



MTA CALL-a-RIDE
EFFECTIVE October 4, 2021

If you need this policy in an alternative format, please contact the MTA Mobility office at:

4201 Patterson Ave, 1st floor
Baltimore, MD 21215
410-764-8181

Important telephone numbers:

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| MTA Call-a-Ride Customer Service (MJM) | 410-664-2030 |
| MTA Call-a-Ride Certification Office | 410-764-8181 |
| MTA General Information | 410-539-5000 |

What is MTA Call-a-Ride service?

The MTA Call-a-Ride service is a premium service that is available to certified MTA Mobility paratransit customers for travel in the Mobility service area. MTA Call-a-Ride **is not** paratransit under the Americans with Disabilities Act (ADA) and is not a replacement for Mobility service. The MTA Call-a-Ride service is not part of MTA Mobility service, but rather a separate MTA service provided by an MTA contractor utilizing transportation companies. Customers deal directly with the sedan companies. MTA Mobility does not guarantee the availability of vehicles, wait times or pick up to anyone participating in the MTA Call-a-Ride service. There are a limited number of wheelchair accessible vehicles within the participating transportation companies.

Who is eligible for MTA Call-a-Ride service?

Applicants must be a currently certified MTA Mobility customer and at least 13 years old.

What are the rules of the MTA Call-a-Ride?

- Customer must have a valid MTA Call-a-Ride card in his or her possession to use the service.

- **The MTA Call-a-Ride service is not transferable.** Only the MTA certified customer issued the MTA Call-a-Ride card can use the card for their transportation needs.
- Customer fare is \$3.00 per one-way trip. This must be paid in cash to the driver at the start of the trip. MTA provides a sufficient tip to all drivers; it is not necessary to tip any driver unless you desire to.
- Trips are limited to **62 one-way trips each month.**
- MTA will pay for up to the **\$40.00** metered fare for each one-way trip. If a trip goes over the **\$40.00** MTA limit, the customer is responsible for the additional fare amount in addition to the \$3.00 Call-a-Ride fare.
- A limit of three people may travel with customer at no additional charge. All persons that accompany a customer must be picked up and dropped off at the same location as the customer. Drivers cannot make additional stops.
- Drivers are not allowed to wait for a customer at any time during the trip.
- Customers must schedule rides with the transportation company's dispatch operator. Rides **cannot be scheduled** directly with the driver at any time.
- Customers may not request specific drivers. Customers can not have a regular driver.
- Customers must provide accurate pick up and drop off information to the dispatch operators. Customers may not alter their requested destination after the vehicle has arrived. All changes must be processed through the company dispatch operator.
- Travel must begin and end within the established MTA Mobility service area for MTA Call-a-Ride customers. The customer is responsible for the cost of the entire trip if they travel outside the service area(s). For questions regarding the MTA Call-a-Ride Mobility service areas or to verify eligible locations **BEFORE** using the service, please call MTA Call-a-Ride Customer Service at 410-664-2030. **Transportation Companies cannot determine eligible locations.**
- Customers must review and sign each MTA Call-a-Ride receipt. Information on the receipt should be validated for accuracy before signing. **Never sign a blank receipt.** Customer must retain receipts for 6 months.
- Customers may not book rides with more than one service (Mobility, MTA Call-a-Ride) or provider for the same trip.

- Customers who decide to use MTA Call-a-Ride instead of a scheduled MTA Mobility ride must cancel the Mobility ride at least 2 hours in advance of the scheduled trip pick up time.
- The customer is responsible for bringing and independently securing a car seat for children as required by Maryland law.
- Customers may not engage in illegal, disruptive or otherwise abusive behavior while using the MTA Call-a-Ride services. Customers must follow all policies established by the transportation company and the MTA. Any violation of the applicable laws or policies may result in suspension or termination from the MTA Call-a-Ride services.
- A taxi may not be flagged on the street for a MTA Call-a-Ride trip under any circumstances.

General information:

- The MTA Call-a-Ride certification expiration date is the same as Mobility. The MTA Call-a-Ride will expire on the date on the front of the card. There are no extensions for the MTA Call-a-Ride card.
- If a customer is suspended from Mobility, their MTA Call-a-Ride service is also suspended for the same period.
- The customer is responsible for the full fare if they have exceeded the monthly trip limit of 62 one- way trips or the trip does not comply with program policies.
- Report all lost or stolen cards immediately. There is a \$5.00 replacement fee for lost or stolen cards
- Cards reported lost or stolen are canceled immediately and cannot be used. Customer is responsible for the full fare if they travel on a card reported lost or stolen.
- Always notify MTA Call-a-Ride Customer Service of any change of address, telephone number or emergency contact information.
- MTA Call-a-Ride Customer Service is available Monday through Friday from 8:00 am to 5:00 pm. The office is closed on New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.
- Information on MTA Call-a-Ride service, including a list of current transportation companies participating in MTA Call-a-Ride, is available on the website: www.mtacallaride.org . A list of participating transportation companies is also available from MTA Call-a-Ride Customer Service at 410-664-2030.

- All issues relating to Baltimore City and Baltimore County driver behavior or vehicle conditions should be directed to the Public Service Commission (PSC) at 410-767-8128. Issues regarding Anne Arundel County taxis or drivers should be directed to the Anne Arundel County Department of Licensing at 410-222-7787.

MTA Call-a-Ride Suspension Policies:

Fraudulent use of MTA Call-a-Ride:

Fraudulent use of the MTA Call-a-Ride services will result in the immediate suspension from the service and may result in criminal prosecution.

Fraudulent use includes, but is not limited to:

- Lending card to others.
- Selling card.
- Allowing drivers to use cards for non-existent trips.
- Any attempt, successful or not, to falsify information. This includes signing a receipt for more than the metered fare, signing blank receipts, or requesting false destinations.

Violations of MTA Call-a-Ride:

Policy compliance violations include but are not limited to:

- Engaging in illegal, disruptive, or abusive behavior during the trip.
- Contacting drivers directly to arrange trips and taking round trips.
- Taking more than the **62-trip** allowed monthly.
- Asking drivers to wait between trips.
- Failure to sign MTA Call-a-Ride Receipt.
- Failure to keep MTA Call-a-Ride receipts for 6 months.
- Beginning or ending a trip outside the MTA Mobility service area.
- Failure to pay \$3.00 fare to the driver.
- Failure to pay fare amount over the **\$40.00** limit.
- Booking the same trip with more than one MTA Call-a-Ride service provider or with MTA Mobility.

MTA Call-a-Ride suspension policy for compliance violations:

- First offense: written or verbal warning
- Second offense: 60-day suspension
- Third offense: 180-day suspension
- Fourth offense: ineligible for any further participation in the MTA Call-a-Ride service

Depending on the severity of the offense, MTA may impose any of the above penalties at any time.

Appeal of Suspension:

Suspensions from the MTA Call-a-Ride service may be appealed to the Maryland Office of Administrative Hearings. Request for hearing information and instructions will be provided with suspension documentation.