

MODESTO AREA DIAL-A-RIDE

CONSUMER GUIDE

SERVING
MODESTO
SALIDA-EMPIRE

527-4900

TDD 527-3546

FAX 527-5060

LARGE PRINT OR SPANISH VERSIONS OF THIS
GUIDE ARE AVAILABLE BY CALLING 527-4900

WWW.MODESTOAREAEXPRESS.COM

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PART ONE: Introduction

Modesto Area Dial-A-Ride (**MADAR**) 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. MADAR provides local paratransit service within the Modesto, Empire and Salida areas under contract to City of Modesto Transit.

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 or for life-sustaining medical treatments such as dialysis. Other riders benefit from social opportunities that they would not be able to travel to without MADAR service.

Paratransit is a vital, but limited, community resource. As demand has increased funding cannot always be assured. One of the reasons for this *CONSUMER GUIDE* is to promote the responsible use of paratransit services.

Though paratransit provides a wonderful service to those in need, it does not work for everyone in every situation. As it is a shared ride service, you will often have to make several stops en route to your destination. Individuals requiring a direct trip to or from their destination are encouraged to consider other options. MADAR is public transit, not specialized medical transport. We are unable to transport individuals who are too physically frail or ill to complete their trip safely on paratransit. In deciding if MADAR is appropriate for you, please keep in mind that MADAR drivers do not provide attendant services or perform hand-to-hand transfers of passengers to caretakers.

The safety and security of MADAR passengers and operators is of the utmost importance to the City of Modesto. Every member of the riding public has an obligation to contribute to the safety of the van by refraining from inappropriate and seriously disruptive behavior as defined by the City of Modesto Transit's Passenger Conduct Policy. Any person who exhibits inappropriate or seriously disruptive behavior while boarding, disembarking, or riding on MADAR will lose the privilege of using MADAR.

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

For more information on the MADAR program please consult our web-site at:

www.ModestoAreaExpress.com

PART TWO: Rights and Responsibilities of the MADAR Passenger

1. Eligibility: There are four (4) categories of eligibility for riding MADAR. These categories are eligible for different levels of service from MADAR:

- A. **ADA-certified:** To be ADA certified, passengers must meet one of the following:
 - (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.
- B. **Non-ADA Disabled:** Using Modesto Area Express (**MAX**) is difficult, but not impossible.
- C. **Senior:** Requires verification of age (65 and over), i.e. copy of drivers' license, birth certificate, Medicare card, etc.
- D. **General Public:** May ride only during specified periods of time. See "Service Hours" section, page 8, for additional information.

ADA-certified riders on MADAR are the only category of passengers who are eligible to reserve rides in advance for any purpose and must be recertified every three (3) years. All other categories have restrictions on reservation timing, reservation purpose, and/or riding days and times. Passengers with questions about MADAR eligibility and service restrictions are urged to call **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 MADAR system. In accordance with the Americans with Disabilities Act (ADA), MADAR 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 \$27.00. Single fare price is \$3.00. 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 MADAR office at **527-4900**.

3. MADAR Service Area: All MADAR 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. If you have questions about a particular location, please contact the MADAR office at **527-4900**.

4. Seat Belts and Safety Belts Required On All Riders: Passengers must wear seat belts at all time:

- 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. MADAR is a Shared Ride Public Transit Service: Passengers are advised that the MADAR program is a shared ride system. This means that other passengers will likely 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.

The MADAR 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, 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 be able to maintain a forward path of travel, which means the vehicles will not enter narrow drives or lots that do not meet this safety criterion. MADAR vehicles also 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.

Door-to-door service includes the following:

- 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 MADAR 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 Senior and non-ADA disabled riders in loading and unloading bags, but only if this would not cause a delay for the next rider.
 - (3) For Senior and non-ADA disabled riders, 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 11, page 6, for additional information on PCAs. Questions concerning special needs should be directed to MADAR at **527-4900**. Please understand that paratransit drivers are not caregivers. Drivers are only there to safely transport you from your origin to your destination.

Passengers not meeting ADA-certification eligibility may 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 seven (7) 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 Senior 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 seven (7) days 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 MADAR 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. ADA passengers, Disabled passengers, and Senior passengers may request a notification with an approximate 5 or 10 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, MADAR is required to schedule trips within one (1) hour before or after the requested time. 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 accommodated in the schedule. We ask for your cooperation and understanding when this occurs. We will do everything possible to avoid changing your pick-up window if we think it will make you late for an appointment. If your pick-up window is changed, a MADAR staff member will call to advise you of the new times.

If you have been granted an Open Return because the nature of your medical or governmental appointment does not allow for a normal return ride reservation, you can expect to be picked up within 60 minutes of notifying the MADAR office you are ready.

- 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 (1) 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 at least one hour ahead of their 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 when no-shows are accrued for more than 5% of all rides within a floating six (6) month period. At a minimum, three (3) no-shows must be accrued before a rider will be suspended from MADAR service. 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.

