

## How the Transportation Service Works:

- **Call (740) 387-5444 at least 24 hours in advance of your appointment time. All trips are scheduled in advance on a first-come, first-served basis and are scheduled on a time and space availability basis.**
- During your initial call, a short application will be taken over the phone. Your driver will have you sign the application on your first trip.
- Please let us know if you have special needs such as if you are traveling in a wheelchair, with a personal care assistant or aide, service animal, portable oxygen tank, walker, etc.
- Your appointment will be scheduled over the phone; you will be picked up approximately a half hour before your appointment (please note medical appointments take priority over non-essential rides).
- Your driver will provide a small donation envelope for your convenience, and it can be given back to them with your donation any time that day.
- You will be dropped off at your destination, and you must be ready to be picked up for your return trip home **no later than 3:30 pm.**
- When you are ready to go home, please call **(740) 387-5444**, and you will be picked up shortly thereafter.
- Every effort is made for your transportation service to be efficient; however, please be mindful there could be a slight wait when two or three other passengers are ready at the same time.

## Door-to-Door Service

If requested at the time of scheduling, drivers will assist the client from the door of their home to the interior of the appointment area. If a client requires more assistance than that, they should bring along a personal care assistant (PCA) or aide.

Walkways, pathways, driveways and ramps must be clear of ice and snow and in good condition for a driver to assist a client door-to-door. If conditions are deemed unsafe, the driver may cancel the pick-up or drop-off.

Drivers will assist passengers with boarding and unboarding vans, wheelchair securement, and other reasonable needs. The safety of our clients and drivers are always of paramount importance.

## Cancelling a Trip

Please notify us by calling **(740) 387-5444** at least **2 hours prior** to your scheduled pick-up time if you need to cancel.

## Pick-ups

**Please be prepared 15 minutes prior to your scheduled pick-up time** for the arrival of your van, as drivers are permitted to arrive early. Drivers are instructed to **wait 5 minutes** for a client to get into the vehicle. After this 5 minute wait time drivers are instructed to move on to their next pick-up. This is due to the fact that drivers are scheduled for other pick-ups, and cannot wait longer than 5 minutes without causing other riders to potentially be late for their appointments. Please watch for our blue Marion Senior Center (MSC) transportation vans and help us stay on time. If a driver is late for your pick-up, please call **(740) 387-5444** so the issue can be addressed by our transportation coordinator. Your feedback is valuable to us!

## Handicap-Accessible for Wheelchairs

We have handicap-accessible vans with lifts capable of transporting standard, motorized, or oversized wheelchairs. Drivers will secure all wheelchairs with a four-point tie-down and assist with seatbelts as requested.

If you require assistance MSC permits a PCA or aide to accompany you **if the transportation coordinator is made aware of that need when you schedule your appointment.**

## Donations Make this Service Possible

Client contributions for your trip help ensure this vital service will continue. Please consider donating what you feel the service is worth, based on your ability to pay. Any amount is appreciated. Donation envelopes are available from your driver. Funding is also provided in part by the **Marion County Council on Aging (Senior Services Levy)**, **Area Agency on Aging - Ohio District 5**, and the **City of Marion**.

## Title VI

Marion Senior Center operates 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 740-387-6100 or visit our administrative office at 2375 Harding Highway E., Marion, OH 43302. 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.



## We're Here For You

County-wide service is available on a donation basis every **Monday through Friday from 8 am to 3:30 pm**, with the exception of holidays.

Pick-up times for dialysis appointments can be scheduled earlier than 8 am, but must be arranged at least one week in advance of your appointment time.

All clients must be age 60+ and a Marion County resident.

**Please have the following trip information available when calling the Transportation Coordinator at (740) 387-5444:**

- Client name and pick-up address
- Date and time of appointment
- Destination address
- Approximate length of appointment or requested return Pick-up time
- Any special needs requests (wheelchair accessibility, walker transport, if you require a Personal Care Attendant to ride along to accompany you, etc.)

## Rider Policy

Smoking and use of tobacco products is prohibited inside Marion Senior Center (MSC) transportation vehicles. This includes e-cigarettes.

No eating or drinking is permitted inside MSC vans.

There shall be no alcohol, drugs or weapons brought onto any MSC vehicle.

Be courteous and respectful to other passengers and their personal property.

Disruptive behavior could result in loss of transportation privileges. This includes the use of profanity, or making inappropriate statements toward another rider, the driver or any MSC employee.

Seat belts must be worn.

Drivers are not permitted to enter a client's residence. Clients requiring assistance entering and exiting their home must have someone available to assist them upon their pick-up and/or return.

Drivers cannot make changes to your appointment. Please call MSC Transportation Desk at **740-387-5444** to request any changes that may be needed.

If a rider misses two rides in the same calendar month, without at least a 2-hour cancellation call prior to those scheduled rides, it will result in a 30-day suspension of our Transportation Services.

MSC may cancel or suspend service during times of severe weather conditions.

Service animals (ex., guide dog) trained to provide assistance are permitted to accompany individuals with a disability in the vehicles but must be discussed when scheduling a ride. Service animals must be certified. Pets will not be transported.

Marion Senior Center (MSC) strives to provide safe transportation. However, MSC assumes no liability for any injuries and/or damage that might occur as a result of a client's use of our senior transportation program, and costs or fees incurred as a result of failure in service provision.

MSC Transportation 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 Director at 740-387-6100, (TTY 800-750-0750), or visit our administrative office at 2375 Harding Highway E., Marion, OH 43302.

*Printed 2/2024*



# Marion County Senior Transportation



## (740) 387-5444

Marion Senior Center  
2375 Harding Highway E.  
Marion, OH 43302