

City of Madera

Madera Metro Policy on Visitors

Reasonable Modification Complaint Response Procedures

The right to paratransit under ADA cannot be restricted based on where the individual lives. An individual that does not reside in the UZA service area, seeking to utilize Dial-A-Ride ADA paratransit service may be certified by another transit system. When the specific trip is made, the Madera Metro (dispatch) scheduler may ask if the person is ADA certified by another transit system. If so and appropriate documentation is provided, Madera Metro shall honor that certification and provide the service, within any proscribed limits of that certification.

If the individual is not able to produce documentation of ADA 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. Under no circumstances is a visitor to the system entitled to service beyond twenty-one (21) days, in any combination, during any 365-day period beginning with the visitor's first use of the service.