

Committee on Accessible Transportation (CAT) - Annual Report



CAT Committee Objective

“... To offer advice to UTA on ways to provide access to fixed route and rail services and to complementary Paratransit service for people functionally not able to use the fixed route system. The CAT will provide broad representation of the disability and senior communities, as well as representation of UTA.”



Significant Contributions

- New recommendations and initial development of enhanced resources for riders with disabilities
- Collaborations with Customer Experience and Fares



Current Initiatives

- Create recommendations for system signage to enhance customer experience
- Increase CAT understanding of protocol for service disruptions
- Develop tools to enable better communication between UTA operators and customers with disabilities





Past Initiatives

- Implement a targeted outreach to the community through UTA Social Media pages
- Review of accessibility of UTA fares processes and technology
- Continue monitoring of implementation of visual display boards on buses

Current Feedback

- Concerns/Confusion related to removal of paper passes
- Desire for greater consistency in employee interactions
- Appreciation for Ambassador presence



Past Feedback

- Communication to customers on SGR projects
- Internal announcements in Spanish
- Desire for clearer expectations of bikes on high block ramps



Next Steps

- ADA Celebration, July 27th 4-6pm
- Introduction of New CAT Members
- Identification of Committee and Subcommittee goals for 2026-2027



Questions?

