



# **Monroe Transit Paratransit Service Guide**

**Effective April 2008**

**Revised November 17, 2022**

# Table of Contents

Introduction	2
Applying for Paratransit Service	3
Paratransit Eligibility	4
Paratransit Service	5
Making a Reservation	6
No-Show Policy	8
Pick up Procedures	10
PCA's & Guests	12
MTS Fare	12
Visitors with Disabilities	12
Using MTS Paratransit	13
Suggestions and Complaints	16
Application Appeals Process	17
Additional ADA Information	18

## Introduction

**The Americans with Disabilities Act (ADA) of 1990** requires the Monroe Transit System and other public transit agencies throughout the country to provide complementary paratransit service or equivalent public transportation to individuals who cannot board, ride, or get to an accessible fixed-route bus because of their disability. This service must be comparable to the level of service that is provided to individuals without disabilities who use an agency's fixed route service.

Monroe Transit's fixed route service is a system that elderly and disabled passengers can use easily and comfortably. All our buses are designed with special features to accommodate elderly and disabled customers. MTS issues Half-Fare cards for senior citizens and disabled riders to use on the fixed route system. This card allows an eligible individual to travel at half the regular fare on any fixed-route bus during our service hours. The fare may be paid by cash or fare cards. To be eligible for discounts, you must be 62 years of age or older or have a physical or mental disability. For further information, call us at (318) 329-2506 or visit our website at <http://www.monroela.us>.

### **MTS Paratransit**

MTS Paratransit is a service designed by the Monroe Transit System to meet the transportation needs of people with disabilities in the Monroe area. In order to utilize the benefits of MTS, riders must have a disability that prevents them from riding the MTS fixed route bus system.

### **Service Area:**

MTS Paratransit service operates during the same days and hours as the fixed route bus system. The service area extends  $\frac{3}{4}$  of a mile beyond the fixed routes. MTS Paratransit does not provide service to areas west of the Ouachita River.

A trip may require more than one-half hour from origin to destination due to the size of MTS service area. We are committed to trips that are not excessive in length and have adopted the standard that no trips will be more than the length of comparable fixed route service. To get more information regarding the MTS service area, please call us at (318) 329-2506 and speak with one of our customer service representatives.

### Important Phone Numbers

Reservations/TTDY/Information

(318) 329-2506

Transportation Manager/Scheduling Problems

(318)329-2506

Fax

(318) 329-2868

### **Applying For Paratransit Service**

In order to utilize MTS service, you need to complete an application. To request your application please call MTS at (318) 329-2506 or by **TTY at (318) 329-2506** from 8:00 a.m. to 4:00 p.m., Monday through Friday. Applications are also available online at [www.monroela.us](http://www.monroela.us).

The application for MTS Paratransit eligibility asks for information to determine which public transit service best meets your needs. In addition, the application must be completed by a physician. The physician is asked to describe how your disability prevents you from using the fixed route bus service. This evaluation is to help MTS evaluate your transit needs. If you need assistance completing your application, don't hesitate to contact the MTS staff.

All applications will receive a response within 21 days of receipt of the physician's certification by MTS.

Any fully completed application not approved within this time period will be considered approved until MTS makes a final determination. At that point, you may begin using our service until a determination of the application is rendered. MTS will call and inform you if your application has not been approved within the 21-day approval period.

*The 21-day processing time doesn't apply to incomplete applications or applications not received by MTS.*

Please ensure that all sections of the application have been completed before submission, or the application will be considered incomplete. MTS's staff will return the application to the applicant in the case of an incomplete application.

#### **Applicant's Status Notification:**

Applicants will be notified about their eligibility by phone, in writing, or in alternate formats if requested. You will be instructed on obtaining an MTS Paratransit photo identification card upon approval. An ID card is required to use the Paratransit service.

#### **Application Denial:**

You have the right to appeal any decision that denies your service. MTS has an appeal process for riders who feel they have not received a service for which they believe they are eligible. Appeals may be in writing or verbal and must include a detailed explanation from the applicant as to why the denied services are necessary. Appeals must be mailed via certified mail within sixty (60) days to:

**Monroe Transit System  
Paratransit Appeals  
700 Washington  
Street Monroe, La  
71201**

#### **Recertification:**

MTS requires eligible customers to be re-certified a minimum of every three years or sooner if the qualifying condition is temporary. The eligibility expiration date appears on the ADA photo identification

card. It is the responsibility of the customer to maintain a valid photo identification card and to reapply for service before the eligibility expiration date. MTS will notify the customers whose certification is nearing its expiration. If a customer fails to renew his or her eligibility, his/her Paratransit service will be discontinued.

