



REASONABLE SERVICE MODIFICATION REQUESTS

According to the Code of Federal Regulations, 49 CFR 37.169, Utah Transit Authority is required to provide reasonable service modification for people with a disability to access UTA's transportation network. This request can be made in advance or on-the-spot, depending upon the circumstance. Please note, a request can be denied by UTA when it is a direct threat to the health or safety of others or presents a fundamental alteration to the services provided by UTA.

The request from the individual with a disability should be specific and include information on why the requested modification is needed for the person with the disability to use UTA's transportation network.

Requests for Fixed Route (Bus, Rail) reasonable service modification may be sent to:

Raymond Christy
669 West 200 South
Salt Lake City, Utah 84054
Email: rchristy@rideuta.com
Phone: (801)287-3537

Requests for Paratransit reasonable service modification may be sent to:

Paratransit Customer Concerns Department
3610 South 900 West
Salt Lake City, Utah 84119
Phone: (801) 287-5359

Complaints regarding reasonable service modification may be sent to:

Toby Alires
669 West 200 South
Salt Lake City, Utah,
Email: talires@rideuta.com
Phone: (801)287-3535