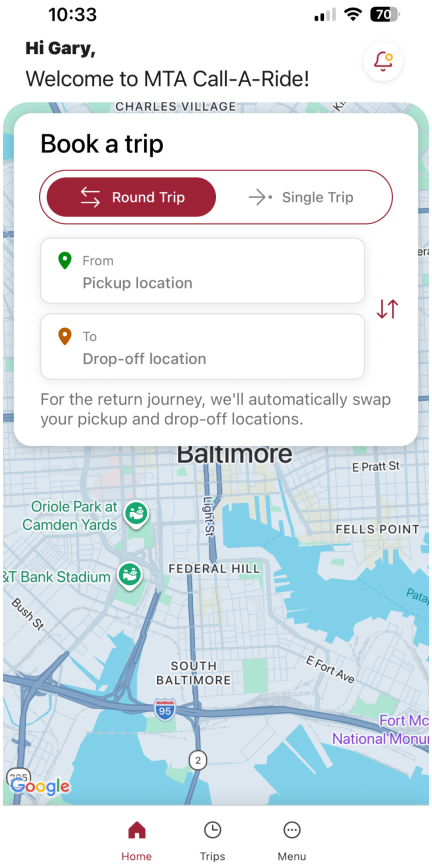
MTA MARYLAND

CALL-A-RIDE

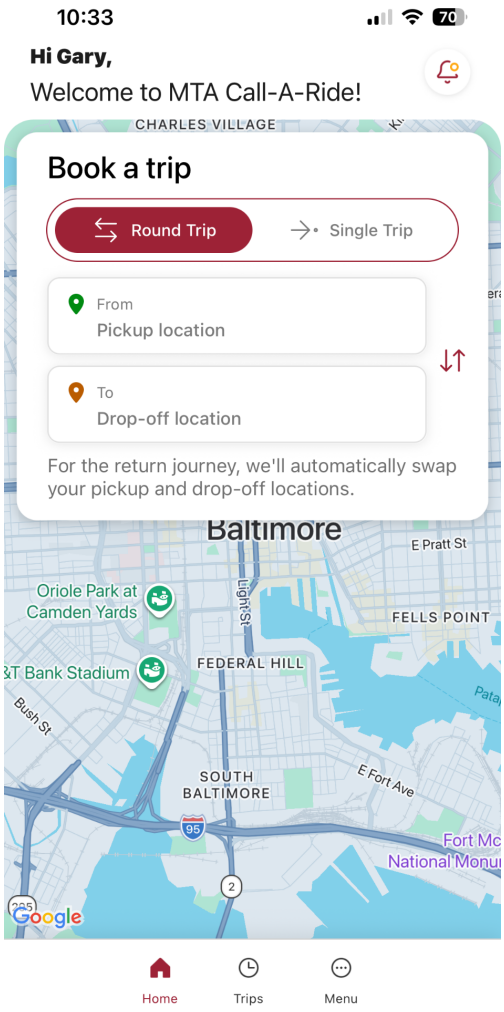
Mobile App Customer User Guide



A step-by-step illustrated guide to booking a trip in the Call-A-Ride mobile app.

Using the Home Screen

After logging in, the Home screen displays the trip-booking panel over a map. The bottom navigation shows Home, Trips, and Menu.