### **Paratransit Photo Identification Cards:**

Paratransit photo identification cards must be obtained from MTS after customers receive confirmation of their eligibility for paratransit service. MTS will provide instructions on how to obtain a photo ID upon approval of your application. This identification must be presented upon request when using paratransit services.

Your MTS Paratransit photo identification card is accepted throughout the United States. It may be used to ride paratransit systems wherever these services are provided for up to 21 days. You must confirm exact scheduling rules and regulation with local transit authorities.

Your photo ID card is required each time you use the MTS Paratransit service and is also accepted as identification to obtain half-fare discounts on MTS' fixed route bus services. Please contact MTS at (318) 329-2506 for more information.

### **Lost ADA Photo ID Cards:**

If you misplace your photo ID card, a replacement card can be obtained by calling our customer service representatives at (318) 329-2506. A trip on MTS will be scheduled for the replacement ID to be processed. The customer must pay the round-trip fare and a replacement cost of \$5.00 for the new identification card.

## **Paratransit Eligibility**

If you have a disability, which prevents you from using the MTS's fixed route service, you may be eligible for MTS Complementary Paratransit. The ADA defines eligibility for complementary paratransit service in [49 CFR Section 37.123] of the federal regulations. Eligibility is limited to people who fall within one of these categories:

### **Category 1**

The first category of eligibility includes people who are unable to use fully accessible fixed-route services. Any individual with a disability who is unable, as a result of a physical or mental impairment, and unable to board, ride, or disembark from any vehicle on the fixed route system without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), which is readily accessible to and usable by individuals with disabilities. [49 CFR Section 37.123 (e) (I)]

### **Category 2**

The second category of eligibility includes any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride, and disembark from any vehicle that is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route of the system during the hours of operation of the system at a time or within a reasonable period of such time, when such a

vehicle is not being used to provide designated public transportation on the route. [49 CFR Section 37.123(e) (2)]

### **Category 3**

The third category of eligibility includes any individual with a disability who has a specific impairment-relation condition that prevents such individual from traveling to a boarding location or from a disembarking location on such system. [49 CFR Section 37.123 (e) (3)]

#### **Monroe Transit's Fixed Route System:**

MTS's fixed route system consists of an MTS bus service that operates on a set route, days, and scheduled times within the MTS service area. MTS buses are wheelchair accessible and do not require advanced scheduling. Paratransit-eligible persons receive a half-fare discount on the bus service with their Paratransit ID card. Persons not eligible for Paratransit service may also receive a half-fare discount if they are age 62 or older, possess a Medicare Card pursuant to Title II/XVII of the Social Security Act, or are disabled (as determined through a brief application process).

#### **Paratransit Service**

Paratransit service is designed for individuals whose needs cannot be met by the fixed route service. MTS Paratransit is a shared-ride form of public transportation that complements MTS's fixed route service. MTS provides a service that is equivalent to the fixed route system. MTS provides service for all types of trips, such as work, medical, educational, and recreational.

There are two types of services that MTS' Paratransit Service offers:

**Advanced Reservation service** allows an individual rider to make a reservation for a trip anywhere from three days up to the day before they wish to travel. There is no limit to the number of non-subscription trips passengers can book on any given service day. An unlimited number of trips may be reserved during one phone call.

**Subscription Service** is offered to MTS customers who have travel patterns to and from the same destinations, during the same days and hours, at least three days per week. Individuals who have schedules that change frequently are not eligible for subscription services.

Subscription service is offered Monday through Saturday and is restricted to work, medical, and educational trips. When a person is approved for subscription service, that person must contact the scheduler to confirm the desired days and times of travel. Once MTS confirms a subscription schedule, the customer does not have to make any further reservation calls except to cancel any trip you do not plan to take.

Note: MTS does not operate on Sundays or the following holidays: New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Juneteenth, Fourth of July, Labor Day, Veterans Day, Thanksgiving Day, and Christmas Day.

