

**RESOLUTION OF THE BOARD OF TRUSTEES OF THE UTAH  
TRANSIT AUTHORITY APPROVING THE TITLE VI FARE COLLECTION  
SYSTEM EQUITY ANALYSIS**

R2026-02-02

February 25, 2026

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 (“Board”) of the Authority, 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 Fare Collection System Equity Analysis for a new fare collection system (“Fare Collection System Analysis”) prepared by Authority staff; and

WHEREAS, the Board has desires to approve the Title VI Fare Collection System Analysis.

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

1. That the Title VI Fare Collection System Equity Analysis prepared by Authority staff, a copy of which is attached hereto as Exhibit A, is hereby approved by the Board of 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 25<sup>th</sup> day of February 2026.

DocuSigned by:



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Carlton Christensen, Chair  
Board of Trustees

ATTEST:

DocuSigned by:



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Secretary of the Authority



(Corporate Seal)

Approved As To Form:

Signed by:



0F6F048DE4724A2...

Legal Counsel

Exhibit A

TITLE VI FARE COLLECTION SYSTEM EQUITY ANALYSIS

UTAH TRANSIT AUTHORITY



# Title VI Fare Collection System Equity Analysis



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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 that will be implemented as part of the new fare collection system UTA began the planning and procurement process for in March 2023. These changes are being proposed to protect public funds and improve functionality of the system. Though the proposed changes are facially neutral, this analysis, in accordance with FTA requirements, will ensure that these changes will not have disproportionately negative impact on minority and low-income populations within UTA’s service area. If these changes are found to be potentially discriminatory, UTA will take all prescribed and prudent steps to ensure services are equitable and compliant with federal guidelines and requirements.

## Summary of Proposed Fare Collection System Changes

UTA has analyzed the potential impact of fare changes on low-income and minority populations. The proposed fare changes were analyzed based on data from the 2024 On Board Survey (OBS) regarding fare utilization to assess the potential impacts on low-income and minority populations.

| # | Proposed Change  | Reason for Proposed Change   |
|---|--|--|
| 1 | Discontinuation of Paper Tickets on Ticket Vending Machines (TVMs) | UTA is in the process of implementing a new fare collection system, and paper tickets distributed through TVMs will be replaced with best fare pricing by vending electronic fare media. The new fare collection system seeks to align with the Fare Policy’s guiding principles, which include a fare structure that is simple and easy for riders to understand, fare payment that maximizes the convenience of paying fares, allows for seamless travel between modes, and is equitable. Fares purchased at the TVMs will be simplified by eliminating more than 13 fare product options vended on paper fare media. Customers can purchase FAREPAY cards, load funds, and check balances at all TVMs. Fare pricing on FAREPAY cards is automatic, and the least expensive rate will be charged based on customer travel patterns and eligibility for reduced fare discounts. |
| 2 | Discontinuation of Paper Monthly Passes                            | Paper passes have slowly been phased out over the years because of low sales resulting from an increased adoption of UTA's current electronic payment options. The electronic payment option that will replace the monthly passes is the FAREPAY card. By using the FAREPAY card, customers can protect their card balance and 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; and will automatically receive best fare pricing with fare capping and other discounts if eligible.   |

|   |  |   |
|---|--|---|
| 3 | Discontinuation of Mobile Pass Tickets       | <p>UTA is in the process of implementing a new fare collection system, and mobile tickets will be eliminated. UTA is in the process of developing new mobile app features and proposes reducing the fare products and replacing them with pre-paid, reloadable accounts to support the new fare collection system. This change seeks to align with the Fare Policy’s guiding principles, which include a fare structure that is simple and easy for riders to understand, fare payment that maximizes the convenience of paying fares, allows for seamless travel between modes, and is equitable. Fares purchased through the mobile app will be simplified by eliminating more than 15 fare product options. Fare payment options on the mobile app are currently in the design process and will be finalized at a later date. Customers can purchase FAREPAY cards, load funds, and check balances at all TVMs. Fare pricing on FAREPAY cards is automatic, and the least expensive rate will be charged based on customer travel patterns and eligibility for reduced fare discounts.</p> |
| 4 | Removal of Reduced Fare Monthly Pass/Sticker | <p>UTA's new back-end software currently in development will manage reduced fare discounts. Customers qualified for a reduced fare will be required to use an electronic fare media to receive the discount. Over the years, UTA has introduced other fare products that offer prepaid monthly options, which has caused sales of the sticker to drop significantly.</p>  |
| 5 | Removal of Reduced Fare Plastic ID Cards     | <p>UTA no longer issues plastic ID cards. They are not a method of payment and cannot be read or validated by the electronic card readers. In addition, when UTA's new back-end software is implemented, this card will no longer be valid because customers will be required to use a reduced fare FAREPAY card to get a discount.</p>   |

Table 1: Summary of Proposed Fare Changes

## Summary of Findings for Proposed Fare Changes

| # | Proposed Change  | Disparate Impact? | Disproportionate Burden? |
|---|--|-------------------|--------------------------|
| 1 | Discontinuation of Paper Tickets on Ticket Vending Machines (TVMs) | Y                 | N                        |
| 2 | Discontinuation of Paper Monthly Passes                            | N                 | N                        |
| 3 | Discontinuation of Mobile Pass Tickets                             | N                 | N                        |
| 4 | Removal of Reduced Fare Monthly Pass/Sticker                       | N                 | N                        |
| 5 | Removal of Reduced Fare Plastic ID Cards                           | N                 | N                        |

