GETTING AROUND

MARION COUNTY
2025 TRANSIT GUIDE

Information on transportation providers and assistance, travel training and more

MOBILITY MANAGEMENT
GREAT LAKES COMMUNITY ACTION PARTNERSHIP

Great Lakes
COMMUNITY ACTION
PARTNERSHIP

ABOUT THIS GUIDE

The **Getting Around Marion County Guide** is your reference source for transportation options and resources in Marion County. Everyone has different transportation needs and abilities, so it is important to assess all transportation options to find the best fit for each individual's needs. The guide is organized into the following sections:

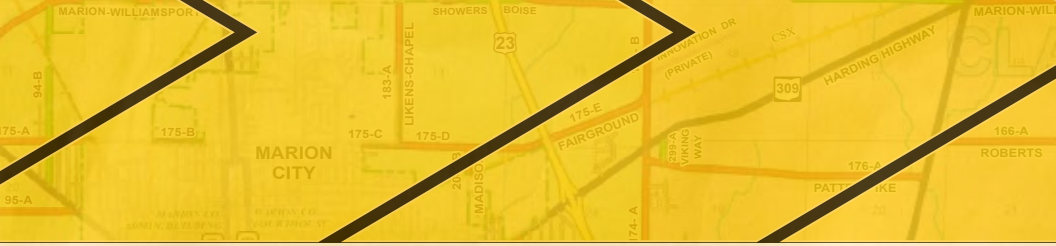
- Basics of Public Transportation
- Travel Training
- Transportation Providers in Marion County
- Transportation Assistance in Marion County
- Bicycling and Walking

Understanding transportation options will increase independence as well as support an active lifestyle. This guide will help you make informed decisions regarding the transportation you choose to use in Marion County.

Definitions

This guide uses various transportation and mobility terms throughout. Knowing the meaning of these terms will assist you in understanding which transportation options will best fit your needs to get you where you need to go.

Mobility needs: The specific requirements or assistance someone might need to move around effectively and independently. This can include physical aids like wheelchairs or walkers, transportation services to get from place to place, or accommodations in buildings and public spaces to make them accessible for people with different mobility levels.



Mobility device: Something that helps a person move if it's hard for them to walk or get around on their own. For example, this could be a cane, walker, wheelchair, or scooter.

Ambulatory: The ability for a person to walk around or move on their own. The person can move from place to place without needing assistance like a wheelchair or walker, or if the person uses a wheelchair or walker, he or she can do so without the assistance of another person.

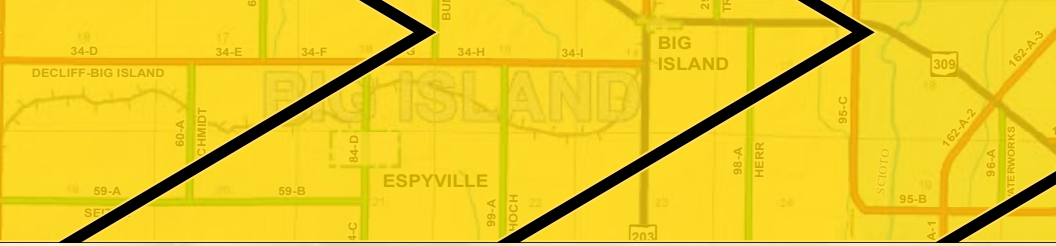
Non-ambulatory: A person who is unable to walk around or move on their own. The person may need assistance from a wheelchair, walker, or other devices to move from one place to another and need assistance from another person to use their mobility device.

Transportation providers either provide services that are curb-to-curb, door-to-door, or door-through-door. These services provide varying levels of assistance from the beginning to the end of your journey. Your mobility needs will determine which level of assistance is needed.

Curb-to-curb: Transportation service that will pick you up from the curb in front of your home and drop you off at the curb of your destination. You will need to walk or ambulate from your home to the curb to be picked up, and from the curb at your destination to your final destination.

Door-to-door: A transportation service that will come to the door of your home to pick you up and will drop you off at the door of your destination. You can still walk/ambulate to the curb, but if needed the driver can come directly to your doorstep to assist with boarding and exiting the vehicle.

Door-through-door: Transportation service that offers the most assistance by assisting you through the door of your home and through the door of your destination, ensuring you're safely inside before leaving.



Definitions (cont.)

This guide has information on different types, or forms of transportation. When and where you need to go, in addition to your mobility needs, will determine which type of transportation to use.

