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RESOLUTION OF THE BOARD OF TRUSTEES OF THE UTAH TRANSIT AUTHORITY APPROVING THE 2025 TITLE VI PROGRAM FOR SUBMISSION TO THE FEDERAL TRANSIT ADMINISTRATION

R2026-06-03 June 24, 2026

WHEREAS, the Utah Transit Authority (the "Authority") is a large public transit district organized under the laws of the State of Utah and was created to transact and exercise all of the powers provided for in the Utah Limited Purpose Local Government Entities – Special Districts Act and the Utah Public Transit District Act; and

WHEREAS, the Board of Trustees of the Authority (the "Board"), in keeping with the requirements of the Federal Transit Administration ("FTA") for public transit agencies and Title VI of the Civil Rights Act of 1964 has considered and reviewed the 2025 Title VI Program prepared by Authority staff; and

WHEREAS, the Authority has also conducted service monitoring of the program, as required by law; and

WHEREAS, the Board has desires to approve the 2025 Title VI Program for submission to the FTA.

NOW, THEREFORE, BE IT RESOLVED by the Board of the Authority:

1. That the 2025 Title VI Program, as prepared by Authority staff, a copy of which is attached hereto as Exhibit A, is hereby approved.

2. That the Board of the Authority hereby approves the service monitoring results of the 2025 Title VI Program.

3. That the Board hereby ratifies any and all actions taken by the Authority's Executive Director, staff, and counsel in furtherance of and effectuating the intent of this Resolution.

4. That a copy of this Resolution shall be submitted to the Federal Transit Administration.

5. That the corporate seal be attached hereto.

Approved and adopted this 24th day of June 2026.

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DocuSigned by:
86E38485ACBE4D0...
Carlton Christensen, Chair
Board of Trustees

ATTEST:

DocuSigned by:
8D8A6B67E3AA459...
Secretary of the Authority

(Corporate Seal)

Approved As To Form:

Signed by:
0F6F046DE4724A2...
Legal Counsel

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Exhibit A

2025 Title VI Program

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Utah Transit Authority 2025 Title VI Program Update

Submitted in fulfillment of Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B

Available at rideuta.com

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Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in programs and activities receiving federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. § 2000d). The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of federal aid recipients and contractors, whether those programs and activities are federally funded or not.

The Utah Transit Authority, herein referred to as UTA, is committed to ensuring meaningful and equal access to its programs and activities for all individuals, regardless of national origin or language proficiency. Although the United States has declared English as its national language, UTA recognizes that language barriers can impede access to essential services and is dedicated to providing language assistance to Limited English Proficiency (LEP) individuals.

Recipients and subrecipients of United States Department of Transportation (USDOT) funding through the Federal Transit Administration (FTA) are required to develop policies, programs, and practices that ensure federal dollars are used in a manner that is nondiscriminatory as required under Title VI. UTA is a recipient of USDOT funding and is therefore subject to the Title VI compliance conditions associated with the use of these funds pursuant to federal nondiscrimination statutes.

The Title VI Program details how UTA incorporates nondiscrimination policies and practices in providing services to the public. This document will be updated as required by the Federal Transit Administration and in accordance with FTA Circular 4702.1B to reflect changes in law, administration, and regulations. Additionally, FTA Circular 4702.1B states, “The Title VI Program must be approved by the Recipient’s board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA.” The approval of UTA’s Title VI Program has been included in Attachment A.

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Overview of Title VI

Transportation has been at the forefront of the push for equal treatment and civil rights. Transit is a point of integration and opportunity for those that need and use it. Transit serves as a bridge between homes and communities, connecting people both socially and professionally. UTA, under the guidance and direction of the FTA, prepares this Title VI Program as an intentional process aimed at preventing unintentional discrimination in the delivery of our services and programs. The Civil Rights Act of 1964, which includes Title VI, states the following:

"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participating in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

General Requirements

FTA Circular 4702.1B states that primary recipients must submit their documentation of compliance on a three-year basis. Chapter III of the circular outlines the components required of all FTA fund recipients to prepare and submit a Title VI Program. They include:

1. Title VI Notice to the Public and a list of posted locations
2. Title VI Complaint Form and Procedures
3. List of Title VI Investigations, Complaints, and Lawsuits
4. Public Participation Plan
5. Language Assistance Plan
6. List of non-elected planning boards, advisory councils, or committees
7. Subrecipient Assistance and Monitoring
8. Facilities Siting and Construction
9. Equity Analyses of major service and fare changes since previous Title VI program submission

Additional information required to be submitted in a Title VI Program found in Chapter IV applies to UTA as it operates 50 or more fixed-route vehicles in peak service and is located in an Urbanized Area (UZA) of 200,000 or more in population. They include:

1. Service standards and service policies
2. Demographic and service profile maps and charts
3. Demographic ridership and travel patterns collected by surveys
4. Results of monitoring program and report, including evidence governing board was aware of results and approved analysis
5. Results of service and/or fare equity analyses conducted since last Title VI Program submission including evidence governing board was aware of results and approved analysis.

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Title VI Notice to the Public

The Federal Transit Administration requires that all transit agencies inform the public of their rights and protections under Title VI. To comply with this requirement, UTA displays a Title VI notice at various locations throughout the system and on UTA's website, rideuta.com. UTA verifies the locations of these postings by conducting regular inspections and reports received from employees and citizens. Attachment B includes a copy of the public notice.

The Title VI Notice is posted at the following locations:

1. All TRAX and FrontRunner train stations
2. All fixed-route, BRT, and paratransit buses
3. UTA Headquarters entrance at 669 West 200 South, Salt Lake City
4. Customer Service Office, 3600 South 700 West, South Salt Lake
5. Ogden Transit Center, 2393 South Wall Avenue, Ogden
6. Provo Central Station, 701 South Freedom Boulevard, Provo

Title VI Complaint Procedure

UTA's Title VI notice to the public includes instructions on how to file a complaint alleging discrimination on the basis of race, color, and national origin through UTA's customer service line. There is also an option to submit a complaint online or through a downloadable Civil Rights complaint form, which is then received through the customer feedback system and flagged as Title VI or Civil Rights. Any complaint received through the customer service line can be flagged as Title VI or Civil Rights-related, and the Civil Rights Department and Utah Attorney General's Office are notified through an electronic report generated by the customer feedback database where complaints are recorded and tracked. Attachment C includes UTA's Civil Rights complaint form, which is available in English and Spanish. An ADA accessible version of this form that can be translated into multiple languages is available online and is emailed directly to the customer feedback system.

The following are UTA's internal procedures to investigate and track customer complaints that allege Title VI violations:

1. The Customer Service Department staff provides evidence such as video footage, if available, or other related details that assist in identifying the subject of complaint to the appropriate service unit where the employee works.
2. UTA's Title VI Officer, the Utah Attorney General's Office, or other Civil Rights Department staff receive an electronic report of Title VI complaints to review the details listed and may contact the appropriate service unit upon initial report to review video, if available, and discuss whether an investigation is warranted.
3. If an investigation is not warranted, then the complaint will be considered resolved and designated staff will document reasons for closure in the electronic customer feedback database.
4. If there is sufficient evidence that a Title VI violation may have occurred, the Title VI Officer, the Utah Attorney General's Office, or other Civil Rights staff may work with the appropriate service unit to discuss an investigation plan and provide advice as needed to ensure the customer complaint is adequately investigated and addressed.

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The Civil Rights Department and the Utah Attorney General's Office may contact appropriate service unit staff to check the progress of an investigation.

- The service unit will contact the customer if there is a request for follow-up after the complaint has been investigated or to obtain additional information during the investigative process.
- Once an investigation has been completed, the Title VI Officer or other designated staff may provide advice to the service unit on any proposed informal or formal disciplinary action to be taken, including re-training on Equal Employment Opportunity (EEO) policies. The investigation details are logged in the customer feedback database and marked as closed.

A customer has many options when making a complaint alleging discrimination. This is an intentionally inclusive approach, designed to ensure that any complaint alleging discrimination related to Title VI is addressed appropriately and that Civil Rights staff and Utah Attorney General Office staff are notified and involved where appropriate.

Title VI Investigations, Complaints, and Lawsuits

> *FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by entities other than FTA; lawsuits; and complaints naming the recipient. This list shall include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to, the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to FTA every three years.*
>
> *- FTA Circular 4702.1B*

This section provides information regarding investigations, lawsuits, and complaints for reporting period.

Investigations

There were no Title VI investigations during the reporting period.

Complaints

UTA had 183 customer service-related complaints from 2023 through 2025 in which the complainant alleged discrimination on the basis of race, color, or national origin. A complete list of the complaints is included in Attachment D. These complaints were received, investigated, and resolved internally by UTA staff using the procedures outlined above.

Lawsuits

There were no Title VI lawsuits during the reporting period.

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Public Participation Plan

Public involvement is a major component of the transportation planning process. UTA makes a concerted effort to solicit public input from all residents, including underrepresented groups, in many aspects of transportation planning within its service areas. UTA uses a variety of methods to communicate with and solicit feedback from the community. UTA also engages in extensive community outreach in conjunction with large-scale projects such as rail expansion, service and fare changes, and station access improvements.

UTA has developed a policy and a standard operating procedure (SOP) approved by the Board of Trustees that includes a description of the agency's public engagement process (UTA Policy 1.1.6 — Public Input Opportunities Attachment E and UTA 1.1.6-1 — Public Involvement SOP Attachment F).

UTA believes that public involvement is integral to ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner, promoting full and fair participation in public transportation decision-making without regard to race, color, or national origin and ensuring meaningful access to transit-related programs and activities by persons with limited English proficiency.

Summary of Outreach Efforts

In addition to UTA's Corporate Policy 1.1.6 — Public Input Opportunities, UTA conducted independent Equity Index Studies of its outreach and communication strategies in 2019 and 2024. This study was designed to identify potential communication deficiencies and instances of community isolation that may influence public engagement and service utilization. part of the Equity Index Study, UTA further examined the demographic profile of our service areas to incorporate feedback into the focus of our outreach and public engagement activities.

Information on that study can be found at rideuta.com/Current-Projects/Route-Restoration-Equity-Index.

Key commitments in the Equity Index Study include:

- **Data-driven insights** to understand needs and identify necessary changes
- **Intersectional approach** to consider diverse concerns in our research and actions to ensure fairness for all families
- **Advocacy and illumination** for fairness by providing research and shedding light on systemic issues, to actively work towards positive change
- **Root cause examination** to uncover and address systemic racial inequities and consider various perspectives
- **Intentional inclusivity,** which creates space to include diverse voices in our work without burdening any particular group
- **Accountability and justice promotion,** which allows us to hold ourselves accountable to promoting justice and equity in all aspects of our work, calling attention to any actions that go against our guiding principles

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During this reporting period, UTA coordinated and documented outreach and public involvement activities. Below is a summary of UTA's public outreach efforts.

- April 2022 Change Day — Major Service Change Public Outreach
- August 2022 Change Day Analysis — Major Service Change Public Outreach
- August 2023 Change Day Analysis — Major Service Change Public Outreach
- August 2024 Change Day Analysis — Major Service and Fare Change Public Outreach
- 2024 — Passenger On-Board Survey
- January 27, 2024 — National Tongan American Society Community Resource Fair
- February 5, 2024 — Wasatch Choice Community Advisory Committee
- February 29, 2024 — Meet the Contractor Event
- March 7, 2024 — BikeWalk Provo Meeting
- March 13, 2024 — August Change Day Public Meeting
- April 2, 2024 — Wasatch Choice Community Meeting
- April 11-13, 2024 — National Federation of the Blind Chapter Event
- April 16, 2024 — TRAX Ambassador Partner Meeting
- April 18, 24, 25; May 1, 2, 9, 15, 2024 — FrontRunner 2X Stakeholder Meetings
- June 4, 6, 2024 — FrontRunner South Public Info Session
- June 2024 — Key External Partner Interviews for the Equity Index Study
- June 19, 2024 — Techlink Presentation – Downtown Community Center
- June 21-22, 2024 — World Refugee Festival
- June 29, 2024 — Liberty Festival
- August 2024 Change Day Analysis — Major Service and Fare Change Public Outreach
- August 16, 19, 2024 — FrontRunner Point Improvements Meeting
- August 2024 — Mapping Workshop and Digital Map Engagement for the Equity Index Study
- October 10, 2024 — Budget Public Open House
- December 11, 2024 — Spanish Fork Public Meeting
- April 2025 Change Day Analysis — Major Service Change Public Outreach

Service and Fare Equity Analyses

Consistent with FTA guidance, UTA evaluates proposals for major service and fares changes for potential disparate impacts and disproportionate burdens. The full reports are included with this Title VI Program, and the corresponding equity analyses and summaries of public outreach efforts can be found as Attachment G.

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Language Assistance Plan

UTA is committed to fully complying with Title VI and finding meaningful ways to provide access to people with limited English proficiency. To accomplish this, the Authority has prepared a Limited English Proficiency (LEP) Plan, which is included in this program as Attachment H.

Subrecipient Monitoring

UTA has over 20 subrecipients, subject to application year. UTA monitors subrecipients' compliance with Title VI, collects and reviews Title VI documents, and provides assistance and support to subrecipients.

Project Oversight

UTA requires all subrecipients to adhere to its monitoring procedures as part of their application and periodically as required by the FTA or as long as a federal interest remains in their equipment or programs, which includes updating their Title VI plan and LEP plan no less than every three years, signing their certifications and assurances, and reporting non-elected boards and advisory councils or committees with the racial breakdown of the memberships. UTA conducts compliance reviews of its subrecipient programs through agency site visits (frequency based on agency risk level) and asset inspections which are carried out for each subrecipient at least once every two years. All subrecipient awards are managed through online grant management system, which generates notifications to subrecipients when reporting and other compliance activities are due. Using the grant management system allows UTA to be informed when subrecipients submit reports and if subrecipients are noncompliant with reporting requirements.

Assessments

The 5310 Grants Management team performs annual risk assessments of its subrecipients. These reviews may include annual financial reports or external audits (when applicable), quarterly performance reports, Title VI plans, vehicle and maintenance reporting, and other compliance-related documentation. If potential concerns or areas of elevated risk are identified, UTA may conduct additional monitoring activities, including desk reviews, requests for supporting documentation, site visits, vehicle inspections, or testing of reimbursement requests and internal controls to ensure compliance with federal requirements, grant agreement terms, and applicable FTA regulations.

Subrecipient Assistance

Technical assistance is available to help with the development of subrecipients' Title VI plans. This includes providing access to Title VI demographics information and analysis, sample documents, and the option to adopt the UTA's Title VI Program elements, including public involvement activities. Additional Title VI resources can be found on the Coordinated Mobility website (rideuta.com/cmm). UTA reviews all subrecipient Title VI Programs at time of application and at site visits or desk reviews.

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Board Membership and Recruitment

> Recipients that have transitrelated, nonelected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.
>
> - Title VI Circular

UTA has two committees, the Committee on Accessible Transportation and the Citizen's Advisory Committee, for which members are selected internally and subject to the Title VI Circular's requirement above. The UTA Board of Trustees and Local Advisory Council are appointed by the Utah Governor or local counties and municipalities.

Committee on Accessible Transportation (CAT)

UTA established an advisory committee in the 1980s to discuss disability-related issues long before the passage of the Americans with Disabilities Act. The committee evolved into the Committee on Accessible Transportation (CAT). After the passage of the ADA in 1990, the UTA Board of Trustees formally created the CAT by way of a charter. The purpose of the CAT is to provide an ongoing opportunity to advise UTA on accessibility issues related to facilities, services, equipment, plans, and programs to assure nondiscrimination for people with disabilities. Representatives of all ages, disabilities, and minority groups, as well as residents in all UTA service areas, are invited and encouraged to serve on the CAT.

When UTA seeks to fill the position on the CAT, posters are placed on all fixed-route buses (when seeking multiple positions), information is posted on the home page of UTA's website, and social media sites are used to reach out to the general riding public. This broad-based recruitment seeks to build a committee with a range of experiences within the disability community to address various questions on accessibility within the transit system. The CAT consists of people with disabilities, advocates, and service providers within the service area.

To engage minority populations, the CAT membership application states, "UTA's inclusive transportation services are offered to a diverse rider community and geographic areas. Individuals representing various races, colors, and national origins are encouraged to participate in the CAT."

Nominations were submitted and reviewed; 11 individuals were selected to serve on the CAT.

Community Advisory Committee (CAC)

The Community Advisory Committee is a non-governing group that provides community feedback, lived experience, and strategic input to help shape transit services. The CAC meets regularly to discuss priorities, bridge service gaps, and improve the rider experience. The CAC is governed by the Community Engagement Department. The committee is a non-decision-making advisory committee comprising of no more than 13 members. The CAC holds meetings quarterly both in-person and virtually. FTA Circular 4702.1B requires the development of specific policies that help a transit provider identify when further actions must be taken when engaging in activities that may cause adverse impact on populations protected by Title VI. In the 2017 legislative session, the Utah legislature formalized the Community Advisory Committee (CAC) as a requirement for transit districts serving over 200,000 people.

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As UTA sought to engage potential members for the CAC that would "represent our public transit district areas," various agencies and businesses were asked for nominations of potential CAC members.

UTA's outreach efforts included engagement with:

- Advocacy groups that represent minority groups, low-income populations, and people with disabilities
- Agencies representing seniors
- Educational institutions
- Chambers of commerce
- Various businesses
- Outdoor recreational and active transportation entities
- Governmental stakeholders
- General public and riders

Nominations were submitted and reviewed; 12 individuals were selected to serve on the CAC.

Composition of Membership by Race/Ethnicity

	Number of Members	White	Black	Hispanic	Asian	Hawaiian Native and Pacific Islander	Two or More Races
CAT	11	9	1	0	0	0	1
CAC	12	9	0	2	0	1	0

Facilities Siting and Construction

FTA Circular 4702.1B requires recipients of federal funds to conduct a Title VI facility equity analysis before locating new facilities to ensure siting does not disproportionately impact minority or low-income populations.

During the reporting period, UTA has had no facilities which would meet the definitions and requirements outlined in the circular.

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Systemwide Service Standards and Policies for Monitoring

UTA has developed Service Design Standards to establish a framework to design, monitor, and evaluate transit service. The Service Design Standards adopted by UTA's Board of Trustees are included as Attachment I. Chapter IV of the circular outlines the components required of all FTA fund recipients. They include:

1. Systemwide service standards and policies and monitoring results
2. Demographic maps and charts
3. Passenger surveys
4. Major change and disparate impact policies with board approval
5. Service and fare change equity analyses with board approval

Part of UTA's compliance with FTA Circular 4702.1B is ongoing performance monitoring across all modes of service. This monitoring is intended to ensure UTA is providing service that does not discriminate on the basis of race, color, or national origin. FTA requires all fixed-route transit providers to develop quantitative monitoring of service standards performance for:

- Vehicle load
- Vehicle headway
- On-time performance
- Service availability
- Stop amenities
- Vehicle assignment

Additionally, the FTA requires transit providers to submit a sample of the performance of service standards through comparison of minority and non-minority populations and low income and non-low income. UTA conducts this assessment using the FTA's definition of a minority route (a route that has at least 1/3 of its total revenue mileage in a census block or block group, or traffic analysis zone(s), with a percentage of minority population that exceeds the percentage of minority population in the transit service area). The UTA board reviews the results of this monitoring with each equity analysis and the update of each Title VI program.

When observed service for any route exceeds or fails to meet the standard or policy, UTA will analyze why the discrepancies exist and take steps to reduce the potential effects. FTA Circular 4702.1B requires the development of specific policies that help a transit provider identify when further actions must be taken when engaging in activities related to its services and programs which may cause an adverse impact on populations protected by Title VI. UTA's Title VI policy and process is brought to the public in order to allow comment and participation in the development and receive approval by UTA's governing board. The official policy is UTA's Title VI Policy 01.06, which is included as Attachment J and describes:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

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The information shown below provides details on UTA's service standards and quantitative monitoring outcomes of performance findings. The UTA Service Design Guidelines have identified four tiers of minimum bus and rail service levels.

Vehicle Load

Standard

UTA established design standards for vehicle loads depending on the type of service. However, vehicles will be added if loads frequently exceed capacity standards.

Tier I	
TRAX — Light Rail	
Transit Load	*Average weekly loads on regularly scheduled trips should not exceed 100% of the seating capacity. If the loads regularly exceed capacity, then vehicles will be added until the maximum size is reached. Thereafter loads should not exceed 150% of seating capacity.*

Tier 2	
FrontRunner — Regional Rail	
Transit Load	*The median maximum load on a trip should not exceed 150% of the seating capacity.*

Tiers 1 and 2	
Rapid Bus — OGX and UVX	
Transit Load	*The median maximum load on a trip should not exceed the vehicle seating capacity.*

Tier 1	
Enhanced Bus and Frequent Bus	
Transit Load	*The median maximum load on a trip should not exceed the vehicle seating capacity.*

Tiers 2,3,4	
Local Bus	
Transit Load	*The median maximum load on a trip should not exceed the vehicle seating capacity.*

Tiers 2,3	
Limited Stop Bus	
Transit Load	*The median maximum load on a trip should not exceed the vehicle seating capacity.*

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Monitoring

UTA reviewed all active routes during the first federal fiscal quarter of 2025. The review examined the number of trips that exceeded the maximum load capacity per UTA standards. In total, there were 213 trips during this time period that did not meet the standard. The following table categorizes those trips by minority and non-minority routes, along with the percentage they represent.

Findings

There were no findings of any disparate impact on minority populations in UTA's vehicle load monitoring. Less than 1% of all trips that were over capacity occurred on minority routes.

Vehicle Loads by Minority/NonMinority Routes

	Minority Routes	NonMinority Route
Number of trips above load standard	67	146
Percent of trips above load standard	0.92%	8.35%

Vehicle Headway

Standard

The average number of minutes between regional commuter trains should not exceed 60 minutes. The average number of minutes between light rail trains should not exceed 20 minutes.

Tier I	
TRAX — Light Rail	
Headway	*15 minutes weekdays and Saturdays, 30 minutes Sundays*

Tier 2	
FrontRunner — Regional Rail	
Headway	*30 minutes weekdays, 60 minutes Saturdays, no Sundays*

Tiers 1 and 2	
Rapid Bus — OGX and UVX	
Headways	*15 minutes (OGX) weekdays and Saturdays, 30 minutes on Sundays, (UVX) weekdays and Saturdays, 30 minutes*

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Tier 1	
Enhanced Bus and Frequent Bus	
Headways	*15 minutes from 6 a.m. to 7 p.m. weekdays and Saturdays, 30 minutes for other time periods weekdays and Saturdays, 30 minutes Sundays*

Tiers 2,3,4	
Local Bus	
Headways	*15 minutes from 6 a.m. to 7 p.m., 30 minutes for other time periods weekdays and Saturdays, 30 minutes Sundays*

Tiers 2,3	
Limited Stop Bus	
Headways	*30 minutes or 60 minutes on weekdays typically all day, 60 minutes on Saturdays typically all day, no Sundays*

The transit performance is calculated by considering various factors, including minority population density, transit-supportive population density, job density, intersection density, higher-education student density, and zero-car household density.

Monitoring

UTA assessed all active routes during the first federal fiscal quarter of 2025 for compliance with vehicle headway standards. The TRAX and FrontRunner routes are considered “minority routes” therefore the column marked “nonminority route” is not applicable as noted in the data chart below. The data presented below shows the number of minutes between the arrival of one transit vehicle and the arrival of the next.

Bus/Rail Headway in Minutes by Minority/Nonminority Route

	Minority Routes	Nonminority Route	System Average
Bus Headway	28.2	36.7	29.7
TRAX Headway	18.8	N/A	18.8
FrontRunner Headway	43.3	N/A	43.3

Findings

There were no findings of any disparate impact on minority populations in UTA’s headway monitoring. As evidenced in the table, the headways for routes which serve in a minority area have more frequent headways than non-minority routes.

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On-Time Performance

Standard

Regarding all modes of service, on-time performance is defined as departing stops or stations zero seconds early and less than five minutes late after scheduled time. To meet the on-time standard, 88% of all departures must be on time. UTA constantly tracks on-time performance and analyzes the causes of any non-standard performance and makes adjusts as feasible.

Regarding fixed-route buses, the on-time performance of the entire route is consistently below 88% and adjustments to individual trips' running times are so significant that they disrupt the route's cycle time.

Paratransit on-time criteria is when 90% of customers are picked up between 10 minutes before and 20 minutes after the stated pick-up time, and 90% of customers are dropped off within 30 minutes of any stated appointment time.

Monitoring

In 2024, UTA conducted an assessment of on-time performance to determine if there were any disparate impacts on minority routes. It's important to note that UTA operates two rail lines, named below as TRAX and FrontRunner. These lines are both considered minority routes; therefore, no data is listed in nonminority columns for these modes of transit.

On-Time Performance Minority/Nonminority Route

	Minority Routes	Nonminority Route	System Average
Bus Reliability On-Time Performance	86%	86.1%	86%
TRAX Reliability On-Time Performance	91.9%	n/a	91.9%
FrontRunner Reliability On-Time Performance	89.7%	n/a	89.7%

Findings

There were no findings of any disparate impact on minority populations in UTA's headway monitoring.

Service Availability

Standard

Commuter Rail

For commuter rail, which is UTA's FrontRunner regional rail service, stop spacing is a complex system that is dependent on train timing and system needs. The route spacing guidelines are not applicable to the regional rail, as regional rail is limited to a primary north-south corridor.

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Light Rail

For light rail, which is UTA's TRAX service, stop spacing guidelines are not applicable as the line is entirely in an exclusive lane with very limited exceptions. Light rail should be approximately 1 mile apart in suburban areas and 1/2 mile apart in urban areas. Light rail service operated as a streetcar should have approximately 1/4 mile stop spacing. Service availability for fixed buses is based on route and stop spacing.

Fixed and Flex Route Bus

Recommended route spacing for fixed and flex routes in the UTA system is as follows:

Environment	Route Spacing
Central Business District	1/8 mile to 1/4 mile
Urban	1/4 mile to 1/2 mile
Suburban	1/2 mile to 1 mile
Rural	As needed based on surrounding development and activity

Recommended stop spacing for fixed and flex routes in the UTA system is as follows:

Environment	Stop Spacing
Central Business District	1/8 Mile (660') to 1/4 Mile (1,320')
Urban	1/4 Mile (1,320') to 1/2 Mile (2,640')
Suburban	1/4 Mile (1,320') to 1 Mile (5,280')
Rural	As needed based on surrounding development and activity

Monitoring

To determine the availability of transit services, UTA assessed the population residing within its taxing districts and compared it with those residing in areas with access to transit stops or stations within a certain distance. UTA has defined its service area as the entirety of the areas that fall within its taxing districts. The areas with access to transit stops or stations are those census blocks within a certain distance from a transit stop or station based on the actual road access of the area. The distances from the transit stop or station are as follows:

- 1/4 mile from a bus stop (walking)
- 1/2 mile from a light rail or bus rapid transit station (walking)
- 3 miles from a commuter rail station (driving)

The table below shows the number of people within the service area, the number of people with walk access, and the number of minorities within each group.

	Total Population	Minority Population	Percent Minority
Service Area Population	2,576,911	642,828	24.9%
Population With Walk Access	1,029,957	353,523	31.4%
Percent of Population With Walk Access	40.0%	50.3%	

According to the data presented, the overall population with walk access has 6.5% more minority share than the total service area population. Additionally, 50.3% of all the minority population in UTA's service area have walk access, compared to 40% of the total service area.

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The table below shows the number of people within the service area, the number of people with walk access, and the number of low-income people within each group.

	Total Population	Low-Income Population	Percent of Low-Income
Service Area Population	2,576,911	359,288	13.9%
Population With Walk Access	1,029,957	194,082	18.8%
Percent of Population With Walk Access	40.0%	54.0%	

According to the data presented, the overall population with walk access has 4.9% more low-income share than the total service area population. Additionally, 54% of all the low-income population in UTA's service area have walk access compared to 40% of the service area at large.

Findings

There were no findings of any disparate impacts on minority or low-income populations in UTA's service availability. Overall, minority and low-income populations had a greater amount of walk access than non-minority and non-low-income populations.

Distribution of Amenities

Standards

UTA is responsible for creating and adopting a process for adding transit amenities to the system and ensuring that their distribution does not result in discrimination on the basis of race, color, or national origin. Transit amenities refer to items that provide comfort, convenience, and safety to the general public using the transit system. Amenities include, but are not limited to, items such as seating, shelters, provisional information, canopies, escalators, elevators, and waste receptacles. UTA is also working towards upgrading existing stops to comply with the Americans with Disabilities Act (ADA) standards. UTA has included ADA-compliant concrete pads in its review of amenities specific to bus stops.

UTA has developed a Bus Stop Master Plan that outlines the criteria for prioritizing which stops will receive improvements, the necessary improvements based on usage, and the construction specifications for the improvements. This plan encourages partnerships with local government and property owners to enhance the accessibility, comfort, and convenience of the public transportation system for riders.

In order to create the Bus Stop Master Plan, a comprehensive inventory was taken of all 5,239 bus stops belonging to UTA. The specifications for all bus stops were standardized to ensure uniformity, and UTA's decision-making matrix for prioritizing stop amenities was updated.

Bus Stop Inventory

Category	1 Point	2 Point	3 Point	4 Point	5 Point
Non-ADA-Compliant*					X
Total Stop Activity (TSA) – Average Daily Weekday**	119	2039	4059	6079	80+
Equal to or Greater than 30 min. freq.	1 Route	2 Routes	3 Routes	4 Routes	5+ Routes

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Category	1 Point	2 Point	3 Point	4 Point	5 Point
Non-ADA-Compliant*					X
Less than 29 min. Freq.	1 Route	2 Routes	3 Routes	4 Routes	5+ Routes
Serves Title VI Community					X
Intersection	X				
Parking Allowed	X				
Obstacle(s)	X				
No Lighting	X				
Sidewalk Not Level	X				
Education Adjacent					X
Library Adjacent					X

*Non-ADA-compliant bus stop locations automatically receive (5) points

** TSA data is the average weekday ridership taken from the last eight change-day periods

***One (1) additional point is assessed for each route at the transfer point with 30 minutes or less frequency

Monitoring

UTA's system currently comprises 5,044 bus stops, 2,605 of which are located in areas where the percentage of minorities in the surrounding population is higher than the system average. A 1/4-mile walk access radius is applied to determine the surrounding population, and any overlapping census blocks are incorporated. The figures below were formulated using the latest 2017–2021 ACS data and 2024 UTA stop, station, and route data.

Bus Stop Inventory Title VI Areas

	Percent of Stops on Minority Lines with this amenity	Percent of all stops with this amenity
ADA concrete pad	44.5%	41.3%
Seating	20.3%	19.9%
Shelter	16.1%	14.9%
Trash Receptacle	17.5%	15.8%

UTA's TRAX lines, FrontRunner commuter rail, and bus rapid transit lines offer additional stations. These stations have uniformly distributed amenities such as shelters, seating, electronic signage, schedules, and trash receptacles. For informational purposes, below is a list of the number of stations located in minority areas.

Stations Inventory within Minority Communities

	Number of Stations	Minority Stations	Percent Minority
FrontRunner	16	7	43.8%
Blue Line	25	16	64.0%
Red Line	26	17	65.4%
Green Line	20	15	75.0%
S-Line (Streetcar)	7	2	28.6%
UVX (BRT)	18	8	44.4%
OGX (BRT)	7	5	71.4%
Bus	5.044	2,605	51.6%

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Findings

There were no findings of any disparate impact on minority populations in UTA's amenities monitoring.

Vehicle Assignment

Standard

The guidelines that UTA uses in assigning vehicles to routes are as follows. The number of buses in each service unit is determined by the demand, which is the peak pull-out for the calendar year. The Planning Department reviews each service unit and generates information about routes and schedules, which is then cut into runs and blocks for Operators to work. This information is shared with the respective Maintenance Departments of the service units. Buses are assigned to a particular service area based on the characteristics of the service, such as the type of service (canyon, commuter express, shuttle, or regular transit bus service), passenger loads, and the topography of the service area. Buses that operate canyon services have different specifications than buses that operate in regular transit service in the valley.

Each Maintenance Department within a specific service unit decides which vehicles to assign for each route or schedule based on certain criteria, such as the specific type of route and the operational requirements. Maintenance staff enter the vehicle type that can accommodate the runs and blocks into the Fleet Control sign-out database software program. They also update the database with the status of buses out for repair, bodywork, or temporarily out of service. Vehicles are assigned daily through a sign-out sheet. All-day blocks are considered (runs out around 16 hours or more), which are then assigned to the same type of bus each day. The remaining buses are assigned to tripped blocks (buses sent out during overloads or blocks less than 8 hours long). Once the sign-out sheet is generated, the sign-out is sent to Operations Dispatch for Operator assignment.

Monitoring

UTA has created a report that calculates the average age of vehicles used on each route within a specific time frame. The monitoring report generated for this review was January through November 2024. All routes were analyzed, and the average age of vehicles was calculated separately for minority and nonminority routes. The results showed that during this period, the vehicles used on minority routes were 0.1 years older than those used on nonminority routes. There were no findings of any disparate impact on minority populations since 0.1 is statistically insignificant. The table below provides the figures for better understanding.

Age of Vehicles Nonminority v. Minority

Route Type		
	Nonminority	Minority
Average Age in Years	7.5	7.6

UTA rail and BRT (bus rapid transit) systems were purchased at the same time and assigned specifically for that route. All the vehicles on each route are of the same age and cannot be distributed to other routes due to their specific features and branding. Therefore, the service modes for those types of vehicles have not been included.

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Findings

There were no findings of any disparate impact on minority populations in UTA's vehicle assignment monitoring.

Demographic Maps and Charts

To assess compliance, UTA relies on demographic and statistical datasets to map protected minority groups and low-income populations to determine fairness in it's distribution of services, facilities and amenities. The FTA requires public transportation providers who operate on fixed routes to gather information on the race, color, national origin, English proficiency, language spoken at home, household income, and travel habits of their passengers through customer surveys. UTA, therefore, is obliged to utilize this information to create maps and a demographic profile that compares riders from minority groups with those who are not from minority groups. The demographic profile should also show the details of trips taken by minority and non-minority riders and the fare usage by fare type amongst minority and low-income riders.

Current Service and Service Area

UTA uses Geographic Information System (GIS) technology to maintain maps that help determine how members of minority groups benefit from programs offered. These maps are used to evaluate major changes and measure the impact of such changes on the population that UTA serves. Special emphasis is given to monitoring unintended impacts on populations protected under Title VI. Demographic data from the American Community Survey (ACS) 2017–2021 five-year estimates was used to prepare the maps. The data is dispersed into census block groups to use the smallest geographic area possible for analysis. Additionally, these maps are updated prior to service reductions or eliminations. UTA's service and service areas cover a large geographic area; therefore, maps are divided according to service areas to provide a more detailed view.

The demographic map descriptions below are listed according to UTA's service areas:

- Mt. Ogden Service Area with major points of interest
- Mt. Ogden Improvements
- Mt. Ogden Low Income over System Average
- Mt. Ogden Minority over System Average
- Salt Lake Service Area with major points of interest
- Salt Lake Improvements
- Salt Lake Low Income over System Average
- Salt Lake Minority over System Average
- Timpanogos Service Area with major points of interest
- Timpanogos Improvements Minority
- Timpanogos Low Income over System Average
- Timpanogos Minority over System Average

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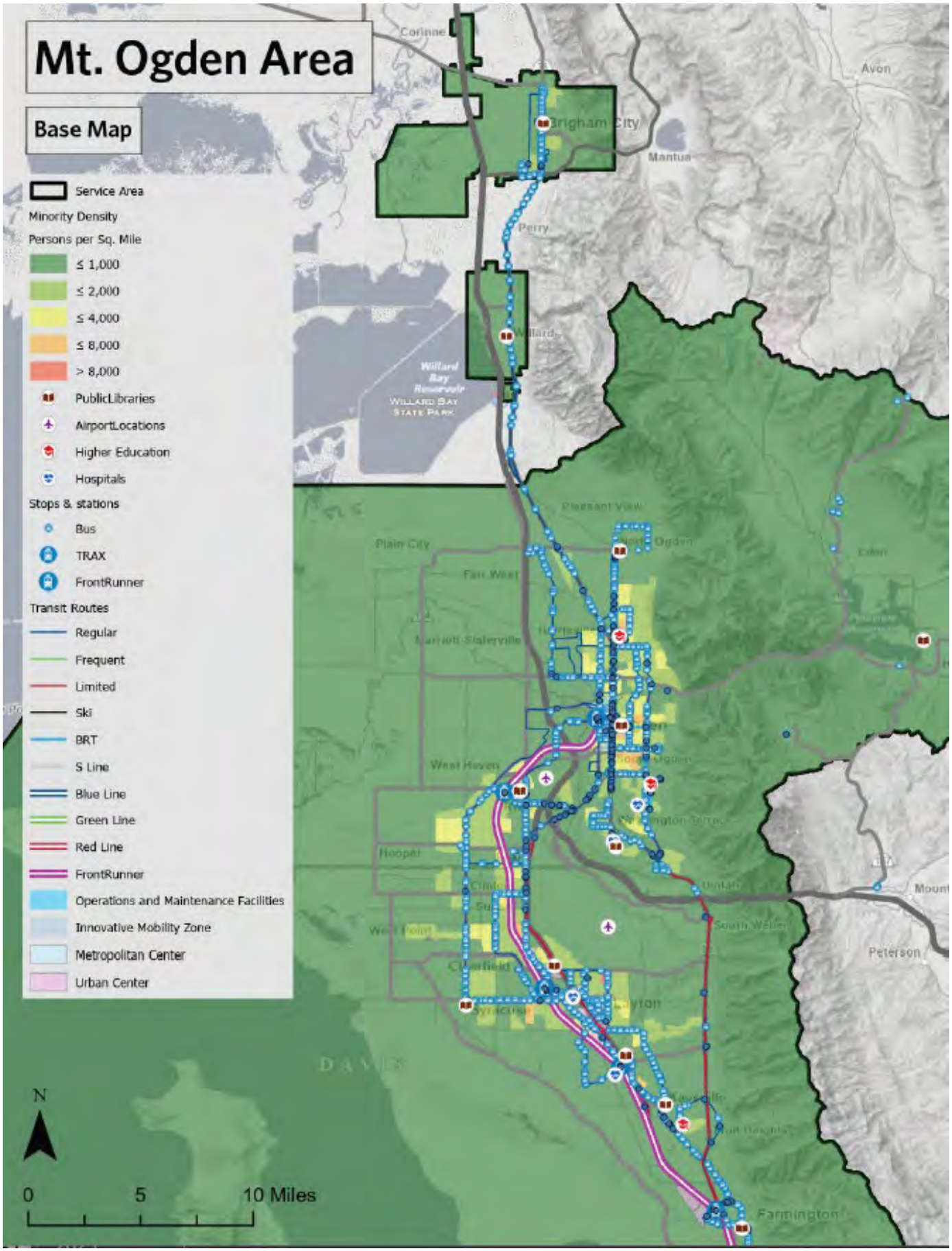
Mt. Ogden Service Area



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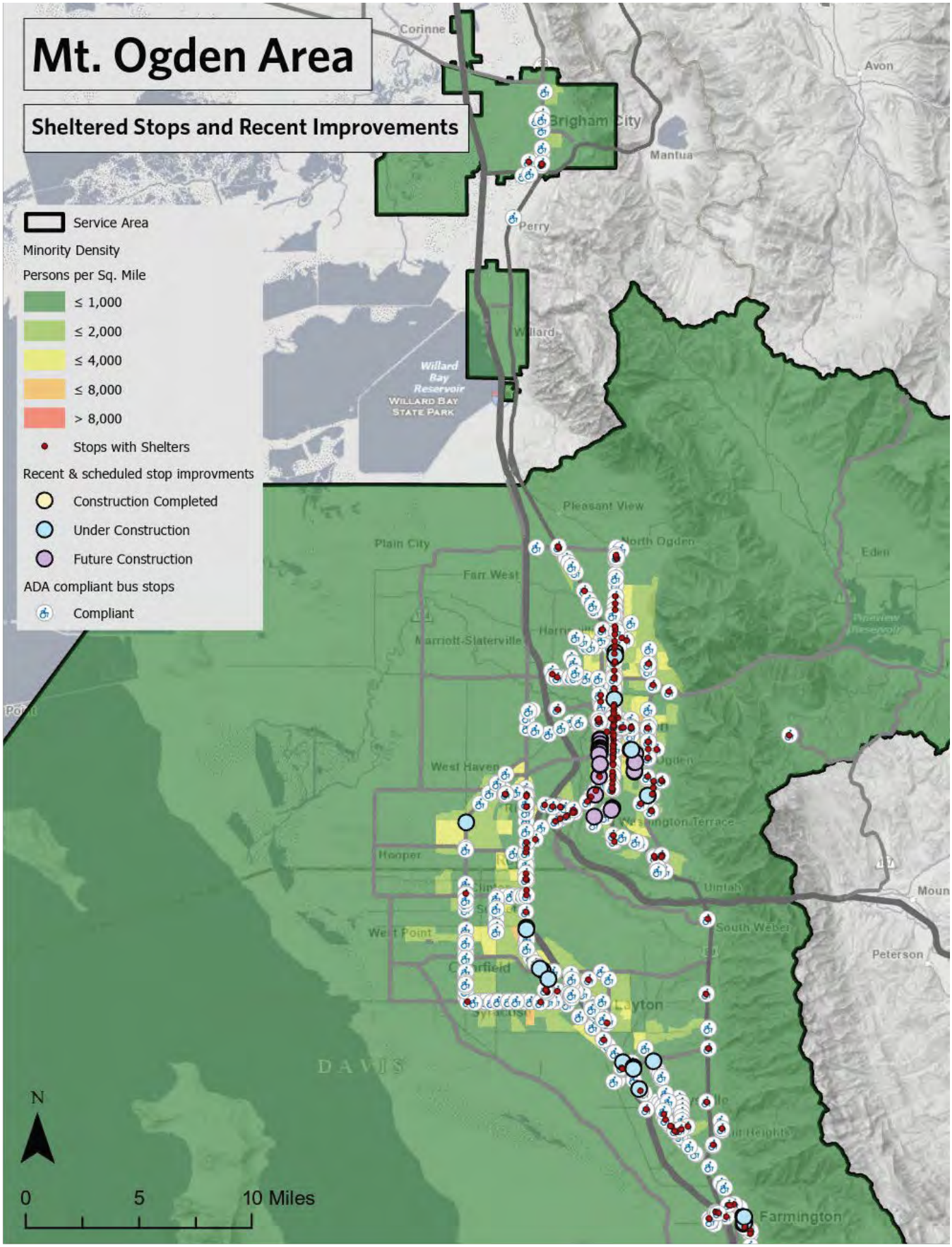
Mt. Ogden Improvements



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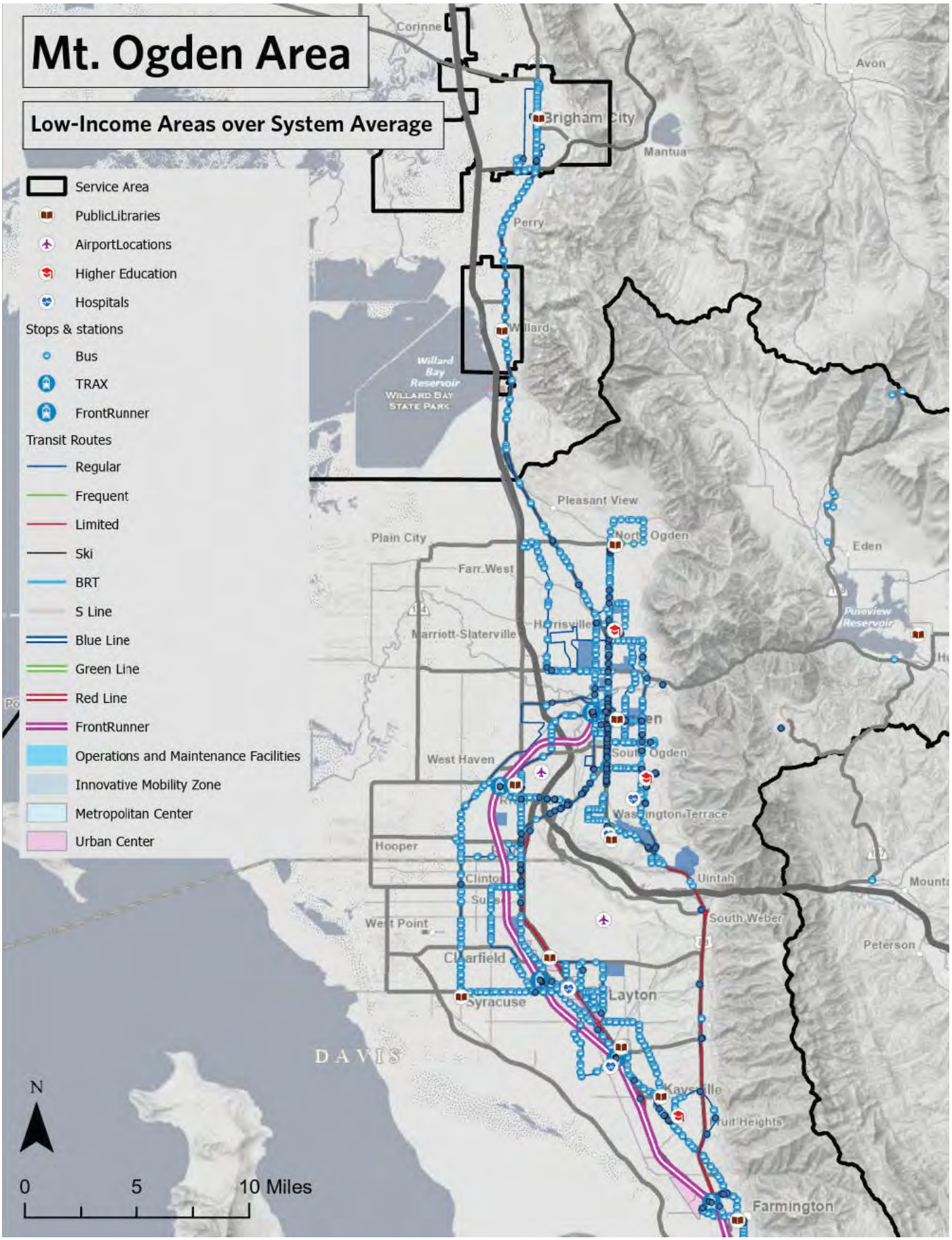
Mt. Ogden Low-Income Areas Over System Average



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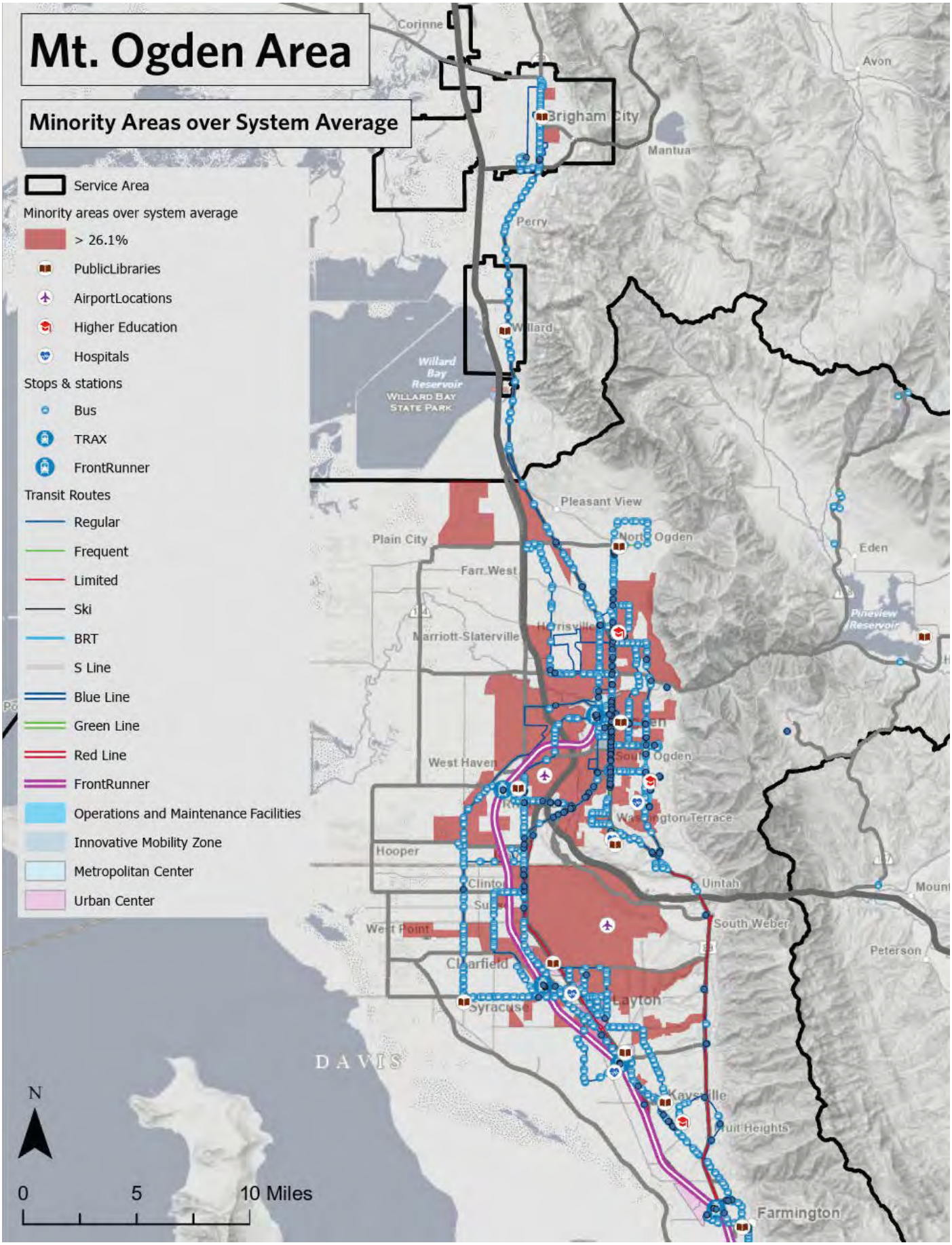
Mt. Ogden Minority Areas Over System Average



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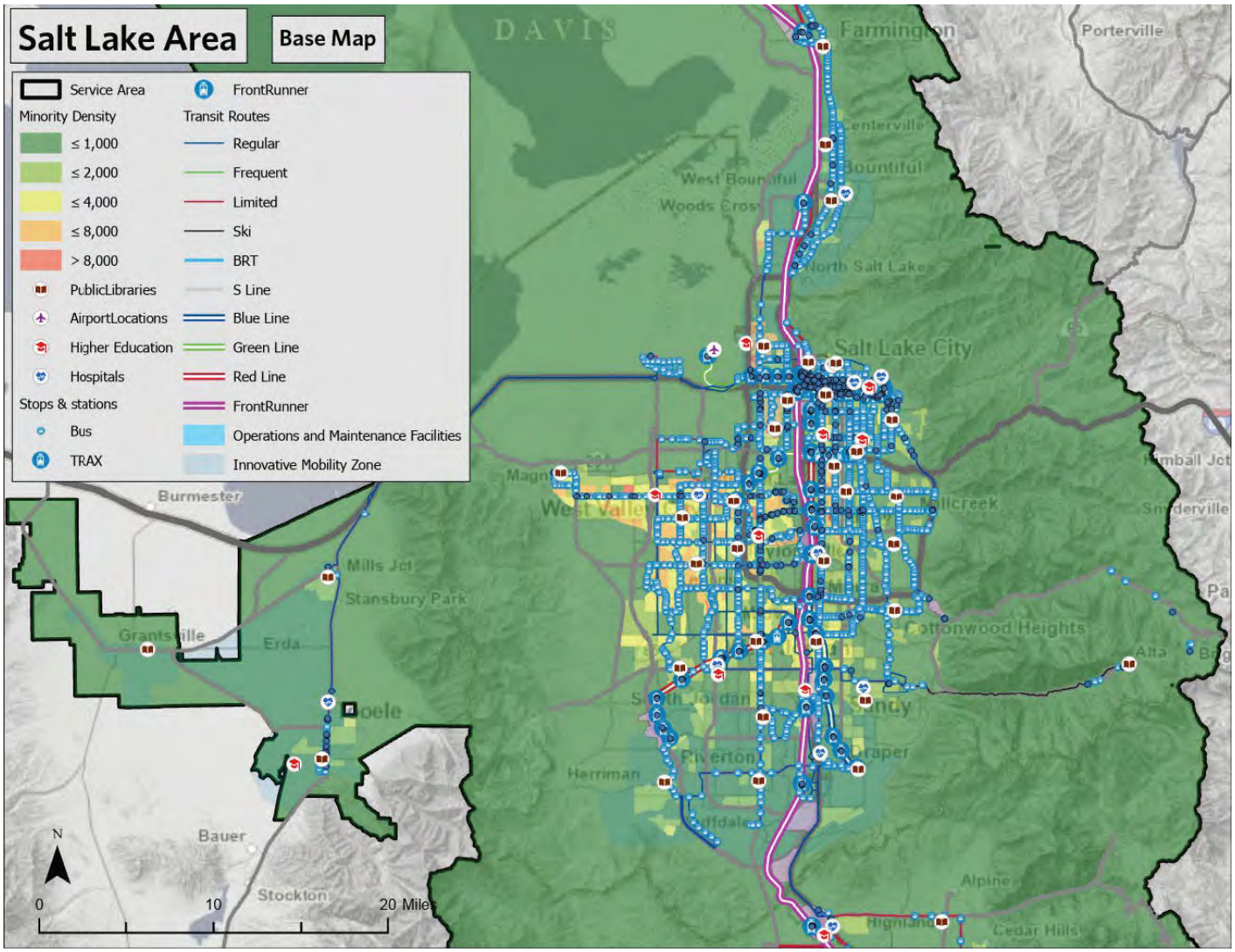
Salt Lake Service Area



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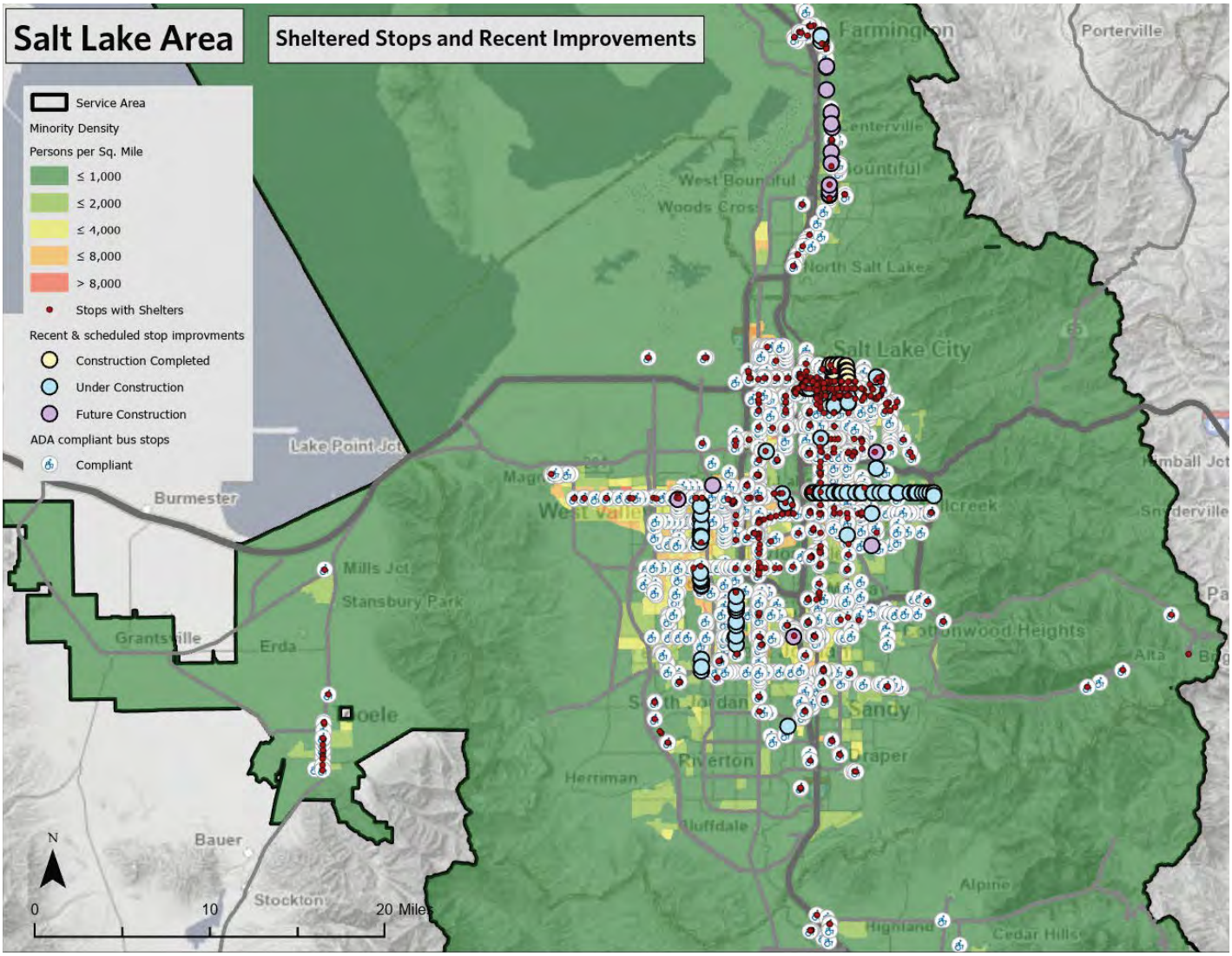
Salt Lake Improvements



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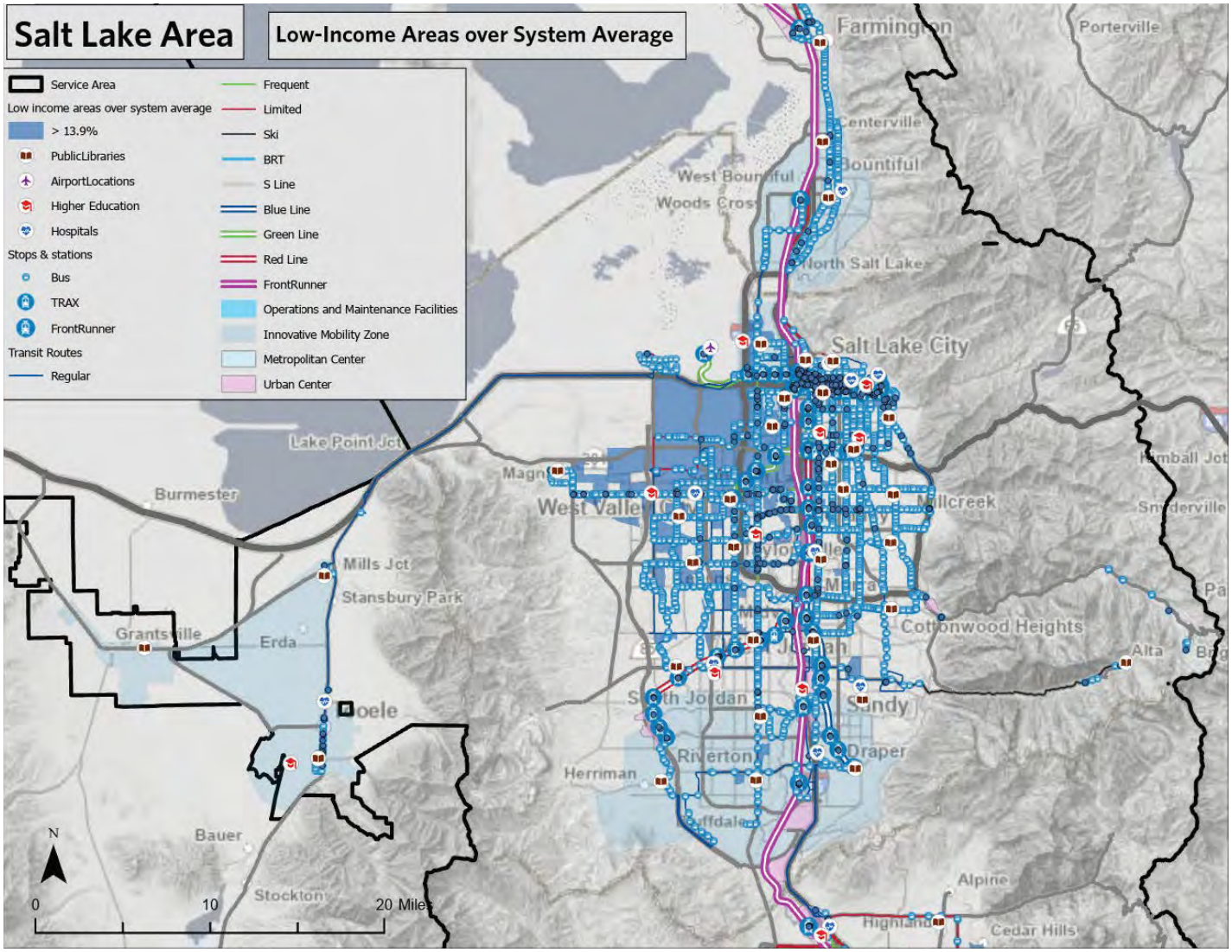
Salt Lake Low-Income Over System Average



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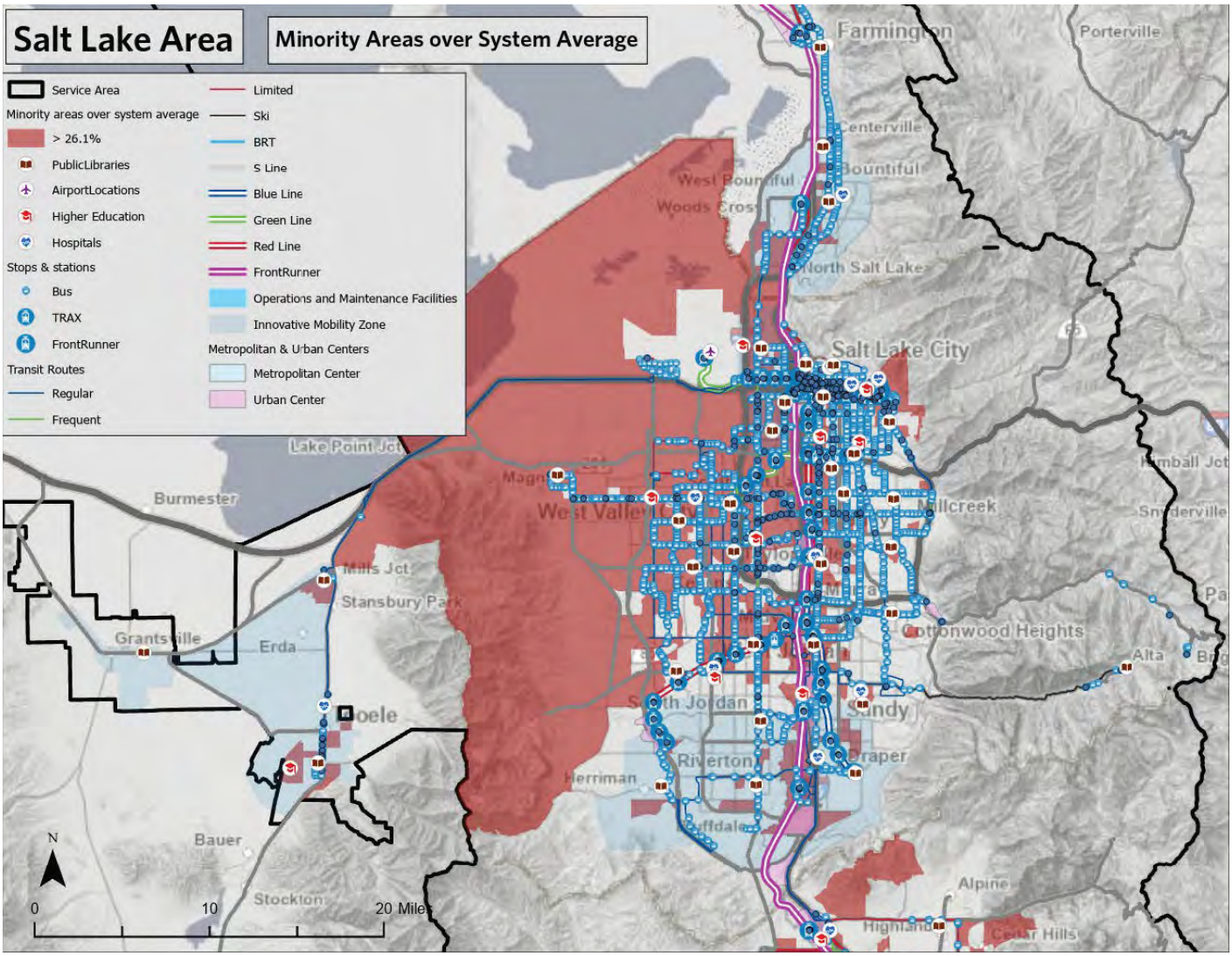
Salt Lake Minority Areas Over System Average



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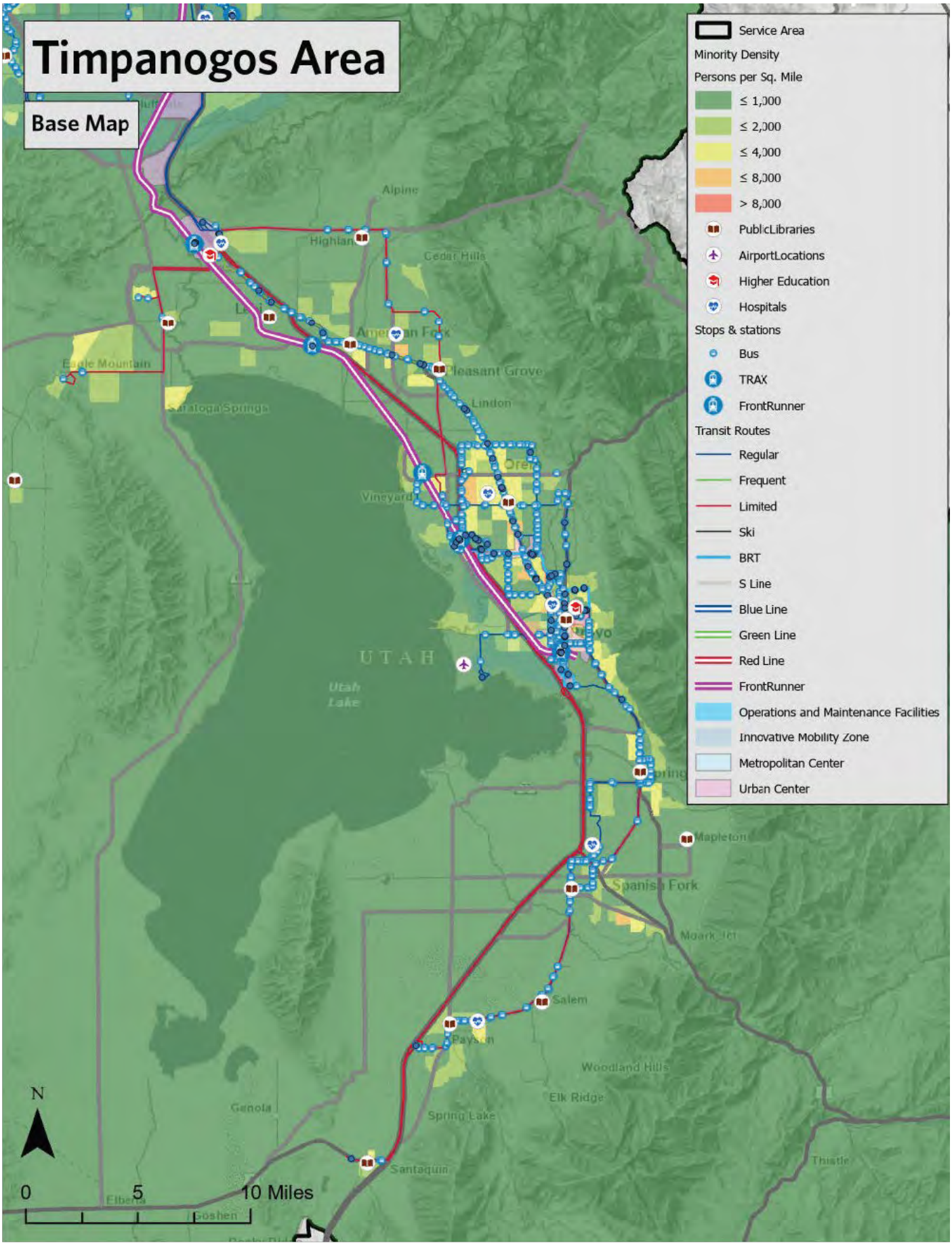
Timpanogos Service Area



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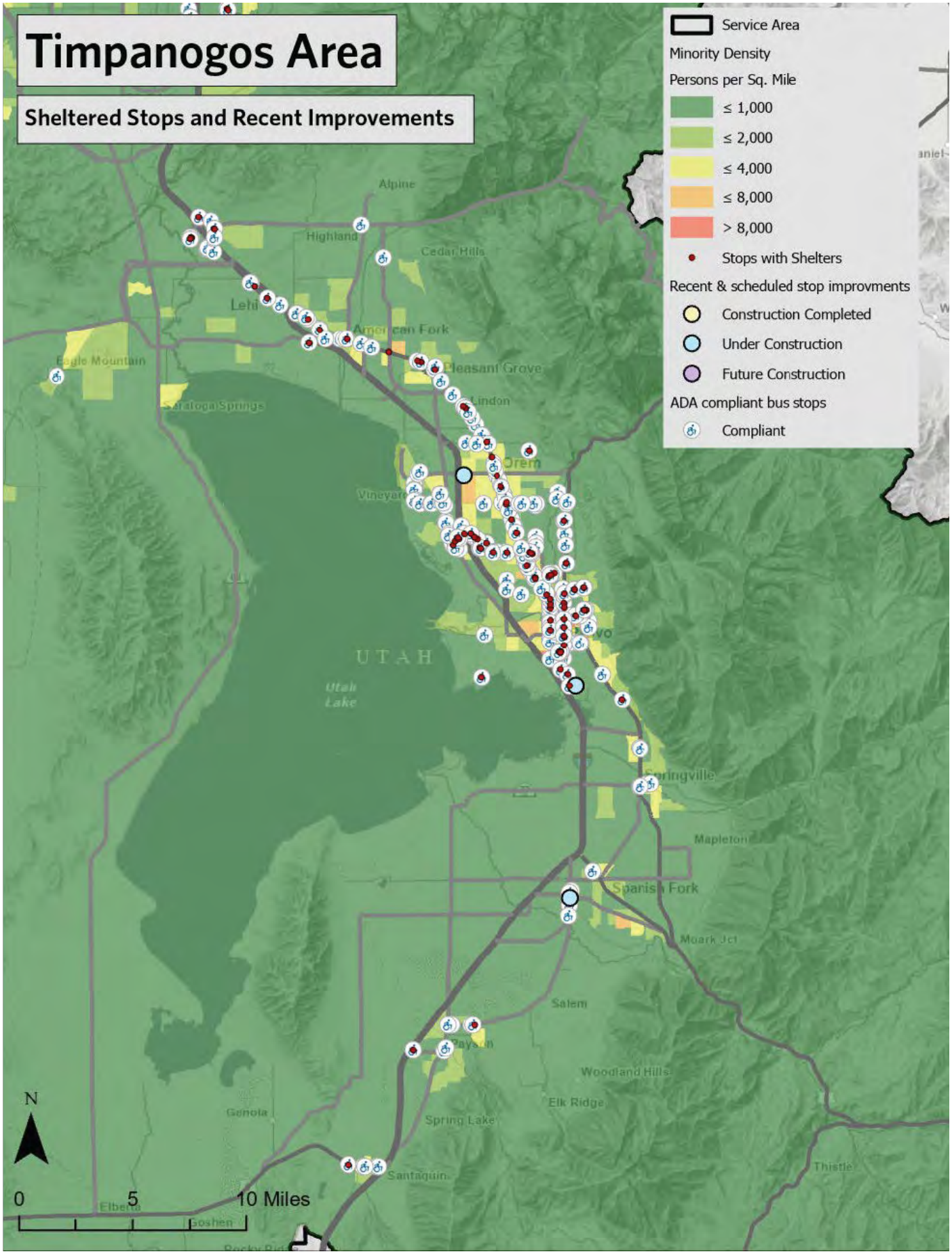
Timpanogos Improvements



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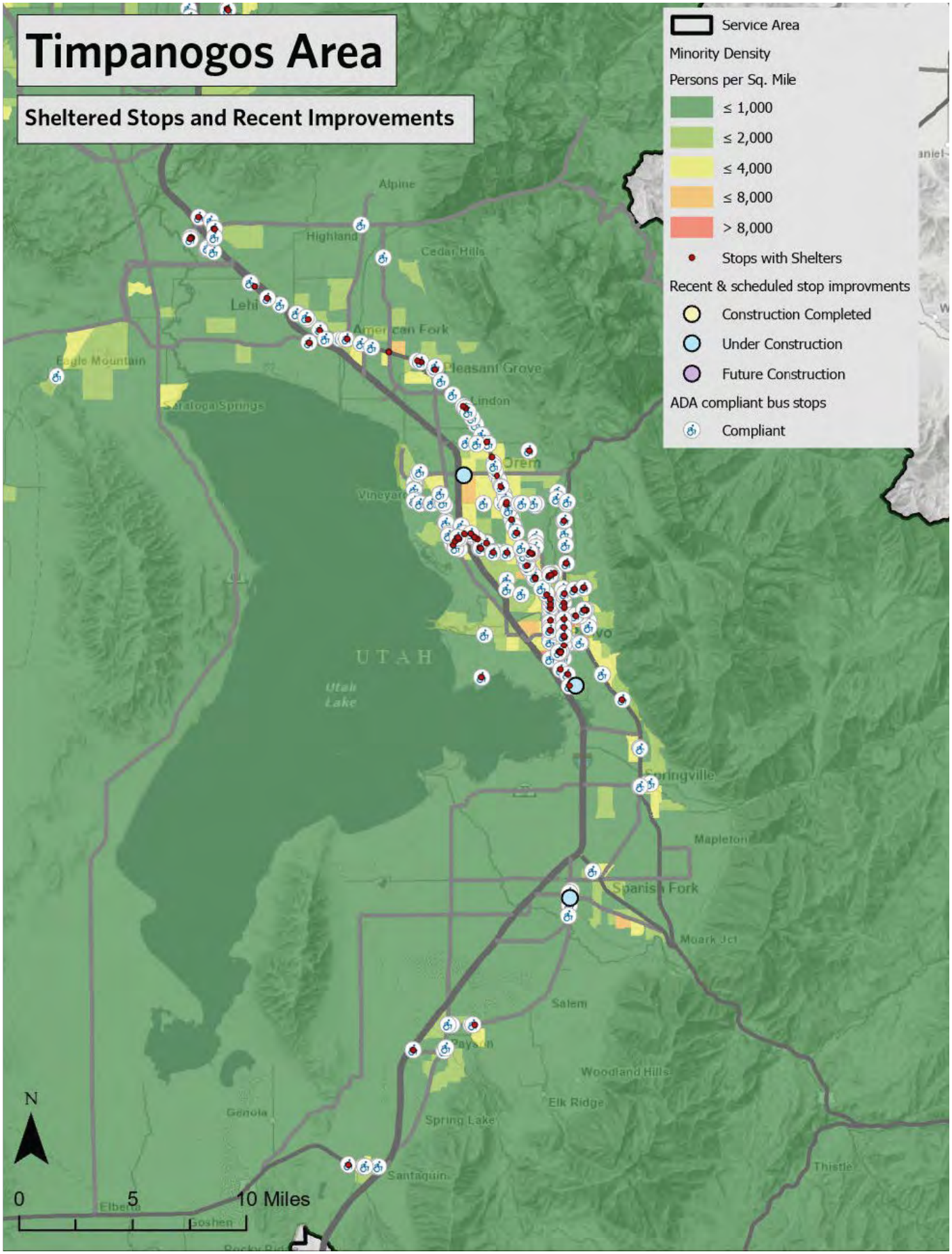
Timpanogos Low-Income Over System Average



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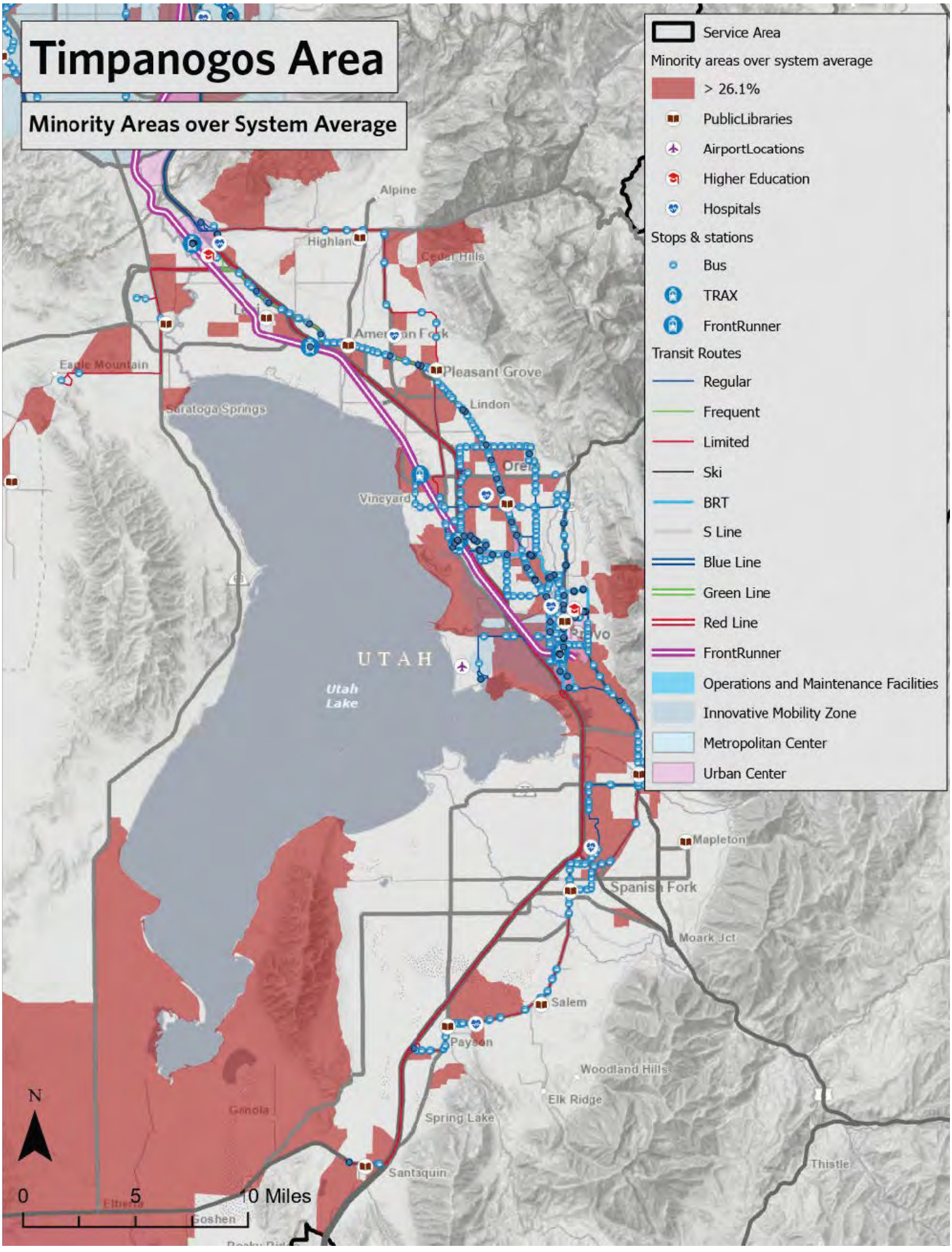
Timpanogos Minority Areas Over System Average



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Passenger Surveys

UTA has substantially expanded its services over the past decade. As a result, understanding how travel patterns have evolved has become increasingly important. UTA's passenger surveys have been used to gather information on ridership patterns and fare payments. These passenger surveys include an optional demographic question to gain insight on outreach efforts and analysis of service planning. UTA conducts passenger surveys with a maximum gap of five years between each of the surveys. Building on the insights from the 2019 report, UTA recognizes the importance of collecting updated data to better understand travel behavior changes stemming from our service planning.

The 2024 survey offers UTA and its partners a comprehensive overview of demographic profiles and travel patterns. It also includes valuable information on fare usage across various fare types and user demographics, particularly among minority and low-income populations. This data is crucial for assessing equity and ensuring fairness across all user groups.

The 2024 study utilized a tablet-based intercept survey to collect data. Data was collected during weekday (excluding Friday), Saturday, and Sunday periods. The Origin-Destination (OD) Survey collected 13,795 responses. The following tables show ridership and both targeted and achieved OD survey sampling for UTA buses, each rail line, and UTA On Demand microtransit service.

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*There were 13,795 responses in the final survey dataset, four of which are excluded as their inclusion is for educational purposes only — no weights were assigned due to sample size constraints.

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Weekday

SERVICE TYPE	AVERAGE WEEKDAY RIDERSHIP (SPRING 2024)	SAMPLING GOAL	OD SURVEYS (UNWEIGHTED/ NOT EXPANDED)	% OF TARGET	AVERAGE WEIGHT
Bus	63,177	5,685	6,422	113%	9.55
Light Rail (TRAX and S-Line)	37,976	3,418	3,903	114%	10.36
FrontRunner	15,118	1,361	1,621	119%	7.98
Total	**116,271**	**10,538**	**11,946**	**113%**	**9.60**

Weekend

SERVICE TYPE	AVERAGE DAILY RIDERSHIP (SPRING 2024)	SAMPLING GOAL	OD SURVEYS (UNWEIGHTED/ NOT EXPANDED)	% OF TARGET	AVERAGE WEIGHT (SATURDAY)	AVERAGE WEIGHT (SUNDAY)
Bus	51,755	766	925	121%	46.00	50.87
Light Rail (TRAX and S-Line)	46,474	697	701	101%	59.50	74.61
FrontRunner	8,229	123	149	121%	45.68	-
Total	**106,459**	**1,597**	**1,775**	**111%**	**39.80**	**61.45**

UTA On Demand

ROUTE	AVERAGE WEEKDAY RIDERSHIP	SURVEYS (UNWEIGHTED/ NOT EXPANDED)	WEIGHT
On Demand Route South Davis	229	20	11.4
On Demand Route SLC Westside	487	13	37.5
On Demand Route South Salt Lake County	966	31	31.2
On Demand Route Tooele	208	10	20.8
Total	**1,889**	**74**	**-**

Survey options in languages other than English were available in order to comply with UTA's Language Access Plan. For riders who did not speak English and the interviewer did not speak their language (e.g., Spanish), the tablet had instructions in the foreign language. The rider was prompted to provide their name and phone number for further communication. In addition, a Spanish version paper survey was distributed for those who wanted to complete a self-administered version on the vehicle. A total of 1,277 respondents took the survey in Spanish.

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In addition to the OD Survey, an On-to-Off Survey was conducted as part of the 2024 study, with a minimum target sample of approximately 20% of ridership for rail and bus routes serving more than 2,800 riders. Overall, 22,353 on-to-off pairs were collected, including 6,440 bus and 15,913 TRAX.

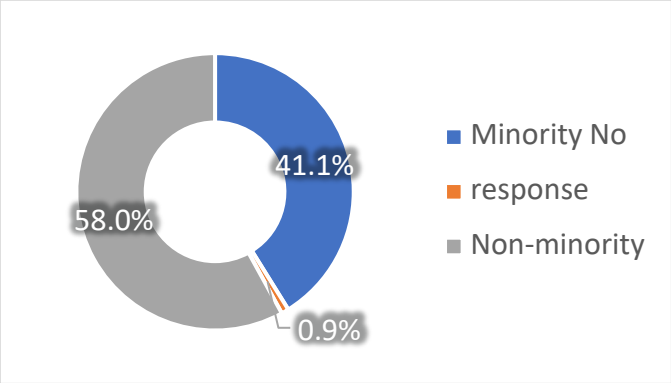
Demographic Overview

The following charts, figures, and discussion presented in this section are based on weekday survey responses weighted to estimate the UTA ridership population.

Additionally, throughout this section, any reference to "low income" is based on assumptions using household size and income data from the OD survey in relation to 150% of the 2024 federal poverty level.

"No response" represents the estimated population for whom there is insufficient data to determine identification with respect to the demography of interest. Percentages of rider demographics change depending on whether this category is present.

Race/Ethnicity of Riders

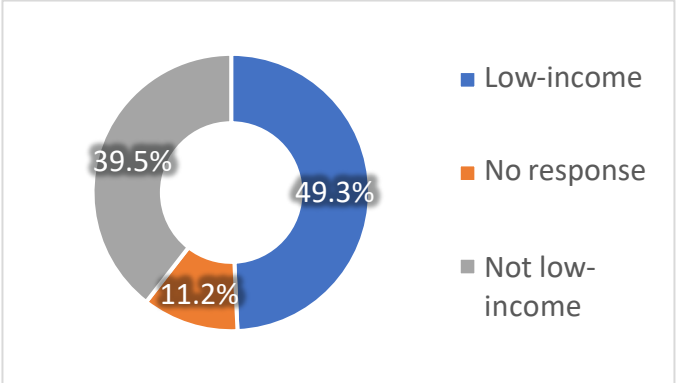


The OD survey estimates approximately 41.1% of the UTA riding population identified as a minority. The estimated service area percent of the minority population was 24.4% based on ACS five-year estimates (2017-2021).

The estimated minority population share of UTA riders exceeds the ACS service area minority population share by 16.7%.

Income of Riders

UTA's Title VI Policy defines low-income individuals based on income and household size thresholds at 150% of the federal poverty guidelines. Approximately 49.3% of the UTA riding population identified as low-income. The estimated service area percent low-income population was 14.7% based on ACS five-year estimates (2017-2021).



The estimated low-income population share of UTA riders exceeds the ACS service area low-income population share by 34.6%.

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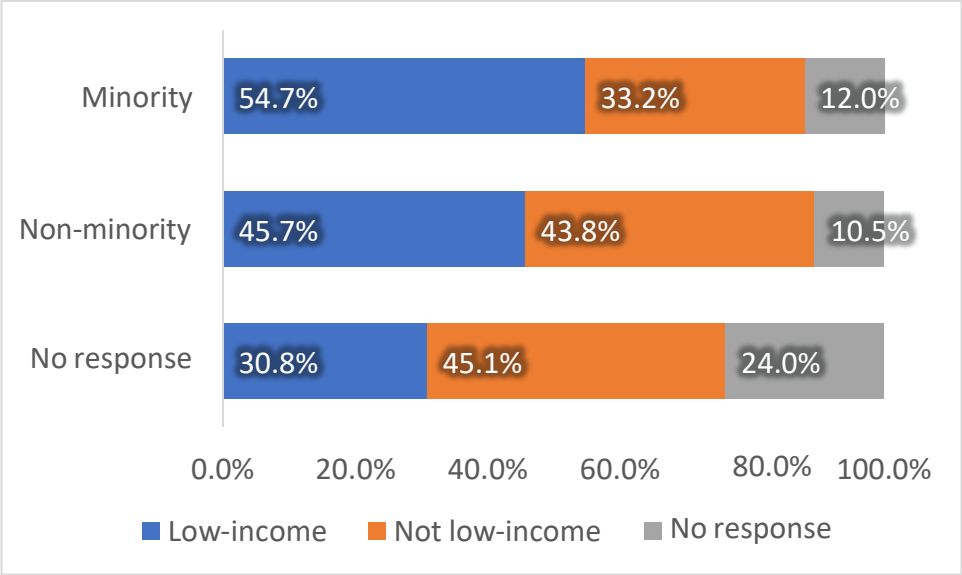
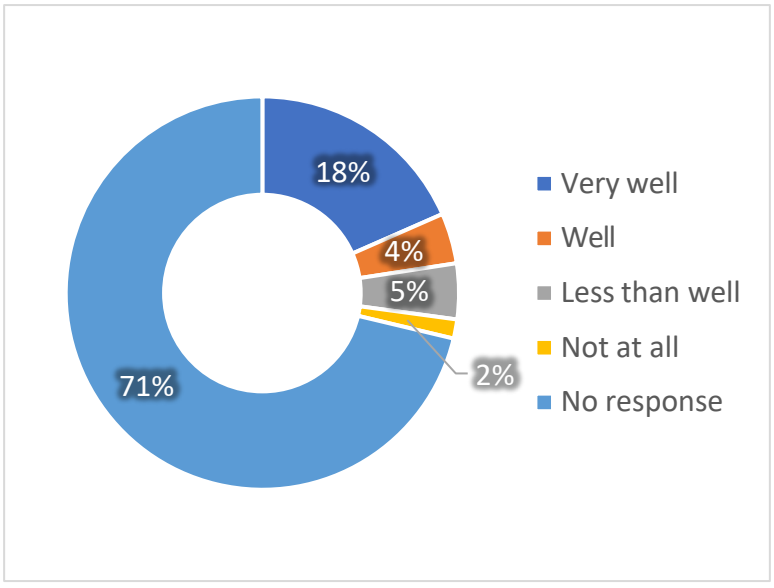
INCOME AND RACE/ETHNICITY



Further stratifying the estimated UTA riding population by both income and race/ ethnicity suggests that most minority riders also identified as low-income (54.7%).

Ability to Speak English

The OD survey asked respondents, "How well do you speak English?" The estimated riding population's responses are presented in the pie chart below.



Proxy Measures of Transit Reliance

The OD survey asked riders: "Did you have another option to make this trip today?" While the question and responses do not provide information on the full extent of individuals' reliance on transit, the data gathered and presented here serves as a proxy measure of transit reliance.

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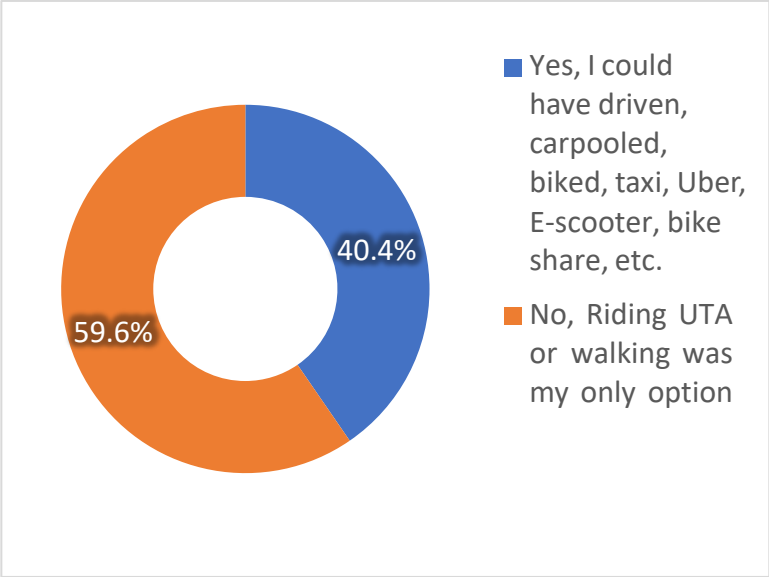
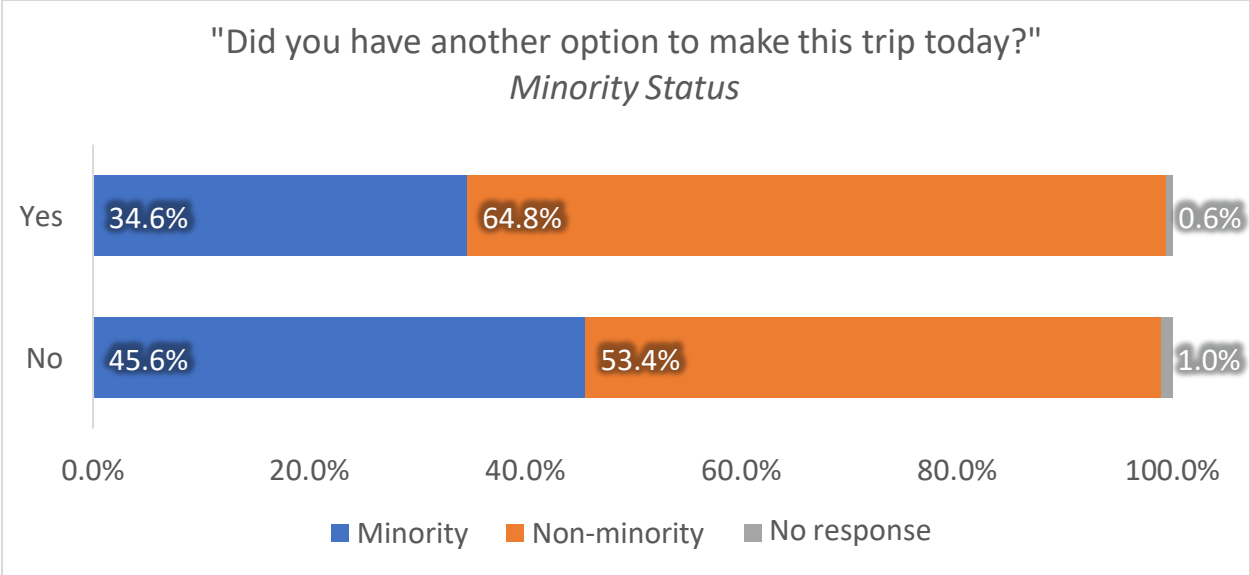


The pie chart to the left summarizes the estimated population of riders who indicated whether they had an alternative to walking or riding UTA for their recorded trip. According to the results, most of the estimated riding population did not have an alternative. The following charts further break down this information by minority and income status.



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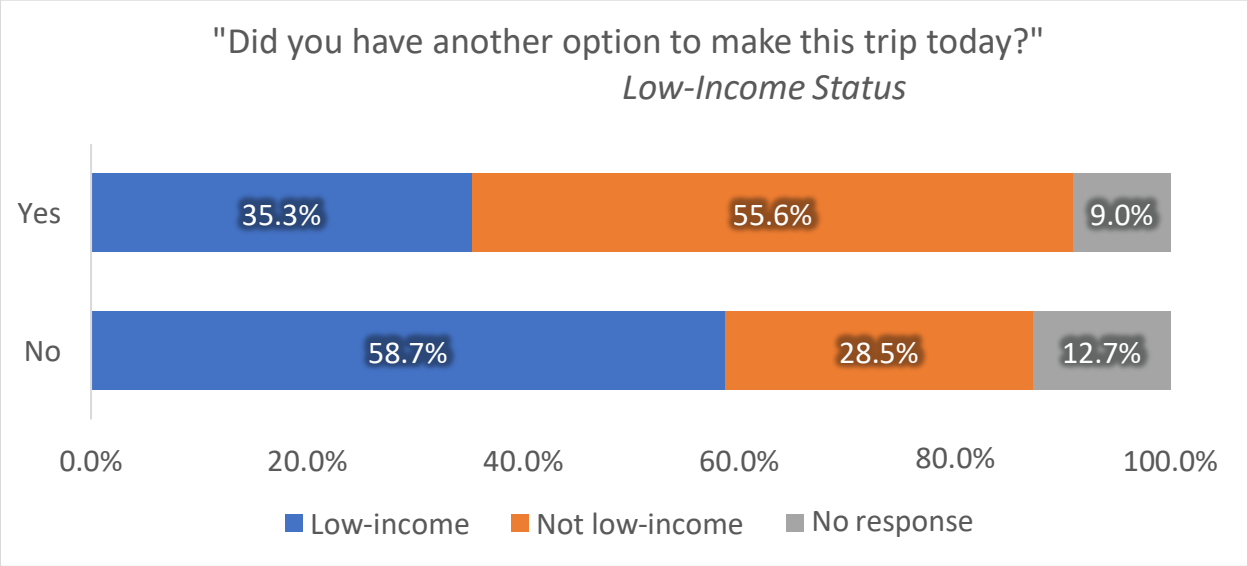

Trip Purpose

FTA requires that transit providers include information regarding the trips taken by transit providers' ridership, including the demographic profile comparing minority and non-minority riders. Trip purposes were determined based on respondents' trip origins and destination. The table below describes the categories of trip purposes determined for each OD trip.

Trip Purpose	Description
Home-Based Work	Respondents' home location and work location were either their trip origin or destination.
Home-Based School	Respondents' home location and school location were either their trip origin or destination.
Home-Based Other	Respondents' home location and "other" location were either their trip origin or destination. "Other" locations include: • Medical Service / Hospital (non-work) • Shopping • Social Visit / Church • Personal business or errands • Recreation / Sightseeing / Restaurant • Airport (passengers only) • Non-destination Trip • Other
Non-Home-Based	Neither respondents' origin nor destination locations were their home location.

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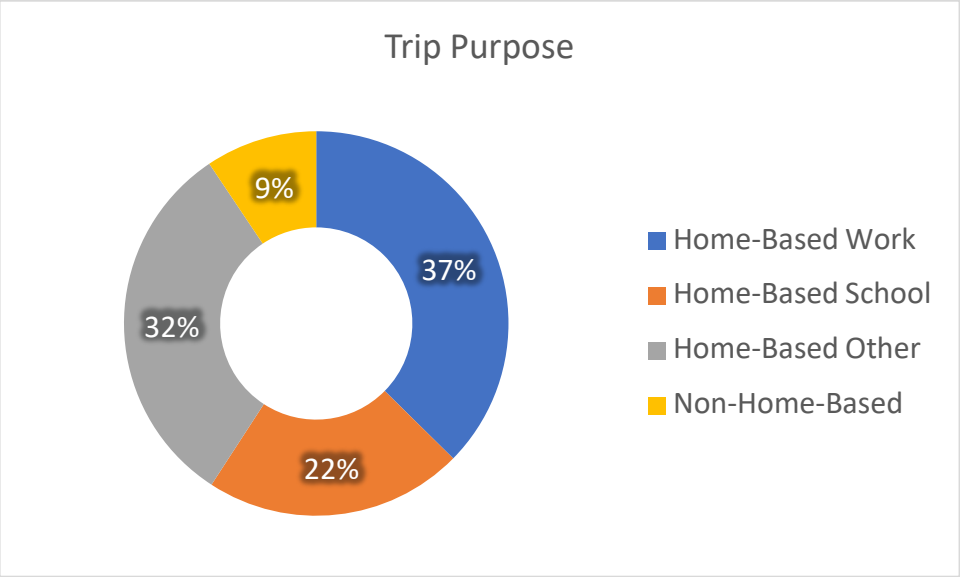
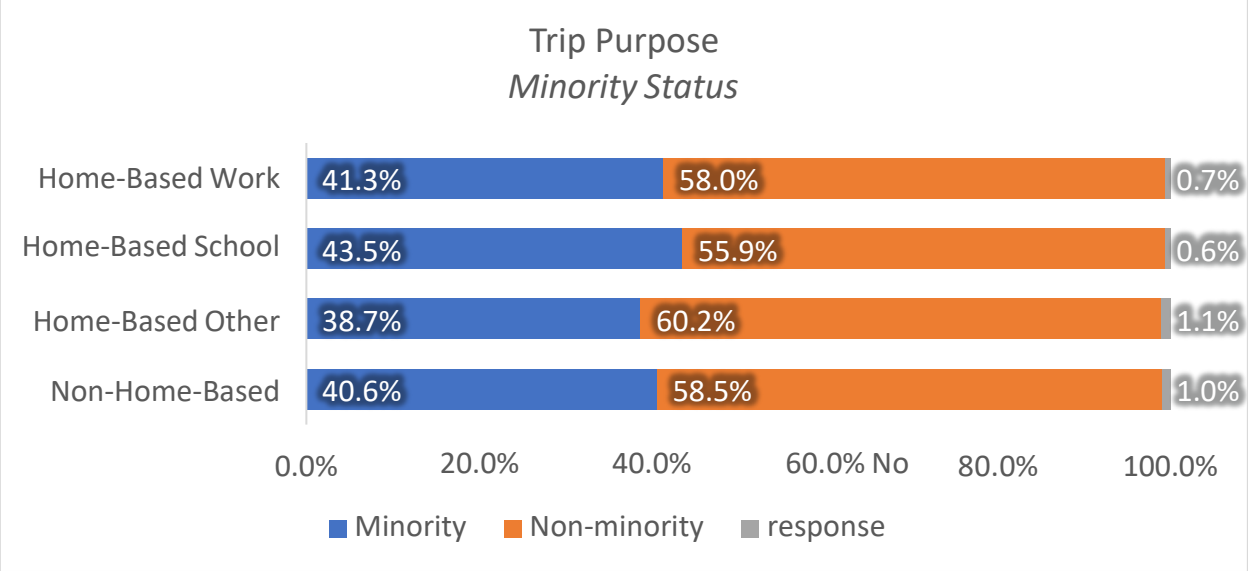


The pie chart to the left suggests that no single trip purpose constituted a majority of all trip purposes taken. However, the summary suggests that the majority of trips' origins or destinations were respondents' home locations (90.6%). The following graphs further stratify this information by minority and low-income status.



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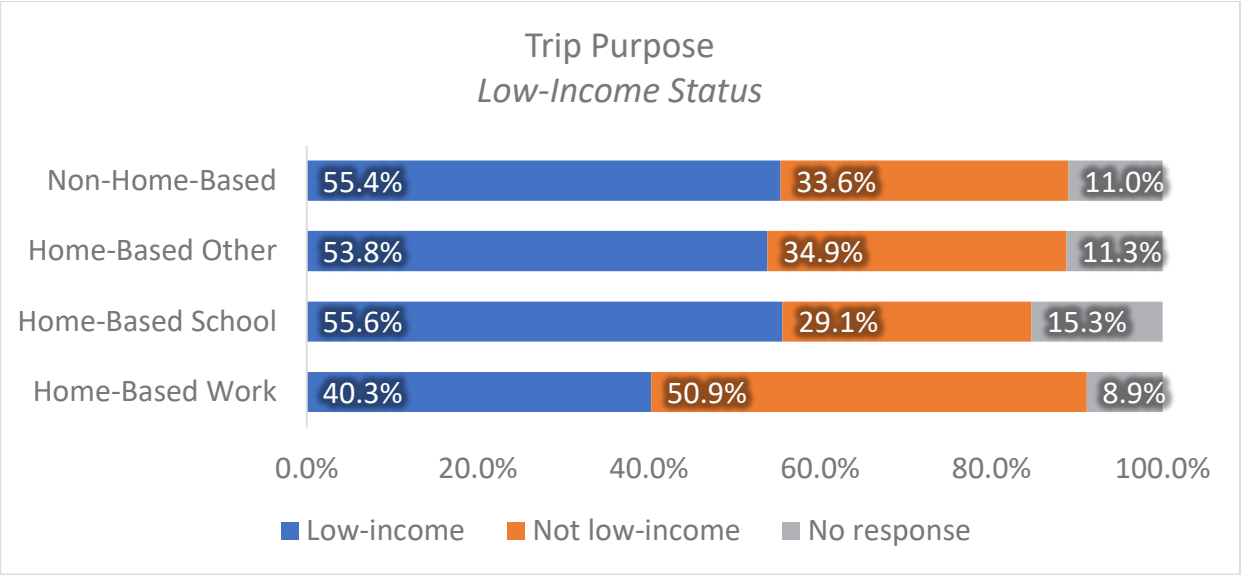
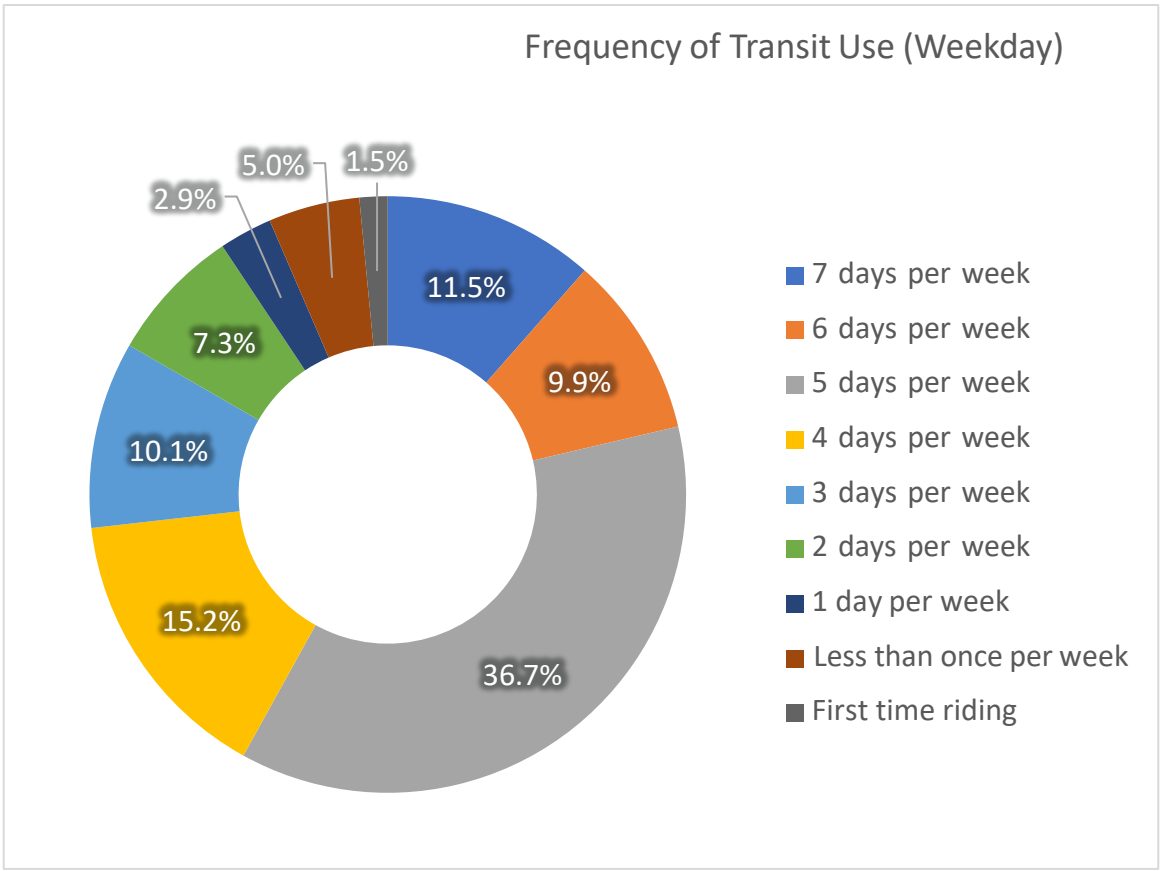


Frequency of Transit Use

The OD survey asked respondents to describe, "How often do you ride UTA?"



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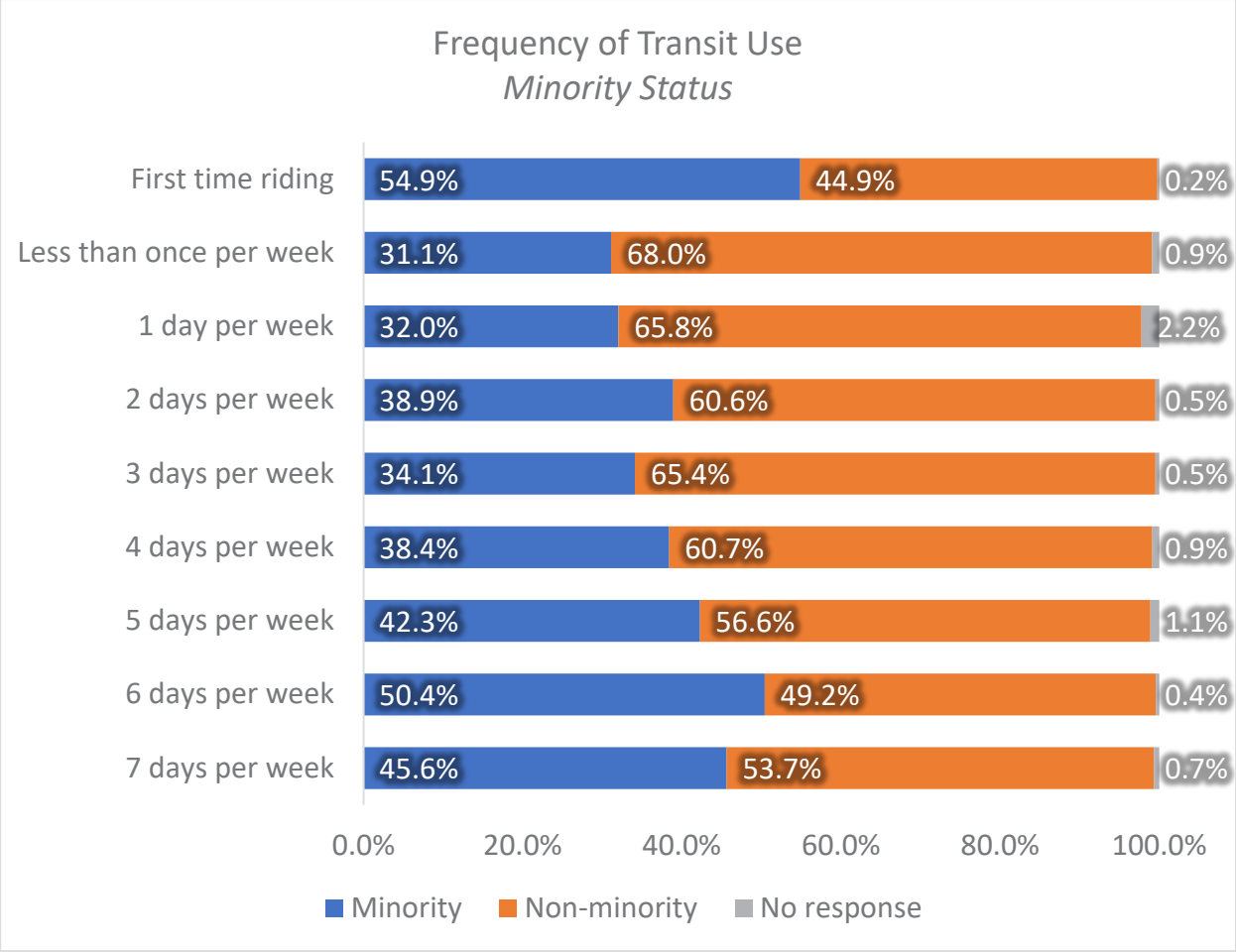
The pie chart above suggests that most of the estimated riding population uses UTA services five to seven days per week (58.1%). The following graphs further stratify transit use frequency by minority and low-income status.



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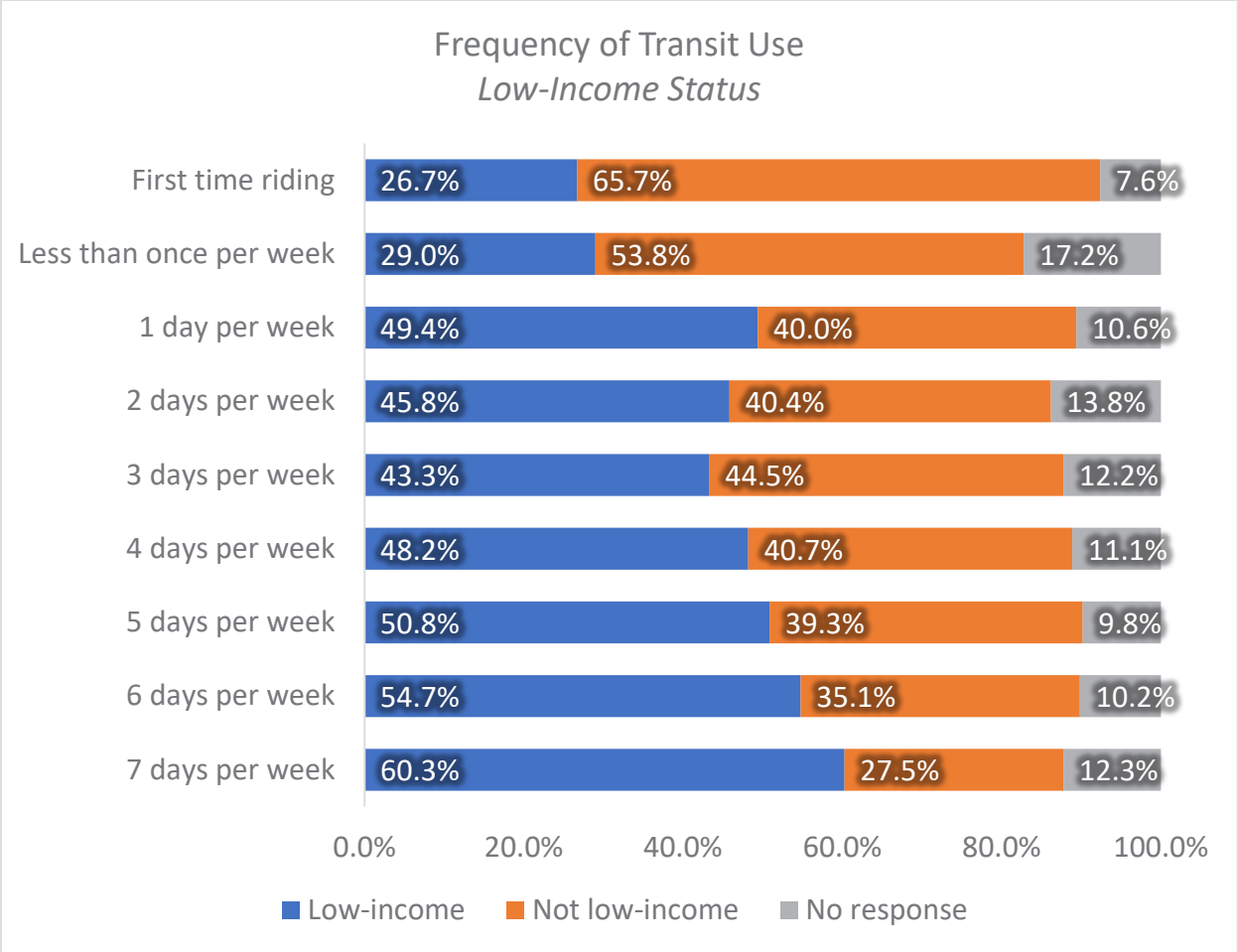
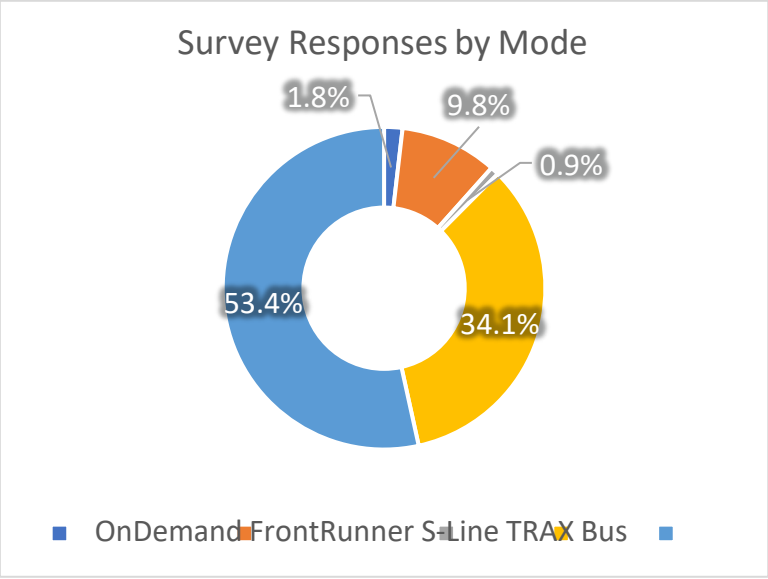


Survey Responses



The pie chart to the left depicts the estimated population share of riders by the mode on which they took the survey. The following graphics depict this information further stratified by minority and low-income status.

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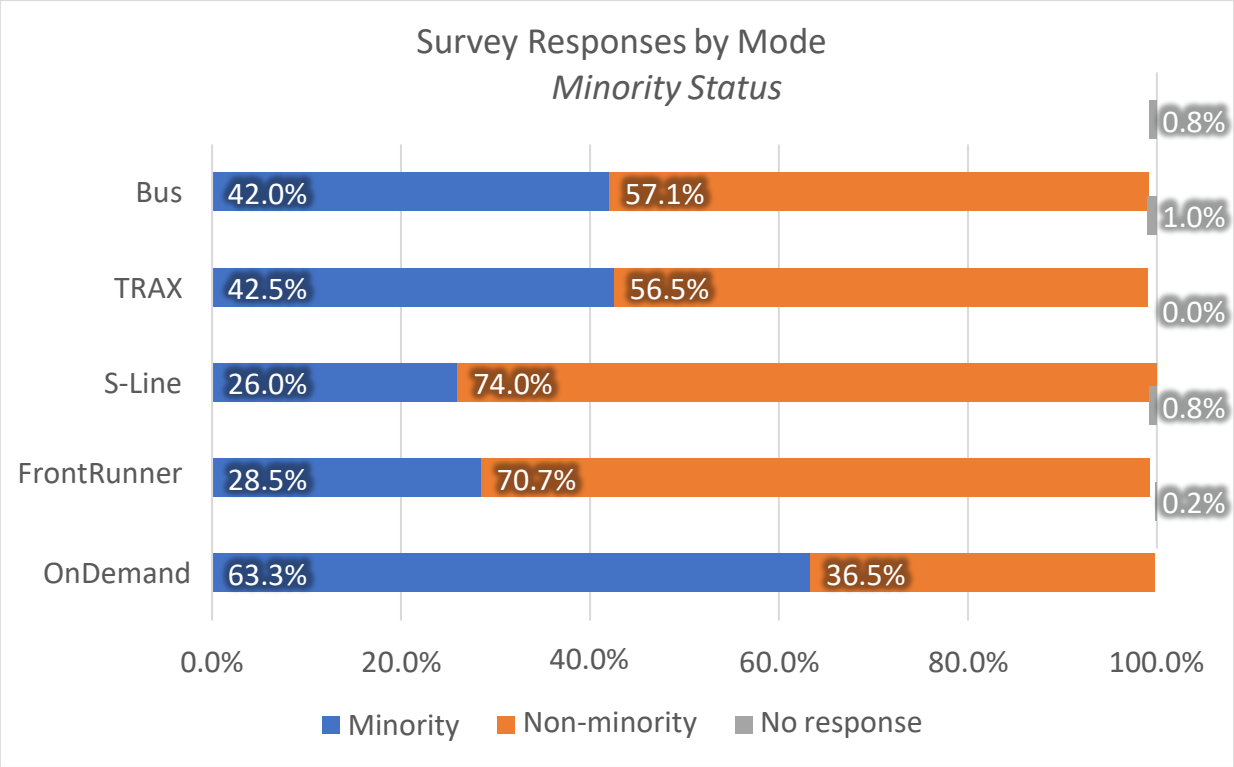

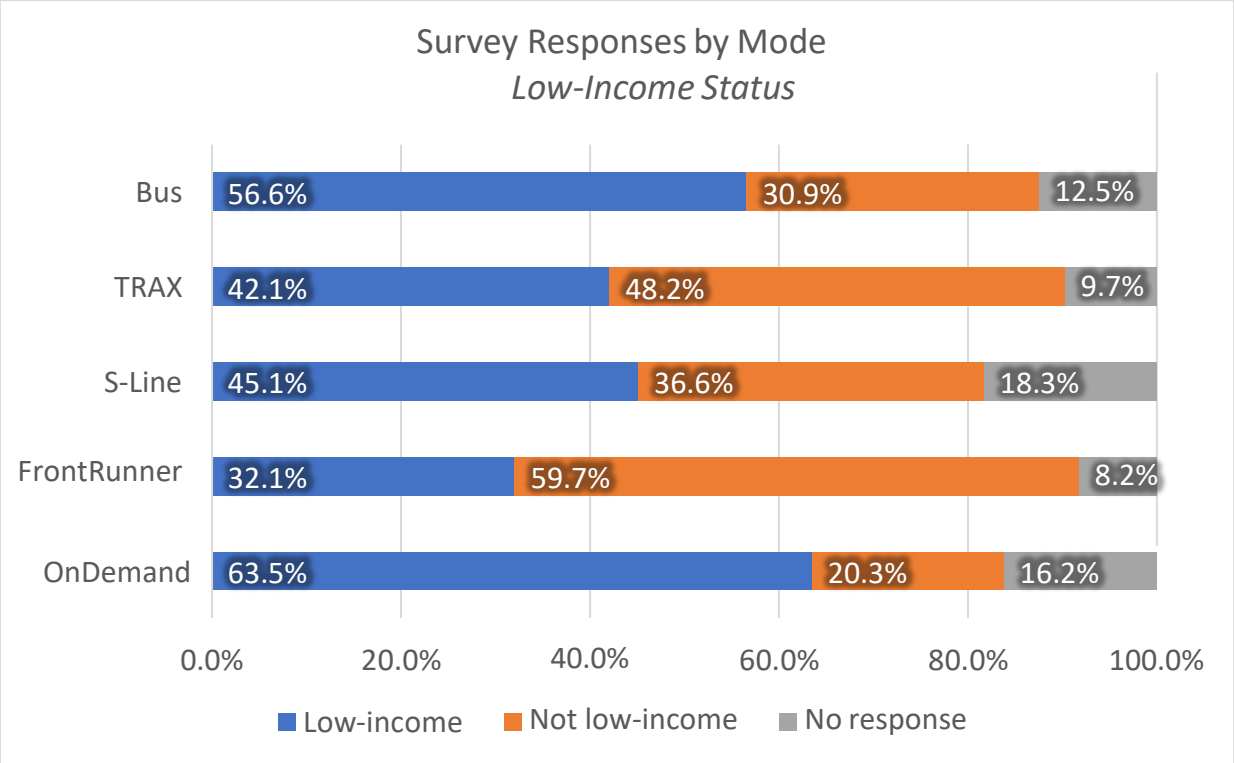

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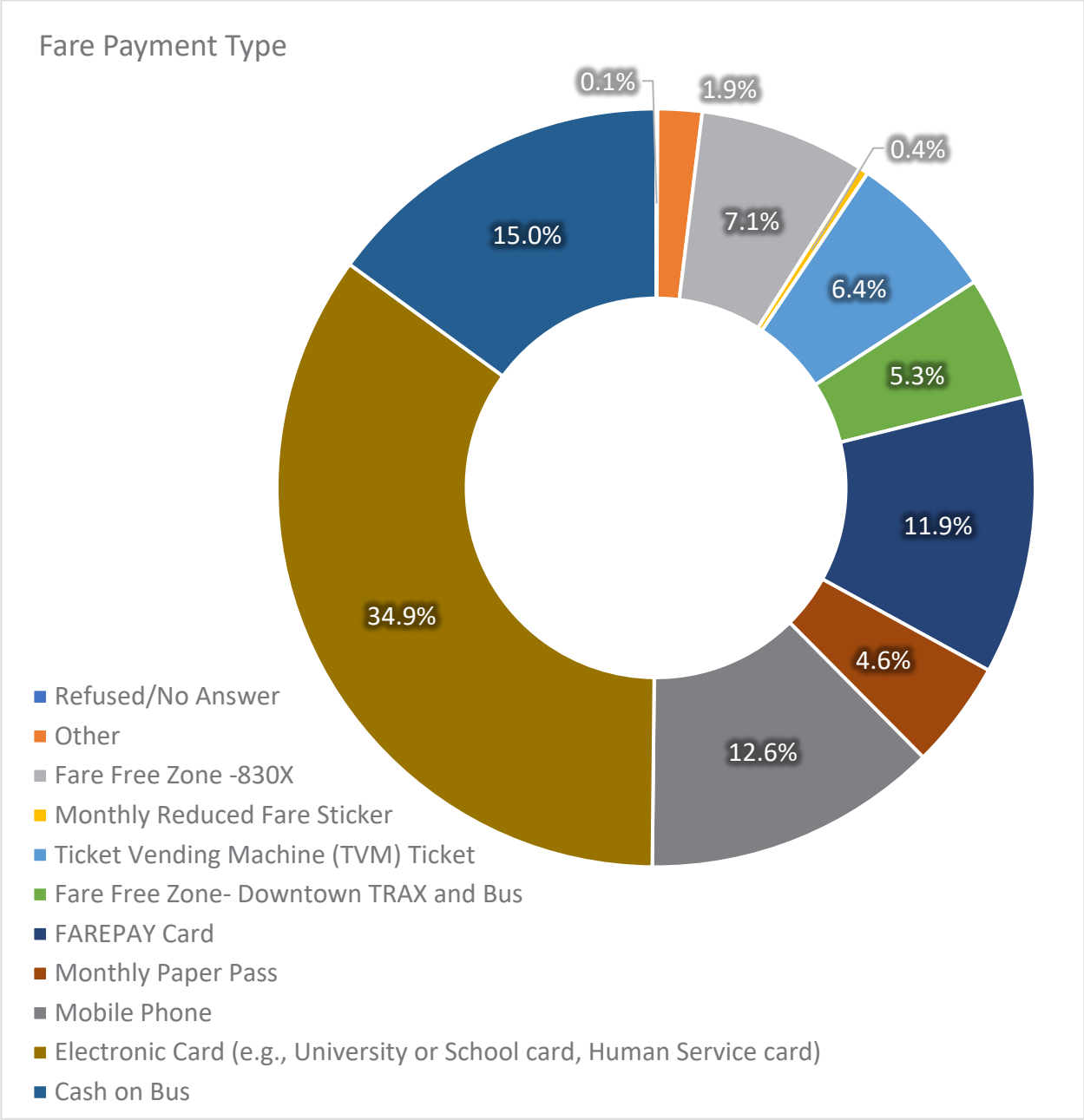
Fare Payment Type

The OD survey gathered information on fare payment methods and fare media acquisition for the recorded trip among respondents.



The pie chart above describes the estimated riding population's responses to the question "How did you pay your fare today?" The following graphs depict this information further stratified by minority and low-income status.

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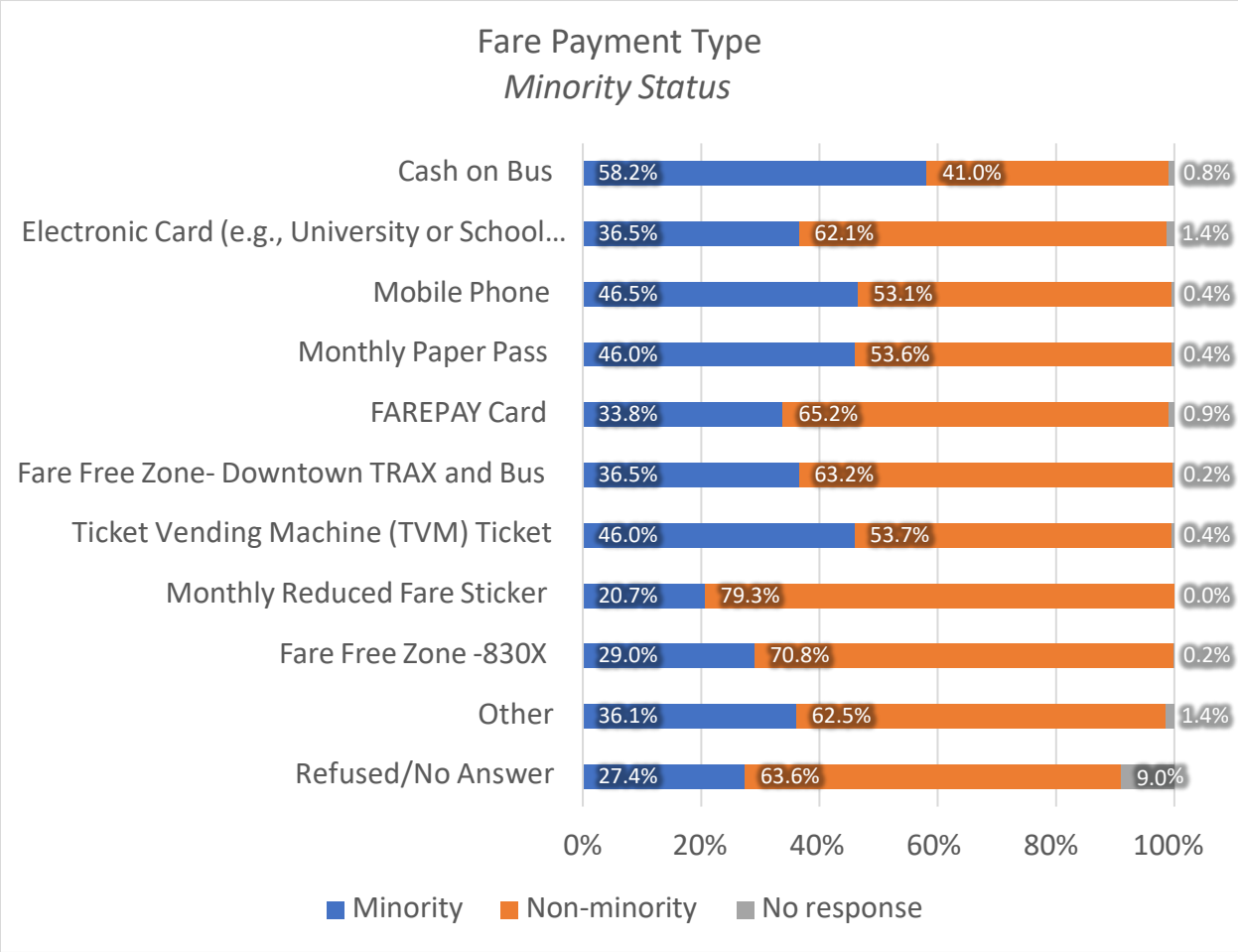

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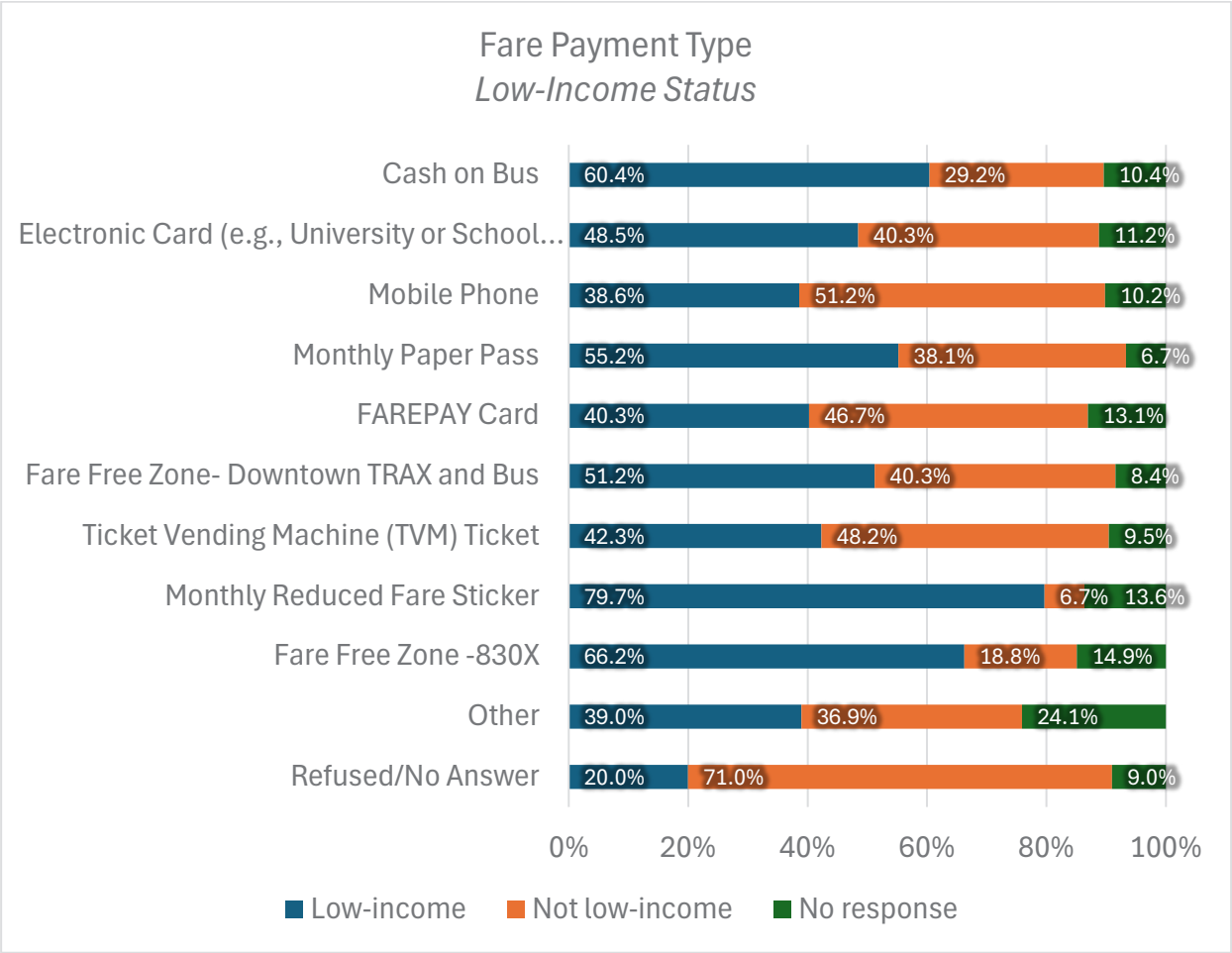

Electronic Fare Card (EFC) Usage

As part of the fare-related questions, the OD survey also asked questions regarding where individuals obtained fare media. For the purpose of evaluating electronic card fare payment usage, any fare media allowing tap-on and tap-off fare payment were considered, including but not limited to FAREPAY Card and community guest passes. The following graphics depict the estimated population share of where EFC users got their card.

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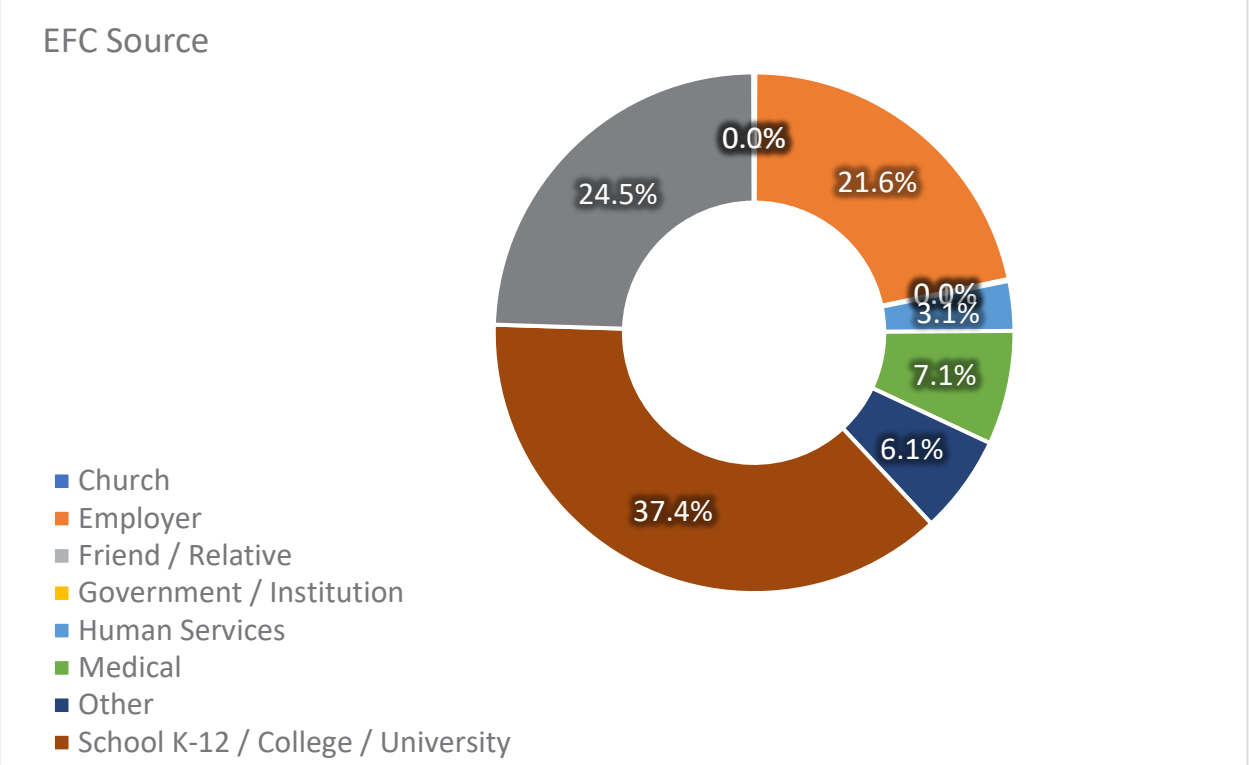

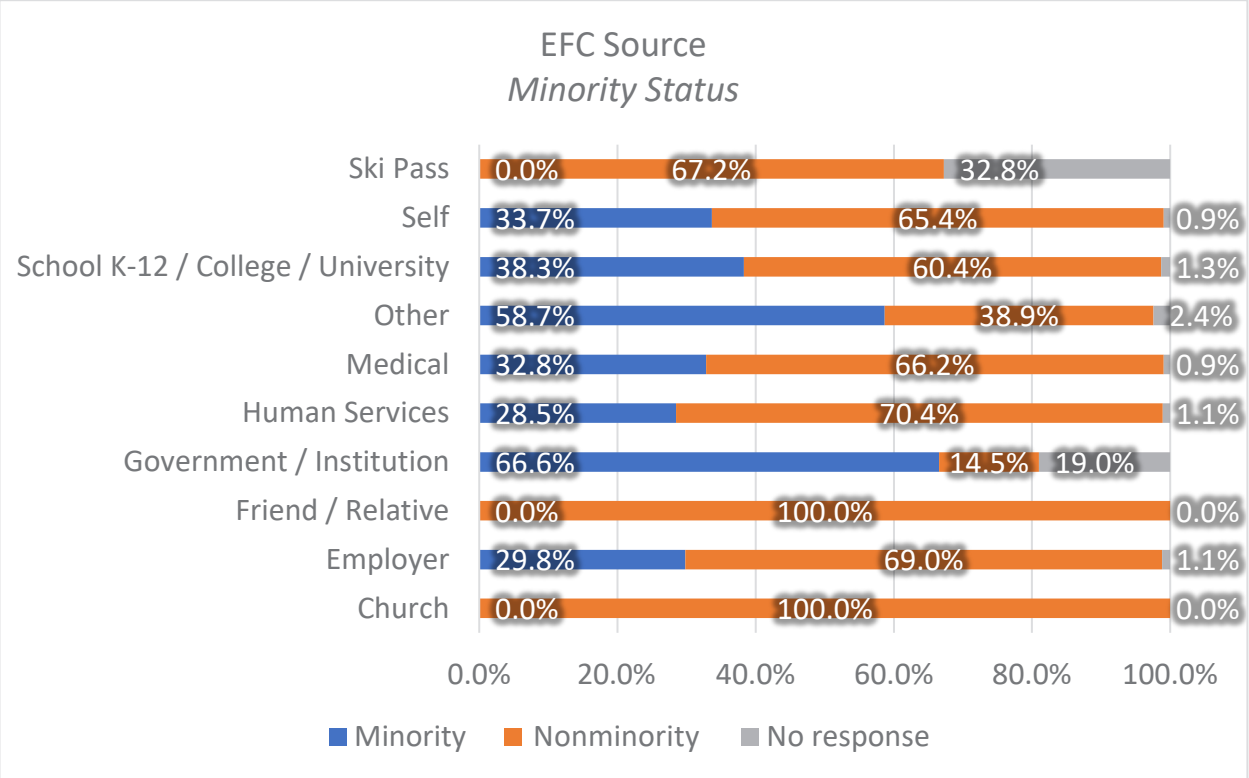

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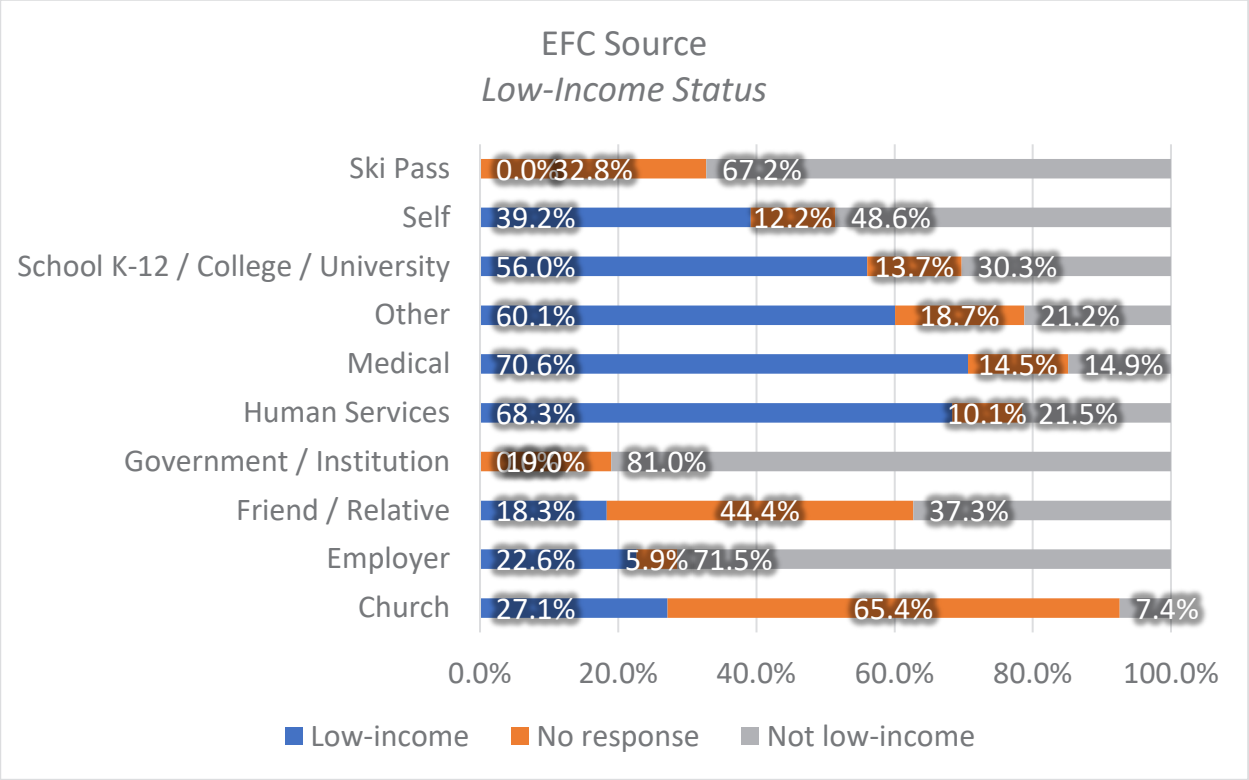

Weekly ridership is determined by the respondent's declared use of trains in seven days, starting Saturday and ending Sunday.

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Major Service Changes and Disparate Impact Policies and Processes

UTA's Title VI Policy 01.06, summarized below, contains the process UTA's follows that helps a transit provider identity when further actions must be taken when engaging in activities that may cause an adverse impact on populations protected by Title VI. The development of this process is approved by UTA executives and UTA's governing board. UTA's Title VI policy outlines the Authority's Equity Analysis, Disparate Impact, and Disproportionate Burden procedures. A copy of that policy is included as Attachment J.

Major Service Change Policy

UTA's Major Service Change Policy is included in the Title VI Policy, which defines when proposed changes require a Title VI Service and Fare Equity Analysis. All equity analyses are presented to the UTA Board of Trustees for consideration.

UTA Major Service Change Policy states:

UTA will seek public input on the following types of changes. These changes will be considered major changes and require equity analysis in compliance with FTA's Title VI Circular:

a. The addition of service
b. A proposed service level reduction in miles, hours, or trips of 33% or more of any route
c. The elimination of all service during a period (peak, midday, evening, Saturday, or Sunday)
d. A proposed 25% or greater change in route alignment
e. A proposed fare change

Disparate Impact and Disproportionate Burden Policy

UTA's Disparate Impact and Disproportionate Burden policy is included in the Title VI Policy, which defines how UTA will analyze adverse effects related to major changes in transit service or measure change between the existing and proposed service levels that would be deemed significant. While performing a Title VI analysis on a proposed major change, UTA examines the potential adverse impact that may occur specific to minority and low-income populations. UTA considers the degree of adverse impacts and analyzes those effects when planning any service or fare change. The circular specifies that a transit provider must establish a threshold for determining when adverse effects of service changes are borne disproportionately by minority and/or low-income populations.

UTA's threshold for determining adverse impact is outlined in policy as:

1. UTA will measure the burden of service and fare changes on minority riders to determine when minority riders are bearing a disparate impact from the change between the existing service or fare and the proposed service or fare.
2. UTA will measure the burdens of service and fare changes on low-income riders to determine when low-income riders are bearing a disproportionate burden of the change between the existing service or fare and the proposed service or fare.

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3. A threshold of 5% will be used to determine the disparate impact on minority populations and the disproportionate burden on low-income populations. This 5% determines the population in the service area. This means that if the burden of the service or fare change on minority or low-income populations is more than 5% worse than it is for the non-protected populations, then the change will be considered either a disparate impact or a disproportionate burden.

Finding a Disparate Impact

1. At the conclusion of UTA's analysis, if UTA finds a disparate impact on the basis of race, color, or national origin, UTA shall seek to modify the proposed changes to mitigate the adverse effects that are disproportionately borne by minorities. Modifications made to the proposed changes must be reanalyzed to determine whether the modifications actually removed the potential disparate impacts.
2. If UTA chooses not to alter the proposed service changes despite the potential disparate impact on minority populations, or if UTA finds, even after the revisions, that minority riders will continue to bear a disproportionate share of the proposed service or fare change, UTA may implement the change only if:
    a. UTA has substantial legitimate justification for the proposed change; and
    b. UTA can show that there are no alternatives that would have a less disparate impact on the minority riders but would still accomplish the transit provider's legitimate program goals. In order to show this, UTA must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

Finding a Disproportionate Burden

If, at the conclusion of the analysis, UTA finds that low-income populations will bear a disproportionate burden of the proposed major service change, UTA will take steps to avoid, minimize, or mitigate impacts where practicable and describe alternatives available to low-income passengers affected by the service changes.

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Appendix

Attachment A: Board Resolution

This page is intentionally left blank until approval of the program and signed resolution.

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Attachment B: Notice To the Public

TITLE VI OF THE CIVIL RIGHTS ACT

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.

For more information on UTA's **civil rights program**, and the procedures to file a complaint:

- Contact UTA Customer Service at 801-743-3882
- Visit rideuta.com/form to submit an electronic form
- Email eeoofficer@rideuta.com
- Visit our Headquarters Office at 669 W 200 S, Salt Lake City UT 84101

For more information on UTA's **Title VI Plan**:

- Visit rideuta.com/program for the Title VI Program
- A complainant may file a complaint directly with the Federal Transit Administration by contacting the Office of Civil Rights, Federal Transit Admininstration, 1200 New Jersey Ave SE, Washington DC 20590
- If information is reeded in another language, contact 801-743-3882

TÍTULO VI DE LA LEY DE DERECHOS CIVILES

La Autoridad de Tránsito de Utah opera sus programas y servicios sin distinción de raza, color y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante la Autoridad de Tránsito de Utah.

Para obtener más información sobre el ***programa de derechos civiles de la UTA*** *y los procedimientos para presentar una queja:*

- *Comuníquese con Servicio al Cliente de la UTA al 801-743-3882*
- *Visite rideuta.com/form para enviar un formulario electrónico*
- *Envíe un correo electrónico a eeoofficer@rideuta.com*
- *Visite nuestra oficina central en 669 W 200 S, Salt Lake City UT 84101*

Para obtener más información sobre el **Plan Título VI de UTA**:

- *Visite rideuta.com/program para el programa del Título VI*
- *Un denunciante puede presentar una queja directamente ante la Administración Federal de Tránsito comunicándose con la Oficina de Derechos Civiles, Administración Federal de Tránsito, 1200 New Jersey Ave SE, Washington DC 20590*
- *Si necesita información en otro idioma, comuníquese al 801-743-3882*

UTA

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UTA

UTAH TRANSIT AUTHORITY

UTA

669 West 200 South

Salt Lake City, UT 84101

To: All Utah Transit Authority Customers

From: Utah Transit Authority

Date: August 7, 2011

Subject: Compliance with Title VI of the Civil Right Act of 1964

It is the policy of the Utah Transit Authority to comply with Title VI of the Civil Rights Act of 1964, which states: "No person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

If you, as a customer of the Utah Transit Authority, feel that you have been excluded from participation in or denied services provided by the Utah Transit Authority because of your race, color, or national origin, please contact our Customer Concerns Department at one of the following telephone numbers.

Salt Lake City: 801-287-2667
1-877-882-0200

Ogden: 1-877-882-0200
Orem/Provo: 1-877-882-0200
Paratransit Services: 801-287-5359

Or, you may submit an electronic comment form through UTA's website at www.rideuta.com.

Para: Todos los clientes de Utah Transit Authority

De: Utah Transit Authority

Fecha: 7 de agosto de 2011

Tema: Cumplimiento del Título VI de la Ley de Derechos Civiles de 1964

La política de Utah Transit Authority es cumplir con el título VI de la Ley de Derechos Civiles de 1964, la cual establece que "Ninguna persona en los Estados Unidos debe, por razones de raza, color, o nacionalidad, ser excluida de participar, recibir beneficios, o ser sujeta a discriminación en cualquier programa o actividad que reciba asistencia financiera federal".

Si usted, como cliente de Utah Transit Authority, siente que ha sido excluido de participar o se le han negado los servicios brindados por Utah Transit Authority debido a su raza, color u origen nacional, comuníquese con el Departamento de Inquietudes para Clientes a uno de los siguientes números telefónicos.

Salt Lake City: 801-287-2667
1-877-882-0200
Ogden: 1-877-882-0200

Orem/Provo: 1-877-882-0200
Servicios de transporte para discapacitados:
801-287-5359

-O- Puede presentar un comentario por medio electrónico a través del sitio Web de UTA en www.rideuta.com.

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Attachment C: Title VI Complaint Form

UTA Civil Rights Department
669 West 200 South
Salt Lake City, UT 84101

Civil Rights Complaint Form

UTA is committed to ensuring no person is excluded from participation in or denied the benefits of its services on the basis of race, color, national origin or disability. In accordance with The Americans with Disabilities Act (ADA) of 1990, the ADA Amendments Act of 2008, the Rehabilitation Act of 1973, and the Civil Rights Act of 1964.

Title VI of the Civil Rights Act of 1964 states, "No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Transportation."

Any person who believes they have experienced or witnessed unlawful discrimination on the basis of disability, race, color or national origin, please complete the form below, or contact UTA Customer Service at 801-743-3882. For an alternative format to report your complaint, please contact Amanda Salmon, UTA's ADA Compliance Officer, at (801) 287-3536 or asalmon@rideuta.com.

This procedure is intended to satisfy UTA's obligation under the Americans with Disabilities Act and Title VI of the Civil Rights Act of 1964 and applies to anyone alleging discrimination *on the basis of protected class status* in UTA's provision of its services, activities, programs or benefits. Your complaint will be investigated in accordance with UTA's complaint procedure.

Type of Civil Rights complaint: ☐ Race ☐ Color ☐ National Origin ☐ Disability

**Note: If your complaint does not relate to discrimination on the basis of one of the items above, please contact UTA Customer Service at (801) 743-3882 or rideuta@rideuta.com to issue your complaint.*

Are you filing this com plaint on your ow behalf? ☐ Yes ☐ No

If no, why have you filed for a third party? Click or tap here to enter text.

What is your relationship to the person for whom you are filing the complaint? Click or tap here to enter text.

Service Details

Date of Occurrence:		Time of Occurrence:	
Route Number:		Boarding Location:	
Direction of Travel:		Destination:	
Vehicle Number:		Driver Name:	

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

Driver Badge Number:	

Please tell us why you are writing to us today

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons involved including the names and contact information of any witnesses and of those you believe discriminated against you. You may attach any written materials or other information relevant to your complaint.

Your Contact Information

First Name:		Last Name:	
Address			
City:	State:		Zip:
Phone:	Email:		

UTA staff would like to reach out to you regarding your concerns. Would you be willing to be contacted by a member of UTA staff if we have further questions?

☐ Yes, I would answer follow-up questions. ☐ No, I do not want to be contacted.

Would you like UTA to contact you once our investigation is complete?

☐ Yes, I would like a response ☐ No, I do not require a response

I have read the statement above and affirm that it is true to the best of my knowledge, information and belief.

☐ I agree Date:

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

Departamento de Derechos Civiles de UTA
669 West 200 South
Salt Lake City, UT 84101

Formulario de queja por derechos civiles

UTA se compromete a garantizar que ninguna persona sea excluida de participar ni se le nieguen los beneficios de los servicios que ofrecemos por motivos de raza, color, origen nacional o discapacidad. Este compromiso se establece de conformidad con las siguientes leyes federales: *Americans with Disabilities Act of 1990* (Ley sobre estadounidenses con discapacidades de 1990, ADA), *ADA Amendments Act of 2008* (Ley de enmiendas a la ADA de 2008), *Rehabilitation Act of 1973* (Ley de rehabilitación de 1973) y *Civil Rights Act of 1964* (Ley de derechos civiles de 1964).

El Título VI de la *Civil Rights Act of 1964* establece: "Ninguna persona en los Estados Unidos será excluida de participar, se le negarán los beneficios ni será objeto de discriminación en ningún programa o actividad que reciba asistencia financiera federal del Departamento de Transporte por motivos de raza, color u origen nacional".

Si usted considera que ha sufrido o presenciado discriminación ilegal por motivos de discapacidad, raza, color u origen nacional, complete el formulario a continuación o comuníquese con el Servicio de Atención al Cliente de UTA al 801-743-3882. Si necesita presentar su queja en otro formato, comuníquese con Amanda Salmon, Responsable de Cumplimiento de la ADA de UTA, al (801) 287-3536 o al correo electrónico asalmon@rideuta.com.

Este procedimiento tiene como finalidad cumplir con las obligaciones de UTA conforme a la Ley sobre estadounidenses con discapacidades y al Título VI de la Ley de derechos civiles de 1964, y se aplica a cualquier persona que alegue haber sido objeto de discriminación basada en una categoría protegida en la prestación de los servicios, actividades, programas o beneficios de UTA. Su queja se investigará de acuerdo con el procedimiento de quejas de UTA.

Tipo de queja por derechos civiles: ☐ Raza ☐ Color ☐ Origen nacional ☐ Discapacidad

**Nota: Si su queja no está relacionada con discriminación por alguno de los motivos indicados anteriormente, comuníquese con el Servicio de Atención al Cliente de UTA al (801) 743-3882 o al correo electrónico rideuta@rideuta.com para presentar su reclamo.*

¿Está presentando esta quej a en su propio nombre? ☐ Sí ☐ No

Si respondió "No", explique por qué está presentando la queja en nombre de otra persona: Haga clic o toque aquí para introducir texto.

¿Cuál es su relación con la persona en cuyo nombre presenta la queja? Haga clic o toque aquí para introducir texto.

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Detalles del servicio

Fecha del incidente:		Hora del incidente:	
Número de ruta:		Lugar de abordaje:	
Dirección del recorrido:		Destino:	
Número del vehículo:		Nombre del conductor:	

Número de credencial del conductor:	

Explique por qué se comunica con nosotros hoy.

Describa con la mayor claridad posible qué ocurrió y por qué considera que fue objeto de discriminación. Incluya los nombres y la información de contacto de todas las personas involucradas, incluidos posibles testigos y cualquier persona que usted considere responsable de la discriminación. Puede adjuntar documentos u otra información que considere relevante para su queja.

Su información de contacto

Nombre:		Apellido:	
Dirección			
Ciudad:		Estado:	Código postal:
Teléfono:		Correo electrónico:	

El personal de UTA desea comunicarse con usted para atender sus inquietudes. ¿Permitiría que un miembro del personal de UTA se comunique con usted si necesitamos hacer preguntas adicionales?

☐ Sí, respondería preguntas de seguimiento. ☐ No, no quiero que me contacten.

¿Desea que UTA se comunique con usted una vez finalizada la investigación?

☐ Sí, me gustaría recibir una respuesta. ☐ No, no necesito una respuesta.

He leído la información que precede y confirmo que, según mi leal saber y entender, es verdadera y correcta.

☐ Estoy de acuerdo Fecha:

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Attachment D: Title VI Complaint List

2023 Complaints

Date Feedback Recorded	Report #	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Status	Action Taken
1/11/2023	222407	The customer stated they were treated poorly due to protected status	Race	Black/African American	Closed – Not Verified	No action taken – Unable to corroborate customer account
1/11/2023	222378	Passed by – Allegedly due to protected status	Race	Black/African American	Closed – Not Verified	No action taken – Unable to corroborate customer account
1/26/2023	223202	Passed by – Allegedly due to protected status	Race	Native American	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
1/27/2023	223247	The customer stated they were treated poorly due to protected status	Race	Black/African American	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
2/6/2023	223821	Passed by – Allegedly due to protected status	Race	Asian	Closed – Not Verified	No action taken – Unable to corroborate customer account
2/8/2023	224007	The customer stated they witnessed poor treatment based on another passenger's protected status.	Race	Unknown	Closed - No Finding	No action taken – Unable to corroborate customer account
2/12/2023	224324	The customer stated they witnessed poor treatment based on another passenger's protected status.	Race	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

Date Feedback Recorded	Report #	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Status	Action Taken
2/23/2023	224847	The customer stated they were treated poorly due to protected status	Race	White	Closed - No Finding	No action taken – Unable to corroborate customer account
3/6/2023	225632	The customer stated they witnessed poor treatment based on another passenger's protected status.	National Origin	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
3/16/2023	226205	The customer stated they witnessed poor treatment based on another passenger's protected status.	Race	Hispanic/Latino(a)	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
3/17/2023	226271	The customer stated they were treated poorly due to protected status	Race	Black/African American	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
3/21/2023	226444	The customer stated they were treated poorly due to protected status	National Origin	Unknown	Closed - No Finding	No action taken – Unable to corroborate customer account
3/30/2023	226961	The customer stated they were treated poorly due to protected status	Race	Black/African American	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
4/11/2023	227629	Passed by – Allegedly due to protected status	Race	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
4/11/2023	227618	The customer stated they were treated poorly due to protected status	Race	Black/African American	Closed - No Finding	No action taken – Unable to corroborate customer account
4/14/2023	227856	The customer stated they witnessed police profiling based on another passenger's protected status.	Race	Unknown	Closed – Verified	No action taken - Investigation found no fault in UTA employee

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Date Feedback Recorded	Report #	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Status	Action Taken
4/20/2023	236170	The customer stated they were treated poorly due to protected status	Race	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
4/20/2023	228150	The customer stated they were treated poorly due to protected status	National Origin	Unknown	Closed - No Finding	No action taken – Unable to corroborate customer account
4/26/2023	228472	The customer stated they were treated poorly due to protected status	National Origin	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
5/1/2023	228681	The customer stated they witnessed poor treatment based on another passenger's protected status.	Race, National Origin	Hispanic/Latino(a), Unknown	Closed – Verified	Fare inspector coached
5/8/2023	229213	The customer stated they witnessed poor treatment based on another passenger's protected status.	Race	Indonesian	Closed - No Finding	Operator coached
5/16/2023	229678	The customer stated they witnessed poor treatment based on another passenger's protected status.	National Origin	Unknown	Closed - No Finding	No action taken – Unable to corroborate customer account
5/16/2023	229561	Passed by – Allegedly due to protected status	Race	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
5/18/2023	229776	The customer stated they were treated poorly due to protected status	Race	Unknown	Closed – Not Verified	No action taken - Investigation found no fault in UTA employee
5/26/2023	230200	The customer stated they were treated poorly due to protected status	Race	Unknown	Closed – Not Verified	No action taken – Unable to corroborate customer account

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Date Feedback Recorded	Report #	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Status	Action Taken
6/6/2023	230747	The customer stated they were treated poorly due to protected status	National Origin	Unknown	Closed - No Finding	Operator coached
6/6/2023	230747	The customer stated they were treated poorly due to protected status	Race, National Origin	Hispanic/Latino(a)	Closed - No Finding	Operator coached
6/6/2023	230669	The customer stated they witnessed poor treatment based on another passenger's protected status.	Race, National Origin	Hispanic/Latino(a)	Closed - No Finding	Operator Coached
6/7/2023	230820	Fare dispute reportedly caused by customer’s protected status	Race	Unknown	Closed – Not Verified	No action taken – Unable to corroborate customer account
6/13/2023	231177	The customer stated that UTA Police racially profiled them	Race	Unknown	Closed – Not Verified	No action taken - Investigation found no fault in UTA employee
6/13/2023	230964	The customer stated they were denied service due to protected status	Race	Unknown	Closed – Not Verified	No action taken – Unable to corroborate customer account
6/14/2023	231132	Fare dispute reportedly caused by customer’s protected status	Race	Unknown	Closed – Verified	Operator coached
6/20/2023	231469	The customer stated they were treated poorly due to protected status	Race	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
6/20/2023	231399	Passed by – Allegedly due to protected status	Race	Unknown	Closed - No Finding	No action taken – Unable to corroborate customer account

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Date Feedback Recorded	Report #	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Status	Action Taken
6/21/2023	231506	The customer stated they were treated poorly due to protected status	Race	Polynesian	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
6/22/2023	231550	The customer stated they witnessed a fare dispute based on another passenger's protected status.	National Origin	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
6/23/2023	231731	The customer stated they were profiled due to protected status	Race	Unknown	Closed – Not Verified	No action taken – Unable to corroborate customer account
6/23/2023	231681	The customer stated they were profiled due to protected status	Race	Unknown	Closed – Not Verified	No action taken – Unable to corroborate customer account
6/23/2023	231667	The customer stated they were profiled due to protected status	Race	Unknown	Closed – Verified	Operator coached
7/7/2023	232298	The customer stated they were treated poorly due to protected status	Race	Unknown	Closed – Not Verified	No action taken – Unable to corroborate customer account
7/9/2023	232336	The customer stated they had a fare dispute and were treated poorly due to protected status	Race	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
7/10/2023	232418	The customer stated they witnessed poor treatment based on another passenger's protected status.	National Origin	Unknown	Closed – Not Verified	No action taken – Unable to corroborate customer account
7/12/2023	232549	The customer stated they and others were treated poorly due to protected status	National Origin, Race	Unknown, Black/ African American	Closed – Verified	Operator terminated

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Date Feedback Recorded	Report #	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Status	Action Taken
7/13/2023	232577	Passed by – Allegedly due to protected status	Race	Hispanic/Latino(a)	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
7/14/2023	232655	Customer denied transfers – Allegedly due to protected status	Race	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
7/20/2023	233031	The customer stated they were treated poorly due to protected status	Race	Black/African American	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
7/26/2023	233260	Passed by – Allegedly due to protected status	Race	Hispanic/Latino(a)	Closed – Verified	Operator coached
8/3/2023	234065	Fare dispute reportedly caused by customer's protected status	National Origin	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
8/6/2023	233915	Fare dispute reportedly caused by customer's protected status	Race	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
8/7/2023	234210	The customer stated they witnessed poor treatment based on another passenger's protected status.	Race	Black/African American	Closed – Not Verified	No action taken - Investigation found no fault in UTA employee
8/14/2023	234278	The customer stated they were treated poorly due to protected status	Race	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
8/23/2023	235304	The customer stated they were treated poorly due to protected status	Race	Unknown	Closed - No Finding	No action taken – Unable to corroborate customer account

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Date Feedback Recorded	Report #	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Status	Action Taken
8/23/2023	234814	The customer stated they were treated poorly due to protected status	Race	Black/African American	Closed – Not Verified	Operator coached
8/26/2023	234997	Passed by – Allegedly due to protected status	Race	Unknown	Closed – Not Verified	No action taken – Unable to corroborate customer account
8/26/2023	234977	The customer stated they witnessed poor treatment based on another passenger's protected status.	Race, National Origin	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
8/28/2023	235086	Fare dispute reportedly caused by customer's protected status	Race	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
8/29/2023	235169	Passed by – Allegedly due to protected status	Race	Unknown	Closed – Verified	No action taken - Investigation found no fault in UTA employee
9/11/2023	236002	The customer stated they were treated poorly due to protected status	Race	Unknown	Closed - No Finding	No action taken – Unable to corroborate customer account
9/13/2023	236151	The customer stated they witnessed poor treatment based on another passenger's protected status.	National Origin	Hispanic/Latino(a)	Closed – Not Verified	No action taken – Unable to corroborate customer account
9/15/2023	236267	The customer stated they witnessed a pass-by based on another passenger's protected status.	Race	Hispanic/Latino(a), Black/African American	Closed – Verified	No action taken - Investigation found no fault in UTA employee
9/15/2023	236246	Fare dispute reportedly caused by customer's protected status	Race	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee

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Date Feedback Recorded	Report #	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Status	Action Taken
10/4/2023	237768	Passed by – Allegedly due to protected status	Race	Black/African American	Closed – Not Verified	Operator coached
10/17/2023	238263	The customer stated they were treated poorly due to protected status	Race, National Origin	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
10/24/2023	238686	Passed by – Allegedly due to perceived protected status	Race	Native American	Closed – Not Verified	No action taken – Unable to corroborate customer account
10/27/2023	239255	The customer stated they witnessed poor treatment based on another passenger's protected status.	Race	Asian, Hispanic/ Latino(a)	Closed – Verified	No action taken - Investigation found no fault in UTA employee
11/15/2023	239900	The customer stated they witnessed poor treatment based on another passenger's protected status.	Race, National Origin	Hispanic/Latino(a), Unknown	Closed – Not Verified	No action taken – Unable to corroborate customer account
11/17/2023	240048	The customer stated they were treated poorly due to protected status	National Origin	Hispanic/Latino(a)	Closed – Not Verified	No action taken – Unable to corroborate customer account
11/17/2023	240001	The customer stated they were treated poorly due to protected status	National Origin	Unknown	Closed - No Finding	No action taken - Investigation found no fault in UTA employee
11/20/2023	240285	Fare dispute reportedly caused by customer’s protected status	National Origin	Unknown	Closed – Verified	Operator coached
11/22/2023	240348	Passed by – Allegedly due to protected status	Race	Hispanic/Latino(a)	Closed - No Finding	No action taken - Investigation found no fault in UTA employee

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Date Feedback Recorded	Report #	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Status	Action Taken
12/13/2023	241422	The customer stated they were treated poorly due to protected status	Race	Black/African American	Closed – Not Verified	Operator coached

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Report #	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Status	Action Taken
242448	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed - Not At Fault	No action taken - Investigation found no fault in UTA employee.
242676	Customer stated they were treated poorly due to protected status.	Race	Black/African American	Closed	No action taken - unable to contact customer.
243647	Passed by - allegedly due to protected status.	Race	Black/African American	Verified	Operator coached
243850	Passed by - allegedly due to protected status.	Race	Did not specify	Closed - no finding	No action taken - unable to contact customer.
244522	Customer stated they were treated poorly due to protected status.	Race	Black/African American	Closed - No finding	No action taken - Investigation found no fault in UTA employee.
244790	Customer stated they were treated poorly due to protected status.	Race	Black/African American	Verified	Operator coached
245072	Customer stated they were treated poorly due to protected status.	Race	Black/African American	Closed - No finding	No action taken - Investigation found no fault in UTA employee.
245716	Customer stated they were treated poorly due to protected status.	Race	Black/African American	Closed - No finding	No action taken - Investigation found no fault in UTA employee.
245978	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed - no finding	No action taken - Investigation found no fault in UTA employee.

