



Frequently Asked Questions

What is MARTA Mobility?

MARTA Mobility is an advanced reservation service that provides ADA Complementary Paratransit Transportation to eligible individuals with disabilities who are unable to board, ride, or disembark MARTA's accessible, regular bus or rail service. MARTA Mobility service is provided using special lift-equipped vans on an origin-to-destination, shared-ride basis.

What is the Service Area and the Hours of Operation for MARTA Mobility?

MARTA Mobility serves Fulton, DeKalb, and Clayton counties. More specifically, MARTA Mobility operates within 3/4 mile from the nearest MARTA bus stop or rail station, and along either side of existing MARTA bus routes.

When you call the Reservations Call Center to book your trip, the Reservationist will advise you as to whether your starting point or destination is within our service area.

MARTA Mobility's service hours mirror the scheduled start and end times of the available regular bus and rail service in your area. But in general, the hours of operation are from 5:00 AM until 12:30 AM, seven (7) days a week, including holidays.

How do I become eligible to ride the Mobility Van?

To become eligible to ride MARTA Mobility, you must complete an application and an in-person interview and assessment. Contact the Mobility Eligibility office at 404-848-5389 to request an application for Mobility Services.

The application has two (2) parts (A & B) and is the first phase of the process. The customer must complete Part A, and Part B must be completed by a licensed rehabilitation or healthcare provider who is familiar with the customer's diagnosis.

The completed application (both Part A & B) must be faxed to 404-848-6900, emailed to - mobilitycertification@itsmarta.com, or mailed to:

Mobility Service, 2424 Piedmont Road NE, Atlanta, GA 30324.

Once MARTA has received your completed application, you will be contacted within five (5) business days to be scheduled for the second phase of the process, which is an in-person interview and assessment.

Who do I call if I need help with my MARTA Mobility Application?

Please call our Eligibility Office at 404-848-5389 for assistance or questions regarding the application process.

Who do I call if I need help scheduling my trips once approved for MARTA Mobility?

Please call our Reservations Team at 404-848-5826 for help scheduling your trips. Reservations office hours: Monday - Sunday, 8:30 AM until 5:00 PM.

To better assist the Reservations team, please have your pick-up and destination addresses available.

What if I want to ride a fixed route, but don't know where to begin?

Then you may want to check out our Travel Training program. It is a free self-paced program that teaches individuals and small groups how to travel safely and independently on MARTA's regular (fixed route) bus and rail service.

How do I become eligible for Travel Training?

To become eligible for Travel Training, you must complete an in-person interview and an assessment. This will determine if training is compatible with your travel goals. If so, a plan will be developed to allow you an opportunity to learn the skills necessary to achieve your travel goals.

What is Reduced Fare?

The Reduced Fare Program offers discounted fares to eligible seniors, individuals with disabilities, and Medicare cardholders.

How do I become eligible for the Reduced Fare Program?

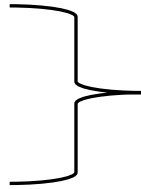
To qualify for a Reduced Fare Breeze Card, you must meet at least one of these requirements:

1. Be 65 years of age or older, *or*
2. Have proof of a physical or mental disability, *or*
3. Have a red/white/blue Medicare card.

In addition, you must provide a valid photo ID and complete an application. Once your application is complete, please visit one of our Reduced Fare locations (Five Points or MARTA HQ at Lindbergh Center) to apply for your Reduced Fare Breeze Card.

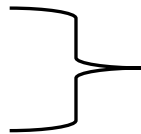
Key Contact Information

Mobility Eligibility
Reservations
Travel Training



404-848-4212
(& follow the prompts)

Reduced Fare
Customer Service



404-848-5000
(& follow the prompts)

For additional information, log on to the MARTA Mobility webpage - <https://itsmarta.com/marta-mobility.aspx>, or scan the QR code below:

