

**RESOLUTION OF THE BOARD OF TRUSTEES OF THE UTAH
TRANSIT AUTHORITY APPROVING THE TITLE VI SERVICE AND FARE
EQUITY ANALYSIS FOR DECEMBER 2021 CHANGE DAY**

R2021-12-04

December 1, 2021

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 and Fare Equity Analysis of the December 2021 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.

Approved and adopted this 1st day of December 2021.

DocuSigned by:

Carlton Christensen

80E38485ACBE4D0...

Carlton Christensen, Chair
Board of Trustees

ATTEST:

DocuSigned by:

[Signature]

8D8A6B67F3AA459...

Secretary of the Authority



(Corporate Seal)

Approved As To Form:

DocuSigned by:

David Wilkins

5E3257B1CF024B9...

Legal Counsel

Exhibit A

DECEMBER 2021 TITLE VI SERVICE AND FARE EQUITY ANALYSIS



Title VI Service and Fare Equity Analysis

December 2021

Utah Transit Authority

Contents

Introduction	3
Summary of Proposed Changes	3
Summary of Findings.....	3
UTA Policy and Definitions.....	4
Definitions	4
Major Service Change	6
Evaluation and Analysis of Service and Fare Changes	6
Disparate Impact and Disproportionate Burden	6
Finding a Disparate Impact	7
Finding a Disproportionate Burden	7
Proposed Changes.....	8
Route F522	8
Routes 451 & 454.....	9
Low-Income Reduced Fare Program.....	10
Analysis of Proposed Changes	11
Route F522	12
Routes 451	13
Route 454.....	14
Low-Income Reduced Fare Program.....	16
Conclusion.....	16
Appendix A – December 2021 Change Day Public Comment Report	18

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 December of 2021. 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 proposed four major changes to service during the December Change Day. It is proposed to discontinue routes F522 and 454, modify route 451's alignment, and introduce a low-income reduced fare program. The discontinuation of any route, a change of alignment in excess of 25%, and fare change constitutes a major change. The low-income reduced fare program will be system-wide implemented in December and provide a 50% discount on fare to anyone that is below 150% federal poverty and completes an application to the program.

Summary of Findings

Of the proposed changes, only one area showed any potential disproportionate burden and disparate impact. The 454 and 451's rider surveys showed that the people utilizing the service were at or below ridership averages for low-income and minority populations. The low-income reduced fare program will serve low-income populations exclusively and ridership data shows that low-income riders have 5.4% more minorities than moderate to high income populations. Finally, the impact of the discontinuation of F522 yielded potential for both disproportionate burden and disparate impact. However, due to the immediate implementation of demand response service, the potential findings are negated by a more convenient and efficient transportation option for the area.

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 $\frac{3}{4}$ 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.
 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.

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

<i>Minority Ridership Average:</i>	
Population:	13,378
Minority Population:	3,459
Percent Minority:	25.9%

- 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 2014-2018 5-year population estimates provided by the American Community Survey (ACS).

<i>Low-Income System Average:</i>	
Population:	2,351,065
Low-Income Population:	404,688
Percent Low-income:	17.2%

<i>Minority System Average:</i>	
Population:	2,368,702
Minority Population:	546,507
Percent Minority:	22.9%

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.
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

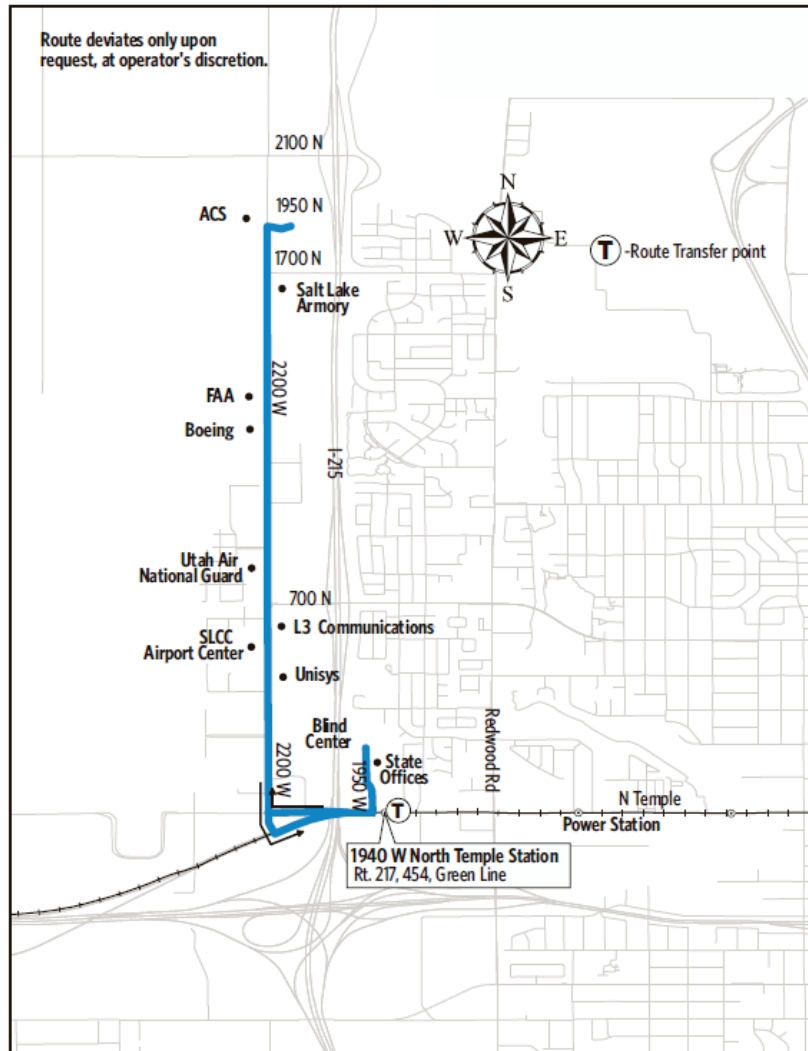
If at the conclusion of the analysis, UTA finds that low-income populations will bear a disproportionate burden of the proposed major service change, UTA will take steps to avoid, minimize, or mitigate impacts where practicable. UTA will also describe alternatives available to low-income passengers affected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

Proposed Changes

Route F522

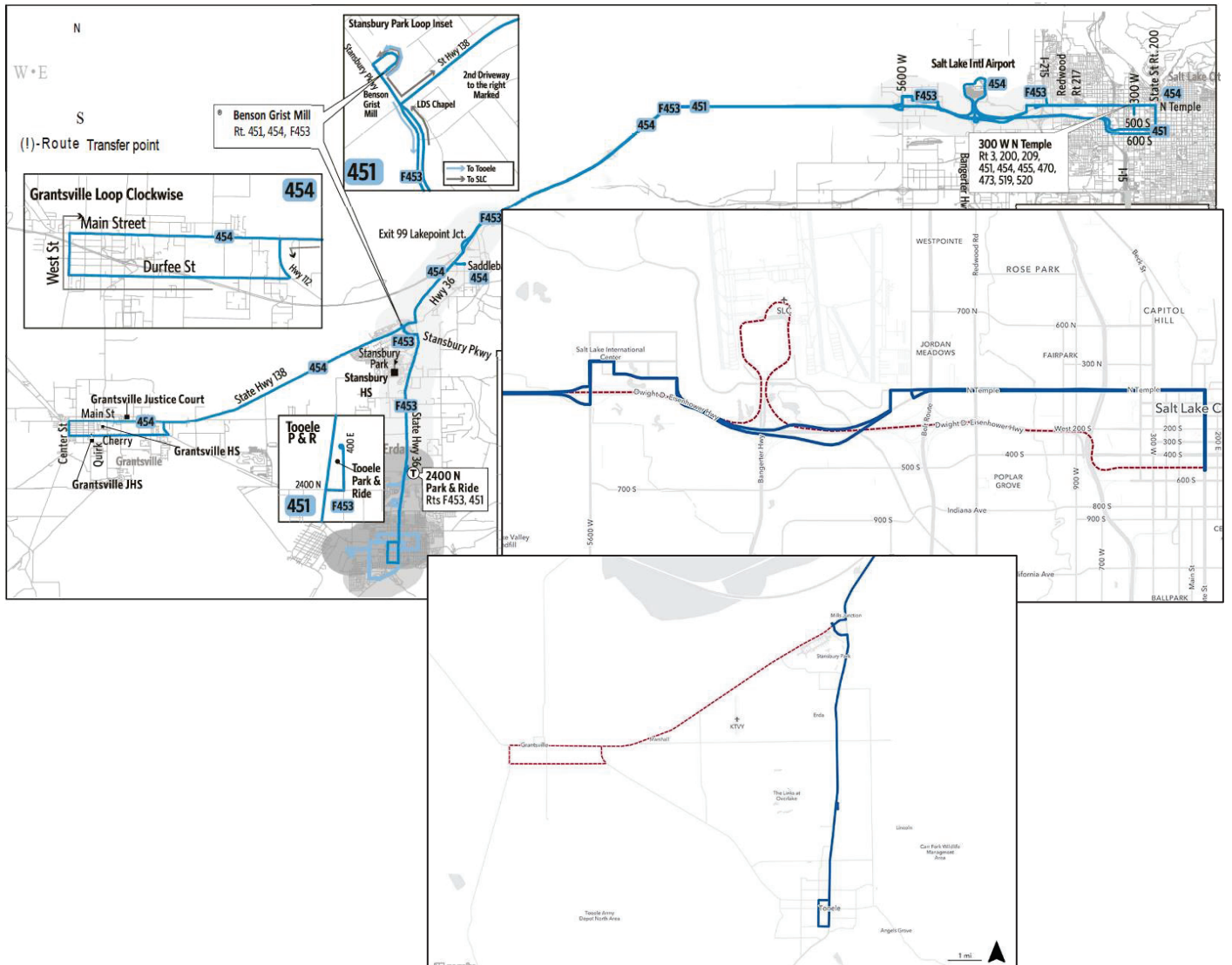
This flex route offers transportation from North Temple Station to various businesses north. As a flex route, it can deviate from the fixed route and provide drop off or pick up service within a $\frac{3}{4}$ mile radius of the route. All stops along the route are in commercial areas. Residential areas are only accessible on 700 North and 1700 North as the I-215 acting as a physical barrier to stops. Between the months of April and October of 2021 the route averaged 25.8 boardings per day and UTA shows that this route had zero scheduled deviations throughout the entirety of 2021 and very few unscheduled.

As a part of this change day, UTA in partnership with Salt Lake City, is also going to be implementing a demand response microtransit service in this area. UTA On Demand is a microtransit service provided by Via as part of a public private partnership. This service will cover all the residential areas that fell within the $\frac{3}{4}$ mile deviation area of the F522. Of note is the FTA's guidance found in FTA Circular 4702.1B which states that the circular's requirements do not apply to demand response services and Title VI equity analyses. As such, there is no official analysis being conducted on the introduction of this service. Rather, the inclusion of this information is to provide additional context and justification regarding the cancellation of route F522.



Routes 451 & 454

Routes 451 and 454 provide express commuter routes between Tooele County and Salt Lake City. These routes run only during morning and afternoon hours and have never returned to pre-COVID ridership levels. The 454 goes into Grantsville and the 451 goes into Tooele city. It has been proposed to modify the routing of the 451 to eliminate stops at the Salt Lake City International Airport, add stops to the Salt Lake International Center, and provide a more efficient route to locations in Downtown Salt Lake City. In conjunction with this, it is proposed to eliminate the 454 entirely which would eliminate service to Grantsville. Below is a map of existing and proposed routes. The new maps show a red dotted line to delineate eliminated routing and the blue route to show the new 451 alignment.



Low-Income Reduced Fare Program

UTA has piloted and is now proposing to make permanent a low-income program to provide a 50% discount to people that are participating in a program reserved for low-income households and individuals and/or can show that they are below 150% federal poverty levels. The application for the program is accessible online or in person at one of UTA's several customer service locations where all required documentation can be submitted. Once approved, a reduced fare card is issued to the applicant. The program participant can then use this card to either pay for their fare directly by loading a pre-paid card and tapping on and off. Pre-paid cards can be reloaded either online, at partnering retailers, or at a customer service location. Program eligibility lasts for one year after approval.

This program also eliminates a previous fare program for people utilizing the Horizon card from Utah's Department of Workforce Services (DWS) to purchase a regular monthly pass at a 50% discount. The low-income program differs from the Horizon pass program because it has expanded the number of potential riders that can access it. In order to buy the Horizon pass, the customer would need to be actively engaged in a DWS program and purchase the pass with the DWS issued card. The new program is available to all persons within the service area that can show eligibility.

Analysis of Proposed Changes

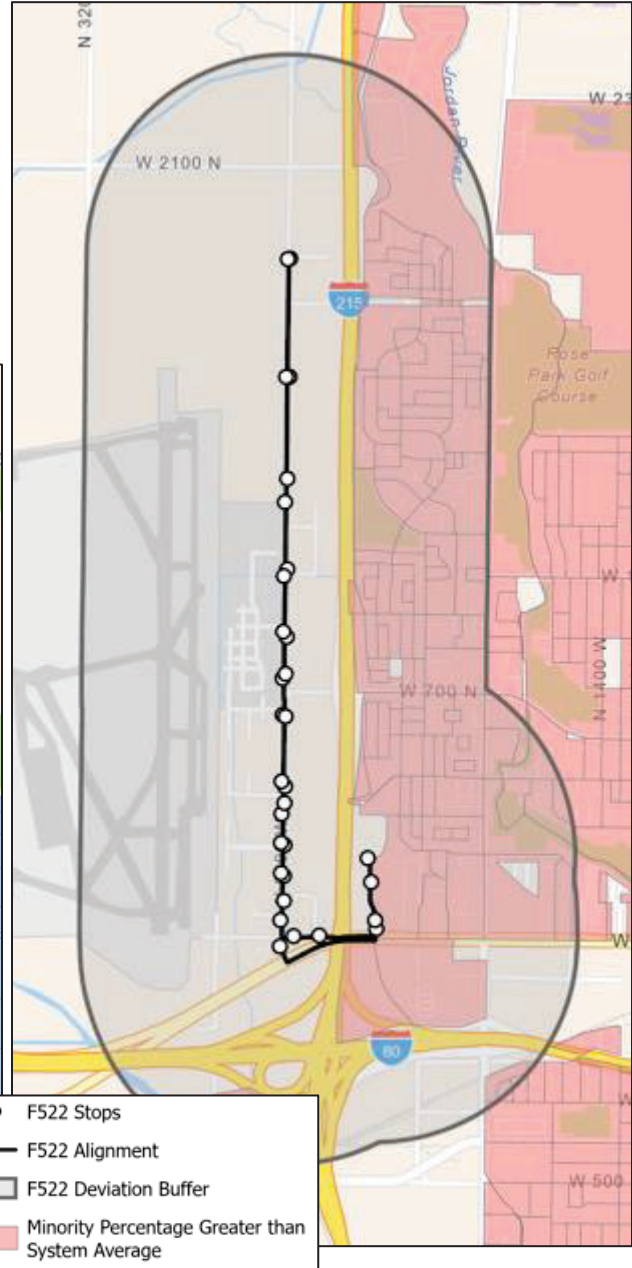
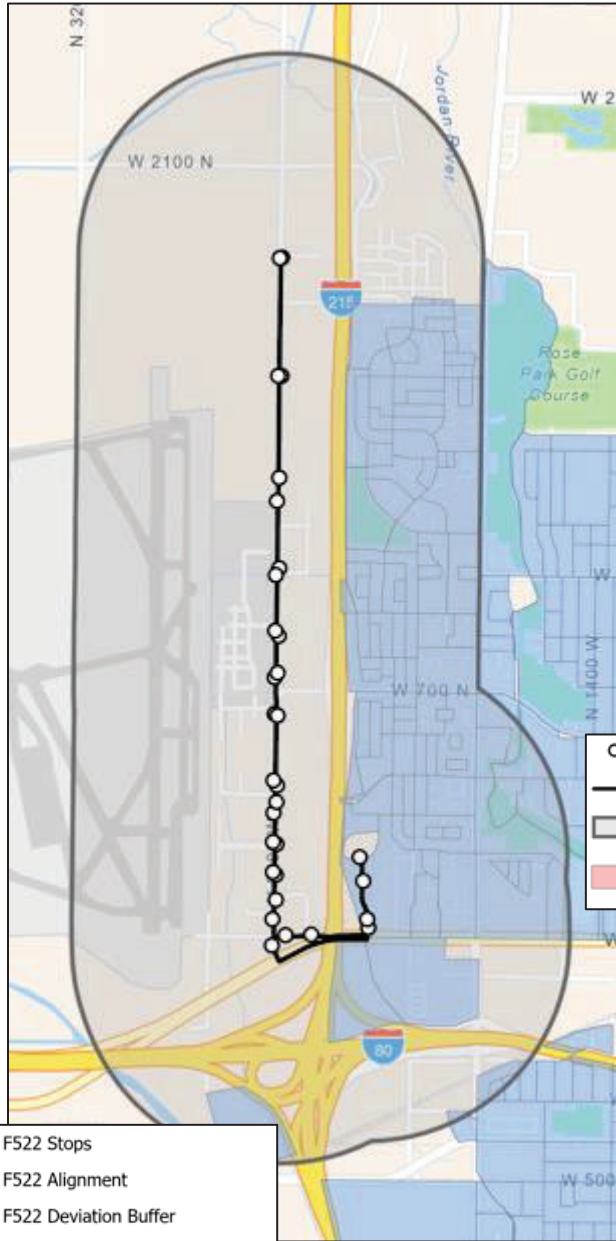
UTA has analyzed the potential impacts of any major service change as it relates to low-income and minority populations and evaluated the potential for adverse impact on these groups. To this end, UTA has created the maps, tables and related data found in this section. The data in this section was compiled utilizing American Community Survey (ACS) 2018 5-year estimates, which was dispersed into census blocks, in lieu of the larger block groups in order 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. 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.

Route F522

Route F522 is a flex route, meaning it can deviate from its fixed route up to 3/4 miles and provide pick up or drop off service. It is primarily used to access businesses near the airport. Maps and data are included as part of the analysis.



