



Reasonable Modification

A reasonable modification is a change, exception or adjustment that Monroe Transit System can make to its rules, policies, practices, and procedures to provide a customer with a disability an equal opportunity to utilize MTS services.

Reasonable Modification Requests

In compliance with the Americans with Disabilities Act, Monroe Transit System allows requests for reasonable accommodations to customers with disabilities.

The request should be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use MTS's services.

Requests for modification must be made in writing using the Reasonable Modification Request Form

The completed request form should be printed out and mailed to: Request forms can also be obtained at:

Monroe Transit System
c/o Reasonable Modification Coordinator
700 Washington Street
Monroe Louisiana, 71201

The completed request form can also be emailed to:
Marc.Keenan@ci.monroe.la.us

MTS Administrative Offices
700 Washington Street
Monroe Louisiana, 71201

Customers requesting a reasonable modification via the Reasonable Modification Request Form will receive a determination regarding the request within 10 business days of MTS receiving the request.

Reasonable Modification Complaint Process

Customers with disabilities may file complaints regarding denied requests for a reasonable modification or accommodation.

Complaints may be made by any of the following methods:

Via Mail

Monroe Transit System
c/o Reasonable
Modification Coordinator
700 Washington Street
Monroe, La 71201

Via Phone

318 329-2506

Via MTS Website

<http://www.monroela.us/monroe-transit.php>

Via Email

Marc.Keenan@ci.monroe.la.us

Monroe Transit System will investigate the complaint and provide a response to the customer with 10 business days