



## MTA MOBILITYLINK & COVID 19

A state of emergency and catastrophic health emergency was proclaimed by the Governor on March 5, 2020 to control and prevent the spread of COVID-19. The state of emergency affects MTA MobilityLink services. This fact sheet provides information about changes in service. Also, see: <https://www.mta.maryland.gov/mobility>

### HOW HAS MTA CHANGED ITS SERVICE?

On March 18, MTA reduced local bus, light rail, metro, commuter bus services and paratransit or MobilityLink operations in an effort to slow spread of the virus and to keep drivers, riders and the public safe.

- You can still ride. Masks or face coverings are required. Drivers must also wear masks.
- MTA provides daily cleaning and disinfecting of vehicles.  
If you have a condition that prevents you from wearing masks, contact Office of Equal Opportunity Compliance Programs at 410-767-3779. Ask for an accommodation. Face coverings are acceptable.
- Applications and recertification for MobilityLink is not in person.
- Call -A-Ride service allows more trips per day, as of Feb. 2021
- Mobility riders may now carry three bags as of Feb. 2021 (thru June 2021).

### FEDERAL CIVIL RIGHTS LAWS IN EFFECT: DISABILITY DISCRIMINATION STILL ILLEGAL

### HOW DO I RIDE MOBILITY?

New to Mobility? Call the MobilityLink Certification office (8:30 – 4:00 M-F) at 410-764-8181, select Option 6. Request an application. Or download an application: <https://www.mta.maryland.gov/mobility>

Complete your part of the application (Part A) and send it to your health care or other professional to fill in their part (Part B) and return to you. Be sure that your health care provider gives you the original signed application.

To qualify for MobilityLink service you must have significant limitations that prevent you from using other MTA services. For example, you cannot get to get bus stops,

cannot wait outside for long without shelter, cannot travel to transfer stops, cannot tolerate bus conditions without risk of seizure or psychiatric harm, or cannot independently travel.

During the COVID-19 State of Emergency, completed applications can be submitted via fax to: 410-764-7526; or via email: **MTACertification@mdot.maryland.gov**

In-person assessments for applicants are suspended. You will have a telephone interview about your need to use Mobility. You may receive temporary eligibility and be asked to go for an assessment when the State of Emergency ends.

#### WHAT IF I NEED TO RECERTIFY?

Effective March 1, 2020, certified MobilityLink riders are **NOT** required to recertify. During the COVID-19 State of Emergency, travel will be provided.

#### HOW DO I GET TICKETS?

Mobility ticket books are available from the online Pass Store  
<https://www.mta.maryland.gov/pass-store>

The transit store has reopened. Tickets can be purchased at 6 Saint Paul Street, 1st Floor. Contact: 410-767-3522

#### CAN I CALL OR USE PASSWEB TO BOOK A RIDE?

Certified riders can call the reservation line or use PASSWEB, for 24-hour on-line booking. PASSWEB is no longer suspended: <http://passweb.mta.maryland.gov>.

#### CALL-A-RIDE SERVICE EXPANSION

Call-a-Ride customers are now allowed take 62 one way trips each month. Rides are not limited to 2 per day. Call-a-Ride is same day service for Mobility riders, as available. Cost is \$3.00 per trip, plus any cost over \$20.00 per trip.

See: [www.mtacallaride.org](http://www.mtacallaride.org)

This information is current as of April 2021. It is intended as general information and is not offered as specific legal advice. Disability Rights Maryland (DRM) is a non-profit agency established to advocate with and for the rights of people with disabilities across Maryland.

Disability Rights Maryland 1500 Union Avenue, Rm 2000, Baltimore, MD 21211  
410-727-6352 or toll free: 1-800-233-7201