Long-term permanent changes to a rider's subscription service must be submitted to MTS at least one week before the change takes effect. MTS cannot guarantee that changes in subscription service can be accommodated. Temporary changes to subscription service must be in effect for a minimum

of two weeks and be submitted one week in advance of the effective date.

The regular subscription service can be reinstated with as little as one day's notice. Unfortunately, same-day changes cannot be accommodated. Subscription service is offered as a convenience to our customers. Availability is based on a first come/first serve basis. Subscription service is not required under ADA; therefore, certain restrictions may apply due to capacity constraints.

### **Making A Reservation**

Please call our reservation agents at (318) 329-2506 (TTDY is available) to make a reservation. All reservations must be made by calling this line.

#### Reservation

#### Periods

Monday-Friday

8:00 a.m. - 4:00

p.m.

On Saturdays, when our reservation line is closed, you may still call (318) 329-2506 for reservation confirmation or to change or cancel a trip. In addition, passengers wishing to schedule a trip for Mondays may leave a message on our reservation line voicemail between 8:00 a.m. and 4:00 p.m. on Sunday immediately preceding the trip.

Individuals with speech or hearing impairment may confirm their reservations through MTS' TTDY number at (318) 329-2506.

Please remember that drivers cannot make, change, or cancel your reservations. In order to change your reservation, you need to contact an MTS reservation agent.

### **Reservation Information**

Please have the following information available when making a reservation:

- Customer name.
- The exact street addresses (origin and destination).
- Names of complexes or subdivisions, building, apartment, and suite numbers.
- Where applicable, easily identified pick-up points should be communicated, such as a hospital, shopping mall, or doctor's office.
- The appointment or the pick-up time. (Remember to indicate if the customer is traveling with a Personal Care Attendant (PCA) or companions.)
- The return trip information (must provide pick-up time).

A customer can make a reservation for a trip one to three days in advance by calling (318) 329-2506 Monday – Friday, 8 a.m. to 4 p.m. No same-day trips will be accepted, including return trips. There is no limit to the number of non-subscription trips passengers can book on any given service day. An unlimited number of trips can be reserved during one telephone call. Every effort will be made to accommodate the requested trip; however, please be aware that the requested trip may sometimes be unavailable. In those rare instances where demand goes beyond the available service, the MTS reservation agents will attempt to provide you with an alternate time as close to the requested time

as possible.

Trip "negotiations" are permissible under the ADA. Riders requesting a specific pick-up time that is unavailable will be offered a pick-up time nearest to the requested pick-up time within one hour before and one hour after the requested pick-up time. If the rider refuses a trip provided within one hour before, and one hour after the requested pick-up time, the declined trip will be considered a trip denial. A rider may still accept an alternate pick-up time more than one hour from the requested time. All passengers have the right to reject an alternative trip time.

If your trip can be scheduled within 15 minutes (before or after) the requested pick-up time, there will be no call back from MTS to inform you of the pick-up time. MTS agents will call, when practical, in cases where the vehicle is delayed 15 minutes or more to inform you of the delay and estimate the time the bus will arrive after attempting to dispatch another vehicle. If a passenger gets a late trip and requires additional time, the rider may call to request a later return trip, and the trip will not be charged as a no-show.

MTS customers may call at any time to ask for an estimated time of arrival (ETA). To get specific information on when the scheduled vehicle is expected to arrive, please call (318) 329-2506. Please limit your calls to when the vehicle is more than 15 minutes late because excessive calls for your ETA will overwhelm the phone system and the reservations agents.

Please remember that you are responsible for arranging for the vehicle to gain access to gated communities or secured complexes. A driver cannot be delayed trying to locate personnel to provide access to a complex.

#### **Confirmation of Reservations:**

Whenever possible, reservation confirmations are given when you call our reservation office. Reservation changes must be made during regular reservation hours.

#### **Reservation Changes / Cancellation**

For your and other passengers' convenience, please notify us regarding your changes for a reservation at the earliest possible time at (318) 329-2506. Late changes for scheduled trips can be disruptive to other passengers. Failing to notify MTS that you are canceling a scheduled trip may cause a vehicle to be unnecessarily dispatched. This can cause service disruptions and delays to other passengers.

