

ADA PARATRANSIT VISITOR INFORMATION

Under the [Americans with Disabilities Act \(ADA\)](#), paratransit 'Visitor Status' allows individuals with disabilities who are already certified as paratransit-eligible in their home city to use paratransit services in any other transit jurisdiction across the United States.

Who Qualifies

You may receive temporary ADA paratransit service in Atlanta if you:

- Are already ADA-certified by another transit agency, **or**
- Can provide proof from a healthcare professional that your disability prevents you from using regular fixed-route transit.

Visitor Service Limits

- Visitors can use MARTA Mobility service for up to **21 days within a 365-day period**.
- The 21 days do **not** have to be consecutive.
- If you need service beyond 21 days, MARTA may require a full eligibility application.

If You Already Use ADA Paratransit in Another City?

The following documentation is needed from your home transit agency: a copy of your ADA paratransit I.D. card or a copy of the certification determination letter issued by the agency.

Additionally, once the visitor status is established, the following information is needed to set up your Mobility travel record.

- Use and type of Mobility device
- Whether you travel with:
 - a Personal Care Assistant (PCA)
 - a service animal
- Date of Birth
- Contact phone number and/or email address
- Local Atlanta-area address
- Emergency contact information

If You Are Not Currently a Registered ADA Paratransit Rider

You must provide proof of inability to use the fixed route transit system. Such documentation may include proof of ADA paratransit visitor status somewhere else, or proof of residence along with proof of disability - if the disability is not apparent (e.g., permanent wheelchair user, legal blindness, etc.) documentation of a disability from a

certified professional (e.g., a letter from a doctor or a rehabilitation professional stating that you are unable to ride fixed route services) will be needed.

How to Submit a Request

You, or your home transit agency, can submit your visitor-status requests by:

- Fax: 404-848-6900
- Email: MobilityCertification@itsmarta.com
- Mail: MARTA Mobility Service
2424 Piedmont Road NE
Atlanta, GA 30324

Contact Information

Mobility Eligibility Certification:

- Phone: 404-848-5389

Requests are generally processed within **24 hours or by the closing of business on the next business day.**

Current MARTA Mobility Customers Traveling Out of Town

If you are already a MARTA ADA Paratransit Customer and you need our Mobility team to share your eligibility status with another transit organization, please fill out an **ADA Paratransit – Outgoing Visitor Request Form** [HERE](#).

You can also fill in and print your information [HERE](#) and send it to:

- Fax: 404-848-6900
- Email: MobilityCertification@itsmarta.com
- Mail: MARTA Mobility Service
2424 Piedmont Road NE
Atlanta, GA 30324

Your request will be processed within **24 hours or by the close of business on the next business day.**