



AVISO
FRASE
LA RUEDA DEL ANTERA AQUI



2023 - 2027

PUBLIC INVOLVEMENT REPORT

FIVE-YEAR SERVICE PLAN



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INTRODUCTION

INTRODUCTION

THE FIVE-YEAR SERVICE PLAN

The Five-Year Service Plan is a dynamic guide for UTA's near-term future. Our region is growing rapidly. Where and how we grow, have impacts on the transportation network. This vision for the path ahead works to address these impacts through improvements to the transit system. Like a route map, this plan is a snapshot in time, reflecting UTA's intended service based on the best available information. This plan is updated every two years and considers other regional and local transportation plans in its development.

To learn more, take a look at the current Five-Year Service Plan for 2023-2027: www.rideuta.com/FYSP *

Past Five-Year Service Plan for 2021-2025: <https://arcg.is/15HvbS>




* Permalink: <https://maps.rideuta.com/portal/apps/storymaps/stories/41190971467544baa61d71bacdf4ad67>




PLAN GOALS

For the 2023-2027 Five-Year Service Plan, UTA is focusing on the following goals:




FOCUS SERVICE

Align UTA's service network with new projections of available revenue




IMPROVE RIDERSHIP

Achieve higher ridership long-term by aligning service with emerging travel patterns



INCREASE RELIABILITY

Strengthen customer confidence in UTA by ensuring public transit is available when and where people need it

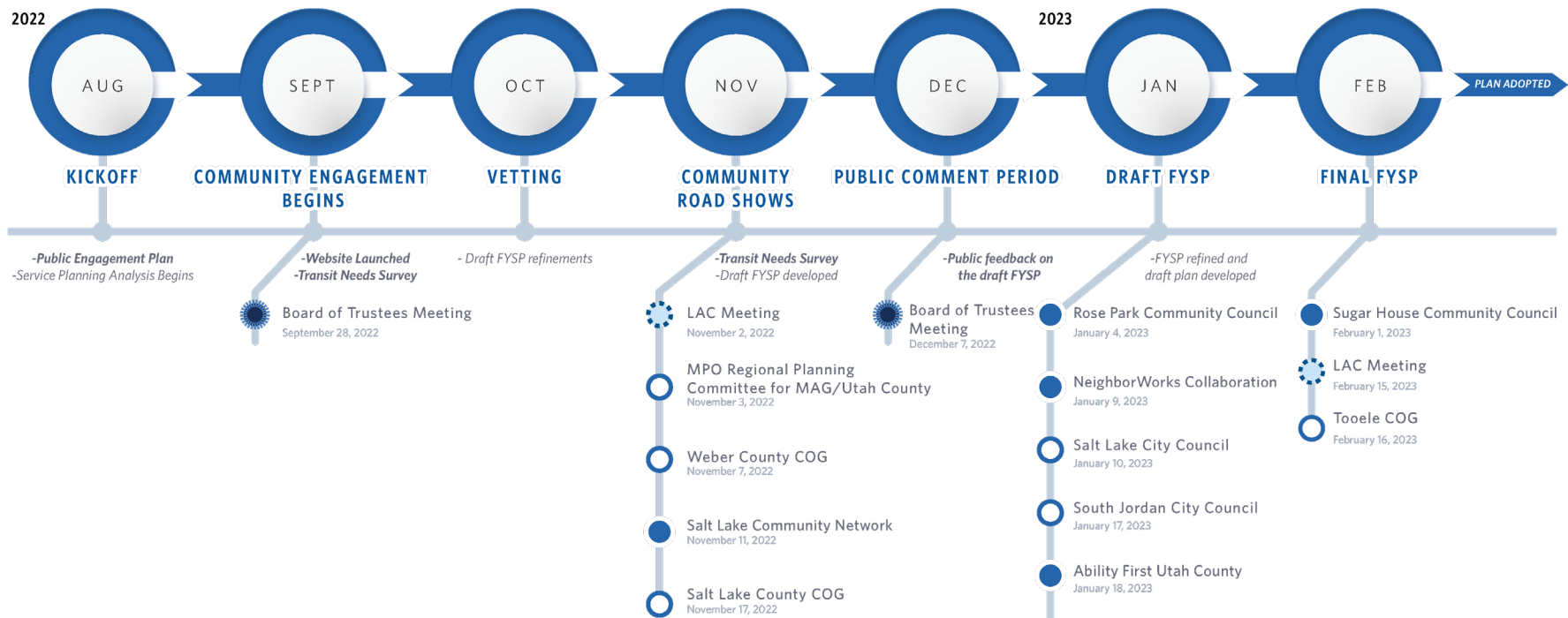


ENGAGE THE COMMUNITY

Support community engagement with the public by soliciting feedback that is need-based and specific

As part of these goals, UTA implemented a public engagement plan to support the development of the Five-Year Service Plan, including a high-level transit needs survey, a public comment period, virtual public open house, as well as participation in various community events and meetings.

PUBLIC ENGAGEMENT TIMELINE



LEGEND

- Community Meetings
- BOT Road Show Meetings with County Councils of Government ("COG")
- UTA Board of Trustees ("BOT") Meetings
- UTA Local Advisory Council ("LAC") Meetings

A photograph of three young women sitting together on a train, smiling and looking at a smartphone held by the woman in the foreground. The background shows the interior of a train car with overhead handrails. A blue semi-transparent banner is overlaid on the right side of the image, containing the word 'THEMES' in white capital letters.

THEMES

COMMUNITY ENGAGEMENT

SUMMARY OF PUBLIC COMMENT THEMES

UTA requested public comments on the Five-Year Service Plan. Are we on track with this plan? What route-specific and location-specific information do we need to know? What’s working or not working now, and why? We heard from community members via the transit needs survey and know that the following are important:

- Expanded service coverage
- Improved amenities at bus stops
- Added weekend service
- Added frequency
- Improved on-time reliability
- Improved travel times

The public comment period was held from December 7, 2022 through January 23, 2023. 298 comments about the FYSP were received throughout the public engagement phases.



Major Theme:

WEST PROVO

UTA Consideration: UTA conducted outreach specifically with community groups in West Provo by request. Comments received are linked to the community meeting, where participants expressed the need for bus service in their area. Over 70 comments were submitted that were very similar in nature. Original comments can be referenced in Appendix 1.

UTA recognizes the participation and support for transit from the West Provo community. Provo College is covered by the proposed West Provo On Demand area. As a vision list item, this service’s implementation will depend on the budget and staffing situation over the next several years.



Major Theme:

CONCERNS OVER CHANGES TO ROUTES 821, 822, AND 823

UTA Consideration: The proposed changes to Routes 821, 822, and 823 in southern Utah County are in line with the [Regional Transportation Plan](#) and have been developed in partnership with the cities of Springville and Spanish Fork. Additional engagement with the cities and individual stakeholders will be done before the plan can be implemented. Additional public involvement steps before implementing changes to the service are built-in ahead of each Change Day.



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COMMUNITY ENGAGEMENT



Major Theme:

ACCESS – ACCESS TO OPPORTUNITIES, FIRST & LAST MILE CONNECTIONS, AND WALKABILITY

UTA Consideration: UTA is looking at ways to increase access to opportunities and connections across our system. This is a large topic, and we know we won't cover it all, but below are a few examples of ongoing and upcoming efforts, and we encourage the community's engagement.

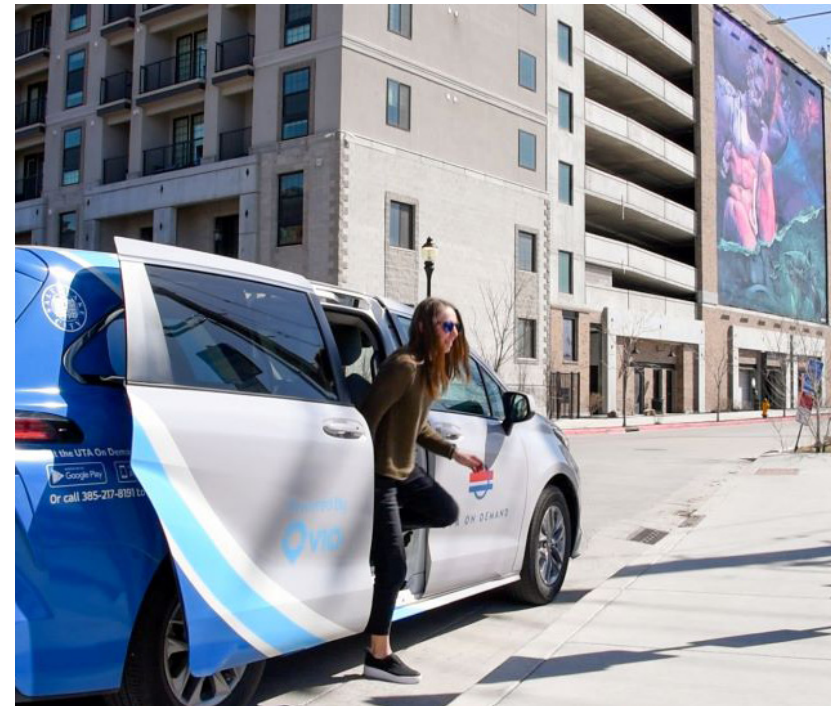
- UTA's Active Transportation to Transit Plan ("AT3P") has a primary focus to improve access and mobility around transit. More information about the Plan will be available soon on our website.
- The [Transportation Investment Generating Economic Recovery \("TIGER"\) grant funding program](#) has been a valuable resource in first/last mile connections, enhancing safety and accessibility via active transportation and transit.
- [UTA's Bus Stop Plan](#) includes several accessibility improvements to individual stops across the UTA system. Some key goals of this plan for bus stop improvements include ensuring ADA and safety requirements, providing accurate and up-to-date information for riders, a quality customer experience, and a more standard design process.

- UTA is also considering the integration of third-party providers (such as scooters, bike share, UBER, Lyft, etc.) into the Transit app over time.

Finally, UTA On Demand provides connections to other transit services like TRAX, FrontRunner, and bus, as well as to other local destinations in the community. There are currently four UTA On Demand zones providing first and last mile connections:

- Southern Salt Lake County
- Salt Lake City Westside
- Tooele County
- South Davis County

Learn more about UTA On Demand [here](#).



COMMUNITY ENGAGEMENT



Major Theme:

AIRPORT - IMPROVED TRANSIT OPTIONS

UTA Consideration: Route 256, as proposed, will provide a new connection from west Salt Lake County to the Airport and International Center. Because buses are not subject to the same track-sharing constraints as TRAX, UTA and the Salt Lake City Department of Airports are exploring offering bus service on route 256 outside current TRAX operating hours.

Additionally, UTA is working with airport planning staff to improve wayfinding and signage to the TRAX platform.



Major Theme:

AMENITIES - RESTROOMS, PURCHASING TICKETS, VEHICLE LOCATORS, DIGITAL SIGNAGE

UTA Consideration: UTA's Customer Experience team will develop a Strategic Plan in 2023 that will provide information about UTA's approach to amenities.

Currently, UTA will not be pursuing restrooms for customers for a variety of reasons related to safety and maintenance.

UTA is improving mobile ticket purchases for transit - in January, integrated mobile ticketing with the [Transit app](#) was launched.

UTA's Customer Experience and Fleet Engineering teams are currently working together to display "next stop" information inside buses.

Finally, UTA riders will see the new digital real-time signs at our bus hubs operational this year!



CHAPTER

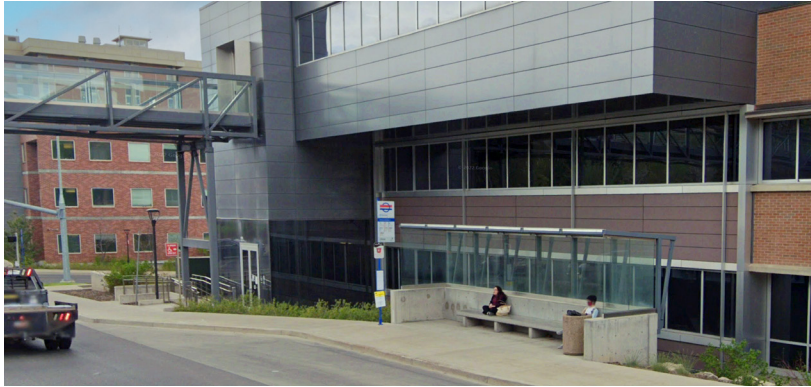
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COMMUNITY ENGAGEMENT



Major Theme:

BUS STOPS – SHELTER IMPROVEMENTS, AMENITIES, LOCATIONS

UTA Consideration: Bus stop implementation is prioritized based on ADA accessibility, access for underserved populations, proximity to community services, and safety concerns. Average daily boardings determine the level of amenities at bus stops. UTA maintains a [Bus Stop Plan](#) which describes this prioritization as well as design guidelines. Bus stop improvements are chosen either from the plan directly or as part of other construction projects led by UDOT or individual cities.

UTA's Capital Program will support improvements, including operator restrooms, end-of-line bus hubs, and bus stop facilities, funded at approximately \$17 million over the next five years. There are currently 55 bus stops scheduled to be upgraded, with more on the way.



Major Theme:

SAFETY – TRANSIT POLICE, SAFETY ONBOARD

UTA Consideration: UTA's Transit Police staff the transit system regularly, including trains and UTA properties. More information can be found [here](#).

UTA has a Safety Team dedicated to ensuring our transit system operates safely, complies with regulations, and proactively addresses safety concerns. More information can be found [here](#).

In addition to the Safety team and UTA Police, UTA is advancing a pilot program to provide additional staff on TRAX trains to improve perceptions of safety and resources available to riders onboard.



COMMUNITY ENGAGEMENT



Major Theme:

SERVICE EXPANSION - FREQUENCY, CONNECTIONS / TRANSFERS, TRAVEL TIME, SPAN OF SERVICE, ADDITIONAL MODES / ROUTES

UTA Consideration: The goals of the Five-Year Service Plan are to focus service within available resources, increase ridership, increase reliability, and engage the community.

In terms of the service, this is accomplished by a combination of new services and improvements to current services, with an emphasis on underserved communities. Given that UTA must work within budget and staffing constraints, improvements in the current Five-Year Service Plan are designed to provide the greatest degree of improvement for the largest number of people. In addition, UTA's riding public and surrounding communities have requested several changes outside the scope of the current Five-Year Service Plan. Although we aren't able to do everything all at once, UTA views many of these changes as beneficial and will include as many of these requests as is feasible in future plans.



Major Theme:

ZERO FARE-FREE, LOWER COST OPTIONS, BENEFITS

UTA Consideration: A statewide Zero Fare pilot is currently under discussion at the Utah Legislature: [2023 Utah Legislative Session HB164](#).

UTA currently has reduced fare options for eligible individuals and organizations. We know these options are critical for communities. More information on reduced fares can be found [here](#). Information for organizations serving low-income clients can be found [here](#).

Many employers, cities, and educational institutions subsidize passes for their communities. Check out [UTA Pass Programs](#).



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Major Theme:

ADDRESS PARATRANSIT CHANGES

UTA Consideration: The current Five-Year Service Plan includes proposed changes to fixed route service that impact the Paratransit service area, including in Southern Utah County, Eagle Mountain and Saratoga Springs, West Salt Lake County, and minor changes in Ogden and Weber County. These changes have been discussed with the UTA Board of Trustees and will be included in the final release of the plan following Board approval.

Learn more about UTA's Paratransit service here:

<https://www.rideuta.com/Rider-Info/Accessibility/Accessible-UTA/Paratransit-Services>



Major Theme:

EAST-WEST CONNECTIONS

UTA Consideration: UTA understands the need for additional east-to-west connectivity throughout the service area. Therefore, the current Five Year Service Plan includes proposed improvements to routes 39, 45, 54, 62, and new route 31, all of which will improve east-west service within Salt Lake.

A group of four young women are gathered together, smiling and looking at a smartphone held by one of them. They appear to be on a train, with metal handrails and a yellow pillar visible in the background. The scene is brightly lit, and the women are dressed in casual attire. A large blue semi-transparent banner is overlaid across the middle of the image, containing the title text.

ENGAGEMENT SUMMARY



ENGAGEMENT SUMMARY OVERVIEW

UTA reached out to the communities we serve to understand their priorities for public transit. We used a variety of tools and approaches to engage local governments, transit riders, community leaders, and the general public. These tools give residents and communities opportunities to shape service changes and regional improvements.

This section provides an overview of the FYSP community engagement efforts. Details of each effort are included on the following pages.

COMMUNICATION APPROACHES:

A variety of communication approaches were utilized to try to get the broadest possible reach.

These included the following:

- 2023-2027 Five-Year Service Plan website: www.rideuta.com/FYSP
- Social Media Posts
- Press Release and Media Kit
- Email blasts to a FYSP-specific

listserv with over 400 individuals including UTA's Community Advisory Committee and Committee on Accessible Transit, city, county, and local government stakeholders/partners, community groups, and subscribers who opted in on the website. Two email blasts went out on:

- **October 17, 2022:** survey, an overview of Five-Year Service Plan efforts
- **December 19, 2022:** Five-Year Service Plan Comment Period

TRANSIT NEEDS SURVEY



COMMUNITY/CITY NOTIFICATIONS & COMMUNICATIONS



SUBSCRIBERS COMMUNICATIONS



ENGAGED MEDIA OUTLETS



SOCIAL MEDIA & WEBSITE



COMMUNITY MEETINGS





ENGAGEMENT ACTIVITIES

UTA Board of Trustees "Road Show"

Meetings with County Councils of Government ("COG")

- **MPO Regional Planning Committee for MAG / Utah County:** November 3, 2022
- **Weber County COG:** November 7, 2022
- **Salt Lake County COG:** November 17, 2022
- **Salt Lake City Council:** January 10, 2023

- **South Jordan City Council:** January 17, 2023
- **Davis County COG:** January 18, 2023
- **Tooele COG:** February 16, 2023

Community Meetings

Meetings with community partners and groups occurred by request following published information about the FYSP.

- **Meeting with Salt Lake Community Network:** November 17, 2022
- **Meeting with Rose Park Community Council:** January 4, 2023
- **Collaboration with NeighborWorks:** January 9, 2023

- **Meeting with Ability First Utah County:** January 18, 2023
- **Meeting with Fair Park Community Council:** January 25, 2023
- **Meeting with Sugar House Community Council:** February 1, 2023

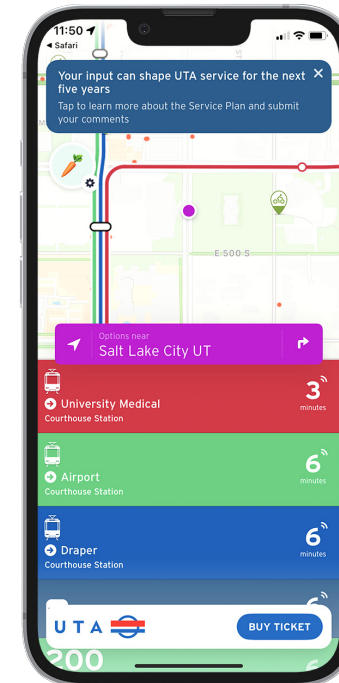


ENGAGEMENT SUMMARY



Virtual Public Meeting

A virtual public meeting was held on December 14, 2022. This meeting was recorded and posted to UTA's YouTube Channel at the following link: www.youtube.com/watch?v=fJJI42kRPlc. As of the data of this report, there have been over 200 viewings, with eight likes, and three comments.



FYSP Website, Apps, & Social Media

The official website for the current Five-Year Service Plan for 2023-2027 is available [here](#).

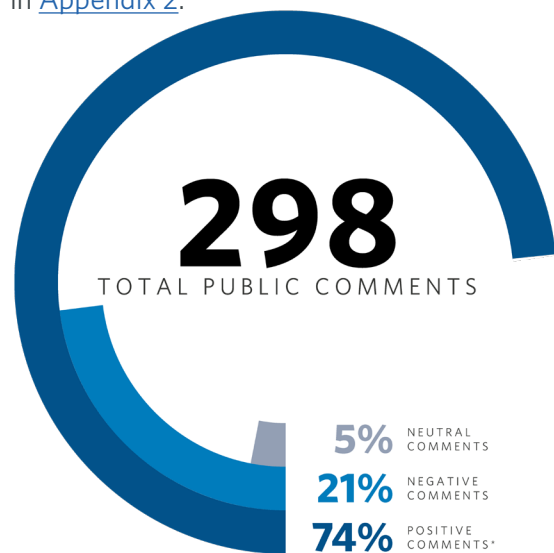
Posts and announcements about the FYSP were made on UTA social media and the Transit app. Complete graphics and other collateral developed for the FYSP are available in [Appendix 1](#). For information on analytics, please see [Appendix 4](#).

PUBLIC COMMENT PERIOD

PUBLIC COMMENT PERIOD

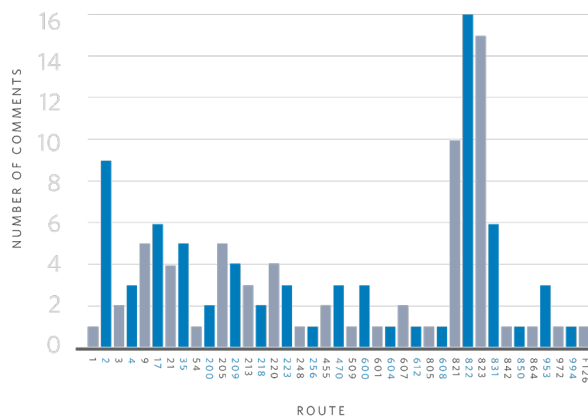
During the public comment period (December 7, 2022 - January 23, 2023), people were invited to share feedback with UTA on the updated draft Five-Year Service Plan via one of the methods listed on this page. The comment period was noticed in newspapers, online, and via email to partners and stakeholders.

Comments* were accepted via multiple means, including online, email, phone, and mail. No comments were received via phone or mail. Full original comments are located in [Appendix 2](#).



* Comments that expressed a want/need for transit were categorized as positive.

