

# Paratransit Rider's Guide



**Important Information  
Read and Save**

**April 2025**

**Available in alternate format upon request**



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## Chapter 1: What Is Paratransit?

### Paratransit Service

UTA's Paratransit service acts as a safety net for eligible riders with disabilities who are functionally unable to independently use the UTA fixed route<sup>i</sup> (bus and TRAX) system temporarily, all the time, or only under certain circumstances. UTA's commuter rail service, FrontRunner, does not have a Paratransit obligation. Paratransit is a shared-ride<sup>ii</sup>, origin-to-destination service<sup>iii</sup>.

Paratransit service operates in the same areas and during the same days and hours as UTA buses and TRAX.

### Origin-to-Destination (Curb-to-Curb) Service

In UTA's service model, paratransit is an origin-to-destination service. Under most circumstances that may be curb to curb<sup>iv</sup>. For curb-to-curb service, riders are responsible for getting to and from the curb at the pick-up and drop-off locations.



Figure 1: A UTA Paratransit vehicle in front of a hospital.

## Beyond-the-Curb Service

Beyond-the-curb service is available for riders who, without such assistance, are unable to access paratransit service. Beyond-the-curb service means that the Paratransit Driver can provide assistance from the vehicle to the first exterior door at the rider's pick-up or drop-off location<sup>v</sup>. Please be aware that this type of service may not always be feasible or safe to provide. As a result, requests should be made ahead of time to allow UTA to assess any safety risks that would prevent their Paratransit Drivers from providing beyond-the-curb service. However, same-day requests may be granted by the Paratransit Driver on a case-by-case basis.

For beyond-the-curb service, riders must be ready to ride during the 30-minute Ready Window<sup>vi</sup>, board the Paratransit bus within 5 minutes of the bus arrival, and meet the following conditions:

- The outermost exterior door must be no more than 100 feet from the Paratransit bus.
- The Paratransit Driver must be able to maintain sight of the Paratransit bus at all times.
- There must be a direct accessible path and safe access from the Paratransit bus to the door.
- There must be safe parking on a public roadway or public parking lot.
- The parked Paratransit bus must not block or impede traffic.
- Passengers in manual wheelchairs whose combined weight with a device exceeds 368 pounds must meet the Paratransit bus at the curbside.

If any of these conditions are not met, the location is considered non-serviceable for beyond-the-curb service. At such locations, the Paratransit Driver will provide curb-to-curb service, and the rider will be expected to meet the Paratransit Driver at the curb.

If a Paratransit Driver is at a location that is non-serviceable for beyond-the-curb service, the Paratransit Driver will contact the Paratransit Control Center to report to the dispatcher the reason beyond-the-curb service cannot be provided. The Paratransit Control Center will attempt to contact the rider. The rider will be advised of the situation and asked to meet the Paratransit bus at the curb.

In situations where the combined weight of a rider and their manual wheelchair exceeds 368 pounds, the passenger must meet the Paratransit bus at the curbside even when the conditions listed above are met.

### Reasonable Service Modification

In accordance with guidelines provided by the Americans with Disabilities Act (ADA), it is UTA's policy to provide reasonable service modifications when requested to do so for individuals with disabilities who, without such modification, would not be able to fully use UTA services, programs, or activities for their intended purpose. Requests for modifications are considered on a case-by-case basis and can be denied for one or more of the following reasons:

- Granting the request would fundamentally alter the nature of UTA's service, programs, or activities
- Granting the request could create a direct threat to the health or safety of others
- Granting the request is not necessary in order for the requesting individual to access UTA's service
- Granting the request would create an undue financial or administrative burden for UTA

If you would like to request a reasonable service modification, go to [rideuta.com/Rider-Info/Accessibility/Accessible-UTA/Paratransit-Services](https://rideuta.com/Rider-Info/Accessibility/Accessible-UTA/Paratransit-Services), scroll down to **UTA's Paratransit Service Modification Request Form** and fill out the form<sup>vii</sup>. For more information, contact the ADA Customer Care Department at 801-287-3940.



## When and Where Does Paratransit Operate?

Paratransit is comparable or similar to UTA's buses and trains. Paratransit service is available within 3/4 of a mile<sup>viii</sup> of UTA bus routes and TRAX stations. The service runs during the same days and hours as UTA buses and trains. This includes reduced schedules<sup>ix</sup> on Saturdays, Sundays, and holidays. UTA has the right to change the service area of Paratransit according to the changes made to UTA buses and trains.

UTA Paratransit typically establishes pick-up and drop-off points<sup>x</sup> near the main door of locations. There are times when alternative pick-up or drop-off locations are required.

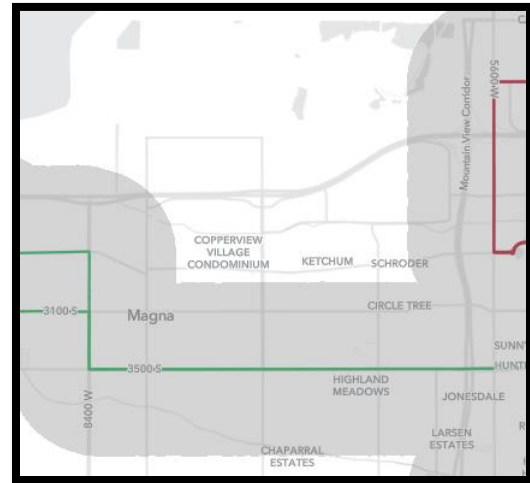


Figure 2: A map showing an example of the 3/4-mile radius around a bus route where Paratransit may travel.

**UTA reserves the right to establish service points<sup>xi</sup> based on safety concerns from the Paratransit Driver or rider. You will be notified of the service point location, and unless there is an immediate safety concern, UTA will implement the change no sooner than 3 days from notification to the rider.**

Paratransit buses do not go into gated or secured areas. Paratransit buses will not travel through areas that require security clearance, including the entry of a security code or use of a badge for access.

Paratransit buses are unable to back up or to use private roads and driveways.

Please check with an ADA Paratransit Reservation Specialist if you have additional questions about when and where Paratransit operates.

## How Does Paratransit Provide Service?

- Rides are provided on small accessible buses and are scheduled in advance by reservation.
- Service is from or to the curb, a designated pick-up service point, or a predetermined and approved location<sup>xii</sup>.
- Service is shared with other riders. The vehicle may stop and travel in other directions during your ride. Travel time will vary depending on the distance and the stops made in between to accommodate other riders during your ride.
- Based on your eligibility determination (as explained in [Chapter 2](#)), your paratransit ride may connect you to another UTA service, which is called a feeder service<sup>xiii</sup>. This is when a Paratransit vehicle may pick you up or drop you off at a nearby bus stop, train station, or UTA On Demand service point.
- If you have any questions about payment, please refer to [rideuta.com/Fares-And-Passes/Current-Fares](http://rideuta.com/Fares-And-Passes/Current-Fares) or call UTA Customer Service at 801-RIDE-UTA (801-743-3882).



Figure 3: The Paratransit bus operator assisting a client in a wheelchair on the bus lift to board the bus.



Figure 4: A Paratransit bus

## Who Do I Contact?

UTA operates 3 major departments for Paratransit Services:

- For application and eligibility, contact the ADA Paratransit Evaluation Center at 801-287-2263.
- Once eligible, contact the ADA Paratransit Reservation Department at 801-BUS-RIDE (801-287-7433) to schedule a ride.
- With all other questions or concerns, contact the ADA Customer Care Department at 801-287-5359.

## Chapter 2: Eligibility Process

### Am I Eligible?

Paratransit service is designed to provide individuals with a disability equal access to public transportation. ADA Paratransit Service is for those individuals whose disability is preventing them from independently riding on UTA buses and trains either all the time, temporarily, or under certain circumstances.



*Figure 5: A woman in a wheelchair shaking another woman's hand.*

You may be eligible for paratransit service if the following applies to you due to a disability:

- You cannot independently travel to or from UTA bus stops and train stations
- You cannot independently navigate the system even though you can board the bus or train
- You cannot independently board an accessible bus or TRAX train

You can still apply and become eligible for Paratransit even though you may live outside of UTA services.

If you are unfamiliar with how to ride UTA, you can receive Travel Training from UTA. For more information, see the [Travel Training](#) section of this guide.

### What Is the Eligibility Process?

#### 1. Request an Application

- a. You or your representative can call the ADA Paratransit Evaluation Center<sup>xiv</sup> (801-287-2263) to learn about Paratransit and request an application over the phone. If you have a hidden disability such as vision impairments, seizures, or mental illness, the ADA Paratransit Evaluation Center may require additional documentation as part of your application.
  - i. The additional documentation is regarding the functional ability to travel. All documentation is only used in regard to Paratransit eligibility and remains confidential.
- b. UTA will mail the application, including additional documentation if necessary, to you the following business day. When your application (and additional documentation if needed) is complete, call the ADA Paratransit Evaluation Center (801-287-2263) back to schedule the appointment.
- c. Paratransit will provide free transportation to this appointment, if needed, within the UTA service area.

#### 2. Appointment Confirmation

- a. Your appointment will be confirmed in writing and UTA will call or leave a message for you before your appointment to remind you of the appointment time and things to bring.
  - i. You will need to bring your application, government issued ID, and any required documentation regarding hidden disabilities. Please wear appropriate clothing for outside weather and bring any snacks, medication, or oxygen you may need for the duration of travel and appointment time.
  - ii. Bring any mobility device that you will use on Paratransit (wheelchair, walker, cane, other).

#### 3. Interview & Functional Evaluation

- a. Depending on your functional ability, you may have up to 3 assessments in addition to your in-person interview:
    - i. Cognitive assessment for those with cognitive disabilities
    - ii. Memory assessment for those with memory impairments
    - iii. Physical assessment to gather information regarding physical barriers in the environment (This assessment may take customers outside on a planned route)
  - b. The interviews are required for each applicant. Interpreters are provided by request and free of charge to the applicant.
4. Eligibility Determination
- a. There are 4 types of eligibility determinations<sup>xv</sup>:
    - i. Unconditional Eligibility: An individual who is unable to independently use UTA buses and trains under any circumstances
    - ii. Conditional Eligibility: An individual who may be able to use the UTA buses and trains for some trips based on the conditions of the particular trip<sup>xvi</sup>
    - iii. Temporary Eligibility: An individual who has a temporary loss of functional ability that prevents them from using the UTA buses and trains for a specific period of time
    - iv. Denial of Eligibility: An individual who is not eligible for Paratransit because it was determined that they are functionally able to use UTA buses and trains independently<sup>xvii</sup>
5. Eligibility Packet
- a. Within 21 days of the in-person interview and necessary assessments, UTA will mail out your eligibility determination packet, which will include your eligibility determination letter, basis of determination, Paratransit Rider's Guide, appeal process, and Paratransit ID card.
  - b. Your Paratransit ID card will allow you to ride the bus, TRAX, FrontRunner, and UTA On Demand for free by tapping on and off. Refer to [Chapter 4](#) for more information regarding the Paratransit ID card.

