

CORY V. MCCRAY
Legislative District 45
Baltimore City

DEPUTY MAJORITY WHIP

Budget and Taxation Committee

Subcommittees

Chair, Health and Human Services

Vice Chair, Capital Budget

Executive Nominations Committee

Legislative Policy Committee

Joint Committee on Gaming Oversight



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THE SENATE OF MARYLAND
ANNAPOLIS, MARYLAND 21401

Vote Yes to Senate Bill 891

Bill Title: Transportation – Mobility Link Paratransit Service Improvements – Study

March 13, 2024

Dear Chair, Vice Chair and Members of the Committee:

I am here today to ask for support for Senate Bill 891, a Transportation – MobilityLink Paratransit Service Improvements – Study. This bill addresses a critical need within our state, seeking to enhance the Maryland Transit Administration's ADA MobilityLink paratransit service through a comprehensive study led by the Maryland Transportation Institute at the University of Maryland.

In recognizing the importance of the Americans with Disabilities Act (ADA) and the essential role MobilityLink plays in providing accessible transportation to individuals with disabilities, this bill takes a thoughtful and pragmatic approach to identifying methods for improvement. The study outlined in the bill is thorough and well-considered, focusing on key aspects of ADA paratransit services nationwide.

The study mandates a comparative analysis of the MobilityLink service with similar entities across the nation. This includes a detailed examination of service structures, encompassing fleet ownership, maintenance, dispatch, reservations, scheduling, operators, mechanics, customer service, and quality assurance. Furthermore, the bill wisely calls for an assessment of the fiscal costs and savings associated with different paratransit service models, emphasizing both short- and long-term considerations.

The bill pays attention to performance metrics, aligning with the Federal Transit Administration's ADA Guidance. By analyzing on-time performance, missed trips, transit times, call center performance, customer complaints, and safety conditions, the study will provide valuable insights into the strengths and weaknesses of the current system. Equally commendable is the inclusion of workforce metrics, delving into turnover rates, average length of employment, absenteeism, accidents, workplace injuries, compensation claims, career training, advancement opportunities, wages, benefits, morale, and satisfaction. This holistic approach ensures a comprehensive understanding of the human element within the paratransit services.

Furthermore, the bill emphasizes public input and feedback by soliciting comments from the public and MobilityLink riders, recognizing the importance of involving those directly impacted by the service. The recommendations developed as a result of this study are poised to drive meaningful and informed

improvements to the MobilityLink paratransit service, considering both financial implications and qualitative enhancements. To facilitate the implementation of this crucial study, the bill appropriately includes a provision for a budgetary appropriation of at least \$150,000 in the fiscal year 2026 budget. This financial commitment underscores the importance our state places on addressing the needs of individuals with disabilities and ensuring equitable access to transportation services.

Senate Bill 891 is a pragmatic and necessary step toward improving the ADA MobilityLink paratransit service. I urge you all to VOTE YES on senate bill 891 recognizing the positive impact it will have on the lives of our constituents who rely on accessible transportation services. Thank you.

Respectfully,

A handwritten signature in blue ink, appearing to read 'Cory V. McCray', with a stylized flourish at the end.

Cory V. McCray
45th District