



# FARE TARIFF

## For Baltimore Core Services And Call-a-Ride Services

### Tariff #1

Public Hearings: June 10, 2025 & June 12, 2025

Effective July 27, 2025

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**1. FARE TARIFF APPROVAL**

The Maryland Department of Transportation (MDOT) Maryland Transit Administration (MTA) Fare Tariff for Baltimore Core Services and Call-a-Ride Services was reviewed in accordance with MD Code, Transportation § 7-506. Public hearing required before fixing or revising fares or rates.

PUBLIC HEARING DATES:      June 10, 2025 & June 12, 2025

EFFECTIVE DATE:              July 27, 2025

APPROVED BY:

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Secretary, Maryland Department of Transportation

Date

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Date

## 2. OVERVIEW

This Maryland Department of Transportation (MDOT) Maryland Transit Administration (MTA) fare tariff applies to

- Baltimore Core Services: Baltimore Core Services, also known as BaltimoreLink, consists of:

Service	Also Known As
Local Bus	LocalLink, CityLink, ExpressLink
Light Rail	Light RailLink
Metro Subway	Metro SubwayLink
Mobility	MobilityLink

This Fare Tariff will refer to only the Service name.

- Call-a-Ride Service: The Call-a-Ride Services are not part of MTA Mobility Service. The two Call-a-Ride services are separate and distinct MDOT MTA services provided under contract by participating area taxi and sedan companies.

“Customer” means any person on MDOT MTA property as well as any person using MDOT MTA online and support services. “BCPSS” means the Baltimore City Public School System.

For detailed information regarding the operation of MDOT MTA fare programs, including contact information, program application forms and program certification requirements, visit the [MDOT MTA](#) website.

## 3. BALTIMORE CORE SERVICES: FARES, PASS PRODUCTS, AND FARE MEDIA

### 3.1 Fare Media

Fare Media refers to the various methods and tools Customers use to pay for and access Baltimore Core Services. This section provides a brief description of the Fare Media accepted by Baltimore Core Services. For more information about how to purchase and use Baltimore Core Services Fare Media *including equipment and system-imposed limitations on the Fare Media*, please visit the MDOT MTA website.

Local Bus, Metro Subway, and Light Rail accept all the Fare Media in the table below. Mobility accepts only Cash, CharmPass, and Mobility 20 Trip Book tickets.

Versions of the Go Pass, CharmCard, and CharmPass Fare Media are available to allow eligible Customers to travel on Baltimore Core Services for less than the Full Fare. See the Fares, Student Fares, and Reduced Fare Eligibility sections and the MDOT MTA website for additional information.

FARE MEDIA	PURCHASE	USE
<b>Cash</b>	Local Bus fareboxes accept cash. Exact fare is required on fareboxes.	Have a seat on Local Bus or Mobility vehicle after paying the fare.
	Mobility Operators also accept cash.	No ticket is issued.
	No change is given for fare overpayments.	

FARE MEDIA	PURCHASE	USE
<b>Go Pass Magnetic Stripe Ticket and MDOT MTA Tickets</b>	<p>Available at MDOT MTA ticket vending machines (TVMs) located primarily at Metro Subway and Light Rail stations. TVMs accept cash and credit/debit, online at MDOT MTA Pass Store, MDOT MTA Transit Store, and participating retailers.</p> <p>Day Passes may also be purchased at a Local Bus farebox. The Go Pass version of Day Passes will be phased out and replaced by MDOT MTA tickets by 12/01/2025.</p> <p>Single Trip and Round-Trip tickets are valid only for the rail system the TVM is assigned to.</p>	<p>Insert a valid Go Pass ticket upon entry at a Metro Subway faregate, display it to an MTA employee upon request on Light Rail or swipe it on a Local Bus farebox ticket reader.</p> <p>If a faregate or farebox is out of service or if your Go Pass ticket gets damaged, then display your Go Pass to an appropriate MTA employee to ride Local Bus, Metro Subway, or Light Rail.</p>
<b>CharmCard® or SmarTrip® Smart Card</b>	<p>The CharmCard is sold online at MDOT MTA Pass Store, in some Metro Subway and Light Rail stations, at MDOT MTA Transit Store, and at participating retailers. Increase the card's stored value and add passes to your card using TVMs and online at the SmarTrip online web page. Stored value can also be added at Local Bus fareboxes.</p> <p>The SmarTrip card is sold by the Washington Metropolitan Area Transit Authority (WMATA). It can also be used on Baltimore Core Services. See the WMATA website for additional information.</p>	<p>Tap the CharmCard target on a Metro Subway faregate or on a Local Bus farebox or validate it on a TVM before boarding a Light Rail train. If there is a pass, it will be activated. If there is no pass, then the fare will be deducted from the card's stored value will be deducted.</p> <p>The stored value on CharmCards with serial numbers beginning with 0167 may also be used on the Washington Metropolitan Area Transit Authority (WMATA) system.</p>
<b>CharmPass Mobile Ticket</b>	<p>Download the CharmPass Mobile Ticketing app to your Apple iPhone or Google Android phone. Follow the prompts to purchase tickets and passes using a debit or credit card. An active cellular connection is required.</p> <p>See <a href="#">CharmPass   Maryland Transit Administration</a> for more information.</p>	<p>An active cellular connection is required to activate a ticket. Open the CharmPass app and follow the prompts to activate your ticket or pass before you board.</p> <p>Display your ticket to an MDOT MTA employee to ride Baltimore Core Services. Tickets are valid for 90 minutes after activation. Passes are active until the expiration date.</p> <p>Validators may be installed in the future to for use with CharmPass QR codes.</p>
<b>MTA Tokens</b>	<p>Sold in bulk by MDOT MTA Transit Store to eligible community-based organizations.</p>	<p>For use on fareboxes. One token for a full-fare Single Trip; two tokens to purchase a full fare Day Pass.</p>

