



# Utah Transit Authority

## Board of Trustees

### REGULAR MEETING AGENDA

669 West 200 South  
Salt Lake City, UT 84101

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**Wednesday, January 29, 2025**

**9:00 AM**

**FrontLines Headquarters**

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The UTA Board of Trustees will meet in person at UTA FrontLines Headquarters (FLHQ) 669 W. 200 S., Salt Lake City, Utah.

**For remote viewing, public comment, and special accommodations instructions, please see the meeting information following this agenda.**

1. **Call to Order and Opening Remarks** Chair Carlton Christensen
  2. **Pledge of Allegiance** Chair Carlton Christensen
  3. **Safety First Minute** Jay Fox
  4. **Public Comment** Chair Carlton Christensen
  5. **Consent** Chair Carlton Christensen
    - a. Approval of January 15, 2025 Board Meeting Minutes
    - b. 2024 Compensation Structure End of Year Report
  6. **Reports**
    - a. Legislative Update and Potential Action on Proposed Legislation Adam Gardiner
    - b. Executive Director Report Jay Fox
      - Executive Director Team Award - Finance School Instructors
      - UTA Recognition - 2024 Transit Riders Choice Award
    - c. Strategic Plan Minute: Building Community Support through Community Service Jay Fox
    - d. Capital Program Report - Fourth Quarter 2024 David Hancock  
Daniel Hofer
  7. **Resolutions**
    - a. R2025-01-04 - Resolution Approving the Title VI Service and Fare Equity Analysis for April 2025 Change Day Megan Waters  
Russ Fox  
Alex Beim
-

**8. Contracts, Disbursements and Grants**

- |    |  |  |
|----|--|--|
| a. | Contract: UTA Retirement Plan Pension Administration Services (Milliman, Inc.)   | Ann Green-Barton<br>Lorin Simpson                    |
| b. | Contract: 2025 Support Fleet Order (Tony Divino Toyota)  | Kyle Stockley<br>Jesse Rogers                        |
| c. | Contract: 2025 Support Fleet Order (Ken Garff West Valley Ford, LLC)   | Kyle Stockley<br>Jesse Rogers                        |
| d. | Contract: Depot District Compressed Natural Gas Fueling Station Operations and Maintenance Agreement (Trillium Transportation Fuels, LLC)                      | Andres Colman<br>Dean Klebenow<br>Christopher Eisert |
| e. | Contract: Geographic Information Systems (GIS) Software (Environmental Systems Research Institute "ESRI")  | Daniel Hofer<br>Sumerset Ellis                       |
| f. | Change Order: Ratification of Traction Power Substations (TPSS) Rehabilitation Change Order #015 -Repair and Replacement of Equipment (C3M Power Systems, LLC) | David Hancock<br>Jared Scarbrough                    |
| g. | Change Order: Ratification of 900 E. UVX Station Design Modification 1 (Horrocks Engineers, Inc.)  | Jared Scarbrough<br>Andrea Pullos                    |
| h. | Change Order: Ratification of Unauthorized Light Rail Vehicle 1137 Roof Repairs through Modification No. 2 (Siemens Mobility, Inc.)                            | Bryan Sawyer<br>Ryan Gardner                         |

**9. Budget and Other Approvals**

- |    |   |                                |
|----|---|--------------------------------|
| a. | TBA2025-01-01 Technical Budget Adjustment - 2025 Operating Budget Move of Rail Parts Supervisors and Clerks from Supply Chain to Rail Departments | Viola Miller<br>Brad Armstrong |
| b. | International Travel to Montreal, Quebec, Canada for Ali Oliver   | Patrick Preusser<br>Ali Oliver |

**10. Discussion Items**

- |    |                          |                           |
|----|--------------------------|---------------------------|
| a. | Service Design Standards | Russ Fox<br>Eric Callison |
|----|--------------------------|---------------------------|

**11. Other Business**

Chair Carlton Christensen

- |    |  |
|----|--|
| a. | Next Meeting: Wednesday, February 12, at 9:00 a.m. |
|----|--|

12. Adjourn

Chair Carlton Christensen

**Meeting Information:**

- Special Accommodation: Information related to this meeting is available in alternate format upon request by contacting [adacompliance@rideuta.com](mailto:adacompliance@rideuta.com) or (801) 287-3536. Request for accommodations should be made at least two business days in advance of the scheduled meeting.
- Meeting proceedings may be viewed remotely by following the meeting portal link on the UTA Public Meeting Portal - <https://rideuta.legistar.com/Calendar.aspx>
- In the event of technical difficulties with the remote connection or live-stream, the meeting will proceed in person and in compliance with the Open and Public Meetings Act.
- Public Comment may be given live during the meeting by attending in person at the meeting location OR by joining the remote Zoom meeting below.
  - o Use this link- [https://rideuta.zoom.us/webinar/register/WN\\_kf6E2HnCRkiONCQ\\_DbnTka](https://rideuta.zoom.us/webinar/register/WN_kf6E2HnCRkiONCQ_DbnTka) and follow the instructions to register for the meeting (you will need to provide your name and email address).
  - o Sign on to the Zoom meeting through the URL provided after registering
  - o Sign on 5 minutes prior to the meeting start time.
  - o Use the "raise hand" function in Zoom to indicate you would like to make a comment.
  - o Comments are limited to 3 minutes per commenter.
- Public Comment may also be given through alternate means. See instructions below.
  - o Comment online at <https://www.rideuta.com/Board-of-Trustees>
  - o Comment via email at [boardoftrustees@rideuta.com](mailto:boardoftrustees@rideuta.com)
  - o Comment by telephone at 801-743-3882 option 5 (801-RideUTA option 5) – specify that your comment is for the board meeting.
  - o Comments submitted before 2:00 p.m. on Tuesday, January 28th will be distributed to board members prior to the meeting.
- Meetings are audio and video recorded and live-streamed
- Members of the Board of Trustees and meeting presenters will participate in person, however trustees may join electronically as needed with 24 hours advance notice.
- Motions, including final actions, may be taken in relation to any topic listed on the agenda.



U T A

# Utah Transit Authority

669 West 200 South  
Salt Lake City, UT 84101

## MEETING MEMO

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**Board of Trustees**

**Date:** 1/29/2025

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**TO:** Board of Trustees  
**THROUGH:** Jana Ostler, Board Manager  
**FROM:** Jana Ostler, Board Manager

**TITLE:**

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**Approval of January 15, 2025 Board Meeting Minutes**

**AGENDA ITEM TYPE:**

Minutes

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**RECOMMENDATION:**

Approve the minutes of the January 15, 2025, Board of Trustees meeting

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**BACKGROUND:**

A meeting of the UTA Board of Trustees was held in person at UTA Frontlines Headquarters and broadcast live via the UTA Public Meeting Web Portal on Wednesday January 15, 2025 at 9:00 a.m. Minutes from the meeting document the actions of the Board and summarize the discussion that took place in the meeting. A full audio recording of the meeting is available on the [Utah Public Notice Website <https://www.utah.gov/pmn/sitemap/notice/966303.html>](https://www.utah.gov/pmn/sitemap/notice/966303.html) and video feed is available through the [UTA Public Meeting Portal <https://rideuta.legistar.com/Calendar.aspx>](https://rideuta.legistar.com/Calendar.aspx).

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**ATTACHMENTS:**

1. 2025-01-15\_BOT\_Minutes\_unapproved



# Utah Transit Authority

## Board of Trustees

### MEETING MINUTES - Draft

669 West 200 South  
Salt Lake City, UT 84101

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**Wednesday, January 15, 2025**

**9:00 AM**

**FrontLines Headquarters**

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**Present:** Chair Carlton Christensen  
Trustee Beth Holbrook  
Trustee Jeff Acerson

Also attending were UTA staff and interested community members.

**1. Call to Order and Opening Remarks**

Chair Carlton Christensen welcomed attendees and called the meeting to order at 9:01 a.m.

**2. Pledge of Allegiance**

Attendees recited the Pledge of Allegiance.

**3. Safety First Minute**

Heather Barnum, UTA Chief Communications Officer, delivered a brief safety message.

**4. Public Comment**

(To view public comment in its entirety, see the meeting video located at [https://rideuta.granicus.com/player/clip/342?meta\\_id=58281](https://rideuta.granicus.com/player/clip/342?meta_id=58281).)

In person comment was given by Doug Rush.

Rush raised questions regarding ski bus service. Chair Christensen requested Rush's questions be addressed by Jay Fox, UTA Executive Director, in a future board meeting.

**Online Comment**

No online comment was received.

**5. Consent**

**a. Approval of December 18, 2024 Board Meeting Minutes**

A motion was made by Trustee Holbrook, and seconded by Trustee Acerson, to approve the consent agenda. The motion carried by a unanimous vote.

**6. Reports****a. Executive Director Report**

- Ridership Update
- Recognition of Rodeo Participants
- UTA Memorial: Lawrence (Craig) Jensen

**Ridership Update**

Kim Shanklin, UTA Chief of Staff, deferred this item and indicated a more comprehensive ridership report will be given to the board in a February 2025 board meeting.

**Recognition of Rodeo Participants**

Kim Shanklin was joined by Patrick Preusser, UTA Chief Operating Officer.

Preusser highlighted the UTA bus “rodeo” competition and recognized the competition winners.

**UTA Memorial: Lawrence (Craig) Jensen**

Kim Shanklin was joined by Patrick Preusser and Dean Klebenow, UTA Manager of Vehicle Performance & Maintenance.

Klebenow memorialized Lawrence (Craig) Jensen, a UTA maintenance supervisor, who passed away in November 2024.

**b. Strategic Plan Minute: 2025 Executive Team Strategic One Page**

Kim Shanklin outlined the UTA executive team’s 2025 priorities.

Discussion ensued. Questions on strategic alignment were posed by the board and answered by Shanklin.

**c. Financial Report - November 2024**

Viola Miller, UTA Chief Financial Officer, participated in the meeting electronically. She was joined by Brad Armstrong, UTA Director of Budget & Financial Strategy; Greg Andrews, UTA Senior Financial Analyst; Eric Barrett, UTA Deputy Comptroller; and David Hancock, UTA Chief Capital Services Officer.

Staff reviewed the following:

- Financial dashboard
- Sales tax revenue
- Sales tax collections by county
- Sales tax growth and passenger revenues
- Full-time equivalent (FTE) staffing
- Operating financial results

- Capital spending by chief office
- Capital year-to-date spending

Discussion ensued. Questions on passenger revenue projections, bargaining unit staffing, turnover targets, operator training graduation rates, administrative vacancies, federal funding status, and capital project delivery were posed by the board and answered by staff.

Shanklin committed to provide the board with additional information on administrative vacancies.

## 7. Resolutions

### a. **R2025-01-01 - Resolution Approving and Reauthorizing the 2024 Public Transit Agency Safety Plan**

Travis King, UTA Director of Safety & Security, summarized the resolution, which approves and reauthorizes the 2024 Public Transit Agency Safety Plan (PTASP). King reviewed the requirements for the PTASP, the approval process, and 2024 updates. He noted the official document will differ slightly from the version presented in the board agenda packet in that it will reflect recent staffing changes at the agency.

Discussion ensued. Questions on the state safety oversight (SSO) approval timeline, PTASP updates (i.e., door openings to no platform), and 2025 PTASP approval timeline were posed by the board and answered by staff.

A motion was made by Trustee Acerson, and seconded by Trustee Holbrook, that this resolution be approved. The motion carried by the following vote:

Aye: Chair Christensen, Trustee Holbrook, and Trustee Acerson

### b. **R2025-01-02 - Resolution Granting 2024 and 2025 Expenditure and Disbursement Authority to Non-Inventory Vendors**

Eric Barrett summarized the resolution, which grants 2024 and 2025 expenditure and disbursement authority to non-inventory vendors and ratifies certain 2024 disbursements that exceeded prior authorization. (Note: Specific vendors and associated disbursements are referenced in the meeting packet.) Barrett corrected three errors on the presentation slides displayed in the meeting:

- Utah-Idaho Teamsters Security disbursement purpose for 2024 and 2025 is "health insurance for employees"
- Utah County Government disbursement for 2025 is \$2,565,910
- The percent increase for 2025 Debt, Government, and Utilities disbursements is 3.25%

Discussion ensued. Questions on bargaining unit insurance budget responsibility and 2024 union dues thresholds were posed by the board and answered by staff. Kim

Shanklin noted several of the disbursements, including union dues, are “employee pass-throughs,” meaning they are paid by employees through the agency.

The motion on this item was revisited and revised for clarity at the end of the meeting. See item 11.b. in these minutes for the final action.

**c. R2025-01-03 - Revised Resolution Setting Compensation for District Officers and Administration Employees**

Ann Green-Barton, UTA Chief People Officer, summarized the resolution, which sets compensation for district officers and administrative employees for 2024. This is the fifth revision of the 2024 compensation structure and adds the following positions: manager of transit-oriented development, project administrator operations and maintenance, and labor relations specialist. Green-Barton noted all three positions repurpose existing headcount.

A motion was made by Trustee Acerson, and seconded by Trustee Holbrook, that this resolution be approved. The motion carried by the following vote:

Aye: Chair Christensen, Trustee Holbrook, and Trustee Acerson

**8. Contracts, Disbursements and Grants**

**a. Contract: Security Guard Services (Allied Universal Security Services)**

Jordan Eves, UTA Manager of Fare Strategy, requested the board approve a \$362,217 contract with Allied Universal Security Services for armed guard protection in fare collection activities. The contract term is January 15, 2025, through February 28, 2029.

Discussion ensued. Questions on fare collection incidents of concern and state contract utilization were posed by the board and answered by staff.

A motion was made by Trustee Holbrook, and seconded by Trustee Acerson, that this contract be approved. The motion carried by a unanimous vote.

**b. Contract: Transit Transportation Investment Program Funds (TTIF) Cooperative Funding Agreement for Sharp / Tintic Project - UTA Local Match (Utah Department of Transportation)**

David Hancock was joined by Tracy Young, UTA Grants Director, and Jared Scarbrough, UTA Director of Capital Design & Construction.

Hancock requested the board approve a \$1,128,843.86 contract with the Utah Department of Transportation (UDOT) for the UTA portion of the local match required on the Transit Transportation Investment Fund (TTIF) funds allocated to the Sharp/Tintic project. The funds will be disbursed to UDOT annually between 2025 and 2028 according to an agreed upon schedule.

Discussion ensued. A question on how the Sharp/Tintic project impacts extending FrontRunner to Santaquin was posed by the board and answered by Hancock.

A motion was made by Trustee Acerson, and seconded by Trustee Holbrook, that this contract be approved. The motion carried by a unanimous vote.

**c. Contract: Transit Transportation Investment Program Funds (TTIF) Cooperative Funding Agreement for Ogden Express (Utah Department of Transportation)**

Jared Scarbrough was joined by Tracy Young and Andrea Pullos, UTA Project Manager III.

Young requested the board approve a contract with UDOT authorizing the receipt of \$4,000,000 in TTIF funds to support the Ogden Express (OGX) project.

Discussion ensued. A question on the funding history was posed by the board and answered by staff.

A motion was made by Trustee Holbrook, and seconded by Trustee Acerson, that this contract be approved. The motion carried by a unanimous vote.

**d. Change Order: On-Call Infrastructure Maintenance Contract Task Order #25-004 - 2025 FrontRunner and TRAX Tamping (Stacy and Witbeck, Inc.)**

Jared Scarbrough was joined by Jacob Wouden, UTA Rail Infrastructure Project Manager.

Wouden requested the board approve a not-to-exceed \$800,000 change order to the contract with Stacy and Witbeck, Inc. for tamping along the FrontRunner and TRAX alignments in 2025. The total contract value, including the change order, is \$6,611,409.

A motion was made by Trustee Acerson, and seconded by Trustee Holbrook, that this change order be approved. The motion carried by a unanimous vote.

**e. Change Order: Mt. Ogden Administration Building Design Services Change Order No. 001 - Bus Parking and Canopy Design (AECOM Technical Services, Inc.)**

Jared Scarbrough was joined by David Osborn, UTA Project Manager III.

Osborn requested the board approve a \$249,504 change order to the contract with AECOM Technical Services, Inc. for the design of a bus parking area and canopy at the new Mt. Ogden administration building. The total contract value, including the change order, is \$1,398,901.

Discussion ensued. Questions on the purpose of the design changes and canopy replacement were posed by the board and answered by staff.

A motion was made by Trustee Holbrook, and seconded by Trustee Acerson, that this change order be approved. The motion carried by a unanimous vote.

**f. Pre-Procurements**  
**- Transit Technical Education Center (TTEC) Building Remodel**

- **Midvale Shop Floor Renovation**

Todd Mills, UTA Director of Supply Chain, was joined by David Osborn.

Mills indicated the agency intends to procure the services listed on the meeting agenda.

Discussion ensued. Questions on the TTEC building remodel scope and budget were posed by the board and answered by staff.

**9. Other Business**

- a. Next Meeting: Wednesday, January 29th, 2025 at 9:00 a.m.

**10. Closed Session**

**a. Strategy Session to Discuss the Purchase, Exchange, or Lease of Real Property**

Chair Christensen indicated there were matters to be discussed in closed session related to the purchase, exchange, or lease of real property. A motion was made by Trustee Acerson, and seconded by Trustee Holbrook, for a closed session. The motion carried by a unanimous vote.

Chair Christensen called for a recess at 10:34 a.m.

The meeting reconvened in closed session at 10:46 a.m.

**11. Open Session**

A motion was made by Trustee Holbrook, and seconded by Trustee Acerson, to return to open session. The motion carried by a unanimous vote and the meeting reconvened in open session at 11:25 a.m.

**b. R2025-01-02 - Resolution Granting 2024 and 2025 Expenditure and Disbursement Authority to Non-Inventory Vendors**

This item was revisited to clarify the intent of the board action. A revised motion was made by Trustee Holbrook, and seconded by Trustee Acerson to approve the resolution with the following revisions:

- Utah-Idaho Teamsters Security disbursement purpose for 2024 and 2025 is "health insurance for employees"
- Utah County Government disbursement for 2025 is \$2,565,910

The motion carried by the following vote:

Aye: Chair Christensen, Trustee Holbrook, and Trustee Acerson

**12. Adjourn**

A motion was made by Trustee Acerson, and seconded by Trustee Holbrook, to adjourn the meeting. The motion carried by a unanimous vote and the meeting adjourned at 11:26 a.m.

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Transcribed by Cathie Griffiths  
Executive Assistant to the Board Chair  
Utah Transit Authority

This document is not intended to serve as a full transcript as additional discussion may have taken place; please refer to the meeting materials or audio located at <https://www.utah.gov/pmn/sitemap/notice/966303.html> for entire content. Meeting materials, along with a time-stamped video recording, are also accessible at [https://rideuta.granicus.com/player/clip/342?view\\_id=1&redirect=true](https://rideuta.granicus.com/player/clip/342?view_id=1&redirect=true).

This document along with the digital recording constitute the official minutes of this meeting.

Approved Date:

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Carlton J. Christensen  
Chair, Board of Trustees



# Utah Transit Authority

## MEETING MEMO

669 West 200 South  
Salt Lake City, UT 84101

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**Board of Trustees**

**Date:** 1/29/2025

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**TO:** Board of Trustees  
**THROUGH:** Jay Fox, Executive Director  
**FROM:** Ann Green-Barton, Chief People Officer  
**PRESENTER(S):** Ann Green-Barton, Chief People Officer

**TITLE:**

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**2024 Compensation Structure End of Year Report**

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**AGENDA ITEM TYPE:**  
Report

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**RECOMMENDATION:**

The 2024 Compensation Structure End of Year Report is provided by way of information to the Board and outlines the jobs that met the parameters in the compensation resolution to be placed in the 2024 compensation structure without Board approval.

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**BACKGROUND:**

One of the duties of the Board of Trustees is to fix the compensation of all district officers and employees by resolution (Utah Code §17B-2a-810; UTA Bylaws Article II, Section 7; and Board Policy 1.3 (III)(C)(1)).

The compensation resolution sets compensation for all district officers and administrative employees and proposes to update the 2024 Salary Structure with additional jobs.

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**DISCUSSION:**

In March, April, July, November, and December 2024, the Board of Trustees adopted the 2024 Compensation Structure as part of resolution R2024-03-05, R2024-04-02, R2024-07-02, R2024-11-01, and R2024-12-07.

The resolution included parameters that authorize the Executive Director and Chief People Officer to place jobs within the compensation structure when the parameters are met. The 2024 Compensation Structure Year End Report outlines the jobs that met the parameters to be placed in the 2024 compensation structure without Board approval.

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**ALTERNATIVES:**

The jobs have already been placed in the 2024 salary structure, as the positions met the parameters allowing management to place them in the structure without Board approval.

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**FISCAL IMPACT:**

This report does not increase approved headcount or existing budget authority. The jobs are a result of job reorganization/reclassification and were included in UTA's 2024 Operating Budget.

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**ATTACHMENTS:**

2024 Compensation Structure End of Year Report

## 2024 Compensation Structure End of Year Report

Job Code	Job Title	Structure Change	Reason for Change	Previous Pay Grade	New Pay Grade
PR2155	Visual Production Assistant	Initial Placement	New Job; Already approved in budget	N/A	13
CL1016	Talent Acquisition Assistant	Initial Placement	Job Changed 50%	F	13
CL3064	Sr Office Spec- CapDsgn&Const	Job Title Change	Title Change	14	14
PR2154	Digital Storyteller	Initial Placement	New Job; Already approved in budget	N/A	15
PR2158	Workers Compensation Adjuster	Initial Placement	New Job; already approved in budget	N/A	15
TL2056	Farebox Equipment Maint Tech	Changed Pay Grade	Job Changed 50%		15
PR3203	Web Content Administrator	Title Change	No Change	16	16
PR2156	NRV Fleet Administrator	Initial Placement	New Job; Already approved in budget	N/A	17
SU2074	Cust Satisfaction & Res Supv	Initial Placement	New Job; Already approved in budget	N/A	17
SU2075	Supv Maintenance (Vanpool)	Title Change	Job Title Change	17	17
TL2058	Video Production Specialist	Title Change	Job Title Change	17	17
SU3004	Maintenance Training Administrator	No Change	Inactive job Re-activated	17	17
PR3163	GIS Analyst	Changed Pay Grade	Job Changed 50%	15	17
SU3054	Sr. Public Information Officer	Initial Placement	New Job; Already approved in budget	N/A	18
SU2076	Records Specialist Supervisor	Initial Placement	New Job	N/A	18
TL2057	Data Governance Engineer	Initial Placement	New Job; Already approved in budget	N/A	19
MG2198	Long Range Strat. Plan. PM	Initial Placement	New Job; already approved in budget	N/A	19
MG2200	Rail Overhaul Project Manager	Initial Placement	New Job	N/A	19
TL2028	Systems Support Analyst III	Changed Pay Grade	Job Changed 50%	18	19
TL3034	Sr IT Project Manager	Initial Placement	New Job; Already approved in budget	N/A	20
MG2199	Strategic Communications Mgr	Title Change	No Change	20	20
MG1962	Manager of Data Analysis	Pay Grade Increase	Job Changed 50%	18	20
MG2047	Mgr Government Relations	Initial Placement	New Job	N/A	20
EX1046	Chief of Staff Exec Director	Initial Placement	New Job; Already approved in budget	N/A	24



# Utah Transit Authority

## MEETING MEMO

669 West 200 South  
Salt Lake City, UT 84101

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**Board of Trustees**

**Date:** 1/29/2025

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**TO:** Board of Trustees  
**THROUGH:** Jay Fox, Executive Director  
**FROM:** Adam Gardiner, Principal, ASG Consulting, INC.  
**PRESENTER(S):** Adam Gardiner, Principal, ASG Consulting, INC.

**TITLE:**

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**Legislative Update and Potential Action on Proposed Legislation**

**AGENDA ITEM TYPE:**  
Report

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**RECOMMENDATION:**  
Informational report for discussion. Make motions regarding UTA positions on Legislation as needed.

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**BACKGROUND:**  
The Utah State Legislature is in session until March 7, 2025. Lawmakers propose and discuss legislation that impacts or is of interest to the Utah Transit Authority.

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**DISCUSSION:**  
UTA's State Lobbyist will give a report on transit-related issues before the Utah Legislature and may make recommendations that the board vote to support or oppose specific proposed legislation.

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**ATTACHMENTS:**  
None



U T A

# Utah Transit Authority

669 West 200 South  
Salt Lake City, UT 84101

## MEETING MEMO

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**Board of Trustees**

**Date: 1/29/2025**

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**TO:** Board of Trustees  
**FROM:** Jay Fox, Executive Director  
**PRESENTER(S):** Jay Fox, Executive Director

**TITLE:**

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**Executive Director Report**

- Executive Director Team Award - Finance School Instructors
- UTA Recognition - 2024 Transit Riders Choice Award

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**AGENDA ITEM TYPE:**

Report

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**RECOMMENDATION:**

Informational report for discussion

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**DISCUSSION:**

Jay Fox, Executive Director, will provide the following:

- Executive Director Team Award - Finance School Instructors (Vi Miller)
- UTA Recognition - 2024 Transit Riders Choice Award (Nichol Bourdeaux, Cindy Medford)



# Utah Transit Authority

## MEETING MEMO

669 West 200 South  
Salt Lake City, UT 84101

---

**Board of Trustees**

**Date:** 1/29/2025

---

**TO:** Board of Trustees  
**THROUGH:** Jay Fox, Executive Director  
**FROM:** Jay Fox, Executive Director  
**PRESENTER(S):** Jay Fox, Executive Director

**TITLE:**

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**Strategic Plan Minute: Building Community Support through Community Service**

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**AGENDA ITEM TYPE:**

Report

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**RECOMMENDATION:**

Informational report for discussion

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**BACKGROUND:**

At the end of 2022, UTA adopted its 2022-2030 Strategic Goals and Objectives. The strategic minute provides an update on one of the five UTA strategic priorities - Quality of Life, Customer Expectations, Organizational Excellence, Community Support, and Economic Return.

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**DISCUSSION:**

Our Community Support pillar is about having our communities tell UTA's story. The Enterprise Strategy Office set an annual target in 2024 to complete 15 service projects across the office. They believe that one way to help communities tell our story is to engage with various communities in service, building relationships and organically sharing UTA's talents with our communities. This strategic minute will highlight the results of their annual target.

**ALTERNATIVES:**

N/A

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**FISCAL IMPACT:**

N/A

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**ATTACHMENTS:**

None



# Utah Transit Authority

## MEETING MEMO

669 West 200 South  
Salt Lake City, UT 84101

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**Board of Trustees**

**Date:** 1/29/2025

---

**TO:** Board of Trustees  
**THROUGH:** Jay Fox, Executive Director  
**FROM:** Dave Hancock, Chief Capital Services Officer  
**PRESENTER(S):** Dave Hancock, Chief Capital Services Officer  
Daniel Hofer, Director Capital Programming and Support

**TITLE:**

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**Capital Program Report - Fourth Quarter 2024**

**AGENDA ITEM TYPE:**

Discussion

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**RECOMMENDATION:**

Informational report for discussion

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**BACKGROUND:**

The UTA Board of Trustees approves UTA capital projects, the capital budget, and the Five-Year Capital Plan annually. The Board has requested regular (at least quarterly) reports on the status of the agency's capital program.

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**DISCUSSION:**

UTA Capital Services staff will update the Board of Trustees on progress of the 2024 Capital Program thru Q4. Updates will include overviews of the 2024 capital budget and spend, anticipated budget activities needed in Q4, as well as highlight progress on two capital projects to date.

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**ALTERNATIVES:**

N/A

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**FISCAL IMPACT:**

N/A

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**ATTACHMENTS:**

N/A



# Utah Transit Authority

## MEETING MEMO

669 West 200 South  
Salt Lake City, UT 84101

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**Board of Trustees**

**Date:** 1/29/2025

---

**TO:** Board of Trustees  
**THROUGH:** Jay Fox, Executive Director  
**FROM:** Nichol Bourdeaux, Chief Planning & Engagement Officer  
**PRESENTER(S):** Megan Waters, Community Engagement Director  
Russ Fox, Planning Director  
Alex Beim, Manager of Strategic Planning

**TITLE:**

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**R2025-01-04 - Resolution Approving the Title VI Service and Fare Equity Analysis for April 2025 Change Day**

**AGENDA ITEM TYPE:**

Resolution

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**RECOMMENDATION:**

Approve Resolution R2025-01-04 Resolution approving the Title VI Service and Fare Equity Analysis for April 2025 Change Day.

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**BACKGROUND:**

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in programs and activities that receive federal financial assistance, such as UTA's transit services. Title VI and FTA regulations require UTA to conduct a Title VI analysis before major service changes, such as a change day, to ensure no discriminatory impact with service and/or fare changes.

In preparation for April Change Day 2025, a Title VI Analysis and Public Engagement effort have been completed in conjunction with the proposed changes described below. In efforts to improve timing of processes at UTA, our major change day is being moved to April annually. Additionally, the first two years of the Five-Year Service Plan will be evaluated for implementation through this Title VI and public engagement process. The 2026 Title VI Analysis and Resolution will be presented later in 2025.

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**DISCUSSION:**

**Public Engagement Overview:**

Staff will outline the public engagement efforts that took place as part of this process. A combined public engagement process for April 2025 and 2026 proposed changes was conducted. A 30+ day comment period was held (49 days total) to collect comments between November 13 and January 1. Additional engagement opportunities were available including thorough information provided on rideuta.com/April change day. A public meeting was held virtually on the evening of November 20. Over 200 official public comments were submitted, and additional community feedback was gathered through participation in community events, presentation to the UTA Community Advisory Committee, and additional partner engagement.

### **Title VI Analysis**

Title VI of the Civil Rights Act requires that UTA work to ensure that UTA’s services are equitably offered and that resources are distributed without regard to race, color, or national origin. Using demographic data from the 2018-2022 American Community Survey, UTA analyzed all proposed major service and fare changes to ensure that these proposed changes would not have a disproportionately negative impact on minority and low-income populations within UTA’s service area.

For April 2025 Change Day, there are 11 major service changes proposed:

- 3 service restorations (Routes 39, 201, & 218)
- 5 new routes/services (Routes 126, 219, 417, 823, IMZ 581\*)
- 2 alignment changes (Routes 627 & 628)
- 1 new rail station (703\*)

*\* These items were analyzed but are not articulated in UTA’s current Title VI policy.*

One major fare change was proposed for April Change Day 2025. Route 628 is proposed to transition from zero fare to regular paid fare. This route has been subsidized through a service agreement with Layton City, but that agreement is not being renewed.

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### **ALTERNATIVES:**

Request Title VI Analysis be revisited

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### **FISCAL IMPACT:**

**Service Fiscal Impacts:** Projected increase of approximately 900K miles per year and approximately 83K hours per year, for an estimated increase in O&M expense of \$6.8M per year.

**Fares Fiscal Impacts:** Projected increase of \$85,000 in fare revenue annually.

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### **ATTACHMENTS:**

Resolution R2025-01-04

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**RESOLUTION OF THE BOARD OF TRUSTEES OF THE UTAH  
TRANSIT AUTHORITY APPROVING THE TITLE VI SERVICE AND FARE  
EQUITY ANALYSIS FOR APRIL 2025 CHANGE DAY**

R2025-01-04

January 29, 2025

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

WHEREAS, the Board of Trustees of the Authority (the “Board”), in keeping with the Federal Transit Administration’s requirements for public transit agencies and Title VI of the Civil Rights Act of 1964 has considered and reviewed the Service and Fare Equity Analysis of the April 2025 Change Day (“Title VI Equity Analysis”) prepared by Authority staff; and

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

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

1. That the Title VI Service and Fare Equity Analysis for April 2025 Change Day prepared by Authority staff, a copy of which is attached hereto as Exhibit A, is hereby approved by the Authority.
2. That the Board hereby ratifies any and all actions taken by the Authority’s Executive Director, staff, and counsel in furtherance of and effectuating the intent of this Resolution.
3. That a copy of this Resolution shall be submitted to the Federal Transit Administration.
4. That the corporate seal be attached hereto.

Approved and adopted this 29<sup>th</sup> day of January 2025.

---

Carlton Christensen, Chair  
Board of Trustees

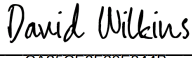
ATTEST:

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Secretary of the Authority

(Corporate Seal)

Approved As To Form:

Signed by:  
  

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CA25CE8F60E344B...  
Legal Counsel

Exhibit A

APRIL 2025 TITLE VI SERVICE AND FARE EQUITY ANALYSIS



# Title VI Service and Fare Equity Analysis

April 2025 Change Day

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## Introduction

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

The following analysis is of proposed changes to be implemented in April of 2025. These changes are being proposed to protect public funds and improve functionality of the system. Though the proposed changes are facially neutral, this analysis, in accordance with FTA requirements, will ensure that these changes will not have a disproportionately negative impact on minority and low-income populations within UTA's service area. If these changes are found to be potentially discriminatory, UTA will take all prescribed and prudent steps to ensure services are equitable and compliant with federal guidelines and requirements.

## Summary of Proposed Service Changes

UTA has analyzed the potential impact of major service changes on low-income and minority populations. The proposed service changes were analyzed based on stops and stations serviced by the impacted route within a one-quarter mile radius for bus and a half-mile radius for bus rapid transit (BRT) and rail stations.

For April Change Day 2025, UTA is proposing multiple service changes, which are listed below.

- 3 routes in Salt Lake County, which had emergency service reductions in December 2022, are proposed to be restored to their previous service levels
  - Routes 39, 201, 218
- Addition of 4 new routes and 1 new Innovative Mobility Zone (IMZ)
  - Salt Lake County: 126, 219
  - Salt Lake and Davis Counties: 417
  - Utah County: 823, 518 (IMZ)
- Changes to route alignments
  - Major changes
    - Davis County: 627, 628
  - Minor changes
    - Davis County: 470
    - Salt Lake County: 217
    - Utah County: 871

In Table 1 below, each service change is classified as being a major change or not. Only major changes will move on to be analyzed for potential disparate impact or disproportionate burden. A definition of what qualifies as a major service change can be found on page 9 of this document.

Area	Route Number	Change Type	Route Minority	Route Low-Income	Minority Difference	Low Income Difference
Salt Lake	39	Service Restoration	38.4%	18.7%	13.5%	4.5%
Salt Lake	201	Service Restoration	32.2%	14.8%	7.3%	0.6%
Salt Lake	218	Service Restoration	27.4%	11.1%	2.5%	-3.1%
Salt Lake	126	New Service	18.8%	7.5%	-6.1%	-6.7%
Salt Lake	219	New Service	18.9%	11.0%	-6.0%	-4.2%
Salt Lake & Davis	417	New Service	53.8%	21.1%	28.9%	6.9%
Utah	823	New Service	29.3%	21.1%	4.4%	10.5%
Utah	581 IMZ	New Microtransit Service*	37.2%	23.0%	12.3%	8.8%
Salt Lake	703	New Light Rail Station*	21.3%	6.6%	-3.6%**	-7.6%**
Davis	627	Alignment Change	25.9%	15.6%	1.0%	1.4%
Davis	628	Alignment Change	30.5%	24.9%	5.6%	10.7%
Davis	470	Alignment Change	Route alignment change is below threshold to be considered a major service change			
Salt Lake	217	Alignment Change	Route alignment change is below threshold to be considered a major service change			
Utah	871	Alignment Change	Route alignment change is below threshold to be considered a major service change			

Table 1. Summary of April 2025 Proposed Service Changes. Items are color coded to indicate if route is above or below system averages for minority and/or low-income populations. Black indicates within system averages, blue indicates above, and orange indicates below.

\* Microtransit service and addition of rail stations are not specifically articulated in UTA's current Title VI Policy.  
 \*\* Light rail station analysis based on 1/2 mile access around proposed new station rather than entire route.

## Summary of Findings for Proposed Service Changes

Prioritization of new service on routes 126 and 219 over restoration of previously reduced service in areas with higher minority and low-income populations results in a finding. UTA is taking steps to restore previously reduced service in other areas before adding more service to areas with limited minority and low-income populations.

Changes to route 628 show potential findings. UTA has provided mitigation to these impacts by realigning routes 627 and 470 to serve portions of route 628 and by providing additional transit access in the area.

## Summary of Proposed Fare Changes

UTA has analyzed the potential impact of fare changes on low-income and minority populations. The proposed fare changes were analyzed based on geographic analysis to assess the potential impacts on low-income and minority populations.

For April Change Day 2025, the Route 628 Zero Fare Midtown Trolley in Davis County is proposed to begin charging regular fare (\$2.50).

Area	Route Number	Change Type	Route Minority	Route Low-Income	Minority Difference	Low Income Difference
Davis	628	Fare Charge	30.5%	24.9%	5.6%	10.7%

Table 2. Summary of April 2025 Proposed Fare Changes. Items are color coded to indicate if route is above or below system averages for minority and/or low-income populations. Black indicates within system averages, blue indicates above, and orange indicates below.

## Summary of Findings for Proposed Fare Changes

Discontinuing the zero-fare policy on Route 628 (Midtown Trolley) shows a finding of disproportionate burden on low-income populations and disparate impact on minority populations. Geographic analysis indicates above systemwide averages for minority and low-income populations.

## UTA Policy and Definitions

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

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

### Definitions

- A. *"Disparate Impact"* refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.
- B. *"Disproportionate Burden"* refers to a neutral policy or practice that disproportionately affects the low-income population more than non-low-income populations.
- C. *"Flex Route"* refers to a route that, upon request, can deviate from its fixed route to provide a curbside pick-up or drop-off of up to  $\frac{3}{4}$  of a mile around the fixed route. Deviations from the fixed route cost an additional \$1.25.
- D. *"Low-income Population"* refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/ transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.
- E. *"Minority Person"* include the following:
  1. American Indian or Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
  2. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
  3. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.

- 4. Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- 5. Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- F. *"Minority Population"* means any readily identifiable group of minority persons who live in geographic proximity.
- G. *"National Origin"* means the particular nation in which a person was born, or where the person's parents or ancestors were born.
- H. *"Ridership Data"* The ridership data is the information gathered through the onboard survey showing the demographics of the people using a fare type and/or riding on a specific route. This data is used when analyzing proposed changes to fares and commuter routes. See below for the current ridership demographic gathered in 2024, by estimated number of trips and by survey respondents.<sup>1</sup>

**WEEKDAY**

<b>Estimated Trips by Low-Income Populations:</b>		<b>Estimated Trips by Minority Populations:</b>	
Total Valid Trips:	82,713	Total Valid Trips:	92,153
Low-Income Population Trips:	45,961	Minority Population Trips:	38,273
Percent Low-Income:	55.6%	Percent Minority:	41.5%
<b>Response Count by Low-Income Populations:</b>			
Total Valid:	10,689	Total Valid:	11,889
Low-Income Population:	5,720	Minority Population:	4,862
Percent Low-Income:	53.5%	Percent Minority:	40.9%

**SATURDAY**

<b>Estimated Trips by Low-Income Populations:</b>		<b>Estimated Trips by Minority Populations:</b>	
Total Valid Trips:	45,581	Total Valid Trips:	51,375
Low-Income Population Trips:	27,553	Minority Population Trips:	22,222
Percent Low-Income:	60.4%	Percent Minority:	43.3%
<b>Response Count by Low-Income Populations:</b>			
Total Valid:	1,160	Total Valid:	1,292
Low-Income Population:	722	Minority Population:	555
Percent Low-Income:	62.2%	Percent Minority:	43.0%

<sup>1</sup> Estimated trips are used for analyses using OBS 2019. Numerical estimates are presented here to a tenth of a decimal but presented as rounded whole numbers in applicable analysis sections.

**SUNDAY**

<b>Estimated Trips by Low-Income Populations:</b>		<b>Estimated Trips by Minority Populations:</b>	
Total Valid Trips:	21,952	Total Valid Trips:	24,022
Low-Income Population Trips:	12,520	Minority Population Trips:	10,892
Percent Low-Income:	57.0%	Percent Minority:	45.3%
<b>Response Count by Low-Income Populations:</b>		<b>Response Count by Minority Populations:</b>	
Total Valid:	419	Total Valid:	454
Low-Income Population:	261	Minority Population:	215
Percent Low-Income:	62.3%	Percent Minority:	47.4%

Table 3: Estimated Trips and Respondents among Low-Income and Minority Populations From 2024 OBS

I. "System Average" The system average is the averages of minorities and low-income persons within the total populus of the geographic regions UTA serves. The present system averages are expressed below in tabular format using 2018-2022 5-year population estimates provided by the American Community Survey (ACS).

<b>Low-Income System Average:</b>		<b>Minority System Average:</b>	
Population:	2,578,140	Population:	2,578,140
Low-Income Population:	364,914	Minority Population:	642,873
Percent Low-income:	14.2%	Percent Minority:	24.9%

Table 4: Low-Income and Minority Population System Averages From 2018-2022 ACS

## Major Service Change

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

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

## Evaluation and Analysis of Service and Fare Changes

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

## Disparate Impact and Disproportionate Burden

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

## Finding a Disparate Impact

1. At the conclusion of UTA's Analysis, if UTA finds a disparate impact on the basis of race, color, or national origin, UTA shall seek to modify the proposed changes in a way that will mitigate the adverse effects that are disproportionately borne by minorities. Modifications made to the proposed changes

must be reanalyzed in order to determine whether the modifications actually removed the potential disparate impacts.

2. If UTA chooses not to alter the proposed service changes despite the potential disparate impact on minority populations, or if UTA finds, even after the revisions, that minority riders will continue to bear a disproportionate share of the proposed service or fare change, UTA may implement the change only if:
  - a. UTA has substantial legitimate justification for the proposed change; and
  - b. UTA can show that there are no alternatives that would have a less disparate impact on the minority riders but would still accomplish the transit provider's legitimate program goals. In order to show this, UTA must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

### Finding a Disproportionate Burden

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

## Analysis of April 2025 Proposed Service Changes

### Routes 39, 201, and 218

These routes had temporary emergency service reductions imposed in December of 2022 due to an operator shortage. These routes are proposed to have service restored to their prior frequencies. Route 39 would be restored to 15-minute frequency, and Routes 201 and 218 would be restored to 30-minute frequency.

### *Conclusion*

Restoration of service to routes 39 and 201 would provide a benefit to areas with high levels of minority populations. Based on service area populations served, the restoration of service on these routes **does not indicate a finding of disparate impact or disproportionate burden.**

### Routes 126 and 219

Routes 126 and 219 are proposed new routes identified as community priorities in Southwest Salt Lake County. These routes would add new 60-minute bus service. Both routes would operate in areas with limited minority populations and Route 126 would also operate in areas with limited low-income populations. Route 126 would serve Salt Lake Community College and Real Salt Lake Academy. It would replace portions of Route 871 in Draper. Route 219 would serve Redwood Road. Implementation of this new service is proposed to occur prior to restoring service on several routes in Salt Lake County which operate in areas with high minority and/or low-income populations that had service reduced during the pandemic, resulting in preliminary findings for these changes.

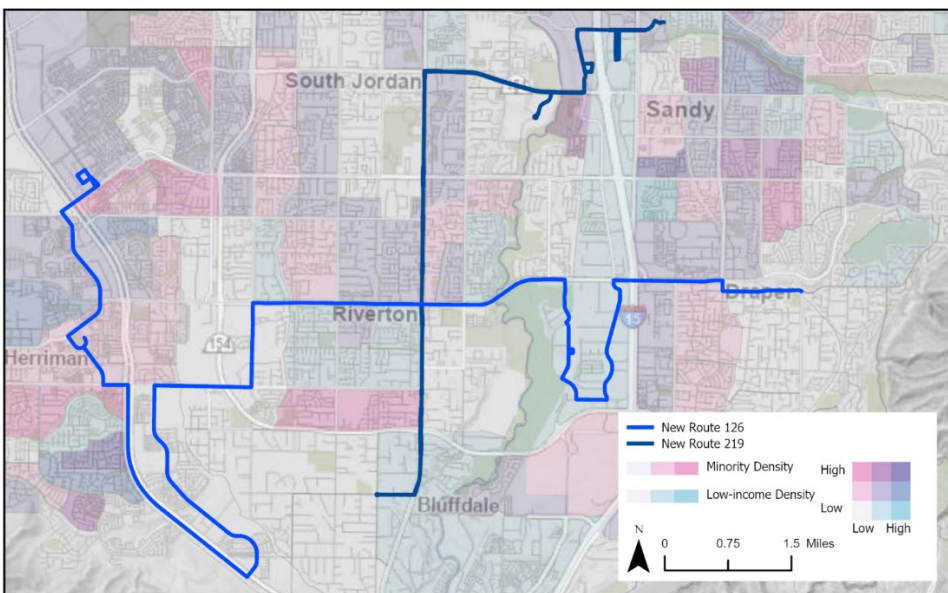


Figure 1: Map of proposed routes 126 and 219

## *Proposed Mitigations*

- 1) UTA is proposing to operate these services at the lowest level (60-minute headways) that it operates service in order minimize the amount of resources used for these services.
- 2) UTA will seek to prioritize restoration of other service reduced during the pandemic in high minority and/or low-income areas prior to further improvements to these routes or in other areas that have limited minority and/or limited low-income populations.

## *Conclusion*

The proposed new Route 126 would serve minority and low-income populations at a lower percentage than the UTA system average (6.1% and 6.7% lower, respectively). The proposed route 219 would serve minority populations at a lower percentage than the UTA system average (6.0% lower).

Prioritization of new service on routes 126 and 219 in areas of low-minority populations over restoration of previously reduced service in areas of high-minority populations indicates a ***finding of disparate impact on minority populations***. Prioritization of new service on route 126 in areas with limited low-income populations over restoration of previously reduced service in areas with high low-income populations indicates a ***finding of disproportionate burden on low-income populations***.

In Salt Lake County, routes 2 (in conjunction with routes 2X and 220 on 200 South), 17, 39, 45, 47, 54, 62, 201, 205, 218, 220, 223, 227, and 248 currently operate at a lower level of service than before the Covid-19 pandemic. These routes were subject to the Title VI process for August 2022 Change Day; while identified as impacts under Title VI, UTA did not restore service on these routes in August 2022. Instead, UTA noted that service restoration was not possible due to labor constraints and committed to improve service on these routes in future Five-Year Service Plans. The adopted 2025-2029 Five-Year Service Plan proposes at least partial restoration or service improvements for all these routes.

UTA believes that there is **substantial legitimate justification** to move forward with implementing these routes in April of 2025. Routes 126 and 219 were also included in the Five-Year Service Plan due to ridership and trip-pattern data from UTA On Demand service in this area highlighting issues with availability of service and on-time performance due to high passenger demand, with routes 126 and 219 (along with modified route 871) specifically designed to connect high-volume destinations within the on-demand service area. These routes were originally proposed to be implemented later in the Five-Year Service Plan; however, due to requests from state and local elected leaders within UTA's service area representing concerns that the area is not currently served by fixed-route transit, including legislation which required UTA to address the needs in these growing portions of our service area, the implementation of routes 126 and 219 were moved forward to April 2025, the first service implementation covered by the Five-Year Service Plan. UTA's Board of Trustees and executive leadership team believe that implementing these routes as soon as possible is an investment in future transit funding and expansion throughout the agency's service area.

To mitigate the equity impact of moving routes 126 and 219 earlier in the implementation timeline, these routes are being introduced at the lowest possible level of service, 60-minute headways Monday through Friday. This is the same level of service as current routes 17, 227, and 248, and is a lower level of service than all the other Title VI-impacted routes described above. Both routes are proposed to not improve service to 30-minute headways until April 2028, which is after restorations or improvements are proposed for all the Title VI-impacted routes described above. UTA Service Planning believes this is the approach that best mitigates equity impacts while relieving potentially damaging political pressure for the agency.

## Route 417

Route 417 is a proposed new route with 30-minute weekday frequency between the North Temple corridor and Woods Cross FrontRunner Station. It was identified as a community priority and would add service to areas with high minority and low-income populations.

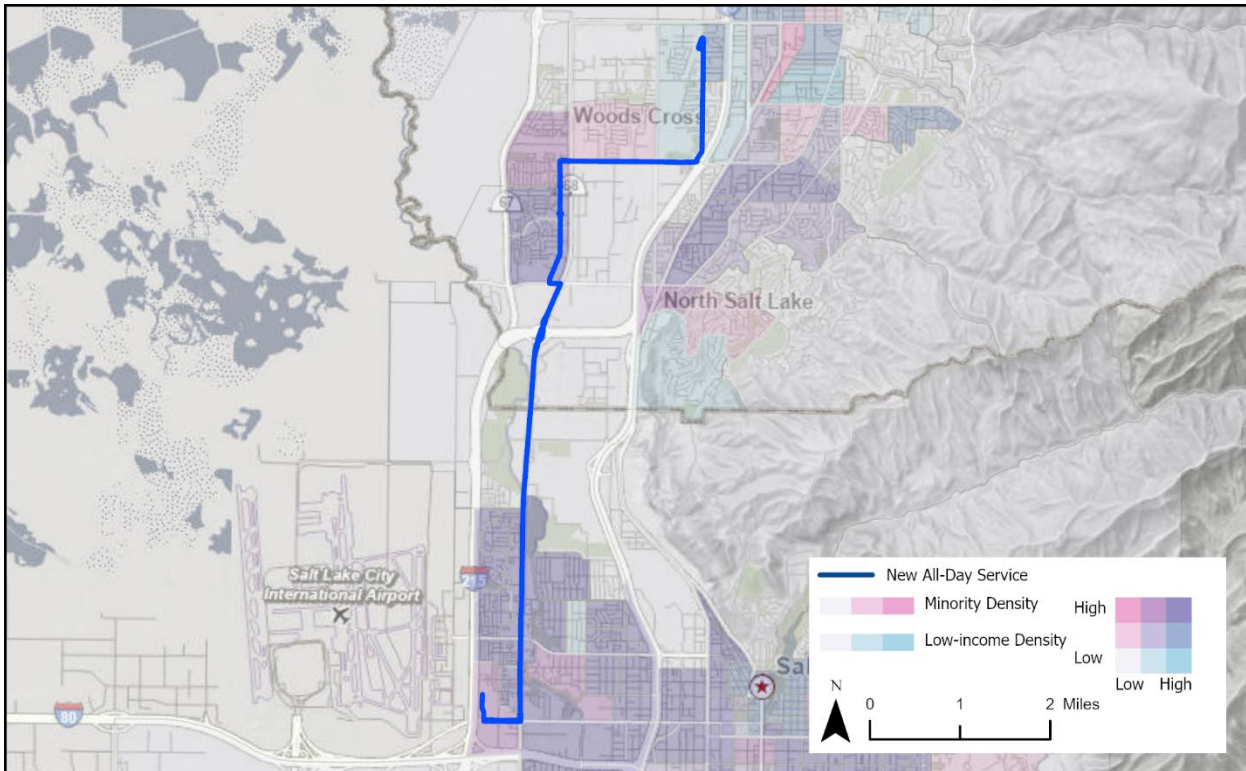


Figure 2: Map of proposed route 417

### Conclusion

The addition of Route 417 would add service in areas with minority and low-income populations at rates of 28.9% and 6.9% higher than the UTA system average, respectively. This indicates ***no finding of disparate impact nor disproportionate burden.***

## Route 823

Route 823 is a proposed new route serving south Utah County. It was identified as a community priority and would add service to areas with high low-income populations. This proposed change is aligned with the goal of implementing the Long-Range Transit Plan.

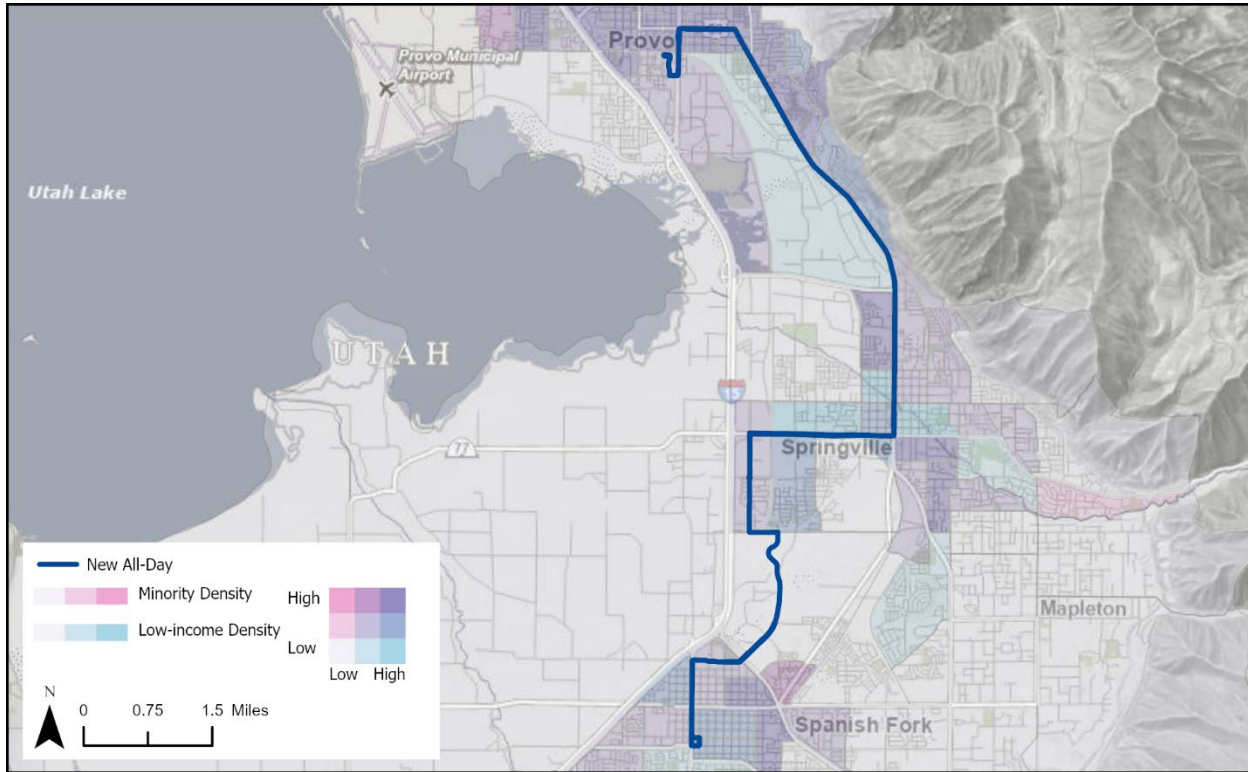


Figure 3: Map of proposed route 823

### Conclusion

The addition of Route 823 would add service in an area with minority populations within system averages (4.9% above) and low-income populations at 10.6% higher than the UTA system averages. This indicates a potential benefit to low-income populations and ***no finding of disparate impact nor disproportionate burden.***

## IMZ 581: West Provo Innovative Mobility Zone

There is a proposed new Innovative Mobility Zone (IMZ) planned for West Provo, including the Provo Airport. This area is proposed to be served by on-demand microtransit service.

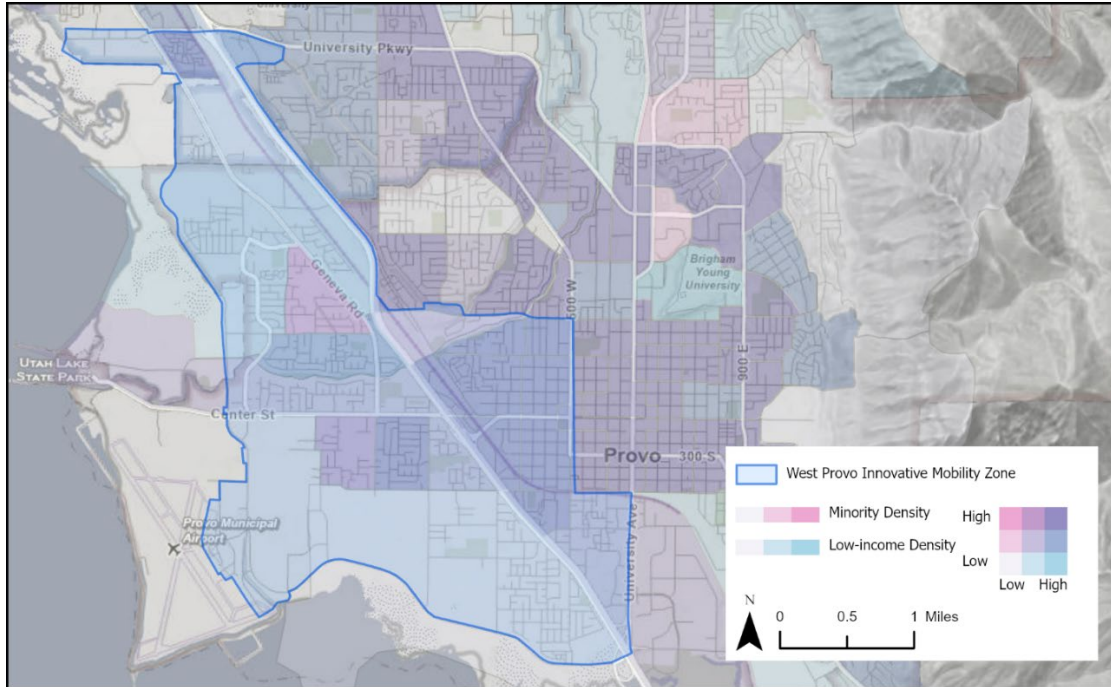


Figure 4: Map of proposed IMZ 581

### *Conclusion*

UTA’s current Title VI policy does not include consideration of microtransit. This new IMZ would add service to areas with higher than system average minority (12.3% above) and low-income (8.8% above) populations.

## Route 703: New TRAX Light Rail Station

There is a proposed new TRAX Light Rail Station planned to begin operations in April of 2025.

### *Conclusion*

UTA’s current Title VI policy does not include consideration of new rail stations. This new station would increase access in areas with minority populations within system average (-3.6% below) and lower than system average low-income populations (-7.6% below).

## Routes 627 and 628

Route 628 is proposed to be realigned to serve Main St between Clearfield Station and Midtown Crossing. It would replace portions of Route 470, and portions of route 470 would be replaced by modified Route 628. Route 628 is proposed to be realigned to serve WSU Davis/NUAMES and Hill AFB South Gate. It would replace portions of Route 627, and portions of it would be replaced by modified Route 470.

