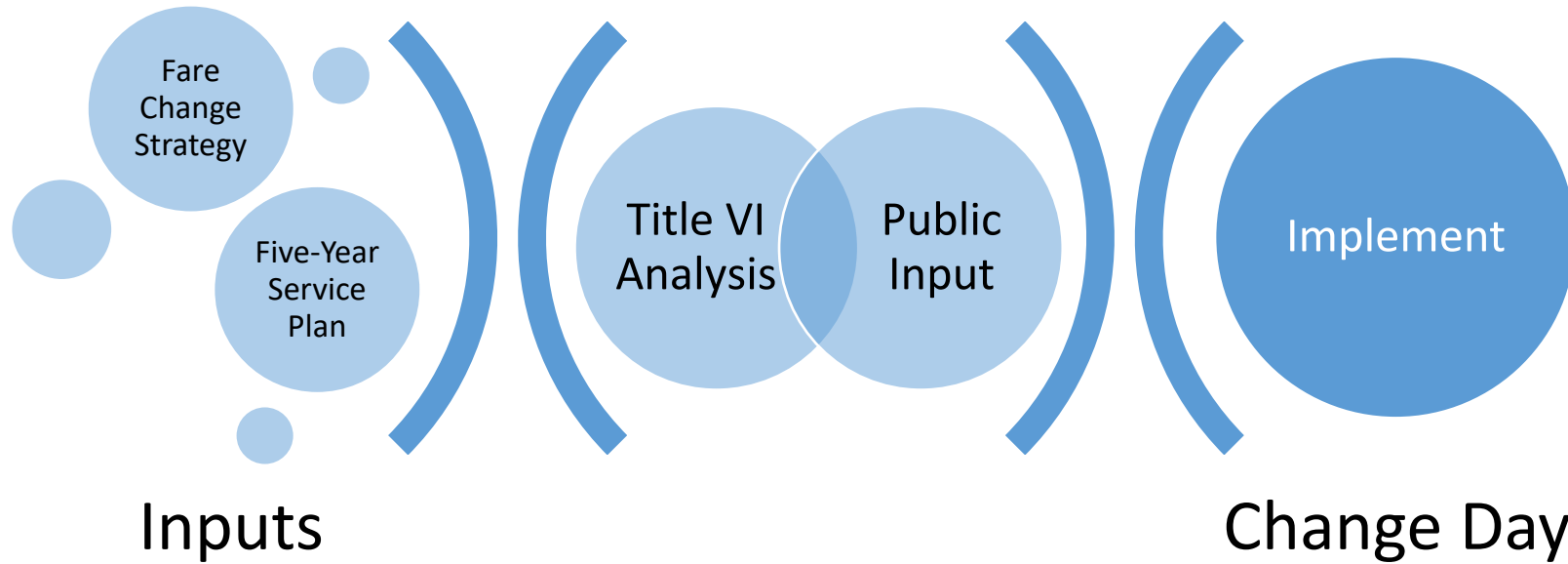


Service and Fare April Change Day Proposals 2025 & 2026: Overview for Public Engagement



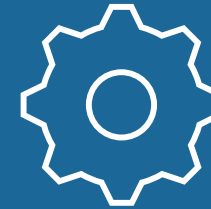
Process



Proposed Service Changes



Purpose of the Five-Year Service Plan



**Improve
employee
working
conditions**

by reducing split shifts,
more consistent service
throughout the day

**Implement
Long-Range
Transit Plan**

and prepare for future
service / projects

**Respond to
community
feedback**

**Optimize the
system**

for more access within
our current limits

**Restore
service**

in areas where it was
previously reduced



Five-Year Service Plan → Change Day

UTA Five-Year Service Plan Final Draft – At a Glance				
				<i>Modified</i> New Discontinued
April 2025	April 2026	April 2027	April 2028	April 2029
Weber/Davis/Box Elder 417 470 626 627 628 640 642 Salt Lake 39 126 201 217 218 219 703 Utah 581 823 871	Weber/Davis/Box Elder 455 562 563 601 604 610 612 625 628 630 F638 640 645 Salt Lake 2 2A 2B 4 45 54 62 72 205 220 223 502 720 Utah 582 583 806 846 850 860 862	Weber/Davis/Box Elder 604 613 F618 F620 Salt Lake 17 26 31 35 39 45 47 50X 203 205 208 223 227 236 240 509 513 551 F590 Utah 584 830X 833	Weber/Davis/Box Elder 400 417 455 470 473 470X 600 609 667 Salt Lake 126 200 201 217 218 219 256 F556 Utah 585 871	Salt Lake 62 72 209 213 F264 503 504