MADAR 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 window to inquire about expected van arrival time information. The MADAR dispatcher will provide an estimated time of arrival for the van. Passengers are responsible for providing information when requesting information on the arrival of a MADAR van:
- (1) Passenger's name.
 - (2) Scheduled pick-up window.
 - (3) Address of pick-up site.

8. Meeting the Van: Passengers must be ready to go during the entire 30 minute pickup window. The MADAR driver will wait for five (5) minutes for those in wheelchairs and three (3) minutes for all others. If you miss your ride, you may call again, but will likely receive a new ride reservation at least two (2) hours later. 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 MADAR maintain on-time performance.

9. Passenger Personal Items—Lost and Found: Passengers are responsible for personal items left on the van. Passengers can call MADAR (527-4900) to inquire about personal items they may have left on the van. MADAR will hold nonperishable personal items for sixty (60) days prior to disposal. Perishable items will be disposed of no later than the end of the day.

10. Additional Riders Accompanying Passengers (ADA-certified passengers only): As defined in the ADA, while riding on MADAR, 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. During restricted hours, 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. Companions pay full fare and must travel to and from the same destination as the passenger.

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

11. Personal Care Attendants (PCA): The driver and ridership on MADAR can change every day. Passengers will ride with strangers and the driver will be out of the vehicle assisting other passengers on and off the vehicle. Drivers are trained to provide transportation. They do not have the specialized care training required by school districts, day programs, or residential providers.

It is the responsibility of the passenger to bring a PCA if it is not safe for the passenger to be alone with strangers, if the passenger is medically fragile, if the passenger needs personal attention while traveling, or if the passenger is not capable of responding to emergency situations in other aspects of their life. A PCA rides free of charge.

12. Children on MADAR: Children four (4) years old and under ride free and each must be accompanied by a fare paying adult.

13. Visitors: Visitors from out of town, who are ADA certified by another transit provider, or provide documentation of a disability, or self-certify that they have a disability that prevents them from using MAX fixed route buses, may ride MADAR for twenty-one (21) service days in a year. Call the MADAR office at 527-4900 to arrange for a visitor's status. Visitors requiring service beyond twenty-one (21) service days must be certified on the MADAR system if they wish to continue to ride.

14. Subscription Service: Currently, MADAR cannot accommodate any new subscription service except for riders needing 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.

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

The following is a summary of the Passenger Conduct Policy. Full text of the policy may be obtained from the website at www.modestoareaexpress.com or by calling the City of Modesto Transit Office at 577-5295:

Any person who exhibits inappropriate or seriously disruptive behavior while boarding, disembarking, or riding on MADAR will lose the privilege of using MADAR.

Inappropriate behavior is defined as conduct that does not demonstrate respect for the rights and dignity of others, interferes with the orderly operation of transit services, damages public property, is disruptive, or violates the rules of riding the van.

A passenger engaging in inappropriate behavior not warranting immediate ejection from the van will receive a verbal warning. The warning will state the reason his or her behavior is inappropriate and the steps the passenger must take to correct the behavior. The MADAR driver or other agent will document this verbal warning, indicating the date and time the warning was given.

Seriously disruptive behavior is defined as conduct that is violent, illegal, or endangers the health or safety of others. Such behavior includes, but is not limited to:

- threats,
- physical or verbal abuse;
- unlawful harassment including unwelcome verbal, nonverbal or physical behavior having sexual or racial connotations;
- public intoxication;

- voluntarily and repeatedly engaging in inappropriate behavior;
- bringing hazardous materials on the vehicle;
- bodily fluids or feces released from the passenger, clothing, or mobility device;
- extreme poor personal hygiene;
- passengers with a known airborne communicable disease such as tuberculosis; and
- a service animal not under the control of its handler.

A passenger who engages in seriously disruptive behavior may have service denied without prior warning or be removed from the van immediately.

Repetitive inappropriate behavior or any seriously disruptive behavior may result in formal suspension of the passenger from MADAR. The length of the suspension will be determined by the severity of the immediate incident, the documented history of previous incidents, and any previous suspensions. Additional occurrences of inappropriate or seriously disruptive behavior after a suspension may result in further suspension from MADAR until such time as the passenger can demonstrate he or she will comply with MADAR policies and rules.

MADAR reserves the right to initiate a suspension without prior warning should it be necessary for the health and safety of the operator and/or passengers.

A suspension notice will specify the reason for the suspension, the duration of the suspension, and the process for appealing the suspension. The appeal process is available in the full text of the policy.

