

## **UTA's Paratransit 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 based on disability and to provide accessibility to transportation for paratransit services.

Considerations when making a reasonable modification request:

- 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 decide of whether the modification should be provided at the time of the request. UTA's operators may consult with management before deciding 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 based on a disability please use the Reasonable

Modification Request Form or contact UTA's Paratransit Customer Care Department for assistance. Also review the "Beyond the Curb" service restrictions at UTA's website: <http://rideuta.com/Rider-Info/UTA-Accessibility/UTA-Paratransit-Services>.

Phone: 801-287-5359

Fax: 801-287-5521

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

Mail: Lenelle Presha, Paratransit Customer Care Administrator  
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 Special Services Customer Care Department.**