*An excessive number of late cancellations may result in a temporary suspension of service privileges.*

#### **No-Show Policy**

If you are unable to make your trip, please call MTS as soon as possible. If you are a "No-Show" for a scheduled trip, your subsequent trips will still be available. If you do not need these trips, you must call to cancel, or they will be considered additional "No-Shows"

#### **Chargeable No-Shows:**

Scheduling a trip and failing to use the service without properly canceling causes serious transportation and scheduling problems for MTS and all of our customers. No-Shows take up trips



that other passengers may have needed at the time and cost us unnecessary expenses.

A chargeable no-show violation will be added to your record when:

The bus arrives fifteen (15) minutes of your scheduled time, and you fail to board the bus within the five-minute grace period

You fail to cancel a scheduled trip, including return trips.

You cancel the reservation less than one (1) hour before the scheduled pick-up time.

You choose not to ride the vehicle after it arrives on time at the scheduled pick-up.

Cancellations that occur because of an emergency beyond the customer's control will be considered a "non-chargeable" late cancellation, provided the customer can explain with documentation.

MTS cannot reschedule a trip for which the passenger no-showed on the same day. The trip may be rescheduled for a future date.

#### **No-Show Penalties:**

Sanctions could be imposed if a pattern or practice of missed trips occurs. A pattern or practice involves intentional, repeated, or regular actions, not isolated, accidental, or singular incidents. A review of an individual's No-Shows could occur if there are at least three (3) No-Shows within a thirty (30) day period, and a sanction could be imposed if more than 50% of all trips scheduled were No-Shows.

1. After one (1) No-Show, an individual will be given a documented verbal warning.
2. After two (2) No-Shows within thirty (30) days, an individual will be given a written warning along with a copy of the No-Show Policy.
3. After three (3) No-Shows within thirty (30) days and exceeds more than 50% of all trips scheduled, a five (5) day suspension of service may occur.

Prior to issuing any sanctions, the individual will be informed, by letter, of the intention to assess. At that time, the individual will be given an opportunity to present any explanation or evidence as to why sanctions should not be assessed.

The cooperation of MTS riders is vital. By working together, we keep no-shows to a minimum and continue improving your transportation's efficiency and effectiveness.

Customers have the right to appeal any written notification they receive from MTS relating to their eligibility. The customer must appeal the notification within 60 days of receipt of the notification. Appeals must be written and forwarded to:

**Monroe Transit System  
Paratransit Appeals  
700 Washington Street  
Monroe, LA. 71201**

MTS will respond to all customer appeals in writing within seven (7) days of the receipt. If a customer chooses not to appeal the warning or the suspension notification letter, then sanctions will occur and become effective on the date stated in the notification letter.

A customer returning to service after a suspension will be placed on probation for six months. During the probation period, sanctions are continued if necessary. Suspended customers completing a six-month probation period without subsequent suspension will have their record cleared of all previous no-show violations.

### **Pick-up Procedures**

For us to provide you with safe, on-time service, you must specifically designate a location and inform us where you will be waiting for your pick-up. MTS has developed the following procedures to ensure safe vehicle movement and standardized connecting point guidelines:

If the apartment complex is inaccessible to an MTS vehicle, the customer must meet the vehicle at the main entrance to the complex.

Before any MTS vehicle can enter apartment complexes that are not easily accessible, the location must be inspected. If the facility has a guarded gate or limited access, the customer should inform the security staff of the scheduled pick-up and return times. It is your responsibility to notify MTS of security procedures when the reservation is made and to arrange access to the vehicle. The paratransit vehicle cannot be delayed due to complicated access requirements.

If you require assistance from the door of your pick-up location to our bus, please inform us in advance of your pick-up time. Our driver will meet you at your door. Please inform your driver if you require assistance from the bus to the door of the drop-off location.

MTS is committed to arriving within the 30-minute pick-up window (15 minutes before or after the scheduled time). If the customer is not at the proper pick-up location within the designated pick-up window and the five-minute grace period has expired, the vehicle will depart, and the customer will be declared a "No-Show." Out of courtesy for other MTS customers who are scheduled on the same vehicle, the driver will wait no longer than a five-minute grace period. Customers must be ready to depart at any time during the 30-minute window described when the reservation is made.

The vehicle will depart if a customer has not boarded the vehicle within the five-minute grace period. *The dispatcher will not call the customer by telephone to advise that the vehicle has arrived.* MTS, however, will call any sight-impaired or hearing-impaired customer by telephone to notify them that the vehicle has arrived. The Operator may sound his/her horn but is not permitted to exit the vehicle to inform the customer of his/her arrival. It is the customer's responsibility to be ready when the vehicle arrives.

