MTA CALL-a-RIDE
EFFECTIVE November 9, 2026

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*:**

MTA Call-a-Ride Customer Service (MJM)	410-664-2030
MTA Mobility	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 private 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 service.

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 current MTA card in his or her possession to use the service. Presenting your expired card will result in the trip being canceled and the customer charged with a Late Cancel/No Show
- **The MTA Call-a-Ride service is not transferable**. Only the MTA certified customer issued the MTA card can use the card for their transportation needs. No family members or Caregivers are allowed to use the

customer's card.

- **Tolls may be covered as part of your** MTA Call-a-Ride fare provided the total fare amount remains under the $40 limit.
- Customers must present their valid current MTA 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.
- Customer fare is $3.00 per one-way trip paid in cash directly to the driver or paid electronically while booking.
- 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 **$40.0**0 MTA limit, the customer is responsible for the additional fare amount in addition to the $3.00 Call-a-Ride fare.
- A limit of two 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 may schedule rides with MTA Call-a-Ride dispatch Operators, the Call-a-Ride automated phone system, or the MTA Call-a-Ride rider app. Rides **cannot be scheduled** directly with the driver or taxi/provider company at any time. ***Dispatch is available at 800-535-8781***
- Customers may not request specific drivers.
- 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 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).
- Customers may not book rides with more than one service (Mobility, MTA Call-a-Ride) 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.
- There is no smoking, vaping, eating, drinking or radio playing permitted in the vehicle.

- 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.

***General information*:**

- The MTA Call-a-Ride certification expiration date is the same as Mobility. There are no extensions for the MTA Call-a-Ride service.
- 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. even if that trip was to transport a stranded customer).
- 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 the Friday following Thanksgiving, Christmas Eve and Christmas Day. Dispatch agents will be available.
- 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 .

MTA Call A Ride No Show and Late Cancellation policy

Call a Ride recognizes that there are times you cannot help cancelling your service or not showing up for a scheduled trip. A No Show, or Late Cancellation will be added to a passenger's record, ***and your trip count will be reduced by one (1)*** when the following situation(s) occurs:

- A passenger is not at the pickup point within five minutes after the vehicle arrives within the scheduled pickup window.
- A passenger cancels a ride less than one hour before the scheduled pickup time.
- A passenger chooses not to ride after the vehicle arrives within the scheduled pick-up window.

If you fail to show up for a scheduled trip and a No Show is recorded, any other trip for

that day will remain on the schedule. It is your responsibility to cancel any other trips for the day if not needed. Call a Ride may not assume that a passenger will not take the other scheduled trips for that day.

***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 and or trips.
- Allowing drivers to use cards for non-existent trips.
- Any attempt, successful or not, to falsify information. This includes signing for more than the fare amount, 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 signature pad.
- Beginning or ending a trip outside the MTA Mobility service area.
- Failure to pay $3.00 fare to the driver and/or fare amount over the **$40.0**0 limit.
- Failure to provide car/safety seats for children as required by Maryland law.

Penalties for violations

- A warning letter will be issued after the first violation.
- A final warning letter will be issued after the second violation.
- After the third violation you will be notified of a seven (7) day suspension of service.
- After the fourth violation you will be notified of a seven (7) day suspension of service.

- After the fifth violation you will be notified of a seven (7) day suspension of service.
- After the sixth violation you will be notified of a thirty (30) day suspension of service.

Each letter will show the day and time of each violation. If you disagree with the notification or warning letters you should take the earliest opportunity to clarify misinformation. Please provide information that explains any circumstances beyond your control that may have caused a No-Show or late cancellation. If the initial information is not corrected in a timely manner, it may affect your appeal in later steps.

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.