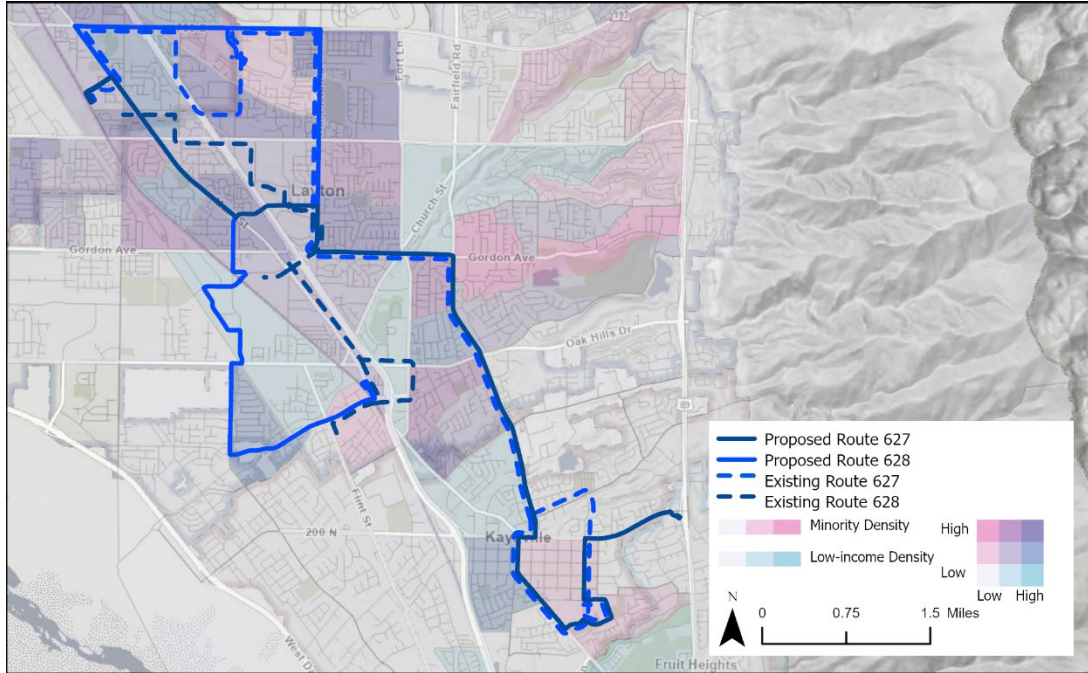


Figure 5: Proposed Route 627 and 628 Alignment Changes

Route 627 is proposed to have a substantial (approximately 50%) change in alignment. Portions of the route will be covered by changes to Routes 470 and 628. As shown in Table 5 below, minority and low-income populations served before and after the change remain similar and the route level populations served continue to be within system averages.

Route 628 is proposed to be nearly completely (approximately 82%) changed from the current alignment. Portions of the current route would be served by changes to Routes 470 and 627 and reduced transit service would still be available via existing Route 640. Some small segments of the existing route would no longer have transit service. The majority of Route 628 would serve new areas. Table 5 below shows that the proposed new Route 628 would serve a greater number of minority and low-income people, although it would reduce the percent of minority and low-income people served compared with the overall population. A small amount of minority and low-income people would lose access to service. However, a larger number would gain access to service on the new alignment.

An analysis of the cumulative effect of the changes to routes 627, 628, and 470 show that minority and low-income populations change by a nominal amount with a small increase in the amount of people served and a small decrease in the relative percentage of people served.

Route Number		Total Population	Route Minority		Route Low-Income		Minority Difference	Low Income Difference
		Number	Number	Percent	Number	Percent		
627	Before	25,686	6,658	25.9%	3,982	15.6%	1.0%	1.4%
	After	21,211	5,090	24.0%	3,856	18.2%	-0.9%	4.0%
628	Before	9,207	2,813	30.5%	2,282	24.9%	5.6%	10.7%
	After	17,303	4,668	27.0%	3,757	21.8%	2.1%	7.6%
	losing all service	438	59	13.6%	13	3.1%	-11.4%	-11.1%
	gaining new service	4,292	622	14.5%	759	17.8%	-10.5%	3.6%
470/627/628 Package	Before	67,983	21,115	31.1%	16,375	24.3%	6.1%	10.1%
	After	69,001	21,136	30.6%	16,456	24.1%	5.7%	9.9%

Table 5: Analysis of Route 627/628 Service Changes

### Conclusion

Route 627: The populations served by both the existing and proposed Route 627 are within systemwide averages for both minority and low-income populations, which indicates **no finding of disparate impact or disproportionate burden**.

Route 628: Based on the populations served by Route 628, the substantial changes to routing and access indicate **a finding of disparate impact and disproportionate burden**. UTA believes that the benefits accrued through the total package of changes in this area provides **substantial legitimate justification** to move forward with the change. Mitigation to the adverse effects of this change would be provided via the modifications to route 627 and 470 as well as new connections provided by modifications to the route alignment.

Cumulative Impact of Changes: The overall impacts of changes in this area result in nominal changes to the amount and percentages of minority and low-income populations served, indicating **no finding of disparate impact or disproportionate burden**.

## Routes 470, 217, and 871

Route 470 is proposed to have a minor realignment in Davis County. A portion of the new alignment is proposed to replace service on realignments of routes 627 and 628. Route 217 has a proposed minor realignment and new terminus at 1460 West to connect to Green Line at Power Station. Route 871 has a proposed minor realignment to serve Sandy Civic Center TRAX Station. A portion of the alignment that would be discontinued in Draper would be served by the new Route 126.

Route	Current Length	Change	Percent Change
470	48.6 miles	5.2 miles removed; 3.5 miles added	10.2%
217	23.0 miles	0.7 miles removed; 1.3 miles added	4.0%
871	13.1 miles	1.6 miles removed; 3.9 miles added	22.7%

Table 6: Proposed Alignment % Changes for Routes 470, 217, and 871

### *Conclusion*

The proposed change to Route 470 impacts 10.2% of the alignment. The proposed change to Route 217 impacts 4.0% of the alignment. The proposed change to Route 871 impacts 22.7% of the alignment. These changes do not exceed a 25% change in route alignment and are not considered major service changes subject to analysis.

## System-Wide Impacts

When analyzing proposed changes, UTA monitors the overall impact that the changes have on the system as a whole. To accomplish this, UTA reviewed the pre- and post-change demographics of those that are within a quarter mile of UTA transit service. This method comprehensively assesses the service changes and ensures that UTA is making changes that are not intentionally making the system inequitable. Table 7 below takes this into account by reviewing the systemwide impacts of April 2025 Change Day proposed changes.

	Population (within ¼ mile)	Minority	Low-Income	Percent Minority	Percent Low-Income
<b>Pre-April 25</b>	1,530,333	429,451	244,388	28.1%	16.3%
<b>Post-April 25</b>	1,552,646	436,105	248,820	28.1%	16.4%

Table 7. System-wide impacts comparison

## Analysis of April 2025 Proposed Fare Changes

### Move Midtown Trolley (Route 628) from Zero to Paid Fare

UTA is proposing to transition from zero fare to paid fare on the Midtown Trolley in Layton, as it is proposed to be replaced with local service (Route 628). This service would mirror the rest of the UTA system at \$2.50 for a regular one-way trip.

Geographic analysis shows that minority populations served by Route 628 are 5.6% higher than overall system averages, and low-income populations served are 10.7% higher than system averages.

#### *Proposed Mitigations*

UTA has a robust Reduced Fare Program and Human Service Program. UTA staff will promote these programs to help riders to gain access to reduced fare rates, if they qualify, by the following:

- 1) UTA Fares staff will contact human services agencies along the route and share details of the programs with them.
- 2) UTA Fares staff will coordinate with the Communications/Marketing staff to implement a marketing campaign targeted at this route to provide information on the changes and on UTA's Reduced Fare Program.

UTA Fares staff will coordinate with Community Engagement staff to plan an event at a location along this route to help minority and low-income riders sign up on-site for reduced fares.

#### *Conclusion*

Geographic analysis shows that minority populations served by Route 628 are 5.6% higher than overall system averages, and low-income populations are 10.7% higher than system averages. Discontinuation of zero-fare on Route 628 shows a ***finding of disparate impact on minority populations and disproportionate burden on low-income populations***.

UTA considered two alternatives to the proposed change. The first alternative is to continue offering zero fare for the route. However, by keeping the route zero fare, UTA would not receive the required revenue to support the operation of UTA services because Layton City will no longer contribute to subsidizing fares. The second alternative considered was to charge a reduced rate. UTA operates a large service area with multiple routes and introducing multiple rates creates a fare system that would be difficult for riders to understand. To facilitate a reduced fare equitably, UTA does offer a reduced rate for individuals meeting specific requirements outlined in the Reduced Fare Program.

UTA has substantial legitimate justification to proceed with the proposal. UTA has legitimate program needs to maintain consistency in fare collection across the system. Fares for this route were subsidized as part of a service contract with Layton City. Because this contract is not being extended, this route will move from zero to paid fare. The decision to charge fare aligns this route with UTA's other bus routes, ensuring consistency across the UTA system.

## **Appendix A – April 2025 Change Day – Public Involvement Report**

The Public Involvement Report follows.



# April 2025 & April 2026 Change Day - Public Involvement Report

Updated 01.06.25

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## Introduction

The Utah Transit Authority (UTA) proposed several service and fare changes for implementation during April 2025 and April 2026 Change Days. These proposals include new routes, realignments, frequency adjustments, and the introduction of a new integrated fare collection system. Among the proposed changes are many major changes, including the transition of zero fare to paid fare service, the introduction of new routes, and the realignment or discontinuation of several existing routes. Additionally, UTA is proposing shifting to electronic fare payment with the replacement of paper tickets and passes by FAREPAY Cards. These updates are designed to enhance service, improve accessibility, and streamline fare payment across the region.

UTA held a 49-day public comment period from November 13, 2024, through January 1, 2025, with multiple opportunities for the public to engage in the input process, including a virtual public meeting on November 20. The comment period was originally scheduled to be 30 days, however, was extended due to a need to better clarify some of the information regarding proposed changes, as well as accounting for multiple observed holidays during this time. This report details public involvement and feedback on the proposed changes.

*NOTE:* the proposals for 2025 and 2026 were combined for the public engagement process, however, change proposals for 2026 will be finalized later than those for 2025. Title VI Analysis and Reporting for April 2025 will be finalized at the January 29, 2025 board meeting; Title VI Analysis and Reporting for April 2026 will be finalized at a later date.

*\*The proposed changes as presented in detail for April 2025 & April 2026 can be found in Appendix 1*

## Part 1: Public Engagement Efforts

### Engagement Overview

Engagement Component	Dates	Additional Detail
Public Notice	November 13	A public notice was published on the Utah Public Notice Website with the proposed major changes in English and Spanish.
Public comment period	November 13 – January 1	30-day period was required. UTA extended it to a 49-day period. Public notice was published on the UTA website and the Utah Public Notice Website. Comments were accepted via email, online form, mail, and phone.
Public meeting (Virtual)	November 20	7 days after public comment period was announced, a public meeting was held virtually over Zoom and included ASL and Spanish language interpretation. UTA staff presented information about proposed changes and answered questions. Registered participants were invited to provide public comments during the meeting. A recording was made available on the website following the event in English and Spanish.
Virtual engagement	November 13- January 1	Available throughout the comment period online, included virtually accessible information and feedback opportunities through the website at <a href="https://rideuta.com/AprilChangeDay">rideuta.com/AprilChangeDay</a> .

## Public Hearing Notice

A detailed public hearing notice was shared on the UTA website (rideuta.com) and on the Utah Public Notice Website in English and Spanish on November 13.

## Virtual Public Meeting

The virtual public meeting was held on Wednesday, November 20th at 5:30pm. The event was held over Zoom webinars. 43 individuals registered for the event and 39 attended the live event. During the virtual public meeting, there were interpreters for Spanish and ASL. A recording of the virtual public meeting was also available for viewing following the events on the UTA Facebook page in English. The English recording is also available on the UTA YouTube channel along with the Spanish interpretation audio only. Engagement with the event on Facebook and YouTube is detailed below:

### Facebook:

- 365 Plays
- 17 Likes
- 0 Comments
- Link to the event on Facebook:  
<https://www.facebook.com/RideUTA/videos/utas-april-2025-and-utas-april-2026-change-day-public-meeting/876209221342413>

### YouTube:

- 784 Views (English Version)
- 83 Views (Spanish Version)
- 49 Views (ASL Version)
- 4 Likes (English Version)
- 3 Likes (Spanish Version)
- 0 Likes (ASL Version)
- 0 Comments
- Link to the event on YouTube:  
<https://www.youtube.com/watch?v=bZVxFMop4t8>
- Link to the event (ASL) on YouTube:  
[https://www.youtube.com/watch?v=kPd2mq\\_rkPQ](https://www.youtube.com/watch?v=kPd2mq_rkPQ)
- Link to the event In Spanish on YouTube:  
<https://www.youtube.com/watch?v=HBwZ0v936SA>

During the virtual public meeting, several themes emerged based on attendee comments and questions.

- Request for more information about the data on paper transfers for the public
- Opposition to the removal of paper transfers and cash payments
- Equity and accessibility concerns related to fare collection
- Desire for communication on when the proposed fare changes will be implemented and how the public will be notified, especially those who may not have access to social media
- Desire for UTA On Demand expansion

## Communications & Public Information

Information on proposed changes was shared widely via multiple avenues, including the website; advertisements through Bonneville Communications; a banner in the Transit App; service alerts; UTA's social media platforms, including Instagram, Facebook, LinkedIn, and Twitter communication channels; along with other media placements.

Detailed information was shared via UTA's website, including a comment form. A carousel on the main page directed the public to detailed information on the proposed changes at [rideuta.com/AprilChangeDay](https://rideuta.com/AprilChangeDay), as well as a banner in the Transit App. Information about the public hearing was also included on the public hearings page of the UTA website.

**\*A media summary for April 2025 & April 2026 and Change Day Public Engagement can be found in Appendix 2**

## Community Outreach

UTA’s Community Engagement Department implemented additional targeted outreach efforts to ensure key audiences were aware of the opportunity to provide public comment and were informed of the proposed changes to service and fares. During the public engagement period, these additional approaches to understand public feedback around change proposals were implemented:

- Larry H Miller Season of Service: Community resource fair serving low income and unhoused individuals on November 25, 2024\*
- UTA Community Advisory Committee meeting, December 6, 2024 - Presentation and discussion on Change Day proposals\*
- Key Community Partner Discussions\*:
  - SLC Homeless Resources
  - Molina Healthcare
- Stakeholder email communication – city and community contacts were emailed in mass regarding change day proposals and public comment opportunity
- Mailers – focused on new routes, in efforts to give surrounding community sufficient notice
- Canvassing – to support mailing efforts around critical route changes (new routes, zero to paid routes)

\*Themes that emerged through the targeted community outreach at the Season of Service resource fair, Community Advisory Committee meeting, and key community partner discussions, mirror the themes from the public comment. Staff heard support for expanded and more frequent transit service; concerns regarding fare changes and ensuring accessibility for communities, particularly vulnerable communities (emphasis on electronic, reduced fare, transfer slips); questions regarding implementation of fare changes; as well as feedback requesting education campaigns.

**\*Summaries from each of these three outreach approaches can be found in Appendix 3**

## Part 2: Public Comment Analysis

### Engagement by the Numbers

Mode	Comments (#)
Email	7
Mail	0
Customer Service	1
Public Hearing Comment Line	1
Survey	204
Virtual Public Hearing	8
<b>Total Comment Submissions</b>	<b>221</b>
*A comment shared on the public hearing comment line was also shared via survey, so it will only be counted once.	

### Public Comment Overview

A total of 221 comment submissions were received during the 49-day comment period for April 2025 & April 2026 Change Day. Most comment submissions contained multiple individual comments due to the online comment format.

The comments from UTA riders and the community reveal a strong support for new and improved routes, particularly the 417 bus and Route 126, which enhance access to schools, employment, and key community locations. Commenters expressed hope for increased frequency on these routes, especially during peak hours. Concerns about the proposed fare changes, particularly the shift away from cash payments to a fully electronic FAREPAY card system, are prevalent. Many commenters fear that this change could disproportionately impact low-income individuals, seniors, and those without access to digital banking or internet services. The elimination of paper transfers is also seen as a significant barrier, particularly for those who rely on cash payments or need flexibility. As a result, several riders have called for solutions that maintain transfer options or reduced fare policies for cash-paying passengers.

There is a clear concern about equity, with multiple riders asking UTA to consider how these changes will affect marginalized groups, such as the unbanked or those without access to smartphones. Some respondents have suggested providing free FAREPAY cards to low-income individuals or ensuring that Reduced Fare ID cards remain available. Additionally, requests to adjust bus routes and schedules—such as coordinating routes better with FrontRunner—underscore the need for improved connectivity, access, and convenience. Several riders also expressed interest in expanded services, such as the UTA On Demand service, to help those with mobility challenges or residents in areas with limited bus access. Concerns about public transit accessibility are further compounded by a need for clearer communication regarding the changes. Riders requested that information be made available in multiple languages on buses and through various channels to ensure all customers, particularly those without digital access, are well-informed.

Finally, some feedback centered on the potential financial burden of fare changes, particularly for riders who depend on currently zero fare routes like Route 628. These individuals voiced concerns that introducing fares on such routes would create hardships, especially for those who rely on public transit to access essential services like healthcare and employment. In summary, the feedback emphasizes the need for UTA to maintain accessibility, fairness, and communication throughout the implementation of the proposed changes to ensure that vulnerable populations are not excluded from the public transit system.

***\*A complete list of public comments can be found in Appendix 4-6.***

### **Comment Themes & Responses**

The following summarizes themes expressed in the public comments; more information about each theme is included in the table below. Each comment was individually coded and categorized for various topics and compiled for summary and consideration by the UTA teams.

- Concerns about route changes
- Frequency and service hours
- Fare system and payment methods
- Improving accessibility and signage
- Transit connectivity and transfers
- Community engagement and customer service
- Public engagement and communication
- Concerns about fare changes, accessibility, and fare structure
- Route adjustments and new service requests
- UTA On Demand service expansion
- Support for Route 628’s zero fare status/opposition to paid fare
- General suggestions for further improvements to UTA services
- Community and equity considerations
- The Rio Grande Plan
- Request for bus service to American Fork Station

The table below provides additional detail about each theme and a response from UTA in efforts to address the themes from public comment.

Theme from Comments	Details	UTA Response to Theme
<p><b>Concerns About Route Changes</b></p>	<p>Riders express concern that changes, particularly to Route 640, will negatively impact access to key destinations. Some riders rely heavily on the current route to access their workplaces, schools (e.g., Weber State University), and shopping centers (e.g., Layton Hills Mall). They request retaining specific routes (e.g., 640, 628).</p>	<p>UTA tries to optimize routing to best serve the most customers, efficiently and effectively, based on ridership trends and key destinations. Routing changes do create challenges for riders and sometimes require adaptation to new routes or routines.</p> <p>640: Based on external and internal feedback on this proposed route change, UTA will pull this proposed change back until a future date so the service can be better evaluated and implemented. Along with the 640, the package of changes that includes the 626, 640, and 642 will be delayed as a whole.</p> <p>625: Service on route 625 will be replaced by a combination of route 610 (Harrison Blvd. Between 12<sup>th</sup> Street and Highway 89), route 604 (St. Benedict’s Manor), and innovative mobility (Harrison Boulevard north of 12<sup>th</sup> Street and Ogden Weber Technical College).</p> <p>455 &amp; 470: Routes 455 and 470 serve many markets with many potential connections along each route, so it is not possible to improve connections or frequency along these routes beyond what has already been done until larger changes are made to these routes. Additional changes proposed in the <a href="#">Five-Year Service Plan</a> will provide 15-minute frequency along the current 470 route (via new routes 470X and 600) as well as improved connections at Woods Cross, Farmington, and Clearfield FrontRunner Stations.</p> <p>Direct service to Davis Technical College will still be provided with improved service (30-min) on route 627. This is the same level of service currently provided by route 470.</p>
<p><b>Frequency and Service Hours</b></p>	<p>Many riders request increased frequency on overcrowded routes</p>	<p>Frequency is a key element of both the <a href="#">Five-Year Service Plan</a> and <a href="#">Long-Range</a></p>

	<p>(e.g., 223, 640) and extended service hours, especially on weekends and late nights.</p>	<p><a href="#">Transit Plan</a>. UTA has prioritized frequency in our plans and must balance this priority with other priorities, including new routes, coverage, and span of service improvements.</p>
<p><b>Fare System and Payment Methods</b></p>	<p>Support for digital payment methods like FAREPAY, along with integrating options like Google and Apple Wallets. Some desire better access to reduced fare cards through pop-up events.</p>	<p>UTA knows that other transit agencies have incorporated similar strategies for fare payment. UTA is still evaluating these options as part of the mobile fare strategy.</p>
<p><b>Improving Accessibility and Signage</b></p>	<p>Requests for better bus stop accessibility and clearer signage for FAREPAY retailers. Users also suggest improving road markings and walking paths near popular areas (e.g., Layton Hills Mall).</p>	<p>Bus stop improvements efforts are ongoing at UTA, including bringing more stops into compliance with ADA accessibility standards. <a href="#">Learn more about UTA’s bus stop program</a>.</p> <p>In addition to making bus stops accessible, UTA’s Planning Department works closely with state and local entities to coordinate improved pedestrian access around transit connections. In a soon-to-be-released <a href="#">Customer Experience Action Plan</a>, UTA will be outlining action items for improving the customer experience with elements such as improved wayfinding and information for customers to better navigate.</p>
<p><b>Transit Connectivity and Transfers</b></p>	<p>Concerns about the lack of coordinated transfers, especially in Ogden/Davis County, Clearfield, and other key transfer stations. Suggestions include improving connections between bus routes and FrontRunner/TRAX.</p>	<p>UTA strives to provide schedules that support transfers between modes and routes. Because it is not possible to time transfers to and from every route, UTA focuses on the connections most riders make first, then works on other transfers when possible. Challenges arise when there are delays. It is UTA’s practice to not hold vehicles in order to keep things as reliable as possible, which may result in missed connections for some riders. Efforts to increase frequency across modes will support transfers and smoother connections.</p>
<p><b>Community Engagement and Customer Service</b></p>	<p>Calls for community-based initiatives (e.g., pop-up events), more customer service hours, and better accessibility of transit service information and resources (including distribution of FAREPAY Cards)</p>	<p>UTA appreciates suggestions to better serve the community. During the next several months, UTA will be formulating a more detailed plan to guide FAREPAY Card distribution, including looking at locations and events that may be suitable.</p>

		Customer Service has been expanding hours over the past few years and will continue to look for opportunities to better meet the needs of riders during service hours.
<b>Public Engagement and Communication</b>	Desire for clearer communication about service changes, especially maps, schedules, fare changes, and potential impacts. Calls for better outreach to diverse communities.	UTA is always looking to improve our information for our riders and engagement with the community. The relevant departments will review suggestions from this feedback period and identify opportunities to implement improvements.
<b>Concerns About Fare Changes and Accessibility</b>	Worries about fare changes disproportionately affecting low-income, elderly, and unbanked riders, especially with the elimination of cash payments and paper transfers. Is there a roll out plan if this happens?	Based on the results of the Title VI Analysis, and ideas generated through public comment, UTA staff will create and implement a mitigation plan to minimize the impact of fare changes.  The roll-out plan for the new fare collection system is pending a final project timeline, which is currently being refined with the project vendor.  For updates about the fare collection rollout plan, please click <a href="#">here</a>
<b>Route Adjustments and New Service Requests</b>	Requests for changes to specific routes (e.g., 126) and adding a fixed route in West Kaysville, as well as new service to areas like Herriman.	Service is evaluated every 2 years with the update cycle for the <a href="#">Five-Year Service Plan</a> . This is an opportunity for UTA to assess how routes are performing, receive feedback from the public and stakeholders, and adjust or make additions as needed.
<b>UTA On Demand Service Expansion</b>	Interest in expanding Via services, especially for individuals with mobility challenges, to areas like Sandy along 5600 West, and Utah County.	UTA has identified key areas for Innovative Mobility Zones in the <a href="#">Five-Year Service Plan</a> . These areas are being considered for a variety of first- and last-mile transportation solutions that include microtransit (UTA On Demand), autonomous shuttles, fixed guideway extensions, bike share, and partnerships with Transportation Network Companies (TNC), such as Uber and Lyft.
<b>Support for Route 628's Free Fare Status</b>	Strong support for keeping Route 628 free of charge, as it is essential for	Fares for Route 628 were subsidized as part of a service contract with Layton City.

	<p>those without other transportation options.</p>	<p>Because this contract is not being extended, this route will move from zero to paid fare. The decision to charge fares aligns this route with UTA’s other bus routes, ensuring consistency across the UTA system. This service will mirror the rest of the UTA system at \$2.50 for a regular one-way trip and transfer to other routes within 2 hours.</p> <p>Additional support for transitioning the community to paid fare will be provided leading up to April 2025 Change Day.</p> <p>For current fare rates, please click <a href="#">here</a>.</p>
<p><b>General Suggestions for Further Improvements</b></p>	<p>Ideas for more flexible and direct routes, and improvements to bus stop locations, service hours, and mobile payment integration. Some also request information about proposed changes in multiple languages to ensure accessibility for diverse riders.</p>	<p>UTA appreciates our riding community’s suggestions for improvements to service and the system. Suggestions beyond this proposal will be shared with the relevant teams for consideration in their work.</p> <p>Through the <a href="#">Long-Range Transit Plan</a> and <a href="#">Five-Year Service Plan</a>, priorities such as service hours and route changes may be considered. Check back for opportunities to get involved with those efforts, which are ongoing.</p> <p>The Fares Department is working through a fare payment system update and are considering mobile payment as part of that effort comprehensively. Learn more about the new system updates here: <a href="https://www.rideuta.com/Fares-And-Passes/Electronic-Fares/New-EFC-System">https://www.rideuta.com/Fares-And-Passes/Electronic-Fares/New-EFC-System</a></p> <p>UTA’s Customer Experience Department is responsible for bus stop improvements. Their work is guided by the <a href="#">Bus Stop Master Plan</a> and the <a href="#">Customer Experience Action Plan</a>.</p>
<p><b>Community and Equity Considerations</b></p>	<p>Concerns that changes may disproportionately affect low-income, senior, and disabled riders,</p>	<p>Equity concerns are addressed through UTA’s Title VI process. All changes are evaluated to understand the potential disparate impact on racial and ethnic</p>

	emphasizing the need for equitable access to transit.	minority populations and low-income populations. Through this evaluation, any findings of disproportionate impact must be reconsidered or justification and mitigation must be provided to alleviate the impact. This report and any subsequent mitigation efforts will be published on <a href="http://rideuta.com/aprilchangeday">rideuta.com/aprilchangeday</a> alongside this Public Involvement Report.
<b>“The Rio Grande Plan”</b>	Customers request UTA to support and implement this plan.	UTA is aware of the Rio Grande Plan and we recognize the multi-agency collaboration that is required to identify and implement transportation solutions, particularly those that address the east west barriers. UTA is actively working with Salt Lake City through their Critical Connections Study to look at opportunities to better address the east west divide ( <a href="https://www.slc.gov/transportation/plans-studies/east-west-connections/">https://www.slc.gov/transportation/plans-studies/east-west-connections/</a> )
<b>Request for bus service to American Fork Station</b>	Customers have requested a bus route to service the American Fork Station.	Services to American Fork Station will be provided by Routes 860 and 862 starting in April 2026.

### Summary of Comment Themes

Through the public engagement process, 221 official public comment submissions were received.

- **Strong Support for Improved and Expanded Service:** There is significant support for the introduction of new routes, such as the 417 bus and Route 126, with many riders praising their potential to enhance access to key locations like schools, workplaces, and community centers. However, there are calls for increased frequency on these routes, particularly during peak commuting hours, to make them more convenient.
- **Desire for Expanded Services:** Riders requested expanded services in areas with limited public transportation options. Specific requests included extending UTA On Demand services and improving connectivity between key areas, such as connecting Route 417 to the North Temple transit station. Some also asked for more frequent service and expanded routes to serve neighborhoods that are currently underserved.
- **Concerns About Fare Changes:** A recurring concern is the transition from cash payments to a fully electronic FAREPAY card system. Riders, especially low-income individuals, seniors, and those without access to digital banking, expressed anxiety that these changes could create barriers to public transit. The elimination of paper transfers for cash riders was highlighted as a significant issue, with some fearing higher costs for multi-leg trips, particularly for vulnerable groups.
- **Equity Concerns:** Many customers emphasized the need for UTA to consider equity in its fare changes. Riders pointed out that moving to a cashless system could disproportionately affect marginalized groups, including those who do not have access to bank accounts, smartphones, or the internet. Calls for solutions, such as offering free FAREPAY cards to low-income riders or maintaining reduced fares for cash payments, were made to ensure fair access to the transit system.

- Financial Impact on Riders:** The potential financial strain caused by fare changes, particularly the introduction of fares on currently zero fare routes like Route 628, was a major concern for many riders. Those who rely on these routes for essential services, such as healthcare and work, voiced opposition to any changes that could make these services unaffordable.
- Communication and Accessibility:** Riders expressed the need for clear and accessible communication about the changes. There were requests for multi-language materials and information about the fare changes to be made available through various channels, especially for those without access to the internet. This would help ensure that all riders, especially those in marginalized communities, are well-informed about the changes and how they will affect their access to public transit.

In conclusion, the feedback highlights a strong desire for improved transit services but also underscores the need for UTA to address concerns related to equity, affordability, and communication. Riders want to ensure that the proposed changes do not create undue hardship for vulnerable groups and that the transition to a cashless system is handled in a way that maintains accessibility for all.

### Part 3: Proposed and Final Change Summary

The following tables provide an overview of proposed and final change proposals for service and fares for April 2025 only. The final change proposals for April 2026 will be presented at a later date pending Title VI Analysis and Reporting.

#### Service Change Proposals - 2025

Proposed Change	Final Change
<i>Box Elder, Weber, Davis Counties 2025</i>	
<b>Route 417:</b> New, 30-minute frequency route between North Temple & Woods Cross Stations; community priority	Moving forward as proposed
<b>Route 470:</b> Realignment, serve Layton Hills Mall	Moving forward as proposed
<b>Route 626:</b> Replaced by modified Route 640	Change removed from proposal.  Routes 626, 640, and 642 are a package of changes and require additional evaluation and refinement before implementation.  The decision to remove this proposal was based on internal and external/public feedback.
<b>Route 627:</b> Extend route to Fruit Heights Park and Ride, reroute to maintain coverage	Moving forward as proposed
<b>Route 628:</b> Replace trolley with local service, re-route to serve new coverage areas in Layton; end of Zero Fare, begin charging regular fare (\$2.50)	Moving forward as proposed
<b>Route 640:</b> Shorten to Clearfield Station, re-route to 5600 South and 2000 West	Change removed from proposal.

	<p>Routes 626, 640, and 642 are a package of changes and require additional evaluation and refinement before implementation.</p> <p>The decision to remove this proposal was based on internal and external/public feedback.</p>
<p><b>Route 642:</b> New route, serves Freeport Center</p>	<p>Change removed from proposal.</p> <p>Routes 626, 640, and 642 are a package of changes and require additional evaluation and refinement before implementation.</p> <p>The decision to remove this proposal was based on internal and external/public feedback.</p>
<b><i>Salt Lake County 2025</i></b>	
<p><b>Route 39:</b> Restore service to 15-minute frequency; community priority</p>	Moving forward as proposed
<p><b>Route 126:</b> New route, serve Salt Lake Community College, Real Salt Lake Academy; community priority</p>	Moving forward as proposed
<p><b>Route 201:</b> Restore service to 30-minute frequency</p>	Moving forward as proposed
<p><b>Route 217:</b> Realignment and new terminus at 1460 West to connect to Green Line at Power Station</p>	Moving forward as proposed
<p><b>Route 218:</b> Restore service to 30-minute frequency</p>	Moving forward as proposed
<p><b>Route 219:</b> New, 60-minute frequency route serving Redwood Route in southwest Salt Lake County</p>	Moving forward as proposed
<p><b>Red Line (703):</b> New Red Line TRAX station: South Jordan Downtown</p>	Moving forward as proposed
<b><i>Utah County 2025</i></b>	
<p><b>West Provo IMZ (Zone 581):</b> New Innovative Mobility Zone, UTA On Demand service planned for this area, including the Provo Airport</p>	Moving forward as proposed
<p><b>Route 823:</b> New route serving south Utah County; community priority</p>	Moving forward as proposed
<p><b>Route 871:</b> Realignment, serve Sandy Civic Center Station</p>	Moving forward as proposed

### Fare Change Proposals - 2025

Proposed Change	Final Change
<b>Route 628 Midtown Trolley:</b> Will transition from Zero Fare to paid fare on April Change Day 2025. This service will mirror the rest of the UTA system at \$2.50 for a regular one-way trip.	Moving forward as proposed

## Appendix 1 – Proposed Changes

(As Presented November 13 – January 1, 2025)

### April 2025 Proposed Service Changes

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#### Box Elder, Weber, and Davis Counties, 2025

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##### Route 417

- Proposed route is a new, 30-minute frequency route between North Temple & Woods Cross Station; community priority

##### Route 470

- Proposed route change is a realignment to serve Layton Hills Mall

##### Route 626

- Proposed route change is to be replaced by modified route 640

##### Route 627

- Proposed route extension to Fruit Heights Park and Ride, reroute to maintain coverage

##### Route 628

- Proposed route change is to replace trolley with local service, re-route to serve new coverage areas in Layton; end of Zero Fare, begin charging regular fare (\$2.50)

##### Route 640

- Proposed route shortening to Clearfield Station, re-route to 5600 South and 2000 West

##### Route 642

- Proposed new route to serve Freeport Center

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#### Salt Lake County, 2025

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##### Route 39

- Proposed route change is to restore service to 15-minute frequency; community priority

##### Route 126

- Proposed new route to serve Salt Lake Community College, Real Salt Lake Academy; community priority

##### Route 201

- Proposed route change is to restore service to 30-minute frequency

##### Route 217

- Proposed route realignment and new terminus at 1460 West to connect to Green Line at Power Station

##### Route 218

- Proposed route change is to restore service to 30-minute frequency

##### Route 219

- Proposed new, 60-minute frequency route serving Redwood Route in southwest Salt Lake County

##### Red Line (703)

- Proposed new Red Line TRAX station: South Jordan Downtown

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## Utah County, 2025

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### West Provo IMZ (Zone 581)

- Proposed new Innovative Mobility Zone, UTA On Demand service planned for this area, including the Provo Airport

### Route 823

- Proposed new route serving south Utah County; community priority

### Route 871

- Proposed route realignment to serve Sandy Civic Center Station

## April 2026 Proposed Service Changes

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### Box Elder, Weber, and Davis Counties, 2026

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### North Weber IMZ (Zone 562)

- Proposed new Innovative Mobility Zone in north Weber County

### Brigham City IMZ (Zone 563)

- Proposed new Innovative Mobility Zone in Brigham City, planned to replace service previously offered by Route F638

### Route 455

- Proposed route realignment; shorten route to Dee Events Center

### Route 601

- Proposed route discontinuation

### Route 604

- Proposed route realignment; extend to Weber State University; replace Route 455

### Route 610

- Proposed new route providing local service in Ogden; replaces portions of Routes 612 and 625

### Route 612

- Proposed route realignment; serve Pleasant View, Ogden Station, Washington Terrace, South Ogden; replaces the Route 601 Trolley; community priority

### Route 625

- Proposed route discontinuation

### Route 628

- Proposed route discontinuation

### Route 630

- Proposed service to Pleasant View Station; increase to 30-minute frequency

### Route F638

- Proposed discontinued route, replaced by new IMZ service in Brigham City

### Route 640

- Proposed route realignment; provides service between Roy Station and Layton Station

### Route 645

- Proposed route realignment and frequency changes; Harrison Boulevard/40th Street, will operate with increased weekday frequency on a modified routing. Stops to the west of Quincy Avenue along 36th Street will no longer be serviced

## Salt Lake County, 2026

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### Salt Lake City Westside UTA On Demand Zone

- Proposed expansion to include Central Pointe Station

#### Route 2

- Proposed route discontinuation, replaced by Routes 2A and 2B service

#### Route 2A & 2B

- Proposed new routes to provide increased weekday frequency; replace Route 2

#### Route 4

- Proposed route realignment; extend to 6200 South Wasatch Park and Ride, extend to Little Cottonwood Canyon Park and Ride

#### Route 45

- Proposed route realignment; re-route to improve connections and increase weekday coverage

#### Route 54

- Proposed increase to 15-minute frequency; community priority

#### Route 62

- Proposed route realignment; extended to Copper City Drive for improved connectivity

#### Route 72

- Proposed route realignment; extended east to the 6200 South Wasatch Park and Ride

#### Route 205

- Proposed increase to 15-minute frequency on weekdays and Saturdays

#### Route 220

- Proposed route realignment; route will end at the University of Utah Student Union and not continue to Salt Lake Central. Downtown connections will be provided by Routes 2A and 2B

#### Route 223

- Proposed route realignment to serve Murray Central and increase to 30-minute frequency on weekdays

#### S-Line (720)

- Proposed extension of S-Line to Highland Drive

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## Utah County, 2026

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### Lehi IMZ (Zone 582)

- Proposed new Innovative Mobility Zone in Lehi

#### Route 806

- Proposed route discontinuation, replaced by Lehi IMZ and new Route 860

#### Route 846

- Proposed new, 30-minute frequency route serving East Orem and connections to Vineyard Station

#### Route 850

- Proposed route realignment to serve Valley Grove area

#### Route 860

- Proposed new, 30-minute frequency route providing service to Eagle Mountain and Saratoga Springs

#### Route 862

- Proposed route realignment, extend route west to cover areas previously served by Route 850

## April 2025/2026 Proposed Fare Changes

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### Proposed Fare Changes for Bus Routes

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#### Route 628 Midtown Trolley:

- Proposed transition from zero to paid fare on April Change Day 2025. This service will mirror the rest of the UTA system at \$2.50 for a regular one-way trip.

#### Route 601 Ogden Trolley:

- Proposed transition from zero to paid fare on April Change Day 2026. This service will mirror the rest of the UTA system at \$2.50 for a regular one-way trip.

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### Future Proposed Fare Changes (2025-2026)

UTA is proposing fare changes to support a new fare collection system that is being built to replace the current fare collection system. The proposed fare changes support the improved functionality. The new fare collection system includes:

- New ticket vending machines (TVMs)
- Electronic card readers for all buses and rail platforms
- Additional mobile fare payment functionality
- Mobile inspection devices
- Updated back-end software system

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### Paper Tickets Proposed Changes

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TVMs will vend electronic FAREPAY Cards instead of paper tickets. Customers will be able to purchase FAREPAY Cards, load funds to their account using cash or credit payment, and check card balances at all TVMs. The list of full and reduced fare tickets being replaced includes:

- One-way
- Round trip
- Upgrade ticket
- Group pass
- Day pass

First-time FAREPAY Card buyers will pay a fee on the card of \$3. Riders using a FAREPAY Card as their method of payment should save that card for all future uses to avoid the card fee again.

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### Monthly Passes Proposed Changes

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UTA customer service locations, website, and retailers will no longer sell paper monthly passes. Monthly passes will be replaced by FAREPAY Cards, and the best fare will continue to be automatically calculated using fare capping technology. The monthly passes being eliminated include:

- Reduced fare monthly stickers (RF, XRF)

- Reduced fare monthly pass (R, XR)
- Full fare monthly pass (A, X)

By moving to the FAREPAY Card, customers will pay as they go instead of paying for the full monthly cost of a pass upfront; they will reload the same FAREPAY Card each month instead of getting a new monthly pass each month; and through the FAREPAY system will receive fare capping and other discounts if eligible, automatically applied to the fare they pay.

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## Mobile app

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UTA's Eco and Ed Pass partners currently subsidize fare for customers and issue electronic tap cards for fare media. To simplify the distribution process, and to take advantage of advancements in mobile fare payment technology, UTA will be evaluating mobile app options. Although development has not started, UTA plans to integrate mobile fare payment for both pass partners and the public with the new fare collection system and anticipates tickets will be replaced by pre-paid, reloadable accounts. This information may change slightly as UTA finalizes the future of mobile fare payment. The following passes are anticipated to be eliminated from the mobile app:

- Day Pass
- One-way (full or reduced fare)
- One-way FrontRunner (full or reduced fare)
- Monthly regular (full or reduced fare)
- Monthly premium (full or reduced fare)
- One-way Ski Pass, seasonal (full or reduced fare)
- Group pass (premium pass for 4 people)
- Riders License, seasonal (discounted youth pass)
- One-way Paratransit (passengers must pre-qualify)
- Flex Route deviation (flex route only)
- Special Event pass
- Full fare monthly pass (A, X)
- Reduced fare

This information may slightly change as the new mobile app gets developed.

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## Transfers

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- For customers paying cash at the farebox upon boarding a bus, bus operators will no longer issue paper transfers.

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## Reduced Fare Discounts

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- Will only be available for customers using electronic fare media. Reduced fare eligible riders who pay cash through the farebox will not be eligible for a discount and will need to pay full fare. To receive the discount, customers should apply for and use a Reduced Fare FAREPAY Card, which will require customers to create an account. Customers that are eligible for a reduced fare discount can use cash to add funds to the FAREPAY Cards at TVMs, UTA customer service locations, and retailers. Funds may also be added to FAREPAY Cards online using non-cash payment options.

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## Reduced Fare Plastic ID Cards

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- Reduced fare plastic ID cards will be phased out. They are being retired because they cannot be read or validated by the electronic card readers. Riders who utilize this ID card should transition to the Reduced Fare FAREPAY Card by applying online. Riders can add funds to an electronic card at TVMs, UTA customer service locations, and retailers.

- Customers not currently using UTA's Reduced Fare FAREPAY card can apply online and do not need to wait for the new fare collection system to be implemented.

- For customers paying cash on bus, and who transfer between different modes of transit, each leg of the trip will cost separately.

- o For example: a rider takes Route 220 and transfers to the Red Line TRAX, this trip will cost \$2.50 for the bus ride and \$2.50 for the TRAX ride for a total of \$5.00.

- Transfer credits will automatically be applied on electronic fare media, including the FAREPAY Card. The time frame customers can travel on more than one mode of transit using electronic fare media without incurring an additional fare cost will remain two hours from the tap off.

## Appendix 2 – April Change Day Public Comment Period Media Summary

An overview of media efforts related to the April Change Day public comment period follows.

### Bonneville Communication Advertisements

#### PROPOSED SERVICE & PAYMENT CHANGES

Share your thoughts with us on these adjustments.

Learn more at [rideuta.com/AprilChangeDay](https://rideuta.com/AprilChangeDay)



#### PROPOSED SERVICE & PAYMENT CHANGES

Share your thoughts with us on these adjustments NOW through Jan 1, 2025.

Learn more at [rideuta.com/AprilChangeDay](https://rideuta.com/AprilChangeDay)



#### PROPOSED SERVICE & PAYMENT CHANGES

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#### PROPOSED SERVICE & PAYMENT CHANGES

Share your thoughts with us on these adjustments.

Learn more at [rideuta.com/AprilChangeDay](https://rideuta.com/AprilChangeDay)



## Top Social Media Post

**Utah Transit A...**  
 Fri 11/15/2024 5:00 pm...

Public comment is open for April Change Day 2025 and 2026 until December 13. UT...



<b>Total Engagements</b>	<b>418</b>
Reactions	55
Comments	17
Shares	22
Post Link Clicks	41
Other Post Clicks	283

**rideuta**  
 Tue 11/19/2024 4:22 pm...

The public comment period for April Change Day 2025 and 2026 is now open and we...



<b>Total Engagements</b>	<b>263</b>
Likes	220
Comments	4
Shares	18
Saves	21

**Utah Transit A...**  
 Tue 11/19/2024 4:22 pm...

The public comment period for April Change Day 2025 and 2026 is now open and we...

<b>Total Engagements</b>	<b>140</b>
Reactions	48
Comments	0
Shares	4
Post Clicks (All)	88

## Appendix 3 – Additional Detail on Targeted Community Outreach Strategies

The following provides a summary of community outreach efforts, including emerging themes and feedback, related to the April Change Day public comment period.

### Larry H Miller Season of Service Outreach summary:

Multiple staff members from the Community Engagement Department, along with two members of the UTA Board of Trustees participated in this event on behalf of UTA. Staff members provided feedback on notable interactions and experiences during the event. Staff members agreed that UTA's presence at this event was valuable for multiple reasons, including the opportunity to support building confidence in using public transit; providing information and support to vulnerable individuals; demonstrating empathy and support for the community and their unique needs; opportunities to support navigating complex issues that individuals may experience; and the opportunity to inform community members about Change Day proposals as this is an audience that may not be able to readily engage in traditional forms of public comment opportunities.

Several takeaways were developed from participation in this event, particularly as it relates to the Change Day proposals and information shared in conjunction with the public comment period.

- Fare Changes Concerns: staff noted that there were some concerns from attendees regarding reduction of cash payment options, as well as concerns about transfer slip elimination.
- Service Changes Reactions: staff noted that attendees generally responded positively to proposed changes for increased transit service.
- Overall: staff agreed that having additional information prepared specifically with this audience in mind to communicate clearly about the proposed changes would be useful in the future

### UTA Community Advisory Committee meeting summary:

UTA's Community Advisory Committee (CAC) meets quarterly and is made up of 13 members representing different sectors of the community and the riding public. At the December 6 meeting of the UTA CAC, approximately two hours were dedicated to presenting information on the 2025/2026 Change Day Proposals and discussing with the members. The following summarizes the discussion and feedback from members of the CAC:

#### Fare Strategy:

- Similar types of fare programs – what simple features in other transit agencies could we consider
- What systems is FAREPAY similar to? Are we basing this off of industry or other transit agency success?
- What does roll out look like?
- What's the why on transfers?
- What have other agencies done with transfers?
- Trolley – what was the lead up or trigger for zero to paid fare?

#### Making it easier:

- Frontrunner – maybe payment on the train, could smooth out some of the pain points
- Mobile FAREPAY card
- Open payments
- App simplifying
- Transit app – tap on/off integration
- Access, setting people up with good options

#### Key concerns:

- Ease of use, access for those without a lot of tech savvy
- How do we address loss of cards (potentially frequent loss of cards – youth, etc.)
- Cash option with reduced
- Frequency of re-application should be considered
- Cash on bus
- Transfer slips

#### Other questions:

- Daybreak TRAX TVM – not accepting credit cards (what was going on there?)
  - Jordan provided information: no problem identified.
- SLC SD – clarify pass functionality date
  - Jordan provided information: current contract through July 2025

#### Recommendations:

- More education on this
- FAREPAY vending locations – can we do FAREPAY in other community locations (maybe for free?) [libraries, boys and girls clubs, etc.]
- Reduced fare – income level, messaging/education around the income levels could be improved – people may not know the % FPL they are at, but may know more about how much they make. Can we message that to better resonate with people
- Distribution – RF FAREPAY at schools? Social workers on campuses?
- Layton Mobile Home Parks (re: 628): Circle L, Park Village

#### Other Comments:

- Group pass is popular

## Key Community Partner Discussions summary:

Discussions regarding the Change Day proposals were had with two key community partners: 1) Salt Lake City Corporation's Housing Stability Division and 2) Molina Healthcare. Their feedback offered valuable insight into how UTA's proposed changes could impact vulnerable riders and what community-based solutions might help mitigate challenges. During these conversations, several recurring themes emerged.

### Cash & Transfers

Both entities expressed concerns about the potential elimination of cash payment options and transfer slips, emphasizing how such changes would disproportionately affect unbanked individuals, seniors, and people experiencing homelessness. They noted that these riders frequently rely on cash payments due to barriers like lacking access to bank accounts or smartphones.

### FAREPAY Card Fee

The \$3 fee for a FAREPAY card was identified as a particular hardship, especially for individuals who may lose their cards frequently due to unstable living conditions.

### FAREPAY Card Access

Another consistent concern was the number of locations where riders can purchase or reload FAREPAY cards. Currently, these locations are limited to certain retailers like Maverik and 7-Eleven, which are not always accessible

to all riders. There may be additional hurdles with this type of access, particularly for people living in transit-dependent communities with few nearby retail options.

### **Technology**

Additionally, both partners highlighted significant gaps in technological literacy. Many of the populations they serve—especially seniors, refugees, and individuals reentering society after incarceration—struggle with the technology required for digital fare systems. They suggested that without targeted educational campaigns, many riders could be left behind. There was also confusion about how Medicaid and Medicare riders can access UTA services, with many riders unaware of transit benefits already available to them.

### **Education & Outreach**

Suggestions from these community partners included expanding educational outreach through in-person workshops, community events, and printed guides distributed through service providers. They also encouraged deeper collaboration with organizations like housing support services, Medicaid providers, and corrections reentry programs to reach riders who might otherwise be overlooked. Veronica and Ciara specifically offered to distribute UTA's fare change surveys to their network of service coordinators, which covers over 5,000 residents across 16 housing complexes, which they have already.

### **Conclusion**

These conversations have reinforced the critical need for UTA to balance fare modernization with accessibility. Community partners remain committed to supporting outreach efforts and suggested tangible steps that could ease the transition, including exploring expanded card distribution locations, maintaining limited cash payment options, and offering initial FAREPAY cards at no cost for qualifying riders.

## Appendix 4 – Public Comments: April 2025 Proposed Service Changes

A complete list of the public comments received during the public comment period is provided in Appendix 4-6. Note that some comments submitted in in “Service” fields pertain to fares changes and some comments submitted in the “Fares” fields pertain to service changes.

198 comment submissions are included for April 2025 proposed service changes. 18 of these comments pertain to proposed fare changes.

Comments on the April 2025 Proposed Service Changes	
1	Most of this is similar to what was presented in the revised five-year service plan. There needs to be improved bus stops near the roundabout near the theaters and Layton Hills Mall, work with the mall to designate walking paths to the mall with road markings.
2	The 455 and 470 and run parallel in sections of their routes, and many riders can use either one to commute to and from Salt Lake City. Rather than having these buses schedules run so close to each other (such that they play leap frog), it would work better for riders to space them out.
3	I wonder how transfers at Clearfield station will be prioritized with different destinations of busses and FrontRunner as FrontRunner trains do not pass at Clearfield Station. Things will improve when route 600 starts, but currently you have to wait longer with certain transfers. Consider 642 trips to WSU-Davis to help some transfer combinations.
4	The changes proposed to the 640 route in Ogden/ Davis County will severely cripple my transport to my work in Layton, Weber State University, both the Ogden and Davis Campus, Layton Hills Mall and area, and transport to Frontrunner in general, thus crippling my transport to the Salt Lake Valley/ Utah Valley in general. I ask of you to leave this route alone and to improve connections to Frontrunner Stations. Without it, my life could be in jeopardy.
5	The 470 bypassing DTC would make transit less usable for me and several people I know. Four people and myself get off at DTC in the morning and later make return journeys. As we are all traveling from southern Davis County we would not be able to use the 627. Resulting in a walk to DTC campus in place of the direct service. I have the option to drive but I like taking the bus as it goes straight to DTC campus. Direct service to the DTC by the 470 maintained should be retained.
6	I believe these proposals are great!
7	I live near clinton walmart 1800 N 2000 W... I tried riding from the SLC airport to my house yesterday... It took an hour to get to clearfield station (because I RAN from the green line down the steps to the front runner!)... the 626 left clearfield station right before I got there... I would've waited about an hour to catch the next one... I just caught the 640 13 minutes after instead. The new map looks fine. what will the frequency be? how will students get to nuames davis and nuames weber?!? a lot of high school kids ride 640 both directions! The 626 connection toward ogden has been exactly like my airport experience yesterday... I can get over to Kent's Market 5600 S 3500 W, but i miss the 604 to ogden... gotta wait an hour for the next one.
8	Me and my family regularly use the 640 bus stop on 1800 N and 550 W near Sunset to get to work and other locations. This change would increase our travel time and over all become a hassle to us who are trying to keep our environment clean. If there was a way to not change the services near that area, it would be a huge help for us.
9	The change with the 640 ending it's route on 1800 would be negative for me. I use the 640 on 1800. If thenroute is to be changed than I would like to see a stop near the 2000 and 1800 corner.

10	Please keep your service out of the south end of the valley. It just brings in homeless and panhandling to every corner that's close to a station.	
11	I would like to see route 223 run more frequently as soon as possible. This bus is often overcrowded with those traveling to the University, hospitals and research park and needs to have more frequent options during peak times.	
12	Primarily, the change to the 640 bus would affect my access to work, school, and other UTA services. It would extend a 10 minute walk to nearly 20-30 minutes to the next nearest service that would get me to where I need to go.	
13	I ride the bus 640 to the Freeport center every day to work and after work.	
14	I would like for the bus routes to stay the same	
15	I am excited to see additional service along almost all of Redwood Road and to see my favorite route (218) get a boost in frequency. It is a life-saver for getting to my grandma's house in South Jordan without having to rely on the unreliable on-demand service.	
16	I wish for 640 route to stay on the Layton hills mall it's get me to my apartment this is the only bus route I take to and from home and to the other appointments.	
17	I take route 640 to WSU almost everyday and have been for about 30 years. I pick it up on 1000 west in Clinton. With the changes I would have ride 642 to 2000 west and then transfer to 640 to get to the university. I do not know why you couldn't keep 640 on it's current route with service to Freeport center and 1000 west and then have it go down to 2000 west at 1800 north and have 642 the new route go to 2000 west from the Clearfield station. This will be lees of a change for the riders in Clearfield, Clinton area,	
18	I usually ride the 640 bus from clearfield to Weber State University. I don't want the route for the 640 bus to be changed at all. I want to stay the way it is. It's the only transport I have of getting to school.	
19	More routes will be beneficial	
20	Looks like they may not impact this time. It would be nice to have some punctual and set drivers for the 451 route.	
21	Please continue to serve Freeport center with either keeping the 640 route the same or using the proposed 642. It's how I get to and from work since I have trouble driving.	
22	Route 126 to SLCC/UofU Herriman Campus - this is so needed and our students & community members will be so excited about this proposed change! I see the plan is to run it every 60minutes, but given the traffic of students and community members to campus now and even more so in the future, I would suggest every 30 minutes rather than 60min.	

