

Dear Paratransit Rider/Customer/Stakeholder:

Thank you for continuing to choose UTA's services to meet your transportation needs. UTA staff, at all levels, are constantly reviewing the ways we deliver services to our riders/customers. We always welcome and appreciate feedback and suggestions from you in an effort to keep improving the quality of UTA Paratransit services. From time to time, the U.S. Department of Transportation, Federal Transit Administration (FTA) offers technical assistance and new guidelines for meeting the Americans with Disabilities Act (ADA) transportation requirements and responsibilities that UTA must follow. Recommendations from a recent FTA review have created the need to make significant changes to the UTA Paratransit No Show Policy.

We want to make every effort to help you understand the changes that FTA has directed UTA to make to our No Show Policy. Beginning in June, UTA will be holding a number of Paratransit Information/ Educational Community Meetings to tell you about these changes. We want to answer your questions and do our best to make sure you understand what things have changed when it comes to the UTA No Show Policy. This new policy will go into effect June 1, 2014.

Thorough and complete details of the new policy will be provided at these meetings you will find the new policy included. Some of the key changes to be explained include:

- **Definition of Late Cancellation based on time called to cancel in advance of scheduled trip and the number of points recorded**
- **Definition of No Show and points recorded**
- **No Points recorded for trips cancelled two (2) hours or more in advance of scheduled pickup time**
- **Service Suspensions will be determined by a 'math formula' involving the number of scheduled trips and a percentage of trips that are No Show or Late Canceled within a 30-day period**
- **New length of time schedule for Service Suspensions**
- **Rider/customer responsibility remains - call and cancel as soon as you know your needs have changed and you will not take that scheduled pick up and return trip**
- **Rider/customer should call UTA as soon as possible when a No Show or Late Cancel occurs as a result of circumstances beyond your control**
- **UTA will continue to notify riders when new No Show and Late Cancellation are reported on their record**

- **An opportunity to appeal the service suspension also remains in place**

We want to make sure everyone gets familiar with and understands this new No Show Policy as soon as possible.

Plan to join us at a meeting that's best for you. The meeting schedule is attached. As an incentive, one, one-way free trip pass will provided to each Paratransit eligible rider when you attend this very important meeting.

Save your questions for the meeting.

Thank you for riding with UTA Paratransit Services!