

# TAXI ACCESS II SERVICE

MARYLAND TRANSIT ADMINISTRATION

## MTA TAXI ACCESS II SERVICE RULES

1. Never schedule rides directly with drivers.
2. You must present the Taxi Access II card to the driver at the start of the trip.
3. You can not have a driver wait for you on any Taxi Access II trip.
4. You can only travel in the established 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 MJM Innovations for service area information.

## IMPORTANT CONTACT NUMBERS

MJM Innovations  
Customer Service .....410-664-2030

Taxi Access II  
Certification Office .....410-764-8181  
(Press 2, then 3)

Mobility General  
Information .....410-764-8181  
(Press 2, then 1)

Mobility Certification  
Office .....410-764-8181  
(Press 2, then 2)

Mobility Reservation Line .....410-764-8181  
(Press 1, then follow prompts)

MTA General Information.....410-539-5000  
Toll-free .....1-866-RIDE-MTA (743-3682)

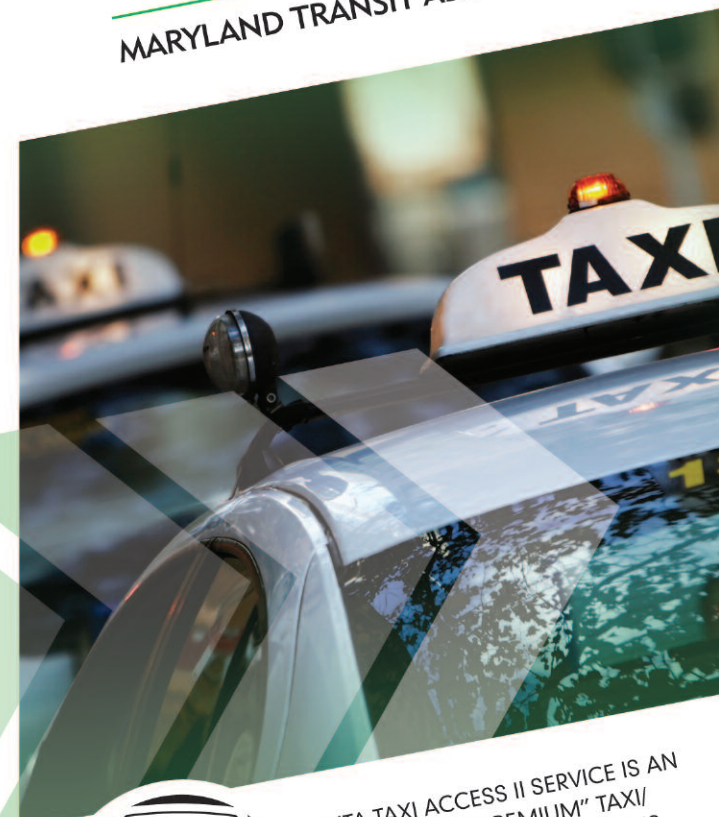
MTA Directory  
Assistance .....1-888-218-2267

Maryland Relay .....7-1-1

Taxi Access II Website ....www.taxiaccess.org

MTA Website .....www.mtmaryland.com

This document is available in alternate format upon request.



MTA TAXI ACCESS II SERVICE IS AN ON-DEMAND "PREMIUM" TAXI/SEDAN SERVICE THAT PROVIDES INCREASED INDEPENDENCE FOR PEOPLE WITH DISABILITIES.



Martin O'Malley, Governor



YOUR RIDE IS HERE.



# TAXI ACCESS II SERVICE

MARYLAND TRANSIT ADMINISTRATION

## DESCRIPTION OF MTA TAXI ACCESS II SERVICE

The MTA Taxi Access II Service is available to MTA-certified Mobility customers who meet the eligibility requirements. Taxi Access II Service is not part of MTA Mobility Service, but rather a separate and distinct MTA service provided under contract by participating area taxicab and sedan companies. MTA Mobility does not guarantee the availability of a particular type of vehicle or pickup time. Customers deal directly with the taxi and sedan companies.

## ELIGIBILITY FOR THE MTA TAXI ACCESS II SERVICE

- Applicants and current participants must be certified for MTA Mobility Service for at least 90 calendar days 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. Drivers will assist with the stowing of Mobility devices. A very 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 TAXI ACCESS II SERVICE WORK?

- Contact one of the participating cab/sedan companies. Identify yourself as an MTA Taxi Access II patron, 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 locations.

### Once your vehicle arrives:

- When you get into the vehicle, present your Taxi Access II 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 MJM Customer Service to notify of trip within 24 hours of trip's end.

## WHEN CAN YOU USE YOUR MTA TAXI ACCESS II 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 MTA TAXI ACCESS II CARD?

When using Taxi Access II, travel must begin and end within the established MTA Mobility service area, which is within 3/4 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 MTA Mobility service area. You also are responsible for the difference between the final meter reading and \$20.00... in addition to your \$3.00 fare.

## 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 Taxi Access II fare.

