Welcome to the Modesto Area Dial-A-Ride (MADAR), a City of Modesto shared ride public transportation service for Senior Citizens and qualified persons with disabilities who are unable to use the MAX fixed-route bus service. MADAR provides origin to destination paratransit service within ¾ mile of the Modesto Area Express bus system service area throughout Modesto.

In this PASSENGER GUIDE you will find information you will need to use this local paratransit service. Paratransit service represents a key link for persons with disabilities and Senior Citizens by allowing them to maintain mobility in the community. 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 needing 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.

Your comments and suggestions to improve this PASSENGER GUIDE are encouraged and appreciated. Please review this guide carefully. If you have questions, please contact MADAR Customer Service at (209) 527-4900 or consult our website at www.ModestoAreaExpress.com
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Important Contact Info

Modesto Area Dial-A-Ride (MADAR) .......... (209) 527-4900
  TDD ........................................... (209) 527-3546
  FAX ........................................ (209) 527-5060
Lost and Found ................................ (209) 527-4900 Option “2”
Customer Comments ........................... (209) 527-4900 Option “2”
Cancellations ................................... (209) 527-4900 Option “3”
Reservations .................................... (209) 527-4900 Option “1”
Stanislaus Eligibility Center (MOVE) ....... (209) 232-5092
Modesto Area Express (MAX) ............... (209) 521-1274
Stanislaus Regional Transit (StaRT) ......... (800) 262-1516
Ceres Dial-A-Ride (CAT) ...................... (209) 527-4991
City of Modesto Transit Office ............... (209) 577-5295 Option “3”

MADAR
(209) 527-4900

Hours of Operation

MADAR service hours complement the MAX fixed-route system, operating seven (7) days a week every day of the year.

The MADAR hours for ADA-certified and Senior Citizens are:
  Monday – Friday        4:45 a.m. – 11:00 p.m.
  Saturday               7:15 a.m. – 9:00 p.m.
  Sunday                 8:00 a.m. – 8:15 p.m.

Last Booking Each Day
The last available pick-up time for passengers is 75 minutes before service hours end. This is to allow all passengers to be delivered to their destinations and the bus delivered to the yard by the end of the day’s scheduled operation.
Fares

MADAR Passengers ....................... $3.00
10-ride Ticket Book...................... $30.00
Children 4 and under ..................... Free with fare paying adult

Passengers must pay the exact cash fare at time of boarding or use a MADAR ticket. Drivers do not carry change. Fares and ticket books may be purchased with a credit/debit card at the customer service office located at 1216 Doker Street. Tickets are non-refundable. For questions please call (209) 527-4900.

Lost and Found

Passengers are responsible for personal items left on the bus. Passengers can call MADAR (209) 527-4900 to inquire about personal items they may have left on the bus. 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.
In compliance with federal regulations, MADAR service boundaries are ¾ mile beyond the MAX bus routes serving Modesto. All pick-ups and drop-offs will be within the boundaries.

A more detailed view of this map is available at www.ModestoAreaExpress.com by selecting “Dial-A-Ride” and then selecting the map. Viewing the map this way will allow you to zoom in to view actual street names. If you have questions about a particular address, please contact the MADAR office at (209) 527-4900.
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 windows or route of travel may be altered so another passenger can be accommodated.

During peak passenger hours, the MADAR scheduler may ask passengers to accept trip reservation windows that are different from their original desired pick-up window. Your reservation window may be moved up to an hour earlier or later than requested. Please try to be flexible because, by changing your window, more passengers can be served. Your cooperation is appreciated.

MADAR is intended for qualifying seniors and individuals unable to independently use the fixed-route bus system.

These categories are eligible for different levels of service from MADAR:

**ADA Paratransit Passengers**

ADA eligible passengers must meet at least one of the following criteria:
- The passenger is unable to INDEPENDENTLY board, ride and/or disembark from any bus in the MAX system
- 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
- Passengers must go through a certification process to establish their eligibility under the Americans with Disabilities Act (ADA)

**Senior Citizen Passengers**

Requires verification of age (65 and over), e.g. copy of drivers’ license, birth certificate, Medicare card, etc.

**Visitors**

Visitors from out of town, who are ADA certified by another transit provider may ride MADAR for twenty-one (21) service days in a year. Call the MADAR office at (209) 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.

(continued on page 5)
Who Can Ride MADAR?

