

# MTS GENERAL MOTORS/ NORTHEAST

## SCHEDULE REV. 2017

### GENERAL INFORMATION AND PASSENGER REGULATIONS/CONDUCT

MTS drivers are specially trained, friendly, safe and courteous.  
 Each bus is equipped with a wheelchair lift for passengers who are unable to use the steps.  
 Car seats that are required by law must be used and provided by the passenger.  
 MTS buses are clean and smoke-free; eating and smoking on MTS buses is prohibited.  
 Only securely-covered non-alcoholic beverages are permitted on buses.  
 Portable oxygen tanks are permitted.  
 No pets allowed; service animals are welcome.  
 MTS is not responsible for lost, stolen or damaged items.  
 Please be at your pickup point at least five (5) minutes before the bus is scheduled to arrive.  
 To maintain fixed route service schedules, MTS drivers cannot wait longer than five (5) minutes before departing the MTS downtown transit terminal.  
 Remember to check bus destination signs as some routes may overlap.  
 Please remain seated while on the bus; if you must stand, please use holding devices provided.  
 Physical assault on MTS staff or passengers will result in immediate forfeiture of all riding privileges; in addition, authorities will be notified and MTS will file applicable criminal and civil charges against assailants.  
 Verbal assault of MTS staff or passengers: 1st offense will result in immediate one-week suspension of riding privileges; 2nd offense will result in immediate three-week suspension of riding privileges; 3rd offense will result in immediate suspension of all riding privileges. Reinstatement will be at the discretion of the Transit Manager.  
 Discrimination of any kind is not permitted on MTS buses or property (see Title VI Non-Discrimination).  
 Riders may call 765-668-4405 if customer service expectations are not being met and ask to speak with the Transit Manager if available, or the Office Manager if the Transit Manager is not in the office or otherwise unavailable. All customer service complaints will be referred to the MTS Transit Manager who will then make every effort to contact the complainant regarding the complaint.

BUS TERMINAL	MARSH	PROVIDENCE PLACE	5 POINTS MALL	SPENCER & WESTERN	BUS TERMINAL	EAGLE CREEK APT.	BUS TERMINAL
7:00 AM	7:15 AM	7:20 AM	7:27 AM	7:33 AM	7:40 AM	7:50 AM	8:00 AM
8:00 AM	8:15 AM	8:20 AM	8:27 AM	8:33 AM	8:40 AM	8:50 AM	9:00 AM
9:00 AM	9:15 AM	9:20 AM	9:27 AM	9:33 AM	9:40 AM	9:50 AM	10:00 AM
10:00 AM	10:15 AM	10:20 AM	10:27 AM	10:33 AM	10:40 AM	10:50 AM	11:00 AM
11:00 AM	11:15 AM	11:20 AM	11:27 AM	11:33 AM	11:40 AM	11:50 AM	12:00 NOON
12:00 NOON	12:15 PM	12:20 PM	12:27 PM	12:33 PM	12:40 PM	12:50 PM	1:00 PM
1:00 PM	1:15 PM	1:20 PM	1:27 PM	1:33 PM	1:40 PM	1:50 PM	2:00 PM
2:00 PM	2:15 PM	2:20 PM	2:27 PM	2:33 PM	2:40 PM	2:50 PM	3:00 PM
3:00 PM	3:15 PM	3:20 PM	3:27 PM	3:33 PM	3:40 PM	3:50 PM	4:00 PM
4:00 PM	4:15 PM	4:20 PM	4:27 PM	4:33 PM	4:40 PM	4:50 PM	5:00 PM

## MARION AREA PUBLIC TRANSPORTATION SYSTEM REGULATIONS

### GENERAL INFORMATION TYPES OF PUBLIC TRANSIT SERVICES AND SOURCES OF FUNDING

MTS offers complementary paratransit public transportation service for individuals whose disability prevents them from using the fixed route system. Paratransit services operate the same days and hours as the MTS fixed routes. All five(5) fixed route schedules begin and end at the MTS'S terminal (West 2nd & North Adams Streets). MTS offers Paratransit door to door service along the fixed route and up to the ¼ mile from the route. Paratransit services are provided to individuals submitting a completed paratransit application and meeting paratransit eligibility requirements. Paratransit applications are available on the MTS website at : [www.marionindiana.us](http://www.marionindiana.us) transportation department, or by calling 765-668-4405.

MTS has an ADA paratransit eligibility appeals process for individuals who have been denied eligibility or who otherwise have had their paratransit temporarily suspended. Individuals wishing to file an appeal should contact the office at 765-668-4405 to request an appeal form.

MTS allows a companion to ride with the paratransit rider as long as they board at the same stop as the rider.

