

City of Madera

Madera Metro Policy on Accommodating Reasonable Modifications

All requests for reasonable modification (fixed route, paratransit or facilities) will be processed in the following manner. The City's policies for ADA are incorporated by reference into this policy.

1. Requests may be submitted via email at dhuff@madera.gov, written mail to 204 W. Fourth Street, Madera, CA 93637 or by phone at (559)661-3693. All requests will be logged into a Reasonable Modification/Accommodation spreadsheet noting the requestors name, date, contact information and specific modification request being made.
2. Information regarding requesting reasonable modifications will be available on the Madera Metro website (www.maderametro.gov) as well as within the various printed materials normally provided by the agency (i.e. riders guides, notices).
3. Individuals requesting modifications will be asked to supply sufficient detail within the request so that agency staff may effectively evaluate the request. Individuals are not required to use the term "reasonable modification" when requesting modifications or accommodations.
4. Whenever feasible, requests for modifications shall be made in advance, before the requested modification is expected to be provided in service. Madera Metro acknowledges that, due to the unpredictable nature of transportation, some requests for reasonable modification may be made while in transit. As such, operating personnel shall make a determination of whether the modification should be provided at that time.
5. Some requests for reasonable accommodations may be submitted during the paratransit eligibility process or through other customer service inquiries determined to be in compliance with existing District Rules, Policies and Procedures and staff may implement those changes as they are requested. As such, operating personnel are trained and are empowered to determine whether the request should be granted at the time of the request or whether the request needs to be escalated to operations/agency management before making a determination to grant or deny the request
6. All requests for modifications (reasonable or otherwise) will be assigned to the Grants Administrator, for review and evaluation. Prior to determination, the Grants Administrator, will consult with agency operations staff regarding requests for reasonable modification.
7. Training regarding these procedures will be provided to agency and contractor staff who interact with the public; specifically, office assistants, dispatchers, schedulers and supervisors.

All complete reasonable modification requests will be acknowledged within 3 business days of receipt. The resolution and response to the person who submitted a request will be made timely, within 15 business days, and the response must explain the reasons for the resolution. The response will be documented in the Reasonable Modification/Accommodation log. Any requests requiring more than 15 business days to resolve will be reviewed at City Manager level, documented and written notification provided as to why the resolution requires additional time for full resolution.

Reasonable Modification Complaint Response Procedures

1. Complaints may be submitted via the website at www.maderametro.gov, by email, written mail to 204 W. Fourth Street, Madera, CA 93637 or by phone at (559) 661-3693. All complaints will be logged into a Reasonable Modification/Accommodation spreadsheet noting the complainant's name, date, contact information and specific complaint being made as well as the original request for modification associated with the complaint.
2. All complaints will be reviewed by the Grants Administrator.
3. All complaints will be acknowledged within 3 business days of receipt. The resolution and response will be made timely, within 15 business days, and the response must explain the reasons for the determination. The response must be documented in the Reasonable Modification/Accommodation log, referencing the original request for modification. Any complaint responses requiring more than 15 business days for resolution must be reviewed by the City Manager and documented as to why the resolution requires additional time for full resolution.

Reasonable Modification Request Point of Contact

1. The Madera Metro Reasonable Modification Request Point of Contact shall be assigned to the position of Grants Administrator.
Name: Mr. Joseph Hebert
Ph.: (559) 559-3692
Email: jhebert@madera.gov
2. Requests may be reviewed by the following City and contractor staff, Contractor General Manager, City Director of Human Resources, City Attorney, and City Manager.

Denying Request for Modification

1. Requests for modification of Madera Metro's policies and practices may be denied only on one or more of the following grounds:

- a. Granting the request would fundamentally alter the nature of Madera Metro's services, programs, or activities;
- b. Granting the request would create a direct threat to the health or safety of others (including drivers and other passengers, but not including the requesting party);
- c. Without the requested modification, the individual with a disability is able to fully use Madera Metro's services, programs, or activities for their intended purpose;
or
- d. In the case of the District as a recipient of federal financial assistance, granting the request would cause an undue financial and administrative burden.

If City of Madera denies a request for a reasonable modification, Madera Metro shall take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefit provided by Madera Metro.