

**MORONGO  
BAND OF MISSION INDIANS  
DIAL-A-RIDE PROGRAM**

**Dial-A-Ride**

Morongo provides Dial-A-Ride (MDAR) transit services to qualified residents residing on the Morongo Indian Reservation. Dial-A-Ride is a curb-to-curb, advance reservation, transportation service for seniors, persons with disabilities, tribal students, Morongo TANF recipients and employees.

**Hours of Operation and Destination**

San Gorgonio Pass Area (Banning, Beaumont, and Cabazon)

Monday - Friday 7:30am to 4:30pm (Last Call at 3:30pm)

MDAR does not operate on the following major holidays:

<b>New Year's Day</b>	<b>Indian Day</b>
<b>Martin Luther King Day</b>	<b>Veteran's Day</b>
<b>President's Day</b>	<b>Thanksgiving Day</b>
<b>Good Friday</b>	<b>Day after Thanksgiving</b>
<b>Memorial Day</b>	<b>Christmas Eve</b>
<b>Independence Day</b>	<b>Christmas Day</b>
<b>Labor Day</b>	

**Who can use  
Morongo's Dial-A-Ride services?**

MDAR services are available to:

- Persons with disabilities
- Persons who are ADA Certified
- Elderly/Senior 55+ (with ID)
- Tribal students (services restricted to school hours, days and locations)
- Morongo TANF Recipients (\*Please note: Underage passengers must be accompanied by an adult. Any child 46" tall or under rides free when accompanied by a fare paying adult)
- Tribal employees working on tribal premises (with ID)  
\*Please note: Services for Tribal employees are restricted hours of service and availability.

Services for tribal employees are restricted to 11:00am - 1:00pm, Monday- Friday.

Services for students are restricted to school hours, days and location.

**Wheelchair Brakes & Footrests Mandatory**

For safety reasons, all wheelchairs must have functional brakes and footrests attached in order to be transported on the lift. Wheelchair lifts on the Dial-A-Ride buses are designed to lift common wheelchairs that do not exceed 32x51 inches, measured two inches off the ground. The maximum weight restriction for the lift is 800 pounds (chair and occupant). This is a safety and liability issue.

**Cancellations**

Last-minute cancellations are very costly to the MDAR Program, especially if reserved seat cannot be used by someone else who needs a ride. Before requesting a ride, please be sure of pick-up time. If unable to ride as scheduled, please call Dial-A-Ride provider to cancel request as soon as possible. Cancellations received less than two hours before the scheduled pick-up time will be considered a "no-show."

**Companions**

While riding on the San Gorgonio Area Dial-A-Ride, each elderly/senior passenger can ride with one (1) Personal Care Attendant (PCA), who provides individual assistance to qualified passengers. PCA is 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.

**MORONGO  
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For more information: Please visit  
**[www.transportation@morongo-nsn.gov](mailto:www.transportation@morongo-nsn.gov)**  
or call our Reservation Service number at  
**(951) 755-5245**



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MISSION INDIANS**

**MORONGO  
DIAL-A-RIDE**



**MDAR Mission Statement**

The Morongo Transportation Department's mission is to exceed and provide safe, secure, reliable, exceptional customer service while utilizing innovative technology, training, and security for our passengers.

## Dial-A-Ride Reservation Service System

MDAR program operates on a Reservation Service System. Passengers have to call (951) 755-5245 at least 24-hours in advance to make a reservation. MDAR service is on a first come, first serve basis; more notice may be requested to book certain times. Reservations can be made up to 21 business days in advance.

Passengers are able to schedule appointments by contacting the Morongo Transportation Department during business hours, 7:00am-4:30pm, Monday-Friday.

For service after-hours please call the Morongo Transportation office to make a reservation. When making a reservation appointment through voice mail, please provide the following information in the message:

- Your name and telephone number
- Desired reservation date and time
- Address of pick-up and drop-off location

A transportation staff member will return your call the next business day for confirmation. Appointments must be confirmed by a transportation staff member prior to pick-up.

## Same Day Service

May be allowed, based on availability.

## Fares and Reservation Process

All qualified recipients must fill an MDAR application and receive approval prior to transportation services. The base fare for MDAR service is \$1.00 per passenger, per boarding. Drivers cannot give change. Applicants can also purchase a monthly bus pass for \$30.00 for unlimited boarding at Morongo's Tribal Administration building.

Qualified applicants must show proof of Morongo residence, including required documents from the following list:

- ADA Certification Award Letter
- TANF Registration
- California Identification or Driver License
- Utility Bill
- Morongo Tribal Student ID or School Registration
- Morongo Tribal Employee ID
- Proof of Disabilities

## Code of Conduct

Courtesy is to be shown to the driver and fellow passengers at all times while aboard a tribal vehicle. The following rules are designed for your safety and comfort:

- No tipping allowed to any tribal driver or staff member.
- Fares must be exact; driver is not equipped to make change.
- All payments for trips must be made prior to departure.
- No eating, drinking, or smoking.
- No open containers of alcohol.
- No riding under the influence of alcohol and/or illegal drugs.
- No weapons or firearms.

- No abusive, threatening or obscene language or actions toward driver, passengers, and/or tribal employees.
- No deliberate fare evasion.
- No large, bulky or heavy items (EG 5-gallon water bottles, etc.)
- No operating or tampering with equipment while onboard a Tribal vehicle.
- No pets allowed except service animals.
- Radios, cassette tape players, compact disc players or other sound-generating equipment are not permitted to be played aboard the vehicle.
- No bags of items for recycle or refuse.

Deliberate violation of the "Rules of Conduct" is cause for suspension from MDAR service and under certain circumstances expulsion and possible criminal prosecution.

