



CITY OF MADERA

ADA COMPLEMENTARY PARATRANSIT VISITOR POLICY

VISITORS

A visitor is an individual with disabilities who is not registered with the Madera Metro ADA Complementary Paratransit Service. A visitor must present documentation that they are ADA paratransit eligible in the jurisdiction in which they reside. This can be done through:

- Documentation of eligibility received from another transit agency (i.e., ID card or other documentation).
- Self-certification by the visitor that they are unable to use fixed-route bus services.

If the individual is not able to produce documentation of ADA Complementary Paratransit certification by another transit system but claims to be eligible for service, service will be provided. However, Madera Metro may request proof that the individual is not a resident, and, in some cases (for hidden impairment conditions), medical documentation may be required. Madera Metro will attempt to process visitor requests within 24 hours upon receipt.

Visitors are eligible to use the Madera Metro ADA Complementary Paratransit for any combination of twenty-one (21) days during any 365-day period beginning with the visitor's first use of the service.