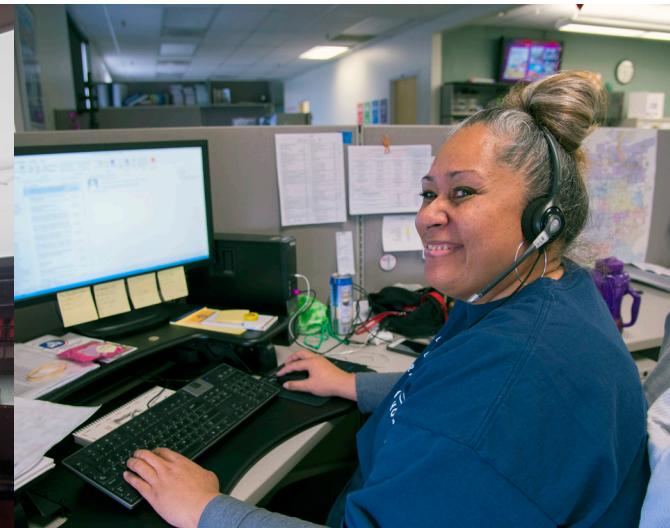
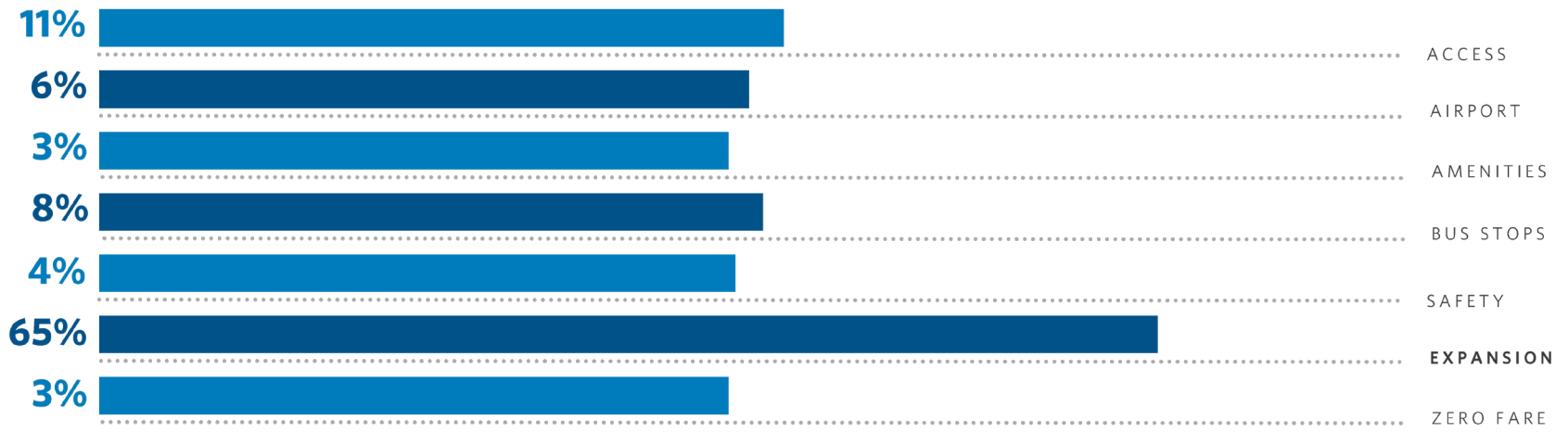
Route-Specific Comments



PUBLIC COMMENT PERIOD

Comments About Themes

“Has there been any consideration in expanding the 4100 South bus all the way to 8400 West? With all the new development happening in that area it may be advantageous to have a route there.”



TRANSIT NEEDS SURVEY

Transit Needs Survey

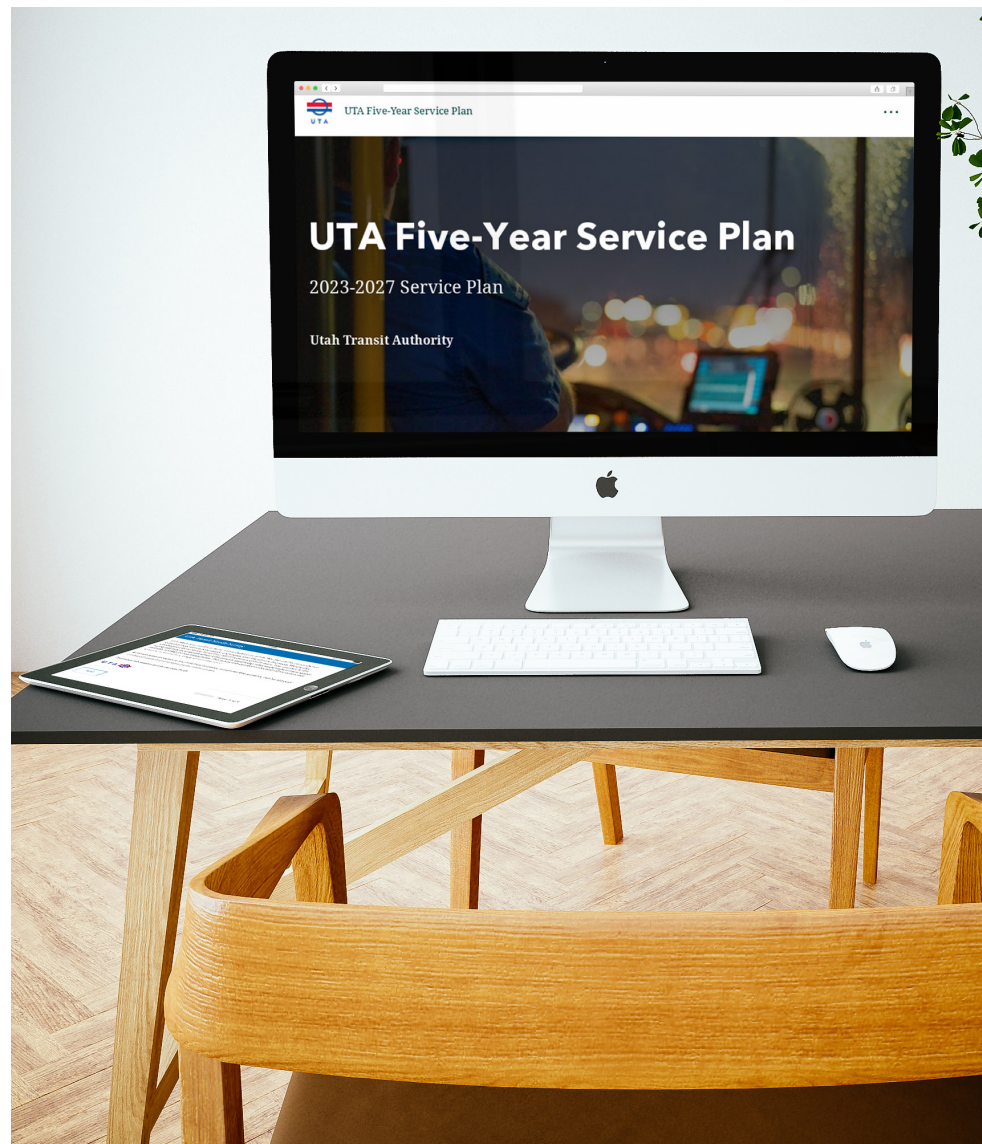
Information shared with UTA via the survey has been considered as part of the update to the draft Five-Year Service Plan.

Additionally, the survey was used to guide the development of UTA's Long-Range Transit Plan, which looks out longer-term.

We encouraged participants to share their ideas and participate in that planning process.

More detail on the Transit Needs Survey responses is located in [Appendix 3](#).

The Transit Needs Survey is available here: <https://arcg.is/KHu490>



3

TRANSIT NEEDS SURVEY RESULTS - HIGHLIGHTS



Overview



3,224 total responses

Survey translated into English and Spanish



Getting the word out

- Email blasts reached over **400 people**
- Social media campaign reached over **3,500 people**
- Advertised on **UTA app**



Peak Response Date: **October 27, 2022**

605 responses received that day (19% of total)



Responses



www.rideuta.com/fysp



TRANSIT NEEDS SURVEY RESULTS - HIGHLIGHTS

Key Themes

RIDERSHIP
AT-A-GLANCE

MAJORITY OF RESPONDENTS (75%) RIDE TRANSIT

- Most ride because it's economical, good for the community/environment, and they don't have to deal with parking



MOST COMMON REASONS WHY RESPONDENTS DON'T RIDE

- Transit is inconvenient
- Doesn't go where they want to go, or transit isn't easy to get to



EXPANDING COVERAGE & SERVICE

- Southwest Salt Lake County (Riverton/Herriman/Bluffdale)
- West Salt Lake County
- Utah County
- Underserved communities



OVERALL IMPROVEMENTS TO FREQUENCY, RELIABILITY, & TRAVEL TIMES

- Also transit stop/station improvements, more partnerships, and faster transition to renewable energy sources
- Free fare



ADDING SERVICE

- Earlier morning and later night service
- More weekend service, esp. on Sundays



SAFETY & SECURITY CONCERNS

- Additional security on all modes of transit
- Visible enforcement of UTA policies
- Lighting, cameras, patrols
- Safety at Park & Ride lots



ADA & OTHER ACCESSIBILITY CONCERNS

- More ADA-accessible bus stops
- Upkeep & maintenance of existing ADA facilities
- More considerations for aging population



TECHNOLOGY & TICKETING

- Make purchasing tickets faster & intuitive
- Add more payment options (tap credit card, Apple Pay, Google Wallet, etc.)
- Accurate, live GPS, incl., updates with detours, construction, etc.



www.rideuta.com/fyfp





2023 - 2027 • FIVE-YEAR SERVICE PLAN

A group of young women are gathered together, looking at a smartphone held by one of them. They are all smiling and appear to be in a public transit setting, possibly a train platform, as evidenced by the metal handrails and yellow safety lines in the background. The scene is brightly lit, with a warm yellow glow on the right side of the image.

APPENDIX

1. GRAPHICS & COLLATERAL
2. ORIGINAL COMMENTS
3. TRANSIT NEEDS SURVEY SUMMARY
4. ANALYTICS & SOCIAL MEDIA TAG PERFORMANCE



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APPENDIX 1. GRAPHICS & COLLATERAL

APPENDIX

PLANNING FOR THE FUTURE

To give people an idea of what potential regional changes are part of the Five-Year Service Plan, three one-pagers were developed and posted online for the following geographic regions in the UTA service area:

- [Salt Lake & Tooele Counties](#)
- [Box Elder, Weber & Davis Counties](#)
- [Utah County](#)



APPENDIX

UTA

UTA IS PLANNING FOR THE FUTURE OF TRANSIT SERVICE IN UTAH

YOU CAN PLAY AN IMPORTANT ROLE IN FORMULATING UTA'S FIVE-YEAR SERVICE PLAN.

The Utah Transit Authority (UTA) is kicking off its Five-Year Service Plan effort. Our region is growing rapidly. Where and how we grow has impacts on the entire transportation network. This vision for the path ahead works to address these impacts through improvements to the transit system.

The Five-Year Service Plan reflects UTA's intended service based on the best information available.

 **STAY INFORMED!**
rideuta.com/FYSP

To learn more about the Draft Plan and to get involved, visit rideuta.com/FYSP

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Take our survey about community priorities and values related to transit service, including bus, TRAX, and FrontRunner: <https://arcg.is/KHu490>

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APPENDIX

UTA ESTÁ PLANIFICANDO EL SERVICIO DE TRÁNSITO A FUTURO DE UTAH

USTED TIENE UN PAPEL FUNDAMENTAL.

Utah Transit Authority (UTA) necesita su ayuda para entender los necesidades y prioridades en su comunidad para desarrollar el Plan de Servicio Quinquenal y del Plan de Transito de Largo Alcance.

Complete la encuesta sobre valores y prioridades para transito en su comunidad, incluyendo autobús, TRAX, y FrontRunner. <https://arcg.is/KHu490>

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APPENDIX 2. ORIGINAL COMMENTS

**COMMENT OR QUESTION:**

- 1 *Can we get this 809 route to eagle mountain running by April 2022?
That would be a huge help to eagle mountain and Saratoga springs.
Thanks.*
- 2 *All Utah Transit services should operate every day including holidays - Christmas , Thanksgiving and New Years. As a Major big city most Transit nationwide do this. UTA should be no exceptions. Every day year round level service.
Thanks You.*
- 3 *For the North Weber On-Demand zone have the ability to go to Ogden Station. For 470 use Clark Lane and University Ave to access Farmington Station. For 455 use Clark Lane and 1100 West to access Farmington Station. Make Lagoon Shuttle a simpler loop with Farmington Station to Park Lane to Main Street to Lagoon Drive to Park Lane to Farmington Station. When Lagoon is in service interline with route 600 to improve frequency. I like the new route 607. I appreciate the simpler frequency on route 600, which will make transfers much easier. There is a 601 at Ogden Station but I can't figure out where it goes. If 612 was split, it would be helpful to have it go to Ogden Station at least until the BDO FrontRunner station is built.*
- 4 *The proposed changes to the 2 sound excellent! Increased service frequency, like on the 4 and 205, in general sounds wonderful, as does the return of more frequent Trax service on Saturdays. Please consider improving Sunday schedules to be on par with Saturdays. The current schedule means that I have to organize my life around Saturday being the only part of the weekend when I can get out of the house. The current Sunday timetable simply aren't usable. I understand that maybe staffing issues affect this decision, but if Sunday service is so bad because of low ridership, please consider that right now people like me are simply avoiding trips or choosing other modalities: ridership may be low because the current schedule suppresses demand. I really appreciate all that UTA does: I don't drive, so you're my main source of transportation. Just wish you were there on weekends too!*
- 5 *Currently the 220 route is the only nonstop route between downtown SLC and Sugar House. Rerouting this route to the U of U would mean that rides between the two biggest commercial districts of SLC would now require a transfer. And the service to the U of U via these areas is already provided by the 213 or 21 routes; moving the 220 terminus would just be a duplication of service. The other changes look good, but I think this change is a bad idea.*
- 6 *I love the proposed plan for the Bus line leading Eagle Mountain to Provo. There is a ridiculous amount of congestion on the main roads leading there and frequent bus service(and possibly Trax service in the future) could help connect Eagle Mountain to the rest of the state.*
- 7 *I just had a question and a couple of comments.
First, is there a place where High Valley Transit has their plans for what they plan to do with the PC/SLC Connect? Or will that be on the upcoming Park City Short Range Transit Plan?
Second, is there a reason why there isn't more East-West Connectivity in the South Valley? Because it seems like there is demand for travel between Daybreak, South Jordan Town Center, and Sandy, so like the 104000/106000 South corridor area.
Finally, it feels like the increasing microtransit zones are a decrease in the level of service over existing service levels. It just feels more expensive for less service.
Thanks for all you do!*
- 8 *I like the extensions of the 248 especially to the Daybreak area, and the F126 route to Draper. Would like to see it implemented quicker than five+ years.*
- 9 *Extending UVX to the Provo Airport can't come soon enough! That will be a huge boom for convenience and increased ease of use, combined with the Flex route from Daybreak to Draper.*
- 10 *<https://drive.google.com/file/d/1o7X8MIDNaTPA4v0wIscYomqLrjUDX8xZ/view>
I like this plan for the longer vision of UTA and how it helps TRAX and UTA provide a TOD. (link goes to Rio Grande Proposal)*
- 11 *Please include #3 line bus, for VA hospital*

COMMENT OR QUESTION:

- 12 *Hello, I'm the Traffic Engineer for South Jordan City. UTA has provided microtransit in the SW quadrant of the valley for a couple of years, which has been very helpful. However, the system is frequently overburdened and people are not able to get rides during the PM peak. I have taken 100's of rides on the microtransit and I experience this problem on a daily basis. It seems that most riders on microtransit are trying to get east and west (from Daybreak towards I-15 or fronrunner). Has UTA considered an east-west bus service through south jordan to relieve the the microtransit?*
- 13 *So I see you're basically ignoring all of your most badly needed routes in their entire including entire counties that effectively have limited or no service whatsoever under your current model. Why am I on the hook for this blatant mismanagement of your resources as a taxpayer again? It's not like I even get the option of *using* UTA services in Tooele county currently.*
- 14 *901/902: Transfer operations of PC/SLC Connect to High Valley Transit. Will there be more buses a day? What will UTA and HVT do to ensure smooth connections between systems? Will fares be transferable?
TRAX/S-Line: Service on Sat increased to every 15-min.
Why not on Sundays as well? 15 min should be a bare minimum, with even greater frequency on weekdays.
220: Route shortened to end at U of U Union. Service on 200 South replaced by routes 2A and 2B.
What is the reason for splitting 220 up? For this proposal to work, frequencies would have to be improved drastically, so transfer times are as quick as possible.
UVX: Extended to Provo Airport. 30-min service weekdays, 60-min service Sat.
Why not also on Sundays? I have flown into PVU on a Sunday, and the lack of a bus that day is problematic.
Regionwide Frequency Improvements
Route 17 should absolutely be restored to pre-pandemic frequencies. As it currently exists at one bus an hour, weekdays only, 17 is almost useless to me.*
- 15 *It would be great to see improvements to the connection between the 604 and FrontRunner at Roy station. With hourly service and transfers times of 15 minutes or more, the 604 no longer provides an effective connection between the station and the rest of Roy.*
- 16 *Awesome to hear that UVX will be serving the Provo Airport, this will be much more convenient. Hope the service hours are still broad to accommodate early and late flight access. Also connecting the Daybreak Pkwy TRAX station with a route to FrontRunner will be extremely helpful for traveling south. Can't come soon enough!*
- 17 *Please, please PLEASE add Trax going East to West. That the majority of the awful traffic in the valley and if commuters used it could reduce the bad air in the valley drastically*
- 18 *I'm delighted to see the frequency updates. Exciting news about summit transit operating the PC-SLC bus. I noticed that UTA on demand is being planned like a completely separate mode. To what extent could this service be used to expand service area in locations with too sparse ridership? Wouldn't that free up additional resources for ridership-building core route expansion?
Riders need to be offered an experience they are familiar with. They are currently using ridesharing. Consider building out this infrastructure. That could look like greater funding to build out service hubs that connect on demand to fixed/core routes. This would have an added benefit of new amenities at stations.
Similarly, it seems like BRT routes have generated fantastic ridership and are an easy thing for grants to fund. The success of no fare transit on UVX can be emulated hopefully elsewhere.
Thanks for promoting the freedom of movement!*
- 19 *I think this is a good plan, especially if we are able to make public transit free. I commute from Ogden to downtown salt lake (research park by the U) and have to take the train to a bus, which together means my route is only once an hour and is 1 hr 45 minutes one way. There's a few direct route busses that would take 1hr 55 - 2 hrs 35 one way but come more frequently. So if work runs late and I miss my bus it makes just as much sense to wait for the next one then to take a direct route.
Adding a trax line that goes from north temple to university and foothill would be a great improvement, as I see many students and coworkers on my commute.
Good luck with your 5 year plan!*

**COMMENT OR QUESTION:**

- 20 *Would love to see 3 changes to frontrunner:
1. Running on Sunday (even if more irregularly), with so many people returning home from flights on this day I'd imagine this is a major deterrent from them taking the train to the airport, I know it has been for us.
2. Double tracking Frontrunner through main corridor to improve consistency and frequency during peak times.
3. Extending Frontrunner to Santaquin/Nephi.
I know a lot of these things have been discussed and even announced...but it would be great to see them actually done.
Other piece of feedback would be around transit options around point of the mountain for commuters. I'm excited to see the on-demand program going there, but I would love to see some routes go in to service those office parks as well. I know this is a deterrent for a lot of workers.*
- 21 *Make it easier to buy tickets, especially being 100% disabled like myself it is very challenging. Also I need to travel with my family, and my kids needs to ride UTA, make it easier for me to travel with my whole family. Also some of the kids and teenagers need to remember this is NOT a school bus, I have experienced the most horrible language from them.*
- 22 *What about the people at Lakeview and the student housing at UVU near Orem Central who rely on the 831 bus to get around?*
- 23 *You are a drain on taxpayer money and should not exist. Quit wasting our money and go under.*
- 24 *"The First & Last Mile" are so problematic and oftentimes difficult to overcome. In my case, walking eight blocks after work in the cold and dark is a serious obstacle and forces me into my car. I am an older woman and I just can't manage it although I would love to have someone else do the driving.*
- 25 *1. I'm glad the ski bus is being continued! That's really important to our canyon communities.
2. Is the route 54 in Kearns disappearing altogether? I don't see it mapped. 5400 S is slated for mixed-use redevelopment, and is being improved by UDOT. A bus is a must here.
3. SO excited about the 256 route! That's huge for that area. Make sure Magna has a route that connects into it.
4. Glad to see more bus routes with 15min service. Because our stops are so uncomfortable, it's hard for riders to justify waiting 30min+ for a bus. We will be excited to work with UTA in the near-future to improve some of the key bus stops in our communities.*
- 26 *I am a Long Range Planner at the MSD. I plan for the community of Magna. it is disappointing to see so little mention of the community within your plans! Magna is experiencing a great deal of industrial and residential development just south of the 201 Corridor. This corridor provides an opportunity to link Tooele and SLC Counties while providing service to west-side communities that need it and promoting land use and development patterns along the corridor that will facilitate future service. The Inland Port could bring an island of Euclidian zoning that will forever isolate Magna as a residential pocket.
Between 3500 S. and 4100 S., PUDs are being constructed along either side of the 8400 W corridor that will add 1,400 new units along with the new public high school construction. Densities in these PUDs average out around 14 units per acre... This is a big step for density-phobic communities! Please reward their bravery with increased levels of service!
Thanks for all you do!*
- 27 *I am really disappointed that UTA is still not connecting West Provo (near the High School) with a direct east-west shot to downtown Provo, i.e., along a route: high school, south on --> Lakeshore Drive --> east on 620 N --> under freeway --> 800 N into town --> and south on 200 W (kinda where Smith's is).
Also: in my mind it makes no sense that the bus from the Provo airport to the hub at the Provo FrontRunner station arches south on Lakeview Parkway, where there are only cows and sheep pastures, zero people. Please run the buses where there are neighborhoods with people! Please take advantage of the new bridge on Lakeview Parkway: now you could get that airport bus to go from the airport 'north' (instead of south through miles of pastures ...) across Center street, over the new bridge, east on 620N, from there straight east into town, under I-15, then on 800 N (as per my suggestion above), then S on 200 W to the Provo FrontRunner. Put bus stops in the neighborhood for us to use!*