- i. Paratransit bus, Flex Route Deviation, and Ski Bus services always require fare.

#### How Is Paratransit Eligibility Determined?

Disability alone does not create eligibility. Eligibility for UTA Paratransit Services is not a medical decision or something that can be prescribed by a physician. It is primarily a transportation decision. All who apply for paratransit eligibility must be evaluated on their functional ability, in which the in-person interview, functional assessments, and additional documentation are considered. Each applicant's eligibility determination is evaluated based on ADA requirements, as per the FTA Section 37 of the ADA Code of Federal Regulations<sup>xviii</sup>.

You must complete the application process and be certified as an eligible UTA Paratransit Service rider before scheduling any Paratransit rides. If you do not complete all eligibility process requirements, your paratransit application will be delayed or considered incomplete.

Children under 6 years of age will be considered for Paratransit eligibility based on the functional ability of both the accompanying adult personal care attendant and the child (as a team) to use UTA buses and trains. When an eligible child is traveling with an adult who is serving as a personal care attendant, a fare must be paid for the child and the adult attendant rides for free.

After completing all eligibility requirements, UTA has up to 21 days to review and determine your eligibility. If your eligibility is not determined within 21 days, you may be entitled to presumptive eligibility and be allowed to use ADA Paratransit until your eligibility determination is complete.



Figure 6: A UTA Paratransit bus in front of a retail store.

### Examples of Paratransit Eligibility Conditions

- When the distance to or from the UTA bus stop or rail station is more than 2 blocks, which is the equivalent of 1,320 feet. One block is considered equal to 660 feet. Note: The distance is determined from your in-person interview and assessment and may vary anywhere from half a block to 4 blocks.
- When snow and or ice accumulation impede the path of travel and prevent you from getting to or from a UTA bus stop or rail station.
- When the lack of curb cuts and or sidewalks in the community unreasonably impede or prevent you from getting to or from a UTA bus stop or rail station.
- When a steep street or sidewalk path of travel prevents you from getting to or from a UTA bus stop or rail station. Note: maximum steep grade is determined from your in-person interview and assessment.

- When busy streets or intersections path of travel unreasonably prevent you from getting to or from the UTA bus stop or rail station. For example: busy streets are more than 5 lanes of traffic.
- When the surface or path of travel (for example: no sidewalks, broken sidewalks, a highly irregular surface) unreasonably prevents you from getting to or from a UTA bus stop or rail station.
- When the forecasted temperature of the day is lower or higher than what was determined safe for you in your in-person interview and assessment. Temperature is forecasted by [weather.com](https://www.weather.com).
- When any trip or path of travel is unfamiliar other than those that you reported you ride and are familiar with.
- When your trip requires a transfer and you cannot navigate UTA buses and trains when transfers are required.
- When you are unable to travel independently between sunset to sunrise due to your diminished functional ability. For example: up to 20 minutes before sunset and up to 20 minutes after sunrise. Times are determined by using [weather.com](https://www.weather.com).
- When the Air Quality Index has been forecasted to be Unhealthy for Sensitive Groups. Days are determined using [air.utah.gov](https://air.utah.gov). Note: this condition is determined from your in-person interview and assessment.
- At times when your functional abilities are worse than usual due to the episodic nature of your disability or health condition.
- When your functional abilities have changed to extreme fatigue due to the nature of your disability or health condition.



- When your functional ability diminishes at a certain time of day. For example: you have more functional abilities in the morning than in the late afternoon or evening due to extreme fatigue.

Please note: Paratransit Eligibility Conditions are determined in combination from the individual's in-person interview, documentation, and functional assessments conducted.

#### How Do I Appeal My Eligibility Decision?

If you disagree with your eligibility decision, you may request an appeal. The appeal request must be sent to UTA's ADA Compliance Officer within 60 days of the eligibility determination. Your appeal request may be sent via email to [adacomplianceofficer@rideuta.com](mailto:adacomplianceofficer@rideuta.com), faxed to 801-287-4520, or mailed to the attention of UTA's ADA Compliance Officer at 669 West 200 South, Salt Lake City, UT 84101.

A copy of the eligibility appeal process is included with the eligibility determination packet and may be obtained by calling the UTA ADA Compliance Officer (801-287-3536) or ADA Paratransit Evaluation Center (801-287-2263).

#### Recertification and Re-Evaluation Process for Paratransit Eligibility

A Paratransit rider's eligibility will typically expire after 5 years from the date stated in the eligibility determination letter. Those with temporary eligibility will be required to complete the application and evaluation process to determine eligibility after the temporary status has expired. The ADA Paratransit Evaluation Center will mail a 60-day notice to the rider's eligibility expiration date regarding their recertification process, at which point they may be required to go through the recertification process.

After completing the recertification process, the rider will receive a letter in the mail regarding their eligibility determination for 5 more years.

If a change in your Paratransit eligibility status is determined, UTA will grant a 2-week transition period. This will allow you 2 weeks of unconditional trips to become familiar with your conditions of eligibility and the UTA bus and train route system. The date on your ADA Paratransit Determination letter is when the 2-week transition period will begin. After the 2-week transition period ends, the new conditions of eligibility will be imposed. This will usually happen in the following circumstances: visitor status ends, temporary status ends, or a new recertification or re-evaluation results in a conditional eligibility.

You can request a re-evaluation at any time if your functional ability has changed since UTA last saw you due to their disability or health condition. You may contact the ADA Paratransit Evaluation Center (801-287-2263) and may be required to go through the re-evaluation process.



*Figure 7: The front entrance to the UTA Paratransit Evaluation Center*

#### Visitors to UTA Paratransit

If the visitor appears in person to request visitor status and they are unable to present documentation of paratransit eligibility, UTA may require proof of residence. If their disability is apparent, visitor status would be granted. If their disability is not apparent, UTA will ask the visitor to sign a certification document that states that they are unable to use UTA buses and trains. Visitors will be eligible for up to 21 days of service per 365-day period. If the visitor requires more than 21 days of service, they will need to apply and go through the eligibility evaluation process.

Please contact the ADA Paratransit Evaluation Center (801-287-2263) for assistance in establishing visitor status eligibility.

Visitors can call, email, fax, or come in person to request visitor status for UTA Paratransit service. UTA shall accept proof of the visitor's current eligibility of their residing paratransit agency. UTA shall accept a certification by such individuals that they are unable to use UTA buses and trains, such as a doctor note with a diagnosis or a statement from the visitor that they are unable to use UTA buses and trains. If disability is apparent, for visitors with disabilities who do not present such documentation, UTA may require the documentation of the individual's place of residence. If disability is not apparent, UTA may require the documentation of the individual's place of residence and of his or her disability. UTA shall accept a current ID card with current resident address or mail as proof of residency. UTA shall accept written diagnosis of the visitor's disability as proof of disability if the visitor does not have paratransit service elsewhere<sup>xix</sup>.

Visitors with Paratransit eligibility may use their mobility aid on UTA's Paratransit service. UTA will transport any rider and their mobility aid, regardless of size or weight, if the lift and Paratransit bus can physically and safely accommodate them. While UTA Paratransit buses are designed to accommodate most wheelchairs and mobility aids, UTA cannot guarantee the ability to transport all types of mobility aids. The Paratransit buses can transport mobility aids that are within 54 inches in length and 33 inches in width, with a combined weight of the customer and mobility aid of 800 pounds or less. If there is an issue with transporting the customer in their mobility aid, UTA will make every effort to transport the customer safely.

#### [Other Facts About Paratransit Eligibility](#)

- Your eligibility will have an expiration date. This date will be on your eligibility determination letter and on your Paratransit ID card. UTA will notify you by mail when it is time to recertify for Paratransit service. Please keep your mailing address updated with UTA to receive this notification. You may call the ADA Paratransit Reservation Department, ADA Paratransit Customer Care Department, or ADA Paratransit Evaluation Center to update your mailing address and any other contact information.

- You may find that the UTA buses and trains are your preferred choice for some routes of travel. This choice does not affect your Paratransit eligibility.

## Chapter 3: Scheduling Your Ride

### How Do I Schedule a Ride?

- All rides are scheduled through the ADA Paratransit Reservation Department.
- To request a ride, call the ADA Paratransit Reservation Department at 801-BUS-RIDE (801-287-7433).
- Please have the complete addresses for your origin and destination, dates, and times ready when you call.
- Be ready with a pen and paper so you can write down important information pertaining to your trip, such as:
  - Your ready window (a 30-minute time frame)
  - Who you spoke with
  - The date and time you called to schedule your trip

### What Is the Ready Window?

The ADA Paratransit Reservation Specialist will give you a **ready window**, which is a 30-minute time frame of when you need to be ready to board the Paratransit bus. The ADA Paratransit Reservation Specialist will provide this ready window time when you call to schedule your ride. Out of courtesy for other Paratransit riders who are scheduled on the same Paratransit bus, you must board when the Paratransit bus arrives. It is your responsibility to be at the curb, prepared to board, when the Paratransit bus arrives.



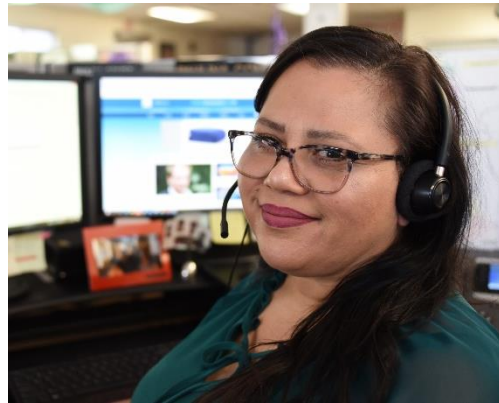
Figure 8: A calendar showing a circled event for "UTA ride" at 10 a.m.

