

Call-a-Ride Application Worksheet: Checklist and Workflow

Use this worksheet to track your progress as you apply for the MTA Call-a-Ride service. The Call-a-Ride application is very straightforward and does not take much time. To learn about official guidelines please visit this [link](#).

-----Step 1: Gather required documents/information

Document/Item	Status	Notes
Color Photo of yourself		Clear image against a white background with no filters, no glasses, no hats or scarves.
Mobility ID number		You can find this on your Mobility ID or call 410-764-8181 to inquire about your Mobility ID.

-----Step 2: Complete and Submit Application Online

Action	Status	Details
Navigate to Program Page		MTA Call-a-Ride Program Page
Enter your MTA Mobility ID		
Complete and Sign Form		Click on the “Complete Acknowledgement Form” and press next. Fill out an acknowledgement form and sign electronically.
Upload Photo and Submit		Submit the form, then upload your photo from Step 1.

-----Step 3: Receive Application Decision in the Mail

Action	Status	Notes
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Wait for Notification Packet		You will receive a packet in the mail notifying whether you were approved for Mobility Call-a-Ride.
If approved, receive card		If you are approved for Call-a-Ride services, you will receive a card in the mail with instructions on how to use the Call-a-Ride services. It may take 2-4 weeks to receive a card once approved.

-----**Step 4: Follow Up on Application Status**

Action	Status	Notes
Call to inquire about progress		If you have NOT received anything in the mail regarding your application, call 410-764-8181 (option 6, option 1) to ask about the progress of your application.