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Report #	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Status	Action Taken
246129	Customer stated they were treated poorly due to protected status.	Color	Did not specify	Closed - not verified	No action taken - Investigation found no fault in UTA employee.
246483	Customer stated they were treated poorly due to protected status.	Race/Color/National Origin	Did not specify	Closed - Verified	Operator coached
246619	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed - No finding	No action taken - Investigation found no fault in UTA employee.
246708	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed - Not Verified	No action taken - Investigation found no fault in UTA employee.
246814	Customer stated they were treated poorly due to protected status.	did not specify	Did not specify	Closed	Unable to get more information from customer
247176	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed - no finding	No action taken - Investigation found no fault in UTA employee.
247152	Customer stated they were treated poorly due to protected status.	National Origin	Did not specify	Closed - no finding	No action taken - Investigation found no fault in UTA employee.
247402	Passed by - allegedly due to protected status.	Race	Black/African American	Closed - no finding	Investigation yields that no one was left behind in the indicated timeframe stated by customer.
247645	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed - Verified	Operator coached
247753	Customer stated they witnessed unfair treatment towards another rider based on their protected status	Race	Black/African American	Closed - no finding	No action taken - Investigation found no fault in UTA employee.
247774	Customer stated they were treated poorly due to protected status.	Race/National Origin	Asian	Closed - no finding	No action taken - Investigation found no fault in UTA employee.

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Report #	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Status	Action Taken
247987	Customer stated they were treated poorly due to protected status.	Did not specify	Did not specify	Closed - Not Verified	Investigation yields no evidence based on video.
248062	Customer stated they were treated poorly due to protected status.	Race	Did not specify	Closed - Not Verified	No action taken - Not enough information provided to follow up
248221	Customer stated they were treated poorly due to protected status.	Race	Did not specify	Closed - no finding	No action taken - Investigation found no fault in UTA employee.
248440	Passed by - allegedly due to protected status.	Color	Brown	Closed - Verified	Operator coached
248893	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed - Verified	Operator coached
249442	Customer stated they were treated poorly due to protected status.	Race	Did not specify	Closed - Not Verified	No action taken - Investigation found no fault in UTA employee.
249540	Customer stated they were treated poorly due to protected status.	Race	Did not specify	Closed - no finding	No action taken - Unable to get more information from customer and investigation found no fault in UTA employee.
249663	Customer stated they were treated poorly due to protected status.	Color	Did not specify	Closed	Unable to get more information from customer
249812	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed - Not Verified	No action taken - Investigation found no fault in UTA employee.
250011	Customer stated they were treated poorly due to protected status.	Race	Did not specify	Closed	Not enough information provided from customer
250180	Customer stated they were treated poorly due to protected status.	Race	Did not specify	Closed - no finding	No action taken - Investigation found no fault in UTA employee.

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Report #	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Status	Action Taken
250259	Customer stated they were treated poorly due to protected status.	Race	Did not specify	Closed - no finding	No action taken - Investigation found no fault in UTA employee.
250257	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed - no finding	No action taken - Investigation found no fault in UTA employee.
250346	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed	Not enough information provided from customer
250419	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed	Unable to get more information from customer
250487	Passed by - allegedly due to protected status.	did not specify	Did not specify	Closed - Verified	Operator coached
250637	Customer stated they were treated poorly due to protected status.	did not specify	Did not specify	Closed - no finding	No action taken - Investigation found no fault in UTA employee.
250704	Customer stated they were treated poorly due to protected status.	Race	Black/African American	Closed - no finding	No action taken - customer hung up when trying to get more information.
250939	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed - no finding	No action taken - unable to source video to verify
251115	Customer stated they were treated poorly due to protected status.	did not specify	Did not specify	Closed	Operator coached
251327	Customer stated they were treated poorly due to protected status.	Race	Did not specify	Closed - no finding	No action taken - Investigation found no fault in UTA employee.
251279	Passed by - allegedly due to protected status.	Race	Did not specify	Closed - Verified	Operator coached
251603	Customer stated they were treated poorly due to protected status.	Race/Color	Brown	Closed - Verified	Operator coached
251705	Customer stated they were treated poorly due to protected status.	Race	Black/African American	Closed - no finding	No action taken - Investigation found no fault in UTA employee.

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Report #	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Status	Action Taken
252046	Passed by - allegedly due to protected status.	Color	Did not specify	Closed - no finding	No action taken - Investigation found no fault in UTA employee.
252529	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed - no finding	No action taken - Investigation found no fault in UTA employee.
253107	Customer stated they were treated poorly due to protected status.	race	Did not specify	Closed - no finding	No action taken - Investigation found no fault in UTA employee.
253823	Customer stated they were treated poorly due to protected status.	Race	Black/African American	Closed - No finding	No action taken - Investigation found no fault in UTA employee.
254169	Customer stated they witnessed unfair treatment towards another rider based on their protected status	Race	Black/African American	Closed - no finding	No action taken - Investigation found no fault in UTA employee.
254127	Customer stated they witnessed unfair treatment towards another rider based on their protected status	Race	Black/African American	Closed - no finding	No action taken - Investigation found no fault in UTA employee.
254626	Customer stated they were treated poorly due to protected status.	Race	Black/African American	Closed - no finding	No action taken - investigation found no fault in UTA employee
255144	Customer stated they witnessed unfair treatment towards another rider based on their protected status	Race	Black/African American	Closed - Not At Fault	No action taken - investigation found no fault in UTA employee
255120	Customer stated they were treated poorly due to protected status.	Color	Did not specify	Closed - Verified	Operator coached
255242	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed - Verified	Operator Coached
255333	Customer stated they were treated poorly due to protected status.	Race	Did not specify	Closed - Verified	Operator coached

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Report #	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Status	Action Taken
255482	Customer stated they were treated poorly due to protected status.	Race	Black/African American	Closed - No finding	No action taken - Investigation found no fault in UTA employee.
255473	Customer stated they were treated poorly due to protected status.	Race	Black/African American	Closed	No action taken - Police were involved and handled by them.
255621	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed - Not At Fault	No action taken - Investigation found no fault in UTA employee.
255735	Customer stated they were treated poorly due to protected status.	Race	Black/African American	Closed - Not Verified	No action taken - Investigation found no fault in UTA employee.
255814	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed	No action taken - Investigation found no fault in UTA employee.
255790	Customer stated they were treated poorly due to protected status.	Race	Black/African American	Closed - Not At Fault	No action taken - Investigation found no fault in UTA employee.
256350	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed	No action taken - Investigation found no fault in UTA employee.
256312	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed	No action taken - Investigation found no fault in UTA employee.
257315	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed - Not At Fault	No action taken - Investigation found no fault in UTA employee.
257681	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed - Not At Fault	No action taken - Investigation found no fault in UTA employee.
257709	Customer stated they were treated poorly due to protected status.	National Origin	Hispanic/Latino	Closed - Not Verified	No action taken - Investigation found no fault in UTA employee.

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Date of Incident	Case #	Status	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Action Taken
6/26/2025	27463	Closed	The customer stated they witnessed poor treatment based on another passenger's protected status.	Race	Not Available	Unable to determine if the employee was responsible. Case was pending response from customer for more information to investigate.
6/28/2025	27195	Closed	The customer stated they were treated poorly due to protected status	Race/National Origin	Hispanic/Latine	Unable to determine if the employee was responsible. Case was pending response from customer for more information to investigate.
8/1/2025	33251	Closed	The customer stated they witnessed poor treatment based on another passenger's protected status.	Race/National Origin	Hispanic/Latine	Unable to determine if the employee was responsible. The information about addressing the issue with the employee is not included with the investigation.
3/7/2025	10325	Closed	The customer stated they witnessed poor treatment based on another passenger's protected status.	Race	Black/African American	Unable to determine if the employee was responsible. Issue was addressed with employee
1/26/2025	5151	Closed	The customer stated they were treated poorly due to protected status	Race/National Origin	Hispanic/Latine	The employee was not responsible. Issue was not addressed with employee.
2/4/2025	6110	Closed	The customer stated they were treated poorly due to protected status	Race	Black/African American	The employee was not responsible. Issue was not addressed with employee.
2/7/2025	6583	Closed	The customer stated they were treated poorly due to protected status	Race	Black/African American	The employee was not responsible. Issue was not addressed with employee.
3/17/2025	11606	Closed	The customer stated they were treated poorly due to protected status	Race	Not Available	The employee was responsible. Issue was addressed with employee.
6/3/2025	22162	Closed	The customer stated they were treated poorly due to protected status	Race	American Indian	The employee was not responsible. Issue was not addressed with employee.

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Date of Incident	Case #	Status	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Action Taken
6/7/2025	23111	Closed	The customer stated they were treated poorly due to protected status	Race	Black/African American	The employee was not responsible. Issue was not addressed with employee.
6/10/2025	23444	Closed	The customer stated they were treated poorly due to protected status	Color	Not Available	The employee was not responsible. Issue was not addressed with employee.
9/15/2025	39787	Closed	The customer stated they were treated poorly due to protected status	Race	Black/African American	The employee was not responsible. Issue was not addressed with employee.
10/8/2025	43799	Closed	The customer stated they were treated poorly due to protected status	Race	Black/African American	The employee was not responsible. Issue was not addressed with employee.
12/19/2025	56060	Closed	The customer stated they were treated poorly due to protected status	Race/National Origin	Hispanic/Latine	The employee was not responsible. Issue was not addressed with employee.
12/22/2025	56390	Closed	The customer stated they were treated poorly due to protected status	Race/National Origin	Hispanic/Latine	The employee was not responsible. Issue was not addressed with employee.
1/11/2025	3322	Closed	Passed by – Allegedly due to protected status	Race/National Origin	Hispanic/Latine	The employee was responsible. Issue was addressed with employee.
1/15/2025	3864	Closed	The customer stated they were treated poorly due to protected status	Race/National Origin	Hispanic/Latine	The employee was not responsible. Issue was not addressed with employee.
4/27/2025	16737	Closed	The customer stated they were treated poorly due to protected status	Race	Black/African American	Unable to determine if the employee was responsible. The information about addressing the issue with the employee is not included with the investigation.
5/13/2025	19160	Closed	The customer stated they witnessed poor treatment based on another passenger's protected status.	Race/National Origin	Hispanic/Latine	Unable to determine if the employee was responsible. The information about addressing the issue with the employee is not included with the investigation.
4/17/2025	15461	Closed	The customer stated they were treated poorly due to protected status	Race	Black/African American	Unable to determine if the employee was responsible. Issue was addressed with employee.

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Date of Incident	Case #	Status	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Action Taken
6/18/2025	24807	Closed	The customer stated they were treated poorly due to protected status	Race	Black/African American	The employee was not responsible. Issue was not addressed with employee.
7/10/2025	29018	Closed	The customer stated they were treated poorly due to protected status	Race	Not Available	The employee was not responsible. Issue was addressed with employee.
7/25/2025	32030	Closed	The customer stated they were treated poorly due to protected status	Race	Black/African American	The employee was not responsible. Issue was addressed with employee.
9/5/2025	38501	Closed	The customer stated they were treated poorly due to protected status	Race/National Origin	Hispanic/Latine	Unable to determine if the employee was responsible. The information about addressing the issue with the employee is not included with the investigation.
1/6/2025	2425	Closed	The customer stated they witnessed poor treatment based on another passenger's protected status.	Race	Black/African American	The employee was responsible. Issue was addressed with employee.
3/28/2025	13162	Closed	The customer stated they were treated poorly due to protected status	Race	Black/African American	The employee was responsible. Issue was addressed with employee.
4/22/2025	16189	Closed	The customer stated they witnessed poor treatment based on another passenger's protected status.	Race	Asian	The employee was responsible. Issue was addressed with employee.
5/24/2025	22897	Closed	The customer stated they witnessed poor treatment based on another passenger's protected status.	Race	Black/African American	The employee was responsible. Issue was addressed with employee.
6/25/2025	25790	Closed	The customer stated they were treated poorly due to protected status	Race/National Origin	Hispanic/Latine	The employee was responsible. Issue was addressed with employee.
7/11/2025	28465	Closed	The customer stated they witnessed poor treatment based on another passenger's protected status.	Color	Not Available	The employee was responsible. Issue was addressed with employee.
7/16/2025	29275	Closed	The customer stated they were treated poorly due to protected status	Race	Black/African American	The employee was responsible. Issue was addressed with employee.

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Date of Incident	Case #	Status	Summary of Complaint	Basis of Complaint	Race/Color/National Origin	Action Taken
7/19/2025	30556	Closed	The customer stated they were treated poorly due to protected status	Race/National Origin	Hispanic/Latine	The employee was responsible. Issue was addressed with employee.

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Attachment E: UTA 1.1.6 – Public Input Opportunities

UTAH TRANSIT AUTHORITY
CORPORATE POLICY

No. 1.1.6

PUBLIC INPUT OPPORTUNITIES

I. Purpose. This Corporate Policy is intended to ensure that UTA provides the best benefit to the communities it serves, and to employees in making operating decisions regarding levels of service and routing that are mutually beneficial to UTA and its customers based on considerations of market, economy, efficiency, and performance of service. This Policy is also intended to effectuate those goals within the limitations set out in the Board of Trustees Executive Limitations Policy 2.4.5.

II. Policy.

A. *Public Hearing.* UTA will provide public notice of, and conduct public hearings on:

1. A proposed service level reduction in miles, hours, or trips of thirty-three percent (33%) or more of any route;

2. The elimination of all service during a time period (peak, midday, evening, Saturday, or Sunday);

3. A proposed twenty-five (25%) or greater change in route alignment;

4. A proposed fare increase; or

5. A proposed capital project or grant application, as required by law.

B. *Public Hearing Officer.*

1. The General Manager will designate a public hearing officer to conduct public hearings on matters listed in paragraph A. The pubic hearing officer will attend each public hearing and report to the General Manager and the Board of Trustees Finance and Operations Committee the findings and conclusions regarding public comment received in the public comment period. The public hearing officer will also report to the Finance and Operations Committee any decision of the General Manager on a proposal listed in paragraph A.

2. The public hearing officer will notify the Committee of any changes in service and routes through the Finance and Operations Committee Report. The Regional General Managers will routinely notify the public hearing officer of such changes.

C. *Standard Operating Procedures.* Staff authorized by the General Manager will develop standard operating procedures to implement this Policy, including, but not limited to, procedures on notifying the public of proposals subject to public hearing, receiving

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comment from the public on such proposals, arranging and conducting public hearings, compiling a public hearing record, and consideration of that record

III. Cross-References. Board of Trustees Ends Policy 1.2.3; Board of Trustees Executive Limitations Policies 2.4.2 and 2.4.5.

This UTA Corporate Policy was reviewed by the Policy Forum on June 22, 2004, and approved by the General Manager, on this 24th day of June, 2004, and takes effect on the latter date.

John M. Inglish
General Manager and CEO

Approved as to form:

Counsel for UTA

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Attachment F: 1.1.6-1 Public Involvement SOP

Standard Operating Procedure		UTA
No. 1.1.61	Effective Date: 5/6/2014	Supersedes: 6/22/2004
Tide: PUBLIC INVOLVEMENT PROCESS		

Purpose: This Procedure sets out a process for soliciting and considering public input on fare Increases, major service reductions, service additions, capital projects, and grant applications In accordance with Board of Trustees Executive Limitations Policy No. 2.4.5 and Corporate Policy No. 1.1.6.

Application: All UTA Employees.

Procedure:

1. Definitions. As used in this Procedure:

"Grant application" means a grant application submitted by the Authority to the Federal Transit Administration.

"Major service reduction" means (1) the elimination of at least 33 percent of the distance, hours, or trips served along a fixed route, (2) the elimination of all service along a route during a time period, such as during peak, midday, or evening periods, Of on a Saturday or Sunday, or (3) a change in at least 25 percent of a fixed route's alignment.

"Service addition" means the creation of a new bus route or opening of a new rail line. "Service additions" do not include increase in service to existing routes.

"Proposal" means a UTA proposal to raise fares, implement a major service reduction, or complete a capital project or grant application.

"Capital project" means a capital project funded in whole or in part by federal moneys. "Capital project" does not include projects involving an environmental assessment or an environmental impact statement when a third party consultant is retained by the Authority to administer the public involvement process. In such instances, the consultant will be obligated to administer the hearings in accordance with federal laws and regulations.

11. Process. Before UTA decides to raise fares, implement a major service reduction, undertake a capital project, or submit a grant application, it will solicit and consider public input as set forth in this Section.A.Notice.

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12. Notice requirement. At least 15 days before a hearing on a Proposal, UTA will provide the notice described in subparagraph (2) to the public, members of the Board of Trustees, the Mayor, City Manager, Council Chair, Planning Commission Chair, and the Economic Development Department representative of the municipality or county that may be affected by the Proposal, private transportationcarriers and, in the case of a Proposal relating to a capital project or grant application, to any other agency or group as required by federal law or regulation.

13. Contents of notice. The notice will reasonably describe the proposed change or project, any upcoming public involvement activities, including the times, dates, and locations of any public hearings and the deadline and place to submit written or recorded comments. The notice will indicate that reasonable accommodation will be made on advance request to persons with disabilities. Such requests might include requests for public information in alternate formats or sign language interpreters.

14. Publication. At a minimum, the notice will be publicized in a newspaper of general circulation to the communities that will be affected by the Proposal and on the State of Utah's public notice website. On request, the notice will be made available in alternate formats.

B. Comment. UTA will designate a single person or office and a website address to receive written comments during that time period. UTA will accept public comment on a Proposal received by the designated person or office, or postmarked, up to 5 days after a hearing on a Proposal.

C. Public Hearing.

1. Hearing requirement. UTA will provide the public an opportunity for a public hearing to solicit public comment on a Proposal. UTA will hold more hearings at other times or locations as reasonably necessary to solicit broad community input from affected citizens, private transportation providers, and local elected officials.

2. Hearing arrangements. A public hearing will be arranged by the relevant business unit in the case of a proposed major service reduction or service addition, by the Board Coordination Office in the case of a proposed fare increase, and by the Capital Development Office in the case of a proposed capital project or grant application. As used in this paragraph, "arrange" includes scheduling the hearing, selecting a site for the hearing, preparing public information and notices and invitations related to the hearing, arranging

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forreporting services, providing for reasonable accommodations, and making all other necessary arrangements for the hearing. The site selected for a public hearing will be accessible as required under the Americans with Disabilities Act of 1990 and, to the extent practicable, will be located within one-quarter mile of a UTA fixed route.

3. Public Hearing Officer. A public hearing officer designated by the General Manager will preside at all public hearings relating to a Proposal. The Public Hearing Officer will announce the start and close of a public hearing, administer the first phase of the hearing, as set out in paragraph (4) of this section, and collect and maintain written and recorded comments.

4. Hearing Format. Hearings will generally follow an open house format with information displayed and UTA staff available to describe the proposal and answer questions. In some cases, a formal presentation will be given during the hearing.

(a) During public hearing, the attendees will be invited by the Public Hearing Officer to meet informally with UTA staff, to ask questions of UTA staff, and to review displayed information regarding the Proposal. The Public Hearing Officer will also offer a brief introduction to the attendees, indicating the purpose for the hearing, and will explain the hearing process, including but not limited to methods for making public comment during and after the hearing, time frames for making public comment, and UTA's process for consideration of public comment.

(b) All attendees will be given the opportunity by the Public Hearing Officer to offer a recorded, verbal comment to a court reporter or the option of calling UTA customer service to record their comment. The attendees may also leave written comment with the Public Hearing Officer or mail or email comments by the end of the comment period.

(b) In some cases public comment may be received through verbal comment at a microphone or to a recording device. The Public Hearing Officer may request that attendees wishing to make a verbal comment complete and submit to the Public Hearing Officer a speaker's card. The Public Hearing Officer may then call the attendees by name to make a comment in the order that the cards were received. The Public Hearing Officer may also limit the time allocated for recorded comment to no more than 3 minutes per attendee.

A. Public Involvement Record. The Public Hearing Officer will prepare a summary of all comments timely received by UTA, and findings and conclusions regarding those comments. The Public Hearing Officer will also compile a Public Involvement Record, which will include all written comments timely received by UTA, a transcript of audio recordings of verbal comments made at any public hearings, the comment summary, and the findings and conclusions. Within 90 days after the close of the written

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commentperiod, the Public Hearing Officer will provide the Public Involvement Record to the General Manager and to the Chair of the Board of Trustees Finance and Operations Committee.

B. Consideration of Public Comment. Before a final decision on a Proposal is reached, UTA will give due consideration to the comments and content of the Public Involvement Record. To facilitate this consideration:

1. The Public Hearing Officer will forward copies of the Public Involvement Record to each affected business unit before UTA reaches a decision on the Proposal.

2. In the case of a major service reduction and service addition, the Chief Operating Officer and service planners within each affected business unit will review the Public

Involvement Record before UTA reaches a decision on the Proposal.

3. The Regional General Manager in the case of a major service reduction, the Chief Capital Development Officer in the case of a capital project, and the General Manager in the case of a fare increase, will consider, at a minimum, the costs of implementing any alternate proposal raised in a public comment, whether the alternate proposal is consistent with UTA's organizational financial plan, and whether the alternate proposal benefits a majority of the affected community.

4. The Public Hearing Officer or designee will, to the extent economically and administratively feasible, provide to each person who provided public comment, an acknowledgement of receipt of the comment, UTA's decision regarding the proposal, and a brief summary of (a) the number of hearings, attendees, and comments received, (b) significant areas of comment, and (c) changes made to the Proposal based on comments received during the public involvement process.

F. Report of Decision. The Public Hearing Officer will report to the Board of Trustees Finance and Operations Committee the General Manager's determination regarding the Proposal.

Exceptions: None.

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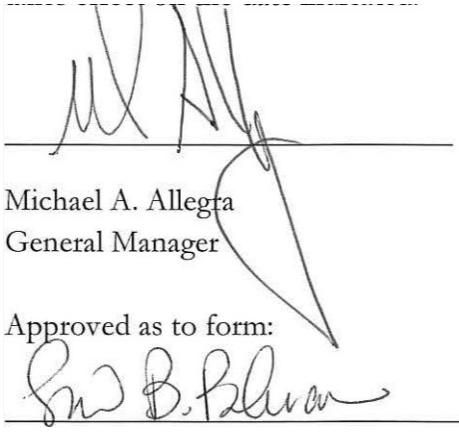
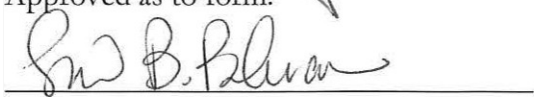
This UTA Corporate Standard Operating Procedure was reviewed by the Corporate Staff on May 6, 14, and approved by the General Manager on, this 7th_day of 2 May, kes effect on the date indicated.



Michael A. Allegra
General Manager

Approved as to form:



Counsel for the Authority

Revision History

Revised	5/6/2014

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Attachment G: Limited English Proficiency (LEP) Plan

Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address the responsibilities of the Utah Transit Authority (UTA) as a recipient of federal financial assistance relating to the needs of individuals with limited English language skills. LEP persons refer to persons for whom English is not their primary language and have limited ability to read, speak, write, or understand English.

Legal Requirements

The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964 and its implementing regulations, which states:

No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance.

The Federal Transit Administration in Circular 4702.1B, dated October 1, 2012, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" outlines FTA recipients' obligation to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and requires the development of a language assistance plan.

Four Factor Analysis

The U.S. Department of Transportation (DOT) published its Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP) Persons in Federal Register: December 14, 2005 (Volume 70, Number 239)1 – This guide states that DOT recipients are required to take reasonable steps to ensure meaning access to programs by LEP persons. This coverage extends to the recipient's entire program. There are four factors for agencies to consider when assessing language needs and determining what steps to take to ensure meaningful access for LEP persons:

1. The proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity or service provided by the recipient to people's lives;
4. The resources available to the recipient and costs.

Factor 1: The Number or Proportion of LEP Persons in the Area

The FTA identified four items that should be included in the first factor of the analysis, which comprise the headings below.

How LEP Populations Interact with UTA

The public interacts with UTA through direct contact with employees who facilitate the use of our services. These positions include vehicle (bus and light rail) operators, fare inspectors, UTA police officers,train

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hosts, Trax ambassadors and customer service representatives. Customers also interact with UTA through our written publications and our website.

Identification of LEP Communities

UTA reviewed data provided by the U.S. Census Bureauto determine the proportion of LEP persons in the service areas. The data used in the review was taken from ACS 5 Year estimates, 2017-2021. The data in the chart below shows the most prevalent language is UTA's LEP populations is Spanish, comprising 78.99% of the LEP population and 3.59% of the total population. There are no other languages within the percentages of LEP population which total above 5% leading to a significant difference between the number of Spanish LEP speakers and all other language speakers.

The following table lists the languages with over 1,000 LEP speakers in the counties UTA serves.

Top LEP Languages	Total LEP Population	Percent of Total Population	Percentage of LEP Population
Spanish	88,311	3.59%	78.99%
Chinese (incl. Mandarin, Cantonese)	5,400	0.22%	4.83%
Vietnamese	4,184	0.17%	3.74%
Ilocano, Samoan, Hawaiian, or other Austronesian languages	2,109	0.09%	1.89%
Korean	1,985	0.08%	1.78%
Portuguese	2,410	0.10%	2.16%
Arabic	1,542	0.06%	1.38%
Thai, Lao, or other TaiKadai languages	1,464	0.06%	1.31%
Other languages of Asia	1,332	0.05%	1.19%
Japanese	1,027	0.04%	0.92%
SerboCroatian	1,021	0.04%	0.91%
Tagalog (incl. Filipino)	1,011	0.04%	0.90%

[2] Source: U.S. Census Bureau, custom tabulations, ACS 5 Year Estimates, 2017 - 2021

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Literacy Skills of LEP Populations in Native Language

In examining the efficacy of written communications, UTA has identified the literacy rates in the main countries representing the languages spoken by the highest populations of LEP persons. Below is a table that depicts the literacy rates of the countries where the most LEP persons may have originated. Table 2 depicts the adult literacy rates (15 years of age and older of four major countries contributing to the LEP program.

Table 2: Literacy Rates[3]

	Literacy Rate
Mexico	95.2%
India	74.4%
El Salvador	91.3%
China	96.8%
Peru	94.5%
Venezuela	97.5%
Brazil	94.7%
Vietnam	95.8%
Philippines	96.3%

Although several Central American countries are listed above, the Spanish-speaking population is not exclusively from these countries but from all over Latin America. Written translation would be effective, considering the high literacy rates in the countries where the local LEP populations originate.

Analysis of LEP Populations' Service Level

Analysis of UTA service has shown that minority, low-income, and LEP populations are well represented in the proportion of service available. UTA has created maps showing where the population of LEP speakers who reside is higher than average. When there are populations of LEP speakers residing higher than average, when proposed changes may impact these communities, special consideration is given to provide notice and consideration to LEP persons. UTA planners are advised to review the impact on those language speakers when making service changes so that information regarding the concentrations of LEP speakers can be used in formulating UTA's public participation plan.

In examining the LEP maps produced of UTA's service area, many areas are within walking distance of transit services. Additionally, UTA offers ample service in low-income and minority-populated areas, and much of the LEP community would be considered low-income and/or self-identify as a racial/ethnic minority.

Factor 2: Frequency LEP Individuals Use UTA

UTA reviewed the 2024 onboard survey data to determine the general number of people who took the survey who reported that they spoke English "less than well" or "not at all."

[3] Source: American Immigration Council and CIA World Factbook

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Table 3: Frequency LEP Individuals Use UTA

LEP Customer Service Calls

Spanish	1,128
Arabic	46
Swahili	20
Farsi (Persian)	6
French	6
Kinyarwanda	6
Pashto	4
Bosnian	4
Russian	2
Marshallese	2
Nepali	1
Somali	1
Hindi	1
Tagalog	1
Ukrainian	1

Table 3 lists the number and languages for which UTA has required interpreter services when customers contact UTA's customer service line. In addition to the interpreter contract, UTA has full-time customer service staff who speak Spanish, Farsi, Korean, Japanese, Chinese, Romanian, French, Samona, and Tongan fluently and can provide language accommodation to the Spanish and other non-native English-speaking communities.

Accommodations through interpreter services and UTA internal staff have been estimated to account for 30% of language accommodation services for Spanish-speaking customers.

Factor 3: Nature and Importance of UTA in People's Lives

Transit services are an indispensable part of people's lives. The Department of Transportation's LEP policy states, *"Providing public transportation access to LEP persons is crucial. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment."*

Factor 4: Resources Available to UTA

UTA is committed to ensuring that resources are used to reduce the barriers that limit LEP persons' access to information and services. Many costs associated with delivering services to LEP individuals are already included in the daily cost of doing business with diverse populations.

In guidance with DOT's LEP document, UTA distinguishes oral language services ("interpretations") from written language services ("translation").

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A) Current Language Assistance Resources

a. UTA employs bilingual Customer Service Representatives and Paratransit Scheduling Specialists, who provide coverage for various shifts. Agents can transfer calls to a representative or UTA's contracted translation service representative who is available to assist with the language skills needed.

b. UTA advertises public hearings and notices, including statements that printed materials in alternative formats or language interpreters are available upon request at least five (5) working days prior to the date of the scheduled event. Notices are posted on the State of Utah public notices website (http://pmm.utah.gov), which has a translation option that includes thirty-five languages.

c. UTA has "how-to" videos in English and Spanish that provide instructions on using the ticket vending machines. Since the implementation of the Spanish kiosk, instruction videos have gained approximately 6600 views. All Viewership numbers are approximate using YouTube counts for the videos as follows:

	2022 View	2023 View	2024 View	Total
How to Ride TRAX	5600	5600	4400	15600
How to Ride Bus	3200	4300	5160	12660
How to Ride FrontRunner	1100	758	758	1626
How to use Ticket Kiosk (English)	2300	2300	1600	6200
How to use Ticket Kiosk (Spanish)	122	166	81	369

d. UTA's website uses the Google Translate application at the top of its home page and in the navigation bar, which reads translate and allows users to alter the text on the website to Spanish, Chinese (simplified), Korean, and Vietnamese.

e. Ticket vending machines at TRAX and FrontRunner stations have instructions in English and Spanish.

f. Universal symbol pictures are on signs in buses, TRAX vehicles, and stations showing safety warnings and rules.

g. English and Spanish instructions are provided on buses, trains, and amenities (including instructions for standing behind the yellow line, signaling operators for a stop), surrendering certain seats for passengers with disabilities, and locating emergency exits).

h. UTA established an ongoing contract for telephone interpreting services. All managers, supervisors, office coordinators, and customer service employees were informed about the service and trained on how and when to use it.

i. UTA consistently utilizes professional document translation services to ensure that the messages conveyed to the public are correctly translated.

Language Assistance Implementation Plan

We reviewed the evaluation of improvements, mixed language assistance services that UTA provides, and resources that could be used for providing LEP assistance. This included determining the cost of a professional interpreting and translation service, identifying which documents would be designated

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as“vital” or translation, taking an inventory of community organizations that UTA could partner with for outreach and translation efforts, and determining the amount of staff training needed and

The following sections outline the goals and processes UTA follows to improve the language assistance programs. Where resources are not available to implement all desired programs, ideas will be prioritized by importance and cost-effectiveness by UTA’s top management, with recommendations from the Civil Rights department and community organizations UTA has partnered with.

Task 1: Identifying LEP Individuals Requiring Language Assistance

The four-factor analysis shows the percentages and estimates of the number of people in the LEP populations in UTA’s service area.

UTA will continue to maintain maps showing census block groups where concentrations of LEP persons reside higher than average. These maps will be updated as new census data becomes available.

Several measures can be taken to identify individuals who may need language assistance and notify them of the availability of language assistance:

- Open houses and/or public meetings are held; a sign-in table is utilized for staff to greet and engage with attendees. This engagement lets the employee informally gauge the attendee’s ability to speak and understand English. If an interpreter is available, the LEP person will speak directly with the interpreter. If no interpreter is present, the employee shall provide the LEP person with a UTA interpreter card in which the attendee can obtain services.
- Notices of open houses and public meetings should include an explanation that language assistance for LEP persons is available upon request, along with the contact person's name and phone number.
- Employees at public events can utilize the telephone interpreter services while working with LEP persons. Additional requests can be made ahead of time for in-person or virtual interpreter services during the event.
- Employees who interact with customers in the office or over the phone are trained on how to connect LEP persons with appropriate interpreting services.
- An automated customer service telephone menu system can answer many schedule questions in Spanish. Customers needing additional assistance shall be connected to a customer service representative.

Task 2: Language Assistance Measures

Numerous language assistance measures are available to LEP persons, including oral and written language services. UTA staff respond to the LEP person most efficiently and cost-effectively available, whether by telephone or in writing.

The section below lists how language assistance will be provided:

UTA Standard:

After applying the four-factor analysis, UTA determined that an effective LEP plan for its particular programs or activities would include translation of vital written documents into the second most spoken language within the state (Spanish). UTA has also applied benchmarks for continued translations into

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theremining languages over time. In order to ensure Title VI compliance and commitment to language access for LEP persons, UTA applies the 'Safe Harbor" provisions which constitutes written translations will be provided under the following circumstances:

- An eligible LEP language group that constitutes 5% or 1,000 whichever is less of the population of persons eligible to be serviced or likely to be affected or encountered;
- If there are fewer than 50 persons in a language group that reaches the 5% trigger, UTA does translate vital written materials in other languages when requested at least five (5) working days prior to the date of a scheduled event or through telephone interpreting services to have the document read to the LEP person.

1. Written Translation of Vital Documents

"Vital documents" are those without which a person cannot access transit services. Suppose interaction with the public, including letters, notices, forms, and/or the nature of these documents, would be considered of critical importance to LEP persons. In that case, consideration shall be given to the written translation of the documents or forms. The Civil Rights Department of UTA can be a resource in helping define a document's vital status.

Vital documents include, but are not limited to:

- Title VI Notices
  - Title VI Complaint Forms
  - UTA's Title VI webpage
  - Applications
  - UTA's Customer Injury Forms
  - Notices pertaining to the reduction, denial or termination of services or benefits
  - Information on UTA's Ticket Vending Machines at TRAX and FrontRunner stations
  - Interpreter cards which advise LEP persons of availability of free language assistance
  - Any future document or outreach materials that are deemed to be a vital document

2. Signage

UTA's Title VI Compliance Officer works with the departments involved to determine what signage on vehicles or at transit stops and stations requires translation. Emphasis is placed on using universal images or pictorial representations that can be understood without language on signage.

UTA public buildings frequented by customers will be evaluated to determine the feasibility of posting signage or notices in the most commonly spoken languages, stating that interpreters are available, and providing the phone number to reach UTA Customer Services for assistance.

3. Providing Oral Language Assistance

UTA will not pass on to our customers the cost of providing language assistance to meet our LEP requirements. UTA will provide competent interpreters in a timely manner.

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- UTA will partner with local human services organizations that provide services to LEP individuals and seek opportunities to provide information on the UTA program and or services.
- UTA will post the UTA Title VI Program on the agency website, rideuta.com.

- UTA will take reasonable steps to hire bilingual staff including using terminology in some job postings for positions that interact with the public to state “second language skills preferred.”
- During the evaluation process for people with disabilities at the UTA Evaluation Center, which UTA requires to qualify for Paratransit service, many LEP customers prefer to bring their own interpreter to appointment. The evaluation gathers detailed and personal information about the extent to the customer’s physical and mental limitations and functional abilities. UTA will continue to ask LEP customers to bring their own interpreters to these evaluation appointments. If a customer does not know someone who can interpret, UTA will provide a qualified interpreter at no cost to the applicant.
- “I Speak” charts list various languages and let LEP persons point to identify their language. UTA refers to these as “Interpreter” cards, which can be distributed by employees to customers. The card states “Interpreter” in the area's nine most commonly used languages and gives the UTA customer service phone number. An example of the current (2024) interpreter card is below.

Front – Interpreter Card

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Back – ADA Compliance Officer Contact

UTA follows guidelines and policies related to the Americans with Disabilities Act (ADA) to assure persons with disabilities can access and use public transit services.

Questions?

Contact UTA's ADA Compliance Officer

801 287-3536 (office)

801 230-6504 (mobile)

Utah Relay dial 7-1-1

Effective April 2016

UTA

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4. Ensuring the Competency of Interpreters and Translators

UTA will verify the competency of people who may act as interpreters and translators as much as possible.

- UTA will rely on its ongoing contract for professional interpreting services whenever appropriate. UTA will not pass the cost of these translation services on to any customer.
- UTA will only use an interpreter or translator that is not from a professional service if they can demonstrate the ability to communicate or translate information accurately in both English and the target language.
- UTA will instruct the interpreter or translator not to deviate into a role as counselor, legal advisor, or any other role besides interpreter or translator. Interpreters working for UTA must restate the UTA representative's words in the target language and also translate replies in English for the representative without adding any comments or asking any questions of their own.
- UTA will ask interpreters or translators to attest that they do not have a conflict of interest on the issues for which they would provide interpretation services.

Task 3: Training Staff

To ensure meaningful access for LEP persons, UTA employees need to know their obligations under Title VI, and all employees in positions with regular public contracts should be properly trained.

UTA will provide training to ensure that:

- Employees having contact with the public know about LEP policies and procedures.
- Employees having contact with the public are trained to work effectively with in-person and telephone interpreters.

UTA employees that are likely to come into frequent contact with LEP persons include:

- Customer Service Representatives and Telephone Information Specialists, including Claims Representatives
- Paratransit Reservation agents
- Transit Police
- Bus Operators (Train Operators will be trained as resources allow since they do not have much public contact.)
- Train Hosts
- Transit Ambassadors
- Public relations and Community outreach representatives

Training opportunities are provided:

- Training at new employee orientation regarding Civil Rights, ADA, and Title VI, focusing discussion on the LEP assistance resources and distribution of "interpreter cards"
- Announcement of Title VI and LEP resources during internal leadership and management meetings
- Announcements through employee newsletter about LEP tools and how to request additional assistance and training

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LEP Training Plan:

Training is conducted for all new employees, as identified above, and is combined with existing training sessions that might be scheduled. LEP training includes the following information.

1. A summary of UTA's obligations and responsibilities to LEP persons under the DOT LEP Guidance.
2. Summary of UTA's language assistance plan and procedures.
3. Provide a description of the types of language assistance that UTA currently provides and instructions on how agency staff can access these products and services.
4. Summary of UTA's commitment to providing translation of vital written documents in spoken languages which account for an LEP language group that constitutes 5% of the counties UTA serves or 1,000 whichever is less of the persons eligible to be served.

Task 4: Providing Notice to LEP Persons

It is essential to let LEP persons know what language services UTA provides and that those services are available free of charge. Notification UTA uses includes:

- "Interpreter" cards in the nine most commonly used languages in the areas and list the UTA Customer Service phone number for assistance.
- Outreach documents, including but not limited to brochures, booklets, pamphlets, and flyers, shall be provided in English and Spanish alongside "Interpreter" cards.
- Working with community-based organizations to inform LEP persons of available language assistance.
- Presentations and/or notices at schools and/or religious organizations serve many non-English speakers, informing them of significant actions or where community involvement is critical.

Existing Public Service Announcements and Community Outreach

UTA communicates to the public through the following methods:

- Announcements and handouts available in vehicles and at stations
- UTA website and social media sites
- Customer service phone lines
- Press releases.
- Newspaper, radio, television advertisements, and social media promotions.
- Announcements and community meetings
- Information tables at local events

The communication methods are geared towards reaching riders within UTA's system and the public, who may or may not utilize transit.

Target Outreach to LEP Populations

Targeted community outreach consists of meeting with agencies that serve LEP populations, attending community meetings/events to inform communities, and distributing surveys to address targeted communities to provide general information about language assistance services. UTA will seek to partnerwith its existing community contracts and other agencies that are seen as credible and trusted to

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notify LEP populations of the availability of language services.

Task 5: Monitoring and Updating the LEP Plan

On an ongoing basis, UTA will determine whether new documents, programs, services, and activities need to be made accessible for LEP individuals and how we might want to provide notice of any changes in services to the LEP public and its employees. UTA shall consider whether changes in demographics, types of services, or other needs require more frequent reevaluation of the LEP. Consideration of changes in demographics, types of services, and community needs shall also require frequent reevaluation of UTA's LEP plan.

Evaluation of this LEP plan will help track UTA outreach efforts, discover dissemination problems, provide needed correction, and provide continuous improvement strategies to address language services provided and its impact on the ridership and general community.

UTA has appointed a Title VI compliance officer to evaluate and monitor LEP services offered by UTA in conjunction with the relevant service units. The responsibilities of the Title VI compliance officer shall include reporting to the agency regarding the activities noted below:

- Periodically review demographic data regarding LEP service to evaluate emerging LEP populations
- Work with UTA departments to identify and address deficiencies in LEP services that may compromise meaningful access by LEP individuals to the program administered by UTA.
- Review suggestions for improvements to LEP service and determine whether implementation is practical, economical, and consistent with the authority's mission.
- Monitor the implementation of reasonable improvements.
- Prioritize suggestions that cannot be implemented at a nominal cost to the authority. Consideration should be given to the number or proportion of LEP individuals who will benefit from suggested improvements, the cost to the authority, and whether the change can be implemented in a manner consistent with and without unduly burdening the authority's fundamental mission.

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Attachment H: Service and Fare Equity Analyses

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RESOLUTION OF THE BOARD OF TRUSTEES OF THE UTAH TRANSIT AUTHORITY APPROVING THE TITLE VI SERVICE EQUITY ANALYSIS FOR AUGUST 2022 CHANGE DAY

R2022-07-04 July 27, 2022

WHEREAS, the Utah Transit Authority (the "Authority") is a large public transit district organized under the laws of the State of Utah and was created to transact and exercise all of the powers provided for in the Utah Limited Purpose Local Government Entities – Local Districts Act and the Utah Public Transit District Act; and

WHEREAS, the Board of Trustees of the Authority (the "Board"), in keeping with the Federal Transit Administration's requirements for public transit agencies and the Civil Rights Act of 1964 has considered and reviewed the Service Equity Analysis of the August 2022 Change Day ("Title VI Equity Analysis") prepared by Authority staff; and

WHEREAS, the Board has desires to approve the Title VI Service Equity Analysis.

NOW, THEREFORE, BE IT RESOLVED by the Board of the Authority:

1. That the Title VI Service Equity Analysis prepared by Authority staff, a copy of which is attached hereto as Exhibit A, is hereby approved by the Authority.

2. That the Board hereby ratifies any and all actions taken by the Authority's Executive Director, staff, and counsel in furtherance of and effectuating the intent of this Resolution.

3. That a copy of this Resolution shall be submitted to the Federal Transit Administration.

4. That the corporate seal be attached hereto.

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Approved and adopted this 27th day of July 2022.

DocuSigned by:
86E38485ACBE4D0...
Carlton Christensen, Chair
Board of Trustees

ATTEST:

DocuSigned by:
8D8A6B67E3AA459...
Secretary of the Authority

UTAH TRANSIT AUTHORITY CORPORATE SEAL State of Utah

(Corporate Seal)

Approved As To Form:

DocuSigned by:
David Wilkins
5E3257B1CF024B9...
Legal Counsel

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Exhibit A

AUGUST 2022 TITLE VI SERVICE EQUITY ANALYSIS

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Title VI Service Equity Analysis

August 2022

Utah Transit Authority

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Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. The Utah Transit Authority has committed to the Federal Transit Administration's (FTA) Title VI objectives set forth in Circular 4702.1B by ensuring that UTA's services are equitably offered, and resources distributed without regard to race, color, or national origin.

The following analysis is of proposed changes to be implemented in August of 2022. These changes are being proposed to protect public funds and improve functionality of the system. Though the proposed changes are facially neutral, this analysis, in accordance with FTA requirements, will ensure that these changes will not have disproportionately negative impact on minority and low-income populations within UTA's service area. If these changes are found to be potentially discriminatory, UTA will take all prescribed and prudent steps to ensure services are equitable and compliant with federal guidelines and requirements.

Proposed Changes

In 2020, UTA was faced with decreasing ridership and increasing uncertainty as the COVID-19 pandemic started and shut down most places of business. As a result, and in accordance with guidance from the FTA, many routes were suspended while many others had their service reduced. It is proposed that many of those changes become permanent in alignment in August of 2022. There are 29 major changes proposed related to UTA's pandemic response.

Additionally, there are 20 proposed changes being proposed to work towards UTA's service goals as outlined in the 5-year service plan. These changes are being proposed for August Change Day.

Summary of Findings

As could be expected, UTA's response to ridership changes during a pandemic reshaped service in a broad way. Many of the routes with proposed changes have potential for Title VI findings. In most of these instances there were either underlying service that followed the path of eliminated routes or there was an introduction of new routes or UTA On Demand services that negated the findings. One route discontinuation and one route reduction did not have immediate replacements. UTA reviewed alternatives and determined that the only way to balance UTA's business needs would be to proceed with the proposed changes as they stand.

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UTA Policy and Definitions

UTA has developed corporate policy 1.1.28 Title VI Compliance Policy to define and evaluate the impacts of proposed major services changes on minority and low-income populations in conjunction with a public outreach process. In developing this policy, UTA solicited feedback through publications within the service area, published on UTA's website (rideuta.com), and Utah's government website in the public notices section (Utah.gov) which provides translation options. In conjunction with the Salt Lake County Office of Diversity Affairs, which maintains an email list of local entities and individuals with interest in diversity issues, UTA sent an email notification soliciting feedback in the development of this policy. Additional targeted outreach was done, which included mailing a letter and the policy or sending emails to community organizations that work with minority or low-income populations.

The following references to policy are from subsections of corporate policy 1.1.28 and were created to ensure that all equity analyses are performed using the same parameters and are in line with FTA Circular 4702.1B.

Definitions

A. *"Disparate Impact"* refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

B. *"Disproportionate Burden"* refers to a neutral policy or practice that disproportionately affects the low-income population more than non-low-income populations.

C. "*Flex Route"* refers to a route that, upon request, can deviate from its fixed route to provide a curbside pick-up or drop-off of up to ¾ of a mile around the fixed route. Deviations from the fixed route cost an additional $1.25.

D. *"Low-income Population"* refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/ transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

E. *"Minority Person"* include the following:

1. American Indian or Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.

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2. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
3. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
4. Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
5. Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

F. *''Minority Population"* means any readily identifiable group of minority persons who live in geographic proximity.

G. *"National Origin"* means the particular nation in which a person was born, or where the person's parents or ancestors were born.

H. *“UTA On Demand”* is a demand response service offered by UTA in specific geographic regions. The fare mirrors UTA’s base fare. The service provides curbside pickup and drop off anywhere within the geographic area with a focus on connecting people to transit that live in areas where traditional bus routes or rail lines are not financially reasonable. It is an app-based program that matches multiple riders headed in a similar direction into a single vehicle, with routing that allows for quick and efficient shared trips without lengthy detours or relying on fixed route schedules. Riders without access to a smart phone are able to call into customer service and schedule a ride. Cash payments are not an option on this service.

I. *“Ridership Data”* The ridership data is the information gathered through the onboard survey showing the demographics of the people using a fare type and/or riding on a specific route. This data is used when analyzing proposed changes to fares and commuter routes. See below for the current ridership demographic gathered in 2019.

Low-Income Ridership Average:	
Population:	13,417
Low-Income Population:	4,515
Percent Low-income:	33.7%

Minority Ridership Average:	
Population:	13,378
Minority Population:	3,459
Percent Minority:	25.9%

J. *“System Average”* The system average is the averages of minorities and low-income persons within the total populous of the geographic regions UTA serves. The present system averages are expressed below in tabular format using 2016-2020 5-year population estimates provided by the American Community Survey (ACS).

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Low-Income System Average:	
Population:	2,395,604
Low-Income Population:	387,141
Percent Low-income:	16.2%

Minority System Average:	
Population:	2,431,465
Minority Population:	565,563
Percent Minority:	23.3%

Major Service Change

UTA will consider the following types of changes to be "major changes", which require public input and a Title VI equity analysis in compliance with FTA's Circular 4702.1B

a) The addition of service;
b) A proposed service level reduction in miles, hours, or trips of thirty three percent (33%) or more of any route;
c) The elimination of all service during a time period (peak, midday, evening, Saturday, or Sunday);
d) A proposed twenty-five (25%) or greater change in route alignment;
e) A proposed fare change.

Evaluation and Analysis of Service and Fare Changes

1. UTA will analyze proposed major changes to service and any proposed fare changes in accordance with FTA's Circular C 4702.1B as amended.
2. UTA will evaluate the impacts of all major service changes cumulatively when there is more than one route being affected for a service change period
3. UTA will primarily utilize American Community Survey (ACS) Data, block group data and/ or ridership data to evaluate and analyze any proposed major service and fare changes. This data will be analyzed with Geographic Information System (GIS) software.
4. UTA will rely on population data and use the smallest geographic area that reasonably has access to the stop or station effected by the proposed major service change. This will be translated into a one-quarter mile radius to a bus stop, one-half mile to a light rail station and three miles to a commuter rail station.

Disparate Impact and Disproportionate Burden

1. UTA will measure the burdens of service and fare changes on minority riders to determine when minority riders are bearing a disparate impact from the change between the existing service or fare and the proposed service or fare.
2. UTA will measure the burdens of service and fare changes on low-income riders to determine when low-income riders are bearing a disproportionate burden of the change between the existing service or fare and the proposed service or fare.

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3. A threshold of 5% will be used to determine disparate impact on minority populations and disproportionate burden on low-income populations. This 5% is based on the margin of error from the US Census data that UTA uses to determine the populations in the service area. This means that if the burden of the service or fare change on minority or low-income populations is more than 5% worse than it is for the non-protected populations, then the change will be considered either a disparate impact or a disproportionate burden.

Finding a Disparate Impact

1. At the conclusion of UTA's Analysis, if UTA finds a disparate impact on the basis of race, color, or national origin, UTA shall seek to modify the proposed changes in a way that will mitigate the adverse effects that are disproportionately borne by minorities. Modifications made to the proposed changes must be reanalyzed in order to determine whether the modifications actually removed the potential disparate impacts.
2. If UTA chooses not to alter the proposed service changes despite the potential disparate impact on minority populations, or if UTA finds, even after the revisions, that minority riders will continue to bear a disproportionate share of the proposed service or fare change, UTA may implement the change only if:
    a. UTA has substantial legitimate justification for the proposed change; and
    b. UTA can show that there are no alternatives that would have a less disparate impact on the minority riders but would still accomplish the transit provider's legitimate program goals. In order to show this, UTA must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative

Finding a Disproportionate Burden

If at the conclusion of the analysis, UTA finds that low-income populations will bear a disproportionate burden of the proposed major service change, UTA will take steps to avoid, minimize, or mitigate impacts where practicable. UTA will also describe alternatives available to low-income passengers affected by the service changes.

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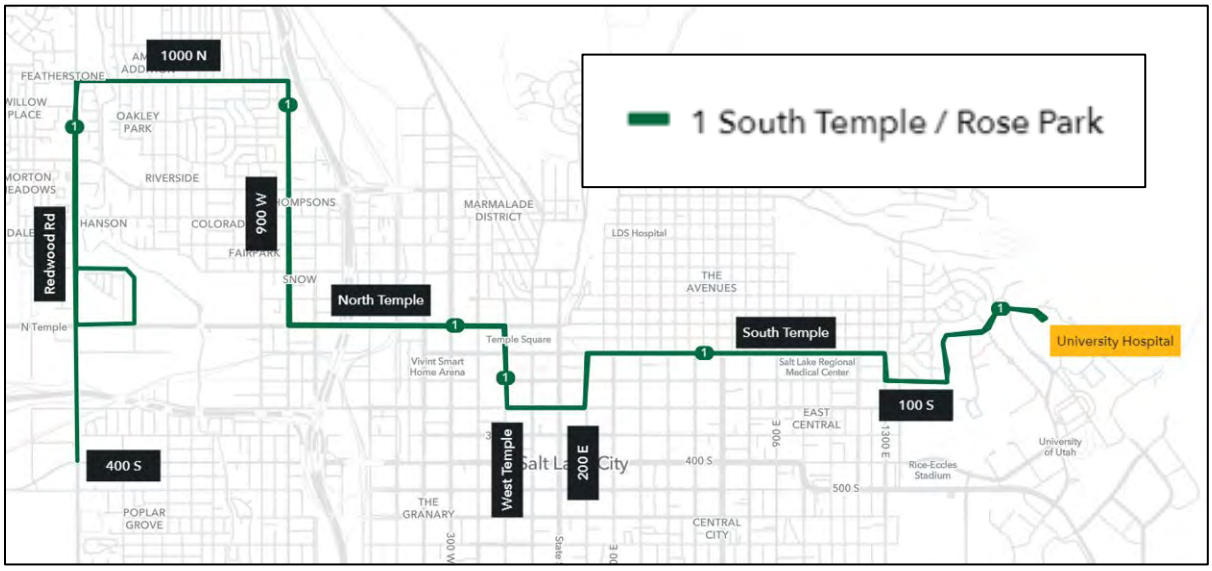
Proposed Changes – August Changes

UTA has proposed twenty major changes for August Change Day. These changes would be enacted on August 7, 2022 and a table is below summarizing the proposed changes.

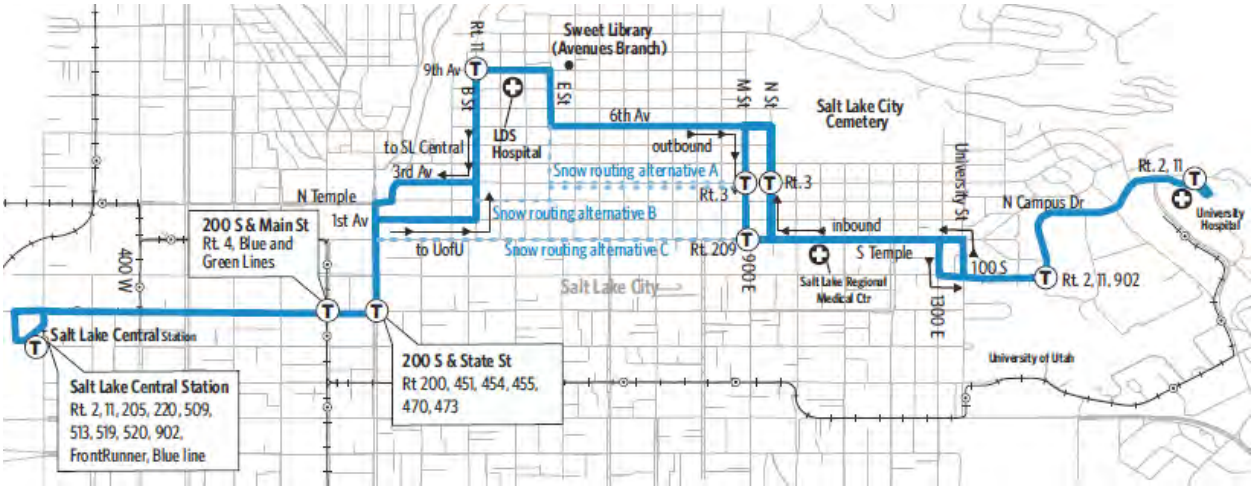
Routes 1, 6, 209

It is proposed to introduce a new route along and through downtown Salt Lake City. It will connect the University Hospital through downtown and into the West side of Salt Lake down through Redwood Road. This will replace portions of Routes 6, 519, 520, 919, and 920. Below is a map of the proposed route. The addition of new service is considered a major change.



Route 6

It is proposed to discontinue Route 6. An elimination of service constitutes a major change.



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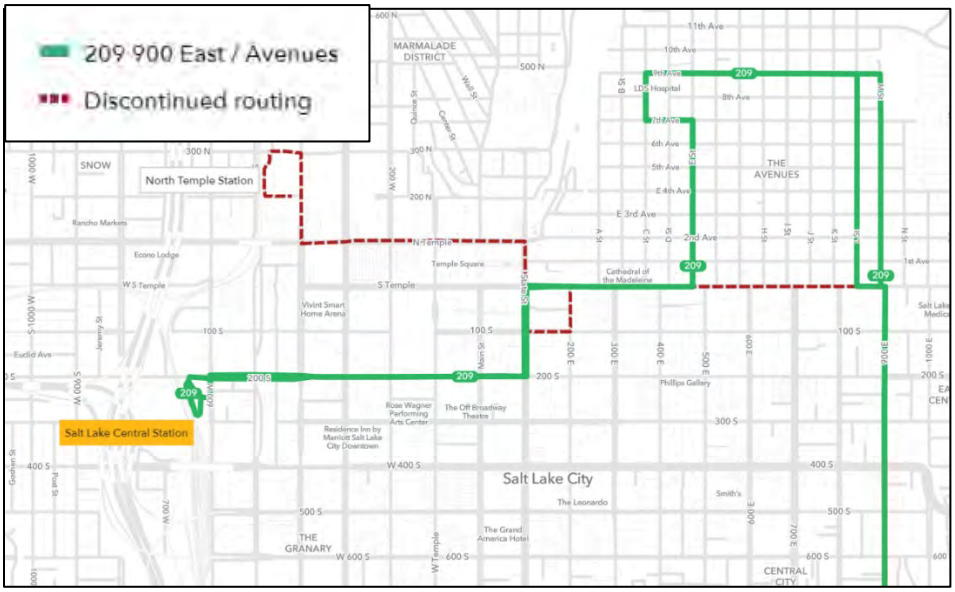
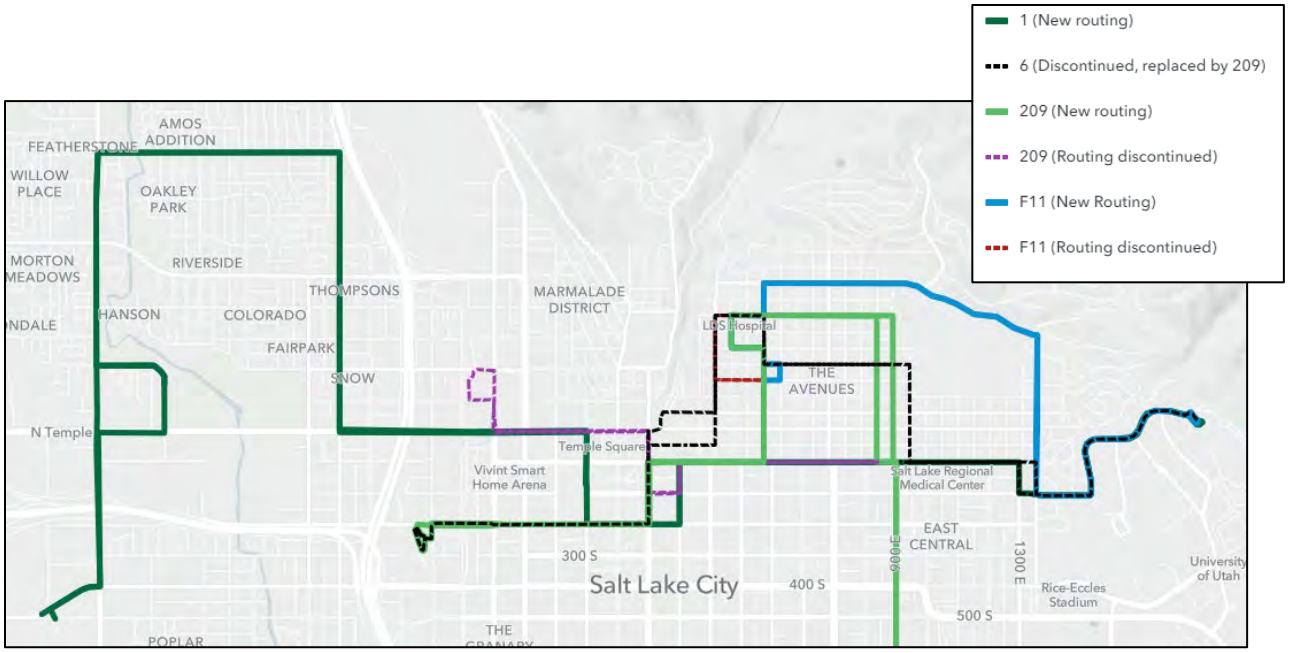
Route 209

It is proposed to modify routing on the 209 to make it more efficient and provide direct access to Salt Lake Central Station. A greater than 25% alignment change constitutes a major change.



As depicted below, there are multiple proposed changes in the Salt Lake City area. When viewed in totality there is a coordinated effort to replace the routes being discontinued.



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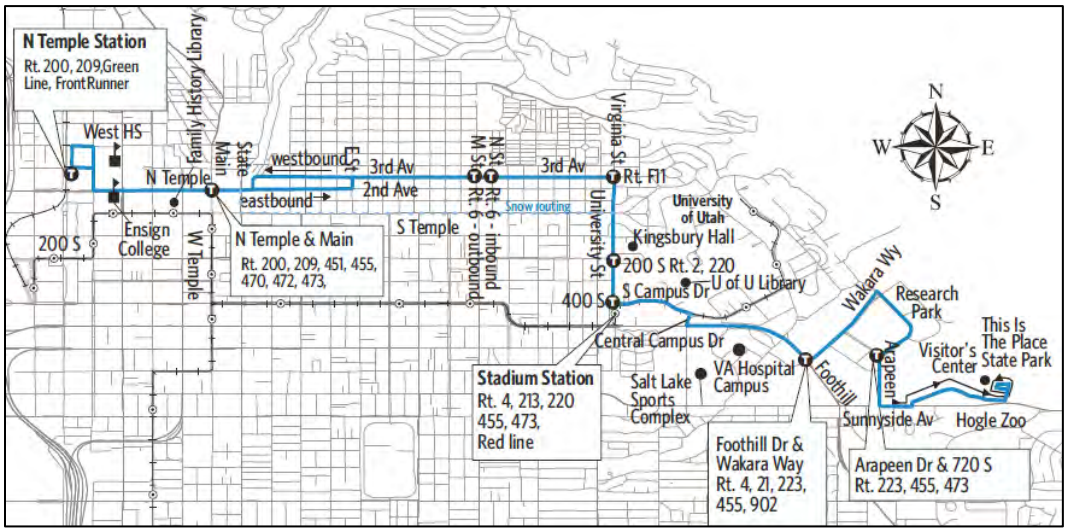
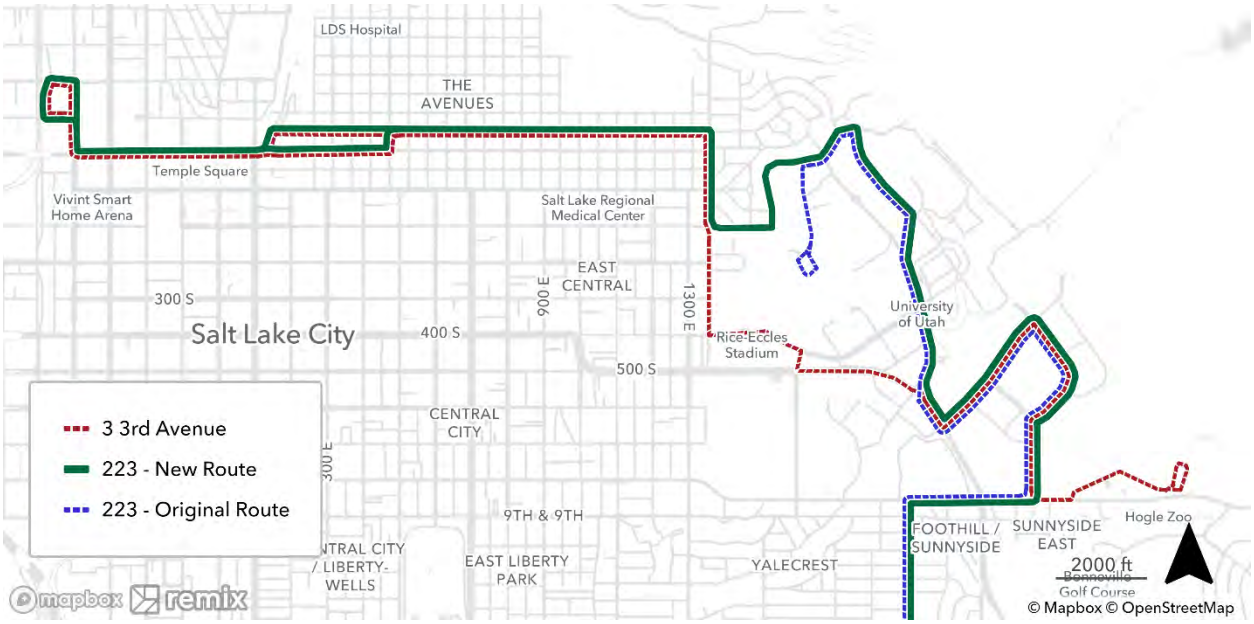
Routes 3 & 223

It is proposed to discontinue Route 3. Discontinuing a route is considered a major change.



In response to the removal of Route 3, UTA has proposed to change the alignment of Route 223 in the northern end of the route to cover portions of Route 3 which is proposed to be eliminated. The map below shows the current alignment of route 223 which terminates in a circular route at the University of Utah. The turn-around route has been discontinued and instead will continue through downtown along the same alignment as Route 3.



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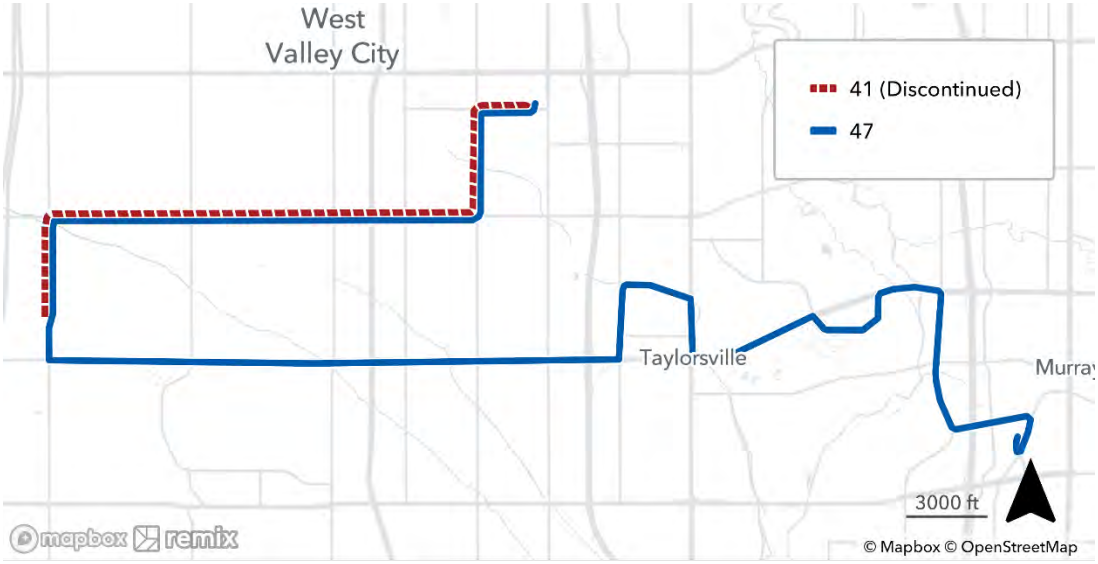
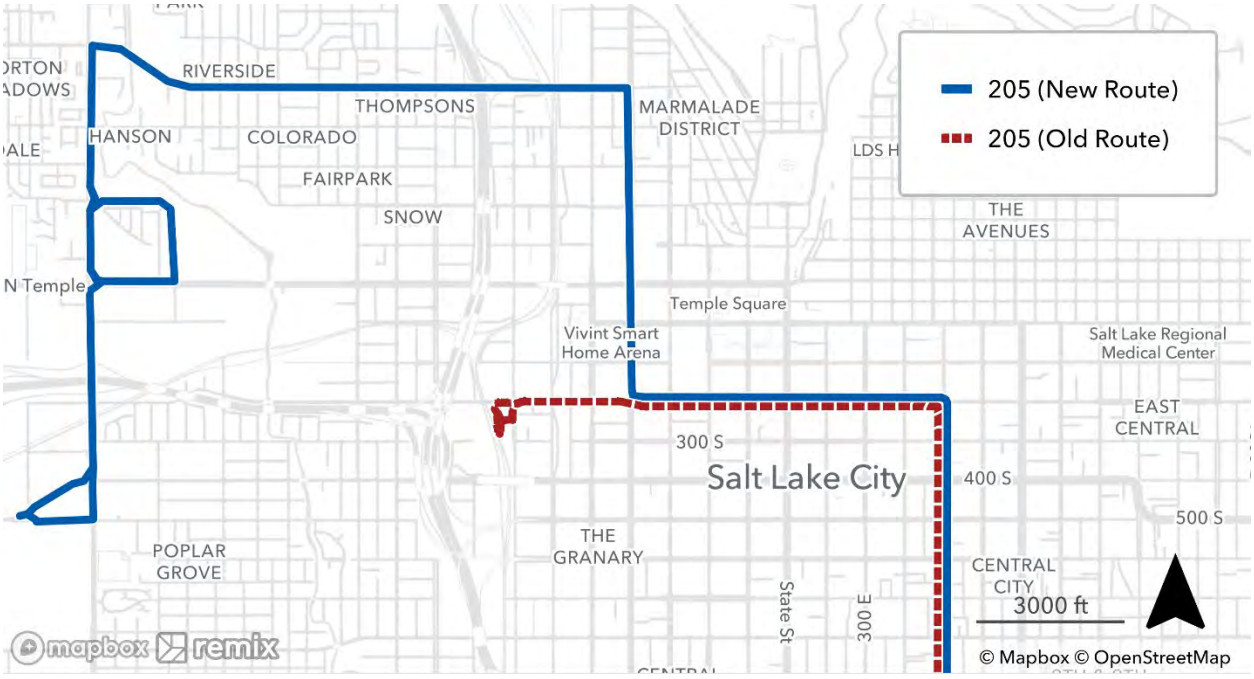
Routes 41 & 47

Route 41 is being eliminated and immediately replaced by an extension to route 47. An elimination of service and an alignment change in excess of 25% both constitute a major change.



Route 205 – Alignment Change

UTA has proposed to realign service along the 205 to Salt Lake Central station and add to the alignment northward and farther westward as shown in the map below. An alignment change in excess of 25% constitutes a major change.



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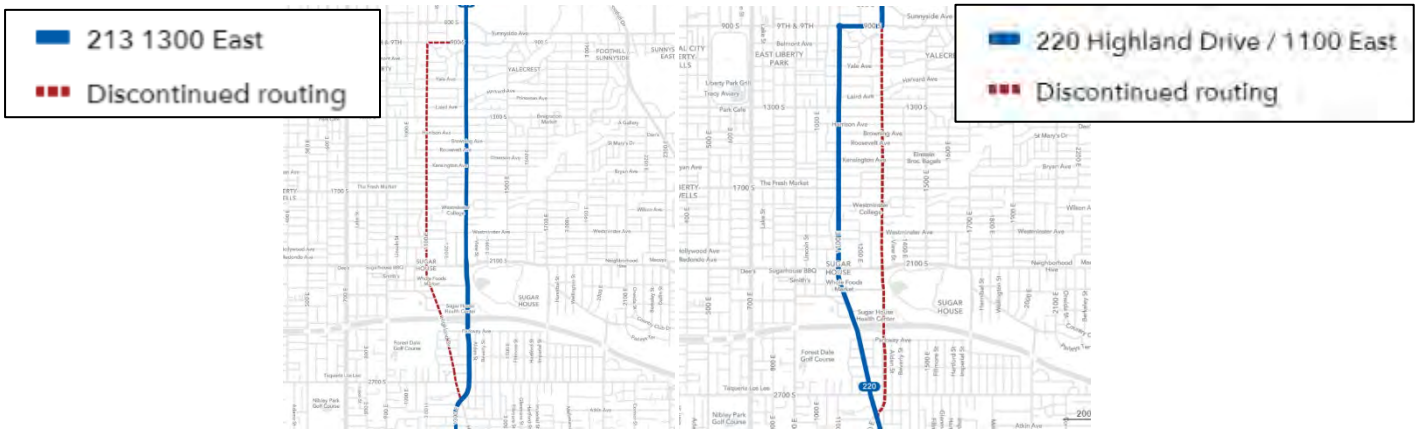
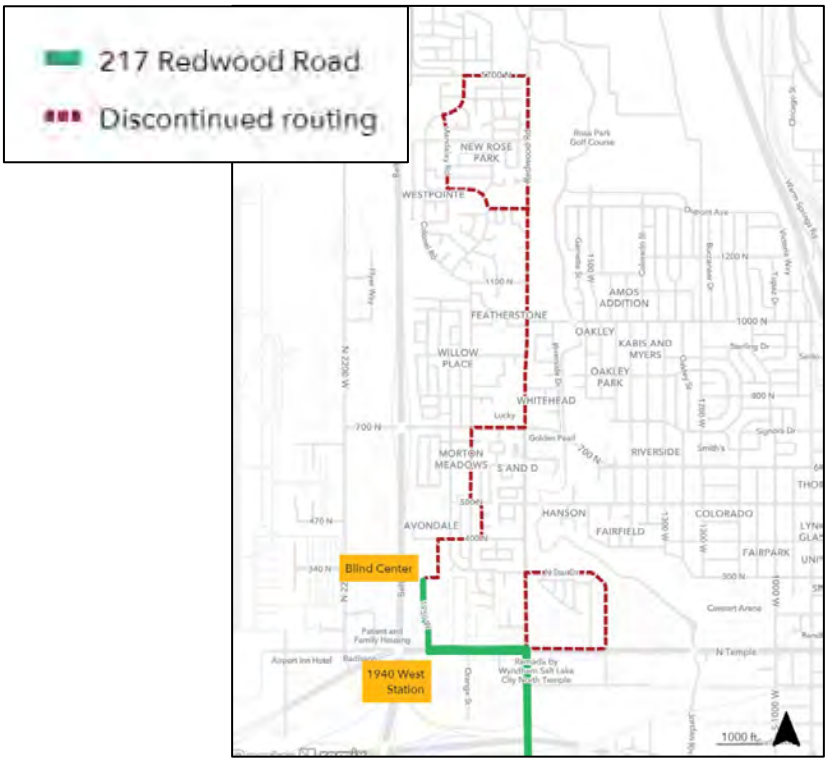
Route 213 & 220 – Alignment Change

It is proposed to change the alignments of Routes 213 and 220 exchange their routing with each other along 1300 East and Highland Drive with 1100 East until 900 South where they return to their original routing. A change of alignment in excess of 25% of the original alignment constitutes a major change. See maps below to illustrate the changes.



Route 217 – Alignment Change

It is proposed to remove the sections of Route 217 that goes into the Rose Park area north of North Temple. This area of Rose Park has had the addition of On Demand service. A change of alignment in excess of 25% of the original alignment constitutes a major change.



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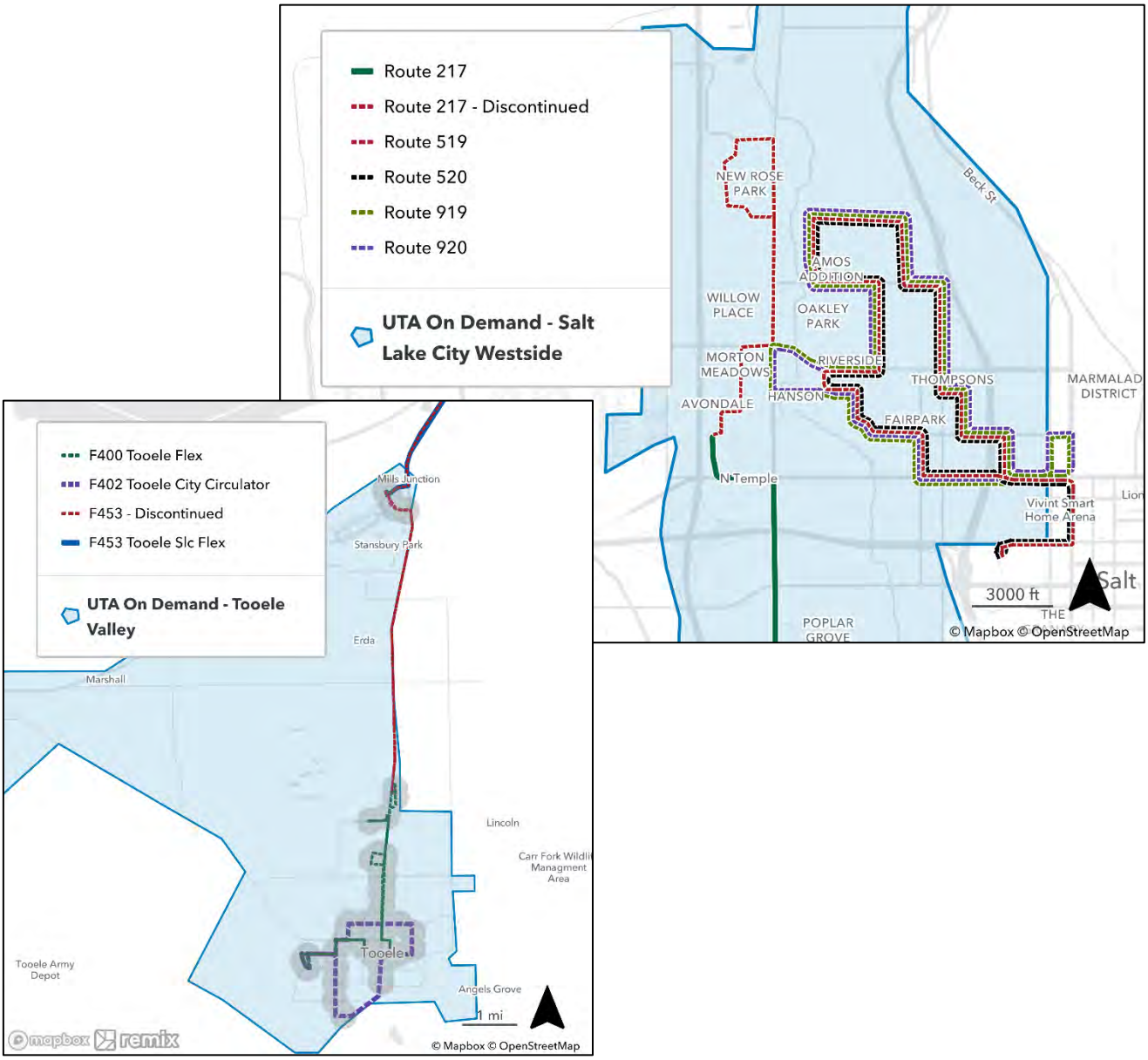
Routes 519, 520, 919, 920, F400, F402, F453

It is proposed to eliminate routes 519, 520, 919, and 920. These routes are in the Rose Park area of Northern Salt Lake City. These routes go along much of the same alignment as each other as shown in the following map. These routes go through some roads that are residential and many stops are in front of homes. In addition, UTA has also proposed to eliminate routes F400 and F402 and a section of the F453 in Tooele. These routes provide service around the center Tooele. Any discontinuation of a route constitutes a major change.

In both of these areas, UTA is proposing to implement UTA On Demand service which acts as a replacement for the routes being discontinued. On Demand has the same fare cost as a fixed route bus but provides curbside pickup and drop off anywhere within the service area.



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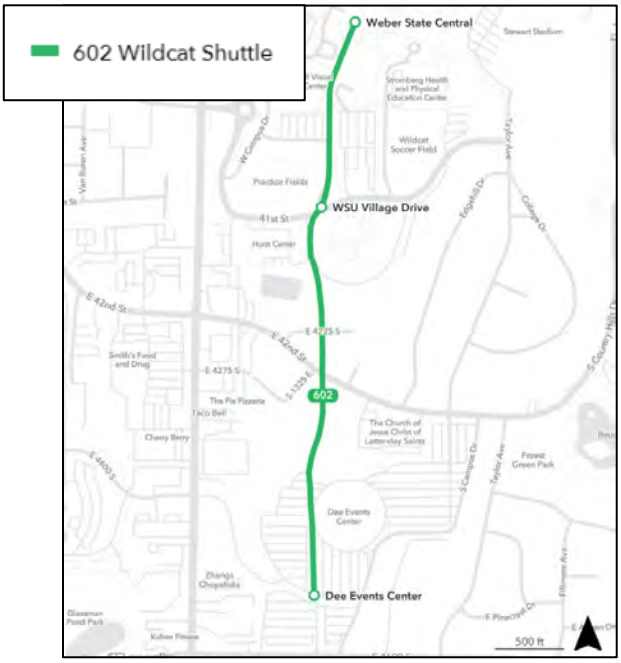
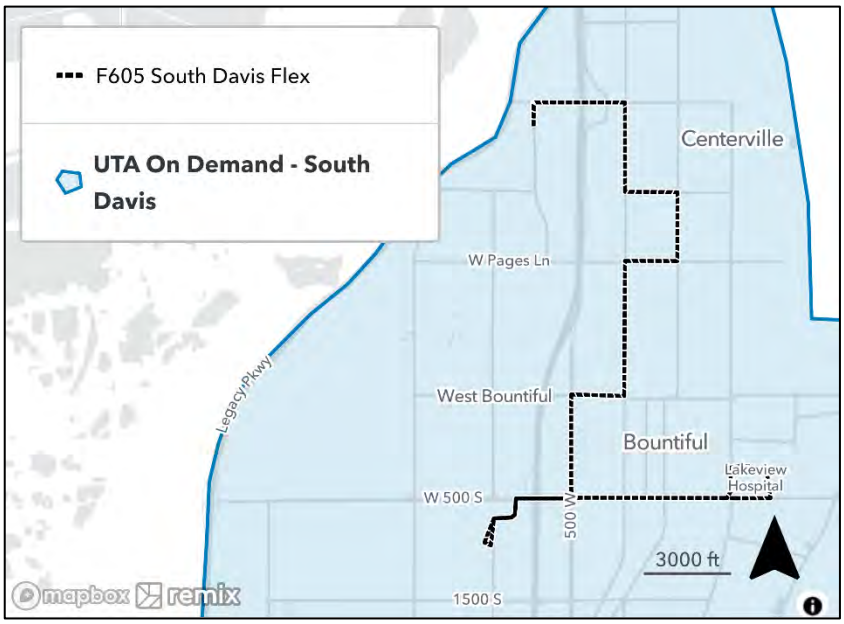
Route 602 – New Route

UTA has proposed a new route to serve as a shuttle between Weber State Central campus and the Dee Events Center. This service will run every 5-15 minutes when Weber State is holding classes and will act as a precursor to the upcoming BRT service in the area. The introduction of new service constitutes a major change.



Route F605 – Discontinuation

It is proposed to discontinue Route F605 to be replaced by UTA On Demand Service in the Bountiful area. Any discontinuation of a route constitutes a major change.



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Proposed Changes – Pandemic Response

The pandemic in 2020 created substantial uncertainty and instability. As UTA sought to adapt to the ever-changing circumstances created by COVID-19, the Federal Transit Administration released guidance excluding pandemic related changes from the requirement to conduct a Service and Fare Equity Analysis. UTA discussed these changes consistently through an equity lens, but no formal analysis was performed or submitted to UTA's Board of Trustees for approval. As the pandemic related changes have ended, UTA is at this time formalizing all changes through this equity analysis and all temporary changes have either ended or are being made permanent as of August Change Day 2022. UTA is proposing to formally adopt 29 changes to the system. 16 proposals would eliminate a route and 13 would reduce the amount of service by greater than 33%, both of which would constitute a major change. In addition to these 29 changes, UTA is also proposing to make 24 increases in either their frequency or span of service permanent. These increases do not, however, constitute a major change but are mentioned here to illustrate that other services were increased to compensate for decreases.

Reductions in Service

The table below lists the routes currently running a reduced schedule when compared to their pre-pandemic service levels. It is proposed that these reductions would become permanent on August Change Day.

Area	Route	Change	Decrease Type
Salt Lake County	17	Reduced Service	Frequency
Salt Lake County	41	Reduced Service	Frequency
Salt Lake County	45	Reduced Service	Frequency
Salt Lake County	47	Reduced Service	Frequency
Salt Lake County	54	Reduced Service	Frequency
Salt Lake County	205	Reduced Service	Frequency
Salt Lake County	209	Reduced Service	Frequency
Salt Lake County	220	Reduced Service	Frequency
Salt Lake County	223	Reduced Service	Frequency
Salt Lake County	227	Reduced Service	Frequency
Salt Lake County	248	Reduced Service	Frequency
Davis & Weber	472	Reduced Service	Trips
Davis & Weber	604	Reduced Service	Frequency
Utah County	833	Reduced Service	Frequency

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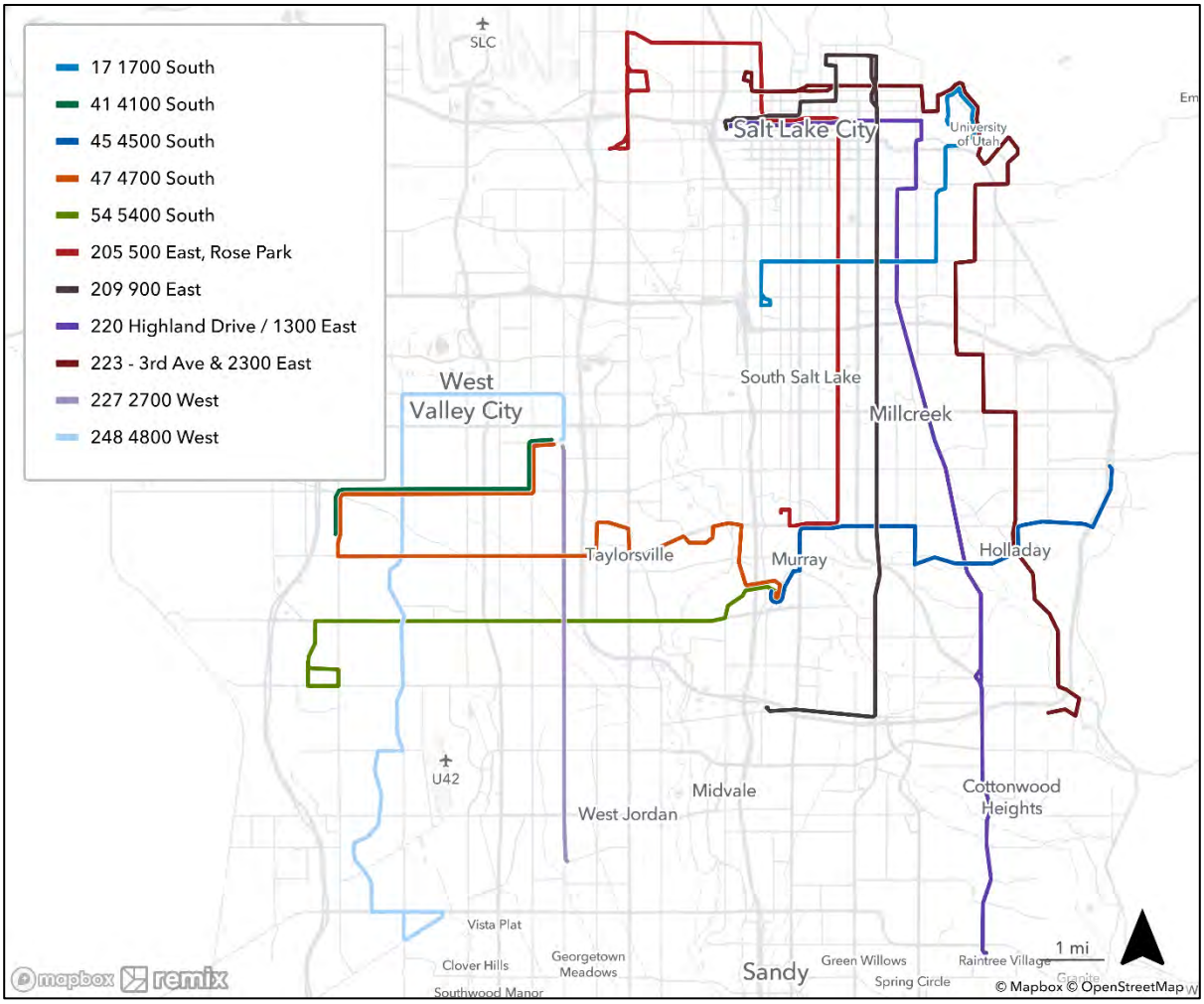
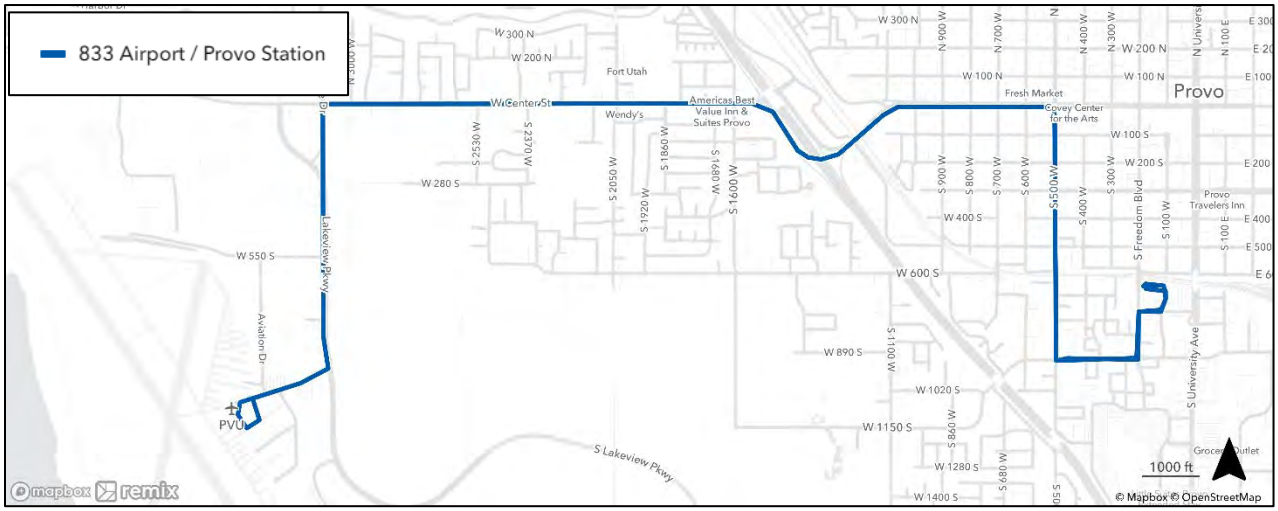
Reduced Service in Salt Lake County



Reduced Service in Utah County



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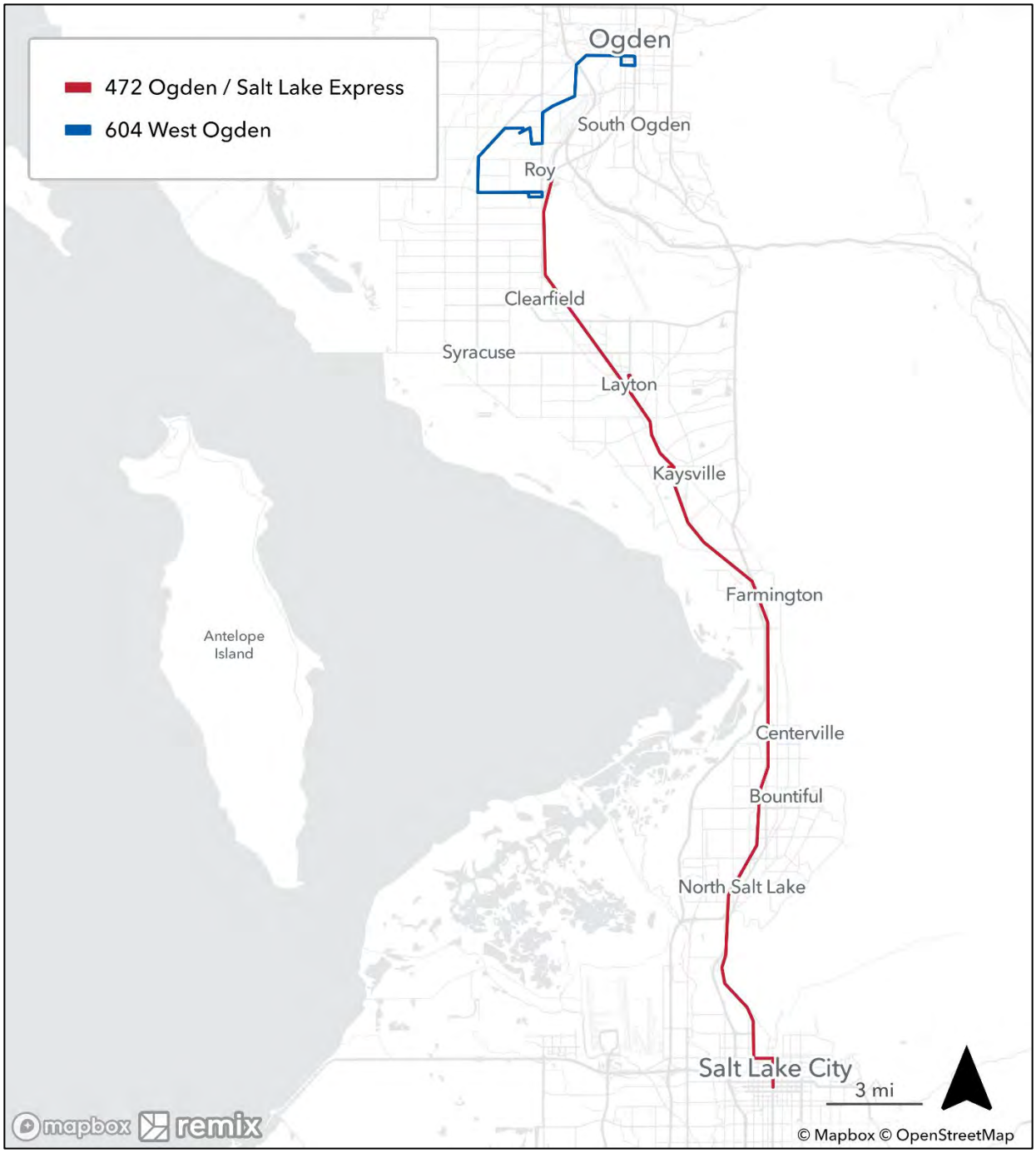
Reduced Service in Davis and Weber Counties



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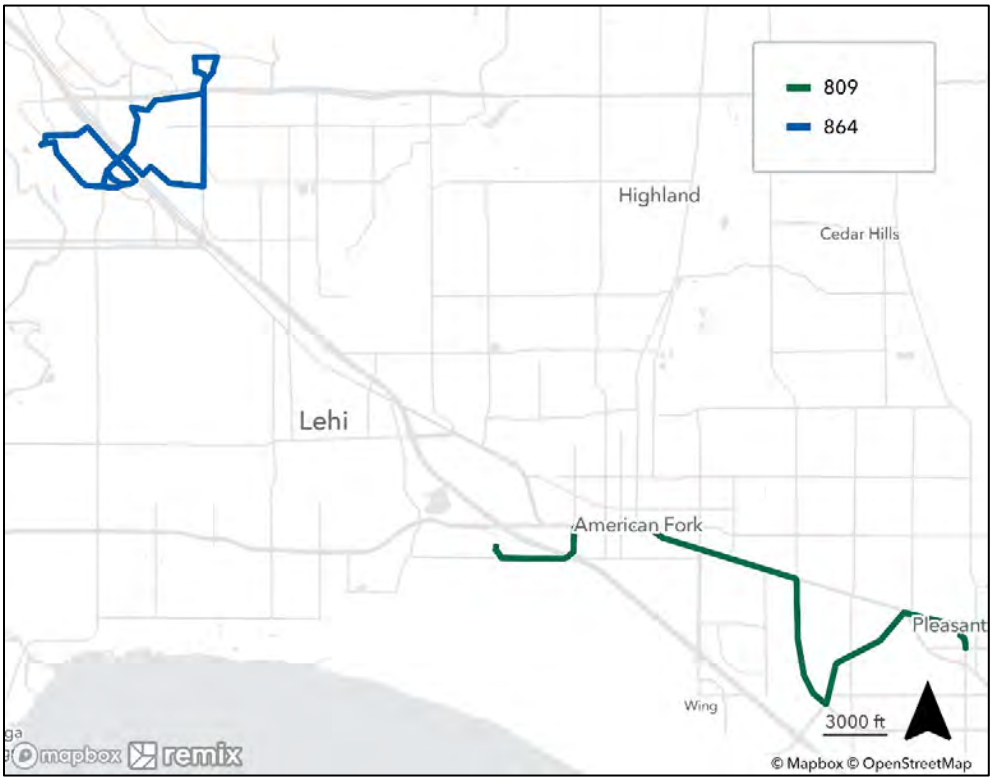
Discontinuations in Service

The table below lists the routes that have been discontinued during UTA's pandemic response. It is proposed that these route eliminations would become permanent on August Change Day.

Area	Route	Change
Salt Lake	2X	Discontinued
Salt Lake	35M	Discontinued
Salt Lake	307	Discontinued
Salt Lake	313	Discontinued
Salt Lake	320	Discontinued
Salt Lake	354	Discontinued
Davis & Weber	456	Discontinued
Davis & Weber	460	Discontinued
Davis & Weber	461	Discontinued
Davis & Weber	462	Discontinued
Davis & Weber	463	Discontinued
Davis & Weber	471	Discontinued
Davis & Weber	608	Discontinued
Davis & Weber	616	Discontinued
Utah Co	809	Discontinued
Utah Co	864	Discontinued

Discontinued Routes in Utah County



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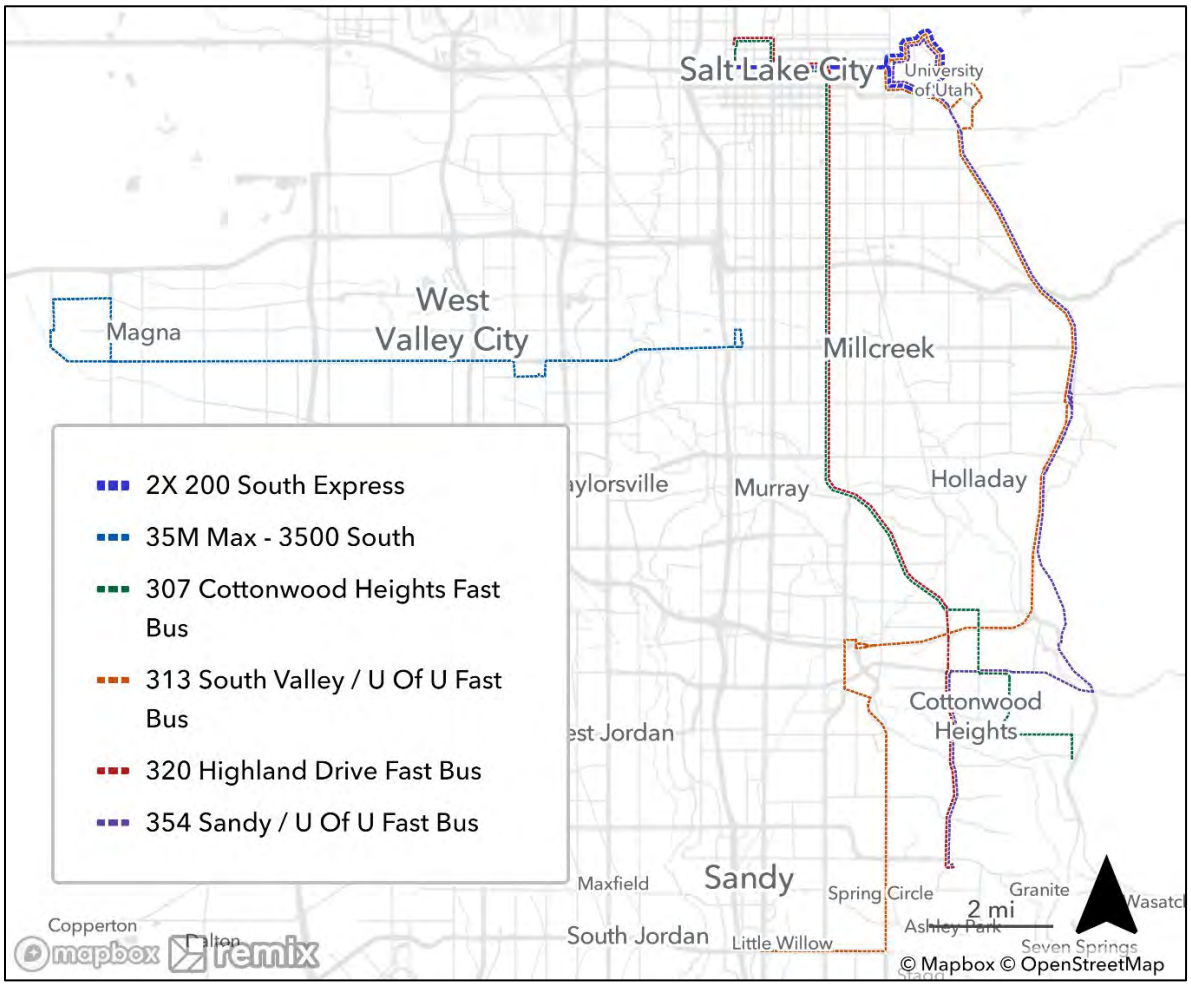
Discontinued Routes in Salt Lake County



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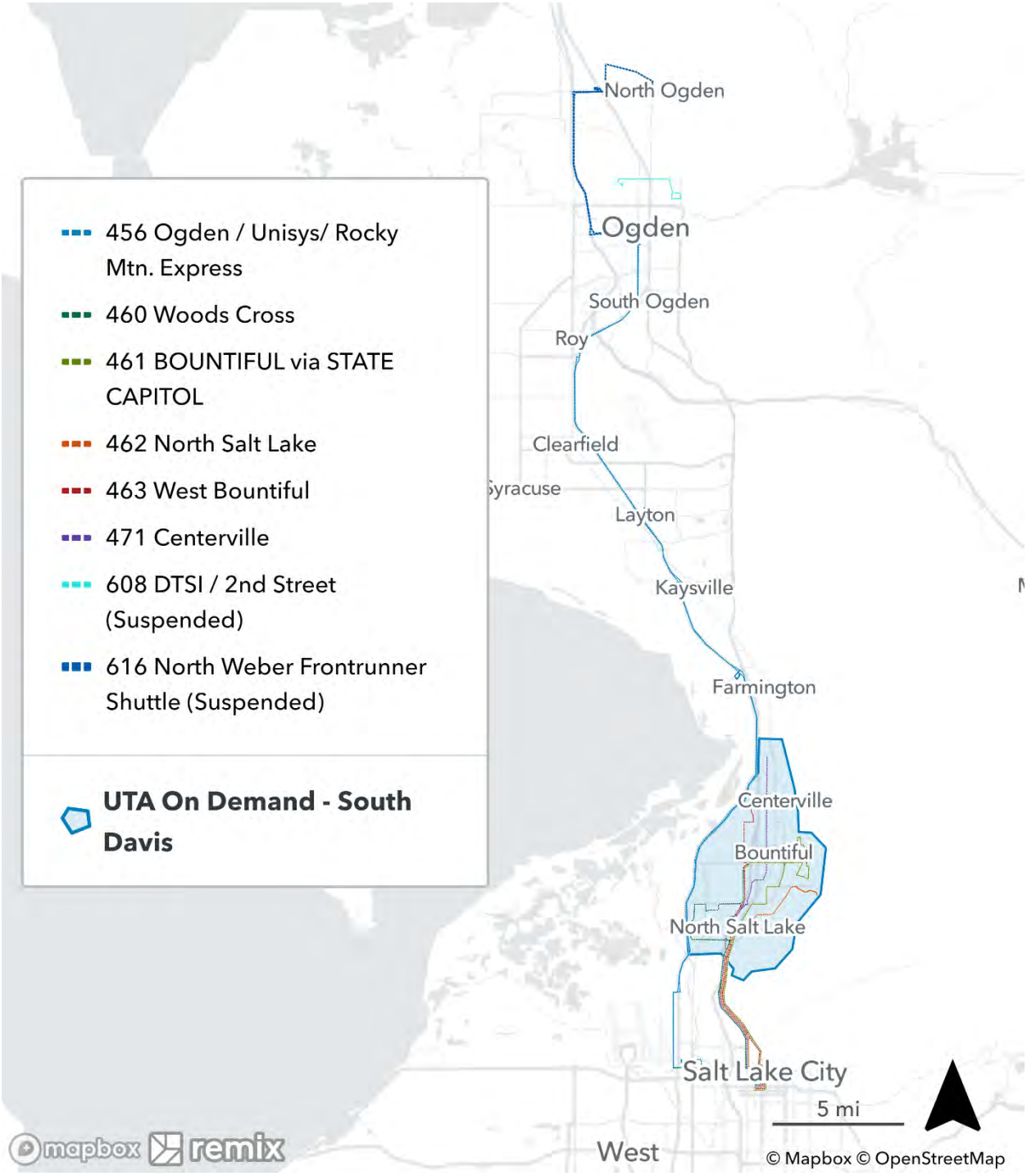
Discontinued Routes in Weber and Davis Counties



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Analysis of Proposed Changes

UTA has analyzed the potential impacts of any major service change as it relates to low-income and minority populations and evaluated the potential for adverse impact on these groups. To this end, UTA has created the maps, tables and related data found in this section. The data in this section was compiled utilizing American Community Survey (ACS) 2019 5-year estimates, which was dispersed into census blocks, in lieu of the larger block groups to use the smallest geographic area possible for the analysis. The distribution was dictated by population ratios from 2010 Census Data. Proposed service changes were analyzed based on the stops, flex route radii, and stations serviced by the impacted route. Some stop locations are approximate and may be in a different location once land is acquired or permissions are granted for land use. All bus stop locations have had a one quarter mile walkability radius applied to them, which was based on the actual accessibility of the stop or station by road. If applicable, Flex routes have a three-quarter mile radius attached to the alignment due to the deviation capabilities of that service type. Any census block that was overlapped by any of these radii had its population included as those impacted by the proposed changes. These aggregated numbers were compiled as a comparison group to the service area average to determine whether there would be a disparate impact on minority populations and/or a disproportionate burden borne by low-income populations.

Total low-income population was calculated using ACS household income data which excludes certain housing types where a “household” does not reflect those within certain types of living quarters (e.g., prisons, college dormitories, etc.). For this reason, the total minority population and the total low-income population differed at varying degrees contingent upon the number of this household type within the impacted area.

The maps in this section show the route, individual stops, flex route radii and census blocks with concentrations of low-income households or minority individuals above the system average shaded.

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August 2022 Proposed Changes

Below is a table of the route-level demographics of those impacted by the proposed changes and then the percentage difference of those impacted compared to the system average. Values highlighted in red have been identified as having a potential for a disparate impact or disproportionate burden and require further analysis in order to proceed.

Negative Changes

Area	Route Number	Change Type	Route Minority	Route Low-Income	Minority Difference	Low Income Difference
Salt Lake	3	Discontinued	23.09%	24.18%	-0.21%	7.98%
Salt Lake	6	Discontinued	22.53%	20.37%	-0.77%	4.17%
Salt Lake	41	Discontinued	48.74%	16.75%	25.44%	0.55%
Salt Lake	217	Alignment Change	57.8%	27.8%	34.5%	11.6%
Salt Lake	519	Discontinued	53.14%	35.25%	29.84%	19.05%
Salt Lake	520	Discontinued	52.59%	34.66%	29.29%	18.46%
Salt Lake	919	Discontinued	57.96%	36.02%	34.66%	19.82%
Salt Lake	920	Discontinued	57.60%	35.98%	34.30%	19.78%
Tooele	F400	Discontinued	18.0%	21.4%	-5.3%	5.2%
Tooele	F402	Discontinued	18.6%	22.6%	-4.7%	6.4%
Tooele	F453	Alignment Change	45.2%	27.9%	21.9%	11.7%
Davis & Weber	F605	Discontinued	13.6%	10.8%	-9.7%	-5.4%

Positive Changes

Area	Route Number	Change Type	Route Minority	Route Low-Income	Minority Difference	Low Income Difference
Salt Lake	209	Alignment Change	21.17%	20.48%	-2.13%	4.28%
Salt Lake	213	Alignment Change	21.4%	18.3%	-1.9%	2.1%
Salt Lake	220	Alignment Change	19.21%	18.61%	-4.09%	2.41%
Salt Lake	1	New Route	47.0%	32.1%	23.7%	15.9%
Salt Lake	47	Alignment Change	48.77%	21.37%	25.47%	5.17%
Salt Lake	205	Alignment Change	43.49%	28.29%	20.19%	12.09%
Salt Lake	223	Alignment Change	16.85%	15.27%	-6.45%	-0.93%
Davis & Weber	602	New Route	31.66%	21.91%	8.36%	5.71%

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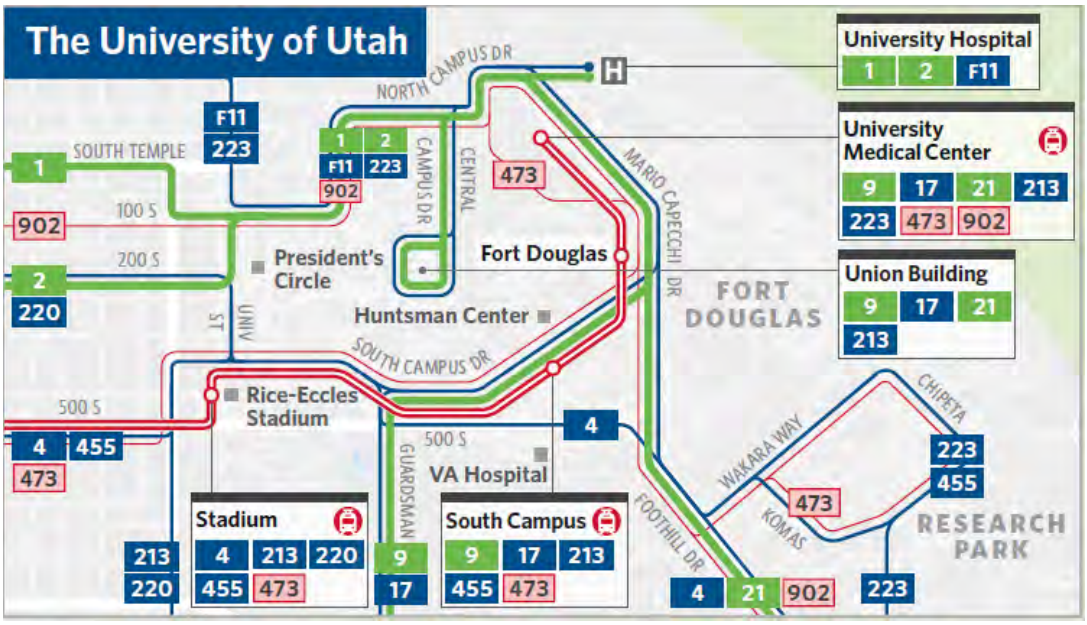
Evaluation of Findings

Based on the demographics of the population being impacted by the proposed changes, there is a potential for seven findings of a disparate impact and nine potential findings of a disproportionate burden. As these proposals are considered in the totality of the situation, however, many of them are immediately negated by the introduction of UTA On Demand Service in Salt Lake City. Routes 217, 519, 520, 919, 920, F400, F402, and F453 are all being replaced immediately by UTA On Demand service. UTA has determined that the addition will offset any potential findings since there is a potential for more convenient service.

In addition to a direct replacement through UTA On Demand, the potential disparate impact on riders along Route 41 is immediately negated by the extension of Route 47 to cover all of the same areas being left by the 41.

The proposed removal of Route 3 also poses a potential for a disproportionate burden in the areas being removed along Foothill Drive, through Campus Drive, and Virginia Street. This area is right on University of Utah's campus and contains a high concentration of low-income individuals. When just the excluded stops are looked at, they are comprised of 40.1% low-income households. However, since this area is so near the school there is a high concentration of transit including the Red Line of TRAX, and a substantial number of bus lines. As an illustration of the number of routes in the area, the map below shows the bus routes available after August Change Day. Considering the number of alternatives presented, UTA finds that the potential finding has been mitigated even in the areas where a direct and immediate replacement may not be implemented.



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Pandemic Response

Below is a table of the route-level demographics of those impacted by the proposed change and then the percentage difference of those impacted compared to the system average. Values highlighted in red have been identified as having a potential for a disparate impact or disproportionate burden and require further analysis in order to proceed.

Area	Route Number	Change Type	Route Minority	Route Low-Income	Min Difference	Low Income Difference
Salt Lake	2X	Discontinued	29.56%	40.41%	6.26%	24.21%
Salt Lake	17	Reduced Service	25.53%	18.17%	2.23%	1.97%
Salt Lake	35M	Discontinued	47.95%	24.71%	24.65%	8.51%
Salt Lake	45	Reduced Service	18.26%	14.97%	-5.04%	-1.23%
Salt Lake	47	Reduced Service	48.77%	21.37%	25.47%	5.17%
Salt Lake	54	Reduced Service	36.19%	16.99%	12.89%	0.79%
Salt Lake	205	Reduced Service	35.49%	24.82%	12.19%	8.62%
Salt Lake	209	Reduced Service	21.09%	19.62%	-2.21%	3.42%
Salt Lake	220	Reduced Service	19.21%	18.61%	-4.09%	2.41%
Salt Lake	223	Reduced Service	14.12%	11.81%	-9.18%	-4.39%
Salt Lake	227	Reduced Service	35.54%	11.30%	12.24%	-4.90%
Salt Lake	248	Reduced Service	43.67%	18.53%	20.37%	2.33%
Salt Lake	307	Discontinued	21.52%	19.89%	-1.78%	3.69%
Salt Lake	313	Discontinued	20.86%	15.95%	-2.44%	-0.25%
Salt Lake	320	Discontinued	21.52%	19.89%	-1.78%	3.69%
Salt Lake	354	Discontinued	16.28%	13.70%	-7.02%	-2.50%
Davis & Weber	456	Discontinued	39.6%	27.1%	16.3%	10.9%
Davis & Weber	460	Discontinued	24.52%	14.64%	1.22%	-1.56%
Davis & Weber	461	Discontinued	17.17%	13.03%	-6.13%	-3.17%
Davis & Weber	462	Discontinued	17.02%	13.58%	-6.28%	-2.62%
Davis & Weber	463	Discontinued	21.09%	15.54%	-2.21%	-0.66%
Davis & Weber	471	Discontinued	18.83%	14.67%	-4.47%	-1.53%
Davis & Weber	472	Reduced Service	22.82%	18.37%	-0.48%	2.17%
Davis & Weber	604	Reduced Service	25.19%	16.39%	1.89%	0.19%
Davis & Weber	608	Discontinued	40.25%	25.45%	16.95%	9.25%
Davis & Weber	616	Discontinued	22.48%	13.49%	-0.82%	-2.71%
Utah Co	809	Discontinued	22.43%	22.86%	-0.87%	6.66%
Utah Co	833	Reduced Service	43.45%	27.58%	20.15%	11.38%
Utah Co	864	Discontinued	19.51%	10.04%	-3.79%	-6.16%

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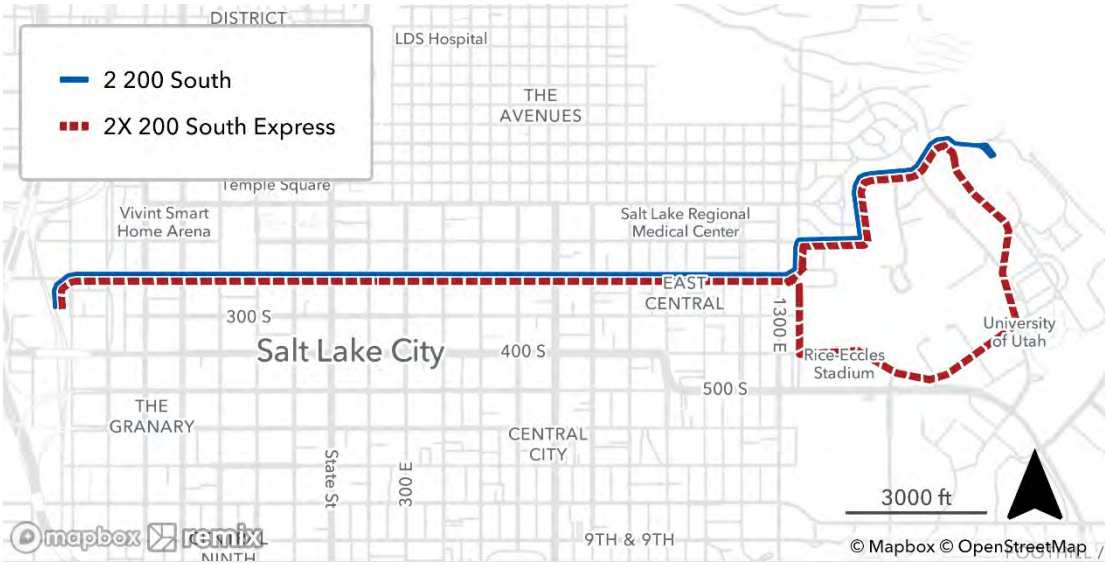
Evaluation of Findings

Based on the demographics of the population being impacted by the proposed changes, there is a potential for ten findings of a disparate impact and eight potential findings of a disproportionate burden. The remainder of this section will review those potential findings in depth to evaluate whether these changes require additional analysis.

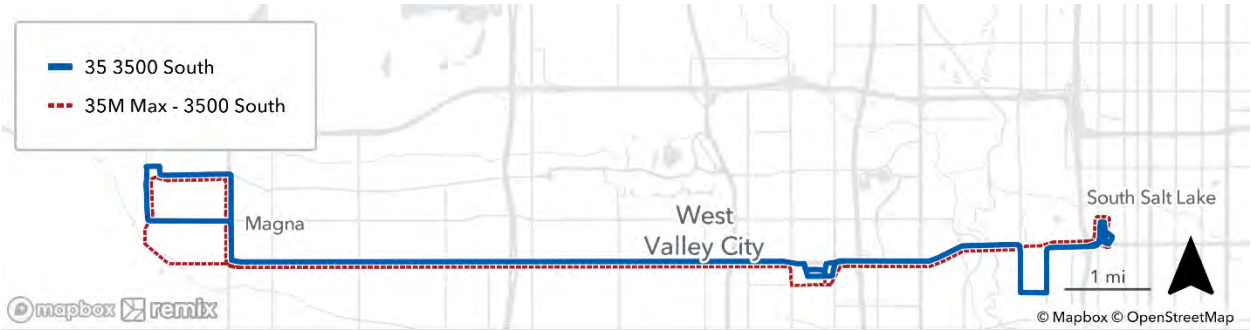
Route 2X

This route is largely a duplication of Route 2 as the map shows below. Route 2's span of service was increased to provide more service to the area. As established previously, the University of Utah has considerable service to the area which would provide viable and meaningful access to areas no longer serviced by the 2X.



Route 35M

Route 35M was suspended in April of 2020 to address the decrease in service. As with the 2X, the 35M has underlying service that covers the majority of the area no longer. Below is the 35 and the 35M to illustrate the overlap.



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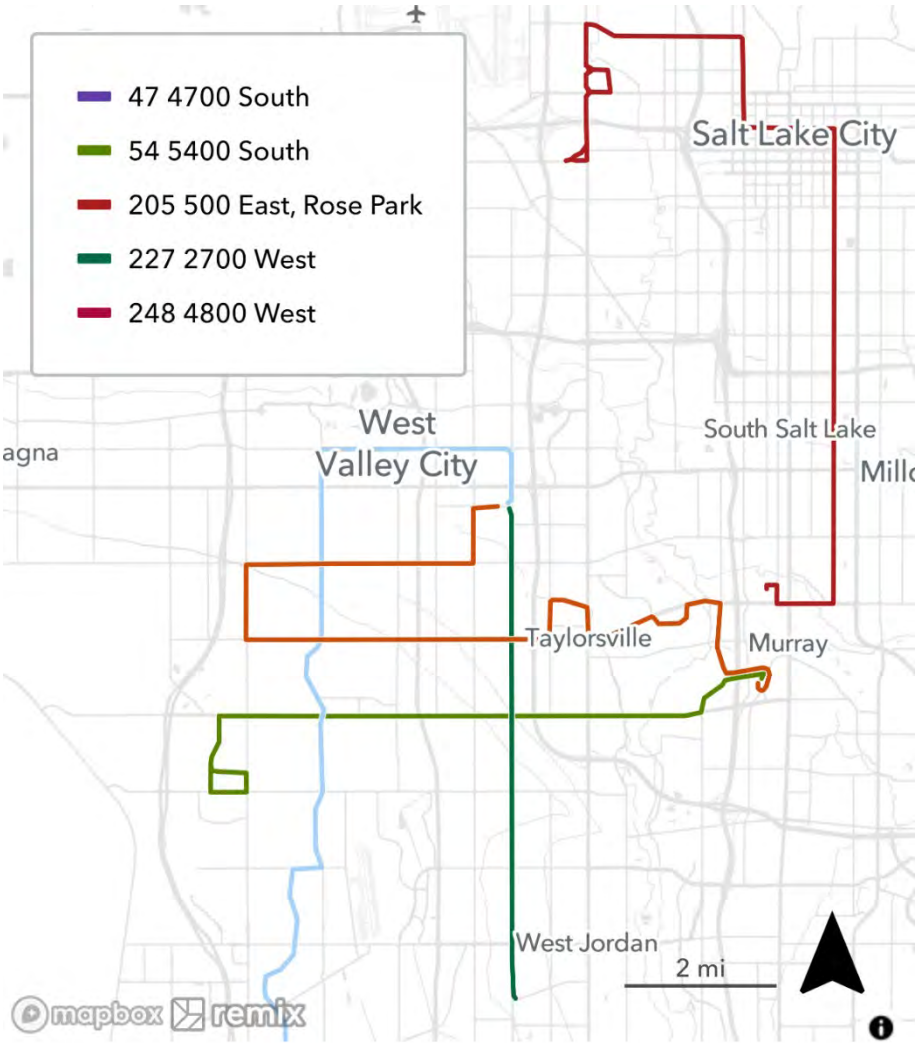
Routes 47, 54, 205, 227, & 248

UTA has proposed to reduce service along five routes in Salt Lake County in response to demand. These changes would decrease the headways to 30 minutes on weekdays and 60 minutes on Saturday for Routes 47 and 54 and decrease weekday headways to 60 minutes on Routes 205, 227, and 248. See a map below of these routes.



These routes saw a sharp decline in ridership during the pandemic of about 44%. To balance the decreased, UTA decreased the frequency and regularly monitored vehicle loads in order to prevent overcrowding on vehicles. Adjustments were made if vehicles were approaching capacity to prevent the spreading of COVID-19. Even with these measures, these routes were never brought back to pre-pandemic service levels. UTA is monitoring the demand closely, but has both limited budget and an operator shortage that is providing a substantial need for reduced service. UTA has considered bringing service levels up to pre-pandemic levels and plans to if the demand rises, but at present has determined that proceeding with the changes would

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be the best way to enact proper stewardship with limited resources and feels that there is a substantial and legitimate justification to proceed as planned.

Route 456

Route 456 is a commuter route from Ogden with stops in South Ogden, Roy, Layton, Kaysville, Farmington, and into Salt Lake City. This route averaged 32 riders per day in 2019 and was cut very early on in the pandemic. April of 2020 had an average daily ridership of .41 riders per day. The majority of the populace identified by the stop-based analysis are in Salt Lake City and would not be the primary user of this route. The 2019 on-board survey had only three respondents from the 456. One identified as a minority, and all three were not low-income. In addition, all of these areas are able to access FrontRunner or Route 472 which provides better connections to downtown Salt Lake and other transit modes. There were no public comments about the 456. Due to all of these factors, UTA does not find that the elimination of this route is at all likely to have caused a finding of disparate impact or disproportionate burden.

Route 608

Route 608 is a specialized route that provided services to and from Wide Horizons and Developmental Training Systems Incorporated (DTSI). With the closure of the facility due to COVID-19, there was no longer any need for the route. In 2019, this route averaged 32 riders per day. Low ridership and the obsoletion of the route's purpose negate any findings to the community. If need arises, UTA will explore the restoration of Route 608.

Route 809

UTA has proposed to indefinitely suspend service along Route 809. This route connects Pleasant Grove and American Fork to the American Fork FrontRunner Station. An alternative to this route would be Route 850.

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Prior to the pandemic, Route 809 averaged 10.6 riders per day and .8 riders per day in the month of April 2020 prior to it being suspended. The demographics of those around the route would indicate the potential for a disproportionate burden. UTA has considered the alternative of reinstating the route and has intentions to do so in the future but has determined that at present there aren't enough resources available to support the reinstatement of this route. There were zero comments from the public regarding this route.

In spite of the potential finding, UTA has determined that there is a substantial business justification to proceed due to limited funds and demand.

Route 833

At the beginning of the pandemic, UTA reduced headways on the 833 to every 60 minutes. This route provides a connection between Provo Central Station and the Provo Municipal Airport.

The route averaged 94 boardings per day pre-pandemic and 44 since the onset. Since this route is primarily a destination route from FrontRunner to Provo Central Station, it was important to factor in the ridership data as well as the demographics of the surrounding area. In the 2019 Onboard survey, 100% of respondents riding the 833 were white, non-Hispanic and 65% of respondents were considered low-income. Due to the actual ridership of the route having a vastly different racial breakdown than the surrounding area, UTA has determined that the likelihood of a disparate impact for this reduction is extremely low. However, the impact on low-income populations appears to be greater when ridership is accounted for. There are no viable UTA alternatives in the region that could provide an alternative if there is a need to get to the airport or other locations along the route. This would require additional planning or inconveniences for people utilizing the route and could result in long wait times. However, the associated cost of more frequent service is unavailable at this time, though could be allocated in the future. Due to budgetary restraints, UTA has determined that there is a substantial and legitimate business justification to proceed with this change in spite of the potential disproportionate burden.

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System-Wide Impacts

When analyzing proposed changes, UTA monitors the overall impact that the changes have on the system as a whole. To accomplish this, UTA reviews the pre and post change demographics of those that are within the impacted areas. This approaches the changes in a holistic way and ensure that UTA is making changes that are not gradually making the system inequitable. The table below takes this into account by reviewing the pandemic response changes and the August Change Day proposal separately.

	Population for Minority	Minority	Population for Low-Income	Low-Income	Percent Minority	Percent Low-Income
Pre-Pandemic	534,216	160,201	525,324	93,012	29.99%	17.71%
Post-Pandemic	347,369	114,715	340,681	63,970	33.02%	18.78%
Pre-August 22	402,119	117,624	394,330	74,393	29.25%	18.87%
Post-August 22	358,212	115,842	351,020	72,323	32.34%	20.60%

As indicated by the table above, there has been a net decrease in people served by the proposed changes in both the pandemic response and the August Change Day proposals. This decrease is expected since there was a consolidation of services to decrease budgetary requirements and address operator shortages. These do not factor in the areas where increases were proposed to span and frequency, but rather only those proposals that meet the major change definition. Also of note, the post-August change day figures do not factor in the addition of UTA On-Demand. In examining the routes being removed in Salt Lake, there are 35,100 people impacted by the proposed changes with 61% of the population being minority. The UTA On-Demand service area that replaces those routes serves 59,600 people with 64% of the population being minority. Tooele's addition of on demand service adds 61,100 people (20% minority) and Davis County adds 88,000 (19% minority).

In a review for Title VI population impacts on a system-wide level, the percentage of minority and low-income households and individuals being served has increased overall despite the decrease in total population served. This would indicate that the people still within the service

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area have higher concentrations of minority and low-income people and would not generate an equity issue as these changes are being implemented.

Conclusion

There are a number of routes being changed that have high concentrations of low-income and minority populations. Many of these changes indicate a potential for a Title VI finding but only two routes are not immediately addressed by the introduction of other services or other routes that were duplicative of those being eliminated. Of the routes with findings that were not immediately negated, UTA has a substantial and legitimate business justification to proceed with the changes as proposed.

As a system, there are decreases to the number of people served, but the people being served have higher concentrations of minority and low-income people which resulted in no potential findings on a system-wide level.

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Title VI Maps

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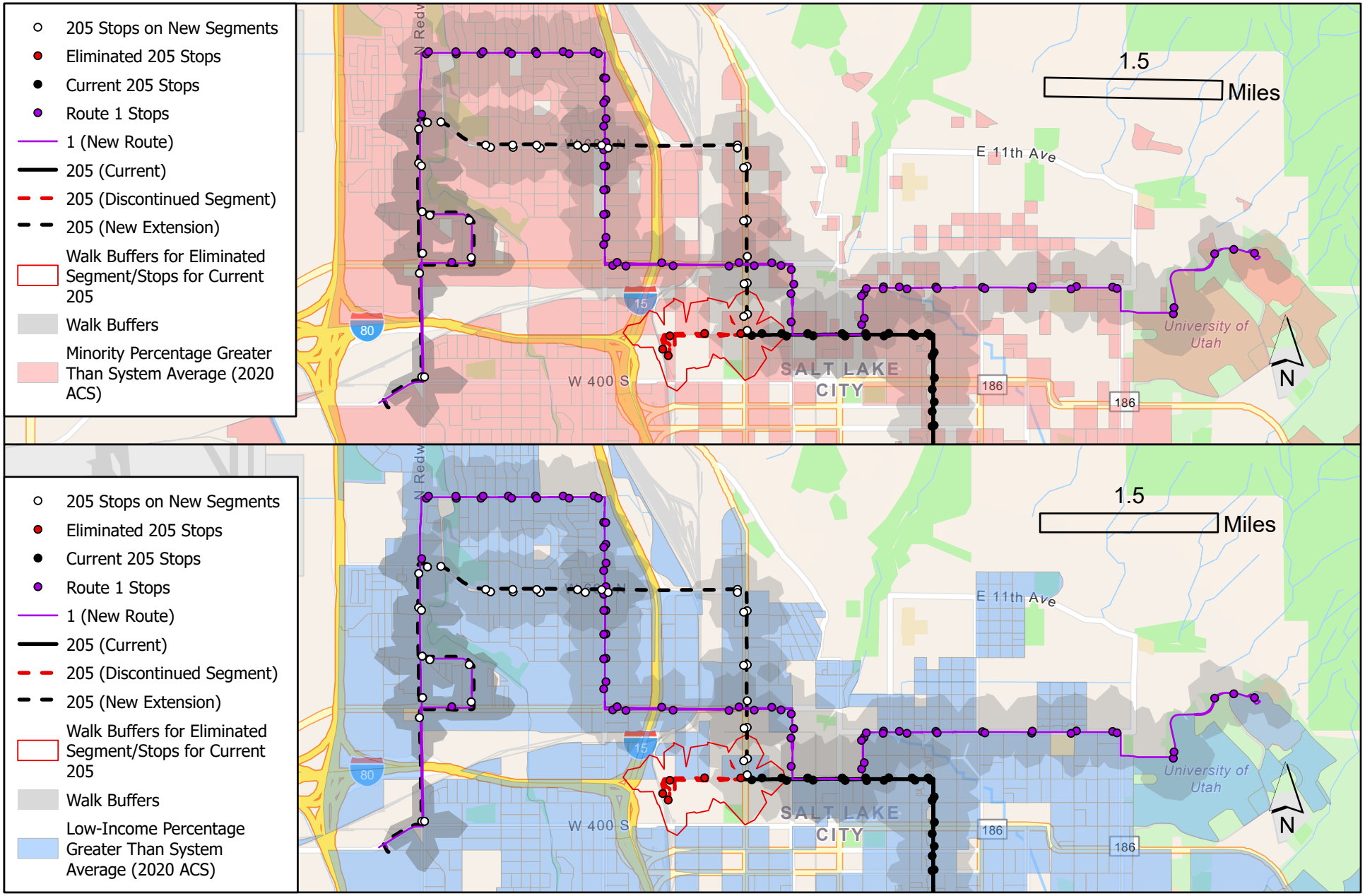
August 2022 Service Changes, Route 205 (Alignment Change) and Route 1 (New Route)



County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

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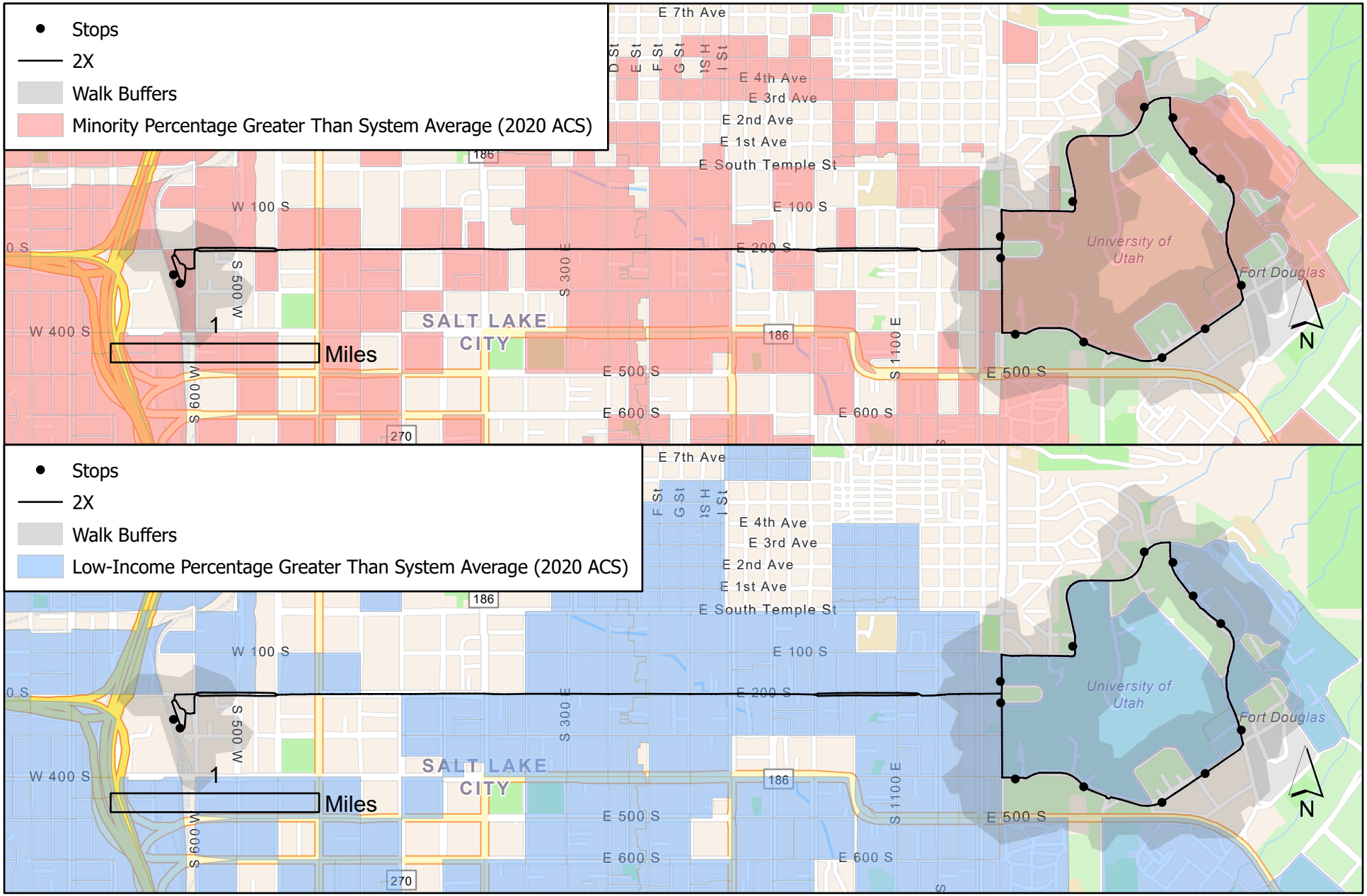
Covid19 Service Changes, Route 2X (Suspended)



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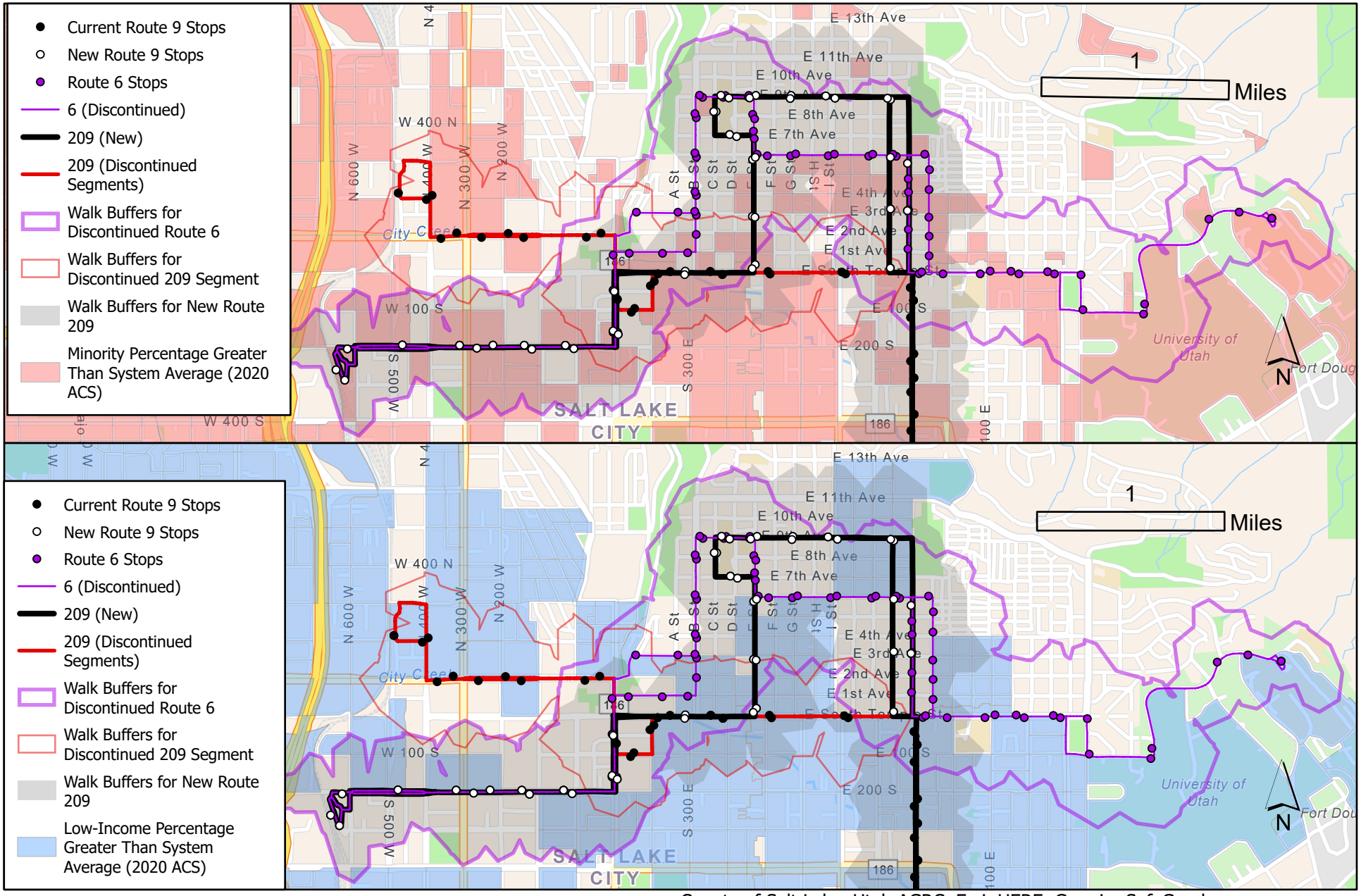
August 2022 Service Changes, Route 209 (Alignment Change) and Route 6 (Discontinued)



County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

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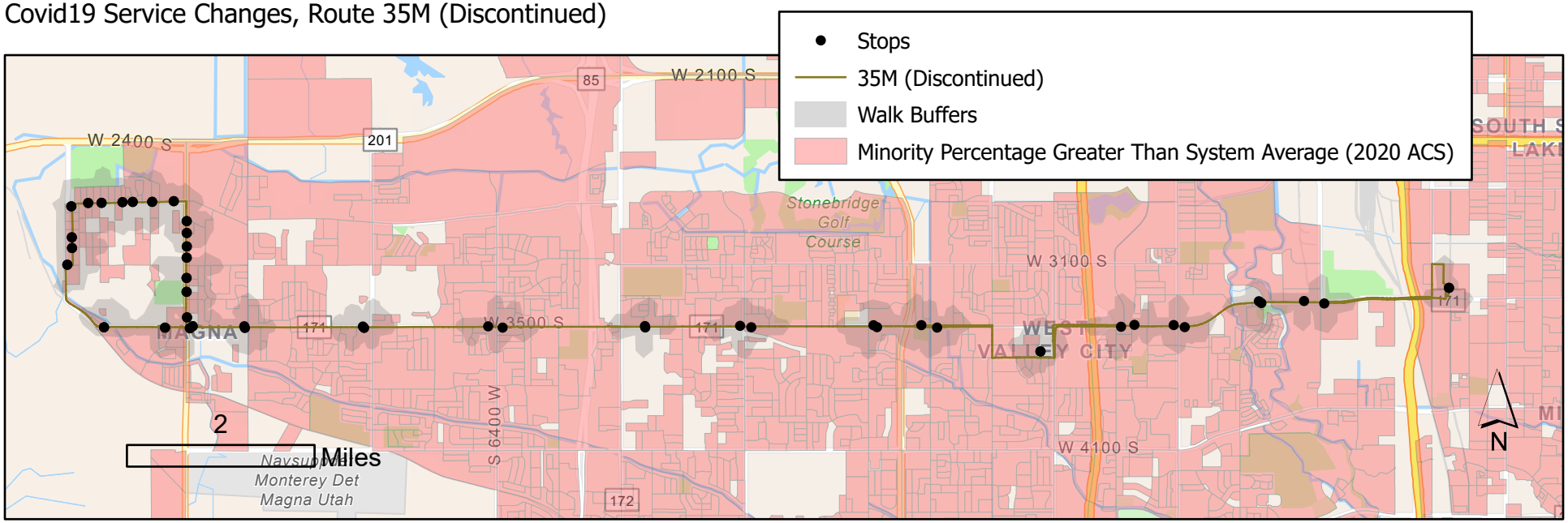
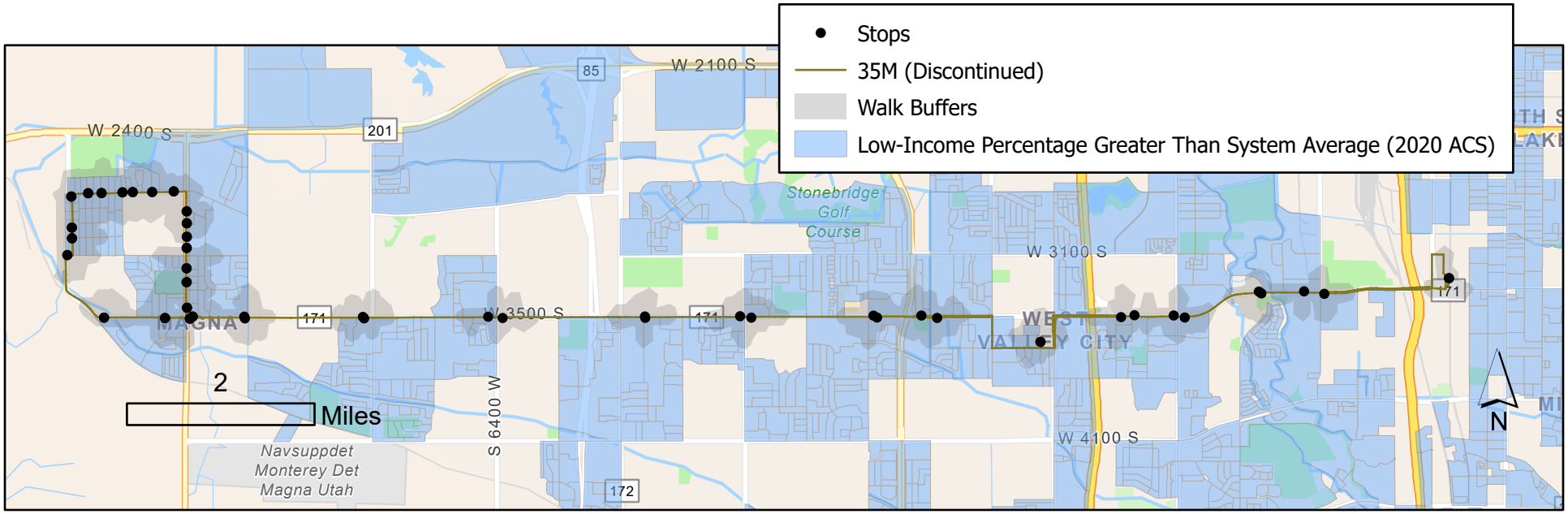
Covid19 Service Changes, Route 35M (Discontinued)





County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

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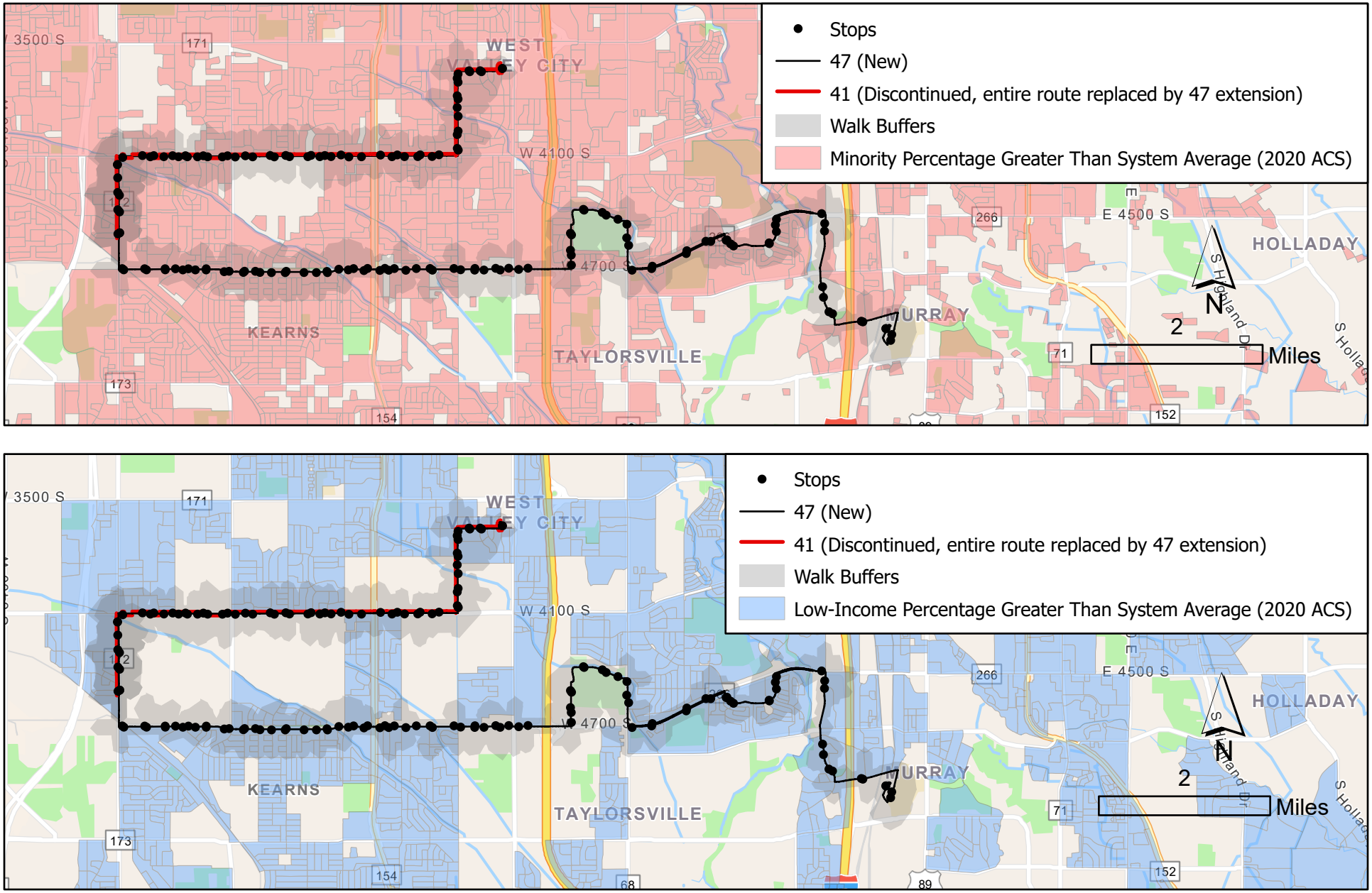
Covid19 and August 2022 Service Changes, Route 41 and 47 (Reduced Service Due to Covid19, Alignment Change in August 2022)



Murray City GIS, County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

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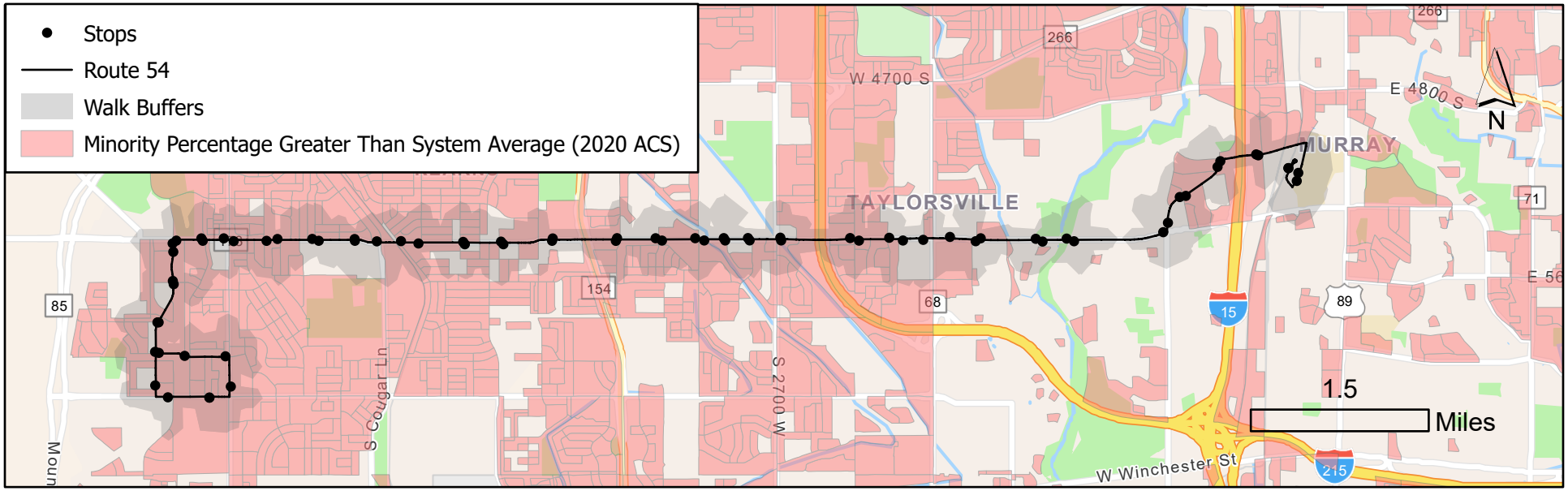
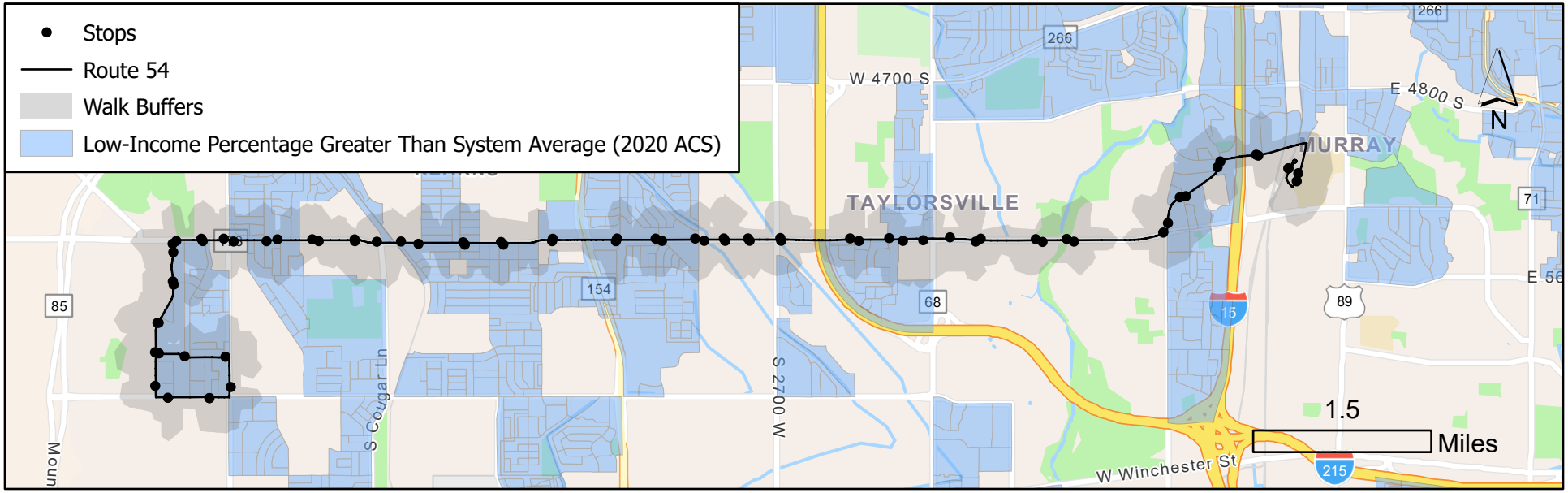
Covid19 Service Changes, Route 54 (Reduced Service)





County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

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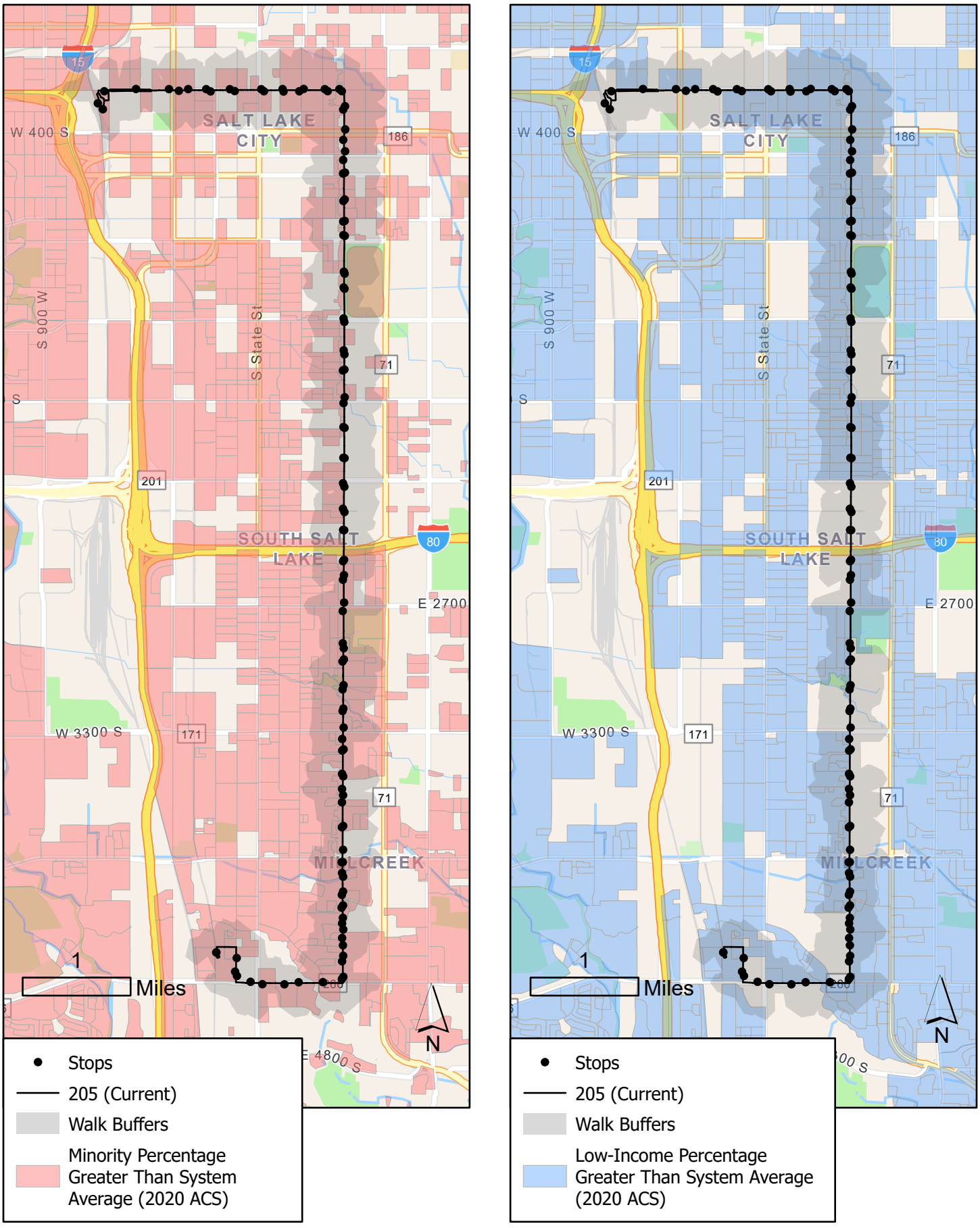
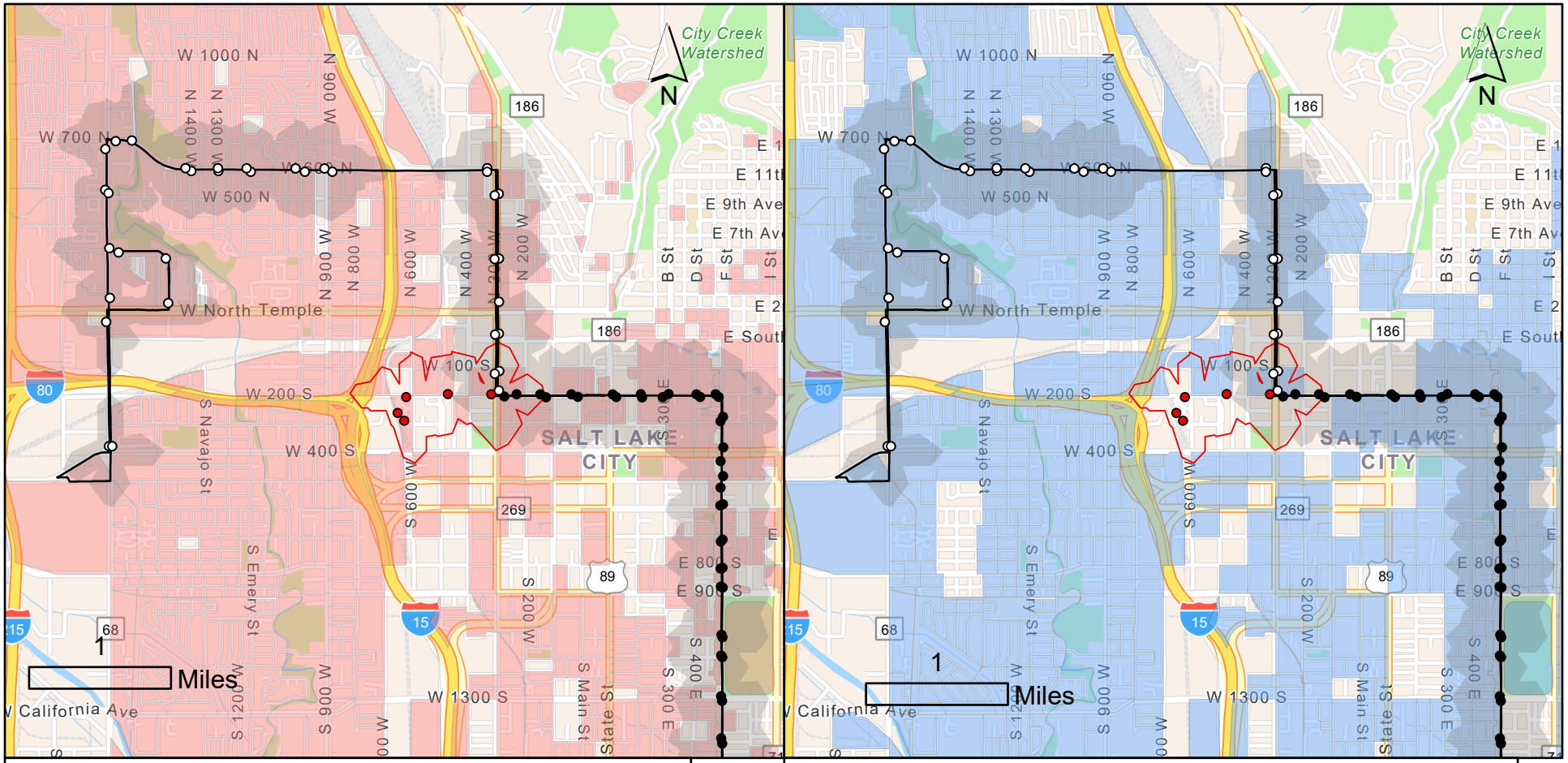
Covid19 and August 2022 Service Changes, Route 205 (Reduced Service and Alignment Change)



County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

August 2022 Service Changes, Route 205 (Alignment Change)



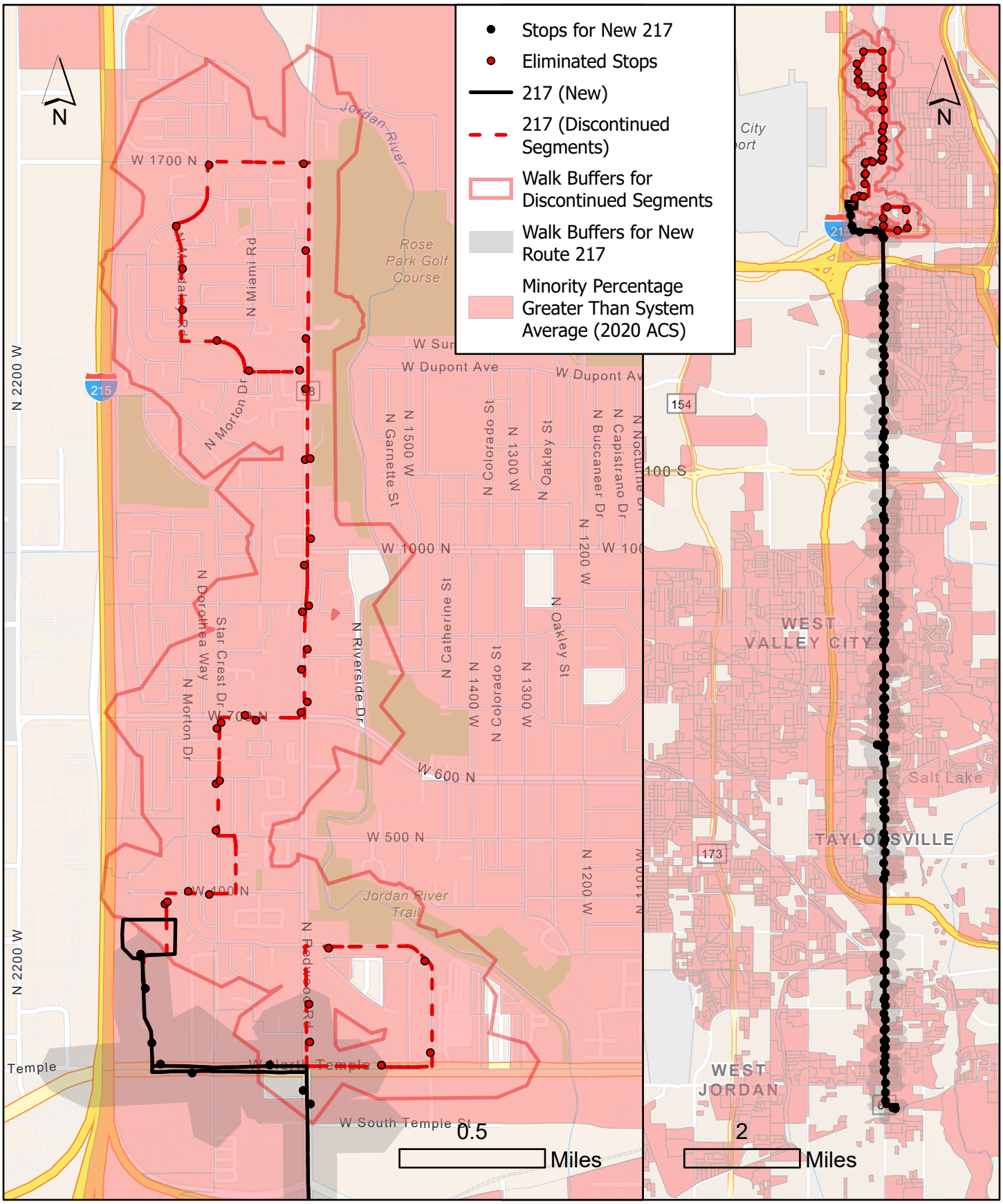
- 205 Stops on New Segments
- Eliminated 205 Stops
- Current 205 Stops
- 205 (New)
- Walk Buffers for Eliminated Segment/Stops for Current 205
- Walk Buffers for New 205
- Minority Percentage Greater Than System Average (2020 ACS)

- 205 Stops on New Segments
- Eliminated 205 Stops
- Current 205 Stops
- 205 (New)
- Walk Buffers for Eliminated Segment/Stops for Current 205
- Walk Buffers for New 205
- Low-Income Percentage Greater Than System Average (2020 ACS)

