

MODESTO AREA DIAL-A-RIDE CERTIFICATION APPLICATION

Please note that in 2017 Modesto Area Dial-A-Ride (MADAR) will be transitioning from this paper application to an in-person assessment for program eligibility. In preparation for that change all new applicants certified with this paper application will be awarded one year of eligibility. Subsequent eligibility for each passenger will be determined by an in-person assessment.

MADAR primarily exists for people who are unable, due to a physical or mental disability, to independently use Modesto Area Express (MAX), the public fixed-route bus system.

If you believe that you have a disability which prevents you from independently using MAX buses or transportation facilities, please complete this application form and return it to **Modesto Area Dial-A-Ride:**

By mail: **1216 Doker Drive, Modesto, CA 95351**

By fax: **(209) 527-5060**

The questions on this form are designed to provide assistance in determining your eligibility for paratransit service.

As an added service, riders age 65 or older who are not disabled are also eligible to use Modesto Area Dial-A-Ride on a space-available basis (advance reservations are allowed only for medical trips). Please complete the appropriate portions of this application and return it to the above address.

Your completed application will be reviewed and a decision regarding your eligibility for paratransit service will be made within 10 business days. It is possible that upon review of your application, you may be asked to provide additional information. All information requested throughout the certification process will be kept confidential.

Not everyone with a disability is eligible to ride Dial-A-Ride. Paratransit service is intended to function as a transportation safety net for individuals with cognitive or physical disabilities whose impairment prevents the use of the MAX system. The Americans with Disabilities Act (ADA) stresses the importance of persons with disabilities having the opportunity to use fixed-route transportation (MAX) as a means to integrate more fully into society.

For further help please contact the Modesto Area Dial-A-Ride office at 527-4900.

If you are not satisfied by the action taken by your physician, or approved application certifier, you may appeal any eligibility action to the City Transit Manager. In two situations prospective riders will have 'presumptive eligibility' to ride MADAR: (1) if a rider has not been notified of their eligibility to ride within 10 business days of their application submittal, or (2) from the point a rider submits an appeal of a certification action to the point that a final determination is made by the City Transit Manager.

Alternative versions of this application are available by calling 527-4900.

ADA GUIDELINES FOR CERTIFICATION

PLEASE READ CAREFULLY BEFORE CERTIFYING THE APPLICANT

The Americans with Disabilities Act of 1990 (ADA) states that a city which has a fixed-route bus system, like *MAX*, must also operate a paratransit system (Dial-A-Ride) for those persons unable to use the regular buses.

Simply having a disability does NOT qualify a person for paratransit.

All buses in the *MAX* system meet ADA accessibility (boarding lifts and ramps) standards. Many people in Modesto with cognitive or physical disabilities ride *MAX* every day. For those individuals simply needing additional knowledge and experience to use public transit, there is a separate no-cost program available within the community to provide travel training. The travel training program assists citizens in developing the skills and confidence to ride the regular bus system. More information about free travel training is available by contacting (209) 522-2300.

The two key questions for certifying that a person is eligible under ADA to ride Modesto Area Dial-A-Ride are:

- **Can the individual get to and from a bus stop?**
- **Is the individual functionally able to navigate the bus system? (Navigating the bus system includes boarding a bus, riding a bus, recognizing when to select a stop, and disembarking at the appropriate destination.)**

If, and only if, an individual cannot INDEPENDENTLY board, ride and disembark from the regular *MAX* bus, as well as get to and from a bus stop, he or she is eligible to ride Modesto Area Dial-A-Ride under ADA guidelines. Option “**C**” should be marked on Step 2 of the application form.

In Step 4, please be sure to describe the disability in terms of navigating the bus system. For example:

- Cognitive disability impairs the ability of the individual to remember and follow directions to his/her destination,
- Chronic fatigue and excessive distance prevent the individual from walking to the bus stop,
- Lack of curb cuts between home and bus stop prevents individual from traveling in mobility device to reach the bus stop,
- Psychiatric disability prevents individual from properly recognizing correct bus stop and walking to correct destination,
- Dialysis/Cancer treatment effects prevent individual from walking to and waiting at a bus stop.

For more information or questions, please contact the City of Modesto Paratransit Coordinator at 577-5201.

APPLICATION DIRECTIONS

There are three categories of eligibility when filling out this application — CHOOSE ONE ONLY. Priority service is given to those who meet ADA eligibility requirements. All others ride Modesto Area Dial-A-Ride on a space-available basis.