COMMENT OR QUESTION:

- 28 *Thank you for the service you provide. Regarding the elimination of the 822 route, I hope you will please reconsider that. The 822 is absolutely full both morning and night. Perhaps earlier routes don't have the ridership, but the bus arriving at BYU at 7:35am and the bus leaving at 5:15pm are very very full. The demand is in place for them, it is a good population of riders who are courteous and respectful, and I implore you to please not eliminate this route. The proposed 823 route will require transfers in the Provo Station and add significant time and distance. PLEASE reconsider.*
- 29 *Despite route 822 being covered by other routes (821, 831, UVX), I do not think it is a good idea to discontinue it. Every time the route has had a cancellation, it has resulted in overcrowding of the other routes. If this were done more permanently, those routes would either be overrun with commuters, or riders would likely start finding other modes of transportation. I am not in favor of cancelling that route, and I suspect doing so would cause more problems than it would solve.*
- 30 *Route 822
I live in North Springville and regularly use route 822 to commute to my job at BYU. This commuter bus line is popular because it takes the same amount of time to ride the bus as it does to drive. It takes 11 minutes to drive to work, and 15 to take the bus. This bus line isn't designed to connect to the Provo Central Station, since it's riders aren't commuting up to North Utah County or Salt Lake County. The proposed plan will increase the morning bus ride from 15 minutes to 50 minutes. I don't know how much time will be added for those commuting up from Salem, Payson, or South Spanish Fork, but for those living in Springville or North Spanish Fork, this proposal effectively ends any intention of using the bus.
Taking the bus is a choice that has been made as I weigh the pros and cons of driving, flexibility and additional-time spent. This plan significantly alters the balance, and will terminate bus commuting for BYU and UVU employees living in South Utah County.*
- 31 *Route 823
Thank you for the plan to add bus service on 400 South. Access to Rec Center is much-needed so that children can enjoy this facility without relying on parents for transportation.*
- 32 *I am deeply concerned to see that the new five-year plan includes the intention to discontinue route 822. I have been riding this route for 15+ years between Salem and BYU. The main benefit of this route is that I am able to get on in Salem and not have to do anything until I get to BYU. If I needed to transfer in Springville to the new 823 route, it would cease to be worth it for me to use mass transit. The increased travel time to make the transfer and the stress of making connections on time would overcome the disadvantages of driving.
It seems to me that the 822 is highly utilized, particularly at rush hour times. I know there is a significant group of us who take the 822 from Payson and Salem to BYU and back every day. We are dedicated riders because the route works.
Please don't make this change. I have loved taking the 822 for all these years and hope to continue. I would hate to start driving every day, but that is what I'll do if this change happens.
Best,
Mark Beecher*
- 33 *I live in Spanish Fork and have ridden both 821 and 822. I work at BYU so riding 822 has been the most convenient going to and coming from BYU. I know there are MANY people who ride 822, which is a bigger, express bus than 821. Taking out 822 and changing the routes (even with the new 823 route) so that there isn't a bus going to BYU from the south of Provo is detrimental for those who try to go to work at BYU AND UVU.
I can see how you would expect people to transfer to UVX or 831 after arriving at the Provo Station; however, with the number of people who ride the bus and the already low frequency of 822, I do not believe that it would impact the budget of the UTA greatly.
Instead of removing 822, you should keep 822 as is or change the route very slightly but still goes to BYU and UVU. You can maybe adjust 821 to fit your vision better.
Please take a look at how 822 is currently used and continue to provide the 822 services.*

**COMMENT OR QUESTION:**

- 34 *Although I like the changes to 821 and the additional 823, I'm disappointed about losing the 822. There are many people, including myself, who use it to commute to BYU. I live in Springville near main street and 1150 N, and it takes me 30 minutes door to door to get to/from work when the bus is on time. When I can't take the 822 and have to take UVX and transfer to the 821, it takes more like 50. I'm worried that losing the 822 and having to take UVX or 831 and transfer to the 823, it will greatly increase my daily commute time. If it takes 20 additional minutes in both directions, that's almost an hour extra time commuting. That in part depends on long we have to wait to transfer. So my first preferred option would be to keep the 822, or have the 823 go farther north, like to 700 N. If the routes move forward as given in the plan, then I would appreciate if the schedules aligned (going in both directions) so that transfers were very quick.*
- 35 *I take the 822 bus route for work. I ride from Salem to BYU South Campus. At my previous address, I didn't want public transportation because two transfers plus wait time between rides was too long and not worth it. With the Salem to BYU route, it takes longer than driving, but I don't have to buy gas or wear out my car as fast. Plus, I have a backup route, using the 821 to Provo Central Station and transfer to UVX. (One transfer) Now you want to discourage riders by only having one option (at least it will run throughout the day at 1/2-hour intervals) that requires 2 transfers. At this point, the bus picks me up at 6:55 and drops me off at about 7:35. 40 minutes. If I have to spend much more than an hour each way, it won't be worth it, and you will see ridership dropping. Please reconsider this plan, as it is not fit the Guiding Framework as it does not Reduce Travel Times and increase access to South Utah County.*
- 36 *With the growth occurring in south Utah County and the current high number of BYU / UVU employees/students depending on route 822 to get them to and from these areas, I believe it would be a mistake to cancel route 822. Although route 821 / 823 covers approximately the area in your new plan, no route continues all the way to BYU or UVU. With the current proposed plan, all BYU / UVU employees and students coming from south Utah County will need to transfer buses at the Provo Station. I believe you will lose riders over this, including myself. Thanks!*
- 37 *I work for USPS, our facility is located at 1275 S 4800 W, we are in a business area with Biomeieux, Fedex, England Logistics etc. The closest bus stop is .8 miles away on the other side of California Ave, and there is no safe way to cross California Avenue. We would love to have our area reviewed for a possible bus stop. Our facility has about 800 employees, every hiring event we go to I am asked about public transit.*
- 38 *As you consider expanded hours on some routes, you might consider that some very late-night options might not be necessary. Example: Bus 21, which runs until midnight. I work at the U, and I simply do not see people on those buses after 10 p.m. Thank you for all your planning efforts!*
- 39 *We need east/west bus service on 4500 South east of 1300 East as it was some years ago. Thanks.*
- 40 *Due to the DMV closing their facility at 2880 S 320 E and it's relocation to 4315 S 2700 W, there is a large need for "direct" bus services from the East bench, all the way to 2700 West down the 3900 S corridor. The facility opens at 8:00am every day except holidays, and employees need transportation services to arrive before that time, preferably arriving at 7:30am, then services back home again, having the bus pick up passengers at 4:40pm and 5:15pm respectively, going directly East and West on 3900 S, which turns into W. Meadowbrook Expy. And 4100 S. Ideally, you would have an express service with stops from: East S. Birch, 2700 E, 2000 E, 1500E, 1100 E, 785 E, 500 E, and the Trax Station, then onto 2700 W This will become a huge need for the general public as well because of multiple government offices/services combined within this structure. As bus services stand now, it is virtually impossible to take the bus and arrive on time, or take a bus back home in a timely manner.*
- 41 *My two suggestions:
- Make sure Front Runner runs at least every 30min during peak hours.
- Rearrange seating on TRAX to be along sides of car (like NYC subway) rather than rows facing each other. Having seating along the edges prevents people from taking up multiple seats and opens up space in the center for people to stand.*

COMMENT OR QUESTION:

- 42 *Only one bus (509) to link the west to the rest of the city. Why not some additional frontrunner stops (one near 900 S for example). Also maybe a lot more buses West/East and new train tracks N/S on the west side. Something parallel to the Jordan River (linking green line to green line without having to go through downtown..). Or maybe a new train parallel to the 9 line bike path (like the S-line and its own bike path). Right now the train network looks like a train map conceived for commuters (in/out of SLC) with no thought given to people who live in SLC and would love to be able to go around by train or tram.*
- 43 *As a Santaquin resident without personal vehicular transport there isn't much to say. If I were to beg for more it would be for round trips from Santaquin to at least Provo two or three times during daytime but I can understand why the service is limited to 805 Northbound in the morning and 805 Southbound in the evening.*
- 44 *I would like to see some ideas on how to better facilitate transfers (specifically between central point lines and the S-line, and more importantly between trax/bus lines and the front runner). I have often seen that to catch the font runner a trax train needs to be taken fairly early to Murray central and I am waiting around for a bit. I have also seen people miss transfers by seconds from the trax to the front runner.
I would also like to see Sunday service on front runner. I use it to commute with my wife to Utah county on weekends to see family down there and we are left riding our bikes all the way back up to SLC (on holidays) or Draper to catch the blue line to down town on Sunday.
I really love the focus you are putting on increased frequency, I feel like the infrastructure is there for SLC to have great public transit but the frequency specifically needs work! I don't know if there is a plan to get to <5 min wait times for light rails like New York or Chicago?*
- 45 *I would like to see some bus only lanes on higher traffic routes in SLC similar to Provo UTX. I would think that the 200 bus on state would work well for a bus rapid transit project? I often ride the 21, 200, trax (red/blue), S-line, and front runner and the 200 seems to be the most used of these.*
- 46 *I am excited about the new 5 year plan. Especially better connections between the east and west side, as well as changes to make a "greener" fleet. I do feel that some of the changes, especially the "fewer routes, more frequent stops" make transit difficult, and dissuades new riders from trying public transit. Having multiple stops and transfers, while technically faster on paper, are way less convenient, and not worth what it may save in time. Multiple stops means multiple opportunities for mishaps, and multiple times having to stand outside in inclement weather, often without benches or cover. Having one late bus can mess up the whole scheme. And while you may not have to wait as long for bus, it's a bigger pain point since routes aren't as close to your destination. The changes through the avenues, for example, have meant I often choose to use a car for trips I used to take by bus. I hope we get more routes in the future so that travel is more convenient and comfortable.*
- 47 *We need 842 service sooner than later. The Vineyard FrontRunner station is not accessible at the moment.*
- 48 *Hi! I take trax frequently with my two kids. We live right by the 500 east sline station. My comment is, could the sline arrive 2 or 3 minutes sooner to the central station? The sline pulls up at the same time or slightly before the blue line. If I'm on my own I could run and catch it which my husband does on his way to work, but with a toddler and 7 month old that is impossible. When we miss the blue line by 30 seconds we have to wait 10 minutes for the green line if we are just headed downtown but if we want to go to the planetarium we have to wait 15 minutes. I'm know there are lots of moving parts but I would love you all to look into this, thanks!*
- 49 *Do you have any plans to review safety and convenience of bus stop locations? E.g. I live on Parkway Ave near 1300 E, I could take the 213 to work but when it comes back it drops me off on the opposite side of a wide road with freeway ramp traffic. That's just one of several things that add up to deter me from using public transit (frequency + confusion since the routes changed last year + the university area having a confusing mass of stops I can't locate easily are the main others, whereas my nausea is out of y'all's hands). Bus stops need to be near safe crosswalks or have another way of ensuring someone can get both *to* and *from* the stop safely. It doesn't make sense to have a pair of stops on opposite sides of a multi-lane road without a way to cross.*

**COMMENT OR QUESTION:**

- 50 *Good Morning!
My name is Kelly Deleon Patterson and I work for the Sephora Distribution Center that is located at 6075 W 300 S in Salt Lake City. We have been struggling with hiring and employee attendance since opening due to lack of public transportation options. We would love to see a bus line added to 5600 W between west valley and I-80. Some of our associates have to walk over an hour in the heat and snow from the closest bus stop.
Our warehouse offers a disability inclusion program and 90% of our applicants rely on public/flex transit to get around, which results in loss of interest and missed opportunities.
We have been in communication with some of our neighbors (fed-ex, olive & coco, costco, RC Willey) and they are also hoping for more transportation options in the near future.
Thank you for your continued efforts to expand affordable transportation!*
- 51 *bring 500 east 205 every 15 minutes asap, 223 needs to be at least every 30 minutes asap, the route 3 you discontinued was a very popular route you hurt alot of people to va when you canceled it, route 4 every 15 minutes asap, and dont complain about driver shortage, your poorly run company is to blame, you collect a lot of tax dollars, i am a 7 day a week rider since, 1978, and have never garaged a car in salt lake city, there was no thought when they took all the buses off of 700 east, i purchased my home on 700 east 37 years ago, because it had 4 buses, a night ride,*
- 52 *As a University Health employee who lives in Sandy, I would happily take UTA every day if it didn't extend my commute from 45 min to 1.5 hours. Trying to get to the U hospital from Sandy is awful on public transit. With the hospital just growing and building more and more, there are going to be so many more people commuting to the hospital, where traffic conditions are already a nightmare (making buses much less desirable). It would be really wonderful to see additional train/rail options up to the hospital, or at least more options to connect to the red line if building another rail to the hospital/U campus isn't realistic.*
- 53 *I would like to see the routes extended all the way east on Hwy 193 and Antelope through Layton to Hwy 89. These main thoroughfares are not served at all in East Layton. Once the Hwy 89 construction is complete, bus service to Park and Ride locations along Hwy 89 would facilitate ride sharing and serve many neighborhoods in East Layton and the benches, as well at Hill AFB, allowing the huge numbers of military and civilians at Hill AFB access to public transportation to work. Students in the communities would then have public transit options to Weber State and the Front Runner Stations as well at to all the intern jobs at Freeport Center and Hill AFB.*
- 54 *Is there a plan to expand the UTA TRAX or FrontRunner trains into Saratoga Springs and Eagle Mountain? We need a way to get downtown and to the airport without having to drive. These areas need to become more accessible and trains are a more eco-friendly solution than buses.*
- 55 *Hello! My workplace would greatly benefit from a bus line along 5600 W between West Valley City and I-80. We are located at 6075 West 300 South. We have an accessibility hiring program in place and associates in that program would also greatly benefit from having a bus line along 5600 West. Many applicants won't come to work for us because we do not have accessible public transit, so we have yet to see this program truly flourish.
Thank you for your time*
- 56 *Pay your drivers a living wage so they can re-institute needed ski bus service on Wasatch Blvd. One if the proposes of buses is to keep cars off the roads.*
- 57 *The new vineyard bus route going on Mill Road is a great idea and will be used more than going through the current neighborhoods. I would like to see UVX extended from Orem Central up to Vineyard Station. Many people would benefit from stopping at the entertainment complex with the Megaplex and Topgolf.*
- 58 *Vineyard station needs a bigger parking lot!*
- 59 *We need a better accessibility on the East bench to travel north to SLC Downtown and Foothills area.
We need more free/low cost shuttles to get from hubs points (Park n ride, train station, major facilities).
Improve the bus system to go up the canyons so that we can ride during summer and decrease the number of cars in the canyons.*
- 60 *Hello, please do not make changes to the 209, this is fabulous service for the Avenues and a few vocal people should not be allowed to misrepresent what this community needs and wants.*

COMMENT OR QUESTION:

- 61 *With Spanish Fork near 50k population, extending the proposed 823 route south from Springville into SF to keep coverage in eastern SF could keep coverage with the high-growth areas of SF. This bus could then interface with the 821 route in the downtown SF area. This change allows to modify the 821 to get onto I-15 sooner getting farther south valley riders quicker access to Provo.*
- 62 *Please keep the 822. I use it every day along with many other riders I see regularly. I don't know the statistics of the three times a day it runs in the morning. I take the one that gets to BYU 15 to 20 minutes before 8. I have used all three southbound at different times but primarily the one just after 5. If even the one time lining up with the start and end of the work day could be kept that would serve a lot of people. To use the 821 and UVX requires an extra 30 minutes both ways and leaving 30 minutes earlier on top of that to be on time for work. This is a great convenience.*
- 63 *Pleasant View and the North Ogden area have grown a lot. Bring back service at Pleasant View Station and make it day-round like the new Vineyard station is. Also, you could extend service up to Brigham City!
And you should develop a bus system like the Provo/Orem UTX for the salt lake area, from North temple to Salt Lake Central to Murray!*
- 64 *I live in Davis county and have been taking UTA buses 455 and 470 to U of U/Weber State campus and SLC downtown areas . It was very convenient. I am very excited about the new services! Thank you!*
- 65 *Hi! I love all of these improvements. So much good streamlining! There's a big accessibility issue I don't see addressed here, though. We need the Frontrunner running on Sundays. I know many Mormons won't use it but many will and since it first opened, more and more non-Mormons who don't care about riding a train on Sundays have moved to Utah. This would give people access to their close but too-distant-to-walk relatives and clean transportation to the airport. Please consider.
Thanks,Colin*
- 66 *I have been riding FrontRunner and 218 bus line for 6 weeks, it is frustrating & I have already come to dislike using public transportation! The train ride is great and comfortable, as is the bus ride, but the bus-to-train time is awful!!! I feel you should have the North and Southbound trains arrive/depart closer together, and the busses arrive closer to the train stopping times, making the system more efficient. What is MOST frustrating is the 218 pick up times. It runs every hour, fine, but the pick up time is awful, make it 15 mins later, not everyone can leave work right on the bus schedule to catch it. Because if they miss it, the next pick up time is in 1+ hours, so inconvenient for people. What seems very inefficient is that when the 218 gets to the south jordan station, there is a 25 min wait for the northbound train. And in the winter, that is a very very long time to wait on the platform for a train. You need to better coordinate the schedule.*
- 67 *There's not enough room in this little box to put what I need to put or even explain! I thought that I was going to an actual survey where I could put information down and answer questions? Apparently that's not what this whole thing is from the Facebook post? Just like the few things I mentioned in the Facebook post on Facebook was that the FrontRunner red green blue and S-Line along with many other bus routes throughout the entire system should be running 365 days a year. After events such as the New Year's Eve celebration there should have been extended extra service before and after the events! The FrontRunner line should be extended from Ogden North to at least Logan and south from Provo to Nephi. From that point there should be at least two additional FrontRunner type lines one going from Nephi to St George and one going from Nephi to the four corners and Moab area. With all of the girls public transit should be a number one priority which it obviously is not! 24/7!
My*
- 68 *I think the vehicle locator tool on the website is really helpful. I live in Provo and frequent UVX, and I think it would be cool if there were a vehicle locator feature on the big screens at each of the stations so people could just look at that to see where the next bus is. Perhaps there could also be an algorithm that determines what your estimated wait time is based on the vehicles' positions.
Sometimes at Provo Central Station, there are multiple trains there, and riders need to know which one to board. I know there is a sign there that points in the direction of the train that will leave next. However, my roommate had an experience where everyone boarded the wrong train and was upset when they saw the other train leaving the station, presumably because the sign was wrong. I just wonder if there's a more effective method of notifying guests which train to board. Either that or making sure the sign is correct as soon as the 2nd train arrives. Just a thought.
I love UTA!*

**COMMENT OR QUESTION:**

- 69 *So from what I saw on your planning is that you are planning meetings to have more meeting about meetings you will have in the future and no actual implementation of anything. I didn't see a single plan of what is in the future of UTA. Just a bunch of planning and more planning and more meetings. Seems like a waste of money. How about plans to get the rail down to Nephi or Santequin at the furthest south. What about getting a stop in Spanish Fork too.*
- 70 *Please extend Frontrunner to Spanish Fork or Payson.
Add Sunday Frontrunner trains, please. Not having train access on Sundays prevents me and my family from contributing to Utah's local economy and culture by purchasing passes to Hogle Zoo, Lagoon, the Natural History Museum, or any other museums in the Salt Lake area. Sundays are often the only day I can make the trip from Spanish Fork, and I would rather not drive after a week of local commuting.
Late night Frontrunner southbound would be popular on the weekends. Going to concerts or shows in Salt Lake sucks when you have to leave early to catch a train.*
- 71 *UVX Express extension to the PVU Provo Airport is a great part of this plan for Utah County.*
- 72 *Frontrunner service on Sunday, and service starting earlier and ending later each day.
Express service from Provo to salt lake and Ogden to Salt Lake*
- 73 *In the plan I don't see anything to address the ski bus issue? It's epically terrible right now. Busses are so full it's unsafe and you wait at busses stops for hours to get on coming down the mountain and sometimes going up as well. It's ridiculous to see city buses driving around empty when the ski busses are so dire. Cutting the line from Midvale to Snowbird/Alta has also added to an already terrible situation. Please do something, everyone I know is giving up on the busses and I'm considering buying a new car so I can avoid them as well.*
- 74 *FrontRunner needs to extend down to Payson.*
- 75 *I would love to see more Frontrunner trains running during the afternoon/evening hours. I live in Springville, but work at Primary Childrens hospital. Im order to ride the train to work, I have to leave 2 hours early, and I get home 3 hours after my shift has ended. After a 12 hour day, I'm exhausted and just want to be home. I would also love to see more front runner stations added to south Utah County, as well as a more direct frontrunner option to the University of Utah. I also think it would be beneficial to have a direct train from Provo to Salt Lake central, for those who want to transfer to either the green line or red line, to streamline our travel.*
- 76 *We need better public transport throughout Spanish Fork. It is growing so fast yet the transit has not changed. We need a front runner down here badly too.*
- 77 *Your current ski bus service is absolutely deplorable! I work at Snowbird and my daily commute is now 1-3 hours longer. The bus is full to standing only at the first stop to go up and takes longer than it used to because it takes so long to shoehorn people in at the rest of the stops. Getting down at the end of the day, 4:30 is almost impossible. The bus comes to Snowbird , perpetually late, already full from Alta and can take only about 5 of the 30-40 people standing out in the cold waiting. I'm driving my car now which I haven't done in 10 years because I don't want to have to get home after 6pm. I work 7 hours per day but my commute starts at 7am and ends at 6pm if I take the bus. There needs to be more buses between 7 and 9 am and between 3 and 5 pm. Last year the service was the best I've seen and this year is the worst. The current situation is unsustainable!*
- 78 *Sunday service for front runner even 4 times a day would be better.*
- 79 *Please have trax all the way down to Spanish fork so we can ride the train all the way up to concerts in salt lake and the airport please! I hate driving in the snow but hate missing out on plays and concerts up there in the winter months!*

