

MODESTO AREA DIAL-A-RIDE

CONSUMER GUIDE

SERVING
MODESTO
SALIDA-EMPIRE

DIAL-A-RIDE TELEPHONE NUMBER

527-4900

TDD 527-3546

FAX 527-5060

ALTERNATIVE VERSIONS OF THIS
GUIDE IS AVAILABLE BY CALLING 527-4900

WWW.MODESTOAREAEXPRESS.COM

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PART ONE: Introduction

Modesto Area Dial-A-Ride is a publicly funded paratransit provider operating specialized van service for persons with disabilities and senior citizens who are unable to use **MAX** fixed-route bus service. Modesto Area-Dial-A-Ride provides local paratransit service within the Modesto, Empire and Salida areas under contract to the City of Modesto Transit Division.

This *CONSUMER GUIDE* is intended to assist riders in using the local paratransit service. Paratransit service represents a key link for persons with disabilities and senior citizens by allowing them to maintain mobility while functioning independently in the community. Some riders use paratransit service to reach doctors' appointments, and for life-sustaining medical treatments such as dialysis. Other riders benefit from social opportunities that they would not be able to travel to without Dial-A-Ride service.

Paratransit is a vital, but limited, community resource. As demand has increased funding can not always be assured. One of the reasons for this *CONSUMER GUIDE* is to promote the responsible use of paratransit services, particularly when funds are limited. Paratransit passengers can help directly in this important effort.

Cancellations and no-shows are a major contributor to system inefficiency. During the last year there were over 1,200 no-shows on the Modesto Area Dial-A-Ride system. A no-show happens when the van arrives for the passenger and the passenger does not take the scheduled trip. At an estimated cost of \$23.00 per no-show, it is easy to see that this is a tremendous waste of a precious resource.

Over 2,500 cancellations occurred last year. Passengers are urged to notify Modesto Area Dial-A-Ride of cancellations in advance (so they don't turn into no-shows). Often cancellations aren't made until it's too late to schedule another badly needed trip for another paratransit rider.

Our goal is to keep ride denials to a minimum, but they occur more frequently than we would like. If cancellations and no-shows were reduced, there might no longer be ride denials on the Modesto Dial-A-Ride system. Please help us reach this goal by scheduling your rides responsibly.

The general public may ride Modesto Area Dial-A-Ride during specified evening and weekend hours. See 'Service Hours' section, page 7, for hours of operation.

Please remember that Modesto Area Dial-A-Ride is not an ambulance service. For emergency transportation please call 9-1-1.

Your comments and suggestions to improve this *CONSUMER GUIDE* are encouraged and appreciated.

For more information on the Modesto Area Dial-A-Ride program please consult our web-site at:

www.ModestoAreaExpress.com

PART TWO: Rights and Responsibilities of the Modesto Area Dial-A-Ride Passenger

1. **Eligibility:** There are four (4) categories of eligibility for riding Modesto Area Dial-A-Ride:
 - A. Age 65 and over: Requires verification of age, i.e. copy of drivers' license, birth certificate, Medicare card, etc.
 - B. Non-ADA Disabled: Using Modesto Area Express (**MAX**) is difficult, but not impossible.
 - C. ADA-certified: To be certified, passengers must meet one of the following eligibility criteria:
 - (1) The passenger is unable to INDEPENDENTLY board, ride and/or disembark from any bus in the **MAX** system.
 - (2) The passenger cannot use the **MAX** fixed-route system because they have a disability-related condition(s) that PREVENTS them from getting to and from a bus stop.
 - D. General Public: May ride only during specified periods of time. See "Service Hours" section, page 7, for additional information.

ADA-certified riders on Modesto Area Dial-A-Ride must be recertified every three (3) years.

Passengers with questions about Modesto Area Dial-A-Ride eligibility and service restrictions are urged to call Modesto Area Dial-A-Ride 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.

2. Passenger Fares: The Modesto City Council sets the rates for the Dial-A-Ride system. In accordance with the Americans with Disabilities Act (ADA), Dial-A-Ride fares cannot exceed twice the approved regular adult fare for the **MAX** fixed-route system. Passengers shall pay the exact fare at time of boarding. The van drivers **do not** carry change. A ticket book for ten (10) rides is available for \$22.00. Single fare price is \$2.50. Tickets are non-refundable. Children four (4) and under ride free when accompanied by a fare paying adult. For more information on current fares and locations for purchasing the ten-ride ticket books, please contact Modesto Area Dial-A-Ride office at **527-4900**.

