



FOR IMMEDIATE RELEASE:

**MV paratransit driver's fast actions help aid in rescue of elderly rider;
Driver recognized by Fresno City Council**

During the July 24 Fresno (CA) City Council meeting, MV Transportation paratransit driver Richard Herrera was publicly recognized for his heroic efforts in aiding an elderly rider who had fallen in her garage and suffered major head injuries.



"Without much forethought or concern for himself, Richard did what he believed to be right, what he knew to be right in his heart of hearts and that was to reach out and to go far above and beyond the call of duty," said Andrew Souza, Fresno City Manager. "On behalf of the Mayor, the City Council and the City of Fresno, we say thank you. Not just for this act, but knowing that it's an act that reflects the core of who you are."

On July 2, Elizabeth Morrow, 81, who used the Fresno Area Express Handy Ride paratransit services had scheduled an 8:30 am pick up. Driver Herrera, who is employed by Handy Ride contractor MV Transportation, arrived at Ms. Morrow's condo a few minutes early and felt compelled to go knock on her door because she did not answer a call from the MV dispatcher alerting her that her ride was outside.

While he was knocking, Herrera heard a noise he described as sounding like a cat screaming. He then realized it was Ms. Morrow screaming from inside the garage. Herrera, who is studying to be a nurse, went around to the outside of the garage door and made contact with Ms. Morrow.

Ms. Morrow said that she had fallen the day before and was hurt. She told Herrera the front door was open and asked for his help. Herrera called 911 on his way into the house, and when he found Ms. Morrow in the garage she was lying in a large pool of blood. She had fallen the night before and struggled all night to get up all night. He stayed with her until the ambulance arrived, and assisted the



paramedics as they stabilized her and readied her for transport. He was thoughtful enough to lock her house, shut off the lights and gave the driver her keys.

After the incident, Herrera went home to take a shower and change clothes, then returned to work. MV Transportation offered him the rest of the day off, but he shook his head and said, "I got to get back out there, it is what we do."

Ms. Morrow later passed away from her injuries, but her son Gary told the Fresno Bee newspaper that he was grateful for Herrera's efforts and that because of his compassion, his mother did not die alone without treatment.

Based in Fairfield, California, MV is the largest private provider of paratransit services and the largest privately-owned transportation contracting firm in the United States. MV employs more than 10,000 dedicated transit professionals and operates more than 140 contracts in 27 states.

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