COMMENT OR QUESTION:

- 80 *My primary use of UTA is FrontRunner and the biggest thing that keeps me from using it much more often is the lack of Sunday and holiday service. This means I can't rely on it for weekend trips or for work. One of the most critical things to make public transit succeed is reliable and constant service. Right now FrontRunner doesn't even operate about 15% of the time even though many people work and travel every single day. If they can't rely on public transit EVERY day then why use it on ANY day? If you need to own a car to get to work on Sunday and shop on Thanksgiving then might as well use it for other days as well. The argument that there wouldn't be enough usage on Sunday is self-defeating. This is a very Utah thing and the obvious influence of the LDS church is impacting UTA policy to an excessive degree. No other major metropolitan transit system takes a day off. Total ridership will always suffer until transit like FrontRunner is available 24/7. Please change this in 2023.*
- 81 *Please bring fronrunner further south. Expand half hour service if possible.*
- 82 *Why we get all the way down to Nephi ut*
- 83 *How about three lanes all the way up and down lcc. with dedicated lanes up and down during peak hours. seems the canyon is al least half three lanes currently,*
- 84 *I applaud your extensive community service planning and support most of your 5-year plan. I do not support UTA's running #209 through the Avenues. The Avenues should not be considered part of a core route. Bus service through the Avenues should support UTA's goal for lateral boarding, accessible bus stops and connectivity to core routes. These goals can best be achieved by an innovative mobility solution such as a microtransit approach for this unique community. A FLEX bus circular route through the Avenues, following a combination of the current #209 and #F11 routes would achieve the goals for lateral boarding, accessible bus stops and connectivity to core routes. By servicing this area with a smaller bus powered by a more environmentally friendly power source, UTA would also be more fiscally and socially responsible.*
- 85 *Saratoga Springs/Eagle mountain NEEDS a regular bus route to join in with the rest of the UTA system. Not being able to get to Eagle mountain at all in the morning is beyond a gross oversight and a large portion of Saratoga Springs population center stretches south on Redwood road, currently there are portions of the population that are over 9 miles from the nearest bus stop making pedestrian traffic a logistical nightmare.*
- 86 *In regards to the 4800 W. Old Bingham Highway, track station. UTA owns the lot across the street and I think it should be made into additional parking. There is a light there so the UTA Trax patrons could cross at the light and there's limited traffic on the old Bingham highway. This would illuminate people parking way into the neighborhood and in the church parking lot.*
- 87 *Extended service should include weekend hours to get people safely home after the bars close. Including covered service to Draper, Herriman, etc. to get that far, it would need run until 2:30am or so.*
- 88 *Please make more transit options available in Springville.*
- 89 *Can there please be more transit in Springville*
- 90 *More transit in Springville*
- 91 *I use the UTA on demand van to get to the front runner station on North Temple. When the van is available, it's very convenient to walk to the nearest corner and take the van to the station. However, I feel like I could never make real plans around taking the van. Often when I am trying to take the return trip in the afternoon/evening from the station to my home, there isn't a van available. It can get really rough walking home in the summer. I've since gotten an ebike to do the commuting, but sometimes with snow I feel more comfortable taking the van. Overall the van is great, but it's not reliable.*

APPENDIX

COMMENT OR QUESTION:

- 92 *Very disappointed in south Utah county service. When we moved here we came from a place that had such regular reliable and covered service that you literally never had to check a schedule. We tried to take the bus to BYU but the closest stop was a 45 min walk and only ran sporadically. It was just not a feasible choice. The route through Spanish Fork is straight down the center street (I can't zoom in on the map). If I want to take that bus I would have to walk for 1 hour and time it perfectly because if I miss it I will be waiting 30 mins. That literally adds hours to my commute every day. I just cannot do that. You stated the goals of increasing ridership. Well, how about making it even slightly more convenient for riders? Why would I choose to ride when it "costs" me so much in time and inconvenience (the walk is literally up hill all the way back and across a highway and that is not even thinking about winter)? Why isn't there a small loop bus in each city?*
- 93 *The entire reason why you don't have good ridership in Tooele county is because even though you funnel a few dozen buses through tooele county a day, apparently to routes in Davis county almost none of them actually stop anywhere in Tooele county. It is currently functionally impossible to ride the bus down tooele main, much less anywhere else in the county, with exactly two buses a day theoretically providing service, and even then often skipping stops and only going between salt lake and tooele counties. If you simply routed the buses you *already* have going through tooele county multiple times a day without picking people up anyways through stops, you'd see a massive increase in ridership in that county.*
- 94 *Allow for Sunday service in Utah county.*
- 95 *I think all of the proposed change are great!*
- 96 *Increase driver wages to avoid further service cutbacks.*
- 97 *We need Sunday service for the express rides. I will pull a shift on the frontrunner or UVX on alternating Sundays if I have to. People without cars can't do anything on Sunday. Sunday Service Please.*
- 98 *Please bring the front runner up to Brigham city soon! (Next 5 years or less) we would use it on the daily! Also it would be so great to have a "quiet" car on the front runner. And also we would use a train down to southern utah sooo much that would be so great.*
- 99 *Frontrunner service on Sundays is a big issue for me right now, as it makes taking weekend visits to family in Utah valley extremely inconvenient, as instead of being able to take the train back up before school I have to either take a twice as long bus ride before midafternoon sunday, or get someone to give me a ride back up to Salt Lake. I would also love more frequent bus lines, as it makes getting to more niche areas accessible, but their availability is an issue for me right now. Thanks for all you guys do! Public transit is hugely important and not all that glamorous, so Im very glad there's someone to build it up in the valley.*
- 100 *Please consider the following suggestions:
Free publicly funded fare for Trax and bus services.
Expanded evening service in urban areas to support increased use by those engaged in nightlife, service workers supporting them, and swing/grave shift workers.
Disarming and decreasing police presence on trains and buses.*
- 101 *I live at 200 S and 900 E in Salt Lake. I work on main campus at the U and take the 2 or 220 every day. My wife works in research park, and drives because transit options are infrequent, unreliable, and inconvenient. I will likely end up working in research park soon too. My comment concerns the proposed 2A/2B route. I think UTA is missing an opportunity to finally provide decent connections to research park. I am all in favor of increased service on 200 south. But I don't think looping around the south side of campus is useful. This service would be fairly redundant with the TRAX red line, and I imagine much slower, especially going counterclockwise with all those left turns. And the 2 is unreliable enough as is! Instead, why not keep 2A on the current route 2 alignment, and have 2B serve southwest campus and research park (following the 223 alignment from president's circle). It'd give people a decent way to research park from TRAX and frontrunner, which is sorely lacking now.*

COMMENT OR QUESTION:

- 102 *I live in the Sun Hills neighborhood in Layton UT. There is currently no UTA service anywhere along Hwy 193 between HWY 89 and Hillfield Rd. My family has in the past would have benefited from public transport if it had been available. I had a son who would have used it to attend NUAMES high school and then after graduation, needed it to get to front runner to go to work. Both instances he ended up being a single driver in a car to get where he needed. I currently have another son who takes UTA to go to Weber State University. He has to drive as a single person in a car to get to Antelope and 89 to park and ride to Weber. I know of other people just in our neighborhood who would use UTA if it were available. There is a mobile home park on 193 near Fairfield rd. that, I'm sure could benefit from nearby service.
Thank you*
- 103 *So why did you eliminate the ski bus #953. It seems like it satisfied all of your "goals". Ridership, needed (and predicted) continued and increased usage by riders, etc. Every time I rode the (ski) bus it sure seemed like it was being utilized. "Stand-up room" only seems like a pretty well occupied bus. And as far as "restoring credibility", or even establishing it... you're definitely going the wrong direction here. No advance warning(s) and now we are totally screwed if we reside near to Wasatch Blvd and want to ride the ski bus. I won't even say any more about how you screwed that up for SO MANY people. Thanks again. You don't have my "vote of confidence".*
- 104 *The thing that affects me most is the lack of Sunday service, expanding UTA bus service to include Sunday's in Utah County is my top priority. I often utilize the 831 and 864 and have no other way of getting to and from work, which becomes a problem as I need to work on Sundays to maximize my earnings. I know this affects others even more than me and I find it worrying a whole population is limited in their transportation options 1/7th of the time.*
- 105 *I really hope you guys consider making the bus passes cheaper or free. I use the bus as my only mode of transportation. I would like for it to be cheaper.*
- 106 *Uta is awesome and I love taking it when I can. I take front runner to school from South Jordan to Orem many times a week and it's very convenient. It would be awesome to have more frequent trains so I'm not having to sit 30 mins to an hour for my train to come. I take the red line to work and I would take it more often if there were also more frequent trains but because they don't line up with my work schedule it doesn't allow me to ride as often as I'd wish.*
- 107 *Very disappointing that I'm not seeing plans for opening the frontrunner on Sundays. The Mormons ruin everything.*
- 108 *Bring the express bud back from Lehi to the U!!!*
- 109 *Thank you for the public discourse and proposed updates to the system.
My main area for improvement would be more frequency, similar to the changes proposed for 200S service, on other lines. All TRAX/S-Line, 200, and 21 all seem like good candidates.
Other than that reduced/free fares are always worth conversation, especially with our air pollution in the valley.*
- 110 *Route 35 leaves Millcreek station one minute before the blue line arrives from Draper, there's no reason the bus can't wait a couple of minutes to accommodate those passengers, this is soo frustrating for me, as I experience this ridiculous act everyday*
- 111 *Hello,
I've already commented, so this is an addendum.
I was walking along 400 W in the Granary yesterday walking from the Bouldering Project back to my condo on 300 S. I was thinking about the recent SLTribune article about how the S line generated \$2B in economic activity and could not help but think how impactful a small super cute trolley (think New Orleans) would be along 400 W! Right now there are a ton of empty parking lots, but things like the Post development are going in one block over, and tons of new apartments near the gateway. And 400 W isn't baren. There is the EVO hotel, Level 9 sports, the skate parking and bouldering project. A couple of breweries... It is a street which is begging to be a housing/entertainment corridor, and running a line down it would trigger that!
The median used to have rails on it and still does in places. It could run from Planetarium station and hook up at ball park! It would be great and do so much for that area!*

**COMMENT OR QUESTION:**

- 112 *We currently live in north orem near the vineyard frontrunner station/stop. We do not use public transit often because it is difficult to get to/from major points such as the frontrunner. It is great that a plan is in place to expand more buses going from vineyard stop/station. However, a rider has to drive to the station first. It is quite counter intuitive. Even with this updated plan it is counter intuitive. What builds a successful transit network is two way stops. Otherwise, it is inefficient for most riders. This new plan for vineyard does not have a single bus GOING to vineyard station from orem. Just LEAVING vineyard station. Same as what is currently happening. Things like this are why UTA has frustrated us for years. Additionally, the bus does not even touch Orem, and essentially skips it aside from UVU area.*
- 113 *For Lindon City, is there a chance to move the 850 bus frequency into the 5 years plan instead of on the long range plan? I also think working with the municipalities to install bus shelters at higher boarding stops would be beneficial to increase ridership. Thanks*
- 114 *Nice plan*
- 115 *Are there any plans to build shelters around frequently used Front Runner Stations such as North Temple? Taking the Front Runner to the Airport makes a lot of sense for people that wouldn't normally take transit; unfortunately, people get a sour first impression when it's cold or hot or rainy or snowy and they have to wait outside at the North Temple station. If a shelter was built there, even without climate control it would greatly improve the experience of people trying transit for the first time. Are there any plans to build a 900 E UVX stop in Provo? There was some discussion a few months ago, but it's since died down. It's kind of bizarre that there isn't one. Heritage Halls contains a huge block of students that have trouble getting to their cars since the parking is so tight. It's a great opportunity to give them a good experience using transit.*
- 116 *I feel like one important change would be running at least some services on Sundays and weekends. It is absolutely ridiculous that if you fly into the Salt Lake airport on Sundays or a holiday like New Years that you cannot even ride trax to North Temple, and then get on Frontrunner to take you close to where you need to go. I can't believe that UTA is a modern transit network in 2023, and doesn't even provide rail service to the airport on Sundays.*
- 117 *I hope more trains are in the works, as well as shelter at bus stops! thank you for all you do*
- 118 *It would be unfortunate if Route 822 is discontinued. This route services many patrons to and from BYU, UVX stations, and UVU. Many students coming from south Utah county utilize this wonderful service and it will be sad to leave them with no direct route to school. Please reconsider discontinuing it. Thank you for all you do.*
- 119 *I don't see anything about increasing high-frequency bus service, esp to Davis County and north so we don't have to expand the freeway so much. Service to the U from along the east side like the Bonneville trail area around 215 high frequency would get a lot of ridership. Make more 15-minute bus routes. Run them earlier and later. Publicize more what the routes are so you might capture folks who never get on a bus and that there are changes that could accommodate them. If the only place you advertise is on the bus, people who need a bus may not ever see it.*
- 120 *This is a good start. It would be nice to understand how you plan to create more equity & service opportunities for low/no income riders & riders w/disabilities. It would be great if UTA would create partnerships w/all the high density development (developers & property managers) along Trax, FrontRunner, S-Line, & rapid bus lines to provide passes that are either included with rents/HOA fees or to offer residents discounted passes. If you want to increase ridership, then start with residents in these transit oriented developments & offer them an alternative to getting in a car every day at a cost that makes sense. This seems like a no brainer to increase ridership & therefore be able to expand service and accomplish some of the goals listed here. Education is also key. How are you saving people \$ by leaving their car behind? If I'm paying \$5/\$10 to go downtown from Farmington or West Valley, what am I saving by not taking my vehicle? How much time/energy is that taking/saving? Thnx*
- 121 *I wish to comment on the South Utah County portion. First, the elimination of the 822 route wouldn't affect me personally, but I know the proposed changes would SIGNIFICANTLY impact many people. Second, the wider issue with public transportation in South Utah County is this: it is terrible. I don't know if there are others like me, but I know that the only reason that I drive to work is because there is no viable pub. trans. option. There just isn't. I can get to work in Provo between 15 and 25 min by car, depending on traffic and the time of day, whereas it takes an hour or more if I take the bus. The bus stop is so far from my house that I would have to drive or ride a bike to the bus stop, but then there is nowhere to park. And there are no other pub. trans. options besides that bus. None. The schedule is terrible as well, with the last bus to south county from Provo leaving around 5:30. We need increased service, both expanded routes but also a later and more frequent schedule.*

COMMENT OR QUESTION:

- 122 *Somehow (probably in the longer term), CONNECT TO CACHE VALLEY. You will see thousands of participants if a transportation system that connects to Cache Valley is one day built. Obviously it's tough with Sardine Canyon, but you can also go around the Wellsville Range (similar route to I-15 if you don't take the exit into Brigham City). An idea worth implementing in the future.*
- 123 *Later routes would be great from salt lake to Ogden. Since you changed the 470 schedule to stop running from salt lake to Ogden at 10:30 I'm no longer able to use it to get home. I work until 11:00 PM at a hospital downtown. I've been burning through my PTO to get off early but it's gonna be gone soon and I'll likely have to quit my job.*
- 124 *Overall, need more late night options - especially on Friday and Saturday nights - to correspond with downtown SLC bar closings (1am). For those same times, need cross-county transit options (SLC -> Davis/Weber Counties, SLC -> Utah County) More coverage for West Davis County - maybe could be added as part of the West Davis Corridor completion. But not just another route through West Davis County, connections to neighborhoods. Maybe the On Demand service or Flex Routes. These could connect with FrontRunner.*
- 125 *I ride the 822 from Springville to BYU in Provo. It has been very convenient because it is a direct route from Southern Utah County to Brigham Young University where at least 90% of the riders go, and riding this route takes about the same time as driving a car. (Of course, riding from Springville to BYU is too expensive without the BYU benefit, so I wouldn't be using this service without it.)
Having to ride an 823 route which looks like it will go to Provo Central Station using a longer route than the current 821, will, at the very least, add an additional 20 minutes to my commute and will make it no longer worth my time to ride public transportation. Not even the BYU benefit is worth spending 45+ minutes on a bus to go 6 miles. (Right now, it takes 45-50 minutes to get to my destination when taking the 821 and transferring to UVX. Just not worth it.)*
- 126 *Route 831 in Orem going south down Orem Main to Provo 1460N is very useful, and the only transit route that goes through the south Orem/north Provo neighborhoods such as Cherry Hill or Grandview North.
I feel like the new 831 route too closely overlaps with the UVX, and also makes it difficult for residents of the above mentioned neighborhoods to use transit without driving to the UVX.
The residents of the apartments along 1720 N also seem to use the 831 a lot.*
- 127 *Pay your drivers more and put in more ski buses, seriously anyone on your committee that advocates against ski bus increases should be forced to drive up and down big cottonwood canyon for two weeks straight in the morning*
- 128 *Routes 901/902: I appreciate the current 90-minute daily frequency of route 902. If this is discontinued, will HVT's 107 rise to meet this level of service in its place?
TRAX and S-Line: Every 15 minutes on Saturday will be an important improvement. Why not also on Sunday?
UVX: An extension to Provo Airport could make a substantial difference. Currently, the 833 does not run early enough for some morning flights out of PVU. Will service run early/late enough for all flights? Why no service on Sunday when the airport still operates flights on Sunday?
Routes 2/2A/2B/220: The 213 already runs a similar route as the 220 does and terminates at the U; why make the 220 terminate there, as well? Surely this will lengthen travel times for 220 riders destined for downtown. Why is this added transfer necessary?
Route 17: Saturday service would be beneficial; why not also Sunday?
Why is any local bus running once an hour acceptable?
Will UTA on Demand be used to justify worse fixed-route service?*
- 129 *I am among a large group of riders that consistently take the 822 to and from BYU campus. Discontinuing the 822 route would discourage BYU staff, faculty, and other employees who live south of campus from riding UTA because the additional time it takes to go from Provo station to BYU campus would significantly lengthen our commute. I hope you will consider keeping a route that passes through BYU south campus like the 822 route has done.*

COMMENT OR QUESTION:

- 130 *Fronrunner: recommend having the next station listed on the digital sign more often. It says "keep feet off the seats," more than it tells riders what stop is next. I have almost missed my stop because I didn't realize it was coming. Also, have the strips that show all the stops on the line have lights that only have the upcoming stops lit up. That would also help the riders.
single tracking. I think having double tracks on the Fronrunner would be best. Since that is not the case, I recommend that the digital sign indicating the next stop, also have an arrow pointing to the side where the doors will open. Like so, NEXT: SOUTH JORDAN >
This would indicate the next stop and that the doors will open on the right.
Also, there is no warning when the train leaves. I once left something on the train. I was afraid to get back on as it just leaves instead of giving warning. Announce "train departing" 5 seconds before leaving the station.
Thx for listening:)*
- 131 *I rate 5 stars bus drivers are awesome and respectful please give the a raise*
- 132 *The green line trax route smells like poop most of the time to was the back are mainly please fix issues*
- 133 *I am happy to see ski bus route resumption in 2023, like what it was in the past. I hope that between now and then, more engineering work can be done to ensure the buses, no matter their size and power source, can safely navigate the canyon roads in all conditions.
I think the 5 year plan needs to account not only for winter recreation, but year-round recreation.
I believe there is both a need and a desire for buses being added for summer routes into the cottonwood canyons.
There are many people visiting the canyons during the summer when valley temperatures exceed 100. That number continues to grow, year over year. Running one bus up in the mornings and down at night makes it impossible for folks to use the bus for recreation purposes. With the need to improve our air quality, buses, and particularly electric buses are a wonderful way to both improve the health of people by recreating in the mountain, but also improving the air quality by doing so on the bus.*
- 134 *Hello and thank you for this opportunity to voice my thoughts and feelings. I have been riding UTA for over a year now consistently for work and recreation. I live in Draper and rely on the Fronrunner, Trax and particularly the 514 and 218 bus. I have come to meet and know several of your amazing drivers who do a wonderful job day in and day out. The only unfortunate incident was actually yesterday on the 514 in the morning where Vern and I were in a traffic accident in Draper. Even the Vern was professional and solid through it all. I love the system for the most part yet feel the plan is definitely smart for UTA to consider in growth. I do miss that the 218 was cut back to hourly routes which has been an inconvenience and twist of schedule and hope that comes backs as well as possible consideration for limited Sunday routes. Overall it has been a terrific experience and I understand many of the challenges faced by the drivers... so kudos to the team! Thank you!*
- 135 *Hello,
Generally these improvements to mainly bus service are a good thing. But it would be nice to see some more technological improvements like automatic greenway for buses even if only for some routes.*
- 136 *Can you keep route 2 on the detour route even after the 200 s construction is ended?*
- 137 *Please do not discontinue route 822. I as well as many of my colleagues at BYU use this route to get to work on time and without extra time added to our commute.*
- 138 *I feel an additional change that could be implemented for more riders and higher satisfaction would be for the transport to wait at the stops until the time they are supposed to depart. I understand that the policy now is to continue on even if the bus is ahead of schedule, but in my opinion this makes the UTA an unreliable mode of transportation, in that I have been late as a result of missing a bus that was ahead of schedule. In my opinion and the opinion of multiple of my associates, we would ride the UTA more often if it were more reliable and ran on a more set schedule.*
- 139 *It would be awesome to organize a community service project where people come and clean the trains and busses. I'm sure a ton of people would do it for free food or a ride credit of some kind. Plus it would help the trains be more clean and inviting. Sometimes the trains smell really bad and I think that could help improve the number of riders*

COMMENT OR QUESTION:

