



## **NOTICE OF REASONABLE MODIFICATION**

City Utilities of Springfield, Missouri, The BUS, provides reasonable modifications to individuals with disabilities by making changes to policies, practices, and procedures, if needed by an individual with a disability to enable him or her to participate in City Utilities' The BUS services subject to several exceptions.

These exceptions include:

1. Granting the request would fundamentally alter the nature of the entity's services, programs, or activities (including determination of technical infeasibility);
2. Granting the request would create a direct threat to the health or safety of others;
3. Without the requested modification, the individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose;
4. For Federal Transit Administration recipients, a request may also be denied if it would create an undue financial and administrative burden.

**Requests for reasonable modification must include the following:**

**Name:**

**Address:**

**Preferred Phone Number:**

**Disability:**

**Policy / Process that you are requesting modification of:**

**What modification of the policy do you need?**

**Why do you need the modification to allow you to use the service?**

The request from the individual with a disability should be as specific as possible and include information on why the request modification is needed to allow the individual to use the transportation provider's service. Response to the request will be made within 7 business days upon receipt of the request. Notice of Reasonable Modification is available in accessible formats such as Braille, large print, and Spanish upon request or at <https://www.cutransit.net/spanish/>.

Please submit a request for reasonable modification in writing by mail, email, fax, or phone to:

Mail: City Utilities of Springfield  
Attention: Kelly Turner, Director of Transit  
1505 N. Boonville Ave.  
Springfield, MO 65803

Email: [Kelly.turner@cityutilities.net](mailto:Kelly.turner@cityutilities.net)

Fax: 417-831-8803 Attention: Kelly Turner

The BUS Phone: 417-831-8782