



Monroe Transit System (MTS) ADA Reasonable Modification Procedures

Monroe Transit System (MTS) is committed to complying with the Americans with Disabilities Act (ADA) and ensuring that no individual with a disability is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in the provision of transit services. These procedures are adopted in accordance with 49 CFR §§37.5(i)(3) and 37.169.

1. Definition of Reasonable Modification

A reasonable modification is a change, exception, or adjustment to a policy, practice, or procedure that avoids discrimination and ensures programs and services are accessible to individuals with disabilities.

2. Requesting a Reasonable Modification

Requests for reasonable modification may be made in advance or at the time of service. Advance notice is not required.

Requests may be submitted by:

Phone: (318) 329-2686

In writing to: 700 Washington Street, Monroe, LA 71201

Email (if available)

Requests may be made orally or in writing. Operating personnel may make determinations in the field when feasible for requests made at the time of service.

3. Grounds for Denial

A request for reasonable modification may be denied only if it would:

1. Fundamentally alter the nature of the service;
2. Create a direct threat to the health or safety of others;
3. Result in an undue financial or administrative burden;
4. Require the provision of a personal care attendant or personal device.

Any denial based on safety shall be based on actual risk and not on generalizations or stereotypes.

4. Alternative Modifications

If a requested modification cannot be granted, MTS will consider whether an alternative modification can be provided to ensure access to the service.

5. Determination and Response

For advance requests, MTS will respond within ten (10) business days. If additional time is necessary, the requester will be notified.

6. Complaints and Appeals

If a request for reasonable modification is denied, the individual may file a complaint under the MTS ADA Complaint Procedure. Appeals shall follow the timelines and procedures established in the ADA Complaint Procedure, including written determination and appeal rights.

7. Public Availability

This Reasonable Modification Procedure is available on the MTS website and in alternative formats upon request.

8. Record Retention

Records of reasonable modification requests and determinations shall be retained in accordance with 2 CFR §200.334.

