



# Mobility

## RIDER'S GUIDE

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IT'S MY MARTA

NOVEMBER 2015

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## IT'S MY MARTA

The Metropolitan Atlanta Rapid Transit Authority (MARTA), operating within Fulton, DeKalb, and Clayton counties is committed to providing safe, reliable, timely and clean public transit services to all of our customers. MARTA's fixed-route buses, rail cars and rail stations are designed to be accessible for seniors and individuals with disabilities.

- Rail stations have both elevators and escalators.
- Regular fixed route buses are low-floor with ramps for easy boarding for riders who use Mobility Aids or have difficulty getting up and down bus steps.
- For everyone's benefit, fixed route and rail operators announce major intersections, destination points, transfer points, and requested stops.



**Mobility customer riding accessible fixed route bus service**

## UTILIZING THE MARTA SYSTEM

For individuals who wish to learn to navigate MARTA's fixed route and rail systems you may contact MARTA's Travel Training department at 404-848-5193 or [traveltraining@itsmarta.com](mailto:traveltraining@itsmarta.com). The Travel Training program is a short-term, personalized service designed to help individuals learn to use MARTA's buses and trains independently. The Travel training service will match you with a travel trainer who can:

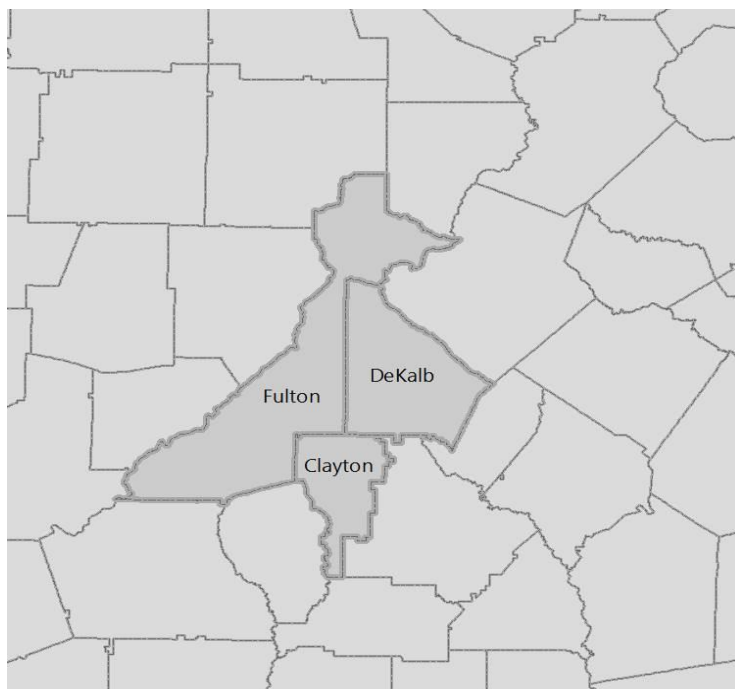
- Identify transportation options
- Explore how you can get around any personal limitations
- Talk with you about what you want to do and where you want to go
- Help you plan how to get there
- Teach you to read MARTA's maps and schedules
- Show you how to use the Breeze System
- Teach you to board, ride and exit the rail and buses
- Teach you skills to keep you safe
- Help you identify landmarks
- Teach you to plan for emergencies
- Travel with you on those first few trips so you can feel confident on your own



## **MARTA MOBILITY**

- Is complementary paratransit service that operates within the same service area as fixed route bus and rail services.
- Makes public transit equally accessible for eligible individuals whose disabilities prevent them from getting to and from fixed route services or riding fixed route services.
- Is a shared ride, advanced reservation mode of public transportation.
- Operates on a curb-to-curb basis.
- It may also be used to transport customers to fixed route, bus, or rail stations (feeder service).

## AREA & HOURS OF OPERATION



**Map of MARTA Mobility Service Area**

- MARTA Mobility operates during the same days and hours when MARTA's fixed route bus and rail service is available.
- Service cannot be provided earlier, later or on days when regular MARTA service is not available.
- MARTA Mobility operates in the same areas of Fulton, DeKalb, and Clayton Counties where MARTA's fixed route bus and rail service is available.
- MARTA Mobility service is restricted to the ADA designated service area within Fulton, DeKalb, and Clayton Counties along a  $\frac{3}{4}$  mile corridor located on each side of all MARTA fixed route buses as well as  $\frac{3}{4}$  mile radius around each rail station.

## TYPES OF MARTA MOBILITY SERVICES

*The U.S. Department of Transportation's ADA regulation, 49 CFR §37.129 (a) provides that, with the exception of certain situations in which on-call bus service or feeder paratransit service is appropriate, "complementary paratransit service for ADA paratransit eligible persons shall be origin-to-destination service."*

### **Curb to Curb Service**

- MARTA Mobility's pick-up or drop-off locations are directed by the passenger; such as residences, medical facilities, retail outlets or other attractions.
- Customers must provide addresses that are accessible by roads with ample turn-around for the Mobility buses.
- MARTA Mobility does not access residential driveways.

### **Door-to-Door Service**

MARTA Mobility service is curb-to-curb. However, MARTA Mobility recognizes that service beyond curb-to-curb may be needed by some customers due to their disability. Door-to-Door service is available to customers who require such assistance.