Table 2: Summary of Findings for Proposed Fare Changes

## 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><i>Estimated Trips by Low-Income Populations:</i></b> |        | <b><i>Estimated Trips by Minority Populations:</i></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%  |
| <hr/>  |        |  |        |
| <b><i>Response Count by Low-Income Populations:</i></b>  |        | <b><i>Response Count by Minority Populations:</i></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><i>Estimated Trips by Low-Income Populations:</i></b> |        | <b><i>Estimated Trips by Minority Populations:</i></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%  |
| <hr/>  |        |  |        |
| <b><i>Response Count by Low-Income Populations:</i></b>  |        | <b><i>Response Count by Minority Populations:</i></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 2024. 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 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 populous of the geographic regions UTA serves. The present system averages are expressed below in tabular format using 2017-2022 5-year population estimates provided by the American Community Survey (ACS).

| <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 Proposed Fare System Changes

### Discontinuation of Paper Tickets on Ticket Vending Machines (TVMs)

UTA is in the process of implementing a new fare collection system and paper tickets distributed through TVMs will be replaced with best fare pricing by vending electronic fare media. The new fare collection system is intended to align with the Fare Policy’s guiding principles, which include a fare structure that is simple and easy for riders to understand, fare payment that maximizes the convenience of paying fares, allows for seamless travel between modes, and is equitable. Fares purchased at the TVMs will be simplified by eliminating more than 13 fare product options vended on paper fare media. Customers can purchase FAREPAY cards, load funds, and check balances at all TVMs. Fare pricing on FAREPAY cards is automatic, and the least expensive rate will be charged based on customer travel patterns and eligibility for reduced fare discounts.

UTA considered the alternative of not discontinuing paper tickets on TVMs. This was not considered a reasonable alternative because it would not achieve UTA's goal of creating a fare structure that is simple and easy for riders to understand.

|          |                | Used TVM Ticket |            |                               |
|----------|----------------|-----------------|------------|-------------------------------|
|          |                | Population      | Percentage | Difference in Shares of Users |
| Weekday  | Minority       | 2,756           | 7.2%       | 1.3%                          |
|          | Non-Minority   | 3,203           | 5.9%       |                               |
|          | Low-Income     | 2,527           | 5.5%       | -2.4%                         |
|          | Not Low-Income | 2,898           | 7.9%       |                               |
| Saturday | Minority       | 2,846           | 12.8%      | 0.3%                          |
|          | Non-Minority   | 3,614           | 12.5%      |                               |
|          | Low-Income     | 2,782           | 10.1%      | -7.0%                         |
|          | Not Low-Income | 3,080           | 17.2%      |                               |
| Sunday   | Minority       | 1,633           | 15.3%      | 5.9%                          |
|          | Non-Minority   | 1,267           | 9.3%       |                               |
|          | Low-Income     | 1,135           | 9.1%       | -5.2%                         |
|          | Not Low-Income | 1,341           | 14.2%      |                               |

Table 5: OBS data on riders who used a TVM ticket to pay fare. Items are color coded to indicate if payment method is above or below a 5% difference in shares of users for minority and/or low-income populations. Black indicates within a 5% difference, blue indicates above, and orange indicates below.

### **Conclusion**

According to On Board Survey (OBS) data, the shares of minority populations that used a paper ticket to pay fare are 5.9% above the corresponding share of non-minority populations that used a paper ticket to pay fare over the Sunday OBS survey periods. This results in an anticipated ***finding of disparate impact on minority populations.***

## ***Mitigation***

The UTA Fares Team has proposed the following measures to mitigate disparate impact on minority populations:

- Create and implement a communications and outreach plan, with materials in English and Spanish, no less than three months in advance of fare system changes to keep customers well informed of the upcoming changes and make them aware of other payment options and mitigation measures that are available.
  - Collaborate with Community Engagement well in advance if assistance in outreach is needed.
- Conduct a phased implementation, including a pilot program with the new TVM update in areas that are not high minority or high low-income.
- Perform a geographic analysis to identify the locations of TVMs in high minority and low-income areas.
  - Target four platforms in high minority and low-income areas using ACS data to perform mitigation efforts, including distribution of free FAREPAY cards for at least two weeks before and after initial implementation period.
  - Targeted TVM locations would not switch from paper tickets until after the initial implementation and pilot period.
- Develop a plan to distribute a minimum of 200 free FAREPAY cards with zero balance before and after the initial implementation period, with particular effort to reach the impacted populations and communicate the transition to FAREPAY cards. Informational cards describing how to load funds onto the FAREPAY card would be included with distribution. Targeted outreach for the impacted populations would be conducted after performing the geographic analysis described in the bullet above.

