

marta 

M bility

RIDER'S GUIDE



IT'S MY MARTA

REVISED DECEMBER 2023

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IT'S MY MARTA

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

- All fixed route buses are low floor, can kneel to be even with the curb, and have flip over ramps for ease of boarding for customers who use mobility devices or have difficulty with stairs.
- Regular fixed route buses also have priority seating and mobility device seating with securements.
- All our stations and train cars have a combination of accessibility features:
 - Ramps, elevators, escalators, tactile strips, and audio/visual announcements
 - Priority seating and mobility device seating
- For everyone's benefit, fixed route and rail operators announce major intersections, destination points, transfer points, and requested stops.
- You may receive rider alerts/system notifications on our station signage or by accessing our website, app, and social media. You may also sign up to receive customized rider alerts/system notifications by text or email.
- Service animals are welcome onboard all vehicles, however they must always be in the customer's control.

UTILIZING THE MARTA SYSTEM

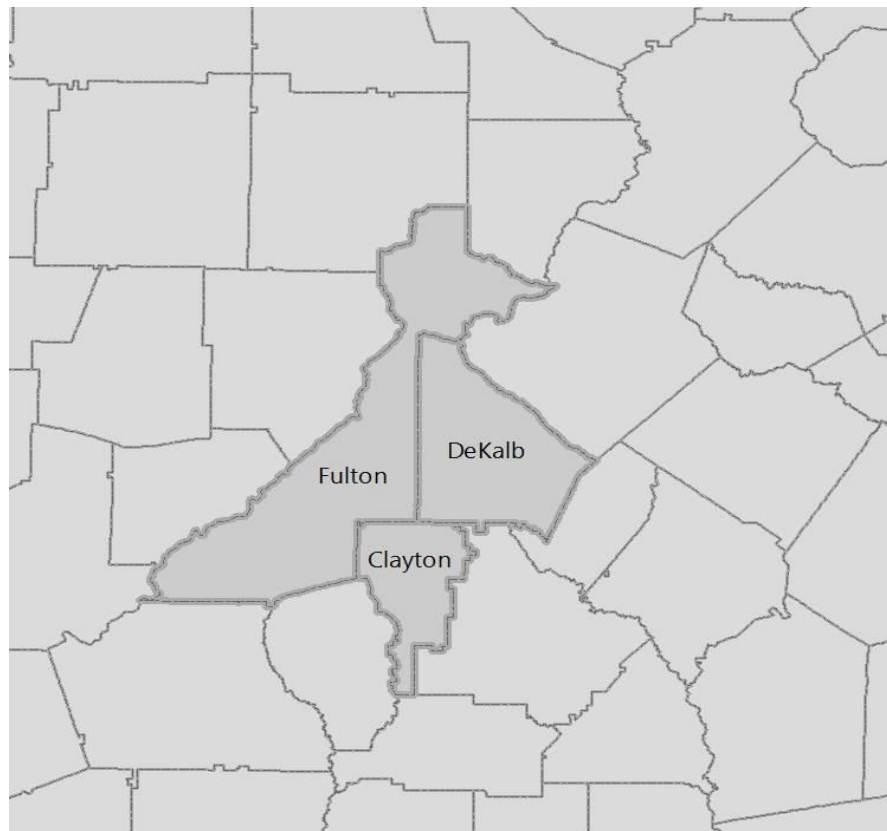
For individuals who wish to learn to navigate MARTA's fixed route and rail systems you may contact MARTA's Travel Training office at 404-848-5193 or traveltraining@itsmarta.com. The Travel Training program is a short-term, personalized service designed to help individuals learn to use MARTA's buses and trains independently. MARTA's Travel Trainer will work directly with you to:

- 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 how to read MARTA's maps and schedules
- Show you how to use the Breeze Fare Payment System
- Teach you how 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

- MARTA Mobility is an advanced reservation, ride share service, that provides ADA Complementary Paratransit transportation to eligible individuals with disabilities and older adults who are unable to use MARTA's accessible fixed route bus and rail service. MARTA's Mobility service is provided via special lift equipped vans, or other accessible vehicles on an origin to destination basis. MARTA Mobility may also be used to transport customers to a fixed route bus or rail station.

