

Proposed ADA Paratransit Service Changes

Frequently Asked Questions

April 2009

Q. What are the ADA requirements for paratransit service?

A. The Federal government requires all transit agencies to provide paratransit service within $\frac{3}{4}$ of a mile of fixed route service during the same operating hours and days as that service. It is not required for express and other services that do not run all day service.

Q. Why is UTA proposing these paratransit service changes?

A. UTA has been impacted by the current economic downturn. In 2008, sales tax revenues to UTA were \$18 million less than projected, and sales tax revenues continue to be down. In response, UTA has made budget cuts throughout the agency, and must also consider cuts to paratransit service.

Q. If I live or am traveling outside the $\frac{3}{4}$ mile service area will I still be able to use paratransit?

A. Yes, if you qualify or are currently eligible for paratransit service you may continue to use the service as long as you are picked up and dropped off within the $\frac{3}{4}$ mile service boundary.

Q. If I live or am traveling within $\frac{3}{4}$ mile of an express or fast bus route will I still receive paratransit service?

A. No. Per the Federal ADA guidelines, the $\frac{3}{4}$ mile service area requirement does not apply to express bus routes or other routes that do not run all day service.

Q. What areas may lose paratransit service under the proposed changes?

A. All areas that do not currently have a fixed bus route that runs all day or a rail/BRT station within $\frac{3}{4}$ mile will no longer receive paratransit service. Areas that may potentially lose service include: Bluffdale, Draper, Herriman, Riverton and South Jordan in Salt Lake County; Alpine, Payson and Santaquin in Utah County; Eden, Harrisville, Hooper and West Haven in Weber County; western portions of Davis County; and all of Tooele County. (The Tooele area will be served by a new flex route visit: www.rideuta.com for more information.)

Q. Is UTA doing anything to support people outside $\frac{3}{4}$ mile?

A. UTA is currently working with state officials on an effort to consolidate Federal funds for transportation that are currently distributed to dozens of disabled service providers in the state. UTA is also looking at possibly implementing "flexible" fixed bus routes in areas that currently do not have service. An example of this type of route is the F94 in Sandy, which deviates with advanced request within a limited distance for an additional fee.

Q. Can I pay extra for service beyond $\frac{3}{4}$ mile?

A. No. Due to the high operational costs of paratransit services, this proposal does not provide a provision for individuals to pay extra to have paratransit service beyond the $\frac{3}{4}$ mile boundary.

Q. What is the proposed fare?

A. The proposed paratransit fare would be double the regular fixed route adult fare, as allowed by ADA. For example, if the regular fixed route one way fare is \$2 the paratransit one way fare would be \$4. If a fuel surcharge is in place it will be added to the paratransit fare. The paratransit fuel surcharge is NOT double the regular fare fuel surcharge.

Q. If I am paratransit eligible will I still be able to ride UTA's fixed route services for free?

A. Yes. All paratransit eligible individuals, regardless of where they live, may continue to ride all UTA bus and rail services for free, except for paratransit service, by showing a current paratransit ID card. This is an innovative program UTA implemented in 2002 to provide more options for riders with disabilities and better integrate them into fixed-route service when possible.

Q. Why is UTA building new rail lines at the same time paratransit and bus services are being cut?

A. The funding for the new rail lines is a combination of Federal and local funds that were designated specifically for construction projects. The five lines in the FrontLines 2105 program were made possible by 2006 ballot initiatives in Salt Lake and Utah Counties, and local elected officials designated those funds to these projects: UTA is not allowed to use those funds for any other purpose. However, as the new rail lines are put into service and integrated with existing bus routes, the overall fixed route service will expand. This will also expand paratransit service to areas that may not currently fall within the $\frac{3}{4}$ mile boundary.

Q. When would the proposed changes go into effect?

A. If adopted, the changes to paratransit service would go into effect in July or August of this year.