Low-Income on F522	
Population:	18,514
Low-Income Population:	8,014
Percent Low-income:	43.3%

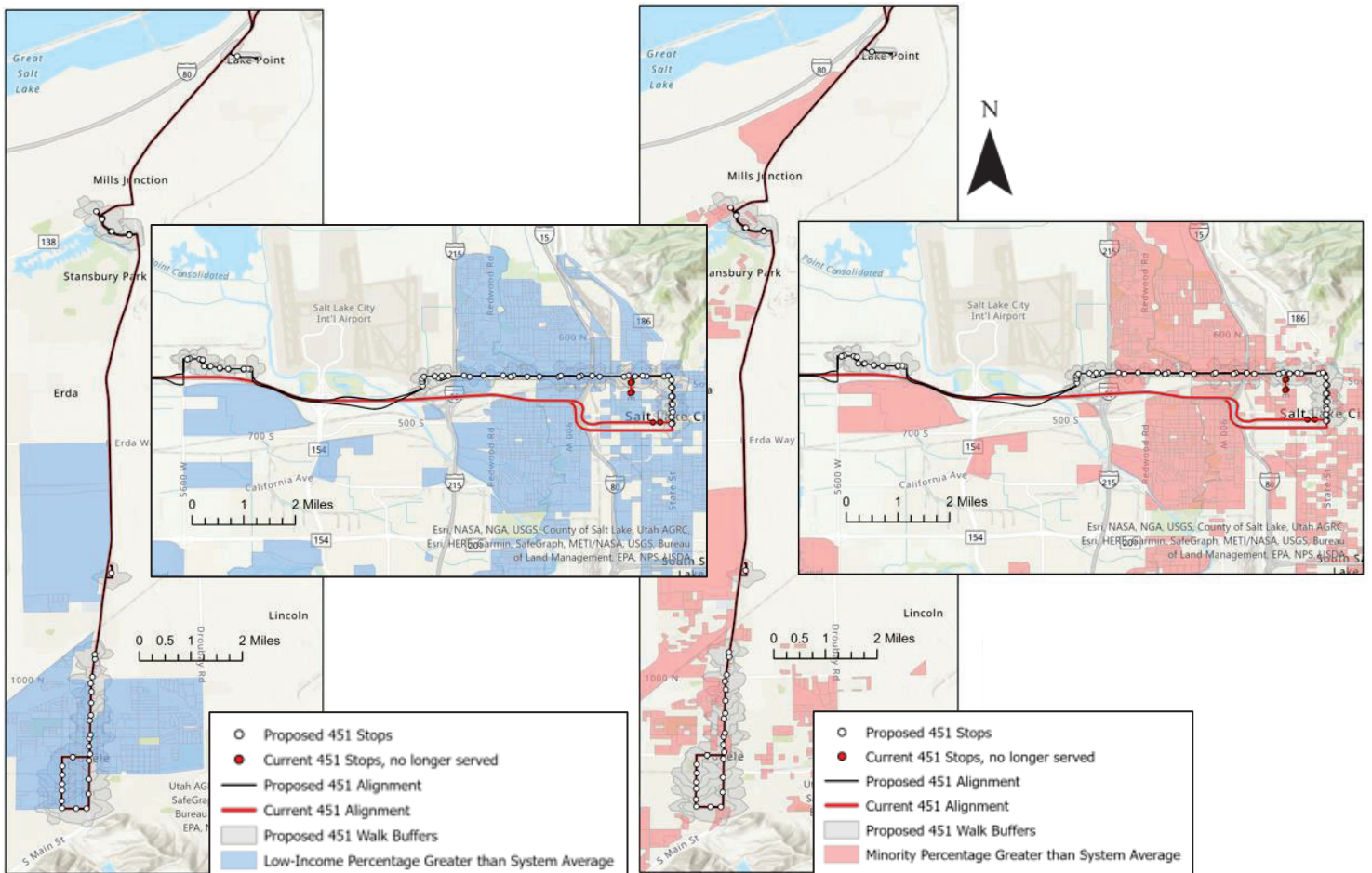
Difference from System Average: 26.1%

Minority Population on F522	
Population:	18,722
Low-Income Population:	13,779
Percent Low-income:	73.6%

Difference from System Average: 50.7%

Routes 451

The 451 is a commuter route. As such, UTA has utilized the last ridership survey to review the changes according to FTA circular guidance on commuter routes. As such, the responses from riders on the 451 during the 2019 ridership survey are included below and then compared to the demographics of the entire survey.



Low-Income on 451:	Ridership
Population:	39
Low-Income Population:	5
Percent Low-income:	12.8%

Difference from total Ridership: -20.9%

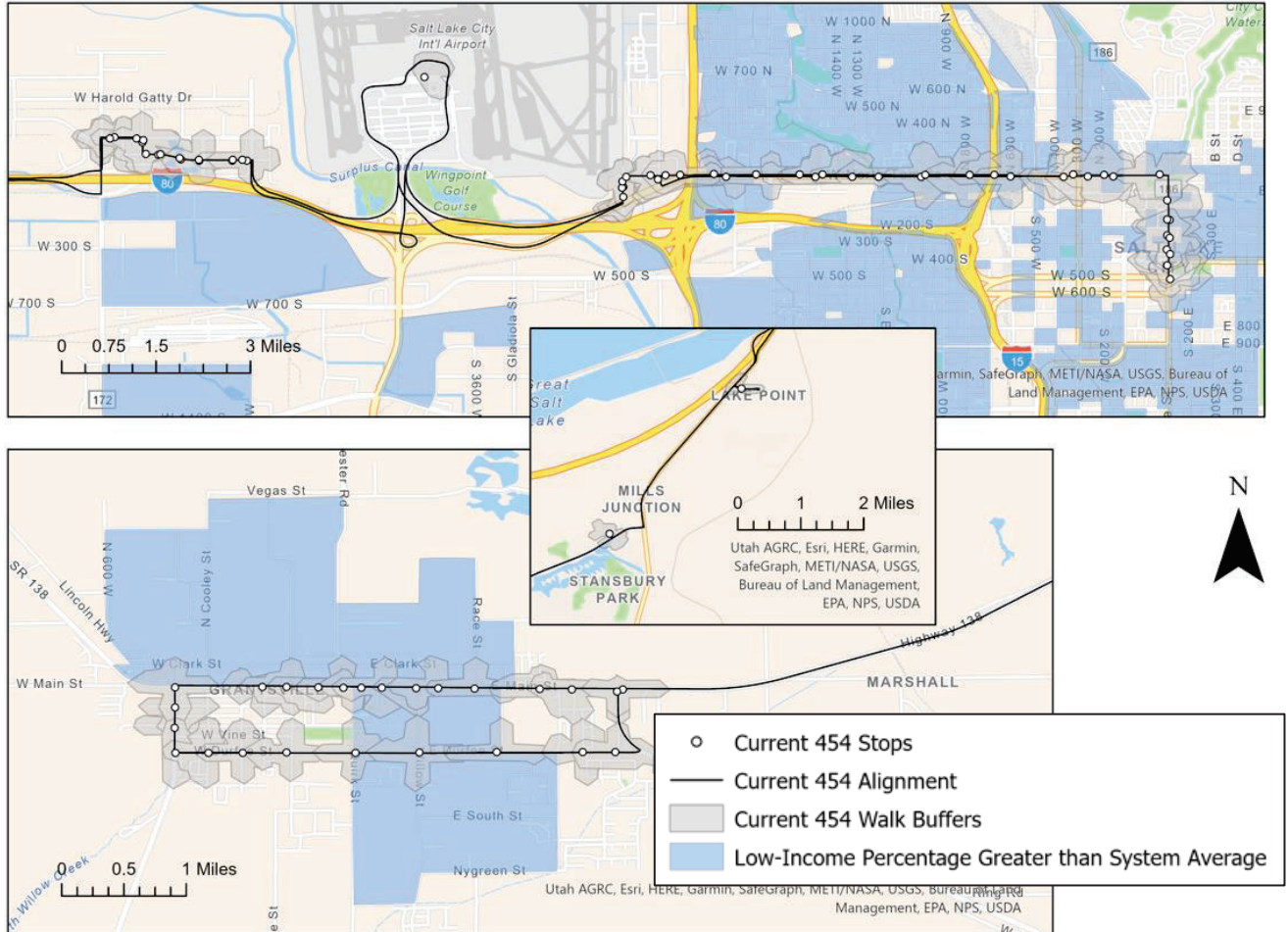
Minority Population on 451:	Ridership
Population:	34
Low-Income Population:	8
Percent Low-income:	23.5%

Difference from total Ridership: -2.4%

Route 454

As with the 451, this route is a commuter route and will be utilizing ridership data in its analysis.

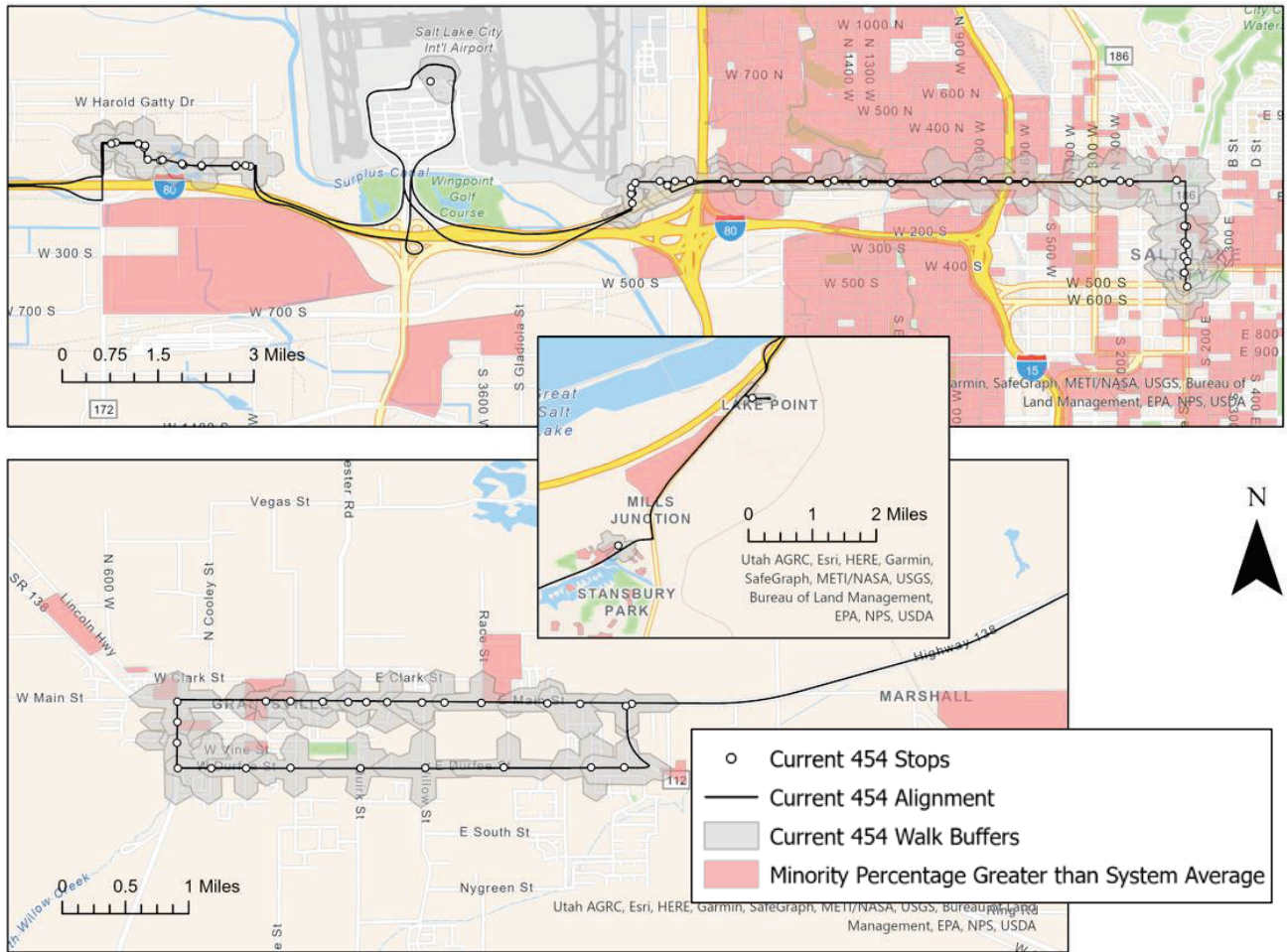
Below is a tabular representation of ridership data and maps of the route with areas including higher than average representations of low-income populations.



Low-Income on 454:	Ridership
Population:	21
Low-Income Population:	7
Percent Low-income:	33.3%

Difference from total Ridership: -0.4%

Below is a tabular representation of ridership data and maps of the route with areas including higher than average representations of minority populations.



Minority Population on 454:	Ridership
Population:	21
Low-Income Population:	2
Percent Low-income:	9.5%

Difference from total Ridership: 16.4%

Low-Income Reduced Fare Program

When evaluating fare changes, UTA utilizes information received through ridership surveys to determine the users of a particular fare media. This new program will be available to all people within the service area, so the dataset used is all people that utilize UTA's services. Due to the nature of the program, it is anticipated that 100% of program participants will be low-income according to UTA's chosen definition of 150% or less of the federal poverty rate. The following table shows the demographics of the riders that fall within the low-income parameters on the survey.

<i>Minority Population Within Low-Income</i>	
Population:	50,035
Low-Income Population:	15,638
Percent Low-income:	31.3%

Difference from total Ridership: 5.4%

Conclusion

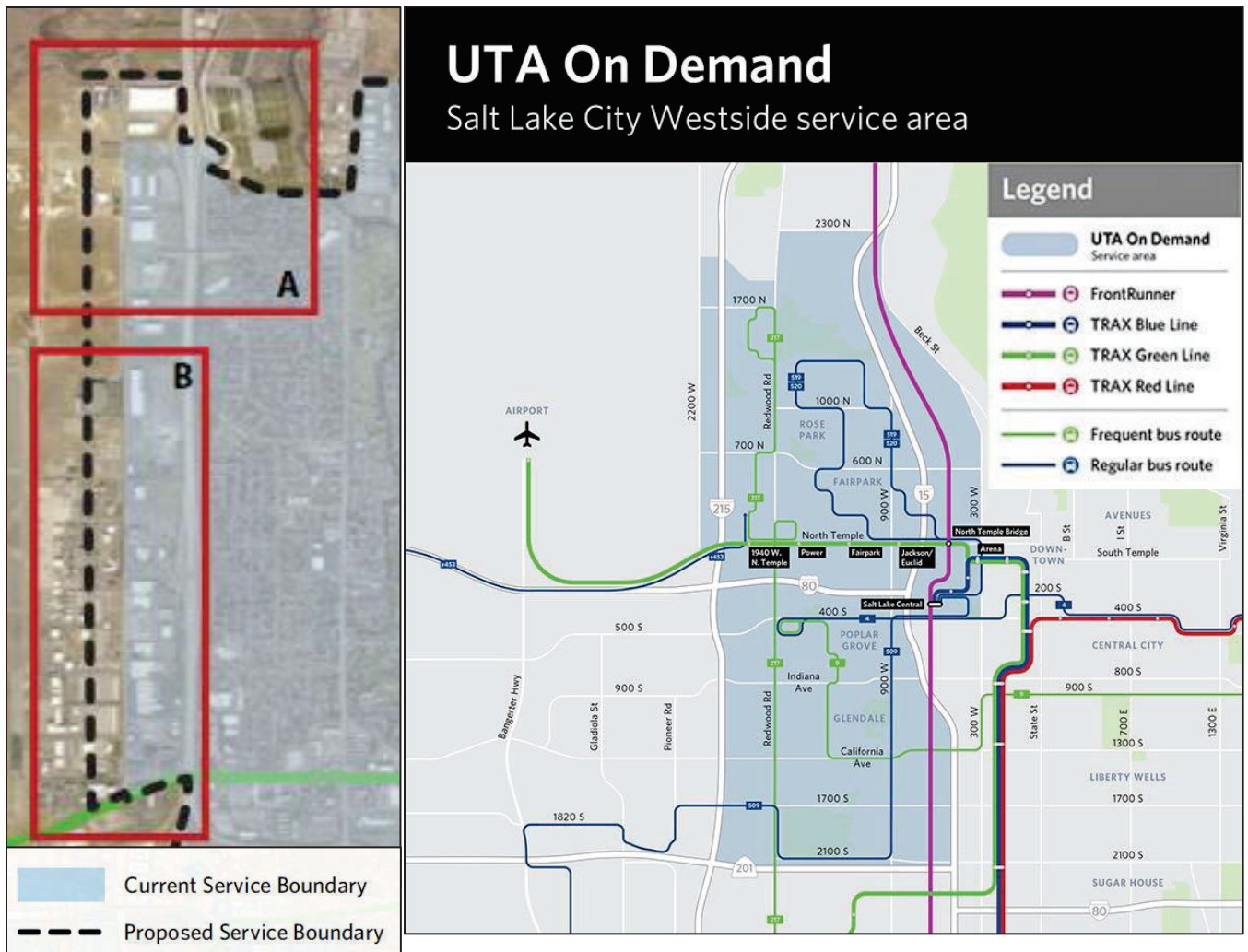
The proposal to discontinue route 454 and modify the alignment on route 451 did not exceed UTA's thresholds for potential disparate impacts and/or disproportionate burdens. The Low-Income Reduced Fare Program likewise did not show any potential negative impacts but will exclusively benefit low-income households which data shows have higher numbers of minorities than moderate to high income households. As such, there were no findings on the 454, 451 proposals.

Route F522

This route is in a majority minority area with dense populations of people below 150% poverty level. The data itself would show a high potential for both a disparate impact and disproportionate burden. However, as mentioned earlier in the analysis UTA is implementing its UTA On Demand microtransit service at the same time this route would be eliminated. The on demand service will cover all of the populated areas within the F522's service area and provide door to door service at the base fare price of \$2.50. This is better service than the existing F522 which is on the west side of the freeway while all populated areas are on the east side. The on demand service area was originally proposed to end on the street that was once serviced by the F522 but would not have provided service to areas on the west side of the street. See the map on the following page for the original proposed service area.

In order to better address the service area being vacated by the F522, UTA expanded the service area to areas marked out in the images at the bottom of this page.

Although there is substantial minority and low-income populations within the F522's service area, the immediate introduction of On Demand service acts as a mitigation for all negative impacts. UTA On Demand microtransit service is more readily accessible, versatile and less expensive than the existing option when the cost of deviations would be factored for. Beyond this implementation, there is little evidence that local riders utilized this route due to the lack of deviation and the physical barrier of the freeway that prevented them from ready access to the route. Therefore, UTA finds that there were no findings of disproportionate burden or disparate impact.



Appendix A – December 2021 Change Day Public Comment Report

(Intentionally left blank)

December 2021 Change Day – Public Involvement Report

Updated 11.11.21

Introduction

The Utah Transit Authority (UTA) proposed several major changes to transit service for implementation on December Change Day (December 12). Those proposed major changes can be reviewed in Appendix 1 of this report. UTA postponed the date of Change Day from November 28 to December 12. This Change Day includes various changes to bus and rail routes throughout the system, as well as the start of Ski Bus service in the Cottonwood Canyons, and to Snowbasin, Powder Mountain and Sundance. UTA delayed Change Day as the agency has been facing a shortage in bus operators, not unlike the experience of many other industries during these challenging times. By postponing Change Day to December 12, UTA hoped to have enough time to complete the hiring and training process of the personnel needed to maintain planned service.

The agency held a 30-day public comment period from October 4 through November 6 with multiple opportunities for the public to engage in the input process, including a virtual public hearing on October 20. This report details public involvement and feedback on the proposed changes.

Part 1: Public Engagement Efforts

Engagement Overview

Component	Dates	Additional Detail
Public Notice	October 4	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	October 4 – November 6	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)	October 20	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	October 4 – November 6	Customer service offices across the service area (3 locations) supported information sharing about proposed changes onsite for members of the public to learn more and provide comment.
Virtual engagement	October 4 – November 6	Available throughout the comment period online, included virtually accessible information and feedback opportunities through OpenUTA. (Rideuta.com/ChangeDay)
On-system engagement	October 14	Teams of two rode routes with proposed major changes, including routes 451, 454, and F522. They shared route specific information about proposed changes and how to comment. 451: Megan Waters, Jenna Simkins

		454: Sheri Webster, Samantha Aramburu F522: Shaina Miron-Quinn, Joann Scott
--	--	--

The public comment period was held for 30 days from October 4 through November 6. Multiple methods for sharing information on the proposed changes and submitting official comment on the proposed changes were made available to the public. Methods for public comment included email, mail, phone, OpenUTA online comment form, the virtual public hearing, and in-person at customer service locations in two counties. 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 October 4, including the Standard Examiner (Weber), 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 Wednesday, October 20 at 6pm. The event was held over Zoom webinars and was broadcast on the RideUTA Facebook Live feed. Nine individuals from the public registered and attended the live event to make a comment on the broadcast. 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:

- 972 People Reached
- 174 Engagements
- 14 Comments
- Link to the event on Facebook:
<https://fb.watch/99ud6oh4Xv/>

Youtube:

- 70 Views
- 1 Likes
- 0 Comments
- Link to the event on YouTube:
<https://www.youtube.com/watch?v=ul6ej2hGFuM>

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: 3 posts	Instagram: 2 posts	Twitter: 3 posts
10/6 – 3K reach, 153 clicks, 32 other engagements	10/6 – 41 likes, 1 comment	10/6 – 1 retweet, 1 like
10/18 – 2.3K reach, 26 clicks, 8 other engagements	10/20 – 11 likes	10/18 – 3 retweets, 2 likes
10/20 (Public hearing virtual live stream) – 975 reach, 159 clicks, 15 other engagements		10/20 – 2 retweets, 3 likes

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/ChangeDay. The public hearing information was also included on the public hearing page of the UTA website.