AREA & HOURS OF OPERATION



Map of MARTA Mobility Service Area

- MARTA Mobility operates during the same days and hours as MARTA's fixed route bus and rail service. The general operating hours are from 5:00 AM until 12:30 AM seven-days a week, including holidays.

- Service cannot be provided earlier, later or on days when regular MARTA bus/rail 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 serves Fulton, DeKalb, and Clayton Counties within a ¾ mile parameter of the nearest bus route or rail line.

SERVICES PROVIDED BY MARTA MOBILITY

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."

Origin to Destination Service

As an example, the Operator arrives at the designated address, alerts the customer, and the customer navigates without assistance to the Mobility Bus.

- 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 and height clearance for the Mobility vehicles.
- MARTA Mobility **does not** access residential driveways, or public driveways that pose unsafe passage.

Door-to-Door Service

As an example, the Operator arrives at designated address, alerts the customer, and escorts/assists the customer to the Mobility vehicle.

MARTA Mobility service is origin-to-destination. However, MARTA Mobility recognizes that service beyond origin-to-destination 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. This means 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 vehicle unattended for a lengthy period of time or lose visual contact with their assigned Mobility vehicle. Their assigned vehicle must always be under their 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 either's 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 risk to either's safety.

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 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: Inability to Navigate System Independently

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: People who need accessible Vehicles, Stations, or Bus Stops

“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: Inability to Reach a Boarding Point or Final Destination

“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.)

Note: ‘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 to schedule a Mobility trip.

Types of Eligibility:

A customer's eligibility type is taken into consideration when taking or scheduling trips.

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 include:

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 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 Office at **(404) 848-5389**; Monday - Friday, 8:30 AM – 5:00 PM. A MARTA Mobility Service Representative will explain the service and/or mail an application.

- Additionally, customers can complete the application directly on-line on MARTA's website – www.itsmarta.com, navigate to the 'GetTo Know MARTA' tab then click on 'Accessible Services', and follow the instructions. A pdf copy of the application is also available for download from our website.
- Individuals with a hearing impairment may use Georgia Relay Service at 711 or TTY **1-800-255-0135**.

The Application Process:

- The application has two (2) parts (A & B) and is the first phase of the process:
 1. Individuals who believe they are eligible must complete **Part A** (self-reporting portion) of the eligibility application.
 2. **Part B** of the application must be completed by a licensed rehabilitation, medical professional, social or case worker affiliated with an accredited service facility providing service to individuals 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:
Reduce Fare Office
(Five Points Rail Station,
on the Forsyth Street. side)
30 Alabama St. S.W.
Atlanta, GA 30303

Reduced Fare Office
(Across from Lindbergh Rail
Station)
2424 Piedmont Road, NE
Atlanta, GA 30324-3330



<https://eligibility.itsmarta.com/>



Via Fax:
404-848-6900

- Upon receipt of the completed application, the customer will be contacted for scheduling of the second phase of the application process, - an in-person interview and functional assessment. The functional assessment typically involves observation of an applicant attempting to perform tasks that simulate a fixed route trip, such as climbing steps, crossing a street, walking measured courses, taking cognitive tests, and other activities.

An application is complete when the applicant's Part A is matched with the Health Care Professional's Part B, **and** the individual has completed their participation in the in-person interview and assessment.

- MARTA Mobility will make an eligibility determination within twenty-one (21) calendar days following completion of the in-person interview and assessment. 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 Part A of the application, the applicant can request assistance from a Mobility Service Agent, who will provide assistance via the phone. The completed application will be 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 (Part B).
- If approved, the letter of eligibility determination will be accompanied by a copy of the ‘MARTA Mobility Rider’s Guide,’ which will provide important information, such as explain how to ride MARTA Mobility, how to prevent ‘No Show’ occurrences, etc. Additionally, the applicant will receive instructions on obtaining a MARTA Mobility Breeze card.

