

SERVICE/SERVICE AREA

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 an hour, and we wait up to 1 minute per stop. Trips can be prescheduled 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.

MARION AREA TRANSIT operates as shared-ride service so it is common that passengers will be on board the vehicle with others who are traveling at the same time and in the same direction.

ENHANCED SERVICE

(24 Hour Notice Needed)

Monday through Friday 6:00am – 6:00 pm

NO TRANSFER REQUIRED

This service operates from origin to destination and eliminates a transfer, but must be scheduled 24 hours 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. Same day service will be accommodated if availability allows. We can go 5 miles from the Transfer building.

HOLIDAYS

MARION AREA TRANSIT is closed based on the holiday schedule set forth by the City of Marion.

Holidays are subject to change.

ACCESSIBILITY

Individuals with mobility disabilities are welcome to use wheelchairs and manually powered mobility aids, i.e., walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities. Vehicles with wheelchair lifts will accommodate standees upon request. MARION AREA TRANSIT also transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

REASONABLE MODIFICATIONS

Individuals needing a service accommodation or modification must notify MARION AREA TRANSIT of the

request when making a reservation. For more information regarding the reasonable modification policy or how to file a reasonable modification complaint, please contact MARION AREA TRANSIT at 740-382-9850. Attempts will be made to honor all reasonable modification requests.

TRANSPORTATION OF CHILDREN

Children 5 years and under ride free. You must have the exact fare as drivers do not make change. Car and booster seats are the responsibility of the parent or guardian and MARION AREA TRANSIT Operators are not responsible for securing. This responsibility is left to the parent/guardian of the child.

FARES

Fares are based on a one-way trip and are as follows:

Within the City of Marion:	\$1.25 Adults
E/D, Students and Children:	\$.60
Children under 5:	Free
Enhanced:	\$2.50 Adults
E/D, Students and Children	\$1.25
Children under 5:	Free

2 miles from Transit:

Enhanced:	\$3.75 Adults
ED/Students and Children	\$1.85
Children under 5:	Free

5 miles from Transit:

Enhanced:	\$6.25 Adults
ED/Students and Children	\$3.10
Children under 5:	Free

*Any request for an enhanced bus must be made within 24 hours of requested time.

TITLE VI

MARION AREA TRANSIT operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI or for more information on the civil rights program, or the procedures to file a complaint, contact the Director at 740-382-9850 or visit our administrative office at 137 South State St., Marion, Ohio. Complaints may be filed directly with the FTA with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.



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

Phone 740-382-9850

Fax (740) 382-1623

TTY 1-800-750-0750

(For the Hearing Impaired)

137 South State Street

Marion, OH 43302

www.marionohio.us

September 1, 2022

SERVICES FUNDED IN PART BY: The Federal Transit Administration 5311 Program, and the Ohio Department of Transportation

Serving Residents of: Marion

**THIS BROCHURE IS AVAILABLE IN ALTERNATIVE FORMAT UPON REQUEST
Interpreter Services Are Available**

SERVICE ANIMALS

MARION AREA TRANSIT welcomes service animals that have been properly trained to perform specific functions to assist passengers with a disability. Service animals must be under the constant control of its handler. Riders are permitted to bring Non-Service animals on board, however they must be in appropriate cage or pet carrier.

TRIP RESERVATIONS

All trips are scheduled in advance on a first come, first served basis and are scheduled on a time and space availability basis. Trip reservations should be requested 24 hours in advance of requested pick up time. To schedule trips passengers must call (740) 382-9850 during normal business hours. Trips cannot be scheduled by telling a driver.

Passengers may be asked for the following information when scheduling trips: Name, home, pick-up/drop-off addresses, desired arrival or drop-off time, and if any special accommodations are needed.

Next day and same day add-on trips will be accommodated if there are openings on that day's schedule.

Please let us know if you have special needs such as if you are traveling in a wheelchair, with an attendant, service-animal, portable oxygen tank or respirator, etc.