- 140 *The trains seem to come too early within a few minutes or they come to late within 10 minutes. The Saturday and Sunday schedule takes way too long especially in the winter. The estimated time should be 25-30 minutes, not 40 minutes to an hour. Their is also a problem with keeping the train clean and the drug addicts off of them when they can't even pay for their tickets.*
- 141 *You guys should have the front runner and the light rail go on until the bars are closed so no one has to drink and drive I am from Arizona and that's what they do*
- 142 *We should have more rail line. Specifically something that goes on the Wasatch fault line that connects the U of U to the cottonwoods. This would incentivize suburbanites to use public transit and avoid using personal automobiles. Public transportation should be free and widely accessible to everyone. Take the money we use to expand highways and put it into the maintenance and expansion of our public transit. Instead of inducing more demand on the road thusly creating congestion and LA like traffic we should induce demand for rail use and biking infrastructure. Speaking of biking infrastructure bikes should get a dedicated bike lane to make biking feel safe for people who aren't crazy like me. Dedicated bike routes should get more care in the winter as well; to be more specific they need to be plowed more when it snows. Thank you very much.*
- 143 *I will do everything I can to fight more finding for this poorly ran, horrifically operated service. I've been to cities all over the world, and the service provided by the UTA is pathetic. The constant changing routes, stops, and runtimes without notifying users is appalling. Who in their right minds eliminates safe stops like 209 on the north side of State Street in favor of uncovered stops that require a lot of users to cross busy lanes of traffic? You all are a disgusting, money sucking pit of an organization that brings nothing but frustration and pain to their users, and there is zero doubt that your five year plan would be an absolute failure like every other change and decision you all make.*
- 144 *Uta's rail is way too expensive and doesn't work very well. Please return to bus transportation.*
- 145 *I tried to use mass transit. I live in Utah county and work at the U. If I took Front Runner, it was always late (I only ride when weather is bad, otherwise I ride a motorcycle). I finally gave up on Front Runner and switched to Trax getting on at Daybreak (even though that was a lot further for me to go). I liked that it ran every 15 minutes and it seemingly wasn't usually late due to weather like Front Runner so frequently was. The drawback here that finally got me to give up on mass transit was the frequent run-ins with drug users or other mentally unhinged people. It's just not worth my safety and the safety of others when UTA is unable to keep said individuals off the trains. There simply aren't enough transit cops and I doubt the public would like to foot the bill for enough to keep such things under control.*
- 146 *I would like to see TRAX systems directly to the Research Park area of University of Utah*
- 147 *reliability of schedule. It gets so confusing when the trax times change all of a sudden or the google maps times change after I've planned trips specifically with those time understandings. Also, cleanliness. Covid, things were so much cleaner. Why does that practice need to change? We can still decrease disease transmission if those practices stay the same.*
- 148 *I am particularly interested in improving the route from the fronrunner station at Salt Lake Central to the University. It would be great to have an express bus on the #2 route--especially at prime commute times (6-9am and 3:30-6:30pm) I would also like to see some public transportation options from Utah County on the weekends and/or earlier trax trains in the south end of the valley. Currently to get to the University of Utah on a weekend or holiday by 6:30, I drive from Lehi to Central Point to take a train.*
- 149 *You need to have more trains running, and you need to have a schedule that's simple to understand without having to use an app: It should be straightforward. I should just know that at least one train will run every 20/30 or so minutes ... or even if just once per hour, round the clock, every day per week. If it's simple and reliable, more people will feel comfortable switching to it. Perhaps even more importantly, UTA needs at a minimum Front Runner and Trax running regularly on Sundays. Preferably more busses would run on Sundays, as well. Transportation needs don't end on Sundays, especially in SL/Davis/Weber/Utah Counties. Use case: I need to know that if I have a flight land at 11:36pm on a Sunday evening that I can catch Trax to SLC and catch a Front Runner train north without a taxi, Uber, or Lyft, and without having to wait at the airport till 7am.*

**COMMENT OR QUESTION:**

- 150 *I interact with the Trax Red and Blue lines on 3x/week basis and I would like to express my support for increase service frequencies for the weekends. I have noticed the newer seats on Red Line and I am hoping there are plans to change the seats on the Blue Line as well. I understand its hard to maintain seats that have such high use, but the Blue Line seats are rough. I can never tell if they're wet or just stained... and I stand so I don't have to find out! I did not see any proposals regarding the Fronrunner trains, are there any proposed changes there such as Sunday service or increased frequencies?*
- 151 *I am pleased to see in the draft an inclusion to increase service to have bus 223 run every 30 minutes. This bus is often very crowded at commute times and this will help crowding as well as allow better options to connect with the front runner trains. I would love a digital UTA monthly pass that could be added to a phone to tap on and tap off in the future.*
- 152 *I have handicapped friends who go to classes at Ability First Utah on 820 North in Provo. Having a bus on the West side would provide much needed transportation for this specific demographic*
- 153 *I hear a lot of people could benefit from a bus on 820 North on Provo's West side. Please consider bringing that route back.*
- 154 *The bus and fronrunner schedules need to be adjusted alittle. Always missing the train by minutes or having to wait a long period of time. The route 6 needs to be brought back and more frequent. The route 2x needs to come back .*
- 155 *The # 1 and 2 bus that services the hospital to downtown are many times too close together. If you miss one, you have to wait a long time for another one to come. Also these buses both go to Main and 200. Would like for the 1 bus to stay on South Temple and not go downtown. Need more ski buses!!*
- 156 *When will Trax recieve a new extension? I thought it was supposed to go all the way down to Lehi*
- 157 *I work at DHI at 820 N and 1525 W in Provo. I would start riding again if there was a closer stop to my work.*
- 158 *I have used UTA fronrunner, trax, and bus services extensively in the past. When I had my first child, that changed. Mathematically, a UTA commute adds 30 minutes a day to my commute x 5 days/week x 52 weeks per year = 5.42 full days away from my family. As a caregiver, I respect what my patients have told me on their death beds, that they wish they focused more on their family time. If I knew when I would die, I would want all 5 of those days back with the ones I love. So, how do we speed up getting from point A to B? I suggest adding a 3rd fronrunner line that carries express trains from each station direct to the downtown hub so they don't have to stop at each station along the way. This would dramatically improve speed to fronrunner stations which is the quickest transport method UTA has and would get people up and down the Wasatch Front exponentially quicker. This I've heard is one of the biggest detractors to using UTA is the added transit time to a person's commute.*
- 159 *An second kiosk needs to be added to University of Utah Hospital currently traffic to tap on and off is crowded due to the location of the kiosk as well as only having one. Train should leave at every 15 and 30 minutes on the hour (4:30) so that employees have time to get to the train without waiting an extra 15 minutes*
- 160 *I take the 822 every work day from Payson to BYU, so this will definitely impact me. However, given the streamlined nature of the new 821, I can see this proposal as good or even better than the current 822. Have you considered having the 821 jump on I-15 at Spanish Fork main street and then jump back off in Springville for the 823 connection? That would probably be faster than taking the backway to Springville's Walmart. Of course that would sacrifice any planned bus stops along that backway.*
- 161 *I generally like this plan, especially the parts related to increasing frequency. I routinely take the 9 to work (UofU) and the fact that it runs every 15 minutes is what makes this a viable alternative to driving. I also take the 205 and 209 to downtown intermittently. I wish the 209 would go back to going straight downtown instead of going up into the avenues. It makes taking the bus downtown less appealing as my commute time has now more than doubled. I feel like it would be better to have one of the east-west routes hit the avenues instead. Lastly, I work at Primary children's who is opening a Lehi campus. I don't see any public transit access for employees or patients to get there. Is that something you could consider?*
- 162 *The long-term vision mentions UVX extending to the Provo Airport and having 30-minute weekday and 60-minute weekend service. Will the 30-minute service just be for the Provo Central to airport portion? I hope so, otherwise that is a significant cut to UVX.*

COMMENT OR QUESTION:

- 163 *I am happy for Fronrunner. Thanks for staying committed to rail service. Simon Bamberger would be proud I think. Ogden to Park City by rail now that's classy and perfect for 2034 olympics and will bring a out of state draw. Go by rail and Union Stations signs on the rail side need replacement. Also please consider the Rio Grande Plan We need a elegant and classy SLC Rebuild the mainline to the Station and develop. I am interested to see what you guys build in the future. Utah has a story book past when it comes to Railroads and*
- 164 *You have made great improvement. However, you are forgetting that as we are growing as a city we need to get around. The only bus between State Street and 900 E. is the 205 it quits running around 930. This needs to run to at least the same time as the 900 E. for people get off work at 11 PM and need to get home there's no way for us to get home walking from State Street or 900 E. to the streets in between is a major safety issue, please consider extending out the 205 to run until 1130. This would make it so that we would not have to take Uber's at night and that would save on the pollution and it would increase safety. I have submitted this several times please look at this. This is important people do not have cars. We need to get home from work . Thank you for your considering*
- 165 *i swear to god i hate driving my damn car. im enjoying the bus but if yall could pretty please put more trax stations around, esp milcreek/south salt lake/sugar house, that would be awesome <3 plus, more stop times for the SH streetcar :3 ty!!!*
- 166 *Please find a way to get the Pleasant View Fronrunner station back in service! This area has grown so much recently and this would be a huge help to our area!*
- 167 *The app transit crashes constantly during my time on the bus the there's no stop button because the notifications stays on for like 3 hour after I've arrived*
- 168 *PLEASE EXPAND THE SKI BUS ROUTES AND MAKE THE SLC-PC CONNECT ROUTE RUN MORE FREQUENTLY/CONSISTENTLY/CHEAPER*
- 169 *Will there be new lines and routes in the future? I am also looking forward to having a route 13, as that will connect Ballpark Station with places on 1300 S. Improving the syncing of the blue line would be nice at Arena Station in sync with the dismissal from school, so we can get there in time for the train.*
- 170 *It would be nice if there were more stations that are present, as the S-line and Fronrunner should get an expansion, and I would also love seeing more train lines and bus routes along the way. I also suggest having the blue line switch their type of vehicles to match the red/green lines, tbf, as the train cars that the Blue Line uses is very old, from the 1990s.*
- 171 *Tooele bus service was thriving 5 years ago compared to its current ridership. There seems to be no plans to improve service in Tooele county. Please consider restoring previous routes or routing. Also consider a route to west valley central. Tooele is in need of traffic solutions and I would like Transit to be part of the solution.*
- 172 *We would like to see a bus on 820 N. on the west side where Provo colleges is There is a need*
- 173 *It's mind-blowing that in five years, we're not even at least planning on restoring service to prepandemic levels. Bus routes like the 17 are key connectors between SLCC, 15/15, and University of Utah and are virtually useless with hour long headways. Noticeably absent from a five year plan is any expanded service to outdoor recreation (summer canyon routes, expanded transit-to-trails, etc). With outdoor recreation exploding in popularity, trailhead parking lots filling up earlier every year, and the meme-worthy "red-snake" I would expect this to be a top priority for UTA. The demand is so great that private companies are filling some of the void (Bonanza Flats transit-to-trails, Big Rack Shuttles, Wasatch Backcountry Shuttles). This presentation highlights some of the lower lift opportunities: <https://www.youtube.com/watch?v=dYCDqT8CNvg&t=5002s>. At the very least you should be coordinating with the Foothills Master Plan to add transit service as they expand foothills trailheads.*

COMMENT OR QUESTION:

- 174 *As a business partner and a Frontrunner frequent user, I would like to emphasize the need to have consistent service. When you reduce services on holidays and weekends the whole program loses reliability. For example, we had many employees frustrated on MLK day due to the schedule limitations AND lack of communication. Just because UTA has a "holiday" doesn't mean other businesses can close as well. I haven't seen services stopped or limited in other markets and feel this creates less adoption of mass transit (heavy rail, light rail etc).*
- 175 *Please run frontrunner on Sundays and past 11:01*
- 176 *I recently heard on KSL news radio that 60,000 people moved to Utah in 2022. It's not uncommon now to see traffic and congestion, especially down in Utah county where I live. The congestion used to only be point of the mountain going north through Midvale. Now it's all over. I propose UTA create a track line from each of the city suburbs routed towards one central location and hub (point of the mountain) to increase ridership and front runner use.
Think a line from Alpine, highland, Lehi to Thanksgiving Point.
PG, AF, Saratoga Springs, EM, Herriman, Draper, etc all with routes that eventually lead to another hub.
Thanksgiving point might be a main utah county hub. This solution cuts down on emissions, road use, accidents and gives people the ability to work, while commuting all over. The Wasatch Front. Utah tracks needs to be expanded extensively down in Utah County, just like it is currently in Salt Lake..*
- 177 *Please run the frontrunner on Sundays. Even a few trains that day would make it easier for people who have you work. Also college students could go home Friday and go back Sunday. Any other major city offers services on Sunday to make life easier for it's citizens and so should the Salt Lake areas.*
- 178 *Can you PLEASE add in a limited Sunday FrontRunner service? I know we live in Utah, but all other states have public transit operational on Sunday. Not having one forces me to drive my car rather than using public transit.*
- 179 *I like the idea of a bus going out to Walmart in Springville. I am disappointed to see that with the new 823 there will not be a bus route anywhere east of main street. I have ridden the Springville bus for over 20 years. I get off at the 400 east and 400 south bus stop. It seems very inconvenient to forget about this eastern side of Springville. Please consider having some service to this part of Springville. I walk and I know others that do as well. Also, is there any plan to bring frontrunner in to Springville, Spanish Fork or Payson? Thankyou!*
- 180 *If you want to increase ridership on TRAX you need to make it a more pleasant experience. As someone who has ridden the train from Sandy to downtown and back every workday for the past decade plus, I can tell you riding TRAX has never been a worse experience than it is now. People leave food and garbage, the seats are disgusting, there are unleashed dogs and other animals, homeless riders take up 4 seats each with makeshift beds, people blast music with racist and hateful lyrics, and police presence is seen maybe once every few months. In addition, there aren't adequate numbers of train cars during rush hour so there is frequently no where to sit or even stand, with patrons frequently being told to wait for the next train. I would be willing to pay a premium to fix these problems or to create a silent train car for people who don't want to deal with all of that.*
- 181 *I would like more amenities (shops, cafes) at the train/trax stations. This would improve the less frequent service (30 - 60!? Min) being provided.*
- 182 *We support more public transportation in Provo in areas with disabilities and low income and Hispanic communities*
- 183 *There needs to be more public transportation in west provo!!!!!!!!!!!!!!!!!!!!*
- 184 *We support transportation in west provo*
- 185 *WEST PROVO NEEDS BUS ROUTES!!!!!!!!!!!!!! The low income, disabled, and minorities deserve access to public transportation!!!!!!!!!!*
- 186 *We support more public transportation in West provo... Stacey H.*

COMMENT OR QUESTION:

- 187 *Commitment of funds and intent by the state to improve UTA and serve people are needed. I'm interested in better service up the Cottonwood canyons but realize that, most importantly, people have to get to work and school fast and efficiently. But, the canyons are extremely popular. I support bus service(no gondola!). Buses can provide a real transportation solution. Wouldn't coordination throughout valley help to move people more efficiently and help solve parking issues? Ski buses from universities might help, contracting empty lots, using UTA vans that sit idle on weekends might be ways to increase ridership and comfort? The current bus situation is packed with people and equipment and hardly seems safe and a reasonable way to travel. Will quality and safety improve? My ski pass includes UTA service, yet the state has resorted to a public/private method of vans/shuttles for a fee. Why are there drivers for this method yet none for UTA?*
- 188 *These plans all look fine to me. I would greatly benefit from better travel time and frequency in the Provo/Orem area. Particularly transit serving areas like 800 N in Orem and Riverwoods in Provo. I also greatly value cycling paths. Cyclists should have their own path that is separated from cars and pedestrians, not just lanes on the road. If these cities had safer bike infrastructure, cycling could become my primary method of travel. I also value walking paths. There are many sections of Provo/Orem that do not feel safe to walk in, either because there are no sidewalks or because the sidewalks are too small and close to high-speed traffic. State Street, 800 N, Center Street, and University Parkway in Orem, as well as University Avenue, 900 E, and 500 W in Provo are examples.*
- 189 *It always amazes me that the UTAH Transit Authority thinks that Utah stops at Ogden. We have NO UTA services in Cache Valley. Even an extension to Brigham City would help. Cache Valley is growing by leaps and bounds. Integrate us into your system!*
- 190 *I'd like to see foxboro drive bus again*
- 191 *I would like to see ski bus service every 15 minutes during the morning and afternoon rush. This might require increasing the fare to \$6 and/or passing a bit more expense on to Ikon Pass holders. I don't think very many skiers will care given the other costs of the sport. and the overall operating expense of driving a vehicle up the canyon. The resorts desperately need more skiers to take the bus. I've found the bus is quite reasonable if I don't have to wait long for it in the cold. The alternative proposed LCC Cottonwood tram will be unsightly for other canyon users and pushes the expense on to local taxpayers, the great majority of whom are not skiers. More frequent bus service is the boring but effective solution. There should also be a bus route to the LCC from the downtown area to avoid long drives to 9000 S. As I recall this was once handled by the 953 route.*
- 192 *Please expand the 205 route to 1130 at night leaving downtown I would be riding this five nights a week. It is really needed to get home. Thank you for considering this.*
- 193 *Increase #4 Bus times to every 15 minutes, instead of every 30 minutes. Foothill Blvd is a busy street and should have increased service times, especially for making connections to other buses which run every 15 minutes.*
- 194 *Has there been any consideration in expanding the 4100s bus all the way to 8400w? With all the new development happening in that area it may be advantageous to have a route there.*
- 195 *The TRAX Black Line from the University to the Airport—using existing facilities and existing equipment—is notably missing from this list. The Black Line would be a home-run for UTA, providing a single connection from the UofU to the entire Frontrunner Network and adding much needed frequency to the stations west of Arena now served solely by the green line. A Black Line would increase ridership of both TRAX and Frontrunner by providing a single-connection, all-rail journey to the UofU from much of the Wasatch Front. Given the current poor connectivity between either the Blue/Green line to the Red Line, ridership is stymied by an unnecessary and inconvenient connection of up to 15 minutes on weekdays and longer on weekends.*
- 196 *UTA needs to address increased recreational demands of Utah communities. New regional parks, new trailheads, and heightened summer and winter recreational demands must be met by increased bus service. Salt Lake City alone is building more parks and trailheads, let alone other communities along the Wasatch. UTA needs more competitive pay to attract drivers and support staff. Public transportation is essential to ensuring all citizens, not just the rich, can access recreation in a safe and affordable way. And MORE ski busses. Thanks!*



CHAPTER



COMMENT OR QUESTION:

- 197 *Comment to bus lines 821/822
In general, I think the cutting of bus line 822 and changing the route 821 will benefit riders from the Payson area by avoiding Springville. During fall and winter semesters the busses are quite crowded (mornings and evenings).
I would still propose one additional change for the new route 821. The streets proposed for this bus route which are south of Springville Walmart are rather narrow, and there is even a traffic circle. It will be difficult to navigate through those streets with a large bus, especially in the winter. Also, Walmart customers will very likely slow down the traffic on these parts of the road in the evenings. This will probably cause major delays. When counting in the additional time that is needed to switch from the UVX buses to 821 (and vice-versa), it will probably take longer to get to BYU or home than it takes now (so far the coordination between the 821 and UVX wasn't so great).
Maybe that proposed route could be slightly changed.*
- 198 *We desperately need more public transportation in west Provo, especially on Geneva Road and 820 N.
Thank you*
- 199 *We need a bus route in this neighborhood to break access barriers for those with disabilities.*
- 200 *very very needed in west Provo*
- 201 *Getting married and it would be useful to get to Provo College*
- 202 *Would be so helpful near Provo College*
- 203 *Needed in W Provo*
- 204 *We support more public transportation in west Provo.*
- 205 *It's hard to walk in the snow in the winter from 5th W to Provo College*
- 206 *Don't walk in the snow for 500 west to Provo College*
- 207 *I support more public transportation on the west side of Provo, to improve community access to transportation and to remove the existing transportation barriers to public transportation for individuals and businesses on the West side of Provo. Many businesses and residents would love to be considered as part of the mobility solutions for the West side of Provo, to improve connections to vital community resources. Many barriers exist currently with the lack of transportation. We would love to have some transportation options available to help the residents on the West side of Provo. Many business and individuals would use a service if it was affordable and available.*
- 208 *Safer for everyone*
- 209 *Safe and better for those that need it for 800 N*
- 210 *Safer advantage for those with out transportation in W Provo*
- 211 *Needed in west Provo to Provo College*
- 212 *West Provo*
- 213 *Provo College*
- 214 *Provo College*
- 215 *W Provo, Provo College*

COMMENT OR QUESTION:

- 216 *Provo College*
- 217 *Provo College*
- 218 *Provo College*
- 219 *Students have asked for a bus stop before!*
- 220 *Students would benefit from bus stop, Provo College.*
- 221 *Would be great in W Provo*
- 222 *Provides student transportation that may not have an option*
- 223 *Would benefit students*
- 224 *It would be great to Provo College*
- 225 *Be a huge benefit in W Provo*
- 226 *W Provo sounds great!*
- 227 *W Provo is a must!*
- 228 *Students at Provo College need this.*
- 229 *Provo College students need it*
- 230 *Provo College students would greatly benefit.*
- 231 *Would like a Provo College bus stop*
- 232 *Good for Provo College students*
- 233 *Good for Provo College students.*
- 234 *Good for Provo College Students or commuters.*
- 235 *Provo College students need it!*
- 236 *Long commute to Provo College, need bus*
- 237 *W Provo needs it*
- 238 *Good for Provo College Students*
- 239 *Provo College needs it*



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COMMENT OR QUESTION:

- 240 *Provo College needs it*
- 241 *Provo College needs it!*
- 242 *Provo College needs a stop for convenience and gas prices are so high!*
- 243 *Provo College needs it*
Provo College needs it!
- 244 *Provo College needs bus for students to attend class.*
- 245 *Provo College needs it*
- 246 *Needed at Provoe College*
- 247 *Needed in W Provo*
- 248 *W Provo needs public transportation!*
- 249 *W Provo needs public transportation!*
- 250 *W Provo needs public transportation!*
- 251 *Provo College and W Provo needs public transportation!*
- 252 *Provo College and W Provo needs public transportation!*
- 253 *Provo College and W Provo needs public transportation!*
- 254 *Provo College and W Provo needs public transportation!*
- 255 *Provo College and W Provo needs public transportation!*
- 256 *Provo College and W Provo needs public transportation!*
- 257 *Provo College and W Provo needs public transportation!*
- 258 *Provo College and W Provo needs public transportation!*
- 259 *Need help with transportation from Orem to Provo College and work UVH*
- 260 *800 N route would be beneficial to a lot of people besides me.*
- 261 *I commute from Ogden to Provo College, this would help greatly.*
- 262 *Would be nice to have Provo College stop*

