



# UTA On Demand

Powered by Via

## Frequently Asked Questions



### Contact UTA On Demand

To contact UTA On Demand, you can either call (385) 217-8191 or send us a message at our rider support email [support-slc@ridewithvia.com](mailto:support-slc@ridewithvia.com). Via provides most customer support for the UTA On Demand service. To contact UTA, call 801-RIDE UTA (743-3882) or send us a comment.

# UTA ON DEMAND

## Riding with UTA On Demand

### How do I get the UTA On Demand app?

To download the app, search 'UTA On Demand' in your App Store for iPhone or in Google Play for Android. You can also book your ride over the phone by calling us at (385) 217-8191.

### How do I create an account?

You can either download our app or call our booking line (385) 217-8191 to create a new account.

*For phone bookings, we can set up an account for you, and we'll need:*

- Name
- Phone number
- Email address

*For app bookings:*

Download the Via app through the App Store for iOS (Apple) devices, or through the Google Play Store for Android devices. Create an account by entering your name, phone number, email address, and payment method.

### How much do rides cost?

All rides cost \$2.50 flat! Discounted one-way rides cost \$1.25 for seniors (65+), persons with disabilities, youth and people with qualifying income.

Like all standard UTA services, UTA On Demand fares are transferable to and from other modes like TRAX and FrontRunner. Please note that due to the on demand nature of the service, transfers are not allowed between two consecutive UTA On Demand trips.

Discount eligible riders can reach out directly to UTA to receive a code that will permanently unlock discounted pricing for all trips on the UTA On-Demand service. They can reach the UTA Customer Service Department at (801) 743-3882

### How do I pay for my rides?

You can pay with a credit or debit card, FAREPAY card, or any UTA electronic fare card linked to your account. This can be added in your app or added to your account over the phone (385-217-8191).

- If you choose to link your credit or debit card in the app when you create your account, you'll be prompted to input your card number and information.
- You can also update your card by going into the left-hand menu in your app and tapping on 'Payment Methods.'
- Once you're in 'Payment Methods' you can either click on an existing card to update your information or tap on '+ Add a new payment method' to add a new card associated with your account.
- To book a ride using your UTA Eco Pass, Student Pass or FAREPAY card, select 'UTA Electronic Card'. Add your card number in the app under 'Payment Methods' and select 'UTA Electronic Card' before you book a ride. Your card information will be saved for the next time you book a trip.
- You can also pay for a ride using a valid UTA Fare, including UTA Paper/Mobile Tickets or Passes. To do so, select 'UTA Paper Ticket or Transfer' before you book a ride. Show your valid UTA Fare to your driver once you're on board the vehicle.

Cash excluded.

# UTA ON DEMAND

## Riding with UTA On Demand

### **Can I transfer?**

Yes. Like standard UTA services, UTA On Demand fares are transferable to and from other modes like TRAX and FrontRunner. Please note that due to the on demand nature of the service, transfers are not allowed between two consecutive UTA On Demand trips.

### **Doesn't FrontRunner cost more?**

That depends. If you're traveling for more than one station then you can buy an upgrade ticket at a ticket vending machine before you board the train. If you're traveling from only one station to the next, then no upgrade ticket is needed.

### **How do I book a ride?**

You can book a ride through your app, which can be found in the App Store for iPhone or Google Play store for Android.

*To book a ride through the app:*

Open your app and put in your pickup location, followed by your destination.

Next, once you've tapped 'Set Your Destination,' you'll see proposal options and you can select the one you'd like to choose with "Book This Ride."

Once booked, you'll see an ETA and where your driver is in relation to you as you wait to be picked up.

### **How do I add an additional rider to my ride?**

When you request your pickup location, you'll see an icon on the location pin that says '1 Passenger +'. Tap the "+" sign to add passengers to your booking.

### **Can I book a ride in advance?**

No, passengers cannot book rides in advance with the UTA On Demand service. Just book a ride a few minutes before you need to leave, and we'll connect you with a vehicle in real-time.

### **How far will I have to walk to find my ride?**

As we're a corner-to-corner service, most of the time you'll walk for about 3 minutes to meet your driver at a nearby corner.

### **Can I book a Private ride?**

No, we only offer shared rides in UTA On Demand.

### **Does UTA On Demand offer corner-to-corner and door-to-door service?**

UTA On Demand offers door-to-door service for passengers who require a wheelchair-accessible vehicle, as well as for all passengers connecting to UTA paratransit trips or other persons with disabilities. All other riders are provided with corner-to-corner service.

### **Can I bring my bike?**

We can accommodate bikes in a van as long as there is space available in the back and it doesn't disrupt the ride for another rider. We cannot guarantee that we will always be able to accommodate a bike so it's at the rider's own risk. We usually try our best to be as accommodating as possible.

# UTA ON DEMAND

## Riding with UTA On Demand

### **My driver was great! How can I thank them?**

Our driver partners are the butter to our bread. Simply put, they're the best! If you had a great experience with a driver, please let us know by filling out the feedback screen after your ride.

Note: Tips are not accepted

### **I put in the wrong destination. Is it possible for me to change it while on my ride?**

Unfortunately, it isn't possible to change your destination when you're already on a ride. If you need to change your destination, your driver will have to end your ride and you will have to go back into the app or call us on our booking line to book another ride to the correct destination.

By following routing, drivers ensure the quality of every passenger's service.