County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

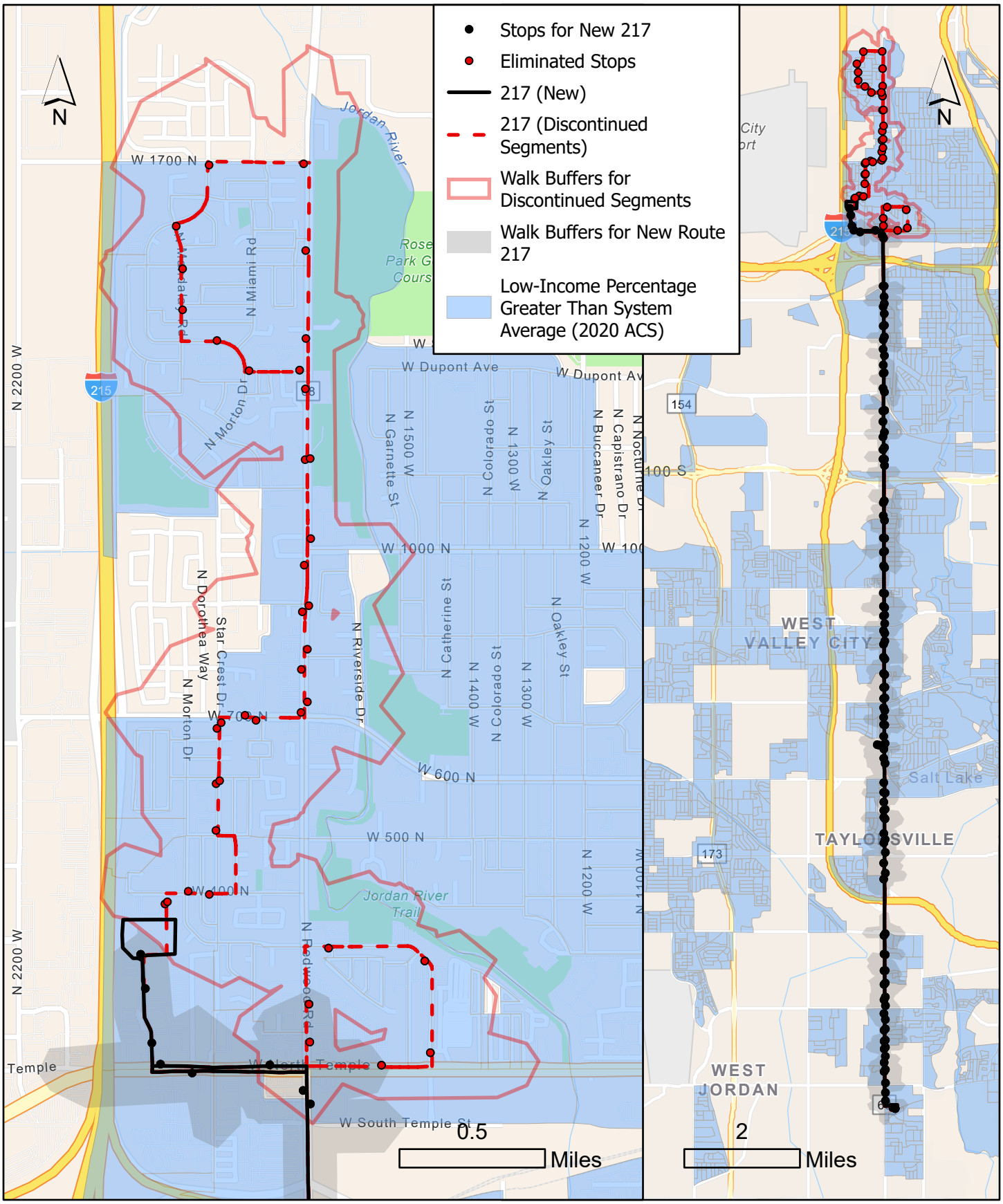
August 2022 Service Changes, Route 217 (Alignment Change)



County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, US Census Bureau, USDA, County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

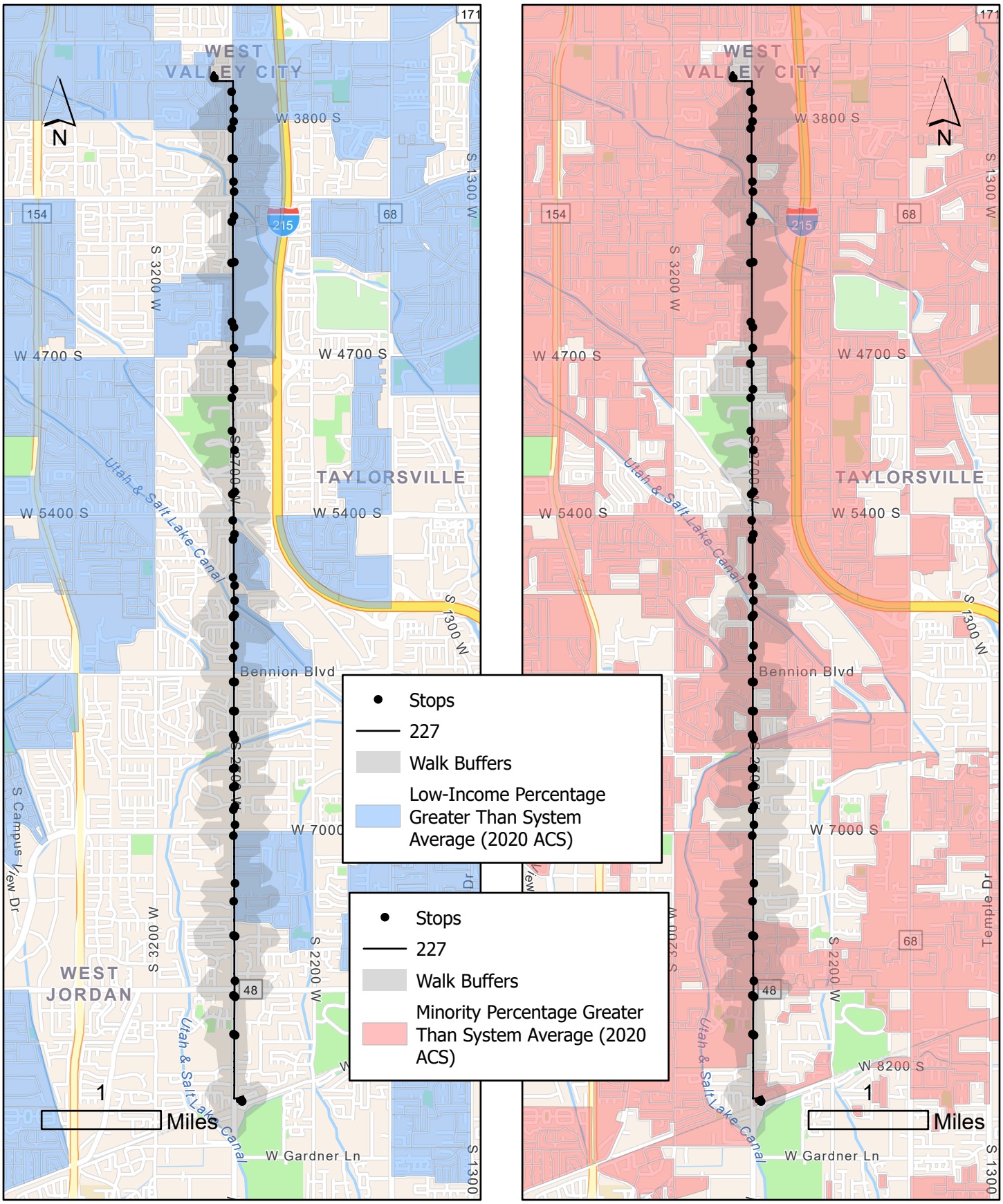
August 2022 Service Changes, Route 217 (Alignment Change)



County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, US Census Bureau, USDA, County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

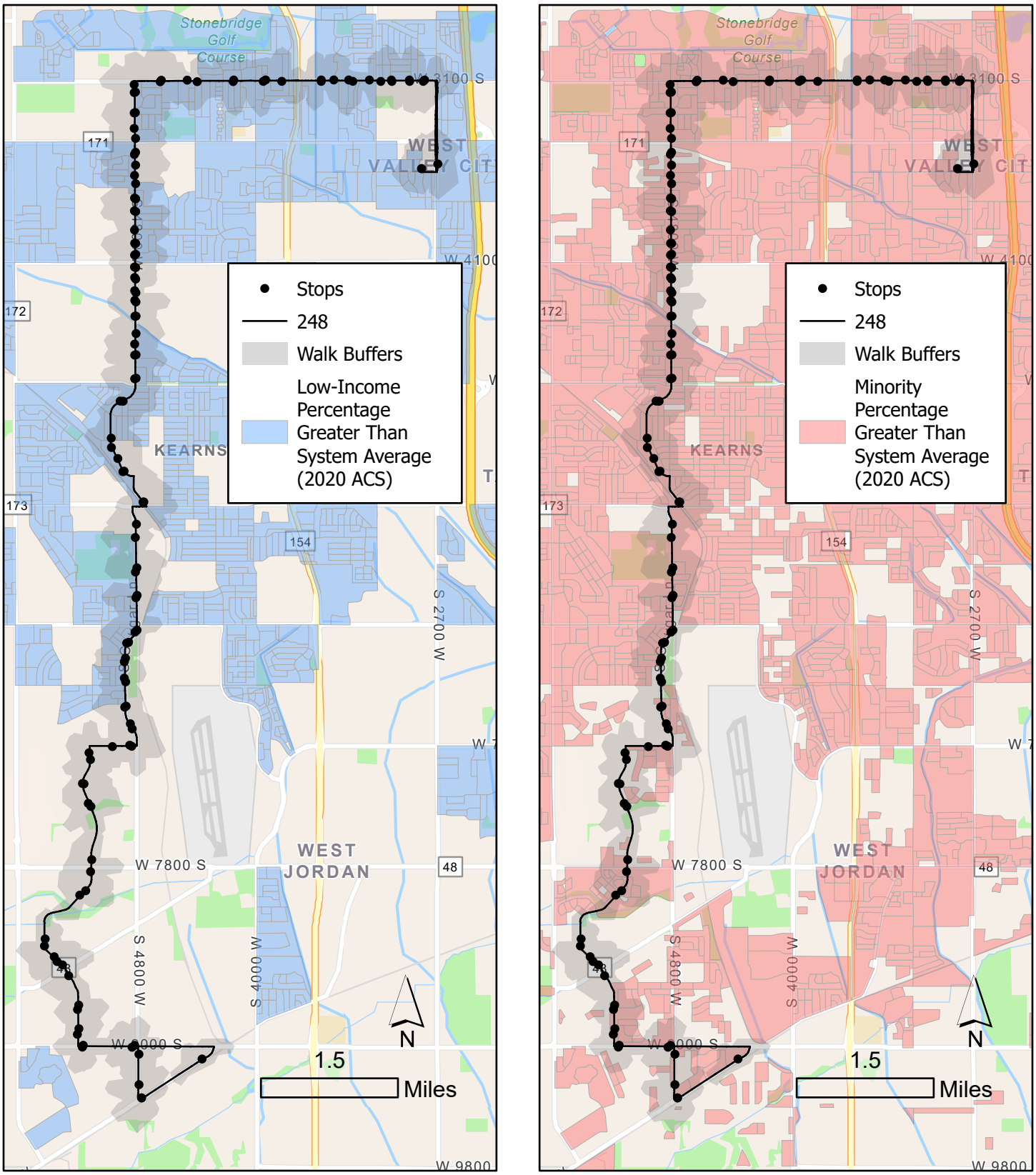
Covid19 Service Changes, Route 227 (Reduced Service)



County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

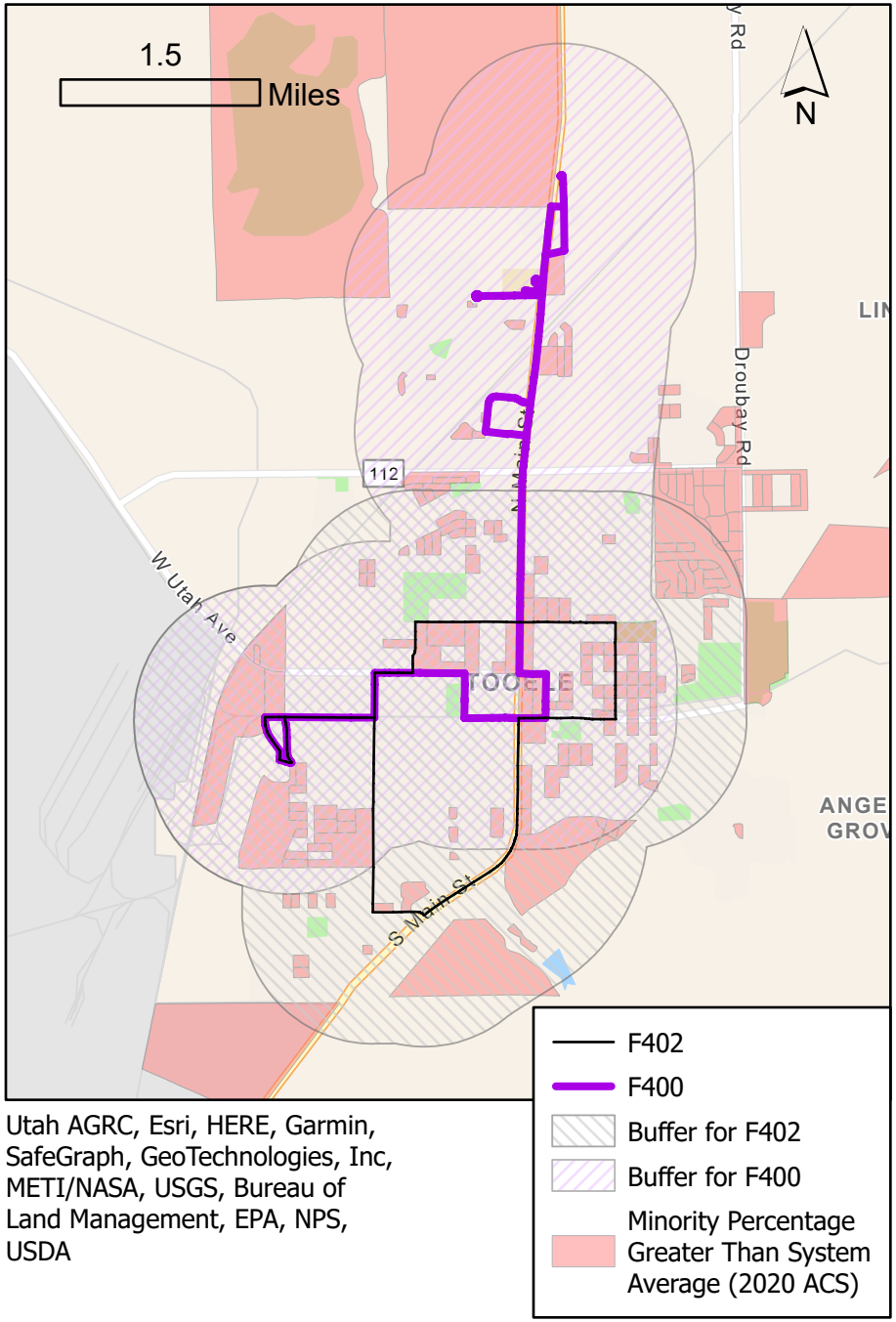
Covid19 Service Changes, Route 248 (Reduced Service)



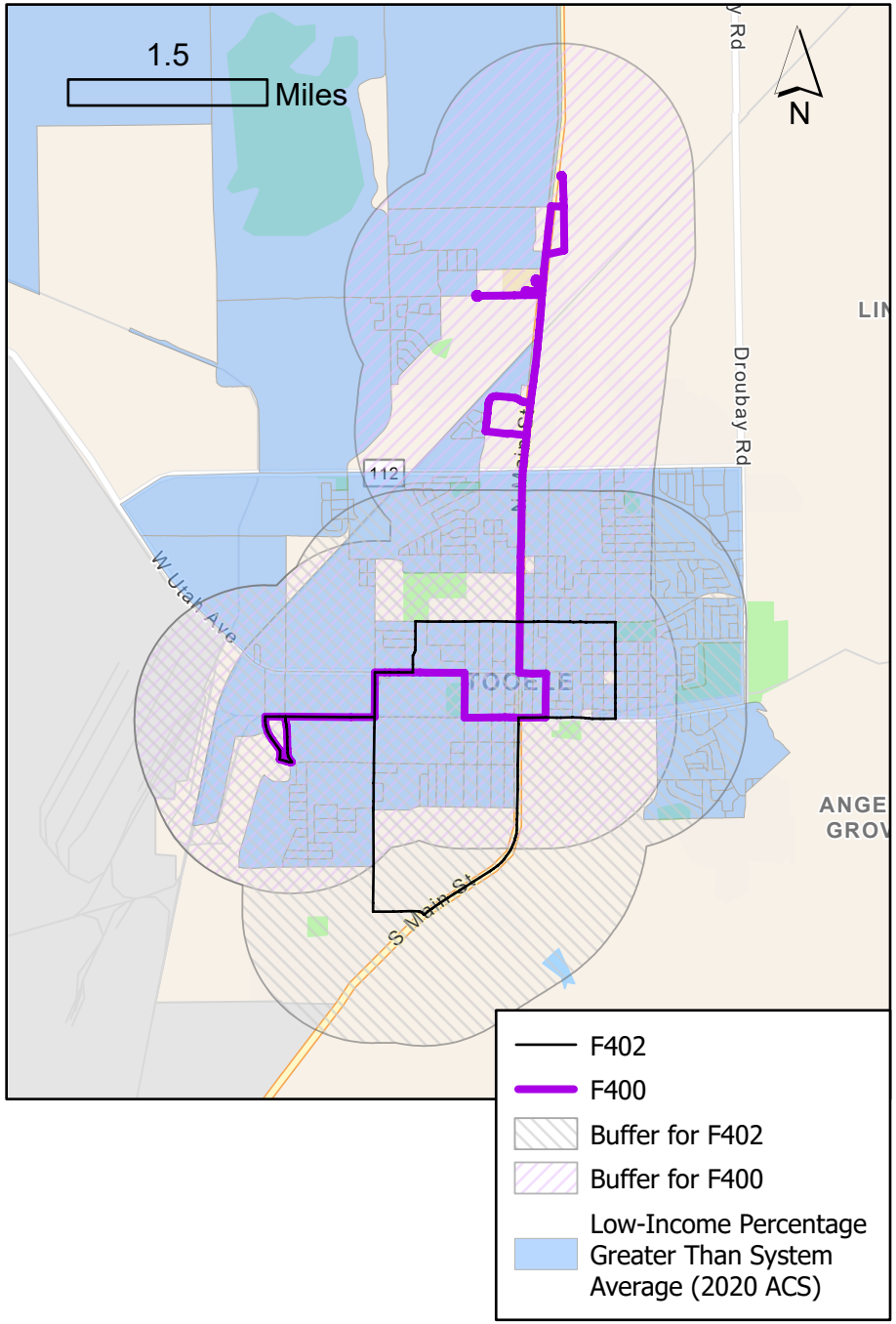
County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

August 2022 Service Changes, Route F400 and F402 (Discontinued)

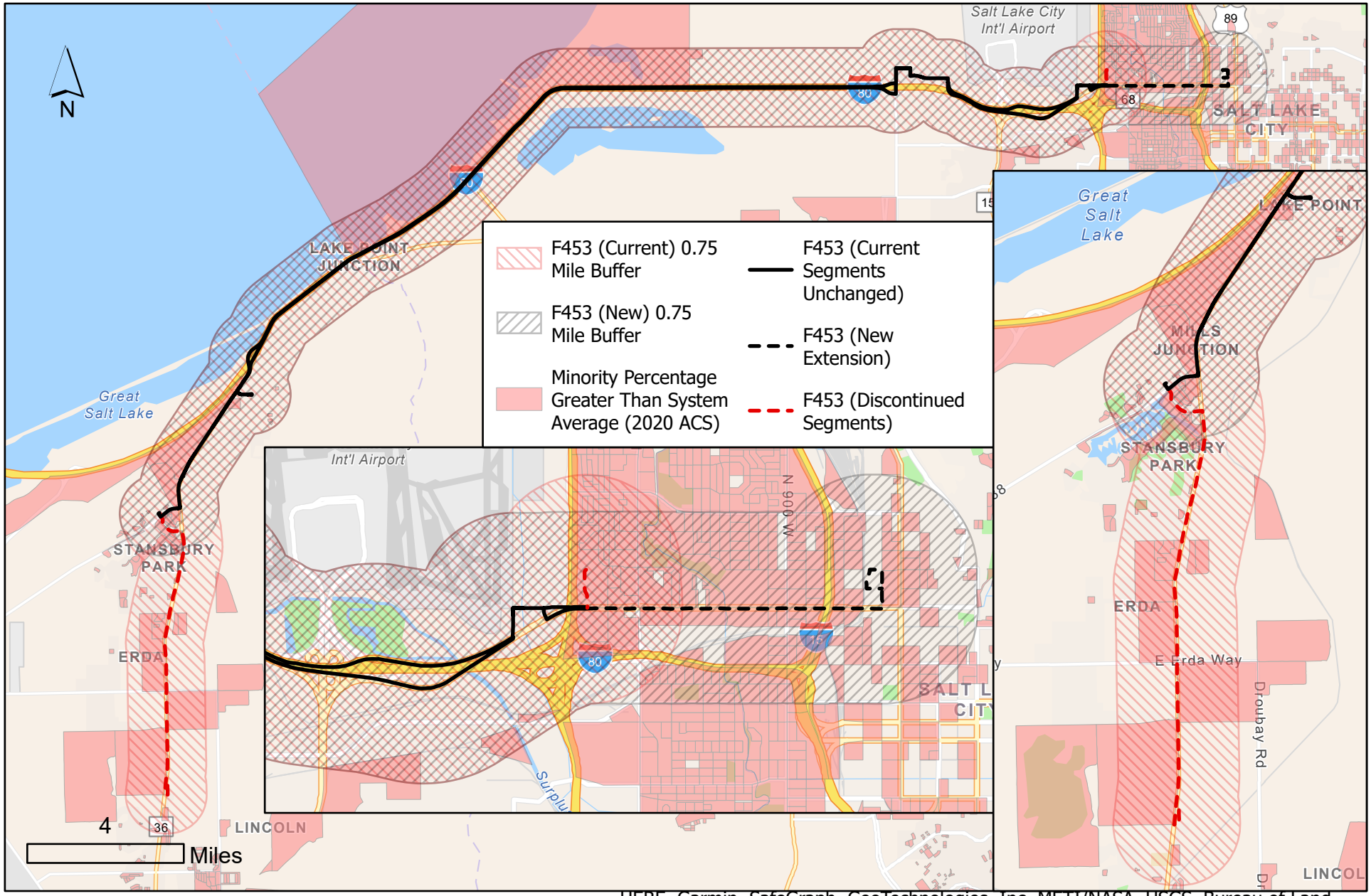


Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA



Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

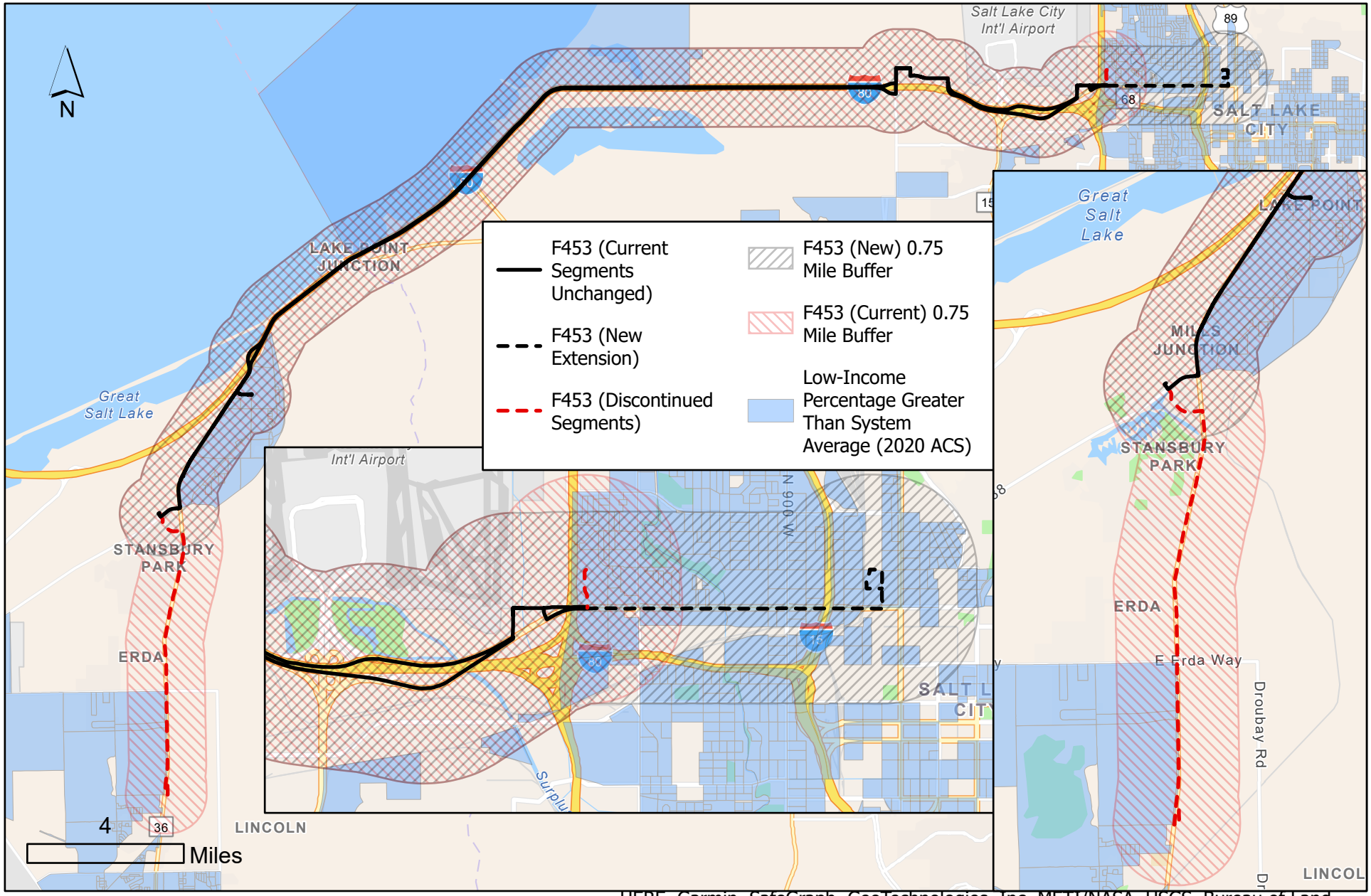
August 2022 Service Changes, F453 (Alignment Change)



HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA, County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

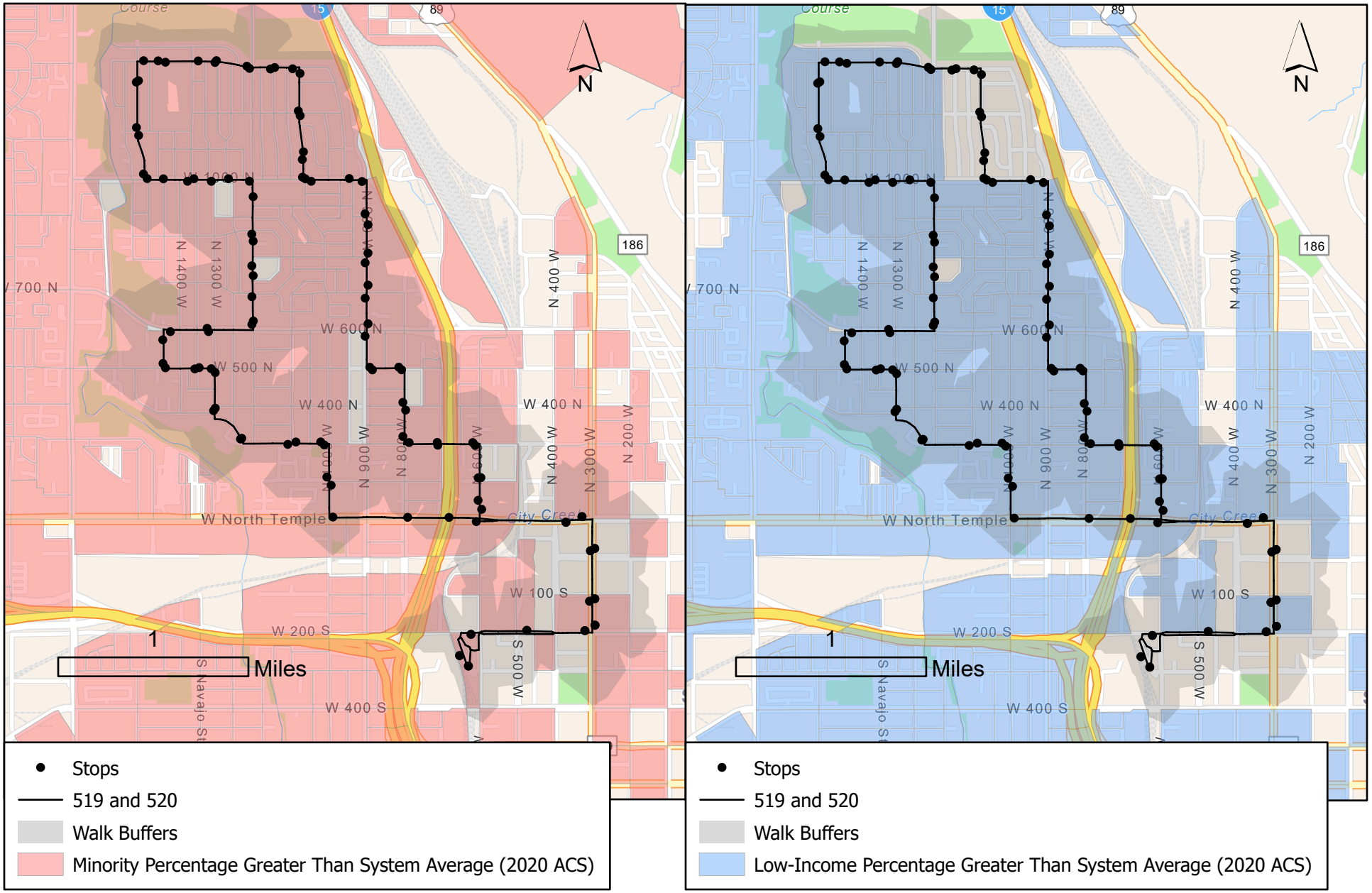
August 2022 Service Changes, F453 (Alignment Change)



HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA, County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

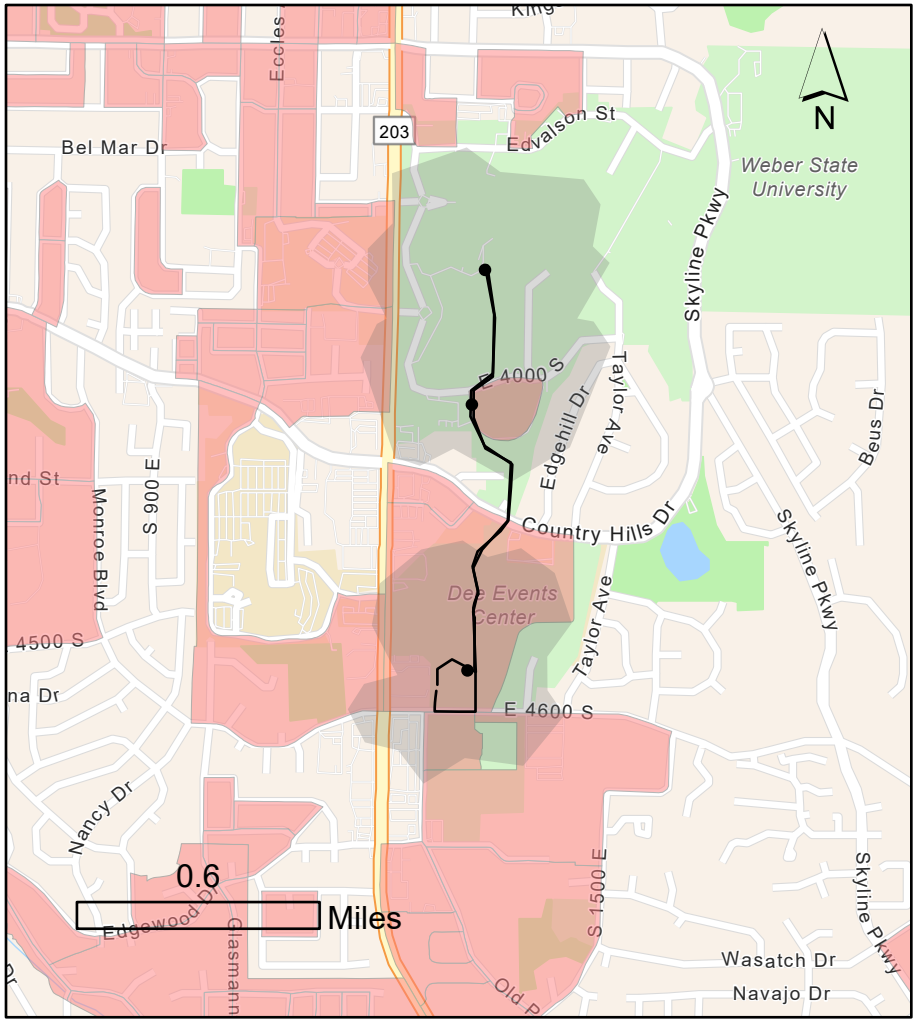
August 2022 Service Changes, Route 519 and 520 (Discontinued)



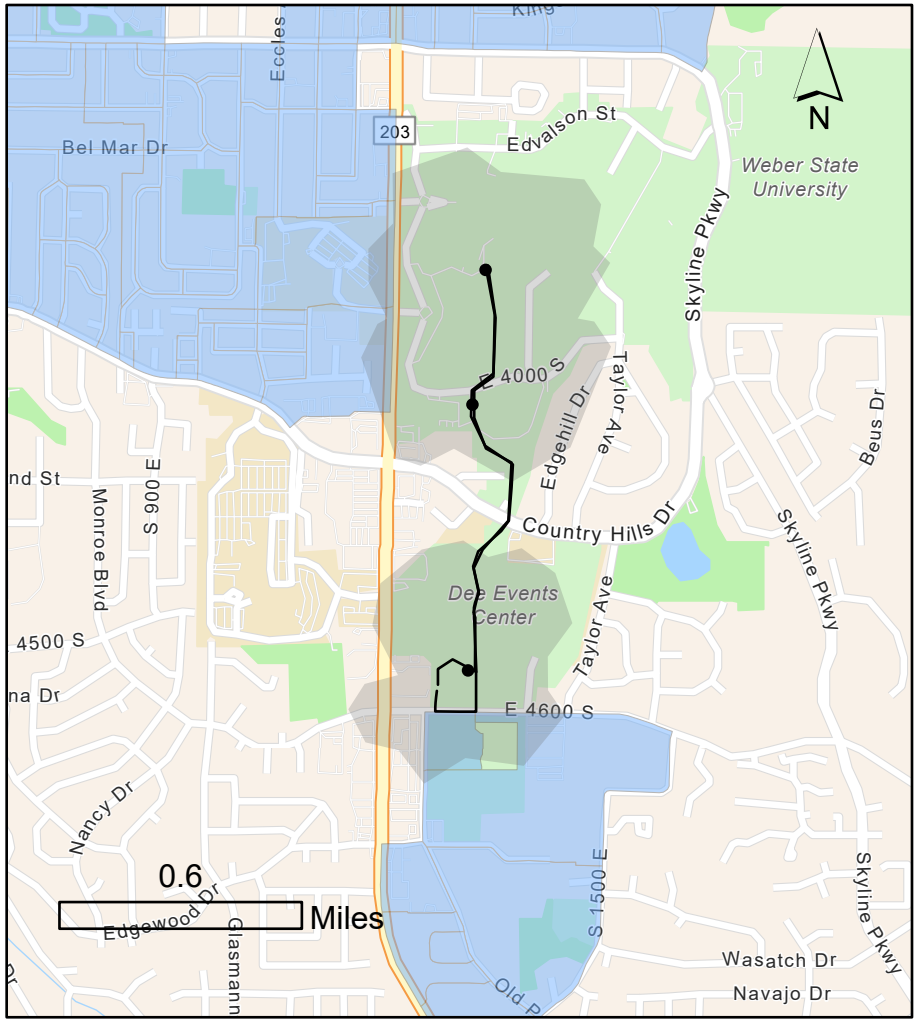
County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

August 2022 Service Changes, Route 602 (New Route)



- Stops
- 602
- Walk Buffers
- Minority Percentage Greater Than System Average (2020 ACS)

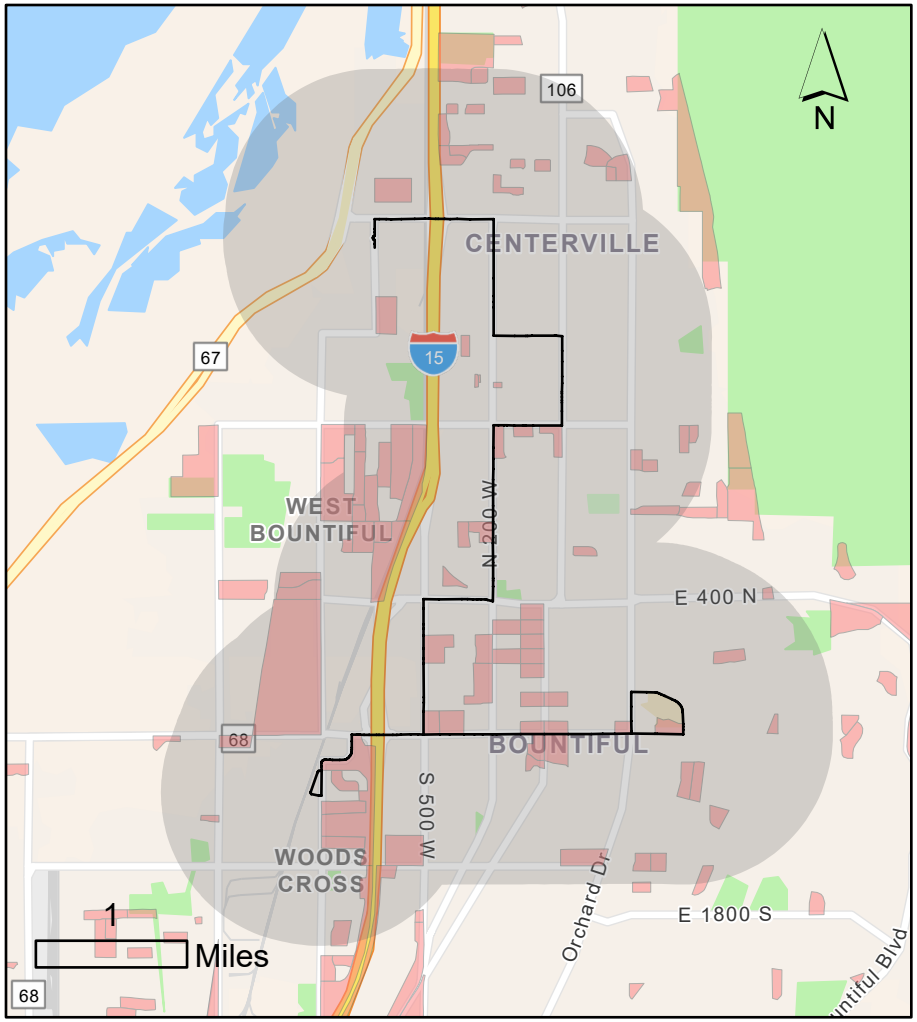


- Stops
- 602
- Walk Buffers
- Low-Income Percentage Greater Than System Average (2020 ACS)

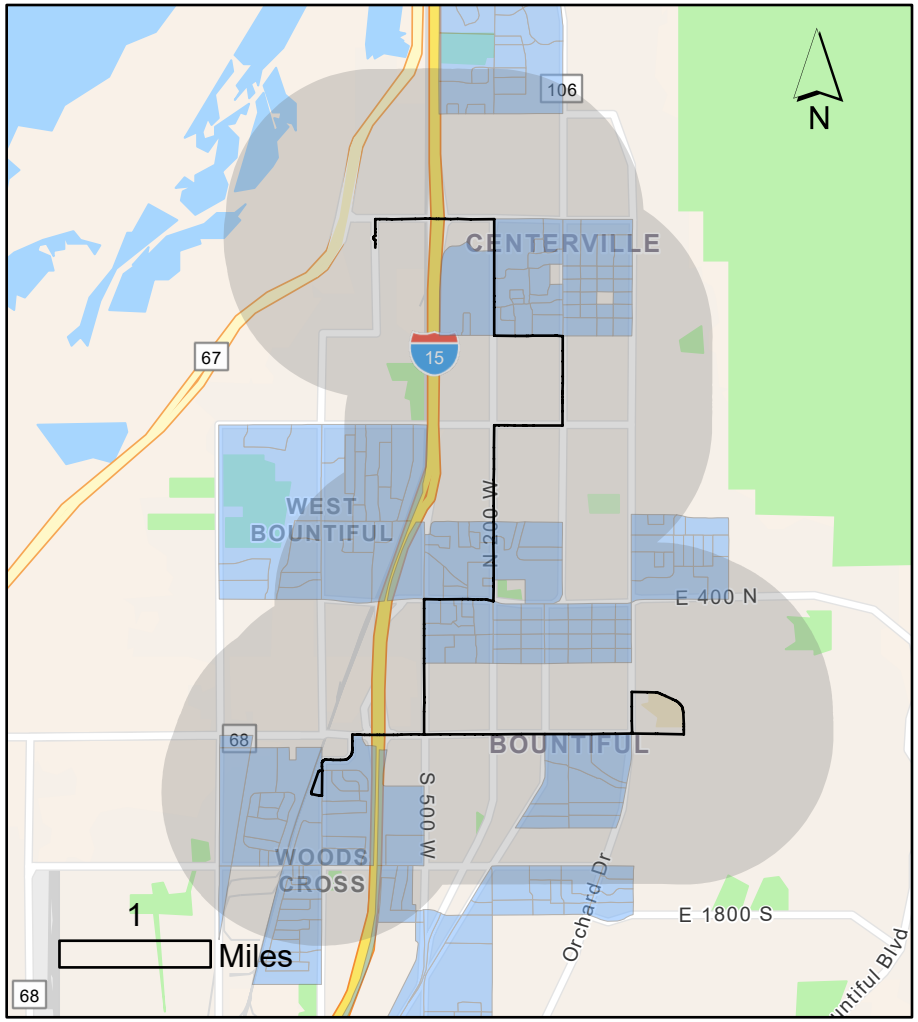
Weber State University, Ogden City, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, US Census Bureau, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

August 2022 Service Changes, Route F605 (Discontinued)



F605
0.75 Mile Buffer
Minority Percentage Greater Than System Average (2020 ACS)

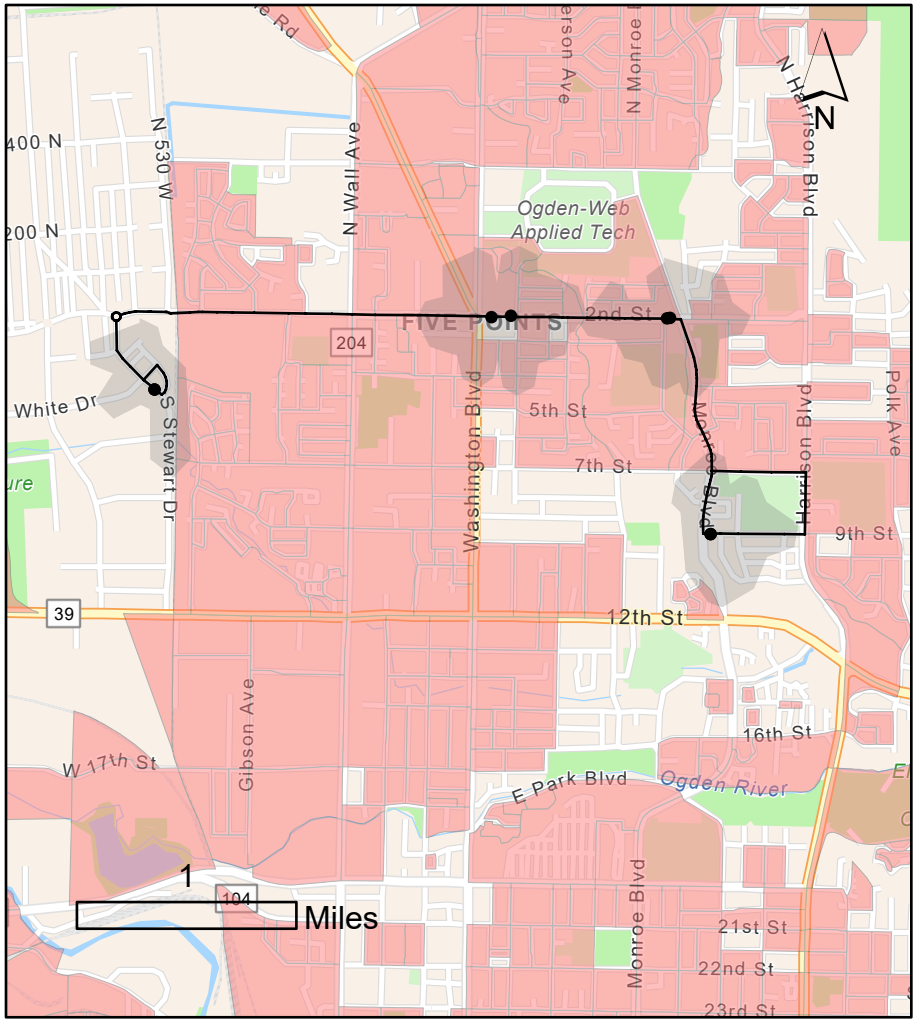


F605
0.75 Mile Buffer
Low-Income Percentage Greater Than System Average (2020 ACS)

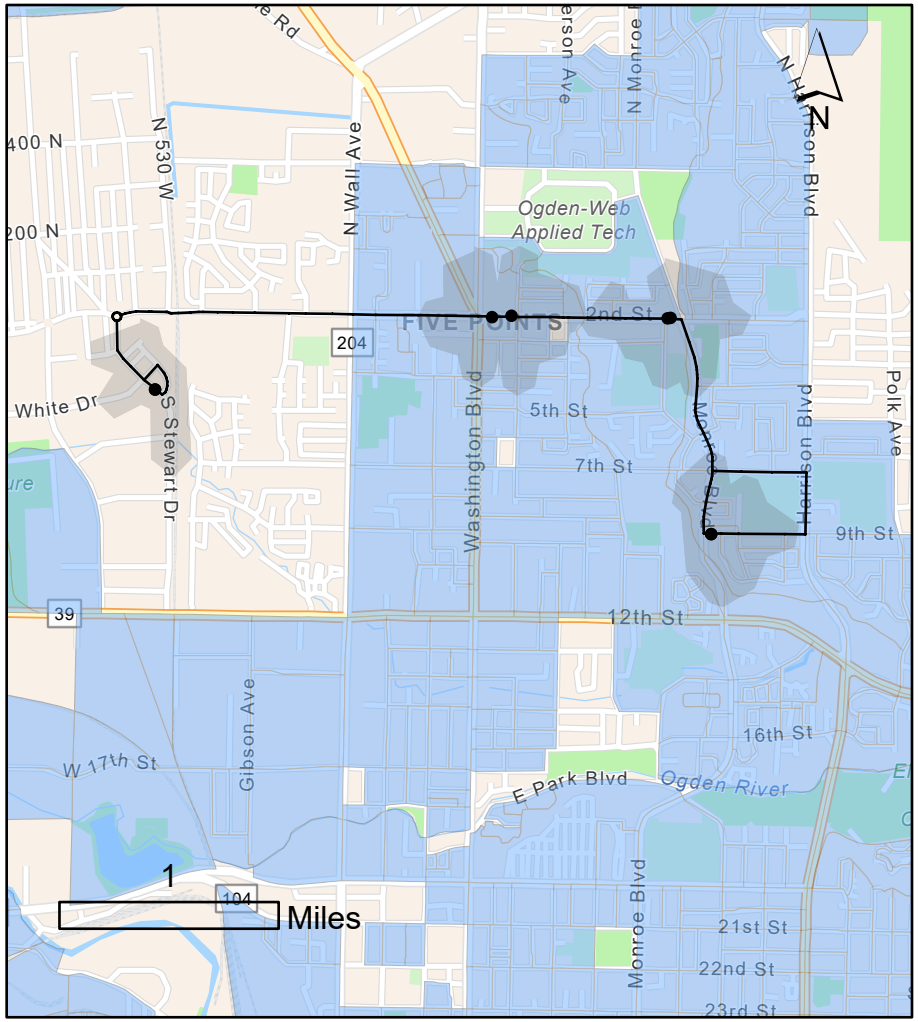
County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

Covid19 Service Changes, Route 608 (Discontinued)



- Stops
- 608
- Walk Buffers
- Minority Percentage Greater Than System Average (2020 ACS)

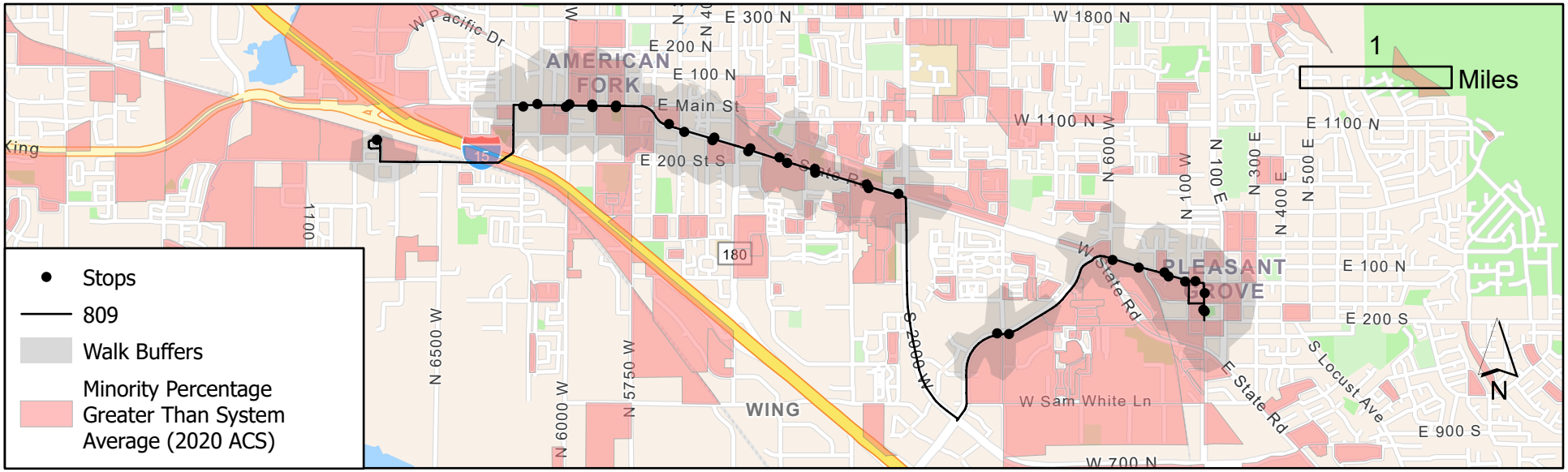


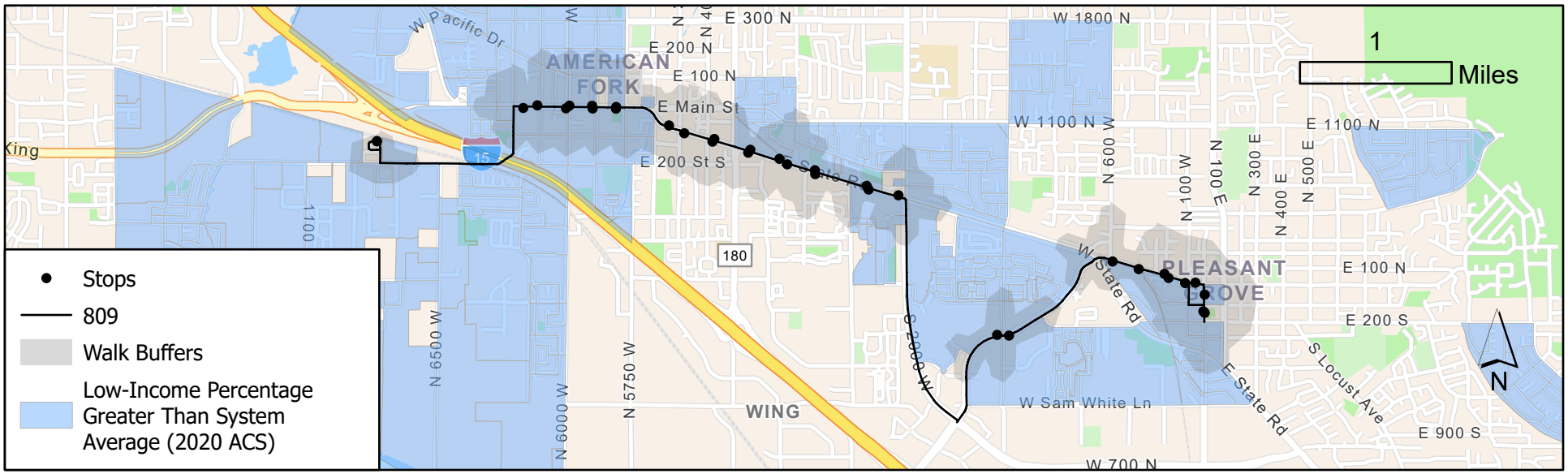
- Stops
- 608
- Walk Buffers
- Low-Income Percentage Greater Than System Average (2020 ACS)

Ogden City, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

Covid19 Service Changes, Route 809 (Discontinued)

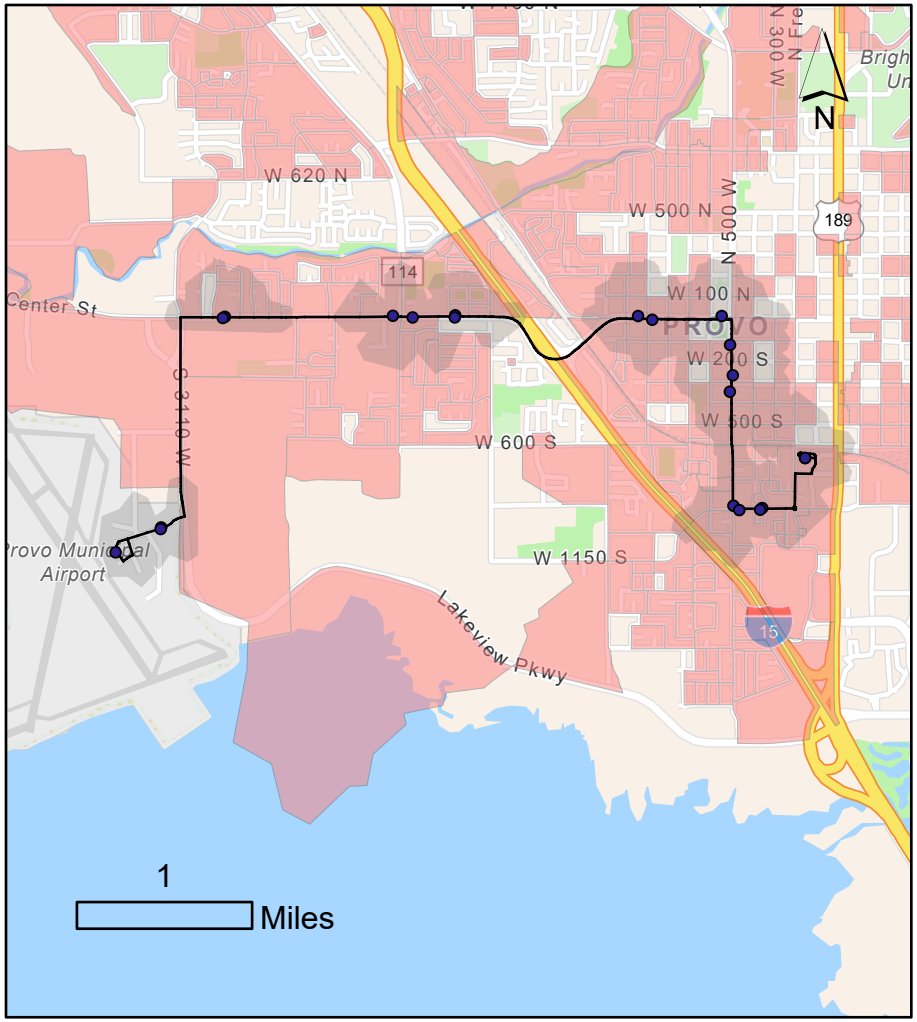


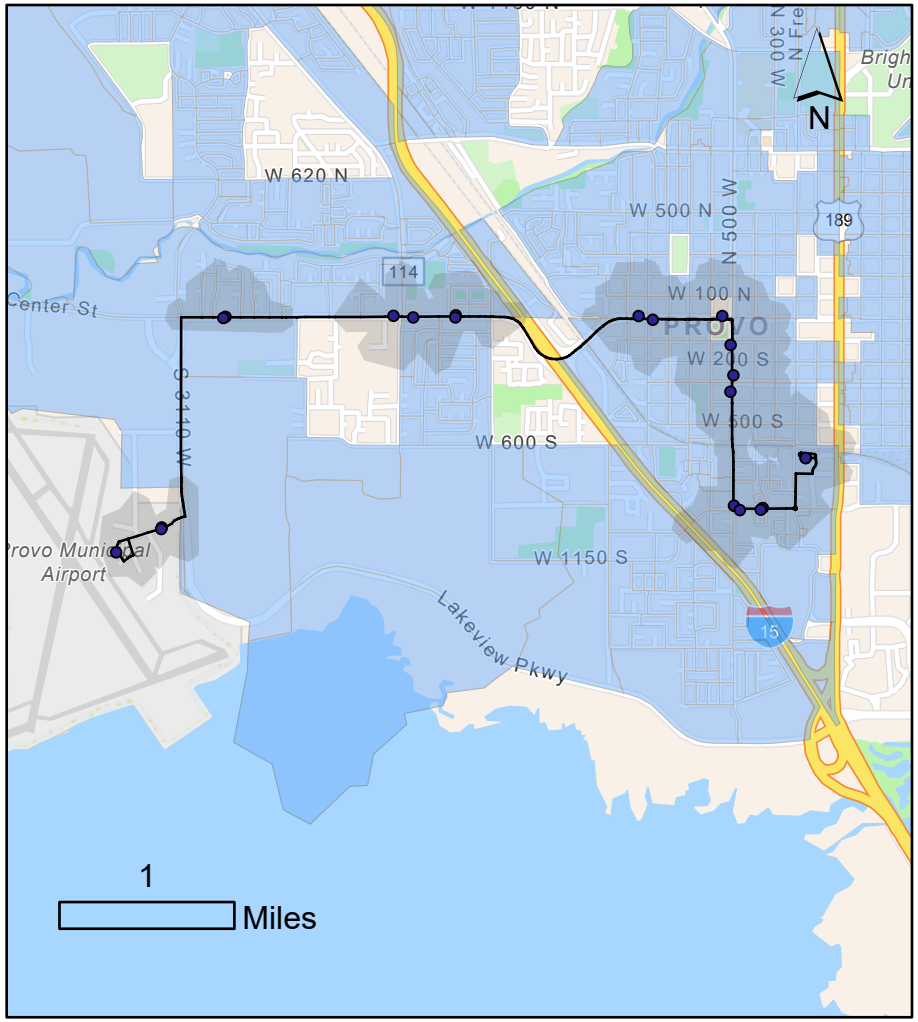


City of American Fork, County of Utah, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

Covid19 Service Changes, Route 833 (Service Reduction)





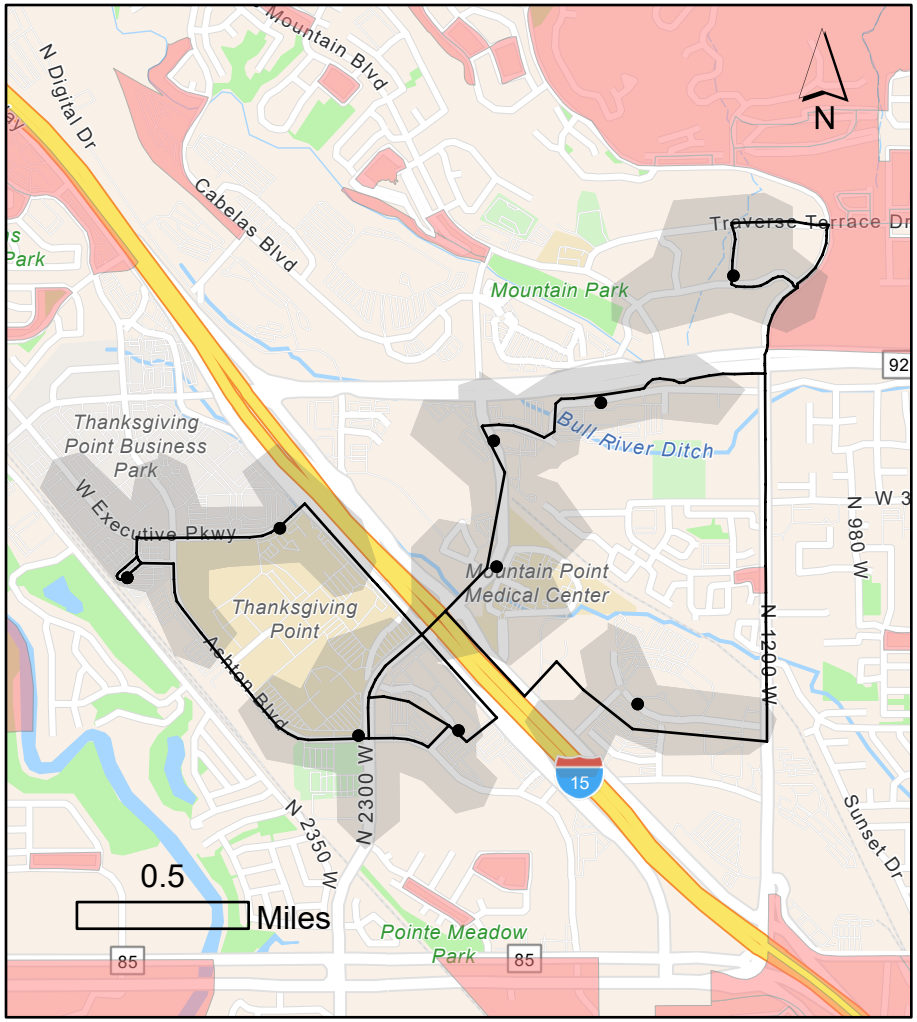
- Stops
- 833
- Walk Buffers
- Minority Percentage Greater Than System Average (2020 ACS)

- Stops
- 833
- Walk Buffers
- Low-Income Percentage Greater Than System Average (2020 ACS)

County of Utah, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

Covid19 Service Changes, Route 864 (Major Change but Below System Averages)



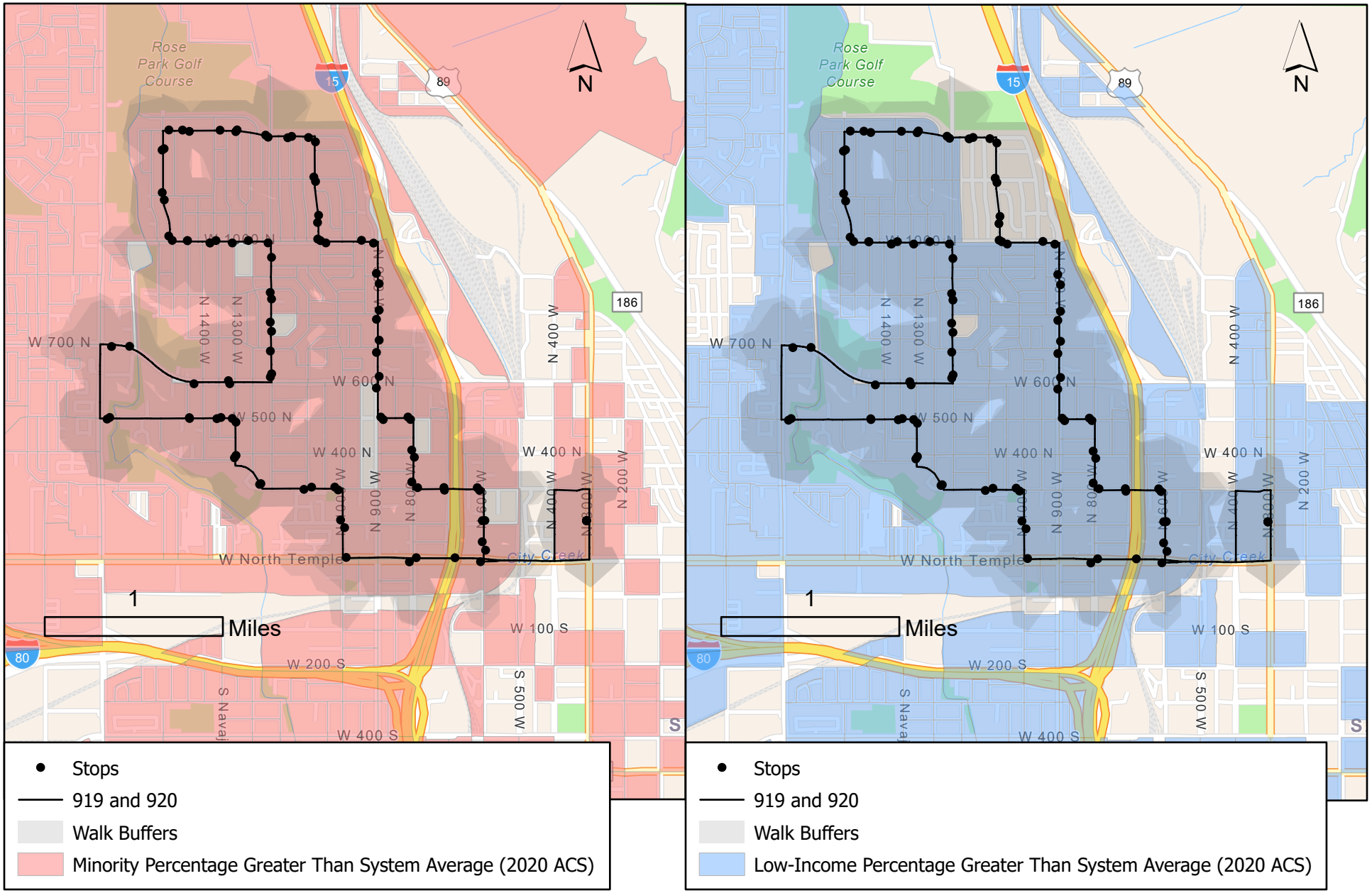
- Stops
- 864
- Walk Buffers
- Minority Percentage Greater Than System Average (2020 ACS)

- Stops
- 864
- Walk Buffers
- Low-Income Percentage Greater Than System Average (2020 ACS)

County of Salt Lake, County of Utah, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, US Census Bureau, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

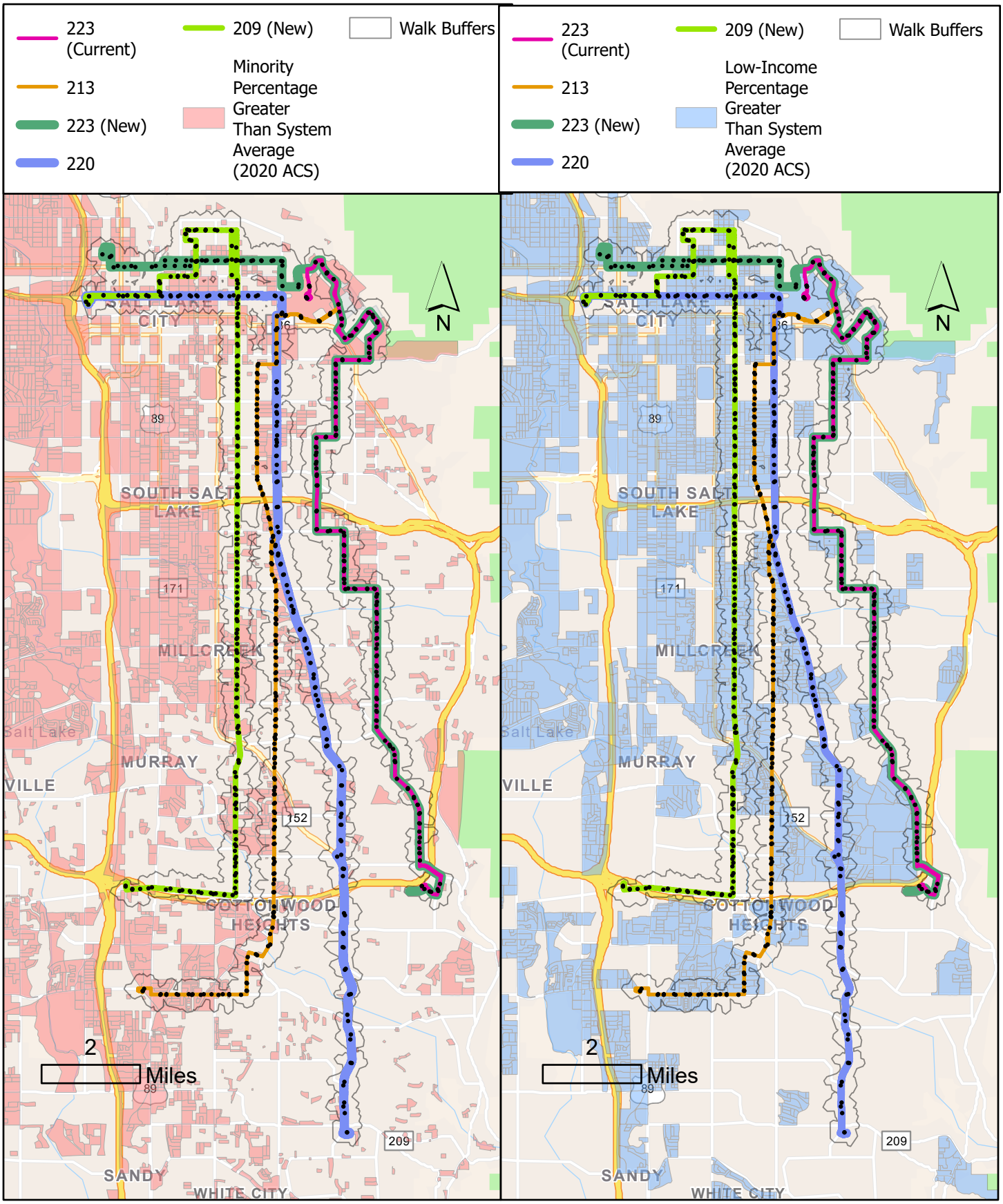
August 2022 Service Changes, Route 919 and 920 (Discontinued)



County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

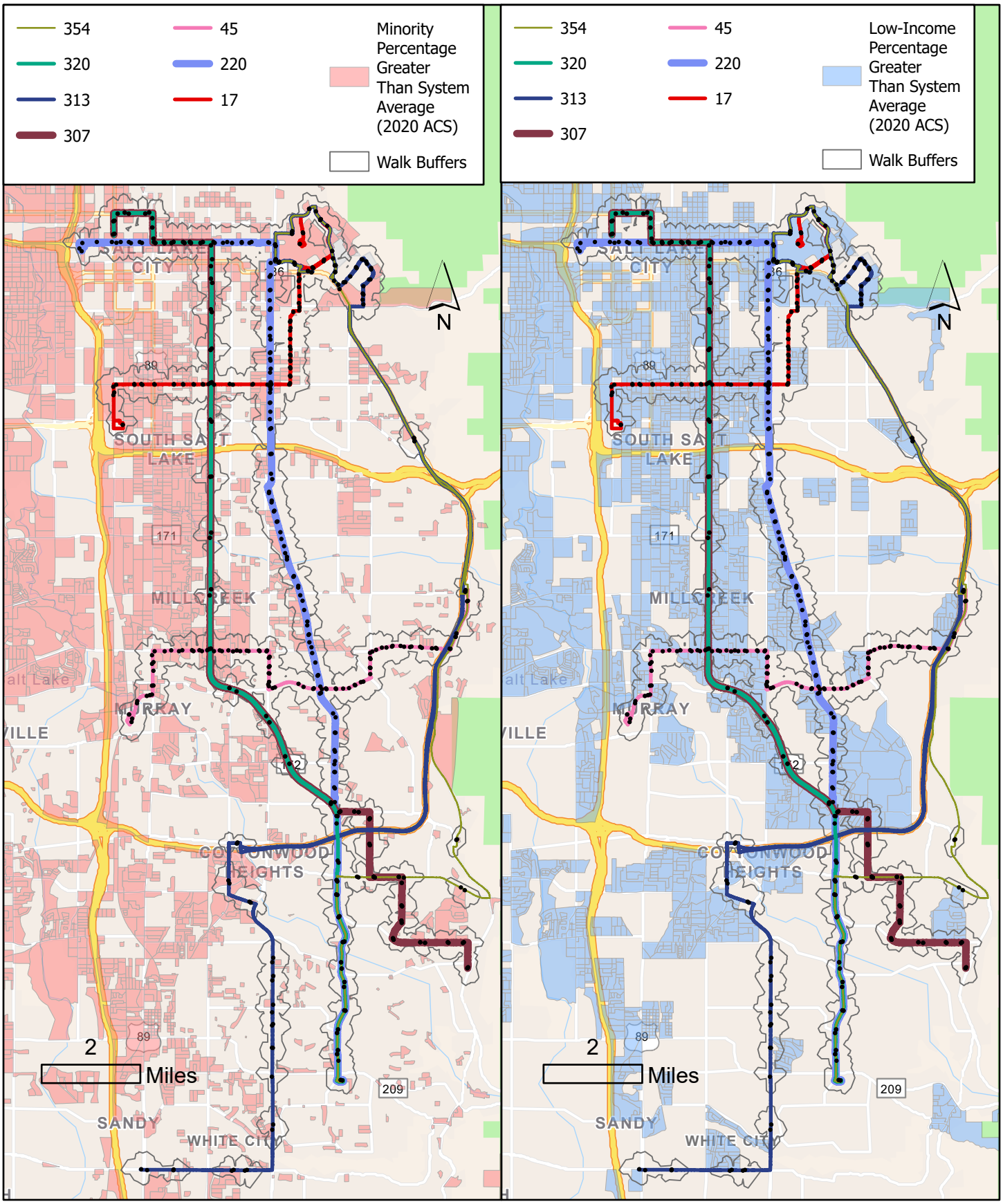
August 2022 Service Changes, Salt Lake County (Major Change and Below System Averages)



County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

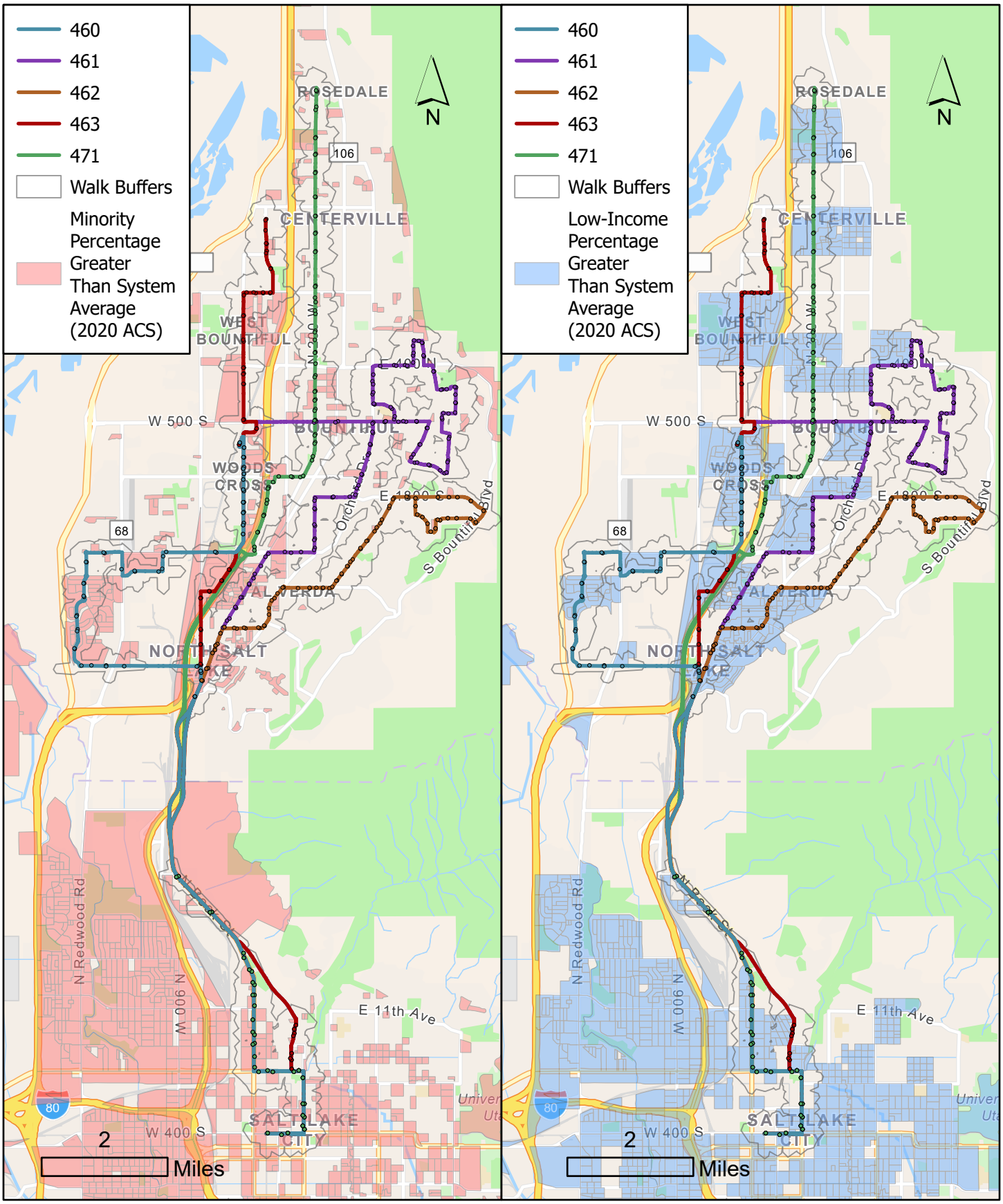
Covid19 Service Changes, Salt Lake County (Major Change and Below System Averages)



County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

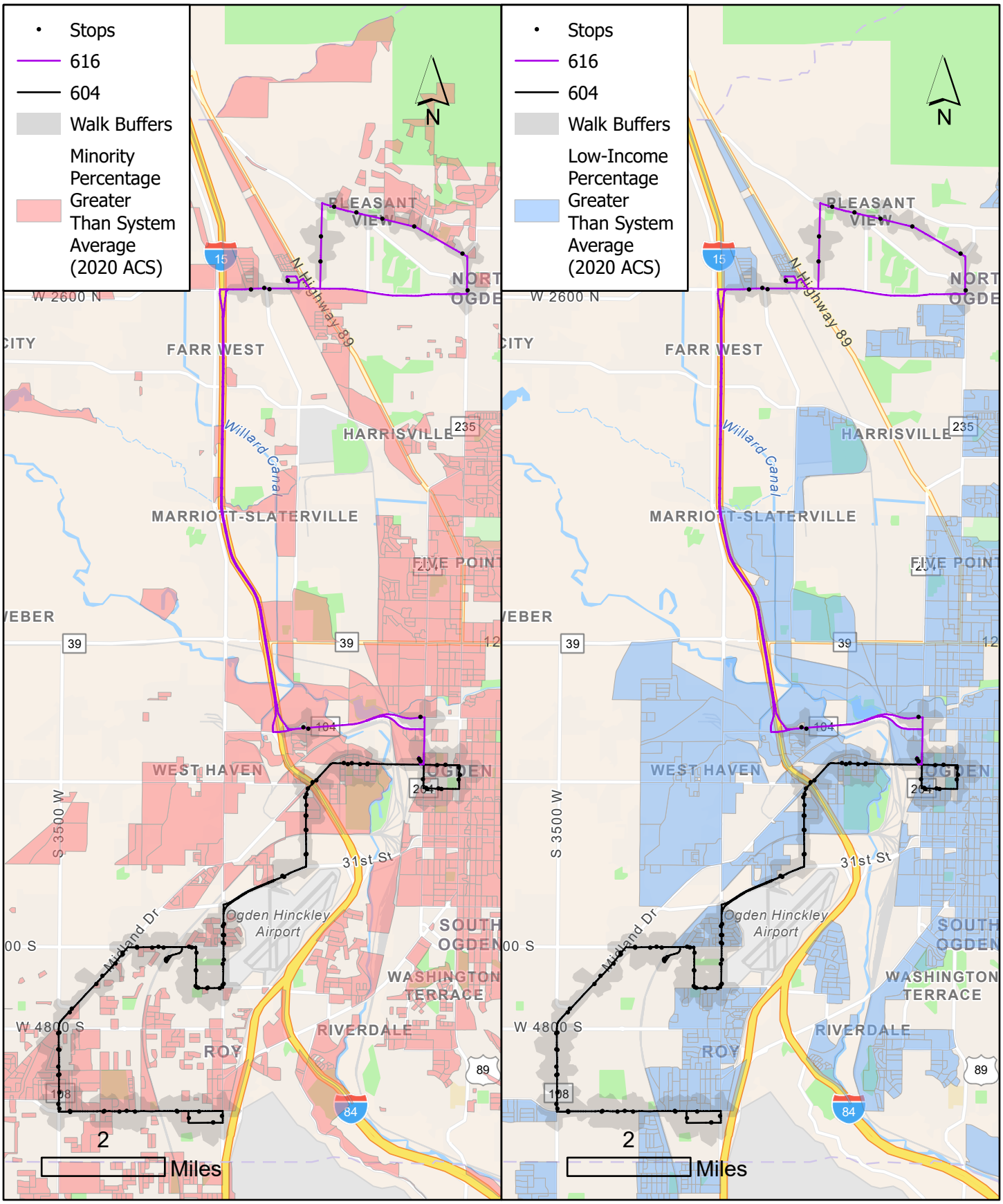
Covid19 Service Changes, South Davis Commuter Routes (Major Change and Below System Averages)



County of Salt Lake, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

Covid19 Service Changes, Routes 604 and 616 (Major Change and Below System Averages)



Ogden City, Utah AGRC, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

Appendix A – August 2022 Change Day Public Comment

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August 2022 Change Day – Public Involvement Report

May 2022

Introduction

The Utah Transit Authority (UTA) proposed several major changes to transit service for implementation on August Change Day (August 7). Many of the major changes put forth in this process are changes that were made in 2020 due to service changes needed in response to COVID-19. Those changes were implemented in 2020 as emergency changes and therefore did not undergo a public process at that time. UTA is including them in our August 2022 process to make the 2020 changes official. Overall, the changes proposed strive to support long-term system improvements and include new, customer-focused innovations like UTA On Demand. The changes also bring service in line with UTA's Five-Year Service Plan, current staffing and available resources, as well as support recovery and evolution of service following previous reductions due to COVID-19. Those proposed major changes can be reviewed in Appendix 1 of this report.

The agency held a 30-day public comment period from March 2 through April 1 with multiple opportunities for the public to engage in the input process, including a virtual public hearing on March 17. The public comment process was moved earlier to accommodate additional time for public comment consideration, finalizing of changes, and ongoing communication and engagement with the public. This report details public involvement and feedback on the proposed changes.

Part 1: Public Engagement Efforts

Engagement Overview

Component	Dates	Additional Detail
Public Notice	March 2	A public notice was published across major news publications in areas with proposed major changes and on the Utah Public Notice Website.
Public comment period	March 2 – April 1	30-day period was required. Public notice was published. Comment was accepted via email, mail, online form, phone, and in-person at Customer Service locations.
Public hearing (Virtual)	March 17	15 days after public comment period announced, this public hearing was held virtually over Zoom. UTA staff presented information about proposed changes and answered questions. Registered participants were invited to provide public comment during the meeting. A recording was made available following the event.
Customer Service	March 2 – April 1	Customer service offices across the service area (3 locations) supported information sharing about proposed changes for members of the public to learn more and provide comment.
Virtual engagement	March 2 – April 1	Available throughout the comment period online, included virtually accessible information and feedback opportunities through OpenUTA. (Rideuta.com/August)

The public comment period was held for 30 days from March 2 through April 1. Multiple methods for sharing information on the proposed changes and submitting official comment on the proposed changes were made available to

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the public. Methods for public comment included email, mail, phone, OpenUTA online comment form, the virtual public hearing, and at customer service locations. Information on proposed changes was shared widely via newspapers of general circulation in the service area, on-system signage at bus stops, UTA's website, and UTA's social media platforms, including Instagram, Facebook, and Twitter.

Public Hearing Notice

A detailed public hearing notice was distributed via newspapers of general circulation for publication on March 2, including the Standard Examiner, Daily Herald, Tooele Transcript, Deseret News, and the Salt Lake Tribune. The public notice was also shared via the Utah Public Notice Website. Proofs are included in Appendix 2.

Virtual Public Hearing

The virtual public hearing was held on Thursday, March 17 from 5pm-8pm. The event was held over Zoom webinars and was broadcast on the RideUTA Facebook Live feed. About 36 individuals from the public registered and attended the live event. A recording of the virtual public hearing was also available for viewing following the events on the UTA Facebook, YouTube channel, and OpenUTA page.

Facebook Part 1 (Davis & Weber):

- 657 People Reached
- 62 Engagements
- 0 Comments
- Link to the event on Facebook: https://fb.watch/ctvwhmLhLf/

Facebook Part 2 (Salt Lake, Tooele, Utah):

- 801 People Reached
- 131 Engagements
- 9 Comments
- Link to the event on Facebook: https://fb.watch/ctvx0CXQ4_/

Youtube (3 Parts):

- 187 Total Views
- 5 Total Likes
- 1 Comments
- Link to the events on YouTube: https://www.youtube.com/user/UTAride/videos

Virtual Engagement

Social Media

Social media platforms, including Facebook, Instagram, and Twitter were used to promote awareness around the proposed change and encourage participation in the public comment period.

Facebook: 5 posts	Instagram: 5 posts	Twitter: 3 posts
3/2 – 7,387 reach, 400 engagements	3/2 – 79 likes, 1 comment	3/2 – 11 retweets, 15 likes, 3 comments
3/10 – 2,398 reach, 95 engagements	3/10 – 41 likes, 5 comments	3/8 (partner retweet) – 5 retweets, 8 likes
3/14 – 1,110 reach, 97 engagements	3/14 – 616 views, 4 comments	3/10 – 7 retweets, 12 likes, 2 comments
3/16 – 1,474 reach, 20 engagements	3/16 – 14 likes, 0 comments	3/10 (partner retweet) – 2 retweets, 9 likes, 1 comment
3/31 – 2,967 reach, 132 engagements	3/31 – 38 likes, 0 comments	3/14 – 3 retweets, 8 likes, 1 comment
		3/16 – 5 retweets, 6 likes
		3/31 – 4 retweets, 3 likes

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Website

Detailed information was shared via UTA's website. A carousel on the main page directed the public to detailed information on the proposed changes at rideuta.com/August. The public hearing information was also included on the public hearing page of the UTA website.

Part 2: Public Comment Analysis

Engagement by the Numbers

Mode	Comments (#)
Email	9
Mail	0
Customer Service	14
OpenUTA	259
Virtual Public Hearing*	39
Total Official	**321**

Public Comment Overview

Comments received during the 30-day comment period expressed concern about the proposed changes, with specific emphasis on certain routes with modifications or replacements; requests for service restoration; and other service considerations such as travel time and frequency. Below includes a summary of the comments by theme. A complete list of public comments can be found in Appendix 3.

Comment Themes

Theme	Detail	Comments (#)
Route-Specific	Comment references a specific route(s)	269
Frequency	Comment is about service frequency	97
Connections/Reliability	Comment mentions making connections between modes or routes, reliability of service, connecting to key destinations	79
Routing	Comment provides feedback on routing of service	67
Span of Service	Comment is about extending the hours and days of operations	59
Accessibility	Comment provides feedback on accessibility-related concerns	42
Travel Time	Comment mentions the amount of time traveling on transit	31
On Demand	Comment is about UTA On Demand service	26
Customer Information	Comment mentions UTA sharing information with customers, including system information and public engagement information	25
Service Restoration	Comment mentions restoring service that was previously reduced or suspended	16
Cost/Free	Comment mentions cost of service, including free fare	9

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

The summary above provides an overview of the major themes and topics expressed in the comments. Each comment was individually coded for themes. As noted in the table, many of the comments related to specific routes and modes, including expressed opposition to the proposed changes for some routes, detailed below. Many comments referred restoration and improvements, such as increased frequency, increased span of service, and more.
**Note: the number of themes in the tables above will add up to more than 321 because multiple comments expressed more than one theme.*

Route-Specific Comments

The most mentioned routes included:

- Tooele routes
- Route 209
- Route 6
- FrontRunner
- TRAX
- Route 3
- Route 205
- Route 1
- Route 217
- Route 223
- Route 220
- Route 17
- Route 47
- Route 455

Additional Public Engagement

- **Reporting Back –** UTA will report back to the community and public comment period participants on the comment period, findings, and next steps.
- **Ongoing Engagement Efforts:**
    - **On Demand –** UTA On Demand zones in Salt Lake, Tooele, and Davis Counties will benefit from additional engagement support in preparation for August Change Day. UTA will work with communities in providing information, resources, and support in transitioning to the new service.
    - **Communications & Outreach –** ongoing until and after August Change Day, rider and community outreach will be ongoing to support questions and discussion request from different communities. General and widespread communications will continue to support understanding and awareness of the planned changes.
- **Additional opportunities for the public to engage –** UTA is preparing for both a Five-Year Service Plan update, as well as the development of a Long Range Transit Plan. These plans are important opportunities for community members across the UTA service area to get involved and help shape transit decisions for years to come, including those that come each year on Change Day.

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

Appendix 1 - Proposed Changes

All proposed changes for August 2022 were shared at rideuta.com/August. Proposed routes for August 2022 can be viewed on this map.

Definitions:

- **Span** – refers to the hours and days of operation. If span is increased on a route that might mean the route will run earlier in the mornings, later in the evening, or on Saturday and/or Sunday.
- **Frequency** – refers to how often the service runs, many UTA routes run every 15, 30, or 60 minutes.

Salt Lake County

Salt Lake County – Past COVID Emergency Changes (These changes were implemented in response to COVID-19 in April 2020 without a public hearing, they are now being made permanent. The levels of service reflect current levels.)		
Route	***Change***	***Details***
2	Increased Span	Expanded span of service
2X	Suspended	
4	Increased Span	Expanded span of service
9	Increased Span	Expanded span of service
17	Reduced	Reduced frequency, 60 minute weekday service
21	Increased Span	Expanded span of service
33	Increased Frequency, Increased Span	15 minute weekday/Saturday service; expanded span of service
35	Increased Frequency, Increased Span	15 minute weekday/Saturday service; expanded span of service
35M	Discontinued	Use Routes 33, 35
39	Increased Span	Expanded span of service
41	Reduced	Reduced frequency, 30 minute weekday/Saturday service, 60 minutes Sunday
45	Reduced	Reduced frequency, 30 minute weekday/Saturday service, 60 minutes Sunday
47	Reduced	Reduced frequency, 30 minute weekday/Saturday service, 60 minutes Sunday)
54	Reduced	Reduced frequency, 30 minute weekday/Saturday service, 60 minutes Sunday
72	Increased Frequency, Increased Span	30 minute weekday service; expanded span of service
F94	Increased Span	Expanded span of service
200	Increased Span	Expanded span of service
201	Increased Frequency, Increased Span	Expanded span of service, 30 minute weekday service
205	Reduced	Reduced frequency, 30 minute weekday/Saturday service, 60 minutes Sunday
209	Increased Span	Expanded span of service

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

213	Increased Span	Expanded span of service
217	Increased Frequency, Increased Span	15 minute weekday/Saturday service; expanded span of service
218	Increased Span	Expanded span of service Saturdays
220	Reduced	Reduced frequency, 30 minute weekday/Saturday service, 60 minutes Sunday
223	Reduced	Reduced span of service
227	Reduced	Reduced span of service
248	Reduced	Reduced span of service
307	Discontinued	
313	Discontinued	
320	Discontinued	
354	Discontinued	
509	Increased Frequency, Increase Span	Increased frequency, 30 minute weekday; expanded span of service
F514	Increased Frequency, Increase Span	Increased frequency, 30 minute weekday; expanded span of service
F556	Increased Frequency, Increase Span	Increased frequency, 30 minute weekday; expanded span of service
F570	Increased Frequency, Increase Span	Increased frequency, 30 minute weekday; expanded span of service
F578	Increased Frequency, Increase Span	Increased frequency, 30 minute weekday; expanded span of service
F590	Increased Frequency, Increase Span	Increased frequency, 30 minute weekday; expanded span of service

Salt Lake County – Proposed August Service Changes		
Route	***Change***	***Details***
1	New	15 minutes weekday/Saturday, 30 minutes Sunday
3	Discontinued	Use Routes 4, 223 [extended]
6	Discontinued	Use Routes 1 [new], 209 [extended], F11
F11	Routing Change	Change in alignment, portion of route discontinued
41	Discontinued	Use Route 47
47	Routing Change	Route extended to cover eliminated route 41
205	Routing Change	Route extended to Rose Park. Portion of route discontinued. To go to SL Central Station, transfer to routes 2, 209, or 220.
209	Routing Change	Route extended to Avenues. Transfer to routes 1, 2, 220 to go to downtown SLC. Portion of route discontinued.
213	Routing Change	Proposed to run on 1300 E between 2700 S and UofU. Route 220 will run on 1100 E/Highland. Change in alignment, new routing
217	Routing Change	Route ends at State Office buildings, use UTA on Demand, route 1 [new] or 205 [extended]. Change in alignment, portion of route discontinued
220	Routing Change	Proposed to run on 1100 E/Highland between 2700 S and 900 S. Route 213 will run on 1300 E. Change in alignment, new routing

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

223	Routing Change	Route extended into Avenues and no longer serves VA and part of Foothill. Replaces route 3. Portion of route discontinued
519	Discontinued	(Use Routes 1, 205, UTA On Demand)
520	Discontinued	(Use Routes 1, 205, UTA On Demand)
919	Discontinued	(Use Routes 1, 205, UTA On Demand)
920	Discontinued	(Use Routes 1, 205, UTA On Demand)

Tooele County

Tooele County – Proposed August Service Changes		
Route	***Change***	***Details***
F400	Discontinued	Replaced by UTA On Demand
F402	Discontinued	Replaced by UTA On Demand
F453	Routing Change	F453 – change in alignment, portion of route discontinued

Utah County

Utah County – Past COVID Emergency Changes (These changes were implemented in response to COVID-19 in April 2020 without a public hearing, they are now being made permanent. The levels of service reflect current levels.)		
Route	***Change***	***Details***
809	Suspended	
821	Increase Frequency; Increased Span	Increased frequency, 30 minute weekday; expanded span of service
830X	Reduced	Reduced frequency, 20 minute weekday/Saturday on East Bay Loop
831	Increased Span	Increased span of service
833	Reduced	Reduced frequency, 60 minute weekday/Saturday
841	Increase Frequency; Increased Span	Increased frequency, 30 minute weekday; expanded span of service
850	Increased Span	Increased span of service weekdays & Saturdays
862	Increased Span	Increased span of service weekdays & Saturdays
864	Suspended	(to be replaced by UTA on Demand in future)

Utah County – Proposed August Service Changes		
Route	***Change***	***Details***
830X	Increased Frequency	6 minute headways

Davis & Weber Counties

Davis & Weber Counties – Past COVID Emergency Changes (These changes were implemented in response to COVID-19 in April 2020 without a public hearing, they are now being made permanent. The levels of service reflect current levels.)		
Route	***Change***	***Details***

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456	Discontinued	Customer can use FR, Route 472
460	Discontinued	Replaced by UTA on Demand
461	Discontinued	Replaced by UTA on Demand
462	Discontinued	Replaced by UTA on Demand
463	Discontinued	Replaced by UTA on Demand
471	Discontinued	Replaced by UTA on Demand
472	Reduced	6 trips/day
473	Reduced	12 trips/day
601	Reduced	Reduced span of service
604	Reduced	Reduced frequency, 60 minute weekdays
608	Discontinued	Facility closed
612	Reduced	Reduced frequency north of OTC
613	Reduced	Reduced frequency, 60 minute weekdays
616	Suspended	(to be replace by UTA on Demand in future)
625	Reduced	Reduced frequency, 30/60 minute service weekdays
626	Reduced	Reduced frequency, 30/60 minute service weekdays
627	Reduced	Reduced frequency, 30/60 minute service weekdays
645	Reduced	Reduced frequency, 30/60 minute service weekdays

Utah County – Proposed August Service Changes		
Route	***Change***	***Details***
455	Routing change	Routing adjustment near WSU
602	New	New shuttle route WSU
F605	Discontinued	Replaced by UTA on Demand
625	Routing change	Routing adjustment near WSU
640	Routing change	Routing adjustment near WSU
645	Routing change	Routing adjustment near WSU and at southern end of Line
650	Routing Change	Routing adjustment near WSU

Rail

Rail – Past COVID Emergency Changes **(These changes were implemented in response to COVID-19 in April 2020 without a public hearing, they are now being made permanent. The levels of service reflect current levels.)**		
Route	***Change***	***Details***
TRAX Blue Line	Reduced	Reduced frequency Saturdays & Sundays
TRAX Red Line	Reduced	Reduced frequency Saturdays & Sundays
TRAX Green Line	Reduced	Reduced frequency Saturdays & Sundays
S-Line	Reduced	Reduced frequency Saturdays & Sundays
FrontRunner	Reduced	Reduced frequency Saturdays & Sundays

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Appendix 2 – Public Notice Proofs

Public Notice was published in the Salt Lake Tribune, Standard Examiner, Daily Herald, Tooele Transcript, Deseret News, and the Utah Public Notice Website. The proofs for each publication follow.

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

Standard-Examiner/Daily Herald Legals Print Ad Proof

ADNo: 9471 Customer Number: [redacted]
Customer Name: MEGAN WATERS Company: UTAH TRANSIT AUTHORI
Address: 669 W. 200 S.
City/St/Zip: SALT LAKE CITY ,UT 84101

[redacted]

NOTICE OF PUBLIC MEETING AND COMMENT PERIOD

UTAH TRANSIT AUTHORITY

RE: August 2022 Service Changes. The Utah Transit Authority (UTA) is proposing changes to transit service beginning in August. The proposed changes aim to improve flexibility and access; align with long range and regional transportation plans; consider workforce constraints; and replace and upgrade routes with on-demand service for increased mobility. For a complete list of proposed changes please visit rideuta.com/August. A 30-day public comment period will occur March 2 through April 1; one virtual public meeting, along with several other community engagement opportunities, will be held to gather feedback.

Public Comments:

Relevant information about the proposed service changes will be available at the virtual public meeting and on the UTA Website at rideuta.com/August. The proposed service changes will be available for public review and comment from **March 2, 2022 - April 1, 2022.** Comments must be received, postmarked or electronically submitted to UTA through one of the following methods by **5 p.m. on April 1, 2022** to be considered as part of the public comment record.

- **Email:** hearingofficer@rideuta.com
- **Phone:** 801-743-3882, option 5
- **Mailing:** Utah Transit Authority, C/O Megan Waters, 669 W 200 S, Salt Lake City, UT 84101
- **Website:** rideuta.com/August

Public Hearing Date & Format:

There will be a public hearing held on **Thursday, March 17 from 5pm-8pm - it will be divided into three sections for each geographic area:** 5-6pm: Weber & Davis County Changes; 6-7pm: Salt Lake County Changes; 7-8pm: Tooele & Utah County Changes. The public meeting will provide an overview of proposed service changes in each geographic area, take questions, and accept public comment from participants.

Listen Only: If you wish to view and listen (only) to the formal meeting, you can do so live at UTA's Facebook page: https://www.facebook.com/RideUTA/

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

Participate: If you would like to join the event live at any time throughout, please register to join via Zoom any time prior to the hearing's conclusion: https://us02web.zoom.us/webinar/register/WN_GDZcpadkT065JmodtwDHBg

Registered participants will be given an opportunity to speak in a specified order. To ensure all participants have an opportunity to speak, comments are limited to three minutes per person. All who wish to view the hearing following the event may do so through our YouTube channel or Facebook page.

Public Open Houses

UTA Customer Service locations will host information about proposed service changes onsite during the public comment period from March 2 through April 1. Members of the public who wish to learn more can visit a customer service location Monday through Friday, between the hours of 8:30 AM and 5:00 PM.

To assure full participation at the hearing and during the public comment period, accommodations for effective communication such as a sign language interpreter, printed materials in alternative formats or a language interpreter for non-English speaking participants must be requested at least five (5) working days prior to the date of the scheduled event by contacting the UTA Hearing Officer at **801-244-3271**. Requests for **ADA accommodations** should be directed to UTA's ADA Compliance Officer at **801-262-5626 or dial 711** to make a relay call for deaf or hearing impaired persons.

Legal Notice 9471 Published in the Daily Herald on March 3, 2022

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

[redacted]

DeseretNews.

PROOF OF PUBLICATION CUSTOMER'S COPY

CUSTOMER NAME AND ADDRESS

Utah Transit Authority
Utah Transit Authority C/O Megan Waters
669 West 200 South
Salt Lake City, UT 84101

ACCOUNT NUMBER

[redacted]

ACCOUNT NAME

Utah Transit Authority

TELEPHONE

[redacted]

ORDER #

[redacted]

CUSTOMER REFERENCE NUMBER

Public Comment Notice - ORDINANCES

CAPTION

NOTICE OF PUBLIC COMMENT PERIOD UTAH TRANSIT AUTHORITY RE: UTA Ordinances.

TOTAL COST

[redacted]

NOTICE OF PUBLIC COMMENT PERIOD
UTAH TRANSIT AUTHORITY

RE: UTA Ordinances. UTA is holding a public comment period to receive input on its revised Fare Payment, Criminal & Trespassing Ordinances.

Public Comments:

Relevant information about the revised ordinances will be available at the public meeting and on the UTA Website at rideuta.com/Ordinances. The proposed revisions will be available for public review and comment from **May 11 – June 10**, 2022. Comments must be received, postmarked or electronically submitted to UTA through one of the following methods by **5 p.m. on June 10, 2022**, to be considered as part of the public comment record.

- **Email:** hearingofficer@rideuta.com
- **Phone:** 801-743-3882, option 5
- **Mailing:** Utah Transit Authority, C/O Megan Waters, 669 W 200 S, Salt Lake City, UT 84101
- **Website:** rideuta.com/Ordinances

Public Meeting:

There will be a virtual public meeting held on **Tuesday, May 24, 2022, at 6pm**. The public meeting will provide an overview of the public ordinances, proposed revisions, take questions, and accept public comment from participants.

Participate: If you would like to provide a public comment during the public meeting on May 24, please register to join via Zoom any time prior to the meeting's conclusion: https://us02web.zoom.us/webinar/register/WN_fy31AhtYQxaUzS0WQfGOmg

Listen Only: If you wish to view and listen (only) to the meeting, you can do so live at UTA's Facebook page: https://www.facebook.com/RideUTA/. A recording will be available following the event through UTA's YouTube channel or Facebook page.

To assure full participation at the meeting and during the public comment period, accommodations for effective communication such as a sign language interpreter, printed materials in alternative formats or a language interpreter for non-English speaking participants must be requested at least five (5) working days prior to the date of the scheduled event by contacting the UTA Hearing Officer at **801-244-3271**. Requests for **ADA accommodations** should be directed to UTA's ADA Compliance Officer at **801-262-5626 or dial 711** to make a relay call for deaf or hearing-impaired persons.
DN0016341

AFFIDAVIT OF PUBLICATION

AS THE DESERET NEWS, INC. LEGAL BOOKER, I CERTIFY THAT THE ATTACHED ADVERTISEMENT O **LEGAL NOTICE FOR UTAH TRANSIT AUTHORITY** WAS PUBLISHED BY DESERET NEWS, INC., WEEKLY NEWSPAPER PRINTED I THE ENGLISH LANGUAGE WITH GENERAL CIRCULATION IN UTAH, AND PUBLISHED IN SALT LAKE CITY, SALT LAKE COUNTY I THE STATE OF UTAH. NOTICE IS ALSO POSTED ON UTAHLEGALS.COM ON THE SAME DAY AS THE FIRST NEWSPAPER PUBLICATIO DATE AND REMAINS ON UTAHLEGALS.COM INDEFINITELY. COMPLIES WITH UTAH DIGITAL SIGNATURE ACT UTAH CODE 46-2-10 46-3-104.

PUBLISHED ON 05/11/2022

DATE 05/17/2022

SIGNATURE Karyn Vigil

STATE OF UTAH
COUNTY OF Salt Lake

SUBSCRIBED AND SWORN TO BEFORE ME ON THIS 17th DAY OF MAY IN THE YEAR 2022

BY KARYN VIGIL

LENEA TAPUSOA
NOTARY PUBLIC-STATE OF UTAH
COMMISSION# 712892
COMM. EXP. 07-06-2024

L Tapusoa
NOTARY PUBLIC SIGNATURE

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

Standard-Examiner/Daily Herald Legals Print Ad Proof

ADNo: 9472 Customer Number: [redacted]
Customer Name: MEGAN WATERS Company: UTAH TRANSIT AUTHORI
Address: 669 W. 200 S.
City/St/Zip: SALT LAKE CITY ,UT 84101

[redacted]

[redacted]

NOTICE OF PUBLIC MEETING AND COMMENT PERIOD

UTAH TRANSIT AUTHORITY

RE: August 2022 Service Changes. The Utah Transit Authority (UTA) is proposing changes to transit service beginning in August. The proposed changes aim to improve flexibility and access; align with long range and regional transportation plans; consider workforce constraints; and replace and upgrade routes with on-demand service for increased mobility. For a complete list of proposed changes please visit rideuta.com/August. A 30-day public comment period will occur March 2 through April 1; one virtual public meeting, along with several other community engagement opportunities, will be held to gather feedback.

Public Comments:

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- **Email:** hearingofficer@rideuta.com
- **Phone:** 801-743-3882, option 5
- **Mailing:** Utah Transit Authority, C/O Megan Waters, 669 W 200 S, Salt Lake City, UT 84101
- **Website:** rideuta.com/August

Public Hearing Date & Format:

There will be a public hearing held on **Thursday, March 17 from 5pm-8pm - it will be divided into three sections for each geographic area:** 5-6pm: Weber & Davis County Changes; 6-7pm: Salt Lake County Changes; 7-8pm: Tooele & Utah County Changes. The public meeting will provide an overview of proposed service changes in each geographic area, take questions, and accept public comment from participants.

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https://www.facebook.com/RideUTA/

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Legal Notice 9472 Published in the Standard Examiner on March 3, 2022

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

PROOF OF PUBLICATION

STATE OF UTAH }
County of Tooele } SS.

NOTICE OF PUBLIC MEETING AND COMMENT PERIOD
UTAH TRANSIT AUTHORITY
RE: August 2022 Service Changes. The Utah Transit Authority (UTA) is proposing changes to transit service beginning in August. The proposed changes aim to improve flexibility and access; align with long range and regional transportation plans; consider workforce constraints; and replace and upgrade routes with on-demand service for increased mobility. For a complete list of proposed changes please visit rideuta.com/August. A 30-day public comment period will occur March 2 through April 1; one virtual public meeting, along with several other community engagement opportunities, will be held to gather feedback.
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- Phone: 801-743-3882, option 5
- Mailing: Utah Transit Authority, C/O Megan Waters, 669 W 200 S, Salt Lake City, UT 84101
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Public Hearing Date & Format:
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I, Clayton J. Dunn, being first duly sworn, depose and say that I am the Publisher of the Tooele Transcript Bulletin, a weekly newspaper of general circulation published each Wednesday at Tooele City, Tooele County, Utah; that the notice attached hereto and which is a part of the proof of publication of:

Notice of Public Meeting
Utah Transit Authority

was published in said newspaper for one issue(s), the first publication having been made on the 2nd day of March, 2022, and the last on the 2nd day of March, 2022; that said notice was published in the regular and entire issue of every Wednesday edition of the newspaper during the period and time of publication, and the same was published in a newspaper proper and not in a supplement. Said notice was also placed online at www.utahlegals.com.

Clayton J. Dunn

Subscribed and sworn to me this 2nd day of March, 2022.

CHRISTIN EVANS
Notary Public, State of Utah
Commission # 722008
My Commission Expires
January 5, 2026

Notary Public

TOOELE Transcript Bulletin

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

90 S 400 W STE 700
SALT LAKE CITY, UT 84101-1431

The Salt Lake Tribune

PROOF OF PUBLICATION CUSTOMER'S COPY

CUSTOMER NAME AND ADDRESS

UTAH TRANSIT AUTHORITY
MEGAN WATERS
669 W 200 S
SALT LAKE CITY, UT 84101
mwaters@rideuta.com

ACCOUNT NUMBER

[redacted]

ACCOUNT NAME

UTAH TRANSIT AUTHORITY

TELEPHONE

[redacted]

ORDER #

[redacted]

CUSTOMER REFERENCE NUMBER

CAPTION

NOTICE OF PUBLIC MEETING AND COMMENT PERIOD UTAH TRANSIT AUTHORITY RE: August 2022 Service Changes.

TOTAL COST

[redacted]

NOTICE OF PUBLIC MEETING AND COMMENT PERIOD
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SLT0015949

AFFIDAVIT OF PUBLICATION

AS THE SALT LAKE TRIBUNE, INC. LEGAL BOOKER, I CERTIFY THAT THE ATTACHED ADVERTISEMENT OF NOTICE OF PUBLIC MEETING AND COMMENT PERIOD UTAH TRANSIT AUTHORITY RE: August 2022 Service Changes. FOR UTAH TRANSIT AUTHORITY WAS PUBLISHED BY THE SALT LAKE TRIBUNE, INC., WEEKLY NEWSPAPER PRINTED IN THE ENGLISH LANGUAGE WITH GENERAL CIRCULATION IN UTAH, AND PUBLISHED IN SALT LAKE CITY, SALT LAKE COUNTY IN THE STATE OF UTAH. NOTICE IS ALSO POSTED ON UTAHLEGALS.COM ON THE SAME DAY AS THE FIRST NEWSPAPER PUBLICATION DATE AND REMAINS ON UTAHLEGALS.COM INDEFINITELY. COMPLIES WITH UTAH DIGITAL SIGNATURE ACT UTAH CODE 46-2-101; 46-3-104.

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DATE 03/09/2022

SIGNATURE Jordyn gallegos

STATE OF UTAH
COUNTY OF SALT LAKE

SUBSCRIBED AND SWORN TO BEFORE ME ON THIS 9th DAY OF MARCH IN THE YEAR 2022

BY Jordyn Gallegos

LAREE WHITMER
NOTARY PUBLIC-STATE OF UTAH
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Utah Transit Authority:
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Entity: Utah Transit Authority

Body: Utah Transit Authority

Subject: Public Transit District Transportation

Notice Title: Public Hearing Notice

Notice Type: Notice, Meeting

Event Start Date & Time: March 17, 2022 05:00 PM

Event End Date & Time: March 17, 2022 08:00 PM

Description/Agenda:

There will be a public hearing held on Thursday, March 17 from 5pm-8pm - it will be divided into three sections for each geographic area: 5-6pm: Weber & Davis County Changes; 6-7pm: Salt Lake County Changes; 7-8pm: Tooele & Utah County Changes. The public meeting will provide an overview of proposed service changes in each geographic area, take questions, and accept public comment from participants.

Notice of Special Accommodations:

Special Accommodation: Information related to this meeting is available in alternate format upon request by contacting calldredge@rideuta.com or (801) 287-3536. Request for accommodations should be made at least two business days in advance of the scheduled meeting.

Notice of Electronic or telephone participation:

Listen Only: If you wish to view and listen (only) to the formal meeting, you can do so live at UTA's Facebook page: https://www.facebook.com/RideUTA/ Participate: If you would like to join the event live at any time throughout, please register to join via Zoom any time prior to the hearing's conclusion: https://us02web.zoom.us/webinar/register/WN_GDZcpadkT065JmodtwDHBg Registered participants will be given an opportunity to speak in a specified order. To ensure all participants have an opportunity to speak, comments are limited to three minutes per person. All who wish to view the hearing following the event may do so through our YouTube channel or Facebook page.

Other Information

This notice was posted on: March 01, 2022 03:58 PM
This notice was last edited on: March 02, 2022 07:40 AM
Deadline Date: March 17, 2022 01:00 AM

Board/Committee Contacts

Meeting Location:

669 West 200 South
Salt Lake City UT, 84101

Map this!

Contact Information:

Hearing Officer
hearingofficer@rideuta.com
(801)237-1952

Download Attachments:

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Appendix 3 – Public Comments

A complete list of the 321 public comments received.

What comments or feedback do you have on the proposed service changes for August 2022?
Comments from Online Form
I would love to see Route 9's expanded service as a permanent thing. Not related to the route, but it'd also be nice if we had better signaling of upcoming stops on UTA buses (instead of just the occasional announcement, more regularly shown on the screen at the front of the bus -- hard to see stops when it's dark outside, hard to hear on bus sometimes.)
My feedback would be to please increase frontrunner service times to what they were pre-COVID. The current timetable makes it extremely difficult to consistently use the Frontrunner. The vast majority of the day has trains running only once per hour. This schedule makes me unable to consistently use and rely upon the train as a commuting method.
Please consider having route 205 having later buses. I work swingshift four nights a week and cannot get home from work. The only buses running in this area is the 900 E. bus the state street bus and 900 S. bus. We need more buses later than 930. This is my main source of transportation and it's frustrating not being able to get home from work at 11 PM and it's not safe to walk to 900 E. and it's not safe to walk to State Street. This area is part of downtown and there's a lot of people in this area that could use this service
So I have most of the issues in Layton in Farmington like the 627 Clearfield station the 60 minutes or 30 minutes to wait to catch the next bus heading to kaysville and the 667 bus from Lagoon to Farmington station I feel like the bus should be in timed with the trains arrivals and departures to get to work at Lagoon I have missed the train because it doesn't get there before the train the parts like I miss it by 2-10 or getting to Farmington station in the bus takes like 20 minutes or 10 minutes to depart I can wait that but it's takes time from getting to work out Lagoon. Population should be more optimized for the trains arrivals in general and the train should run more often it's very annoying to wait hour for the next train and should be like at least 30 minutes 20 minutes like in Europe or something like that more more faster I know it's hard because it's on a single track and maintenance of course I understand that but it should be more frequent
Hi! We would like to see the normal UVX route include the Provo Towne mall again. We live right downtown and we used to take the UVX to Provo Towne mall and back frequently, for shopping, hair cuts, art classes, and movies. Now we just walk, because to take UVX one stop to the transit station and then wait at least 20 minutes for the East Bay UVX seems pointless to us, and using UVX to go home is even less convenient. I know that a lot of the East Bay route services workplaces and so that route might be used infrequently, but I believe the stretch down to the Provo Towne mall was being used and benefited the mall. I realize we might be in a minority, but it was worth bringing it up just in case. :) We miss having that transit the connection to the mall. Maybe UVX could go by the mak and then up University Ave to 400 S stop and so on, and a smaller bus could do the East Bay loop instead? Thanks for reading!!
I WOULD HIGHLY RECOMMEND NOT RELYING ON THE UTA ON DEMAND FOR ANY COVERAGE!!!! THEY ARE HIGHLY UNRELIABLE!!!!!!!!!!!!!!!!!!!

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Keeping routes 47 and 54 at 30 minutes is a disincentive to resume riding them. Bus routes often don't align well with trax timetables so you often just miss the train or bus, so 15 min on those bus routes helps lessen this. Currently, I wait for 54 to arrive at Murray central after getting off trax, then also wait on the bus until we can depart. It's just adding too much time to the commute. Adding to route 47 will only intensify this problem, especially if it stays at 30 min. By the time the buses leave, 4 trains have passed by and the buses are packed. Please return to 15 minutes between buses
Make the bus free, I don't drive & it's great for taking my baby to her appointments without having to ask others. Thank you for having a clean & safe bus system.
I appreciate the new 1 route, I have wanted to volunteer at the Guadalupe School but getting there on transit from the U was a hassle. This route makes it much easier. I will miss the 209 going direct to downtown from Sugarhouse, but the new 220 routing helps makes up for that. I wish you would increase the frequency or span of service for the 17. I use it to go to Costco, Sams Club, 15th & 15th, SLCC, etc and hour headways make it difficult to rely on.
I support the changes to the bus routes in the greater Rose Park neighborhood. However, I am disappointed that 30-minute headways on weekend TRAX service is being made permanent. This makes for terrible wait times when transferring between TRAX lines. I feel that 20-minute weekend headways need to be restored.
I hate the reduced service on the 205. Especially now that it's running to Rose Park (the whole west side deserves better service) 30 min on week days and hourly on weekends stinks. Restore more frequent service on Trax. If we want more people to take transit, we need rail to be frequent, even and especially on weekends.
30 minute frontrunner schedule throughout the day would be INCREDIBLE. Especially on weekend evenings, it'd be such a benefit to have the train come more than hourly.
6 minute headways on UVX sound awesome! Are there any plans to create other BRT lines in the provo orem area? I'm a little sad about the reduced service on the / loop in provo, but given what it routes too, I'm not that surprised. There were some development proposals down there for some apartments around the mall, if those go do end up getting built I hope that the service would increase back up. A lot of the other changes in the Utah county area are vague. I'm not sure what increased "span" means. If that means increase service times, great! Otherwise, what gives? I feel like this whole page could be presented in a more user friendly manner so that it is better understood by the average Utahn. I mean I'm a guy that watches CityNerd and Not Just Bikes for fun and I don't know what a lot of the jargon means.
The 30 minute service on TRAX on the weekends doesn't make sense when you have certain bus lines running every 15 minutes. TRAX needs to go back to running more frequently, if not on Sunday, at least on Saturdays.
Please expand route 54 to run every 15 minutes. It is incredibly cold during the winter months to wait 30 minutes outside in the cold for the bus to arrive. Expanding the 54 route would also cut my commute home from 2 hrs to 1.5 hrs. I would greatly appreciate this change and I am sure fellow commuters in the Kearns would appreciate this as well. Thank you.
Need more Frontrunner. Especially Davis country in the morning & evening. It is frustrating it only comes every hour.
Hello! Please take my comments into consideration. I rely on route 462. Prior to COVID, I used it to go to and from work and to transport groceries to my house in Davis County. I work at the University of Utah Hospital. I have arthritis in my knees. It's a painful walk to and from the 455 stop on Orchard drive. Also, I don't have a smart phone to download the On Demand App. I know there's a phone number I can call to schedule trips, but after reading the information on line about the On Demand service, I don't see how it would benefit me. I would need it to go to and from the bus stop on Orchard Drive.
1. 205 go back to every 15 minutes on weekdays. 2. Make Hive pass easier to purchase

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3. Free public transit!! (At least bus service)
When route 17 ran every half-hour, it was already quite inconvenient, as I relied on it to get to work. The change to just one bus an hour renders it nearly useless, and arguably a main reason that I now drive to work every day, even though it is only a couple miles away. A local bus route with that level of infrequency seems like a waste of effort to me. I would either restore the 30-minute frequency, or just discontinue route 17 and improve other services between Sugar House and the U.
Really used and appreciated the 462 route. Many of my bus friends did as well. We have had to use other inconvenient options to get to work. It makes it less desirable to take the bus and pushes us to drive our own vehicles instead. Not sure what the decision to cancel this route was based on but I know it would be used and appreciated if it was started up again. The 455 is crowded and much harder for me to get to the stops. I'm afraid I'll be driving in a lot more. Please reconsider reinstating Route 462. Thanks
As a resident of the greater Rose Park neighborhood, I support the proposed changes to the bus routes in my neighborhood, which include the new route 1, the new routing of the 205, the truncation of the 217, and the elimination of the 519 and the 520. However, I wish that the 4 and the 205 would run on 15-minute rather than 30-minute headways. On the other hand, I am deeply disappointed that weekend TRAX headways are not planned to be returned to 20-minute headways. The 30-minute weekend headways make for long transfer times among TRAX lines. As always, I would love to see FrontRunner operate on Sundays. But I realize that that would be big ask.
Bring back 2x! Helps make frontrunner work much better for getting to and from work. Also when 473 is outbound (south in Am, north in PM) drivers should do best not to race through stops to sit 5 minutes at time check points, we're all trying to get on and being 3-4 min early is a killer. Makes sense when dropping off folks at the home end to go through early, but not the pick up endâ€¦
Have front runner run on Sundays. Even a limited amount of departures would make my commute from Salt Lake to Ogden so much easier. I have to plan my weekend around the Sunday, giving me less time with my family before I have to back to school at the U of U. I do not have a car, so this is the only way I can get home once a month.
Why are you proposing to discontinue route 41
I do not like the Fast bus changes and the 220 changes. The fast buses were always a quick way for people to get to jobs in downtown and at the U of U, now there is only the 220. On top of the fast buses, the 220 is reduced frequency (Used to be 15 mins before Covid-19) making it so people in Sandy/Highland drive will have a longer wait, unless planned well. I take the 220 a lot and it is very annoying missing a bus by a few minutes and then having to wait another half hour to catch it. As for the 217, I think you should end it at the airport.
Route 209 needs to go downtown. I don't want to make travel time to downtown more than it already is.

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Darn; me an my bus friends have been and are going to really miss Route 462. It seemed especially popular among Bountiful Bench people who like to do bus+bike commutes, because Route 462 goes up the steep hill to the higher elevation part of Bountiful. On a hot afternoon after work, you practically feel like you are on the verge of headstroke biking up from the lower elevation 455 or 470 bus routes on hot summer afternoons because (a) you loose your generated cooling wind since you are going slow while (b) you are working hard to slowly pedal up the hill. But when you catch the 462 that does a lot of the Bountiful uphill for you. So very, very often that bus had to let people bring their bicycles inside the bus after the bike rack was full. And, of course people without bikes who live on the Bountiful Bench also rode it. So it's sad to see the Bountiful Bench loose it's only bus route.
The proposed northbound routing through WSU on routes 455, 603, 625, 640, 645, and 650 will be confusing for passengers. The northbound buses will be traveling both directions on Edvalson, but the southbound buses will continue to only travel from east to west on Edvalson. People intending to board a southbound bus will instead board a northbound bus because north and south will be on the same side of the road.
Sunday frontrunner!
You can't cancel service on 6th Ave!!! There's a reason the avenues routes have always run on 3rd, 6th and 11th Ave! Why even run a bus on 9th Ave when route F11 runs two blocks away on 11th Ave? Running route 209 on 9th Ave instead of on 6th Ave would leave a huge gap in service between 3rd Ave and 9th Ave. The bus route on 6th Ave has far more riders than a route on 9th Ave ever will. You can't replace the two bus routes running on 6th Ave and 11th Ave with a single route running on 9th Ave which is the only reason I can imagine for moving the route from 6th Ave to 9th Ave. It just doesn't work! If you want to cancel route F11 you can probably do so without too much protest since the F11 doesn't even run into downtown anymore and few on 11th Ave ride the bus anyway. But moving the route on 6th Ave to 9th Ave isn't going to help anyone. 6th Ave is where a bus route is needed the most!
Just in case my first post didn't go anywhere, a bus route on 6th Ave is needed far more than a route on 9th Ave!
Running Trax lines only once every 30 minutes on saturdays is nuts! Trax isn't the Frontrunner!
Many of these changes are good, however the decreased frequency of TRAX service has definitely been a burden as I currently commute to work from Salt Lake to Midvale, and I rely on the Red Line to get me there and in a timely manner
6th avenue has had a bus running on it for decades it makes no sense to change that now. No one is going to walk three blocks up a steep hill to catch the bus. This change to route 6 or 209 will push people away from public transit and back into their cars.
Are there any proposed changes to the frontrunner schedule? I see the past change, fairly cryptically listed as "decreased frequency M-F, Sat". Will that change, which has apparently already occurred, be the new norm, or will the frequency be brought back to what used to be the norm?
Reducing 17 to 60 min service has a big impact on people commuting to SLCC, Westminster College and the UofU. Ideally, this would be at least a 30min route.
I'd greatly appreciate it if you added more time during the week days and add a Saturday schedule for 806 bus.
Need time points for 5600 West and 4100 South. Inbound and outbound.

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Will route 470 and 455 have the capacity as a feeder to UTA on Demand? Where will the eventual end point for route 602 be after OGX is completed? Will it end at central campus or the new roundabout on Edvalson/Skyline? Will it be a free route (like was mentioned for OGX) at start or when OGX starts? As new digital signage for bus stops are deployed, the stops on Edvalson would be good candidates as they are commonly impacted by snow routing. I do not remember any formal action to route 526. It is not listed on the website anymore or listed on this proposal as suspended or discontinued. How long until north Weber county on demand service starts? What is the ridership on 612 north of Ogden-Weber Applied Technical College and will it be strained until on demand service starts? With just 200 and 223 at North Temple station it will be crowded on the bus between North Temple station and State Street. The proposed frequency of 223 will not meet every train. Hopefully 223 will be scheduled to depart at the same transfer time as 209 does now (people do not take route 3 right now because it leaves later than 209), with some flexibility for the drivers if the train is late but not make the schedule dependent on it always being late. What is the current timeline for the Davis-SLC connector route? Provide signage at North Temple to guide people to the bus stop at the Triad Center for connecting to route 1.
I am concerned that the reduced hours on rail (esp. Frontrunner) due to COVID are going to be made permanent. Before COVID, I relied on the on the longer "rush" hours to get to work on time for my shifts. Now that the rush hours have a reduced length (i.e. I have to wait an hour for the next train after 7:15), it is more difficult for me to arrive on time with public transit. Similarly, the reduced length of rush in the evening means I have to sit around at the station for 30 min+ after the end of my workday. Please consider returning Frontrunner schedules to their pre-COVID times, especially now that more people are riding the train frequently.
Please don't route the 209 through the Avenues. For me, one of the biggest barriers to transit use is time efficiency. Bus routes often take 2x or 3x the amount of time driving does, and it is a huge barrier. The 209 is one of the few time-competitive routes in the city, specifically because it is so direct and quick down South Temple. Routing it through the Avenues is a huge detour between me and downtown/Frontrunner. Please don't route the 209 through the Avenues.
Unclear whether route 4 will continue in its present configuration--from Wasatch Blvd. P&R through U toward downtown via 400 South. Please clarify. I live near P&R and work in midtown west of 500 East on 500 South. Need least disrputive routing. Thank you.
205 coverage should not be discontinued as bus is ridiculously busy at 7:40-7:50 am between 800 S up to the Trax line at main street. Also Trax lines should not be discontinued as they arrive more reliably than bus lines.
Please, please, please don't discontinue the 3 and 6. Those are necessary for me and my friends to get to school and work and those routes work fine.
Terrible idea!. I live alone and on disability. If Route 19 and 20 are removed, I'd have to walk seven blocks from my home on Dupont Ave to "catch" Route 1, then try to connect with Route 205 and head east; my library aide job is on Foothill Ave, but none of your proposed route changes will get me there! Right now, I take three buses (Route 519 to Central, then Route 2 east several blocks, connecting to Route 4 to my Foothill Library; reverse to go home).

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I'm concerned about the route change of 209. I take this route most 90% of the time for my public transit, but especially to and from work. I've always been aware of the lack of west bound stops along south temple for this route, but now that it's not going along this street anymore, my only other option is to switch to the new 6 route. This isn't the issue, but in the area where the routes will shift, there's a good 2/3 block radius to get to a route 6 bus stop (depending on if I want to walk closer or further away from downtown). Is there no way to add a new west bound stop during this change point? This walk adds a good 7/10 minutes to the transit time, so I hope at least if no stop is added, there is a pause in route 6's transit at the South Temple/1000E/O St (WB) stop to accommodate for this along with any delays from 209.
I do not like this change. I usually take the 209 straight to work, but with the route change I now have to get off the 209 and onto another bus route which will also cost me more money. I use the prepaid card and now I'll be charged double just to get to work.
I ride the 455 daily for work. I live in North Salt Lake and work at the University of Utah.I love the service but it is starting to get busier again as we come out of the pandemic. With a decrease in the 473 times, I think it could be wise to add some additional service times for 455. Or at least keep the times more consistent between the morning and evening communtes.
I question the choice to redirect 209 to Salt Lake Central. What routes remain to connect downtown and points south with North Temple Station? Further, I know from personal experience that 209 is used as a school bus from Millcreek, Sugar House, and points along 900 East to schools such as Judge Memorial, Bryant Middle/SLCSE, and West High School. The proposed routing would cut this off. As a regular rider of route 209 for 5 years straight, I would have to say this routing does not seem to consider all use cases of the route. Perhaps a system similar to that which was in place before North Temple became the permanent terminus would work; where Salt Lake Central is where route 209 could end on weekends, but on weekdays North Temple is still the de facto location.
I am pretty ok with the proposed changes other than rail. Trax and Frontrunner are the backbone of a successful and well used transit system. We should be increasing these services on weekends not reducing them. We want people to use transit on weekends to reach activities and venues all along the Wasatch front. With reduced service on weekends someone living in Ogden or Provo is going to choose to drive to Salt Lake for events rather than save gas, money, and the environment by taking the trains. Weekends should have all rail running as often as possible and until at least 1am. As I said the other changes appear to be fair but the change to reduce rail on weekends is absurd.
Reducing frontrunner and UVX frequency is a horrible decision! I already have to wait almost an hour at the train station every day after work just to get on a very crowded train home. Absolutely nobody asked for this, everyone wants overall INCREASED frequency plus SUNDAY SERVICE on Frontrunner! One of the main reasons I ride UVX is because it runs so often. How do you expect to increase ridership and see positive results if you can't even provide transport when people need it? Additionally, UTA is putting a lot of faith in the new UTA On Demand service. The app currently has less than a 2 star rating and everyone I've talked to has had major problems using it and preferred when the service operated more smoothly through the main Via app. Before having it replace almost every bus in south salt lake county, it needs to be rethought and improved drastically. For instance there is often a 30+ minute wait time for a ride, and rides are frequently â€œunavailableâ€ during peak times. More drivers need to be hired. Furthermore, the On Demand customer service team, though friendly, has no idea what they're doing and calling them never resolved any problems and I end up more frustrated and confused than before. I only use the service because it's cheap, but it has failed me

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on too many occasions to count. You say you're all about what the PEOPLE want, but in my 5 years of ridership you've proven otherwise.
Having 205 not go to SL Central it bad for me. It means I no longer have a direct vroute from work to the Frontrunner. Also you cut off more frequent Frintrunner too early. Between 7 & 8 AM & 6 & 7 PM are still busy & could use another train. If you want to encourage more ridership, car chargers.
Hello, I am not supportive of the proposed changes on Route 209 (and its merger with Route 6). These changes will cause me to buy a second car for our family and start driving to work, adding another car to downtown traffic and parking. 1) The bus route will take too long and 2) drop me off too far away from my work to make riding the bus a convenient, alternative option for me. A neighbor who I ride the bus with would also experience these challenges. I regularly use the bus from the 900 E 100 S stops to the 100 S stop between State Street and 200 East in front of Harmons. 1) Expanding the route to service the Avenues will easily add 10-15 minutes to the bus ride, vastly reducing route 209's convenience. If the city would like a bus route in the Avenues to downtown or Sugarhouse then I would suggest the city make a new bus route to service the avenues rather than detouring the current route. Alternatively, they can create the bus route that would transfer somewhere at Route 209's existing stops at a time where there wouldn't be much wait between the two routes, like the existing Route 6. 2) The new route would eliminate the stop on 100 S between State Street and 200 E. The 100 S stop is very close to my work and the next nearest stop would add another 5-10 minutes to my walk, at which point taking this bus really wouldn't be worth it for me. Even the newly proposed Route 1 would bypass this stop. I am against the elimination of the 100 S stop downtown. Lastly, bus 209 is already fairly full some mornings. Merging this with Route 6 would crowd the bus making detracting from its alternative of commuting downtown in my own car.
Expanded weekend rail service is my top request of UTA. While I use TRAX throughout the week for work, the reduced weekend frequency makes it hard to justify using on weekends when I'm doing most of my leisure trips. And Sunday Frontrunner service would allow me to save 1-2 hours of driving. I'd like to urge you to reconsider making the weekend rail cuts permanent.
I want to see Red Line service back to every 15 minutes on weekends. I want to see all Trax lines operate later in the night. Right now, I can't use Trax for airline travel because it doesn't operate late enough for late flights. Right now, I can't use Trax for events downtown (for example, the opera) because it doesn't operate late enough to get me home afterward. Right now, I can't use Trax to go out at night because it doesn't operate after restaurants and bars close. I want all-day Sunday service on Frontrunner. I want service on everything 365 days a year. It's ridiculous that there's no service on major holidays.

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I'm disappointed to see the West Valley/Magna BRT (Route 35M) discontinued. The regular buses have too many stops.
I think merging lines together and extending routing to cover lost lines is a good idea, especially if it comes at the inclusion of more frequent service. But eliminating lines without any benefit to the rider is a hindrance to ridership, regardless of the monetary benefit it may have. Additionally, keeping times reduced for TRAX, especially when there is ample opportunity for additional riders due to gas prices and environmental reasons, seems short sighted. Can't exactly reasonably use the services if it takes 30 minutes of waiting to get anywhere. To me, a lot of these changes are going to lead to less riders and a continuation of the idea that transit is not time-effective or convenient for anyone.
I love the new routing of the 205! 60 minute service is unacceptable for the 17. That is a key connector between SLCC, Westminster, and University of Utah and provides those students access to Central Pointe station. It also provides great service to the 15th and 15th business district and neighborhood as well as The Fresh Market Grocery store. We should be expanding service on this route. This route should be 30 minutes and run on weekends as well as weekdays.
I would like to see route 220 and rout 72 moved to every 20 min or 15 min. I am very sad that route 320 and 307 have been discontinued.
If there's any possible way to reduce travel time on the 35 through stop consolidation or modification so it's still more like the 35M, it would help with speed along the corridor and make it more attractive again. Right now it's plagued by delays and a long travel time, leading to increasingly missed connections with TRAX and a lot of the stops don't even get used.
Air quality, economic activity, and resource utilization are improved by increasing, not decreasing, public transportation options. I do not support making reduced services permanent. Increasing the frequency of trains appears to be necessary as evidenced by the change in ridership numbers as the pandemic has waned. Our last trip on the frontrunner was very crowded, and I have needed to retreat to the single level coach to find seating due to the increasing volume of riders. I am disappointed that Frontrunner is not run on Sundays as this limits Utah county access to the SLC airport and metro rail connections. Even at reduced services this would be helpful for getting home to family after a long week of working away without the noise and smog of driving a vehicle. Regional rail access is an essential service for Utah County.
I see that many routes are discontinued and have reduced hours/times. I do not support this. I think we need to be expanding services and making this more affordable for folks. Buses coming only once every hour on these routes does not encourage the public to use this transportation. We should have consistent, reliable public transportation and need to make this a priority for our city. It will help with access, equity, and our air pollution.
Regarding route 864 -- I am an employee of Ancestry.com, which is located at 1300 W Traverse Parkway. It presently is over a mile walk to Ancestry from the nearest alternative stop after you suspended 864 service. My question is -- when are you planning on starting the On Demand service that will replace Route 864? The service is needed NOW.
Love the new 205 routing connecting Rose Park. With service to downtown and Vivint, I wish it would run later than 9pm.
We desperately need a route traveling North to South at THE AVENUES. If we need to go to 400 south, we have to ride from 6th avenue to Downtown then make a transfer or, ride form 6th avenue to the University of Utah and then transfer to route 2. Why isn't there such a route? Also, ask your drivers to smile once in a while, it costs nothing.

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We should be moving towards more frequent trax and rail service on weekends, not the other way around. Frequent weekend service is needed on the Green line for it to be a reliable airport connection. Frequent weekend service is needed on the Blue line is needed to be a good ski bus connection. On a weekday you can get from airport to ski resort in less than 2 hours lining up connections, which is p damn good. That greenline/blue line connection jumps from 10 minutes to 25 minutes on the weekends and the trip gets almost a half hour longer. Frontrunner weekend demand spiked on the weekends during free fare february and more frequent service would help service that demand. Hybrid working is de-emphasizing the M-F commute, but with more flexibility there's an increased need for transit to service evening and weekends for recreation, eating, and entertainment.
I would like to see UTA bus service to the East Bench area of Spanish Fork, which is a built-up residential area that has no walkable transit options. I propose a route (either new or added to the existing 821 route) that follows 300 S/Canyon Road to 2600 E, then crosses US-6 and services the residential area near Maple Mountain High School. Thank you for considering this request.
The page states the Frontrunner will have reduced frequency weekdays & Saturdays; the train already only comes once an hour much of the day and only twice an hour when it's most "frequent." It needs to come MORE frequently, not less. And on Saturdays, the frequency is even worse, which makes planning trips difficult for people who wish to avoid cluttering the roads with more cars. Rather than reducing the frequency of the Frontrunner, it should come more frequently (including become available on Sundays) to encourage people to use it more.
I live on the Avenues. If these changes go into effect in August no matter what it costs I will have to go back to driving to work at the University of Utah. The Avenues is a steep, hilly place to live. Walking 6 blocks up hill from South Temple after work on a hot or cold or rainy or snowy day is not acceptable. I cannot image how older people or those with mobility problems will cope.
The proposed change for Route 209 which sends into the Avenues before it reaches downtown will add considerable time as would transferring to any of the other options that run on 2nd South. The current 209 is particularly usual since it has easy access from the residential neighborhood around 4th South and the 9th East Trax station. It is the closest and ONLY direct route to downtown from that area which is particularly helpful for the elderly. Please reconsider this tour of the Avenues just so folks can get downtown!
While I'm sad to see the 6 go (I have a stop right outside my house), I am happy to see a line on South temple (the new 1 line). My biggest concern is that there is a very long gap between westbound stops (using your ruler tool, it is approximately 2,330 feet) - between O street/1000 E and J Street/700 E. That is MUCH farther than any other distance between stops (and especially so when compared with the Eastbound route, directly across the street). I would recommend adding stops between 1000 E and 700 E on the westbound route (e.g., potentially shift O street to N street, add an L street stop). I don't know the best solution, but I the distance is too far between stops along that stretch.
I'm concerned about the increased travel time on the 209 to access the core of downtown from points south. I'm not sure looping through the Avenues provided greater connectivity or increases destination access. In addition, I'm concerned about this route now connecting to the intermodal hub instead of the North Temple TRAX/FR station primarily because of lack of stops on the southside of the Gateway for the outbound/eastbound direction (between 600 West and 250 West). That's quite a distance to not have a stop in a dense, downtown context.

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I am concerned about the failure to restore the 15-minute peak frequency of the 220 or making another change to ensure higher frequency of buses along 200 South. Particularly in light of the reroute of the 209 to the Avenues. The 209 collects riders from as far south as 6600 South. Those riders will have to detour all the way up to 9th Avenue before going downtown. If they could transfer at 200 South, that would be faster - but only if there is adequate frequency of routes going down that street. One alternative could be the 220, but again, it's only on a 30-minute frequency and also detours through the U before going downtown. When UTA and SLC announced the plans several years ago to make 200 South the special high-frequency corridor, I was very excited. It is disappointing that the changes discussed in that plan have not happened. (I do realize y'all have to do the best you can with your funding etc.)
There is a trememdous NEED for a route along 700 East in Draper/Sandy/Midvale Would be perfect if Route started at Kimball Lane TRAX and went north as far as Winchester, just north of the 215. Along that suggested Route, there are many grocery stores, Schools, pharmacies, shopping centers, restaurants/fast food, apartments for seniors, low income, entertainment, as well as the Bishop's Storehouse. Along the way there are also quite a few alcohol and drug recovery places that hold meetings and counseling for those who no longer use, but can not legally drive. Having a bus system in place on 700 East would open up a world of possiblities for the elderly, disabled who I personally know are mostly homebound and would welcome the opportunity to ride to the grocery store or pharmacy. I have talked to kids and parents of kids who attend Hillcrest and Beehive academy, both on 700 E. who would happily take the bus to and from school, especially in inclement weather. I personally am legally blind, and in a wheelchair. I would use the bus daily if I had the opportunity. I want to get a job at the Challenger School they are building on 700 E., but it is way too far to go in my chair on my own. A stop at 8400 S., then one in front of the school would make being employable again a real possibility. A route along 700 E. is highly desirable by most everyone that I have spoke to that live in the area, and businesses, many where surprised there was not already an established route. Several felt a bus line would not only increase customer traffic in their establishments, but also could help them recruit and retain employees. A route along 700 E. would connect to several established bus routes and TRAX at Kimball Lane, making access to places more accessible to everyone. Please consider adding a route to 700 E. Thank you and have an awesome day!
What are the frequency changes for frontrunnner from Orem to Salt Lake in August. I am new to the system.

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While I do not live in Utah, my 3 siblings and uncountable cousins do, and I visit at least 3 times a year. I usually arrive via the airport on weekends and take the TRAX Green Line and the Frontrunner to get to Utah County. Using a car to do this flies in the face of Utah's air quality goals; I do it as little as possible. The current Frontrunner schedule means I often have to wait at South Temple Station for 45 minutes to connect with the southbound Frontrunner. This is unacceptable for any city center station - especially one with no indoor waiting area. It's cold! Especially with the inversion (which is due in part to car exhaust). The current schedule also doesn't work for flights that get in after about 10pm, because the last southbound Frontrunner leaves S Temple at 11:03pm. I can't believe that in a state that regularly has the worst air quality in the nation, we are cutting the very services that allow the most people to replace inter-county car trips. Weekend and off-peak service is key, because it allows people to plan on having car-free mobility options all the time - making it easier to decide not to own a car at all. In other words, if I moved into an apartment next to a rail line that only had decent service during rush hour, I would be no more likely to give up a car than if I lived where there is no transit. Restore pre-pandemic rail service frequency. Frequency is Freedom.
I disapprove of the elimination of Bus 6, which would mean loss of service along 6th Avenue. There are a number of apartments around here, and numerous students and University employees who depend on this route to get to the U.
The 17 really needs to be 30-minute service; it's really important for Westminster College.
I dislike the discontinuation of service from Avenues to south side of U campus, which the 3 presently provides. The 223 winds through upper campus and completely misses the lower campus around the Marriott Library (where I and numerous other Avenues residents work).
I take route 209 from South of Sugarhouse to downtown for work. The proposed route change into the Avenues would make me less likely to take the bus a few times per week due to the extra walk I would have to complete between 600 E and 900 E. I often complete work after 7pm and it is stressful to try to get to the bus in time and fear missing it and having to wait an extra 30 minutes. I would be more likely to continue to ride on the proposed route if the 15 minute frequency continued until 8pm.
I saw that the 205 route was reduced to 30 minutes on the weekdays during COVID. I want this bus to run every 15 minutes Monday-Friday, or at least during peak commute hours. I recently moved to the South Salt Lake area from Sugar House due to rising cost of living. (I used to live in the Avenues, then 9th and 9th prior.) I have continued to move south due to rising cost of living, and each time my access to public transit options has been reduced. I use the 205 to commute to work each day, but it takes significantly more time because the bus does not line up well with connections and I am often waiting more than 15 minutes for my connecting bus making my commute an hour. This is just not sustainable when I could drive the same distance to work in 15 minutes. Please invest in the growing South Salt Lake community and increase the frequency of this bus so citizens can continue to utilize public transportation to feasibly commute to work.
What are the time points to go east or west on the new #47 at Hunter high school?

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I am a teacher working in Salt Lake District. It takes me about a gallon of gas to commute to work. With increasing gas prices, I looked into using public transportation. Unfortunately, it doesn't make any sense financially for me since using the trax would cost me $5 a day. It would be nice to have a better incentive to use this public transportation. I can drive myself to work for the same price when gas reaches $5 a gallon. I would love to get into a routine of taking the trax to work, however until it makes financial sense, I will not be. It would be nice to have a more affordable option where it would cost me more like $2-$3 a day to commute.
As a University of Utah hospital employee, thank you for proposing making it even harder to get to work daily. Plenty of health care providers take Route 6 every day to and from the hospital. How about cutting back the service instead of discontinuing entirely? Seems like limiting access to the most important building in Salt Lake is a boneheaded move on UTA's part.
It all looks great! Thanks!
Frontrunner should run Sundays. It'll be easier instead of having to change busses and such.
The 455 spends 5 to 10 minutes stopped at several points along the route, waiting to get back on schedule. It really could start at least 5 minutes later, maybe10, and we could just get home or to work. It usually comes to my house early and then we sit at Lakeview for 5 minutes. SOOOO annoying.
I am a teacher for students of disabilities in Tooele. We are teaching them life skills which include independent transportation. We have been using the UTA busses F400 and F402. In Tooele there is already a limited amount of routes which restrict people with disabilities from accessing the community. Discontinuation of these two routes will GREATLY affect the independence of disabled people in Tooele.
Routes F400 and F402 help people with disabilities transport around the community. If those routes are removed, it will be hindering people with disabilities the independence to access the community.
Bus service needs to include Sundays because Trax runs on Sundays. Bus service in West Jordan should extend further west to Bacchus Highway or closer to it. There are many new apartments and condos in the area near 7800 South and Bacchus. I am hoping one day there will be bus service on 9000 South in West Jordan, west of 4800 West.
Eagle Mountain and Saratoga Springs need better service into Lehi, American Fork and the Frontrunner stations. On demand service would also be great. Frontrunner service: Mornings the 6:30 am train at North Temple, north bound, is no longer scheduled. (depart Provo at 5:16) Afternoon start of half hour service at 3:30pm was deleted. This time zone was very busy with commutors and from the airport. I work for Frontrunner, 6137.
Our whole neighborhood community is having any UTA bus service discontinued except UTA on Demand. This appears to include at least any area west of Redwood Road, and any area north of 1000 north. If increased participation is encouraged, this definitely is a discouragement for using buses from any of our neighborhoods.
I work at the U and use route 3 as part of my commute (it is the fastest way to get back to the front runner from campus as far as I know). If it is cancelled I would have to take route 2, which would make my commute longer on the way back.
Please add more times on route 806 bus.

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I have never garaged a car in Salt Lake and public transit is my only source of transportation. I live at 727 e 800 s in slc since 1986 and prior to that at lived on the Aves. I am a home owner. I retired from a full time job due to health Feb. 26 2022 and took a seasonal year round job last fall at this is the place state park that started this spring. I had no knowledge, saw no notices in the bus, and there is no longer a daily newspaper in slc,
A coworker told me about this, and years ago with the east central comm council I used to be on a citizens comm with uta. I will not be able to get to work and I don't know what to do. I bought a home on 7th e because it had 4 bus routes and a night route, uta took that all away from our neighborhood, have you ever stood at night on 500 e or 900 e and tried to catch a bus, its dark and dangerous, 700 e is well lit. Did anyone ask the zoo or this is the place what time their employees start, apparently not. The garden shift starts at 6am at this the place. The back up bus that is dangerous for me to walk to from guardsmen to 1900 east is also being changed, it would get to the post office on arapeen by 0530 mon through Friday. I also use 3 to get to sleep wake center. The 455 is very unpredictable and has a very odd schedule.
I don't know i am going to get to work and
I really don't know how I am going to get home. I based retiring and taking these 2 buses 3 and 223 and now I have nothing. Our costumes are heavy, we wear 1800 s style clothing. A dress a bonnet, boots, apron. To carry that all up the hill. The bus right now is at the pioneer center. You are basing your info when the parks were dealing with covid restrictions and many were not open, we are back to full operation on March 26th. I am in my 60s and thought this was going to be my dream retirement job of 4 to 7 hours a day 5 days a week. I just don't know what to do. It appears you have already made your decision.

I do not know why you ask for any feedback, when you actually don't listen to any of the feedback. This is what you do,"it looks good on paper, it will work ". In reality it actually does NOT work. I also don't know why you are making it harder and harder for the veterans go up to the V.A. hospital by cutting the major route 3,when the route 4 doesn't go straight up 400 south like it should. I also remember when you had a busy bus route 203 and you discontinued that route, and also you cut routing on the 201,I remember when it would go all the way to 12300 south. I had to stop taking the bus as much because of your bus route cuts. Again you don't want ridership to come back. You want to cut jobs. Think about how much your operators go through in a trip,you just want to make their job harder, I know a lot of them have back problems because you have cut time"for the better " which actually is for the worse since we can't make a connection.I know you will NOT take this feedback seriously

Please change the frequency of TRAX to 10 minutes and if necessary reduce the number of wagons.

Especially during the mooring commute, the trains are full (which is good!) but if I happen to just miss a train, I am not willing to wait another 15 minutes. So, I walk back home and drive.

I don't see a single route that improves frequency (or I am misunderstanding the interactive map). But, having busses go to the University of Utah and only coming every 60 minutes is ridiculous. This will result in student using their own car over transit (if they have a car) or creates an equity gap for those who can't afford a car. They should at the very least come every 30 minutes like the Ogden-UoU bus route.

You need to make sure transit (especially busses) runs by important community service locations (e.g., schools, universities, parks, hospitals, libraries, etc.) at least every 15 minutes. What's the point of offering a personal vehicle alternative if you're literally fixed to a scheduled and only have one chance an hour to make that trip? That does not align with the state's desire to reduce air quality and become overall more environmentally responsible.

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I live near the corner of 200 S and 900 E in Salt Lake, so I am lucky to be very close to stops for the 2/220 and 209. I take the 2/220 to and from work on the University of Utah main campus, and all three routes for errands and recreation. I take between 2 and 5 bus trips on a typical weekday. I very strongly oppose making the service reduction on the 220 from 30 to 15 minutes permanent. I remember that when the 220 was rerouted to 200 South, the stated goal was to have very frequent service (7-minute headways) on 200 South when combined with the 2. I would like to know why UTA is abandoning that goal so soon. I know that the latest ridership numbers for the 220 are lower than for the current 15-minute routes -- although not by much! But both the 2 and 220 are very crowded (often standing room only) at peak periods heading to and from the university, and many of these riders are headed to and from lower campus, which is served by both routes. So I expect that returning the 220 to 15-minute service would greatly increase its ridership just because more people, myself included, would use it as an alternative to the 2. But I also believe that having very frequent, reliable service on 200 South would increase overall ridership -- I have often driven rather than waiting 15+ minutes for the next bus, and I'm sure many other people have done the same. Perhaps UTA is concerned about low ridership on the southern part of the 220 route. But since FOUR routes serving southeastern Salt Lake County (the 307, 313, 320, and 354) are slated for permanent elimination without replacement, I think that makes it especially important to provide frequent service in the 220, since it is the closest thing to a substitute for all of these. And now that the 220 is being rerouted through the center of Sugarhouse, I imagine demand (and the need for frequent service) will increase even further. Overall, I think making this service cut on the 220 permanent would come at a far greater cost to ridership than a similar cut anywhere else in the system. On a different note, I support the proposed change to the 209 route. I think connecting the avenues to the rest of the county's transit network with frequent service is long overdue. Personally, I would use the new 209 route several times a week for errands and recreation that I currently do by car or not at all.
Tooele is one of the most underserved communities. Each year UTA takes more services away or makes the existing services hard to use. As a growing community, we need more bus routes ant various times to reduce pollution and traffic congestion. Additional removing the UTA services adds additional challenges to the disabled who rely on the services to get doctors, and other types of providers.
I feel that removing the routes could worsen our current traffic conditions. If anything, we need to promote more public transportation and provide more accessible transportation in our community.
Please DO NOT take away or decrease Sransbury Park/ Tooele County bus routes. We depend in these for people who commute to SLC! We need more routes, not less. Thank you.
For many people in Tooele this is their only transportation to Salt Lake City. There isn't adequate service now. Increased services not decreased are needed. Light rail would be even better!
There should be more public transportation not less. Tooele is already ignored and has little demographic finances. They struggle! More public transportation is needed... Not less
My autistic son is 24 years old. He works at A &W in Stansbury Park. His disability prevents him from ever obtaining a driver's license. We need public transportation in Tooele county! He needs a way to get to and from his work safely. Voc rehab pays for a UTA pass but what good is it if we don't have a route nearby? Please be aware of our special needs population. They need access to the community.

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I am saddened to see a potential permanent reduction in weekend rail service and hope UTA can reconsider increasing frequency to pre-COVID levels again. After the success of Free Fare February and with gas prices on the rise, I see many consider using UTA more not just to commute to work, but also for leisure and errands. The TRAX train I was on earlier today - on a Saturday - was pretty crowded, and so were the stops between Central City and Ballpark. An increase in service would encourage more people to take Trax for short trips, reduce congestion, and improve air quality. Higher frequency means more riders!
I think it sucks. Us Tooele people are treated like second class citizens. We are basically the butthole of Utah. It took 40+ years to get the new highway through here you need to make the Front Runner train come here. There are a lot of people here that depend on the bus service. You don't care about the seniors or disabled people Need MORE and better service here. The problem with UTA it is a government agency and our state federal and local government sucks.
I have a University of Utah college student that is living at home using the bus as her transportation to/from school. Her brother will start school in Jan & plans to do the same thing- live at home & ride the bus. It is a deal changer having the bus to be able to pay for school with the higher cost of living & gas currently. The bus routes are still needed in Tooele county as a necessity for college students.
Removing Uta bus lines from tooele county instead in of adding becomes an equity issue and will negatively impact air pollution. My mother in law travels to Dr. Appts. Using UTA because she is unable to drive, but her specialists all practice in Salt Lake. She would have no way to get to those appts. Unless a volunteer can take her.
We absolutely need the bus routes in Tooele County. Taking it away will affect many people negatively.
Tooele county needs more bus routes not less to serve the disabled in our community. There needs to be a way for them to get around town and function. Removing bus services in our community removes their ability to get to the store, local community buildings and even school. Please reconsider pulling these routes for they will be crippling a community.
Please keep and increase our desperately needed Tooele bus service. Gas prices are sky high. Some people can't drive but still need to get to jobs. Please, we need the bus. Thank you.
Tooele county needs UTA services, especially in a time where gasoline prices are skyrocketing and alternate transportation's are needed. Thank you for your consideration.
You can paint green lines on the street to waste money instead of getting better bus schedules and routes. Now your cutting them. We have enough accidents here in Tooele. How are people that are used to riding the bus get to and from work if that's what they depend on? We need more, not less. The emissions are bad here as it is.
Tooele needs the bus routes they not only provide away to the airport as the Lyft and Uber options are few. It is how many of the students that attend the University of Utah are able to have affordable transportation. With the increase of gas prices the bus system is even more important for the residents of Tooele.
Tooele needs more bus services and routes not less!! Maybe a front runner train, or even trax system from SLC to Tooele not less!! I am a wheelchair user. Who relies and uses the UTA system constantly and consistently, i would be way worse off without the UTA system, please provide more routes and a trax system out to tooele!
I think its ridiculous that you are choosing to continue to screw over Tooele County. There's barely bus service in Tooele and you want to cancel what little service we have. Instead of canceling, you should have more buses to serve more areas and more people would ride it.

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as a spinal cord injury patient, I have to go to Salt Lake City to see several dr.s in my power chair I can get on and off the buses an independently take care of my self and my business. I have no family here and no one has a vehicle that is power chair accessible. I'm being denied my right for proper care, for independence and for my peace of mind. I experience a great deal of pain daily, its very difficult to make arrangements with only one hand useful. Nevertheless, I'm capable of living alone. I take good care of myself, I'm not a burden on anyone. If the routes are removed what is the offer of alternatives for us. I expect a solution as an American citizen. Life, liberty and the pursuit of happiness. Thank you
Tooele needs more busses, not less. Stop reducing service in tooele county. The 451 was loaded on the way into Salt Lake and many people relied on that fast track bus that went straight to State street. You hurt people's commutes when you striped that and only had the 453 as an option. More service is needed, tons of people use UTA services to get from Tooele county up to the University of Utah, Temple Square or other businesses along State Street.
We are a smaller community, yet we still pay our taxes. We should get some use of the bus system. People that don't have access to cars due to poverty or lack of ability need our support too. We also want to reduce the inversion in Tooele County.
As Tooele County grows in population it is imperative that UTA keeps all options open in regards to alternative transportation. People in the different communities within Tooele county relay on UTA. To limit or strip the alternative transportation would negatively impact Tooele County and those who relay on it.
Please do not reduce the busses to and from tooele area. I know ridership has been down, but that is due to covid. Most companies are pushing people back into the office over the next couple of months. Tooele area already has a very concerning issue with commuters being able to get to and from Salt Lake due to growth and limiting the busses will only exacerbate the problem. On a personal note, my wife rode the bus to work for around 20 years pre covid. She will no longer be able to due to the changes.
Why would you cut back services when inflation is at a 40 year high. Fuel is at an all time high with no end in sight. There are many people that depend on this service and many more will be needing it with prices of everything skyrocketing. How much more can we the people take?
We need more bus routes in Tooele, not less. I would take the bus every day if you had a direct route to the University of Utah. My daughter can ride the bus into Salt Lake but there is no weekend bus for her to get back to Salt Lake so I have to take her in on Sunday. But she does take the bus during the week.
We need the bus into Salt Lake during the weekend, more frequently and cheaper. As soon as it is more convenient, more people will ride the bus. The way it is right now, it does not work with most schedules. This would be the best way to clean up our air.
It's ridiculous that you are taking routes from Tooele. A lot of people depend on the transit system to get to work. It made it really hard for people when you took the airport route away. Please bring that back!!!!!!!
You have raised our Taxes several times each saying that it's to provide better service and each time you cut services. Now your cutting again. GIVE US OUR MONEY BACK
We need more routes in Tooele county not less. I have a disabled daughter that relies on the UTA buses to get to work. Taking this away from people with disabilities hurts them so they aren't able to contribute to society. It makes them feel useless. Should they just sit home all day everyday? Please keep these routes for the most vulnerable!
Please don't cut the service in Tooele we do not have very many alternatives transportation for people. With gas price raising I would think that people would start looking at using the bus more now.
We need more bus routes not less in Tooele

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I am disappointed. We need buses out here because there are many others who work in Salt Lake City who don't have a vehicle or disabled. People can't just buy a car, they need income to get one! There is also the fact that in the passed I needed the bus because my car was in the repair shop! There are bigger and better opportunities that residents of Tooele want to pursue and unfortunately the opportunities are out of town. So if the buses that come out to Tooele stop running then, a lot of residents lives will be effected. Please don't do this.
I don't like the idea that they are stopping service to tooele. The problem of people not using it is that it is not advertised much so people don't know what the UTA does go. People do not have the knowledge in order to use it. With gas prices high It is very important that we make people well known about the service.
1. Please bring 15 or 20 minute TRAX and S-Line frequencies on Saturdays and 20 minute frequencies on Sunday. The trains are generally pretty full on Saturday. 2. Bring back 15 minute frequencies on the 45, 47, 54, 205, and 220! If you want people to ride these buses and trains again you need to provide the service that they could rely on back before the pandemic. 3. I like that the 209 will run down 200 S to Salt Lake Central! I'm just a little worried about how much time will be added by going up the Avenues 4. I am ok with the busses 3 and 6 being cut because of the other bus routes that will replace it's service. 15 minute frequencies from route 1 and 209 will be great for the Avenues. 5. 6 minute frequency on the UVX will be awesome. Sunday service would be nice as well. 6. I don't know if much can be done on frontrunner to reduce rush hour crowding because they already run every 30 minutes and that can't be increased. Maybe more trains earlier and later. 7. Route 1 should run down 900 W all the way to 200 S. 8. No objection to the route changes in Rose Park. With the 1 running every 15 minutes and the 205 back to 15 minutes that neighborhood will have great service and coverage 9. Sunday service on the 201 would be very nice and it would be awesome if there is a way to line it up with frontrunner in Murray instead of just South Jordan. I know I would ride it almost daily if it did because otherwise it is just faster to walk. Thank you for all that you do.
I would love it if FrontRunner and Trax were available on Sunday and more buses and UTA on Demand were available on Sunday.
It is utterly ridiculous that route 3 and 6 are going to be discontinued, these are the only routes taking passengers on their way to work, etc., from the U of U and the Avenues neighborhood to connecting routes and trax downtown. The people deciding this change are probably perched in an office and never needing or rely on public transportation and they shouldn't be allowed to make this type of changes. What are going to be the options for riders going in the direction of downtown/central station seeking trax transfer to get to work? To go to the LDS Hospital, to go to Smith's in the Avenues store? To the Sweet Library Branch in the

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Avenues? I usually board route 6, around 5:55 a.m at stop 118183 what are the options going downtown at this hour? Coming home I usually exit the bus at stop 118123, are this stop still going to be available? For route 3, is stop 118044 going downtown still going to be operational? route 3 stop 118029 in the direction of the U of U still going to be operational?
I previously worked in SLC as a medical assistant and many of our patients that had traumatic injuries rode the bus from Tooele County to SLC for their follow ups. I had to accommodate the very few bus schedules you had between SLC and Tooele County so they could make it home that night. It was so difficult to help these individuals with the few routes available and now you want to completely take away their means of transport. That is extremely disappointing. On top of that I personally would take trax or front runner from Tooele to the U where I work, but this is not yet available to us. The parking lots in SLC are unsafe to park and leave a vehicle there overnight as well.
Traveling to tooele needs more stops. I have to walk miles to get to my destination. DO BETTER
I think it is backwards movement to provide less transit opportunities to commuter cities. In order to reduce pollution and congestion you need to get more people on board with taking the bus, which means improving the service and making it easier for people to use. This change reduces service and makes an already inconvenient Tooele transit route much less convenient. If people in Tooele have to drive to Stansbury to catch the bus, most of them won't bother, they'll just drive the extra 20 minutes into the city.
I am currently a person in long term recovery from drug and alcohol addiction. I know so many people that rely on taking the UTA bus in town in order to get to AA meetings, groups at Valley behavioral health, therapy appointments at Valley behavioral health, grocery shopping, etc. Many elderly and disabled people also rely on this service to get to appointments. PLEASE do not take the bus routes out of Tooele County. If anything we need more routes!
You have Trax and Frontrunner that both service Draper. Yet, literally no bus service to get around Draper once you get there. What's the point of a station in Draper if you cannot go anywhere once you get there?
I've been riding UTA for nearly 30 years now, and I work downtown. I've always been a big defender of UTA. But these latest changes to the 209 route just add insult to injury. The detour into the Avenues will mean a longer ride into downtown. UTA's solution? Just stick it out or transfer. Really? That's your solution? That's the worst thing you can tell your customers, and you know it. I'm less upset that it will no longer go by my workplace. I can walk the last couple of blocks. That's fine. But having to go up into the Avenues when my destination is already so close? Please, no. I recognize that there needs to be service up there, and it may seem convenient to send the 209 up there since you already have it routed onto South Temple. But the people on the 209 route at that point just want to get downtown. That's all. (And again, don't tell them to transfer. That's pretty much always the wrong message.) It's already a long route for many of them. The proposal to make it even longer is beyond frustrating. It feels insulting. Since you discontinued the 307, I've already had to leave my house about 20 minutes earlier than I used to in order to get downtown at the same time I did before. I had hoped that you would bring back that route eventually, but now that change will be made permanent. Don't get me wrongâ€"I'm grateful that the 209 leaves earlier than it used to, but it's already slower than the 307 used to be, and now you want my ride to take even longerâ€"either by staying on the 209 and going into the Avenues or by transferring. (And the 209 doesn't start coming every 15 minutes until well after 6:00 a.m. It would be nice if it could start that just 15 minutes earlier.) Please just know that if this particular change goes through, at least one longtime public transit user (and advocate) will be quite dissatisfied. I know this "public comment period" is just for show. At least, it's never seemed to make a lick of difference in the past. But I still hope that someone will listen.

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I've loved using your service, and I will continue to use it. But I will be a bit less happy about it because you've chosen to make it less convenient for me. Again.
Rt 209 too much travel time and transfer options. How do I know that my feedback was received? W
Tooele needs more bus service, not less. In a time when conservation is stressed, gas prices are high, and air quality is terrible, TRZ zones are encouraged (can't really be done without the â€œTâ€), and roads are inadequate, it seems like UTA would be advertising to increase ridership - not cut services. There are groups of people in Tooele who rely on this transportation. Citing services will be detrimental.
Hello - I am a regular user of Bus 209, Trax, and Frontrunner. I ride Bus 209 to work. I also use the Trax blue line to downtown and the green line to the airport. And occasionally I'll ride Frontrunner just for fun. When my sister comes to visit from Logan, she drives her car to Ogden. She parks her car at the station, and then rides Frontrunner to SLC. She loves the relaxing ride on the train (as opposed to the stress of driving I-15!) And sometimes I'll take my grandkids on Frontrunner just for fun. I have used a pre-paid farepay card, which is very convenient for me. Recently, I was happy when I realized that, now that I'm 65, I am eligible for the senior fare. But it does not seem to me that there is a prepaid farepay card that charges the senior rate. It would be great if, in your long-term plan, you can include some type of prepaid farepay card for seniors. I also travel by air several times a year. I love being able to park my car for multiple days and ride the green line to the airport. Currently, I park my car at the Ballpark station. It would be really nice if there were a few more multi-day lots. Overall, I'm happy with the service UTA provides. I find your drivers and pretty much all employees I've come into contact with to be courteous, professional and very helpful. Thank you for the service.
Tooele County needs more UTA bus routes, not less. I have family and friends who don't drive. They frequently use public transportation. They already have a hard time getting around Tooele. Public transportation also reduces air emissions. Please consider adding additional public transportation instead of removing it. Thank you.
I am horrified that you are proposing discontinuing bus routes 519 and 520! I depend on those buses to get to work and back every day, and to do my errands! I have health problems and cannot walk long distances to get the bus. As usual, you are cutting vitally needed services to the west side, where bus service is most needed, and UTA On Demand would NOT make up for discontinuing the 519 and 520 bus routes! You are going to leave me stranded with no bus service!
I am NOT happy about the discontinuation of Route 6. I live on 1st Avenue and I don't have a car. That bus route is a LIFESAVER to get me to LDS hospital for Dr appts and to Smiths for grocery shopping. The new route you are substituting with 209 is NOT going to make up for this! Also, when I have been downtown and need to go home, Route 6 drops me right off in front of my apartment. I have a heart and lung condition and can NOT walk up hills. I rely on Route 6 A LOT!!!! PLEASE do not take it away! There are many older residents where I live who also rely on that bus route! Did you not take that into account? Not everyone has a car! Many of us rely on that route!
I take route 3 twice a day monday-friday. I would prefer that this route not be cancelled, but I can also take route 2 if cancelling route 3 is the best option. I appreciate your services and will be happy woth whatever you decide is best. Thanks!