April 2025 Service Changes

** denotes major change*



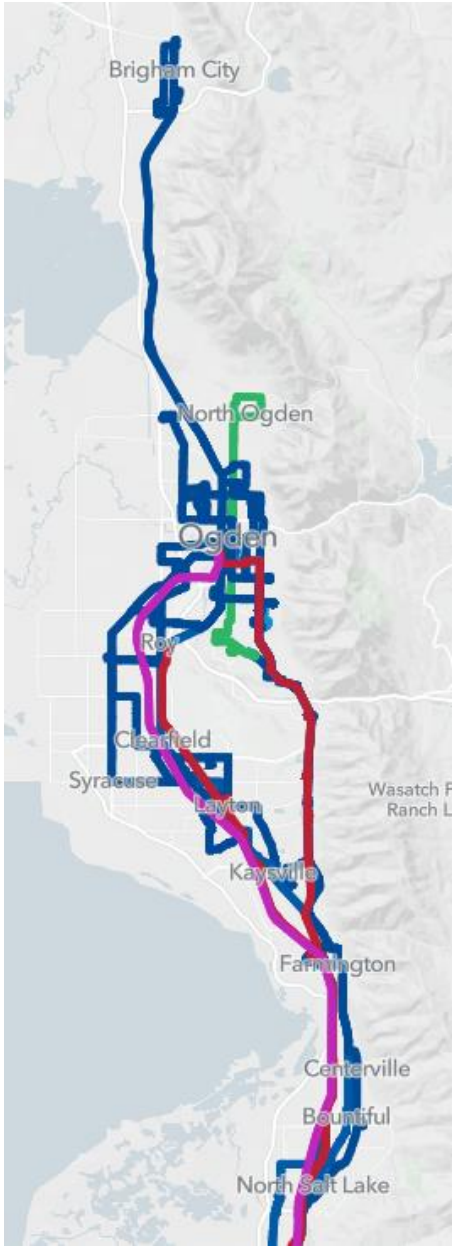
Weber/Davis/Box Elder

New Routes: 417*, 642*

Modified Routes: 470, 627*, 628*, 640*

Discontinued/Modified Routes: 626*

Hours	Miles	Shifts	Pullout
+5K	-1.2K	+2	-5

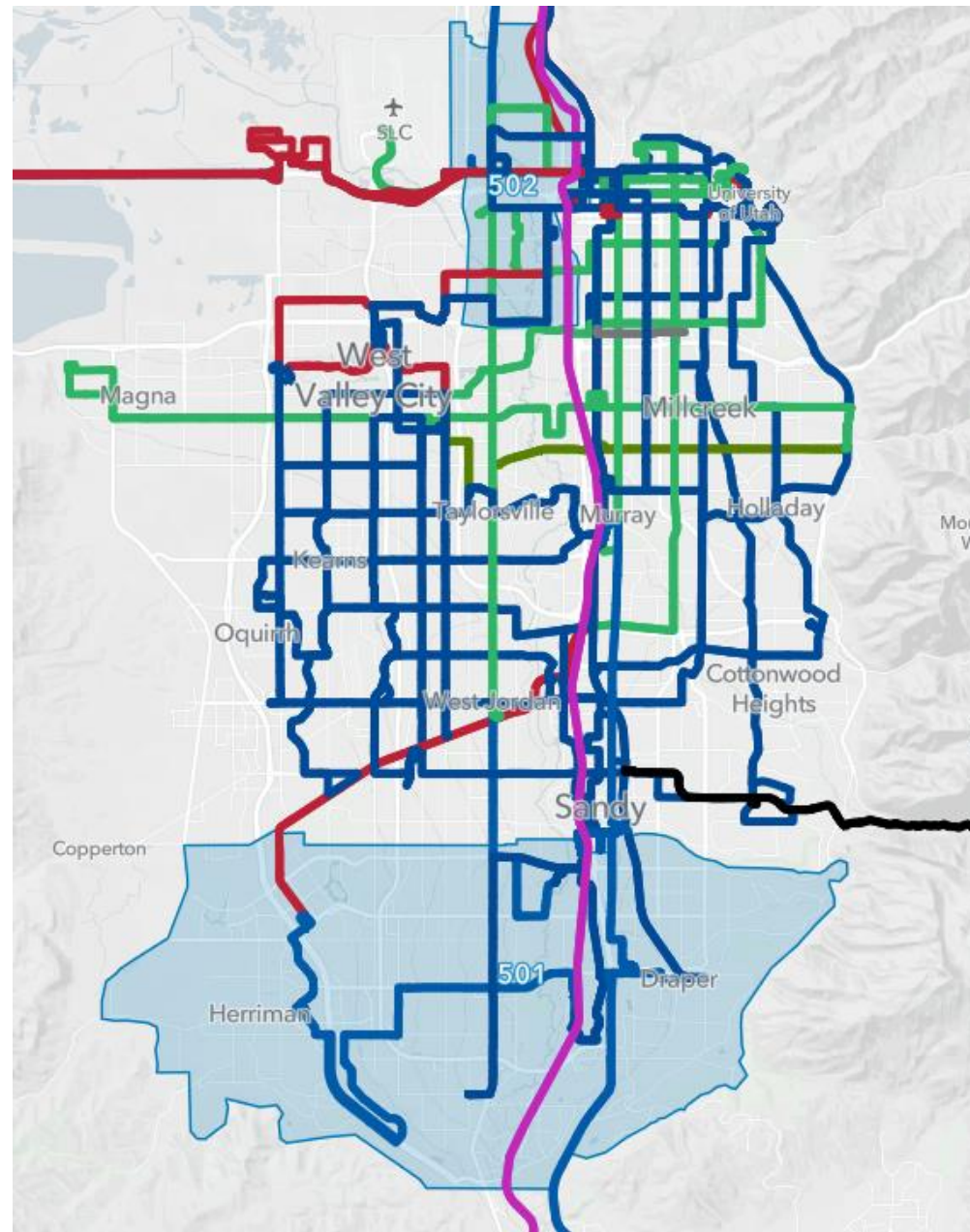


Salt Lake County

New Routes: 126*, 219*

Modified Routes: 39, 201, 217, 218, Red Line

