

## Canyon Service FAQ

### What additional canyon Ski Bus service is being offered this year?

Due to increasing demand for Ski Bus service, UTA is excited to offer additional service to Alta and Snowbird this year: the Canyon Service, CS1 and CS2, will operate every day from December 8, 2024, through April 12, 2025.

See the map and schedule [here](#).

### CS1

- Service starts at Midvale Fort Union TRAX Station at 6 a.m. and ends at Alta at Goldminer's Daughter Lodge.
- Schedule: Runs only during the morning hours of 6-8:30 a.m. and again in the evening from 5-7:30 p.m.

### CS2

- Service starts at 6200 South Wasatch Park and Ride lot at 6:20 a.m. and ends at Alta at Goldminer's Daughter Lodge.
- Schedule: Runs continuous 30-minute service throughout the day from 6:20 a.m. to 7:30 p.m.

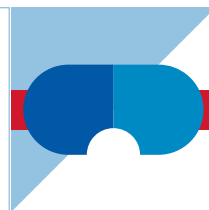
### How much does it cost to ride? How do I pay?

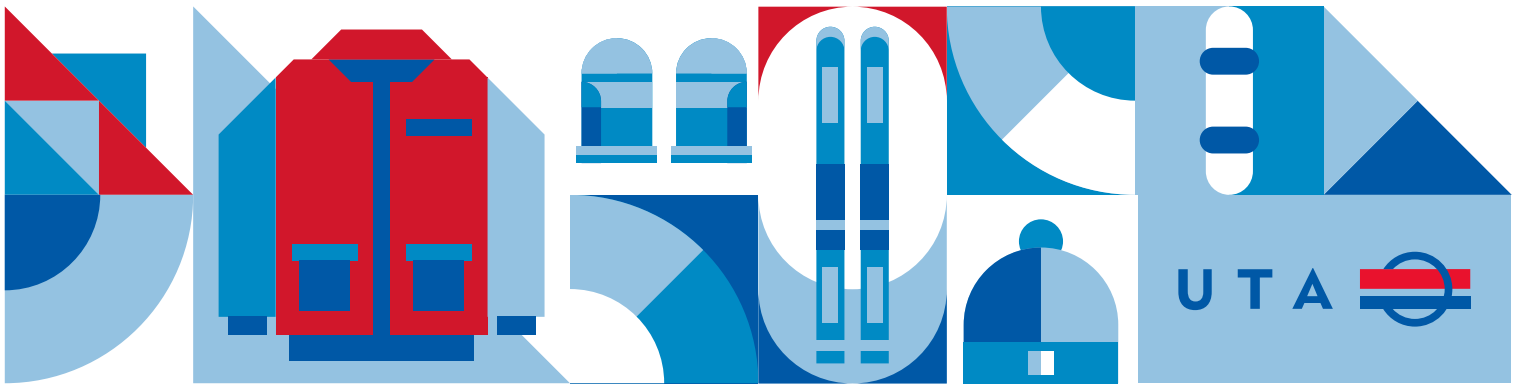
Each one-way trip costs \$5 per rider (\$2.50 for qualified reduced-fare riders). You can pay using the following methods:

- **Transit app:** Use your credit or debit card to pay through the Transit app. Show your mobile ticket to the bus driver when you board.
- **Pass:** If you have a ski pass (e.g., IKON or season pass) or UTA FAREPAY Card, tap your card on the card reader when you board the bus. If you have a paper pass, show it to the bus driver.

No cash is accepted on these CS routes.

### What do the CS buses look like?





### **Do I need to make a reservation to ride these routes?**

No. You simply show up at one of the designated stops to board the bus, operating daily from December 8, 2024, through April 12, 2025.

### **Who do I call if I need help planning my trip?**

Call UTA's customer service at 801-RIDE-UTA (801-743-3882) and a Customer Focus Specialist will help you.

- Monday-Saturday: 6 a.m. to 9 p.m.
- Sunday: 8:30 a.m. to 5 p.m.

### **Who operates the Canyon Service?**

A third party, The Driver Provider, was procured to operate the CS1 and CS2 seasonal routes in partnership with the Utah Transit Authority (UTA).

### **Who do I contact about lost items on Canyon Service?**

For help finding a lost item, please contact our operating partner, The Driver Provider at 385-341-2488 or [canyonservice@driverprovider.com](mailto:canyonservice@driverprovider.com).

### **Who do I call if I have questions about the Canyon Service?**

Please contact our operating partner, The Driver Provider at 385-341-2488 or [canyonservice@driverprovider.com](mailto:canyonservice@driverprovider.com).

### **What happened to Cottonwood Connect?**

Cottonwood Connect was not a UTA service and has been discontinued.

### **Are the buses wheelchair accessible?**

Yes, all the CS1 and CS2 buses are ADA accessible with ramps for customers with wheelchairs and mobility devices.

### **How do I make a complaint?**

The Utah Transit Authority operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Utah Transit Authority. Learn more [here](#).

Or call UTA's customer service at 801-RIDE-UTA (801-743-3882) and a Customer Focus Specialist will help you.