Additional supporting information used for public information and engagement can be reviewed in Appendix 3.

On-System Engagement

Teams of two rode routes with proposed major changes, including routes 451, 454, and F522. They shared route specific information about proposed changes and how to comment. Route-specific handouts were provided and left behind with operators to share with riders who were not onboard at the time of the engagement effort.

- Route 451, Salt Lake City to Tooele
 - Staff: Megan Waters, Jenna Simkins
 - 16 interactions
- Route 454, Salt Lake City to Tooele
 - Staff: Sheri Webster, Samantha Aramburu
 - 2 interactions
- Route F522
 - Staff: Shaina Miron-Quinn, Joann Scott
 - 4 interactions

Part 2: Public Comment Analysis

Engagement by the Numbers

Mode	Comments (#)
Email	18
Mail	0
Customer Service	10
OpenUTA	81
Virtual Public Hearing	7
Total Official	116

Public Comment Overview

Comments received during the 30-day comment period expressed concern about the proposed changes, 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 4; UTA's response to comments is included in Appendix 5.

Comment Themes

Theme	Detail	Comments (#)
Route 451 Support	Comment supports the changes proposed to Route 451	4
Route 451 Oppose	Comment opposes the changes proposed to Route 451	42
451 Opposition & Travel Time	Many comments in opposition to the proposed changes to Route 451 cite increased travel times as a chief concern	31
Route 454 Support	Comment supports the changes proposed to Route 454	2

Route 454 Oppose	Comment opposes the changes proposed to Route 454	16
Route F522 Support	Comment supports the changes proposed to Route F522	0
Route F522 Oppose	Comment opposes the changes proposed to Route F522	6
On Demand	Concerns expressed around the F522 switching to On Demand and negative user reviews	2
Route 640 Support	Comment supports the changes proposed to Route 640	0
Route 640 Oppose	Comment opposes the changes proposed to Route 640	4
Other Routes	Comments referencing other routes largely referred to service restoration or suggestions for new service	39
Travel Time	Comment expresses concerns around travel times on transit (31/37 are in reference to proposed changes to Route 451)	37
Frequency	Comment requests increases in frequency of service on various routes	19
Connections	Comment requests improved ability to make transfers and connections between various modes	5
Coverage	Comment requests increase coverage by transit service	2
Span	Comment requests an improvement in span of services, both hours (earlier and later) and days of the week	9
Bus Stop/Construction	Comment expresses concern over closing/moving bus stops and related construction	4
Operators	Comment expresses concern over operator shortage and hiring/compensation practices	2
Ski Bus	Comment expresses concern over delay in start of ski bus service	3
Suggestions	Comment provides a suggestion for improving service and customer experience	25

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 routes 451, 454, F522, and 640. Many 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. Many comments were also flagged as “suggestions”, which included either alternatives to proposed changes or additional new service suggestions.

**Note: the number of themes in the tables above will add up to more than 116; this is because multiple comments expressed more than one theme.*

Additional Public Engagement

- On Demand** – UTA’s On Demand service began piloting in November 2019 in the southern part of Salt Lake County. Since the original implementation, there has been ongoing engagement with the public and stakeholders to broadly understand experiences and areas for improvement with the system. Ridership trended well prior to COVID and received positive feedback from the community, including riders who indicated they would ride again and would recommend the service to others. UTA’s Innovative Mobility Solutions Department has been proactive in collecting specific feedback and suggestions from the community and riders, as well as finding ways to implement feedback to improve the customer experience. A new On Demand service will

replace route F522 should the proposed discontinuation move forward. A robust communication and engagement effort will be implemented to support the adoption and transition to the new service.

- **Special Services** – Vanpool has been supportive of identifying opportunities to replace fixed and flex route service for riders where appropriate.
- **Communications & Outreach** – throughout the comment period and ongoing until and after December Change Day (December 12), rider communications to increase understanding and awareness of the changes will be provided through UTA’s regular channels, including social media, website, and email.
- **Stakeholders** – UTA has worked closely with stakeholders to inform them of the proposed changes and delay in Change Day, including ski resorts.

Summary of Findings

Through the public engagement process, 116 official public comments were received.

- The proposed major changes drew comments in opposition of the changes, with the most feedback received on the proposed routing modification to Route 451, where riders expressed concern over increased travel times.
 - **If proposed changes are implemented, UTA should continue monitoring ridership and travel times to support Tooele County riders.**
- Feedback was also received about the proposed discontinuation of Route 454 from Grantsville, expressing concern about travel to the Benson Grist Mill Park & Ride stop. Additionally, several comments were received regarding proposed discontinuation of Route F522 and modifications to Saturday service on Route 640.
 - **Providing and supporting access to alternative options will be important should changes move forward.**
- Many comments referred to other routes beyond those with proposed major changes, largely to request service restoration, increased frequency, and improved span of service.
 - **Information on all service changes (major and minor) for December Change Day 2021 had not been publicized at the time of the comment period. It may be beneficial to share comprehensive information all at once with the public, as possible.**

Appendix 1 - Proposed Changes

Route 640: Reduce Saturday service from 30 minute to 60 minute.

Route F522: Discontinue route.

Service will be replaced with [UTA On Demand](#) coming soon.

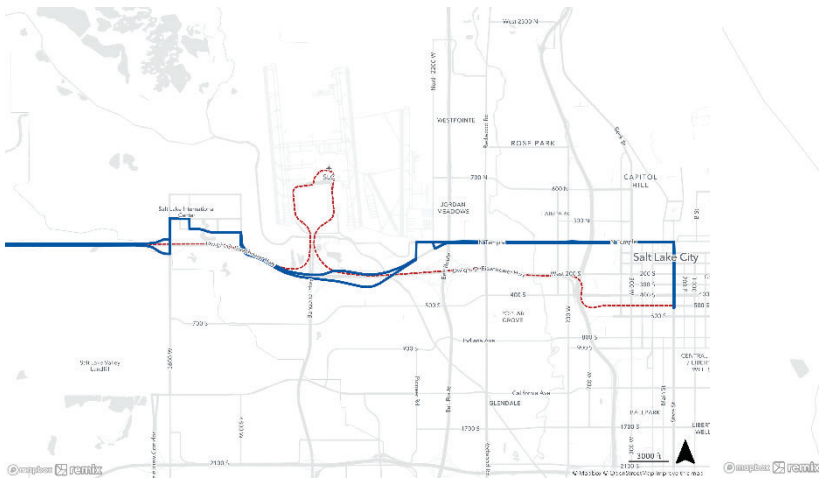
Route 454: Discontinue route.

Riders can pick up Route 451 at Benson Grist Mill. Learn more about [alternative transportation resources from Tooele County](#).

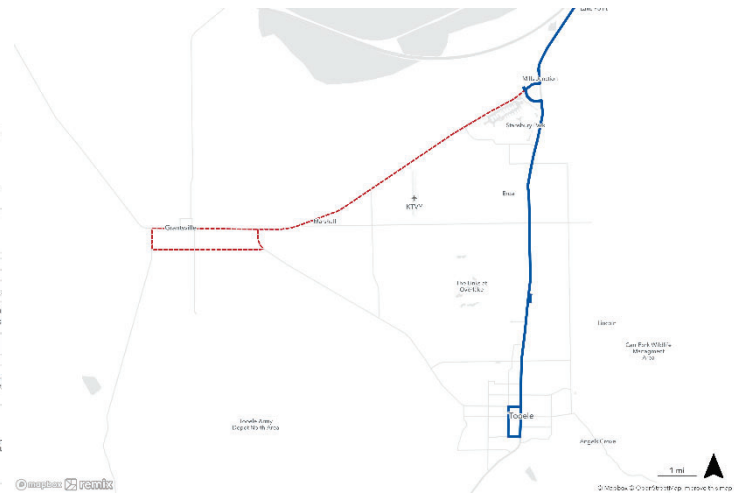
Route 451: Modify routing to serve International Center and North Temple.

Add stops and connect with TRAX at 1940 W. North Temple. Modified route will cover the service provided by Route 454 and connecting riders to Salt Lake City.

Salt Lake Valley – Routes 451 & 454



Tooele Valley – Routes 451 & 454



(The red line on the maps above shows the proposed discontinuation of Route 454 from Grantsville to Salt Lake City. The blue line on the above map shows the proposed modified routing for Route 451 from Tooele to Salt Lake City.)



Appendix 2 – Public Notice Proofs

Public Notice was published in the Salt Lake Tribune (online & print), Standard Examiner, Tooele Transcript, Deseret News, and the Utah Public Notice Website.

THE SALT LAKE TRIBUNE

PROOF OF PUBLICATION

STATE OF UTAH }
County of Tooele } ss.

NOTICE OF PUBLIC HEARING AND COMMENT PERIOD
UTAH TRANSIT AUTHORITY
RE: December Service Changes. The Utah Transit Authority (UTA) is proposing several changes to transit service beginning on December 12. The proposed changes would reduce service on low ridership routes and shift resources given the labor shortages. A 30-day public comment period will occur October 4 through November 6; one virtual public hearing, 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 Public Hearing and on the UTA Website at ridauts.com/Change-Day. The proposed changes will be available for public review and comment from Oc-

I, Scott C. Dunn, being first duly sworn, depose and say that I am the Publisher of the Tooele Transcript-Bulletin, a twice-weekly newspaper of general circulation published each Tuesday and Thursday 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 Hearing
Utah Transit Authority

was published in said newspaper for one issue(s), the first publication having been made on the 5th day of October, 2021, and the last on the 5th day of October, 2021; that said notice was published in the regular and entire issue of every Tuesday 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.

NOTICE OF PUBLIC HEARING AND COMMENT PERIOD

UTAH TRANSIT AUTHORITY

RE: UTA Tentative Budget 2022. UTA is holding a public hearing to receive input on its 2022 Tentative Budget.

Public Hearing Date & Format:

There will be a public hearing held on **Thursday, November 4 at 3:30 p.m.** at UTA's downtown Salt Lake City office at 669 West 200 South. Please consider current CDC COVID-19 guidelines regarding masking and distancing for in-person attendance.

Prior to the public hearing, from 3:00-3:30 p.m., UTA will hold a Public Budget Open House to allow the public to review and discuss the budget with UTA representatives. During this time, in addition to having specific questions answered, the public may submit written comments to UTA. At 3:30pm, as part of a specially scheduled UTA board hearing, individuals may provide verbal comment directly to UTA's Board of Trustees.

Options for remote viewing and remote public comment will be available. For instructions on how to comment or view the meeting remotely please go to www.ridauts.com/Board-of-Trustees/Meetings. In the event of technical difficulties with remote participation, the meeting will proceed in person and in compliance with the Open and Public Meetings Act.

To assure full participation at the hearing, accommodations for effective communication such as sign language interpreters, printed materials in alternative formats, or a language interpreter for non-English speaking participants, must be requested at least two (2) working days prior to the date of the scheduled event. Requests for ADA or language accommodations should be directed to calldredge@ridauts.com or 801-287-3536, or dial 711 to make a relay call for deaf or hearing impaired persons.

Public Comments:

In addition to the hearing, the tentative budget will be available for public review and comment from **November 4, 2021 – December 4, 2021**. During the 30-day comment period the public can submit comments via email, online, mail, or phone. Information on the 2022 Tentative Budget may be found at www.ridauts.com/budget or viewed in person at UTA Headquarters, 669 W 200 S, Salt Lake City, UT.

Comments must be received, postmarked or electronically submitted to UTA through one of the following methods by **5pm on December 4, 2021**, to be considered as part of the public comment record.

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

SLT0014382

Appendix 3 - Supporting Information

NOTICE OF PROPOSED CHANGES TO SERVICE

UTA is proposing several changes to service starting December 12, 2021

UTA propone varios cambios al servicio a partir del 12 de diciembre de 2021.

640: Saturday service will be reduced to 60 minute. servicio sabatino reducido.

451: This route will have modified routing to serve the International Center
Desviar la ruta 451 de SL al Centro Internacional y a la estación TRAX de 1940 W

454: Discontinue. Take Route 451 instead to/from Salt Lake City. Suspender la ruta 454 de SL

F522: Discontinue. Instead take UTA On Demand service in Rose Park. Suspender la ruta F522

**To learn more and provide comments:
Para aprender más y dar su comentario:
rideuta.com/ChangeDay
801-RIDE-UTA (801-743-3882), option 5**



Oct 4-Nov 6

December 12, 2021 Change Day 12 de diciembre de 2021, día de cambios

UTA is proposing several changes to service starting December 12, 2021. These changes address the bus operator shortage at UTA, as well as align with our ongoing assessment of bus route ridership and efficiency. Learn more at rideuta.com/ChangeDay

UTA propone varios cambios al servicio a partir del 12 de diciembre de 2021. Estos cambios abordan la escasez de operadores de autobuses de UTA y se alinean con nuestra evaluación continua de la cantidad de usuarios de autobús y eficiencia de la ruta. Obtenga más información en rideuta.com/ChangeDay

Proposed Changes:

- Ogden route 640: reduced Saturday service
- Discontinue SL route 454
- Deviate SL route 451 into the International Center and 1940 W. TRAX Station
- Discontinue F522

Cambios propuestos:

- Ruta 640 de Ogden: servicio sabatino reducido
- Suspender la ruta 454 de SL
- Desviar la ruta 451 de SL al Centro Internacional y a la estación TRAX de 1940 W
- Suspender la ruta F522



rideuta.com



1. Proposed changes informational flyer used on bus stops and in buses, Spanish & English

2. Informational Flyer for Customer Service locations, Spanish & English

Proposed Changes: Route F522

UTA is proposing several changes to service starting December 12, 2021. The proposed changes are based on low ridership and efficiency on these routes.

- > Route 640: Reduced Saturday service
- > Route 454: Discontinue
- > Route 451: Modify routing to serve International Center & North Temple
- > Route F522: Discontinue

**Rt F522:
Avg. 32 boardings /day (0,21)**

We are collecting feedback from the community on these proposed changes October 4 through November 6. Share your thoughts on the proposed changes with UTA by visiting rideuta.com/ChangeDay or calling: 801-743-3882, option 5.

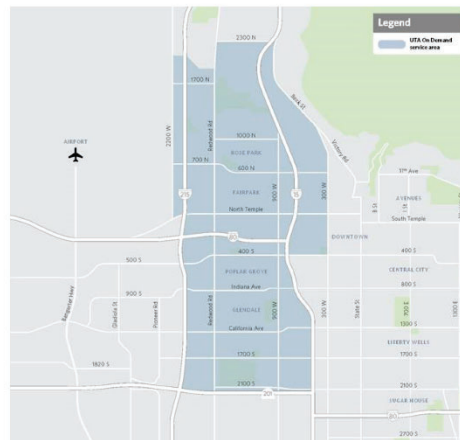
A virtual public hearing will be held over Zoom on Wednesday, October 20 6-7pm. Register to participate on Zoom or listen only by tuning into the livestream on RideUTA on Facebook.



rideuta.com/ChangeDay
801-743-3882

Alternative Options:

- > UTA On Demand is launching in this area. You'll have access to more destinations in this neighborhood with this new service. Visit rideuta.com/OnDemand to learn how it works, or give us a call: 801-743-3882
- > Vanpool - if you travel daily on F522 to a workplace, vanpool might be the right option. Find out more: rideuta.com/Vanpool



Appendix 4 – Public Comments

A complete list of the 116 public comments received.

#	Comment
1	<p>Good morning,</p> <p>I ride the front runner M-F and use the UVX tran M-F.</p> <p>At the Provo station, the UVX goes directly to the J Bay. Before it used to stop right before the crosswalk. I imagine the change was made to protect the pedestrian. However, why could it not stop at Bay A? It is right by the entrance to the front runner. It would be even safer since passengers would be on the same side as the front runner and the buses.</p> <p>When the front runner comes into the Provo station, it would be an advantage to the passengers to have the UVX tran waiting in Bay A, instead of Bay J. A couple of weeks ago, the front runner was a few minutes late into the Provo station. As I walked across to catch the Express and just as I was about to reach it, it pulled out. I missed it by 10 seconds. Again, if it was waiting at Bay A, I would have made it.</p> <p>Also, I travel from Saratoga Springs to the American Fork station. Is there any future plans of having a bus stop in Saratoga Springs to bring passengers to the American Fork station in time to catch the front runners, the first being at 5:51am?</p>
2	<p>Thank you for your time.</p>
3	<p>Can we bring back the front runner that leaves Clearfield at 7:54? That would be great! 7:24 gets in too early and the 8:24 gets in too late. Your ridership would probably go back up.</p>
4	<p>I would like to propose a change for the red line trax on weekends from daybreak to the U medical center. I would like to request earlier trax even if it is less frequently on weekends just because nurses, house keeping and other staff members work weekends and start early 630 or 7. It's also so helpful during winter months with snow.</p>
5	<p>Thank you for your time and consideration</p>
6	<p>It would be great to have a direct to ski area open from Sugarhouse. I have to drive to a crowded parking lot and wait in line for a bus. What if there were direct buses from areas in the valley where I could park at a less crowded lot that's closer to my house and go straight to the ski areas.</p>
7	<p>I would like to request that an additional southbound time be added to frontrunner between the 3:42pm and 4:42pm arriving at Lehi.</p>
8	<p>That time used to be there before the Pandemic, I would like to bring it back.</p>
9	<p>Please Please Please don't discontinue the service to Grantsville! Getting to the mill stop poses a significant issue for my family. The Grantsville stop is walking distance to my home for my husband, who uses this bus to get to work! Please!</p>
10	<p>I tried adding my thoughts to the public comment page, but it wouldn't ever let me.</p>
11	<p>Hello, I am a rider of UTA 454. I live in Grantsville but I work in Salt Lake. I have relied almost exclusively on the 454 since moving to Utah in 2013. In the past, there was a single route in the mornings, picking up around 6 am and then leaving Salt Lake around 4 pm. While moving to the two routes in the mornings and afternoons has made it more convenient, I recognize that there usually are not enough riders to justify the two routes. Rather than discontinue the 454 altogether, would it be possible to go back to a single route in the mornings and afternoons?</p>

8	<p>Hello,</p> <p>I have been riding Route 451 for 11 years and I work in Salt Lake City. One of the main reasons why I bought my house in Tooele is because of this. I could still take public transportation and it is relatively comfortable and quick.</p> <p>The reason I don't agree with this proposal is Route 451 is the ONLY way to get to Salt Lake City with reasonable time. We DON'T have any other options like trains or TRAX. With this option, you would take away our transportation needs. Adding those proposed routes can easily add 30 minutes or longer each way which we don't have.</p> <p>UTA had already made changes with Routes 451, 453, and 454 and you had reduced the frequency and convenience for some people. I did understand why you did it, And now you are going to reduce the ONLY option to go to Salt Lake City. That would be very difficult for daily commuters like myself.</p> <p>As a Tooele county resident, we already feel that we are like a stepchild even though we pay taxes like everybody else. We have not had any major road improvements or public transportations like TRAX or train even though we already have railroads available in our county.. Now you would take away our already very limited options. Please reconsider and rethink the proposal. It will be greatly appreciated.</p>
9	<p>Please do not make changes to BUS 451 as it would add significant time to my commute and several of my coworkers. I know it seems that the BUS 451 is not being used a lot right now, but that is because we are still working from home. When our employer calls us back to work in the office, the bus will be needed much more. This would add significant time to my commute and I would be incentivized to drive, rather than use the bus.</p>
10	<p>I understand ridership is down but taking away the fast bus from Tooele county will ensure the loss of more riders. I and many others who work down town won't be able to ride the bus if it is not a fast bus.</p> <p>The wait time will no longer be worth the bus fare and loss of work time. I can't afford to make my commute longer.</p> <p>One of the reasons I chose my house in Stansbury was because of the fast bus route being close to my house and knowing the schedule worked for me. This change will no longer work for me and I would not ride the bus at all and would cancel my pass.</p>
11	<p>I am opposed to the recommendations to discontinue route 454 and modify route 451. Both of these routes have been highly successful from a ridership perspective. Prior to the pandemic the fast bus service (451) was almost always full when it left the last stop in Tooele County heading into SLC. This was true of all the scheduled times in the morning. It was also true of all the buses returning in the afternoon and evening.</p> <p>The proposed changes will adversely affect the commute of hundreds of UTA users in Tooele County by significantly increasing their travel times. I for one, will no longer be able to use the bus service to and from Tooele County if the proposed changes go into effect. I suspect that this will be the case for many others who currently use the fast bus service of route 451.</p>