On-Demand Transportation: Services that can be requested without scheduling in advance, such as taxi cabs or ride-hailing services like Uber or Lyft.

Demand-Response Transit: A transportation service that allows passengers to request or schedule rides in advance. It is similar to on-demand transportation and can sometimes accommodate trips on short notice, but usually requires notice anywhere from 24 hours to 2 weeks in advance.

Fixed-Route Transportation/Shuttle Service: A transportation service that operates on predetermined routes and schedules. Passengers typically board and exit at designated stops along the route.

Specialized Transportation: Services tailored to specific needs, such as volunteer transportation programs for elderly individuals or transportation services for people with disabilities.

Non-emergency medical transportation (NEMT or NET): Transportation for people who need medical care but don't have a medical emergency. NEMT typically includes rides to doctor appointments, physical therapy, or other healthcare services.

Emergency Transportation: Specially equipped transportation staffed with trained medical personnel and designed to transport patients to medical facilities quickly and safely. Delivers timely and lifesaving medical care to individuals in critical situations. If experiencing a medical emergency, call 911.

BASICS OF PUBLIC TRANSPORTATION

Planning & Scheduling

To be successful when riding on public transportation, it is important to understand how transportation providers operate and take the following into consideration:

- Make sure your address and destination address are within the transportation service area.
- Select a transportation provider that provides the best accommodations based on your needs.
- Most transit services allow passenger care attendants and service animals to ride for free. Notify dispatch when scheduling transportation that you have either a passenger care attendant or service animal that will be accompanying you to your destination.
- Make sure the times you need to be transported are within their service hours.
- Gain an understanding of what the “pick-up” window is.
- Select a backup plan, document their information, and carry it with you on your trip.
- Pack identification, fare, and a cell phone for your trip.
- Keep valuables with you at all times. Do not wear expensive jewelry or flash money around as this may attract unwanted attention.
- Remember not to give personal information to anyone you do not trust (other than bus drivers and dispatch).
- Pack necessary medicines. Traveling with oxygen is allowed for most providers, but make sure to ask dispatch for the proper procedure before boarding the bus.

Planning & Scheduling (cont.)

- Also remember to carry emergency contact numbers (including emergency medical instructions) with you at all times.
- If you are changing buses, make sure you have connecting route numbers, and arrival and departure times documented and in your hand.

Before you call to schedule a trip, have the following items ready: pen and paper; your starting and ending address; phone number; address of the destination; and appointment time. If you need transportation for dialysis treatment, provide dispatch your arrival, chair, and departure time for treatment.

Pick-up Windows

If applicable, make sure you understand the transportation provider's "pick-up window" policy. A pick-up window means that since transit trips are typically scheduled with a 30 minute pick-up window, the vehicle is considered "on-time" when it arrives either 15 minutes before, or 15 minutes after the scheduled pick-up time. For example, if your pick-up time is 9 a.m., the bus could arrive between 8:45 and 9:15 a.m. and be considered on time. Along with your travel time, make sure to allow for this additional pick-up window time when scheduling appointments.

Need help?

Learn about transportation options in your area and more with the help of Mobility Management. Contact us at:

1-800-775-9767 • MOBILITYINFO@GLCAP.ORG

GLCAP.ORG/MOBILITYMANAGEMENT

Using a Scheduling Form

Transportation providers might use a form such as the example shown below for riders to schedule trips. Be sure to inform your transportation provider of any mobility needs you may have for your ride.

My Name is:				
I need picked up after/ dropped off by *(select one)*			(Time and Date)	
I need picked up at:	Full street address:			
I need dropped off at:	Full street address:			
I will (need / not need) a return trip *(select one)*				
I need (picked up after / dropped off by) *(select one)*			(Time and Date)	
I need picked up at:	Full street address:			
I need dropped off at:	Full street address:			
My confirmation information *(Enter times from dispatch below)*				
Trip 1 pickup	*Between*		and	
Trip 2 pickup	*Between*		and	

Talking to Dispatch

- Ask for the vehicle color and number if applicable.
- Repeat date and time back to dispatch.
- Ask how much fare you will need.
- Say if you are an older adult or individual with developmental disabilities as some providers offer a discounted fare.
- Make sure to ask other specific requests to accommodate all of your mobility needs.
- Indicate if you have a mobility device.
- Ask for a rider guide. A rider guide will include the specific routes of the transportation provider.

Types of Transit

Demand-response

Transportation service in which a rider calls and schedules an appointment for a ride. Riders may be given a pick-up window, meaning that transportation may arrive several minutes before or after the scheduled appointment.