3. Modesto Area Dial-A-Ride Service Area: All Modesto Area Dial-A-Ride trips, pick-ups, and drop-offs will be within the approved service area. This service area is any location within the boundaries of the map on the last page of this guide.

- 4. Seat Belts and Safety Belts Required On All Riders:** Passengers must wear seat belts at all times:
- A. Seat Belts (for ambulatory passengers) and,
 - B. Safety lap belts that are secured to the floor of the vans (for riders using wheelchairs and electric scooters).

Passengers are required to follow other safety precautions given by the driver and/or required by law enforcement or safety officers.

5. Dial-A-Ride is a Shared Ride Service: Passengers are advised that the Modesto Area Dial-A-Ride program is a shared ride system. This means that other passengers may be on board during any portion of your trip, and your scheduled pick-up times or route of travel may be altered so another passenger can be accommodated. It is very likely that the van will stop and pick up other riders as it proceeds to your destination. Shared rides lower the cost of paratransit service by increasing system productivity.

The Dial-A-Ride scheduler may ask passengers to accept trip reservation times that are different from their original desired pick-up time. Your reservation time may be moved up to an hour earlier or later than requested. Please try to be flexible because, by changing your time, more passengers can be served. Your cooperation is appreciated.

6. Door-to-Door Service: When possible, Dial-A-Ride will furnish door-to-door service to ADA-certified passengers. Door-to-door includes the following items:

- A. Loading and unloading of passengers from the van.
- B. Escorting passengers to and from the primary entrance of the street door of the principal building upon arrival at both the origin and destination.
- C. Ensuring that the passenger has crossed the threshold of the front street door of their destination. Drivers will not cross threshold of the front street door of their destination. Drivers will not cross the threshold of homes or apartments to interior areas within living accommodations; also, drivers are required to stay within sight of their vans at all times.
- D. Escorting includes carrying packages. The Dial-A-Ride shopping bag policy includes the following:
 - (1) No more than three (3) bags OR one (1) carry-on item not exceeding twenty-five (25) pounds are allowed for each fare-paying passenger. All items must be in bags not loaded above the top of the bag.
 - (2) Drivers will assist persons with disabilities and senior citizens to load and unload bags, but only if this would not cause a delay for the next rider.
 - (3) For persons with disabilities and senior citizens not meeting ADA certification standards, drivers will load and unload bags to the curb. For ADA-certified passengers, drivers will place bags inside the door of their residence.

Passengers with special needs requiring greater assistance are encouraged to utilize a Personal Care Attendant (PCA). See Section 10, page 6, for additional information on PCAs. Questions concerning special needs should be directed to Modesto Area Dial-A-Ride at **527-4900**.

Passengers not meeting ADA-certification eligibility receive curb-to-curb service. Riders receiving curb-to-curb service must be waiting at the sidewalk or at another safe waiting area in front of, or as close as possible to the entrance of the pick-up location. Van drivers will wait for a rider at the curb of a public street in front, or as close as possible to the rider's residence, building or other designated location.

7. Scheduling Rides: ADA-certified passengers must call before 5:00 p.m. the day before they wish to ride, or up to fourteen (14) days in advance. Rides requested in this way will be given priority over non-ADA rider requests. You may also call at least two (2) hours in advance the same day, but your request will be filled on a space available basis only.

Non-ADA Disabled, and age 65 and over passengers can call at least two (2) hours before on the day they want to travel and your request will be filled on a space available basis. For medically related appointments, non-ADA Disabled riders and seniors can make advanced reservations up to one (1) week before their appointment, but not later than 24 hours prior to the time of their requested ride.

- A. Reservations: Passengers are responsible for providing the following information when using Modesto Area Dial-A-Ride service:
 - (1) Desired time for pick-up, or appointment time.
 - (2) Time for return pick-up (if required).
 - (3) Address of ride origination.
 - (4) Address of destination.
 - (5) Whether the passenger has an attendant (PCA) or guests.

- (6) Any special requirements. It is recommended that the passenger talk to the Dial-A-Ride supervisor for advice on this situation.

Please have all information ready when placing a call and write down reservation times when they are read back by the scheduler. It is recommended that the requesting passenger ask the scheduler's name when making reservations, cancellations, or changes to their scheduled pick-up. Passengers can call during normal business hours: 5:30 a.m. to 9:00 p.m. Monday through Friday, and 8:00 a.m. to 6:30 p.m. Saturday, and Sunday 8:00 a.m. to 6:00 p.m., to schedule or change a trip. Cancellations can be made as late as 11:00 p.m. Monday through Friday. Cancellations can also be made 24-hours-a-day, seven-days-a-week through a recorded answering service at **527-4900**.