12	<p>To whom it may concern,</p> <p>I am writing to voice my concern over the proposed changes to route 451 of the Utah Transit Authority which currently serves as the “fast bus” between Tooele and downtown Salt Lake City. I ride this route regularly because of the wonderful service and convenience it provides. I catch the bus at the Benson Grist Mill in Stansbury Park and ride to the 51E North Temple stop in front of the Church Office Building for the Church of Jesus Christ of Latter-Day Saints. It takes roughly 35-40 minutes from stop to stop (about the same as if I drove myself) and delivers me right in front of my work location. I love it! The ride is quick, comfortable and convenient.</p> <p>With the proposed change, this ride would now include a much longer ride with many more stops and interruptions. North Temple is packed with traffic in the morning, has 18 stop lights from the airport to 51 East North Temple (based on the proposed map), and train traffic that causes interruptions along the way. This doesn’t even take into account the stop for the International Center which would add 4 more lights, additional stop and go traffic, and passenger pickup/drop off locations. Add in all the stops this route will make for passengers on North Temple, and I suspect this ride will double in time from Benson Gristmill to 51E North Temple. The convenience and comfort I currently experience will be completely lost and I will have zero incentive to continue to pay for and utilize UTA.</p> <p>The citizens of Tooele County who use this service could suffer significantly as a result of this change. Possible problems include:</p> <ol style="list-style-type: none"> 1. A lower usage of the UTA system by Tooele County residents 2. Crowded buses with no room to sit during rush hour 3. No ability to socially distance 4. More traffic on the streets as a result of people using personal vehicles to travel into Salt Lake and surrounding areas 5. Riders who do not have personal vehicles being forced to endure double the ride time they normally do (an disparate and unequal impact on the poor who don’t have other options) <p>Tooele County residents have very limited options and access to UTA – this will severely impact us more than any other group in your service area. I encourage you to reconsider this change and maintain the Tooele Fast Bus.</p>
13	Please re-start the fast bus 354 Sandy U.
14	Please consider some direct to Alta express bus.
15	<ol style="list-style-type: none"> 1. Prior to the 2018 changes, the route 454 averaged 20-25 passengers a single bus that started in Grantsville at 6:10 AM and left Salt Lake at 16:12. Those 2018 changes effecting the route 454 to five buses caused the ridership to fall and disperse the passengers. Although the majority of riders went from the 6:07 am to the 5:37 am bus. When Covid restrictions came in effect why were these times dismissed? 2. When the Covid Restrictions were lifted, I was told two different reasons why the 454 could not get a middle run. Those answers were because of funds and ridership. We had 10 buses in Tooele down to 7 with covid restrictions. So if it was monetary where was the funds from as the tax hike in 2018 voted in Tooele County going and not allowing an 8th bus? If it was ridership the popular times for the Grantsville Bus were not put into action and were completely ignored? 3. What is going to happen to the 454 after the Ski Service Season? If canceled. What steps are needed to save the 454.
16	<p>Since I've been told that the input was just a formality and the change to the 451 SLOW BUS is going to happen, when will the schedule be out so I know if I need to get up 1 hour or more earlier to make it to work on time? When I've tried to check the schedule, there isn't anything available that far out. I'll need this to determine if it is still worth riding the bus if it's going to make my commute so long that the value is no longer there.</p>

17	<p>Thank you for offering the opportunity to give input on the proposed changes for route 451 servicing Tooele. I have been taking public transit for 30 years, 26 of which are from Tooele and the modified 451 route proposal appears to be a pending nightmare. I can see the potential of offering an international center stop, if the 454 is discontinued, but cannot fathom the efficacy of the North Temple entry into downtown SLC.</p> <p>In my experience of previously riding the original but now discontinued 453 route, those using the North Temple stops were almost exclusively LOCAL riders from SLC and NOT Tooele residents; this route merely delays the arrival of those the route was intended to service to their primary location. Due to the extensive delays created by this proposed route change, I can only see this as a disservice to the rapidly increasing population of Tooele County and its riders. The overwhelming majority of riders from Tooele are headed to downtown SLC to either work in the downtown area without transfer, catch Traxx or bus transfers headed up to University of Utah or catch Traxx transfers further south. Many UU and IHC Hospital shifts begin early and it has become increasingly difficult to meet these times via public transit from Tooele County. Adding the International Center will further complicate these transfers and the North Temple entry will absolutely prevent a shift beginning before 7:00, probably closer to 7:30</p> <p>Even if the North Temple entry to downtown is abandoned, I would rather catch the bus 10 minutes earlier than be yet another 20-30 minutes later for my health sciences shift.</p> <p>Please reconsider adjusting the route by eliminating the North Temple entry/exit and adjusting the beginning times of the "new" 451 FAST bus to Tooele. If this cannot be done, perhaps a 4:30 am bus from Tooele should be added.</p>
18	<p>Thank-you!</p>
19	<p>I would to know why you are taking away the benches away? I think it is a mistake that Uta is doing. You are going to louse a lot of senior'S that like to wait for the bus. Especially the stop at So. Temple and K street. I would like receive a email telling me why you are doing this.</p>
20	<p>For the 451, 454, and F522 proposals it would be helpful to know when new on demand services will begin. How much longer would it take to ride 451 with the new proposals? In the printed schedules for 451 it would be good to have destination timepoints, so you would not have to stop if you were early.</p>
21	<p>For the 640 proposal, the biggest problem is transferring at Clearfield Station. Having to plan for four different transfer scenarios would be hard at just 60 minutes frequencies. I would like to see when other parts of the five year service plans will be implemented in Layton and Clearfield to give feedback on the interconnecting system. From where I live the transfer timing has always been tricky getting from the south end of Layton towards WSU-Davis.</p>
22	<p>Please increase the frontrunner frequency! Very hard to rely on it when service only runs every hour.</p>
23	<p>Please bring back route 313</p>
24	<p>I'm wondering when the route 39 East Bound will be back on regular routing. This bus takes my youngest son within 2 blocks of his school.</p>
25	<p>For the most part I am happy with UTA. My major complaint is something that UTA has little or no control over. The closing of bus stops for construction is a major inconvenience. In some cases it can even be dangerous for pedestrians. I wish that could somehow be addressed before construction cones go up and someone starts digging.</p>
26	<p>My other issue is the lack of communication between UTA and MV Transportation. A complaint about MV to UTA is not passed on and acted on.</p>
27	<p>I am grateful for the service that UTA provides and the courtesy of most of the drivers. Thank you ladies and gentlemen.</p>
28	<p>It would be helpful to me (and other commuters) to get to work easier if:</p> <ul style="list-style-type: none"> - trax ran about an hour later on weekdays to help workers with late shifts to get home late at night - trax ran every 15 minutes on weekends (or just more often than 30 mins) would be really helpful!

25	I am a full time student at Salt Lake Community College and i rely on the F522 bus route to get to and from school. Please do not discontinue this line without having an immediate replacememt.
26	<p>About the FrontRunner schedule. As a passenger who use it everyday. I really hope that the UTA will change the train schedule back to where it was before Covid which has the 5:15 am run from Provo which really convenient for all the passengers that has to come work in Salt Lake. I would be really happy and appreciate if UTA can do that. Also, like now the 4:08pm train from Salt Lake Central Station to Provo is really overloaded with passengers. Can you please add the 3:30 pm train from Salt lake Central or North Temple? The passengers barely can find a seat especially during the Covid that still spreading around. Every day when the train came arrived to the station. It always full and when it gets to Murray Station. We have to sit at least 2-3 passengers together. And that is really make me feel not safe for the ride. I have heard other passengers complain the same thing as me. If you could please listen to over voice. Please add the train for 5:15 am from Provo-Ogden and 3:30pm train from North Temple to Provo. We all as a passenger would be really happy with your service and will love and continue using the UTA Service.</p> <p>Thank you so much.</p>
27	With the proposed changes - how much longer will the 451 route be extended each day? The whole point of riding the fast bus is to not have so many extra stops including those on North Temple etc.
28	<p>No comment on these changes.</p> <p>I do have a comment that I would love to take the bus/UVX to work and back every day, but it doesn't leave my stop on West Center Street in Provo until 8:46--arriving at 9:45 at the earliest, so it doesn't work. Is an 8 am departure possible?</p> <p>Thanks.</p>
29	I am concerned about the added time of my commute with this change to route 451. I am a regular rider out of Tooele, and making extra stops each day will increase my stress level in accomplishing work and getting home at a reasonable time. It is limited enough trying to get back to Tooele taking the bus in each morning because there is not a regular return route during the middle of the day. So far I have really enjoyed the bus ride and timing is working out well, but this change may derail that. So, if you could address the schedule of this bus, what the added time for riding will be, and address the consistency of routes out to Tooele I would appreciate it. Thanks.
30	Extend Rt 612 up to 3500 N or beyond.
31	I would like bus service from downtown Salt Lake to SLC International on Route 451. For example, the 454 was the only way I could get to the airport the day of the earthquake in March 2020. The Trax was shut down until very late late in the afternoon and the 454 was the only public transportation running.
32	Years ago powder mountain closed at 430 necessitating the 674 to leave the mountain at 515. For many years now powder mountain has closed at 4:00 pm, the hour wait for the bus is long and I would love to return to ogden station for the 607 train. The number of times the bus arrived early at maybe 6:17 just missing the 607 but still necessitating the wait for me until the 707 train was more often than not. Scheduled to arrive at 627 and most routes are not that early but if the snow is clear and nobody is using the 674 to go to the train stop, which I never saw it used in the city, it ran early
33	is the driver shortage because of wage issues? We should address that. They have very challenging jobs.
34	<p>My proposed service change is to include a bus route from the front runner Woods Cross station to South Davis Rec Center in the mornings. Then in the afternoons, include a bus route from South Davis Rec Center to the Woods Cross front runner station.</p> <p>(There is an opposite route like this - F605, but it goes the wrong way.)</p>
35	You need to add a route that goes down California west of Bangerter. There are lots of people who would use the bus if you opened a route there. The postal service has an office near 4800 W and California.

36	<p>you say your facing shortages yet you wont re-hire ex drivers. i personally have had my cdl for 21 years. you are obviously not hiring quality drivers, you are looking for unskilled, entry level with no experience. meanwhile, those of us that are approaching 50 years old are discriminated against. or those that had somebody fire us 15 years ago. let me repeat FIFTEEN years ago. most of your admin haven't been in the workforce for 15years. you should really serve the public, not yourself</p>
37	PLEASE add more service to the 205 ROUTE, every 30 minutes is not enough.
38	I don't think basing a reduction on service on lack of ridership can at all be possible until you have service every 15 mins minimum. Snd service that runs less frequently than every 15 mins is forcing the ridership to use alternative methods to get ffrom point A to point B. I think you would have a goal to have as many professional people on the buses and trains as possible. When your frequency is 15 mins of less you attract only those who have no other option and then make their lives more difficult by reducing service. You have to take the financial risk to increase frequency not cut it. When you have busses and trains moving every 10 mins you will then be able to get a reliable amount of data to make informed decisions on which routes to minimize or cut. Before that you are only hurting the potential of UTA. And the live ability of Salt Lake Valley.
39	We should be increasing the amount of transportation up the canyons for ski season, not delaying the ski bus until December 12th.
40	I miss riding the 313 or 354 fast bus for my commute from Sandy to the University Hospital. When will these routes be reopened?
41	You have proposed that in December you are going to discontinue route 454 and have it absorbed by the 451 route. This is a extremely bad decision. If you discontinue the 454 route it will leave customers stranded. The extra stops that will be added to the 451 will make most of the riders including myself decrease or completely stop riding the bus. The 451 bus is the FAST bus, not the normal bus line. We are professionals who need to get to Salt Lake quickly. It takes about an hour for a normal 451 trip. If the two routes are combined, it will add to about two hours for a one way trip. Personally, I would have to catch the bus at 5 a.m. to get to work on time. If combined, this will be the end of the Tooele line!
42	I come to Utah for the winter on November 26,2021. The only way I have for getting up the mountain is the bus service. What do I do for 2 weeks? If the plan in the future is more buses is this what we will expect???
43	Why in the world would you be screwing the times on Saturday on one of the most relevant and important routes in Ogden, being the 640, and after we in ogden passed Prop 1 years ago so that this never happened the future. Also, Saturday was actually a day that I rode the 640 more given the 30 minute times were better than the weekly ones, though I ride it/use it during the week also. I can't but believe that there is a direct correlation between bus frequency and ridership here, seeing that the 612 and 603 have more riders but there's a reason that's so too, and not just that those routes service poorer areas or something, but I also believe good research on these factors is never done here nor vetted well at all.....not to mention all the too much focus on the BRT route which will in fact be worse than the 603 as far as the number stops it services, and your ridership is being killed this year simply because of all the crazy detours and wasteful extended construction projects that us riders can't even follow anymore---they've been too numerous and have screwed all us in countless ways this summer. Thusly, we all just kill our feet and ourselves walking to destinations anymore, since that FACT in itself has made the buses harder to access. Not to mention all the horrible gentrification that has made us all move around everywhere o'er the last 10 freaking years! Too much corruption in Ogden including the mayor/council with way not enough thought/planning put into the entire process here, including officials at UTA and "certain special folks" getting pork, legislative earmarks and kickbacks on too way extended construction projects!!
44	<p>Move sign at 4100 and Hopi Dr, stop # 135183.</p> <p>Put route's 47 and 41 back to 15 minutes please.</p>

45	<p>If I could make a suggestion, I was thinking a more frequent route between Lehi and Saratoga Springs like every 30 or 45 or 60 minutes. I know there's a route that only comes and goes in the morning and evening but an hourly or half hour route would be good. Especially for commuters people who live in Saratoga Springs and work in Lehi and vice versa or people who just want to visit the towns for a while. Also I think some routes could be added going west Center Street in Orem. Orem Boulevard going north. Would be nice to have a connection between Brigham City and Logan. Though I'm not sure Logan is in the area. Also a route going down Freedom in Provo from Cougar down to Provo Towne Center. One more thing something that could connect Herriman with the rest of Utah like an expansion of TRAX or even a route from a close by area.</p>
46	<p>Slight expansion on the 551.. seeing the buses only a handful of times each day isn't very promising for the winter months.. there is one stop that has both sides of the 217 stop there</p>
47	<p>The changes do not affect me. However, a change you made does and I was notified by email or otherwise of the change.</p> <p>I know ridership is down, but some of that may be because you have suspended some of their buses. I rode the 35Max to the Trax station everyday for years until COVID hit. Now things are gradually settling into the new normal. I would like to start taking the bus/trax again, however the only bus available to me is the 35. It has more stops and takes longer to get to the Trax, It adds 10-15 minutes to my already 40 minute commute in the morning and longer in the evening. When the 35MAX is brought back I will start riding again. I know that state is trying to promote clean air by asking people to take public transit, but when you take away express services that help the business people get downtown in a timely manner, that poses a problem.</p>
48	<p>Can you put route 54 back to every 15 minutes?</p>
49	<p>Please keep route 451 an express</p>
50	<p>It sucks the buses shouldn't are used to not ride the 640 but since I've been going back to work I have to use it more and I have to use other buses to and it's really ridiculous that the buses don't run out easily on Saturdays I would think they would cause everyone's are you think they work better 476 on Saturday 603 is OK on Saturday</p> <p>But I have to take three buses to get to work and a stick in an hour and a half to get to place it will take 15 minutes in the car I don't I know it's gonna take longer because I have to take a bus but that's ridiculous because I have to wait longer at the bus route they're not the times are so far apart from each other or you go from the 603 to the 640 I'm waiting 25 minutes and then I get from the 625 transfer it over to waiting for the 470 and I'm waiting another 1015 minutes or there's days where if that was the 640s late Because the 36 th st and wall there's supposed to be there the same time it's always ones laying you miss it it's really annoying and then Saturday it's even worse because most of us don't start until almost 8 o'clock in the morning at 6:03 doesn't start till after eight 625 starts at 7:40 645 after six after eight other people still have to get to work All this damn construction is a joke oh we don't care if you have to walk another block because we don't give a shit we're going to do whatever we wanna screw whatever whoever we have to to get what we want</p>
51	<p>Bring back the 2X route</p>
52	<p>I'd like to request an additional change: please expand bus route 200 to include Capitol Hill service on weekends in addition to its current weekday Capitol Hill service. Thank you.</p>
53	<p>First, THANK YOU for including the 6:52 a.m. service for the 472 from the Kaysville Park and Ride Lot. This works perfect for those of us on a schedule to be at the office by 7:30 a.m. Before the pandemic this bus was often standing-room only, and 80% to 90% of the passengers were employees of The Church of Jesus Christ of Latter-day Saints.</p> <p>Second, I would like to see you ADD one more service time for the 472 from SLC to Riverdale. Currently, there are just three options for the northbound commute:</p> <p>From N Temple and State St: 3:40 p.m., 4:10 p.m., and 5:10 p.m.</p> <p>This is a problem for many of us who are employees at The Church of Jesus Christ of Latter-day Saints because we get off work at 4:30 p.m. We would be so grateful if you would add the 4:38 p.m. run back into the schedule. I believe that if you did so, you would get a much larger ridership in both the mornings and the evenings.</p>

54	<p>I am providing input regarding the proposed merger of 454 to 451 service. In looking at drive times for 454 it appears that the 451 add-on route will result in approximately 25-35 additional minutes to the commute to and from Salt Lake and Tooele. The added on time will result in 451 riders not using the service in the future as an additional hour of commuting is unacceptable.</p> <p>Please leave 451 alone.</p>
55	<p>I'm opposed to the change in the 451 bus. Adding the extra areas and stops, will, in my estimation now make it over 1 hour to get to downtown SLC. I feel that having the express bus encourages people to ride the bus but when you add another 30 minutes to the ride, many will stop using the service all together. I accepted a job in SLC based on my ability to get to work in a reasonable time riding the UTA 451 bus. Coming home already adds 45 minutes to my time away from home but this will now make it well over a hour. I see diminishing return on using the bus. In the morning it means that I will now have to leave a hour earlier thus requiring me to get up that much earlier to get to work on time.</p> <p>I'm opposed to the change of the 451 bus route from express to "Well, we'll still get you there eventually" route.</p>
56	<p>I would still like to see earlier & more trips into & out of SLC. The old 453 schedule with the first bus at like 5am was great. I have to be at work by 6am & it worked great.</p>
57	<p>Good job on the changes in Tooele county! I have been worried about losing stops in the International center. Also the transfer between the 451 and 454 at Bensen Grist mill has been a pain and the stop times for the 454 has been awful. I think this change will also save you a lot of money as well.</p> <p>Well done!!!!!!!</p>
58	<p>Keep the 451 as a fast bus directly to downtown. It sounds like you are trying to get less riders out here! Most people go directly to Downtown. This will extend the time, especially going to the International Center. Bad idea!</p>
59	<p>I urge you to reconsider your proposed changes to the 451. I live in Tooele and work downtown (temporarily working from home due to covid). Taking the 451, with it's stops at the 2 park and rides in Tooele is about 20 minutes longer than if I drive - not optional but I do it to save money and to do my part for the environment. Your proposed changes will add 30 minutes (each way) to people going down town. I struggle with the existing 20 minutes extra each way. There is no way I (or just about anybody else working down town) will be willing to add an extra hour (30 minutes each way) to your commute. If you go ahead with the proposed change it will be only a matter of time (a year or two) before you discontinue all bus service from Tooele to downtown.</p>
60	<p>On the train each morning, train 5, I hear comments from passengers. One of the comments I hear quite often is, Why does F.R. Skip the 5 pm departure time?</p> <p>They have to rush or leave work early to catch the 4:30 pm, or they have to hang around for 1/2 hours to catch the 5:30 pm train. Half hour service starts at 3:30 and then skips the 5:00 pm time and returns to the half hour at 5:30.</p> <p>Thanks</p>
61	<p>Makes 240 go back to where it was instead of every hour make it 30 minutes on Saturdays again it was nicer that way and this is coming from somebody who takes UTA to work sometimes when it's really snowy outside</p>
62	<p>These specific changes do not directly affect me, but I would like to make a couple of suggestions.</p> <ol style="list-style-type: none"> 1. Please continue to provide route 3's connection from Fronrunner to Research Park in the mornings, and from Research Park to North Temple in the afternoons. I depend on these connections for my commute now that 473 doesn't really mesh well with the Fronrunner schedule anymore. 2. With the new connection in Layton of Gordon Avenue to Hwy 89, will more bus routes be making connections with Gordon Avenue? <p>My son commutes to Weber State U. on the bus, but he needs a ride to the nearest PNR. It would be wonderful if he could hop on a bus on Gordon Avenue in Layton and get to the PNR,whereupon a 455 could take him the rest of the way.</p>