IMPORTANT POINTS:

- Requires scheduling
- May have pick-up window

Boarding & Exiting

- For demand-response services (in which the passenger calls and schedules a ride), the rider needs to be at the nearest curb stop at the beginning time of the pick up window.
- For fixed-route services (in which a transit provider drives a regular route with regular stops), when the approaching bus shows the route number and destination you want, signal the driver by waving your hand to indicate you would like to board.
- Have fare or pass ready before you board.
- Upon boarding, pay your fare with exact change or swipe your pass.
- Only occupy one seat and rest your bag or briefcase on your lap or under your seat.

Fixed-route

Transportation service in which the transit provider travels a regular route with routine stops, such as a bus or shuttle route that runs in a loop with multiple stops every hour.

IMPORTANT POINTS:

- No scheduling required
- Rider should be at stop before transportation arrives

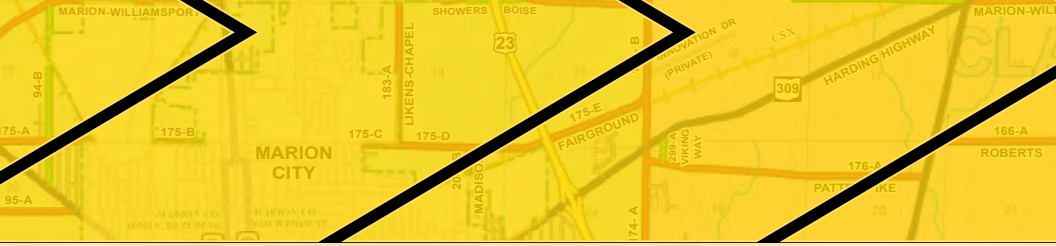
TRAVEL TRAINING

About Travel Training

Travel Training teaches independent travel with various approaches and on different modes of transportation. This service is provided by the Ohio Department of Transportation.

Travel Training provides essential travel skills such as:

- Understanding a bus schedule.
- Knowing where and how to pay your fare.
- Boarding and exiting a vehicle.
- Staying alert when taking the bus to your destination.
- Utilizing good safety tips and precautions when traveling.
- Keeping school, home, work, and travel destination emergency contact information.
- Making a transfer.
- Knowing how to signal the driver to stop or ask for assistance.
- Assisting with a screening assessment to gauge individuals' mobility needs.
- Assisting riders with discovering the best transportation option based upon the assessment, and mapping out the best route to and from the travel destinations, consulting with parents/guardians, and referring to the local transportation providers in their area.
- Creating an individualized travel plan that will provide riders with a step-by-step plan to assist them during their transportation experience.
- Boarding and riding on the transportation vehicle with the person to monitor their experience.
- Providing additional assistance if needed at rider's discretion.



Schedule a Training

GLCAP Mobility Management can offer Travel Training in a one-on-one or group setting. Visit glcap.org/mobilitymanagement or call 800-775-9767 for details.

LEARN MORE

TRANSPORTATION PROVIDERS

Blue Bell Taxi

740-396-5224

HOURS: M-SAT 5 a.m.-MIDNIGHT

About — Blue Bell Taxi is a curb-to-curb service provider and operates within and outside Marion County.

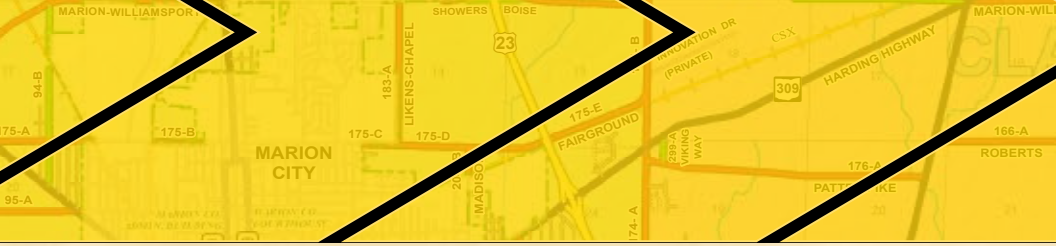
Fares — Cost is $10 each way up to 5 miles. Cost rises to $12 after 9 p.m. Call for rates on trips over 5 miles.

Reservations — May be made 30 minutes in advance and up to 3 days in advance.

Stay current!

