

# **R2024-05-05 - Resolution Approving the Title VI Service and Fare Equity Analysis for August 2024 Change Day**



# **August 2024 Change Day: Final Changes, Public Engagement, and Title VI Resolution**



# Proposed & Final Changes

Proposed Change for August 24	Final Change for August 24
<b>UVX Fare implementation</b>	Regular fare will be implemented on UVX.
<b>Reduced Fare Expanded Income Eligibility</b>	Reduced Fare income eligibility will be expanded to 200% Federal Poverty Level.
<b>FAREPAY 20% Discount Elimination</b>	The 20% discount on FAREPAY will be eliminated.
<b>Fare capping implementation</b>	A new fare capping program will be implemented on FAREPAY, setting a daily and weekly maximum fare.
<b>Routes 39, 201, 218</b>	Routes 39, 201, and 218 will remain at their current level of service for August 2024 Change Day.
<b>Route 606</b>	Route 606 has been suspended and will be permanently discontinued on August 2024 Change Day.



# Public Comment Period Overview

Mode	Comments (#)
Email	18
Mail	0
Customer Service	3
Public Hearing Comment Line	2
Online Comment Form	1,443
Virtual Public Hearing	5
<b>Total</b>	<b>1,471</b>



# Public Comment Period Overview

Engagement Component	Dates	Additional Detail
<b>Public Notice</b>	February 28	A public notice was published on the Utah Public Notice Website with the proposed major changes in English and Spanish.
<b>Public comment period</b>	February 28- March 29	30-day period was required. Public notice was published on the UTA website and the Utah Public Notice Website.
<b>Public meeting (Virtual)</b>	March 13	A public meeting was held virtually over Zoom and included ASL and Spanish language interpretation. A recording was made available following the event in English and Spanish.
<b>Virtual engagement</b>	February 28- March 29	Available throughout the comment period online.
<b>Community Outreach</b>	February 28 – March 29	Efforts were made to engage Utah County communities surrounding the UVX service.
<b>Media &amp; Communication efforts</b>	February 28- March 29	Information on proposed changes was shared widely via multiple avenues.



# Public Comment Themes

- Opposition to fares on UVX
- Fare enforcement/enforcement plan for UVX
- How to pay for UVX service
- Impact to ridership – cost/benefit
- Fares too high, cost/benefit with driving
- Barriers for low-income, youth, disabilities, those unable to drive, unsheltered riders
- Zero fare support
- Air quality/Traffic
- Reduced Fare Program
- Fare Capping and education about the program
- Opposition to 20% discount elimination
- Route 39
- Bus service & frequency
- TRAX & FrontRunner
- Route 606



## Next Steps

- May 22, 2024: Board Meeting
  - Update on public engagement, service plan, fares plan
  - Resolution approving Title VI Analysis
- May-August
  - Community education, outreach, communications
  - Preparation for any planned changes
- August 18, 2024: Change Day
- Information available at [rideuta.com/ChangeDay](https://rideuta.com/ChangeDay)



## UTA and Title VI

- Title VI of the Civil Rights Act requires UTA work to ensure there is no discrimination in the delivery of service or application of fare policy
- UTA reviews the equitability of all major changes
- An analysis is performed to ensure there are no unintended negative impacts on low-income and minority populations
- The analysis is presented to and approved by UTA's Board of Trustees





## Datasets and Analysis Parameters

- Demographic data from the 2018-2022 American Community Survey (ACS) Five-Year Estimates were used to determine who is impacted by the proposed changes
- Demographics of those impacted were compared to the demographics of the service area
- UTA 2019 On-Board Survey (OBS) data was used to determine impact of proposed fare change
- Differences greater than 5% between those impacted by changes and the entire system require further examination and consideration



# August Change Day 2024 Proposed Major Service Changes

August Change Day proposes 4 major service changes

- Routes 39, 201, 218
  - Routes had emergency service reductions in December 2022
  - No longer considered temporary as reductions have exceeded 1 year
- Route 606
  - Temporarily suspended in January 2024
  - Proposed for permanent discontinuation



# Analysis of Proposed Service Changes

- 3 potential findings were identified based on the continuation of service reductions
  - 1 of disparate impact
  - 2 of disproportionate burden
- 2 potential findings were identified based on route discontinuation
  - 1 of disparate impact
  - 1 of disproportionate burden

# Proposed Service Changes: Conclusions

## Continued Service Reduction

- UTA currently has no option for restoring this service due to operator shortages
- UTA evaluated multiple scenarios and the current service reduction was determined to be the option that produced the greatest reduction in staff needs with the least impact to the customer
- UTA is prioritizing the restoration of service to routes 39 and 201 and plans to restore this service in April of 2025

## Service Discontinuation

- Single daily trip serving one specific population that no longer uses the service
- Other service still available in the area



# August Change Day 2024 Proposed Fare Changes

## August Change day proposes 3 fare changes

- 1) Change to eligibility for UTA's reduced fare
  - a) Change from 150% to 200% of Federal Poverty Income Guidelines
- 2) Changes to UTA FAREPAY card
  - a) Removal of 20% per trip discount
  - b) Addition of Fare Capping, including addition of premium day and weekly rate
- 3) Removal of zero-fare on UVX
  - a) Does not include an option to pay fare by cash on vehicle or at most stations



# Analysis of Proposed Fare Changes

- 2 potential findings were identified based on the change to UVX fare policy
  - 1 of disparate impact
  - 1 of disproportionate burden

# Proposed Fare Changes: Conclusions

- **Discontinuing the zero-fare policy on UVX shows a finding of disproportionate burden:**
  - OBS data indicates that a large majority (85%) of UVX ridership is students who would not have to pay a fare due to existing pass programs
  - UTA should take steps to ensure low-income populations continue to have access to UVX services
- **Requiring riders to obtain a non-cash payment method prior to boarding UVX shows a finding of disparate impact:**
  - UTA will develop a plan to place Ticket Vending Machines (TVMs) at the most needed station locations in the future and is developing plans to mitigate the adverse effects of the non-cash requirement
- **UTA has substantial legitimate justification to proceed in order to:**
  - Maintain consistency in fare collection across the system
  - Avoid degradation of service through onboard fare collection
  - Avoid significant costs associated with the immediate purchase and deployment of TVMs



# Recommended Action

(by roll call)

Motion to approve to approve R2024-05-05 Resolution Approving the Title VI Service and Fare Equity Analysis for August 2024 Change Day, as presented

