

Mountain Area Regional Transit Authority	PERSONNEL POLICY MANUAL
AMERICANS WITH DISABILITIES ACT POLICY	Number: 129
	Page: 1 of 2
Date Adopted by Board of Directors: October 15, 2012 Amended: June 15, 2015	

129.00 APPLICATION

This policy applies to all employees in the conduct of the services MARTA provides.

129.01 PURPOSE

This policy describes MARTA's efforts to comply with the Americans with Disabilities Act, as an employer and as well as in the course of providing transportation services.

129.02 ACCESSABLE REQUIREMENTS

The Americans with Disabilities Act (ADA) passed by Congress in 1990, mandates equal opportunities for persons with disabilities in the areas of employment, transportation, communications and public accommodations. Under this Act, public transportation providers are obliged to provide lift-equipped vehicles for their fixed route services and must assure system-wide accessibility of their demand response services to persons with disabilities. Public transit providers also must supplement their fixed route services with complementary paratransit services for those persons unable to use fixed route service because of their disability.

MARTA's policy is that no person shall be denied access to participate in transit service, programs, or activities simply because a person has a disability. MARTA has establish eligibility standards or rules that ensure individuals with disabilities an equal opportunity to enjoy the services, programs, or activities and will establish policies, practices, and procedures that ensure equal access to individuals with disabilities. MARTA will also operate its system, so that, when viewed in its entirety, the system is accessible to and usable by individuals with disabilities.

MARTA will also strive to provide physical access to its facilities and offices accessible to visitors, employees and Board members with disabilities.

129.03 REASONABLE ACCOMMODATION

MARTA shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services.

129.04 ACCESSIBLE INFORMATION

MARTA will ensure that all persons have appropriate access to brochures and public information to assist riders with schedules and services. Brochures and other printed materials are available in alternative formats upon request. The California Relay number (1-800-735-2922) will be included in all printed or Internet materials.

Mountain Area Regional Transit Authority	PERSONNEL POLICY MANUAL
AMERICANS WITH DISABILITIES ACT POLICY	Number: 129
	Page: 2 of 2
Date Adopted by Board of Directors: October 15, 2012 Amended: June 15, 2015	

Information on how to contact MARTA with requests for reasonable modification will be made available through the same means used to inform the public about MARTA policies and practices, i.e., Riders' Guides, website, and other publications.

129.05 REQUESTS FOR MODIFICATIONS

Individuals requesting modifications shall describe what the need is in order to use MARTA service; however, the individual making the request is not required to use the term "reasonable modification" when making the request.

Whenever feasible, requests for modifications shall be made and determined in advance, such as through customer service inquiries, or through MARTA's complaint process.

Requests for modification of MARTA's policies and practices may be denied on one or more of the following grounds.

1. Granting the request would fundamentally alter the nature of MARTA's services, programs or activities;
2. Granting the request would create a direct threat to the health or safety of others;
3. Without the requested modification, the individual with a disability is able to fully use MARTA's services, programs, or activities for their intended purpose.

129.06 COORDINATION & DOCUMENTATION FOR REQUESTS

MARTA's Operations Manager is the designated individual to coordinate efforts for modification. An individual may contact the Operations Manager regarding a request for accommodation. Any employee learning of a request for modification is to inform the Operations Manager of the request.

Upon receiving a request for modification, the Operations Manager will follow MARTA's process for addressing and documenting complaints.

129.07 ACCESSIBILITY TO LOCATIONS

Public hearings will be held in accessible locations and there will be a statement on the notices/materials/agenda that any person requiring special accommodations should contact MARTA for assistance prior to the meeting.