## Discontinuation of Paper Monthly Passes

Paper passes have slowly been phased out over the years because of low sales. Low sales are the result of an increased adoption of UTA's current electronic payment options. The electronic payment option that will replace the monthly passes is the FAREPAY card. By using the FAREPAY card, customers can protect their card balance and 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; and will automatically receive best fare pricing with fare capping and other discounts if eligible.

| Used a Monthly Pass or Monthly Reduced Fare Sticker to Pay Fare |                |            |            |                               |
|---|----------------|------------|------------|-------------------------------|
|   |                | Population | Percentage | Difference in Shares of Users |
| Weekday   | Minority       | 2,039      | 5.3%       | 0.5%                          |
|   | Non-Minority   | 2,584      | 4.8%       |                               |
|   | Low-Income     | 2,659      | 5.8%       | 1.3%                          |
|   | Not Low-Income | 1,658      | 4.5%       |                               |
| Saturday  | Minority       | 740        | 3.3%       | -1.8%                         |
|   | Non-Minority   | 1,481      | 5.1%       |                               |
|   | Low-Income     | 1,190      | 4.3%       | 0.4%                          |
|   | Not Low-Income | 705        | 3.9%       |                               |
| Sunday  | Minority       | 444        | 4.1%       | 1.4%                          |
|   | Non-Minority   | 358        | 2.7%       |                               |
|   | Low-Income     | 644        | 5.1%       | 3.8%                          |
|   | Not Low-Income | 131        | 1.4%       |                               |

Table 6: OBS data on riders who used a monthly pass or monthly reduced fare sticker to pay fare. Items are color coded to indicate if payment method is above or below a 5% difference in shares of users for minority and/or low-income populations. Black indicates within a 5% difference, blue indicates above, and orange indicates below.

### Conclusion

Analysis of OBS data does not indicate a difference above 5% in share of users for minority and low-income populations vs. non-minority and non-low-income populations. This indicates **no finding of disparate impact nor disproportionate burden**. However, there is generally low uptake of FAREPAY card usage by users throughout the UTA system. Though not required by Title VI policy, UTA should take steps to make FAREPAY cards more accessible and widely used to work toward equitable outcomes of switching to this system.

The Fares Team has proposed as mitigation creating a communications and outreach plan to keep customers informed of the upcoming changes.

## Discontinuation of Mobile Pass Tickets

UTA is in the process of implementing a new fare collection system, and mobile tickets will be eliminated. UTA is in the process of developing new mobile app features and proposes reducing the fare products and replacing them with pre-paid, reloadable accounts to support the new fare collection system. The system aligns with the Fare Policy’s guiding principles, which include a fare structure that is simple and easy for riders to understand, fare payment that maximizes the convenience of paying fares, allows for seamless travel between modes, and is equitable. Fares purchased through the mobile app will be simplified by eliminating more than 15 fare product options. Customers can purchase FAREPAY cards, load funds, and check balances at all TVMs. Fare pricing on FAREPAY cards is automatic, and the least expensive rate will be charged based on customer travel patterns and eligibility for reduced fare discounts.

| Used a Mobile App Ticket to Pay Fare |                |            |            |                               |
|--------------------------------------|----------------|------------|------------|-------------------------------|
|                                      |                | Population | Percentage | Difference in Shares of Users |
| Weekday                              | Minority       | 5,460      | 14.3%      | 2.8%                          |
|                                      | Non-Minority   | 6,203      | 11.5%      |                               |
|                                      | Low-Income     | 4,538      | 9.9%       | -6.5%                         |
|                                      | Not Low-Income | 5,995      | 16.3%      |                               |
| Saturday                             | Minority       | 3,040      | 13.7%      | 0.1%                          |
|                                      | Non-Minority   | 3,921      | 13.5%      |                               |
|                                      | Low-Income     | 2,712      | 9.9%       | -11.9%                        |
|                                      | Not Low-Income | 3,901      | 21.7%      |                               |
| Sunday                               | Minority       | 1,270      | 11.7%      | -3.0%                         |
|                                      | Non-Minority   | 1,921      | 14.6%      |                               |
|                                      | Low-Income     | 1,294      | 10.3%      | -8.6%                         |
|                                      | Not Low-Income | 1,782      | 18.9%      |                               |

Table 7: OBS data on riders who used a mobile app ticket to pay fare. Items are color coded to indicate if payment method is above or below a 5% difference in shares of users for minority and/or low-income populations. Black indicates within a 5% difference, blue indicates above, and orange indicates below.

### Conclusion

Analysis of OBS data indicates a higher share of non-protected populations use mobile pass tickets than the corresponding share of protected populations. Therefore, discontinuing mobile pass tickets **does not indicate a finding of disparate impact nor disproportionate burden.**

However, low-income populations will likely be affected by discontinuation of reduced fare mobile passes only available to low-income riders. Thus, **UTA should continue to look for ways to make alternatives accessible and available for low-income riders.**

The Fares Team has proposed as mitigation creating a communications and outreach plan to keep customers informed of the upcoming changes.

## Removal of Reduced Fare Monthly Pass/Sticker

UTA's new back-end software currently in development will manage reduced fare discounts. Customers qualified for a reduced fare will be required to use an electronic fare media to receive the discount. Over the years, UTA has introduced other fare products that offer prepaid monthly options, which has caused sales of the sticker to drop significantly.

| Used a Reduced Fare Monthly Pass or Sticker |                |            |            |                               |
|---|----------------|------------|------------|-------------------------------|
|   |                | Population | Percentage | Difference in Shares of Users |
| Weekday                                     | Minority       | 164        | 0.4%       | -0.5%                         |
|   | Non-Minority   | 511        | 0.9%       |                               |
|   | Low-Income     | 492        | 1.1%       | 0.8%                          |
|   | Not Low-Income | 112        | 0.3%       |                               |
| Saturday                                    | Minority       | 93         | 0.4%       | -0.5%                         |
|   | Non-Minority   | 278        | 1.0%       |                               |
|   | Low-Income     | 112        | 0.4%       | -0.7%                         |
|   | Not Low-Income | 206        | 1.1%       |                               |
| Sunday                                      | Minority       | 0          | 0.0%       | -1.4%                         |
|   | Non-Minority   | 177        | 1.3%       |                               |
|   | Low-Income     | 150        | 1.2%       | 1.2%                          |
|   | Not Low-Income | 0          | 0.0%       |                               |

Table 8: OBS data on riders who used a monthly pass or monthly reduced fare sticker to pay fare. Items are color coded to indicate if payment method is above or below a 5% difference in shares of users for minority and/or low-income populations. Black indicates within a 5% difference, blue indicates above, and orange indicates below.