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Out of Service Area Passengers
Passengers needing to come from outside the MADAR service area to access destinations within the Modesto city limits, can travel on regional transit buses to the Transit Center, located at 9th and K Streets. The passenger can book travel on MADAR throughout the service area, returning to the Transit Center to connect with their originating service to return home. Passengers will need to book their travel with each bus system and coordinate travel times to ensure they reach their final destinations timely.

MADAR is intended for qualifying seniors and individuals unable to independently use the fixed-route bus system.
How to Apply for MADAR Service

ADA Certified Passengers
To establish MADAR eligibility under the Americans with Disabilities Act (ADA), please contact the Stanislaus Eligibility Center, operated by MOVE at (209) 232-5029. MOVE is a nonprofit organization providing a simplified, uniform eligibility process for ADA paratransit services in Stanislaus County. To be eligible for ADA paratransit services in Stanislaus County you must participate in an in-person interview at one of the four Stanislaus Eligibility Center locations. Once eligibility is certified by MOVE, passengers are able to ride with MADAR and all operators in the County.

Senior Citizen Passengers
Those age 65 and older establish eligibility by completing a simple form and providing a valid photo identification card verifying date of birth. Seniors qualifying under this provision are limited to using MADAR for medical appointments scheduled at least 24 hours in advance. Non-medical travel activities are scheduled same day on a case-by-case basis, dependent upon bus availability. Applications are available at www.ModestoAreaExpress.com, the Transit Center or the City of Modesto or by calling customer service at (209) 527-4900. Seniors wishing maximum flexibility on MADAR should establish ADA paratransit eligibility through the Stanislaus Eligibility Center (SEC).

Passengers with questions about MADAR eligibility and service restrictions are urged to call customer service at (209) 527-4900.

Eligibility Periods
MADAR passengers receive an identification card valid for three years from time of issuance. Passengers are recommended to make an appointment to renew their eligibility at least three months before their cards expire.

NOTE: Passengers with existing eligibility, including those qualified under eligibility categories no longer specifically served by MADAR, will be served until their established eligibility expires.
Making Your MADAR Reservations

When to Book
ADA ride reservations may be made up to seven (7) days in advance, but no later than 5:00 pm the day before travel.

Seniors can make advanced reservations for medically related appointments, up to seven (7) days before their appointment, but not later than 24 hours prior to the time of their requested ride. Senior passengers can also call at least two (2) hours before on the day they want to travel. These requests are accommodated on a space available basis. They are not guaranteed.

Reservation Process
Passengers are responsible for providing the following information when using MADAR service:
1. Desired pick-up window or appointment time
2. Pick-up window for return trip (if required)
3. Address of origination
4. Address of destination
5. Whether the passenger has an attendant (PCA) or companions
6. Mobility device passenger will use or if passenger without a mobility device needs to use the vehicle lift

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. Passengers may request phone notification when the bus is approximately five minutes of arrival.

Please have all information ready when placing a call and write down reservation windows 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.

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

Reservations Hours
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 with a transit representative as late as 10:30 p.m. Monday through Friday. Cancellations can also be made 24-hours-a-day, seven-days-a-week through a recorded answering service at (209) 527-4900, Option “3”.

If you do not wish 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 passenger can be accommodated in the schedule. We ask for your cooperation and understanding when this occurs. If your pick-up window is changed, a MADAR staff member will call to advise you of the new windows.

**Open Returns**
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. You must request an open return; they are not automatically scheduled.

**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 window. MADAR will make a good faith effort, but there is no guarantee that the requested change can be accommodated.

**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 window. Trips canceled less than one (1) hour before pick-up window are counted as “no shows” unless the cancellation is due to family emergency, illness or transit provider error.

**Same Day Rides**
There are also some limited same-day request rides available, however these are only as space-available seats on buses already in scheduled service. Same-day rides are a courtesy to customers and are not required to follow the same policies for pickup windows or ride time limits. To request a same-day ride, you must call at least two (2) hours in advance of the desired pick-up time. Same-day ride reservations, if available, are not appropriate for appointments or time sensitive tasks since the ride available may be several hours after the passenger would prefer to ride.

**Subscription Service**
Currently, MADAR cannot accommodate any new subscription service except for passengers needing life sustaining medical appointments (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.

