

Public transit is a great way to navigate and explore the Wasatch Front. Familiarizing yourself with the UTA system is the first step in enhancing your journey.

Bus

Local buses are numbered with a route and have regular scheduled pick-up and drop-off times. Riders can travel to another designated bus stop or station by bus. Different types of buses serve various purposes and destinations, including Ski Bus service to winter resorts, Express Bus services designed for commuters, Flex Bus routes, and Paratransit for qualifying riders.

TRAX

UTA's light rail system, TRAX, offers service seven days a week, with 15-minute frequency during peak times. TRAX is electrically powered with a total 42.5 miles of line and 50 stations. TRAX has three main lines: Blue (Draper to Salt Lake City), Red (South Jordan to University of Utah), and Green (West Valley to Salt Lake International Airport).

S-Line

The S-Line is Utah's first modern streetcar and connects residential and commercial areas in the Sugar House neighborhood to South Salt Lake on a two-mile line.

FrontRunner

UTA's commuter rail system provides service from Ogden to Provo that covers an 83-mile corridor serving 15 stations. FrontRunner operates Monday through Saturday, with 30-minute peak service and 60-minute off-peak and Saturday service.

UTA On Demand

UTA On Demand is an innovative form of transportation that connects riders with other services like TRAX or bus or drops them off close to their destinations. The UTA On Demand mobile app matches riders headed in similar direction into a van-style vehicle and operates in four zones located in southern Salt Lake County, Salt Lake City Westside, Tooele County, and South Davis County.

Rider Rules

- Respect others (no harassment or fighting).
- Use designated crossings when arriving or departing transit.
- Listen to operators or announcements.
- Be considerate of other riders.
- Respect the shared space on transit; make room for others.
- Keep aisles and doors accessible.
- Use headphones while onboard trains and buses.
- Keep conversation volume low.
- Wait for riders to exit before boarding a train or bus.
- Let people with bikes, strollers, and wheelchairs board and exit first.
- Be sure to clean up after yourself and take all garbage with you.
- Listen for your stop.

Planning Your Trip

- **Plan:** Determine your starting location and destination and learn your trip duration, then purchase your fare or make sure to bring your pass.
- **Purchase Fare:** Buy passes and tickets via the Transit app, online, or at ticket vending machines (TVMs) located at stations.
- **Arrive:** Be ready at your stop 5-10 minutes before the scheduled departure time and check to see if you're at the correct location. If you use an electronic fare card, Tap On when you board and Tap Off when you exit. Card readers are located on buses and on station platforms.
- **Board:** Wait for the bus or train to completely stop, stand clear of doors, and let riders exit before boarding.
- **Ride:** Listen for announcements of your desired stop. Have your pass or ticket ready for inspection.
- **Exit:** Gather your belongings to prepare to exit. Let riders with mobility devices exit first.

Bike Racks

Bike racks are available on buses, TRAX, and FrontRunner. Bikes are a convenient first- and last-mile connection.

To learn about the different ways to secure your bike on each mode, visit rideuta.com/bikes.

Safety Essentials

Follow safety guidelines at the platforms and on transit, including staying behind the yellow line.

- Stop for flashing lights and gates. Do not go around the crossing arms.
- Never touch a moving train.
- Look both ways when crossing the tracks.
- Listen for trains before crossing; remove headphones.
- Never run after or next to a moving bus or train.
- Walk (don't run or play) when you are on a train platform.
- Walk skateboards, bikes, and scooters through crossings and stations and on platforms.
- Be aware of your surroundings.
- Keep off tracks, even if you drop something.

Can I Bring My Pet?

Animals that are not service animals, including pets, emotional support/comfort animals, birds, reptiles, amphibians, and rodents, may ride on a UTA vehicle only if they are properly secured in a cage, kennel, carrier, or container.

For safety reasons, drivers are not permitted to carry cages, kennels, carriers, or containers on or off the vehicle for you. If you need assistance with a pet, please arrange to travel with someone who can help you.

Service Alerts

Sign up to receive notifications about delays, detours, and disruptions

on your routes via the Transit app, or sign up for route-specific text or email alerts at rideuta.com/signup.



Service Animals

Riders may travel on all UTA vehicles with a service animal. Service animals include guide dogs, signal dogs, and other animals trained to work or perform tasks for persons with disabilities. If you are traveling with a service animal, you are responsible for maintaining control of your animal while on board the bus, train, van, or other vehicle.

If you are riding UTA with a service animal, please follow these guidelines:

- Maintain control of your service animal when boarding, while riding, and when exiting the vehicle.
- The animal must remain at your feet or on your lap. The animal may not sit on a vehicle seat.
- The animal must not be aggressive towards people or other animals.
- The animal must be clean and well groomed.
- You are responsible for any damage or soiling caused by the animal.
- If you feel the bus is too hot for your service animal, you can ask the driver if they can adjust the temperature.



Additional Resources

Schedules and Maps:

View schedules and route maps at rideuta.com



Ride-Time SMS: Text the Stop ID to UTA-UTA (882-882) for real-time bus departure information for a bus stop.

Apps:



Use the Transit app to find a route or station or for mobile trip tracking. Use Google Maps to plan your trip and find the nearest transit stop. Use the UTA On Demand app to request on-demand service for transportation.

Customer Service

Find information and support for trip planning, fare information, general questions and concerns, lost and found, transit passes, and reduced fare programs. Customer service hours:

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

Call 801-RIDE-UTA (743-3882) or email rideuta@rideuta.com. Options are available for 240 languages and dialects.

Lost and Found

Contact UTA Customer Service at 801-RIDE-UTA (743-3882) or email rideuta@rideuta.com. Found items are held for 30 days, then donated. Lost and found hours:

- Monday-Friday: 7 a.m. to 6 p.m.