- Customers who require door-to-door assistance should make this request at the time a reservation is made; however, MARTA Mobility will make its best efforts to provide the needed assistance to customers who do not request assistance in advance.
- Mobility Operators do not provide services that exceed door-to-door assistance. Operators are not permitted to enter buildings

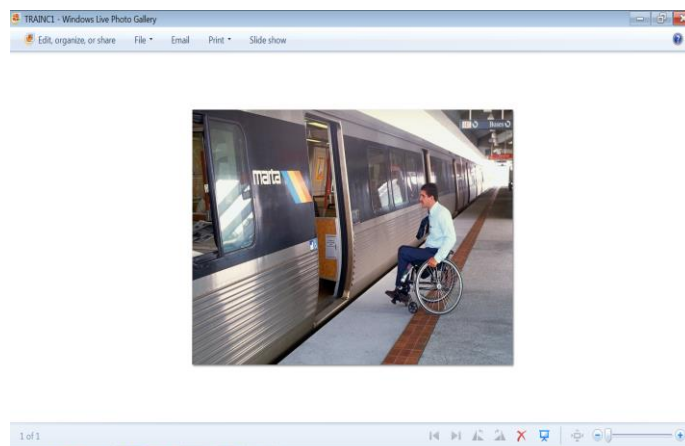


and/or private residences, lock doors, or set home alarm systems, etc.

- Mobility Operators are not permitted to provide assistance that requires them to leave their assigned Mobility Bus unattended for a lengthy period of time or lose their ability to keep their assigned Mobility Bus under visual observation.
- Mobility Operators cannot place themselves or the customer in danger (i.e., pushing, pulling, and lifting weights that strain the operator, traveling over threatening or potentially harmful terrain, slippery surfaces, etc.)
- Mobility Operators are permitted to assist ambulatory passengers up and down the steps of the Mobility Bus, as well as steps going to and from the vehicle, unless it poses a direct threat to safety.
- Mobility Operators are permitted to assist customers who utilize wheelchairs or other mobility aids up or down one curb or step unless it poses a safety risk.

## Feeder Service:

- This service is designed for customers who can use the fixed route system if an accessible route is available to them.
- **MARTA** Mobility may pick up a customer at a designated location and transport them to the nearest appropriate accessible fixed route bus stop or rail station.



## **MARTA Mobility customer entering rail car**

## MARTA MOBILITY CATEGORIES OF ELIGIBILITY

The Americans With Disabilities Act of 1990 (ADA) requires MARTA and other public transit agencies throughout the country to provide complementary paratransit service, or equivalent public transportation to individuals with disabilities who cannot board, ride or get to an accessible fixed route bus or rail station because of their disabilities.

ADA public law defines who is eligible for complementary Paratransit service in Section 223 of the Federal regulations. Eligibility is based on the following three categories:

### Category I:

The first category of eligibility includes those persons who are unable to use fully accessible fixed route services.

*“Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.” [Code Section 37.123(e) (1)]*

- This applies to an individual who cannot independently navigate the fixed route system (board, ride or disembark from a bus or train).

### Category II:

*“Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride, and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route of the system during the hours of operation of the system at a time or within a reasonable period of such*

*time, when such a vehicle is not being used to provide designated public transportation on the route.” [Code Section 37.123(e) (2)]*

- This applies to an individual who would be able to use the fixed route system if it were accessible (e.g., when a low-floor or ramp-equipped bus is not available). This category is not required once a transit system is 100% accessible.

### **Category III:**

“Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system.” [Code Section 37.123(e) (3)]

- This applies to an individual who, because of their disability, cannot access a bus stop or a train station to board the fixed route system and cannot access their final destination after disembarking from a fixed route bus or train.
- Two important qualifiers to this category are included in the regulations:
  1. Environmental conditions
  2. Architectural barriers (environmental conditions and architectural barriers not under the control of the public entity do not, when considered alone, confer eligibility.)

*Inconvenience in using the fixed route system is not a basis for eligibility.*

## **TYPES OF ELIGIBILITY**

Eligibility conditions are assigned at the time of certification and applied each time the eligible customer calls.

### **Types of Eligibility:**

The ADA requires consideration of eligibility for trips that an applicant or rider makes or might make. For this reason, different types of eligibility that have developed in the transit industry, including:

#### **A. UNCONDITIONAL ELIGIBILITY (ALL TRIPS)**

This is a person's eligibility category when it is not reasonable to use the fixed route service under any circumstances, regardless of weather, distance to the stop, and so on.

#### **B. CONDITIONAL ELIGIBILITY (SOME TRIPS)**

In this type of eligibility, the person can be reasonably expected to make some trips on the fixed route service. For example, a person may be able to reach bus stops that are no more than three blocks away, and where there is a safe, accessible path of travel, but she may require paratransit if distances are greater than three blocks, or if there are path of travel obstacles such as steep hills, deep snow or ice, or other obstacles. Another person may have a variable health condition; on some days fixed route use is possible and on other days, it is not.

#### **C. TEMPORARY ELIGIBILITY**

The ADA also includes temporary eligibility for people with disabilities that prevent them from using the fixed route system for a limited period of time. If customers have a temporary disability, they may obtain MARTA Mobility eligibility for the expected duration of the disability. If the disability continues beyond the certified time, MARTA will require a revised certification from the customers' Health Care Professional.

## APPLYING FOR MARTA MOBILITY SERVICES



To request an application or obtain information about MARTA Mobility, call the MARTA Mobility Eligibility Department at **(404) 848-5389**; Monday - Friday, 8:30 AM – 5:00 PM. A MARTA Mobility Service Agent will explain the service and/or mail an application.

- Individuals with a hearing impairment may use Georgia Relay Service at 711 or TTY **1-800-255-0135**.