For up-to-date information on Marion County transportation providers and assistance services, visit:

glcap.org/marioncountytransportation



Lynx EMS

877-574-6777 | DISPATCH@LYNX911.COM

HOURS: 24 HOURS/DAY, 7 DAYS/WEEK

About — Lynx EMS is a private ambulance service providing emergency and non-emergency services to and from private residences, emergency rooms, and long-term care, skilled nursing, or assisted living facilities, as well as behavioral health transports.

Fares — Call for price information. Can bill insurance or bill privately.

Reservations — No notice is required. Call as needed.

GoBus

888-954-6287

Scan to visit GoBus website for details on fares and reservations

HOURS: 24 HOURS/DAY, 7 DAYS/WEEK

About — GoBus is Ohio's only rural intercity bus service, connecting rural communities to urban centers across the state. Operated by Barons Bus Lines and administered by the Hocking Athens Perry Community Action Program (HAPCAP), GoBus offers affordable, daily routes between cities such as Athens, Columbus, Cleveland, Cincinnati, Marietta, Parkersburg, Van Wert, and Wooster. The service features deluxe 50-passenger motor coaches equipped with free Wi-Fi, power outlets, onboard restrooms, and ADA accessibility.

Marion Area Transit

740-382-9850

HOURS: M-F 6 a.m.-6 p.m.
Enhanced Service — M-F 6 a.m.-6 p.m.
Demand Service — M-F 8 a.m.-4 p.m.
Night Moves Service — TH-SAT 5 p.m.-11 p.m.

About — Marion Area Transit (MAT) is a public service within the City of Marion. We provide curb-to-curb, demand response transit bus service, along with an enhanced service bus, which is double the fare and a direct trip. Demand service transfers at the bus station. All of our services are open to the general public within 5 miles of the Transit Office.

Fares — Adults are $1.25; Students, disabled passengers, and seniors over 65 years are $0.60; Children 5 and under are free.

Reservations — The only required reservations are for enhanced services, which require 24 hours in advance.

Scan to visit Marion Area Transit website

Marion County Veterans Service

740-387-0100

HOURS: M-F 8:30 a.m.-4:30 p.m.

About — The Marion County Veterans Service provides transportation for veterans of Marion County who have medical appointments at any VA location. We have three pickup points for our veterans' convenience — Veteran's Memorial Coliseum, Marion Towers, and Southland Mall Sign.

Fares — There is no charge for this service.

Reservations — Marion County veterans can reserve seating by calling 740-387-0100, 8:30 a.m.-4:30 p.m. Monday through Friday. Please contact the office at least five days prior to your appointment.

Public Transport in Ohio

Ohio is centrally located within a day's drive of more than 60% of the US and Canadian populations.

Source: 2024 ODOT Facts Book

Marion Senior Center

740-387-5444

HOURS: 8 a.m.-3 p.m., EXCLUDING HOLIDAYS

About — Marion Senior Center provides curb-to-curb service to Marion County seniors. Door-to-door assistance can be requested upon scheduling. All vehicles are standard wheelchair accessible, and the center also has four vehicles with lifts capable of transporting motorized or oversized wheelchairs.

Fares — 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.

Reservations — Call 740-387-5444 at least 24 hours in advance of your appointment time. Out-of-county appointments require a week's notice. Can schedule up to 30 days prior to your appointment.

Ohio's Byways

Ohio has 27 scenic byways that connect cities through rural areas to highlight the state's scenic, natural, cultural, historical, recreational, and archaeological sites. More information is available at www.ohiobyways.com

Source: 2024 ODOT Facts Book

O.C.C.