WILL CALLS

Sometimes it may not be possible to schedule a time for your return trip. If this is the case you can schedule a Will Call. With a Will Call you call when you are ready to go. Unfortunately, because Will Calls don't have a scheduled time there may be a long wait before you can be picked up. You may also have to wait for a vehicle that is heading to your part of the county. For best service you should only schedule a Will Call as a last resort.

PICK UP WINDOW

MARION AREA TRANSIT has a 30-minute pick-up window. This means that the bus has 30 minutes to pick you up. (if you are schedule on the 2:00pm run, they have between 2:00pm and 2:30pm to pick you up)

CANCELLATIONS AND NO SHOWS

It is important that if you don't need your trip, you cancel at least 30 minutes prior to your scheduled pickup time.

Cancellations can be left on our voice mail when the office is closed.

If you are recorded as a No Show for 25% or more of your scheduled rides within a 30-day period your service will be suspended for 7 days. You can appeal your suspension by calling Marion Area Transit at 740-382-9850 and ask for the Transit Administrator.

SAFETY

Seatbelts maybe recommended to be worn at all times while the vehicle is in motion but cannot be required. All wheelchairs must be secured with a 4-point securement system. Passengers must remain seated until the vehicle has come to a complete stop.

RIDER COURTESY

Our service is shared ride. We expect you to be respectful and courteous to others. Please do not eat, drink, smoke or chew tobacco, play loud music, engage in loud conversation, curse, or touch or disturb others on the bus.

PROHIBITED ACTIVITIES

Illegal acts, threats or acts of physical violence will not be tolerated. MARION AREA TRANSIT will contact law enforcement for assistance in threatening situations.

Any rider who poses a "direct threat" to the health or safety of others will be denied service.

OTHER RESTRICTIONS

- * Items large enough to block isle way; emergency exits
- * Garbage, recycled material, aluminum cans
- * Flammable materials such as Gasoline, oils, etc.
- * Shopping carts of any kind
- * Lawn mowers, weed eaters, bicycles
- * No profanity / intimidation / fighting
- * No opened food or drink on the buses
- * No illegal drugs on any vehicle

Any violation of these rules may result in removal from vehicle due to safety concerns.

ASSISTANCE

Our service is provided from the curb at your pick-up point to the curb at your destination.

The driver may assist you to and from the curb when boarding or leaving the bus, but is not permitted to enter a residence or building.

An escort or personal care attendant may accompany you at no charge.

The driver is trained in passenger assistance and will secure all wheelchairs and help secure packages and assist with seatbelts if needed. However, MARION AREA TRANSIT requests that passengers not take advantage of this courtesy or drivers. It is the primary responsibility of the passenger or his/her attendant to load and unload bags/packages. Drivers will assist as needed.

Riders are requested to limit carry-on bags. Carry-on bags cannot block isles or exits.

E & D DISCOUNTS

Seniors and Disabled Passengers may be eligible to receive reduced fares. Please contact our office at 740-382-9850 for additional information on how to qualify.

COMMENTS/COMPLAINTS

MARION AREA TRANSIT welcomes comments, please contact the Transit Administrator at 740-382-9850 to provide a comment or complaint.

WEATHER CLOSINGS AND CANCELLATIONS

Marion Area Transit is governed by local emergency levels set by the County Sheriff, however Marion Area Transit reserves the right to suspend operations or operate with limited service in some areas, if the roads are deemed unsafe. Closures will be listed on our website, www.marionohio.us and on our local radio stations.

ADA COMPLAINTS

MARION AREA TRANSIT operates in compliance with Title II of the ADA Act and does not discriminate on the basis of disability. If you feel you have been discriminated against on the basis of a disability you may file an ADA discrimination complaint. To file a complaint, contact the Administrator at 740-382-9850, (TTY 800-750-0750), or visit our administrative office at 137 South State St., Marion, Ohio.