### The Application Process:

- The Application consists of two parts:
  1. Individuals who believe they are eligible must complete Part A of the eligibility application.
  2. Part B of the application must be completed by a licensed rehabilitation or medical professional affiliated with an accredited service center working with disabilities.
- Individuals may forward the completed application in the following ways:



**Via Mail:**  
**MARTA Mobility**  
**2424 Piedmont Road, NE**  
**Atlanta, GA 30324-3330**

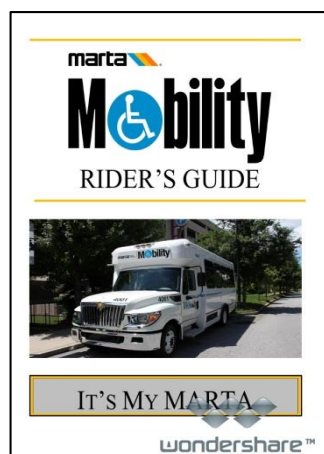


**In Person:**  
**MARTA Reduced Fare Office**  
**2424 Piedmont Road, NE**  
**Atlanta, GA 30324-3330**

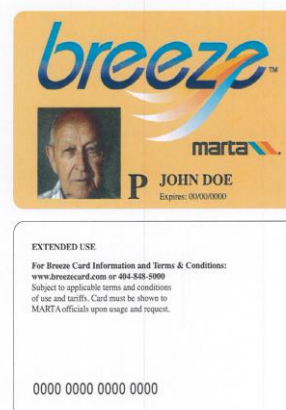


**Via Fax:**  
**404-848-6900**

- Upon receipt of a completed application, MARTA Mobility must make an eligibility determination within twenty-one (21) calendar days of receipt. An application is complete when the applicant's Part A is matched with the Health Care Professional's Part B. Customers will be sent a letter of eligibility determination in writing, or alternative formats if requested.
- Customers will receive presumptive eligibility to ride MARTA Mobility if the completed application is not processed within twenty-one (21) calendar days.
- If an applicant's disability prevents him or her from completing the application, the application will be completed by a Mobility Service Agent over the phone and mailed to the applicant for review. After the applicant has reviewed and verified the information, he or she must provide signed authorization for a Health Care Professional to release information.
- MARTA reserves the right to conduct in person interviews and to perform functional assessments prior to making all final eligibility determinations.
- If approved, the letter of eligibility determination will include instruction regarding how to obtain a MARTA Mobility Breeze card, MARTA Mobility Customer Guide, and Orientation, which explains how to ride MARTA Mobility.



MOBILITY BREEZE CARD



## **Mobility Guide and Breeze Card**



## **Denial of Mobility Service:**

- Should an application be denied, the applicant has the right to appeal. Appeals must be received within sixty days (60) of receipt of the denial letter.
- Appeals can be made by calling the MARTA Mobility Eligibility office at (404) 848-5389 or submitting the completed “Notice of Appeal” form via fax: 404-848-6900 or mail:



**MARTA Mobility Appeals Panel**  
**2424 Piedmont Road, NE**  
**Atlanta, GA 30324-3330**

## **Appeals:**

- Upon receipt of a request to appeal, the Eligibility Specialist will notify the customer of the date, time, and location of the appeals hearing.
- The appeals hearing must be conducted within thirty (30) days of receipt of a request to appeal.
- A subcommittee of the MARTA Advisory Committee (MAC) will make recommendations to MARTA at that time.
- If the applicant is not satisfied with the opinion of the MAC, formal appellate procedures may be followed. Please contact MARTA Mobility Eligibility at (404) 848-5389 during business hours, Monday - Friday, 8:30 AM – 5:00 PM for detailed information regarding these procedures.
- If MARTA Mobility does not provide an appeal decision within thirty (30) days, MARTA Mobility will provide service until an appeal decision is provided.

## **EXPIRATION OF CERTIFICATION/RECERTIFICATION**

- Eligibility for MARTA Mobility usually extends for three (3) years from the date of certification.
- The approval letter will indicate the MARTA Mobility eligibility expiration date for each individual.
- At the expiration of the eligibility certification, customers are required to recertify for Mobility service.
- It is the customer's responsibility to maintain a valid MARTA Breeze Card and to reapply for service prior to one's eligibility expiration date.
- If a customer fails to recertify by their expiration date, MARTA Mobility services will be terminated to include deactivation of the MARTA Paratransit Breeze card.

## MARTA MOBILITY BREEZE CARD



### MARTA Mobility Breeze Card

- MARTA Mobility Breeze Cards must be obtained from the MARTA Reduced Fare Office after customers receive confirmation of their eligibility.
- Instructions on how to obtain a MARTA Mobility Breeze Card are included in the letter of Eligibility.
- Customers must present a valid MARTA Mobility Breeze Card or Identification (I.D.) card with a picture each time they board a Mobility Bus.
- MARTA Mobility Breeze Cards are not transferable. A card will be unconditionally confiscated if it is found in the possession of an unauthorized third party.



**Two hands exchanging a MARTA Mobility Breeze Card with a large slash indicating an unauthorized exchange**

## Other MARTA Mobility Breeze Card Uses:

- The MARTA Mobility Breeze Card will allow Mobility customers to use MARTA fixed bus and rail at no charge.
- The MARTA Mobility Breeze Card is accepted on any Paratransit service across the country. However, customers should contact the local transit authority to confirm scheduling rules and regulations.