In considering any appeal, ADA requires that the health and safety of others will be the highest priority. The determination of whether an individual poses a direct threat to the health and safety of others will be made on an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence to ascertain the nature, duration, and severity of the risk; the probability that potential injury will actually occur; and whether reasonable modifications of policies, practices, or procedures will mitigate the risk. If the investigation reveals that the passenger's disruptive behavior is caused by a disability and beyond the passenger's control, the reviewer will evaluate whether accommodations can be made to allow the passenger continued access to MADAR services. Under ADA regulations, access to MADAR may be conditionally reestablished if an attendant accompanies the passenger to help control his or her behavior. If the required attendant is unable to prevent further instances of seriously disruptive behavior, the passenger may be suspended from MADAR indefinitely.

When the suspension period is completed, the passenger may resume ride reservations on MADAR. However, if there is another documented incident of inappropriate or seriously disruptive behavior, the passenger may be suspended for a longer period of time.

16. 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 insure that the vans are accessible for passengers with multiple chemical sensitivity or environmental illnesses.

17. Dress Code: MADAR is shared, public transportation and clothing must be appropriate for travel with other passengers.

18. 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. 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 MADAR 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 MADAR

1. Service Hours: MADAR service hours complement the **MAX** fixed-route system seven (7) days a week. The MADAR hours for ADA-certified, disabled and Seniors are:

Monday – Friday	4:45 a.m. – 11:00 p.m.
Saturday	7:30 a.m. – 7:00 p.m.
Sunday	8:00 a.m. – 6:00 p.m.

The General Public can ride MADAR 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, MADAR will accept trip reservations not less than one (1) day and no more than seven (7) days prior to the requested time during normal business hours. MADAR 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. MADAR 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: MADAR will accept cancellations during the following times: 5:30 a.m. – 11:00 p.m. Monday – Friday, 8:00 a.m. – 6:30 p.m. Saturday, and 8:00 a.m. – 6:00 p.m. – Sunday. 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 hour before the scheduled pick-up time.

4. On-Time Performance: It is the goal of MADAR to be on time 95% of all scheduled trips. On-time for a scheduled MADAR is when the arrival time of the van is within the 30 minute pickup

window (or within 60 minutes of notification for a pre-authorized Open Return). 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:** MADAR 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. Passenger Use of Seat Belt and Safety Belts:** MADAR 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 MADAR 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. Drivers' Wait Prior to Authorized Departure:** MADAR drivers will wait five (5) minutes for passengers in wheelchairs and three (3) minutes for all others.
- 8. Passenger Ride Time:** A MADAR trip should be comparable in length to an identical trip on the fixed-route system, including the time necessary to travel to the bus stop, wait for the bus, actual ride time, transfers, and travel from the final bus stop to the rider's destination. Operationally, 60 minutes has been established as the goal for the maximum length of time a MADAR passenger should be on board a van for travel within Service Area 1 and 75 minutes for travel to or from Area 2. However, extenuating circumstances do occur creating exceptions; i.e. traffic conditions, road conditions, weather, etc., over which MADAR has no control. Consequently, some trips may exceed the goal. Passengers are advised to discuss their travel times with MADAR 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 MADAR service.
- 10. Vans in Service:** All vans and new lifts/ramps meet the specifications of the ADA. All vans will be kept safe and in a well maintained condition.
- 11. Driver Training Requirements:** MADAR drivers must be fully trained in all aspects of paratransit driving services. Training shall include defensive driving, behind the wheel driving, and sensitivity training. MADAR 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:** MADAR has the right to deny service if the transport of a passenger is deemed unsafe or inappropriate or if passenger violates Conduct Policy.
- 14. Driver Uniforms:** MADAR drivers will wear proper uniforms, with names on uniform shirts. The standard uniform will bear the name of the MADAR operator on the shirt, or jacket and/or cap.
- 15. Communicate Schedule Changes:** MADAR will make every reasonable attempt to communicate with passengers when pick-up times are changed.
- 16. Mobility Device and Weight Restrictions:** MADAR lifts and ramps are designed to accommodate ADA compliant mobility devices that do not exceed thirty (30) inches by forty-eight (48) inches, measured two (2) inches off the ground. The maximum weight restriction is one thousand (1,000) pounds (chair and occupant).
- 17. Alternative Taxicab Service:** To meet overall scheduling needs MADAR may choose to provide previously scheduled rides through their contracted taxicab company. When a taxicab is arranged by MADAR, the passenger is only required to provide the driver one (1) MADAR ticket, or

regular cash fare. Driver tips are **NOT** required. If you experience any problems with a taxicab on a MADAR, please let MADAR know as soon as possible.

18. Customer Courtesy: All MADAR passengers will be treated with the utmost courtesy and respect.

19. Title VI: MADAR is committed to a policy of non-discrimination 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	527-4900
TDD	527-3546
FAX	527-5060
MODESTO AREA EXPRESS (MAX)	521-1274
STANISLAUS REGIONAL TRANSIT (StaRT)	1-800-262-1516
CERES DIAL-A-RIDE	527-4991
CITY OF MODESTO TRANSIT OFFICE	577-5295

Modesto Area Dial-A-Ride Service Area