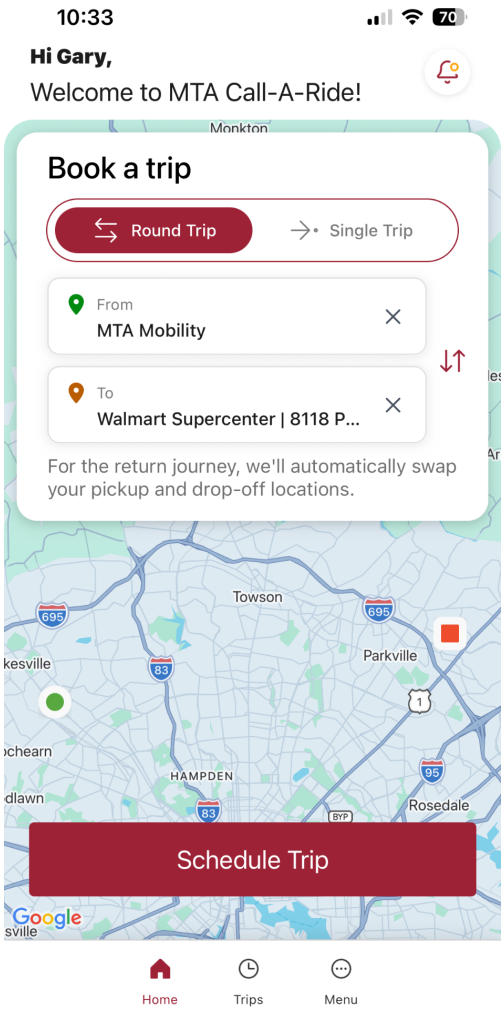


Choose the type of trip

1. **Round Trip** — Select this when you need an outbound journey and a return journey.
2. **Single Trip** — Select this when you need transportation in one direction only.
3. **Pickup location** — Tap the **From** field and enter or choose where you want to be picked up.
4. **Drop-off location** — Tap the **To** field and enter or choose your destination.
5. **Schedule Trip** — After entering the locations, select **Schedule Trip** to continue to Trip Details.

Round-trip tip: The app says it will automatically swap the pickup and drop-off locations for the return journey. Review the return trip details before submitting.

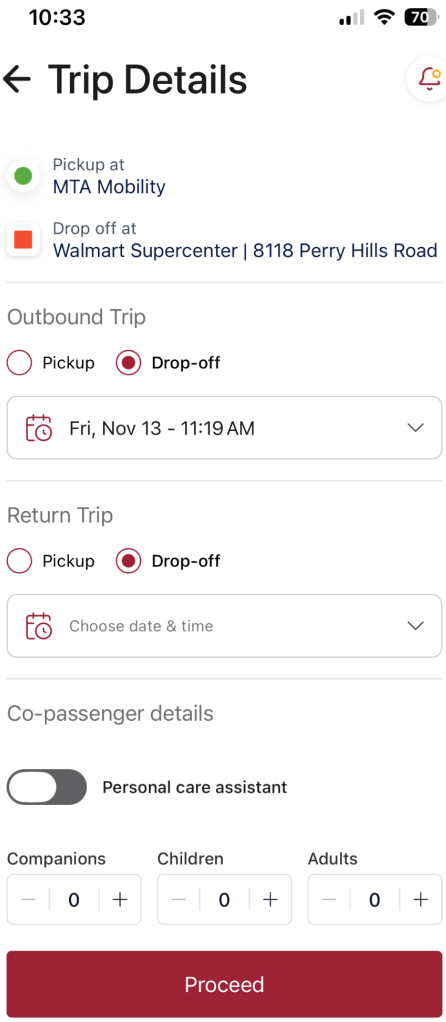
1. Confirm Your Pickup and Destination



1. **Check the From field** — Confirm that the pickup location is correct.
2. **Check the To field** — Confirm that the destination is correct.
3. **Clear a location** — Use the **X** beside a location if you need to remove and replace it.
4. **Switch locations** — Use the up/down arrow control to swap pickup and drop-off locations, if needed.

When both locations are correct, select **Schedule Trip**.

