



**Monroe Transit System  
Fixed Route ADA Policy  
Effective: August 2013  
Revised: June 2018**

**Purpose:**

MTS Fixed Route service is designed by the Monroe Transit System to meet the transportation needs of all passengers, including those with disabilities in the Monroe area. Monroe Transit is committed to providing the highest level of bus service to the public. To ensure the disabled community is afforded the same quality service as able-bodied customers, Monroe Transit supports the Americans with Disabilities Act (ADA). The ADA extends the Civil Rights Act of 1964, which bars discrimination based on sex, religion, race and national origin, to persons with disabilities. The ADA provides guarantees in many areas, one of which is public transportation. This policy is meant to address those requirements and implement them into Monroe Transit fixed route service.

**Policy:**

Under the ADA, Monroe Transit is required to follow specific guidelines. The following are listed below:

1. Operators are required to use all accessibility-related features provided by the manufacturer of the vehicle; for example, lifts, securement straps, PA systems, annunciators, etc.
2. Operators shall not require individuals with disabilities to use designated priority seating if the person does not choose to do so. However, operators must request that person's sitting in the priority seats and any fold down seats over the securement area vacate those areas when a person with a disability needs to use them.
3. Wheelchair lifts and ramps must be cycled every day. During the pre-trip inspection of the vehicle, if all of the required straps and devices are not on board, the operator must contact the Supervisor/Maintenance for assistance before pulling from the yard. Operators must report defects and lift failures to the Supervisor by the most immediate means available (e.g., radio).

4. Whenever a customer with a disability must be delayed in their travel due to failure of the lift (or for any other reason), the Operator must report the situation at once to Supervisor. In all cases, when a disabled person must be “left behind” at a stop for any reason, the Supervisor must be notified immediately. Alternate transportation must be provided to the disabled customer if the delay will exceed more than 30 minutes.
5. Operators must transport any type of wheelchair provided it does not exceed the capacities of the vehicle and lifts or ramps. Operators are required to use all securement devices provided by the manufacturer (including straps, harnesses, clamps, etc.) as they were intended to be used; securing using a four-point tie down system. If a passenger refuses to be secured, you the operator must notify your supervisor immediately. Do NOT move the vehicle. Customers in wheelchairs must allow the operator to secure the wheelchair or service may be denied.

Operators must recommend to the passenger that they allow you to secure them using the lap belt and shoulder strap. Please inform the passenger that you cannot move your vehicle until they are properly secured or they MUST sign a waiver statement, stating that they were offered securement and refused.

6. Operators may recommend that customers transfer from their three or four wheel mobility devices (such as tricycle type wheelchairs) to regular fixed seating in the vehicle. However, the Operator cannot require a disabled customer to move. If the customer chooses to move to fixed seating, the Operator must assist with making the move and the mobility device must be completely secured with tie-downs.
7. Operators are required to provide assistance to the disabled customer by using the securement devices, repositioning the person’s wheelchair, storing a person’s walker or crutches, moving to a fixed seat, etc.
8. Operators must permit customers, if requested, to use the lift or ramp to board and alight from the vehicle whether or not they use a wheelchair. For example, a customer using a walker or a customer with arthritis may find it impossible to negotiate the steps of the vehicle when boarding and alighting. Any customers must be given the opportunity to use the lift, if they request it.
9. Customers in wheelchairs may ride up and down on the lift while facing toward or away from the side of the vehicle. Operators may recommend to wheelchair users that they should “back” onto the lift and ride up or down facing away from the side of the vehicle; however, the decision to drive forward or backward onto the lift rests ultimately with the customer in a wheelchair.
10. Customers with disabilities who have respiratory conditions that require the use of an oxygen bottle or tank must be allowed to bring the tank or bottle on board, provided that the tank or bottle can be secured.
11. Operators must allow a disabled customer the necessary time it takes to board or alight from the vehicle, without comment.

12. Operators must permit service animals to board the vehicle with a customer with a disability. The term “service animal” means any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. You may not ask the owner for an ID badge or permit. You may only ask what type of service the animal provides.
13. Operators must allow customers with disabilities to use all stops that are open to all customers (even if it conflicts with the operator’s own best judgment). However, if there is construction or other temporary obstacles at the stop, the Operator may choose an alternative stop.
14. Whenever there is room on board, a person using a wheelchair must be allowed to board. This often means that an Operator will have to ask customers seated in the securement area to move so that the wheelchair can be secured.
15. Priority seating areas and wheelchair securement areas must be labeled. Therefore, it is the responsibility of the Operator to report missing or damaged signs or labels on the vehicle or equipment defect sheet so that they can be replaced or repaired promptly.
16. Customers in wheelchairs must be able to reach the signal for the “next stop” buzzer or bell. Also, customers in wheelchairs must be able to see the visual sign which tells them that the “next stop” has been requested. Operators may still ask customers using wheelchairs where they want to alight (as a safety measure and for convenience of the disabled customer).
17. Operators must announce major intersections, time points, and major destinations along the route. Those pre-determined locations per routes are listed on the next page. Also, operators are required to announce any stop upon the request of a customer with a disability. Finally, operators must announce – outside of the bus – their route number at the Downtown Terminal and at bus stops serviced by other routes to assist sight impaired customers who find it hard to read a bus destination sign.

## Stops to Announce on All Fixed Routes

**ANNOUNCE ROUTE NAME AND NUMBER AT THE TERMINAL EACH TIME ARRIVING & DEPARTING**

### **ROUTE 1 – DESIARD ST**

- Downtown Terminal
- Ouachita Health Unit
- U L M
- DeSiard Plaza

### **ROUTE 2 – PARK AVENUE**

- Downtown Terminal
- Forsythe Park
- Lexington & Avoyelles
- Lexington Elementary

### **ROUTE 3 – TWIN CITY MALL**

- Downtown Terminal
- Main Library
- Loop & Forsythe
- Northgate Shopping Center
- Monroe Surgical Clinic

### **ROUTE 4 – PECANLAND MALL**

- Downtown Terminal
- Century & Oregon Trail
- Office of Family Support
- Target/Home Depot
- Pecanland Mall
- MLK Middle School
- Lowe's
- Delta College

### **ROUTE 5 – UNIVERSITY**

- Downtown Terminal
- Wal-Mart
- Social Security Office
- U L M
- ULM Terminal

### **ROUTE 6 – BURG JONES / MARX**

- Downtown Terminal
- St Francis Hospital
- Winnsboro Rd
- Berg Jones & Conover
- Wossman High School
- Mac's Fresh Foods

### **ROUTE 7 – WHITE / POWELL**

- Downtown Terminal
- Carroll High School
- Standard & Outlet
- Lincoln Elementary
- Monroe Airport

### **ROUTE 8 – BERNSTEIN PARK**

- Downtown Terminal
- Louis Locke Homes
- Louisiana Gardens & Zoo
- Pine Bayou
- Tanglewood
- Ben Ballard & Hwy 15
- South Pointe

### **ROUTE 9 – JACKSON ST**

- Downtown Terminal
- St Francis Medical Center
- EA Conway Hospital
- Stacey & Jason
- Parkview Apartments
- City Court House
- Parish Court House
- Lee & Lidell

### **ROUTE 10 – N MONROE**

- Downtown Terminal
- Wal-Mart
- Loop Rd & Point Dr
- Deborah Dr & Forsythe
- Veteran's Home
- Medical Park & Old Sterlington Rd
- St. Joseph Home