### **Conclusion**

OBS 2024 data provides no information indicating whether riders use Reduced Fare monthly passes/stickers. However, low-income riders will likely be affected by discontinued acceptance of Reduced Fare monthly passes/stickers since there were low-income eligibility requirements to have possession of one. **Thus, UTA should continue to look for ways to make alternatives accessible and available for low-income riders.**

The Fares Team has proposed as mitigation:

- Provide additional education on alternative payment options to the Reduced Fare monthly sticker. This will include distributing to customers upon purchase of a sticker an informational pamphlet describing the change and alternative payment options.
- On the Buy a Pass page on the UTA website, a note will be made informing riders about the change.

## Removal of Reduced Fare Plastic ID Cards

UTA no longer issues plastic ID cards. Reduced Fare plastic ID cards started to be phased out when UTA launched the reduced FAREPAY card in 2013. The reduced FAREPAY card was issued to all newly eligible riders unless they requested a plastic ID card. Several years ago, the plastic ID card stock ran out and all riders are now issued FAREPAY cards. UTA did not track the issuance of plastic ID cards because they did not have a unique identifying number on them. They cannot be read or validated by the electronic card readers. In addition, when UTA's new back-end software is implemented, this card will no longer be valid because customers will be required to use a reduced fare FAREPAY card to get a discount.

### ***Conclusion***

OBS 2024 data provides no information indicating whether riders use Reduced Fare plastic ID cards. However, low-income riders will likely be affected by discontinued acceptance of Reduced Fare plastic ID cards since there were income eligibility requirements to have possession of one. **Thus, while there is no official finding in accordance with UTA's Title VI Policy, UTA should continue to look for ways to make alternatives accessible and available for low-income riders.**

The Fares Team has proposed as mitigation that staff communicate these changes as part of the education being done on the reduced fare monthly pass/sticker. This will include communicating to reduced fare customers that the plastic ID card will no longer serve as eligibility and/or identity for the reduced fare rate.

Fares staff will coordinate with Community Engagement to implement a communications plan in English and Spanish regarding this change. Fliers and informational material will be posted on buses, in low-income service provider buildings, and other targeted locations.

UTA operators will also be made aware of this change and provided with guidance on how to inform riders of the change. Operators will be given brochures to distribute if a rider shows this ID card to pay fare on-board. This update to operators will be displayed on TVs in operator gathering spaces at UTA facilities, and the information will also be distributed in the Voice of the Operators setting.

To allow customers with the plastic ID card time to apply for a reduced fare FAREPAY card, staff will continue to accept the plastic ID card for six months after the Board of Trustees approves the Title VI analysis, and longer if staff feel additional time is needed. UTA will continue to promote the Reduced Fare Program and support customers in transitioning to the Reduced Fare FAREPAY card.

# Appendix A – Fare Collection System Analysis – Public Involvement Report

The Public Involvement Report follows.



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

Updated 08.27.25

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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 to shift 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 2025 were finalized at the beginning of the year (January 2025).

*\*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](https://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/ChangeDay](http://rideuta.com/ChangeDay), 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>   |
| <i>*A comment shared on the public hearing comment line was also shared via survey, so it will only be counted once.</i> |              |

### 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 fairness, equity, and access, 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   |
|-------------------------------------|---|---|
| <b>Concerns About Route Changes</b> | Riders express concern that changes, particularly to Route 640, will negatively impact access to key destinations. Some riders rely heavily | UTA tries to optimize routing to best serve the most customers, efficiently and effectively, based on ridership trends and key destinations. Routing changes do |

|   |  |   |
|---|--|---|
|   | <p>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>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 (e.g., 223, 640) and extended service hours, especially on weekends and late nights.</p>  | <p>Frequency is a key element of both the <a href="#">Five-Year Service Plan</a> and <a href="#">Long-Range 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> <p>Customer Service has been expanding hours over the past few years and will continue to look for opportunities to better</p>  |

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|  |   | 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.<br><br>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.<br><br>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 those without other transportation options.   | Fares for Route 628 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 fares aligns this route with UTA's other bus  |

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|  |   | <p>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, emphasizing the need for equitable access to transit.</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 minority populations and low-income populations. Through this evaluation, any findings of disproportionate impact must</p>  |

|   |  |   |
|---|--|---|
|   |  | 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