1. ALL APPLICANTS fill out Step 1 of the application.
2. Complete the certification section that applies to you in Step 2. Check A, B, or C. **SELECT ONE ONLY.**
 - A. SENIOR: Are you 65 or older, but *without* a disability as defined by the ADA? Then check “A” in Step 2 **ONLY** and attach verification of your birth date.
 - B. NON-ADA DISABLED: Do you have a disability which makes using Modesto Area Express (*MAX*) difficult, but not impossible? Then check “B” in Step 2. Have your physician or authorized human service agency representative explain how your disability makes using MAX difficult in Step 4.
 - C. ADA ELIGIBLE: Do you have a disability which makes independently using *MAX* impossible? Then check “C” in Step 2. Have your physician, or authorized human service agency representative explain how your disability makes using MAX impossible in Step 4 of the application. *ADA-eligible riders can make ride reservations for any purpose beginning seven days prior to the time they need to ride, but no later than 5:00 PM the day before their requested ride.*
3. Complete the Supplemental Questionnaire on page 6. Information provided in the Supplemental Questionnaire will not be used to determine your eligibility. This information is to assist Modesto Area Dial-A-Ride staff in meeting any special needs or service requirements you may have.
4. The Stanislaus County Area Agency on Aging and Department of Veteran’s Affairs office at 121 Downey Avenue, #102, (209) 558-8698, or (800) 510-2020 is available to provide assistance to seniors and veterans in completing this form.
5. Mail, or return, the completed application and questionnaire to: Modesto Area Dial-A-Ride, 1216 Doker Drive, Modesto, CA 95351. To expedite processing, the completed application and questionnaire can be faxed to Modesto Area Dial-A-Ride at (209) 527-5060. It is important that you complete all applicable portions of this application—type or print please. Applications that are not complete or clearly written will be returned, which will delay the eligibility determination process.
6. If you are certified eligible for paratransit service, you will receive your Dial-A-Ride card and *CONSUMER GUIDE* within 10 business days. If you are denied ADA eligibility, you may appeal the decision to the City of Modesto Transit Office. The City Paratransit Coordinator can be contacted at (209) 577-5201.

If you have any questions about the Dial-A-Ride application process, please call 527-4900.

Modesto Area Dial-A-Ride Certification Application

All information on this form will be kept confidential.

READ ACCOMPANYING INSTRUCTIONS BEFORE COMPLETING THIS FORM

| | | | |
|---------------|-----------------------------------|------|--------------|
| STEP 1 | TO BE COMPLETED BY ALL APPLICANTS | | |
| NAME: | _____ | | PHONE: _____ |
| ADDRESS: | _____ | | |
| | Street | City | Zip Code |
| DATE OF BIRTH | _____ | | |

| | |
|--|---|
| STEP 2 | CHECK THE APPROPRIATE BOX – Certification based on: |
| A. | <input type="checkbox"/> Senior —65 and older. Attach a copy of birth certificate, or drivers license, or Passport, or Medicare card, and return this application. For help in completing this portion of the application the Stanislaus County Area Agency on Aging at (209) 558-8698 or 800-510-2020 is available for assistance. <u>NO OTHER STEPS NEED TO BE FILLED OUT</u> to be eligible to ride for medical trips or on a space-available basis. |
| B. | <input type="checkbox"/> Non-ADA Disabled. Using Modesto Area Express (<i>MAX</i>) bus service is <i>difficult</i> , but not impossible. <u>COMPLETE STEP 4</u> describing your disability and how it makes using <i>MAX</i> difficult. Have your physician or authorized human service agency representative (STEP 3) sign the application under STEP 4. Eligibility under this category allows the individual to ride for medical trips or on a space-available basis only. |
| C. | <input type="checkbox"/> ADA Eligible. Under the Americans with Disabilities Act of 1990, individuals must meet the following criteria in order to be certified as ADA eligible: The above named individual, because of their disability, cannot <u>INDEPENDENTLY</u> board, ride, and/or disembark from any bus in the <i>MAX</i> system, or the above named individual has a disability related condition(s) that <u>PREVENTS</u> him/her from getting to or from a <i>MAX bus</i> stop. |
| GO TO STEP 4 . HAVE YOUR PHYSICIAN OR AUTHORIZED HUMAN SERVICE AGENCY REPRESENTATIVE EXPLAIN YOUR DISABILITY AND HOW IT PREVENTS YOU FROM RIDING <i>MAX</i> . | |

- CONTINUE ON NEXT PAGE -

- APPLICATIONS NOT COMPLETELY FILLED OUT WILL BE RETURNED -

STEP 3 FOR NON-ADA AND ADA DISABILITY CERTIFICATION:

Your physician or an authorized human service agency representative must sign this form. Authorized representatives work within the following agencies:

- | | |
|-------------------------------------|---|
| Valley Mountain Regional Center | United Cerebral Palsy |
| DRAIL | Vision Impaired Persons Support |
| Stanislaus County Area Aging Agency | Department of Veterans' Services |
| Satellite Dialysis Center | Catholic Charities |
| Modesto Kidney Center | Stanislaus County BHRS |
| Modesto City Schools | Consolidated Transportation Services Agency |

The certifying Physician or human service agency representative completes STEP 4 (Note: Both PART ONE and TWO must be filled out in order to complete this step).