23	<p>39 - Glad to see a much needed increase in service between Meadowbrook and Olympus Cove!</p> <p>126 - The South Valley deserves better bus service than 60-minute weekday headways. Micro-transit is not a viable replacement for frequent buses that run 7 days a week. Still, glad to see any fixed routing in the South Valley. Hope to see more of this.</p> <p>219 - Again, 60-minute headways on weekdays only is pretty abysmal service, but any bus service is better than none, which I realize is the case in much of the South Valley.</p> <p>417 - Great to see more transit connections to Davis County, and connections that will fulfill last-mile needs from Woods Cross station.</p> <p>581Z - On-demand service makes sense here. It should not, however, serve as justification for the currently lackluster service to Provo Airport. As a Salt Lake resident who has flown out of Provo a few times, I have wanted to use the FrontRunner and the 833 to get there, but the span of the 833's service does not extend to the span of airline service out of PVU. I wonder whether UTA On Demand will be sufficiently reliable to meet passenger demand for transportation to PVU Airport.</p> <p>Another thing - No increase in TRAX service frequency or span? I hope you just forgot to mention that. Sunday service desperately needs to be upped to 15-minute headways. Look at any European light-rail system; 15 minutes is not "frequent," but a minimally acceptable headway for off-peak times. TRAX should be running at least every 7.5 minutes weekdays and Saturdays, and at least every 15 on Sundays. Ideally, with overnight service (this could be every 30) so people with nontraditional commutes and people at bars can get home safely.</p>	
24	<p>I'm satisfied with the 2025 plan!</p>	
25	<p>I wanted to express strong support for the 417 bus. The Foxboro neighborhood is one that could definitely benefit from transit access. My one suggestion would be to alter the alignment on the south end to connect to the North Temple transit station. This would allow easier connections to FrontRunner on the north and the south end in addition to Trax. Perhaps also running along 700/600N to provide additional frequency along that corridor with the 205 bus.</p>	
26	<p>Very eager and glad to hear about 126 - South Valley Regional All-Day Service bus. I would be nice if Route 126 would run on Weekdays at 30-min frequencies rather than 60-minute at the very least.</p>	
27	<p>Is there anyway the route 47 could run every 15 minutes?????</p>	
28	<p>Route 126 and its service to Herriman and the SLCC Herriman Campus will be a great benefit to the students, faculty, staff and administrators attending this campus. I am a professor who teaches there and that is the commonly expressed need from my students, from when we opened the campus in Fall Semester 2023.</p> <p>The proposed route &amp; its stops would allow me to use it to commute from Utah Valley (Orem Station) to Herriman campus. Thank you to everyone who has made this change possible. One request: Instead of hourly, can it be every 30 minutes during the AM &amp; PM commuter hours like we see with FrontRunner's schedule? Some of my Herriman students also come from Utah County, from cities like Eagle Mountain, Saratoga Springs and Lehi. And please continue to provide us to use our UTA chip to "tap on/tap off" for trains, Trax, buses, etc. Students appreciate that benefit. But so do faculty, staff and administrators.</p>	

29	I take the 640 everyday to get to weber along with other students. I planed to be taking the 640 all winter and for the next continuing years. I would not like this bus route to change anything. It is fast and efficient and makes school life easier knowing I have a safer and much more reliable transportation route. I value your time in listening to my response, thank you.	
30	Some bus routes need to end at later times.	
31	I need to ride the bus everyday to work that's why I don't want them to get rid of it	
32	<p>While I am excited that route 126 is finally providing service to Riverton (and less than a half mile from my residence), its 60-minute frequency will make it difficult for me to use for most trips. I understand that it is expected to be upped to a 30-minute frequency in 2029, but by then, I am concerned that the Riverton public will dismiss public transit as "slow, infrequent, and impractical," as many often do. Another concern I have about the route is the detour it takes along Sentenial Ridge Blvd to serve SLCC and the RSL training facility. While I do think that serving these places is important, I personally think having a loop with 15-minute frequencies to cover this detour would 1: improve travel times to the redline from most of 126's service area, and 2: allow people in the neighborhood between Mountian View Village and SLCC to get to either location with increased convenience, making it so that people in this neighborhood can easily get on a bus to get to school, to get groceries, or to get to a good meetup/hangout spot, increasing the likelihood that the portion will get lots of ridership. One could even make it so that this 15-minute loop goes all the way to Daybreak Parkway, but that may have too much service duplication with 126 and/or be too costly to implement. I personally think that simply changing the Sentenial Ridge Blvd detour into it's own dedicated route with 15-minute headways wouldn't be extraordinarily costly, and if the scheduling is handled properly transferring to 126 won't be much of an issue.</p>	
33	My changing the method of fare, ease will be increased for some but made more difficult for others who can only pay cash! Especially unsheltered and low income folk who don't regularly have access to phone (data, etc) or a bank account to load up a card! Elimination of transfer slips will also massively decrease accessibility for folks who are tight on income - \$5/ride one-way is not acceptable fare, and will only result in those unable to pay being ticketed and further into debts.	*Fares
34	<p>I saw in the Draper email newsletter for upcoming events that there was an open comment period for UTA service and fare changes. I don't have any comments about those particular changes, but I do have a suggestion/question. I would love to see the Via services expanded. My son has mild autism and doesn't drive. We live in Sandy at about 12300 S &amp; 1300 E. He is familiar with the UTA system and will sometimes take Trax to and from his work at Megaplex at Jordan Commons. However, he also has knee and foot problems and it would be so nice if he could get corner to corner service from our house to the theater. (Right now, as far as we can tell, Via only goes to 106th S instead of to 94th or 90th S.) Do you think that will ever be a possibility?</p>	
35	I myself ride at 640 Monday through Friday. I catch the bus at seven in the morning and I get off at the stop that is on 4400 south and 1900 W. I would really like you to consider not pulling any stops. I am a single mom and I work at Focus Services right there on 1900 W. the bus system is my only way of transportation to and from work I also see a lot of kids that ride the bus for school that is off 1900 W. in Roy. So when you are making these decisions, please keep those that were able to make the meeting and thought as well. Thank you for your time and reading this	

36	I take the South Ogden #625 bus everyday from the Harrison and 20th Street bus stop to Weber State for work. And I take the #625 northbound home. I hope that there will be a replacement route that will run from 20th and Harrison to Weber State University.	
37	I would like to see some kind fixed route service in West Kaysville, such as a bus route along Flint St./Sunset Dr. or maybe in the future, a rail service along the Denver & Rio Grande Western Rail Trail Corridor.	
38	I'm glad Route 218 is returning to half hour service.	
39	Will the On Demand Service also service the American Fork area?	
40	Hi, is there any discussion within UTA and/or with the city about the possible benefits of implementing the Rio Grande Plan in the future? Possibly creating and moving the central hub, including FrontRunner, TRAX, and buses, closer to downtown and the Revitalization Zone? Thank you.	
41	Will the North Weber On Demand Zone serve Ogden Station or do you need to transfer on 12th Street to a bus?	
42	Agree with proposed changes. I was not able to find bus stops for the new Route 126. I'm hopeful there are bus stops near Autumn Moon Lane in Herriman.	
43	I am excited to see regular scheduled service returning to Herriman on the 126 route. I was hoping the route would travel Rosecrest Road/5600 West between 134th to Mountain View. The proposed route traveling on Mt View Between 134th to The RSL area seems to bypass a significant area. Are stops planned on Mt View Corridor?	
44	Please speed up the 473 express route. It often gets ahead of schedule and waits to get back on schedule. Please review the scheduled stops for this route and reduce the time between stops.	
45	I'm concerned about a board of trustees caring more about money than the community. Please don't take away our free public transportation in this time of stagnating wages and skyrocketing cost of living.	
46	Bus 628 should remain free fare. With prices going up on everything, we as a community need this affordable constant. Some of us who don't have cars or can't drive depend on having this free fare service for shopping and getting around and changing this free fare would make it harder on us in the community and as individuals to financially get around.	
47	I like 470 as one long ride. But the connection to TRAX on the south end needs improvement. It is currently over ONE block from bus stops to a TRAX station. Dragging luggage in winter slush is a long haul. Currently we are allowed (THANK YOU) to ride 470 SB and exit really close to the Courthouse TRAX station at Stop ID: 125019 500 S / Main St (WB). Would you please consider beginning 470 NB at a NEW stop located at 40.76052, -111.89156 on south side of 400 South before crossing Main Street heading east then turning north onto State Street. Trips to Salt Lake County (and the airport) and the south Davis County area would be easier and quicker - no other transfers needed. Making Stop ID: 125019 the official end of 470 would be nice too. I saw a 470x option. I assume and glad that it went away. 470 is a reliable and needed N/S route especially when Front Runner is not running.	
48	Route 126 will be a nice placeholder, but I especially am hoping for a more permanent LRT solution spanning 12600 and linking us more permanently and efficiently to the rest of the transportation network. Especially with the growth of Herriman and increasing traffic volumes on 12600, we need more viable alternatives to driving to connect the East and West. A bus route is fine for now, but we need more!	

49	I'm working towards going car free and currently the lack of reliable, readable, and frequent public transport makes anything other than a car nearly impossible and very impractical for anyone living on the west side.	
50	I like all these changes. Glad the reduced routes are finally going back to what they once were.	
51	Keep the Trolley free tor ride...To 'align' this with other buses is simply a dumb idea. Keep it free.	*Fares
52	Why don't you have late night TRAX or buses to/from the airport? This is a service failure.	
53	Please make 551 run 24 hours because Amazon runs 24 hours and there are a lot of people that ride that bus	
54	I believe that UTA needs to work toward the creation of the Rio Grande Plan. Failure to do so would negatively affect SLC for years to come.	
55	We really need later service on the route. People working downtown have to get home and we really should've service leaving downtown at least to 11:30 at night. State Street and 900 East buses are not enough. Nothing in between. Have to take Ubers or it is a safety issue getting home. I would take a bus that left downtown at 11:20 at nine or so four nights a week and that's just me. I'm sure there's other people if they knew there was a way to get home would use the service As well. We are a bigger city now other bigger cities, such as Portland, Oregon and places like that have services this late. Why are we not having services this late? We are big enough to have services this late. I see that you're going to increase the service to 15 minutes in another year or so But we need more late service than that. I know that I am not the only one that feels this way. I do not know why we cannot have late service on this bus route. It's right smack in the middle.	
56	The Provo to Spanish Fork route, maybe consider a drop off along Main Street near the Spanish Fork airport. Could be beneficial to the couple of businesses in the area and the students (like me) at the various flight schools there.	
57	I work at the airport, and there are lots of visitors who experience long layovers, or only visiting for less than a week. I think they would be reluctant to use an app for such a short period of time. Also a lot are asking if UTA provides a 3 day or week pass.	
58	I would love it if you support the Rio Grande Plan and utilize the Rio Grande Depot in the future. Moving the central station closer to downtown by doing so and having a beautiful place for people to meet and catch their train or bus. It would be easier for people to come in and out of downtown during games once the entertainment district is done. Less heads with parking and traffic. Also keeps the trains from blocking east to west downtown access. So much good could come out of it along with many problems solved.	
59	My son will be attending Hillcrest High School in 2026; 1.7 miles from our house in Sandy. We live along 700 East and there is no bus along 700 East to Hillcrest and we live too close to qualify for district bussing. 700/900 East between 9400-7200 South is needed to get to and from school. My son also takes after school classes on 9400 South and 700 East.	
60	I would like to see more bus service in southern Utah County, such as more later hours getting to and from Payson between Payson and Provo. Last bus leaving Payson during the week is really early-- 9:21PM. I'd like to see that go an hour later, to like 10:21PM. Glad to see a UTA 823 bus getting added for southern Utah County. Bus Route to Mapleton would be nice. There's currently no service in Mapleton.	



61	Your web site says there are plans to realign route 871 in Utah county. I'm not sure what that mean. What really really needs to happen is to align the 871 schedule with the trains in the morning when they switch to hourly. Right now, it I catch the train at Provo Station anytime after 8:15, the 871 bus is off if the train schedule by 30 minutes. I have to wait 30 minutes at the Lehi station for the 871 bus to take me to the Adobe building. It would be nice if there was an 871 bus waiting everytime a train arrives at the Lehi station.	
62	I think the UTA vans need to expand to the warehouse areas by the airport where the buses don't normally go.	
63	I don't use any of the routes changing	
64	Build the Rio grande plan!!!! Do it!!! I don't live in slc but this is something that has the possibility to really transform the city.	
65	What happened to 35M route? An enormous amount of money went into building it and now it sits derelict. Either re establish, upgrade to a trax line from WVC Central to Magna, or surrender those lanes back to the state. Stop ignoring west side needs!	
66	The proposed bus route 126 sounds like a great idea. Connecting the southern end of the red line with Frontrunner allows for the southwest part the county to connect with Frontrunner without first having to head north to Murray to head south. But I believe the current route of heading South along Mountain View to Academy Parkway makes the route impractical for many. The route should instead be more direct to connect the red line to frontrunner. It could continue along 13400 S instead of the current route.	
67	I understand the need to connect SLCC Herriman to the bus network, but that needs to be done with a separate bus line. The indirect routing makes the route really unappealing to use.	
68	I am very glad about the 627 bus going to the fruit heights park and ride. Throughout East Layton it was difficult to get to main street without going all the way to Farmington station so this greatly helps with that.	
69	Need to keep the 625	
70	I feel that the 470 should still loop Davis Tech. Davis Tech is a growing campus and the bus drives by it anyways. It shouldn't have to sit and wait at Davis Tech, but a couple minutes should be taken to service what is a main stopping center. A large number of students at Davis Tech have bus passes. If it was some location that is rarely used, I could understand, but this is a main stop for students who are traveling from the South.	
71	I wish there were more bus services that served the Lehi office district. I'd love to take public transit to work, but nothing really services where I need to go. I work at the Ancestry building in Lehi, specifically. UTA used to service the Ancestry building. Now that a lot more companies are in that area, I wish UTA would service that stop again.	
72	Please consider bringing services to L3 Harris and the other businesses along 2200W from north temple station, it remains an untapped population of ridership for people commuting in from areas outside of salt lake	
73	Seems fine	

74	No huge comments, just please expand TRAX in slc. So many people could use it if you took it across South temple, down 7th E and 13th E, and down to Liberty Park. Make it a bigger square of local customers instead of people headed to work. tRAX could be perfect but for some reason it goes out to daybreak? Just strange	
75	Not much; I don't use any of the affected routes often	
76	Why in the world would you start charging bus fares when it's my main way of getting to and from work because I don't have a car, this is ridiculous. "we wanna be like everyone else" no clearly you guys want everyone to ride less and hate you more with all these ridiculous changes being made.	
77	It would be great if this included Frontrunner Sunday Service. You guys don't need to wait until you have a dual-track system; you can start small and perhaps have Frontrunner service end earlier on Sundays.	
78	Frontrunner service for general conference would be great. Also early front runner service for RootsTech on Saturday. I use Frontrunner for doctor visits in Layton from Ogden so better connection to/from Tanner clinic would be help. And McKay Dee Hospital from main library is a must for me.	
79	I don't have specific feedback for the changes proposed, but I would like to see more public transit run on Sundays, specifically uvx and the frontrunner	
80	I'd love to see route 223 come more often. I would love to support better working conditions	
81	I do agree that employees should be compensated fairly but I do not understand why that has to be charged to the riders. They should be treated properly regardless of if I pay 2.50 for a previously free route.	
82	STOP F*CKING CANCEL ROUTES AND LOWER THE F*CKING PRICE. YOU GUYS ONLY F*CKING CARE ABOUT MONEY.	
83	Changing the fare system to this method will be less inclusive, and less equitable, especially to those who do not have access to technology or the internet. I currently use the app and pay for exactly what I need, and I would hate to see UTA operating on a prepaid only system. I would be much less inclined to spend money riding UTA, especially if the monthly fare options are dissolved, because I would worry about spending too much money and not using the money I have pre paid for services I don't use. This method of payment is sneaky and sly to collect money that isn't going towards use of services. There needs to still be OPTIONS for paying the exact ticket amount, a monthly pass, and using cash for those who aren't as privileged to have access to technology for this new proposed system. Many of UTA riders are those who come from less privileged backgrounds and have low income or disabilities, and by implementing this change, UTA services will be inaccessible to a large portion of its current users.	
84	Please include a bus route that goes from FrontRunner or Trax to Hogle zoo	
85	Yes	
86	The free service that is offers is important to our community. If the ridership number meets a threshold, I would ask that the service remain free to the rider. Our community benefits by reduced traffic and it allows individual who don't or can't drive or own a car autonomy .	

87	I work on 1700 E 1300 S. I use the 4 and have to walk over a mile on a 4 mile journey. We need increased route coverage, not new trains. Route 220 has moved from 1300 E to 900 E. All routes go through the University. University has enough options. I commute at 4:30 am when there are no options. I work on weekends when there is only service once an hour. We need expanded times and frequency.	
88	We need the 625 to go up the hill. Lot of people still use that bus and alot of us need it to come up that hill. Cause lot of us don't have cars and are not able to walk the hill. So we need that 625 to continue to come up the hill.	
89	I have seen how impactful UTA on demand has been for my family in Salt Lake County who have low-incomes. I think expanding access to UTA on demand in Utah County will be of great benefit as well.	
90	It would be most helpful for more regular weekend schedules. Many people work on weekend, including myself, or just want to be able to get out and do stuff. I talk with many people on the bus and train who also share this need for better weekend schedules.	
91	I use bus 213 every day for my commute to the U of U Medical Center from 1000 E and 7800 S. It would be great if the buses run every 15 min during the peak hours. Please build a bus stop near the Sugarhouse Health Center. The existing bus stops are not easy to access.	
92	I mean, I'm not sure what is being referred to in this.	
93	super excited for the new 219, the southwest county desperately needs more service	
94	The 823 in particular will be helpful to me, as well as the 126 over to Zion's Bank Field when I go to Warriors games - won't have to drive there anymore!	
95	I don't think that would be convenient because lots of people use this as their main transportation and as a means of getting dropped off closer to home especially during the colder seasons!!	
96	Better working conditions and expanded services are the main selling points for me- as many people as possible should have access to public transport services as possible, and you should be able to guarantee that access while treating your employees fairly and well. UTA would be able to support the community by communicating with information media, like radio and news stations, and even social media- in order to spread word of construction progress, any potential impact the construction would have on roadways, and timelines for how things are proceeding. Signage at UTA stops and information on any website you may have needs to be consistently updated and current so that the community you are serving knows fully well what is going on in your process.	
97	I think they shouldn't get rid of the 628 midtown trolley and the 601 trolley those buses are really convenient it's easy to get around and get to doctor's appointments and everywhere else and they shouldn't get rid of zero fare because allot of people can't afford to pay for fares all the time and im one of them ,this is just reduclues and out of hand and not to mention it's ruining what the people had released the trolley and zero fare that they put out for people years back. I disagree on the plans for route 628 and 601.	*Fares
98	Restoring the routes in Salt Lake County that were previously affected is greatly appreciated.	
99	I'm frustrated with elimination of zero fare routes. I would rather work with cities to lower fares and increase ridership. Having little to no service from FrontRunner to pleasant grove boulevard makes it difficult to use UTA as a primary transit source to my work. It requires a 4 mile bike ride from either American Fork or Vineyard station. Without bcycle or a bus route between these areas there's a public transportation gap.	*Fares

100	I think by doing away with transfer tickets because u pay cash is wrong. A lot of low income people do not have accounts at institutions. Cash maybe all they have. U are penalizing the low income and homeless by making them pay twice or more times because they only have cash. The rest of the changes I thought were great.	*Fares
101	I'm not a fan of discontinuing fare-free service on Route 628. Calling the new TRAX station "South Jordan Downtown" is terrible. Downtown South Jordan is 5 miles away! It should be something like Daybreak Central Station to match Daybreak South Station and Daybreak North Station. I'm glad to see Route 218 service to downtown South Jordan restored to 30 minute frequency.	
102	I think things changes will impact in a huge way the limited resoruces the homeless- disabled, single parents, low income that dont have a car- Will impact the limited budgests and make their life more complicated instead of easier.	*Fares
103	Don't care	
104	I don't really see an issue with collecting fare for the 628 Midtown Trolley.	*Fares
105	Make the schedule match reality. For the last few months the train leaves the hospital late, average is 5 minutes late on a regular basis, so just change the schedule	
106	These changes do not support the community that utilizes UTA on a daily basis. There are often folks who do not have access to a bank account who may need to travel. Maybe your plan is to eliminate those folks from these services, which to that I say, shame on you. You are creating a larger barrier for our underserved community to access these services. Not only that but taking away the free fare zone is greedy.	
107	Nice to see the 220 back on 1100 East!	
108	It would be extremely beneficial to me personally to extend your services to Provo airport. Not having to park there or arrange a ride is simply a must-have from the UTA.	
109	I am generally against all changes that remove zero fare zones, but if they allow you to improve service, especially by improving frequency, that would be great.	*Fares
110	Also, stop being so territorial with Park City's busses. The 107 bus should be allowed to drop off in Salt Lake, especially as it's faster than your busses going through SLC.	
111	Get security guards on trax. Every train should have a security guard that checked for passes and gets the homeless and mental health people off the trax.	
112	The red line should increase service until 2 am. A lot of people will need to get home in the later hours and this will help get them home safe. Increase red line from 15-30mins to 5-15 mins service and have them coordinate with other Trax lines for quick smother transfers. Have bus drivers stop at the curb at their bus stops instead of on the street will the passenger needs to walk into traffic to get on board. Bus drivers are currently blocking bike lanes and creating unsafe boarding and deboarding expectations for passengers. There should be an upgrade to the digital signs at transit stops that tells passengers real time information on when the bus will pick them up at their stop. And, have a moment where signs say "Arriving" and "Departing" to let passengers know at what point in the stop that the UTA vehicle is currently positioned at the stop. This gives a longer moment for passengers to board and be mindful to wait for the next UTA vehicle at a stop. And, stop making bus stops so close to the edge of a pedestrian pathway. It is not safe to be so close to vehicles passing by that can throw something at a waiting passenger or else.	
113	I would love the Ogden Station to be brought back!!	

114	I take the train to work and school almost daily! I have been for years. Many times I've been left stranded in the cold if I was just 1 minute late for an entire hour. It would be great to see one more cart added so more people don't have to squish during rush hour. It gets so stuffy on the train when I have to ride it before and after work. It would be even better to have the front runner run every half hour. Even every 15 minutes during rush hour.	
115	I think having a station down in Spanish Fork would be useful.	
116	Also, the wifi is SO BAD I took the train to be able to do homework or work on my laptop but I always have to use my hotspot. Many people's meetings or assignments get interrupted by the poor quality or band width of the WiFi'. Please, this is not sustainable.	
117	Fares for the 628 free trolley will impact not just me but a lot other because our expenses are limited. We should be able to continue to ride the 628 trolley for free because it's also only a short distance of a ride and it's only for the Clearfield and Layton area.	*Fares
118	I strongly feel that we should be able to continue to ride the 628 free trolley for free. For starters, the 628 free trolley only stays in the Clearfield and Layton area. It's a short distance ride. To have to pay for a short distance ride from Clearfield and Layton especially when Clearfield is next to Layton in cities doesn't make sense. A lot of people depend on the bus and takes the bus because of how expensive uber or Lyft is and because how expensive it is nowadays to get a car. I don't only speak for myself when I say that our funds are limited. Whatever income we have we need to save for other needs and necessities. Saving our incomes on the side for future purposes will help us in the long run but we can't do that if we always have to continue to spend our money on the bus that is suppose to be free.	
119	I hate the idea of having a route run through Herriman to SLCC and the Real Salt Lake Academy. It will run through a street that kids cross to go to and from school and bring unnecessary traffic to the area. I seriously disagree with this.	
120	I figured the 601 would cost money I love 601 because it was easier than walking to get a sticker because eventually ogx not going to be free for long as well but losing 625 to go up to the St benencit Manor do you know understand there older people and people that have a hard time up and down that hill. I even struggle up it and so without it how do I visit my friends up there. Anyways I understand changes but it is what is.	
121	Mid	
122	Any expansion of services is welcome. More routes/services means I and others could ride more.	
123	Not specifically on proposals, but there should be an 8 pm Frontrunner that passes through Draper to provo	
124	Everything looks good, I just wish the new 860 route could get added in 2025 instead of 2026	
125	Please add sundays to frontrunner train schedule permanently!	
126	We need earlier trax. Services	
127	No impact. But would be nice to have the 217 and the green line coincide better. A 15 minute wait in the cold is terrible. At least have heaters at the stops	
128	Uta bus service is awesome but there are changes that I would like to see the buses running more often during the winter more shelter at bus stops bathrooms close by heated areas by bus stops more light at night around bus stops trax trains with level entry areas buses in all areas more on time service	



129	It would be cool to add a train/ light rail connection that follows the old Provo canyon line into Wasatch, maybe it could have a stop at Vivian park that then has the Sundance Ski Resort UTA bus route. Maybe the line could even connect to the front runner/ Amtrak lines in West Provo/Orem.	
130	Maybe it could be a project that uses 2034 Olympic Games funds if that's an issue? Like the flattened area is still there from the super old train line.	
131	Change can be good. Id like to see more services than less.	
132	<p>I was really hoping in 2025 or 2026 we'd have some kind of reasonable service in Utah County. Sadly, we do not. It's the land the UTA forgot.</p> <p>I live 2.4 miles from the American Fork Fronrunner station -- yet there is no way for me to get there on the UTA system. The official route is to ride the 850 bus for 20 mins+ to the Lehi Station. That doesn't include the walk time to bus, since apparently the only bus route in Utah county is along State Street. A real public transport system would feed to other busses and would at least, bare minimum, go to the commuter train station.</p> <p>In Provo, I do not understand why there can't be a shuttle or bus available to meet the trains -- at best they come twice an hour, most of the time once per hour. There could be a minibus easily -- even charge extra for it. The largest employers in the area are BYU and the Intermountain Health, yet there is no useful way to get to those locations from the station. The UVX doesn't get you to BYU -- it gets you sort of near the outskirts of BYU. I know this is BYU's fault, but perhaps open negotiations.</p> <p>I have used the Fronrunner to get to the airport many times. I travel frequently and would use it every time, but often I simply cannot because of the infrequency of service. If my flight lands at 9:30pm, I might make the Fronrunner, or I might just be standing in on a platform for an hour in a sketchy part of town with no protection from the elements (in a climate with extreme heat and cold!). That's if I'm lucky. If not lucky, I'll just be stranded in Salt Lake for the night with a prohibitively expensive Uber as my only option (should have just driven and parked!). And, of course, there is no option if you arrive on Sunday.</p> <p>The same infrequency and early end of day is a problem for attending any cultural activity in SLC from Utah County. I would prefer to ride the train to see the symphony or a show, but the odds are too great that I'll get stranded.</p> <p>Having lived in other cities with public transport that actually serves the needs of the community, the UTA system earns a D+ grade from me. The lack of service on Sundays, the paucity of bus routes, the early close to the system, all render it essentially useless for me. I am forced to be car dependent, despite my desire to leave the car at home. And lately, I don't always feel safe on the Trax -- is there a possibility of policing that better?</p> <p>I do realize that the UTA is hampered by funding challenges. But, it seems to me there is a "chicken-egg" thing happening -- routes don't meet the basic needs, so they underperform; underperforming routes get canceled, so we are in a death spiral.</p> <p>Nothing in the 2025 or 2026 proposed changes will improve any of this. You are making changes around the edges, but not addressing actual service.</p>	
133	necessary	

134	<p>I really wish you would give better service to the offices in Lehi. I work at the Ancestry office but you don't service the bus station there anymore. That stop used to be serviced by the 863 line but stopped after covid. I want you to know that both the Ancestry and Xactware buildings are busy again. A lot more space has been leased out in the buildings to other companies. I wish that stop would be serviced by the 807 or 871 line. I know you're making changes to 871, but I don't see any changes being made to the limited bus routes, so hopefully you'd consider adding the bus stop to 807 as well ☹️ I had to wait over an hour to get to work on i15 today, because of the northbound car fire. I don't have any other viable options to get to work.</p>	
135	<p>The most vulnerable people shelter has a lot of wheelchair and walker required clients and the bus stops are at least a block and a half away. I was wondering since I've done this myself where were paying, doing deviations frequently. And instead of doing a deviation all the time, seeing if route F925 and the route F525 and route F590 can be deviated onto Harrison Street or Monroe Street and brought up here and gone back or something. We also have at least 4 new apt complexes on this street that were not here 2 years ago. So, you know all of these places have opened with several people in the last 2 years, so I was just seeing if you guys could make it more accessible and make it apart of the route instead by deviation all the time.</p>	
136	<p>Please expand your service to Alpine. The VIA program would be a real boon. Seniors there are stranded since Utah County doesn't provide any transportation support.</p>	
137	<p>this looks good</p>	
138	<p>I love the idea of having more transportation this way I don't have a car and sometimes on demand vans are booked and having to pay Uber is a hassle because it cost me and kids a lot</p>	
139	<p>Please extend night time travel for 205 to 11:30 Pm so people can get home from work</p>	
140	<p>I am so happy that bus service is being restored to the Southwest part of the valley! Via has been difficult with scheduling and I depend on it to get to and from my job. However, route 126 seems incomplete. As the bus travels up and down Mountain View Corridor between 13400 South and Real Salt Lake, it doesn't allow for any stops. I feel it would be much better if it went up through the neighborhoods there, Rosecrest Road.</p>	
141	<p>Thank for changes to try to connect the southwest Salt Lake County with route 126. This will potentially help my commute to SL City for work if the hourly service works well in connecting to the train lines with normal working hours 8-5.</p>	

	<p>Regarding regional route 126:</p> <p>I appreciate that public transportation is finally coming to Herriman. It is desperately needed.</p> <p>However, this route fails to solve anything. The route is trying to do too much by connecting Draper, Herriman, and Daybreak. I think it would be much wiser to start with a route that actually transports people to local destinations where they want to go, rather than just trying to connect Trax stations.</p> <p>I think an ideal bus route would connect to shopping areas. Here is an example route that would work better than the proposed route:</p> <ol style="list-style-type: none"> <li>1. Herriman City Hall</li> <li>2. Smith's at 13400 S and Rosecrest</li> <li>3. Walmart at 13400 S and Fort Herriman Pkwy</li> <li>4. Mountain View Village (west side)</li> <li>5. Mountain View Village (east side)</li> <li>6. Costco at 13126 Eagles Flight Rd</li> <li>7. Daybreak downtown</li> <li>8. Daybreak Trax</li> <li>9. Smiths on Daybreak Pkwy and Mtn View Corridor</li> <li>10. Winco at 11800 S and Mtn View Corridor</li> <li>11. Return to Herriman City Hall</li> </ol> <p>Also mix in several stops within neighborhoods that are along this route so people in those neighborhoods can get on/off near their homes.</p>	
142	THIS is a route that people would use - not the route that you have proposed.	
143	<p>I am not even sure where to start. We live in Highland and have one car for a 4 family household with teens/young adults trying to get around utah county and salt lake county. The fact that there is no bus service that regularly runs through alpine/highland with access to the thanksgiving point and american fork front runner is ridiculous. That there is no bus service at the american fork frontrunner is crazy. Even a small shuttle bus that would take someone from the front runner to the bus stops on state street would be an amazing feature. Public transporation isn't even an option for getting people from Highland to Orem/Provo because of how convuluted the system is and how long it takes.</p>	
144	<p>The traffic in this area of sentinel ridge blvd is already unmanageable. Now we add all the extra traffic having to divert due to bangerter closures, and wanting to add a bus route? Insane. They've added 2 separate lights and an entire road to Mountain View, and it's still a nightmare out here. Peopld that need to use UTA can use the UTA vans provided by VIA, uber, Lyft and whatever else they've been doing. Adding ANOTHER service to the already unbearable area is a terrible idea.</p>	
145	Would like a bus that goes to AF frontrunner station	
146	Services connecting to the American fork trax station to help alienate traffic on Main Street going to your station.	

147	The fact that there is no Sunday frontrunner, or earlier/later times is absolutely ludicrous. The WORKING CLASS predominantly uses public transit. Get over the LDS the sabbath is sacred bullshit and take care of the community that would use these resources. Working class also uses public transit earlier and later, which you don't provide. If you are going to offer Sunday frontrunner during General Conference weekends for the LDS church...do better. Also your fares are not affordable and I am constantly trying to find resources for those in poverty that they cannot afford a car, they have limited resources, and they can't even afford to take public transit. Do. Better.	
148	Thank you for the new bus routes in Riverton and Herriman! They will have such a big impact.	
149	Yes	
150	We need routes extending into Herriman so those of us in this area can use this service more. Right now busses hit only the easternmost part of Herriman.	
151	Route 126 needs to be a 30 minute route, this connects a front runner and trax station and the route would be much more effective with more frequent stop. I live near the trax station in daybreak and work adjacent to a stop. With more frequency I would actually use the bus. As is, I wouldn't risk the bus because missing it would make me extremely late to work.	
152	My son uses Via daily to get to work in South Jordan. He does not drive so it is a real asset to him. I would hate to lose that service.	
153	Modified 640 is great! But what about adding some kind of smaller shuttle service south on 2000 all the way to the roundabout connecting bluff, gentile, Gordon, and 2000, to go to Layton station and then back through to clearfield? It would add commute options for folks all through syracuse and West Layton, from students, to commuters heading to Ogden or Layton or SLC? There is a LOT of housing down there that could use some shuttle service... And businesses in West Layton could benefit, too.	
154	I would really like for service up to Hogle Zoo and this is the Place to be brought back. Several employees used it regularly to get to work.	
155	This is helpful, but it would be better to go to the front runner station in Draper. I think the route needs to go further west as well at 13400 S.	
156	Major impact!! Keep it the same!!	
157	Don't even bother with route 126. Hourly service on weekdays only isn't going to keep me from driving. The service is too infrequent, and no service on weekends is ridiculous.	
158	If possible, please have the 213 bus come every 15 minutes from 7-9AM during the school year/semesters (University of Utah). There is often only standing room available especially on Tuesdays and Thursdays.	
159	The 205 needs to be increased to run every 15 minutes.	
160	There should be no change	
161	I am unable to drive so I am stuck on public transportation. My ex refuses to comply with the court order and she lives in Eagle Mountain and there is no bus service going to and from Eagle Mountain.	
162	I'm really excited about the proposed 823 route! I would love to see this route run at times slightly off from the 821 route, especially later in the day. As someone who commutes between Springville and Provo for work, including shifts that end at 9:00 PM, it's nearly impossible to get to the Provo Transit Center to catch the 9:18 PM bus (821) back to Springville, and the only other option that late is the 10:18 bus (821). If there was another option in between those I would be more likely to take UTA 5 days a week rather than 3 days a week.	
163	Speak with Honolulu transit officials. They have a great, easy to use system. Could probably get some useful information from them.	

164	It would be nice if you adjusted the schedule for busses and TRAX that go to frontrunner stations to come to the stops 5 minutes earlier than what they do now. When they are running a few minutes behind on the current schedule you miss the frontrunner and have to wait a half to a full hour for the next one. They are late quite often.	
165	I'd ride more with more times to ride! Mid day busses will help me reach clients	
166	Probably too late...I LOVE UTA! Been using it Mon-Fri since 1991. My comment is 3 words that I was so proud to see happen: FREE FARE FEBRUARY. Do it in 2025 and every year!!	
167	I like the idea of Herriman getting a bus	
168	I am looking forward to Route 126 to visit my mother who recently moved to a care center near 3600 W; thanks for the new route!	
169	If the Frontrunner operated more frequently (every 20 minutes), I'd probably use it to get to the airport or travel to downtown SLC. Full service on Sundays is an absolute must. Late trains departing SLC up to Ogden on Thurs-Fri-Sat.	
170	You need to ad busses on Sundays for people who work. Not everyone has Sundays off nowadays	
171	Northwestern Weber County is horribly underserved. Its bad enough the Pleasant View station is sitting unused...but how about bus service west of I15 along Route 126 in the Farr West area? We have nothing. Also...make it happen to get the Pleasant View Frontrunner going again. And hello....SUNDAY FRONTRUNNER SERVICE! Completely unusable to the airport and other places because of the lack of service times. A lot of us do things on Sundays. I see nothing in the changes helping these areas.	
172	I am opposed to this proposal. It will cause way too much traffic on angel street and we already have enough. We have nothing for the kids to walk across the street safely as it is! Do not do this to us!	
173	I do not think you should cancel the trolley in Ogden. It was wonderful to have and so helpful in getting around.	*Fares
174	Not accepting cash payments does not take into account those who do not carry money in checking accounts and only carry cash (such as the unhoused folk)	*Fares
175	I have had mediocre experiences when it comes to disability accommodations. Despite the signs everywhere, individuals with strollers and not disability specific walkers or wheelchairs use the ramps and populate the seats making it extremely difficult to use this public transportation. Especially when there is no intervention from the employees.	
176	the changes look great. unfortunately, it took a little longer than anticipated to open the PDF. it should be a lot simpler, but have a PDF version if wanted/needed. putting a simple table would be a lot easier to read and understand.	
177	If you change route 627 to go down main street (there are already so many buses servicing main street) you cut off everyone in clearfield relying on 627 to get to clearfield station for work or to the grocery stores. Especially along 1500 east clearfield. There are no stops close by along 1500 east that are easily accessible to those who need it. We won't be able to get to work. There are no stops along hill field road at the south of the base we can walk to. You literally are cutting off a whole community of people who live in the area that will no longer be able to get to work and get home.	
178	Rio grande plan is the only viable long term plan. Period.	
179	My comment is in Q. 6, and is directed toward the anticipated technology change.	*Fares
180	All public transportation should be fare-free.	*Fares
181	EXTEND FRONTRUNNER SERVICES TO INCLUDE SUNDAYS	
182	Do not decrease the zero fare zones. Increase them.	*Fares

183	<p>The 871 needs to continue to service 12300 South in connection to the Draper Center Station. Since the removal of the Flex it is the only connection to the main straight of Draper Peaks that is reliable, as On Demand frequently has waits of over an hour in that area, IF you don't get the "too many requests" error. It is already a pitiful option that runs far too infrequently - to change that part of the route in order to service Sandy Civic instead would make it impossible for those of us working on that strip to get to our jobs. Do not keep trimming public transit options for Draper.</p>	
184	<p>I heavily disagree with removing the free service for the Layton Midtown Trolley (Route 628). As someone who uses that line on an extremely regular basis to get errands done as well as for my commute, it would be a hassle to have to budget more money aside just for this service that has been free for as long as I've been using it. We need to have local lines that are either lower cost than the regular lines, or entirely free like the Midtown Trolley has always been. I do, however, like the extension of the 470 route to include Layton Hills Mall. It's been a hassle needing to walk up to, or ride the 628 line to Antelope Dr. to access that line, so the proposed change will make things a lot more convenient.</p>	*Fares
185	<p>Seeing some of the routes being expanded is very exciting!</p>	
186	<p>One day is great but the fees in general ought to be lowered to reflect accessibility for the low income folks who utilize public transport systems.</p>	*Fares
187	<p>Good day I would like to voice my concern of only having On Demand in the town of Tooele. With the overwhelming growth we are experiencing a Main Street bus or shuttle 6 days a week from the park and ride at 2400 north to 400 south and back on a daily schedule would best serve our needs and reduce much of the unnecessary on demand pick up and drop offs please give me a call if you would like more feedback. Thank you</p>	
188	<p>I wish changes could happen faster than just once a year.</p>	
189	<p>By making Route 640 end at Clearfield, it makes it harder for me to access educational opportunities at WSU Ogden and WSU Davis/NUAMES. Route 628 must come every 30 minutes to match the frequency of Route 640 and line up for a connection to Route 640 at Clearfield. However, it is way easier to not transfer at all, and therefore it would best to have Route 640 end at WSU Davis/NUAMES instead of Clearfield Station. Additionally, taking the FrontRunner is not viable because it takes around 35 minutes and around a mile and a half to walk to station because Route 604 comes after the FrontRunner train to Provo departs. Overall, I feel like the changes being made in Weber/Davis county do not benefit that average riders as my friends feel the same way.</p>	
190	<p>I recently started commuting through Layton and taking the 628 trolley. I have a transit pass through my job at the University, so the change won't affect me, but my few weeks being aboard have shown me that people rely on it being free. Why it is in the first place is a great question.</p> <p>Your proposed change to initiate fares on 628, however, will cause hardship on those who depend on its gratuity. Already impoverished individuals will now have to pay or walk, which is what most riders have to decide between anyway.</p> <p>Why do you give people something for free until they're dependent, only to take it away? And what bureaucracy makes changes to the public years in advance?</p>	*Fares
191	<p>I support your decision to make changes to the UTA bus schedule.</p>	

192	<p>My biggest concern is the tap cards. Keeping them loaded may be a challenge for a large demographic. Many of the riders don't have regular checking accounts. Their debit cards are from employment or government. These types of cards are only recognized as prepaid cards not associated with a bank and frequently are declined as form of payment because funds cannot be guaranteed. The last time I purchased a tap card the vendor indicated that they could no longer recharge the cards. It either had to be done online or over the phone. Using cash at a vendor wasn't an option. If that is the case, that needs to change.</p> <p>Just one more thing. At transfer points like Redwood Rd and 3500 south, could there be a 5 minute hold for all buses to allow riders a safer transfer? I have observed riders risking their safety to get to the next bus. This is an issue especially after 7PM when the buses run less frequently and in the winter when many lack warm outerwear.</p>	
193	<p>Absolutely disgusting the poorer people rely on the train and your increasing the cost and getting rid of transfers it's a money grab THIS CORPORATE GREED is why everyone has a car I work at the airport it should run later into the night it's so disgusting and dangerous I don't feel safe at night on uta</p>	*Fares
194	<p>Vote Rio Grande Plan 2025!</p>	
195	<p>There should be New Year's Eve service for the FrontRunner past midnight into New Year's Day at 1am or 2am like other cities do. There should also be Sunday FrontRunner service. Also consider running one night train shift for eight hours, so it gets to every stop within four hours, which is better than no service.</p>	
196	<p>There are quite a few BYU professors that ride the route 822. I'm just concerned that the commute time will be a lot longer for them. Did BYU approve these changes?</p>	
197	<p>Currently I am a graduate student at BYU in Provo, and live in Payson. On a regular basis (3-4 times a week) I take the 822 bus from Payson to the south BYU campus stop. As I understand, this route will be discontinued beginning in April of 2025. Given how many people use the 822 bus to get from south Utah County to BYU and UVU, I am not sure why UTA wants to discontinue the route. I have spoken to multiple bus drivers about the route being terminated, and all drivers agree that the 822 route is one of the busiest routes in Utah County. As far as I can see, after the 822 route is terminated, it will be harder for me and many other BYU and UVU students and employees to get to the schools. I strongly urge UTA to reconsider this proposed change, and keep the 822 route. I believe that doing so would be in the best interest of BYU, UVU, UTA, and the many riders who regularly use the route to commute to school and work.</p>	
198	<p>He stated that he wanted to see the Tooele Flex Bus on the weekend. He also stated that he would like to be a part of a work group where there will be a study to determine the viability of the following concerns: - Expansion of the airport line to New State Prison at 7200 W. - Expansion of airport line inside of the international center. - Making a loop to the Medical Center to reduced parking space - Expansion of the TRAX service to the hospital front door to make it convenient - Expansion of bus services to Sugarhouse to 1100 E going EB to 900 S to part of Liberty Park going to Trolley Square. - Extension of Sugarhouse Bridge - A study group for a trolley link to the U of U campus - Extension of the red line going to the campus using the Trolley shuttle - Expansion of the Red line train from the U of U to the airport. - FR Service to Weber - Heaters on the covered bus stop. - Electronic Signs inside some of the bus stop to notify the next stop</p>	

## Appendix 5 – Public Comments: April 2026 Proposed Service Changes

A complete list of the public comments received during the public comment period is provided in Appendices 4-6. Note that some comments submitted in in “Service” fields pertain to fares changes and some comments submitted in the “Fares” fields pertain to service changes.

170 comment submissions are included for April 2026 proposed service changes. 10 of these comments pertain to proposed fare changes.

Comments on the April 2026 Proposed Service Changes	
1	Document how people will connect from North Weber Zone 562 to Ogden Station. Will they have to transfer to a bus at 12th street or will there be a disconnected part of the zone at Ogden Station (like what is shown on the map for SLC Westside Zone to Central Point)?
2	Similar to my comment about the 2025 Change Day, the 455 and 470 and run parallel in sections of their routes, and many riders can use either one to commute to and from Salt Lake City. Rather than having these buses schedules run so close to each other (such that they play leap frog), it would work better for riders to space them out.
3	Improve bus stops on Riverdale Road where multiple routes would provide transfer points.
4	Again, i ask you to leave the 640 alone and the Midtown Trolley (628)
5	Looks good.
6	I am glad to see Bus 2A and Bus 2B proposed. And hope that it's high on priority
7	wondering frequency/time for 640 and 645. wondering travel from clinton walmart to WSU ogden and WSU davis and Davis Tech
8	Depending on the changes in the route of the 640 to the roy station, it might be frustrating and time lengthening. The interactive map shown does not show the route that the 640 would take to the station.
9	Keep it's out of the south end of the valley just raise the crime rates, homeless and panhandlers
10	I'm glad to see changes to route 223 to run at 30 minute intervals but this needs to be done sooner than 2026. The bus is often overcrowded during peak times during weekdays.
11	Primarily, the change to the 640 bus would affect my access to work, school, and other UTA services. It would extend a 10 minute walk to nearly 20-30 minutes to the next nearest service that would get me to where I need to go.
12	I depend on the bus to go to work and other things
13	If the changes go through, my mother will have to walk further and miss out on more sleep. If the changes happened they'll effect me by also missing out on more sleep, trying to get to the bus stops and hour or half earlier than I already do wasting more energy than I need to just to get to places like school or work then home
14	Overall, I am excited. But I am concerned about the Brigham City changes. Namely, I am worried about the lack of circulator service in the city, especially on Saturday, which would be when people might need to go grocery shopping. Would the IMZ be operational on Saturdays? If not, I could imagine it would be hard for folks in Brigham City to do basic tasks that would require going places other than Pleasant View or Ogden (like grocery shopping in town).
15	No

16	I usually ride the 640 bus from clearfield to Weber State University. I don't want the route for the 640 bus to be changed at all. I want to stay the way it is. It's the only transport I have of getting to school.	
17	More routes	
18	Not affecting me	
19	<p>2/2A/2B - I appreciate the effective doubling of the 2's frequency that this change would entail. The 200 South corridor is an excellent candidate for true high-frequency bus service (i.e., frequency higher than once every 15 minutes, which is more a bare minimum of good service than "high frequency"). I wonder if there isn't a way to up the frequency in a less confusing way. Having two slight variants on a route is bound to make the system less intuitive to visitors or new users, and adding a loop is bound to slow it down, especially at that notorious roundabout between Stadium and South Campus stations.. Is this proposed change really any more beneficial than just doubling the frequency of current route 2? And why couldn't there be a separate loop route around the U? 4 - The extension of the route beyond Olympus Cove makes sense. Its schedule and frequency should also be expanded. It seems odd right now that the last 4 departure from Olympus is at 8:07pm weeknights, especially considering that the first departure time is comparable to that of the 209, which runs until midnight weeknights. 54 - Yes! More transit to USANA, please. Driving and parking there is a nightmare. Please ensure that on concert nights service continues until the concert has ended. It would be a waste if everyone still had to drive to concerts there. Also make sure that riders can still connect to TRAX at Murray Central from the last 54 bus. 205 - I live along this route, and restoration of 15-minute service cannot come soon enough. Every 15 minutes should be the minimum you aim for in Salt Lake City, not the highest possible frequency. 220 - Shortening this route makes sense with the easy transfer to the 2. Are you really not restoring 15-minute headways, though? If people are going to have to transfer back to the 220 in the other direction, they should not have to wait that long at the U. 223 - The connection to Murray Central makes good sense, and frequency is in desperate need of an increase. One bus every hour is a joke. 601 - Frankly, can we just stop calling bus routes "trolleys" when they aren't trolleys? Trolley buses are a thing in other cities, and they're great, but they're not a thing here. 720 - This route would definitely benefit from an extension, but this extension should only be the beginning. Please connect this route to the Red Line so northern Sugar House and Central City residents can more easily access TRAX! Finally - Still no TRAX service improvements? You can't be serious.</p>	
20	Updating the 205 to every 15 minutes would be AMAZING. The weekday bus is at least 75% full on most rides I take. 15 minute service would increase my use and convenience	
21	Big support for the 2A/B bus routes and the increased frequency of the 205. I wish it could happen sooner but I'm aware that staffing is an issue.	
22	Very eager and glad to hear about 126 - South Valley Regional All-Day Service bus. I would be nice if Route 126 would run on Weekdays at 30-min frequencies rather than 60-minute at the very least.	
23	Have people be several feet of smoking	
24	I like them.	
25	No comment right now.	
26	Bus routes should go for longer at night.	

27	Don't change it I need ride	
28	If upping 126's service to 30 minutes isn't feasible in 2025, I would very much like to see it here instead.	
29	My changing the method of fare, ease will be increased for some but made more difficult for others who can only pay cash! Especially unsheltered and low income folk who don't regularly have access to phone (data, etc) or a bank account to load up a card! Elimination of transfer slips will also massively decrease accessibility for folks who are tight on income - \$5/ride one-way is not acceptable fare, and will only result in those unable to pay being ticketed and further into debts.	*Fares
30	I don't have anything to say about this	
31	I would like to see some kind fixed route service in west Kaysville, such as a bus running along Flint St./Sunset Dr. or maybe in the future, a fixed guideway service along the Denver & Rio Grande Western Rail Trail Corridor.	
32	Agree with proposed changes.	
33	I am looking for reasonable transit options from the Herriman Area to the SLC Airport. The 5600 W express line to the Airport with a connector at the red line seems to be a good option to help with this. Wish it was happening in 2026 or sooner.	
34	The changes sound nice. I rely on the UTA to get around at all, as I don't drive. I want them to have fair wages and good working conditions. I hope the "listening to the community" part is upheld.	
35	The change on 628 would make it harder financially for my shopping and getting to work.	*Fares
36	Did not review in detail. BUT I like the return of buses to the the Riverton area. An idea: if you have a lack of staff. can a route with an every 30 minute schedule be set up that it will be reduced to an every hour schedule due to lack of drivers. Riders are required to check online to see if the bus is on a 30 or 60 minute schedule. This route is known in advance that is can and will change due to staffing. Just a thought.	
37	Route 126 will be a nice placeholder, but I especially am hoping for a more permanent LRT solution spanning 12600 and linking us more permanently and efficiently to the rest of the transportation network. Especially with the growth of Herriman and increasing traffic volumes on 12600, we need more viable alternatives to driving to connect the East and West. A bus route is fine for now, but we need more! I'm working towards going car free and currently the lack of reliable, readable, and frequent public transport makes anything other than a car nearly impossible and very impractical for anyone living on the west side.	
38	If you're going to discontinue 220 service going downtown, please make it go later, or make the 72 go later. I sometimes go to concerts downtown and I just moved to Cottonwood Heights and since I don't drive, bus service from downtown to Fort Union is imperative. Also, service on 5600 S from Highland Drive to 1300 E would be nice.	
39	Seems like a really dumb idea to discontinue the 220 from the U to downtown. Why are you doing this?	
40	I like the 610 route in Ogden: more local, more often. I currently take the 625 northbound in the mornings (with 4-6 other riders). After work I take the 455 southbound (wider range of riders; depending on day, maybe 3-10 other riders) because I'd have to wait 45 minutes for the 625. When I do take the 625 southbound after work, it's pretty empty. And most of the riders on the 455 southbound get off before reaching Davis County.	
41	Nah	

42	Instead of 15 minutes for the 205 we need later service	
43	Consider looking at a visitors 3 day or week pass.	
44	Let's get everyone on the same page and support the Rio Grande Plan. It just makes so much sense.	
45	Service on 7th East between 9400 and 7200 South is needed in my community.	
46	Would like to see frontrunner extended further south	
47	It is what it is. I want to request UTA vans by the airport area and further where buses don't run.	
48	I use the 205 bus often and I love that it will be coming every 15 minutes. But...I do not like a change you made earlier. There used to be a stop at 2100s and another at the S line when traveling north. You changed it to a stop in the middle of the two. As I am disabled, this change has made it difficult to use the route.	
49	Build the Rio grande plan!!!! Do it!!! I don't live in slc but this is something that has the possibility to really transform the city.	
50	None of the proposed changes affect me at this time.	
51	Almost every rider on route 455 is going to Weber State University. Stopping the route at the Dee event center and forcing all students to transfer busses will be a huge inconvenience which will add over 20 minutes to my commute. The whole reason why I ride UTA is because it was able to drop me off right next to my class so I did not have to worry about getting the shuttle from The event Center to Weber State. If the bus dropped off at the normal spots on Ed Wilson and the upper stop then went to the d event Center that would be okay but stopping at those locations mirror to classes for students is crucial.	
52	Need to keep the 625	
53	Please don't get rid of bus passes or tickets in the movile app.	
54	I feel the 470 as is was a brilliant route. By the time these changes go into effect, I will no longer be using the services but instead choosing to drive my children to davis tech rather than having take two transfers.	
55	A fast bus route that runs between Vineyard Station and State Street sounds great, as long as the bus stops for the 800 n route and the state street route aren't far.. I'd love to see UVX extended to Vineyard Station.	
56	Please consider bringing services to L3 Harris and the other businesses along 2200W from north temple station, it remains an untapped population of ridership for people commuting in from areas outside of salt lake	
57	Seems fine	
58	See above. Charge what you need just expand it in SLC; No huge comments, just please expand TRAX in slc. So many people could use it if you took it across South temple, down 7th E and 13th E, and down to Liberty Park. Make it a bigger square of local customers instead of people headed to work. tRAX could be perfect but for some reason it goes out to daybreak? Just strange	
59	I would like it if the front runner operated on Sunday and holidays. We have lots of family in Salt Lake County and Ogden, and often would prefer to take the public transit to visit them, but are unable to.	

60	<p>I am very happy with the proposed service changes to the current routes 2 and 220. Although I won't be using them in 2026, I think the changes proposed will significantly increase user satisfaction, without hurting anyone's commute significantly. Coming from someone who used 220 daily (north-bound) for two years and now 2 daily, the proposed changes would not only benefit the U students, but also SLC commuters. On 220, 95% of passengers would be U students, and would get off at Presidents Circle, the only university stop, and very few, if any, would stay to go towards SLC. The new change with 220 going to the Union would increase student satisfaction as many students would have to arduously walk all the way up campus from presidents circle, and bus drivers would have to continue their lengthy route from the south all the way downtown. Transferring this downtown route to another bus 2 route would benefit everyone involved, as bus 2s typically get full during peak hours and can't take any more passengers, while bus 220, again, would only stop at President's Circle, causing it to be more of an inconvenience for students with classes/activities towards upper campus. This change will shorten the drive for 220 bus drivers while also providing students with better access to campus, all the while not negatively impacting a daily SLC commuter.</p>	
61	<p>Again, all I can say here is having Sunday Fronrunner service would be great</p>	
62	<p>Fronrunner service for general conference would be great. Also early front runner service for RootsTech on Saturday. I use Fronrunner for doctor visits in Layton from Ogden so better connection to/from Tanner clinic would be help. And McKay Dee Hospital from main library is a must for me.</p>	
63	<p>Please improve connection to AF station via bike routes all the way from the jordan river trail to the station. Please add several bus stops near the southern part of saratoga springs, as I have to ride my bike 20 minutes to the north end the get on the 806 currently. Please do not expand redwood road or mountain view corridor. ADDING ONE MORE LANE DOES NOT IMPROVE TRAFFIC; IT JUST DIVIDES AND DESTROYS OUR COMMUNITIES!</p>	
64	<p>I'd love to see a way to get from SLC to American Fork</p>	
65	<p>This will prevent so many people from getting to work and seeing family.</p>	
66	<p>F*CK NO</p>	
67	<p>Changing the fare system to this method will be less inclusive, and less equitable, especially to those who do not have access to technology or the internet. I currently use the app and pay for exactly what I need, and I would hate to see UTA operating on a prepaid only system. I would be much less inclined to spend money riding UTA, especially if the monthly fare options are dissolved, because I would worry about spending too much money and not using the money I have pre paid for services I don't use. This method of payment is sneaky and sly to collect money that isn't going towards use of services. There needs to still be OPTIONS for paying the exact ticket amount, a monthly pass, and using cash for those who aren't as privileged to have access to technology for this new proposed system. Many of UTA riders are those who come from less privileged backgrounds and have low income or disabilities, and by implementing this change, UTA services will be inaccessible to a large portion of its current users.</p>	
68	<p>Please include a bus route that goes from FrontRunner or Trax to Hogle zoo</p>	
69	<p>Yes</p>	
70	<p>The free service that is offers is important to our community. If the ridership number meets a threshold, I would ask that the service remain free to the rider. Our community benefits by reduced traffic and it allows individual who don't or can't drive or own a car autonomy .</p>	

71	Sunday service on the frontrunner is a must to provide consistent and fair service. Current schedule discriminated against those who choose to work, shop, or travel on Sunday instead of stay home	
72	No hope it'll improve my route.	
73	It would be most helpful for more regular weekend schedules. Many people work on weekend, including myself, or just want to be able to get out and do stuff. I talk with many people on the bus and train who also share this need for better weekend schedules.	
74	Please consider having an express bus from Sandy/Draper/Midvale to the U of U.	
75	Again, I don't know specifically what is being referred to hear. Where is this service being changed?	
76	higher frequency on 2a/b sounds pretty awesome	
77	Don't have a particular response to these yet.	
78	I don't think that would be convenient because lots of people use this as their main transportation and as a means of getting dropped off closer to home especially during the colder seasons!!	
79	Better working conditions and expanded services are the main selling points for me- as many people as possible should have access to public transport services as possible, and you should be able to guarantee that access while treating your employees fairly and well. UTA would be able to support the community by communicating with information media, like radio and news stations, and even social media- in order to spread word of construction progress, any potential impact the construction would have on roadways, and timelines for how things are proceeding. Signage at UTA stops and information on any website you may have needs to be consistently updated and current so that the community you are serving knows fully well what is going on in your process.	
80	I think they shouldn't get rid of the 628 midtown trolley and the 601 trolley those buses are really convenient it's easy to get around and get to doctor's appointments and everywhere else and they shouldn't get rid of zero fare because allot of people can't afford to pay for fares all the time and im one of them ,this is just reduclues and out of hand and not to mention it's ruining what the people had released the trolley and zero fare that they put out for people years back. I disagree on the plans for route 628 and 601.	
81	While I don't take the 54, increasing frequency will help those who rely on it.	
82	I'm frustrated with elimination of zero fare routes. I would rather work with cities to lower fares and increase ridership. Having little to no service from FrontRunner to pleasant grove boulevard makes it difficult to use UTA as a primary transit source to my work. It requires a 4 mile bike ride from either American Fork or Vineyard station. Without bicycle or a bus route between these areas there's a public transportation gap.	*Fares
83	I don't see anything I would change here.	
84	I'm not a fan of discontinuing fare-free circulator service in Ogden. I'm glad to see Route 612 serving Ogden Station.	
85	I think things changes will impact in a huge way the limited resoruces the homeless- disabled, single parents, low income that dont have a car- Will impact the limited budgests and make their life more complicated instead of easier.	
86	Don't care	

87	Increased service would be great, however east west bus connections are severely lacking particularly in the evenings and weekends. Also troublesome is the lack of lighting at bus stops outside of downtown. Tooele & Davis County needs service on weekends, and after 7pm. Another lost and found should be made to replace the former downtown location.	
88	No	
89	These changes do not support the community that utilizes UTA on a daily basis. There are often folks who do not have access to a bank account who may need to travel. Maybe your plan is to eliminate those folks from these services, which to that I say, shame on you. You are creating a larger barrier for our underserved community to access these services. Not only that but taking away the free fare zone is greedy	*Fares
90	increased frequency for the 223 would make that route usable for me and can't come soon enough. I can take it from near Bonneville elementary to the door of my office at cottonwood corporate center, but the hourly frequency makes very inconvenient. I also wish the current last stop at cottonwood corporate was also the first stop when it changes directions	
91	Can't you find a different color between a 30 minute bus and a 60 minute bus?	
92	Connections to Vineyard station are necessary. Please prioritize that.	
93	Its fine if trax Get security guards on trax. Every train should have a security guard that checked for passes and gets the homeless and mental health people off the trax.	
94	The intent to have cash payers pay more for their transfers harms them. There is not a ticket machine at every UTA transit point so UTA should not lean towards making communities work harder to find them to get a UTA fare card. Regardless of the idea of the simplification of paying for a UTA fare, this will be inaccessible for many people. Please continue to offer paper transfer for cash users. On another note, the 2A/2B route names are too similar to each other. On another note, the naming scheme for 2A/2B to does not make sense. The focus on final destination is more important than adding more confusing information on the bus led display, because the real estate less focus is on the destination and more emphasis on naming schemes. A longer learning curve is required for distinguishing A and B when a final destination on the LED display already communicates to passengers what bus to take. UTA on demand should redwood road 217 routes and the 201 routes. the 201 bus driver do not always make the required stops and will pass passengers waiting for the bus. No effort to make the stop to pick up passengers. The on demand service can pick up riders during and outside 201 and 217 service. The central point stop is a good addition to on demand service. But, we need lots more on demand vehicles because the app always tells us that service is in high demand which means longer wait times of over 30mins. Another note, there needs to be service from the Airport or the 1940 W Green trax stop going towards the u of utah union stop. There is no direct service for visitors to make it to the U and for U community members to get to the airport in a safe and frequent and direct and quick way.	*Fares
95	I think this is fine	
96	Fares for the 628 free trolley will impact not just me but a lot other because our expenses are limited. We should be able to continue to ride the 628 trolley for free because it's also only a short distance of a ride and it's only for the Clearfield and Layton area.	*Fares

97	I strongly feel that we should be able to continue to ride the 628 free trolley for free. For starters, the 628 free trolley only stays in the Clearfield and Layton area. It's a short distance ride. To have to pay for a short distance ride from Clearfield and Layton especially when Clearfield is next to Layton in cities doesn't make sense. A lot of people depend on the bus and takes the bus because of how expensive uber or Lyft is and because how expensive it is nowadays to get a car. I don't only speak for myself when I say that our funds are limited. Whatever income we have we need to save for other needs and necessities. Saving our incomes on the side for future purposes will help us in the long run but we can't do that if we always have to continue to spend our money on the bus that is suppose to be free.	*Fares
98	I hate the idea of having a route run through Herriman to SLCC and the Real Salt Lake Academy. It will run through a street that kids cross to go to and from school and bring unnecessary traffic to the area. I seriously disagree with this.	
99	Just don't understand why so many changes. I get the economy is changing but its getting not better but worse but u guys do whatever u want.	
100	Mid	
101	Any expansion of services is welcome. More routes/services means I and others could ride more.	
102	None	
103	I love the change for the 860 Eagle Mountain route, I live right by the current bus route, but I can't take it because of how long it takes to get to the fronrunner station and how it goes north instead of south. I currently drive to the AF fronrunner station and take that and UVX into work. As soon as the 860 goes live I'll be using it for my commute but also for getting places for personal trips as well since it will have more frequent service. I can't express how excited I am to get it and like I said I would love to have it even sooner.	
104	Please add sundays to fronrunner train schedule permanently!	
105	We need Earlier. Trax. Trains on Saturday and Sunday services	
106	No impact	
107	Every day rideing bus	
108	Could be cool to make the bus route to Sundance start up on the day the resort opens	
109	Keep public transit affordable for all. This is literally how many get around.	*Fares
110	See comment above. Nothing in the proposed changes for the next 2 years will address any of the real needs of northern Utah County.	
111	If you move route 862 to West Orem and Pleasant Grove, is there a new route that will service East Orem? If not, then I am very disappointed in this proposed change. We need to make riding the bus easier for people, not harder	
112	I'm sure it has been evaluated.	
113	I'm happy Saratoga Springs and Vineyard are getting new routes!	
114	I was told to submit a request via this form even though it's not specific to April's change day	
115	this looks good	
116	I love the idea of having more transportation this way I don't have a car and sometimes on demand vans are booked and having to pay Uber is a hassle because it cost me and kids a lot	
117	Please extend night time travel for 205 to 11:30 Pm so people can get home from work	
118	no comment	
119	none	

120	The for adding East /West services look good, but Highland/Alpine/American Fork /Traverse Mountain area seem to continue to be out of the loop	
121	Would like a bus that goes to AF frontrunner station	
122	Services to American fork from the trax station. That road is a mess in front of the trax station due to so many people coming to your station and not enough parking, no bus to AF, we need parking in the other side of the station between the station and the free way, and we need people to be bussed in.	
123	The fact that there is no Sunday frontrunner, or earlier/later times is absolutely ludicrous. The WORKING CLASS predominantly uses public transit. Get over the LDS the sabbath is sacred bullshit and take care of the community that would use these resources. Working class also uses public transit earlier and later, which you don't provide. If you are going to offer Sunday frontrunner during General Conference weekends for the LDS church...do better. Also your fares are not affordable and I am constantly trying to find resources for those in poverty that they cannot afford a car, they have limited resources, and they can't even afford to take public transit. Do. Better.	
124	None	
125	Yes	
126	No comment.	
127	Cool ideas, really should have plans for more routes in the South valley. One line is poor service for so many people.	
128	Please continue to provide Via rideshare services.	
129	I don't know enough about what these changes mean, yet	
130	Keep it the same	
131	None	
132	If possible, please have the 213 bus come every 15 minutes from 7-9AM during the school year/semesters (University of Utah). There is often only standing room available especially on Tuesdays and Thursdays.	
133	More trax lines connecting the city. Indoor stations?	
134	There should be no change	
135	none	
136	None	
137	No comment	
138	Let's do it!	
139	Bring back FREE FARE FEBRUARY. Make a dent on these inversion days of winter on the Wasatch Front.	
140	I dont know.	
141	Looking forward to the new station, BYU 900 E Provo. Thanks!	
142	I'm disappointed the free trolley service is being discontinued. This will harm downtown Ogden businesses. If the Frontrunner operated more frequently (every 20 minutes), I'd probably use it to get to the airport or travel to downtown SLC. Full service on Sundays is an absolute must. Late trains departing SLC up to Ogden on Thurs-Fri-Sat.	