For your convenience, MTS has an app that will allow you to see where your bus is and when it will arrive. To get the app, please visit the app store and download the ETA Spot App. Please don't hesitate to contact a reservationist at (318) 329-2506 if you have difficulty finding or using the app.

Please note that the MTS vehicle cannot wait while customers conduct business at their destination for your and others' convenience.

### **Boarding the MTS Vehicles:**

MTS customers are required to have the correct fare in cash or an authorized MTS fare card when boarding the vehicle. *Drivers cannot make change, nor get change from passengers.* The customers may be required to present their MTS ADA photo ID.

Customers are only to pay for the current one-way trip. If you want to pay for the return or future trips, a ten-ride pass may be purchased from the operators or the MTSPay app. A cash fare or pass is required each time the customer boards the vehicle. MTS cannot be held responsible for any overpayment of fare; however, the farebox issues a charge card.

*\* The app may be downloaded from the app store on your mobile device. Please don't hesitate to contact a reservationist at (318) 329-2506 if you have difficulty finding or using the app.*

### **Driver Assistance:**

Drivers will assist the customer on or off the vehicle and to the doorway to the building if the customer requests. The driver will verbally indicate to visually impaired customers waiting at the curb that the paratransit vehicle has arrived.

### **PCAs & Guests**

When you are unable to travel alone, MTS encourages you to travel with a Personal Care Attendant (PCA). PCAs can travel with MTS customers at no cost. When making your reservation, please advise the MTS reservation agent that your PCA will accompany you. A PCA may include a friend, family member, or a paid employee who will assist you.

One guest may also accompany customers. Additional guests may travel on a space-available basis.

Guests are subject to the regular paratransit fare and must have the same travel arrangements as the customer. The companion does not need to be certified by MTS, and they do not need a photo ID.

You must inform the reservation agent at the time of the reservation whether a travel companion or a PCA will accompany you to ensure an accurate count of individuals traveling on a vehicle. A responsible adult must accompany children aged five years and younger.

### **MTS Fare**

The cash fare to ride MTS is \$2.50 per one-way trip. Authorized personal care attendants ride free. All companions must pay the regular fare per trip. Exact cash fare is required. No change will be provided except for an electronic change card.

MTS ride tickets may be purchased on the ADA bus. The cost for an MTS 10-ride ADA ticket is \$23.50. Cash and money orders are accepted for 10-ride tickets. You may also purchase MTS cards on the MTSPay app or by mail, sending a self-address, postage-paid envelope with your payment to:

**MTS Paratransit  
700 Washington Street  
Monroe, LA.71201**

### **Visitors With Disabilities**

MTS will provide 21 days (nonconsecutive) of service during a 365-day period. The 365-day period will begin on the first day of service [49 CFR 37.127]:

1. The visitor presents documentation that he/she meets the ADA eligibility guidelines for ADA paratransit service from another jurisdiction. This documentation may include but is not limited to presentation of a valid ADA paratransit ID card or determination letter from any other transit provider. [49 CFR 37.127 (C)]
2. The visitor provides proof of residency in another jurisdiction, documentation indicating a disability that prevents him/her from using the fixed route system, and certification that he/she is unable to use the MTS fixed route system. [49 CFR 37.127 (d)]
3. The visitor who applies in person, whose disability is apparent, and does not provide documentation of home jurisdiction eligibility, must provide documentation of place of residency.

All visitors who provide the necessary documentation will be provided the same service as any other ADA paratransit client.

MTS will require visitors to complete a full application for MTS paratransit service beyond 21 days of service in any 365-day year. [49 CFR 37.127 (e)]

### **Using MTS Paratransit**

**Ambulatory Customers:**

Customers unable to use the steps to enter the vehicle may request the ramp or wheelchair lift to be extended to board the vehicle. Ambulatory customers who use the lift must be able to stand without assistance to hold onto the handrails.

**Wheelchairs:**

MTS will transport all types of wheelchairs provided the wheelchair lift can physically accommodate.

**Wheelchair Securement / Seat Belts:**

It is the responsibility of your MTS driver to ensure the mobility devices are properly secured prior to transporting you. Passengers using wheelchairs or scooters are required to be secured, using a four-point tie-down system at all times while riding the vehicle. MTS policy requires the operators to secure the lap belt for your safety. However, if you would like not to be secured by the lap belt, you must inform your driver. Failure to cooperate with safety-related policies may result in loss of service privileges.