COMMENT OR QUESTION:

- 263 *Having a bus to Provo College would help save on gas and wear and tear of car*
- 264 *West Provo buses would be beneficial for those traveling from far away.*
- 265 *Provo College stop would help not only me, but those around me.*
- 266 *W Provo buses would help out the community*
- 267 *Provo College and W Provo needs public transportation!*
- 268 *Provo College and W Provo needs public transportation!*
- 269 *Provo College and W Provo needs public transportation!*
- 270 *Provo College and W Provo needs public transportation!*
- 271 *Provo College and W Provo needs public transportation!*
- 272 *Provo College and W Provo needs public transportation!*
- 273 *Provo College and W Provo needs public transportation!*
- 274 *Provo College and W Provo needs public transportation!*
- 275 *It would be nice to have access to public transportation near Provo College*
- 276 *Provo College and W Provo needs public transportation!*
- 277 *Provo College and W Provo needs public transportation!*
- 278 *Hello,
I'm wondering when/if there are plans for more accessible transport in Saratoga Springs. We don't have a bus route and it takes 25 minutes to even drive to Trax. We really need bus service for the city and a way to get to Trax. We have elders who can't/won't drive due to the high amounts of speeders, red light runners and general accidents on Redwood. It's horrible.
At least if we could get a line to the main shopping areas would help. And schools! Students that live under 1.5 mile of their school do not get bus service.
Sincerely,
Patty Brown*
- 279 *On the Ogden Map for the Five Year Service Plan website I noticed the OGX outline is for the current 603 route through downtown Ogden instead of 23rd Street.*
- 280 *In the survey related to the Five Year Service Plan it had a field for suggestions for service needs. A possible flex route area could be in the East Layton area. Starting at Clearfield Station to UT-193, UT-193 to Hobbs Creek Drive, Hobbs Creek Drive to Antelope Drive, Antelope Drive to East US-89 Frontage Road, East US-89 Frontage Road to Oak Hills Drive, Oak Hills Drive to Layton Station, Layton IHC Hospital loop.*



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COMMENT OR QUESTION:

- 281 *Hello,
Thank you for the comment period on the 5-year plan.
I really like what is in this plan. Especially the routes that are going to see increased service frequency. I think that is a great direction to head. I am excited for the OGX to come to Ogden and help convert people to public transit.
One thing that I think should be considered is working with cities and the state to get more bus lanes installed. Busses are often late because of other traffic which is unfortunate but leads people to be frustrated with the bus service. Even though it's the other drivers' fault and not necessarily the bus system. Especially on Main Street/ State Street through Roy to Layton. Is there any way to have one of the travel lanes converted into a bus-only lane? I am sure that would be very helpful to ridership and bus reliability. I know that is a tall task though with getting UDOT to prioritize public transit on their state roads.
I would love to be more involved in advocating for public transit and UTA. I am not sure what resources UTA currently has for that. Having more resources or a hub for the current resources would be awesome. I really like what the social media team does for the rider of the month.
Thanks,
Skyler Fleming*
- 282 *Where there any changes to the paraitansit services for the new UTA plan?
From Jaron Carling*
- 283 *Where in the five-year plan can I find information about the planned UVX stop on 900 East in Provo?
R. Paul Evans*
- 284 *According to the online materials from UTA regarding your updated draft plan, I applaud and strongly encourage your plans to restore service to the Salt Lake County Ski Service (Rtes 953, 972, 994). The lack of a bus route from the northern part of the Salt Lake Valley to Alta is outrageous! I had plans to use the bus this season, but the cutbacks made it too inconvenient and difficult.
This vital service must not only be restored, but serious consideration should be given to improving and innovating the service. A reliable, affordable, eco-friendly and efficient year-round system, with the flexibility to expand as demand increased, would greatly alleviate the traffic issues around the Cottonwood Canyons. Additionally, dispersing ski bus pickup throughout the Salt Lake valley would alleviate chokepoints that the current ski lot structure incurs. With the Cottonwood Canyons traffic at all time highs this ski season, I am very concerned about the toll of thousands of cars on these important watersheds. Also, it is hard for me to understand how the state of Utah openly boasts about its budget surplus, yet it was not able to raise salaries to attract more bus drivers.
I have encountered a surprising number of traffic jams during the summer, especially during Snowbird's Oktoberfest event, with parked cars crowding SR-210. I'd like to see bus service to the Cottonwood Canyons in the summer, to help serve other recreational users, like hikers, mountain bikers and climbers. Operating year round would be a big benefit to help people understand and navigate the bus system and train riders to ditch their cars and embrace transit. Again, it would be great to minimize the number of cars traveling all year round in our natural and watershed resources.
Also, where is the voice of the UTA? With all the media surrounding the Utah Department of Transportation's EIS for Little Cottonwood Canyon, it was difficult to see that UTA was not able to promote itself as one of the final choices, i.e. the enhanced bus service. It was difficult to watch UTA stay silent while private interests made the UTA ski bus look dirty and unreliable. The gondola ad campaign made mass transit look very undesirable at the time when the Salt Lake Valley is on the verge of most needing it. For the public to make a truly informed decision, it is unfair that UTA was muzzled and not able to make its own case for enhanced bus service. In spite of the timing of UDOT's Record of Decision, it is not too late for UTA to make its voice heard. Promoting and encouraging bus service is vital to Salt Lake City's anticipated growth and future success.
As a NYC native, I have experienced the benefits of mass transit in a very populated city. As a past long-time resident of Los Angeles, I have also experienced how being car-centric, with an overabundance of single occupancy vehicles, really hurts the quality of life in a densely populated city. Now that Salt Lake City has become a large metropolitan area, and is quickly becoming a much larger one, now is the time to invest in a more robust transit system. I hope you will continue to find more ways to promote and encourage the use mass transit in Utah.
Thank you for the opportunity to comment.*

COMMENT OR QUESTION:

285 *The five plan goals are fantastic, as well as the additional goals including bus stop amenities! Two requests/comments specific to my family's public transit experience:*

1. *Would love to see an E-W bus on 1300 S connecting to TRAX: west at least to 900 W and east to Liberty park & beyond to Foothill. With a slew of city & university amenities in the foothills (NHMU, Red Butte Garden, Hogle Zoo, This is the Place), we need E-W public transport that can connect folks from downtown and the west side of SLC.*
2. *If the S-line is not going to see expansion north at least as far as Westminster, my wish for Sugarhouse would be tiny electric shuttles on a loop with parking at the perimeter of the small urban area and no cars allowed within. A girl can dream.*
<https://www.govtech.com/fs/study-small-electric-shuttles-ideal-for-last-mile-transit>
Thank you for taking our comments,
allison drinkwater johnson

286 *Hello,*
I meant to post a comment on your five-year service plan but apparently it's too long so here goes. I want to preface this by saying that I am grateful for the UTA and for all you do. It's a privilege to ride the train and not be driving on I-15. Especially during inclement weather.
I recently had a terrible experience. I had parked my car in the Orem station and after the train ride as I was about to ride home I noticed a parking ticket stuck to the windshield for \$50 because apparently I "parked outside lines." While it wasn't my best parking, the car was certainly within the two white lines. Mine was the last car before the spaces ended and the sidewalk began so I wasn't blocking anyone else. There was a car already parked next to me on one side and there was no parking space on the other side.
So I took a picture of my car and talked to one of your employees in Salt Lake Central station who advised me to protest the ticket. His exact words were "\$50 would be a steep ticket for me, worth a day's work. If it seems steep and unfair to you, protest it maybe?" Somehow the ticket was made out to my husband when he wasn't the one driving, and the car has both of our names on the title.
While talking to UTA police it was clear that they want to make the process of "protesting" a ticket as hard as they can for folks, especially folks that work for a living and are on a schedule. They refused to change the name on the parking ticket, and they treated us dismissively with a reassurance that they're "not going to handcuff us and arrest us for a parking ticket." If they treat my husband and I, two college professors that dismissively (we're both BIPOC), I wonder how they treat the poor and the unsheltered folks that come to them for help? We decided to pay the fine and not waste further time.
The point of this story is, while your current routes and initiatives sound good, what steps are you taking to prevent needless criminalization of folks by the UTA police? When they give out unfair gratuitous tickets (not to the giant trucks that spill out of all parking spaces most likely) making it hard for folks to resist/protest? What are you planning to do about UTA police checking tickets and misbehaving with folks, those that don't have tickets, those that didn't "tap correctly," folks whose faces the police don't happen to like? With increasing police presence on stations, with sniffer dogs and weapons, you are certainly disincentivizing my train rides. I am an upstanding citizen who is now afraid of unpleasant police encounters, a reality us BIPOC are all too familiar with. I am sure ticket checks are necessary, but they also open up opportunities for police overreach. Traffic safety is critical, but not wrong tickets issued to wrong drivers, those that weren't even driving. How exactly are you going to deal with this beyond the excuse of "that is the police, we are the UTA?" What do you think?
Thanks,
Dr. Debjani Chakravarty.



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**COMMENT OR QUESTION:**

- 287 *Hi UTA community!
I currently live in Springville Utah, and I was looking at the plans for the future and noticed you were going to move my bus stop 400e/175s to Main Street, and I can totally see why that idea is appealing in theory. But I really hope you guys keep the stops on the side streets like mine. The bus stop I use is already a 15-minute walk from where I live, and moving it to Main Street would make my walk even longer.
Plus Main Street is just not a very pedestrian friendly street, surprisingly. (It's not a bustling Main Street, so I've found that drivers aren't watching for pedestrians. I've almost been hit in a cross walk when it was my turn to go, SO many times.) I like having the bus stops on the less busy side streets. It makes them more accessible to me, and it feels safer. Plus, it's closer to home and I have a condition that makes it so I don't have much energy to walk far.
I know one opinion doesn't count for much, but I rely on the bus a lot and sometimes it feels like people who don't actually rely on the bus systems are the ones who plan them. I hope we can keep our stops over there
Thank you for your time, and for listening! I hope you have a great evening
-Danielle*
- 288 *Hello,
I am very excited for the new 823 bus route and its connectivity! However, I'd like to request that the bus NOT be rerouted from Springville's 400 East to Main Street. I recently moved to Salt Lake but for years I commuted to BYU from my home in east Springville and moving the bus to Main Street would put the bus stop out of reach for my family who still lives in Springville (our most used stop is the one 400 North and 400 East). Thank you for your consideration!
Kimberly Sears*

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COMMENT OR QUESTION:

- 289 *Hey Team!
(I apologize for the length of this email).
I'm excited for the changes planned for my part of the network—especially for the proposed Route 823 running through Springville. A bus line running east-west along 400 S out toward Walmart will be super useful!
However, I'm really embarrassed that I didn't notice until *today* that your draft plan shows the bus route being moved from 400 E in Springville to Main Street (U.S. 89) in Springville. I'm not sure how I missed this when looking at your website previously. This is a change that sounds good at first (who doesn't want transit on their Main Street?) but I think it significantly reduces the walkshed and utility of the route.
I spent all evening measuring walking distances and counting doorways. By my count (measuring half a mile from where I estimate bus stops would be located) moving the route to Main Street would add 116 homes (and no businesses) to the half-mile/ten-minute coverage area. Unfortunately, it would also *remove* 932 homes (plus at least 17 businesses) from the coverage area.
Attached is a map showing the 400 N-400 E-400 S walkshed in green, the Main Street walkshed in blue, and the overlapping areas in teal (I apologize I didn't think to make it more colorblind-friendly).
I should also admit that moving the route to Main Street will directly affect me. My wife and I live car-free and when looking for a house we intentionally selected one within walking distance of a bus stop. We are exactly half-mile away and the realignment would make us one mile away.
I also have a number of transit-pilled, car-lite friends and family in town who will be removed from the coverage area if the route is moved to Main Street. When I belatedly discovered the change I alerted all of them, so if you receive a small barrage of emails that might be why. I hope you don't brush them off.
But I'm not trying to be selfish in my advocacy. I do think Main Street would be a bad alignment, and I suspect the proposed move was at least partly misinformed.
I've been in a number of local discussions where friends involved in city government have raised this idea based on the as-far-as-I-can-discover erroneous idea that the bus used to run even further to the east. They say it was shifted west as the center of population in Springville shifted, and should therefore be shifted westward again as the city grows on the west side. But as you can see in the attached map, a westward shift does not increase transit access because the Union Pacific railroad tracks act as a barrier.
In fact, the 823 continuing west along 400 S puts most of the homes on the west side into the coverage area anyway.
Some city leaders and folks in town also think transit on Main Street will allow them to eat their cake and have it too. That is, they're afraid of the boogeyman density and they hope transit will magically make downtown Springville into a thriving urban place without needing to change the land-use ordinances.
I hope that doesn't sound mean-spirited. I know they have good intentions.
The idea of transit on Main Street is an attractive one, and it will be needed someday if our city leaders ever allow the downtown to thicken up. But right now there's little density near Springville's downtown, and all those businesses and destinations are technically within the walkshed already.
If there is strong pressure to have stops closer to Springville's downtown, perhaps 200 E would be a good compromise north-south route that still keeps more homes within the coverage area?
If you have time, I would be happy to chat about this. I know you're already finalizing draft comments, so thank you for taking my (very long) comment into consideration!
Your Fan and Neighbor,
Logan Millsap
UTA Community Advisory Committee Member
(801) 372-0037*
- 290 *My name is Natalie Marvin, I have lived in springville my entire life. I am very excited for the transit plan for springville. I want to implore that you DON'T move the bus route from 400 E to Main Street. 4th east is closer to all my family's homes and is a quieter street/halfway point.*

COMMENT OR QUESTION:

- 291 *I'm very excited for more transit in Springville. I've lived here most of my life and the 823 is desperately wanted and needed. I appreciate all the work you're putting in to get it done.
I would like to request that you don't move the bus route from 400N, 400E, and 400S to just run down Main Street. I use transit exclusively and most of my family and friends live up above Main Street. It's already difficult to visit them. Main Street had some nearby neighborhoods, but is largely dominated by businesses. A large number of the actual residents of Springville are located closer to the mountain. Even going up a few blocks makes all the difference and would benefit me and many I know greatly. Thank you!*
- 292 *Hello,
I am writing regarding the new plan for buses. I'd like to input that I am excited for the 823, I think it's a great addition!
BUT I ask that you do NOT to move the bus route from 400 N-400 E-400 S to Main Street. I and my children ride transit nearly every day and this move would put our home out of walking distance from a bus line. Moving the bus line to Main Street adds only 116 homes into transit line walkable access — but it *removes* over 900 homes from walkable access! Please leave the bus running on 400 E.
Thank you for your consideration,
Denice Gale
1300 E Center Street
Springville, Utah*
- 293 *Dear UTA,
Thank you for your hard work every day, and I really appreciate for your dedicated services. I looked your Five-Year Service Plan. It's a great and I hope people, not only Utahn but also visitors/travelers will use UTA more frequently.
I have one question although I might miss it in your Five-Year Service Plan, or it might be included in improved amenities. Is it possible to have the rest room in central station? It used to be in the north side of greyhound station building, but now this building is locked at nighttime. As far as know, no rest room around the station. I am working at U and using #2 and FrontRunner to Odgen. Sometimes, especially winter season, it's hard to wait half an hour at the station without rest room. I understand it would be very difficult due to the maintenance and security reason. Five-Year service Plan might be able to resolve this issue, i.e., improved frequency, on-time reliability, and connections to other UTA services would allow us to wait less time and not necessary to use the rest room at the station. When I used the rest room long time ago in greyhound station building at nighttime, I still remember I was scared, however, it was good for me at that moment, and I believe that it would be better and more convenient to have the rest room at the station in safe condition. I really appreciate it if you could consider it and thank you again for your services.
Best,
yasuhiro*

COMMENT OR QUESTION:

294 *I wanted to share my experience with the uta. I live in Provo, and have used the front runner several times. I enjoy taking the front runner, because it's better for the environment, it's a better view, and I can multitask while I commute. The down sides with the front runner, is if you miss your train, even by just a few minutes, then you have to wait an hour for the next one. This is a really big drawback.*

One of the most valuable reasons for using the front runner is to get to the airport. However, my experience trying this out was incredibly stressful. On the way to my flight I missed the train and had to wait for the next one, and because the connecting trax train wasn't timed well to transfer to to the airport, I ended up having to take a cab from salt lake central station to make my flight.

On my returning flight I planned to take the public transport home again. This time, I had the same problem, the trax leaving the airport got me to the front runner station minutes after it had just left. I then had to wait for an hour in the dark and cold for the next front runner train. After a flight and just wanting to get home this was miserable. If the trax had left the airport just minutes earlier and coordinated with the timing of the front runner I wouldn't have been in the predicament.

I wish there was a trax that ran express (just airport to front runner) and coordinated the timing between them.

(Really my pie in the sky dream would be able to not have to make the transfer at all, if there were an airport front runner that branched off at mid vale, stopped in Taylorsville, West Valley, and Glendale and then directly to the airport and connected back into the front runner line in North Salt lake.)

But before that I know priority is getting the front runner to have more stops per hour, I would love if it could run every fifteen minutes one day. And please please figure something out to help us utilize the front runner to get to the SLC airport smoothly.

Thanks so much
Naomi



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APPENDIX 3. TRANSIT NEEDS SURVEY SUMMARY

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2023-2027

FIVE-YEAR SERVICE PLAN

Community Survey Results



APPENDIX

Overview



3,224 total responses

Survey translated into English and Spanish



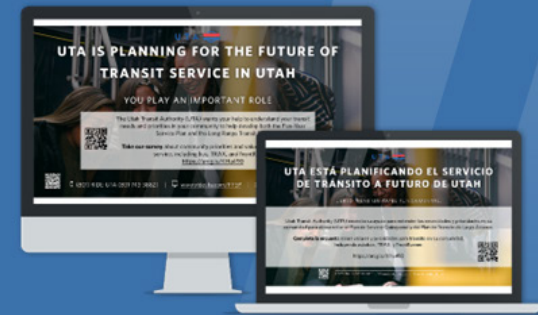
Getting the word out

- Email blasts reached **over 400 people**
- Social media campaign reached over **3,500 people**
- Advertised on **UTA app**



Peak Response Date: **October 27, 2022**

605 responses received that day (19% of total)



Responses



www.rideuta.com/fysp



APPENDIX

Key Themes

RIDERSHIP
AT-A-GLANCE

MAJORITY OF RESPONDENTS (75%) RIDE TRANSIT

- Most ride because it's economical, good for the community/environment, and they don't have to deal with parking



MOST COMMON REASONS WHY RESPONDENTS DON'T RIDE

- Transit is inconvenient
- Doesn't go where they want to go, or transit isn't easy to get to



EXPANDING COVERAGE & SERVICE

- Southwest Salt Lake County (Riverton/Herriman/Bluffdale)
- West Salt Lake County
- Utah County
- Underserved communities



OVERALL IMPROVEMENTS TO FREQUENCY, RELIABILITY, & TRAVEL TIMES

- Also transit stop/station improvements, more partnerships, and faster transition to renewable energy sources
- Free fare



ADDING SERVICE

- Earlier morning and later night service
- More weekend service, esp. on Sundays



SAFETY & SECURITY CONCERNS

- Additional security on all modes of transit
- Visible enforcement of UTA policies
- Lighting, cameras, patrols
- Safety at Park & Ride lots



ADA & OTHER ACCESSIBILITY CONCERNS

- More ADA-accessible bus stops
- Upkeep & maintenance of existing ADA facilities
- More considerations for aging population



TECHNOLOGY & TICKETING

- Make purchasing tickets faster & intuitive
- Add more payment options (tap credit card, Apple Pay, Google Wallet, etc.)
- Accurate, live GPS, incl., updates with detours, construction, etc.



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APPENDIX

Guiding Framework



SYSTEM-WIDE PLANNING

This plan maximizes regional connectivity by emphasizing links between modes and geographic areas.



ALL-DAY SERVICE

More service means more transit available when you need it.



CORE ROUTE NETWORK

A connected network of high-frequency core routes is designed for convenience and efficiency.



EXPANDED HOURS

Earlier and later trips means additional options for a ride home – even if your work, entertainment, or shopping runs late.



TRANSIT EQUITY

Expand access to opportunities through transit



INNOVATIVE SOLUTIONS & NEW TECHNOLOGIES

Innovative transportation zones create opportunities for mobility and connection in areas less amenable to traditional public transit.



SERVICE CHOICES

Working with input from the communities we serve, this plan seeks opportunities to increase frequency and ridership while providing options in coverage areas.



THE PATH AHEAD FOR FUTURE PROJECTS

Exciting new services are coming, and this plan is a step toward them.

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**SURVEY
QUESTIONS**

www.rideuta.com/fysp

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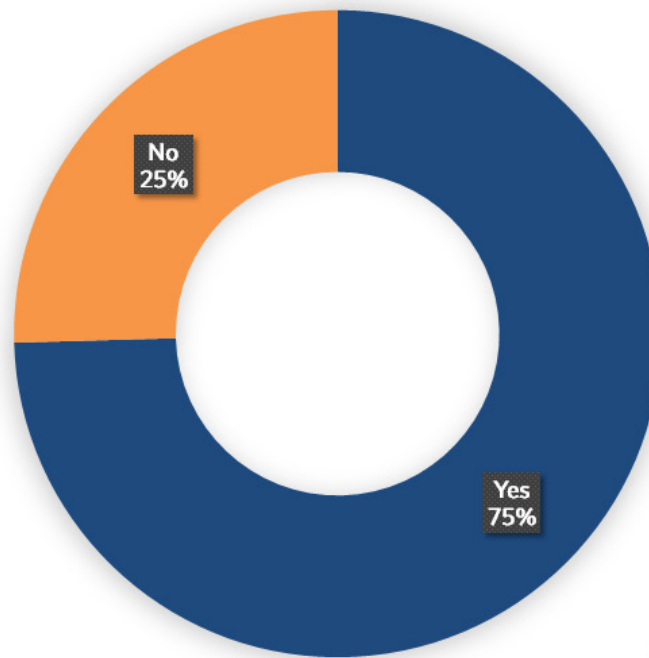
The graphic features a large white circle with a thick blue border, centered on a dark blue background. The text "SURVEY QUESTIONS" is written in bold, blue, sans-serif capital letters inside the circle. In the bottom left corner of the graphic, the URL "www.rideuta.com/fysp" is displayed in white. In the bottom right corner, the letters "UTA" are shown in white, followed by the UTA logo symbol, which consists of a stylized horizontal bar with a circle above it.