#### Service Change Proposals - 2025 [finalized in January 2025]

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



|   |   |
|---|---|
| <p><b>Route 642:</b><br/>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> |
| <p><b><i>Salt Lake County 2025</i></b></p>  |   |
| <p><b>Route 39:</b><br/>Restore service to 15-minute frequency; community priority</p>  | <p>Moving forward as proposed</p>   |
| <p><b>Route 126:</b><br/>New route, serve Salt Lake Community College, Real Salt Lake Academy; community priority</p>                               | <p>Moving forward as proposed</p>   |
| <p><b>Route 201:</b><br/>Restore service to 30-minute frequency</p>   | <p>Moving forward as proposed</p>   |
| <p><b>Route 217:</b><br/>Realignment and new terminus at 1460 West to connect to Green Line at Power Station</p>                                    | <p>Moving forward as proposed</p>   |
| <p><b>Route 218:</b><br/>Restore service to 30-minute frequency</p>   | <p>Moving forward as proposed</p>   |
| <p><b>Route 219:</b><br/>New, 60-minute frequency route serving Redwood Route in southwest Salt Lake County</p>                                     | <p>Moving forward as proposed</p>   |
| <p><b>Red Line (703):</b><br/>New Red Line TRAX station: South Jordan Downtown</p>  | <p>Moving forward as proposed</p>   |
| <p><b><i>Utah County 2025</i></b></p>   |   |
| <p><b>West Provo IMZ (Zone 581):</b><br/>New Innovative Mobility Zone, UTA On Demand service planned for this area, including the Provo Airport</p> | <p>Moving forward as proposed</p>   |
| <p><b>Route 823:</b><br/>New route serving south Utah County; community priority</p>  | <p>Moving forward as proposed</p>   |
| <p><b>Route 871:</b><br/>Realignment, serve Sandy Civic Center Station</p>  | <p>Moving forward as proposed</p>   |

**Service Change Proposals - 2026**

| Proposed Change  | Final Change                      |
|--|-----------------------------------|
| <p><b><i>Box Elder, Weber, Davis Counties 2026</i></b></p>                                       |                                   |
| <p><b>North Weber IMZ (Zone 562):</b><br/>New Innovative Mobility Zone in north Weber County</p> | <p>Moving forward as proposed</p> |
| <p><b>Brigham City IMZ (Zone 563):</b></p>   | <p>Moving forward as proposed</p> |

|   |   |
|---|---|
| <p>New Innovative Mobility Zone in Brigham City, planned to replace service previously offered by Route F638</p>  |   |
| <p><b>Route 455:</b><br/>Realignment; shorten route to Dee Events Center</p>  | <p>Moving forward as proposed</p>   |
| <p><b>Route 601:</b><br/>Discontinued; end of Zero Fare</p>   | <p>Moving forward as proposed</p>   |
| <p><b>Route 604:</b><br/>Realignment; extend to Weber State University; replace Route 455</p>   | <p>Moving forward as proposed</p>   |
| <p><b>Route 610:</b><br/>New route providing local service in Ogden; replaces portions of the Routes 612 and 625</p>  | <p>Moving forward as proposed</p>   |
| <p><b>Route 612:</b><br/>Realignment; serve Pleasant View, Ogden Station, Washington Terrace, South Ogden; replaces the Route 601 Trolley, end of Zero Fare, begin charging regular fare (\$2.50); community priority</p>                             | <p>Moving forward as proposed</p>   |
| <p><b>Route 625:</b><br/>Discontinued</p>   | <p>Moving forward as proposed</p>   |
| <p><b>Route 628:</b><br/>Discontinued</p>   | <p>Change removed from proposal (related to removal of 640 changes)</p>   |
| <p><b>Route 630:</b><br/>Service to Pleasant View Station; increase to 30-minute frequency</p>  | <p>Moving forward as proposed</p>   |
| <p><b>Route F638:</b><br/>Discontinued route, replaced by new IMZ service in Brigham City</p>   | <p>Moving forward as proposed</p>   |
| <p><b>Route 640:</b><br/>Realignment; provides service between Roy Station and Layton Station</p>   | <p>Change removed from proposal.<br/><br/>Routes 626, 640, and 642 are a package of changes and require additional evaluation and refinement before implementation.<br/><br/>The decision to remove this proposal was based on internal and external/public feedback.</p> |
| <p><b>Route 645:</b><br/>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.</p> | <p>Moving forward as proposed</p>   |
| <p><b><i>Salt Lake County 2026</i></b></p>  |   |
| <p><b>Salt Lake City Westside UTA On Demand Zone:</b><br/>Expanded to include Central Pointe Station</p>  | <p>Moving forward as proposed</p>   |

|   |   |
|---|---|
| <b>Route 2:</b><br>Discontinued, replaced by Route 2A and 2B service  | Moving forward as proposed                                      |
| <b>Route 2A &amp; 2B:</b><br>New, will provide increased weekday frequency; replaces Route 2  | Moving forward as proposed                                      |
| <b>Route 4:</b><br>Realignment; extend to 6200 South Wasatch Park and Ride, extend to Little Cottonwood Canyon Park and Ride  | Route 4 will be extended to 6200 South Wasatch Park & Ride only |
| <b>Route 45:</b><br>Realignment; re-route to improve connections and increase weekday coverage  | Moving forward as proposed                                      |
| <b>Route 54:</b><br>Increase to 15-minute frequency; community priority   | Moving forward as proposed                                      |
| <b>Route 62:</b><br>Realignment; extended to Copper City Drive for improved connectivity  | Moving forward as proposed                                      |
| <b>Route 72:</b><br>Realignment; extended east to the 6200 South Wasatch Park and Ride  | Moving forward as proposed                                      |
| <b>Route 205:</b><br>Increase to 15-minute frequency on weekdays and Saturdays  | Moving forward as proposed                                      |
| <b>Route 220:</b><br>Realignment; route will end at the University of Utah Student Union and not continue to Salt Lake Central. Downtown connections will be provided by the Routes 2A and 2B | Moving forward as proposed                                      |
| <b>Route 223:</b><br>Realignment to serve Murray Central and increase to 30-minute frequency on weekdays  | Moving forward as proposed                                      |
| <b>S-Line (720):</b><br>Extend S-Line to Highland Drive   | Moving forward as proposed                                      |
| <b>Utah County 2026</b>   |   |
| <b>Lehi IMZ (Zone 582):</b><br>New Innovative Mobility Zone in Lehi   | Moving forward as proposed                                      |
| <b>Route 806:</b><br>Discontinued, and replaced by Lehi IMZ and new Route 860   | Moving forward as proposed                                      |
| <b>Route 846:</b><br>New, 30-minute frequency route serving East Orem and connections to Vineyard Station   | Moving forward as proposed                                      |
| <b>Route 850:</b><br>Realignment to serve Valley Grove area   | Not moving forward this change day, will remain the same        |
| <b>Route 860:</b><br>New, 30-minute frequency route providing serve to Eagle Mountain and Saratoga Springs  | Moving forward as proposed                                      |