Please let the scheduler know if you have any special pick-up or drop-off requirements. This is especially important in apartment and office complexes with multiple entry and exit points. When requested, passengers can be provided with a 3-5 minute phone call prior to van arrival. If you do not need a same-day reservation and/or need to make a number of reservations, calling after 10:00 a.m. is appreciated.

For ADA-certified passengers, Dial-A-Ride is required to schedule trips within one (1) hour before or after the requested time (or one (1) hour and fifteen (15) minutes for some areas). Passengers will be given a range of time for their pick-up (called the pick-up window) by the scheduler during which they can expect their pick-up to occur. Occasionally, the scheduler will need to adjust a passenger's desired travel time so that another rider can be fitted into the schedule. We ask for your cooperation and understanding when this occurs. We will do everything possible to avoid changing your ride time if we think it will make you late for an appointment. If your ride time is changed, a Dial-A-Ride staff member will call to advise you of the new pick-up time.

- B. Cancellations: If you don't need a ride after you have scheduled one, please call and cancel as soon as possible, but not less than one hour before your pick-up time. When cancelling a scheduled pick-up, passengers are responsible for providing the following information:
 - (1) Name of passenger.
 - (2) Time and date of scheduled pick-up.
 - (3) Address of ride origination.
 - (4) Exact destination address.
 - (5) Status of any other scheduled trips for that day.
 - (6) Status on any affected subscription trips that day.

Riders who do not cancel ahead of their pick-up time or attempt to cancel after the van has arrived will be considered a no-show. Excessive no-shows may be a cause for suspension of Dial-A-Ride service for thirty (30) days. Remember, the earlier you cancel a trip reservation the greater the chance that the time can be used by another rider.

- C. Changes to Already Scheduled Trips: When making a change to a scheduled pick-up, passengers must call in the change at least one (1) hour prior to the scheduled pick-up. Passengers are responsible for providing the following information:
 - (1) Time and date of scheduled pick-up.
 - (2) New origination address, if applicable.
 - (3) New destination, if applicable.
 - (4) New pick-up time, if applicable.
 - (5) Status of any other scheduled rides for that day.

Modesto Area Dial-A-Ride will make a good faith effort, but there is no guarantee that the requested change can be accommodated.

- D. **Requesting Information on Arrival Times:** Passengers may call any time after their scheduled pick-up time to inquire about expected van arrival time information. The Dial-A-Ride dispatcher will provide an estimated time or arrival for the van. Passengers are responsible for providing information when requesting information on the arrival of a Dial-A-Ride van:
- (1) Passenger's name.
 - (2) Scheduled pick-up time.
 - (3) Address of pick-up site.

8. Meeting the Van: Passengers must be ready to go fifteen (15) minutes before their scheduled pick-up time. The Dial-A-Ride driver will wait for five (5) minutes for those in wheelchairs and three (3) minutes for all others. If you miss your ride, you will have to call again, but you may not get a ride for at least (2) hours. If the van is more than fifteen (15) minutes late, passengers will not be considered a no-show if they are not present. Passenger promptness is important to help Dial-A-Ride maintain on-time performance.

9. Passenger Personal Items—Lost and Found: Passengers are responsible for personal items left on the van. Passengers can call Dial-A-Ride (527-4900) to inquire about personal items they may have left on the van. Dial-A-Ride will hold personal items for sixty (60) days prior to disposal.

10. Additional Riders Accompanying Passengers (ADA-certified passengers only): As defined in the ADA, while riding on Modesto Area Dial-A-Ride, each ADA-certified passenger can ride with:

- A. One (1) Personal Care Attendant (PCA), who provides individual assistance to the qualified passenger. Your PCA will not be charged for the trip. The PCA must travel to and from the same destination as the passenger.
- B. Guests. 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.

To prevent any potential delays in Dial-A-Ride service, please inform the scheduler if anyone will be accompanying the passenger when placing reservations.

11. Children on Dial-A-Ride: Children four (4) years old and under ride free and each must be accompanied by a fare paying adult.

