

# UTA Fixed Route Services Reasonable Modification Statement

In accordance with the Americans with Disabilities Act (ADA) and guidance from the Federal Transit Administration, UTA will make reasonable modifications to its policies, programs, and procedures to avoid discrimination on the basis of disability and to provide accessibility to transportation for paratransit services.

Considerations when making a reasonable modification requests:

- Individuals requesting modifications must describe how the modification will enable them to use UTA's transportation services.
- Individuals requesting modifications are not required to use the term "reasonable modification" when making a request.
- Whenever feasible, requests for modifications should be made and determined in advance, before UTA is expected to provide the modified service. For example, requests may be made through customer service inquiries.
- 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), UTA's operating personnel will make a determination of whether the modification should be provided at the time of the request. UTA's operators may consult with management before making a determination to grant or deny the request.

Reasonable modifications have limitations and cannot be granted if they:

- Cause a direct threat to the health and safety of others
- Create undue financial and administrative burdens
- Constitute a fundamental alteration to UTA's transportation services
- Are not necessary to fully use UTA's transportation services

If UTA denies a request, it will attempt to identify alternative modifications that will provide accessibility to transportation services.

To request reasonable modifications to fixed route services based on a disability please use the Fixed Route Reasonable Modification Request Form, or contact UTA's ADA Compliance Officer for assistance.

Phone: 801-287-3536

Fax: 801-287-4520

Email: [callredge@rideuta.com](mailto:callredge@rideuta.com)

Mail: Cherissa Alldredge  
ADA Compliance Officer  
669 West 200 South  
Salt Lake City, UT 84101

You may be asked to complete a request form. UTA will review the request in accordance with its reasonable modification plan. UTA strives to respond to each request within 15 calendar days.

**All the information involved with this process will be kept confidential in the office of the ADA Compliance Officer.**