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If route 6 is going to be discontinued, than I would recommend that the "new" route 223 have more frequency than 60 min. The reason why I often chose to take route 6 over route 3 to commute to and from the University of Utah campus from the Avenues was because route 6 had a 30 min frequency, and therefore made it much easier to incorporate transit into my daily work/school schedule. It seems there was an effort to compensate the loss of route 6 with "new" route 209 and "new" route 1 running at 15 minute frequencies, but getting to and from the University would require time-consuming and often unreliable bus to bus transfers. Honestly, seeing these new proposed frequencies and changes to routes serving the Avenues make driving my personal vehicle to and from the University more attractive and more convenient. Please increase route 223's frequency if route 6 is going to be discontinued!
I do not like the idea of getting rid of the 6 bus. My partner and I take the 6 bus from the avenues to the U of U every week and during the morning and evening commute it is always 50-90% full and many of those riders (I would estimate at least half) are also commuting between the avenues and U. We used to take the 11 but the new F11 is a bit too infrequent and wouldn't be able to support all of the normal 6 riders anyway (assuming it will still be one of the smaller flex buses). I would like to see the 6 bus retained, the F11 turned back into the more-frequent 11, or the new proposed 209 route to circle past the university then back to 9th east. Otherwise a fairly substantial number of riders will need to change to the 1 bus every morning and evening.
Wow. I've just found a way to visit my 99 year old father in a nursing home in Bountiful, by transferring directly from the 209 bus to the 470; very simple route for me. Now you're wanting to change the 209 to go to the Avenues instead of North Temple, which will make it orders of magnitude for my 71-year-old self to get out to visit my dad. Thanks for nothing. Seems that every time UTA makes a route change it screws up my ability to go where I have to go. And BTW, with the price of gasoline going up all the time, why not give the poor commuters a break and LOWER your fares for a change? Or maybe even drop fares entirely, to help with the environment? (Yeah, I know . . . it's not "politically feasable" . . . so tell our representatives to get with it!!!)
Please do not change the route 6. I go from the University to the Smith's in the avenues to shop several times per week. I'll have to walk home carrying all my heavy groceries if you make these changes. Please do not cut access between the University and my neighborhood store. Most of you proposed changes are garbage. 209? Why does it need to go into the avenues? What's the point of route F-11? Why don't you get rid of that? And how come you have 4 routes ending at the Union Building? I can't get to Foothill without going up to the Union Building??? That's a major pain in the butt. In the past these routes went down 200 south and were very accessible. The solution for less crowded routes is not cutting and mixing routes and make people walk all over creation. It's using smaller more fuel efficient buses. Like the type of bus you use for route F-11.
The emergency COVID reductions of service were always meant to be temporary. Moving forward, the goal should be to restore ridership to pre-pandemic numbers. Keeping weekend TRAX and S-Line frequency at just once every half-hour, not to mention the even more abysmal Saturday frequency for FrontRunner and numerous bus lines, will only ensure that more Utahns stay in their cars all weekend, if not all week long. Why, then, are we not restoring weekend rail services to pre-pandemic frequency?
I like that routes are extending so that the avenues are better connected to other, more extended routes. What is unfortunate is that is has come at the expense of the western avenues where most of the dense housing will be. It's also where I live. I find that my neighborhood is changing. Lots of younger residents, who may be more open to ditching cars and relying on bus services if it is convenient for them. It is also an area that is always cramped for parking. Shouldn't we find ways to encourage routes where parking is more difficult? That's what motivated me to sell my car 7 years ago, but since then, the routes I came to rely on have been adjusted so they aren't as frequent.

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Changes to Route 3 will likely have specific and detrimental effects on service to Veterans attempting to reach the VA by bus and train. Route 3 is currently a very busy and direct route from North Temple Station to Research Park by way of the lower University Campus and South Campus Drive, serving a high population of student commuters to the University and Veterans and disabled individuals to the VA, as well as scientists and employees to Research Park. Combining it with the longer Route 223 will likely reduce the timeliness of service, which is very important to all 3 populations attempting to access this area by means of Frontrunner into SLC. The current reduction in service to hourly buses during the pandemic is falsely suppressing the use of this route as a timely means of travel, and data gathered during this time does not reflect the popularity of the route as it currently exists. Extending the route in combination with 223 fails to reflect the actual uses of these routes as access routes to the commuter populations they serve. Longer routes routinely have less timely service; poor service often results to rider reduction as trust erodes between the riders and the services they are spending their valuable time attempting to use to avoid commuting by car. For the population of Veterans at the VA, commuting by car is likely beyond their current health capacity. Please consider these logistics before making mass route alterations, especially during a time when pandemic influenced data does not accurately reflect the usage of routes.
Please please please for the love of god make routes every 15 minutes on weekends. The 30+ minute wait on weekends really messed everything, especially considering not every route is on the same schedule on weekends. It makes my normally 40 minute travel into two plus hours because of the wait times and it is agonizing. It feels like the transit system (which is normally really great during the week in the day time) is really letting me down. I would also LOVE if the 17 bus ran on weekends. If the 21 and 220 or 213 buses ran every 15 min on weekends. The state street buses are really great for moving north or south on weekends, but it's incredibly difficult moving East or west on weekends because of which buses run and how often they do. So I am BEGGING you to add a route or two and make all buses every 15 minutes on weekends. The people of SLC are suffering and you can make it better
I work up by Foothill Drive (Wakara Way) I was wondering if there was a could make the 4 route a more frequent route after 5:30pm? Thank you
I appreciate the chance to provide feedback on the proposed service changes for August. I commute using UTA approximately four days a week. First, I take Frontrunner all the way from Layton Station at 6:32 in the morning to North Temple Station, then I take the 3 bus to 540 Arapeen Drive in Research Park. I take the reverse trip in the afternoon, arriving back in Layton just after 3:30 pm. I understand that the 3 will be discontinued, and replaced by the 223, if I understand correctly. I checked the maps, and as far as I can tell, the 223 will allow me to continue my commute. Is that indeed the case?
Hello, thank you for always working to update the UTA system. I see the Route 3 bus is proposed to end, I rely on that route to take me from North Temple station up to the U of U Marriott Library stop each morning to get to my college classes and back down in the afternoons. It would be extremely appreciated if that route stayed in existence.
The bus routes shouldnt be removed from tooele county. People rely on these routes to get to and from places such as school and salt lake city. Removi g bus routes will further isolate tooele and hinder persons with disabilites or low income
With increased population, Tooele needs increased UTA coverage. I know you will hear from our Special Needs 18-21 year old program. They need access to the community. I will strongly add my voice to that cause, but I am also concerned as a school administrator how this will affect the ability of many of our alternative students (home-schooled, online school, adult education, tech students) and some adult students. Thier numbers have grown since the pandemic, and they don't all have access to some of the programs offered in some of the technical and more hands-on fields of study. Please increase the coverage of UTA transportation to make it possible for everyone to have that access.

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I don't think route 6 that goes through the avenues and stop at University Hospital should be discontinued. I think it will greatly affect students who study at the U and live at the avenues. Right now the bus is always quite filled in the morning when going through the avenues so I cant see why it should be discountued. F11 may work but its frequencies aren't as often as the current route 6.
How about putting a route above Harrison blvd on Fillmore ave.(again) so don't have to go 3/4 mile or so to a bus stop, this is a bunch of you give all the service to salt shit city you don't give a rats butt about Ogden Riverdale areas at all
I am a student at the U of Utah, I live on 3rd Ave, the elimination of route 3 and 6 would harm my mobility to go to university.
The proposed Route 1 is exciting! It should be a massive improvement for the city, even though I expect that the concomitant changes to 209 will make my trips to downtown slower. The biggest disappointment here is that the 220's cuts will be made permanent. I used to ride it to go south of SLC a couple times per month pre-pandemic, but with 30 minute intervals it never seems worth it anymore. And PLEASE consider making Sunday service levels better. It's impossible to get anywhere with UTA on Sundays. Pretty much every Sunday, I have somewhere to go, and I always look at the transit schedule & have to settle for another option. Often walking several miles is more convenient than taking the bus (at least for me as someone who's relatively fit). It's a huge problem.
The emergency COVID reductions of service were always meant to be temporary. Moving forward, the goal should be to restore ridership to pre-pandemic numbers. Keeping weekend TRAX and S-Line frequency at half-hour intervals, not to mention the even more abysmal Saturday frequency for FrontRunner, will only ensure that more Utahns stay in their cars all weekend, if not all week long. Why, then, are we not restoring weekend rail services to pre-pandemic frequency? If SLC wants to continue to grow and take care of the valley we call home, we need to EXPAND public transportation options and reduce our reliance on cars!
Would love to see Route 1 have additional bus stops on roughly 900 W and 300 N . I would also love to see Route 205 have additional bus stops along 600 N. Thank you.
I am an employee at the Division of Services for the Blind and am unhappy with the proposed changes to route 217. This will affect blind employees and consumers ability to get to and from our building to the Trax. This will limit access for many blind individuals who rely on this bus route! Please do not change!
Taking away the 217 rout would be a disservice to people with disabilities. The on demand service would not be possible for those in wheelchairs, removing the bus route for those who are blind would make it tougher for students to learn to take the bus, and connect with tracks. Sincerely, A Blind mom and a blind traveler
Changes to Routes in Avenues look great. Bus 1 is much improved from Bus 3 in that it runs every 15 minutes rather than once an hour weekdays and Saturday. Plus it runs on Sundays. Bus 1 and Bus F11 will provide easy access to UU Hospital. Extending Bus 223 onto 3rd Ave is a logical replacement for Bus 3. Bus 209 will provide late night service and weekend service. Thanks!
I'm okay with the changes to route 223.

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Route 209. I have been riding UTA for many years, about 16. I love your services. Thank you. Since you're asking for comments, it already takes me approximately 40 minutes to get into work (which I feel is too long, the bus drives very slowly and often stops and pauses). I would not like to go up into the avenues adding 10 or 15 more minutes. I used to take the 307 or the 320 and they only took about 20 minutes. That was an ideal route, only stopping at major intersections. Making my commute longer is a step in the wrong direction. It's true I don't need to commute as often but I would prefer being able to come in with a commute of 30 minutes max. I have coworkers that live in Provo and there commute is about the same as mine. Living close to the city, I thought it would be convenient for getting to work, etc. Yet it seems you're more interested in giving a fast commute to people who live further away. Why? I think you should be able to speed things up with less stops, etc. Again, thank you. I really appreciate your services. I hope there is a better way than what you have proposed. But in the end I may have to try other routes like the 205 or a 45 to Trax and in. You may lose me as a 209 rider.
The best way to increase public transit ridership is with more frequent service. I deeply believe that there should be no cutbacks of service.
I love the bus, 3, placed at north temple/ 400. As it goes directly up to the university of Utah and I can take it after getting out of my high school!
Please don't discontinue route 6. This is the closest route to my apartment complex and is very convenient and reliable to travel with. The proposal of using routes 1 or 209 instead, after looking at the proposed map, is a farther walk and would be unfavorable for use in the wintertime as I would need to walk farther. The new routes would completely bypass an entire section of the neighborhood that has been regularly serviced by route 6. Also, route 6 runs right from my apartment complex towards Smith's and is a great option for grocery trips.
Route 6 has a stop next to the Smiths in the avenues. Many people use bus 6 to get to and from a store to pick up groceries. I don't see a suitable replacement for people living in the greater avenues to access the Smiths.
On route 640 heading to WSU, the route ends too early. My son is a student at Nuames High School, which is located about a half mile up the hill from where the 640 ends. Nuames purchases passes from UTA for all its students. WSU has a similar pass program for students, and I'm sure this applies to a lot of them, too. My comment is that, a lot of Nuames students use the bus to get to school. Because the bus ends at the west end of Edvalson Street, they'll have to hike uphill for several minutes to get to the Nuames campus on the way to school. It would be much better for the riders if the bus could EOL heading westbound after serving the stops on the hill. Then, instead of the hike being uphill before school starts, the walk to the bus would be downhill after school ends. I realize that the cutout for the bus is on the south side of the street, heading east, and that there isn't one on the north side of the street, heading west. Perhaps UTA or Weber State would be willing to create a cutout for the bus. Alternately, and less expensively, there is currently a bus stop with a shelter north of the Lind Lecture Hall/new Technical Education building. There's even a crosswalk adjacent. The road is plenty wide at that point to have a bus EOL with room for other traffic to maneuver around parked buses. I think that would be a better solution for riders.
Just had a good look at the August 2022 Proposed Changes map, and I am glad to see the hopeful changes to the UTA on Demand service. I do have one question though; with the South Davis and Salt Lake City West Side maps so close to touching, would it be possible to start in one area and get dropped off in the other?

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Leave The 217 alone.
The emergency COVID reductions of service were always meant to be temporary. Moving forward, the goal should be to restore ridership to pre-pandemic numbers. Keeping weekend TRAX and S-Line frequency at half-hour intervals, not to mention the even more abysmal Saturday frequency for FrontRunner, will only ensure that more Utahns stay in their cars all weekend, if not all week long. Why, then, are we not restoring weekend rail services to pre-pandemic frequency?
Route 209 (Toward SL Central) - needs more stops in the Aves. From "900E/100S" to "9th Ave/E" St there are no stops. From "9th Ave/E St" to "South Temple/400E/C St" there are no stops. If this is going to replace Route 6, there should be more stops. Route 209 (Toward Fashion PL) - needs more stops in the Aves. From "South Temple/400E/C St" to "E St/7th Ave" there are no stops. From "9th Ave/E St" to "M St/5 Ave" there are no stops. If this is going to replace Route 6, there should be more stops. Route 223 - should be every 30mins at least part of the day. During 6a-9am and 3p-7pm, there are students traveling, as well as, working professionals to and from the U campus and surrounding area. The bus is usually very crowded during this time period, standing room only at times.
Please do not discontinue the 6 bus. The 209 (extended) is not a valid replacement for the majority of 6 bus riders: students and employees at the University.
Tooele needs MORE buses, not less. I would use UTA to travel from Salt Lake County to Tooele if I could take a bus & stay longer than two hours before I have to catch one of the last buses back. I don't travel to Tooele on the weekends, because no busses go there on the weekends!
Are the white dots on the route the only stopping points? if they are there are stretches of route 205 and route 1 that need to have addition stops added. I do like the idea of the new route 1 covering from U of U to Redwood. I do feel disappointed that neither 205 nor 1 will go to Salt Lake Central but as long as on demand works out well I think it will be ok. I would like to see the front runner running every 30 min earlier in the afternoon again.
Route 209 - that is extra 20 - 30 minutes longer, going uphill and downhill constantly. Worse when there's snow or heavy rain. And convoluted routing. Whoever suggested this longer route with longer time getting into downtown must be from the HELL. This meant I have to TRANSFER THREE TIMES getting to downtown to stay within my time limits. good grief to this one! "Route 205 - REDUCED - Reduced frequency, 30 minute weekday/Saturday service, 60 minutes Sunday" This has been 30 minutes for at least a year BEFORE Covid. So nothing really changed!
We need more service, not less in North Ogden. It is hard to get anywhere for us living on 3100 or further night now that UTA has stopped service with each trip. Not only do I depend on UTA to get to and from work Mon-Fri, but anywhere I go on weekends or days off for dental and doctor appointments. It makes it extremly hard to find a time when schedueling appointments and usually involves waiting at least 20 minutes either downtown or at the ATC for the next Northbound bus. It impacts my day because I waste at least 40 minutes a day waiting on a bus and still have travel time going to and from places. Weber County paid for UTA to expand services in the area and all I see is service being cut and all the funds going to SLC and the godola/WSU downtown area - which already has multiple routes and services, while we have next to nothing in North Ogden. I buy a monthly pass and deserve better service, along with everyone north of the ATC.

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I have a son that rides the bus to salt lake for work he leaves on the bus at 7:20am and has to get on several buses and trax just to get to work by 9:30am. And the last bus coming to Tooele from North Temple leaves around 6pm if he misses that bus he's either stuck in salt lake or has to find a way home. We need more times and more bus routes to the salt lake valley not less. We need to have more buses and routes that go to west valley etc not just North Temple and later times. Most businesses close at 5pm but if your getting on several buses to make it to the 451 to get to Tooele you won't make it and you'll be stuck because there are no other buses past 6pm. We need more ways to get to the salt lake valley especially with the high gas prices and the increasing population.
We could really use some East/West transit service on the weekends and holidays out around Jordan Landing in West Jordan. A lot of us work for the businesses in Jordan Landing on weekends and holidays and it has been challenging to get to work this winter. We could really use the Flex service that runs the entire length of Jordan Landing. Also, some of the new bus stops are not very accessible. I do want to say THANK YOU for Free Fare February!!!! That was AWESOME!!!
I would like to respectfully ask that you NOT discontinue the bus service (#3 and #6) to the Avenues of Salt Lake City. Among other reason, there are newly arrived Afghani refugees that have no vehicles. I have assisted them with learning the bus system, which if discontinued, will have them stranded without a way to get to school and work. I understand there are budget crunches, but we must continue to provide public transportation for our Avenues residents, even if that means operating a smaller size bus. Please feel free to contact me with any questions or comments
Please do not change the 209 bus route. I am one of many people who need to get to work on North Temple. Thank you!
I'm very concerned that you're considering making the service reductions on TRAX permanent. 30 minute service makes it very difficult to use on weekends.
I like the new proposed 209 bus route with service to the Avenues. I like that the service will be every 30 minutes. I'd love to see it every 15 minutes at peak times in the morning and evening on weekdays.
please do not reduce services on the Avenues lines
Please do not discontinue route 6. This route services many students and employees who have to get to the University of Utah campus, University Hospital, and Huntsman Cancer Institute. I am a daily user of this route and, having seen the bus be close to full in the mornings and afternoons, am shocked to hear that there is talk of discontinuing this very needed route. If this route is discontinued, many users will move to personal transportation options, which defeats SLC's push for more usage of public transportation! Please please do not discontinue this very needed service!
I live at 966 3rd Ave and work at the Williams Building on Chipeta and Wakara. How much longer will it take me to get to work on the 223 than it used to on the 3? Your proposed schedule says the 223 will run until 9:00 PM, that's a big improvement. Do you have a schedule I could look at. Thanks.
PLEASE do not take away the number 6 and the number 3 buses. This will paralyze the Avenues for ability to get downtown or to the University of Utah. So many students live in Avenues and rely on these buses to get to campus. So many patients take the buses to/from LDSH and U of U Hospital! This is a terrible idea!

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I very much welcome the extension of route 209 up into the Avenues. We've long enjoyed good bus service to downtown and to the U, but we have lacked good service to points straight south of us. We have previously walked down to catch the 209 on South Temple. Now, to have it run straight down our street (9th Ave), feels like a gift. I expect we will be frequent riders between our neighborhood and 9th and 9th. (Not sure I'm excited about buses going by my house every 15 minutes starting at 6 AM, but we are supportive.) I am ambivalent about the other changes affecting the Avenues. The F11 is still there, the 223 is as good as the 3, and the 1 is not that far away for getting to the U on a Sunday. I bet you will hear a lot of negative feedback from other Avenues residents. I don't understand it. If one takes the time to review the route changes, it's clear that we have not lost anything. And in fact we gain something with the 209. Well done.
I rescind my previous comments on the changes to the Avenues bus service. I wasn't aware that the changes will still include bus service in the Avenues but also making it 7 days a week, which was problematic with the old schedule. Thank you for the time and effort that went into planning and making these changes.
The proposed route changes to the 6, in replacing with the 1, F11, or 209 leaves the vast majority of the Avenues without service, specifically to the U of U campus/hospital. This makes commuting much more difficult for both employees and students. The slogan has been "better transit ahead" for these changes, but this would make the access and transit worse overall. Either the Route 6 line should be kept the same or the alternatives changed so that there is better service to the middle parts of the Avenues and to the U of U.
Route 209 - that is EXTRA 15-25 minutes, I use 209 to get to downtown from 900 x 900. With this change, it meant for me - 2 transfers just to avoid going into the Avenues. And that require special type of bus to go from flat to hills and back down to flat. Carbon impact failure, as well. Trax - Saturday - rotten as it is now. That is why I go on bus to and back because the wait time between transfer is ABSURD. 25-30 minutes ?! Red Line from University to Daybreak, it requires 25-30 minutes WAIT for Green or Blue Lines just to get to go to Downtown. As it is Blue and Green inbound are about 5 minutes apart. "INCREASED FREQUENCY & SPAN" I DO NOT UNDERSTAND THIS! lastly, where is the link to April 2022 Change?
The proposed services restrict access to University of Utah Hospital from the Avenues. Please continue route 6 and 3 or consider extending the proposed route 223 to the University of Utah Hospital entrance. I use this (6) route daily to get back and forth to work in an effort to reduce greenhouse gas emissions and improve air quality in Salt Lake. Route 6 is consistently full during the morning and evening (7:30am and 5:30pm) with riders going back and forth to the Hospital and would likely be used more with increased frequency every 15 minutes instead of every 30 (I have coworkers who do not use the service because the bus does not come frequent enough). Eliminating route 3 also greatly restricts access from the avenues towards the south end of University of Utah campus which is important for U students.

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I don't know if I'm a big fan of your plan for Avenues buses. I live on 8th & G. I appreciate that the 209 bus will run more often than the current 6 bus. However I use the bus to go to the University of Utah. I'm often there until 9 PM when my classes get out. Under this proposal I will need to take one bus (it looks like the 1 or 2 bus lines?) and then transfer to the new 209 route. The problem is it shows that you will be running both those routes every 30 min. This means I could be waiting - for example - 25 minutes just to transfer between buses. That's pretty crazy. Because right now it takes me 7 minitues to drive from my place to campus. So with that being considered it could take me 40 minutes to get from campus to my place at 8th & G under this proposed system. 40 minutes to get from campus to the Avenues... Or I can walk 20 minutes up the hill from S. Temple, which sounds really terrible in the winter when it's dumping snow. If this proposal goes forward I will plan on getting a parking pass I guess. Please don't cut off your U of U students from the Avenues at night
I'm fine with the changes to route 47 but It still needs to run every 15 minutes. And 201 needs to run every 30 minutes all day long not just in the morning or afternoon. Need to run it at every 30 minutes between 11am and 3pm.
I like the changes made to the 209. It makes more sense to me to have buses that run north/south up and down the Avenues instead of across. It cuts down on the amount of walking up the hill you have to do to get to a stop. The new number 1 bus is also great! I always like the addition of busses that serve both the east and west side. It would cut down on my need to transfer buses which saves time and makes planning easier. For me personally the new plans work perfectly and improve my commutes.
I don't like the changes for the avenues I have to transfer to the route 1 or 2 to get up to the U... Which is fine in theory, but the fact that route 209 only runs every 30 mins, and every 60 mins at night seriously sucks.
UTA should strongly consider maintaining the previous 20 minute headways for weekend TRAX service, or even enhancing to 15 minutes. Weekend travels tend to be far less planned than midweek commuting, and so with a reduced schedule, it will make taking transit spontaneously less appealing than other modes of transportation given the potential for a 29 minute wait for a given train, as opposed to a 14 minute wait (current midweek) or 19 minute wake (previous weekend). This is also relevant for those taking TRAX to and from the airport, where uncertainty with flight schedules and baggage claim means that planning around a schedule is not reliable. I know that the possibility of a 29 minute wait to begin my trip home after returning from a flight makes riding UTA less appealing for me vs. driving and parking at the airport and/or rideshare.
When will schedules become available?
I am a rider of the 6 currently maybe once every 1-2 weeks, and will be sad to see it go. That route was very convenient for me. It looks like I will have to instead use the f11 or 223, which wouldn't be so bad but I am disappointed to see them only running once an hour or so. It's pretty hard to ride the bus when it is so sporadic since you have to plan your whole day around it. Every half hour is better and I am surprised to see the avenues- u of u connection does not get a 30 or 15min bus as my impression is there are a lot of riders. I am excited to have more connection to with the city with the 209 expecially with late service. Late service would be more useful on the weekend though
Re: route 217. Your proposal to cut short route 217 would leave my entire neighborhood without service. I don't understand why you would do that. A lot of my neighbors depend on this route to go to school and/or work. Please don't change this route. I believe the current route and schedule works well right now. Please don't change the 217
Avenues are now cut off from the university of utah, unless residents walk half a mile+ to reach route 1. I think the removal of both the 3 and the 6 will inhibit the ability of students who live in the avenues, especially the upper avenues, to commute to the university.

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Please keep 213 on the current route. There are more destinations along the current route that are more beneficial to me as a traveller.
The discontinuation of route 3 is terrible! To get from the Avenues to the law school/lower U of U campus will be completely ruined. The new route 223 will not get people who currently rely on route 3 where they need to go, and while route 4 does still go to that lower part of U of U campus, there is no reasonable way for those in the Avenues to get on route 4. Also, route 6 should not be discontinued because it is great as is to get people to the University Hospital/health sciences part of campus.
I take the 6 bus (sometimes the F11) from my house in the Avenues to work at the University of Utah hospital, like many Univesity staff, students, faculty, and medical professionals who live in this area. Now that COVID numbers are decreasing, the amount of people on the bus has increased dramatically. I'm concerned that I will no longer be able to take the bus to work if/when the 6 is discontinued because the one small F11 bus an hour is likely to be full. Please consider using a larger bus for the F11 route and/or offering it more often. Thank you for providing such great transit options to the community; I really appreciate being able to use public transit so much. And thank you for this opportunity to provide feedback.
With the discontinuation of the 6 and 3 lines, the only direct bus service to the U campus will be via the F11 or the new 223. Both of these lines will run very infrequently, about every 60 minutes. An alternative will be a connection between the 209 and 1. How do you expect students, faculty and staff at the U who rely on public transportations to get to campus in a timely manner in the mornings and afternoons to do it by getting rid of those two lines ? Please consider keeping a line through the Avenues that services campus and runs frequently in the morning and late afternoon. Otherwise more people will be forced to drive and pay to park on campus or crowd the lower Avenues and Federal Heights for free street parking. Thank you.
I regularly take the 6 and the F11. The 6 passes through the middle of the Avenues and I think it would be a mistake to discontinue it. I am also concerned that if the 6 is eliminated, then the F11 will become overcrowded, particularly if it remains a small bus on which seatbelts are required.
I love the fact that for Utah county the UVX will be increasing its frequency and the 862 will be increasing its span. Increasing frequency on the 862 would also be nice. There are lots of cool places to work in pleasant Grove but because I live by the front runner my commute would be shorter working in draper or Lehi. Pleasant Grove does have too much sprawl but if there was a way to connect to those businesses faster that would be great!
Please increase the 205 service back to every 15 minutes!!!!
Frontrunner services on SUNDAYS!! Pleeeeeease!
I ride routes 209, 3, & 6, regularly (5 times a week) and I live at 3rd Ave and K street. I know that the busses in the Aves aren't the most highly utilized, but for those who do use them, we rely on them. Regarding the 209 changes: These could be useful but there are no actual stops planned in the Aves. Current bus routes stop every quarter mile through the Aves and the 209 changes, which are being promoted as a replacement for Routes 3 & 6, are being planned to have 2 stops in the actual neighborhood, by the Hospital. No stops at the Smiths, and If I want to catch this bus, I can expect to walk a quarter mile out of the Aves to 9th east and 100 S. It will enter the Aves at L street and South Temple, Travel 3 2/3 miles through the Aves, have only two stops in the Aves at the hospital and exit the Aves at E St. and South Temple.. As a regular rider of the 6, I very rarely see people board of exit the bus by the hospital at 5:30-5:45pm at the hospital. What is needed are stops in the avenues so the actual residents of the Aves can patronize the Bus. 209 Solutions: At every stop sign that the route crosses in the Aves, there should be a Stop incorporated, unless the Bus is making a left turn at the intersection.. The Bus has to stop at the stop sign anyway, so if someone is there, the Bus should be able to take on or drop off a passenger with little disruption to traffic or run time.

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The better solution is to keep the #3 active with all current stops. M-F at 30 minute intervals between 6 am and 7 pm.
I recommend extending the 30 minute frequency of FrontRunner outside of peak commute times. Ridership has increased post-COVID and may increase further due to inflation/higher gas prices. I understand there may be reduced train capacity (removing the Comet cars) in the future. Even adding one additional train before and after the morning and evening commute times would reduce crowding and provide more flexibility for riders.
One of the proposed changes for August 2022 is to make the temporary reduction in weekend rail service permanent. I urge you to reconsider this proposed change and increase the frequency of Trax and Frontrunner on the weekends. I live near the Ballpark Trax Station and one of the main appeals of the location was access to Trax. During the height of the COVID-19 pandemic, I greatly reduced my use of public transit. With vaccines widely available and case counts low, I have started using transit more regularly. Earlier today (Saturday), I took the Trax downtown to run some errands and ended up waiting 25 minutes for the return train. Admittedly, my timing was unlucky and I could have planned my trip a bit more carefully. But having to carefully plan out a quick grocery run on a route serviced by two Trax lines (Green and Blue) would be a barrier to choosing transit over driving for many people. With covid restrictions being lifted, I'm excited to use transit for commuting, errands, and leisure and hope that you will consider making it easier for me and others by increasing weekend Trax frequency.
I am not in favor of permanent reduced services on the weekends for the trax lines. Also, it's so poorly coordinated that there's a 30 minute wait courthouse on the weekend between red and green. When can you have red straight from the U to airport?
Hi, please keep route 6 running on 1st Ave. It's the only way to get to Smith's from my apt. Thanks
I must say that I am stunned and incredibly disappointed that you are discontinuing lines 3 and 6. I know I don't have the same big picture that UTA has but I ride lines 3 & 6 from the Avenues both east and west on a regular basis (up to the University of Utah and both Trax stations and numerous places in between). The number 6 is almost always packed in the morning hours up to the University and quite full at other times of the day. The same is true for the 3 line however it is certainly less useful because it only runs hourly. I think you are making a huge mistake in discontinuing these lines. I have reviewed the substitutes and I must say the substitute lines are poor at best! If you insist on making these changes you must give greater consideration to the frequency of Line 3 because it will not be able to carry the demand that will be placed thereon. Moreover, UTA transportation is essential to air quality on the Wasatch front. This is a big step in the wrong direction toward improved air quality. Please rethink this! I would welcome a call from someone in operations. Thank you.
Our family members are big fans/users of UTA and appreciate the work you do. One of the reasons we moved to the Avenues four years ago was because of good public transit, namely routes 3, 6, and 11. Since 2018, however, UTA has gradually diminished routes and options, especially for getting to North Temple station and the U. Every year the feasible options decrease for Avenues residents, and the wait times and transfers increase. The latest changes continue to gut the Avenues of viable options to make public transit a reliable method for daily living. UTA's changes are repelling ridership and encouraging people to drive their own cars, having the opposite effect of what public transit in an up-and-coming major city should be aiming for. Please reconsider these recent changes. Restore an effective route 6, and make it easy to get to North Temple station. UTA should be enhancing and adding options in the city and surrounding neighborhoods, not taking away.

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Dropping the Number 6 route would be a big mistake. Do you know how many University of Utah students ride the bus from the Avenues to campus? A couple of weeks ago my partner and I took the Number 6 bus from our home in the Avenues to a medical appointment at the University Hospital. The bus was standing-room only, packed with U. of U. students and other people headed to campus or the Medical Center. I know that University students pay for bus passes as part of their student fees, and that many students who live in the middle and upper Avenues depend on the Number 6 bus to give them a direct link to campus, especially after regular service on the Number 11 route was eliminated. I also understand that the University tries to discourage people from driving private vehicles to campus. As I understand it, if you go ahead with your plans there will be no direct link from the middle and upper Avenues (above 3rd Avenue) to campus, University Hospital, Primary Children's, Huntsman, Moran, etc. I have been a regular rider on UTA buses for many years and appreciate the service they offer. However, I think twice about using the bus if it means having to transfer from one route to another, which may involve a wait of up to 30 minutes. Have you calculated how many Avenues residents will revert to driving to their cars rather than going through the time-consuming aggravation of transferring from the proposed extended 209 route to another route on South Temple or 200 South? Please reconsider this idea. Getting rid of the Number 6 route would be a big mistake
This is a comment on August Change Day 2022. Today is March 28. The deadline for comments is supposed to be April 1. However, when I tried to submit a comment using the appropriate form, I got a message saying "This topic is no longer available." Huh? What gives?
Please reservice the Pleasant View Frontrunner Station. I regularly ride the frontrunner into SL County and live within 2 miles of the Pleasant View Station. What can be done to accelerate reservicing this station?
As a student staying near South Temple and traveling to University of Utah everyday, I request you to not stop the bus route 6 as it is the most convenient way to go to university and avenues. I am talking on behalf of both the students and faculty who stay in and around bus 6 route. Hope you would consider this request.
I would like to see TRAX frequency on Saturdays increased back to 20 or even 15 minute, rather than the frequency cut being made permanent. Using TRAX on weekends is honestly kind of a pain, especially if I have to make a transfer. I think the rail backbone, of all things, deserves consistently good frequency.
If the changes are going to be for the next 5 years, the service will not be appropriate for the growth of the city and the adjacent cities. We need more public transportation in Sandy, Cottonwood Heights, and South Jordan, as well as Millcreek. South Jordan is growing exponentially and there is just not enough transportation.

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Route 209: This route serves a purpose of providing access for residents in its neighborhoods to access downtown. Because there are already bus routes that access downtown from the Avenues, this route will be disadvantaged to ask riders to transfer if they would like to access downtown from the residential areas of 900 E, additionally without service directly through downtown this route will lose much of its usefulness. Routes 213 and 220: The current 213 route has remained a beneficial tool for residents in the lower neighborhoods near 1100 East. This route to the University of Utah is essential for students, as well as employees of the university. By moving the 213 up the hill to 1300 E, it decreases accessibility and makes riders less likely to use the bus to get to and from work or school at the University of Utah. The proposed change with the 213 and 220 does not provide increased accessibility for riders and causes a barrier for those who rely on public transportation to get to the University of Utah. Route 17: The proposed change to permanently reduce the frequency of route 17 to every hour makes the route virtually unusable for riders and this change during COVID has challenged those who rely on the route for work and school to find alternative methods of transportation.
Route F453: Please DO NOT discontinue the Lake Point bus stop; ie. Saddleback loop Route 209: Since weekend service on Trax is going to be reduced, PLEASE extend weekend NIGHT TIME service on Route 209 to DOWNTOWN! End service shortly after 10 pm. This will make it possible for night time service to the AMTRAK station @ Central Station, where their trains run daily from Chicago to the Bay Area, but do not arrive in SLC until after 10 pm. THANKS!
Please reconsider the discontinuation of the fast bus routes to the University of Utah! For the last two years, our only options to use public transportation have been very limited and require the use of a car to get to either a park-and-ride or a TRAX station, essentially defeating the purpose of taking public transportation at all. If I have to drive 15 minutes to get to a station, I might as well just drive the rest of the way to work. While many of us do have some options to work remotely, they are not uniformly implemented across the University; most of us do have to come to campus during the workweek at some point. Moreover, many ARUP and Research Park employees used that service and do not have the option to work from home. They have no public transportation options, unless they wish to drive to a stop, take an hour getting to campus on TRAX or the 220 and then wait 10 minutes for a shuttle from the stadium lot -- that will put their total commute at about 90 minutes. This is a very poor idea, especially as COVID accommodations have been eased and people are required to be onsite much more frequently. Why is the University of Utah paying so much money for UTA passes that still require large portions of the community to have access to a car?
By reducing service in Tooele county, you are limiting my ability to take classes while living in the county. The benefit of a fixed bus service is a predictable and reliable system with a set time frame. With the change to an â€œon demandâ€ service, there is no guarantee that I will be able to make it to my classes since I can be picked up anywhere from 10-30 minutes after I place my request. I've been finding myself using UTA less and less as services and reliability have been reduced since 2019. While the data supports your decision (because of dwindling ridership), I wager that the changes you have been making to Tooele County's routes have been causing the lowered ridership. When using public transit I want to have a reliable and easy experience. These changes do the opposite of my goal. UTA's changes are leading me to distrust public transit and encouraging me to find employment out of the state where public transit is a reliable option for commuting.

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The 217 is useful because it goes through residential areas. Replacing it with something that only goes down Redwood Roadis completely pointless. I know you have to frame change as better, but this is not. I take the 217 bus early every morning. It gets kids going to West High, immigrant workers without licenses, and daily commuters like me who prefer not to use a car when I don't have to. People like me will be okay, but the kids and immigrants will have to walk several more blocks in the dark and alone to get to the new stops, or try to find a more expensive alternative they may not have available to them. I hate the proposed changes.
Please do not move any route 205 bus stops along 500 East between 900 and 1300 South, especially on the eastern side of the road where there is only one stop along the entire length of Liberty Park.
Expanded Sunday service, including buses and frontrunner
I have a physical disability that requires the use of a motorized wheelchair that lives in the southeast section of Sandy. Before the Pandemic it was serviced with a flex route bus. Now it is not. The only alternative is the UTA on Demand Service which a lot of times doesn't have any accessible vehicles available when I need to go somewhere. I would like it if UTA could consider restoring the Flex Route Bus to the area again.
I am very firmly against the elimination of Route 6. Everyone that uses Route 6 to commute between the avenues and the U will now need to transfer from Route 209 to Route 1 on South Temple to get to and from campus. Will these transfers be timed, or will people need to wait up to 15 minutes for a Route 1 bus to pick them up? I understand that transfers are sometimes a way of life when riding the bus, but the Avenues are a popular neighborhood for folks that work and attend classes at the U, so it seems ridiculous to remove a direct route between these two locations. Additionally, the busses that I take into the U in the morning (between 8am and 9am) typically have 2-3 dozen passengers during the school year, and if the new Route 1 collects more than a dozen or so people on its way east to that transfer point, or if the Route 209 has more morning riders than Route 6 current does, there will be times where the 1 fills up, and folks will need to wait for the next bus. That idea seems absurd to me. Even if that proposed scenario only rarely happens, I'm almost certain there will be many people that opt to start driving to campus if they can just to avoid the possibility of being caught waiting. The last thing the city/environment needs is more cars on the road. Yes, the 1 is proposed to come every 15 minutes, but many folks that work at the hospital or have class can't afford to wait an extra 15 minutes for another bus. The need to transfer and potentially wait for busses will also negatively impact individuals with physical disabilities or other health-related issues. I appreciate the intent of expanding access to the U, but I believe elimination of Route 6 will negatively impact the commuting and travel ability of Avenues residents.
The changes proposed to discontinue route 6 greatly impair my work commute. I take the 6 to the University Hospital from the lower western Avenues almost everyday, even on weekends. The proposed changes would force me to take the F11 or the new 1 bus. Both options would require me to walk an unreasonable distance in good weather and would make my commute impossible during bad weather (snow, ice, torrential rain). I am an abled bodied individual and these changes would negatively impact my daily life, I can only image the harm this would cause to our disabled and elderly commuters. I have always loved that public transit in Salt Lake City was so accessible and convenient and discontinuing the 6 bus service would make public transit inaccessible and a burden to me and many others.
I would love to see the 45 go back to 15 minute service. Thanks for all you do!!
The change of route 3 to 223 seems fine. I hope that the 223 bus will run more often and at later hours than the 3 bus did. The other change that would be really nice to see is adding a bus stop at 400 West and N. Temple on the westbound route. It's easier and much faster to get off here to get to the Trax station than going around to the FrontRunner station. Same goes for the new 1 route.

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I don't think route 6 should be discontinued as it is used by faculty, staff, and students to get to the university, as well as patients to get to the hospital and clinics. There is no direct route now for many people and they will have to change buses, which is extremely inconvenient to do twice as a day as part of a commute or for a patient trying to make an appointment.
I would definitely appreciate the proposed UVX increase! Six minute headways would be delightful. I'm also very appreciative of the permanent increase in coverage for the 862, as that's the bus I use from my apartment to get groceries, reach UVU for class, and more. I would like more FrontRunner coverage, but that's not as necessary to me.
I, and many others, just want better wifi on the frontrunner please.
Rides should be made more frequent and UTA services should be open 7 days a week
I would like to see a more regular UTA service on the weekends, as I and many others still have to work on the weekends and could benefit from the usual service for weekdays. I also would like to see a train route built along the belt route instead of the freeway expansion currently in construction. More lanes on the free way will not improve congestion zones, as ramps will always cause congestion as long as they are as short as they are. A new train route would connect the city, create more community, and break the east versus west hierarchy. It would also make our city more in line with many major US cities where there are trains.
I like Route 1 existing. I think that will be good. I do have a concern for deciding to leave reduced rail service on Saturdays. Especially if I have somewhere I need to be, like a concert on Saturday, especially if I have to transfer, using the TRAX with reduced frequency is not something I appreciate. I already feel kind of restricted when the frequency is only every 30 minutes on a Saturday anyway. In fact, I would highly appreciate if TRAX also ran very early in the morning on the Blue Line to take eastbound Amtrak riders home. Amtrak arrives at 3:30am in Salt Lake City eastbound, and I'm sure many don't want to have to just wait for a while to get home. FrontRunner also needs INCREASED service on weekdays. More hours where it comes twice an hour. If I-15 congestion is a problem, we need to increase FrontRunner's frequency to combat the problem. I know that might mean building more double tracking, but it's worth it. I support increasing the 821's frequency to every 30 minutes--I have a friend that lives near the 821. In fact, I think it might be nice if Springville got more coverage.
I like the changes to route 209. When I go downtown from my stop in the 9th and 9th neighborhood, I usually transfer and catch the 2 or 220 to get downtown. Is it possible to communicate this information to other riders that might not be as knowledgeable in the bus routes? Also, I really like that the 220 will now partly run down 900 East. I imagine that there will be many buses now running on 900 East. I support the idea of adding a bus priority lane on 900 East, or closing off 900 East to cars and having it only serve buses, bikes, and other alternative modes of transportation.
This is a step in the wrong direction in helping provide adequate bus service to that Avenues. I ride the #6 to the U campus every days . The buses are full. What a disservice to so many in this area. I'm extremely disappointed in UTA. As a senior citizen in this area, I rely on bus service. You have removed our option. And the #3, which will have a new number?? That will only run every hour. Ridiculous.
I really do not understand how 30 minute - 60 minute frequencies will make things better. I depend on public transit. Sometimes even waiting a few minutes in the cold makes a really big difference. We want our city to depend less on cars, not more! Please do not reduce frequency of service.

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Please keep route 6 as it is. Lots of people who work at the university hospital and hunnysman cancer institute take this route. I am a handicapped and I used to take the bus from 2nd Ave until you moved it to 1st Ave which was harder for me but reasonable to arrive my work at the university hospital. Lots of students and employees take this bus so please keep it. Thanks
It's a bad idea to take away fixed route service in Rose Park north of 10th North. People are not going to want to get an app and hail a via van to go 1 Mile or less. They should keep the 217 going North on Redwood. Stopping the 453 in Stansbury is a bad idea as well with getting rid of the flex routes in Tooele.
Rt 6 & 209 - The passengers who currently ride rt 6 in The Avenues go to the U. They are not transferring to rt 209. If you want to reroute the east leg to serve Rose Park, which is proposed for Rt 1, that could work. Leave rt 209 as it is. Rt 54 - the route is busy and 15-minute service should be brought back (even before Free Fare February). Rt 205 and 217 - either extend the proposed rt 205 across Redwood Rd to cover Starcrest Dr or have rt 217 cover it. If you have rt 205 cover that area, rt 217 can serve Power Station. Rt 217 - this route needs to continue to the current EOL at 1300 N & Redwood Rd (either through Starcrest Dr or Power Station as mentioned above). This route serves a lot of passengers along the loop. Also, it gives drivers a bathroom at 7-11. UTA on Demand should supplement fixed route service, not replace it.
I am always surprised that service to the east bench just gets worse over time. I live 3 miles from campus but there is no bus route that can take me without having more walking over time as routes change. When complaining about living in a transit desert in the past, UTA employees have told me that if we rode more we would get better service. However, it is also true that if there was better service we would ride more. 1300 s would provide a good connection to many residents who want to be close to the lower or upper campus of the U, but UTA has never provided such a service to test it out. The alternative is for everyone to walk the hills down to Foothill, which not everyone will do. Now the 4 service does not even stop at the stadium and puts people out south of campus along 1300 e. Why make this even more difficult? Years ago there was a bus that stopped at Wasatch and 1300 S and this was the best service ever, but this was discontinued.

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Rose Park has long blocks running north and south which is what we would need to walk to get to Route 1. Do you anticipate people using On Demand to get to route 1? I know someone (on the autism spectrum) near 600 N /1200 w who works downtown at City Creek Mall. From what I see you expect him to walk to 10th N to catch the #1. He doesn't do well with transfers. He has tried ON Demand but didn't get it to work. He said they wouldn't accept his payment.

I taught my kids how to use UTA, its a good life skill. I see the bus stop to go into town will be at 1000 N. @1027 W. Have you tried to cross 1000 N there, its a joke. It usually takes 3-5 minutes due to traffic. How do you expect high schoolers to cross this street to catch the bus during rush hour? I have literally taken the 519 just to cross that street. No kidding.. I ride an e- bike to work from RP to lower Aves. 1000n is the hardest street to cross in my entire commute.

It seems that many of these changes are based on the last two years of ridership. I don't think it's fair to use the ridership numbers during a pandemic. I know my family stopped taking public transit during the pandemic, that's why I bought an e-bike.

I have looked for better instructions s on how to use On Demand but no luck. Questions like how much time do you need to allow to get it? Yes I have the app. Is it a set route or do you get dropped off at your desired destination? Now with the mask mandate ending how safe is it to ride On Demand? Can the windows open?

I have looked at all the changes and what I see is that you are expecting Rose Park 519/520 riders to make many transfers and walk more just to get downtown. Just because we live on the Westside doesn't mean we do all our errands here. We don't have any stores like Trader Joe's or Whole Foods on the west side. Our closest big stores are Smiths Marketplace on 400S@ 500E, Target 1100 S, Walmart1 300 S and Costco 1800 S. For us to go to any grocery store in the neighborhood we would have to get ON Demand. Not all elderly people know how to use technology. I see an older man take the bus to Smiths on 1200 W. I have never seen him use a cell phone. How do they call for On Demand to get home when at a store, no one has pay phones anymore?!

One of the reasons we moved into this house is because its on a bus route. I don't have a drivers license. My children grew up riding the bus. From time to time. They have taught peers how to use UTA when they had car problems. When they travel they can use the city's transit system. The children of today will not get the same experience.. Sad,

Since so many routes are being cut or rerouted are you cutting the price as well? I stopped taking kids on the bus because its so expensive. To take my kids and a friend downtown would be $20 round trip. When Uber came about it cost the same amount or even less at times, You would get more families if children were cheaper than adult fares. Every other city I have gone to children are cheaper.

Have any of you taken the bus? Trax?

I think there needs to be more police/fare inspectors popping on and off Trax checking fares. I have seen so many people get on without paying. I love Fare Pay. I try to be by a emergency call button when I ride at night.

I understand UTA has been hit by short staffing like so many other businesses. I am not sold on the new changes yet so I will stick with my bike for now.

PLEASE do not discontinue route 6. I am a handicap and it will extremely hard for me to go to my work at the university hospital if this change happens to route 6. Me and my colleagues use it everyday to and from the university hospital. Thanks

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I am mostly blind and cannot drive, so I use the #6 or #3 and #520 or #519 bus every day to commute to and from work. I need those bus' to remain on the same schedule. Please do not get rid of these bus'. Please increase the frequency of the routes between 6am-9am and 2pm-5pm. Thank you for your help. I appreciate and rely on you all at UTA.

If rout 3 is "disappearing" and being replaced by route 223 extension and 209? We need a viable route to University of Utah/ Research park from North Temple through the avenues especially in early am. Will 223 be taking place of route 3 time schedules? Currently 223 is only every hour...any way of increasing frequency?

Comments from Email

I live near 6th Avenue and take the #6 bus to work.

After the middle of August I would have to walk 6 blocks down to South Temple to catch a bus to the University and then back up 6 blocks after work, even on a winter or rainy day rather than catch the #6?

So basically no bus service to the University from the Avenues except from South Temple.

More people will drive.

It is utterly ridiculous that route 3 and 6 are going to be discontinued, these are the only routes taking passengers on their way to work, etc., from the U of U and the Avenues neighborhood to connecting routes and trax downtown. The people deciding this change are probably perched in an office and never needing or rely on public transportation and they shouldn't be allowed to make this type of changes.

I just wanted to comment on the August changes proposed for the number 3 bus from north temple Station to this is the place and hope that something can be done to preserve this route even if it is only on a reduced basis.. (maybe cut out middle of the day runs?) I have been so happy to have this option to get to work at "This is the place heritage park" with those who work at the Hogle zoo and where I work as well.
Thanks for letting me comment.

Hello,

If students get on route 3 along 3rd Ave. how are they supposed to get to the stops along University st., i.e., President's Circle (two stops), the Stadium and the Library stop? And further, how are vets supposed to get to the VA now? Zoo and This is the Place workers?

Thank you.

PLEASE do not discontinue route 6. I am a handicap and it will be extremely hard for me to go to my work at the university hospital if this change happens to route 6. Me and my colleagues use it everyday to and from the university hospital. Thanks

I consider myself to be up on UTA, mass transit and the system but the public outreach is significantly lacking. Although UTA has considered expanding north south routes to the Avenues, with almost a half block transfer to the 2 bus downtown or back, and Avenues knows about it and has discussed it, I didn't think the other community councils in SLC and other areas knew about it.

The frustrating transfer to get downtown discourages ridership even more with this change. This requires a lot of walking since even TRAX doesn't transfer easily to State St.

205 shouldn't reduce frequency.

And map of changes should be available online as a pdf with logging on!!!

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Very disappointed.

Dear UTA Hearing Officer/Planners,
I'm certain you had very good intentions when designing the proposed August 2022 bus changes. However, as a loyal rider who depends on the bus virtually EVERY DAY for my livelihood, I'm writing to let you know the proposed discontinuation/replacement to the SLC Avenues routes (particularly #6) is ill-advised and unacceptable.

Therefore, INSTEAD of discontinuing #6, PLEASE consider some less drastic, more realistic and acceptable options:

1) EXTEND #6. Keep it's regular route (as it is now) from the UofU to 6th Avenue (past Smith's and other important venues) to the LDS Hospital and downtown to at least 200 South and 300 West (by the Gateway, Vivent, Trax, etc.) and then north to cover the Rose Park Area that the proposed #1 would cover. ~ Thus no need for a new route nor an extension to # 209 because it would just stay on South Temple as it does now which covers what the #1 would do.

2) ALIGN #6. Keep it on M Street in both directions instead of using M&N – or M&L (for the needless #209 extension). This would improve connection to the already existing 209 route and by aligning the connection times it would allow riders easier access to sugarhouse and other points along 900 East as I believe was the intention of extending the 209 (but unnecessary). Improved alignment with other services such as the Trax/bus connections at the UofU, etc. would also be welcomed by riders.

3) IMPROVE #6. Provide later evening service. If riders can be sure to catch a bus after the basketball game, theater show, concert, etc. they will opt to take the bus rather than fight/pay for parking! And ridership will improve!!

The reasons #6 should remain in place – with the potential improvements suggested above – is because the supposed "replacement" routing is not sufficiently comparable service to the current #6 and thus would NOT provide better service as I believe is (should be) your intent. Here's some reasons why...

The changes would mean that regular riders on the #6 from the Avenues to the UofU Hospital would need to do one of the following:
• Take F11 from the 6th Ave Smith's (or walk up the steep hill to catch it on 11th Ave) to go up to the UofU hospital. This would overcrowd the smaller F11 busses – which require seatbelts so standing would not be an option.
• Walk to/from to 3rd Ave to take #223 to/from the UofU (but not to the Hospital entrance) – OR – walk to/from South Temple to take #1 to the UofU Hospital entrance. This would be VERY difficult for people who live above ~5th Ave to have to walk to/from 3rd Ave or South Temple on the very STEEP HILLS – especially older folks or those with disabilities.
• They could possibly also take the #209 (but no on 6th Ave)to 3rd Ave or South Temple in order to transfer busses, but this would undoubtedly turn what is now a ~15 minute direct commute into more like 30-60 minute commute (each way) depending connection times – not to mention a huge hassle and uncertainty of transferring in inclement weather, etc.
Additionally, the changes would make it much more difficult to get to/from many venues such as the following:
• Smith's ~ waiting for and boarding the bus with grocery bags would be difficult on the E street side (on a steep hill)
• Getting to popular venues downtown such as the City Creek Mall, Eccles Theater, Gateway Mall, Vivent Arena, UTA Hub, etc. ~ What would be a ~10 minute direct ride would require a transfer or a lot more walking (with full shopping bags, Dressed up w/high heels, etc.) and a great deal of time/hassle if the changes are made.
For these reasons (and many more) discontinuing the #6 route would be detrimental to the long-time (~25 years) and loyal riders like me who HAVE TO ride the bus. Avenues residents like myself have chosen to live there largely

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because of the convenient UTA service to downtown and the UofU Campus, particularly the UofU hospital. I do not have the means to move to another location with better service (if there is any!) especially if there is such uncertainty that bus routes could drastically change/disappear at any time. WELL ESTABLISHED legacy routes like those in the Avenues should have some immunity from devastating changes such as those proposed for August 2022.

PLEASE SAVE ROUTE #6!!!

Thank you for your Consideration,

After reviewing the replacement of the 6 with the 1 and/or 209 it will take a transfer or a walk of more than 6 blocks up and down steep hills to reach the University and University Hospital from the western Avenues using the new Route 1. The Route 1 is duplicating the Route 2 and removing service from the Avenues.

This is a disappointment.

The F11 is useless with only once an hour service.

Dear Planning,

Overall I like the changes for the August. There are just a couple things that need to be improved.

Why is the extension of the 209 on 9th Ave . That is just two blocks from the F11 on 11th Ave. Leave it on 6th Ave where the route 6 is now. That is half way between the 223 on 3rd Ave and the F11 on 11th Ave. I drive the route 6 now. A lot of my passengers are not happy with this change. Here is what it should do. Continue West on 6th Ave to C Street, turn right and go up the hill to 9th Ave, right again, and west on E Street to South Temple.

The other thing I don't like is cutting out the north end of the 217 . I drove the 217 the last two changes. That is not just a turn around. I picked up and dropped of passengers every trip on this piece of the route. Also, The State offices are going to be closed to the early morning and evening drivers. What are we supposed to do about rest room facilities. The only change that we should make to the 217 is to eliminate the loop around the State Dept of Health, since we will have two other routes covering that loop. Also those two routes, I believe they are the new route 1 and the extension of the 223, I can't check right now. They seem to have taken then maps down from the web site. Anyway These two routes should do the loop around by the State Dept of Health and EOL on Redwood Road and North Temple by the KFC and not go to 400 South. Passengers who want to go South on Redwood Road can walk across North Temple and catch the 217 there just as easily as they can at 400 South.

Comments from Customer Service

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I have been trying all week to submit a comment about the August Change Day, but your website keeps rejecting it, even though the deadline for comments has not passed. Please pass this along to the appropriate person. Thank you.

Dropping the Number 6 route would be a big mistake

Do you know how many University of Utah students ride the bus from the Avenues to campus?

A couple of weeks ago my partner and I took the Number 6 bus from our home in the Avenues to a medical appointment at the University Hospital. The bus was standing-room only, packed with U. of U. students and other people headed to campus or the Medical Center.

I know that University students pay for bus passes as part of their student fees, and that many students who live in the middle and upper Avenues depend on the Number 6 bus to take them to campus, especially after regular service on the Number 11 route was eliminated. I also understand that the University tries to discourage people from driving private vehicles to campus.

If you go ahead with your plans, there will be no direct link from the middle and upper Avenues (above 3rd Avenue) to campus, University Hospital, Primary Children's, Huntsman, Moran, etc.

I have been a regular rider on UTA buses for many years and appreciate the service they offer. However, I think twice about using the bus if it means having to transfer from one route to another, which may mean a wait of up to 30 minutes. Have you calculated how many Avenues residents will revert to driving to their cars rather than going through the time-consuming aggravation of transferring from the proposed extended 209 route to another route on South Temple or 200 South?

Please reconsider this idea. Getting rid of the Number 6 route would be a big mistake

Customer providing feedback regarding the changes that are proposed for August.

She and many others live in the Rose Park area on or near 1300 N Redwood and the neighborhood surrounding it.

If the 217 bus gets removed from this area and ends at the blind center, many people will be inconvenienced as a result of the change.

The 217 should remain as it is.

Customer wanted to thank the operator on route 21. She was trying to log into the public meeting for August Change Day and he helped her get connected and gave her directions for where she needed to go.

Customer submitted this commendation while attending the public meeting on 3/17/22.

The customer hates the proposed changes to the route 6 in August. She knows that the 209 is supposed to be changed in a way that kind of services the same area as route 6, but in reality it will not help people who live in the avenures. Route 6 has a long stretch on 6th Ave where there is a Smiths grocery store. The proposed changes to the 209's route will not cover any of this area; it will also not get close to the University.

This is just a really bad plan, and really doesn't take customer's needs, feelings, or convenience into mind. It's not like people in the Avenues can just up and move, especially in this housing market. Removing the route 6 will really hurt people who live in the Avenues, and the customer wishes UTA would consider their customer's needs before making such an obviously bad decicion.

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The planners have no idea what they are doing, probably never ride the buses at all, and make their ill-informed decisions from an office chair.
The customer is calling to give feedback about proposed changes to the 217 for the August Change Day. The proposed change would have the 217 stop servicing neighborhoods north of the State Office Buildings. He is worried that the people that live in that area will be hurt by this change and worries that the UTA OnDemand won't be adequate to make up the difference.
Customer would like to give feedback regarding the changes for August. She heard the route 6 was going to be discontinued and replaced with the Route 1. No one can tell her the times that this bus will run so she can't properly give her feedback on if these changes are good or not. Knowing more concrete times for this service would help her provide proper feedback about the changes.
The customer is trying to send a comment for the August changes regarding RT 209 and unclear if it went through or not. The customer continues: Rt 209 / It feels like insult to injury. You cancelled 307 and I have to leave 20 minutes earlier with Rt 209 and now you are going to get rerouted to the avenues or we have to transfer to a route on South Temple. People in my area , used to take 700 E , Rt 307 to Downtown and Rt 209 is now earlier but takes longer . With the proposed changes it will take even longer... It appears that instead of making changes convenient for the passengers. UTA is forcing them to other alternatives. Years ago, UTA told everyone to just transfer to the TRAX and then have to take a bus to your destination. I want to make sure my concerns will be heard.
UTA Board meeting comments Feb9 re UTA needing 100 bus drivers Please plan on long term bus driver staffing salaries and shifts. Several years ago, we publicized and pushed for higher salaries when UTA was down over 100 drivers. You raised wages but we are again at a point where UTA needs to hire 100 more bus drivers by August! UTA needs to develop a long term bus driver employment system to stop the turnover that makes management look questionable. Split shifts and relatively low wages for drivers who are responsible for rider safety and dealing with the problems of mask wearing and homeless altercations are not being addressed. Salaries should be much higher and split shifts should be minimized. Please address bus driver respectful sararies and working conditions. A recent report is applicable: Invest in Transit Equity, Invest in Transit Workers.

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Comment: Again I was hoping to see route changes that would make it easier for people like me to get to Trax. I am well served in The Avenues to go East-West to downtown or The U but going to the 4th South Trax stations is inconvenient to say the least. This could be rectified by linking Routes 6 and 209 at the intersection of South Temple and 9th East. In fact this should be a recognized transfer point. Better yet: combine or alter the routes with Route 6 going south on 9th East and Route 209 going east on South T
Customer lives near 1700 N Redwood and takes the 217 bus daily from there to the SLCC college on Redwood Road. She feels that the removal of that north part of that route needs to be reconsidered. There are lots of people that take this bus from that area that would be inconvenienced by this change.
Comment: I am commenting and or complaining about bus line 520 and 519. I was wondering if it is possible to keep these bus lines running? They are important to many working and running errands Rose park residents including myself. Thank you in advance in keeping these busses.
The customer would like to speak to a service planner about the proposed changes for Aug 2022 change day. She rides route 209 from 5600 S @ 900 E at 04:00 am and gets off at North Temple and State St. She says the route makes it hard for her to make it to work on time with this time frame and would like to know if this route could start a little earlier than 04:00. She also would like to know if we plan on installing a bus stop on North Temple closer to West Temple. There is a stop on the southwest corner of North Temple but nothing on the opposite corner which would be the east-south corner. That is a long walk if someone wanted to go eastbound using the suggested route changes. (The change is the route will no longer go up State St and North Temple). *She would like to speak to a service planner about these changes because if we do change the routes she most likely will not be able to use UTA to get to work or be on time to work. She would like a phone call and if can't be reached please email her.
Comment: When will the 313 or 354 Fast Bus routes resume?
Comment: I am a regular rider and work at this is the place park and ride #3 and #9 on a daily basis, including Saturday. A coworker who also rides #3 said he was told the route to this is the place is being discontinued. I am a new employee and accepted this job last fall because it has bus accessibility. I was actually hoping the was would increase its frequency or at least start earlier, as the first shift of the day once weather improves will actually start at 0600. I am a hive pass holder and a rider of 40 yrs
Comments from Public Meeting
I saw that the 205 route was reduced to 30 during the COVID-19 pandemic and now that change will become permanent. I feel strongly that this bus should run every 15 minutes Monday-Friday so the people of South Salt Lake can access opportunities downtown and easily commute to jobs within the metro area.
The proposed changes to 3 and 223 will drastically affect my ability to get to and from work at this is the place
Route 6 and 3 are my only option to get downtown and board route 200 or trax on my way (route 6 at 5:52 a.m.) and from work(125404), also the only options to reach the LDS Hospital and Smith's grocery store in the Avenues, The U of U as well as The Sweet Library also in the Avenues, the stops I usually wait for these buses are for route6: 118183 / 125404 /118123/118116. Route 3: 118044/118029/117002. What route is going to serve these stops? With all due respect, who decides these changes? someone at a corporate office and not someone who has actually the need to ride public transportation and needing to get to work via public transportation? Thank you for the opportunity given to comment on this issue.
I agree with the changes.
very interested in proposed changes to the 209

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The Avenues route changes are EXTREMELY TERRIBLE!!! This is WORSE transit coming as these REDICULOUS changes would require transferring buses on my DAILY trip to/from the UofU doubling/tripling my commute time. DO NOT CHANGE THE AVENUES ROUTES!!!
I am an employee at the Division of Services for the Blind and am very upset at the proposed changes to route 217. This will affect many blind employees and consumers! Please reconsider!!!
How many Paratransit riders will be affected by the rout changes ?If fixed bus routes are cancelled or changed (whole routes or partial routes) and not replaced or replaced with "On Demand" or other type of service, these will no longer be considered fixed routs and , therefore, many Paratransit riders will no longer be able to ride Flextrans if they live or work 3/4 miles or more from a fixed bus route.Will UTA continue to follow their company policy of doing the absolute minimum when it comes to the ADA or will they become a public service company that actually serves all the public and change their company policy to go beyond the ADA minimums?
What are UTA's plans to return express service to and from the University? As a major destination that is tucked in a corner of the valley, express routes that run parallel to TRAX along Millcreek, Holladay, Cottonwood Heights, and West Valley have diminished over the years requiring longer lead times in order to try and use TRAX.
Will Paratransit Services be discussed?
used to live in Utah, one concern is that 9000 S the route has been completely tweaked, route 218 went to Sandy TRAX station but now he can't get there unless he takes Uber. The change in service is a pain, would appreciate that coming back for weekend use. Could the On Demand service be used for this person (gave address)?
how many paratransit riders will be impacted; policy to do the minimum re: ADA; accommodating needs maybe extending 3/4 mile limit; looking at individual cases to look at variations on policy
would really like for UTA to provide Sunday service on FR - doesn't know why we haven't yet, esp since TRAX operates on Sundays and can't travel on Sundays when he's in town or it takes forever. It would be awesome if Sunday service was added; curious about operational challenges for sunday service; would UTA consider express rail service from UT county to Tremonton
expand 821 to walmart, paratransit rider, 3/4 mile limit is not always easy to get a ride where he needs
expanding free fare february? Says people may not know about the hive pass; need additional information out for customers
comment about infrastructure bill and whether it could speed up 5YSP or implementing new service? Hear about not having the resources to not be able to do a lot of things, but the money will that help with the plans?
looking forward to Vineyard station, appreciates the presentation made through zoom so as many people can get updated
Is 602 considered OGX, electric bus and initial free fare? - No, will be a regular route until OGX opens and then it will be incorporated in 2023, plan for the buses to be electric eventually
the impact these changes are going to have huge impact, and the service needs to start at an early hr to get us to work, that is what normal people with normal jobs do. Route 6 and Route 3 are the only way to get downtown to transfer to either route 200 or trax to work. mainly route 6at 5:50 a.m at stop 118183. Also how about to get to Smith's in the Avenues and LDS hospital? too many irrational transfers
route 209 is going to use all the stops that number 6 I currently using?
what bus will be going to LDS Hospital which is on 9th Ave & B/C street?
Route 1's maps shows a bus stop on North Temple Bridge (Guadalupe) Is this correct?
I also would to know what bus can we catch to get to North Temple and 1940 West from 9th North & Redwood Rd.?
Bring back 20 minute frequency for trax on weekends or at least Saturday! Trains are crowded on Saturday
What plans are there for trax at the Airport?
route 6 stop 118183 at 5:55 a.m, would this early schedule will be kept?
I appreciate having the F453 extended to downtown, but what about people who need a guaranteed transfer from the proposed UTA on Demand to downtown Salt Lake?

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I would also appreciate 20 minute frequency on the weekends for work.
The Avenues changes are completely UNACCEPTABLE for the loyal Avenues riders who commute DAILY to the University of Utah. It is just NOT feasible to for anyone living above ~3rd avenue to have to transfer to from route 209 to route 1 as it would likely double or trip the commute time each way. The avenues streets are quite steep and would be very difficult for most riders to have to walk to/from South temple to catch the #1. I understand F11 may be an option but it doesn't run on weekends and also not very frequently - nor does it run downtown. You say 209 will run in it's the "same area" but it's MUCH more difficult to walk even 1-2 blocks UP HILL in the Aves. Avenues riders, like myself live in the Avenues because of the superior public transit service. These changes, while they seem reasonable on paper are just not practical for riders.
I totally agree with the avenues comment
when I take route 6 to downtown and transfer to 200 I usually hop on 200 at stop 117002, where is going to be the closest stop that route 6 will drop me off?
How was the 5 year service plan developed? I don't believe there was any input form actual riders in that plan! Can we see that plan?
More notice needs to be given for these major changes. The only notice I saw of these Aug 2022 changes was a sign posted on the bus stops. Which was great but they weren't posted until last week - well after the Public Comment period started. Also, when I tried to see the August changes on the website it still had the August 2021 plans and wasn't updated until just a few days ago so there hasn't been much time to really study/understand these changes. I appreciate your presentation tonight and the opportunity to comment, but more public hearings would be appreciated for those who were unable to make this one and only option. ~ Thanks for your time and efforts! Gotta go catch my bus now! :)
operators at option 5 have although super nice have absolutely no clue to answer any question on this regard
Will the On Demand be coming to Utah Vally?
What is on demand
so why are they making all of these changes?
what is on demand service?
will On Demand have accessibility for 2 wheelchairs to ride together?

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RESOLUTION OF THE BOARD OF TRUSTEES OF THE UTAH TRANSIT AUTHORITY APPROVING THE TITLE VI SERVICE EQUITY ANALYSIS FOR AUGUST 2023 CHANGE DAY

R2023-05-02 May 24, 2023

WHEREAS, the Utah Transit Authority (the "Authority") is a large public transit district organized under the laws of the State of Utah and was created to transact and exercise all of the powers provided for in the Utah Limited Purpose Local Government Entities – Special Districts Act and the Utah Public Transit District Act; and

WHEREAS, the Board of Trustees of the Authority (the "Board"), in keeping with the Federal Transit Administration's requirements for public transit agencies and the Civil Rights Act of 1964 has considered and reviewed the Service Equity Analysis of the August 2023 Change Day ("Title VI Equity Analysis") prepared by Authority staff; and

WHEREAS, the Board has desires to approve the Title VI Service Equity Analysis.

NOW, THEREFORE, BE IT RESOLVED by the Board of the Authority:

1. That the Title VI Service Equity Analysis prepared by Authority staff, a copy of which is attached hereto as Exhibit A, is hereby approved by the Authority.

2. That the Board hereby ratifies any and all actions taken by the Authority's Executive Director, staff, and counsel in furtherance of and effectuating the intent of this Resolution.

3. That a copy of this Resolution shall be submitted to the Federal Transit Administration.

4. That the corporate seal be attached hereto.

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Approved and adopted this 24th day of May 2023.

DocuSigned by:
86E38485ACBE4D0...

Carlton Christensen, Chair
Board of Trustees

ATTEST:

DocuSigned by:
8D8A6B67F3AA459...

Secretary of the Authority

UTAH TRANSIT AUTHORITY CORPORATE SEAL State of Utah

(Corporate Seal)

Approved As To Form:

DocuSigned by:
CA25CE8E60E344B...

Legal Counsel

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Exhibit A

AUGUST 2023 TITLE VI SERVICE EQUITY ANALYSIS

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Title VI Service Equity Analysis

August 2023 Change Day

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Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. The Utah Transit Authority has committed to the Federal Transit Administration's (FTA) Title VI objectives set forth in Circular 4702.1B by ensuring that UTA's services are equitably offered, and resources distributed without regard to race, color, or national origin.

The following analysis is of proposed changes to be implemented in August of 2023. These changes are being proposed to protect public funds and improve functionality of the system. Though the proposed changes are facially neutral, this analysis, in accordance with FTA requirements, will ensure that these changes will not have disproportionately negative impact on minority and low-income populations within UTA's service area. If these changes are found to be potentially discriminatory, UTA will take all prescribed and prudent steps to ensure services are equitable and compliant with federal guidelines and requirements.

Summary of Proposed Changes

UTA has analyzed the potential impact of major service changes on low-income and minority populations. The proposed service changes were analyzed based on stops and stations serviced by the impacted route based on a one-quarter mile radius for bus and a half-mile radius for bus rapid transit (BRT) and rail station. For August Change Day 2023, UTA will be changing and replacing existing services, along with implementing new routes to improve local and regional connections. Several routes, which were temporarily suspended in December 2022, are unable to be restored to their previous service levels in August 2023 due to insufficient labor resources, but UTA will prioritize restoration in the future Change Days.

Area	Route Number	Change Type	Route Minority	Route Low-Income	Minority Difference	Low Income Difference
Salt Lake	1	Alignment Change	Route alignment change is below threshold to be considered a major service change			
Salt Lake	9	Alignment Change	Route alignment change is below threshold to be considered a major service change			
Salt Lake	F202	Alignment Change	40.0%	19.8%	15.6%	5.1%
Salt Lake	F570	Alignment Change	Route alignment change is below threshold to be considered a major service change			
Salt Lake & Summit	901	Discontinued	Not evaluated because route operates outside of UTA taxing district as a contracted service			
Salt Lake & Summit	902	Discontinued	Not evaluated because route operates outside of UTA taxing district as a contracted service			

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Davis & Weber	602	Service Reduction	25.5%	17.3%	1.1%	2.6%
Davis & Weber	603	Discontinued	34.9%	32.9%	10.5%	18.2%
Davis & Weber	603X (OGX)	New Service	36.6%	34.1%	12.2%	19.4%
Davis & Weber	650	Discontinued	24.8%	19.4%	0.4%	4.7%
Rail	TRAX & S-Line	Service Increase	Change is below threshold to be considered a major service change			
Rail	FrontRunner	Service Increase	Change is below threshold to be considered a major service change			
Salt Lake	39	Service Increase	Contingency route was not implemented due to labor shortages			
Salt Lake	201	Service Increase	Contingency route was not implemented due to labor shortages			
Salt Lake	218	Service Increase	Contingency route was not implemented due to labor shortages			

Table 1: Summary of August 2023 Proposed Changes

Summary of Findings

UTA's current labor shortages are significantly impacting the proposed service changes and route restorations outlined in the 5-Year Service Plan. Thus, due to insufficient labor resources, UTA is unable to implement the proposed contingent service changes. For all other proposed changes, only a few routes have the potential for Title VI findings. In most instances there were minimal impacts on protected Title VI populations in the proposed alignment changes, or there was an introduction of a new BRT route that negated the findings which results in a positive net gain in access and trips for the population being served. As hiring levels improve, staff recommends we reassess solutions with priority on route 39.

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UTA Policy and Definitions

UTA has developed corporate policy 1.1.28 Title VI Compliance Policy to define and evaluate the impacts of proposed major services changes on minority and low-income populations in conjunction with a public outreach process. In developing this policy, UTA solicited feedback through publications within the service area, published on UTA's website (rideuta.com), and Utah's government website in the public notices section (Utah.gov) which provides translation options. In conjunction with the Salt Lake County Office of Diversity Affairs, which maintains an email list of local entities and individuals with interest in diversity issues, UTA sent an email notification soliciting feedback in the development of this policy. Additional targeted outreach was done, which included mailing a letter and the policy or sending emails to community organizations that work with minority or low-income populations.
The following references to policy are from subsections of UTA corporate policy 1.1.28 and were created to ensure that all equity analyses are performed using the same parameters and are in line with FTA Circular 4702.1B.

Definitions

A. *"Disparate Impact"* refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

B. *"Disproportionate Burden"* refers to a neutral policy or practice that disproportionately affects the low-income population more than non-low-income populations.

C. "*Flex Route"* refers to a route that, upon request, can deviate from its fixed route to provide a curbside pick-up or drop-off of up to ¾ of a mile around the fixed route. Deviations from the fixed route cost an additional $1.25.

D. *"Low-income Population"* refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/ transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

E. *"Minority Person"* include the following:

1. American Indian or Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
2. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia,

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China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

3. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
4. Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
5. Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

F. *''Minority Population"* means any readily identifiable group of minority persons who live in geographic proximity.

G. *"National Origin"* means the particular nation in which a person was born, or where the person's parents or ancestors were born.

H. *"Ridership Data"* The ridership data is the information gathered through the onboard survey showing the demographics of the people using a fare type and/or riding on a specific route. This data is used when analyzing proposed changes to fares and commuter routes. See below for the current ridership demographic gathered in 2019.

Low-Income Ridership Average:	
Population:	13,417
Low-Income Population:	4,515
Percent Low-income:	33.7%

Minority Ridership Average:	
Population:	13,378
Minority Population:	3,459
Percent Minority:	25.9%

Table 2: Low-Income and Minority Population Ridership Averages From 2019 OBS

I. *"System Average"* The system average is the averages of minorities and low-income persons within the total populous of the geographic regions UTA serves. The present system averages are expressed below in tabular format using 2017-2021 5-year population estimates provided by the American Community Survey (ACS).

Low-Income System Average:	
Population:	2,538,040
Low-Income Population:	373,168
Percent Low-income:	14.7%

Minority System Average:	
Population:	2,538,040
Minority Population:	618,605
Percent Minority:	24.4%

Table 3: Low-Income and Minority Population System Averages From 2017-2021 ACS

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Major Service Change

UTA will consider the following types of changes to be "major changes", which require public input and a Title VI equity analysis in compliance with FTA's Circular 4702.1B

a) The addition of service;
b) A proposed service level reduction in miles, hours, or trips of thirty three percent (33%) or more of any route;
c) The elimination of all service during a time period (peak, midday, evening, Saturday, or Sunday);
d) A proposed twenty-five (25%) or greater change in route alignment;
e) A proposed fare change.

Evaluation and Analysis of Service and Fare Changes

1. UTA will analyze proposed major changes to service and any proposed fare changes in accordance with FTA's Circular C 4702.1B as amended.
2. UTA will evaluate the impacts of all major service changes cumulatively when there is more than one route being affected for a service change period
3. UTA will primarily utilize American Community Survey (ACS) Data, block group data and/ or ridership data to evaluate and analyze any proposed major service and fare changes. This data will be analyzed with Remix software.
4. UTA will rely on population data and use the smallest geographic area that reasonably has access to the stop or station effected by the proposed major service change. This will be translated into a one-quarter mile radius to a bus stop, light rail station, or commuter rail station.

Disparate Impact and Disproportionate Burden

1. UTA will measure the burdens of service and fare changes on minority riders to determine when minority riders are bearing a disparate impact from the change between the existing service or fare and the proposed service or fare.
2. UTA will measure the burdens of service and fare changes on low-income riders to determine when low-income riders are bearing a disproportionate burden of the change between the existing service or fare and the proposed service or fare.
3. A threshold of 5% will be used to determine disparate impact on minority populations and disproportionate burden on low-income populations. This 5% is based on the margin of error from the US Census data that UTA uses to determine the populations in the service area. This means that if the burden of the service or fare change on minority

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or low-income populations is more than 5% worse than it is for the non-protected populations, then the change will be considered either a disparate impact or a disproportionate burden.

Finding a Disparate Impact

1. At the conclusion of UTA's Analysis, if UTA finds a disparate impact on the basis of race, color, or national origin, UTA shall seek to modify the proposed changes in a way that will mitigate the adverse effects that are disproportionately borne by minorities. Modifications made to the proposed changes must be reanalyzed in order to determine whether the modifications actually removed the potential disparate impacts.
2. If UTA chooses not to alter the proposed service changes despite the potential disparate impact on minority populations, or if UTA finds, even after the revisions, that minority riders will continue to bear a disproportionate share of the proposed service or fare change, UTA may implement the change only if:
    a. UTA has substantial legitimate justification for the proposed change; and
    b. UTA can show that there are no alternatives that would have a less disparate impact on the minority riders but would still accomplish the transit provider's legitimate program goals. In order to show this, UTA must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

Finding a Disproportionate Burden

If at the conclusion of the analysis, UTA finds that low-income populations will bear a disproportionate burden of the proposed major service change, UTA will take steps to avoid, minimize, or mitigate impacts where practicable. UTA will also describe alternatives available to low-income passengers affected by the service changes.

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August 2023 Changes

Routes 1 and 9

It is proposed to change alignments for routes 1 and 9 by extending the alignment length to terminate at the new Orange Street bus facility.

Figure 1: Proposed Extension of Routes 1 and 9 to Orange Street bus Facility

The alignment changes in mileage for the affected routes is in the following table.

Route	Current Length	Change	Percent Change
1	11.4 miles	0.7 miles added	6.3%
9	10.7 miles	0.87 miles removed; 0.62 miles added	13.9%

Table 4: Proposed Alignment % Changes for Routes 1 and 9

Conclusion

Routes do not exceed a 25% change in route alignment which is not considered a major service change.

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Route F570

Route F570 is being proposed to be modified by shifting the east end of line from Midvale Fort Union Station to Midvale Center Station. The F570 currently experiences reliability issues and there are insufficient labor resources to allow for more travel time to be allocated to the route. The inability of the F570 to operate reliably is result of increased congestion in the area between 700 West through the I-15 interchange and to Midvale Fort Union Station. In the proposed change, the F570 would continue to serve Bingham Junction Station and then continue on Bingham Junction Boulevard to Midvale Center Street and end at Midvale Center Station, maintaining a connection with the TRAX Blue line.

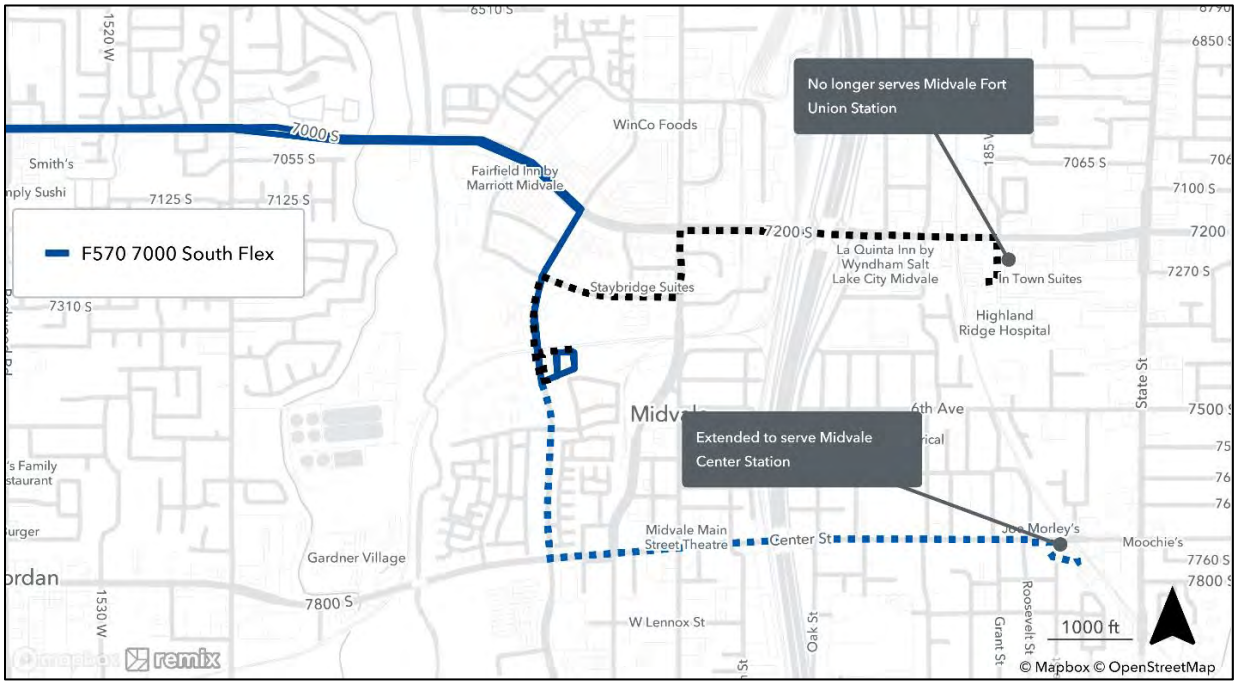

Figure 2: Proposed Change in F570 Routing

The alignment changes in mileage for the affected routes is in the following table.

Route	Current Length	Change	Percent Change
F570	14.07 miles	1.4 miles removed, 1.7 miles added	22.0%

Table 5: Proposed Alignment % Changes for Route F570

Conclusion

The proposed change to route F570 only impacts 22% of the alignment. This does not exceed a 25% change in route alignment and is not considered a major service change subject to analysis.

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Routes 901 and 902

Routes 901 and 902 are contracted services provided in partnership with High Valley Transit (HVT) and the City of Park City. These routes were implemented to provide connections between the Salt Lake Valley and the Park City area. Route 901 was a seasonal service that was suspended in 2020 and will officially be discontinued. Route 902 will permanently be discontinued.

Starting in August 2023 UTA has proposed to discontinue operation of the service between the Salt Lake Valley and the Park City area. The service and operations have been taken over by HVT providing limited stops in Downtown Salt Lake City and the University of Utah. The HVT service is called Route 107.

Conclusion

Routes 901 and 902 were being operated in Summit County, which is outside the UTA taxing district, as contracted service and is therefore not subject to Title VI analysis. Service will still be available between Downtown Salt Lake City and Park City via High Valley Transit route 107.

Routes 701, 703, 704, and 720 (TRAX Light Rail and S-Line Streetcar)

Light rail and Streetcar routes reduced service during the pandemic and are currently running 30-minute headways on Saturdays. Headways were 20 minutes on Saturdays prior to the pandemic reduction. This proposed change would increase Saturday service with an additional improvement to 15 minute headways

Conclusion

The change would result in approximately a 16% increase in service hours and miles which is below the 33% change in hours to be considered a major service change subject to analysis.

Route 750 (FrontRunner Commuter Rail)

Two northbound trips originating in Provo that ended in Salt Lake City will be extended the full length of the route to Ogden. Conversely, two southbound trips originating in Ogden and ending in Salt Lake City will be extended the full length to Provo. Service will increase with the change by 116 minutes per weekday.

Conclusion

The change would result in approximately a 1.4% increase in service hours and miles which is below the 33% change in hours to be considered a major service change subject to analysis.

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Routes 39, 201, and 218

During the August 2023 Change Day public comment period it was proposed that Routes 39, 201, and 218 be restored to the service levels that were provided prior to their temporary suspension as of December 2022 as result of insufficient labor resources to operate the service. The proposal to restore the service in August 2023 is contingent on UTA being able to sufficiently recruit staff to reliably operate the prior levels of service for each of these routes. UTA has determined that not enough staff have been hired to meet the requirements for restoring these routes to their previous levels of service. UTA will continue to prioritize the restoration of previous levels of service on these routes for a future change day.

Conclusion

Service is still temporarily suspended due to insufficient labor shortages and therefore is not subject to analysis. UTA will reevaluate the potential to restore Routes 39, 201, and 218 by spring 2024. Should these service reductions become permanent, they could result in potential findings.

Routes 602, 603, 603X, 650

UTA will be implementing a new BRT line called OGX (603X) and will be reallocating services from local bus route 603 and currently suspended express shuttle route 650. OGX will be operating the same alignment as route 603, up until University Circle where it will be operating on dedicated right-of-way through the middle of the Weber State University (WSU) Campus. Service along Edvalson Street will not be served by OGX but will continue to be served by route 640. Because of the new dedicated right-of-way on the WSU campus OGX will not serve Harrison Boulevard from 3950 South to 4600 South. However, this segment of Harrison Boulevard will continue to be served by Routes 455, 625, and 645. Route 650, an express shuttle with direct connections from the Ogden Transit Center to WSU was suspended in Spring of 2020 and as of August 2023 will be permanently discontinued.

Route 602, also known as the Wildcat Shuttle, has been providing 10 minute all day shuttle service at WSU. All day service provided by the 602 shuttle will be discontinued and replaced by OGX. Route 602 will continue to run 10-minute service only during peak hours. During peak hours, OGX and 602 will alternate trips on the WSU segment of OGX, providing 5 minute headways during those time periods.

An Environmental Justice Technical Report was completed in 2018 as part of the OGX Environmental Assessment (EA). A copy of the report is available at https://rideuta.com/ogx and includes documentation of both project analysis and extensive public outreach during project development. The report, which assumed replacement of route 603 with OGX (The Action Alternative), concluded that the Action Alternative would improve existing transit service and would benefit transit-dependent residents in the area, many of whom are minorities or low-income. The Action Alternative would not cause disproportionately high nor

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adverse effects on environmental justice populations. An updated analysis can be found in this document.

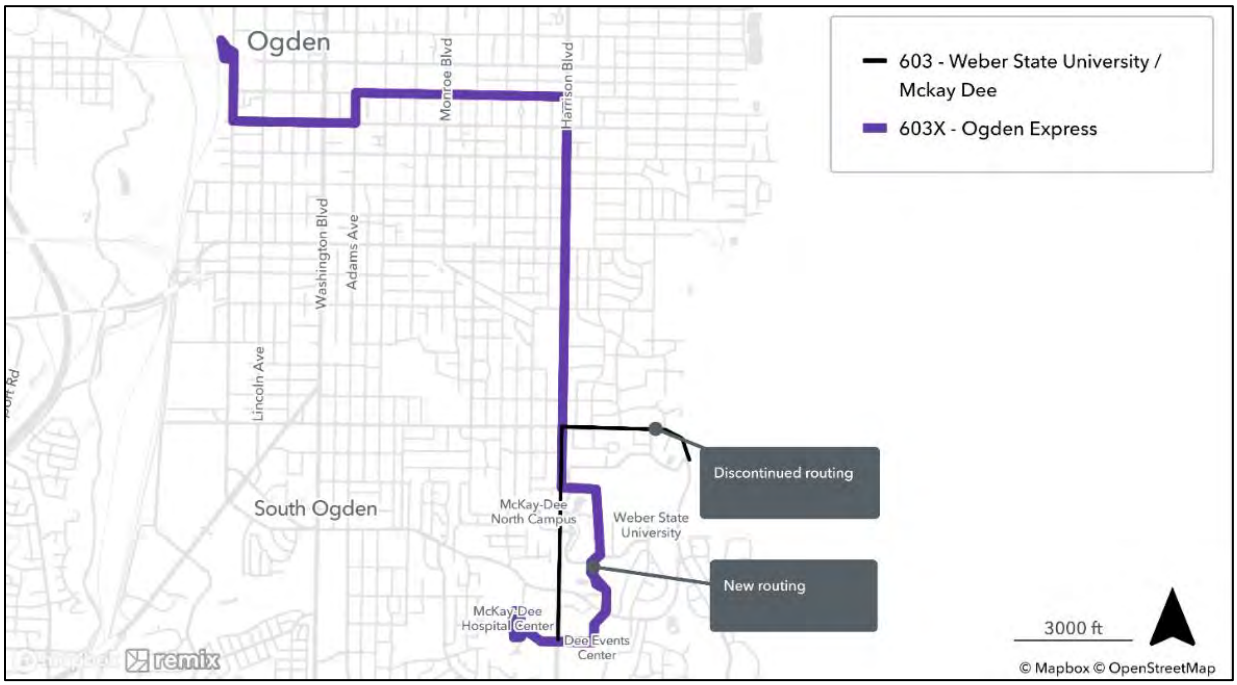

Figure 3: Route 603 Compared to Proposed OGX BRT Routing

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Route F202

To address the loss of connections along Midvale Main Street by the proposed change to route F570, including a homeless resource center just east of main street, route F202 is proposed to be modified to serve this area. The F202 would no longer terminate at Midvale Center Station. It would now continue on Midvale Main Street and 700 West and end at Fashion Place West Station. By doing this, Route F202 would serve areas along 700 West not currently served. The route F202 would also be modified on the south end of the route to terminate at the South Jordan Frontrunner Station instead of at Sandy Civic Center Station. This change would mean that there is a new connection to Frontrunner on the south end of the route, and preserved connections to both the Red and Blue TRAX lines on the north end. UTA could make this change to the F202 without increasing labor resources because there is enough time to allow for the planned route extensions. These proposed changes would create opportunities to expand service coverage to areas not currently served with transit.

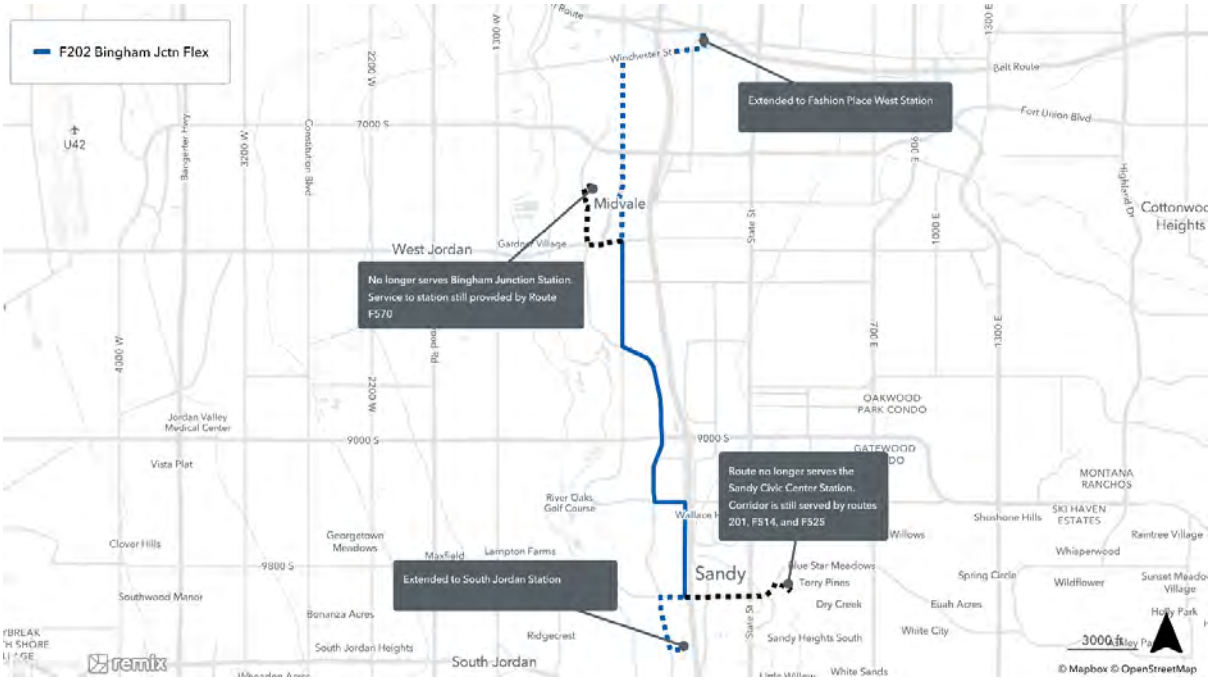

Figure 4: Proposed Change in F202 Routing

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Analysis of August 2023 Major Service Changes

UTA has analyzed the potential impacts of any major service change as it relates to low-income and minority populations and evaluated the potential for adverse impact on these groups. To this end, UTA has created the maps, tables and related data found in this section. The data in this section was compiled utilizing American Community Survey (ACS) 2017-2021 5-year estimates. Proposed service changes were analyzed based on the stops and stations serviced by the impacted route. Some stop locations are approximate and may be in a different location once land is acquired or permissions are granted for land use. All bus stop locations have had a one quarter mile walk radius applied to them. The affected population is estimated using Remix software that estimates populations from the ACS in proportion to the coverage of the quarter mile buffer. These aggregated numbers were compiled as a comparison group to the service area average to determine whether there would be a disparate impact on minority populations and/or a disproportionate burden borne by low-income populations.

August 2023 Proposed Major Service Changes

Below is a table of the route-level demographics of those impacted by the proposed changes and then the percentage difference of those impacted compared to the system average. Values highlighted in red have been identified as having a potential for route-level disparate impact or disproportionate burden and require further analysis in order to proceed.

Area	Route Number	Change Type	Route Minority	Route Low-Income	Minority Difference	Low Income Difference
Davis & Weber	602	Service Reduction	25.5%	17.3%	1.1%	2.6%
Davis & Weber	603	Discontinued	34.9%	32.9%	10.5%	18.2%
Davis & Weber	650	Discontinued	24.8%	19.4%	0.4%	4.7%
Davis & Weber	603X (OGX)	New Service	36.6%	34.1%	12.2%	19.4%
Salt Lake	F202	Alignment Change	40.0%	19.8%	15.6%	5.1%

Table 6: Proposed August 2023 Major Service Changes

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Routes 603X, 603, 650, 602 Proposed Changes Analysis

Analyses in this section were conducted using a quarter-mile radius for bus (Route 603) and a half-mile radius for BRT (OGX).

Table and Table below show the current alignment's impacted population, the overall proposed new alignment's impacted population, and the demographics of the people within the new service area being added to the route. Percentages in parenthesis are the difference in impacted population versus the system average.

Minority Analysis

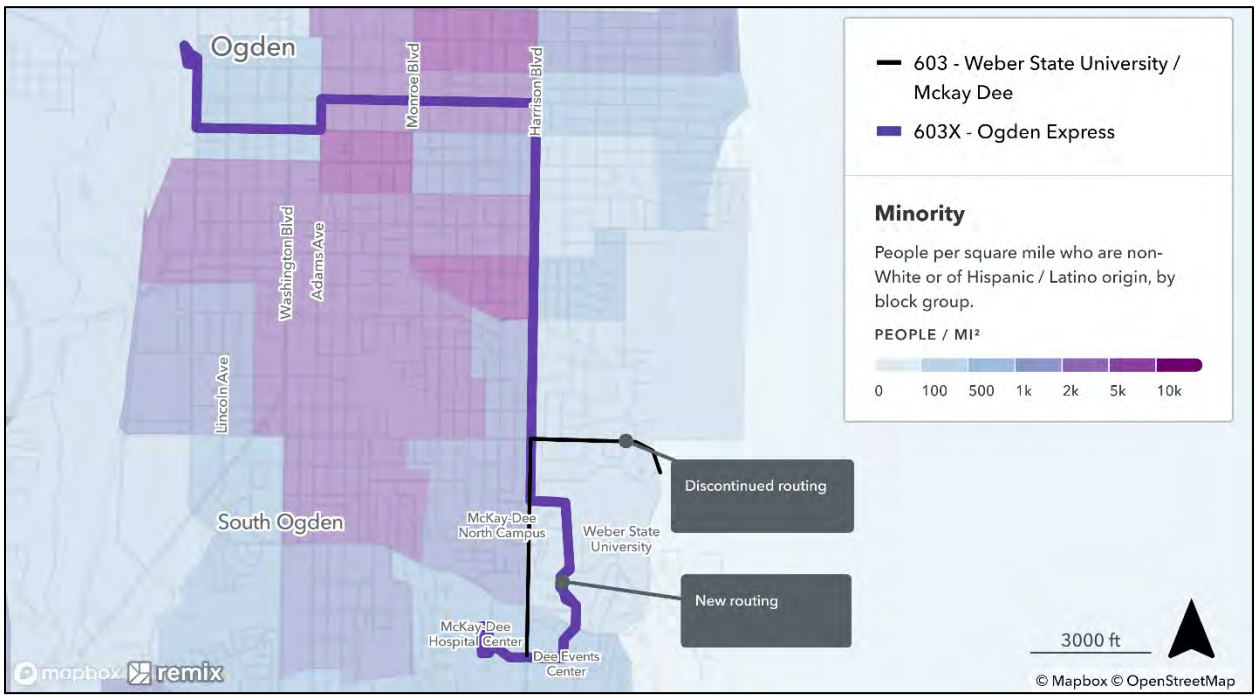

Figure 5: Route 603 Compared to Proposed OGX BRT Routing with Minority Populations

Minority Route 603 – Current	
Total Population:	10,750
Minority Population:	3,753
Percent Minority:	34.8% (10.4%)

Minority Route 603X Proposed	
Total Population:	25,180
Minority Population:	9,127
Percent Minority:	36.2% (11.8%)

Table 7: Route 603 Compared to Proposed OGX BRT Routing with Minority Populations

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Low-Income Analysis

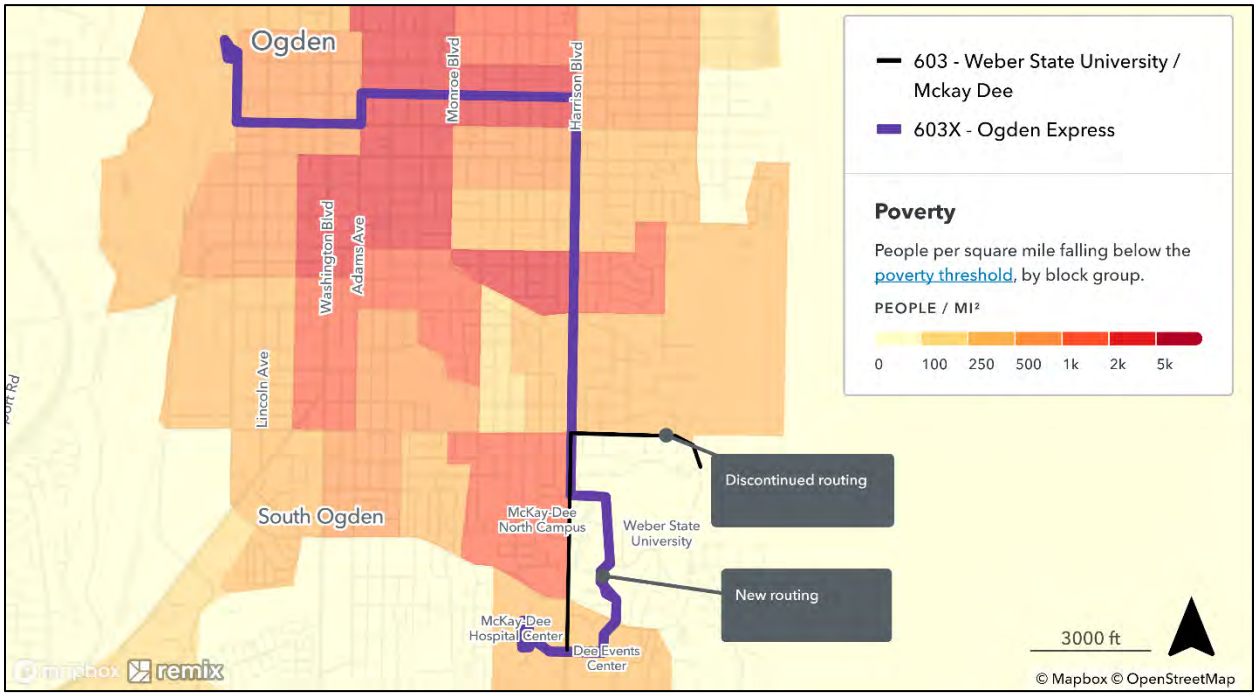

Figure 6: Route 603 Compared to Proposed OGX BRT Routing with Low-Income Populations

Low-income Route 603	
Total Population:	10,750
Low-income Population:	3,531
Percent low-income:	32.6% (17.9%)

Low-Income Route 603X Proposed	
Total Population:	25,180
Low-income Population:	7,840
Percent low-income:	31.8% (17.1%)

Table 8: Route 603 Compared to Proposed OGX BRT Routing with Low-Income Populations

Analysis of impacted populations with changes from the proposed Route 603X and discontinuation of Route 603 are summarized in Table . Results indicate potential for *loss in access* to service for 202 people in areas comprising minority and low-income populations 25.7% and 52.3%, respectively, greater than system averages. However, the changes also estimate a *gain in access* for 14,430 people with minority and low-income populations 12.8% and 15.2%, respectively, greater than system averages. Furthermore, those populations impacted by *loss in access* are in areas with service that can provide connections with 603X.

Stop Access	Population	Minority Population	Minority percent	Low-income Population	Low-income Percent
Route 603 1/4 mile	10,750	3,753	34.8%	3,531	32.6%
Route603X 1/2 mile	25,180	9,127	36.2%	7,840	31.8%
Losing Service	202	101	50.1%	68	67.0%
Gaining Service	14,430	5,374	37.2%	4,309	29.9%

Table 9: Route 603 Compared to Proposed OGX BRT Routing with Minority and Low-Income Access

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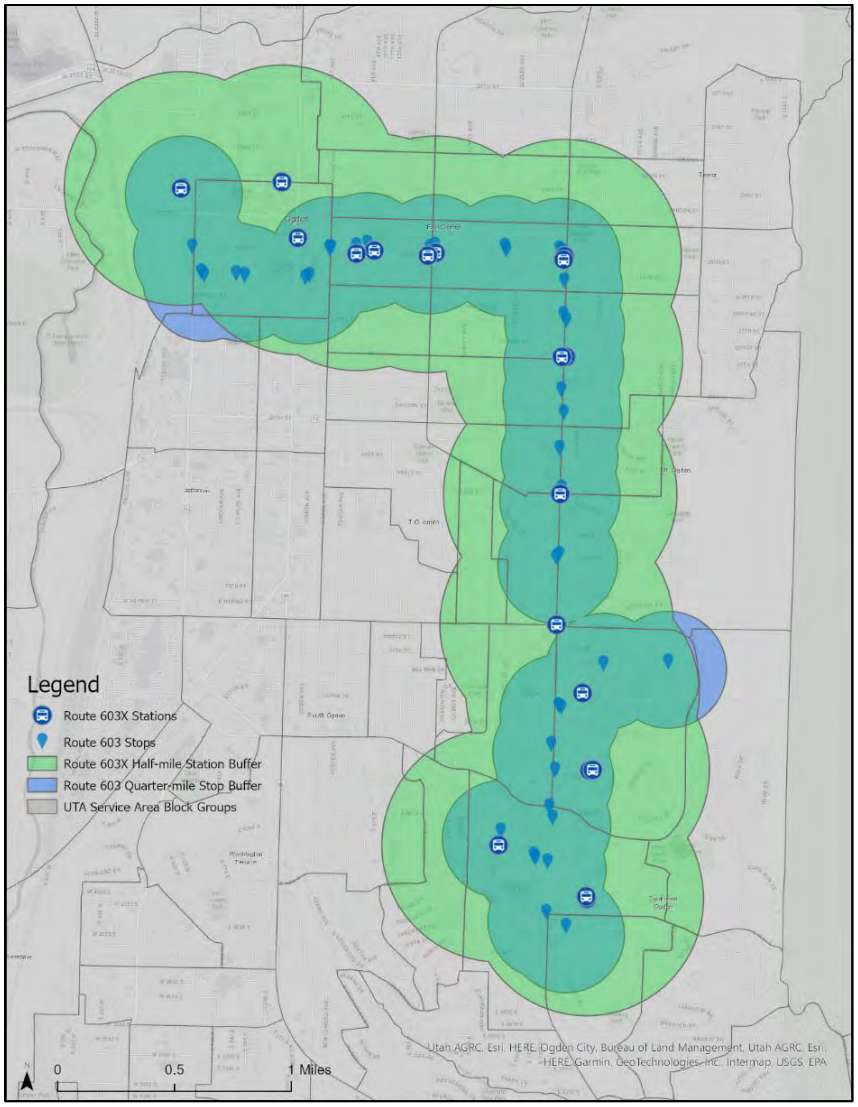

Figure 7: Route 603 Stops with Buffers Compared to Proposed OGX BRT Stops with Buffers

Service Analysis

The 650 was a peak period weekday shuttle that provided direct service between the Ogden Transit Center and the Weber State University campus. It operated 20 trips when school was in session during fall and winter semesters. The 603 operates 123 weekday trips year-round. The proposed 603X will operate 184 weekday trips year-round for a net increase of 41 trips to the same origins and destinations as the 603 and 650.

The 602 Wildcat Shuttle also only operates when school is in session. The alignment closely mirrors the 603X alignment with only a short walk needed to reach the same destinations. The shuttle will still operate in peak periods to satisfy demand, but the trips will be reduced and will be serviced by the 603X instead.

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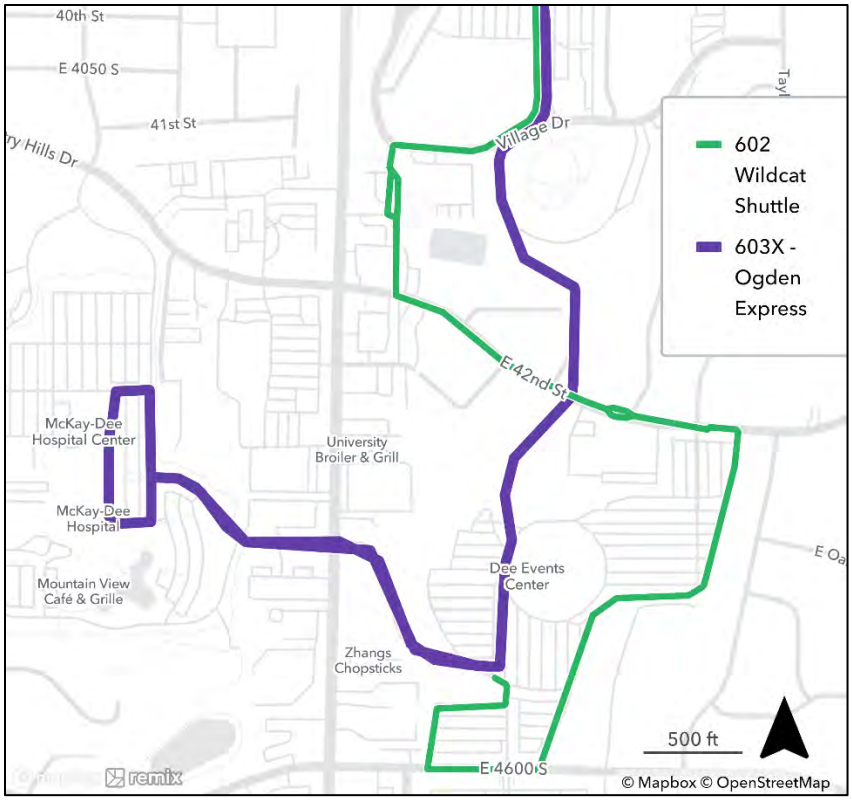

Figure 8: Route 602 Compared to Proposed OGX BRT Routing

Service by 603X will increase on Saturdays and Sundays relative to route 603. The table below shows the total daily trip counts by line.

Service	Line	Daily Trips
Saturday	603 WEBER STATE UNIVERSITY / MCKAY DEE	102
Saturday	603X Ogden Express	122
Sunday	603 WEBER STATE UNIVERSITY / MCKAY DEE	34
Sunday	603X Ogden Express	62

Table 10: Route 603 Compared to Proposed OGX BRT Weekend Trip Counts

Additionally, thirty-seven trips on Sunday that extended the route to the Ogden Clinic will be discontinued. The Ogden clinic is serviced by route 645 on weekdays and Saturdays. The stop had an average Sunday boarding rate of 0.23 daily boardings and 0.69 alightings during the December 2022 change day.

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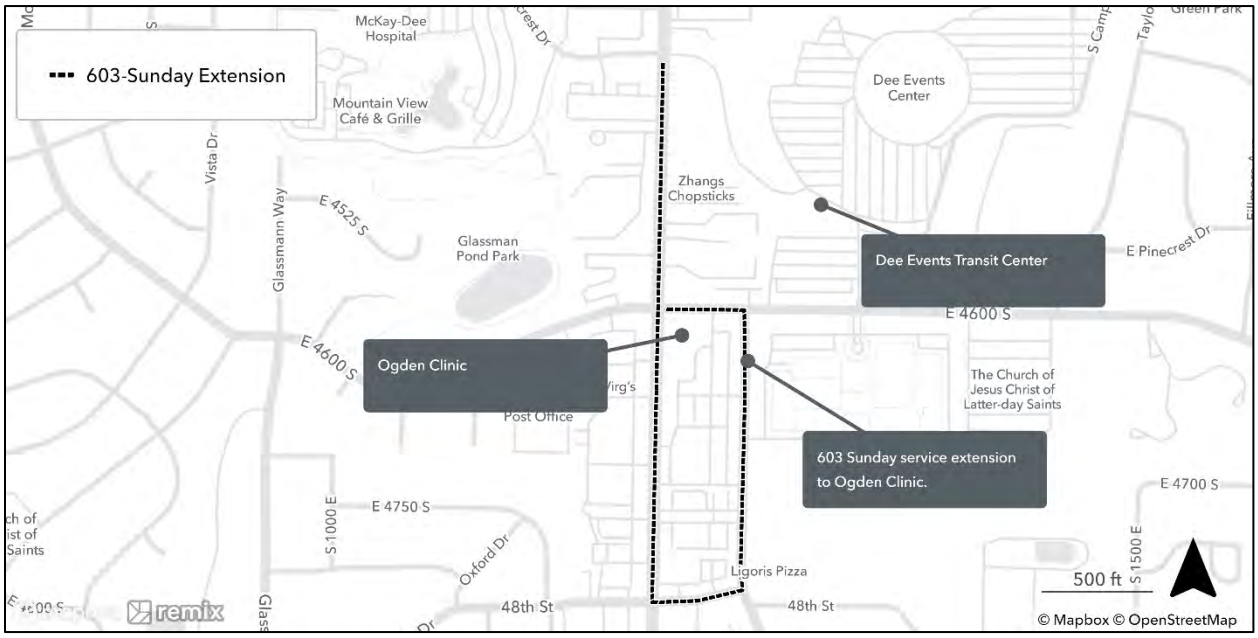

Figure 9: Route 603 Sunday Extension Proposed to be Discontinued

Conclusion

<u>Analysis presents a potential finding of disparate impact and of disproportionate burden. However, substantial legitimate justification exists to support proceeding with the changes.</u>

The minority population percentage along Route 603X using a half-mile buffer around stations for a bus rapid transit is 36.2% which is 11.8% over the system average. The low-income percentage is 31.8%, 17.1% over system average. There is a net gain in service in trips and service hours, in weekday, Saturday, and Sunday service that will benefit impacted populations. Sunday service to the Ogden clinic averaged less than 1 boarding and alighting per day and was less than a 25% change in routing. Sunday service to the clinic is still available with a less than one quarter mile walk from the Dee Events Transit Center.
Although there are minority and low-income populations that will see a decrease in service there is substantial legitimate justification to support the changes including the following:

- The bus stops that would be removed are serviced by other routes that would provide connections to and from the proposed BRT line.
- The addition of service to the north provides greater connectivity to employment opportunities and recreational activities than does the existing route 603, and this service to the north might be of greater use and service to the community.
- UTA might propose additional changes to parallel and connecting service that would make up for any service gaps.

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- The improvement of service and increased headways (10- to 15-minute headways) would create a better transit environment.
- The BRT's half-mile walk radius (a result of increased amenities and service) would increase the total population that has access to the proposed BRT line by nearly 9,900 people compared to those who currently have access to route 603 service. The added population has a high percentage of low-income and minority populations.

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Route F202 Proposed Changes Analysis

Table and Table below show the current alignment's impacted population, the overall proposed new alignment's impacted population, and the demographics of the people within the new service area that are being added to the new routing. Percentages in parenthesis are the difference in impacted population versus the system average.

Minority Analysis

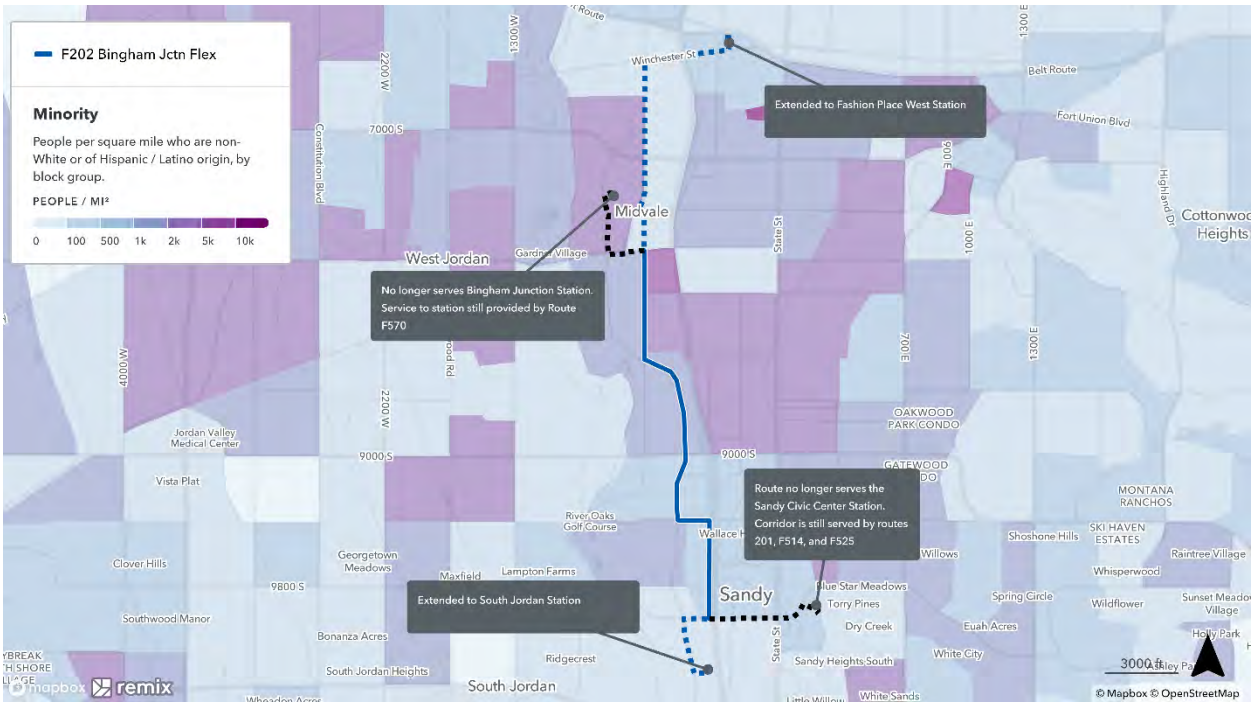

Figure 10: Proposed Alignment Changes to Route F202 with Minority Populations

Minority Route F202 – Current	
Total Population:	9,049
Minority Population:	3,685
Percent Minority:	40.7% (16.3%)

Minority Route F202 Proposed	
Total Population:	8,908
Minority Population:	3,563
Percent Minority:	40.0% (15.6%)

Table 11: Proposed Alignment Changes to Route F202 with Minority Populations

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Low-Income Analysis

Figure 11: Proposed Alignment Changes to Route F202 with Low-Income Populations

Low-income Route F202	
Total Population:	9,049
Low-income Population:	1,826
Percent low-income:	20.2% (5.5%)

Low-Income Route F202 Proposed	
Total Population:	8,908
Low-income Population:	1,763
Percent low-income:	19.8% (5.1%)

Table 12: Proposed Alignment Changes to Route F202 with Low-Income Populations

Analysis of impacted populations from the proposed changes to Route F202 are summarized in Table . Analysis of changes from the proposed changes to Route F202 indicates potential for *loss in access* to service for 2,324 people in areas comprising minority and low-income populations, 31.8% and 17.8%, respectively with the minority being more than 5% over system average, but the low-income less than 5% over system average. The changes also estimate a *gain in access* for 2,510 people with minority and low-income populations 30.9% and 21.1%, respectively, both more than 5% greater than system averages. Additionally, the corridors and stops that will be no longer served by the F202 will still be served by routes F570, 201, F514, and F525.

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Stop Access	Population	Minority Population	Minority Percent	Low-income Population	Low-income Percent
F202 1/4 mile	9,262	3,774	40.7%	1,872	20.2%
F202 Proposed 1/4 mile	9,261	3,682	39.8%	1,828	19.7%
F202 Losing Service	2,324	738	31.8%	414	17.8%
F202 Gaining Service	2,510	776	30.9%	529	21.1%

Table 13: Proposed Alignment Changes to Route F202 with Minority and Low-Income Access

Conclusion

Analysis presents a potential finding of disparate impact among populations with *loss in access* from the proposed change. However, UTA has determined that this finding is mitigated by other service in the impacted area.

The changes would remove service from a small stretch while adding service to additional areas with minimal change in the relative percentages of the populations served by the route F202. Overall, the combined populations served increased from 8,993 to 9,593 for minority and from 4,142 to 4,535 for low-income persons and no persons lost access to the UTA system.

System-Wide Impacts

When analyzing proposed changes UTA monitors the overall impact that the changes have on the system as a whole. To accomplish this, UTA reviewed the pre and post change demographics of those that are within a quarter-mile of UTA transit service. This method comprehensively assesses the service changes in a way and ensures that UTA is making changes that are not intentionally making the system inequitable. Table below takes this into account by reviewing the systemwide impacts of August 2023 Change Day proposed changes.

	Population (within ¼ mile)	Minority	Low-Income	Percent Minority	Percent Low-Income
Pre-August 23	1,022,675	317,844	206,768	31.1%	20.2%
Post-August 23	1,023,191	318,044	206,935	31.1%	20.2%

Table 14. System-wide impacts comparison

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Appendix A – August 2023 Change Day – Public Involvement Report

Updated 05.03.23.

Introduction

The Utah Transit Authority (UTA) proposed 10 major changes to the transit service for implementation on August 2023 Change Day (August 20). The change affects Routes F202, F570, 901, 902, 602, OGX, 650, TRAX & S-Line, and FrontRunner. Three routes were also included as contingency proposed changes: 39, 201, and 218.

The agency held a 30-day public comment period from March 22 through April 21 with multiple opportunities for the public to engage in the input process, including a virtual public meeting on April 6. This report details public involvement and feedback on the proposed changes.

You can find the proposed changes in detail including maps in Appendix 1

Part 1: Public Engagement Efforts

Engagement Overview

Component	Dates	Additional Detail
Public Notice	March 22	A public notice was published across major news publications in areas with the proposed major change and on the Utah Public Notice Website.
Public comment period	March 22-April 21	30-day period was required. Public notice was published. Comment was accepted via email, online form, mail, and phone.
Public meeting (Virtual)	April 6	15 days after public comment period announced, this public hearing was held virtually over Zoom. UTA staff presented information about proposed changes and answered questions. Registered participants were invited to provide public comment during the meeting. A recording was made available following the event.
Virtual engagement	March 22- April 21	Available throughout the comment period online, included virtually accessible information and feedback opportunities through the website at rideuta.com/ChangeDay.

Information on proposed changes was shared widely via newspapers of general circulation in the service area, UTA's website, and UTA's social media platforms, including Instagram, Facebook, and Twitter communication channels.

Public Hearing Notice

A detailed public hearing notice was distributed via newspapers of general circulation for publication on March 22, including The Park Record, Standard Examiner, and the Salt Lake Tribune. The public notice was also shared via the Utah Public Notice Website.

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Virtual Public Hearing

The virtual public hearing was held on Wednesday, April 6 at 6pm. The event was held over Zoom webinars. Thirty-four individuals registered for the event and 17 attended the live event. A recording of the virtual public hearing was also available for viewing following the events on the UTA Facebook and YouTube channel. Engagement with the event on Facebook and YouTube is detailed below:

Facebook:

- 312 Views
- 5 Likes
- 7 Comments
- Link to the event on Facebook: https://www.facebook.com/RideUTA/videos/521225613527436/

YouTube:

- 101 Views
- 6 Likes
- 0 Comments
- Link to the event on YouTube: https://www.youtube.com/watch?v=ln6uquHLb4g

Virtual Engagement

Detailed information was shared via UTA's website, along with a comment form. A carousel on the main page directed the public to detailed information on the proposed changes at rideuta.com/ChangeDay. The public hearing information was also included on the public hearings page of the UTA website.

Information was also shared on UTA's social media channels to alert followers of the proposed changes and opportunities to provide feedback.

You can find the social media posts engagement in Appendix 2

Part 2: Public Comment Analysis

Engagement by the Numbers

Mode	Comments (#)
Email	10
Mail	0
Customer Service	2
Survey	140
Virtual Public Hearing	*1
Total	**152**

**The comment shared during the virtual public hearing was also shared via email, so it will only be counted once.*

Public Comment Overview

Comments received during the 30-day comment period expressed support for the addition of service frequency to the TRAX Saturday schedule. There were also several comments referring to increasing frequency and span of service on multiple routes, as well as facilitating better transit connections.

A complete list of public comments can be found in Appendix 3

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Comment Themes

Routes Referenced	Comment Theme
F202	*Frequency, Span of Service*
39	*Frequency, Span of Service*
902	*Span of Service*
218	*Frequency*
201	*Frequency*
603	*Span of Service*
FrontRunner	*Frequency, Span of Service, Connections*
TRAX	*Frequency*

Definitions:
Frequency: how often the service runs (i.e., the bus comes every 15 minutes or every 30 minutes)
Span of Service: how early and late the service runs, days of the week service operates
Connections: how well the service connects to other service, such as FrontRunner connecting to bus routes

The summary above provides an overview of the main routes referenced and topics expressed in the comments. Each comment was individually coded for themes. More than half of the comments referred to other routes (not those with proposed major changes) and included requests for service to be restored or changed (increased frequency, increased span of service, etc.) on specific bus routes, TRAX, and FrontRunner.

Summary of Findings

Through the public engagement process, 152 official public comments were received.

- The proposed change to TRAX service increases on Saturdays drew supportive comments from the public. The proposed change to FrontRunner for a schedule adjustment to improve reliability, increase turnaround time was also shown to be a high priority subject for a lot of the comments.
- Comments also referred to other routes beyond those with proposed major changes for August Change Day 2023, largely to request service restoration, increased frequency, and improved span of service. Other routes mentioned include: 2A, 35, 47, 107, 205, 209, 213, 451, 472, 551, 625, 626, 630, 674, 806, 807, 830X, 833, 862, 871, 953, 972, 994, F453, and F638. Comments that are not in the scope for the August 2023 Change Day plans are saved, categorized, and considered during future planning efforts, including the UTA Five-Year Service Plan which is updated on a two-year cycle.

Part 3: Proposed Changes Outcome

Proposed changes

UTA will be implementing the changes as proposed for the following routes: F202, F570, 901, 902, 602, 603, OGX, 650, TRAX & S-Line, FrontRunner.

You can find the proposed changes including maps in Appendix 1

- Route F202 will move from Sandy Civic Center Station to South Jordan Station. The route will also move from Bingham Junction Blvd. to 700 W between Center St. (7800 South) and Winchester St., then extend to Fashion

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Place West Station via Winchester. From 300 West/10000 South, route moved to travel west to Jordan Gateway, south to South Jordan Station.

- Route F570 will be moved from Midvale Ft. Union Station to Midvale Center Station. From Bingham Junction Station, route will extend to Midvale Center Station via Bingham Junction Blvd., Center St. (7800 South).
- Routes 901 and 902 will be discontinued, and similar services will be covered by High Valley Transit with Route 107. https://highvalleytransit.org/bus-routes/
- The new Bus Rapid Transit line, Ogden Express (OGX), will open on August Change Day. Routes 602, 603, and 650 will be adjusted to reallocate resources and better serve the community with transit. Routes replaced by OGX; OGX allows for resources from routes 602, 603, and 650 to be reallocated.
- TRAX and S-Line service will increase to 15-minute frequency on Saturdays. The FrontRunner schedule will adjust to improve reliability and increase turnaround time.

Contingency Proposed Changes Outcome

The contingent proposed changes to route 39, 201, and 218 will not be implemented during August 2023 Change Day. These proposed changes were contingent upon resources and unfortunately UTA is not yet in a position to staff the routes listed above. UTA will continue working on hiring more drivers before adding back or getting new services. UTA wants to provide the best working conditions for our operators, and to achieve the best and most reliable service possible for our customers.

Appendix 1 – Proposed Changes

August 2023 Proposed Route Changes
F202, F570, 901, 902, 602, 603, OGX, 650, TRAX & S-Line, FrontRunner

Contingency Proposed Changes
39, 201, 218

Salt Lake County & Summit County

Route F202

- Proposed route changes support increased reliability, improved connections
    - Route moved from Sandy Civic Center Station to South Jordan Station; Route moved from Bingham Junction Blvd. to 700 W between Center St. (7800 South) and Winchester St., then extended to Fashion Place West Station via Winchester. From 300 West/10000 South, route moved to travel west to Jordan Gateway, south to South Jordan Station.
    - See map below - click to enlarge.

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Route F570

- Proposed route changes support increased reliability
    - Route moved from Midvale Ft. Union Station to Midvale Center Station; From Bingham Junction Station, route extended to Midvale Center Station via Bingham Junction Blvd., Center St. (7800 South).

Route 901

- Proposed route discontinuation
    - Route 901 is a seasonal service and has been discontinued since 2022. Similar service will be covered by High Valley Transit.

Route 902

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- Proposed route discontinuation
    - Route 902 will be replaced by High Valley Transit Route 107: https://highvalleytransit.org/bus-routes/

Weber County

The new Bus Rapid Transit line, Ogden Express (OGX), will open on August Change Day. Routes 602, 603, and 650 will be adjusted to reallocate resources and better serve the community with transit.

Route 602

- Proposed reduction in number of daily trips (replaced by OGX)
    - Wildcat shuttle adjustment to match new OGX schedule. Combination of OGX and Wildcat Shuttle will provide 5–10-minute service between Dee Events Center and Weber State campus.

Route 603

- Proposed route discontinuation
    - Route replaced by OGX. The new OGX route allows for resources from routes 602, 603, and 650 to be reallocated. Routes 602, 603, and 650 will be replaced by OGX (603X).

Route OGX

- New OGX Bus Rapid Transit service
    - Find out more about the new OGX: https://www.rideuta.com/Current-Projects/Ogden-Express-OGX

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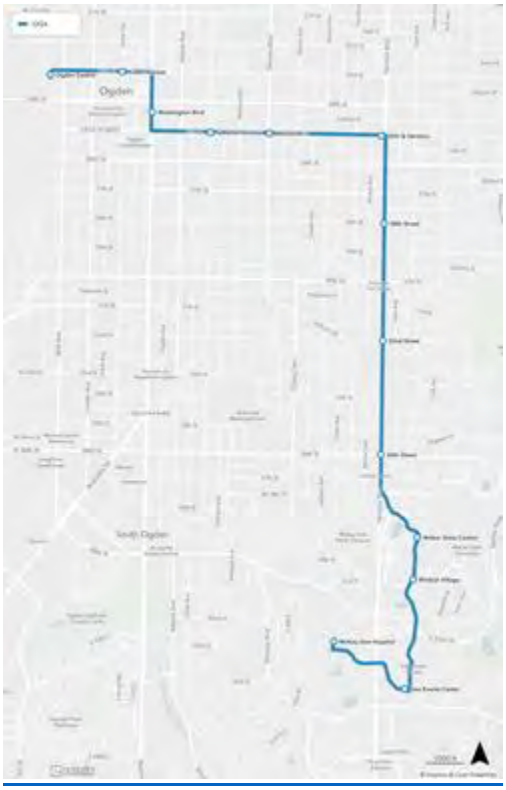

Route 650

- Proposed route discontinuation
    - Route replaced by OGX. The new OGX route allows for resources from routes 602, 603, and 650 to be reallocated. Routes 602, 603, and 650 will be replaced by OGX.

Rail

TRAX & S-Line

- Proposed service increase to 15-minutes frequency on Saturdays
    - Service increased due to high demand, significant community feedback.

FrontRunner

- Proposed schedule adjustment to improve reliability, increase turnaround time

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Contingency Routes

Should resources allow, specifically operator workforce capacity, routes 39, 201, and 218 will be restored and service increased as follows.

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Route 39

- Proposed increase in frequency of service to 15-minutes on weekdays
  - This change would restore service after reductions in 2020
  - **Contingent upon resources**

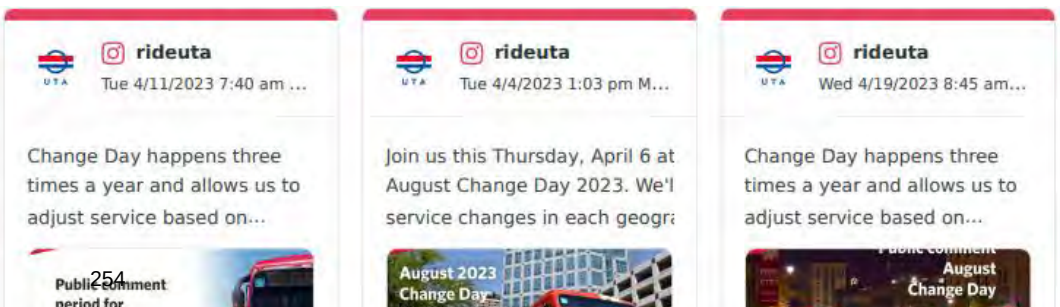
Route 201

- Proposed increase in frequency of service to 30-minutes on weekdays
  - This change would restore service after reductions in 2020
  - **Contingent upon resources**

Route 218

- Proposed increase in frequency of service to 30-minutes on weekdays
  - This change would restore service after reductions in 2020
  - **Contingent upon resource**

Appendix 2 – Social Media Post Engagement



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Utah Transit A...
Fri 3/24/2023 2:12 pm M...

August Change Day 2023 will be here before you know it. Change Day happens three...

Total Engagements	75
Reactions	9
Comments	1
Shares	14
Post Link Clicks	23
Other Post Clicks	28

Utah Transit A...
Tue 4/11/2023 7:40 am ...

Change Day happens three times a year and allows us to adjust service based on...

Total Engagements	224
Reactions	27
Comments	7
Shares	12
Post Link Clicks	53
Other Post Clicks	125

Utah Transit A...
Wed 4/19/2023 8:45 am...

Change Day happens three times a year and allows us to adjust service based on...

Total Engagements	55
Reactions	13
Comments	1
Shares	2
Post Link Clicks	19
Other Post Clicks	20

@RideUTA
Fri 3/24/2023 2:18 pm M...

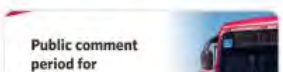
The public comment period for August Change Day is open from now until April 21, 202...

@RideUTA
Tue 4/4/2023 1:07 pm M...

Join us this Thursday, April 6 at 6 p.m. for a virtual public meeting for August Change...

@RideUTA
Tue 4/11/2023 7:43 am ...

Three times a year we adjust our service to reflect ridership patterns, budget, and servic...



@RideUTA
Wed 4/19/2023 7:43 am...

Change Day happens three times a year and allows us to adjust service based on...

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Appendix 3 – Public Comments

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A complete list of the 152 public comments received.

#	Comments
1	Improve the schedule for Route 513 connection to Green Line or Blue Line to align with my work schedule at City Creek Center. My hours are M-F 8am - 4:30pm. Improve the schedule for Route 513 connection to Green Line or Blue Line to align with my work schedule at City Creek Center. My hours are M-F 8am - 4:30pm.
2	The ticket machines are often out of order, or don't work very well. Could we get either a more updated payment method, or more payment options in general? Maybe an app? Maybe credit card scanners?
3	626 schedule doesn't line up with the 10:24am weekday south bound frontrunner making it unusable to use for my schedule forcing me drive to the station when I would rather use the Bus. Frontrunner later service on weekends like what was done during the All Star weekend would make visiting downtown SL on weekends much safer, cheaper and convenient. If staffing does not allow for every weekend then only on Holiday weekends like memorial day and Labor day would still be very helpful. I live in Clinton and work in Farmington, I use the Frontrunner nearly everyday but the scheduling sometimes makes that difficult. I get to Farmington Station at 10:39 but my shift doesn't start until 11:30. I also frequently travel all around Salt Lake City on the weekends and mornings before work and go to a gym three times a week in Murray that I use TRAX to get to. I have a ECO PASS from work and use Transit whenever reasonably possible for work, concerts, visiting friends, and many other trips. Increasing the every half hour frequency of the frontrunner service closer to noon would also be very helpful and anecdotally many of my coworkers in Farmington have said they would use the train to commute if this change was made. A TRAX line from Airport through downtown to the U of U would make northern utahns who work and commute to campus lives easier More bathrooms are needed at stations especially the major ones like Salt Lake Central.
4	I'm very pleased to see the Saturday TRAX schedule increase, thank you! This will make it easier for me to use TRAX for a casual trip.
5	Disappointed to see that expansion of service to the Provo Airport is not happening. The current shuttle route does not run early or late enough, even if the frequency is low, so accessing PVU from Salt Lake County is a challenge. Even if the hours were extended on 833 that would be a huge help for service.
6	I just want a Sunday train or a way to get to the blue line in Draper from Orem/Provo. There are no good options for traveling on Sunday and it makes it really hard to visit family on the weekends. Also, you have so many resources to keep people updated on the frontrunner's whereabouts. There have been so many times that I've had to wait 10-40 minutes for the last train of the night to show up. I'm always worried that it won't actually come and I will be stuck there for the night. There is little to no information IF the frontrunner will actually come. If you could show something on the screen or update the social media more that would be so helpful.

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7	I really wish bus route 871 in Lehi would match the train schedule. When trains are running every half hour, it's okay, but when the trains are running hourly during the day, the bus schedule doesn't match. The bus leaves Lehi Station 35 minutes after the train arrives. I ride the 871 bus to and from the Lehi Station from the Adobe building in Lehi. I'd like to see route 871 run half hourly during peak hours and then hourly, in sync the train in Lehi, or just not run at all during non peak hours.
8	This is a general comment, because Route 223 is not listed. THANK YOU for keeping Route 223, especially with Saturday service! It is a huge help for traveling between Millcreek and the University of Utah. Thanks to all the drivers and planners who keep UTA going. Please know that you are appreciated!
9	Please expand the Frontrunner coverage to Logan. The Frontrunner has successfully demonstrated its value to the communities it currently reaches. Increasing its coverage would multiply its current value. That is, it would not simply ADD value to the communities it reaches; it would MULTIPLY the value of Frontrunner. Even people who live in Salt Lake would benefit from a connection to Logan.
10	Please make the wait time between the southbound red and blue lines shorter like you do with the northbound trains. Sometimes we're waiting like 12/13 minutes to switch from red to blue southbound because a blue line is just barely in front of the red. Would be awesome to shorten that wait time just a bit so we're not waiting in the cold/ heat for a long time.
11	They should be running sooner on Sundays and Fridays like every 15 minutes or so for those who wait for a long period of time for the bus and or train especially after 1 pm and also for the 213 route, it should stop around 8700 south and 1300 east instead of covering so little for the route around the area, there should be like more of a larger area to be dropped off at instead of having a small route especially around the 7800 south and 900 east bus stop.
12	15 minutes for Bus Route 39 should be high priority. I take this route regularly for my school commute, and have previously taken it for work commute, and I feel if always at high capacity and would benefit from a more frequent runtime. I think Bus Route 213 should also be increased to every 30 minutes, due to its important access to the University of Utah and the Sugarhouse area.
13	Please make trax redline run to and from the university later at night. Students sometimes need to be up at school pretty late and it would be nice even if service was extended just by a half hour.
14	I know that at the newly opened Provo airport terminal, there's a platform that looks like it was built to accommodate a UVX bus. I would like to voice my support for adding the airport as a station for UVX.
15	I live on ninth avenue and work much of the day by the window. It is rare to see any passengers on the buses that pass by several times per hour from early morning until late evening. In addition, the large buses shake my 107 year old home each time they drive by and often wake me as it feels similar to the earthquake which occurred three years ago. I am frustrated that UTA insists on running large buses all hours of the day multiple times per hour for no one. It seems it would be wise to consider smaller buses to minimize the shaking and could surely handle the 0-2 passengers that are riding the buses. I would appreciate it if you would consider making changes.

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16	The #209 bus extending through the Avenues on its route to and from Fashion Place Mall is too big, too noisy, too house vibratory, too costly and too empty. The neighbors along the L street and 9th Avenue are continuing to submit complaints about the negative impact this route is having on the quiet Avenues neighborhood. We continue to suggest a smaller bus like the F11 to provide service in the Avenues. Until UTA can make this change, we need a service curfew on the current #209, so that these large and noisy buses are not traveling through L street and 9th Avenue after 930 PM and before 0600 AM. We need sleep, and these buses are passing by up until 0100 AM and starting again around 0415 AM. We request this curfew be implemented by August Change Day 2023. We need a direct route to University of Utah Medical Center like we had with the #6 and #11. Thank you.
17	Why don't you guys return to every 20 minutes all weekend on the TRAX lines? I need an easier commute from West Haven to Brigham city, especially on weekends. I regularly commute to Brigham City now from Ogden, and increasing frequency on the 630 and F638, as well as expanded service hours on the F638, would be greatly appreciated. In addition, why not start servicing your old Park'n'Ride lot at 200 S 800 W in Brigham City? It would be better for people coming from out of town to have a place to park their car to catch the bus, and could serve as an End of Line. The route of the 630 could be adjusted to turn west on 700 N, then south on 500 W to Forest St, then turn west to 800 W, then south on 800 W to the Park'n'Ride. I will also be moving down to the area around 21st and 1200 W in West Haven soon, and need a way to get from there to the transit center on the weekends. Currently, it's a 45-50 minute walk.
18	Fully support 15 minute frequencies for Trax on Saturday. That is long overdue and appreciated. I want to write in a comment supporting route 17 and other routes that had service cut during the pandemic and/or due to staff shortages and have not been restored. While it's appreciated that 39, 201, and 213 are listed as restored (on contingency), I'm worried that emergency service cuts to other lines are effectively becoming permanent. It would be helpful to have a full list of routes that would were cut and would be restored if staff/budget allowed.
19	PLEASE follow through with 15-minute service for TRAX on Saturdays! The demand for weekend service is clearly enough to meet supply, and 15 minute service would cut the time cost of commutes (and particularly train-to-train transfers) significantly. This single change could go a huge way toward making downtown a vibrant, exciting part of our city by facilitating frequent weekend transit! The vast majority of my transit use is on weekends, and you would be helping me and so many people like me by making this change.
20	I regularly ride Trax (Red or Blue) from Fashion Place West to Courthouse. Very much in support of the proposed change to 15-minute service on Saturdays: "TRAX & S-Line - Proposed service increase to 15-minutes frequency on Saturdays Service increased due to high demand, significant community feedback."
21	I am in favor of this, especially as a healthcare worker, I am better able to use my vehicle less and reduce my pollution when there is better weekend service to get to and from the hospitals along trax and bus lines since trax is a five minute walk from my apartment
22	On the weekends, we love riding Trax downtown to go to dinner and go to bars. The biggest problems we have are: • Frequency of rides on the weekend. 15 minute service would be great. • When the train stops heading to Daybreak on the weekends. If we could get extended weekend service, I'd be ecstatic.

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23	I want to express strong support for the proposed frequency increase on Saturdays for TRAX. This would help me patronize local businesses on the weekend, and is exactly the kind of service we need to get more people out of cars, giving transit a try. Thank you!
24	15 minute trax frequencies on Saturdays will be HUGE. I will be much more likely to ride UTA on Saturdays knowing I never have to wait more than 15 min for a train. It was a huge issue over all star weekend with all the demand on saturday and low frequencies
25	I travel from home (along the 218 on redwood) to the University of Utah. Back to 30 min on the 218 is really important, now it's feasible to use.
26	I wanted to show my overwhelming support to increase the Trax & S-Line to 15-minute frequency on Saturdays. I am a large proponent of increasing service to mitigate issues with both overuse and underuse. The answer for public transit is almost always increasing service.
27	I am one of those that support the increased frequency of Trax services on Saturdays. I have had many times when using Trax on Saturdays was frustrating. Frontrunner eventually would be ideal. I find it frustrating that I can't use Frontrunner on Sundays to commute to locations. So while adjusting the schedule for Frontrunner sounds great, I still don't understand why we don't have Sunday service.
28	570 and 202 I would accept current proposal but also keep them at their current stations as well. 902 is Ada compliant where as 107 is not. If you are going to continue using 107 then it needs to be Ada compliant
29	We need Sunday service.
30	Can we get a flex bus to go from the Lindon temple to state street
31	Would like to voice my support for fixing Saturday TRAX/S-Line service! Now going places on Saturday won't be a pain any more. TRAX is so much more convenient with 15-minute service.
32	PLEASE increase the TRAX to 15-minute Saturday service. Also, we desperately want ANY amount of Frontrunner Sunday service. How about 3 trains, morning, afternoon, evening? Many, many people, including myself, rely on public transit and it’s unreasonable to shut down the entire line on Sunday. Please run the Frontrunner on Sunday any amount.
33	Trax: I am thrilled Trax will be moving to 15 minute service on Saturdays! It will make it so much easier to use it for recreational weekend things. Can we please do the same on Sunday? There seems to be a lot of demand, and it will help people use UTA as a car replacement. Frontrunner: We need Sunday service! People can't get out of their cars if they can't rely on transit to get them where they need to go every day. 223: This route doesn't have proposed changes, but I am begging for more frequent service. It's the best route to the university, hospital and research park for residents near me (especially after the 6 was discontinued), and it is so hard to get where you need to go with a 60-minute-headway bus. General comment: Please stop having almost-complete transit blackout days on Thanksgiving, Christmas, and New Year's Day. Once again, people can't stop driving if they don't have options to get where they need to go every day. It's especially bad because it is snowstorm season.

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34	We need the Frontrunner to run on Sundays! The current schedule really hinders people from relying on transit instead of a car because it does not travel on Sunday. It would help so many people!
35	I use the 9 bus to connect with TRAX at 900 South. I travel downtown every weekday and use the Blue line train to Draper every weekend for hiking and mountain biking. Please increase weekend frequency. TRAX service is so crucial for the recreational and economic activities that local residence participate in on the weekends and moving to 15-minute headways on Saturdays (and Sundays!) is crucial to keeping transit as a convenient and inviting part of our lives.
36	I agree with the improved service on Saturday's. I work from home, so often the only time I may use UTA transit is to get to and from events or shopping located along a TRAX corridor. These events often occur on Saturday's. Increased service makes it more likely for me to use transit because my schedule can be more flexible.
37	I travel between Layton Station and the Salt Lake City Airport. Please extend FrontRunner hours to depart Temple Bridge Station toward Ogden later at night. Leaving the airport for work late prevents me from using UTA when the last northbound train departs at 22:31. Midnight would be wonderful. Additionally, add Sunday service for FrontRunner.
38	I would be really happy to see the Trax Saturday schedule switch to every 15 minutes. As someone who primarily relies on Trax to get around town, this would make it significantly easier to get around the city on weekends. It would be especially beneficial during the winter months when missing the trax means waiting in the cold for an extended period of time
39	I fully support the proposed schedule of the Trax line. As a resident, I would love to take the Trax but with the current weekend schedule, I usually end up taking a bus or a different transportation method since the Trax schedule is too far apart. I would be taking the trax more if the schedule was every 15 minutes.
40	Later service on Fridays and Saturdays
41	Please increase the Saturday frequency to 15 minutes! The trax is the most convenient way to get to grocery stores and downtown for University of Utah students and the current service is inadequate and frustrating to plan around. Having 15 minute service would make catching planes and running errands on the weekends so much easier
42	15 min service in Saturdays has been needed for so long, so thank you! Now please look into better service for Sunday for those of us who work Sundays don’t need to rely on a car!
43	I strongly support the 15 min frequency proposal for TRAX and S-Line on Saturdays. I take the S Line and Trax on a pretty even basis. So scheduling improvements to both are great. I would love to see the bus run more frequently as well but this is a good start!

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44	Please try to bring back more frequent service on the 39 and 218. I use the 39 frequently, or I would if the schedule wasn't basically completely unusable for me now. Also 15 minute Saturday Trax actually sort of makes transit useful for skiing on Saturday. I live off redwood and 4100 S and work at West Hills Middle School in west Jordan. 39 is how I get to red line, which gets me to 248. Before the service cuts it was actually a pleasant experience. Now it takes over an hour because the eastbound 39 misses the southbound red line by a minute or two, meaning I have to add 15 minutes there to my journey, but it doesn't link up well with northbound 248 from 4800 W Trax station so I have to wait like 20 minutes there too. Ugh.
45	TRAX should run more regularly on Saturdays, every 15 minutes. Now that the 223 runs all the way from Holladay, servicing downtown, it should run twice and hour (every 30 minutes) rather than once an hour. This would encourage people to use it for their daily commute on weekdays.
46	TRAX, 15 minute frequency on the weekends would make it a feasible to get around on the weekend. I commute via TRAX every day during the week. I almost never ride on the weekend because I don't want to face the prospect of waiting up to 30 minutes. Please restore 15 minute service to the 39 Bus. I stopped taking the 39 bus when service decreased because it no longer provided frequent access to the Meadowbrook Station or Olympus Cove. It's no longer logical to commute on this line because it makes connections to and from the TRAX and other bus lines infeasible.
47	Glad to see 15 minute Saturday service. I'm hoping for Sunday Frontrunner service soon!
48	Please increase S line frequency on weekends. We often end up having to use other transportation on the weekends because the S-Line isn’t running.
49	This would be wonderful! I try to use TRAX for concerts, events, etc. having the train come every 15 minutes on weekends would be a huge benefit.
50	This route was implemented last August, it has been going through the Aves every 15 minutes on weekdays for 20 hours a day. And hourly on weekends. I notice the buses often and have noted that often they are empty or carry very few passengers (3 or less). I understand that there is a need for bus service in the Avenues, I feel that the frequency is excessive. The noise alone is intrusive on pleasant days when outside a normal conversation must be halted until the bus stops, accelerates and climbs the hill. In the nights the noise of large vehicles invades our homes deep into the night and at the bewitching hour of 4:45 am. My biggest question and concern is that the frequency of the #209 through the Aves is wasting funds and is turning our neighborhood streets into high traffic zones for the convenience of a very small population. Causing a lot of negative consequences for homeowners and neighbors for the increase of very few riders.
51	15 minute TRAX on Saturdays!! Yes yes yes!!! This is a game changer. 30 minute schedule is unworkable if you have to make a transfer. 15 minutes is a world of difference. Let’s make this happen! I like to ride the trax for errands in saturdays, especially the farmers market. But I have to transfer and the 30 minute frequency makes this unworkable for me and my small child. 15 minutes is totally doable.

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52	I use a combination of bus, trax, and bicycle to get around. The weekends are crippling for my ability to plan. It feels like the city/state only cares about me when I can be a good little worker, and not if I want to utilize my days off by patronizing businesses, churches, or visiting family or friends. Increased frequency is always better here, so I applaud expanded trax service on Saturdays at least. Regular Trax and Frontrunner service on Sundays will be when I know I live in a real city. Pretty sure we have the demand. I head primarily from Fairpark to the University and back, so the 1 line is a boon. I use Trax often to get to eastside grocery stores before heading home (The 1 only passes the Rancho which takes backpacks but doesn't guard them). Often I'll walk from a red line stop to catch the 1 line because the transfer to the green line takes time and getting off at Jackson/Euclid is not worth it due to crime and sidewalk closures. Most of my friends live on the east side (liberty wells, for some reason) and when visiting them on the weekends I always ride my bike because transit is unworkable due to its low frequency. I can't successfully accomplish more than one or two chores in a day using transit for the same reason. I also hate riding in a rolling billboard. Remove the wraps. People can't see out the windows when on board and they make the experience undignified. Good transit systems cultivate a positive brand and don't do this.
53	15 minute service on Saturdays will be tremendously helpful in getting around on weekends. Thank you. My brother uses TRAX to commute and works Saturdays. This will be very helpful for him too.
54	The Foxboro District of North Salt Lake (NSL), a community with thousands of single family homes, has zero public transportation coverage, as opposed to the east side of NSL, characterized by higher-income families, which is covered by a couple of bus lines. UTA OnDemand is not a true public transportation service, so it breaks the purpose of investing in this type of infrastructure. I respectfully request that communities West of I-15 be considered for future service.
55	Love to see increased frequency especially improved weekend service on TRAX. However, we all know you cannot actually increase bus frequencies with current staffing. Referring to your bus operators as resources that these changes are contingent upon is disgusting especially when the problem is the poor treatment of new drivers leading to high turnover in bus operations. Fix the extraboard before you work on improving frequency.
56	When deciding to cancel a specific route it would be nice if you could get a more accurate count of the riders. Example: Route 356 which ran down 5600 West then used the freeway to get downtown was cancelled but, it was full every morning. The reason given was that it was not a popular route however, most riders had monthly or employer sponsered annual passes and were not asked to scan them so the count was likely not accurate. Also, taking into acccount an average 8 hour work day for return routes would be useful. To take a bus to the trax station and then take it downtown would have added over 25 minutes and would have been an extra 2 miles of driving so this is not a practical option. While this is specific to that route I have heard others comment that thier express routes were cancelled as well and yet I often see to buses riding behing each other on 3500 south practically empty.
57	I love that they are moving the Trax to 15 minutes on Saturday. It will allow us to more easily take Trax to excursions downtown

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58	I am thrilled that UTA is finally bringing 15 minute TRAX service to Saturdays. This change will make using TRAX on Saturdays exponentially easier, especially for my commute. Thanks for working hard to improve and restore service. I am concerned about the plans to discontinue that 902, as the current HVT route is wholly insufficient to meet travel demand along that corridor. Service to Park City should be expanded so that it is actually useful (at least every hour) so that more people will take advantage of it.
59	I am strongly in favor of increasing frequency on trax on Saturdays and would like to see it extended to Sunday as well. 15 minute intervals should be the bare minimum on all routes, that way you can show up and your ride will be there shortly v. having to plan around the schedule and makes it significantly less stressful if you miss your ride by seconds or minutes.
60	The 15 minute schedule during M-F and the 30 minute schedule S-S is a tremendous disappointment and disservice to Salt Lake residents? UTA, I have been a daily transit user since 2016 and it shocks me the lengths you go that make using public transportation a a logistical headache. Please increase the frequency of each TRAX line, a 10 minute schedule on M-F and a 15 minute schedule on Saturday is both reasonable and more equitable for folks relying on your service.
61	As you know the front runner on week days the last train in Salt Lake City is around 11pm. This schedule is frustrating for me because I attend concerts often in Salt Lake City and one of the biggest concerns I have is being able to get home. I don't have a car to get to these concerts, so I rely on public transit to get me to and from home during these events. Most concerts end around 10-10:30 but sometimes they can go late and if a concert goes too long I won't be able to make the front runner and get home. My proposal is to add another front runner stop on weekdays that comes at around 11pm-12am. This would allow people who are at these night events to not have to stress too much about being able to catch the ride home if something goes wrong. Thank you so much for your consideration, I love using the UTA and any changes made to improve my public transit experience are welcome!
62	It would be great to have the every 15 min bus schedule on weekends, as well as the early morning times. I work every day of the week. My start time at work is 6am, so having a 5 am bus is so helpful and allows me to make my commute via public transit. Travel from home to work up at U o fU - Research Park. Closest bus to work is 455, but closest bus to home is 1, so I end up taking 1 and biking the rest of the way.
63	Increase service to every 15 minutes on Saturdays and include late night service for customers who patron bars and restaurants downtown. This would encourage me to dine out because I wouldn’t need to plan the cost of an Uber/Lyft.

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64	We enjoy taking the 205 bus OR TRAX/S-Line downtown but it can be difficult to make it to events on time when you have 30 minutes between buses/trains. If we miss the bus by a few minutes we end up driving when we would rather not. If these were offered every 15 minutes it would make it much easier for us to avoid driving and take public transit instead. We've even been considering getting rid of our second car. If buses and trains were more frequent then it would be an easy decision to become a single-car household.
65	Please make the 205 every 15 MINUTES, and add lines on 700 east again!
66	I am in favor of the proposed change to trax: Proposed service increase to 15-minutes frequency on Saturdays I wish the floors would be cleaned more. And more signs on upcoming stops. They're only visible if you're sitting in certain seats
67	Proposed service increase to 15-minutes frequency on Saturdays sounds amazing! Thank you for listening to our requests. Especially the U red line. ❤ We would use the Trax WAY more if it wasn't such a long wait, especially because we can currently often just walk downtown faster and save the $5. Happily pay for a faster alternative though if every 15 min!
68	Please consider running the trains later on the weekends. If we truly care about transit, the public, and responsible choices - offer our community a safe way to get around on weekend nights. Even just a pilot program for a year or two would be incredible.
69	After comment after comment over the years and attending meeting after meeting. I regret that I have absolutely no confidence that UDOT will give my views any consideration whatsoever. As we see in Little Cottonwood Canyon with the Gondola, and we see with traffic speed on Wasatch, the game they play is if they don't get the answers they want they just extend the comment period until most of us are too exhausted to reply once again. Then they parse the latest comments to do what they want.
70	I used to live downtown and took the bus everywhere. My car would sit in the driveway for months. Now that I live in Cottonwood Heights, it is close to impossible to get around. It is a giant hassle and buses. Don't come frequently enough. It would be a dream if the light rail came up for Union straight to the park-and-ride at the mouth of big Cottonwood Canyon. If that were to occur, I would return to taking the bus and light rail on a daily basis. I travel all over, but the bus going up and down Fort Union comes very infrequently. A light rail would be excellent.
71	I would like Saturdays to share the same schedule as the weekdays for all bus and train services. I consider Saturdays to be the busiest day of the week and I see no reason why there should be less service times.
72	Please restore the schedule to every 15 minutes. Overall travel time to my destination has increased by 30 minutes as the Trax and Bus arrival is misaligned to provide the maximum waiting interval with the arrival of the train. With multiple schools and disadvantaged pockets in lower Millcreek, there is critical ridership being affected. There is sufficient ridership on 039 and restoration of the frequency will spur more ridership on this critical Trax feeder.
73	Nice to see the increase in frequency for Saturday service. Will make Trax more an option for visit to downtown Salt Lake.

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74	The 603 has been "temporarily" rerouted, and has been ongoing for more than a year. Despite the new stop concrete being poured last year, people are still waiting at the temporary stops that are nothing more than a sign attached to a stop sign. No bench, nor platform, etc. Daily, there are people in wheelchairs, walkers, in addition to seeing impaired, who wait in the snow bank at the curb of the park strip in front of my home and the church curb across the street. This is unsafe for community members, and needs to be changed. I am happy to provide photos of these unsafe conditions that have gone in for far too long. I ask that this be addressed promptly.
75	Full comments can be found at https://utru.org/august-2023-change-day-review/ We are supportive of the change as riders will now be gaining service along 700 West/Main Street in Midvale. We are neutral on the removal of the connection between Sandy Civic Center Station along F202; on the negative side, Blue-Line riders will have to travel further to connect with the route if coming from the South, however, the overall increase in coverage is worth the trade. Similarly, we disapprove of the removal of service from Bingham Junction Station as the change could result in riders having to travel to Fashion Place West in order to connect with the route along the Red Line, thereby reducing the odds that individuals will use this route along that section. We encourage UTA to reconnect the route to Bingham Junction, potentially by taking the route discontinued by Route F570, in order to reduce wait times while still providing a sustained connection to the Red Line. Though we welcome frequency increases to existing routes, UTRU remains frustrated that the updates to 39, 201, and 218 service frequency (and, indeed, updates to service frequencies to pre-COVID levels in general) are "contingent upon resources." Put simply, the "resources" UTA is referring to are drivers. UTA was struggling to find drivers even before the pandemic and UTA has assured us that it is doing everything it can to attract drivers – yet all of their attempts seem to fail. The reason for this is that it appears that UTA seems to be willing to try everything except to attract talent expect for the two things that are most likely to work: increasing driver pay to remain competitive in the market and improving work conditions so that drivers are less likely to be upset and quit their jobs after UTA has sunk money into training them. It isn't that ideas such as retention bonuses, paid CDL-Training, improved benefits, and floated ideas such as offering English classes to potential drivers are bad, it is just that a starting wage of $20.00/hour in training ($41,600 annually), $21.44/hour after training ($44,600 annually), and six-month bonuses that top off at $25.19/after five years ($52,400 annually) is not an attractive offer when a quick search of local CDL driver jobs in Salt Lake County start at anywhere from $50,000 to $70,000 a year. With roughly 900 operators, bumping up wages isn't cheap – a $1/hour increase system-wide would cost $1.9 million before you consider things such as benefits and taxes, but we can't imagine that the current solution of offering time and a half is cheaper either. But we are also of the opinion that UTA failed to respond to warnings that a shortage was on the horizon back in 2018-19 and received a respite from the drumbeat only because of COVID-19. But demand has consistently risen the bill has come due and the pound of cure that they now have to pay for was largely their own doing. It is imperative that UTA solve the driver shortage sooner rather than later to ensure that we are able to meet the needs of current and future transit riders. We have very mixed opinions on this particular change. On the positive side, Park City will now have a direct connection with the University of Utah and FrontRunner – A welcome connection that will benefit riders of both transit networks. In addition, we are pleased that service will now be 7 days a week instead of being

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	limited to just weekday service. Finally, we are encouraged by the cross-coordination and cooperation between UTA and High Valley Transit and look forward to future collaborations. On the negative side, service frequency will drop from 10 total trips on weekdays to 5. Though weekend service is fantastic, this will result in a 30% decrease in overall service. In all, we do feel this is an overall net improvement to both systems and hope this route gains in popularity in the future, driving increased frequency demand. With the opening of OGX, we appreciate that UTA is able to reallocate resources in order to better service Ogden/Weber State. The Reduction of route 602 is a logical decision as OGX will almost perfectly mirror the route that exclusively services the Weber State Campus. With increased odds of users catching one route or the other, this is an acceptable change. That being said, we would encourage UTA to extend Route 602 to connect with Edvalson Street and 36th Street. The discontinuation of route 603 is logical for similar reasons. Though there are slightly different routes between 603 and OGX in downtown Ogden and on the north end of the Weber State campus the difference is nominal for those wishing to access downtown Ogden or FrontRunner. We are pleased with planned improvements to increase Saturday frequency to 15-minute headways along TRAX and the S-Line as UTA is listening to service demands. Similarly, adjustments that improve reliability and turnaround time for FrontRunner trains is always a welcome addition as well to August Change Day.
76	Please include more cars on the trains. Two isn't enough they get so crowded that people are pressed together standing. It's dangerous and hard to get off and on the train. This makes it hard to get to work and home during the week.
77	THANK YOU for updating the frequency of Trax on the weekends!!! And anything we can do to restore central bus lines to their full pre-COVID service schedule would be great. Would love to see this happen, especially once the 200 S corridor is finished! Would love to see better bus stops along 100 S. Standing in the dirt/snow at a few of the stops is pretty terrible.
78	Will the current 603 stops be OGX stops or will most 603 stops be removed? Also will it still be the every 15 mins agenda?
79	I have reviewed the route that the bus replacing 603 will have and UTA is not thinking of Weber State University students. The new route plans on dropping off students at the front of the University and for many it would mean over a half mile of uphill walk due to the position of the campus buildings. For me personally it would mean a 25 min walk to the very back of the campus where I hold classes at the Engineering Technology buildings. There is absolutely no student that requests a stop at Dixon Prkway or Harrison Blvd, and yet the planned route wants to drop them all off here. I feel like the proposed stop will block traffic and make an already long commute go get to our classes longer. The current route, going up and down Edvalson st, facilitates de access to campus, and takes the bus 5 min to the the route up and down the street.
80	Please, please, please reinstate the 4:37 pm SLC to Riverdale for the 472. 4:20 pm is too early for my shift, which ends at 4:25. The next bus is after 5:00 pm. So I seldom take the bus now because it gets me home too late and leaves me wasting a lot of time waiting for the bus.
81	More frequent Front Runner connections from Layton to the Central Station.

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82	We have large polluting empty ghost buses running down our neighborhood at all hours of the night and day. I am woken up in the middle of the night. These buses are virtually almost always empty. I would love for them to stop running at 9:30pm until 7am. We would love for more fuel efficient (smaller) buses to run. My kids do take this bus home M-F and tell us they are the only ones on it. Large buses make sense when people are taking them.
83	Please reinstate the 4:37 PM northbound 472 express bus. It is really difficult to not be able to make the one just after 4 PM and have to wait a full hour before the next one. They really need to be 30 minutes apart.
84	Route 472 Riverdale-Salt Lake Express It would be very helpful and appreciated if you could add one more trip from Salt Lake to Riverdale leaving Salt Lake around 4:40 p.m. The large gap between the current 4:15 and 5:05 times is inconvenient for those who finish work at 4:30.
85	Please re-add the 4:37 472 bus from SLC to Ogden.
86	I'd like to see 15 minute TRAX service on Saturdays. I ride the 9 regularly and have had a lot of issues with accessibility/ communication. More than once I've been standing at a stop in the daylight, waving and the driver doesn't stop. Twice, that has happened with multiple people at the stop, so there is absolutely no reason they didn't see us and the bus was not full (you can see ridership through the windows). That is completely unacceptable & makes riding transit frustrating & unreliable (I missed an important meeting the last time it occurred). Also, route or stop changes should be announced in advance, like in other metro systems, with signs at each stop & on the bus warning riders (as well as through apps). Drivers could also tell passengers to deboard out the back door (it slows down buses when everyone uses one door). Finally, stop names should appear on the sign in the front of the bus when the bus nears them to improve accessibility & navigation (i.e., see Madison metro).
87	Thank you for 15-min weekend service!
88	I just started riding Frontunner again after several years. It feels like the trains wait a lot more at stations. I dont know if the disruption comes from opening the new vineyard station, but even still seems like you could take advantage of the longer double track section in that area as it seems like the southbound trains are usually waiting for the northbound trains. I also feel the reliability of the smaller "Flex" bus routes deter me from using these services, even though this type of service would place me closer to my final destination.

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89	TRAX & S-Line "Proposed service increase to 15-minutes frequency on Saturdays" YES!! Also, regarding the RED Line: On December 2022 Change Day, one week-day University-bound train trip was added. PLEASE KEEP THIS! IT IS VERY HELPFUL!! Route F570 "Route moved from Midvale Ft. Union Station to Fashion Place West Station" GOOD! Makes it accessible by Red and Blue trains -- not just the Blue. Route 201 "Proposed increase in frequency of service to 30-minutes on weekdays" It is about time! Once an hour has been terrible. 901, 902 I was sort of hoping one of them would continue. The 901/902 big buses are safe and comfortable. I actually like some of the bus detours going into effect this month!
90	Increased Saturday frequencies on light rail is great! As someone without a car it continues to expand my access and independence in the community. When looking at morning frequency of front runner it might be nice if the half hour frequency lasted later into the morning. It's very frustrating at after 10 I have to wait an hour to balance out my valley travel.
91	Suppose a train started coming every half an hour at an early time, around 1:00 pm instead of around 3:00 pm like it is now. I get on the front runner at South Jordan and go up to the Orem station for school. The other students and I take the train to and from school and spend a lot of time waiting. The majority of classes end here around the :50 or :00. I know changing the route stop changes may be hard, if that were a possibility that would be amazing, but if we can the frequency of trains starting at a sooner time that would be amazing. The trains are already pretty crowded around 1-2 pm. Having more trains would give more seating options.
92	I am a college student and use the bus and front runner a lot. One thing that would be so beneficial is if the frontrunner had a few routes on Sunday as well. I know a lot of students still rely on it to go back and forth for work and home and it would really help to have a Sunday evening/afternoon route.
93	This route is used every weekday. Please don't change its start/stop points.

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94	Probably nothing will change, but I decided making a comment couldn't hurt. The 807 route connects quite a few places, I've met quite a few kids from UCAS that use it to get to school. It also connects Lone Peak high school, and also the Church of Jesus Christ of Latter Day Saints Mount Timpanogos temple. Currently the route runs all weird, which will have to work for me. I have talked to other people on the bus, some of who are students like me, and a few have mentioned how they wish the schedule was different. That it ran later, and also earlier. That's the main thing I've heard, and personally wish was different. Some days I'll have to wait a while after school for the bus, because if school gets out earlier, I might have to wait a few hours. Of course I also wish it ran more often, like every half hour, but how late and early it runs is more important to me. August is just before the school year starts. The main places I get to is my work in Pleasant Grove, and then I often use public transit to get to places like the Church of Jesus Christ of Latter Day Saints temples, and starting next year I'll use it to get to school everyday at Lone Peak High School. My journey will always start at my house, which usually someone in my family will drop me off at the Murray frontrunner station.
95	This bus only runs one way early in the mornings and the opposite way in the evenings. This, making it hard to go around in the area because of the limited hours of service. I would appreciate it if the hours got extended as this area continues to grow and many more people need access to Frontrunner services as well. Please please please. It does not make sense that it only Runs so early in the day and for only a couple of hours.
96	Before we have a route past in foxboro now we don’t have especial people they can’t drive
97	I would like a bus stop near the new Orem temple that's being built if possible perhaps on an adjacent street.
98	My family does not use 209 nor do ANY Avenues residents/neighbors that we personally know. We have no need for this dirty, noisy, ugly intrusion. New route 209 has had continuous negative impact on our property at 535 9th Ave since inception August 2022. Change was vigorously opposed by residents at the Sweet library meeting and continues to be opposed currently. My house was built in 1903 as were most other homes on this stretch of 9th Ave. These old homes were simply never built to withstand the constant stress of huge inner city buses rumbling by for 20 hours a day. Our bed shakes literally as badly as it did when the recent earthquake hit last year. I was in bed then and it literally feels the same. Windows rattle and all this 60 times a day. My family has NEVER gotten used to the noise which is of industrial strength proportions. It makes enjoying our beautiful yard impossible. Every time a bus passes I look at ridership. I have never seen more than 2 people on a bus at most during all times of the day and most are completely empty-EMPTY. They are well known in Salt Lake as "ghost buses" and for good reason. (1 of 2)
99	When a bus passes I look at ridership. I have never seen more than 2 people/bus at most during all times of the day. most are completely EMPTY. They are known in Salt Lake as "ghost buses" for good reason. If you ran a small business and data showed the product line you were offering was not selling and every month you lost money you would quickly adjust services or go out of business. There is not significant ridership on 209 to continue a bad money losing decision that punishes residents that very clearly oppose it. The route on 11th Ave was wider, had designated bicycle lanes and ran huge buses along much more modern; better constructed homes. 9th Ave should be considered as a protected heritage site in this city due to its age. The grade on Virginia street is also gentler more accessible, safer. This route 209 was a bad/unpopular decision in the first place and should be discontinued in favor of the old 11th Ave route. (2 of 2 submissions)

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100	Please consider running the frontrunner on Sundays. I travel north to Bountiful from Provo frequently on the weekends, usually leaving on Friday and coming back on Sunday. It's a pain to have to find a ride back to Provo since the train doesn't operate on Sundays. Similarly, it would be nice to have the UVX run on Sundays so that I have a mode of transit from the train station. I know a lot of people who agree with me that the frontrunner being available on Sundays would be so helpful.
101	So just more bus routes down here for one, more options to eagle mountain/ Saratoga springs, more frequent times, may connect from other buses or stations, also would like to see trax in Utah county
102	I believe the 218 should either run more than once every 60 minutes, or be changed to not be so closely timed with the Frontrunner service. Since both of these run every 60 minutes, and depart close to one another, it is very difficult to get anywhere.
103	I am happy that I can access more routes and opportunities if the F202 goes north to the Fashion Place West. I work at the IMC Cancer Center and the F202 is the only route I can use during the week due to where I live. PLEASE PLEASE PLEASE offer more service for F202 on the weekends PLEASE!!! It is very difficult to work as a first responder and not having access to proper transit on the weekends!
104	Although not a huge issue personally, I'd like to see 233 arrive at the University of Utah closer to the hour than currently is. Or even possibly have every 30 minutes, although, I realize that it might not be the most popular route enough to justify increasing frequency
105	I know there is a shortage of qualified bus drivers, but I think this is an excellent time to start planning for the next winter season. The removal of the 953 bus up LCC upset many workers and skiers traveling up the canyons this winter. While I recognize it is not always easy to find drivers for this route, I think increasing the pay for bus drivers would help expand our current public transit system and reduce congestion in the canyon. By only having one bus service traveling up LCC you discourage people living farther north from taking the bus because they do not want to drive all the way to Sandy to then get on a crowded bus. I know Utah is set on installing the gondola, but when the busses run they get consistently by the public. Even though this is not a glamorous solution by any means, but if you give the buses another chance I am sure the public will utilize the service. Therefore, I urge you to increase the pay of our bus drivers and reintroduce the 953 route this winter.
106	This is specifically for the 674 bus from the odgen area towards Powder Mountian later in the day for those that want a safe commute to the resort later in the day during the week for night riding which is open till 9pm. I wanted to suggest that next year if possible to get a 674 bus that runs at 5:30 towards Powder Mountian. I feel like last year the bus that went up for night riding was to early for people to catch since most people get off work at 5 so a 5:30 bus would allow people to get off work and catch it. The reason it is a good idea specifically for this route is because Powder Mountian has night riding until 9pm and having this bus take people up at this time will benefit people that want to ride during the week after work. I know there are lots of people that would benefit from this route at this later time. I have spoke with Powder Mountian and they are taking this suggestion into consideration but mentioned I should reach out to you also. Thanks for your consideration.
107	It would be a great help to have the 39 bus route increased to every 15 min.