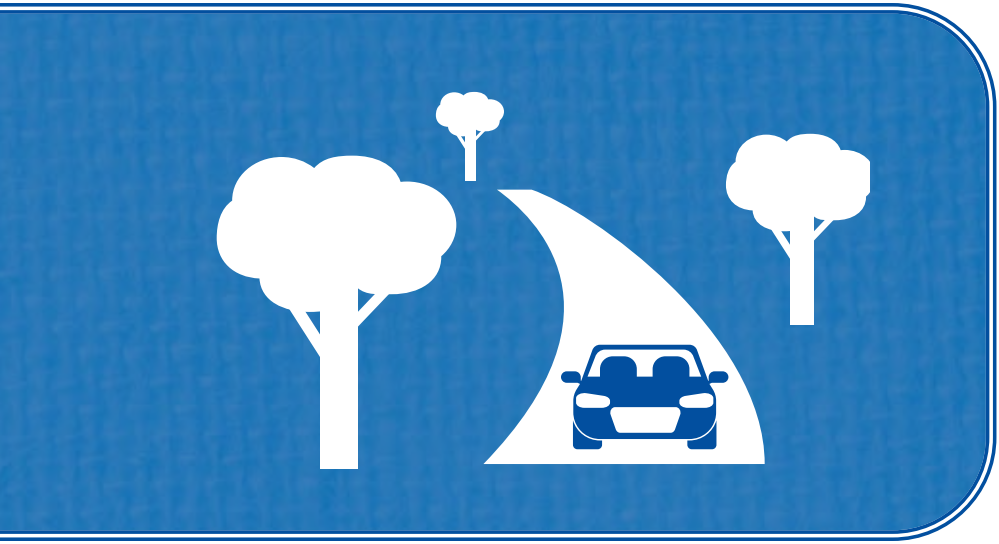
567-560-5228

HOURS: MON-SAT 8 a.m.-8 p.m. LOCAL TAXI SERVICE, 24/7 FOR AIRPORT/TRAIN STATION TRANSPORT

About — OCC is a taxi company based out of Richland County that provides taxi services throughout the state. They provide transportation to dialysis, medical, appointments, personal, and more.

Fares — Call for pricing information.

Reservations — A two-hour notice is preferred. For airport or train station transportation, call during regular business hours.



TRANSPORTATION ASSISTANCE

GLCAP Mobility Management

800-775-9767 | GLCAP.ORG/MOBILITYMANAGEMENT

About — Great Lakes Community Action Partnership (GLCAP)'s Mobility Management provides information on local transportation resources, offers travel training for those who are not familiar with using public transportation, and offers other services to help people access transportation.

Marion County Department of Job and Family Services

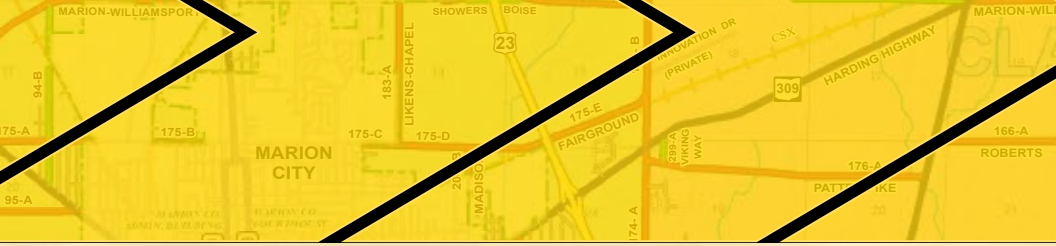
740-387-8560

About — Call Marion County Department of Job and Family Services for information on transportation assistance.

United Way of Marion County

740-383-3108

About — The United Way of Marion County is located at 125 Executive Drive, Suite 100, Marion, OH 43302



Schedule a Training

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LEARN MORE

BICYCLING & WALKING

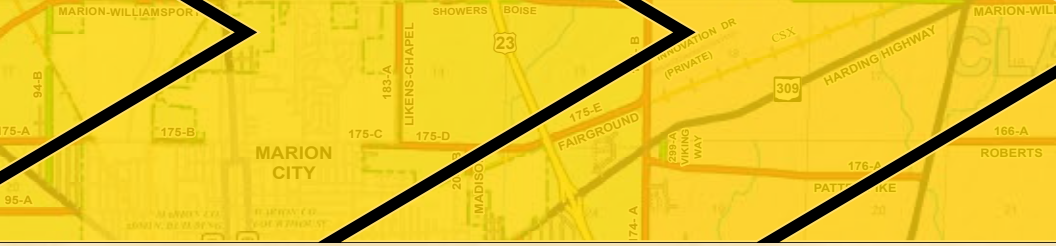
Bicycling tips

For older adults, a medium-weight mountain bike or a hybrid may be the most suitable. If you have balance trouble, consider an adult three-wheeler.

- Stay hydrated. Make sure to take a bottle of water with you when you ride.
- Carry an ID and cell phone for emergencies.
- Dress according to weather conditions,
- Wear bright clothes for better visibility.
- If you are going far, let someone know where you're going and when you plan on returning.
- Carry a repair kit that includes a spare tube or patch.
- **Always** wear a helmet!