- The Paratransit Driver will wait no longer than 5 minutes after their arrival time within the Ready Window.
- The Paratransit bus will depart when the 5-minute period is up and that is called a no-show. See [What Is a No-Show?](#) in chapter 4 for more details.
- The Paratransit Driver and/or dispatcher will not be able to call the rider to advise that the Paratransit bus has arrived. However, you can request an imminent arrival phone call when booking your trips, which will notify you by phone call or text 5-10 minutes before the Paratransit bus will arrive. A rider may choose to have a phone call, text, or both.
- **If it is the first ride of the day for the rider, a Paratransit bus will not be sent back unless UTA was in error when scheduling or the Paratransit Driver was at the wrong location.**

#### When Can I Call to Schedule a Ride?

- You can schedule your rides from the day prior up to 7 days before you ride (No same-day scheduling).
- All trips must be scheduled in advance by 5 p.m. the day prior. There are no same-day trip requests.
- In order to complete a valid trip request, you must provide full and complete information.
- All telephone calls to UTA's Paratransit service are monitored and recorded for quality assurance purposes. Please listen to the pre-recorded messages, which give you the most updated information on changes.
- Paratransit scheduling hours:
  - Monday through Saturday 7 a.m. to 3 p.m.: You can schedule for the next day or up to 7 days in advance.
  - Monday through Thursday, after 3 p.m.: You can **only** schedule rides for the next day.
  - Friday after 3 p.m.: You can request rides for Saturday, Sunday, and Monday only.
  - Saturday after 3:00 p.m.: You can only request rides for Sunday and Monday.

- On Sunday or a recognized holiday, the UTA ADA Paratransit Reservation Department is **voicemail only**. Please leave your ride request for Monday or the next day on the answering machine by selecting the option from the call menu.
- If you do not receive a call from UTA within a reasonable amount of time, your **eligible** ride will be scheduled as close as possible to the time you requested.
- If you do not leave a phone number for UTA to contact you, you must contact UTA to confirm the ride times as the scheduled time might not be the exact time you requested and could result in you no-showing the Paratransit bus.
- In the event that your complete trip request information is not provided, and UTA was unable to contact you, your trip will not be scheduled.



*Figure 9: A UTA Paratransit reservation specialist working at her desk.*

### Subscription Rides for Consistent Trips

Subscription requests are a premium service and not guaranteed. As a courtesy, UTA Paratransit offers a subscription service for those who have a consistent schedule each week. If a rider has shown a consistency in trips for 30 days, they may request a subscription, except for dialysis and day programs, which can be requested at the time the transportation is needed. A subscription request can take from 4 to 6 weeks to implement. The rider is required to make call-in trip requests until a subscription request has been confirmed.

If you have a subscription, please know there are holidays that impact the service, causing the subscription rides to be canceled automatically on UTA-recognized holidays (see below). This is due to limited service, and you will need to call the ADA Paratransit Reservation Department to request a ride and verify that it

qualifies for service for that day. The following holidays will result in subscription trips being automatically canceled:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents Day
- Memorial Day
- Independence Day
- Pioneer Day
- Labor Day
- Thanksgiving Day
- The Day After Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve



*Figure 10: American flags being waved by a crowd.*

To stay up to date on holiday service, visit [rideuta.com/rider-info/holiday-service](https://rideuta.com/rider-info/holiday-service). You can also contact the ADA Paratransit Reservation Department to confirm the holiday service. Call 801-BUS-RIDE (801-287-7433) and press 0.

#### How Do I Check on My Ride?

Unexpected delays can happen because of road construction, traffic conditions, bad weather, or an occasional mechanical problem with the Paratransit bus.

If a Paratransit bus has not arrived by the end of your ready window, call the ADA Paratransit Reservation Department and UTA will update you on your ride. Stay within sight of the pick-up location, if at all possible, in case the Paratransit bus arrives while you are calling.

### How Do I Reach UTA If Something Happens After Hours?

If you need to reach the ADA Paratransit Reservation Department after 5:00 p.m. due to an emergency or because your Paratransit bus hasn't arrived within the Ready Window, call 801-BUS-RIDE (801-287-7433) or toll-free 1-877-882-7272. If you need an interpreter, call 711 for Relay Utah or 888-346-5822 for Speech Relay. **You will get a recorded message, so stay on the line and follow the directions.** The directions are to **press 8** and you will be connected to a Paratransit Dispatcher. **No ride reservations or schedule changes can be made after hours.**

### What Information Do I Need When Calling to Schedule a Ride or If I Get the Answering Machine?

The ADA Paratransit Reservation Specialist will guide you through the process of reserving a ride.

Please provide all your trip information, including full and complete address information, when talking to the ADA Paratransit Reservation Specialist or when leaving a message on the recording. If leaving trip information on the voicemail, please leave a phone number you can be reached at. If you do not leave a number, you must call back to confirm your ride time. Trip information must include:

- Your first and last name. (Please spell both first and last name when leaving a message on the recorder.)
- The date and day of the week you need a ride.
- The exact street address where you need to be picked up from.
- The time you need to be at your appointment.
- The exact street address of where you are going to, including the name of location if there is one.
- For a return trip, the time you want to return.
- The exact street address you want to be picked up from and exact street address you are going to on your return trip.



### What If My Location Is Outside the Service Area?

The paratransit service is origin-to-destination service. If your pick-up or drop-off location is outside of our service area, our ADA Paratransit Reservation Department will assist in establishing a service point as close to you as possible, within our service area. You will need to meet the Paratransit bus there to continue on the Paratransit Service.

In the case that you will need to enter or leave the Paratransit service area, you may be able to use UTA On-Demand, Flex Route, or your own transportation. If your location is outside the Paratransit service area, see [Can I Request a Service Point](#) in Chapter 4 on how to establish a service point.

### What If My Appointment Is Running Late?

Everyone has occasional circumstances outside of their control that can cause delays at a scheduled appointment. If your appointment is running later than you expected and there is a chance you will not be ready for your scheduled return ride (or if you have missed the Paratransit bus), call the ADA Paratransit Reservation Department at 801-BUS-RIDE (801-287-7433) or toll-free 1-877-882-7272 as soon as possible.

You will be asked:

- Your name
- The pick-up time of your scheduled return trip
- If you have any other way to get home
- If we can help you plan a trip to your next destination using UTA buses and trains

Every effort will be made to adjust your return trip pick-up time and assign another Paratransit bus to pick you up. Because schedules are set the day before, there may be a delay of an hour or more before another Paratransit bus is available to accommodate your ride.

**Remember:** Allow extra time for medical appointments or other appointments that may take longer than expected.

### Can I Bring a Guest or Companion?

Yes. A guest or companion is someone you want to bring along to share the ride. Guests or companions must pay a fare when accompanying you and must get on and off the Paratransit bus at the same place and time as you. You will need to tell the ADA Paratransit Reservation Specialist when you schedule your ride(s) that you will be traveling with guests or companions. This ensures that there will be room on the Paratransit bus for you, your guests or companions, and other scheduled riders. Paratransit Drivers cannot add riders who do not have a reservation, so if you do not make a reservation for your guest or companion, they will not be allowed to ride with you.

### Are There Other Rider Rules I Need To Know?

All riders, their personal care attendants, and any companions traveling with riders must observe the following Rules of Conduct or risk penalties up to and including service suspension:

- You must pay your fare.
- You must maintain appropriate, reasonable personal hygiene.
- You cannot eat or drink on board (unless required for health reasons).
- You cannot ride with open containers of alcohol or with illegal drugs.
- You may not smoke, vape, or use tobacco on UTA property, including buses.
- You may not use vulgar, foul, abusive, threatening, or obscene language or actions.
- You may not physically abuse another rider or the Paratransit Driver.
- Disorderly, lewd, or inappropriate behavior is not allowed.
- You cannot distract guide dogs or other service animals without the permission from the owner.
- You are required to use earphones when using audio or video aids.
- Loud noise is not allowed.
- You may not operate, tamper with, or vandalize with any bus equipment.
- You may not throw any objects through or from the bus.
- You must control your objects within the bus.

- Littering is prohibited.

For a complete list of Rider Rules, refer to [rideuta.com/Rider-Info/How-To-Ride/Rider-Rules](https://rideuta.com/Rider-Info/How-To-Ride/Rider-Rules).

Riders, personal care attendant or companions traveling with riders, who engage in an activity that disrupts the safety or effective operation of Paratransit service or who engages in illegal activities, including physical abuse or cause physical injury to another rider or Paratransit Driver, may be subject to **immediate and permanent suspension** of Paratransit service. They may also be subject to criminal prosecution, which may include fines.

If someone is suspended from Paratransit service, a personal care attendant (PCA) may be recommended to ride with the rider in place of the suspension.

Any rider or personal care attendant or companion traveling with a rider who is suspended from service will be notified in writing and will be given an opportunity to appeal the suspension.

#### What Do I Do When the Paratransit Bus Arrives?

The Paratransit Driver will stop the Paratransit bus at the curb in front of the pick-up address you provided, unless something is preventing them from doing so, then they will park as close as possible to the location. You are expected to be at the curb or waiting in an area where you can see or hear the Paratransit bus arrive so you can identify the Paratransit bus or be seen and identified by the Paratransit Driver. Please be ready to go when the Paratransit bus arrives so that the Paratransit Driver can stay on schedule for all riders. Unless previously authorized through the Paratransit Customer Care office, the Paratransit Driver is not permitted to honk the horn to let you know the Paratransit bus has arrived.

**Please note that the Paratransit bus may arrive anytime within the 30-minute ready window. Paratransit Drivers will only wait for you for up to 5 minutes after the start of the ready window. If you are not ready, the Paratransit Driver may have to leave.**

### Rider Tips:

- Make sure that your address is clearly visible from the street, especially at night.
- If you are being picked up at a large building, make sure to tell the ADA Paratransit Reservation Specialists which entrance you will be at.
- Carry needed medication with you in case the bus is delayed and your ride takes longer than expected. If you use oxygen, bring an adequate (extra) supply for your entire trip.
- If you are diabetic or hypoglycemic, please bring a small snack with you in case the ride is longer than planned.

## Chapter 4: Rider Information

### Does UTA Transport All Types of Wheelchairs and Other Mobility Aids?

Paratransit eligible riders must have their mobility aid certified through the ADA Paratransit Evaluation Center before scheduling a ride on UTA's Paratransit service.

Transportation to the ADA Paratransit Evaluation Center will be provided free of charge and will be scheduled through UTA's Paratransit Evaluation Center.

