Frequently Asked Questions

How do I become eligible?
Register for Transit-plus and take/attempt to schedule three round trips in one month.

How do I pay?
Online or through the mail; see reverse side.

How do I check my balance?
Call MJM Innovations at 877-561-6035 or visit www.eztransport.net/fred/members/

What if I don't use all of my taxi funds for the month?
Your taxi funds will roll to the next month; up to three (3) months of taxi funds can be stored on the card.

Do I have to participate?
No, this is a supplemental option for Transit-plus users and is optional.

Can I travel outside of the County?
Trips are limited to within Frederick County, MD.

Do I need to call in advance?
Yes, call the taxi company 30-40 minutes prior.

Which taxis can I use?
Agniman Transportation, Bowie Transportation, and Taxi Fiesta are all participating companies.

Are there any taxis that can transport wheelchairs?
Yes, Bowie Transportation.

Can I bring a companion?
Yes, up to four (4) people can ride in the taxi. Each additional rider is $1.50. Customers cannot use their TAP card to pay for guests.

Are tips included?
Tips must be in cash. The TAP card may not be used for tips.

Taxi Access Program
Frederick County, MD

Participating Taxi Companies:

Agniman Transportation
301-662-2250

Bowie Transportation*
301-695-0333

Taxi Fiesta
301-663-6300

*have wheelchair accessible vehicles

Contact Information:

MJM Innovations
877-561-6035
TAPFred@MJMInnovations.com
Email Responds M-F 8:00am-5:00pm

Transit
301-600-2065
Transit@FrederickCountyMD.gov

Lost/Stolen Card:

For a lost or stolen card, call MJM Innovations at 877-561-6035. Your card will immediately be deactivated and a new one ordered.

*There is a $5.00 charge for a new card

*Any unused taxi funds will be transferred to the new card less the charge to replace the card.
*Transit is not responsible for unauthorized trips used before the card was reported missing.
*Please allow three (3) weeks for processing.

The Taxi Access Program (TAP)

An additional transportation option for Transit-plus users in

Frederick, Maryland

Effective: August 2023

TransIT
301-600-2065
www.FrederickCountyMD.gov/transit

What is the TAP?

The Taxi Access Program or TAP is available to current users of the Frederick County Transit-plus program as a way to supplement their transportation options. Eligible users will be able to receive an allotment of taxi funds per month based on home zip code.

Customers' fares will be applied to a reloadable debit card-style swipe card with their photo ID on it. The card will be swiped by participating taxi companies to pay the fare.

Taxi service is available to TAP users for Frederick County-based trips only and can be used for any purpose any time during taxi operation.

Who is eligible?

Older adults and people with disabilities must be registered with Transit-plus and have taken/attempted to schedule three round trips in one month to be eligible for TAP. Each month a representative will alert all new eligible participants.

Customers may email a photo* to Transit@FrederickCountyMD.gov or schedule an appointment to get your photo taken by calling 301-600-2065.

*Copies of licenses or IDs may not be used for a TAP ID.

Zone Based Fare System:

Zone A:
Zip Codes 21701, 21702, 21703
Customer Pays:	$10.00
County Pays:	$60.00
Total TAP Funds Monthly:	$70.00

Zone B:
All Other Zip Codes in Frederick County
Customer Pays:	$20.00
County Pays:	$120.00
Total TAP Funds Monthly:	$140.00

*Customers have option to split payments into two installments per month.

*Any remaining taxi funds at the end of the month will be rolled; up to three (3) months of taxi funds can be stored on the reloadable card.

*Cash must be used to supplement trip in the event no funds remain on the reloadable card.

How to use TAP:

Call a participating taxi company 30-40 minutes before your desired trip time (provide one day in advance for a wheelchair accessible vehicle). Show the taxi driver your TAP card (you MUST present the card) to confirm identification. At the end of the trip the taxi driver will swipe your TAP card to process the fare payment.

*TAP cards are NON-TRANSFERABLE

How to Load Taxi Fare:

Via Mail:
Send payment to:
TAP Card- MJM Innovations
6300 Blair Hill Ln, Suite 301
Baltimore, MD 21209
* Make checks payable to TAP Program

Online:
Eligible users only may create an account at:
www.eztransport.net/fred/members/