



## **GUIDELINES FOR USING MTA Call-a-Ride Center EFFECTIVE October 4, 2021**

MTA Call-a-Ride Center is premium, on demand, same/day service provided to eligible MTA customers for transportation TO and FROM their designated dialysis center. Rides are not guaranteed and are subject to vehicle availability at the time the transportation is being scheduled.

### **Call Dispatch:**

- You may only use the MTA Call-a-Ride Center Card to travel to and from your identified dialysis treatment center.
- You must have a valid/active MTA Call-a-Ride Center card in your possession to travel.
- Call a participating taxi/sedan company at least 40 minutes in advance to schedule your ride. Check back on the status of your ride every 20 minutes.
- There are a limited number of wheelchair accessible vehicles. If you require this type of vehicle, it is recommended you schedule your transportation at least 24 hours in advance.
- You may not call drivers directly to schedule your transportation. You **MUST** call the dispatch operator.
- If you use a folding wheelchair or a motorized mobility device, let the transportation dispatch operator know.
- A limit of three (3) people may travel with you at no additional charge.
- You must provide accurate pick up and drop off locations to the dispatch operator.
- You cannot alter your scheduled destination location after the vehicle has arrived.
- You may not ask the driver to wait for you on any service ride.

### **Pay Your Fare:**

- You are responsible for paying **\$2.00** cash per one-way ride at the start of the trip.
- The fare is limited to **\$40.00** for each one-way ride.
- You are responsible for all fare amounts that exceed the **\$40.00** trip limit in addition to the **\$2.00** fare.

### **Keep Receipts:**

- Verify all information on the receipt before signing. Your signature validates the information on the receipt is correct.
- Keep MTA Call-a-Ride Center receipts for at least six months for auditing purposes.

### **Protect Your Card:**

- The MTA Call-a-Ride Center card is not transferable. Only you may use your valid MTA Call-a-Ride Center Card to travel to and from your dialysis treatment center.

### **Contact Customer Service:**

- If you have lost your card, have a concern, need to verify the service area, need help in planning your trip, or need additional information, please contact the Customer Service Office at (410) 664-2030, Monday through Friday, 8:00 a.m. to 5:00 p.m. If you lose your card, there is a \$5.00 replacement fee.
- Information is also available at [www.mtacallaride.org](http://www.mtacallaride.org)