can leave work at 5:00pm, MTA may offer you a pick-up between 5:00pm and 6:00pm.
- » MTA must offer you a ride that will get you to your location on time and no more than 30 minutes before the start of your appointment.

## Telephones

- » Your call should be answered in 3 minutes or less most of the time
- » You should rarely be on hold longer than 5 minutes
- » You should never get a busy signal or have your call dropped

## Complaints

**If you think MTA Mobility has violated your rights as a transit rider:**

1. Note the date and time of the incident
2. Report the problem to **DRM's Mobility Complaints** line at:  
**(443) 692-2526**  
**CARS@DisabilityRightsMD.org**
3. Report the problem to **MTA** at:

**(410) 764-8181, option 8**  
**<http://170.93.140.74>**

DRM is proud to work with the rider-advocacy group  
**Consumers for Accessible Ride Services.**

Your complaints help us bring attention to your concerns.



# MTA Mobility Rider Rights and Self-Advocacy Guide



1500 Union Avenue, Suite 2000  
Baltimore, MD 21211  
Phone: (410) 727-6352 or  
(800) 233-7201  
Fax: (410) 727-6389  
[www.DisabilityRightsMD.org](http://www.DisabilityRightsMD.org)

# Door-to-Door Policy

## Drivers should:

- › Escort you from the first exterior door at your pick-up location to the first exterior door of your destination
- › Knock on your door to announce their arrival

## Unless:

- › The first exterior door is more than 100 feet from the vehicle
- › The operator cannot see the vehicle at all times
- › The pathway to/from the vehicle is not safe
- › There is no safe place to park
- › The parked vehicle will impede traffic

**If any of these factors exist, then the driver will only provide curb-to-curb service.**

# Rides

## Vehicle Arrival Notifications

- › MTA should call you when the vehicle has arrived. If you do not receive these calls, contact Mobility customer service to make sure the number you want to receive these calls at is on file as your primary phone number.

## Drivers should:

- › Accept paratransit tickets to pay the fare of a companion
- › Allow customers with vision impairments to board the vehicle before presenting ID and fare
- › Assist you by pushing your manual wheelchair to and from the vehicle, if requested
- › Assist you with carrying up to 2 bags weighing no more than a total of 20 lbs

## Drivers cannot:

- › Refuse to transport your service animal
- › Require you to transfer from your wheelchair or scooter to a seat

# Other Information

## Travel Time

- › Your Mobility ride should not be longer than travel time on the bus, light rail or metro. Include the amount of time it would take to walk to the stop, wait for the bus, light rail or metro, transfer if necessary, and walk from the stop to your destination. This will help you determine what your travel time on Mobility should be.

## No Shows

- › You have the right to challenge a no-show on your record. The following are some valid reasons for missing a ride:
  - › Mobility errors such as driver failing to wait 5 minutes, or failing to perform door-to-door service
  - › You had an illness, emergency or problem related to your disability
  - › There was an “Act of God,” such as a hurricane, flood or sudden extreme weather condition