

SERVICE/SERVICE AREA

Marimor Industries Inc. provides demand response, curb-to-curb, advance reservation, transportation service within Allen County for individuals receiving services from the Allen County Board of DD and OOD for employment. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb. Trips are scheduled on a time-and-available space basis.

Marimor Industries Inc. operates as shared-ride service so it is common that passengers will be on board the vehicle with others who are traveling at the same time and in the same direction.

SERVICE HOURS

Monday - Saturday: 6:00 A.M. – 11:00 P.M.
No Transportation on Sundays

TRANSPORTATION OFFICE HOURS

Monday - Friday: 6:00 A.M. – 5:00 P.M.

HOLIDAYS

Transportation will not operate on the following holidays

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

ACCESSIBILITY

Individuals with mobility disabilities are welcome to use wheelchairs and manually powered mobility aids, i.e., walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities. Marimor Industries Inc. also transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

REASONABLE MODIFICATIONS

Individuals needing a service accommodation or modification must notify Marimor Industries Inc. of the request when making a reservation. For more information regarding the reasonable modification policy or how to file a reasonable modification complaint, please contact the Transportation Manager at 410-221-1226 ext. 1215. Attempts will be made to honor all reasonable modification requests.

COMMENTS/COMPLAINTS

Marimor Industries Inc. welcomes comments, please contact the Transportation Manager at 419-221-1226 ext. 1215 to provide a comment or complaint.

FUNDING SOURCES

Funding is based on a one-way trip and are as follows:

- Medicaid NMT funding through Allen County Board of Developmental Disabilities
- Opportunities for Ohioans with Disabilities NMT

Same day service is based on availability.

TITLE VI

Marimor Industries Inc. operates without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI or for more information on the civil rights program, or the procedures to file a complaint, contact the Executive Director at 419-221-1226 or visit our administrative office at 2450 Ada rd., Lima, Ohio 45801. Complaints may be filed directly with the FTA with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

ADA COMPLAINTS

Marimor Industries Inc. operates in compliance with Title II of the ADA Act and does not discriminate on the basis of disability. If you feel you have been discriminated against on the basis of a disability you may file an ADA discrimination complaint. To file a complaint, contact the Executive Director at 419-221-1226, (TTY 800-750-0750), or visit our administrative office at 2450 Ada rd., Lima, Ohio 45801.

*Our mission is to foster independence,
improve quality of life and empower the
people that we serve.*



Marimor Industries Inc.
Transportation 419-221-1330
Fax (419) 221-3145
TTY 1-800-750-0750
(For the Hearing Impaired)

2450 Ada rd.
Lima, Ohio 45801

www.marimorindustries.org

Transportation Manager: Joseph Lewis

Brochure Last Revised: July 18, 2023

**SERVICES FUNDED IN PART BY: The
Federal Transit Administration 5310
Program, and the Ohio Department of
Transportation**

Serving Residents of: Allen County

**THIS BROCHURE IS AVAILABLE IN
ALTERNATIVE FORMAT UPON REQUEST
Interpreter Services Are Available**

TRIP SCHEDULING

All trips are scheduled in advance on a first come, first served basis and are scheduled on a time and space availability basis. Trip reservations should be requested 24 hours in advance.

To schedule trips, passengers must call (419) 221-1330 during normal business hours or the after-hours scheduling at 419-302-8824. Trips can also be scheduled by email at: transportation@marimorindustries.org.

Trips cannot be scheduled by telling a driver.

Next day and same day add-on trips will be accommodated if there are openings on that day's schedule.

WILL CALLS

Sometimes it may not be possible to schedule a time for your return trip. If this is the case, you can schedule a Will Call. With a Will Call you call when you are ready to go. Unfortunately, because Will Calls don't have a scheduled time there may be a long wait before you can be picked up. You may also have to wait for a vehicle that is heading to your part of the county. For best service you should only schedule a Will Call as a last resort.