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

13. Subscription Service: Subscription service is the practice of providing repetitive trips over an extended time without the passenger calling to request each trip. Typically, subscription service is provided for trips to work, work training, education, specialized medical care, or other regular travel needs. According to ADA guidelines, subscription service may not absorb more than 50% of the trips available on a given day. Currently, Modesto Area Dial-A-Ride exceeds the 50% subscription rate; therefore, no new subscription passengers can be scheduled, except for riders meeting life sustaining medical appointments (example: kidney dialysis). It is the responsibility of the passenger to reconfirm all subscription trips that are scheduled after holidays, school vacations, or other breaks in service.

14. Causes for Refusal of Service: Dangerous behavior or physical or verbal abuse towards drivers or passengers on the van by a passenger are grounds for refusal of Dial-A-Ride service. Dangerous behavior is defined as a threat or action that could cause direct or indirect physical harm to the driver, to other passengers, to themselves, or the van. Physical abuse is defined as any action

that may cause direct, or indirect physical harm to a passenger, driver or Dial-A-Ride staff. The penalty for dangerous behavior, physical abuse, or verbal abuse can range from a warning letter to suspension from the Modesto Area Dial-A-Ride program. Violation of transit rules falls under the California Penal Code. These are the same procedures that apply to passengers using the **MAX** fixed-route bus system.

15. Passenger Restrictions: Passengers are requested to refrain from eating, drinking, smoking, or wearing strongly scented products. It is requested that passengers refrain from eating, drinking, and smoking while on the van. Also, passengers are requested not to wear any strongly scented personal care products while using the service. This is to ensure that the vans are accessible for passengers with multiple chemical sensitivities or environmental illnesses.

16. Passenger Comments and Complaints: Comments or complaints may be made directly to Modesto Area Dial-A-Ride, 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 Dial-A-Ride and the Transit Office can respond appropriately. Serious problems should be communicated immediately. When making comments or complaints, passengers are requested to provide the following information:

- A. Date and time of incident.
- B. Place of incident, when applicable.
- C. Van number.
- D. Driver's, scheduler's, or staff member's name.

For the passenger's convenience all vans are equipped with postage-paid comment forms for this purpose. Passenger input is important in providing a safe and reliable Dial-A-Ride service. We welcome your comments:

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

PART THREE: Responsibility of Modesto Area Dial-A-Ride

1. Service Hours: Modesto Area Dial-A-Ride service hours complement the **MAX** fixed-route system seven (7) days a week.

The Dial-A-Ride hours for ADA-certified, disabled and seniors are:

| | |
|-----------------|------------------------|
| Monday – Friday | 4:45 a.m. – 11:00 p.m. |
| Saturday | 8:00 a.m. – 7:00 p.m. |
| Sunday | 8:00 a.m. – 6:00 p.m. |

The General Public can ride Modesto Area Dial-A-Ride during the following hours:

| | |
|-----------------|------------------------|
| Monday – Friday | 6:00 p.m. – 11:00 p.m. |
| Sunday | 8:00 a.m. – 6:00 p.m. |

Reservations can be made up to a week before, but no later than 2 hours before.

2. Reservation Hours: For ADA-certified passengers, Dial-A-Ride will accept trip reservations not less than one (1) day and no more than fourteen (14) days prior to the requested time during normal business hours. Modesto Area Dial-A-Ride business hours are:

| | |
|-----------------|-----------------------|
| Monday – Friday | 5:30 a.m. – 9:00 p.m. |
| Saturday | 8:00 a.m. – 6:30 p.m. |
| Sunday | 8:00 a.m. – 6:00 p.m. |

Cancellations can be made as late as 11:00 p.m. Monday-Friday. On a space available basis, reservations can be made on the day of travel as late as two (2) hours before the requested pick-up

time. Dial-A-Ride will strive to schedule all reservations within one (1) hour of the requested time, or alternative time, as mutually agreed upon with the passenger. If you do not need a same day reservation and/or need to make a number of reservations, calling after 10:00 a.m. is encouraged. Riders traveling during general public hours can make advance reservations up to one (1) week in advance.

3. Cancellations: Modesto Area Dial-A-Ride will accept cancellations during the following times: **Monday – Friday 7:00 a.m. – 11:00 p.m., Saturday 8:00 a.m. – 6:30 p.m., and Sunday 8:00 a.m. – 6:00 p.m.** Cancellations can also be made 24-hours a day, seven-days-a-week to a recorded answering service at **527-4900**. To count as a cancellation rather than a no-show, the cancellation must be made no less than one (1) hour before the scheduled pick-up time.

4. On-Time Performance: It is the goal of Dial-A-Ride to be on time 95% of all scheduled trips. On-time for a scheduled Dial-A-Ride is when the arrival time of the van is within ten (10) minutes before or twenty (20) minutes after the scheduled pick-up time. Arrival time is the time the driver is at the street-level door ready to receive the passenger.

