

### **Equal Access for Person with Disabilities**

The Maryland Transit Administration, MTA, is committed to full accessibility in all of our programs, services and activities so that no person is excluded from participation based on their disability, as provided by the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973.

### **What is the ADA?**

- A Federal Civil Rights law
- Gives protection to individuals with disabilities
- Guarantees equal opportunity for all individuals with disabilities in:
  - Public Services (State and local government services)
  - Public Accommodations
  - Telecommunications
  - Miscellaneous Provisions

### **Effective Communication and Reasonable Accommodations**

MTA will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to participate in all of its programs, services, and activities. To promote effective communication with everyone, MTA will provide reasonable accommodations to people with disabilities. Requests must be received one week in advance to arrange for special assistance or additional accommodations; for low vision or blind persons requesting printed material in alternate formats and Braille translations (Braille requires three weeks notice); and for hearing impaired persons requesting a Sign language interpreter. Taking actions that would result in changing the nature of MTA's programs or services, or that would impose an undue hardship is not required by the ADA.

### **Requests for Auxiliary Aids and Services or Modifications to Policies and Procedures**

To request a auxiliary aids or services for effective communication, or a modification of policies or procedures as an accommodation to participate in an MTA program, service or activity , please call the MTA Transit Information Contact Center at 410-539-5000 • Toll Free 866-743-3682 • TTY 410-539-3479. You may also contact the MTA ADA Coordinator in the Office of Equal Opportunity and Compliance at 410-767-3944 or at [bplano@mta.maryland.gov](mailto:bplano@mta.maryland.gov). Requests must be received one week in advance. Three weeks notice is required for Braille translations.

## How to file a complaint

If you believe you have been subjected to discrimination by MTA employees or policies based on your disability, you may file a complaint.

Complaints must be submitted in writing and should include the following information:

- Your name, address, (telephone number(s), and email address.
- A description of how you believe you were discriminated against. Include the date, time, and location the incident occurred (be specific), and the names and contact information of any witnesses.
- Complaints may be submitted in any of the following methods:
  1. Mail to  
Office of Equal Opportunity and Compliance  
Maryland Transit Administration  
6 Saint Paul Street  
Baltimore, Maryland 21202
  2. Email to [bplano@mta.maryland.gov](mailto:bplano@mta.maryland.gov)
  3. Online at <http://mta.maryland.gov/complaints>
- For additional information please call the MTA Transit Information Contact Center at 410-539-5000 • Toll Free 866-743-3682 • TTY 410-539-3479
- Questions may also be directed to Bart Plano, MTA ADA Coordinator at 410-767-3779 or at [bplano@mta.maryland.gov](mailto:bplano@mta.maryland.gov).

## MTA Office of Equal Opportunity and Compliance

The ADA department, in the Office of Equal Opportunity and Compliance, provides support to MTA departments in all matters relating to compliance with federal, state, and local equal access regulations. It is MTA's resource for current and consistent advice and assistance to customers, employees, and the general public on ADA matters.

All MTA transit services are accessible to individuals with disabilities.