# Reasonable Modification Requests and ADA Complaint Process for Persons with Disabilities

Northwest Tennessee Human Resource Agency is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services, and activities. In some cases, individuals with disabilities may need reasonable modifications to policies and procedures to ensure access to transit services. Northwest Tennessee Human Resource Agency will provide reasonable modifications, as necessary, to afford equal access to programs for persons with disabilities. Northwest Tennessee Human Resource Agency will take appropriate steps to ensure that persons with disabilities have an equal opportunity to participate.

To request a reasonable modification of an existing Northwest Tennessee Human Resource Agency service or policy, individuals should contact:

Name: Phone: Email: Address: Fax: TYY#

Janet Moore, Transportation Director

**800.557.4337 or 731-587-2903 Ext.1221**

Janet.Moore@nwthratrans.org

**PO Box 963, Martin, TN 38237**

**731.587.8913**

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Please contact Janet Moore, Acting Transportation Director above to discuss your requirements.

Any person who believes she or he has been discriminated against under the Americans with Disabilities Act (ADA) including but not limited to obtaining a reasonable modification may file a complaint by contacting Janet Moore, Acting Transportation Director whose contact information is listed above.

*Copies of this document are available in alternative formats upon request.*

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