



# NET TRANS

A Program of the First Tennessee Human Resource Agency

First Tennessee Human Resource Agency  
704 Rolling Hills Drive  
Johnson City, TN 37604  
Phone: 423-461-8233  
Fax: 423-461-8247

## **Reasonable Modification of NET Trans Regional Public Transit Policies**

Requests for ADA reasonable modification of NET Trans Regional Public Transit policies and practices will be processed in the following manner:

A disabled individual requesting a reasonable modification(s) should supply sufficient detail so that NET Trans Regional Public Transit staff may effectively evaluate the request, including

1. The name and contact information of the individual making the request
2. A description of the requested modification that is needed for the individual to be able to fully use the NET TRANS REGIONAL PUBLIC TRANIST service.

Individuals are not required to use the term “reasonable modification” when requesting modifications or accommodations.

Reasonable modification requests may be submitted to NET Trans Regional Public Transit in any of the following ways:

- by email to [mbarlow@fthra.org](mailto:mbarlow@fthra.org).
- by written mail to Malaika Barlow, FTHRA, 704 Rolling Hills Dr. Johnson City, TN 37604;
- by phone with Malaika Barlow, NET Trans Regional Public Transit, at (423) 565-9014.

Whenever feasible, requests for reasonable modifications shall be made in advance, before the requested modification is expected to be provided in service. However, due to the unpredictable nature of transportation, some requests for reasonable modification, which often are one-time situations (such as something blocking a disabled patron’s usual stop), may be made while in transit. As such, NET TRANS REGIONAL PUBLIC TRANIST operating personnel will make a determination of whether the modification should be provided at that time. The NET TRANS REGIONAL PUBLIC TRANIST driver may contact his/her supervisor to for guidance, as applicable.

## **Reasonable Modification Refusal**

NET Trans Regional Public Transit, in accordance with CFR Vol. 80, No. 49, (Appendix E to Part 37, page 13262) reserves the right to refuse a request for reasonable modification for any of the following reasons:

- If granting the requested modification would fundamentally alter the nature of services;
- If granting the requested modification would create a direct threat to the health or safety of others;
- If granting the requested modification is not necessary in order for the individual making the request to be able to fully use NET TRANS REGIONAL PUBLIC TRANSIT services for his/her intended purpose, in a nondiscriminatory fashion;
- If granting the reasonable modification would result in result in an undue financial and administrative burden to NET TRANS REGIONAL PUBLIC TRANSIT.

In any instance when NET Trans Regional Public Transit denies a request for reasonable modification, based on one of the above listed reasons, NET Trans Regional Public Transit will take, to the maximum extent possible, any other actions (which will not result in one of the above listed reasons for denial) to ensure that the individual with a disability receives the services and benefits provided by NET Trans Regional Public Transit.