UTA will transport any rider and their mobility aid, regardless of size or weight, if the lift and Paratransit bus can physically and safely accommodate them, unless doing so is inconsistent with legitimate safety. While our Paratransit buses are designed to accommodate most wheelchairs and mobility aids, UTA cannot guarantee that UTA will be able to transport all

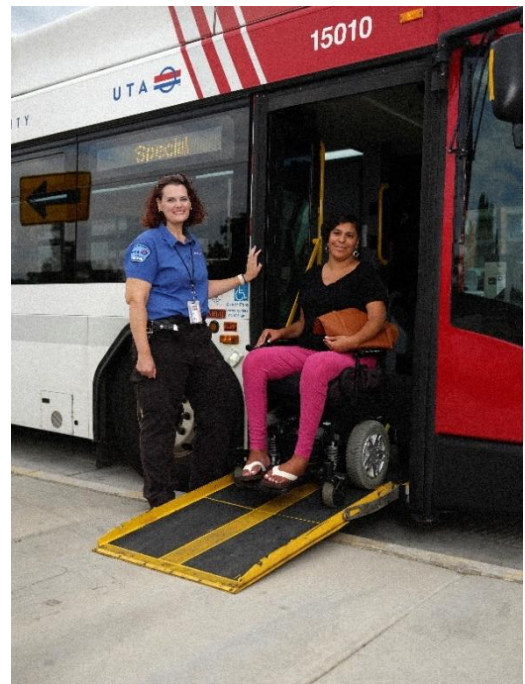


Figure 11: A woman in a motorized wheelchair exiting a UTA bus using the ADA ramp.

types of mobility aids. The Paratransit buses can transport mobility aids that are within 54 inches in length and 33 inches in width, with a combined weight of the customer and mobility aid to be 800 pounds or less.

Riders using wheelchairs or mobility aid should be in the upright position when boarding and during travel on the Paratransit buses.

**For safety reasons, it is recommended though not required, that riders using a transport chair transfer to a seat. If you are unable to independently transfer to a seat, you may bring a Personal Care Attendant (PCA) to assist you transferring from the transport chair to the bus seat.**

#### [Are There Different Recommendations for Scooters?](#)

Yes. Some 3- or 4-wheeled scooters are difficult to secure on Paratransit buses. UTA recommends you transfer to a bus seat, if you can do so independently, to ensure your safety during the ride.

#### [Eligibility in Different Mobility Aids](#)

A Paratransit rider may ride Paratransit with different mobility aids. However, all manual wheelchairs, power wheelchairs, and electric scooters **do need** to be weighed and measured and receive a sticker showing certification at the ADA Paratransit Evaluation Center before using the mobility aid on Paratransit.

- This includes new aids within the same type:
  - Current manual wheelchair → new manual wheelchair
  - Current power wheelchair → new power wheelchair
  - Current electric scooter → new electric scooter

Canes, walkers, and knee scooters are within the category of Ambulatory mobility. These mobility aids **do not need** to be weighed or measured and certified with a sticker, though the interview and physical assessment will occur.

The functional ability in a manual wheelchair may differ from the functional ability in a power wheelchair or the functional ability in an electric scooter, which all

differ from the functional ability in a cane, walker, or knee scooter. Eligibility determination in each of these types of mobility aids (manual wheelchairs, power wheelchairs, scooters, canes, walkers, and knee scooters) may differ from each other, meaning that the conditions and barriers may change based on which type of mobility aid is being used. For this reason, a rider who is applying for Paratransit and using more than one type of mobility aid will need to be evaluated through an interview and a physical assessment to determine an accurate eligibility for their functional ability in each type of mobility aid. Paratransit riders may add or remove mobility aids from their account at any point while they are eligible for Paratransit.

- Any change between ambulatory mobility aids and a type of wheelchair or electric scooter **does need** to go through an interview and physical assessment
  - Cane, walker, or knee scooter ↔ manual wheelchair
  - Cane, walker, or knee scooter ↔ power wheelchair
  - Cane, walker, or knee scooter ↔ electric scooter
- A change between different types of wheelchairs and electric scooters **does need** to go through an interview and physical assessment
  - Manual wheelchair ↔ power wheelchair
  - Manual wheelchair ↔ electric scooter
- A change between ambulatory mobility aids **does not need** to go through additional interviews and physical assessments.
  - Cane ↔ walker
  - Walker ↔ knee scooter
  - Knee scooter ↔ cane

For example, if a Paratransit rider sometimes uses a manual wheelchair and sometimes uses a power wheelchair, the paratransit rider will need to apply for Paratransit eligibility and complete the interview and physical assessment in both wheelchairs. The reason for this is because the rider's functional ability may be different in a manual wheelchair than in the power wheelchair.

If the functional ability of an individual has changed between these mobility aids, the individual is welcome to call the ADA Paratransit Evaluation Center (801-287-2263) for a re-evaluation due to a change in their functional ability to travel. For example, a Paratransit rider may go from unconditional eligibility in the manual wheelchair to conditional eligibility in the power wheelchair. This is due to the functional ability of the rider being different in the manual and power wheelchair.

Please note that a change in mobility aid does not automatically change an individual's eligibility.

#### [If My Wheelchair or Scooter Breaks Down, Can I Use Another One?](#)

If your certified mobility aid breaks down and you intend to use another mobility aid, you must:

- Contact ADA Paratransit Customer Care Department (801-287-5359) to request a grace period to use a loaner mobility aid for 5 business days.
- If you need the loaner mobility aid for more than 5 business days, you must contact UTA Paratransit's Evaluation Center (801-287-2263) to get the loaner<sup>xx</sup> mobility aid weighed, measured, and certified for temporary approval due to safety.

Contact the ADA Paratransit Evaluation Center at 801-287-2263 for more information.

**Safety is our number one concern. In the event your mobility aid is broken prior to Paratransit picking you up, UTA recommends getting it fixed, finding a loaner, or not traveling.**

#### [What Is a Paratransit ID card?](#)

A Paratransit ID card is a way to prove your Paratransit eligibility with the valid dates. It also allows you to ride any UTA bus, TRAX, and FrontRunner free of charge by tapping the card the electronic card reader when you board and exit. The Paratransit bus requires a fare for each trip payable by exact cash, with a 10-trip punch card purchased at [rideuta.com/Fares-And-Passes/Passes](https://rideuta.com/Fares-And-Passes/Passes) or at UTA

customer service locations<sup>xxi</sup>, or with electronic tickets purchased on the Transit App<sup>xxii</sup>.

If you lose your Paratransit ID card, contact ADA Paratransit Evaluation Center for a replacement card at 801-287-2263.

#### Can Someone Else Use My Paratransit ID Card?

No. Fraudulent use of this card may result in permanent loss of the free fare benefit on buses, Trax and FrontRunner as listed above separate from your paratransit eligibility.

#### What Is a Personal Care Attendant?

A personal care attendant (PCA) is someone you may bring with you to assist you with personal care or activities. You must tell us that your PCA is traveling with you when you schedule your ride or any time before 5 p.m. the day before your ride. This ensures that there will be room on the Paratransit bus for you, your PCA, and other scheduled riders.

You may schedule only 1 PCA and they may ride for free when traveling with you. Your PCA must get on and off the bus at the same places and times as you. Bus drivers cannot add riders who do not have a reservation, so if you do not make a reservation for your PCA, they will not be allowed to ride with you.

To be able to have one PCA ride free with you, you must be **registered with us as needing a PCA**. This is done during the paratransit eligibility process.

The PCA can also use a mobility aid on the Paratransit bus, but you need to let ADA Paratransit Reservation Department know for capacity reasons. The reservation process includes weighing and measuring all the PCA's manual, power, and scooter chairs at the ADA Paratransit Evaluation Center. Any PCA using a mobility aid must have their mobility aid certified to be transported. Please check with the ADA Paratransit Customer Care Department (801-287-



5359) about taking a mobility aid on your trip if the aid has not been previously approved for use on the Paratransit service.



*Figure 12: A man with dark glasses and a service dog sitting on the grass.*

### Can I Travel With a Service Animal?

Riders may travel on all UTA vehicles with a service animal. “Service animal” means any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired vision of intruders or sounds, providing

minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. If you are traveling with a service animal, be sure to inform the ADA Paratransit Reservation Specialist when you are scheduling a ride or any time before 5 p.m. the day before your ride. This ensures that there will be room on the Paratransit bus for you and your service animal, along with other scheduled riders. Your service animal may not be allowed to ride with you without prior notification.

If you are planning on riding UTA with a service animal, please follow these guidelines:

- You must maintain control of your service animal at all times. Paratransit Drivers are not permitted to take control of a service animal.
- Your service animal must remain at your feet or on your lap. The animal may not sit on a bus seat.
- Your service animal must not present a safety threat. A safety threat could include acting aggressively towards people or other animals.
- Your service animal must be clean and well groomed.

- You are responsible for any damage or soiling caused by your service animal.

Your service animal may be denied the ability to ride with you if these guidelines aren't met. If you feel the Paratransit bus is too hot for your service animal, ask the Paratransit Driver if they can adjust the temperature.

### Paratransit Responsible Rider Reward Program

This program is for riders who take a weekly minimum ride as described below and who, in a 6-month period (January-June and July-December), have a good ridership record. A good ridership record is one where the rider does not have any no-shows, or late cancellations on their record.

The reward will be as follows:

Category	Six Month Ride Record	Level	Good Rider Reward
Casual	Average 1 ride per week	Bronze	2 Free Rides
Frequent	Average of 3 round trips per week	Silver	10 Free Rides
Regular	Average 4 or more round trips per week	Gold	20 Free Rides

Figure 13: Table showing Responsible Rider Reward levels and corresponding rewards

UTA will notify you through a letter if you qualify for any Responsible Rider Rewards.

**NOTE:** Points removed with a coupon do not qualify for this reward program.

### UTA Paratransit No-Show and Late Cancellation Policy

When someone does not show up for a scheduled ride, it takes away the opportunity that a ride could have been scheduled for someone else. **There are consequences when riders have a behavior pattern of not being ready or not showing up to take their scheduled ride.**

### What Is a No-Show?

A no-show occurs when you schedule a Paratransit ride but then you:

1. Call UTA and cancel the ride too close to your ready window (less than 30 minutes)
2. Are not ready to board the Paratransit bus within five minutes and you delay a prompt departure
3. Do not come out to board the Paratransit bus and take your scheduled ride
4. Delay the departure of the Paratransit bus by not getting off the Paratransit bus
5. Delay the Paratransit bus's departure when you cannot be left unattended, and no one is at the drop-off location to receive you

A no-show will count for 1 penalty point.

### What Is a Late Cancellation?

A late cancellation occurs when you cancel your scheduled Paratransit ride within two hours before the start of your scheduled 30-minute ready window.

A late cancellation will count for half a penalty point.