**Transporting Packages:**

Each passenger is allowed up to three packages (plastic grocery or shopping bags). Customers should make other arrangements for packages exceeding three parcels. Excessive luggage and large boxes cannot be accommodated.

Customers may be required to secure their packages at their seats, as storage space on the vehicle is limited. The maximum combined weight of all packages cannot exceed 25 pounds. Passengers are only allowed to load a maximum of three bags onto the vehicle.

**Animals:**

Service animals and service animals in-training are allowed on all MTS vehicles without being caged. MTS will not transport other animals. For safety reasons, drivers are not allowed to carry cages or handle service animals.

**Your Responsibility When Riding an MTS Vehicle:**

The following rules of conduct are provided for your safety and comfort as well as all MTS Paratransit customers:

Each customer must comply with the rules of conduct. Actions of misconduct, including illegal, violent, or seriously disruptive behavior, will be grounds for suspension of service for the customer. Anyone found acting in an unsafe manner, which may endanger other customers, the driver, or the vehicle, will be terminated from service immediately. MTS will consider an appeal for such suspension of services on a case-by-case basis.

Customers requiring physical assistance outside the vehicle (e.g., to or from their door, or assistance up stairways or difficult grades) should have a PCA or a guest accompany them on the vehicle. The PCA will be responsible for providing the physical assistance the customer requires. In addition, Paratransit Operators will provide assistance if requested and needed. It is the responsibility of the

customer to watch for the bus. MTS operators are not responsible for going inside establishments looking for passengers.

Customers requiring medication or oxygen at regular intervals should be advised that travel time on the paratransit vehicle is comparable to that of the fixed route system. Rides are subject to delays that may result in a customer's onboard time being longer than 60 minutes. Public transportation is subject to unpredictable traffic delays and mechanical problems.

Note: MTS operators cannot be held responsible for administering medications. Medication administration when in an MTS vehicle is the customer's responsibility. Any customer requiring assistance in the administration of medication or oxygen while in the vehicle must travel with a PCA or companion. Should the administration of medications or oxygen become necessary while in the vehicle, MTS will contact emergency medical assistance to administer the required medication at the customer's expense. Repeated incidents in which medication schedules disrupt or delay other MTS customers may result in the evaluation of the individual's suitability to use MTS services.

MTS has a no-smoking policy throughout the transit system.

Customers are prohibited from eating or drinking in the vehicle unless a documented medical problem exists that requires eating or drinking at specified periods. In such cases, the **customer must advise the driver of this fact.**

The use of alcoholic beverages or riding under the influence of intoxicating drugs or alcohol is prohibited at all times.

Customers are prohibited from playing the radio without the use of headphones.

Customers may not operate or tamper with any equipment while in the vehicle. This rule includes the operation of the hydraulic lift and ramp and attempts to remove wheelchair tie-downs or passenger seat belts.

#### **Driver's Responsibilities:**

Drivers are expected to obey the same rules as our customers. The following additional rules also apply:

- Drivers will assist only to customers in boarding and disembarking the vehicle or to/from the doorway of their point of origin/destination.
- Drivers can assist with no more than three packages per customer.
- Drivers do not accept tips or gratuities or act in a manner that suggests that tripping is appropriate.
- Drivers are responsible for operating the hydraulic lift and ramp and securing mobility devices safely in the vehicle.
- Drivers cannot leave their vehicle unattended unless they are assisting a customer to/from the doorway of the building.
- Drivers cannot handle fares or cash.
- Drivers cannot make change; however, the farebox will issue a change card.

**Maintenance of Accessible Features:**

- Monroe Transit will maintain in operative condition those features – including lifts, securement devices, signage, etc. – of facilities and vehicles that are required to make the vehicles and facilities readily accessible to and usable by individuals with disabilities. [49 CFR 37.161 (a)]
- If an accessibility feature is damaged or out of order, it will be repaired promptly. [49 CFR 37.161 (b)] If the repair causes more than a temporary or isolated interruption, patrons who require use of those features while the feature is not usable will be reasonably accommodated by Monroe Transit. [49 CFR 37.161

**Lost & Found Procedure:**

Any article left on the bus will be stored at the MTS Lost & Found Department located at 700 Washington Street. Articles will be held for ten days. To claim a lost article, please call (318) 329-2506. Customers are responsible for claiming lost articles.