Hours	Miles	Shifts	Pullout
+62K	+804K	+33	+19

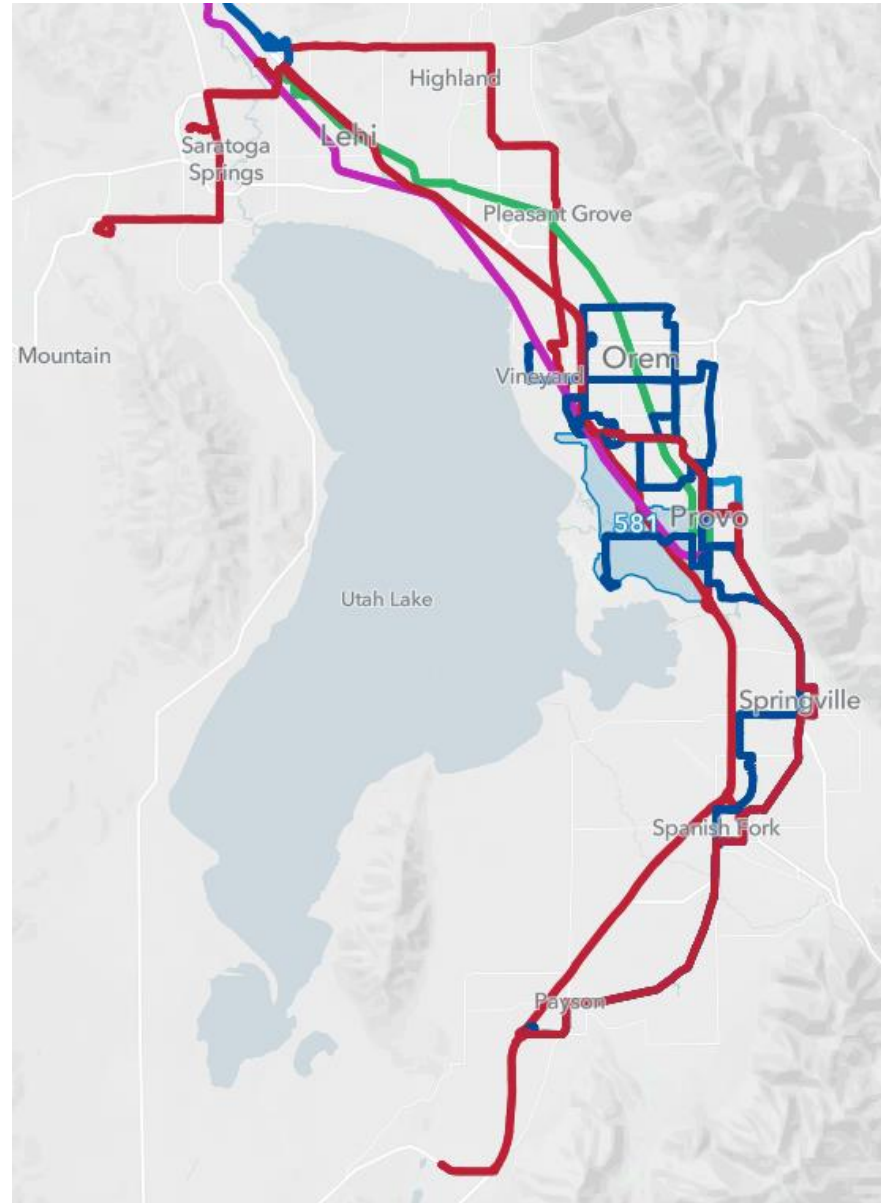


Utah County

New Services: 581*, 823*

Modified Routes: 871

Hours	Miles	Shifts	Pullout
+34K	+307K	+12	+6



April 2026 Service Changes

** denotes major change*



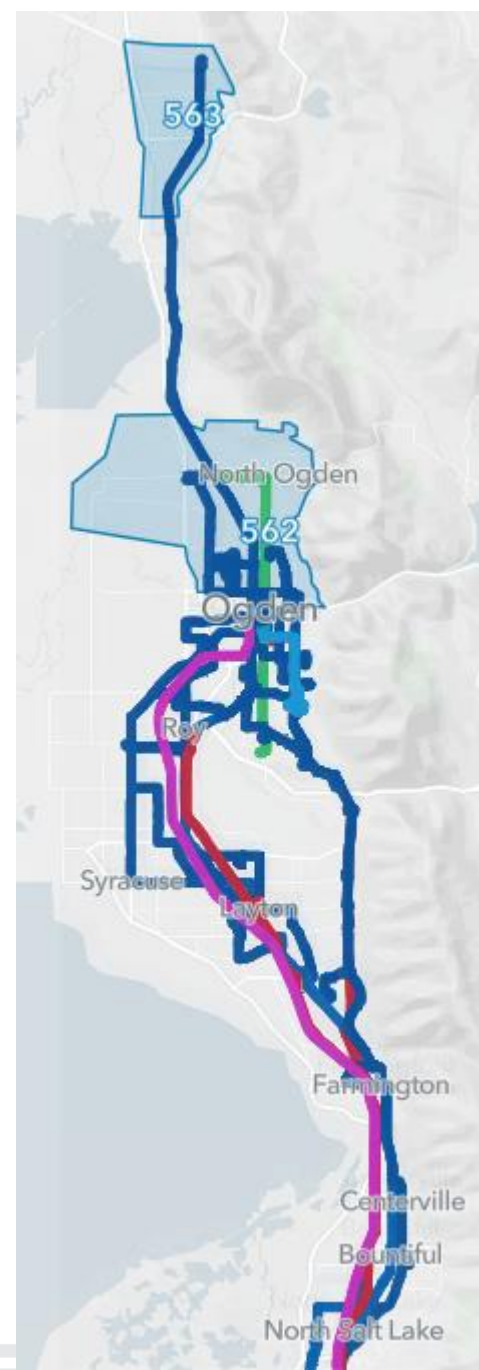
Weber/Davis/Box Elder

New Services: 562*, 563*, 610*