## Replacing a Lost Mobility Breeze Card:

Replacement cards may be obtained by visiting one (1) of the MARTA Reduced Fare Offices:



MARTA Headquarters  
Reduced Fare Office  
2424 Piedmont Rd, NE  
Atlanta, GA 30324

OR

The Five Points Rail Station  
(Forsyth Street Side)  
30 Alabama St., SW  
Atlanta, GA 30303

- Customers are encouraged to call the MARTA Reduced Fare office at **(404) 848-5112** to report a card lost or stolen.
- A \$2.00 replacement fee will be charged for the first replacement MARTA Mobility Breeze Card.
- A \$5.00 replacement fee will be charged for all subsequent replacement cards.
- After the third replacement card, customers may be subject to a thirty (30) day waiting period before obtaining an additional replacement card.
- During this thirty (30) day waiting period, customers will still be eligible to ride MARTA Mobility; however, they will be required to show photo identification and pay with cash for each trip.

## **Breeze Card Affidavit:**

Upon receipt of the Breeze Card, Customers will be asked to sign a written affidavit which acknowledges the following points regarding the use of the Mobility Breeze Card:

1. **NOT TRANSFERABLE:** This card is not transferable and if presented by any person other than whom it is issued, MARTA will confiscate the card. If a card has been confiscated due to usage by any unauthorized property. MARTA has the right not to issue a replacement card.
2. **PROPERTY OF MARTA:** This Reduced Fare/Paratransit Breeze Card is the property of MARTA, and must be presented upon use when boarding a MARTA bus or entering a MARTA rail station. Also please be advised that this card must be surrendered upon request by a MARTA official.
3. **APPLICABILITY OF REDUCED FARE:** The elderly/disabled Medicare reduced fare is applicable to all fixed route services, except E-bus and Paratransit services.
4. **APPLICABILITY OF PARATRANSIT:** The Paratransit Breeze card is for use on all MARTA Mobility vehicles and allows access to MARTA fixed route services according to current MARTA fare policy.
5. **LOST OR STOLEN CARDS:** Reduced Fare and Paratransit Breeze cards are issued free. However, a replacement fee will be charged for each lost or stolen card. MARTA reserves the right to limit the number of replacements.
6. **DEFACED/DAMAGED CARDS:** Photos that are faded, numbers missing or scratched off will be considered invalid and subject to

confiscation. Cards **MUST** be turned in immediately for a replacement at no cost. It is your responsibility to maintain the Breeze Card in good, useable condition.

## RESERVATIONS



**MARTA Mobility Customer entering through Rail Station fare gate**



To schedule a reservation, call the MARTA Mobility Call Center (404) 848-5826; 8:30 AM to 5:00 PM seven days a week.

- Customer Care Representatives (CCRs) are available to take customer reservations up to seven (7) days in advance.
- The call center is voice automated on Saturdays, Sundays, and holidays for next day service only. Customers will be asked to leave a voicemail with their name and phone number. A CCR will return the call and complete the reservation.
- Individuals with a hearing impairment may confirm a reservation through the Georgia Relay Service at **711** or TTY at **1-800-255-0135**, during business hours, or through our Estimated Time of Arrival (ETA) line at **404-848-4212** after 5:00 PM.

### **Information Needed to Make a Reservation:**

- Customer Name (first and last) or Customer Identification Number.
- Exact addresses of both the origin and destination.

- If known, nearest cross streets and easily identified pick-up points.
- Names of complexes or subdivisions, as well as building, apartment or suite numbers, and gate codes.
- Customers are responsible for providing access to gated communities or secured complexes.
- Indicate a travel Companion or an authorized Personal Care Attendant (PCA) when applicable (see PCAs, Travel Companions, Children and Service animals on page 30-31).
- Indicate the type of mobility aid used, and if the lift is required.
- Indicate the use of a service animal, if applicable.
- When a return trip is needed, indicate the desired pick-up or drop-off time. Please indicate if no return trip is necessary.
- **Pick-up time** (the time a customer wishes to be picked up) or **Drop-off time** (the time the customer must arrive at their appointment).
- The customer must prioritize either the Drop-off or Pick-up time when making a reservation.
- The priority set by the customer will help determine the “Ready Time” and the thirty (30) minute “Ready Window.”

## **Scheduling & Negotiating Trips:**

- The CCR will make every effort to accommodate requested pick-up or drop-off times.
- A requested trip time may not be available. In accordance with the ADA regulations, MARTA reserves the right to negotiate trip

requests up to one (1) hour before or one hour after a customer's requested time.

- Keeping a log of your reservation dates, ready times, booking identification numbers, and cancellation reference numbers is highly recommended.

### **TRIP LENGTHS**

Trips are scheduled to provide travel times that are comparable to the time it would take to complete the trip on fixed route services plus thirty (30) minutes (allowing for transfer times).

### **READY TIMES & READY WINDOWS**

Traffic conditions, weather and service interruptions may prohibit MARTA from meeting precise pick-up times; therefore, trips are scheduled to include a thirty (30) minute "Ready Window."

- CCR's will provide a "Ready Time" when the trip request is confirmed.
- The Ready Time is the earliest time in which a vehicle may arrive at the customer's location.
- The thirty (30) Minute Ready Window will begin at the stated Ready Time.
- Customers must be ready to depart at their assigned Ready Time.
- When the Mobility Bus arrives within the Ready window, customers must board the Mobility Bus within five (5) minutes of its arrival.



