

## MDOT MTA CALL-A-RIDE SERVICE RULES

1. Never schedule rides directly with drivers.
2. You must present the MDOT MTA Call-a-Ride card to the driver at the start of the trip.
3. You cannot have a driver wait for you on any MDOT MTA Call-a-Ride trip.
4. You can only travel in the established MDOT MTA Mobility service area.
5. If you start or end a trip outside of the service area, the trip is not a qualified trip and you must pay the entire fare for that trip. Please call MDOT MTA Call-a-Ride Customer Service for service area information.

If you need help understanding this information or assistance in completing or understanding Mobility forms or policies, wish to request a reasonable accommodation or modification, or need a copy of this document in an alternative format, please contact Mobility Information at 410-764-8181, Toll Free 1-866-743-3682, TTY 410-539-3497, or MD Relay 711. You may also contact the Office of Equal Opportunity Compliance Programs at 410-764-8507.

## IMPORTANT CONTACT NUMBERS

**Call-a-Ride Customer Service:**  
410-664-2030

**Call-a-Ride Certification Office:**  
410-764-8181, option #7

**Call-a-Ride Website:**  
[www.mtacallaride.org](http://www.mtacallaride.org)

**Mobility General Information:**  
410-764-8181

**Mobility Certification Office:**  
410-764-8181, option #6

**Mobility Reservation Line:**  
410-764-8181, option #1

**MDOT MTA General Information:**  
410-539-5000

Toll-free: 1-866-RIDE-MTA (743-3682)

**MDOT MTA Directory Assistance:**  
1-888-218-2267

**Maryland Relay:** 711

**MDOT MTA Website:**  
[www.mta.maryland.gov](http://www.mta.maryland.gov)



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MOBILITY  
**LINK**

# CALL-A-RIDE



LINKING YOU  
[www.mta.maryland.gov](http://www.mta.maryland.gov)

## **PROVIDING ALTERNATIVE TRANSPORTATION FOR ALL MDOT MTA MOBILITY CUSTOMERS**

The MDOT MTA Call-a-Ride service is available to MDOT MTA certified Mobility customers. Call-a-Ride service is not part of MDOT MTA Mobility service, but rather a separate and distinct MDOT MTA service provided under contract by participating area taxicab and sedan companies. MDOT MTA Mobility does not guarantee the availability of a particular type of vehicle or pick-up time. Customers deal directly with the taxi and sedan companies.

## **ELIGIBILITY FOR THE MDOT MTA CALL-A-RIDE SERVICE**

- Applicants and current participants must be certified for MDOT MTA Mobility service and must be at least 13 years old to be eligible.
- All applicants must be capable of boarding, riding, and exiting vehicles either independently or with the assistance of a companion. A limited number of wheelchair accessible taxis and sedans are available to eligible individuals with mobility impairments who use motorized or non-folding wheelchairs.

## **HOW DOES MDOT MTA CALL-A-RIDE SERVICE WORK?**

- Contact one of the participating taxi/ sedan companies. Identify yourself as an MDOT MTA Call-a-Ride customer, and give your card number.
- Let the dispatcher know the time and place you wish to be picked up, as well as your destination.
- Up to three (3) companions may travel with you, but all of you must start and end the ride at the same location.

### **Once your vehicle arrives:**

- When you get into the vehicle, present your MDOT MTA Call-a-Ride card to the driver. The driver will use it to electronically verify your eligibility.
- Pay the \$3.00 fare to the driver.
- Upon reaching your destination, if the meter reads over \$20.00, you will pay the driver the amount over \$20.00.
- At your destination, the driver will use your card again to electronically record the payment and create a paper receipt for you.
- Your card will be returned to you along with a receipt that you must sign to validate the trip. Customers are required to keep receipts for six months. If you cannot sign a receipt, contact MDOT MTA Call-a-Ride Customer Service to notify them of the trip within 24 hours of your trip's end.

## **WHEN CAN YOU USE YOUR MDOT MTA CALL-A-RIDE CARD?**

Whenever you need it, 24 hours a day, 7 days a week, for up to two rides per day!

## **WHERE CAN YOU USE YOUR MDOT MTA CALL-A-RIDE CARD?**

When using MDOT MTA Call-a-Ride, travel must begin and end within the established MDOT MTA Mobility service area, which is within 3/4 of a mile of fixed-route Local Bus, Light Rail or Metro Subway service. You are responsible for the entire cost of a trip that starts or ends outside the MDOT MTA Mobility service area.

## **FARE**

Customers pay \$3.00 cash for each one-way ride with a meter reading of \$20.00 or less. If the final meter reading is over \$20.00 the customer pays the difference, in addition to the \$3.00 basic MDOT MTA Call-a-Ride fare.

There may be an occasional \$1.00 or \$2.00 charge, authorized by the Public Service Commission, for Baltimore City taxis going outside the city or for special dispatch fees. These fees will not affect you unless they cause your total fare to exceed \$20.00. If they do, you are responsible for the amount over \$20.00. For more information, please call MDOT MTA Call-a-Ride Customer Service at 410-664-2030.