### 3.2 Fare Media End of Life

Baltimore Core Services may introduce new forms of fare media at its discretion.

Baltimore Core Services may eliminate existing forms of Fare Media with at least 90-days' notice to the public in the Baltimore Core Services service area via advertising on the applicable Baltimore Core Services service, press release, and the MDOT MTA website.

Customers will have at least 90 days to use any remaining tickets, passes, or stored value for the eliminated form of Fare Media. Once Baltimore Core Services stops accepting the Fare Media on a mode of travel, Customers will have up to three years to transfer the value of unused, unexpired tickets and passes from the eliminated Fare Media to an acceptable form of Fare Media. The process to perform the transfer will be advertised. To qualify for a transfer, the value of the unused, unexpired tickets and passes must equal or exceed the price of a Single Trip ticket for the respective Rider Class.

### 3.3 Fares

The fares below apply to Baltimore Core Services travel except for Customers who have Rider Privileges. Customers with Rider Privileges may travel free of charge. All Fare Product sales are final.

All pass products are good for unlimited use on Local Bus, Metro Subway, and Light Rail until the pass expires per the Fare Product Expiration section and subject to actions taken per the Fare Media End of Life section.

RIDER CLASS / FARE PRODUCT	FULL FARE	REDUCED (1)	STUDENT (2)	MOBILITY (3)
Single Trip	\$2.00	\$1.00	\$1.50	\$2.20
Light Rail Onboard Single Trip Ticket (4)	\$7.00	3.50	\$4.00	N/A
Light Rail Round Trip	\$4.00	\$2.00	N/A	N/A
Day / 1-Day Pass	\$4.60	\$2.30	N/A	N/A
CharmFlex 3-Day (Three 1-Day Passes)	\$11.70	N/A	N/A	N/A
Weekly / 7-Day Pass	\$22.00	N/A	N/A	N/A
CharmFlex 10-day (Ten 1-Day Passes)	\$39.10	N/A	N/A	N/A
Monthly / 31-Day Pass	\$77.00	\$23.00	N/A	N/A
BCPSS Student Pass (5)	N/A	N/A	(5)	N/A
All Access Student Transit Pass	N/A	N/A	\$57.00	N/A
MTA Token 10-Pack (6)	\$20.00	N/A	\$15.00	N/A
Mobility 10-Trip Ticket Book (CharmPass only)	N/A	N/A	N/A	\$22.00

RIDER CLASS / FARE PRODUCT	FULL FARE	REDUCED (1)	STUDENT (2)	MOBILITY (3)
Mobility 20-Trip Ticket Book	N/A	N/A	N/A	\$44.00