143	Northwestern Weber County is horribly underserved. Its bad enough the Pleasant View station is sitting unused...but how about bus service west of I15 along Route 126 in the Farr West area? We have nothing. Also...make it happen to get the Pleasant View Frontrunner going again. And hello....SUNDAY FRONTRUNNER SERVICE! Completely unusable to the airport and other places because of the lack of service times. A lot of us do things on Sundays. I see nothing in the changes helping these areas.	
144	I am opposed to this proposal. It will cause way too much traffic on angel street and we already have enough. We have nothing for the kids to walk across the street safely as it is! Do not do this to us!	
145	They need to keep the trolley in ogden	
146	None	
147	Not accepting cash payments does not take into account those who do not carry money in checking accounts and only carry cash (such as the unhoused folk)	
148	I have had mediocre experiences when it comes to disability accommodations. Despite the signs everywhere, individuals with strollers and not disability specific walkers or wheelchairs use the ramps and populate the seats making it extremely difficult to use this public transportation. Especially when there is no intervention from the employees.	
149	Before April 2026 fix bus bay pillars that identify the bays at Ogden Intermodal Center, their footings are sinking and could use a refresh. Also, have an overflow space for OGX, as the current spacing of the overhead charging is designed for two busses but there are often three busses there.	
150	the changes look great. unfortunately, it took a little longer than anticipated to open the PDF. it should be a lot simpler, but have a PDF version if wanted/needed. putting a simple table would be a lot easier to read and understand.	
151	No answer	
152	Rio grande plan is the only viable long term plan. Period.	
153	My comment is in Q. 6, and is directed toward the anticipated technology change.	*Fares
154	Don't charge people for rides when there is plenty of money to pay for gas, electricity, liveable wages, and maintenance in the city budget.	
155	Frontrunner should run on all Sundays! And don't shrink the zero fare zones. Expand them	
156	Do not see any routes I frequently use listed, no comments.	
157	Again, absolutely abysmal changes to the 628 Route. I know very well that I am not the only individual who sees the benefits of the Midtown Trolley, and uses it regularly. Removing it entirely cuts out options for people who need it to get around town due to lack of other transportation. Keep the midtown trolley.	
158	Please do not get rid of Line 628. Please keep the line fare-free! I've continued more on this in #6 about the proposed fare changes.	
159	Again one day is not impactful to our communities disparaged by the increased rates	
160	I am in full support of switching 205 to a 15 minute frequency! As someone who takes that route daily, I am often waiting 30 minutes in between busses to take the 205 to get home. This is often in the dark/cold/rain because many of the 205 stops do not have any shelter/coverage. In the future, I would also like to see increased Sunday service. Many people still have to get to work on Sundays and it can be especially difficult to work out transit on those days.	

161	I do not like that Route 640 no longer goes to WSU Ogden. Route 604 is not viable due to it coming only every hour and there being limited number of trips. It is especially bad for when I have to take night classes at WSU Ogden. I feel like Route 640 (or another Route) should connect WSU Ogden and WSU Davis/NUAMES on run on 1900 W/Main Street.	
162	What bureaucracy makes changes to the public years in advance?	
163	I love change day the buses will help me and my family to be able to go more places.	
164	Scheduled Bus service for Tooele on main Street	
165	My biggest concern is the tap cards. Keeping them loaded may be a challenge for a large demographic. Many of the riders don't have regular checking accounts. Their debit cards are from employment or government. These types of cards are only recognized as prepaid cards not associated with a bank and frequently are declined as form of payment because funds cannot be guaranteed. The last time I purchased a tap card the vendor indicated that they could no longer recharge the cards. It either had to be done online or over the phone. Using cash at a vendor wasn't an option. If that is the case, that needs to change.	*Fares
166	Same as other don't change the fare and clean up the filthy train.	
167	Rio Grande Plan 2025!	
168	No comment.	
169	No comment	
170	No comments at this time.	

## Appendix 6 – Public Comments: April 2025/2026 Proposed Fares Changes

A complete list of the public comments received during the public comment period is provided in Appendices 4-6. Note that some comments submitted in in “Service” fields pertain to fares changes and some comments submitted in the “Fares” fields pertain to service changes.

186 comment submissions are included for 2025/2026 Proposed Fare Changes. 3 of these comments pertain to proposed service changes.

Comments on the Fares Proposed Changes		
1	Moving away from paper transfers will accelerate the acceptance of FarePay cards (and possibly open payment/Credit Card fare capping in the future). Signage should be added to bus stops to help people find nearby FarePay retailers. Curious how people could use a regular electronic pass (like regular EcoPass or HivePass) plus a FarePay card to upgrade to premium. Have pop up events where people can have their picture taken for reduced fare FarePay cards, the Ogden Transit Center Customer Service site does not have weekend or evening hours.	
2	Make the fares PDF screen reader accessible so everyone can actually take part in commenting.	
3	No comment	
4	Consider options to use a regular FarePay card to get a Group Pass. For example, being able to tap multiple times at your first tap of the day or activating at the TVM for the day. The summer Riders License is a good pass to introduce youth to transit, usage in the summer may vary for individuals with vacation trips. Pop up sites to get Reduced Fare FarePay cards (high school back to school nights or parent teacher conferences, senior centers, community events, Farmington Station the first few weeks of Lagoon season). In arena (Delta Center, BYU, U of U, Daybreak Field, RSL) advertising of services, Group Pass, special trips.	
5	The fare changes to Route 628/ Midtown trolled would devastate those who go from Clearfield Station to the Hospital, the Mall, or other places like grocery stores.	
6	I am very excited for these changes. It will bring the system up to date with other transit agencies.	
7	I love the new plans for fare change. I hope the plans also include allowing fare cards to be attached to Google and Apple Wallets. As well as digital student cards that universities such as Utah use.	
8	gonna miss group pass on the app!	
9	Why bother even charging fares? In the summer time the shady side of the train is full with homeless. I will never ride front runner or trax again it's disgustingly gross	
10	No comments on the proposed changes to fare.	
11	I am am ok on paying what it is now on the fare	
12	The current fares of 1.50 for students and 2.50 for adults are good keep the the same please	
13	I am generally in support (I already use FAREPAY). I would just have to see how the advertising is because how to pay is a serious barrier to transit use and one of the reasons people may avoid using the bus.	
14	No	
15	No comment at this time.	
16	Not sure what that is	
17	Please still leave cash option and paper transfers. Do not make changes to fares	
18	Times are already hard and this may affect the ridership.	
19	The fares I think are fine as is and are quite reasonable.	



20	none	
21	Making fares consistent on Route 628 is reasonable. Again, can we please stop calling these fake vintage buses "trolleys"? Trolleybuses are already a thing (they're the safer electric alternative to lithium battery buses), and they aren't defined by a kitschy paint job.	
22	The U pays for my badge, so this does not impact me	
23	I'm not a daily rider so for me the fare change has little to no impact.	
24	No impact	
25	None	
26	Please keep providing the free UTA chip for students. The gratitude of students for that benefit has been expressed by many students on our SLCC campuses!	
27	I don't think it's clear to me how the monthly passes would change. Though my biggest concern is around the cash fare changes affecting marginalized people who use cash fare most and may not have access to the internet or even have cardless payment methods. Without a lot of though, that change in particular could very negatively affect the most vulnerable transit riders.	
28	No change	
29	The fare cap has helped with a lot.	
30	Never change it I need ride and a lot of people need a ride	
31	I personally think that removing paper tickets is a good idea and will improve the accuracy of ridership counts across the board and make it more difficult to fraudulently board the train/bus. Next up is fare gates (/hj)	
32	The \$3 purchase fee for the Farepay card should be refunded in the form of a transit credit added to the card upon activation.	
33	See above	
34	To go from cash to strictly card use is not going to work for your community. Do you realize how many children do not use money cards? Do you not realize that many, if not most folks that ride the public transit and buses are seniors, youth, and folks in the low income bracket? So why would you make a cash paying customer pay twice for their ticket and eliminate the transfer system? It really sounds like a big mistake and like you are discriminating against those with out a bank account or this that are low income. You are giving privilege to a person with a bank account. If you want to get technical, I feel this is a racist thing for your company to do, and I am not a person of color. You probably do not want to do this. You would be eliminating PUBLIC transportation for a lot of folks and that is not fair of you.	
35	I really like to hear that UTA is implementing a new fare system similar to TFL's Oyster Card in London, as I love how much it improves user experience.	

<p>36</p>	<p>I rode the bus to and from work for several years when I lived in Orem. (And I would love to see more bus routes in Saratoga Springs.) There are a number of changes that I believe are a bad idea. First, the elimination of transfer slips for cash riders would be a detriment to the system as a whole. The option to pay with cash--and receiving the same discounts/conveniences as FAREPAY card riders (ie. transfer slips)--is critical to the convenience of riding the bus. Any time you reduce convenience for your customers, it's a bad idea--it will discourage ridership for that cohort, as well as discourage ridership for the occasional riders or those exploring public transportation as an option. You may think it's a good idea to eliminate transfer slips because it saves the company money, or possibly helps reduce the overfall fare for the majority of customers. This is unwise, in my mind. What this change achieves is to shift more expenses onto the cash-paying riders. Whether or not cash riders represent a minority, the fact is that, with this change, you reduce accessibility, convenience, and the attractiveness of the bus system. This is the opposite of what you want for a public transportation system. Another concern is the elimination of reduced fares for cash riders, and making that option available only for FAREPAY card riders. Many individuals who ride the bus are "old-fashioned," low-income, mentally or socially impaired, or at some other disadvantage. The process of obtaining a FAREPAY card, reloading it on the app/website, and ensuring that the card isn't lost can be an obstacle for these individuals. Preserving a reduced fare cash fare option ensures that the most vulnerable in our community will not be left behind. Your transportation service is exceptionally meaningful in our community. You enable people to work and be productive members of society. I urge you to avoid reducing the positive impact of the bus system with these proposed changes.</p>	
<p>37</p>	<p>In theory I understand the need and benefit of moving to electronic fare systems. I have 2 concerns I'd like to see addressed: 1. Eliminating paper transfers for cash paying customers and forcing them to pay for each leg of a trip will hit the lowest income segment. Surely the paper pads and the few seconds it takes the driver to issue a paper transfer aren't that expensive. I think paper transfers should stay. 2. If we're requiring most everyone to move to electronic cards, the \$3 fee will again hit low income riders hardest. UTA should seek funding for a program to provide free cards to people below a certain income limit.</p>	

38	<p>Without transfer credits for cash users, some riders will pay higher costs for multi-leg trips. Why didn't UTA consider keeping transfer credits for cash payments to maintain equity?</p> <p>Many riders who currently rely on Reduced Fare ID cards may not transition to Reduced Fare FAREPAY Cards before the proposed changes.                  What will UTA do to ensure no one loses their access to reduced fares?                  How will UTA support riders who face logistical challenges transitioning to Reduced Fare FAREPAY Cards, such as seniors, those without internet access, or those unfamiliar with the process?</p> <p>But if you're planning to put a transition plan, why isn't that included in the proposed changes?                  You say you see a "trend"... how many transfer slips are utilized?</p> <p>So you don't know how many, yet you're proposing to eliminate this benefit? What's the urgency?</p> <p>But that only works if riders are on the virtual system... isn't there tech nowadays that prints out transfer slips? Why decrease methods of collecting payment? It just sounds like it's easier for UTA and places the burden on the low income, on unbanked, on seniors... like it doesn't make sense. There's no plan and no urgency, the make one?</p> <p>"More excitement than urgency" - Monica                  If that's why changes are being proposed, out of excitement, and not out of a need from the community, then this feels out-of-step and not aligned to what public transit is about.</p>	
39	<p>My concern with some of these changes is that they could reduce accessibility for people who rely on cash to use public transit. Not everyone has easy access to bank accounts, credit cards, internet, or digital payment systems.</p>	
40	<p>If the fare changes are proposed for implementation in April 2025, when can the community expect to get the communication information or plan?</p> <p>With the removal of paper transfers will there be information in all methods, including on busses in various languages to assist customers who have always used that method and may not have technology to get social media or website information.</p> <p>I would like to echo some feedback from community members about having to go specifically to stations and customer service to obtain it. It does create additional work for riders who may already have some barriers. Hope to highlight that to discuss more.</p>	
41	<p>what is the benefit to UTA or to users by charging cash users more for multi leg trips</p> <p>Can Uta put the data about paper transfers and stuff on the website to help explain to my grandma why she has to pay more for her trip. I know someone said the simplifying the process for the Uta employees is good but this is not more simple for people who ride</p>	
42	<p>Is there precedence for this type of fare collection? If so, how is it received?</p>	
43	<p>Agree with proposed changes.</p>	
44	<p>none.</p>	

45	I ride the 628 trolley eight times a week and charging us for it would be a very large strain on my finances. No less than \$10-\$20 a week minimum, which means \$40-\$80 a month. This is not feasible for me.. Please don't start charging trolley riders for the service as it would take away an important service in our lives. Having this ability to get around the city has been such a boon to all of our lives and losing that would have devastating effects on us. I use it to get to work and to my doctor's appointments. There are two hospitals on this route and you run the risk of keeping people from being able to access important care and getting assistance. Please do not change the free status of the 628. Our lives and livelihoods depend on this free service.	
46	Charges on 628 would make more difficult financially.	
47	I like using my senior citizen discounted farepay card. I see lots of people jump on and off with a cash or card payment. It is easier to do this than have all these types of users use the tap on/off method if nothing more than data tracking and let others know that they have to record their use of UTA too. Just a thought.	
48	I think the fare changes and technology improvements will be an excellent and important change for the UTA system. This is a good step in the right direction.	
49	This is an unclear statement: "Fares will be simplified by eliminating multiple fare products that customers must choose from when deciding to ride transit. Instead, customers will set up pre-paid, reloadable accounts that are associated with fare media such as electronic tap cards, bank cards, and mobile phones." It sounds like you are not simplifying the fares themselves but rather how you pay for them. I hope that you cap and lower the fares for everyone.	
50	No	
51	Later services needed on the 205 route	*Service
52	Suggest still having paper tickets available at airport for short periods of traveling.	
53	I rue the Layton trolley often. I can walk to it to get on and get to most places I need to go in Layton. I ride it as it is free. If I have to pay, I will end up driving or just not going places. Not having to pay outweighs having to coordinate with the schedule. If I have to pay, then I will want to go on my time.	
54	If you implement the Rio Grande Plan then fare increases make sense and are totally worth it and justified.	
55	No comment; approved	
56	Looks good	
57	I am a senior that wanted to get a half fare card but couldn't figure out how to do it online and was unable to find a Smith's that had any cards. Please do an outreach program to help people get the cards since people who use half fare are most of your clientele.	
58	Build the Rio grande plan!!!! Do it!!! I don't live in slc but this is something that has the possibility to really transform the city.	
59	No comments	
60	None	

<p>61</p>	<p>Hello all,</p> <p>I never got a response back on the challenge I was having with the rideuta.com/ChangeDay website (see email below). Therefore, I am using this format to provide feedback on the proposed change to Route 628 (Midtown Trolley). After learning from the Layton City Mayor that this route was being modified, there was a call that I initiated with UTA, Davis County and Layton City on September 24 to discuss the Route 628 modification. I recognize the goals and reasonings that were stated, but the outcomes of that meeting left me concerned that this change proposal is happening without fully understanding the riders of this route and the impact this change will have. The largest takeaway from the September 24 call was that I was informed that Route 628 is the most utilized "local serving" route in Davis County. This leads me to be concerned about the proposed modifications. I had a personal conversation with Trustee Holbrook on November 7 to express these concerns.</p> <p>I recommend UTA postpone modifying Route 628 and the change to a paid fare service until additional input is gained. I recommend a survey of riders, as well as enhanced conversations with the entities that participate in making this a paid fare service and the expected goals those entities have. For example, Davis County desires more local serving routes, and believes this route modification may negatively impact those local users. I also recognize that there may be hesitation from Layton City to continue leading the effort to subsidize the farebox and do not have a desire to lead/participate further. But Davis County is one of the largest contributors to this effort, and should be given a better opportunity to review and discuss this.</p> <p>I believe before this decision is finalized in its current format, UTA should collect additional information to understand the impact to the riders/community, both from a route change and a fee change. Please consider postponing the Route 628 modifications until further information can be collected.</p> <p>Sincerely, Kent</p>	
<p>62</p>	<p>None of the proposed changes affect me at this time.</p>	
<p>63</p>	<p>If UTA is going to force you to pay at a TBM to get a transfer with cash then they will need to make tbms at almost every stop. It is not feasible to force people who have paid cash and received transfers for their commute for years to convert to a electronic method. If a TBM is at almost every major stop including all Park and rides then it would be a easier way to transition so people who want to pay cash can still pay cash at the TBM at the bus stop.</p>	
<p>64</p>	<p>Need to keep the 625</p>	<p>*Service</p>
<p>65</p>	<p>Don't get rid of fare pay in the app.</p>	
<p>66</p>	<p>I feel the 470 as is was a brilliant route. By the time these changes go into effect, I will no longer be using the services but instead choosing to drive my children to davis tech rather than having them make two transfers. The davis county area is long and narrow which is why it makes sense to have a route that goes that entire length. I don't mind the transfer of the 470x going to farmington station alone, as it is a main hub, but then the 600 should at least make the loop at Davis Tech. If that change was made, I would be happy with the final routes in 2026</p>	<p>*Service</p>
<p>67</p>	<p>The tap on proposals sound great.</p>	
<p>68</p>	<p>People should always be able to pay in cash on the bus to take it and I think it's a terrible idea to force people into using online services when plenty of people don't always have direct access to it. Keep cash please!</p>	

69	Charge whatever just expand trax in slc	
70	Like having the tap to pay fare system, the app hardly looks for me which means I have to arrive early and plan all my trips before taking the front runner	
71	No comments	
72	Why would you start charging a fee for a Trolley? You may lose riders who use it by doing that	
73	use elec wheelchair so MUST have access in all weather conditions \$\$ is problem	
74	No comment	
75	I think employers should be incentivized to offer uta passes for their employees.	
76	Auto charging sounds cool. The ability to stil ride without an app could be nice tho. Sometimes I don't like bringing my phone	
77	I don't think that it is fair to barge patrons more when you are implementing a new system for payment. Maybe instead of asking for more money, don't change things and use those funds to pay your employees	
78	F*CK NO	
79	Changing the fare system to this method will be less inclusive, and less equitable, especially to those who do not have access to technology or the internet. I currently use the app and pay for exactly what I need, and I would hate to see UTA operating on a prepaid only system. I would be much less inclined to spend money riding UTA, especially if the monthly fare options are dissolved, because I would worry about spending too much money and not using the money I have pre paid for services I don't use. This method of payment is sneaky and sly to collect money that isn't going towards use of services. There needs to still be OPTIONS for paying the exact ticket amount, a monthly pass, and using cash for those who aren't as privileged to have access to technology for this new proposed system. Many of UTA riders are those who come from less privileged backgrounds and have low income or disabilities, and by implementing this change, UTA services will be inaccessible to a large portion of its current users.	
80	Keep fare system the same. I know people who are only able to use cash, and this new system will prevent them from using UTA services. It's not fair or equitable.	
81	Yes	
82	The free service that is offers is important to our community. If the ridership number meets a threshold, I would ask that the service remain free to the rider. Our community benefits by reduced traffic and it allows individual who don't or can't drive or own a car autonomy .	
83	There needs to be a major fare reduction on the frontrunner. Round trip, american fork to draper/sandy is not cost competitive with uber/lyft when considering the last mile to/from the station.	
84	I've used Uvx to get to and from work and school, but removing the zerofare services will completely destroy my ability to get to and from work in the summer	
85	I'll pay whatever compared to lyft, my only option at many times.	
86	I think all public transportation should be free. I wouldn't mind raising taxes for those types of services	
87	I am in favor of increased fare for a high quality fast transit service.	
88	Fine I guess. It would be nice to have it juat be reloadable and maybe a little cheaper for those who need it to get to work.	
89	I don't think replacing monthly passes with farepay cards is the right idea unless the cost is similar or less for someone who rides Frontrunner every day	

90	I can live...	
91	None	
92	Streamlining fare services is a valuable and necessary change. This also provides a platform for you to disseminate any information that may pertain to public transport users.	
93	It would be nice they changed the regular fares to 1.25	
94	There's one way to make fare easier for people to understand: no fare permanently. Roll the cost into taxes. This will not only make the process easier for drivers and passengers, but will save money and time for the department as well as encouraging ridership (which will greatly help air quality).	
95	I'm frustrated with elimination of zero fare routes. I would rather work with cities to lower fares and increase ridership. Having little to no service from FrontRunner to pleasant grove boulevard makes it difficult to use UTA as a primary transit source to my work. It requires a 4 mile bike ride from either American Fork or Vineyard station. Without bicycle or a bus route between these areas there's a public transportation gap.	
96	I think by doing away with transfers for individuals who pay cash is wrong. A lot of low income and homeless individuals do not utilize institutions for banking. They only have cash. You are penalizing them. If they only have cash they have to pay twice. How do u expect them to use public transit.	
97	Do not change fares	
98	I am disappointed at the discontinuation of paper tickets at train stations. So families are now expected to buy farepay cards for everyone and keep track of them all? The group pass is so simple. And of course this is a travesty for privacy and likely bad for the unbanked.	
99	I think things changes will impact in a huge way the limited resoruces the homeless- disabled, single parents, low income that dont have a car- Will impact the limited budgests and make their life more complicated instead of easier.	
100	Don't do it. Public transit should be paid for by taxes. You're going the wrong direction.	
101	I am writing as a member of the public who has been using the uvx, and it has helped me and general public in shutting in downtown.	
102	I know running this services entails a lot, all I am saying is to start at a low pace \$1 and could be increased after a year.	
103	I can see the importance of transitioning riders towards mobile/paperless ticketing system. However proposing to eliminate one way, day, monthly, and group passes. There are many concerning areas in regards to these. I however see this as a conflict with riders working at SLIA, and those traveling through, whther it's for a convention or a long layover. People would be reluctant to purchase a farepay card and pay activation if they are only spending a few hour with layover, or 3-5 days along the wasatch front. This could be detrimental to the revenues collected from the airport ticket machines.. especially considering the Olympics in 2034. I also see that riders may not take to well paying between each mode of transit.	
104	The link didn't take me to anything about change day info	
105	Taking away zero fare zones is greedy, removing multiple ways of payment is hindering the community that doesn't have access to a mobile device or bank account.	
106	have no idea	
107	Free is good; I would rather pay higher taxes so that this service can be free than have it be paid.	
108	Its fine if Trax Gets security guards on trax. Every train should have a security guard that checked for passes and gets the homeless and mental health people off the trax.	

109	Cash users are pushed to the UTA fare cards which assumes that in all cases, they will have an electronic devices to ride public transit. The ticket machines should not replace the idea of paying with cash on buses. Ticket Machines are not located at every transit stop so this means there will be areas will cash will be paid out and this method payment should not be penalized by not getting a paper transfer at time of payment. Exact change may not be provided at all ticket machines, so to continue to have cash options that are inclusive rather than exclusive of electronic forms of payment is racist and harms all riders. Continue to offer paper transfers. Another note, the tech will make errors, there should be a feature where fare card holders can be notified when they are getting close to meeting the requirement for reduced fare or are eligible for a transfers. Finally, there needs to be a way for those who are eligible reduced fare can get a reduce fare without having to create an account. This is forcing people to meet an undue burden to use public transit for the most vulnerable populations. Please increase transfer time from 2 hours to 3 hours. two hour is too short. Think medical visits and court visits and other longer procedures.	
110	I think fare changes should not occur or if they do only be raised by 25¢. The economy is hard enough. Most that take the frontrunner can't afford the gas.	
111	Fares for the 628 free trolley will impact not just me but a lot other because our expenses are limited. We should be able to continue to ride the 628 trolley for free because it's also only a short distance of a ride and it's only for the Clearfield and Layton area.	
112	I strongly feel that we should be able to continue to ride the 628 free trolley for free. For starters, the 628 free trolley only stays in the Clearfield and Layton area. It's a short distance ride. To have to pay for a short distance ride from Clearfield and Layton especially when Clearfield is next to Layton in cities doesn't make sense. A lot of people depend on the bus and takes the bus because of how expensive uber or Lyft is and because how expensive it is nowadays to get a car. I don't only speak for myself when I say that our funds are limited. Whatever income we have we need to save for other needs and necessities. Saving our incomes on the side for future purposes will help us in the long run but we can't do that if we always have to continue to spend our money on the bus that is suppose to be free.	
113	None	
114	It is what is I struggle on paying.	
115	Don't increase the fare. 2.50 is quite a decent amount for a ticket	
116	Making fares easier lowers the stress of choosing it's more and more	
117	None	
118	They seem to be going in the right direction, though my employer pays for my access so I don't have a super strong opinion	
119	The faire changes r good	
120	Would be nice to be able to purchase one ticket for all day in the app	
121	Bus fair I'd reasonable now	
122	make it apart of general taxes remove fares entirely	
123	No one likes it when things cost more but they don't get paid more... there are billionaires horsing all the wealth but expect the poor to pay for everything.	
124	Fare change is fine, because as noted above I mostly cannot use the service. If raising fares means more money to provide a basic level of service to Utah County, I'm for it.	
125	None	
126	Prices should be raised	

127	Please make sure there are instructions for people traveling with kids. I love the tap on tap off method, just not sure what to do with kids.	
128	No.	
129	With the new fare readers being piloted at north temple and some buses, I would suggest increasing the volume of the sound they make when confirming, as a clearer audio cue can make the readers more accessible for the blind and also generally make them faster to use	
130	Do not charge for each leg of a trip. 2.50 for the buss SHOULD transfer to the train. Accommodations should be made for cash paying customers with PAPER tickets and paper transfers	
131	I love the idea of having more transportation this way I don't have a car and sometimes on demand vans are booked and having to pay Uber is a hassle because it cost me and kids a lot	
132	no comment	
133	none	
134	Eliminating transfers for people paying cash is irrational and discriminatory	
135	Bummer	
136	The fact that there is no Sunday frontrunner, or earlier/later times is absolutely ludicrous. The WORKING CLASS predominantly uses public transit. Get over the LDS the sabbath is sacred bullshit and take care of the community that would use these resources. Working class also uses public transit earlier and later, which you don't provide. If you are going to offer Sunday frontrunner during General Conference weekends for the LDS church...do better. Also your fares are not affordable and I am constantly trying to find resources for those in poverty that they cannot afford a car, they have limited resources, and they can't even afford to take public transit. Do. Better.	
137	None	
138	Yes	
139	No comment.	
140	No comment	
141	I am okay with fare! Farepay cards are wonderful, and adding options for eft payments would help, too, for those who don't ride frequently.	
142	There is no need to start charging a fee for free transit areas (like the Midtown Trolley). The UTA is primarily funded / subsidized by the state government (paid with our taxes). The cost to fund public transportation is small compared to what the state spends on private education and religious organizations (mainly the "Mormon" church). This is a much needed service that should be expanded and not eliminated. It helps people of lower incomes move around within Salt Lake City and the surrounding metropolitan areas. Frankly, it's absurd that this is being considered when there are many other sources of funding that could be eliminated.	
143	I look forward to easier fare as long as the Hive Pass that I currently use is not discontinued!	
144	I already suffer issues due to drivers being late and have to take Lyft frequently to makeup. Nothing had been done. Now you want to make changes!?!?!?	
145	None	
146	What do visitors to SLC do re riding TRAX? They must pay a one time \$3 card fee in order to ride TAX on their one visit to SLC? doesn't seem very visitor friendly.	
147	None	
148	I hate tapping off please get rid of this. Use turnstiles like a real city	
149	There shouldn't be a fare change	

150	none	
151	None	
152	No comment	
153	I don't care if the prices go up a little bit I'd imagine that they could stay the same if more riders rode. I'll ride a LOT more if transit goes all day	
154	No comment; thank you for my Reduced Farepay card!	
155	I hope you don't get priced out.	
156	So, what, we open yet - yet another 'account,' Farepay, that can be hacked by whoever is smart enough to do it? Sorry. I will always be using cash, or prepaid passes. Or a bicycle. Or I'll walk. Utah Transit Authority has specialized in transport since the mid-1970s, and you do a wonderful work! But you will always be amateurs at cybersecurity. I'll put it a different way. When BYU Computer Security (the leader is in my ward) had a serious problem at BYU-Idaho, they did everything they could. Then they turned to prayer, and resolved the problem. UTA, stick to what you are excellent at. Transportation. By the way: Up and coming, wonderful companies and organizations like yours are very attractive to some types of people who can do you a lot of harm. I had the experience. Companies I know of had the experience, and it damages them. This is a good article: "Identifying Psychopathic Fraudsters" "Interview with Dr. Robert D. Hare and Dr. Paul Babiak" <a href="https://www.fraud-magazine.com/article.aspx?id=404">https://www.fraud-magazine.com/article.aspx?id=404</a> Dr Hare (hare.org) has been the goto for the FBI to understand these people - maybe 1% of the population (or more), higher in prisons and as CEOs. Mine (my mentor, then my supervisor in radio broadcast engineering) grew up in Provo. Charming, a ton of charisma, and oh, so marvelously innocent appearing. Low emotional arousal. Dishonest whenever possible. Again, UTA, stick to what you are good at. I will only pay in cash. [Walking: 13 years ago, lacking fare, I learned a 4.5 hour walk would get me 13 miles. Repeated 10+ times.] P.S. If you retain any info in Farepay, you may aid and abet stalkers among those who have info. access.	
157	In Europe and Asia, must mass transit systems have tap to pay with credit cards and this works extremely well. Consider implementing this.	
158	Pricing people out probably not a great idea. Make your service more usable and the riders and money will come.	
159	I am opposed to this proposal. It will cause way too much traffic on angel street and we already have enough. We have nothing for the kids to walk across the street safely as it is! Do not do this to us!	
160	I would love to see more areas and buses that are high traffic areas have more service and free fare	
161	I am concerned about the new payment methods, mostly because it sounds like cash won't be accepted. This will directly affect our homeless population in having access to public transport, as many cannot have a bank account.	
162	Not accepting cash payments does not take into account those who do not carry money in checking accounts and only carry cash (such as the unhoused folk)	
163	This is the most classist proposed change I've seen in a long time. There is absolutely no reason to limit the ways the public can pay for this service. Many people without access to phones or debit cards will be unable to use a service that is supposed to be for the public, not the privileged. Many people rely on this form of transportation and it is selfish and simple minded to think that taking this away will improve anything. People deserve the right to use public transportation and by taking away the ability to pay with cash, that right it being taking away. People without homes that only have cash, people in abusive situations that use cash to avoid a digital footprint for safe travel or means of escape, people that forget their wallets or purses and are trying to travel back home. These are all	



	examples of people you are putting at risk and denying rights to when you're considering this change.	
164	These changes will prevent many homeless individuals from being able to access public transportation! Not cool at all!!!! Many people rely on public transport and UTA so these changes are not fair and should not be made.	
165	Have a pop-up event at Park Village mobile home park, Layton Hills Mall and Layton station in March 2025 to help people get reduced fare Farepay cards and educate about changes. Send a mailer to those in Layton with a map of new 628 and 470, highlighting locations to obtain and load Farepay Cards. Add signage at bus stops identifying the nearest place to load funds to Farepay cards.	
166	setting up an account for fares isn't accessible. it won't allow the tech-savvy, potentially elderly, youths and/or homeless to use the system. some people still use cash and coin.	
167	No answer	
168	Love the idea of loadable accounts and fare cards	
169	The technology update sounds good for a limited audience. As inevitably happens when the service provider can charge a fee without consent from the client for the specific transaction, errors will happen. UTA will need a dispute resolution process that is fair, equitable, and easy to navigate. If a customer believes s/he has been overcharged \$5, but the method to contest the charge is onerous, UTA will start to get a reputation of overcharging intentionally with anticipation that most riders will not be willing to invest time and effort to get through a difficult resolution process. This process, to be fair, equitable, and easy will need oversight, including from non-UTA personnel who are community members. Another concern is that a rider may not know what the backend fare will be, or may plan on a different fare. For a lot of riders, fare anticipation will not be an issue, but for many others, this will be a contentious matter. To attempt to alleviate this, the technology must include route planning and fare calculation so riders can know beforehand what cost to expect.	
170	There should be no fares for any public transportation.	
171	If I needed to take 2 buses to get somewhere, I would need to pay 2 fares now, yes? I've never seen it done that way and think it is unfair. I like the transfer system. I take 2 buses to get to work, and 2 to get home. This would be 10 dollars a day. That's more than an uber would cost and is a great deterrent.	
172	Do not increase fares. Make public transportation a viable option (by doing things like making it possible to use all services on Sunday) and more people will use it consistently! I would much rather use a TRAX system in Utah county than a car	
173	It is already difficult to use Reduced Fare for those of us that qualify. Please continue outreach and to try and help the low income and disabled be able to use public transport.	
174	I enjoy the fact that purchasing FarePay cards will become a lot easier! I know of a few people who will absolutely be getting them once they start rolling them out at more stations.	
175	I'm disabled and in a low-income household, so I've been relying on the Midtown Trolley (628) to get around and get shopping done as well as generally go on outings by taking this line to the frontrunner. It's been a lifesaver since walking long distances is incredibly taxing on me and I cannot drive. I do not have the money to spare most days to pay a bus fare, so having this line be fare-free	



	has given me more freedom to be able to do things on my own. Please let me keep my freedom, please keep this line fare-free.	
176	As a social worker in the community the largest complaint from my clients has been the county's discontinuation of bus vouchers in exchange for increased fares throughout the year	
177	No comments	
178	With the outlandish cost of transit fares, you might use some of the money to clean up trains and their platforms, both of trash and of criminals who create unsafe environments for passengers.	
179	I am already on a tight budget enough as it is. I can't afford to pay money just to transfer to another bus or tracks when I already did pay money the first time.	
180	Fares are good	
181	My biggest concern is the tap cards. Keeping them loaded may be a challenge for a large demographic. Many of the riders don't have regular checking accounts. Their debit cards are from employment or government. These types of cards are only recognized as prepaid cards not associated with a bank and frequently are declined as form of payment because funds cannot be guaranteed. The last time I purchased a tap card the vendor indicated that they could no longer recharge the cards. It either had to be done online or over the phone. Using cash at a vendor wasn't an option. If that is the case, that needs to change.	
182	Absolutely pitiful kick the homeless who don't pay off and light up drugs instead of making the average rider suffer.	
183	Rio Grande Plan 2025!	
184	No comment.	
185	No comment	
186	No comments.	



# Utah Transit Authority

## MEETING MEMO

669 West 200 South  
Salt Lake City, UT 84101

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**Board of Trustees**

**Date:** 1/29/2025

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**TO:** Board of Trustees  
**THROUGH:** Jay Fox, Executive Director  
**FROM:** Ann Green-Barton, Chief People Officer  
**PRESENTER(S):** Ann Green-Barton, Chief People Officer  
Lorin Simpson, Acting Director of Total Rewards

**TITLE:**

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**Contract: UTA Retirement Plan Pension Administration Services (Milliman, Inc.)**

**AGENDA ITEM TYPE:**

Procurement Contract/Change Order

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**RECOMMENDATION:**

Approve and authorize the Executive Director to execute the contract and associated disbursements with Milliman, Inc. for one base year starting February 1, 2025, with the option to extend the disbursement for an additional two years, ending on January 31, 2028, in a not to exceed amount of \$1,324,050.00 for all three years.

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**BACKGROUND:**

This contract provides administration services for UTA's retirement plan through Milliman, Inc.

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**DISCUSSION:**

UTA outsourced pension administration functions beginning in 2018 and completed a sole source agreement with Milliman, Inc. to provide administration services for UTA's retirement plan beginning January 1, 2018 (Contract 18-2578TP). The UTA Pension Committee modified the initial contract with Milliman Inc. in 2023 to extend the contract term an additional two years, which ends on January 31, 2025.

Due to the work involved in changing vendors for administration services and the potential disruption a vendor change has on retired employees, the UTA Pension Committee completed a sole source request in 2024 that was approved by the Sole Source Committee. The sole source continues administration services with Milliman Inc. for one base year starting February 1, 2025, with two option years, from February 1, 2026

through January 31, 2028. This allows the UTA Pension Committee and Total Rewards team time to instigate the RFP process in early 2026 for a new contract and time to complete a vendor transition if a new vendor is selected during the RFP process.

The Pension Committee notes that, from a customer service standpoint, the experience with Milliman Inc. has been positive overall and the rates have been competitive.

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**CONTRACT SUMMARY:**

<b>Contractor Name:</b>	Milliman, Inc.
<b>Contract Number:</b>	24-03888PP
<b>Base Contract Effective Dates:</b>	February 1, 2025 - January 31, 2026
<b>Extended Contract Dates:</b>	February 1, 2026 - January 31, 2028 (two option years)
<b>Existing Contract Value:</b>	N/A
<b>Amendment Amount:</b>	N/A
<b>New/Total Contract Value:</b>	\$1,324,050.00 (including option years)
<b>Procurement Method:</b>	Sole Source
<b>Budget Authority:</b>	Included in Retirement Plan Fund

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**ALTERNATIVES:**

Pension administration work could be completed in-house, which could affect the retirement plan's investment opportunities.

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**FISCAL IMPACT:**

These costs are included in the Retirement Plan Fund.

The annual total pricing, including up to 5% CPI adjustments includes all fees combined (Base Fee, Participant Fees, and/or Additional Services Fees) will not exceed:

Year 1: \$420,000.00  
Option Year 2: \$441,000.00  
Option Year 3: \$463,050.00  
Total: 1,324,050.00

Funded through the Retirement Plan Fund account 5.50301

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**ATTACHMENTS:**

#24-03888PP Milliman



# Services Agreement

## CONTRACT 24-03888PP

<b>Client:</b>	<b>Utah Transit Authority</b>
<b>Contact:</b>	<b>Pat Postell, Procurement and Contracts Specialist</b>
<b>Address:</b>	<b>669 W. 200 South</b> <b>Salt Lake City, UT 84101</b>
<b>Telephone:</b>	<b>801-287-3221</b>
<b>Milliman Practice:</b>	<b>EBAC</b>
	<b>Services Agreement</b>
	<b>Effective Date: February 1, 2025</b>

This Client Services Agreement (the “CSA” or “Agreement”), effective as of the Services Agreement Effective Date, describes the engagement of Milliman, Inc. (“Milliman”) by Utah Transit Authority (“Client”) to provide Services as described herein. While Milliman serves at the pleasure of Client, such Services are subject to and strictly limited by the provisions contained in this Agreement. Under no circumstances is the engagement of Milliman intended to relieve Client, the Plan Administrator, and/or the Trustee(s) of their respective responsibilities under ERISA and the Internal Revenue Code and regulations promulgated thereunder.

### Recitals

WHEREAS, Client and Milliman have an existing contract that expires January 31, 2025; and

WHEREAS, Client and Milliman desires to continue the contractual relationship for providing Administration of the UTA Pension Plan, procured under RFP 18-2578, and

WHEREAS, Milliman is willing to continue to provide Pension Plan Administration according to the terms, conditions and specifications of the Agreement.

THEREFORE, the terms of this Agreement will replace and supersede the terms of the existing contract executed as of January 1, 2018.

Subject to the terms of this Agreement, Client hereby engages Milliman to provide the Services described herein for the plans set forth in the attached schedules (individually and collectively the “Plan”), and Milliman hereby accepts such engagement.

### 1. Services

Milliman will provide the Services as are described herein and set forth in Exhibit A, attached hereto and statements of work referencing this Agreement (“Services”).

### 2. Fees and Expenses

(a) **Payment of Fees and Expenses.** For the Services provided on or after the Services Agreement Effective Date, Client will pay or cause to be paid to Milliman the fees and expenses specified for such Services. Milliman will invoice Client monthly, and all invoices will be paid within thirty (30) days of its receipt of the invoice. Milliman reserves the right to stop all work if any bill goes unpaid for sixty (60) days. In the event of such termination, Milliman shall be entitled to collect the



outstanding balance, as well as charges for all services and expenses incurred up to the date of termination.

- (b) **Out-of-Pocket Expenses.** Unless otherwise excepted, Milliman's fee schedule is exclusive of direct expenses, including reasonable travel expenses, printing, shipping, trustee stop and repayment charges, IRS 1099R reversal fees, and express mail charges, all of which are charged at cost; provided, however, that all such out-of-pocket expenses will be limited to reasonable costs and airline travel expenses will be limited to nonrestricted coach fares.
- (c) **Additional Fees.** Milliman may assess additional fees for any Services requested by Client which are beyond the scope of the Services described in the attached schedule(s). Such fees will be determined based on standard hourly rates unless another basis is agreed to by Client. Milliman may assess additional fees at standard hourly rates for Services it performs as a result of inaccurate or incomplete data that is provided to Milliman by or on behalf of Client.

### 3. Information Security and Plan Data

- (a) **Ownership of Plan Data.** Milliman acknowledges that all data with respect to the Plan provided by Client or obtained by Milliman pursuant to this Agreement will be and remain the property of Client. Upon Client's request at any time or times while this Agreement is in effect, and to the extent that all plan fees are current, Milliman will deliver to Client all data in an electronic format.
- (b) **Accuracy of Plan Data.** Milliman will have no obligation to determine whether data received is inaccurate or incomplete. Milliman cannot warrant the correctness of data supplied by Client, the Plan Administrator or third parties, nor can Milliman be responsible for the failure of Client, the Plan Administrator, or any third party to provide data in a timely manner.
- (c) **Completeness of Plan Data.** For any in-scope Services that Milliman performs but must perform using Plan Data that is incomplete and requires Client intervention, Milliman will assess fees for such work using standard hourly rates.
- (d) **Confidentiality of Plan Data.** Except as required by law, Milliman agrees to treat Client's data in a confidential manner. Milliman will inform its employees of the confidential nature of such data and will instruct them not to disclose any such data to any non-Milliman-affiliated third party whatsoever without Client's expressed approval, except as may be necessary in connection with the provision of Services or as may be required by law. This provision survives the termination of this Agreement. Notice will be provided in writing to Client prior to disclosure to any third party.
- (e) **Information Security.** Milliman maintains robust information security practices, written descriptions of which are available upon request and shall apply to the Services performed under this Services Agreement. A third-party auditor shall be engaged to annually review compliance with our information security policies and procedures.
- (f) **Notification of Security Breach.** Security Breach is a confirmed compromise of a system or process within the authority or control of Milliman that results in the unauthorized acquisition, disclosure, loss, modification or use of unencrypted personal data, or encrypted personal data where the encryption key has also been compromised. A good faith but unauthorized or unintentional exposure of personal data by an employee or contractor of Milliman does not constitute a Security Breach if the personal data is not subject to further unauthorized acquisition, disclosure, loss, modification, or use. Should a Security Breach occur, Milliman will inform Client within two (2) business days of determining a Security Breach occurred.

### 4. Limitation of Liability, Indemnification, and Insurance

- (a) **Limitation of Liability.** Milliman's obligations under this Agreement will be limited to providing the Services contained herein. Milliman will have no responsibility for any acts or omissions that

occurred prior to the Services Agreement Effective Date. Milliman will not be liable for the accuracy, completeness, timeliness or correct sequencing of information obtained from generally accepted sources external to Milliman that in turn are used to create values reported to Client or Plan participants.

Milliman will perform all services in accordance with applicable professional standards. The total liability of Milliman, its officers, directors, agents and employees to Client shall not exceed three million dollars (\$3,000,000) in the aggregate. This limit applies regardless of the theory of law under which a claim is brought, including negligence, tort, contract or otherwise. In no event will Milliman be liable for lost profits of Client or any other type of incidental or consequential damages.

Milliman will perform the Defined Benefit Administration Services, which are described in Schedule A, in accordance with all plan specifications and procedures that have been documented and mutually agreed upon between Milliman and Client ("Documented Plan Specifications"). To the extent that any errors are the result of circumstances outside of the Documented Plan Specifications, Milliman will not be liable to the Plan or its participants.

The foregoing limitations will not apply in the event of Milliman's breach of a fiduciary duty under ERISA, should any fiduciary duty apply to Milliman, gross negligence, intentional fraud, or willful misconduct.

- (b) Delays or Failures.** Neither Milliman nor Client will be liable for any delay or failure in performance of this Agreement resulting directly or indirectly from any cause beyond their control, including, without limitation, acts of nature, acts of war, governmental actions, fire, labor strikes, work stoppages, civil disturbances, interruptions or unavailability of power or other utilities, unavailability of communications facilities, failure of electronic or mechanical equipment, failure of communication lines or equipment, or other interconnection problems, or failure of Milliman's suppliers.
- (c) Indemnification.** Client agrees that it will be responsible for satisfying any losses, claims, damages, judgments, liabilities or reasonable expenses (including reasonable attorneys' fees and expenses) of or against Milliman and its respective officers, employees and agents, resulting from or arising in connection with (i) inaccurate data provided by Client to Milliman, (ii) Client's gross negligence or willful misconduct, or (iii) arising from unauthorized access or use of Milliman's system, data, or services involving Client or third party vendor of Client. Milliman agrees that it will be responsible for satisfying any losses, claims, damages, judgments, liabilities, reasonable expenses (including reasonable attorney's fees and expenses) of or against Client, its affiliates and its respective officers, employees and agents, or the Plan resulting from or arising in connection with Milliman's gross negligence or willful misconduct. The term "affiliate" means any member of a controlled group of corporations or a group or trades or businesses under common control, within the meaning of Sections 414(b) and 414(c) of the Internal Revenue Code. This provision survives the termination of this Agreement.
- (d) Recovery of Overpayments.** In the event of an overpayment to a participant in the Plan, Client agrees to take all reasonable steps to recover the overpayment, and Milliman will have no liability with respect to any overpayment which could have been recovered through reasonable efforts by Client. Milliman will assist Client in seeking such restitution by drafting letter that Client can send out on its letterhead, by providing historical data and backup information as needed by Client in seeking recovery, and any other support requested by Client in seeking this restitution. If the overpayment is due to an error for which Milliman is not liable, as described in Section 4(a) above, then such additional costs incurred by Milliman will be reimbursed by Client.
- (e) Insurance.** Milliman shall maintain during the term of this Agreement, and for three years thereafter, Professional Liability/Errors and Omissions insurance (including Cyber Liability/Network

Security coverage) in excess of \$100,000,000 covering Milliman and its employees. Milliman shall also maintain \$5,000,000 in third party Fidelity/Crime insurance coverage.

## 5. Term and Termination of Agreement

- (a) **Term.** This Agreement shall commence as of the Effective Date and shall remain in full force and effect for an initial one-year period expiring January 31, 2026. Client may, at its sole election and in its sole discretion, extend the initial term for up to two additional one-year option periods, for a total Agreement period not to exceed three (3) years. Extension options may be exercised by Client upon providing Milliman with notice of such election at least thirty (30) days prior to the expiration of the initial term or then-expiring option period (as applicable). This Agreement may be further extended if the Milliman and Client mutually agree to an extension evidenced in writing. The rights and obligations of Client and Milliman under this Agreement shall at all times be subject to and conditioned upon the provisions of this Agreement.
- (b) **Termination by Parties.** Client may terminate this Agreement upon ninety (90) days' prior written notice. Milliman will retain any records it has relating the Services provided under this Agreement for a period of no less than three years following the termination of this Agreement.
- (c) **Termination Assistance.** In the event that this Agreement is terminated for any reason, Milliman will cooperate with Client to provide an orderly transfer of Services and will provide the staff, Services and assistance reasonably required for such orderly transfer. Such Services will be provided at the expense of Client or the Plan at Milliman's standard hourly rates in effect for such Services at the time they are performed; provided, if termination is due to Milliman's failure to perform its duties under this Agreement in a competent and timely manner, Client will not be obligated to pay Milliman for any fees associated with such transfer.

## 6. Notices

Any notice or demand that Milliman or Client may desire to serve upon each other will be deemed served three (3) days after depositing in the United States mail, postage prepaid and certified or registered; delivered to a nationally recognized courier service; or hand delivered to the following addresses:

**Utah Transit Authority**  
Attn: Pat Postell  
669 W. 200 South  
Salt Lake City, UT 84101

**Milliman, Inc.**  
Attn: Business Services  
12790 Merit Drive  
Suite 800  
Dallas, TX 75251

## 7. Dispute Resolution

- (a) **Mediation.** In the event of any dispute arising out of or relating to the engagement of Milliman by Client, the parties agree first to try in good faith to settle the dispute voluntarily with the aid of an impartial mediator who will attempt to facilitate negotiations. A dispute will be submitted to mediation by written notice to the other party or parties. The mediator will be selected by agreement by the parties. If the parties cannot agree on a mediator, a mediator will be designated by the American Arbitration Association at the request of a party.

The mediation will be treated as a settlement discussion and therefore will be confidential. Any applicable statute of limitations will be tolled during the pendency of the mediation. Each party will bear its own costs in the mediation. The fees and expenses of the mediator will be shared equally by the parties.

**(b) Arbitration.** If the dispute has not been resolved within sixty (60) days after the written notice beginning the mediation process (or a longer period, if the parties agree to extend the mediation), the mediation will terminate, and the dispute will be resolved by final and binding arbitration under the Commercial Arbitration Rules of the American Arbitration Association. The arbitration will take place before a panel of three arbitrators. Within thirty (30) days of the commencement of the arbitration, each party will designate in writing a single neutral and independent arbitrator. The two arbitrators designated by the parties will then select a third arbitrator. The arbitrators will have a sufficient background in either employee benefits, actuarial science, or law to reasonably prepare them to decide a dispute. The arbitration will be conducted in accordance with the rules and procedures of the American Arbitration Association and the terms of this Section 7. The arbitrators will have the authority to permit limited discovery, including depositions, prior to the arbitration hearing, and such discovery will be conducted consistent with the Federal Rules of Civil Procedure. The arbitrators will have no power or authority to award punitive or exemplary damages. The arbitrators may, in their discretion, award the cost of the arbitration, including reasonable attorney fees, to the prevailing party. Any award made may be confirmed in any court having jurisdiction. Any arbitration will be confidential, and except as required by law, neither party may disclose the content or results of any arbitration hereunder without the prior written consent of the other parties, except that disclosure is permitted to a party's auditors and legal advisers.

## 8. Miscellaneous

- (a) Nature of Milliman's Services.** The Services to be performed by Milliman are ministerial in nature and will be performed within the framework of policies, interpretations, rules, practices and procedures made or established by Client. Milliman will not have discretionary authority with respect to the management of the Plan or the investment of Plan assets. It is understood that Milliman is not a "plan administrator" within the meaning of ERISA. Milliman cannot be relied upon to discover errors, irregularities or illegal acts, including fraud or falsifications that may exist in the administration of the Plan. Therefore, Milliman will not be liable for any actions taken, or not taken, as directed by or caused by actions of Client, the Plan Administrator, or any other person(s) authorized to provide directions to Milliman.
- (b) Milliman Tool Development.** Milliman will retain all rights, title and interest to all technical or internal designs, methods, ideas, concepts, know-how, techniques, generic documents and templates that have been developed previously by Milliman or developed during the course of the provision of the Services. Such rights and ownership will not extend to or include all or any part of Client's proprietary data. To the extent that Milliman may include in the materials any Milliman proprietary information or other protected Milliman materials, Milliman agrees that Client will be deemed to have a fully paid up license to make copies of the Milliman-owned materials as part of this engagement for its internal business purposes, provided that such materials cannot be modified or distributed outside Client without the written permission of Milliman or except as otherwise permitted herein.
- (c) Payment by Plan.** Any statement in the Agreement that, or to the effect that, an amount will be paid by Client will not preclude such amounts being a Plan expense under the Plan's trust agreements and other documents and will not have any effect on Client's rights to direct the Plan's trustee to pay such amount from Plan assets.
- (d) Severability.** If any provision of this Agreement is held to be invalid or unenforceable, all other provisions will nevertheless continue in full force and effect. If any provision of this Agreement is found to be contrary to the laws or regulations of the Employee Retirement Income Security Act of 1974, as amended, then such provision will be considered null and void, but all other provisions will nevertheless continue in full force and effect.
- (e) Modification and Waiver.** By mutual written agreement, Milliman and Client may revise this Agreement (including any of the attached schedules) from time to time. Any modification or

waiver of any of the provisions of this Agreement will be effective only if made in writing and signed by both parties. Notwithstanding the foregoing, the waiver of a breach of any provision of this Agreement will not operate or be construed as a waiver of any subsequent breach, and any subsequent performance will not constitute a waiver of any preceding breach.

- (f) **No Third-party Beneficiaries.** This Agreement is between Client and Milliman, and neither this Agreement nor the performance of the Services or the relationship between Client and Milliman will create any rights in any third parties. The parties expressly agree that there are no third-party beneficiaries hereto.
- (g) **No Third-party Distribution.** Milliman's work is prepared solely for the internal business use of Client. Milliman's work may not be provided to third parties without Milliman's prior written consent, which consent may be conditioned on execution by the third party of Milliman's third party release agreement; provided, however, Client may share Milliman's work with its parent or affiliates, but only if either (a) the Client has the full power and authority to bind such parent or affiliate to the terms of this agreement and does bind such affiliate to the terms, or (b) the parent or affiliate acknowledges in writing that the work of Milliman is subject to certain limitations and restrictions contained in this Agreement and that the parent or affiliate acquires no greater rights than are possessed by Client under this Agreement. Milliman does not intend to benefit any third-party recipient of its work product or create any legal duty from Milliman to a third party even if Milliman consents to the release of its work product to such third party. Milliman hereby consents to the distribution of its work product to the Plan's auditor, as long as the work product is distributed in its entirety. In the event that any audit reveals any error or inaccuracy in the data underlying Milliman's work, Milliman requests that the auditor notify Milliman as soon as possible. Milliman's work may include the preparation of certain government forms. Milliman consents to the release of these forms to the applicable agency. Any additional release of any Milliman work product by Client requires prior written consent by Milliman.
- (h) **Assignability.** No party will be entitled to assign its rights or obligations under this Agreement without the written consent of the other party, such consent not to be unreasonably withheld.
- (i) **Applicable Law.** This Agreement will be deemed to have been entered into in the State of Utah, and all duties, obligations and rights there under will be governed by the laws of the State of Utah to the extent not controlled by ERISA.
- (j) **Entire Agreement.** This Agreement (which includes the attached schedules) constitutes the entire Agreement between the parties with respect to the subject matter hereof, and there are no representations, warranties, covenants or understandings, other than those expressly set forth herein. This Agreement supersedes and replaces all prior Agreements entered into between Milliman and Client with regard to the Services to be provided to the Plan(s) under by this Agreement after the Services Agreement Effective Date. This Agreement and any amendment hereto may be executed in two or more counterparts (including by facsimile or email attachment), each of which will be considered an original and all of which together will constitute one agreement.
- (k) **Headings.** Headings and captions hereunder are for convenience only and will not affect the interpretation or construction of this Agreement.