Modified Routes: 455, 604*, 612, 630*, 640*, 645*

Discontinued/Modified Routes: 601*, 625*, 628*, F638*

Hours	Miles	Shifts	Pullout
+43K	+801K	+23	+3



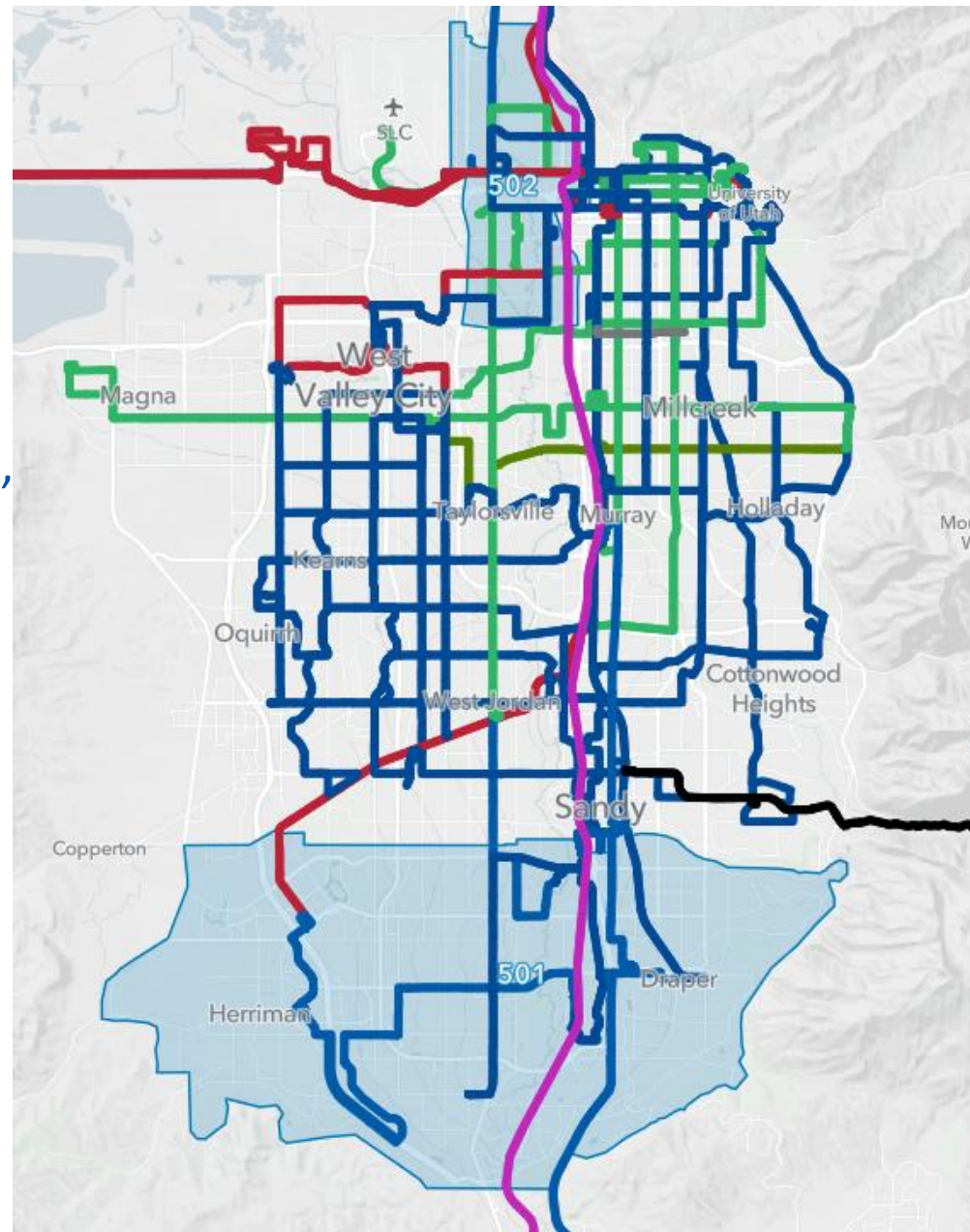
Salt Lake County

New Routes: 2A*, 2B*

Modified Services: 4*, 45*, 54*, 62, 72, 205*, 220, 223*, 502*, S-Line

Discontinued/Modified Routes: 2*

Hours	Miles	Shifts	Pullout