### Does UTA Automatically Cancel My Later Rides If I No-Show the Paratransit Bus?

No. Later trips for the day will **not be automatically canceled** when you no-show a ride. It is the rider's responsibility to cancel rides they no longer need.

### Will UTA Come Back and Pick Me Up If I No-Show the Paratransit Bus?

If UTA takes you somewhere earlier that day, UTA will make every effort to go back and pick you up from your scheduled location. However, **if it is your first ride of the day, a Paratransit bus will not be sent back unless UTA was in error when scheduling or the Paratransit Driver was at the wrong location.**

**Exception:** If you no-showed the Paratransit bus and UTA didn't take you to that location earlier in the day, you will have to find other transportation.

### What If the No-Show/Late Cancellation Was UTA's Error or Outside Your Control?

Call the ADA Paratransit Customer Care Department (801-287-5359) immediately to explain what prevented you from taking your scheduled ride. You may be requested to provide documentation that explains what happened. The purpose of the documentation is to ensure fairness and consistency for all riders.

### What Are No-Show or Cancellation Penalty Points, and How Do They Work?

Each ride that is no-showed or late canceled has a specific point value. Each no-show is counted as 1 penalty point. Each late cancellation is counted as half a penalty point. Points are assessed for each no-show or late cancellation.

In a rolling calendar 30-day period, a rider who has scheduled 10 or more trips and has no-showed or late canceled at least 10% of those trips will receive a penalty notice. A trip canceled more than 2 hours before the start of the ready window will not be counted in the total number of trips booked, nor will it receive penalty points.

To ensure that riders are suspended only if they have an established pattern of scheduling trips and not taking them, a rider will need to accumulate 3 or more penalty points out of 30 days of scheduled trips to receive a suspension. A rider will be subject to a suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the 30-day period.

The length of a rider's suspension will adhere to the following schedule:

- First violation: Rider receives a warning letter
- Second violation: 7-day (one week) suspension
- Third violation: 14-day (two week) suspension
- Fourth violation: 21-day (three week) suspension and loss of subscription (if applicable)
- Fifth violation: 28-day (four week) suspension and loss of subscription (if applicable)

- Subsequent violations will increase by one week and loss of subscription will continue

### Can I Dispute My Penalty Points?

Yes. If you no-show or late cancel due to circumstances beyond your control, please call the ADA Paratransit Customer Care Department (801-287-5359) to explain the circumstance and request the review and/or removal of the no-show or late cancellation penalty points.

UTA will notify riders of all points assessed to their record by mail. A no-show or late cancellation must be disputed within 30 days from the date in which it occurred.

### What If I Disagree With My No-Show Suspension?

Call the ADA Paratransit Customer Care Department (801-287-5359) immediately upon receipt of your letter. UTA will not take away or stop providing rides to you without advance notification of a service suspension. You will always be given the opportunity to appeal any decision. **Once you receive your letter, follow the instructions in the letter. Failure to follow these instructions will result in your no-show service suspension.**

### What Happens When the Paratransit Bus Is Late?

If you notify UTA that your ride is more than 15 minutes late (16 minutes past the end of the ready window), and if the lateness is within UTA control, UTA will mail you a coupon that can be redeemed for either the removal of a points or a free ride.

Coupons are good for one year from the date of issue. To use the coupon for a free ride, give it to the Paratransit Driver. To have points removed, either give the coupon to the Paratransit Driver or mail it to UTA, indicating which points you want removed from your record. Coupons can only be applied to points within 30 days of when a no-show or late cancellation happened. **Coupons will not be replaced if lost.**

Sometimes a schedule delay, bad weather, or Paratransit bus breakdown may cause the Paratransit bus to be late. If your Paratransit bus hasn't arrived by the end of your ready window and you decide to find another way to your appointment, please call the UTA ADA Paratransit Reservation Department (801-BUS-RIDE [801-287-7433]) to let us know you found another ride so we do not send the Paratransit bus or assess points for a no-show.

#### [Can I Appeal Suspension/Termination of Service Decisions?](#)

Yes. Call the ADA Paratransit Customer Care Department (801-287-5359) immediately if you want to appeal a service decision. Riders will be notified by phone from the ADA Paratransit Customer Care Department of the immediate suspension regarding behavior. If you would like to appeal the immediate suspension, you must follow the process that the ADA Paratransit Customer Care Department explained over the phone.

If the suspension is caused by points, you will be notified by a written letter from the ADA Paratransit Customer Care Department of the suspension. If you would like to appeal the suspension, you must follow the process outlined in the written notification of service suspension that was sent to you. Failure to submit an appeal request by the date listed in the letter or follow other steps in the appeal process may result in the service suspension being upheld.

#### [Can I Request a Service Point?](#)

Yes. UTA Paratransit service will make every effort to establish a service point accessible for the customer. UTA's Paratransit service may work with you to determine a good service point based on the safety of our riders per the criteria below.

Considerations for establishing a location may include, but are not limited to, the following:

- The service point location is within the  $\frac{3}{4}$  mile and time of day service boundary.
- There is safe access for the Paratransit bus.

- Whether obstacles or barriers at the location or path of travel to the location prevent the rider from safely accessing the location.
- Our ability to park on a public roadway or public parking lot.
- The Paratransit bus does not block or impede pedestrian and vehicle traffic.

If any of these conditions are not met, the location may be considered non-serviceable. If you disagree with UTA's decision, you may contact the ADA Paratransit Customer Care Department to discuss a good service point for you and the Paratransit bus.

#### What If I Disagree With a Decision Regarding My Paratransit Service After Contacting the ADA Paratransit Customer Care Department?

You may contact UTA's ADA Compliance Officer at 801-287-3536.

#### How Do I Reach UTA With Suggestions and Comments?

UTA welcomes any feedback, suggestions, and comments on our Paratransit service. Call the ADA Paratransit Customer Care Department (801-287-5359), or submit the comment at [rideuta.com/Rider-Info/Customer-Service/Write-a-Comment/General-Comment-or-Question](https://rideuta.com/Rider-Info/Customer-Service/Write-a-Comment/General-Comment-or-Question) or by mail to:

**Paratransit Customer Care Administrator  
Utah Transit Authority  
669 West 200 South  
Salt Lake City, UT 84101**

To allow UTA to follow up on your comments or suggestions, please be specific and provide UTA with the following information:

- Your name, address, and phone number
- The date, time, and location of the incident
- If your concern involves a staff member from UTA's Paratransit Office, the name of the employee and the date and time of your conversation with them (if you have this information)
- A detailed explanation of the incident or suggestion

To assist UTA in researching a scheduling concern, you are encouraged to keep track of the date, time, and ADA Paratransit Reservation Specialist who scheduled your rides on a calendar.

Please allow UTA 10 days to complete our research once you have provided your information.

### What If I Still Have Questions?

Contact the ADA Paratransit Customer Care Department at:

- 801-287-5359 (Salt Lake and South Davis Counties)
- 1-877-882-7272 from outside the Salt Lake County area
- 711 for Relay Utah or 888-346-5822 for Speech Relay

**For effective independent communication, this print information is available in an alternate format upon request. This Paratransit Rider's Guide is available on the UTA website at [rideuta.com/Rider-Info/Accessibility/Accessible-UTA/Paratransit-Services](https://rideuta.com/Rider-Info/Accessibility/Accessible-UTA/Paratransit-Services).**

## Chapter 5: Rider Frequently Asked Questions

### What Personal (Disability) Information Will the Paratransit Driver Know About Me?

The Paratransit Driver gets information about the trips they will provide each day on an electronic tablet. The tablet provides the following information to the Paratransit Driver:

- Rider's name
- Pick-up address
- Ready window details
- Destination address
- Whether a rider is traveling with a personal care attendant (PCA) or companion for that trip
- Whether a rider is traveling with a service animal



- What type of mobility aid a rider is using for the trip(s), such as manual or power wheelchair, walker, or cane

No specific personal information about the rider's disability is provided on the tablet without advance permission from the rider. From time to time, specific information may be necessary for safety purposes or to assure effective communication between the rider and Paratransit Driver. Some examples of situations where disability information might be included on the tablet are:

- If the rider cannot be left unattended
- If the rider is deaf and communicates by reading lips or writing notes
- If the rider is non-verbal and will respond to conversation with the Paratransit Driver by nodding their head or using a speech board

Call the ADA Paratransit Customer Care Department (801-287-5359) to discuss your need to have personal information added to the tablet when you travel on UTA Paratransit.

### Can Children Ride Alone?

All children under 6 years of age must be accompanied by an adult. They cannot ride unattended. If traveling with a full fare-paying adult, UTA's policy allows children under 6 to ride for free<sup>xxiii</sup>.

An adult accompanying a child on Paratransit is responsible for the child. Paratransit Drivers' can assist with securing the child's seatbelt. The Paratransit Driver will not secure a child restraint car seat, will not assist with strollers, and are not permitted to carry children on or off the Paratransit bus for you. If you will need assistance with the child, please bring someone else along to help you.

### Does My Wheelchair Need To Be Secured?

Yes. It is the Paratransit Driver's responsibility to ensure that all mobility aids are properly secured. Wheelchairs and scooters are required to be secured using the four-point securement system at all times during the ride. UTA also requests that

riders allow Paratransit Drivers to secure the lap and shoulder belt to ensure safety. “Secure here” stickers are available for riders to place on their mobility aid. This will assist Paratransit Drivers in knowing where you request the securement straps be placed. Contact ADA Paratransit Evaluation Center to obtain stickers.

#### [Do I Have to Wear the Lap and Shoulder Belt?](#)

Although not required, UTA strongly encourages you to use a lap and shoulder belt and asks that you remain seated while riding on Paratransit buses.

#### [Does Paratransit Allow Respirators and Portable Oxygen Equipment?](#)

Yes. Portable oxygen equipment and portable respirators are permitted on all UTA vehicles. Riders who use oxygen tanks are encouraged to limit the supply they bring on board to the amount needed to complete their trip. A Paratransit Driver may ask you to secure the equipment or assist you with securing the equipment to prevent movement while the vehicle is in motion. Paratransit Drivers are not permitted, however, to assist you in using the personal oxygen equipment<sup>xxiv</sup>. If you need assistance with portable life support equipment, please arrange to bring someone with this ability with you.

#### [Can I Bring My Pet?](#)

Animals that are not service animals may ride on Paratransit buses only if they are properly secured in a cage, kennel, carrier, or container. For safety reasons, Paratransit Drivers are not permitted to carry cages, kennels, carriers, or containers on or off the Paratransit bus. If you need assistance with a pet, please arrange to travel with someone who can help you.