2. Select the Date and Time



On the Trip Details screen

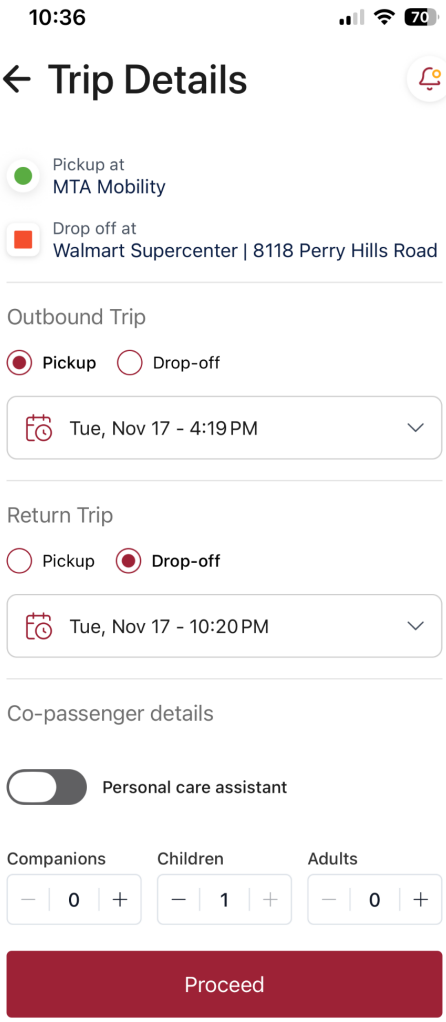
1. **Choose the outbound time type** — Select **Pickup** if the selected time means when you want to be picked up. Select **Drop-off** if it means when you need to arrive.

2. **Choose the outbound date and time** — Tap the date/time field and select your requested date and time.

3. **Set the return trip** — For a round trip, repeat the process under **Return Trip**. Choose whether the return time is a pickup or drop-off time.

Important: Pickup time and drop-off time are different. Check that the correct option is selected for each part of your trip.

3. Enter Passenger Details



1. **Personal care assistant** — Turn on the switch if a personal care assistant will be traveling with you.

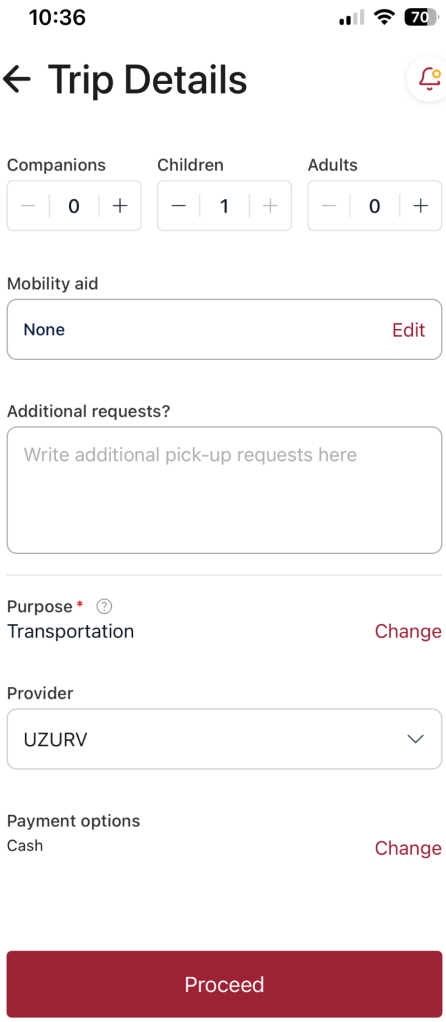
2. **Companions** — Use the plus (+) and minus (–) controls to enter the number of companions.

3. **Children** — Enter the number of children traveling.

4. **Adults** — Enter the number of additional adults traveling.

Check each count before moving on. The numbers should reflect the other people included in the reservation.

