

# Reasonable Modification of JCT Policies and Practices

## Request Procedures

Requests for ADA reasonable modification of JCT policies and practices (on fixed route or paratransit, or in JCT facilities) will be processed in the following manner:

- A disabled individual requesting a reasonable modification(s) should supply sufficient detail so that JCT staff may effectively evaluate the request, including the name and contact information of the individual making the request, and a description of the requested modification that is needed for the individual to be able to fully use the JCT service.
  - Individuals are not required to use the term “reasonable modification” when requesting modifications or accommodations.
  - Some requests for reasonable modifications/accommodations in JCT’s paratransit service may be submitted during the JCT paratransit eligibility process. The JCT paratransit review committee members are trained, and they may determine whether the request should be granted at that time, or whether the request needs to be submitted to the Transit Planner (or to the JCT Director/Assistant Director) before the request is approved or denied.
- Reasonable modification requests may be submitted to Johnson City Transit in any of the following ways:
  - by email to [bosborne@johnsoncitytransit.org](mailto:bosborne@johnsoncitytransit.org);
  - by written mail to Brad Osborne, Johnson City Transit, 137 W Market St, Johnson City, TN 37601;
  - in-person at the Johnson City Transit Center (address above):
    - by speaking with Brad Osborne, JCT Transit Planner, or
    - during the paratransit application process by speaking with the paratransit review committee members during the in-person review; or
  - by phone with Brad Osborne, JCT Transit Planner, at (423) 434-6269.
- Whenever feasible, requests for reasonable modifications shall be made in advance, before the requested modification is expected to be provided in service. However, Johnson City Transit acknowledges that, 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, JCT operating personnel will make a determination of whether the modification should be provided at that time. The JCT driver may contact his/her supervisor to for guidance, as applicable.

## Reasonable Modification Refusal

- Johnson City 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 Johnson City Transit 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 JCT's 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 JCT.
- In any instance when JCT denies a request for reasonable modification, based on one of the above listed reasons, JCT 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 JCT.