

MoVan

**Senior Community Center
Moreno Valley, CA.**

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.

Friends provides transit services without regard to race, color, and national origin in full compliance with Title VI.

Any person who believes she or he has 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 Lois Tomlinson by phone: (951) 243-7909 or by visiting the Title VI Administrator at 12214 Heacock St. Moreno Valley, CA, 92557.

For more information about Friends' Title VI Program and complaint procedures, please contact (951) 243-7909; or visit Friends' website: www.moreno-valley.ca.us

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590.

If information is needed in another language, contact (951) 243-7909.



**“CURB TO CURB SERVICE”
12 passenger air-conditioned bus
2 wheel chair capacity**

Welcome to MoVan

A special 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 medical appointments, shopping, and other personal errands and return you back home. 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

Any adult who is physically disabled or over the age of 60 may use MoVan.

FARE

Donations Only

\$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 am to 2:30 pm - Monday through Friday
Appointments **MUST** be made 24 hours in advance.

Service hours:

8:00 am to 3:00 pm - Monday through Friday
(Hours and services subject to change)

PRIORITY

Medical out of town trips.

TO SCHEDULE AN APPOINTMENT

Simply call 1-800-351-6571

& you will be connected with a dispatcher.

Give the dispatcher your:

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

ITS 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.

CANCELING A TRIP

If you need to cancel your reservation, do so immediately. There may be a charge for "No Shows".

Packages must be limited in size & number depending on the passenger's ability to handle them unassisted.

For further information or reservations, call
Moreno Valley Senior Center at **(951) 413-3430.**

MOVAN IS NOT IN SERVICE ON:

New Year's Eve
President's Day
Martin Luther King's Birthday
Independence Day (July 4th)
Labor Day
Veteran's Day
Thanksgiving Day & Day After
Christmas Eve
Christmas Day