MTA Call-a-Ride

Terms and Conditions

Last updated: November 4, 2026

Online Services Terms and Conditions

Call-a-Ride is a service provided by the Maryland Transit Administration through a contract with MJ Management Services, LLC (“MJM”), an independent contractor. MJM operates the Call-a-Ride websites and mobile applications on behalf of the Maryland Transit Administration (“MTA”). Information collected through these websites and mobile applications is the property of the State of Maryland and is used only to provide the Call-a-Ride service, as directed by MTA under MJM’s contract with MTA. In these Terms and our Privacy Policy, “we,” “our,” and “us” mean MJM acting on behalf of MTA. These Terms & Conditions (these **"Terms & Conditions"** or **"Terms"**) apply to the website located at **https://www.mtacallaride.org/**, other websites (each a **“Website”**) and mobile applications (each a **“Mobile App”**) operated by MJM and its affiliate Ecolane USA, Inc. for the Call-a-Ride service (collectively, **"we", "our", or "us"**), and the services and information (collectively, the **"Services"**) that we provide on such Websites and Mobile Apps for the Call-a-Ride service (the Services, Websites, and Mobile Apps are collectively referred to as the **"Platform"**).

To assist you in using the Platform and to ensure a clear understanding of the relationship arising from your use of the Platform, we have created these Terms & Conditions and our Privacy Policy for the Call-a-Ride service. Our Terms govern your use of our Platform, and our Privacy Policy explains how we treat information that we have about you. Our Terms apply to anyone that uses or visits our Platform (collectively, **"you"** and **"your"**).

1. Your Agreement

If you do not agree with these Terms, then please do not use our Platform. PLEASE NOTE THAT THESE TERMS INCLUDE A WAIVER OF YOUR RIGHT TO A JURY TRIAL AND A WAIVER TO BRING CLAIMS AS CLASS ACTIONS.

By accessing or otherwise using our Platform, you acknowledge that you have read these Terms and agree to be legally bound by them. We may also confirm your agreement to be bound by these Terms by asking you to click an "I accept" button, checkbox, or similar mechanism when you access certain portions of our Platform, such as during the registration process when creating an online account with us.

Moreover, if you are agreeing to these Terms on behalf of a company, an organization, or other legal entity (**"Your Organization"**), then: (i) you represent and warrant that you have authority to

act on behalf of, and to bind, Your Organization; and (ii) for all purposes in these Terms and the Privacy Policy, the term "you" means Your Organization on whose behalf you are acting.

YOU MUST BE AT LEAST 13 YEARS OLD TO USE THE PLATFORM OR TO CREATE AN ACCOUNT OR OTHERWISE PARTICIPATE IN THE SERVICES. DO NOT USE THE PLATFORM OR CREATE AN ACCOUNT OR OTHERWISE PARTICIPATE IN THE SERVICES IF YOU ARE UNDER 13 YEARS OLD. PLEASE REFER TO OUR PRIVACY POLICY FOR ADDITIONAL INFORMATION REGARDING AGE RESTRICTIONS ON OUR PLATFORM.

2. Scope; Relationship to Privacy Policy and Other Contracts.

Our Privacy Policy explains, among other topics, how we treat information that you provide to us through the Platform. By accessing our Platform, you consent to our privacy practices as set out in our Privacy Policy. Our Privacy Policy is incorporated herein by reference. Our handling of personal information is also governed by MJM's contract with MTA. MTA's privacy policy, available at https://www.mta.maryland.gov/terms-conditions, applies to MTA's own services and to Call-a-Ride information held by MTA.

3. Registered Users.

To access and participate in certain Services, you must create certain accounts with us and become a registered user (**"Registered User"**). By creating an online account, you may be able to access and participate across a variety of Services. Certain Service(s), however, may require that you create an account that specifically governs your access to and participation in such Service(s). To become a Registered User, and to participate in certain Services, you may also be required to agree to other terms and conditions with us and/or our service providers. As set forth in Section 2 (Relationship to Privacy Policy and Other Contracts), your use of our Platform as a Registered User is further subject to and governed by the terms of other agreements into which you may enter in addition to these Terms.

During the registration process, you must provide certain information. You agree that the information you provide to us in this process is complete and accurate. If you become a registered user and obtain a password, we will treat anyone who uses your username and password as "you", and you agree to be responsible for all uses by anyone using your password. Please notify us immediately if you suspect that someone is using your username and/or password in an unauthorized or inappropriate manner.

4. SMS Terms and Conditions.

You may subscribe to receive SMS text messages by texting the word “SUBSCRIBE” to the published number, which are notifications about upcoming trips and status of trips for the current day. SMS alerts are delivered via text messages.

When you opt in to receive SMS alerts via text messages by texting “SUBSCRIBE” to the published number, we will send you an SMS message to confirm your signup. You can cancel the SMS alerts service at any time. Just text "STOP" to the published number. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just text “SUBSCRIBE” to the published number.

If at any time you forget what keywords are supported, just text "HELP" to the published number. After you send the SMS message "HELP" to us, we will respond with instructions on how to use our service as well as how to unsubscribe. We are able to deliver messages to customers of the major U.S. wireless carriers.

Carriers are not liable for delayed or undelivered messages. As always, message and data rates may apply for any messages sent to you from us and to us from you. If you have any questions about your text plan or data plan, it is best to contact your wireless provider. If you have any questions regarding privacy matters, please refer to our Privacy Policy.

5. Contact Us.

If you have any questions about these Terms, our practices, or your dealings with the Platform, then please contact us using the information below or by other means of communication as described on our Platform.

Customer Service

6300 Blair Hill Lane, Suite 301, Baltimore, MD 21209
Information Line: 410-664-2030
Hours: 8:00 am – 5:00 pm Monday – Friday
Email: mjmmta@mjminnovations.com