

## COMPLAINTS

**Complaints help identify areas for improvement. DRM and CARS use complaints to advocate for change.**

Call: DRM's Rider Complaint Line  
**(443) 692-2526**

1. Note the date and time of the problem. Tell us the problem: How long was your trip? How long were you on hold? Was your ride late on pick up or drop off? Did you miss an appointment or work? Was your aide gone when you got home from a late trip?
2. Keep a log of your trip issues.
3. DRM will return your call. Thank you.

**You may complain to MTA at:  
(410) 764-8181, option 8.**

You can also file a civil rights complaint with the Federal Transit Administration.

### **RIDER TIPS**

- ⇒ **TIP:** Remember to cancel your ride if you change your plans.
- ⇒ **TIP:** Some rides may be easy to book or cancel through Mobility online at:  
**<http://passweb.mta.maryland.gov>**

## **DISABILITY RIGHTS MARYLAND**

(DRM) is a private, non-profit organization working with partners to improve access and equity for families and persons with disabilities. DRM is Maryland's federally mandated Protection and Advocacy Agency.

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To contact DRM for legal services, or for more information, please contact DRM by phone: **(410) 727-6352**

or mail:

**Disability Rights Maryland  
1500 Union Avenue  
Suite 2000  
Baltimore, MD 21211**

We welcome comments on DRM's advocacy services plan. Send us an email:

**[Feedback@DisabilityRightsMD.org](mailto:Feedback@DisabilityRightsMD.org)**

*This information is current as of April 2019.  
It is intended as general information and is not  
offered as specific legal advice.*



## **MOBILITY RIDER RIGHTS AND ADVOCACY GUIDE**

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



**[www.CARSBaltimore.org](http://www.CARSBaltimore.org)**

## 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.**

## CERTIFICATION

- You should get an eligibility appointment within ten business days of requesting an appointment.
- Within 21 days of your appointment you should receive a written decision about your eligibility to use Mobility. If you do not, you can use Mobility until you receive a written decision.

## TELEPHONES

- You should have your telephone call answered **within 3 minutes** the vast majority of the time.
- You should not be on hold for longer than 10 minutes, and rarely longer than 5 minutes.
- You should never get a busy signal or have your call dropped.
- You should not miss a trip because you cannot reach a reservation agent.
- You should get a prompt reply on the late line.



## MOBILITY DIRECT

Mobility Direct is an automated phone service operated by MTA. You cannot use the system to schedule a ride, but you use it to cancel a ride or verify a trip.

The service provides reminder calls the night before your scheduled ride, and arrival calls when a vehicle is at your location.

**To activate Mobility Direct call:**

(410) 764-8181, option 5.

## DRIVERS CANNOT:

- Refuse to transport your service animal.
- Require you to transfer from your wheelchair or scooter to a seat.
- Charge a personal care attendant, but can charge your guest.

## TRAVEL TIME

- Your ride should not be longer than trip travel time on the bus, light rail or metro. Include the 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.

## NO SHOWS

You can challenge a no-show on your record.

**You should not have a “no show” for missing a ride if:**

- Mobility driver fails to wait 5 minutes;
- You had an illness, or emergency related to your disability;
- There was extreme weather such as a hurricane or flood;
- Your ride is more than 30 minutes past your scheduled pick-up time.