

MDOT MTA CALL-A-RIDE SERVICE POLICIES

1. Never schedule rides directly with drivers.
2. You must present the MDOT MTA Call-a-Ride card to the driver at the beginning of the trip.
3. You cannot have a driver wait for you on any MDOT MTA Call-a-Ride trip.
4. You can only travel in the established MDOT MTA Mobility service area.
5. If you start or end a trip outside of the service area, it is not a qualified trip and you must pay the entire fare. Please call MDOT MTA Call-a-Ride Customer Service for service area information.

For more information, or to request this document in an alternate format or translated into another language, please contact the department listed below.

Para mayor información o para solicitar este documento en un formato alternativo o traducido a otro idioma, por favor contacte el departamento enlistado abajo.

MDOT MTA TRANSIT INFORMATION CONTACT CENTER

410-539-5000 • 866-743-3682

TTY 410-539-3497

Maryland Relay Users Dial 7-1-1

IMPORTANT CONTACT NUMBERS

Call-a-Ride Customer Service:
410-664-2030

Call-a-Ride Certification Office:
410-764-8181, option #7

Call-a-Ride Website:
www.mtacallaride.org

MDOT MTA Mobility
General Information:
410-764-8181

MDOT MTA Mobility
Certification Office:
410-764-8181, option #6

MDOT MTA Mobility Reservation Line:
410-764-8181, option #1

MDOT MTA General Information:
410-539-5000

Toll-free: 1-866-RIDE-MTA (743-3682)

MDOT MTA Directory Assistance:
1-888-218-2267

TTY: 410-539-3497

MD Relay: 7-1-1

MDOT MTA Website:
www.mta.maryland.gov



PS-5K-7/21



CALL-A-RIDE



LINKING YOU
www.mta.maryland.gov

PROVIDING ALTERNATIVE TRANSPORTATION FOR ALL MDOT MTA MOBILITY CUSTOMERS

The MDOT MTA Call-a-Ride service is available to MDOT MTA certified Mobility customers. This service is under contract by participating area taxi and sedan companies and not a part of MDOT MTA Mobility. MDOT MTA Mobility does not guarantee the availability of a particular type of vehicle or pick-up time. Customers schedule their trips directly with the participating taxi and sedan companies.

ELIGIBILITY FOR THE MDOT MTA CALL-A-RIDE SERVICE

- Applicants and current participants must be certified for MDOT MTA Mobility service and must be at least 13 years old to be eligible.
- All applicants must be capable of boarding, riding, and exiting vehicles either independently or with the assistance of a companion. A limited number of wheelchair accessible taxis and sedans are available to eligible individuals with mobility impairments who use motorized or non-folding wheelchairs.

HOW DOES MDOT MTA CALL-A-RIDE SERVICE WORK?

- Contact one of the participating taxi and sedan companies. Identify yourself as an MDOT MTA Call-a-Ride customer and give your card number.
- Let the dispatcher know the time and place you wish to be picked up, as well as your destination.
- Up to three (3) companions may travel with you, but all must start and end the ride at the same location.
- Customers are eligible to schedule up to sixty-two (62) rides per month.

Once your vehicle arrives:

- When you enter the vehicle, present your MDOT MTA Call-a-Ride card to the driver and your eligibility will be verified electronically.
- Pay the \$3.00 fare to the driver, cash only.
- When you arrive at your destination, if the meter reads over \$40.00, you will need to pay the driver in cash for the amount over \$40.00.
- The driver will electronically record the payment and print a paper receipt for your signature to validate the trip.
- Customers are required to keep receipts for six months. If you cannot sign a receipt, contact MDOT MTA Call-a-Ride Customer Service to notify them of the trip within 24 hours of your trip.

WHEN CAN YOU USE YOUR MDOT MTA CALL-A-RIDE CARD?

Whenever you need it, 24 hours a day, 7 days a week, for up to sixty-two rides (62) per month!

WHERE CAN YOU USE YOUR MDOT MTA CALL-A-RIDE CARD?

When using MDOT MTA Call-a-Ride, travel must begin and end within the established MDOT MTA Mobility service area, which is within 3/4 of a mile of fixed-route Local Bus, Light Rail or Metro Subway service. You are responsible for the entire cost of a trip that starts or ends outside the MDOT MTA Mobility service area.

FARE

Customers pay \$3.00 cash for each one-way ride with a meter reading of \$40.00 or less. If the final meter reading is over \$40.00 the customer pays the difference in cash, including the \$3.00 MDOT MTA Call-a-Ride fare.

There may be an additional \$1.00 or \$2.00 charge, authorized by the Public Service Commission, for Baltimore City taxis going outside the city or for special dispatch fees. If this Public Service Commission fee causes your fare to exceed \$40.00, you will be responsible to pay for this overage in cash. For more information, please call MDOT MTA Call-a-Ride Customer Service at 410-664-2030.