- (1) Reduced Fare Eligibility: For Customers aged 65 or older and Customers with a documented disability.
- (2) Student Fare Eligibility: For Customers with a valid MDOT MTA Student Transit ID Card
- (3) Mobility Fare Eligibility: For MTA certified Customers with a physical or mental disability that prevents the Customer from using Local Bus, Metro Subway, and Light Rail accessible vehicles as well as up to two of the disabled Customer's personal care assistants.
- (4) The Light Rail Onboard Single Trip Ticket may only be purchased using the CharmPass Mobile Ticketing Application. If the Customer is unable to make an onboard purchase, then the Customer may either be asked to leave the train at the next station or may be cited for fare evasion. See the Fare Evasion section.
- (5) BCPSS monthly passes are provided at no charge to BCPSS schools for distribution to eligible students. BCPSS Fare Media includes the Go Pass "S Pass", the BCPSS Student Photo ID / One Card CharmCard, and within six months of the effective date of Fare Tariff #1 the BCPSS CharmPass mobile ticket.
- (6) MTA Token sales are limited to eligible community-based organizations. Eligible schools may purchase tokens at the student fare. Tokens are used on fareboxes: one token for a Single Trip; two tokens to purchase a Day Pass.

Subsequent sections in this document describe the characteristics of each Rider Class and Fare Product.

### 3.4 Free Transfers

Free transfers between Local Bus, Metro Subway, and Light Rail are permitted up to 120 minutes after the start of the first trip for:

- Customers who use a CharmCard® or CharmPass
- Students who use a Student Ticket issued by a ticket vending machine or farebox and, upon request, display their MDOT MTA Student Identification Card.
- A trip for BCPSS students using the BCPSS One Card.

Free transfers for a form of Fare Media may be limited or ended once that Fare Media has reached its end of life. See the Fare Media End of Life section.

### 3.5 Free Transit Days and Low-Income Fare Program

**Free Transit Days:** On an annual basis, neither Single Trip nor Round Trip fares will be charged to any rider who uses Core Services on Transit Equity Day (February 4<sup>th</sup>), and Earth Day (April 22<sup>nd</sup>). On a biannual basis, neither Single Trip nor Round Trip fares will be charged to any rider who uses Core Services on Election Day (the first Tuesday after the first Monday of November for even-numbered years). In addition, no fare will be charged to active-duty U.S. military personnel and U.S. veterans who display an appropriate government issued photo ID on the day that Veterans' Day is observed as a federal holiday. However, no credit will be given for Fare Products such as weekly and monthly passes for the week or month when a Free Transit Day falls.

**Low-Income Fare Program:** A Low-Income Fare Program may be introduced within six months of the hearing date of Fare Tariff #1. After the Program start is announced, participants in the Maryland Supplemental Nutrition Assistance Program (SNAP) may purchase tickets and passes for Local Bus, Metro Subway, and Light Rail at the Reduced Fares listed in the Fares section once enrolled in the Program. Heads of household may enroll themselves and up to nine other people listed on their current Maryland SNAP proof of benefits form in the Program. Participation in the Program requires use of the CharmPass mobile ticketing application. Eligibility must be confirmed annually. See the MDOT MTA website for enrollment and renewal instructions.

### 3.6 Complimentary Tickets

With the approval of the MTA Administrator or designee, complimentary tickets may be issued via CharmPass to organizations that actively contribute to the MDOT MTA's mission and goals.

The total value of the complimentary tickets issued is limited by the MDOT MTA's annual complimentary ticket budget. No single organization may receive more than \$5,000 in complimentary tickets annually.

Eligible organizations include:

#### 3.6.1 Educational Institutions

Schools that:

- Organize student engagement activities that encourage transit ridership.
- Partner with MDOT MTA for internship or apprenticeship opportunities.

#### 3.6.2 Event & Program Collaborators

Nonprofit organizations that:

- Host or support events that increase transit ridership.
- Partner with MDOT MTA on community engagement efforts.

See the MDOT MTA website for details about how to request complimentary tickets.