This Service Agreement between Milliman, Inc. and Utah Transit Authority is executed as of CSA Effective Date as set forth above.

UTAH TRANSIT AUTHORITY		MILLIMAN, INC.	
I have read and agree to the terms and conditions of this Agreement.		I have read and agree to the terms and conditions of this Agreement.	
Accepted by:		Signed by: Accepted by: <i>Erich Bellman</i>	
Print Name:		<small>72D07AD5A7204E1...</small> Randi Beckham	
Title:		Title: Principal	Principal
Date:		Date: 9/2025	
Accepted by:			
Ann Green-Barton			
Title: Chief People Officer			
Accepted by:			
Lorin Simpson			
Title: Acting Director Total Rewards			
Reviewed for Form and Context:			
DocuSigned by:			
Mike Bell <i>Mike Bell</i>			
<small>70E33A415BA44F0...</small>			
UTA Legal Counsel			

## EXHIBIT A SCOPE OF WORK

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This document provides a description of Milliman, Inc.'s ("Milliman") Defined Benefit Administration Plan Services and the framework on which our fees for these services are based. Unless otherwise indicated, these services are considered "Standard Services" and are provided for the fees outlined in the fee schedule that applies to these Services and are subject to the terms and conditions of the Services Agreement ("Agreement"), between Milliman, Inc. ("Milliman"), and Utah Transit Authority ("Client"). In the event of a conflict between any term in this Schedule and the terms and conditions of the Agreement, the terms and conditions of the Agreement shall apply, unless otherwise set forth in this Schedule. Services delineated as "Additional Administration Services" are outside the scope of Standard Services and are provided on a time-and-expense basis.

<b>1 Definitions</b>
<b>1.1 Call Center</b>
<ul style="list-style-type: none"> <li>▪ Milliman Benefits Service Center</li> <li>▪ Hours of operation – 6am to 6pm Mountain Time</li> </ul>
<b>1.2 Covered Plan(s)</b>
<ul style="list-style-type: none"> <li>▪ Utah Transit Authority Employee Retirement Plan and Trust Agreement</li> </ul>
<b>1.3 Data Quality</b>
<ul style="list-style-type: none"> <li>▪ All employee and plan data necessary to accurately and efficiently administer the Covered Plans in accordance with Covered Plan provisions, provided in Milliman's standard, electronic media format and certified by the Company or prior administrator as accurate and complete</li> </ul>
<b>1.4 Participant Website</b>
<ul style="list-style-type: none"> <li>▪ <a href="http://www.JourneyToRetirement.com">www.JourneyToRetirement.com</a></li> </ul>
<b>1.5 Client</b>
<ul style="list-style-type: none"> <li>▪ Utah Transit Authority</li> </ul>
<b>1.6 Milliman Actuarial Retirement Calculator (MARC)</b>
<ul style="list-style-type: none"> <li>▪ Milliman's proprietary administration system</li> </ul>

## 2 Active, Terminated Vested and Nonvested Termination Administration

2.1 Covered Populations	In Scope	Additional Services
▪ Active participants (from date of hire)	X	
▪ Vested terminated participants	X	
▪ Nonvested terminated participants (if eligible to enter the plan upon rehire)	X	
▪ Nonemployees such as Alternate Payees and Beneficiaries that are not currently in payment status	X	
▪ Employees who are not eligible for the plan		X
2.2 Participant Data Maintenance	In Scope	Additional Services
▪ Maintain and update data for the covered populations through Client HRIS/payroll interface	X	
▪ Maintain and update data for the covered population entered via the participant web or IVR.	X	
▪ Maintain beneficiary designations received via the participant website	X	
▪ Maintain and update data for the covered population entered by the Plan Sponsor	X	
<ul style="list-style-type: none"> <li>▪ Maintain data not required for Covered Plan administration or valuation</li> <li>▪ Data clean-up and/or certification</li> <li>▪ Additional review of calculations due to use of noncertified as-of data elements</li> <li>▪ Additional administrative work required due to inaccurate or missing spousal dates of birth or marital status (e.g. truing up benefit calculations or researching data for commencing survivors)</li> </ul>		X

2.3 Plan Eligibility and Status Information Determination	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Covered Plan employee eligibility</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Vesting status and percentage</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Early retirement eligibility and date</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Normal retirement eligibility and date</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Notify participants of any change in plan status outside of the regulatory required terminated vested statement</li> <li>▪ Send New Participant Communication Package to newly eligible employees</li> </ul>		X
2.4 Covered Plan Provisions	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Calculate Covered Populations' benefits according to the current Covered Plan provisions and applicable regulations</li> </ul>	X	
2.5 Participant Requested Benefit Calculations	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Allow individual Ad-hoc estimates to be generated on the participant website</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Rush calculation requests</li> <li>▪ Project based benefit calculations (divestitures, plant closures, etc.)</li> </ul>		X
2.6 Termination Calculations	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Applies to active participants who terminate employment who are vested as of their date of termination</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Determine final benefit</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ If vested, send Notice of Deferred Vested Benefit</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Pay out employee contributions, if applicable and according to plan rules</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ If vested, calculate payment options for any commencement date other than Normal Retirement Date and include in the Notice of Deferred Vested Benefit</li> <li>▪ Send benefit communications to non-vested terminated participants</li> </ul>		X
2.7 Participant Initiated Benefit Calculations	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Applies to active participants who retire/terminate and are eligible to begin receiving benefit payments from one or more of the Covered Plans as of the date of termination</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Allow individual calculations to be generated on the participant website</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Provide call center support to answer participant questions about the retirement process and payment options</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Postpone calculation of final benefit until final data and date of termination are received</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Verify that the initiation request meets the Covered Plan's timing requirements &lt;90 to 180 days&gt;</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Produce benefit election package for participant access or mail to the participant as appropriate</li> </ul>	X	
2.8 Payroll Initiated Benefit Calculations	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Receive valid date of termination and all final data via recurring data feed or directly from the Client</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Determine final benefit and payment options</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Send benefit election package to participant as appropriate</li> </ul>	X	
2.9 Deferred Benefit Commencement Calculations	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Applies to vested participants who previously terminated and are now eligible to begin receiving benefit payments from any Covered Plan.</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Notify inactives, survivors and alternate payees &lt;90 to 180&gt; days prior to their Normal Retirement Date under the plan</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Determine payment options based on previously certified vested accrued benefit</li> </ul>	X	



<ul style="list-style-type: none"> <li>Send benefit election package to participant as appropriate</li> </ul>	X	
<b>2.10 Death of an Active Employee or Terminated Vested Participant</b>	In Scope	Additional Services
<ul style="list-style-type: none"> <li>Receive date of death</li> </ul>	X	
<ul style="list-style-type: none"> <li>Solicit beneficiary information upon receipt of death notification if eligible for immediate commencement</li> </ul>	X	
<ul style="list-style-type: none"> <li>Determine benefit amount and payment options as appropriate</li> </ul>	X	
<ul style="list-style-type: none"> <li>Notify survivor of earliest retirement date, if not eligible for immediate payment</li> </ul>	X	
<ul style="list-style-type: none"> <li>Provide survivor counseling</li> </ul>	Client or Third Party	
<b>2.11 Qualified Domestic Relations Orders (QDROs)</b>	In Scope	Additional Services
<ul style="list-style-type: none"> <li>Provide existing model QDRO template to participants via the participant website</li> </ul>	X	
<ul style="list-style-type: none"> <li>Place hold on participant account when participant is not in payment status</li> </ul>	X	
<p><b>QDRO qualification</b></p> <ul style="list-style-type: none"> <li>Review and qualify legal documents</li> <li>Communicate with attorneys (acknowledgement letters, information requests, etc.)</li> <li>Ensure complete file documentation</li> </ul> <p><b>QDRO calculation and administration</b></p> <ul style="list-style-type: none"> <li>Determine segregation of benefit</li> <li>Process calculation for participant and/or alternate payee</li> <li>Initiate payment process for participant and/or alternate payee</li> <li>Customize QDRO procedures or templates</li> <li><b>Please Note:</b> The calculation and administration-related items can be administered by Milliman regardless of who is performing the legal document review and qualification</li> </ul>		X

2.12 Minimum Required Distributions	In Scope	Additional Services
▪ Annually identify active, and/or terminated participants who reached plan's RBD in current year	X	
▪ Calculate minimum initial distributions according to the Covered Plan rules and regulatory requirements	X	
▪ Notify employees of process, rules, amounts and options	X	
▪ Accept elections or default participants into payment, when required	X	
▪ Calculate recurring distributions according to the Covered Plan rules and regulatory requirements ▪ Process in-service distributions ▪ Administer minimum distributions retroactively ▪ Administer minimum distributions for years prior to live date		X
2.13 Claims and Appeals	In Scope	Additional Services
▪ Direct participant claims and appeals to the Client	X	
▪ Provide any documents Milliman has relevant to an appeal to the Client	X	
▪ Research issues related to appeals ▪ Draft response letter to participant, for the Client ▪ Explain appeals process upon request		X
▪ Notify participant of reason for denial and right to appeal ▪ Make final decision and communicate results to participants		Client or Third Party
2.14 Proof of Living Audit for Terminated Vested Participants	In Scope	Additional Services
▪ Provide terminated vested population to third-party search vendor annually to perform death audit	X	
▪ Perform death search		Third Party
2.15 Participant Address Searches for Terminated Vested Participants	In Scope	Additional Services
▪ Coordinate address search with third-party search vendor on an as-needed basis, not more than annually	X	
▪ Perform address search		Third Party
▪ Update participant records with search results	X	
<b>3 Retiree and Other Payment Administration</b>		
3.1 Covered Populations	In Scope	Additional Services
▪ Retirees in payment status	X	
▪ Pension beneficiaries / joint annuitants in payment status	X	
▪ Alternate payees in payment status	X	

3.2 Participant Data Maintenance—Retirees and Survivors	In Scope	Additional Services
Maintain the following retiree and survivor data: <ul style="list-style-type: none"> <li>▪ Participant indicative data</li> <li>▪ Benefit amounts</li> <li>▪ Withholding elections</li> <li>▪ Optional form of payment chosen</li> <li>▪ Direct deposit/EFT information</li> <li>▪ Direct rollover election (check mailed to participant)</li> <li>▪ Retroactive payments</li> <li>▪ Taxable/nontaxable split</li> <li>▪ Benefit changes due to level income options, “pop-ups”, etc.</li> <li>▪ Beneficiary designations – storage of beneficiary information</li> <li>▪ Plan identifier</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Benefit amount updates, e.g., COLAs / ad-hoc increases</li> <li>▪ Health and welfare plan related information</li> <li>▪ Life insurance plan related information</li> <li>▪ Retiree medical/life premiums</li> <li>▪ Any other additional information not related to the Covered Plan</li> <li>▪ Process participant-initiated requests for repayment of previous lump-sum distributions</li> <li>▪ Coordination of data with other vendors (e.g., Annuity providers)</li> <li>▪ Synchronization of data with benefit payers who receive Covered Plan related data changes directly from Covered Plan participants</li> <li>▪ Qualify beneficiary elections for post-retirement beneficiary elections</li> <li>▪ Send rollover checks directly to rollover institution</li> </ul>		X
3.3 Receipt of Written Elections	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Accept participant elections as required to meet the Covered Plan’s timing requirement &lt;90 to 180 days&gt;</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Initiate survivor benefit, as applicable</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Apply one federal tax withholding election</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Apply one state tax withholding election</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Perform true-up calculations as a result of final data coming in after the participant’s benefit payment commences</li> <li>▪ Accept written participant elections outside of the Covered Plan’s timing requirements &lt;90 to 180 days&gt;</li> <li>▪ Apply multiple withholding elections</li> </ul>		X
3.4 Payees (Currently In Pay Status)	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Maintain gross payment information, current federal and state tax withholding election, current direct deposit instructions</li> </ul>	X	

▪ Provide written pension income verification upon request	X	
▪ Provide ability to change direct deposit elections (after the initial election) via the Call Center or Participant Website	X	
▪ Provide ability to change address via the Call Center or Participant Website	X	
▪ Provide the ability to change any health and welfare related elections		X
▪ Provide additional information for payment verifications (e.g. contingent annuitant name for Divorce Decrees)		X
<b>3.5 Death of a Retiree</b>	In Scope	Additional Services
▪ Receive notification of death from survivor, Client, payor or third party vendor	X	
▪ Stop payment on checks to the deceased retiree	X	
▪ Commence pension payments to survivor, if applicable	X	
▪ Send one or more letter to estate requesting return of any overpayments	X	
▪ Defer or offset payment to recapture any overpayment that is not returned based on the Covered Plan rules, regulatory requirements and Client direction		X
▪ Provide additional effort to recover overpayments after initial letter		X
▪ Pursue overpayment collection if survivor/estate not cooperative		Client or Third Party
<b>3.6 Suspension of Benefits–Rehired Retirees</b>	In Scope	Additional Services
▪ Administer suspension according to the Covered Plan provisions and regulatory requirements when notified by the client of a rehired retiree	X	
▪ If the Covered Plan suspends rehired retirees, provide Notice of Benefit Suspension and instruct check writer to suspend periodic pension payments for active employees and rehired retirees upon proper notification from the Client	X	
▪ Monitor payroll for rehired retirees		X
▪ Provide report of suspensions to Client for participants with actual check suspensions		X
<b>3.7 Tax Withholding Changes</b>	In Scope	Additional Services
▪ Accept ongoing changes in state and federal income tax withholding via call center or the Participant Website	X	
▪ Re-solicit state and federal tax withholding elections from retirees annually		Client or Third Party
<b>3.8 Proof of Living Audit</b>	In Scope	Additional Services
▪ Provide listing of participants receiving annuities monthly to death verification provider	X	
▪ Update participant records with audit results weekly and perform any necessary administration services	X	
<b>3.9 Check Administration</b>	In Scope	Additional Services
▪ Answer questions regarding pension check disbursement (status, stop/start, etc.)	X	
▪ Coordinate tax reporting with check writer		X
▪ Distribute 1099-Rs ▪ Provide W-4P with initial check ▪ Provide W-2 for Non-Qualified plans		Client or Third Party

3.10 Payment Instructions	In Scope	Additional Services
<p>Send instructions for monthly gross payment changes to check writer for each Covered Plan. Data includes but may not be limited to:</p> <ul style="list-style-type: none"> <li>▪ Tax withholding elections (i.e. federal taxes and state taxes if applicable)</li> <li>▪ Direct deposit/EFT instructions (instructions will apply for entire payment)</li> <li>▪ Direct rollover instructions</li> <li>▪ Retroactive payments</li> <li>▪ Plan identifier</li> <li>▪ Taxable/nontaxable split</li> <li>▪ Nontaxable basis (i.e. due to employee contributions)</li> <li>▪ Benefit changes (i.e. due to level income options, "pop-ups", etc.)</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Provide monthly instructions to check writer for payment starts, payment stops, payment reissues and changes, as notified / received</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Provide monthly instructions to check writer to issue recurring payments per trustee schedule</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Provide monthly instructions to check writer to issue lump sum payments per trustee schedule</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Set up payments in arrears (plans who pay benefits at end of month)</li> <li>▪ Send monthly gross instructions to check writer via a full file extract</li> <li>▪ Process off-cycle annuity or lump sum payments</li> <li>▪ Provide additional payment detail to support trust accounting requirements</li> <li>▪ Coordinate with annuity contract holders</li> <li>▪ Provide extracts to other Third Parties</li> <li>▪ Collect and update withholding elections for nonqualified payments</li> <li>▪ Coordinate/communicate health and welfare related information including annual premium updates</li> <li>▪ Establish and maintain more than one monthly payment directive for an individual annuitant from a single plan</li> <li>▪ Provide payment instruction feed for nonqualified payments to Client payroll or an additional trustee</li> <li>▪ Send payment instructions to check writer more frequently than monthly</li> </ul>		X
3.11 Mandatory Cashouts/Rollovers	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Administer Mandatory Cashouts or Rollovers as required by the Covered Plan's provisions including mandatory rollovers to IRA provider when the participant has not responded</li> </ul>	X	
3.12 Reconciliation	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Perform monthly electronic reconciliation of gross pension benefit payments (provided that the trustee provides electronic payment confirmation files in an acceptable format)</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Reconcile multiple trust accounts</li> <li>▪ Reconcile net amounts or other deductions</li> <li>▪ Special reporting to Client</li> </ul>		X

4 Call Center		
4.1 Covered Populations	In Scope	Additional Services
▪ Active participants (from date of hire)	X	
▪ Vested terminated participants	X	
▪ Nonvested terminated participants (if eligible to enter the plan upon rehire)	X	
▪ Retirees in payment status	X	
▪ Pension beneficiaries/joint annuitants in payment status	X	
▪ Alternate Payees in payment status	X	
▪ Disabled participants	X	
4.2 Provide Information	In Scope	Additional Services
▪ Provide Plan-level information to participants with respect to the Covered Plan provisions and administrative rules such as Summary Plan Descriptions or Plan Highlights	X	
▪ Provide assistance with using the Web	X	
▪ Provide information regarding participant indicative and benefit data. Assist with data changes where appropriate (e.g. address information for non-active participants).	X	
▪ Provide information on and assist with any aspect of the retirement process (e.g., initiating retirement; what forms to complete and when; explaining available payment options; etc.)	X	
▪ Provide information and assistance regarding benefit payments (e.g. payment initiation; payment timing; check reissues; payment method changes; etc.)	X	
▪ Provide information and assistance on benefit plans not administered by Milliman		X
4.3 Benefit Estimates	In Scope	Additional Services
Provide benefit projection information at any age using the Web and selected variables:	X	
▪ Projected termination date (active participants only)		
▪ Projected benefit commencement date		
▪ Compensation rate		
▪ Assumed annual rate of pay increase (active participants only)		
▪ Contingent annuitant type and date of birth		
4.4 Retirement Planning	In Scope	Additional Services
▪ Provide retirement income modeling capabilities (integrated with information from Client's defined contribution plan(s)) or other retirement benefits that are also administered by Milliman	X	

5 Participant Website		
5.1 Covered Populations	In Scope	Additional Services
▪ Active participants (from date of hire)	X	
▪ Vested terminated participants	X	
▪ Nonvested terminated participants (if eligible to enter the plan upon rehire)	X	
▪ Retirees in payment status	X	
▪ Pension beneficiaries/joint annuitants in payment status	X	
▪ Alternate Payees in payment status	X	
▪ Disabled participants	X	
▪ Pre-eligibles and Ineligibles		X
5.2 Benefit Estimates	In Scope	Additional Services
Provide participants the ability to generate electable and non-electable benefit calculations and to model Covered Plan benefits which can be performed for any retirement eligible age with appropriately selected variables, which include: <ul style="list-style-type: none"> <li>▪ Projected termination date (active participants only)</li> <li>▪ Projected benefit commencement date</li> <li>▪ Compensation rate</li> <li>▪ Assumed annual rate of pay increase (active participants only)</li> <li>▪ Contingent annuitant type and date of birth</li> <li>▪ Calculations are real-time and include all payment options appropriate for the requested calculation</li> </ul>	X	
▪ Provide participants the ability to compare results of calculations for different modeled scenarios	X	
▪ Display confirmations for calculations initiated through the Web	X	
<ul style="list-style-type: none"> <li>▪ Display payment history from conversion date for participants actively in receipt of payments</li> <li>▪ Display participant specific information with respect to plan provisions and administrative rules</li> <li>▪ Display custom real-time messaging based on modeling results and/or participant specific data</li> <li>▪ Display other static or calculated messaging (e.g. retiree medical or life insurance rates)</li> <li>▪ Display Social Security PIA</li> <li>▪ Provide online retirement income modeling capabilities that integrate other Client benefits that are not administered by Milliman</li> </ul>		X
5.3 Retirement Planning	In Scope	Additional Services
▪ Provide retirement income modeling capabilities (integrated with information from Client's defined contribution plan(s)) through the Web for other retirement benefits that are also administered by Milliman	X	
5.4 Provide Information	In Scope	Additional Services
▪ Display static plan level information to participants regarding plan provisions and administrative rules (e.g. information found in a Summary Plan Descriptions or Plan Highlights)	X	

6 Participant Communications		
6.1 Benefit Election Package	In Scope	Additional Services
<p>Based on services described herein, generate and mail benefit election package to participant, including:</p> <ul style="list-style-type: none"> <li>▪ Cover Letter</li> <li>▪ Summary Data Page</li> <li>▪ Benefit Election Form</li> <li>▪ Marriage Certification</li> <li>▪ Electronic Transfer Authorization</li> <li>▪ Direct Deposit Instructions</li> <li>▪ Tax Withholding Election Forms</li> <li>▪ Beneficiary Designation</li> <li>▪ Special Tax Notice</li> </ul>	X	
6.2 Personalized Communications and Forms	In Scope	Additional Services
<p>Based on services described herein, generate and mail the following personalized communications to participants, as appropriate:</p> <ul style="list-style-type: none"> <li>▪ Benefit Estimates (Within Election Period)</li> <li>▪ Notice of Deferred Vested Benefit Retirement Benefit</li> <li>▪ Mandatory Lump Sum Cashout</li> <li>▪ Notice of Retirement Plan Survivor Benefits</li> <li>▪ Notice of Pre-retirement Survivor Benefits</li> <li>▪ Notice of Disability Benefits</li> <li>▪ Disability Benefit Application Form</li> <li>▪ Notice of Continued Disability Form</li> <li>▪ Notice of Benefit Suspension for Rehires</li> <li>▪ Notice of Missing Information</li> <li>▪ Electronic Fund Transfer Authorization</li> <li>▪ Direct Deposit Form</li> <li>▪ Address Change Form</li> <li>▪ Benefit Income Verification Statement</li> <li>▪ Minimum Required Distribution Notice</li> <li>▪ Normal Retirement Date Notice</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Detailed Calculation Worksheet</li> <li>▪ Notice of Non-Vested Benefit</li> <li>▪ Notice of Benefit Denial</li> <li>▪ Notice of Benefit Adjustment</li> <li>▪ Notice of Benefit Withholding</li> <li>▪ Certificate of Existence</li> <li>▪ Service Buy-back Form</li> <li>▪ Support mass mailings (early retirement windows, terminated vested cashouts, required government notices, etc.)</li> <li>▪ Distribute other Covered Plan related materials</li> <li>▪ Any other customized participant content not required by law</li> </ul>		X

6.3 Benefit Statements	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Provide statements annually for actives accruing a benefit</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Create and mail additional batch statements</li> </ul>		X
<ul style="list-style-type: none"> <li>▪ Provide statement data for active participants to Third Party annually</li> </ul>		X
<ul style="list-style-type: none"> <li>▪ Provide statements to terminated vested participants and other non-active participant populations</li> <li>▪ Provide additional participant content and detail on statements that is not described above</li> <li>▪ Integrate defined benefit statement with defined contribution plan statement or other benefits (e.g., total compensation or total benefits statement)</li> </ul>		X
6.4 Other Communication Services	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Create a retirement workbook</li> <li>▪ Provide ongoing communications</li> <li>▪ Review or design Summary Plan Descriptions</li> <li>▪ Review or design plan amendments</li> <li>▪ Provide other Client-specific communication materials</li> <li>▪ Conduct surveys</li> <li>▪ Support employee benefit fairs, meetings and/or webinars</li> </ul>		X
7 Administration System		
7.1 Interface Processing	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Maintain eligible employee data via one periodic Client HRIS/payroll interface file processed up to 30 times per year (includes actives upon date of hire) utilizing Milliman's standard layout</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Perform a reasonable review of the data provided on the interface file using standard data checks</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Track control group transfers, if all members of control group are covered by service agreement</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ With respect to rehired participants, maintain history of absences and rehire dates and apply ERISA service spanning rules and plan rules for interrupted service in benefit calculations</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Maintain non-vested terminated participants eligible for rehire for <u>six</u> years; data available thereafter</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Receive multiple interface file layouts</li> <li>▪ Consolidate multiple interface files</li> <li>▪ Process retroactive employee data changes manually or via supplemental interface file</li> <li>▪ Perform periodic data audit and resolve source file data issues manually or systematically</li> <li>▪ Troubleshoot and correct source file formatting and/or data issues</li> <li>▪ Perform catch-up process of multiple files due to delays in the interface file generation</li> <li>▪ Implement modifications to interfaces due to Client or Third Party vendor changes</li> <li>▪ Load or generate additional Third Party interface files required to share data across Client vendors</li> </ul>		X
<ul style="list-style-type: none"> <li>▪ Provide file in standard format within agreed-upon timing and frequency</li> <li>▪ Respond to data edits, mismatched control totals or other file issues within a timely basis</li> </ul>	<b>Client or Third Party</b>	
7.2 Actuarial Valuation Data	In Scope	Additional Services
<p>Provide data export to plan actuary for annual valuation in standard Milliman format. Content generally includes:</p> <ul style="list-style-type: none"> <li>▪ Employee indicative data</li> <li>▪ Employment status</li> <li>▪ Up to 10 years of compensation and/or hours data</li> <li>▪ Annuity and lump sum payment data</li> <li>▪ Additional 'static' grouping data if available in MARC</li> <li>▪ account balance amounts</li> </ul>	X	



<ul style="list-style-type: none"> <li>Respond to the Actuary’s questions received within 90 calendar days after initial valuation data delivered</li> </ul>	X	
<ul style="list-style-type: none"> <li>Perform more than 4 hours of work responding to actuary questions</li> <li>Provide calculated values</li> <li>Perform additional data analysis with actuary</li> <li>Provide valuation extract to plan actuary in a format other than Milliman’s standard format</li> <li>Analyze and resolve pre-conversion data issues</li> <li>Replicate or re-extract pre-conversion valuation data</li> <li>Re-extract valuation data and deliver refreshed file after initial file delivery to plan actuary</li> </ul>		X
<b>7.3 Report Development</b>	In Scope	Additional Services
<ul style="list-style-type: none"> <li>Produce and deliver ad-hoc custom reports not defined during implementation</li> </ul>		X
<b>8 Administration Data</b>		
<b>8.1 Data Quality</b>	In Scope	Additional Services
<ul style="list-style-type: none"> <li>All employee and plan data provided during conversion and through ongoing interface files that are necessary to accurately and efficiently administer the Covered Plans in accordance with Covered Plan provisions is expected to be accurate and complete.</li> </ul>	X	
<ul style="list-style-type: none"> <li>Any data provided that is inaccurate and/or incomplete which results in additional effort to provide the administration services outlined in this schedule may result in additional fees to compensate for the additional effort in providing the administrative service.</li> </ul>		X
<b>8.2 Data Sources</b>	In Scope	Additional Services
<ul style="list-style-type: none"> <li>Current employees: Client HRIS/Payroll is the source and system of record for all data</li> </ul>	X	
<ul style="list-style-type: none"> <li>Vested terminated participants: MARC is the source and system of record for all pension specific data</li> </ul>	X	
<ul style="list-style-type: none"> <li>Nonemployees: MARC and/or Client HRIS/Payroll are the sources for all data (to be determined during implementation)</li> </ul>	X	

9 Other Services		
9.1 One-Time Events	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ COLAs/ad hoc increases</li> <li>▪ Early retirement windows</li> <li>▪ Acquisitions/divestitures</li> <li>▪ Mass terminations (e.g., plant closings)</li> <li>▪ Severance programs</li> <li>▪ Changes to the Covered Plan provisions</li> <li>▪ Lump-sum recalculations for cashing out terminated vested participants</li> <li>▪ Plan terminations</li> <li>▪ Voluntary Correction Programs required due to prior administrative services</li> <li>▪ Provider change for Trust Services</li> </ul>		X
9.2 Plan Events and Abnormal Administration Activity	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Abnormal levels of benefit calculations, payments, participant calls and other participant-driven administration activity exceeding normal volumes due to plant closures, divestitures, layoffs, or other corporate events with normal volumes determined at implementation</li> </ul>		X
<ul style="list-style-type: none"> <li>▪ Administer benefits restrictions resulting from the Covered Plan funded status dropping below levels required by the Pension Protection Act</li> <li>▪ Implement system and communication changes required to administer benefit restrictions resulting from the Covered Plan funded status dropping below levels required by the Pension Protection Act</li> <li>▪ Change administration processes to reflect benefits restrictions resulting from the Covered Plan funded status dropping below levels required by the Pension Protection Act</li> <li>▪ Implement administration changes needed to end benefit restrictions for the Covered Plans</li> <li>▪ Implement system and communication changes to remove benefit restrictions resulting from the Covered Plan funded status returning to levels required by the Pension Protection Act</li> <li>▪ Change administration processes to reflect the removal of benefits restrictions resulting from the Covered Plan funded status returning to levels required by the Pension Protection Act</li> </ul>		X
9.3 Other Client and Regulatory Driven Plan Changes	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Implement regulatory updates required by law (such as interest rate updates and mortality table changes) that are applicable to all pension plans unilaterally.</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Implement any plan specific changes to the Covered Plan’s provisions, administration procedures, administration system or participant experience as requested by the Client or required by law</li> <li>▪ Configure and implement Covered Plan specific changes to Milliman’s core administration system as required by new regulations</li> <li>▪ Implement Covered Plan specific administration changes as required by new regulations</li> <li>▪ Implement changes to trustee extract due to trustee or Client driven modifications to extract layout</li> <li>▪ Administer the Covered Plan outside of Milliman’s best practice as defined in Milliman’s administration process flows</li> </ul>		X

9.4 Retiree Medical Administration	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Determine health and welfare plan eligibility</li> </ul>		X
9.5 Other Services	In Scope	Additional Services
<ul style="list-style-type: none"> <li>▪ Provide support up to 10 hours annually for plan audit</li> </ul>	X	
<ul style="list-style-type: none"> <li>▪ Prepare any 5500 related schedules or other government filings</li> <li>▪ Provide outbound data feeds for other vendors retirement planning tools</li> <li>▪ Provide support for legal orders (i.e., power of attorney, qualified medical child support order, subpoena)</li> <li>▪ Develop, produce, and fulfill custom participant communications (e.g. total compensation statements, total benefit statements, enrollment kits, confirmation statements, etc.)</li> <li>▪ Provide support in excess of 10 hours annually for plan audit</li> </ul>		X

## PRICING

### 10. Fees for Pension Plan Services

Milliman will notify the Client of any change in this fee schedule prior to such change becoming effective. Milliman periodically may adjust this fee schedule by the percentage increase in the Consumer Price Index for all Urban Consumers (CPI-U) with respect to measurement periods August-to-August. Annual CPI related increases will be limited to no more than 5%.

Certain assumptions were made to determine the fees for the Plan(s). These assumptions include:

**Utah Transit Authority Employee Retirement Plan and Trust Agreement**

- 2,790 Active Participants
  - 608 Terminated Vested Participants
  - 859 Retirees
- 
- One plan
  - Any frozen benefits have been calculated & certified
  - Accrued benefits for all terminated participants with vested benefits have been calculated & certified
  - All plan data is in good order and available via an electronic format
  - Data corrections to convert all required historical data to electronic format would be quoted on a project basis
  - Processing of up to 30 payroll files per year
  - Fees quoted are exclusive of out-of-pocket expenses

<b>A. Contract Fees</b>	
<b>PENSION PLAN ADMINISTRATION</b>	
<b>Service Highlights</b>	<ul style="list-style-type: none"> <li>▪ Pension administration services</li> <li>▪ Participant Web and Call Center services</li> <li>▪ Online benefit statements</li> <li>▪ Payment administration services</li> </ul>

<p><b>Annual Pension Administration Fees</b></p>	<ul style="list-style-type: none"> <li>▪ Base fee: \$66,000</li> <li>▪ Per participant fee: \$69.40 per participant</li> <li>▪ Automated benefit calculations* Included in fees</li> </ul> <p><i>* Benefit certifications resulting from plant closures, divestitures, layoffs or other corporate events, and executive level benefit certifications may be subject to additional fees to be determined at time of event contingent on the amount of certifications to be performed. Executive level benefit certifications are considered manual calculations.</i></p>
<p><b>Manual Benefit Calculation Services</b></p>	<p>Manual calculations are those calculations not programmed into Milliman’s administration system due to underlining data issues. Additionally, any calculations that require in-depth research, such as prior plan benefits or prior acquired company benefits not addressed in the current or future plan documents, shall be subject to Section 2, Additional Fees:</p> <p>Per calculation fee:</p> <ul style="list-style-type: none"> <li>▪ Manual calculation Time and Expense</li> <li>▪ QDRO calculation Time and Expense</li> <li>▪ RMD Calculation Time and Expense</li> </ul>
<p><b>Document Qualification Processing</b></p>	<p>Per occurrence fee:</p> <ul style="list-style-type: none"> <li>• DRO qualification Time and Expense</li> <li>• POA qualification Time and Expense</li> <li>• Pre-qualified POA set-up Time and Expense</li> </ul>

**B. Additional Services**

<p><b>Service Highlights and Hourly Rates</b></p>	<p>For any additional services Milliman performs at the request of the Client where a mutually negotiated fee is not requested by Client as described in Section 2, Additional Fees of the Agreement, Milliman will bill for the time it takes to complete such services using the current hourly rates that are periodically reviewed and subject to change. As of the Services Agreement Effective Date of this agreement, Milliman’s current hourly rates are as follows:</p> <table border="1" data-bbox="769 1398 1271 1587" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="2" style="text-align: center;"><b>Milliman Hourly Rates*</b></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1. Principal</td> <td style="text-align: center;">\$410 - \$550</td> </tr> <tr> <td style="text-align: center;">2. Consultant</td> <td style="text-align: center;">\$320 - \$455</td> </tr> <tr> <td style="text-align: center;">3. Manager</td> <td style="text-align: center;">\$275 - \$410</td> </tr> <tr> <td style="text-align: center;">4. Analyst</td> <td style="text-align: center;">\$140 - \$365</td> </tr> </tbody> </table> <p style="text-align: center;">*Rates are subject to change each year</p>	<b>Milliman Hourly Rates*</b>		1. Principal	\$410 - \$550	2. Consultant	\$320 - \$455	3. Manager	\$275 - \$410	4. Analyst	\$140 - \$365
<b>Milliman Hourly Rates*</b>											
1. Principal	\$410 - \$550										
2. Consultant	\$320 - \$455										
3. Manager	\$275 - \$410										
4. Analyst	\$140 - \$365										

## C. Total Pricing Not to Exceed Amounts

Annual increases to Base Fee, Participant Fee and/or Additional Services Fees shall be increased according to the CPI-U index using the measurement period August-to-August and will be effective on the first day of the following calendar year. Annual increases will be limited to no more than 5% based upon sufficient supporting documentation. Any excess CPI increases over 5% may be recoverable in a later contract year when CPI increases are less than 5% provided the Not-to-Exceed values below have not been met or exceeded.

Annual Not to Exceed total Pricing including up to 5% CPI adjustments includes all fees combined (Base Fee, Participant Fees and Additional Services Fees). The Not-to-Exceed pricing below also includes an additional cushion to accommodate for potential increase in total number of participants.

- Year 1 - \$420,000
- Option Year 2 - \$441,000
- Option Year 3 - \$463,050
- Total - \$1,324,050



U T A

# Utah Transit Authority

669 West 200 South  
Salt Lake City, UT 84101

## MEETING MEMO

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**Board of Trustees**

**Date:** 1/29/2025

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**TO:** Board of Trustees  
**THROUGH:** Jay Fox, Executive Director  
**FROM:** David Hancock, Chief Capital Services Officer  
**PRESENTER(S):** Jesse Rogers, Bus Vehicle Procurement Project Manager

**TITLE:**

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**Contract: 2025 Support Fleet Order (Tony Divino Toyota)**

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**AGENDA ITEM TYPE:**

Procurement Contract/Change Order

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**RECOMMENDATION:**

Approve the execution of purchase order PO 17442 under Utah State Contract MA3796 and associated disbursements with Tony Divino Toyota in the amount of \$1,588,936.00 for purchase of 44 vehicles.

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**BACKGROUND:**

The Vehicle Procurement Team intends to initially procure a total of 98 vehicles in 2025 to replace older vehicles in UTA's support fleet. The team will utilize state contracts from which individual purchase orders will be made.

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**DISCUSSION:**

The team has received quotes from Tony Divino Toyota and has drafted a PO totaling 44 vehicles to include the following Toyota models: 4Runner (1), Highlander (6), RAV4 (10), Sienna AWD (13), and Tacoma (14) for a total of \$1,588,936.00. The remainder of the pre-approved vehicle purchases will be made under separate purchase orders.

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**CONTRACT SUMMARY:**

**Contractor Name:** Tony Divino Toyota  
**Contract Number:** PO 17442 (State contract MA3796)  
**Base Contract Effective Dates:** January 29, 2026 - September 30, 2026

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**Extended Contract Dates:** N/A  
**Existing Contract Value:** N/A  
**Amendment Amount:** N/A  
**New/Total Contract Value:** \$1,588,936  
**Procurement Method:** State Contract MA3796  
**Budget Authority:** Approved 2025 Capital Budget

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**ALTERNATIVES:**

Defer replacements to future budget year.

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**FISCAL IMPACT:**

The 2025 approved budget is \$5,000,000.00 for non-revenue support fleet vehicles. The funding request for 2025 for this PO is \$1,588,936.00. Available Budget after approval (inclusive of PO 17443) is \$577,033.00.

Budget Capital project code: REV205

2025 Budgeted Total: \$5,000,000.00

Expected 2025 spend for this order: \$1,588,936.00

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**ATTACHMENTS:**

Purchase Order 17442

State Contract MA3796 ([Link <https://statecontracts.utah.gov/Contract/Details/MA3796-Vehicles%7Cf39b0c4c-f619-431e-a183-5550135addda>](https://statecontracts.utah.gov/Contract/Details/MA3796-Vehicles%7Cf39b0c4c-f619-431e-a183-5550135addda))

**TONY DIVINO TOYOTA**  
**777 W. RIVERDALE RD**  
**RIVERDALE UT 84405-3714**



PURCHASE ORDER NUMBER <b>OG</b>		<b>17442</b>
PO Number Must Appear On All Invoices And Shipments		
VENDOR NUMBER	PO DATE	
1259350	1/6/2025	
ORDER TAKEN BY	FOB	
	*	
BUYER	PAGE NUMBER	
Timothy Hodges	1 of 1	

**Utah Transit Authority**

*An Equal Opportunity Employer*

<b>SEND INVOICE TO:</b>	<b>SHIP TO:</b>
<b>AP@RIDEUTA.COM</b>	<b>ATTENTION: RECEIVING</b>
669 W 200 S	<b>3600 S 700 W</b>
SLC, UT 84101	<b>Salt Lake City UT 84119</b>

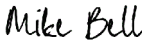
**801-287-3008**

**www.rideuta.com**

Confirmation: Do not Duplicate  
**Utah Transit Authority Is Tax Exempt**      Total PO Value: 1,588,936.00      Ship as soon as possible. Early Shipments Allowed

LINE #	REQ #	CONFIRMED DELIVERY DATE	QUANTITY	PART NUMBER ACCOUNT CODE	DESCRIPTION	UNIT PRICE	TOTAL PRICE
1	00014638	1/6/25	1 EA	40-6205.67000.7006	Toyota 4runner	44000.0000	44,000.00
2	00014638	1/6/25	6 EA	40-6205.67000.7006	Toyota Highlander	38267.0000	229,602.00
3	00014638	1/6/25	10 EA	40-6205.67000.7006	Toyota Rav4	31500.0000	315,000.00
4	00014638	1/6/25	13 EA	40-6205.67000.7006	Toyota Sienna	38326.0000	498,238.00
5	00014638	1/6/25	14 EA	40-6205.67000.7006	Toyota Tacoma	35864.0000	502,096.00

Per State Contract #MA3796

DocuSigned by:  
  
 70E33A415BA44F6...      1/6/2025

Unless otherwise expressly agreed in a written document executed by Utah Transit Authority ("UTA"), this Purchase Order is subject to UTA's standard terms and conditions revision date: September 2020, effective as of the date of this Purchase Order. UTA's standard terms and conditions are found at [https://rideuta.com/-/media/Files/Home/Terms\\_Conditions\\_UTAGeneralStandard7821.ashx](https://rideuta.com/-/media/Files/Home/Terms_Conditions_UTAGeneralStandard7821.ashx). Vendor's acceptance of this Purchase Order is limited to the express terms of UTA's standard terms and conditions, without modification. Vendor's delivery of the Goods or commencement of performance of Services identified in this Purchase Order are effective modes of acceptance. Any proposal for additional or different terms or any attempt by Vendor to vary in any degree any of the terms of the Contract, are hereby objected to and rejected (and this Purchase Order shall be deemed accepted by Vendor without the additional or different terms).

**If this Purchase order is purchased using a State Contract, then terms and conditions are pursuant to that State Contract.**



# Utah Transit Authority

## MEETING MEMO

669 West 200 South  
Salt Lake City, UT 84101

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**Board of Trustees**

**Date:** 1/29/2025

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**TO:** Board of Trustees  
**THROUGH:** Jay Fox, Executive Director  
**FROM:** David Hancock, Chief Capital Services Officer  
**PRESENTER(S):** Jesse Rogers, Bus Vehicle Procurement Project Manager  
Kyle Stockley, Manager Capital Vehicles

**TITLE:**

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**Contract: 2025 Support Fleet Order (Ken Garff West Valley Ford, LLC)**

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**AGENDA ITEM TYPE:**

Procurement Contract/Change Order

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**RECOMMENDATION:**

Approve the execution of purchase order PO 17443 under Utah State Contract MA3790 and associated disbursements with Ken Garff West Valley Ford, LLC in the amount of \$2,834,031.00 for purchase of 54 vehicles.

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**BACKGROUND:**

The Vehicle Procurement Team intends to initially procure 98 vehicles in 2025 to replace older vehicles in UTA's support fleet. The team will utilize state contracts from which individual purchase orders will be made.

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**DISCUSSION:**

The team has received quotes from Ken Garff and has issued a PO totaling 54 vehicles to include the following Ford models: F-150 (26), F-250 (4), F-350 (10), Cargo vans (8), and Passenger Vans (6) for a total of \$2,834,031.00. The remainder of the pre-approved vehicle purchases will be made under separate purchase orders.

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**CONTRACT SUMMARY:**

**Contractor Name:** Ken Garff West Valley Ford, LLC

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**Contract Number:** PO 17443 (State contract MA3790)  
**Base Contract Effective Dates:** January 29, 2025 - September 29, 2026  
**Extended Contract Dates:** N/A  
**Existing Contract Value:** N/A  
**Amendment Amount:** N/A  
**New/Total Contract Value:** \$2,834,031.00  
**Procurement Method:** State Contract #MA3790  
**Budget Authority:** Approved 2025 Capital Budget

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**ALTERNATIVES:**

Defer replacements to future budget year.

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**FISCAL IMPACT:**

The 2025 approved budget is \$5,000,000.00 for non-revenue support fleet vehicles. The funding request for 2025 for this PO is \$2,834,031.00. The available budget after approval (inclusive of PO 17442) is \$577,033.00.

Budget Capital project code: REV205

2025 Budgeted Total: \$5,000,000.00

Expected 2025 spend for this order: \$2,834,031.00

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**ATTACHMENTS:**

PO 17443

State Contract MA3790 ([Link <https://statecontracts.utah.gov/Contract/Details/MA3790-Vehicles%7Ca304738f-5891-4f5f-b0eb-1de5b7dee72d>](https://statecontracts.utah.gov/Contract/Details/MA3790-Vehicles%7Ca304738f-5891-4f5f-b0eb-1de5b7dee72d))

**Ken Garff West Valley Ford**  
**4091 W 3500 S**  
**West Valley City UT 84120**



PURCHASE ORDER NUMBER <b>OG</b>		<b>17443</b>
PO Number Must Appear On All Invoices And Shipments		
VENDOR NUMBER	PO DATE	
1506795	1/6/2025	
ORDER TAKEN BY	FOB	
	*	
BUYER	PAGE NUMBER	
Timothy Hodges	1 of 1	

**Utah Transit Authority**

*An Equal Opportunity Employer*

SEND INVOICE TO:	<b>SHIP TO:</b>
<b>AP@RIDEUTA.COM</b>	<b>ATTENTION: RECEIVING</b>
669 W 200 S	<b>3600 S 700 W</b>
SLC, UT 84101	<b>Salt Lake City UT 84119</b>

**801-287-3008**  
**www.rideuta.com**

Confirmation: Do not Duplicate Ship as soon as possible. Early Shipments Allowed  
**Utah Transit Authority Is Tax Exempt** Timothy Hodges  
 Total PO Value: 2,834,031.00

LINE #	REQ #	CONFIRMED DELIVERY DATE	QUANTITY	PART NUMBER ACCOUNT CODE	DESCRIPTION	UNIT PRICE	TOTAL PRICE
1	00014653	1/6/25	26 EA	40-6205.67000.7006	Ford F-150 4x4	49389.0000	1,284,114.00
2	00014653	1/6/25	4 EA	40-6205.67000.7006	Ford F-250 4X4 Crew cab	53192.0000	212,768.00
3	00014653	1/6/25	10 EA	40-6205.67000.7006	Ford F-350 4x4 Crew cab	54268.0000	542,680.00
4	00014653	1/6/25	8 EA	40-6205.67000.7006	Ford AWD Cargo Van	56095.0000	448,760.00
5	00014653	1/6/25	5 EA	40-6205.67000.7006	Ford AWD Passenger Van	57155.0000	285,775.00
6	00014653	1/6/25	1 EA	40-6205.67000.7006	Ford AWD Pass van High Roof	59934.0000	59,934.00

Pursuant to State Contract #MA3790

DocuSigned by:  
  
 70E33A415BA44F6... 1/6/2025

Unless otherwise expressly agreed in a written document executed by Utah Transit Authority ("UTA"), this Purchase Order is subject to UTA's standard terms and conditions revision date: September 2020, effective as of the date of this Purchase Order. UTA's standard terms and conditions are found at [https://rideuta.com/-/media/Files/Home/Terms\\_Conditions\\_UTAGeneralStandard7821.ashx](https://rideuta.com/-/media/Files/Home/Terms_Conditions_UTAGeneralStandard7821.ashx). Vendor's acceptance of this Purchase Order is limited to the express terms of UTA's standard terms and conditions, without modification. Vendor's delivery of the Goods or commencement of performance of Services identified in this Purchase Order are effective modes of acceptance. Any proposal for additional or different terms or any attempt by Vendor to vary in any degree any of the terms of the Contract, are hereby objected to and rejected (and this Purchase Order shall be deemed accepted by Vendor without the additional or different terms).

**If this Purchase order is purchased using a State Contract, then terms and conditions are pursuant to that State Contract.**



# Utah Transit Authority

## MEETING MEMO

669 West 200 South  
Salt Lake City, UT 84101

---

**Board of Trustees**

**Date:** 1/29/2025

---

**TO:** Board of Trustees  
**THROUGH:** Jay Fox, Executive Director  
**FROM:** Patrick Preusser, Chief Operating Officer  
**PRESENTER(S):** Andres Colman, Regional General Manager Salt Lake Service Unit  
Dean Klebenow, Manager of Vehicle Performance Maintenance  
Christopher Eisert, Bus Vehicle Maint Supervisor

**TITLE:**

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**Contract: Depot District Compressed Natural Gas Fueling Station Operations and Maintenance Agreement (Trillium Transportation Fuels, LLC)**

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**AGENDA ITEM TYPE:**

Procurement Contract/Change Order

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**RECOMMENDATION:**

Approve contract #24-03906 and authorize the Executive Director to execute the contract and associated disbursements with Trillium Transportation Fuels, LLC in the amount of \$641,584.00 for the two-year base contract (additional option years will require future board approval).

---

**BACKGROUND:**

UTA requires the continued operation and maintenance service support of the Compressed Natural Gas fuel monitoring system and dispensing equipment for two Compressed Natural Gas bus fueling dispensers for two fueling lanes in the Fuel and Fare Collection Building of the Depot District Service Center Facility.

The current contract, UT-14-007AJH, was amended to extend the contract end date to March 1, 2025, to allow time for a new Sole Source procurement.

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**DISCUSSION:**

Trillium Transportation Fuels, LLC, as the original service provider and original equipment manufacturer, utilizes smart station controls with proprietary software to connect to, remotely monitor, and manage UTA's current Compressed Natural Gas (CNG) fueling system. The software is solely owned, maintained, and

supported by Trillium.

UTA staff is requesting approval of the contract amount of \$641,584.00 over a two (2) year period with the option to extend the initial term for up to three additional one-year option periods, for a total contract period not to exceed five (5) years. The O&M service will be for all-inclusive turnkey maintenance, which includes all preventative and remedial maintenance, warranty service support, parts, and consumables needed for the normal operations of the CNG equipment and based on UTA’s operational requirements.

This contract is only for operations and maintenance and excludes fuel. Prior to exercising out-year options, UTA staff will obtain required Board approvals.

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**CONTRACT SUMMARY:**

<b>Contractor Name:</b>	Trillium Transportation Fuels LLC
<b>Contract Number:</b>	24-03906
<b>Base Contract Effective Dates:</b>	March 1, 2025, through February 27, 2027
<b>Extended Contract Dates:</b>	N/A
<b>Existing Contract Value:</b>	N/A
<b>Amendment Amount:</b>	N/A
<b>New/Total Contract Value:</b>	\$641,584.00 over 2 years
<b>Procurement Method:</b>	Sole Source
<b>Budget Authority:</b>	Approved 2025 Operating Budget

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**ALTERNATIVES:**

CNG fueling would need to take place off-site using P-Cards for purchase. The fueling facility was built with Trillium’s proprietary hardware and software. A different provider would require upgrading and retrofitting of equipment.

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**FISCAL IMPACT:**

The total 2-year operations and maintenance service support is Not-To-Exceed \$641,584.00. All funds will come from the Contract Services operating expense line item in the Department of BUS MAINTENANCE - CENTRAL yearly budget 3400.50400.90

2025 Estimated Expenditure: \$267,326.67 (included in the Approved 2025 Operating Budget for Remaining 10 months of 2025)

2026 Estimated Budget Request: \$320,792.00 (12 months)

2027 Estimated Budget Request: \$53,465.33 (2 months)

Total: \$641,584.00

NOTE: The two (2) year value of the contract is not-to-exceed \$641,584.00. Actual expenditure may be less than the contracted value due to the nature of Trillium’s pricing structure for operations and maintenance services, where UTA is charged for these services on a per Therm basis.

The estimated calculations and averages in the contract were derived from UTA's projected average CNG usage in Therms per month over the two (2) year period and are subject to adjustment based on UTA's actual consumptions of CNG Fuel, but may not exceed the approved not-to-exceed contract value without appropriate approval.

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**ATTACHMENTS:**

Contract 24-03906: Operations & Maintenance Agreement - Depot District Compressed Natural Gas (CNG) Fueling Station

UTAH TRANSIT AUTHORITY

## **GOODS AND SERVICES SUPPLY AGREEMENT**

**UTA CONTRACT # 24-03906BCM  
OPERATIONS & MAINTENANCE AGREEMENT  
Depot District Compressed Natural  
Gas (CNG) Fueling Station**

THIS GOODS AND NON-PROFESSIONAL SERVICES SUPPLY AGREEMENT (“Contract”) is entered into and made effective as of the date of last signature below. (“Effective Date”) by and between UTAH TRANSIT AUTHORITY, a public transit district organized under the laws of the State of Utah (“UTA”), and Trillium Transportation Fuels, LLC, a limited liability company, located at 2929 Allen Parkway, Ste 4100, Houston, TX 77019 (the “Contractor”).

### **RECITALS**

WHEREAS, on November 25, 2024, UTA received a quote to provide Compressed Natural Gas (CNG) Facility Operation, Monitoring and Maintenance (O&M) Services support for the UTA Depot District CNG bus fleets’ fueling station and (as applicable) all associated hardware, software, tools, installation services, commissioning and testing services, training and documentation (the “Goods and Services”) and

WHEREAS, UTA wishes to procure the Goods and Services according to the terms, conditions and specifications listed in the Sole Source (as subsequently amended through negotiation by the parties); and

WHEREAS, the Operations, Monitoring and Maintenance Agreement submitted by the Contractor was deemed to be the most advantageous to UTA; and

WHEREAS, Contractor is willing to furnish the Goods and Services according to the terms, conditions and specifications of the Contract.

### **AGREEMENT**

NOW, THEREFORE, in accordance with the foregoing Recitals, which are incorporated herein by reference, and for and in consideration of the mutual covenants and agreements hereafter set forth, the mutual benefits to the parties to be derived here from, and for other valuable consideration, the receipt and sufficiency of which the parties acknowledge, it is hereby agreed as follows:

#### **1. GOOD AND SERVICES TO BE PROVIDED BY CONTRACTOR**

Contractor hereby agrees to furnish and deliver the Goods and/or Services in accordance with the Contract as described in Exhibit A (Scope of Work of Contractors Services) (including performing any installation, testing commissioning and other Services described in the Contract).

2. **TERM**

This Contract shall commence upon the last signature date as indicated on the signature (pg#19). The Contract shall remain in full force and effect, for purchases of Goods and Services listed above, during a Two (2) year period expiring approximately February 27, 2027. UTA may, at its sole election and in its sole discretion, extend the initial term for up to three additional one-year option periods, for a total Contract period not to exceed FIVE (5) years. Extension options may be exercised by UTA upon providing Contractor with notice of such election at least thirty (30) days prior to the expiration of the initial term or then-expiring option period (as applicable). The Contract may be further extended if the Contractor and UTA mutually agree to an extension evidenced in writing. The rights and obligations of UTA and Contractor under the Contract shall at all times be subject to and conditioned upon the provisions of the Contract.

3. **COMPENSATION AND FEES**

UTA shall pay Contractor in accordance with the payment milestones or other terms described in Exhibit B. If Exhibit B does not specify any milestones or other payment provisions, then payment shall be invoiced after the Goods have been delivered and the Services have been performed. In no event shall advance payments be made unless otherwise agreed in writing.

4. **INCORPORATED DOCUMENTS**

- a. The following documents hereinafter listed in chronological order, , are hereby incorporated into the Contract by reference and made a part hereof:
  - 1. The terms and conditions of this Goods and Services Supply Agreement (including any exhibits and attachments hereto).
  - 2. Contractor's Proposal including, without limitation, all federal certifications (as applicable);
  - 3. UTA's SOLE SOURCE including, without limitation, all attached or incorporated terms, conditions, federal clauses (as applicable), drawings, plans, specifications and standards and other descriptions of the Goods and Services;
- b. The above-referenced documents are made as fully a part of the Contract as if hereto attached or herein repeated. The Contract (including the documents listed above) constitute the complete contract between the parties.

5. **ORDER OF PRECEDENCE**

The Order of Precedence for this contract is as follows:

- 1. UTA Contract including all attachments
- 2. UTA Terms and Conditions
- 3. UTA Solicitation Terms
- 4. Contractor's Bid or Proposal including proposed terms or conditions

Any contractor proposed term or condition which is in conflict with a UTA contract or solicitation term or condition will be deemed null and void.

## 6. **LAWS AND REGULATIONS**

Contractor and any and all Goods and/or Services furnished under the Contract will comply fully with all applicable Federal and State laws and regulations, including those related to safety and environmental protection. Contractor shall also comply with all applicable licensure and certification requirements.

## 7. **INSPECTION, DELIVERY AND TRANSFER OF TITLE**

- a. Upon UTA's prior request, UTA's representative shall be provided access to Contractor's facilities during Contractor's normal business hours to obtain information on production progress and to make inspections during the manufacturing or assembly process. Contractor will make reasonable efforts to obtain, for UTA, access to subcontractor facilities for the purposes described above. If the specifications include pre-shipment inspection requirements, Goods shall not be shipped until UTA or its designee has inspected the Goods, and authorized Contractor to proceed with the shipment.
- b. Delivery of the Goods is a substantial and material consideration under the Contract. Unless otherwise specifically set forth in the pricing schedule: (i) Contractor shall be solely responsible for the delivery of the Goods FOB to the delivery point specified in the Contract (or otherwise designated by UTA) and all costs related thereto are included in the pricing; and (ii) Contractor shall retain all liabilities and risk of loss with respect to the Goods until the Goods are delivered to, and accepted by, UTA.
- c. After delivery, the Goods shall be subject to inspection, testing and acceptance by UTA, including any testing or commissioning process described in the specifications. UTA shall have the right to reject any Goods or Services that are defective or do not conform to the specifications or other Contract requirements. Goods or Services rejected shall be replaced, repaired or re-performed so as to conform to the Contract (and to UTA's reasonable satisfaction). If Contractor is unable or refuses to correct such Goods within a time deemed reasonable by UTA but no less than thirty (30) days, then UTA may cancel the order in whole or in part. Any inspection and testing performed by UTA shall be solely for the benefit of UTA. Neither UTA's inspection of the production processes, production progress and/or Goods or Services (nor its failure to inspect) shall relieve Contractor of its obligations to fulfill the requirements of the Contract, or be construed as acceptance by UTA.
- d. Contractor warrants that title to all Goods covered by an invoice for payment will pass to UTA no later than the time of payment. Contractor further warrants that upon submittal of an invoice for payment, all Goods and/or Services for which invoices for payment have been previously issued and payments received from UTA shall be free and clear of liens, claims, security interests or encumbrances in favor of Contractor or any subcontractors, material suppliers, or other persons or entities making a claim by reason of having provided equipment, materials, and labor related to the equipment and/or work for which payment is being requested.