Paratransit ride reservations may be made by calling 765-668-4446. Please be prepared to provide your name, ID number, requested pick up location, requested pick up time, requested destination, and trip return information if a return trip is desired. All trips are scheduled first come, first served therefore it is recommended trip reservations be requested at least 24 hours in advance. Certified ADA passengers will receive an ID card from MTS for use in scheduling trips.

MTS is a publicly-funded provider of transit service to all citizens and visitors to Marion, IN. MTS operations are totally financed by the Federal Transit Administration (FTA), Indiana Department of Transportation (INDOT) and City of Marion.

### MTS INCLEMENT WEATHER POLICY

MTS reserves the right to suspend operation on all or certain routes if weather conditions are deemed unsafe for passengers or drivers.

### TITLE VI NON-DISCRIMINATION

MTS does not discriminate on the basis of race, creed, religion, sex, origin, age or disability. Public Notice of Rights Under Title VI of the Civil Rights Act of 1964 – The Marion Transit System (MTS) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with MTS. For information on Marion Transit's civil rights plan and the procedures to file a complaint contact Jeff Edwards at 765-668-4405; for those with hearing impairments call Indiana Dispatch, TTY contact 800-743-3333; for Española (800) 435-8900; or visit our office at 520 East 6th Street, Marion, IN 46953. MTS will provide the complainant with the necessary written complaint form for filing the complaint. The complaint form is available in English or Española.

### For more INFORMATION:

Call (765) 668-4445  
 For Deaf and Hearing Impaired call:  
 (Indiana Dispatch) 1 (800) 743-3333  
 (Español) 1 (800) 435-8590