## **Prioritizing Pick-up and Drop off Times:**

### **EXAMPLE: Customer prioritizes the Drop-Off Time**

1. Customer must arrive at work, school or appointment no later than 8:00 AM.
2. The CCR evaluates alternatives and may offer the customer a 6:45 AM Ready Time.



3. The customer's Ready window begins at 6:45 AM, and ends at 7:15 AM (Ready Time plus 30 minutes). The assigned Mobility Bus is scheduled to arrive during this time. The Mobility Bus may arrive prior to 6:45 AM but is not considered late until after 7:15 AM.
4. If the Mobility Bus arrives prior to the scheduled time (6:45 AM), the customer is not obligated to board early.
5. If the Mobility Bus arrives anytime between 6:45 AM and 7:15 AM, the customer must board within five (5) minutes of the arrival of the Mobility bus.

## Prioritizing Pick-up and Drop off Times:

### EXAMPLE: Customer prioritizes the Pick-Up Time

When the customer's priority is to be **picked-up** by a certain time, the CCR will state a Ready Time and apply the thirty (30) minute window.

1. Customer gets off work or finishes school or appointment at 4:00 PM. The customer cannot depart earlier than 4:00 PM.
2. The CCR negotiates the trip request and offers the customer a 4:15 PM Ready Time



3. The customer's Ready window begins at 4:15 PM and ends at 4:45 PM (Ready Time plus 30 minutes).
4. The assigned Mobility bus is scheduled to arrive during this time. The Mobility Bus may arrive prior to 4:15 PM but is not considered late until after 4:45 PM.
5. If the Mobility Bus arrives anytime between 4:15 PM and 4:45 PM, the customer must board within five (5) minutes of the arrival of the Mobility Bus.

## Checking the Status of a Ride:

- If the thirty (30) minute ready window has ended and the Mobility Bus has not arrived, the customer should call the ETA line at **(404) 848-4212** to check the status of the ride.
- **NOTE:** Please do not call before the ready time or during the thirty (30) minute ready window, as the Mobility Bus is not considered late until the thirty (30) minute ready window has expired.

## **Apartments and Office Complexes:**

To provide safe, on-time service for all customers, the customer must designate a location where they will be waiting. The following procedures have been developed to ensure safe vehicle movement and standardized connecting point guidelines for major complexes.

- Customers who are travelling to or from large, multiple unit apartment or office complexes must meet the Mobility Bus at the curb closest to their address.
- A customer traveling from a large office building, medical facility, or other similar area must meet the vehicle at the curb closest to the main reception desk or lobby entrance.
- If the complex is inaccessible to a MARTA Mobility Bus, customers must meet the bus at the main entrance of the complex.
- If the facility has a guarded gate or limited access, the customer should inform the security staff of the scheduled pick-up and return times.
- It is the customer's responsibility to notify the CCR of security procedures; including gate codes when the reservation is made and to arrange quick access for the Mobility Bus.
- Door – to – Door Assistance is available upon requests (see pages 5 - 6).

## CANCELLING, CONFIRMING, OR CHANGING TRIPS

### Advance Cancellations:

Advance cancellations are cancellations that are made one (1) to seven (7) days in advance of the day of travel.



Customers are encouraged to cancel and confirm ***future reservations*** by using our automated system at 404-848-4212 or by speaking with a CCR at **(404) 848-5826**.



Customers may also cancel via the MARTA website @ <http://mobility.itsmarta.com/>.

- To access the automated system, two (2) pieces of information are required:
  1. Personal customer ID number, which can be obtained by speaking with a Service Agent at **(404) 848-5389** in the Eligibility office or a CCR in the Reservations office at **(404) 848-5826**.
  2. Customer zip code, which is the password to access the automated system.
- Customers may also call Reservations and speak with a CCR to cancel a trip no later than 5:00 PM the day before the scheduled travel date.
- Customers can confirm and cancel future trips through the automated system and the MARTA website.
- Customers must wait at least twenty-four (24) hours after a reservation is made to cancel it through the automated system.

## Same-Day Cancellations:

Same day cancellations are cancellations made on the date of travel.

- Customers may call the ETA line at **(404) 848-4212** to make same-day cancellations.
- Same-Day cancellations must be made at least two (2) hours before the scheduled ready time. Cancellations made less than two (2) hours before the scheduled ready time are considered Late Cancellations

## NO SHOW & CANCELLATION POLICY

### No-Shows Occur When:

- The Mobility bus arrives at the correct scheduled pick-up location, within the “Ready Window”, and the customer **fails to board** the Mobility Bus within five (5) minutes of its arrival.
- The Mobility Bus arrives at the correct scheduled pick-up location before or during the ready window and the customer (or someone on behalf of the customer) informs the Mobility Operator that he or she is not going to travel (Cancel at the Door).
- The customer cancels a scheduled trip less than two (2) hours before the established Ready Time (Late Cancel).

Please note the following:

- Customers will not be charged with a No-Show if the Mobility Bus arrives outside of the thirty (30) minute Ready Window, and he or she chooses not to travel.

