

4.1.2 Requests for Reasonable Modification

Public Transit passengers with disabilities may request reasonable modifications be made to accommodate their use of public transit.

- A. Requests should be made in written form and submitted to the Manager of Public Transit.
- B. Individuals requesting modifications shall describe what they need in order to use the service.
- C. Individuals requesting modifications are not required to use the term “reasonable modification” when making a request.
- D. Whenever feasible, requests for modifications shall be made and determined in advance, before the transportation provider is expected to provide the modified service, for example, during the paratransit eligibility process, through customer service inquiries, or through NVTA’s complaint process.
- E. Where a request for modification cannot practicably be made and determined in advance (*e.g.*, because of a condition or barrier at the destination of a paratransit or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with NVTA management before making a determination to grant or deny the request.
- F. Requests for modification of NVTA’s policies and practices may be denied only on one or more of the following grounds:
 - (1) Granting the request would fundamentally alter the nature of NVTA’s services, programs, or activities;
 - (2) Granting the request would create a direct threat to the health or safety of others;
 - (3) Without the requested modification, the individual with a disability is able to fully use NVTA’s services, programs, or activities for their intended purpose.
- G. In determining whether to grant a requested modification, NVTA shall be guided by the provisions of Department of Transportation 49 CFR Part 37, § 37.169 Appendix E.