STEP 4
PART ONE: THIS SECTION TO BE FILLED OUT BY PHYSICIAN OR APPROVED AGENCY REPRESENTATIVE.

| | |
|-----------------------------------|------------------|
| _____ | _____ |
| Name of Certifying Person (print) | Signature |
| _____ | _____ |
| Title | Telephone number |
| _____ | _____ |
| Agency | Address |
| _____ | _____ |
| Date | |

PART TWO PLEASE EXPLAIN APPLICANT'S DISABILITY COMPLETELY. If you checked (B) in Step 2, explain how it makes riding *MAX* difficult. If you checked (C), explain how it **PREVENTS** the applicant from riding *MAX*.

Condition is: [] Permanent
 [] Temporary – From _____ to: _____

**RETURN COMPLETED FORM TO MODESTO AREA DIAL-A-RIDE:
1216 Doker Drive, MODESTO, CA 95351, or FAX (209) 527-5060.**

SUPPLEMENTAL QUESTIONNAIRE

ANSWERING THE FOLLOWING QUESTIONS WILL ENABLE US TO SERVE YOU BETTER

1. Are you able to board the bus without assistance? Yes [] No []
2. Do you have any vision impairment or limitation? Yes [] No []
3. Do you have any hearing impairment or limitation? Yes [] No []
4. Do you use any of the following aids to mobility? (Check all that apply)
Manual Wheelchair [] Electric Wheelchair [] Powered Scooter []
Cane [] Crutches [] Guide Dog [] Other: _____
5. Do you require the use of an oxygen tank? Yes [] No []
6. Do you require a Personal Care Attendant (PCA)? Yes [] No []
7. Is your residence equipped with a wheelchair ramp? Yes [] No []
8. Are you able to use and communicate with a telephone? Yes [] No []
Use a TDD/TTY? Yes [] No []
9. Are you able to make or cancel your own appointments and travel arrangements? Yes [] No []
If not, who will make them for you? _____
10. Is there any other information which would be helpful to us to ensure we provide you with our best service? _____

11. In case of emergency notify:
Name _____ Phone _____
Relationship _____

I certify that the information in this application is true and correct. I understand that falsification of the information may result in denial of service. I understand all information will be kept confidential, and only the information required to provide the services I request will be disclosed to those who perform the services. I agree to abide by the rules and procedures of the Modesto Area Dial-A-Ride program.

Applicant's Signature

Date

PROFESSIONAL AUTHORIZATION

I understand that it may be necessary for Dial-A-Ride staff to contact a professional familiar with my functional abilities to use public transit, in order to assist in the determination of eligibility.

I hereby authorize my physician or agency representative as listed below:

Name of physician or agency representative

Title

to release to Modesto Area Dial-A-Ride the necessary information about my disability in order to certify my eligibility for paratransit services. The information released will be used solely to determine my eligibility. I realize that I have the right to receive a copy of this authorization. I understand that I may revoke this authorization at any time.

Print Applicant's Name

Date

Applicant's Signature

Pages 4 – 7 of this application packet must be filled out completely and submitted to MADAR.

Please keep pages 9-10 for your reference.

QUICK GUIDE TO MADAR POLICIES

Please keep this page for your reference

Shared Rides: Dial-A-Ride is shared ride public transit. This means that other passengers will likely be on board during any portion of a passenger's trip, and that actual pick up times or routes of travel may be altered within the pickup window so another passenger can be accommodated. It is likely that the vehicle will pick up and drop off other riders as it proceeds to your destination.

Reserving a MADAR Trip: All trips are reserved by calling the MADAR office at **(209) 527-4900**. For priority reservations, ADA certified passengers must call prior to 5:00 PM the day before (or up to 7 days in advance) they wish to ride. MADAR will make every effort to schedule ADA certified passengers for a ride within one hour of the requested time. Senior and non-ADA disabled passengers ride only on a space-available basis except for medically related trips. For medically related appointments (doctors, dentists, physical therapy, pharmacy, etc.), Senior and non-ADA disabled passengers can make ride reservations up to a week in advance but not later than 24 hours prior to their appointments. For all other trips, Senior and non-ADA disabled passengers must call at least 2 hours before on the day they wish to travel. Rides will be booked only if space is available.