- No-Shows that are not within the customer's control will not be counted against the customer (i.e. illness that prevents the customer from calling, an extended medical appointment that does not provide an opportunity to cancel in a timely manner, customer's mobility aid fails, etc.).
- When a customer accumulates three (3) No-Show infractions within a single month, the customer will receive a Warning Letter, which lists each No-Show infraction. The Warning letter will remind customers of the No-Show and Cancellation Policy and how to avoid future infractions.
- Customers' infractions will be reviewed at the end of each month and their future Mobility service may be suspended if the infractions are deemed "excessive."
- The Warning Letter also provides the customer with an opportunity to dispute the listed No-Show infraction, and provide proof of extenuating circumstances that may have caused the infractions.
- Customers have ten (10) days from the postmark date of any written notification to dispute any no-show infractions.
- To dispute any infractions, please leave a voice message on the MARTA Mobility dispute line for the Superintendent of Mobility Operations at **404-848-4000**. The Superintendent will return customer calls within two (2) business days of receipt of the voice message.
- At the beginning of each month, MARTA Mobility staff reviews the No-Show history of all customers who have received Warning Letters for the previous month.
- If customers have been charged with No-Shows that meet or exceed three (3) times the system average for No-Shows during that month, the No-Shows are deemed "excessive" and MARTA will send written notification of intent to suspend service. The

suspension will go into effect on the 15th day of the next month and will last seven (7) consecutive days.

**Example:** During the review of infractions for the month of June, it was determined that the system's average number of No-Show infractions for the month was two (2). Customers who had at least six (6) valid No-Show infractions will receive written notification informing them that as of August 15<sup>th</sup> their service will be suspended for seven (7) days (August 15-21) due to excessive No-Shows.

- The customer has ten (10) days from the postmark date of the written notification to appeal a pending suspension.

The customer may write a letter requesting an appeal to:



MARTA Mobility Appeals Panel  
Superintendent of Mobility Operations  
2424 Piedmont Road, NE  
Atlanta, Georgia 30324-3330

- Alternatively, the Customer may leave a voice message on the dispute line for the Superintendent of Mobility Operations at **404-848-4000** stating their wish to appeal.
  - MARTA will acknowledge the receipt of a request to appeal a suspension within two (2) business days.
- MARTA will provide an opportunity for customers to be heard before an Appeals subcommittee of the MARTA Advisory Committee (MAC).
- The MAC subcommittee meets once a month to hear customer appeals and make its recommendations to MARTA.

- Within seven (7) days, MARTA will provide the customer with written notification of MARTA's decision. If service is to be suspended, the reasons will be provided.
- Customers who are not satisfied with the MAC subcommittee's decision, will have an opportunity to appeal to a panel consisting of at least three (3) MARTA managers, who are independent of MARTA Mobility, who will hear and rule on the appeal.
- Customers who wish exercise this right to a second level of appeal, should contact MARTA's Eligibility Specialist at **404-848-5389** for detailed information.
- Suspensions will be delayed pending the outcome of the appeal and Mobility service will not be interrupted.
- If Customers do not exercise their right to appeal, the suspension of service will occur according to the dates outlined in the original suspension letter.



## SUBSCRIPTION SERVICE

- Subscription service is offered to MARTA Mobility customers who have travel patterns to and from the same destination(s), at the same time, at least one (1) day per week, for at least (six) 6 consecutive months.
- Subscription service is offered as a convenience to our customers and is accommodated on a space available basis. Subscription service is not required by ADA and the total number of subscription trips reserved may not exceed 50% of the space available on the system at any time period.
- Customers with schedules that require frequent changes are not eligible for subscription service.
- Customers desiring subscription service should contact Reservations and provide the CCR the desired days and times of travel.
- Once a subscription schedule is confirmed, the Mobility Bus will arrive during the scheduled pick-up window at the same location each day as prearranged with MARTA.
- Customers on Subscription Service must adhere to the cancellation policies or the Mobility Bus will arrive as prearranged, and the customer will be charged with a No-Show.

Long-term or permanent changes to subscription service must be submitted to MARTA at least thirty (30) days prior to the date the change is to take effect. MARTA cannot guarantee that requested changes will be available.

- **Temporary and same day changes cannot be made to subscription trips.**

- Subscription service can be suspended for a maximum of thirty (30) days. Requests to suspend subscription service must be made at least thirty (30) days in advance.
- Requests to suspend subscription service “until further notice” will not be accepted.
- **All subscription trips are automatically cancelled on holidays.** If travel is desired on a holiday, the customer is responsible for making an advance reservation to re-schedule the trip.

## **PCA'S, TRAVEL COMPANIONS, CHILDREN & SERVICE ANIMALS**



### **Customer with visual impairment and service animal assisted by a MARTA Mobility Operator**

Customers must inform the reservation agent when the reservation is made whether travel companions, children or a Personal Care Attendant (PCA) will be accompanying them to ensure an accurate count of the individuals traveling on the Mobility Bus. To be viewed as “accompanying” the eligible customer, the PCA, travel companions, and children must have the same origin and destination points as the eligible customer.

### **Personal Care Attendants (PCAs):**

- A Personal Care Attendant (PCA) is someone designated or employed specifically to help an ADA eligible customer meet his or her personal needs. The PCA may either be an employee of the customer, a relative, a friend, or a care provider.
- Applicants should indicate whether they will travel with a PCA during the application process.
- PCA's travel at no cost when accompanying the eligible customer.

## **Travel Companions:**

- Customers may travel with one companion.
- If customers travel with a PCA, they may travel with one companion in addition to their PCA.
- Additional companions will be allowed on a space available basis.
- Travel Companions are subject to the regular MARTA Mobility fare.

## **Children:**

A maximum of (two) 2 children under the height of 46" may accompany a MARTA Mobility customer free of charge.

## **Service Animals:**

- Operators are not permitted to handle service animals.
- For the safety and comfort of the operator and other customers, service animals are required to be completely under the control of their handlers at all times and absolutely non-aggressive.
- MARTA will transport other small pets, confined to rigid pet carriers with locks or latches carried on by customers and kept out of the aisle and off seats.