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108	During February of this year, UTA introduced the 2A and 2B service. It was a hit among my peers, however the need for double the usual number of drivers made it impossible to implement long term. I propose a compromise: Keep the 2A as it was (10-15 minute service), and scrap the 2B. It adds a number of nearby stops for students at south campus. It also improves the safety of students as we have a number of night classes at those buildings (and the U of U has poor night safety) The 2B can also be brought back for major events (E.X. the likely upcoming Winter Olympics). The trip around campus only adds a small amount of time. Other busses already serve the hospital stop, including the BSB-U hospital, travelling a long 200 S anyway! Point is: please bring back the 2A.
109	There is not really anything that goes to the Cedar Hills/Highland/Alpine area, except for the 807. Overall I like WHERE the 807 route goes, however, it has a really strange schedule. It only runs every hour, for the most part. And it only runs a little in the morning and afternoon. I wish that it ran more often, and ran earlier and later both ways. I use the bus to get to UCAS from my house in Cedar Hills. It works semi well, sometimes I have to wait a really long time to get on the bus, but at least it gets me there. However, I have had quite a few situations where it didn't work. Sometimes I get out of school earlier, so I have to wait a couple hours for the bus, or when there was a late start because of the snow, I couldn't get there. And if I have to stay after school for something, like a club, if it goes too late, my mom has to pick me up.
110	My son uses the 807 route to get to school, it runs on a very strange schedule. If he does not need to get to school as early, I have to take him, or if he gets out earlier, or if he has to stay for a club, I have to pick him up. It also only runs every hour, I worry a lot when I know he is just standing there for a long time waiting for the bus. I also have to drive him to go to his friends house, which I of course am more than happy to do, but if the bus route was better, I wouldn't need to do so. I guess it's a good thing Jason will be able to drive in a year and a half, but that's still a while.
111	Hi there :) so I was wondering about if you guys would figure out a way to expand the route for the UTA on demand micro transit service that would travel from Bluffdale, Draper, Riverton, etc to West Jordan, West Valley City, Taylorsville, etc? I'm wondering if you can add some more UTA on demand pick up/drop off signs like for example putting one in front of my home or something like that:) Thanks
112	My comment is actually about what is not in the proposed changes. You are aware that Route 209, especially at night, has been controversial because of the lack of riders. I recommend using smaller buses during the late night and early morning runs to minimize the noise through the residential areas. It also seems like they would be more fuel efficient and help reduce costs.
113	Many would benefit from a ski bus that went later in the season, even if it isn't as frequent. I've talked to a couple people who won't be able to make it up to the canyons because the ski bus stops on April 15th
114	We live by the neighborhood Walmart, where there is a very large growing population, but we have limited to no bus service in this area. We would love to see a bus take people to the major areas of SF and to the bus stop that has the express to UVU.
115	Frontrunner needs to run on Sundays, so people that work Sundays can use the train too.

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116	Service on Frontrunner needs to be more often and especially on Sundays. I notice that when there are events and LDS conferences, there is service, but not at other times. There are so many who would use it if it ran in sundays, even if only every three hours! I prefer taking transit, but can never do it on the weekends because there is jo service on Sundays.
117	625 needs to run later and go back to every 30 minutes up to Polk every time
118	It would be great if you could increase bus frequency instead of cutting it like you did this winter. Part of the reason people don't like to take the bus is because you have to wait as many full busses go by. One time I rode the bus this year it took 4 buses to go by that were completely full before the 5th bus we got on had standing room only. And keep in mind we waiting over an hour and a half for those buses as well. If they ran every 10 minutes, like the buses in park city, then it would alleviate the buses being full and I imagine more people would be likely to take them. But when it's every 30 minutes, and you are planning to have to wait for 30-60 minutes just to get on them, it's not a very attractive option. It would be great to add more locations in the valley to get picked up for the ski bus. If I already have to drive 20 minutes to a park and ride, then it's a lot more convenient to just drive up the canyon for 40-50 minutes than rather wait at the park and ride for an empty bus.
119	I would love if the TRAX were 24-7, or at least the red line running later. It would also be nice if the TRAX ran every 10 minutes instead of every 15.
120	I ride bus 223. I really don't like how the seating on all the buses I've seen has been changed so all seats face the center of the bus, and there are no longer rows of seats two across. It makes rides more uncomfortable. It pushes all the passengers closer together because there are fewer seats. In addition, even during rush hour, there aren't so many people riding on the bus that there needs to be the amount of standing room that has been created by this change. Please consider adding more seats back.
121	Turn the route into a circular route instead of a loop. Instead of it turning around and going the other way, have it continue west along University Parkway on it's way to Orem Central Station. Have a bus going the other direction as well. I live very near the UVX Main Street Station and I would like to be able to shop at Winco in Orem without having to use a car. The 862 bus stops right next to Winco but it doesn't stop very close to my home.
122	I'm a healthy 81 years old and currently have use of only one arm, a painful hip and back condition, memory problems, poor hearing and sight. Social Security is my only income, and public transportation is my only travel option. I live alone in a Sr Housing complex in the Northwest part of Salt Lake City serviced by the #1 which is usually on detour. The paper maps are hard to come by and difficult for me to read and plan trips which usually take 3 transfers. When I call UTA to plan trips, many times I get wrong information. I have trouble using Apps and computers. Routes that were helpful to me when I first moved to the northwest side of town (2021) have been taken away (217 and 591 {or was it 519?}). The "On Demand" covers too small of an area and doesn't work at all for me to go where I need to go and be on time. What other public transportation services are available in Salt Lake City?

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123	7th East, Redwood, Foothill, and State Street all need their own dedicated bus lane, and if they can't get one, at least some bus route that travels with much higher frequency. Foothill has very limited service, as well as state. All above mentioned roads would benefit from a dedicated bus lane. Trax would also greatly benefit from a route from the airport to the university of utah, as well as an 8 minute frequency for bus 2 during peak times. Adding a line from the airport to the university would be a great addition. The rail tracks are already in place, all you have to do is just add a line from the airport to the U. Not only would it then give a route from the university to more of downtown, but also another route to the airport. Also, adding more frequency on the 2 bus would be so beneficial. The bus is constantly packed and during the All-Star weekend when the 2 bus ran every 8 minutes it was so much better. Please add higher frequency to the 2, and add more routes to existing trax routes. I would much rather see higher frequency and better routing, than things such as free fare. Also State Street, 7th E, and Redwood, needs to have like a dedicated bus and possible bus lane that only goes up and down those roads. Since there isn't any trax lines for any of those roads there should at minimum be a dedicated bus route for those roads.
124	Soy un usuario frecuente de esta ruta y en verdad si me afectaría el cambio y desaparición de esta ruta, deben siempre pensar en el beneficio de los ciudadanos de ogden, agradeceré tomen en consideración mantener esta ruta. [English translation for analysis coding: I am a frequent user of this route and in truth if the change and disappearance of this route would affect me, you should always think about the benefit of the citizens of ogden, I would appreciate it if you take into consideration maintaining this route.]
125	Having been in public transport in multiple cities, I can say that UTA Trax is the worst! Can't even keep trains on time for multiple days in a row. Mechanical issues happen WAY too often. And, rarely, updates about delays. One company that is depended on way too much for it to care about any of it.
126	Hello! I love UTA! You are helping all of us, thank you! Please consider 1 earlier morning train from Provo on Saturdays during DST/Lagoon Season. There are a number of employees driving up from Utah County. Thank you!
127	On Sundays, the Red Line Trax should have 2 cars instead of 1. It's always very crowded, and there's usually not enough seating for everyone.
128	We need longer trains or more trains at peak hours, they get crowded to unsafe levels.
129	As a commuter from Sandy Civic Center station to SLCC-Miller, I'd appreciate that the F202 continue to service Sandy Civic Center. I'd rather enjoy the 5min. ride from that particular TRAX station than starting out at Fashion Place West and spending more time getting to SLCC-Miller. I do not see how terminating at a Frontrunner station is going to bring in more riders than that of connecting the Red Line with the Blue Line. Doesn't the F514 already service South Jordan Frontrunner station? Make the F514 follow the F202's proposed route, instead.

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130	It's a long shot but is there a way to maybe have a bus either 551 or 451 to run every hour or so. As most of us work at Salt Lake City Amazon and Ubers are getting extremely expensive especially when the winter storm hit. Like back in February I had to pay over 130+ dollars from Amazon back to Taylorsville as that's where I live. 130+ dollars is a nearly 2 months of bus ride for me. If you can please look into this even if it runs every hour I mean it would make a huge difference.
131	While the dream of a FrontRunner line down to central/southern Utah is a long ways away, here are two improvements for those of us in the other half of the state. 1. Run on Sundays. I regularly take weekend trips to northern Utah like many people in my community. I would LOVE to park at the southern most station and take public trans for the rest of trip. I rarely can because if I do I won't be able to get back to my car on Sunday. For weekenders, 99% of the time we are traveling south on Sundays. Without FrontRunner running on Sundays it just isn't possible to use public trans in this way. 2. Either relocate train stations into more walkable areas or improve the infrastructure around the current locations to be more walkable. I recently took UTA from the SLC airport to the Clearfield stop on FrontRunner. I needed to get to a nearby hospital. While the hospital was in walking distance there was literally no way for me to get there on foot safely. Took a rideshare instead.
132	Need 217 bus service up/down redwood road in north salt lake. Or at the VERY least, UTA on demand available Saturday AND Sunday.
133	Regards to the 209: I am finding that with the new 5 year plan, you may increase the number of buses on the weekend. The buses will run every 15 minutes on Saturday and every half hour on Sunday. Can't we at least have a quiet weekend!!! You may have 2 people at most on the buses on the weekend. Otherwise, they are ghost buses. The 209 engines are so loud, I can hear them in my backyard when I am gardening. The intercom announcement of the bus stop at 9th and I street is heard at my house, which is 4 houses down from the street! I dread the warmer weather. I used to sleep with my windows open, but with a loud bus every 15 minutes I had a hard time getting a restful sleep last fall. The early and late buses during weekdays from 4 am to 7 am only about 1 passenger is using the buses. In the evening from 9pm to midnight on average less than one passenger is on the bus. Is there really a need for buses before 6 am and after 9 pm?!
134	Run the front runner on Sunday!!!! Even if it was just every few hours I would ride it almost every week from Provo to woods cross and I know many who would too. So many of my friends in Provo have expressed this same perspective to me. I love the front runner and have used it often and regularly in my time as a student living in Provo with family in Davis, salt lake, and Utah counties.
135	I work in Roy and 640 takes me but I have to get to stop #629201. I also sometimes have to take 455 to Farmington but it's more difficult now. Since the two bus stops Harrison Blvd @ 3225 & 3210 are the only ones in the area that take buses other that 640. Could we get a temporary one for other routes? Thank you :)
136	Will the 902 39 meet each other at Meadowbrook trax station and will the frontrunner goin to st George and the trax to lehi

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137	It's not on your list, but the 8/2022 cancellation of UTA routes 3 and 6 and extension of UTA 209 and UTA 232 into the Avenues needs urgent reconsideration as many problems have emerged since the change. Most of these issues were unanticipated when first under review. 1)Cancellation of popular UTA 6 has disconnected many Avenues residents from the University of Utah, our biggest employer 2)Cancellation of UTA 3 has reduced frequency along 3rd Avenue from 30 minutes to 1 hour 3)Most troubling, the extension of UTA 209 into the Avenues, has produced many unforeseen problems while carrying very few passengers according to UTA stats. The 40-foot, 28,000 lb Gillig buses--with a maximum rated "gradeability" of 8% at 25 mph--struggle to negotiate grades that reach 11.3% which causes them to be extremely loud and polluting in the quiet residential neighborhood. The 20 hour, 4 am to midnight schedule is seriously disrupting. Until the change, no buses plied the Avenues after 9pm. The main destination for Avenues residents is the University of Utah and University Medical Center where many of us work and study. Cancellation of UTA that was a favorite connector and addition of UTA 209 which does not serve the university has diminished our service. F11 and UTA 232 are not suitable replacements for the lost service. UTA 209, a good route that logically serves entertainment and shopping areas (Fashion Place, Sugar House, Nine by Nine and Downtown) is a very poor fit for the sleepy avenues. I'm confident that most residents, if polled, would say that our service was greatly diminished by the 8/22 changes that appear jerry-rigged logistical solutions to UTA's inability to hire and retain drivers, although the UTA administration appears top-heavy with $100,000 a year administrators who were just voted a 7 % raise and 11% increase in benefits.
138	Currently I'm taking 902 bus to Park city, it would be great if you can add another unit that stops or departures from Murray or MillCreek Stations. So, we do not have to go to downtown.
139	Since the extension of the Route 209 into the Avenues neighborhood residents along the Route 209--particularly on L Street where the uphill grade is steepest-- have complained that the straining, high revving diesel buses rattle their homes and disturb their sleep. UTA data shows the buses have few passengers in the pre-dawn and late night hours, often averaging less than one. Some residents have recorded bus noise in their homes at over 75 decibels which, according to the CDC, is louder than a washing machine running in the same room. Subjecting citizens to this noise level intermittently, on a 15 -30 minute interval, from 4:30 in the morning to 12:30 the following morning is cruel, and should be curtailed. That UTA has failed to heed the plight of these citizens and made no move to change the situation is abusive of the public trust.
140	I use route 202 to get to and from work please don't change it.
141	Hello I want to comment on green line schedule for August. The way I read the new proposed schedule is that Saturday trains will run every 15 minutes, but no mention of Sundays. I work every Sunday, and i miss the 4:57 PM train by about five minutes. Leaving a little earlier to make this train is not an option because my store closes at 5:00. I have to wait almost a half hour for the next train. Please consider scheduling the Sunday train every 15 minutes as well as the Saturday train. If all day 15 minutes is not a possibility, how about during peak times for people going to, and coming home from work? Thank you

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142	Dear UTA, I have a general recommendation for a new UTA bus route that taps into Orem's and Vineyard's potential. I have CC'd Orem and Vineyard officials who should consider and advocate for this route. Sharon is an underserved, relatively lower income and higher density neighborhood in Orem, especially the apartments around Main St and 700 N where I live. The closest transit access is the 850 Bus along State Street. That is a good route, but it does not provide adequate access to the neighboring communities. It's also a half-mile walk. No bus routes along 800 N in Orem is a travesty, since the road is lined with high-density housing in several adjacent small neighborhoods. There needs to be at least one bus that utilizes that road, connecting Sharon with Vineyard, a 3-mile gap - too long to walk but could be easily crossed with a short bus ride. Better access to services along the way like Winco and Timpanogos Regional Hospital would tremendously benefit the folks in Sharon who need access to those places. Vineyard is a great up-and-coming community that is just out of reach from Orem neighbors by a lack of transit. Finally, there is no good way to get from Sharon and other North-East Orem neighborhoods to the South-West Orem Central Station, Walmart, or Utah Valley University via transit. The best option at this time is 850 south to University Place, and then Westbound on 830X UVX. But that requires an inconvenient connection on a dangerous road for pedestrians. This route would benefit Orem and Vineyard residents with access to affordable groceries, parks, and commuting access to Salt Lake City. This would benefit UVU students living outside the immediate vicinity of campus. This would expedite economic development in Vineyard by removing the large industrial barrier to folks in Orem who do not drive. This would make the Orem Public Library more accessible. This gives Orem residents access to the beautiful parks and Utah Lake in Vineyard. I recommend UTA does a rapid study and implements a route similar to my rendering. Attached are a map of said route and google earth location files of the route and services that would benefit from the increased access.
143	Hi; To clarify my comment regarding the F570, that I'm kind of sorry it's not going to the Fashion Place West Station: Actually, it is no big deal; it would have been a little more convenient for certain, fairly rare trips, but that's all. I can work around it okay. I am glad overall for the changes coming up. Thanks for the webinar!

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144	Hello, I strongly support: • extending the Green line hours past midnight and even until 1:00 am • starting running the Green line at 4:00 am. • increasing frequency of the Green line on weekends to every 15 mins. I live in downtown Salt Lake City and I travel through the SLC airport frequently. There have been many times where my flight has landed just after that last Green line has left the airport and I have had to pay surge charging on Uber to get home at 11:30 pm. Or, the Green line doesn't run frequent enough for me to use it to get to the airport on weekends. I work with tour operators in Salt Lake City professionally and I know that SLC commerce would benefit greatly from more frequent and extended TRAX to and from the airport. And I think it should be free for anyone with a boarding pass. It sends a clear message to visitors that we welcome them to leave the airport and to explore our city. Thank you!
145	Hi. This is a comment for Change Day The 209 chugs up our street - L street - every 15 min. - but the bus is mostly EMPTY. Please consider changing this to a vehicle that is more appropriate for the passenger load / the neighborhood / and the environment. Every single time the bus goes by, my front windows shake. How about a PASSENGER VAN? Thank you.
146	You know people work here in Salt Lake and they come from Ogden at night to work. They got to be to work at a certain time I heard that you guys are cutting Ogden services in half. Is that true?
149	Customer called in to request why the F453 does not go into Tooele in the am hours. Customer also wants to know why UTA does not have frequent service in Tooele. Customer states that the Route F453 went the wrong way and headed Eastbound to Salt Lake from The Benson Grist Mill @ 9:45. Customer said that the operator of the F453 told him that the F453 does not go into Tooele. Customer states that what is listed on the UTA website is in correct and we need to get that fixed.

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150	New route 209 has had continuous negative impact on our property at 535 9th Ave since inception August 2022. Change was vigorously opposed by residents at the Sweet library meeting and continues to be opposed currently. My house was built in 1903 as were most other homes on this stretch of 9th Ave. These old homes were simply never built to withstand the constant stress of huge inner city buses rumbling by for 20 hours a day. Our bed shakes literally as badly as it did when the recent earthquake hit last year. I was in bed then and it literally feels the same. Windows rattle and all this 60 times a day. My family has NEVER gotten used to the noise which is of industrial strength proportions. It makes enjoying our beautiful yard impossible. Every time a bus passes I look at ridership. I have never seen more than 2 people on a bus at most during all times of the day and most are completely empty-EMPTY. They are well known in Salt Lake as "ghost buses" and for good reason. There are NO businesses in the Avenues except LDS hospital and Smith's grocery complex (on 6th Ave). If you ran a small business and data showed that the product line you were offering was simply not selling and every month you lost money you would quickly adjust your services or go out of business. There is simply not significant ridership on this route to continue a bad money losing decision that punishes the residents that very clearly oppose this route. The old route on 11th Ave was wider, had designated bicycle lanes and ran huge behemoth buses along much more modern and better constructed homes. Though 9th Ave is not in the designated formal historical home district it should be considered as a protected heritage site in this city due to its age. The grade on Virginia street is also gentler and much more accessible and safe in winter. This route 209 was a bad and unpopular decision in the first place and should be discontinued in favor of the old 11th Ave route.
151	Customer wanted to file a comment that he wishes that we would change back to every 15 minutes on routes like the 47 and wants the know that route 218 to be more of every 15 or even every 30 minutes. Wants this to take effect for August change day.
152	The customer would like to leave a suggestion. She says she would like to see Sunday FrontRunner service when there is a Mormon Conference.

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RESOLUTION OF THE BOARD OF TRUSTEES OF THE UTAH TRANSIT AUTHORITY APPROVING THE TITLE VI SERVICE AND FARE EQUITY ANALYSIS FOR AUGUST 2024 CHANGE DAY

R2024-05-05 May 22, 2024

WHEREAS, the Utah Transit Authority (the "Authority") is a large public transit district organized under the laws of the State of Utah and created to transact and exercise all of the powers provided for in the Utah Limited Purpose Local Government Entities –Special Districts Act and the Utah Public Transit District Act; and

WHEREAS, the Board of Trustees of the Authority (the "Board"), in keeping with the Federal Transit Administration's requirements for public transit agencies and the Civil Rights Act of 1964 has considered and reviewed the Service and Fare Equity Analysis of the August 2024 Change Day ("Title VI Equity Analysis") prepared by Authority staff; and

WHEREAS, the Board has desires to approve the Title VI Service and Fare Equity Analysis.

NOW, THEREFORE, BE IT RESOLVED by the Board of the Authority:

1. That the Title VI Service and Fare Equity Analysis prepared by Authority staff, a copy of which is attached hereto as Exhibit A, is hereby approved by the Authority.

2. That the Board hereby ratifies any and all actions taken by the Authority's Executive Director, staff, and counsel in furtherance of and effectuating the intent of this Resolution.

3. That a copy of this Resolution shall be submitted to the Federal Transit Administration.

4. That the corporate seal be attached hereto.

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Approved and adopted this 22nd day of May 2023.

DocuSigned by:
86E38485ACBE4D0...

Carlton Christensen, Chair
Board of Trustees

ATTEST:

DocuSigned by:
8D8A6B67F3AA459...

Secretary of the Authority

Approved As To Form:

DocuSigned by:
0F6F046DE4724A2...

Legal Counsel

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Exhibit A

AUGUST 2024 TITLE VI SERVICE AND FARE EQUITY ANALYSIS

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Title VI Service and Fare Equity Analysis

August 2024 Change Day

Utah Transit Authority

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Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. The Utah Transit Authority has committed to the Federal Transit Administration's (FTA) Title VI objectives set forth in Circular 4702.1B by ensuring that UTA's services are equitably offered, and resources distributed without regard to race, color, or national origin.

The following analysis is of proposed changes to be implemented in August of 2024. These changes are being proposed to protect public funds and improve functionality of the system. Though the proposed changes are facially neutral, this analysis, in accordance with FTA requirements, will ensure that these changes will not have disproportionately negative impact on minority and low-income populations within UTA's service area. If these changes are found to be potentially discriminatory, UTA will take all prescribed and prudent steps to ensure services are equitable and compliant with federal guidelines and requirements.

Summary of Proposed Service Changes

UTA has analyzed the potential impact of major service changes on low-income and minority populations. The proposed service changes were analyzed based on stops and stations serviced by the impacted route based on a one-quarter mile radius for bus and a half-mile radius for bus rapid transit (BRT) and rail stations. For August Change Day 2024, UTA will not be adding new service. Several routes in Salt Lake County, which had emergency service reductions in December 2022, continue to be unable to be restored to their previous service levels in August 2024 due to insufficient labor resources. One route in Weber County, which was suspended in January of 2024, is proposed to be discontinued.

County	Route Number	Change Type	Route Minority	Route Low-Income	Minority Difference	Low Income Difference
Salt Lake	39	Service Reduction	36.7%	19.9%	12.3%	5.2%
Salt Lake	201	Service Reduction	30.3%	16.1%	5.9%	1.4%
Salt Lake	218	Service Reduction	26.9%	12.0%	2.5%	-2.7%
Weber	606	Service Discontinuation	39.1%	31.2%	14.7%	16.5%

Table 1: Summary of August 2024 Proposed Service Changes

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Summary of Findings for Proposed Service Changes

UTA's current labor shortages are significantly impacting the ability to restore all service which was discontinued in December of 2022. UTA's Talent Acquisition team are working to ensure that enough operators available to restore service to routes 39 and 201, which are both shown to have findings. UTA plans to restore service to these routes in April of 2025.

Route 606 did operate in an area with minority and low-income populations which are higher than system averages. However, this route operated for a very specific purpose, to provide transportation to and from the Enable Utah workforce site for the Wide Horizons care facility. Wide Horizons, now known as Rising Adventure, contacted UTA to say that their residents no longer needed the service provided by route 606 and Enable Utah is no longer in operation.

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Summary of Proposed Fare Changes

UTA has analyzed the potential impact of fare changes on low-income and minority populations. The proposed fare changes were analyzed based on data from the 2019 On Board Survey (OBS) regarding fare utilization to assess the potential impacts on low-income and minority populations. For August Change Day 2024, UTA has proposed expanding eligibility to the low-income fare program, changes to the UTA FAREPAY card, and implementing a fare on the Utah Valley Express (UVX) BRT. When the UVX system commenced operation in 2018, it was initially launched with an introductory zero-fare system, proposed for the first three years of operation. Zero-fare was extended on UVX during COVID. Removal of zero-fare on UVX is proposed. UVX buses do not have fareboxes and most stations do not currently have Ticket Vending Machines (TVMs), which would require riders to have a non-cash form of payment.

Category	#	Proposed Change	Disparate Impact?	Disproportionate Burden?
Fare Eligibility Change	1	Increase the Federal Poverty Income Guidelines threshold for reduced fare eligibility from 150% to 200%.	No	No
FAREPAY Card	2a	Remove the 20% per trip discount	No	No
	2b	Apply fare capping	No	No
UVX	3a	Discontinue zero-fare	No	Yes
	3b	Payment options	Yes	No

Table 2: Summary of August 2024 Proposed Fare Changes

Summary of Findings for Proposed Fare Changes

Increasing the Federal Poverty Income Guidelines threshold for reduced fare eligibility from 150% to 200% is expected to increase the amount of minority riders eligible for reduced fare. It is not expected to provide additional benefits for existing low-income riders but is also not expected to create an adverse effect on these populations. It would increase eligibility for additional lower income populations.

The Proposed FAREPAY card changes are not anticipated to have an adverse effect on minority or low-income populations. OBS data suggests that minority and low-income populations would benefit from weekly fare capping. However, low-income riders currently use FAREPAY cards at lower rates than non-low-income riders. UTA should take steps to make FAREPAY cards available to more low-income riders.

Discontinuing the zero-fare policy on UVX shows a finding of disproportionate burden on low-income populations. OBS data indicates that a large majority (85%) of UVX ridership are students who would not have to pay a fare due to existing pass programs with Utah Valley University (UVU) and Brigham Young University (BYU).

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The limited ability to pay cash fare on UVX vehicles or at most stations creates a disparate impact on minority populations who are more likely to use cash to pay their fare. UTA has examined alternatives and developed plans to mitigate and minimize the adverse effects of limited cash payment options.

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UTA Policy and Definitions

UTA has developed corporate policy 1.1.28 Title VI Compliance Policy to define and evaluate the impacts of proposed major services changes on minority and low-income populations in conjunction with a public outreach process. In developing this policy, UTA solicited feedback through publications within the service area, published on UTA's website (rideuta.com), and Utah's government website in the public notices section (Utah.gov) which provides translation options. In conjunction with the Salt Lake County Office of Diversity Affairs, which maintains an email list of local entities and individuals with interest in diversity issues, UTA sent an email notification soliciting feedback in the development of this policy. Additional targeted outreach was done, which included mailing a letter and the policy or sending emails to community organizations that work with minority or low-income populations.

The following references to policy are from subsections of UTA corporate policy 1.1.28 and were created to ensure that all equity analyses are performed using the same parameters and are in line with FTA Circular 4702.1B.

Definitions

A. *"Disparate Impact"* refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

B. *"Disproportionate Burden"* refers to a neutral policy or practice that disproportionately affects the low-income population more than non-low-income populations.

C. "*Flex Route"* refers to a route that, upon request, can deviate from its fixed route to provide a curbside pick-up or drop-off of up to ¾ of a mile around the fixed route. Deviations from the fixed route cost an additional $1.25.

D. *"Low-income Population"* refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/ transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

E. *"Minority Person"* include the following:

1. American Indian or Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
2. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
3. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.

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4. Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
5. Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

F. *"Minority Population"* means any readily identifiable group of minority persons who live in geographic proximity.

G. *"National Origin"* means the particular nation in which a person was born, or where the person's parents or ancestors were born.

H. *"Ridership Data"* The ridership data is the information gathered through the onboard survey showing the demographics of the people using a fare type and/or riding on a specific route. This data is used when analyzing proposed changes to fares and commuter routes. See below for the current ridership demographic gathered in 2019, by estimated number of trips and by survey respondents.[1]

Estimated Trips by Low-Income Populations:	
Total Valid Trips:	94,731.8
Low-Income Population Trips:	38,025.1
Percent Low-income:	40.1%

Estimated Trips by Minority Populations:	
Total Valid Trips:	110,167.9
Minority Population Trips:	28,752.1
Percent Minority:	26.1%

Respondents by Low-Income Populations:	
Total Valid Responses:	11,528
Low-Income Population:	4,475
Percent Low-income:	38.8%

Respondents by Minority Populations:	
Total Valid Responses:	13,416
Minority Population:	3,579
Percent Minority:	26.7%

Table 3: Estimated Trips and Respondents among Low-Income and Minority Populations From 2019 OBS

I. *"System Average"* The system average is the averages of minorities and low-income persons within the total populous of the geographic regions UTA serves. The present system averages are expressed below in tabular format using 2017-2022 5-year population estimates provided by the American Community Survey (ACS).

Low-Income System Average:	
Population:	2,578,140
Low-Income Population:	364,914
Percent Low-income:	14.2%

Minority System Average:	
Population:	2,578,140
Minority Population:	642,873
Percent Minority:	24.9%

Table 4: Low-Income and Minority Population System Averages From 2018-2022 ACS

[1] Estimated trips are used for analyses using OBS 2019. Numerical estimates are presented here to a tenth of a decimal but presented as rounded whole numbers in applicable analysis sections.

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Major Service Change

UTA will consider the following types of changes to be “major changes”, which require public input and a Title VI equity analysis in compliance with FTA’s Circular 4702.1B

a) The addition of service;
b) A proposed service level reduction in miles, hours, or trips of thirty three percent (33%) or more of any route;
c) The elimination of all service during a time period (peak, midday, evening, Saturday, or Sunday);
d) A proposed twenty-five (25%) or greater change in route alignment;
e) A proposed fare change.

Evaluation and Analysis of Service and Fare Changes

1. UTA will analyze proposed major changes to service and any proposed fare changes in accordance with FTA's Circular C 4702.1B as amended.
2. UTA will evaluate the impacts of all major service changes cumulatively when there is more than one route being affected for a service change period.
3. UTA will primarily utilize American Community Survey (ACS) Data, block group data and/ or ridership data to evaluate and analyze any proposed major service and fare changes. This data will be analyzed with Remix software.
4. UTA will rely on population data and use the smallest geographic area that reasonably has access to the stop or station affected by the proposed major service change. This will be translated into a one-quarter mile radius to a bus stop, light rail station, or commuter rail station.

Disparate Impact and Disproportionate Burden

1. UTA will measure the burdens of service and fare changes on minority riders to determine when minority riders are bearing a disparate impact from the change between the existing service or fare and the proposed service or fare.
2. UTA will measure the burdens of service and fare changes on low-income riders to determine when low-income riders are bearing a disproportionate burden of the change between the existing service or fare and the proposed service or fare.
3. A threshold of 5% will be used to determine disparate impact on minority populations and disproportionate burden on low-income populations. This 5% is based on the margin of error from the US Census data that UTA uses to determine the populations in the service area. This means that if the burden of the service or fare change on minority or low-income populations is more than 5% worse than it is for the non-protected populations, then the change will be considered either a disparate impact or a disproportionate burden.

Finding a Disparate Impact

1. At the conclusion of UTA's Analysis, if UTA finds a disparate impact on the basis of race, color, or national origin, UTA shall seek to modify the proposed changes in a way that

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will mitigate the adverse effects that are disproportionately borne by minorities. Modifications made to the proposed changes must be reanalyzed in order to determine whether the modifications actually removed the potential disparate impacts.

2. If UTA chooses not to alter the proposed service changes despite the potential disparate impact on minority populations, or if UTA finds, even after the revisions, that minority riders will continue to bear a disproportionate share of the proposed service or fare change, UTA may implement the change only if:
    a. UTA has substantial legitimate justification for the proposed change; and
    b. UTA can show that there are no alternatives that would have a less disparate impact on the minority riders but would still accomplish the transit provider's legitimate program goals. In order to show this, UTA must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

Finding a Disproportionate Burden

If at the conclusion of the analysis, UTA finds that low-income populations will bear a disproportionate burden of the proposed major service or fare change, UTA will take steps to avoid, minimize, or mitigate impacts where practicable. UTA will also describe alternatives available to low-income passengers affected by the service or fare changes.

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Analysis of August 2024 Proposed Service Changes

Routes 39, 201, and 218

These routes had temporary emergency service reductions imposed in December of 2022 due to an operator shortage. These reductions have exceeded one year and are therefore no longer considered temporary.

Conclusion

Based on service area populations served, as shown in table 1, **the proposed continuation of service reductions has the following findings:**

- **Route 39 has a finding of disparate impact to minority populations and disproportionate burden on low-income populations.**
- **Route 201 has a finding of disparate impact to minority populations.**
- **Route 218 has no findings.**

Due to concerted efforts by the UTA Talent Acquisition team, UTA has increased its hiring rate, with 25% of the agency's operators hired over the last year, which has returned the organization to pre-COVID numbers. However, due to the large influx of new hires, staff and training equipment, resource constraints have limited UTA's ability to onboard, train, and assign operators to fixed routes.

Furthermore, Utah's prosperous economic growth and the highly competitive job market for CDL operators have decreased retention rates and increased job-hopping within the agency. Unfortunately, UTA anticipates retention rates will remain low in light of the current marketplace circumstances. UTA is working diligently to address its marketplace feasibility and competitiveness to attract, hire, and retain operators and restore all fixed routes to full schedules.

Due to the operator shortage, UTA has no option for restoring this service in August of 2024. UTA evaluated multiple service reduction scenarios to address the staffing shortage in 2022. The current service reduction, including route 39, was determined to be the scenario that produced the greatest reduction in staff needs with the least impact to the customer. Any other scenario that produced a similar staff reduction involved suspension or discontinuation of entire routes, which would have resulted in loss of transit coverage and additional adverse effects. UTA does not have plans to implement any additional service in Salt Lake County in August. UTA is prioritizing restoration of service to routes 39 and 201. UTA plans to restore this service in April of 2025.

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Route 606

Route 606 was a route with one morning trip to Enable Utah and one afternoon return trip to the Wide Horizons. Wide Horizons, now known as Rising Adventure Community Services skilled nursing center, contacted UTA in January of 2024 to indicate that their residents would no longer be using route 606. Route 645 continues to provide transit service near the Rising Adventure site with stops approximately 300 feet away on Monroe Boulevard. Route 604 continues to provide service near the Enable Utah site, with stops approximately ¼ mile away on West 24th Street.

Conclusion

Discontinuing route 606 has a finding of disparate impact to minority populations and disproportionate burden on low-income populations.

UTA has Substantial Legitimate Justification to remove this route as the primary riders no longer need the service**.** Under UTA's old policies, the 606 route was initially established to provide transportation to and from the Enable Utah workforce service site for the Wide Horizons housing community. The route was a legacy route after changes were made to how UTA handles charter-type services. With changes to the housing community this route would no longer serve its original purpose and is therefore proposed to be discontinued. Should a request for similar service be discussed in the future, UTA could recommend vanpool service, but would not likely operate a bus route due to potential conflict with private charter service. Additional public transit service continues to operate near both ends of the route.

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Analysis of August 2024 Proposed Fare Changes

Increase the Federal Poverty Income Guidelines threshold for reduced fare eligibility from 150% to 200%

UTA is proposing to increase the current federal poverty percentage required to participate in UTA's low-income program from 150% to 200% in order to increase the number of riders eligible to participate.

	Current Riders Eligible			% of Riders Eligible		
	Minority	Non-Minority	All	Minority	Non-Minority	All
Eligible at 150%	11,580	26,445	38,025	48.7%	37.3%	40.1%
Eligible at 200%	15,511	35,187	50,698	65.2%	49.6%	53.5%
Total Eligible + Non-Eligible	23,798	70,934	94,732			

Table 4: Comparison of current riders eligible for reduced fare and 150% and 200% of Federal Poverty Income Guidelines. Data From 2019 OBS.

Conclusion

As shown in table 4, based on income levels of minority riders, implementation of this policy would increase the amount of minority riders eligible for reduced fare. This would provide a benefit to minority riders.

Implementation of this policy would not provide additional benefits to existing low-income riders but is also not anticipated to create an adverse effect on these populations. It would increase eligibility for additional lower income populations.

There is no finding associated with Increasing the Federal Poverty Income Guidelines threshold for reduced fare eligibility from 150% to 200%.

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Changes to FAREPAY Card

UTA is proposing changes to the UTA FAREPAY card. The proposed changes include removal of the current 20% per trip discount, implementation of fare capping, and creating a daily and weekly rate for premium services to allow for fare capping on these services.

Utilization Rates by Population Minority (M), Low-Income (LI), and Overall						
	Trips by Population			% Trips by Population		
	M	LI	Overall	M	LI	Overall
Used FAREPAY Card	4,012	5,318	17,417	14.0%	14.1%	15.9%
Total	28,599	37,804	109,627			

Table 5: Comparison of minority and low-income utilization of FAREPAY card compared to overall utilization of FAREPAY card. Data From 2019 OBS.

Comparison of Utilization by Population to Overall Ridership by Population Minority and Non-Minority (M and NM)						
	Trips by Population			% Trips by Population		
	M	NM	Total	M	NM	Total
Used FAREPAY Card	4,012	13,406	17,417	23.0%	77.0%	100.0%
Total	28,599	81,027	109,626	26.1%	73.9%	100.0%
Low-Income and Non-Low-Income (LI and NLI)						
	Trips by Population			% Trips by Population		
	LI	NLI	Total	LI	NLI	Total
Used FAREPAY Card	5,318	9,969	15,288	34.8%	65.2%	100.0%
Total	37,804	56,453	94,257	40.1%	59.9%	100.0%

Table 6: Comparison of utilization of FAREPAY card by population compared to overall ridership by population. Data From 2019 OBS.

As shown in table 5, current utilization of FAREPAY cards is relatively low (15.9%) across all users of the system and utilization of FAREPAY cards by Minority and Low-Income populations is within ±5% of overall usage.

As shown in table 6, the share of FAREPAY card utilization by minority and non-minority riders and non-riders is within ±5% when compared to overall trips by minority and non-minority riders. When comparing low-income and non-low-income riders, it is shown that low-income riders are over 5% less likely to utilize FAREPAY compared to total riders and that non-low-income riders are over 5% more likely to utilize FAREPAY.

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Removal of 20% Per Trip Discount

UTA is proposing removal of the current 20% per trip discount that users receive when using a FAREPAY card. The elimination of this discount supports the fare policy value of creating a fare structure that is simple and easy for riders to understand. UTA is proposing to discontinue this 20% discount and replacing it with fare capping to reward frequent riders as opposed to all riders, while maintaining the current reduced fare discount.

Implementation of Fare Capping

UTA is proposing to implement Fare Capping on the FAREPAY card in order to provide an alternative to the upfront cost required for monthly passes, automatically provide the best fare to the customer, and reward frequent riders with a greater discount. Setting a daily and weekly rate cap for all services is necessary to implement fare capping.

Frequency of Trips by Populations Utilizing FAREPAY Card						
Days	Trips by Population			% Trips by Population		
	Minority	Low-Income	Overall	Minority	Low-Income	Overall
5 or more	19,218	25,467	70,404	66.8%	67.0%	63.9%
4 or less	9,535	12,558	39,765	33.2%	33.0%	36.1%
total	28,752	38,025	110,169	100.0%	100.0%	100.0%

Table 7: Frequency of trips by populations utilizing FAREPAY card. Data From 2019 OBS.

	Full Fare Rate			Reduced Fare Rate		
	Single Trip	Day	Week	Single Trip	Day	Week
Regular	$2.50	$5.00	$20.00	$1.00	$2.00	$8.00
Premium	$2.50 or variable*	$10.00	$40.00	$1.00 or variable*	$4.00	$16.00
						**Rate for single Express or Ski bus trip. FrontRunner single trip rate varies by distance.*

Table 8: Proposed fare capping rates using FAREPAY card.

	Full Fare Rate	Reduced Fare Rate
One-way Base Fare	$ 2.50	$ 1.00
Cost for each additional station	$ 0.60	$ 0.25
Maximum single trip cost	$ 9.70	$ 4.00

Table 9: FrontRunner one-way rates.

Table 7 shows that current FAREPAY users who would benefit from the weekly fare capping is similar (within ±5%) between minority, low-income, and overall.

Table 8 shows the proposed FAREPAY card rates for fare capping. When a rider reaches these capped rates, they will not pay additional fare. UTA's Regional Rail service, FrontRunner, has a variable fare based on distance traveled. Application of a premium daily and weekly rate is

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needed in order to set a cap on the fare. Premium fare capping is proposed to be applied to FrontRunner as well as other services that have a higher fare including Express and Ski Bus.

Table 9 shows the current FrontRunner one-way rates.

Utilization Rates on Premium Services by Population Minority (M), Low-Income (LI), and Overall						
	Trips by Population			% Trips by Population		
	M	LI	Overall	M	LI	Overall
Used FAREPAY Card	650	934	4,232	16.1%	15.9%	17.7%
Total	4,042	5,870	23,859			

Table 10: Comparison of minority and low-income utilization of FAREPAY card on Premium Services compared to overall utilization of FAREPAY card. Data From 2019 OBS.

Comparison of Utilization on Premium Services by Population to Overall Ridership by Population						
Minority and Non-Minority (M and NM)						
	Trips by Population			% Trips by Population		
	M	NM	Total	M	NM	Total
Used FAREPAY Card	650	3,581	4,232	15.4%	84.6%	100%
Total	4,042	19,818	23,859	16.9%	83.1%	100%
Low-Income and Non-Low-Income (LI and NLI)						
	Trips by Population			% Trips by Population		
	LI	NLI	Total	LI	NLI	Total
Used FAREPAY Card	934	2,995	3,928	23.8%	76.2%	100%
Total	5,870	15,657	21,527	27.3%	72.7%	100%

Table 11: Comparison of utilization of FAREPAY card on Premium Services by population compared to overall ridership by population. Data From 2019 OBS.

As shown in table 10, utilization of FAREPAY cards by Minority and Low-Income populations on premium services is within ±5% of overall usage.

As shown in table 11, the share of FAREPAY card utilization on premium services by minority and non-minority riders and non-riders is within ±5% when compared to overall trips by minority and non-minority riders. Utilization is also within ±5% for low-income riders using premium services.

Conclusion

Removal of 20% per trip discount on FAREPAY card: OBS data shows that minority and low-income populations utilize FAREPAY at rates within ±5% of all users. OBS data further shows that minority riders utilize FAREPAY at rates within 5% compared to overall rides and that low-

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income riders utilize FAREPAY at rates lower than 5% compared to overall rides. FAREPAY card users who receive a reduced fare discount would still receive an additional 20% discount when using a FAREPAY card as shown in table 8. Based on this analysis, **there is no finding associated with removal of this discount on FAREPAY card**.

Implementation of fare capping on FAREPAY card: OBS data shows that benefits of weekly fare capping, based on current utilization of FAREPAY card are within ±5% when comparing minority, low-income, and overall. Application of fare capping would also enable more riders to take advantage of a reduced fare discount without having to pay upfront for a monthly pass. Based on this analysis, **there is no finding associated with the implementation of fare capping on FAREPAY card**. As shown in table 6, low-income populations are less likely to use FAREPAY. UTA should continue to look for ways to make FAREPAY cards more accessible and available for low-income riders.

Implementation of premium services day and weekly cap on FAREPAY card: OBS data shows that benefits of fare capping, based on current utilization of FAREPAY card on premium services are within ±5% when comparing minority, low-income, and overall. Based on this analysis, **there is no finding associated within implementation of premium services day and weekly cap on FAREPAY card.**

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Changes to UVX Fare Policy

Remove Zero-Fare From UVX

UTA is proposing to remove zero-fare on UVX. UVX is a Bus Rapid Transit (BRT) system that provides faster travel times and additional amenities at stations. When the UVX system commenced operation in 2018, it was launched as an introductory zero-fare system, proposed for the first three years of operation. UTA extended zero-fare as a long-term fare strategy was developed for fare collection. UTA charges fares on all modes except for a few select areas in the UTA service area. UTA is proposing to begin charging a fare on UVX to align with UTA's other BRT services that will eventually require fare, ensuring consistency across the UTA system. UTA's policy and practice is to charge fare for service system-wide, which ensures financial sustainability and supports the ability to maintain the transit system.

UVX Trips by Population: Minority (M), Non-Minority (NM), Low-Income (LI), Non-Low-Income (NLI)				
Trips by Population			% Trips by Population	
M	NM	Total	M	NM
1,835	9,564	11,399	16.1%	83.9%
LI	NLI	Total	LI	NLI
5,721	3,824	9,545	59.9%	40.1%

Table 12: UVX Trips by Population. Data From 2019 OBS.

Area	Route Number	Change Type	Route Minority	Route Low-Income	Minority Difference	Low-Income Difference
Utah	830X	Fare	24.5%	45.3%	0.1%	30.6%

Table 13: UVX Service area population.

Table 12 indicates that minority utilization of UVX is 10.6% lower than system average of 26.7% and that low-income utilization of UVX is 19.8% higher than system average of 40.1%. Table 13 indicates that the minority populations within the UVX service area are within ±5% of the system as a whole and low-income populations are 30.6% higher than the system average of 14.2%.

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UVX Payment Options

UVX buses do not have fareboxes and only 2 of the 18 UVX stations currently have Ticket Vending Machines (TVMs). This change will impact cash customers who pay fare upon boarding but will not impact cash customers who pre-pay fare. UTA is not currently planning on installing fareboxes on buses to keep boarding quick and efficient. UTA is not currently planning to place TVMs at additional UVX stations due to cost constraints of installation and maintenance.

Paid Cash Fare by Population Minority (M), Low-Income (LI), and Overall						
	Trips by Population			% Trips by Population		
	M	LI	Overall	M	LI	Overall
Pay Cash Fare	6,693	7,484	19,716	23.4%	19.8%	18.0%
Total	28,599	37,804	109,627			

Table 14: Comparison of systemwide riders paying cash fare by population type. Data From 2019 OBS.

Table 14 indicates that, systemwide, minority populations are 5.4% more likely to pay cash than overall and that low-income populations pay cash within ±5% of all users.

Proposed Mitigations

UTA recognize the need to support cash-only customers who pay fare using fareboxes or ticket vending machines. As a result, several strategies are being planned to help this rider group obtain fare payment in advance of their trip. Mitigation measures proposed are grouped according to implementation date:

1) Established/Ongoing:
    - **Robust Human Services Partnerships:** Identify Utah County human service organizations not currently participating in UTA's human service programs and share the information with them, email or call current partners and identify opportunities for additional subsidized passes.
    - **Higher Low-Income Program Participation:** Continue to enhance the low-income program with the focus of simplification and ease of access.
2) Pre-Implementation:
    - **Increase FAREPAY Card Access:** With the support of InComm, UTA staff will notify FAREPAY retailers in Utah County about the upcoming change and ensure inventory levels are sufficient.
    - **Increase FAREPAY Card Retailers:** Work with InComm to add key retailers that are not currently vending FAREPAY cards, including Smiths and Walmart.
    - **Increase Education:** Work with UTA communications staff to create a plan to educate riders on how to obtain fare media.

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3) First Week of Implementation:
    - **FAREPAY Card Distribution:** Obtain board approval to distribute complementary FAREPAY cards loaded with $20 and hand them out to customers on the eight platforms that don't have close retailer locations in the area.
4) Post-Implementation:
    - **TVM Installation Plan:** Use data collected from the 2024 on-board survey data, and include additional questions in the 2024 UVX survey, that allow UTA to determine key TVM locations that will be most utilized by cash paying customers.

Conclusion

Discontinuing the zero-fare policy on UVX shows a finding of disproportionate burden on low-income populations. OBS data indicates that a large majority (85%) of UVX ridership is students who would not have to pay a fare due to existing pass programs with Utah Valley University (UVU) and Brigham Young University (BYU).

Requiring riders to obtain fare payment prior to boarding UVX shows a finding of disparate impact on minority populations. In preparing for discontinuing the zero-fare policy, UTA examined alternatives to allow cash payment on vehicle or at stations, including installing fareboxes on UVX and TVM at all stations. UTA is proposing to maintain offboard fare collection on UVX in order to prevent anticipated operational delays associated with payment on vehicle. UTA is not currently planning to place TVMs at additional stations due to the significant associated capital and operational costs.

UTA has substantial legitimate justification to proceed with the proposal. UTA has legitimate program needs to maintain consistency in fare collection across the system, not degrade the UVX service through onboard fare collection, and not incur significant costs through immediate purchase and deployment of TVMs.

UTA will develop a plan to place TVMs at the most needed station locations in the future. UTA is developing plans, outlined above, to mitigate the adverse effects of requiring fare payment prior to boarding.

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Appendix A – August 2024 Change Day – Public Involvement Report

The Public Involvement Report follows.

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August 2024 Change Day – Public Involvement Report

April 2024

Introduction

The Utah Transit Authority (UTA) proposed seven major changes to the transit system for implementation on August 2024 Change Day (August 18). Major changes are defined by UTA's Title VI program and include service changes that meet a threshold of change and any fare changes. The August 2024 proposed changes include three proposed fare changes. The proposed changes would affect FAREPAY Card, the Reduced Fare program, and UVX fares. There are also four proposed route changes affecting Routes 39, 201, 218, and 606.

UTA held a 30-day public comment period from February 28 through March 29 with multiple opportunities for the public to engage in the input process, including a virtual public meeting on March 13. This report details public involvement and feedback on the proposed changes.

The proposed changes in detail for August 2024 can be found in Appendix 1

Part 1: Public Engagement Efforts

Engagement Overview

Engagement Component	Dates	Additional Detail
Public Notice	February 28	A public notice was published on the Utah Public Notice Website with the proposed major changes in English and Spanish.
Public comment period	February 28- March 29	30-day period was required. Public notice was published on the UTA website and the Utah Public Notice Website. Comments were accepted via email, online form, mail, and phone.
Public meeting (Virtual)	March 13	14 days after public comment period was announced, this public meeting was held virtually over Zoom and included ASL and Spanish language interpretation. UTA staff presented information about proposed changes and answered questions. Registered participants were invited to provide public comment during the meeting. A recording was made available following the event in English and Spanish.
Virtual engagement	February 28- March 29	Available throughout the comment period online, included virtually accessible information, FAQs, and feedback opportunities through the website at rideuta.com/ChangeDay.

Public Hearing Notice

A detailed public hearing notice was shared on the UTA website (rideuta.com) and on the Utah Public Notice Website in English and Spanish on February 28.

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Virtual Public Meeting

The virtual public meeting was held on Wednesday, March 13th at 6pm. The event was held over Zoom webinars. Thirty-four individuals registered for the event and 17 attended the live event. During the virtual public meeting we had interpreters for those who requested Spanish and ASL. A recording of the virtual public meeting was also available for viewing following the events on the UTA Facebook page in English. There are also recordings available on the UTA YouTube channel also in English and in Spanish. Engagement with the event on Facebook and YouTube is detailed below:

Facebook:

- 209 Views
- 5 Likes
- 0 Comments
- Link to the event on Facebook: https://www.facebook.com/RideUTA/videos/uta-august-change-day-public-meeting/2369830093205800

YouTube:

- 299 Views (English Version)
- 223 Views (Spanish Version)
- 3 Likes (English Version)
- 1 Like (Spanish Version)
- 0 Comments
- Link to the event on YouTube: https://www.youtube.com/watch?v=obPCYEk6WFg
- Link to the event In Spanish on YouTube: https://www.youtube.com/watch?v=kVOZaTn7IhE

During the virtual public meeting, several themes emerged based on attendee comments and questions.

- Cost and revenue related to fare collection
- Removal of free fares on UVX
- Impact on ridership and traffic
- Accessibility of FAREPAY cards
- Equity and accessibility related to fare collection on UVX

Virtual Engagement

Information on proposed changes was shared widely via multiple avenues, including the website; a banner in the Transit App; service alerts; UTA's social media platforms, including Instagram, Facebook, and Twitter communication channels; partner and community emails, including Rider Insider newsletter; along with other media placements.

Detailed information was shared via UTA's website, including a comment form and a frequently asked questions resource. A carousel on the main page directed the public to detailed information on the proposed changes at rideuta.com/ChangeDay, as well as a banner inside of the Transit App. Information about the public hearing was also included on the public hearings page of the UTA website.

A media summary for August Change Day 2024 Public Engagement can be found in Appendix 2

Community Outreach

UTA's Community Engagement team supported outreach in Utah County to support awareness and information about the public comment opportunity to UVX riders and the surrounding community. The team first conducted a community asset audit to understand the context of the community and resources in the area to leverage to increase awareness of the public comment opportunity. In addition, the team provided on-system pop-up style outreach to UVX riders to ensure awareness and opportunity to participate in the public comment period.

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Community Asset Audit Summary:

The audit aimed to identify and engage with key community assets, such as resources, services, or facilities, along the Utah Valley Express (UVX) route. This included businesses, city organizations, community-based organizations, and retail locations selling UTA FAREPAY Cards within a quarter-mile of the UVX route.

- Pre-Audit Preparation: Utilizing virtual tools such as Google Maps, the team identified potential community assets for the in-person audit.
- On-Site Audit: Conducted on February 22, 2024, the team began at Provo Central Station, visiting sites like Utah Community Action and ending at the Orem Central Station.

Findings:

The on-site audit provided valuable insights into the actual distance and accessibility of community assets from UVX platforms, differing from virtual perceptions. Importantly, the team was able to identify several high-traffic and strategically important locations for placing public announcement posters. These include local businesses, community centers, health services, and other places frequented by our diverse customer base, ensuring maximum visibility and engagement for our upcoming fare changes. The audit also underscored the need for safe, convenient access to UVX services, particularly for vulnerable populations who rely on public transit for their daily needs.

Engagement Outcomes:

Through the Community Asset Audit, the team not only identified key community resources and gauged their proximity and accessibility to UVX services, but also directly engaged with community members. This has put a face to UTA and UVX, allowing us to answer questions and gather contact information, thus fostering a culture of engagement. Additionally, this audit helped pinpoint locations to place public announcement posters and further inform the engagement strategy from February 28 to March 29.

Pop-up Outreach on UVX

The goal of the pop-up outreach was to enhance the visibility of the proposed UVX fare changes scheduled for August 2024 during the public comment period in March 2024. The Community Engagement team placed public announcement posters across strategic locations and engaged with pivotal community organizations to discuss the changes and understand how UTA could support a potential transition.

Key Activities:

- Successfully visited 11 out of the 18 targeted locations and made additional unplanned contacts with 8 other significant community assets.
- Key locations for poster placement included Maverik Gas Stations, two 7-Eleven stores, and Provo City Kiosk Bulletin Boards.
- The sites for poster placements were selected to maximize public awareness, given their high foot traffic and centrality in the community.
- The team placed 54 posters informing the community of the public comment opportunity.

Outcomes and Next Steps:

- These activities have provided us with a clearer understanding of community needs and preferences, which will inform the engagement strategy for August Change Day 2024.
- The feedback and relationships built will be integral in refining outreach tactics and improving overall service delivery.

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Part 2: Public Comment Analysis

Engagement by the Numbers

Mode	Comments (#)
Email	18
Mail	0
Customer Service	3
Public Hearing Comment Line	*2
Online Comment Form	1,443
Virtual Public Hearing	5
Total	**1,471**
**A comment shared on the public hearing comment line was also shared via online comment form, so it will only be counted once.*	

Public Comment Overview

A total of 1,471 comments were received during the 30-day comment period for August Change Day 2024. A large volume of the comments expressed opposition to the sunsetting of the zero fare program on the rapid bus service in Orem/Provo. Commenters relayed scenarios in which the zero fare UVX system has been useful to them, concern over additional barriers potentially created, and questions regarding payment methods and enforcement. In addition to comments regarding fare on UVX, comments expressed some support for the changes to the Reduced Fare Program expanded income eligibility, as well as for the fare capping program to be implemented on FAREPAY. Many commenters raised questions about functionality of fare capping and indicate a need for additional information and education around this program. There was concern over the elimination of the 20% discount on FAREPAY. Comments regarding service indicated that the public desires additional frequency, particularly for the Route 39, along with other routes.

A complete list of public comments can be found in Appendix 3

Comment Themes

Theme from Comments	Details
Opposition to fare on UVX	Many people are opposed to the implementation of fare on UVX
Fare enforcement/enforcement plan for UVX	Questions about how fare will be enforced
How to pay for UVX service	Questions about how people pay fare
Impact to ridership – cost/benefit	Questions and concerns about how ridership might be impacted by fare changes
Fare too high, cost/benefit with driving	Questions and concerns about fare changes impacting ridership and driving
Barriers for low income, youth, disabilities, those unable to drive, unsheltered riders	Many comments in this category specific to UVX
Zero fare support	Comments expressing support for zero fare
Air quality/ Traffic	Comments about transit benefits and ridership of transit benefitting air quality and traffic
Reduced Fare Program	All positive, support for increased access
Fare Capping and education about how it works	Support for daily maximum; but concerns about 20% discount elimination in its place; questions about what constitutes the week (days off in the middle of the week?)

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Opposition to 20% discount elimination	People are concerned about the cost benefit to them with the elimination of the 20% discount
Route 39	Public would like 15 min service
Bus Service & Frequency	Public would like more
TRAX & FrontRunner	Frequency, span of service
Route 606	Neutral, minimal feedback

- *Bolded themes directly address proposed changes for August 2024.*

The summary above provides an overview of the main routes referenced and topics expressed in the comments. Each comment received was read, analyzed, and individually coded for themes.

Summary of Findings

Through the public engagement process, 1,471 official public comments were received.

- The proposed change for UTA to implement fare capping on FAREPAY, which would allow frequent riders to have a maximum per-day charge, drew supportive comments, as well as questions about how it will work for riders.
- UTA also received comments expressing disappointment for our proposed change to remove the 20% discount for FAREPAY cards.
- The proposed change to sunset the free fare program for UVX drew many comments in opposition of this proposal.
- There were comments in support of the Reduced Fare program changes that would increase income eligibility to over 12,000 more riders.
- The proposals for routes 39, 201, and 218 to remain the same frequency for now was met with some frustration. The public would like to see frequency restored. The proposal to officially eliminate the route 606 was not discussed or opposed in the comments. as we continue to work on building up our bus driving staff and eliminating route 606.
- Comments also referred to other routes beyond those with proposed major changes for August Change Day 2024, largely to request service restoration, increased frequency, and improved span of service. Other routes mentioned include: F11, 17, 47, 62, 72, 205, 213, 223, 248, 473, 604, 612, 613, 640, 805, 821, 831, and FrontRunner. Comments that are not in the scope for the August 2024 Change Day plans are saved, categorized, and considered during future planning efforts, including the UTA Five-Year Service Plan which is updated on a two-year cycle (more information will be available summer 2024 at rideuta.com/FYSP).

Part 3: Proposed Changes Outcome

UTA recommends implementing the changes as proposed for the following routes: 39, 201, 218, 606. UTA also recommends implementing the proposed changes for the following fare updates regarding sunsetting of the UVX Zero Fare program, FAREPAY Card changes, and the Reduced Fare program. These changes are scheduled for implementation August 18, 2024.

Proposed Change for August 24	Final Change for August 24
UVX Fare implementation	Regular fare will be implemented on UVX.
Reduced Fare Expanded Income Eligibility	Reduced Fare income eligibility will be expanded to 200% Federal Poverty Level.
FAREPAY 20% Discount Elimination	The 20% discount on FAREPAY will be eliminated.

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Fare capping implementation	A new fare capping program will be implemented on FAREPAY, setting a daily maximum fare.
Routes 39, 201, 18	Routes 39, 201, and 218 will remain at their current level of service for August 2024 Change Day.
Route 606	Route 606 will be discontinued on August 2024 Change Day.

Part 4: Response to Public Comments by Theme

Theme from Comments	UTA Response to Public Comment
Opposition to fare on UVX	UTA heard from many members of the public and our riders that they oppose charging fare on UVX. We understand the opposition to this change and the impact it will have on the community. However, Zero Fare on UVX was always intended to be temporary. UVX was introduced as a Zero Fare service in 2018, funded by the Congestion Mitigation and Air Quality Improvement Program. This program covered the first three years of Zero Fare operation, and UTA extended Zero Fare as a long-term fare strategy was developed. The decision to charge fare aligns UVX with UTA's other bus rapid transit services that will eventually require fare, ensuring consistency across the UTA system. UTA's policy and practice is to charge fare for service system-wide, which ensures financial sustainability and supports our ability to maintain the transit system. UTA is exploring other ways to alleviate the impact, such as pass programs, community-funded subsidies, and Ticket As Fare for events. More information on regional fare strategies can be found in the Regional Zero Fare Study, which was conducted jointly by Wasatch Front Regional Council, Mountainland Association of Governments, UDOT, and UTA (wfrc.org/studies/zero-fare-transit/).
Fare enforcement/enforcement plan for UVX	The public has requested information about fare enforcement for UVX given a decision to begin charging fare. The plan for enforcement on UVX will mirror UTA's process for checking fares on TRAX and FrontRunner, which involves routine fare inspections by UTA police officers or fare inspectors. UTA has a fare payment ordinance that requires proof of fare payment by each rider. UTA understands this is a big shift for riders and that there may be difficulties in transitioning to a paid service; UTA will take an approach that incorporates individual needs along with a consistent process going forward.
How to pay for UVX service	UTA received multiple inquiries during the public comment period about how to pay fares on UVX. To maintain rapid service, UVX will not accept cash payments or electronic fare cards on-board. Riders can pre-pay fares using several methods: • The Transit app offers mobile ticketing, including monthly passes and reduced fare for eligible individuals. • Paper passes are available at retail outlets such as Smith's and Harmons and at UTA Customer Service centers. • Paper passes are also available by mail from rideuta.com. • Eco Pass and Ed Passes are available from employers or educational institutions; riders should check with their organization and tap on and off at UVX stations. • FAREPAY Cards, regular and reduced fare, are available at select locations and

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	online at rideuta.com • Transfers from other bus or rail lines are valid fare for UVX. UTA considered installing fare boxes and ticket vending machines (TVMs) on UVX buses and stations, but decided against this to keep boarding quick and efficient and because of cost restraints. TVMs may be strategically installed in the future to accommodate cash-paying riders at accessible locations. UTA is committed to facilitating access to fare media through a comprehensive community education and outreach campaign over the coming months.
Impact to ridership – cost/benefit	The public made comments about the impact to ridership that charging fare on UVX might have. There is a cost benefit to this decision that UTA has considered. Based on annual UVX surveys with riders, UTA anticipates a potential drop of 8-13% in ridership. About $100,000-200,000 is estimated for annual revenue increase as a result of the change in fare on UVX.
Fare too high, cost/benefit with driving	UTA heard public comments regarding the rate of fares being high and observations on the cost/benefit of transit compared to driving. UTA will be studying the fare rates this year in 2024. The study is intended to inform our fare rate — UTA will study whether fares are high or low and how fares for UTA transit compare to the cost of driving. We know the price of fares is relative for our different community members; there are options available for reduced and subsidized fares throughout the region. Find out more about reduced fare and if you qualify at rideuta.com/Fares-And-Passes/Reduced-Fare. Learn more about pass program partnerships with UTA at rideuta.com/Fares-And-Passes/Pass-Programs.
Barriers for low income, youth, disabilities, those unable to drive, unsheltered riders	UTA heard concerns from the public regarding additional barriers placed on riders who may fall into the following categories: lower income, youth, disability, unsheltered, and those unable to drive. These concerns were expressed generally but also specifically in regards to the proposed change to charge fare on UVX. UTA recognizes that fares can be a barrier for communities. To support the transition for UVX riders, UTA plans to provide additional outreach in Utah County to help riders gain access to reduced fares, if they qualify, or to a sustainable and cost-effective form of fare, such as a FAREPAY Card. For the youth population, it should be noted that UTA is working with school districts, as well as at the legislative level, to explore funding to support K-12 transit pass access across the region.
Zero fare support	The Wasatch Front Regional Council (WFRC), the Mountainland Association of Governments (MAG), the Utah Department of Transportation (UDOT), and the Utah Transit Authority (UTA) jointly conducted a study released in January 2023 to evaluate the potential effects of partially or fully eliminating fares on the UTA system. The study was a data-informed, technical process intended to provide decision-makers with information regarding the financial, operational, and community-related trade-offs of four different alternatives to partially or fully eliminating transit fares. After much consideration, the decision was made not to transition UTA to a zero fare system. Here is where the final report can be found: wfrc.org/Studies/ZeroFareTransit/ZeroFareTransitStudy_FinalReport.pdf.
Air quality/ Traffic	UTA heard comments from the community regarding the benefits of public transit for air quality and traffic mitigation. We agree. Transit is an asset in communities. Some examples of collaborations that can specifically help address high traffic volume events include Ticket As Fare opportunities, including for venues such as stadiums.

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	UTA is working with pass program partners to provide more information about the benefits, including related to air quality and emissions, of their investment in transit access for their populations.
Reduced Fare Program	The public responded positively to the proposed changes to the reduced fare program regarding expanding income eligibility. UTA is looking forward to increasing access to reduced fare for more community members. Information about the reduced fare program and how to apply can be found here: https://www.rideuta.com/Fares-And-Passes/Reduced-Fare
Fare Capping and education about how it works	UTA is introducing a fare capping program on Regular FAREPAY and Reduced Fare FAREPAY Cards, which will feature daily and weekly maximum limits that vary by mode. The weekly period starts on Sunday and ends on Saturday, making it easier for riders to manage their spending on public transportation. We understand the concerns raised about the proposal to eliminate the 20% discount on FAREPAY Cards. This discount has been appreciated by our riders, and the decision to remove it not been made lightly. The proposed change is part of a broader effort to streamline fare management and implement the new fare capping system, which aims to provide more fair and potentially more beneficial way to manage overall transit costs for frequent riders. Additional details, including tracking methods, will be extensively covered in upcoming outreach and educational efforts. More support for the public on understanding and utilizing FAREPAY Cards is in the works at UTA. We know there are questions and concerns about how to use this fare media, and more information will be available as part of our education and community outreach over the next few months.
Opposition to 20% discount elimination	UTA heard opposition to the proposed elimination of the 20% discount on FAREPAY Cards. UTA will move this proposed change forward in efforts to place a new discount structure through fare capping, which will be geared towards incentivizing frequent riders to ride more. The elimination of the discount aligns with a goal to simplify the fare structure. It is important to note that the fare capping rate for Reduced Fare FAREPAY Cards has been adjusted to maintain the current level of discount that reduced-fare riders receive. There will be no fare increase as a result of this change to the Reduced Fare FAREPAY Card riders. In addition, income eligibility has been expanded for the Reduced Fare FAREPAY Card. There is an understanding that some of our other riders using FAREPAY Card do fall into categories that more readily are able to afford full fare for transit service.
Route 39	Public comments were clear that the public would like additional frequency for Route 39 (among other routes in the UTA system). At this time, there is a resource constraint that is not allowing for an increase in frequency. UTA will add service as staffing, budget, and resources allow. Route 39 is the first priority in the UTA system for additional service. Our best understanding of when and how UTA can add service will be shared in the updated 5-Year Service Plan. The next draft of this plan will be available for public comment in summer 2024. Check back at rideuta.com/FYSP to stay up to date.
Bus Service & Frequency	Frequency and additional service are needs in the UTA system. The public comments reflected this. UTA will add service as staffing, budget, and resources

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	allow. Our best understanding of when and how UTA can add service will be shared in the updated 5-Year Service Plan. The next draft of the 5YSP will be available for public comment in summer 2024. Check back at rideuta.com/FYSP to stay up to date.
TRAX & FrontRunner	UTA will add service as staffing, budget, and resources allow. Our best understanding of when and how UTA can add service will be shared in the updated 5-Year Service Plan. The next draft of the 5YSP will be available for public comment in summer 2024. Check back at rideuta.com/FYSP to stay up to date. FrontRunner improvements are currently being considered through several programs, including a double tracking effort to add more capacity on the line. FrontRunner won't be able to have more frequent service until double tracking is complete, but this work is underway and more information can be found at UDOT's website: https://frontrunner2x.utah.gov/
Route 606	Route 606 in Ogden will be discontinued. This route served a very small group of riders and the main target destinations for the route have relocated.

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Appendix 1 - Proposed Changes

(As Presented February 28 – March 29, 2024)

August 2024 Proposed Route Changes

- Maintaining current frequency on three bus routes (Routes 39, 201, 218).
- Eliminating one route (Route 606) that has already been suspended. This route served a small group of riders and the main targeted destinations for the route have relocated.

August 2024 Proposed Fare Changes

- FAREPAY Card changes that would benefit frequent riders by having a maximum per-day charge
- Reduced Fare program changes that would increase income eligibility for over 12,000 more riders
- UVX sunset of the Zero Fare program on the rapid bus service in Orem/Provo, where an estimated 10-15% of riders would now be charged regular fare

Salt Lake County & Weber County Proposed Service Changes

Route 39

- Proposed route change is to maintain current frequency

Route 201

- Proposed route change is to maintain current frequency

Route 218

- Proposed route change is to maintain current frequency

Route 606

- Proposed route discontinuation

Fares

FAREPAY Card Changes

- Proposed having a maximum per-day charge and removing the 20% discount

Reduced Fare Program Changes

- Proposed changes that would increase eligibility to over 12,000 more riders

Route UVX Fare Changes

- Proposed the sunset of the Zero Fare program on the rapid bus service in Orem/Provo, where an estimated 10-15% of riders would now be charged regular fare

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Appendix 2 - August Change Day Public Comment Period Media Summary

An overview of media efforts related to the August Change Day public comment period follows.

Media Tactic	Result
Website rideuta.com/ChangeDay	Views: 2,889 Users: 1,796 Views per user: 1.61 Average engagement time: 1m 06s
Social & digital media campaign	Facebook/Instagram: Impressions: 198.47K Link Clicks: 5.93K CTR (link): 2.99% Total Ad Reach: 188.71K Close to 6k link clicks on the campaign in the month. 2.99% click through rate is high for a social, indicating that people were interested in the ads and wanted to engage with them. Digital Ads: Impressions: 213.77K Clicks: 1.35K CTR: 0.68% Good number of impressions with a spike in clicks and impressions on March 13th and March 21st. 0.63% click through rate again, indicates good engagement with the ads.
Press Release	Sent to UTA list of media contacts on February 28
Media Coverage	16 articles and stories, including major news sources
Media attendance at virtual Public Meeting	Two members of the media attend the virtual public meeting on March 13.
Rider Insider newsletter	Information about Change Day was included in 2 Rider Insider newsletters. Dates of posts, unique clicks/total clicks: 3/08: 59 / 71 2/23: 98 / 135 Totals: 157 / 206
Connected partner newsletter	Article about August Change Day was included in March issue.
Talking Transit UTA employee newsletter	Article about August Change Day was included in March issue.
Transit App banner	Views: 32,574 Taps: 2,710

Digital ads placed:

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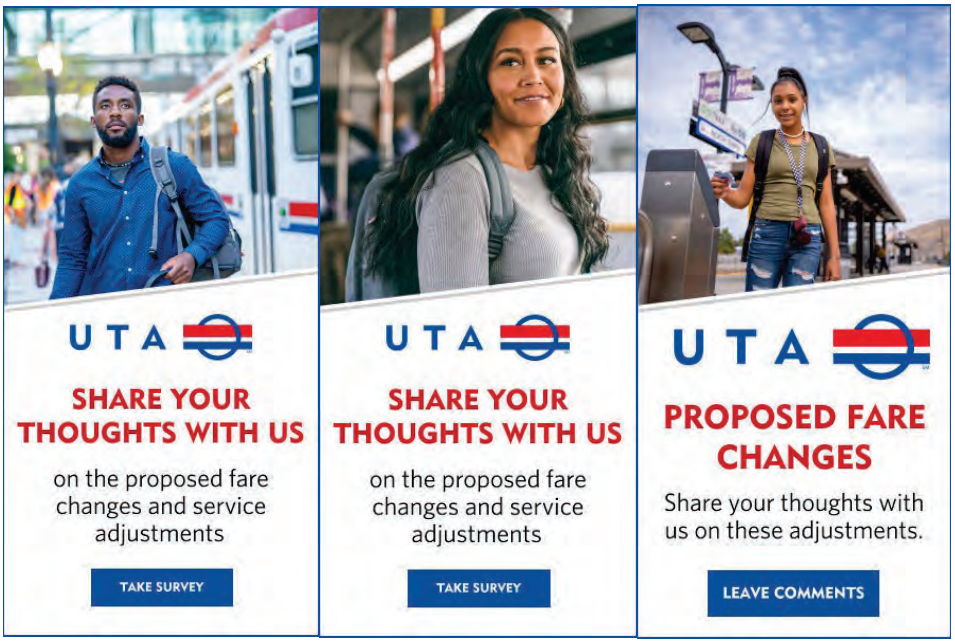

UVX-specific information for outreach:

Social media reports:

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Utah Transit A...
Wed 2/28/2024 9:17 am...

August Change Day public comment period is now open until March 29. Don't miss th...

Total Engagements	681
Reactions	57
Comments	26
Shares	35
Post Link Clicks	4
Other Post Clicks	559

rideuta
Wed 2/28/2024 9:17 am...

August Change Day public comment period is now open until March 29. Don't miss th...

Total Engagements	202
Likes	149
Comments	12
Shares	29
Saves	12

@RideUTA
Wed 2/28/2024 9:17 am...

August Change Day public comment period is now open until March 29. Don't miss th...

Total Engagements	160
Likes	16
@Replies	3
Retweets	13
Post Link Clicks	2
Other Post Clicks	126
Other Engagements	0

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Utah Transit A...
Fri 3/29/2024 9:01 am M...

Reminder: Today marks the final chance to share your comments regarding the...

Total Engagements	127
Reactions	20
Comments	14
Shares	5
Post Link Clicks	10
Other Post Clicks	78

Utah Transit A...
Fri 3/22/2024 1:04 pm M...

Don't miss out! Your opportunity to weigh in on proposed fare and service...

Total Engagements	126
Reactions	22
Comments	10
Shares	9
Post Link Clicks	11
Other Post Clicks	74

Utah Transit A...
Wed 3/13/2024 8:54 am...

Reminder: UTA is hosting a virtual public meeting tonight at 6 p.m. for information an...

Total Engagements	104
Reactions	16
Comments	4
Shares	9
Post Link Clicks	9
Other Post Clicks	66

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rideuta
Fri 3/29/2024 9:01 am M...

Reminder: Today marks the final chance to share your comments regarding the...

Total Engagements	59
Likes	46
Comments	1
Shares	8
Saves	4

@RideUTA
Fri 3/22/2024 1:04 pm M...

Don't miss out! Your opportunity to weigh in on proposed fare and service...

Total Engagements	58
Likes	7
@Replies	0
Retweets	5
Post Link Clicks	23
Other Post Clicks	23
Other Engagements	0

rideuta
Fri 3/22/2024 1:04 pm M...

Don't miss out! Your opportunity to weigh in on proposed fare and service...

Total Engagements	48
Likes	38
Comments	0
Shares	8
Saves	2

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

@RideUTA
Wed 3/13/2024 9:00 am...

Join UTA's virtual public meeting tonight at 6 p.m. for information and comment o...

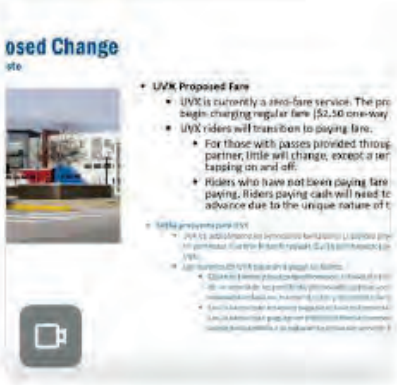
Total Engagements	42
Likes	4
@Replies	0
Retweets	5
Post Link Clicks	8
Other Post Clicks	25
Other Engagements	0

rideuta
Wed 3/13/2024 8:54 am...

Reminder: UTA is hosting a virtual public meeting tonight at 6 p.m. for information an...

Total Engagements	41
Likes	37
Comments	0
Shares	3
Saves	1

Utah Transit A...
Wed 3/13/2024 6:01 pm...



Total Engagements	30
Reactions	7
Comments	0
Shares	3
Post Link Clicks	—
Other Post Clicks	20

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

@RideUTA
Fri 3/29/2024 9:00 am M...

Reminder: Today marks the final chance to share your comments regarding the...

Total Engagements	26
Likes	2
@Replies	0
Retweets	2
Post Link Clicks	9
Other Post Clicks	13
Other Engagements	0

Utah Transit A...
Wed 3/13/2024 8:54 am...

Reminder: UTA is hosting a virtual public meeting tonight at 6 p.m. for information an...

Total Engagements	25
Reactions	14
Comments	1
Shares	2
Post Clicks (All)	8

Utah Transit A...
Fri 3/29/2024 9:00 am M...

Reminder: Today marks the final chance to share your comments regarding the...

Total Engagements	24
Reactions	9
Comments	0
Shares	1
Post Clicks (All)	14

Docusign Envelope ID: 4BB389B0-3341-8E0F-8184-06F728073004

Appendix 3 – Public Comments

A complete list of the 1,471 public comments received during the public comment period follows on the next page.

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Public Comment: August 2024 Proposed Changes	
1	Cash should be accepted on UVX or TVMs should be available. Lots of children/teens ride who don't have smartphones or bank accounts with which to pay for the app or a farepay card.
2	The increase in fares and decrease in service is disappointing. I am often unable to drive and would love to visit places in SLC but every time I map a place it's unreachable by public transportation.
3	Please keep UVX free. More places around the country are implementing free public transit and there's actually benefits.
4	If restoring service on the 201/218 isn't possible at the moment, how possible would it be to increase service hours instead? Even one more run in mornings and evenings would make these routes much more accessible for riders.
5	Do not require a fare to ride UVX. This line has been very impactful to the Provo and Orem communities and removing the access to it will harm so many people.
6	Please don't start charging
7	What is the current plan for changes to South Ogden / Washington Terrace / Dee Event Center route changes mentioned in five-year plan? I like the option for fare capping. There should be good education on this. Many of those who would benefit this are those who may not have a bank account and need to know how to reload with cash. I see many people paying more than they should because they don't know about Farepay and the bus operators don't have enough time at boarding to teach them the ins and outs. How would fare capping work when you spend between $5 - $10 on premium transit? Would local routes be capped after $5 on premium? Same question regarding weekly capping. The reduced fare Farepay card needs to be easier to enroll for elementary aged youth who may not have a Photo ID (most elementary schools do not do student IDs). As card readers and ticket vending machines get updated, examine options for contactless credit card fare capping (possibly at a different rate to account for credit card processing fees) similar to OMNY in New York.
8	The proposed fare changes are a bad idea. As someone with low income and no other means of transportation, a free public bus is immensely convenient to me. If I need to travel far, I choose the UVX whenever it is a viable option, specifically because it is free. Zero-fare transportation allows me to have extra money every week, allowing me to afford more food every day. If UVX ceases to be free to ride, I will be far-less-willing to consider using it.
9	LEAVE UVX FREE
10	Do not start charging on the UVX line. Don't you dare. My university sponsors my transit fees while I take classes and I'd have to pay out of pocket over the summer. My disability doesn't go away once classes stop. I still can't drive. I'm still paycheck to paycheck. UVX is the only reason I can get to doctors' appointments, socialize with friends, and visit family during the summer. If you start charging, I cannot do these things. UVX has been free for so long. There is no need to begin charging for it. If you're short on money, I recommend coordinating with the state to tax the rich, but it cannot come from the riders. The people most likely to use transit are those who have to—whether we can't afford cars, can't physically drive, etc.—so the burden must not fall on us to fund public services necessary for our basic survival in society. Also, this isn't part of the public change period, but I'm saying it anyways. It's time to link South Jordan Parkway Trax Station and South Jordan Frontrunner Station by bus along S Jordan Parkway. It's one road. Or Daybreak Parkway Trax to South Jordan Frontrunner by 11400 South. Again, one road. When I travel north to South Jordan from Provo, I'm tired of going all the way north to Murray to transfer and then come all the way south. Come on. Look at a map and see how logical this is.

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11	Fare-capping (maximum charge per day): YES YES YES! I am so happy to see this. Far too few systems cap fares, and it can make such a difference in equity and accessibility, not to mention simplicity of use. Since UTA currently offers a monthly pass, and since fare capping essentially allows riders to earn a pass as they go, it might make sense to add a monthly fare cap to this proposal. Either way, fare-capping is preferable to the current setup, where FAREPAY users get a discount but still might end up paying more than the cost of a daily pass, depending on what their needs are. I wonder whether this fare capping could be extended to the Transit app; for instance, could users earn a daily pass after purchasing two single rides through the app? Visitors to Salt Lake City are more likely to have the Transit app downloaded than they are to have a FAREPAY card, and it would be nice for them to benefit from fare-capping, as well. I am happy to pay fare for a good, reliable service, but fares should never be the barrier that prevents people from riding public transportation. The proposal transition from zero-fare services to expanded reduced fares is reasonable. However, if UVX is to start charging fares, there should be a way to pay with cash, consistent with the rest of UTA's system. This could take the form of ticket machines at BRT stations, ticket machines onboard the buses themselves, or a tradition cash receptacle like the ones on most UTA buses now. FAREPAY cards are a great option for many UTA riders, but they may present accessibility challenges to riders without reliable Internet access, riders who struggle with technology, etc. Moreover, since UTA brands its BRT services as "light rail on rubber tires," UVX (and eventually OGX) might be a good place to try a proof-of-payment bus fare system, allowing passengers to board without presenting payment to the driver. This change would likely reduce dwell times and make our rapid buses even more rapid! On a related note, UTA might consider introducing an open-payment fare system, where fares can be paid with the tap of a contactless credit card. Like expanding fare-capping to the Transit app, allowing fares to be paid this way makes UTA a much more accessible system to visitors debating between public transit and a private car during their stay in Utah.
12	I would suggest increasing the 201 to 30min service, and keeping the 20% farepay discount, while getting the word out about it. I'm think with local businesses such as hotels, Salt Palace Convention Center, Mountain America Expo Center, partner with Conventions like DoTerra, Color Street, YoungLiving, Utah Jazz, Outdoor Retailers. We Can Do it UTA!!! Let's be Proactive in getting the word out, and making connections with other potential partners. I'd also heavily recommend getting the word out about the uvx fares going active sooner rather than later, and also including that cash will not be accepted . Though really that's not a good idea to not accept cash, but good to have BYU & UVU getting the word out to there students before end of spring term and before the start of fall term. also suggest putting a 1300 S east and west bus service into place.
13	The fare changes for UVX make sense. However, I think that UVX should be free for University of Utah students, and other schools outside of the Utah County region. UTA passes with schools in my opinion should be universal regardless of school. Students do travel, myself included, to other campuses to meet up with friends and others. UVX is a useful service that should be compared to TRAX cause of the relative ridership. I understand if this is a decision that the universities make and that UVU and BYU are only interested in adjusting their tuitions for UVX service. I also understand the demographics of those riding on UVX, but I don't understand why ticketing machines couldn't also do cash at UVX stops.
14	I think it is unnecessary. Public transit should be a public good, especially to encourage better air quality in this valley.
15	I think it is unnecessary. Public transit should be a public good, especially to encourage better air quality in this valley.
16	Better connection between the last 613 and the north bound 612
17	PLEASE MAKE BUS 218 GO ALL THE WAY DOWN REDWOOD ROAD TO 11400 SOUTH (OR 12600 S). VERY FEW GET ON AND OFF ON 1300 WEST SO THERE IS NO REASON TO GO DOWN THERE
18	I think paying for UVX is good and will benefit all who use it. I use it once or twice a week to go to the University Mall. OGX would be the same I hope because it’s faster to take UVX and OGX than other routes in the system.
19	It would be WONDERFUL if Fairpay rates were $1!!!!!

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20	One change that I would like to see is later morning times for the 473 route. The latest for me at the Fruit Heights Park and Ride is 7:45 am and it would be very helpful to have another bus after 8am
21	I understand that funding for the UVX buses has ended, but that's how my wife and I get to work regularly. If it starts charging a fare, we may need to get new jobs or move if we likely can't budget for regular tickets. Totally understandable, just a service we've relied on for a couple years.
22	Souinds good! I just would like route 62 on weekdays to run until 9 p.m. I get off at 7. Have to get a ride at the trax station to go home because 62 does not run late on the weekdays.
23	I would take public transit more often if the bus route near my house (205) ran more frequently than every 30 minutes. If it ran every 15 minutes or better, I would ride it much more often, but it's not feasible for me to have to wait such long amounts of time for the bus, so I rarely ever ride transit.
24	I feel like the proposed change isnt a good idea to charge for the uvx line. While expanding the other programs for low income is nice. It still a free transport for the area. And with the prices of living, rent,food etc going up with the new tax and inflation. Even 2.50 a person would negatively affect people who use the line
25	I believe the changes will help improve the overall system and gain more money from fares to update our evergoing transportation system. I want to see it extended
26	Please keep UVX Free
27	I have used the 20% discount for a while now and it is one of the reasons I felt comfortable using your services because I felt they were a little expensive. This new system really punishes people who use transit regularly but not enough to hit those caps. I never ride more than twice a day and I never ride that often in a week. I feel like a cap program and a discount program should coexist.
28	Have UTA free for a whole month
29	I would to have the route bus 47 change to every 15 minutes not every half hour. Have wear people masks.
30	Seems like there is a flaw in how UTA decides/develops the schedules. Why not make your schedule reflective of actual times instead of having a train "late" according to some excel sheet or printed time in a pamphlet?
31	What would be most helpful for riders is to be able to use a tap-enabled credit or debit card to tap on/off and pay the fare with that. With that ability, fare capping makes sense. This is how it is done in Milan, Italy. It makes it very easy for tourists to use public transit. For Farepay card users, keeping a discount is better. It encourages local riders to get a Farepay card. Getting rid of the discount harms those that do use public transit but not enough to have their fare capped in a day or week.
32	I am concerned about losing the 20% discount on FAREPAY cards and having to pay for UVX. My husband, son, and best friend do not have driver's licenses and I like that they can take the bus when I can't drive them. Since they don't take the bus all the time, their costs will increase with these changes. I would love for Provo to be like Logan and have zero fare buses!
33	The fare changes especially for UVX will be harmful to the Utah County economy. Many people depend on it to get to local businesses, especially in the local music scene like the Velour Music Gallery. It being free also makes it a very accessible entry point into public transit. For many of my friends, the UVX was the first bus they rode and a big part of that is the simplicity that comes from it being free.
34	I'm strongly against charging for the UVX route. This is a much needed route that reduces traffic on some of the busiest roads and connects students from two universities with each other and with commercial businesses. Many of these students do not have cars and rely on UVX as a primary form of transportation. This should remain free for them, in order to reduce their likelihood of buying cars and congesting the roads, and to support them while in school. Keep UVX free!
35	The proposed changes would cause a major negative impact upon my life and the life of those i care about. The UVX being free promotes freedom and mobility in our communities and brings more and better business to provo and orem as it encourages travel and stopping along your route rather than moving directly from one place to another. This will also have an extremely disproportionately negative impact on our disabled community members who may not have the option to drive themselves.
36	Please do not charge a fee on the UVX. it has help me and so many others out durijg a hard time.

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37	I ride route 805. I would love to have one more departure from UVU at 6:05. This would be a wonderful addition to this great route. I often end up needing to stay at work at UVU until 5:30 or a bit later and the only way home at that point is an hour long ride, taking UVX and the 821.
38	UVX is used everyday for people who can't drive, can't afford a car or other many reasons. You should not charge for this bus. It's rid lupus and almost everyone who uses transit does it because it's a cheaper option. This makes it inaccessible to everyone that can't pay.
39	You shouldn't eliminate the no-fare on UVX! It's incredibly helpful to many people like myself who use it to commute!
40	2.50 is more than the public transit in San Francisco. 2.25 is the rate in SF for Sam Trans, the major bus company and its 2.05 for people with a monthly pass. Provo has lower costs in general, so this is confusing to me. Why are the prices raising so drastically? One of the things that makes Provo great is accessible public transit. I would like this to continue. Not allowing cash on top of the price increase is not good.
41	With the propose removal of the 20% discount with the fare pay card, it seems I'd be better off to change the frequency of how often my card "recharges". Right now, when my balance goes below $10, I am auto charged $10 (to be added to the card). Which means UTA has that money until I end up using Trax again (probably the following week as I only ride the train when I go to an event downtown). So instead I should change it to only auto charge/add funds to the card when I go below, say, $3. It'll be annoying, but that's less of my money you'll be holding
42	Dont charge em cuz
43	I am a student and regularly take UVX to commute. The bus provides great service, and I always feel safe riding it. I truly believe it is a great method for public transportation, regarding not only times and routes, but availability to the public. Implementing a fare will affect many students like me who struggle economically as it is, and therefore would be unable to take public transit regularly, forcing us to walk long distances under harsh weather on a city that is so clearly car-centric and very unfriendly to those without an automobile.
44	Introducing a fare would pose a significant obstacle for economically challenged students like me, potentially preventing us from using public transit frequently. This would force us to walk long distances, especially in a city that heavily favors cars and lacks adequate pedestrian infrastructure for those without a vehicle. As a student, I rely on UVX for my daily commute. This bus service consistently impresses me with its reliability and safety. I firmly believe it is a fantastic mode of public transportation, considering not just its schedules and routes, but also its inclusivity.
45	Please keep UVX free! We use UVX to get to BYU football games and many of our friends and family do too. It helps relieve congestion around the stadium and allows us to easily attend the games.
46	Keep it free for all
47	UVX needs to stay free for all! The reason it has been such a great asset to our community is because of how reliable it is. Everyone knows you can show up at any time and a bus will be there soon you can ride for free. Charging for it would be a barrier for many to rely on it as much as they currently do.
48	Please keep the UVX free. It is a great service in the community and is able to run faster and more efficiently because it is free. It also encourages ridership. I live a few blocks away from the UVX stop.
49	My family (my husband and I and our two kids!) use UVX often throughout the week. Our favorite way is to go to the library, the BYU Art Museum or get groceries at Trader Joe's. If fare was no longer free, I think we would opt to use our car to travel. Free fare is what makes the service accessible and exciting for our family. Adding a fare is a huge barrier for so many! Not just because of the cost, but because others are unsure of how to pay, or don't have the time to plan ahead.
50	Please keep the UVX free for all riders! It is a bus service relied on by many because it is currently free for all riders.
51	I would love to keep uvx with free fare
52	I don't agree with sunsetting the free fare on the UVX, I think the reason it currently has the highest ridership is because it is free and easy to use. If we want public transportation to be used more by more people, I would like to see it stay free
53	UVX should remain a free fare for all solution to the traffic throughout Orem and Provo.
54	I think that the uvx free fare program has had a huge impact on the community and that it should continue to be free for everyone.

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55	I ride the bus for free due to my BYU card. However, I think we will see a decrease in people using public transportation when we should instead be focusing on encouraging people to use public transportation and get more cars off the street. If it gets to the point where too few people are using the UVX bus, it is likely the route will be reduced, changed, or removed all together.
56	Our family uses UVX regularly based on the fact that it's free. We know a few families who also utilize it and would be frustrated if it cost money. Please consider not implementing the proposed changes.
57	I'm all for the other changes but please keep the provo/orem busses free!
58	There is currently no south county commuter service that connects south Utah County (south of Provo) to Pleasant Grove. The train does not stop there, and there is no bus that connects to the Pleasant Grove without a significant commute time (2 hours via 805 to 850). I think it is a major miss on UTAs part to not provide a better commuting service option to this area. I would like to propose that an additional stop be added to the 805 Express route during the morning and evening commute routes. Rather than stopping/starting at UVU campus (that btw is already serviced by the Frontrunner and UVX from Provo central), I would like to propose that the an additional stop be added at Pleasant Grove Blvd and North County Blvd or the UVU stop be replaced with this new stop. This location is ideal as it would service many existing and new business offices in the area as well as the extensive development currently happening in the area. Alternative suggestions would be to have a connector bus go from Vinyard station to the same intersection in Pleasant Grove. However the 805 stop is preferred in order to eliminate the need for a changeover.
59	Being able to ride UVX for free around Utah Valley has been such a valuable resource for me. Especially over the past month or so, my car has been having problems so I've needed to use the bus system more frequently to get to and from the auto shop, as well as to different places around Provo. Throughout college I used the bus often with my friends to save money and appreciate the public transport system that most of us didn't grow up with access to. Making it easier for people to use the bus system is the easiest way to reduce air pollution as well as decrease traffic (and associated car accidents). Please consider making more public transit options free, rather than taking away the ones that already are.
60	Please don't change UVX fares, thanks to the UVX i'm able to move around and it benefits me so much!
61	I really don't want to see UVX become a fare bus. It has really benefitted many to have. I've seen transients get to a part time job, many save money and reduce emissions by riding, and most important, my daughter has benefited greatly because her anxiety to drive has caused her to delay getting a license. She uses UVX to meet her mom at work so they can travel together to her job. She isn't yet in college, so she's not making much. The free bus allows her to feel more independent and not stress about other drivers crazy actions.
62	It's great to see UTA implement fare capping. However, the week should start on whatever day a rider first taps their card within a seven day period. Los Angeles county implemented fare capping last year and their system starts the week on the day a rider takes their first ride. Resetting the week on a fixed day will cheat some riders. The biggest problem, in my opinion, that UTA has with their system is that $2.50 per ride is and always has been far too expensive and is likely the primary reason so many buses are often running empty or nearly empty. A reasonable transit fare for Utah's economy would be around $1.50 or less. I can ride a bus from downtown Los Angeles all the way to Long Beach or Santa Monica and pay only $1.75, seniors pay between 35 and 75 cents per ride and of course, income levels are significantly higher in Los Angeles compared to Utah. A $2.50 transit fare never made sense for Utah and is uncomfortably close to the $2.90 transit fare in New York City that many NYC residents feel is too expensive. If UTA wants to encourage higher ridership, its first priority should be to lower the fare to a reasonable price.
63	KEEP THE UVX FREE
	The Farepay Card and Reduced fare program changes sound good. I'm curious about the specific changes to eligibility and how much bureaucracy is involved for people interested in the program.

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64	I ride UVX almost every day multiple times. When the Zero fare policy was first introduced I was told via word of mouth that the fare was being paid through taxes. Was this inaccurate? Did running the UVX lines end up costing more than expected? Why make this change? I'm much less likely to ride UVX without the zero fare policy as even $2.50 adds up real quick when I'm riding the bus daily. I'm grateful for the great public transportation options in Provo and Utah. Even if I'm unable to use it as much as I have been, Thank you.
65	UVX is incredibly successful due to its free fare structure. I have chosen to take this rather than drive due to the free fare. The social and environmental impact of free UVX far outweighs any revenue generated
66	Do not end free day! It will only be detrimental to UTA!
67	Implement the daily FAIRPAY ceiling. We need it to be low, like $7 a person max (unless riding the FR from Provo to Ogden) Also implement the reduced fare program. That will help out multitudes of people. There are still people in Orem and Provo that aren't college students, so keep the UV and OGX free. Keep it free indefinitely. And lastly, make 201, 218, and 39 more frequent. I need more demand on those routes (218 and 39 in particular)
68	UVX is so vital to moving around Provo and lessening cars on the roads! I use it so so often to get to work and it would devastate a lot of people if it wasn't free anymore. Please revise your plan and keep UVX free!
69	We only have one car for a family of four with four drivers. My husband commutes by work daily. My daughter rides UVX regularly. I will also use buses if someone else needs the car. We love having UVX be free. It's also amazing for our air quality. My daughter with asthma can tell when the air is bad. Please keep it free
70	The UVX should remain free because it is a vital transportation option, especially for those riding during later hours, riding to school, and who can't use other forms of transport in the winter.
71	They will not impact me. But I like capping the fare for frequent riders
72	I work as a public defense attorney. In my office, my colleagues have had to defend people who are charged with fare evasion. This means that taxpayer money is spent on prosecuting, defending, and adjudicating whether individuals have paid for a transportation service which is already running, regardless of if anyone bought a ticket that day. A given fare only costs a few dollars. The legal system to handle fare evasion cases however costs hundreds if not thousands of dollars each time. It seems to me that it would be better to make legislation which makes public transit fare free, rather than perpetuating a system where a few individuals could chew through thousands of dollars of taxpayer funds because they didn't have the money for a fare.
73	My husband used to use UTA regularly to commute from our home in Layton to South Jordan, then, eventually, Lehi. He has since moved to working for a company in California, this working from home. It seems to me that you would want to continue to encourage these longer distance commuters to keep using Frontrunner & keeping cars off the road - cutting congestion and exhaust. The proposed change to FAREPAY makes no sense, as a round trip from Layton to Lehi is over $5 a day. The 20% reduction in cost is beneficial in encouraging people to continue to use Frontrunner, rather than just driving themselves. With the efficiency of cars and current gas prices there is no cost benefit of UTA. (Most people don't consider the other benefits such as not stressing over traffic, ability to work during the commute, etc. because the greater time length on public transit due to multiple stops.) If you need more money for inflation A) Look at what you do efficiently and inefficiently & make improvements in the inefficiencies B) Ask for more operating capital from the state and/or county budget (this is good for our state to have efficient service, we should all contribute)

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	C) Review other public transit systems and learn from their best features & how they keep costs down. DART(Dallas), BART(San Francisco), Metro(NYC), CVT (Cache Valley - no fees, paid completely by taxes, highly efficient and well used) D) Publicity blitz - FAREPAY isn't advertised as much as it should be to commuters in Utah, Davis, Weber & Salt Lake counties. These counties will have the majority of people that will use it. E) Think outside the box. UTA has long built upon previous layers of bureaucracy & routes & past thinking. Step back, look at the whole, look at demographic trends & futures, rethink everything from scratch once in a while. Starting from a clean slate every nite and again is a wonderful way to gain a different perspective.
74	I ride UVX M-F and don't have any subsidy, this change would represent a significant expense and I would opt to drive my car if that's the case. After I take UVX I ride Frontrunner from Orem Central to SL Central through the farepay card. I work for a nonprofit and don't make much money, I have no subsidy from my employer. If my transportation costs increase at all then it makes more sense to just drive and add to our extremely poor air quality and traffic congestion. Work to get gov funding to make UTA free all the time and actually improve the environment and our infrastructure for growth.
75	I think UVX should remain be free for all riders, not just students.
76	As a hybrid worker who commutes from Utah County to Salt Lake City three times a week, removing the farepay discount is essentially a 20% fare increase to me. This is way too big of a hike, it's already too expensive with the current farepay discount. The proposed fare cap would not provide any discount to me and isn't an acceptable replacement for the farepay discount. If a fare increase is needed, it should be done across the board rather than a 20% fare increase on customers like myself.
77	I don't mind having to pay for the UVX but I would like to see bus drivers improve if we start paying for the UVX, there is a major problem with UVX drivers specifically driving irresponsibly and endangering the safety of passengers especially at night. If we have to start paying for this service then we should have a quality service.
78	Any change in increase for fate makes it harder for low income to ride. Several other States (San Antonio Texas) have better Transit system and better reliability with less cost and less people use it. I rely on it due to medical no issues.
79	If you want more people to use the system and decrease vehicles on I15, surface streets….just make the whole system financially paid for by taxes. Ridership will go up, air quality can improve …. Stop dangling new tax decreases for the purpose of getting reflected. Make the whole UTA system publicly supported, free to all riders.
80	ever since we all found out about how fares make up such a tiny amount of UTA's revenue, it just seems silly to charge people for this service. people (although a small amount) other than UVU and BYU students have been able to benefit from the free fare on UVX and will be negatively impacted by the new required fare. right now, most people who aren't students who take public transit don't do so because they can, but because they must, and adding in ~$80/month to their expenses is not cool, especially when their ridership makes up a small amount of UVX ridership. free transit for all, plz.
81	PLEASE don't change the free bus to a paid bus. I need the UVX to get to film shoots and to visit friends, and if it becomes paid, I can't afford to go on set or socialize as often
82	Please don't; if you change it I wouldn't be able to ride the bus
83	I will cry if free fares on UVX go away
84	I think raising the bus fare will just discourage the use of public transit. It will also eliminate many people's only way to get to work or school or to get groceries
85	I have a UTA pass through work. However, I have farepay cards for visitors to use. The proposal to cap daily farepay charges would be helpful so they don't unexpectedly run out of money on the card. I wish the 17 could run every 30 mins. Every hour works ok to go to work, but sometimes I have to drive so I can get home again.
	Please put the late night Front Runner trains to Ogden back on

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86	Right now there are many plays and other performances in Provo and Salt Lake City that do not end in time to catch the train back to Ogden Also more information available at the stations, especially about delays Please get the system working again where we can text the bus stop ID to get information on the next few buses that are coming. It has not worked for weeks and it is very handy for us occasional riders
87	Please dont! Its so nice to have free public transportation! I wont be able to afford transportation if this isnt complimentary! It would complicate the lives of SO many people here in Utah!
88	These changes hurt people who already have issues affording transportation. The changes will increase the cost of traveling to and from work. This will not only hurt current riders but will not attract any new riders that would actually help for the use of these services. There is no use in having a fair pay card now as the daily cap is too high. These changes only prove to hurt people who are in actual need of the service and keep people from wanting to actually use the service.
89	I think implementing a fare of 2.50 for UVX should try to be reduced due to the frequent use from other students and such who aren't BYU,UVU students who would now have to pay for it
90	I'm surprised to see that riders may start having to pay for the UVX, but it makes sense. I ride the UVX multiple times a week due to attending school in Utah County. I'm curious how this will be enforced, and how enforcing payment may affect the experience at all. Normally you can just walk straight onto the bus and it's a quick, easy experience. Also, I used to live on 3900 S and rode bus 39. During that time, I was making less than $30,000 a year and didn't have much family support. I'm really glad to see your guys' efforts to maintain route 39 and also offer reduced fares for people who make less money. I live on State St in Salt Lake City, and I really wish that going south on the 200 and continuing on the 201 was an easier, more convenient experience. I'm looking forward to when more service can be added for the 201, since I'd really be happy to take the bus down to several stores in southern Murray and Midvale. Overall, I'm okay with many of the current changes and I'm grateful for the updates!
91	New bike racks don't work well and are hassle to setup
92	Please leave the Orem/Provo UVX line free! It's a huge benefit to our community.
93	I have a concern with the no Cash Pay on the UVX . Especially if your phone dies how do you pay for it or you have no phone or you don't have public transportation card
94	I only ride because having the fare pay card I feel makes it more affordable for me. If you take away this option your paid ridership will go DOWN! anyone doing a lot of rides in one day has a free pass, a student pass, a college pass, a work pass. The rest up us who end up paying for our own fare pay card will just DRIVE instead. This is no way to get people to use your system…
95	Please do not make people pay for UVX during rush hours, sports games or big events it's always packed and that means less cars in the streets less pollution and less traffic. Big reason why it's so successful is because it is free.
96	I like all of the proposed changes except for the sunset of the UVX free fare. I would love to see that made permanent or to create a separate fare schedule that keeps this incredibly low cost for the 10-15% of riders who would now be charged. A change not proposed that I would like to see on a future change day is having the FrontRunner operate on Sundays. I use this for travel to reduce driving and parking fees and am often left high and dry on Sunday trips.
97	Keep UVX free as long as possible.
98	Any increase in fares makes UTA less competitive with ride-sharing. I use UTA because I don't want to drive personally, but I'm willing to give up the time and convenience of a ride-share in order to save a couple dollars and benefit the environment. Please don't make that equation any less favorable for public transit for those of us that have the choice.

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99	Sunsetting the Zero Fare program in Orem/Provo seems like a backwards step, since there are a lot of students and university-adjacent people who use that. I wouldn't be affected, but I do want to advocate for all members of my greater community, and think that zero fare should continue to be extended.
100	I think we should look for another way to keep the uvx running as part of what makes it so great is the zero fair. While many of those who ride the bus are students there are many others who ride it as well and this change will not only make transit more inaccessible, but also discourage people from using it.
101	Zero charge has helped me so much! so many people have no other means of transportation and a zero charge helps the community immensely
102	I think you either need to have free fare all the time OR enforce the fares you already have. So many don't bother buying a ticket because there's no enforcement. Just make it all free.
103	Good but I would just like a yearly pass. I ride frontrunner a ton to bountiful. Maybe a bus towards the sky park airport?!?
104	The changes in most fares will be nice, otherwise nothing much will impact me. However, it would be nice if the 213 bus route had increased service, since it's usually crowded in rush hours.
105	I like the proposed changes. I rode transit frequently as a student and this would help make it easier for me to continue riding it now that I've graduated.
106	It should be free to all because it helps people who don't have a car to move around, go to their jobs, and provide more services to the local Utah economy. Utah valley is very auto dependent and hard to move around without a car. They need to keep it free to help those people.
107	I ride the bus to school everyday and if I was charged everytime it would be a substantial dent into my already depleted bank account
108	More constant arrivals
109	Overall, I don't mind the changes. I do like automatic capping with the Farepay card. I'll be sad to see the Farepay discount go away, but I understand it and can accept it. I understand that staffing is an issue, but I would really like to see increased frequency on route 39.
110	I use FrontRunner every weekday to commute to work and often use Trax on weekends. I have only seen UTA Transit Police checking for fares or even riding on the train once. If UTA is going to be raising fares there needs to be an increased police presence to ensure all riders are following the law by having a proof of paid fare. Raising the fares for Farepay users while not doing anything about the sizable portion of the ridership who refuse to pay anything at all is not acceptable.
111	I am 100% in support of making is as affordable as possible for people who regularly use public transport. I would rather pay more for my rides a couple times a year or have some kind of tax revenue that supports the program so that public transport can be accessible to all who need it. I support expanding the people who are eligible for reduced rates. I am not sure about Provo as I have no experience about UTA down there.
112	I might start using UTA services soon, but haven't used them for a few years since I graduated college and don't have a free college pass. I would like to see continued funding to keep UVX free for all riders, especially because I know that many immigrants and non immigrants and international students at private English schools depend on UVX for free transportation. It would be economically damaging for them to have to pay since fare costs add up. I also recognize that someone has to pay for it, and would hope another taxed thing can be redirected to help cover this. Reshift taxes if possible.
113	I think that a maximum charge and extending accessibility to lower income folks are steps in the right direction. I will always put in a plug also for more trax lines.
114	-Would the Farepay max daily charge cap be automatically instituted, or will cardholders need to buy a new card? Also, will the Frontrunner be exempt from this cap? And what will the cap be, and will this be the same for all cardholders? -UVX: who will be paying for it, and when will this happen? Also, why would you do this, when Utah county transit has truly not much to offer (dependability, punctuality, frequency, Sunday service) to daily riders? -Will the Hive Pass be affected by change day? Will the boundaries remain the same?

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	-(I'm sure you get this question a lot) When will the Frontrunner run on Sundays? Also, why doesn't it already? Does the church or other government entities influence this? -Any plans on expanding bus shelters, or even benches at bus stops? -How are the drivers and other UTA staff doing? Do they have a union? Do wages increase in response to inflation? Have you noticed increased grievances in the last few years (Covid's start through the present), and what have you done to address them?
115	farepay should have a max charge of 2 hours.
116	I use the bus and train every day to get to school and work and other various activities. I'm living paycheck to paycheck with full time school and part time work and can't afford to spend any more money than I am now. I don't know who the proposed changes for UVX fees would affect, but I know so many others rely on it just as much or even more than I do with their current situation. I can only say, if the fees are increased I ask that they be used to improve the UTA system, including the efficiency, safety, and comfortability of the transit.
117	I was a driver for Uta they did not do their Uta safety inspections. When I try to report it and report violations of the ada compliance. I was fired illegally for not coming in on my day off and stealing a bus so Uta faked a terror threat against itself from the payroll department the fbi supposedly came by my house refused to hold anyone accountable and my mom lawer advised me to flee the state costing my family thousands of dollars so so I don't believe Uta should even be in this Business they're obviously not capable of following any Department of Transportation laws. Any federal laws or any state lawsists disgusting
118	Please keep the uvx free, I use it about everyday to get to work and school. I can't add another payment to the list
119	Please maintain the 39 service and times
120	I do not think we could charge for these services. I am concerned about carbon emissions/air quality as well as convenience/accessibility for the student and homeless populations.
121	I think a farepay maximum charge would benefit me a lot
122	I would hope a grant might be possible or that there could at least be a free option for short rides. Paying $2.50 for a short ride seems like a deal breaker especially for students
123	The 201 should increase frequency to 30 minutes during weekdays
124	I am hesitant to support or use UVX if there is a fee involved. I would love to know the details regarding who would be charged and why.
125	I use the Free Fare occasionally, especially when gas pirces spike. But my son and daughter ages 14 and 15, both who can not drive are able to take advantage of my UVU employment and their Concurrent Enrollment status to have a pass which enables them to come to the UVU campus to get help with their Concurrent Enrollment Classes with the Writing Lab and Math Labs that UVU provides and it would be very difficult for our family to be able to pay the regular wages for them to travel to campus on a regular basis. I hope it will be considered to continue to offer this Free Fare pass to UVU students and employees.
126	As a regular rider of the UVX line I foresee charging people to ride with a significant reduction in the amount of people riding UVX. The entire appeal is that it's free and fast. Once you take away the free part you will see a reduction in people riding which will make you cut the UVX arrival times by a fraction, similar to what you do with other less popular bus lines. I sure as hell won't be waiting half an hour for a UVX bus
127	I commute every day to work and appreciate UTA!!! Currently the 805 express runs out of Spanish Fork at 6:23 am and 7:23 am. Wondering if a 6:54 am could be added for folks that start work at 7:30 am at UVU.
128	I think the UVX should remain free, it is an amazing service to be able to get access to so many important parts of Provo and Orem easily, and helps encourage a reduction in car travel

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129	Sunsetting the Zero Fare policy on the UVX is harmful to the communities it most serves. I rely on the UTA to work and go to school (I am disabled and unable to drive), and the UVX's reliability, accessibility, and efficiency makes it a standout. It is genuinely a gem of the UTA's services along with the Frontrunner - I have recommended friends move closer to the UVX line specifically because of the fact it is free. Introducing a barrier to something many people rely on every day is damaging. I am lucky to have a student pass but not everyone does. The same people who cannot afford higher education to access those passes are often the same people who struggle to afford bus fare. Additionally, not everyone has a phone or the technological know-how to access online ticketing. The suggested modifications to the Reduced Fare programs and Fare Pay cards are great, but not enough to "make up" for the changes to the UVX line. My home state, Connecticut, went fare free on all busses during COVID but started charging them a year ago, so I've seen this process firsthand. Requiring fares will drastically slow down the service of the UVX (especially in the beginning) and lead to less consistent service. Transit also becomes less safe when fares are required, particularly after they are re-introduced, in my experience. Riders were much more hostile to each other and to drivers about ticketing, as well as increased loitering around stations and stops. I was almost never approached for change by dangerous people or tried to be sold a cigarette when buses were free. The UTA is by far the safest public transit I've ever used, free or paid, and I want to keep it that way.
130	I think the max fare is fair I have another question> Due to increased low-income students in the Heber area coming to UVU or wnating to come to UVU, can a route from park City and loop at UVU be established?
131	Keep it free
132	I understand needing to make money, but UVX being free is so important for the health of Utah County. I love UVX being free.
133	I think that charging for UVX would hurt the low-income college students in the area. I know a lot of students who take it to work or to class, and I myself take it weekly to get to class. I believe that keeping it free would greatly impact the area, but I understand that everyone has to make money somewhere
134	I will be affecting my life in a more negative way. Because I am stalked, identity theft 24/7, and many other intentional crimes that keep a victim from making any personal or private actions electronically. My identification has been so severely damaged nonstop, that there is not much left to do, but take actions in only very personal ways for any chance of achievements and progress without intentional damage, stalking, discrimination, etc.
135	Keep UVX fair free
136	Open pleasant view train station!!
137	The bus being free has made it possible for my wife and I to still afford housing and college while I commute on it to work full time. We don’t own a car, we can’t afford a car. But we’re able to save money to afford one rn but having to pay for the bus would make it harder even if it’s by a little since it’s a daily commute multiple times for both of us
138	I usually take UVX to and from the frontrunner station in Orem, but if it charges $5 per day then I would probably drive instead.
139	I do not think that there should be a regular charge on the uvx bus for anyone. I think that by doing that you will dissuade use, and prevent use to those who need it most.

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140	As a college student without a car, I have a lot of things to think about, and this is just adds one more thing to the every growing list. I ride the bus everyday to school and sometimes work, so this would heighten my stress levels having to pay everyday. My reason for saying that, is that I don't have time to figure out how to get the reduced fare. I moved to Utah and have been riding the UVX for 4 years now from Orem to Provo almost every day. Seeing the poster on the bus put a damper in my day because I have relied on UVX for so long. Adding a fare feels like a betrayal because the people who actually need the transportation are the ones using it— it might be worthwhile to consider a yearly bus card, because I sure don't have $2.50 X 5 days a week to spend.
141	The 2024 proposed changes penalize riders unless you are a student or employee of the LDS Church who have their fare subsidized or if you ride from Provo to North Temple. I use the FAREPAY card which provides a 20% discount, and I ride the FrontRunner to South Jordan. Anyone who rides to points in between Provo and North Temple would pay more under the Proposed Changes. If the 2024 proposed changes are implemented, these riders would no longer use public transportation as it does not make economic sense.
142	I think that it's a bad idea, the fact that it's free makes it so that lots of people can use it.
143	I ride uvx daily in order to get to school (BYU). If the fare increased I would not be able to afford the commute to school. I do not have another form of transportation and so I wouldn't be able to get to school each day. I know other college students face this same struggle. Please consider this and please don't raise the bus fare.
144	While it won't directly impact me because I'm a UVU student, I still think this is the wrong decision. So many individuals use the UVX because they don't have access to a car, and because it's safe, accessable, and free. To enact a charge (low as it may be) will negatively impact a significant part of our community. If UTA provided a detailed explanation of why a charge needs to be enacted (ex. UTA isn't making enough money to maintain services), I may consider this to be a good decision; so long as free (not just reduced) fares were provided to the community for those in need. But as there has been no statement on why this needs to be enacted, and as university students across the state pay as a part of their tuition, I'm to believe it's simply because UTA can. That is not a good enough reason as it will have a considerably negative impact.
145	As a student, increasing the fare would be difficult for me to accommodate. I rely on the free bus system as I don't have an income to get around and outside my dorm. There doesn't seem to be much point to changing it besides just for UTA to make more money.
146	I think the free UVX busses is a positive thing to our community and to those who are struggling with money right now. People just aren't saving on $2.50 one time, they're saving on the amount of times they take the bus and that amount adds up.
147	I already pay 1500 a month for rent, I am so poor I can't afford a fare for every single day I have to go/leave school and work
148	I don't think the UVX needs to charge people for taking that bus because it helps students and people with lower payments to go where they need to go
149	Leave UVX free for students. UVX is a reliable public transportation that students at BYU and UVU use consistently.
150	No, it will defeat its purpose of being free for students and the community I so t support this and I probably won't use it if they start charging in the future
151	My name is Ami Inga, and I am one of many international students living in Provo. UVX has been a really wonderful aid in transportation this years, we're very thankful for your community service this whole time but being an international student leaves me be in disagreement with those new changes: student life is so pricey that some of us cannot afford to buy a car, even less afford gas with its raising prices.It should also be taken into consideration that not only students who use your bus, but also people with low income: all of us have our reason and challenges that need two be considered. Thank you.
152	all fares should be free always

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153	Will students still need to pay? The whole reason I moved apartments was to have access to UVX and the free services. Will there be monthly subscription cards such that I dont have to pay $50 a month to ride a bus? If not, id rather walk to campus than pay that much
154	Please don't collect fares on UVX. Ridership will decrease dramatically, reducing many of the benefits on traffic, environment, and public health. Fares will be very difficult to collect and enforce. UTA officers have a hard time policing FrontRunner. UVX operators can't collect or enforce fare.
155	i think it should stay free because it is a good way for people to get around who don't have cars or those who just want to limit their carbon footprint. Public transportation is better for the environment then every one person in a car driving to the same place. But if it starts costing money, personally i would not ride it anymore and I don't think a lot of other people would either.
156	All public transportation should be free. Who does this benefit if you start charging on the UVX? This will do no good for anyone.
157	Please do not begin charging a fare for UVX. It's so helpful and convenient for students and workers along the Provo/Orem corridor who don't have to worry about having $2.50 (or potentially $5) on them at any given time. UTA providing this line free to the public has done a lot of work to raise the general opinion towards using public transit in Utah County, we feel that charging for something that's been free for 5 years would only hurt the interests of riders, as well as depressing a potential increase in use.
158	Please keep the Zero Fare program on the rapid bus service in Orem/Provo! We should have more zero fare public transportation. We have already paid for this transportation through taxes, the public should be able to use it.
159	Honestly, I don't like it, because I'm international student who needs to pay enough for school, rent, food ect and I don't make much money and paying extra for UVX will be knife in the back for me. Even if I'm not going to school. I'm using UVX on daily basis and it's convenient for me that it's for free. Consider other international students as well. And people with low income. Thanks
160	I personally disagree with the proposed changes, I rely heavily on UVX as a commute from work to school to running errands, among other things. It's kept up my stability and helped me maintain my cost of living in a big way. I'm very content providing money for other systems of transport, especially when I need to go slightly farther places, but as part of my daily routine, this would no longer be a service I could rely on so greatly. Please reconsider
161	As someone who uses the reduced fare I strongly support making it accessible to more people. Having a max fare is also a great idea. I support and want anything that makes UTA more accessible and affordable for everyone. I personally believe public transit should be free. I also think a potential increase in volume of riders means needing more options. I would love to see the front runner come more often, instead of once per hour.
162	The only part that affects me is adding a fare for the UVX. I have always liked that it is free, and would prefer it to stay that way. While I can currently ride for free as a student, I know many non-students that specifically take the UVX because it is free. The UVX is limited if it's the only bus someone uses, but it's convenient because it is free and frequent.
163	Reduced fare eligibility and the Farepay system seem great, but the removal of UVX is not. UVX is a system that a lot of people rely on for work and school, and requiring a charge would only negatively impact people. UVX should stay, as it is a vital public service for the orem-provo area
164	I don't think it would impact me as much as a UVU student, but it would impact a lot of the local schools and students that don't have access or don't know about bus passes and are out of the zone for the school busses. This would impact a lot of people in the Orem and Provo community who rely on public transport to get to their jobs and back without having to spend 5 dollars a day to make their livelihood. If you are taking transit, you might not be able to own both an apartment and car at the same time, and this would impact the lives of potentially thousands in the combined communities.

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165	Putting into effect a fare would cause congestion and longer wait times when boarding the UVX. As a regular Provo/Orem UVX rider, I am opposed to the proposed fare. While student users would benefit from their free fare as covered by their school/university enrollment/tuition, other members of the public that rely on UVX (such as members of the work force or homeless individuals) who do not have such privileges provided by higher education would have to pay. Requiring fare would also complicate high use days, such as BYU and UVU sports events days. I am opposed to the implementation of a fare for the UVX bus line
166	Charging for the bus will not help anyone. People will just stop riding it. I love riding the bus, but I can't afford to pay as a broke college student.
167	Removing free fare on UVX would cause the buses to take far too long; the main delay on buses in the area surrounding UVU is all the students needing to scan.
168	The ending of the zero fare on the uvx would greatly effect my ability to use the uvx in a negative manner.
169	I really hope that there is no fare for students. It purposely live right next to a bus stop so I can get a free ride to and from school. I use the busses atleast twice daily, five days a week if not more and this is true of all of my roommates. I think it keeps it more convenient just to have it be free for everyone, makes it faster
170	I think it's not practical to charge riders who are mostly students a fare of even $2.50 to take a bus that they take daily. Sometimes multiple times a day. People who take UVX are either in college or people don't have the pleasure of having a car, such as myself. I take the UVX because it's convenient in proximity to where I live . I like that it's also free considering I take the UVX 2x a day 5 days a week. I don't make a lot of money and I love the security of not having to worry about saving money for the bus everyday. Charging people would make it harder for people who are low income or in college to afford to take the bus.
171	I think this is a horrific idea. People have built a routine around using the UVX bus based on it being a free service. You alienate low income individuals by deciding to charge for this service. As a student, I have the privilege of using my ID card as fare, but only when I'm registered for classes, I would be without transportation over the summers now.
172	I think that it would be good to have people pay for a bus ticket. I am a student and think it is very convenient to take the UVX. I think this would help to keep the homeless people off the bus.
173	Keep it free for students and other riders!
174	I do not think the fare should increase. This will make traffic so much worse.
175	As a low-income person, the free UVX service is extremely helpful and my daily use of this service allows me to get to school and work safely and without worry. Not being a student at BYU or UVU it would be impossible for me to enjoy this service in an economical way.
176	While I have a byu id, I haven't used it yet, but I probably would have never started using the uvx if it hadn't been free originally. I would say that whatever is free currently should stay free for people under 18, as that can help expose people to using transit that might not be willing to get a card or something similar to try the service.
177	Everything is becoming so expensive and I have greatly benefitted from the free transportation. I can send my kids on it with no problems, and I can get to the front runner, which I have pay for. I also worry it's going to take longer for the bus to get places if we all have to tap in to ride.
178	UVX should still be free. I would not have the money to get charged for changing 2 busses 3 times a week. Might as well use Uber and have it drop me off exactly where I need to go. I liked not having to add another car on the roads. It was known funding would run out yet nobody cares at UTA to get more funding for it
179	I take the uvu every day as the only way I get to both of my jobs. I am not a student student so I don't get the uta pass. The UVX has been a godsend for me and if it was no longer free I might not be able to afford to go to my jobs. Me as well as many other people I know rely on this bus being free. Please do not charge for the UVX. Thank you.
180	I don't have a car uvx helps me get to and from work and I would have to walk if this changes do to fare
181	You can't charge that kind of money if the bus is going to continue to be late literally every day.

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182	I may be a student at byu and thus don't have to pay for bus fees but ik a lot of people in the area aren't students and depend on the UVX bus to get them around. Also it's extremely important for game day activities as those who parked further away are able to access the stadium. It is truthfully the only good piece of public transportation in this city and getting rid of free to ride would only lessen the bus's effectiveness and contribute to more car usage and we don't need more of that here.
183	I am very disappointed at the plan to end the zero-fare zone, which I believe to be an essential community service that connects key structures (work, school, grocery stores, shops, and entertainment) for students, visitors, and community members.
184	I wish route 218 would run every 30 mins like it used to. Frontrunner runs every 30 mins, so the 218 is only available half the time. I work about 1.50 miles away from the South Jordan station and have to walk if I arrive off cycle to the 218. If it could run every 30 mins during a short morning and evening periods, that would be so helpful. It may not be realistic to have it run every 30 mins during all hours of service. I am fortunate to live just one traxx stop away from the N Temple station and I heavily utilize your services. Thanks :)
185	I would rather not have paying be required, as I ride on the bus to school, and i would have to pay a lot over time to ride to and from school.
186	This would make taking UVX more expensive than driving. I would start driving my car to save money.
187	I think that providing the UVX as a free service has allowed many people, who otherwise would not be able to, to access services such as the frontrunner, grocery stores, hospitals, etc. If it must no longer be offered as a free service, the cost should be lower than $2.50 to still allow people access to transportation who can't afford a car or other means of transport.
188	As an occasional rider (1-2x per month) who has purchased multiple farepay cards in the past, is there anyway to have both the cap and the 20% discount? This change would end up costing me and anyone riding a bus/trax twice in a day less than 4x a week more money. With companies like my employer switching to hybrid models, this seems like a more common arrangement for commuters.
189	I clicked on this hoping to comment about a daily cap, and very happy to see that was implemented! Hopefully soon enough pay can increase for drivers to increase more frequency with more bus routes. Bus lanes would be another great thing to add, feels like every road is super wide in the valley and could encourage transit by making the drivers and riders have a better experience
190	Avoid taking away discounts. Gove those riding just the S line a reduced rate. Increase frequency in routes to and from the university of Utah (21, 220, 213) during peak times (6:30-9 am & 4-6 pm) and decrease during low times. Bring back a route along highland drive and 2300 s. Fix stop near parkway and 1300 east as it is difficult and unsafe to get to. On a weekly basis I see bus patrons running across 7 lanes of traffic to get to the bus stop. Move it closer to a crosswalk.
191	I think it is not fair that they charge us that amount because some people do not have enough to be able to pay that amount. The amount is small but there are people who take the car just to save a little more. so I don't agree that it should be charged
192	The UVX is my main option when transporting myself, because it is easy, safe and free, its route is very good and fast, the UVX for students and ordinary people is very good, the service is excellent, having the UVX for free It is a blessing and the fact that they put a rate on it is not very good for me, because I use it a lot and the money is not enough to pay the UVX every day, I think that free is okay and that the service is very good, many people use the UVX as the main method of transportation because it is free, not all of us can pay the bus fare, I think the UVX should remain free.
193	Do NOT sunset the zero fare program. It is used by those in need.

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194	The proposed fare of $2.50 for the UVX line should be the cost of a day use pass. Most usage of the UVX line is for round trip purposes. By charging for a day pass at a low fee ridership can stay high and people will continue to consider the line when they need to make multiple stops to accomplish errands.
195	It's criminal that you guys charge Utah residents when over 60% of your funds comes from our tax dollars. How is it fair to charge them a fee when we already pay for this rail line and bus to exist in the first place? You guys need to do something and be FAIR to us.
196	I have a UVU card so it wouldn't affect me too much, but i do think it could deter some from using public transit, making it less accessible
197	While UTA might be able to offer more security with the raised funds and with the bar to entry that is implicit in monetization, it is also too expensive for me. If I weren't a BYU student, I would begin riding my bike. As is, I do think it is a good idea, since BYU and UVU students will continue riding for free by swiping their card.
198	The free bus is a wonderful financial option for those who need to use public transport daily. Although the proposed amount is cheap, used twice a day and multiplied 5 times during the month, it will become a high additional cost for me, for a service that is already being made available free of charge and excellently.
199	I want to propose that the 806 route add one stop near the Pony Express and Redwood Road intersection in Saratoga Springs. Southern neighborhoods in Saratoga Springs easily use the 806 without riding a bike for 20 minutes uphill
200	It's a very unthought-out supposition arising from failure to conceive of the sum effect on students, faculty, researchers on all levels between the universities and commercial support of their contribution.
201	I don't think you should add fares on the UVX. You say yourself that almost all of the riders are people that have it paid for them so what do you gain. You lose so much adding a fare. You'll get worse traffic on university parkway and far less convenience for everyone in Orem. If it wasn't free when I was in highschool I never would have ridden it, but it was so useful to me and my friends so we could actually get around Orem on our own. It's already so difficult to get around Orem without a car please don't make it worse.
202	Please don't add a fare to the UVX! So many people benefit from the UVX being free, including myself. I use it to get to work everyday and saving that money is the only way I'm able to get by each month. I've met and talked to so many people on the UVX who are either homeless or financially struggling and their only way to get around is via the UVX because it's free. Having some form of transportation that is accessible to everyone and anyone is the least we can do for those less fortunate than ourselves.
203	As a student, I can't afford to pay a fare everyday to take the bus. This would be a completely unfair change. Keep the Provo/orem route free
204	Please consider keeping UVX free. Do you have an idea as to how many people use this service who don't already have a pass? (UVU/BYU?) I would imagine there are people who use this free service to get to and from work and other places and this would be an unnecessary expense for them. Please consider keeping UVX free of charge.
205	That's a terrible idea!!!
206	Keep the UVX free!
207	Don't start charging for the uvx. It helps a lot of people out b
208	I take the UVX daily, this change will affect my budget a lot. My English Language Center school is located in Provo and since I live in Orem I would really appreciate if this stays the way it is or if ELC students (not only UVU or BYU) can have a discount o free pass, that might work to. Hope for the best! Thank you so much for your service!

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209	Obviously, i don't love the idea of charging for UVX. The free zone has helped so many people. I've heard so many stories of low income people being able to access grocery stores, medical care, substance abuse programs, and get to court dates along with so much more. Yes a lot probably qualify for reduced fare, but not everyone. Even those that do, the 1.25 was a stretch when its their only option. Now, i do understand uta is a business with cost. I understand the free fare was a grant. I do wish you could cut the cost in half, and absolutely need to accept cash payments; a high percentage of the people who absolutely have no other option for transportation also don't have a bank account, or a card, or money to reload a card. It also implies that those with a paper transfer ticket from another route would be invalid. (So for someone like me, i come in from Spanish Fork, have a transfer, but now you're going to charge an extra 2.50??) I think the no cash option bothers me more than the fare change. It hurts the people who need the most help. If you must charge, so be it, but please have a cash option.
210	It would be really nice if there was a bus option that connected to Logan, Utah or even Brigham City. It would also be nice to know more about the plans for a new train station in Springville/Spanish Fork.
211	Keep UVX free. It seems to be working fine without charging a fare, why change that?
212	I am sad to see UVX no longer be free, even though I have a UVU pass, but I understand why and am ok with the change. On the 200% poverty line chart, I think the 1 person line is missing a zero.
213	Although I am a student and as such would likely receive free service as I do on regular busses, this change would definitely cause a lot of problems. I frequently ride with homeless folks who rely on the uvx to get around, and the price of one ticket on is about the same as the cheepest meal you can get, so there's a risk of either getting around without pain or with ease or getting food, which is a very sad trade off to make. Salt lake's free transport is something I've heard no shortage of praise on, online or in person, as is the currently free Uvx system. I'd rather petition the Utah council to increase funding than take it from the riders. The prices of living are already so high, the level of people that already struggle to get food is climbing increasingly higher by the day, and the UVX is an essential free service to many. Reduced fare rates take a bit to get, and in that time people will struggle. Just leave it as it is
214	I think keeping a free fare for the UVX is the best idea. Many people I know use the bus to get to work daily, and charging $5 a day for transportation will likely greatly decrease the amount of people using the bus. Almost all the college kids I know are scraping pennies and $5 to get to and from where they need to go will greatly discourage use of public transportation. We'll see more people walking and biking, thus increasing risk of pedestrian injuries.
215	I would hope that I could ride free as long as I have my active student ID for BYU as my commute via frontrunner and UVX is every weekday. If that's included, I don't mind the change.
216	Because I ride UVX regularly, I am disappointed to know this proposed change. I am now 70 years old. So I would appreciate it if you could provide us senior discount fare.
217	Are
218	For public transit to work, it has to either be faster or cheaper than driving. For $2.50 I can drive further in my car than the bus will take me and I can do it faster. So even though I take the UVX daily, I will stop taking it entirely because it will no longer be cost or time effective
219	This new proposal to charge for the UVX will significantly change my commute. I use the bus twice a day, five days a week. It would be a financial burden that I was not expecting to have. And I know the college students who make even less money than me, and the high school students that ride this bus, may also struggle with the change. Please keep UVX free if possible.
220	I rely on uvx every day, and I cannot afford to pay for it. College students are the most financially vulnerable and are the ones using this service. To deprive college students of all people of a free service they rely on is inhumane. There's no justification.
221	I support the purposed UVX fare changes

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222	I feel it should be free to continue bus riding, because of people who don't drive and for those who need to go places and don't trust driving themselves.
223	I don't think charging for UVX is a good idea. I'm a student so I get free fare anyway, but I know many people rely on UVX as a way to get around. Furthermore, charging would mean slower board times and put a damper on the UVX services.
224	From what I understand, I as a BYU student would be unaffected by this financially, so I can't speak for those who would be. However I do feel that if fees were to be implemented, the buses should be better maintained. There are a couple buses which are very loud and seemingly have parts which need to be looked at. And even the quieter buses' windows constantly rattle throughout the ride. It's also not uncommon to have dirty seats. I am also concerned that these fees would drive fewer people to use the bus, which may cause more traffic. Provo and Orem already have an abundance of traffic. Perhaps it is ultimately best for the state to continue the full funding.
225	Would this impact students who's college id usually covers the transit fair? Charging for the service likely makes sense and isn't unreasonable.
226	If we are serious about improving air quality, transit should be as accessible as possible. I think charging for UVX would be a mistake.
227	The UVX needs to remain free. The vast majority of daily UVX riders are students at BYU and UVU who use the bus to get to and from school and their homes. Many of us also use it to get to work. I cannot stress this enough: COLLEGE IS EXPENSIVE. A lot of students, especially those working to keep grants and scholarships, are full-time students who don't have the time for a job, and therefore couldn't pay a regular bus fare. Those of us who do work are putting that money towards rent and tuition, which eats up most of every paycheck. To say nothing of the entire families who rely on the UVX to get where they need to go each day. $2.50 is already more than most cities charge for public transit. Don't turn your mist frequently used line into another cash grab.
228	I don't have a car but if the uvx starts charging I just won't use it. I would rather walk than pay and I know how empty the paid uta busses are. People are eager to use UVX because it is free. The price of living is going up like crazy. People can barely afford rent and groceries. This is ridiculous. No one will ride uvx anymore.
229	I do not like fare changes- it kills my incentive to take public transportation.
230	If the proposed fare is enacted, I will never take another bus. The only reason I used the UVX line was because it was free. The proposed changes would make taking the bus more expensive than driving, making me unable to afford to not drive.
231	I think that the change is both unnecessary and cruel. A lot of people depend in the uvx to have easy and accessible mobility and don't have the resources to spend 20$ dollars a week on transportation.
232	It's good to charge but give option for bus passes cheap as you can.
233	If you start charging UVX riders how are we supposed to get around. I already have to walk just about everywhere, the UVX is my lifesaver a lot of riders really need it to be free because we are too broke for fares.
234	Myself and several of my friends frequent the UVX line because we don't have cars. Because I go to UVU, my fare would be paid, but my friends would struggle to afford the repeat fare. I'm also curious if the fare would earn more money then the price of event tickets it drives away during sporting events.
235	I think that's a terrible idea. Students are already charged enough for UTA bus fairs and train tickets, they don't need to pay for the UVX. I think they should set up a donation system for people who want to donate but other than that, I think it should be free.
236	Personally, I don't like the idea because I ride the UVX every single day for school, and it's like the only way for me to be able to arrive to school as well.
237	I think the farepay card maximum per day charge could be a good change. Reduced fare charge would also be a great change.

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	I think charging for UVX will not be a good change.
238	Honestly that's pretty wacc, the UTA is what makes Utah better than most places in the west of the us
239	I support all of the changes except the sunsetting of the free fare on the UVX line. The UVX line should remain free permanently.
240	I think byu students should get to use their id cards to ride
241	I think it should be free always, students can't afford cars because of the college expensive ness.. they need to get to school. I think it should be free for everyone.. my father works for you guys.. mike parry..
242	I don’t think that people should be charged to use UVX. Parking in Provo/Orem is hard to get sometimes, and I know a lot of people who don’t even have cars that rely on the busses to get around.
243	Please don't raise the price. It's nice to have the free bus to get to Walmart to buy groceries and go places
244	I really don't think this is a good idea. A lot of us are students who don't have money for gas, or for other things so we take the bus daily, sometimes multiple times to save money. That's why UVX is free, and in my opinion, it should stay that way.
245	Fixing the bus 627 to match train arrivals and departures from Clearfield and the 667 to do the same to match train arrivals and departures it is very inconvenient waiting 30 to 40 minutes for the next bus going back your home or to the train station. And I feel like Clearfield station needs a new station at this point is so run down piece of the tiles are coming off
246	No dont
247	I would stop riding if there was a fee
248	I really don’t you guys to charge for the rides
249	I understand why the UVX cannot remain free since it requires funding to run it. However, I know many people who love riding the UVX and are not a student so they will no longer be able to ride for free. I think that the UVX should remain free to serve everyone in the community, especially those who are impoverished or otherwise disadvantaged who would be unable to afford the regular fare. Keeping it free would also help to reduce the traffic as it keeps people off the road. I think that taxes should be used to fund it if needed (I know you probably have little to no control over tax usage). Thank you for providing such wonderful public transit options. I use them nearly every day.
250	Hi, please keep it free because there are many people who used it daily, is a big help for as.
251	I think that the UVX should remain free. It’s a great public service that allows for greater connection between people.
252	FREE PUBLIC TRANSPORTATION IS VERY HELPFUL FOR THE COMMUNITY AND FOR THE FAMILY ECONOMY. AN INCREASE COULD MUCH INFLUENCE THE INCOME OF THOSE WHO OCCUPY UTA.
253	I loved using UVX but if you change it I won’t be using it anymore. Public transportation is such an important part of infrastructure and charging for it seems ridiculous when it seems to operate just fine for free! People are finally using public transportation more and charging for it will likely destroy a lot of that progress. Please consider not doing it!
254	I've thoroughly enjoyed being able to use the UVX Zero Fare program, and don't want anyone to be deprived of that opportunity. Please keep it going
255	I believe fares should be free for all Utah residents. The proposed changes do not encourage more people to use the service and instead encourages people to drive their own cars. This is detrimental to Utahs worsening air quality.
256	I would like to see UVX remain free

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257	I am personally a BYU student and would have my fare covered. However, I still have a few concerns. Obviously, operating a bus line is not free. Still, I believe the benefits of keeping it free outweigh the investment. 1. Reduced cars—one of the reasons I ride the UVX is that it is cheaper than driving my car. Adding a fare makes it less competitive with cars, making it so more people may switch to cars, increasing pollution. 2. Flow—one of the great things about the UVX is that it flows smoothly, even at busy times. I worry about the time it would take to scan people on to the bus during busy times. 3. Special occasions. Even if a fare was implemented, I think it would be good to make the fare free on days with major BYU sporting events to reduce traffic and incentivize people to keep using it.
258	As a poor college student, adding a charge to take the UVX would negatively impact my life. It would restrict where I can go since I do not have a car and my budget is already tight. I use the UVX almost every day to get to school, doctors appointments, and getting groceries.
259	The change will affect my family and me hard because we ride the uvx bus everyday to do everything when we need to go somewhere and we don't have the funding to pay for a ticket every time
260	I love the idea about making reduced fares more accessible for folks with lower incomes. I work at a daycare facility that has a sliding fee scale for low income residents on the west side of Salt Lake City and daycare is only one of many needs for families. Transportation is another huge barrier for getting access to resources, so this change would help a lot. Additionally, I commute to work pretty much 5 days a week from Draper to Salt Lake Central. I do this mostly so I have free time on my commute to read, but also to be more environmentally conscious. At the moment, with how gas prices are and paying $6/day on the frontrunner, the cost to drive my car is the same as the cost of riding the frontrunner. With a cap for frequent riders on what we would have to pay, I would be even more incentivized to go with public transit, even though it does lengthen the time of my commute. I would be curious as to how the cap would be implemented. For instance, would I still scan my farepay card on Fridays and then there would be an automation that does not charge me for the ride?
261	I don’t think it’s necessary to charge 2.50 each ride? I have been using the UVX since 2019, and has helped me a lot since I don’t own a car, I think it’s too late to start charging. This is the only way I can get around to go to work. And if they start charging no people will be using it anymore. I don’t think the state needs our money. There is no free public transport anymore in this state.
262	I have no comment on all but the FAREPAY changes. The current model of a 20% discount benefits moderately frequent riders like myself more than the proposed capped fare system would. While changing to the new model will have no effect at all on my ridership, it will lead to increased costs for me personally, using TRAX for an average of two round-trips per week.
263	I think it's kind of weird to have a premium service for something that should be accessible for everyone. UTX travelers should be the same level.
264	Retiring UVX Zero Fare on the rapid bus service in Orem/Provo program will encourage riders to use cars instead, which will be bad for the environment. Reduced Fare program changes will encourage more people to use public transport, which will decrease usage of cars and help poor population that doesn't have cars.
265	When I first heard about the changes I was upset especially about UVX changing from being free fare. Now that I have read the details, I am very happy about the fare cap and changes to UVX. I would love for UVX to stay free, but understand that operating costs do need to be offset. I think we need more buses with dedicated lanes and more bus-centric infrastructure. The frequency of the UVX is awesome for someone like me who can’t afford a car.
266	I wish the state street busses ran MORE frequently. Sometimes it doesn't make sense to go all the way down to trax. Trax shouldn't be the default in always replacing some of the lines.
267	Sorry for the second comment, I forgot to add.. I feel like the 3900 s route needs to be increased to 15min. This is also very inconvenient not having it every 15 minutes. If it ran more frequently, I would take it to the trax station instead of having to drive, but given it doesn't come that often, I can't do it with my schedule. I already choose to have a longer commute due to taking public transit, having the bus not run more frequently is an additional barrier.

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268	You're going to lose a lot of people with this proposal on charging people for uvx. You make more money on the front-runner tram than anything else.
269	I'm writing to express my firm opposition to the proposal that the UVX transit line begin charging fare for its use. The ability to rely on the service for free has made it an indispensable option for many riders, particularly travelers visiting the area, those in need, or people who find themselves without another source of reliable transportation in the event of emergencies or other hardship, myself included. Please consider finding ways to continue to provide the service for free, especially where the precedent of free service has been set for the public for the last 4+ years, and the sudden change to require fare will come as a shock to many who are not able to keep up-to-date on these hearings or participate for various reasons. I understand that funding to operate it needs to come from somewhere, but being able to provide at least one UTA service for free is a massive benefit to the community, and (speaking from personal experience) leads them to use other paid UTA services such as the Frontrunner that they otherwise wouldn't have considered using. If a fare change is to happen, then more needs to be done to make the UVX accessible to the public without requiring so much interaction with regular traffic to get to it, like raised walkways that can bypass traffic and enhance pedestrian safety. I'm sure the considerations that led to the decision to put the UVX lanes in the middle of the road in some areas were complicated, but I have frequently missed busses and been denied service because I wasn't able to get to the platform before the bus departed due to traffic lights working against people trying to cross the street. I have even been denied service because the bus driver decided to pull away from the platform while they were still waiting for their light to change and could have easily waited, let riders on, and still departed when their light changed. I can accept these shortcomings if the service is free, but if it is going to require fare, then the line needs to be updated to make it a service that justifies the cost increase. That said, please consider that the people who rely on this free service do so for a reason, and the lack of cost is a huge factor. The requirement that fare be provided with a non-cash method will also disproportionately harm those who rely on a free service. As for myself, if fare becomes required, I will find other means of moving around the city for free and discontinue my utilization of the UVX. I suspect that many would do the same, and ridership will decline. Free UVX rides are one of the few things that I'm proud that Utah County has, and I have always enthusiastically recommended it to people. I would like to continue being proud of it and recommending it in the future.
270	I am a student at BYU. I love UVX. It provides access to students that don't have cars. I also think that it gives more access to underprivileged people to work. Requiring a fare would make that more difficult. I understand that funding is needed, but I think it's worth finding a way to fund UVX so that it's still free for all.
271	I don't agree with UTA charging a fare for the UVX bus service. I take the bus and train every day to work and having to pay for the train fare is stretching me enough, I don't want to have to now pay to ride the bus I use just to get to the train station. I rely heavily on the free bus service and think that it should stay free.
272	I am against the idea of the proposed changes. Since I lost my car, I've been relying heavily on the UVX and always doted to others about how it was free. I'd be very sad if I had to pay for daily usage. Now, if you followed the NYC standard and made it possible to purchase a month's worth of open access rides (and if you included all busses) that would make things more acceptable.
273	Don't start charging any fees for the UVX
274	It is unclear from the article whether UVU employees and students will still ride UVX for free. I ride the FrontRunner from Salt Lake City to Orem 3 to 4 days a week and then take UVX from the Orem station to campus. That bus is full of mostly UVU students.
275	This charge would make the life of college students & the homeless/low income people much more difficult. Please consider the lives of these people before increasing costs in an already tight time.
276	If possible, I think the UVX service should remain zero-fare through the sale of advertising space in, on, and around busses and stations

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277	Please don’t add fare to the UVX. The main appeal of this bus is that it’s free for everyone.
278	I would like the UVX to remain free. I ride it regularly between my house and I UVU. I graduated from college so I don't get free bus service anymore. But I still ride the UVX to get to Institute. Having to pay $5 round trip per day or a monthly fee for a pass would get really expensive. Please keep the UVX free. Thank you.
279	Please don’t add a fee. A free public transit system is a huge step forward in a more inclusive society. Thousands of residents don’t have cars and the Utah Valley is in no way a walkable area. Adding a fee would ruin the purpose of the UVX as a speedy, safe, and accessible mode of transport. All a fee would do is line your pockets.
280	I'm incredibly disappointed by the proposed sunset of the Zero Fare program for UVX. I'm someone who has my fare subsidized by my employer, but only for commuting to and from work. I've enjoyed being able to park near a UVX stop outside of my working hours and using that service to explore restaurants and shops along the route without having to worry about parking. If this service is discontinued, that's something I would no longer do. In short, discontinuing the Zero Fare program for UVX would lead to me no longer using this service outside of my regular commute. And I would be sad.
281	I think this is a stupid idea. Why would you charge a fare during a time when people can’t afford anything. Don’t be moronic.
282	The maximum per day charge change would be life-altering for myself and other frequent riders. Other than going 100% tax-payer funded, it's the best solution I see for supporting those of us who use transit and bringing more riders into the fold.
283	I use UVX regularly to get from the frontrunner to BYU. I have no problem with fares being charged on UVX as BYU covers the cost. My only concern is that the card scanners will have to be kept up to date and working. I regularly find broken scanners as frontrunner stops and it is very frustrating.
284	The Zero Fare program has been incredibly helpful in our community, especially those with low incomes. I worry that eradicating that program will have drastic negative impacts for the many for which this program is an essential part of getting to their jobs and connecting them to other parts of provo and orem that they wouldn't otherwise have access to.
285	It is the easy way for students to get to their destination
286	I depend on the UVX line on a daily basis to get to and from work and errands. Adding a one way charge would impose a significant financial burden on riders who have no other options for getting around.
287	Please don’t charge us, as a student this help me a lot! I don’t have a car and my budget as student can’t afford transport expenses.
288	I'm devastated to hear that UTA is considering sunsetting free fare on UVX, and implore UTA not move forward with this decision. The UVX line connects two major universities, several grocery stores, and two Frontrunner connections. The free fare currently provides Utahns of all demographics with transportation and access to food and employment; this public service bolsters the economy of Utah county, as well as the well-being of its inhabitants.
289	I rely on the free UVX bus literally every day to go to school and work, and I wouldn’t be able to afford it if it was regular fare. I’ve lived in Orem for three years and I’ve used the bus every day, it’s already hard to buy groceries right now, and having to choose between that and going to work would be devastating for me
290	I ride the UVX daily. It will be impossible for me to ride it if there is a charge. Raise prices somewhere else.
291	I think that public transport should be free or as cheap as possible because it will incentivize people to take public transportation more often and help the environment
292	I do not agree. It should be free because it is an highly transitated area
293	It seems that many of the changes will make UTA generally more expensive for riders. This is not the way to go. If it's more expensive, less people will ride. Talk to Cache Valley Transit, they have it figured out.

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294	Please keep bus Route 21 running with pickup every 15 minutes. I depend on this at least 5 times a week. Thank you for your excellent service.
295	I'm.not aware
296	The FarePay changes are UNACCEPTABLE. FOR EVERYONE WHO JUST COMMUTES TO WORK YOU WILL BE INCREASING THEIR COSTS. The only people who would benefit are riders who ride all day long. I work from home 2 days a week, so a monthly bus pass is already worth less than it's cost.
297	THE FAREPAY CHANGES ARE UNACCEPTABLE. DO NOT SCREW OVER PEOPLE WHO DO NOT HAVE OPTIONS OTHER THAN PUBLIC TRANSIT!
298	It's ridiculous to charge the public for what should be provided by our taxes. I know that thousands of people rely on free public transport and cannot afford a car, so a fee would leave than stranded. PLEASE keep it free for everyone!!!!!
299	FAREPAY CHANGES ARE UNACCEPTABLE. Even with the reduced fare income based increases, I do not qualify. I need every penny I earn.
300	I take my special needs friend on the bus each week and it is the highlight of his week. Charging fare on the UVX would make it so we couldn't ride it as often and impact his quality of life
301	I personally will not be affected by the change because I have a BYU card but I know there are a lot of homeless who take the bus who may not be able to afford the bus ticket. I worry for them.
302	Public transit is the best part of living in Orem/ Provo. I ride my bike when the weather is nice. UVX is a life saver. When it comes to hills I can jump on and avoid bike issues (snapped chain-etc) or if I've already rode 30 miles and my body is exhausted. It's saved me several times when an unexpected storm comes. I had issues with my car a year ago and decided to live without. I'm proud of not contributing to pollution. The cost of plates, insurance, repairs, gasoline, car payments and maintenance is unaffordable. I'm also very proud of my mechanical abilities to fix my bike and keep it running. Fixing a car is incredibly difficult without a garage and tools. When visiting family out of state I was worried about taking UVX to the front runner and then taking the green line to the airport. Now that I've made the round trip twice it's a breeze. It's also a great way to visit the lake at the vineyard stop. Exploring Utah valley has been so rewarding. I don't drink or party or eat out. I ride my bike 20-30 miles a day and I'm filled with gratitude because the landscape is so majestic and I feel safe and secure. I have a background in photography and I've done some amazing Timelapse photography. Free Public Transit offers one huge benefit. The ability to be independent. UVX Is running so smoothly and that will all change if fares are instituted. The first time I hopped on UTA all I had was a credit card. Most people don't cary cash anymore. There was no way to pay for the fare and I got kicked off and told to figure out a place to get cash or get a UTA card. I'm still hesitant to use my UTA card because of how the system works and being over charged. I carry $10 in singles in case of emergencies. When I used it the first time (with cash) (my bike chain snapped) and the driver was very kind and accommodating and showed me how to properly instal my bike on the rack. It was a pleasant experience. In conclusion the system is running well and I would say. Don't fix it if it isn't broke. Please be kind and secure funding to avoid raising rates. I'd love to help in any way possible so the one thing I'm truly passionate about here in Utah Valley remains constantly unchanged. Consistency is important. Sincerely Jonathan Fischer
303	i ride uta often and know many people for whom it is a main reliable mode of transport. these people and myself sometimes don't even have enough money to pay for laundry, and the UVX route is their way to work to make money. with rising cost of living and inflation in general, paying for transportation that is currently free is the last thing that any of us want to worry about. i understand these changes as being yet another grab for profit, not for the people. please consider keeping the UVX route free, and even widening free transportation access for more routes.
304	Increasing the fare is not sustainable for long-term riders. You may lose service and customers because some people do not have $2.50 in cash or a FarePay card available.
305	As I am zero income, 70, I would no longer be able to ride. I ride twice a day. Grocery shopping would be an ordeal. I would be mostly homebound, where I'm seldom home, now. No relatives. No more library, so no videos. I don't have tv. Quite a loss, in standard of living I'm seeing.

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306	Please don’t charge $2.50 per ride.
307	Keep it free
308	Students who commute like myself should be able to ride free.
309	I don’t like it
310	If the price change goes through and the uvx stops being free, than I would stop using it. The uvx being free is the only reason I use it. This would limit my outings a lot. I use the uvx to get places that are too far to walk and visit relatives. Lots of my relatives also use the uvx to visit each other, so the price change would effect them either financially or socially.
311	Free transit. I feel it will compel people to choose public transportation over driving to work and paying for parking. That will directly impact the air quality and decrease accidents (hopefully) with a few less cars on the road.
312	I do not approve of charging UVX fair. I think it is a very helpful asset to the community to have it be offered for free, and should continue to be offered as a free service
313	Keep UVX free. It’s the transportation of some poor college students and other poor people like myself. In winter time it’s the only viable option without a car.
314	This should not change. It’s become a means of transportation that she rules and lives have been built around. Not to mention with inflation and cost of living rising our college students use it more than ever.
315	adding fees the UVX will impact many low income people who depend on the UTA to get to places like work and school.
316	Please don’t charge for UVX it will make it worse for traffic and expensive 5 dollar round drip to me and any low income customers
317	Do not get rid of zero fare where it exists. Re-up the funding, and expand to other areas.
318	I take the bus 2 a day 4 times a week. It is my only form of transportation to and from work. It is the only way I am able to get groceries. Charging for this would greatly negatively impact me. From an economy standpoint, so many people would no longer be able to travel and spend money to help the economy. Public transit is one of the few things that helps those less fortunate. Please do not implement these changes. This is detrimental change, and would be step backward for Provo and Utah as a whole.
319	I don't have a car, only make around $240 per month tops (and its usually less than that), and I'm homeless. I have to walk nearly everywhere, but the free UVX helps me avoid getting physically worn out and saves me from having to replace my shoes as often. Having to pay for the UVX will probably be a big burden for me and I might not even be willing or able to pay it. If you can provide low income and vulnerable people free bus passes for the UVX at the Food & Care Coalition and also the United Way Food Bank in Provo that would help support the community with any approved cost increases.
320	I regularly use the UVX and it gives me reason to continue to use public transit instead of my car to help eliminate traffic and more fumes
321	I would like to see the 821 and 831 buses connecting again on Saturday schedule . I miss the 831 on Saturdays by 10 mins . And I would like to see At 8:31 bus sit until the 821 gets there because often I am having to walk six blocks home. And in the winter time it’s often in the dark.
322	I think that changing the BRT service charges makes sense then using that money to eventually replace them with Trax lines. I also think you all should change your position on the Rio Grande Plan and back it publicly.
323	I feel like it would be best if the uvx buses stayed free to ride for multiple reasons one being that college students utilize the buses to get to stores and other places. Everyone knows that college students have more important things to spend their money on than fares for a bus. I feel like if you start charging a fare for the uvx buses use of them will decrease. I also know that there are people who utilize the uvx buses to get to and from work.

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324	having the uvx be free has made it way more accessible for me to get to work, do errands and get to appointments and visit people. i am not a student anymore but i think it's a valuable resource for students to get around town and being free makes it more accessible to the poor and working class.
325	I would really like it if this didn't happen because I need public transportation to get places and I don't have the money to pay to use it.
326	The changes to service and fares probably won't cause many problems. The fare caps are frankly a fantastic plan. Two things need to happen to support Utahns who use and rely on UTA, though: 1. Frontrunner needs to run at least twice an hour every day, and buses need to be slightly more frequent. 2. Since #1 won't happen in the near-term, buses and trains need to arrive precisely and not leave early so that people can reliably plan their trips.
327	The proposed fare capping program is not sufficient for the premium service. I commute currently 3x per week from Provo to Lehi which costs me $36 every two weeks, The fare capping program would make it so I pay 40% more or $60 to commute every two weeks. Such a price increase would make driving much more affordable thereby encouraging me to drive instead - the opposite of what UTA should be doing. UTA is not exactly packing the trains right now, so I am not sure how this program will help increase ridership. This program would do very little to attract more riders. I also do not like how Regular and Premium are separated, many commuters use a combination of both platforms and would be negatively impacted by the capping program when they benefit from the current discount. For example, someone commuting from Payson to Lehi, would end up paying more because the trip from Payson to Provo on the bus and then Provo to Lehi are both under the cap amount and therefore would pay more whereas now they benefit from the discount. Reduced fare riders are the only riders who would see an sort of benefit and therefore I vote an emphatic No to this program until all riders see a noticeable benefit.
328	Good Idea, With common 3 days a week work from office, I would suggest creating 3 days package also. Like - $5 (As With approval it would be $2/day)
329	The FarePay Cap will not help most transit users. It is a way for UTA to make more money while trying to convince riders they're saving money. Most riders do not use transit more than twice a day, they use it to commute, which is two trips a day and doesn't meet the fare cap limit. Most will lose the savings they now have with reduced fares. It's frankly insulting that you would frame it like we will be saving money when the opposite is true.
330	To my view this will be an additional charge for many people, and will be tough due to expensive life and challenges we are all facing now. So please we will like to have a free ride of UVX, it is helping us a lot. Thank you very much.
331	Ending the free transit on UVX is going to mean you're losing a lot of people that ride the bus that isn't a BYU or UVU student. I also fear that BYU game days will get worse, as a lot of people parked in park and ride lots and rode UVX to the stadium, reducing the traffic on University Avenue and University Parkway. I recommend, if you go through with this, including BYU game tickets as part of a free UTA bus pass for the night.
332	We need more rides like every 15 to 20 minutes
333	This would become such a financial burden. Most of the people I see riding the bus are low-income families or poor college students. One of the appeals of the bus is that it is free to ride. If that option disappears I know that many people will stop using the bus as frequently, leading to a fall in customers visiting certain businesses and people visiting community sites such as the temple and the library.
334	I think that free of cost transport is important for those that have the need to travel but can't afford having a car nor have enough income to afford to pay for public transportation.
335	Increase number of places Farepay cards are available. I don't think there is enough promotion or awareness of the self funded preloaded cards.
336	As a senior this would help me a great deal.
337	Please don't charge fairs on UVX, it's nice having a bus I can ride for free

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338	I am a low income college student and I take the bus every to go to work, and I can not afford to pay around 200 per month for transportation.
339	I feel that it is important to keep these services free. This is a great service to the community and makes life so much easier for so many of us. Even a small fee of $2 adds up fast
340	Charging fares for UVX would be greatly detrimental to people who need transportation for work but cannot afford it, or it would be burdensome for them
341	The proposed fare for UVX will affect me as I use it at least once a month. However, I would love to continue to ride UVX for free.
342	It’s dumb. It makes struggling college students pay more than they are already are
343	The price of fare to last 24 hours. Instead of daily charge. If you purchase a fair at 11am to las until next day at 11am.
344	i am very against the proposal to end free transit on the uvx buses. While I am a student and can use my ID card for fare, I have seen how effectively the uvx buses support the disadvantaged people in the area. I’ve met and talked to numerous homeless people taking the uvx, and all of them express extreme gratitude at the option to quickly get to different parts of the city to best utilize the other resources made available to them. Furthermore, i often see young families and teenagers taking the bus for recreational outings. Adding a fare for this route would discourage them from taking the bus, making them take cars, adding to the air pollution of the provo area. For the sake of the less advantaged and the environment, please keep the uvx line free of charge.
345	UVX should be free for everyone.
346	UVX should be free
347	BUSES SHOULD BE FREE
348	UVX SHOULD BE FREE
349	FREE BUSES FOR ALL
350	FREE BUSES!!!!
351	FREE BUSES! NO FEE OR FARE
352	FREE BUSES. NO FEE OR FARE
353	As a student, money is hard to come by. Having free public transport here in Provo is a blessing. However, if UTX begins to charge, I don't think that I will be able to continue to afford it.
354	NO FARE! FREE BUSES FOR ALL
355	FREE BUSES!!!!!!!!!!!!!
356	FREE BUSES!!!!!!! no fare! no fee!
357	There should be free buses for all. I am a full-time student at BYU, but once I graduate I still won't have enough money for a car, and I will lose my free access as a student. I need the UVX to stay free. And it should be accessible for everyone. If Utah cares about its residents and the environment, it should be doing EVERYTHING in its power to encourage public transportation and bikes and discourage personal vehicles.
358	ABHORRENT!!!!!!!
359	BAD
360	Charging a fare for UVX is diabolical considering how much you have promoted that UVX is a free service. I rely upon the bus to help me get to school and my job. It has been a lifesaver considering I and countless others who rely upon the bus do not have the funds to pay for a regular fare.

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361	many college students use this as free transport, and adding a charge will discourage use and impact everyone’s lives
362	Please don’t, so many students depend on the bus for transportation. Charging will only discourage use and impact everyone’s ability to get around.
363	they better make it free
364	Do not change the fare! I use this regularly as a student and when my semester ends I'll no longer be able to take the bus to campus for studying, or to the library for local events! Free transporation is so vital to Provo's ecosystem, DON'T CHANGE THE FARE!
365	this isn’t fair i like going places and im not going to pay to use the bus because i go alot
366	Please keep the UVX route free! Many low-income workers depend on that to get to their jobs. My daughter is one of them!
367	Please keep the UVX free, I know more than a few young adults who depend on it to get to work, and they're not students because of tight budgets. Provo/Orem has a large population of young adults who struggle financially. Keep the line free!
368	My sister needs this service to get to her minimum wage job. College students are not an ethical source for revenue. Please please please keep Utah Valley Bus Service free.
369	This is a ridiculous idea. So many college students rely on the UTA to get around. They already pay for so much, please don’t make us pay for this.
370	Please don’t charge I’m 14 and I use this bus to get to the skatepark I have no rides and no other way to get there I have no money for fares
371	*15 minute service on Sunday on trax train *service on major holidays on trax trains
372	I quite like the sound of the maximum per-day charge proposal for frequent riders. I also think the route alterations sound reasonable on the surface, but I haven't used any of the routes mentioned. I am also glad to see that reduced-fair eligibility is being expanded, as one of my main concerns with the sunset of the free UVX rides had been that some low-income riders may suddenly need to spend about as much on bus fare as a single person spends on food.
373	I ride UVX busses at least twice a day on the average weekday, and I use other UTA busses on about a biweekly basis, plus the Frontrunner something like every 3 months, but I honestly think that if there was a fare for UVX, I would boycott all UTA transportation, even though I am a BYU student so I wouldn't have to pay the fares myself. I just think this is a really stupid idea. I own a bicycle; don't make me use it. Other than that, I do like the idea of a maximum-per-day charge, but I worry that then I'd feel like I'd have to consolidate my travel to one day. That's a me problem, but maybe if enough people have this kind of idea, it could cause problems- I'm unsure what or how, though.
374	I disagree with the proposed changes of charging a regular fare on UVX services. This service has provided the means for young working individuals to go to school and their jobs, all which is to provide for their future. If anything, the local government should be supporting young individuals and those who can't afford other means of transportation. An additional fare will also discourage people from using the bus and will go against the nation's pledge for more green energy.
375	the UVX bus is incredibly beneficial to students or student-aged individuals without a car. a fare would make this a much less convenient and accessible option for non-student individuals to access important destinations, like the train station, grocery store, or work.
376	Implementing the regular charge would greatly reduce the number of people that actually use the system.
377	Do not start charging many students and citizens rely on free public transportation. I do not agree with the new change. Students and citizens will be forced to walk. Please keep it free , we love you uta:)
378	The UVX is a crucial form of transportation for so many residents of the Utah County area. As a former student, this was necessary for me to get from my old apartment to school on time, and it continues to be important to me as someone who doesn’t have a car.

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379	I love the idea of implementing a fare cap for FAREPAY users! However, if the discount is remove, there is little incentive to use a FAREPAY card. I would move to the Transit app tickets or paper tickets from machine.
380	Thank you for putting together this feedback page. Largest item from the change day items for me and many others is moving UVX to paid service. I ask that this does not take place and that UVX continues to be free. UVX is the best transit route in utah county and has frequent ridership, even by those who aren't students. I am not a student and still take UVX regularly instead of driving. Because UVX is free I choose to take it instead. With the current pricing structure scheduled for august, I would no longer use UVX but instead opt to drive. Again, I ask that this not happen. Second item, and I think this is awesome, is raising the limit for those that qualify for reduced fare. This is an essential item to imporve quality of life and enable many to participate in society. Third item is having a daily and weekly maximum fare cap. I agree with this decision and believe it will help frequent riders of transit, and help others choose to take transit more often. For me, I take the frontrunner from provo to Lehi several times a week and this will help in my costs. Also it will make me want to take the frontrunner more often to salt lake knowing that I will hit my maximum fare. Please make this happen! Thank you for all you do UTA for making Utah a better place to live through better transportation!
381	dont do this im a teenager who doesnt have money.
382	I am in favor of the proposed fare changes to having a maximum charge per day for frequent riders, there should definitely be more cost options with it being less for multiple rides.
383	As I have a BYU ID to tap on and off regardless, the fare change doesn’t bother me. It will be interesting to see how ridership changes after the fare change given how the UVX has become a main mode of transportation for so many. It gets busy sometimes. As a local rider, I often bring home groceries on the bus but make sure to time my trips to avoid when the high school lets out or byu has a big game. Standing room only while carrying multiple grocery bags is no fun. I do hope that the ridership numbers stay high even with the fare change. On a side note, it would be great if we could get a bus rapid transit line like the UVX going north/south on state street.
384	I will be harmed by the removal of discount for farepay usage. But I am an infrequent user so do not expect my needs to be considered over those who use the system daily.
385	Please don't cut even more bus routes! They're completely cut in my area and it's been terrible, the ride sharing service gets overloaded easily at peak times, and is really hard to load a student ID into, I got kicked out of the system too often to have it be useable so I had to buy a car since the bus that went straight from my work to the train got cut. I'm sure someone will have a similar situation to me if you cut a bus. I think expanding eligibility for discounted fare, and farepay card upper limits will be great, my family members who are not students will be much more willing to come with me for full day excursions via public transit if they don't have to worry about being charged over and over again.
386	I understand why fare changes might be needed but I would prefer for it to stay free because I use it a lot and it has been so helpful.
387	Students rely on the bus system to get around!! Don't take that from them!
388	TERRIBLE IDEA. UTA is a public transit system, which means that in our car-centric system it’s mainly used by those who can’t afford a car, and charging even $2.50 per ride would rack up unmanageable costs for those who use it and other buses frequently, such as those who need to take the bus to get to work. Charging fares will likely drive away the majority of riders and could end up causing a budget deficit.
389	I get that the free fare funding is out, but there are the homeless, disabled, and those who can't really spare alot who will be unable to make the proposed fare. I suggest a reduced fair for the disabled and with families
390	I do not like the proposed changes, please keep the Farepay discount. I typically only do 2 trips day 3 days a week, so I benefit from it more than I would from fare capping. It would hurt my budget having to pay 20% more for transportation.

