

Requests for Reasonable Accommodations

Park City Transit has always reviewed and made reasonable accommodations when requested. This Reasonable Accommodation Policy formalizes this practice.

Park City Transit makes reasonable accommodations/modifications to its policies, practices and procedures when such accommodations are necessary to avoid discrimination on the basis of disability. However, a request for an accommodation will not be granted if granting the request would: fundamentally alter the nature of the service, program or activity; create a direct threat to anyone; the individual(s) requesting the accommodation can fully use the service without the requested modification; or result in an undue financial or administrative burden.

The procedures described herein regarding reasonable accommodations applies to all services operated by Park City Transit, including, but not limited to, fixed route services, ADA Paratransit services, and Dial-a-Ride services. Park City Transit recognizes there may be requests for reasonable accommodations related to other programs or activities offered by Park City Transit. Requests for reasonable accommodations for these programs and activities will be handled in accordance with this policy. Park City Transit's Operation Supervisor is the designated position who coordinates Park City Transit's efforts in regards to reasonable accommodations. Requests for reasonable accommodations should generally be made in advance. However, when the request cannot be made in advance, the operating personnel who receive the request (operator or dispatcher) shall contact the Shift Supervisor on duty for a decision. The decision of that Shift Supervisor is final for the individual trip in question. However, the person making the request for a reasonable accommodation can refer the matter to the Transit Operations Team Supervisor for review in regards to future trips where such a request is anticipated.

As stated, requests for reasonable accommodations are made in advance of service as much as possible. Send requests for reasonable accommodations in writing to:

Park City Transit
Transit Operations Supervisor
PO Box 1480
Park City, UT 84060

Requests for reasonable accommodations may also be emailed to dpollard@parkcity.org. For inquiries, questions or comments call (435)615-5354. The individual requesting a reasonable accommodation must provide his/her name, address, and contact phone number. The request itself must clearly state the Park City Transit policy, practice or procedure for which a reasonable accommodation is being requested. Further, it must clearly explain what modification is being requested and why. The request for a reasonable accommodation does not have to use the specific words "reasonable modification." However, it must be clear what is being requested. The request for the reasonable accommodation is granted unless one of the following situations exists:

1. Granting the request fundamentally alters the nature of Park City Transit's service or services, programs, or activities.
2. Granting the request creates a direct threat to the health or safety of the operator or anyone else.
3. The individual can fully use the service, program or activity as intended without the requested modification.

4. Granting the request results in an undue financial or administrative burden.

In the event that a request for a reasonable accommodation is denied, Park City Transit will work with the individual or individuals making the request to identify and implement alternative actions, steps or modifications that can be taken to ensure that the individual receives the service or benefit sought.

Park City Transit recognizes that requests for reasonable accommodations may come through the Park City Transit complaint process. Park City Transit handles any complaint that is in fact a request for a reasonable accommodation in accordance with this policy.

All requests for reasonable accommodations are logged and maintained. This policy is available on Park City Transit's website and is also contained in all relevant rider guides.