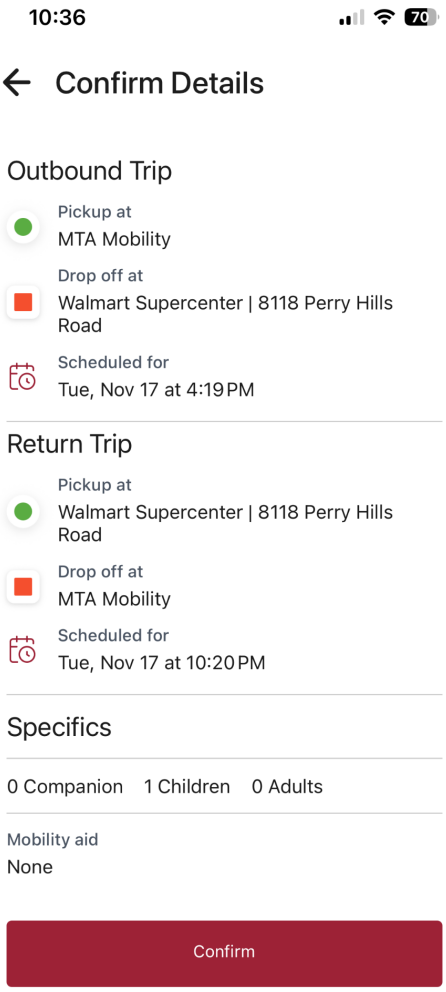
4. Add Mobility and Other Trip Information



1. **Mobility aid** — Select **Edit** to review or select the mobility aid that applies to your trip.
2. **Additional requests** — Enter any additional pickup instructions or relevant information in the text box.
3. **Purpose** — Transportation is the default setting and cannot be changed.
4. **Provider** — Review the provider displayed in the provider field.
5. **Payment options** — Review the payment method. Select **Change** if you need to choose another available option. *Note Electronic payment is not currently being accepted. Users should select the "cash" option when selecting your payment option.

When you have completed the trip details, select Proceed.

5. Review Your Reservation

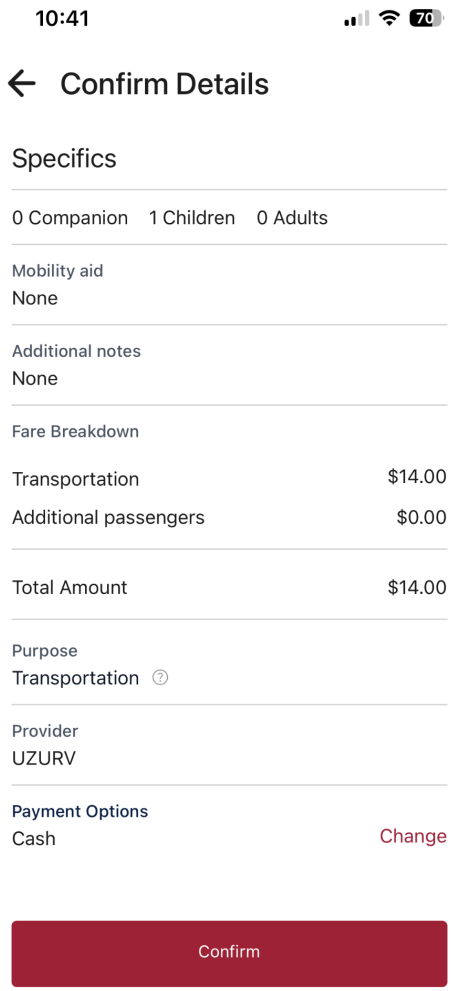


1. **Review the outbound trip** — Check the pickup address, drop-off address, and scheduled date and time.

2. **Review the return trip** — If this is a round trip, check the return pickup and drop-off addresses and its scheduled date and time.

3. **Check passenger details** — Verify the number of companions, children, and adults, along with the mobility aid.

Continue to the remaining confirmation details to review the fare and payment information.