## 8. INVOICING PROCEDURES

- a. Invoice UTA monthly per actual Therm of CNG consumed at the utility meter, as repayment for the Contractor's Facility O&M service costs (i.e., overhead, consumables, scheduled and unscheduled repairs, rebuilds, operation, maintenance, overhead and profit) associated with CNG production.
- b. Contractor shall invoice UTA after achievement of contractual milestones or delivery of all Goods and satisfactory performance of all Services or in accordance with an approved progress or periodic billing schedule. Contractor shall submit invoices to [ap@rideuta.com](mailto:ap@rideuta.com) for processing and payment. In order to timely process invoices, Contractor shall include the following information on each invoice:
  - i. Contractor Name
  - ii. Unique Invoice Number
  - iii. PO Number
  - iv. Invoice Date
  - v. Detailed Description of Charges
  - vi. Total Dollar Amount Due
- c. UTA shall have the right to disapprove (and withhold from payment) specific line items of each invoice to address non-conforming Goods or Services. Approval by UTA shall not be unreasonably withheld. Payment for all invoice amounts not specifically disapproved by UTA shall be provided to Contractor within thirty (30) calendar days of invoice submittal to [ap@rideuta.com](mailto:ap@rideuta.com) . Invoices not submitted electronically shall be paid thirty (30) calendar days from date of receipt by UTA's accounting department.
- d. Invoices must include a unique invoice number, UTA's Purchase Order number, a description of the Good or Service provided, line-item pricing, total amount due, and must be submitted electronically to [ap@rideuta.com](mailto:ap@rideuta.com).

## 9. WARRANTY OF GOODS AND SERVICES

- a. Contractor warrants that all Goods (including hardware, firmware, and/or software products that it licenses) and Services shall conform to the specifications, drawings, standards, samples, and other descriptions made a part of (or incorporated by reference into) the Contract. Contractor further warrants that all Goods and Services shall be of the quality specified, or of the best grade if no quality is specified, and, unless otherwise provided in the Contract, will be new, and free from defects in design, materials and workmanship.
- b. Contractor warrants that all Goods and Services shall be in compliance with applicable federal, state, and local laws and regulations including, without limitation, those related to safety and environmental protection.
- c. At any time for a period of **one (1) year** from the date that all Goods have been delivered and all Services have been performed in accordance with the Contract, Contractor shall at its own expense promptly repair, replace and/or re-perform any Goods or Services that are

defective or in any way fail to conform to the Contract requirements. Ordinary wear and tear is excluded from this warranty. Any damages caused by a force majeure event or damages caused by UTA or its agents are also excluded from this warranty.

- d. If Contractor fails to promptly make any repair, replacement or re-performance as required herein, UTA may conduct the necessary remedial work at Contractor's expense. Contractor cannot void the warranty for repair, replacement or re-performance performed under these circumstances. Provided that such repair, replacement or re-performance is conducted in a reasonable manner and with workmanship and care consistent with industry standards, Contractor shall reimburse UTA for the cost of any warranty repair, replacement or re-performance self-performed by UTA.
- e. CONTRACTOR MAKES NO OTHER WARRANTIES OF WHATSOEVER NATURE, EXPRESS OR IMPLIED, CONCERNING THE GOOD AND SERVICES, IT BEING THE INTENTION OF CONTRACTOR AND UTA TO NEGATE EXPRESSLY AND TO EXCLUDE ALL OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE, WARRANTIES CREATED BY ANY AFFIRMATION OF FACT OR PROMISE OR BY ANY DESCRIPTION OF THE EQUIPMENT, AND ANY OTHER WARRANTIES WHATSOEVER CONTAINED IN OR CREATED BY LAW. Nothing in this warranty will be construed to limit any rights or remedies UTA may otherwise have under the Contract.

## 10. **OWNERSHIP OF DESIGNS, DRAWINGS, AND WORK PRODUCT**

Contractor shall grant a license for UTA to use any deliverables prepared or developed pursuant to the Contract including without limitation drawings, specifications, manuals, calculations, maps, sketches, designs, tracings, notes, reports, data, models and samples. Such deliverables, together with any documents or information furnished to Contractor and its employees or agents by UTA hereunder, shall be delivered to UTA upon request, and, in any event, upon termination or final acceptance of the Goods and Services. Proprietary documents, software or techniques of any kind ("Intellectual Property") that may be used in conjunction with the Goods or Services provided under this Agreement shall not become the property of UTA if it was developed by Contractor. UTA is not allowed to publish or otherwise share such Intellectual Property with third parties. All intellectual property rights of Contractor in the equipment, materials, services, programs, processes and all other matters related to the equipment, Goods or Services provided hereunder shall remain the sole property of Contractor. All ideas, discoveries, inventions, computer programs, developments, original works of authorship, systems documentation, trade secrets, and technical know-how that are conceived, devised, invented, developed or reduced to practice or tangible medium by Contractor, its contractors or employees, whether individually or jointly with others, that relate, indirectly or directly, to the equipment, Goods or Services provided hereunder, shall be the sole property of Contractor, and, except as may be provided in this Contract, Contractor shall have no obligation to assign or to cause any of its contractors or employees to assign any of Contractor's rights therein to UTA or any other party.

11. **GENERAL INDEMNIFICATION**

Contractor shall indemnify, hold harmless and defend UTA, its officers, trustees, agents, and employees (hereinafter collectively referred to as “Indemnitees”) from and against all liabilities, claims, actions, damages, losses, and expenses including without limitation reasonable attorneys’ fees and costs (hereinafter referred to collectively as “claims”) related to bodily injury, including death, or loss or damage to tangible or intangible property caused, or alleged to be caused, in whole or in part, by the acts or omissions of Contractor or any of its owners, officers, directors, agents, employees or subcontractors. This indemnity includes any claim or amount arising out of the failure of such Contractor to conform to federal, state, and local laws and regulations. If an employee of Contractor, a subcontractor, anyone employed directly or indirectly by any of them or anyone for whose acts any of them may be liable brings a claim against UTA or another Indemnitee, Contractor’s indemnity obligation set forth above will not be limited by any limitation on the amount of damages, compensation or benefits payable under any employee benefit acts, including workers’ compensation or disability acts. The indemnity obligations of Contractor shall not apply to the extent that claims arise out of the negligence or willful misconduct of UTA or the Indemnitees.

12. **INSURANCE REQUIREMENTS**

**Standard Insurance Requirements**

The insurance requirements herein are minimum requirements for this Contract and in no way limit the indemnity covenants contained in this Contract. The Utah Transit Authority in no way warrants that the minimum limits contained herein are sufficient to protect the Contractor from liabilities that might arise out of the performance of the work under this contract by the Contractor, his agents, representatives, employees or subcontractors and Contractor is free to purchase additional insurance as may be determined necessary.

A. **MINIMUM SCOPE AND LIMITS OF INSURANCE:** Contractor shall provide coverage with limits of liability not less than those Stated below. An excess liability policy or umbrella liability policy may be used to meet the minimum liability requirements provided that the coverage is written on a “following form” basis.

1. Commercial General Liability – Occurrence Form

Policy shall include bodily injury, property damage and broad form contractual liability coverage.

- General Aggregate \$4,000,000
- Products – Completed Operations Aggregate \$1,000,000
- Personal and Advertising Injury \$1,000,000
- Each Occurrence \$2,000,000

- a. The policy shall be endorsed to include the following additional insured language: "The Utah Transit Authority shall be named as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor".

2. Automobile Liability

Bodily Injury and Property Damage for any owned, hired, and non-owned vehicles used in the performance of this Contract.

Combined Single Limit (CSL) \$2,000,000

- a. The policy shall be endorsed to include the following additional insured language: "The Utah Transit Authority shall be named as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor, including automobiles owned, leased, hired or borrowed by the Contractor".

3. Worker's Compensation and Employers' Liability

Workers' Compensation	Statutory
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Employers' Liability

Each Accident	\$100,000
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Disease – Each Employee	\$100,000
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Disease – Policy Limit	\$500,000
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- a. Policy shall contain a waiver of subrogation against the Utah Transit Authority.
- b. This requirement shall not apply when a contractor or subcontractor is exempt under UCA 34A-2-103, AND when such contractor or subcontractor executes the appropriate waiver form.

4. Contractors' Pollution Legal Liability and/or Asbestos Legal Liability (if project involves environmental hazards) with limits no less than \$1,000,000 per occurrence or claim, and \$2,000,000 policy aggregate. *(NOTE: Projects over \$10,000,000 will require limits of \$2,000,000 per occurrence and \$4,000,000 aggregate; Projects over \$40,000,000 will require limits of \$5,000,000 per occurrence and \$5,000,000 aggregate)*

B. ADDITIONAL INSURANCE REQUIREMENTS: The policies shall include, or be endorsed to include, the following provisions:

- 1. On insurance policies where the Utah Transit Authority is named as an additional insured, the Utah Transit Authority shall be an additional insured to the full limits of liability

purchased by the Consultant. Insurance limits indicated in this agreement are minimum limits. Larger limits may be indicated after the consultant's assessment of the exposure for this contract; for their own protection and the protection of UTA.

2. The Contractor's insurance coverage shall be primary insurance and non-contributory with respect to all other available sources.
- C. NOTICE OF CANCELLATION: Each insurance policy required by the insurance provisions of this Contract shall provide the required coverage and shall not be suspended, voided or canceled except after thirty (30) days prior written notice has been given to the Utah Transit Authority, except when cancellation is for non-payment of premium, then ten (10) days prior notice may be given. Such notice shall be sent directly to (Utah Transit Authority agency Representative's Name & Address).
- D. ACCEPTABILITY OF INSURERS: Insurance is to be placed with insurers duly licensed or authorized to do business in the State and with an "A.M. Best" rating of not less than A-VII. The Utah Transit Authority in no way warrants that the above-required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.
- E. VERIFICATION OF COVERAGE: Contractor shall furnish the Utah Transit Authority with certificates of insurance (on standard ACORD form) as required by this Contract. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf.

All certificates and any required endorsements are to be sent to [utahta@ebix.com](mailto:utahta@ebix.com) and received and approved by the Utah Transit Authority before work commences. Each insurance policy required by this Contract must be in effect at or prior to commencement of work under this Contract and remain in effect for the duration of the project. Failure to maintain the insurance policies as required by this Contract or to provide evidence of renewal is a material breach of contract.

All certificates required by this Contract shall be emailed directly to Utah Transit Authority's insurance email address at [utahta@ebix.com](mailto:utahta@ebix.com). The Utah Transit Authority project/contract number and project description shall be noted on the certificate of insurance. The Utah Transit Authority reserves the right to require complete, certified copies of all insurance policies required by this Contract at any time. DO NOT SEND CERTIFICATES OF INSURANCE TO THE UTAH TRANSIT AUTHORITY'S CLAIMS AND INSURANCE DEPARTMENT.

- F. SUBCONTRACTORS: Contractors' certificate(s) shall include all subcontractors as additional insureds under its policies or subcontractors shall maintain separate insurance as determined by the Contractor, however, subcontractor's limits of liability shall not be less

than \$1,000,000 per occurrence / \$2,000,000 aggregate. Sub-contractors maintaining separate insurance shall name Utah Transit Authority as an additional insured on their policy. Blanket additional insured endorsements are not acceptable from sub-contractors. Utah Transit Authority must be scheduled as an additional insured on any sub-contractor policies.

- G. **APPROVAL:** Any modification or variation from the insurance requirements in this Contract shall be made by Claims and Insurance Department or the UTA Legal Services, whose decision shall be final. Such action will not require a formal Contract amendment, but may be made by administrative action.

### 13. **OTHER INDEMNITIES**

- a. Contractor shall protect, release, defend, indemnify and hold harmless UTA and the other Indemnitees against and from any and all claims of any kind or nature whatsoever on account of infringement relating to Contractor's performance under the Contract. If notified promptly in writing and given authority, information and assistance, Contractor shall defend, or may settle at its expense, any suit or proceeding against UTA so far as based on a claimed infringement and Contractor shall pay all damages and costs awarded therein against UTA due to such breach. In case any Good or Service is in such suit held to constitute such an infringement or an injunction is filed that interferes with UTA's rights under the Contract, Contractor shall, at its expense and through mutual agreement between UTA and Contractor, either procure for UTA any necessary intellectual property rights, or modify Contractor's Goods and Services such that the claimed infringement is eliminated.
- b. Contractor shall: (i) protect, release, defend, indemnify and hold harmless UTA and the other Indemnitees against and from any and all liens or claims made or filed against UTA on account of any Goods or Services furnished by subcontractors of any tier; and (ii) keep UTA property free and clear of all liens or claims arising in conjunction with any Goods or Services furnished under the Contract by Contractor or its subcontractors of any tier. If any lien arising out of the Contract is filed in conjunction with any Goods or Services furnished under the Contract, Contractor, within ten (10) calendar days after receiving from UTA written notice of such lien, shall obtain a release of or otherwise satisfy such lien. If Contractor fails to do so, UTA may take such steps and make such expenditures as in its discretion it deems advisable to obtain a release of or otherwise satisfy any such lien or liens, and Contractor shall upon demand reimburse UTA for all costs incurred and expenditures made by UTA in obtaining such release or satisfaction. If any non-payment claim is made directly against UTA arising out of non-payment to any subcontractor, Contractor shall assume the defense of such claim within ten (10) calendar days after receiving from UTA written notice of such claim. If Contractor fails to do so, Contractor shall upon demand reimburse UTA for all costs incurred and expenditures made by UTA to satisfy such claim.

- c. Contractor will defend, indemnify and hold UTA, its officers, agents and employees harmless from liability of any kind or nature, arising from Contractor's use of any copyrighted or un-copyrighted composition, trade secret, patented or un-patented invention, article or appliance furnished or used in the performance of the Contract.

14. **INDEPENDENT CONTRACTOR**

The parties agree that Contractor, in the carrying out of its duties hereunder, is an independent contractor and that neither Contractor nor any of its employees is or are agents, servants or employees of UTA. Neither Contractor nor any of Contractor's employees shall be eligible for any workers compensation insurance, pension, health coverage, or fringe benefits which apply to UTA's employees. Neither federal, state, nor local income tax nor payroll tax of any kind shall be withheld or paid by UTA on behalf of Contractor or the employees of Contractor. Contractor acknowledges that it shall be solely responsible for payment of all payrolls, income and other taxes generally applicable to independent contractors.

15. **STANDARD OF CARE.**

Contractor shall perform any Services to be provided under the Contract in a good and workmanlike manner, using at least that standard of care, skill and judgment which can reasonably be expected from similarly situated independent contractors (including, as applicable, professional standards of care).

16. **USE OF SUBCONTRACTORS**

- a. Consultant shall give advance written notification to UTA of any proposed subcontract (not indicated in Consultant's Proposal) negotiated with respect to the Work. UTA shall have the right to approve all subcontractors, such approval not to be withheld unreasonably.
- b. No subsequent change, removal or substitution shall be made with respect to any such subcontractor without the prior written approval of UTA.
- c. Consultant shall be solely responsible for making payments to subcontractors, and such payments shall be made within thirty (30) days after Consultant receives corresponding payments from UTA.
- d. Consultant shall be responsible for and direct all Work performed by subcontractors.

Consultant agrees that no subcontracts shall provide for payment on a cost-plus-percentage-of-cost basis. Consultant further agrees that all subcontracts shall comply with all applicable laws.

17. **CONTRACTOR SAFETY COMPLIANCE**

Contractor, including its employees, subcontractors, authorized agents, and representatives, shall comply with all UTA and industry safety standards, NATE, OSHA, EPA and all other State and

Federal regulations, rules and guidelines pertaining to safety and environmental management, and will be solely responsible for any fines, citations or penalties it may receive or cause UTA to receive pursuant to this Contract. Each employee, contractor and subcontractor must be trained in UTA environmental and Safety Management principles. Contractor acknowledges that its Goods and Services might affect UTA's environmental obligations. A partial list of activities, products or Services deemed as have a potential environmental effect is available at the UTA website [www.rideuta.com](http://www.rideuta.com). Upon request by UTA, Contractor shall complete and return a *Contractor Activity Checklist*. If UTA determines that the Goods and/or Services under the Contract has the potential to impact the environment, UTA may require Contractor to submit additional environmental documents. Contractor shall provide one set of the appropriate safety data sheet(s) (SDS) and container label(s) upon delivery of a hazardous material to UTA.

18. **ENVIRONMENTAL RESPONSIBILITY**

Contractor acknowledges that its Goods and/or Services might affect UTA's ability to maintain environmental obligations. A partial list of activities, products or Services deemed as have a potential environmental effect is available at the UTA website [www.rideuta.com](http://www.rideuta.com). Upon request by UTA, Contractor shall complete and return a *Contractor Activity Checklist*. If UTA determines that the Goods and/or Services under the Contract has the potential to impact the environment, UTA may require Contractor to submit additional environmental documents. Contractor shall provide one set of the appropriate safety data sheet(s) (SDS) and container label(s) upon delivery of a hazardous material to UTA.

19. **ASSIGNMENT OF CONTRACT**

Contractor shall not assign any of its rights or responsibilities, nor delegate its obligations, under this Contract or any part hereof without the prior written consent of UTA, and any attempted transfer in violation of this restriction shall be void.

20. **SUSPENSION OF WORK**

- a. UTA may, at any time, by written order to Consultant, require Consultant to suspend, delay, or interrupt all or any part of the Work called for by this Contract. Any such order shall be specifically identified as a "Suspension of Work Order" issued pursuant to this Article. Upon receipt of such an order, Consultant shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of further costs allocable to the Work covered by the order during the period of Work stoppage.
- b. If a Suspension of Work Order issued under this Article is canceled, Consultant shall resume Work as mutually agreed to in writing by the parties hereto.
- c. If a Suspension of Work Order is not canceled and the Work covered by such order is terminated for the convenience of UTA, reasonable costs incurred as a result of the Suspension of Work Order shall be considered in negotiating the termination settlement.
- d. If the Suspension of Work causes an increase in Consultant's cost or time to perform the Work, UTA's Project Manager or designee shall make an equitable adjustment to

compensate Consultant for the additional costs or time, and modify this Contract by Change Order.

## 21. **TERMINATION**

a. **FOR CONVENIENCE**: UTA shall have the right to terminate the Contract at any time by providing written notice to Contractor. If the Contract is terminated for convenience, UTA shall pay Contractor: (i) in full for Goods delivered and Services fully performed prior to the effective date of termination; and (ii) an equitable amount to reflect costs incurred (including Contract close-out and subcontractor termination costs that cannot be reasonably mitigated) and profit on work-in-progress as of to the effective date of the termination notice. UTA shall not be responsible for anticipated profits based on the terminated portion of the Contract. Contractor shall promptly submit a termination claim to UTA. If Contractor has any property in its possession belonging to UTA, Contractor will account for the same, and dispose of it in the manner UTA directs.

b. **FOR DEFAULT**: If Contractor (a) becomes insolvent; (b) files a petition under any chapter of the bankruptcy laws or is the subject of an involuntary petition; (c) makes a general assignment for the benefit of its creditors; (d) has a receiver appointed; (e) should fail to make prompt payment to any subcontractors or suppliers; or (f) fails to comply with any of its material obligations under the Contract, UTA may, in its discretion, after first giving Contractor thirty (30) days written notice to cure such default:

1. Terminate the Contract (in whole or in part) for default and obtain the Goods and Services using other contractors or UTA's own forces, in which event Contractor shall be liable for all reasonable incremental costs so incurred by UTA;
2. Pursue other remedies available under the Contract (regardless of whether the termination remedy is invoked); and/or
3. Except to the extent limited by the Contract, pursue other remedies available at law.

c. **CONTRACTOR'S POST TERMINATION OBLIGATIONS** : Upon receipt of a termination notice as provided above, Contractor shall (i) immediately discontinue all work affected (unless the notice directs otherwise); and (ii) deliver to UTA all data, drawings and other deliverables, whether completed or in process. Contractor shall also remit a final invoice for all services performed and expenses incurred in full accordance with the terms and conditions of the Contract up to the effective date of termination. UTA shall calculate termination damages payable under the Contract, shall offset such damages against Contractor's final invoice, and shall invoice Contractor for any additional amounts payable by Contractor (to the extent termination damages exceed the invoice). All rights and remedies provided in this Article are cumulative and not exclusive. If UTA terminates the Contract pursuant to this Section, Contractor shall remain available, for a period not exceeding 30 days, to UTA to respond to any questions or concerns that UTA may have regarding the Goods and Services furnished by Contractor prior to termination.

## 22. CHANGES

- a. UTA's Project Manager or designee may, at any time, by written order designated or indicated to be a Change Order, direct changes in the work including, but not limited to, changes:
1. In the Scope of Work;
  2. In the method or manner of performance of the work; or
  3. In the schedule or completion dates applicable to the work.

To the extent that any change in work directed by UTA causes an actual and demonstrable impact to: (i) Contractor's cost of performing the work; or (ii) the time required for the work, then (in either case) the Change Order shall include an equitable adjustment to this Contract to make Contractor whole with respect to the impacts of such change.

- b. A change in the Work may only be directed by UTA through a written Change Order. Contractor shall not be required to perform any work that is the subject of a Change Order prior to the execution by both parties of the Change Order. Any changes to this Contract undertaken by Contractor without such written authority shall be at Contractor's sole risk. Contractor shall not be entitled to rely on any other manner or method of direction.
- c. Contractor shall also be entitled to an equitable adjustment to address the actual and demonstrable impacts of "constructive" changes in the work if: (i) subsequent to the Effective Date of this Contract, there is a material change with respect to any requirement set forth in this Contract; or (ii) other conditions exist or actions are taken by UTA which materially modify the magnitude, character or complexity of the work from what should have been reasonably assumed by Contractor based on the information included in (or referenced by) this Contract. In order to be eligible for equitable relief for "constructive" changes in work, Contractor must give UTA's Project Manager or designee written notice stating:
1. The date, circumstances, and source of the change; and
  2. That Contractor regards the identified item as a change in work giving rise to an adjustment in this Contract.

Contractor must provide notice of a "constructive" change and assert its right to an equitable adjustment under this Section within ten (10) days after Contractor becomes aware (or reasonably should have become aware) of the facts and circumstances giving rise to the "constructive" change. Contractor's failure to provide timely written notice as provided above shall constitute a waiver of Contractor's rights with respect to such claim.

- d. As soon as practicable, but in no event longer than 30 days after providing notice, Contractor must provide UTA with information and documentation reasonably demonstrating the actual cost and schedule impacts associated with any change in work. Equitable adjustments will be made via Change Order. Any dispute regarding the Contractor's entitlement to an equitable adjustment (or the extent of any such equitable adjustment) shall be resolved in accordance with Article 20 of this Contract.

23. **INFORMATION, RECORDS and REPORTS; AUDIT RIGHTS**

Contractor shall retain all books, papers, documents, accounting records and other evidence to support any cost-based billings allowable under Exhibit B (or any other provision of the Contract). Such records shall include, without limitation, time sheets and other cost documentation related to the performance of labor services, as well as subcontracts, purchase orders, other contract documents, invoices, receipts or other documentation supporting non-labor costs. Contractor shall also retain other books and records related to the performance, quality or management of the Contract and/or Contractor’s compliance with the Contract. Records shall be retained by Contractor for a period of at least six (6) years, or until any audit initiated within that six-year period has been completed (whichever is later). During this six-year period, such records shall be made available at all reasonable times for audit and inspection by UTA and other authorized auditing parties including, but not limited to, the Federal Transit Administration. Copies of requested records shall be furnished to UTA or designated audit parties upon request. Contractor agrees that it shall flow-down (as a matter of written contract) these records requirements to all subcontractors utilized in the performance of the Contract at any tier.

24. **FINDINGS CONFIDENTIAL**

Any documents, reports, information, or other data and materials delivered or made available to or prepared or assembled by Contractor or subcontractor under this Contract are considered confidential and shall not be made available to any person, organization, or entity by Contractor or UTA without consent in writing from the other party. If confidential information is released to any third-party without the disclosing party’s written consent as described above, the receiving party shall notify the disclosing party of the data breach within 10 days and provide its plan for immediate

mitigation of the breach for review and approval by the disclosing party.

a. It is hereby agreed that the following information is not considered to be confidential:

1. Information already in the public domain.
2. Information disclosed to Contractor by a third-party who is not under a confidentiality obligation.
3. Information developed by or in the custody of Contractor before entering into this Contract, and
4. Information required to be disclosed by law or regulation including, but not limited to, subpoena, court order or administrative order.

**NOTWITHSTAND THE ABOVE, THE PARTIES ACKNOWLEDGE THAT UTA IS SUBJECT TO UTAH’S GOVERNMENT RECORDS ACCESS AND MANAGEMENT ACT AND WILL BE REQUIRED TO COMPLY THEREWITH.**

25. **PUBLIC INFORMATION.**

Contractor acknowledges that the Contract and related materials (invoices, orders, etc.) will be

public documents under the Utah Government Records Access and Management Act (GRAMA). Contractor's response to the solicitation for the Contract will also be a public document subject to GRAMA, except for legitimate trade secrets, so long as such trade secrets were properly designated in accordance with terms of the solicitation.

26. **PROJECT MANAGER**

UTA's Project Manager for the Contract is Christopher Eisert or designee. All questions and correspondence relating to the technical aspects of the Contract should be directed to UTA's Project Manager at UTA offices located at 669 West 200 South, Salt Lake City, Utah 84101, office phone (801) 237-1967.

27. **CONTRACT ADMINISTRATOR**

UTA's Contract Administrator for the Contract is Brent Miller, or designee. All questions and correspondence relating to the contractual aspects of the Contract should be directed to UTA's Grants & Contracts Administrator at UTA offices located at 669 West 200 South, Salt Lake City, Utah 84101, office phone (801) 287-3009

28. **CONFLICT OF INTEREST**

Contractor represents that it has not offered or given any gift or compensation prohibited by the laws of the State of Utah to any officer or employee of UTA to secure favorable treatment with respect to being awarded the Contract. No member, officer, or employee of UTA during their tenure or one year thereafter shall have any interest, direct or indirect, in the Contract or the proceeds thereof.

29. **NOTICES OR DEMANDS**

a. Any and all notices, demands or other communications required hereunder to be given by one party to the other shall be given in writing and may be electronically delivered, personally delivered, mailed by US Mail, postage prepaid, or sent by overnight courier service and addressed to such party as follows:

If to UTA:

Utah Transit Authority  
ATTN: Brent Miller  
669 West 200 South  
Salt Lake City, UT 84101  
[brmiller@rideuta.com](mailto:brmiller@rideuta.com)

If to Contractor:

Trillium Transportation Fuels, LLC  
ATTN: Legal Department  
2929 Allen Parkway, Ste 4100  
Houston, TX 77019  
[morris.collie@musketcorp.com](mailto:morris.collie@musketcorp.com)

b. Either party may change the address at which such party desires to receive written notice of such change to any other party. Any such notice shall be deemed to have been given, and shall be effective, on delivery to the notice address then applicable for the party to which the notice is directed; provided, however, that refusal to accept delivery of a notice or the inability to deliver a notice because of an address change which was not properly

communicated shall not defeat or delay the giving of a notice.

30. **CLAIMS/DISPUTE RESOLUTION**

- a. "Claim" means any disputes between UTA and the Contractor arising out of or relating to the Contract Documents including any disputed claims for Contract adjustments that cannot be resolved in accordance with the Change Order negotiation process set forth in Article 20. Claims must be made by written notice. The responsibility to substantiate claims rests with the party making the claim.
- b. Unless otherwise directed by UTA in writing, Contractor shall proceed diligently with performance of the Work pending final resolution of a Claim, including litigation. UTA shall continue to pay any undisputed payments related to such Claim.
- c. The parties shall attempt to informally resolve all claims, counterclaims and other disputes through the escalation process described below. No party may bring a legal action to enforce any term of this Contract without first having exhausted such process.
- d. The time schedule for escalation of disputes, including disputed requests for change order, shall be as follows:

<b>Level of Authority</b>	<b>Time Limit</b>
UTA's Project Manager/Contractor's Project Manager	Five calendar days
UTA's Brent Miller/Contractor's Lisa M. Swedler	Five calendar days
UTA's Patrick Preusser/Contractor's Ryan Erickson	Five calendar days

Unless otherwise directed by UTA's Project Manager, Contractor shall diligently continue performance under this Contract while matters in dispute are being resolved.

If the dispute cannot be resolved informally in accordance with the escalation procedures set forth above, than either party may commence formal mediation under the Juris Arbitration and Mediation (JAMS) process using a mutually agreed upon JAMS mediator. If resolution does not occur through mediation then legal action may be commenced in accordance the venue and governing law provisions of this contract.

31. **GOVERNING LAW**

The validity, interpretation and performance of the Contract shall be governed by the laws of the State of Utah, without regard to its law on the conflict of laws. Any dispute arising out of the Contract that cannot be solved to the mutual agreement of the parties shall be brought in a court of competent jurisdiction in Salt Lake County, State of Utah. Contractor consents to the jurisdiction of such courts.

32. **COSTS AND ATTORNEY FEES.**

If any party to this Agreement brings an action to enforce or defend its rights or obligations hereunder, the prevailing party shall be entitled to recover its costs and expenses, including mediation, arbitration, litigation, court costs and attorneys' fees, if any, incurred in connection with such suit, including on appeal.

33. **SEVERABILITY**

Any provision of the Contract prohibited or rendered unenforceable by operation of law shall be ineffective only to the extent of such prohibition or unenforceability without invalidating the remaining provisions of the Contract.

34. **AMENDMENTS**

Any amendment to the Contract must be in writing and executed by the authorized representatives of each party.

35. **FORCE MAJEURE**

Neither party to the Contract will be held responsible for delay or default caused by laws, regulations or acts of duly constituted governmental authority, acts of God, strikes, lockouts, or other industrial disturbances, acts of the public enemy, events similar to those of September 11, 2001, war, blockades, insurrections, , riots, epidemics, pandemics, , landslides, lightning, earthquakes, fires, storms, floods, washouts, arrests and restraints of governments and people, civil disturbances, explosions, freezing of wells, equipment or lines of pipe, electrical power outages, failure of any governmental entity, agency or official to timely furnish Contractor or UTA with any required permit or approval and any other causes, whether of the kind herein enumerated or otherwise, not reasonably within the control of the party claiming force majeure and which by the exercise of due diligence such party is unable to prevent or overcome. Either party may terminate the Contract after determining such delay or default will reasonably prevent successful performance of the Contract.

36. **NO THIRD-PARTY BENEFICIARIES**

The parties enter into the Contract for the sole benefit of the parties, in exclusion of any third-party, and no third-party beneficiary is intended or created by the execution of the Contract.

37. **ENTIRE AGREEMENT**

This Contract shall constitute the entire agreement and understanding of the parties with respect to

the subject matter hereof, and shall supersede all offers, negotiations and other agreements with respect thereto.

38. **COUNTERPARTS**

This Contract may be executed in any number of counterparts and by each of the parties hereto on separate counterparts, each of which when so executed and delivered shall be an original, but all such counterparts shall together constitute but one and the same instrument. Any signature page of the Contract may be detached from any counterpart and reattached to any other counterpart hereof. The electronic transmission of a signed original of the Contract or any counterpart hereof and the electronic retransmission of any signed copy hereof shall be the same as delivery of an original.

39. **NONWAIVER**

No failure or waiver or successive failures or waivers on the part of either party in the enforcement of any condition, covenant, or article of this Contract shall operate as a discharge of any such condition, covenant, or article nor render the same invalid, nor impair the right of either party to enforce the same in the event of any subsequent breaches by the other party.

40. **SALES TAX EXEMPT**

Purchases of certain materials are exempt from Utah sales tax. UTA will provide a sales tax exemption certificate to Contractor upon request. UTA will not pay Contractor for sales taxes for exempt purchases, and such taxes should not be included in Contractor's Application for Payment.

41. **UTAH ANTI-BOYCOTT OF ISRAEL ACT**

Contractor agrees it will not engage in a boycott of the State of Israel for the duration of this contract.

42. **SURVIVAL**

Provisions of this Contract intended by their nature and content to survive termination of this Contract shall so survive including, but not limited to, Articles 6, 8, 9, 10, 11, 12, 14, 16, 17, 18, 20, 22, 23, 24, 29, 30, 31, and 39.

IN WITNESS WHEREOF, the parties hereto have caused the Contract to be executed by officers duly authorized to execute the same as of the date of last signature below.

**UTAH TRANSIT AUTHORITY:**

**CONTRACTOR:**

By \_\_\_\_\_ Date \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

By \_\_\_\_\_ Date \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

DocuSigned by:  
By Ryan Erickson Date 12/23/2024  
06C8AD1E76934AE...

Name Ryan Erickson

Title VP

By \_\_\_\_\_ Date \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

DocuSigned by:  
By Mike Bell Date 12/23/2024  
70E33A415BA44F6...  
UTA Legal Counsel

## EXHIBIT A

### SCOPE OF WORK FOR CONTRACTOR'S SERVICES

#### **A. General Requirements**

##### **1 Project Overview**

UTA's CNG Fueling Facility provides CNG product to two CNG dispensers for bus fueling at two fueling lanes in the Fuel and Fare Collection Building of the UTA Depot District Service Center Facility. The CNG Fueling Facility fuels two buses simultaneously each with 5480 standard cubic feet (SCF) of CNG with a connected fill time of 6.8 minutes per bus, including contribution from CNG buffer that is accumulated during a two-minute dwell time between each bus-fueling event. The CNG Facility provides CNG for up to 200 40', 45' and 60' articulated CNG- fueled buses.

Contractor will provide a comprehensive operations and maintenance (O&M) service support to UTA's CNG fuel Facility. The ongoing O&M services provided by the Contractor will be paid based on a firm-fixed unit rate schedule, per Terms of CNG fuel that is dispensed, and that varies with actual monthly throughput, per the CNG Contractor's completed Excel-based price bid form. The Contractor shall be solely responsible for the O&M of all equipment provided through the term of the O&M contract agreement. UTA will pay CONTRACTOR a service charge (the "Service Charge") equal to a per unit rate multiplied by the number of units dispensed at the CNG Fueling Station in the previous month. On each Anniversary of the Effective Date the per unit rates will be automatically adjusted to reflect any increases or decreases in the National Consumer Price Index for All Urban Consumers, U.S. City Average (All Items; 1982-84 = 100) as issued by the U.S. Department of Labor, Bureau of Labor Statistics as Series Id#: CUUR0000SA0 (the "CPI").

##### **2 Site Location**

All related equipment and components shall be contained within the space and location of UTA's current CNG facility located at:

Utah Transit Authority – Depot District Facility

716 W. 300 S.

Salt Lake City, UT 84104

### **3 Intent of The Contract**

The contract is for operations and maintenance (O&M) service support of UTA's CNG fuel facility and equipment for a period of two (2) years. UTA may, at its sole election and in its sole discretion, extend the initial term for up to three additional one-year option periods, for a total Contract period not to exceed FIVE (5) years. Extension options may be exercised by UTA upon providing Contractor with notice of such election at least thirty (30) days prior to the expiration of the initial term or then-expiring option period (as applicable). The contract period may be further extended if Contractor and UTA mutually agree to an extension evidenced by a written Change Order. The O&M service will be for all-inclusive turnkey maintenance, which includes all preventative and remedial maintenance, warranty service support, parts, and consumables needed for the normal operations of the CNG equipment and based on UTA's operational requirements. The Contractor shall make itself aware of existing site conditions and provide Operations and Maintenance (O&M) services and parts necessary to maintain daily operations of UTA's CNG fueling facility and prevent runoff of hazardous or waste material to any storm sewer or drainage inlet.

### **4 Optional Operations and Maintenance**

CNG Contractor shall provide all maintenance as required to keep the Facility fully functional in accordance with these Requirements, including all labor, consumables, repair, rebuild and replacement costs for all planned and unplanned service of the CNG Facility. O&M scope shall include all weekly, monthly, and annual service as required and recommended by the manufacturers of the systems and components being provided by the CNG Contractor. Maintenance shall also include handling and on-site storage of all waste generated during O&M activities in full compliance with all federal, state, and local laws. Waste will be disposed of offsite by UTA.

Interface With UTA. CNG Contractor shall coordinate all such activities with UTA such that impact to UTA's normal activities are minimized. The CNG Contractor shall provide UTA with Internet access to the remote monitoring information and any on-site cameras installed, the twenty-four (24) hour dispatch # 1-800-920-1166 and contact information of the responsible technicians.

Exceptions. The only costs associated with maintenance and operation of the Facility that are not the responsibility of the CNG Contractor are those related to damage, neglect or misuse not caused or controlled by the CNG Contractor, such as a dispenser drive-away by an UTA's driver or a force majeure event.

Reporting of PM and O&M Activities. CNG Contractor shall submit to UTA's Project Manager, every three months, records of all scheduled and unscheduled maintenance and repairs

performed on the Facility. Contractor shall submit maintenance records through the term of the contract, and shall include reports on any failures, accidents, and other significant events. In case any component or system fails repetitively or affects safety or critical operations, at the request of UTA, the failure or failed component(s) shall be submitted for failure analysis by the respective manufacturer(s) or an unaffiliated failure analysis firm at the CNG Contractor's expense.

Timing of PM Service. CNG Contractor shall perform required PM services 24 hours a day, seven days a week, as may be required to ensure the specified fueling performance. CNG Contractor may perform scheduled and unscheduled maintenance and repairs at his discretion, provided that facility's fueling function, and vehicle-yard circulation are not impacted.

Permits and Fees. CNG Contractor shall be responsible for identifying, maintaining, and paying all ongoing permits, fees and taxes associated with operation of the Facility.

Callout Service.

- Critical Service. Critical-service problems (which prevent bus fueling, disable a safety system, or cause a natural gas leak) or that otherwise impact the ability of buses to meet scheduled rollout, must be responded to by CNG Contractor immediately
- Non-Critical Service. Non-critical service problems must be responded to by CNG Contractor within 4 hours of notification, and successful repairs performed within 24 hours, contingent on reasonable availability of parts.

Software. The right and license to use software needed to operate and maintain the facilities shall be transferred to UTA at no additional cost excluding source code, along with all Facility maintenance records and electronic records, and files upon termination of the Contract.

Security Features. The CNG Contractor must have a high level of cyber security and have a unique URL for UTA. Activity auditing must be available for all actions and be trackable by user. Specific technical details of the security measures in place should be include in the submission for review by UTA's Information Security team. **Supplier's Proposed solution must comply with UTA Security Requirements for SaaS/Customed Developed Systems found at Exhibit C of this RFP. Proposer's Technical Proposal must include objective evidence that demonstrates compliance with UTA's Security requirements for Saas/Customer Development Systems.**

## 5 General Requirements

- a. Provide comprehensive operation and maintenance (O&M) services to include all scheduled and unscheduled repairs, as well as all maintenance, consumables, parts and labor as required to maintain the performance of the equipment in compliance

with these Requirements. However, the Contractor shall not be responsible for damages caused by UTA or its agents, such as dispenser-hose drive-aways or damages from force majeure events.

- b. Provide a 12-month warranty on all design, parts, material and labor provided by Contractor to UTA for the CNG Facility.
- c. Invoice UTA monthly per actual Therm of CNG consumed at the utility meter, as repayment for the Contractor's Facility O&M service costs (i.e., overhead, consumables, scheduled and unscheduled repairs, rebuilds, operation, maintenance, overhead and profit) associated with CNG production. O&M price charged to UTA by the CNG Contractor shall be consistent with the O&M firm-fixed-rate schedule in the Contract. CNG Contractor will be responsible for and pay all operating costs, as well as all applicable taxes and fees. UTA does not guarantee any minimum CNG throughput per month or any other period. The supply and cost of electrical power and of the natural gas commodity shall not be included under this Contract.
- d. Electrical Power. The Depot District Fuel and Fare Collection Building site will have one electrical service, backup generator and main switchboard (MSB), which will be provided and installed by the Fuel and Fare Collection Building contractor, and will be located immediately north of the CNG- equipment area. The MSB will include a 1600A / 480V breaker and feeder dedicated to the CNG system. The Contractor shall maintain service support for all wiring, conduit, loads and circuit protection downstream of the 1600A breaker.
- e. Contractor shall make itself aware of site features that are in the vicinity of the CNG equipment. These items include water-detention area, electrical gear, grading for the future petroleum equipment area, CNG-line trench to fueling building, fueling-building structure, and equipment installed in the fueling building.

**EXHIBIT B**  
**PAYMENT & PRICE RATE SCHEUDLE**

**PAYMENT:**

UTA will pay CONTRACTOR a service charge (the "Service Charge") equal to a per unit rate multiplied by the number of units dispensed at the CNG Fueling Station in the previous month.

**CONTRACT VALUE for Two (2) Year Period = \$641,584.00**

**EXPLANATION OF PRICE:** The price rate value shall be based on the National Consumer Price Index for All Urban Consumers, U.S. City Average (All Items; 1982-84 = 100) as issued by the U.S. Department of Labor, Bureau of Labor Statistics as Series Id#: CUUR0000SA0 (the "CPI") per Therm for operations & maintenance services, including all materials, labor, profit and overheads at for CNG facility. Includes consumables, scheduled and unscheduled repairs, taxes, insurances, management, telecommunication, and related expenses, but excludes all costs for gas and electrical power. Billing to UTA shall be calculated each month by determining the price column per actual cumulative Therms consumed as billed by UTA's utility company and multiplying that per-Therm price by the actual cumulative Therms consumed by UTA's CNG facility.

**PRICE RATE ESCALATION:** On each Anniversary of the Effective Date the per unit rates will be automatically adjusted to reflect any increases or decreases in the National Consumer Price Index for All Urban Consumers, U.S. City Average (All Items; 1982-84 = 100) as issued by the U.S. Department of Labor, Bureau of Labor Statistics as Series Id#: CUUR0000SA0 (the "CPI").

**PRICE RATE SCHEDULE**

Pricing & Volumes below are estimated calculations and averages based on UTA's projected average CNG usage in Therms per month and are subject to change based on UTA's actual consumptions of CNG Fuel.

Refer to the Definitions and Comments section for each respective Line# that further defines the formulas and information used to calculate Pricing & Volumes.

**Two (2) YEAR O&M COSTS FOR CNG FUELING SYSTEMS AT UTA DEPOT DISTRICT SERVICE CENTER**

28	<b>Schedule of Possible Throughput Levels of CNG Dispensed Monthly</b>	<b>Therms per month</b>			<b>40,000</b>	<b>50,000</b>	<b>60,000</b>	<b>70,000</b>	<b>80,000</b>	<b>90,000</b>	<b>100,000</b>	120,000
29	Weight factor for likelihood of encountering listed throughput level	100%			0%	0%	10%	40%	40%	5%	5%	

30	<b>Operation &amp; Maintenance costs for CNG system</b>	<b>\$/Therm</b>			<b>0.44012</b>	<b>0.39459</b>	<b>0.37941</b>	<b>0.36423</b>	<b>0.34905</b>	<b>0.33008</b>	<b>0.32059</b>	0.31111
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31	Extended cost at each monthly throughput level (Contractor's comprehensive costs for CNG O&M services)	<b>\$/month</b>			17,605	19,729	22,764	25,496	27,924	29,707	32,059	
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32A	Weighted average cost for O&M services across all throughput levels (unweighted)	<b>\$/Therm</b>	0.3577
32B	Weighted average cost for O&M services across all throughput levels (weighted to most likely throughput levels)	<b>\$/Therm</b>	0.3541

33	Average annual cost for O&M services (weighted to most likely throughput levels)	<b>\$/year</b>	320,792
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34	<b>Projected simple cost of CNG O&amp;M services at Facility for 2-year contract term</b>	\$/contract	<u>\$641,584</u>
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**Schedule-1 Price Proposal Notes:**

Line	Definitions and Comments
28	Range of possible monthly throughput levels of CNG fuel in Therms dispensed to UTA-owned NGVs that may occur at the facility in any month of the contract term. Number in each column is the minimum for that range, i.e. the first column in Line 28 represents the usage range from 20,000-46,666 Therms per month, and the second column in Line 28 represents the range from 46,667-73,332 Therms per month.
29	Weighting of likelihood that a given throughput level will be encountered, as determined by UTA.
30	Contractor's charge per Therm for operations & maintenance services, including all materials, labor, profit and overheads at for CNG facility. Includes consumables, scheduled and unscheduled repairs, taxes, insurances, management, telecommunication, and related expenses, but excludes all costs for gas and electrical power. Values shall be adjusted annually and cumulatively by the Consumer Price Index (CPI) for All Urban Consumers, U.S. City Average (All Items; 1982-84=100) as issued by the US Department of Labor. Contractor's billing to UTA shall be calculated each month by determining the price column per actual cumulative Therms consumed as billed by utility company and multiplying that per-Therm price by the actual cumulative Therms consumed by the facility.
31	Extended monthly cost for O&M services, based on the throughput and unit pricing from each column. Calculation: [value from Line 28 x value from Line 29].
32A	Average cost per Therm of CNG for O&M services, unweighted. Calculation: $=(SUM(D9:J9)/(SUM(D4:J4)))$ .
32B	Average cost per Therm of CNG for O&M services, weighted to most likely throughput levels as determined by UTA. Description: (sum of extended monthly cost @ throughput level x weight factor) ÷ (sum of monthly throughput level x weight factor). Calculation: $=[(D9*D5)+(E9*E5)+(F9*F5)+(G9*G5)+(H9*H5)+(I9*I5)+(J9*J5)] / [(D4*D5)+(E4*E5)+(F4*F5)+(G4*G5)+(H4*H5)+(I4*I5)+(J4*J5)]$ .
33	Average annualized cost for O&M services, including <b>weighting towards</b> most likely throughput levels Therms per month. Description: (sum of monthly throughputs x weight factors) ÷ (product of sum of weight factors x unweighted price per Therm) x 12 months. Calculation: $=[(((D4*D5)+(E4*E5)+(F4*F5)+(G4*G5)+(H4*H5)+(I4*I5)+(J4*J5))/C5*D12)*12$ .
34	Simple value of years 1-2 of estimated Owner costs for O&M service costs. Description: summary annual cost for year 1 x 2.

## **EXHIBIT C**

### **SECURITY REQUIREMENTS FOR SaaS/Custom Development Systems**

#### **1 Requirements: General**

The following requirements are a guideline for the security requirements of any Software as a Service (SaaS) cloud solution, or custom developed system(s) requested by the Utah Transit Authority "UTA" for use within its corporate or OT/ICS networks. Any proposal submitted should be compliant with industry and/or government standards that govern cybersecurity processes and controls based, at a minimum, on NIST 800-53 current revisions.

#### **1.1 Disaster Recovery and Data**

The following requirements apply to the Contract:

##### **1.1.1 Redundancy, Data Backup and Disaster Recovery**

- A. Unless specified otherwise in the RFP, Contractor/Supplier/Supplier shall maintain or cause to be maintained disaster avoidance procedures designed to safeguard Agency data and other confidential information, Contractor/Supplier/Supplier's processing capability and the availability of hosted services, in each case throughout the Contract term. Any force majeure provisions of the Contract do not limit the Contractor/Supplier's obligations under this provision.
- B. The Contractor/Supplier shall have robust contingency and disaster recovery (DR) plans in place to ensure that the services provided under the Contract will be maintained in the event of disruption to the Contractor/Supplier/sub-Contractor/Supplier's operations (), however caused.
- C. The contingency and DR plans must be designed to ensure that services under the Contract are restored in compliance with the DR plan instructions.

##### **1.1.2 Data Export/Import**

- A. The Contractor/Supplier shall, at no additional cost or charge to the Agency, in an industry standard/non-proprietary format:
  - 1) perform a full or partial import/export of Agency data within 24 hours of a request; or
  - 2) provide to the Agency the ability to import/export data at will and provide the Agency with any access and instructions which are needed for the Agency to import or export data.

B. Any import or export shall be in a secure format per the Security Requirements.

### **1.1.3 Data Ownership and Access**

A. Data, databases, and derived data products created, collected, manipulated, or directly purchased as part of an RFP are the property of the Agency. The purchasing Agency department is considered the custodian of the data and shall determine the use, access, distribution, and other conditions based on appropriate Agency statutes and regulations.

B. Public jurisdiction user accounts and public jurisdiction data shall not be accessed, except (1) in the course of data center operations, (2) in response to service or technical issues, (3) as required by the express terms of the Contract, including as necessary to perform the services hereunder or (4) at the Agency's written request.

C. The Contractor/Supplier shall limit access to and possession of Agency data to only Contractor/Supplier Personnel whose responsibilities reasonably require such access or possession and shall train such Contractor/Supplier Personnel on the confidentiality obligations set forth herein.

D. At no time shall any data or processes – that either belong to or are intended for the use of the Agency or its officers, agents or employees – be copied, disclosed or retained by the Contractor/Supplier or any party related to the Contractor/Supplier for subsequent use in any transaction that does not include the Agency.

E. The Contractor/Supplier shall not use any information collected in connection with the services furnished under the Contract for any purpose other than fulfilling such service.

**1.1.4** Provisions in **Sections 1.1.1 – 1.1.3** shall survive expiration or termination of the Contract. Additionally, the Contractor/Supplier shall flow down the provisions of **Sections 1.1.1-1.1.3** (or the substance thereof) in all subcontracts.

## **2 Security Requirements**

### **2.1.1 Information Technology**

A. Contractor/Supplier shall comply with and adhere to the Relevant Agency IT Security policies and/or procedures and Standards. These policies may be revised from time to time and the Contractor/Supplier shall comply with all such revisions. Updated and revised versions of the

Agency IT Policy and Standards are available upon request after appropriate Non- disclosure Agreement (NDA) has been filed.

B. The Contractor/Supplier shall not connect any of its own equipment to an Agency LAN/WAN without prior written approval by the Agency. The Contractor/Supplier shall complete any necessary paperwork as directed and coordinated with the Contract Monitor to obtain approval by the Agency to connect Contractor/Supplier-owned equipment to an Agency LAN/WAN.

The Contractor/Supplier shall:

- 1) Implement administrative, physical, and technical safeguards to protect Agency data that are no less rigorous than accepted industry best practices for information security such as those listed below (see **Section 2.1.2**).
- 2) Ensure that all such safeguards, including the way Agency data is collected, accessed, used, stored, processed, disposed of and disclosed, comply with applicable data protection and privacy laws as well as the terms and conditions of the Contract; and
- 3) The Contractor/Supplier, and Contractor/Supplier Personnel, shall (i) abide by all applicable federal, Agency and local laws, rules and regulations concerning security of Information Systems and Information Technology and (ii) comply with and adhere to the Relevant Agency IT Security policies and/or procedures and Standards as each may be amended or revised from time to time.

### **2.1.2 Data Protection and Controls**

A. Contractor/Supplier shall ensure a secure environment for all Agency data and any hardware and software (including but not limited to servers, network and data components) provided or used in connection with the performance of the Contract and shall apply or cause application of appropriate controls so as to maintain such a secure environment (“Security Best Practices”). Such Security Best Practices shall comply with an accepted industry standard, such as the National Institute of Standards and Technology (NIST) cybersecurity framework.

B. To ensure appropriate data protection safeguards are in place, the Contractor/Supplier shall implement and maintain the following controls at all times throughout the Term of the Contract (the Contractor/Supplier may augment this list with additional controls):

- 1) Establish separate production, test, and training environments for systems supporting the services provided under the Contract and ensure that production data is not replicated in test or

training environment(s) unless it has been previously anonymized or otherwise modified to protect the confidentiality of Sensitive Data elements.

2) Apply hardware and software hardening procedures as recommended by Center for Internet Security (CIS) guides <https://www.cisecurity.org/>, Security Technical Implementation Guides (STIG) <http://iase.disa.mil/Pages/index.aspx>, or similar industry best practices to reduce the systems' surface of vulnerability, eliminating as many security risks as possible and documenting what is not feasible or not performed according to best practices. Any hardening practices not implemented shall be documented with a plan of action and milestones including any compensating control. These procedures may include but are not limited to removal of unnecessary software, disabling or removing unnecessary services, removal of unnecessary usernames or logins, and the deactivation of unneeded features in the Contractor/Supplier's system configuration files.

3) Ensure that Agency data is not comingled with non-Agency data through the proper application of compartmentalization Security Measures.

4) Apply data encryption to protect Sensitive Data at all times, including in transit, at rest, and also when archived for backup purposes. Unless otherwise directed, the Contractor/Supplier is responsible for the encryption of all Sensitive Data.

5) For all Agency data the Contractor/Supplier manages or controls, data encryption shall be applied to such data in transit over untrusted networks.

6)

7) Enable appropriate logging parameters to monitor user access activities, authorized and failed access attempts, system exceptions, and critical information security events as recommended by the operating system and application manufacturers and information security standards.

8) Retain the aforementioned logs and review them at least daily to identify suspicious or questionable activity for investigation and documentation as to their cause and remediation, if required. The UTA shall have the right to inspect these policies and procedures and the Contractor/Supplier or Subcontractor/Supplier's performance to confirm the effectiveness of these measures for the services being provided under the Contract.

9) Ensure system and network environments are separated by properly configured and updated firewalls.

10) Restrict network connections between trusted and untrusted networks by physically or logically isolating systems from unsolicited and unauthenticated network traffic.

- 11) By default “deny all” and only allow access by exception.
- 12) Review, at least annually, the aforementioned network connections, documenting and confirming the business justification for the use of all service, protocols, and ports allowed, including the rationale or compensating controls implemented for those protocols considered insecure but necessary.
- 13) Redacted
- 14) Enforce strong user authentication and password control measures to minimize the opportunity for unauthorized access through compromise of the user access controls. At a minimum, the implemented measures should be consistent with the most current PCI-DSS or similar standard including specific requirements for password length, complexity, history, and account lockout.
- 15) Ensure Agency data is not processed, transferred, or stored outside of the United States (“U.S.”). The Contractor/Supplier shall provide its services to the Agency and the Agency’s end users solely from data centers in the U.S. Unless granted an exception in writing by the Agency, the Contractor/Supplier shall not allow Contractor/Supplier Personnel to store Agency data on portable devices, including personal computers, except for devices that are used and kept only at its U.S. data centers. The Contractor/Supplier shall permit its Contractor/Supplier Personnel to access Agency data remotely only as required to provide technical support.
- 16) Ensure Contractor/Supplier’s Personnel shall not connect any of its own equipment to an Agency LAN/WAN without prior written approval by the Agency, which may be revoked at any time for any reason. The Contractor/Supplier shall complete any necessary paperwork as directed and coordinated with the Contract Monitor to obtain approval by the Agency to connect Contractor/Supplier-owned equipment to a Agency LAN/WAN.
- 17) Ensure that anti-virus and anti-malware software is installed and maintained on all systems supporting the services provided under the Contract; that the anti-virus and anti-malware software is automatically updated; and that the software is configured to actively scan and detect threats to the system for remediation. The Contractor/Supplier shall perform routine vulnerability scans and take corrective actions for any findings.
- 18) Conduct regular external vulnerability testing designed to examine the service provider’s security profile from the Internet without benefit of access to internal systems and networks behind the external security perimeter. Evaluate all identified vulnerabilities on Internet-facing devices for potential adverse effect on the service’s security and integrity and remediate the vulnerability promptly or document why remediation action is unnecessary or unsuitable. The UTA shall have the right to inspect these policies and procedures and the performance of

vulnerability testing to confirm the effectiveness of these measures for the services being provided under the Contract.

### **2.1.3 PCI Compliance (Redacted) .**

#### **2.1.4 Security Incident Response**

A. The Contractor/Supplier shall notify the UTA in accordance with **Section 2.1.4A-D** when any Contractor/Supplier system that may access, process, or store Agency data or Agency systems experiences a Security Incident, or a Data Breach as follows:

- 1) notify the UTA within twenty-four (24) hours of the discovery of a Security Incident by providing notice via written or electronic correspondence to the Contract Monitor, UTA chief information officer and UTA chief information security officer;
- 2) notify the UTA within twenty-four (24) hours if there is a threat to Contractor/Supplier's Solution as it pertains to the use, disclosure, and security of Agency data; and
- 3) provide written notice to the UTA within one (1) Business Day after Contractor/Supplier's discovery of unauthorized use or disclosure of Agency data and thereafter all information the Agency or UTA requests concerning such unauthorized use or disclosure.

B. Contractor/Supplier's notice shall identify:

- 1) the nature of the unauthorized use or disclosure;
- 2) the Agency data used or disclosed,
- 3) who made the unauthorized use or received the unauthorized disclosure;
- 4) what the Contractor/Supplier has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure; and
- 5) what corrective action the Contractor/Supplier has taken or shall take to prevent future similar unauthorized use or disclosure.
- 6) The Contractor/Supplier shall provide such other information, including a written report, as reasonably requested by the Agency.

C. The Contractor/Supplier may need to communicate with outside parties regarding a Security Incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise as mutually agreed upon, defined by law or contained in the Contract.

Discussing Security Incidents with the Agency should be handled on an urgent as- needed basis, as part of Contractor/Supplier communication and mitigation processes as mutually agreed upon, defined by law or contained in the Contract.

D. The Contractor/Supplier shall comply with all applicable laws that require the notification of individuals in the event of unauthorized release of Agency data or other event requiring notification, and, where notification is required, assume responsibility for informing all such individuals in accordance with applicable law and to indemnify and hold harmless the UTA and its officials and employees from and against any claims, damages, and actions related to the event requiring notification.

### **2.1.5 Data Breach Responsibilities**

A. If the Contractor/Supplier reasonably believes or has actual knowledge of a Data Breach, the Contractor/Supplier shall, unless otherwise directed:

- 1) Notify the appropriate Agency-identified contact within 24 hours by telephone in accordance with the agreed upon security plan or security procedures unless a shorter time is required by applicable law;
- 2) Cooperate with the Agency to investigate and resolve the data breach;
- 3) Promptly implement commercially reasonable remedial measures to remedy the Data Breach; and
- 4) Document responsive actions taken related to the Data Breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services.

B. (Redacted)

### **2.1.6 (Redacted)**

**2.1.7** Provisions in **Sections 2.1.1 – 2.1.6** shall survive expiration or termination of the Contract. Additionally, the Contractor/Supplier shall flow down the provisions of **Sections 2.1.1-2.1.6** (or the substance thereof) in all subcontracts.

2.2 SOC 2 Type 2 Audit Report (Redacted)



# Utah Transit Authority

669 West 200 South  
Salt Lake City, UT 84101

## MEETING MEMO

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**Board of Trustees**

**Date:** 1/29/2025

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**TO:** Board of Trustees  
**THROUGH:** Jay Fox, Executive Director  
**FROM:** Dave Hancock, Chief Capital Services Officer  
**PRESENTER(S):** Dan Hofer, Director of Capital Programming and Support  
Sumerset Ellis, GIS System Admin Supervisor

**TITLE:**

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**Contract: Geographic Information Systems (GIS) Software (Environmental Systems Research Institute "ESRI")**

**AGENDA ITEM TYPE:**

Procurement Contract/Change Order

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**RECOMMENDATION:**

Approve and authorize the Executive Director to execute a purchase order and associated disbursements for Geographic Information Systems (GIS) software from the Environmental Systems Research Institute (ESRI) for five years from February 4, 2025, to February 4, 2030, in the amount of \$413,311.69. Execution of contract services beyond April 13, 2025 is contingent on renewal of the vendor's contract with the State of Utah (AR076).