Certification of Children for Mobility Services

MARTA does not have a minimum age limit for certification to ride its ADA Paratransit service. However, all riders must possess certain safety skills to travel independently, these skills are considered during the eligibility determination process. Additionally, the ADA paratransit eligibility process will consider the child's independent ability to use MARTA’s fixed-route system.

However, note that if a child is certified to ride as an ‘independent’ rider, “[MARTA] may [later] refuse service to a customer who engages in violent, seriously disruptive, or illegal conduct and that [MARTA] may condition service to [the customer] if that would mitigate the problem. [Also, MARTA] could require an attendant as a condition of providing service it otherwise had the right to refuse.”

Denial of Mobility Service:

- Should an applicant be deemed ineligible for MARTA Mobility, 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 by submitting the completed “Notice of Appeal” form (which will be included with the ‘Denial Letter’) via fax: 404-848-6900 or mail:



Via Mail:

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

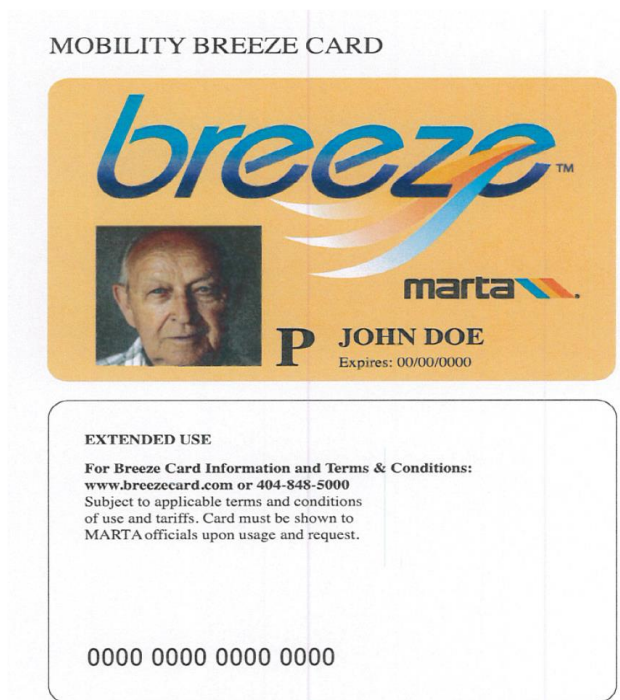
Eligibility Appeals Process:

- Upon receipt of a request to appeal, MARTA Staff 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 Accessibility Committee (MAC) will review the appeal and make recommendations to MARTA at that time.
- If MARTA Mobility does not provide an appeal decision within thirty (30) days, MARTA Mobility will provide service until an appeal decision is provided.
- If the applicant is not satisfied with the results of the Appeals Panel, they must wait a minimum of six (6) months to reapply for Mobility.

EXPIRATION OF CERTIFICATION/RECERTIFICATION

- Unless otherwise noted, eligibility status 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. Additionally, the customer's Mobility Eligibility expiration date will be imprinted on the front of the Mobility Breeze Identification card, underneath the customer's name.
- Customers are required to recertify for Mobility service, within 90-days, prior to the expiration of their eligibility certification.
- It is the customer's responsibility to maintain a valid MARTA Mobility Breeze Identification Card and to reapply for service prior to their 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 Mobility Breeze Identification card.

MARTA MOBILITY BREEZE CARD



MARTA Mobility Breeze Card

- MARTA Mobility Breeze Cards are issued by MARTA's Reduced Fare Office after the customer has received confirmation of their eligibility.
- During the in-person certification/re-certification process, customers are required complete a Mobility Breeze card form.
- Customers must present a valid state or federal issued identification (I.D.) card with a picture at the time of initial application.
- The customer will receive instructions on how to obtain their Mobility Breeze Card in their information package along with the letter of Eligibility.
- To ride MARTA Mobility, the customer must present the physical Mobility Breeze card, or be prepared to show the Operator a valid – state or federal issued identification with a picture at the time of boarding.

