

MMS ADA Service Animals Policy

Purpose

Medical Motor Service (MMS) is committed to providing safe, reliable, and accessible transportation for all riders, including individuals with disabilities. This policy outlines MMS's responsibilities under the Americans with Disabilities Act (ADA) regarding service animals.

Policy Statement

MMS allows service animals to accompany riders with disabilities on all vehicles and in all facilities. Service animals are essential partners in ensuring individuals with disabilities have full access to transportation.

Definition of a Service Animal

A service animal is a dog or miniature horse that has been individually trained to perform tasks or provide assistance to a person with a disability.

Examples of tasks include:

- Guiding individuals who are blind or have low vision
- Alerting individuals who are deaf or hard of hearing
- Assisting with mobility or balance
- Retrieving items such as medicine or a phone
- Providing assistance during a seizure

Identification and Questions

MMS staff will not require certification, documentation, or proof that the animal is a service animal.

Staff may only ask two questions when the animal's role is not obvious:

1. Is the animal required because of a disability?
2. What work or task has the animal been trained to perform?

Behavioral Standards

The service animal must:

- Be under the rider's control at all times using a leash, harness, or tether, unless the individual's disability prevents its use or it interferes with the animal's work.
- Be housebroken.
- Not pose a direct threat to the health or safety of others.
- Not display aggressive or disruptive behavior.

If a service animal is out of control or not housebroken, the rider will still be provided transportation without the animal.

Fees and Surcharges

There will never be any additional charges or deposits for riders traveling with a service animal.

Driver Guidelines

- Allow the animal to board and ride with the rider.
- Provide appropriate space near the rider when possible.
- Do not touch, feed, or distract the service animal.

- Focus on securing mobility devices and ensuring the safety of both the rider and the animal.

Pets and Emotional Support Animals

Pets and emotional support animals are not considered service animals under the ADA and are not permitted.

MMS Service Animal/ADA Complaint Filing Instructions

How to File a Complaint About Service Animals or ADA Concerns

MMS takes all complaints seriously and responds promptly to ensure equal access to transportation services.

Step 1 – Gather Details

Write down the date, time, vehicle number, and a description of what occurred. Include names of any staff members or witnesses if possible.

Step 2 – Submit the Complaint

You may file a complaint using one of the following methods:

- **Mail:** Medical Motor Service, Attn: ADA Coordinator, 608 Clinton Avenue S, Rochester, NY 14620
- **Email:** adacoordinator@mmsnys.org
- **Phone:** Call 585.654.6030 and ask for the ADA Coordinator.
- **In-Person:** Visit the MMS office during normal business hours.

Step 3 – After You File

- MMS will acknowledge your complaint within **10 business days**.
- A full investigation will be completed, and you may be contacted for more information.
- MMS will issue a written response within **30 business days** whenever possible.

Step 4 – If You Are Not Satisfied

You may also file a complaint directly with the Federal Transit Administration (FTA):

FTA Office of Civil Rights
1200 New Jersey Avenue, SE
Washington, DC 20590
Email: FTA.ADAAssistance@dot.gov
Phone: 1-888-446-4511

MMS Service Animal Complaint Form

Medical Motor Service – Service Animal Complaint Form

Date of Complaint: _____

Rider Information (optional):

Name: _____

Address: _____

Phone: _____

Email: _____

Trip Information (if applicable):

Date of Trip: _____

Pick-up Location: _____

Drop-off Location: _____

Vehicle Number or Driver Name (if known): _____

Description of Issue:

(Provide details about what happened, including how the service animal was involved and any staff actions.)

Resolution Desired:

Signature: _____

Date: _____