|   |   |
|---|---|
| <p><b>Route 862:</b><br/>Realignment, extend route west to cover areas previously served by Route 850</p> | <p>Proposal modified to cover Valley Grove development because of Title VI impacts on 850</p> |
|---|---|

**Fare Change Proposals - 2025**

| Proposed Change  | Final Change                      |
|--|-----------------------------------|
| <p><b>Route 628 Midtown Trolley:</b><br/>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.</p> | <p>Moving forward as proposed</p> |

**Fare Change Proposals - 2026**

| Proposed Change  | Final Change                      |
|--|-----------------------------------|
| <p><b>Route 601 Ogden Trolley:</b><br/>Will transition from Zero Fare 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.</p> | <p>Moving forward as proposed</p> |

**Other Fare Change Proposals - 2025/2026**

| Proposed Change   | Final Change                      |
|---|-----------------------------------|
| <p><b>Changes to Paper Tickets vended from Ticket Vending Machines:</b><br/>TVMs will vend electronic FAREPAY Cards instead of paper tickets. The list of full and reduced fare tickets that would be replaced includes:</p> <ul style="list-style-type: none"> <li>• One-way</li> <li>• Round trip</li> <li>• Upgrade ticket</li> <li>• Group pass</li> <li>• Day pass</li> </ul> <p>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.</p> | <p>Moving forward as proposed</p> |
| <p><b>Changes to Monthly Passes:</b><br/>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:</p> <ul style="list-style-type: none"> <li>• Reduced fare monthly stickers (RF, XRF)</li> <li>• Reduced fare monthly pass (R, XR)</li> <li>• Full fare monthly pass (A, X)</li> </ul>   | <p>Moving forward as proposed</p> |

|   |  |
|---|--|
| <p>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 they will receive fare capping and other discounts, if eligible, automatically through the FAREPAY system.</p>   |  |
| <p><b>Changes to Mobile App Offerings (Future):</b><br/>                 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.</p> <p>The following passes are anticipated to be eliminated from the mobile app in the future:</p> <ul style="list-style-type: none"> <li>• Day Pass</li> <li>• One-way (full or reduced fare)</li> <li>• One-way FrontRunner (full or reduced fare)</li> <li>• Monthly regular (full or reduced fare)</li> <li>• Monthly premium (full or reduced fare)</li> <li>• One-way Ski Pass, seasonal (full or reduced fare)</li> <li>• Group pass (premium pass for 4 people)</li> <li>• Riders License, seasonal (discounted youth pass)</li> <li>• One-way Paratransit (passengers must pre-qualify)</li> <li>• Flex Route deviation (flex route only)</li> <li>• Special Event pass</li> <li>• Full fare monthly pass (A, X)</li> <li>• Reduced fare</li> </ul> | <p>Moving forward as proposed</p>  |
| <p><b>Changes to Transfers:</b></p> <ul style="list-style-type: none"> <li>• For customers paying cash at the farebox upon boarding a bus, bus operators will no longer issue paper transfers.</li> <li>• For customers paying cash on the bus, and who transfer between different modes of transit, each leg of the trip will cost separately.                         <ul style="list-style-type: none"> <li>• For example: a rider takes Route 220 and transfers to the Red Line TRAX, this trip will cost \$2.50 for the</li> </ul> </li> </ul>   | <p>Change removed from proposal.</p> <p>This change requires additional evaluation before it can be implemented effectively.</p> <p>The decision to remove this proposal was based on internal and external/public feedback.</p> |



|  |                                   |
|--|-----------------------------------|
| <p>bus ride and \$2.50 for the TRAX ride for a total of \$5.00.</p> <ul style="list-style-type: none"> <li>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 on.</li> </ul>   |                                   |
| <p><b>Changes to Reduced Fare:</b></p> <ul style="list-style-type: none"> <li>Reduced fare discounts will only be available for customers using electronic fare media. To receive the discount, customers should apply for and use a Reduced Fare FAREPAY Card, which will require customers to create an account.</li> <li>Reduced fare eligible riders who pay cash through the farebox will not be eligible for a discount and will need to pay full fare.</li> <li>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.</li> </ul> | <p>Moving forward as proposed</p> |
| <p><b>Changes to Reduced Fare Plastic ID Cards:</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>  | <p>Moving forward as proposed</p> |

## 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

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.