- MARTA Mobility Breeze Cards are not transferable. The card will be unconditionally confiscated if it is found in the possession of an unauthorized third party.



Image of 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 certified Mobility customers to use MARTA's fixed bus and rail at no charge.

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 Road, NE
Atlanta, GA 30324-3330

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 of a lost MARTA Mobility Breeze Card. Note that damaged or non-functioning Breeze cards must be presented to the Reduced Fare office staff and will be replaced at no charge.
- 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 it is presented by any person other than whom it was issued, MARTA will confiscate the card. If a card has been confiscated due to usage by any unauthorized party, it's within MARTA's rights to decline issuing a replacement card 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 for 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.

LET'S RIDE...RESERVATIONS



Image of Call Center Agents taking customer calls



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

- Mobility Customer Care Representatives (Agents) are available to take customer reservations up to seven (7) days in advance.
- 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.

What You Will Need When Making a Reservation:

- Customer Name (first and last) or Customer Identification Number (you may ask a Reservations Agent for your 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 31-32).
- 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 from their address of origin) or **Drop-off time** (the time the customer wants to arrive at their destination).
- **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.”
- Ready Time is the earliest time Mobility can arrive for the trip and expect the client to board the bus. Ready Window is a 30 (thirty) minute window of time starting with the Ready Time that Mobility can arrive and be considered on time for the trip.

Scheduling & Negotiating Trips:

- The Agent will make every effort to accommodate requested pick-up or drop-off times.
- A requested trip time may not be available. MARTA, in accordance with the ADA regulations, reserves the right to negotiate trip requests up to one (1) hour before or one (1) hour after a customer’s requested time.
- MARTA strongly encourages you to keep a log of your reservation dates, ready times, booking identification numbers, and cancellation reference numbers.

TRIP LENGTHS

Trips are scheduled to provide travel times that are comparable to the time it would take to complete the trip on regular fixed route bus and rail services plus thirty (30) minutes (this includes the time necessary to travel to the bus stop, wait for the bus, actual riding time, transfers, and travel from the final stop to the person's ultimate destination.).

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."

- Agents 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 customer must board within five (5) minutes of the arrival of the Mobility bus
- The thirty (30) Minute Ready Window will begin at the stated Ready Time
- Customers must be ready to board the Mobility vehicle and 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

When the customer's priority is to be dropped off at a desired time, the agent will work backwards to determine the Ready Time

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

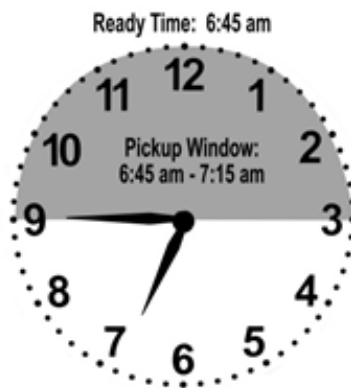


Image of a clock highlighting the 30-minute Ready Time pickup window

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 Agent 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 Agent negotiates the trip request and offers the customer a 4:15 PM Ready Time

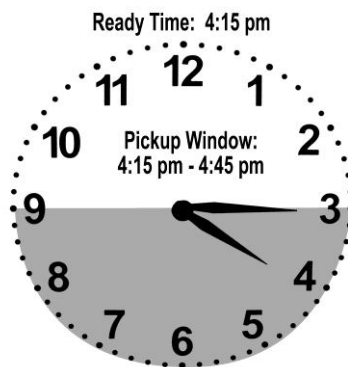


Image of a clock highlighting the 30-minute Ready Time pickup window

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 can call the ETA (Estimated Time of Arrival) line at **(404) 848-4212** to check the status of their 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 for the bus. Note that the Operator cannot leave the Mobility Vehicle unattended and must keep the vehicle within their line of site. As such, the customer (including their PCA and companions must be in a readily available pick-up location and ready to board. 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 apartments, office complexes, large office buildings, medical facilities, or other similar area, must give clear instructions on where to meet the vehicle.
- If the complex is inaccessible by the 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 Reservation Agents 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 4 - 5).

