

MART's ADA Curb to Curb Policy

All service is provided on a curb-to-curb basis. However, to meet the origin to destination service requirement, service will be provided to those individuals who need assistance beyond the curb due to their disability.

Origin to destination service means the following:

1. Drivers provide first floor exterior door-to-door service.
2. Drivers may not enter a residence or business.
3. Drivers are not required to bring a client down steps in a wheelchair.
4. The drivers shall assist the client to and from the bottom of a staircase.
5. Drivers are not required to act as personal care attendants or to provide any medical services.
6. Drivers will not go beyond the doorway into a building.
7. Drivers will not leave vehicle unattended for lengthy periods or lose the ability to keep the vehicle under visual observation.
8. Drivers will not carry packages or equipment.
9. Drivers will only go into private driveways on a case by case basis and only when safe.

Origin to destination service must be requested when making the trip reservation. Please let the Front Office Staff know if you will need door to door service so that they can mark your record appropriately.