APPENDIX



Have you or do you currently ride transit?

MAIN QUESTION



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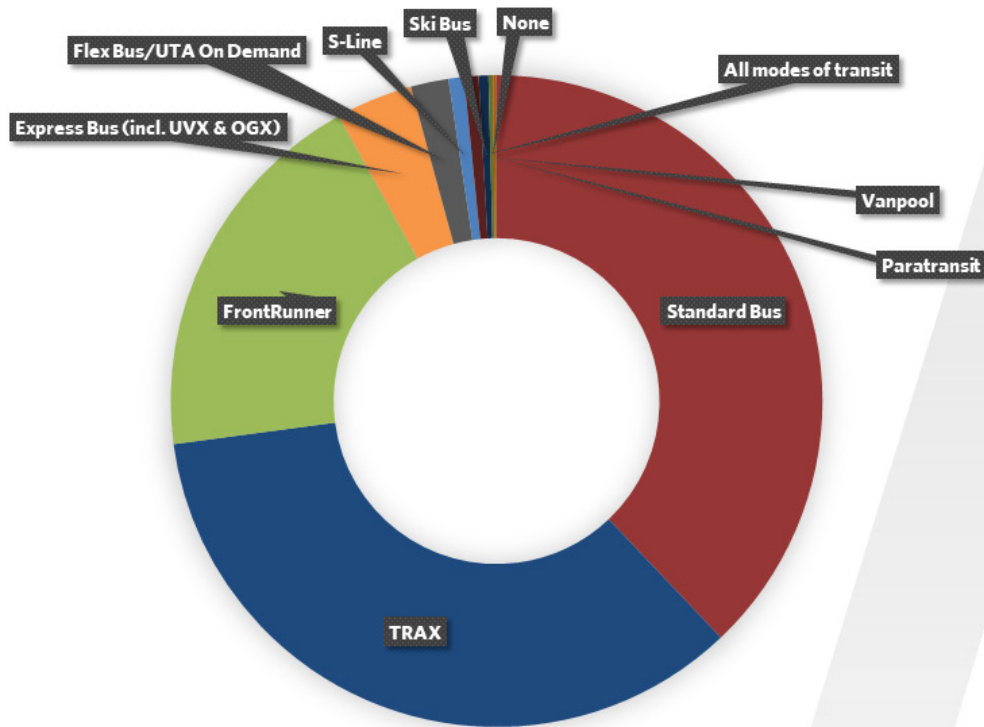


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What UTA services do you primarily ride?

YES, I RIDE TRANSIT



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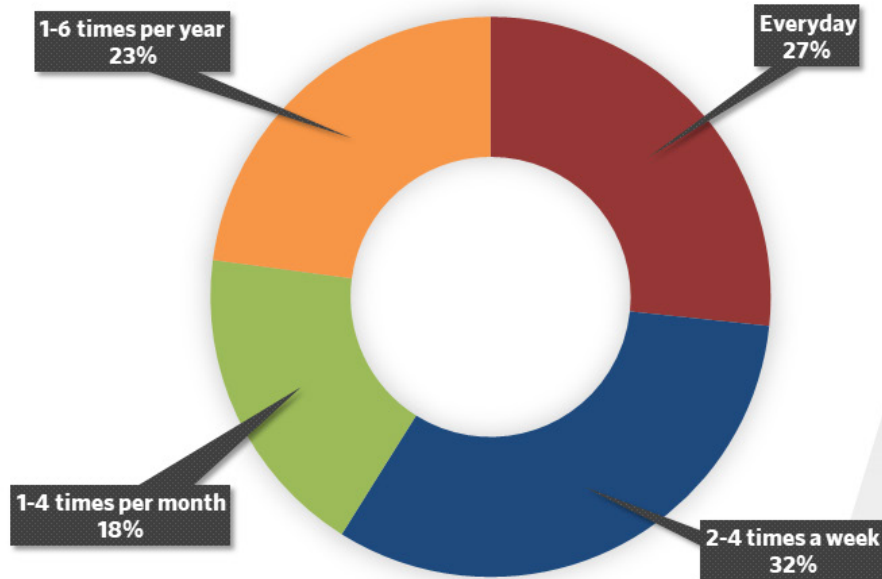


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How Often do you ride?

YES, I RIDE TRANSIT



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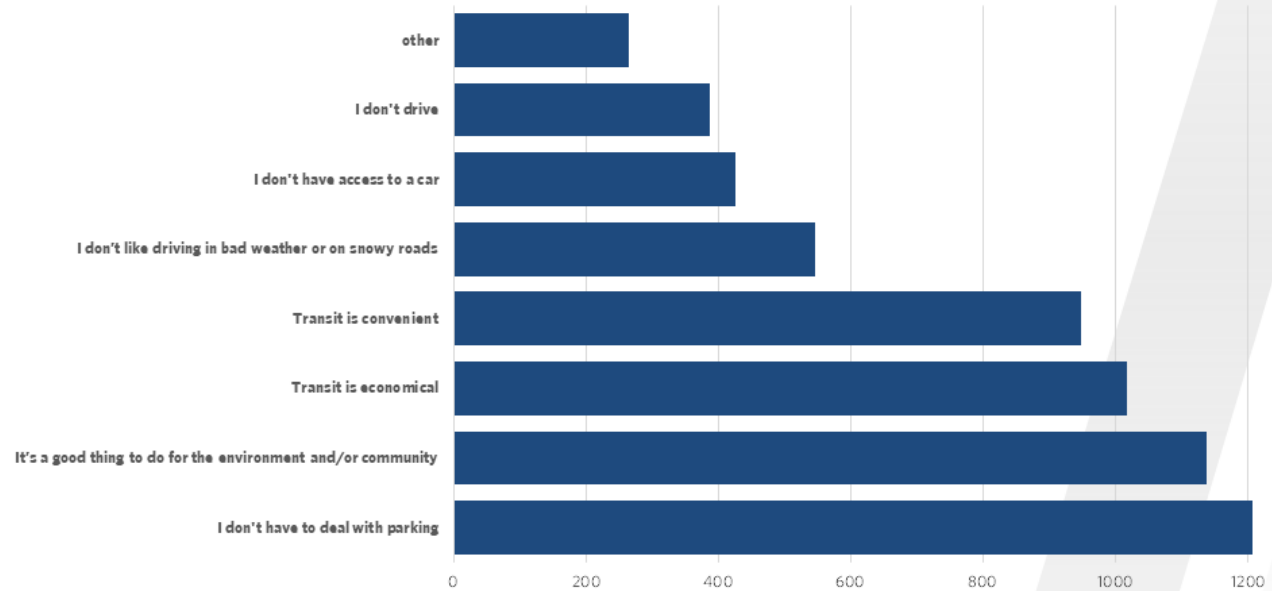


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What are the reasons you ride?

YES, I RIDE TRANSIT



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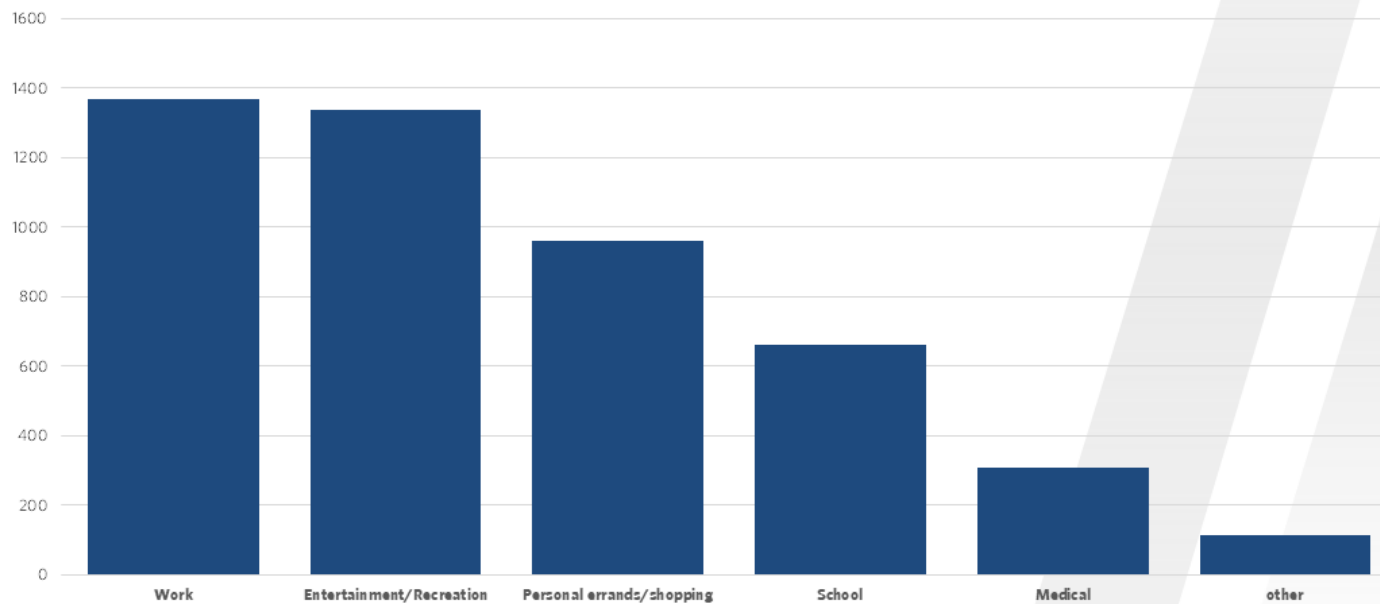


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When you ride what is your trip purpose?

YES, I RIDE TRANSIT



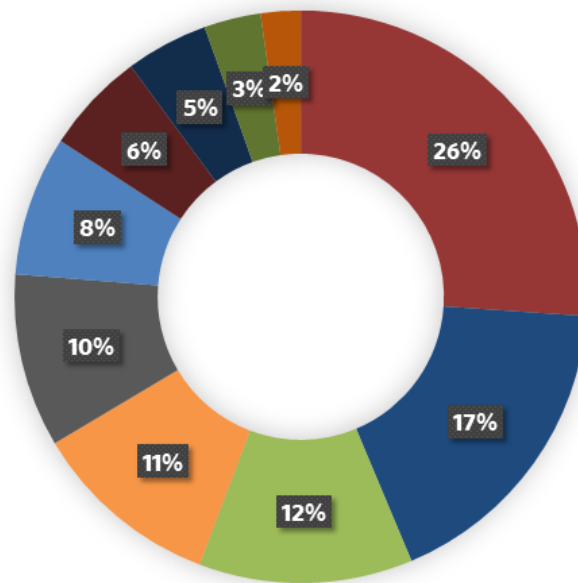
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APPENDIX

YES, I RIDE TRANSIT

How would you prioritize the following potential future improvements to UTA Transit that would encourage you to ride more often or improve your riding experience?



- Increase transit frequency (more buses and/or trains per hour)
- Expand coverage to connect to more jobs, services, and neighborhoods
- Add more weekend service, including Sunday service
- Add later evening service
- Better walking and biking connections between transit stops and nearby destinations
- Add more high-capacity transit
- Provide more connections between
- other
- Add earlier morning service
- Make transit routes faster/shorter travel time between regional destinations

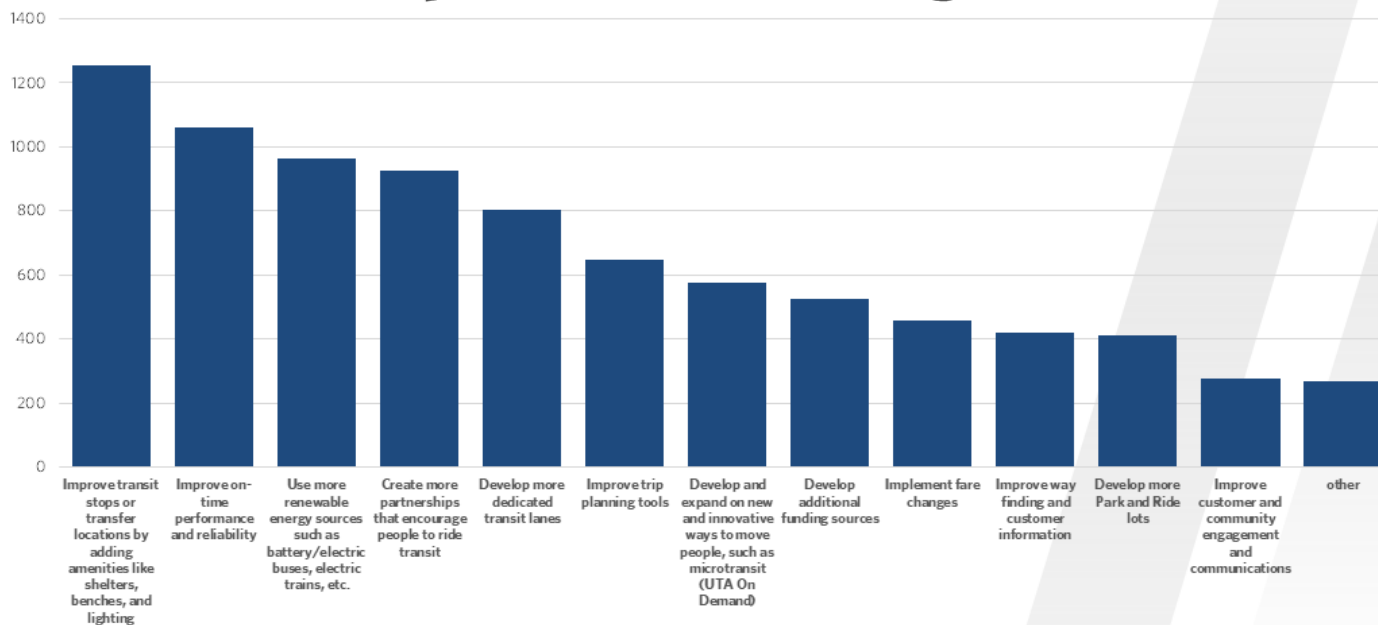
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APPENDIX

Besides service improvements, how would you prioritize other improvements to the UTA transit operations and organization?

YES, I RIDE TRANSIT



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APPENDIX



**“NO, I DON'T
RIDE
TRANSIT”**

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UTA 

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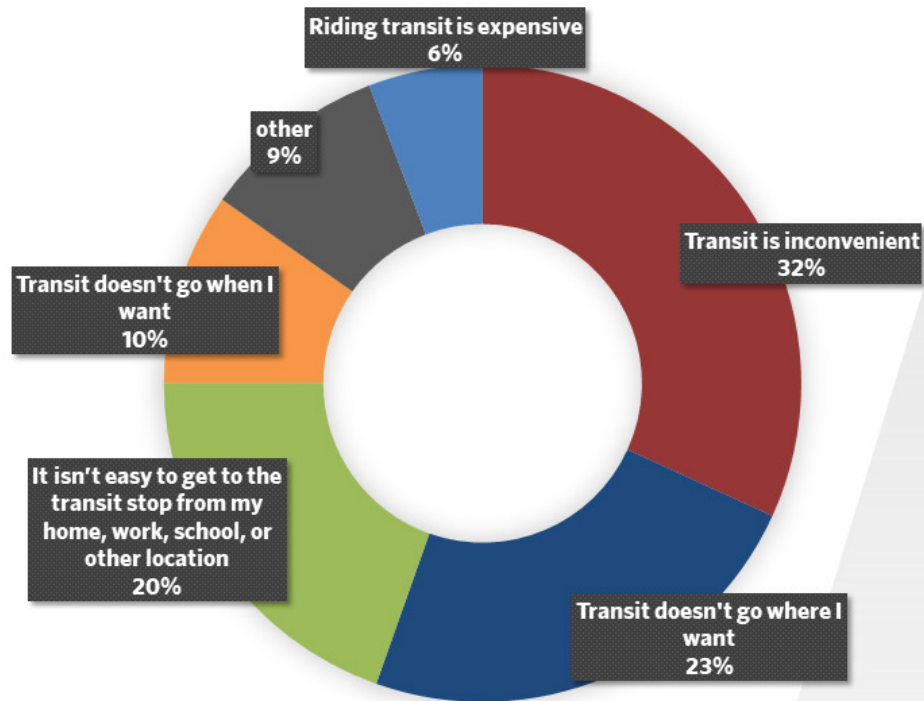
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NO, I DON'T RIDE TRANSIT

Why don't you ride?



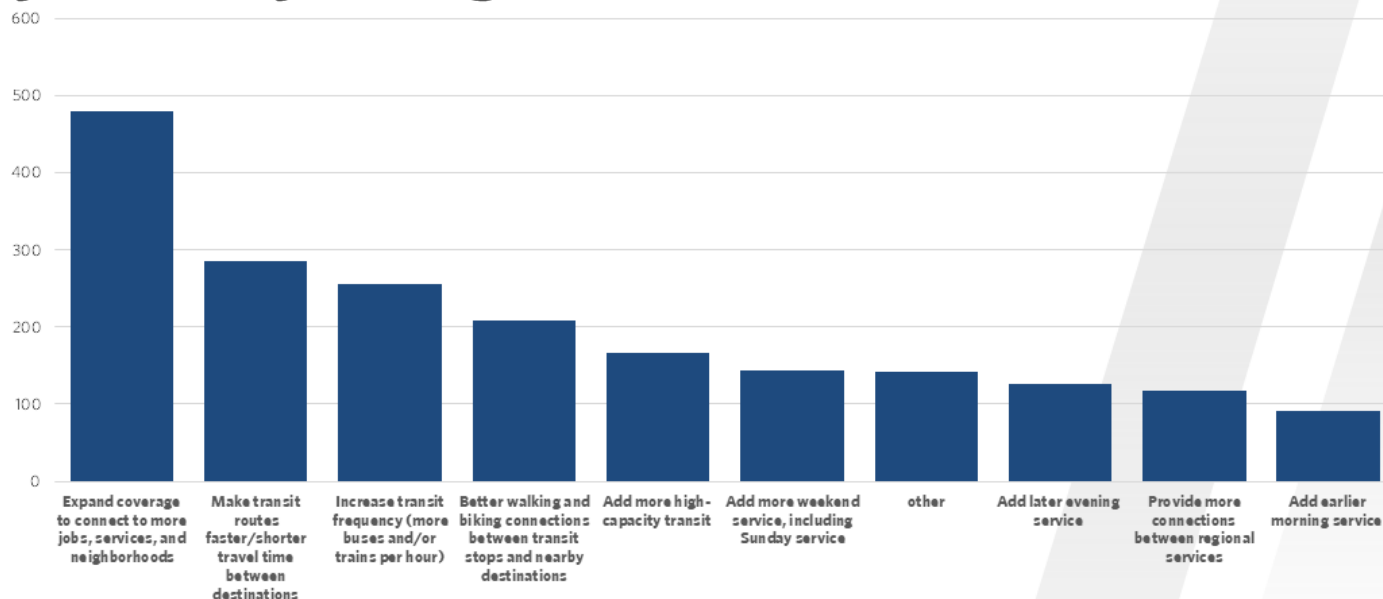
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APPENDIX

How would you prioritize future UTA transit service improvements that would encourage you to try riding?

NO, I DON'T RIDE TRANSIT



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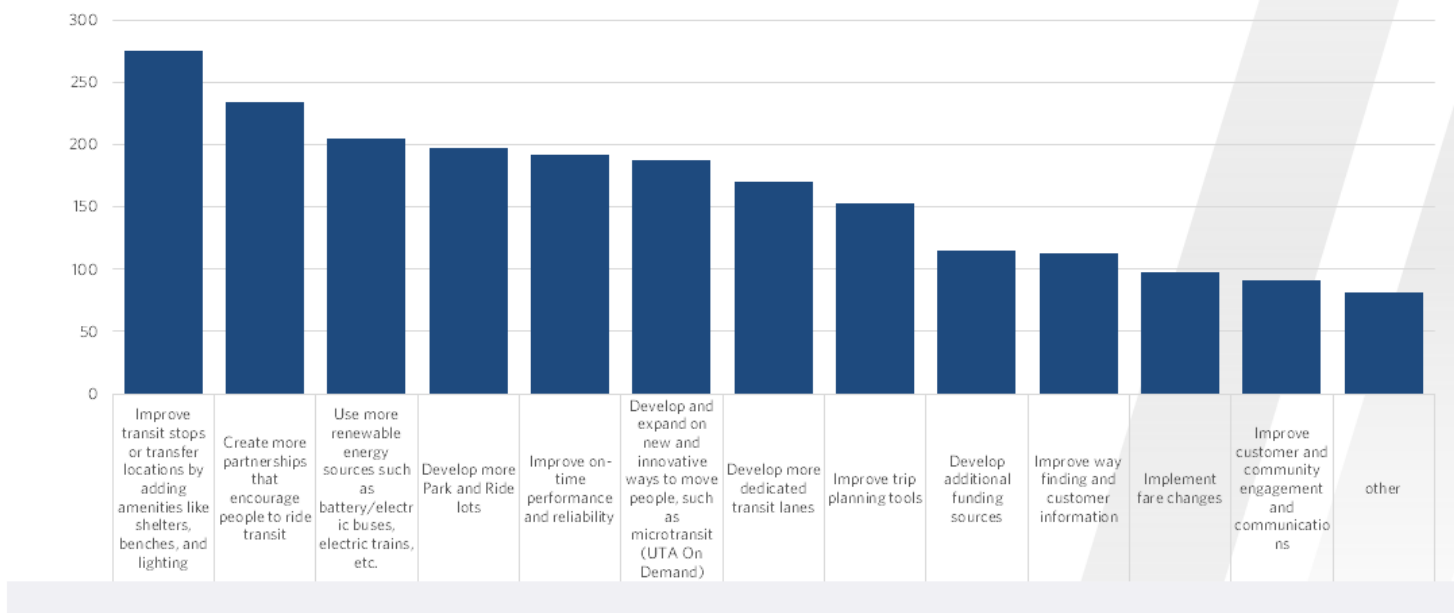


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NO, I DON'T RIDE TRANSIT

Besides route service improvements, how would you prioritize other improvements to the UTA transit operations and organization?