Marion Transit System Terminal  
 202 South Adams Street, Marion, IN 46952

## GENERAL MOTORS/ NORTHEAST

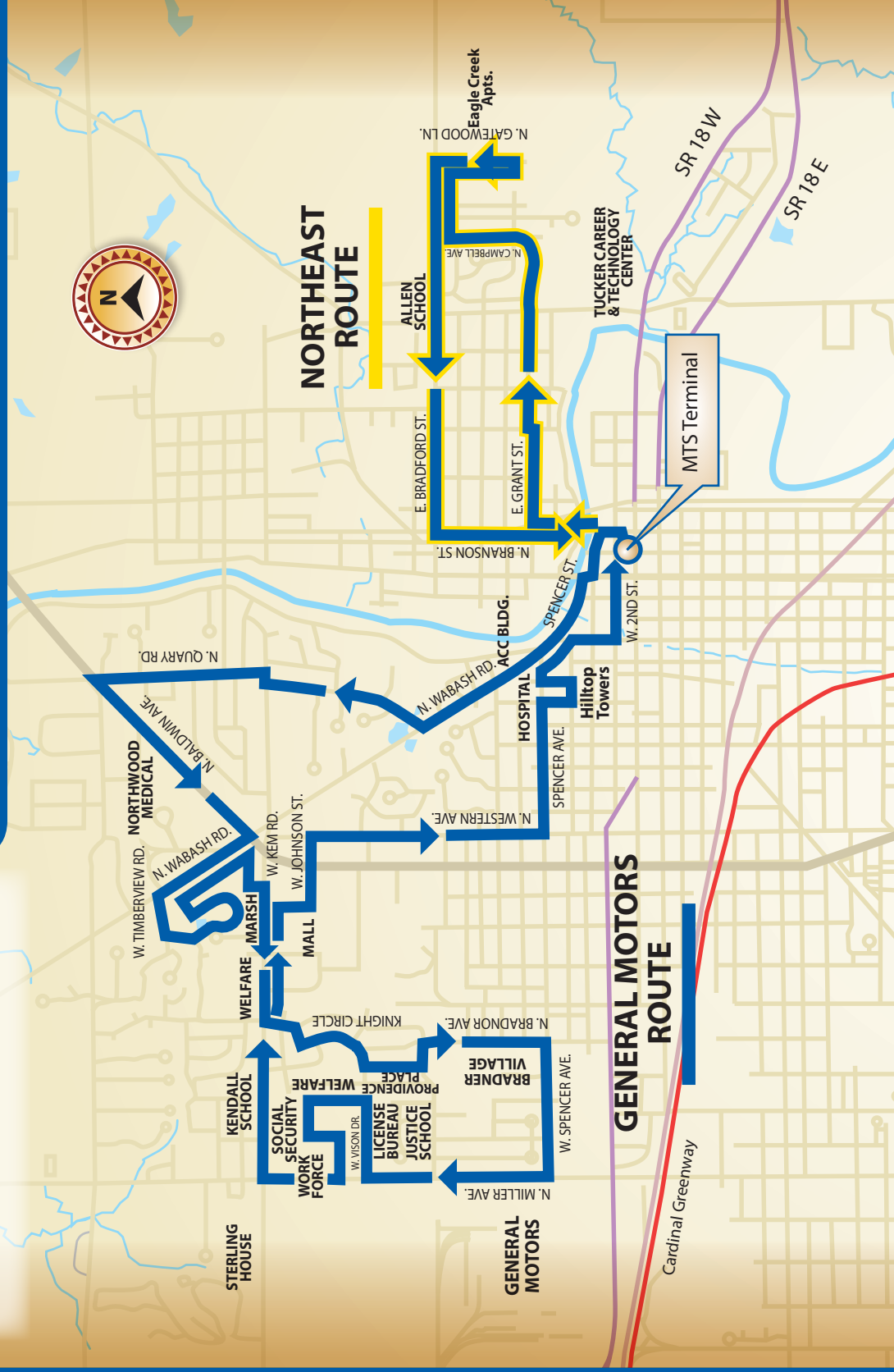


# CITY of MARION TRANSIT SYSTEM (MTS)

## Route Map & Schedule

This route will include Marsh, Providence Place, 5 Points Mall, Work Force, Welfare, License Bureau and Eagle Creek Apartments.

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## DAYS/HOURS OF SERVICE

Service hours of the Marion Transit System (MTS) are Monday – Friday, 7:00 a.m. – 5:00 p.m., EST. ADA complimentary demand-response trips are scheduled on first call-in availability. It is best to schedule ADA trips at least 24 hours in advance – preferably by Noon (12 p.m.) the day before your requested trip.

MTS does not operate on the following holidays: New Year’s Day, Martin Luther King Day, Presidents Day, Good Friday, Memorial Day, 4th of July, Labor Day, Veterans Day, Thanksgiving Day and Friday after Thanksgiving, Christmas Eve (service until 12:00 p.m. Noon), and Christmas Day.

## FARES AND TRANSFERS

The Marion Transit System (MTS) currently provides all public transportation services/rides FREE-no fares are charged and transfers between buses is free.

## A.D.A.’s: (Americans with Disabilities Act) ADA Paratransit Service – Trip Procedures:

Call our Dispatch office at 765-668-4445 and be prepared to provide the information listed below. MTS ADA buses are available on first-come, first-serve basis. It is best to call at least 24 hours or more in advance to schedule a ride – preferably by Noon the day before.

When requesting a ride, please be ready to provide:

Your name, address and phone number.

ADA identification card number (issued by MTS or other public transit provider).

Date, time and street address (Marion, IN ADA service area) of your requested pickup.

Destination, street address and return pickup time.

Will you be using a wheelchair or mobility device?

If you will be traveling with a personal care attendant.



## ADA Paratransit Service Rules

### Cancellations and “No Shows”

Cancellations should be made as soon as possible. A “no show” occurs if a driver shows up for a scheduled pickup, and the passenger does not.

Remember that this time slot has been scheduled for you. A no-show or short cancellation has prevented someone else from riding.

MTS reserves the right to suspend from ADA demand-response services any ADA qualified person who establishes a pattern or practice of missing scheduled trips without calling to cancel their scheduled trip at least 2 hours ahead of the time of the scheduled pickup.

No-shows more than 20% per month may result in service suspension. The first occurrence of 20% or more per month may result in a 1 week service suspension. The second occurrence within a 3-month time frame may result in a 2-week suspension of service. The third occurrence within a 6-month time frame may result in a 3-week suspension. The fourth occurrence in a 6-month time frame may result in a 4-week suspension. All suspension decisions will be the responsibility of the Transit Manager and subject to appeal.

## More Information on ADA Paratransit Service Trips

Passengers should be aware that the driver may be picking up and dropping off other passengers before reaching their destinations.

Passengers should expect that delays can occur due to traffic, bad weather or any other problem beyond the drivers control.

The driver is only allowed to wait on passengers 5 minutes after scheduled pick-up time. If driver has not arrived 15 minutes after scheduled pick-up time, please call dispatch.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the:

Office of Civil Rights

Attention: Title VI Program Coordinator

East Building, 5th Floor –TCR

1200 New Jersey Avenue, SE

Washington, DC 20590

If information is needed in another language or alternate format, contact Jeff Edwards at 765-668-

4405 and TTY contact 800-743-3333.

### TITLE VI COMPLAINT PROCEDURE (GENERAL REQUIREMENT)

Any person who believes she or he has been discriminated against based on race, color, or national origin by the Marion Transit System (MTS) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. MTS’s Manager will investigate the complaint received no more than 180 days after the alleged incident. MTS will process complaints that are complete. Once the complaint is received, MTS will review it to determine if MTS has jurisdiction regarding the nature of the complaint. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated by MTS management or needs to be referred to another agency or authority.

MTS has 60 days to investigate the complaint. If more information is needed to resolve the case, MTS may contact the complainant. The complainant has 10 business days from the date of the acknowledgment letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, MTS can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue his or her case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF).

A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 15 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration (FTA), at FTA

Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.