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.  |

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

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| <p>23</p> | <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> |  |
| <p>24</p> | <p>I'm satisfied with the 2025 plan!</p>   |  |
| <p>25</p> | <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>  |  |
| <p>26</p> | <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>  |  |
| <p>27</p> | <p>Is there anyway the route 47 could run every 15 minutes????</p>   |  |
| <p>28</p> | <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>  |  |

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

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| 36 | I take the South Ogden #625 bus everyday from the Harrison and 20th Street bus stop to Weber State for work. And I take the #625 northbound home. I hope that there will be a replacement route that will run from 20th and Harrison to Weber State University.   |  |
| 37 | I would like to see some kind fixed route service in West Kaysville, such as a bus route along Flint St./Sunset Dr. or maybe in the future, a rail service along the Denver & Rio Grande Western Rail Trail Corridor.   |  |
| 38 | I'm glad Route 218 is returning to half hour service.   |  |
| 39 | Will the On Demand Service also service the American Fork area?   |  |
| 40 | Hi, is there any discussion within UTA and/or with the city about the possible benefits of implementing the Rio Grande Plan in the future? Possibly creating and moving the central hub, including FrontRunner, TRAX, and buses, closer to downtown and the Revitalization Zone? Thank you.   |  |
| 41 | Will the North Weber On Demand Zone serve Ogden Station or do you need to transfer on 12th Street to a bus?   |  |
| 42 | Agree with proposed changes. I was not able to find bus stops for the new Route 126. I'm hopeful there are bus stops near Autumn Moon Lane in Herriman.   |  |
| 43 | I am excited to see regular scheduled service returning to Herriman on the 126 route. I was hoping the route would travel Rosecrest Road/5600 West between 134th to 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!   |  |

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

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

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

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

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

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| 114 | I take the train to work and school almost daily! I have been for years. Many times I've been left stranded in the cold if I was just 1 minute late for an entire hour. It would be great to see one more cart added so more people don't have to squish during rush hour. It gets so stuffy on the train when I have to ride it before and after work. It would be even better to have the front runner run every half hour. Even every 15 minutes during rush hour.  |        |
| 115 | I think having a station down in Spanish Fork would be useful.   |        |
| 116 | Also, the wifi is SO BAD I took the train to be able to do homework or work on my laptop but I always have to use my hotspot. Many people's meetings or assignments get interrupted by the poor quality or band width of the WiFi'. Please, this is not sustainable.   |        |
| 117 | Fares for the 628 free trolley will impact not just me but a lot other because our expenses are limited. We should be able to continue to ride the 628 trolley for free because it's also only a short distance of a ride and it's only for the Clearfield and Layton area.  | *Fares |
| 118 | I strongly feel that we should be able to continue to ride the 628 free trolley for free. For starters, the 628 free trolley only stays in the Clearfield and Layton area. It's a short distance ride. To have to pay for a short distance ride from Clearfield and Layton especially when Clearfield is next to Layton in cities doesn't make sense. A lot of people depend on the bus and takes the bus because of how expensive uber or Lyft is and because how expensive it is nowadays to get a car. I don't only speak for myself when I say that our funds are limited. Whatever income we have we need to save for other needs and necessities. Saving our incomes on the side for future purposes will help us in the long run but we can't do that if we always have to continue to spend our money on the bus that is suppose to be free. |        |
| 119 | I hate the idea of having a route run through Herriman to SLCC and the Real Salt Lake Academy. It will run through a street that kids cross to go to and from school and bring unnecessary traffic to the area. I seriously disagree with this.  |        |
| 120 | I figured the 601 would cost money I love 601 because it was easier than walking to get a sticker because eventually ogx not going to be free for long as well but losing 625 to go up to the St benenicit 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 Fronrunner 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 fronrunner train schedule permanently!   |        |
| 126 | We need earlier trax. Services   |        |
| 127 | No impact. But would be nice to have the 217 and the green line coincide better. A 15 minute wait in the cold is terrible. At least have heaters at the stops  |        |
| 128 | Uta bus service is awesome but there are changes that I would like to see the buses running more often during the winter more shelter at bus stops bathrooms close by heated areas by bus stops more light at night around bus stops trax trains with level entry areas buses in all areas more on time service  |        |

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| 129 | <p>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.</p>  |  |
| 130 | <p>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.</p>  |  |
| 131 | <p>Change can be good. Id like to see more services than less.</p>   |  |
|     | <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</p> |  |
| 132 | <p>around the edges, but not addressing actual service.</p>  |  |
| 133 | <p>necessary</p>   |  |

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| 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>  |  |

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|     | <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.  |  |

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

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

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| 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>   |        |

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| 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!<br>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.   |  |

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| 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>   |  |

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

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

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| 97  | I strongly feel that we should be able to continue to ride the 628 free trolley for free. For starters, the 628 free trolley only stays in the Clearfield and Layton area. It's a short distance ride. To have to pay for a short distance ride from Clearfield and Layton especially when Clearfield is next to Layton in cities doesn't make sense. A lot of people depend on the bus and takes the bus because of how expensive uber or Lyft is and because how expensive it is nowadays to get a car. I don't only speak for myself when I say that our funds are limited. Whatever income we have we need to save for other needs and necessities. Saving our incomes on the side for future purposes will help us in the long run but we can't do that if we always have to continue to spend our money on the bus that is suppose to be free. | *Fares |
| 98  | I hate the idea of having a route run through Herriman to SLCC and the Real Salt Lake Academy. It will run through a street that kids cross to go to and from school and bring unnecessary traffic to the area. I seriously disagree with this.  |        |
| 99  | Just don't understand why so many changes. I get the economy is changing but its getting not better but worse but u guys do whatever u want.   |        |
| 100 | Mid  |        |
| 101 | Any expansion of services is welcome. More routes/services means I and others could ride more.   |        |
| 102 | None   |        |
| 103 | I love the change for the 860 Eagle Mountain route, I live right by the current bus route, but I can't take it because of how long it takes to get to the 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   |        |

