

## Title VI Notice to the Public

### Friends of Moreno Valley Senior Center, Inc.

The Friends of Moreno Valley Senior Center, Inc. (Friends) is committed to ensuring that no person shall be excluded from the equal distribution of its transit services, programs, and resources because of race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI while using the MoVan may file a complaint with the Friends. All complaints will be fairly and objectively investigated.

To file a complaint, you may contact the Title VI Administrator LaDonna Jempson by phone **(951) 243-8713** or by visiting the Moreno Valley Community Senior Center, **25075 Fir Avenue, Moreno Valley, CA 92553**.

For more information about Friends' Title VI Program and complaint procedures, please contact **(951) 243-8713**.

A complaint may be filed directly with the Federal Transit Administration by filling a complaint with the Title VI Program Coordinator, **FTA Office of Civil Rights, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590**

# MO-VAN

Moreno Valley, CA



## “CURB TO CURB”

## SENIOR TRANSPORTATION SERVICE

12 passenger air-conditioned bus  
2 wheelchair capacity

# Welcome to MoVan

A one-van non-ADA transportation service, provided by “Friends of Moreno Valley Senior Center, Inc.”

MoVan is a safe and convenient form of transit service especially designed to meet mobility needs of seniors and disabled adult residents of Moreno Valley. MoVan will transport you, curb-to-curb to our Senior Community Center and return you back home. We offer one-way service to medical appointments and shopping (return trips are based on the availability of the van). Just think: to ride in air-conditioned comfort without the stress of maneuvering in traffic and looking for a close parking space! Our trained and courteous staff look forward to seeing you!

## ELIGIBILITY

Moreno Valley resident who is age 60 years of age or more, or an adult who is physically disabled who does not require assistance. For any rider needing assistance, it is required that you travel with an escort. Show of I.D. is required.

## FARE

\$1.00 for one-way trips

\$2.50 for one-way trips outside of the city limits

(Medical visits only)

## SERVICE & RESERVATION HOURS

### Reservation:

8:00 a.m. to 3:30 p.m. Monday through Friday

Appointments **MUST** be made 24-hours in advance

### Service hours:

8:15 a.m. to 4:45 p.m. – Monday through Friday except major holidays observed by the City of Moreno Valley (Hours and services subject to change).

*Non-emergency medical transportation and trips for shopping is available between 10:45 a.m. – 12:00 p.m. These transportation services are based on availability and are one-way trips: return pick-up is based on availability of the van.*

# TO SCHEDULE AN APPOINTMENT

Simply call 1-833-745-8454 & you will be connected with a reservation clerk. Give the clerk your:

- Name
- Pick-up Point (Full Address)
- Time
- Destination
- Return Time
- Are you physically disabled & if an aide will be accompanying you.  
(Spanish translation is available)

## IT'S THAT SIMPLE

Call at least one day before you need the service.

Same day calls for service may be accepted ONLY on a space available basis. Every effort will be made to accommodate your request. Packages must be limited in size & number depending on space and the passenger's ability to handle them unassisted.

## CANCELLING A TRIP

If you need to cancel your reservation, do so immediately.

For further information or reservations, call the reservation desk at 1-833-745-8454

## MoVAN IS NOT IN SERVICE ON:

New Year's Day

Martin Luther King's Holiday

President's Day

Memorial Day

Independence Day Holiday (July 4<sup>th</sup>)

Labor Day

Veteran's Day

Thanksgiving Day & Day After

Christmas Eve & Christmas Day

**MoVAN is supported by the City of Moreno Valley Community Development Block Grant (CDBG)**