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391	The fact that uvx is free has helped a lot with my quality of life, in addition less people would ride the uvx frequently as it would cost money todo so
392	If we are seeing 85 percent of riders of UVX with subsidized passes does it really make sense to start charging a fare? This route is readily accessible for many, and the cost doesn't seem to offset the public benefit of quick and accessible transit. Find ways to pay for it and make it free for everyone (if we can subsidize billionaire for entertainment surely we can subsidize a bus fare in Provo).
393	Many people who are low income use tracks and it's as a primary transportation source. Allowing more people to access can insure that people get the services they require
394	Public transit should be free, that's when it really benefits the people and communities who rely on it
395	The change especially with UVX will make the cities less attractive. Did you think about tourists or low-income family? That's a huge monthly cost!
396	I am a student and I haven't got a car, so it's really convenient to me taking the uvx for free.
397	I believe the changes listed are in riders best interests.
398	It doesn't really affect me because my work pays for a pass.
399	Don't take the fare pay discount away!!
400	I do not support the proposed change. I use the UVX to get to work every day and it is the most convenient mode of transportation for me. I love the feeling of carpooling and not using my car every day. However, if I had to pay to use it I would switch to driving. Even though the cost would be cheap, it doesn't replace all the instances I use my car for every week. So I'd be paying for gas and bus fares. The UVX supplements my transportation but I cannot justify paying for it
401	If you added a fee it would become too expensive for me to use the bus which is often my only source of transportation.
402	I've noticed that sometimes it's more cost efficient to use my car than ride the bus or the train. Reducing fare to Lower would reduce the amount of People using there car to for work or even visiting friends using the front runner. Would help with air population
403	I don't like the idea of having to pay for the free Provo/Orem UVX bus. Putting the infrastructure on the roads to create this bus route was annoying and has changed the roads in a negative way. Now if a fee was added to the bus service even less people would ride it like the other bus stops around the area but we would still be stuck with horrible impact on other traffic. I know several people that use the bus route to take their kids to the library and get to trax
404	I think adding Sunday service to the Frontrunner is long overdue and would be widely utilized. Please run the Frontrunner on Sundays!!! Even reduced frequency would be so helpful to so many people.
405	It's not right.
406	I understand that funding has expired for the UVX free ride system, so the proposed change in charging a fare makes sense. My only comment is that if it were possible to get renewed funding, I know it would be of huge benefit to the community. I've seen many people who rely on the UVX system as their main form of transport, and who don't necessarily have the means to pay the fare, or obtain a way to pay it without cash. I just know that it's been a huge blessing to the communities it services. Thank you!
407	The changes make sense financially for the most part. It will be sad to see the reduced fare go away if you use a uta farepay card.
408	The changes make sense financially for the most part. It will be sad to see the reduced fare go away if you use a uta farepay card.

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409	I regularly use UVX. I ride DAILY, but you didn't make that an option. I use it to get to UVU campus and Provo central station. The entire purpose of UVX was to be an accessible and free mode of transport. To change that suddenly and begin profiting from it would be horrible for those unable to afford the fare. Even if only 10-15 percent of riders are affected, that's a massive amount of people given how many use UVX every day. They shouldn't be charged because it's something low income people especially depend on, and there's a reason they use the free bus instead of paying for one. They cannot afford anything else. Do not implement this change. Charge the slight amount more fare to people who can already afford bus routes they pay for.
410	I ride the bus everyday multiple times and I think adding a ride fare would cause increased financial stress on riders. I would be paying 60 at least each month and that's not something I nor most can afford
411	The loss of the 20% reduced fare would make UTA services unaffordable to my family and we would stop using UTA's services. We have done lots of cost analysis and we can drive for the cost of full fare. The 20% fare reduction is the only way UTA is cheaper than driving. We would oppose the removal of the 20% discount and will stop riding transit services if we are back to full fare.
412	Don't charge for UVX, I like that it's free. It's super convenient
413	This is the only free transport service readily accessible to the public. I have seen hundreds of people rely on it when they didn't have another option. Do not introduce a fare for the UVX line.
414	I started taking the UVX weekly for about a month and it has helped so much. If I were to use it every day and have to pay $2.50 I probably would stop using it and it would be more complex to get to school. Riding it has been an eye opener, there is a lot of people who use it and if we really care about our environment it also is helping it a lot.
415	Charging for the UVX is an absolutely horrible idea. If only 10-15% of riders will be paying, it won't make money for UTA, and people will be very tempted to skip paying altogether. I ride the UVX because it's free. If I had to pay to ride it, I would probably stop riding and use my car again. That is not what our air quality needs. Please keep UVX free.
416	a lot of young adults use the UVX including those not in college but still that age and can't always afford something like that especially with how great of a resource it is.
417	Simply put, I wouldn't be able to afford school. This sounds dramatic, but I'm struggling to keep up with rent as is. One of the benefits I've been able to rely on is public transportation, and if this stops I would have to look into picking up a second job just to pay for transportation
418	With zero fare being the future of transit, new BRT lines being zero fare, free fare zone, & free fare shuttles in Ogden, Layton, and other places; and finally a service with already such financial support getting millions from the universities, UVX should continue being the trend-setting, wildly successful zero fare service that it is. The costs that will be incurred attempting to charge, enforce, and process a fare will exceed the amount collected.
419	Here are some compelling reasons why the UVX should continue to be free: Accessibility and Equity: The UVX has been a lifeline for many residents, especially those who rely on public transportation due to financial constraints. By keeping it fare-free, we ensure that everyone, regardless of income, can access essential services, education, and employment opportunities. Reducing Traffic Congestion: The UVX plays a crucial role in reducing traffic congestion on our roads. By encouraging more people to use public transit, we alleviate the strain on our highways and contribute to a cleaner environment. Promoting Sustainable Transportation: As we strive to combat climate change, offering free public transportation is a step in the right direction. It encourages people to leave their cars at home, reducing greenhouse gas emissions and promoting a greener, more sustainable future. Boosting Local Economy: A fare-free UVX benefits local businesses by making it easier for customers to reach shopping centers, restaurants, and entertainment venues. Increased foot traffic can revitalize neighborhoods and support economic growth. Attracting Visitors and Tourists: A free and efficient UVX system enhances the overall appeal of our city. Visitors and tourists are more likely to explore local attractions when they have convenient, cost-effective transportation options.

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420	The free UVX system is INVALUABLE to people living in this area. I used to depend on the UVX for everything, and the fact that it is free makes it so much more accessible and low stress. Many people would have a much harder time with public transit if the UVX started charging. This bus system alone revolutionizes public transit in Provo and Orem because of its consistency and availability to those in less than ideal economic situations.
421	People use UTA as a necessity. It is unethical to charge money to use a public service that many rely on for transportation. Don't do this.
422	Please make the fair free for students!
423	I do not support UTA beginning to charge regular fare to ride UVX. UVX is an incredibly convenient service that I ride often. However, if I had to pay to ride, I would definitely just drive my car instead. On your website it says that it is estimated that only about 10-15% of the people who ride UVX will need to pay. I am doubtful that the revenue generated by that small percentage of people will make a meaningful difference in covering the costs of operating this service. However, it will make a meaningful difference in the lives of those people, and I believe many of them will stop riding UVX altogether. If you want to increase ridership, please direct your efforts towards making public transit more convenient and affordable. Keeping UVX as a free service would be a great start.
424	If you increase fare, I will not be able to get groceries because I can't pay and I can't walk the distance.
425	I would stop using the UVX service if I have to pay $2.50 for one way service. Right now I utilize service between downtown Provo and Provo central, as well as the EastBay loop (attending NOORDA COM). While very convenient UVX is often quite unreliable in terms of arriving/departing on time and saves only about 5-10 minutes over walking on my most frequent route. $2.50 or $5.00 round trip is not worth it for my uses.
426	I don't currently use UTA transit, but I relied on it in college and shortly after graduating. The free UVX fare saved my budget and allowed me to actually get to and from things like my job and classes and the grocery store. Without it, I'm not sure I would have made it and I know many many students who feel the same. I am so grateful for the free fare for that one line specifically and think it is a great service that should continue to be available.
427	I wish they was still the some and some was still free because I am a low income.parson and don't have much money but I need the bus to get to place that I need to get to and I am age 63 now what can I do so I can get to things that I need with my very very low income
428	It is a very vital service, I've used it to go throughout the valley for YEARS since I grew up in Provo, right next to the mall. It is such an important service to have available, and especially when I was too young to drive I would use it to get anywhere in the city. One time I lost my phone on one! This is the service I used to go to pride the last two years (and also to the one that has been held in Provo) and I would love for it to remain free! I know plenty of foster kids that have used it when their schooling is in another town, and also when college kids need a free ride to near the campus, this service is incredible. Keeping it free is VITAL. The $2.50 fare would add up ESPECIALY with those college kids that use it daily! Please consider keeping it free!
429	UVX should remain free, myself and many other rely on this for transportation to work, school, etc. Charging would put a considerable strain on my personal finances, the finances of others, and the distress would be felt across the community. (Also please have a Frontrunner only monthly pass, the "fair pay" pass is not fair pricing at all….)
430	It's so important to keep these services free for ANYONE who needs them. Everyone is struggling and this is one of the few things that is easy and accessible for everyone. Our state also struggles so much with pollution and public transport helps keep the air cleaner and reduce so much traffic.
431	UVX should remain free for Provo/Orem. Many people rely on this free public transportation.
432	Public transportation should be free
433	Keep the no fare! It is so helpful as a young adult who isn't a college student

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434	Please do NOT go through with any of these changes. What the people in the Orem/Provo area have now is really nice and effective for most. I personally don't have a car and have been using transit to get everywhere for years. In the last year its something I've used everyday to get to work, interviews, visit family, get to grocery stores and don't have the funds to pay per ride. Now I'm having a baby soon and heavily rely on Provo's accessibility with transit. It's something I'm so grateful to have and don't have the funds to pay for at this time. Outside of my personal experiences, the majority of people that use the transit are students, mostly BYU, that probably don't have the funds for every ride. There's others that may not have phones, money, homes that also use the transit very frequently. Provo has also become a pretty popular tourist destination and lots of people rely on the uvx transit near center st up to the Orem mall. Changing the current system is something that would affect so many lives and demographics, please reconsider not charging the people of Provo/Orem.
435	As someone with extremely little to no income, a free bus is a worthy investment. Being a regular bus user, it's one of my only means of transportation at the moment, and I wouldn't be able to afford the bus each week as often if I had to start paying a fee. There's already bus routes that require it, the UVX can be a free alternative to those who can't afford the usual buses.
436	Keep the uvx free for everyone
437	KEEP IT FREE
438	The proposed fare change would negatively affect me. I only travel one way/one trip each day. Although I am a consistent rider, Monday through Friday mornings, removing the 20% discount for Farepay users would make me pay more daily. The proposed daily cap wouldn't apply to me, as I'm only using the Trax one way per day.
439	My comments are directed to the proposed fares being considered for using UVX (Route 830x): I have often touted publicly on the exceptional commitment that UTA and Utah Legislation has made to lessening highway and street traffic, addressing environmental problems (i.e., air quality), and promoting over all public and personal health in the State of Utah. I feel that the present UVX "free fare" concept and its schedule of arriving at stations every 6 minutes during peak hours are a hallmarks for the cities of Provo and Orem and a distinction of excellence for UTA. Free fare on UVX is a great incentive for those who are environmentally conscious and considering a move to both of the above cities. I also believe that the implementation of any fares for riding the present UVX system would create difficulties and expenses in collecting such fares (i.e, checking to see who has "tapped-on" and who has not), slow down the travel times between stations (noteworthy of UVX today), and would be unfair to those, like myself, who would "tap-on" verses those that surely won't bother due to the difficulty of UTA in policing such a specialized, rapid transit system as the one, the UVX, Route 830x, that is running so well presently.
440	I think that it is unfair because I get around a lot and save a lot of money using the uvx. It is especially unfair since you already charge for the train AND city buses.
441	Durante este tiempo que el servicio estaba gratuito a servido muchísimo a una gran cantidad de personas sobre todo de ingresos económicos BAJOS quienes hemos utilizado este excelente servicio conducido por excelentes conductores llenos de una gran amabilidad y don de buenos principios de servir a un público de variada condición social (Estudiantes Trabajadores Ancianos entre otros. Yo personalmente estoy muy agradecido por este servicio GRACIAS POR PERMITIRME OPINAR
442	Please do not charge a fair for the UVX. The UVX is my primary transportation to and from Campus. If the fair is $2.50, I would pay $25 weekly in bus fair. Do not do this. UVX will not be getting my $25, they will be getting $0 because I will walk instead. This once respected service will be reduced to an annoying cash grab dumpster fire if you go forward with this fare fee
443	I think if we can not increase frequency for the 218, and the 201 then maby we should expand the uta on demand service to the west jordan city center trax and the murray central station to fill in until full frequency can be implemented. I know the west jordan station could definantly work for that along redwood road. For the 201 you could connect it further down the trax if murray if to far north. maby west jordan city central and midvale for example. I think this would be a great solution to fill in the gap. i know i would use it for sure.

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444	UVX should stay free. It’s so nice that everywhere in the Orem/Provo area is accessible
445	Please keep the UTX free, it provides a ton of benefit to the community
446	Is a good idea let’s do it
447	I'll stop using uvx entirely and purposefully. I can use AI to help you find other means.
448	You shouldn’t be charging the public to ride a bus that has usually been free. Most of us are college students who can’t afford paying for a 10 min bus ride every day, and I see a lot of young mothers here too. The proposed changes are pretty crappy and inconsiderate to the general public that you’re serving, and I’d even go as far as to say you’re trying to take advantage of your regular riders. You’ll lose a lot, if not the majority, of your clientele if you go forward with this.
449	I ride uvx 3-4 times a week. A new fare would significantly increase my expenses. I wish people who live close to stations could keep the zero-fare. I love using this service is very convenient for me.
450	Please do not start charging a fee. Free public transportation is a right which should belong to the community. Many of us do not get paid a lot in our jobs or are full time students and cannot afford to pay fees every time we ride the bus.
451	If this happens then I will not get to school or the store or my household.
452	This change will result in a net fare increase for me. I ride to/from American Fork and Draper 3x/week. If I understand the changes correctly, my use of a FarePay card will no longer be eligible for a 20% discount on the fare, so my fare will change from $2.50 each way to $3.10. Since it's a relatively short trip and I only travel 3 days/week I won't hit either the $10/day or $40/week caps, so will go from paying $15/week to $18.60. Fortunately for me my employer (eBay) reimburses me for using public transportation, so the direct cost won't hit me. But I know there are others who travel my route who don't get reimbursed and they will have to absorb it themselves. I also see what you're trying to do here and it makes sense and hopefully increases ridership. I'm also glad to see the trains more crowded, although I hope a 4th car is reinstated soon. (FYI, I really miss the old cars you had to sell off during the pandemic. They were much more comfortable). I think this will be the first fare increase in several years so it's hard to complain too loudly about that.
453	I love UVX, I live in Provo and use it daily! It makes provo such an easy place to get around for those of us without a lot of income. The increased fare would no longer make it possible for me to use the UVX service. I have loved using the UVX system for the 3 years i’ve been living in provo, it’s one of my favorite things about the area. I know myself and others would be very disappointed to no longer able to use the busses due to the proposed fare.
454	Please keep UTA a free service!
455	I am against ending the free fare for UVX. I use UVX every day of the week to commute from the train station to BYU. While I am currently a student, the universities on the route routinely host events that are open to the public, and free UVX fare contributes to lower congestion and greater parking availability on campus. In addition, free UVX fare makes downtown accessible, contributing to the vibrant atmosphere of the shops and public places in Provo.
456	Speaking specifically about the proposed fare change: I think that this is a particularly disappointing proposal. The claim that this fare change would "only" affect about 10-15% of passengers is a callous justification to taking away people's access to free and reliable public transportation. The reality is that congestion in Provo and Orem (which is already bad) will be made worse, people trying to participate in social and civic events will now have one less reliable mode of transportation, and the transportation system will make Provo/Orem less accessible and navigable. This will also likely have a disproportionate impact on the lower income population relying on UVX when traveling to work and school. Please reconsider this proposal.

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457	I'm a college student and needing to paying each day for the bus would greatly reduce my usage. As long as I don't personally pay for it (like having that be apart of school tuition as it was I think), I don't mind the changes, but if I will be directly paying to ride the bus, then I am very opposed to it and will not be riding it.
458	don’t do it
459	I rely on the uvx bus line to get me to work and school every day. I can't afford a bus payment every day and consider the free service a huge blessing. Please don't change it
460	I can’t add to pay this amount, I use this to get to work everyday.
461	I think the fee will decrease ridership beyond justification. The money made through this fee will probably not even be enough to cover payment processing as was seen with the public transit it Albuquerque NM. Furthermore so many low income folks living below the poverty line will be left with no transportation options if this goes through. We can’t keep letting these people down when so much is already stacked against their succeeding.
462	I ride every single day, and all of my routes keep getting changed. Please don’t change the f525 or the f570,
463	The proposed change will make it more expensive to ride frontrunner for me than with the 20% discount so that will probably decrease the number of trips I will take on the frontrunner.
464	Im an immigrant and can’t afford a car which is why I take the UVX. Charging people a fee for riding the bus would have a significantly negative effect on my budget, as inflation has increased rent prices and food.
465	Cost of living too high
466	Keeping UVX free of charge, or alternatively at least offering free rides on certain dates or during certain hours on this OREM-PROVO route would keep Utah Valley accessible to me and my family, as well as many visitors and locals, especially families. Otherwise many activities and regular routines become inaccessible to us.
467	Charging for the UVX would be incredibly inconvenient. I use it to get to school, work, and having it free to use is incredibly helpful.
468	All the proposed changes sound good to me except one. Adding fares to UVX will be a massive mistake. We see the affects of vehicle emissions on the Wasatch front every year. We need as many people choosing to leave their cars at home and take transit as possible. Adding fares will only make transit less appealing, and push more people to drive: worsening the already atrocious traffic and lengthening the time it will take to improve our air quality.
469	This change would hurt many students like me that rely on this transportation
470	I will lose many memories with my mom and family gatherings because of the few that I can’t afford each time. I can barely afford food as it is
471	Don’t change anything
472	Please keep it free. I need this badly.
473	I ride the UVX multiple times a day and it has had a major impact on my life. Not only has it opened numerous job prospects for me, it has also allowed me to function as an adult without a car. The cost of living here in Utah County is insane. I used to pay $379 a month for rent and now it's jumped by almost $300 per month. Along with this, the price of food has gone up as well. Not having to pay for the UVX has opened so many doors for me and I know for a fact that the addition of a fee would impact not only myself, but a ton of other lower income people in the valley. I am very strongly against any addition of transit fees to the UVX line.
474	meh
475	Please keep it free for students through their student ID’s.

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476	Unhoused people rely on public transportation and are dealing with enough struggle to have to worry about paying for the bus.
477	When I lived in Provo, there was rarely a day I didn't use UVX. It's the main mode of transportation for so many Utah Valley residents, especially students of BYU and UVU. Accessible, affordable and efficient public transit is what makes any city, let alone a college town, more alive and worth living in. I implore the UTA to keep UVX free of charge for as long as humanly possible.
478	So many students rely on the uvx as the main source of transportation to get to school. And by raising the price I think it will loose alot of the riders. Also alot of people just use it for 2 or 3 stops just to save a little time so it would be very annoying to have to pay to travel for just 2 stops
479	Please don't do this I ride this route daily and it would kill me
480	I use the Bus to get to work every week. Being able to utilize UVX with little to no interruptions is ideal for me to continue working.
481	We need to keep it free! Life is already expensive enough for us college students.
482	When I was dating my husband it was so helpful especially because I also had work in Lehi when I lived in Orem.
483	All of my college friends benefit from free fees
484	I use the Frontier to go to school at UVU
485	I'd highly discourage sunsetting the UVX Free Fare program. It doesn't seem worth the added confusion of having to tap your card if you're a student, and the reduced ridership of students that get the impression that it isn't free anymore (even if it technically still is for them), all for the revenue generated from just 10-15% of riders. Additionally, traffic is already bad enough along University Parkway and University Avenue, and every additional driver on the road (that would've used the bus instead had it been free) means increasingly bad traffic, which wastes the public's time and pollutes our air even more.
486	Bad idea! Multiple students rely on the public transit to get to school and work and it's all we have. Doesn't matter how big or small the charge is, we still can't do it.
487	i think that is unfair
488	It would make it more difficult to see my friends
489	I think getting rid of free rides is ridiculous and makes people even less likely to use public transport. It defeats the purpose and hinders the positives that public transport provides.
490	That will be unfortunate for me as commuting is the main means of transportation…should I question myself to choose between rent and transportation?! That is heavy burden with the inflation rate
491	My son and I use UTA regularly, especially FrontRunner. We use and like the Fare Pay cards as they are currently.
492	Wish fares were at least a little lower, makes it more worth it to drive my personal vehicle
493	Charging per ride is a problem. This increases air pollution, because people would rather drive if they have to pay. It causes slower rides (and therefore less reliable) by making drivers or riders take time to deal with fares as they get on. It reduces quality of life throughout the region.
494	Public transportation should be free, especially in populated areas. You will only increase traffic and put more polluting cars on the roads.
495	I really think this change needs to be considered as many depend on this service as the cost of living is already too high
496	Great, UVX never should have been FREE! My question is how do you enforce it? I use the frontrunner to go to SLC and in all these years have only been asked for proof of payment once.
497	A lot of students rely on UTA services to get where they need to go. Student IDs aren't available year-round and it's important that everyone has equal access to good transportation.

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498	We use UVX to go to BYU and events in Provo. We encourage others to do the same and have "converted" many others. If UVX stops being free, we will stop using it. It isn't so convenient that it is worth directly paying for. At that point we would go back to driving instead. UTA should be more free more often to increase ridership.
499	As newlywed college students I don't think we can afford paying that fee each time we ride.
500	Increasing prices will not increase usage. I live in Provo and travel 20 miles north to work every day I would love to take the front runner, but the cost is absurdly expensive, especially since it is "premium" upcharge over other transportation methods. I have done the math, it is far cheaper and more convenient for me to drive my car to work everyday than it is to take public transportation. That is the epitomy of failure of the public transportation system. There is something wrong with that. You want to in our area increase usage and stop inversion/global warming issues? Don't incentivize taking personal vehicles by charging higher prices and making it more easy/cheaper/convenient to just drive to travel places. I would be first in line if all Utahns had free/reduced pricing. As soon as it is cheaper for me to ride public transit, I will do it religiously, but it sounds like the business model of UTA is vastly different than what my thoughts are on the matter. So I know that this message will fall on deaf ears, so please just disregard and raise your prices which you are going to do anyways. Just know that by doing so, you continue to lose a potential loyal daily user. Who knows how many others have this sentiment, but do not voice it.
501	My family and I take UVX constantly and see it heavily used by our adolescents under driving age (below age 16). The free service is such a benefit to the community and would eliminate much of the non college student ridership. This project and others like it make the community a safer place. Instead of removing the free fare I would hope that we would be looking at expanded routes and more ways to fund this program to remove cars from the road and make Provo a more liveable space as population density continues to increase. Would city, state or federal partnerships be available to continue to offer free service to the non student community?
502	Don't charge for UVX! People that need the public transport are mostly people that can't afford something else, it's inconsiderate and the people that could pay a high fare like that already have cars, uvx is the only option that at least people can have when they can't pay the other buses.
503	Please don't make the UVX not free anymore. A lot of people rely on and need it.
504	Agree with the changes.
505	The price is too high. In my opinion, the route UVX follows is not large enough to ask for $2.50. I could understand something more like $0.75-$1.00. Often I only need to go a few stops. No one will be going the full distance, from Provo station to Orem Station.
506	I love the free fare days and think there should be more of them. I would like to see fares more reasonable for families. I think any free fares that exist like UVX should continue to be free. I believe more people would use public transportation if it was free.
507	I hope that the free fares on UVX stay in place. Three of my younger children, age 13-17, often ride the bus from south Provo to the city library or to the Orem mall. It gives them independence and gets them off the TV and computer here at home. My college age children (3 of them) also use UVX to avoid parking fees at BYU and UVU and to avoid the hassle of finding parking on campus. I think the free fares on UVX are so beneficial and I hope they are not dropped. My kids would not use public transportation if they had to pay for it.
508	Free ridership should be restricted as much as possible and more strictly enforced. Too often, homeless, smelly people enter the bus without paying and sit next to students or professionals who are then discouraged from using UTA. If there were fewer homeless riders, there would be more riders from the general population.
509	My daughter who is a UVU student and also works nearby uses the bus daily. She will continue us to use it during the summer for work. For those in a similar situation, I hope that special student passes will be made a available
510	I still think students should be able to rid free. As far as general public goes I think it's fine for it to not be free for them but students should still stay free. I'm no longer a student but know a few students who are so grateful for the free pass for various reasons. Gas is expensive and for many students they rely on being able to rid free up to salt lake or Ogden.

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511	I don’t think UVX should be charging UVU students for rides to campus and within the community. College is already too expensive.
512	All fair should be free. Public transportation is utilized by those with the lowest income. It's an unnecessary burden to tax the poor. Remove all fair and use the profits from not having to process the fees towards the costs.
513	A lot of people depend on the uvx including me that cannot afford it to have a charge to use
514	Umm no, it’s so expensive to drive and public transit is for people cannot afford it, so please keep it affordable
515	I think it's completely unfair to get rid of free transportation for college students, and that includes UVX and FrontRunner. Charging these people to get to their college campuses is immoral. It is damaging and unfair to our community.
516	I would stop riding it with a fare
517	What’s the point of public transportation if the public can’t actually afford to use it on a regular basis?
518	It’s not fair. If all other colleges pay to ride then uvx needs to pay for all rides including the bus ride to. They can’t just get free rides in Utah county.
519	I’m not in favor of sunsetting free fare on UVX. I occasionally use UVX in conjunction with walking to incorporate exercise into my commute to/from work. But I believe that aside from students, most residents haven’t yet tried UVX or discovered ways it can personally serve them.
520	I think this service should stay free, I and many people I know use the buses to get to work and school and don't have a ton of money to spare so any cent saved helps.
521	I still think UVX should be free for everyone. It is so central to everything in Provo/Orem.
522	As a local living near downtown Provo (the Center Street UVX station is a four block walk from my front door), UVX has been a great alternative for getting around the city and something my kids have enjoyed using. However, if the free fare is removed and a short ride for several blocks becomes a matter roughly ten dollars for a family of six, we will simply revert to using our vehicles for trips that could be served just as well by UVX. Overall ridership will likely remain fairly consistent with the core users of BYU and UVU students utilizing their prepaid passes provided by the universities, but you will be re-incentivizing car owners to get back behind the wheel. Why pay for a bus when you are already invested in your car? I know there are lower income users who are neither students nor can afford a car who depend on UVX to provide everyday transportation for their families and I hope their voices have been heard as part of this public outreach effort. I am a casual and non-dependent rider who enjoys the service of UVX, but I would look back with fondness on the days when it made sense to ride the bus. I support public transit in concept and in practice; with the caveat that it must reduce trip costs enough to justify the inconvenience inherent in accessing and using the services. I fear that by adding fares to all UVX trips the casual ridership will disappear, the majority of the base ridership will continue to only pay indirectly through their membership in an institution, and the lowest socioeconomic groups will directly be negatively impacted by increased costs. Please consider keeping all (or at least core portions of the route) of UVX rides fare free. It has been a valuable and popular system, even having utility for a quick jaunt from Center Street to the Provo Library. At the least it needs to stay free for travel to major BYU sporting events, simply due to the impossible logistics of trying to get those everyone on one of those overpacked busses to tap on and off in the chaos pre- and postgame.

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523	Your estimate that only 15% of riders would have to pay if the UVX became fare-based is WAY off. Many non-students (families and single, working professionals) use it, often for a few stops or just to make a connection to another area. It was paid through taxes, and now that tax money is instead going to fund a MLB stadium? Really? Now we have to pay $2.50 either way to get 6 blocks? What a waste of tax money that was actually helping low-income families
524	It's an amazing idea.
525	I ride the UVX such short distances that a flat $2.50 fee doesn't really make sense. Could it be charged per distance like the UVX? The free service is an amazing service in our community and would love if it could remain.
526	Dear UTA, Thank you for opening this comment period on the proposed fare changes. I am the executive director of BikeWalk Provo and would love to see the free fare for UVX continue. I'm sure you'd love this too. As an individual, I have free fare benefit through BYU and wouldn't be impacted. But for the community, having UVX free for all helps shape culture and the way people consider and access active transportation. Removing every possible barrier to build public use of active transportation is essential for creating the culture of non-car options as viable ways to get from point A to point B. We would be happy to be a partnering or supporting organization to find additional sources of funding to continue the free fare benefit currently in place for UVX. Sincerely, Christine Frandsen BikeWalk Provo
527	I use UVX every day to get to work and school, if there were fares I would no longer be able to afford it.
528	I think students should be exempted from the fare. A requirement to swipe student card can help implement that. Paying regular fare (5 days a week) is harsh especially on international students who can't work and are only given minimal scholarships
529	It's really valuable to have free transit. With how high rent is it's hard for many people to keep and maintain their own vehicle. Those who take the transit daily rely on it's affordability. We do not live in a walkable state. This is a necessity.
530	The free rides should not be eliminated and turned into paid fares, many people who rely on public transportation may not be able to pay the extra charge. Paying for transportation should not be an additional worry for people. There should always be a free, public, accessible way to move around the state and various cities.
531	This is alarming. 80-90% of ridership is student passes. to implement this system for the remaining 10-20% is silly becuase that last percentage is the low mod income peeps and visitors. Visitors dont want to navigate an app to figure out how to pay. this is a bad idea UNLESS it will finally allow us to run the systems on sundays. If we can run sundays. im on board.
532	I'm really discouraged by the August 2024 proposed changes to start charging money. Not only for myself, but for the incredible service it has been for so many people as a free service. I love the ease and convenience it has been to hop on and off the bus. It's also a source of pride for our city and what it has to offer. Please reconsider!!
533	I'm really grateful it's free for everyone and find it super helpful and accessible. Idk if I would use it as much even though the cost would be low to pay for it. It still makes it less enticing that I wouldn't want to ride it as often/at all maybe.
534	The Downtown UVX line should continue to be free since it is limited in where it goes vs the larger UTA routes. Since BYU/UVU pays for students to have a pass it probably covers most of the expenses in running this line. Keeping this line free encourages tourists to explore, low-income local residents transportation support, and sets a good tone for the city. It also seems super beneficial to at least keep a line from the train station that takes people downtown as a free thing. If we do end up needing to charge I would support it if the buses ran on Sunday.

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	I will not keep an app on my phone to pay for this service the intermittent times I use the UVX, there should be a way to pay without this. I also feel like $2.50 is too much to use it for the short distance I go on the bus. Probably rendering it a non-option for me down the line.
535	Please keep UVX free for all riders.
536	Don’t kill free service on UVX for university students! My friend depends on it to get around and without it he’ll have a really difficult time with his budget.
537	I've gone through periods where I've commuted to work using UTA multiple times per week. The UVX line was vital for keeping my fare costs down. Regardless of personal impact to me, I believe so strongly in a robust public transit system for the good of students, tourists, lower-income individuals, and other special needs, I support subsidizing fares from my tax dollars. Please keep the UVX free to ride, and please explore doing so with other lines as well.
538	No changes need to be made to the free ride with UVX
539	FAREPAY Card changes that would benefit frequent riders by having a maximum per-day charge. - I think this change is great, I use transit weekly through the FAREPAY Card system, and it really doesn't save any money or time the way it is. If this maximum per-day charge was implemented it would be great.
540	The benefit of free UTA is huge. The ease of being able to have guests come to town and just easily hop on a bus, is incomprehensible. The ability to be able to get where I need to be, while being low income is so reassuring. I’m concerned to have to pay for the busses and how it will impact my day to day.
541	Charging a fare will ruin so many people’s lives. Poor people using the bus being taxed for not having a car is the dumbest decision you can make.
542	Please keep UVX free. It helps so many marginalized community's, even mine as a college student.
543	There are so many members of my community who would not be able to work, go to school, etc. if there was not free fair on the UVX. There are so many people who take so much money from us just to exist, and it would be incredibly disheartening to have UTA added to that list
544	So by doing the payment, UTA policy will be Checking transfer fares since both of the doors opened at once? I hope this works out so the unsheltered community maybe can stay away I understand we're public transit but if there’s no way for them to pay the service they shouldn’t be able to get on due to the fact that it’s unfair to those that have paid for the service. it’s sad to say but sometimes they tend to cause trouble to others, nonetheless I also hope you find a way to help the unsheltered people. I think UTA policy should be in the look out for smokers and really make sure the rules are being enforced they’ve been around the UTA grounds should have bigger signs or recording announcements that enforce these rules set.
545	Im concerned for the low income population of Provo needing to ration out their bus usage. I believe a monthly bus pass would serve to provide funding for the UTA while allowing citizens the greatest flexibility and freedom with their bus usage
546	Keep the UVX FREE
547	I know a lot of people rely on the uvx and I think it's better to just keep it free.
548	So many people are struggling to survive in this economy. Often these same people need to use the train every day. Please don’t do this. Don’t be another reason they struggle to afford living.
549	If we have to pay I have no way of getting to work, school, or home.

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550	I believe that charging for the UVX would be a terrible mistake. Thousands of students use that bus network as a means of getting to and from their school. If riding the bus became a financial burden on students (and yes, $2.00 everyday WILL BE A BURDEN) I can see how our infrastructure will only crumble. Personally, I cannot afford to live closer to my campus and thus use the bus system as a way to get to my classes/ get groceries/ run errands. If I cannot afford to use this system I don't know how I will be able to go to class or get groceries or accomplish anything to travel. I want Utah to be at the front of public transportation in America and charging for this service would decline the use of public transportation and thus create more issues in the long term. There isnt a good reason to charge for the UVX bus system as it serve the community because it is free. Changing this would mean it is a source of revenue instead of a public service to benefit the community. I want to live in a community where I can access what I need to without financial burden.
551	UVX is the only way I can get to work. Adding a fare would make it harder for me to access, so please keep orem walkable.
552	I want the change to be rescinded. I ride frequently on the UVX for toll free travel. And I moved to Provo City in part for that reason. And dates for single adults will start at seven bucks - there is no way two fity is justified - it is not for or in my behalf.
553	I don’t think they should start charging money because many students including myself can’t afford having to pay tuition, having to pay rent, having to pay for food, and on top of that now this. I don’t think it’s fair
554	Please don’t charge me. I can’t afford it cause I’m a college student
555	Would love a reduced fare program to help more people get around and reduce traffic on roadways.
556	I like the reduced and zero fare ideas.
557	I mean, my taxes should pay for something, so I'm against the idea of paying for public transportation just to have it taxed again.
558	They need to keep things affordable for students who don’t have a regular income.
559	The service to the fastest growing and very congested areas in Utah county need SERIOUS improvement. Two busses and limited runs really make it difficult to take. Have 4 routes and 15 minutes both directions from SS&EM to Frontrunner stations would make it so convenient that people would ride it.
560	To my understanding I support the changes to have a Max charge for fare cards per day. The new ogx has been very helpful with 10 minute service. I’d love to see more expansion with this concept of more frequent service specially, with frontrunner
561	I think the changes made to the UTX Zero Fare service should be implemented, but the services should still be free to students. I have read the UTA’s statement mentioning “A renewed emphasis on tapping on and off” which does seem to hint that students may still be able to ride free. This would be perfect, but that doesn’t really seem like confirmation so I’d just like to state that the free UTX services have been immensely beneficial to my friends in school, and having convenient and free transportation has always been an important thing for the sake of education. It’s also been extremely beneficial to the environment as it’s been like the best carpool of all time, saving likely hundreds of cars from being on the road. Of course in a perfect world all of these services would be free but unfortunately things cost money and grants do end, but I just hope the students are being kept in mind. I’m assuming this has been thought through and I’m assuming that the services will still be free to students as it seems the UTA usually goes out of their way to keep them in mind, but I just wanted to share my thoughts as things have seemed unclear and these services have truly been a blessing to my student friends.
562	Make it affordable for students who don’t have a normal income
563	keep it free! this is how many of my coworkers get to work and how people get around without wasting gas.
564	I think the new Farepay card fare structure is a very good idea!

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565	The UVX ride for free option should not be changed. Many people use this and it is very helpful.
566	I work with refugees and other low income populations in Provo. They greatly benefit from the UVX bus and would be negatively impacted by the fare requirement, due to already limited transportation options.
567	I am very excited about the reduced fare. I have always been frustrated that more people are unable to use UTA due to the price of the fare, and I feel that this will be a great benefit for the community.
568	All sounds good
569	I don't support sunsetting the free fare on the UVX. If it would only affect 10-15% of riders, then it shouldn't make a big difference to UTA to continue offering it for free, and it makes a huge difference to the riders. I don't live in Provo currently but I used to and I greatly benefited from free fare on the UVX.
570	I agree with the changes being made. I think it will help encourage ridership and cost less for those who need it the most who may be able to save some money with the proposed changes.
571	I would like 604 to run every half hour. I would also like the 640 bus to run twice an hour on Saturdays. Thanks!
572	As a disabled person with no income, the no-fare attribute of the UVX bus line is the only way I'm able to travel around Provo and Orem. Sure, there is the Medicaid bus pass, but that's only valid for travel to and from Medicaid-covered medical appointments. There's also the reduced fare Farepay card, but with no income, even that's too expensive for me. As someone who has lived in Utah for over 20 years, it is disappointing to see college students who are only here temporarily travel on most UTA services for free, while I have to pay.
573	It is extremely inconvenient to start charging for fare in the bus. Especially if only 10-15% would be paying regular fare. I think the usage of the busses will decrease exponentially, we would see more and more people simply walking with the busses being not as effective for the city or the environment.
574	I personally am not happy with the proposed changes as they would increase my cost to ride UTA by 25% because I currently take advantage of the FAREPAY 20% discount but I would not benefit from the propose fare cap limits. I think the proposed changes will discourage use of FrontRunner and will hurt adoption of UTA. I regularly commute to work on FrontRunner from Orem Central to the Lehi station. Round trip it costs $6.20 which with a 20% FAREPAY discount is $4.96. Even though I am a regular rider but because my commute is below the proposed far cap my costs would increase. The fare capping of $10 on premium lines is too high for me to benefit and it will also hurt people who have shorter commutes. There needs to be a better benefit for regular riders who don't exceed the proposed fare caps.
575	I would hate for rates to go up on any route. Although I do understand that there are inflation issues, but with inflation already being so high with food especially, raising prices would make it that much harder.
576	I dont have an issue with any of the changes except charging for UVX. The economy is already tough right now, so many people are living paycheck to paycheck as it is including myself. Even that 2.50 that is saved by a lot of people with the UVX can go a long way for some. And not to mention a lot of homeless people and people with disabilities use it. These people especially are vulnerable financially, and this change with hit them more than anybody. UVX should remain free. And, if it were possible, more public transit should be free. It would likely help reduce carbon emissions and save money for a lot of people.
577	More frequent UTA 223!!!!!
578	Route 39 should be adjusted slightly to more match up with the Red Trax train frequently being late to arrive at the Meadowbrook station in the afternoon.

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579	I am a Farepay card holder. I was reading some of the proposed changes. They sound good and I think they would work. I think using Farepay is the easiest way to use UTA services. I will be interested to see if the changes are made. Thank you for providing great service.
580	Adding a regular date on UVX services beginning in August 2024 would inhibit hundreds, if not thousands of students daily lives. I take the UVX bus almost daily and having to pay a $2.50 fare would make it so I couldn't ride it hardly ever.
581	If you take away the 20% discount on the fare pay card, there is no benefit to me so I would probably just use a credit card. I use UTA mostly for Jazz games. (Frontrunner from Layton). Also you need later service leaving downtown. I would use UTA a lot more if there were later runs leaving SLC.
582	Since 10-15% of current UVX riders would have to pay the new fee, the proposed changes will result in losing 10-15% of UVX riders. Operating costs will remain the same because it costs about the same to run a bus with 9 people as it does with 10. Losing federal funding is frustrating, but you will not regain the difference by charging such a high fare. Buses take longer, so the main reason to take them is cost effectiveness. The proposed fee is more expensive than driving a car, so people with cars will choose them over the bus. If the economically disadvantaged hassle with applying for reduced fare, that $2 a day from a handful of people riding the bus will not make a meaningful difference in the cost of running UVX. Those unwilling to figure out the new program or pay for it will walk or find other ways to get around the city, making it harder for them to go to work, grocery shop, etc. The proposed change is also sad because UVX has decreased traffic and accidents, especially along University Avenue in Provo. We love UVX and want to keep it as a public good to benefit Provo and Orem.
583	It would be WONDERFUL if the Fair Pay Card fair was $1 each way!!!!!
584	What I've read seems equitable. My comment is about your lack of communication to not only the transit dependent public, yes I receive alerts, but to your employees! Not only do your customer service agents not know the current status of bus lines, there are times the drivers are not told. I use to take mass transit at least 3 times per week, now I walk most of the time because I can't depend on mass transit anymore.
585	Thank you for updating the seating on the blue line trains! It's much cleaner now :) My main recommendation now is to try running three train cars in the evening, during the latter half of rush hour (approximately 5:00-7:30 pm), on the red line train, University Medical towards Daybreak. I see you running 3 cars on that line from about 3-5pm, but not later. It can get pretty crowded even at 7 pm when there are only two train cars, which could easily be solved by simply having 3 train cars available to ride in at the time. Thank you for considering! :)
586	I used to get on at daybreak. 1st train. Then off at courthouse where I have to stand out in the cold waiting for the blue or green line to take me to city center. The red line usually doesn't get me to work on time. It either doesn't leave on time due to freight on the line or mechanical issues. So I started driving over to the blue line. I still can't get to work as early as i need to. But at least I get there more consistently. My suggestions are: 1. to start at least the blue line earlier. 2. Adjust the schedules so the passengers don't have to wait so long for transfers. Going home is the same. As the trains from city center pull into courthouse the red line pulls out. Again having to wait for 15 min. 3. Require your schedulers to have to ride the earliest trains. It might not seem a big deal to them in their office but having to stand out in the cold/storms may help them understand scheduling from the passengers point of view. 4. People's job's depend on getting to work on time. Employeers don't want an excuse. They want you there on time. Do preventive maintenance or do it more often. The trains are constantly late due to maintenance issues.

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	5. Have more police presence. It gets very scary (especially in the afternoons, but also mornings) when "crazy" people accost you. Pick fights with other passengers. Smoke. Play very loud music. They continue to do these things even when the conductor asks them to stop. More police checking tickets would be a huge help. Calling for help is useless. It's several stations down the line before police arrive, even in emergencies. 6. You are concerned about changing rates. What is the point? In the years I've ridden with UTA, I've only been checked for payment on trax twice. Front runner was more often. But the bus, every time. I know regular riders on trax who have never bought a ticket.
587	For me and my family the proposed Farepay change will make us pay more each week with no advantages. We would prefer to keep the 20% off going.
588	Potential of a subscription service rather than individual payments. Orders get rewarded for using the service frequently, rather than punished. Also get a stop at the creamery please
589	This will make my sister's life much harder. She won't be able to get to work without paying a lot of money, which is hard to do for someone making little more than minumum wage.
590	I'm okay with the changes in routes and fare changes
591	Regarding the proposal to charge fare on UVX, my opinion is that it would defeat the purpose of a bus rapid transit system. I've been told this would only be electronic fare, but it would require everyone to take the time to tap on and off. Also, how exactly would enforcement work with this?
592	I would no longer have access to public transportation and would have to find a different method of commuting to work.
593	The main change I am concerned with is the FAREPAY capping. Currently I take the FrontRunner to and from work just about every day. I only go one station (from American Fork to Lehi). With the current system that costs me $4/day with the 20% discount. Under the capping system, there would be no benefit to using the FAREPAY card since it would go up to $5 a day. This is not a significant amount, with the greatest increasing being about $20/month. I can see how it would be a benefit for many who are traveling further or more frequently throughout the day, but I worry for these shorter rides that I and other take that there is no benefit.
594	Keep route 39 running
595	I ride UVX ever day. Without free fare, I could not get to my job.
596	I hope they don't start charging a regular fare. If they did I'd probably use my brother's car most of the time instead of UVX. This might sound insincere, but after having lived in Oregon and other cities that don't have free transportation like this, I often think of the Free Ride UVX as a symbol of how great Provo and Orem are.
597	Charging for public transportation will definitely deter many people from using it! So many people benefit from this service and adding a fee to ride will make it inaccessible for many.
598	Make cars pay for uvx
599	I loved the UVX partially because it's free, making it convenient to use. To charge for the UVX seems counterintuitive to why the line was installed in the first place.
600	Personally this charge will cause my friends and I to completely stop using your service. We don't have money and already have to walk to the station. Leaving it free allows us to not worry over if we will be able to transport from place to place. Please keep it free, others are worse off than us and need this freedom. Our economy is suffering, affording everything on top of the fee will not be appreciated.
601	I think it's just fine to start fares on the UVX. I don't know how low-income people would be affected since I can't speak for them, but the fare pay system seems good. I am a UVU student so I would tap on and off. There are a few stations where the tap station is off or broken, so that would need to be fixed before then.

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602	The Green & Blue Lines should make it easier for transferring between Trains under a Minute. Bus 217 should be able to circle the Loop before heading West on North Temple. Also, there are Owner's that are allowing their Dogs, on Trax, without holding on to the Dog's Leashes.
603	UTX should stay free, and strive to lower costs across the board
604	I currently don't have a car and use the UVX system to get around while I save for a car. I have many other expenses like school, groceries, rent, and frequent doctors office visits. I wouldn't be able to afford the UVX system as frequently as I need to currently use it
605	I use UVX fairly often to get around the central Provo area. I love the convenience to my home, workplace, local restaurants and shopping. And to attend events at BYU. I have a car, but sometimes UVX is just nicer and I feel like I'm doing my part to help with the air quality in Utah and to avoid parking hassles. However, if I have to start paying $2.50 each way for the few stops I regularly use, I'll go back to driving all the time. $5 round trip for a less than a mile? No. $5 in gas will get me farther. It's not cost effective for me to pay for any UTA service unless I'm traveling outside of Provo, and even then, the schedule doesn't always match up, so I end up driving anyway. There's never a late enough train back to Provo from any SLC event, so I either leave my event early to make the train, or drive. If you want more riders, lower the fares and have a late train leaving SLC.
606	This would be really difficult for me. I live too far from campus to walk and money is tight. It would be incredible if it was still free for BYU and UVU students to help grow the community!
607	The fare decrease is great, but UVX having a fare is a bad change in my opinion. I almost exclusively use UVX and it helps connect Provo and Orem. I firmly believe it should remain free so no one has to worry about getting to school or trying to get to Orem or Provo.
608	I love UTA and I would use it more if I could!
609	I think you guys need to hire more drivers for UTA on demand because some drivers that only speaks Spanish has a hard time understanding with any riders like myself that speaks English on where to go from point A to point B and I also think that the app plus agents from the UTA on demand customer service needs to not tell us that they're experiencing very high demand due to not have any drivers available.
610	I was always impressed that UVX was free to ride because it's a great service to those who truly need to use it. I use UVX almost every day to get from the train to school and it's been a great blessing not just to me, but to the many others I see taking public transit. People can get to where they need without having to worry about what it will cost them, especially those who are more disadvantaged. I think it would be great to keep UVX free of charge because it is serving the community in an extraordinary way and has created a very welcoming atmosphere in the city.
611	The UVX buses should remain free for everyone. University Parkway and Avenue are already cluttered enough, especially if there is a BYU football game going on or even just a weekend. This is a great alternative to driving cars and should be expanded instead of sunsetting. Salt lake City has Trax, our area has UVX. If you sunset UVX then you should sunset Trax as well.
612	UVX should have never been free to begin with . It cost lost of money to put that route in, and it put UTA into bankruptcy while costing taxpayers big money . It's time for the users of this route to start paying . However fares should not go up in price . Sure fuel cost have gone up . However this is where the grommet should help with cost to maintain and fuel buses .
613	Please make riding the bus free. I cannot afford to pay to ride the bus. Since bus rides have positive externalities such has reducing air pollution and traffic, they should be free.
614	Keep it free. Free uvx and free frontrunner. That should be priority when allocating funds. Free.
615	Route 217 used to come to my neighborhood but it was shortened so now there are no buses here. UTA relies on VIA's OnDemand service but it is not a reliable service. It's like a musical chair game when I try to get a ride every day. Sometimes I can't get a ride so have to get an Uber just to catch the 217 three miles from my house. I just want a bus with a reliable schedule so I can get to work on time. OnDemand service is good when there is a ride available, but it's not guaranteed to be better than a scheduled bus.

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616	I am opposed to changing the fare to $2.50. I expect many people who currently ride because of the convenience and cost-benefit will choose to drive since it is cheaper and more convenient in almost all cases. Using public transit already requires a significant sacrifice of time and convenience when driving is so easy and cheap compared to the bus.
617	I would like to see the fare pay card go onto the Apple wallet and have reduced rates on the frontrunner
618	please don’t start charging fare!
619	I think that it is unfair to charge for UVX in Utah County. The reasons being are: 1. It makes it less accessible for everyone. Charging fare would me that those who cannot afford the fare (even reduced fare) are forced to travel on foot in extreme weather conditions instead of finding solitude while traveling on UVX. 2. Salt Lake County gets free fare within the "free fare zone", so why can't Utah County get something similar. If you are so desperate to charge fare, why not keep the area from South BYU station to Orem Station free? Charging from Provo station to Joaquin would still bring in revenue. 3. What about students who have families? I personally am in this boat. My husband is a student at UVU who gets to ride UTA services for free. However when we want to go out, I have to pay for myself and our children. We use UVX more often than not because of the free fare in order for us all to have a day outing. If you were to charge, I would not be able to take my children out as often. I understand that you have to find funding some how to help with UTA, but I think that there are other options for helping with that. Public transportation should be accessible for all. That's why it's called "Public"; not "Private".
620	I have long ago stopped using my farepay card in favor of the Transit app so there is no loss for me there. The fare capping program is a great change. I knew the UVX FTA funding was always going to sunset, so no surprise there. With no fare service on that route for so long, it would be helpful to have LOTS of communication and even onboard announcements to let riders know about the impending change. All focus and resources need to be on increasing driver/operator retention to restore and expand frequency. This is the major stumbling block of further building a transit-riding culture. Most seriously, the service reductions on the ski bus routes in LCC are inadvertently making the case for the gondola by not combating the traffic it seeks to solve.
621	I wouldn't be able to afford to commute to my place of work without the free UVX.
622	Are you all just stupid? Why would you charge $2.50 when people are poor enough with this economy? This is a ridiculous idea.
623	I love that you're continuing old routes but consider: add more routes. I would use UTA much more frequently (and clearly it's already a useful service) if it had more stops on BYU campus, for example.
624	Increase parking and frequency and return 2nd route to snowbird/alta
625	I am ok with everything you are proposing. My wish list is that you get a bus going back on Hill AFB. We are moving to a building that will not have enough parking. I wish you would have sunday service on 509. There is a sunday farmer's market at Jordan Park. For me it would be to to to church near the park. I live down on Riley Circle. Those are my wishes.

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626	The changes need to be looked at for route 205. This is a connection that goes from Murray to Rosepark Glendale area. A lot of people work at night and cannot get home because this bus stops running at 9:30. I am one of those people that I have to beg for a ride or pay for an Uber. I share a car with my son, and I am usually stuck with a bus or Uber due to. We cannot afford a second car. You got your state street buses in your 900 E. bus that runs late even have a 900 S. bus that I see at night when I'm getting a ride home that never has anybody on it The connection that goes up to the University of Utah the 500 E. bus is right smack in the middle please please run this bus until 1130 at night so people can get home including myself. This is a growing city, and the transportation needs to improve. This is a main vein line to the traxs and we really need to improve the service at this. This is not a small town. This is a City and this bus is in the middle of of the city. I have lived in Portland, Oregon, and their bus system is fantastic. You can get home until two in the morning within walking distance of your home. Please look at improving the service.
627	I recently graduated from the U, so I've since had to start paying to ride UTA. I can say from personal experience that paying a fee is a massive deterrent to riding public transit. (And I love riding public transit!) I therefore discourage the introduction of the UVX fee. Regardless of the fact that I am not one of those riders, I'm deeply concerned for the current and prospective riders who this fee will impact.
628	Keep it free
629	Please don't change the farepay system. Many people using it are business people who ride to work and ride home, making it 4 dollars a day vs the proposed change of 5 dollars a day. Many of those riders don't need it for all day. It's hard enough to ride it when there are so many homeless on it, this will push paying customers away.
630	I have siblings who regularly depend on UVX as their primary mode of transportation. If something similar had been available to me (in the 2007 era), I would have utilized it as well. I think it's crucial we stop exploiting the university students any way we can and start getting creative with different ways to make money.
631	Charging for UVX would be a huge regression on what was one of the few smart ideas UTA has had. UVX has a higher ridership and connects more people to the UTA network than any other bus route. A huge part of this is because it is fare free. Fare free UVX creates UTA riders. It's a flagship program that can attract people to try it out, get used to riding transit, and make it a part of their daily lives. It's an onboarding program that normalizes transit use in our communities and all the benefits that brings. Probably preaching to the choir, but we NEED to have increased transit use in Utah and especially Utah County. There is no solution to car congestion other than legitimate alternatives to driving. There is no solution to sustainability (including sustainable housing costs) except intelligent mixed-use zoning, which transit is an integral part of. Normalizing every day transit use should be one of UTA's main goals, and fare free UVX has been shown to be the most successful ways to do that. Don't shoot yourself in the foot. Don't kill the golden goose. Keep UVX fare free.
632	I would ride the 805 bus daily from Santaquin or Payson to Provo but the trip takes way to long. Although the trip from Santaquin to Provo Central Station is only about 20 miles, but it takes 40 minutes. Fully HALF of this trip time is spent on a long detour into Spanish Fork through numerous stop lights. Ridership on the 805 tends to be very low because this route is an ineffective way to commute to Provo. Ridership would be increased and service to Santaquin and Payson would be dramatically improved if this route just went straight to the Provo Central Station from Payson.
633	I don't agree with removing the discount on FAREPAY card per ride and putting a cap. There is already a monthly pass option for frequent riders and not having a discount in FAREPAY makes no sense in parking funds in the card to use during a ride.

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634	Please keep UVX free. If we want to fix traffic we need to get people to use transit more, and adding a fare to the most accessible bus in Utah County would hurt ridership. My teenage girls take UVX to go to the mall or downtown Provo often. I used to use it daily for work before changing jobs. My girls have planned the jobs they want to get around places they can get to via UVX as they can't drive and don't have much interest in driving at the moment. My wife used it to get to school. I wish 850 was a BRT like UVX. State Street is a nightmare to drive through and swapping a lane for a dedicated bus lane while making it free might actually convince people to take the bus. We need more routes and more accessibility, not less. Traffic is only getting worse, we need more and more accessible mass transit now more than ever. I'd be okay with paying a fare for UVX if we could see that money being funneled into more routes and increased frequency. But still think the only way to get people to even think about getting around without a car is having very accessible options. I'm also curious to know about how sports events would be paid for for UVX. If fare is not included in ticket expense, less people will use UVX which would make the terrible traffic even worse.
635	I think if you increase and charge a fare, nobody will take the bus anymore. It isn't worth it to me to pay $2.50 every time I ride the uvx
636	I rely on the UVX on a daily basis. I have enjoyed the UVX free service. I speak for all the other people in Utah valley that it is not only imperative but we need to keep the UVX line free. Not only for those using it regularly. But for those using this line to find work, housing that are looking for a brighter future in workforce or housing. Thank you in advance for considering this
637	I think if UTA absolutely HAS to charge for UVX, it shouldn’t start until the new year
638	Orem is hard to get around. And for any college student who lacks the ability to find any parking, the UVX is a free resource that allows me the freedom to travel to school and back without cost. Orem needs to stay walkable and the UVX should remain a free service, for those low in income and college students. This helps reduce parking clutter and traffic as well for sporting events and school activities.
639	Please don't start charging for the UVX line :(
640	I strongly disagree with making UVX fare not free, because it is so widely used by the public. By maintaining the free fare it makes the Provo and Orem much easier to access and keeps traffic off the streets. It also makes game days liveable in the city because it prevents hundrends to thousands of cars clogging the neighboorhoods. I strongly recommend maintaining the free fare policy.
641	I am fine with the proposed changes but want to use this chance to please ask you all to keep the routes to the University ON TIME. our students live in the city and depend on the Transport but it doesn't seem to run on time, or sometimes not at all, and then they are late for classes. they would be using it more often if it was RELYABLE, and if not, they just end up using their cars again! thank you.
642	The UVX being free has been a major blessing in my life and the lives of my friends and family. I understand the argument against free transit, and I don't think that every line should be available free of charge. However, UVX is all about convenience. Not needing to plan for paying a fare and just being able to run and catch the bus is a huge factor in my decisions to take public transit. I think that UTA either needs to make paying fares as easy as possible (tap to pay on the bus, for example) and offer need-based reductions for those who need it most, or keep UVX free for everyone. Public transit should help to build communities. UVX has the opportunity to keep doing that.

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643	Requiring a fare for UVX would deter me from using it and remove an important mode of transportation for me. I don't use UVX for a regular commute, but I love being able to use it for short trips around town that I would otherwise use my car for (grocery shopping, going to the library, visiting friends, going out to eat, etc.). Having a variety of convenient transportation options improves my quality of life immensely. Having to pay $5.00 round trip for just a few stops essentially removes it as a convenient option, which would be a disappointment. UVX also makes it much more possible for me to use other UTA services (connecting to other buses, FrontRunner, etc.), so requiring a fare would also impose a barrier to these services.
644	Route changes: Will route 205 frequency still increase this year? I know that was in the 5-year plan but I didn't see anything about it. I live near route 205 and would use it much more often for running errands if frequency was increased to 15 minutes. Fare changes: obviously don't love that you are eliminating the discount for farepay cards, but I think fare capping is a great idea. These two things together would probably be net neutral in how much I use my farepay card. I only occasionally ride UVX, but eliminating free fares on it seems like a very bad idea. The vast majority of riders wouldn't pay full fare anyway, but this policy would make UVX less accessible and convenient for everyone. Right now UVX is one of UTA's biggest success stories, so jeopardizing ridership for a tiny bit of revenue seems shortsighted.
645	Keep the bus free, it doesn't seem like much to charge a small amount but for people that don't have much it's a lot.
646	I've still been very negatively impacted by the cancelation of the route 3, I am disabled and was no longer able to get to my job at this is the place, I currently work at the deseret industries in sugarhouse, I will 65 this year, and currently purchase a hive pass. I was going to switch to a reduced fare farepay card, but now I don't understand what they are doing with the fares. I use the bus for everything, as I have never garaged a car in salt lake. I used the 700 east buses, but uta canceled those also. The 9 was safer for me when they were running it on 800 south. They have not put any sheltered stops back on 900 south, at liberty park or trax stop or 209 stops at 900 south
647	Keeping public transportation, specifically UVX, free makes it less intimidating and more accessible to way more people! We love it and use it often, don't change the fares!
648	Please leave it as is. It's great the way it is.
649	Charging a fare on UVX would be devastating to the Provo community. Charging fares would create barriers to access, disproportionately impacting low-income communities, hindering mobility, and exacerbating environmental issues. Accessible, equitable, and sustainable public transportation should remain a fundamental right for all.
650	I use UTA almost on a daily basis. I do not think anyone should be charged to use UVX in Provo and Orem and I think the Frontrunner should be a little cheaper. Thank you for listening.
651	No one should have to pay for this service.
652	Keep UVX free
	If you don't support free transit, you'll have to spend more money on infinitely more lanes on the road. People can't support public transit when you don't have a sufficient structure that gets them there mmmm close to where they need to go in a reasonable time. That only happens with *more* routes not less.

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653	The 10-15% of riders that would have to start paying are likely the most vulnerable, who depend upon it for getting to work and can least afford it. Please do not limit access based on expense until you have sufficiently built up a grid of coverage that actually incentivizes people using it. Right now, it would be cheaper for most people to buy a car, pay their own insurance and gas than to pay for monthly access. And your narrow grid of coverage means it takes forever to get anywhere. And I still have to walk a lot once I arrive. That does not encourage public transit. You'll just be spending your tax budget on building and repairing roads instead, while adding more to the air pollution. And the people who do not have a choice to buy a car, or can't drive for health reasons, will be the most impacted by this change. I would rather my tax dollars go to help then get to work than for their hard earned dollars go to paying $2.50 in fare each way. Please help them, don't punish them. Please look at other countries and how well their public transit can work when you build it out first.
654	Keep the UVX free! It's the best way me and my family get around. We want more public transportation!
655	I think the changes are generally good. The only thing is that people have gotten VERY used to UVX being free. While I understand that was part of a program, and those inevitably must change or end, it is extremely important to have clear information where riders can view it about how to start paying for the ride. I can just see people not really thinking about scanning on and off of that bus since in my experience most people don't currently. Education for the students regarding the passes included with their student ID cards (BYU, UVU) will be important as well as educating on the importance of tapping on and off. Overall love the service and feel that it is a fundamental feature of the community. Thank you!
656	UVX has been one of my main ways for me and many of my friends to travel around Provo. I highly encourage it to continue to be free because it helps me be able to travel with ease and avoids adding to traffic on University Ave and Parkway. Provo and Orem are going to keep on growing in population and having public transportation available for free keeps it as a reliable option.
657	Do not add a fare! It can be intimidating to try and figure out public transportation, especially with a fare. We don't need that.
658	Charging regular fare for UVX would be troublesome for me.
659	women are statistically more likely to use public transportation to get to and from work, child services, etc. adding a fare disproportionally hurts women. please consider keeping it.
660	Not a big fan. It's a great place for community of all types to interact. It connects our city.
661	I hope that fares on UVX can remain free. It's a huge service and helps people see that public transportation is helpful and useful. I hope it will make people want to expand the public transportation system.
662	I'm fine with the addition of a regular fare, although it needs to be clarified if that is a per stop fee, a daily fee, a route fee etc. My primary comment is that taping on and off using the existing technology is horrible during rush hour because the readers are quite slow. This will result in a lot of frustration. Either a new system needs to be implemented or the readers need to be improved.
663	Adding a fare would make a bus trip a financial decision to make rather than a fun, spontaneous family outing. It would feel very silly to pay $7 to take the bus the two stops to the library, but right now it's public education and excitement for our kids.
664	I'm a BYU student and if fare was still free for us then I would ride UVX just as often. If not, I might rarely ride it
665	I am a student at byu and take the bus/train everyday. If I have to pay it will increase my costs of transportation by a lot. Please keep it free!!
666	Ending the zero fare for UVX would be analogous to ending the free fare zone for Salt Lake City. These free fare zones invigorate and connect central downtown areas, helping downtown businesses. The UTA should keep the zero fare for UVX. The cap on fare pay makes it finally competitive with personal car ownership and should be implemented to increase ridership and combat pollution.

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667	I am truly disappointed ,all that I have wanted since it was changed,is to restore 15 min intervals on # 39. At current timing it is always very crowded,particularly it is extremely difficult to transfer from a 15 min. Route to a 30 min. I used to take #39 frequently,now I almost never maybe once,twice a month,or get a ride with friends..I really never understood why # 39 was chosen over many others to decrease frequency given the popularity with school,community college. It is my experience riding uta over 40 years ,east/ west routes are are essential to make reasonable transfers to the most popular north/ south routes. I was also hoping to be able once again use #201 as anther way to access Murray Central trax station,without crossing state street at 53rd south,to catch 200.Since the frequency change on the 201,I haven't taken this route at all where it had been 2-3 Times a week.whats the point at hourly,pointless at 30 min. It was appropriate at times.200 easier even crossing street,with a walker is very scary,given today's drivers.too many times close calls and I don't cross carelessly!!!
668	I believe that UVX should remain free, especially for college students like myself and the low income individuals within the state. With everything rising in cost especially housing, we should be given free bud fare considering how expensive everything else is. Please continue to make the UVX bus service free.
669	I think adding a fare is a great idea. However, the uvx is a great transit option during large byu events (football, basketball, devotionals, etc) and I would hate to see potential transit riders pushed towards driving private automobiles during these peak periods. Could a reduced fare, or free ride with valid ticket be implemented to encourage people to styl use transit during these events?
670	Free public transportation has been one of the best things about living in Utah. It is something I rely on to get around and makes living here more accessible. Plus it helps the environment so much. If I have to pay for every ride i'll be better off buying a car and it'll end up being worse for the planet.
671	I understand that the funding for free rides had to end at some point with UVX but I don't agree being charged a flat fee of $2.50 is the right solution. Data should have been kept these last 5-6 years on the average number of pickup/dropoff locations riders are on the bus for and using that data, you should be coming up with a dollar amount per stop. If I get on the bus and only need to take it 2 stops north of me, I shouldn't be charged the same amount as someone riding it from 300 S in Provo to UVU every day. Riders will have less frustration with Provo and Orem city if an approach based off usage is given, rather than a flat fee. The front runner has a base fare and then you're charged more depending on how far you ride, why should UVX be different? Sure the other bus routes have the one way fare of $2.50 already in place but UVX is different from other buses. You should be able to have a card that is scanned at the stop you get on at, and when you scan it again as you're getting off then you're charged for however many stops you rode for. I'm sure there's a scanner that's capable of keeping track of your card info and the stops, and then charging you based on usage.
672	I hope you can maintain the free fare. We go to Provo to eat so we support local restaurants if there is a charge we won't be doing that.
673	I feel that UVX should remain free since it is such a needed system until we have more robust transit it is needed and having it free helps make sure people are using it instead of debating if they need to figure out how to pay for it. It also helps the local businesses and economy immensely especially with areas that do not have excess parking.
674	I don't get paid a lot at work and it's really hard for a college student who doesn't have a car to get to places for free, and I depend on this bus system to be free. Please keep it free!
675	I live in salt lake and work in Orem, I don't get paid enough to move or to get a car, and definitely can't afford to get a new job. The bus is my only way to work. I can not afford to drop $20 a week to get to work. Everywhere else in the world can figure out how to provide public transportation to their people, why can't we?

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676	I've been taking the frontrunner and UVX bus to school and now my career for 6 years now. And I have enjoyed my experience and opportunities that came with public transit. I have lived in Draper my whole life and I loved taking public transit. It gave me greater opportunities that I wouldn't have had since I couldn't afford a car. However creating a fare on the UVX would prevent me from using the bus in the future. I already pay for the train from Draper to Provo every day which is $7.00 and adding an additional $2.50 one way is making it not worth it anymore to take public transit. Driving would be a cheaper option. We currently live in an inflated economy and this added expense would make transportation even more unaffordable. I work in Public health and we focus our efforts on helping populations that experience health disparities. Adding a fare to the UVX bus would make it even more challenging for low-income citizens to travel and access the services they need. Also adding a fare would decrease ridership. I ride with a lot of my coworkers on the train and bus to work everyday. And this would increase the chances of us all not taking public transit. I would walk to work if around the Provo train station was more walkable. I don't feel safe walking to the health department from Provo train station because of lack of safe sidewalks and crosswalks. If they were to make that area more walkable and safer I would walk. The bus benefits local air quality and traffic in Provo and Orem which makes the environment a better place. Also with BYU having football games a lot of community uses the bus to go games and I'm sure with adding a fare less people will use the bus and drive and cause more traffic and congestion. Please consider not adding a fare. I have loved my experience with UVX and will stop riding if you add a fare.
677	Please don't start charging a regular fare fee! I use this service all the time and whenever I ride it the bus is packed. This greatly alleviates Provo traffic, and charging a fee will encourage people to use other means of transportation
678	In 2018 as the Mayor of Orem and a member of the Mountainland Association of Governments and the association of Utah County cities, I proposed the idea to use the CMAC Grant from the Federal Government for $3 Million dollars per year for 3 years to cover the cost of free fare for anyone not covered by BYU or UVU paying for their student's fares. In proposing the CMAC grant I requested and received letters of support to use this grant from Senator Orin Hatch and Congressman John Curtis. UVX helps to take over 3,000 cars a day off of the roads. This takes wear and tear off of the University Parkway in Orem and University Avenue in Provo. This also has allowed UVU to not have to add additional parking lots and has in face eliminated parking spaces allowing UVU to build additional campus buildings on previously used parking lots. When I was researching this grant out, I learned that if mass transit is FREE and FREQUENT then it increase ridership by up to 40%. I also learned that up to 40% of all new retail outlets go in on mass transit routes nationwide. The CMAC grant was set up to help reduce traffic congestion and lower Green House Gas emissions from vehicles. I believe that these objectives have been achieved with this grant. While I understood that it would be for a limited time, I also hoped that the value of free fares increase of retail business and decrease of cars on the road and decrease of automobile emissions would show its net worth. I believe that if you took the savings of emissions which the Governor and Legislature are seeking, and the decrease of wear and tear on our roads which UDOT seeks to do, that it is a net positive effect for Utah to continue to allow free fare for all UVX passengers. Collecting Fare Box money has a cost to it in machines, manpower, and overhead. This would need to be added into the mix to see if it makes sense. Also the set up of the fares seems to be pretty complicated. I have spoken with Commissioner Acerson and requested a meeting with UTA Commissioners,

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	Carlos Braceras, CEO of UDOT, Representative Kay Christopherson, committee chair of the Utah Legislature Transportation committee, and myself to look and discuss using some UDOT funds to help fund UVX to help keep more cars off of the roads and to lower our green house emissions. In a survey perform by UTA in April of 2022, the Free Fare study found that 53% take UVX because it is free, cost effective, convenient, good access, and because it helps our air quality. Please look at this with more study and consideration. Thank you. Former Mayor Richard Brunst Orem 801-319-4603 rbrunst@aol.com
679	I think it's good to have fare capping to help encourage ridership.
680	Keep the UTA free!!!!
681	I agree with the maximum per day charge so that public transit is more affordable and used by those who need it to and from a place. I also think the reduced fare program would be great to make it more accessible anything to increase the use of what is already being paid for I do not agree with sunsetting the Zero fare for the UVX. I think it is a huge asset to the community.
682	Keep UVX free
683	After listening to the online public hearing, you can tell UVX is on the mind of many. Personally, I do approve of the proposed changes so that it is reflective of all UTA service. I would encourage local municipalities to look at what was done for the Ogden Trolley and Lagoon Shuttle as they helped fund the expected fare revenue amount to make those routes free. In the public involvement report it would be helpful to reference current state legislation that requires UTA to collect fare so the general public can understand the difference between UTA and other agencies in Cache & Summit Counties that have different fare requirements. The fare capping program will be a good program that will help users as travel frequency has varied with new work environments. Education will be the largest element to its success. Printed information that bus operators can share or mailed with monthly pass orders would be helpful. There also needs to be more training on how K-12 students can get reduced fare FarePay cards as UTA customer service offices are not in convenient locations or have evening hours. I did like what was proposed in the meeting to have popup locations where people can get their initial FarePay cards. This would be helpful at multiple locations and events. For example, employees riding on a route (like 470) where there are more cash customers to distribute FarePay cards or train riders. There could also be programs to work with companies who will have employees/contractors in a transit rich area for a period of time, like those working on temple square construction, to distribute FarePay cards and instructions. Once FarePay retail vendors are updated, perhaps signage on nearby bus stops to let people know where to buy and reload FarePay cards would help increase usage.
684	Don’t
685	If there is any way possible to keep the UVX line free, that would be wonderful. It is a tremendous asset for our students to get to school (Rocky Mountain University). Without it, many faculty and students will be impacted. Thank you.

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686	Keeping this free encourages us to use the UTA services instead of driving. This helps with traffic and is better for the environment. I won't be able to afford to travel to the places I regularly do now if we need to pay for it.
687	Keeping the UVX free will help so many people get where they need to go without worrying about costs.
688	I am only able to commute to work and school via the UVX and I can only do so because it is free. As a student I cannot work full time and take classes so I cannot afford the extra costs like a UTA pass. Having free access to the UVX changed my life and opened up doors for me. Taking that away would have the reverse effect for hundreds of people. Keep the UVX free!!
689	I love using the Farepay card, since then I do not need cash, and do not have to use a smartphone. This card is so handy, and to eliminate the 20% discount for using it is not a good idea. I think you will have LESS UTA riders. Many people are NOT regular riders. We hop on UTA to go shopping, go to an event downtown, meet friends in busy areas where parking is expensive, and we ride it when the weather conditions are dangerous for driving. For those people without a car, like myself, the 20% discount encourages us to use UTA. I do not meet the reduced fare qualifications, and need to wait a few more years for the Senior discount, so I am saddened to see the 20% Farepay discount go away. Please try something else!
690	Don't
691	I have no opinion on the others except for the UVX fare charging. I'm a college student so I can get it for free, but I worry for those who use it to commute between Orem and Provo who aren't students. Will they still be able to use prepaid UTA cards without charge?
692	Please keep the 20% discount for Farepay Users. Over the years I use Trax to go downtown for work and currently take it downtown for every Jazz game. I never ride it more than twice in the day. So the fare cap would be NO benefit to me and other like me. I would rather have the discount. Also be nice to work with the Jazz to provide free or greatly reduced fares for Jazz ticket holders on game days.
693	I would love to see continued support to maintain free ridership for the UVX bus. This route is a huge benefit to my Orem community. My family prioritizes active transportation (biking and walking) and we readily support public transit as it reduces cars in the road which reduces traffic, increases safety for active transportation users, decreases the need for parking, and supports the environment. Utahns are not used to public transportation, but we need it here. Free rides increases the likelihood of new users and maintain those who have made a practice of using UVX.
694	I really hope it dosnt change:/
695	I think UTA is essential to loads of people especially the UVX buses, and keeping them free is extremely important and beneficial to local businesses and students. I know i used to use it multiple times a day to get to work and to school.
696	Being able to hop on and off the bus for free in Provo is so amazing!!! I would love to see this model across the state.
697	I ride the bus weekly as I am graduating I will have to pay to ride the bus now. I think that it is not right to start charging for the bus because I have many friends that rely on UVX to get around that wouldn't be able to afford paying $2.50 for a ride.
698	I don't like it, I use it a lot because of school and I pay all my expenses so it will be so hard for me to have enough to pay everyday
699	Keep UVX free! College students get their tickets with their tuition. They make up the majority who ride. The remainder riders are so few that fare recovery seems minimal. The system has been a success and gets people out of their cars. Why mess with that? Use the sales tax dedicated to commuter rail and BRT to continue to pay for this.
700	Something that makes Provo great is that the free UVX makes it a walkable city. Not every has cars, being able to travel between Provo and Orem for free encourages less driving which is better for the environment. It also allows people without cars greater mobility. As someone who has autism, driving gives me anxiety. Having free UVX is one of the main reasons I love living in provo. I do my shopping and go to work with UVX. Please keep the UVX free to ride!
701	No comment.

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702	As a visitor to the orem - provo area the free option of the UVX allowed me to visit areas and store fronts I would.otherwise not have gone to, to loose this option would change how I experienced the area and where I spent my money.
703	The fare-less nature of the UVX line is essential to thousands of riders at all times of day, including non-students who use it to travel to work on a daily basis. Requiring that they pay for such transportation is unnecessary considering the current functionality of the public transportation system.
704	Public transit allows people of all income levels, but especially lower income levels, to get to work, essential businesses (grocers, doctors, etc.), non essential businesses, and public parks/buildings relatively easily and reliably. Public transit, including frontrunner, trax, and busses, should be free to use. Making these services free improves the quality of life for both people who don't have cars by giving them access to places out of walking distance and people who do by keeping the roads clearer. It makes it easier for people to work to make money as well as spend that hard-earned money. I truly believe the tax revenue earned from increased spending by making public transit free far outweighs the revenue gained by charging for use and the subsequent decrease in usage. Our local governments should be pushing themselves to make lives better and easier for us by keeping public transit free, accessible, and continually investing in its upkeep and improvement.
705	I think more people would benefit from and appreciate the UVX Provo/Orem Bus remaining free to use. From the homeless and everyone generally struggling financially, the UVX has been a wonderful service helping everyone get a free lift to and from different parts of Orem and Provo. If the UVX could stay free to use that would continue to bless the lives of those who use it, including those who genuinely couldn't afford to pay but need to use it.
706	We need UVX to stay free to keep car traffic down. I work in salt lake and use it Monday-Friday
707	Please don’t sunset uvx free rides. It will cost more to police than it’s worth. Also why can’t we have dollar or 2 dollar day passes like phoenix.
708	I don't see that raising the poverty income helps anyone. Minimum wage is to low and the lower poverty level is better.
709	The main thing I'm worried about is how I'll get to my classes and work. My husband and I both heavily rely on public transportation in Provo and Orem to get places. As a student, I'm asking that we still can use UTA for free. I'm already living paycheck to paycheck.
710	Please keep it free and accessible to everyone! A walkable city is a safer, cleaner, happier, more equal, eco-friendly city.
711	I think its a great idea to start charging
712	I think removing the free service of UVX would cause fewer people to be motivated to take public transit.
713	Keep the 20% FAREPAY discount for premium fares & only implement fare capping on regular fares
714	Fixed income 2.50 per ride is expensive
715	Please keep Zero Fare for Orem/Provo
716	The rio grand plan is what the city needs
717	I would prefer UVX still being a free transport.
718	I understand the need to earn money to pay for the regular expenses that are needed to get a bus moving. However, I have seen great blessings for the community by having the UVX bus free of charge. This reduces the need for cars and allows more people to travel by bike further distances as they can ride the bus to another stop to continue their journey. I know UVX is used greatly by BYU and UVU students. I hope the connection with these schools will continue, but I do realize that more than just 10% of UVX riders are not students. This change would affect the whole community. Thank you for providing such a needed service! We appreciate UTA and all you do for the Utah Valley area. I ride UTA multiple times everyday and rely on it greatly!

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719	Being a college student, you dont have a car, a house, a stable job that pays enough money to keep up with the economy that affects how much groceries you can buy as well as trying to buy basic needs to keep you alive!
720	I ride the UVX every day and a fare on the UVX would be terribly expensive for someone like me. I don't like this idea of a UVX fare.
721	Keep the UVX free!
722	DO NOT CHARGE FARE ON UTX THAT IS WRONG AND WE NEED AT LEAST 1 GODDAMN PUBLIC TRANSPORT NOT TRYING TO MILK THE PUBLIC MORE THAN IT DOES ALREADY
723	I love the idea of expanding the reduced fare program, but taking away the no fare uvx buses will negatively impact hundreds of students who use those buses to get to school and back. I personally use both the UVX and train multiple times a week to get to my classes which saves me lots of money in gas.
724	I support keeping the UVX free. It is a lifesaver for disadvantaged people and keeps cars off the road.
725	I think the farepay caps would be a positive change to motivate more people to utilize public transit regularly, but the UVX fare would be negative. I think that having the UVX be free is great for accessibility for those experiencing poverty so they can more easily access resources and jobs and things to help them get back on their feet.
726	Please keep UVX free!! I need it to get to school when I don’t have access to a car!!
727	Increased accessibility is good, but I would really like to see a plan to propose more parking at the Vineyard Frontrunner station. The parking lot is too small for the number of people I see at that station. I almost exclusively park on the street, which is quite unsafe at night when I am usually coming back on Frontrunner. Increasing accessibility will cause more problems at Vineyard due to lack of parking.
728	Accessible transport empowers our community in so many different ways and allows us to pursue opportunities for education, work and social connection that might be barred from us otherwise. Please keep Uta accessible for all!
729	Uta should stay accessible to all! And encourage citizens to use public transit.
730	Route 39 needs to go back to 15 minute frequency because the 30 minute route make you miss the the connecting Trax trains and then we have to wait for the next one and it make people late to work, unless we arrive an hour earlier than needed, when some of us need that time doing something else, such as taking care of family, instead of waiting 30 more minutes just to have missed to connection and then be late for our engagement on top of that. Thank you
731	As long as it's affordable for students and those who don't want to drive, that's fine by me. I think the Reduced fare is good and on par with other places that use a BRT system. Like the one in Clermont-Ferrand, France where they use the BRT a lot. Helps that they have a Michelin Corporate Office.
732	I really appreciate the free UVX buses. As someone who can't drive, it allows me get to places I need to get to or just for leisure.
733	Public Services are SERVICES. They should be free, especially considering that people taking public transportation are often struggling financially and need it, especially college students. By taking this away, you are promoting unhealthy car culture as well, which is already really bad in Utah; car culture costs American Taxpayers far more due to road maintenance and it causes pollution. In doing so, you are contributing to Utah’s terrible pollution problem.
734	Keep UVX free. It’s a fantastic option to help those that need transportation that can’t otherwise afford it. It also encourages people to use public transportation rather than driving everywhere. Even if people CAN afford to drive, making public transportation accessible and convenient encourages ridership and decreases the number of cars on the road; reducing road maintenance costs and pollution. Keep air quality a priority!! We all breathe it!!
735	I have made a commitment to make UTA my principal mode of travel. The system is well designed and seems to accommodate where there is greatest need. Thank you for helping me reduced my carbon footprint.

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736	I ride Frontrunner and then UVX from Murray Central Station to BYU everyday. Provo's traffic is always hard to navigate, so the free UVX helps to mediate that. I advocate for fares to remain free on UVX.
737	I think fare change would be good,
738	UVX is the only non walking transportation I have to locations such as Walmart and other stops in between. Eliminating the non fare would effectively cause myself and others in my situation to not be able to use public transportation.
739	Very opposed. I will not be able to survive without free bus
740	Please keep UVX free!! It's such a wonderful alternate mode of transportation that keeps pedestrians safe by minimizing the amount of drivers on the road. Adding another roadblock (like a fee) will decrease ridership.
741	I believe adding a fare to the bus route would deter people from using the route and harm their ability to travel. The purpose of public transportation is to create an eco friendly and community friendly way for members of such community to connect with each other and the area. People who don't have another choice of transportation would be hurt by it and people who do have another option would opt for their cars and hurt the environment. If we have capable governing, then our tax dollars can be used wisely to pay for this transportation as it always has rather than leeching more bucks out of its people.
742	It's already hard enough to live and travel. This will make roads in the area worse and it more inaccessible to everyone who depends on this service. Do not remove the free fair for UVX
743	will the uvx be the same price as a regular bus , and we i still use my uta card or do i need to have it on the app
744	Everyone should have to pay. I agree that UVX shouldn't be free
745	The UVX being free has been life changing in my ability to travel by myself around town
746	As someone who rides the bus daily, the proposed changes will price me out of being able to use the UVX line, and jeopardize my ability to travel. Keeping as many busses as possible free improves the community and helps local businesses.
747	I want to continue to utilize the public services originally given, with the new changes I'd be unable to continue, with my budget, to be able to continue using this method of transportation. I'd have to resort to walking and biking to get around and to work.
748	I'd like to comment on the upcoming fare change for the UVX. The Regional Zero-Fare Transit Study states that ridership "increases significantly" when transit is made available without a fare. It's a shame that despite the results of this study, the fare change is still being planned. When people do not use public transit they will drive a car. This is a problem for Provo and Orem, where traffic is already bad compared to other cities. Taking riders off the bus and putting even more cars on the road is the opposite of what we need. Heavy traffic not only makes driving inconvenient and frustrating, but increases the rate of accidents, jeopardizes the safety of cyclists and pedestrians, and worsens air quality. It is essential to encourage other modes of transportation in these areas. Public transit costs taxpayer money. Adding a fare will alleviate these costs, but at the expense of safety and efficiency. I encourage the state to find ways to move money away from car-centered transport. We spend billions of dollars on highway expansions. Can't we use these funds to improve public transit instead? I'm glad that the UVX has remained fare-free for as long as it has. For the betterment and safety of those living in Provo and Orem, I hope that it continues.
749	WE NEED INCREASED FREQUENCY FOR THE FRONT RUNNER!!! like we really need the option to get on the front runner more frequently than every 30 min, especially more frequently in the evenings when it switches to every hour. If you miss a stop it's catastrophic with how infrequent it runs.

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750	Those that use UVX are mostly the population that doesn't have a car, because they can't afford one. Adding a fare puts extra financial burden on those in the community who are already less well-off. Additionally, one of the main benefits of public transportation is that it decreases traffic by decreasing the number of cars on the road. Adding a fare will only cause fewer people to use the bus, decreasing the benefits of having a bus in the first place. There is no need to discourage people from using the bus, because they aren't crowded. Finally, a lot of college students in the area use these buses, and it would really impact them financially if they had to pay.
751	I just want the train to go down to Payson. UVX charging fares makes sense, money for it has to come from somewhere. Ride fare chances on the train all makes sense, and honestly ahould be enforced more.
752	I think UVX help us a lot as students, and could be better if we don’t pay for that.
753	Before I had a car, I was a poor and starving college student who relied on the bus to get around. I was grateful I could use the bus for free because I wouldn't have been able to afford it. Charging for the bus use may be a small fee for some, but to many if those who need to use it this fee may prohibit them from using it.
754	I would love to see route 39 change to every 15 minutes instead of every 30. In both directions. Toward Olympus Cove and toward West Valley. This is a bus I take 7 days a week. It has been difficult getting to work and my doctor appointments with this route only coming every 30 minutes. Also, the 39 is so packed in the morning sometimes that you have to cram into it like sardines. I know when I'm crammed like a sardine and someone coughs next to me...it's scary. Thank you for hearing me. Go UTA!
755	Keeping it free has allowed for my friends, family, and visitors to enjoy Provo and the surrounding area without stress and to use a more environmentally friendly mode of transportation. I hope it stays free for the benefit of the community.
756	Charging a fare on UVX would mean I wouldn't ride anymore, it's a mistake to start charging for it.
757	Since students can use any other UTA services for free with their student ID, I don't see why UVX should be any different. As long as students tap on with their IDs, we should be able to ride free. I take the UVX shuttle 4 times a week!
758	Do not charge for UVX. its utility is that it’s fast and convenient and works for everyone. It’s going to be a worse experience for everyone involved if you have a ticket checker at every stop
759	I use the fare pay card when I go to work and home during the school year 4 days a week (I have another way to get to work on Fridays). I use uta on demand in tooele. This change would not help me with my usage because I would be paying 20 a week instead of 16. My income is like 18000 per year but because of my husbands income I would not qualify for the other discount that is listed. This would be hard for me to do for work. I don’t like the change. I like using the farepay card because of its discount.
760	I would recommend that Route 201 be elevated to 30-minute service intervals on weekdays
761	The capping is less for a month than what I have to pay for my disability pass. How can I switch over to using that?
762	While some changes you have made have been good, such as the UTA ambassadors at stations (they’re so friendly and helpful and it makes me feel much safer), you’re neglecting the number one complaint about UTA. The busses and trains need to run later. People who work late hours deserve safe and affordable transportation. Having routes end before 10:00 PM is simply unacceptable. Students and young adults attending SLC deserve a safe, sober and affordable rides to and from. I think we can ALL agree that we would rather UTA loose a little bit of money to low ridership in these hours than to see young people lose their lives to drunk driving. It also doesn’t need to be ALL routes, the Red Line Train should run as it connects from the University to downtown. And while I’m aware you’ve tried this before, you tried it in 2021 when many people were still working and attending school remotely, many events were canceled or postponed and people were wary of crowds and events. You also did not advertise this change to students in an effective manner AT ALL. We were informed when you stopped, but not when it started. Please stop making changed people didn’t ask for and address this as your top priority

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763	I think it would be more advantageous to keep the UVX free! I already pay for the other buses and services.
764	I suggest making a bus that runs late night, 24/7 service, for people that work unusual shifts and night shifts. This bus should go through popular routes after hours or your can do a survey to find desired routes. I suggest a route that follows The trax routes and goes to the airport for late night, 24/7 service.
765	Thank you for providing free transportation for me and many others. I believe it has been a good use of funds as it has helped me to reduce my expenses by not needing a car and reduced my environmental impact. I hope you continue to offer these services for free to those who cannot afford to pay, like me currently. Especially, I hope that these services remain accessible to all people, regardless of financial status.
766	All the changes look great including the sunsetting on the zero fare program for the UVX buses
767	When the UVX was first opened we were told that it would be fare free for one year. That year came and went and the UVX stayed free! I am not against public transit fares, but the community has come to rely on this free transit and suddenly making it cost money will damage that.
768	Do not like. Will stop using UVX and recommend my friends to do the same. We are poor college students, and public services such as these should be covered by the city.
769	Please start charging! I think it is very necessary.
770	Don’t add a fare for the UVX! It will slow down the bus significantly, and make it harder for students to get to and from school.
771	These changes won't affect me directly, but will directly negatively affect many of my friends who rely on the UTA daily for transportation. I know many friends who are refugees who rely on the free UTA system for transportation.
772	I would quit riding the bus ever there is a charge
773	Please increase the frequency of 72 - the Midvale fort Union trax station isn’t safe and I’m stranded almost daily due to the gap between the blue line schedule and 72 heading eastbound.
774	I can’t afford a car, so this is how I get around on time, I can’t afford to pay 20 a week to get around. This is my only option
775	Keep the UVX Free , Get another trax line to go further into West Valley like you guys said you were going to do a long time ago, and please for the love get more bus service everywhere—especially where you send The free ride services, because there’s not enough Buses. Please don’t raise the 2.50$ minimum fare. Also Please train the 972 drivers to quit leaving us when they have room and time to stop for us non-ski resort Riders (Especially when the buses get westbound in the valley towards the track); Some of us have to go work in the area for them.
776	In favor of expanding the reduced fare program. I ride 5 days a week to and from work, have 3 people in my household (including myself) I support and a disabled daughter and was still denied
777	Increased service of 223 during peak hours (8-10am) (4-6pm)
778	I wish the 21 schedule went back to how it was because now i always miss the bus from the red line to the 21 and vise versa
779	With the proposed changes and with the amount of time I spend on UVX, and without a job/school that pays or helps to pay for my transit, it'd almost be cheaper to buy a car, pay insurance on it, and fill up the tank weekly. Please, I can't afford this.
780	I think a lot of people would benefit from continued zero fare policy for this public service. Assuming it’s a matter of funds, there must be some other source of revenue that can make up the deficit that doesn’t affect the middle and lower classes as much, who are the most likely to use the bus.
781	I agree with these proposals. We have had free service for longer then expected on UVX. We need to encourage the riders to pay to ride the bus. Let's have a UTA police officer or fare inspectors check passes on the UVX just like they do on the frontrunner.

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782	I don’t want to have to pay
783	I have seen quite a few students on the UVX, and I work with students who also ride it. I ride it here and there. I love riding the bus to take the Frontrunner. I think keeping a really low fare would keep students riding on the bus etc. Otherwise, most will drive their car. I'm thinking like $5/week. Also, it would be nice if more residents would ride the bus. I don't think it is advertised as much to residents which is too bad.
784	As a student, I am appalled UVX would consider monetizing transportation, especially considering all those of lower incomes it would negatively impact.
785	Please don't do it, I use it almost daily and it really really helps to have it free to everyone
786	I I love the idea of putting a limit on a day charge for frequent riders. Maybe include a discount for seniors who use it often as well.
787	I use the UTA daily to get to school, and to travel around Utah county. If it was changed to having to pay 2.50 daily then my daily trip to and from school would become more of a financial situation
788	I ride the bus to work every day for the sole reason that it’s free. I’m already paying for an apartment, taxes and food at stuff at a part time job because that’s all there is. I have met numerous others while riding the UVX that are in the same predicament. To force us to pay for the bus, when the entire point of these bus system is to be free is hurting the citizens of Utah.
789	Want it to stay zero fare. I see so many different kinds of people riding it. Kids can now go places. I use it for work and it gives me the option of still being able to get things done when the car isn't available.
790	I strongly urge you to keep the UVX zero fare. Free access to incredible public transport, even just the one line, has had a clear, positive impact on the Orem-Provo communities. My family has traded most of our trips by car for trips by UVX, which has saved us not just on gas but on the stress of navigating traffic. I often see kids and teenagers using the bus on their own, just going about town without having to bum rides off the busy adults in their lives. It's given them an independence and freedom that I WISH I'd had when I was a kid. Continuing the free fare program for UVX is a huge benefit to the community and is a significant reason why UVX has such a large ridership. Again, I strongly support keeping UVX free and thank you for you consideration. I love everything UTA does for the community and keep up the good work?
791	I really do not like the idea of having to pay for it. I use it very frequently to get around (ex getting to the store to buy groceries) and I would hate to have to pay every time I use it. I also use it for school and I can’t afford to be paying to ride the bus (that’s why I don’t even have a car because I can’t afford it with gas prices).
792	As a regular UTA rider, I think the proposed changes will be beneficial to UTA patrons, depending on how much the new UVX fare will be.
793	I really like the idea of a per day max as well as increasing the reduce fare program. I’m hesitant about increasing fares for people in Utah county. The fare free zone in Salt Lake is so awesome that I’d like to see expanded fare free zones, not decreased ones. Unrelated, please bring more service to the west side beyond the redline. I’m right on a bus route, but service only runs 1x/hr and only during the business day which makes it mostly useless.
794	Yes, raise rates to make in a non-subsidized program that pays for itself. Also, cut the wages of the highly compensated employees, like the director. Shouldn't be that highly paid.
795	My proposal is to adjust the frequency of the bus 213 to every 15-20 minutes maximum. Every 30 minutes ride is definitely not enough on this busy route. There are many people who ride this bus. Students, faculty of the U of U and near by Hospitals would benefit from the change. My daily bus trip to the VA Medical Center takes me 55 minutes and I see how crowded it can be from 6:30 am until 16:30. The more frequent change would allow me to use the commute time better. Currently I may be late to work 5-10 minutes because of the morning traffic or earlier by 30 minutes, which is not necessary. What are the chances that the route will be adjusted to more frequent service? Thank you. Regards,

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	Laura Korczynska
796	Please don’t make it cost money it’s my only form of transportation
797	Could you get a Bus route from 7200 S. Trax station going West to Jordan Landing in West Jordan. And going East on 7200 S.
798	I am against the changes as this would unnecessarily charge those who need this transportation, whom are mostly poor college students or those who can’t afford personal transportation.
799	Please consider keeping UVX free to ride. Make changes elsewhere in your budgets to enable students to continue to use this resource and vastly lower traffic volume in our growing city.
800	The 850 Time points need to left alone, unless adjusting to meet Trains on time at Provo and Lehi .
801	Change is hard
802	The changes to the uvx don’t actually affect me because I am a UVU student. And I have never used any of the routes that will be discontinued.
803	I think charging for UVX will be devastating, with how broke/poor students are, especially if cash fare is not accepted. The frontrunner should be available on Sundays, I've personally been trapped at locations after missing the last train on Saturdays. Wait times between buses for a lot of routes are too lengthy, especially with more frequent extreme weather occurrences impacting safety and comfort while waiting.
804	I feel the changes don’t affect me since I get my pass through employer but also feel u.t.a.’s biggest issue is being on time
805	Maintaining current frequency on the rt. 39 is NOT ACCEPTABLE!!! That bus is always crowded! It NEEDS to return to 15 minute service! It would also be a good idea to put 15 minute service back on the 54. It's always crowded too.
806	I like them. Especially the max daily limit for the fare pay pass and the reduced cost for the reduced fare. I get the reduced fare myself and would have an easier time if it were cheaper. I don’t really like the nixing of the free uvx although I don’t personally use it, I’m sure that could create hardship for those who regularly use it.
807	I would like to see Sunday service on FrontRunner added to the schedule. College students that come home in salt lake county for the weekend don’t have train acres back to UVU and BYU on Sunday.
808	My family uses the UVX or Frontrunner pretty regularly, sometimes for commuting and sometimes just to get downtown or to the library. UVX is a hugely valuable resource as a commuter and just as a citizen. It gets a lot of cars off the road and is safe for teens and college students. I would definitely recommend keeping the fare at zero. In the future when there is a more robust transit system, maybe not, but for now we really need to incentivize people getting off the roads, helping our environment and making our city safer for everyone.
809	A lot of people rely on this FREE service
810	I think that this charge is ridiculous and unnecessary. It’s targeting low income families and the homeless, both of which should not be targeted. It’s forcing more people to drive places on their own to avoid the fees, adding more traffic and pollution to the city I live in. The UVX being free is honestly the best thing about Provo and Orem. I didn’t expect such a nice commodity upon moving here, and now you are taking away the one convenience about this place. I’m sure you are well aware of how expensive rent here is. It’s hard for people to have a place to live, so don’t take away their right to transportation too. I believe the UTA is better than this, and that they should realize they aren’t serving the public when they do this.
811	Should keep it cheap and free
812	We need an OGX stop in Ogden so at 25th and Jackson. Plus it would be easier if there was a bus so fur the 645 by own clinic especially on Saturdays when I walk from the Dee Events center 5 blocks to work and 5 blocks back

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813	Please don’t get rid of the free UVX route! I have been using that for years to get to the grocery store, school, sporting events, and to visit friends. I also know people who use it to get to work. It is so nice to have such a dependable bus route free of charge, especially when Provo already has so much car traffic from students!
814	Why are we trying to increase traffic and pollution in our cities by charging bus fares when public transportation should be free? Are we seriously more concerned with making a couple extra bucks than helping our environment, utah’s already terrible pollution and air quality that affects our own heath, and reducing already insane amounts of traffic??? Come on people. So disappointing. I’m ashamed to live in an area like that.
815	Because I'm part of a low income family it would be very difficult to pay for both the UVX and the other buses I use to get around Provo.
816	More frequent uta services
817	I’m a student who doesn’t have a car, so having a bus that’s free to get around on is so helpful. Honestly, I love that the bus is free for everyone, but if there has to be a change, I assume that students would still be able to ride free
818	I'm very sad about this. I'm 14, and i can't drive, so me and my friends rely on the bus a lot. we are children, so if they start charging money, we will not be able to ride the bus anymore.
819	Please keep the free fare! This will impact the low income and homeless communities of Provo and save very little money.
820	I have none about the proposed changes- farepay card users should revert back to the previous discounts. $1.50 fare. Also, more frequent buses, every 15 minutes for all routes, and later runtimes
821	The whole reason why I use UVX rather than attempt to walk places or don't go at all is due to the fact that it is free. I operate on a minimal budget due to extensive student loans and would be unable to use UVX if it starts charging $2.50 a fare. If it must be done since funding has run out, I would either look to see if funding within UTA can be shifted or petition for more funding through whomever assigns funding in the first place. Even if that doesn't work, $2.50 a fare is outrageous for a line that often has people get on and off after one or two stops. If you have to assign a fare, perhaps make a base pay of .50¢ and add .10¢ a stop. Still wouldn't make it great but people under tight budgets like myself would appreciate that much more.
822	I think that there are a lot of people that depend on the UVX and do not have the means to pay everytime they need to ride the bus. I think people would still ride out of necessity but a lot would convert to walking which may not make it worth it.
823	Please keep it free. Please please please!
824	Keep UVX free it is a good system and it is a nice that’s it’s a free service
825	I truly do not believe charging riders for fare on the UVX is necessary, nor will it actually increase UTA revenue as significantly as UTA believes it will. I believe UTA can find other ways to increase revenue without charging fare on UVX, and that the drawbacks to charging fare significantly outnumber the benefits.
826	Improved changes would impact both my husband and I because we regularly take the bus to work, visit family, and run important errands. My husband and I both have medical disabilities preventing us from driving a car so the only thing we have to rely on for transportation is the bus. It would really help us and I’m sure it would benefit the whole area if there were changes made that lowered the cost of the bus and also added more routes so that everyone could feel comfortable and more content with riding the uta buses.
827	I would really prefer that the uvx remain zero fare, somehow it seems like there’s money for everything but basic amenities
828	it will poorly impact the people in orem who are financially struggling and use the bus as a regular transportation method.
829	i’m homeless and i can’t afford to get to places

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830	More frequent buses, like 15 minutes instead of 30 minutes
831	Trax should be free.
832	Please don't start charging for UVX I don't have enough money to make ends meet as it is
833	The new 45 schedule says it was adjusted for reliability. However, a lot of its connections rely on the Frontrunner's reliability, which (not as often lately but over 7 years of riding it 4+ times a week for work, more often than not) is regularly late. Very late. I've sent numerous emails and comments over the years stating that 23 mins after the hour is too soon for a train that runs once an hour for MOST of it's schedule (a few years ago it had more 30 times and so the 45 schedule wasn't as much of an issue.) When the Frontrunner is late, riders can't catch the 45. So, when the last train of the night is late, riders are stranded because the last 45 leaves at 11:23. So the Frontrunner needs to be wildly more consistent and reliable (which isn't practical for various reasons), 45 needs its leave times adjusted to 30 mins after the hour and in the hour to account for the Frontrunner's unreliability, or the 45 needs one last bus to leave from Murray Central at 11:53. Since I'm sure keeping enough drivers on with UTA and having bodies readily is probably a constant challenge, the easiest solution to the problem seems to be to adjust the bus times by 7 minutes or so. But overall - no, the April schedule changes do little to nothing to solve some of the troublesome routes and connections.
834	I feel in the past I have been greatly inconvenienced by the weekend schedules for public transport, most notably on Sunday. Some people rely on public transport for work and many people work on Sundays. It seems irresponsible as a public service to not offer it on Sundays(front runner). The only explanation the public knows is Utah is run by Mormon majority who close things on Sunday and as a state service this should not be influenced by popular religious beliefs.
835	Keeping things free is the best for the community, and for me personally.
836	I think the free-fare system on which the UVX operates is highly important for students, young adults, and low income families alike. As a low income student with a severely limited funds, the UVX allows me a safe, affordable (free), guaranteed way to get to both school and work in a timely manner, without this accessibility I would not be able to work, attend classes, or do any of my day to day errands, and I know that so many individuals and families rely on the transit system the way I do.
837	Please, please, please don't start charging for the bus. I'm a broke college student and I've already had to take out loans to cover my other expenses
838	If there is a way I would love to see UTX remain fare free as a way to encourage transit in a growing area.
839	No please no price it'd be pain me no wanna walk
840	This change is not only going to make people want to ride your bus less, it's also going to make people who use your transit buses out of necessity end up not being able to make it to their required destinations and make lives of many people much more difficult than they need to be. This bus was created for college student who do not have the money to be paying bus fare, for homeless who have no other mode of transportation, and for the common people, who pay enough damn taxes already, and don't need any more unnecessary charges added to their bills. That's an absolute disgrace of a concept. You only think of profitability while you raise taxes to fix roads that nobody asked you to fix and then charge those who don't even have the ability to drive?
841	If you start charging me to ride the bus I will go broke and no longer afford to keep a job. Is that what you want? You are contributing to homeless levels throughout the area you sick freak
842	I believe fares should stay affordable and not be increased
843	As a college student I don't like the idea of this at all. I feel like I ride it so frequently but for short periods of time that charging money would discourage me from riding.
844	I use the transit system everyday almost (Sunday/Monday excluded) redline to s-line. The 2700w sugar factory rd stop doesn't display the times of oncoming trains. I'm very impressed with how easy it is to get access the valley and would love to see UTA go back to the ideas made for 2020.

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845	This service is very helpful and useful for me, I take the bus everyday and the changes will impact negatively in my day to day, if this can continue just like it is right now that would be awesome, otherwise, I would like the charge to be lower.
846	I think it's a dumb idea some people can't afford it. So big fat NO
847	I do not agree with the sunset of the UVX zero fare. I have a lot of family who come visit Provo/Orem via FrontRunner and take the UVX to get around. They likely wouldn't come if they had to pay, negatively impacting a whole host of other businesses!! You'd also be missing out on their two-way FrontRunner tickets. While the UTA website says only 10-15% of riders will be affected, that is still a LOT of people.
848	UVX should remain free. It will cost more money to keep track of payment than it is worth. This negatively impacts more lines than just the UVX, as well as businesses and attractions all around the Provo/Orem area. You will lose riders!
849	Me and my friends rely heavily on the bus system, and not all of us have passes or can afford tickets. Keeping busses accessible and affordable is key to an active community.
850	I would not be able to afford to go to work and school anymore if you charged for the UVX
851	Work with Salt Lake County to give all county employees free fare if they show their current/valid county ID. Increase UTA police patrols in service areas outside of salt lake county.
852	I think it's wrong to charge for the UVX, because those who would be paying (of those who use the bus) would mainly be the homeless and low-income families. Public transit should be kept free here to not put individuals in those categories in a rougher spot financially.
853	I struggle to see how the new FAREPAY fare structure would benefit those who aren't riding transit multiple times a day. Eliminating the discount that riders have otherwise is something that should be thought through carefully.
854	Charging fare on uvx will highly impact my ability to get to and from work daily
855	Hello, as a frequent 2-bus user, I would love for the 2 bus to be put back onto 200 South for August Change Day
856	I think more people would ride UTA if there were more routes and the the buses/trains were more frequent. The research I've seen bears this out; for the poor (the people who use public transport the most) price is not the issue because even the most expensive public transport is going to be substantially cheaper than driving. The issue is whether the routes are reliable, frequent, and go where they need to go.
857	Lower fares more riders
858	20 or 15 minute headways are needed on the ski bus routes on the weekend. There is high demand. Efficiency is lost with all the time it takes to pack people on the buses in the standing room.
859	Please keep UTX free. There are many people who are not fortunate enough to have a car and free buses are a vital aspect to their mobility. Additionally, the current state of public transit still gets caught in traffic due to a lack of dedicated bus lanes. I can only see a fare charge being worth it and still attracting consistent ridership if there were more dedicated bus lanes to make transit more convenient. I've been grateful for the opportunities to use the transit system for free and hope it either stays free or convenience increase as a result of paying a fare.
860	UVX is the bus route that I use the most and the most frequent. This is the perfect bus that I have used to introduce several people to the public transit system with it's free service line. The free rides of the UVX makes traversing the Orem and Provo area actually doable without a car, and as somebody who has work in Provo and school in Orem the free service is essential for me especially in the summer season where I don't get my bus pass through the school. Please don't remove the free rides of UVX it is an important staple of making these city's walkable and I would hate to see it go.

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861	I am adamantly opposed to the fee. I am an international student who has no money. I ride this bus to school every day, but I can no longer ride the bus if there is a fee for this bus. If I have to pay every time, I can no longer ride the bus. Please really don't do this.
862	I am the bus operator for the route 200. And I have several customers that transfer from my route to the 201 going south from Murray Central Station. It is really difficult for them going from a 15 minute route to an hourly route. Is there anyway we could increase the service on the 201 to every 30 minutes instead of hourly?
863	Uvx should not start charging fare.
864	They will improve a lot of the services needed for more passengers.
865	Keep the 20%off for using the card. Allow Apple Pay Or cap the card to 20a week then unlimited use after 20.
866	I live in Provo but am a student in Orem. I take the UVX to school everyday as a way to not have to spend money on gas and for efficiency. Creating a fare on UVX would be extremely frustrating as I enjoy having a free and quick way to travel to school.
867	I see that uvu and byu students can still tide uvx free, but don't they have a uta pass as a part of their tuition? It would make more sense to provide the free fare to colleges that don't have uta passes as a part of the tuition.
868	I think all the changes are goo except one. I'm not a fan of adding charges to the UVX line.
869	I am a full time college student that rides the bus to school everyday. If these proposed changes were to go through, it would take out of my already depleted bank account.
870	UVX should stay free!!
871	The UVX should remain free as it is an important service for many people who can't afford a car or other kinds of public transportation
872	I ride the UVX Provo Central to Orem route daily, or semi-daily as it doesn't run on Sundays, and the East Bay route frequently(once or twice a month, sometimes thrice). Being homeless and not much money to my name would mean walking everywhere every time I needed to get somewhere, 5 miles daily at the very least. With about 50 lbs strapped to my back at any given time, my knees and legs are looking at murder.
873	I like the changes proposed. I would propose that the daily amount is capped at $4 with $20 weekly. As someone planning on using trax to commute it seems odd that my Friday would effectively be free. Instead, I would rather pay slightly less every day instead of potentially losing the free 5th commutes on long weekends.
874	Please don’t change the farepay card system. It’s nice having the 20% off per ride.
875	I do appreciate the fare capping. Public transportation should be free. It's a tax on the poor. You will save so much money by eliminating the fees all together. No more counting cash, no more online transactions no more paying people to process those unnecessary jobs. Stop taxing those who already have the least, make it free for the PUBLIC.
876	Please consider having the front runner start by 7:00 am on Saturday so we can still get to work from Ogden to North Temple. Also would benefit the airport flights. Also the 4:00 pm and 4:30 frontrunner is standing room only heading north. Any way to get an extra car put on? These changes for cheaper fares will only make it so more homeless and transients will be on the train sleeping. I agree with the monthly pass being charged less.
877	Please do not add a fare to UVX. It is the primary way I travel, and though I would travel for free while a student, I will be graduating soon.
878	I am a UVU student who depends on UTA services to succeed, and I oppose the implementation of ticketing for UVX.
879	Please keep the UVX at a free fare. If you asked riders to pay there would be probably less riders. It also cuts down on air pollution.

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880	This is more of a request for change to route F11. Often times the buses that runs in the 7am and 8am hour are full. Riders like myself would like to request that the bus run every 30 minutes in the high commuting hours (7am-10am and 4pm-6pm) to account for increased usage.
881	The changes look good. Please know it would be helpful/beneficial if the Frontrunner ran on Sundays...even with a limited schedule.
882	I think UVX zero fare has been a blessing and start changing that seems to be unfair. I use uvx as daily basis and as student I will like it to remain the same and don't be changed since it is a benefit for the students and all people in general
883	For bus routes in the metro salt lake county area, please kindly restore the fifteen minute service that was replaced by service every half hour. A bus that arrives only twice an hour does not provide a viable metropolitan transit option for a lot of people. Restoring a fifteen minute schedule will return public transit as a viable alternative to private cars for work commute and travel around the valley. It would be worth a fare increase if necessary so that bus to trax and bus to frontrunner become a workable, competitive option to private vehicle transportation
884	Adding the fare for UVX in Provo/Orem would significantly impact my decision to ride the bus to school/work. The transit system is convenient for me because it provides a cheaper alternative to driving, especially as gas prices increase dramatically. Paying for each ride would negatively impact my ability to use the public transit system.
885	Having a maximum per day charge for farepay users is a fantastic idea! For people like me that uses all modes of UTA every day, having ANY type of break helps us out.
886	I oppose fare charges for the UTA/UVX services. It is so nice to have a free mode of transportation available to all. Plus, it would make riding less efficient taking time to collect the charges from everyone. This is a great use of taxpayer dollars allowing the public to partake in necessary, local travel.
887	Removing the UBC free fare program would be moving in the wrong direction, significantly increasing transportation time in Orem for people without other forms of transport. Without the UVX free fare program I would have never considered moving to Orem.
888	I do not like the idea of paying for the bus.
889	UVX has been a huge blessing to students and event attendees alike. It's frequency and route has created a huge stepping stone in progressing towards a city more reliant on public transportation and less on commuting by car. As a student I know I'd still have free access to the bus, but feel like many people benefit from the free fare
890	I think charges are not a good idea. many people, including students like myself rely on these buses for daily transportation. I use it because it's free and easily accessible. adding charges would surely decrease the quantity and satisfaction of riders of the UTA buses.
891	UVX is great because it helps people travel from Orem and Provo quickly and with no expense.
892	Upping the prices on UTA services, especially UVX, could create a significant financial impact on students and community members in the Orem area. Many students rely exclusively on public transport to get around. With tuition, housing, and other basic living costs, vehicles aren't always cost effective methods or sometimes just completely unaffordable. BYU and UVU are boosted by the fact that the surrounding community is walkable. With increased transit costs, it's only going to add strain on the community
893	It will make public transportation almost impossible for me. I will be better off driving and this will make a huge negative impact on the environment because I won't be the only one doing that. Please keep it the same, it is one of the best things Utah has had to offer ever since I moved here.
894	Fares need to be reduced. It's understandable have some fare for train maintaince and employee salary but it adds up *fast* for those who take it frequently. I wish I could take it daily, but fares are just too much.
895	I personally am affected by the change in Farepay card. I use it at least weekly for one roundtrip. I feel that the capped pricing instead of discount is worse for me, because I don't need more than the one trip (I feel most people would only need one roundtrip per day as well). That means there is no real benefit to the Farepay card for me or most people.
	I don't see this idea as an improvement. Public transportation is already pretty bad in this state.

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896	Options are so limited already. Busses are not reliable. The only thing you can rely (kind of) is the UVX. But it doesn't even have a route that benefits most citizens, it is mostly for students, one has to walk a lot to get to a UVX stop. Those people that don't own a car (poor people) benefit from this service and the rest are the students. The beauty, and what gives this city a touch of pride is that it is at least free fare. Why to charge? Will the routes be extended? Or how will it be better that people should pay for it? We already pay our very expensive taxes. Public transportation should be a free service, especially in the conditions it currently is.
897	I found out about this by reading the sign INSIDE the bus. I ride the uvx everyday. And now i know that 2.50 dollars doesn't seem like much. But when you think about spending that money every single day. It's alot of money. And lots of people doesn't have that much money.
898	In regards to the proposed changes: FAREPAY Card changes that would benefit frequent riders by having a maximum per-day charge - This is an obvious good. I would also be in favor of a maximum monthly charge so that you're not worried about whether it's better to buy the monthly pass or not. It could be tiered for people that do and don't ride the frontrunner. Reduced Fare program changes that would increase eligibility to over 12,000 more riders - Another great idea. Get more people riding transit, and then we can introduce more transit and have a virtuous cycle UVX sunset of the Zero Fare program on the rapid bus service in Orem/Provo, where an estimated 10-15% of riders would now be charged regular fare - Terrible idea. Despite the fact that it would only affect an estimated 10-15% of users, this is the single most useful bus in all of Provo/Orem. The fact that it is completely hassle-free, comes regularly, and free make it so that I will ride it in favor of the bus nearer my house that sometimes is late, sometimes early. What will happen if you charge is that ridership will go down, even among those that have it free. They'll have to remember to bring their card, know that it's free for them, etc. You will add friction to the best part of the UTA in the local area. If you're going to add friction, do it in the parts that are already kind of bad, and the better part will look better in comparison. To be clear, I would be one of those affected by this. I can afford to pay, and regularly do pay for bus and frontrunner service. The great thing about the UVX is that it goes to important parts of Provo and Orem, and I can tell visiting friends how to get to most of the area by simply getting on the UVX and riding. It is clear, gets them where they need to go. They don't have to worry about having exact change, whether their trip is within the transfer time of a frontrunner ticket (as visitors, they rarely have a farepay card). It gives a better impression of the area, while taking people to centers of commerce and learning. It is a public good, and I am happy to know that my taxes are going to support it. It is exactly the kind of project that deserves public funding, and I wish that its ideas (rapid, reliable, hassle-free) were present throughout the valley.
899	The Farepay Card adjustments need to have the per ride discount remain at $2.00 AND have the new cap in place. This will help keep the cost of ridership competitive with refueling a gasoline vehicle but also incentivize heavier transit use, including multi-transfer trips which are sometimes needed during system construction detours and alternate routes.
900	I am surprised that UTA has decided not to run the UVX for free any longer because Provo and Orem have way too much traffic and not enough parking. I think You are not concerned about BYU and UVU traffic and need to care more about the future and Utaha county instead of only your beloved Salt Lake City
901	I can understand inflation impacting cost. And I can imagine vandalism plays a role in the price hike/removal of getting those discounts for using the card. And Utah has a lot of problems. But I never felt like the UTA service was one of them. It was affordable and could help those who couldn’t drive get to their destinations. The discount was also a fantastic idea. It’s easy to lose a dollar bill or the change needed to ride. So it gave people a reason to go plastic. But removing that discount hurts those who need it the most.
902	free was good

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903	I don't think charging services for the UVX line is a good idea. The best benefit of UVX is that it's free to all, so no one need worry about whether or not they need to pay. There's no barrier to riding. Conversely, even with a small fee, ridership will plummet. Students won't want to pay for it, and even those who can afford it, many of them will be intimidated by the structure (how do I pay?, etc.) to use it regularly. I think the increased revenue from a sliver of the ridership will be overshadowed by the drop off in ridership. I'm especially thinking of families and parents with children. How do they know if they need to pay for their kids? If they qualify for a fee waiver, how do they apply for that? The whole purpose of the UVX line was to reduce emissions - all that work could be reversed with the increase in car trips for getting rid of the free for all structure.
904	Don’t eliminate the 20% discount for the fare pay card! I ride the Front Runner from Woods Cross to Murray and back M-F. It costs me $2.50 each way or $5 a day. If you eliminate the discount and cap the maximum daily fare to $10 it won’t benefit me in any way it will just cost me a lot more each week. It will only benefit those who travel further. Don’t make this change!!!
905	People rely on these services being free. I disagree with this. We are happy to pay for the other buses, but I think there would be a decrease in people using the bus system if you began charging for the uvx Provo/Orem bus
906	I think raising rates for those of us who has to use UTA for public transportation is terrible. You are trying to fix bad road conditions and this will not help
907	Ski bus service needs to be more frequent and come from more places in the valley. Work with UDOT to eliminate shoulder parking in LCC so busses have ROW, similar to Park City.
908	I would stop using the bus system if it were a paid service.
909	This is a very good free route that is available for people to use, and most of them that use are students, if the proposed UVX fare is still applied to students but as long as we have our ID and we can still ride free, it won't affect me and my household. But considering the people that are not students and have to pay full price and how things are also increasing for housing and other basic expenses, even if the prosed fare is approve, I think that $2.50 could be reduced to $1.50 or $1.75 instead, I think it would be an affordable price for the ride.
910	UVX is a fantastic tool for me, I'm very grateful it was created. But I think it's only the very beginning of what we need for our transportation system. I think I can make a strong case for why it should stay free, at least for now. There's a few major problems limiting it's potential, and until transit in Utah Valley is properly implemented, I think the UVX must remain free. It can go paid when the following criteria are met: Number 1: Excellent reliability. Transit must be competitive with driving to be considered by people with driving as an option. Public transportation truly works when there's a reliable, fast, and convenient NETWORK that connects everywhere in town. Every person is within a 5 minute walk of a stop, because the UVX is only one (very limited) route between Orem and Provo, it can only be a valuable tool in very niche circumstances. And it doesn't run on Sundays, so for that reason alone I would never use UVX if it was paid if it didn't run on Sundays. I couldn't justify the cost for a transportation method that isn't reliable. Number 2: Better land use. Land around stations need to be destinations, not parking lots. Both Orem and Provo central stations are parking lots with bus access. If I wanted to go to Orem from Provo, or visa versa, why would I take UVX when I NEED a car once I get to my destination? With a strong network like my previous point, PLUS excellent mixed land use around stations, I can actually arrive somewhere I want to go, not a parking lot where I might as well have drove. Obviously there's a small amount of parking needed (for example if someone wanted to drive 1 mile to Provo central station then take the Frontrunner to Salt Lake City), but the best case scenario is that the vast majority of transit users take alternatives to the station (walking, biking, micro-mobility) and that huge amount of space dedicated to parking can be properly utilized.

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	Number 3: Safe, pedestrian friendly streets. Our streets must prioritize people over cars. What we currently have is a built environment that is fully dominated by the automobile, and it makes us all completely dependent on them for every trip in our lives. Cars come first, and people are accommodated as an afterthought. What we need is street design fully dominated by people (walking and rolling), that elegantly accommodates cars. This means traffic calming and street design speeds of 20mph or less. Areas of high access and complexity must have street design that slows cars down to these speeds, or else they're too dangerous to actually expect regular people to want to walk or bike anywhere. Provo street speeds are too dangerous for parents to let their kids walk to school, or for people to consider an e-bike for their morning commute. The funny thing about slowing cars down to 20mph or less and giving those who want the alternatives the best experience possible, is that traffic congestion is actually reduced AND the driving experience is better. I did an experiment where I drove up and down a 1 mile stretch of University Avenue downtown 100 times throughout all hours of the day, and found out that despite the 35mph speed limit, the traffic and stoplights slow down travel times so much that the average speed for each trip was only 14.87mph. Counterintuitively, if we make our streets safe for those who want to walk, bike, scooter, etc., we get less traffic congestion and vehicle trips are done faster despite the slower top speed. The current system is, in my opinion, at best, a transition period between a car-dependent built environment, and a built environment where residents have robust and safe transportation options. Because of the above reasons, I believe that if UVX goes paid at this crucial moment in time, it won't be able to actually benefit our community. This decision cannot go through. UTA cannot expect people to pay for an incomplete transit system that arrives at spaces dedicated to driving, not people on foot, can it?
911	I believe UVX should remain fare-free. The fare won’t come close to offsetting the cost and will discourage further use. Public transportation has lots of positive externalities that when considered make the cost of operating free transit less than what is on paper. A better solution to offset the cost of public transportation would be more paid parking or toll roads which would in turn encourage more use of safer and more efficient public transportation.
912	I feel that this would not be beneficial to the community in the long run. One of the things that I enjoy most about UVX is the fact that it’s free. It helps me (a college student) with limited funds to be able to get to school and around Orem/Provo. By charging regular fare, I feel that it would drive a lot of business away especially among the student population.
913	The price change on frontrunner is significant four those if it's who only ride it a few stops. Also, I often only need to ride one way, meeting my husband somewhere, so the elimination of a one way fare doubles my fare to ride. I am not a commuter. I am riding to teach my disabled son to ride public transportation so I am paying his fare and mine every time I ride.
914	I strongly recommend you don't start charging. A lot of people use the uvx on a regular basis and having it be free is at least a small relief in the current economy. Starting to charge for it is going to put even more strain on some people, including myself, when its already difficult just to make ends meet, I'd say especially for the college crowd. You're going to receive push back, you're going to lose passengers, and it's just going to encourage even more cars on the road and pollution when there's already an unsustainable amount of that as is. Don't start charging.
915	I appreciate any and all efforts to make public transportation more affordable and accessible. I have 4 kiddos who rely on UTA and their schools do not provide passes so any reduction in cost for them is great.
916	Doesn’t seem too dramatic, no comment. Thanks for all your work!

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917	Hello, UTA team! Wanted to offer a suggestion for the upcoming changes for UVX. I have appreciated the free fare for the last several years and I understand the need for funding maintenance which is important. My one concern is the access for k-12 kids, I see them using the UVX a lot to be able to get around town and having them pay worries me that it will cut off access for them or strongly discourage form using it, it's also a great way to get them to be fans of public transit when they grow up. So in summary, do the changes to get more funding for the UVX but keep it free for K-12.
918	Having UVX in Provo be free has mightily benefited the community. UTA has pointed out most riders are subsidized students—and I'm still waiting for the point? Most riders are already paid for, why are we eager to charge a fare? Additionally, UVX has dramatically hampered Central Provo's once smooth traffic flow and dramatically cut down on left turns into Provo's densest neighborhood. Do we want to encourage more bad traffic? The University Ave left turns at 700 N and 500 N back up traffic constantly during the afternoon and creates bad traffic solely due to poor urban design. Additionally, severing the Joaquin neighborhood by barricading north-south crossings at 700 N has forced people to collectors like University. And the bad traffic cycle goes on and on. I don't understand how charging a fare would be a win for anyone. It makes bad traffic worse. Most riders are already paid for, what's the rush? For the significant disruption and sacrifices Provo residents put up with, a free buss is important for keeping public goodwill. In my conversations at community meetings, the public goodwill is on thin ice. Investing in free fares is an investment in the community, in quality of life, and in positive public perception. I urge UTA to continue to keep UVX free.
919	those who cannot afford a personal car have a right to the city. I and many others riding the UTA because I can afford to. Without these farless rides, I would not be able to live where I do (in cheap housing across the city) , work at my current job, or receive my education simply because the distance is too great and I would not be physically able to make it to my daily appointments on time. This city is simply not walkable ESPECIALLY during our infamously brutal winters. Which leaves those who are not fortunate to own their own vehicle numb and ill from constant exposure to the harsh weather. Not to mention our scalding summers that already leave me exhausted and burned which only adds to the list of draining items on my busy agenda. When a city with this extreme of weather has been designed with essential resources spread out as far as they have been, in complete disregard of the pedestrians, we are owed a way to compensate free of charge as we are free of fault.
920	More frequent service for 248 morning and afternoons for accommodating school times. Every hour doesn't cut it.
921	I do not really have the money to afford constantly having to pay for the bus as I’m a college student, and I know many others feel the same way (both those in college and those not).
922	I ride the uvu line daily. It is essential for my transportation to school and work. This resource allows me to be an asset to my community.
923	You dumb motherf****rs.
924	This is a terrible idea.

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925	I agree with several of the proposed changes, the exception being the end of zero fare for UVX. There are countless young people who depend on this source of transportation for participation in Utah Valley's arts and culture scene, especially music events, in addition to other economic sectors. Many would be prohibited by cost alone from continued participation. There are yet many other citizens who rely on this particular circuit as the most efficient means of transportation to and from work and other destinations. All of these activities have a far more profound effect on the general local economy than whether every rider pays to ride a particular bus route. If there is concern over fiscal viability if the current fair schedule, then it makes far more sense to raise taxes on the highest 1-10% of earners in the county to finance it as vital infrastructure rather than further burden the bottom 90%, many of whom are frequently obliged to choose between paying rent or buying food. Again, the ability to get from place to place is a public good and should be considered vital infrastructure. It is NOT a luxury. Owning multiple cars is a luxury. It should be noted that Albuquerque eliminated bus fares entirely and actually saved money. It can be done and is easily within reach. It's only a question of our values and priorities.
926	I don't think the changes should happen.
927	Please do not end the Zero Fare program for UVX. In November of 2023 my car broke down and it was in the shop until February of 2024. For 3 months straight my only form of transportation was UVX and walking because I am a Social Security recipient and don't have funds for other transportation. UVX got me to work for 3 months while my car was broken, and I would not have been able to ride if the bus wasn't free.
928	Please do not end Zero Fare for UVX. My fiance works in Magna and I do not have my own vehicle. I regularly use the UVX bus routes when he is at work.
929	I worry a bit about UVX, its scheduling and timing and riders with a fare change. If it has to happen I understand. I use my BYU card to do so. But I worry about those elderly who I see using it that would add another expense for them.
930	I think I would stop riding the uvx. I ride it at least once a day because I don't have a car. People who ride the uvx ride it because their budgets are tight and need the free public transportation. DONT CHARGE.
931	UVX is vital to reducing traffic and allowing for commutes to school for me and thousands of UVU and BYU students. I would have to drive every day during rush hour to school, and I would not have easy access to the train to see my family.
932	I support the changes, especially the adjustments to the FAREPAY program. I think it would benefit those who use UTA's services on a daily basis to commute and encourage more people to utilize the services, eliminating some traffic on the roads and increasing popularity of using public transportation.
933	I am not in support of the change. I am a full-time college student who also works full-time. I use the bus to get home every night as well as to get to work and school, I think the fare will discourage people from riding. I think maybe having an option to get a pass would help. A one-time 20-30 dollar yearly pass rather than paying 2.5 every ride, will add up too fast.
934	I think uvx should be kept free because it is so useful to so many people. Keeping it free would be one step closer to a more efficient and productive society. I feel charging people for efficient travel is a hindrance to economic growth.
935	I don't believe there should be a fare on UVX services. Research in many places has shown that it is more costly to handle those who don't pay the fare when they are meant to then to simply not have a fare at all. This would also negatively impact low-income individuals who use the services for day to day life. The UVX is a wonderful resource as long as it remains FREE.
936	The Frontrunner needs an affordable monthly pass for commuters. It cost less in gas then the only monthly option for the frontrunner, the monthly premium pass. Why is there not an option similar to the local monthly pass for just the frontrunner?
937	Please don't attach a fare to riding the bus. As a college student, I use the bus to get to and from campus as a way to avoid paying for the ridiculous campus parking. Adding a fare to riding the bus might limit me and other college students who are tight on money as is.
938	Raising prices to $2 to ride the UTA would be hard for me as a college student. I take the bus to school every day and it has been a really great benefit for me. With paying for tuition, food, and housing, adding more costs on top of that are difficult to manage.

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939	It's messed up to offer a free shuttle service then go back on your word years later and start charging a fare to use the shuttle. Either create the service and charge a fare always or if you make it free it should always be free. Many people rely on it for transportation to school/work so it would hurt the riders financially by not giving them a free service, like they were initially told, and they would lose more money each month. Times are already hard enough financially for most of the people using the service and this proposed fare would increase the financial burden for the people using UVX. Be prepared for fewer people using the UVX if you begin to charge a fare in August.
940	I use UVX at least 3 times a week, sometimes more, to shorten my bike commute. That hill into Orem is so steep!
941	I do not agree with the changes. The UVX should remain free so it can be more accessible to those who use it regularly. I myself am a student and I appreciate the free ride as it helps me have less expenses.
942	By making UVX cost money, you are removing a service that allows accessibility to a large bit of Provo and Orem for the disabled and unhoused. I feel this will ultimately be a deficit to the community.
943	I understand the reasons for charging fare on UVX, but without proper ways for people to buy fare with cash or without a mobile device it is a regressive and harmful change. Please consider extending free UVX service beyond this change day, at least to come up with a solution that does not deter riders or put those who need transit the most in legal trouble.
944	I do not appreciate this change. Having the benefits for college students that you do now is extremely helpful. By creating a charge, it would discourage the use of the public transport. It would probably lead to a decrease in the use of public transport and make it no longer useful.
945	Frontrunner needs to run on Sundays but I guess it's a Mormon thing God forbid we do anything that interrupts the mormons resting and relaxation day and fake serving of God and the fake fairytale book of Mormon
946	Instead of doing a Fare Cap per week, it would be better to do it per month. UVX is not ready to implement a fare charge, do a two (2) year education period with little to no enforcement, and then, once TVMs and the education campaign is completed, begin a gradual implementation, $1.00 for the first year, and full fare for the second.
947	I don't mind the proposed change to UVX as long as student passes would count as fare. UVX has helped me so much with costs since I began using it and lessens my anxieties about parking close to UVU and paying for it as well. I understand most people who ride UVX are students, so not a lot of people would actually be paying to take UVX (if student IDs are fare). However, the route UVX takes crosses a multitude of business plazas and most likely benefits those who aren't students but are trying to save money in this very expensive world. I would like to see a pay increase for those who drive UVX if the fare change does happen! They are some of the nicest drivers I've ever met and deserve recognition!! Also, the UVX schedule is amazing! UTA should try to make frontrunner schedule accessible with trains every 30 minutes instead of every hour ending at midnight.
948	I love the idea of the fare cap for FAREPAY card users! I much prefer that over the discount FAREPAY gave previously. Regarding UVX, my only concern there is if the new fare requirement would decrease ridership and therefore cause UTA to decrease bus frequency. The whole reason I love UVX is how frequently the busses run - so, if that frequency was decreased as a result of lower ridership due to fares, I would be frustrated. But, as long as there were a promise to keep the frequency as-is, I wouldn't have a problem with the new fare!
949	Are students still free?
950	Keep UVX free!!!! It keeps traffic wayyy down and makes things easier for students living farther from UVU and BYU campuses
951	Charging a fare often doesn't generate profit due to the additional expenses involved with the effort of making the change and enforcing it, along with turning away riders. Zero fare is an excellent system for the quality of life of its riders and a great step to combat the car culture of utah that leads to air quality nightmares in urban areas.

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952	Keep the UVX busses free please! I use them nearly every day and so do so many of my friends and family members. We can use them and get around so much easier because there's no price tag for a ticket. Everything costs money these days, don't let those busses be one of them.
953	this will discourage college students to take the bus
954	My friends all use the uvx to get home don't make us pay to go on it!
955	Please don't charge $2.50. I take the bus to get to work and school every day and it has been the best thing ever to not have to worry about fare.
956	I use UVX weekly as I commute to school. BYU has limited parking which makes it hard to commute to school. UVX is a viable option that is convenient, safe, and prompt. It makes winter travel safer as we avoid the driving in the snow. Keep UVX free!
957	Personally I use UTA services as a student at UVU, with the UVX being a bus I ride almost every weekday and the front runner at least a couple times per week. I think I saw that the fare won't change for university students, but I can understand how the UVX fare raising would be upsetting for people who rely on this being subsidized.
958	To change from a free-fare format to a paid-fare format feels predatory on some level. There are already paid bussing services for Provo/Orem, so this feels like an unnecessary change, and it shouldn't be implemented.
959	The FAREPAY card changes are a great way to encourage people to become regular riders. For the Reduced Fare Program, I support the changes so long as the UTA bus system will benefit more from increased ridership than by the funds from fares. People are more likely to use public transit as it becomes more widespread, not just due to fare changes. Therefore, I think the increase in Reduced Fare eligibility could be beneficial, so long as it will increase use of public transit more than expanding bus service and making it more regular would. I also support the end of the Zero Fare program, so long as those riders are still eligible for Reduced Fares. Lastly, I am in favor of maintaining current frequency if increased frequency is not a viable option. I do not want frequencies to be decreased and would prefer increases but support maintaining current bus frequencies if that is not an option. I also support eliminating Route 606 as long as it is covered adequately by the other bus routes.
960	I do not think the changes are good to the student body at both byu and uvu….personally I think you would get more people sneaking and it would cost you more to make sure that people are actually paying.
961	Really against charging for the UVX. Provo is a small area, and most of those that ride UVX only ride it for a couple stops, for just minutes, for example going from south BYU campus to North campus. Charging for this seems unnecessary. The UVX is especially popular on football gamedays as parking is extremely difficult around BYU campus. In addition to students, many Provo locals use the UVX as well as it conveniently hits all the main areas of Provo. Charging for this would significantly impact people''s willingness to ride, would cause even greater parking issues in Provo (which are already severe) from more people driving instead of riding the bus, and have a significant negative impact on the Provo community.
962	The bus should be free. Many college students and people unable to have a car or don't have much money take the bus as their main mode of transportation. This would lessen the want to travel through the bus system because of the prices. Although cheap it can add up quickly for someone that takes the bus frequently.
963	DON'T CHARGE PEOPLE!!!!
964	N/a
965	I ride UVX a couple times a week. The totally free model was great, and was going to change inevitably. It might not be my first choice any more, but I will probably still ride it if the very frequently-running schedule remains the same.

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966	I think it's a bad idea to end free fare on UVX. It's such a boon to the area, and if only 10% will be forced to pay anyways it's just going to reduce ridership and alienate non-students from public transportation. Also, there should be a bus added to 800 N. I want to take the bus to vineyard station from my home on 800 but there isn't a connection.
967	One of the proposed changes is amending uvx in Orem and Provo so people have to pay for it. I live in West Jordan, and I usually take the front runner to uvu Monday through Friday, and when I want to get around town I'l have to take busses. If this proposal passes, I wouldn't take the bus, I'd just drive, but that hurts me either way as a passenger
968	I regularly commute from Davis County to Provo and the no fare use of UVX has been great and helps me out financially. I'm hoping this policy will stay past August.
969	Please don't make this change, there are so many of us that depend on the free transportation.
970	I ride the bus to and from work Monday through Friday, so two rides a day, five days a week. Does the change of capping it at $20 a week mean that come Friday, my two rides would essentially be free because I met the $20 cap on Thursday?
971	Please don't add a fare to the UVX. I've done my fair share of paying for tickets for lines such as the 850, 831, and 834. And as a BYU grad, I am currently using the uvx to maintain an I come and get to work to support paying off my student loans. The UVX allows me to not have a car and contribute to the pollution that continues to make our air quality one of the worst in the world. I implore you to keep the fare for the UVX free as I will completely have to stop using said line, as will many others that rely on its frequency and zero fare.
972	Part of the convenience of having a farepay card is the slight discount. If there's no discount, there's less reason to use it and it wouldn't encourage usage over cash pay as much.
973	I don't think this should go through because a lot of users are students and many people don't have jobs or cars and take the bus because it's free and convenient.
974	I think things are already too expensive in Utah county right now. This is one of the reasons I have to take UVX. Adding another expense is a little overwhelming even if it doesn't seem like a lot to others.
975	This change will significantly decrease the amount of people who use the UVX and will make life harder for students, workers, and unhoused people. Paying will not only be a financial burden for community members but will make the buses less efficient and increase boarding times. Please don't implement these changes! UVX is such an asset to the Provo/Orem area and I hope to be able to continue using it.
976	I don't have a car so this is my primary mode of transportation. I thought we cared about the environment here?!?
977	Sometimes I am incapable of driving or can't afford gas, and don't want to not be able to afford the bus, either.
978	I am a student at UVU, with no car. The bus is my transportation and as a student I don't make enough money to buy fares, especially when the summer time comes around and my tuition doesn't cover my fare. This would impact my commute to school very badly, please consider all of the students this would impact; BYU, UVU, high schoolers, etc.
979	Most of the changes seem very positive and I'm happy to see them. However, the UVX should remain free. It's become Provo/Orem's version of SLC's green zone. So many people use this line to get where they need to go. It connects Provo with major shopping areas in Orem and takes cars off the road. My kids (young adults) use this line to get to work. It's a vital part of Provo/Orem's public transportation and should remain free.
980	This is not listed on the August change list, but I would like to see route 35 times moved up 7 to 10 minutes. It kind of stinks that you see TRAX leave the WVC Central station just as the bus arrives. It makes my day a lot longer because of having to wait 15 minutes for the next train. Coming home has the same problem. I have to wait for the bus about 10 minutes after arriving on TRAX. Thank you for listening.
981	Don't add a charge to UVX!

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982	Ending zero-fare on the UVX would be detrimental to ridership. Many impoverished students and others rely on this service to commute daily and commutes would be made infeasible by even a marginal fare. This would lead to more cars on the road and increased congestion and a worse experience for everyone. A fare on this route would also leave no distinction between the UVX and a normal UTA bus route, and would make the infrastructure put in place specifically for the UVX unjustifiable, especially given the increased congestion that will be caused. In no uncertain terms, ending zero fare on the UVX will be a disaster both for drivers and for riders.
983	Why shut down the bus service to Alta? Seems like a couple of early buses like at 7:30 or 8 would bring employees and skiiers up and a 5: or 5:30 would be able to take employees and skiiers down. Also ideally this bus route would allow for down canyon riders in the AM. At this time the busses come up however can dissallow down canyon riders on the early busses. Strange to have an empty bus going down when riders who finsish grave yard shifts or need to get out of Alta / Snowbird to go to work or school down canyon are dissallowed to ride??
984	I was wondering what happened to the old carts and why isn't there more carts on the front runner during rush hours? Also, wondering why the UVX will cost money now? It was a very convenient way to get around because it provided a free option for those who can't get onto the other buses. Thank you guys for all you do! I appreciate UTA so much. Public transportation has been good and easy to use I'm very grateful.
985	the introduction of fare on UVX route will significantly negatively impact my ability to connect with my community, reduce the frequency in which I travel to stores, limit my ability to find employment, and generally reduce my ability to participate in the economy and society
986	Make all public transit free!
987	At the very least it should not increase to $2.50! The people who ride this bus a usually people who don't have a car. Adding another cost is crazy. Terrible idea.
988	No. Just no. Don't do it. Don't you dare do it.
989	As someone who rides the bus daily and knows others who do, having free public transit is a major benefit. The lowest income earners tend to be those who use public transit most frequently, and also those who rely most heavily on having a low cost option to get to and from work, school and the grocery store. If only 10-15% of riders have to pay the fare, it doesn't seem highly beneficial to increase it. I know that I will likely still get free fare by being a student, I'm submitting this on behalf of my friends and family who won't and rely on public transit. I would be less likely to use public transit with friends or even recommend it if I knew they would have to pay a use charge. Clean air is also important and public transit leads to less emissions, however one of the biggest benefits of public transit it the low cost--if someone has a car and also the option for a free ride, a free ride seems like a good cost saving strategy. I take the bus for a low cost option, pay per use would be more expensive than the few minute ride to school each day, and I would likely not use the bus anymore if I had to pay, and I'm guessing I'm not the only one, I would prefer to save money and I will drive if it saves money as well as time, since the bus is slower than driving. Not every family has the means to pay for transit daily, and raising costs, unless there was a way to get free fare passes for low income I believe is unethical. Many wonderful cities like New York have free public transit which is delightful for those who visit. If I'm paying fare, I would expect major upgrades like busses that don't sound like they will break in half when they go around corners, and drivers who don't close doors before slower and disabled people have managed to step off the bus.

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990	I am strongly against charging fares on the UVX line. The line's primary users are BYU and UVU students who would not need to pay anyway, meaning the fare is really being applied on a handful of commuters to the Frontrunner and lower income individuals. The bus stations are set up in a way where, for many stations, you could very easily get on the bus without even seeing a tap station (such as the Provo bound BYU South Campus bus shelter). Also, what enforcement mechanism would there be? I assume this would be mostly on the honor system with zero way to verify if someone tapped as the tap stations are at the stops. If someone (or many people) at a stop needed to pay in cash, what would happen then, as the UVX isn't set up to receive cash payments? Or will cash be disallowed and more low income individuals will effectively be prohibited from using the UVX, potentially their way to work or groceries? The fact that something needs to happen because the free fare funding has ended from the legislature makes sense, but the UVX was designed with free fares in mind, making it a major negative to ridership to charge, for an absolute minuscule amount of fare money.
991	Please don't. I already have to pay taxes.
992	Our tax money should pay for this.
993	You need to change the app you use. It is complete an utter trash for planning or figuring out where you need to be. The old app was WAY better.
994	Do not require a fare. We should be promoting public transportation use not making it inaccessible. So many people rely on the uvx to get where they need to be.
995	I don't think charges should be applied to students of uvu and byu, as this bus line is a vital pipeline for getting to school. Please contact the universities to see if they will help cover the cost of these riders.
996	First off, I believe there is a typo in the proposed eligibility income table. It says the cap is $30,12. income for a one person household when I'm guessing it's supposed to be $30,120. I use a BYU card so I don't have much to say about reduced rates or Farepay, since I don't have experience with them. However, I would prefer to keep UVX free. Having a free, frequent bus line connecting orem and provo is incredibly useful. Utah county has a very good public transport system thanks to UTA, but I worry that putting fare on a bus line that has been free since the beginning will dissuade people from using the bus, meaning less support and motivation for public transit overall. I am aware that maintenance fees need to come from somewhere; I'm not sure how connected UTA is to the state government or tax money, but if possible I'd honestly rather pay taxes upfront for public transit maintenance than have to worry about fare on the UVX/tapping on and off with my BYU card.
997	I like riding the UVX bus because it's free if I had to pay I don't know what I would do because I already have a lot of expenses. If this did happen do UVU and BYU students get to ride for free using their student ID?
998	I think this is the dumbest s**t that I've ever seen in my life. Keep it free see voo play.
999	Please keep it free especially for students. Having a free bus system will encourage more people to take buses and use the bus system which will, in turn, keep more people off the roads to make a safer community for everybody.
1000	All the proposed changes sound nice except for the UVX change. I'm curious why now a free service is proposed to have a fee now. Even if it isn't, the regular fare of 2.50$ would match it with other buses who have even less of a consistent schedule.
1001	I think that the 39 needs to increase frequency from every 30 minutes to every 15 minute because the bus becomes crowded with people trying to catch the one bus
1002	By charging a fair for the UVX, you'd be taking away an essential public service, and by making public transit less accessible, you're indirectly contributing to carbon emissions
1003	The free bus service in Provo/Orem saved my butt and enabled me to leave what otherwise would have been a very small geographic location I'd be limited to and enabled my access to grocery stores. So please don't take away that free service

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1004	I'd love to see the 218 route run more frequently. I'm curious whether the UTA On Demand service is a viable alternative to the 218, especially the southern-most part of it's route. I haven't tried the On Demand service because my phone won't install the app, but I look forward to trying it out as soon as I can update my phone.
1005	I ride the UVX everyday for school as do many other students. If the UVX buses were no longer free that would make my life more financially stressful with schooling and be a hardship on many others. I rely on this form of free transportation do get me where I need to go because I don't have a car.
1006	I feel as though these are rather inconsequential changes for me. What would make a difference to thousands would be front runner on sunday! please!!!! even if it's just a limited schedule!
1007	I rely on the UVX line to go to work and i and many others who rely on it can't afford to pay to ride every day, especially when it doesnt run on Sundays and i cant rely on UTA services at all.
1008	Please do not charge fares on the UVX. It's the only way someone like me can travel.
1009	If they start charging fair I won't be able to ride the buss as much and would end up spending more on gas and car insurance, while also trying to pay rent and tuition. So I think this change would suck
1010	Add a bus or van from 32 west to redwood on 41
1011	Ultimately, my life is made much easier being able to ride free with the UVX. As is I already pay to ride the 831 multiple days a week. If there is a transfer system that would be acceptable.
1012	I'm a single mother working 2 jobs and going to school part time. I'm sky-high in student loans and currently struggle to make ends meet. I ride UVX to school and adding a charge to this would make the struggle that much harder. Please keep it the fares free or as low as possible🙏🏾anks
1013	PLEASE KEEP UVX FREE!
1014	I oppose it solely because I think it's unnecessary. I need it to get to work everyday and if I had to pay everyday I simply wouldn't be able to afford it.
1015	I am against the charging of fares for the UVX bus system. As someone who is currently unemployed and does not have a car, having a free public transportation system has meant so much and made things a lot easier during periods of financial difficulty. Having to pay a fare would negatively impact my ability to get around and be a bigger burden on the community, especially to those who have a lower income.
1016	Frequency of route 223 should be increased to every 30 minutes instead of every hour
1017	Good idea. It'd save money in terms of having to reload the FarePay card
1018	I am opposed to a price increase
1019	So, UTA On Demand Will Be Expanded To Northern Utah County (American Fork, Lehi, Highland, Alpine, & Pleasant Grove)
1020	I'm disappointed in y'all everytime a change day comes and there's no service to connect with Logan Utah and Cache Valley Transit
1021	I think it's a benefit that it's not so expensive, since it's the means of transport for so many students and people who don't have a car.
1022	I would love for there to be a maximum limit on how much we pay per day!!
1023	The changes to the FAREPAY card and reduce fare riders are extremely helpful. Including flex buses and the Frontrunner for those with a medical transit card would help patients who have appointments outside the county they live in, like from Salt Lake to Davis, either get to them entirely and/or significantly reduce their travel time.
1024	Please extend the line to Logan, or at least until Brigham city. I use the front runner every time I go home to salt lake but I have to drive to Ogden and it makes it so much harder
1025	Trax needs to run past midnight. At a minimum on the weekends until 2.
1026	You need to bring back, Max, You used , Covid too to Cut Ridership, Or you need to push TRAX ,To Magna.

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1027	there are a lot of people like me riding the UVX because of the lack of fare, adding one onto it would seriously be detrimental to my financial status seeing as i use it at least every other day.
1028	Please do not charge money on UVX
1029	Please do not add increased fares. For students who have now graduated it is a significant final cost to add.
1030	Public transit is set up the way it is for a reason no reason to start charging people to ride
1031	Please don't do it. I won't ride the bus if you do. Hundreds of my brothers and sisters rely on this free service, and it's a great boon to the student community at BYU and surrounding educational institutions. Money is tight for many people and this would be a big hit to myself and many people who make use of the bus regularly. If a fee is necessary, please at least make it possible for students to ride for significantly less or to purchase a once a year pass at a discount, for example.
1032	The proposal needs to be shut down. This would negatively impact thousands of students and civilians.
1033	I ride the UVX bus every day to get to work and the reason why is because it's free so I don't have to drive. If I have to pay 2.50 I'll just drive.
1034	Adding a fare to the bus would negatively impact the lower income members of our community. It should continue to be free of charge as it provides a great, low cost, reliable method of transportation for everyone in the community who needs it.
1035	Unless you are lowering the price, stick it in your cupcake you feckless, corrupt, nonsense peddling halfwits.
1036	I think that it is a bad idea to charge money on the uvx becas there are homeless and people without money that could no longer ride the bus if the were charged fare to get on.
1037	No change to the Frontrunner schedule on weekends and start Sunday service.
1038	DO NOT ADD FARE TO UVX!!
1039	NO to adding a fare to the UVX bus line. The UVX being free is a giant relief to the people in Provo and Utah who need to go to work and don't have other, cheaper, reliable transport. Adding a fare to this line would detrimentally impact many people!!
1040	Getting rid of the free rides affects many people in the community negatively. Public transit should be a service, not a product to be sold.
1041	My friends and I heavily rely on buses for transportation and it would add to our daily expense drastically and burden our life if fare started to be applied to buses.
1042	Adding a fare to the UVX will absolutely destroy how that bus functions. The point is that it's a quick mode of transportation, and it's largely used by students. The bus itself does not have a fare box, so they would either need to be installed or you would have to somehow limit it to only passengers with tap cards to use the readers at each station. However, there would be no way for us to verify who did or did not tap their card at the station. It doesn't make any sense in the long run.
1043	Keep the uvx free! It'll make transport a lot harder for post grad students in Provo!
1044	I think that anything you can do to encourage regular ridership is beneficial. Lowering the price of monthly unlimited fair cards is a good place to start.
1045	Please keep UVX free, I and my husband use it so much more because it is free. I teach my teenagers to use it and excitation then to use it frequently because it is free. It makes UVX so much more accessible being free. I take my younger kids for a fun outing. If we had to pay we would use it so much less.
1046	Please don't add a fare to ride!! The bus is so helpful and will create a financial challenge if it has a cost to ride.
1047	Don't add a fee to ride the bus. We rely on it and can't use it so much if it costs.
1048	Would impact a major group of my friends being able to get to school and home

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1049	Keep it free! People depend on this. It's one of the things that makes The Valley great.
1050	UTA needs to offer Sunday front runner service & Run front runner, the light rail system, & certain bus routes throughout the entire system on the last three remaining days that UTA does not currently run services, Christmas, Thanksgiving, and New Year's Day UTA needs to offer later and earlier service from Salt Lake City to Park city all year round plus UTA needs to offer more frequent ski bus service during ski season, but UTA needs to offer ski buses to the resorts in the summertime as well because there are summertime activities at some of these resorts. UTA needs to get rid of the block, the older light rail, trains, and go completely low floor. UTA needs to expand the front runner service from OGDEN to Logan as well as from PROVO to Nephi where then there would be two additional lines going south from Nephi. 1 of them would go from Nephi all the way down to St. George and then from St. George hitting other towns all the way into Las Vegas, then from Las Vegas to downtown San Diego. The other line would go from Nephi, who is the other town's hitting Salina, Utah and continuing on hitting other towns until it reaches Moab and ends right up to the four corners monument. Then UTA needs to have another line go from , the border of Wendover, Nevada and Utah all the way through downtown Salt Lake City and up to Park city and over to Grand Junction Colorado. UTA needs to run some additional light rail and street cars lines and one of those would go from the main light rail TRAX line and it would go north on Main Street but once it reaches South Temple instead of turning the left and going west this line would turn right and go east on South Temple until it reach State Street then it will turn north and head north on State Street, but it wouldn't go up the hill it would go through a tunnel in the middle of the road taking people underground to the capital and serving the avenues. There would be at least a minimum of two or more elevators going from the light rail stations up to the surface, such as inside and outside of the capital and then throughout the avenues, there would be a few different rhymes going underground with some of them ending up at the university of Utah, but below ground. There are more things that I don't know if I can think of it at the moment that UTA needs to do to better the service.
1051	Do not charge those living in Provo for UVX. I am a graduated student and can't afford to keep paying for bus fare
1052	I take the bus everyday to byu campus and every week to get groceries. It would be a huge financial inconvenience to have to pay for it:(
1053	Honestly, the fact that not only fare pricing would go up, but those of us would lose benefits to having a UTA card makes my stomach drop with anxiety. What's the point of having a UTA Farepay card at that point if it's just going to be the same price as buying a ticket with cash/on the app? And suddenly removing the ability to having a free ride for multiple people in the college communities of Provo and Orem is extremely stressful to them, not to mention it feels a bit underhanded to go from a completely free ride to regular fare now. Many of us in America want public transit systems to become better, not worse. If you're looking for a system to model yours after, may I recommend the European models, and how efficient they are in comparison to us here in the states. I've been riding the UTA system for 8 years, and it saddens me to see it go downhill. I hope you take all of the comments that you've been receiving to heart, and actually listen to your community, and the people who rely upon the system to get where they need to go on a regular basis, instead of pretending you care, then pulling out the rug from underneath us as you go.
1054	I recommend senior citizens age 62 and older be allowed to pay the reduced fare. I think the proposed FAREPAY Card changes are a great idea.
1055	I would be so upset if they added a payment to the bus! I use it almost everyday and I think the fact that it's free encourages other people to use it, thus making less people use cars! It's better for the environment and it's better for people who don't make as much money.

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1056	Every member of my house rides the bus daily or close to daily 6 or more days a week on average or five people. Switch after 48 does not run later and that no buses run in the middle of the night with our 22 year old gets off work so if he has to walk the two miles or house at 1:00 or 2:00 in the morning the buses running earlier in the morning would be nice with a easier front runner catch at Murray Central our teenager currently with Mom's help takes be 47 to Murray Central the FrontRunner to woods Cross and on demand to his more on demand in the north Salt Lake woods Cross area we frequently have to wait in upwards of 20 to 40 minutes for an on-demand to pick us up which frequently makes us miss our FrontRunner connection or to miss him getting to school on time. If the 47 where to go back to every 15 minutes on weekdays and every hour half hour on weekends it would be better for us as well as a better connection for the 217 as we go up to 5400 South and redwood road more often so a better connection with the f556 maybe if it ran more often that would help us get along 5600 West better. Also sometimes the transit app closes in the middle of our trip which doesn't help other riders out in the process of us getting to where we're going.
1057	Please don't get rid of the Zero Fare program for UVX, that is such a valuable program for the vulnerable in our community. If only 10-15% of riders would be affected, is that really worth it? Don't prevent those who need the bus the most from riding it.
1058	Bad idea, no more students will ride
1059	I am nervous about the change for the UVX. I'm a school teacher of children with intellectual disabilities and we get out into the community weekly. We love these adventures and many of my students have learned how to safely use public transportation. It's been an amazing experience! Luckily, just this school year, we've been given the opportunity to get some training passes, so this change won't currently affect us. Before we had these training passes in previous years, we would pay for our students when they used anything other than the UVX. If this proposal would have been implemented before we obtained the training passes, this would have really affected our community outings. So THANK you, especially to Doraleen Taulanga, for offering these training passes!!! Now, having said all this, since I live near a UVX station and I've become familiar in how to use the UVX with my students, I often find opportunities to use the UVX for personal use, but with these proposed changes in August, I will probably discontinue using the UVX for personal uses and just drive when I would have normally taken the UVX. I hope it can continue to be free, but I also understand that you'll need to do what's best to cover operating costs. Thanks for reading my comment.
1060	As a college student, I already have a lot of financial stress and being able to take the UVX free of charge, to go to the temple and go to the grocery store, is one less stressor in my life. I understand the need behind the UVX charge change, but as it is not an option for some people to bring a car to college, especially more difficult because BYU has very minimal parking, the UVX has been extremely helpful.
1061	I dislike the idea of sunsetting the free service on the UVX line. It is incredibly useful for families and visitors, both populations that are unlikely to have a college pass. If payment is necessary, it should be easy and accessible to everyone. I hate having to download a new app (and agreeing to its terms and conditions and privacy violations) in order to access basic public services. My husband does not even have a phone, so he would not be able to use an app. I recently traveled to London, where I spent a week riding public transportation (Underground, Overground, buses, and trains). In addition to their Oyster card (which was easy to get and reload at every station), the card readers also accepted regular credit cards. So if a person did not have an Oyster card (or left it at the hotel), they could use a credit card to swipe in at the entry station, and then swipe out upon exit, with the appropriate charge. I don't know how hard or expensive it is to use this technology, but it was very convenient. I would much prefer this to an app, or to additional in-person enforcement.

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1062	As a student and post graduation, UVX being fare-free was a huge benefit for me as Provo is congested and lacks parking support for the population of people who live there. UVX always meant I had a safe, reliable, and free way to get home, to get to work, and to class. It meant I never had to worry about rides to the train station and made getting around Provo incredibly accessible in a way that traditional UTA buses have yet to replicate. This is especially true post graduation when my student discount no longer applied—I was still able to rely on UVX to get around. The ability to be able to show up to a UVX station after an unexpected change of plans and not have to worry about wait times, fare, or route, provided relief from the anxiety of trying to get around Provo via traditional transportation methods. I felt so much peace knowing I always had a way home, no matter my circumstance. Please keep UVX fare free for Provo.
1063	uvx should still be free fare. plenty of non students use the bus and will be impacted
1064	Yeah, I think it is a really bad idea to start charging for the UVX. I think we need to encourage as much ridership as possible, which would be hindered by starting to charge. Second, if you guys do charge, it needs to be as simple as possible. When I was in NYC I could just tap my credit card and boom it was done. Please don't use an app, or make people make an account or something to pay. Also, maybe we push the legislature to fund free rides on UVX.
1065	I don’t believe that making primarily students having to pay every time they ride the bus is either ethical or fair. Many students don’t have a car or finding a parking spot is incredibly difficult. Plus, why pull even more money from the poorest people in Orem and Provo, students.
1066	Do not add fares !!! So many students are dependent on free public transportation and it would genuinely wreak havoc on our already fragile finances to have to pay to ride the bus all the time
1067	Please upgrade the blue line Trax trains to be like the red and green line trains without stairs! It is very hard to lift an 80-lb. scooter and carry it up and down 4 or 5 steps every time I get off and on! Lower your prices. Make Saturdays and evenings trax routes be free.
1068	It would be WONDERFUL if Fare Pay charges were $1!!!
1069	Please keep the UVX free!! It’s a great introductory public transit for people who are young or new to the area. It is so helpful for students, professionals, and people with low incomes. Keeping it as low of a barrier to entry as possible will help encourage long-term public transit use.
1070	I recently finished my degree at UVU and moved north but while I was living in the Orem Provo area I took transit everyday to get to and from work and school. Free UVX is essential for students and working folks in that area, I know I couldn’t have done what I needed to without it. The fare change is a bad idea.
1071	I'm disappointed to hear the UVX will no longer be free. It won't affect me personally since I already pay for a UTA card through my work, but I believe in the importance of making public transportation as accessible--including as cheap, even free--as possible to encourage people to choose a greener lifestyle.
1072	Route 205 southbound passes West High just as school gets out at 3:15, causing students to have to wait 30 minutes for the next bus. Would it be possible to either shift a few minutes later, or add an additional bus 15 minutes later?
1073	Is it possible to have a Sunday service for buses that go up Wakara Way/ Chipeta way? A lot of us are working on Sundays so it will be really helpful. Thank you
1074	There is a lot of housing and commercial going on in East Layton. Would it be possible to have route 627 or 640 go further east to church street on Hwy 193? I work at a business near to the Walmart on east Hwy 193. Many of them would ride transit, except that we're in a transit desert here, no stops within reasonable walking distance.
1075	As a student, I use the bus to get to class, especially when I am feeling unwell. I don't have a car, so this would deter me from being able to get to class.
1076	We need more frequent sub sized fares by cities instead of riders to counteract the terrible air quality. We need to keep free fares for UVX and we need to have frequent bus services (atleast every 15 mins) for all busses.
1077	It should stay free

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1078	As a student who frequently uses the UVX I appreciate it being free to ride and would be sad to see that change.
1079	It would be great for a lot of people if UVX would continue to be free of charge. As a public utility, transit should be accessible to all as it benefits not only the poor but also car drivers due to decreased traffic. After so many years being free, charging fare for UVX would create additional barriers for riders and potential riders.
1080	The free bus makes it nice to not have to worry about bus fare ,it convenient for those who are struggling
1081	one charge for the whole day
1082	one charge for the whole day
1083	Tourists use it a lot, and it helps them get to places. I don’t use cards, and I purchase tickets at the machine. I purchase tickets with cash and am afraid I won’t be able to ride it. I’m 87 years old.
1084	I would not want there to be a fare because it is accessible to everyone who may not able to afford paying it
1085	I think it’s a good idea, sorry I don’t have much too say
1086	Sunday service on Frontrunner and open the Pleasant View station.
1087	Having free public transit along the UVX line is a significant factor in my decision about whether to stay in Provo after college; if public transit becomes less accessible, and especially if there aren't reasonable longer term passes, I don't want to stay in Provo
1088	It’s so convenient to just hop on and ride. The way is set up, it encourages people to take public transportation
1089	I appreciate the service I have via the 200 bus. I use it for times a week and would use it if it was available on the weekends too- but it doesn't come up the capitol hill during Saturday and Sunday.
1090	This is terrible and unfair to residents of Provo who have families or just aren't a student! This bus is important to the MTC, to BYU students, and to those who can't afford their own personal vehicles.
1091	I think it should be free! Mostly students use it anyways and it will be more costly to hire people to patrol who has paid and who hasn’t
1092	Seems fine, as long as it isn't a hassle and doesn't slow down busses or reduce availability
1093	Increasing bus fares negatively impacts students and working class individuals. I'm in support of not in creasing public transit fares.
1094	I use the uta daily, sometimes multiple times as I work at uvu and cannot legally operate a motor vehicle, if the uta started charging I would be unable to work, or go to the hospital in at least one case
1095	I ride the uvx for my high school two to three times a day which would cost me around $1,500 a year
1096	The UVX should stay free for everyone.
1097	I ride the UVX almost everyday and it being zero fare had made my life so much easier to get to school but now that it will start charging a fare I don’t see how I’ll make it to school everyday so in that case I am very against charging fares on the UVX service
1098	They should keep it free ! This the only ride I have
1099	I’m just going to end up driving everywhere if they keep the charge. I use the UVX multiple times every day to get to work and school without having to drive.
1100	I think it should happen. The UVX is often poorly maintained and needs to be more safe for passengers to ride.
1101	The UVX being free helps so many people commute to work and school without having to worry about all the expenses of having a car. The UVX remaining free would benefit people more than the reduced fare would.
1102	I rely on the bus for transport and I wouldn’t be able to do that with a regular fare.

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1103	I think the UTA services are crucial. Especially for students going to school who can't afford gas prices. As a student at UVU, having this infrastructure be a free service is one less worry I have to be concerned about in my busy day-to-day life.
1104	Maybe it's good because there is no crimes in the bus. Maybe there will be less people will ride on the bus. Maybe people will start to hitch hike.
1105	Don't raise the fare on the fare pay card!
1106	Have a free zone in Provo/Orem area!
1107	We only have 1 car for my household and so I frequently use the bus to get around. I would only approve the bus fare increase if it increases the accessibility, frequency, and range of areas that are covered with reliable bus transportation
1108	Zero fare, why add more barriers to people to access transportation that could support their wellbeing. Most people use it to get to school, work, their homes, and we know that our minimum wage in Utah does not equate with our cost-of-living amount. Transportation can then become a luxury when in reality it is another basic need.
1109	Zero fare needs to be expanded, not contracting (UVX). Anywhere we can add, but at least keep, zero fare is a victory for the whole system.
1110	I think it's great that college students can ride UTA for free, however I think low income populations and immigrants should also have free access to UTA
1111	Keep it free
1112	39 should be more frequent, especially during peak time. Also, the 200 should be more frequent all day. And buses should follow the schedule.
1113	Route 39 is not frequent enough. I waited for an hour once on 3900 S for it. It used to be every fifteen minutes.
1114	Ideally I would like no fares. People would use transit so much more (and help our air quality) if they didn't have to worry about fares. Free passes for people with disabilities at least please. I have lived ones in that community and it would be a game changer. Currently I can't get to a trax station conveniently, usually a car. They're are no bus routes in my area. I can't get to any of my regular places using transit and I would love to.
1115	Please don't, I won't be able to afford a fee.
1116	With the cost of everything going up and the pay of the people not increasing it makes it hard to survive
1117	As a college student adding fares would mean I would stop riding the bus
1118	I think charging for the uvx is a terrible idea it is a great thing for those of us who have to work or go to school
1119	Please don't start charging fair. Utah needs MORE free public transportation. Not less.
1120	Make more Route, Aquire New Buses and hire more drivers. Sounds really simple and could be completed in a couple years.
1121	Make it like Japan's public transport
1122	There is a tremendous need for a bus to service 700 East from Kimball Lane Trax station north to 7200 South Along 700 East, there are many stores, banks, pharmacies, doctors offices, dentist offices, schools, senior living, restaurants, businesses, a bus along that street would open up a world for many who feel shut in and unable to independently get places because they cannot drive due to age, circumstances. I live right off 700 East, and used to be much more independent than I am now. But now I don't go down 700 East because of fear of crossing 9000 South. I will go to Trax and take the F94 several times a week to go places, but I am limited on that route. With the 700 East running, I can start going back to Dimple Dell daily and swimming, without it taking literally hours to get to the rec center taking trax, then the bus to go to Holliday Lyons.

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	I can possibly get a job again as a Kindergarten teacher at Challenger School. Kids who go to the HS and Jr.HS can take the bus when the weather is hot, raining or snowing to and from school. I have talked to many who would take the bus if it would go up and down 700 E. Please consider adding this route in August. Thank you so much!
1123	I'm will stop using UVX if the fare increases.
1124	The biggest proposed change that affects me is getting rid of the Zero Fare on the UVX 850 ride. I strongly hope you do not do this, I use this bus to get to and from my place of work every day. As a college kid, my cost of living is already very high so I rely on this bus as it makes my life so much easier. Charging for this would be a cost I couldn't always justify causing me, a young college age girl to walk alone at night for 45+ minutes which is super unsafe. Your be causing me and many of my friends a way to feel safe just for some extra money? Every other bus you already charge for that I also take sometimes so it's just frustrating that you are thinking of changing this. I truly hope you keep the many college kids in mind that use this bus and don't start charging and being greedy.
1125	I love the idea of benefitting frequent riders through the maximum Farepay change.
1126	Sunday service. Some of us work every Sunday with no way to work
1127	I don't like changing UVX to be a paid fare, and worry about it coming less frequently with less people riding it.
1128	I'm ok with the change, but only so long as students get to keep free fair on all public transit
1129	service is really good.
1130	I already cannot afford a car, trying to pay a monthly bus pass just to get to work sounds does not sound fun.
1131	Please change route 201 to every half hour. It's so hard coming home from work and barely missing the bus, then having to wait an entire hour for another bus. Same goes for frequent appointments at the greenwood and mid valley health centers, waiting an hour for the bus just takes so much out of an already busy day
1132	You bureaucrats must be delusional if you think the public is going to pay $2.50 each way on the UVX. It's the only way to get around thrifty because of your car-centric society. The UVX should be free. Find your funding somewhere else. Do you all have any idea how long it takes to purchase a ticket on the Transit app? It's like 12 screen taps in total to buy, and activate the ticket. Also, it's somehow impossible to buy a ticket if you have any pending, not yet activated tickets through the Transit app.
1133	Every year we attend BYU Education Week, and my wife also attends BYU Women's conference. UVX no fare has been a great cost savings for us especially if we take FrontRunner to Utah County. We hope the expired no-fare could be extended or expanded for this service, or at least provided for major Utah Valley events such as BYU Continuing Education and other events for out of towners.
1134	1) Love the idea of capping daily/weekly charges to FAREPAY cards (which is what I use) 2) Don't like the removal of the FAREPAY 20% discount. If I only use it once in a day, which is often the case, I won't benefit from either the current discount or the proposed daily cap, which will probably make me use it less overall. Sad. :-(3) Yes, yes, YES! to increasing the poverty level qualification for reduced fare FAREPAY. I just barely missed the cutoff last year, but will be well within the proposed 200% FPL guideline. If this change goes through, I'll be able to use UTA a lot more, which will be greatly and gratefully appreciated. Yay! 4) Thanks for listening. :-)
	In addition to the aforementioned service changes, I would respectfully encourage UTA to consider (1) a fare increase on TRAX, (2) better fare enforcement, and (3) extended service on holidays and weekend nights.

