



PARATRANSIT

UTA is committed to providing service to all customers, including passengers with disabilities. UTA's entire fleet is 100 percent accessible and complies with the Americans with Disabilities Act (ADA) of 1990.



UTA paratransit services are offered in two ways: through the fully-accessible bus, TRAX and FrontRunner fleets or through demand-response service. UTA had over 185,000 paratransit riders in 2020.

UTA's regular bus, TRAX and FrontRunner vehicles are equipped with ADA accessible ramps and priority seating for seniors and people with disabilities. Bus operators provide assistance on request, and they announce stops, major intersections and destination information to assist riders with orientation. Safety features on TRAX and FrontRunner include access ramps or level boarding, yellow safety lines and tactile warning strips.

Information about UTA's regular bus and TRAX systems can be found at www.rideuta.com or by calling 1-888-RIDE-UTA. All paratransit-eligible individuals qualify to ride the fixed-route system for free.

The Committee on Accessible Transportation (CAT) is a UTA-sponsored group that provides recommendations on accessibility and promotes non-discrimination for all UTA services. Committee members represent several types of disabilities and give input to UTA staff and the UTA Board of Trustees.

Riding Paratransit

UTA's curb-to-curb paratransit service is reserved for people whose functional ability prevents them from using regular UTA services. Paratransit services are comparable to the regular bus and TRAX systems operating during the same hours and within the same service area.

UTA's fleet of paratransit vehicles includes accessible buses and vans. Because the system is provided through reservations and requires specific equipment, the service is provided at a much higher operating cost than regular UTA service, but the fare remains nominal for the customer.

To be considered for UTA paratransit service, riders must appear for an in-person interview and an abilities assessment. This process was created to conduct the eligibility process under ADA guidelines. Information about UTA paratransit can be found at www.rideuta.com or by calling UTA Paratransit Evaluation Center at 801-287-2263).