### 3.7 Fare Product Expirations

FARE MEDIA /FARE PRODUCT	GO PASS (1)	CHARMCARD (2)	CHARMPASS (3)
Single Trip	90 minutes after purchase	N/A	90 minutes after activation
Light Rail Onboard Single Trip Ticket	90 minutes after purchase	N/A	N/A
Light Rail Round Trip	3:00am the Day After Purchase	N/A	3:00am the Day After Activation
Day / 1-Day Pass	3:00am the Day After Purchase	3:00am the Day After Activation	3:00am the Day After Activation
CharmFlex 3-day	N/A	N/A	3:00am the Day After Activation of Each Day Pass
Weekly / 7-Day Pass	3:00am on the Sunday of the next calendar week	At 3:00am the 8 <sup>th</sup> day After Activation	At 3:00am the 8 <sup>th</sup> day After Activation
CharmFlex 10-day	N/A	N/a	3:00am the Day After Activation of Each Day Pass
Monthly / 31-Day Pass	At 3:00am on the first day of the next month	At 3:00am the 32 <sup>nd</sup> day After Activation	At 3:00am the 32 <sup>nd</sup> day After Activation
BCPSS Monthly (4)	At 3:00am on the first day of the next month	At the end of the school year	At the end of the school year
All Access Student Transit Pass	At 3:00am on the first day of the next month	N/A	At 3:00am the 32 <sup>nd</sup> day After Activation
MTA Token	No Expiration except subject to the Fare Media End of Life section		
Mobility 10-Trip & 20-Trip Books	Not less than one year from the date of purchase.		



- (1) For Day Passes, the same expiration also applies to MDOT MTA tickets issued by Local Bus fareboxes.
- (2) Each CharmCard has an expiration date. If your CharmCard has expired, then the balance and passes can be transferred to a replacement card subject to the Fare Media End of Life section.
- (3) Inactivated CharmPass tickets and passes purchased as of the effective date of Fare Tariff #1 expire one year after purchase.

#### **4. BALTIMORE CORE SERVICES: RIDING PRIVILEGES**

The groups in the table below may ride Local Bus, Metro Subway, and Light Rail free of charge. subject to the travel limits and Mobility payment rules indicated as well as the Mobility eligibility rules.

See the MDOT MTA Website for examples of Identification Cards (IDs) for each group. Only valid IDs will be accepted.

ELIGIBLE GROUP	FREE OF CHARGE	MUST DISPLAY	TRAVEL LIMITS	PAY FOR Mobility
Children Age 12 and Under	Yes, with limits	Each child must appear to be 12 years old or under	None	No for up to two with a Mobility Customer.
MTA Mobility Customers with Permanent Status	Yes	MDOT MTA Mobility Photo ID	None	Yes
MTA Mobility Customer Personal Care Assistant (PCA)	Yes, with limits	MDOT MTA Mobility Customer's ID card with 'PCA: Yes' indicated	Limit of one PCA per ML Customer	No for one PCA per Mobility Customer
Mobility Visitor Status	No	N/A. Visitor status only applies or Mobility services	Up to 21 days per year	Yes
MTA Employee	Yes	Employee Photo ID	None	No if eligible for Mobility
MTA Contractor	Yes, with limits	Contractor ID that does <u>not</u> have "No Riding Privileges" printed on it	Only as needed to complete MTA work; not for commuting	Yes
MTA Retiree	Yes	Retiree Photo ID	None	No if eligible for Mobility
State of MD Employee	Yes	Employee Photo ID	None	Yes
Eligible BCPSS Students as determined by BCPSS	Yes, with limits	As appropriate for the mode of travel, tap or display a valid School Photo ID / One Card or a BCPSS CharmPass pass	None	Yes
University System of Maryland Permanent Employee	Yes	Employee Photo ID with MDOT/MTA Hologram Sticker	None	Yes
Police Officers: Baltimore City, Annapolis, and Baltimore or Anne Arundel County   Maryland Sheriff, Deputy Sheriff and Constable   BCPSS: Police, Auxiliary Police, Police Cadets, Crossing Guards	Yes	Must be in full uniform OR must display Employee Photo ID and law enforcement badge	None	Yes
Maryland Division of Correction	Yes	Must be in full uniform	None	Yes

ELIGIBLE GROUP	FREE OF CHARGE	MUST DISPLAY	TRAVEL LIMITS	PAY FOR Mobility
Firefighters: Paid members from Baltimore City and Baltimore, Anne Arundel, Howard, & Harford Counties	Yes	Must be in full uniform	None	Yes
Department of Public Works Parking Control Agent	Yes, with limits	Must be in full uniform	Only while performing their job	Yes
United States Postal Service Letter Carriers	Yes, with limits	Must be in full uniform and carry a regulation USPS mailbag	Only while performing their job	Yes
Baltimore Downtown Partnership	Yes, with limits	Must be in full uniform and display Downtown Partnership Photo ID	Only while performing their job	Yes
Sheltered Workshop Employee	Yes, with limits	MDOT MTA Sheltered Workshop ID Card and a Govt Issued Photo ID Card	Only when commuting to a participating sheltered workshop	Yes

## 4.1 Transit Benefits

Transit benefits may be used to pay for Baltimore Core Services' fare products as described for each of the programs below and subject to federal and state law. The tax treatment of these benefits is strictly between the employer, the employee, and the appropriate taxing entity. The MDOT MTA is not a tax advisor and does not offer tax advice.