**Meeting the Bus**
Passenger promptness is important to help MADAR maintain on-time performance. Passengers must be ready to go during the entire 30 minute pick-up window. The MADAR driver will wait for five (5) minutes for those in mobility devices 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 bus is more than fifteen (15) minutes late, passengers will not be considered a no-show if they are not present.
Who Can Travel with ADA Individuals?

As defined in the ADA, while riding on MADAR, each ADA-certified passenger can ride with:

Service Animals and Pets
A person with a disability may board the vehicle with a trained service animal. The passenger must keep the animal under control and it must not pose a threat to other passengers.

Only domesticated pets are allowed on MADAR vehicles. They must be carried in closed pet carriers. For safety reasons, drivers are not permitted to carry pet containers onto or off of vehicles. The City of Modesto will not be responsible or liable for loss, damage or injury caused to or by pets.

Personal Care Attendants (PCA)
Passengers with special needs requiring greater assistance are encouraged to utilize a Personal Care Attendant (PCA). For additional information on PCAs or if you have questions concerning special needs, please contact MADAR customer service at (209) 527-4900. Please understand that paratransit drivers are not caregivers. Drivers are only there to safely transport you from your origin to your destination.

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.

Companions
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.

Children
Children four years old and under ride free and each must be accompanied by a fare paying adult. Children between the ages of 2-8 must be secured in their own seat using the provided seat belt or an approved child safety seat provided by the passenger. It is up to the adult passenger to determine which securement is appropriate as established by California Vehicle Code. Please note car seats must be secured by passenger.

Children nine years of age and older may ride unaccompanied.
Seat Belts and Safety Belts Required On All Passengers
Passengers must wear seat belts at all times. Safety belts are required for ambulatory passengers sitting in seats. Safety lap belts that are secured to the floor of the buses are mandated for passengers using mobility devices such as wheelchairs and electric scooters.

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

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).

No Eating, Drinking or Smoking
Eating, drinking, and smoking while on the bus is prohibited.

No Strongly Scented Personal Care Products
Passengers are requested not to wear any strongly scented personal care products while using the service. This is to insure that the vehicles are accessible for passengers with multiple chemical sensitivity or environmental illnesses.

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

Behavior Expectations
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 bus.

A passenger engaging in inappropriate behavior not warranting immediate ejection from the bus 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.

Disruptive Behavior
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

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- 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
- 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 bus 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.

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 the Conduct Policy.

Shopping Bags
Each passenger is limited to three (3) shopping bags OR one (1) carry-on item not exceeding twenty-five (25 lbs) pounds that can be reasonably carried on their laps when seated and/or stowed safely under, or in front of, their seats. All items must be in bags not loaded above the top of the bag.

Shopping Carts
Small shopping carts that meet the following specifications are allowed on the bus:
- Up to 30” tall, 18” wide, and 18” deep (not including handle and/or wheels)
- Can easily/quickly negotiate vehicle door entrances and turns for any reason
- Contain loads within the height and designated capacity of the carrying device
- Cannot include items that are wet, leaking, or considered hazardous for any reason

Strollers
- Passengers with strollers must remove the child and collapse the stroller before boarding the vehicle.
- Parents or guardians of children ages two and under that are removed from strollers must be seated with the child in their laps.
• Children over two years of age must be seated on their own bus seat and secured by a seat belt or an approved child safety seat provided and secured by the passenger.

Door-to-Door Service
MADAR furnishes 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.

Driver Services
Door-to-door service includes the following:

• Loading and unloading of passengers from the bus
• Escorting passengers to and from the primary entrance of the street door of the principal building upon arrival at both the origin and destination
• Ensuring that the passenger has crossed the threshold of the front street door of their destination

Drivers are prohibited from crossing the threshold of passenger origin and destination points. Drivers are required to stay within sight of their bus at all times.

Escorting includes carrying packages. The MADAR shopping bag policy includes the following:

• Drivers can assist Senior Citizens and ADA passengers in loading and unloading bags, but only if this would not cause a delay for the next passenger
• For Senior Citizens, drivers can load and unload bags to the curb
• For ADA-certified passengers, drivers can place bags at the threshold of their residence
No Show Policy
MADAR understands that when ride reservations are made in advance, passengers may have schedule changes or even sometimes forget a ride. However, each ride is valuable and a ride you no longer need should be made available to other passengers. If you develop a pattern of canceling trips late or failing to take reserved rides, you will have your MADAR service eligibility suspended for a period of time.

