Rider SMS Quick Guide

Text Frankie at (410) 682-7433 | Available starting November 10, 2026

Ask in your own words

Frankie can check your next trip, pickup window, trip status or ETA.

You can also cancel an upcoming trip or book a new ride.

1 CHECK YOUR NEXT TRIP

Example text conversation

Hey there, what time is my next trip?

Hi! I'm Frankie, MTA Call A Ride's virtual assistant. I can help you review, confirm, or cancel rides and check ETA. I don't see a trip in the next 2 hours. What date should I check your scheduled trips for?

Friday

Here's Friday, Nov 6th: Pickup between 10:28 AM and 10:58 AM, from 3601 Washington Blvd to 6503 Baltimore National Pike. Do you want to cancel this, or check another day?

If Frankie asks for a date, simply reply with the day or date.

TIP You can text naturally. No special commands are needed to check a trip.

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2 CANCEL A TRIP

Example text conversation, continued

Cancel trip

Just to confirm, cancel your trip on Fri, Nov 6th, pickup between 10:28 AM and 10:58 AM, from 3601 Washington Blvd to 6503 Baltimore National Pike?

Yes

Done. Your Fri, Nov 6th trip (pickup 10:28-10:58 AM, 3601 Washington Blvd to 6503 Baltimore National Pike) is canceled. Want to review another day?

Exit

Your session has finished.

Always wait for Frankie to confirm that your trip is canceled.

REMEMBER

Reply "Yes" to confirm a cancellation. Text "Exit" when finished.

You can also book new trips by texting Frankie.

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Book a new trip

Tell Frankie where and when you want to travel. Use everyday language.

3 BOOK A TRIP

Example text conversation

Hey Frankie, need to book a trip

Great, what date would you like to travel?

Thursday the 12th of Nov

Got it - Nov 12th (Thursday). What time works, and is that your pickup time or the time you need to arrive?

Arrive by 2pm on Thursday. Need to go from home to CVS on Boston

Got it - arrive by 2:00 PM on Nov 12th. Use your Home at 3140 Washington Blvd, Baltimore for pickup?

Frankie may ask about your locations, companions, and mobility devices.

TIP Specify whether your time is for pickup or arrival.

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Review and confirm your booking

Frankie will ask about companions and mobility devices, then confirm your trip.

4 CONFIRM YOUR TRIP

Example text conversation, continued

Will anyone travel with you? Do you need any mobility devices?

No companions or mobility devices.

I have CVS at 3559 Boston St, Baltimore. Use that for drop-off?

Yes

Thanks. What's the purpose of this trip?

Work

Confirm: Nov 12th, arrive by 2:00 PM, from Home at 3140 Washington Blvd to CVS at 3559 Boston St, just you, fare $3.00. Book it?

Book it

You're booked! Nov 12th pickup window is 12:55-1:25 PM from Home to CVS. Want to book a return trip?

Frankie will also ask if you need any mobility devices for your trip.

REMEMBER Your trip is booked only after Frankie confirms it.