	<p>Keep up the good work! Our family depends on UTA.</p>
63	<p>I'm a 15-year 451 express bus rider and don't want to add more time to my already very long commute. What is driving this change? If it is low ridership, you probably know it's due to COVID and the fact that many people who ride the 451 express buses are still working from home because their employers have not given the green light to come back to their places of business. I believe most employers will require that all employees be back fulltime within the next few months, so hang on, you don't need to make these changes. Given that premise, why are changes being made for a temporary imbalance of riders? The 451 express buses have had excellent ridership during "normal" times, i.e. pre-COVID. Adding additional stops to 451 will add additional time in what is already a long commute to downtown SLC. Many riders will stop taking the bus because of the longer route that appears to add an additional 15 to 20 minutes to get to downtown. There are not published times for the proposed route, can that be published so that we know more clearly what the time impact is? As you hopefully know, the freeway and highway going out of and coming into Tooele county is a tragic mess because of the thousands who have moved from SL Valley to Tooele Valley over the past 3 years. Lengthening the travel time will deter people from riding the bus and will further add to the traffic problems by putting more cars on the road, more pollution in the air and wasting more precious time of Tooele county commuters. Please reconsider keeping the express routes for 451 the same or at least keeping a few of the high traffic 451 riding times, i.e. 7am and 7:30am at the current routes, not adding additional stops. Please email me the proposed 451 route times so that I can decide if I'm going to continue my bus riding or not. Thanks!</p>
64	<p>I dont really have any comments as long as the front runner will still run from provo to ogden making stops in between and stop at the North temple Bridge then I am good also if they Trax will stop going on the way to the airport at north temple and stop at 1940 w north temple and then from 1940 w north temple back to north temple bridge then that will meet my satisfaction.</p>
65	<p>PLEASE DO NOT eliminate local service to Lake Point JCT (Saddleback bus stop). This is an area with a growing population! Some years ago UTA considered eliminating this stop. Local citizens organized to SAVE that service, and UTA listened! This group is now dormant. It can be REVIVED, depending on UTA's pending decision. There are also a number of businesses in the area & some workers depend on that bus stop. Thank you for your attention in this matter! NOTE: UTA moved that bus stop; did not eliminate it.</p>
66	<p>One thing I think would be worth doing would be to extend the service times of the 451 for both its trips into Tooele and into Salt Lake City so that passengers are able to go between the 2 locations both in the morning and there evening. I know for me, having only until 3:40 PM to get back to my home in Lake Point from Tooele severely hinders my ability to work, as I work in Tooele. And it would be nice to be able to go into Salt Lake and return home from it without fear of missing the leat bus at 5:18 PM.</p>
67	<p>The route 604. 4:12 p.m. to Roy at the Roy station. Needs to be moved to 4:16 p.m. to ensure the driver can pick up the passengers from the train that arrives at 4:15 p.m. to Provo to take them into Roy along 3500 West. It's starting to get cold and do not want to be walking in the bad weather over a mile home because the bus leaves at 4:12 and our train doesn't show up until 4:15. It's been very inconvenient these last few months since you changed it.</p>
68	<p>Route 640: It's hard to say. Are the destinations along 640 popular? If so, I would keep the route at every 30 minutes; otherwise, every 60 minutes is fine.</p> <p>Route 454: I would say do not discontinue. Instead, have 454's east end much sooner, at a 451 transfer point. If people in Grantsville want to get all the way to Salt Lake City, they can transfer at 451. But I wouldn't want them to have fewer options to head out of Grantsville.</p> <p>Route 451: I would be in favor of it taking over the long-distance portion of 454's service, and connecting it to 1940 W. North Temple.</p> <p>Route F522: I disagree; I think it should remain there, for now. I see why people wouldn't want it there, given its proximity to I-215, and the idea of UTA On Demand being more flexible. However, current Google Play reviews of the UTA On</p>

	Demand app are very negative, and I'm not sure people would want that experience. Keeping the F522 route might be a better option for now.
69	This isn't a comment on already proposed changes, but more a comment on service. I am short, and so I have had several buses pass right by me at a designated bus stop simply because a car was parked right in front of it so they couldn't see me. Would it be possible to make stops like that "no parking" spots? Thank you!
70	I wish ski bus service would start earlier than Dec. 10! That's going to be 3-4 weeks after the season starts!
71	Can you please add a new bus route that goes along. south distribution drive, W Ninigret Drive, Gladiola St, S 3230 W. It would be appreciated I work in that area. Thank you.
72	Please do not change the 451 route. I take this Fast Bus daily. Thanks.
73	Changes to the 451 and 454 bus will result in a loss of ridership. The users of the 451 bus are predominantly would be vehicle commuters that use the fast bus because it is fast... By reducing the efficiency for these riders they will, myself included, go back to driving into Salt lake City instead putting greater pressure on the I-80 corridor during rush hour. Slowing the proposed bus route down even further. Many of my "more experienced" coworkers stopped taking the Tooele bus line due to standing room only condition and the near hour it took to go just from Benson's Mills to state street. Since the fast bus was implemented many of them have starting looking at public transportation as a viable option again. Bottom line if this change goes through the 451 bus will no longer be able effective or viable transportation option for this community.
74	I think offering 454 on a more regular basis besides twice a day would be highly beneficial

Hello,

I will not be able to attend the October 20th Virtual Public Hearing, as I leave my workplace in Salt Lake's International Center at 6PM to catch the Route 551 bus. I exit the bus to catch the Traxx Green Line at 1940 W. N. Temple. I exit Traxx at N. Temple Bridge to catch the 7:02PM Frontrunner, north to Ogden Station. My arrival at Ogden Station is approx. 8PM. My car ride home to Pleasant View is approx. 15 minutes. If the Route 551 bus is not running on time, I miss the 7:02PM Frontrunner and need to wait on the platform for the 8:02 Frontrunner. I work 4, 10.5 hr days, so use UTA W-F and commute in my car on Saturdays.

Although I carry my phone with me at all times, I only have a Wifi connection while on the Frontrunner, which may or may not allow access to a Zoom meeting. Because of this, I will relay my comments and concerns via this portal.

As you read through this, please keep in mind that I have complained to UTA numerous times in 2021, concerning Bus Route 551. My many complaints were due to a multitude of driver and schedule inconsistencies. In my complaints, I voiced that I represented a group of riders (some with 1 or 2 transfers), who use Route 551 to commute to and from the International Center and surrounding businesses for work. Some of these businesses have both day and night shifts, to include Amazon. I was told that the issues with Route 551 would be addressed for the next change day-Nov. I do not see Route 551 listed. Route 551 has had major issues and complaints this year. I was told that it is an undesirable route, so regular seasoned drivers don't want to bid on it. That because of this, it is covered in part by Extra Board drivers. I'm told and have witnessed that the scheduled times are not efficient, therefore the drivers need to exceed the speed limits to try and stay on schedule. I've been told numerous times that my complaints have been filed. I was told that for the month of September Route 551 was 86% on time, which I find hard to believe due to the constant high speeds and tracking/app times often demonstrating otherwise. Again, I do not see Route 551 addressed in the proposed changes. I do see a proposal for Route 451 to include the International Center, as well as including service to Tooele. I see the Route change map proposal for Route 451 changes, but I don't see any time schedule changes.

Please consider the issues for Route 551 when proposing and making changes for Nov./Dec. 2021:

Will the riders from the International Center be able to make their connections to and from work without constant delays, due to driver and/or route time inconsistencies?

Will the riders from the International Center and surrounding businesses, be left to wait for UTA transportation and transfers in inclement weather for twenty minutes or more?

Will the riders from the International Center be exposed to dangerous public transportation commutes due to inexperience or new to route drivers and/or drivers trying to meet an unrealistic time schedule in inclement weather?

Keep in mind I address the issues of Route 551 from the International Center rider perspective, because that's where my experience lies. I may be the rider who takes the time to communicate, which believe me is time consuming and takes its toll on me, but I am only one of a much larger group of frustrated riders. If you are in doubt, check the complaints filed.

Covid has taken a toll on all of us, but we will be fired if we don't show up on time or don't give it all while at work.

75

76	<p>Your proposed changes to Routes 451/454 may be in the best interest of UTA, but they are definitely NOT in the best interest of your riders. In addition, your method of informing riders is ineffective and even misleading.</p> <p>Route 451 is a fast commuter bus between Tooele Valley and downtown Salt Lake City. Route 454 is not a fast commuter bus but a regular bus route. You say you are discontinuing Route 454 and changing route 451. In fact you are discontinuing the fast commuter route, diminishing the regular route, and switching the numbers.</p> <p>How much time and how many stops are being added to the new Route 451? If the time increase is more than 10-15 minutes, the bus is no longer an attractive commuting option for me. I do not ride the 454 because it does not meet my fast commuter needs. I will not ride the 451 if it does not meet my fast commuting needs.</p> <p>If your fast commuter route is not financially viable, be honest and say so. I can understand that. Just don't tweak the regular route and put your fast commuter route number on it.</p> <p>As for your communications and notices, they are inadequate. I think I may have noticed a little paper in one of the buses (not all of them) but it was posted too high and in too small a font to be legible for a seated passenger. Pausing to read a notice like that while boarding and debarking is frowned upon. I don't know if the paper I saw referred to this change or not. If my wife had not seen this change mentioned in a Facebook post, I would have been caught totally by surprise by the change.</p> <p>Please tell me how much time will be added to the new Route 451, and then I will decide whether or not to cancel my EcoPass.</p> <p>Thank you.</p>
77	<p>Will the 313 and 354 fast buses be returning to Sandy/UofU routes anytime soon now that employees have returned to campus? Or can we get better service to the Sandy TRAX stations?</p>
78	<p>What is the expected time from on end yo the other of this new route? I take the 451 bus daily to and from Salt Lake and the changes proposed, from what I can tell, would increase the time of the entire route. Personally I would prefer more busses running on the 451 and have increased coverage throughout the day than a change to the route that would extend the time of the commute</p>
79	<p>I take the 451 every day to work in salt lake. My only concern is that the new route will add significant time to my commute. Assuming it doesn't double my commute time, I don't have a problem with the new route.</p>
80	<p>Please do not eliminate route 454 or combine it into 451. The commute on the 451 to/from Tooele to/from Salt Lake is already long, adding the additional routes will make the commute LONGER. The F453 currently goes to 1940 W. North Temple, why not merge the 454 into the F453??</p> <p>There have already been too many changes to the routes from/to Tooele. Continuing changes, and longer commute time will only discourage people from taking public transportation. If this change does occur I will likely no longer take the bus either since it will take much longer to get home or to work.</p> <p>If this does occur than more time options need to be added to make up for the inconvenience. Such as add additional trips to and from starting at 7:30 am; 8:00 am; 8:30 am 9:00 am; 6:30 pm; 7:00 pm; 7:30 pm; 8:00 pm, etc.</p>

81	<p>If you feel the need to decrease service on any bus route, then that route wasn't implemented correctly. You are doing a study for mire transit options in Utah and Tooele counties, yet you are cutting a route to Grantsville, and aren't increasing service at all in Utah County. Grantsville and Tooele should be seeing all day service directly from Downtown Salt Lake City. You are also looking at extending FrontRunner to Payson, yet have failed to provide Santaquin with adequate all day bus service. Rather than decrease service on some key routes, you should be looking at what those underperforming routes could be serving, but don't. The F453 doesn't continue into downtown Salt Lake, nor does it go all the way into Tooele, which makes it inconvenient, and hard to use. The 630 could serve the Pleasant View station, since no other bus does, and it could also pick up business from Washington Boulevard, rather than going down Wall Avenue. Other routes have similar issues of not following seemingly obvious routes. I come from Brigham City, and know of several issues up there. The F638 doesn't run early or late enough to be useful, and since neither Brigham City route uses the old Park'n Ride lot at 200 S 800 W, it is hard for actual commuters to use the service. An actual express bus from Brigham City, from that lot to the Ogden Transit Center would be welcome for many people. The 630 could also take up the old 616 route through Pleasant View, and gain even more ridership, especially during peak hours. The 472 could be extended to the Ogden Intermodal center, and further assist commuters by giving faster access to Downtown Salt Lake than the current 473 can provide. The 640 is long enough to warrant splitting into two separate routes, or even serving as an express bus from Clearfield to the Ogden WSU campus. It would also be worth looking into a route that serves Redwood Road from West Jordan City Center TRAX down into Saratoga Springs and Eagle Mountain, then over into Lehi as an all-day service. The 455 should also run on weekends, as it serves many areas that don't see weekend service otherwise. You should also consider running UVX, 630, 821, and 831 on Sundays. Once again, these routes serve areas that otherwise don't see busses on Sundays. Living in Provo right now, it is already very difficult to get around on Sunday due to the lack of service. Many people in Box Elder County would also love to see Sunday Service to get around. Many people that I have met down here in Provo have said that they would love a Sunday service to Payson to visit family. You should also look at bringing back the 811, but extending that up to Salt Lake Central, and maybe down to Provo Central, 7 days a week, to make it easier to visit Salt Lake from Provo, or vice versa, easier on weekends. I shouldn't have to endure a three hour torture ride just to visit friends in Salt Lake on Sunday.</p> <p>All in all, you guys need to look at refining your routes instead of cutting service. Many changes could be made that would be welcome to the people that use your service.</p>
82	<p>Hi yeah, don't change the 454 and 451 in Tooele. Leave them.</p> <p>If anything, add a bus that goes to Salt Lake at around 7 or 8ish am (for people who don't want to drive) comes back after 3 hours repeat two more times then returns about 5 or 6ish pm. There are probably a lot of people who would do that. I have wanted to do that so I don't have to drive.</p>
83	<p>This in regards to the changes for routes 454/451. I ride the 451 bus on a regular basis, usually 2-3 times per week. I used to ride the 451 5 times a week, but changes to the route over the years have made it less convenient than it used to be. If this change goes through, I anticipate that I will ride only 1 time per week at most. The main reason for this is that the changes will add at least 20 minutes each way to the commute time, and I would rather pay for the gas to drive in than lose another 40 minutes of time each day. I personally feel that a better solution would be to leave 451 as it is now. Based on comments I heard on the bus from other riders I believe that these changes will lower ridership even further.</p>
84	<p>The Tooele, Grantsville buses suck already. You want to cancel the 454 instead of making it better. People would have to drive to the Benson Mill just to get to SLC. Make the buses out here in Tooele/Grantsville better not destroying what little transportation that you give us.</p>
85	<p>Explain to me the point of transfer stations if none of the buses wait for each other for people to transfer buses. Everyday I miss the bus at transfer station cause buses don't wait for each other. So what is the point of transfer stations.</p>

86	<p>In regards to the F522 shuttle, I and several other people I work with do require that shuttle to go to and from work daily. Another concern lies in the fact that a few of them have disabilities and may not be able to understand the new system put in place.</p> <p>Another major concern lies in the On Demand app itself. Namely the fact that at the time of writing this, has 1.8 out of 5 stars on the Google Play store. I trust I do not need to explain why that is a concern, but the criticisms about the app make me even more worried about losing the F522 than I did before. Namely, causing me to be late for work every day and getting fired from my job. I very much hope someone is taking those 1 stars into consideration along with my concerns.</p> <p>I was initially all for the new system, but now I am filled with worry about this.</p> <p>Please do not remove the F522 shuttle.</p>
87	<p>Moving the bus stops is so ridiculous.</p> <p>I don't see how this is going to help.</p> <p>How you expect the Handicap people to get on and the buses especially when some of the new stops aren't that great for getting off the bus. I can see myself getting on a bus when I have a cart with painting supplies from a art class I go to on Tuesday night and especially when it is dark outside.</p>
88	<p>I have held a premium UTA pass for nearly twenty years. I have so appreciate the convenience of the service and the opportunity to not have to drive to SLC each day. I believe the proposed changes will almost certainly cause me to discontinue as a UTA customer. I fully understand that your usage rates are probably hurting in a big way, but I believe this is a short-sided decision that will ultimately alienate one of the fastest growing counties in the state.</p>
89	<p>The changes to the 451 are bad for anyone that needs to make it downtown. These changes will make a bus ride that is already 40-50 mins over an hour. For a bus to travel all the way up North Temple during rush hour traffic will be a nightmare for riders who are getting on in downtown. For those that would be getting on near 600 South, I imagine that they may be on the bus for 90 mins to get into Tooele. Go ahead and serve the International Center but leave the bus exiting on 600 South. Those that need to get down North Temple can utilize Trax. Has there been a study done on how many people from Tooele Valley get off on North Temple? I bet most riders are going to downtown, let them be the priority with a faster ride.</p>
90	<p>Please do not change the 451 for Tooele, This would make my husband have to go to work 1/2 hour earlier to then take 1/2 hour AT LEAST longer to get to work on time. This is ridiculous. There are so many people who ride this 451 Express Bus because it is an express. If you need to add the International Center then there needs to be a different option for those, maybe not offered as often. Please keep the 451 the same for the Tooele people who ride the bus every single day.</p>
91	<p>Please do not merge 454 with 451. Have the 454 people join the 451 route. The unpopularity of 454 should not punish the 451 riders. If anything, that will improve the success of 451. You are hurting the most popular route. (451)</p> <p>Another option, Keep both routes, but only have one bus for 454 so they can keep their schedule as well.</p> <p>You are making commute times much longer by adding a second route. I may consider dropping my bus pass if this ends up happening.</p>
92	<p>The proposed changes to 451 would render it useless for my commuting purposes. Currently my commute is an hour each way because I have to transfer to another bus, but if the route changes to include stops along north temple I am worried it will add another hour or more to my daily commute time which is already longer than I would like. The changes would make it unlikely that I could feasibly use the bus (especially given the already limited service of 451 in the morning and evening, assuming that stays the same) and I would have to drive. I recently moved to Tooele county because of how easy and convenient the commute to salt lake would be with the 451 fast bus, but if it is slowed down I will have to be another commuter driving a car with one person in it, clogging up the highways and contributing to the winter smog. I am just not going to spend 3 or more hours a day on a bus, it is not worth my time.</p>

