



ADA Complaint Procedure

Monroe Transit System (MTS) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of disability in the provision of transit services, in accordance with the Americans with Disabilities Act (ADA), 49 CFR Parts 27 and 37.

1. Definition of an ADA Complaint

An ADA complaint is any allegation of discrimination on the basis of disability in the provision of transit services. This includes, but is not limited to, concerns regarding paratransit eligibility, service accessibility, reasonable modifications, treatment by transit personnel, or maintenance of accessible features.

2. How to File a Complaint

Complaints may be submitted within 180 days of the alleged incident by any of the following methods:

- By Phone: Assistant General Manager – (318) 329-2686
- By Mail or In Person: Monroe Transit System, Assistant General Manager, 700 Washington Street, Monroe, LA 71201

Complaints should include the complainant's name, contact information, date and location of the incident, description of the alleged discrimination, and any relevant details or witnesses.

Complaint procedures are available in alternative formats upon request.

3. Acknowledgment of Complaint

MTS will acknowledge receipt of the complaint within five (5) business days. All ADA complaints will be logged and assigned for investigation.

4. Investigation Process

The Assistant General Manager or designee will conduct a prompt and impartial investigation. The investigation may include interviews, a review of documents and operational records, video footage, if available, and consultation with relevant staff.

Investigations will generally be completed within thirty (30) calendar days of receipt of the complaint. If additional time is necessary, the complainant will be notified in writing of the reason for the delay.

5. Written Determination

Upon completion of the investigation, MTS will issue a written determination summarizing the findings, conclusions, and, if applicable, corrective actions taken.



6. Appeal Process

If the complainant disagrees with the determination, a written appeal may be submitted within fifteen (15) calendar days of receipt of the decision. Appeals will be reviewed by management personnel not involved in the original investigation. A written decision on the appeal will be issued within thirty (30) calendar days.

7. Right to File with Federal Transit Administration

Complainants may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, DC 20590, or visit www.transit.dot.gov.

8. Record Retention

All ADA-related complaint records shall be retained for at least one year, and a summary of all ADA-related complaints, or the complaints themselves, for at least five years.