CANCELING, 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 an Agent at **(404) 848-5826**.



Customers may also cancel via the MARTA website at <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 an Agent 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 an Agent 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 (*No Show*).
- The Mobility Bus arrives at the correct scheduled pick-up location before or during the ready window and the customer (or someone acting 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." (See definition below).
- The Warning Letter also provides the customer with an opportunity to dispute the listed No-Show infractions and to 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 Mobility Staff at **404-848-4000**. The appropriate Mobility Staff 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 pending suspension of service. The suspension will go into effect on the 15th day of the next month and will last either seven (7) consecutive days for the first offense or fourteen (14) consecutive days for two (2) or more offenses within a calendar year.

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). As such, customers who had at least six (6) valid No-Show infractions (3 times 2) will receive written notification informing them that as of August 15th 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
Mobility Support Service Program Manager
2424 Piedmont Road, NE
Atlanta, Georgia 30324-3330

- Alternatively, the Customer may leave a voice message on the dispute line for the Mobility Staff at **404-848-4000** stating their desire 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 Accessibility Committee (MAC).
- The MAC subcommittee meets once a month to hear customer appeals and make its recommendations to MARTA Mobility Staff.
- Within seven (7) days of the Appeal Hearing, 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 to exercise this right to a second level of appeal, should contact MARTA's Mobility Service Agents 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 provided if space is available. 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 interested in subscription service should contact Reservations and provide requested 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 (by contacting the Reservations office during normal business at least thirty (30) days in advance.
- Requests to suspend subscription service “until further notice” will not be accepted.

NOTE: 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



Image of customer with visual impairment and service animal being assisted by a MARTA Mobility Operator

To ensure an accurate count of the individuals traveling on the Mobility Bus, customers must inform the Reservation agent when the reservation is being made whether traveling companions, children, or a Personal Care Attendant (PCA) will be accompanying them. 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. Those ‘accompanying’ the Mobility customer cannot be picked up or dropped off at locations different from 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 (1) companion.
- If customers travel with a PCA, they may travel with one (1) companion in addition to their PCA.
- Additional companions will be allowed on an as space is available basis.
- Customers may have a maximum of two (2) additional riders (1 PCA and 1 companion, or 2 companions.
- 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. Note that the two (2) companion maximum will apply.

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.



Image of a customer with visual impairment and service animal being assisted by a MARTA Mobility Operator

FARES
(AS OF NOVEMBER 2023)

One (1) Trip	\$ 4.00
Two (2) Trips	\$ 8.00
Twenty (20) Trips	\$ 68.00
*Mobility discounted 30-Day Trip Pass Unlimited rides for consecutive days beginning first day of use	\$128.00

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

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 (based on MARTA Board policy); 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 (general use) 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 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. Online at www.breezecard.com.
 3. At a MARTA Ride Store (The Five Points, or Airport rail station).
 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 agency for paratransit services, or a similar ADA service will be given presumptive eligibility and will be 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 ADA paratransit eligibility to MARTA's Eligibility office. If the visitor's disability is apparent, this documentation is not required. Note: It is the visiting customer's responsibility to provide 'apparent' proof of a disability.
- Transfers between MARTA Mobility and Cobb County Transit (CobbLinc) Paratransit are free at the MARTA Arts Center Rail Station and the CobbLinc Cumberland Transfer Center, when coordinated directly via MARTA Mobility or CobbLinc Reservations can be made by calling MARTA Reservations at **(404) 848-5826**, or CobbLinc at **770-427-4444** to book trips between MARTA and CobbLinc.

BOARDING A MARTA MOBILITY BUS WITH A MOBILITY AID



Image of a customer using the Mobility LVan lift to board the vehicle

For the customer's safety and comfort aboard the Mobility bus, 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. Foregoing securement will be documented in the customer's record. 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 number 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 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/ride-with-respect.aspx>.