93	Route 451 - extending the service to the international center defeats the purpose of a fast bus. This will recreate a longer commute to and from Tooele/ Stansbury. If you move forward you will be forcing most riders to choose to drive and defeat the purpose of the option of a bus in Tooele County. Please reconsider this change. I am sure the pandemic has hit hard, but once we come out of it numbers should increase again. Thank you. Kimberly
94	Modifying the 451 route to go to the International center, the airport, and taking North Temple to State Street will add 30 minutes for 451 riders. I take the 451 daily and connect with either the Red Line, or the 473 bus to take me to Primary Children's Hospital. Prior to Covid I would sometimes choose to take the 454 into Salt Lake because the 451 got to be too crowded, to the point that people had to ride standing at times. It was nice to have more space, but this added at least a 30 minutes to my commute so it was less than ideal. Making this longer route the only option for 451 riders (which there are many more of compared to 454 riders) would surely decrease the amount of riders using UTA to commute to and back from Salt Lake. I am not sure if it personally would be worth it to me except maybe on snowy days. I can drive to work in 40 minutes. After this change it would take me at least 1.5 hours to get to work between the modified 451 route and my connection to get to Primary Children's. Please consider other options, like for example, reducing the frequency of 451 buses going out. I have at times taken the earlier buses to get to work earlier and there are not many people taking those. Or maybe discontinuing the 7:30 451, which has only been running for a short time. I am happy to talk over the phone if it would be helpful.
95	I think you could consider extending bus service up the ski canyons to include mid day service. I also think express busses will entice more people to ride the bus as it will shorten the bus time, especially for the folks going all the way up the canyons (Alta and Brighton). Unfortunately, most of the time, especially during "rush hour", the bus is full before it picks up on Wasach Blvd. (swamp lot). This is a great discouragement for bus riding. The bus might be very useful this year as Alta and Snowbird are both requiring parking reservations this year on weekends.
96	Hi,my comments for ski buses for little cotton canyon are as follows . (UTA should consider express bus service) Add some alta only and snowbird only bus service during the busy times...Example,Its hard to get on the bus at snowbird waiting to go down the canyon after the bus has picked up riders from alta.Some times the (bus is full) . Express buses up or down the canyon would also make it a shorter trip.Alta up only could reduce travel time by 20 to 25 min.Snowbird down only would save bus drivers driving time also. Some people who may not use the service now might use the buses because the Travel time would be shortened. Would this make it possible to provide more frequent service if each route was shortened? Parking limitations at the ski areas should cause more people to consider the ski bus, especially if the services are enhanced(more frequent and or... faster service by having express bus service) The ski areas are causing such congestion with so much more traffic that it would help with more funding from them so we could get more frequent buses to go up and down the canyons. Thank You.
97	The 454 bus route is very important!! Many people depend on this route to get to the airport! Also, some cannot get up to the other bus stops in Stansbury!! Keep the 454 route!!!!!!!!!! Please!!!!!!!!!!
98	Pertaining to the 451 route, with the proposed additional stops, I don't see taking the bus will be a viable option for me. The current fast bus route takes me approximately 35 minutes. It will not be convenient to take additional time to get to my same destination (300 S and Stare St). If the new route adds too much bus time, I will not continue to use the bus service.
99	The proposed changes to Route 451 are a huge step backward for bus service between Tooele County and Downtown Salt Lake City. I feel like you are abandoning the Fast Bus/Express Bus program for Tooele County entirely. This proposed change will impact me more negatively than any change that has been implemented since I first started riding the bus to Salt Lake City every day over 7 years ago. I figure the proposed changes will add at least 30 minutes to my round-trip commute. I understand that you can't justify running near empty buses. I'm just frustrated with the situation. These buses were mostly full before the pandemic. Where did everyone go?! Couldn't you run smaller Express/Fast buses instead? The changes will be detrimental to both my family life and my work life. I just wish the Fast Bus program for Tooele County could continue.

	<p>The customer would like to give his feedback about two of the proposed changes for this upcoming change day.</p> <p>Getting rid of route 454 is not a good idea at all because it pretty much completely isolates people in the Grantsville area. If UTA is going to get rid of that route, they should replace it with something else.</p> <p>The F522 also should not be discontinued at all either because some people might use it to get to one of the SLCC campuses in the west. If any college students use that route to get to school there walk from the bus stop will go from less than 10 minutes to almost a half hour.</p>
100	The customer does not use either of these routes but has been thinking about them a lot
101	The caller would like to offer feedback that the proposed discontinuation of route F522 will cause him major issues and a walk time of about an hour trying to get to the SLCC West Pointe campus from Redwood Road.
	<p>The customer would like to leave some feedback about the proposed changes to route 451 for this upcoming change day. Basically, he is not a fan at all. The customer lives in Grantsville and works for the church and commutes 3 times a week. He has been taking the bus from Grantsville to SLC for about the last 16 years and has a lot of experience with the bus.</p> <p>The proposed changes to the 451 will add a significant enough amount of time that it will no longer be worth it for the customer to ride. Overall the changes will change his desire to use UTA, but several other people he knows who are in the same situation. These people have the choice to drive or to ride the bus, and they choose to ride the bus, but the minute it stops being advantageous they will stop riding the bus.</p>
102	If anyone is interested he has several ideas on how to improve the service in a way that will benefit everyone; riders and UTA.
103	The customer is requesting that we keep the F522. F522 is set to discontinued.
104	The customer would like to leave feedback on the proposed changes to route 640. The 640 services are such a large area, and there are so many people that rely on it that reducing its frequency on the weekends will have a negative impact on many people.
105	The customer called to submit a request for the December 2021 change day. The customer states it would be nice to have the route 54, returned to 15 minutes intervals for service.
106	Your current changes to the Tooele and Grantsville routes throw my schedule off completely. The changes over the last few years put me at work later and later. I will be not able to use your service any longer. Thanks.
107	Customer feels that the Tooele buses need to run later to head back into Tooele. There are people who need to get back to Tooele later in the day and would need the bus. It would be nice to have a trip closer to 19:00 or even later if possible.
	<p>The customer is concerned with the proposed changes for Rt 451 to Downtown an unhappy.</p> <p>The caller states all the folks that use this Rt 451 are professionals/ business people and it will be an extreme inconvenience with the new proposed changes.</p> <p>It will take longer to get into work and arrive home later. The ridership will definitely drop off and will be go back to their cars.</p> <p>They want it to be like the Rt 454 & 453 which makes are trip longer. They could add a few more stops but no major change.</p>
108	
	<p>The customer is calling to say that he is not a fan of the proposed changes to the 454 and 451 buses for the upcoming change day. He says that if the change to the 451 goes through that he, and several other people he knows, will probably choose to drive instead of taking the bus.</p> <p>If UTA wants to reduce pollution and service communities like Tooele, then this change is pretty much going in the complete opposite direction.</p>
109	

110	<p>Please don't make a change. What we have now is ideal. That downtown stops are optimal because we can transfer to Trax and other buses easily to continue to our final destinations. Not all of us work in downtown Salt Lake. I know some people that need to transfer to bus 200, TRAX, etc to go to different destinations. Also, I believe that there are fewer people that use bus 454 than 451 routes. Before the pandemic 451 was always full and 454 was not even close. Many of us still work from home, but some or many of us will eventually come back to office at least a few times a week when everything is getting back to normal. A lot of us work in downtown (around the state street, University Hospital, and Primary Children's Hospital. We already have had very limited public transportation options with no TRAX and Train. Now, you will take away to only option we can go to SLC with reasonable time. With the proposed change, our commute time will increase dramatically and it is not going to be visible to ride the bus anymore. The response that I received said the commute time would increase 5-8 minutes, it is completely false. Lastly, perhaps reducing the frequency is a better option than eliminating entirety of the fast bus. To conclude, WE are all encouraged to drive LESS and to take public transportation. However, with this proposed change, we WILL drive MORE to SLC. It is NOT helping and making our air quality WORSE.</p>
111	<p>I ride the 451 from Stansbury to 50 North Temple each weekday. This takes about an hour each direction. If I drive it on my own it takes about 30-35 minutes. So it is already almost double the time, but the added time is worth the value. However, modifying the 451 to go through the airport and on North temple will add a significant amount of time I would estimate 25 minutes. Adding almost a half an hour increases the opportunity cost too much for me. Adding approximately 45-50 more minutes each direction, each day, is too much and I will have to drive myself. I know of many other riders that also ride to 50 north temple and their feelings are similar. I also know a handful of passengers who ride the 451 to catch other downtown buses to go to the U of U hospital by the U of U campus. They already have an 80 or more minute commute. Adding an additional 25 minutes would greatly impact their already very long commute. Please DO NOT alter the 451 route. I know of others who ride to 50 north temple from other locations around the valley and they have buses and trains that run every 15 minutes. The 451 is already very limited in its options and available times (only one direct route and only every 30 minutes). Can another route be pushed to every 20 minutes without disturbing where the other route goes so we can maintain our route? We have very limited options from Tooele already, please don't change route 451.</p>
112	<p>Changes are tough, but I agree with them. Best thing for the resources you have. Unfortunate for Grantsville riders, but changes to 451 are the best for everyone. Not going to add that much time and will be a good thing.</p>
113	<p>Don't make the 451 slower and inconvenient. You will lose the riders you do have.</p>
114	<p>I would like to recommend that bus route 200 increase service to circulate Capitol Hill on weekends in addition to its current weekday Capitol service. Thank you.</p>
115	<p>Would love to hear how the proposed bus changes to the international center affect the schedule. Often the bus arrived at odd hours and didn't link well with the Trax schedule. Will the change be to accommodate more times for those working and commuting out to the international center? Is there a spot to see more details about the changes?</p>
116	<p>I want to hear about Ride time increase, frequency of route, and impact on schedule for this change to route 451. As a regular rider I am concerned. appreciate shortage of staff, concern about travel times, enjoy taking bus from Tooele, I hope that as ridership increases routes could be added again</p>

Appendix 5 – Response to Feedback on Major Changes

Route 451 / 454 consolidation

- Consolidating the 451 and 454 allows UTA to optimize resources including labor, to preserve more productive services throughout the service area and focus on creating an interconnected network of services between the Tooele Valley and Salt Lake Valley.
- Additionally, the consolidation of the 454 and 451 makes it so that the service provided to Tooele County is in line with what is warranted based on propensity and performance.
- Based on public input, 451 routing will be adjusted to start and end at Courthouse Station.

Route 451 Travel Time impacts

- Much of the opposing feedback to the proposal was focused around the increased travel time added to 451 by having it deviate into the international center and serve along North Temple. As per the schedule developed by UTA operations planning after real-time testing by the team, the added travel time will be 2 to 10 minutes depending on the direction and time of travel.
- UTA will be monitoring the travel times and ridership to evaluate if any adjustments are needed in the future.

Route 454 Discontinuation

- UTA will discontinue service due to the lack of ridership on the segment between Grantsville and Benson Grist Mill. 454 riders will be able to access a similar ride to SLC beginning at the Benson Grist Mill Park & Ride.

Route F522 Discontinuation

- UTA will discontinue the F522 because it will be replaced by UTA On-Demand service.
- UTA would like to help with the transition to this new service. Find out more about UTA On Demand at rideuta.com/OnDemand or call us at 801-RIDE-UTA.

Route 640 Headway Reductions

- UTA will be reducing the frequency on the route 640 on Saturdays from 30 Min headways to 60 min headways because of the low ridership and optimizing resources.

Alternative Options:

- Find out more about Vanpool services if your commute will be impacted by any of these changes. <https://www.rideuta.com/Services/Vanpool>



Low-Income Reduced Fares FAREPAY Card Engagement Report

Community Engagement Team

November 1, 2021

Contents

Introduction	2
Overview of Feedback Received and Recommendations	3
Language Barriers	3
Photo Requirement.....	3
Document Requirement and Uploads	4
How to Ride Information	5
Collaboration with Community Organizations	6
Paper Application Option.....	6
Types of ID Accepted	7
Address Verification.....	7
Reloading the Card.....	8
Price	8
Internal Awareness	8
Engagement Efforts	9
On-System Events	9
Survey - Incomplete Applications	11
Discussion Groups.....	12
Personal Interviews.....	12
Meetings with Community Partners.....	12
Emails to Community Partners	14
Follow-Up & Timeline	16
Attachment #1 – Incomplete Application Results	17
Attachment #2 – Discussion Groups Overview.....	23
Attachment #3 – One-on-One Discussions	28



Introduction

In summer 2021, the UTA Fares team announced that people who federally qualify as low-income also qualify for a new pilot Reduced Fares FAREPAY card, which provides a 50% discount on all UTA services. A person who qualifies as low-income can complete an online application on the UTA website, receive and begin using their card within a few days. This program was previously available to youth, seniors, and persons with a disability. The low-income requirement allows a greater portion of our community to ride at this discounted rate.

The Community Engagement Team worked in tandem with the Fares team to gather feedback from the community and pass users about the program functionality and effectiveness. Several outreach initiatives were undertaken from August – October 2021. Various communities, service organizations, and individuals were consulted about their experiences with the pass. The methods used and data collected are outlined in the report below.

Included in this report:

1. Recommendations based on community input received.
2. A summary of the engagement and outreach work done, including on-system events, phone interviews/meetings, and discussion groups.
3. Detailed public feedback received about various aspects of the Low-Income Reduced Fares FAREPAY card.
4. A follow-up timeline, which includes suggestions of how the Fares and Community Engagement Teams can work together to report back to the public on feedback received and changes made. This accountability will allow us to build greater trust with our riders and encourage more people to apply for and use the Reduced Fares FAREPAY Card.

While several suggestions for improvement will be made based on feedback received, it should also be noted that many people and organizations had positive feedback about the program. They were happy with the fast turnaround in receiving their passes, the relative ease of the application process, and how this pass can ease the burden on our most underserved community members. We also received positive feedback about the kindness and helpfulness of UTA staff as they helped walk people through the program and issue their passes. As we work together to learn how to better serve these communities, it is important to remember the good work that has already been done by the Fares Team in creating and implementing this pass program.

Based on the feedback we gathered, our key recommendations include:

- Reducing language barriers.
- Revisiting the photo requirement.
- Simplifying document requirements.
- Including “How to Ride” information with the card.
- Collaborating with community organizations to qualify individuals for the card.
- Including a paper application option.
- Expanding the acceptable types of identification.
- Continuing with the change to the address verification requirement.
- Expanding the options to reload the card.



- Examining price options.
- Increasing internal awareness about the card.

This document includes an explanation of each recommendation, a summary of the engagement work completed, and attachments with complete feedback from each engagement activity.

Overview of Feedback Received and Recommendations

The engagement process provided consistent themes on program components that are working well, those that could be improved, and additional suggestions to improve each cardholder's experience. These recurring themes in the feedback provide a vision on how to increase ridership and equity, decrease barriers, and make the experience less bureaucratic and more accessible for all. These themes, along with a brief explanation of each and recommendations, are included below.

Language Barriers

At the start of the pilot, most of the Reduced Fares FAREPAY Card information was solely available in English, except for available Google Translate on the webpage. Flyers and website documents were translated into Spanish early in the pilot program. These are now available upon request and distributed at community events.

More Spanish accessibility was requested by individuals and community partners. This includes a fully translated Spanish application form available on the website, rather than relying on Google Translate. The Spanish-speaking population in the UTA service area represents 4.2% of the population, and members of this community are much more likely to ride and apply for services if the information is available in language.

Spanish is not the only language in which materials are needed. There is a large population of refugees in the UTA service area and many qualify for the Reduced Fare FARPEAY Card. They speak a variety of languages, including Somali, Arabic, Swahili, and Congolese. Refugee service providers expressed concern about digital access and digital anxiety with their clients, especially when information is not available in their native languages. Having the Reduced Fares information available in these languages would make it much easier for non-English speakers to apply for the pass and learn how to integrate public transportation into their lives.

Recommendations:

- Translate the application into Spanish and have it available on the website.
- Translate the website documents and flyers into Somali, Arabic, Swahili, Congolese, Vietnamese, and Navajo. Have these digital files available to print and distribute upon request.

Photo Requirement

The need for a photo on each Reduced Fares FAREPAY card was also an access barrier among potential users. The photo requirement presents challenges for several reasons:

- It requires an individual to have access to a camera and the ability to upload a photo onto their device.



- It requires an individual to have the time and means to travel to a UTA Customer Service location to have their photo taken.
- It delays the process of individuals being able to access the discount for which they qualify.
- It appeared to be a reason why people didn't complete the online application - several dropped off at the photo requirement.
- It could potentially cause difficulty in the ability for partnering organizations to automatically qualify individuals for the pass (more on this theme below.)
- The need for a photo can dissuade people, particularly those who are undocumented, from applying.

Additionally, photos are not required on all UTA passes. ECO passes and FAREPAY cards don't hold a photo requirement, for example. Both passes offer discounted fare on UTA, like the Reduced Fares FAREPAY card. While photos on the Reduced Fares FAREPAY card are required as a measure to prevent fraud, the inconsistent implementation of photos on UTA passes implies an inequitable assumption that low-income groups may attempt to defraud our system more than compared to other users. This assumption is harmful to the communities we serve and is ultimately preventing people who qualify for the card from receiving it and riding our system. Eliminating the photo requirement would ultimately increase equity in opportunity among our riders and community members. The need for a photo on a pass should be a consistent requirement across the board - either all riders need a photo on their pass or none of them do.

Recommendations:

- Remove the photo requirement from the Reduced Fares FAREPAY card application.
- Alternatively, UTA could assess a photo requirement for all passes.

Document Requirement and Uploads

The requirement to upload documents onto the online Reduced Fares application was a barrier for several people. This could be for one of several reasons:

- The website was malfunctioning.
- The individual doesn't have a device or sufficient internet connection to upload the documents on their own.
- The documents required were difficult to find or obtain, including 60 days of paystubs, previous year W-2s, or previous year tax returns.

The ability to qualify for the card based on participation in a DWS program or inclusion in the HMIS database was extremely helpful. However, community organization representatives and a few individuals expressed concern that for those who don't already participate in those programs, the required documents may be difficult to provide.

A person who may have difficulty providing these documents could be in one of the following situations, based on people we spoke with and "typical situations" of community partners' clients:



- They work odd jobs and don't receive a paystub.
- They are undocumented and unable to file taxes, receive a paystub, or apply to participate in government-funded programs.
- They work a job where 60 days of paystubs is difficult to obtain, such as a barista, waiter, or other service-industry professions.
- They are unable to apply for any government assistance or similar services without the help of a case manager because of lack of internet access, paperwork, or identifying documents.
- They recently moved here from a different country and are unable to obtain the needed documentation.
- They do have access to previous year taxes or W-2, but because of their limited device access, it takes them much longer than usual to receive that documentation.

Everyone's situation is unique and difficult in ways that others' may not be, and we recognize that it is impossible to address every situation when attempting to help people to qualify for the program. However, we do believe that there are actions we could take to help mitigate some of these common difficulties.

Recommendations:

- Provide a paper application at Customer Service locations or partnering community organizations for people without computer, phone, or internet access.
- In the place of paystubs or taxes, allow letters from previous employers who can verify a person's identity, how much they were paid working for them, and their understanding of the individual's financial situation.
- In the case of undocumented individuals, allow either another community organization, an employer, a landlord, or another entity to verify their identity.
- Require less than 60 days of paystubs.
- Provide the option to speak directly with our Fares team if they have extenuating or difficult circumstances that do not fit into the program requirements. This will give people more flexibility to qualify on a case-by-case basis.
- Re-assess application requirements to ensure they are precedent and necessary. Provide transparency around purpose of requirements for applicants.

How to Ride Information

In both discussion groups and conversations with community organizations, a theme arose that many people receiving the Reduced Fares FAREPAY card are either somewhat or totally unfamiliar with the UTA system.

This is a common problem in both maintaining and attracting new riders. However, there are things we can easily do to provide basic information to our new riders who are excited to utilize their pass.



Recommendations:

- Include a basic “How to Ride UTA” packet with the card when it is mailed or picked up. Work with Travel Training to develop this. Include basic information about how to use their Reduced Fares FAREPAY card.
- Have a link to the “How to Ride” YouTube videos included on the Reduced Fares page.