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1135	While I realize that UTA communicated ahead of time, to not have any service on New Years Day and not extend service past normal hours on NYE seems uncharacteristic of the growing city Salt Lake claims to be. I also think that extending service on Friday and Saturday nights would be good for downtown business and provide people a safe alternative to driving while impaired.
1136	It's a bit pricey for those who aren't students.
1137	The UVX should stay free of charge for all people. Many people rely on the bus to get from work and school and it being free. Adding a fee to ride the bus would greatly affect so many people. Please keep it free
1138	I love how the bus is free for all to ride and commute on! Please consider keeping it this way as many people like myself use the bus for daily transportation. I use it 3-4 times a week as I work and go to school and I regularly depend on the bus. Having it be fee free greatly helps with my life and with transportation so please consider keeping it free from fees!
1139	I am not in favor of removing the 20% FAREPAY Discount. I use TRAX from City Creek to the airport frequently for work which saves me from having to drive and park several times a week. I would recommend that the board reconsider removing the discount for having the card.
1140	I think adding a fare to the uvx is a horrible idea and will lead to far less usage of an incredible service
1141	I'm a broke college student and use this everyday. This would just be another expense added to the list.
1142	This would be terrible, I use the bus everyday, at least twice. Stop searching for money grabs
1143	I understand the need to charge for the UVX fare. I know the funding behind the UVX ended, however the need for it has not. My humble proposition, however significant my voice is, is that there should be a fare lower than the $2.50 proposed, and/or that it be daily as well, instead of one way. I ride the UVX for one stop every day to and from work, and intermittently whenever I need it. It is a crucial part of my transportation, and while I am a student and would get free access still, I would have to pay during the summer. When I think of it, it would probably end up being like the FrontRunner, where only a portion of people tap on and off, and the rest ride free at the expense of everyone. Charging everyone a lower fare would increase the people actually paying for it. That, on top of the donors who would like to fund a small portion of the costs. Thank you for listening to my opinion. Have a good day.
1144	I feel introducing a fee to the UVX service would discourage bus usage and ultimately translate to higher road maintenance costs. I also believe this change would make life more difficult for the poor in Provo and Orem.
1145	The UVX helps students or other people who do not have a vehicle, typically students, to transport themselves easily and for free, which would otherwise have a daily financial impact on all of us.
1146	FAREPAY Card changes that would benefit frequent riders by having a maximum per-day charge ... Will this lower the max amount, or will I have to pay more? Paying more would make taking public transportation and frontrunner pointless. Right now I only do it because it's slightly cheaper than gas to get to Provo, any increases would be more and I'd just keep driving my car. I feel there should be a better discount for people paying virtually than what's happening now
1147	I'm against any increase in fares for UTA
1148	Keep the UVX free
1149	Add additional services between Provo and North Temple. Thank you
1150	I don't think there should be a fee. I've never seen the bus be too crowded except on byu game days (though I usually don't ride at peak times)

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1151	I think that is very unfair for the UVX, I live in Provo and work in pleasant grove and need to go there every single day 5 days at week and need 2 buses daily, it will make me spend the double, I organize my money for the expenses I have and it will not be good for me spending the double in transportation, I don't have a car and it's pretty hard for me to get 1 right now, so for me it's not fair this new proposed changes.
1152	I support making UTA free if possible. The good PR would be worth it, and UTA does not make enough on fare fees for enforcement to be worth it. Reduced fare is a step in the right direction.
1153	NO! Students need a way to get around
1154	Don't change it because I use it all the time. Students need a way to get around town.
1155	you should not charge for the bus system. it is a great resource to student who do not have car to get to necessary shops like walmart and to work.
1156	busses and trains should be more frequent, on time and run earlier and later
1157	I don't like this change at all. As a college student I rely on public transportation for simple things like groceries. Changing this would impact a large amount of people.
1158	Please don't start charging fare. I can't afford a car, and I ride the UVX because it's free. If you start charging fare, how will I get around?
1159	I am disheartened after hearing about this proposed change. The UVX has been a lifeline for me as a young, low income single adult that cannot drive due to anxiety, and the fee-free option of the UVX has offered me a sense of freedom and independence.
1160	Fare capping it awesome. Having fair capping for any transit type is preferred. Meaning a $5 cap per day on the use of all of UTAs services. Include using the same credit card and the UTA pass as payment methods. Increase the frequency of buses on the westside of I-15. Twenty minute frequency is preferred. Thank you.
1161	I think the changes proposed for the August 2024 Change Day are overall beneficial. I definitely agree with the reduced fare program eligibility being raised to 200% of the federal poverty household income. That would help me out a lot, since I use the bus to go to work daily. I also think that the fare capping is an excellent implementation, and it would help me out personally, since I use the bus frequently. I don't use the UVX very frequently, so the removal of the zero fare service wouldn't greatly affect me, though with these other changes, I wouldn't mind paying for this bus.
1162	General public maximum all services daily pass - $3.00 Bus service one way -$1.00
1163	Me and my coworkers rely on the uvx to get to and from work. That would mean losing 5 dollars every day we work. We don't make enough to justify that kind of expense.
1164	Depending on how much it is to ride now, I might no longer use the bus. It's 2 stops from my place to work so I rather use that and help save air pollution. But if it end ups adding to too much a week to ride now, I won't. I use it all 6 days it's running.
1165	It's a bad idea. We're college students and are already worried about putting food on the table and making sure there's still a roof above our heads on top of college expenses. I'm very grateful for UVX especially since I live all the way in salt lake city but the uvx helps me get to class on time and without any extra worries. Please don't do this. It's not necessary.
1166	UVX fare should remain free!
1167	I do not like the proposed change of adding a fare to the uvx line. I regularly ride the uvx relatively short distances because of my physical limitations and feel I would completely stop using the uvx if the fare was instituted. Some of the convenience of the uvx is not needing to worry about paying, just getting in and getting off. I would stress greatly about being able to get off if there were many people with me. I feel like adding a fare to the uvx defeats the purpose of the uvx.
1168	The UVX works so well because of the 0-fare. I think most people's exposure to the UTA is through the Salt Lake City light rail and the UVX. Most busses only run through important points of interest, so most people don't try the UTA out except through these free services. These services make people more willing for their tax dollars to be used for new UTA projects and lines.

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1169	Please find a way to keep UVX free! We love living near UVX and riding it to do our shopping and do things around Provo and Orem. For us charging $2.50/person/ride would result in us just taking our car because of the cost. I understand cost has to come from somewhere but everyone should subsidize public transit because everyone benefits when more people are able to utilize it in place of taking a car.
1170	It's such a nice, convenient way to get around. And it makes less cars on the road and we all know air quality in Utah is really bad.
1171	Free public transit improves accessibility significantly.
1172	If you make the UVX paid/more expensive, that's more cars on the road, which defeats the purpose of having it.
1173	The zero fare for students affects so many students and helps those who don't have cars and/or can't afford gas. It is also far better for the environment for us to travel together rather than everyone contributing to global emission issues
1174	I like that frequent riders will get a maximum limit on how much they will be charged. I hope that or something similar will be available for UVX. It is very useful, and I hope charging tickets won't decrease the number of who uses this service.
1175	Anything to make it better and easier to ride the busses is great thank you so much
1176	Love how it is free! Gives my family and I opportunity to ride the bus easily, if it's not free I will absolutely just drive
1177	I would have to drive to school instead of taking the bus, which would add to the lack of parking as well as emissions.
1178	Would it be possible for route 4 to go around the Wakara Chipeta loop on Sundays? There's a lot of people commuting from here so it will really be a great help for us who don't have cars as we fully depend on UTA buses which is very efficient. I hope this gets noticed. Thank you!
1179	Sunsetting the zero fare program is ridiculous. You built this rapid bus line on the premise of it being a benefit to the community, not only environmentally, but it would help those who rely on public transit for transportation. Charging a fare for something you sold as a free benefit to the community is greedy and ridiculous. For s few years it's been offered free and you've gotten complete support from cities and counties. Find other means to get your funding. You changed the flow of traffic all over Provo and Orem for this line, and now you want to charge the very people who actually use the line. This will result in less people using the line, and you'll be left with a seldom used bus infrastructure that is invading the city. Leave it free for everyone. The public can see through your efforts here. We all know you benefited from grants, taxes and state money to fund your efforts. Find another way to get your greed on instead of punishing the very people who already helped fund the BRT.
1180	This is NOT a good idea. The UVX is almost the only roadside public transportation that is actually useful. I used the busses for about a year before I got fed up with it and saved up to get a car. It took me an hour to travel somewhere I could drive to in 10 minutes. The UVX being free is imperative to the public transportation here in Orem/Provo because it actually comes during convenient times. About every 5 minutes during rush hour is heaven during the freezing winter months for those that can't afford the luxury of a car. I may not use the UVX now but I know so many people that use it and are devastated by this proposal. I know this is long but my voice deserves to be heard. ALL busses should not have a date in my opinion. I know paying your workers is important but there was a study that proved that the cost of installing, up keeping, and enforcing the fare systems costed more than they earned back through charging riders. The fare also discourages many riders from utilizing public transportation because they simply cannot afford it.
1181	This would mean I would stop riding the bus entirely. As a student who is already struggling to make ends meet a source of free transportation is absolutely crucial to myself and my loved ones, especially due to the fact that we don't have the ability to purchase a car
1182	I depend on this service to get to work, along with countless others who find themselves to be unfortunate enough to not own a car. Upping the price for this service could hurt the community and quite possibly our great economy

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1183	I am unemployed. I use the UVX to see family on a weekly basis. this proposed "change" will not allow me to see them any more! keep it a free fare, it's the best thing we had in UT county since 2018
1184	I do NOT like the proposed change. I don't own a car so I've been using UVX for a long time. it helps me get to and from work, see family, friends, with an $11/h rate, I can barley make rent let alone inflated food price. I can't afford to pay an extra $20 per week. it would impact my livelyhood dramatically
1185	A
1186	I do not like the thought of a fare added to the UVX system. It would cut down the amount of passengers you service instantly, for one thing. For another thing, you already decreased the discount one gets by using the Farepay card, so that would instantly cut me off from using the UVX. DO NOT DO THIS. Additionally, re-increase the Farepay card discount, please. Those additional $10 adds up fast and I still need to pay for rent and groceries. You're not being very friendly to your passengers with these gouges.
1187	The changes seem fine, but please look into improving the ski bus service in the winter time. 30 minutes per bus is unacceptable and is driving towards more traffic in the canyons. Buses can solve the canyon traffic issue, but only if it is a reliable way to get to the resort.
1188	I have free fares from my BYU ID, but I think that having the UVX be free is an essential feature of the system. It makes it so much easier for people to get around Provo and Orem, and adding fares would be prohibitive.
1189	I really wish the 201 would go back to running every 30 minutes. I ride it 4 times a day and it makes it so hard running only every hour. A lot of the time I end up walking because of this.
1190	I strongly oppose sunsetting the Zero Fare policy on the UVX. Even if a strong majority of the ridership is carrying already Ed or other passes (as do I), the minimal gain by charging the 10-15% of riders a fare for riding will not result in substantial revenue for the UTA system. It will serve only to charge less socially advantaged riders a fee for riding. The UVX is a tremendous benefit for our urban community (Orem/Provo) and will continue to benefit users even more as businesses along the UVX corridor migrate to pedestrian (rather than automotive) customers. The experiment of zero-fare UVX seems to my eye to be working very well. It saves me time and effort each time I board with my bicycle, and accelerates my cross-town commutes by 15-30 minutes each time I use it. Thanks for providing the service.
1191	Please don’t do it unless it would still be free for university students. Thank you very much
1192	I personally and not impacted by the proposed sunsetting of the zero fare UVX policy. However, I work with some young adults and students with very limited resources that have greatly benefited by this service. If the percentage of riders that this impacts is only 10-15% it should not be a heavy financial cost to keep the zero fare going for those riders that are depending on it. I have a neighbor that is a young man on the autism spectrum that has found the zero fare program and has been using it the last couple of months to get to UVU. It has given him a sense of freedom and confidence that he has never had in his life. He has very limited financial resources and this program has meant so much to him! I am favor of keeping it going. Please consider that the people that need it most are often the most vulnerable and often don’t have the ability to advocate for themselves. Please don’t forget about them in your decision.
1193	While only 10-15% of riders on UVX don’t have alternate fair, sunsetting the free fare might slow the routes down a bit. Will riders still be able to enter the back doors? Also a big hurdles I faced when trying to apply for reduced fare was not knowing what documents were needed online (I have a card through my job now). Will the new process be easier?
1194	PLEASE NO. I am a student and I love the bus. I love it. Please. Please. Please.
1195	Do not change it! It is a great public service. We pay taxes for this reason. It is so good for students at UVU and BYU, too! If people now have to pay for these services, the buses may be used less, and then it would be unnecessary to have them run as long as they do! Don’t do it.

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1196	Eliminating the Zero Fare program in Orem/Provo would harm Provo sustainability initiatives. Provo is not walkable, and there is a huge parking shortage at BYU and the surrounding areas. To begin charging for one of the few feasible public transport options would only exacerbate those problems.
1197	Yes, there should be a fee. These types of transportation initiatives should be self funded in order to continue operation.
1198	Horrible idea. Can collecting a fare really offset the total cost of operation? Plus, how many students are riding UTA? I would imagine this is the majority of ridership. So, the folks that will end up paying are the folks who make up a minority of riders. Which leads to my final thought - at this level of ridership (non-student riders), the cost to collect and maintain a payment system will exceed the dollars collected, thus creating a zero gain (if not a loss) for operations.
1199	The changes don't really affect me since I have a student ID, but I think reducing fares, increasing bus frequency (especially in the evenings), and increasing amount of bus/train lines would encourage more people to use the bus system. I would appreciate the frontrunner running on Sundays and UTA running until 2 AM on Friday and Saturday nights to encourage people to use the bus instead of drink and drive. The bus I use (209) reduces in frequency in the evening when I am commuting home and if I miss the bus I have to wait 30 to 45 minutes for the next one.
1200	As a downtown Provo resident and very frequent UVX user, I strongly disagree with the proposed change to UVX fares. UVX has been an amazing addition to Provo! It makes it easy for people to access areas of the city they might not normally go to, it keeps the roads clearer of cars (and helps the parking situation), and it gives Provo a great sense of an interconnected community. I use UVX for a variety of purposes, from longer trips like connecting to Frontrunner to shorter trips like riding 1-2 stops to avoid walking half a mile in the hot sun during summer. From talking with many people who also live here, I know that it is often used for commuting to work or accessing entertainment safely (such as sports games or downtown concerts). I've seen lots of parents out with their children, traveling on UVX to places like the library or BYU campus museums. It's helpful for everyone, and it especially helps people who don't or can't drive. Adding a one-way fare of $2.50 per person will be a significant burden to the people who use UVX most. For me personally, I would not want to take short trips on the bus anymore if I had to pay regardless of the number of stops. I don't have children, but I realize that for example, a parent taking three of their children out for the day will now have to pay $20 just in bus fees to get around the city ($2.50/person per direction)! That cost adds up quickly and will hurt families. I think this change will also hurt downtown business because they will become less accessible. Everyone I have spoken to about this possible change who is an active UVX user is strongly opposed to it. I hope all of these comments are heard and considered. Thank you!
1201	From the perspective of a longstanding citizen, you asked us to pay for the convention center, we foot the bill, you sell it and yet you also want us to pay public transit. I'm pretty sure if you're smart with the money from the convention center you can create the investment to pay public transit. Plenty of non profits are capable of staying in the blacks and investing. My teens ride public transit often, and that makes a huge difference in our family. I definitely would be out out if you made them pay, especially when you've crowded my neighborhood by your stoning changes to create huge apartments and no parking. Provo is not friendly to large families and parking issues, so they should at least keep public transit available. Even your taxes have gone up for the same house.
1202	I love that Provo has a wonderful public transit system! I live right by a bus stop and it is so convenient. However, I would not use the UVX if it cost money. I think that applies to most college students.
1203	I think the fare pay daily max is a great idea. However, I worry that charging for UVX will increase student driving to campus which will exacerbate the parking issues that residents face in that area. It will also slow down the bus and make it less convenient for most people using it as people have to tap on and off.
1204	I thought UTA was looking at lowering rates and Keeping UVX FREE! I'm disabled elderly on a very limited income and use UVX to get to my doctor.

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1205	I use UVX daily for work. I own two cars, but the convenience of UVX has shifted me away from driving a car to work. I am staff at BYU, and have my fare covered for UTA services through my employment there. I estimate that UVX has reduced around 80 miles per week of me driving in my car alone, congesting our roads and to an extent our air in the valley. During peak hours, the bus is standing room only. This is a success in my opinion. It is largely students of the two campuses it services, and sometimes upwards of 30 people will get on at one stop. The delay in service caused by potentially thirty people paying fare will either make the service unviable during peak hours due to long delays, or people will be left on the platform waiting to pay fare through the app while the bus passes them on, or (most realistically) have to jump on to a full bus before paying and have to fumble through the processes of payment at that point. This could expose them to enforcement for their lack of payment for service, when in reality they had to choose between missing a bus or making payment. This disrupts the main draw for me of UVX, the convenience. I've heard the fares would be cashless as well. I am unsure if this is true, I would have to assume it isn't true because the Federal Transit Administration requires large urban networks to ensure that any proposed fare changes don't have a disproportionate impact on low-income and minority riders. It is hard to imagine how a cashless system wouldn't disproportionately affect low-income riders, but perhaps UTA has a proposal in place to prevent that from happening. UTA claims that it will be 10-15% of riders who will be paying fares, I'm assuming because the large majority has fares covered through their schools, employers, or social programs. It is hard to see any sort of potential savings from charging that minority of riders that outweighs the losses incurred from declined quality of service and the additional costs from an enforcement presence on UVX. I use UVX daily because it is convenient. It is slower than driving myself, but not by much. I predict a large amount of users are like me, who own vehicles but use it because it is convenient. Making it less convenient will push riders like myself to start driving individually, increasing traffic and pollution. I view that as a failure, a contradicition of UTA's stated vision to "provide an integrated system of innovative, accessible and efficient public transportation services that increase access to opportunities and contribute to a healthy environment for the people of the Wasatch region." Thank you for your time and continued service!
1206	I rode the UVX bus everyday in college. It was so awesome and convenient. If I had had to pay I definitely would not have used it as much
1207	I know several community members who rely on the zero fare program to get to their school or daily destinations. Most of which are in SPED programs and finding their independence and joy in doing so by riding the UVX that won't be able to maintain a regular fare. Thank you.
1208	UTA is an integral part of Provo's and Orem's cities and communities. Many students and residents use the bus systems on a daily basis to get to work or school and often times cannot afford a car. Taking this option away from them would decrease foot traffic and thus impact the local business and economy. It would not be lucrative enough to charge for the fare as this would drastically reduce the amount of passengers and by consequence the amount of money being put into the economy from local businesses. KEEP IT FREE!!!!
1209	I support the August changes.
1210	I drive past uvx busses frequently a d they are mostly not very full. If you charge a fare they will be used even less. You're driving the routed anyway so if you keep them free they'll have more usage.
1211	My son is a UVU student with a disability and he doesn't drive so free transportation is so helpful for our family. Please allow students to ride for free.
1212	I heavily rely on the service being free. I use it to get to and from work every day. I have done some math and if the UVX charged a fee to ride it, it would go from taking none of my income to taking at least 6% of it, which is a lot for someone who makes as little as me.
1213	I go to school at uvu, and I'm on starving students cards and can't afford a car nor buying bus tickets

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1214	Having free access to UVX is a big deal and benefits so many people and college students in the area. It's the one free public transport that I know of in the area, and it's so important to keep it accessible to those who aren't able to pay for transport.
1215	I agree with the reduced fare to $2.50 a day, however I think that the UVX in Provo, should remain free similarly to how the Trax Blue and Green Lines are free within downtown Salt Lake promoting the use of public transport to get around locally and to events in downtown Salt Lake.
1216	UVX should not have fare added to it! This has been a great resource to the community and a way to quickly get around main parts of the Provo/Orem area. I ride it regularly, and know many people who use it as transportation to get to/from jobs and other places.
1217	UVX free fare elimination: My 10-, 12-, and 16-year-old children utilize UVX, particularly during the summer months to visit destinations throughout Provo and Orem. This is a helpful service for a divorced dad who has their children 50% of the time and it is difficult to get them places during work hours.
1218	KEEP THE UVX FREE! I have used the UVX frequently for the past four years. It is one of the very best things about the Provo/Orem area, and it's fare-free nature has made me so happy. People are more likely to drive cars than to pay a fare to go a few blocks, and I will be one of those people who will need to drive to work instead of pay a fare for every work shift (there and back!), since there is no walking-friendly route to get to my workplace. Since the cities the UVX spans are built to be drivable instead of walkable, especially Orem, transit is essential, and making the UVX a paid service will specifically target the poor and homeless, as well as any non-students who are trying to be more eco-friendly in Orem and Provo. I believe that since most riders are students with UTA passes anyway, that this change is uncalled for, as I believe it will instead deter non-student riders, causing little significant profit (which you haven't needed for the past 5 years apparently, so why now?). In conclusion, I plead with the UTA to keep the UVX free since it plays a large role in equal opportunities for those in Provo and Orem to travel. Adding a fare feels like a step backwards for the city. Parking is hard enough where I live, and while I'd like to keep riding the UVX for its convenience and to be more eco-friendly, I will no longer be able to afford to. Thank you for considering my comment. I hope to see UVX continue to be a free service.
1219	I'm not against being charged to ride but make it convenient. I think the most convent way to pay would being able to use Apple pay
1220	I would love the UVX to continue to be free. I am a student with two jobs and I use the bus to get to both jobs and I appreciate the reliability of the UVX. Please reconsider this change
1221	I dislike the change, a lot of us rely on this transportation as college students that do not make a lot of income.
1222	Please find a way to keep UVX free. I think all buses should be free. The revenue is so small and we contribute so much in tax dollars to roads, we should find a way to keep local transit options free.
1223	I assumed the free fair would come to an end eventually. It would be helpful if there could be free fare days on days of BYU football games, Stadium of Fire, and other select large event days.
1224	None of it matters. OMG BRING BACK 15 MIN ROUTE 39 TRIPS UGH
1225	Why charge more on farepay card's
1226	I really value the UVX bus route, and the reason why is that it provided me with a free alternative to get to my university from where I live. By using UVX instead of driving, I was helping reduce traffic and also using up less parking at the university, which has been a consistent problem for as long as I've gone to UVU. If UVX starts charging again, depending on how expensive it is, aside from the issues around limited parking I'm not sure it would be worth it to use the bus instead of buying a parking pass and driving. Furthermore, though, I think Utah in general would benefit tremendously by having a much better transit system, and by keeping the costs low or free, you'll encourage people to use it which in turn will justify expanding the transit system further. I think UVX is a really good service, so I would probably buy a pass if I had to, but I also think it's worthwhile to keep it free.
1227	It would be nice to have more buses and trains running on Sundays, on Sundays some places become borderline impossible to get to or it takes over an hour to get to somewhere that would regularly be a 20 minute commute.

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1227	Also, in the mornings on school/workdays, the buses to the University of Utah are often filled to the brim, and I have even seen some bus drivers have to turn people away and tell them to wait for the next bus because it's too full. I think we need buses running those routes at time intervals less than 15 minutes, closer to 7-10 minutes.
1228	The UTA needs to be charging more for its services. There are too many poor people taking advantage of your services. I am too tired of seeing unmotivated people enter the bus and sit their smelly ass next to me. Taking the bus for me is a hobby, so to see all these bums use the bus just to get warm is a disgrace to my hobby. The bus should only be allowed for the upperclassmen as we are the better class. Make the UTA BETTER AGAIN!
1229	Umm, I think the bus services that UTA supplies are actually a main integral part of the city of Orem. If you were to charge innocent civilians for the bus the city of Orem would be disfunctional. I too am disfunctional in the sense that I can not read the room when I beseech it. So the bus is where I live as I never intend to enter another room in my life.
1230	Hate it! I ride the bus all the time and can't afford it otherwise. It is such a positive thing for Provo/Orem. It gets me out and helps with feeling positive.
1231	We need later returning NB routes for UTA 472. Currently the latest bus leaves SLC at 5:04 PM which really limits who can use this bus.
1232	1. I have comments on what is NOT on the proposed changes. I favor no fare bus service and think UTA should lobby the legislature for funding to make that happen. I would prefer free transit to a tax cut. 2. I live on the Avenues and have missed the # 6 which easily allowed residents to travel to the University and downtown where I could connect with other transit including the airport. The #209 appears to have VERY few riders... that should be be re-evaluated.
1233	FAREPAY Card changes to benefit frequent riders would encourage people to commute using public transit. Reduced Fare program helping more people is ideal for making movement to jobs and other options available to those who can't afford it. The Zero Fare program should be free to many people, if only 10-15% of riders will be impacted, it should stay free to everyone.
1234	The changes to the FAREPAY cards are unfairly skewed towards those riders who travel more than 5 stops on Frontrunner. With the proposed changes, someone getting on in Farmington either has to ride at least to Lehi or take multiple trips per day in order for the capping limits to have any sort of effect. For frequent commuters that travel from Davis County into downtown Salt Lake City, there is effectively a 20% increase in the fare when using a FAREPAY card. In contrast, the commuter traveling from Provo to North Temple will still realize a ~20% discount on the fare because of the fare capping. If the purpose of these changes, as mentioned in the proposal, is to "support frequent riders", then it is blatantly unfair that frequent riders traveling different distances are treated differently in terms of discounted fares. Why should I as a frequent rider of a shorter distance be subsidizing the discount for a frequent rider who has a longer ride? A possible solution would be to have a 10% discount for all riders along with a fare cap that would only have an effect for those riders who travel longer distances.
1235	Sunday service on the 17
1236	Make it easy to buy a fare pay card. Or have instructions posted in the Bus on how to use a fare pay app if there is one.
1237	My husband and I currently pay $9.80 round trip for travel between American Fork and Salt Lake Central. Using the fare pay card is the only way it gets closer to the cost of driving. Removing the fare pay reduction is going disincentivize us from using front runner. My husband has to work in the office at least 3 days a week. We won't hit the $10/day or $40/week caps. So all you've done is taken away a benefit and now public transit will cost a lot more. Since the travel time on the train is already longer than in the car, what would be the incentive to bother using public transit? It costs more, takes longer, and there is no guarantee of having a bike rack available. Might as well drive at that rate and have more flexibility in when we get to leave. Yeah… I don't think removing that reduction is going to be the boon you hope it will be.
1238	I don't think it would improve anything and that most of the people using this transit are young college age people, me included. I think it is mostly a money grab.

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1239	I really like my kids to use UVX to get around town. Between all of them they use it once a week. Much more in the summer. I do want to say my kids have had a few scary experiences on the UTA with weird people staring at them. One of my sons saw a woman college student being harassed. My 14 year old daughter and her friends had a weird guy staring at them. I think knowing what to do to be safe in the bus would boost our usage of the bus even if we need to pay for it in the future. Also there are often not enough bike racks for my kids.
1240	Would really help to have a direct route from olympus cove to u medical station through Mario Capecchi dr which has a newly expanded building with more staff added. There are more expansions happening in that area of campus as well. Please consider.
1241	My wife and I appreciate having free fare on the UVX so much. It helps us get to work and school frequently throughout the week. It would be tough for us if this changes goes through.
1242	Please more early rides in lehi
1243	Trax is NEVER on time but the bus is Very reliable. Do better with Trax for shift employees trying to ride the train to get to the University Hospital either at 0700 or 1900. Also stop leaving early too!! I clock out at 1923 and RUN to the 1930 train that if they leave a minute early I have to wait 15 minutes. Which after a 12 shift with NO LUCH SUCKS!!
1244	Very unhappy with the proposed suspension of Zero Fare for UVX. That route is heavily used and the free transit is probably the best service UTA provides. Free UVX is a mainstay of the Provo/Orem area. Eliminating it would make the area feel much less friendly and open for locals. Plus, traffic is bad enough already without discouraging the use of public transit. Strongly encourage you to reconsider this change.
1245	John English and the UTA and the Utah legislature were fools not to listen to Sam Taylor back in the '70s and create a free fare system, based on a very modest tax increase that would have benefited the entire Valley for generations. It's not too late, you could still do it now.
1246	The proposed changes to farepay would strip me of any benefit whatsoever, and feel almost targeted to strip many regular-but-not-daily Frontrunner riders like myself of farepay discounts entirely. The net result is that with these proposed changes, I'd probably discontinue use of Frontrunner. I'm a regular rider, commuting via Frontrunner 3x weekly from American Fork station to Salt Lake Central Station. I use busses or Trax downtown, but only within the free fare zone. I don't qualify for reduced fare, and my company doesn't participate in any group-by fare rates or anything like that. I currently pay $4 each way with a farepay card, or $24 weekly for my 3 weekly trips. At regular fare rates, my trip would be $4.90 each way, or $9.80 daily-just under the $10 daily cap, or $29.40 weekly-not hitting the weekly cap either. In other words, I would trade the current discount for zero benefit. I'm really confused why these fare changes are targeted this way. From what I can tell based on two years of this commute, a large number of Frontrunner riders are going to be in the same boat I am. If this is intended as a way to increase revenue for Frontrunner fares without coming right out and raising the fares, I guess you've been successful. If the idea is that I would choose to ride more often due to the caps, that just isn't the case. The local service in my area is abysmal (I know that much of that is due to Utah county's lack of support), so it's not even possible to use local service. I don't need to take more weekday trips on Frontrunner; I work from home two days a week. I would like to use Frontrunner to connect me to the wider transit networks in Provo/Orem and Salt Lake county on the weekends, but without Sunday service and only hourly service on Saturday, it just doesn't make sense to do so.

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	I'll close with this: I know "wear and tear" on a vehicle isn't free, and there are costs beyond the fuel for each trip. However, transit is just not viable for many of my trips and I have the car already. I get roughly 30 miles per gallon, and my trip is 32 miles. That means my one-way cost is pretty much equivalent to whatever the cost of a gallon of gas is. It makes my daily break-even cost $4.00 per gallon with farepay or $4.90 per gallon without. This means I actually end up paying a bit more per day already to ride Frontrunner, which takes about 30-40 minutes longer than the same trip by car. With the proposed farepay changes, I'd be paying enough more per trip that I'd simply stop riding UTA, and drive to save time and money.
1247	I strongly disagree with the proposed change to make the fare rate 2.50 as that will greatly limit the ability for those on a limited budget to use the transit. Having free transit is extremely helpful for people like me who are not in a financial situation to afford a bus fare, especially if they use UVX often. With all of the other bus lines requiring payment, UVX can stand to be free so that limited income folks can use it to get where they need to go without worrying about being able to pay for it
1248	Keep it free for university students!!!
1249	I'm a provo resident and have lived here for 14 years. The UVX line has been so beneficial to the community as well as the downtown businesses, we love it! For years it has been free, which we really appreciate especially living in a lower income area. If possible to keep this free service, the public would be grateful in your commitment to keeping public transport accessible to all.
1250	I don't think students should be charged. I am a student, and because I'm at school full-time I do not have time to work. I am very poor like all other students, and most passengers every day are students. I don't believe it's fair to charge those who don't have anything to give. And if we don't have anything to give, there's no point for us to ride with UTA anymore. I haven't been able to drive for months because of some seizures I have had, and so the only way I've gotten to school is the front runner. I need to take the frontrunner but I will just have to find another way and not transport with UTA services. I believe many will do the same. Take it from me because I am a typical college student, and I believe many will agree with me.
1251	Make fairs 2$ not 2.50 it would increase the speed for people to get on the bus, and I've seen so many times people take 1-4 min trying to find change.
1252	They should raise the price to $2.50 so that they don't have to pay for it with taxes.
1253	This won't affect me since I'm a BYU student, but my wife is not. She uses the bus a lot when the car is in use, so I think this change could complicate things for us
1254	If only 10-15% of riders will have to pay I think that should be okay. It sounds like only people who can afford it will have a fare. I think there should be an option to buy a year long pass you could pay a one time fee for.
1255	The UVX is the fastest way to school for me currently. I only worry that having to stop and take payment would slow down my route and at that point I would prefer to drive. Payment isn't a concern since I only take the bus as a student.
1256	Better transfer time from Bus system routes to and from FrontRunner, specifically on the 640, 628, and the 470. Also, combining Routes 626 and 627 would make for a much easier and more understandable route and maybe on the half hour rather than on the hour trips. I cannot tell you how many times I have arrived at Clearfield Station, only to learn that I just missed the FrontRunner or the 640 bus, and i have to wait another half hour, or even hour, because the bus or FrontRunner just barely missed it.
1257	This is a horrible idea! People who ride the public bus cannot afford $2.50 one way for bus fares. We're living paycheck to paycheck and this bus gives us the opportunity to save our money and provides transportation. Please keep it free and let the we the people, the lower class, have free and reliable transportation.
1258	I think that free transit should stay an option i think it is a very greate program It is very helpfull a greate way to get arpund

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1259	I just think that pricing is a little steep. I'm sure that UTA has initially pitched a higher price so once people complain, it will go down to exactly what they were hoping for in the first place. Not a complaint I just know a little on how business works. So I'm assuming it will get better than $2.50. The problem with that price is that I take the bus three times as long as anyone else around BYU, all the way to UVU, and it would still be cheaper to drive. I'm sure it's cheaper than the average car payment plus insurance plus gas but it's definitely not cheaper than owning a more affordable car with cheap insurance that gets good gas mileage. One could argue that the price of the car will never beat the price of just taking the bus, but it's very difficult to not own a car regardless of uta bussing in southern Orem and northern Provo. If you make that argument you have to provide public transportation to a lot more locations in Salt Lake and Utah counties. Additionally, nobody would take the bus from South campus to North campus at BYU anymore, regardless of the price. People gotta get paid I get it, but public transportation shouldn't be a gold mine in Utah. Not until it's much better than it is. Sorry, I'm Japanese and hate the public transportation system in America. It's horrible.
1260	There should not be a raise on the UVX, the economy is already hard, and taking the UVX for free to school/work saves me a lot of time and money. Raising the price would just be another checkbox in the list of many things we have to pay for and can barely afford. :) Thank you.
1261	UVX provides access to transportation across various parts of Provo and Orem, something many locals and non-locals can benefit from. Making this change not only creates a barrier for those wanting to take public transportation but also deters others from wanting to participate in the UVX transportation system. Even just a few dollars can deter people from taking public transportation. It's no secret the benefits that public transportation has on the environment and if we want to continue promoting a movement towards clean air then i fully believe implementing a fee is not a step towards that. Keep UVX free!
1262	I would never ride the bus if I had to pay for it. I am a BYU student but I wouldn't want to wait for the long time of checking fares. I ride it for a very short period of time.
1263	UVX should remain free for students and the public to use.
1264	I don't think this should happen because when I have zero dollars I ride the bus
1265	I don't think UVX should change as it helps out many people who work day to day and who don't have to worry about paying before they get on a bus.
1266	If this change goes through, I'd probably just stop riding UVX because I don't want to pay to ride. I'm aware that there are people who do depend on UVX for transportation and frankly I think it's pretty poor treatment to force these individuals into have to pay for it.
1267	I will probably stop riding the UVX if the fare is imposed because I only ride it for one stop from Orem to UVU. I would rather walk than pay the 2.50$. Unless the fare only applies to those riding for more than one stop, I will stop using the UVX.
1268	I'm a Uvu student, I use the bus to get to school in the winter and also get groceries, I can't afford to pay to get anywhere if this fair is implemented.
1269	I have no concerns as I am a uvu student.
1270	I think it's a small change just gotta remember to bring my student id
1271	I propose you find another way to pay the fare, bond, or city. Logan has free transit. Salt Lake was choosing. The elderly may not have it to pay, mostly who ride. What stopped salt lake free train is the high number of transients taking over, but in Utah county it's mostly the elderly who would be paying and the poor areas, but mostly students so not transients like salt lake when frontrunner tried it. Students have a pass but the poor not affording a car in most that area and the elderly would be charged. Most cannot afford it where the majority of the county is affluent. There are other ways to pay for uvx.
1272	Why would you do this? Please do not do this. I ride multiple times a day pretty much everyday and this would force me to get a car
1273	I think that UVX should remain free for all and that the Zero Fare program should remain intact. I think that adding a fare for even 10% of riders would severely hamper the accessibility of public transportation in Orem and Provo.

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1274	I am a commuter student from SLC and depend on UVX weekly getting to and from class, with my student card I am able to ride free as is. However as I have become familiar with the lines I recommended them to everyone all the time! When they say they don't have cash on them I get to say it's free! After graduation I will be moving to Provo and had plans on still utilizing UVX for daily transport, the add of fare complicates the usage of public transport and ultimately makes it more intimidating and less accessible. On a time where we so dearly want walkable cities and access to third spaces, free access to UVX has always been a bragging right of Provo & Orem doing the right thing.
1275	I think all proposed changes are acceptable. I have no further comment.
1276	I ride to and from work 3 days a week, so this change will cost me more using my farepay card (which may make using Lyft or uber an option). It is very difficult to download the app for the farepay card (impossible to find on the app store so I have to look up my balance on my laptop at home). I also feel that making Friday's free fare days will help motivate people & families to come downtown to enjoy the downtown area year round (help with the revitalization efforts) and get home safely afterwards.
1277	I think it's a very bad idea for a fare to be put into effect when ridership on UVX has been so high the times that I have used that route nine times out of 10 the bus is always full. But I also recognize that you need revenue for operating costs so doing a lower Fair like say $1.25. this would increase ridership because of the fact that people are paying lower than what they would for a gallon of gas. And those that maybe are on a lower income would also benefit. But if you keep the cost higher you're going to decrease ridership overall. I also think that a extension of the uvx route should be put in place to cover the Utah Lake area the Provo airport and run up Geneva Road for all the growth that is happening over there. Or do a similar route that would cover that section along with Provo High School and the elementary schools. Putting transit in that area would also help increase tourists who aren't familiar with the area who may want to go to places like the lake to enjoy the nature out there or maybe the ropes course or camping accommodations. Your system is great I think that adding Transit options along the national parks corridor would also be a great addition to the services that you provide. Just some thoughts I've had about your services.
1278	I ride UVX at least 3 times a week to shorten my bike commute. if I had to pay for that, I would finally have to invest in an ebike, or, for stormy days, drive. I've been biking to work for about 7 years now, and I'd hate to have to start contributing to bad air quality again, after so long. the nearest stop is about a mile from my home, so it's not entirely convenient to begin with, but being able to combine biking with riding makes it worth it. If it wasn't free, it's likely I would rarely, if ever, ride UVX again. It feels like UTA wants to cut back on being bike-friendly.
1279	I would like to advocate for increased service on the 39 route. I currently use this several times a week and it makes it extremely difficult to time a 15 minute trax ride with a 30 minute bus route, often causing over a 20 minute delay. If this service will not be increased, having a set timeline of what this would occur would be helpful
1280	I don't think we should have a fare. The free transit system helps a lot of people in the Provo/Orem area get where they need to be, especially struggling college students and their families.
1281	Please don't change the UVX service free to pay. It is a great help to people like us that work and earn few money. We use it to go to work, to go to shop foods, to go English classes
1282	More frequent service Service to more parts of the valley: Sandy, Cottonwood Heights (along Wasatch further south than 3300 S), Murray, North Salt Lake, north West Valley More efficient service, eg. Route 223 Designated bus lanes on Foothill and 700 E to prevent bus delays Improved train service (10-30 min delays recently) Get rid of the Free Fare Zone to reduce unwanted travelers (loud, drug or alcohol-induced behavior)

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	Increased UTA police monitoring, including fare checking Free public transit for those at or below poverty level
1283	Maximum per-day charge sounds like a good idea. Seems practical, makes sense. My family really appreciates the opportunity to take the UVX for free. We don't do it often, probably 2-3 times a year. It's a neat way to participate in the community and experience Provo. We take it to down town locations and university place. If the free fare was gone, we would probably stop riding UVX.
1284	I ride UVX very frequently, at least twice weekly, as a way of "stopping by" businesses that I don't necessarily need to visit. UVX is uniquely positioned to enable this because it runs so frequently and through the middle of Provo and Orem. If there will be a fee, I will be more scrupulous with whether or not these trips are necessary, and I predict I will use it much much less. I am fortunate that I would not consider myself financially struggling, but I'm also not a student and would bear this cost myself. I believe that these small leisure trips to businesses have a significant positive impact on the local economy, just stopping by for a sandwich or seeing if there's something interesting at the mall. Not only would this change increase cost burden on people without vehicles (who are already disadvantaged because our area is designed for drivers), but I believe that it would reduce tax revenue and damage economic growth more than the money it would raise. Also the amount of traffic and crowding in Orem and Provo is out of control. UVX has a great impact on reducing it, so by introducing cost to the rider and therefore discouraging utilization, that will exacerbate an already arduous problem. UVX is unique, and by offering it for free it connects the center of Orem and Provo in a way that I would argue more than pays for itself. And even if it is expected that few people will comply with the fee, the requirement discourages honest people from riding recreationally. UVX is a fantastic and innovative program that truly modernizes Orem and Provo, and introducing a fee would downgrade it into "just another bus route."
1285	I'm commenting specifically on the changes to be made for UVX riders in Provo/Orem. I recognize that free fare funds have run out, but I would like put a word in nonetheless. I was in a car accident last year that wasn't my fault and it totaled my car. It took many months to have the insurance things squared away, the settlement transferred, and to find another car for our family. I was working full time and my husband was at home taking care of our small child. We rode UVX to get everywhere. Work, the library, the grocery store, doctor's appointments, pre-school etc. We are a low income family and it was a huge gift to be able to have a way to get to the places we needed during that really hard time. Here is what I noticed the many months that I traveled on the UVX. The passengers are often people who are low income and less fortunate or people who are trying their best to be reduce their carbon footprint. I met elderly individuals going to doctor's appointments and people who were in between homes going to their minimum wage jobs to just get by. I met teenagers who weren't old enough to drive going out with friends and having a great time. I met disabled individuals in wheelchairs or with broken legs that were able to use the handicapped seats provided at the front of each UVX. I met young parents who were exhausted and could just walk right on with strollers and get off where they needed to. These were the people I saw every day and it was beautiful. The people who are utilizing these services are in many cases (like my family was) entirely dependent on the UVX to get to any place. Many of these people are without cars or the ability to drive. I was so incredibly grateful that it was so easy to just hop on and off whenever I needed to. It has been such a cool and unifying thing for me and I was just so impressed with a system that made travel possible around Provo and Orem. I personally think that charging fare will snuff out a beautiful, rich, and unifying experience for all those who have been using UVX. It just won't be utilized as much. I don't know a solution to the problem of running out of funds. I'm not well versed in any of the financial comings and goings of UTA, but I'm writing this in hopes that something can be figured out to keep fare free on the UVX and keep the culture that this great service has created. Let's continue to make it easy to reduce our carbon footprint, help out less fortunate families and individuals, encourage unification of the city's people through transport, and keep Provo/Orem an accessible place for EVERY person.

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1286	The only change I have an issue with is the UVX fare. This is a core line linking a significant number of businesses and public hubs to each other. The free fare of this central back and forth line has created a central transit service that has greatly benefited businesses up and down this corridor by allowing greater access between them for more people. A way to keep this route free should be a primary goal due to the central nature of this route and service to so many people. There are more than 100,000 people living and working within a 10 minute walk of this route. As part of a plan to transition to more public transit and reducing vehicular traffic a free core route must be a central part. And adding a second that travels north along state in a similar fashion should also be a priority. This would link the valley in ways that can and will shape the future of growth and movement of people. Encouraging people to use theor cars less, for travel in this corridor, for work lunches, shopping, etc should be a major driving factor for all UTA and transportation agencies at the state level. We are growing at an incredible rate and making sure we have the infrastructure to bear this is critical now before we need it.
1287	I oppose the upcoming proposition to charge the regular $2.50 rate for rides. This free program has been one of the best uses of funds due to the wide impact and deep usage throughout the community.
1288	You are NEVER on time. Now you want to increase charges? If you are 10-15 minutes late, maybe we shouldn’t have to pay. That (effecting your bottom line) might actually do something about being on time.
1289	I don't currently ride the UVX every day, but I used to. It's almost always full of people: working class people, students, mothers, and people just trying to get across town. It helped me get to work so I didn't need to buy another car. It comes quickly enough and reliably enough that it was a great solution for getting to work. I think there are plenty of people who use it regularly, who aren't students, that use it so they don't have to get another car or because they can't afford another car. Now that I have a job that puts me away from the UVX route, I don't use it as much. But I still use it when family comes into town. My current car is too small to take everyone somewhere. So we use the UVX to get us to downtown. Maybe people aren't paying for the UVX, but they use it to go to places to spend money or make money. I really hope that it remains free for everyone. I NEVER use the bus system like I do the UVX because it costs money. So if they started charging money for it, there would be a big decrease in usage and an increase in vehicles (at least!). It also gets people downtown.
1290	Charging for UVX services would be a terrible idea. Don’t do it.
1291	It will make it harder to get to where we need to go.
1292	KEEP the 20% discount on farepay cards and ADD the capping feature.
1293	Please fund for those who need this service
1294	I think this service should continue to be free.
1295	Please don't start charging for the UVX. So many of my friends and coworkers rely on that bus!
1296	Garbage. Why do you guys have to make everyone pay for transportation even worse.
1297	By dismissing the free UTA transportation impacts not only students by families who are in desperate need of that option to get to jobs.

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1298	I don't use the UVX as often as I used to because I in a location where it is not needed, but for 2 years prior I relied on the UVX as a main source of transportation. There are many reasons why I think the UVX offers added benefit to the Provo/Orem area, much of which would be lost if no longer free. The UVX helps control traffic during BYU game days when the roads are already crowded. The UVX allows students to travel to school safely in the winter months while still avoiding heavy traffic. It is also a great public service to the community. It allows people who can't afford cars to travel to and from work to earn a living. If I were to pay for the UVX, it could cost me close to $3000/year. If the UVX were to cost money, we would see a rise in the already challenging parking crisis in Provo. Pollution would increase as many would alternatively drive. Also, it does not make sense to pay to just travel from BYU south campus to BYU north campus. And think of the missionaries in the MTC who use the UVX to do good and spread joy.
1299	Shame on you! Shame on your greed! Shame on your selfishness. Curses upon you and your families. Boooooooooooooooooooooooo
1300	Finances are such a big burden on people! Huge! So to have transportation without having to pay has been a huge blessing to my life and many others! Plus I feel like the whole point of the UVX was to give free transportation. If not, then why didn't we just keep using the buses that people have to pay for.
1301	Please do not add a fee!! This is such a resourceful tool in our community. It provides a stress free way to get to places that are needed.
1302	I understand the desire to include a fee for using the UTA, however it would hurt the resolve to be environmentally sustainable by taking public transit. Especially since the target audience is the poor college students or those that need transportation for free/cheap. If there were a fee, I would recommend not more than $3.
1303	Hate the idea, college students should ride free because they are broke everyone else can pay
1304	I am only able to get around because of the buses, and as a student I wouldn't be able to afford to ride as much as I need to.
1305	Regarding UVX, riders SHOULD pay a fee. Gasoline is not free, maintenance is not free, bus drivers are paid, and road work and traffic lights are not free. I see the UVX buses every day, and they seem to carry very few riders. Customers should expect to pay for services rendered.
1306	It is my belief that public transportation is a public service, and serves an especially important role in reducing emissions, providing marginalized groups who may not have cars access to services outside of their normal walking distance, and reducing congestion by providing an alternative to the expensive practice of driving. In Utah we don't have any public roads that charge a toll. Roads are maintained through tax money, allowing anyone who drives to have their lifestyle supplemented by those who don't. It only makes sense to take a fraction of that amount, and use it to keep existing fare-free services fare-free, while evaluating the feasibility of reducing fares on other services. Public services should not be expected to make money. We don't expect roads to directly fill our coffers, or firefighters to make a profit on every building they save. We should not expect public transportation to be profitable from fares, as that ignores all of the other benefits that we as a society gain from easier access to public transportation.
1307	I think it's better not. I saw a lot of Latins and homeless didn't pay the fee. It's not fair for everyone if the most people make the fare. But the bus still needs to continue the service. How about ask more tax for the bus service because the service can reduce traffic problems which are caused by vehicles. Once the traffic is better more and more people would be benefited.
1308	This is a nightmare! I can't access the tickets I purchased online and I can't see my regular schedule.
1309	The change that bothers me is the app for UTA. It quit working and what comes up now is a mess. I lost the online tickets I purchased and this thing is unbelievably awful. I can't find the changes you are talking about.

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1310	Terrible idea- keep UVX FREE
1311	Could you also add a change to the FAREPAY cards to be connected to the Transit app? In other words I would like to link my Ucard to the app. Would that be possible?
1312	This would be an extremely inconsiderate change considering many many college students use UVX, if not all students. If this change were to happen, many students wouldn't use UVX and what would be the point of it? Changing this and changing students doesn't seem like much but it adds up quickly, making it impossible for some to get the transportation they need.
1313	Changes affect myself and my community by permitting affordable access to UTA services. Many students use the UTA daily as a means of travel, these changes would greatly affect them negatively.
1314	Please keep it free! Happy to have my tax dollars go to this!
1315	This should remain free for special needs people, many of them do not have income so cannot pay for the service they need.
1316	It's good that the regularity of some bus routes will be adjusted.
1317	Please leave the bus charges free for people with disabilities.
1318	Free public transit is important for this community. Especially when we are trying to encourage more people to take it, drive less, reduce vehicle emissions and traffic. Adding a fare will discourage that. We pay taxes, there's money to pay for bus maintenance. Take some for departments that are overspending. Though I am a student and will not be affected by this change, the community will be. High quality public transit is important for community development. Keep it free!
1319	As a young mom I use the UVX regularly to visit places around the Provo/ Orem area. We only have one car that my husband takes to work every day so without the UVX I would be entirely unable to visit many of the places we enjoy (Library, BYU campus, Indoor playground at the mall). We would not have it in our budget to pay for the UVX. Additionally, it is already stressful and chaotic boarding the UVX with our double stroller, so having to stop for payment would just add to the chaos of the process. Please keep the UVX free, it is one of the shining features of Provo. In fact, the UVX shouldn't even exist if it's not free, because at that point people might as well be taking the paid bus system places. I thought when it was built the plan was for it to be free forever.
1320	I disagree with charging a fee for riding the bus. We should be actively trying to get more people within the Provo/Orem area to ride the transit system. Utah County is filled with pollution. Charging a fee will result in lower quantities of people riding the bus and more people driving cars. Furthermore, our streets are already congested with traffic.
1321	I ride the bus to cut down on gas and the emissions smog seen in the Provo/Orem area. If there is a fare, it would give a lot of riders like me less incentive to ride the UVX. It would also affect people who ride on game days for BYU.
1322	Adding a date would destroy my way of life and hundreds more like me: I eke out a living paycheck to paycheck and am able to do so because of bus rides to Smith's, to work, and occasionally to friends apartments. To add a fare would make my way of life impossible, even if that fare was "reduced." Public transport should remain public, not motivated by profit.
1323	Well my opinion is that kinda dumb because I always take this free UVX all the time so I don't know why you gonna charge $2.50 for riding the UVX it is better than ok
1324	I would like for it to stay free for everyone in the community so that everyone can have this opportunity for transportation, regardless of circumstance.
1325	I think is one of the best services because it's free. It's a good route so please don't add any price on it.
1326	UVX should remain a free fare system. If issues of cost necessitate fare to be payed for UVX, the fare should be less than the currently proposed $2.50.
1327	I think it will affect some people significantly to add a fare charge and shouldn't happen. I.e. non-students with disabilities who cannot drive.
1328	Please do not charge this, I have a student pass so I wouldn't have to pay anyways, but I know so many people that aren't students, and still use and rely on these being free to be able to get around
1329	My brother in law takes the UVX daily and would be one of those who would have to pay more.

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1330	I feel strongly towards charging per ride on the UVX. Many people rely on this transit for work, and charging per ride would negatively affect thousands of people
1331	With how much limited access there already is for transportation in Utah County, I believe it to be unreasonable for citizens to pay to ride.
1332	I believe that it is a mistake to charge for rides on the UVX because it is designed mainly for students and used mostly by students, and they will almost certainly be granted free rides through their university even after the change day. Increasing the price for everyone else will alienate potential users who are not students but would otherwise want to ride. Another issue is that this change will add significant burden to our lowest income residents who rely on the UVX to get groceries or to get to work, as anyone with a car will most likely not be willing to pay an additional $5 for a trip they can take quicker and cheaper in their car. But those without cars will be forced to shoulder the extra cost. I'm planning to purchase a home near the 300 S stop, and would love to be able to take the UVX to go to the library, Smith's or Center Street, but I'm not willing to pay $5 for the round trip or even ~$50 per month on top of the cost of my car. The UVX is useful to me only for trips up and down University Avenue between 500 north and 300 south. If I want to go into Orem or to the small Walmart the UVX would take around 45 minutes vs a 10 min car trip. Since I cannot reasonably take the UVX for most trips I cannot justify adding the cost to my budget. When there is a good network throughout Provo that would allow me to take most trips in town with transit nearly as fast as car trips, I would absolutely pay $50-100/month or more as it would replace most of my car usage.
1333	I don't think they're great
1334	Good service we need it
1335	It will hurt a lot of people to charge per ride
1336	Payment of plans? Mostly keep it free it's important to a lot of people
1337	We need this were studeents
1338	Valuable service please keep it free
1339	Please keep free
1340	Please keep it free
1341	Please don't sunset the zero fares on UVX Bus Services in Orem and Provo. This was my favorite part of using transit and using it with.p my friends and family. This will disincentivize transit usage and worsen traffic.
1342	I am disabled and unable to drive. Removing the UVX Zero Fare program would reduce or outright prevent me from picking up my groceries, much less taking part in the rest of the local economy.
1343	I submitted a previous response, but want to add a couple more comments: It would be extremely useful for any non-student residents if the UVX did not take a 20 min detour around BYU. Maybe we could have a BYU specific line and then another that goes straight through the rest of University Avenue and then makes a left on University Parkway. The UVX has one only stop at UVU, so why are there 4 stops around BYU? This adds too much time to the ride for non-students, and makes the UVX not a viable option to get to Orem as it takes 2-3x the time compared to a car.

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	I believe we should be emulating the Salt Lake City Trax system by making nearly every area of Provo/Orem accessible by transit that comes every 5-15 minutes. The traditional type of bus that comes every 30-60 min significantly limits accessibility. Also please make the UVX/Trac/Frontrunner run on Sundays. I understand funding is limited, but small expansions over time will significantly improve our transit systems.
1344	The UVX system is wonderful. So grateful for that service for those in need of transportation. Please continue to offer free fares for those in need.
1345	I'm disappointed because now I won't be able to use the bus and I will have to drive or walk instead. I took the bus because it was free and better for the environment, but I can't swing the 2.50 per ride.
1346	Please keep UVX fare-free
1347	Dear UTA Schedulers I live in Holladay and have been car free for over 15 years so rely on UTA for trips over one mile one way. I use UTA buses to get to Sugar House, downtown and other areas is the valley. I have a problem with transferring from west bound route 45 at Murray Holladay Road at 2300 East (223), at Highland Drive (220), at 4500 South and 900 East (209), and at 500 East (205). Also, East bound route 45 at 3900 South and Wasatch Blvd (4). The Route 45 gets to these intersections past the time necessary to make the transfer to north bound buses. An easy solution would be to have the Route 45 leave Wasatch Blvd. and 3900 South 5 minutes earlier and leave Murray Central 5 minute earlier. I hope you can implement this simple change. Thank you. Doug Stark 2698 E. Wren Road Holladay 801-277-8538
1348	The UVX line is the lifeblood of the UTA system in Utah county and is the key piece that makes any of it worth using. The free fare has been super nice. If it weren't for the fact that most of the users get a pass from BYU or UVU the addition of a fare would kill usage. Paying fares without a card is a royal pain in the butt. Also, there is no UTA access to any parts of Lehi north of State Street. That makes the system very hard to use since the nearest stop is a mile away from my house.
1349	The changes to the FarePay card are poorly designed. With a $40 a week cap on the FarePay for premium service it actually comes out cheaper per month to use FarePay than to purchase a premium pass for $170 a month. There is then no reason to ever purchase a pass unless susidized through school/employer.
1350	Please don't charge for the UVX service, our student budget wouldn't afford paying every day :(
1351	Please do not change the discounted fare for Farepay card users. I ride the bus daily, but usually only need to ride one-way. With the current discount I only pay $2 per day. The proposed changes would increase it to $2.50, which is a substantial change. The extra $2.50 a week is a whole day's worth of fares for me. Do NOT tell me that it's okay because of reduced fares, etc. That does not apply to me. The new structure for Farepay seems like a way to make more money for UTA. It ONLY benefits people who ride more than twice a day. What percentage of your ridership rides more than twice a day?
1352	Seniors will be hurt, and I will be less able to ride - I have already had to ride less because my Old Maeser School area is served by only 1 bus route instead of 3 - also I am nervous locking my new ebike near bus and UVX stops at 100 South & Center , in Provo

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1353	I read that most people will not have to pay but I didn't see who. I'm a student, I live near campus but the uvx is faster. If I have to pay, I won't ever use it. I'm only ever in it for two stops. If it is free for students, I don't want to have to scan or swipe my ID every time. I always have it on me but that's a pain, especially when there are a lot of people at the bus stop or I'm coming to the stop from the opposite side of the scanner
1354	I do not agree with the increase in the uvx rate, I am a student not of byu or uvu and it would be an extra daily expense that I would have to pay and I would not have enough money to pay the uvx and that would be a problem for me and thousands of people who use it daily to go to school or work
1355	I am strongly in favor of the max daily fair for fare card users and the expansion of subsidized passes.
1356	I would like to keep it free so I can afford it
1357	While I understand the financial pressures that may lead to such a decision, it's important to consider the broader impact. This fare could significantly burden daily commuters, students, and low-income families who rely on UVX for their only transportation. Accessible and affordable public transit is a cornerstone of an inclusive community, offering everyone the opportunity to participate fully in society regardless of their financial situation.
1358	I am a BYU student and even though I have a car I really like using the UVX to get around town. Starting in the fall I will be taking the UVX almost daily so I dont have to drive to school. As long as BYU is still able to cover the fare I will still plan on using the UVX on a daily basis.
1359	One of the greatest perks of living in Provo is the free fare for UVX. It helps with event control around BYU and downtown like races and Freedom Festival. It's a great way to get kids to library programs (especially when both parents work). Will students qualify for FARE passes? Will UVX be free on event days? I worry that the proposed system will be difficult in both those cases. Parking in Provo is increasingly difficult and such a simple transit system has helped to alleviate that, especially downtown.
1360	I wish that the UVX would remain free! I feel like a lot of people benefit from riding it and can't afford to pay. My roommate is from Peru and she uses it to get everywhere. It would be a huge financial strain for her if she had to start paying.
1361	I take the uvx everyday to go to work. The charge will affect my budget significantly 😭
1362	I just don't like driving when I can ride a bus and not have to worry about parking
1363	Please don't charge fees for people who ride the bus, the people who ride it are the people that can't afford other means of travel between those routes especially for the campus stops
1364	I'm grateful trax is departing every 15 minutes on Saturday now! Wahoo! It would be appreciated if you would make sure your riders get to front runner after a jazz late start game. It would just mean tha last trax would do one more run to arena and back to salt lake central. You guys go above and beyond for U of U and other events. It makes sense to work with your jazz riders. There are a lot of us. *** I was recently involved in a bus bridge from Orem station to Provo station. A bus bridge implies that the train cannot take you so we will get a bus to take you from Orem to Provo. The reality was we have a bus route already going there and we will squish you on and continue our scheduled route getting you there in 50 minutes or so. Just tell it like it is. A bridge should just take you straight there.
1365	Absolutely hate it. Will make me avoid the transportation.
1366	It will be too expensive to ride it.
1367	I'm an international student at BYU, and although my wife and my fees are covered, the free uvx fare has been very helpful the few times my family has been able to visit us, as with my student salary it is not possible for us to ever afford a car.

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1368	I am a little conflicted about the proposed fare. I am a college student, so I would still ride free, but I was thinking about all of the people who don't have money to pay for the bus. For example, to go to work and come home for me would be $5 per day (without being a student), which adds up quickly. There is a population of people who use the bus in the winter because it's a warm place, and a means to get to their destination. If they don't have the money to use it, it would be very detrimental to them. I'm not familiar with what makes people eligible to ride free besides studying at the university, but it is something that I was thinking about that would be important for this decision.
1369	The only thing I don't like is the proposed change to UVX. Having one free bus is EXTREMLY helpful epically when I am low on cash and it is the only way I am able to get to work.
1370	Hi. I'm really concerned about the UVX charging a $2.50 fee. I would like the UVX to stay free because having to pay $2.50 each way every day, or having to buy an $85 monthly pass, gets really expensive over time. It will probably make it to where I have to ride my bike on sidewalks that cross dangerously busy streets. The roads are really busy in Orem, and I feel safer on the UVX. But I will have to start riding my bike instead of the UVX if the UVX starts charging a fee. Please keep the UVX free. Thank you!
1371	Please keep the UVX bus free. It's nice having a free public transportation service on University between Orem and Provo. If the UVX starts charging fees it will cause me to have to walk to work, which will take me a lot longer and could be a hassle on bad weather days.
1372	I don't think you should end the free UVX line. It would cost more in slowing things by collecting fares, enforcing, etc than it costs to offer it for free
1373	Many people in Provo/Orem will be negatively impacted by sunsetting the free fare program for UVX. It is already very difficult to reliably get anywhere on time using UTA services in this area, which broadly discourages use of these services for those who would otherwise drive. Having UVX as a free fare service curbs this somewhat for people that route benefits. We should be doing more to encourage new public transit riders to relieve our congested and crumbling roads and increase our air quality. More services should have reduced/free fare, not less.
1374	As a BYU student, I ride on UVX often and have never remotely been concerned about safety. Additionally, if only 10-15% of riders are non-BYU/UVU students, is the change to charge these people worth the financial benefit, especially considering who they are? It seems to me that most non-students who ride UVX do so because they have limited access to a car, and are likely financially compromised. Also, this change serves to discourage use of public transportation in favor of driving a car, which has undeniable negative environmental impacts.
1375	There shouldn't be the change for UVX to have the same fare. The reason it's has that 10-15% of the people using it is due to often broke/limited funds college students trying to get to and from campus. OGX is extremely useful for the students at Weber State and we all appreciate the fact that we don't have ANOTHER fee on top of the rest we are always paying. It is the same in Provo/Orem.
1376	Please resume the 460, 461, 462, and 463.
1377	At first, I was worried about a fare being added to UVX, but when I learned it was still "free" for BYU/UVU people, and that the funding for free UVX fare was gone, I relaxed. Unfortunate that the funding is gone, but the same amazing transport service will be available, which I appreciate. I'm also happy to see the spending limit change for those with UTA fare cards. All in all, very fair, & I really appreciate the transparency. Keep up the amazing work. I truly believe we have one of the best public transit systems in the country.
1378	Would this still be free for students? I don't have $5 a day to get to and from campus. That would total to $325 a semester, which would become $2,600 by the end of college, just to get to and from school. You also have to remember that I have to go grocery shopping and other errands each week. At that rate I should just buy a car and contribute more to the already terrible Utah carbon emissions crisis. $2.50 seems like a bad deal to me. You should poll to see how many Utah Orem riders are students, because I'm sure it's the overwhelming majority. Isn't that why it was free in the first place?
1379	Keep UVX fare free! It is a major vein through the heart of Provo and helps a lot of people get where they need to go
	UTA should be at a minimum, cheaper than Gas for my hybrid vehicle. It should also run frequently to be reliable.

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1380	I don't use it, but cost and time is the main reason. I can take a 15 minute drive to work for cheaper than front runner and a bus. That should not be how it is. Learn from the dutch.
1381	Will spouses of BYU students be able to ride free? I am still a byu student but my wife recently graduated. Can she still get free fare?
1382	I am a huge fan of public transportation and fear that if a fee is added for the UVX, Utahns will continue to predominantly use their cars. Also, even on BYU's campus, where all students are given a card withbus access, this will make the riding process more stressful and much slower.
1383	Currently I have a student ID for using the train regularly, but this was only this year. Previously I have ridden the UVX quite often and it's a tremendous help, especially with no fare. While most of the people who use it regularly are students, the other percentage of people who aren't still ride the UVX regularly and I'm sure a lot of them need it for their commute. I think it would be difficult for others who rely on this service to pay regularly as that cost can stack up quite a bit. I think the reduced fare elegibility and maximum charge amounts for the farepay are great to help things be less costly for those who can't afford it, since so many people rely on public transport.
1384	I've used the UVX to get to school and work. Now that I'm out of school, it's nice to be able to still take it without having to worry about fares, especially since life expenses are stretching my husband and I thin. We don't need another expense to add to the perpetually growing list of price increases. While the fare may be small, it'll grow with multiple uses per day and week.
1385	I use the bus twice a day, 5 days a week. If the fares would be $2.50 each, I would be paying $100/month to get to school or work. This is simply too much on a student budget. It is cheaper for me to drive myself to school and work everyday with my own car. By doing so, not only would I increase emissions in the area, but I would also contribute to the already overwhelmed parking situation in Provo. Please don’t increase the fare for UVX!
1386	This bus serves mainly students so making it cost money would hurt the community.
1387	I appreciate the drive to maintain low costs and benefiting frequent riders, however these things are unclear. Please post more about who is eligible in clear, simple language. Overall, I'm disappointed that there's a charge now.
1388	I won’t be able to take the bus anymore because I ride it to and from school everyday and I can’t afford to pay $5 a day
1389	I think the far should stay as it is because it saves money for me and many others.
1390	I like riding for free because I’m a BYU student.
1391	I think these are good changes. I’d also increase the frequency of bus route 871– once per hour isn’t sufficient for commuter needs, and keeps ridership lower (seen as a hassle).
1392	They should not charge for rides because it adds up fast when you are taking the bus every day while having to pay for school at the same time.
1393	I use the bus everyday and with worrying about rent bills and car insurance it would suck to have one more thing to worry about paying for.
1394	Utah needs free public transportation to combat climate change, overcrowding, and transportation issues for the economically challenged. Free transit is a good will gesture and is the way of the future.
1395	As a college student, I find myself trying to save money in every way I can. I take the bus because it saves money by being free. I would greatly appreciate it if it could stay this way.

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1396	Please don’t change it. I ride the bus every day because I can’t afford a car. This is a great public service. If the fare goes up it will affect my ability to get to work and to get out and about in the community. I work too far away to walk or bike, but not too far away take the bus. Provo and Orem is filled with poor students who can’t afford to pay a fare every time they want to go out. A change like this would significantly reduce the amount that me and my friends take the bus, and likely many others. Instead of people who take the bus because they want to, it will be filled with people who only take the bus because they have to. Please, I genuinely enjoy taking the bus and don’t want to have to switch my mode of transportation. Additionally, this change would be worse for the environment, since more people would take cars due to convenience and cost. Also, for reference, even San Francisco buses are cheaper than this.
1397	My UVU bus pass still works, so I won't mind so much. I think I'll need all the financial help I can get.
1398	I would love for UTX to continue to be free to ride, at least for students. My children and I have a UTA pass through my husband’s employment at BYU, but their use of UVX will decrease significantly if their friends aren’t able to ride for free. I would also love to see FrontRunner run on Sundays. I would just love for Utah’s public transit to be more robust in general
1399	Les pediría que por ahora no cobren , por cuánto estamos en recesión, los sueldos no son aumentados y las cosas han subido
1400	One of the few positive things that Utah County has done. Public transportation is not supposed to be financially sustainable, it’s supported by the government for the people. Don’t charge people for what they shouldn’t have to pay for.
1401	I support fare capping, but I think it shouldn’t replace reduced fare on Farepay cards. I STRONGLY disagree with the proposal to institute fares on UVX without an option to pay with cash. This is an equity concern, and seems like a Title VI violation. Often, the most vulnerable community members only have the option to pay with cash. Some folks can’t open a bank account and only get paid in cash. What happens when someone can’t find a nearby store to buy a farepay card with cash, and then gets a ticket for fare evasion? (By the way, it’s EXTREMELY hard to find where farepay cards are sold). At the bare minimum, UTA should not conduct fare enforcement on UVX until cash payment is an option.
1402	Please don’t start charging a fare for UVX. I work at a nonprofit that helps those of low income. Transportation can be a barrier for those of low income. Also, I know our guests use UVX to get to our agency as we are located right next to a stop. Charging a fare will hurt those we serve and other low income community members. I hope a way can be found to keep that crucial transportation network free.
1403	Please DO NOT start charging people for the UVX! UVX has been so great because of there being no cost and will disincentivize many people from taking the service as well as being a burden on those with little resources. There will be more people who will drive resulting in more traffic and more carbon emissions. Please do not punish those who either don't have the means to have a car of their own or who are making a conscious decision for the environment/ their health. I do not have access to a car myself nor am I in a position to be able to afford one. Please do not move backwards on the progress you have made. Thank you.
	I feel the Farepay caps should be reconsidered and drastically lowered or the 20% discount should remain for farepay discounts. This method punishes those who take that train ~8 stops or under to work each day. I take the train from Lehi to Provo each day and back for work. With the discount I pay $6 but without it would be $7.40 round trip. I'd be back to paying the $7.40 in this new method. The extra $1.40 daily really adds up over the months and years.

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1404	I think that the vast majority of commuters who pay for the train themselves don't travel the entire length of the track. The cap isn't helping the majority of regulars who need a break on expensive costs of travel. Punishing short distance travelers isn't going to encourage more commuters to get farepay and take the train which I think should be the goal here. I know there are costs to running the train but more customers = more fares. The capping really doesn't help the majority of commuters assuming I'm understanding the premium cap correctly. Also, I do feel a bit disappointed that UVX is not continuing to provide free service. I take the bus only two stops and it feels a bit frustrating to have to pay $5 a day for that short of a distance. It is just far enough that walking isn't an option. If there is any way to secure funds to help continue free service I hope that option was at least explored. Again it's the commuters who don't have work support their travels that bear the brunt of the increase. I have been very enthusiastic about public transit since I started taking and I hope the prices remain manageable to encourage more people to use it and expand service. I sure wish that I had a job or school helping me but I don't and it can be frustrating to figure out commute budget. Thanks for asking for comments.
1405	I am against the increase of changes for those using a fare card. While this is not that much of a change it increases my daily cost from to 10 dollars a day. I take the frontrunner to avoid traffic and to save on gas with that increasing cost. Having my trip cost 10 dollars a day makes it difficult to take the train. I lose about an hour each day taking the train and so increasing the cost almost wouldn't make it worth it.
1406	Please increase service on the 201! It's so hard getting to and from work and appointments when the bus only runs every hour. I'd ride UTA more often if the 201 increased to every half hour, and it would getting around that part of town abundantly easier
1407	As someone who rides UVX almost daily I implore UTA to keep UVX free for everyone. I do not have a car and for the four years that I have lived in Orem I have relied on UVX to get me where I need to go. I am extremely careful about how I spend my money and the free fare on UVX has saved me over $1000 over the years. Unfortunately UTA will lose me as a customer if UVX starts charging a fare. Once again, please keep UVX free for all riders.
1408	Knowing how important it is to reduce traffic in Little Cottonwood Canyon, we tried to ride bus 994 in February to go to Snowbird and Alta. It was possible to load at Historic Sandy, and at Alta at the end of the day, even though the bus was often packed beyond recommended capacity, like a can of sardines. At later morning stops and at Snowbird in the afternoon, the bus could not fit many who were wanting to load. We felt that we had to drive. More busses, running on a more frequent schedule during the ski season are needed to meet the demand.
1409	I think 2.50 a ride is way too expensive, especially if a monthly/yearly pass is not offered. My son and I are stuck at home all day while my husband takes the car to work. We LOVE taking the UVX to run errands or simply explore the city more. If we had to pay each time, we would stop riding.
1410	I purposefully utilized the UVX system when I can. It gives me less of a burden to not have to be charge. I do wish to have a charge for this service, which has been a huge benefit to people here in Provo and Orem. The charge would be a hassle to those facing financial inconveniences. Especially to college students of both UVU and BYU. I hope this service can still be free of charge for us. Thank you.
1411	$2.50 per ride for UVX is a little high. It's the same price as frontrunner. Either lower the cost per ride for UVX, or have a cap of $5.00 a day for any UTA transit
1412	I know UTA cannot benefit every customer. This change will help the frequent customers, which I believe is the most important people to look out for. I, on the other hand, am a teacher. I wish UTA could provide a teacher benefit for the Ogden/Weber School Districts, since many of our schools have many bus stops at or near the school they work at.
1413	I feel it would be unfair to charge a fee of 2.50, especially for students. I take the bus almost daily and the costs would add up to be something I cannot afford. I would no longer afford to be able to take public transportation, so then where am I left?

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1414	I feel that the "sunset" (great rhetoric, give that guy a bonus) to the free UVX would cause a lot of problems and added stress to many Utah Valley residents.
1415	Don't add a fare to UVX! We young people are poor and rely on UVX.
1416	Make 513 a longer route so that I can be able to go back home
1417	Why does the southern half of Frontrunner get more trains during the week? 30 min service starts at 3pm for those south of SLC, but those of us north of SLC have to wait until almost 5. I know UTA loves SL and especially Utah county, but don't forget about Weber, Davis, Box Elder.
1418	So I am a student so it doesn't affect me but I am aware of other passengers who like/need the UTA to be free to get to school or work.
1419	Route 17 should run every 30 minutes.
1420	UTA needs to up the frequency of all of their routes and get rid of the once an hour service. UTA needs to expand the time in the morning and at night along with frequency as well as including additional add extending light rail, lines as well as front runner lines. UTA needs to run 365 days a year, including Sunday service on the front runner and not waiting years for that to happen. It needs to happen now it should've happened yesterday. The fairies need to be lower on all modes of transportation, including PARA TRANSIT. With Utah being a state that project itself on being an outdoor adventurous state, this state needs to actually have a better form of public transit, Jesse for disabled people who are on low fixed income. Beings that this state is supposed to be known for us outdoors, skiing and other outdoor adventurous making it so that's throughout the entire year. There are buses, light rail, front runner style trains, and even high-speed mag lab style trains should be running all over this state and connecting people so no matter what city you live in or want to go in to in Utah, you should be able to pick up and travel there just as easy as it should be to go from where you live in your own city down the street to a destination that you've picked but yet it should be just as easy as doing that, but yet you're being able to go around the entire state so no matter what city or town you want to go to and you should be able to get there within less than an hour or two around the clock every day of the year. For example, let's say a person is listening to the radio on a Monday and they live in downtown Salt Lake for example, let's say an advertisement says that there's a car show in Salina Utah and it's going to start on Tuesday from 7 AM to 10 PM and it's a free car show and you as a person don't have anything you're doing so you want to go down there but yet you now realize that UTA doesn't even serve that area? It would be nice to be able to hop on a light rail train right to the front runner station catch a front runner from downtown Salt Lake City ride down to Nephi Utah and then transfer to another front runner style train right down to Salina. Get off the train catch a bus or some other service service from there over to the event enjoy the event whether you're just gonna be there for a few minutes or you spend the entire day there, then you get back on the front runner train ride back home and go to bed in your own bed. Maybe if UTA would actually produce real surveys that were not biased to what UTA wants to do but actually cares about what we the people who ride UTA want to see happen. Maybe we could get some real results? Instead of asking people how often we ride the bus or light rail, UTA should be asking people. How often would you like to be able to ride so that you could get a real note on what people are looking for? When UTA does not ask the right questions if a bus runs once an hour and you say you ride once an hour then it looks like UTA can say oh well then it looks like we don't need free service , another thing that just came to mind is that on the low floor light rail, trains when you drive your wheelchair on to the train one side of the seats that flip up, there's a yellow lever that you have to pull and on the side that would be considered as the driver side of a vehicle you can easily reach the yellow lever to lift the seat the side that would be considered as a passenger side of a vehicle. The yellow lever is clear at the opposite and further away from the doors
1421	It has to be free
1422	Please extend the Trax to Herriman! I did not see any plan to extend the Trax to Herriman in the UTA 2050 plan, which is very sad and unfortunate. We need the Trax in Herriman!
1423	I believe fares in the proposed manner is acceptable. But not at the rate of $2.5 one way. It must be more accessible and cheaper than a car, if the goal is transition away from private transport.
1424	The rich don't ride the bus, the people with money to spare don't ride the bus. The people struggling everyday to make better of their situation are the ones who must ride the bus. Don't charge the people who dont have much, charge the ones riding on the backs of the poor.
1425	I don't understand why you can't have a system that charges incrementally for distance traveled. Why does it have to be $2.50 to go just one or three stops? Seems like this would be quite doable.

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1426	At first I was disappointed that the Farepay discount was going away, but I'm excited for the daily & weekly fare cap. It makes it much easier to budget travel costs and I'm no longer afraid to run multiple trips. I'm sad that the free UVX is going away. It was so great hop off and on for short trips when it was too hot or too rainy to walk.
1427	Our background: We gave up our car in 2010 to save money. We had 3 kids then, and now we have 5 (4 at home). We still do not own a car and love walking and using the bus wherever we go. We have lived in Provo since 2015. 1) UVX fare: The UVX is popularly known around our neighborhood as "the free bus" and it has encouraged some who are nervous to try pubic transportation to give it a try (especially moms with kids). I think anyone in our neighborhood who isn't a student probably won't use it anymore. In our family's case, we would use it about the same, since all six of us have BYU affiliate passes. I know some families who live closer to campus are worried about parking near campus being an issue if UVX isn't free. A campaign to remind BYU students to USE THEIR CARDS might be necessary since most students don't realize the goldmine they have in that card! :) 2) Fare cost in general: I have always found the fare pricing system for UTA a bit confusing and expensive, and it kept us from using the buses before we got our BYU passes unless distance made it absolutely necessary. We lived in Albuquerque before that and used their buses often because their fares were simple and affordable: $1 each way, children under 12 free. I would prefer to see that model in Utah and to get rid of the transfer papers. I think the bus would appeal to more families if they knew children were free. And finding a few $1 bills to take the bus is much easier than two $1 bills and 2 quarters! And there's no worry about losing transfer papers or missing the transfer window. 3) Fare capping: I think having a max amount for the FAREPAY cards, whether for daily, weekly, or monthly is a great idea and seems very fair. It also incentivizes using the FAREPAY card in general, which will be necessary if there is no longer a 20% discount! 4) UVX route: I want to take this chance to ask (plead!) that the UVX normal route go back to including the Provo Towne Centre mall stop. The East Bay loop is far too inconvenient even for regular riders like us (and it's too confusing for first-time riders). With a Target coming to the mall, there will be families, students, and individuals (including us!) who will occasionally buy groceries there and having a bus right nearby could be a lifesaver. Since the 821 bus route *already* goes to or nearby the other two stops on the East Bay loop, I suggest that the East Bay loop isn't necessary and could be replaced with an increased frequency in the 821 route during commuting hours (and perhaps an additional stop at the corner of 1700 South and East Bay Blvd). The normal UVX route could go to the frontrunner stop, then the mall stop, then head up University Ave to the 400 South stop and so forth. Thanks for reading!
1428	I think the changes are good. However, I think UVX should operate similarly to the TRAX line. Certain section should be free, perhaps from Orem station to Provo, and the service should be extended down into Springville, Spanish Fork, and Payson, and also into Lindon, Pleasant Grove, American Fork, Alpine, and Lehi. That said, I'm a BYU student, so my fare is already covered. Alternatively, if concessions are already being made for the poor, it should be made clear that the case, so that warriors of justice aren't accidentally subsidizing the free fare for the rich by advocating for no fees to be added to the service for all riders.
1429	UTA should be free all year round. I already pay taxes to keep this going. I may not use it as often as I'd like but the amounts paid piles. other people who depend on it must be paying so much when they're already paying for this In other ways. If you're too greedy to make it freE, REDUCE cost. Don't preach in the state of Utah that you care about 'opinion' of its people only to do the opposite of what we ask for after you asked for our opinion. if this is all for show to pretend you care, it only makes this worse, because now you're just mocking us thinking you care of our opinions.
1430	Horrible idea. Changing the fare will harm a lot of people.
1431	Do not get rid of the Fare pay discount. That is such a stupid idea. If you are to do anything just get rid of fares all together.

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1432	I live less than 2 blocks from the Center St. stop and used to work at the closest building to the BYU North stop. I used the bus more than weekly to commute. My kids have used UVX to randomly go a few stops to the library, other locations downtown, or the Provo mall. I love the ease of use. We knew to expect that the bus would eventually charge a fare, but I'm most concerned with the Farepay system—hard to understand, not purchasable at station locations. In order to preserve the ease of use and convenient transit for big events, I'd propose either free days for events (at BYU Stadium for example) or an easier system to accept payment on-demand. Perhaps a free central zone like with TRAX in downtown SLC.
1433	I believe this should be kept as affordable as possible.
1434	Why are you changing the fare? 2.50 on the bus and traxs reasonable price. Then farepay card 2.00 a ride with the tap on tap off. I ride 5 days a week from Ogden to salt lake and back for work keep the fare price the same.
1435	I think you guys should keep uvx free forever and not be charging fares beacuse people that don't have enough money for a bus need to get around. Or people around town in Provo and Orem that need to get around free fare is convenient to everyone
1436	I am no longer in college but I was there when the UVX came in. It helped a TON and I consider it (including its free fare structure) a critical part of the transportation infrastructure of Provo/Orem and the surrounding valley. I know it was funded by a grant, but I think it's critical to pursue other funding resources to make sure there is a free and reliable way for people who utilize active transportation to get around the backbone of the city. This helps everyone, including car drivers, by freeing up parking and keeping vehicles off the road. I am very much opposed to raising fares. Thank you.
1437	I think that this is a blatantly bad move for UTA. Not only are fewer people going to use the bus but a lot of businesses in Provo and Orem are going to be hurt. I'm thinking the Orem and Provo malls specifically. Not only that, but the proposed price is just ridiculous. Capping it at $80 a month is about the same amount I pay for gas in a month, and I drive 300+ miles in a week as a pizza delivery driver. Not only that, but many of my friends and coworkers rely on the bus to get to work, and can't really afford a new $80 fee each month. In a town that is already horrible for people who don't have cars, this is just a slap in the face.
1438	I lived in Utah County growing up, before the FrontRunner was created and assisted in picking my Father up from the bus stop each day after school due to his job being in Salt Lake. Now that I've moved to Salt Lake, and live near the Ballpark Trax station, I've been using Trax and the S-Line to get around downtown whenever possible. I unfortunately can't use UTA to get to and from work, but I'm actively looking for reason to implement public transit into my day-to-day, however, I would be alienated from this implementation if I was on the receiving end of raised costs of entry/participation. I have, and will continue to have a very favorable opinion of public transit but am not in a position the raised rates would enable me to justify the decision.
1439	I would encourage future UTA plans to increase service to western Davis County. I propose creating routes serving the following areas: a local bus route serving the Redwood Rd area in North Salt Lake with a transfer connection to routes 455/470; and an express bus route to/from downtown SLC to the various park-and-ride lots along the new West Davis Corridor; While I oppose eliminating the 20% FAREPAY discount, I am highly in favor of the proposed fare capping program for FAREPAY cards. This would encourage me and my family members to use UTA services more. I currently ride a local or express bus about once a week. With fare capping, I would be more likely to ride a UTA bus 5 days in a given week. I am highly in favor of increasing the income qualifications for the Reduced Fare FAREPAY cards to 200% of the Federal Poverty Level. This would encourage me and my family members to use UTA services more. With this change, I would qualify for a reduced fare FAREPAY card and I would likely use all of UTA services more. The cost of vehicle fuel/maintenance for my commute to work would far exceed the cost of using UTA to get to/from work once I receive a reduced fare FAREPAY card.
1440	No impact

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1441	PLEASE KEEP FAREPAY DISCOUNT AND UVX FREE
1442	We're a single car family with multiple small children. Having the UVX free means that my girls and I aren't restricted in where we can reasonably go while my husband has the car for work. Having to spend $7.50 for the three of us to travel one way to get to the library, museums, campuses, and stores would mean that we can't go to those places anymore because it's not a financial expenditure we can afford. This limitation would be devastating to my childrens development and to my mental health as a mother.
1443	Please have read run on Sundays □
1444	To Whom It May Concern, I am writing to highlight the pressing need for new or expanded northbound bus routes from metro areas south of Provo with specific stops at Pleasant Grove Boulevard and North County Boulevard in Pleasant Grove. This area, a hub for business, offices, dining, and entertainment, is currently grossly underserved by the existing public transportation infrastructure. Key Issues: 1. Excessive Traffic Congestion and Inadequate Road Construction: The vicinity of Pleasant Grove Boulevard experiences severe congestion, especially during morning and evening rush hours. This is exacerbated by ongoing yet insufficient road construction for the traffic needs of the area, leading to significant delays and frustrating commutes. 2. Environmental Concerns: The excess traffic contributes to increased air pollution, which is a growing environmental and public health concern to which UTA should be an active combatant. 3. Inadequate Public Transportation Options: There is a notable gap in available public transportation services connecting areas south of Provo to Pleasant Grove, especially for those commuting to work in this area. A recent review of the UTA service map identified only one northbound route (850 State Street) and an express southbound route from Lehi and Eagle Mountain. There were no options for anyone south of Provo. Proposed Solutions: 1. Expansion of Route 805 (Preferred solution since Frontrunner does not go to Payson): Extending the existing 805 northbound Utah County express bus route to include a stop at PG Blvd and North County Blvd rather than ending at UVU would greatly benefit the northbound commuters who already use this route and would expand use for others who would benefit from the additional stop north. This route would complement the already existing southbound express routes that pass PG Blvd from Lehi and Saratoga Springs.The cost to add an additional stop to an existing Bus route compared to creating new routes or options is minimal. 2. Bus Service Between Vineyard Station and Pleasant Grove Blvd: Establishing a bus route connecting the Vineyard station with Pleasant Grove Blvd would provide a crucial link for commuters who take the train north or south. Such a route would be an easy, low-cost solution. These proposals align with UTA's commitment to offering efficient and sustainable transportation solutions. They would not only help alleviate traffic congestion and reduce environmental impact but also improve the quality of life for countless southern Utah County residents looking for a northbound commuting solution. I trust that the Utah Transit Authority will consider these proposals earnestly and look forward to seeing positive changes in our public transport system. Thank you for your attention to this matter. Sincerely, Zachary Harmon Payson citizen and longtime UTA patron
	Hello,

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1445	I'm writing to express my firm opposition to the proposal that the UVX transit line begin charging fare for its use. The ability to rely on the service for free has made it an indispensable option for many riders, particularly travelers visiting the area, those in need, or people who find themselves without another source of reliable transportation in the event of emergencies or other hardship, myself included. Please consider finding ways to continue to provide the service for free, especially where the precedent of free service has been set for the public for the last 4+ years, and the sudden change to require fare will come as a shock to many who are not able to keep up-to-date on these hearings or participate for various reasons. I understand that funding to operate it needs to come from somewhere, but being able to provide at least one UTA service for free is a massive benefit to the community, and (speaking from personal experience) leads them to use other paid UTA services such as the Frontrunner that they otherwise wouldn't have considered using. If a fare change is to happen, then more needs to be done to make the UVX accessible to the public without requiring so much interaction with regular traffic to get to it, like raised walkways that can bypass traffic and enhance pedestrian safety. I'm sure the considerations that led to the decision to put the UVX lanes in the middle of the road in some areas were complicated, but I have frequently missed busses and been denied service because I wasn't able to get to the platform before the bus departed due to traffic lights working against people trying to cross the street. I have even been denied service because the bus driver decided to pull away from the platform while they were still waiting for their light to change and could have easily waited, let riders on, and still departed when their light changed. I can accept these shortcomings if the service is free, but if it is going to require fare, then the line needs to be updated to make it a service that justifies the cost increase. That said, please consider that the people who rely on this free service do so for a reason, and the lack of cost is a huge factor. As for myself, if fare becomes required, I will find other means of moving around the city for free and discontinue my utilization of the UVX. I suspect that many would do the same, and ridership will decline. Free UVX rides are one of the few things that I'm proud that Utah County has, and I have always enthusiastically recommended it to people. I would like to continue being proud of it and recommending it in the future. Thank you, Steven Brugger
1446	Public transit is the best part of living in Orem/ Provo. I ride my bike when the weather is nice. UVX is a life saver. When it comes to hills I can jump on and avoid bike issues (snapped chain-etc) or if I've already rode 30 miles and my body is exhausted. It's saved me several times when an unexpected storm comes. I had issues with my car a year ago and decided to live without. I'm proud of not contributing to pollution. The cost of plates, insurance, repairs, gasoline, car payments and maintenance is unaffordable. I'm also very proud of my mechanical abilities to fix my bike and keep it running. Fixing a car is incredibly difficult without a garage and tools. When visiting family out of state I was worried about taking UVX to the front runner and then taking the green line to the airport. Now that I've made the round trip twice it's a breeze. It's also a great way to visit the lake at the vineyard stop. Exploring Utah valley has been so rewarding. I don't drink or party or eat out. I ride my bike 20-30 miles a day and I'm filled with gratitude because the landscape is so majestic and I feel safe and secure. I have a background in photography and I've done some amazing Timelapse photography. Free Public Transit offers one huge benefit. The ability to be independent. UVX Is running so smoothly and that will all change if fares are instituted. The first time I hopped on UTA all I had was a credit card. Most people don't cary cash anymore. There was no way to pay for the fare and I got kicked off and told to figure out a place to get cash or get a UTA card. I'm still hesitant to use my UTA card because of how the system works and being over charged. I carry $10 in singles in case of emergencies. When I used it the first time (with cash) (my bike chain snapped) and the driver was very kind and accommodating and showed me how to properly instal my bike on the rack. It was a pleasant experience.

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	In conclusion the system is running well and I would say. Don't fix it if it isn't broke. Please be kind and secure funding to avoid raising rates. I'd love to help in any way possible so the one thing I'm truly passionate about here in Utah Valley remains constantly unchanged. Consistency is important. Sincerely Jonathan Fischer
1447	Hello! My name is Bre. I'm sending this email to give my personal opinion on if UVX should stay free or switch to the regular $2.50 fare. I personally think UVX should stay free. A lot of college students use UVX to get around and a lot of them either don't have cars, or cannot afford to pay fare almost every day. I ride UVX to get to and from work almost every day because I cannot drive and cannot afford a car. UVX has been a lifesaver for me and getting around when I need to run errands and get to/from work and it being free is amazing. $2.50 thankfully isn't crazy expensive but having to pay that every day does add up, along with every other expenses I have. A lot of people have this similar experience and cannot afford to pay fare, and I think a lot of people would agree with wanting to keep it free. I hope my opinion matters and that most people see it this way! Thank you so much for hearing me
1448	Hi I ride UVX only because it is free and convenient to my house. If you start charging a fare I would not ride. If you had a free fare zone between the station and the library, that would be great. Thanks
1449	Hello, I understand you are in review of proposed changes to rates and fares. I just wanted to comment on of my feelings. I used to ride UTA Trax but discontinued for these reasons and I wanted to share so you can have input for your thinking. Reasons I stopped. #1- Cost By the time I drove to a station I was half way to work and there was no cost savings. Almost was more money to ride #2 - Time The amount of time getting to the station and then waiting and then walking to my work was 2-3 times longer than driving (15 minutes) #3 - Being stuck at work , not able to go get lunch or run any arrands #4 - I am over 62 and I at most places am considered a Senior, but not with UTA #5 - Several people at my work were interested in riding. We have people scattered from Salem to Ogden. UTA would not even consider a reduced far program for our group because we were a small business of 25. #6 - I sometimes would use it to go to the airport so I would not need someone to take me. But the time it takes to go from West Jordan to the airport or home is approx. 1 hour 30 minutes. Drive time 20 Minutes. Having to jump between trains with wait times between trains. But again cost and time is a big deterrent. I hope this input will be thought of when you are thinking of changes. I know you have to cover costs, but you also need riders to justify the need for the services. Hope you can find a balance on cost and making worth peoples time to use the services.

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1450	Is there any way that the Frontrunner could possibly run on Sunday? I personally would also need the Green line to be in service on that day as well to hit the Airport. I asked a few years ago, but there is still a need for this. With more shops and business's and travel open on Sunday, it seems like there would be a market for it. Personally I wouldn't mind paying more for a Sunday service. Thank Julie Lehman
1451	Megan, Thank you for your outreach. Unfortunately, I will not be able to attend the meeting this evening. I would, however, like to comment on how I appreciate your partnership and would encourage you to please continue the paratransit options within Pleasant View as these serve some of our most vulnerable populations. Please let me know if you have any questions regarding this comment and good luck with the meeting. Warm regards, Amy Sue Mabey
1452	Dear Sir My son is autistic and unable to drive. He also is limited financially due to his disability. He is not the only person that faces this problem. Every year more and more people are diagnosed with disabilities. Also with climate change the fewer people that drive a vehicle the better. He lives in Provo and uses UVX almost every day. Based on your plan he would need $20/week or over $1000 per year. This is a huge amount of money for him I think you should consider the effect this change will have on this group and make some adjustments to your plan. Thank you for your consideration Bob Phelps Parent
1453	Good Afternoon! I am writing this email to voice my own opinion on the proposed change as well as offer up what I feel is a better alternative. I use the bus system every day and I see the people who also frequent the bus. I think the proposed $2.50 fare is high and is going to discourage riders from using this very beneficial resource in our community. I understand there is a FAREPAY card proposed. I do support the inclusion of a one-time purchase of a ride card for frequent riders. However, for the 10-15% who will pay this one-time fare it will decrease the amount of people using the bus, overall hurting the service of the UVX system. Overall I feel there should be: - Lower or no one-time fee - An option of a cheaper ride card for frequent riders to avoid paying the daily fare I would love to hear your thoughts on my concerns as well as how you feel this change is going to benefit users and the larger UVX community. Thank you, Grace Gibson

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1454	Hi, this is Alexis public transportation user, I would like to suggest if it is possible to put guard booths at the stops of the 850 line between university parkway and state street. I have seen several users who have to wait for the bus in the snow or rain or even the heat, something simple maybe made of wood would be quite useful for the weather. Since UVX is ending its free fare it would be nice if they could invest in bus waiting booths for adults and students. Thank you very much. atte Alexis Alfred D. Orem, Utah
1455	Please make paratransit more affordable. I believe most of us live on disability. I only get $945 a month, making traveling extremely difficult.
1456	Good Afternoon UTA, Love the public transit of SLC - amongst the best in America. My suggestion is to the extend the airport tram services to cover all flights, which would only require an extension of 30-60mins. Even if it is at a reduced frequency I think this would be well worth it. Kind Regards, Murray Turland
1457	Hello UTA. As you are aware Provo and Orem both have large campuses. The UTA system is a great way for students to access their campuses. With a fare it would make commuting very difficult and expensive for students. In my case I take the bus twice a day 5 days a week. Even a maximum per-day charge would charge me $50 dollars a month. That's money I, and most students, don't have to spare. If you do implement a fare system please waive it for students! Thank you for reading and please think of the students!
1458	I, along with many others, leverage UTA express service to commute longer distances from Davis County, Tooele County, and Utah county to commute to downtown Salt Lake. Since my employer is not a part of the EcoPass Program, I use the FarePay offering. I noticed that the recent updates of a weekly max do not apply to express buses, and the 20% reduction was removed. This is absolutely not fair. These express service take a lot of vehicles off the road, save on gas dependencies, and make it easier to commute in the downtown area. Most express buses are park and ride, so there will only be one trip to SLC, and one trip back... therefore the $10 daily limit will likely never apply. Please consider express buses as part of the weekly limit.
1459	My name is Jonathan White. I expect the UVX to continue to remain free. We citizens pay taxes and have an inherent right to access our community in an efficient, safe, affordable, and environmentally conscious way. I associate heavily with adults with autism and the UVX is vital for their ability to access the community.
1460	To all concerned regarding the change of the transit fees for UTA: I support the capping of the fares but raising the per trip to $2.50, no matter how short the trip, is a very bad idea. The trip I take the most by bus is going from my home which is between UVU and the mall to Winco. After the fair change that trip will now cost me $5 which is more costly than driving to Winco. I'm just using that trip as an example but a lot of people make trips like that using public transit and after the fair change it's being proposed it will no longer make sense to take those trips on public transit. This will make us more car dependent which is not what we want. Car dependency is something that we need to move away from sooner not later. We need to be working towards making our communities walkable. Please don't raise the fares! Doug Goodall

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	Orem, UT
1461	I am writing to express my strong disagreement with the decision to implement charges for the UVX bus services. As a frequent user of this service and a member of the community, I believe that such charges will have detrimental effects on various fronts. First and foremost, introducing fees for the UVX bus services will disproportionately affect economically disadvantaged students who rely on this transportation to access universities. Many students, including myself, depend on the convenience and affordability of these buses to attend classes and pursue educational opportunities. Implementing charges will only add financial strain to already tight budgets, potentially hindering access to education for those who need it most. Moreover, charging for UVX bus rides will inevitably lead to an increase in private vehicle usage, exacerbating traffic congestion in Provo. The UVX buses play a crucial role in reducing traffic and promoting sustainability by providing a reliable alternative to individual car travel. Introducing fees may discourage people from utilizing public transportation, thus contributing to environmental pollution and further congestion on our roads. In light of these concerns, I strongly urge you to reconsider implementing charges for the UVX bus services. Instead, I propose exploring alternative funding solutions to ensure the continuation of free rides for all passengers. By keeping the UVX buses free, we can uphold accessibility to education, alleviate financial burdens on students, and mitigate traffic congestion in our community. Thank you for considering my perspective on this matter. I look forward to your response and to working together towards a solution that benefits all members of our community. Sincerely, Erick Galan
1462	Speaking of ridership issues, the 805 to Payson and Santaquin takes so long to get to Provo that it's not worth taking the bus. Most of the delay on this line is due to a long detour into Spanish Fork. Has there been any consideration of a direct line from Payson & SF to Provo to increase ridership?
1463	We have too many people depending on driving to get everywhere they need to go. We as a country and a state need to be encouraging transit. Free fare for UVX has been awesome for our family. My teens who don't drive have some independence without me having to be a full time chaperone. It would be a huge turn off to have to pay for fares both as a hassle as a user and it's just cheaper to driver. Pull some money from highway expansion to cover costs or something as the car driving culture is unsustainable. It's bad for public health
1464	i have a similar complaint as Douglas. I would take 850 everyday but there are so many stops and wraps around the Orem mall that it takes twice as long to get from Provo to Orem by bus then driving.
1465	I have often touted publicly on the exceptional commitment that UTA and Utah Legislation has made to lessening highway and street traffic, addressing environmental problems (i.e., air quality), and promoting over all public and personal health in the State of Utah. I feel that the present UVX "free fare" concept and its schedule of arriving at stations every 6 minutes during peak hours are a hallmarks for the cities of Provo and Orem and a distinction of excellence for UTA. Free fare on UVX is a great incentive for those who are environmentally conscious and considering a move to both of the above cities.
1466	increasing sheltered stops particularly at 9th and 9th in slc
1467	"Customer stated I hope they don't go back to the regular fare for the UVX. We like it down here. There are some of us that use the bus at zero fare. Customer stated I am going to have to contact my legislators too to try and help keep the UVX zero fare."
1468	Comment: The Frontrunner train arrives at Provo Central Station at 6:41 a.m., the same time that the UVX bus leaves the station. I run from the train to catch the bus rather than wait in the cold 10 minutes for the next one. Others run too. Most often the bus leaves before we reach it! Running along the platform with people entering it is a hazard (and hard for an old man like me). Is there a way that the driver of the UVX bus can remain at the station just a minute or two longer?
	"Hello,

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1469	Why are there no 2/220/205 busses between Salt Lake Central and the Delta center going eastbound? There is a west bound stop right next to the gateway on 200 S and 500 W. Why is there not an eastbound stop? Living on 200 south and 400 W means I have a 15+ minute walk to get an eastbound bus. Is there a reason a temporary stop can't be activated at Planetarium station? Thanks
1470	Yea, I definitely don't think that it is right, because I feel like this is actively trying to go after homeles people who need to get around as well. And I feel that with as much taxes as the city pays, um that they need to be able to have atleast you know a place for homeless people to get around. So I'm viminantly against that and I feel like it's, you know they are carving out space um with their trax and their carving out you know, uh land and their taking from the people that they should not be then charging people uh for they UVX. So I think it's incredibly wrong.
1471	Hi, This is Marcus Merit, I was just calling to address the uh the UTA changes. Um a lot of the changes reflect an increase in fare that was in a specific region you know, and I'm definitely opposed to it. So I wanted to stand in opposition of the increase. I needed to have my comment noted. And then their was a public form so I just wanted to have a conversation with somebody to uh note the complaint and then follow it through to uh make sure that doesn't happen. Thanks.

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RESOLUTION OF THE BOARD OF TRUSTEES OF THE UTAH TRANSIT AUTHORITY APPROVING THE TITLE VI SERVICE AND FARE EQUITY ANALYSIS FOR APRIL 2025 CHANGE DAY

R2025-01-04 January 29, 2025

WHEREAS, the Utah Transit Authority (the "Authority") is a large public transit district organized under the laws of the State of Utah and created to transact and exercise all of the powers provided for in the Utah Limited Purpose Local Government Entities –Special Districts Act and the Utah Public Transit District Act; and

WHEREAS, the Board of Trustees of the Authority (the "Board"), in keeping with the Federal Transit Administration's requirements for public transit agencies and Title VI of the Civil Rights Act of 1964 has considered and reviewed the Service and Fare Equity Analysis of the April 2025 Change Day ("Title VI Equity Analysis") prepared by Authority staff; and

WHEREAS, the Board has desires to approve the Title VI Service and Fare Equity Analysis.

NOW, THEREFORE, BE IT RESOLVED by the Board of the Authority:

1. That the Title VI Service and Fare Equity Analysis for April 2025 Change Day prepared by Authority staff, a copy of which is attached hereto as Exhibit A, is hereby approved by the Authority.

2. That the Board hereby ratifies any and all actions taken by the Authority's Executive Director, staff, and counsel in furtherance of and effectuating the intent of this Resolution.

3. That a copy of this Resolution shall be submitted to the Federal Transit Administration.

4. That the corporate seal be attached hereto.

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Approved and adopted this 29th day of January 2025.

DocuSigned by:
86E38485ACBE4D0...
Carlton Christensen, Chair
Board of Trustees

ATTEST:

DocuSigned by:
8D8A6B67F3AA459...
Secretary of the Authority

UTAH TRANSIT AUTHORITY CORPORATE SEAL State of Utah

(Corporate Seal)

Approved As To Form:

Signed by:
CA25CE8F60E344B...
Legal Counsel

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Exhibit A

APRIL 2025 TITLE VI SERVICE AND FARE EQUITY ANALYSIS

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Title VI Service and Fare Equity Analysis

April 2025 Change Day

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Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. The Utah Transit Authority has committed to the Federal Transit Administration's (FTA) Title VI objectives set forth in Circular 4702.1B by ensuring that UTA's services are equitably offered, and resources distributed without regard to race, color, or national origin.

The following analysis is of proposed changes to be implemented in April of 2025. These changes are being proposed to protect public funds and improve functionality of the system. Though the proposed changes are facially neutral, this analysis, in accordance with FTA requirements, will ensure that these changes will not have a disproportionately negative impact on minority and low-income populations within UTA's service area. If these changes are found to be potentially discriminatory, UTA will take all prescribed and prudent steps to ensure services are equitable and compliant with federal guidelines and requirements.

Summary of Proposed Service Changes

UTA has analyzed the potential impact of major service changes on low-income and minority populations. The proposed service changes were analyzed based on stops and stations serviced by the impacted route within a one-quarter mile radius for bus and a half-mile radius for bus rapid transit (BRT) and rail stations.

For April Change Day 2025, UTA is proposing multiple service changes, which are listed below.

- 3 routes in Salt Lake Couty, which had emergency service reductions in December 2022, are proposed to be restored to their previous service levels
    - Routes 39, 201, 218
- Addition of 4 new routes and 1 new Innovative Mobility Zone (IMZ)
    - Salt Lake County: 126, 219
    - Salt Lake and Davis Counties: 417
    - Utah County: 823, 518 (IMZ)
- Changes to route alignments
    - Major changes
        - Davis County: 627, 628
    - Minor changes
        - Davis County: 470
        - Salt Lake County: 217
        - Utah County: 871

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In Table 1 below, each service change is classified as being a major change or not. Only major changes will move on to be analyzed for potential disparate impact or disproportionate burden. A definition of what qualifies as a major service change can be found on page 9 of this document.

Area	Route Number	Change Type	Route Minority	Route Low-Income	Minority Difference	Low Income Difference
Salt Lake	39	Service Restoration	38.4%	18.7%	13.5%	4.5%
Salt Lake	201	Service Restoration	32.2%	14.8%	7.3%	0.6%
Salt Lake	218	Service Restoration	27.4%	11.1%	2.5%	-3.1%
Salt Lake	126	New Service	18.8%	7.5%	-6.1%	-6.7%
Salt Lake	219	New Service	18.9%	11.0%	-6.0%	-4.2%
Salt Lake & Davis	417	New Service	53.8%	21.1%	28.9%	6.9%
Utah	823	New Service	29.3%	21.1%	4.4%	10.5%
Utah	581 IMZ	New Microtransit Service*	37.2%	23.0%	12.3%	8.8%
Salt Lake	703	New Light Rail Station*	21.3%	6.6%	-3.6%**	-7.6%**
Davis	627	Alignment Change	25.9%	15.6%	1.0%	1.4%
Davis	628	Alignment Change	30.5%	24.9%	5.6%	10.7%
Davis	470	Alignment Change	Route alignment change is below threshold to be considered a major service change			
Salt Lake	217	Alignment Change	Route alignment change is below threshold to be considered a major service change			
Utah	871	Alignment Change	Route alignment change is below threshold to be considered a major service change			

Table 1. Summary of April 2025 Proposed Service Changes. Items are color coded to indicate if route is above or below system averages for minority and/or low-income populations. Black indicates within system averages, blue indicates above, and orange indicates below.

** Microtransit service and addition of rail stations are not specifically articulated in UTA's current Title VI Policy.*
*** Light rail station analysis based on ½ mile access around proposed new station rather than entire route.*

Summary of Findings for Proposed Service Changes

Prioritization of new service on routes 126 and 219 over restoration of previously reduced service in areas with higher minority and low-income populations results in a finding. UTA is taking steps to restore previously reduced service in other areas before adding more service to areas with limited minority and low-income populations.

Changes to route 628 show potential findings. UTA has provided mitigation to these impacts by realigning routes 627 and 470 to serve portions of route 628 and by providing additional transit access in the area.

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Summary of Proposed Fare Changes

UTA has analyzed the potential impact of fare changes on low-income and minority populations. The proposed fare changes were analyzed based on geographic analysis to assess the potential impacts on low-income and minority populations.

For April Change Day 2025, the Route 628 Zero Fare Midtown Trolley in Davis County is proposed to begin charging regular fare ($2.50).

Area	Route Number	Change Type	Route Minority	Route Low-Income	Minority Difference	Low Income Difference
Davis	628	Fare Charge	30.5%	24.9%	5.6%	10.7%

Table 2. Summary of April 2025 Proposed Fare Changes. Items are color coded to indicate if route is above or below system averages for minority and/or low-income populations. Black indicates within system averages, blue indicates above, and orange indicates below.

Summary of Findings for Proposed Fare Changes

Discontinuing the zero-fare policy on Route 628 (Midtown Trolley) shows a finding of disproportionate burden on low-income populations and disparate impact on minority populations. Geographic analysis indicates above systemwide averages for minority and low-income populations.

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UTA Policy and Definitions

UTA has developed corporate policy 1.1.28 Title VI Compliance Policy to define and evaluate the impacts of proposed major services changes on minority and low-income populations in conjunction with a public outreach process. In developing this policy, UTA solicited feedback through publications within the service area, published on UTA's website (rideuta.com), and Utah's government website in the public notices section (Utah.gov) which provides translation options. In conjunction with the Salt Lake County Office of Diversity Affairs, which maintains an email list of local entities and individuals with interest in diversity issues, UTA sent an email notification soliciting feedback in the development of this policy. Additional targeted outreach was done, which included mailing a letter and the policy or sending emails to community organizations that work with minority or low-income populations.

The following references to policy are from subsections of UTA corporate policy 1.1.28 and were created to ensure that all equity analyses are performed using the same parameters and are in line with FTA Circular 4702.1B.

Definitions

A. *"Disparate Impact"* refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

B. *"Disproportionate Burden"* refers to a neutral policy or practice that disproportionately affects the low-income population more than non-low-income populations.

C. "*Flex Route"* refers to a route that, upon request, can deviate from its fixed route to provide a curbside pick-up or drop-off of up to ¾ of a mile around the fixed route. Deviations from the fixed route cost an additional $1.25.

D. *"Low-income Population"* refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/ transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

E. *"Minority Person"* include the following:

1. American Indian or Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
2. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
3. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.

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4. Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
5. Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

F. *''Minority Population''* means any readily identifiable group of minority persons who live in geographic proximity.

G. *"National Origin"* means the particular nation in which a person was born, or where the person's parents or ancestors were born.

H. *"Ridership Data"* The ridership data is the information gathered through the onboard survey showing the demographics of the people using a fare type and/or riding on a specific route. This data is used when analyzing proposed changes to fares and commuter routes. See below for the current ridership demographic gathered in 2024, by estimated number of trips and by survey respondents.[1]

WEEKDAY

Estimated Trips by Low-Income Populations:		***Estimated Trips by Minority Populations:***	
Total Valid Trips:	82,713	Total Valid Trips:	92,153
Low-Income Population Trips:	45,961	Minority Population Trips:	38,273
Percent Low-Income:	55.6%	Percent Minority:	41.5%
Response Count by Low-Income Populations:		***Response Count by Minority Populations:***	
Total Valid:	10,689	Total Valid:	11,889
Low-Income Population:	5,720	Minority Population:	4,862
Percent Low-Income:	53.5%	Percent Minority:	40.9%

SATURDAY

Estimated Trips by Low-Income Populations:		***Estimated Trips by Minority Populations:***	
Total Valid Trips:	45,581	Total Valid Trips:	51,375
Low-Income Population Trips:	27,553	Minority Population Trips:	22,222
Percent Low-Income:	60.4%	Percent Minority:	43.3%
Response Count by Low-Income Populations:		***Response Count by Minority Populations:***	
Total Valid:	1,160	Total Valid:	1,292
Low-Income Population:	722	Minority Population:	555
Percent Low-Income:	62.2%	Percent Minority:	43.0%

[1] Estimated trips are used for analyses using OBS 2019. Numerical estimates are presented here to a tenth of a decimal but presented as rounded whole numbers in applicable analysis sections.

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SUNDAY

Estimated Trips by Low-Income Populations:		***Estimated Trips by Minority Populations:***	
Total Valid Trips:	21,952	Total Valid Trips:	24,022
Low-Income Population Trips:	12,520	Minority Population Trips:	10,892
Percent Low-Income:	57.0%	Percent Minority:	45.3%
Response Count by Low-Income Populations:		***Response Count by Minority Populations:***	
Total Valid:	419	Total Valid:	454
Low-Income Population:	261	Minority Population:	215
Percent Low-Income:	62.3%	Percent Minority:	47.4%

Table 3: Estimated Trips and Respondents among Low-Income and Minority Populations From 2024 OBS

I. *"System Average"* The system average is the averages of minorities and low-income persons within the total populus of the geographic regions UTA serves. The present system averages are expressed below in tabular format using 2018-2022 5-year population estimates provided by the American Community Survey (ACS).

Low-Income System Average:	
Population:	2,578,140
Low-Income Population:	364,914
Percent Low-income:	14.2%

Minority System Average:	
Population:	2,578,140
Minority Population:	642,873
Percent Minority:	24.9%

Table 4: Low-Income and Minority Population System Averages From 2018-2022 ACS

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Major Service Change

UTA will consider the following types of changes to be “major changes”, which require public input and a Title VI equity analysis in compliance with FTA’s Circular 4702.1B

a) The addition of service;
b) A proposed service level reduction in miles, hours, or trips of thirty three percent (33%) or more of any route;
c) The elimination of all service during a time period (peak, midday, evening, Saturday, or Sunday);
d) A proposed twenty-five (25%) or greater change in route alignment;
e) A proposed fare change.

Evaluation and Analysis of Service and Fare Changes

1. UTA will analyze proposed major changes to service and any proposed fare changes in accordance with FTA's Circular C 4702.1B as amended.
2. UTA will evaluate the impacts of all major service changes cumulatively when there is more than one route being affected for a service change period.
3. UTA will primarily utilize American Community Survey (ACS) Data, block group data and/ or ridership data to evaluate and analyze any proposed major service and fare changes. This data will be analyzed with Remix software.
4. UTA will rely on population data and use the smallest geographic area that reasonably has access to the stop or station affected by the proposed major service change. This will be translated into a one-quarter mile radius to a bus stop, light rail station, or commuter rail station.

Disparate Impact and Disproportionate Burden

1. UTA will measure the burdens of service and fare changes on minority riders to determine when minority riders are bearing a disparate impact from the change between the existing service or fare and the proposed service or fare.
2. UTA will measure the burdens of service and fare changes on low-income riders to determine when low-income riders are bearing a disproportionate burden of the change between the existing service or fare and the proposed service or fare.
3. A threshold of 5% will be used to determine disparate impact on minority populations and disproportionate burden on low-income populations. This 5% is based on the margin of error from the US Census data that UTA uses to determine the populations in the service area. This means that if the burden of the service or fare change on minority or low-income populations is more than 5% worse than it is for the non-protected populations, then the change will be considered either a disparate impact or a disproportionate burden.

Finding a Disparate Impact

1. At the conclusion of UTA's Analysis, if UTA finds a disparate impact on the basis of race, color, or national origin, UTA shall seek to modify the proposed changes in a way that will mitigate the adverse effects that are disproportionately borne by minorities. Modifications made to the proposed changes

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must be reanalyzed in order to determine whether the modifications actually removed the potential disparate impacts.

2. If UTA chooses not to alter the proposed service changes despite the potential disparate impact on minority populations, or if UTA finds, even after the revisions, that minority riders will continue to bear a disproportionate share of the proposed service or fare change, UTA may implement the change only if:
    a. UTA has substantial legitimate justification for the proposed change; and
    b. UTA can show that there are no alternatives that would have a less disparate impact on the minority riders but would still accomplish the transit provider's legitimate program goals. In order to show this, UTA must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

Finding a Disproportionate Burden

If at the conclusion of the analysis, UTA finds that low-income populations will bear a disproportionate burden of the proposed major service or fare change, UTA will take steps to avoid, minimize, or mitigate impacts where practicable. UTA will also describe alternatives available to low-income passengers affected by the service or fare changes.

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Analysis of April 2025 Proposed Service Changes

Routes 39, 201, and 218

These routes had temporary emergency service reductions imposed in December of 2022 due to an operator shortage. These routes are proposed to have service restored to their prior frequencies. Route 39 would be restored to 15-minute frequency, and Routes 201 and 218 would be restored to 30-minute frequency.

Conclusion

Restoration of service to routes 39 and 201 would provide a benefit to areas with high levels of minority populations. Based on service area populations served, the restoration of service on these routes ***does not indicate a finding of disparate impact or disproportionate burden*.**

Routes 126 and 219

Routes 126 and 219 are proposed new routes identified as community priorities in Southwest Salt Lake County. These routes would add new 60-minute bus service. Both routes would operate in areas with limited minority populations and Route 126 would also operate in areas with limited low-income populations. Route 126 would serve Salt Lake Community College and Real Salt Lake Academy. It would replace portions of Route 871 in Draper. Route 219 would serve Redwood Road. Implementation of this new service is proposed to occur prior to restoring service on several routes in Salt Lake County which operate in areas with high minority and/or low-income populations that had service reduced during the pandemic, resulting in preliminary findings for these changes.

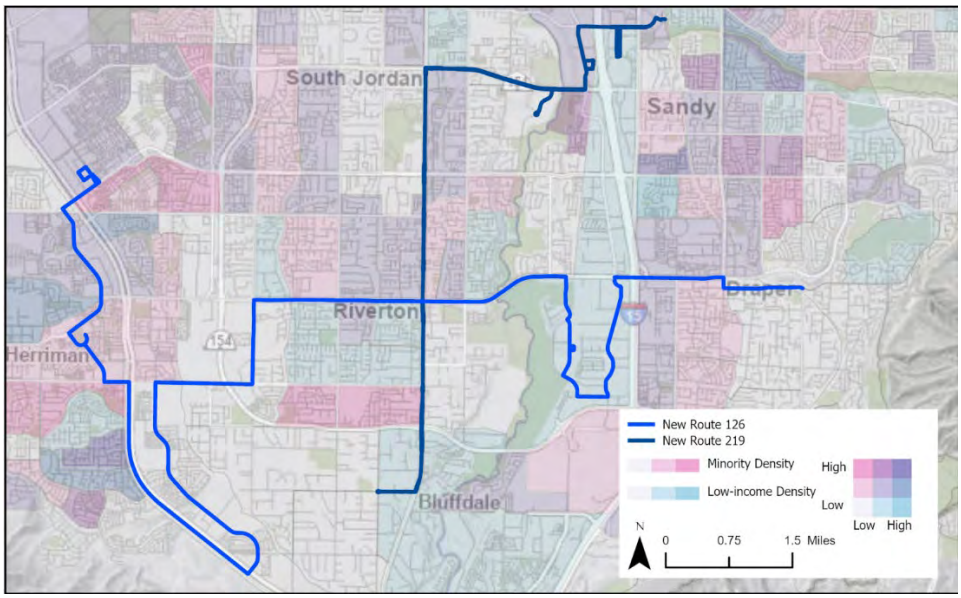

Figure 1: Map of proposed routes 126 and 219

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Proposed Mitigations

1) UTA is proposing to operate these services at the lowest level (60-minute headways) that it operates service in order minimize the amount of resources used for these services.
2) UTA will seek to prioritize restoration of other service reduced during the pandemic in high minority and/or low-income areas prior to further improvements to these routes or in other areas that have limited minority and/or limited low-income populations.

Conclusion

The proposed new Route 126 would serve minority and low-income populations at a lower percentage than the UTA system average (6.1% and 6.7% lower, respectively). The proposed route 219 would serve minority populations at a lower percentage than the UTA system average (6.0% lower).

Prioritization of new service on routes 126 and 219 in areas of low-minority populations over restoration of previously reduced service in areas of high-minority populations indicates a ***finding of disparate impact on minority populations***. Prioritization of new service on route 126 in areas with limited low-income populations over restoration of previously reduced service in areas with high low-income populations indicates a ***finding of disproportionate burden on low-income populations***.

In Salt Lake County, routes 2 (in conjunction with routes 2X and 220 on 200 South), 17, 39, 45, 47, 54, 62, 201, 205, 218, 220, 223, 227, and 248 currently operate at a lower level of service than before the Covid-19 pandemic. These routes were subject to the Title VI process for August 2022 Change Day; while identified as impacts under Title VI, UTA did not restore service on these routes in August 2022. Instead, UTA noted that service restoration was not possible due to labor constraints and committed to improve service on these routes in future Five-Year Service Plans. The adopted 2025-2029 Five-Year Service Plan proposes at least partial restoration or service improvements for all these routes.

UTA believes that there is **substantial legitimate justification** to move forward with implementing these routes in April of 2025. Routes 126 and 219 were also included in the Five-Year Service Plan due to ridership and trip-pattern data from UTA On Demand service in this area highlighting issues with availability of service and on-time performance due to high passenger demand, with routes 126 and 219 (along with modified route 871) specifically designed to connect high-volume destinations within the on-demand service area. These routes were originally proposed to be implemented later in the Five-Year Service Plan; however, due to requests from state and local elected leaders within UTA's service area representing concerns that the area is not currently served by fixed-route transit, including legislation which required UTA to address the needs in these growing portions of our service area, the implementation of routes 126 and 219 were moved forward to April 2025, the first service implementation covered by the Five-Year Service Plan. UTA's Board of Trustees and executive leadership team believe that implementing these routes as soon as possible is an investment in future transit funding and expansion throughout the agency's service area.

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To mitigate the equity impact of moving routes 126 and 219 earlier in the implementation timeline, these routes are being introduced at the lowest possible level of service, 60-minute headways Monday through Friday. This is the same level of service as current routes 17, 227, and 248, and is a lower level of service than all the other Title VI-impacted routes described above. Both routes are proposed to not improve service to 30-minute headways until April 2028, which is after restorations or improvements are proposed for all the Title VI-impacted routes described above. UTA Service Planning believes this is the approach that best mitigates equity impacts while relieving potentially damaging political pressure for the agency.

Route 417

Route 417 is a proposed new route with 30-minute weekday frequency between the North Temple corridor and Woods Cross FrontRunner Station. It was identified as a community priority and would add service to areas with high minority and low-income populations.

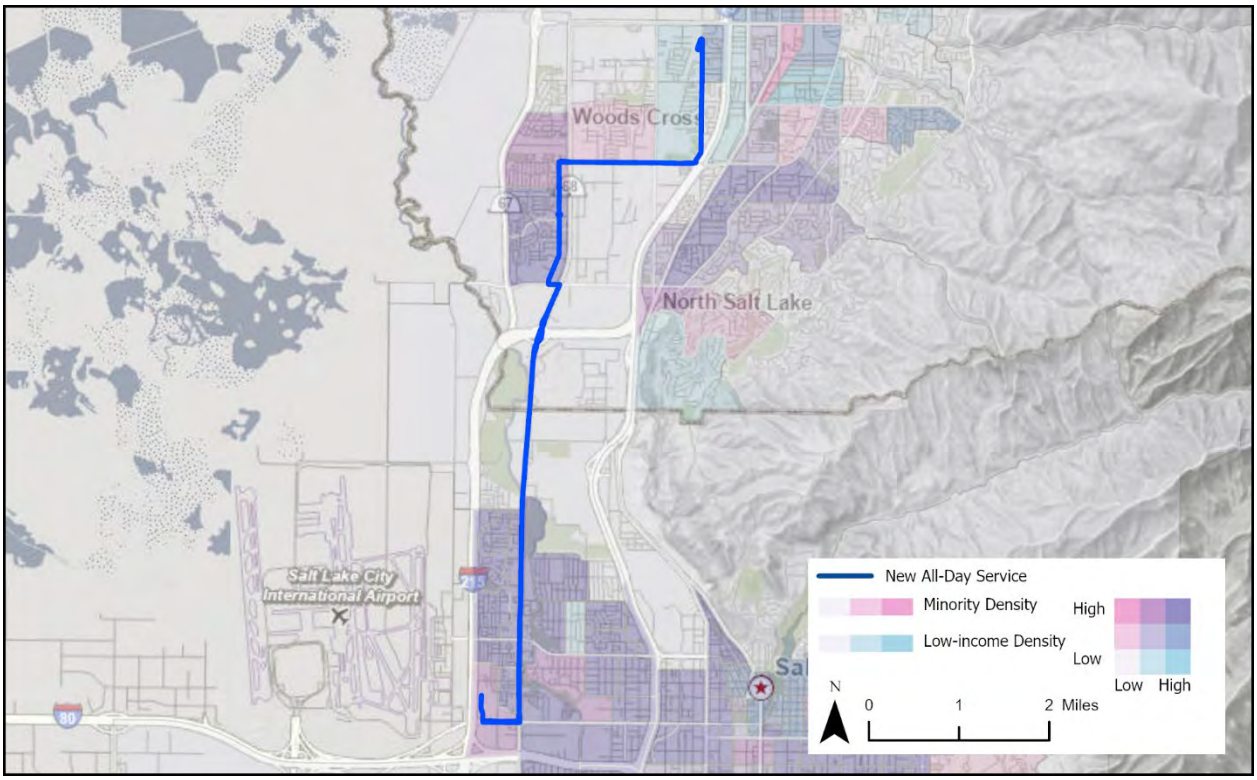

Figure 2: Map of proposed route 417

Conclusion

The addition of Route 417 would add service in areas with minority and low-income populations at rates of 28.9% and 6.9% higher than the UTA system average, respectively. This indicates ***no finding of disparate impact nor disproportionate burden*.**

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Route 823

Route 823 is a proposed new route serving south Utah County. It was identified as a community priority and would add service to areas with high low-income populations. This proposed change is aligned with the goal of implementing the Long-Range Transit Plan.

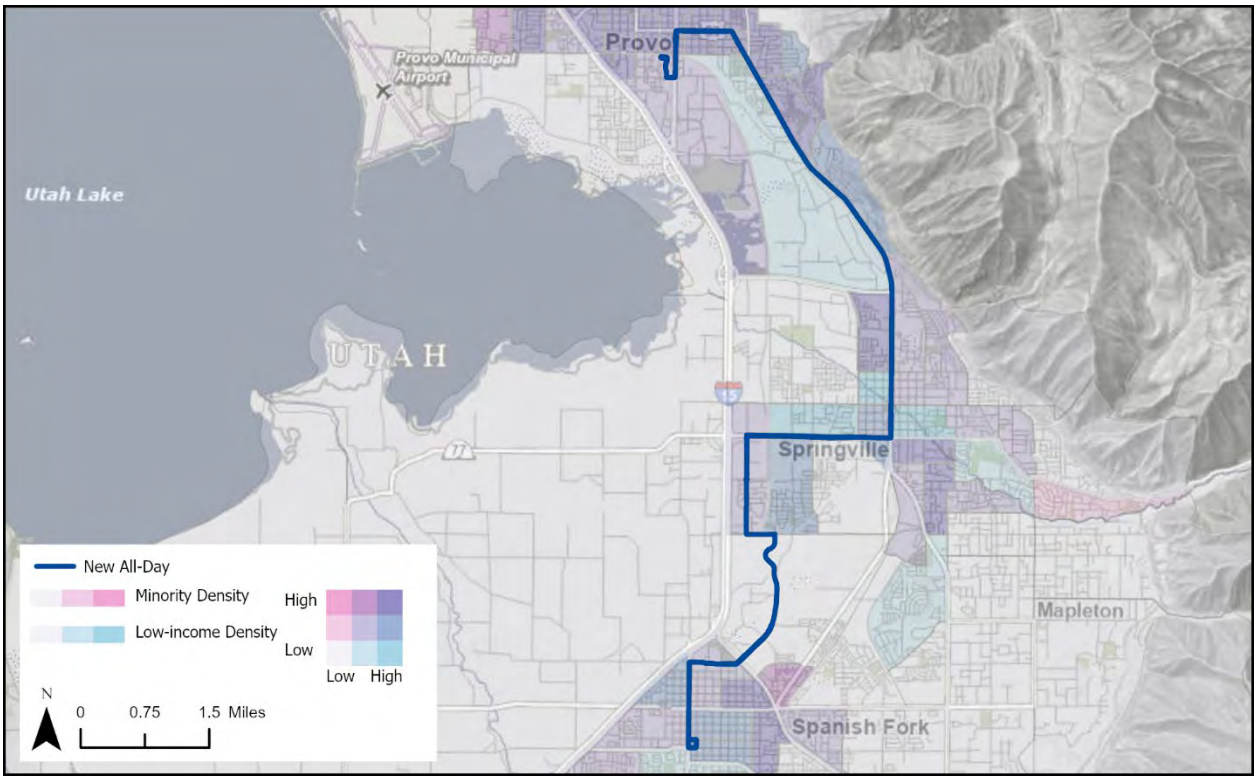

Figure 3: Map of proposed route 823

Conclusion

The addition of Route 823 would add service in an area with minority populations within system averages (4.9% above) and low-income populations at 10.6% higher than the UTA system averages. This indicates a potential benefit to low-income populations and ***no finding of disparate impact nor disproportionate burden*****.**

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IMZ 581: West Provo Innovative Mobility Zone

There is a proposed new Innovative Mobility Zone (IMZ) planned for West Provo, including the Provo Airport. This area is proposed to be served by on-demand microtransit service.

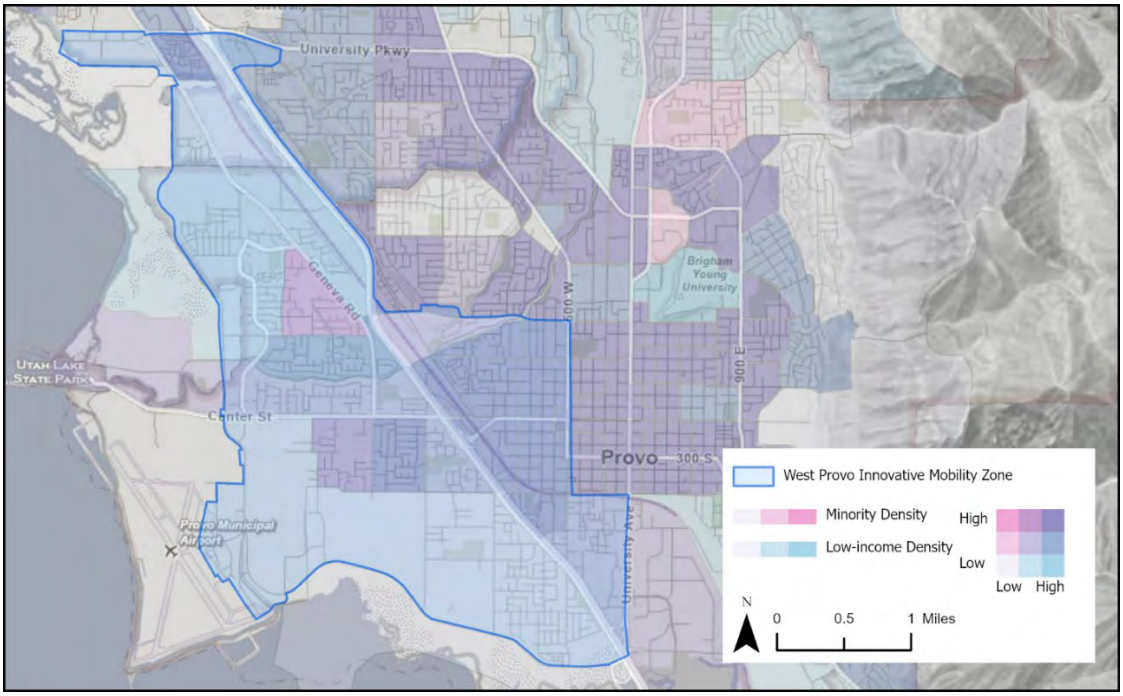

Figure 4: Map of proposed IMZ 581

Conclusion

UTA's current Title VI policy does not include consideration of microtransit. This new IMZ would add service to areas with higher than system average minority (12.3% above) and low-income (8.8% above) populations.

Route 703: New TRAX Light Rail Station

There is a proposed new TRAX Light Rail Station planned to begin operations in April of 2025.

Conclusion

UTA's current Title VI policy does not include consideration of new rail stations. This new station would increase access in areas with minority populations within system average (-3.6% below) and lower than system average low-income populations (-7.6% below).

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Routes 627 and 628

Route 628 is proposed to be realigned to serve Main St between Clearfield Station and Midtown Crossing. It would replace portions of Route 470, and portions of route 470 would be replaced by modified Route 628. Route 628 is proposed to be realigned to serve WSU Davis/NUAMES and Hill AFB South Gate. It would replace portions of Route 627, and portions of it would be replaced by modified Route 470.

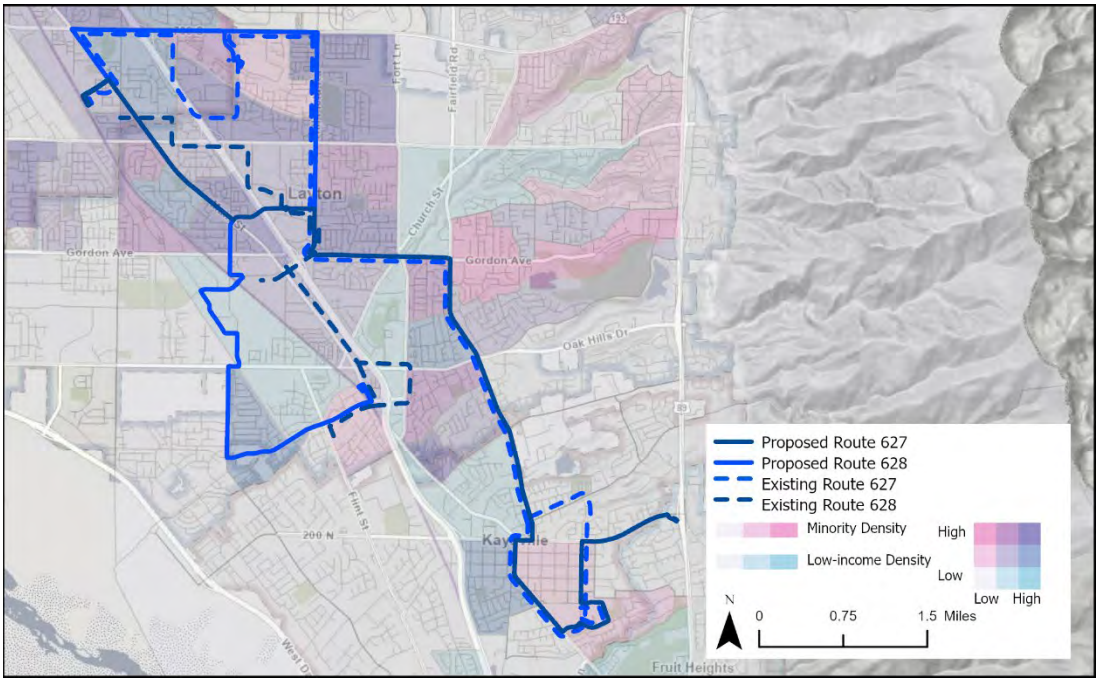

Figure 5: Proposed *Route 627 and 628 Alignment Changes*

Route 627 is proposed to have a substantial (approximately 50%) change in alignment. Portions of the route will be covered by changes to Routes 470 and 628. As shown in Table 5 below, minority and low-income populations served before and after the change remain similar and the route level populations served continue to be within system averages.

Route 628 is proposed to be nearly completely (approximately 82%) changed from the current alignment. Portions of the current route would be served by changes to Routes 470 and 627 and reduced transit service would still be available via existing Route 640. Some small segments of the existing route would no longer have transit service. The majority of Route 628 would serve new areas. Table 5 below shows that the proposed new Route 628 would serve a greater number of minority and low-income people, although it would reduce the percent of minority and low-income people served compared with the overall population. A small amount of minority and low-income people would lose access to service. However, a larger number would gain access to service on the new alignment.

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An analysis of the cumulative effect of the changes to routes 627, 628, and 470 show that minority and low-income populations change by a nominal amount with a small increase in the amount of people served and a small decrease in the relative percentage of people served.

Route Number		Total Population	Route Minority		Route Low-Income		Minority Difference	Low Income Difference
		Number	Number	Percent	Number	Percent		
627	Before	25,686	6,658	25.9%	3,982	15.6%	1.0%	1.4%
	After	21,211	5,090	24.0%	3,856	18.2%	-0.9%	4.0%
628	Before	9,207	2,813	30.5%	2,282	24.9%	5.6%	10.7%
	After	17,303	4,668	27.0%	3,757	21.8%	2.1%	7.6%
	losing all service	438	59	13.6%	13	3.1%	-11.4%	-11.1%
	gaining new service	4,292	622	14.5%	759	17.8%	-10.5%	3.6%
470/627/628 Package	Before	67,983	21,115	31.1%	16,375	24.3%	6.1%	10.1%
	After	69,001	21,136	30.6%	16,456	24.1%	5.7%	9.9%

Table 5: Analysis of Route 627/628 Service Changes

Conclusion

Route 627: The populations served by both the existing and proposed Route 627 are within systemwide averages for both minority and low-income populations, which indicates **no *finding of disparate impact or disproportionate burden*.**

Route 628: Based on the populations served by Route 628, the substantial changes to routing and access indicate **a *finding of disparate impact and disproportionate burden*.** UTA believes that the benefits accrued through the total package of changes in this area provides **substantial legitimate justification** to move forward with the change. Mitigation to the adverse effects of this change would be provided via the modifications to route 627 and 470 as well as new connections provided by modifications to the route alignment.

Cumulative Impact of Changes: The overall impacts of changes in this area result in nominal changes to the amount and percentages of minority and low-income populations served, indicating **no *finding of disparate impact or disproportionate burden*.**

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Routes 470, 217, and 871

Route 470 is proposed to have a minor realignment in Davis County. A portion of the new alignment is proposed to replace service on realignments of routes 627 and 628. Route 217 has a proposed minor realignment and new terminus at 1460 West to connect to Green Line at Power Station. Route 871 has a proposed minor realignment to serve Sandy Civic Center TRAX Station. A portion of the alignment that would be discontinued in Draper would be served by the new Route 126.

Route	Current Length	Change	Percent Change
470	48.6 miles	5.2 miles removed; 3.5 miles added	10.2%
217	23.0 miles	0.7 miles removed; 1.3 miles added	4.0%
871	13.1 miles	1.6 miles removed; 3.9 miles added	22.7%

Table 6: Proposed Alignment % Changes for Routes 470, 217, and 871

Conclusion

The proposed change to Route 470 impacts 10.2% of the alignment. The proposed change to Route 217 impacts 4.0% of the alignment. The proposed change to Route 871 impacts 22.7% of the alignment. These changes do not exceed a 25% change in route alignment and are not considered major service changes subject to analysis.

System-Wide Impacts

When analyzing proposed changes, UTA monitors the overall impact that the changes have on the system as a whole. To accomplish this, UTA reviewed the pre- and post-change demographics of those that are within a quarter mile of UTA transit service. This method comprehensively assesses the service changes and ensures that UTA is making changes that are not intentionally making the system inequitable. Table 7 below takes this into account by reviewing the systemwide impacts of April 2025 Change Day proposed changes.

	Population (within ¼ mile)	Minority	Low-Income	Percent Minority	Percent Low-Income
Pre-April 25	1,530,333	429,451	244,388	28.1%	16.3%
Post-April 25	1,552,646	436,105	248,820	28.1%	16.4%

Table 7. System-wide impacts comparison

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Analysis of April 2025 Proposed Fare Changes

Move Midtown Trolley (Route 628) from Zero to Paid Fare

UTA is proposing to transition from zero fare to paid fare on the Midtown Trolley in Layton, as it is proposed to be replaced with local service (Route 628). This service would mirror the rest of the UTA system at $2.50 for a regular one-way trip.

Geographic analysis shows that minority populations served by Route 628 are 5.6% higher than overall system averages, and low-income populations served are 10.7% higher than system averages.

Proposed Mitigations

UTA has a robust Reduced Fare Program and Human Service Program. UTA staff will promote these programs to help riders to gain access to reduced fare rates, if they qualify, by the following:

1) UTA Fares staff will contact human services agencies along the route and share details of the programs with them.
2) UTA Fares staff will coordinate with the Communications/Marketing staff to implement a marketing campaign targeted at this route to provide information on the changes and on UTA's Reduced Fare Program.

UTA Fares staff will coordinate with Community Engagement staff to plan an event at a location along this route to help minority and low-income riders sign up on-site for reduced fares.

Conclusion

Geographic analysis shows that minority populations served by Route 628 are 5.6% higher than overall system averages, and low-income populations are 10.7% higher than system averages. Discontinuation of zero-fare on Route 628 shows a ***finding of disparate impact on minority populations and disproportionate burden on low-income populations***.

UTA considered two alternatives to the proposed change. The first alternative is to continue offering zero fare for the route. However, by keeping the route zero fare, UTA would not receive the required revenue to support the operation of UTA services because Layton City will no longer contribute to subsidizing fares. The second alternative considered was to charge a reduced rate. UTA operates a large service area with multiple routes and introducing multiple rates creates a fare system that would be difficult for riders to understand. To facilitate a reduced fare equitably, UTA does offer a reduced rate for individuals meeting specific requirements outlined in the Reduced Fare Program.

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UTA has substantial legitimate justification to proceed with the proposal. UTA has legitimate program needs to maintain consistency in fare collection across the system. Fares for this route were subsidized as part of a service contract with Layton City. Because this contract is not being extended, this route will move from zero to paid fare. The decision to charge fare aligns this route with UTA's other bus routes, ensuring consistency across the UTA system.

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Appendix A – April 2025 Change Day – Public Involvement Report

The Public Involvement Report follows.

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April 2025 & April 2026 Change Day – Public Involvement Report

Updated 01.06.25

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Introduction

The Utah Transit Authority (UTA) proposed several service and fare changes for implementation during April 2025 and April 2026 Change Days. These proposals include new routes, realignments, frequency adjustments, and the introduction of a new integrated fare collection system. Among the proposed changes are many major changes, including the transition of zero fare to paid fare service, the introduction of new routes, and the realignment or discontinuation of several existing routes. Additionally, UTA is proposing shifting to electronic fare payment with the replacement of paper tickets and passes by FAREPAY Cards. These updates are designed to enhance service, improve accessibility, and streamline fare payment across the region.

UTA held a 49-day public comment period from November 13, 2024, through January 1, 2025, with multiple opportunities for the public to engage in the input process, including a virtual public meeting on November 20. The comment period was originally scheduled to be 30 days, however, was extended due to a need to better clarify some of the information regarding proposed changes, as well as accounting for multiple observed holidays during this time. This report details public involvement and feedback on the proposed changes.

NOTE: the proposals for 2025 and 2026 were combined for the public engagement process, however, change proposals for 2026 will be finalized later than those for 2025. Title VI Analysis and Reporting for April 2025 will be finalized at the January 29, 2025 board meeting; Title VI Analysis and Reporting for April 2026 will be finalized at a later date.

The proposed changes as presented in detail for April 2025 & April 2026 can be found in Appendix 1

Part 1: Public Engagement Efforts

Engagement Overview

Engagement Component	Dates	Additional Detail
Public Notice	November 13	A public notice was published on the Utah Public Notice Website with the proposed major changes in English and Spanish.
Public comment period	November 13 – January 1	30-day period was required. UTA extended it to a 49-day period. Public notice was published on the UTA website and the Utah Public Notice Website. Comments were accepted via email, online form, mail, and phone.
Public meeting (Virtual)	November 20	7 days after public comment period was announced, a public meeting was held virtually over Zoom and included ASL and Spanish language interpretation. UTA staff presented information about proposed changes and answered questions. Registered participants were invited to provide public comments during the meeting. A recording was made available on the website following the event in English and Spanish.
Virtual engagement	November 13-January 1	Available throughout the comment period online, included virtually accessible information and feedback opportunities through the website at rideuta.com/AprilChangeDay.

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Public Hearing Notice

A detailed public hearing notice was shared on the UTA website (rideuta.com) and on the Utah Public Notice Website in English and Spanish on November 13.

Virtual Public Meeting

The virtual public meeting was held on Wednesday, November 20th at 5:30pm. The event was held over Zoom webinars. 43 individuals registered for the event and 39 attended the live event. During the virtual public meeting, there were interpreters for Spanish and ASL. A recording of the virtual public meeting was also available for viewing following the events on the UTA Facebook page in English. The English recording is also available on the UTA YouTube channel along with the Spanish interpretation audio only. Engagement with the event on Facebook and YouTube is detailed below:

Facebook:

- 365 Plays
- 17 Likes
- 0 Comments
- Link to the event on Facebook: https://www.facebook.com/RideUTA/videos/utas-april-2025-and-utas-april-2026-change-day-public-meeting/876209221342413

YouTube:

- 784 Views (English Version)
- 83 Views (Spanish Version)
- 49 Views (ASL Version)
- 4 Likes (English Version)
- 3 Likes (Spanish Version)
- 0 Likes (ASL Version)
- 0 Comments
- Link to the event on YouTube: https://www.youtube.com/watch?v=bZVxFMop4t8
- Link to the event (ASL) on YouTube: https://www.youtube.com/watch?v=kPd2mq_rkPQ
- Link to the event In Spanish on YouTube: https://www.youtube.com/watch?v=HBwZ0v936SA

During the virtual public meeting, several themes emerged based on attendee comments and questions.

- Request for more information about the data on paper transfers for the public
- Opposition to the removal of paper transfers and cash payments
- Equity and accessibility concerns related to fare collection
- Desire for communication on when the proposed fare changes will be implemented and how the public will be notified, especially those who may not have access to social media
- Desire for UTA On Demand expansion

Communications & Public Information

Information on proposed changes was shared widely via multiple avenues, including the website; advertisements through Bonneville Communications; a banner in the Transit App; service alerts; UTA's social media platforms, including Instagram, Facebook, LinkedIn, and Twitter communication channels; along with other media placements.

Detailed information was shared via UTA's website, including a comment form. A carousel on the main page directed the public to detailed information on the proposed changes at rideuta.com/AprilChangeDay, as well as a banner in the Transit App. Information about the public hearing was also included on the public hearings page of the UTA website.

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A media summary for April 2025 & April 2026 and Change Day Public Engagement can be found in Appendix 2

Community Outreach

UTA's Community Engagement Department implemented additional targeted outreach efforts to ensure key audiences were aware of the opportunity to provide public comment and were informed of the proposed changes to service and fares. During the public engagement period, these additional approaches to understand public feedback around change proposals were implemented:

- Larry H Miller Season of Service: Community resource fair serving low income and unhoused individuals on November 25, 2024*
- UTA Community Advisory Committee meeting, December 6, 2024 - Presentation and discussion on Change Day proposals*
- Key Community Partner Discussions*:
  - SLC Homeless Resources
  - Molina Healthcare
- Stakeholder email communication – city and community contacts were emailed in mass regarding change day proposals and public comment opportunity
- Mailers – focused on new routes, in efforts to give surrounding community sufficient notice
- Canvassing – to support mailing efforts around critical route changes (new routes, zero to paid routes)

*Themes that emerged through the targeted community outreach at the Season of Service resource fair, Community Advisory Committee meeting, and key community partner discussions, mirror the themes from the public comment. Staff heard support for expanded and more frequent transit service; concerns regarding fare changes and ensuring accessibility for communities, particularly vulnerable communities (emphasis on electronic, reduced fare, transfer slips); questions regarding implementation of fare changes; as well as feedback requesting education campaigns.

Summaries from each of these three outreach approaches can be found in Appendix 3

Part 2: Public Comment Analysis

Engagement by the Numbers

Mode	Comments (#)
Email	7
Mail	0
Customer Service	1
Public Hearing Comment Line	1
Survey	204
Virtual Public Hearing	8
Total Comment Submissions	**221**
**A comment shared on the public hearing comment line was also shared via survey, so it will only be counted once.*	

Public Comment Overview

A total of 221 comment submissions were received during the 49-day comment period for April 2025 & April 2026 Change Day. Most comment submissions contained multiple individual comments due to the online comment format.

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The comments from UTA riders and the community reveal a strong support for new and improved routes, particularly the 417 bus and Route 126, which enhance access to schools, employment, and key community locations. Commenters expressed hope for increased frequency on these routes, especially during peak hours. Concerns about the proposed fare changes, particularly the shift away from cash payments to a fully electronic FAREPAY card system, are prevalent. Many commenters fear that this change could disproportionately impact low-income individuals, seniors, and those without access to digital banking or internet services. The elimination of paper transfers is also seen as a significant barrier, particularly for those who rely on cash payments or need flexibility. As a result, several riders have called for solutions that maintain transfer options or reduced fare policies for cash-paying passengers.

There is a clear concern about equity, with multiple riders asking UTA to consider how these changes will affect marginalized groups, such as the unbanked or those without access to smartphones. Some respondents have suggested providing free FAREPAY cards to low-income individuals or ensuring that Reduced Fare ID cards remain available. Additionally, requests to adjust bus routes and schedules—such as coordinating routes better with FrontRunner—underscore the need for improved connectivity, access, and convenience. Several riders also expressed interest in expanded services, such as the UTA On Demand service, to help those with mobility challenges or residents in areas with limited bus access. Concerns about public transit accessibility are further compounded by a need for clearer communication regarding the changes. Riders requested that information be made available in multiple languages on buses and through various channels to ensure all customers, particularly those without digital access, are well-informed.

Finally, some feedback centered on the potential financial burden of fare changes, particularly for riders who depend on currently zero fare routes like Route 628. These individuals voiced concerns that introducing fares on such routes would create hardships, especially for those who rely on public transit to access essential services like healthcare and employment. In summary, the feedback emphasizes the need for UTA to maintain accessibility, fairness, and communication throughout the implementation of the proposed changes to ensure that vulnerable populations are not excluded from the public transit system.

A complete list of public comments can be found in Appendix 4-6.

Comment Themes & Responses

The following summarizes themes expressed in the public comments; more information about each theme is included in the table below. Each comment was individually coded and categorized for various topics and compiled for summary and consideration by the UTA teams.

- Concerns about route changes
- Frequency and service hours
- Fare system and payment methods
- Improving accessibility and signage
- Transit connectivity and transfers
- Community engagement and customer service
- Public engagement and communication
- Concerns about fare changes, accessibility, and fare structure
- Route adjustments and new service requests
- UTA On Demand service expansion
- Support for Route 628's zero fare status/opposition to paid fare
- General suggestions for further improvements to UTA services
- Community and equity considerations
- The Rio Grande Plan
- Request for bus service to American Fork Station

The table below provides additional detail about each theme and a response from UTA in efforts to address the themes from public comment.

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Theme from Comments	Details	UTA Response to Theme
Concerns About Route Changes	Riders express concern that changes, particularly to Route 640, will negatively impact access to key destinations. Some riders rely heavily on the current route to access their workplaces, schools (e.g., Weber State University), and shopping centers (e.g., Layton Hills Mall). They request retaining specific routes (e.g., 640, 628).	UTA tries to optimize routing to best serve the most customers, efficiently and effectively, based on ridership trends and key destinations. Routing changes do create challenges for riders and sometimes require adaptation to new routes or routines. 640: Based on external and internal feedback on this proposed route change, UTA will pull this proposed change back until a future date so the service can be better evaluated and implemented. Along with the 640, the package of changes that includes the 626, 640, and 642 will be delayed as a whole. 625: Service on route 625 will be replaced by a combination of route 610 (Harrison Blvd. Between 12th Street and Highway 89), route 604 (St. Benedict's Manor), and innovative mobility (Harrison Boulevard north of 12th Street and Ogden Weber Technical College). 455 & 470: Routes 455 and 470 serve many markets with many potential connections along each route, so it is not possible to improve connections or frequency along these routes beyond what has already been done until larger changes are made to these routes. Additional changes proposed in the Five-Year Service Plan will provide 15-minute frequency along the current 470 route (via new routes 470X and 600) as well as improved connections at Woods Cross, Farmington, and Clearfield FrontRunner Stations. Direct service to Davis Technical College will still be provided with improved service (30-min) on route 627. This is the same level of service currently provided by route 470.
Frequency and Service Hours	Many riders request increased frequency on overcrowded routes	Frequency is a key element of both the Five-Year Service Plan and Long-Range

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	(e.g., 223, 640) and extended service hours, especially on weekends and late nights.	Transit Plan. UTA has prioritized frequency in our plans and must balance this priority with other priorities, including new routes, coverage, and span of service improvements.
Fare System and Payment Methods	Support for digital payment methods like FAREPAY, along with integrating options like Google and Apple Wallets. Some desire better access to reduced fare cards through pop-up events.	UTA knows that other transit agencies have incorporated similar strategies for fare payment. UTA is still evaluating these options as part of the mobile fare strategy.
Improving Accessibility and Signage	Requests for better bus stop accessibility and clearer signage for FAREPAY retailers. Users also suggest improving road markings and walking paths near popular areas (e.g., Layton Hills Mall).	Bus stop improvements efforts are ongoing at UTA, including bringing more stops into compliance with ADA accessibility standards. Learn more about UTA's bus stop program. In addition to making bus stops accessible, UTA's Planning Department works closely with state and local entities to coordinate improved pedestrian access around transit connections. In a soon-to-be-released Customer Experience Action Plan, UTA will be outlining action items for improving the customer experience with elements such as improved wayfinding and information for customers to better navigate.
Transit Connectivity and Transfers	Concerns about the lack of coordinated transfers, especially in Ogden/Davis County, Clearfield, and other key transfer stations. Suggestions include improving connections between bus routes and FrontRunner/TRAX.	UTA strives to provide schedules that support transfers between modes and routes. Because it is not possible to time transfers to and from every route, UTA focuses on the connections most riders make first, then works on other transfers when possible. Challenges arise when there are delays. It is UTA's practice to not hold vehicles in order to keep things as reliable as possible, which may result in missed connections for some riders. Efforts to increase frequency across modes will support transfers and smoother connections.
Community Engagement and Customer Service	Calls for community-based initiatives (e.g., pop-up events), more customer service hours, and better accessibility of transit service information and resources (including distribution of FAREPAY Cards)	UTA appreciates suggestions to better serve the community. During the next several months, UTA will be formulating a more detailed plan to guide FAREPAY Card distribution, including looking at locations and events that may be suitable.

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		Customer Service has been expanding hours over the past few years and will continue to look for opportunities to better meet the needs of riders during service hours.
Public Engagement and Communication	Desire for clearer communication about service changes, especially maps, schedules, fare changes, and potential impacts. Calls for better outreach to diverse communities.	UTA is always looking to improve our information for our riders and engagement with the community. The relevant departments will review suggestions from this feedback period and identify opportunities to implement improvements.
Concerns About Fare Changes and Accessibility	Worries about fare changes disproportionately affecting low-income, elderly, and unbanked riders, especially with the elimination of cash payments and paper transfers. Is there a roll out plan if this happens?	Based on the results of the Title VI Analysis, and ideas generated through public comment, UTA staff will create and implement a mitigation plan to minimize the impact of fare changes. The roll-out plan for the new fare collection system is pending a final project timeline, which is currently being refined with the project vendor. For updates about the fare collection rollout plan, please click here
Route Adjustments and New Service Requests	Requests for changes to specific routes (e.g., 126) and adding a fixed route in West Kaysville, as well as new service to areas like Herriman.	Service is evaluated every 2 years with the update cycle for the Five-Year Service Plan. This is an opportunity for UTA to assess how routes are performing, receive feedback from the public and stakeholders, and adjust or make additions as needed.
UTA On Demand Service Expansion	Interest in expanding Via services, especially for individuals with mobility challenges, to areas like Sandy along 5600 West, and Utah County.	UTA has identified key areas for Innovative Mobility Zones in the Five-Year Service Plan. These areas are being considered for a variety of first- and last-mile transportation solutions that include microtransit (UTA On Demand), autonomous shuttles, fixed guideway extensions, bike share, and partnerships with Transportation Network Companies (TNC)~~,~~ such as Uber and Lyft.
Support for Route 628's Free Fare Status	Strong support for keeping Route 628 free of charge, as it is essential for	Fares for Route 628 were subsidized as part of a service contract with Layton City.

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	those without other transportation options.	Because this contract is not being extended, this route will move from zero to paid fare. The decision to charge fares aligns this route with UTA's other bus routes, ensuring consistency across the UTA system. This service will mirror the rest of the UTA system at $2.50 for a regular one-way trip and transfer to other routes within 2 hours. Additional support for transitioning the community to paid fare will be provided leading up to April 2025 Change Day. For current fare rates, please click here.
General Suggestions for Further Improvements	Ideas for more flexible and direct routes, and improvements to bus stop locations, service hours, and mobile payment integration. Some also request information about proposed changes in multiple languages to ensure accessibility for diverse riders.	UTA appreciates our riding community's suggestions for improvements to service and the system. Suggestions beyond this proposal will be shared with the relevant teams for consideration in their work. Through the Long-Range Transit Plan and Five-Year Service Plan, priorities such as service hours and route changes may be considered. Check back for opportunities to get involved with those efforts, which are ongoing. The Fares Department is working through a fare payment system update and are considering mobile payment as part of that effort comprehensively. Learn more about the new system updates here: https://www.rideuta.com/Fares-And-Passes/Electronic-Fares/New-EFC-System UTA's Customer Experience Department is responsible for bus stop improvements. Their work is guided by the Bus Stop Master Plan and the Customer Experience Action Plan.
Community and Equity Considerations	Concerns that changes may disproportionately affect low-income, senior, and disabled riders,	Equity concerns are addressed through UTA's Title VI process. All changes are evaluated to understand the potential disparate impact on racial and ethnic

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	emphasizing the need for equitable access to transit.	minority populations and low-income populations. Through this evaluation, any findings of disproportionate impact must be reconsidered or justification and mitigation must be provided to alleviate the impact. This report and any subsequent mitigation efforts will be published on rideuta.com/aprilchangeday alongside this Public Involvement Report.
"The Rio Grande Plan"	Customers request UTA to support and implement this plan.	UTA is aware of the Rio Grande Plan and we recognize the multi-agency collaboration that is required to identify and implement transportation solutions, particularly those that address the east west barriers. UTA is actively working with Salt Lake City through their Critical Connections Study to look at opportunities to better address the east west divide (https://www.slc.gov/transportation/plans-studies/east-west-connections/)
Request for bus service to American Fork Station	Customers have requested a bus route to service the American Fork Station.	Services to American Fork Station will be provided by Routes 860 and 862 starting in April 2026.

Summary of Comment Themes

Through the public engagement process, 221 official public comment submissions were received.

- **Strong Support for Improved and Expanded Service**: There is significant support for the introduction of new routes, such as the 417 bus and Route 126, with many riders praising their potential to enhance access to key locations like schools, workplaces, and community centers. However, there are calls for increased frequency on these routes, particularly during peak commuting hours, to make them more convenient.
- **Desire for Expanded Services**: Riders requested expanded services in areas with limited public transportation options. Specific requests included extending UTA On Demand services and improving connectivity between key areas, such as connecting Route 417 to the North Temple transit station. Some also asked for more frequent service and expanded routes to serve neighborhoods that are currently underserved.
- **Concerns About Fare Changes**: A recurring concern is the transition from cash payments to a fully electronic FAREPAY card system. Riders, especially low-income individuals, seniors, and those without access to digital banking, expressed anxiety that these changes could create barriers to public transit. The elimination of paper transfers for cash riders was highlighted as a significant issue, with some fearing higher costs for multi-leg trips, particularly for vulnerable groups.
- **Equity Concerns**: Many customers emphasized the need for UTA to consider equity in its fare changes. Riders pointed out that moving to a cashless system could disproportionately affect marginalized groups, including those who do not have access to bank accounts, smartphones, or the internet. Calls for solutions, such as offering free FAREPAY cards to low-income riders or maintaining reduced fares for cash payments, were made to ensure fair access to the transit system.

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- **Financial Impact on Riders**: The potential financial strain caused by fare changes, particularly the introduction of fares on currently zero fare routes like Route 628, was a major concern for many riders. Those who rely on these routes for essential services, such as healthcare and work, voiced opposition to any changes that could make these services unaffordable.
- **Communication and Accessibility**: Riders expressed the need for clear and accessible communication about the changes. There were requests for multi-language materials and information about the fare changes to be made available through various channels, especially for those without access to the internet. This would help ensure that all riders, especially those in marginalized communities, are well-informed about the changes and how they will affect their access to public transit.

In conclusion, the feedback highlights a strong desire for improved transit services but also underscores the need for UTA to address concerns related to equity, affordability, and communication. Riders want to ensure that the proposed changes do not create undue hardship for vulnerable groups and that the transition to a cashless system is handled in a way that maintains accessibility for all.

Part 3: Proposed and Final Change Summary

The following tables provide an overview of proposed and final change proposals for service and fares for April 2025 only. The final change proposals for April 2026 will be presented at a later date pending Title VI Analysis and Reporting.

Service Change Proposals - 2025

Proposed Change	Final Change
Box Elder, Weber, Davis Counties 2025	
Route 417: New, 30-minute frequency route between North Temple & Woods Cross Stations; community priority	Moving forward as proposed
Route 470: Realignment, serve Layton Hills Mall	Moving forward as proposed
Route 626: Replaced by modified Route 640	Change removed from proposal. Routes 626, 640, and 642 are a package of changes and require additional evaluation and refinement before implementation. The decision to remove this proposal was based on internal and external/public feedback.
Route 627: Extend route to Fruit Heights Park and Ride, reroute to maintain coverage	Moving forward as proposed
Route 628: Replace trolley with local service, re-route to serve new coverage areas in Layton; end of Zero Fare, begin charging regular fare ($2.50)	Moving forward as proposed
Route 640: Shorten to Clearfield Station, re-route to 5600 South and 2000 West	Change removed from proposal.

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	Routes 626, 640, and 642 are a package of changes and require additional evaluation and refinement before implementation. The decision to remove this proposal was based on internal and external/public feedback.
Route 642: New route, serves Freeport Center	Change removed from proposal. Routes 626, 640, and 642 are a package of changes and require additional evaluation and refinement before implementation. The decision to remove this proposal was based on internal and external/public feedback.
Salt Lake County 2025	
Route 39: Restore service to 15-minute frequency; community priority	Moving forward as proposed
Route 126: New route, serve Salt Lake Community College, Real Salt Lake Academy; community priority	Moving forward as proposed
Route 201: Restore service to 30-minute frequency	Moving forward as proposed
Route 217: Realignment and new terminus at 1460 West to connect to Green Line at Power Station	Moving forward as proposed
Route 218: Restore service to 30-minute frequency	Moving forward as proposed
Route 219: New, 60-minute frequency route serving Redwood Route in southwest Salt Lake County	Moving forward as proposed
Red Line (703): New Red Line TRAX station: South Jordan Downtown	Moving forward as proposed
Utah County 2025	
West Provo IMZ (Zone 581): New Innovative Mobility Zone, UTA On Demand service planned for this area, including the Provo Airport	Moving forward as proposed
Route 823: New route serving south Utah County; community priority	Moving forward as proposed
Route 871: Realignment, serve Sandy Civic Center Station	Moving forward as proposed

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Fare Change Proposals – 2025

Proposed Change	Final Change
Route 628 Midtown Trolley: Will transition from Zero Fare to paid fare on April Change Day 2025. This service will mirror the rest of the UTA system at $2.50 for a regular one-way trip.	Moving forward as proposed

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Appendix 1 – Proposed Changes

(As Presented November 13 – January 1, 2025)

April 2025 Proposed Service Changes

Box Elder, Weber, and Davis Counties, 2025

Route 417
- Proposed route is a new, 30-minute frequency route between North Temple & Woods Cross Station; community priority

Route 470
- Proposed route change is a realignment to serve Layton Hills Mall

Route 626
- Proposed route change is to be replaced by modified route 640

Route 627
- Proposed route extension to Fruit Heights Park and Ride, reroute to maintain coverage

Route 628
- Proposed route change is to replace trolley with local service, re-route to serve new coverage areas in Layton; end of Zero Fare, begin charging regular fare ($2.50)

Route 640
- Proposed route shortening to Clearfield Station, re-route to 5600 South and 2000 West

Route 642
- Proposed new route to serve Freeport Center

Salt Lake County, 2025

Route 39
- Proposed route change is to restore service to 15-minute frequency; community priority

Route 126
- Proposed new route to serve Salt Lake Community College, Real Salt Lake Academy; community priority

Route 201
- Proposed route change is to restore service to 30-minute frequency

Route 217
- Proposed route realignment and new terminus at 1460 West to connect to Green Line at Power Station

Route 218
- Proposed route change is to restore service to 30-minute frequency

Route 219
- Proposed new, 60-minute frequency route serving Redwood Route in southwest Salt Lake County

Red Line (703)
- Proposed new Red Line TRAX station: South Jordan Downtown

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Utah County, 2025

West Provo IMZ (Zone 581)
- Proposed new Innovative Mobility Zone, UTA On Demand service planned for this area, including the Provo Airport

Route 823
- Proposed new route serving south Utah County; community priority

Route 871
- Proposed route realignment to serve Sandy Civic Center Station

April 2026 Proposed Service Changes

Box Elder, Weber, and Davis Counties, 2026

North Weber IMZ (Zone 562)
- Proposed new Innovative Mobility Zone in north Weber County

Brigham City IMZ (Zone 563)
- Proposed new Innovative Mobility Zone in Brigham City, planned to replace service previously offered by Route F638

Route 455
- Proposed route realignment; shorten route to Dee Events Center

Route 601
- Proposed route discontinuation

Route 604
- Proposed route realignment; extend to Weber State University; replace Route 455

Route 610
- Proposed new route providing local service in Ogden; replaces portions of Routes 612 and 625

Route 612
- Proposed route realignment; serve Pleasant View, Ogden Station, Washington Terrace, South Ogden; replaces the Route 601 Trolley; community priority

Route 625
- Proposed route discontinuation

Route 628
- Proposed route discontinuation

Route 630
- Proposed service to Pleasant View Station; increase to 30-minute frequency

Route F638
- Proposed discontinued route, replaced by new IMZ service in Brigham City

Route 640
- Proposed route realignment; provides service between Roy Station and Layton Station

Route 645
- Proposed route realignment and frequency changes; Harrison Boulevard/40th Street, will operate with increased weekday frequency on a modified routing. Stops to the west of Quincy Avenue along 36th Street will no longer be serviced

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Salt Lake County, 2026

Salt Lake City Westside UTA On Demand Zone
- Proposed expansion to include Central Pointe Station

Route 2
- Proposed route discontinuation, replaced by Routes 2A and 2B service

Route 2A & 2B
- Proposed new routes to provide increased weekday frequency; replace Route 2

Route 4
- Proposed route realignment; extend to 6200 South Wasatch Park and Ride, extend to Little Cottonwood Canyon Park and Ride

Route 45
- Proposed route realignment; re-route to improve connections and increase weekday coverage

Route 54
- Proposed increase to 15-minute frequency; community priority

Route 62
- Proposed route realignment; extended to Copper City Drive for improved connectivity

Route 72
- Proposed route realignment; extended east to the 6200 South Wasatch Park and Ride

Route 205
- Proposed increase to 15-minute frequency on weekdays and Saturdays

Route 220
- Proposed route realignment; route will end at the University of Utah Student Union and not continue to Salt Lake Central. Downtown connections will be provided by Routes 2A and 2B

Route 223
- Proposed route realignment to serve Murray Central and increase to 30-minute frequency on weekdays

S-Line (720)
- Proposed extension of S-Line to Highland Drive

Utah County, 2026

Lehi IMZ (Zone 582)
- Proposed new Innovative Mobility Zone in Lehi

Route 806
- Proposed route discontinuation, replaced by Lehi IMZ and new Route 860

Route 846
- Proposed new, 30-minute frequency route serving East Orem and connections to Vineyard Station

Route 850
- Proposed route realignment to serve Valley Grove area

Route 860
- Proposed new, 30-minute frequency route providing service to Eagle Mountain and Saratoga Springs

Route 862
- Proposed route realignment, extend route west to cover areas previously served by Route 850

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April 2025/2026 Proposed Fare Changes

Proposed Fare Changes for Bus Routes

Route 628 Midtown Trolley:

- Proposed transition from zero to paid fare on April Change Day 2025. This service will mirror the rest of the UTA system at $2.50 for a regular one-way trip.

Route 601 Ogden Trolley:

- Proposed transition from zero to paid fare on April Change Day 2026. This service will mirror the rest of the UTA system at $2.50 for a regular one-way trip.

Future Proposed Fare Changes (2025-2026)

UTA is proposing fare changes to support a new fare collection system that is being built to replace the current fare collection system. The proposed fare changes support the improved functionality. The new fare collection system includes:

- New ticket vending machines (TVMs)
- Electronic card readers for all buses and rail platforms
- Additional mobile fare payment functionality
- Mobile inspection devices
- Updated back-end software system

Paper Tickets Proposed Changes

TVMs will vend electronic FAREPAY Cards instead of paper tickets. Customers will be able to purchase FAREPAY Cards, load funds to their account using cash or credit payment, and check card balances at all TVMs. The list of full and reduced fare tickets being replaced includes:

- One-way
- Round trip
- Upgrade ticket
- Group pass
- Day pass

First-time FAREPAY Card buyers will pay a fee on the card of $3. Riders using a FAREPAY Card as their method of payment should save that card for all future uses to avoid the card fee again.