Mobility Customer Code of Conduct

MARTA Mobility may suspend or alter access to ADA paratransit for customers who pose a direct threat to the health and safety of others, or engage in violent, seriously disruptive, or illegal conduct while using MARTA Mobility services. MARTA Mobility is entitled to refuse service to such passengers according to the regulations listed below:

“...an entity may refuse service to someone who engages in violent, seriously disruptive, or illegal conduct. If an entity may legitimately refuse service to someone, it may condition service to him(/her) on actions that would mitigate the problem. The entity could require an attendant as a condition of providing service it otherwise had the right to refuse.” [49 CFR 37.5(h)]

“...a person who poses a significant risk to others may be excluded [from service] if reasonable modifications to the public accommodation’s policies, practices, or procedures will not eliminate that risk.” [28 CFR 36.208]

Types of Offenses: MARTA Mobility differentiates between three different levels of offenses.

Each is described below, with examples given.

1. Minor Offenses - Behaviors are those that disrupt service without otherwise infringing on the rights of other customers, operators or other employees of MARTA Mobility or its contractors.

Examples include, but are not limited to:

- Unintentionally damaging or soiling a MARTA Mobility vehicle
- Refusing escort without a waiver
- Bringing an excessive number/size of packages on the vehicle
- Failing to control a service animal (non-safety related)
- Smoking or use of other prohibited or illicit substances
- Removing a seatbelt while the vehicle is in motion
- Standing/moving while a vehicle is in motion
- Repeated no-showing or late-canceling of rides

- Delaying vehicle departure
- Elopement
- Listening to music without headphones
- Fare evasion (intentional non-payment of fare)
- Eating or drinking on a vehicle (unless medically necessary)
- Requiring unscheduled stops
- Use of profane language and/or disruptive behavior not directed at an operator, staff, or other customers.
- Exhibiting violent behaviors on a vehicle without striking or attempting to strike an operator or customer.

2. Major Offenses - Examples include but are not limited to:

- Use of profane and/or threatening language directed at staff, operator, or other customer(s).
- Disruptive behavior (ex. yelling, throwing items, banging on windows, etc.) impacting operator, staff, or other customers.
- Falsely booking or cancelling rides for another customer
- Attempting to operate a vehicle
- Intentional damage of property or equipment
- Stealing
- Failure to follow direction of operator
- Disruptive behavior resulting from intoxication
- Other unsafe conduct (determined at MARTA Mobility’s discretion)

3. Direct Threats - A “direct threat” is defined by Federal regulations [28 CFR 36.208] as posing a “significant risk to others”. This may include both safety and security issues and/or highly infectious diseases or conditions.

U. S. Department of Justice regulations state in 28 CFR Sec. 36.208 b: In determining whether an individual poses a direct threat to the health or safety of others, a public accommodation must make an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best

available objective evidence, to ascertain: the nature, duration, and severity of the risk; the probability that the potential injury will actually occur; and whether reasonable modifications of policies, practices, or procedures will mitigate the risk.

Failure to follow MARTA's 'Ride with Respect' or the Mobility Code of Conduct, 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 to not neglect personal hygiene as this may 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-board 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 can result in customers' on-board time being lengthened. 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 can 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, please call the MARTA Mobility dispatch office at **(404) 848-4212**.
- Articles not claimed within 45 days will be appropriately disposed or donated to a charitable organization.

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



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.transit.dot.gov
- E-Mail: FTA.ADAAssistance@dot.gov
- You may also write them at:
Office of Civil Rights
Federal Transit Administration
1200 New Jersey Ave, SE
Washington, D.C. 20590

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Important Numbers to Remember

Application Information	404-848-5389
Reservation Office	404-848-5826
ETA Office (<i>Where's my Ride?</i>)	404-848-4212
No Show Dispute Line	404-848-4000
MARTA Customer Service Center	404-848-5000
Mobility Breeze Card	404-848-5112
GA Relay Service	711