5. Drivers Shall Not Idle the Engine: Modesto Area Dial-A-Ride instructs its drivers to turn the engine off (except to turn the engine to maintain air conditioning or heating systems) and take the key when leaving the van with a passenger on board.

6. Passengers Use of Seat Belt and Safety Belts: Dial-A-Ride provides and uses wheelchair tie downs as well as safety lap belts for each paratransit wheelchair and scooter user. The safety belt must be worn during transit. Each Dial-A-Ride van is fitted with seat belts for every passenger seat and secure attachment points for each wheelchair position. All passengers must use the seat belts.

7. Driver Wait Time Prior to Authorized Departure: Dial-A-Ride drivers will wait five (5) minutes for passengers in wheelchairs and three (3) minutes for all others.

8. One Hour Local Travel Time: One (1) hour has been established as the goal for the maximum length of time a Dial-A-Ride passenger should be on board a van, with the exception of specified service areas where the limit is one (1) hour and fifteen (15) minutes. However, extenuating circumstances do occur creating exceptions; i.e. traffic conditions, road conditions, weather, etc., over which Dial-A-Ride has no control. Consequently, some trips may exceed the goal. Passengers are advised to discuss their travel times with Dial-A-Ride if they experience consistently longer travel times.

9. Passenger Comment Forms: Passenger comment forms should be available and accessible in all vans for passengers to make comments and suggestions about Dial-A-Ride service.

10. Vans in Service: All vans and new lifts meet the specifications of the ADA. All vans will be kept safe and in a well maintained condition.

11. Driver Training Requirements: Modesto Area Dial-A-Ride drivers must be fully trained in all aspects of paratransit driving services. Training shall include defensive driving, behind the wheel driving, and sensitivity training. Modesto Area Dial-A-Ride is **NOT** a medical or emergency transportation service.

12. Two-Way Communication: Effective two-way communication will be available on all vans for the use of the driver.

13. 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. Documentation of a denial must be submitted to the Transit Office within two (2) business days of the determination to deny service.

- 14. Driver Uniforms:** Modesto Area Dial-A-Ride drivers will wear proper uniforms, which includes a nametag. The standard uniform will bear the name of the Modesto Area Dial-A-Ride operator on the shirt, or jacket and/or cap.
- 15. Communicate Schedule Changes:** Modesto Area Dial-A-Ride will make every reasonable attempt to communicate with passengers when pick-up times are changed.
- 16. Wheelchair Size and Weight Restrictions:** Wheelchair lifts on the vans are designed to lift common wheelchairs that do not exceed thirty (30) inches by forty-eight (48) inches, measured two (2) inches off the ground. The maximum weight restriction is six hundred (600) pounds (chair and occupant).
- 17. Alternative Taxicab Service:** During especially busy times, a local taxicab company may be called upon to assist in providing rides. When a taxicab is arranged through Modesto Area Dial-A-Ride, the passenger is only required to provide the driver one (1) Dial-A-Ride ticket, or regular cash fare. Driver tips are **NOT** required. If you experience any problems with a taxicab provided by Dial-A-Ride, please let Modesto Area Dial-A-Ride know as soon as possible.
- 18. Customer Courtesy:** All Modesto Area Dial-A-Ride passengers will be treated with the utmost courtesy and respect.
- 19. Title VI:** Modesto Area Dial-A-Ride is committed to a policy of non-discrimination in program service pursuant to Title VI of the Civil Rights Act of 1964. Any person who believes that he or she has been subject to discrimination under Title VI on the basis of race, color, or national origin may file a complaint. To receive additional information on MADAR's nondiscrimination obligations or to file a complaint, please call (209) 577-5295, or write to: City of Modesto, Transit Section, P.O. Box 642, Modesto CA 95353.

KEY MODESTO AREA TRANSIT TELEPHONE NUMBERS

| | |
|-------------------------------------|----------------|
| MODESTO AREA DIAL-A-RIDE | (209) 527-4900 |
| TDD | (209) 527-3546 |
| FAX | (209) 527-5060 |
| MODESTO AREA EXPRESS (MAX) | (209) 521-1274 |
| STANISLAUS REGIONAL TRANSIT (StaRT) | (800) 262-1516 |
| CERES AREA DIAL-A-RIDE | (209) 527-4991 |
| CITY OF MODESTO TRANSIT OFFICE | (209) 577-5295 |