### 4.1.1 Commuter Benefit Cards

Commuter benefit cards issued by third-party administrators such as TRANServe for federal employees and Health Equity/Wageworks and that have a Visa or MasterCard logo and are designated as a "transit" benefit may be used to purchase Baltimore Core Services fare products.

### 4.1.2 Commuter Choice Maryland Program Support

[Commuter Choice Maryland](#) is an incentive program designed to offer Maryland employers a tax benefit to encourage their employees to use MTA transit systems or qualified vanpools when commuting for work. Employees may have pretax dollars withheld from their pay, for the purpose of applying these funds towards transportation expenses.

Baltimore Core Services supports Commuter Choice Maryland in three ways:

1. MTA CharmPass FareShare Program
2. Selling Commuter Choice Maryland Vouchers to Employers which can be redeemed at the transit store and participating retailers for Baltimore Core Services tickets and passes

Non-profit organizations that participate in the FareShare Program are eligible to purchase monthly passes at the same price as the All Access Student Pass.

See the MDOT MTA website for details about the operation of each program.

### 4.1.3 Phaseout of Commuter Choice Maryland Paper Vouchers

MDOT MTA intends to convert all employers using Commuter Choice Maryland paper vouchers to MDOT MTA CharmPass FareShare Program by 12/01/2025.

Once the phaseout is formally announced:

- Employers that do not wish to use the FareShare Program will have three years to turn in their remaining vouchers and pass consignments for reimbursement.
- Employees will have three years to redeem their remaining vouchers.

#### **4.1.4 SmartBenefits®**

[SmartBenefits®](#) is a commuter benefits program administered by the Washington Metropolitan Area Transit Authority (WMATA). The program allows employers to offer their employees the option to use pre-tax payroll dollars to pay for their mass transit commute including commuting on Baltimore Core Services.

Once a Baltimore Core Services Customer's CharmCard® or SmarTrip® card is enrolled in SmartBenefits by the Customer's employer, the Customer may use their benefits to purchase tickets and passes with the CharmPass app. See the MDOT MTA CharmPass website for instructions: [CharmPass](#) | [Maryland Transit Administration](#).

## **5. STUDENT FARES**

The school a student attends determines the student's eligibility for student fares.

- **Baltimore City Public School System (BCPSS) Students:** Eligible BCPSS students may travel at no charge using a BCPSS Monthly Pass at the times and frequency described in the Rider Privileges section. Otherwise, BCPSS students with a valid BCPSS Student Photo ID Card may pay the Student Fare to travel.
- **Baltimore County Public School and Participating Parochial and Private School Students:** Either:
  - Display a valid MDOT MTA Student ID Card and pay the Student Fare to travel, or...
  - Use the MDOT MTA All Access Student Pass

There is no charge for a school to obtain MDOT MTA Student ID Cards. There is a charge for schools to obtain the MDOT MTA All Access Student Pass. See the Fares section.

- **College Students:** May purchase or receive the MDOT MTA All Access Student Pass from participating colleges and universities subject to the pass distribution rules of each school.

For more information, see [Student Fares](#) | [Maryland Transit Administration](#).

### **5.1 MDOT MTA Student Transit ID Cards**

MDOT MTA Student Transit ID Cards are for use by middle and high-school students between the ages of 13 and 21. The cards:

- Must be surrendered to the student's school if the student no longer attends classes.
- Are non-transferable and subject to all MTA regulations.
- May be confiscated and the student will be required to pay full fare if:
  - The Student Transit ID card is used by anyone other than the student it was assigned to, or...
  - The student has been charged with or is guilty of misconduct on Baltimore Core Services property.

### **5.2 MTA All Access Student Transit Pass**

Students are required to present a valid school ID each time the MDOT MTA All Access Student Pass is used for travel. To purchase the Pass students are advised to see their school transportation representative. Not all schools participate in this program.

