

MODESTO AREA DIAL-A-RIDE CERTIFICATION APPLICATION

PLEASE READ ENTIRE APPLICATION BEFORE FILLING OUT THE FORM

Modesto Area Dial-A-Ride (MADAR) primarily exists for people who are unable, due to a physical or mental disability (including mobility or cognitive impairments) to independently use the public fixed-route transportation (**MAX**).

If you believe that you have a disability (including mobility or cognitive impairments), which prevents you from independently using the **MAX** fixed-route transportation facilities and/or buses, please complete this application form and return it to:

Modesto Area Dial-A-Ride, 1216 Doker Drive, Modesto, CA 95351

The completed application can also be sent by FAX to 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. 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 days. You may be found eligible for paratransit services for your travel needs, or you may be found capable of using the **MAX** fixed-route system. If you disagree with the decision made regarding your eligibility status, you may appeal the decision. 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, encouragement, and/or training to use fixed-route transportation (**MAX**) as a means to integrate more fully into society.

Page 7 of this application provides additional information on the certification process. 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 days of their application submittal, and (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.

HOW TO BECOME CERTIFIED ON MODESTO AREA DIAL-A-RIDE

Please review the ***ADA Guidelines for Certification*** on page 7 before completing this form.

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. AGE: Are you 65 or older, but without a disability as defined by the ADA? Then check Step 2, section (**A**) **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 Step 2, section (**B**) **ONLY**. Explain your disability on the reverse side of the application and have your physician, or authorized human service agency representative listed in **STEP 3** sign the application at the bottom of page 4.
 - C. ADA ELIGIBLE: Do you have a disability which makes using **MAX** impossible? Then check Step 2, section (**C**). Have your physician, or authorized human service agency representative explain your disability by completing **STEP 4** of the application. *ADA-eligible riders can make ride reservations for any purpose beginning two weeks 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 4. Information provided in the Supplemental Questionnaire will not be used to determine your eligibility. This information is to assist the 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 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 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"/> <u>Age Only</u> —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 on a space-available basis.
B.	<input type="checkbox"/> <u>Non-ADA Disabled</u> . Using Modesto Area Express (MAX) bus service is <i>difficult</i> , but not impossible. <u>COMPLETE STEP 4 ON REVERSE SIDE</u> , describing your disability and how it makes using MAX 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 on a space-available basis only.
C.	<input type="checkbox"/> <u>ADA Eligible</u> . 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 MAX system, or the above named individual has a disability related condition(s) that <u>PREVENTS</u> him/her from getting to or from a MAX bus stop.
GO TO STEP 4 . HAVE YOUR PHYSICIAN OR AUTHORIZED HUMAN SERVICE AGENCY REPRESENTATIVE EXPLAIN YOUR DISABILITY AND HOW IT PREVENTS YOU FROM RIDING MAX .	

- FILL OUT REVERSE -

- 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 agencies are:

- Valley Mountain Regional Center
- United Cerebral Palsy
- Disability Resource Agency for Independent Living
- Stanislaus County Area Aging Agency and Department of Veterans' Services
- Satellite Dialysis Center
- Modesto Kidney Center
- Modesto City Schools

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 CERTIFYING AGENCY REPRESENTATIVE. (Physicians please read accompanying instructions on page 7.)

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? 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 (see page 8). **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.**

Applicant's Signature

Date

PROFESSIONAL AUTHORIZATION

I hereby authorize (Enter the name, address and phone number of the licensed professional familiar with your disability or health related condition):

Name

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.

Enter the name of the applicant and the date signed:

Print Applicant's Name

Date

Applicant's Signature

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.

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

IS THE APPLICANT FUNCTIONALLY ABLE TO RIDE THE REGULAR MAX BUS SYSTEM AND ARE THEY ABLE TO GET TO AND FROM A BUS STOP?

Many people with either cognitive or physical disabilities are able to ride **MAX**. Many agencies will help train their clients on how to ride the regular bus system. All buses in the **MAX** system meet ADA accessibility (boarding lifts and ramps) standards.

HOWEVER, if a person with a disability cannot **INDEPENDENTLY** board, ride or **disembark** from the regular **MAX** bus, they are eligible to ride Modesto Area Dial-A-Ride under ADA guidelines (**C**).

Some examples are:

- Inability to climb steps
- Cognitive inability to use the **MAX** system including transfers, fare payment and stop signaling
- Severe mental retardation
- Lack of coordination/motor function; psychiatric disabilities causing disorientation; Alzheimer's disease; vision impairments, etc.
- Chronic fatigue and excessive distance to the **MAX** stop
- Special sensitivity to high or low temperatures
- Severe cardiac conditions; dialysis; radiation/chemotherapy
- A cognitive disability which impairs the ability of the individual to remember and follow directions
- Physical obstructions such as lack of curb cuts for wheelchairs, etc.

If the applicant meets any of the criteria listed above, they are eligible under the ADA, and thus, **Section C** of STEP 2 should be marked on the application form. If a person does not meet these criteria, they must check Section B, non-ADA disabled, on the application. Please mark one section only.

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

MODESTO AREA DIAL-A-RIDE RULES AND PROCEDURES

Reserving a Dial-A-Ride (DAR) Trip: For priority over other riders, ADA certified riders must call prior to 5:00 PM the day before (or up to 14 days in advance) they wish to ride. DAR will make every effort to schedule ADA certified passengers for a ride within one hour (1¼ hours in selected locations) of their scheduled time. Except for medically related trips, senior and non-ADA disabled riders cannot make advance reservations and ride only on a space-available basis. For medically related appointments (doctors, dentists, physical therapy, pharmacy, etc.), senior and non-ADA disabled riders can make ride reservations up to a week in advance but not later than 24 hours prior to their appointments.

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, Modesto Area Dial-A-Ride 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.

Meeting the Van: Passengers must be ready to go 15 minutes before their scheduled pick up time. 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.

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

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.

Companions: 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. Additional companions may be accommodated on a space-available basis. Companions pay full fare and must travel to and from the same destination as the passenger.

Children: Children four and under ride free, but must be accompanied by a fare paying adult.

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.

Shared Rides: Dial-A-Ride is a shared ride experience. This means that other passengers may be on board during part of the transit to the passenger's destination, and that you're scheduled pick up times or routes of travel may be altered so another passenger can be accommodated. It is likely that the vehicle will stop and pick up other riders as it proceeds to your destination.

Wheelchair Size and Weight Restriction: Wheelchair lifts on the Dial-A-Ride vans are designed to lift common wheelchairs that do not exceed 30 by 48 inches, measured two inches off the ground. The maximum weight restriction for the lifts is 600 pounds (chair and occupant combined).

Denial of Service: Modesto Area Dial-A-Ride has the right to deny service if the transport of a passenger is deemed unsafe or inappropriate.