

MARIONTRANSIT Rules

For the safety of all our passengers, please observe the following rules. Any violations may result in a warning and more serious violations may require that you get off the bus or not be allowed on.

- No littering
- No weapons
- No bare feet
- No distracting the driver
- No consuming alcoholic beverages
- No flammable or explosive materials
- No lying down or putting feet on seats
- Children must be supervised at all times
- Shirts, bottom attire & shoes are required
- No emitting offensive body or clothing odors
- No eating or open containers of food or drink
- No distributing leaflets or posting of unauthorized notices
- No displays of lewd or indecent behavior and/or attire
- No loud talking, abusive, profane or obscene language
- You may not physically or verbally harass other passengers or Marion Transit employees
- No use of radios, media players, computers, etc. without headphones and/or on silent setting
- No smoking or vaping
- No soliciting, promoting or attempting to buy or sell anything while on a Marion Transit bus or at a facility
- Pets (non-service animals) must be kept in small carriers.
- Service animals may accompany disabled passengers. USDOT defines a service animal as “any guide dog, signal dog, or other animal trained to work or perform tasks for an individual with a disability; including, but not limited to: guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

NO – SHOWS & LATE CANCELATIONS

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”. Last minute cancellations are defined as a cancellation after five o’clock *the day before* the appointment time. A pattern or practice of these cancellations/no-shows will trigger the possibility of sanctions against future trips. The bottom line is these late cancellations or no-shows prevent others from riding and decreases the efficiency of the system.



DO YOUR PART AND CANCEL AS SOON AS YOU KNOW YOU NO LONGER NEED THE TRIP!

Law enforcement will be called if you:

- Engage in illegal activities
- Engage in fighting or threaten violence
- Fail to leave the bus after being directed by Marion Transit personnel
- Willfully destroying or damaging bus or other property
- Anytime a Driver feels the situation warrants doing so.

SHOPPERS

Limited to 3 grocery bags! You must be able to carry your own bag(s) if necessary. Bags that exceed a reasonable weight **may not be allowed** and it is not the drivers responsibility to carry your bags, but they will assist you. Bag limits are due to space on the bus.

Please call **MARIONTRANSIT** if you have any questions, compliments OR complaints: **352-620-3071**.

www.mariontransit.org

**Office Hours: 8:00 am to 5:00 pm – Monday – Friday
Closed on Major Holidays**



MARIONTRANSIT

www.mariontransit.org



RIDING RULES

Reservations and Information

352-620-3071

1101 S.W. 20th Court

Ocala, FL 34471

PUBLIC TRANSPORTATION

**SEAT BELT USE IS MANDATORY WHILE
RIDING MARION TRANSIT**

Our Mission –

“Is to provide Public Transportation that offers riders a high-quality safe, reliable, and efficient paratransit experience”

BUS FARES & INFORMATION

FARES

One Way Trip \$2.00

Rider Types:

Transportation Disadvantaged:

- Age – 60+ or -16 years old.
- Physical or Mental Disability
- Income level – 150% Federal Poverty = Less than \$18,084 annually.

Section 5311 Rural Public Transportation:

- Must be pre-registered with *MarionTransit* open to the public during service hours.

ADA – Complementary Paratransit Service

- Persons with disabilities who reside within ¼ mile of either side of the SunTran fixed route system. Eligibility is determined by SunTran.

FARE INFORMATION

1. All riders are expected to pay the established fare.
2. You must have exact change.
3. You must pay the full fare each time you board the bus.
4. You may pay the fare in cash OR ticket.
5. Fare waivers may be applied for by calling Marion Transit who will collect the necessary information to see if you meet the guidelines for a fare waiver.

Rev. 6/2020

MARIONTRANSIT

CUSTOMER RIGHTS & REMEDIES

CTC = Community Transportation Coordinator

SAFETY - Customers have the right to:

1. Trips in air-conditioned and heated vehicles;
2. Safe, clean, properly equipped, and smoke-free vehicles;
3. Properly fastened seatbelts and/or mobility device tie downs;
4. Vehicle transfer points that are sheltered, secure and safe;
5. A properly identified driver;
6. Adequate seating, to include ample space for service animals;
7. Assistance in maneuvering mobility devices up and down at a minimum one step; and
8. Medical emergencies that occur on board Marion Transit will be handled by 911 personnel.

Customers are responsible for:

1. Being ready and waiting for Marion Transit vehicle in a safe location;
2. Keeping seat belts and mobility device tie downs secure until vehicle stops (**Seatbelt use is Mandatory while riding Marion Transit**);
3. Remaining seated until vehicle comes to a complete stop;
4. Reporting any safety hazards;
5. Keeping wheelchairs or other mobility aids in good condition;
6. Not tampering with or operating vehicle equipment;
7. Addressing car-seat provision with the CTC;
8. Making CTC aware of customer's special needs prior to transport; and
9. Refraining from any violent and/or disruptive behavior

COMPLAINTS - Customers have the right to:

1. File complaints without fear of retaliation;
Telephone Number: 352.620.3071 or TD Ombudsman(800) 983-2435 **Hearing & Speech Impaired:** Call 711 (Florida Only) Florida Relay System
Email: CTDOmbudsman@dot.state.fl.us
2. Prompt investigations and effective resolutions; and
3. Current and complete program information.

Customers are responsible for:

1. Filing complaints in a timely manner; and
2. Providing CTC with pertinent information.

MARIONTRANSIT

CUSTOMER RIGHTS & REMEDIES

SERVICE - Customers have the right to:

1. ADA - Pick-ups between **1 Hour** before and **1 Hour** after;
2. Non-ADA Pick-ups between **2 Hours** before and **2 Hours** after;
3. Expect driver to wait **5** minutes, but no longer than **7** minutes;
4. Toll-free accessibility to the CTC;
5. Be delivered to an appointment *on-time;
6. The CTC's policy on standing orders; (ask Reservations) and
7. The CTC's policy on no-shows. (see Marion Transit brochure)

Customers are responsible for:

1. Advising the reservationist of appointment times;
2. Accepting a shared-ride service;
3. Reserving your ride up to two weeks in advance; but no less than 3 days from your appointment; and
4. Providing own wheelchair and/or escort.
5. Calling Dispatch to let them know you are ready for pick-up from your appointment.

COURTESY - Customers have the right to:

1. Professional, courteous, and properly trained drivers, receptionists & dispatchers;
2. Assistance while getting in and out of vehicle and to the seat; and
3. Assistance with up to **3** packages/bags; no alcohol permitted on bus.

Customers are responsible for:

1. Calling in trip cancellations AS SOON AS POSSIBLE (**ASAP**); (So others may ride).
2. Informing CTC (reservationist) of all pertinent information regarding trip;
3. Presenting the correct fare (exact change) to driver;
4. Being ready at time of pick-up;
5. Being courteous towards drivers, reservationist & dispatchers and;
6. Ensuring personal hygiene.
7. Understanding that inappropriate behavior or client violations during service delivery or service request may result in disciplinary action being taken.

***NOTE: While "on-time" performance is a Marion Transit goal, Drivers will make every effort to ensure the safety of riders is not compromised in order to meet it.**

MARIONTRANSIT

