



Disability Rights Maryland, a non-profit organization, is the state's federally mandated Protection & Advocacy agency created to advance the rights of persons with disabilities.

MTA MOBILITYLINK & COVID 19

A state of emergency and catastrophic health emergency was proclaimed by Governor Hogan on March 5, 2020 and March 17, 2020, to control and prevent the spread of COVID-19. The state of emergency affects MTA MobilityLink services.

HOW HAS MTA CHANGED ITS SERVICE?

On March 18, MTA reduced local bus, light rail, metro, and commuter bus services in an effort to slow spread of the virus and to keep drivers, riders and the public safe. MTA is *requesting* that all transit trips, including MobilityLink paratransit trips, be limited to essential travel. Applications and recertification for MobilityLink has also changed.

WHAT IS ESSENTIAL TRAVEL?

Essential transit service is travel for:

Meeting health care needs, including medical trips such as dialysis, chemotherapy, hospitals, clinics, and health and mental health appointments or services.

Obtaining essential services, including trips to grocery stores, banks, pharmacies, food distribution centers or food banks.

Providing essential services, including caring for other people with disabilities or family members, and those with essential jobs, including support workers for persons with disabilities.

You may determine to use the service for other purposes and MobilityLink should offer you the trip. Federal civil rights laws continue to apply.

Ride requests for MobilityLink must be made by calling 410-764-8181 and you must be a certified rider.

HOW DO I CERTIFY FOR MOBILITY/LINK SERVICE?

New Applicants: If you want to use the service, call the MobilityLink Certification office (8:30 – 4:00 M-F) at [410-764-8181](tel:410-764-8181), select Option 6 to request an application.

You can also download an application from MTA's website
<https://www.mta.maryland.gov/mobility>

Complete your part of the application and send it to your health care or other professional to finish 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 bus stops, cannot wait outside for long without shelter, cannot travel to bus 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 to:
MTACertification@mdot.maryland.gov**

All in-person assessments for MobilityLink are temporarily suspended due to the State of Emergency. But you can still apply and be granted service. The assessment will be a paper reviews and telephone interviews. You may receive temporary eligibility and be asked to go into the Certification office for an assessment when the State of Emergency ends.

WHAT IF I NEED TO RECERTIFY?

Effective March 1, 2020, certified MobilityLink riders will NOT be required to recertify. **During the COVID-19 State of Emergency, essential travel will be provided for current MobilityLink riders, even those whose certifications were to expire after March 1, 2020.**

HOW DO I GET TICKETS?

State office buildings have been closed to the public. Mobility ticket books are available from the online Pass Store <https://www.mta.maryland.gov/pass-store>.

If you encounter a problem using public transportation, please feel free to contact the intake line at Disability Rights Maryland at 410-727-6352.

This information is current as of April 9, 2020. This is general information and should not be used for specific legal advice.