### Can I Bring Packages and Personal Items?

Yes. You may bring grocery bags, luggage, or other packages or personal items with you on the Paratransit bus. However, please do not plan to bring more than you (and your assistant, if one is traveling with you) can manage without delaying the Paratransit bus. Paratransit Drivers cannot assist with loading and unloading of packages and personal items. Delaying the Paratransit bus occurs when you bring more items than you can carry onto the Paratransit bus at one time in one load and will result in a no-show being assessed to your record, or Paratransit may be unable to transport you.



*Figure 13: A person holding a white wire cart that will fit on a Paratransit bus.*



*Figure 14: A black cart that is the wrong type for a Paratransit bus.*

Carts or any type of equipment used to assist with transporting packages, groceries, clothing, or other items are allowed on a limited basis. When space on the Paratransit bus is limited, priority must be given to passengers using mobility devices. Carts can be no larger than 36" high by 18" deep by 18" wide (see figures 13 and 14). The trip must be reserved and approved with the cart or the Paratransit Driver will be unable to transport you with your cart.

## Chapter 6: Emergency Protocols

### Keeping Your Records Up to Date

Keeping your Paratransit records as up to date as possible helps UTA provide a better service in case of an emergency. Please make sure we have at least one emergency contact person on file for you. As part of our preparation for an emergency, UTA will occasionally request your emergency contact information, including the name of a person to contact and their phone number. We also ask

you to verify your phone number and mailing address. If you have common places that you travel, please provide us with telephone numbers to those locations as well.

<b>Name</b> _____
<b>Address</b> _____
<b>Phone</b> _____
<b>Emergency Contact</b> _____

*Figure 15: Example of contact information.*

### What Emergency Procedures Are in Place in Case Something Happens When I Am on the Paratransit Bus?

In the event of an accident or emergency, riders should remain calm and follow the Paratransit Driver's instructions.

If you become ill during your ride, or if you notice another rider who may be ill, you should immediately inform the Paratransit Driver. Paratransit Drivers are not trained to provide medical assistance, so they will notify the Paratransit Control Center for instruction.

If you can't be left alone and the person meeting you is not at the location when the Paratransit Driver arrives, you may be transported to the UTA office (or to another safe location) to ensure your safety. UTA will strive to notify your guardian or caregiver and require them to come to pick you up or make other transportation arrangements. Respite care charges may be assessed to you if a pattern of this occurs. If we are unable to contact your guardian or caregiver, the proper authorities will be notified.

### Can the Paratransit Bus Still Pick Me Up During Bad Weather?

UTA reserves the right to suspend, modify, or cancel service during weather conditions that may jeopardize the safety of riders, employees, or vehicles. On bad weather days, you should call UTA to determine whether we can safely pick you up as there may be problems getting to or from some areas. Travel may also

be suspended or canceled during some storms. If you are traveling during inclement weather, be sure to be prepared for longer ride times. For example, bring medications you may need; if you use oxygen, bring an adequate (extra) supply; if you are diabetic or hypoglycemic, bring a small snack with you in case the ride is longer than expected due to the weather.

### Does UTA Have an Emergency and Disaster Procedure?

Yes. During an emergency or disaster, UTA will strive to transport our riders as scheduled. However, due to the nature of the disaster, it may be necessary to establish pick-up points that either requires us to walk into the area to get you or to have you get assistance from someone at your location to bring you to the Paratransit bus. Through coordination with the local disaster control center, we will attempt to establish these locations to minimize your distance to them.

**If you are at home when a disaster occurs, you should stay home. If UTA took you to a location and you make other transportation arrangements due to the emergency, please let us know so that we can account for all our riders that have scheduled rides.**

In the event of an emergency or disaster, UTA may:

- Freeze our system. This means all vehicles will hold at their location or a safe location until contacted by the Paratransit Control Center.
- An inventory of vehicles and passengers on board will occur.
- An inventory of passengers delivered in the system will occur.
- No additional passenger pick-ups will occur until UTA has been able to determine whether the Paratransit Drivers can safely proceed.
- If the Paratransit bus is out of contact with the Paratransit Control Center, Paratransit Drivers may proceed according to the pre-established plan, which is found on the Paratransit bus:
  - Is it safe to proceed?
  - Are passengers on board?
  - Can the Paratransit Driver make their way to a UTA facility?

If the nature of the disaster means that you need your Paratransit ride earlier than originally scheduled, contact the ADA Paratransit Reservation Department and we will attempt to meet your scheduling needs. Keep in mind that UTA’s ability to respond immediately may be limited because of the disaster. Call the ADA Paratransit Reservation Department at 801-BUS-RIDE (801-287-7433) if you have not yet been picked up for your ride or to confirm that Paratransit is able to safely get to you where you need to go.

If UTA’s internal phone system is not functional, listen for emergency news announcements on the television or radio, or check UTA’s social media sources such as Facebook, X, and Instagram (@rideuta), as well as the UTA website under Service Alerts ([rideuta.com/Rider-Info/Service-Alerts](https://rideuta.com/Rider-Info/Service-Alerts)).

If it is unsafe for UTA to travel into a disaster area, UTA reserves the right to suspend, modify, or cancel service without notice.

## Chapter 7: UTA Services: The Different Modes of Transportation

### Bus, TRAX, and FrontRunner

These vehicles are all ADA accessible. All paratransit riders are eligible and encouraged to use bus, TRAX, and FrontRunner. Many UTA Paratransit riders find that bus and rail service is their preferred choice for some rides. This choice does not affect your Paratransit eligibility.

Buses have a ramp at the front of the bus that the bus driver can deploy per request (see figure 16). ADA bus stops will be announced. Additionally, passengers can request a specific announcement for a stop location.

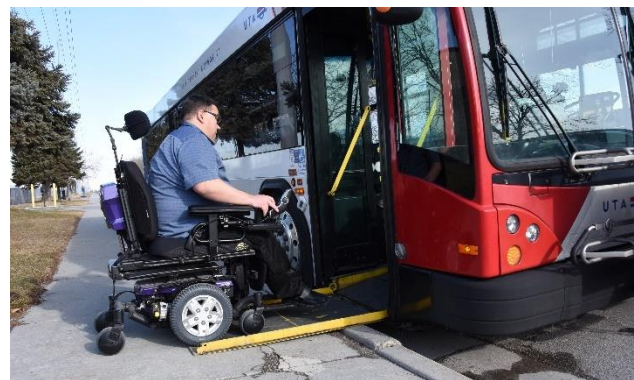


Figure 16: A person in a wheelchair boarding the city bus by going on the ramp of the bus.



Figure 17: A person pushing the blue wheelchair button on the TRAX door to deploy the ramp.

The TRAX Green and Red Lines have a blue button on the outside and inside of the TRAX trains that will deploy a ramp when it's pressed (see figure 17).

The TRAX Blue Line has an accessible ramp on the TRAX platform. The TRAX operator will deploy a ramp for you to enter and exit (see figure 18). You need to tell the TRAX operator which stop you are traveling to. They will then deploy the ramp for you to exit.



Figure 18: A Blue Line TRAX operator lowering the ramp for the passenger in crutches

FrontRunner station platforms have gap filler to allow boarding without a ramp at any door. However, a train host can set up the ramp for you to enter and exit if needed; there are blue squares on the southern end of each platform marked specifically for assistance in boarding (see figure 19)<sup>xxv</sup>.



Figure 19: A train host putting down the ramp for a rider in a wheelchair.

## Paratransit ID Card

All paratransit riders will have a personal Paratransit ID Card which has their picture on it. The Paratransit ID Card can be used for the bus (including UVX), TRAX, and FrontRunner as your fare just by tapping on and tapping off the services. It's important to always have your Paratransit ID Card with you, so that you can Tap On before your ride and Tap Off after your ride. If you do not Tap On, you may get a ticket<sup>xxvi</sup>. The locations to Tap On and Off are the electronic card readers at the front and rear doors of the buses and at either end of the UVX, TRAX, and FrontRunner platforms. Your Paratransit ID Card is also valid for UTA On Demand (see below).



*Figure 20: Someone tapping their Paratransit ID card on the card reader.*

Your Paratransit ID Card is not valid as fare for Ski Bus, Flex Route deviations, or Paratransit. Fare will be required for these services<sup>xxvii</sup>.

For the Paratransit ID Cards that specify **Attendant: YES** on the card, you may bring a personal care attendant with you for free. This means you and your attendant can ride the bus, TRAX, and FrontRunner for free if the Paratransit ID Card is tapped on before your ride.

## UTA On Demand

What Is UTA On Demand?

UTA On Demand is a rideshare service that connects riders between TRAX, FrontRunner, bus, and other destinations in the community. The driver will pick up or drop off other riders along the way to a destination. All trips must be within an approved zone. For current zones, please see the UTA website at [rideuta.com/Services/UTA-On-Demand](https://rideuta.com/Services/UTA-On-Demand).





Figure 21: A UTA On Demand van with the wheelchair ramp extended.

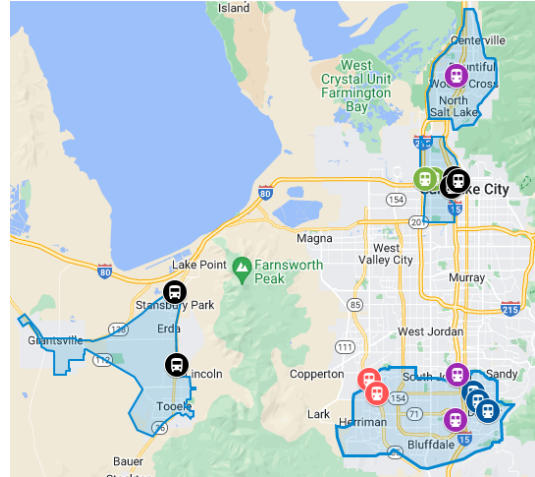


Figure 22: A map showing some UTA On Demand zones.

### How Can I Use UTA On Demand?



Download the UTA On Demand mobile application to book a trip and find your pick-up location. Rides may also be requested and booked over the phone. Visit [rideuta.com/OnDemand](https://rideuta.com/OnDemand) for more information.

### How Much Does UTA On Demand Cost?

Adult one-way fare is \$2.50. You can set up your payment method with debit or credit card, UTA pass, or FAREPAY Card. You can also pay with a valid UTA paper or mobile tickets by selecting “UTA Paper Ticket or Transfer” in the app. You must show your ticket when you board the van. Note: UTA On Demand does not accept cash.