Collaboration with Community Organizations

While working with partnering community organizations, it became clear that in many cases, employees and caseworkers are well-equipped to help clients apply for the pass, particularly when individuals face barriers to applying. Additionally, many organizations work with people who qualify as low-income, including housing, refugee, immigration, and homelessness services. They know for certain that the people they work with technically qualify for this program, but many of these individuals are unable to apply on their own. This prevents them from accessing the pass and discount for which they would otherwise qualify.

In the best-case scenario, an organization could verify the identity and income status of an individual they work with to automatically qualify them for the pass. This automatic approval through a community partner would allow UTA to forgo individual applications and reach many people who qualify for the pass but are unable to apply for it. With this alternative verification, we would be empowering organizations to provide better services for their clients and giving more people the option to ride. This idea has appeared a few times during the engagement process and is something that we will soon be exploring with a few partnering agencies, including Housing Connect.

Recommendations:

- Develop a program where organizations can apply to automatically qualify the people they work with for the Low-Income Reduced Fares FAREPAY Card.

Paper Application Option

Most of the people we spoke with during the engagement process had few to no problems with the online application, but by nature of the Zoom meeting discussion groups, we know that these people are among those who have adequate internet access, digital confidence, and device capability. They can access the internet with relative ease, which naturally made the online application easier to access.

However, many people who qualify as low-income do not have the same level of device or internet capability as those who attended our discussion groups. To navigate and communicate with bureaucratic systems, they are usually supported through case workers and organizational representatives. We spoke with these representatives at length during the engagement process, and several indicated that a paper application could be helpful for their clients due to limited internet access and the digital divide.

Paper applications could be available at Customer Service locations or through partnering organizations.

Recommendations:



- Create a paper application in English, Spanish, and languages recommended by refugee service agencies.
- Provide these applications at Customer Service locations and partnering organizations.

Types of ID Accepted

There was confusion over the types of identification accepted when applying for the pass. While working with the Fares team, we learned that several types of ID are accepted when people apply for the card. There were suggestions from partnering organizations for even more types of IDs to be accepted. This list will allow a greater diversity of people to receive the Reduced Fares FAREPAY card and discount, including people who don't have access to more traditional types of identification. This may include people who are undocumented, newly relocated from a different country, are experiencing homelessness, or are not old enough to have a driver's license.

Additionally, we learned in this process that the UTA Fares team does accept expired driver's licenses. This is an important practice to continue and standardize, as there are real barriers to having a current driver's license in many cases. A person who is experiencing homelessness, is without a permanent address, or has had their license revoked will have greater difficulty obtaining a current driver's license. This barrier prevents people from accessing employment and other services, which can keep them in the cycle of poverty¹. It's important that our riders understand that their expired driver's license will not keep them from accessing the Reduced Fares discount on the UTA system.

Recommendations:

- Accept more types of identification, including passports, employee IDs, access cards, Mexican Consulate IDs, IDs from other country's consulates, HMIS IDs, or bills.
- Continue to accept expired driver's licenses.
- Clearly communicate which types of ID are accepted on the website.

Address Verification

The requirement for address verification was difficult for several community members who applied for the pass. The requirement to upload a utility bill if a person's address doesn't match the application was difficult for many who are in a temporary housing situation or do not have a traditional housing situation. This was feedback we received from multiple people during the engagement process.

The Fares Team has already taken this feedback into consideration and removed the address verification requirement for the card. They will now accept the address provided on the application. If the card comes back in the mail, they will email the customer asking them to pick up their card at Customer Service.

Recommendations:

- Continue with the process of not requiring address verification.

¹ <https://www.theatlantic.com/business/archive/2016/06/no-drivers-license-no-job/486653/>



Reloading the Card

Several people we spoke with during the engagement process expressed confusion over how to reload the FAREPAY card or were hesitant to make payments online due to previous bad experiences. Many would prefer to pay by tapping the card rather than cash but are either unsure or wary of doing so.

This hesitation or confusion could be remedied by increased education over how to reload a card and allowing people to reload their cards at TVMs at FrontRunner or TRAX stations.

Recommendations:

- Include basic information on how to load your Reduced Fares FAREPAY card in the welcome packet along with the “How to Ride” information.
- Allow people to reload their cards at TVMs throughout the system.

Price

Most people we spoke with were very happy with the 50% discount on the UTA system. One woman said it doubled her transportation budget, so she was able to travel twice as much. The consensus is that this program is helping people in tremendous ways. The discount is not insignificant.

However, there are still people who qualify for this pass who would struggle to pay even the 50% fare. Some organizational representatives voiced the concern that this program would not work for their clients, as they don’t have the funds to pay even the discounted rate. Even people who can pay for the pass and were satisfied with their experience said they would like to see it more heavily discounted.

Recommendations:

- Increase the low-income discount to 75% rather than 50%, in line with the Human Service Pass Program.
- Explore a sliding scale model or zero-fare for low-income riders.

Internal Awareness

There was concern expressed that some bus operators were not aware of the Reduced Fares FAREPAY card option and denied rides to card holders. One discussion group participant said that this has happened to him at least three times.

While it is frustrating when operators don’t understand fare types, they can also be assets in distributing information about fares to their riders. At the on-system event in West Valley, we spoke with a few bus operators stopped by the table. They agreed to distribute information about the program on their bus and each took several flyers in both English and Spanish.

While many people heard about the pass via a Customer Service agent, there has also been a few reports of Customer Service agents being unaware of the details of the program. One discussion group participant replayed that she was on the phone for 45 minutes with one Customer Service agent with questions about the pass before she got disconnected. When she called back, she was able to get her questions answered with another agent in less than ten minutes. She was frustrated that the agents didn’t share the same understanding of the information about the pass.



Recommendations:

- Distribute a reminder memo about the Reduced Fares FAREPAY card.
- Increase the internal awareness of this fare type by providing in-person direct communication for operators.
 - *Example:* Host open houses at bus garages to share information about this program and others.

Engagement Efforts

On-System Events

Four on-system events were held in September. Each Wednesday, the Community Engagement and Fares team visited a different station in the system to give out information, give people the opportunity to apply for the pass on a tablet with support, or answer any questions people had about the pass. Stations and time frames were selected based on factors of ridership, geographic equity, and prevalence of low-income community members living in the vicinity.

At each event, we distributed information about the Low-Income Reduced Fares FAREPAY card in both English and Spanish. Most people had not heard about the option, and we walked several people through the process of how to apply for the pass. We also had the option available for people to apply online while at the event. As a result, we discovered a few bugs in the process, which were subsequently addressed by the UTA IT Department.

- Wednesday, September 8
 - Central Pointe Station
 - 7:00 a.m. – 9:00 a.m.
 - ~50 people spoken too
 - ~50 flyers total distributed in both English and Spanish
 - 1 person attempted to apply for the pass at the booth and was unable to do so
 - Notes: This location is a good place to reach people from a diversity of backgrounds, income-levels and languages.



- Wednesday, September 15
 - Provo FrontRunner Station
 - 4:00 – 6:00 p.m.
 - ~20 people spoken too
 - ~50 flyers distributed total in English and Spanish
 - 2 people successfully applied for the pass
 - Notes: Provo FrontRunner Station is busy, but most people riding have a pass either from their university or workplace. We couldn't speak with many people for whom this pass would be a good option.
- Wednesday, September 22
 - West Valley Central Station
 - 7:00 a.m. – 9:00 a.m.
 - ~50 people spoken too
 - ~50-60 flyers distributed total in English and Spanish
 - Nobody attempted to apply for the pass
 - Notes: We spoke with several people who were interested in the pass and indicated that they would be able to apply online on their own. We also spoke with a few bus operators who agreed to pass out information on their bus.



- Wednesday, September 29
 - Ogden FrontRunner Station
 - 4:00 p.m. – 6:00 p.m.
 - ~20 people spoken too
 - ~50 flyers distributed total in English and Spanish
 - Nobody attempted to apply for the pass
 - Notes: Two people knew about the program and told us they were going to go home and apply.

Survey - Incomplete Applications

Of all the applicants for the Low-Income Reduced Fares, 61 people did not complete the application. To understand the barriers they faced in completing the application, we sent out a survey to the respondents. Each person to respond to the survey had the opportunity to win a \$50 VISA gift card.

10 people completed the survey. They responded to the following questions:

1. What was difficult about the application process for the pass?
 - a. Please explain your choices.
2. What would have made the application process easier?
3. What changes to the application process would you suggest?
4. Which of the following requirements made it difficult to apply, if any?
 - a. Please explain your choices
5. What circumstances made it difficult to apply, if any?
 - a. Please explain your choices
6. How did you learn about the Low-Income Reduced Fare FAREPAY Card?
7. What are the best ways for you to receive information about future UTA programs?
8. Is there anything else you'd like to share with us about your experience applying for the UTA Low-Income Reduced Fares FAREPAY Card?



A summary to these questions and answers can be found in Attachment #1 below.

Discussion Groups

The Community Engagement Team hosted two discussion groups with members comprised of people who applied for and received their Reduced Fares FAREPAY card, people who were unable to complete their application, and people from organizations who helped distribute the information to their clients. The invitation to participate in the discussion groups was sent to 178 people. 31 people responded with their date, time, and language preferences. Each were invited to participate in one of two discussion groups, scheduled according to the survey responses. The invitation to participate was sent in both English and Spanish, and the survey was also available in both languages.

Each discussion group participant received a \$20 VISA or Amazon gift card, either virtually or mailed to their home.

One member of the Community Engagement Team facilitated each discussion group and asked the following questions:

1. What was difficult about the application process?
2. What changes could be made to the application process?
3. What specific questions or requirements made it difficult for you to apply?
4. What would have made the process easier?
5. What low-income requirements made it difficult for you to apply?
6. What requirement changes would you like to see made?
7. What would make it easier for you to access this pass?
8. What circumstances in your life made it difficult to apply for and obtain this pass?
9. How did you find out about this pass?
10. For future UTA initiatives, what are good ways for you to receive information?
11. Is social media effective for you, and are there other ways you prefer to get your information?

A summary to these questions and answers can be found in Attachment #2 below.

Personal Interviews

Of the 31 people who applied to participate in the UTA Discussion Groups, two indicated they were unable to make it to the proposed times. They instead participated in a one-on-one conversation with a representative from the Community Engagement Team. They were asked the same questions as the Discussion Group members in these personal interviews. Their detailed responses can be found in Attachment #3 below.

Meetings with Community Partners

In addition to speaking with individuals about their experiences applying for the Reduced Fares FAREPAY Card, members of the Community Engagement Team also met with twelve community partners to speak to them about their experiences helping their clients apply for the pass, any barriers they experienced or can foresee, and ways that UTA can make the application process and the pass itself more equitable and accessible for people who qualify as low-income. A few of these meetings were simply information sharing, but several organizations had suggestions for improvement. The suggestions we received are included below, along with the organizations who made the requests.



- Family Support Services
 - Their clients here already provide low-income documentation, so they should be set up to receive the pass automatically.
 - Their clients struggle with digital barriers. They mostly have government-issued cell phones, which have limitations in accessibility.
 - The organization has computer labs set up and caseworkers who can walk their clients through the application process.
- First Step House
 - They are Human Services partners and see the Reduced Fares FAREPAY card as a good supplement to that program.
 - Many of their clients either haven't worked in the past year or don't have access to the documents required for proof of income. This presents a barrier for many of their clients.
 - They would like it to be easy to replace the cards after they are lost and see information included about that as people receive their cards.
- Boys and Girls Club
 - They would like to see the online application available in English and Spanish.
 - It's difficult for immigrant families to apply due to language barriers.
- Comunidades Unidas
 - They also had the suggestion to make the online application available in English and Spanish.
 - Digital access is difficult for their communities.
- Women of the World
 - Their clients experience digital anxiety. It has less to do with accessibility issues and more to do with the difficult of applying for services online due to language and cultural barriers. A paper application would be preferable for many of their clients.
 - They serve refugee women who would benefit from having materials available in several languages. He specifically mentioned Somali, Arabic, Swahili, and Congolese.
- Asian Association of Utah
 - We need a process in place for undocumented works who don't have access to the required documentation.
 - Their clients face digital barriers as well, but the biggest barrier is that of documentation.
 - They suggested that UTA develop a system where another agency can automatically qualify someone they are working with for the Reduced Fares card.
- Rescue Salt Lake
 - The expressed that without caseworkers, it would be nearly impossible for their clients to apply on their own.
 - Most of the clients have access to a smart phone, but it would be difficult to apply for the program on their phones due to digital accessibility.
- Utah Division of Multicultural Affairs
 - They suggested having a link to the Reduced Fares page on other pages of our website so that it is easier to find.



- They suggested accepting different types of IDs for the identification requirement. They specifically mentioned passports, employee IDs, access, cards, Mexican Consulate Ids, or bills. This would specifically be helpful to immigrants and undocumented persons.
- They also suggested having a paper option to make it more accessible.
- They expressed concern over the photo option. Photos make it more difficult for the undocumented community to ride due to anxiety over being tracked.
- Multicultural Counseling Center
 - They suggested that UTA create a Spanish version of the application on the website.
 - They would like to see a part of the application that allows a parent to apply based on their child's Medicaid status. Many parents are undocumented, which means their children qualify for programs while they do not. If we could base their qualification on a child's eligibility for government programs, that would open it up for more people to apply.
 - They also asked that we send out reminder texts or emails when an individual's renewal date is approaching.
- The Roadhome
 - They would like to see expired IDs accepted, as well as HMIS IDs, which they offer to their clients.
 - All their clients use the HMIS database.
- Utah Refugee Center
 - Their refugee clients struggle with language barriers in accessing this and other programs.
 - They expressed that this discount may still be too expensive for their clients. They need free transit options
 - Applying online is difficult for their clients. They would like to have UTA representatives come in the future and help people apply.
- Internal Partners
 - Make getting a FAREPAY card an automatic part of the DWS application process

Emails to Community Partners

The Community Engagement Team initially contacted community partners through email with information about the pass and an invitation to connect virtually and discuss the details. Emails were sent to 85 community organization in the UTA service area, including:

- | | | |
|--|---------------------------------|---|
| ● 4th Street Clinic | ● Center for Independent Living | ● Comunidades Unidas |
| ● AUCH Community Health Centers | ● Ability First Utah | ● Crossroads Urban Center |
| ● Bountiful Community Food Pantry | ● ChamberWest | ● DHS |
| ● Boys & Girls Club of Greater Salt Lake | ● Chamber of Commerce | ● Division of Child and Family Services |
| ● Catholic Community Services | ● Columbus Serves | ● Downtown Alliance |
| | ● Community Action Program | ● DSD |
| | | ● DWS & HMIS |



- Family Support Services - Taylorsville
- First Step House
- Food Sense and Snap-Ed
- Guadalupe School
- Halfway House
- Haven Helps
- Headstart Program
- Health Access Project
- Holy Cross Ministries
- Homeless Housing Assistance Center - YCC Family Crisis Center
- Housing Authority of Salt Lake
- International Rescue Committee
- Latino Behavioral Health
- Maliheh Free Clinic
- Maliheh Free Clinic
- Mckay Dee Hospital
- Midvale Community Building Community
- Midvalley Clinic
- Multicultural Counseling Center
- National Alliance on Mental Illness (NAMI)
- Nonprofit Legal Services
- Odyssey House
- Odyssey House
- OgdenCAN
- Refugee & Immigrant Center
- Refugee Education and Training Center
- Rescue Mission of SLC
- Sacred Health Clinic
- Salt Lake County Aging and Adult Services
- Salt Lake County Health Department Asthma Program
- Salt Lake Donated Dental Services Clinic
- South Valley Services
- SSVF Outreach
- State Refugee Office
- Synergy Family Services
- The Other Side Village
- The Road Home
- UDOH Oral Health Program
- United Way Utah County
- United Way,211
- University of Utah Health
- UT Courts
- Utah Asthma Program
- Utah Coalition Against Sexual Assault
- Utah Community Action
- Utah Department of Health - Living Well Program
- Utah Department of Health - Violence & Injury Prevention
- Utah Dispute Resolution
- Utah Division of Multicultural Affairs
- Utah Domestic Violence Coalition
- Utah Food Bank
- Utah Food Bank Mobile Truck
- Utah Food Pantries
- Utah Health and Human Rights
- Utah Hope Clinic
- Utah Legal Services
- Utah Non-Profit Housing Corporation
- Utah Refugee Center
- Utahns Against Hunger
- Utah's One Roadmap
- Valley Behavioral Health
- Ventanilla de Salud at the Mexican Consulate
- VOAUT
- Wasatch Behavioral Health
- Way to Quit / Dejele Ya
- Women of the World
- YWCA



Follow-Up & Timeline

The Low-Income Reduced Fare FAREPAY Card Program will go before the UTA Board of Trustees in December 2021. Pending Board approval, the program will become permanent at UTA in 2022. Once this program moves beyond pilot phase, there will be need for the UTA Fares and Community Engagement Teams to report back to the public with our findings and what we have done to be responsive in making needed and appropriate changes that create an even better product for the community. All changes to the program should be implemented with the goal of increasing equity and access, reflecting public feedback, and giving a greater number of people the opportunity to qualify for the pass and ride our system, in turn increasing ridership and revenue.

After the program is made permanent, we will need to continue the feedback loop. Updates and report-backs on the data gathered and changes made will be sent to community organizations, discussion group participants, and other card holders. This will be done through a link to the report online, infographics, and individual emails to discussion group participants. The option to report back about the program on social media is available, as well.

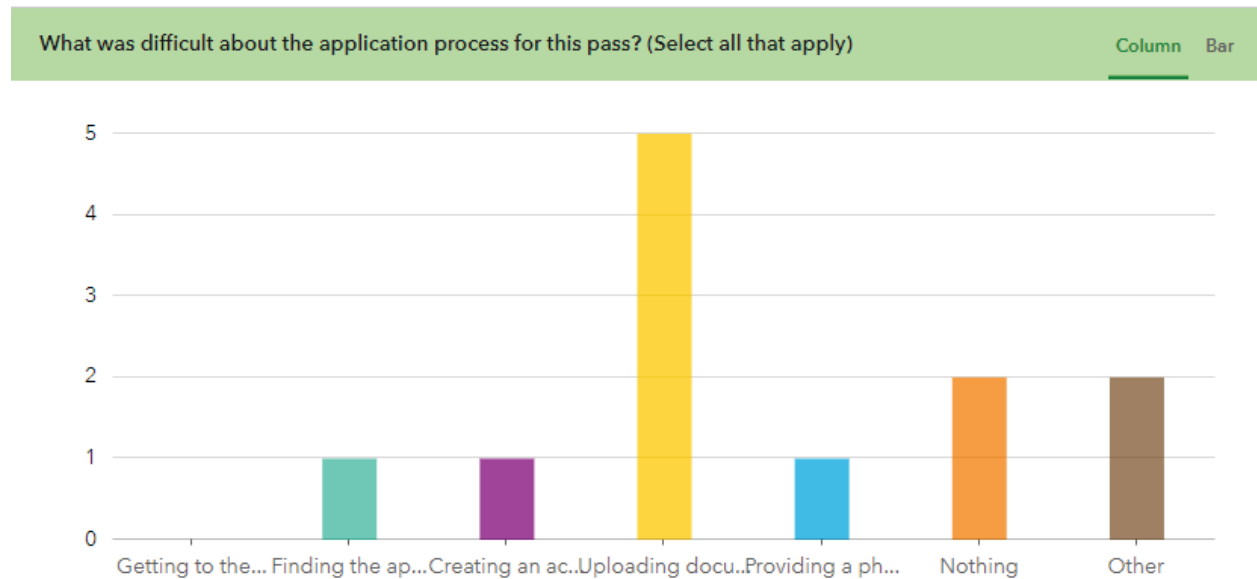
As we complete this feedback loop, we will likely receive more suggestions from the public on how we can further improve the program. As possible, the Fares and Community Engagement Teams can continue to implement needed and appropriate changes to the program. Any additional changes will help us as we continue with our goals to increase ridership and equity on transit.