**Rider's Guide in Different Formats:**

The Rider's Guide is available for individuals with visual impairments. To request a different format rider's guide, please call our customer service representatives at (318) 329-2506.

**Contact Information**

From time to time, MTS will send information to its Paratransit customers, including recertification requests. MTS may also need to call customers for more trip information or to inform them of delays. Is it your responsibility to keep your phone number and mailing address up to date in our records. If your address or phone number changes, be sure to inform the reservation agent that you are making a permanent contact information change.

**Suggestions, Comments & Complaints**

MTS seeks to provide its customers safe, reliable, and customer-oriented service. We look forward to working with you to provide the best service possible. If you have a suggestion, comment or a complaint about our service, please call our Manager at (318) 329-2275 or write to:

**Monroe Transit  
Operations Manager  
700 Washington Street  
Monroe, LA. 71201**

Specific details will help MTS thoroughly address your suggestions, complaints, or comments expeditiously.

Please remember to include the following information when calling or writing to us.

- Name, address, and telephone number

- Location, Day, and time of experience, if applicable
- Vehicle number and/or driver's name/description, if applicable
- Reservation or service agents name, if concerning a telephone conversation
- Explanation of incident, suggestion, or comment.

Complaints received by the Monroe Transit System will be forwarded to appropriate authorities for investigation. If the supervisor of other information staff is not available, the call will go to voicemail, and a response will be provided as soon as possible. Complaints received by letter will be dated and answered in seven (7) working days. If the appropriate information is provided, the investigation will be completed within seven (7) days (excluding Saturdays and Sundays). The customer will be contacted by telephone and/or letter advising you of the receipt of the complaint.

If the investigation cannot be completed within (7) working days, the customer will be notified of the delay and advised when to expect a follow-up call to address their concern. MTS will retain copies of complaints for at least one year and a summary of all complaints for at least five years.

For specific Paratransit customer support services, you may call:

**Paratransit Information (318) 329-2506**

Customers may also write to MTS at:

**MTS Paratransit  
700 Washington Street  
Monroe, LA 71201**



### Application Appeals Process

1. Any person who is determined to be ineligible for ADA paratransit service will be allowed to appeal, in writing, within 60 days of the date of the ineligibility letter to [49 CFR 37.125(g)(1)]:

ADA Paratransit Eligibility Appeal  
Monroe Transit  
700 Washington Street  
Monroe, La 71201  
(318) 329-2868 (fax)  
(319)

2. The time limit for appeals will be based on the date of receipt of the letter stating the reasons for a finding of ineligibility.
3. The individual should request an appeal in writing by stating that the decision not to certify was in error and giving reasons for this statement. He/she may also submit new evidence for eligibility. Immediately upon receipt of such an appeal, Monroe Transit management will set a date for the hearing of the appeal.
4. The date for the hearing of the appeal will be no later than twenty-one (21) days after the postmark date of the letter requesting the appeal.
5. Monroe Transit will provide the appellant transportation to and from the hearing upon request.
6. Monroe Transit will offer the individual who was denied eligibility every opportunity to present his/her case and receive and enter into the record every relevant piece of evidence and/or testimony from any person who can support him/her.
7. Monroe Transit will hear appeals. The persons handling the appeal will be different from those who made the initial determination of eligibility/ineligibility. The original reviewers of the application will not in any way influence the appeals process.  
[49 CFR 37.125(g) (2)]
8. In all cases, determinations will be made in writing, and full documentation will be retained.
9. Monroe Transit will make a final determination on the appeal as soon as possible after the hearing of the appeal. If, after 30 days, there has been no decision on the appeal, the appellant shall receive eligibility and may use ADA paratransit service until the resolution of the appeal.  
[49 CFR 37.125(g) (3)]

### **Additional ADA Information**

To support the Federal Transit Administration's (FTA) goal to increase outreach efforts directed at consumers having difficulty gaining access to public transportation, we have listed FTA toll-free numbers for our customers, advocates for people with disabilities, and the general public to call with concerns regarding public transit accessibility and related issues.

Federal Transit Administration  
1-888-446-4511

TDD/FIRS: 1-800-877-8339

Web Site:  
<http://www.fta.dot.gov>