+69K	+1.1M	+32	+16



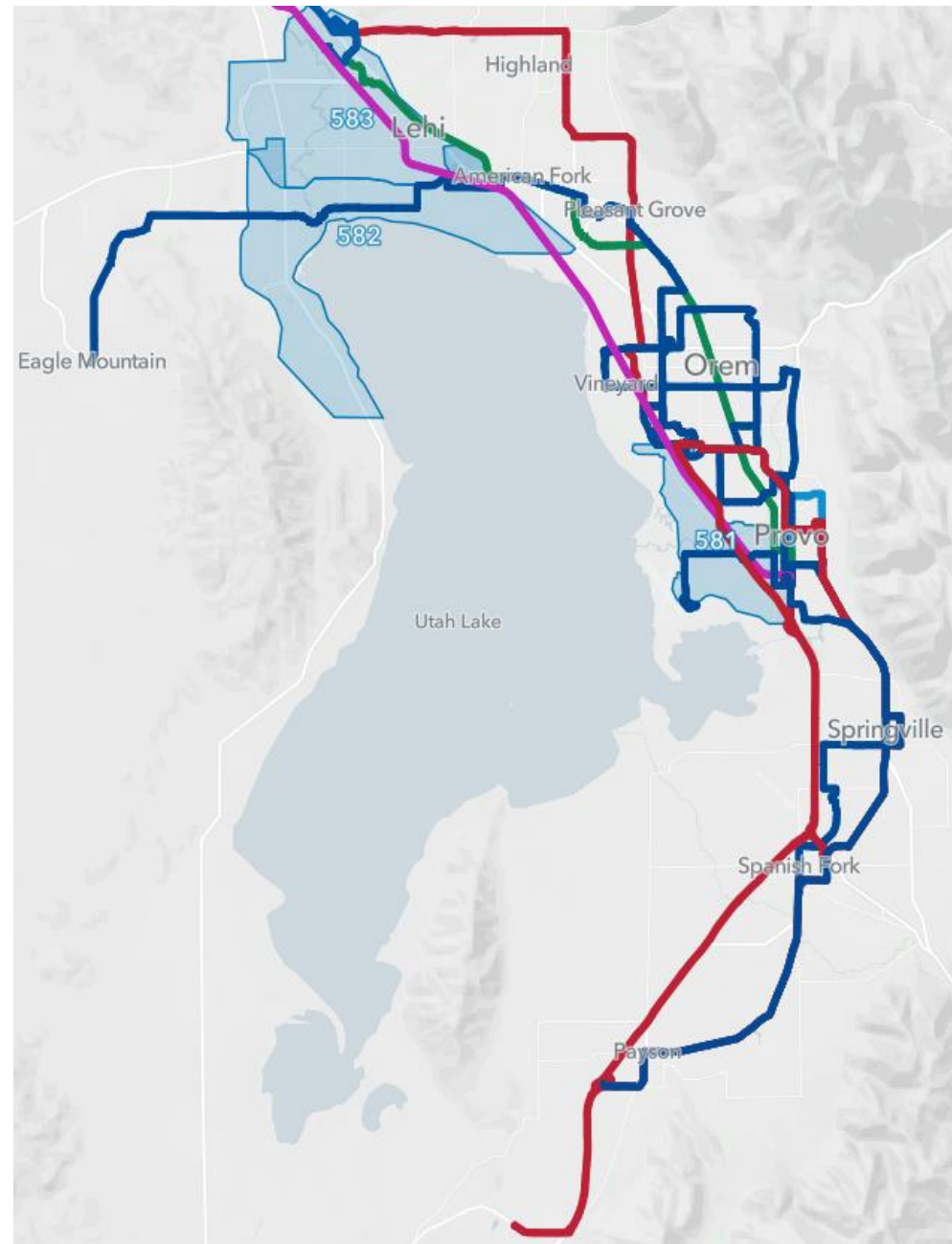
Utah County

New Services: 582*, 583*, 846*, 860*

Modified Routes: 850, 862*

Discontinued Routes: 806*

Hours	Miles	Shifts	Pullout
+39K	+404K	+21	+8



Proposed Fare Changes



Proposed Changes

- UTA is starting the final phases of implementation for the new fare collection system. To achieve UTA's vision of an integrated fare collection system, fare changes are being proposed.
- Exact timelines are to be determined.
- Ticket options will be phased out and replaced by pre-paid, reloadable accounts.
- Proposed changes will impact paper tickets, monthly passes, and tickets sold on the mobile app.
- Other proposed fare changes will also be included as part of this change day.



