MARYLAND DEPARTMENT OF TRANSPORTATION | CALL-A-RIDE
MARYLAND TRANSIT ADMINISTRATION

GUIDELINES FOR USING MTA Call-A-Ride
EFFECTIVE November 9, 2026

MTA Call-A-Ride is a premium, same-day, on-demand transportation service provided to eligible MTA Mobility customers for their transportation needs. The MTA Call-A-Ride service is non-transferable. Only the MTA-certified customer issued the MTA Mobility ID card may use the card for their transportation.

MTA MOBILITY ID CARD

The MTA Mobility ID card will be used for the MTA Call-A-Ride, MTA Call-A-Center, and MTA MobilityLink services. The current green (Call-A-Ride) and red (Call-A-Center) cards will no longer work with the program. The card is non-transferable.

MTA CALL A RIDE CALL CENTER 866-535-8781

- You must have your valid MTA Mobility identification card in your possession to travel.
- Rides must be scheduled by calling the MTA Call-A-Ride Call Center, using the MTA Call-A Ride automated phone system, or using the MTA Call-A-Ride mobile app.
- You may not call drivers or transportation companies directly to arrange your rides.
- There is no smoking, vaping, eating, drinking, or radio playing permitted in the vehicle.
- You must provide accurate pick-up and drop-off information to the dispatch operator.
- You may not change your requested destination after the vehicle has arrived.
- Customers must present their valid, current MTA Mobility ID card to the driver at the beginning of the trip. Customers should be prepared to have their card photographed and to sign a signature pad before the trip begins.
- You may not request a specific driver or ask the driver to wait for you on any service ride.

FARE

- Customer fare is $3.00 per one-way trip, paid in cash directly to the driver or paid electronically when booking through the MTA Call-A-Ride app or with the MTA Call-A-Ride Call Center.
- You will be responsible for the full fare if you have exceeded the monthly sixty-two (62) trip limit.
- You are limited to sixty-two (62) one-way trips per month.
- The subsidized fare is limited to $40.00 for each one-way trip.
- You will be responsible for any amount over $40.00.
- A No-Show or Late Cancellation counts against your sixty-two (62) trips per month.

MTA CALL-A-RIDE CUSTOMER SERVICE

- Contact the MTA Call-A-Ride Customer Service at (410) 664-2030, Monday through Friday, 8:00 a.m. to 5:00 p.m.
- Information is also available at: http://www.mtacallaride.org