Your Paratransit ID Card is also valid fare to ride UTA On Demand. You must add the Paratransit ID Card number to your profile on the UTA On Demand mobile app. If you need assistance with this, you may contact UTA Customer Service at 801-RIDE-UTA (801-743-3882).

### What If I Have a Mobility Aid?

If you have a mobility aid, you can request an accessible UTA On Demand van by selecting “wheelchair accessibility” in your app profile. This will automatically

request an accessible van for you when you book a trip. If you are calling to book the trip, tell the agent that you have a mobility aid.

## Flex Routes

What Are Flex Routes (F-Routes)?

Flex Routes combine the convenience and affordability of public transit with the ability to access off-route destinations. Flex Routes run on the same schedule as UTA buses and trains, but unlike regular buses, passengers can request a deviation or a special stop up to 3/4 of a mile from the



Figure 23: A UTA Flex Bus.

regular route. Flex Routes are designed to allow for route deviations without creating excessive delays for other riders on the bus. For this reason, Flex Routes are typically short, their bus stops are farther apart than fixed-route bus stops, and the number of route deviations is monitored to ensure the overall operating schedule can be reasonably maintained.

Route deviations are available to all riders but should be scheduled no less than two hours before a trip and no more than seven days in advance. Some on-demand trips can be accommodated. Flex routes are limited to 2 deviations per trip, and deviations are scheduled on a first-come, first-serve basis. Route deviations cost \$1.25 in addition to regular bus fare. If you would like to request a route deviation, please call the ADA Paratransit Reservation Department at 801-BUS-RIDE (801-287-7433). You can look up the schedules for Flex Routes at [rideuta.com/Rider-Info/Accessibility/Accessible-UTA/Paratransit-Services/Route-Deviations](http://rideuta.com/Rider-Info/Accessibility/Accessible-UTA/Paratransit-Services/Route-Deviations).

## Travel Training

What Is Travel Training?

Travel training is a free rider education program available to the public. UTA Travel Trainers specialize in teaching people with unique needs or barriers. The

program can benefit riders who would like to expand their mobility options by learning to navigate the community and to safely and independently ride on buses, train services, and UTA On Demand.

Travel Training services can include:

- Individual trainings
- Small group trainings
- Train-the-trainer (for staff and teachers)
- Community partnerships

To learn more about these services, visit [rideuta.com/traveltraining](http://rideuta.com/traveltraining). To set an appointment, call 801-287-2275 or email [traveltraining@rideuta.com](mailto:traveltraining@rideuta.com). Appointments are scheduled on a first-come, first-serve basis.



### Transit App

What Is the Transit app?

Transit is an application that can be downloaded on a smartphone. It is used to plan trips, track the location of the service, and pay for the transportation. You can purchase a Paratransit bus pass on the Transit app and show your active ticket to the Paratransit Driver when boarding the Paratransit bus. You can also purchase other UTA passes. Learn more about the Transit app by going to [rideuta.com/Fares-And-Passes/Transit-Mobile-Ticketing](http://rideuta.com/Fares-And-Passes/Transit-Mobile-Ticketing)<sup>xxviii</sup> or any UTA Customer Service location.

## Chapter 8: Fare

Children under 6	Free
Personal care attendant (1 per rider)	Free
Companion	Same cost as rider's fare

Fare for UTA Services as of December 2024:

**Paratransit\*:**

One-way	\$4.00
10 Ride Punch Card	\$40.00

\*Paratransit ID **cannot** be used as fare.

**Bus, TRAX, UVX & S-Line\*:**

	Regular	Reduced
One-way	\$2.50	\$1.25
Day	\$5.00	\$5.00
Month	\$85.00	\$42.50
One-way deviation	\$1.25 (Flex Routes only)	\$1.25 (Flex Routes only)

\*Paratransit ID Card can be used as fare **except** for deviations.

**Express Bus\*:**

	Regular	Reduced
One-way	\$5.00	\$2.50

\*Paratransit ID card can be used as fare.

**FrontRunner\*:**

	Regular	Reduced
One-way base fare	\$2.50	\$1.25
Round-trip base fare	\$5.00	\$2.50

\*Paratransit ID card can be used as fare.

**Free Fare Zone:** If you board and exit the bus or TRAX within the boundaries of the Free Fare Zone in downtown Salt Lake City, you are charged no fare.

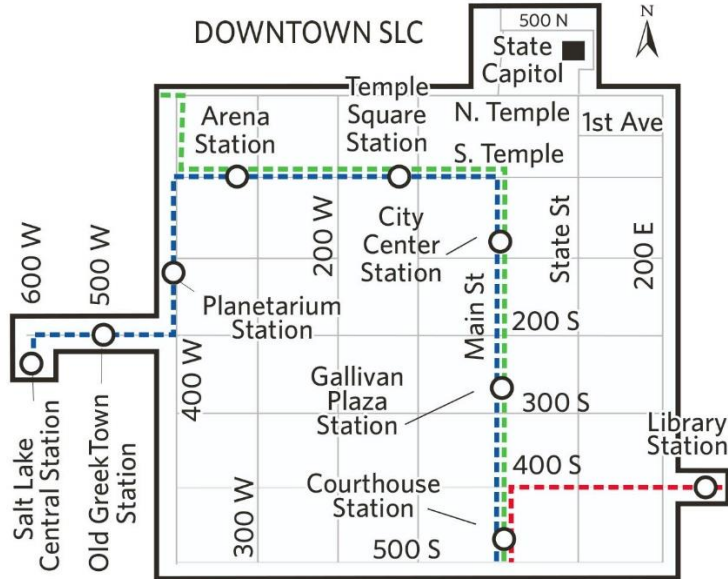


Figure 24: A map of UTA's Free Fare Zone in downtown Salt Lake City.

**Ogden Express (OGX):** Zero Fare until August 2026

For current fares, go to [rideuta.com/Fares-And-Passes/Current-Fares](https://rideuta.com/Fares-And-Passes/Current-Fares).

## IMPORTANT PHONE NUMBERS

**Salt Lake, Weber, Davis, Box Elder, Tooele, and  
Utah Counties Paratransit Services**

**ADA Paratransit Reservation Department: 801-BUS-RIDE (801-287-7433)**

**Toll Free: 1-877-882-7272**

Scheduling: press 0  
Ride cancellations: press 2  
Paratransit customer care: press 3  
Flex Route deviations: press 5  
Paratransit Evaluation Center: press 6

**ADA Paratransit Customer Care Department**

- 801-287-5359 (Salt Lake and South Davis Counties)
- 1-877-882-7272 from outside the Salt Lake County area

**ADA Paratransit Evaluation Center: 801-287-2263**

**ADA Paratransit After Hours: 801-BUS-RIDE (801-287-7433)**  
Toll Free: 1-877-882-7272

**Other UTA Contact Information:**

**Lost & Found**

Salt Lake City: 801-287-4664  
Ogden: 801-626-1207  
Provo: 801-227-8917

**UTA On Demand: 385-217-8191**

**UTA Customer Service: 801-RIDE-UTA (801-743-3882)**

**Relay Utah (deaf or hearing-impaired phones): 711**  
Speech Relay: 1-888-346-5822

**UTA's ADA Compliance Officer: 801-287-3536**  
Email: [adacomplianceofficer@rideuta.com](mailto:adacomplianceofficer@rideuta.com)  
Fax: 801-287-4520

**UTA Police Dispatch**

Call: 801-287- EYES (801-287-3937)

Text: CRIMES (274-637). Start your message with UTATIP, then include your message.

**Website: RIDEUTA.COM**

**Facebook, X, Instagram: @RideUTA**

**General Emergency Help Lines**

UTA Police: 801-287-3937

Immediate emergency help: 911

Salt Lake County Police assistance or to report a crime: 801-840-4000

24-hour Suicide Prevention Lifeline: 988

24-hour UNI Crisis Line Substance Abuse Immediate: 801-587-3000

## GLOSSARY

- **ADA Paratransit Reservation Specialist:** UTA employee who schedules trips for paratransit riders. *Chapter: [Scheduling Your Ride](#).*
- **Beyond-the-curb service:** Assistance from the vehicle to the first exterior door at the rider's pick-up or drop-off location. *Chapter: [What Is Paratransit?](#)*
- **Coupon:** Issued if you notify UTA that your ride is more than 15 minutes late (16 minutes past the end of the Ready Window), and if the lateness is within UTA control. It can be redeemed for either the removal of a points or a free ride. *Chapter: [Rider Information](#).*
- **Curb cuts:** A small ramp built into the curb of a sidewalk to provide a smooth, sloping transition from sidewalk to the road. *Chapter: [Eligibility Process](#).*
- **Electronic tablet:** Used by Paratransit Drivers to get information about the trips they will provide each day. *Chapter: [Rider Frequently Asked Questions](#).*
- **Eligibility determination:**
  - **Unconditional Eligibility:** An individual who is unable to independently use UTA buses and trains under any circumstances
  - **Conditional Eligibility:** An individual who may be able to use the UTA buses and trains for some trips based on the conditions of the particular trip
  - **Temporary Eligibility:** An individual who has a temporary loss of functional ability that prevents them from using the UTA buses and trains for a specific period of time
  - **Denial of Eligibility:** An individual who is not eligible for Paratransit because it was determined that they are functionally able to use UTA buses and trains independently  
*Chapter: [Eligibility Process](#).*



- **Freeze our system:** All vehicles held at their location or a safe location until contacted by the Paratransit Control Center in the event of an emergency or disaster. *Chapter: [Emergency Protocols](#).*
- **Guest, companion:** Someone you want to bring along to share the ride. *Chapter: [Scheduling Your Ride](#).*
- **Imminent arrival phone call:** A notification by phone call or text 5-10 minutes before the Paratransit bus will arrive. *Chapter: [Scheduling Your Ride](#).*
- **Late cancellation:** When you cancel your scheduled Paratransit ride within 2 hours before the start of your scheduled 30-minute ready window. *Chapter: [Rider Information](#).*
- **Loaner mobility aid:** A mobility device that can be used for 5 business days. *Chapter: [Rider Information](#).*
- **No-show:** Occurs when you schedule a Paratransit ride but then you:
  - Call UTA and cancel the ride too close to your ready window (less than 30 minutes)
  - Are not ready to board the Paratransit bus within 5 minutes and delay a prompt departure
  - Do not come out to board the Paratransit bus and take your scheduled ride
  - Delay the departure of the Paratransit bus by not getting off the Paratransit bus at your destination
  - Delay the Paratransit bus's departure when you cannot be left unattended and no one is at the drop-off location to receive you*Chapter - [Rider Information](#)*
- **No-show or late cancellation penalty points:** Each ride that is that is no-showed or late canceled has a specific point value. Each no-show is counted

as one penalty point. Each late cancellation is counted as half (1/2) a penalty point. Points are assessed for each no-show or late cancellation. Chapter: [Rider Information](#).