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

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| 143 | Northwestern Weber County is horribly underserved. Its bad enough the Pleasant View station is sitting unused...but how about bus service west of I15 along Route 126 in the Farr West area? We have nothing. Also...make it happen to get the Pleasant View Fronrunner 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 | Fronrunner should run on all Sundays! And don't shrink the zero fare zones. Expand them   |        |
| 156 | Do not see any routes I frequently use listed, no comments.   |        |
| 157 | Again, absolutely abysmal changes to the 628 Route. I know very well that I am not the only individual who sees the benefits of the Midtown Trolley, and uses it regularly. Removing it entirely cuts out options for people who need it to get around town due to lack of other transportation. Keep the midtown trolley.  |        |
| 158 | Please do not get rid of Line 628. Please keep the line fare-free! I've continued more on this in #6 about the proposed fare changes.   |        |
| 159 | Again one day is not impactful to our communities disparaged by the increased rates   |        |
| 160 | I am in full support of switching 205 to a 15 minute frequency! As someone who takes that route daily, I am often waiting 30 minutes in between busses to take the 205 to get home. This is often in the dark/cold/rain because many of the 205 stops do not have any shelter/coverage. In the future, I would also like to see increased Sunday service. Many people still have to get to work on Sundays and it can be especially difficult to work out transit on those days.                            |        |

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

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

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

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

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

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|----|--|--|
| 20 | none   |  |
| 21 | Making fares consistent on Route 628 is reasonable. Again, can we please stop calling these fake vintage buses "trolleys"? Trolleybuses are already a thing (they're the safer electric alternative to lithium battery buses), and they aren't defined by a kitschy paint job.   |  |
| 22 | The U pays for my badge, so this does not impact me  |  |
| 23 | I'm not a daily rider so for me the fare change has little to no impact.   |  |
| 24 | No impact  |  |
| 25 | None   |  |
| 26 | Please keep providing the free UTA chip for students. The gratitude of students for that benefit has been expressed by many students on our SLCC campuses!   |  |
| 27 | I don't think it's clear to me how the monthly passes would change. Though my biggest concern is around the cash fare changes affecting marginalized people who use cash fare most and may not have access to the internet or even have cardless payment methods. Without a lot of though, that change in particular could very negatively affect the most vulnerable transit riders.  |  |
| 28 | No change  |  |
| 29 | The fare cap has helped with a lot.  |  |
| 30 | Never change it I need ride and a lot of people need a ride  |  |
| 31 | I personally think that removing paper tickets is a good idea and will improve the accuracy of ridership counts across the board and make it more difficult to fraudulently board the train/bus.<br>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.   |  |

|    |   |  |
|----|---|--|
| 36 | <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> |  |
| 37 | <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>  |  |

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|----|---|--|
| 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.<br/>         What will UTA do to ensure no one loses their access to reduced fares?<br/>         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?<br/>         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<br/>         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,<br/>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.<br/>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   |  |

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|-----|--|--|
| 90  | I can live...  |  |
| 91  | None   |  |
| 92  | Streamlining fare services is a valuable and necessary change. This also provides a platform for you to disseminate any information that may pertain to public transport users.  |  |
| 93  | It would be nice they changed the regular fares to 1.25  |  |
| 94  | There's one way to make fare easier for people to understand: no fare permanently. Roll the cost into taxes. This will not only make the process easier for drivers and passengers, but will save money and time for the department as well as encouraging ridership (which will greatly help air quality).  |  |
| 95  | I'm frustrated with elimination of zero fare routes. I would rather work with cities to lower fares and increase ridership. Having little to no service from FrontRunner to pleasant grove boulevard makes it difficult to use UTA as a primary transit source to my work. It requires a 4 mile bike ride from either American Fork or Vineyard station. Without 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.   |  |

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

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



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| 150 | none  |  |
| 151 | None  |  |
| 152 | No comment  |  |
| 153 | I don't care if the prices go up a little bit I'd imagine that they could stay the same if more riders rode. I'll ride a LOT more if transit goes all day   |  |
| 154 | No comment; thank you for my Reduced Farepay card!  |  |
| 155 | I hope you don't get priced out.  |  |
| 156 | So, what, we open yet - yet another 'account,' Farepay, that can be hacked by whoever is smart enough to do it? Sorry. I will always be using cash, or prepaid passes. Or a bicycle. Or I'll walk. Utah Transit Authority has specialized in transport since the mid-1970s, and you do a wonderful work! But you will always be amateurs at cybersecurity. I'll put it a different way. When BYU Computer Security (the leader is in my ward) had a serious problem at BYU-Idaho, they did everything they could. Then they turned to prayer, and resolved the problem. UTA, stick to what you are excellent at. Transportation. By the way: Up and coming, wonderful companies and organizations like yours are very attractive to some types of people who can do you a lot of harm. I had the experience. Companies I know of had the experience, and it damages them. This is a good article: "Identifying Psychopathic Fraudsters" "Interview with Dr. Robert D. Hare and Dr. Paul Babiak" <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  |  |

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

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