Door to Door Service: MADAR vehicles must be able to maintain a forward path of travel, which means the vehicles will not enter drives or narrow lots that do not meet this safety criterion. When possible, MADAR will furnish door-to-door service to ADA-certified passengers. Please keep in mind that conditions at a particular location may prevent the driver from being able to go to the door. MADAR vehicles must park in a safe location and the driver cannot lose sight of the vehicle when passengers are on board. If your travel regularly includes an origin or destination for which we cannot safely provide door-to-door service, MADAR will designate an alternate safe location.

Personal Care Attendants (PCA): While riding on Modesto Area Dial-A-Ride, each ADA-certified passenger can ride with one Personal Care Attendant (PCA), who provides individual assistance to qualified passengers. PCAs are not charged for the trip. The PCA must travel to and from the same destination as the passenger.

It is the responsibility of the passenger and/or caregivers to arrange for a PCA if: it is not safe for the passenger to be alone with strangers, the passenger is medically fragile, the passenger needs personal attention while traveling, or the passenger is not capable of responding to emergency situations in other aspects of their life.

Meeting the Van: Passengers must be ready to go during the entire 30 minute pickup window. The driver will wait five minutes for those in wheelchairs and three minutes for all others. If you miss your ride, you will have to call again, but may not get a ride for at least two hours. If the van is more than 15 minutes late, passengers will not be considered a no-show if they are not present when the van arrives.

5/10 Minute Call: We recognize that some passengers need a little more time to gather personal items and move themselves to the front door. To ensure all passengers can meet the waiting limits, ADA passengers, Disabled passengers, and Senior passengers may request a notification phone call approximately 5 or 10 minutes prior to van arrival.

No-Shows and Cancellations: If you do not need a ride after you have scheduled one, call and cancel as soon as possible, but no less than 1 hour before your pick up window. Those who do not cancel at least one hour before the window will be considered a no-show. A rider's eligibility maybe suspended for 30 days when no-shows are accrued for more than 5% of all rides within a floating 6 month period.

Companions: ADA-certified passengers may have one (1) companion accompany them on a trip in addition to the PCA. Additional companions may be accommodated on a space-available basis. Arrangements for companions must be made when placing reservations. Companions pay full fare and must travel to and from the same destination as the passenger.

Shopping Bags: Each fare-paying MADAR passengers may bring on board the vehicle no more than three (3) bags OR one (1) carry-on item not exceeding twenty-five (25) pounds. All items must be fully contained within the bags. Drivers will assist Senior and non-ADA disabled riders in loading and unloading bags to the curb, but only if this would not cause a delay for the next rider. For ADA-certified passengers, drivers will place bags inside the door of their residence.

Subscription Policy: Subscription service is the practice of providing repetitive trips over an extended period of time without the passenger calling to request each trip. Currently, MADAR exceeds the maximum subscription rate; therefore, no new subscription passengers can be scheduled, except for dialysis patients. It is the responsibility of the passenger to reconfirm all subscription trips that are scheduled after holidays, school vacations, or other breaks in service.

Visitors: Visitors to the Modesto area that are ADA-certified by another transit system may ride Modesto Area Dial-A-Ride for 21 service days. Visitors requiring service beyond 21 service days must be certified on the Modesto Area Dial-A-Ride system if they wish to continue to ride.

Seat Belts and Safety Belts: Passengers must wear, at all times, seat belts for ambulatory riders and safety lap belts that are secured to the floor of the van for riders using wheelchairs and electric scooters. Passengers are required to follow other safety precautions given by the driver.

Mobility Devices: MADAR lifts and ramps are designed to accommodate ADA compliant mobility devices that do not exceed 30 by 48 inches, measured two inches off the ground. The maximum weight restriction for the lifts is 1,000 pounds (chair and occupant combined).

Service Animals: To qualify as a service animal, the animal must be individually trained to work or perform specific tasks for an individual with a disability. Service animals must remain under proper control of the passenger at all times and must ride on the passenger's lap or on the floor out of the aisle – not on a seat. Pets, comfort animals, and emotional support animals not allowed on board MADAR.

Passenger Conduct/Causes for Refusal of Service: Dangerous behavior or physical or verbal abuse towards MADAR staff, drivers or other passengers will not be tolerated. As comparable service to MAX, rider behavior on MADAR must comply with the City of Modesto Transit Passenger Conduct Policies.

Passenger Comments and Complaints: Comments or complaints may be made directly to MADAR, or the City of Modesto Transit Office. It is requested that complaints be submitted in a written format, whenever possible. If written comments are a hardship, other formats are acceptable. Complaints should be submitted within three (3) days of occurrence to insure that MADAR and the Transit Office can respond appropriately. Serious problems should be communicated immediately.

Modesto Area Dial-A-Ride, 1216 Doker Drive, Modesto, CA 95351
Telephone: **(209) 527-4900** TDD: (209) 527-3546 FAX: (209) 527-5060

Please refer to Consumer Guide for more information