**Customer with visual impairment and service animal assisted by MARTA  
Mobility Operator**

**FARES**

One (1) Trip	\$ 4.00
Two (2) Trips	\$ 8.00
Twenty (20) Trips	\$ 68.00
*Mobility discounted 30 trip pass	\$128.00

\*Unlimited rides for consecutive days beginning first day of use.

All fare types must be loaded on a MARTA Mobility Breeze Card or the customer must pay cash.

**Please note the following:**

- Operators may not accept tips or gratuities or act in any manner that would suggest that tipping is appropriate.
- Fares are subject to change; however, in accordance with ADA public law, fares for MARTA Mobility cannot exceed twice the fare for regular fixed route and rail service.

**Fare Guide:**

- All MARTA Mobility Customers and companions must pay the fare to ride upon boarding.
- Customers must load fare, trips, or passes onto their MARTA Mobility Breeze Card or pay cash for each trip.
- Regular Breeze Cards are not accepted for Mobility certified customers. A Mobility customer must present their MARTA Mobility Breeze Card to have the correct fare deducted from the card. Customers with expired passes or insufficient funds on their MARTA Mobility Breeze Cards will not be allowed to ride unless they pay cash for their trip.

- Operators cannot make change. Customers must have correct fare immediately upon boarding in order to ride.

- Customers can load their MARTA Mobility Breeze Cards in the following ways:
  1. At a Breeze Vending Machine in any MARTA rail station.
  2. On line at [www.breezecard.com](http://www.breezecard.com).
  3. At a MARTA Ride Store.
  4. Through media sales by calling at **404-848-4184** or faxing **404-848-4058**.
  5. At the Lindbergh Reduced Fare office at 2424 Piedmont Rd N.W., Atlanta, GA 30324.

### **Visitors with Disabilities:**

- Visitors to MARTA's service area who are certified with another Paratransit or similar service will be given presumptive eligibility and able to ride MARTA Mobility for up to twenty-one (21) days each year without requiring certification by MARTA.
- Visiting customers must provide verification of their eligibility to MARTA's eligibility department. If the visitor's disability is apparent, this documentation is not required.
- Transfers between MARTA Mobility and Cobb County Transit (CCT) Paratransit are free at the MARTA Arts Center Rail Station and the CCT Cumberland Transfer Center. Reservations can be made by calling MARTA Reservations at **(404) 848-5826** to book trips between MARTA and CCT.
- If trips include transfers to another transit system, MARTA Mobility customers must reserve trips directly with that system and pay the required fare for both MARTA and the other system.

## BOARDING A MARTA MOBILITY BUS WITH A MOBILITY AID



### **Mobility Bus**

For the customer's safety and comfort, the following ADA requirements must be met:

#### **Wheelchairs:**

- Wheelchairs are defined as three or more wheeled devices.
- For safety purposes, it is strongly recommended that wheelchairs be backed onto the hydraulic lift.
- Wheelchair brakes must always be locked while on the lift.
- Wheelchair electric power must always be turned off until the operator instructs the customer to re-engage.
- Wheelchair users must wait for operators' assistance and follow instructions for entering and exiting the Mobility Bus.
- It is strongly recommended that a customer using a manual wheelchair have attached footrests.
- Customers with inoperative wheelchairs cannot be transported.



## **Scooters:**

- Scooters are often unstable on lift equipment. Some may also come with a warning from the manufacturer that they should not be used as seats on moving vehicles.
- Customers may ride standard scooters on the lift, but it is strongly recommended that they transfer to a seat once on board the Mobility Bus.
- Customers traveling on scooters should adhere to the same safety procedures listed for wheelchairs.

## **Mobility Aid Securement and Seat Belt Policy:**

- It is the operator's responsibility to ensure that mobility aids are safely secured.
- Mobility buses are equipped with four (4) point tie-down securement systems and MARTA strongly encourages customers to be secured in accordance with the standard operating procedure. Please note the following:
  1. Operators are required to secure the lap and shoulder belts to ensure the customer's safety.
  2. Failure to cooperate with safety related policies may result in injury or loss of service.

## **Ambulatory Customers:**

- Customers unable to use the steps to enter the Mobility bus may stand on the hydraulic lift to be lifted onto the Mobility Bus.
- Customers who stand on the lift must be able to stand without assistance and hold the rails with both hands.
- The lift can only be occupied by one person at a time.

## **TRANSPORTING PACKAGES**

- MARTA will transport packages that a customer can independently carry on or off the Mobility Bus in one trip.
- Operators will assist customers who require door-to-door service by carrying a limited amount of packages (what the operator can carry off the bus in one trip) to the exterior door. The operator will not carry packages through the door.
- The maximum combined weight of all packages cannot exceed twenty-five (25) pounds.
- Customers are required to secure their packages at their seats, as storage space on the bus is limited.



## Rules of Conduct:

All Mobility Customers are subject to the MARTA (Ride with Respect) Code of Conduct. The Code prohibits inappropriate behavior on MARTA property to include but not limited to the following:

- No operating or tampering with any equipment while onboard a Paratransit vehicle.
- No commercial or large-size carts, or dollies unless collapsed. Small strollers or carts must be securely held and not block aisles or passageways.
- Solicitation or selling goods or services without the express permission is prohibited.
- No littering.
- No indecent exposure.
- Customers may not refuse to pay fare.
- Customers may not counterfeit, misuse, or refuse to show specific fare media to MARTA employees.
- Drinking alcoholic beverages and open alcoholic beverage containers are prohibited.
- Assault or threat of assault is prohibited.
- Disruptive, harassing, or threatening behavior is prohibited. This includes following or stalking passengers or employees.
- Using tobacco or electronic cigarettes or vaporizers is prohibited.

