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# Memorandum

**To:** MV Public Transportation, Inc. Operations staff  
**cc:** Joe Hebert, Interim Grant Administrator, Annie Self, MV Gen. Mgr.  
**From:** David Huff, Program Manager  
**Date:** 8/12/2021  
**Re:** Madera Metro Services Policy Update

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Given the most recent FTA triennial review, it was determined necessary to make the following modifications to service provisions. This Memo serves to request that MV, Public Transportation Inc., incorporate the following practices immediately, during Madera Metro operations:

**Service Animals:**

- Madera Metro must permit service animals to accompany individuals with disabilities in vehicles and facilities.
- Service animals are not required to have special “paperwork” identifying badges, or vests, or leashes, harness, or carriers.

**Reasonable Accommodations:**

We are required to make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination based on disability or to provide accessibility to services.

- Information on the reasonable modification process must be readily available to the public and must be accessible.
- Advance notice can be required, but flexibility is also needed to handle requests that are only practicable on the spot.
- Individuals requesting modifications are not required to use the term “reasonable modification”.
- Drivers must accommodate wheelchairs according to the true capacities of the vehicles.

- Must permit any passenger who uses a left or ramp to board or disembark from the vehicle at any designated stop.
- Must deploy lifts or ramps for persons who do not use wheelchairs, including standees, upon request.
- May not require waivers from standees who require the use of the lift.
- May not deny service to individuals using respirators, concentrators, or portable oxygen.

#### Personal Care Attendant (PCA)

- Individuals riding Madera Metro that need a PCA should not be required to always use the same PCA or should be limited to only 1 PCA. Riders may switch out PCAs, or have more than one PCA, if there is a need for more than one.

#### Rider Companions for ADA

- Individuals riding Madera Metro Dial-a-Ride may have a personal companion riding with them. The Companion is required to pay the general public fare when riding with the ADA passenger.