



## **MTA CALL-A-RIDE CENTER POLICY EFFECTIVE October 4, 2021**

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

4201 Patterson Ave 2<sup>nd</sup> floor  
Baltimore, MD 21215  
410-764-8181

### **Important telephone numbers:**

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

### **What is MTA Call-a-Ride Center service?**

The MTA Call-a-Ride Center 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 Center **is not** paratransit under the Americans with Disabilities Act (ADA) and is not a replacement for Mobility service. The MTA Call-a-Ride Center 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 transportation companies. MTA Mobility does not guarantee the availability of vehicles, wait times or pick up to anyone participating in the MTA Call-a-Ride Center service. There are a limited number of wheelchair accessible vehicles within the participating transportation companies.

### **Who is eligible for MTA Call-a-Ride Center service?**

Applicants must be a currently certified MTA Mobility customer and at least 13 years old. Customers must be a patient at a dialysis center located in the Mobility service area.

### **What are the rules of the MTA Call-a-Ride Center service?**

- Customer must have a valid and active MTA Call-a-Ride Center card in their possession to use the service.
- Daily trips are not limited but all trips must begin or end at a dialysis center in the Mobility service area. Trips between centers at the direction of the center are not allowed on MTA Call-a-Ride Center service
- Customer fare is \$2.00 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.
- MTA will pay for **up to a \$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.
- A limit of three people may travel with customer at no additional charge. All persons that accompany a customer must be picked up or dropped off at the same location as the customer. Drivers cannot make multiple stops.
- Drivers are not allowed to wait for a customer at any time during the trip.
- 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 and must either begin or end at a dialysis center. The customer is responsible for the cost of the entire trip if they travel outside the service area. For questions regarding the Mobility service area or to verify eligible locations **BEFORE** using the service, please call MTA Call-a-Ride Center Customer Service at 410-664-2030. **Transportation companies cannot determine eligible locations.**
- Customers must review and sign each MTA Call-a-Ride Center 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 should always schedule rides with the transportation company's dispatch operator. Rides should never be scheduled directly with any driver at any time.
- Customers may not book rides with more than one service (Mobility, MTA Call-a-Ride Center) or with more than one MTA Call-a-Ride Center service provider for the same trip.

- Customers who decide to use MTA Call-a-Ride Center 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 MTA Call-a-Ride Center service is not transferable. Only the person issued the MTA Call-a-Ride Center card can use the card for their transportation needs to and from a Dialysis Center.
- 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 Center service. 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 Center service.
- A Taxi/Sedan may not be flagged on the street for a MTA Call-a-Ride Center service trip under any circumstances.

**General information:**

- MTA Call-a-Ride Center Card expiration date is located on the front of the card, and is the same as Mobility. There are no extensions for the MTA Call-a-Ride Center Card.
- If a customer is suspended from Mobility, their MTA Call-a-Ride Center service is also suspended for the same period.
- 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 amount if they travel on a card reported lost or stolen.
- Notify MTA Call-a-Ride Center Customer Service of any change in address, telephone number or emergency contact information.
- MTA Call-a-Ride Center 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 Center service, including a list of current transportation companies participating in MTA Call-a-Ride Center, is available on the website: [www.mtacallaride.org](http://www.mtacallaride.org) . A list of participating

transportation companies is also available from MTA Call-a-Ride Center Customer Service at 410-664-2030.

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

### **MTA Call-a-Ride Center Suspension Policies:**

#### **Fraudulent use of MTA Call-a-Ride Center service:**

Fraudulent use of the MTA Call-a-Ride Center 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 Center service policies:**

Policy compliance violations include but are not limited to:

- Using a card that had been reported lost/stolen.
- Using an inactive or expired card or canceled card.
- Failure to keep receipts for 6 months.
- Beginning or ending a trip outside the Mobility or service area.
- Taking trip that does not begin or end at a dialysis center.
- Failure to pay \$2.00 fare
- Asking drivers to wait between trips
- Booking the same trip with more than 1 MTA Call-a-Ride Center service provider or Mobility
- Engaging in illegal, disruptive or abusive behavior during the trip.
- Contacting drivers directly to arrange trips

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