Attachment #1 – Incomplete Application Results

The following are the responses to each question of the survey:

1. What was difficult about the application process for this pass?
 - a. Uploading documents (5 selected)
 - b. Nothing (2 selected)
 - c. Finding the application landing page (1 selected)
 - d. Creating an account (1 selected)
 - e. Providing a photo (1 selected)



2. In the space provided, please explain your choice(s).
 - a. Unclear information
 - b. I tried 4 times to upload my driver's license. It freezes up and won't let you finish the application.
 - c. I always have a difficult time using my printer/scanner. I've never been to any of the places the sell the FareCards and it seems odd to pay to take the bus to a place I've never been and never will go again to then go home and pay more money so I can ride the bus next time with a card.



- d. I'm low income. I get SSI. That means I am disabled. I cannot pay out a huge sum of money to get a monthly pass—even at half price it's too much money to fork over when I might not travel every day to make the sacrifice worth it. I'm from the Atlanta Georgia area. The transit system has a program for handicapped individuals to get a reloadable card where they can put in a much lower amount of money for people like me to get around. Two years ago reduced fare was \$.95. Houston has a similar system, except disabled fare is \$.65. More affordable. Both programs require a physical visit to the transit systems headquarters to bring in a Social Security benefits letter. The smart chip in the cards have been programmed to get the discounted fares. Here it's ridiculous. Your program needs to change for low income people because if others have assets like mine then it's way too expensive. Fix this.
 - e. I completed my application and submitted all necessary documents all on the same day and even followed up with a phone call to see what happened with it as I never got any response back and still haven't. The lady I spoke to took my info and said she's call me back and I still haven't heard anything. As of now it would almost be pointless to have it because we will only be living in Murray for one more month and needed it months ago when I applied.
 - f. It would not let me upload any documents
3. What would have made the application process easier?
- a. Take picture with phone directly on site
 - b. Provide clear information
 - c. Not Sure
 - d. It was working correctly. It was very frustrating as it kept freezing up
 - e. If it actually got process and we got the pass
 - f. I'm not worried about the application process. I object to the whole system.
 - g. Being able to upload.
 - h. Allowing me to purchase a FareRide Card on the website and just having me enter my EBT Card or Medicaid Card numbers.
4. What changes to the application process would you suggest?
- a. Letting me just purchase the pass at the transit station like the rest of the world.
 - b. Make it cheaper—the fares. Make it where fares can be put on a reloadable card and added one at a time or a group.
 - c. I don't understand why you are saying my application was incomplete and if it truly was why was I contacted via email or phone to get what you claim was still needed. Don't waste people's time if you can't even offer these passes. Families are struggling



and this was just more depression on my part than my husbands cancer has been alone.

- a. Being able to make the process alot easier
 - b. Maybe have the entire application be electronic rather than a paper form sent out after applying online.
5. Which of the following requirements made it difficult to apply, if any?
- a. Proof of identification (4 selected)
 - b. Proof of income (60 days of paystubs, previous year W-2, previous year taxes) (4 selected)
 - c. Mailing or picking up your card (2 selected)
 - d. None (2 selected)
 - e. Photo requirement (1 selected)



6. In the space provided, please explain your choice(s).
- a. Why does it seem like you're asking me the same question every time? Just see my answers above!
 - b. Bad system all together.
 - c. I submitted a full and complete application with my lease agreement, drivers license and everything and never got a single response even after I personally made a follow

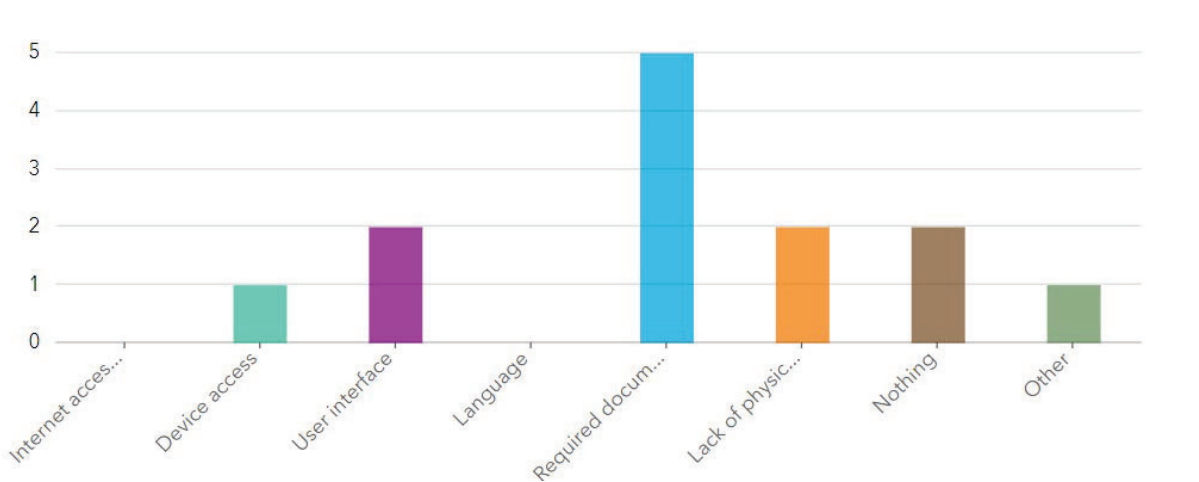


up phone call and was told I would get a call back to tell me why I haven't heard anything. It was a complete joke and waste of my time.

- d. I haven't filed my taxes or have paystubs
- e. I have been actively seeking work but have a difficult time due to criminal background. I have no proof of income.

7. What circumstances made it difficult to apply, if any?

- a. Required documents (4 selected)
- b. User interface (2 selected)
- c. Nothing (2 selected)
- d. Device access (1 selected)
- e. Lack of physical address to have the pass mailed (2 selected)
- f. Other (1 selected)



8. In the space provided, please explain your choice(s)

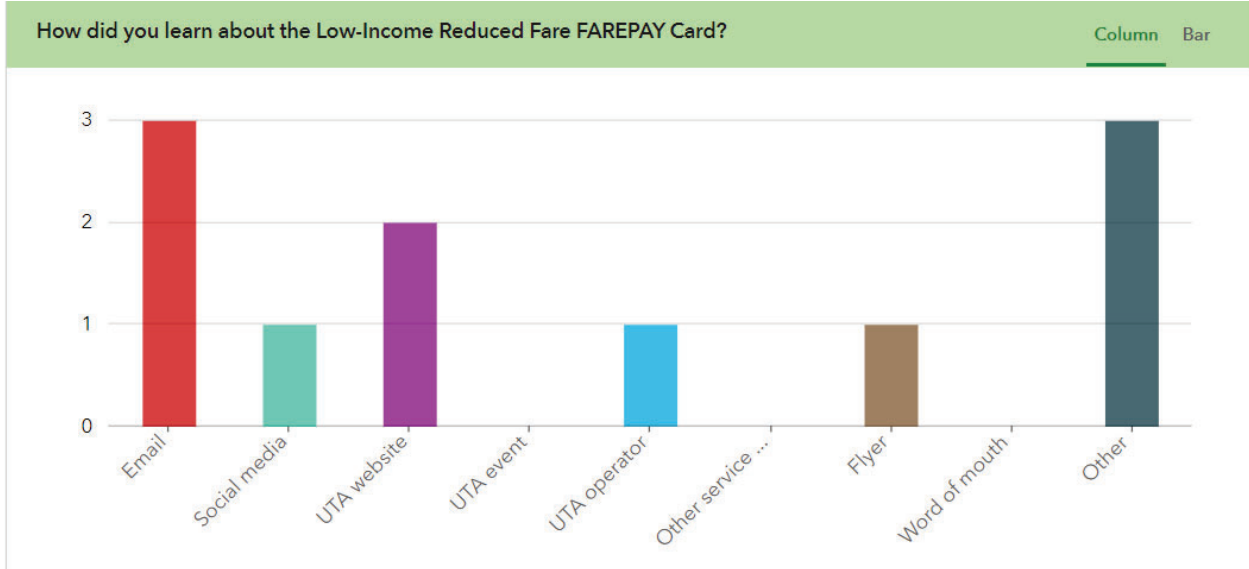
- a. You guys suck.
- b. Every time I have to use my printer/scanner, I have to set it up from scratch.
- c. Bad system.
- d. I have been going to the shelters but there has been no bed space. So I have to get the pass mailed to my parents.

9. How did you learn about the Low-Income Reduced Fare FAREPAY Card?

- a. Email (3 selected)
- b. Other (3 selected)

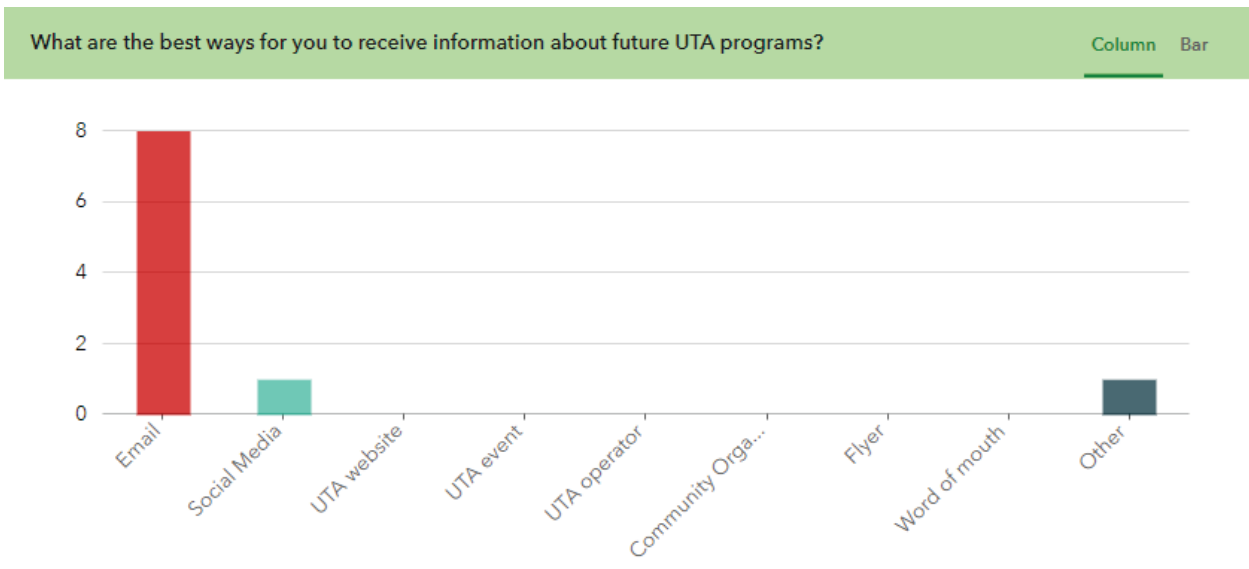


- c. Social media (1 selected)
- d. UTA website (2 selected)
- e. Flyer (1 selected)



10. What are the best ways for you to receive information about future UTA programs?

- a. Email (9 selected)
- b. Social media (1 selected)
- c. Other (1 selected)





11. Is there anything else you'd like to share with us about your experience applying for the UTA Low-Income Reduced Fares FAREPAY Card?
 - a. If you want more people to ride the bus how come the process to obtain a pass is so difficult and why are there so few routes and stops?
 - b. Bad system all together.
 - c. It was a complete joke and waste of my time and research to figure out all of the application process for no end benefit especially.
 - d. Thank you for the opportunity. It's not easy asking for help but UTA makes it easier.



Attachment #2 – Discussion Groups Overview

- Discussion Group #1
 - Tuesday, October 12, 2021
 - 6:00 p.m. – 7:00 p.m.
 - Facilitator: Samantha Aramburu
 - Participants (initials):
 - SB – South Jordan, uses UTA to go to school.
 - MS – Living in Sandy, been riding the bus and enjoying it.
 - KJ – Lives in Provo and travels to Lehi for work. Has one vehicle in the family, so she uses transit to get to work.
 - KS – Moved to Salt Lake City recently, in AmeriCorps Vista.
 - Application Process – Your Experience
 - MS – went to downtown Customer Service location to get his picture taken and to add funds to his card. It was easy for him.
 - KJ- able to do everything online easily.
 - SB – Applied online and it was easy and straightforward. She was very impressed with the quick approval process and delivery of the card.
 - Website Feedback
 - KS- some of the places where there is info on the website is not all connected or easy to navigate. She specifically mentioned fields and subject fields. Easier navigation on the website would be needed. SNAP was really difficult to apply for, and comparatively, applying for this pass was very easy because she was able to use ID from a different state.
 - KJ – she knew exactly what she would need before she applied, and she was grateful it was listed so clearly on the website. It helped her prepare well beforehand.
 - Getting cards mailed
 - MS – it would have been nice to receive a UTA/FAREPAY 101 with the mailed card. He would have like to know that he needed to tap on and off in the case of an overcharge.
 - KJ – has used the FAREPAY card before, so she knew to tap on and off. The card came quicker than she expected. She would like to have an itemized report of each transaction. Question – can you dispute a charge?



- KS - is having a hard time with the card because she doesn't know how to upload the money to buy the unlimited card. She was on the phone for 45 minutes with a Customer Service specialist who didn't know how to answer her questions. She then got disconnected, called back, and the other representative was able to help her quickly.
 - How did you hear about the pass?
 - MS - UTA website. Is there no discount for military members?
 - KS - DWS website
 - KJ - social media (she follows UTA on Facebook)
 - What are other ways you like to acquire information?
 - Social media, emails
 - Welcome email with videos
 - Explain the reloadable option or show picture to pay with cash.
 - Other feedback for UTA?
 - MS - more cold-weather stops. It's harder to take advantage of UTA during the colder part of the year. He rides the 220 and it only has covered waiting downtown.
 - KS - it was frustrating to be on the phone for 45 minutes and then call back and get the right info in ten minutes. She's not totally clear on how to ride the system, as she is new to Utah. Suggested a follow-up email with attachments to know how to ride.
 - KJ - uses the Transit app and this helps a lot. Include transit app information for each bus stop.
- Discussion Group #2
 - Tuesday, October 26, 2021
 - 6:00 p.m. - 7:00 p.m.
 - Facilitator: Cristobal Villegas
 - Participants (initials):
 - TM
 - CB
 - MT
 - JW



- AR
- BA
- Application Process – Your Experience
 - AR – The application process was basic and straightforward. He knew beforehand that he would qualify, so he had no problem signing up. He takes the UTA buses every other day, and everything has been working perfectly.
 - TM – It took some time for her to collect and find all of her information. It also was difficult for her to take a picture of herself and get that uploaded, due to some technology issues. Otherwise, no issues with the application process.
 - BA- Application process was straightforward. He had to go back and forth between Customer Service and home to finally get his card. The process itself wasn't difficult, but he just wasn't aware of the process.
 - JW – She had some difficulty while trying to apply. When trying to log in to the account she had created, she kept getting an error message. She eventually had to reapply, and a few weeks later tried to go back into her account and it was working. Other than that, the application was straightforward.
 - CB – He found nothing difficult about the application process. The language was straightforward, he knew what documents he needed to provide, they were simple to upload and he had no problem waiting for approval. He doesn't remember any complications with the verification code, either.
 - MT – He has a Google Voice number, which is a proxy phone. It takes a lot longer to request verification from the IRS with his phone number. He's still waiting for them to send him a snail-mail verification code so that he can request documents to then provide to UTA for the low-income pass. He doesn't have a formal paystub that he's able to provide, but he could potentially provide evidence of other types of payments/odd jobs that he's done. He could also provide a letter from a past employer.
- Low-Income Requirements – Documents
 - BA – He got a letter from another program that helped him apply since he didn't have other documents.
 - TM – She has had trouble with address verification. She's living with her sister on a semi-permanent basis and is having her mail directed towards her parents' home in Idaho. It would have been easy for her if she could have submitted a note from her sister confirming her living situation and verifying her address that way.
 - AR- the main thing he used was the Medicaid verification. It was an easy way for him to verify his income status.



- Other Suggested Changes:
 - BA – a single verification code would be sufficient. DWS can help with any documents needed.
- Paper Application:
 - BA – For those who don't have a cell phone, a paper application should be an option as well.
 - JW – She didn't have any trouble with the online application, but paper application should be accessible or those people who don't have a phone or a computer.
- Proof of Income:
 - BA – Verified that DWS can provide documents stating that you don't have paystubs.
 - JW – It was pretty easy for her to find her paystubs online, but in a lot of her previous work experience, it would have been difficult to find 60 days of paystubs. 30 days of paystubs rather than 60 would be more doable.
- Communications:
 - TM – She found the information on the UTA website. She doesn't have a lot of experience with UTA outside of FrontRunner. That is one issue she's had with the pass. It feels like the information she has received comes with the assumption that she's very familiar with UTA, when she's actually a new rider. More basic rider information would be helpful for her.
 - BA – He went to Customer Service and an employee there recommended it to him. He has had trouble with a few operators who weren't aware of what the pass was and have denied him entry to the bus.
 - AR – he heard about it through email. He was a regular FAREPAY user previously so he's on that email list.
 - MT – There's an app that he tried to download that informed him about the pass.
 - JW – She found out about the pass through an email from a coworker. A lot of her coworkers require government assistance because they are paid so little. She works closely with the Refugee Services Department, as well, so she heard about it through them.
 - CB – He saw other people using similar passes and found information that way.
 - MT – He called our Customer Service Department to commend an operator, and the agent he was speaking with told him about the Reduced Fares FAREPAY card.



- Experience using the card:
 - TM - She keeps losing the card and hasn't been able to use it a lot.
 - AR - He has had a good experience
 - BA - Besides the few operators who have denied him transport due to their lack of understanding about the pass, he has had no problems using it.
 - JW - She hasn't used her card yet. She can't find the order confirmation number, and she has to put the last four digits of her card and the confirmation.
 - CB - It's been easy, breezy!



Attachment #3 – One-on-One Discussions

- CS
 - For her, the application was easy. She couldn't upload a photo, so she had to go to the Ogden Transit Center to get the photo taken. She didn't see this as too much of a hurdle.
 - The website was easy. She used a friend's smartphone to apply because she doesn't have internet access. She was also able to help her friend apply for the pass, as well.
 - She wouldn't make any changes to the application process.
 - The paper application would *not* have been easier for her, it was nice to be able to do it on a device.
 - Her low-income documentation was not hard to provide.
 - When she went into the Ogden Transit Center to take her picture, they were able to print her card and give it to her there, which she loved.
 - It wasn't an obstacle for her to go to the library to apply.
 - She found out about the pass through an email from the FAREPAY Card Listserv. She's been a FAREPAY card user for awhile and was really excited about the low-income pass.
 - Email is the best way for her to find out about new services/opportunities. She doesn't use social media.
 - She loves having her card. She has a monthly transportation budget, and this pass means that she can literally take double the number of trips than she would normally be able to take.
 - She uploads money online to her pass.
 - The only thing she would change about the pass is to make it even cheaper.
 - She liked the option to transfer her existing FAREPAY balance to her Reduced Fares card.
 - She gives the pass "Five Stars"
- GN
 - He's received his pass but hasn't used it yet. He's having difficulty figuring out how to load money.
 - Lives in South Salt Lake and rides mostly bus and TRAX.
 - Someone recently stole his identity, so it makes him hesitant to use his credit or debit card to pay online.



- He found the link for the pass on the Food Stamps app.
- It would be helpful if the Food Stamps app included a link to the actual Reduced Fares page rather than the generic fares page.
- He has a temporary license. He has had trouble applying for services with it before, so he can't remember if he used his temporary license to apply or not. It was helpful that we accepted it if it is what he used to apply.
- Everything was straightforward.
- He thinks our site is much easier to navigate than DWFS.
- He has pandemic unemployment insurance.
- He had no problem with internet access or his device.
- He gets all his info through apps, so the best way for him to find out about updates and services is through the UTA app (Transit or GoRide).
- The 50% discount is very helpful. He said it's been a very hard year.
- He saw our logo on the food stamps app and trusted it, since he knows the logo.