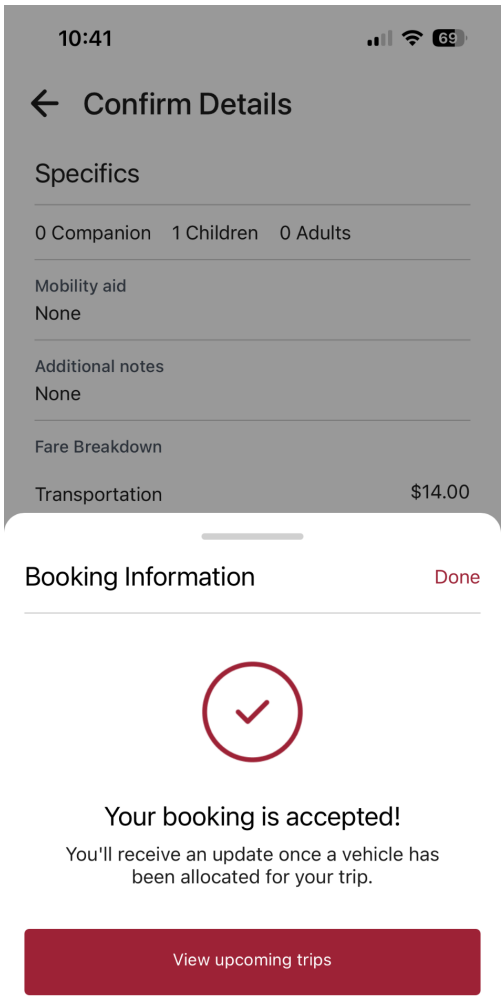
4. **Review the fare breakdown** — Check the transportation charge, any additional passenger charges, and the total amount displayed.

5. **Check the remaining details** — Trip purpose displays "Transportation" by default. This cannot be changed.

6. **Confirm the request** — If everything is correct, select the **Confirm** button.

   *Note, Total amount displayed is total cost of trip.
   *Coming soon: Electronic payments

6. Check the Booking Confirmation



The app displays a booking acceptance message when the request has been accepted.

1. **Read the confirmation** — Look for the message **Your booking is accepted!**

2. **Understand the next update** — The screen says you will receive an update once a vehicle has been allocated for your trip.

3. **View upcoming trips** — Select **View upcoming trips** to review your reservation.

Important: Booking accepted does not mean a vehicle has already been allocated. Watch for the separate vehicle-allocation update.

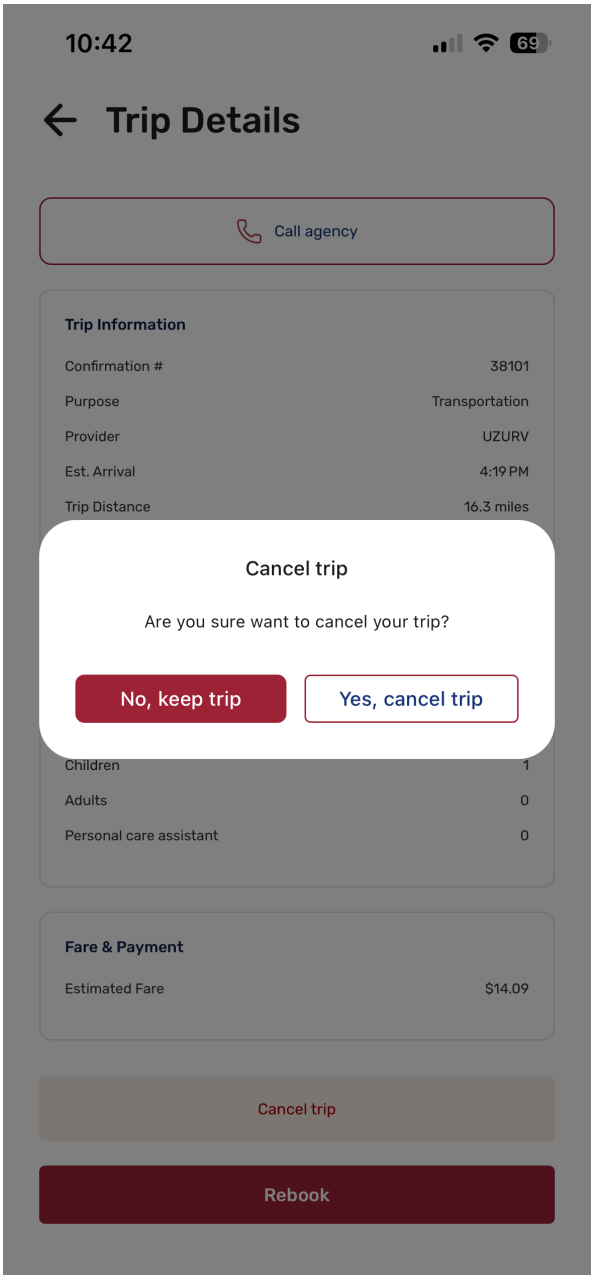
Canceling a Trip

Use the following steps to cancel a scheduled trip in the Call-A-Ride mobile app.