Paper Tickets – Proposed Changes

- Fares purchased at the ticket vending machines (TVMs) are being simplified. TVMs vend paper tickets with more than 13 ticket options available to purchase.
- The newly installed TVMs are being programmed with new functionality and improved screen flow. They will also vend FAREPAY cards.
- 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.
- Fare pricing is automatic, and the least expensive fare rate will be charged based on customer travel patterns and eligibility for reduced fare discounts
- The following full and reduce fare tickets to be replaced include:
 - One-way
 - Round Trip
 - Upgrade Ticket
 - Group Pass
 - Day Pass



Monthly Passes – Proposed Changes

- 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 fare payment options.
- There were over 16 paper pass options available to purchase and now there are four.
- Currently, for customers using the FAREPAY card, best fare is automatically calculated using fare capping technology. Capping is done daily and weekly.
- Fare capping will be carried over as part of the new fare collection system.
- The monthly passes being eliminated include:
 - Reduced fare monthly stickers (RFS, XRFS)
 - Reduced fare monthly pass (R, XR)
 - Full fare monthly pass (A, X)



Mobile App – Proposed Changes

- Fares purchased through the mobile app are being simplified. Currently, customers can choose from more than 15 fare products.
- UTA has not started the development of the new mobile app but proposes reducing the fare products and replacing them with pre-paid reloadable accounts.
- The best fare will automatically be calculated, and customers will not have to choose from multiple fare products. Fare products to be replaced include:
 - Day Pass
 - One-way, One-way FrontRunner (full or reduced fare)
 - Monthly Regular/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



Paper Transfers – Proposed Changes

- Paper transfers, a form of fare media, are currently given by bus operators to customers upon request.
- The paper transfer gives customers purchasing a single trip additional time to travel on more than one mode of transit without incurring additional fare cost.
- Currently, transfer credits are automatically applied for fare payment made with electronic fare media.
- Customers paying cash at the farebox will no longer receive a paper transfer.
- To receive a transfer credit, cash must be paid at TVMs, UTA customer service locations, or retailers by adding funds to a FAREPAY card.



Route 628– Proposed Changes

- Route 628 (Layton Trolley) will move from zero to paid fare.
- In April 2025, the regular fare of \$2.50 will be required because the service agreement with Layton City will be terminated.



Reduced Fares – Proposed Changes

- Reduced fare discounts will be managed through UTA’s new account-based ticketing (ABT) back office which is a software system that performs all the functions necessary to run the electronic fare collection.
- The ABT will bring all UTA’s current systems under one umbrella, including the reduced fare application portal.
- Reduced fare discounts will only be available for customers using electronic fare media and cash payments made through the farebox will not be eligible for a discount.
- Customers paying with cash can add funds to an electronic card at TVMs, UTA customer service locations, and retailers.
- Reduced fare plastic ID cards will be phased out because they cannot be read or validated by the electronic card readers. Since this card is not compatible with the new back office it will be retired.



Public Engagement Plan

Key Component	Dates	Additional Detail
Public Notice	November 13	A public notice will be published on the UTA website and on the Utah Public Notice Website.
Public comment period	November 13 – December 13	30-day public comment period. Comments accepted via email, online form, mail, and phone.
Public meeting (Virtual)	November 20	1 week after public comment period announced, a virtual public meeting will be held via Zoom. UTA staff will present information about proposed changes and answer questions. A recording will be made available following the event.
Virtual engagement	November 13 – December 13	Will be available throughout the comment period online.



Public Engagement Continued

- Additional Strategies:
 - Communications plan
 - Social
 - Web
 - Targeted outreach plan
 - Partners and stakeholders
 - New and discontinued routes
 - Key areas for major changes



Provide Public Comment – April Change Day 2025

November 13 – December 13, 2024

- [Rideuta.com/ChangeDay](https://rideuta.com/ChangeDay)
- Email: HearingOfficer@rideuta.com
- Phone: 801-743-3888
- Mailing: Utah Transit Authority, C/O Jolisha Branch, 669 W 200 S, Salt Lake City, UT 84101

Virtual Public Meeting: Wednesday, November 20, 5:30pm on Zoom



Next Steps

- 30 Day Public Comment Period – begins today, November 13 through December 13, 2024
- Title VI Analysis continues
- January 2025
 - Title VI analysis finalized
 - Public Comments considered
 - Plans finalized
- February 2025: Board Meeting
 - Update on public engagement, service plan, fares plan
 - Resolution approving Title VI Analysis
- February – April 2025: Inform
 - Community education, outreach, communications
 - Preparation for any planned changes
- April 13, 2025: Change Day
 - *April 12, 2026*



Questions?