PICK UP/ DROP OFF WINDOWS

Pick up from home: Marimor Industries Inc. has a 60-minute pick-up window. This means that the van can arrive to pick you up anytime within 60 minutes of your scheduled start time. If the driver needs to pick you up before that due to their schedule, they will call in advance.

Drop off at workplace: Marimor Industries Inc. has a 15-minute drop off window. This means that the vehicle will arrive to drop you off up to 15 minutes before your scheduled start time.

Pick up from workplace: Marimor Industries Inc. has a 15-minute pick up window. This means that the vehicle will arrive to pick you up from work within 15 minutes of your scheduled end time.

Drop off at home: Marimor industries Inc. has a 90-minute drop-off window. This means you may be on a vehicle for up to 90 minutes. However, as an agency we try to limit the amount of time spent on a vehicle.

Exact pick-up times will vary. Staff will not disclose who the driver will be or exact pick-up times. Please do not call the office or drivers to get this information

CANCELLATIONS AND NO SHOWS

It is important that if you don't need your trip, you cancel at least 1 hour prior to the start of your scheduled pickup window. To cancel your trip, you must call the transportation office during office hours. Night and weekend same day cancellations may call the appropriate after-hours number. Morning Driver – 419-302-8816; Day Driver – 419-302-8818; Night Driver – 419-302-8823.

It is important for you to be ready and looking out for our vehicle within the pick-up window. Our vehicles can be identified by the numbering by the front passenger fender. Some vehicles also have our name near the rear of the vehicle.

If the vehicle arrives to pick you up and the driver does not get a response within 3 minutes of honking the horn at your home, or you have failed to cancel your trip at least 1 hour prior to your scheduled pickup window, you will be considered a No Show. No Shows waste time and money, make other passengers late and cause service denials to others.

If you are recorded as a No Show for 20% or more of your scheduled rides within a 30-day period, your service may be suspended. Please contact the Transportation Manager for no-shows outside your control.

- 1st suspension in a calendar year – 7-days.
- 2nd suspension in a calendar year – 14-days.
- 3 or more suspensions in a calendar year – 28-day.

You can appeal your suspension by contacting the Executive Director at 419-221-1226.

SAFETY

Seatbelts must always be worn while the vehicle is in motion. All wheelchairs must be secured with a 4-point securement system. Passengers must remain seated with seatbelts fastened until the vehicle has come to a complete stop.

RIDER COURTESY

Our service is shared ride. We expect you to be respectful and courteous to others. Please do not eat, drink, smoke, or chew tobacco, play loud music, engage in loud conversation, curse, or touch or disturb others on the vehicle.

PROHIBITED ACTIVITIES

Illegal acts, threats or acts of physical violence will not be tolerated. Marimor Industries Inc. will contact law enforcement for assistance in threatening situations.

Any rider who poses a “direct threat” to the health or safety of others will be denied service.

OTHER RESTRICTIONS

- * Items large enough to block aisle way; emergency exits
- * Garbage, recycled material, aluminum cans
- * Bicycles
- * No profanity / intimidation / fighting
- * No opened food or drink on the vehicles
- * No illegal drugs on any vehicle

Any violation of these rules may result in removal from vehicle due to safety concerns.

ASSISTANCE

Our service is provided from the curb at your pick-up point to the curb at your destination.

The driver may assist you to and from the curb when boarding or leaving the vehicle but is not permitted to enter a residence or building.

The driver is trained in passenger assistance and will secure all wheelchairs and help secure packages and assist with seat belts if needed. However, Marimor Industries Inc. requests that passengers not take advantage of this courtesy or drivers. It is the primary responsibility of the passenger to load and unload bags/packages. Drivers will assist as needed.

Riders are requested to limit carry-on bags. Carry-on bags cannot block aisles or exits.

WEATHER CLOSINGS AND CANCELLATIONS

Level 1 & 2 Snow Emergency – Transportation will continue to operate. Services may be delayed due to snow or ice. Please check with your employer to see if it is necessary for you to go in or not.

Level 3 Snow Emergency – Transportation for individuals going to work will be cancelled.