### **5.3 Discontinuation of Student Prepaid Tickets**

The Student Prepaid Ticket program will be discontinued as of August 31, 2025. To accommodate this change, children age 12 and under will be allowed to ride Baltimore Core Services at no charge, BCPSS students using a valid BCPSS Student ID / One Card will have unlimited travel, participating private and parochial schools may participate in the FareShare Program and purchase MTA Token 10-Packs for their students at a reduced rate.

Schools with valid, unused Student Prepaid Tickets that were purchased from MDOT MTA may submit them for reimbursement up to three years from the effective date of Fare Tariff #1. Students who purchased Student Prepaid Tickets may turn them in for transfer to other appropriate fare media up to three years from the effective date of Fare Tariff #1. However, Student Prepaid Tickets that were issued free of charge to BCPSS between 2022 and 2024 are not eligible for reimbursement or transfer to other fare media.

## **6. REDUCED FARE ELIGIBILITY**

Senior Citizens, Persons with Disabilities, and Medicare Cardholders are charged Reduced Fares to travel on Local Bus, Metro Subway, and Light Rail per the Fares section.

To qualify for a Reduced Fare the following identification must be provided when requested by an MTA employee while purchasing Reduced Fare Products or while traveling on Local Bus, Metro Subway, and Light Rail:

- Senior Citizens
  - A valid government issued photo ID card such as a driver's license, state ID, military ID, or passport with the Customer's date of birth to prove that the Customer is aged 65 or more, or...
  - A Medicare card and any valid government issued photo ID.
- Persons with Disabilities
  - A valid MTA Disability photo ID card, or ...
  - A valid disability ID from another transit agency and any valid government issued photo ID, or ...
  - Medicare card and any valid government issued photo ID.
- Medicare Cardholders
  - Medicare card and any valid government issued photo ID.
  - May be any age because Medicare cards can be issued to persons under the age of 65.

Customers who prefer to obtain their Reduced Fare using CharmPass may be required to submit an application form and to periodically recertify their reduced fare eligibility.

## **7. MOBILITY**

### **7.1 Overview**

Mobility is an advance scheduled, curb-to-curb, shared-ride transportation service for people with disabilities whose eligibility has been certified by MDOT MTA in accordance with guidelines established by the Americans with Disabilities Act (ADA).

See the Fares and Riding Privileges sections for fare information for Mobility Customers and personal care assistants.

The MDOT MTA website has more information concerning the Mobility enrollment process, recertifications, and operations.

### **7.2 Eligibility**

A Customer with a disability may qualify for Mobility if the Customer:

- Is unable to board, alight, or travel on accessible vehicles on MDOT MTA transit system due to a physical

or mental disability.

- Has a specific disability-related condition (including vision, hearing, impairments causing disorientation) which prevents travel to or from a station or stop on the system.
- Cannot navigate environmental obstacles to access a bus stop or a Metro Subway or Light Rail station.

### **7.3 Mobility Service Area**

MDOT MTA provides Mobility service within three-quarters (3/4) of a mile of any Local Bus, Metro Subway, and Light Rail fixed-route service in Baltimore City and Baltimore and Anne Arundel counties.

## **8. Call-a-Ride Services**

### **8.1 Overview**

The MDOT MTA Call-a-Ride services are available to certified Mobility Customers who meet the Call-a-Ride eligibility requirements.

The Call-a-Ride Services are not part of MTA Mobility Service. The two Call-a-Ride services are separate and distinct MDOT MTA services provided under contract by participating area taxi and sedan companies. Eligible Mobility Customers contact each taxi and sedan company directly to schedule a ride. Customer support is provided by the MDOT MTA's Call-a-Ride contractor.

The two Call-a-Ride Services are:

- Call-a-Ride: For general transportation needs
- Call-a-Ride Center: For Customers that require transportation to and from their dialysis center

A Call-a-Ride Photo ID Card is issued for each service following successful enrollment in the program.

Rides are subject to the availability of a taxi/sedan vehicle at the time of call to taxi/sedan company dispatch. MDOT MTA does not guarantee the availability of a particular type of vehicle or pickup time.

See the [MTA Call-a-Ride Service](#) website for more information about the Call-a-Ride enrollment process, recertifications and operations.

### **8.2 Eligibility**

Participants must be certified MDOT MTA Mobility Customers and:

- Must be at least thirteen (13) years old.
- Capable of boarding, riding, and exiting vehicles either independently or with the assistance of a companion.