A **No Show** occurs when a passenger fails to board the vehicle in a timely manner when the MADAR vehicle has arrived at the appropriate location within the pickup window and waited the appropriate number of minutes. The MADAR driver will wait at the door or designated point of origin for five (5) minutes for passengers using a mobility device, three (3) minutes for those not using a device.

A No Show will also be assessed if the passengers cannot leave the bus at the planned drop off destination because he or she cannot be left alone and a caregiver is not at the destination. All passengers needing extra assistance during travel or at their destination are strongly encouraged to travel with a PCA.

A **Late Cancellation** occurs when a passenger cancels a ride reservation less than one hour ahead of the beginning of the pickup window. Late cancellations count against a passenger record just like a No Show because these cancellations usually don’t allow enough time for MADAR dispatch to make service available for another passenger and interfere with the timing of other passenger trips.

MADAR Customer Service reviews and verifies each No Show and Late Cancellation to ensure accuracy before entering them into passenger records. Each time a Late Cancel or No Show is assessed, MADAR will send you a letter. If you believe that the assessment is in error, please call the MADAR customer service, (209) 527-4900 to discuss the matter.
A No Show/Late Cancellation will **not** be assessed if:

1. MADAR staff made an error in the ride reservation
2. The vehicle did not arrive at the location specified in the reservation
3. The vehicle arrived outside the pickup window or did not wait per policy
4. The ride could not be taken or canceled due to an emergency beyond the passenger’s control.

**Suspension Process**

Too many passenger accumulated infractions within a calendar month may result in service suspension. Before taking any action, MADAR considers how many rides a passenger has completed that month to ensure that frequent passengers are not unfairly penalized for occasional failures to complete a trip:

<table>
<thead>
<tr>
<th>Number of Trips</th>
<th>Number of No Show/Late Cancellations for Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 30</td>
<td>3 No Shows/Late Cancels</td>
</tr>
<tr>
<td>30 or more</td>
<td>10% or more of total trips</td>
</tr>
</tbody>
</table>

At the end of each month, MADAR will send out a letter of suspension to any passenger meeting the suspension thresholds. Suspensions begin at 3 days and increase depending upon how many times a passenger has been previously suspended within the previous 12 months.

<table>
<thead>
<tr>
<th>Number of Suspensions within 12 months</th>
<th>Number of Days of Suspension</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st time</td>
<td>3 days</td>
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<tr>
<td>2nd time</td>
<td>7 days</td>
</tr>
<tr>
<td>3rd time</td>
<td>14 days</td>
</tr>
<tr>
<td>4th time</td>
<td>21 days</td>
</tr>
<tr>
<td>5th and subsequent times</td>
<td>30 days</td>
</tr>
</tbody>
</table>

Suspensions will begin 15 days after the date the letter is mailed. This period of time is intended to allow sufficient time for suspended passengers to reschedule appointments or to make alternate personal transportation arrangements.

Passengers wishing to appeal a suspension for No Shows or Late Cancellations must follow the appeal procedures included with the suspension letter.

**Passenger Conduct/Causes for Refusal of Service**

Dangerous behavior or physical or verbal abuse towards MADAR staff, drivers or passengers on the bus by a passenger will not be tolerated on MADAR. Any person who exhibits inappropriate behavior or conduct will be subject to suspension.

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or seriously disruptive behavior while boarding, disembarking, or riding on MADAR is subject to penalty including suspension as laid about above. 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.

Right to Appeal
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.

Personal hardship due to lack of MADAR service is not a basis for appeal.

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.
Bus Wait Time for Passenger Prior to Authorized Departure
MADAR drivers will wait three (3) minutes for passengers to approach the bus or five (5) minutes for those with a mobility device.

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 passenger’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 bus for travel. 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.

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 bus 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.

Backup 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.
Questions & Comments

Passenger Feedback
We want to hear from you and provide many means for you to share your comments or complaints. To leave your feedback, please contact us by these means:

Phone
MADAR Customer Service  (209) 527-4900
Option #2 or
City of Modesto Transit Office  (209) 577-5201

Online
www.ModestoAreaExpress.com

Mail
Modesto Area Dial-a-Ride
1216 Doker Drive
Modesto, CA 95351

Feedback 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. Bus number
D. Driver’s or staff member’s name

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:

Title VI Officer
City of Modesto,
Transit Section
P.O. Box 642
Modesto CA 95353