

## TRIP CANCELLATIONS

Riders who cancel trips on the scheduled trip day prevent others from reserving a ride that day. Illness/Emergencies



may require same day cancellation, however, FTA has found it acceptable to consider a late cancellation as one made within an hour or two before pick up time. Please make all efforts to cancel a trip by noon on the day prior to your appointment to avoid this.

## NO - SHOWS

Riders who make reservations and are not available for transportation within five (5) minutes after a driver arrives to pick you up will be considered a "No - Show". After three (3) No - Shows, your transportation may be suspended for 30 days. Also taken into account will be any



pattern or practice of missing trips before being suspended as required by 49 CFR 37.125(h).

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## A small fare may be charged for each way of your trip

Cash or Pre-purchased tickets accepted as payment. Riders pay fare upon entering the vehicle and MUST have exact change. Drivers have the right to refuse transit to anyone who does not pay fare. Full fare must be paid for passengers & those riding with passengers. Waivers for payment may be obtained prior to the trip for qualified individuals.

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## NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI MARION SENIOR SERVICES, INC.

Marion Senior Services, Inc. operates its programs and services without regard to race, color, and 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 may file a complaint.

Appeals may be heard in person if requested.

For more information on Marion Senior Services, Inc. / Marion Transit civil rights program, and the procedures to file a complaint:  
Contact 352-620-3071

Email:

[twilder@marionseniorservices.org](mailto:twilder@marionseniorservices.org);  
or you may visit our administrative office at  
1101 SW 20<sup>th</sup> Court, Ocala, FL 34471.

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Visit [www.marionseniorservices.org](http://www.marionseniorservices.org)  
for any additional information.

If information is needed in another language,  
contact 352-620-3071.

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## MARION TRANSIT



*A division of:*



**1101 S.W. 20th Court  
Ocala, FL 34471**

## Reservations and Information

**Please call: (352) 620-3071**

**TTY: (352) 620-3540**

Marion Transit is funded through The Commission for the Transportation Disadvantaged, Florida Dept. of Transportation, Marion County Commission and Rider Fares

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**WE ARE**

**PUBLIC TRANSPORTATION**

## About our clients

Marion Transit Services provides public transportation, including transportation for the transportation-disadvantaged, as well as other sponsored and non-sponsored program recipients living in Marion County, Florida.

## Our Priorities...

Residents who do not own or drive a vehicle and do not have family or friends to assist them have priority for transit services.

Service is provided according to the following needs as space is available:

- Medical**
- Life sustaining Activities**
- Education**
- Work**
- Business**
- Recreational**

Transportation to and from hospitals will be made for admission/discharges by appointment only.

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## SHOPPING SCHEDULE

The shopping schedule and other information may be obtained by calling Marion Transit at (352) 620-3071, TTY: (352) 620-3540



## SCHEDULING YOUR TRIP

You can reserve your ride with **Marion Transit** as early as two (2) weeks in advance and no less than 72 hours from your appointment by calling

**(352) 620-3071,**

Monday - Friday

Between 8:00am - 5:00pm.



## HOURS OF SERVICE

Transportation is available Monday - Friday.

Clients are encouraged to schedule appointments between 9:00am & 2:00pm.

However...

Individuals who live in the outlying areas of the county should schedule their respective appointments to be between 10:00am—1:00pm.

**NOTE:** Residents in outlying areas may need to be ready up to three (3) hours prior to appointment.

**Dialysis patients can make special arrangements with our reservationist.**

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## LIMITED HOLIDAY SERVICE AVAILABLE:

New Year's Day, Martin Luther King Jr. Day, Memorial Day, 4th of July, Labor Day, Veteran's Day, Day after Thanksgiving, Christmas Eve.

No service available on Thanksgiving or Christmas Day.

## SERVICE PROVIDED BY DRIVERS

Consistent with ADA provisions, 49 CFR 37.3 Marion Transit provides Origin to Destination transportation. Drivers will assist you from your doorway into the vehicle. You will be assisted from the vehicle to the main entrance of your destination. All our buses are ADA accessible. Drivers cannot assist wheelchairs over more than one step or curb. Wheelchairs must be no wider than 31 inches and overall weight is subject to manufacture limitations noted on the bus lift. Oxygen bottles may be transported if securely attached to the wheelchair or in a small bottle that can be safely secured.

## SERVICE ANIMALS

Service animals may accompany riders but must be scheduled when reserving a trip.



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## ESCORTS

Riders needing assistance may have one escort if medically necessary, but must schedule when reserving a trip to ensure space is available.

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