### **8.3 Fares**

Service	Monthly Trip Limit	Customer's Initial Fare per Trip	MDOT MTA per Trip Payment Limit
Call-a-Ride	62	\$3.00	\$37.00
Call-a-Ride Center	No Limit	\$2.00	\$38.00

The Customer pays the driver the Initial Fare when entering the cab or sedan. If the metered fare exceeds \$40.00, the Customer pays the driver the amount above \$40.00 once the destination is reached.

For example:

- If the metered fare for a trip was \$40.00 and the Customer used:

- Call-a-Ride: Then the Customer would pay the driver \$3.00.
- Call-a-Ride Center: The Customer would pay the driver \$2.00.
- If the metered fare for a trip was \$45.00 and the Customer used:
  - Call-a-Ride: The MDOT MTA would cover \$37.00 of the cost and the Customer would pay the driver \$8.00 (the first \$3.00 plus the \$5.00 amount above the \$40.00 limit).
  - Call-a-Ride Center, then the MDOT MTA would cover \$38.00 of the trip cost and the Customer would pay the driver \$7.00 (the first \$2.00 plus the \$5.00 amount above the \$40.00 limit).

**Retain Receipts:** For auditing purposes, Customers must retain the receipt provided by the driver at the end of the trip for six months. The Customer must either sign the receipt if able to or notify the MDOT MTA Call-a-Ride Customer Service contractor of the trip within 24 hours of the trip's end.

**Traveling Companions:** Up to three companions may travel with the Customer at no additional charge. However, all passengers must be picked up and dropped off at the same location as the Customer.

## **8.4 Service Area**

The Call-a-Ride service area includes all of Baltimore City, most of Baltimore County and limited areas of Anne Arundel County. For specific service area information contact Call-a-Ride Customer Service.

# **9. REFUNDS & REPLACEMENT OF FARE MEDIA AND MDOT MTA ID CARDS**

## **9.1 Refunds**

MDOT MTA Baltimore Core Services Fare Media and Commuter Choice Maryland Voucher purchases are non-refundable. All sales are final. In part, this no refund policy is required because tickets and passes may have been purchased using tax-advantaged commuter benefits, and the MDOT MTA is not able to account for the tax consequences of commuter benefit transactions.

MDOT MTA will not refund lost or stolen Fare Media. However, if a registered CharmCard is lost or stolen, then the stored value balance and the pro-rata value of any passes on that card can be transferred to a replacement card at the time the card is reported lost or stolen. See the MDOT MTA CharmCard website for more information.

Refunds will be granted for pass and ticket overpayments caused by malfunctioning MDOT MTA ticket vending equipment or fare collection systems subject to verification. A refund request form and a transaction receipt must be submitted within ten days of the overpayment event. See the MDOT MTA website for information on how to submit a refund request.

## **9.2 Replacement of Damaged Go Pass Tickets & CharmCards**

If a Go Pass Ticket becomes demagnetized or damaged, then use it as a “flash pass” by showing the ticket’s expiration date and time to the appropriate MTA employee. Damaged magnetic Weekly and Monthly passes can be replaced by contacting the MDOT MTA Transit Store.

If a registered CharmCard is damaged, then the stored value balance and the pro-rata value of any passes on that card can be transferred to a replacement card. See the MDOT MTA CharmCard website for more information.

## **9.3 Fees to Replace Photo ID Cards Issued by MDOT MTA**

There is a \$10.00 charge for the first replacement of a lost, stolen, or damaged MDOT MTA Photo ID cards, and a \$25.00 fee for each subsequent replacement card.

# **10. FARE EVASION PENALTIES**

Any person who boards a Baltimore Core Services passenger-carrying vehicle or passes through a Metro Subway faregate without paying the established fare or presenting a valid pass is subject to a criminal citation with a fine issued by the MDOT MTA Transit Police and/or arrest and prosecution in accordance with the laws of the State of Maryland. The only exceptions are:

- Customers who are properly using their Rider Privileges
- Light Rail Customers use the CharmPass mobile ticketing application to pay for the Light Rail Onboard Single Trip Ticket and display that ticket to the MTA employee that requested it

Fare evasion includes using a Fare Product or Fare Media that has a lower fare than the Customer is entitled to. For example, using a reduced fare ticket without the proper identification to prove that the Customer is entitled to the reduced fare. Improperly used Fare Media may be confiscated by MTA employees.

To provide a deterrence, the MTA police department will publish its fare enforcement citation statistics monthly. For additional information, also see [MTA Police Fare Enforcement Procedure 4.58.37](#) for Light Rail.