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**BACKGROUND:**

UTA currently uses ESRI for its Geographic Information Systems (GIS) software needs. ESRI's GIS software suite allows UTA to perform many activities, including: producing service, operator, custom, and ad hoc maps Title VI analytics such as demographics and ridership estimation, field verification work such as condition analysis and asset inventory, and UTA's open data portal for ridership. Additionally, the Federal Transit Administration requires a bi-annual physical inventory update, which will take place in 2025, necessitating the purchase of Mobile Worker licenses for agency-wide use.

Previously, UTA has utilized the State of Utah contract to procure ESRI. UTA's current software services contract with ESRI expires on February 4, 2025. Staff proposes continuing use of the state contract for a new procurement.

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**DISCUSSION:**

The proposed Purchase Order includes a five-year term utilizing the existing state contract AR076. The state is

currently delayed in its procurement process but has extended its existing agreement with ESRI through April 2025 while finalizing the next three-year term. In the event that the State does not renew its contract, this subscription would terminate and UTA would need to pursue an alternative procurement method for its GIS software needs.

The state contract renewal includes a change in its licensing structure from a Concurrent User structure to Named User licenses, where each user is assigned a specific license type. This change was instigated by ESRI and will result in a cost increase compared to previous years.

The licensing structure required to meet UTA’s GIS needs are:

Annual ArcGIS Enterprise license*:	\$11,799.00
Professional Plus (1)	\$4,200.00
Professional (5)	\$2,200.00
Creator (20)	\$700.00
Spatial Analyst (2)	\$650.00
Network Analyst (2)	\$650.00
Mobile Worker (78)	\$400.00

\*The annual license provides 50 Enterprise-level Creator licenses and 1,000 Viewer licenses.

Due to the State of Utah contract expiring on April 13, 2025, the vendor is not authorized to provide access beyond that date without an Authorization to Proceed from UTA which will be issued if the state contract is extended, renewed, or replaced.

UTA staff anticipates that the state contract will be renewed prior to April 13. In the event that another extension is placed on the contract, UTA would issue a Notice to Proceed that would reflect the terms outlined in the extension. Finally, if the state contract is not renewed, all ESRI services would cease after April 13, 2025 and UTA would need to initiate a procurement process for such services, which would most likely start in early March.

The status of the State of Utah contract will be continually monitored by staff, and appropriate actions will be prepared prior to April 13, 2025.

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**CONTRACT SUMMARY:**

<b>Contractor Name:</b>	Environmental Systems Research Institute (ESRI)
<b>Contract Number:</b>	UTA Purchase Order 24-03905 State of Utah Cooperative Contract AR076
<b>Base Contract Effective Dates:</b>	February 4, 2025 - February 4, 2030
<b>Extended Contract Dates:</b>	N/A
<b>Existing Contract Value:</b>	N/A
<b>Amendment Amount:</b>	N/A
<b>New/Total Contract Value:</b>	\$413,311.69
<b>Procurement Method:</b>	State Contract
<b>Budget Authority:</b>	2025 Approved Operating Budget

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**ALTERNATIVES:**

ESRI is the leading provider of GIS software and no comparable alternatives are currently available in the market. If the contract is not renewed, all current use cases at UTA would be paused until suitable replacements could be found.

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**FISCAL IMPACT:**

The expected spend over five years for this request is \$413,311.69. The 2025 approved Operating Budget includes \$74,799.00 for the Esri agreement with projected funding requests for 2026 through 2029 totaling \$338,512.69.

All funds will come from the Contract Services operating expense line item in the Department of Information Technology yearly budget 5200.50353.92.

2025 Approved Operating Budget:	\$74,799.00
2026 Budget Request:	\$78,538.95
2027 Budget Request:	\$82,465.90
2028 Budget Request:	\$86,589.19
2029 Budget Request:	\$90,918.65
Expected 5-year total:	\$413,311.69

Note: Projected funding requests for 2026 through 2029 increases by 5% annually. Costs are paid upfront for a full year subscription. This means that, assuming the budget for the 2029 license renewal is approved and executed in February 2029, service under that license would not expire until February 2030.

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**ATTACHMENTS:**

Purchase Order: 24-03905 Geographic Information Systems (GIS) software (Environmental Systems Research Institute (ESRI))

State Contract AR076 - Environmental Systems Research Institute (ESRI) - ([link](https://statecontracts.utah.gov/Contract/Details/AR076-Geographic-and-Aerial-Mapping%7C54552816-322e-4ff4-b258-c64587b46757)  
<<https://statecontracts.utah.gov/Contract/Details/AR076-Geographic-and-Aerial-Mapping%7C54552816-322e-4ff4-b258-c64587b46757>>)



By Mike Bell  
70E33A415BA44E6

*Unless otherwise expressly agreed in a written document executed by Utah Transit Authority ("UTA"), this Purchase Order is subject to UTA's standard terms and conditions revision date: September 2020, effective as of the date of this Purchase Order. UTA's standard terms and conditions are found at [https://rideuta.com/-/media/Files/Home/Terms\\_Conditions\\_UTAGeneralStandard7821.ashx](https://rideuta.com/-/media/Files/Home/Terms_Conditions_UTAGeneralStandard7821.ashx). Vendor's acceptance of this Purchase Order is limited to the express terms of UTA's standard terms and conditions, without modification. Vendor's delivery of the Goods or commencement of performance of Services identified in this Purchase Order are effective modes of acceptance. Any proposal for additional or different terms or any attempt by Vendor to vary in any degree any of the terms of the Contract, are hereby objected to and rejected (and this Purchase Order shall be deemed accepted by Vendor without the additional or different terms).*

***If this Purchase order is purchased using a State Contract, then terms and conditions are pursuant to that State Contract.***



# Utah Transit Authority

## MEETING MEMO

669 West 200 South  
Salt Lake City, UT 84101

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**Board of Trustees**

**Date:** 1/29/2025

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**TO:** Board of Trustees  
**THROUGH:** Jay Fox, Executive Director  
**FROM:** David Hancock, Chief Capital Services Officer  
**PRESENTER(S):** David Hancock, Chief Capital Services Officer  
Jared Scarbrough, Director of Design & Construction

**TITLE:**

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**Change Order: Ratification of Traction Power Substations (TPSS) Rehabilitation Change Order #015 -Repair and Replacement of Equipment (C3M Power Systems, LLC)**

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**AGENDA ITEM TYPE:**

Procurement Contract/Change Order

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**RECOMMENDATION:**

Ratify work completed prior to board authorization and authorize the Executive Director to execute Change Order #015 and associated disbursements with C3M Power Systems, LLC. in the amount of \$720,887 for repair and replacement of equipment that was rated poorly during UTA conducted condition assessments and/or onsite testing.

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**BACKGROUND:**

This ratification action is necessary because more than 80% of the work was completed by the contractor prior to issuance of the change order.

UTA has an existing contract with C3M Power Systems (20-03378 - approved by the Board of Trustees on June 23, 2021) to design and rehabilitate its Traction Power Substations (TPSS) and is currently set to expire on April 11, 2025.

UTA has conducted condition assessments and performed testing of equipment at each of the 19 substations and has developed a list of equipment that needs to be repaired and replaced while UTA is still contracted with C3M Power Systems. This equipment was not part of the original contract. This work mitigated delays in the project, as well as safety concerns that could arise from performing the work on a different order.

Ratification of this change order is necessary for formal approval of work that has been previously performed, as well as some remaining upcoming related work necessary for the full completion of this project.

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**DISCUSSION:**

This contract is intended to rehabilitate 19 Traction Power Substations. This change order includes work necessary for completion of the project. This change order provides necessary enhancements related to safety, efficiency, maintainability, and addressing component obsolescence.

As part of Change Order #015, C3M Power Systems will perform the following at applicable substations:

- Repair the AUX Transformers
- Replace emergency and warning signs
- Replace access door seals
- Replace rectifier components
- Label existing manholes
- Replace DC voltage traps
- Replace load resistors
- Replace fencing
- Replace surge arrestors on OCS poles
- Relocate pad mounts at the Atwood substation and install bollards
- Install bollards at the SRB4 Burton substation and repair duct work
- Emergency repair of the 400 West (4) manhole

This contract had a term length from June 24, 2021, to April 11, 2025. This ratification has no impact on the current timeline. No option years exist on this contract.

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**CONTRACT SUMMARY:**

<b>Contractor Name:</b>	C3M Power Systems, LLC
<b>Contract Number:</b>	20-03378-015
<b>Base Contract Effective Dates:</b>	June 24, 2021 - April 11, 2025
<b>Extended Contract Dates:</b>	N/A
<b>Existing Contract Value:</b>	\$46,652,573.54
<b>Amendment Amount:</b>	\$720,887.00
<b>New/Total Contract Value:</b>	\$47,373,460.54
<b>Procurement Method:</b>	RFP Best Value modification
<b>Budget Authority:</b>	Approved 2025 Capital Budget

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**ALTERNATIVES:**

Disapprove the change order. However, if disapproved, the contractor would still have a claim for the value of

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the work it performed.

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**FISCAL IMPACT:**

The SGR397 Traction Power Supply Substation (TPSS) Component Replacement project has a 2025 approved capital budget of \$5,000,000.00. This change order request allocates \$720,887.00 of existing 2025 available capital funds. Most costs are offset by a federal formula grant. This grant has been awarded.

2025 Approved Capital Budget:

2025 Capital Budget:	\$ 5,000,000.00
Existing Obligations:	\$ 3,222,727.00
Requested Obligations:	\$ 720,887.00
Remaining 2025 Capital Budget:	\$ 1,056,386.00

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**ATTACHMENTS:**

Change Order: #015 - State of Good Repair Traction Power Substation (TPSS) Rehabilitation Project (C3M Power Systems, LLC)

Utah Transit Authority  
 669 West 200 South  
 Salt Lake City, Utah 84101  
 Phone: (801) 741-8885  
 Fax: (801) 741-8892



CHANGE ORDER

No. 15

TITLE: Substation Equipment Repairs and Replacement  
 PROJECT/CODE: SGR397 - TPSS Component Replacement  
 TO: C3M Power Systems  
 ATTN: Salvador Benitez

DATE: 11/1/2024  
 This is a change order to CONTRACT No: 20-03378VW

DESCRIPTION OF CHANGE: Brief scope, references to scope defining documents such as RFIs, submittals, specified drawings, exhibits, etc.

C3M will repair or replace the following equipment:

- Repair the AUX Transformers
- Replace emergency and warning signs
- Replace access door seals
- Replace rectifier components
- Label existing manholes
- Replace DC voltage traps
- Replace load resistors
- Replace fencing
- Replace surge arrestors on OCS poles
- Relocate pad mounts at the Atwood substation and install ballards
- Install ballards at the SRB4 Burton substation and repair duct work
- Emergency repair of the 400 W. (4) manhole

Direction or Authorization to Proceed (DAP) previously executed: YES \_\_\_ NO X

It is mutually agreed upon, there is a schedule impact due to this Change order: YES \_\_\_ NO X

The amount of any adjustment to time for Substantial Completion and/or Guaranteed Completion or Contract Price includes all known and stated impacts or amounts, direct, indirect and consequential, (as of the date of this Change Order) which may be incurred as a result of the event or matter giving rise to this Change Order. Should conditions arise subsequent to this Change Order that impact the Work under the Contract, including this Change Order, and justify a Change Order under the Contract, or should subsequent Change Orders impact the Work under this Change Order, UTA or the Contractor may initiate a Change Order per the General Provisions, to address such impacts as may arise.

Current Change Order		Contract		Schedule	
Lump Sum:	-	Original Contract Sum:	\$38,077,408	Final Completion Date Prior to This Change:	4/11/2025
Unit Cost:	-	Net Change by Previously Authorized Changes:	\$8,575,165.54	Contract Time Change This Change Order (Calendar Days):	0
Cost Plus:	-	Previous Project Total:	\$46,652,573.54	Final Completion Date as of This Change Order:	4/11/2025
T&M NTE:	\$720,887	Net Change This Change Order:	\$720,887		
<b>Total:</b>	<b>\$720,887</b>	<b>Current Project Total:</b>	<b>\$47,373,460.54</b>		

ACCEPTED Signed by:  
 By: Salvador Benitez Jr.  
 Date: 11/26/2024

Salvador Benitez  
 C3M Power Systems

By: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Greg Thurston  
 Project Manager <\$25,000

By: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Jared Scarbrough  
 Director of Design & Construction <\$75,000

By: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 David Hancock  
 Chief Service Dev Officer <\$200,000

By: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Vicki Woodward  
 Procurement

DocuSigned by:  
 By: Mike Bell  
 Date: 11/26/2024  
 Mike Bell  
 Attorney General >\$10,000

By: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Jay Fox  
 Executive Director >\$200,000



# Utah Transit Authority

## MEETING MEMO

669 West 200 South  
Salt Lake City, UT 84101

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**Board of Trustees**

**Date:** 1/29/2025

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**TO:** Board of Trustees  
**THROUGH:** Jay Fox, Executive Director  
**FROM:** David Hancock, Chief Capital Services Officer  
**PRESENTER(S):** Jared Scarbrough, Director Capital Design & Construction  
Andrea Pullos, Project Manager

**TITLE:**

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**Change Order: Ratification of 900 E. UVX Station Design Modification 1 (Horrocks Engineers, Inc.)**

**AGENDA ITEM TYPE:**

Procurement Contract/Change Order

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**RECOMMENDATION:**

Ratify the execution of Change Order No. 1 and associated disbursements with Horrocks Engineering, Inc. in the amount of \$102,055.

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**BACKGROUND:**

In October 2023, UTA signed a contract with Horrocks Engineering, Inc to design and additional station for the Utah Valley BRT (UVX) project. The design phase of this project is now finishing as UTA prepared to solicit for construction.

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**DISCUSSION:**

During design of this project, it was determined snow melt was needed for each platform which resulted in additional coordination with the stakeholders and more conceptual layouts and design time than originally planned.

This change order was approved by CCC in January 2024 and should have been presented to the Board in February for approval pursuant to Board of Trustees Policy 2.2 and Utah Code Section 17B-2a-808.1(2)(u)(ii) (B), as there was an increase to the contract of more than 15%. According to UTA's assigned assistant attorney generals the Board authority to ratify this change order or the commitment of funds.

UTA staff requests ratification of Change Order No. 1 on the Horrocks Engineering, Inc contract for the UVX project. 2024 Funding exists to cover these costs.

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**CONTRACT SUMMARY:**

**Contractor Name:** Horrocks Engineers, Inc.  
**Contract Number:** 23-03750VW-01  
**Base Contract Effective Dates:** October 15, 2023 - January 31, 2025  
**Extended Contract Dates:** NA  
**Existing Contract Value:** \$488,618  
**Amendment Amount:** \$102,055  
**New/Total Contract Value:** \$590,673  
**Procurement Method:** RFQu - Qualifications Based  
**Budget Authority:** Approved 2024 Capital Budget

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**ALTERNATIVES:**

The Board may decline ratification of the Change Order but elect, as authorized, to approve the payment for the work performed.

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**FISCAL IMPACT:**

Funds are available in 2024 years of the capital plan to cover these costs. All funds will come from the MSP287- 900 East UVX Station capital project in the 2024-2028 Five Year Capital Plan.

The majority of these costs are offset by CMAQ funds

2024 Capital Budget: \$4,200,000: Available 2024 Budget before Request: \$596,307

Total Change Order #1 amount of \$102,055.

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**ATTACHMENTS:**

Change Order: #001 - 900 East UVX Design Services (Horrocks Engineers, Inc.)



CCO #001

Project: MSP287 - 900 East UVX Station

## Contract Change Order #001: CO-001 900 East UVX Station

CONTRACT COMPANY:	HORROCKS ENGINEERS, INC.	CONTRACT FOR:	233750-OG:Commitment to HORROCKS ENGINEERS, INC.
DATE CREATED:	2/01/2024	CREATED BY:	Steven Bailess (HNTB Corporation)
CONTRACT STATUS:	Approved	REVISION:	0
REQUEST RECEIVED FROM:	Kristi Shinall	LOCATION:	
DESIGNATED REVIEWER:	Travis Colledge (Utah Transit Authority)	REVIEWED BY:	
DUE DATE:		REVIEW DATE:	02/01/2024
INVOICED DATE:		PAID DATE:	
REFERENCE:		CHANGE REASON:	Configuration Change
PAID IN FULL:	No	EXECUTED:	No
ACCOUNTING METHOD:	Amount Based	SCHEDULE IMPACT:	
FIELD CHANGE:	No	SIGNED CHANGE ORDER RECEIVED DATE:	
		TOTAL AMOUNT:	\$102,055.00

**DESCRIPTION:**

CO-001 900 East UVX Station

This contract modification addresses changes to the original project scope dated August 30, 2023. UTA has requested that the design include a snow melt system at each platform. Additionally, coordination with stakeholders has resulted in the need for development of multiple conceptual layouts at each platform location, screening of these alternatives, and development of a new concept layout one block south of the previously planned location. These scope changes will affect the project design schedule and fee.

**ATTACHMENTS:**

[UVX 900 East Mod1 Pricing Form\\_Horrocks\\_20240108\\_Rev 1.pdf](#), [UVX 900 East Mod1 Scope of Work\\_Horrocks\\_20240108\\_Rev 1.docx](#)

DIRECTION OR AUTHORIZATION TO PROCEED (DAP) PREVIOUSLY EXECUTED::

IT IS MUTUALLY AGREED UPON, THERE IS A SCHEDULE IMPACT DUE TO THIS CHANGE ORDER::

TIME COMPLETION CHANGE (DAYS/DATE):

**CHANGE ORDER CHECKLIST**

1. IS THERE A CLEAR DESCRIPTION OF THE PERTINENT FACTS FOR THIS CHANGE?: Yes

2. WAS AN INDEPENDENT ESTIMATE RECEIVED BEFORE THE CONTRACTOR ESTIMATE AND IS THERE A CLEAR RECORD OF NEGOTIA: Yes

3. IS THERE REFERENCE TO THE APPLICABLE CONTRACT SECTION ALLOWING THE CHANGE?: Yes

4. IS THERE ADEQUATE JUSTIFICATION FOR THE CHANGE; I.E., ADDED SCOPE, CHANGED: Yes



CCO #001

CONDITIONS,  
BETTERMENT ETC.:

5. WAS AGREEMENT REACHED PRIOR TO STARTING ANY WORK ON THIS CHANGE?:	Yes	6. ARE THERE THIRD PARTY FUNDING PARTICIPANTS AND HAVE THEIR APPROVAL(S) BEEN RECEIVED IN WRITING?:	N/A
7. ARE UTILITY AND ROW AGREEMENTS IN PLACE?:	N/A	8. WAS THE CONTRACTOR INFORMED OF SUBSURFACE CONDITIONS?:	N/A
9. IF THE CHANGE MODIFIES A CONTRACTUAL MILESTONE, IS A SCHEDULE ANALYSIS INCLUDED?:	No	10. DID TIME ALLOW GOING OUT TO BID FROM ANOTHER CONTRACTOR?:	N/A
11. IS THE CHANGE DESIGN COMPLETE?:	N/A	12. HAS A LEGAL REVIEW BEEN PERFORMED?:	Yes
13. WERE PROJECT CONTINGENCY REQUIREMENTS OBSERVED?:	Yes	14. ARE ALL ASPECTS OF THIS CHANGE INCLUDING TIME AND PRICE AGREED UPON WITHOUT RESERVATION BY THE PARTIES IN:	Yes
15. WERE QUOTES FROM OTHER POTENTIAL CONTRACTORS RECEIVED? IF YES, ATTACH.:		16. IS THIS CHANGE CONSISTENT WITH THE ENVIRONMENTAL DOCUMENT AND /OR ENVIRONMENTAL PERMITS?:	Yes
17. ARE LABOR, MATERIAL, AND EQUIPMENT PRICES SUFFICIENTLY DETAILED AND ARE MARKUPS PER THE CONTRACT PROVISIO:	Yes	18. IS THE CHANGE ALLOWABLE AND APPLICABLE AND QUALIFY FOR FEDERAL PARTICIPATION?:	N/A
CHECKLIST NOTES, IF APPLICABLE:			

### CHANGE ORDER APPROVAL

**CHANGE ORDER LEGAL STATEMENT:** The amount of any adjustment to time for Substantial Completion and/or Guaranteed Completion or Contract Price includes all known and stated impacts or amounts, direct, indirect and consequential, (as of the date of this Change Order) which may be incurred as a result of the event or matter giving rise to this Change Order. Should conditions arise subsequent to this Change Order that impact the Work under the Contract, including this Change Order, and justify a Change Order under the Contract, or should subsequent Change Orders impact the Work under this Change Order, UTA or the Contractor may initiate a Change Order per the General Provisions, to address such impacts as may arise.

**REQUIRED SIGNATURES:** **Project Manager** \$0 - 24,999  
**Legal Review** \$25k or greater  
**Dir. of Capital Projects** \$25k - 74,999



CCO #001

Chief Service Dev. Ofcr. \$75k - 199,999  
 Executive Director \$200,000+  
 Procurement/Contracts (for all)

DocuSigned by:  
**Sig** Mike Bell  
 By: 70E33A415BA44F6...  
 Date: 2/1/2024

DocuSigned by:  
**Sig** Vicki Woodward  
 By: 730838A1B5E7493...  
 Date: 2/1/2024

DocuSigned by:  
**Sig** Travis Colledge (ger):  
 By: 7D8BB84952DB4C4...  
 Name: Travis Colledge  
 Title: Project Manager III  
 Date: 2/1/2024

DocuSigned by:  
**Sig** [Signature]  
 By: 91ABD751A0BD4BE...  
 Name: [Name]  
 Title: Dir. Capital Design & Construction  
 Date: 2/8/2024

DocuSigned by:  
**Sig** David Hancock (velopment Officer):  
 By: 6CCB9A134C4E42A...  
 Name: David Hancock, Chief Service Development Officer  
 Date: 2/8/2024

**Signature (Executive Director):**

By: Jay Fox, Executive Director  
 Date: \_\_\_\_\_

**CHANGE ORDER LINE ITEMS:**

#	Budget Code	Description	Amount
1	40-3287.68000.8001	Project Development 900 East UVX Station Contract Modification 1	\$102,055.00
<b>Grand Total:</b>			<b>\$102,055.00</b>

The original (Contract Sum)	\$ 488,618.00
Net change by previously authorized Change Orders	\$ 0.00
The contract sum prior to this Change Order was	\$ 488,618.00
The contract sum will be increased by this Change Order in the amount of	\$ 102,055.00
The new contract sum including this Change Order will be	\$ 590,673.00
The contract time will not be changed by this Change Order.	



**CCO #001**

**HORROCKS ENGINEERS, INC.**

DocuSigned by:  
  
E97FA8B7158C4E1...  
**SIGNATURE**

2/8/2024

**DATE**

**SIGNATURE**

**DATE**

**900 East UVX Station A/E 23-03750VW Mod 1****Labor Summary**

<b>Task</b>	<b>Hours</b>	<b>Subtotal</b>
1. Project Management	108	22,950
2. Data Collection	92	13,093
3. 30% Design Submittal	110	17,485
4. 60% Design Submittal	157	27,269
5. Final Design Submittal Package	72	12,575
<b>Total Labor</b>	<b>539</b>	<b>\$ 93,373</b>
<b>Total Direct Expenses</b>		<b>\$ 8,682</b>
<b>Total</b>	<b>539</b>	<b>\$ 102,055</b>

Firm		23-03750VW 900 East UVX Station A/E Mod 1																									
HORROCKS ENGINEERS		Employee																									
Title/Role		Project Manager	Lead Designer	BYU Liaison	Civil Design Lead	Site Design Lead	UBI/SUE Drainage Lead	Structures Lead	Civil/Site Design Support	Structures Design Support	SUE Manager	SUE Field Technician	SUE Field Technician	SUE CADD	SUE Support	SUE GIS Support	SUE Survey Support	CAD support	BYU Intern	Project Accountant	Project Schedule Support	Direct Expenses)		Totals			
176.93%	Anticipated 2024 Base Rate	97.84	72.88	77.29	75.53	45.87	63.63	96.82	48.81	45.56	63.19	32.05	30.50	49.83	27.83	47.40	87.74	51.47	18.00	37.37	92.81						
11%	Fee	29.86	22.20	23.52	23.13	13.97	19.38	29.49	12.43	14.18	19.25	9.76	9.41	14.88	6.48	14.44	17.59	15.68	6.48	11.38	25.22						
Composite Rate		\$300.74	\$224.02	\$237.31	\$233.40	\$140.99	\$195.59	\$297.61	\$125.45	\$143.11	\$194.24	\$98.52	\$94.98	\$150.11	\$85.54	\$145.71	\$177.49	\$158.22	\$55.33	\$114.86	\$254.54						
Tasks and Subtasks																							Hours	Budget			
Task 1 - PROJECT MANAGEMENT																							72	\$ 15,919			
Project Management Activities (3 additional months)		12	9																						Check Hrs	72	
Project Team Meetings (bi-weekly for 3 more months) (virtual)		12	8	6	3	6	3													6	3				Check Cost	\$ 15,919	
Task 2 - DATA COLLECTION																							92	\$ 13,093			
Data Collection (existing topo, ROW, design files from UVX)																										Check Hrs	92
Site Visit for New Station Location		4	4																							Check Cost	\$ 13,093
Utility Investigation/Mapping			2				4				2	20	20	24	2	2	4										
Supplemental Survey Coordination			2			2																					
Task 3 - 30% DESIGN SUBMITTAL																							107	\$ 16,847			
Conceptual Layouts & Screening		6	8		2	30	4			20										2	12					Check Hrs	107
Internal Team Design Meetings (3 additional meetings)		3	5	2	1	3	3			3																Check Cost	\$ 16,847
Task 4 - 60% DESIGN SUBMITTAL																							82	\$ 15,193			
Prepare 60% Drawings (2 sites) (snow melt integration and coord.)		2	4		2	16	4	10	2	26	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	Check Hrs	82
Internal Team Design Meetings (4 additional meetings)		4	6	2	2	4	4	2	2	2																Check Cost	\$ 15,193
Task 5 - FINAL DESIGN SUBMITTAL PACKAGE																							30	\$ 5,533			
Prepare 100% Drawings (2 sites) (snow melt integration and coord.)		2	4	0	0	8	0	4	0	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	Check Hrs	30
Internal Team Design Meetings (3 additional meetings)		3	5	2	1	3	3			3																Check Cost	\$ 5,533
LABOR SUBTOTALS																							383	\$ 66,586			
LABOR SUBTOTALS		45	50	10	8	65	18	14	25	38	2	20	20	24	2	2	4	2	25	6	3	0				Check Hrs	383
LABOR SUBTOTALS																										Check Cost	\$ 66,586
Total Direct Labor		#####	#####	\$ 2,373.10	\$ 1,867.18	\$ 9,164.10	\$ 3,520.65	\$ 4,166.55	\$ 3,136.25	\$ 5,438.00	\$ 388.47	\$ 1,970.49	\$ 1,899.58	\$ 3,602.74	\$ 171.07	\$ 291.43	\$ 709.95	\$ 316.45	\$ 1,383.25	\$ 689.13	\$ 763.61	\$ -					
Total Labor Budget		\$ 13,533	\$ 11,201	\$ 2,373	\$ 1,867	\$ 9,164	\$ 3,521	\$ 4,167	\$ 3,136	\$ 5,438	\$ 388	\$ 1,970	\$ 1,900	\$ 3,603	\$ 171	\$ 291	\$ 710	\$ 316	\$ 1,383	\$ 689	\$ 764	\$ -	\$ -	\$ -	\$ -	\$ 66,586	
Direct Expenses																											
Message (site visits and utility investigation)																											\$ 6,682
Topographic Survey and Existing ROW research/mapping - REDCON																											\$ 432
Total Cost		\$ 13,533	\$ 11,201	\$ 2,373	\$ 1,867	\$ 9,164	\$ 3,521	\$ 4,167	\$ 3,136	\$ 5,438	\$ 388	\$ 1,970	\$ 1,900	\$ 3,603	\$ 171	\$ 291	\$ 710	\$ 316	\$ 1,383	\$ 689	\$ 764	\$ -	\$ 8,682	\$ -	\$ 75,268		

Prepared By: Jodi Pearson  
Date: 8-Jan-24

*Jodi Pearson*

Firm	PIVOT Architecture		23-03750VW 900 East UVX Station A/E Mod 1							
	Employee	Kari Turner	Scott Clarke	Architect 1	Designer 2					
	Title/Role	Project Manager	Associate	Architect 1	Designer 2			Direct Expense(s)	Totals	
	2024 Base Rate	72.82	51.73	33.60	28.00					
130.63%	OH	95.120	67.570	43.890	36.580	0.000				
11%	Fee	18.47	13.12	8.52	7.10	0.00				
	<b>Composite Rate</b>	<b>\$186.41</b>	<b>\$132.42</b>	<b>\$86.01</b>	<b>\$71.68</b>	<b>\$0.00</b>				
Tasks and Subtasks									Hours	Budget
<b>Task 1 - PROJECT MANAGEMENT</b>		14	10	0	0	0	0		24	\$ 3,934
	Project Management Activities (3 additional months)	6	2						8	\$ 1,383
	Project Team Meetings (bi-weekly for 3 more months) (virtual)	8	8						16	\$ 2,551
<b>Task 2 - DATA COLLECTION</b>		0	0	0	0	0	0		0	\$ -
<b>Task 3 - 30% DESIGN SUBMITTAL</b>		0	0	0	0	0	0		0	\$ -
		0	0		0				0	\$ -
<b>Task 4 - 60% DESIGN SUBMITTAL</b>		2	12	0	8	0	0		22	\$ 2,535
	Prepare 60% Drawings (2 sites) (snow melt integration and coord.)	2	12		8				22	\$ 2,535
<b>Task 5 - FINAL DESIGN SUBMITTAL PACKAGE</b>		2	8	0	4	0	0		14	\$ 1,719
	Prepare 100% Drawings (2 sites) (snow melt integration and coord.)	2	8		4				14	\$ 1,719
									0	\$ -
									0	\$ -
<b>LABOR SUBTOTALS</b>		<b>18</b>	<b>30</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>0</b>		<b>60</b>	<b>\$ 8,188</b>
Total Direct Labor		\$ 3,355.38	\$ 3,972.60	\$ -	\$ 860.16	\$ -	\$ -			
<b>Total Labor Budget</b>		<b>\$ 3,355</b>	<b>\$ 3,973</b>	<b>\$ -</b>	<b>\$ 860</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 8,188</b>
<b>Direct Expenses</b>		-	-	-	-			\$ -		
<b>Total Cost</b>		<b>\$ 3,355</b>	<b>\$ 3,973</b>	<b>\$ -</b>	<b>\$ 860</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ -</b>	<b>\$ 8,188</b>

Check Hrs 24  
 Check Cost \$ 3,934  
 Check Hrs 0  
 Check Hrs 0  
 Check Hrs 22  
 Check Cost \$ 2,535  
 Check Hrs 14  
 Check Cost \$ 1,719

Firm	SPECTRUM ENGINEERS		23-03750VW 900 East UVX Station A/E Mod 1									
Employee												
	Title/Role	Project Manager	Principal Engineer	EIT	BIM Consultant	BIM Modeler	Clerical	Direct Expense(s)	Totals			
	2024 Base Rate	94.57	81.33	41.61	43.50	34.05	24.59					
164.37%	OH	155.440	133.680	68.390	71.500	55.970	40.420					
11%	Fee	27.50	23.65	12.10	12.65	9.90	7.15					
	<b>Composite Rate</b>	<b>\$277.51</b>	<b>\$238.66</b>	<b>\$122.10</b>	<b>\$127.65</b>	<b>\$99.92</b>	<b>\$72.16</b>					
Tasks and Subtasks												
										Hours	Budget	
<b>Task 1 - PROJECT MANAGEMENT</b>												
	Project Management Activities (3 additional months)	6	6	0	0	0	0		12	\$ 3,097	Check Hrs	12
	Project Team Meetings (bi-weekly for 3 more months) (virtual)	6	6						12	\$ 3,097	Check Cost	\$ 3,097
									0	\$ -		
<b>Task 2 - DATA COLLECTION</b>												
		0	0	0	0	0	0		0	\$ -	Check Hrs	0
<b>Task 3 - 30% DESIGN SUBMITTAL</b>												
	Prepare Outline of Specifications/Special Provisions	1	1	1	0	0	0		3	\$ 638	Check Hrs	3
		1	1	1					3	\$ 638		
		12	13	14	4	6	4		53	\$ 9,541	Check Hrs	53
	Prepare 60% Drawings (2 sites)	8	10	9	4	6	4		41	\$ 7,104	Check Cost	\$ 9,541
	Prepare Cost Estimate	2	2	3					7	\$ 1,399		
	Prepare Draft Project Specifications/Special Provisions	1	1	2					4	\$ 760		
	Attend and Document 60% Review Meeting (in person)	1							1	\$ 278		
<b>Task 5 - FINAL DESIGN SUBMITTAL PACKAGE</b>												
	Prepare 100% Drawings	4	5	5	2	3	2		21	\$ 3,613	Check Hrs	28
	Update Cost Estimate	1	1						2	\$ 516	Check Cost	\$ 5,323
	Prepare Final Project Specifications/Special Provisions	1	1	1					3	\$ 638		
	Attend and Document 100% Review Meeting (in-person)	1							1	\$ 278		
	Update 100% Documents for Final Submittal/Advertising								0	\$ -		
	Provide Advertising Support	1							1	\$ 278		
									0	\$ -		
									0	\$ -		
									0	\$ -		
	<b>LABOR SUBTOTALS</b>	<b>27</b>	<b>27</b>	<b>21</b>	<b>6</b>	<b>9</b>	<b>6</b>		<b>96</b>	<b>\$ 18,599</b>	Check Hrs	96
	Total Direct Labor	\$ 7,492.77	\$ 6,443.82	\$ 2,564.10	\$ 765.90	\$ 899.28	\$ 432.96					
	<b>Total Labor Budget</b>	<b>\$ 7,493</b>	<b>\$ 6,444</b>	<b>\$ 2,564</b>	<b>\$ 766</b>	<b>\$ 899</b>	<b>\$ 433</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 18,599</b>		
<b>Direct Expenses</b>												
	<b>Total Cost</b>	<b>\$ 7,493</b>	<b>\$ 6,444</b>	<b>\$ 2,564</b>	<b>\$ 766</b>	<b>\$ 899</b>	<b>\$ 433</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 18,599</b>		

**Scope of Work**

**900 East UVX Station  
Contract Modification 1**

**Prepared by:**

**Horrocks**

**08 JAN 2024**



## SCOPE OF WORK

### SUMMARY

This contract modification addresses changes to the original project scope dated August 30, 2023. UTA has requested that the design include a snow melt system at each platform. Additionally, coordination with stakeholders has resulted in the need for development of multiple conceptual layouts at each platform location, screening of these alternatives, and development of a new concept layout one block south of the previously planned location. These scope changes will affect the project schedule and fee. The following scope of work describes these scope changes in more detail.

### PROJECT TASKS

#### ***TASK 1      Project Management***

Horrocks will continue to provide overall direction and control for the work tasks. We estimate that the project design will be extended by approximately 3 months to accommodate the additional work. This scope includes providing the same tasks outlined in the original scope of work for 3 additional months. It also includes coordinating this contract modification and providing the associated documentation.

#### **Additional Deliverables:**

- Project schedule updates (3 additional months)
- Monthly progress reports with invoices (3 additional months)
- Meeting agendas and summaries (3 additional months)
- Subconsultant coordination (3 additional months)

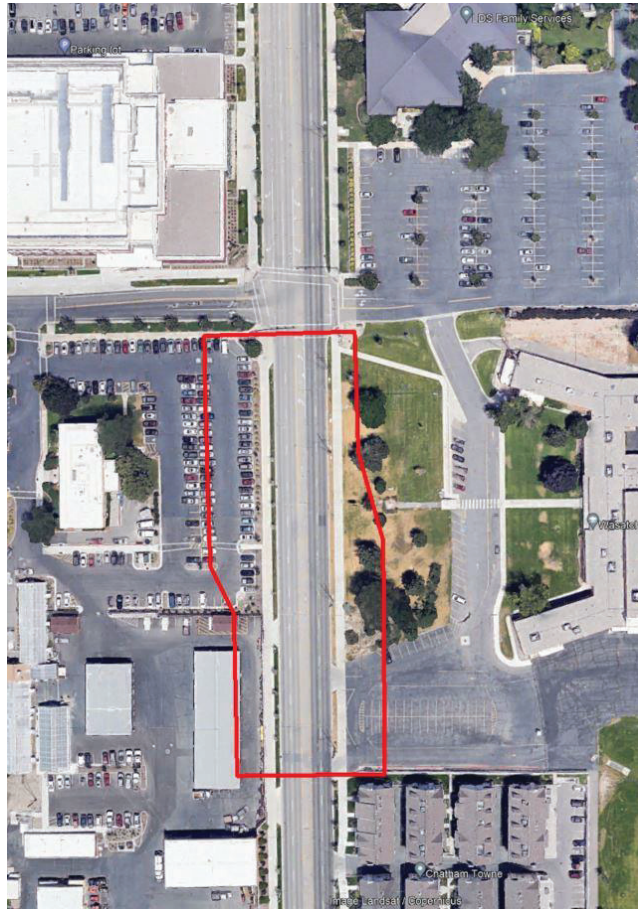
#### ***TASK 2      Data Collection***

Horrocks will gather additional data and information necessary to complete the final design for the new southbound platform location. The expanded data collection area is outlined in red in the map on the next page. The additional data collection will impact the project schedule. Data gathering for the expanded area will include:

- Site visit by the Project Manager and Lead Designer
- Aerial imagery
- Topographic survey using GPS to establish additional survey control and conventional field surveying techniques to locate all physical features lying within the expanded area. Visible utilities will be identified along with any Blue Stake demarcations present at the time of survey. (REDCON)
- Field survey of physical evidence pertinent to the right-of-way of the subject properties around the expanded area. Analysis of public record information including plans, maps, deeds, notes and other relevant documents versus physical evidence. Survey work does not include an ALTA or Record of Survey, ortho photogrammetry, or setting property corners. (REDCON)
- Utility Company Record Maps
- Utility locating to provide Subsurface Utility Engineering (SUE) Quality Level (QL) B and C data

**Additional Deliverable:**

- Updated topographic and utility survey base files



**Figure 1: Expanded Area**

***TASK 3      30% Design Submittal***

The additional work items include providing multiple conceptual layouts and exhibit drawings and assisting with screening the alternatives. It also includes attending additional internal design team meetings for the extended duration of the 30% design phase. We assume the project design will be extended by approximately 3 months to accommodate the additional work. The production of the 30% design plans will only be completed once. Even though the platform sites have moved, the production work for the 30% design plans is included with the original scope.

**Additional Deliverables:**

- Platform Conceptual Layout Exhibits (8 concepts prepared for NB platform and 4 prepared for SB platform)
- Document outlining the pros and cons of each platform's conceptual layouts

***TASK 4           60% Design Submittal***

The contract modification includes adding an electric snow melt system design for each of the platforms. We will complete a 60% level design as part of this task to complement the other discipline designs included in the original scope of work. This work includes completing the coordination, design, plan and detail production, specifications, and estimating necessary to incorporate a snow melt system into the 60% design submittal. We assume that this work will not impact the project schedule (though the 60% design phase will be extended while we wait for additional data collection effort described in Task 2). Additional internal design team meetings for the 60% design phase are included. We also assume that it will not complicate work already defined in the original scope except to coordinate site electrical connections into the utility designs, and incorporate snow melt into the platform structural design and any associated above-ground electrical boxes/cabinets into the station layout and architecture design.

**Additional Deliverables:**

- 60% Snow Melt System Design Drawings in PDF format (electronic)
- Snow Melt System Draft Construction Specifications/Special Provisions
- Addition of the Snow Melt System to the Capital Cost Estimate

***TASK 5           100% Final Design Submittal Package***

We will refine and finalize the snow melt system design to the 100% level to complement the other discipline designs. Revisions will be made to address the comments received during the 60% design review and updates/refinements will be made to progress all plan sheets and details to a state necessary for construction of the project. This work includes completing the coordination, design, plan production, specifications, and estimating necessary to incorporate a snow melt system into the 100% design submittal. We assume that this work will not impact the project schedule (except for starting the 100% design phase later due to additional data collection effort described in Task 2). We also assume that it will not complicate work already defined in the original scope except to coordinate site electrical connections into the utility designs, and incorporate snow melt into the platform structural design and any associated above-ground electrical boxes/cabinets into the station architecture design and station layout.

**Additional Deliverables:**

- 100% Snow Melt System Design Drawings in PDF format (electronic)
- Stamped and Signed “Released for Construction” Snow Melt System Design Drawings
- Snow Melt System Final Construction Specifications/Special Provisions
- Addition of the Snow Melt System to the Capital Cost Estimate



# Utah Transit Authority

669 West 200 South  
Salt Lake City, UT 84101

## MEETING MEMO

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**Board of Trustees**

**Date:** 1/29/2025

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**TO:** Board of Trustees  
**THROUGH:** Jay Fox, Executive Director  
**FROM:** Patrick Preusser, Chief Operating Officer  
**PRESENTER(S):** Bryan Sawyer, Director of Fleet Engineering  
Ryan Gardner, Fleet Engineering Supervisor

**TITLE:**

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**Change Order: Ratification of Unauthorized Light Rail Vehicle 1137 Roof Repairs through Modification No. 2 (Siemens Mobility, Inc.)**

**AGENDA ITEM TYPE:**

Procurement Contract/Change Order

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**RECOMMENDATION:**

Ratify the unauthorized roof repairs previously performed by approving and authorizing the Executive Director to execute contract modification No. 2 and associated disbursements with Siemens Mobility, Inc. in the amount of \$271,227.00.

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**BACKGROUND:**

Light Rail Vehicle 1137 was involved in an accident on October 15, 2018, initiated by a side impact which caused the train to derail and impact an I-beam traction power pole. This impact caused significant structural damage to the vehicle. Prior to initiating the repair work, a structural evaluation was performed by Siemens. A repair cost and scope of work was provided to UTA which was incorporated into the repair Contract (20-03235, approved by the UTA Board of Trustees May 20, 2020). During the structural evaluation, Siemens identified the potential for hidden damage that could not be fully assessed until the repairs were initiated to access the structural elements.

Following removal of the roof module during the structural repair process, substantial additional damage was identified requiring additional labor and materials to repair. After the discovery of the hidden damage, a Siemens project management error occurred resulting in Siemens proceeding with the repairs prior to receiving authorization from UTA to conduct the additional work. Siemens is requesting compensation for the hidden damage work already completed, totaling \$271,227.00.

The original Contract was to repair Light Rail Vehicle 1137 and the Terms of original Contract were to perform repairs based on scope outlined in the original Contract. The term of the contract extended until Project Completion.

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**DISCUSSION:**

This change order is to address the additional repairs performed by Siemens and allow UTA to complete the full required scope of structural repairs of LRV 1137 so it can be returned to revenue service. The scope of work of this change order was completed in 2024, and the completion of the remainder of the project is scheduled by the end of December 2024.

Due to the severity of the structural damage, there was uncertainty to the scope of certain aspects of the repair at the time of contract negotiation that required further evaluation following vehicle disassembly. Uncertainty to the extent of the roof structural damage was briefly noted on page 70 of the repair contract. Although a thorough evaluation of the damage was conducted to develop the base scope of work outlined in the repair contract, risk of additional hidden damages existed due to certain structural elements and components being visually inaccessible without significant disassembly as well as the risk of residual stresses causing additional deformation as the repairs progressed.

UTA has requested and received detailed documentation justifying the additional repair costs and agrees that the work was not included in the original statement of work or the original agreement pricing. The pricing for the additional repair was determined to be fair and reasonable.

The repaired vehicle was shipped to UTA in December 2024.

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**CONTRACT SUMMARY:**

<b>Contractor Name:</b>	Siemens Mobility, Inc.
<b>Contract Number:</b>	20-03235
<b>Base Contract Effective Dates:</b>	06/02/2020 - 12/31/2023
<b>Extended Contract Dates:</b>	01/01/2024 - 03/31/2025
<b>Existing Contract Value:</b>	\$1,503,250.00
<b>Amendment Amount:</b>	\$271,227.00
<b>New/Total Contract Value:</b>	\$1,774,477.00
<b>Procurement Method:</b>	Sole Source
<b>Budget Authority:</b>	Approved 2024 Capital Budget

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**ALTERNATIVES:**

There are currently no known alternatives.

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**FISCAL IMPACT:**

The funding for this Change Order is covered in the 2024 Capital Budget, Project SGR386, account code 40-

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7386.57000.7008. This is a one-time charge of \$271,227.00.

2024 Capital Budget: \$600,000

2024 Capital Budget Available: \$272,000

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**ATTACHMENTS:**

Contract Modification #002: Light Rail Vehicle Repair Services Agreement - 20-03235 (Siemens Mobility, Inc.)

Contract Modification #002: Light Rail Vehicle Repair Services Agreement - 20-03235-B (Siemens Mobility, Inc.)

December 4, 2024

Siemens Mobility Inc.

*Sent via email only*

James\_evans@siemens.com

**RE: 20-03235 Light Rail Vehicle Repair Services Agreement (LRV 1137)**

**Contract Modification No. 2**

Dear Mr. Evans,

The purpose of this letter is to modify the current Light Rail Vehicle Repair Services Agreement (“Agreement”) between Siemens Mobility, Inc. (contractor) and Utah Transit Authority (UTA) dated June 2, 2020 (UTA Contract Number 20-03235). This Contact is to repair light rail vehicle 1137 that was involved in an accident.

This letter (Modification No. 2) is to increase the cost from \$1,503,250.00 to \$1,774,477, which is a \$271,227 increase. This modification is due to significant hidden damage in the roof structure. Please refer to Exhibit A and B (attached) for details, and to extend the Project Completion date to March 31, 2025,

All other terms and conditions of this contract shall continue in full force and effect.

If you are in agreement with the above referenced amendment, please sign on the line indicated below.

UTAH TRANSIT AUTHORITY

SEIMENS MOBILITY, INC.

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Jay Fox  
Interim Executive Director

Signed by:  
By: James Ash Evans Date: 12/10/2024  
77ED182E6E1B4C1...  
Accident Repair Segment Lead

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Patrick Preusser  
Chief Operating Officer

Approved as to form and content

DocuSigned by:  
Michael Bell \_\_\_\_\_ 12/10/2024  
70E33A415BA44F6...  
Assistant Attorney General  
UTA Counsel



Exhibit A

Price Proposal



## Mobility Customer Services

Utah Transit Authority  
Ryan Gardner  
669 W. 200 S.  
Salt Lake City, UT 84104

Date: October 24<sup>th</sup>, 2024  
Subject: LRV 1137 Change Order Request, Roof  
Repair  
Response required: Yes

### LRV 1137 Change Order - Roof Repair:

This change request is related to the repair of significant hidden damage in the roof structure of Accident Vehicle 1137. Our original proposal included repair of visible damage above and at the door portals and this damage was repaired in conformance with the original proposal and was not included in this change request. This is the contract language that is applicable to this case:

*"Damage to the roof structure are visually present but it has not been fully inspected. Once the roof is accessible for removal a full evaluation will be performed. This report and supplemental list of materials cover structural components only and surrounding components that require repair prior to finishing work. These include many components that are not present in the pictures due to the teardown to evaluate the LRV structure."*

In most cases, Siemens does not request a change for small deviations and will simply notify our customer of what we found and complete the repair. However, in this case, the hidden damage required more significant labor and material and was outside our risk threshold. This repair required a complete disassembly and removal of the roof on the affected module, which was outside the original contract's scope.

In February 2023, we completed disassembly of the damaged section in the articulation portal of LRV 1137. After the damaged sections were removed, it revealed hidden roof structure damage which required repair before we could continue with other structural repairs. The damage was isolated to the area along the articulation portal (see documentation below).

Under my management, I directed the project team to calculate and supply UTA with a change request as the repair of this damage was not included in our original proposal and agreement. To my knowledge, this proposal was presented and agreed upon, allowing Siemens to proceed with the repair. However, due to other circumstances, the project team failed to complete this task with UTA. Since this time, there has been a change in our project team and now it has become clear to both Siemens and UTA that no formal change order agreement was made. In multiple meetings since the repair was completed, we have verbally discussed the scope of this additional repair which should have been provided and even shared the commercial value. Although the repair proved more complicated than originally discussed, in good faith, Siemens is not proposing nor requesting a commercial value higher than discussed.

Today, I would like to formally request a post-dated proposal and agreement to which Siemens can invoice and receive payment for this work which was completed in between March 2nd and June 21st, 2023.

Below is the scope of the work and itemized cost drivers to support our request:

**Scope of Work**

- Complete structural repair including primer and paint in the damaged area
- CWI Inspection after the structural repair
- Disassembly of entire roof cable harnesses and cable trays of affected module
- Removal of the roof utilizing manufacturing tooling and assemblies
- Reinstallation of repaired roof for the module
- Reinstallation of complete wire harnesses and fasteners into cable trays
- Validation of proper reinstallation
- Material required for repair
- Work to be completed in the McClellan Park facility under guidance of quality assurance and Siemens Engineering
- This change order proposal is to be executed under contract No. 20-03235 and therefore subject to those terms. Additional terms are outlined below that apply to this specific repair.

Workmanship Standards:

Please refer to the attached document QMP-003 rev 1.pdf for the SIEMENS CS General Workmanship Standards in Revision 1.

Material/Tools:

Material/Tools required to support the base scope outlined above is included within this proposal. Damaged components and/or material discovered during the assessment or testing are not included within this proposal and will be quoted separately.

**Price: USD \$271,227**

**Price Breakdown:**

Functions	Labor Rate	Total Value	Notes
Engineering	\$234	51,538.70	Inspection, Design and Supervision
Quality Assurance	\$234	20,510.00	Inspection and Verification
Repair Labor	N/A	184,590.00	Inspection, disassembly, repair, reassembly
Repair Materials	N/A	8,204.00	Repair material, OEM bracketry, wire harnesses (rework) and sealant
Support Functions	\$179	8,790.00	Facility, scheduling and procurement/supply chain
Management	\$176	20,510.00	Project Management, Commercial Project Management

**Total \$ 294,142.70**  
**Price adjustment \$ (22,915.70)**  
**Total (w/ adjustment) \$ 271,227.00**

Milestone Payments:

Total Change Order Value Payment due 30 days after invoice approval:

**100% USD \$271,227**

**Repair Labor Detail (\$ 184,590.00):**

Due to the scope performed, a multidisciplinary team with specific knowledge was needed to ensure the completion. Below are the groups involved, labor effort and their areas of responsibility:

Function	Labor Rate	QTY	Total Value	Notes
Technician	\$150	640	96,000.00	4 personnel x 20 days (5 days for roof removal + 15 days for roof reinstallation)
Welder	\$220	80	17,600.00	1 personnel x 10 days (2 days of prep + 7 days of welding + 1 days of inspection)
Expert House	\$180	180	32,400.00	2 personnel x ~11 days (overall plan / wiring rework and installation)
Material Handling	\$135	40	5,400.00	1 personnel x 5 days
Industrial Engineering	\$234	80	18,720.00	1 personnel x 10 days (technical plan/support)
Blasting Machine	\$1,800	3	5,400.00	Daily Rental. Total usage = 3 days
High-capacity Forklift	\$2,200	7	15,400.00	Daily Rental. Total usage = 7 days

**Total \$ 190,920.00**  
**Price adjustment \$(6,330.00)**  
**Total (w/ adjustment) \$ 184,590.00**

**Technician:** Dismounted roof panel covers, unfastened connectors and cable mounts, cut wire ties, supported roof removal and installation, landed wiring / cabling in original troughs, harness organization and water-tight sealant.

**Welder:** Removed damaged sections, surface prep, fabricated splice repair, fabricated mounting provisions, completed welding, blasted metal, primed and paint repaired section(s).

**Expert House:** Worked with Industrial Engineering to develop roof removal plan, supported roof removal and reinstallation, inspected wire/cable routing, terminated connections, re-pinned various wire connector assemblies, completed continuity test.

**Material Handling:** Supported roof removal / reinstallation, supplied jacks for roof repair and storage, organized removed material and prepared for reinstallation.

**Industrial Engineering:** Designed work plan, consulted with RS production, rented specific machinery, supported roof removal / reinstallation, incorporated necessary safety protocol.

**Blasting Machine:** Due to work being completed in the Price Ave building, this work necessitated rental of a blast machine for localize blasting of roof repair.

**High-Capacity Forklift:** Due to the size of fixture, a wide-stance forklift was required to remove and reinstall the roof.

In terms of material consumption, below the summary of the items needed to complete the scope:

- Wire (~80ft 14 gauge)
- Cable (~40ft MVB)
- Conduit Organization: Zip ties, mounting provisions, cable chaffing mitigation
- Primer (1 pint)
- Paint (1 pint)
- Roof mounting bolts
- Wire troughs
- HVAC ducting
- Sheet metal
- Fabricated mounting bracketry

*Siemens informs that the breakdown presented in this document is strictly applicable to the services performed during the repair of LRV #1137 according to the Scope of Work mentioned in this document. These rates cannot be used as a reference for any other services, contracts and future negotiations due the prices are subject to change without further notice.*

Exhibit B  
Repair Summary



# LRV 1137 Roof Repair Change Order Request

October 4th, 2024

# Repair Summary: February - June 2023

## Technical

- Damage identified on interior edge of A-module roof, crumpled and torn
- Damage identified at mounting location opposite side
- ~12-degree downward bend at crumple zone
- Interior bracing bent, but repairable
- Heat treatment possible to straighten; we can use it's own weight as leverage with support structure installed
- Roof must be removed to complete repair
- All wiring harnesses must be removed
- OEM manufacturing process for roof removal to be utilized

## Resources

- Elijah Jackson – Production Lead
- Kevin Hale Jr. – Production Support
- Byron Reyes – Pant / Body work Lead
- Ed Smith – Engineering repair lead
- Gabe Arrostuto – Quality Assurance
- Andrew Conley – Certified Weld Inspector
- Hudson Forrester – Commercial Project Manager
- Bruno Meza – Project Manager
- Ash Evans – Business Manager

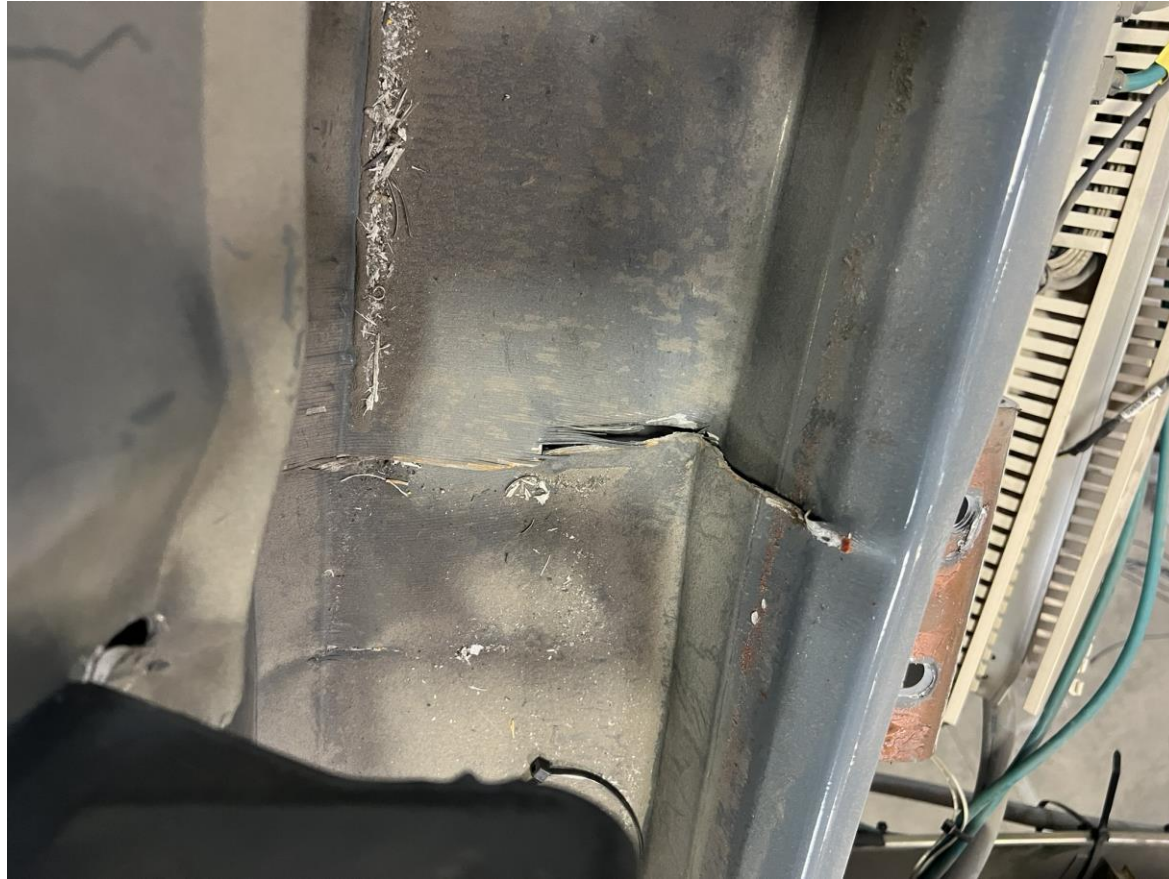
## Summary

- The following pictures articulate the damage found and results of the structural repair.
- Due to a change in the project team, we are unfortunately able to find a picture of the repair after it was blasted, primed and panted. The roof damage is not currently visible since it has been reinstalled.
- Damage was isolated in three main areas, the articulation portal (width), the sidewall (length) and the mounting provisions at the articulation portal (corner).