### **How do I know which vehicle to look for?**

Vehicles have signage that says UTA On Demand. When you book a ride, whether over the phone or in the UTA On Demand app, you'll be notified of your driver's license plate number.

### **How do I get in contact with my driver if I can't find them?**

Once your driver is nearby, you'll see a phone icon on your screen with the Driver Partner's name. You can tap on the icon and our app will connect you with your driver to help you find them.

### **What should I do if my car was in an accident?**

Call 911 immediately to report the accident.

### **How many additional riders can be in my party?**

You can request a ride for up to 3 additional riders in your vehicle with you. Each additional rider costs \$2.50.

### **How do I retrieve something left in a UTA On Demand van?**

We've all been there, and we feel for ya! As soon as you realize an item is missing, please let us know by emailing us at [support-slc@ridewithvia.com](mailto:support-slc@ridewithvia.com), and we'll put you in touch with your driver to track it down!

### **Why did I get charged a Cancellation fee?**

A Cancellation fee is charged when you canceled your ride after booking, as your driver was already on their way to you and this affected the routing of other riders. The Cancellation fee in Salt Lake is \$1.

### **Why was I charged a No Show fee?**

A No Show fee is charged when you were 2 or more minutes late to your pickup, as this delays your driver from picking up and dropping off other passengers along the way. The No Show fee in Salt Lake is \$1.

### **Is wheelchair service available?**

Yes! If you require wheelchair service, follow these steps:

- Go to your app menu.
- Tap on your name to go to your Account Details.
- Toggle on 'Wheelchair accessibility.' with this selected all future rides will book you in a wheelchair accessible vehicle.

# UTA ON DEMAND

## Riding with UTA On Demand

If you'd prefer to request your rides over the phone, you can call us at (385) 217-8191 and let us know that you need a wheelchair accessible vehicle for all future ride bookings.

### **Does UTA offer a paratransit service for riders?**

Yes! Learn more about UTA's Paratransit Service ADA program here: <https://www.rideuta.com/Rider-Info/Accessibility/Accessible-UTA/Paratransit-Services>.

### **How can I setup or change my payment method?**

Setting up your payment method is easy:

- For phone bookings, you can call us at 385-217-8191 to set up your account and include a payment method.
- For app bookings, once you create an account you will be prompted for your payment method. You can use either a debit or credit card to pay for service.

If you want to change your payment method:

- Go to your Settings and click Payment Methods.
- Click on '+ Add a new payment method' to add one, or
- Click on your previous payment method to edit your card.

### **What is the process for getting my reduced fare discount? (This includes seniors, youth, persons with a disability or people with qualifying income).**

As a discount-eligible rider, you can reach out directly to UTA to receive a code that will permanently unlock discounted pricing for all trips on the UTA On Demand service. You can reach the UTA Customer Service Department at (801) 743-3882.

### **How can I check how far away my driver is?**

If you don't have the UTA On Demand app and you book your vehicle over the phone, the booking agent will let you know your driver's ETA once the ride is confirmed. If you can't find your driver or want an updated ETA, give us a call at 385-217-8191 and we can help you get in touch with them.

If you have the UTA On Demand app, once you've requested your ride, you'll see an image of your vehicle and its current location in the app. The app will also let you know an estimate of how far away the car is from your pickup. You can always go back into the app to see an updated ETA.

### **I can't log in to my UTA On Demand App. What do I do?**

If you're having trouble logging into your UTA On Demand app:

- First, try restarting your app by exiting the app and logging back in.
- Second, try updating your app by deleting the app and reinstalling it.
- Still not working? Contact us at (385) 217-8191 and we can help!

### **I forgot my password, how can I retrieve it?**

Don't worry! Resetting your password is easy:

- Tap the 'Forgot your password?' link in your login screen in the app.
- Follow the directions to provide your phone number.
- Look out for a text with instructions to reset your password.

# UTA ON DEMAND

## About UTA On Demand

### What is UTA On Demand?

UTA On Demand is an on-demand, dynamically routed, mobile-app powered shuttle service operating in partnership with the Utah Transit Authority. Service is available to anyone traveling in Southern Salt Lake County or the Salt Lake City Westside (including the Rose Park, Poplar Grove, Fairpark, and Glendale neighborhoods). Riders can request pickups and dropoffs anywhere in these service areas, but not across them.

### Where does UTA On Demand operate?

UTA On Demand is in four zones located in [Southern Salt Lake County](#), [Salt Lake City Westside](#), [Tooele County](#) and [South Davis County](#).

### When is UTA On Demand's service available?

Service hours in South Salt Lake County are:  
Monday - Friday: 4am - 12:15am  
Saturday 6am - 1:15am

Service hours in South Davis County are:  
Monday - Friday: 6am - 9pm

Service hours in Salt Lake City Westside are:  
Monday - Saturday: 4am - 12:15am  
Sunday: 6am - 9pm

Service hours in Tooele County are:  
Monday - Friday: 7am - 7pm

### Who can use UTA On Demand?

UTA On Demand is available to anyone (all residents, workers, and visitors) traveling in the service areas during each zone's respective operating hours.

### How do I contact UTA On Demand?

To contact UTA On Demand, you can either call (385) 217-8191 or send us a message at our rider support email [support-slc@ridewithvia.com](mailto:support-slc@ridewithvia.com). Via provides most customer support for the UTA On Demand service. To contact UTA, call 801-RIDE UTA (743-3882) or send us a comment.