



MODUS 101

WHAT TO EXPECT BEFORE, DURING, AND AFTER YOUR MODUS RIDE

WHO WE ARE

Modus is a free transportation service that works with a variety of organizations across Tulsa to help individuals who need help getting to their appointments. We do this with the help of caring volunteer drivers who are then matched with a person in need of a ride.

BEFORE YOUR RIDE

NEED A RIDE? If you need a ride to get to your appointment, ask your care provider (e.g. counselor, case manager, etc.) about Modus. All Modus rides must be scheduled through your care provider by no later than 5:00 PM, the weekday before the ride is needed.

TEXT MODUS BACK! Before your ride, you will receive a text message from Modus to confirm your ride. Text back "1" to confirm the ride. If you no longer need the ride, text "2" and this will cancel your ride. If you don't confirm the ride, we'll assume that you do not need a ride and your ride will be cancelled. If you need to cancel your ride after you texted "1", that's okay! Just be sure to let us know at least two hours before we're scheduled to pick you up.

MY PHONE BROKE AND I CAN'T TEXT! If you can't text to confirm or cancel your ride, you can call us at (918) 280-9563, email us at ride@modustulsa.org, or reach out to us via our website, www.modustulsa.org

DURING YOUR RIDE

WHO'S MY DRIVER? All Modus drivers are Modus staff or volunteers in the community. All drivers have been thoroughly vetted by the Modus team, passed a background check, have a clean driving record, and have gone through Modus driver training.

WHERE'S MY DRIVER & WHERE WILL THEY PARK? When your driver arrives at your pick-up location, they will text you to let you know. Make sure to be on time and look for a car with Modus magnets on each side or our agency's vehicle with "MODUS" on the side. If you live in a house, the driver will pull up to the curb. If you live in an apartment, the driver will be waiting outside of your apartment's leasing office. If we are picking you up at school, your driver will be waiting outside of the school's main entrance.

MY DRIVER TEXTED ME THEY'RE HERE, BUT I NEED ANOTHER MINUTE TO USE THE BATHROOM AND I DON'T WANT MY DRIVER TO LEAVE ME! Being on time for your ride is important, however, if you need a couple of minutes to finish getting ready, that's okay! Just make sure to communicate that with your driver by responding to their text/call so they know to wait for you.

CAN MY FRIEND OR PARENT RIDE WITH ME? Let your care provider, or whoever is scheduling your Modus ride, know this information in advance so they can include it on your Ride Request form. Drivers will not be able to take additional riders that are not on the form. If anyone you're planning to bring is not currently enrolled with Modus, they must be enrolled with the appropriate forms signed by no later than 5:00 PM, the weekday before the ride is needed.

I NEED TO BE PICKED UP SOMEWHERE ELSE. Drivers can only drive to the pick-up location and the drop-off location that was submitted by your provide. The trip details are pre-authorized by your care provider and passengers cannot adjust any details during the ride. If you need to change the pick-up location or need a ride somewhere else besides your originally appointment, please contact your care provider as soon as possible. Any last minute changes cannot be guaranteed, however, Modus will do its best to accommodate any changes.

I LIKE MY DRIVER AND I WOULD LIKE THEM TO DRIVE ME EVERY TIME. The driver you have now may not be your driver every time. If you would like to request the same driver for your next ride, contact us and we'll do our best to make it happen.



CHANGES FOR COVID-19

Will I need to sign any new forms before my next Modus ride? If you were enrolled before June 1, 2020 and have not filled out the Rider Agreement During COVID-19 and the COVID-19 Acknowledgement and Liability Waiver, you, your parent/guardian (if you're under 18), and/or any additional passengers you plan to bring with you will need to sign these forms before your next scheduled Modus ride. Please contact your care provider (counselor, case manager, etc.) for more information.

What changed about my provider scheduling my Modus rides? Your provider will need to schedule your ride by 5:00 PM, the weekday before your ride is needed. Be sure to let them know ASAP so they can schedule your ride! This is so we can properly plan and sanitize our vehicles for your safety.

What changed about confirming my Modus rides? Text confirmations will be sent out at the day before your ride. In order to keep your ride the next day, you will need to confirm by texting "1" to our text message within 6 hours.

HAVE A QUESTION OR WANT TO SHARE A COMMENT OR CONCERN? WE ARE HERE TO HELP! CALL, TEXT, OR EMAIL US ANYTIME, MONDAY-FRIDAY BETWEEN 8:00 AM-8:00 PM.



WHAT IS MODUS DOING TO ENSURE MY SAFETY DURING THE COVID-19 PANDEMIC?

Our new policies are to ensure the health and safety of our passengers and drivers. Together, we can do our part to prevent the spread of COVID-19. Modus thanks you for your cooperation.

Masks are required.

All drivers and passengers over the age of 4 will be required to wear a mask at all times during the ride.



Check your temperature.

Everyone will be required to take their temperature at least two (2) hours before their ride. **If your temperature is 100° or higher, please cancel your ride.** Also, a Modus driver may ask you to take your temperature using disposable thermometer strips.



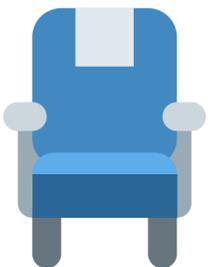
Sanitizing Vehicles.

Modus will be sanitizing all vehicles and all Modus-provided car seats before and after each ride. We're asking everyone for their patience while we enforce our new cleaning procedures.



Practice physical distancing.

The front seat will be closed to encourage physical distancing.



Check for other symptoms.

Conduct a Medical Self-Assessment. **As always, if you are sick, please cancel your ride ASAP.**



Contact Modus...

Our staff is here to help everyone through this transition. If you have any questions or concerns, don't hesitate to contact our office anytime between 8:00 AM – 8:00 PM, Monday-Friday.



(918) 280-9563



ride@modustulsa.org



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