To view the full code, please visit <http://www.itsmarta.com/ridewithrespect.aspx>. Failure to follow the Code may result in immediate expulsion from MARTA property, suspension from the use of transit property and services, and loss of unused fare media that expires during suspension.

## TRAVEL TIPS

- Be on time for scheduled trips and be ready to board the Mobility bus when it arrives.
- Being on time for scheduled trips enables MARTA Mobility to operate efficiently for all customers.
- Please be prepared to pay when you enter the Mobility Bus – have your MARTA Mobility Breeze Card or the correct amount of cash ready (operators do not have change).
- MARTA Mobility cannot change pick-up times, pick-up or drop-off locations or accommodate requests for early pick-ups on the day of travel. Customers must make all changes prior to the date of travel.
- If you require the wheelchair lift to board the Mobility Bus, please stand clear until it is fully deployed to the ground.
- Once on board the Mobility bus, customers should remain seated until they have arrived safely at their destination and the Mobility bus has made a complete stop.
- Please make sure all personal items are safely secured and out of the way of other customers.
- Please remember that MARTA Mobility is a shared ride service and customers are encouraged not to neglect personal hygiene so as to cause an adverse effect on the ability of MARTA to provide acceptable services.
- For safety reasons, please do not distract the MARTA Mobility Operators by engaging them in unnecessary conversation while the Mobility Bus is in operation.

## MEDICATION & OXYGEN

- Administering medication is the customer's responsibility. MARTA cannot be responsible for, nor can schedules be adjusted to accommodate the administration of medication.
- Mobility Operators are prohibited from administering medication. Should such assistance be necessary, but unavailable while customers are on the bus, MARTA will contact emergency medical services to administer the required medication at the customers' expense.
- Ride times are subject to traffic delays or mechanical problems that result in customers' on-board time being delayed. Customers using oxygen tanks should have at least a four (4) hour supply of oxygen.
- Customers requiring medication or oxygen at regular intervals should be advised that travel time on the MARTA Mobility Bus may be as long as the same trip on MARTA's fixed route services plus an additional thirty (30) minutes.
- Customers requiring assistance in the administration of medication or oxygen while on the Mobility Bus must travel with either a Personal Care Attendant or a Travel Companion.

## MARTA MOBILITY OPERATORS' RESPONSIBILITIES

MARTA Mobility Operators are expected to obey the same rules as our customers. The following rules also apply:

- Operators are responsible for operating their vehicles safely, professionally, and as courteously as possible.
- Operators are solely responsible for the operation of the hydraulic lift and for securing mobility devices safely on the bus. This rule includes operation of the hydraulic lift and attempts to remove wheelchair tie-downs.

## LOST & FOUND

- Any article left on a Mobility bus will be turned in to the MARTA Mobility Dispatch office.
- To claim a lost article before Tuesday of the following week, please call the MARTA Mobility dispatch office at **(404) 848-4212**.
- Articles not claimed by Tuesday of the following week will be turned over to MARTA's Lost and Found department located at Five (5) Points.

## ALTERNATIVE FORMATS

- Customer Guides and other written materials are available in alternative formats.
- To request an alternative format, please call MARTA during normal business hours at **(404) 848-5000** (or through the Georgia Relay Service at **711** or TTY at **1-800-255-0135** and follow the prompts to MARTA Mobility Eligibility.

- Alternative format requests may also be made during the application process.

## CONTACT US



If you have a suggestion or a comment about our services, please call MARTA's Customer Service Center at **(404) 848-5000 (follow the prompts)**.



You may also e-mail: [custserv@itsmarta.com](mailto:custserv@itsmarta.com)



Write to: MARTA Customer Service Center  
2424 Piedmont Road, NE  
Atlanta, Georgia 30324-3330

Please include the following information when calling or writing:

1. Name, address and telephone number
2. Day and time of experience
3. Vehicle number and operator's name, if applicable
4. Reservation or MARTA Mobility Agent's name, if concerning a telephone conversation
5. Explanation of incident, suggestion or comment

## FTA TOLL FREE NUMBERS & CONTACT INFORMATION

- In an effort to support the Federal Transit Administration's (FTA) goal to increase their outreach to consumers having difficulty accessing public transportation, MARTA has listed FTA toll free numbers for customers, community advocates for individuals to call with concerns regarding public transit accessibility.
- The FTA numbers are as follows:  
Voice: **1-888-446-4511**  
TDD or FIRS: **1-800-877-8339**  
Assistance for TDD Users: **(202) 366-0153**
- Web Site: [www.fta.dot.gov](http://www.fta.dot.gov)
- E-Mail: [ada.assistance@fta.dot.gov](mailto:ada.assistance@fta.dot.gov)
- You may also write them at:  
US Department of Justice  
950 Pennsylvania Avenue, NW  
Civil Rights Division Disability Rights Section – 1425 NYAV  
Washington, D.C. 20530







# Mobility

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## Important Numbers to Remember

Application Information	404-848-5389
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Reservation Office	404-848-5826
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Dispatch Office	404-848-4212
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GA Relay Service	711
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MARTA Customer Service Center	404-848-5000
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