



**For Comments, Suggestions and Complaints including Title VI Complaints, please contact:**

Jeffrey A. Marsh, Transit Administrator  
jmarsh.mat@frontier.com

Deb Price, Operations Manager

dprice@marionohio.org

**(740) 387-7153**

TDD/Ohio Relay Call 1-800-750-0750

**MAT POLICIES/PROCEDURES**

- No smoking/tobacco/vapor on buses or City property
- No drugs or paraphernalia
- No eating on bus
- No liquids of any kind, except water, on bus
- No open containers on bus
- No hazardous, explosive or toxic materials
- No chemical or vaporous materials
- No handguns, firearms, or weapons
- Limit of 4 small bags or 1 small box per person
- No merchandise too bulky for seat
- No swearing, obscenities or yelling/fighting
- Shirts and shoes are required
- No animals except service animals, unless in kennel-approved cage
- Cellphone usage within reasonable levels
- No physical or sexual contact with anyone
- No solicitations of any kind
- Oxygen tanks are permitted, if secured
- Drivers cannot drive down dead-end streets, due to safety issues

**ALL TRANSPORTATION IS PROVIDED TO THE GENERAL PUBLIC ON A FIRST COME, FIRST SERVED BASIS.**

**VEHICLES ARE LIFT-EQUIPPED AND REASONABLE ACCOMMODATIONS TO OUR ADVERTISED SERVICES WILL BE MADE UPON REQUEST. TO REQUEST AN ACCOMMODATION, PLEASE CALL :**

**(740) 387-7153**

Marion Area Transit is public transportation operated by The City of Marion and funded in part by The Ohio Department of Transportation and the Federal Transit Administration

Marion Area Transit complies with Federal Title VI Civil Rights Laws and Regulations and ADA Regulations.



**MISSION STATEMENT**

*Without satisfied passengers, we cannot provide safe, reliable, efficient public transportation, which is what we seek to offer to our community.*

**Marion Area Transit  
MAT**

**(740) 382-9850**

Fax (740) 382-1623

137 South State Street  
Marion, Ohio 43302

[www.marionohio.us](http://www.marionohio.us)

*This brochure is available in alternative formats upon request*

### DEMAND SERVICE

Monday through Friday 8:00AM - 4:00PM

#### Possible Transfer required

This origin to destination service operates within the City limits. Service is divided into 4 regions; vehicles travel in an established directional pattern within each region with designated check point times at the downtown transfer center. Buses run every half hour, and we wait up to one minute per stop. Trips can be pre-scheduled or walk-on service is permitted, and destinations within the pick-up region will be accommodated. Passengers traveling from one region to another must transfer at the downtown transfer center. See area limits on map, inner circle.

### ENHANCED SERVICE

(24 Hour Notice Needed)

Monday through Friday 6:00 AM-6:00 PM

#### No transfer required

This service operates from origin to destination and eliminates a transfer, but must be scheduled ahead of time. We will wait up to 3 minutes per stop. Drivers may assist passengers from the door, but will not enter a building. Drivers are limited to one-step for wheelchair assistance. All reasonable modifications will be considered. This service area covers the outer circle of the map. Same day service will be accommodated, if capacity allows. See area limits on map, outer circle.

### PERSONAL CARE ATTENDANT

Clients are permitted to have a Personal Care Attendant ride along with them free of charge. Attendants must be scheduled ahead of time.

### SERVICE ANIMALS

MAT permits service animals that have been properly trained to perform specific functions to assist persons with disabilities. (This does not include pets and comfort animals).

### INCLEMENT WEATHER

MAT is governed by local emergency levels set by the County Sheriff, however, MAT reserves the right to suspend operations or operate with limited service in some areas, if road conditions are deemed unsafe.

### FARES

#### Demand Service-Within City Limits

Adult Fare.....	\$1.25
Disabled, 65 and older, Students.....	\$0.60
Children 5 and Under.....	Free

#### Enhanced Service (Inside City Limits)

Adult Fare.....	\$2.50
Disabled, 65 and Older, Students.....	\$1.25
Children 5 and Under.....	Free

#### Enhanced (Outside City Limits up to 2 miles)

Adult Fare.....	\$3.75
Disabled, 65 and Older, Students.....	\$1.85
Children 5 and Under.....	Free

#### Enhanced (Outside City Limits 2 to 5 miles)

*See Outer Circle to right*

Adult Fare.....	\$6.25
Disabled, 65 and Older, Students.....	\$3.10
Children 5 and Under.....	Free

### REDUCED FARES

To obtain reduced fare status, please contact the dispatchers at the Transfer facility for an application. We will also need verification of age (65 or older), disability, SSI verification, or student status. Once approved, you will receive a card showing a reduced fare that is good for a 2 year period.

Revised March 9, 2016

### DEMAND SERVICE AREA

*See Inner Circle Below*

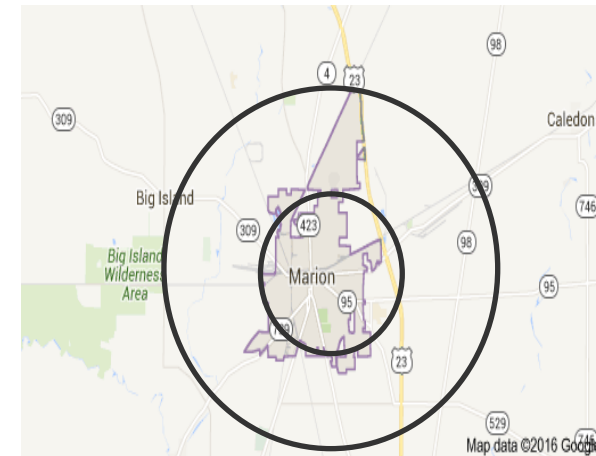
City Limits include the following:

North....Marion-Williamsport Rd

South.....Town Centre Mall area

East.....Meijer

West .....Campbell Road



### NO SHOW / CANCELLATION

**No-Show** occurs when a scheduled ride is not cancelled and the passenger does not ride, after the driver waits up to the 1 or 3 minute period. MAT reserves the right to suspend from services any person who establishes a pattern or practice of missing scheduled trips without calling to cancel their scheduled trip. No shows that exceed 20% of scheduled trips per month will result in a 1 day suspension. Further no-shows violations will resort to extended suspensions of one week, two week and a month. **Cancellation** occurs when a passenger calls dispatch at least one hour prior to the scheduled pick-up to cancel the trip.

The purpose of this policy is to alleviate unnecessary stops in an effort to help the effectiveness and timeliness of the whole system.