1. Open the trip details
Open the trip you want to cancel and review its information to make sure you selected the correct trip.

2. Select Cancel trip
On the **Trip Details** screen, tap **Cancel trip** near the bottom of the page.

3. Confirm your choice
When the **Cancel trip** message appears, tap **Yes, cancel trip** to continue. To keep your reservation, tap **No, keep trip**.

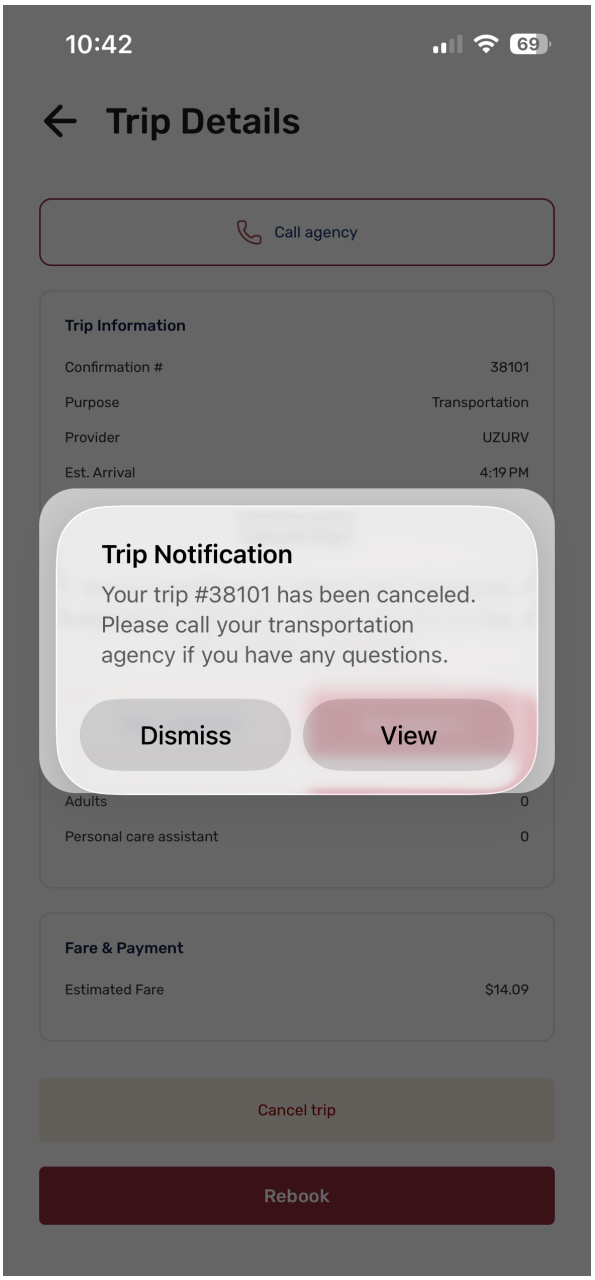


Cancellation confirmation

The app asks you to confirm before canceling the trip. Select **Yes, cancel trip** only if you want to cancel the reservation.

4. Check the cancellation notification

After cancellation, the app displays a **Trip Notification** stating that your trip has been canceled. You can select **Dismiss** to close the message or **View** to see the notification.



Cancellation notification

The message identifies the canceled trip by its confirmation number and advises you to call your transportation agency if you have questions.

*Note, If you have any questions, users should contact the Call A Ride call Center at 866-535-8781

Note: The screenshots show an example trip. Your confirmation number and trip details will be different.