Monthly Passes Proposed Changes

UTA customer service locations, website, and retailers will no longer sell paper monthly passes. Monthly passes will be replaced by FAREPAY Cards, and the best fare will continue to be automatically calculated using fare capping technology. The monthly passes being eliminated include:

- Reduced fare monthly stickers (RF, XRF)

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- Reduced fare monthly pass (R, XR)
- Full fare monthly pass (A, X)

By moving to the FAREPAY Card, customers will pay as they go instead of paying for the full monthly cost of a pass upfront; they will reload the same FAREPAY Card each month instead of getting a new monthly pass each month; and through the FAREPAY system will receive fare capping and other discounts if eligible, automatically applied to the fare they pay.

Mobile app

UTA's Eco and Ed Pass partners currently subsidize fare for customers and issue electronic tap cards for fare media. To simplify the distribution process, and to take advantage of advancements in mobile fare payment technology, UTA will be evaluating mobile app options. Although development has not started, UTA plans to integrate mobile fare payment for both pass partners and the public with the new fare collection system and anticipates tickets will be replaced by pre-paid, reloadable accounts. This information may change slightly as UTA finalizes the future of mobile fare payment. The following passes are anticipated to be eliminated from the mobile app:

- Day Pass
- One-way (full or reduced fare)
- One-way FrontRunner (full or reduced fare)
- Monthly regular (full or reduced fare)
- Monthly premium (full or reduced fare)
- One-way Ski Pass, seasonal (full or reduced fare)
- Group pass (premium pass for 4 people)
- Riders License, seasonal (discounted youth pass)
- One-way Paratransit (passengers must pre-qualify)
- Flex Route deviation (flex route only)
- Special Event pass
- Full fare monthly pass (A, X)
- Reduced fare

This information may slightly change as the new mobile app gets developed.

Transfers

- For customers paying cash at the farebox upon boarding a bus, bus operators will no longer issue paper transfers.

Reduced Fare Discounts

- Will only be available for customers using electronic fare media. Reduced fare eligible riders who pay cash through the farebox will not be eligible for a discount and will need to pay full fare. To receive the discount, customers should apply for and use a Reduced Fare FAREPAY Card, which will require customers to create an account. Customers that are eligible for a reduced fare discount can use cash to add funds to the FAREPAY Cards at TVMs, UTA customer service locations, and retailers. Funds may also be added to FAREPAY Cards online using non-cash payment options.

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Reduced Fare Plastic ID Cards

• Reduced fare plastic ID cards will be phased out. They are being retired because they cannot be read or validated by the electronic card readers. Riders who utilize this ID card should transition to the Reduced Fare FAREPAY Card by applying online. Riders can add funds to an electronic card at TVMs, UTA customer service locations, and retailers.

• Customers not currently using UTA's Reduced Fare FAREPAY card can apply online and do not need to wait for the new fare collection system to be implemented.

• For customers paying cash on bus, and who transfer between different modes of transit, each leg of the trip will cost separately.

o For example: a rider takes Route 220 and transfers to the Red Line TRAX, this trip will cost $2.50 for the bus ride and $2.50 for the TRAX ride for a total of $5.00.

• Transfer credits will automatically be applied on electronic fare media, including the FAREPAY Card. The time frame customers can travel on more than one mode of transit using electronic fare media without incurring an additional fare cost will remain two hours from the tap off.

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Appendix 2 – April Change Day Public Comment Period Media Summary

An overview of media efforts related to the April Change Day public comment period follows.

Bonneville Communication Advertisements

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Top Social Media Post

Utah Transit A...
Fri 11/15/2024 5:00 pm ...

Public comment is open for April Change Day 2025 and 2026 until December 13. UT...

Total Engagements	**418**
Reactions	55
Comments	17
Shares	22
Post Link Clicks	41
Other Post Clicks	283

rideuta
Tue 11/19/2024 4:22 pm...

The public comment period for April Change Day 2025 and 2026 is now open and we...

Total Engagements	**263**
Likes	220
Comments	4
Shares	18
Saves	21

Utah Transit A...
Tue 11/19/2024 4:22 pm...

The public comment period for April Change Day 2025 and 2026 is now open and we...

Total Engagements	**140**
Reactions	48
Comments	0
Shares	4
Post Clicks (All)	88

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Appendix 3 – Additional Detail on Targeted Community Outreach Strategies

The following provides a summary of community outreach efforts, including emerging themes and feedback, related to the April Change Day public comment period.

Larry H Miller Season of Service Outreach summary:

Multiple staff members from the Community Engagement Department, along with two members of the UTA Board of Trustees participated in this event on behalf of UTA. Staff members provided feedback on notable interactions and experiences during the event. Staff members agreed that UTA's presence at this event was valuable for multiple reasons, including the opportunity to support building confidence in using public transit; providing information and support to vulnerable individuals; demonstrating empathy and support for the community and their unique needs; opportunities to support navigating complex issues that individuals may experience; and the opportunity to inform community members about Change Day proposals as this is an audience that may not be able to readily engage in traditional forms of public comment opportunities.

Several takeaways were developed from participation in this event, particularly as it relates to the Change Day proposals and information shared in conjunction with the public comment period.

- Fare Changes Concerns: staff noted that there were some concerns from attendees regarding reduction of cash payment options, as well as concerns about transfer slip elimination.
- Service Changes Reactions: staff noted that attendees generally responded positively to proposed changes for increased transit service.
- Overall: staff agreed that having additional information prepared specifically with this audience in mind to communicate clearly about the proposed changes would be useful in the future

UTA Community Advisory Committee meeting summary:

UTA's Community Advisory Committee (CAC) meets quarterly and is made up of 13 members representing different sectors of the community and the riding public. At the December 6 meeting of the UTA CAC, approximately two hours were dedicated to presenting information on the 2025/2026 Change Day Proposals and discussing with the members. The following summarizes the discussion and feedback from members of the CAC:

Fare Strategy:

- Similar types of fare programs – what simple features in other transit agencies could we consider
- What systems is FAREPAY similar to? Are we basing this off of industry or other transit agency success?
- What does roll out look like?
- What's the why on transfers?
- What have other agencies done with transfers?
- Trolley – what was the lead up or trigger for zero to paid fare?

Making it easier:

- Frontrunner – maybe payment on the train, could smooth out some of the pain points
- Mobile FAREPAY card
- Open payments
- App simplifying
- Transit app – tap on/off integration
- Access, setting people up with good options

Key concerns:

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- Ease of use, access for those without a lot of tech savvy
- How do we address loss of cards (potentially frequent loss of cards – youth, etc.)
- Cash option with reduced
- Frequency of re-application should be considered
- Cash on bus
- Transfer slips

Other questions:

- Daybreak TRAX TVM – not accepting credit cards (what was going on there?)
    - Jordan provided information: no problem identified.
- SLC SD – clarify pass functionality date
    - Jordan provided information: current contract through July 2025

Recommendations:

- More education on this
- FAREPAY vending locations – can we do FAREPAY in other community locations (maybe for free?) [libraries, boys and girls clubs, etc.]
- Reduced fare – income level, messaging/education around the income levels could be improved – people may not know the % FPL they are at, but may know more about how much they make. Can we message that to better resonate with people
- Distribution – RF FAREPAY at schools? Social workers on campuses?
- Layton Mobile Home Parks (re: 628): Circle L, Park Village

Other Comments:

- Group pass is popular

Key Community Partner Discussions summary:

Discussions regarding the Change Day proposals were had with two key community partners: 1) Salt Lake City Corporation's Housing Stability Division and 2) Molina Healthcare. Their feedback offered valuable insight into how UTA's proposed changes could impact vulnerable riders and what community-based solutions might help mitigate challenges. During these conversations, several recurring themes emerged.

Cash & Transfers

Both entities expressed concerns about the potential elimination of cash payment options and transfer slips, emphasizing how such changes would disproportionately affect unbanked individuals, seniors, and people experiencing homelessness. They noted that these riders frequently rely on cash payments due to barriers like lacking access to bank accounts or smartphones.

FAREPAY Card Fee

The $3 fee for a FAREPAY card was identified as a particular hardship, especially for individuals who may lose their cards frequently due to unstable living conditions.

FAREPAY Card Access

Another consistent concern was the number of locations where riders can purchase or reload FAREPAY cards. Currently, these locations are limited to certain retailers like Maverik and 7-Eleven, which are not always accessible

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to all riders. There may be additional hurdles with this type of access, particularly for people living in transit-dependent communities with few nearby retail options.

Technology
Additionally, both partners highlighted significant gaps in technological literacy. Many of the populations they serve—especially seniors, refugees, and individuals reentering society after incarceration—struggle with the technology required for digital fare systems. They suggested that without targeted educational campaigns, many riders could be left behind. There was also confusion about how Medicaid and Medicare riders can access UTA services, with many riders unaware of transit benefits already available to them.

Education & Outreach
Suggestions from these community partners included expanding educational outreach through in-person workshops, community events, and printed guides distributed through service providers. They also encouraged deeper collaboration with organizations like housing support services, Medicaid providers, and corrections reentry programs to reach riders who might otherwise be overlooked. Veronica and Ciara specifically offered to distribute UTA's fare change surveys to their network of service coordinators, which covers over 5,000 residents across 16 housing complexes, which they have already.

Conclusion
These conversations have reinforced the critical need for UTA to balance fare modernization with accessibility. Community partners remain committed to supporting outreach efforts and suggested tangible steps that could ease the transition, including exploring expanded card distribution locations, maintaining limited cash payment options, and offering initial FAREPAY cards at no cost for qualifying riders.

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Appendix 4 – Public Comments: April 2025 Proposed Service Changes

A complete list of the public comments received during the public comment period is provided in Appendix 4-6. Note that some comments submitted in in "Service" fields pertain to fares changes and some comments submitted in the "Fares" fields pertain to service changes.

198 comment submissions are included for April 2025 proposed service changes. 18 of these comments pertain to proposed fare changes.

Comments on the April 2025 Proposed Service Changes		
1	Most of this is similar to what was presented in the revised five-year service plan. There needs to be improved bus stops near the roundabout near the theaters and Layton Hills Mall, work with the mall to designate walking paths to the mall with road markings.	
2	The 455 and 470 and run parallel in sections of their routes, and many riders can use either one to commute to and from Salt Lake City. Rather than having these buses schedules run so close to each other (such that they play leap frog), it would work better for riders to space them out.	
3	I wonder how transfers at Clearfield station will be prioritized with different destinations of busses and FrontRunner as FrontRunner trains do not pass at Clearfield Station. Things will improve when route 600 starts, but currently you have to wait longer with certain transfers. Consider 642 trips to WSU-Davis to help some transfer combinations.	
4	The changes proposed to the 640 route in Ogden/ Davis County will severely cripple my transport to my work in Layton, Weber State University, both the Ogden and Davis Campus, Layton Hills Mall and area, and transport to Frontrunner in general, thus crippling my transport to the Salt Lake Valley/ Utah Valley in general. I ask of you to leave this route alone and to improve connections to Frontrunner Stations. Without it, my life could be in jeopardy.	
5	The 470 bypassing DTC would make transit less usable for me and several people I know. Four people and myself get off at DTC in the morning and later make return journeys. As we are all traveling from southern Davis County we would not be able to use the 627. Resulting in a walk to DTC campus in place of the direct service. I have the option to drive but I like taking the bus as it goes straight to DTC campus. Direct service to the DTC by the 470 maintained should be retained.	
6	I believe these proposals are great!	
7	I live near clinton walmart 1800 N 2000 W... I tried riding from the SLC airport to my house yesterday... It took an hour to get to clearfield station (because I RAN from the green line down the steps to the front runner!)... the 626 left clearfield station right before I got there... I would've waited about an hour to catch the next one... I just caught the 640 13 minutes after instead. The new map looks fine. what will the frequency be? how will students get to nuames davis and nuames weber?!? a lot of high school kids ride 640 both directions! The 626 connection toward ogden has been exactly like my airport experience yesterday... I can get over to Kent's Market 5600 S 3500 W, but i miss the 604 to ogden... gotta wait an hour for the next one.	
8	Me and my family regularly use the 640 bus stop on 1800 N and 550 W near Sunset to get to work and other locations. This change would increase our travel time and over all become a hassle to us who are trying to keep our environment clean. If there was a way to not change the services near that area, it would be a huge help for us.	
9	The change with the 640 ending it's route on 1800 would be negative for me. I use the 640 on 1800. If thenroute is to be changed than I would like to see a stop near the 2000 and 1800 corner.	

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10	Please keep your service out of the south end of the valley. It just brings in homeless and panhandling to every corner that's close to a station.	
11	I would like to see route 223 run more frequently as soon as possible. This bus is often overcrowded with those traveling to the University, hospitals and research park and needs to have more frequent options during peak times.	
12	Primarily, the change to the 640 bus would affect my access to work, school, and other UTA services. It would extend a 10 minute walk to nearly 20-30 minutes to the next nearest service that would get me to where I need to go.	
13	I ride the bus 640 to the Freeport center every day to work and after work.	
14	I would like for the bus routes to stay the same	
15	I am excited to see additional service along almost all of Redwood Road and to see my favorite route (218) get a boost in frequency. It is a life-saver for getting to my grandma's house in South Jordan without having to rely on the unreliable on-demand service.	
16	I wish for 640 route to stay on the Layton hills mall it's get me to my apartment this is the only bus route I take to and from home and to the other appointments.	
17	I take route 640 to WSU almost everyday and have been for about 30 years. I pick it up on 1000 west in Clinton. With the changes I would have ride 642 to 2000 west and then transfer to 640 to get to the university. I do not know why you couldn't keep 640 on it's current route with service to Freeport center and 1000 west and then have it go down to 2000 west at 1800 north and have 642 the new route go to 2000 west from the Clearfield station. This will be lees of a change for the riders in Clearfield, Clinton area,	
18	I usually ride the 640 bus from clearfield to Weber State University. I don't want the route for the 640 bus to be changed at all. I want to stay the way it is. It's the only transport I have of getting to school.	
19	More routes will be beneficial	
20	Looks like they may not impact this time. It would be nice to have some punctual and set drivers for the 451 route.	
21	Please continue to serve Freeport center with either keeping the 640 route the same or using the proposed 642. It's how I get to and from work since I have trouble driving.	
22	Route 126 to SLCC/UofU Herriman Campus - this is so needed and our students & community members will be so excited about this proposed change! I see the plan is to run it every 60minutes, but given the traffic of students and community members to campus now and even more so in the future, I would suggest every 30 minutes rather than 60min.	

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23	39 - Glad to see a much needed increase in service between Meadowbrook and Olympus Cove! 126 - The South Valley deserves better bus service than 60-minute weekday headways. Micro-transit is not a viable replacement for frequent buses that run 7 days a week. Still, glad to see any fixed routing in the South Valley. Hope to see more of this. 219 - Again, 60-minute headways on weekdays only is pretty abysmal service, but any bus service is better than none, which I realize is the case in much of the South Valley. 417 - Great to see more transit connections to Davis County, and connections that will fulfill last-mile needs from Woods Cross station. 581Z - On-demand service makes sense here. It should not, however, serve as justification for the currently lackluster service to Provo Airport. As a Salt Lake resident who has flown out of Provo a few times, I have wanted to use the FrontRunner and the 833 to get there, but the span of the 833's service does not extend to the span of airline service out of PVU. I wonder whether UTA On Demand will be sufficiently reliable to meet passenger demand for transportation to PVU Airport. Another thing - No increase in TRAX service frequency or span? I hope you just forgot to mention that. Sunday service desperately needs to be upped to 15-minute headways. Look at any European light-rail system; 15 minutes is not "frequent," but a minimally acceptable headway for off-peak times. TRAX should be running at least every 7.5 minutes weekdays and Saturdays, and at least every 15 on Sundays. Ideally, with overnight service (this could be every 30) so people with nontraditional commutes and people at bars can get home safely.	
24	I'm satisfied with the 2025 plan!	
25	I wanted to express strong support for the 417 bus. The Foxboro neighborhood is one that could definitely benefit from transit access. My one suggestion would be to alter the alignment on the south end to connect to the North Temple transit station. This would allow easier connections to FrontRunner on the north and the south end in addition to Trax. Perhaps also running along 700/600N to provide additional frequency along that corridor with the 205 bus.	
26	Very eager and glad to hear about 126 - South Valley Regional All-Day Service bus. I would be nice if Route 126 would run on Weekdays at 30-min frequencies rather than 60-minute at the very least.	
27	Is there anyway the route 47 could run every 15 minutes?????	
28	Route 126 and its service to Herriman and the SLCC Herriman Campus will be a great benefit to the students, faculty, staff and administrators attending this campus. I am a professor who teaches there and that is the commonly expressed need from my students, from when we opened the campus in Fall Semester 2023. The proposed route & its stops would allow me to use it to commute from Utah Valley (Orem Station) to Herriman campus. Thank you to everyone who has made this change possible. One request: Instead of hourly, can it be every 30 minutes during the AM & PM commuter hours like we see with FrontRunner's schedule? Some of my Herriman students also come from Utah County, from cities like Eagle Mountain, Saratoga Springs and Lehi. And please continue to provide us to use our UTA chip to "tap on/tap off" for trains, Trax, buses, etc. Students appreciate that benefit. But so do faculty, staff and administrators.	

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29	I take the 640 everyday to get to weber along with other students. I planed to be taking the 640 all winter and for the next continuing years. I would not like this bus route to change anything. It is fast and efficient and makes school life easier knowing I have a safer and much more reliable transportation route. I value your time in listening to my response, thank you.	
30	Some bus routes need to end at later times.	
31	I need to ride the bus everyday to work that's why I don't want them to get rid of it	
32	While I am excited that route 126 is finally providing service to Riverton (and less than a half mile from my residence), its 60-minute frequency will make it difficult for me to use for most trips. I understand that it is expected to be upped to a 30-minute frequency in 2029, but by then, I am concerned that the Riverton public will dismiss public transit as "slow, infrequent, and impractical," as many often do. Another concern I have about the route is the detour it takes along Sentenial Ridge Blvd to serve SLCC and the RSL training facility. While I do think that serving these places is important, I personally think having a loop with 15-minute frequencies to cover this detour would 1: improve travel times to the redline from most of 126's service area, and 2: allow people in the neighborhood between Mountian View Village and SLCC to get to either location with increased convenience, making it so that people in this neighborhood can easily get on a bus to get to school, to get groceries, or to get to a good meetup/hangout spot, increasing the likelihood that the portion will get lots of ridership. One could even make it so that this 15-minute loop goes all the way to Daybreak Parkway, but that may have too much service duplication with 126 and/or be too costly to implement. I personally think that simply changing the Sentenial Ridge Blvd detour into it's own dedicated route with 15-minute headways wouldn't be extraordinarily costly, and if the scheduling is handled properly transferring to 126 won't be much of an issue.	
33	My changing the method of fare, ease will be increased for some but made more difficult for others who can only pay cash! Especially unsheltered and low income folk who don’t regularly have access to phone (data, etc) or a bank account to load up a card! Elimination of transfer slips will also massively decrease accessibility for folks who are tight on income - $5/ride one-way is not acceptable fare, and will only result in those unable to pay being ticketed and further into debts.	*Fares
34	I saw in the Draper email newsletter for upcoming events that there was an open comment period for UTA service and fare changes.I don't have any comments about those particular changes, but I do have a suggestion/question.I would love to see the Via services expanded. My son has mild autism and doesn't drive. We live in Sandy at about 12300 S & 1300 E. He is familiar with the UTA system and will sometimes take Trax to and from his work at Megaplex at Jordan Commons. However, he also has knee and foot problems and it would be so nice if he could get corner to corner service from our house to the theater. (Right now, as far as we can tell, Via only goes to 106th S instead of to 94th or 90th S.) Do you think that will ever be a possibility?	
35	I myself ride at 640 Monday through Friday. I catch the bus at seven in the morning and I get off at the stop that is on 4400 south and 1900 W. I would really like you to consider not pulling any stops. I am a single mom and I work at Focus Services right there on 1900 W. the bus system is my only way of transportation to and from work I also see a lot of kids that ride the bus for school that is off 1900 W. in Roy. So when you are making these decisions, please keep those that were able to make the meeting and thought as well. Thank you for your time and reading this	

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36	I take the South Ogden #625 bus everyday from the Harrison and 20th Street bus stop to Weber State for work. And I take the #625 northbound home. I hope that there will be a replacement route that will run from 20th and Harrison to Weber State University.	
37	I would like to see some kind fixed route service in West Kaysville, such as a bus route along Flint St./Sunset Dr. or maybe in the future, a rail service along the Denver & Rio Grande Western Rail Trail Corridor.	
38	I'm glad Route 218 is returning to half hour service.	
39	Will the On Demand Service also service the American Fork area?	
40	Hi, is there any discussion within UTA and/or with the city about the possible benefits of implementing the Rio Grande Plan in the future? Possibly creating and moving the central hub, including FrontRunner, TRAX, and buses, closer to downtown and the Revitalization Zone? Thank you.	
41	Will the North Weber On Demand Zone serve Ogden Station or do you need to transfer on 12th Street to a bus?	
42	Agree with proposed changes. I was not able to find bus stops for the new Route 126. I'm hopeful there are bus stops near Autumn Moon Lane in Herriman.	
43	I am excited to see regular scheduled service returning to Herriman on the 126 route. I was hoping the route would travel Rosecrest Road/5600 West between 134th to Moutain View. The proposed route traveling on Mt View Between 134th to The RSL area seems to bypass a significant area. Are stops planned on Mt View Corridor?	
44	Please speed up the 473 express route. It often gets ahead of schedule and waits to get back on schedule. Please review the scheduled stops for this route and reduce the time between stops.	
45	I'm concerned about a board of trustees caring more about money than the community. Please don't take away our free public transportation in this time of stagnating wages and skyrocketing cost of living.	
46	Bus 628 should remain free fare. With prices going up on everything, we as a community need this affordable constant. Some of us who don't have cars or can't drive depend on having this free fare service for shopping and getting around and changing this free fare would make it harder on us in the community and as individuals to financially get around.	
47	I like 470 as one long ride. But the connection to TRAX on the south end needs improvement. It is currently over ONE block from bus stops to a TRAX station. Dragging luggage in winter slush is a long haul. Currently we are allowed (THANK YOU) to ride 470 SB and exit really close to the Courthouse TRAX station at Stop ID: 125019 500 S / Main St (WB). Would you please consider beginning 470 NB at a NEW stop located at 40.76052, -111.89156 on south side of 400 South before crossing Main Street heading east then turning north onto State Street. Trips to Salt Lake County (and the airport) and the south Davis County area would be easier and quicker - no other transfers needed. Making Stop ID: 125019 the official end of 470 would be nice too. I saw a 470x option. I assume and glad that it went away. 470 is a reliable and needed N/S route especially when Front Runner is not running.	
48	Route 126 will be a nice placeholder, but I especially am hoping for a more permanent LRT solution spanning 12600 and linking us more permanently and efficiently to the rest of the transportation network. Especially with the growth of Herriman and increasing traffic volumes on 12600, we need more viable alternatives to driving to connect the East and West. A bus route is fine for now, but we need more!	

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49	I'm working towards going car free and currently the lack of reliable, readable, and frequent public transport makes anything other than a car nearly impossible and very impractical for anyone living on the west side.	
50	I like all these changes. Glad the reduced routes are finally going back to what they once were.	
51	Keep the Trolley free tor ride...To 'align' this with other buses is simply a dumb idea. Keep it free.	*Fares
52	Why don't you have late night TRAX or buses to/from the airport? This is a service failure.	
53	Please make 551 run 24 hours because Amazon runs 24 hours and there are a lot of people that ride that bus	
54	I believe that UTA needs to work toward the creation of the Rio Grande Plan. Failure to do so would negatively affect SLC for years to come.	
55	We really need later service on the route. People working downtown have to get home and we really should've service leaving downtown at least to 11:30 at night. State Street and 900 East buses are not enough. Nothing in between. Have to take Ubers or it is a safety issue getting home. I would take a bus that left downtown at 11:20 at nine or so four nights a week and that's just me. I'm sure there's other people if they knew there was a way to get home would use the service As well. We are a bigger city now other bigger cities, such as Portland, Oregon and places like that have services this late. Why are we not having services this late? We are big enough to have services this late. I see that you're going to increase the service to 15 minutes in another year or so But we need more late service than that. I know that I am not the only one that feels this way. I do not know why we cannot have late service on this bus route. It's right smack in the middle.	
56	The Provo to Spanish Fork route, maybe consider a drop off along Main Street near the Spanish Fork airport. Could be beneficial to the couple of businesses in the area and the students (like me) at the various flight schools there.	
57	I work at the airport, and there are lots of visitors who experience long layovers, or only visiting for less than a week. I think they would be reluctant to use an app for such a short period of time. Also a lot are asking if UTA provides a 3 day or week pass.	
58	I would love it if you support the Rio Grande Plan and utilize the Rio Grande Depot in the future. Moving the central station closer to downtown by doing so and having a beautiful place for people to meet and catch their train or bus. It would be easier for people to come in and out of downtown during games once the entertainment district is done. Less heads with parking and traffic. Also keeps the trains from blocking east to west downtown access. So much good could come out of it along with many problems solved.	
59	My son will be attending Hillcrest High School in 2026; 1.7 miles from our house in Sandy. We live along 700 East and there is no bus along 700 East to Hillcrest and we live too close to qualify for district bussing. 700/900 East between 9400-7200 South is needed to get to and from school. My son also takes after school classes on 9400 South and 700 East.	
60	I would like to see more bus service in southern Utah County, such as more later hours getting to and from Payson between Payson and Provo. Last bus leaving Payson during the week is really early--9:21PM. I'd like to see that go an hour later, to like 10:21PM. Glad to see a UTA 823 bus getting added for southern Utah County. Bus Route to Mapleton would be nice. There's currently no service in Mapleton.	

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61	Your web site says there are plans to realign route 871 in Utah county. I'm not sure what that mean. What really really needs to happen is to align the 871 schedule with the trains in the morning when they switch to hourly. Right now, it I catch the train at Provo Station anytime after 8:15, the 871 bus is off if the train schedule by 30 minutes. I have to wait 30 minutes at the Lehi station for the 871 bus to take me to the Adobe building. It would be nice if there was an 871 bus waiting everytime a train arrives at the Lehi station.	
62	I think the UTA vans need to expand to the warehouse areas by the airport where the buses don't normally go.	
63	I don’t use any of the routes changing	
64	Build the Rio grande plan!!!!! Do it!!! I don’t live in slc but this is something that has the possibility to really transform the city.	
65	What happened to 35M route? An enormous amount of money went into building it and now it sits derelict. Either re establish, upgrade to a trax line from WVC Central to Magna, or surrender those lanes back to the state. Stop ignoring west side needs!	
66	The proposed bus route 126 sounds like a great idea. Connecting the southern end of the red line with Frontrunner allows for the southwest part the county to connect with Frontrunner without first having to head north to Murray to head south. But I believe the current route of heading South along Mountain View to Academy Parkway makes the route impractical for many. The route should instead be more direct to connect the red line to frontrunner. It could continue along 13400 S instead of the current route.	
67	I understand the need to connect SLCC Herriman to the bus network, but that needs to be done with a separate bus line. The indirect routing makes the route really unappealing to use.	
68	I am very glad about the 627 bus going to the fruit heights park and ride. Throughout East Layton it was difficult to get to main street without going all the way to Farmington station so this greatly helps with that.	
69	Need to keep the 625	
70	I feel that the 470 should still loop Davis Tech. Davis Tech is a growing campus and the bus drives by it anyways. It shouldn't have to sit and wait at Davis Tech, but a couple minutes should be taken to service what is a main stopping center. A large number of students at Davis Tech have bus passes. If it was some location that is rarely used, I could understand, but this is a main stop for students who are traveling from the South.	
71	I wish there were more bus services that served the Lehi office district. I'd love to take public transit to work, but nothing really services where I need to go. I work at the Ancestry building in Lehi, specifically. UTA used to service the Ancestry building. Now that a lot more companies are in that area, I wish UTA would service that stop again.	
72	Please consider bringing services to L3 Harris and the other businesses along 2200W from north temple station, it remains an untapped population of ridership for people commuting in from areas outside of salt lake	
73	Seems fine	

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74	No huge comments, just please expand TRAX in slc. So many people could use it if you took it across South temple, down 7th E and 13th E, and down to Liberty Park. Make it a bigger square of local customers instead of people headed to work. tRAX could be perfect but for some reason it goes out to daybreak? Just strange	
75	Not much; I don't use any of the affected routes often	
76	Why in the world would you start charging bus fares when it's my main way of getting to and from work because I don't have a car, this is ridiculous. "we wanna be like everyone else" no clearly you guys want everyone to ride less and hate you more with all these ridiculous changes being made.	
77	It would be great if this included Frontrunner Sunday Service. You guys don't need to wait until you have a dual-track system; you can start small and perhaps have Frontrunner service end earlier on Sundays.	
78	Frontrunner service for general conference would be great. Also early front runner service for RootsTech on Saturday. I use Frontrunner for doctor visits in Layton from Ogden so better connection to/from Tanner clinic would be help. And McKay Dee Hospital from main library is a must for me.	
79	I don't have specific feedback for the changes proposed, but I would like to see more public transit run on Sundays, specifically uvx and the frontrunner	
80	I'd love to see route 223 come more often. I would love to support better working conditions	
81	I do agree that employees should be compensated fairly but I do not understand why that has to be charged to the riders. They should be treated properly regardless of if I pay 2.50 for a previously free route.	
82	STOP F*CKING CANCEL ROUTES AND LOWER THE F*CKING PRICE. YOU GUYS ONLY F*CKING CARE ABOUT MONEY.	
83	Changing the fare system to this method will be less inclusive, and less equitable, especially to those who do not have access to technology or the internet. I currently use the app and pay for exactly what I need, and I would hate to see UTA operating on a prepaid only system. I would be much less inclined to spend money riding UTA, especially if the monthly fare options are dissolved, because I would worry about spending too much money and not using the money I have pre paid for services I don't use. This method of payment is sneaky and sly to collect money that isn't going towards use of services. There needs to still be OPTIONS for paying the exact ticket amount, a monthly pass, and using cash for those who aren't as privileged to have access to technology for this new proposed system. Many of UTA riders are those who come from less privileged backgrounds and have low income or disabilities, and by implementing this change, UTA services will be inaccessible to a large portion of its current users.	
84	Please include a bus route that goes from FrontRunner or Trax to Hogle zoo	
85	Yes	
86	The free service that is offers is important to our community. If the ridership number meets a threshold, I would ask that the service remain free to the rider. Our community benefits by reduced traffic and it allows individual who don't or can't drive or own a car autonomy .	

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87	I work on 1700 E 1300 S. I use the 4 and have to walk over a mile on a 4 mile journey. We need increased route coverage, not new trains. Route 220 has moved from 1300 E to 900 E. All routes go through the University. University has enough options. I commute at 4:30 am when there are no options. I work on weekends when there is only service once an hour. We need expanded times and frequency.	
88	We need the 625 to go up the hill. Lot of people still use that bus and alot of us need it to come up that hill. Cause lot of us don't have cars and are not able to walk the hill. So we need that 625 to continue to come up the hill.	
89	I have seen how impactful UTA on demand has been for my family in Salt Lake County who have low-incomes. I think expanding access to UTA on demand in Utah County will be of great benefit as well.	
90	It would be most helpful for more regular weekend schedules. Many people work on weekend, including myself, or just want to be able to get out and do stuff. I talk with many people on the bus and train who also share this need for better weekend schedules.	
91	I use bus 213 every day for my commute to the U of U Medical Center from 1000 E and 7800 S. It would be great if the buses run every 15 min during the peak hours. Please build a bus stop near the Sugarhouse Health Center. The existing bus stops are not easy to access.	
92	I mean, I'm not sure what is being referred to in this.	
93	super excited for the new 219, the southwest county desperately needs more service	
94	The 823 in particular will be helpful to me, as well as the 126 over to Zion's Bank Field when I go to Warriors games - won't have to drive there anymore!	
95	I don’t think that would be convenient because lots of people use this as their main transportation and as a means of getting dropped off closer to home especially during the colder seasons!!	
96	Better working conditions and expanded services are the main selling points for me- as many people as possible should have access to public transport services as possible, and you should be able to guarantee that access while treating your employees fairly and well. UTA would be able to support the community by communicating with information media, like radio and news stations, and even social media- in order to spread word of construction progress, any potential impact the construction would have on roadways, and timelines for how things are proceeding. Signage at UTA stops and information on any website you may have needs to be consistently updated and current so that the community you are serving knows fully well what is going on in your process.	
97	I think they shouldn't get rid of the 628 midtown trolley and the 601 trolley those buses are really convenient it's easy to get around and get to doctor's appointments and everywhere else and they shouldn't get rid of zero fare because allot of people can't afford to pay for fares all the time and im one of them ,this is just reduclues and out of hand and not to mention it's ruining what the people had released the trolley and zero fare that they put out for people years back. I disagree on the plans for route 628 and 601.	*Fares
98	Restoring the routes in Salt Lake County that were previously affected is greatly appreciated.	
99	I’m frustrated with elimination of zero fare routes. I would rather work with cities to lower fares and increase ridership. Having little to no service from FrontRunner to pleasant grove boulevard makes it difficult to use UTA as a primary transit source to my work. It requires a 4 mile bike ride from either American Fork or Vineyard station. Without bcycle or a bus route between these areas there’s a public transportation gap.	*Fares

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100	I think by doing away with transfer tickets because u pay cash is wrong. A lot of low income people do not have accounts at institutions. Cash maybe all they have. U are penalizing the low income and homeless by making them pay twice or more times because they only have cash. The rest of the changes I thought were great.	*Fares
101	I'm not a fan of discontinuing fare-free service on Route 628. Calling the new TRAX station "South Jordan Downtown" is terrible. Downtown South Jordan is 5 miles away! It should be something like Daybreak Central Station to match Daybreak South Station and Daybreak North Station. I'm glad to see Route 218 service to downtown South Jordan restored to 30 minute frequency.	
102	I think things changes will impact in a huge way the limited resoruces the homless- disabled, single parents, low income that dont have a car- Will impact the limited budgests and make their life more compliocated instead of easier.	*Fares
103	Don't care	
104	I don't really see an issue with collecting fare for the 628 Midtown Trolley.	*Fares
105	Make the schedule match reality. For the last few months the train leaves the hospital late, average is 5 minutes late on a regular basis, so just change the schedule	
106	These changes do not support the community that utilizes UTA on a daily basis. There are often folks who do not have access to a bank account who may need to travel. Maybe your plan is to eliminate those folks from these services, which to that I say, shame on you. You are creating a larger barrier for our underserved community to access these services. Not only that but taking away the free fare zone is greedy.	
107	Nice to see the 220 back on 1100 East!	
108	It would be extremely beneficial to me personally to extend your services to Provo airport. Not having to park there or arrange a ride is simply a must-have from the UTA.	
109	I am generally against all changes that remove zero fare zones, but if they allow you to improve service, especially by improving frequency, that would be great.	*Fares
110	Also, stop being so territorial with Park City's busses. The 107 bus should be allowed to drop off in Salt Lake, especially as it's faster than your busses going through SLC.	
111	Get security guards on trax. Every train should have a security guard that checked for passes and gets the homeless and mental health people off the trax.	
112	The red line should increase service until 2 am. A lot of people will need to get home in the later hours and this will help get them home safe. Increase red line from 15-30mins to 5-15 mins service and have them coordinate with other Trax lines for quick smother transfers. Have bus drivers stop at the curb at their bus stops instead of on the street will the passenger needs to walk into traffic to get on board. Bus drivers are currently blocking bike lanes and creating unsafe boarding and deboarding expectations for passengers. There should be an upgrade to the digital signs at transit stops that tells passengers real time information on when the bus will pick them up at their stop. And, have a moment where signs say "Arriving" and "Departing" to let passengers know at what point in the stop that the UTA vehicle is currently positioned at the stop. This gives a longer moment for passengers to board and be mindful to wait for the next UTA vehicle at a stop. And, stop making bus stops so close to the edge of a pedestrian pathway. It is not safe to be so close to vehicles passing by that can throw something at a waiting passenger or else.	
113	I would love the Ogden Station to be brought back!!	

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114	I take the train to work and school almost daily! I have been for years. Many times I've been left stranded in the cold if I was just 1 minute late for an entire hour. It would be great to see one more cart added so more people don't have to squish during rush hour. It gets so stuffy on the train when I have to ride it before and after work. It would be even better to have the front runner run every half hour. Even every 15 minutes during rush hour.	
115	I think having a station down in Spanish Fork would be useful.	
116	Also, the wifi is SO BAD I took the train to be able to do homework or work on my laptop but I always have to use my hotspot. Many people's meetings or assignments get interrupted by the poor quality or band width of the WiFi'. Please, this is not sustainable.	
117	Fares for the 628 free trolley will impact not just me but a lot other because our expenses are limited. We should be able to continue to ride the 628 trolley for free because it's also only a short distance of a ride and it's only for the Clearfield and Layton area.	*Fares
118	I strongly feel that we should be able to continue to ride the 628 free trolley for free. For starters, the 628 free trolley only stays in the Clearfield and Layton area. It's a short distance ride. To have to pay for a short distance ride from Clearfield and Layton especially when Clearfield is next to Layton in cities doesn't make sense. A lot of people depend on the bus and takes the bus because of how expensive uber or Lyft is and because how expensive it is nowadays to get a car. I don't only speak for myself when I say that our funds are limited. Whatever income we have we need to save for other needs and necessities. Saving our incomes on the side for future purposes will help us in the long run but we can't do that if we always have to continue to spend our money on the bus that is suppose to be free.	
119	I hate the idea of having a route run through Herriman to SLCC and the Real Salt Lake Academy. It will run through a street that kids cross to go to and from school and bring unnecessary traffic to the area. I seriously disagree with this.	
120	I figured the 601 would cost money I love 601 because it was easier than walking to get a sticker because eventually ogx not going to be free for long as well but losing 625 to go up to the St benencit Manor do you know understand there older people and people that have a hard time up and down that hill. I even struggle up it and so without it how do I visit my friends up there. Anyways I understand changes but it is what is.	
121	Mid	
122	Any expansion of services is welcome. More routes/services means I and others could ride more.	
123	Not specifically on proposals, but there should be an 8 pm Frontrunner that passes through Draper to provo	
124	Everything looks good, I just wish the new 860 route could get added in 2025 instead of 2026	
125	Please add sundays to frontrunner train schedule permanently!	
126	We need earlier trax. Services	
127	No impact. But would be nice to have the 217 and the green line coincide better. A 15 minute wait in the cold is terrible. At least have heaters at the stops	
128	Uta bus service is awesome but there are changes that I would like to see the buses running more often during the winter more shelter at bus stops bathrooms close by heated areas by bus stops more light at night around bus stops trax trains with level entry areas buses in all areas more on time service	

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129	It would be cool to add a train/ light rail connection that follows the old Provo canyon line into Wasatch, maybe it could have a stop at Vivian park that then has the Sundance Ski Resort UTA bus route. Maybe the line could even connect to the front runner/ Amtrak lines in West Provo/Orem.	
130	Maybe it could be a project that uses 2034 Olympic Games funds if that's an issue? Like the flattened area is still there from the super old train line.	
131	Change can be good. Id like to see more services than less.	
132	I was really hoping in 2025 or 2026 we'd have some kind of reasonable service in Utah County. Sadly, we do not. It's the land the UTA forgot. I live 2.4 miles from the American Fork Frontrunner station -- yet there is no way for me to get there on the UTA system. The official route is to ride the 850 bus for 20 mins+ to the Lehi Station. That doesn't include the walk time to bus, since apparently the only bus route in Utah county is along State Street. A real public transport system would feed to other busses and would at least, bare minimum, go to the commuter train station. In Provo, I do not understand why there can't be a shuttle or bus available to meet the trains -- at best they come twice an hour, most of the time once per hour. There could be a minibus easily -- even charge extra for it. The largest employers in the area are BYU and the Intermountain Health, yet there is no useful way to get to those locations from the station. The UVX doesn't get you to BYU -- it gets you sort of near the outskirts of BYU. I know this is BYU's fault, but perhaps open negotiations. I have used the Frontrunner to get to the airport many times. I travel frequently and would use it every time, but often I simply cannot because of the infrequency of service. If my flight lands at 9:30pm, I might make the Frontrunner, or I might just be standing in on a platform for an hour in a sketchy part of town with no protection from the elements (in a climate with extreme heat and cold!). That's if I'm lucky. If not lucky, I'll just be stranded in Salt Lake for the night with a prohibitively expensive Uber as my only option (should have just driven and parked!). And, of course, there is no option if you arrive on Sunday. The same infrequency and early end of day is a problem for attending any cultural activity in SLC from Utah County. I would prefer to ride the train to see the symphony or a show, but the odds are too great that I'll get stranded. Having lived in other cities with public transport that actually serves the needs of the community, the UTA system earns a D+ grade from me. The lack of service on Sundays, the paucity of bus routes, the early close to the system, all render it essentially useless for me. I am forced to be car dependent, despite my desire to leave the car at home. And lately, I don't always feel safe on the Trax -- is there a possibility of policing that better? I do realize that the UTA is hampered by funding challenges. But, it seems to me there is a "chicken-egg" thing happening -- routes don't meet the basic needs, so they underperform; underperforming routes get canceled, so we are in a death spiral. Nothing in the 2025 or 2026 proposed changes will improve any of this. You are making changes around the edges, but not addressing actual service.	
133	necessary	

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134	I really wish you would give better service to the offices in Lehi. I work at the Ancestry office but you don't service the bus station there anymore. That stop used to be serviced by the 863 line but stopped after covid. I want you to know that both the Ancestry and Xactware buildings are busy again. A lot more space has been leased out in the buildings to other companies. I wish that stop would be serviced by the 807 or 871 line. I know you're making changes to 871, but I don't see any changes being made to the limited bus routes, so hopefully you'd consider adding the bus stop to 807 as well 🤌 I had to wait over an hour to get to work on i15 today, because of the northbound car fire. I don't have any other viable options to get to work.	
135	The most vulnerable people shelter has a lot of wheelchair and walker required clients and the bus stops are at least a block and a half away. I was wondering since I've done this myself where were paying, doing deviations frequently. And instead of doing a deviation all the time, seeing if route F925 and the route F525 and route F590 can be deviated onto Harrison Street or Monroe Street and brought up here and gone back or something. We also have at least 4 new apt complexes on this street that were not here 2 years ago. So, you know all of these places have opened with several people in the last 2 years, so I was just seeing if you guys could make it more accessible and make it apart of the route instead by deviation all the time.	
136	Please expand your service to Alpine. The VIA program would be a real boon. Seniors there are stranded since Utah County doesn't provide any transportation support.	
137	this looks good	
138	I love the idea of having more transportation this way I don't have a car and sometimes on demand vans are booked and having to pay Uber is a hassle because it cost me and kids a lot	
139	Please extend night time travel for 205 to 11:30 Pm so people can get home from work	
140	I am so happy that bus service is being restored to the Southwest part of the valley! Via has been difficult with scheduling and I depend on it to get to and from my job. However, route 126 seems incomplete. As the bus travels up and down Mountain View Corridor between 13400 South and Real Salt Lake, it doesn't allow for any stops. I feel it would be much better if it went up through the neighborhoods there, Rosecrest Road.	
141	Thank for changes to try to connect the southwest Salt Lake County with route 126. This will potentially help my commute to SL City for work if the hourly service works well in connecting to the train lines with normal working hours 8-5.	

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142	Regarding regional route 126: I appreciate that public transportation is finally coming to Herriman. It is desperately needed. However, this route fails to solve anything. The route is trying to do too much by connecting Draper, Herriman, and Daybreak. I think it would be much wiser to start with a route that actually transports people to local destinations where they want to go, rather than just trying to connect Trax stations. I think an ideal bus route would connect to shopping areas. Here is an example route that would work better than the proposed route: 1. Herriman City Hall 2. Smith's at 13400 S and Rosecrest 3. Walmart at 13400 S and Fort Herriman Pkwy 4. Mountain View Village (west side) 5. Mountain View Village (east side) 6. Costco at 13126 Eagles Flight Rd 7. Daybreak downtown 8. Daybreak Trax 9. Smiths on Daybreak Pkwy and Mtn View Corridor 10. Winco at 11800 S and Mtn View Corridor 11. Return to Herriman City Hall Also mix in several stops within neighborhoods that are along this route so people in those neighborhoods can get on/off near their homes. THIS is a route that people would use - not the route that you have proposed.	
143	I am not even sure where to start. We live in Highland and have one car for a 4 family household with teens/young adults trying to get around utah county and salt lake county. The fact that there is no bus service that regularly runs through alpine/highland with access to the thanksgiving point and american fork front runner is ridiculous. That there is no bus service at the american fork frontrunner is crazy. Even a small shuttle bus that would take someone from the front runner to the bus stops on state street would be an amazing feature. Public transporation isn't even an option for getting people from Highland to Orem/Provo because of how convuluted the system is and how long it takes.	
144	The traffic in this area of sentinel ridge blvd is already unmanageable. Now we add all the extra traffic having to divert due to bangerter closures, and wanting to add a bus route? Insane. They've added 2 separate lights and an entire road to Mountain View, and it's still a nightmare out here. Peopld that need to use UTA can use the UTA vans provided by VIA, uber, Lyft and whatever else they've been doing. Adding ANOTHER service to the already unbearable area is a terrible idea.	
145	Would like a bus that goes to AF frontrunner station	
146	Services connecting to the American fork trax station to help alienate traffic on Main Street going to your station.	

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147	The fact that there is no Sunday frontrunner, or earlier/later times is absolutely ludicrous. The WORKING CLASS predominantly uses public transit. Get over the LDS the sabbath is sacred bullshit and take care of the community that would use these resources. Working class also uses public transit earlier and later, which you don't provide. If you are going to offer Sunday frontrunner during General Conference weekends for the LDS church...do better. Also your fares are not affordable and I am constantly trying to find resources for those in poverty that they cannot afford a car, they have limited resources, and they can't even afford to take public transit. Do. Better.	
148	Thank you for the new bus routes in Riverton and Herriman! They will have such a big impact.	
149	Yes	
150	We need routes extending into Herriman so those of us in this area can use this service more. Right now busses hit only the easternmost part of Herriman.	
151	Route 126 needs to be a 30 minute route, this connects a front runner and trax station and the route would be much more effective with more frequent stop. I live near the trax station in daybreak and work adjacent to a stop. With more frequency I would actually use the bus. As is, I wouldn't risk the bus because missing it would make me extremely late to work.	
152	My son uses Via daily to get to work in South Jordan. He does not drive so it is a real asset to him. I would hate to lose that service.	
153	Modified 640 is great! But what about adding some kind of smaller shuttle service south on 2000 all the way to the roundabout connecting bluff, gentile, Gordon, and 2000, to go to Layton station and then back through to clearfield? It would add commute options for folks all through syracuse and West Layton, from students, to commuters heading to Ogden or Layton or SLC? There is a LOT of housing down there that could use some shuttle service... And businesses in West Layton could benefit, too.	
154	I would really like for service up to Hogle Zoo and this is the Place to be brought back. Several employees used it regularly to get to work.	
155	This is helpful, but it would be better to go to the front runner station in Draper. I think the route needs to go further west as well at 13400 S.	
156	Major impact!! Keep it the same!!	
157	Don't even bother with route 126. Hourly service on weekdays only isn't going to keep me from driving. The service is too infrequent, and no service on weekends is ridiculous.	
158	If possible, please have the 213 bus come every 15 minutes from 7-9AM during the school year/semesters (University of Utah). There is often only standing room available especially on Tuesdays and Thursdays.	
159	The 205 needs to be increased to run every 15 minutes.	
160	There should be no change	
161	I am unable to drive so I am stuck on public transportation. My ex refuses to comply with the court order and she lives in Eagle Mountain and there is no bus service going to and from Eagle Mountain.	
162	I'm really excited about the proposed 823 route! I would love to see this route run at times slightly off from the 821 route, especially later in the day. As someone who commutes between Springville and Provo for work, including shifts that end at 9:00 PM, it's nearly impossible to get to the Provo Transit Center to catch the 9:18 PM bus (821) back to Springville, and the only other option that late is the 10:18 bus (821). If there was another option in between those I would be more likely to take UTA 5 days a week rather than 3 days a week.	
163	Speak with Honolulu transit officials. They have a great, easy to use system. Could probably get some useful information from them.	

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164	It would be nice if you adjusted the schedule for busses and TRAX that go to frontrunner stations to come to the stops 5 minutes earlier than what they do now. When they are running a few minutes behind on the current schedule you miss the frontrunner and have to wait a half to a full hour for the next one. They are late quite often.	
165	I'd ride more with more times to ride! Mid day busses will help me reach clients	
166	Probably too late…I LOVE UTA! Been using it Mon-Fri since 1991. My comment is 3 words that I was so proud to see happen: FREE FARE FEBRUARY. Do it in 2025 and every year!!	
167	I like the idea of Herriman getting a bus	
168	I am looking forward to Route 126 to visit my mother who recently moved to a care center near 3600 W; thanks for the new route!	
169	If the Frontrunner operated more frequently (every 20 minutes), I'd probably use it to get to the airport or travel to downtown SLC. Full service on Sundays is an absolute must. Late trains departing SLC up to Ogden on Thurs-Fri-Sat.	
170	You need to ad busses on Sundays for people who work. Not everyone has Sundays off nowadays	
171	Northwestern Weber County is horribly underserved. Its bad enough the Pleasant View station is sitting unused...but how about bus service west of I15 along Route 126 in the Farr West area? We have nothing. Also...make it happen to get the Pleasant View Frontrunner going again. And hello....SUNDAY FRONTRUNNER SERVICE! Completely unusable to the airport and other places because of the lack of service times. A lot of us do things on Sundays. I see nothing in the changes helping these areas.	
172	I am opposed to this proposal. It will cause way too much traffic on angel street and we already have enough. We have nothing for the kids to walk across the street safely as it is! Do not do this to us!	
173	I do not think you should cancel the trolley in Ogden. It was wonderful to have and so helpful in getting around.	*Fares
174	Not accepting cash payments does not take into account those who do not carry money in checking accounts and only carry cash (such as the unhoused folk)	*Fares
175	I have had mediocre experiences when it comes to disability accommodations. Despite the signs everywhere, individuals with strollers and not disability specific walkers or wheelchairs use the ramps and populate the seats making it extremely difficult to use this public transportation. Especially when there is no intervention from the employees.	
176	the changes look great. unfortunately, it took a little longer than anticipated to open the PDF. it should be a lot simpler, but have a PDF version if wanted/needed. putting a simple table would be a lot easier to read and understand.	
177	If you change route 627 to go down main street (there are already so many buses servicing main street) you cut off everyone in clearfield relying on 627 to get to clearfield station for work or to the grocery stores. Especially along 1500 east clearfield. There are no stops close by along 1500 east that are easily accessible to those who need it. We won't be able to get to work. There are no stops along hill field road at the south of the base we can walk to. You literally are cutting off a whole community of people who live in the area that will no longer be able to get to work and get home.	
178	Rio grande plan is the only viable long term plan. Period.	
179	My comment is in Q. 6, and is directed toward the anticipated technology change.	*Fares
180	Al public transportation should be fare-free.	*Fares
181	EXTEND FRONTRUNNER SERVICES TO INCLUDE SUNDAYS	
182	Do not decrease the zero fare zones. Increase them.	*Fares

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183	The 871 needs to continue to service 12300 South in connection to the Draper Center Station. Since the removal of the Flex it is the only connection to the main straight of Draper Peaks that is reliable, as On Demand frequently has waits of over an hour in that area, IF you don't get the "too many requests" error. It is already a pitiful option that runs far too infrequently - to change that part of the route in order to service Sandy Civic instead would make it impossible for those of us working on that strip to get to our jobs. Do not keep trimming public transit options for Draper.	
184	I heavily disagree with removing the free service for the Layton Midtown Trolley (Route 628). As someone who uses that line on an extremely regular basis to get errands done as well as for my commute, it would be a hassle to have to budget more money aside just for this service that has been free for as long as I've been using it. We need to have local lines that are either lower cost than the regular lines, or entirely free like the Midtown Trolley has always been. I do, however, like the extension of the 470 route to include Layton Hills Mall. It's been a hassle needing to walk up to, or ride the 628 line to Antelope Dr. to access that line, so the proposed change will make things a lot more convenient.	*Fares
185	Seeing some of the routes being expanded is very exciting!	
186	One day is great but the fees in general ought to be lowered to reflect accessibility for the low income folks who utilize pubic transport systems.	*Fares
187	Good day I would like to voice my concern of only having On Demand in the town of Tooele. With the overwhelming growth we are experiencing a Main Street bus or shuttle 6 days a week from the park and ride at 2400 north to 400 south and back on a daily schedule would best serve our needs and reduce much of the unnecessary on demand pick up and drop offs please give me a call if you would like more feedback. Thank you	
188	I wish changes could happen faster than just once a year.	
189	By making Route 640 end at Clearfield, it makes it harder for me to access educational opportunities at WSU Ogden and WSU Davis/NUAMES. Route 628 must come every 30 minutes to match the frequency of Route 640 and line up for a connection to Route 640 at Clearfield. However, it is way easier to not transfer at all, and therefore it would best to have Route 640 end at WSU Davis/NUAMES instead of Clearfield Station. Additionally, taking the FrontRunner is not viable because it takes around 35 minutes and around a mile and a half to walk to station because Route 604 comes after the FrontRunner train to Provo departs. Overall, I feel like the changes being made in Weber/Davis county do not benefit that average riders as my friends feel the same way.	
190	I recently started commuting through Layton and taking the 628 trolley. I have a transit pass through my job at the University, so the change won't affect me, but my few weeks being aboard have shown me that people rely on it being free. Why it is in the first place is a great question. Your proposed change to initiate fares on 628, however, will cause hardship on those who depend on its gratuity. Already impoverished individuals will now have to pay or walk, which is what most riders have to decide between anyway. Why do you give people something for free until they're dependent, only to take it away? And what bureaucracy makes changes to the public years in advance?	*Fares
191	I support your decision to make changes to the UTA bus schedule.	

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192	My biggest concern is the tap cards. Keeping them loaded may be a challenge for a large demographic. Many of the riders don't have regular checking accounts. Their debit cards are from employment or government. These types of cards are only recognized as prepaid cards not associated with a bank and frequently are declined as form of payment because funds cannot be guaranteed. The last time I purchased a tap card the vendor indicated that they could no longer recharge the cards. It either had to be done online or over the phone. Using cash at a vendor wasn't an option. If that is the case, that needs to change. Just one more thing. At transfer points like Redwood Rd and 3500 south, could there be a 5 minute hold for all buses to allow riders a safer transfer? I have observed riders risking their safety to get to the next bus. This is an issue especially after 7PM when the buses run less frequently and in the winter when many lack warm outerwear.	
193	Absolutely disgusting the poorer people rely on the train and your increasing the cost and getting rid of transfers it's a money grab THIS CORPORATE GREED is why everyone has a car I work at the airport it should run later into the night it's so disgusting and dangerous I don't feel safe at night on uta	*Fares
194	Vote Rio Grande Plan 2025!	
195	There should be New Year's Eve service for the FrontRunner past midnight into New Year's Day at 1am or 2am like other cities do. There should also be Sunday FrontRunner service. Also consider running one night train shift for eight hours, so it gets to every stop within four hours, which is better than no service.	
196	There are quite a few BYU professors that ride the route 822. I'm just concerned that the commute time will be a lot longer for them. Did BYU approve these changes?	
197	Currently I am a graduate student at BYU in Provo, and live in Payson. On a regular basis (3-4 times a week) I take the 822 bus from Payson to the south BYU campus stop. As I understand, this route will be discontinued beginning in April of 2025. Given how many people use the 822 bus to get from south Utah County to BYU and UVU, I am not sure why UTA wants to discontinue the route. I have spoken to multiple bus drivers about the route being terminated, and all drivers agree that the 822 route is one of the busiest routes in Utah County. As far as I can see, after the 822 route is terminated, it will be harder for me and many other BYU and UVU students and employees to get to the schools. I strongly urge UTA to reconsider this proposed change, and keep the 822 route. I believe that doing so would be in the best interest of BYU, UVU, UTA, and the many riders who regularly use the route to commute to school and work.	
198	He stated that he wanted to see the Tooele Flex Bus on the weekend. He also stated that he would like to be a part of a work group where there will be a study to determine the viability of the following concerns: - Expansion of the airport line to New State Prison at 7200 W. - Expansion of airport line inside of the international center. - Making a loop to the Medical Center to reduced parking space - Expansion of the TRAX service to the hospital front door to make it convenient - Expansion of bus services to Sugarhouse to 1100 E going EB to 900 S to part of Liberty Park going to Trolley Square. - Extension of Sugarhouse Bridge - A study group for a trolley link to the U of U campus - Extension of the red line going to the campus using the Trolley shuttle - Expansion of the Red line train from the U of U to the airport. - FR Service to Weber - Heaters on the covered bus stop. - Electronic Signs inside some of the bus stop to notify the next stop	

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Appendix 5 – Public Comments: April 2026 Proposed Service Changes

A complete list of the public comments received during the public comment period is provided in Appendices 4-6. Note that some comments submitted in in "Service" fields pertain to fares changes and some comments submitted in the "Fares" fields pertain to service changes.

170 comment submissions are included for April 2026 proposed service changes. 10 of these comments pertain to proposed fare changes.

Comments on the April 2026 Proposed Service Changes		
1	Document how people will connect from North Weber Zone 562 to Ogden Station. Will they have to transfer to a bus at 12th street or will there be a disconnected part of the zone at Ogden Station (like what is shown on the map for SLC Westside Zone to Central Point)?	
2	Similar to my comment about the 2025 Change Day, the 455 and 470 and run parallel in sections of their routes, and many riders can use either one to commute to and from Salt Lake City. Rather than having these buses schedules run so close to each other (such that they play leap frog), it would work better for riders to space them out.	
3	Improve bus stops on Riverdale Road where multiple routes would provide transfer points.	
4	Again, i ask you to leave the 640 alone and the Midtown Trolley (628)	
5	Looks good.	
6	I am glad to see Bus 2A and Bus 2B proposed. And hope that it's high on priority	
7	wondering frequency/time for 640 and 645. wondering travel from clinton walmart to WSU ogden and WSU davis and Davis Tech	
8	Depending on the changes in the route of the 640 to the roy station, it might be frustrating and time lengthening. The interactive map shown does not show the route that the 640 would take to the station.	
9	Keep it's out of the south end of the valley just raise the crime rates, homeless and panhandlers	
10	I'm glad to see changes to route 223 to run at 30 minute intervals but this needs to be done sooner than 2026. The bus is often overcrowded during peak times during weekdays.	
11	Primarily, the change to the 640 bus would affect my access to work, school, and other UTA services. It would extend a 10 minute walk to nearly 20-30 minutes to the next nearest service that would get me to where I need to go.	
12	I depend on the bus to go to work and other things	
13	If the changes go through, my mother will have to walk further and miss out on more sleep. If the changes happened they'll effect me by also missing out on more sleep, trying to get to the bus stops and hour or half earlier than I already do wasting more energy than I need to just to get to places like school or work then home	
14	Overall, I am excited. But I am concerned about the Brigham City changes. Namely, I am worried about the lack of circulator service in the city, especially on Saturday, which would be when people might need to go grocery shopping. Would the IMZ be operational on Saturdays? If not, I could imagine it would be hard for folks in Brigham City to do basic tasks that would require going places other than Pleasant View or Ogden (like grocery shopping in town).	
15	No	

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16	I usually ride the 640 bus from clearfield to Weber State University. I don’t want the route for the 640 bus to be changed at all. I want to stay the way it is. It’s the only transport I have of getting to school.	
17	More routes	
18	Not affecting me	
19	2/2A/2B - I appreciate the effective doubling of the 2's frequency that this change would entail. The 200 South corridor is an excellent candidate for true high-frequency bus service (i.e., frequency higher than once every 15 minutes, which is more a bare minimum of good service than "high frequency"). I wonder if there isn't a way to up the frequency in a less confusing way. Having two slight variants on a route is bound to make the system less intuitive to visitors or new users, and adding a loop is bound to slow it down, especially at that notorious roundabout between Stadium and South Campus stations.. Is this proposed change really any more beneficial than just doubling the frequency of current route 2? And why couldn't there be a separate loop route around the U? 4 - The extension of the route beyond Olympus Cove makes sense. Its schedule and frequency should also be expanded. It seems odd right now that the last 4 departure from Olympus is at 8:07pm weeknights, especially considering that the first departure time is comparable to that of the 209, which runs until midnight weeknights. 54 - Yes! More transit to USANA, please. Driving and parking there is a nightmare. Please ensure that on concert nights service continues until the concert has ended. It would be a waste if everyone still had to drive to concerts there. Also make sure that riders can still connect to TRAX at Murray Central from the last 54 bus. 205 - I live along this route, and restoration of 15-minute service cannot come soon enough. Every 15 minutes should be the minimum you aim for in Salt Lake City, not the highest possible frequency. 220 - Shortening this route makes sense with the easy transfer to the 2. Are you really not restoring 15-minute headways, though? If people are going to have to transfer back to the 220 in the other direction, they should not have to wait that long at the U. 223 - The connection to Murray Central makes good sense, and frequency is in desperate need of an increase. One bus every hour is a joke. 601 - Frankly, can we just stop calling bus routes "trolleys" when they aren't trolleys? Trolley buses are a thing in other cities, and they're great, but they're not a thing here. 720 - This route would definitely benefit from an extension, but this extension should only be the beginning. Please connect this route to the Red Line so northern Sugar House and Central City residents can more easily access TRAX! Finally - Still no TRAX service improvements? You can't be serious.	
20	Updating the 205 to every 15 minutes would be AMAZING. The weekday bus is at least 75% full on most rides I take. 15 minute service would increase my use and convenience	
21	Big support for the 2A/B bus routes and the increased frequency of the 205. I wish it could happen sooner but I'm aware that staffing is an issue.	
22	Very eager and glad to hear about 126 - South Valley Regional All-Day Service bus. I would be nice if Route 126 would run on Weekdays at 30-min frequencies rather than 60-minute at the very least.	
23	Have people be several feet of smoking	
24	I like them.	
25	No comment right now.	
26	Bus routes should go for longer at night.	

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27	Don't change it I need ride	
28	If upping 126's service to 30 minutes isn't feasible in 2025, I would very much like to see it here instead.	
29	My changing the method of fare, ease will be increased for some but made more difficult for others who can only pay cash! Especially unsheltered and low income folk who don't regularly have access to phone (data, etc) or a bank account to load up a card! Elimination of transfer slips will also massively decrease accessibility for folks who are tight on income - $5/ride one-way is not acceptable fare, and will only result in those unable to pay being ticketed and further into debts.	*Fares
30	I don't have anything to say about this	
31	I would like to see some kind fixed route service in west Kaysville, such as a bus running along Flint St./Sunset Dr. or maybe in the future, a fixed guideway service along the Denver & Rio Grande Western Rail Trail Corridor.	
32	Agree with proposed changes.	
33	I am looking for reasonable transit options from the Herriman Area to the SLC Airport. The 5600 W express line to the Airport with a connector at the red line seems to be a good option to help with this. Wish it was happening in 2026 or sooner.	
34	The changes sound nice. I rely on the UTA to get around at all, as I don't drive. I want them to have fair wages and good working conditions. I hope the "listening to the community" part is upheld.	
35	The change on 628 would make it harder financially for my shopping and getting to work.	*Fares
36	Did not review in detail. BUT I like the return of buses to the the RIverton area. An idea: if you have a lack of staff. can a route with an every 30 minute schedule be set up that it will be reduced to an every hour schedule due to lack of drivers. Riders are required to check online to see if the bus is on a 30 or 60 minute schedule. This route is known in advance that is can and will change due to staffing. Just a thought.	
37	Route 126 will be a nice placeholder, but I especially am hoping for a more permanent LRT solution spanning 12600 and linking us more permanently and efficiently to the rest of the transportation network. Especially with the growth of Herriman and increasing traffic volumes on 12600, we need more viable alternatives to driving to connect the East and West. A bus route is fine for now, but we need more! I'm working towards going car free and currently the lack of reliable, readable, and frequent public transport makes anything other than a car nearly impossible and very impractical for anyone living on the west side.	
38	If you're going to discontinue 220 service going downtown, please make it go later, or make the 72 go later. I sometimes go to concerts downtown and I just moved to Cottonwood Heights and since I don't drive, bus service from downtown to Fort Union is imperative. Also, service on 5600 S from Highland Drive to 1300 E would be nice.	
39	Seems like a really dumb idea to discontinue the 220 from the U to downtown. Why are you doing this?	
40	I like the 610 route in Ogden: more local, more often. I currently take the 625 northbound in the mornings (with 4-6 other riders). After work I take the 455 southbound (wider range of riders; depending on day, maybe 3-10 other riders) because I'd have to wait 45 minutes for the 625. When I do take the 625 southbound after work, it's pretty empty. And most of the riders on the 455 southbound get off before reaching Davis County.	
41	Nah	

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42	Instead of 15 minutes for the 205 we need later service	
43	Consider looking at a visitors 3 day or week pass.	
44	Let’s get everyone on the same page and support the Rio Grande Plan. It just makes so much sense.	
45	Service on 7th East between 9400 and 7200 South is needed in my community.	
46	Would like to see frontrunner extended further south	
47	It is what it is. I want to request UTA vans by the airport area and further where buses don't run.	
48	I use the 205 bus often and I love that it will be coming every 15 minutes. But…I do not like a change you made earlier. There used to be a stop at 2100s and another at the S line when traveling north. You changed it to a stop in the middle of the two. As I am disabled, this change has made it difficult to use the route.	
49	Build the Rio grande plan!!!!! Do it!!! I don’t live in slc but this is something that has the possibility to really transform the city.	
50	None of the proposed changes affect me at this time.	
51	Almost every rider on route 455 is going to Weber State University. Stopping the route at the Dee event center and forcing all students to transfer busses will be a huge inconvenience which will add over 20 minutes to my commute. The whole reason why I ride UTA is because it was able to drop me off right next to my class so I did not have to worry about getting the shuttle from The event Center to Weber State. If the bus dropped off at the normal spots on Ed Wilson and the upper stop then went to the d event Center that would be okay but stopping at those locations mirror to classes for students is crucial.	
52	Need to keep the 625	
53	Please don't get rid of bus passes or tickets in the movile app.	
54	I feel the 470 as is was a brilliant route. By the time these changes go into effect, I will no longer be using the services but instead choosing to drive my children to davis tech rather than having take two transfers.	
55	A fast bus route that runs between Vineyard Station and State Street sounds great, as long as the bus stops for the 800 n route and the state street route aren't far.. I'd love to see UVX extended to Vineyard Station.	
56	Please consider bringing services to L3 Harris and the other businesses along 2200W from north temple station, it remains an untapped population of ridership for people commuting in from areas outside of salt lake	
57	Seems fine	
58	See above. Charge what you need just expand it in SLC; No huge comments, just please expand TRAX in slc. So many people could use it if you took it across South temple, down 7th E and 13th E, and down to Liberty Park. Make it a bigger square of local customers instead of people headed to work. tRAX could be perfect but for some reason it goes out to daybreak? Just strange	
59	I would like it if the front runner operated on Sunday and holidays. We have lots of family in Salt Lake County and Ogden, and often would prefer to take the public transit to visit them, but are unable to.	

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60	I am very happy with the proposed service changes to the current routes 2 and 220. Although I won't be using them in 2026, I think the changes proposed will significantly increase user satisfaction, without hurting anyone's commute significantly. Coming from someone who used 220 daily (north-bound) for two years and now 2 daily, the proposed changes would not only benefit the U students, but also SLC commuters. On 220, 95% of passengers would be U students, and would get off at Presidents Circle, the only university stop, and very few, if any, would stay to go towards SLC. The new change with 220 going to the Union would increase student satisfaction as many students would have to arduously walk all the way up campus from presidents circle, and bus drivers would have to continue their lengthy route from the south all the way downtown. Transferring this downtown route to another bus 2 route would benefit everyone involved, as bus 2s typically get full during peak hours and can't take any more passengers, while bus 220, again, would only stop at President's Circle, causing it to be more of an inconvenience for students with classes/activities towards upper campus. This change will shorten the drive for 220 bus drivers while also providing students with better access to campus, all the while not negatively impacting a daily SLC commuter.	
61	Again, all I can say here is having Sunday Frontrunner service would be great	
62	Frontrunner service for general conference would be great. Also early front runner service for RootsTech on Saturday. I use Frontrunner for doctor visits in Layton from Ogden so better connection to/from Tanner clinic would be help. And McKay Dee Hospital from main library is a must for me.	
63	Please improve connection to AF station via bike routes all the way from the jordan river trail to the station. Please add several bus stops near the southern part of saratoga springs, as I have to ride my bike 20 minutes to the north end the get on the 806 currently. Please do not expand redwood road or mountain view corridor. ADDING ONE MORE LANE DOES NOT IMPROVE TRAFFIC; IT JUST DIVIDES AND DESTROYS OUR COMMUNITIES!	
64	I'd love to see a way to get from SLC to American Fork	
65	This will prevent so many people from getting to work and seeing family.	
66	F*CK NO	
67	Changing the fare system to this method will be less inclusive, and less equitable, especially to those who do not have access to technology or the internet. I currently use the app and pay for exactly what I need, and I would hate to see UTA operating on a prepaid only system. I would be much less inclined to spend money riding UTA, especially if the monthly fare options are dissolved, because I would worry about spending too much money and not using the money I have pre paid for services I don't use. This method of payment is sneaky and sly to collect money that isn't going towards use of services. There needs to still be OPTIONS for paying the exact ticket amount, a monthly pass, and using cash for those who aren't as privileged to have access to technology for this new proposed system. Many of UTA riders are those who come from less privileged backgrounds and have low income or disabilities, and by implementing this change, UTA services will be inaccessible to a large portion of its current users.	
68	Please include a bus route that goes from FrontRunner or Trax to Hogle zoo	
69	Yes	
70	The free service that is offers is important to our community. If the ridership number meets a threshold, I would ask that the service remain free to the rider. Our community benefits by reduced traffic and it allows individual who don't or can't drive or own a car autonomy .	

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71	Sunday service on the frontrunner is a must to provide consistent and fair service. Current schedule discriminated against those who choose to work, shop, or travel on Sunday instead of stay home	
72	No hope it'll improve my route.	
73	It would be most helpful for more regular weekend schedules. Many people work on weekend, including myself, or just want to be able to get out and do stuff. I talk with many people on the bus and train who also share this need for better weekend schedules.	
74	Please consider having an express bus from Sandy/Draper/Midvale to the U of U.	
75	Again, I don't know specifically what is being referred to hear. Where is this service being changed?	
76	higher frequency on 2a/b sounds pretty awesome	
77	Don't have a particular response to these yet.	
78	I don’t think that would be convenient because lots of people use this as their main transportation and as a means of getting dropped off closer to home especially during the colder seasons!!	
79	Better working conditions and expanded services are the main selling points for me- as many people as possible should have access to public transport services as possible, and you should be able to guarantee that access while treating your employees fairly and well. UTA would be able to support the community by communicating with information media, like radio and news stations, and even social media- in order to spread word of construction progress, any potential impact the construction would have on roadways, and timelines for how things are proceeding. Signage at UTA stops and information on any website you may have needs to be consistently updated and current so that the community you are serving knows fully well what is going on in your process.	
80	I think they shouldn't get rid of the 628 midtown trolley and the 601 trolley those buses are really convenient it's easy to get around and get to doctor's appointments and everywhere else and they shouldn't get rid of zero fare because allot of people can't afford to pay for fares all the time and im one of them ,this is just reduclues and out of hand and not to mention it's ruining what the people had released the trolley and zero fare that they put out for people years back. I disagree on the plans for route 628 and 601.	
81	While I don't take the 54, increasing frequency will help those who rely on it.	
82	I’m frustrated with elimination of zero fare routes. I would rather work with cities to lower fares and increase ridership. Having little to no service from FrontRunner to pleasant grove boulevard makes it difficult to use UTA as a primary transit source to my work. It requires a 4 mile bike ride from either American Fork or Vineyard station. Without bcycle or a bus route between these areas there’s a public transportation gap.	*Fares
83	I don't see anything I would change here.	
84	I'm not a fan of discontinuing fare-free circulator service in Ogden. I'm glad to see Route 612 serving Ogden Station.	
85	I think things changes will impact in a huge way the limited resoruces the homless- disabled, single parents, low income that dont have a car- Will impact the limited budgests and make their life more compliocated instead of easier.	
86	Don't care	

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87	Increased service would be great, however east west bus connections are severely lacking particularly in the evenings and weekends.Also troublesome is the lack of lighting at bus stops outside of downtown. Tooele & Davis County needs service on weekends, and after 7pm. Another lost and found should be made to replace the former downtown location.	
88	No	
89	These changes do not support the community that utilizes UTA on a daily basis. There are often folks who do not have access to a bank account who may need to travel. Maybe your plan is to eliminate those folks from these services, which to that I say, shame on you. You are creating a larger barrier for our underserved community to access these services. Not only that but taking away the free fare zone is greedy	*Fares
90	increased frequency for the 223 would make that route usable for me and can't come soon enough.I can take it from near Bonneville elementary to the door of my office at cottonwood corporate center, but the hourly frequency makes very inconvenient. I also wish the current last stop at cottonwood corporate was also the first stop when it changes directions	
91	Can't you find a different color between a 30 minute bus and a 60 minute bus?	
92	Connections to Vineyard station are necessary. Please prioritize that.	
93	Its fine if trax Get security guards on trax. Every train should have a security guard that checked for passes and gets the homeless and mental health people off the trax.	
94	The intent to have cash payers pay more for their transfers harms them. There is not a ticket machine at every UTA transit point so UTA should not lean towards making communities work harder to find them to get a UTA fare card. Regardless of the idea of the simplification of paying for a UTA fare, this will be inaccessible for many people. Please continue to offer paper transfer for cash users. On another note, the 2A/2B route names are too similar to each other. On another note, the naming scheme for 2A/2B to does not make sense. The focus on final destination is more important than adding more confusing information on the bus led display, because the real estate less focus is on the destination and more emphasis on naming schemes. A longer learning curve is required for distinguishing A and B when a final destination on the LED display already communicates to passengers what bus to take. UTA on demand should redwood road 217 routes and the 201 routes. the 201 bus driver do not always make the required stops and will pass passengers waiting for the bus. No effort to make the stop to pick up passengers. The on demand service can pick up riders during and outside 201 and 217 service. The central point stop is a good addition to on demand service. But, we need lots more on demand vehicles because the app always tells us that service is in high demand which means longer wait times of over 30mins. Another note, there needs to be service from the Airport or the 1940 W Green trax stop going towards the u of utah union stop. There is no direct service for visitors to make it to the U and for U community members to get to the airport in a safe and frequent and direct and quick way.	*Fares
95	I think this is fine	
96	Fares for the 628 free trolley will impact not just me but a lot other because our expenses are limited. We should be able to continue to ride the 628 trolley for free because it’s also only a short distance of a ride and it’s only for the Clearfield and Layton area.	*Fares

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97	I strongly feel that we should be able to continue to ride the 628 free trolley for free. For starters, the 628 free trolley only stays in the Clearfield and Layton area. It's a short distance ride. To have to pay for a short distance ride from Clearfield and Layton especially when Clearfield is next to Layton in cities doesn't make sense. A lot of people depend on the bus and takes the bus because of how expensive uber or Lyft is and because how expensive it is nowadays to get a car. I don't only speak for myself when I say that our funds are limited. Whatever income we have we need to save for other needs and necessities. Saving our incomes on the side for future purposes will help us in the long run but we can't do that if we always have to continue to spend our money on the bus that is suppose to be free.	*Fares
98	I hate the idea of having a route run through Herriman to SLCC and the Real Salt Lake Academy. It will run through a street that kids cross to go to and from school and bring unnecessary traffic to the area. I seriously disagree with this.	
99	Just don't understand why so many changes. I get the economy is changing but its getting not better but worse but u guys do whatever u want.	
100	Mid	
101	Any expansion of services is welcome. More routes/services means I and others could ride more.	
102	None	
103	I love the change for the 860 Eagle Mountain route, I live right by the current bus route, but I can't take it because of how long it takes to get to the frontrunner station and how it goes north instead of south. I currently drive to the AF frontrunner station and take that and UVX into work. As soon as the 860 goes live I'll be using it for my commute but also for getting places for personal trips as well since it will have more frequent service. I can't express how excited I am to get it and like I said I would love to have it even sooner.	
104	Please add sundays to frontrunner train schedule permanently!	
105	We need Earlier. Trax. Trains on Saturday and Sunday services	
106	No impact	
107	Every day rideing bus	
108	Could be cool to make the bus route to Sundance start up on the day the resort opens	
109	Keep public transit affordable for all. This is literally how many get around.	*Fares
110	See comment above. Nothing in the proposed changes for the next 2 years will address any of the real needs of northern Utah County.	
111	If you move route 862 to West Orem and Pleasant Grove, is there a new route that will service East Orem? If not, then I am very disappointed in this proposed change. We need to make riding the bus easier for people, not harder	
112	I'm sure it has been evaluated.	
113	I'm happy Saratoga Springs and Vineyard are getting new routes!	
114	I was told to submit a request via this form even though it's not specific to April's change day	
115	this looks good	
116	I love the idea of having more transportation this way I don't have a car and sometimes on demand vans are booked and having to pay Uber is a hassle because it cost me and kids a lot	
117	Please extend night time travel for 205 to 11:30 Pm so people can get home from work	
118	no comment	
119	none	

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120	The for adding East /West services look good, but Highland/Alpine/American Fork /Traverse Mountain area seem to continue to be out of the loop	
121	Would like a bus that goes to AF frontrunner station	
122	Services to American fork from the trax station. That road is a mess in front of the trax station due to so many people coming to your station and not enough parking, no bus to AF, we need parking in the other side of the station between the station and the free way, and we need people to be bussed in.	
123	The fact that there is no Sunday frontrunner, or earlier/later times is absolutely ludicrous. The WORKING CLASS predominantly uses public transit. Get over the LDS the sabbath is sacred bullshit and take care of the community that would use these resources. Working class also uses public transit earlier and later, which you don't provide. If you are going to offer Sunday frontrunner during General Conference weekends for the LDS church...do better. Also your fares are not affordable and I am constantly trying to find resources for those in poverty that they cannot afford a car, they have limited resources, and they can't even afford to take public transit. Do. Better.	
124	None	
125	Yes	
126	No comment.	
127	Cool ideas, really should have plans for more routes in the South valley. One line is poor service for so many people.	
128	Please continue to provide Via rideshare services.	
129	I don't know enough about what these changes mean, yet	
130	Keep it the same	
131	None	
132	If possible, please have the 213 bus come every 15 minutes from 7-9AM during the school year/semesters (University of Utah). There is often only standing room available especially on Tuesdays and Thursdays.	
133	More trax lines connecting the city. Indoor stations?	
134	There should be no change	
135	none	
136	None	
137	No comment	
138	Let’s do it!	
139	Bring back FREE FARE FEBRUARY. Make a dent on these inversion days of winter on the Wasatch Front.	
140	I dont know.	
141	Looking forward to the new station, BYU 900 E Provo. Thanks!	
142	I'm disappointed the free trolley service is being discontinued. This will harm downtown Ogden businesses. If the Frontrunner operated more frequently (every 20 minutes), I'd probably use it to get to the airport or travel to downtown SLC. Full service on Sundays is an absolute must. Late trains departing SLC up to Ogden on Thurs-Fri-Sat.	

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143	Northwestern Weber County is horribly underserved. Its bad enough the Pleasant View station is sitting unused...but how about bus service west of I15 along Route 126 in the Farr West area? We have nothing. Also...make it happen to get the Pleasant View Frontrunner going again. And hello....SUNDAY FRONTRUNNER SERVICE! Completely unusable to the airport and other places because of the lack of service times. A lot of us do things on Sundays. I see nothing in the changes helping these areas.	
144	I am opposed to this proposal. It will cause way too much traffic on angel street and we already have enough. We have nothing for the kids to walk across the street safely as it is! Do not do this to us!	
145	They need to keep the trolley in ogden	
146	None	
147	Not accepting cash payments does not take into account those who do not carry money in checking accounts and only carry cash (such as the unhoused folk)	
148	I have had mediocre experiences when it comes to disability accommodations. Despite the signs everywhere, individuals with strollers and not disability specific walkers or wheelchairs use the ramps and populate the seats making it extremely difficult to use this public transportation. Especially when there is no intervention from the employees.	
149	Before April 2026 fix bus bay pillars that identify the bays at Ogden Intermodal Center, their footings are sinking and could use a refresh. Also, have an overflow space for OGX, as the current spacing of the overhead charging is designed for two busses but there are often three busses there.	
150	the changes look great. unfortunately, it took a little longer than anticipated to open the PDF. it should be a lot simpler, but have a PDF version if wanted/needed. putting a simple table would be a lot easier to read and understand.	
151	No answer	
152	Rio grande plan is the only viable long term plan. Period.	
153	My comment is in Q. 6, and is directed toward the anticipated technology change.	*Fares
154	Don't charge people for rides when there is plenty of money to pay for gas, electricity, liveable wages, and maintenance in the city budget.	
155	Frontrunner should run on all Sundays! And don’t shrink the zero fare zones. Expand them	
156	Do not see any routes I frequently use listed, no comments.	
157	Again, absolutely abysmal changes to the 628 Route. I know very well that I am not the only individual who sees the benefits of the Midtown Trolley, and uses it regularly. Removing it entirely cuts out options for people who need it to get around town due to lack of other transportation. Keep the midtown trolley.	
158	Please do not get rid of Line 628. Please keep the line fare-free! I've continued more on this in #6 about the proposed fare changes.	
159	Again one day is not impactful to our communities disparaged by the increased rates	
160	I am in full support of switching 205 to a 15 minute frequency! As someone who takes that route daily, I am often waiting 30 minutes in between busses to take the 205 to get home. This is often in the dark/cold/rain because many of the 205 stops do not have any shelter/coverage. In the future, I would also like to see increased Sunday service. Many people still have to get to work on Sundays and it can be especially difficult to work out transit on those days.	

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161	I do not like that Route 640 no longer goes to WSU Ogden. Route 604 is not viable due to it coming only every hour and there being limited number of trips. It is especially bad for when I have to take night classes at WSU Ogden. I feel like Route 640 (or another Route) should connect WSU Ogden and WSU Davis/NUAMES on run on 1900 W/Main Street.	
162	What bureaucracy makes changes to the public years in advance?	
163	I love change day the buses will help me and my family to be able to go more places.	
164	Scheduled Bus service for Tooele on main Street	
165	My biggest concern is the tap cards. Keeping them loaded may be a challenge for a large demographic. Many of the riders don't have regular checking accounts. Their debit cards are from employment or government. These types of cards are only recognized as prepaid cards not associated with a bank and frequently are declined as form of payment because funds cannot be guaranteed. The last time I purchased a tap card the vendor indicated that they could no longer recharge the cards. It either had to be done online or over the phone. Using cash at a vendor wasn't an option. If that is the case, that needs to change.	*Fares
166	Same as other don’t change the fare and clean up the filthy train.	
167	Rio Grande Plan 2025!	
168	No comment.	
169	No comment	
170	No comments at this time.	

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Appendix 6 – Public Comments: April 2025/2026 Proposed Fares Changes

A complete list of the public comments received during the public comment period is provided in Appendices 4-6. Note that some comments submitted in in "Service" fields pertain to fares changes and some comments submitted in the "Fares" fields pertain to service changes.

186 comment submissions are included for 2025/2026 Proposed Fare Changes. 3 of these comments pertain to proposed service changes.

Comments on the Fares Proposed Changes		
1	Moving away from paper transfers will accelerate the acceptance of FarePay cards (and possibly open payment/Credit Card fare capping in the future). Signage should be added to bus stops to help people find nearby FarePay retailers. Curious how people could use a regular electronic pass (like regular EcoPass or HivePass) plus a FarePay card to upgrade to premium. Have pop up events where people can have their picture taken for reduced fare FarePay cards, the Ogden Transit Center Customer Service site does not have weekend or evening hours.	
2	Make the fares PDF screen reader accessible so everyone can actually take part in commenting.	
3	No comment	
4	Consider options to use a regular FarePay card to get a Group Pass. For example, being able to tap multiple times at your first tap of the day or activating at the TVM for the day. The summer Riders License is a good pass to introduce youth to transit, usage in the summer may vary for individuals with vacation trips. Pop up sites to get Reduced Fare FarePay cards (high school back to school nights or parent teacher conferences, senior centers, community events, Farmington Station the first few weeks of Lagoon season). In arena (Delta Center, BYU, U of U, Daybreak Field, RSL) advertising of services, Group Pass, special trips.	
5	The fare changes to Route 628/ Midtown trolled would devastate those who go from Clearfield Station to the Hospital, the Mall, or other places like grocery stores.	
6	I am very excited for these changes. It will bring the system up to date with other transit agencies.	
7	I love the new plans for fare change. I hope the plans also include allowing fare cards to be attached to Google and Apple Wallets. As well as digital student cards that universities such as Utah use.	
8	gonna miss group pass on the app!	
9	Why bother even charging fares? In the summer time the shady side of the train is full with homeless. I will never ride front runner or trax again it's disgustingly gross	
10	No comments on the proposed changes to fare.	
11	I am am ok on paying what it is now on the fare	
12	The current fares of 1.50 for students and 2.50 for adults are good keep the the same please	
13	I am generally in support (I already use FAREPAY). I would just have to see how the advertising is because how to pay is a serious barrier to transit use and one of the reasons people may avoid using the bus.	
14	No	
15	No comment at this time.	
16	Not sure what that is	
17	Please still leave cash option and paper transfers. Do not make changes to fares	
18	Times are already hard and this may affect the ridership.	
19	The fares I think are fine as is and are quite reasonable.	

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20	none	
21	Making fares consistent on Route 628 is reasonable. Again, can we please stop calling these fake vintage buses "trolleys"? Trolleybuses are already a thing (they're the safer electric alternative to lithium battery buses), and they aren't defined by a kitschy paint job.	
22	The U pays for my badge, so this does not impact me	
23	I'm not a daily rider so for me the fare change has little to no impact.	
24	No impact	
25	None	
26	Please keep providing the free UTA chip for students. The gratitude of students for that benefit has been expressed by many students on our SLCC campuses!	
27	I don't think it's clear to me how the monthly passes would change. Though my biggest concern is around the cash fare changes affecting marginalized people who use cash fare most and may not have access to the internet or even have cardless payment methods. Without a lot of though, that change in particular could very negatively affect the most vulnerable transit riders.	
28	No change	
29	The fare cap has helped with a lot.	
30	Never change it I need ride and a lot of people need a ride	
31	I personally think that removing paper tickets is a good idea and will improve the accuracy of ridership counts across the board and make it more difficult to fraudulently board the train/bus. Next up is fare gates (/hj)	
32	The $3 purchase fee for the Farepay card should be refunded in the form of a transit credit added to the card upon activation.	
33	See above	
34	To go from cash to strictly card use is not going to work for your community. Do you realize how many children do not use money cards? Do you not realize that many, if not most folks that ride the public transit and buses are seniors, youth, and folks in the low income bracket? So why would you make a cash paying customer pay twice for their ticket and eliminate the transfer system? It really sounds like a big mistake and like you are discriminating against those with out a bank account or this that are low income. You are giving privilege to a person with a bank account. If you want to get technical, I feel this is a racist thing for your company to do, and I am not a person of color. You probably do not want to do this. You would be eliminating PUBLIC transportation for a lot of folks and that is not fair of you.	
35	I really like to hear that UTA is implementing a new fare system similar to TFL's Oyster Card in London, as I love how much it improves user experience.	

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36	I rode the bus to and from work for several years when I lived in Orem. (And I would love to see more bus routes in Saratoga Springs.) There are a number of changes that I believe are a bad idea. First, the elimination of transfer slips for cash riders would be a detriment to the system as a whole. The option to pay with cash--and receiving the same discounts/conveniences as FAREPAY card riders (ie. transfer slips)--is critical to the convenience of riding the bus. Any time you reduce convenience for your customers, it's a bad idea--it will discourage ridership for that cohort, as well as discourage ridership for the occasional riders or those exploring public transportation as an option. You may think it's a good idea to eliminate transfer slips because it saves the company money, or possibly helps reduce the overfall fare for the majority of customers. This is unwise, in my mind. What this change achieves is to shift more expenses onto the cash-paying riders. Whether or not cash riders represent a minority, the fact is that, with this change, you reduce accessibility, convenience, and the attractiveness of the bus system. This is the opposite of what you want for a public transportation system. Another concern is the elimination of reduced fares for cash riders, and making that option available only for FAREPAY card riders. Many individuals who ride the bus are "old-fashioned," low-income, mentally or socially impaired, or at some other disadvantage. The process of obtaining a FAREPAY card, reloading it on the app/website, and ensuring that the card isn't lost can be an obstacle for these individuals. Preserving a reduced fare cash fare option ensures that the most vulnerable in our community will not be left behind. Your transportation service is exceptionally meaningful in our community. You enable people to work and be productive members of society. I urge you to avoid reducing the positive impact of the bus system with these proposed changes.	
37	In theory I understand the need and benefit of moving to electronic fare systems. I have 2 concerns I'd like to see addressed: 1. Eliminating paper transfers for cash paying customers and forcing them to pay for each leg of a trip will hit the lowest income segment. Surely the paper pads and the few seconds it takes the driver to issue a paper transfer aren't that expensive. I think paper transfers should stay. 2. If we're requiring most everyone to move to electronic cards, the $3 fee will again hit low income riders hardest. UTA should seek funding for a program to provide free cards to people below a certain income limit.	

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38	Without transfer credits for cash users, some riders will pay higher costs for multi-leg trips. Why didn't UTA consider keeping transfer credits for cash payments to maintain equity? Many riders who currently rely on Reduced Fare ID cards may not transition to Reduced Fare FAREPAY Cards before the proposed changes. What will UTA do to ensure no one loses their access to reduced fares? How will UTA support riders who face logistical challenges transitioning to Reduced Fare FAREPAY Cards, such as seniors, those without internet access, or those unfamiliar with the process? But if you're planning to put a transition plan, why isn't that included in the proposed changes? You say you see a "trend"… how many transfer slips are utilized? So you don't know how many, yet you're proposing to eliminate this benefit? What's the urgency? But that only works if riders are on the virtual system… isn't there tech nowadays that prints out transfer slips? Why decrease methods of collecting payment? It just sounds like it's easier for UTA and places the burden on the low income, on unbanked, on seniors… like it doesn't make sense. There's no plan and no urgency, the make one? "More excitement than urgency" - Monica If that's why changes are being proposed, out of excitement, and not out of a need from the community, then this feels out-of-step and not aligned to what public transit is about.	
39	My concern with some of these changes is that they could reduce accessibility for people who rely on cash to use public transit. Not everyone has easy access to bank accounts, credit cards, internet, or digital payment systems.	
40	If the fare changes are proposed for implementation in April 2025, when can the community expect to get the communication information or plan? With the removal of paper transfers will there be information in all methods, including on busses in various languages to assist customers who have always used that method and may not have technology to get social media or website information. I would like to echo some feedback from community members about having to go specifically to stations and customer service to obtain it. It does create additional work for riders who may already have some barriers. Hope to highlight that to discuss more.	
41	what is the benefit to UTA or to users by charging cash users more for multi leg trips Can Uta put the data about paper transfers and stuff on the website to help explain to my grandma why she has to pay more for her trip. I know someone said the simplifying the process for the Uta employees is good but this is not more simple for people who ride	
42	Is there precedence for this type of fare collection? If so, how is it received?	
43	Agree with proposed changes.	
44	none.	

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45	I ride the 628 trolley eight times a week and charging us for it would be a very large strain on my finances. No less than $10-$20 a week minimum, which means $40-$80 a month. This is not feasible for me.. Please don't start charging trolley riders for the service as it would take away an important service in our lives. Having this ability to get around the city has been such a boon to all of our lives and losing that would have devastating effects on us. I use it to get to work and to my doctor's appointments. There are two hospitals on this route and you run the risk of keeping people from being able to access important care and getting assistance. Please do not change the free status of the 628. Our lives and livelihoods depend on this free service.	
46	Charges on 628 would make more difficult financially.	
47	I like using my senior citizen discounted farepay card. I see lots of people jump on and off with a cash or card payment. It is easier to do this than have all these types of users use the tap on/off method if nothing more than data tracking and let others know that they have to record their use of UTA too. Just a thought.	
48	I think the fare changes and technology improvements will be an excellent and important change for the UTA system. This is a good step in the right direction.	
49	This is an unclear statement: "Fares will be simplified by eliminating multiple fare products that customers must choose from when deciding to ride transit. Instead, customers will set up pre-paid, reloadable accounts that are associated with fare media such as electronic tap cards, bank cards, and mobile phones." It sounds like you are not simplying the fares themselves but rather how you pay for them. I hope that you cap and lower the fares for everyone.	
50	No	
51	Later services needed on the 205 route	*Service
52	Suggest still having paper tickets available at airport for short periods of traveling.	
53	I rue the Layton trolley often. I can walk to it to get on and get to most places I need to go in Layton. I ride it as it is free. If I have to pay, I will end up driving or just not going places. Not having to pay outweighs having to coordinate with the schedule. If I have to pay, then I will want to go on my time.	
54	If you implement the Rio Grande Plan then fare increases make sense and are totally worth it and justified.	
55	No comment; approved	
56	Looks good	
57	I am a senior that wanted to get a half fare card but couldn’t figure out how to do it online and was unable to find a Smith’s that had any cards. Please do an outreach program to help people get the cards since people who use half fare are most of your clientele.	
58	Build the Rio grande plan!!!!! Do it!!! I don’t live in slc but this is something that has the possibility to really transform the city.	
59	No comments	
60	None	

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61	Hello all, I never got a response back on the challenge I was having with the rideuta.com/ChangeDay website (see email below). Therefore, I am using this format to provide feedback on the proposed change to Route 628 (Midtown Trolley). After learning from the Layton City Mayor that this route was being modified, there was a call that I initiated with UTA, Davis County and Layton City on September 24 to discuss the Route 628 modification. I recognize the goals and reasonings that were stated, but the outcomes of that meeting left me concerned that this change proposal is happening without fully understanding the riders of this route and the impact this change will have. The largest takeaway from the September 24 call was that I was informed that Route 628 is the most utilized "local serving" route in Davis County. This leads me to be concerned about the proposed modifications. I had a personal conversation with Trustee Holbrook on November 7 to express these concerns. I recommend UTA postpone modifying Route 628 and the change to a paid fare service until additional input is gained. I recommend a survey of riders, as well as enhanced conversations with the entities that participate in making this a paid fare service and the expected goals those entities have. For example, Davis County desires more local serving routes, and believes this route modification may negatively impact those local users. I also recognize that there may be hesitation from Layton City to continue leading the effort to subsidize the farebox and do not have a desire to lead/participate further. But Davis County is one of the largest contributors to this effort, and should be given a better opportunity to review and discuss this. I believe before this decision is finalized in its current format, UTA should collect additional information to understand the impact to the riders/community, both from a route change and a fee change. Please consider postponing the Route 628 modifications until further information can be collected. Sincerely, Kent	
62	None of the proposed changes affect me at this time.	
63	If UTA is going to force you to pay at a TBM to get a transfer with cash then they will need to make tbms at almost every stop. It is not feasible to force people who have paid cash and received transfers for their commute for years to convert to a electronic method. If a TBM is at almost every major stop including all Park and rides then it would be a easier way to transition so people who want to pay cash can still pay cash at the TBM at the bus stop.	
64	Need to keep the 625	*Service
65	Don't get rid of fare pay in the app.	
66	I feel the 470 as is was a brilliant route. By the time these changes go into effect, I will no longer be using the services but instead choosing to drive my children to davis tech rather than having them make two transfers. The davis county area is long and narrow which is why it makes sense to have a route that goes that entire length. I don't mind the transfer of the 470x going to farmington station alone, as it is a main hub, but then the 600 should at least make the loop at Davis Tech. If that change was made, I would be happy with the final routes in 2026	*Service
67	The tap on proposals sound great.	
68	People should always be able to pay in cash on the bus to take it and I think it's a terrible idea to force people into using online services when plenty of people don't always have direct access to it. Keep cash please!	

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69	Charge whatever just expand trax in slc	
70	Like having the tap to pay fare system, the app hardly looks for me which means I have to arrive early and plan all my trips before taking the front runner	
71	No comments	
72	Why would you start charging a fee for a Trolley? You may lose riders who use it by doing that	
73	use elec wheelchair so MUST have access in all weather conditions $$ is problem	
74	No comment	
75	I think employers should be incentivized to offer uta passes for their employees.	
76	Auto charging sounds cool. The ability to stil ride without an app could be nice tho. Sometimes I don’t like bringing my phone	
77	I don't think that it is fair to barge patrons more when you are implementing a new system for payment. Maybe instead of asking for more money, don't change things and use those funds to pay your employees	
78	F*CK NO	
79	Changing the fare system to this method will be less inclusive, and less equitable, especially to those who do not have access to technology or the internet. I currently use the app and pay for exactly what I need, and I would hate to see UTA operating on a prepaid only system. I would be much less inclined to spend money riding UTA, especially if the monthly fare options are dissolved, because I would worry about spending too much money and not using the money I have pre paid for services I don’t use. This method of payment is sneaky and sly to collect money that isn’t going towards use of services. There needs to still be OPTIONS for paying the exact ticket amount, a monthly pass, and using cash for those who aren’t as privileged to have access to technology for this new proposed system. Many of UTA riders are those who come from less privileged backgrounds and have low income or disabilities, and by implementing this change, UTA services will be inaccessible to a large portion of its current users.	
80	Keep fare system the same. I know people who are only able to use cash, and this new system will prevent them from using UTA services. It’s not fair or equitable.	
81	Yes	
82	The free service that is offers is important to our community. If the ridership number meets a threshold, I would ask that the service remain free to the rider. Our community benefits by reduced traffic and it allows individual who don’t or can’t drive or own a car autonomy .	
83	There needs to be a major fare reduction on the frontrunner. Round trip, american fork to draper/sandy is not cost competitive with uber/lyft when considering the last mile to/from the station.	
84	I’ve used Uvx to get to and from work and school, but removing the zerofare services will completely destroy my ability to get to and from work in the summer	
85	I'll pay whatever compared to lyft, my only option at many times.	
86	I think all public transportation should be free. I wouldn’t mind raising taxes for those types of services	
87	I am in favor of increased fare for a high quality fast transit service.	
88	Fine I guess. It would be nice to have it juat be reloadable and maybe a little cheaper for those who need it to get to work.	
89	I don't think replacing monthly passes with farepay cards is the right idea unless the cost is similar or less for someone who rides Frontrunner every day	

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90	I can live...	
91	None	
92	Streamlining fare services is a valuable and necessary change. This also provides a platform for you to disseminate any information that may pertain to public transport users.	
93	It would be nice they changed the regular fares to 1.25	
94	There's one way to make fare easier for people to understand: no fare permanently. Roll the cost into taxes. This will not only make the process easier for drivers and passengers, but will save money and time for the department as well as encouraging ridership (which will greatly help air quality).	
95	I'm frustrated with elimination of zero fare routes. I would rather work with cities to lower fares and increase ridership. Having little to no service from FrontRunner to pleasant grove boulevard makes it difficult to use UTA as a primary transit source to my work. It requires a 4 mile bike ride from either American Fork or Vineyard station. Without bcycle or a bus route between these areas there's a public transportation gap.	
96	I think by doing away with transfers for individuals who pay cash is wrong. A lot of low income and homeless individuals do not utilize institutions for banking. They only have cash. You are penalizing them. If they only have cash they have to pay twice. How do u expect them to use public transit.	
97	Do not change fares	
98	I am disappointed at the discontinuation of paper tickets at train stations. So families are now expected to buy farepay cards for everyone and keep track of them all? The group pass is so simple. And of course this is a travesty for privacy and likely bad for the unbanked.	
99	I think things changes will impact in a huge way the limited resoruces the homless- disabled, single parents, low income that dont have a car- Will impact the limited budgests and make their life more compliocated instead of easier.	
100	Don't do it. Public transit should be paid for by taxes. You're going the wrong direction.	
101	I am writing as a member of the public who has been using the uvx, and it has helped me and general public in shutting in downtown.	
102	I know running this services entails a lot, all I am saying is to start at a low pace $1 and could be increased after a year.	
103	I can see the importance of transitioning riders towards mobile/paperless ticketing system. However proposing to eliminate one way, day, monthly, and group passes. There are many concerning areas in regards to these. I however see this as a conflict with riders working at SLIA, and those traveling through, whther it's for a convention or a long layover. People would be reluctant to purchase a farepay card and pay activation if they are only spending a few hour with layover, or 3-5 days along the wasatch front. This could be detrimental to the revenues collected from the airport ticket machines.. especially considering the Olympics in 2034. I also see that riders may not take to well paying between each mode of transit.	
104	The link didn't take me to anything about change day info	
105	Taking away zero fare zones is greedy, removing multiple ways of payment is hindering the community that doesn't have access to a mobile device or bank account.	
106	have no idea	
107	Free is good; I would rather pay higher taxes so that this service can be free than have it be paid.	
108	Its fine if Trax Gets security guards on trax. Every train should have a security guard that checked for passes and gets the homeless and mental health people off the trax.	

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109	Cash users are pushed to the UTA fare cards which assumes that in all cases, they will have an electronic devices to ride public transit. The ticket machines should not replace the idea of paying with cash on buses. Ticket Machines are not located at every transit stop so this means there will be areas will cash will be paid out and this method payment should not be penalized by not getting a paper transfer at time of payment. Exact change may not be provided at all ticket machines, so to continue to have cash options that are inclusive rather than exclusive of electronic forms of payment is racist and harms all riders. Continue to offer paper transfers. Another note, the tech will make errors, there should be a feature where fare card holders can be notified when they are getting close to meeting the requirement for reduced fare or are eligible for a transfers. Finally, there needs to be a way for those who are eligible reduced fare can get a reduce fare without having to create an account. This is forcing people to meet an undue burden to use public transit for the most vulnerable populations. Please increase transfer time from 2 hours to 3 hours. two hour is too short. Think medical visits and court visits and other longer procedures.	
110	I think fare changes should not occur or if they do only be raised by 25¢. The economy is hard enough. Most that take the frontrunner can't afford the gas.	
111	Fares for the 628 free trolley will impact not just me but a lot other because our expenses are limited. We should be able to continue to ride the 628 trolley for free because it's also only a short distance of a ride and it's only for the Clearfield and Layton area.	
112	I strongly feel that we should be able to continue to ride the 628 free trolley for free. For starters, the 628 free trolley only stays in the Clearfield and Layton area. It's a short distance ride. To have to pay for a short distance ride from Clearfield and Layton especially when Clearfield is next to Layton in cities doesn't make sense. A lot of people depend on the bus and takes the bus because of how expensive uber or Lyft is and because how expensive it is nowadays to get a car. I don't only speak for myself when I say that our funds are limited. Whatever income we have we need to save for other needs and necessities. Saving our incomes on the side for future purposes will help us in the long run but we can't do that if we always have to continue to spend our money on the bus that is suppose to be free.	
113	None	
114	It is what is I struggle on paying.	
115	Don't increase the fare. 2.50 is quite a decent amount for a ticket	
116	Making fares easier lowers the stress of choosing it's more and more	
117	None	
118	They seem to be going in the right direction, though my employer pays for my access so I don't have a super strong opinion	
119	The faire changes r good	
120	Would be nice to be able to purchase one ticket for all day in the app	
121	Bus fair I'd reasonable now	
122	make it apart of general taxes remove fares entirely	
123	No one likes it when things cost more but they don't get paid more… there are billionairs horsing all the wealth but expect the poor to pay for everything.	
124	Fare change is fine, because as noted above I mostly cannot use the service. If raising fares means more money to provide a basic level of service to Utah County, I'm for it.	
125	None	
126	Prices should be raised	

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127	Please make sure there are instructions for people traveling with kids. I love the tap on tap off method, just not sure what to do with kids.	
128	No.	
129	With the new fare readers being piloted at north temple and some buses, I would suggest increasing the volume of the sound they make when confirming, as a clearer audio cue can make the readers more accessible for the blind and also generally make them faster to use	
130	Do not charge for each leg of a trip. 2.50 for the buss SHOULD transfer to the train. Accommodations should be made for cash paying customers with PAPER tickets and paper transfers	
131	I love the idea of having more transportation this way I don't have a car and sometimes on demand vans are booked and having to pay Uber is a hassle because it cost me and kids a lot	
132	no comment	
133	none	
134	Eliminating transfers for people paying cash is irrational and discriminatory	
135	Bummer	
136	The fact that there is no Sunday frontrunner, or earlier/later times is absolutely ludicrous. The WORKING CLASS predominantly uses public transit. Get over the LDS the sabbath is sacred bullshit and take care of the community that would use these resources. Working class also uses public transit earlier and later, which you don't provide. If you are going to offer Sunday frontrunner during General Conference weekends for the LDS church...do better. Also your fares are not affordable and I am constantly trying to find resources for those in poverty that they cannot afford a car, they have limited resources, and they can't even afford to take public transit. Do. Better.	
137	None	
138	Yes	
139	No comment.	
140	No comment	
141	I am okay with fare! Farepay cards are wonderful, and adding options for eft payments would help, too, for those who don't ride frequently.	
142	There is no need to start charging a fee for free transit areas (like the Midtown Trolley). The UTA is primarily funded / subsidized by the state government (paid with our taxes). The cost to fund public transportation is small compared to what the state spends on private education and religious organizations (mainly the “Mormon” church). This is a much needed service that should be expanded and not eliminated. It helps people of lower incomes move around within Salt Lake City and the surrounding metropolitan areas. Frankly, it’s absurd that this is being considered when there are many other sources of funding that could be eliminated.	
143	I look forward to easier fare as long as the Hive Pass that I currently use is not discontinued!	
144	I already suffer issues due to drivers being late and have to take Lyft frequently to makeup. Nothing had been done. Now you want to make changes!?!?!	
145	None	
146	What do visitors to SLC do re riding TRAX? They must pay a one time $3 card fee in order to ride TAX on their one visit to SLC? doesn't seem very visitor friendly.	
147	None	
148	I hate tapping off please get rid of this. Use turnstiles like a real city	
149	There shouldn’t be a fare change	

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150	none	
151	None	
152	No comment	
153	I don’t care if the prices go up a little bit I’d imagine that they could stay the same if more riders rode. I’ll ride a LOT more if transit goes all day	
154	No comment; thank you for my Reduced Farepay card!	
155	I hope you don't get priced out.	
156	So, what, we open yet - yet another 'account,' Farepay, that can be hacked by whoever is smart enough to do it? Sorry. I will always be using cash, or prepaid passes. Or a bicycle. Or I'll walk. Utah Transit Authority has specialized in transport since the mid-1970s, and you do a wonderful work! But you will always be amateurs at cybersecurity. I'll put it a different way. When BYU Computer Security (the leader is in my ward) had a serious problem at BYU-Idaho, they did everything they could. Then they turned to prayer, and resolved the problem. UTA, stick to what you are excellent at. Transportation. By the way: Up and coming, wonderful companies and organizations like yours are very attractive to some types of people who can do you a lot of harm. I had the experience. Companies I know of had the experience, and it damages them. This is a good article: "Identifying Psychopathic Fraudsters" "Interview with Dr. Robert D. Hare and Dr. Paul Babiak" https://www.fraud-magazine.com/article.aspx?id=404 Dr Hare (hare.org) has been the goto for the FBI to understand these people - maybe 1% of the population (or more), higher in prisons and as CEOs. Mine (my mentor, then my supervisor in radio broadcast engineering) grew up in Provo. Charming, a ton of charisma, and oh, so marvelously innocent appearing. Low emotional arousal. Dishonest whenver possible. Again, UTA, stick to what you are good at. I will only pay in cash. [Walking: 13 years ago, lacking fare, I learned a 4.5 hour walk would get me 13 miles. Repeated 10+ times.] P.S. If you retain any info in Farepay, you may aid and abet stalkers among those who have info. access.	
157	In Europe and Asia, must mass transit systems have tap to pay with credit cards and this works extremely well. Consider implementing this.	
158	Pricing people out probably not a great idea. Make your service more usable and the riders and money will come.	
159	I am opposed to this proposal. It will cause way too much traffic on angel street and we already have enough. We have nothing for the kids to walk across the street safely as it is! Do not do this to us!	
160	I would love to see more areas and buses that are high traffic areas have more service and free fare	
161	I am concerned about the new payment methods, mostly because it sounds like cash won’t be accepted. This will directly affect our homeless population in having access to public transport, as many cannot have a bank account.	
162	Not accepting cash payments does not take into account those who do not carry money in checking accounts and only carry cash (such as the unhoused folk)	
163	This is the most classist proposed change I’ve seen in a long time. There is absolutely no reason to limit the ways the public can pay for this service. Many people without access to phones or debit cards will be unable to use a service that is supposed to be for the public, not the privileged. Many people rely on this form of transportation and it is selfish and simple minded to think that taking this away will improve anything. People deserve the right to use public transportation and by taking away the ability to pay with cash, that right it being taking away. People without homes that only have cash, people in abusive situations that use cash to avoid a digital footprint for safe travel or means of escape, people that forget their wallets or purses and are trying to travel back home. These are all	

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	examples of people you are putting at risk and denying rights to when you're considering this change.	
164	These changes will prevent many homeless individuals from being able to access public transportation! Not cool at all!!!! Many people rely on public transport and UTA so these changes are not fair and should not be made.	
165	Have a pop-up event at Park Village mobile home park, Layton Hills Mall and Layton station in March 2025 to help people get reduced fare Farepay cards and educate about changes. Send a mailer to those in Layton with a map of new 628 and 470, highlighting locations to obtain and load Farepay Cards. Add signage at bus stops identifying the nearest place to load funds to Farepay cards.	
166	setting up an account for fares isn't accessible. it won't allow the tech-savvy, potentially elderly, youths and/or homeless to use the system. some people still use cash and coin.	
167	No answer	
168	Love the idea of loadable accounts and fare cards	
169	The technology update sounds good for a limited audience. As inevitably happens when the service provider can charge a fee without consent from the client for the specific transaction, errors will happen. UTA will need a dispute resolution process that is fair, equitable, and easy to navigate. If a customer believes s/he has been overcharged $5, but the method to contest the charge is onerous, UTA will start to get a reputation of overcharging intentionally with anticipation that most riders will not be willing to invest time and effort to get through a difficult resolution process. This process, to be fair, equitable, and easy will need oversight, including from non-UTA personnel who are community members. Another concern is that a rider may not know what the backend fare will be, or may plan on a different fare. For a lot of riders, fare anticipation will not be an issue, but for many others, this will be a contentious matter. To attempt to alleviate this, the technology must include route planning and fare calculation so riders can know beforehand what cost to expect.	
170	There should be no fares for any public transportation.	
171	If I needed to take 2 buses to get somewhere, I would need to pay 2 fares now, yes? I've never seen it done that way and think it is unfair. I like the transfer system. I take 2 buses to get to work, and 2 to get home. This would be 10 dollars a day. That's more than an uber would cost and is a great deterrent.	
172	Do not increase fares. Make public transportation a viable option (by doing things like making it possible to use all services on Sunday) and more people will use it consistently! I would much rather use a TRAX system in Utah county than a car	
173	It is already difficult to use Reduced Fare for those of us that qualify. Please continue outreach and to try and help the low income and disabled be able to use public transport.	
174	I enjoy the fact that purchasing FarePay cards will become a lot easier! I know of a few people who will absolutely be getting them once they start rolling them out at more stations.	
175	I'm disabled and in a low-income household, so I've been relying on the Midtown Trolley (628) to get around and get shopping done as well as generally go on outings by taking this line to the frontrunner. It's been a lifesaver since walking long distances is incredibly taxing on me and I cannot drive. I do not have the money to spare most days to pay a bus fare, so having this line be fare-free	

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	has given me more freedom to be able to do things on my own. Please let me keep my freedom, please keep this line fare-free.	
176	As a social worker in the community the largest complaint from my clients has been the county's discontinuation of bus vouchers in exchange for increased fares throughout the year	
177	No comments	
178	With the outlandish cost of transit fares, you might use some of the money to clean up trains and their platforms, both of trash and of criminals who create unsafe environments for passengers.	
179	I am already on a tight budget enough as it is. I can’t afford to pay money just to transfer to another bus or tracks when I already did pay money the first time.	
180	Fares are good	
181	My biggest concern is the tap cards. Keeping them loaded may be a challenge for a large demographic. Many of the riders don't have regular checking accounts. Their debit cards are from employment or government. These types of cards are only recognized as prepaid cards not associated with a bank and frequently are declined as form of payment because funds cannot be guaranteed. The last time I purchased a tap card the vendor indicated that they could no longer recharge the cards. It either had to be done online or over the phone. Using cash at a vendor wasn't an option. If that is the case, that needs to change.	
182	Absolutely pitiful kick the homeless who don’t pay off and light up drugs instead of making the average rider suffer.	
183	Rio Grande Plan 2025!	
184	No comment.	
185	No comment	
186	No comments.	

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Attachment I: Service Design Standards

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RESOLUTION OF THE BOARD OF TRUSTEES OF THE UTAH TRANSIT AUTHORITY ADOPTING SERVICE DESIGN STANDARDS

R2025-03-01 March 26, 2025

WHEREAS, the Utah Transit Authority (the "Authority") is a large public transit district organized under the laws of the State of Utah and created to transact and exercise all of the powers provided for in the Utah Limited Purpose Local Government Entities – Special Districts Act and the Utah Public Transit District Act (collectively the "Act"); and

WHEREAS, Board Policy 3.2, Service Planning, requires the Authority to develop Service Design Standards, which will be approved by the Board of Trustees by resolution every four years; and

WHEREAS, this policy requires the Service Design Standards to be in compliance with requirements from the Federal Transit Administration, including the FTA Title VI Circular: and

WHEREAS, the Authority has developed new Service Design Standards to establish service change standards based on best practices in the transit industry and impartial measures that guide service planning decisions that are equitable, systematic, and timely to achieve objectives in the Authority's Strategic Plan, and Long-Range Transit Plan; and

WHEREAS, Service Design Standards will establish a framework to design, monitor, and evaluate transit service to best meet customer needs; and

WHEREAS, the Board of Trustees wishes to approve and adopt the Service Design Standards.

NOW, THEREFORE, BE IT RESOLVED by the Board:

1. That the Board of Trustees hereby approves and adopts the Service Design Standards, attached as Exhibit A.

2. That the Board formally ratifies actions previously taken by the Authority, including those taken by the Executive Director, staff, and counsel that are necessary or appropriate to give effect to this Resolution.

3. That the corporate seal shall be affixed hereto.

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APPROVED AND ADOPTED this 26th day of March 2025.

DocuSigned by:
86E38485ACBE4D0...
Carlton Christensen, Chair
Board of Trustees

ATTEST:

DocuSigned by:
8D8A6B67F3AA459...
Secretary of the Authority

UTAH TRANSIT AUTHORITY CORPORATE SEAL State of Utah

(Corporate Seal)

Approved as to Form:

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EXHIBIT A

(Service Design Standards)

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UTA

Service Design Standards

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Chapter 1

Introduction

Utah Transit Authority maintains the Service Design Standards with the following objectives in mind, consistent with UTA Board Strategic Priorities:

- Safety and Security: UTA shall treat the safety and security of its customers, employees, and other stakeholders as the highest priority.
- Service Availability: UTA shall strive to provide mobility when and where it is needed by customers.
- Service Quality: UTA shall provide a comfortable and positive customer experience.
- Network Quality: UTA's network shall be well matched to travel demand patterns such that it is a competitive alternative to other means of travel (such as autos).
- Reliability: UTA shall strive to provide consistent service on time without interruption, delays, or varying wait times. UTA shall strive to meet customer expectations of journey travel times.
- Accessibility: UTA shall strive to ensure that its facilities, vehicles, and services are fully accessible to all customers, and shall strive to expand access to jobs, education, healthcare, and other opportunities.
- Access: UTA shall seek to expand service to all.
- Financial: UTA shall seek to provide the maximum service and quality that is warranted within its financial capacity.

This document introduces both "guidelines" and "standards". "Guidelines" refer to rules of thumb and recommended best practices but can be considered a starting point for discussion when planning future service. "Standards" outline expectations for transit service performance that shall be considered agency policy.

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Chapter 2

Benefits and Key Considerations of Transit Services

Transit service provides critical access to jobs, education, recreation, economic activity, and social connections and services for residents of the Wasatch Front. Transit provides many benefits within a community, including:

- Reduced traffic
- Reduced vehicle emissions
- Increased access to opportunity for everyone, especially vulnerable populations
- Return on tax dollars
- Economic development
- Transportation choices

Some of these benefits, such as reduced traffic and emissions, are dependent on the number of passengers riding transit. For example, a ridership-focused transit service that carries many passengers will be more effective in reducing emissions than a service that carries fewer passengers. In comparison, a coverage-focused service that offers increased access simply requires the presence of a transit service but may not generate high ridership. Both ridership and coverage service help UTA meet transit-related objectives. Most transit service providers, including UTA, seek to provide some balance between ridership and coverage and prioritize their resources accordingly.

While coverage can be provided by any form of transit service, higher-capacity modes intended to carry many passengers must meet several underlying conditions to be successful:

- Density: Ridership is higher when more people and jobs are located within walking distance of transit stops and stations (based on industry standards, walking distance is identified as 1/4 mile for fixed route transit and 1/2 mile for fixed guideway transit).
- Frequency: Transit service is frequent enough that riders do not need to consult schedules or structure their day around taking transit at a particular time.
- Proximity: Transit can service destinations more efficiently when they are located near each other.
- Linearity: Linear transit routes allow more passengers to arrive at their destination in a timely manner without lengthy deviations that reduce the efficiency of the service. Proximity and linearity are connected: having more destinations along a corridor helps maintain a route's linearity, which in turn preserves the overall efficiency and timeliness of the service.
- Walkability: Ridership is higher when transit stops and stations are integrated within a gridded network of streets, supported by well-designed and maintained pedestrian and biking infrastructure. This ensures safe and convenient access to transit, enhancing the overall user experience.

These Service Design Standards outline the levels of service needed to implement UTA's preferred balance between ridership and coverage service, along with other considerations that reflect desired outcomes and best practices for riders, employees, and other stakeholders.

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Chapter 3

UTA's Service Planning Process

UTA's Service Planning team identifies transportation needs on an ongoing basis. This includes assessing gaps in the current network, recommending strategies to serve the public more efficiently, and identifying future growth areas that will likely need improved transit service due to expected increases in population and employment. UTA service changes and resource deployment for implementation of the service are considered by the Service Planning team in the following stages: initial review, the Five-Year Service Plan, the Five-Year Capital Plan, the Ten-Year Capital Plan, and the Long Range Transit Plan. These stages are discussed more below.

Initial Review

UTA Service Planners regularly receive requests for additional service from a variety of internal and external stakeholders, including feedback from passengers, the general public, UTA Customer Service, elected officials, and interactions with communities within UTA's service area. Service Planners assess whether immediate action is needed to address an identified transit need by considering demand for service, socioeconomic conditions, potential community impact, and stakeholder input. After evaluating these elements through individual technical studies, Service Planners determine the feasibility of implementing solutions using criteria that include:

- Consistency with UTA's Transit Service Standards as outlined in these Service Design Standards.
- Adherence to the Americans with Disabilities Act of 1990 and Title VI of the Civil Rights Act of 1964.
- Availability of staff, especially operators and mechanics.
- Availability of stop amenities, such as benches and trash cans.
- Consistency with UTA's Collective Bargaining Agreement(s).
- Feasibility of operating the needed service improvement within the existing street network.
- Pedestrian access to destinations, bus stops, and crosswalks.
- Presence of end-of-line (EOL) locations that support bus layovers and offer space to turn around.
- Provide restroom access for operators during UTA operational hours.
- Impact to existing riders in the case of deviations or realignments, or elimination of segments.

Significant additions to service and/or realignment of existing routes may fall under the purview of Title VI of the Civil Rights Act, which is addressed by the Federal Transit Administration in FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

Five-Year Service Plan

The Five-Year Service Plan (FYSP) provides a short-range vision for transit over the next five years, guiding the implementation of service changes and improvements. It includes a review of current services and near-term transit needs, as identified in the Long Range Transit Plan, and UTA Comprehensive Service Analysis. The process also reviews service requests received since the previous FYSP that could not be addressed in the short term. The FYSP is updated every two years to ensure it

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remains aligned with evolving transit needs and priorities as per Board of Trustees Policy No. 3.2. Proposed changes in the FYSP are prioritized using the criteria listed above for initial review, as well as near- to medium-term future developments such as the opening of new capital projects, new developments in the community, or changes to the road network.

The FYSP informs the level of staffing, vehicles, bus stop amenities, restrooms, and other resources and/or amenities needed to implement the proposed service changes. It is also an important tool for cities, business owners, service providers, and other stakeholders because it helps facilitate conversations about future expansion and improvement of the transit service.

The Annual Service Plan is developed by Service Planning in accordance with the FYSP and the annual UTA budgeting process and is approved by the Board of Trustees per Board Service Planning Policy 3.2.

UTA Long Range Transit Plan (UTA Moves)

The Long-Range Transit Plan (LRTP) provides a long-term vision for transit across the Wasatch Front, including proposed improvements to the system up to a 30-year horizon. The LRTP includes local service improvements across the region. Improvements are selected based on a combination of criteria, including projected ridership, increased access to transit, and input from stakeholders and the public. The LRTP is developed in close partnership with Metropolitan Planning Organization (MPO) partners Wasatch Front Regional Council (WFRC) and Mountainland Association of Governments (MAG). Regionally significant planned transit projects with a substantial capital investment are included in both the LRTP and in the MPO's Regional Transportation Plans (RTPs). Both UTA's LRTP and the MPO's RTPs are updated on the same four-year cycle. Planned improvements in Phase One of the LRTP move into the FYSP and, conversely, updates to the FYSP influence updates to the LRTP.

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Chapter 4

UTA's Transit Service Types

UTA's transit service types include:

- Regional Rail
- Light Rail
- Streetcar
- Rapid Bus
- Enhanced Bus
- Frequent Bus
- Local Bus
- Flex Bus
- Limited Stop Bus
- Innovative Mobility Zones

These service types align with the transit definitions identified in UTA's LRTP. A primary purpose of these Service Design Standards is to provide definition to these service types, and to aid consistency throughout UTA when discussing transit service and future projects. The following sections of this document identify expectations and performance thresholds for UTA's family of transit service types. Each service type is described in more detail in Modes of Service Chapter.

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Chapter 5

UTA Transit Service Standards

Tiers of Service

UTA's Service Design Standards have adopted a hierarchy of transit services, where service modes are classified into four tiers of service that convey the functional and operational standards and characteristics of the service in each tier. Transit usage and ridership will vary widely depending on the tier of service provided, as will operating costs and resource requirements. The tiers of service convey several important characteristics that include:

1. Service span
2. Headway
3. Transit propensity
4. Service productivity

The standards listed in this section are used to determine the minimum tiers for each transit mode. Generally, tiers of service should be consistent for the entire length of a route to improve service simplicity. However, in cases where ridership demand varies considerably along the route, the tiers of service can change over its length, and different segments of one route may have different tiers of service.

Service Span

Service span refers to a service's start and end times and the days of the week it operates. The Comprehensive System Analysis, Market Segmentation Study, On-Board Survey and passenger demand are key considerations that set the service span of each route. Table 1 provides the minimum period of time during which routes in different tiers should operate.

Table 1 Service Span Standards

	Weekdays	Saturdays	Sundays
Tier 1	4 am to 12 am	4 am to 12 am	6 am to 9 pm
Tier 2	6 am to 9 pm	6 am to 9 pm	-
Tier 3	6 am to 9 pm	-	-
Tier 4	Varies based on desired service		

Headway

Headway refers to the time interval between two vehicles traveling in the same direction on the same route. Headway reflects the frequency of transit services and has a major influence on transit usefulness and its ridership. Table 2 provides the minimum headway for different tiers. Similar to service span, headway can be increased in response to demand and available budgetary resources.

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Table 2 Headway Standards

	Weekdays	Saturdays	Sundays
Tier 1	15 minutes from 6 am to 7 pm; 30 minutes for other time periods	15 minutes from 6 am to 7 pm; 30 minutes for other time periods	30 minutes
Tier 2	30 minutes	60 minutes	-
Tier 3	60 minutes	-	-
Tier 4	Varies based on desired service		

The tiers of service are UTA's current best practice for span and headway to guarantee a high number of straight shifts for operators. To preserve blocks and runs within the tiers of service, service level adjustments are made from one tier to another, rather than on the basis of individual trips. Blocking is not materially affected by route length, but routes will generally not have a cycle time greater than three hours to preserve operator access to restrooms.

Transit Propensity

Transit propensity refers to the likelihood or potential of people in a specific area to use public transportation. UTA measures transit propensity using the Transit Propensity Index (TPI), which currently ranges from 0 (very low transit propensity) to approximately 700 (very high transit propensity) for UTA routes. This helps UTA identify areas where public transit investments can most effectively meet demand and improve mobility. TPI is calculated geospatially for each route based on the following characteristics:

- Population and employment density near the route
- Presence of vulnerable populations (low-income, communities of color, people over the age of 65, limited English proficiency) near the route
- Zero-car households near the route

Service Productivity

Service productivity refers to the efficiency and effectiveness of transit services in delivering passenger trips. It is a key criterion for evaluating transit services and guiding transit investments. UTA measures service productivity using passengers per hour (PPH), which is calculated by dividing the average daily boardings for each route by the daily revenue hours. This standard aligns with the most widely used transit productivity metric in the industry. Table 3 shows the minimum TPI and PPH requirements for each tier of service. Note that if either condition is met, that route will be considered for the corresponding tier.

Table 3 TPI and PPH Standards

	TPI	PPH
Tier 1	300	20
Tier 2	200	10
Tier 3	100	10 (fixed-route); 5 (flex-route)
Tier 4	100	20

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Routes whose TPI or PPH qualifies for a higher tier of service will be considered for service improvements in the FYSP. Routes with a high enough TPI but not PPH will be considered for adjustments to align service with existing and potential travel markets. Routes that do not have a high enough TPI or PPH to justify their existing level of service will be considered for adjustments or reductions in the level of service. Routes may run additional frequency or hours of service (including Saturday and Sunday service) above the minimum level of service for their designated tier if the route has high enough PPH for these times. Additionally, routes can be sponsored by a third party to provide a higher level of service than is shown in these standards. Such arrangements follow the standards set in UTA's Additional Services Requests Policy (No. UTA.04.02), which outlines the review process and conditions.

Service Performance Standards

UTA regularly evaluates the performance of all services using the criteria described below, and considers adjustments as part of the FYSP development process (Chapter 3) when certain criteria are met.

On-Time Performance

On-time performance refers to the average delay of a transit service. This guideline is determined by industry standards and UTA's operational experiences. Operations Planners will make targeted schedule adjustments to improve on-time performance as part of routine operations. These changes typically do not affect the overall service plan. However, changes to any route to improve on-time performance will be considered as part of the FYSP development process when:

- The on-time performance for the entire route is consistently below 88%; or
- Running time adjustments to individual trips are so significant that they disrupt the cycle time of the whole route.

To maintain on-time performance, the same trip may have different travel times at different times of day. Headways may vary from the posted headway as follows to accommodate travel time differences:

Table 4 On-Time Performance Standards for Different Headways

Posted Headway	Minimum Scheduled Headway	Maximum Scheduled Headway
15 min	10 min	20 min
30 min	20 min	40 min
60 min	50 min	70 min

In addition to on-time reliability, UTA tracks other operational performance metrics such as miles per service interruption, and avoidable accidents. Performance in these metrics is not typically affected by the design of the service; however, in special cases UTA may evaluate whether changes to the service plan are necessary to improve operational performance without negatively impacting the riding customer.

Transit Load

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Transit load specifies the average number of passengers on a transit vehicle that is considered acceptable. This guideline is based on UTA vehicle capacities and transit industry standards to balance safety, passenger comfort, and operating efficiency. UTA uses transit load data to monitor service performance and make informed decisions about service adjustments, such as adding or removing vehicles, altering schedules, or adjusting route frequencies, to ensure that the service meets demand while maintaining operational efficiency. Transit load is measured by dividing the number of passengers onboard by the seated capacity of the vehicle.

Emergency Service Changes/Long Terms Detours or Deviations

Temporary service reductions that last 12 months or less are exempt from Title VI service equity analysis requirements. However, if a temporary service change lasts longer than 12 months, the Federal Transit Administration (FTA) considers it permanent and requires a service equity analysis.

Short-term detours are minor route deviations due to construction, road closures, accidents, utility breaks, etc., that occur between change days. Short-term detours or deviations may be implemented by operations to maintain defined service as close as possible to the published plan.

Long-term detours or deviations are route deviations due to planned long-term construction, utility work, or road closures lasting longer than the following change day. These detours or deviations will be included in the service change process, including detour maps, presentations, and information provided at existing and temporary stops. Long-term detours or deviations will be implemented in a manner that preserves existing travel patterns as much as possible within operational and/or resource constraints.

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Chapter 6

UTA Route and Station Design Guidelines

This section provides guidelines for designing transit routes and stations for all types of UTA transit services. These guidelines aim to ensure and improve the high quality of UTA's transit services by providing objective and consistent criteria for service expansion and changes. Based on UTA's experiences and best practices across the transit industry, these guidelines are intended to enhance the design of all UTA services. However, exceptions may be justified based on local context and for coverage-oriented routes. The guidelines cover the following aspects:

1. Stop spacing
2. Route spacing
3. Percent exclusivity
4. Intersection priority treatment
5. Station amenities

Stop Spacing

Stop spacing refers to the distance between stops. It balances faster transit service, walking accessibility, and transit-supportive land use. While stop spacing guidelines provide a general target for spacing along transit routes, the actual placement of stops will vary based on localized conditions. See the Bus Stop Placement Chapter for more information.

Route Spacing

Route spacing refers to the distance between routes of the same type of transit service. Similar to stop spacing, route spacing depends largely on land use and environmental factors. Exceptions to route spacing guidelines may be justified to accommodate street grid patterns or preserve access to major destinations. Where routes converge on a major destination or transfer point, a small amount of duplication may be necessary.

Percent Exclusivity

Percent exclusivity refers to the proportion of a transit route that has exclusive lanes, calculated by dividing the miles of exclusive lanes by the total length of the route. Exclusive lanes enhance transit service quality by reducing delays but require higher investment and consideration of local land use and roadway conditions. Exclusivity is negotiated on a case-by-case basis with the agencies controlling individual roadways, such as local jurisdictions or UDOT. Increasing percent exclusivity for existing and new UTA transit services is a goal of UTA's LRTP.

Intersection Priority Treatment

Intersection priority treatment refers to strategies that minimize red-light delays, such as queue jumps and transit signal priority. These treatments will be considered based on local traffic conditions and policies, with input from local jurisdictions and Utah Department of Transportation (UDOT). UTA maintains an internal Bus Speed and Reliability Program that identifies strategic routes that may benefit

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from intersection priority interventions, combining internal and external comments with performance data to develop solutions that improve transit speed and reliability.

Station Amenities

"Transit amenities" refers to items of comfort, convenience, and safety available to the general riding public. UTA's Design Criteria provides guidelines for rail service station amenities, while the Bus Stop Master Plan establishes a policy for installing transit amenities at bus stops.

Rail Station Amenities

UTA's Design Criteria offers a uniform basis for designing regional rail, light rail, and streetcar systems. These criteria apply to all UTA rail projects, including new construction, remodels, rehabilitations, and state-of-good-repair projects. They serve as guidelines and do not replace engineering judgment and sound engineering practice.

Bus Stop Amenities

UTA's Bus Stop Master Plan recommends transit amenities at bus stops based on transit frequency and ridership thresholds. Amenities listed in the Bus Stop Master Plan include, but are not limited to, items such as seating, shelters, signage, provisional information, and waste receptacles. Additionally, UTA is upgrading existing stops to meet Americans with Disabilities Act (ADA) guidance. For the purpose of these Service Design Standards, it is assumed that Bus Stop Master Plan transit amenity levels align with transit service types as follows:

- Level IA and IB transit amenities align with Local Bus and Limited Stop Bus.
- Level IIIA, IIIB, IVA, IVB, and VA transit amenities align with Frequent Bus.
- Level VIA transit amenities align with Enhanced Bus.
- Level VIIA transit amenities align with Rapid Bus.

When prioritizing bus stop improvements, UTA may apply prioritization criteria to individual stops or to key corridors with large numbers of stops to be improved. In cases where it is necessary for UTA to obtain property to implement the desired level of improvement, a stop may be temporarily improved to Level I to achieve ADA compliance.

Future revisions of the Bus Stop Master Plan should include a clear delineation of transit amenities to the transit service types identified in these Service Design Standards.

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Chapter 7

Modes of Service

This section introduces the details of UTA's modes of service. These modes align with the transit types defined in UTA's LRTP.

Regional Rail

Introduction

FrontRunner is UTA's regional rail service. Regional rail, which falls under FTA's definition of commuter rail, is a high-capacity rail service that connects urban and suburban centers. Regional rail links multiple train cars, and stations are the farthest apart of all types of transit service. Spacing is typically five miles or more, although spacing may occasionally be closer in dense urban areas. Stations offer connections to other modes.

Service Standards

Table 5 Regional Rail Service Standards

Tiers of Service: Tier 2			
	Weekdays	Saturdays	Sundays
Service Span	5 am to 10 pm	8 am to 12 am	NA
Headway	30 minutes	60 minutes	NA
Transit Propensity	200		
Service Productivity	10		
On Time Performance	Departing stops or stations 0 seconds early and less than 5 minutes late.		
Transit Load	The median maximum load on a trip should not exceed 150% of the seating capacity.		

Route and Station Design Guidelines

- Stop Spacing: Regional rail is a complex system that is dependent on train timing and system meets. Regional rail station requests require an in-depth additional analysis to determine the feasibility of the requested location and the impact on the rest of the system.
- Route Spacing: The route spacing guidelines are not applicable to the regional rail, as regional rail is limited to a primary north-south corridor and is not intended to be a network at this time.
- Percent Exclusivity: Regional rail is fully exclusive, operating in its own fixed guideway, and does not share space with other modes other than at-grade crossings.
- Intersection Priority Treatment: Regional rail receives the highest level of signal priority among transit services, with a preference for grade-separated crossings, and automated gated crossings where grade-separated crossings are infeasible.

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- Station Amenities: Platform, shelter, emergency communication, seating, trash can, signage, bicycle access, car sharing, lighting, branding, and digital signage.

Infill Stations

UTA defines specific evaluation criteria and procedures for considering requests to add new infill stations between existing stations on an established corridor for regional rail, light rail, rapid bus, and enhanced bus services. These are outlined in Station Addition Policy AGCY.07.01. Such requests require a comprehensive project study that includes criteria such as the purpose and need for the station, projected ridership, cost estimates, funding potential, and land use considerations, among others. The rail ridership goal for adding new regional rail stations is as follows*:

Table 6 Ridership Goal for Regional Rail Service Expansion

Environment	Ridership Goal for New Regional Rail Stations (net added weekday boardings)
Urban	2,100
Suburban	1,100

**Ridership goals were determined using 2019 average weekday ridership data for existing stations.*

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Light Rail

Introduction

TRAX is UTA's light rail service. Light rail provides frequent, high-capacity electric train service, typically operating within a compact urban center or utilized to connect centers in a region. Light rail systems often link multiple train cars, operate in median or curb-running right of way, and stop less frequently than buses (typically 1/2 to 1 mile or more station spacing).

Service Standards

Table 7 Light Rail Service Standards

Tiers of Service: Tier 1			
	Weekdays	Saturdays	Sundays
Service Span	4 am to 12 am	4 am to 12 am	5 am to 12 am
Headway	15 minutes	15 minutes	30 minutes
Transit Propensity	300		
Service Productivity	20		
On Time Performance	Departing stops or stations 0 seconds early and less than 5 minutes late.		
Transit Load	Average weekly loads on regularly scheduled trips should not exceed 100% of the seating capacity. If the loads regularly exceed capacity, then vehicles will be added to the consist until the maximum size is reached. Thereafter loads should not exceed 150% of seating capacity.		

Route and Station Design Guidelines

- Station Spacing:

Table 8 Light Rail Station Spacing Guidelines

Environment	Station Spacing Guidelines (miles)
Urban	0.25 - 0.5
Suburban	0.75 - 1

- Route Spacing: The route spacing guidelines are not applicable to light rail.
- Percent Exclusivity: Light rail is almost entirely in an exclusive lane, with very limited exceptions.
- Intersection Priority Treatment: Intersection priority is typically high but will vary depending on the context. In urban contexts where the vehicles are in an exclusive lane within a roadway footprint, transit signal priority or preemption should be applied if available. In suburban contexts where the vehicles are in an exclusive guideway and travel at higher speeds when crossing major roadways, then automated gates are the typical intersection treatment.
- Station Amenities: Platform, shelter, emergency communication, seating, trash can, signage, bicycle access, car sharing, lighting, branding, and digital signage.

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Infill Stations

UTA defines specific evaluation criteria and procedures for considering requests to add a new station between two existing stations on an established corridor for regional rail, light rail, rapid bus, and enhanced bus services. Such requests require a comprehensive project study that includes criteria such as the purpose and need for the station, projected ridership, cost estimates, funding potential, and land use considerations, among others. UTA's light rail ridership goal for adding new stations is as follows*:

Table 9 Ridership Goal for Light Rail Service Expansion

Environment	Ridership Goal for Added Light Rail Stations (net added weekday boardings)
Urban	1,400
Suburban	700

**Ridership goals were determined using 2019 average weekday ridership data for existing stations.*

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Streetcar

Introduction

S-Line is UTA's only streetcar mode. Streetcars provide local train service at low speeds (about 15 miles per hour). Streetcars have single-car vehicles and operate on tracks embedded in the street that are powered by an electric overhead catenary system. Streetcars may share the automobile travel lane or operate in a dedicated right of way. They provide neighborhood access by stopping frequently.

Service Standards & Route and Station Guidelines

Streetcars generally share the same service criteria as light rail, but their stop spacing is closer due to the streetcar's goal of providing neighborhood access through more frequent stops. There are no additional streetcars proposed at this time.

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Rapid Bus

Introduction

Rapid bus is one of UTA's types of bus service that typically includes features associated with bus rapid transit (BRT). BRT service provides a substantial investment in a defined corridor including features that seek to emulate the services available on rail fixed guideway public transportation systems. BRT is defined by the Federal Transit Administration (FTA) as having at a minimum the following characteristics:

- Frequent bidirectional weekday service that operates from early in the morning to late at night.
- Defined stations which provide shelter from the weather and information on schedules and routes.
- Investment to provide travel time savings, which could include elements such as dedicated lanes, queue jumps, and signal priority.
- Consistent vehicle and station branding to differentiate from other bus services.

Rapid bus service is frequent (15 minutes or better), has a moderate to high level of investment in speed and reliability improvements, and typically has a longer distance between stations or stops than other bus services. A BRT service with a higher level of investment, such as UVX, would be considered rapid bus. Enhanced bus, another UTA category of bus service that may include features associated with BRT, is described in more detail later in this section.

Service Standards

Table 10 Rapid Bus Service Standards for OGX and UVX

Tiers of Service: Tier 1, 2			
	Weekdays	Saturdays	Sundays
Service Span	4 am to 12 am	9 am to 11 pm	9 am to 6 pm
Headway	15 minutes (OGX) 30 minutes (UVX)	15 minutes (OGX) 30 minutes (UVX)	30 minutes
Transit Propensity	300		
Service Productivity	20		
On Time Performance	Departing stops or stations 0 seconds early and less than 5 minutes late.		
Transit Load	The median maximum load on a trip should not exceed the vehicle seating capacity.		

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Route and Station Design Guidelines

- Stop Spacing:

Table 11 Rapid Bus Stop Spacing Guidelines

Environment	Stop Spacing Guidelines (miles)
Urban	0.25 - 0.5
Suburban	0.5 - 1

- Route Spacing:

Table 12 Rapid Bus Route Spacing Guidelines

Environment	Route Spacing
*Central Business District	1/8 mile to 1/4 mile
Urban	1/4 mile to 1/2 mile
Suburban	1/2 mile to 1 mile
Rural	(as needed based on surrounding development and activities)

**Within UTA's service area, Central Business District refers to downtown Salt Lake City.*

Note: Exceptions to route spacing guidelines may be justified to accommodate street grid patterns and/or preserve access to major destinations. Where routes converge on a major destination or transfer point, a small amount of duplication may be necessary.

- Percent Exclusivity: The preferred rapid bus running way is an exclusive center running way with two lanes. Use of a single/shared lane in the running way will be considered if dictated by economics and if operations of the corridor are acceptable. UTA rapid bus exclusivity varies depending on the project.
- Intersection Priority Treatment: The rapid bus route should ensure faster passenger travel time through congested intersections by using active signal priority in separated guideways and either queue-jump lanes or active signal priority in non-separated guideways.
- Station Amenities: Pole, ADA pad, signage, seating, trash can, shelter, lighting, and digital signage.

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Enhanced Bus

Introduction

Enhanced bus is frequent bus service that typically runs seven days a week and, on most days, operates every 15 minutes or better from morning to evening. These routes will often have increased amenities at bus stops, particularly in locations of high ridership and/or frequent transfers. While these routes generally operate in mixed traffic, some future enhanced bus routes will include capital investment in the form of infrastructure and technology improvements to improve travel times while maintaining reliability. A BRT service with a lower level of investment, such as the Davis-SLC Community Connector, would be considered enhanced bus.

Service Standards

Table 13 Enhanced Bus Service Standards

Tiers of Service: Tier 1			
	Weekdays	Saturdays	Sundays
Service Span	4 am to 12 am	4 am to 12 am	7 am to 9 pm
Headway	15 minutes from 6 am to 7 pm, 30 minutes for other time periods	15 minutes from 6 am to 7 pm, 30 minutes for other time periods	30 minutes
Transit Propensity	300		
Service Productivity	20		
On Time Performance	Departing stops or stations 0 seconds early and less than 5 minutes late.		
Transit Load	The median maximum load on a trip should not exceed the vehicle seating capacity.		

Route and Station Design Guidelines

- Stop Spacing:

Table 14 Enhanced Bus Spacing Guidelines

Environment	Stop Spacing Guidelines (miles)
Urban	0.25 - 0.5
Suburban	0.5 - 1

- Route Spacing:

Table 15 Enhanced Bus Route Spacing Guidelines

Environment	Route Spacing
*Central Business District	1/8 mile to 1/4 mile
Urban	1/4 mile to 1/2 mile

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Suburban	1/2 mile to 1 mile
Rural	(as needed based on surrounding development and activities)

**Within UTA's service area, Central Business District refers to downtown Salt Lake City.*

Note: Exceptions to route spacing guidelines may be justified to accommodate street grid patterns and/or preserve access to major destinations. Where routes converge on a major destination or transfer point, a small amount of duplication may be necessary.

- Percent Exclusivity: Enhanced bus can have up to 50% exclusivity but may have no sections of exclusive lanes, depending on the project.
- Intersection Priority Treatment: Intersection priority treatments are encouraged, but not required.
- Station Amenities: Pole, ADA pad, signage, seating, trash can, shelter, and lighting.

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Frequent Bus

Introduction

Frequent bus typically runs bidirectional service seven days a week and, on most days, operates every 15 minutes or better from morning to evening.

Service Standards

Table 16 Frequent Bus Service Standards

Tiers of Service: Tier 1			
	Weekdays	Saturdays	Sundays
Service Span	4 am to 12 am	4 am to 12 am	7 am to 9 pm
Headway	15 minutes from 6 am to 7 pm, 30 minutes for other time periods	15 minutes from 6 am to 7 pm, 30 minutes for other time periods	30 minutes
Transit Propensity	300		
Service Productivity	20		
On Time Performance	Departing stops or stations 0 seconds early and less than 5 minutes late.		
Transit Load	The median maximum load on a trip should not exceed the vehicle seating capacity.		

Route and Station Design Guidelines

- Stop Spacing: No closer than 1/8-mile (660 feet) and no further apart than 1/3-mile (1760 feet).
- Route Spacing:

Table 17 Frequent Bus Route Spacing Guidelines

Environment	Route Spacing
*Central Business District	1/8 mile to 1/4 mile
Urban	1/4 mile to 1/2 mile
Suburban	1/2 mile to 1 mile
Rural	(as needed based on surrounding development and activities)

**Within UTA's service area, Central Business District refers to downtown Salt Lake City.*

Note: Exceptions to route spacing guidelines may be justified to accommodate street grid patterns and/or preserve access to major destinations. Where routes converge on a major destination or transfer point, a small amount of duplication may be necessary.

- Percent Exclusivity: Exclusive lanes are preferred for frequent buses, but they are not required.
- Intersection Priority Treatment: Intersection priority treatments are preferred for frequent buses, but they are not required.
- Station Amenities: Pole, ADA pad, signage, seating, trash can, and shelter.

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Local Bus

Introduction

Local bus routes typically run bidirectional service seven days a week and operate every 30 to 60 minutes from morning to evening.

Service Standards

Table 18 Local Bus Service Standards

Tiers of Service: Tier 2, 3, 4			
	Weekdays	Saturdays	Sundays
Service Span	6 am to 9 am	6 am to 9 am*	
Headway	30 minutes or 60 minutes	60 minutes*	
Transit Propensity	100-200		
Service Productivity	5-10		
On Time Performance	Departing stops or stations 0 seconds early and less than 5 minutes late.		
Transit Load	The median maximum load on a trip should not exceed the vehicle seating capacity.		

**Tier 3 local buses do not operate on Saturdays*

Route and Station Design Guidelines

- Stop Spacing: No closer than 1/8-mile (660 feet) and no further apart than 1/3-mile (1760 feet).
- Route Spacing:

Table 19 Bus Route Spacing Guidelines

Environment	Route Spacing
*Central Business District	1/8 mile to 1/4 mile
Urban	1/4 mile to 1/2 mile
Suburban	1/2 mile to 1 mile
Rural	(as needed based on surrounding development and activities)

**Within UTA's service area, Central Business District refers to downtown Salt Lake City.*

Note: Exceptions to route spacing guidelines may be justified to accommodate street grid patterns and/or preserve access to major destinations. Where routes converge on a major destination or transfer point, a small amount of duplication may be necessary.

- Percent Exclusivity: Exclusive lanes are not required for local buses.
- Intersection Priority Treatment: Intersection priority treatments are not required for local buses.
- Station Furniture and Amenities: Pole, ADA pad, and signage.

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Limited Stop Bus

Introduction

Limited stop bus routes have stops 1 to 2 miles or more apart to improve travel times, and portions of the route may operate on freeways. Stop locations are selected to connect residential areas either directly or via park and rides and attraction sites, such as job centers. UTA currently has some legacy limited stop routes that run limited peak direction service. New limited stop bus service will typically run all-day bidirectional service seven days a week. Legacy routes will either be upgraded or modified based on demand and other existing services.

Service Standards

Table 20 Limited Stop Bus Service Standards

Tiers of Service: Tier 2, 3			
	Weekdays	Saturdays	Sundays
Service Span	6 am to 9 am	6 am to 9 am *	
Headway	30 minutes or 60 minutes	60 minutes *	
Transit Propensity	100-200		
Service Productivity	5-10		
On Time Performance	Departing stops or stations 0 seconds early and less than 5 minutes late.		
Transit Load	The median maximum load on a trip should not exceed the vehicle seating capacity.		

**Tier 3 limited stop buses do not operate during Saturday*

Route and Station Design Guidelines

- Stop Spacing: Limited stop bus service has fewer stops than other bus services, with stop placement highly dependent on the bus's purpose. Therefore, bus stop spacing guidelines are not applicable to limited stop bus services.
- Route Spacing:

Table 21 Limited Stop Bus Route Spacing Guidelines

Environment	Route Spacing
*Central Business District	1/8 mile to 1/4 mile
Urban	1/4 mile to 1/2 mile
Suburban	1/2 mile to 1 mile
Rural	(as needed based on surrounding development and activities)

**Within UTA's service area, Central Business District refers to downtown Salt Lake City.*

Note: Exceptions to route spacing guidelines may be justified to accommodate street grid patterns and/or preserve access to major destinations. Where routes converge on a major destination or transfer point, a small amount of duplication may be necessary.

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- Percent Exclusivity: Exclusive lanes are not required.
- Intersection Priority Treatment: Intersection priority treatments are not required.
- Station Furniture and Amenities: Pole, ADA pad, and signage.

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Innovative Mobility Zones

Innovative Mobility Zones could include a variety of first and last mile solutions including, but not limited to, on-demand service, autonomous shuttles on a fixed guideway, bike share, and partnerships with private Transportation Network Companies, such as Uber and Lyft. Funding could come from a variety of sources including private funding and public private partnerships.

These guidelines apply primarily to on-demand service, which connects riders to other transit services like TRAX, FrontRunner, or buses, as well as to community destinations. The app-based technology can match multiple riders heading in a similar direction into a single vehicle, enabling quick and efficient shared trips. UTA's on-demand service is scheduled based on hours and days of service rather than frequency, because it does not run on a defined schedule. For more information regarding on-demand service points, please see the Bus Stop Placement chapter of this document. Requests for improvements to on-demand service points will be considered on a case-by-case basis.

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Other Services

In addition to the primary transit modes described above, UTA also provides holiday, seasonal, and supplemental services, as well as the Paratransit Service ADA (Americans with Disabilities Act) program. These services are tailored to meet specific needs that arise due to special events, seasonal demand fluctuations, or the unique requirements of passengers with disabilities. While the standards and guidelines outlined above do not directly apply to these services, they will serve as valuable references during the service planning process to ensure that these special services are effectively integrated and aligned with UTA's overall operational goals.

Paratransit Service ADA Program

UTA's Paratransit Service ADA program is a service for people with physical, cognitive or visual disabilities who are functionally unable to independently use the UTA fixed route bus service either all the time, temporarily or only under certain circumstances.

Service Types and Accessibility

UTA provides complementary paratransit service as an origin-to-destination service. The base level of service is curb-to-curb, where customers are responsible for getting to and from the curb at the pick-up and drop-off locations themselves. Additionally, UTA offers beyond-the-curb service, which includes assistance from the vehicle to the first exterior door at the rider's pick-up and/or drop-off location. This service may not always be feasible or safe and requires extra coordination with UTA.

In accordance with the ADA guidelines, UTA's policy is to provide reasonable service modifications upon request for individuals with disabilities who would otherwise be unable to fully use UTA services, programs, or activities for their intended purpose.

Service Area and Eligibility

UTA provides paratransit service within ¾-mile of all bi-directional services, including all bus routes and rail stations. Paratransit service is not provided for flex routes, UTA On Demand, or for peak-hour bus routes that only operate in one direction at a time. To utilize paratransit services, riders must be approved through an in-person interview and abilities assessment.

On-Time Performance Standards

On-time performance standards for paratransit are as follows:

- At least 90% of customers are picked up within 10 minutes before to 20 minutes after the stated pick-up time.
- 90% of customers dropped off within 30 minutes of any stated appointment time.

Sponsored Services

Additional services are provided in agreement with agency policy UTA.04.02 and include the following types of service:

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Event service: Service above baseline service to provide additional capacity for events or increase general capacity demand on a temporary basis in accordance with UTA Policy 04.02. Requests for additional service are considered on a case-by-case basis and may include the deployment of additional vehicles, the extension of service hours, or the implementation of alternative routing or scheduling. However, UTA reserves the right to decline any request that may disrupt baseline service, exceed available resources, be inconsistent with UTA or local or regional service or transit plans, or be inconsistent with UTA's mission.

Sponsored service: Service provided by UTA that is funded in whole or in part by a third-party sponsor for the purpose of improving public transit availability in a specific area. UTA reviews each sponsored service request and determines the feasibility of providing sponsored service based on available resources, the FYSP, regional and local transit plans, and the sponsor's willingness to enter into a sponsored service agreement. Sponsored service agreements are approved by the Board of Trustees, and UTA reserves the right to decline any request that may disrupt baseline service, exceed available resources, be inconsistent with UTA or local or regional service plans, or be inconsistent with UTA's mission.

Others

Areas that do not have sufficient TPI, productivity, or sponsorship to qualify for any of the tiers of service will not be served by fixed-route or flex-route transit. UTA will work with local communities and stakeholders to implement other mobility solutions. Other mobility solutions include (but are not limited to):

- Partnership with a Transportation Network Company (TNC)
- Employer-sponsored shuttles
- Transportation Management Associations

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Chapter 8

Bus Stop Placement

Placement Principles

Bus stop placement and spacing is undertaken with the following goals in mind:

- Provide safe, pleasant waiting and boarding experiences for riders.
- Provide optimal access to destinations and neighborhoods along the route.
- Optimize travel time on the route by preventing excessive stopping and dwelling.

UTA's preference is to locate bus stops in locations where riders can safely cross the street. Preferred crossing treatments include:

- Signalized, marked, and/or grade-separated crossings (such as traffic lights, crosswalks, and pedestrian bridges)
- For locations without a signalized, marked, and/or grade-separated crossing:
    - Roads with a cross-section of three lanes (one travel lane in each direction and a center turn lane) or fewer and a speed limit of 35 mph or less.
    - Appropriate traffic volumes for pedestrians to safely cross, in agreement with applicable jurisdictions.

Roads with a cross section of four lanes or more and/or a speed limit of 40 mph or greater should only have stops at signalized or grade-separated crossings. UTA will work with cities and other local jurisdictions to establish safe crossings at good points of access along transit corridors as warranted. UTA considers good points of access to include the following:

- Sidewalk access from trip origin to bus stop.
- A pedestrian-oriented, connected street network.
- Permeable pedestrian access to neighborhoods or apartment complexes.

Having safe crossings, good points of access, or transit supportive land uses (for instance, high-density mixed-use development, hospitals, schools, universities, and human service providers) does not guarantee that a bus route or stop will be located adjacent to a given facility, only that such locations are where bus stops could be located if needed.

UTA may preserve existing stops that do not meet these guidelines in order to preserve service to existing markets but will not improve these stops until the conditions in this guideline are met.

On Demand Service Points

When UTA On Demand service is implemented in an area that was previously served by fixed-route bus or flex bus service, UTA may elect to retain select stops as service points, provided the following conditions are met:

- The stop meets ADA accessibility guidelines.

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- There is a no-parking zone at the stop.
- The stop serves a transit-supportive land use as defined in the previous section.

Stops that do not serve a particular destination will not generally be considered for service points, as the current service model for UTA On Demand involves the use of virtual stops for general coverage purposes.

If fixed bus or flex bus service is introduced in an area served by UTA On Demand, existing on demand service points may be converted to fixed stops, or retained as on demand service points if the new route does not serve the service point location, or the service point location is not operationally feasible. If on demand service is discontinued in an area and other services are not implemented, on demand service points will also be discontinued.

Requests for improvements to on demand service points will be considered on a case-by-case basis.

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Chapter 9

Title VI Compliance

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. The Utah Transit Authority has committed to the FTA's Title VI objectives set forth in Circular 4702.1B by ensuring that UTA's services are equitably offered, and resources distributed without regard to race, color, or national origin.

The Title VI analysis, in accordance with FTA requirements, is conducted to ensure that changes will not have disproportionately negative impact on minority and low-income populations within UTA's service area. If changes are found to be potentially discriminatory, UTA will take all prescribed and prudent steps to ensure services are equitable and compliant with federal guidelines and requirements.

For additional details, see UTA's Title VI program.

Vehicle Assignment

Service Planning ensures that the appropriate type and number of vehicles are allocated based on route characteristics, passenger demand, and operational efficiency. UTA's Planning Division reviews the "Vehicle Assignment Plan" annually to ensure all federal regulation are met. By aligning vehicle assignments with the overall service plan, UTA can optimize service delivery, improve rider experience, and effectively manage resources. The standards that UTA uses in assigning vehicles to routes are as follows:

- Fleet assignments do not violate Title VI or federal regulations.
- The quantity of buses in each service unit is determined by the demand, which is the peak pull-out for the calendar year.
- The operations planners from each service unit generate information regarding routes and schedules, which is then cut into runs and blocks for operators to work. This information is shared with the respective service units' maintenance departments.
- Buses are assigned within a service area according to the characteristics of the transit service type, passenger loads, and topography of the service area. Specially equipped canyon buses have different specifications than buses that operate in regular transit service in the valley.

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Attachment J: UTA 01.06 Title VI Policy for Disparate Impact and Disproportionate

No. UTA.01.06

TITLE VI COMPLIANCE

1) Purpose.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or National Origin in any program or activity that receives Federal funds or other Federal financial assistance. Utah Transit Authority, as a public transit provider and recipient of federal financial assistance, is subject to Title VI requirements as outlined in FTA's Circular FTA C 4702.1B and future amendments.

In accordance with the Circular, UTA has developed this policy for measuring Disparate Impacts on minority populations and Disproportionate Burdens on Low-income Populations. UTA remains committed to avoiding unfair treatment and Discrimination in the provision of public transit services.

2) Definitions.

"25 Percent or Greater Change in Route Alignment" means a change to a route's alignment, whether an addition of mileage or a removal of mileage, that exceeds 25 percent of the original route's mileage. Where changes may include a removal and an addition of mileage in different areas of the route, the changes will be considered cumulatively. e.g., if 10 percent of the route is removed and an additional 15 percent is added in another area, this would equal a 25 percent route alignment change.

"*Addition of Service*" means the creation of a new bus route or the opening of a new rail line.

"Discrimination" refers to any action or inaction, whether intentional or unintentional, in any program or activity of a federal aid recipient that results in disparate treatment, Disparate Impact, or perpetuating the effects of prior Discrimination based on race, color, or National Origin.

"Disparate Impact" refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or National Origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or National Origin.

"Disproportionate Burden" refers to a neutral policy or practice that disproportionately affects Low-income Populations more than non-Low-income Populations.

"Eligible Low-income Individual" means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. UTA will use the definition found in 49 U.S.C. 5302 as amended by Fixing America's Surface Transportation Act (FAST): "an individual whose family income is at or below 150 percent of the poverty line (as that term is defined in Section 673(2) of the Community Services Block Grant Act (42 U.S.C 9902(2)), including any revision required by that section) for a family of the size involved".

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"Fare Change" means any change to fares which may include modifications to the base fare, the addition of new fare products or media as well as their removal. Further clarification for this definition is provided in 3)D of this policy.

"Low-income Population" refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed UTA program, policy or activity.

"Major Change" means a service or Fare Change which meets UTA's definition in section 3B of this policy and requires an equity analysis be performed in compliance with this policy and FTA's Title VI Circular.

"*Minority Persons*" conforms with the definition contained at FTA C 4702. 1B and includes the following:

- American Indian or Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
- Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

"Minority Population" means any readily identifiable group of Minority Persons who live in geographic proximity.

"*National Origin*" means the particular nation in which a person was born, or where the person's parents or ancestors were born.

"Public Involvement Process" refers to the process outlined by the Public Involvement Process SOP which includes providing notice to the public, facilitating public comment, record retention for public comment, and consideration of public comment. The Community Engagement department is responsible for this process.

"Title VI Equity Analysis or Equity Analysis" means a document produced by the Civil Rights Department that examines proposed changes for inequity using the guidelines outlined in FTA Circular 4702.1B. This analysis will include all of the items required in an equity analysis as outlined in FTA C 4702.1B Chap. IV-12. This analysis is presented to the UTA Board of Trustees for approval.

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"Title VI Equity Briefing or Equity Briefing" means a document produced the Civil Rights Department that examines proposed changes for inequity using an abbreviated process to document Title VI considerations. This briefing is presented to the UTA Board of Trustees for approval but does not carry the same in-depth components of a Title VI Equity Analysis. Some items not present may include a title page, Title VI objectives and introduction, definitions page, etc.

"Title VI Circular" refers to FTA's Title VI Circular 4702.1B

"UTA" means Utah Transit Authority.

3) Policy.

A. UTA prohibits Discrimination on the basis of race, color, or National Origin in the provision of public transit services, programs, and activities.

B. Major Change Policy

1. UTA will seek public input on the following types of changes. These changes will be considered "Major Changes" which require an Equity Analysis or Equity Briefing in compliance with FTA's Title VI Circular.
   a. The Addition of Service;
   b. A proposed service level reduction in miles, hours, or trips of thirty-three percent (33 percent) or more of any route;
   c. The elimination of all service during a time period (peak, midday, evening, Saturday, or Sunday);
   d. A proposed twenty-five (25 percent) or greater change in Route Alignment;
   e. A proposed Fare Change.
2. The type of public input opportunities used for service or Fare Changes described in Paragraph B(1) will be based on UTA policy requirements regarding public input opportunities as referenced below, and a demographic analysis of the population(s) effected, the type of plan, program and/or service under consideration, and the resources available, and may include any combination of the following:
   a. Public hearings;
   b. Public meetings;
   c. Posted notices on UTA's website;
   d. Outreach to minority groups and the non-English speaking community within UTA's service area;
   e. Coordination with community and faith-based organizations, educational institutions, and other organizations that reach out specifically to members of affected minority and/or LEP (Limited English Proficient) communities;
   f. Notices in radio, television, or newspapers including those that serve non-English speaking and/or minority populations;
   g. Posting notices at bus stops, rail stations and on transit vehicles;
   h. Use of social media, including those targeted at minority groups and the non-English speaking community.

C. Evaluation and Equity Analysis of Service and Fare Changes

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1. UTA will analyze proposed Major Changes to service and any proposed Fare Change in accordance with FTA's Circular 4702.1B as amended.
2. UTA Fares and Service Planning will involve Civil Rights compliance staff during early planning phases of any proposed major change. Civil Rights compliance staff will review proposals and determine what level of analysis is appropriate for the type of change proposed. This review will be conducted with the assistance of the departments proposing the change, but Civil Rights compliance staff will make the final determination on what level of analysis is required.
3. UTA will evaluate the impacts of major service changes individually and cumulatively when there is more than one route being affected for a service change period. Dependent on the size and type of proposed changes, UTA may evaluate groups of similar changes together and in such a way as to evaluate the actual positive and negative impacts.
4. UTA will primarily utilize the most recent American Community Survey (ACS) or Census Data available, block group data and/or ridership data to evaluate and analyze any proposed major service and fare changes. This data will be analyzed with Geographic Information System (GIS) software.
5. UTA will rely on population data and use the smallest geographic area that reasonably has access to the stop or station effected by the proposed major service change. This will be translated into a one-quarter mile radius to a bus stop, one-half mile to a light rail and/or Bus Rapid Transit station and three miles to a commuter rail station.
6. UTA will include in each equity analysis or equity briefing an explanation of what datasets were used

D. Disparate Impact and Disproportionate Burden Policy
   1. UTA will measure the burdens of service and Fare Changes on minority riders to determine when minority riders are bearing a Disparate Impact from the change between the existing service or fare and the proposed service or fare.
   2. UTA will measure the burdens of service and Fare Changes on low-income riders to determine when low-income riders are bearing a Disproportionate Burden of the change between the existing service or fare and the proposed service or fare.
   3. A threshold of five percent will be used to determine Disparate Impact on minority populations and Disproportionate Burden on Low-income Populations. This five percent is based on the margin of error from the US Census data that UTA uses to determine the populations in the service area. This means that if the burden of the service or Fare Change negatively impacts minority or Low-income Populations more than five percent than non-protected populations, then the change will be considered either a Disparate Impact or a Disproportionate Burden.

E. Finding a Disparate Impact
   1. At the conclusion of UTA's Analysis, if UTA finds a Disparate Impact on the Basis of Race, Color, or National Origin, UTA shall seek to modify the proposed changes in a way that will mitigate the adverse effects that are disproportionately borne by minorities. Modifications made to the proposed changes must be reanalyzed in order to determine whether the modifications actually removed the potential Disparate Impacts.

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If UTA chooses not to alter the proposed services changes despite the potential Disparate Impact on minority populations, or if UTA finds, even after the revisions, that minority riders will continue to bear a disproportionate share of the proposed service or Fare Change, UTA may implement the change only if:

a. UTA has substantial legitimate justification for the proposed change; and
b. UTA can show that there are no alternatives that would have a less Disparate Impact on the minority riders but would still accomplish the transit provider's legitimate program goals.

In order to show this, UTA must consider and analyze alternatives to determine whether those alternatives would have less of a Disparate Impact on the basis of race, color, or National Origin, and then implement the least discriminatory alternative.

F. Finding a Disproportionate Burden
   1. If at the conclusion of the analysis, UTA finds that Low-income Populations will bear a Disproportionate Burden of the proposed major service change, UTA will take steps to avoid, minimize, or mitigate impacts where practicable. The provider should also describe alternatives available to low-income passengers affected by the service changes.

G. Title VI Complaint Process
   1. Any person who makes a complaint through the Civil Rights Complaint Form relating to Discrimination in receiving service from UTA based on race, color, or National Origin can fill out the complaint form and it will be investigated and responded to in a timely manner by the Civil Rights Office.
   2. UTA has a Civil Rights Complaint Form which can be obtained from the Title VI Compliance Officer and on UTA's website. It can be downloaded in English or Spanish or be filled out utilizing an online form that will send an email to Civil Rights compliance staff.
   3. Complaints that come to UTA through the Customer Service department will be received, recorded and responded to according to UTA Customer Communications policy and relevant SOPs.

4) Cross-References.

- Corporate Policy No. 1.1.6 Public Input Opportunities.
- Corporate Policy No. 5.1.1 Customer Communications,
- UTA Standard Operating Procedure No 5.1.1-1, Customer Communication Process,
- Corporate Policy 6.1.8. Equal Employment Opportunity, Anti-Discrimination Harassment, and Retaliation Polices
- Title VI of the Civil Rights Act of 1964
- FTA Circular 4702.1B

This UTA Policy was reviewed by UTA's Chief Officers on 04/06/2022, approved by the Board of Trustees on 4/25/2022 and approved by the Executive Director on 4/25/2022. This policy takes effect on the latter date.

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DocuSigned by:
Kim Shanklin

Kim Shanklin, Chief People Officer
Accountable Executive

DocuSigned by:

Jay Fox
Executive Director

Approved as to form and content:

DocuSigned by:
Mike Bell

Counsel for the Authority

History

Date	Action	Owner
05/22/2013	Adopted – Corporate Policy 1.1.28 – Title VI Compliance	Chief People Officer
05/17/2016	Revised – Corporate Policy 1.1.28 – Title VI Compliance	Chief People Officer
11/15/2016	Revised – Corporate Policy 1.1.28 – Title VI Compliance	Chief People Officer
5/26/2022	Rescinded – Corporate Policy 1.1.28 – Title VI Compliance	Chief People Officer
5/25/2022	Board Approved – UTA.01.06 – Title VI Compliance	Chief People Officer
5/26/2022	Adopted – UTA.01.06 – Title VI Compliance	Chief People Officer

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