## Images of damage and roof removal



- Damage at articulation portal
- Roof damage behind this panel



- Damage observed after sidewall was cut away

## Images of damage and roof removal



- Roof removal using manufacturing fixture



- Roof removed from A-module

## Damage/Repair at articulation (width)



- Damage prior to repair (close up)



- Cut out of damaged section
- Relief cut to allow straightening

## Damage/Repair at articulation (width)



- Repaired section (wide angle)



- Repaired section



- Repaired section
- Straightened and realigned roof structure

## Damage/Repair at sidewall (length)



- Damage prior to repair



- Cut away damaged section
- Straightened and realigned roof structure



- Repaired section

## Damage/Repair at sidewall (length)



- Straightening corner at articulation portal, prior to welding in new section.



- Structurally repaired (prior to blasting, primer and paint)

## Damage/Repair at sidewall and corner mounting provisions



- Damage prior to repair



- Cut away damaged section
- Straightened and realigned roof panel



- Welded new OEM section and mounting provisions



# Utah Transit Authority

669 West 200 South  
Salt Lake City, UT 84101

## MEETING MEMO

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**Board of Trustees**

**Date:** 1/29/2025

---

**TO:** Board of Trustees  
**THROUGH:** Jay Fox, Executive Director  
**FROM:** Viola Miller, Chief Financial Officer  
**PRESENTER(S):** Viola Miller, Chief Financial Officer  
Brad Armstrong, Director Budget & Financial Strategy

**TITLE:**

---

**TBA2025-01-01 Technical Budget Adjustment - 2025 Operating Budget Move of Rail Parts Supervisors and Clerks from Supply Chain to Rail Departments**

**AGENDA ITEM TYPE:**

Other Approval

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**RECOMMENDATION:**

Approve TBA2025-01-01 to authorize move of 19 Full Time Equivalent (FTE) Rail Parts Supervisors and Clerks from the Supply Chain department to Light Rail and Commuter Rail departments with a total budget moved of \$1,900,014.

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**BACKGROUND:**

Board Policy 2.3 Budget allows the Board of Trustees to amend or supplement the Authority's budget at any time after its adoption. The Board may do this through a Technical Budget Adjustment (TBA) when the request does not increase budget authority, or through a Budget Amendment, after consultation with the Local Advisory Council, when an increase in the annual appropriation authority is requested.

Board Policy 2.3 Budget (section C.2) also requires that administrative adjustments which seek to reallocate funds across Mode, Executive and Chief Offices, or between capital projects be brought to the Board for a Technical Budget Adjustment consideration.

---

**DISCUSSION:**

This proposed TBA will transfer 2 FTE Parts Supervisors and 17 FTE Parts Clerks from the Supply Chain department to Light Rail (12 FTE Parts Clerks, 1 FTE Supervisor) and Commuter Rail (5 FTE Parts Clerks, 1 FTE Supervisor) departments.

This move is recommended to enhance the coordination of the parts management process within UTA operations. Bus operations have already embedded the parts supervisor and parts clerks within their maintenance operations.

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**ALTERNATIVES:**

Continue under the current organizational structure with no transfer of budget funds or FTE's.

---

**FISCAL IMPACT:**

The proposed TBA will be funded by transfer of \$1,900,014 in budget between the Supply Chain, Light Rail and Commuter Rail departments in the approved 2025 Operating Budget.

The changes requested will be funded by the existing 2025 Operating Budget and will not result in an increase in budget authority or impact UTA's Fund Balance.

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**ATTACHMENTS:**

TBA2025-01-01 - Technical Budget Adjustment - Exhibit A

TBA2025-01-01 - Technical Budget Adjustment - Exhibit A-2 Financial

TBA2025-01-01 - Technical Budget Adjustment - Exhibit A-2 FTE

**UTAH TRANSIT AUTHORITY - TBA2025-01-01**  
**2025 OPERATING BUDGET TECHNICAL ADJUSTMENT II**  
**January 29, 2025**

**Exhibit A**

	Tech Adj I 2025	Parts Supv and	Tech Adj II 2025
<u>Revenue</u>	<u>Budget</u>	<u>Clerks</u>	<u>Budget</u>
1 Sales Tax	\$ 505,193,000		\$ 505,193,000
2 Formula Funds (FTA)	72,411,000		72,411,000
3 Passenger Revenue	38,620,000		38,620,000
4 Advertising	2,351,000		2,351,000
5 Investment Income	5,085,000		5,085,000
6 Other Revenues	14,826,000		14,826,000
7 <b>Total Revenue</b>	<b>638,486,000</b>	-	<b>638,486,000</b>
<u>Operating Expense</u>			
8 Bus	160,507,000		160,507,000
9 Commuter Rail	37,959,000	584,256	38,543,256
10 Light Rail	67,779,000	1,315,758	69,094,758
11 Paratransit	29,991,000		29,991,000
12 Rideshare/Vanpool	4,034,000		4,034,000
13 Microtransit	16,811,000		16,811,000
14 Operations Support	68,850,000	(1,900,014)	66,949,986
15 Management & Support	63,428,000		63,428,000
16 Planning/Capital Support	14,292,000		14,292,000
17 Non-Departmental	858,000		858,000
18 <b>Total Operating Expense</b>	<b>464,509,000</b>	-	<b>464,509,000</b>
<u>Debt Service, Contribution to Reserves, and Transfer to Capital</u>			
19 Principal and Interest	161,849,000		161,849,000
20 Bond Service Utah County for UVX BRT	3,378,000		3,378,000
21 Contribution to Reserves	15,576,000		15,576,000
22 Transfer to Capital	(6,826,000)		(6,826,000)
23 <b>Total Debt Service and Reserves</b>	<b>173,977,000</b>	-	<b>173,977,000</b>
24 <b>Total Expense</b>	<b>\$ 638,486,000</b>	<b>\$ -</b>	<b>\$ 638,486,000</b>

**UTAH TRANSIT AUTHORITY - TBA2025-01-01**  
**2025 OPERATING BUDGET TECHNICAL ADJUSTMENT II**  
**January 29, 2025**

**Exhibit A-2**  
**Financial**

	Tech Adj I 2025 Budget	Parts Supv and Clerks	Tech Adj II 2025 Budget
<b><u>Revenue</u></b>			
1 Sales Tax	\$ 505,193,000		\$ 505,193,000
2 Formula Funds (FTA)	72,411,000		72,411,000
3 Passenger Revenue	38,620,000		38,620,000
4 Advertising	2,351,000		2,351,000
5 Investment Income	5,085,000		5,085,000
6 Other Revenues	14,826,000		14,826,000
7 <b>Total Revenue</b>	<b>638,486,000</b>		<b>638,486,000</b>
<b><u>Operating Expense</u></b>			
8 Board of Trustees	3,769,000		3,769,000
9 Executive Director	7,539,000		7,539,000
10 Communications	4,842,000		4,842,000
11 Operations	345,218,000	1,900,014	347,118,014
12 Finance	21,568,000	(1,900,014)	19,667,986
13 Service Development	8,183,000		8,183,000
14 Planning & Engagement	27,397,000		27,397,000
15 Enterprise Strategy	31,267,000		31,267,000
16 People Office	13,868,000		13,868,000
17 Non-Departmental	858,000		858,000
18 <b>Total Operations</b>	<b>464,509,000</b>	-	<b>464,509,000</b>
19 Debt Service	165,227,000		165,227,000
20 Contribution to Reserves	15,576,000		15,576,000
21 Transfer to Capital Budget	(6,826,000)		(6,826,000)
22 <b>Total 2024 Operating Budget</b>	<b>\$ 638,486,000</b>	<b>\$ -</b>	<b>\$ 638,486,000</b>

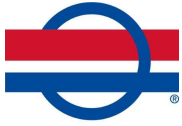
**UTAH TRANSIT AUTHORITY - TBA2025-01-01**  
**2025 OPERATING BUDGET TECHNICAL ADJUSTMENT II**  
**January 29, 2025**

**Exhibit A-2**  
**FTE**

	Tech Adj I 2025		Tech Adj II 2025
	Budget	New FTE Positions	Budget
<b><u>Executive</u></b>			
1 Board of Trustees	15.0		15.0
2 Executive Director	32.5		32.5
3 Communications	19.0		19.0
4 Operations	2,366.7	19.0	2,385.7
5 Finance	140.0	(19.0)	121.0
6 Capital Services	64.0		64.0
7 Planning & Engagement	100.6		100.6
8 Enterprise Strategy	131.0		131.0
9 People Office	105.8		105.8
10 Non-Departmental	-	-	-
<b>11 Total FTE</b>	<b>2,974.6</b>	<b>-</b>	<b>2,974.6</b>

**\*Change in FTE Positions**

Parts Positions	FTE
Light Rail Parts Supervisor	1.0
Commuter Rail Parts Supervisor	1.0
Light Rail Parts Clerks	12.0
Commuter Rail Parts Clerks	5.0
Supply Chain Parts Clerks and Supervisors	(19.0)
<b>Total Changes</b>	<b>-</b>



U T A

# Utah Transit Authority

669 West 200 South  
Salt Lake City, UT 84101

## MEETING MEMO

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**Board of Trustees**

**Date:** 1/29/2025

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**TO:** Board of Trustees  
**THROUGH:** Jay Fox, Executive Director  
**FROM:** Patrick Preusser, Chief Operating Officer  
**PRESENTER(S):** Ali Oliver, Director of Operations Service Delivery

**TITLE:**

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**International Travel to Montreal, Quebec, Canada for Ali Oliver**

**AGENDA ITEM TYPE:**

Other Approval

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**RECOMMENDATION:**

Recommendation to approve international work travel for Ali Oliver, Director of Operations Service Delivery, April 6 - April 12, 2025, to Montreal, Quebec, Canada in order to attend the Fundamentals of Bus Scheduling 5-Day Training course provided by CSched.

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**BACKGROUND:**

Board Policy 2.1 Financial Management, section J 'Travel' indicates that "The Board of Trustees will approve work-related international travel for the Authority's employees in a public meeting."

We have identified a need to address gaps in technical training and development for the Director of Operations (Service Delivery). The position is responsible for vehicle blocking, run cutting, vehicle assignments, schedule development, materials management, cost analysis, bid processes, extra board operations, and the monitoring of performance measures.

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**DISCUSSION:**

We have conducted research to explore relevant training programs to address the needs described above. After reviewing options, we have identified a specialized course designed to further develop technical knowledge for the supervision and scheduling of transit operations. This training course is tailored for staff

who wish to enhance their understanding of scheduling terminology, processes, and the complexities involved in creating timetables, blocking vehicles, assigning runs, and managing rostering.

The course covers key areas such as: Overview of the Scheduling Process, Timetabling, Optimization of Vehicle Assignments, Development of More Complex Schedules, Route Running Time and Minimum Layover Calibration, Optimization of Operator Assignments, and Rostering and Head Count Estimates.

This training also presents an opportunity for staff to exercise their newly acquired knowledge alongside other professionals in the transit industry, further strengthening cross-industry collaboration.

CSched is the North American expert in transit scheduling best practices.

With the approval of this action, we expect to enhance the skills of our staff, improving both their performance and our overall operational efficiency.

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**ALTERNATIVES:**

This technical training is only offered by this organization at this location.

We have identified additional technical training opportunities that cover other subject matter that will be pursued separately.

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**FISCAL IMPACT:**

Estimated cost of the training course is \$2,625, and travel is approximately \$3,172 (including airfare, hotel accommodations, and per diem)

The 2025 approved budget includes \$3,172 for Travel and \$2,625 for Training.

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**ATTACHMENTS:**

None



# Utah Transit Authority

## MEETING MEMO

669 West 200 South  
Salt Lake City, UT 84101

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**Board of Trustees**

**Date:** 1/29/2025

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**TO:** Board of Trustees  
**THROUGH:** Jay Fox, Executive Director  
**FROM:** Nichol Bourdeaux, Chief Planning and Engagement  
**PRESENTER(S):** Russ Fox, Director of Planning  
Eric Callison, Manager of Service Planning

**TITLE:**

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**Service Design Standards**

**AGENDA ITEM TYPE:**

Discussion

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**RECOMMENDATION:**

Informational report for discussion

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**BACKGROUND:**

UTA currently has Service Design Guidelines which establish a framework for service planning, including service levels, modes and tiers of service, route design, propensity of ridership index, and bus stop and rail station placement and spacing. Service planning is updating the current Service Design Guidelines to become Standards to be adopted by the Board by resolution in accordance with Board Policy 3.2, Service Planning Implementation. The Service Design Standards will be presented to the Board of Trustees along with the Title VI Plan in Q1. An initial discussion regarding the Service Design Standards was presented to the Board on March 27, 2024.

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**DISCUSSION:**

One of the goals of moving from guidelines to standards is to provide a tool for service planning to give definitive and objective answers to service changes while implementing the Authority's Strategic Plan, Long-Range Transit Plan, and Five-Year Service Plan. The Standards are required to be updated every four years. Planning staff will be presenting an overview of the proposed standards.

This document includes:

An overview of benefits and key considerations of transit services, and an outline of the service planning

process.

A description of each of the Tiers of service types (Regional Rail, Light Rail, Streetcar, Rapid Bus, Enhanced Bus, Frequent Bus, Local Bus, Limited Stop Bus, and Innovative Mobility Solutions) as well as standards, performance thresholds, and recommended levels of amenities and infrastructure for each mode.

Best practices and standards for bus stop placement.

Acknowledgement of and commitment to the Title VI compliance process.

Next Steps:

- Presentation to the UTA Board of Trustees for adoption
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**ALTERNATIVES:**

N/A

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**FISCAL IMPACT:**

N/A

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**ATTACHMENTS:**

Draft Service Design Standards

# Service Design Standards

November 2024 - DRAFT

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## Chapter 1

# Introduction

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Utah Transit Authority maintains the Service Design Standards with the following objectives in mind, consistent with UTA Board Strategic Priorities:

- Safety and Security: UTA shall treat the safety and security of its customers, employees, and other stakeholders as the highest priority.
- Service Availability: UTA shall strive to provide mobility when and where it is needed by customers.
- Service Quality: UTA shall provide a comfortable and positive customer experience.
- Network Quality: UTA's network shall be well matched to travel demand patterns such that it is a competitive alternative to other means of travel (such as autos).
- Reliability: UTA shall strive to provide consistent service on time without interruption, delays, or varying wait times. UTA shall strive to meet customer expectations of journey travel times.
- Accessibility: UTA shall strive to ensure that its facilities, vehicles, and services are fully accessible to all customers, and shall strive to expand access to jobs, education, healthcare, and other opportunities.
- Access: UTA shall seek to expand service to all.
- Financial: UTA shall seek to provide the maximum service and quality that is warranted within its financial capacity.

This document introduces both "guidelines" and "standards". "Guidelines" refer to rules of thumb and recommended best practices but can be considered a starting point for discussion when planning future service. "Standards" outline expectations for transit service performance that shall be considered agency policy.

## Chapter 2

# Benefits and Key Considerations of Transit Services

Transit service provides critical access to jobs, education, recreation, economic activity, and social connections and services for residents of the Wasatch Front. Transit provides many benefits within a community, including:

- Reduced traffic
- Reduced vehicle emissions
- Increased access to opportunity for everyone, especially vulnerable populations
- Return on tax dollars
- Economic development
- Transportation choices

Some of these benefits, such as reduced traffic and emissions, are dependent on the number of passengers riding transit. For example, a ridership-focused transit service that carries many passengers will be more effective in reducing emissions than a service that carries fewer passengers. In comparison, a coverage-focused service that offers increased access simply requires the presence of a transit service but may not generate high ridership. Both ridership and coverage service help UTA meet transit-related objectives. Most transit service providers, including UTA, seek to provide some balance between ridership and coverage and prioritize their resources accordingly.

While coverage can be provided by any form of transit service, higher-capacity modes intended to carry many passengers must meet several underlying conditions to be successful:

- **Density:** Ridership is higher when more people and jobs are located within walking distance of transit stops and stations (based on industry standards, walking distance is identified as 1/4 mile for fixed route transit and 1/2 mile for fixed guideway transit).
- **Frequency:** Transit service is frequent enough that riders do not need to consult schedules or structure their day around taking transit at a particular time.
- **Proximity:** Transit can service destinations more efficiently when they are located near each other.
- **Linearity:** Linear transit routes allow more passengers to arrive at their destination in a timely manner without lengthy deviations that reduce the efficiency of the service. Proximity and linearity are connected: having more destinations along a corridor helps maintain a route's linearity, which in turn preserves the overall efficiency and timeliness of the service.
- **Walkability:** Ridership is higher when transit stops and stations are integrated within a gridded network of streets, supported by well-designed and maintained pedestrian and biking infrastructure. This ensures safe and convenient access to transit, enhancing the overall user experience.

These Service Design Standards outline the levels of service needed to implement UTA's preferred balance between ridership and coverage service, along with other considerations that reflect desired outcomes and best practices for riders, employees, and other stakeholders.

## Chapter 3

# UTA's Service Planning Process

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UTA's Service Planning team identifies transportation needs on an ongoing basis. This includes assessing gaps in the current network, recommending strategies to serve the public more efficiently, and identifying future growth areas that will likely need improved transit service due to expected increases in population and employment. UTA service changes and resource deployment for implementation of the service are considered by the Service Planning team in the following stages: initial review, the Five-Year Service Plan, the Five-Year Capital Plan, the Ten-Year Capital Plan, and the Long Range Transit Plan. These stages are discussed more below.

### Initial Review

UTA Service Planners regularly receive requests for additional service from a variety of internal and external stakeholders, including feedback from passengers, the general public, UTA Customer Service, elected officials, and interactions with communities within UTA's service area. Service Planners assess whether immediate action is needed to address an identified transit need by considering demand for service, socioeconomic conditions, potential community impact, and stakeholder input. After evaluating these elements through individual technical studies, Service Planners determine the feasibility of implementing solutions using criteria that include:

- Consistency with UTA's Transit Service Standards as outlined in these Service Design Standards.
- Adherence to the Americans with Disabilities Act of 1990 and Title VI of the Civil Rights Act of 1964.
- Availability of staff, especially operators and mechanics.
- Availability of stop amenities, such as benches and trash cans.
- Consistency with UTA's Collective Bargaining Agreement(s).
- Feasibility of operating the needed service improvement within the existing street network.
- Pedestrian access to destinations, bus stops, and crosswalks.
- Presence of end-of-line (EOL) locations that support bus layovers and offer space to turn around.
- Provide restroom access for operators during UTA operational hours.
- Impact to existing riders in the case of deviations or realignments, or elimination of segments.

Significant additions to service and/or realignment of existing routes may fall under the purview of Title VI of the Civil Rights Act, which is addressed by the Federal Transit Administration in FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration [Recipients](#).

### Five-Year Service Plan

The Five-Year Service Plan (FYSP) provides a short-range vision for transit over the next five years, guiding the implementation of service changes and improvements. It includes a review of current services and near-term transit needs, as identified in the Long Range Transit Plan, and UTA Comprehensive Service Analysis. The process also reviews service requests received since the previous FYSP that could not be addressed in the short term. The FYSP is updated every two years to ensure it

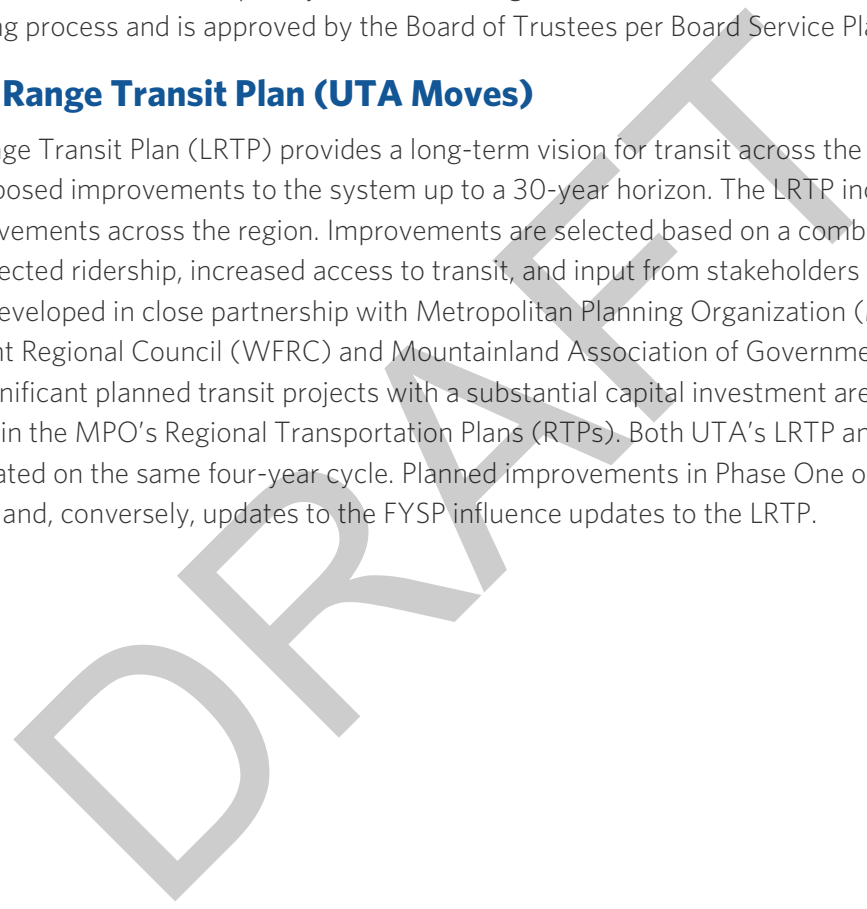
remains aligned with evolving transit needs and priorities as per Board of Trustees Policy No. 3.2. Proposed changes in the FYSP are prioritized using the criteria listed above for initial review, as well as near- to medium-term future developments such as the opening of new capital projects, new developments in the community, or changes to the road network.

The FYSP informs the level of staffing, vehicles, bus stop amenities, restrooms, and other resources and/or amenities needed to implement the proposed service changes. It is also an important tool for cities, business owners, service providers, and other stakeholders because it helps facilitate conversations about future expansion and improvement of the transit service.

The Annual Service Plan is developed by Service Planning in accordance with the FYSP and the annual UTA budgeting process and is approved by the Board of Trustees per Board Service Planning Policy 3.2.

### **UTA Long Range Transit Plan (UTA Moves)**

The Long-Range Transit Plan (LRTP) provides a long-term vision for transit across the Wasatch Front, including proposed improvements to the system up to a 30-year horizon. The LRTP includes local service improvements across the region. Improvements are selected based on a combination of criteria, including projected ridership, increased access to transit, and input from stakeholders and the public. The LRTP is developed in close partnership with Metropolitan Planning Organization (MPO) partners Wasatch Front Regional Council (WFRC) and Mountainland Association of Governments (MAG). Regionally significant planned transit projects with a substantial capital investment are included in both the LRTP and in the MPO's Regional Transportation Plans (RTPs). Both UTA's LRTP and the MPO's RTPs are updated on the same four-year cycle. Planned improvements in Phase One of the LRTP move into the FYSP and, conversely, updates to the FYSP influence updates to the LRTP.



## Chapter 4

# UTA's Transit Service Types

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UTA's transit service types include:

- Regional Rail
- Light Rail
- Streetcar
- Rapid Bus
- Enhanced Bus
- Frequent Bus
- Local Bus
- Flex Bus
- Limited Stop Bus
- Innovative Mobility Zones

These service types align with the transit definitions identified in UTA's LRTP. A primary purpose of these Service Design Standards is to provide definition to these service types, and to aid consistency throughout UTA when discussing transit service and future projects. The following sections of this document identify expectations and performance thresholds for UTA's family of transit service types. Each service type is described in more detail in [Modes of Service](#) Chapter.

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## Chapter 5

# UTA Transit Service Standards

### Tiers of Service

UTA’s Service Design Standards have adopted a hierarchy of transit services, where service modes are classified into four tiers of service that convey the functional and operational standards and characteristics of the service in each tier. Transit usage and ridership will vary widely depending on the tier of service provided, as will operating costs and resource requirements. The tiers of service convey several important characteristics that include:

1. Service span
2. Headway
3. Transit propensity
4. Service productivity

The standards listed in this section are used to determine the minimum tiers for each transit mode. Generally, tiers of service should be consistent for the entire length of a route to improve service simplicity. However, in cases where ridership demand varies considerably along the route, the tiers of service can change over its length, and different segments of one route may have different tiers of service.

### Service Span

Service span refers to a service’s start and end times and the days of the week it operates. The Comprehensive System Analysis, Market Segmentation Study, On-Board Survey and passenger demand are key considerations that set the service span of each route. Table 1 provides the minimum period of time during which routes in different tiers should operate.

Table 1 Service Span Standards

	Weekdays	Saturdays	Sundays
<b>Tier 1</b>	4 am to 12 am	4 am to 12 am	6 am to 9 pm
<b>Tier 2</b>	6 am to 9 pm	6 am to 9 pm	-
<b>Tier 3</b>	6 am to 9 pm	-	-
<b>Tier 4</b>	Varies based on desired service		

### Headway

Headway refers to the time interval between two vehicles traveling in the same direction on the same route. Headway reflects the frequency of transit services and has a major influence on transit usefulness and its ridership. Table 2 provides the minimum headway for different tiers. Similar to service span, headway can be increased in response to demand and available budgetary resources.

Table 2 Headway Standards

	Weekdays	Saturdays	Sundays
<b>Tier 1</b>	15 minutes from 6 am to 7 pm; 30 minutes for other time periods	15 minutes from 6 am to 7 pm; 30 minutes for other time periods	30 minutes
<b>Tier 2</b>	30 minutes	60 minutes	-
<b>Tier 3</b>	60 minutes	-	-
<b>Tier 4</b>	Varies based on desired service		

The tiers of service are UTA’s current best practice for span and headway to guarantee a high number of straight shifts for operators. To preserve blocks and runs within the tiers of service, service level adjustments are made from one tier to another, rather than on the basis of individual trips. Blocking is not materially affected by route length, but routes will generally not have a cycle time greater than three hours to preserve operator access to restrooms.

### Transit Propensity

Transit propensity refers to the likelihood or potential of people in a specific area to use public transportation. UTA measures transit propensity using the Transit Propensity Index (TPI), which currently ranges from 0 (very low transit propensity) to approximately 700 (very high transit propensity) for UTA routes. This helps UTA identify areas where public transit investments can most effectively meet demand and improve mobility. TPI is calculated geospatially for each route based on the following characteristics:

- Population and employment density near the route
- Presence of vulnerable populations (low-income, communities of color, people over the age of 65, limited English proficiency) near the route
- Zero-car households near the route

### Service Productivity

Service productivity refers to the efficiency and effectiveness of transit services in delivering passenger trips. It is a key criterion for evaluating transit services and guiding transit investments. UTA measures service productivity using passengers per hour (PPH), which is calculated by dividing the average daily boardings for each route by the daily revenue hours. This standard aligns with the most widely used transit productivity metric in the industry. Table 3 shows the minimum TPI and PPH requirements for each tier of service. Note that if either condition is met, that route will be considered for the corresponding tier.

Table 3 TPI and PPH Standards

	TPI	PPH
<b>Tier 1</b>	300	20
<b>Tier 2</b>	200	10
<b>Tier 3</b>	100	10 (fixed-route); 5 (flex-route)
<b>Tier 4</b>	100	20

Routes whose TPI or PPH qualifies for a higher tier of service will be considered for service improvements in the FYSP. Routes with a high enough TPI but not PPH will be considered for adjustments to align service with existing and potential travel markets. Routes that do not have a high enough TPI or PPH to justify their existing level of service will be considered for adjustments or reductions in the level of service. Routes may run additional frequency or hours of service (including Saturday and Sunday service) above the minimum level of service for their designated tier if the route has high enough PPH for these times. Additionally, routes can be sponsored by a third party to provide a higher level of service than is shown in these standards. Such arrangements follow the standards set in UTA’s Additional Services Requests Policy (No. UTA.04.02), which outlines the review process and conditions.

## Service Performance Standards

UTA regularly evaluates the performance of all services using the criteria described below, and considers adjustments as part of the FYSP development process (Chapter 3) when certain criteria are met.

### On-Time Performance

On-time performance refers to the average delay of a transit service. This guideline is determined by industry standards and UTA’s operational experiences. Operations Planners will make targeted schedule adjustments to improve on-time performance as part of routine operations. These changes typically do not affect the overall service plan. However, changes to any route to improve on-time performance will be considered as part of the FYSP development process when:

- The on-time performance for the entire route is consistently below 88%; or
- Running time adjustments to individual trips are so significant that they disrupt the cycle time of the whole route.

To maintain on-time performance, the same trip may have different travel times at different times of day. Headways may vary from the posted headway as follows to accommodate travel time differences:

Table 4 On-Time Performance Standards for Different Headways

Posted Headway	Minimum Scheduled Headway	Maximum Scheduled Headway
15 min	10 min	20 min
30 min	20 min	40 min
60 min	50 min	70 min

In addition to on-time reliability, UTA tracks other operational performance metrics such as miles per service interruption, and avoidable accidents. Performance in these metrics is not typically affected by the design of the service; however, in special cases UTA may evaluate whether changes to the service plan are necessary to improve operational performance without negatively impacting the riding customer.

### Transit Load

Transit load specifies the average number of passengers on a transit vehicle that is considered acceptable. This guideline is based on UTA vehicle capacities and transit industry standards to balance safety, passenger comfort, and operating efficiency. UTA uses transit load data to monitor service performance and make informed decisions about service adjustments, such as adding or removing vehicles, altering schedules, or adjusting route frequencies, to ensure that the service meets demand while maintaining operational efficiency. Transit load is measured by dividing the number of passengers onboard by the seated capacity of the vehicle.

### **Emergency Service Changes/Long Terms Detours or Deviations**

Temporary service reductions that last 12 months or less are exempt from Title VI service equity analysis requirements. However, if a temporary service change lasts longer than 12 months, the Federal Transit Administration (FTA) considers it permanent and requires a service equity analysis.

Short-term detours are minor route deviations due to construction, road closures, accidents, utility breaks, etc., that occur between change days. Short-term detours or deviations may be implemented by operations to maintain defined service as close as possible to the published plan.

Long-term detours or deviations are route deviations due to planned long-term construction, utility work, or road closures lasting longer than the following change day. These detours or deviations will be included in the service change process, including detour maps, presentations, and information provided at existing and temporary stops. Long-term detours or deviations will be implemented in a manner that preserves existing travel patterns as much as possible within operational and/or resource constraints.

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## Chapter 6

# UTA Route and Station Design Guidelines

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This section provides guidelines for designing transit routes and stations for all types of UTA transit services. These guidelines aim to ensure and improve the high quality of UTA’s transit services by providing objective and consistent criteria for service expansion and changes. Based on UTA’s experiences and best practices across the transit industry, these guidelines are intended to enhance the design of all UTA services. However, exceptions may be justified based on local context and for coverage-oriented routes. The guidelines cover the following aspects:

1. Stop spacing
2. Route spacing
3. Percent exclusivity
4. Intersection priority treatment
5. Station amenities

### Stop Spacing

Stop spacing refers to the distance between stops. It balances faster transit service, walking accessibility, and transit-supportive land use. While stop spacing guidelines provide a general target for spacing along transit routes, the actual placement of stops will vary based on localized conditions. See the [Bus Stop Placement](#) Chapter for more information.

### Route Spacing

Route spacing refers to the distance between routes of the same type of transit service. Similar to stop spacing, route spacing depends largely on land use and environmental factors. Exceptions to route spacing guidelines may be justified to accommodate street grid patterns or preserve access to major destinations. Where routes converge on a major destination or transfer point, a small amount of duplication may be necessary.

### Percent Exclusivity

Percent exclusivity refers to the proportion of a transit route that has exclusive lanes, calculated by dividing the miles of exclusive lanes by the total length of the route. Exclusive lanes enhance transit service quality by reducing delays but require higher investment and consideration of local land use and roadway conditions. Exclusivity is negotiated on a case-by-case basis with the agencies controlling individual roadways, such as local jurisdictions or UDOT. Increasing percent exclusivity for existing and new UTA transit services is a goal of UTA’s LRTP.

### Intersection Priority Treatment

Intersection priority treatment refers to strategies that minimize red-light delays, such as queue jumps and transit signal priority. These treatments will be considered based on local traffic conditions and policies, with input from local jurisdictions and Utah Department of Transportation (UDOT). UTA maintains an internal [Bus Speed and Reliability Program](#) that identifies strategic routes that may benefit

from intersection priority interventions, combining internal and external comments with performance data to develop solutions that improve transit speed and reliability.

## Station Amenities

“Transit amenities” refers to items of comfort, convenience, and safety available to the general riding public. UTA’s Design Criteria provides guidelines for rail service station amenities, while the [Bus Stop Master Plan](#) establishes a policy for installing transit amenities at bus stops.

### Rail Station Amenities

UTA’s Design Criteria offers a uniform basis for designing regional rail, light rail, and streetcar systems. These criteria apply to all UTA rail projects, including new construction, remodels, rehabilitations, and state-of-good-repair projects. They serve as guidelines and do not replace engineering judgment and sound engineering practice.

### Bus Stop Amenities

UTA’s Bus Stop Master Plan recommends transit amenities at bus stops based on transit frequency and ridership thresholds. Amenities listed in the Bus Stop Master Plan include, but are not limited to, items such as seating, shelters, signage, provisional information, and waste receptacles. Additionally, UTA is upgrading existing stops to meet Americans with Disabilities Act (ADA) guidance. For the purpose of these Service Design Standards, it is assumed that Bus Stop Master Plan transit amenity levels align with transit service types as follows:

- Level IA and IB transit amenities align with Local Bus and Limited Stop Bus.
- Level IIIA, IIIB, IVA, IVB, and VA transit amenities align with Frequent Bus.
- Level VIA transit amenities align with Enhanced Bus.
- Level VIIA transit amenities align with Rapid Bus.

When prioritizing bus stop improvements, UTA may apply prioritization criteria to individual stops or to key corridors with large numbers of stops to be improved. In cases where it is necessary for UTA to obtain property to implement the desired level of improvement, a stop may be temporarily improved to Level I to achieve ADA compliance.

Future revisions of the Bus Stop Master Plan should include a clear delineation of transit amenities to the transit service types identified in these Service Design Standards.

## Chapter 7

# Modes of Service

This section introduces the details of UTA’s modes of service. These modes align with the transit types defined in UTA’s LRTP.

## Regional Rail

### Introduction

FrontRunner is UTA’s regional rail service. Regional rail, which falls under FTA’s definition of commuter rail, is a high-capacity rail service that connects urban and suburban centers. Regional rail links multiple train cars, and stations are the farthest apart of all types of transit service. Spacing is typically five miles or more, although spacing may occasionally be closer in dense urban areas. Stations offer connections to other modes.

### Service Standards

Table 5 Regional Rail Service Standards

Tiers of Service: Tier 2			
	Weekdays	Saturdays	Sundays
Service Span	5 am to 10 pm	8 am to 12 am	NA
Headway	30 minutes	60 minutes	NA
Transit Propensity	200		
Service Productivity	10		
On Time Performance	Departing stops or stations 0 seconds early and less than 5 minutes late.		
Transit Load	The median maximum load on a trip should not exceed 150% of the seating capacity.		

### Route and Station Design Guidelines

- **Stop Spacing:** Regional rail is a complex system that is dependent on train timing and system meets. Regional rail station requests require an in-depth additional analysis to determine the feasibility of the requested location and the impact on the rest of the system.
- **Route Spacing:** The route spacing guidelines are not applicable to the regional rail, as regional rail is limited to a primary north-south corridor and is not intended to be a network at this time.
- **Percent Exclusivity:** Regional rail is fully exclusive, operating in its own fixed guideway, and does not share space with other modes other than at-grade crossings.
- **Intersection Priority Treatment:** Regional rail receives the highest level of signal priority among transit services, with a preference for grade-separated crossings, and automated gated crossings where grade-separated crossings are infeasible.

- **Station Amenities:** Platform, shelter, emergency communication, seating, trash can, signage, bicycle access, car sharing, lighting, branding, and digital signage.

### Infill Stations

UTA defines specific evaluation criteria and procedures for considering requests to add new infill stations between existing stations on an established corridor for regional rail, light rail, rapid bus, and enhanced bus services. These are outlined in Station Addition Policy AGCY.07.01. Such requests require a comprehensive project study that includes criteria such as the purpose and need for the station, projected ridership, cost estimates, funding potential, and land use considerations, among others. The rail ridership goal for adding new regional rail stations is as follows\*:

Table 6 Ridership Goal for Regional Rail Service Expansion

Environment	Ridership Goal for New Regional Rail Stations (net added weekday boardings)
Urban	2,100
Suburban	1,100

*\*Ridership goals were determined using 2019 average weekday ridership data for existing stations.*

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## Light Rail

### Introduction

TRAX is UTA’s light rail service. Light rail provides frequent, high-capacity electric train service, typically operating within a compact urban center or utilized to connect centers in a region. Light rail systems often link multiple train cars, operate in median or curb-running right of way, and stop less frequently than buses (typically 1/2 to 1 mile or more station spacing).

### Service Standards

Table 7 Light Rail Service Standards

Tiers of Service: Tier 1			
	Weekdays	Saturdays	Sundays
<b>Service Span</b>	4 am to 12 am	4 am to 12 am	5 am to 12 am
<b>Headway</b>	15 minutes	15 minutes	30 minutes
<b>Transit Propensity</b>	300		
<b>Service Productivity</b>	20		
<b>On Time Performance</b>	Departing stops or stations 0 seconds early and less than 5 minutes late.		
<b>Transit Load</b>	Average weekly loads on regularly scheduled trips should not exceed 100% of the seating capacity. If the loads regularly exceed capacity, then vehicles will be added to the consist until the maximum size is reached. Thereafter loads should not exceed 150% of seating capacity.		

### Route and Station Design Guidelines

- **Station Spacing:**

Table 8 Light Rail Station Spacing Guidelines

Environment	Station Spacing Guidelines (miles)
Urban	0.25 - 0.5
Suburban	0.75 - 1

- **Route Spacing:** The route spacing guidelines are not applicable to light rail.
- **Percent Exclusivity:** Light rail is almost entirely in an exclusive lane, with very limited exceptions.
- **Intersection Priority Treatment:** Intersection priority is typically high but will vary depending on the context. In urban contexts where the vehicles are in an exclusive lane within a roadway footprint, transit signal priority or preemption should be applied if available. In suburban contexts where the vehicles are in an exclusive guideway and travel at higher speeds when crossing major roadways, then automated gates are the typical intersection treatment.
- **Station Amenities:** Platform, shelter, emergency communication, seating, trash can, signage, bicycle access, car sharing, lighting, branding, and digital signage.

## Infill Stations

UTA defines specific evaluation criteria and procedures for considering requests to add a new station between two existing stations on an established corridor for regional rail, light rail, rapid bus, and enhanced bus services. Such requests require a comprehensive project study that includes criteria such as the purpose and need for the station, projected ridership, cost estimates, funding potential, and land use considerations, among others. UTA's light rail ridership goal for adding new stations is as follows\*:

Table 9 Ridership Goal for Light Rail Service Expansion

Environment	Ridership Goal for Added Light Rail Stations (net added weekday boardings)
Urban	1,400
Suburban	700

*\*Ridership goals were determined using 2019 average weekday ridership data for existing stations.*

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## Streetcar

### Introduction

S-Line is UTA's only streetcar mode. Streetcars provide local train service at low speeds (about 15 miles per hour). Streetcars have single-car vehicles and operate on tracks embedded in the street that are powered by an electric overhead catenary system. Streetcars may share the automobile travel lane or operate in a dedicated right of way. They provide neighborhood access by stopping frequently.

### Service Standards & Route and Station Guidelines

Streetcars generally share the same service criteria as light rail, but their stop spacing is closer due to the streetcar's goal of providing neighborhood access through more frequent stops. There are no additional streetcars proposed at this time.

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## Rapid Bus

### Introduction

Rapid bus is one of UTA’s types of bus service that typically includes features associated with bus rapid transit (BRT). BRT service provides a substantial investment in a defined corridor including features that seek to emulate the services available on rail fixed guideway public transportation systems. BRT is defined by the Federal Transit Administration (FTA) as having at a minimum the following characteristics:

- Frequent bidirectional weekday service that operates from early in the morning to late at night.
- Defined stations which provide shelter from the weather and information on schedules and routes.
- Investment to provide travel time savings, which could include elements such as dedicated lanes, queue jumps, and signal priority.
- Consistent vehicle and station branding to differentiate from other bus services.

Rapid bus service is frequent (15 minutes or better), has a moderate to high level of investment in speed and reliability improvements, and typically has a longer distance between stations or stops than other bus services. A BRT service with a higher level of investment, such as UVX, would be considered rapid bus. Enhanced bus, another UTA category of bus service that may include features associated with BRT, is described in more detail later in this section.

### Service Standards

Table 10 Rapid Bus Service Standards for OGX and UVX

Tiers of Service: Tier 1, 2			
	Weekdays	Saturdays	Sundays
<b>Service Span</b>	4 am to 12 am	9 am to 11 pm	9 am to 6 pm
<b>Headway</b>	15 minutes (OGX) 30 minutes (UVX)	15 minutes (OGX) 30 minutes (UVX)	30 minutes
<b>Transit Propensity</b>	300		
<b>Service Productivity</b>	20		
<b>On Time Performance</b>	Departing stops or stations 0 seconds early and less than 5 minutes late.		
<b>Transit Load</b>	The median maximum load on a trip should not exceed the vehicle seating capacity.		

## Route and Station Design Guidelines

- [Stop Spacing](#):

Table 11 Rapid Bus Stop Spacing Guidelines

Environment	Stop Spacing Guidelines (miles)
Urban	0.25 - 0.5
Suburban	0.5 - 1

- [Route Spacing](#):

Table 12 Rapid Bus Route Spacing Guidelines

Environment	Route Spacing
*Central Business District	1/8 mile to 1/4 mile
Urban	1/4 mile to 1/2 mile
Suburban	1/2 mile to 1 mile
Rural	(as needed based on surrounding development and activities)

\*Within UTA's service area, Central Business District refers to downtown Salt Lake City.

*Note: Exceptions to route spacing guidelines may be justified to accommodate street grid patterns and/or preserve access to major destinations. Where routes converge on a major destination or transfer point, a small amount of duplication may be necessary.*

- [Percent Exclusivity](#): The preferred rapid bus running way is an exclusive center running way with two lanes. Use of a single/shared lane in the running way will be considered if dictated by economics and if operations of the corridor are acceptable. UTA rapid bus exclusivity varies depending on the project.
- [Intersection Priority Treatment](#): The rapid bus route should ensure faster passenger travel time through congested intersections by using active signal priority in separated guideways and either queue-jump lanes or active signal priority in non-separated guideways.
- [Station Amenities](#): Pole, ADA pad, signage, seating, trash can, shelter, lighting, and digital signage.

## Enhanced Bus

### Introduction

Enhanced bus is frequent bus service that typically runs seven days a week and, on most days, operates every 15 minutes or better from morning to evening. These routes will often have increased amenities at bus stops, particularly in locations of high ridership and/or frequent transfers. While these routes generally operate in mixed traffic, some future enhanced bus routes will include capital investment in the form of infrastructure and technology improvements to improve travel times while maintaining reliability. A BRT service with a lower level of investment, such as the Davis-SLC Community Connector, would be considered enhanced bus.

### Service Standards

Table 13 Enhanced Bus Service Standards

Tiers of Service: Tier 1			
	Weekdays	Saturdays	Sundays
<b>Service Span</b>	4 am to 12 am	4 am to 12 am	7 am to 9 pm
<b>Headway</b>	15 minutes from 6 am to 7 pm, 30 minutes for other time periods	15 minutes from 6 am to 7 pm, 30 minutes for other time periods	30 minutes
<b>Transit Propensity</b>	300		
<b>Service Productivity</b>	20		
<b>On Time Performance</b>	Departing stops or stations 0 seconds early and less than 5 minutes late.		
<b>Transit Load</b>	The median maximum load on a trip should not exceed the vehicle seating capacity.		

### Route and Station Design Guidelines

- [Stop Spacing:](#)

Table 14 Enhanced Bus Spacing Guidelines

Environment	Stop Spacing Guidelines (miles)
Urban	0.25 - 0.5
Suburban	0.5 - 1

- [Route Spacing:](#)

Table 15 Enhanced Bus Route Spacing Guidelines

Environment	Route Spacing
*Central Business District	1/8 mile to 1/4 mile
Urban	1/4 mile to 1/2 mile

Suburban	1/2 mile to 1 mile
Rural	(as needed based on surrounding development and activities)

*\*Within UTA ' s service area, Central Business District refers to downtown Salt Lake City.*

*Note: Exceptions to route spacing guidelines may be justified to accommodate street grid patterns and/or preserve access to major destinations. Where routes converge on a major destination or transfer point, a small amount of duplication may be necessary.*

- **Percent Exclusivity:** Enhanced bus can have up to 50% exclusivity but may have no sections of exclusive lanes, depending on the project.
- **Intersection Priority Treatment:** Intersection priority treatments are encouraged, but not required.
- **Station Amenities:** Pole, ADA pad, signage, seating, trash can, shelter, and lighting.

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## Frequent Bus

### Introduction

Frequent bus typically runs bidirectional service seven days a week and, on most days, operates every 15 minutes or better from morning to evening.

### Service Standards

Table 16 Frequent Bus Service Standards

Tiers of Service: Tier 1			
	Weekdays	Saturdays	Sundays
<b>Service Span</b>	4 am to 12 am	4 am to 12 am	7 am to 9 pm
<b>Headway</b>	15 minutes from 6 am to 7 pm, 30 minutes for other time periods	15 minutes from 6 am to 7 pm, 30 minutes for other time periods	30 minutes
<b>Transit Propensity</b>	300		
<b>Service Productivity</b>	20		
<b>On Time Performance</b>	Departing stops or stations 0 seconds early and less than 5 minutes late.		
<b>Transit Load</b>	The median maximum load on a trip should not exceed the vehicle seating capacity.		

### Route and Station Design Guidelines

- **Stop Spacing:** No closer than 1/8-mile (660 feet) and no further apart than 1/3-mile (1760 feet).
- **Route Spacing:**

Table 17 Frequent Bus Route Spacing Guidelines

Environment	Route Spacing
*Central Business District	1/8 mile to 1/4 mile
Urban	1/4 mile to 1/2 mile
Suburban	1/2 mile to 1 mile
Rural	(as needed based on surrounding development and activities)

\*Within UTA's service area, Central Business District refers to downtown Salt Lake City.

*Note: Exceptions to route spacing guidelines may be justified to accommodate street grid patterns and/or preserve access to major destinations. Where routes converge on a major destination or transfer point, a small amount of duplication may be necessary.*

- **Percent Exclusivity:** Exclusive lanes are preferred for frequent buses, but they are not required.
- **Intersection Priority Treatment:** Intersection priority treatments are preferred for frequent buses, but they are not required.
- **Station Amenities:** Pole, ADA pad, signage, seating, trash can, and shelter.

## Local Bus

### Introduction

Local bus routes typically run bidirectional service seven days a week and operate every 30 to 60 minutes from morning to evening.

### Service Standards

Table 18 Local Bus Service Standards

Tiers of Service: Tier 2, 3, 4			
	Weekdays	Saturdays	Sundays
Service Span	6 am to 9 am	6 am to 9 am*	
Headway	30 minutes or 60 minutes	60 minutes*	
Transit Propensity	100-200		
Service Productivity	5-10		
On Time Performance	Departing stops or stations 0 seconds early and less than 5 minutes late.		
Transit Load	The median maximum load on a trip should not exceed the vehicle seating capacity.		

\*Tier 3 local buses do not operate on Saturdays

### Route and Station Design Guidelines

- **Stop Spacing:** No closer than 1/8-mile (660 feet) and no further apart than 1/3-mile (1760 feet).
- **Route Spacing:**

Table 19 Bus Route Spacing Guidelines

Environment	Route Spacing
*Central Business District	1/8 mile to 1/4 mile
Urban	1/4 mile to 1/2 mile
Suburban	1/2 mile to 1 mile
Rural	(as needed based on surrounding development and activities)

\*Within UTA's service area, Central Business District refers to downtown Salt Lake City.

*Note: Exceptions to route spacing guidelines may be justified to accommodate street grid patterns and/or preserve access to major destinations. Where routes converge on a major destination or transfer point, a small amount of duplication may be necessary.*

- **Percent Exclusivity:** Exclusive lanes are not required for local buses.
- **Intersection Priority Treatment:** Intersection priority treatments are not required for local buses.
- **Station Furniture and Amenities:** Pole, ADA pad, and signage.

## Limited Stop Bus

### Introduction

Limited stop bus routes have stops 1 to 2 miles or more apart to improve travel times, and portions of the route may operate on freeways. Stop locations are selected to connect residential areas either directly or via park and rides and attraction sites, such as job centers. UTA currently has some legacy limited stop routes that run limited peak direction service. New limited stop bus service will typically run all-day bidirectional service seven days a week. Legacy routes will either be upgraded or modified based on demand and other existing services.

### Service Standards

Table 20 Limited Stop Bus Service Standards

	Tiers of Service: Tier 2, 3		
	Weekdays	Saturdays	Sundays
<b>Service Span</b>	6 am to 9 am	6 am to 9 am *	
<b>Headway</b>	30 minutes or 60 minutes	60 minutes *	
<b>Transit Propensity</b>	100-200		
<b>Service Productivity</b>	5-10		
<b>On Time Performance</b>	Departing stops or stations 0 seconds early and less than 5 minutes late.		
<b>Transit Load</b>	The median maximum load on a trip should not exceed the vehicle seating capacity.		

\*Tier 3 limited stop buses do not operate during Saturday

### Route and Station Design Guidelines

- **Stop Spacing:** Limited stop bus service has fewer stops than other bus services, with stop placement highly dependent on the bus's purpose. Therefore, bus stop spacing guidelines are not applicable to limited stop bus services.
- **Route Spacing:**

Table 21 Limited Stop Bus Route Spacing Guidelines

Environment	Route Spacing
*Central Business District	1/8 mile to 1/4 mile
Urban	1/4 mile to 1/2 mile
Suburban	1/2 mile to 1 mile
Rural	(as needed based on surrounding development and activities)

\*Within UTA's service area, Central Business District refers to downtown Salt Lake City.

*Note: Exceptions to route spacing guidelines may be justified to accommodate street grid patterns and/or preserve access to major destinations. Where routes converge on a major destination or transfer point, a small amount of duplication may be necessary.*

- **Percent Exclusivity:** Exclusive lanes are not required.
- **Intersection Priority Treatment:** Intersection priority treatments are not required.
- **Station Furniture and Amenities:** Pole, ADA pad, and signage.

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## Innovative Mobility Zones

Innovative Mobility Zones could include a variety of first and last mile solutions including, but not limited to, on-demand service, autonomous shuttles on a fixed guideway, bike share, and partnerships with private Transportation Network Companies, such as Uber and Lyft. Funding could come from a variety of sources including private funding and public private partnerships.

These guidelines apply primarily to on-demand service, which connects riders to other transit services like TRAX, FrontRunner, or buses, as well as to community destinations. The app-based technology can match multiple riders heading in a similar direction into a single vehicle, enabling quick and efficient shared trips. UTA's on-demand service is scheduled based on hours and days of service rather than frequency, because it does not run on a defined schedule. For more information regarding on-demand service points, please see the [Bus Stop Placement](#) chapter of this document. Requests for improvements to on-demand service points will be considered on a case-by-case basis.

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## Other Services

In addition to the primary transit modes described above, UTA also provides holiday, seasonal, and supplemental services, as well as the Paratransit Service ADA (Americans with Disabilities Act) program. These services are tailored to meet specific needs that arise due to special events, seasonal demand fluctuations, or the unique requirements of passengers with disabilities. While the standards and guidelines outlined above do not directly apply to these services, they will serve as valuable references during the service planning process to ensure that these special services are effectively integrated and aligned with UTA's overall operational goals.

### Paratransit Service ADA Program

UTA's Paratransit Service ADA program is a service for people with physical, cognitive or visual disabilities who are functionally unable to independently use the UTA fixed route bus service either all the time, temporarily or only under certain circumstances.

#### Service Types and Accessibility

UTA provides complementary paratransit service as an origin-to-destination service. The base level of service is curb-to-curb, where customers are responsible for getting to and from the curb at the pick-up and drop-off locations themselves. Additionally, UTA offers beyond-the-curb service, which includes assistance from the vehicle to the first exterior door at the rider's pick-up and/or drop-off location. This service may not always be feasible or safe and requires extra coordination with UTA.

In accordance with the ADA guidelines, UTA's policy is to provide reasonable service modifications upon request for individuals with disabilities who would otherwise be unable to fully use UTA services, programs, or activities for their intended purpose.

#### Service Area and Eligibility

UTA provides paratransit service within  $\frac{3}{4}$ -mile of all bi-directional services, including all bus routes and rail stations. Paratransit service is not provided for flex routes, UTA On Demand, or for peak-hour bus routes that only operate in one direction at a time. To utilize paratransit services, riders must be approved through an in-person interview and abilities assessment.

#### On-Time Performance Standards

On-time performance standards for paratransit are as follows:

- At least 90% of customers are picked up within 10 minutes before to 20 minutes after the stated pick-up time.
- 90% of customers dropped off within 30 minutes of any stated appointment time.

#### Sponsored Services

Additional services are provided in agreement with agency policy UTA.04.02 and include the following types of service:

Event service: Service above baseline service to provide additional capacity for events or increase general capacity demand on a temporary basis in accordance with UTA Policy 04.02. Requests for additional service are considered on a case-by-case basis and may include the deployment of additional vehicles, the extension of service hours, or the implementation of alternative routing or scheduling. However, UTA reserves the right to decline any request that may disrupt baseline service, exceed available resources, be inconsistent with UTA or local or regional service or transit plans, or be inconsistent with UTA's mission.

Sponsored service: Service provided by UTA that is funded in whole or in part by a third-party sponsor for the purpose of improving public transit availability in a specific area. UTA reviews each sponsored service request and determines the feasibility of providing sponsored service based on available resources, the FYSP, regional and local transit plans, and the sponsor's willingness to enter into a sponsored service agreement. Sponsored service agreements are approved by the Board of Trustees, and UTA reserves the right to decline any request that may disrupt baseline service, exceed available resources, be inconsistent with UTA or local or regional service plans, or be inconsistent with UTA's mission.

### **Others**

Areas that do not have sufficient TPI, productivity, or sponsorship to qualify for any of the tiers of service will not be served by fixed-route or flex-route transit. UTA will work with local communities and stakeholders to implement other mobility solutions. Other mobility solutions include (but are not limited to):

- Partnership with a Transportation Network Company (TNC)
- Employer-sponsored shuttles
- Transportation Management Associations

## Chapter 8

# Bus Stop Placement

### Placement Principles

Bus stop placement and spacing is undertaken with the following goals in mind:

- Provide safe, pleasant waiting and boarding experiences for riders.
- Provide optimal access to destinations and neighborhoods along the route.
- Optimize travel time on the route by preventing excessive stopping and dwelling.

UTA's preference is to locate bus stops in locations where riders can safely cross the street. Preferred crossing treatments include:

- Signalized, marked, and/or grade-separated crossings (such as traffic lights, crosswalks, and pedestrian bridges)
- For locations without a signalized, marked, and/or grade-separated crossing:
  - Roads with a cross-section of three lanes (one travel lane in each direction and a center turn lane) or fewer and a speed limit of 35 mph or less.
  - Appropriate traffic volumes for pedestrians to safely cross, in agreement with applicable jurisdictions.

Roads with a cross section of four lanes or more and/or a speed limit of 40 mph or greater should only have stops at signalized or grade-separated crossings. UTA will work with cities and other local jurisdictions to establish safe crossings at good points of access along transit corridors as warranted. UTA considers good points of access to include the following:

- Sidewalk access from trip origin to bus stop.
- A pedestrian-oriented, connected street network.
- Permeable pedestrian access to neighborhoods or apartment complexes.

Having safe crossings, good points of access, or transit supportive land uses (for instance, high-density mixed-use development, hospitals, schools, universities, and human service providers) does not guarantee that a bus route or stop will be located adjacent to a given facility, only that such locations are where bus stops could be located if needed.

UTA may preserve existing stops that do not meet these guidelines in order to preserve service to existing markets but will not improve these stops until the conditions in this guideline are met.

### On Demand Service Points

When UTA On Demand service is implemented in an area that was previously served by fixed-route bus or flex bus service, UTA may elect to retain select stops as service points, provided the following conditions are met:

- The stop meets ADA accessibility guidelines.

- There is a no-parking zone at the stop.
- The stop serves a transit-supportive land use as defined in the previous section.

Stops that do not serve a particular destination will not generally be considered for service points, as the current service model for UTA On Demand involves the use of virtual stops for general coverage purposes.

If fixed bus or flex bus service is introduced in an area served by UTA On Demand, existing on demand service points may be converted to fixed stops, or retained as on demand service points if the new route does not serve the service point location, or the service point location is not operationally feasible. If on demand service is discontinued in an area and other services are not implemented, on demand service points will also be discontinued.

Requests for improvements to on demand service points will be considered on a case-by-case basis.

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## Chapter 9

# Title VI Compliance

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

The Title VI analysis, in accordance with FTA requirements, is conducted to ensure that changes will not have disproportionately negative impact on minority and low-income populations within UTA's service area. If changes are found to be potentially discriminatory, UTA will take all prescribed and prudent steps to ensure services are equitable and compliant with federal guidelines and requirements.

For additional details, see [UTA's Title VI program](#).

## Vehicle Assignment

Service Planning ensures that the appropriate type and number of vehicles are allocated based on route characteristics, passenger demand, and operational efficiency. UTA's Planning Division reviews the "Vehicle Assignment Plan" annually to ensure all federal regulation are met. By aligning vehicle assignments with the overall service plan, UTA can optimize service delivery, improve rider experience, and effectively manage resources. The standards that UTA uses in assigning vehicles to routes are as follows:

- Fleet assignments do not violate Title VI or federal regulations.
- The quantity of buses in each service unit is determined by the demand, which is the peak pull-out for the calendar year.
- The operations planners from each service unit generate information regarding routes and schedules, which is then cut into runs and blocks for operators to work. This information is shared with the respective service units' maintenance departments.
- Buses are assigned within a service area according to the characteristics of the transit service type, passenger loads, and topography of the service area. Specially equipped canyon buses have different specifications than buses that operate in regular transit service in the valley.

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