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APPENDIX



NO, I DON'T RIDE TRANSIT

What areas or locations (new or existing) should be considered for UTA service?

Bold: top mentioned places by respondents

- **Southwest Salt Lake County**
- **Salt Lake's West Side**
- **West Bench**
- **Riverton**
- **Herriman**
- **Bluffdale**
- **North Salt Lake**
- **Tooele/Stansbury**
- anywhere
- apartments
- Benjamin
- Big & Little Cottonwood Canyon
- car-dependent areas
- Cache County
- Cottonwood Heights
- Davis
- Daybreak
- downtown
- Draper
- Fairpark
- Fort Union
- Glendale
- Grantsville
- grocery stores
- Heber
- Hill AFB
- Holladay
- industrial/employment areas
- Kearns
- LDS temples
- libraries
- Millcreek
- Murray
- Ogden
- Orem
- Payson
- Popular Grove
- Populated areas
- Provo
- Redwood
- residential areas/suburbs/neighborhoods
- Rose Park
- Salem
- Salt Lake
- Sandy
- Schools & universities
- Sego Lily Dr
- Shops
- SLC Airport
- small towns & outskirts
- Spanish Fork
- Springville
- St George/Cedar City
- Sugar House
- trailheads
- USANA Amphitheater
- Utah County

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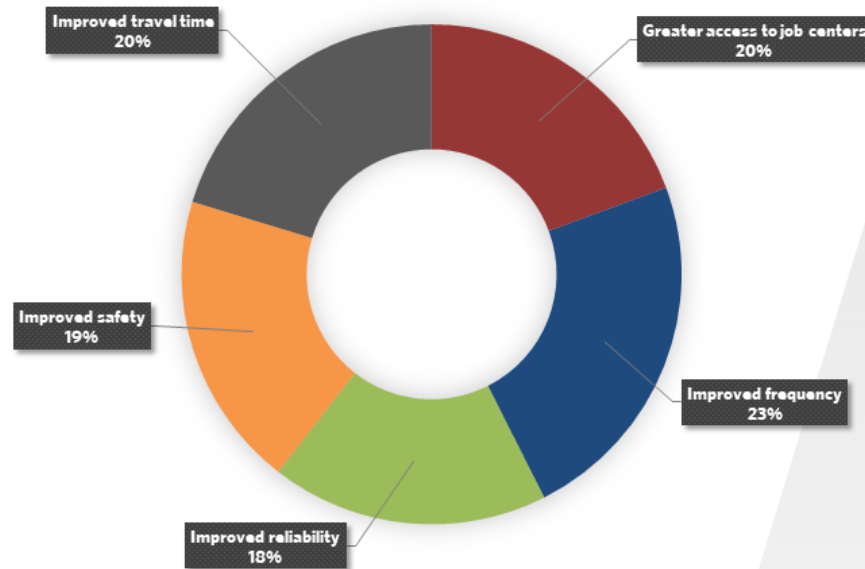


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NO, I DON'T RIDE TRANSIT

What do you value most in transit service?



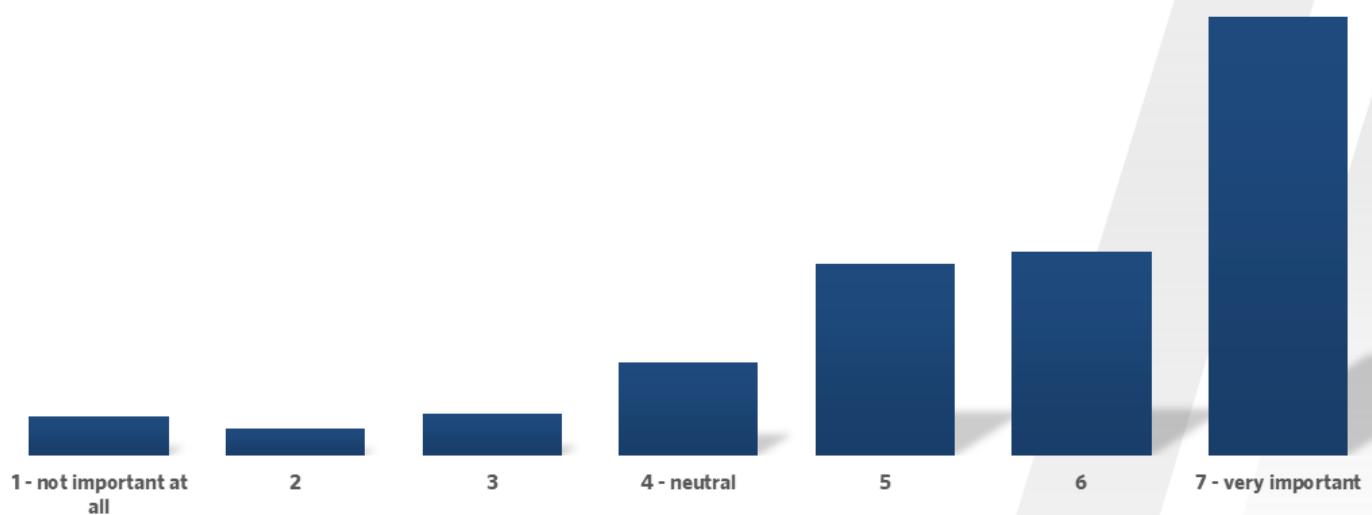
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APPENDIX

On a scale of 1-7, how important is access to transit in your community?

NO, I DON'T RIDE TRANSIT



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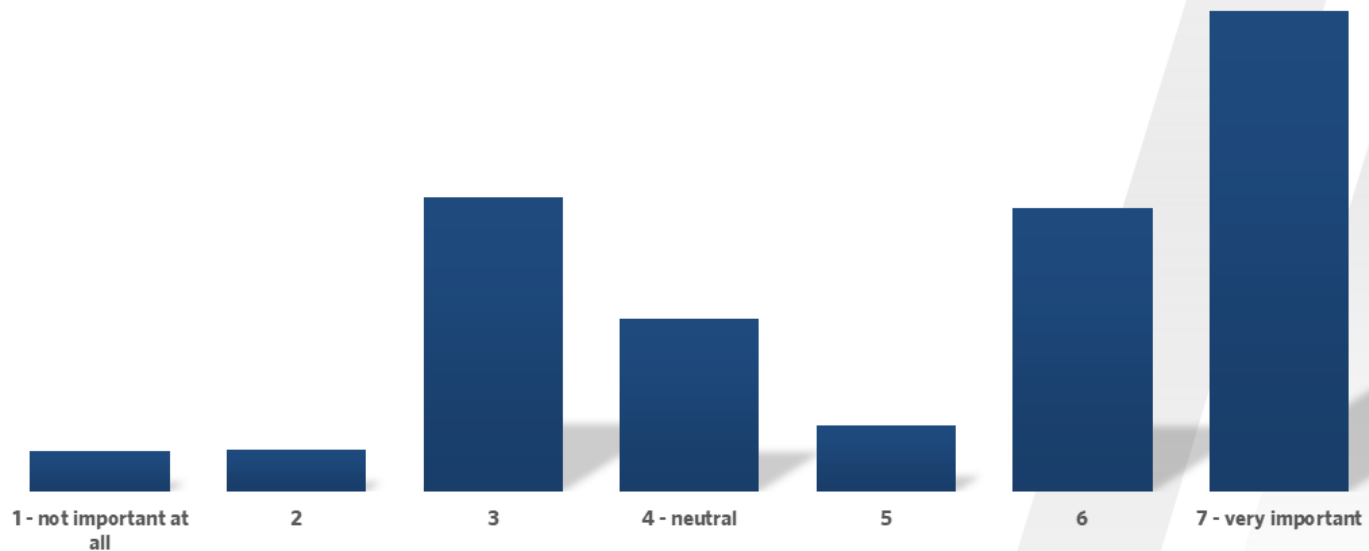


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NO, I DON'T RIDE TRANSIT

On a scale of 1-7, how important is more frequent transit service?



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APPENDIX

On a scale of 1-7, how important is wider coverage of transit service to reach more neighborhoods but less frequent.

NO, I DON'T RIDE TRANSIT



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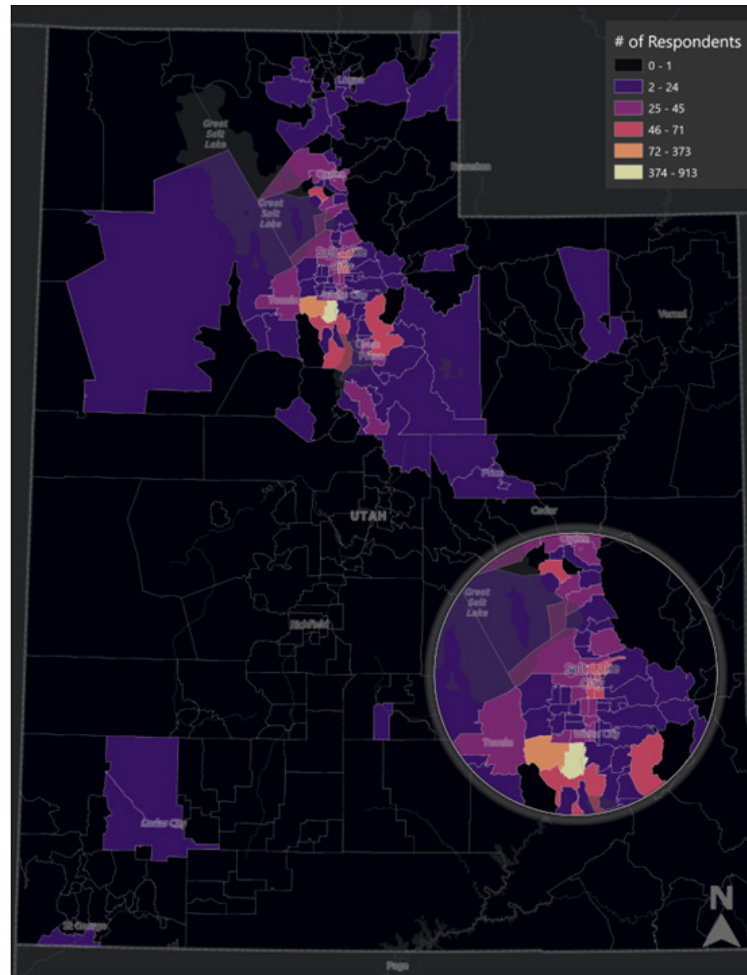


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ALL RESPONDENTS

What is your zip code?

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APPENDIX 4. ANALYTICS & SOCIAL MEDIA TAG PERFORMANCE

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Analytics | Utah Transit Authority
Raw Data

[Go to report](#)

Pages

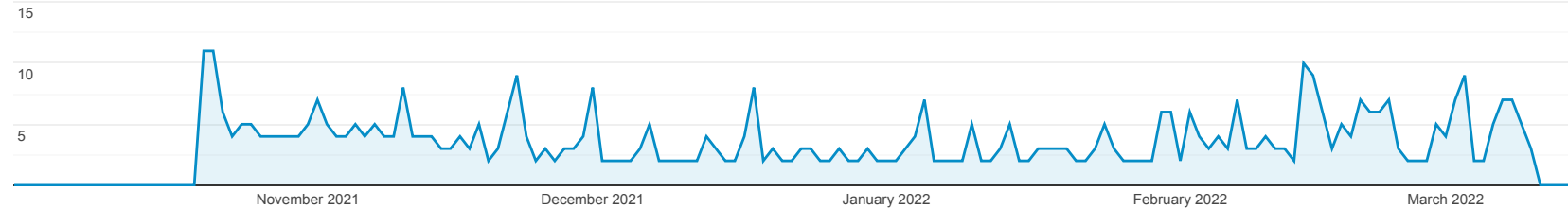
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Oct 1, 2021 - Mar 14, 2022

All Users
0.01% Pageviews

Explorer

● Pageviews



Page	Pageviews ↓	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
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Pages

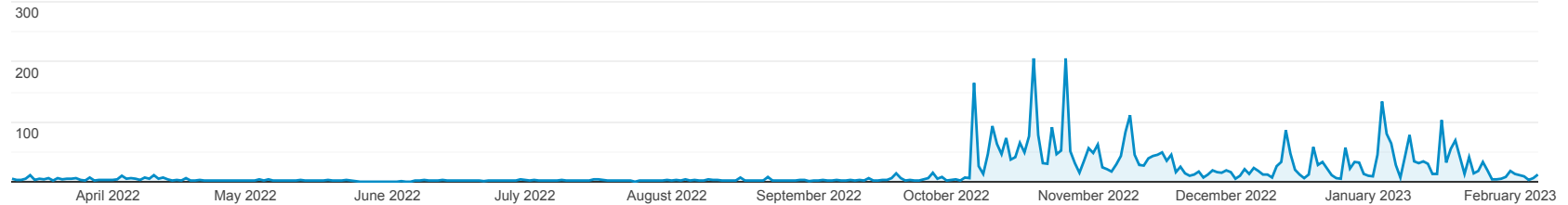
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Mar 11, 2022 - Feb 7, 2023

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Rows 1 - 1 of 1

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APPENDIX



sproutsocial


Tag Performance | 1 of 11

Included in this Report

 @RideUTA

 rideuta

 Utah Transit Authority - UTA

 Utah Transit Authority



Tag Performance

October 1, 2022 - January 31, 2023

Monitor trends and analyze performance of your tagged messages

APPENDIX



Tag Performance | 2 of 11

Volume Summary

View the volume for tagged published posts, sent messages, and received messages during the publishing period.

Tagged Published Posts
24 ↗

Published Post Performance Summary

View your key aggregated tag performance metrics from the publishing period.

Impressions 75,392 —	Engagements 3,465 —	Engagement Rate (per Impression) 4.6% —
Post Link Clicks 993 —		

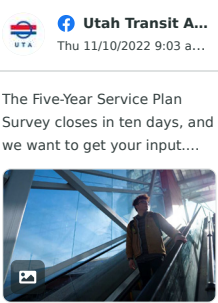
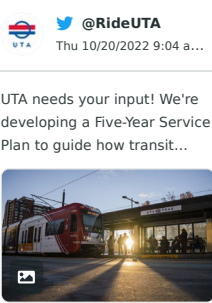
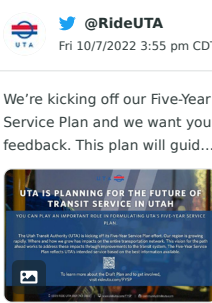


Tag Performance | 3 of 11

Top Posts

View the top tagged published posts from the publishing period.

Descending by Lifetime Engagements

Post	Total Engagements
 <p>Total Engagements 1,096</p> <ul style="list-style-type: none"> Reactions: 72 Comments: 58 Shares: 24 Post Link Clicks: 294 Other Post Clicks: 648 	1,096
 <p>Total Engagements 339</p> <ul style="list-style-type: none"> Likes: 37 @Replies: 2 Retweets: 25 Post Link Clicks: 179 Other Post Clicks: 96 Other Engagements: 0 	339
 <p>Total Engagements 215</p> <ul style="list-style-type: none"> Likes: 19 @Replies: 7 Retweets: 9 Post Link Clicks: 78 Other Post Clicks: 102 Other Engagements: 0 	215

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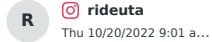

sproutsocial

Tag Performance | 4 of 11

Top Posts

View the top tagged published posts from the publishing period.

Descending by Lifetime Engagements

 <p>Utah Transit A... Tue 1/10/2023 8:02 am ...</p> <p>We update our Five-Year Service Plan every two years to meet the changing...</p>  <p>Total Engagements 194</p> <p>Reactions 12</p> <p>Comments 10</p> <p>Shares 9</p> <p>Post Link Clicks 39</p> <p>Other Post Clicks 124</p>	 <p>Utah Transit A... Fri 10/7/2022 3:55 pm CDT</p> <p>We're kicking off our Five-Year Service Plan and we want your feedback. This plan will guid...</p>  <p>Total Engagements 158</p> <p>Reactions 16</p> <p>Comments 7</p> <p>Shares 8</p> <p>Post Link Clicks 79</p> <p>Other Post Clicks 48</p>	 <p>rideuta Thu 10/20/2022 9:01 a...</p> <p>UTA needs your input! We are developing a Five-Year Service Plan to guide how transit...</p>  <p>Total Engagements 151</p> <p>Likes 144</p> <p>Comments 3</p> <p>Saves 4</p>
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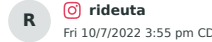

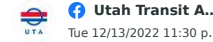
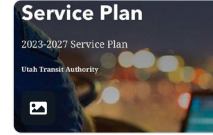


sproutsocial

Tag Performance | 5 of 11

Top Posts

View the top tagged published posts from the publishing period.

Descending by Lifetime Engagements

 <p>rideuta Fri 10/7/2022 3:55 pm CDT</p> <p>We're kicking off our Five-Year Service Plan and we want your feedback. This plan will guid...</p>  <p>Total Engagements 121</p> <p>Likes 104</p> <p>Comments 6</p> <p>Saves 11</p>	 <p>Utah Transit A... Tue 12/13/2022 11:30 p...</p> <p>Our Five Year Service Plan is ready for your review and open for comment! To help...</p>  <p>Total Engagements 112</p> <p>Reactions 12</p> <p>Comments 2</p> <p>Shares 4</p> <p>Post Link Clicks 37</p> <p>Other Post Clicks 57</p>	 <p>@RideUTA Wed 1/4/2023 11:45 am...</p> <p>You can play an important role in determining future transit needs. UTA's Five-Year Servi...</p>  <p>Total Engagements 104</p> <p>Likes 8</p> <p>@Replies 4</p> <p>Retweets 4</p> <p>Post Link Clicks 58</p> <p>Other Post Clicks 30</p> <p>Other Engagements 0</p>
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APPENDIX



Tag Performance | 7 of 11

Published Post & Sent Message Volume

View the volume of your tagged published posts and sent messages based on published date.

Lifetime Published Post Volume, by Month



Outbound Volume, by Tag

Post Totals

Post % Change

Total Volume

24



Tag Performance | 6 of 11

Top Posts

View the top tagged published posts from the publishing period.

Descending by Lifetime Engagements

Post	Total Engagements
<p>Our Five Year Service Plan is ready for your review and open for comment! To help...</p>	103
<p>The public comment period for our Five Year Service Plan wraps up on Monday. Take a...</p>	96
<p>Our 45-day comment period for our Five-Year Service Plan is about to close. We'll be...</p>	92

APPENDIX

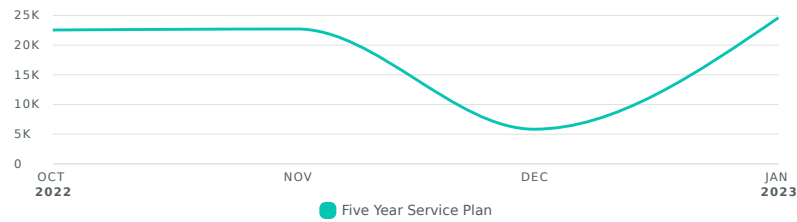


Tag Performance | 8 of 11

Published Post Impressions

View the impressions on your tagged posts based on published date.

Lifetime Published Post Impressions, by Month



Published Post Impressions, by Tag	Totals	% Change
Total Impressions	75,392	—

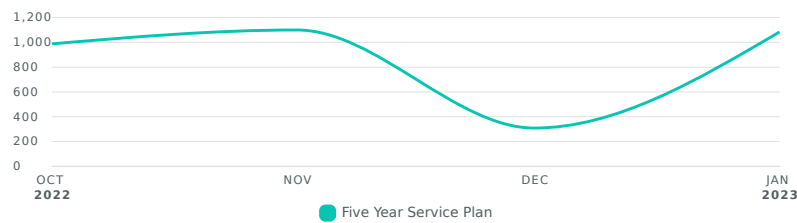


Tag Performance | 9 of 11

Published Post Engagements

View the engagements on your tagged posts based on published date.

Lifetime Published Post Engagements, by Month



Lifetime Published Post Engagements, by Tag	Totals	% Change
Total Engagements	3,465	—

APPENDIX

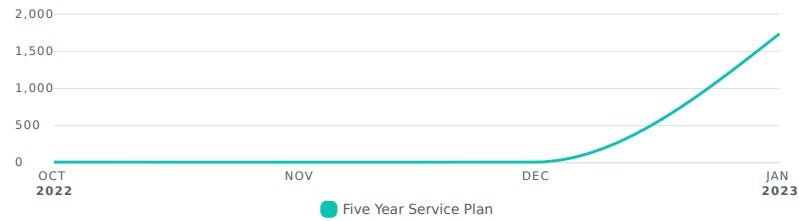


Tag Performance | 10 of 11

Published Post Video Views

View the video views on your tagged posts based on published date.

Lifetime Published Post Video Views, by Month



Lifetime Published Post Video Views, by Tag	Totals	% Change
Total Video Views	1,733	—



Tag Performance | 11 of 11

Tag Performance

Review your aggregate tag metrics from the publishing period.

Tags Aggregate

Tags	Tagged Published Posts	Impressions	Average Reach per Post	Video Views	Engagements	Engagement Rate (per Impression)
Publishing Period Oct 1, 2022 - Jan 31, 2023	24	75,392	3,049.71	1,733	3,465	4.6%
Compare To May 31, 2022 - Sep 30, 2022	0	N/A	N/A	N/A	N/A	N/A
Five Year Service Plan	24	75,392	3,049.71	1,733	3,465	4.6%



2023 - 2027 • FIVE-YEAR SERVICE PLAN