Since you will be a part of traffic, it is important to follow these traffic rules:

- Obey traffic signs and local laws regarding bicycles.
- Ride on the right, with the flow of traffic and monitor traffic behind you.
- While changing lanes, use hand signals. When approaching a right-turn-only lane, change lanes before the intersection. Before making a left-hand turn, look over your left shoulder.
- If you have to ride on sidewalks, watch for pedestrians, especially near intersections and driveways.
- Always stay at least 3 to 4 feet away from parked cars.
- Make eye contact with motorists, so they acknowledge you're on the road.
- In the morning and at night, use lights on both the front and back of your bike along with reflectors.



Walking safely

Before starting a walking routine, take the following into consideration:

- Consult with your physician before starting your new exercise routine.
- Start slowly, and gradually work your way up to build your strength and endurance, Make sure to warm up and cool down by stretching before and after your walk.
- Carry a cell phone and identification.
- Wear comfortable shoes with good support and tread. If necessary, use a walking stick for stability and bring water if you're going far.
- Dress according to weather conditions. Wear layers if it is cold and choose loose, light-colored clothing when it is hot.

Additional Resources

Walking

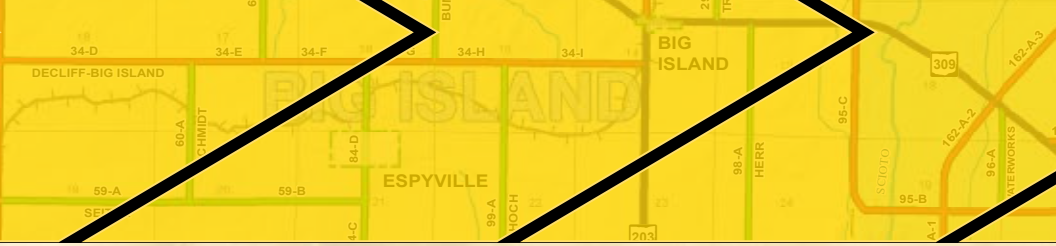
traillink.com
alltrails.com

Bicycling

mapmyride.com
ohio.org/cycling

Whenever you are out walking, it is always important to be aware of your surroundings. To stay safe while walking, please consider the following:

- Use sidewalks and paths when available. If you have to walk on the street, face oncoming traffic so you can see and be seen by motorists.
- Wear bright colors for better visibility. If you walk at night, carry a flash light and do not listen to music.
- Choose safe routes and avoid hazardous intersections.
- Obey traffic signs and signals.



For more information, contact:

GREAT LAKES COMMUNITY ACTION PARTNERSHIP
MOBILITY MANAGEMENT
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Learn more

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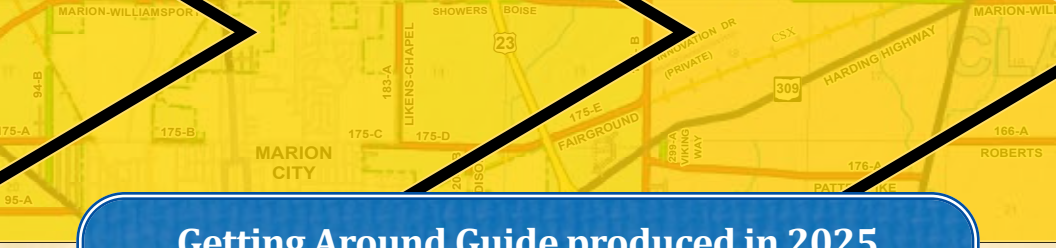

Getting Around Guide produced in 2025 by Great Lakes Community Action Partnership

This guide is available in alternate formats upon request.
This institution is an equal opportunity provider.

Mobility Management is a transportation resource/referral information service for Crawford, Erie, Huron, Marion, Morrow, Ottawa, Sandusky, Seneca, and Wood counties. Mobility Management services are provided at no charge to individuals including seniors and people with disabilities Hours of operation are Monday-Thursday, 8:30 a.m.-4:30 p.m. This service is funded by the Ohio Department of Transportation and a Community Services Block Grant.

Regarding concerns or complaints including Title VI, reasonable modification, and ADA: GLCAP complies with all Civil Rights Laws and 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 they have been aggrieved by any unlawful discriminatory practice under Title VI, Reasonable Modification, and ADA may file a complaint with Mobility Management, directly to the Ohio Department of Transportation or to the Federal Transit Administration.

For more information on the Mobility Management civil rights program, and the procedures to file a complaint: contact the EEO Coordinator at 419-333-6001 (TTY 800-750-0750); email the Human Resources Director at comment@glcap.org; visit our administrative office at 127 S. Front Street, Fremont, OH 43420; or visit www.glcap.org/comments.

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