- **Origin-to-destination (curb-to-curb) service:** In UTA's service model, paratransit is an origin-to-destination service. Under most circumstances that may be curb-to-curb. For curb-to-curb service, riders are responsible for getting to and from the curb at the pick-up and drop-off locations. Chapter: [What Is Paratransit?](#)
- **Paratransit eligibility conditions:** Determined from the individual's in-person interview, documentation, and functional assessments conducted. Chapter: [Eligibility Process](#).
- **Paratransit ID Card:** A way to prove your Paratransit eligibility with the valid dates. Chapter: [Rider Information](#).
- **Paratransit scheduling hours:**
  - For the next day or up to 7 days in advance: Monday through Saturday 7 a.m. to 3 p.m.
  - For the next day **only**: Monday through Thursday, after 3 p.m.
  - For Saturday, Sunday, and Monday **only**: Friday after 3 p.m.
  - For Sunday and Monday **only**: Saturday after 3 p.m.Chapter: [Scheduling Your Ride](#).
- **Paratransit service:** Acts as a safety net for eligible riders with disabilities who are functionally unable to independently use the UTA fixed route (bus and TRAX) system temporarily, all the time, or only under certain circumstances. UTA's commuter rail service, FrontRunner, does not have a Paratransit obligation. Paratransit is a shared-ride, origin-to-destination service. Chapter: [What Is Paratransit?](#)
- **Personal care attendant (PCA):** Someone you may bring with you to assist you with personal care or activities. Chapter: [Rider Information](#).

- **Ready window:** A 30-minute time frame of when you need to be ready to board the Paratransit bus. *Chapter: [Scheduling Your Ride](#).*
- **Reasonable service modification:** Reasonable service modifications can be provided, when requested, for individuals with disabilities who, without such modification, would not be able to fully use UTA services, programs, or activities for their intended purpose. *Chapter: [What Is Paratransit?](#)*
- **Responsible Rider Reward program:** For riders who take a weekly minimum ride and who, in a six-month period (January through June, and July through December), have a good ridership record. A good ridership record is one where the rider does not have any no-shows or late cancellations. *Chapter: [Rider Information](#).*
- **Service animal:** Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired vision of intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. *Chapter: [Rider Information](#).*
- **Service point:** An exact location within the service area that is determined by an ADA Reservation Specialist and the customer service representative. *Chapter: [Rider Information](#).*
- **Subscription rides (sub):** A premium service for those who have a consistent schedule each week. If a rider has shown a consistency in trips for 30 days, they may request a subscription — except for dialysis and day programs, which can be requested at the time the transportation is needed. *Chapter: [Scheduling Your Ride](#).*
- **Suspension:** A rider's Paratransit account may be suspended if the rider accumulates 3 or more penalty points out of 30 days of scheduled trips. The

length of the suspension is determined by number of violations. *Chapter: [Scheduling Your Ride](#).*

- **Temporary status:** Granted to an individual who is unable to use the bus or train for a limited period of time. *Chapter: [Eligibility Process](#).*
- **Transit app:** An application that can be downloaded on a smartphone. It is used to plan trips, track the location of the service, and pay for the transportation. *Chapter: [UTA Services: The Different Modes of Transportation](#).*
- **Travel Training:** A free rider education program available to the public. UTA Travel Trainers specialize in teaching people with unique needs or barriers. The program can benefit riders who would like to expand their mobility options by learning to navigate the community and to safely and independently ride on buses and trains services and UTA On Demand. *Chapter: [UTA Services: The Different Modes of Transportation](#).*
- **UTA modes:** See *Chapter: [UTA Services: The Different Modes of Transportation](#).*
- **UTA service area:** The geographical area in Utah where UTA provides public transit service. *See Chapter: [Eligibility Process](#).*
- **Visitor status:** Visitors will be eligible for up to 21 days of service, per 365-day period. If the visitor requires more than 21 days of service, they will need to apply for UTA ADA Paratransit service in the same fashion as a resident. If the disability is not apparent, UTA will ask the visitor to sign a certification document that states that they are unable to use bus and TRAX. *Chapter: [Eligibility Process](#).*

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## APPENDIX A:

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<sup>i</sup>Fixed Route: Routes that cannot deviate from their path of travel. It is the core areas of UTA services. Additional information is found at <https://rideuta.com/Services>.

Fixed Route Bus- Regular: A transit mode using rubber-tired passenger vehicles operating on fixed routes and schedules over roadways.

Fixed Route Bus- UTA Bus Rapid Transit (UVX, OGX): A bus that may run in a dedicated lane for 50% or more of the route and has transit signal priority; also has a limited number of stops.

Fixed Route Bus- Express/Limited: Express/Limited Bus is a premium service that provides direct routing, faster travel time and inter-county travel. These routes typically travel on freeways and provide transit connection between different cities with limited stops.

Fixed Route- Ski: UTA provides seasonal service to ski resorts along the Wasatch Front.

FrontRunner/Commuter Rail: Rail that connects suburbs to downtown- with rides longer than 10 minutes.

TRAX/Light Rail: A type of electric rail transit system that uses lighter cars compared to heavy rail cars on a fixed guide way. Light rail may be on exclusive or shared right-of-way and have high or low platforms, with single or multi-car trains.

S-Line/streetcar: A type of electric rail transit system that uses lighter cars compared to heavy rail cars on a fixed guide way. Streetcar may be on exclusive or shared right-of-way, have low platforms, with single-car train.

<sup>ii</sup> Shared-ride program: While you are in the vehicle, the driver may pick up or drop off other passengers on the way to your destination.

<sup>iii</sup> Origin-to-destination: Paratransit will provide this complementary service to ensure that eligible passengers can get from their point of origin to their point of destination as per 49 CFR 37.131 and FTA C47 1-8.3.

<sup>iv</sup> Curb-to-curb: UTA's base level of service that is within the regulation for origin-to-destination as per FTA ADA Circular 4710.1 Section 8.3.1.

<sup>v</sup> FTA Circular 4710.1 8.3.1 page 191.

<sup>vi</sup> 30-minute ready window: The paratransit bus has a 30-minute margin to pick you up from the origin of your trip, per FTA ADA Circular 4710 Section 8.5.3.

<sup>vii</sup> Paratransit page of the UTA website: <https://www.rideuta.com/Rider-Info/Accessibility/Accessible-UTA/Paratransit-Services>

<sup>viii</sup>  $\frac{3}{4}$  of a mile: This is the service area for paratransit. Paratransit cannot travel outside of the radius measured  $\frac{3}{4}$  of a mile as the crow flies.

<sup>ix</sup> Reduced schedules: On weekends and holidays, UTA services are reduced by their frequency. You can find Rail, Bus, and Regional Maps to plan your trips at, [rideuta.com/rideur-tools/schedules-and-maps](https://rideuta.com/rideur-tools/schedules-and-maps).

<sup>x</sup> Pick-up and drop-off points: Exact locations where passengers can be expected to board or deboard Paratransit.

<sup>xi</sup> Service Points: Exact location within the Service Area that are determined by an ADA Reservation Specialist and the customer service representative.

<sup>xii</sup> Predetermined and approved location: Determined by a ADA Reservation Specialist on a case-by-case basis.

<sup>xiii</sup> Feeder service: When Paratransit is operating as a feeder service, the paratransit bus driver **may not** wait for you to board the vehicle or other UTA service.

<sup>xiv</sup> ADA Paratransit Evaluation Center: The UTA Paratransit Evaluation Center is where all applicants of UTA Paratransit will come for an interview and functional assessments for eligibility determination.

<sup>xv</sup> Per FTA ADA Circular 4710.1 Section 9.3.3

<sup>xvi</sup> Conditional eligibility: Per 49CFR 37.123(b) and FTA ADA Circular 4710.1 Section 9.3.2

<sup>xvii</sup> Denial of eligibility: Ineligible for paratransit, per 49CFR 37.125(d) and FTA ADA Circular 4710.1 Section 9.5.2.

<sup>xviii</sup> Part 37--Transportation Services for Individuals with Disabilities: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/part-37-transportation-services-individuals-disabilities>.

<sup>xix</sup> Service for Visitors: Per 49CFR 37.127 (b) and FTA ADA Circular 4710.1 Section 9.9

Part 37--Transportation Services for Individuals with Disabilities: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/part-37-transportation-services-individuals-disabilities>

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<sup>xx</sup> Loaner mobility aid: A temporary mobility aid such as a temporary scooter or wheelchair (power, manual, transport, or stroller).

## APPENDIX B

<sup>xxi</sup> UTA Customer Service locations:

Meadowbrook - Lost and Found  
3600 South 700 West  
Salt Lake City, UT 84119  
801-262-5626  
Hours: Monday-Friday, 8:30 a.m. to 5 p.m.

Provo Central Station - Lost and Found  
701 S. Freedom Boulevard  
Provo, UT 84601  
801-227-8923  
Hours: Monday-Friday, 7 a.m. to 6 p.m.

Ogden Transit Center - Lost and Found  
2393 Wall Avenue  
Ogden, UT 84401  
801-626-1207  
Hours: Monday-Friday, 7 a.m. to 6 p.m.

<sup>xxii</sup> Transit app: An application you can download to your smartphone.

<sup>xxiii</sup> For more information, go to <https://www.rideuta.com/Fares-And-Passes/Reduced-Fare/Do-You-Qualify> or reach out to customer service at 801-RIDE-UTA (801-743-3882)

<sup>xxiv</sup> For more information, go to <https://www.rideuta.com/Rider-Info/How-To-Ride/Rider-Rules> or reach out to customer service at 801-RIDE-UTA (801-743-3882)

<sup>xxv</sup> For more information, go to <https://www.rideuta.com/Rider-Info/Accessibility/Accessible-UTA> or reach out to customer service at 801-RIDE-UTA (801-743-3882)

<sup>xxvi</sup> Tickets are given by the UTA Police. The act of tapping on before your ride is the method of payment.

<sup>xxvii</sup> Per the bus services explained on the UTA website, <https://rideuta.com/Services>, Fixed bus service is not equivalent to deviations on the Flex bus, Ski Service.

<sup>xxviii</sup> Visit the UTA Website to learn more about the Transit app, <https://www.rideuta.com/Fares-And-Passes/Transit-Mobile-Ticketing>, or reach out to Customer Service at 801-RIDE-UTA (801-743-3882).